

# Business Report

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## 1. Introduction

Through the data provided, the attrition rate for employees is 16% of total employees (237 employees). Most of them are in the Research and Development Department and Sales Department; almost 50% of them are between 26 and 35 years old; most of them are holding bachelor's degrees; most of them are near their homes; and they travel rarely.

## 2. Purpose and Problem

Attrition led to a high loss of employees' manpower and talents, so discovering the main causes and contributing factors and taking actions and making recommendations on them will help reduce company attrition.

Attrition increases for specific job roles (laboratory technician, sales executive, research scientist, sales executive), so we will dig deep into them to discover what the contributing factors are that led to high attrition.

## 3. Analysis

### 3.1 Attrition in Research and Development Department (R&D):

The data shows that total attrition in research and development equals 133 employees; most of them are in job roles such as laboratory technician and research scientist, and most of them travel rarely, so that means that travelling and distance from home are not factors of attrition in the company.

**67 employees from 133** in the department are between **26 and 35 years old**, and **60 of them are laboratory technicians and research scientists**, so let's dig deep first into laboratory technicians and then into research scientists between 26 and 35 years old.

#### 3.1.1 Laboratory Technician Attrition:

Laboratory technicians represent 13% of the total company's attrition by 31 employees; 19 of them take less than the average laboratory technician salary.

Also, we can show that 19 of them have a salary hike of less than 15%, so that means that maybe salary for this position led to attrition, but when comparing their salary to their monthly rate, we can see that 22 employees of the 31 employees have a high or medium monthly rate (over 15000 monthly rate points), and most of them have no stock option with the company, so that may indicate that salary and salary hike are the main or contributing factors that led to attrition in the Laboratory Technician position. What also about relationship and environment satisfaction may also have led to attrition in that position.

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When we depend on relationship satisfaction, we can see that 22 of 31 laboratory technicians have a good relationship with their mates (9 employees have low relationships) and 20 of 31 have good environment satisfaction (11 employees have low environment satisfaction).

So that indicates that relationship satisfaction and environment satisfaction have less of an impact on employees' attrition.

All the laboratory technicians didn't take training in the last year, and four of them have had no promotion in the last year.

**Conclusion:** The contributing factors for laboratory technician attrition are:

1. Lack of training for laboratory technicians affects 100% of their attrition.
2. The lower salary for laboratory technicians affects 65% of their attrition.

Because most of them have a high monthly rate and an excellent performance rating, and in addition to that, they take no training and earn less than their peers.

## 3.1.2 Research Scientists

Research Scientists present 12% of the total company's attrition by 29 employees; 22 of them take less than the average salary of the research scientist.

Also, we can show that 17 of them have a salary hike of less than 15%, so that means that maybe salary for this position led to attrition, but when comparing their salary to their monthly rate, we can see that 18 of the 29 employees have a high or medium monthly rate (over 15000 monthly rate points), and most of them (24 employees) have no stock option with the company, so that may indicate that salary and salary hike are the main or contributing factors that led to attrition in the Research Scientist position. What also about relationship and environment satisfaction, it may also lead to attrition in that position.

When depending on relationship satisfaction, we can see that 18 of 29 researchers have good relationships with their mates, but when looking at environment satisfaction, we can see that 11 of 29 have low environment satisfaction, so that may indicate that most of them are not satisfied with the team environment, maybe because of a lack of supervision or team and work stress.

So that indicates that environment satisfaction has a medium contribution to employees' attrition.

All the research scientists didn't take training in the last year, and 13 of them have had no promotion in the last year.

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**Conclusion:** The contributing factors to researcher attrition are:

1. No training for research scientists affects 100% of their attrition.
2. The lower salary for research scientists affects 75% of their attrition.
3. Environment satisfaction affects 40% of their attrition.

Because most of them have a high monthly rate and excellent performance rating, and in front of that, they take no training, receive less salary than their peers, and have high stress, maybe bad supervision led to that.

## 3.2 Attrition on Sales Department:

The data shows that total attrition in sales equals 92 employees; most of them are in the job roles of Sales Executive and Sales Representative, and most of them travel rarely, so that means that travelling and distance from home are not factors of attrition in the company.

**41 employees from 92** in the department are between **26 and 35 years old, and all of them are sales executives and sales representatives**, so let's dig deep first into the sales executive and then into the sales representative between **26 and 35 years old**.

### 3.2.1 Sales Executive:

Sales executives account for 12% of the total company's attrition by 29 employees; 16 of them take less than the average sales executive salary.

Also, we can show that 13 of them have salary hike less than 15% so that mean that maybe salary for this Position led to Attrition, but when comparing their salary to their Monthly rate we can see that 18 employees of the 24 employees are with High and Medium Monthly Rate (over 15000 monthly rate point) and most of them(22 Employees) have no stock option on the company, so that may indicate that salary and salary hike are the main or from contributing factors that led to attrition on Sales Executive Position, What also about relationship and environment satisfaction, it also may led to attrition on that position.

When depending on relationship satisfaction, we can see that 19 of 29 sales executives have good relationships with their mates, but when looking at environment satisfaction, we can see that 10 of 29 have low environment satisfaction, so that may indicate that some of them, but not the whole team, are not satisfied with the team environment.

So that indicates that environment satisfaction has a medium contribution to employees' attrition.

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All the sales executives didn't take training in the last year, and 16 of them have had no promotion in the last year.

**Conclusion:** The contributing factors for sales executive attrition are:

1. No training for sales executives affects 100% of their attrition.
2. The lower salary for sales executives affects 55% of their attrition.
3. Environment satisfaction affects 38% of their attrition.

Because most of them have a high monthly rate and excellent performance rating, and in addition to that, they take no training, receive less salary than their peers, and some of them have high stress.

## 3.2.2 Sales Representative:

Sales Representatives represent 5% of the total company's attrition by 12 employees; six of them take less than the average salary of the sales executive.

Also, we can show that 7 of them have a salary hike of less than 15%, so that means that maybe salary for this position led to attrition, but when comparing their salary to their monthly rate, we can see that 10 employees of the 12 employees have a high or medium monthly rate (over 15000 monthly rate points), and most of them (7 employees) have no stock option with the company, so that may indicate that salary and salary hike are the main or contributing factors that led to attrition in the Sales Representative position. What also about relationship and environment satisfaction? It may also lead to attrition in that position.

When depending on relationship satisfaction, we can see that 11 of 12 sales representatives have a good relationship with their mates, but when looking at environment satisfaction, we can see that 11 of 12 have very good environment satisfaction, so that may indicate that relationship satisfaction and environment satisfaction didn't affect their attitude.

All the sales representatives didn't take training in the last year, and 12 of them have had no promotion in the last year.

**Conclusion:** The contributing factors for laboratory technician attrition are:

1. No training for sales executives affects 100% of their attrition.
2. The lower Salary for Sales Executive affects by 50% of their Attrition.

Because most of them have a high monthly rate and excellent performance rating, and in addition to that, they take no training and earn less than their mates.

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## 4. Recommendations

- ✓ Provide training for laboratory technicians, research scientists, sales executives, and sales representatives to increase our benefit from their talent, skills, and high performance.
- ✓ Increase the salary for employees from 26 to 35 to be above the average of their position.
- ✓ Increase the salary hike or provide employees with a stock option to increase their loyalty to the company.
- ✓ Try to decrease the stress of work on employees by having a time break after finishing hard work.
- ✓ Control the expected level of supervision that causes employees to have less satisfaction with the company's environment.

## 5. General Conclusion (The End):

Avoiding attrition will lead to having the most benefit from employees' skills, and as relationship satisfaction is high among our employees, that will increase the job completion rate with high performance.

So, trying to keep our youth employees will help the company be among the leaders with high stability for talent and high supportive environments among competitors.