

COUNTY OF ERIE

PERSONNEL POLICIES & PROCEDURES

SUBJECT: EXIT INTERVIEW PROGRAM

DISTRIBUTION: ELECTED OFFICIALS, JUDGES, DEPARTMENT HEADS

FROM: SABRINA K. FISCHER, DIRECTOR OF HUMAN RESOURCES

EFFECTIVE DATE: APRIL 1, 2002; REVISED OCTOBER 16, 2015

POLICY NUMBER: 37

PURPOSE

The County's Exit Interview Program is designed to provide information vital to preserving and promoting positive work environments. The program provides feedback to the County from separating employees, promotes an orderly transition in the work unit, and gives exiting employees an opportunity to voice concerns and make suggestions.

COVERED EMPLOYEES

All employees resigning or retiring from county employment. Employees terminated due to disciplinary actions will not participate in an exit interview.

PROCEDURE

Once the department is notified of a resignation or retirement, please forward the Human Resources department the following information about the employee:

- Name
- Department
- Best Contact Phone Number
- Effective Date of Termination
- Copy of Resignation Letter

The Human Resources department will contact the employee to schedule the exit interview and forward them an Exit Interview Report to complete and bring to the interview for discussion.

It is the department's responsibility to collect all county property outlined in the document below

All information gathered at the Exit Interview is confidential. A general summary of responses will be created and disseminated quarterly by Human Resources to the corresponding department heads.

The exiting employee may have another employee or union representative present at the interview.

DOCUMENTS

Exit Interview Report

Exit Interview: How and Why



HUMAN RESOURCES EXIT INTERVIEW REPORT

EMPLOYEE NAME _____ DEPARTMENT _____

DATE EMPLOYED _____ DATE OF SEPERATION _____

SUPERVISOR _____ INTERVIEW DATE _____

As an employer, The County of Erie is committed to a positive work environment for its employees. The Exit Interview Program provides a valuable source of information to measure our success in reaching this goal. The data obtained from these interviews will be used to enhance our recruitment and retention efforts, and to assess the overall quality of work life at the County. Your responses are confidential. The Employee Exit Interview Questionnaire and the Departmental Exit Interview Report will be used by the Human Resources Department for review for purposes of identifying trends causing dissatisfaction requiring corrective action.

While the County does not require you to provide any of the following information, your assistance will assist the County in its continued efforts to provide the best possible work environment for its employees. Therefore, we ask that you take a few minutes to complete the questionnaire below. Thank you for your assistance and good luck in your future endeavors.

Sabrina K. Fischer
Director of Human Resources

Part 1: General Background Information

(Please circle one number for each of the following categories)

Most Recent Position:

- | | |
|------------------------------|--------------------------|
| 1. Administration/Managerial | 4. Technical |
| 2. Professional | 5. Service & Maintenance |
| 3. Secretarial/Clerical | 6. Skilled Trades |

Length Of Service:

- | | |
|---------------------------------|---------------------------------|
| 1. Less Than One Year | 4. Five but Less Than Ten Years |
| 2. One but Less Than Two Years | 5. Ten or More Years |
| 3. Two but Less Than Five Years | |

Affirmative Action Status:

A. *Racial or Ethnic Group*

- | | |
|-----------------------------------|----------------------------------|
| 1. American Indian/Alaskan Native | 4. Hispanic |
| 2. Asian/Pacific Islander | 5. White, Not Of Hispanic Origin |
| 3. Black, Not Of Hispanic Origin | |

B. *Age Group:*

- | | |
|-------------|----------------|
| 1. Under 30 | 4. 50-59 |
| 2. 30-39 | 5. 60 and Over |
| 3. 40-49 | |

C. **Disabled or Veteran:**

- | | |
|---------------------|------------------------|
| 1. Disabled | 3. Vietnam Era Veteran |
| 2. Veteran | 4. N/A |
| 3. Veteran Disabled | |

D. **Sex:**

- | | |
|-----------|---------|
| 1. Female | 2. Male |
|-----------|---------|

Education:

- | | |
|--------------------------------------|------------------|
| 1. Less Than High School | 5. Master Degree |
| 2. High School Diploma or Equivalent | 6. Ph.D. |
| 3. Associate Degree | 7. J.D. |
| 4. Bachelor Degree | 8. Other _____ |

Part II: Organizational Climate

Please indicate how you feel about the following by circling the proper number applicable to your most recent County position.

ORGANIZATIONAL CLIMATE

	Very Satisfied	Mostly Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Mostly Dissatisfied	Very Dissatisfied	No Opinion
Overall County Work Experience	1	2	3	4	5	6	7
Overall Communication With employees from Administration	1	2	3	4	5	6	7
Perception of Department Communication with Employees	1	2	3	4	5	6	7
The Amount Of Participation You Had In Making Decisions That Affected Your Position	1	2	3	4	5	6	7
The Job Classification System	1	2	3	4	5	6	7
The Opportunity to Enroll In Staff Development Courses and Workshops	1	2	3	4	5	6	7

Part III: Factors Affecting Departure

In deciding to leave your most recent position with the County, how did each of the following influence your decision? Please respond by circling one number below for each item.

FACTORS AFFECTING DEPARTURE

	Strong Influence	Slight Influence	No Effect	Not Applicable
Work Load	1	2	3	4
Job Security	1	2	3	4
Quality of Supervision Received	1	2	3	4
Flexibility of work hours	1	2	3	4
Salary	1	2	3	4
Benefits	1	2	3	4
Geographic Location of Workplace	1	2	3	4
Commuting Distance	1	2	3	4
Non work-related personal life	1	2	3	4

1. What did you like most about your job?

2. What did you like least about your job?

2A. What is your recommendation for improvement?

3. Was your workload one of the following?

Too Heavy ___

About Right ___

Too Light ___

Varied ___

4. Do you feel that discipline was

A. Fair ___

B. Too Lenient ___

C. Too Severe ___

5. Make general comments about the following listed below:

- Did supervisors communicate well within your department?

- Were you aware of County policies and procedures?

- Did you ever receive job recognition?

- Did your department resolve complaints and problems promptly?

- Were your County benefits communicated well?

- Did you understand your job responsibilities?

6. How would you rate the following in your department
- a. Cooperation within the department: ___ Excellent ___ Good ___ Fair ___ Poor
 - b. Cooperation with other departments: ___ Excellent ___ Good ___ Fair ___ Poor
 - c. On the job training: ___ Excellent ___ Good ___ Fair ___ Poor
 - d. Morale among employees: ___ Excellent ___ Good ___ Fair ___ Poor

7. How did you view your chances for advancement?

1. Was your decision to leave the County Influenced by any of the following?

- | | |
|---|--|
| <input type="checkbox"/> Better Job Opportunity | <input type="checkbox"/> Family/Personal Circumstances |
| <input type="checkbox"/> Type of Work | <input type="checkbox"/> Self- Employment |
| <input type="checkbox"/> Rate of Pay | <input type="checkbox"/> Health |
| <input type="checkbox"/> Supervision | <input type="checkbox"/> Return to School |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Retirement |
| <input type="checkbox"/> Relocation | <input type="checkbox"/> Other |

1A. Have you secured other employment? **YES/ NO**
 If yes, please describe: _____

Part IV: (Please indicate your response.)

- A. If a friend asked, would you recommend employment with the County of Erie? **YES / NO**
- B. Would you work for the County again in the future? **YES / NO**
- C. Would you work in the same department/office you are leaving? **YES / NO**

Part V: Other Comments:

Please use this section to comment further on any work-related experience and to make suggestions to improve the quality of work life at the County of Erie.
