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
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
2. Professional
3. Secretarial/Clerical
4. Technical
5. Service & Maintenance
6. Skilled Trades

Length Of Service:
1. Less Than One Year
2. One but Less Than Two Years
3. Two but Less Than Five Years
4. Five but Less Than Ten Years
5. Ten or More Years

Affirmative Action Status:
A. Racial or Ethnic Group
1. American Indian/Alaskan Native
2. Asian/Pacific Islander
3. Black, Not Of Hispanic Origin
4. Hispanic
5. White, Not Of Hispanic Origin

B. Age Group:
1. Under 30
2. 30-39
3. 40-49
4. 50-59
5. 60 and Over
C. **Disabled or Veteran:**
1. Disabled
2. Veteran
3. Veteran Disabled
3. Vietnam Era Veteran
4. N/A

D. **Sex:**
1. Female
2. Male

**Education:**
1. Less Than High School
2. High School Diploma or Equivalent
3. Associate Degree
4. Bachelor Degree
5. Master Degree
6. Ph.D.
7. J.D.
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**

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

<table>
<thead>
<tr>
<th>FACTORS AFFECTING DEPARTURE</th>
<th>Strong Influence</th>
<th>Slight Influence</th>
<th>No Effect</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Load</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Job Security</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Quality of Supervision Received</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Flexibility of work hours</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Salary</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Benefits</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Geographic Location of Workplace</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Commuting Distance</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Non work-related personal life</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
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?

   __ Better Job Opportunity  __ Family/Personal Circumstances
   __ Type of Work  __ Self- Employment
   __ Rate of Pay  __ Health
   __ Supervision  __ Return to School
   __ Transportation  __ Retirement
   __ Relocation  __ 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.

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________