

# EMPLOYEE ATTRITION

K.Harish<sup>1</sup>, S.Sathiya Naveena<sup>2</sup>,S.Rathika<sup>3</sup>

*PG Scholar, Department of Master of Business Administration, Prince Shri Venkateshwara Padmavathy Engineering College, Tamilnadu, India*

*PG Scholar, Department of Master of Business Administration, Prince Shri Venkateshwara Padmavathy Engineering College, Tamilnadu, India*

*PG Scholar, Department of Master of Business Administration, Prince Shri Venkateshwara Padmavathy Engineering College, Tamilnadu, India*

## ABSTRACT

*Attrition rate is defined as the number employee who leave a company during a specified time period divided by the average total number of employee over same time period. This study shows the various factors causing employee attrition and suggests suitable measures to overcome attrition various opportunities in the organization.*

*This study helps in knowing the reasons for employee attrition .The main objective is to study about the employee attrition with **bloom fertility healthcare hospital** .The secondary objective of the study are to understand various reason for attrition and suggest suitable measures to beat attrition*

*This research design is used for the study was descriptive research design. The descriptive research means the research which is done to know the current situation of the study. The data has been collected using structured questionnaire. The study is conducted 200 members out of 300 employees at bloom fertility healthcare hospital. The type of sampling techniques used for the study was simple random sampling. The data has been analyzed using percentage analysis method and various statistical tools like correlation chi-square, and ANOVA.*

**Keyword:** - *Employee Attrition, Employee Expectation of the Job.*

## 1. INTRODUCTION

Employee attrition is the unexpected or unpredictable reduction in workforce due to employee turnover. Your best employee can leave anytime, and it is normal. Most of the larger organization such as Banks, health sectors, etc. are experiencing high attrition rate. However, as the HR, you can predict the causes of attrition in your company. By being able to predict the attrition risk in your business, you will take the necessary and useful steps to keep your loyal employees engaged, happy and reduced the rate of turnover.

Employee attrition and candidates absconding are significant business concerns in today's knowledge - driven marketplace, where employees are the foremost important human capital assets.

### Overview of Employee Attrition

In the proper business world, it would get to keep their excellent employees for the entire careers, expanding no money or time on lost productivity or recruiting. It is not about the layoffs due to involuntary since that can a lot of time be a blessing in disguise.

Attrition not only affects the business but also the brand image of a company. A company that has a high attrition is not always a sought after enterprise by job-seekers. The reason can vary from numerous reasons ranging from low remuneration to zero benefits. The need for attrition analysis is a must as it assists HR mangers to ascertain reasons for employee exits.

### Causes of Employee Attrition.

- Mismatch of Job of the person.

- Lack of investment on the individual in terms of training and resources related to the Software or Tech skills.
- Lack of the communication with the employee and improper add value feedback to the employee.
- Better recognition or payment for the same job at a different firm.

### Types of Attrition

1. **Involuntary** - This is referred to an employee's termination by the hands of the employer. There is two basic types of involuntary termination, known as "fired" and "laid off".

2. **Voluntary** -This is referred to an employee's departure on his own. This happens when an employee resigns from an organization for personal or professional reasons. This type of attrition is one of the major pain points for a company in a growing economy.

### Reasons of Attrition

Attrition is encourages within the organization if it is a part of a strategic business maneuver to reduce cost. It is also counted when an employee voluntarily leave their jobs. Employees can leave their jobs due to numerous reasons, such as:

- Employees may move, retire or take another job.
- No suitable for the position they were hired to.
- Work-life balance issues.
- Lack of the freedom or autonomy required to perform at expected levels.

### Positives of Attrition

Some businesses use attrition as a major part of their recruitment strategy. Rather than carrying out traditional layoffs, businesses choose to cut-off their workforce through more gradual means of attrition. Some business owners and managers work with their HR professionals and use attrition to create positions into which remaining employees can be promoted; thus creating a positive employment option within the firm.

### Negatives of Attrition

When attrition occurs within a firm, workload among existing members of the team increases with no increase in pay. This workload is even experienced by an HR professional. The potential for employment promotion may not exist owing to the position retired due to attrition. Employee morale suffers and hence the engagement if not taken care of.

### Attrition Rate Calculation

The attrition percentage is calculated by dividing the number of employees who have left their jobs within a specific timeframe by the average number of employees during the same timeframe. Results are calculated on a monthly, quarterly, half-yearly or yearly basis. Constant rate of attrition could be seen as a norm for specific business. While if the rate is high, human resource department need to focus on pain areas to evaluate the cause and find solution.

### Items considered in Employee Attrition Analytics

#### Organization

- **Goals**- whether the objective of the organization clear to the employee.
- **Training**- check if the organization is giving the right training to the employees.
- **Tools**- the available software to the staffs.

- **Engagement**- high rate of attrition shown if employees are not engaged.
- **Commuting**-transportation policy of a firm.

#### **Opportunities**

- **Promotions**- employee attrition analytics indicates that employee will leave if there is no chance to be promoted.
- **Development**- if no success of development within the organization, attrition may occur.
- **Career Guide**- an organization that pays little or no attention to personal employee career may suffer high attrition rate.
- **Responsibilities**- the roles given to the employee in the firm.
- **Competition**- staff may opt out to another competing company.

#### **Administration**

- **Communication**- feedback and comments channels
- **Policy**- the work culture.
- **Appreciation**- lack of recognition and harassment.
- **Action plan**- how the firm deals with complaints.
- **Isolation**- discrimination at task delegation.

#### **Personal**

- **Marriage** - employee may marry and relocate.
- **Education** - the level of teaching.
- **A family** - employee may relocate to get nearer to the family.
- **Health** - medical reasons may lead to attrition.

#### **Facilities**

- **Workplace**- the condition at the workplace may be a factor.
- **Shifts and flexibility**- the timing of changes.
- **Happy hours**- lunch, tea breaks.
- **Canteens**-nearby canteens
- **Transport**- work bus or vehicle.

## **2. NEED FOR STUDY**

Need for the study to understand the level of employee attrition in Bloom fertility & healthcare. This study can be helpful to the hospital to improve its core weakness by the suggestions and recommendation prescribed in the project. This study can serve as a basis for measuring the hospital overall performance in terms of employee satisfaction.

## **3. OBJECTIVE OF THE STUDY**

- ❖ To analyse the impact of demographic factors on attrition.
- ❖ To examine the area where hospital is lagging behind.
- ❖ To analyse the steps taken to reduce attrition bloom fertility & healthcare hospital.

#### 4. SCOPE OF THE STUDY

This study is confined to healthcare industry in medium scale healthcare industry Bloom fertility & healthcare hospital. The study throws light through valuable suggestion and solution helping them to reduce the employee attrition.

#### 5. Literature review

Gayathri Chandrasekhar, Uma Warriar (2017). As populations, life expectancy, and health care need grow, countries all over the world are grappling to match the need for trained medical professionals – mainly physicians and nurses. Health care has become one among India's largest sectors – both in terms of revenue and employment. India is leading the globe with regard to medical tourism. Today, the health-care organizations need to deliver care in a new quality-focused, value-based, consumer-centric environment. Health-care workers comprise doctors, nurses, and support staff such as laboratory technicians. Workforce in the health-care industry is growing very rapidly. Growth also comes with its set of challenges such as recruitment, retention, training attrition, and governance. This has put the focus on the human resource-related aspects of the health-care workers. Attrition is among the top concerns. This article focuses on the attrition of junior doctors who are one of the key people under health-care workforce and is based on a review of literature, supported by empirical information based on online survey.2) Kaavya, SV.; Gowthami, M.; Malleeswari, D. (2015) Employee attrition is a voluntary reduction in the manpower of an organization through resignation, retirements and death. Attrition due to the first mentioned two reasons seek much of our attention as it is related to the efficiency of the organization. Attrition has turned out to be a critical issue of the human resource researchers these days. When a well - trained and well - fit employee leaves or resigns, it results in emptiness in the organization. Although Attrition is considered undesirable, it is something which is unavoidable. Major cause of attrition in India has been predicted to be unfair compensations, lack of goal achievement, learning and development opportunities etc. There are also another set of employees who are in a constant hunt for better job opportunities. It is harmful for any organization to have both unhappy and unsteady employees 3 K. C. RAJASHREE R.SUBATHRA (2020) the fact that hospitals are vigorously facing shortage of nurses is not breaking news. Therefore, there is an urgent requirement for exemplary recruitment embedded with retention strategies which might perhaps settle down the shortage crisis. Management must actively engage in attractive recruitment and retention practices in order to make nurses survive and thrive in the hospitals. Constantly, the turnover of nurses is found to be immense due to wide range of causes. The employee turnover is delineated as a count in which employee moves out of the organization. Attrition is fundamentally due to pull or push effect. The dissatisfied nurse in current job leaves the job. Here, dissatisfaction remains as a push effect. On the other hand, when the employee leaves the job due to attractive job offers is termed as pull effect. Both the effects lead to turn over of nurses, thereby causing unnecessary expenditure.4 Chellammal Krishnan, Dr. Magesh R (2018) Healthcare industry is one in all the world's largest growing industries. Rise is seen visibly even during economy down trend healthcare Industry retained its position at the increasing trend. Corporate Industry has grown enormously in India then the other country. The fact of Indian healthcare industry's competitive advantage completely depends on the massive pool of qualified & well-trained medical and Para medical professionals. Nurses are considered because the backbone of the health care industry. Healing to human sufferings only happens in an environment where a patient is receiving tending, human to human, and there's where a Nurse excels. Now the burning issue the healthcare industry faces across the world is “Reducing the Attrition and retaining the skilled and experienced Nursing staff”, and India isn't any exception thereto. The attrition, like in the other sector not only affects the institution, but it imperils the standard take care of the diseased people and threatens their life to some extent within the healthcare industry. Keeping low attrition levels could be a major challenge because the demand outstrips the availability of nurses by an enormous margin. The organization losses key skills, knowledge and business relationships due to attrition.

(5) Sharon, Urwin, Robert Stanley, Malcolm Jones, Ann Gallagher, Paul, Wainwright (2010) Student attrition in nursing causes concern, but isn't a replacement phenomenon. Challenges in defining and understanding attrition, changes within the commissioning of nurse education and developments within the UK National Health Service (UKNHS) and therefore the profession contribute more generally to creating this a fancy topic for managers and for research. During this paper we discuss findings from an integrative review of the United Kingdom literature and discuss three levels of possible contributory factors identified from the literature (micro/individual; meso /institutional; and macro/political and professional). finally, we argue that a priority with attrition is legitimate which strategies should be put in situ to reply to every level of contributory factors. Factors contributing to attrition are complex and interact. We argue that some extent of attrition is inevitable-if we are to take care of standards within the

profession. There is, therefore, an ethical and professional imperative for attrition in some circumstances. We suggest that Tinto's model referring to social integration might inform further research.

## 6. Research design

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. In this study the various steps that are generally adopted by a researcher in studying the research problem along with the logic behind him. The researcher distributed questionnaires to overall 200 respondents who were taken as sample for this study and the respondents were selected by simple random sampling. The following statistical tools were used in this study Simple Percentage, Chi-square, Correlation, Regression, ANOVA, Weighted average.

## 7. RESULTS AND DISCUSSION

**Table- 1** Table-Showing Age of the Respondents

S.NO	AGE OF THE RESPONDENTS	NO OF RESPONDENTS	PERCENTAGE OF THE RESPONDENTS
1	20-25	15	7.5
2	25-30	25	12.5
3	30-35	46	23
4	35-40	54	27
5	Above 40	60	30
	TOTAL	200	100

From the above Table-it is observed that 30% of the respondents are in the age group of above 40 years, 27% of the respondents are in the age group of 35-40years, 23% of the respondents are in the age group of 30-35 year, 12.5% of the respondents are in the age group of 25-30year7.5% of the respondents are in the age group of 20-25years.

**Table-2** Table-Showing Gender of the Respondents

S.NO	AGE OF THE RESPONDENTS	NO OF THE RESPONDENTS	PERCENTAGE OF THE RESPONDENTS
1	Male	65	32.5
2	Female	135	67.5
	TOTAL	200	100

From the above Table-it is observed that 67.5% of the respondents are female respondents, 32.5% of the respondents are male respondents

**Table-3** Table-Showing Qualification of the Respondents

SNO	QUALIFICATION	NO OF THE RESPONDENTS	% OF RESPONDENTS
1	H.S.C	30	15
2	diploma	50	25
3	UG	68	34
4	PG	52	26
	total	200	100

From the above Table-it is observed that 34% of the respondents are UG and 26% of the respondents are PG and 25% of the respondents are DIPLOMA and 15% of the respondents are H.S.C.

**Table-4** Table-Showing level of employees susceptible to attrition

SNO	OPINION	NO OF THE RESPONDENTS	% OF RESPONDENTS
1	Junior Management	78	39
2	Middle Management	57	28.5
3	Senior Management	38	19
4	Top Management	27	13.5
	total	200	100

From the above Table-it is observed that 39% are junior management are susceptible to attrition, 28.5% are middle management are susceptible to attrition, 19% are senior management are susceptible to attrition, 13.5% are top management are susceptible to attrition.

**Table-5** Table-Showing Reasons for employee Attrition

SNO	OPINION	NO OF THE RESPONDENT	% OF THE RESPONDENT
1	Due To Health Issues	35	17.5
2	Job Shift Timing	73	36.5
3	Compensation And Other Benefits	29	14.5
4	Personal Issues	27	13.5
5	Pursuing New Opportunities	36	18
	Total	200	100

From the above Table-it is observed that 36.5% of the respondents state that job shift timing 18% of the respondents' state that pursuing new opportunities, 17.5% of the respondents state that due to health issues 14.5% of the respondent's state that compensation and other benefits, 13.5% of the respondents state that personal issue.

## 8. FINDINGS

- It is found that 30% of respondents are in age group of above 40.
- It is found that 67.5% of respondents are Female respondents.
- It is found that 34% of respondents are UG.
- It is found that 39% are junior management are susceptible to attrition.
- It is found that 36.5% of the respondents state that job shift timing

## 9. SUGGESTION

It is witnessed from the study that highest percent of population is covered by female employee, besides overnight shift rotation is pointed as a reasons for cause of high attrition in organization .So it is to be made flexible in order to reduce employee attrition junior management of the organization.

## 10. LIMITATION

- ❖ Time maybe the major limitation of the study
- ❖ The researcher has included only 200 observation. The findings should be confirmed through a large sample for generalization
- ❖ As the employee were busy, deep analysis and assessment was not possible before filling the questionnaire.

## 11. CONCLUSIONS

It is clear that employee are fine with the organization though the attrition level is high to the controllable extent the organization is concluded to work on above mentioned suggestion to avoid further rise of attrition level.

## REFERENCES

- 1) GayathriChandrasekhar, UmaWarrier "A study on the possible reasons for attrition of junior doctors in India" Volume: 5 Issue: 2, P31-35 Aug 31 Year2017.
- 2) Kaavya.S.V, M.Gowthami, D.Malleeswari "A study on employee attrition with reference to a multispecialty hospital in tamilnadu." Clear International Journal of Research in Commerce & Management, Vol. 6 Issue 9, p34-36, Sep-2015.
- 3) K.C.RAJA SHREE, R. SUBATHRA "A study on Driving Forces Leading to Nurses Attrition At Home Healthcare Services" Vol-68, Issue-1, Jan-2020.
- 4) Chellammal Krishnan, R. Magesh, "A study on nurses' attrition factors and retention techniques" ISSNNo: 2249-0558, Vol.8, Issue1, pgno – 168-178, Year-2018.
- 5) Sharon, Urwin, Robert Stanley, Malcolm Jones, Ann Gallagher, Paul, Wainwrigth, "A study on Understanding student nurse attrition" Vol: 30, Issue-2 ,Pg202-207, Feb2010.