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A Study on Employees Attrition, in One of the Multispecialty Hospitals in Hyderabad

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Abstract: Attrition in Human Resource phrasing means the actuality of the employees leaving the company at any given period of time. It is an important aspect as companies have to prepare for recruiting for the positions which is crucial and cannot be left unfilled. High attrition is a cause of concern for the organisation as it presents a cost to it. The organisation loses the amount it spent to recruit and select these employees and to train them for their respective jobs. The organisation may also have to spend additional money to fill the vacancies left open by these employees. Hence it becomes critical for an organisation to keep a tab on the attrition rate which cuts down the employee base. This paper scrutinizes the study on employee attrition. A checklist was prepared and the data was collected from the employees file and the exit interview form in the hospital, in order to study the overall reason for attrition. The expected outcome of this paper is to know the reason for attrition and find ways and means to reduce the same, adapting improved techniques. The findings also opens up new opportunities for future researches.

Keywords: Attrition, human resource, recruiting, vacancies, scrutinizes

I. INTRODUCTION

A. Definition

According to Will Kenson, attrition can be defined as "Attrition is a process in which the workforce dwindles at a company, following a period in which a number of people retire or resign, and are not replaced".

B. Causes of Employee Attrition

There are several reasons why employees choose to move out of the current organization. Some of the main reasons why attrition amongst employees exist are as follows:

- 1) Better pay and job opportunities in other organizations.
- 2) Improper work-life balance can cause a high attrition rate.
- 3) Hostile behaviour of manager and peers and ineffective team management is also another reason for attrition.
- 4) Lack of employee recognition and job promotion in current role.
- 5) Lack of motivation is a result of poor and inadequate working condition and this can lead to attrition.

C. Objective of the Study Includes

- 1) To study the factors central to attrition at the selected hospital
- 2) To analyse the reason for attrition at the selected hospital
- 3) To provide suggestions to decrease the attrition rate and retain the employees.

II. LITERATURE REVIEW

According to Iqbal (2017), Employee turnover is not a natural phenomenon. There are reasons which lead to increase in attrition. It is observed that both the external and internal factors are responsible for employee turnover. Among the external factors opportunity for growth and promotion outside, location and work life space are important. And among the internal factors compensation, work timing, working conditions, relations with supervisor / manager, opportunity to use skills, work load are important respectively.

According to Wasim I Al-Habil (2017), Payment has a significant negative relationship with employees' turnover. This conclusion indicates that the lower the salary and the incentives are, the greater the turnover is. In other words, when the employee is dissatisfied with the salary received, is more likely to leave the job.

According to Shruti Kumari (2015), Attrition in a limited measure can thus bring gains to the organization. However if attrition increases beyond a certain level, the gains are transformed into pains. Recruiters explain that high attrition rates significantly increase the investment made on employees.

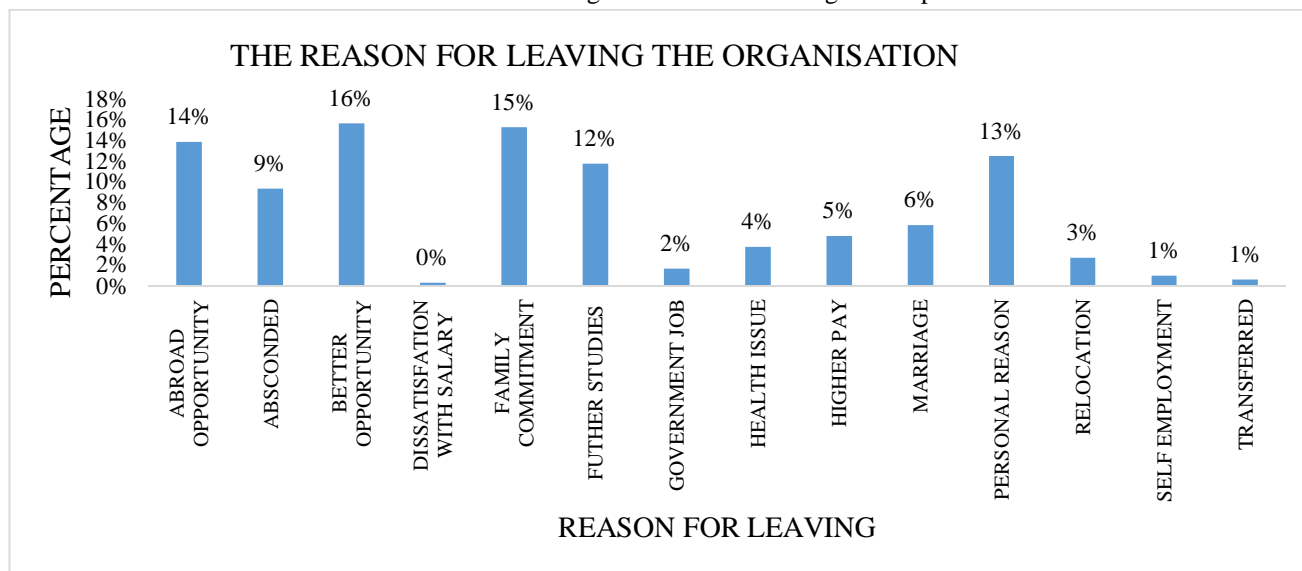
According to Jeen Dorance Batty S.¹⁷ (2014), turnover intention has influenced attrition factors such as Quality of Work Life, career growth, working hours, personal/family reasons, and relation with internal co – worker, welfare, working condition, and salary.

III. METHODOLOGY

This is a fundamental study which aim to find the employee attrition at a selected hospital. The census method was adopted to collect data on the overall employees resigned in the year 2019 and the number of employees who resigned where 287. For the purpose of studying about the employee attrition a checklist has been prepared, making sure that the data collected do justice to what the researcher is trying to find, which will provide the direction for the research. The checklist is divided into two parts one containing the demographic details of the employee and another their feedback from the exit interview form.

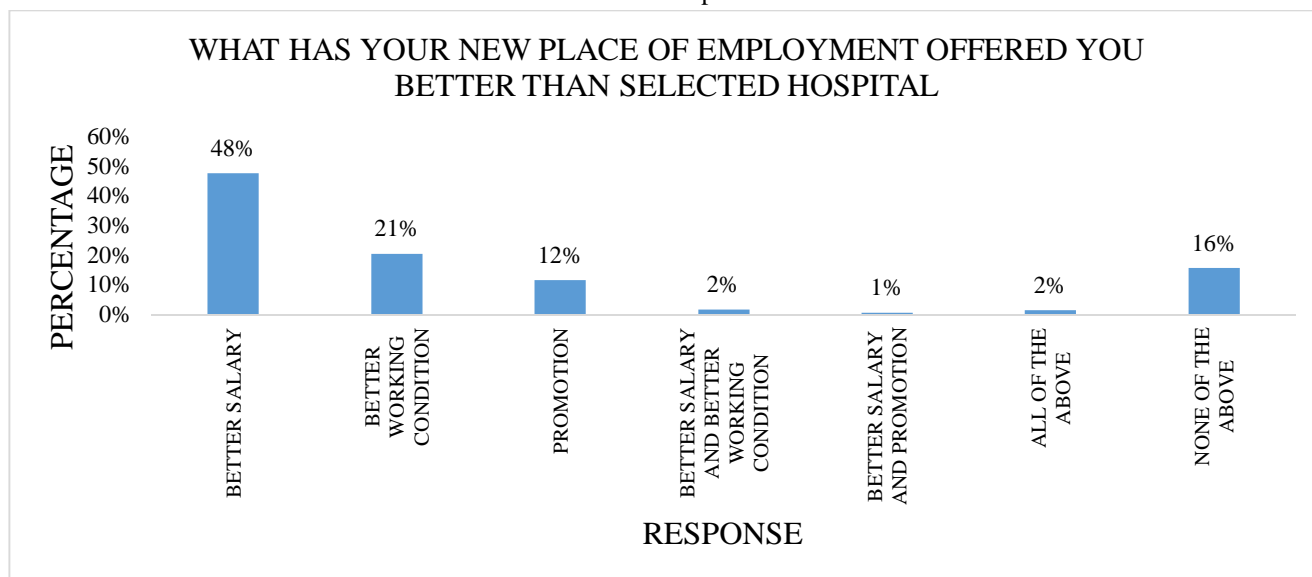
IV. ANALYSIS

Chart 1-Chart showing the reason for leaving the hospital



From the above chart it is found that highest percentage of employees have responded better opportunity and lowest percentage of employees have responded dissatisfaction, self-employment and transferred

Chart 2 -The Chart showing the respondents opinion towards “What has your new place of employment offered you better than the selected hospital”



The above chart shows that 48% of the respondents have said better salary, 21% of the respondents have said better working condition, 12% of the respondents have said promotion, 2% of the respondents have said better salary and better working condition and 1% of the respondents have said better salary and promotion, 2% of the respondents have said all of the above, 16% of the respondents have said none of the above to the statement "What has your new place of employment offered you better than the selected hospital"

V. FINDINGS AND RECOMMENDATION

- 1) The major reasons for leaving the organisation is better opportunity.
- 2) They move to other organisation for a better pay scale.
- 3) The working condition and job promotion is also a factor for losing the employee

A. Recommendation

- 1) Make opportunities for career development and personal growth through training and education of the employee
- 2) Recognize excellent performance and link pay to the performance to reduce attrition.
- 3) Co-relation between the supervisor and the employee can be increased to maximise employee satisfaction.
- 4) Enable employees to have a work and life balance.
- 5) Grievance procedure allows employees to express their dissatisfaction with management action and that could be used to improve employee satisfaction.

VI. CONCLUSION

The main reasons for attrition are better opportunity, abroad opportunity, higher studies, marriage, family commitment and insufficient payment. The suggestions given by the employees who left the organization they need better salary, promotion and better working condition. Based on the result of this study, it can be concluded that employee retention strategy was a major factor that greatly contributed to high employee turnover rates in the organization. Insufficient payment, no promotion, work pressure, external pressure greatly contributed to high employee turnover rates in the organization since the organization's salary structure was not competitive. Finally it can be concluded that the organization's stressful working environment with less benefits has contributed to high employee turnover. Hence the organizations should focus on the measures that will attract employees to stay inside the organization.

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