	<b>EMPLOYEE RETENTION</b>	<b>Human Resource Manual</b>
<b>Exit Surveys and Interviews</b>		<b>Section 305</b>

## **EXIT SURVEYS AND INTERVIEWS**

### **PURPOSE**


1. This section describes the exit surveying/interviewing process used by the Government of Nunavut (GN). Exit interviews and surveys help determine why an employee is leaving employment. These mechanisms provide employees with an opportunity to give feedback on their experience working for the Government. This feedback is particularly important from Inuit employees as the results may help the Government to implement measures aimed at making the workplace more culturally relevant. This will assist in fulfilling obligations under Article 23 of the Nunavut Land Claims Agreement.
2. Regular summaries and the analysis of surveys and interviews give management an opportunity to identify trends or patterns that may otherwise go undetected. The results can also help identify major contributing factors to high turnover rates.

### **APPLICATION**


3. These guidelines and procedures apply to all GN employees.

### **PROVISIONS**

4. Employee participation is voluntary.
5. Employees subject to exit surveys or interviews include those in the following situations:
  - transfers out of the department, board or agency;
  - resignations;
  - retirements;
  - expiry of term appointments;
  - layoffs; and
  - dismissals.
6. Confidentiality is stressed and strictly observed to obtain honest and open information.
7. The intent of the survey/interview is clearly indicated in a positive manner.

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8. Exit surveys and interviews are administered by someone other than the employee's direct supervisor.
9. One person in each department, board, or agency shall be designated to administer exit surveys and interviews to ensure that all levels of the Department participate in this activity. In cases where departments have a Human Resource Coordinator, that person will be designated. In cases where there is no Human Resource Coordinator, an alternative staff member should be designated. This person will ensure that security of information is maintained and will not share the findings of the interview with anyone. Once the results are analyzed and statistical summaries are completed, the original documentation is destroyed.
10. Exit surveys and interviews are completed in a private and neutral place.
11. Information from exit surveys/interviews is collected over a period of time and then summarized and analyzed.
12. The completed forms are maintained by each department, board or agency until they are submitted to the Human Resources Reporting Analyst at the end of each quarter of the fiscal year.
13. The Department of Finance will, upon request, provide advice and assistance with exit interviews.
14. Departments, boards and agencies ask all terminating employees to complete an exit survey document or to participate in an exit interview. This document is available in the public folders on the GN communications network. When the employee submits a resignation, the departmental official designated to administer the surveys/interview will contact the individual to determine whether they would prefer to complete the exist survey or to have their feedback recorded in an interview.
15. Some employees may prefer to participate in an exit interview so that they can provide verbal feedback. When this occurs, the employing Department will designate an individual to conduct the interview who has no supervisory relationship to the employee.
16. Before the survey/interview, terminating employees are given an explanation of the purpose of the process and provided with a copy of the exit survey/interview format (Appendix A).

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17. During an interview, the interviewer remains neutral, taking care not to display surprise, pass judgment, or justify management action in response to employee feedback.
18. Hard copies of exit interviews and surveys are treated as confidential and are kept in a sealed envelope in a secure, locked place until the annual review of exit data.
19. Once the exit interview forms/surveys are analyzed and statistical summaries are prepared by the Department of Finance, the forms are destroyed.
20. In instances where findings show immediate serious problems, the interviewer will report such findings to the Deputy. Confidentiality remains a paramount consideration.

## **CONTACTS**

21. For clarification or more information on this topic contact:

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