

Data-Driven Insights: Reducing Turnover and Enhancing Employee Satisfaction



Situation

When it comes to employee turnover, there are numerous potential root causes, and determining which one has the most substantial impact can be a complex task. Our client believed the quality of candidates was responsible for their turnover. So, they began utilizing EG Workforce Solutions Recruitment Process Outsourcing (RPO) and Professional Placement services. However, the high employee turnover persisted.

To combat the high turnover rates, our Talent Strategists improved the situation with our proprietary data collection system, EG Cares.

Solution

EG Cares is our employee engagement rate collection system, gathering data from anonymous surveys of new hires over their first 60 days on the job. It asks employees to rate their experience on a scale of 0-10 and to provide comments, similar to an eNPS score.

EG Cares Identifies the Hidden Cause of Turnover

Our Talent Strategists analyzed EG Cares data and discovered employees were dissatisfied with the training and onboarding experience. They believed they were thoroughly underprepared for the challenging work environment.

EG Cares Data in Action

We identified areas of improvement throughout our client's orientation and onboarding process with the data. And, at no additional fee, our Talent Strategists collaboratively revamped the process and tracked employee satisfaction.

Results

The data patterns identified through EG Cares drastically improved employee satisfaction and turnover.

After deploying the improved orientation and onboarding, employee satisfaction increased significantly, from a Detractor score of 5 to a Promoter score of 9.

The longer-term Net Promoter Score increased from 43.88 in 2022 to 70.73 in 2023.

In addition to decreasing the costs associated with turnover, it helped the Human Resources Department focus on strategic business demands and step away from the tactical pursuit of constant training and onboarding.