

SECTION 3: EXIT INTERVIEWS

Exit interviews are one of the most widely used methods of gathering employee feedback together with staff engagement surveys. The less an organisation captures knowledge on a regular basis, the more it needs to capture it at exit. Exit interviews are a unique chance to survey and analyse the opinions of departing employees, who are generally more forthcoming and objective on such occasions.

The purpose of an exit interview is usually to gather data for improving working conditions and retaining employees. Common questions asked in exit interviews are, "What are your primary reasons for leaving", "What did you find most satisfying about your job", and "What did you find most frustrating about your job".

From an employer's perspective, the purpose is to learn from the employee's departure on the basis that feedback is a helpful driver of organisational performance improvement. Exit interviews can yield information about an organisation that may be used to enhance all aspects of its working environment including culture, management, business processes, and intra-organisational relationships.