

SECTION 10

TERMINATION

10.06 EXIT SURVEY & INTERVIEWS

AUTHORITY: CIVIL SERVICE ACT

ADMINISTRATION: PEI PUBLIC SERVICE COMMISSION
GOVERNMENT DEPARTMENTS / AGENCIES

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1. PURPOSE

- 1.1 To create a process which enables the employer to gather useful feedback from employees exiting the department /agency and to provide employees an opportunity to share their views of the organization and gain closure. This information can guide the development of new or enhanced human resource policies and procedures.

2. APPLICATION

- 2.1 This policy applies to Departments and Agencies under the jurisdiction of the *Civil Service Act*.

3. POLICY

- 3.1 All classified, contract, or temporary employees, exiting the department will be provided with an email with a link for the Exit Survey. It is intended that the questions will be answered with respect to the most recent position held by the employee. The employee or HR Manager may elect to conduct an exit interview (in-person or virtually) as an alternative; and if the employee consents, the results of the interview shall be entered into the Exit Survey link.
- 3.2 The following guidelines should be followed:
- The interviewer should possess strong interpersonal skills and have credibility within the department.
 - The employee's direct supervisor or manager shall not conduct the interview.
 - The interview is to be conducted in a respectful and confidential manner.
 - The information must be handled and shared in a sensitive manner (i.e. context; not detailed content will be shared). If there is a lack of trust, management may mistakenly attribute causes of turnover and other organizational problems to over-reported but comfortably discussed explanations, or even mistake lack of discussion for an absence of problems.
 - The process is open and transparent (both strengths and opportunities for improvement will be included).

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- 3.3 Non-identifying information may be shared with other HR Managers to promote the development of progressive HR policies and procedures across the Civil Service.

4. PROCEDURES

- 4.1 Up to a month prior to exit, the Human Resources Manager or designate provides the employee with handout or email which includes direction on completing the exit survey including the survey link.

If the HR Manager chooses to complete an exit interview (in person or virtually), they will also schedule a time, during the employee's last week, to conduct the interview. The following steps should be followed:

- Set aside at least one hour to move through the Exit Interview Questionnaire. At the interview, review the purpose of the exercise and the process for sharing the information.
- Review the employee's responses and seek clarification where necessary. Document all modifications to the employee's responses.
- Review your notes with the employee to ensure he or she is comfortable with the content. This will help to maintain trust and establishes an accurate record.
- Employees should be advised that specific information from the interview may be shared if they are in agreement, otherwise the information will only be shared at the aggregate level. Consent/ Approval for sharing of data should be received in written form.

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- 4.2 PSC shall share relevant information with the department as long as there is a minimum of 20 respondents. If the employee is not comfortable with the information being shared directly, only present their feedback in summary form in conjunction with corporate employee's exit information. The summary should only contain the context of the responses and not the actual content nor any identifying information.
- (a) On an annual basis, provide department with general exit survey reporting. Reporting should only include data at the aggregate level and must ensure that specific employee data cannot be identified.
 - (b) If there are less than 20 respondents on an annual basis, the summary reporting will only include corporate level data.
- 4.3 If there are serious HR issues (eg. possible workplace harassment) or concerning themes (eg. workload, air quality) emerge that require a time sensitive response, the Public Service Commission should be consulted, and a formal process may be initiated.
- 4.4 Share corporate themes with the HR Managers Group and consider opportunities for the development or modification of HR policies and procedures.
- 4.5 Ensure any exit interview notes or materials are transcribed into the survey software and then filed in a secure location separate from the employee personnel file.

5. ATTACHMENTS

- 5:01 Exit Survey Link