



Engagement Questions to Help You Gauge Employee Turnover Intention

The ability to predict employee attrition risk based on engagement data gives organizations the opportunity to be proactive in their recruitment and people strategies. Businesses can, for example, forecast the time and financial costs associated with hiring, while also taking preventative action to improve the employee experience, and address specific areas of concern.

However, the results of the actions will depend heavily on the questions that you ask, and how you ask them. Without a comprehensive methodology, insights about employee turnover intentions are less likely to be reliable, and therefore harder to turn into meaningful action.

In order to help provide a more accurate picture of employee turnover intentions within your organization, we have compiled a list of questions—based on the Workday Peakon Employee Voice attrition prediction model—that can be used to create your own survey.

One-off surveys have their limitations, but they can help to quantify attrition risk within your organization, providing the insights needed to make a business case for more robust employee engagement insights, and specific initiatives aimed at improving the employee experience.

Survey Tips

We recommend asking employees to respond using a scale ranging from 0 to 10. This is because it's simple, intuitive, and consistent. Survey respondents find it easy to understand at a glance that 0 represents a low score, and 10 a high one.

As part of this survey, it's also important to provide employees with the opportunity to provide qualitative feedback, which can surface specific solutions and additional context.

Engagement

How likely is it you would recommend [Company Name] as a place to work?

Engagement describes your employees' level of commitment and enthusiasm to their work and the company. This question causes people to consider many factors that influence engagement (satisfaction with the organization's culture, work environment, career prospects, brand), and applies them to a very simple decision making process.

Loyalty

How likely is it that you would stay with [Company Name], if you were offered the same job at another organization?

Engaged employees form strong emotional ties to their organizations. A survey of over 50,000 employees found that engaged employees are 87% less likely to leave.

Growth

Relates to the opportunities that employees perceive they have, in terms of personal and career development. Growth features in almost every theory on motivation and engagement, including Two-Factor Theory (Herzberg), ERG Theory (Alderfer), and Employee Engagement (Kahn).

I feel that I'm growing professionally.

Relates to the opportunities that employees perceive they have, in terms of personal and career development.

My job enables me to learn and develop new skills.

Discovers whether an employee's routine work provides a sufficient level of variety, and requires learning new skills and knowledge.

Either my manager or a mentor encourages and supports my development. Establishes whether employees can identify people in your organization who actively promote their development and growth.

I see a path for me to advance my career in our organization.

Measures whether employees are aware of opportunities in the organization that support their career ambitions.

The Workday Peakon Employee Voice attrition prediction model enables organizations to identify potential leavers based on a number of key engagement drivers and scoring behaviors, including overall engagement, loyalty, growth, survey responsiveness, and tenure.

To learn more about how Workday Peakon Employee Voice can help identify, and address elevated levels attrition risk within your organization, visit:

workday.com/employee-voice



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