ABSTRACT

Attrition is one of important problem the IT industries are facing nowadays. Thus, I have done research on this subject. The primary objective of this research is to study the attrition in IT industry in Chennai. The secondary objective of this study is know what are the reasons for the employees to leave their jobs, to evaluate how the employees are valued to the organization and to prove that the organization policies should be supportive to the staffs working there.

- I have used the Descriptive Research design for the research.
- Also, have collected primary and secondary to do this research.
- The sampling unit used is the IT industry, the sample size of the research is 60 team members
- I have used Questionnaire for collecting the data
- I have also provided data on attrition in the form of a report in an excel output.
- Percentage Analysis and Chi square are the two statistical tools used for Analysis.

The study reveals that the employees are leaving the organization because of the work stress and the company policies are supportive to the employees.

INTRODUCTION:

A reduction in the number of employees through retirement, resignation or death. Employee turnover is an enormous problem for any company and creates negative bottom-line impacts. The costs associated with employee turnover show up in such areas as advertising for new employees and the time and money necessary to screen the applicants, training new employees, lost productivity, decreased accuracy and quality of work among the employees left behind who are upset about their colleague's departure, using expensive contract and temporary employees to do the work until a permanent employee is hired, and the expenses associated with replacing lost business.

Employee turnover costs can amount to thousands of dollars, annually. It can also prevent companies from pursuing their growth opportunities and acquiring new business & Attrition rate is the rate of shrinkage in size or number

Types of attrition:

There are three types as follows:

- Market Driven – based on the demand for a particular skill or ability in temporarily low supply (self-correcting in normal markets). The typical initial reaction by employers to market driven attrition is to increase wages, offer better benefits, escape the market by relocation or site migration or relax hiring standards.
- Workload or Stress Driven – on the actual capacity to perform the work required. This is when there are not enough of the right people.
- Process Driven – variables associated with job design and/or the organization. In some industries and organizations there is a belief that attrition has always been there and always will be there. Addressing this scenario produces the most lasting results.

OBJECTIVE OF THE RESEARCH:

Primary Objective:

- A Study on attrition in the company.

Secondary Objective:

- To know the major reasons for employees to leave their jobs.
- To evaluate how an employee is valued as a part of this office.
- To study whether promoting respect and fair treatment among all staff is a high priority of this office.
- To find whether the communication between staff and management is effective.
- To study whether the workload in this office is distributed equitably.
- To evaluate whether the employee know exactly what is expected of him/her as an employee.

RESEARCH METHODOLOGY

Research methodology is a science of studying how research is done scientifically. Methodology helps to understand not only the products of scientific inquiry but the process itself. Aims to describe and analyse methods, throw light on their limitations and resources, clarify their presuppositions and consequences.

Research Design:

This research is of descriptive. In descriptive research, we have sufficient data on the concept and research material. Because many research have been done on the same concept. Therefore, nothing new is in this concept while I am going to study. I have used questionnaire method for collecting data.

Sources of data:

- The data used in this research involves both primary and secondary.

Primary data:

- Primary data are directly collected from the original sources. The primary data is collected in the form of responses from the employees using survey method.

Secondary data:

- Secondary data is the data that has already been collected by someone else for a different purpose.

Tools used for Analysis:

- Statistical tool
- Percentage Analysis
- Chi-square Test

FINDINGS:

It is found that most of the respondents leave the job due to work stress and few respondents leave their job due to continue their Higher Education.

It is observed that the respondents agree that the employee is valued as a part in his office and few of the respondents Disagree that the employee is valued as a part in his office.

Most of the respondents agree that the employee are fairly treated and respected and few of the respondents Disagree that the employees are fairly treated and respected.

It is found that most of the respondents Agree that the employee have a clear sense of future direction in this office and few of the respondents Strongly Disagree that the employee have a clear sense of future direction in this office.

Most of the respondents Agree that the office has policies that are supportive to its staff and few of the respondents Disagree that the office has policies that are supportive to its staff.

It is observed that most of the respondents agree that the work load in this office is distributed equitably and only few of the respondents Disagree that the work load in this office is distributed equitably.

Most of the respondents Agree that the employee exactly know what is expected from his/her as an employee and only few of the respondents Disagree that the employee exactly know what is expected from his/her as an employee.

SUGGESTIONS:

- Working conditions should be improved.
- Employee should be valued as a part in his office.
- The communication between the staff and the management should be effective.
- The office policies should be supportive to the employees.
- Workloads in the office should be distributed equally.
- There should be a regular staff meeting conducted by the management.
- Employees should be given constructive feedback about the work performed.

CONCLUSION:

To conclude, the firm needs to understand that now, the case is not about giving more salaries and preventing the employees from leaving.

Employees need much more than what is obvious. A long-term relationship needs to be established with its employees.

Moreover, employees in this sector need a lot of personal space and a well thought-out career growth plan.Also, HR practices are needed to be fine-tuned so as to get the right kind of employees. Some of the strategies suggested in this paper can be very easily implemented without any cost to the company.

Activity 1.1

Research Process:

1. Problem formulation
2. Development of an approach to the problem
3. Research Design
4. Selection of Data collection techniques
5. Sampling techniques
6. Fieldwork or Data Collection
7. Analysis and interpretation
8. Report preparation and presentation

The above mentioned steps may be placed in three groups as follows:

First there is initiating or planning of a study, which comprises the initial four steps in our model: determining (1) problem formulation, (2) development of an approach to the problem (3) Research design (4) selection of data collection techniques (5) sampling techniques.

Second, there is (6) fieldwork or data collection

Third, there is (7) analysis and interpretation of the data and (8) report preparation and presentation.

ROLE OF INFORMATION IN PROBLEM FORMULATION

Problem formulation starts with a sound information seeking process by the researcher. The decision maker is the provider of information pertaining to the problem at the beginning of the research process (problem formulation) as well as the user of the information that germinates at the end of the research process. Given the importance of accurate problem formulation, the research should take enough care to ensure that information seeking process should be well within the ethical boundaries of a true research. They are:

*   Subjective information termed as those based on the decision maker‟s past experiences, expertise, assumptions, feelings or judgments without any systematic gathering of facts. Such information is usually readily available.
*   Secondary information are those collected and interpreted at least once for some specific situation other than the current one. Availability of this type of information is normally high.
*   Primary information refers to first hand information derived through a formalised research process for a specific, current problem situation.