


[Home](#)
[CEO Hotline](#)
[Viewpoint](#)
[Classified Ads](#)
[Archives](#)
[Metro.net \(web\)](#)

Resources

[▶ Safety](#)
[▶ Pressroom \(web\)](#)
[▶ CEO Hotline](#)
[▶ Metro Projects](#)
[▶ Facts at a Glance \(web\)](#)
[▶ Archives](#)
[▶ Events Calendar](#)
[▶ Research Center/ Library](#)
[▶ Metro Cafe \(pdf\)](#)
[▶ Metro Classifieds](#)
[▶ Retirement Round-up](#)

Metro Info

[▶ Strategic Plan \(pdf\)](#)
[▶ Org Chart \(pdf\)](#)
[▶ Policies](#)
[▶ Training](#)
[▶ Help Desk](#)
[▶ Intranet Policy](#)

Need e-Help?

Call the Help Desk
at 2-4357

[E-Mail Webmaster](#)

Employees Asked to Complete Exit Interview Questionnaire

- Questionnaire is for all who leave Metro voluntarily
- Will help enhance work environment, retention, recruiting

By BILL HEARD, Editor

(July 14, 2005) In a typical year, some 600 employees – contract and non-contract – will either resign or retire from their jobs at Metro.

Nationwide research shows that most employees who leave their jobs voluntarily do so not because they're unhappy with pay and benefits, but because of working relationships or other issues not related to compensation.

Metro wants to know why employees quit or retire and, to find out, Human Resources has developed a one-page exit interview questionnaire that each employee who voluntarily leaves the agency will be asked to complete.

Information from the confidential questionnaires will tell managers something about Metro's working climate and employee morale.

"The answers we get from the questionnaire will help us enhance the work environment, retain good people and better target our recruitment efforts," says Stefan Chasnov, director of Human Resources.

HR Policy 3-16 requirements

Under Human Resources Policy 3-16, managers are required to give the questionnaires, an explanatory cover letter and a pre-addressed, postage-guaranteed envelope to employees shortly before they leave the agency.

The questionnaire is divided into two sections: "organizational climate" and "factors affecting your departure."

Under "organizational climate" are questions about the employee's overall work experience at Metro, the quality of supervision, department communications and others. Answers can be marked on a five-place scale ranging from "very satisfied" to "neutral" to "very dissatisfied."

The questions about "factors affecting departure" include work load, job security, advancement opportunity and others. The five-place scale has answers ranging from "strong influence to stay" to "no effect" to "strong influence to leave."

Kept questionnaires brief

"We narrowed the questions down to issues we felt have been getting

more of a reaction from employees," says Chasnov. "We wanted to keep the questionnaire brief, so that employees would complete it, rather than tossing it."

The questionnaire also asks the employee to indicate length of employment, age range, sex, job title and department, and whether he or she would work for Metro again. There's also space for comments, which can be continued onto the back or to additional sheets.

The HR Information Systems unit will optically scan returned questionnaires and evaluate the responses. Chasnov plans to read all comments, compile and categorize them, and will initiate any necessary action with other departments.

A Transportation Leadership Academy team, under the direction of Don Ott, executive officer, Administration, and with the assistance of HR Supervisor Bruce Moore, developed the exit interview questionnaire.

Team members were Eddie Boghossian of Operations, Joe Buley of Support Services, Byron England of Rail Operations, Bill Grunwald of North Los Angeles Division 3, Andy Hughes of Wayside Systems, and Johnny Lindsey of West Hollywood Division 7.

| [Home](#) | [Phone Directory](#) | [Forms Online](#) | [FIS Online](#)