

## PCExit

*The cost-effective solution for understanding why your people leave your organisation*

### What is it?

*PCExit* is a simple, timely and effective on-line tool to enable organisations to understand why individuals are choosing to leave. The tool is based around a simple questionnaire that looks at the four drivers of retention<sup>1</sup>:

- social capital i.e. the quality of relationships at work;
- common purpose i.e. the level to which employer's and employee's goals and values are aligned (e.g. belief in leadership and pride in work);
- contribution i.e. the extent to which the employee is listened to and empowered; and
- contract i.e. the suitability of the formal "deal" between employer and employee (e.g. pay and training and development).

The questionnaire also includes two key indicators of engagement – giving a total of eighteen questions.

### How does it work?

All leavers who are exiting of their own volition should be asked to participate, preferably before they leave the organisation. They log onto a password-protected website hosted by Perfect Circle and take about ten minutes to complete the questionnaire, which is mainly quantitative.

Once a quarter, Perfect Circle will produce a simple report summarizing your results; this will consist of the relevant charts plus a small amount of commentary highlighting overall attitudes of leavers to your organisation and identifying potential 'hotspots' or areas for concern. Results will be analysed by three demographic breaks chosen at the start of the service by you, for instance location, grade and length of service.

Once a year, we will provide a more detailed report with additional information including benchmarking data (where appropriate) and recommendations for action.

### Why choose this solution?

**Flexibility:** Outside of the core set, there is the opportunity to include bespoke questions if you wish to test attitudes towards specific subjects that you feel may be affecting attrition e.g. a change programme or a new pay and benefits package. Or you may want to be able to gather data by more than three demographic breaks. Clients can also choose to upgrade their package to include more qualitative information through the use of open-ended questions or telephone interviews.

**Cost-effectiveness:** You choose the scope of service you require, from an on-line quantitative service to a more in-depth service using qualitative techniques – four reports a year, including benchmarking and recommendations for action starts from £650. Obviously higher levels of analysis will impact on cost, but if you are interested we can provide you with a detailed quote.

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<sup>1</sup> Source: *Dr Gwen Stern, Key Drivers of Retention, literature review, 2002*

**Regular reporting:** Quarterly reports will give timely information to allow you to take action as you require. If you believe turnover is spiking, we can run a bespoke report for you and give you feedback within 48 hours.

**Identifies hot spots for priority attention:** Because the topics we poll are all linked to the total employment deal e.g. pay and benefits, relationships at work, alignment with values etc. you can quickly identify where remedial action may be necessary.

**Benchmarking:** We are aiming to provide benchmarking to allow you to compare your results with similar organisations.

**Relevance of results allows for speedy action:** *PCExit* helps organisations to be responsive and proactive in an environment where nurturing and retaining real talent is the key to success.

**Identifies if highly engaged staff are leaving:** These are the people who add real value to your organisation. Keeping them is important at any time, but becomes crucial when markets and trading become more competitive.

### How much does it cost?

There is a one-off set up cost of £500 to participate.

Clients are then charged a yearly fee, dependent on the number of employees with the organisation:

Number of employees	Yearly fee	Per extra open-ended question
Up to 500	£650	£325
501 - 1000	£1100	£550
1001 - 2000	£1600	£800
Each additional 1000	£325	£250

We are also able to conduct telephone or face-to-face interviews to gain further in-depth qualitative information. This service starts from £100/interview.

If you have specific requirements e.g. additional demographics or a need for bespoke questions, we can provide a detailed breakdown of any additional costs.

If you require any further information, please email us at [info@perfectcircleuk.com](mailto:info@perfectcircleuk.com) or call Ian Jones on 0117 915 4552.