

**A STUDY ON EMPLOYEE ATTRITION****N MEYYAPAN,****E DEEPANRAJ, J KAVIYA, M SRIDHAR AND M SEKAR****DEPARTMENT OF MASTER OF BUSINESS ADMINISTRATION****K.S.R. COLLEGE OF ENGINEERING(Autonomous), Tiruchengode – 637 215****ABSTRACT**

The project report deals with the research topic, “A STUDY ON EMPLOYEE ATTRITION IN NTC LOGISTICS INDIA PRIVATE LIMITED”. The main purpose of this research is to identify the Employee Attrition reveals a company's internal power and weaknesses. New employee need to be constantly added, further costs in training them, getting them aligned to the company environment. In this competitive business era, high attrition rates lead to many issues in the boundary of HR people. The primary objective of the research is to know about the causes of Attrition in NTC Logistics IND PVT LTD. The secondary objectives are to identify the factors influencing employee attrition rate, identify the core attributes that focus more on healthy environment, to analyse the steps taken to reduce attrition, to study the employee retention policy.

The research is carried out using Google forms Questionnaire to bring out the opinion of the Employee attrition in NTC Logistics India Private Limited. Data collection is done through Google forms questionnaire and the percentage analysis and also it is analysed by statistical tool called SPSS by applying various test such as Correlation.

In this survey, the design used in Descriptive & Empirical in nature. The information is collected from the individuals and analysed with the help of different statistical tools and percentage analysis.

**INTRODUCTION**

The Internship is done in the field of Human Resources, the organization chosen to do the project is NTC Logistics India (P) LTD. NTC groups are working in the field of Logistics, Renewable, Freight forwarding, Contract logistics, General transportation. The headquarters are located at Chennai, India. The company has 30 branches all over India and they have offices in Hong Kong, Singapore, Malaysia and they also have several service stations all over the India as well as overseas also. The Internship is done in their Corporate Office Chennai. The firm is chosen because in the corporate office along it have more than 100 employees, and also the employees are from different states it will also helps to improve my report. The topic is taken for the project is “**A STUDY ON EMPLOYEE ATTRITION IN NTC LOGISTICS INDIA PRIVATE LIMITED.**”

The project will help to know about what is mean by attrition and what are the process is done by the attrition. It also helps to know about the loss of employees through a natural process, such as resignation, elimination of a position, personal health, or other similar reason and also an employer will not fill the vacancy left by the former employee. The study is going to done on the basis of primary data and secondary data. The primary data is collecting through sample survey method (Questionnaire method), and secondary data can be get from the human resource department and informal interview from the employees.

**LITERATURE REVIEW**

(Walker, 2001) has identified seven factors which boosts retention. These factors are compensation and appreciation of the work performed, recognition of capabilities and performance contributions, challenging work, good communication, opportunities to learn, positive relationships with colleagues, and good work-life balance.

(Arora et al., 2001) in their study observed that virtually it is becoming difficult for all firms to retain the talented pool of professionals. Even the compensation given to them (which is ideally above Indian standards) is not reducing their turnover.

## OBJECTIVES OF THE STUDY

### PRIMARY OBJECTIVES:

The primary objective of the research is to know about the causes of Attrition in NTC Logistics IND PVT LTD.

### SECONDARY OBJECTIVES:

The study covers the following objectives:

- To identify the factors influencing employee's attrition rate
- To identify the core attributes that focus more on healthy environment.
- To analyse the steps taken to reduce attrition.
- To study the employee retention policy

### LIMITATIONS OF THE STUDY

- Time consuming
- Employees are busy in their work and so they are not sincerely
- co-operate for data collection.

The survey is only taken in corporate office.

### RESEARCH METHODOLOGY

The In our study we used Empirical research is research using empirical evidence. It is also a way of gaining knowledge by means of direct and indirect experience. Empiricism values such research more than other kinds. Empirical evidence (the record of one's direct observations or experiences) can be analysed quantitatively. Quantifying the evidence or making sense of it in qualitative form, a researcher can answer empirical questions, which should be clearly defined and answerable with the evidence collected (usually called data)

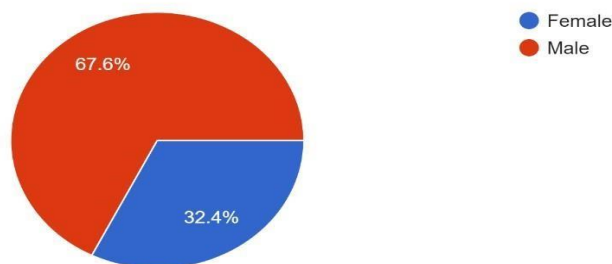
## DATA ANALYSIS AND INTERPRETATION

### PERCENTAGE ANALYSIS

#### GENDER OF THE RESPONDENT

FACTOR	NO. OF RESPONDENTS	PERCENTAGE (%)
Male	69	67.6%
Female	33	32.4%
Total	102	100%

Gender  
102 responses



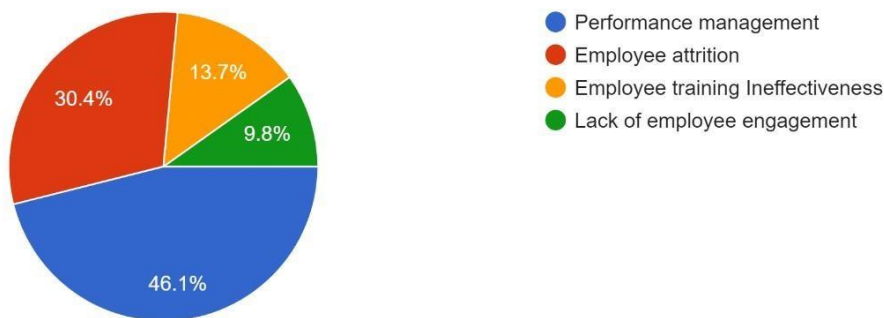
**INTERPRETATION:**

From the above table 67.6% respondents were male and 32.4% respondents were female.

**CHART SHOWING THE CHALLENGE FACED BY YOUR ORGANIZATION**

FACTOR	NO.OF. RESPONDENTS	PERCENTAGE (%)
Career growth	53	52%
Role change	25	24.5%
Flexible time	18	17.6%
Compassion	6	5.9%
total	102	100%

102 responses



**INTERPETATION:**

From the above table, 46.1% of the employees responded that Performance Management is the major challenges faced by the organization. 30.4% of the employees says that employee attrition is the major challenges faced by the organization. 13.7% of the employees says that employee training ineffectiveness is the major challenges faced by the organization. 9.8% of the employees says that lack of employee engagement is the major challenges faced by the organization.

**CORRELATION ANALYSIS**

Correlations		Developed Cooperation and team work	Resolved complaints and problems
Internal Source is better	Pearson Correlation	1	.432**
	Sig. (2-tailed)		.000
	N	102	102
External Source is better	Pearson Correlation	.432**	1
	Sig. (2-tailed)	.000	
	N	102	102

Descriptive Statistics				Mean	Std. Deviation	N
Internet Users				4.19	.975	102
Preference	Towards	The	Hindu paper	3.84	1.150	102

Correlation is significant at the 0.01 level (2-tailed).

**INTERPRETATION:**

From the above calculation, we conclude that the Pearson correlation coefficient  $r = 0.432$  ( $p < 0.001$ ), which is a positive but bit weak correlation between the two variable that are Developed Cooperation and team work and Resolved complaints and problems. Correlation Coefficient shows the degree of relationship between two variables. This calculation shows that there is relationship between resolved complaints and problems with developed cooperation and team work.

**FINDINGS**

**PERCENTAGE ANALYSIS**

In this study I made a analyze that the employees in the NTC Logistics Ind pvt Ltd. has responded that

- 67.6% are employees are male respondents and the remaining are female respondents.
- 38.2% of employee respondent maximum of reason for leaving their job is salary issues.
- 42.7% of employee respondents are experience between 1-5 years.
- 37.3% of employee respondents circumstances would have prevented your departure is Appraisal.

- 45.1% of employee respondents like most about your job is Work Environment.
- 37.3% of employee respondents least most about your job is Work Environment.
- 73.5% of employee respondents duration of notice in your organization is 30 days.
- 86.3% of employee respondents organization have a policy to attempt to retain the resigning employee by offering increased benefit say yes.
- 47.1% of employee respondents workload is too heavy.
- 86.3% of employee respondents the organization have a policy to attempt to retain the resigning employee by offering increased benefit.
- 61.8% of employee respondents on the employee recommend the organization to work is most definitely.
- 46.1% of employee respondents on challenge faced by your organization is performance management.
- 2.9% of employee respondents on reason for attrition is Lack of career growth.
- 52% of employee respondents of factors that retain employee is career growth.
- 87.3% of employee respondents of retaining the resigning employee by good offering.
- 81.4% of employee respondents of exit interview process is yes.
- 51% of employee respondents of employee expectation.
- 89.2% of employee respondents of employees to serve a notice period is yes.
- 78.4% of employee respondents of decision related to resignation and retention.
- 86.3% of employee respondents of looking to switch organization.

#### **CORRELATION ANALYSIS**

- we conclude that the Pearson correlation coefficient  $r = 0.432$  ( $p < 0.001$ ), which is a positive but bit weak correlation between the two variable that are Developed Cooperation and team work and Resolved complaints and problems. Correlation Coefficient shows the degree of relationship between two variables. This calculation shows that there is relationship between resolved complaints and problems with developed cooperation and team work.

#### **5.2 SUGGESTION:**

It is necessary to make certain suggestions which I hope will help the employees satisfaction in the NTC Logistics Ind pvt Ltd.

- Give Part-Time Workers Part-Time Training.
- Build teams according to personalities
- Start Onboarding Check-Ups.
- Set Clear Expectations in Recruitment.
- Job Benefits in Recruitment.
- Guard Against Hiring Advisors Who Have Left Other Roles Quickly.
- Offer New Advisors the Chance to Make an Impact Early. ...
- Give Advisors Time with the Same People
- Show Immediate Recognition of Good Performance.

#### **CONCLUSION:**

From the employee's perspective it can be concluded that employee turnover is not a natural phenomenon. There are reasons which lead to increase in attrition. It is observed that both the external and internal factors are responsible for employee turnover. Among the external factors opportunity for growth and promotion outside, location and work life space are the important. And among the internal factor's compensation, work timing / shifts, working conditions, relations with supervisor / manager, opportunity to use skills, work load are important

respectively. From the perspective of managers, it can be concluded that the factors that lead to increase in employee turnover are majorly internal to the organization. Although the external factors also influence, but as the management of the company does not have any control over the external factors it can focus on modifying the internal factors to enhance the retention of the employees in the organization.

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