



Exit Surveys and Interviews

PURPOSE

1. This section describes the exit surveying/interviewing process used by the Government of Nunavut (GN). Exit interviews and surveys help determine why an employee is leaving employment. These mechanisms provide employees with an opportunity to give feedback on their experience working for the Government. This feedback is particularly important from Inuit employees as the results may help the Government to implement measures aimed at making the workplace more culturally relevant. This will assist in fulfilling obligations under Article 23 of the Nunavut Agreement.
2. Regular summaries and the analysis of surveys and interviews give management an opportunity to identify trends or patterns that may otherwise go undetected. The results can also help identify major contributing factors to high turnover rates.

APPLICATION

3. These guidelines and procedures apply to all GN employees.

PROVISIONS

4. Employee participation is voluntary.
5. Employees subject to exit surveys or interviews include those in the following situations:
 - transfers out of the department/public bodies
 - resignations
 - retirements
 - expiry of term appointments
 - layoffs
 - dismissals
6. Confidentiality is stressed and strictly observed to obtain honest and open information.
7. The intent of the survey/interview is clearly indicated in a positive manner.
8. Exit surveys and interviews are administered by someone other than the employee's direct supervisor.



9. One person in each department/public body shall be designated to administer exit surveys and interviews to ensure that all levels of the department/public body participate in this activity. In cases where departments/public bodies have a Human Resource Coordinator, that person will be designated. In cases where there is no Human Resource Coordinator, an alternative staff member should be designated. This person will ensure that confidentiality and security of information is maintained.
10. Exit surveys and interviews are completed in a private and neutral place.
11. Completed exit survey documents are maintained by each department/public body and are submitted to the Department of Human Resources at the end of each quarter of the fiscal year for summary and analysis.
12. The Department of Human Resources will, upon request, provide advice and assistance with exit interviews.
13. Departments/public bodies ask all leaving/exiting employees to complete an exit survey document or to participate in an exit interview. This document is available in the public folders on the GN communications network. The department/public body official designated to administer the surveys/interview will contact the employee to determine whether they would prefer to complete the exit survey document or to have their feedback documented through an interview.
14. Some employees may prefer to participate in an exit interview so that they can provide verbal feedback. When this occurs, the employing department/public body will designate an individual who has no supervisory relationship to the employee, to conduct and document the interview.
15. Before the survey/interview, leaving/exiting employees are given an explanation of the purpose of the process and provided with a copy of the exit survey/interview format (Appendix A).
16. During an interview, the interviewer remains neutral, taking care not to display biases or personal reactions, pass judgment, or justify management action in response to employee feedback.
17. Hard copies of exit surveys and interviews are treated as confidential and are kept in a sealed envelope in a secure place until the review of exit data by the designated person in the Department of Human Resources.



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Building *Nunavut* Together
Nunavut liuqatigiingniq
Bâtir le *Nunavut* ensemble

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18. After the exit interview/survey documents are analyzed and statistical summaries are prepared by the Department of Human Resources, the original documentation is destroyed.
19. In instances where findings show immediate or serious concerns, such findings will be immediately reported to the deputy head of the department/public body. Confidentiality remains a paramount consideration.

CONTACTS

20. For clarification or further information, please contact:

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Department of Human Resources
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