

# Reclamation Manual

## Directives and Standards

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**Subject:** Exit Interviews

**Purpose:** Establishes Reclamation procedures concerning exit interviews for employees voluntarily leaving employment with Reclamation.

**Authority:** Department of Interior, *Strategic Plan for Improving Diversity*; Bureau of Reclamation *Workforce Diversity Implementation Plan*; HRM Strategic Plan: *Success through Human Resources; From Strategy to Action*; and *Human Resources Management Accountability*, 370 DM 275.

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1. **Objective.** This guidance implements a process to establish, gather, and analyze information to evaluate trends and employee perceptions to address retention issues within Reclamation. Reclamation will use the analysis in their workforce planning efforts to develop and maintain a diverse workforce through retention and improved working environment and quality of work life for Reclamation employees.
2. **Responsibilities.**
  - A. **Servicing Personnel Offices** will provide each employee voluntarily separating from Reclamation with a copy of Reclamation's Exit Interview Survey (Appendix A), along with instructions for completing the survey anonymously via the Internet or returning a copy in a postage and fees paid return envelope.
  - B. **Human Resources Policy Management Team** will periodically share information collected with management, diversity and human resources staff, and for other purposes as necessary. Information collected in statistical and narrative form will be used as an information tool for future workforce planning, identification of barrier analyses in recruitment and retention of employees, trend analysis, and to identify areas which should be targeted for improvements in working environment. Data collected will be tracked using software designed to consolidate information in a database which allows responses to be submitted anonymously and retrieved without identification of individual respondents.
  - C. **Management officials** will review periodic reports and consider results as one criterion to establish action plans to achieve and retain a diverse workforce and improve the working environment and quality of work life throughout Reclamation.
3. **Scope.**
  - A. Department of Interior's Strategic Plan for Diversity charges Bureaus with developing an action plan to enhance the quality of work life in order to retain a diverse workforce. Strategies to accomplish this include:

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- C Assess why employees are leaving and develop action plans to eliminate barriers to retention.
  - C Identify employees' work life concerns, using techniques such as surveys and focus groups and develop action plans to eliminate those concerns.
  - B. Reclamation's Workforce Diversity Implementation Plan, Goal 2, Objective B, addresses Reclamation's implementation of the charge in the DOI Strategic Plan for Diversity. The attached exit interview survey will serve as one component to gather statistical information, trend analysis, and employee perceptions to assess the reasons employees leave employment with Reclamation.
4. **Procedures.**
- A. Employees voluntarily leaving employment with Reclamation, or those employees who are completing time-limited appointments lasting 1 year or more, will be asked to voluntarily complete an anonymous exit interview survey. Information about the exit interview may be provided to each identified separating employee during his/her final days of employment with Reclamation. A sample letter and copy of the exit interview is included as Appendix A. Respondents will be given the option of completing the survey electronically via the Internet, or returning the completed survey in a pre-addressed postage and fees paid envelope. Those employees desiring to discuss their responses or other aspects of their employment personally, will be provided an opportunity to do so by contacting the Human Resources Policy Management Team to schedule an appointment with a Human Resources staff member, regional staff member, or supervisory or managerial official as appropriate.
  - B. Those exit surveys not submitted via the Internet, will be entered into the database once they are received in the return addressed envelope. Information in the database will be maintained on a permanent basis in order to establish a historical file to track trends and identify concerns over a period of time.
  - C. Although various reports on trends will be produced on a regular periodic basis (quarterly, semi-annually, annually), offices may request customized reports designed to track responses by geographic location, occupation, gender, race or national origin, age, or other factors. All requests will be routed through the Human Resources Policy Management Team which will oversee the quality of reports, need for revisions in the questions being asked and use of information to meet established objectives.