



State of Texas Employee Exit Survey

(For all voluntary terminations)

Each year, the State of Texas experiences costs related with its turnover rate. In fiscal year 2017, the statewide turnover rate was 18.6 percent for classified regular, full- and part-time employees based on 28,218 separations.

During the past five fiscal years, the statewide turnover rate has ranged from 17.5 percent in fiscal year 2014 to a high of 18.6 percent in fiscal year 2017. Those separations included both voluntary and involuntary separations.

Excluding involuntary separations and retirements, the fiscal year 2017 statewide turnover rate was 11.1 percent. That rate, which is often considered more of a true turnover rate because it reflects preventable turnover, increased from 10.3 in 2016 and has remained steady.

- ◆ Voluntary separations, including retirements, accounted for the majority (75.8 percent) of the State's total separations in fiscal year 2017. That was a 6.4 percent increase in the number of employees who left state employment voluntarily since 2016.
- ◆ Involuntary separations accounted for 24.2 percent of the State's total separations in fiscal year 2017.

The top three reasons reported for leaving state agency employment during fiscal year 2017 were for retirement, for better pay/benefits, or because of poor working conditions/environment.

In 2001, State Legislators passed SB 799. This bill required the State Auditor's Office (SAO) to develop an employee on-line exit survey. This system offers a direct source for employees to provide feedback about their reasons for leaving state employment. By studying this valuable information, the State hopes that it can identify and plan strategies that will lead to a decrease in the State's turnover rate.

This survey provides the employee with a direct link to record his/her reasons for leaving state employment.

Instructions

First, thank you for taking the State of Texas Employee Exit Survey!

Your answers are important. This survey will help the State to better understand why employees are leaving. Your comments can also help determine ways to reduce employee turnover and make the State of Texas a better place to work.

The survey has only 7 questions. It takes 10 to 15 minutes to complete. To assist in forming a profile of employees that leave, the survey requests your social security number.

Your survey answers will NOT become part of your personnel file. The answers received from all state employees who leave the State will be analyzed for trends.

The survey results will be reported to the Governor and Legislature once a year. Agency Executive Directors and Human Resources Directors will receive summarized quarterly reports from the State Auditor's Office. The agency's quarterly report contains your word-for-word comments. For that reason, please be sure to leave out specific names or incidents that could identify you.

1. When you were asked to sign the SAO Exit Survey Employee Acknowledgement form, your human resources representative should have provided you the SAO web page address as well as a unique ID number to access the survey. The unique ID will be valid for 30 days. Once you use the unique ID, it will no longer be valid. You can only use the unique ID one time. The web site address to access the survey is: <http://www.sao.texas.gov/apps/exit>
2. After you have accessed this address and read the information on the screen, scroll down to the three links near the bottom of the page.
3. Select the link titled "Click here if you are a separating employee."
4. A screen will display entitled: "State of Texas Employee Exit Survey."
5. Read the information on the screen.
6. Type in your unique ID in the place indicated near the bottom of the screen.
7. Click on the "Login button."
8. Follow the step-by-step instructions on the survey.

Confidentiality

Your responses to this survey are private. They are protected by the Public Information Act. They cannot be shared with the public, if requested. The raw survey data goes directly to the State Auditor's Office. Steps will be taken to ensure summary responses do not identify individual employees.

Frequently Asked Questions (excerpted from the SAO Web site)

Q: Why this survey is important and necessary?

A: Each year, the State of Texas experiences costs related with its turnover rate. In fiscal year 2017, the statewide turnover rate was 18.6 percent for classified regular, full- and part-time employees based on 28,218 separations.

During the past five fiscal years, the statewide turnover rate has ranged from 17.5 percent in fiscal year 2014 to a high of 18.6 percent in fiscal year 2017. Those separations included both voluntary and involuntary separations.

Excluding involuntary separations and retirements, the fiscal year 2017 statewide turnover rate was 11.1 percent. That rate, which is often considered more of a true turnover rate because it reflects preventable turnover, increased from 10.3 in 2016 and has remained steady.

The survey provides the employee with a direct link to document their reasons for leaving state employment.

Q: What the State hopes to accomplish?

A: The State hopes to gain insight into the reasons why employees leave. With this information, the State can develop plans to help retain many of these employees. Also, the State wants to uncover the underlying causes of employee dissatisfaction, and then use this information to build a retention strategy.

Q: How will the Exit Survey be accessed?

A: Through the State Auditor's web site at <http://www.sao.texas.gov/apps/exit>

Q: Can I see a demonstration of the system?

A: Yes, by selecting this [link](#).

Q: How long will it take me to complete the survey?

A: About 10 to 15 minutes.

Q: Can I be forced to complete the survey?

A: Your agency should encourage you to take the survey, but no one can force you to complete the survey.

Q: What if I choose not to complete the survey?

A: If you choose not to take the survey, you need to say that you elect not to participate on the employee acknowledgment form given to you by your Human Resources Department. This form documents that you were offered the opportunity to complete the survey.

These acknowledgments provide a method to determine whether or not your agency complies with the statute.

Q: Why do I need a unique ID to enter the system?

A: So that only an employee who is terminating can have access to the system. Your unique number expires as soon as you enter your unique password so no one else can take the survey on your behalf and so that terminating employees cannot take the survey more than once.

Q: Do I have to take the survey at my agency?

A: Because the system is web-based, you can take it from any computer that has Internet access. If you chose to take the survey at your agency's location, then you should be allowed to use a computer without being interrupted until you are finished. You can also take the survey at home, as long as it is completed shortly after your last day physically on the job.

Q: Why is an agency required to administer the exit survey?

A: As of September 1, 2001, Texas Government Code, Section 651.007(a) (www) requires agencies to administer the employee exit survey.

Q: How will my comments be reported to the agency?

A: All agencies will receive quarterly reports summarizing employee responses. Because this survey is an important informational tool, the report contains an employee's word for word comments; therefore, you should take care when discussing specific situations or circumstances that could identify yourself. Agency Executive Directors and Human Resources Directors will use the survey responses to develop retention strategies and other employee relation improvements.

Q: Will my supervisor have access to the agency's survey responses?

A: Your agency Executive Director could give supervisors the summarized responses to all employees' surveys to help management make necessary changes. It is important to be careful in your comments to not specifically mention employee names or situations.

Q: What type of information will the agency's report contain?

A: The agency's report will contain summarized graphical and statistical analysis and representations. In addition, the word-for-word comments will be included in the report.

Q: May the agency withhold my paycheck until the survey is complete?

A: No, an agency may not withhold an employee's paycheck or take any other negative action towards an employee who chooses not to take the survey.

Q: Why is there a need to capture demographic data?

A: Demographic data is requested -- including salary, length of agency service, gender, and race -- to assist in clarifying and identifying trends, issues and solutions. Employees are required to supply all requested demographic data.

Q: Why is there a need to capture my social security number?

A: The State Auditor's Office requests social security numbers to aid in managing the exit survey process. The disclosure of your social security number is voluntary. Social security numbers are used only to access demographic information on departing employees from the State's payroll system and human resources information system. This information is compiled to provide general statistical data on those leaving State employment. This data helps the State focus its recruitment and retention efforts to address any trends identified from the data.

Once the system has retrieved you demographic information, your social security number is deleted from your record. The system's database does not store the social security numbers provided by departing employees.

Page Contact: [Jennifer Williams](#)
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