

What should you ask on your exit interview?

The success of your exit interviews in terms of obtaining useful information about your organization will depend in part on the way you structure it and the type of questions you ask. Following is the advice on Beth Carvin of Nobscot Corp. on how to put together a useful and practical exit interview.

For greatest usefulness, your exit interview questions should be a combination of quantitative questions and qualitative questions.

Quantitative questions

Quantitative questions are those that can be rated on a scale, preferably a 1-5 rating scale. These questions can either be written as very simple phrases that an employee rates favorably or unfavorably or as positive statements that the employee agrees with or disagrees with. The best number of quantitative questions, in terms of response, is between 35 and 60.

Following are examples of quantitative questions:

Rate how you feel about the following work-related topics on a scale of 1 -5 with Five being most favorable:

Tools needed to work	1	2	3	4	5
The work hours	1	2	3	4	5
Manager's openness to suggestions/improvements	1	2	3	4	5
Appropriate level of recognition	1	2	3	4	5
Volume of work	1	2	3	4	5
Degree of challenge	1	2	3	4	5
Salary	1	2	3	4	5

Rate on a scale of 1-5 with one meaning that you least agree and five meaning that you most agree:

My physical working conditions allow me to perform my best.	1	2	3	4	5
I have the tools necessary to efficiently perform my job.	1	2	3	4	5
I am given an adequate amount of time to complete my workload accurately.	1	2	3	4	5
I receive a fair salary for my position	1	2	3	4	5
I feel highly valued as an employee in this organization	1	2	3	4	5

Qualitative questions

Qualitative questions, on the other hand, are open-ended questions. You should have about 3-6 open-ended questions in your exit interview. Some examples are:

- What did you like best about working at _____?
- What suggestions do you have that would make _____ an even better place to work?
- Would you recommend _____ to a friend as a good place to work? Why or why not?