

Case Study | AI for Exit Interviews

The Results continued:

The initial text went out on a Thursday afternoon and by the following Monday we had 115 completed interview responses. The Thrive HR AI Interviewing tool was able to take the voice interviews and translate them into words and provided a summary of the conversation. The tool also summarized the data and identified the following reasons for terminations:

- Response rate of 13.5%, past surveys the company has done have averaged 8%.
- 47% of new hires did not understand the role – reason they left.
- 81% of new hires were attracted to the role due to – Compensation, Flexibility and Part Time Work.
- 71% of new hires left due to – Poor Management, Bad Working Conditions, Scheduling Issues and Work Policies.
- 35.5% of the past employees were interested in returning to the company for the right opportunity.

Thrive HR Consulting recommended that the company extend the pilot for another 500 exit interviews to have a statistically significant sample size (95% Confidence). The HR Leader stated that “they had received more data with this small Thrive HR pilot on turnover compared to any of internal teams’ programs”. The company has agreed to continue the AI Interviewer program.

The other benefit of the program is using the exit interviews to re-recruit past employees. These candidates have gone through the process, understand the role and can quickly be rehired to fill critical roles for the company.

Thrive HR Consulting is providing Thrive AI Interviewer solution in the market today. We are using this AI tool for Exit Interviews, Reference Checks and Screening Interviews. We are making HR functions more productive, lower operating costs and providing intelligent solutions for companies. HR Leaders focus on collecting good HR data which drives reporting, analytics and understanding of the current and past workforce. CEO’s are demanding this data and our team can ensure that you are prepared for C-suite questions about your employees.