

Examples of Exit Interview Questions

Child Support Services – Employees only

1. Why have you decided to leave DCSS?
2. What was the most satisfying aspect of your job?
3. What was the least satisfying aspect of your job?
4. Do you feel you had the resources and support necessary to accomplish your job?
5. What can you say about the way your performance was measured? Were performance objectives clearly defined?
6. What is your view of management and leadership at DCSS?
7. What could your supervisor do to improve his/her management style?
8. How would you describe the culture or “feel” of DCSS’ work environment?
9. What would you say about how you were motivated and how that could be improved?
10. Do you feel that DCSS policies and procedures are followed fairly and consistently?
11. Based on your experience, what do you think it takes to be successful at DCSS?
12. Can you offer any additional comments that will better enable us to understand why you are leaving, how we can improve our workplace and what we can do to become a better department?

DoIT – Employees and Contractors

Employee

1. What prompted your decision to leave the department?
2. How would you describe your overall experience working here?
3. What did you enjoy most about your role and responsibilities?
4. Were there any aspects of the job or workplace that you found particularly challenging or frustrating?
5. Do you feel you had the tools, training, and support needed to succeed in your position?
6. How would you describe the working relationships with your team and supervisor?
7. Do you have any suggestions for improving the department for current or future employees?
8. Is there anything else you’d like to share about your experience?

Contractor

1. How would you describe your overall experience working with our department?
2. Were you provided with the tools and support you needed to perform your duties effectively?
3. What aspects of the work did you enjoy the most, and why?
4. Were there any challenges or frustrations you encountered during your assignment?
5. Do you have any suggestions for improving the workflow or processes?
6. How would you describe the communication and collaboration with the rest of the team?
7. Would you consider returning for future assignments with our department? Why or why not?

Examples of Exit Interview Questions

Library – Employees only

Retirement

1. Are you retiring at the time you planned to retire, or are there reasons that you are retiring earlier or later than you originally planned?
2. On a scale of 1 to 5, with 1 being very strongly disagree and 5 being strongly agree, can you say that you had a good working relationship with your manager?
3. On a scale of 1 to 5, with 1 being very strongly disagree and 5 being strongly agree, can you say that you could freely share your thoughts on how to improve how to do things, and ideas for doing new things, with your coworkers and your manager?
4. On a scale of 1 to 5, with 1 being very strongly disagree and 5 being strongly agree, can you say that you had the resources (knowledge, training, equipment, materials) that you needed to do your job well?
5. How would you describe the Library's organizational culture at this moment in time? If you could change something what would it be?
6. Are there any concerns or issues you would like to address?

Voluntary

1. What factors influenced your decision to leave?
2. What will you be doing in the future?
3. How long have you looked for different opportunities?
4. On a scale of 1 to 5, with 1 being very strongly disagree and 5 being strongly agree, can you say that you had a good working relationship with your manager?
5. On a scale of 1 to 5, with 1 being very strongly disagree and 5 being strongly agree, can you say that you could freely share your thoughts on how to improve how to do things, and ideas for doing new things, with your coworkers and your manager?
6. On a scale of 1 to 5, with 1 being very strongly disagree and 5 being strongly agree, can you say that you had the resources (knowledge, training, equipment, materials) that you needed to do your job well?
7. How would you describe the Library's organizational culture at this moment in time? If you could change something what would it be?
8. Are there any concerns or issues you would like to address?

Public Works – Voluntary only (via Survey Monkey)

1. How long have you worked for Contra Costa County?
2. How long have you worked in the Public Works Department?
3. Please identify the reason that best describes your reason for separation: Retirement, Transfer to another county department, Resignation
4. If you are resigning from your position, please identify the reason(s) that best describe your decision to separate: Self-employment, Health Related Issue, Other Employment Opportunity, Commute/Location, Return to School, Personal Reasons, Military Service, Not Applicable (Retiring or Transferring), Dissatisfaction with Work/Work Environment
5. To what degree, if any, did salary and benefits influence your decision to separate?: 0%, 25%, 50%, 75%, 100%, Not Applicable
6. What was the most satisfying aspect of your job?

Examples of Exit Interview Questions

7. What was the least satisfying aspect of your job?
8. Please rank your satisfaction of the following areas: Work Environment, Employee Relations, Training & Development, Opportunities for Career Advancement
9. To what degree do you agree with the following statements regarding communication:
 - a. I believe that the communication between myself and my co-workers (work unit) was sufficient.
 - b. I believe that the communication between myself and my Direct Supervisor was sufficient.
 - c. I believe that the communication between myself and my Division Manager was sufficient.
 - d. I believe that the communication between myself and Executive Management was sufficient.
10. To what degree do you agree with the following statements regarding training and performance feedback?
 - a. I received sufficient training to successfully perform my job duties.
 - b. I was provided with the necessary resources, tools and support to successfully perform my job duties.
 - c. I was provided career development training opportunities.
 - d. I was provided sufficient feedback and support during my probationary period.
 - e. I was provided sufficient ongoing/regular feedback and support.
11. To what degree do you agree with the following statements regarding employee relations?:
 - a. I believe that the Department values me.
 - b. I believe that the Department adequately recognizes employee contributions.
 - c. I believe that Departmental policies are applied consistently.
 - d. I believe I was treated fairly and equitably.
12. Please provide any other additional feedback/suggestions/comments that may contribute to the overall improvement of the Department.

Risk Management – Employees only

1. Is your departure due to a lack of work? Are you looking for more work?
2. Is your departure due to not being able to take time off? Would you like more time off?
3. What recommendations do you have for the department to improve or do better?
4. Would you ever consider returning?
5. Is there anything we could have done to keep you here?
6. Were you comfortable talking with your supervisor/manager?
7. How would you describe our department or County culture?
8. If you had any concerns, were you able to share your concerns?
9. Did you feel valued?
10. What do you feel would be a good career path in your unit?
11. Did you have all the tools needed to succeed?
12. Do you feel your job description changed since you were hired?

Examples of Exit Interview Questions

13. What qualities do you believe would be best for a replacement?
14. What was the best part of your job?
15. What was your worst day on the job like?
16. What would you change about your job?
17. Would you recommend working in our Department?
18. How could we improve training and development?
19. Do you have other issues or comments that you would like to address?

Treasurer-Tax Collector – Employees only

1. Why are you leaving?
2. What could we have done better?
3. Were you comfortable talking to your manager about work problems?
4. What three things could your manager or the Treasurer-Tax Collector's Office do to improve?
5. Did you feel you were kept up to date on new developments and company policies?
6. Were you given the tools to succeed at your job?
7. What was your best or worst day on the job?
8. What did you like most about your job? What would you change about it?
9. Are there any unresolved issues or additional comments?

EXIT INTERVIEW QUESTIONNAIRE

County of Sonoma is seeking information from outgoing employees to help make the County a better place to work. Your answers to this questionnaire will provide County decision makers with important information regarding the work environment. The survey will take approximately 20-25 minutes to complete. You will also receive an invitation for an in-person exit interview with a department representative in which the information in the questionnaire will be discussed. You are not obligated to attend the interview, but you are strongly encouraged. You may submit the completed questionnaire during your exit interview, or you may provide it to your department human resources representative on or before your last day of employment.

Efforts will be made to keep the confidentiality of respondents, particularly if the County determines the provided information requires follow-up action; however, under certain circumstances the County may be legally obligated to disclose a respondent's name.

Name	Employment Date
	Termination Date
Department	Years with Department
	Years with County
Job Title	Supervisor

What prompted you to seek alternative employment?

- | | |
|---|--|
| ☐ Type of Work | ☐ Work Conditions |
| ☐ Compensation | ☐ Lack of Internal Career Advancement Opportunities |
| ☐ Lack of Recognition | ☐ Career Advancement Opportunities |
| ☐ Company Culture | ☐ Retirement |
| ☐ Organization Direction | ☐ Personal Reasons |
| ☐ Quality of Supervision | ☐ Other |

Comments: _____

What did you think of your supervision in regard to the following?

	Almost Always	Sometimes	Never	Comments
I received fair and equal treatment.	☐	☐	☐	
I was recognized for the work I performed.	☐	☐	☐	
I felt there was cooperation and teamwork.	☐	☐	☐	
I was encouraged to provide suggestions and feedback.	☐	☐	☐	
Complaints and problems were resolved.	☐	☐	☐	
Policies and practices were followed.	☐	☐	☐	
I communicated well with my supervisor.	☐	☐	☐	
My supervisor took an interest in my career development.	☐	☐	☐	

Was your workload usually: ☐ Too great ☐ Varied but all right ☐ About right ☐ Too light

Comments: _____

How did you feel about your salary and the employee benefits?

	Excellent	Good	Acceptable	Poor	No comment	Comments
Base Salary	☐	☐	☐	☐	☐	
Medical Plan	☐	☐	☐	☐	☐	
Dental Plan	☐	☐	☐	☐	☐	
Vision Plan	☐	☐	☐	☐	☐	
Life Insurance	☐	☐	☐	☐	☐	
Paid Time Off	☐	☐	☐	☐	☐	
LTD Plan	☐	☐	☐	☐	☐	

Are there any other benefits you feel should have been offered? ☐ Yes ☐ No

If "Yes" provide further detail:

How would you rate the following in relation to your job?

	Strongly Agree	Agree	Disagree	Strongly Disagree	Comments
There was cooperation amongst members of the department.	☐	☐	☐	☐	
There was cooperation between departments.	☐	☐	☐	☐	
Individuals communicated well within the department.	☐	☐	☐	☐	
There was strong communication within the organization.	☐	☐	☐	☐	
The morale of the department was positive and up-beat.	☐	☐	☐	☐	
I had a sense of job satisfaction.	☐	☐	☐	☐	
I received adequate training to perform my job responsibilities	☐	☐	☐	☐	
I had growth potential.	☐	☐	☐	☐	
I had a good working relationship with co-workers.	☐	☐	☐	☐	
Training or job development met my expectations.	☐	☐	☐	☐	
Work assignments were distributed evenly.	☐	☐	☐	☐	
I had a clear understanding of my job duties.	☐	☐	☐	☐	
Working conditions met expectations.	☐	☐	☐	☐	
The pay was fair for the amount of work required.	☐	☐	☐	☐	
The benefits were competitive.	☐	☐	☐	☐	
My work schedule met my needs.	☐	☐	☐	☐	
Overall, I was satisfied with my job.	☐	☐	☐	☐	

☐ Yes, without reservations ☐ Yes, with reservations ☐ No

Date: _____

Date: _____

Instructions: Original to the employee confidential file
Copy to Human Resources