

Exit Interviews and the Compliance and Ethics Department

The Society of Corporate Compliance and Ethics and the Health Care Compliance Association
September 2014

OBJECTIVE:

Employees leave a company for a myriad of reasons, some reasons being benign such as moving closer to family. However, some reasons for leaving are more serious, such as wrongdoing in the workplace, a stressful environment, or abusive manager. Many companies perform exit interviews to better understand the reason for leaving and to correct what has gone wrong. The survey was conducted to determine whether and how exit interviews are being used.

METHODS USED:

The survey was conducted in August and September of 2014. A total of 655 responses were collected from solicited contacts in the database of Health Care Compliance Association and the Society of Corporate Compliance and Ethics.

KEY FINDINGS:

- 82% of respondents indicated that exit interviews were conducted at least some of the time. 52% reported that these interviews were routinely conducted among all employees.
- 36% of respondents whose company did not conduct exit interviews did not know why they did not do so.
- 28% reported that an exit interview was a requirement stated in their Code of Conducts.
- Only 5% reported that Compliance participated in face-to-face exit interviews. This is in comparison to the 48% for HR being responsible for the interviews.
- 55% reported that compliance-related questions were part of the exit interview process.
- Only 38% of Compliance departments reported that they are given the documentation of the interview, even though compliance issues are included in the process.
- 38% of respondents track and trend exit interview results. This results in the ability to monitor whether compliance programs are effective.

CONCLUSION:

- Exit interviews offer a window into corporate culture and potential wrong doing.
- Opportunity to audit and monitor compliance effectiveness is not being fully utilized.
- Compliance related questions should be asked more often in exit interviews.
- The data collected at the exit interviews should reach the Compliance department.

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