



## **Sabaragamuwa University of Sri Lanka**

**Policy Title – Policy on Conducting Exit Interviews -SUSL**

**Policy Number – Policy / SUSL / Gov & Mgmt / 15**

**Date of Senate Approval – 13.09.2022**

**Date of Council Approval – 25.10.2022**

**Effective Date –25.10.2022**

**Revised Dates – NA**

**Approving Authority – The Council, Sabaragamuwa University of Sri Lanka**

**Administrative Responsibility – Registrar, Vice Chancellor**

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### **1. Overview**

Prime goal of SUSL is the generating quality graduates to cater the global demand, in line with the mission statement. Providing quality programmes and also creating good working environment for all the employees at the University are key areas in achieving the goals of SUSL. In providing the better work environment exit interviews can be a vital tool in assessing the success of human resource management at the University. Exit interviews are excellent way of gaining insight in to the states of the university, way of information on success stories and failures, way of exploring the future successors, way of identifying strengths, way of improving the retention of employee and more importantly it gives way in improving the employee satisfaction and etc.

### **2. Purpose**

The purpose of the “Exit Interview Policy of SUSL” is to provide frame work, guideline for conducting exit interviews for employees who are leaving the Sabaragamuwa University of Sri Lanka. The exit interview of the University will provide very valuable information regarding the experience of employees who departing the SUSL. This information will help the university to create better working environment for employee to perform their responsibilities with great satisfaction.

### 3. Legislative context

NA

### 4. Definitions

|            |                                      |
|------------|--------------------------------------|
| CQA        | Centre for Quality Assurance         |
| HR         | Human Resource                       |
| SUSL       | Sabaragamuwa University of Sri Lanka |
| University | Sabaragamuwa University of Sri Lanka |

### 5. Scope

This policy covers the procedures / mechanism / instrument to be adopted when any employee leave the employment (University) for any reason. This will be applied to all the employee in the University regardless of their position.

Retention of employees is an important issue. As an aid to improve recruitment and retention strategies for the future an Exit Procedure through exit interviews and questionnaires can be helpful in obtaining information about why an employee is leaving a school. The views of employees will assist the school to identify areas of good practice and any problem areas that may need to be addressed

### 6. Policy Statement

One of the pillars for the success of any organization is the employees. Retention of skillful employee is a main assert of the institute. As retention strategy, the exit interview will be a good tool assisting the University to identify good practices and any problematic area to be addressed.

1. All the departing employees (resigning, leaving, terminating) should be able to contribute to the exit interview before they leave the University except for the employee who are dismissed due to bad conduct. This interview should be carried out as quickly as possible after the employee has declared the intention for leaving.
2. Employees departing the university are kindly requested to voluntary participate in the exit interview as an important event.
3. It is important to make the employee know about the purpose of exit interview and it should not be given forcefully. This should be done in a fully agreement with the departing individual. Do not impose to do it.

4. They can have a face to face interview, or else it is possible to take part in filling a questionnaire (Annex 1).
5. Departing employees should be encourage to give honest and candid responses.
6. Registrar of SUSL is the responsible person in communicating with the employee for informing about the exit interview.
7. Exit interview shall be carried out by a committee / person as appointed by the Vice Chancellor.
8. All the information about the person involved in the exit interview should be kept maintaining the confidentiality. It is must to inform the participant of the exit interview regarding the confidentiality.
9. The information gathered should be communicated to the Vice chancellor in order to make decisions based on the suggestions drawn by the departing employee. This is merely for the enhancement of the working environment of the employee.
10. The interview should focus on knowing the reasons for leaving, suggestions to improve the existing Human Resources.
11. The employee will be asked to respond to standard set of question and they are given a chance for additional information. Information on reasons for leaving, satisfaction with the job done at the university, any weaknesses and strengths as he / she felt, suggestions, staff care, staff support, handing of grievances & etc should be gathered as in the questionnaire in the Annex 1. When ever need this questionnaire can be amended with proper approval of the University governing bodies.
12. As a result of giving responses at the exit interview, there should not be any repercussions or victimization to the departing employee. If the outgoing employee feels that there is a issue and if he she feels uncomfortable with the interview process, he or she can inform that to the Vice Chancellor formally or informally.
13. If the participating employee is having any disability may require assistance, it is must to do the exit interview in flexible and supportive way, as the both parties feel.
14. Information gathered or the records of exit interviews will be made available at the registrar office / in a place for confidential documents of the SUSL and these will be used for monitoring and analysis purposes for taking decisions for the development of the University.

15. It is necessary to have proper record keeping, reviewing and taking necessary actions / or conveying the necessary messages to relevant entities to take required actions without much delay. Quarterly review on exit interviews should be done. Information gathered should be analyzed and should take actions without delay.
16. It is important to conduct the exit interview in a very peaceful environment (in case of face to face interview), conducive friendly environment and very relaxed environment. Departing employee will be in a happy face with friendly final interview and it will avoid negative publicity about the University in the future.
17. There should be possibility of conducting the exit interview in any familiar language for the departing employee. It is necessary to request to give his / her preference for the language.
18. As the exit interview for receiving the genuine information from departing personnel, it is very important to listen the voice very carefully, without giving the opinion of the person who interview the departing employee. The personal opinion of the interviewing person will hinder the opinions of departing employee.
19. When the departing employee completed the responses to exit interview, it is necessary to end the interview with appreciation note and on a high note.
20. Brief summary or a report should be maintained on the interventions taken during the year based on the exit interview, this should be maintained at registrar's office.
21. It is essential to ensure that the actions have been taken based on the exit interviews wherever possible and if there are recurrent problems those should be thoroughly investigated.
22. It is the responsibility of the registrar or the relevant committee / persons appointed by the Vice Chancellor to discuss / convey the information gathered to the University Governance to make necessary decisions and actions. Reporting and taking actions are utmost important aspects in this policy.

## **7. Implementation**

Implementation can be done as mentioned in the policy statements and using the exit interview questionnaire format given in the Annex 1.

## **8. Responsibility:**

Registrar  
Vice Chancellor

## **9. Promulgation:**

This policy and the relevant annexes will be available at the CQA website  
It will be circulated among all the employees at the SUSL through E mails.

***This policy is prepared by a committee suggested by the Senate Standing on Quality Assurance, SUSL (41<sup>st</sup> SSC-QA meeting, held in June 2022). Senate approval for the committee was at its 265<sup>th</sup> meeting held on August 2022.***

### ***Composition of the committee***

|                                           |                                                 |
|-------------------------------------------|-------------------------------------------------|
| <i>Mr. Saman Uyangoda (chair)</i>         | <i>Prof. E.P.N. Udayakumara (Member)</i>        |
| <i>Prof Manoj Ariyaratne (Member)</i>     | <i>Dr. H.P. Rasika Priyankara (Member)</i>      |
| <i>Prof. H.A.D. Ruwandeepika (Member)</i> | <i>Ms. P. Gayani Imanthika Dias (Secretary)</i> |

***\*\*\*\*This policy has been approved at the 267<sup>th</sup> Senate held on 13.09.2022 and 289<sup>th</sup> Council held on 25.10.2022***

**Centre for Quality Assurance  
Sabaragamuwa University of Sri Lanka  
July 2022**