

## **VISIONFUND AND ESAF MONITOR EMPLOYEE SATISFACTION AND UNDERSTAND REASONS FOR STAFF EXIT**

Both **VisionFund Cambodia** and **ESAF (India)** closely monitor employee satisfaction and turnover. VisionFund Cambodia collects data in three different ways:

- 1) an annual employee satisfaction survey;
- 2) an employee exit survey; and
- 3) monthly monitoring of the staff turnover rate. ESAF conducts an employee satisfaction survey at all employee levels at least once every other year. Members of upper management then review all data collected in order to assess whether employees are happy with the FSP and to understand the reasons why employees leave.

Studying employee satisfaction and reasons for exit can prove beneficial not only to the work environment but also to an FSP's financial performance. For example, ESAF developed a successful new loan product—the vehicle loan for employees—after employees expressed the need for assistance in purchasing vehicles. Additionally, ESAF was able to reduce staff turnover after it increased the days off in a work week from only Sundays to also the second and fourth Saturdays of each month. ESAF made this change after learning that its employees, the majority of whom are women, were dissatisfied because they felt unable to attend to household matters adequately with only one day off per week.