

Sample Exit Questionnaire

(This is for information only – staff leaving the organization receive an online instruction to complete – not for printing or completion)

Exit Questionnaire



Before separating from the Organization, you have an opportunity to comment about your working experience in WHO and we have an opportunity to learn where we are doing well and where we could do better. Please take a few minutes to complete the Exit Questionnaire to help us identify, analyse and report on trends, with a view to creating a more enabling work environment that is in line with the WHO HR Strategy. Through introducing such practice as part of administrative clearance procedures, WHO is pleased to join many other agencies in the UN Common System.

If you hold a fixed-term or temporary appointment of one year or more, completion of the Questionnaire is mandatory. If you hold a temporary appointment of less than one year, completion is strongly encouraged.

All of your responses will be anonymous as they will be kept separately from your name and WHO e-mail address which you will only use to register. To permit data analysis, you will be asked to also provide information about your occupational category, duty station and other relevant demographic information. Kindly note that the registration process has been designed to permit monitoring compliance.

After the Questionnaire: You may wish to have a Face-to-Face Interview to provide any additional information you did not include in the Questionnaire itself. Details are provided at the end of the Questionnaire.

Thank you for your service to the Organization and for taking the time to share with us your valuable feedback.

PART 1 – PERSONAL INFORMATION

1. Sex:
2. Date of birth:
3. Nationality:
4. Dependency status:
5. Civil status:
6. Current duty station:
7. Current grade:
8. Current type of contract:
9. Length of service with WHO upon departure:yrs

PART 2 – REASONS FOR LEAVING WHO

1. Primary reasons for leaving WHO

(please choose all that apply)

- Family reasons
- Continued education
- Alternative job opportunity in the UN system
- Alternative job opportunity outside the UN system
- Inadequate pay and benefits
- Poor working conditions
- Workplace harassment
- Medical or health reasons
- Non renewal/extension of contract by WHO
- Non renewal/extension of contract by seconding authority
- Voluntary separation
- Lack of career opportunities
- Inadequate support for work-life balance challenges
- Retirement
- Early retirement
- Resignation
- Agreed termination
- Discontinuation of position

- Transfer to another UN Organization
- End of reimbursable loan
- Other _____

2. If you are separating for *family reasons*, please indicate any of the following:

- Lack of employment opportunities for spouse
- Spouse offered employment elsewhere
- Children's education
- Inadequate medical facilities
- Prolonged separation from family
- Other _____

3. If you are separating because of *an alternative job offer*, please check any of the following that apply:

- Other UN organization
- Other international organization
- Private sector
- NGO
- Government
- Self-employment
- Other _____

4. In comparison to your WHO salary, what will be your new salary range?

- Lower than WHO
- Same as WHO
- Less than 10% increase
- Between 10 - 20% increase
- More than 20% increase
- Not applicable

5. What steps have you taken to complete the handover of assignments, transfer of knowledge, etc.?

- Briefing colleagues
- Handover notes
- Handover files with documentation
- Handover list of contacts
- Other _____

PART 3 – INFORMATION ABOUT YOUR EMPLOYMENT WITH WHO

1. How would you rate your overall level of satisfaction:

a. Opportunity to serve a good cause

- Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- b. Reputation of the UN**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- c. Reputation of WHO**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- d. Challenging job**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

2. How would you rate your level of satisfaction with compensation and benefits:

- a. Level of pay**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- b. Benefits and entitlements**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- c. Pension**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- d. Leave entitlements**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- e. Other non-salary benefits**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- f. Support and advice from your HR Specialist in Headquarters/Regional HR Manager on these issues (may include, as appropriate, Management Officer for Headquarters)**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

3. How would you rate your level of satisfaction with career-related human resources policies and practices:

- a. Your personal career progression**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- b. Coaching from your supervisor(s) on career issues**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- c. Degree to which you received honest and accurate performance evaluation**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- d. Degree to which you are satisfied with ePMDs/+**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- e. Learning and development opportunities provided**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- f. Your contributions were duly acknowledged and recognized**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- g. Opportunity for mobility**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- h. Design and usefulness of administrative procedures**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- i. Assistance provided to address conflicts that arose with my supervisor(s)**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- j. Administration addressed requests promptly**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- k. Administration listened to suggestions and feedback**

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

4. How would you rate your level of satisfaction with the working environment:

a. Workload

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

b. Working hours

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

c. Resources available to enable you to work optimally

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

d. Degree to which knowledge was shared

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

e. Possibilities for flexible working arrangements

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

f. Working relationship with supervisor(s)

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

g. Working relationship with colleagues

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

h. Respect of ethical principles

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

i. Sense of belonging

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

j. Collaboration with your team

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

5. How would you rate your level of satisfaction with diversity, equality and inclusion:

a. Equality of opportunity among men and women

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

b. Equality of treatment among men and women

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

c. Level of respect between local and international staff

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

d. Cultural sensitivity in the workplace

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

e. Treatment of staff members with disability

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied not applicable

6. Level of satisfaction with managerial and organizational effectiveness:

a. Effectiveness of HR administrative procedures

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

b. Satisfaction with the recruitment process

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

c. Easy access to information related to your entitlements

Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

d. Extent to which your relationship with your supervisor(s) was based on respect and trust

- Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- e. Fair and equal treatment demonstrated by your supervisor(s)**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- f. Degree to which your supervisor(s) listened to proposals/suggestions**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- g. Extent to which you received ongoing, meaningful and informal feedback on your performance from your supervisor(s)**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- h. Degree to which your supervisor(s) motivated you**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- i. Degree to which your supervisor(s) resolved conflicts and problems**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- j. Degree to which your supervisor(s) followed procedures/rules and practices**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- k. Degree to which the skills, knowledge and experience of staff were appropriately deployed**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- l. Degree to which your supervisor(s) helped you in technical problem-solving**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- m. Quality of supervision**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- n. Quality of management**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- o. Level and quality of delegation**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

7. Level of satisfaction with working conditions and work-life balance:

- a. Impact your work had on your personal life**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- b. Support provided by the organization to meet stress and challenges**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- c. Support provided through organizational policies to balance work and life**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- d. Impact your work had on your spouse's life**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied not applicable
- e. Impact on your family and children**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied not applicable

8. Level of satisfaction with career development:

- a. Opportunities for career advancement**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- b. Degree to which your personal circumstances were taken into consideration when concerning job changes, lateral/upward moves**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- c. Information you received concerning career advancement**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- d. Opportunities to use your skills/abilities**
 Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- e. Opportunities to bring your innovative approaches**

- Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- f. Do you feel that your gender has impacted your career progression? Yes No
- If yes, how would you rate the way management handled it
- Highly Satisfied Satisfied Dissatisfied Highly dissatisfied
- g. Do you feel your nationality has impacted your career progression? Yes No
- If yes, how would you rate the way management handled it
- Highly Satisfied Satisfied Dissatisfied Highly dissatisfied

9. Would you consider working again for a UN Common System Organization?

- Yes No Not applicable

10. Would you consider working again for WHO?

- Yes No Not applicable

11. Would you recommend the UN Common System as an employer of choice to others?

- Yes No

12. Would you recommend WHO as an employer of choice to others?

- Yes No

PART 4 – ADDITIONAL AND FINAL COMMENTS

1. What did you enjoy most about working in WHO?

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2. What were the two or more biggest obstacles to your ability to be fully effective during your work with WHO?

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3. Do you have any suggestions about how we can improve the WHO working environment?

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Thank you for taking the time to provide your valuable feedback.

If you wish to download your completed questionnaire, please [click here](#).

If you wish to have a Face-to-Face Interview to provide any additional information that you didn't include in the Questionnaire itself, contact your [Focal Point](#).