

Why Employees are not willing to serve complete notice period during resignation –Role of Management to deal with resigned employees?

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"Our assets walk out of the door each evening. We have to make sure that they come back the next morning."

- **N.R. Narayanamurthy, Co-founder INFOSYS**

If your loyal employees were leaving an organization, newly joined qualified employees were quitting an organization, consecutively employees were resigning, and even not willing to serve notice period and most of the employees were absconding from their duties. This article will provide the precaution inputs to the Top Management of organizations with facts. It reveals, howto stop employees to resign and even how to deal with resigned employees? How can stop employee Absconding's from company? Facts of attrition. What are the best techniques to retain in organization fitment?

It has been observed, even employees may left companies, but still they have best affection with Company but not with immediate reporting authorities. In fact **Employee will quit their Boss rather than organization.** To overcome from this situations, **Late DhirubhaiAmbani**, Founder of Reliance Quoted as **"We cannot change our rulers, but we can change the way they rule us."**

None can destroy iron, but its own rust can! Likewise none can destroy a person, but its own mindset can!

- **Ratan Tata –Chairman TATA Sons**

In a **Paychex survey** conducted in August 2016, employees from a variety of sectors were surveyed about why they left their previous jobs and which benefits may have persuaded them to stay.

Analyzing Paychex survey, of 15 reasons here are the Top 10 Major reasons, why employees will quit their jobs due bottlenecks of Reporting Authorities and peers

1. Didn't like boss
2. Boss didn't honor commitments
3. Employers didn't care about employees
4. Unable to pursue passions
5. Overworked
6. Lack of recognition or reward
7. Didn't enjoy work
8. Didn't get along with coworkers
9. Lack of work-life balance
10. Wrong people were promoted

Top five Reasons Employee will quits only cause

1. Moved to another city or state
2. Lack of benefits
3. Commute was too long
4. Family situation changed
5. Low salary

Ultimately, it appears that the most important thing for maintaining a solid base of employees and team members is to create a fair, collaborative workspace in which people feel like their immediate work matters. Instant gratification isn't sustainable, but it is necessary for showing people the results of their work--and for encouraging them to come back to do more in the future.

In few Indian scenario following reasons might be considered

- Job Insecurity of Reporting Authority
- Individual benefits of Reporting Authority rather than Company profit
- Too little coaching and feedback.

Conceptualizing the Paychex survey, Here open-ended survey has been conducted with 200 employees of various grades from IT, Construction, Manufacturing, Engineering Industry, Service Industries at Bengaluru, Karnataka. To know After resignation of employee, what are the Top reasons

1. **Why employees were not willing to serve complete notice period ?or thought process may lead's absconding employee from their services?**
2. **What are the difficult phases the resigned employee will be having ?**
3. **An employee resigns, what are an employer's responsibilities?**
4. **Do's by the Employer**
5. **Don'ts by Employer (Reporting Authorities)**

I. Introduction

1. Why employees were not willing to serve complete notice period ?

1.1. After resignation, the low grade treatment will be given to the Resigned employee

After resignation submitted by employee, resigned employees deserves the same respect what he has gain credibility post resignation. Infact company should appreciate the resigned employee that he is loyal and following the protocol of Policies.

1.2. Employee feels undervalued by Reporting Authorities–

More than half of employees feel undervalued, says studyHywel Roberts, MAY 06, 2014. the information comes from a survey by recruitment website **monster.co.uk** involving 2,000 workers and 500 employers.

One of the employers surveyed, 75% said they **recognized failing** to say thank you has a negative impact on employee motivation. Almost half (41%) admitted that staff weren't thanked enough in the workplace. Fifty-four percent said this left them feeling **unappreciated** and 41% said they **felt demotivated as a result**.

Despite this, 22% of employees reported finding their manager "**ungrateful**" for their efforts.

Organizationalbehavior psychologist Corinne Sweet said 'thank you' at work are "priceless" and the problem may be cultural as much as professional.

"As reporting authorities will feel embarrassed about saying 'well done', or **giving positive feedback**," she said. "**This is a clear call for bosses to be more engaged with their employees and let them know when they've done a good job.**"

1.3. Rude or abusive language in the workplace

Indian Laws never entertained the any rude and abusive languages in workplace and public places. Even such a secular constitution

As **Indian laws** and cases will be giving referendum of Rude and Abusive language in the work places. **Section 294** of the Indian Penal Code lays down the punishment for obscene acts or words in public. The other sections of Indian Penal code which deal with obscenity are **292 and 293**.In case of **Anil Kumar Singh vs State Of Bihar & on 16 December, 2011** offences punishable under sections 447, 379, 504/34 of the Indian Penal Code and Section 3(1)(x) of the SC/ST Act.

What behaviors can be considered as rude? There are many. Below are just a few examples, what employees are facing and resigning and after resignation also they don't want to serve complete notice period also.

1. **Failing to acknowledge another person's presence:** Ignoring other people's greetings and well-wishes; going past a co-worker without so much as a nod or a greeting.
 2. **Using abusive language:** Being verbally abusive or using crude language
 3. **Gossiping:** It's rude behavior to both instigate and spread rumors against another person, regardless of whether the "news" seems accurate or relevant to the accomplishment of the task at hand.
 4. **Discounting employee contribution:** Discounting means deliberately downplaying or ignoring the importance of another person's statement or work contribution. For instance, some members in a team may tend to cut off a person that they do not like during a brainstorming session. Taking credit --- or worse, compensation! --- for work that you did not do is also an example of discounting behavior.
 5. **Bullying and intimidating co-workers:** Threatening violence against co-workers who would report timesheet irregularities to management; leveraging the power of cliques in order to ostracize particular individuals.
 6. **Singling out and isolating,** ignoring, ostracizing a co-worker; persistently demeaning, patronizing, belittling, and ridiculing.
 7. **Sabotaging individual and agency efforts:** Intentionally not informing a co-worker who is competition for a promotion of the exact time a client will arrive in the building.
 8. **Discriminating against a particular individual or group:** Attacking an individual based on intrinsic characteristics such as race, gender, age, mental ability, and physical appearance.
 9. **Practicing insensitivity against co-workers' needs:** Inability to pay attention to the feelings and needs of others e.g. not giving a grieving co-worker time off before demanding workplace attendance. Insensitivity may also come in the form of engaging in activities distracting to co-workers, e.g. taking a cell phone calls while in the middle of a meeting, not cleaning up the whiteboard as one leaves the training room, and demanding attention from subordinates outside of the prescribed working hours.
 10. **Practicing poor etiquette** in dealing with correspondence: Ignoring phone calls and emails, using agency email to send private messages, and discussing individuals in mailing lists as if they are not there.
- 1.4. **Intentionally excess delegating , functions of Reporting Authority**, all team members due functions and Department pending works to resigned employee

A hostile **working** environment characterized by pervasive Excess delegation can make employees uncomfortable, to say the least. However, the serious **effects of harassment** are often understated. Even resigned employees also have the right to consult a **harassmentattorney** .

1.5. Intentional Holding and excess delay making in employee full & final financial settlement

Reporting Authorities can emphasize, because of individual interest and ego status, they cannot advise for stopping F&F as per the dues and employee entitlement .Full and final settlement is usually used by the employers to absolve themselves from all the previous dues and claims of their employees. It is usually actuated in the form of a settlement contract and effectively concludes the employer-employee relationship.

Due mistakes of Immediate Reporting authorities holding F&F may cause penalized respected Company Sr.Management professionals and Brand damage of the Organization because of onemen reporting authority. As per indiacorplaw.in analyses several judgments of courts to examine the legal position relating to such matters.

Case Law on Point

In **Bennett Coleman & Co. (P) Ltd v. PunyaPriya Das Gupta (AIR 1970 SC 426)**, the employee, after resigning from the company, claimed his dues for the leave period. While receiving his full and final settlement from the company, he signed a receipt which had no mention of the payment of dues during the leave period. The Supreme Court held that the employee can claim his dues for the leave period, since he has not waived his claims for such dues in the full and final settlement.

In **P. Selvaraj v. The Management of Shardlow India (W.A.No.1478 of 2006)**, the Madras High Court was of the opinion that where a full and final settlement was a predicament whereby it was mandatory for an employee to sign it to get any amount, even if it was less than the sum he was entitled to, in those cases the full and final settlement will not stand, and the employee can claim the sum he was entitled to. It also asserted that an employee cannot be estopped from claiming the gratuity amount by virtue of section 14 of Payment of Gratuity Act, 1972, since it has an overriding effect over any other enactment or any instrument or contract.

1.6. Not immediate hiring of Successor. Successor will be hired on very last moment of Predecessor will leave

Holding and intentional extension of Notice period of resigned employee not to relive till the Predecessor will be hired. Some times reporting authorities may not willing to hire the successor in time. This makes probability of employees making in tough situation, reliving of employee services may delay in other future company they may loss job in both sides.

1.7. Poor Knowledge Transfer strategies

Have a smooth knowledge Transfer :-Eg If predecessor has provided three months notice period, Management have clear plan for Knowledge Transfer. Like within a month Successor should replace. Second month Successor - replaced person should be in on job training. Third month process should be free from his work and he can be advisor to the team and predecessor.

2. What are the Major difficult phases the resigned employee will be having ?

Any employee leaving the organization have many reasons, main reason will be either Boss or cash. Employees in company will be closely monitoring the Resigned employee. Employs from same Team and Inter departments will be witnessing, the harassments have been faced by the resigned employees. They will inculcate in their psychology.

All these witnessed employees will make their psychological perception if they will resign and if they serve complete notice period, they should undergo this kind of unwanted challenges. They will make their mind set not to serve complete notice period and employees even willing to pay notice due money to organization and get relived from services. If those don't have money to pay in notice period they might abscond.

Please treat the resigned employee with honor.

- 2.1. Employees those have resigned and serving notice period face hurdles, challenges and troubles.
- 2.2. Harassment from reporting authorities
- 2.3. During notice period predecessor getting support from higher officials, peers and subordinates is a challenge
- 2.4. Over workloads and others pending works will transfer to the predecessor in notice period
- 2.5. Blame game will be projected on predecessor.
- 2.6. Exit Interview should not be only mere format

3. How to handle Resignation from Authorities ? The right way to deal with resignation

Reasons for employee resignation will be endless, but it matters to prepare employer and employee friendly **Standard Operations Plans & Turn Around Time** to handle resignation, deal following topics.

- 3.1. How do you announce the employee's resignation?
- 3.2. Who needs to know what about the employee's resignation?

Make the resigned employee to be comfortable and provide the same respect and dignity. The right way to deal with resignation has been elaborated with necessary responsibilities, Do's and Don'ts were mentioned below

4. Employers responsibilities during employees Resignation

4.1. **Employee Value:-** An employee resignation always causes some disruption in the workflow, however, if the employee resigning is valued and you decide to let him.

4.2. **Resignation Notification :-** Provide details about ongoing projects, and notification to Coworkers and Customers about an Employee Resignation. It will make peace of mind to resigned employee and it will get route map for his exit & last working day in company. To notify other employees about an employee's resignation, start by telling the employee's own department about the employee's resignation. Perhaps call a quick meeting and inform the other employees that the employee's last day in advance.

4.3. **Systematic Delegation to current working employees** Make sure you assign employees to pick up the work of the departing employee. These assigned replacement employees also need to see a list of the goals and responsibilities for which the position is responsible.

4.4. **Immediate hiring and effective Training for Successor :-** Better train his or her replacement when that person is hired.

5. **Do's by the Employer**

- 5.1 Try to Retain, After approval of Resignation, resigned employee functions to be delegated to other team members.
- 5.2 Identify & Appoint the Successor without any delay
- 5.3 Have a smooth Knowledge Transaction phase
- 5.4 With in time, after resignation from employee try to retain with new team, new location, new roles and reporting manager.
- 5.5 Accept & Reflect, Stay Positive and Show Management support
- 5.6 Project plan your notice period.
- 5.7 Schedule a timeframe for handing over tasks - decide who you need to tell and when best to tell them.
- 5.8 Please discharge from resigned employees gradually
- 5.9 Make his due settlement and relieving & Experience letter on his / her last working day

6. **Don'ts by Employer (Reporting Authorities) :-**

- 6.1 Don't harass a person through his higher officials to complete huge work
- 6.2 Don't assign new assignments to the leaving employee.
- 6.3 Don't keep him to approve out of scope of his work
- 6.4 Don't take personally and start giving intention bad taste of Organization
- 6.5 Don't do Intentional shouts / Arguments
- 6.6 Don't bullying the resigned employees
- 6.7 Don't Harass the employee, delegating all pending works to complete
- 6.8 Don't do Micromanagement of his personal life
- 6.9 Don't be blindsided again to do

II. Conclusion

Employers should give a feel the empathy while leaving the organization. Mr. Rahul Dravid, Former Indian Cricketer & Captain has quoted "**You don't play for revenge, you play for Respect & Pride**". The same principle should be applicable to working culture everyone should work for Organizations Visions and Missions not for revenge on subordinates and peers. Kindly avoid unwanted dominance from reporting authorities and harassments to peers.

Create a best culture, Employees those were leaving organizations, they should migrate back to your nest like birds. Don't pain the employee with their emotions during their association with you and special care should be taken during their notice period. It helps organization and employee, willing to complete their complete notice period. This unique response of best culture will be the Branding for Organizations as Dignity of work.

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