

VTrans Employee Retention & Knowledge Management Study

Carol Vallett Ed.D. & Glenn McRae Ph.D., Transportation Research Center
Jennifer Jewiss Ed.D., Department of Leadership & Developmental Sciences
University of Vermont



Employee retention (or turnover) impacts organizational performance and knowledge management. This two-year project, conducted with guidance from the VTrans Technical Advisory Committee (TAC) and informed by the research literature, examined employee turnover data, staff perspectives on employment, and knowledge management (KM) practices. The findings informed a small pilot project that included: a) the development of an Employee Exit Questionnaire to help determine impacts of recruitment, supervision, and other organizational practices, and b) a process to capture and share tacit knowledge.

Data Collection

Focus Groups with

- TAC Members
- MOB, Rail, IT & Lab Supervisors
- MOB Employees

**Employee Turnover
Data Analysis
FY 2016**

**Informational
Interviews
with 6 other
State DOTs**

**Annotated
Bibliography:
KM and Transportation**

**KM Assessment
Survey with
Tech Services,
Structures, DMV**

**Employee
Focus Groups**