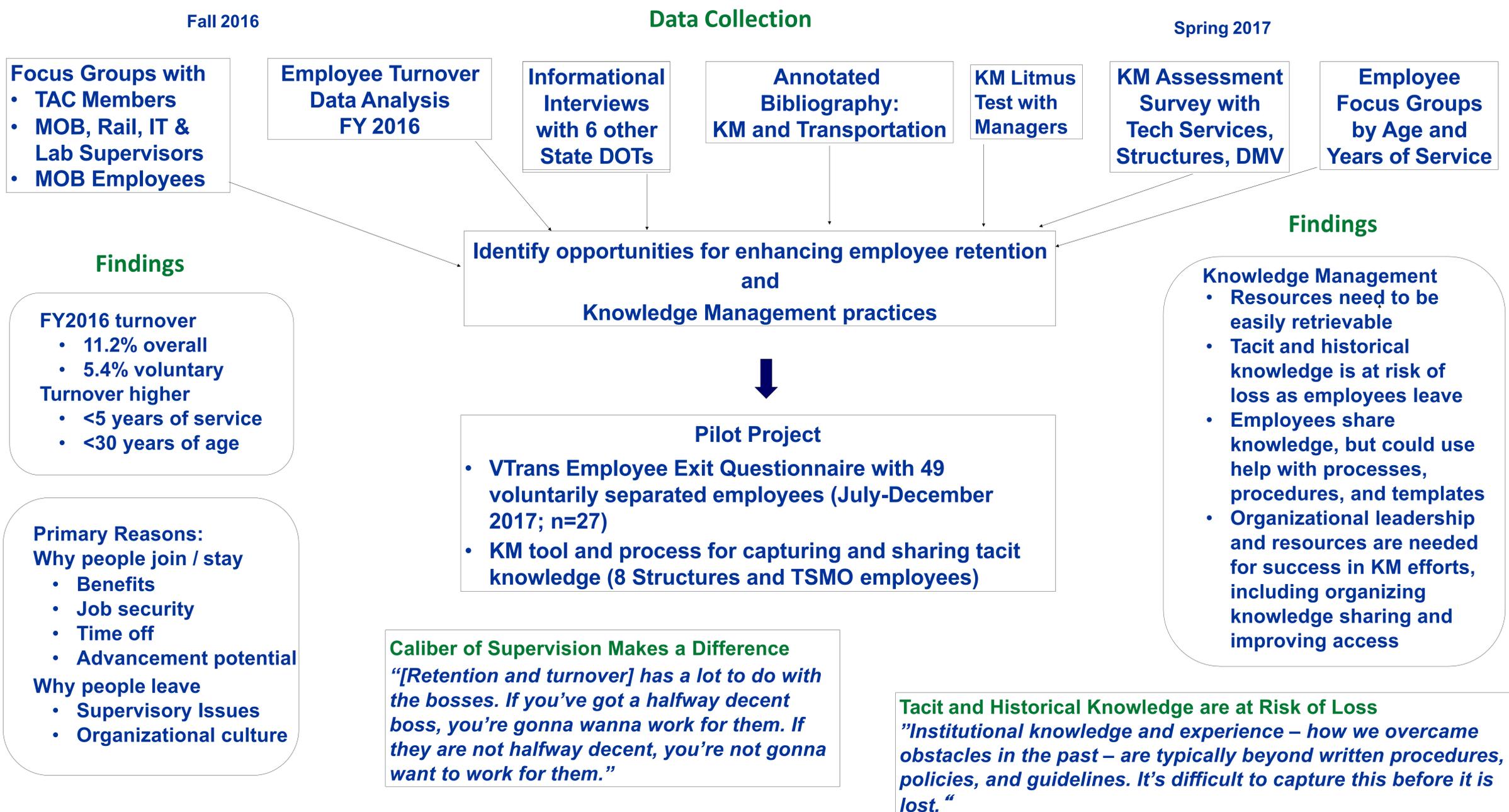


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Employee retention (or turnover) impacts organizational performance and knowledge management. This two-year project, conducted with guidance from the VTrans Technical Advisory Committee (TAC) and informed by the research literature, examined employee 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.



WHY IS THIS HIGH VALUE RESEARCH? This project has had a lot of non-quantifiable impact. Parts of the project have been adapted into Agency practice. The project has received high level support from the Secretary, multiple Division Directors, HR, and Civil Rights. The researchers worked with a variety of staff from across the Agency resulting in more attention to our recruitment, retention, and knowledge management efforts. This is valuable because it has led to partial implementation and it has made additional staff aware of Agency-wide issues surrounding recruitment, retention, and knowledge management.