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The Application of classification models for the prediction of turnover intention among knowledge workers

The presented dissertation concerns the application of selected classification methods to predict employee intention to quit. This kind of methods has become highly popular after the year 2000, especially in the customer relationship management, credit risk prediction and many other domains. However their power in the employee relationship management (ERM) area is still undiscovered.

The main goal of this paper is the empirical comparative analysis of the classification methods which can be used to predict the employee intention to quit. The measure to assess the profitability of the classification models is proposed. The conducted analysis emphasizes the role of the direct supervisor's skills in the employee intention to quit. The research presented was based on a supervisor skills' assessment scale proposed by the author.

The first two chapters are devoted to the description of the turnover intention and related issues (salary, employee rotation, reasons for changing the job, leader-member exchange theory) and the analogy between employee churn and customer churn. Then the classification methods used in the paper are described. Empirical results, which are described in the fourth chapter, constitute the most important part of the paper.