

## **Abstract**

This thesis will try to clarify if there is a context between the recruitment process and the cost of employee turnover, an effort will be made to show that the employee turnover begins with the recruitment process and if the employee turnover can be handled in that process. The employee turnover is of great interest for any organization because it involves both individuals and the organization.

In the theoretical part it was obvious when considering the methodology of the employee process that it can play an important part in the financial performance of the organization. The recruiting process is explained as well as the employee turnover and examples demonstrated showing the costs of mismanagement.

A qualitative study was made which included interviews with 8 personnel managers. The main conclusion of the study was that the recruiting process of the organizations is different although they all have their own processes of recruiting their staff. Most of the personnel managers do have ways to measure the employee turnover, but seem to have little or no means to measure the costs it can cause.

An obvious context was between deeper analysis where the employee turnover was high rather than where it was low, this was not analysed further. In organizations where the employee turnover was higher there was more awareness to decrease the turnover. All interviewees were focused on creating a good organization culture and the well being of their employees at work and home, and by this preserving the employee consistency.

It is obvious that costs due to employee turnover can be reduced by exercising better recruiting processes, important are also changed interview techniques as well as procedures of recruitment, by this it is possible to decrease the costs caused by unconcrete recruiting processes.