

Business Services

Employee Benchmark Bulletin

SEPTEMBER 2020



We are a group of Business Services employees

To help you understand how 280 of us feel, and how our views compare with your organisation, we have taken part in GP Strategies' employee benchmark survey.

About our Benchmarking survey

Every month, GP Strategies (NYSE: GPX), (formally TTI Global), collects data from a number of organisations in different sectors, capturing employee perceptions regarding their engagement and satisfaction in the workplace. This report focuses on data captured from the last month within the Business Services sector against the overall cross sector sample.

Key Report Insights

Our benchmark data includes **10,800** employee views

Data is collated across **20 UK** Business sectors

Responses are provided on a **1-10 scale** for rating questions

Data is shared from all **20 sectors** compared to **Business Services**



Engagement

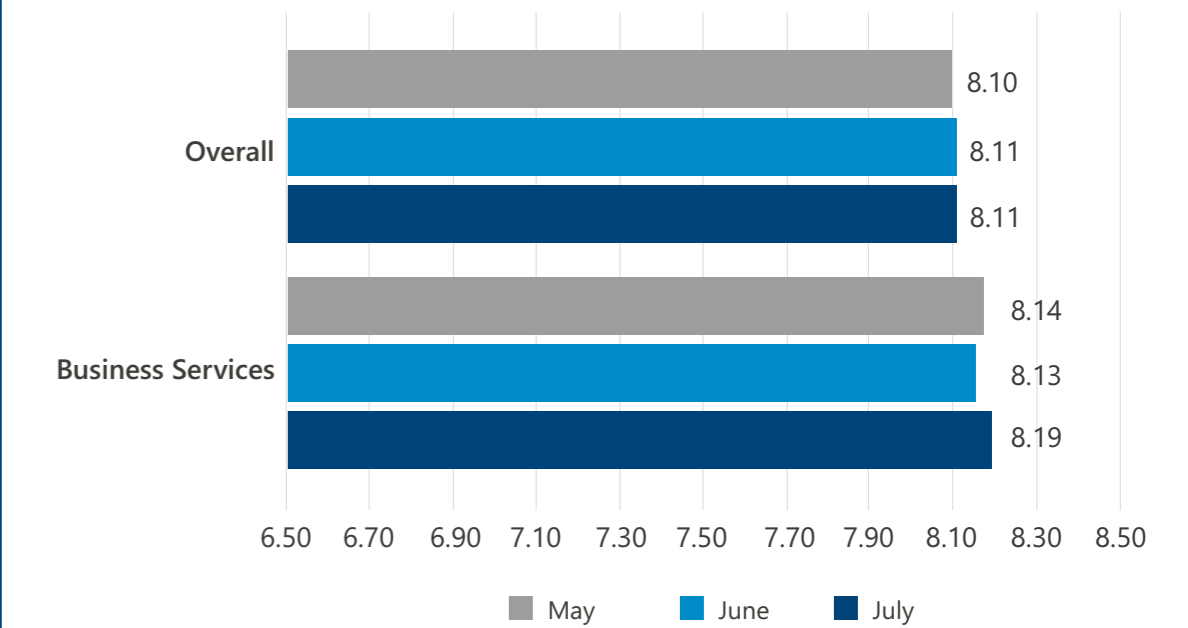
In this chart, we have shared the ranking of employee engagement attributes, from those that are most important to those that are least important.

Engagement Attribute	Cross Sector Importance	Our Sector
Understanding what is required of you	37.1%	34.7%
Working closely with your immediate team	28.3%	25.8%
Support from your line manager	28.1%	29.2%
Being empowered to make decisions	26.2%	38.9%
Flexibility in your role	21.0%	23.6%
Clear direction with your tasks	23.2%	26.4%
Training to do your job well	21.3%	5.6%
Being encouraged to take on new challenges	18.3%	12.5%
Understanding your company goals	14.7%	19.4%

When these attributes are present in our working environment, they are going to influence employees to work more productively and deliver their best. They are also more likely to be engaged with overall company goals and go the extra mile to ensure a job is done well.

In the chart below, you will see how well perceived each attribute of engagement is present in their working environment. The higher the score is, the better employers perform, and the more engaged they are.

Engagement attribute	Cross sector perception	Our perception
Understanding what is required of you	8.35	8.61
Working closely with your immediate team	8.42	8.67
Support from your line manager	7.64	8.55
Being empowered to make decisions	7.97	8.57
Flexibility in your role	8.24	8.57
Clear direction with your tasks	7.77	8.67
Training to do your job well	7.93	8.07
Being encouraged to take on new challenges	7.91	7.78
Understanding your company goals	8.35	8.61

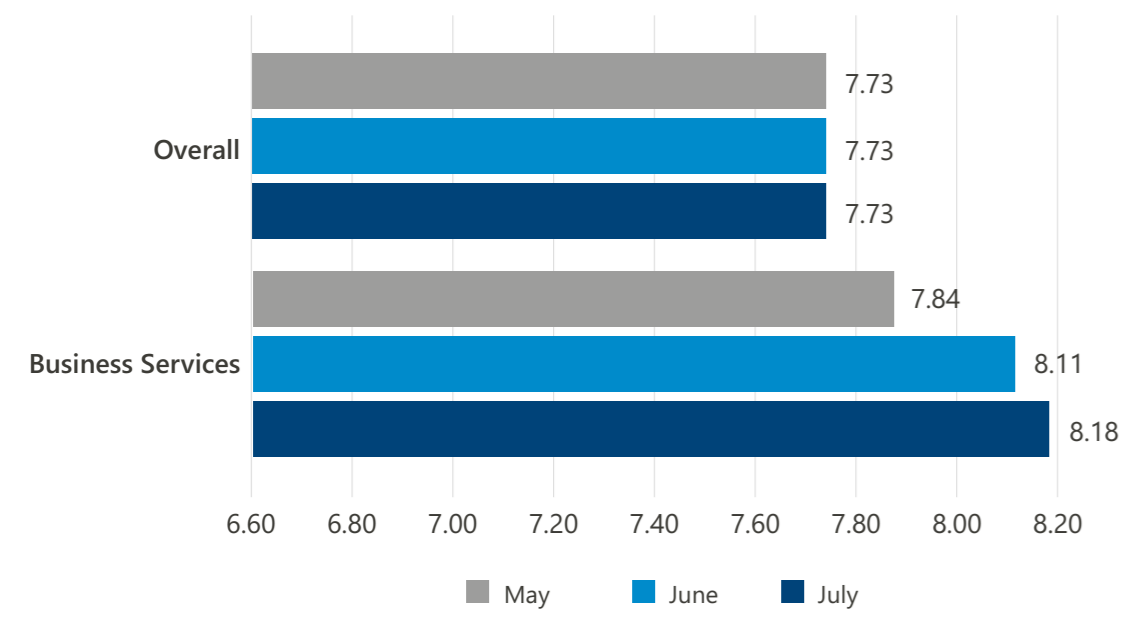


Above, you will see how overall engagement compares to the cross sector comparison, and how what has trended over the last 3 months.



Overall Satisfaction

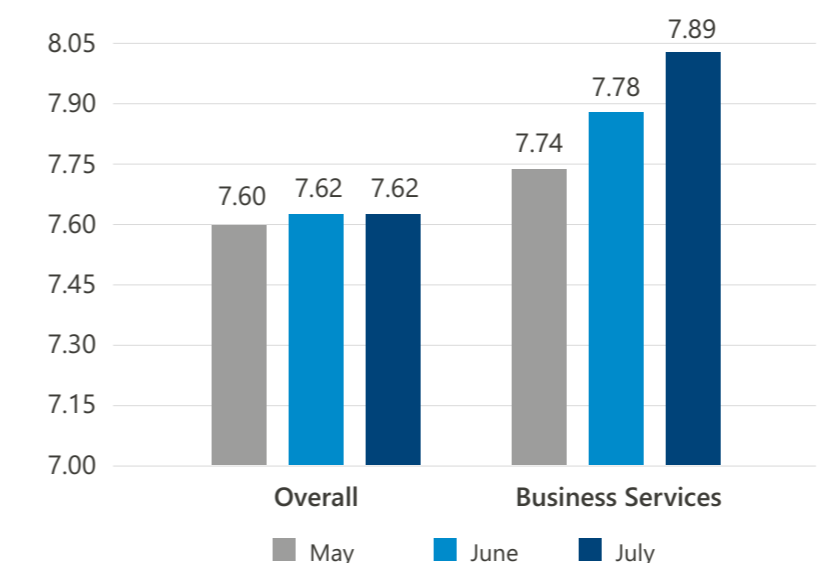
Overall satisfaction scores have fluctuated slightly over the last three months. See below for how it compares to cross sector.



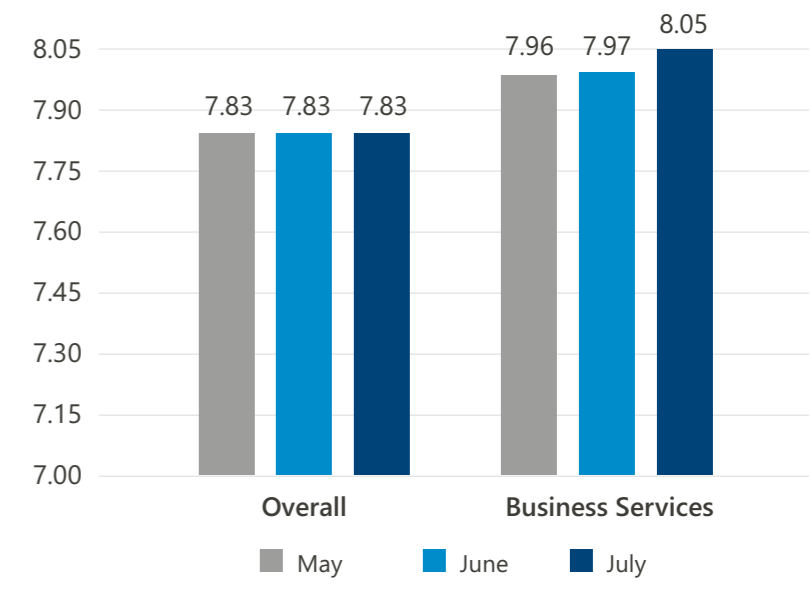
Diversity & Inclusion

Diversity & Inclusion is a priority for all organisations. To determine how crucial it has been in the Business Services sector, we posed two questions to employees. Below are our findings:

How well do the actions of senior leaders in the organisation you work for demonstrate their commitment to Diversity & Inclusion?



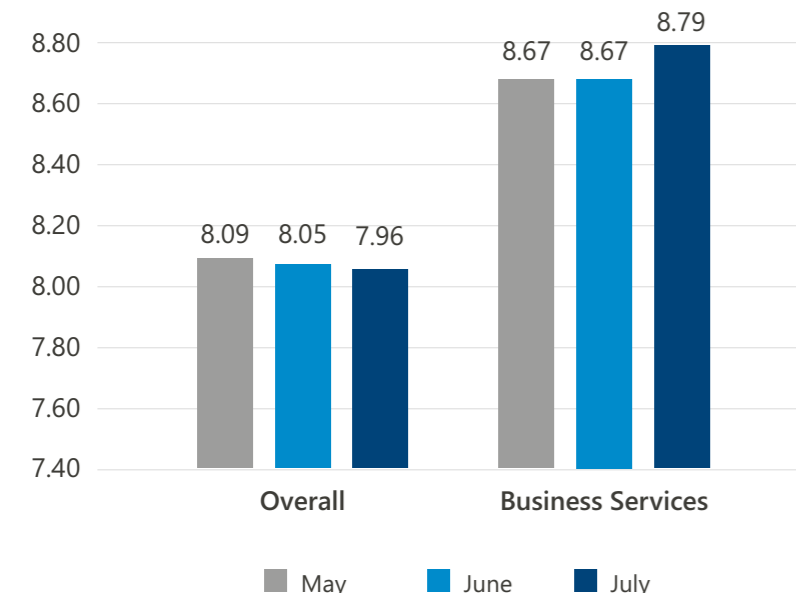
To what extent is your organisation committed to promoting Diversity & Inclusion in the workplace?



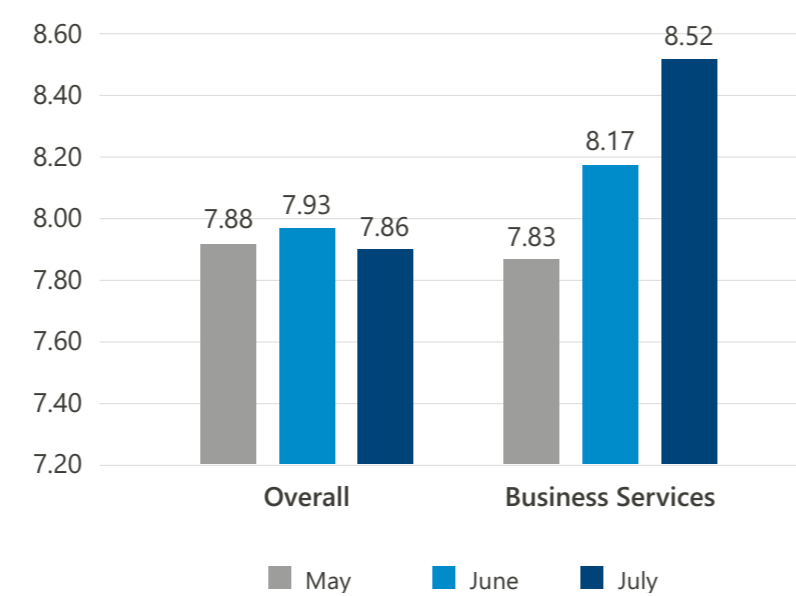
Employee Confidence

Confidence in their employers was also another strong feature in terms of employee engagement. We asked two questions in regards to this topic. The responses are measured below:

Please tell us how well your employer has supported you during this pandemic period?



Please tell us how confident you are with your employers response to the pandemic?



About GP Strategies

Founded in 1966, GP Strategies (NYSE: GPX) is a leading workforce transformation partner – one of the few truly dedicated global providers in the marketplace providing custom solutions. We believe our transformation focus, when paired with deep listening, a customer-centric approach, and innovative expertise, enables our clients to routinely achieve superior business and operational results from our evidence-driven and technology agnostic recommendations.

Market Research Services

GP Strategies (formerly TTI Global) has been delivering respected market intelligence for over 30 years. As an accredited Market Research Society Company Partner, we have helped customers world-wide achieve their goals through high quality Customer and Consumer Satisfaction Research, Employee and Employee Engagement Research, Stakeholder Research and Channel and Partner Opinion Research.

Get in touch

For further details about our Customer Satisfaction Benchmarking Reports and Research Solutions email: info@gpstrategies.com or alternatively call us on +44 (0)8085 734 734.





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