

case study

CULTURE INSIGHTS

CONSULTANCY FIRM

A leading consultancy firm approached Emolument to analyse and compare their employee engagement levels against similar firms operating within the same territory.

Having substantial pre-existing employee records for the sector, Emolument was able to quickly create a tailored benchmarking report, without the necessity of running an internal engagement survey.

Findings

Emolument discovered that the consultancy firm outperformed most of its competitors in terms of employee engagement.

The company's leadership team were considered to be highly visible throughout the organisation and this had helped establish a positive perception of the firm's corporate culture at all levels.

Employees were shown to be typically dissatisfied with the correlation between their pay and performance – and felt that this subject was routinely ignored by Managers.

The firm also suffered from a lack of clarity regarding managerial expectations.

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	Firm 1	Firm 2	Firm 3	Firm 4	Average
Brand	70%	40%	53%	50%	53%
Do you recommend your company to friends?	92%	29%	56%	58%	58%
Does your company contribute to society?	77%	64%	56%	79%	67%
Is your company one of the best?	77%	57%	78%	68%	71%
Would you give your 110% for your company?	69%	43%	74%	32%	56%
Would you stay at your company if a competitor offered you a 20% rise?	50%	18%	18%	21%	25%
Development & recognition	48%	44%	57%	43%	49%
Do you get recognition for your achievements?	67%	25%	43%	31%	42%
Does your company provide you with training?	67%	67%	88%	61%	74%
Does your performance impact your pay significantly?	20%	25%	15%	25%	20%
Is your manager clear about what the company expects from you?	33%	55%	69%	44%	53%
Will your company give you great opportunities if you perform well?	47%	36%	56%	44%	48%
Leadership	54%	36%	52%	42%	47%
Do you believe in your leaders' vision?	47%	25%	47%	38%	40%
Do you trust your leaders?	61%	29%	57%	38%	48%
Do your leaders care about you?	40%	31%	29%	32%	32%
Is leadership accessible for questions and comments from you?	53%	56%	77%	64%	65%
Is your company making good business decisions?	67%	44%	48%	38%	48%
Values	66%	50%	60%	48%	56%
Are you happy with your company's decision making and processes?	55%	25%	39%	22%	34%
Do you have a good work-life balance?	27%	25%	35%	31%	30%
Do you have the tools and means needed to do your job properly?	94%	58%	79%	65%	74%
Do you think your company's culture is open-minded?	83%	68%	73%	52%	69%
Do you work well with other departments of your company?	45%	69%	65%	67%	63%
Overall engagement	59%	42%	55%	45%	45%
Overall rankings	7/45	25/45	11/45	20/45	

- Firm 1 has the highest engagement scores in the Big 4. 'Overall - 59%' indicates that the majority of respondents gave Firm 1 3 points or more on a 5 points scale.
- Firm 1 engagement is in the top 10 of employers in the UK. The next Big 4 firm (Firm 3) ranks outside the top 10 at place 11.
- The reputation and brand of the firm stand out as positives where performance differentiation in pay and managing work expectations stand out negative compared to the Big 4 market.
- Work life balance is low across the market.