

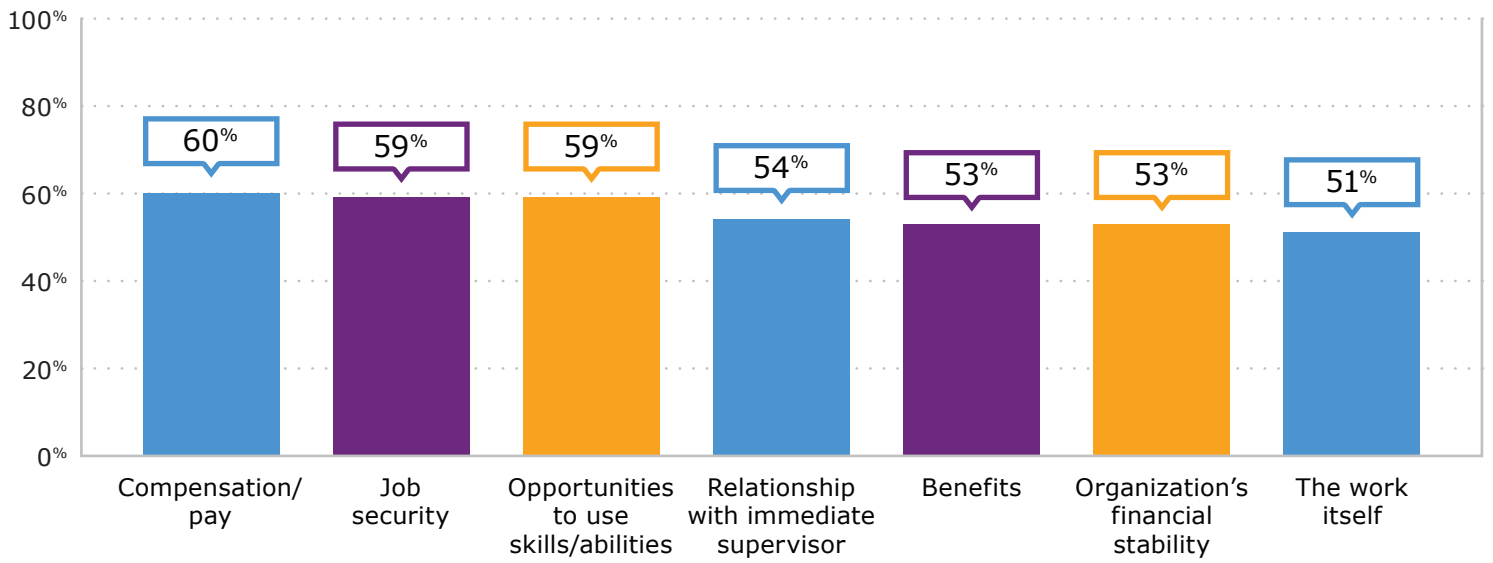
Employee management and satisfaction: The ripple effect

Keeping employees happy can have a direct impact on customer satisfaction.



Influences on employee satisfaction

Here's what employees rated as very important influences for job satisfaction.¹

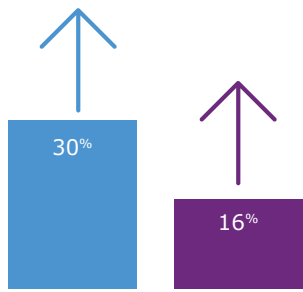


Satisfaction leads to engagement

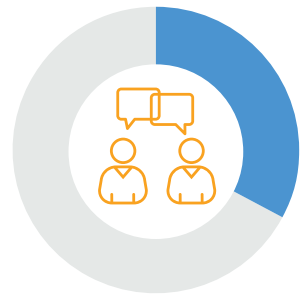
Employee satisfaction creates employee engagement — an employee's connection and commitment to his or her particular organization — which in turn leads to customer satisfaction.²



Businesses with high levels of employee engagement outperform businesses with low levels of engagement by **10% in customer ratings**, and **22% in profitability**.³



When an organization's employee **engagement rose 30%**, **client satisfaction rates increased by 16%**.⁴



Yet only **33% of U.S. employees** are engaged at work.⁵



How to foster employee engagement

Sixty-four percent of human resources professionals indicate their recognition program positively affects employee engagement, so find opportunities to recognize and reward accomplishments.⁶

82% of employees say being recognized motivates them.⁶



But nearly one in five organizations do not have an employee recognition program.¹

Most common recognition awards⁶



Certificates and/or plaques



Cash



Gift certificates



Company-branded merchandise



Food

Top goals of recognition⁶



Recognizing years of service



Creating a positive work environment



Creating a culture of recognition



Motivating high performance



Reinforcing desired behavior

Sources:

¹Employee Job Satisfaction and Engagement." Society for Human Resource Management. (2014) http://www.shrm.org/Research/SurveyFindings/Documents/14-0028%20JobSatEngage_Report_FULL_FNL.pdf

²Workforce Mood Tracker Spring 2012 report: The Growing Influence of Employee Recognition." Globoforce. (2012) http://go.globoforce.com/rs/globoforce/images/Mood_Tracker_Spring2012-final_2.pdf

³State of the American Workplace." Gallup. (2013) <http://www.gallup.com/strategicconsulting/163007/state-american-workplace.aspx>

⁴Engagement Leads to Growth at Morrison." SABA Talent Management. (2013) <http://www.talentmgt.com/articles/engagement-leads-to-growth-at-morrison>

⁵U.S. Employee Engagement Reaches Three-Year High." Gallup (2014). <http://www.gallup.com/poll/181895/employee-engagement-reaches-three-year-high.aspx>

⁶Trends in Employee Recognition." WorldatWork. (2013) <http://www.worldatwork.org/waw/adimLink?id=72689>