employer brand research 2019





global report.



human forward.

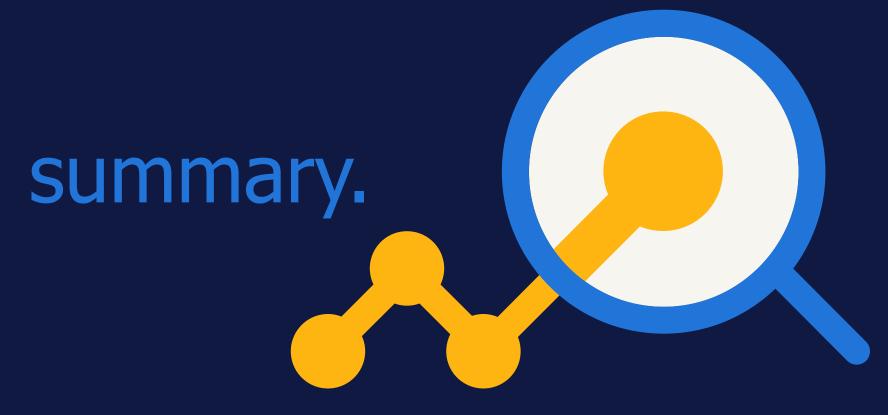
contents.

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executive



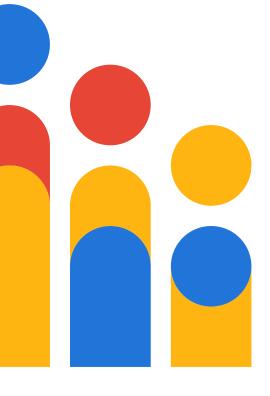


What is the value of being a well-respected employer?

In today's hyper-competitive global market, this is an important question as your business seeks out quality talent to innovate, to grow revenue and to accelerate digital transformation. As any HR leader knows, having a competitive compensation package gets the conversation started with desirable job candidates, but intangibles such as having a sterling employer brand can help you edge out competitors.







We know this because year after year through our Randstad Employer Brand Research – a global survey of more than 200,000 working-age adults in 32 countries – tells us that money isn't the only factor that makes an employer attractive. While it is the most important, other considerations such as a good work-life balance, job security and a pleasant work environment all play a part in their choice of a workplace. So it's important for any employer to tend to these other value propositions in today's highly competitive market.





Another notable finding: the importance of job security may seem to be declining due to low unemployment, yet nearly 7 out of 10 workers would give up a part of their salary in exchange for the job certainty. Boomers find job security more important, but millennials are more willing to forfeit part of their salary for job security. More than onefifth (21%) say they would forfeit 10% of their salary for greater security. An even higher portion (22%) would trade 6% to 10% of their pay for more security. This preference may be attributed to developments such as global economic uncertainty, digital transformation and the rise of automation and artificial intelligence.



By understanding what employee value propositions are most important, and by digging deeper into our research by segment, age group and region, you can more effectively shape your employer brand and improve your overall talent attraction strategy. And that's important because we see a bigger shift in the relationship between employers and workers. More than ever, it's imperative your company develops long-term, positive relationships with talent to enhance engagement and satisfaction. With organizations becoming more transparent in our sharing economy, a strong employer brand and candidate experience will resonate with your audience.



With so many disruptive forces affecting businesses around the globe, one of the most critical challenges companies face is access to talent. It's what keeps the C-suite up at night and determines whether their business succeeds or falls behind. To make sure you are best positioned to be an employer of choice, we invite you to take a close look at this year's research and learn what factors will really motivate the workers you need to drive results. And should you need further insights into how your employer brand is performing, make sure to contact your local Randstad specialist for a customized report. Enjoy!





what do

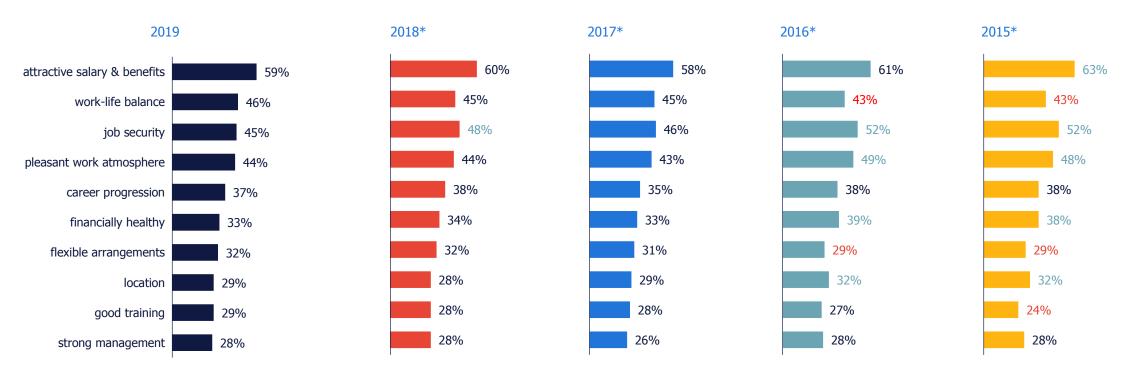


workers want.



attractive salary & benefits remains the most sought after driver. job security loses importance over time.

top 10 reasons to choose an employer

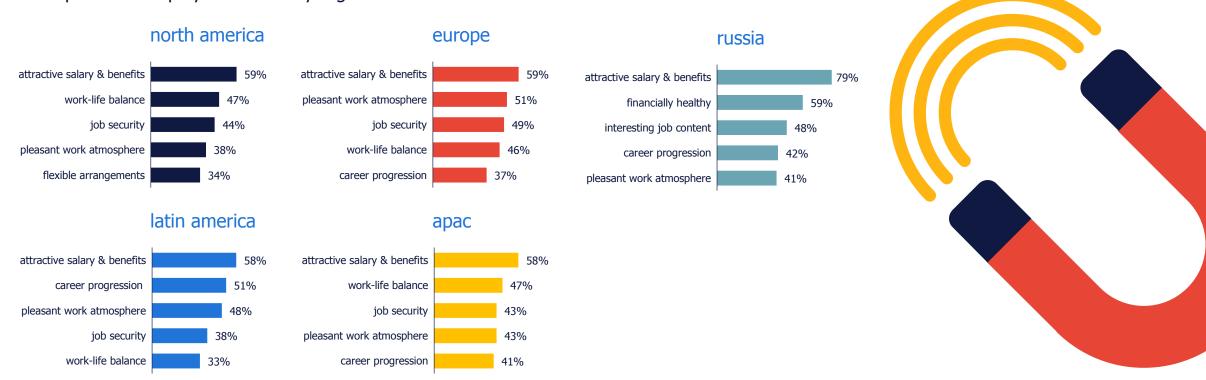


^{*}percentage highlighted green or red, when the difference with 2019 data is 3% higher or lower



secondary reasons to choose an employer differ per region.

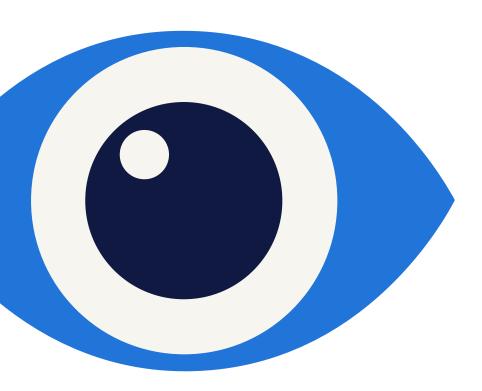
what potential employees want - by region



click here for a breakdown of these results by generation



what is the gap between what (potential) employees seek and what employees perceive employers to offer?



understanding the gap between what employees want and what they think employers offer provides valuable insights into building an employer brand

employees seek

- 1 attractive salary & benefits
- 2 work-life balance
- 3 job security
- 4 pleasant work atmosphere
- 5 career progression
- 6 financially healthy
- 7 interesting job content
- 8 very good reputation
- 9 gives back to society
- 10 uses latest technologies

employers are perceived to offer

- 1 financially healthy
- 2 uses latest technology
- 3 very good reputation
- 4 job security
- 5 career progression
- 6 attractive salary & benefits
- 7 pleasant work atmosphere
- 8 interesting job content
- 9 work-life balance
- 10 gives back to society



perceived employers' offer is fairly similar across regions; russian organizations are in the strongest position with 2 gaps.

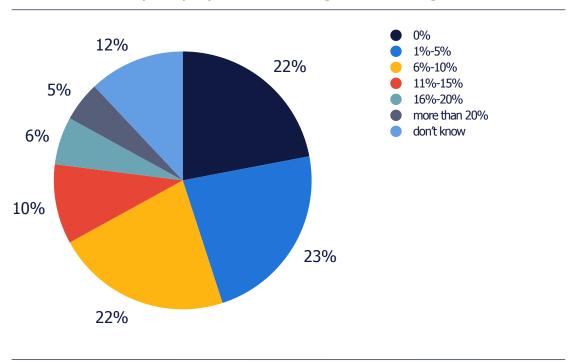
employee - employer exchange gap analysis by region

employees seek	employers offer
1 attractive salary & benefits 2 work-life balance 3 job security	1 financially healthy 2 uses latest technologies 3 very good reputation
1 attractive salary & benefits 2 pleasant work atmosphere 3 job security	1 financially healthy 2 uses latest technologies 3 very good reputation
1 attractive salary & benefits 2 financially healthy 3 interesting job content	1 financially healthy 2 uses latest technologies 3 very good reputation
1 attractive salary & benefits 2 career progression 3 pleasant work atmosphere	1 financially healthy 2 uses latest technologies 3 very good reputation
1 attractive salary & benefits 2 work-life balance 3 job security	1 financially healthy 2 very good reputation 3 uses latest technologies
	1 attractive salary & benefits 2 work-life balance 3 job security 1 attractive salary & benefits 2 pleasant work atmosphere 3 job security 1 attractive salary & benefits 2 financially healthy 3 interesting job content 1 attractive salary & benefits 2 career progression 3 pleasant work atmosphere 1 attractive salary & benefits 2 work-life balance



21% of the global workforce is willing to give up more than 10% of their salary in exchange for job security.

amount of salary employees are willing to forfeit - global

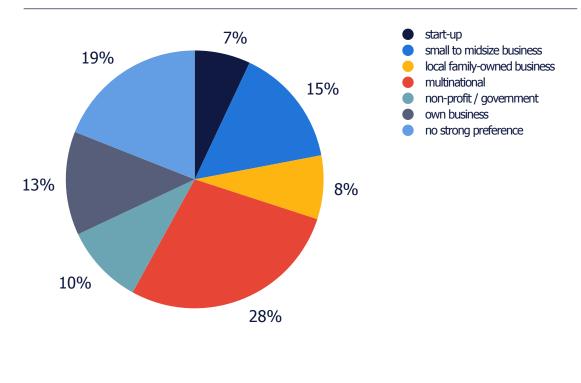






multinationals are the most preferred type of employers, start-ups are the least preferred.

preferred company type - global



channels for reputation check – top 3 per region

north america	europe	latin america
22% no preference	22% multinational	42% multinational
18% multinational	20% no preference	22% own business
17% own business	17% small to midsize	12% no preference
russia	apac	
30% multinational	40% multinational	
25% own business	17% no preference	
13% non-profit/gvmt	14% small to midsize	

click here for a breakdown of these results by generation



company type preference reasons why.

multinational (28%)

job security

career progression

financially healthy

non-profit/ government (10%)

job security

work-life balance

financially healthy

small to midsize (15%)

pleasant work atmosphere

work-life balance

job security

local family-owned (8%)

pleasant work atmosphere

work-life balance

job security

own business (13%)

work-life balance

pleasant work atmosphere

flexible arrangements

start-up (7%)

career progression

interesting job content

pleasant work atmosphere

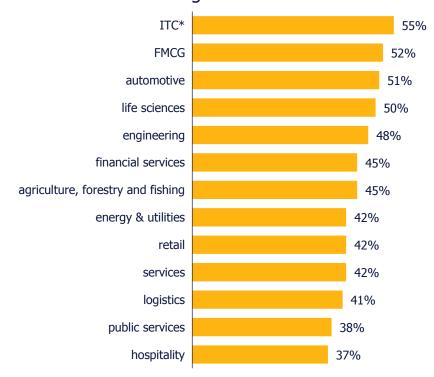




^{*}in orange are highlighted the drivers common to most types of companies.

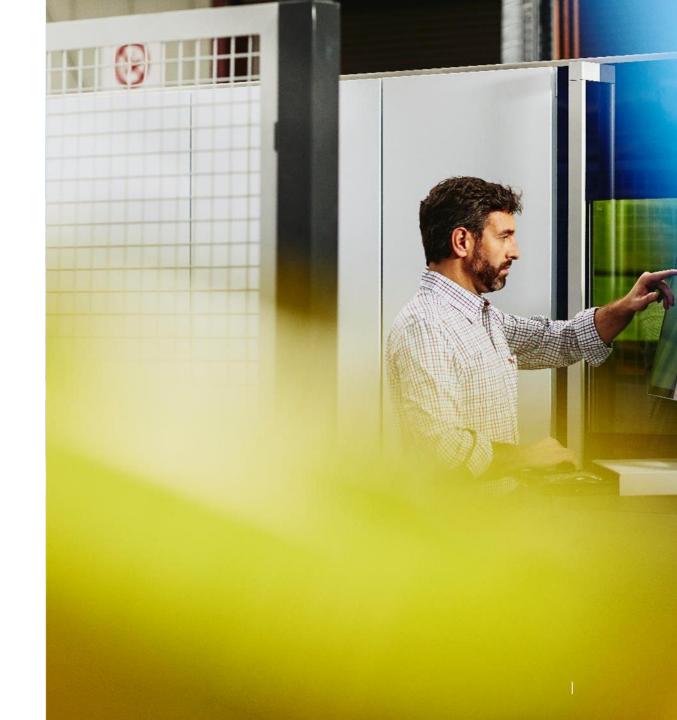
ITC remains the most attractive sector worldwide.

sector attractiveness - global



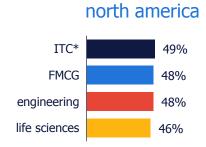
^{*}the ITC sector relates to companies in IT, Technology & Communications



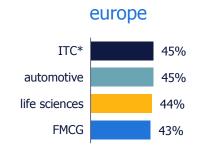


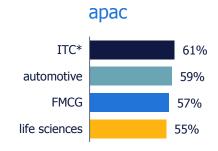
ITC, automotive and life sciences are top sectors in 4 out of the 5 regions.

sector attractiveness by region











*the ITC sector relates to companies in IT, Technology & Communications

**russia's only region with a sector not in global top 5: energy & utilities

click here for a breakdown of these results by generation



employers in ITC and automotive score higher on attractive salary & benefits than the global average.

global

financially healthy

uses latest technologies

very good reputation

job security

career progression

top 5 values attributed to the top 3 sectors

ITC #1

uses latest technologies

financially healthy

very good reputation

career progression

attractive salary & benefits

FMCG #2

financially healthy

very good reputation

job security

uses latest technology

career progression

automotive #3

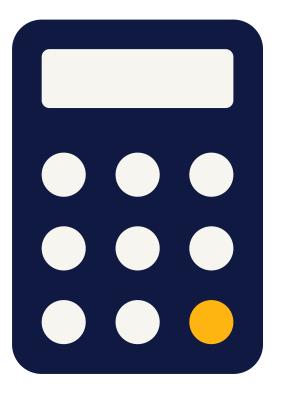
financially healthy

uses latest technologies

very good reputation

job security

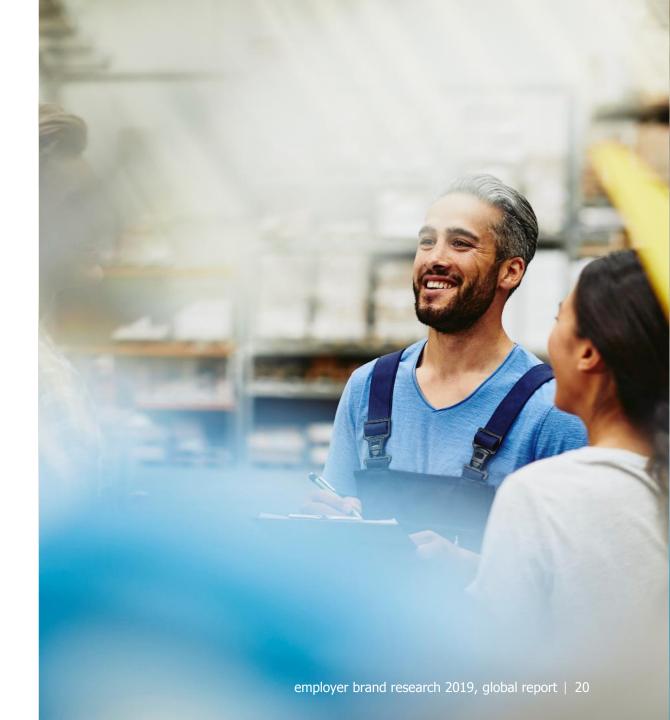
attractive salary & benefits





what do workers want summary.

- in 2019, employers that are perceived to offer attractive salary & benefits have the best chances to attract workforce. However, monetary benefits are amongst the easiest to replicate incentives, suggesting that employers bet all their money on this EVP driver, would not necessarily be at a competitive advantage. 41% of our respondents do not mention attractive salary & benefits among their top 5 drivers.
- soft EVP drivers are a worthwhile investment to your organization and the ones you should focus on as an employer, depend on your region and your target group.
- work-life balance and pleasant work atmosphere are soft EVP drivers which employees across all regions (except Russia) seek but don't perceive potential employers to provide. To attract gen Z you may want to focus on factors like good training, for millennials on career progression whilst for gen X an employer brand strategy highlighting a good work-life balance might prove more efficient than with other cohorts.





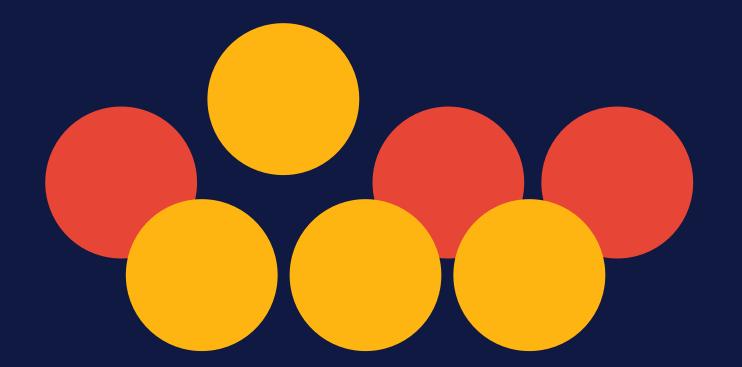
what do workers want summary.

- most workers would like to work in ITC, FMCG and automotive. These sectors score better than other sectors on most drivers.
- job security is declining in importance, yet nearly 7 out of 10 workers would give up a part of their salary in exchange for the job certainty. Boomers find job security more important, but millennials are more willing to forfeit part of their salary for job security and so is workforce in APAC.
- a third of the global workforce would rather work for a large multinational corporation as they offer a sense of job security, career progression and are perceived as financially healthy organizations
- reasons to choose one type of employer over another vary. Interestingly, salary & benefits does not top the list when respondents are focused on a certain type of employer.





switching



behavior.



introduction.

Peeking into employees' switching behavior is more important than ever with employers being so heavily confronted with skill scarcity and thus the challenge of retaining and attracting the skills they need.

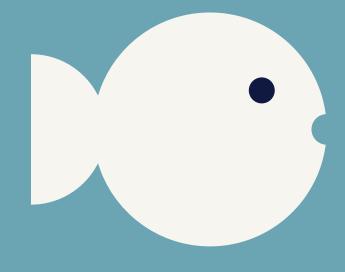
Throughout this chapter we focus on employees who changed their employer in the past year or plan to do so in the coming year. We provide insights into the regions where employees are most likely to switch employer or to plan this in the near future, as well as on the generational cohort where this behavior is more noted. Subsequently, we reveal the reasons why people are more likely to go or stay and the channels they use to look for and find their next employer.



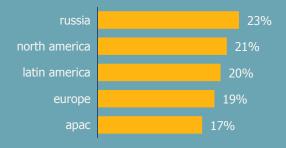


job switching behavior is highest in russia and north america.

global switchers: changed employer in the past year



percentage having changed employer in the last 12 months - by region



switchers

<u>click here</u> for a breakdown of these results by generation



switchers are most likely to leave due to low compensation and limited career path.

main reasons to leave





^{*}among workforce who have changed employer in the last 12 months



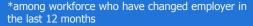
switching behavior channels used to find jobs.

about 4 out of 10 switchers found their next employer through job portals and one third did so through personal connections or referrals.

top 5 channels used to find a job



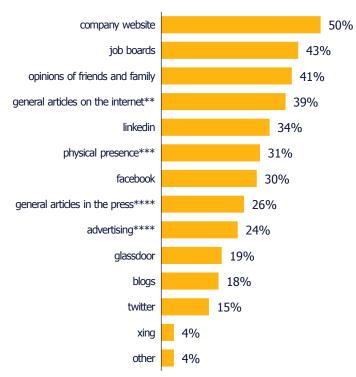






96% of the global employees who changed jobs checked potential employers' reputation.

channels for reputation check



*excl. the internet



north america	europe	latin america
45% company site	50% company site	59% company site
42% opinions of friends/ family	43% job boards	54% job boards
36% linkedin	39% opinions of friends/ family	45% facebook
russia	apac	
56% employer feedback sites	55% company site	
52% general articles online	53% job boards	
52% job boards	46% general articles online	



^{**}excl. company website

^{***}e.g. shops, stores, restaurants

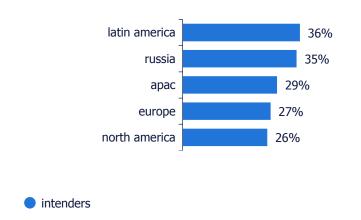
^{****}television, posters, radio ads, online...

latin america and russia are most at risk of losing their employees over the coming 12 months.

28%

global intenders: plan to change employer within the next year

proportion planning to change employer in the next 12 months - by region



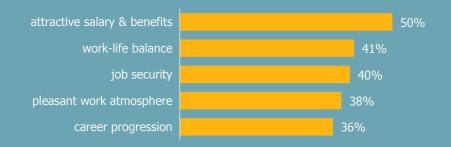


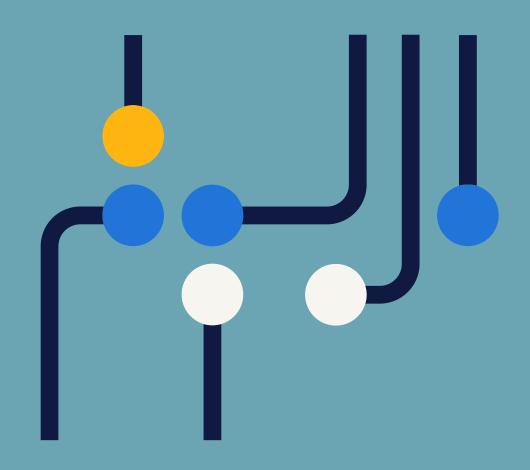
click here for a breakdown of these results by generation



4 out of 10 intenders would stay for work-life balance or a sense of job security.

main reasons to stay



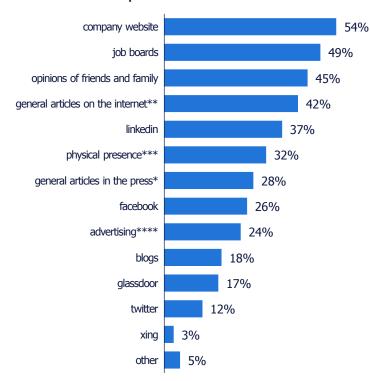


^{*}among workforce who plan to change employer in the next 12 months



97% of the global employees who plan to change jobs check potential employers' reputation.

channels for reputation check



*excl. the internet



north america	europe	latin america
49% company site	55% company site	61% company site
46% opinions of friends/ family	48% job boards	58% job boards
38% linkedin	44% opinions of friends/ family	47% opinions of friends/ family
russia	apac	
60% employer feedback sites	58% company site	
54% general articles online	58% job boards	
53% job boards	46% general articles online	



^{**}excl. company website

^{***}e.g. shops, stores, restaurants

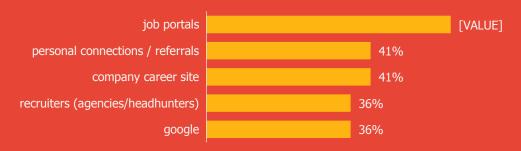
^{****}television, posters, radio ads, online...

switching behavior job search channels.

next to online job portals, intenders are most likely to search for their next job through personal connections/referrals and on the potential employer's career site.



top 5 channels used to look for a job

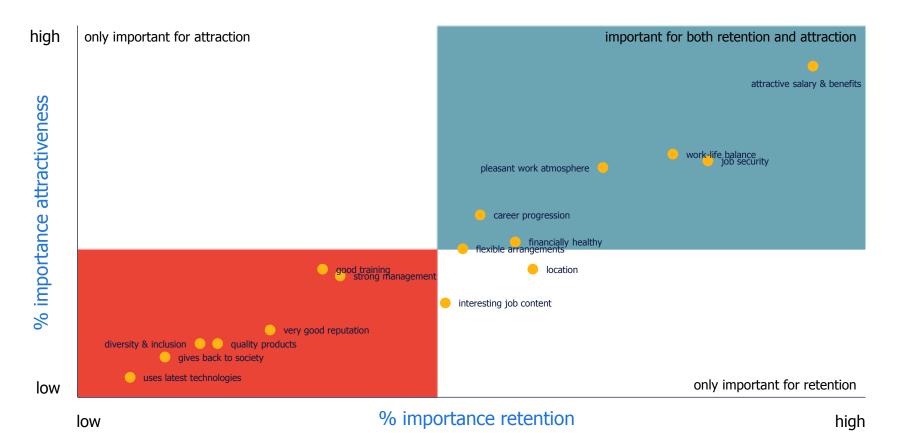


^{*}among workforce who plan to change employer in the next 12 months



evp drivers attraction vs. retention.

attraction and retention drivers show a strong correlation with one another with a couple of exceptions:



location

having a convenient location matters more for retaining workforce than it does for attracting new employees.

interesting job content

similarly, interesting job content is more valuable as a retention EVP driver than it is as an offering convincing new workforce to work for a new employer.



switching behavior summary.

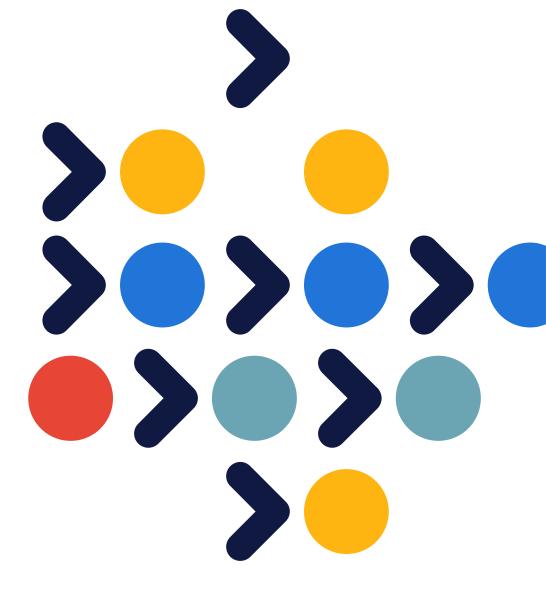
- a fifth of the global workforce has changed employers in the past year and a third plans to do so in the coming year. Furthermore, half of last year's switchers plan to change employers again in the next 12 months. With workforce on the move, employers are forced to come up with ingenious ways to attract and retain talent and need tailor-made approaches to accomplish this.
- a switcher is more likely to live in Russia or North America. They will more often be a gen Z/millennial man who is middle to higher educated and works in services or sales. He would most likely have stayed for attractive salary & benefits or work-life balance but left due to too low compensation or a limited career path. He found the next job via online portals or personal connections/referrals and he definitely checks employers' reputation particularly the company website, but also heavily on LinkedIn (latin america), or Glassdoor (north america).





switching behavior summary.

- an intender is more likely to live in Latin America or Russia, can equally be a man or woman, a middle to higher educated gen Z or millennial and has a management position. They would stay primarily for attractive salary & benefits and worklife balance but would leave due to limited career progression or if the compensation is too low compared to other companies. They use online job portals and personal connections/referrals most often to look for a potential new employer and they too check potential employers' reputation - even slightly more often than switchers do.
- regardless of whether they switched or plan to do so, salary & benefits are important for the global workforce which is also revealed in the low percentage of employees willing to give up a significant proportion of their salary for job security.





appendix.

- 1 what do workers want country comparison
- 2 what do workers want generational comparison
- 3 what do workers want trend analysis
- 4 switching behavior by subgroups
- 5 about the research



the importance of employer branding.



millennials are 2.5 times more likely than gen-xers and baby boomers to share their opinions about employers on review sites and social media.¹

91%

of candidates seek out at least one online or offline resource to evaluate an employer's brand before applying for a job.1

31%

of employers believe review sites give an unfair description of a company's employment practices and culture, while 55% claim these sites give a "somewhat fair" representation.1

55%

of iob seekers abandon their application processes after reading negative reviews. Only 45% of employers monitor and address those reviews.2

of employers believe managing the employer brand and reputation is important when attracting top talent, while 95% of employers believe employer brand protection will become more important in the next years.⁵

78%

of candidates consider that the overall candidate experience they receive represents an indicator of how a company values is employees.4

15%

of candidates who have a positive hiring experience are willing to put more effort into the iob.3

of companies were able to increase their brand recognition from employee advocacy posted on social media platforms.6

91%

of companies believe employer brand and reputation can impact revenue.1



by investing more into employer branding the employee turnover can be reduced by³



source bibliography.

1 CareerArc: 29 Surprising Stats on Employer Branding https://www.careerarc.com/blog/2017/11/employer-branding-study-infographic/

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3 Officevibe: 12 Recruiting Statistics that Will Change the Way You Hire https://www.officevibe.com/blog/12-recruiting-stats

4 talentadore: Candidate Experience Statistics You Should Know https://talentadore.com/candidate-experience-statistics-know/

5 CareerArc : 23 Surprising Stats on the Future of Recruiting http://www.careerarc.com/blog/2017/04/future-of-recruiting-study-infographic/

6 Hinge Marketing: Understanding Employee Advocacy on Social Media https://hingemarketing.com/uploads/hinge-research-employee-advocacy.pdf



what do workers want

country comparison.



	argentina	australia	austria	brazil	belgium	canada	china	czech rep.	france	germany
attractive salary & benefits	55%	52%	64%	58%	63%	60%	58%	71%	62%	59%
work-life balance	39%	54%	40%	31%	48%	50%	47%	36%	47%	38%
job security	49%	47%	56%	35%	53%	47%	44%	55%	43%	58%
pleasant work atmosphere	51%	40%	54%	46%	53%	41%	40%	50%	56%	52%
career progression	51%	31%	32%	52%	37%	32%	51%	39%	41%	30%
financially healthy	23%	25%	37%	30%	29%	26%	43%	49%	29%	38%
flexible arrangements	38%	34%	46%	29%	36%	32%	25%	19%	31%	43%
location	20%	33%	29%	24%	33%	32%	22%	39%	27%	24%
good training	25%	36%	19%	31%	24%	33%	28%	14%	25%	20%
strong management	17%	33%	13%	33%	14%	31%	34%	13%	12%	13%
interesting job content	28%	23%	35%	18%	27%	23%	20%	42%	35%	35%
very good reputation	18%	22%	16%	22%	17%	23%	13%	20%	14%	20%
diversity & inclusion	20%	20%	13%	21%	12%	16%	19%	11%	15%	16%
quality products	14%	17%	13%	19%	15%	15%	23%	15%	21%	15%
gives back to society	22%	15%	18%	23%	19%	15%	18%	11%	20%	17%
uses latest technologies	21%	11%	10%	16%	10%	12%	14%	12%	13%	13%



	greece	hong kong	hungary	india	italy	japan	luxem- burg	malaysia	nether- lands	new zealand
attractive salary & benefits	76%	59%	74%	47%	47%	64%	65%	64%	71%	54%
work-life balance	44%	58%	50%	46%	53%	45%	52%	49%	49%	53%
job security	46%	43%	58%	41%	46%	43%	61%	34%	40%	43%
pleasant work atmosphere	63%	33%	62%	25%	52%	61%	44%	39%	63%	42%
career progression	54%	33%	32%	40%	37%	20%	36%	41%	41%	35%
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strong management	16%	30%	20%	36%	17%	24%	12%	44%	13%	36%
interesting job content	20%	25%	14%	21%	27%	31%	32%	17%	45%	23%
very good reputation	16%	25%	4%	32%	21%	18%	14%	23%	7%	21%
diversity & inclusion	11%	13%	15%	18%	14%	19%	17%	15%	7%	21%
quality products	19%	16%	11%	26%	15%	18%	11%	16%	15%	17%
gives back to society	17%	13%	11%	22%	17%	13%	19%	14%	10%	17%
uses latest technologies	18%	13%	9%	30%	18%	9%	13%	15%	6%	11%



						- <u></u> -			·	
	norway	poland	portugal	romania	russia	singapore	spain	sweden	switzer- land	ukraine
attractive salary & benefits	50%	73%	67%	70%	79%	65%	62%	39%	57%	79%
work-life balance	37%	40%	53%	44%	27%	61%	55%	45%	48%	26%
job security	46%	54%	50%	54%	36%	42%	48%	43%	51%	32%
pleasant work atmosphere	60%	51%	50%	57%	41%	37%	47%	59%	55%	46%
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strong management	23%	12%	18%	24%	17%	35%	11%	36%	13%	20%
interesting job content	50%	21%	23%	14%	48%	21%	35%	52%	29%	45%
very good reputation	13%	25%	13%	19%	19%	19%	17%	17%	19%	16%
diversity & inclusion	23%	14%	13%	12%	12%	17%	16%	18%	18%	16%
quality products	14%	14%	12%	20%	13%	14%	14%	15%	17%	16%
gives back to society	19%	12%	17%	10%	17%	12%	19%	22%	22%	13%
uses latest technologies	9%	15%	12%	17%	14%	11%	15%	10%	11%	19%

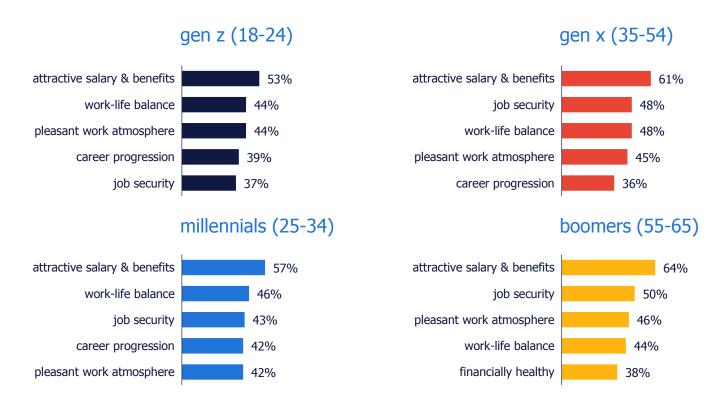


	UK	US
attractive salary & benefits	53%	59%
work-life balance	49%	47%
job security	47%	44%
pleasant work atmosphere	37%	38%
career progression	32%	32%
financially healthy	26%	29%
flexible arrangements	34%	35%
location	36%	34%
good training	35%	33%
strong management	28%	34%
interesting job content	27%	18%
very good reputation	25%	25%
diversity & inclusion	20%	19%
quality products	15%	16%
gives back to society	16%	14%
uses latest technologies	12%	11%



what do workers want generational comparison.

what potential employees want by generation.

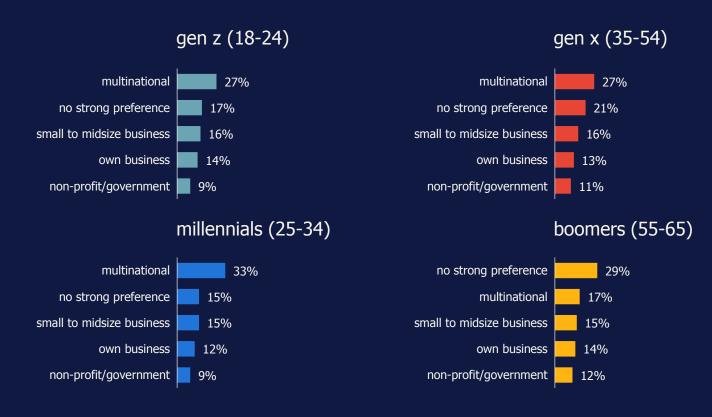






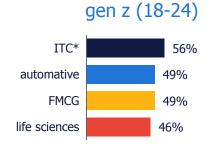
preferred company type by generation.



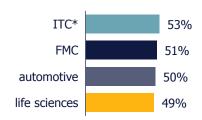




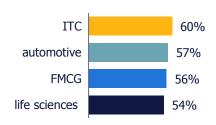
sector attractiveness by generation.



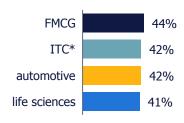


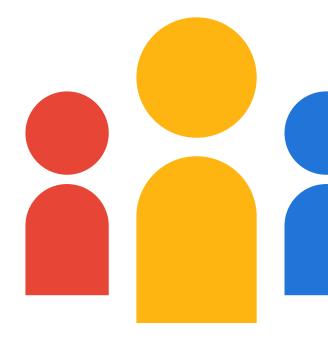


gen x (35-54)



boomers (55-65)





^{*}The ITC sector relates to companies in IT, Technology & Communications



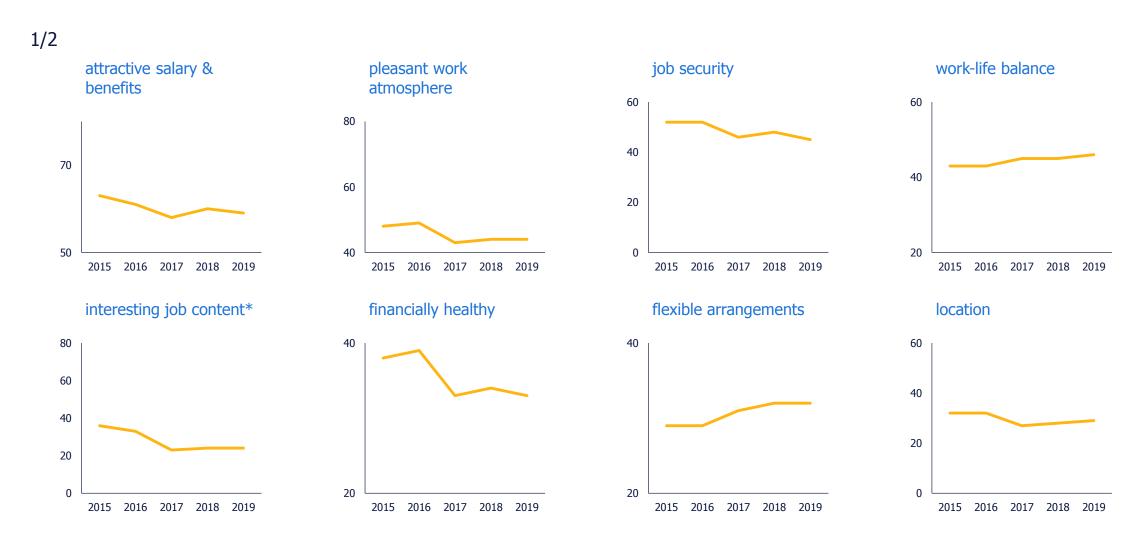
what do workers want



trend analysis.



what do workers want global trends.



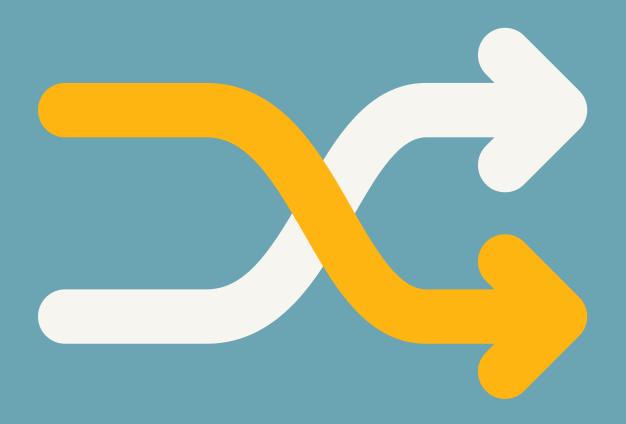


what do workers want global trends.

2/2 diversity & inclusion strong management career progression good training 40 20 20 20 20 2015 2016 2017 2018 2019 2015 2016 2017 2018 2019 2015 2016 2017 2018 2019 2015 2016 2017 2018 2019 very good reputation* quality products gives back to society uses latest technologies 20 20 20 20 2015 2016 2017 2018 2019 2015 2016 2017 2018 2019 2015 2016 2017 2018 2019 2015 2016 2017 2018 2019



switching behavior



by subgroups.

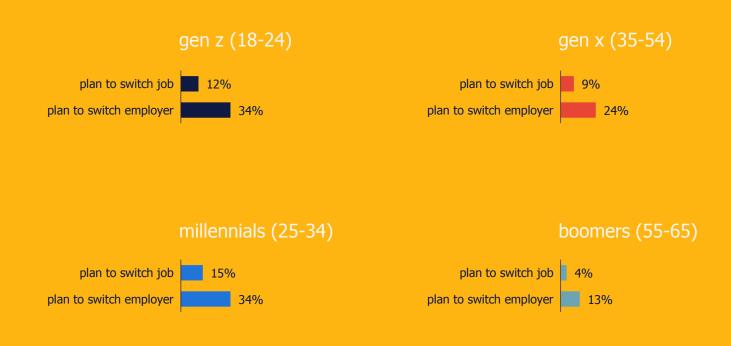


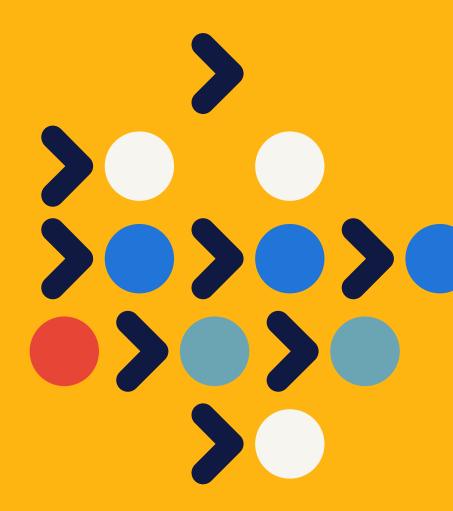
switchers: proportion changed job or employer in the past year by generation.



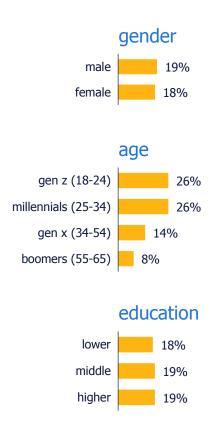


intenders: proportion planning to change job employer in the next year by generation.

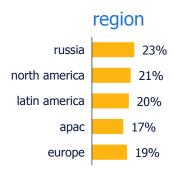




switchers: proportion changed employers in the past year by subgroup.

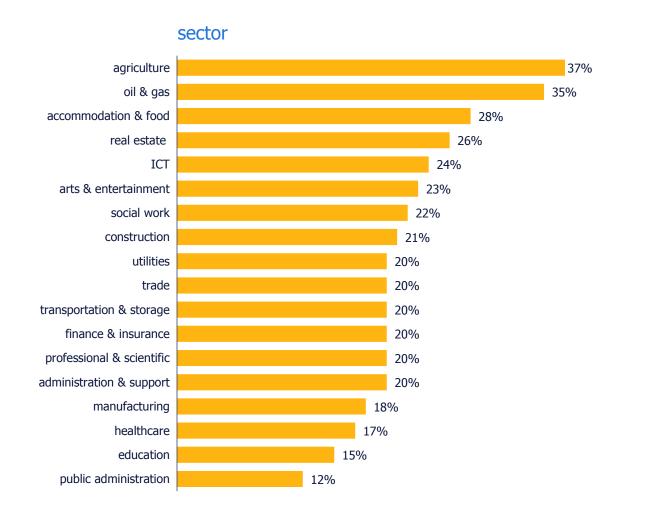








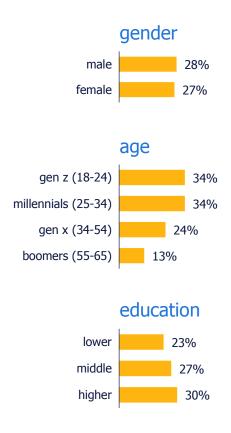
switchers: proportion changed employers in the past year by subgroup.

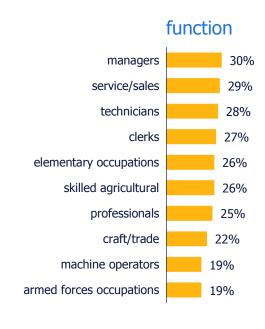


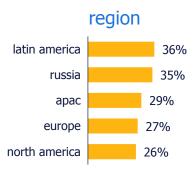




intenders: proportion planning to change employer in the next year by subgroup.

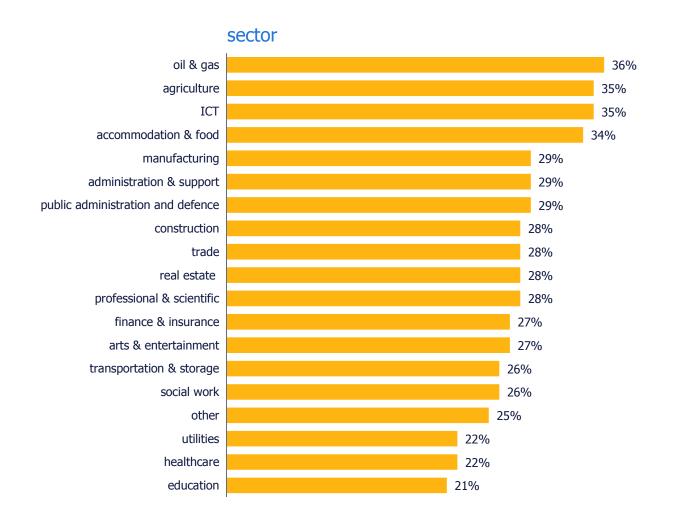








intenders: proportion planning to change employer in the next year by subgroup.







about the



research.



what is the randstad employer brand research?

- representative employer brand research based on perceptions of the general audience. Optimizing 19 years of successful employer branding insights.
- independent survey with over 200,000 respondents in 32 countries worldwide.
- reflection of employer attractiveness for each country's 150 largest employers known by at least 10% of the population.
- valuable insights to help employers shape their employer brand.



32 countries surveyed covering more than 75% of the global economy.



worldwide

- over 200,000 respondents
- 6,162 companies surveyed

sample

- aged 18 to 65
- representative on gender
- overrepresentation of age 25 44
- comprised of students, employed and unemployed workforce

fieldwork

- online interviews
- between december 2018 and january 2019

length of interview

• 16 minutes



employer brand research set up.

30 companies per respondent

'do you know this company?': determines awareness.

for each company known

'would you like to work for this company?': determines attractiveness.

each company known

rating on a set of drivers: determines reason for attractiveness.

smart sampling

Each respondent is shown 30 companies. Each company is evaluated only by respondents who are aware of that particular brand.

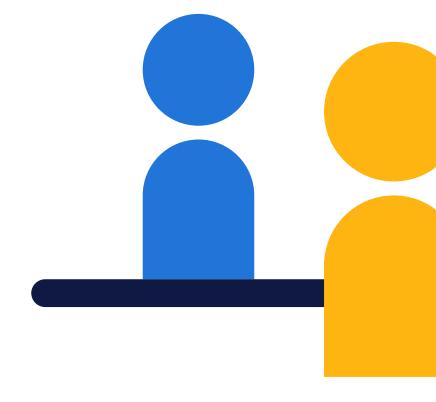
In order to make sure that the less well known brands are assessed by a sufficient number of respondents, we make use of a smart sampling method.

This method ensures that the lesser known companies are shown to more respondents in order to realize a sufficient robust sample. That way the Randstad Employer Brand Research assures dependable insights for both well known and lesser known employer brands.

drivers

each company is evaluated on:

- 01 financially healthy
- 02 uses latest technology
- 03 very good reputation
- 04 job security
- 05 career progression
- 06 gives back to society
- 07 interesting job content
- 08 pleasant work atmosphere
- 09 work-life balance
- 10 attractive salary & benefits

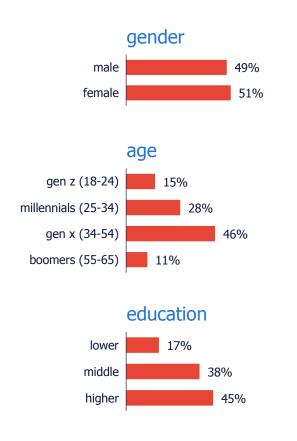


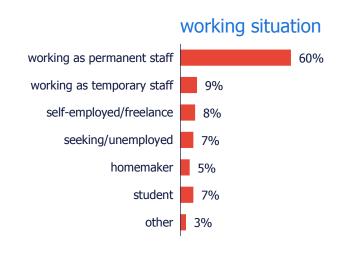
KANTAR

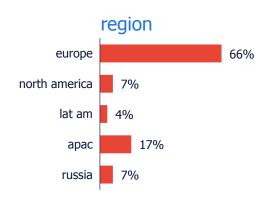
for this research, Randstad partners with Kantar, one of the world's largest insight, information and consultancy networks



sample composition socio-demographics, employment situation, region.







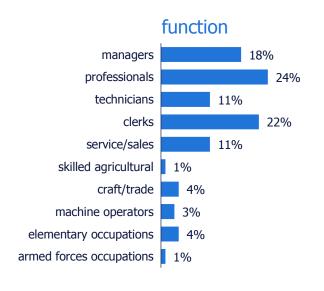
total sample: n=215,252

fieldwork: between december 2018 and january 2019



sample composition sector, function.





base: currently employed (n=164,880)





breakdown respondents by country.

country*	n=
argentina	3970
australia	10861
austria	4536
belgium	14340
brazil	4073
canada	6405
china	3441
czech republic	4778
france	9893
germany	6312
greece	4329
hong kong	3731
hungary	6879
india	3172
italy	7709
japan	6746

country*	n=
luxemburg	1217
malaysia	2504
new zealand	4048
norway	3965
poland	10362
portugal	5125
romania	4205
russia	14082
singapore	2502
spain	10939
sweden	6221
switzerland	5225
the netherlands	17828
UK	8182
ukraine	9498
USA	8174



^{*} global data is weighted on GDP



the employer brand roadmap.





randstad

human forward.

