

Hewitt NEWS & Information

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Central Eastern European Landscape: Optimistic Czech and Pessimistic Polish Employees

Czech employees are the most optimistic in the region while Polish are the most pessimistic; still Microsoft in Poland has been ranked in the first place in the regional Best Employers Study.

Warsaw. *Hewitt Associates, a global human resources (HR) services provider, has announced the results of the Best Employers Study in the Central and Eastern European region. Hewitt surveyed 51 761 employees at 205 companies in 4 Central Eastern European countries regarding their quality of workplace in 2005. Hungarian, Czech, Polish and Austrian companies participated in the competition, racing for the title of the „Best Employers”. Microsoft in Poland is ranked first in the competition (in Polish as well as CEE ranking); the dominance of the service sector is tangible. The detailed results leave no room for doubts - the war for talent has begun.*

Hewitt Associates has been conducting Best Employers studies for nearly a decade. During this time Hewitt has evaluated the opinions of more than 750,000 employees worldwide from more than 2000 companies. Of these, 200 000 employees were from Europe, with more than 500 companies participating in the studies. The results may be used as an effective tool by the human resources experts and the leaders of the companies, during the development of the plans targeting the retaining of the employees and the improvement of their engagement and satisfaction. For the 2006 survey in Poland the several

Hewitt Best Employers Study 2006

The Best Employers Study was conducted in Poland for the first time this year. The study partners: Harvard Business Review, PSZK and pracuj.pl

The **participation is free of charge** for all companies.

The last years` studies showed that not only the best companies should apply for the study, as all participants get tangible information about employee engagement and the efficiency of the human resources systems.

Companies may apply to the Second Edition in Poland until the end of October; further information can be found on the website: www.najlepsipracodawcy.pl

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hundreds companies, willing to attract best employees and achieve with their help excellent financial results, have declared their willingness to participate. The strong correlation between the level of employees` engagement – the key indicator measured during the study – and company`s business results have been proved worldwide.

Organizations employing more than 50 people with operations in the given country for at least two years are welcome to submit their application to the survey free of charge. All application may be sent to: bestemployerseurope@hewitt.com.

This year the survey will take place in 10 Central and Eastern European countries; in Bulgaria, Russia, Slovakia, Slovenia, Turkey and Croatia – for the first time.

What makes a best employer?

The Best Employers circle includes companies that achieved the high level of the key indicators in the three areas: 1) the employee engagement – measured by a questionnaire distributed among all employees from a given company, 2) the evaluation of the HR function made by company`s board of director members, 3) the evaluation of HR practices and policies. It means that every company which fulfills all above mentioned criteria can achieve Best Employer title.

The results of the Best Employers Study in Central and East Europe

The Best Employers have its own characteristics that make them exceptional. There is no one universal Best Employer that would be a perfect choice for each and every employee. Still some of the Best Employers on the list have proven that it`s not impossible to become a “multi-country” Best Employer, like Microsoft, GlaxoSmithKline or Merck. They try to share best HR practices and create an appropriate corporate culture above boarders which help them to become Best Employers in several countries.

The Best Employers achieved higher results in all studied aspects, starting from building in their employees a feeling that they are the most important asset the company needs to manage. The numbers reflect that only 26% of employees feel treated like the most important asset at regular firms, while Best Employers reach 58%.

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Regardless of the country, regardless of the culture, relationship between senior leaders and employees appears to be a key factor in developing an engaged workforce. Open-doors policy, approachable leaders, listening to employee opinions and suggestions creates the positive “everyone counts” environment, which is responsible for higher business results. Our data shows that 72% of people feel the Leaders treat them fairly at Best Employers, while only 48% at others. Only 33% of employees feel, senior leaders care about employee opinions, and this rate at the Best employers are almost double. People being listened to for their opinion tend to expect positive changes, paying attention to responding their suggestions yields the inevitable *trust* between parties who rely on each other: a successful company and its employees.

Measure, reward, and boost performance.

As known, the performance of a company is a sum of all employees’ performances. Only a company with a high performing workforce can perform high on the business aspects. The individual performance can be only known if regularly measured and managed. Measuring people performance regularly and aligning the company and individual goals keeps employees place company goals to first place. If their contribution is rewarded – both morally and fiscally – they tend to perform well in the next year as well, as pay proportionate ness to performance is among the first areas that increase people engagement. (Recognition for performance yields 20-30% more satisfied employees at the Best Employers.)

The Landscape of the Region

The people working in the region generally are the most satisfied with the relations with their colleagues, their work environment and the support of their boss. The only problem is that the above-mentioned factors only help someone not to leave his/her workplace, but these are not enough to motivate someone, to inspire towards a better performance.

The four countries in the region have some common virtues and sins; still there are some eye-catching differentiating factors among countries, revealing from the different national cultures.

For the Czech and Polish employees, company reputation is a key retaining factor, while for Austrians and Hungarians the love of profession seems to have more importance.

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While Czech workers are the most optimistic concerning their workplace, Polish and Hungarian employees are the most pessimistic.

It also seems that it's easier for Austrian employees to find the balance between their work and personal commitment. Austrians find their way to accomplish themselves in their work. Poles on the other hand appreciate the fact, that they know what is expected from them at work and to what extent their work influence the accomplishment of company's business targets

The table below shows the ranking of the Best Employers in the Central and Eastern Europe.

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Rank	Company Name	Country	Headcount	Industry/Scope of operation
1	Microsoft Poland	Poland	148	IT
2	Sanoma Magazines Praha s.r.o.	Czech Republic	223	Media
3	EVAT - Eger Trust and District Heating Private Company Limited by Shares	Hungary	113	Utility
4	Sun Microsystems Czech s.r.o.	Czech Republic	400	IT
5	ComAp, spol. s r.o.	Czech Republic	76	Electronics
6	GlaxoSmithKline Pharma (GSK)	Hungary	196	Pharmaceuticals
7	Storck Sp. z o.o	Poland	140	FMCG
8	MAVIR Hungarian Transmission System Operator Company Ltd.	Hungary	182	Utility
9	Merck GmbH	Austria	270	Pharmaceuticals
10	British American Tobacco (Czech Republic), s.r.o.	Czech Republic	104	FMCG
11	Nextent Information Technologies	Hungary	62	IT
12	Varpex Ltd.	Hungary	105	Construction
13	AVAYA Hungary Ltd.	Hungary	110	IT
14	Bundy Bundy GmbH	Austria	180	Services
15	Hübner & Hübner Steuerberatung GmbH & CO KEG	Austria	140	Consulting
16	The Central Bank of Hungary	Hungary	929	Central Bank
17	MICROSOFT s.r.o.	Czech Republic	271	IT
18	GlaxoSmithKline, s.r.o. (Pharmaceuticals)	Czech Republic	207	Pharmaceuticals
19	KÜRT Information Management Corp.	Hungary	70	IT/ Data Recovery, Information Security
20	Faurecia FS Sp. z o.o.	Poland	1347	Automotives

About Hewitt Associates

With more than 60 years of experience, Hewitt Associates (NYSE: HEW) is the world's foremost provider of human resources outsourcing and consulting services. The firm consults with more than 2,300 companies and administers human resources, health care, payroll and retirement programmes on behalf of more than 300 companies to millions of employees and pensioners worldwide. Located in 35 countries, Hewitt employs approximately 22,000 associates.

In Poland Hewitt is present since 1995. Warsaw office offers consulting services while Cracow branch (since 2006) offers outsourcing services. For more information, please visit: www.hewitt.com.

