

# 2019 Baker's Dozen Customer Satisfaction Ratings: EMPLOYEE ENGAGEMENT

*HRO Today's Baker's Dozen Customer Satisfaction Ratings* are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the *HRO Today* staff. We collect feedback annually through an online survey which we distribute to buyers directly through our own mailing lists and indirectly through service providers. Once collected, response data for all providers with a statistically significant sample size are loaded into the *HRO Today* database for analysis.

In order to determine an overall ranking from this data, we analyze results across three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. These scores

are the basis of the Baker's Dozen Customer Satisfaction Ratings and are presented in the following tables to demonstrate the relative differences among the ranked service providers.

The only influence that *HRO Today* has on the outcome of this survey is that *HRO Today* discards incomplete surveys or surveys outside the normal distribution. This includes surveys that are too perfect as to be possible or so negative that they are spiteful and inaccurate.

Otherwise, *HRO Today* has no impact on the survey outcome. While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity. We hope the Baker's Dozen Customer Satisfaction Ratings provides insight into your next RFP process.

## 1. Korn Ferry

**Website:** [www.kornferry.com/talent-strategy/employee-engagement](http://www.kornferry.com/talent-strategy/employee-engagement)

Korn Ferry provides organizations ranging from less than 200 employees through those with up to 500,000 employees with survey and listening services and support tailored to their needs. Our tools provide intuitive dashboards for leaders and flexible tools for project team members to perform unlimited ad hoc reporting and analysis.

**Services:**

- Survey planning and design
- Survey administration
- Survey reporting, analysis, and recommendations
- Action planning

## 2. Willis Towers Watson

**Website:** [www.willistowerswatson.com](http://www.willistowerswatson.com)

Powered by market analytics and behavioral insight, Willis Towers Watson designs and delivers solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Willis Towers Watson's employee engagement software helps employers assess employee opinions on key issues and shape an engaging, high-performance culture that delivers measurable business results.

**Services:**

- Employee engagement surveys
- Employee engagement measurement
- Employee engagement reporting
- Employee engagement action planning

## 3. Gallup

**Website:** [www.gallup.com](http://www.gallup.com)

By taking a holistic approach to employee engagement, Gallup works with organizations to help them reach their full potential. Make culture a competitive advantage, manage performance based on strengths, and retain the best people.

**Services:**

- Online "Gallup Access" platform
- Q12 engagement survey
- Employee engagement strategy design
- Analytics and reporting
- Leadership training

## 4. Engage2Excel

**Website:** [www.engage2excel.com](http://www.engage2excel.com)

Engage2Excel's industry-leading solutions for recruitment, employee recognition and engagement surveys are tailored to each client's unique business objectives and are designed to help clients increase competitive advantage and improve bottom-line results.

**Services:**

- Employee engagement and experience survey solutions
- Survey action planning for managers
- Pulse/climate surveys
- Engagement consulting
- Career experience solutions (pre-hire, onboarding, employee recognition, performance, retirement)

## 5. CultureIQ

**Website:** [www.cultureiq.com](http://www.cultureiq.com)

CultureIQ partners with organizations and their leaders to measure, understand, and strengthen their culture. Our flexible surveys, intuitive analytics, and seasoned strategy team provide unprecedented insight into what's happening within your organization—plus guidance on where to focus to drive meaningful change.

**Services:**

- Full census employee surveys
- Pulse surveys
- 360 assessments
- Results analysis and recommendations
- Culture and strategy alignment

## 6. Quantum Workplace

**Website:** [www.quantumworkplace.com](http://www.quantumworkplace.com)

Quantum Workplace provides an all-in-one employee engagement software that makes managers the central drivers of workplace culture. Serving more than 8,700 organizations, Quantum Workplace's technology gives team leaders direct access to employee feedback and personalized real-time insights.

**Services:**

- Census surveys
- Lifecycle surveys
- Pulse surveys
- Analytics and reporting

## 7. Beyond Feedback

**Website:** [www.beyondfeedback.com](http://www.beyondfeedback.com)

Beyond Feedback has the tools, technology, and expertise to get the insights organizations need to make improvements that will deliver improved morale, productivity, and employee performance.

**Services:**

- Employee engagement surveys
- Customized survey design
- Real-time data
- Mobile access
- Multi-language capabilities

## 8. Gartner

**Website:** [www.gartner.com](http://www.gartner.com)

Founded in 1979, Gartner is a research and advisory company that has expanded to provide senior leaders across the enterprise with insights, advice, and tools they need to achieve their business goals.

**Services:**

- Engagement survey action planning
- Communicating engagement survey insights
- Conducting employee focus groups

## 9. DecisionWise

**Website:** [www.decision-wise.com](http://www.decision-wise.com)

DecisionWise helps organizations, teams, and individuals create engaging cultures that drive success. We measure and improve employee engagement by turning feedback into results, and work with organizations to design an engagement and feedback strategy.

**Services:**

- Employee engagement survey design
- Pulse surveys
- Online reporting tool

## Overall Leaders

Provider	Overall Score
1. Korn Ferry	340.31
2. Willis Towers Watson	331.55
3. Gallup	327.10
4. Engage2Excel	308.69
5. CultureIQ	306.28
6. Quantum Workplace	227.80
7. Beyond Feedback	220.02
8. Gartner	207.26
9. DecisionWise	193.74

## Breadth of Service Leaders

Provider	Breadth of Service
1. Korn Ferry	4.71
2. CultureIQ	4.27
3. Willis Towers Watson	4.08
4. Gartner	3.20
5. Quantum Workplace	3.11
6. Engage2Excel	2.81
7. Gallup	2.19
8. Beyond Feedback	1.84
9. DecisionWise	0.73

## Size of Deal Leaders

Provider	Size of Deals
1. Gartner	8.55
2. Korn Ferry	8.48
3. Willis Towers Watson	7.87
4. Gallup	7.68
5. CultureIQ	7.48
6. Engage2Excel	7.45
7. DecisionWise	7.26
8. Beyond Feedback	4.90
9. Quantum Workplace	2.59

## Quality of Service Leaders

Provider	Quality of Service
1. Korn Ferry	155.41
2. Willis Towers Watson	151.96
3. Gallup	151.43
4. Engage2Excel	142.39
5. CultureIQ	139.90
6. Quantum Workplace	105.10
7. Beyond Feedback	101.65
8. Gartner	93.25
9. DecisionWise	89.25