

# 2021 Baker's Dozen Customer Satisfaction Ratings: EMPLOYEE ENGAGEMENT

By The Editors

*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 both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.*

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. In order to determine an overall ranking, we analyze results across three subcategories: breadth of services, deal size, and quality of service. 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. The Baker's Dozen Customer Satisfaction

Ratings are based on those scores. The numbers presented in the tables represent those calculated scores; we include them 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* will discard 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 you some insight into your next RFP process.

## 1. Gallup

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

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

**Services:**

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

## 2. Korn Ferry

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

Korn Ferry is a global organizational consulting firm that provides customized employee survey and listening programs for organizations ranging from 200 to 500,000 employees. These solutions help companies determine how engaged their employees are and better understand how to improve outcomes.

**Services:**

- Employee engagement survey planning and design
- Survey administration
- Survey reporting, analysis, and recommendations
- Action planning linking to performance and business outcomes

## 3. Glint

**Website:** [www.glintinc.com/employee-engagement](http://www.glintinc.com/employee-engagement)

Glint delivers a new approach that creates a work environment where employees can succeed. Its people-driven strategy helps organizations increase employee engagement, develop leaders, and improve results.

**Services:**

- Employee engagement platform
- Customizable survey programs
- On-demand access to employee feedback
- Data and analytics

## 4. Mercer

**Website:** [www.imercer.com/products/Employee-Engagement-Services](http://www.imercer.com/products/Employee-Engagement-Services)

Mercer offers employee feedback options to help organizations stay connected. Its fast, flexible, digital solutions provide meaningful and timely insights to inform decisions that drive organizational performance. Whether it's digital focus groups, pulse surveys, or employee listening solutions, Mercer provides guidance that goes beyond the data to inform strategic decision-making and action.

**Services:**

- Custom engagement surveys and consulting
- Company culture surveys
- Virtual, online focus groups
- Linkage analysis of engagement data to outcomes
- Workshops, training, and coaching

## 5. Willis Towers Watson

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

Powered by market analytics and behavioral insights, 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 opinion 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

## 6. Quantum Workplace

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

Quantum Workplace is an HR technology provider that helps organizations drive employee engagement and performance. Nearly 20 years ago, the company pioneered the earliest engagement and performance software, and has since partnered with thousands of organizations to elevate employee success.

**Services:**

- Employee engagement surveys
- Pulse surveys
- Lifecycle surveys
- Performance management tools
- People analytics and reporting

## 7. Engage2Excel

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

Engage2Excel helps organizations create unique career experiences. Its 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 their competitive advantage and improve bottom-line results.

**Services:**

- Employee engagement and experience surveys
- Survey action planning for managers
- Lifecycle surveys (new hire/onboarding, pulse, exit, ad hoc)
- Engagement consulting
- Experience solutions (recruitment, onboarding, employee recognition)

## 8. Inspirus, a Sodexo Company

Through its technology-enabled solutions and services, Inspirus empowers organizations with the tools and expertise they need to transform the employee experience. Every Inspirus solution is guided by industry intelligence and designed to build connections. Along with deep expertise and proprietary offerings, Inspirus is in the unique position to leverage the best practices and experience of Sodexo.

**Services:**

- Integrated rewards and recognition platform
- Communication tools
- Data and analytics

## 9. Perceptyx

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

Perceptyx delivers a tailor-made, flexible approach and enterprise-level employee surveys and people analytics through its technology platform. Perceptyx makes it easy for clients to discover insights deep within large and complex organizations, driving meaningful action to improve business outcomes.

**Services:**

- Custom-designed employee surveys
- Interactive dashboards
- Customized reports
- Data and analytics

## 10. CultureIQ

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

CultureIQ partners with organizations and their leaders to measure, understand, and strengthen company culture. Its flexible surveys, intuitive analytics, and seasoned team provide unprecedented insight into what's happening within organizations—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

## 11. Qualtrics

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

Qualtrics empowers companies to capture and act on customer, product, brand, and employee experience insights in one platform. Qualtrics improves employee engagement with real-time insights that show companies exactly where to focus their efforts to increase employee performance.

**Services:**

- Employee engagement surveys
- Real-time data
- Customized reports and dashboards

## 12. 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 the insights, advice, and tools they need to achieve their business goals.

**Services:**

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

## 13. Beyond Feedback

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

For over 10 years, Beyond Feedback has specialized in creating customized programs that measure the most important drivers of its clients' success. Its custom-tailored approach delivers insights into the workforce that will help improve employee satisfaction.

**Services:**

- Employee engagement surveys
- Employee pulse surveys
- Exit interviews
- New hire surveys

## Overall Leaders

Provider	Overall Score
1. Gallup	308.13
2. Korn Ferry	307.51
3. Glint	300.43
4. Mercer	299.95
5. Willis Towers Watson	299.82
6. Quantum Workplace	297.87
7. Engage2Excel	295.82
8. Inspirus, a Sodexo Company	295.43
9. Perceptyx	291.20
10. CultureIQ	284.97
11. Qualtrics	281.04
12. Gartner	274.89
13. Beyond Feedback	272.08

## Breadth of Service Leaders

Provider	Breadth of Service
1. Willis Towers Watson	2.16
2. Gallup	2.09
3. Mercer	1.93
4. Korn Ferry	1.92
5. CultureIQ	1.91
6. Glint	1.89
7. Engage2Excel	1.80
8. Beyond Feedback	1.80
9. Qualtrics	1.73
10. Perceptyx	1.71
11. Gartner	1.69
12. Quantum Workplace	1.57
13. Inspirus, a Sodexo Company	1.50

## Size of Deal Leaders

Provider	Size of Deals
1. Korn Ferry	10.26
2. Gallup	10.22
3. Glint	9.97
4. Mercer	9.87
5. Gartner	9.69
6. Willis Towers Watson	9.31
7. CultureIQ	8.77
8. Beyond Feedback	8.20
9. Inspirus, a Sodexo Company	8.00
10. Engage2Excel	7.83
11. Qualtrics	7.68
12. Perceptyx	7.17
13. Quantum Workplace	6.43

## Quality of Service Leaders

Provider	Quality of Service
1. Gallup	141.63
2. Korn Ferry	141.46
3. Quantum Workplace	138.43
4. Glint	138.21
5. Mercer	137.98
6. Willis Towers Watson	137.92
7. Engage2Excel	136.80
8. Inspirus, a Sodexo Company	136.80
9. Perceptyx	134.89
10. CultureIQ	131.23
11. Qualtrics	129.87
12. Gartner	126.30
13. Beyond Feedback	125.37