



Gallup Pakistan HR Newsletter

enhancing performance through
empirical understanding of HR issues

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Welcome

to Gallup Pakistan's 9th edition of a series of HR Newsletters. In this series we principally aim to encourage empirical understanding of HR problems faced by organizations today. **By disseminating international and local research findings, Gallup Pakistan aspires to create a knowledge hub that HR practitioners in Pakistan can benefit from. In this regard, we would be borrowing extensive research from other member countries as well.**

In this edition we endeavor to bring to our readers an understanding of **Employee Feedback and Appreciation**. The first article “**Show Appreciation And Get Better Results From Your Employees**” from **Forbes**, examines a survey of employees' perception of appreciation from their employers and how it affects their motivation. The second article “**Low-cost Ways To Show Employees They're Highly Valued**” from **Fast Company** gives employers easy and cost-effective ways to make their employees feel appreciated. Finally, we present statistical excerpts from a report by the **Harvard Business Review** titled “**The Impact of Employee Engagement on Performance**”. These statistics provide an analysis of the impact of employee engagement drivers- which include feedback, performance reviews and recognition- on business performance.

Don't forget, your valuable suggestions and ideas are much awaited and appreciated. Also, we are open for partnerships with other teams working in similar domain. We look forward to a successful journey.

Gallup Pakistan Team



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Show Appreciation And Get Better Results From Your Employees*

It's the carrot, not the stick that keeps employees motivated in the workplace, new research shows.

The online jobs and career community Glassdoor just released its Employee Appreciation Survey- conducted among 2,044 employees - revealing how appreciated employees feel by employers and what really motivates them at work .

53%

Employees would stay at their company longer if they felt more appreciation from their boss



81%

Are motivated to work harder when their boss shows appreciation for their work



23%

Employees think supervisors are appreciative towards new workers



FORMS OF APPRECIATION THAT ARE MOST DESIRED BY EMPLOYEES

75%

want

A Pay Raise



40%

want

Involvement In
Decision-Making
Processes



46%

want

Unexpected
Treats And
Rewards



37%

want

Career
Opportunities

Low-cost Ways To Show Employees They're Highly Valued*

Small businesses can compete for talent without breaking the bank. Here are 10 low-cost ideas for small businesses who want to show employees that they are highly valued and consequently retain them.

- ✓ **Flex time:** Some organizations require employees to be at work during core hours, and employee can set their schedule around this. Others allow employees to put in hours at their own discretion. The schedule may be adjusted to accommodate personal matters
- ✓ **Fully stocked kitchen:** Provide free coffee, soft drinks, and snacks for employees during work hours. Keep employees refreshed and pampered!
- ✓ **Free lunch:** Order in for all your employees once a week to foster community and give employees a break from packing their lunches.
- ✓ **No dress code:** Relax—ties are optional in this work environment.
- ✓ **Employee referral programs:** Good people know other good people, and the best employees are usually hired through referrals. Those who refer candidates who are hired receive a cash bonus award.

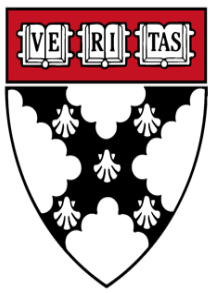


*This article has been extracted from Fast Company and can be accessed at:
<http://www.fastcompany.com/1822943/low-cost-ways-show-employees-theyre-highly-valued>



- ✓ **Acknowledgment of significant others:** When employees do have to work late hours, the people who really pick up the slack are their spouses who are forced to work double duty. Acknowledge their contributions by sending flowers or gift cards, along with a personal note to acknowledge their contribution.
- ✓ **Innovation days:** Set aside several days a year to allow employees to step away from their usual responsibilities to tackle projects related to the way they work and the spaces they work in.
- ✓ **Summer hours:** Employees kick back early on Fridays during the summer months, allowing them to beat the heat as well as the traffic if they're heading out to the beach for a weekend.
- ✓ **Flexibility in paid time off:** Employees can choose how to use their paid time off bank (vacation, sick, and personal time) to best meet the needs of their individual situations.
- ✓ **Perks for part-time employees:** Many organizations treat part-time workers like they were temps. Provide part-time workers with perks and they'll be acting like full-time workers in no time.

Incorporating perks like these into your organization will help you attract top talent, increase employee satisfaction, and reduce costly employee turnover!



**Harvard
Business
Review**

Contributor: Harvard Business Review Analytic Services

The Impact of Employee Engagement on Performance*

These statistics have been excerpted from the findings of a 2013 Harvard Business Review Analytic Services report of more than 550 executives around employee engagement—research that features in-depth interviews with 12 best-practice company leaders. The report was about the impact of employee engagement measures on business performance, including practices involving **employee feedback and appreciation**.

The survey found that many companies find it challenging to measure engagement and tie its impact to financial results: fewer than 50 percent of companies said that they are effectively measuring employee engagement against business performance metrics such as customer satisfaction or increased market share.

71%

respondents rank employee engagement as very important to achieving overall organizational success.

72%

respondents rank recognition given for high performers as having a significant impact on employee engagement.

Most Impactful Employee Engagement Drivers

How important are each of the following in terms of their impact on employee engagement?

Top box scores for all respondents (8-10)

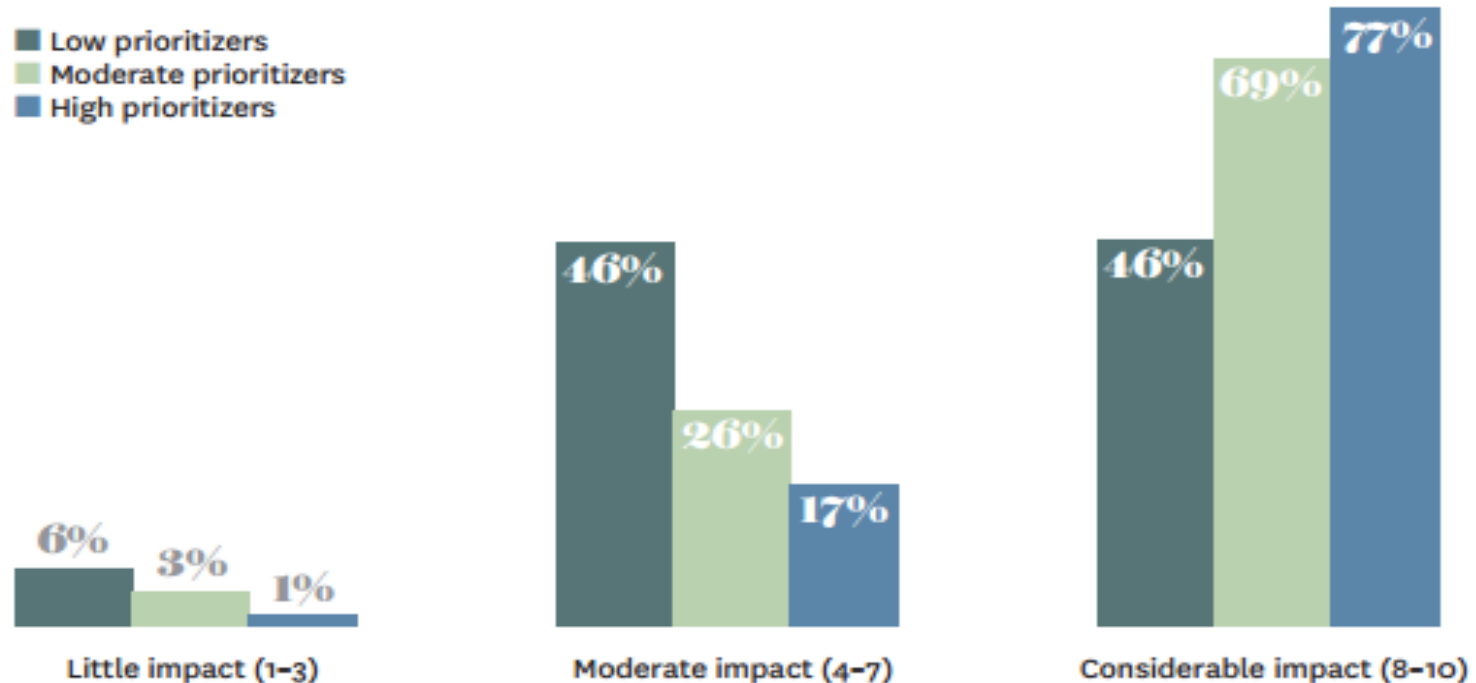


Which factors are most critical to improving employee engagement?

Almost **three-quarters** of respondents chose “recognition given for high performers” as their top choice. Another factor related to feedback “assessments and performance reviews aligned with corporate goals” was chosen as the top choice by **64%** respondents.

Impact of Employee Engagement on Customer Satisfaction

To what extent does employee engagement have a direct impact on customer satisfaction?



Executives who highly prioritize the impact of employee engagement on organizational success use metrics that range from 'net promoter score' (45%), 'revenue growth' (23%), 'increased market share' (20%), 'percentage of new business referred from existing customers' (14%) etc. to quantify the impact of employee engagement measures. Among the respondents, 77% of high-prioritizers rate the direct impact of employee engagement on customer satisfaction as considerable, whereas 69% of moderate-prioritizers and only 46% of low-prioritizers experience considerable impact.

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