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International employee survey

The most satisfied in their companies are Hungarians (75,1 %) and Ukrainians (65,4 %). On the other hand, there are only 58,4 % satisfied Estonians.

The most valuable and productive employee structure can be also found in Hungary. Only in this country, the Leaders prevail. The most difficult employee structure was identified in Lithuania, there are 61 % Passengers in this country.

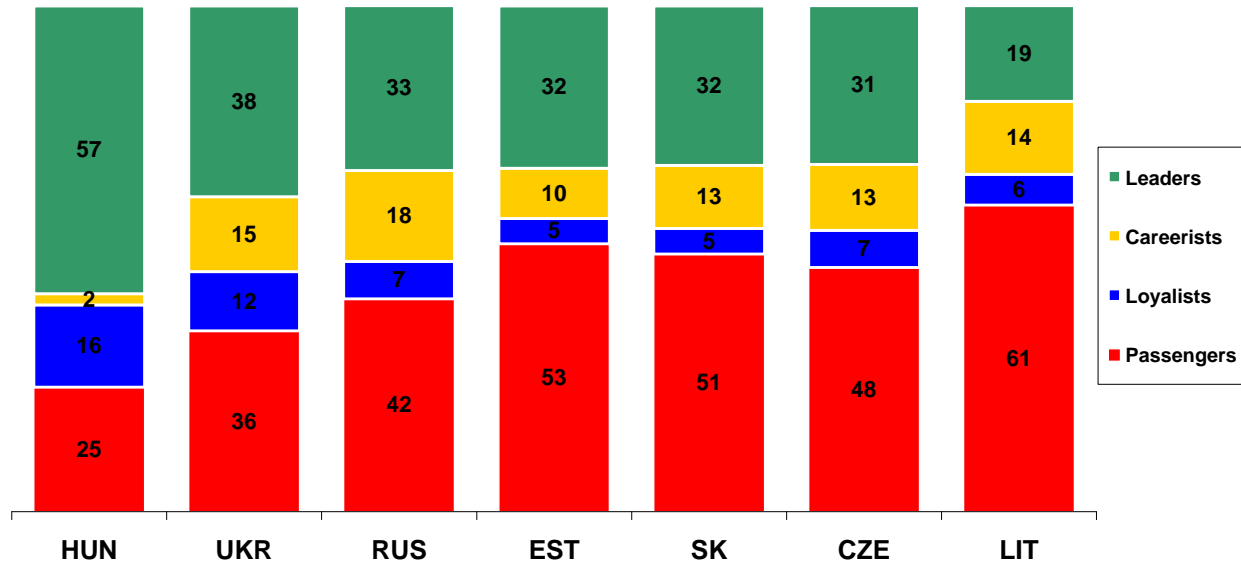
Czech employees in international comparison:

- § They are not really satisfied with the quality of work conditions for their work.
- § They feel poorly informed about the key issues in the company.
- § They are not proud of working in their companies.
- § They do not appreciate abilities of their managers.

Factum Group organized an international survey of attitudes, appreciations, commitment and employee satisfaction in 7 countries: the Czech Republic, Estonia, Lithuania, Hungary, Russia, Slovakia and Ukraine. During March to May 2007, 4.250 respondents were interviewed.

Factum Group operates its own original employee survey research tool HRA (Human Resources Analysis). The main benefit of this tool consists of employee segmentation into four basic types describing commitment to the firm where they work and to the work (job) which they practice. The **Leaders** are involved and committed to both their job and company and represent the most valuable company asset. The **Careerists** are committed to their work but not to the company. That is why they are open to competitive challenges coming from other potential employers. On the other hand, the **Loyalists** promote the company and are loyal to it in the long run. However, they show less excitement and dedication to their job tasks which may result in limited or inefficient job performance. The fourth segment, the **Passengers**, represent a trouble of the company. They are neither committed to the company, nor to their work. In critical moments, they can come out against the company.

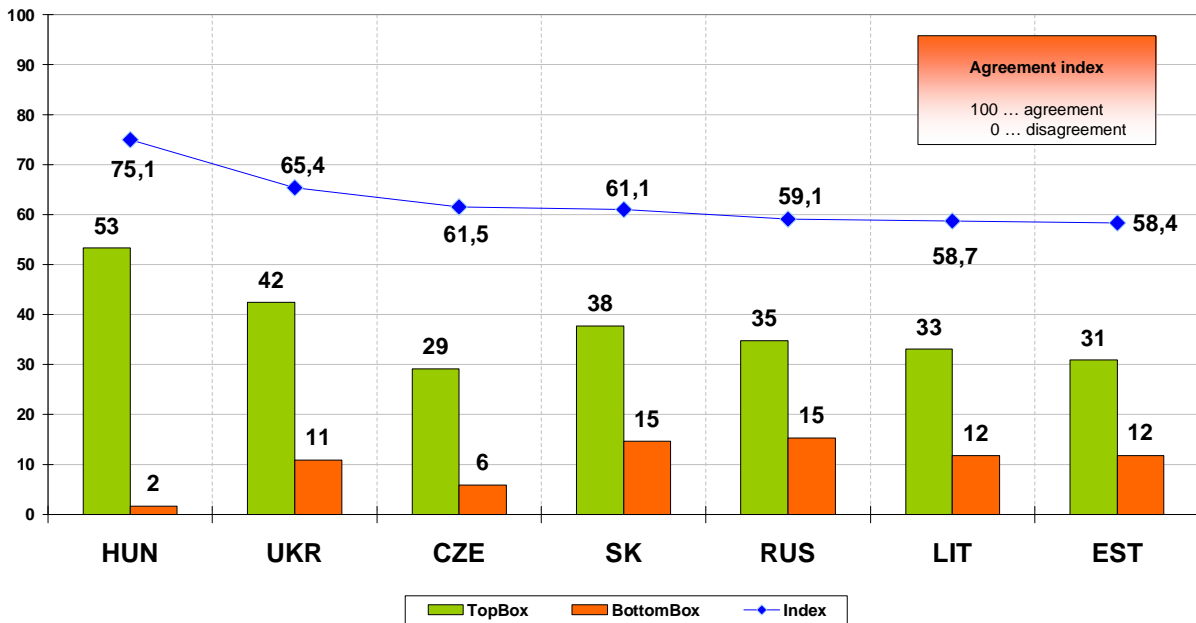
Employee segments by country (data in %)



The most committed employees work in Hungary, where there are more than one half of Leaders (57 %). At the same time, there are fewer Passengers in this country (25 %). Relatively good results were detected also in Ukraine where the Leaders represent a bit larger group (38 %) than the Passengers (36 %). In all the other countries, there are more Passengers than Leaders. This difference is most striking in Lithuania, there are 61 % Passengers and just 19 % Leaders. Passengers in the Czech companies represent almost one half of all the employees and there is not even one third of Leaders. There are 13 % of Careerists and 7 % of Loyalists in the Czech Republic. The highest percentage of Careerists works in Russia (18 %).

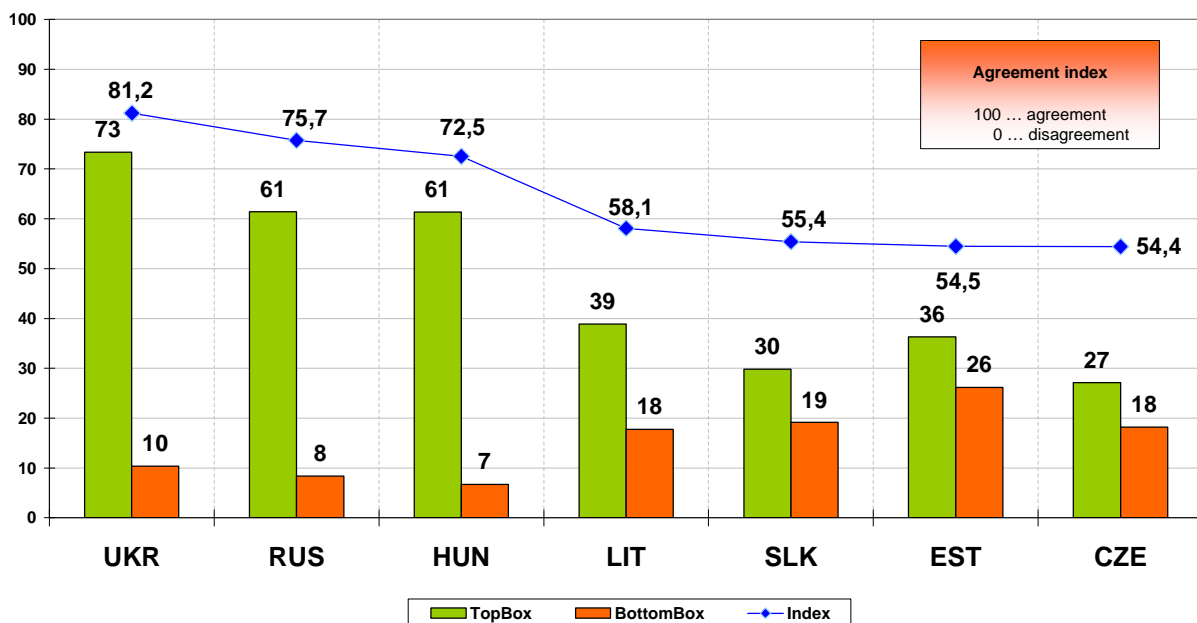
The employees of all researched countries are globally rather satisfied in their jobs. The agreement index did not decline under 58 % (blue curve in the next graph). The most satisfied are the employees in Hungary – their agreement index to: “Overall in my present job, I am completely satisfied” amounts to 75,1 % there. In Hungary, there is also the largest proportion of people who explicitly agree to this statement (53 % - green top box in the graph) and the lowest proportion of those unsatisfied (just 2 % - red bottom box in the graph). The second highest overall satisfaction was discovered in Ukraine – the agreement index reaches 65,4 %. The Czech employees rank third, their overall satisfaction, measured by the agreement index, reaches 61,5 %. Relatively small part of them feels fully satisfied (29 %). The lowest level of overall on-job-satisfaction was measured in Estonia, although the difference is not striking in comparison with Lithuania, Russia, Slovakia and also the Czech Republic.

Overall satisfaction



In individual countries, the level of information about the key issues in the company differs widely - the difference reaches almost the level of 30 percentage points. The most informed employees were found among the Ukrainians and the Russians. In the Czech Republic, only 27 % employees feel well informed about the key issues in their companies.

I feel well informed about the key issues in the company.



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About Factum Group:

Factum Group offers full range of services (including specialised branded solutions) for single and multi-country studies in Central and Eastern Europe. It is a partnership of professional research agencies what serves international and regional clients both from head office and through local representatives (please refer to our website: www.factum-group.com).

Factum Group delivers complete and innovative service to highly demanding research users looking for expertise in challenges and variety of fast developing CEE region. It is wise choice for research buyers who look for best returns on research investments and who value creativity, customised approach, and teamwork with experienced experts.

We are members of the European Society of Opinion and Marketing Research ESOMAR.

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