



The Kenexa® Research Institute Finds an Increase in Employee Confidence in the Fourth Quarter 2009

In December 2009, the global employee confidence index score was 98.0, a very slight improvement from the third quarter (97.9). Brazil (107.5), China (105.6) and India (101.3) reported the highest levels of employee confidence, while France (94.9), Japan (94.0) and Spain (92.4) reported the lowest levels. The United Kingdom's employee confidence index score was 99.8.

For the year ending December 31, 2009, the 12 largest economies reported an increase in employee confidence index scores, with the exception of Japan, which reported a slight decrease for the year. The global employee confidence index score for the fourth quarter of 2009 increased approximately 4 points, from 93.8 in the first quarter. Countries that reported the most improvement in employee confidence index scores throughout 2009 were China (15.8 point increase), Italy (8.1) and Brazil (7.1). The United States' employee confidence index score was 97.1.

Anne Herman, research consultant, Kenexa Research Institute, said, "Employee confidence fluctuated throughout 2009, with the majority of the countries reporting both increases and decreases. India and China were the only two surveyed countries that had an increase in scores, quarter over quarter." She continued, "We enter 2010 on a positive note. Our studies have linked employee confidence to higher country-level GDP and stronger organization performance, among other metrics.

Therefore, this indicates that as employee confidence increases, GDP and organization performance should both improve, indicating that we appear to be in a state of resurgence."

About the Kenexa Employee Confidence Index

The Kenexa Employee Confidence Index™ (ECI) measures the degree of confidence employees have in their employers' marketplace competitiveness and their own careers. The ECI is measured quarterly using opinions from workers in Brazil, Canada, China, France, Germany, India, Italy, Japan, Russia, Spain, the United Kingdom and United States. Kenexa's ECI was started in June 2008 and was normalized for each country to equal 100. Subsequent scores are reported in percents above or below that starting point. Data are available by country, industry, age, gender and job type.

The sample includes 5000 workers from the United States, and approximately 1000 workers in Brazil, Canada, China, France, Germany, India, Italy, Japan, Spain, and the United Kingdom and more than 500 workers in Russia.

The Employee Confidence Index is determined by calculating the difference between the percent favorable and the percent unfavorable in a formulaic fashion. Below are the individual items and related sub-dimensions of Employee Confidence displayed only with the respondents' percent favorable for each of the 12 countries.

Figure 1: 2009 Employee Confidence Scores by Country

Country ECI	Q1 2009	Q2 2009	Q3 2009	Q4 2009	Change from Q3 to Q4	Change from Q1 to Q4
Brazil	100.4	107.2	105.3	107.5	2.2	7.1
Canada	97.4	98.9	98.3	101.0	2.7	3.6
China	89.8	102.3	102.8	105.6	2.8	15.8
France	93.0	101.4	97.1	94.9	-2.2	1.9
Germany	94.7	99.0	96.7	96.1	-0.6	1.4
India	96.6	99.6	100.2	101.3	1.2	4.7
Italy	92.8	97.8	97.5	100.9	3.5	8.1
Japan	94.6	93.8	95.6	94.0	-1.6	-0.6
Russia	93.0	100.9	99.6	98.5	-1.1	5.5
Spain	92.1	96.0	93.3	92.4	-0.9	0.3
United Kingdom	94.5	99.0	97.2	99.8	2.6	5.3
United States	93.6	98.9	97.7	97.1	-0.6	3.5
Global	93.8	98.9	97.9	98	0.1	4.2

About Kenexa

Kenexa provides business solutions for human resources. We help global organizations multiply business success by identifying the best individuals for every job and fostering optimal work environments for every organization. For more than 20 years, Kenexa has studied human behavior and team dynamics in the workplace, and has developed the software solutions, business processes and expert consulting that help organizations impact positive business outcomes through HR. Kenexa is the only company that offers a comprehensive suite of unified products and services that support the entire employee lifecycle from pre-hire to exit.

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