



The Kenexa® Research Institute Finds That Two Out of Three Brits Have Confidence in Their Organization

Research conducted by the Kenexa® Research Institute (KRI) reveals that approximately two-thirds of employees in the UK have confidence in their organizations.

For the studied countries, employees in India have the highest level of confidence in their organizations (81 percent) followed by those in the United States (76 percent), Brazil (75 percent), Russia and Canada (both 74 percent). Employees in Japan have the lowest levels of confidence (46 percent).

Organizational confidence has two contributing factors: internal and external. Internal organizational confidence is defined as employees having confidence in their organization's future, believing their organizations are managed effectively and feeling that the products/services are of high quality. External organizational confidence is defined as employees believing their organizations' products are sought after, that the organization is viewed as competitive and the industry in which the organization is operating in considered robust and healthy.

The research indicated that Brits have confidence in their organization's future (67%), believe their organizations are managed effectively (60%) and feel that the products/services are of high quality (79%).

The results specify that more than three out of five employees feel confident that they are not at risk for being laid off. Although most feel they will not lose their jobs, only half believe there is a promising future for them at their organizations. Furthermore, employees are even less positive about their current employer helping to prepare them with the necessary skills for the future (51%).

Jeffrey Saltzman, M.A., comments: "Workers in the United Kingdom feel good about the future of their organizations, how they are run and the products they produce. A majority do not fear losing their jobs, and for those who do, there is uncertainty regarding being able to find another. This is especially true when salaries are taken into consideration; 66% say they could find another job that paid them the equivalent of what they currently earn. While it may initially appear counter-intuitive, keeping your employees' skills sharp and making them attractive to your competition makes them more attractive to you, resulting in longer retention of your best talent. An added benefit of doing this is that as word spreads, additional highly talented people will be attracted to apply for positions at your organization."

Database Overview

The Kenexa WorkTrends™ database is a comprehensive normative database of employee opinions on topics including leadership, employee engagement and customer orientation. Comparisons are available for workers from Australia, Brazil, Canada, China, Germany, India, Italy, Japan, Mexico, The Netherlands, Russia, the United Kingdom and the United States.

Study Details

This study was part of a larger quarterly study that Kenexa undertakes to measure business conditions in major markets. Kenexa has an unequalled database of worldwide employee survey results from workers in Brazil, Canada, China, France, Germany, India, Italy, Japan, Russia, Spain, the United Kingdom and the United States that provides exceptional insights to organizations of all sizes on a global basis. This business-critical information enables international organizations to better maximise their overall performance.

The survey questions were designed specifically to evaluate workers' confidence in their organizations—both internally and externally. The questions asked are illustrated in Figure 1 and 2.

Opinion items were rated using a 5-point Likert-like scale. The percent favorable is the percentage of people who chose either of the two most positive answers (“strongly agree” or “agree”).

Figure 1: Personal Confidence

Internal Confidence	External Confidence
Confident that will not be laid off	Skills would allow to find a similar job
Promising future at organization	Skills would allow to find similar pay
Organization develops skills	Organizations are hiring similar skills

Figure 2: Organizational Confidence

Internal Confidence	External Confidence
Organization well-led and managed	Organization has sought-after prod/svcs
Organization produces high quality	Organization competes well in industry
Confidence in future of organization	Industry is robust and healthy

Survey Results

Organizational Confidence

Organizational confidence has two contributing factors: internal and external. Internal organizational confidence is defined as employees having confidence in their organization's future, believing their organizations are managed effectively and feeling that the products/services are of high quality. External organizational confidence is defined as employees believing their organizations' products are sought after, that the organization is viewed as competitive and the industry in which the organization is operating in considered robust and healthy.

Figure 3: Organizational Confidence by Country

Country	Organizational Confidence
India	81
United States	76
Brazil	75
Russia	74
Canada	74
Germany	70
United Kingdom	69
China	67
Spain	65
Italy	58
France	58
Japan	46

Figure 4: Organizational Confidence Components Ratings

Organizational Confidence Components	Percent Favorable
Organization well-led and effectively managed	60
Organization produces high quality	79
Confidence in future of organization	67
Organization produces sought-after products/services	74
Organization competes well in its industry	75
Industry is robust and healthy	59
Confident will not be laid off	65
Promising future at organization	50
Organization helps develop skills	51
Skills would allow to find similar job	78
Skills would allow to find similar pay	66
Organizations are hiring people with similar skills	63

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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