



MULTILINGUAL CANDIDATES SURVEY

Poland / 2013



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In recent months we surveyed employees from the SSC/BPO sector throughout 4 countries in the CEE region: Poland, Slovakia, Czech Republic and Hungary. The aim of the survey was to gain an insight into the factors driving employee motivation and performance in the rapidly growing Business Services market.

The first questions we asked related to factors influencing employee satisfaction. Many of the answers were very much in line with our Polish survey results from last year; however there were a few significant differences. In our 2011/2012 survey the second and third biggest factors affecting job satisfaction were found to be 'working atmosphere' (25%) followed by 'salary' (24%). The biggest factor affecting worker satisfaction in the 2011/2012 survey was 'promotion opportunities' (46%).

This year's results looked somewhat dissimilar. Where development opportunities were at the top of the importance scale in the past; this year they fell in around the middle of the scale with 45% of respondents citing 'lack of promotion opportunities' as the most relevant factor affecting their levels of job satisfaction. Salary level also took a dive in terms of importance with 55% of respondent's citing 'low salary' as the most important factor affecting job satisfaction. Interestingly 'job benefits' was cited as the most important factor by

60.4% of respondents making it the biggest influencer of job satisfaction in our 2013 survey.

As always we have paid particular attention to factors affecting employee mobility. Nearly 60% of our respondents confirmed their willingness to relocate for a new job. Furthermore 62% indicated that they see no limitation in relocating anywhere in the world for a chance to improve their current work situation.

Our inter-country CEE BPO/SSC survey offers a great many valuable insights into the factors influencing the supply of talent in the region. These surveys were designed, not only to support the decision making process of HR suppliers but also to equip company's management and internal HR teams with the data needed to make strategic workforce decisions. Our Polish results demonstrate that the majority of employees are flexible and ready to relocate for better opportunities. While monetary rewards still play a major motivational role, opportunities for promotion as well as job design are also extremely important. Some of the more interesting insights revealed by the survey include: poor reputation of the employer is not regarded as a 'quitting' factor and for the majority of respondents a relocation destination needs to offer good life experience and opportunities.

Gracjan Gózdź / Country Manager

1

How relevant are the following factors to **the level of satisfaction you feel toward your job?**

	Strongly irrelevant	Irrelevant	Neither relevant nor irrelevant	Relevant	Strongly Relevant
Salary level	1.8%	1.8%	6.3%	55.0%	35.1%
Job benefits	0.9%	2.7%	18.9%	60.4%	17.1%
Location	1.8%	3.6%	21.6%	53.2%	19.8%
Good atmosphere	0.0%	2.7%	9.0%	38.7%	49.5%
Opportunities for development/promotion	2.7%	3.6%	9.9%	45.0%	38.7%
Reputation of employer	0.0%	8.1%	24.3%	48.6%	18.9%
Interesting job	0.9%	5.4%	8.1%	46.8%	38.7%
Good corporate culture	1.8%	2.7%	24.3%	47.7%	23.4%
Type of contract available	3.6%	4.5%	16.2%	55.9%	19.8%

2

In your opinion, **what constitutes an excellent benefits system?**
(1 = most important; 9 = least important)

	9	8	7	6	5	4	3	2	1
Private medical care	0.0%	3.6%	1.8%	2.7%	8.1%	6.3%	9.9%	23.4%	44.1%
An insurance package	6.3%	9.0%	7.2%	13.5%	14.4%	18.0%	14.4%	12.6%	4.5%
A multisport card	6.3%	16.2%	11.7%	18.0%	12.6%	9.9%	9.0%	11.7%	4.5%
Tickets to social events i.e. cinema, opera	18.9%	19.8%	20.7%	16.2%	9.9%	6.3%	4.5%	2.7%	0.9%
Lunch vouchers	12.6%	12.6%	25.2%	11.7%	10.8%	17.1%	5.4%	2.7%	1.8%
Training events	2.7%	7.2%	7.2%	13.5%	15.3%	16.2%	16.2%	14.4%	7.2%
Language courses	4.5%	11.7%	8.1%	13.5%	16.2%	12.6%	16.2%	11.7%	5.4%
Financial bonuses	3.6%	4.5%	6.3%	4.5%	6.3%	8.1%	18.9%	16.2%	31.5%
Childcare subsidies	45.0%	15.3%	11.7%	6.3%	6.3%	5.4%	5.4%	4.5%	0.0%

3

Would you consider relocating for a new job?

Yes		56.8%
No		10.8%
Maybe		32.4%

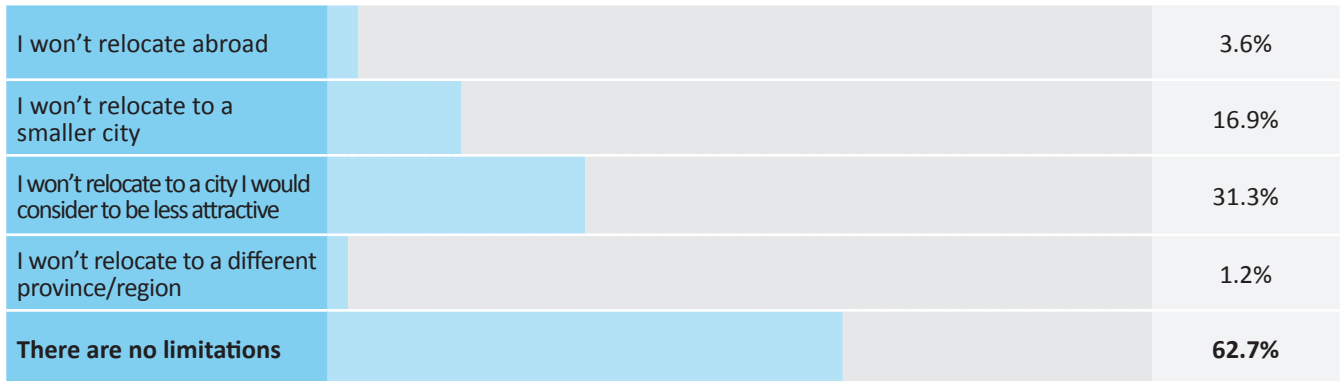
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Under which circumstances would you consider relocating to a different city to start a new job? *(Multiple answers)*

A better salary		88.0%
An attractive benefits package		28.9%
Better reputation of the employer		20.5%
Possibilities for promotion		55.4%
A more interesting job		59.0%
A more attractive location		38.6%
Travel cost refunds		31.3%
A company flat		44.6%
Financial bonus for relocation		54.2%
The level of advice available i.e. finding accomodation		15.7%
No special circumstances are required, I'm open to relocation		10.8%

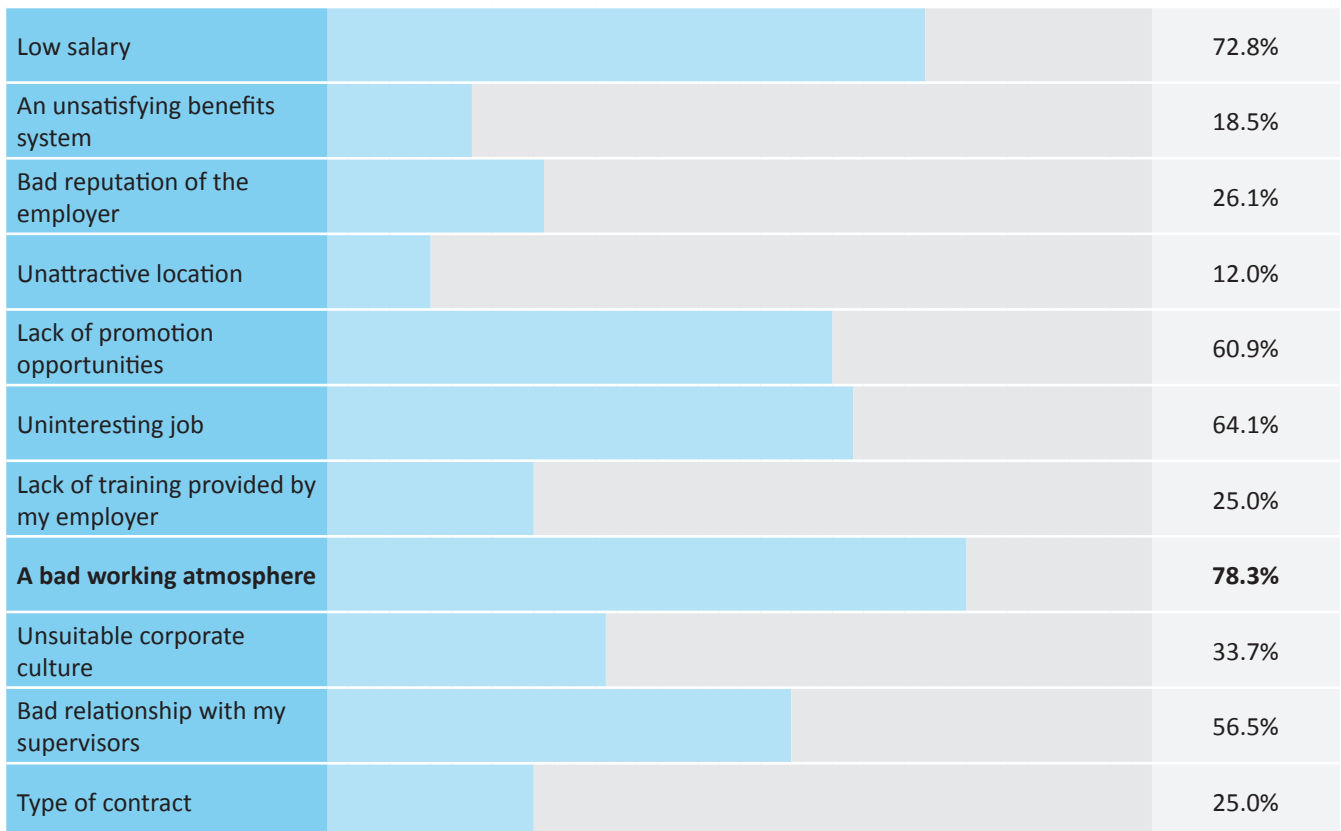
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If you are willing to relocate, are there **any limitations related to the location?**



6

Under what circumstances **would you consider quitting your job?**
(Multiple answers)



7

In your opinion, **what constitutes a promotion?** Please rank by order of importance.
(1 = most important; 6 = least important)

	6	5	4	3	2	1
A new job title	19.6%	13.0%	14.1%	10.9%	25.0%	17.4%
A higher salary	3.3%	5.4%	8.7%	19.6%	16.3%	46.7%
Managing a group of people	4.3%	12.0%	25.0%	30.4%	15.2%	13.0%
Managing a project	2.2%	18.5%	27.2%	21.7%	19.6%	10.9%
Managing international projects	2.2%	31.5%	20.7%	15.2%	18.5%	12.0%
Engagement in managing non-business projects e.g. CSR projects	68.5%	19.6%	4.3%	2.2%	5.4%	0.0%

Contact Us

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