



Employee Engagement

The Human Impact on Business

In an era of heightened corporate transparency, greater workforce mobility, and severe skills shortages, employee engagement is a critical business issue, not just a topic for HR to debate.

Engagement is directly linked to business outcomes. When employees are engaged, not only are they more productive but they are also less likely to voluntarily leave an organisation. Simply put, engaged employees are more profitable and organisations that have engaged employees outperform those who do not.



FYI

Employee engagement data shows that companies with highly engaged teams experience numerous benefits that directly impact their bottom line:

- 78% less absenteeism
- Up to 51% less turnover
- 10% more customer loyalty and engagement
- 23% greater profitability

Source: Gallup's State of the Global Workplace: 2025 Report

To get started on the journey, contact:



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In the next three years, 22.5% of employees intend to leave their current employer

Are you aware of why your employees might be planning to leave? Discover the main pain points that organisations face in driving employee engagement:

Reward & Recognition

Pay parity

Leadership behaviour

Workload

Trust

Deloitte's Flagship Engagement Diagnostic – The Best Company by Deloitte

The Best Company diagnostic provides organisations with the opportunity to delve into the dynamics of their workforce, exploring key aspects that measure employee engagement and satisfaction. Equipped with valuable data, businesses can enhance satisfaction, motivation, and performance across the board, addressing engagement as a critical business issue.



Engagement Score

Based on pre-selected, established engagement statements, this overarching score is represented as a percentage, indicating the level of employee engagement within the organisation.

This score is further categorised into 4 levels of engagement:

- Highly Engaged
- Engaged
- Disengaged
- Highly Disengaged



This comprehensive survey delves into five fundamental drivers of employee engagement:

- Leadership
- Culture
- Human Experience
- Talent
- Wellbeing

★ Seal of Achievement

The Best Company by Deloitte engagement score is translated into a Seal of Achievement:



Bronze



Silver



Gold



Platinum

Retention: An indication of when employees are planning to leave the organisation, and why.

Employee Net Promoter Score: Based on willingness to recommend the organisation as a good place to work.



Customisation: You may opt to include custom statements tailored to your specific needs

Individual engagement score: Each participant receives a confidential individual engagement score, accessible only to them

Benchmarking: You are able benchmark your results against companies across different industries and sizes



eNPS

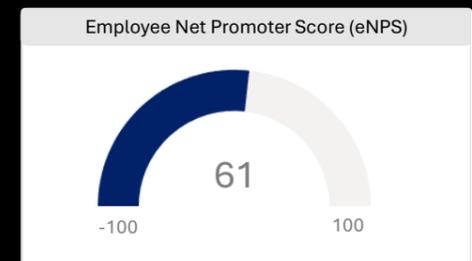
A universal gauge of employee loyalty and advocacy

On a scale from 0-10, how likely are you to recommend this organisation to a friend as a good place to work?



Detractors Passives Promoters

eNPS = % Promoters - % Detractors



What is a good eNPS score?





At Deloitte Human Capital, we bring extensive expertise in comprehensive survey design, offering both pre-designed and custom-built surveys to suit your unique needs.

Accessible through multiple channels, our surveys ensure convenience and flexibility for your organisation.



What we offer

Independent

Independently administered by Deloitte from the setup of the survey, through to the analysis and reporting.

Anonymous / Confidential

The survey is always confidential and can be entirely anonymous.

Flexible

The survey can be taken online via desktop or mobile, or paper-based. Various question designs are available, and organisation-specific demographics are reported on.

Pre- and Post-survey support

Focus groups, pulse surveys, and action planning workshops can further contextualise results and define intervention plans.

What unique value can our People Diagnostics team bring to your organisation?



Drivers of engagement – Below are some of the key areas of concern for organisations



Leadership

Leadership communication

Living company values

Being positive role models



Culture

Trust

Transparent communication

Ideas and opinions being valued



Human Experience

Workload

Flexibility

Development support



Talent

Market-related pay

Internal pay parity

Equality



Wellbeing

Meeting financial obligations

Managers who genuinely care

Organisational support



64%

74%

72%

65%

73%

Interesting benchmarks: A look at the favourability scores of the five drivers of engagement



How does your organisation compare with market standards



How can we support you in driving employee engagement across your organisation?

01

Understand where the pain points are for your employees

The Best Company by Deloitte diagnostic pinpoints high-impact areas specific to your organisation, enabling targeted improvements.

Key detractors of employee engagement		
Rank	Statement	Score
1	My ideas and opinions are valued	59.8%
2	I trust leaders to make the right decisions for this organisation	62.1%
3	The work that I do excites me	54.6%

02

View year-on-year shifts and benchmark against your peers

Gain insights through detailed reports and interactive dashboards to understand trends, track progress, and compare your position within the industry.



03

Design strategic recommendations and action planning

We support in the development of actionable strategies by providing a clear roadmap for improvement that leverages best practice and benchmarks, ensuring alignment with organisational goals.

