Employee Engagement Drives Business Performance

Customer Satisfaction

55-percentage-point net promoter score difference for highly engaged employees vs. actively disengaged employees

Retail stores with high engagement have 5 percentage points higher customer satisfaction scores

Top quartile engagement locations have 9 percentage points higher market share for a beverage company

Financial Performance

5% increase in engagement results in 3% incremental revenue growth

Companies with top quartile engagement experience a 4% point increase in incremental operating margin

Highly engaged sales forces exceed sales goals by 4% on average

Talent Outcomes

Highly engaged employees are 36% more likely to stay at an organization

Employees with higher than average engagement are more likely to achieve the highest performance ratings.

Operational Efficiency

Manufacturing plants with higher engagement have:

- 75% fewer quality defects
- 26% fewer safety-related workers compensation claims

Make engagement happen

For more information about Aon Hewitt’s engagement offerings, please email humancapitalconsulting@aonhewitt.com.

Source: Aon Hewitt Engagement Case Studies