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Customer Satisfaction Survey Finds Korn Ferry is Top Employee Engagement Service Provider

In HRO Today's 'Bakers Dozen' Customer Satisfaction Ratings, Korn Ferry is Named Top Overall Provider as Well as the Leader in Breadth and Quality of Services

LOS ANGELES--(BUSINESS WIRE)-- A new customer satisfaction survey has named [Korn Ferry](#) (NYSE:KFY) as the top overall [Employee Engagement Service Provider](#). *HRO Today's* "Baker's Dozen" Customer Satisfaction Ratings also found that Korn Ferry takes the lead in the categories of both breadth and quality of services.

The magazine collects feedback annually through an online survey of buyers of employee engagement services. Once collected, response data for all providers with a statistically significant sample size are loaded into the *HRO Today* database for analysis.

HRO Today analyzes survey results across three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, scores are calculated in all three subcategories as well as an overall score. These scores are the basis of the Baker's Dozen Customer Satisfaction Ratings.

"Customers of employee engagement services have voiced their opinion and are increasingly seeking a broad array of services and perspectives. Korn Ferry led the field not only because of their excellent service culture but also because they are well positioned to consult or to provide technology and services on a wide variety of HR issues that arise in engagement survey studies," said HRO Today Publisher Elliot Clark.

"We are honored that customers of employee engagement services rank Korn Ferry so highly," said Dave Marzo, global vice president, Korn Ferry Listen. "This a very important part of our business, as understanding how to engage and empower employees is critical to organizational success."

About Korn Ferry

Korn Ferry is a global organizational consulting firm. We work with clients to design their organizational structures, roles and responsibilities. We help them hire the right people and advise them on how to reward, develop and motivate their workforce. And, we help professionals navigate and advance their careers.

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