



REPORT 2019



INTRODUCTION

The 2019 edition of the annual Jobberman Best 100 Companies to Work For features **Shell** in the top spot as the number one best company to work for while **Chevron** was voted the most 'desired', and 'respected' brand.

A total of **3,148** valid responses were used in the final analysis with data from two surveys - external and internal. The external survey targeted the general public while the internal survey focused on employees working at numerous companies in Nigeria. Majority of the respondents were aged between 25-35 and 18-24, live in Lagos and hold a Bachelor's degree.

A key theme in this edition is 'employee satisfaction and happiness levels'. We discovered that Nigerians are not entirely happy with their current work situations, with most willing to switch jobs, however, they are willing to provide positive recommendations of their current employers. This could be due to the fact that most Nigerians rate 'Strong, Relatable Company Values' highly as a sought after trait and most companies in Nigeria are only beginning to adopt strong company values. Another key insight is that the gender pay gap still exists and this is affecting the satisfaction levels amongst women in the workplace, who feel less valued and more likely to switch jobs.

This report not only features the nation's most prestigious companies from various industries, as voted by Nigerians but also serves as a staple benchmark for all prospective employees to assess the key characteristics that make companies top of mind for current and future employees. In addition, the report also provides comprehensive invaluable market insights which can be used to inspire changes towards a better workplace for both employers and employees.



METHODOLOGY

We conducted two surveys in the form of an external survey targeted at the general public (External Respondents) while the internal survey focused on employees working at different companies in Nigeria (Internal Respondents). The research was conducted online and the survey was shared out via email to our audience of seekers and employers.

We asked our respondents the following:

- Rank the intrinsic traits they desire in a company i.e. these are traits that every company must-have. Then we asked them to nominate 3 companies that they feel possess these traits the most.
- Rank extrinsic traits that they desire in a company i.e. these are traits that are not essential but are nice to have. Then we asked them to nominate 3 companies that they feel possess these traits the most.
- Nominate 3 companies they admire and respect the most.
- Nominate 3 companies they desire to work for.
- To ensure feedback was not based solely on public perception, we also asked the internal respondents to rate their companies based on the intrinsic and extrinsic traits we provided, as well as asked a bunch of questions that gauged their satisfaction levels with their current employer.

We combined all these using a unique formula to generate an unbiased ranked list of companies who have the most sought after intrinsic and extrinsic traits, who are the most admired and respected, and who are most desired places to work for. This list is the Best 100 Companies to Work for in Nigeria.

We decided to share 3 lists, based on the research:

Best 100 Companies To Work For: This is the definitive list and is made up of companies that respondents think to possess their most desired intrinsic and extrinsic traits. They also admire, respect and desire to work for these companies the most.

Best 100 Respected & Admired Companies: These are companies that respondents have the utmost admiration and respect for. Respondents uphold these companies in very high regard.

Best 100 Desired Companies: These are companies that respondents would really like to work for.

It is interesting to see some names rank for 'admiration and respect', and not for 'desire to work for' and vice versa. We also provided industry rankings based on the 'Best 100 Companies to Work For' ranking.

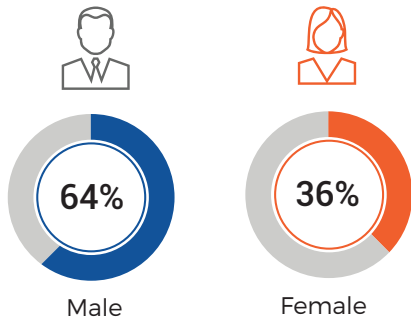


KEY PARAMETERS OF RESPONDENTS

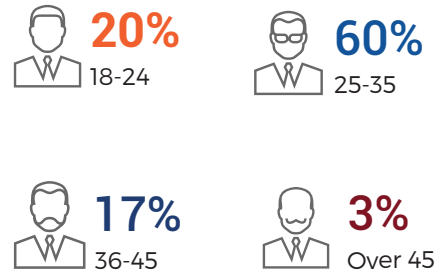


KEY PARAMETERS OF RESPONDENTS

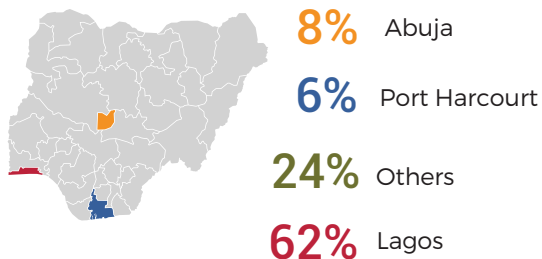
GENDER



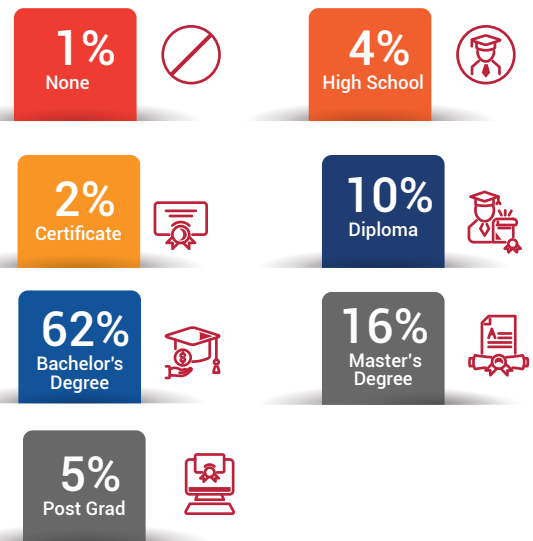
AGE GROUP



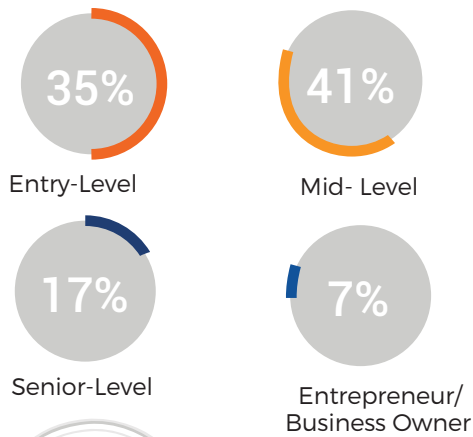
LOCATION



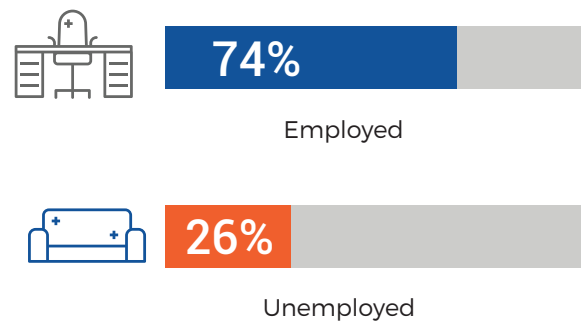
HIGHEST LEVEL OF EDUCATION



JOB LEVEL



EMPLOYMENT STATUS



KEY PARAMETERS OF RESPONDENTS

WORK EXPERIENCE

37%
Under 2 Years



24%
2-4 Years



16%
5-7 Years



23%
Above 7 Years



SALARY BRACKETS

28%
Under
N50,000

39%
Between
N51,000
N150,000

14%
Between
N151,000
N250,000

7%
Between
N251,000
N350,000

12%
Over
N350,000

TOP 5 JOB ROLES OF RESPONDENTS



IT & Software



Accounting, Auditing & Finance



Administrative & Office



Sales



Customer Service & Support

TOP 5 INDUSTRIES THAT RESPONDENTS WORK IN

Technology



Banking, Finance & Insurance



Education & Training



Manufacturing



Internet & Telecommunications





THE BEST 100 COMPANIES TO WORK FOR IN 2019



THE BEST 100 COMPANIES TO WORK FOR IN 2019



#1 SHELL



#2 CHEVRON



#3 DANGOTE



#4 NNPC



#5 NESTLE



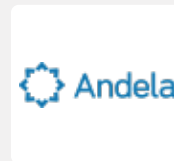
#6 EXXON MOBIL



#7 MTN



#8 TOTAL



#9 ANDELA



#10 KPMG



#11 NIGERIAN BREWERIES



#12 PWC



#13 GUARANTY TRUST BANK



#14 UNILEVER



#15 GOOGLE



#16 GLO



#17 NIGERIAN BOTTLING COMPANY



#18 GUINNESS



#19 DELOITTE



#20 BRITISH AMERICAN TOBACCO



#21 FIRST BANK OF NIGERIA



#22 NLNG



#23 CENTRAL BANK OF NIGERIA



#24 ZENITH BANK



#25 ACCESS BANK



THE BEST 100 COMPANIES TO WORK FOR IN 2019



#26 JULIUS BERGER



#27 PAYSTACK



#28 MICROSOFT



#29 PZ CUSSONS



#30 PROCTER & GAMBLE



#31 GENERAL ELECTRIC (GE)



#32 UNITED NATIONS



#33 AIRTEL



#34 NATIONAL BROADCASTING COMMISSION



#35 FLOUR MILLS OF NIGERIA



#36 CADBURY



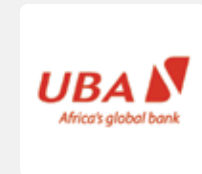
#37 INTERSWITCH



#38 JUMIA



#39 OANDO



#40 UNITED BANK FOR AFRICA



#41 SCHLUMBERGER



#42 FEDERAL INLAND REVENUE SERVICE



#43 AGIP



#44 FRIESLANDCAMPINA WAMCO NIGERIA



#45 STANBIC IBTC BANK



#46 GLAXOSMITHKLINE



#47 ERNST & YOUNG



#48 SAHARA ENERGY



#49 UNICAF



#50 SEPLAT



THE BEST 100 COMPANIES TO WORK FOR IN 2019



#51 BRITISH HIGH COMMISSION



#52 BUA GROUP



#53 MCKINSEY



#54 MULTICHOICE



#55 CHI LIMITED



#56 IITA



#57 MAINONE



#58 NIGERIAN COMMUNICATIONS COMMISSION



#59 HALLIBURTON



#60 UNION BANK



#61 DEPARTMENT OF PETROLEUM RESOURCES



#62 FORTE OIL



#63 INDOFOOD



#64 OLAM



#65 LAFARGE



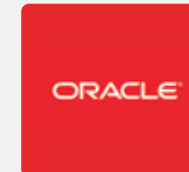
#66 PROMASIDOR



#67 TEK EXPERTS



#68 NIGERIAN STOCK EXCHANGE



#69 ORACLE



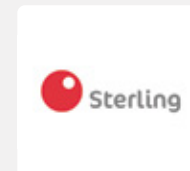
#70 UAC



#71 CITI BANK



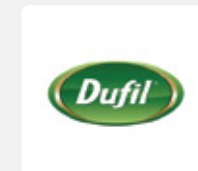
#72 WORLD HEALTH ORGANISATION



#73 STERLING BANK



#74 STANDARD CHARTERED BANK



#75 DUFIL



THE BEST 100 COMPANIES TO WORK FOR IN 2019



#76 INNOSON



#77 MAY & BAKER



#78 NAFDAC



#79 NIGERIAN PORTS AUTHORITY



#80 RELIANCE HMO



#81 HONEYWELL



#82 SHOPRITE



#83 SEVENUP BOTTLING COMPANY



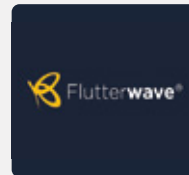
#84 MAERSK



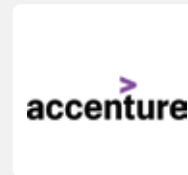
#85 NEST OIL



#86 COURTEVILLE BUSINESS SOLUTIONS



#87 FLUTTERWAVE



#88 ACCENTURE



#89 NIGERIA CUSTOMS SERVICE



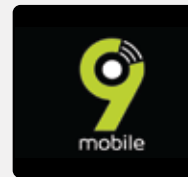
#90 AB INBEV



#91 DHL



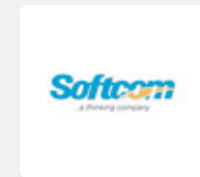
#92 ECOWAS



#93 9MOBILE



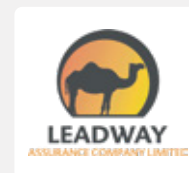
#94 FHI360



#95 SOFTCOM



#96 FAAN



#97 LEADWAY ASSURANCE PLC



#98 PFIZER



#99 AIICO



#100 CHANNELS TELEVISION



THE BEST 100: TOP COMPANIES BY INDUSTRY

AUDITING & FINANCE

- #1 KPMG
- #2 PWC
- #3 DELOITTE
- #4 ERNST & YOUNG

FMCG

- #1 NESTLE
- #2 NIGERIAN BREWERIES
- #3 NIGERIA BOTTLING COMPANY
- #4 UNILEVER
- #5 GUINNESS
- #6 NIGERIA FLOUR MILLS
- #7 CADBURY
- #8 FRIESLAND CAMPINA
- #9 CHI
- #10 INDOFOOD

MEDIA

- #1 NATIONAL BROADCASTING COMMISSION
- #2 MULTICHOICE
- #3 CHANNELS TELEVISION

OIL & GAS

- #1 SHELL
- #2 CHEVRON
- #3 NNPC
- #4 EXXON MOBIL
- #5 TOTAL
- #6 NLNG
- #7 GE
- #8 OANDO
- #9 SCHLUMBERGER
- #10 AGIP

BANKING

- #1 GTBANK
- #2 FIRST BANK OF NIGERIA
- #3 CENTRAL BANK OF NIGERIA
- #4 ZENITH BANK
- #5 ACCESS BANK
- #6 UBA
- #7 STANBIC BANK
- #8 UNION BANK
- #9 CITI BANK
- #10 STERLING BANK

TECHNOLOGY

- #1 ANDELA
- #2 GOOGLE
- #3 PAYSTACK
- #4 MICROSOFT
- #5 INTERSWITCH
- #6 JUMIA
- #7 TEK EXPERTS
- #8 ORACLE
- #9 FLUTTERWAVE
- #10 SOFTCOM

NGO

- #1 UNITED NATIONS
- #2 IITA
- #3 WORLD HEALTH ORGANISATION

INTERNET & TELECOMMUNICATIONS

- #1 MTN
- #2 GLO
- #3 AIRTEL
- #4 MAINONE
- #5 NCC
- #6 9MOBILE



ROAM

RINGIER ONE AFRICA MEDIA

WHAT WE DO

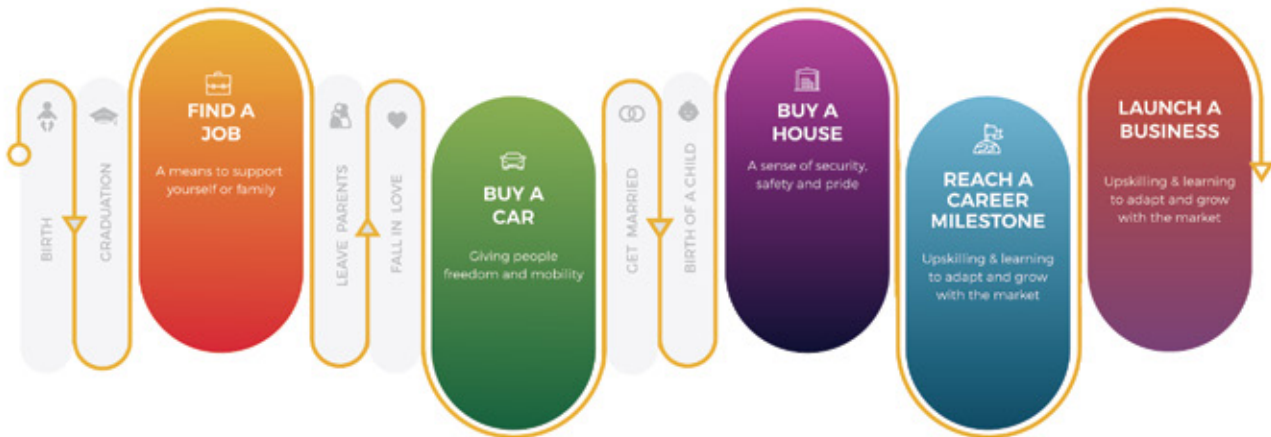
Connecting Africans to Opportunities.

ROAM operates and grows the leading digital marketplaces in Sub-Saharan Africa. We empower Africans through transparency and transform markets through technology.

We bring together people on our platforms who are at crucial decision points in three of the most important events of their life. Whether it is buying a car, buying a house, or finding your next job - our platforms empower each individual to find the best option.

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Lagos, Nigeria

GROUP LEVEL INSIGHTS

WHAT MAKES A GOOD COMPANY



GROUP LEVEL INSIGHTS

WHAT MAKES A GOOD COMPANY



EXTRINSIC TRAITS

Extrinsic Traits refer to factors that employees desire and yearn for in an ideal workplace. Their existence allows employees to be more engaged and happy, which in turn is great for their productivity.

Respondents were asked to rank 10 extrinsic traits according to importance, namely: Flexible Hours, Strong Relatable Company Values and Goals, Open and Effective Management, Health Programs, Transparent Performance Management, Mentoring & Coaching, Experimental Environment, Family Support, Diversity Hiring and Training. Out of the 10 listed traits, **Strong Relatable Company Values and Goals** was the topmost ranked trait, followed by **Open and Effective Management, Flexible Hours, Transparent Performance Management** and **Health Programs**.

5

Overall Top 5 Most Ranked Extrinsic Traits That Matter The Most In A Company.



Strong Relatable Company Values and Goals

Values and goals are imperative in aligning and motivating employees to achieve both organisational and personal goals. They are essential to the company's identity and purpose.

1st



Open Effective Management

This ensures that the organisation runs smoothly; hence management needs to be clear, consistent and thorough in their approach.

2nd



Flexible Hours

This factor enables work-life balance that fosters a better quality of life for employees as well as mental and physical wellness, which reduces unplanned and unwanted absenteeism.

3rd



Transparent Performance Management

This is a key factor in creating a dynamic workplace, thus company strategies should ensure that transparency is at the core when conducting performance management.

4th



Health Programs

Prioritising health and wellness among employees is very important, as it promotes productivity and reduces absenteeism, fatigue and stress among employees.

5th



GROUP LEVEL INSIGHTS

WHAT MAKES A GOOD COMPANY

INTRINSIC TRAITS

Intrinsic Traits refer to innate qualities that a workplace should have, they are basic in nature; their existence creates a higher employee retention and satisfaction.

Respondents were asked to rank intrinsic traits according to importance. Competitive Pay Package was the top most ranked intrinsic trait, followed by Job Security, Career Growth, Financially Stable Company and Welfare Benefits.



5

Overall Top 5 Most Ranked Intrinsic Traits That Matter The Most In A Company.



Competitive Pay Package

A salary that is equal to or higher than the industry standard is a vital determining factor for employee motivation and overall morale.

1st



Career Growth

Employees continuously set goals for where they envision their career going; hence a company that allows for this is ideal.

2nd



Job Security

Employees need to know their job's security status because they have responsibilities, hence the higher the job security level, the better.

3rd



Financially Stable Company

A company's financial state and well-being are imperative as employees have financial responsibilities to attend to.

4th



Welfare Benefits

Factors such as social security and health insurance among other help in simplifying employees' lives, they affect their peace of mind and overall well-being.

5th



GROUP LEVEL INSIGHTS

WHAT MAKES A GOOD COMPANY



WILDCARD TRAITS

Wildcard Traits are traits not listed in the survey but are desired by respondents. Factors that respondents desire in an ideal company.

5

Overall Top 5 Wildcard Traits That Matter The Most In A Company.



Staff Support

Equipping employees with the right tools to get their work done is crucial for their productivity.

32%

Of the respondents voted Staff Support



Reputable Company

A company's reputation is essential to the business' survival as it instills trust and confidence in not only the consumers but also employees.

24%

Of the respondents voted Reputable Company



Conducive Work Environment

A work environment that allows employees to excel, grow and learn is important for the company's growth.

21%

Of the respondents voted Conducive Work Environment



Team Work

Two heads are better than one; a workplace that is collaboration-friendly is crucial for productivity and learning.

15%

Of the respondents voted Team Work



Corporate Culture

This refers to shared values, attitudes, and beliefs of an organisation. It plays a pivotal role in an organisation's success or failure.

8%

Of the respondents voted Corporate Culture



GROUP LEVEL INSIGHTS

WHAT MAKES A GOOD COMPANY



JOB SATISFACTION

Overall Job Satisfaction Levels Of Respondents.

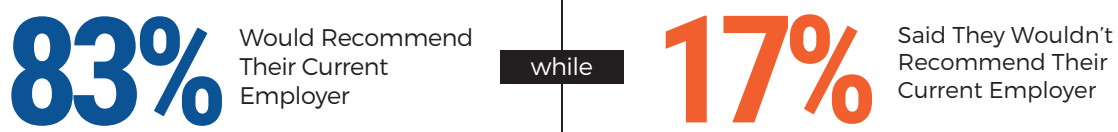
FLIGHT RISK



HAPPINESS QUOTA



ADVOCACY



DO THEY FEEL VALUED FOR THE WORK THEY DO?



AGE | DEMOGRAPHIC INSIGHTS

The younger age demographics (18-24 and 25-35) answered questions with quite similar answers; despite their high flight risk, the majority of them said they would recommend their employer.

Younger respondents are also the most entrepreneurial group, which could be inspired by the search for diversification of multiple income streams.



AGE DEMOGRAPHIC INSIGHTS



EXTRINSIC & INTRINSIC TRAITS BY AGE GROUP

All age groups ranked **Strong Relatable Company Values and Goals** as the most important extrinsic trait. In addition, 18-24 are also drawn to **Mentoring & Coaching**, while 25-35 gravitate more towards **Health Programs**.

All age groups are drawn to similar extrinsic and intrinsic traits; however, 18-24 ranked **Career Growth** as the most important intrinsic trait, while 25-35 and 36-45 age brackets ranked **Competitive Pay Package**. Respondents over the age of 45 are concerned about the **Financial Stability of a Company**.

WILDCARD TRAITS BY AGE GROUP

The top 3 most important wildcard traits that different age groups desire in an ideal workplace.

18-24

- Conducive Work Environment
- Team Work
- Talent

25-35

- Talent
- Working Environment
- Reputable Company

36-45

- Reputable Company
- Staff Support
- Gender Equality

Over 45

- Corporate Culture
- Organisational Structure
- Retirement Plan



The youngest age group (18-24) values Mentoring & Coaching, this could be due to the fact that they still need to learn and require guidance as they're still fresh in the workplace while 25-35 gravitate more towards Health Programs. According to a study by Stanford Health, with the exception of family, individuals who reached adulthood around the turn of the 21st century, commonly known as Millennials, value health the most; they are the "wellness generation".



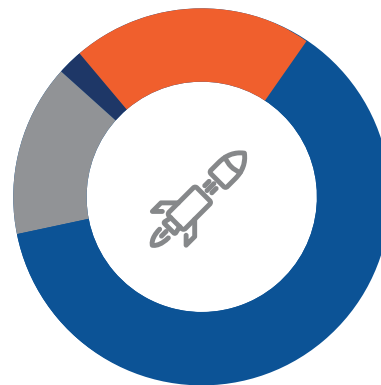
AGE DEMOGRAPHIC INSIGHTS

HAPPINESS QUOTA & FLIGHT RISK BY AGE GROUP

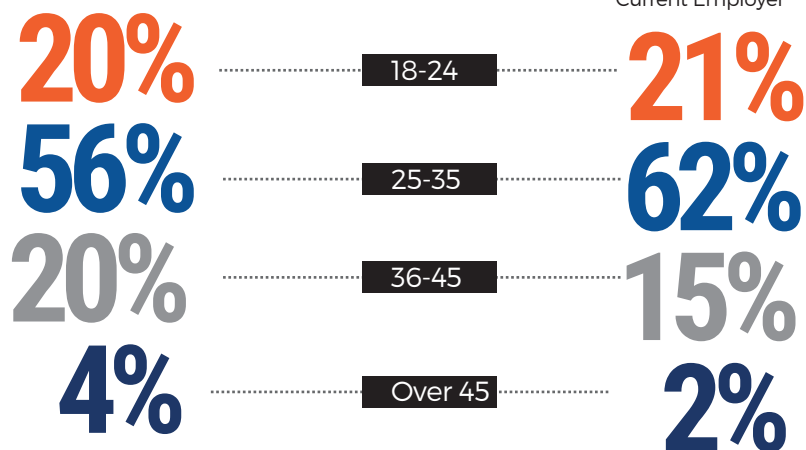
Respondents aged between 25-35 are the happiest age group at work, followed by 18-24; however, both age groups pose a high flight risk. The oldest age group is the least happy group but not willing to leave their current employer.



Are Happy



Are Willing To Leave Their Current Employer



The youngest age group (18-24) has not worked long enough hence they are more enthusiastic about Career Growth. Their flight risk could be because they're still young, therefore they have a lot to explore in the job market compared to their older counterparts to whom salaries are a key motivator. They could also be concerned with other issues such as management mishaps in the workplace. According to international publisher Chief Information Officer (CIO), most people don't quit their jobs; they quit their managers; and that when employers lose their top talent, the first place to look is at management.

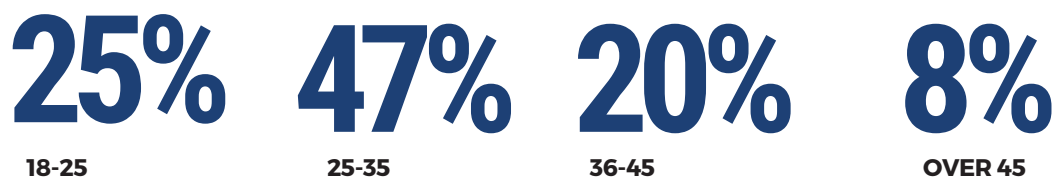


AGE DEMOGRAPHIC INSIGHTS



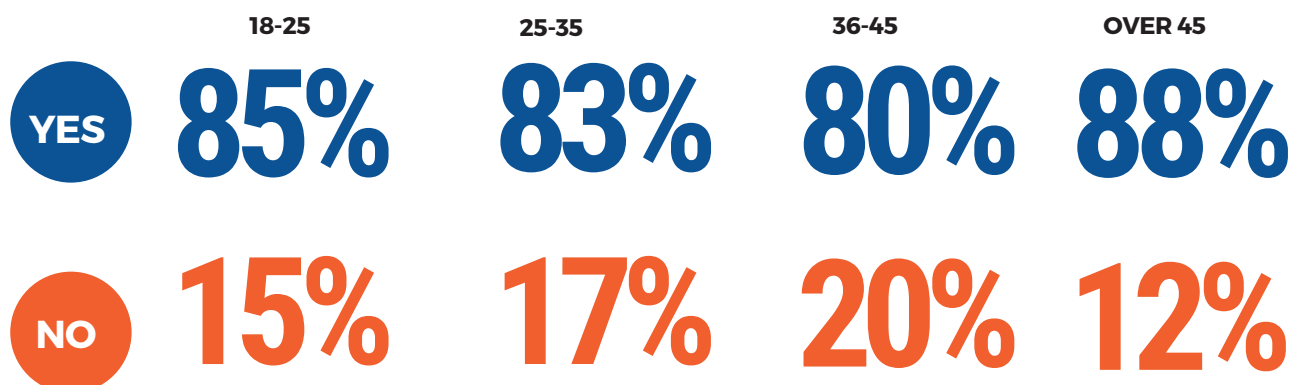
ENTREPRENEURS/BUSINESS OWNERS BY AGE GROUP

Most Entrepreneurs/Business Owners are within the 25-35 age bracket followed by 18-24 age group.



ADVOCACY QUOTA BY AGE GROUP

Majority of the respondents in all age groups said they would recommend their current employer.
Would they recommend their current employer?



The younger age groups (18-24 and 25-35) are more entrepreneurial; could this be a result of the popular 'side hustle' mindset that allows them to diversify their income streams, or is it a case of being underpaid hence exploring more opportunities through entrepreneurship? According to the Centre For Entrepreneurs, young people are more entrepreneurial than ever, starting twice as many businesses as the generation before them.



GENDER | DEMOGRAPHIC INSIGHTS

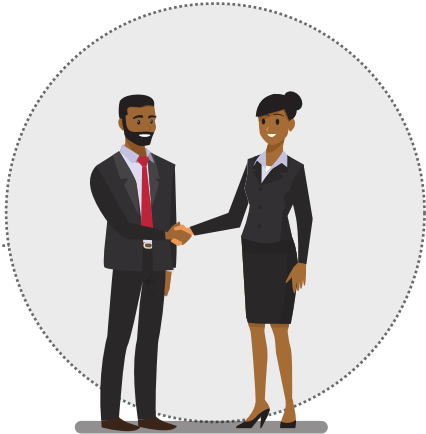
Even though both men and women are drawn to similar extrinsic and intrinsic traits; men pose a higher flight risk than women, despite being valued and earning more than their female counterparts.

Despite posing a high flight risk, the majority of the men said they would recommend their employer.

The number of male entrepreneurs is slightly higher than that of their female counterparts.



GENDER DEMOGRAPHIC INSIGHTS



EXTRINSIC & INTRINSIC TRAITS BY GENDER

Both men and women ranked **Strong Relatable Company Values and Goals, Open Effective Management and Flexible Hours** as the top 3 most important extrinsic traits in a company.

As far as the top 3 intrinsic qualities are concerned; both men and women ranked **Competitive Pay Package** as the most important intrinsic trait, followed by **Career Growth** and **Job Security**.

WILDCARD TRAITS BY GENDER

These are the top 3 most important wildcard traits that men and women desire in an ideal workplace.



MEN

- Corporate Culture
- TeamWork
- Reputable Company



WOMEN

- Conducive Working Environment
- Talent
- Customer Focus

DO THEY FEEL VALUED FOR THE WORK THEY DO?

Out of both men and women, more men feel valued for their work.



24%

Women Feel Valued

while

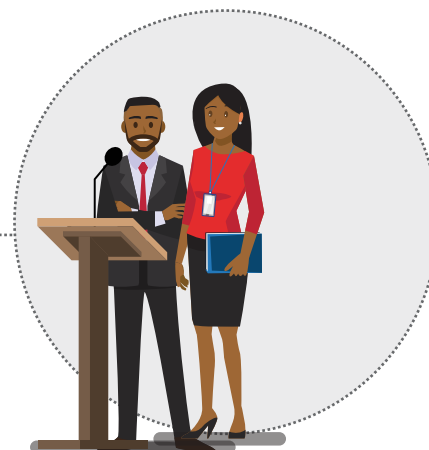


45%

Men Feel Valued



GENDER DEMOGRAPHIC INSIGHTS



FLIGHT RISK BY GENDER

Women pose a higher flight risk than men. Are they willing to leave because their employer does not cater to their extrinsic and intrinsic traits?

MEN



47%

Are Willing To Leave Their Current Employer

19%

Are Not Willing To Leave Their Current Employer

34%

Are Not Sure They Will Leave

WOMEN



45%

Are Willing To Leave Their Current Employer

19%

Are Not Willing To Leave Their Current Employer

36%

Are Not Sure They Will Leave

Even though both men and women value the same extrinsic and intrinsic traits in the workplace, why are men they more willing to leave yet they feel valued for their work? It could be that the workplace is not conducive for them as their employers do not meet their desired traits, or they simply leave for greener pastures, for example; higher salaries.



GENDER DEMOGRAPHIC INSIGHTS

ADVOCACY BY GENDER

Even though both men and women pose a high flight risk, the majority of them said they would recommend their current employer.



83%
Would Recommend Their Employer

while

17%
Said No

Most of the men and women who said would recommend their employer are aged between 25-35.



82%
Would Recommend Their Employer

while

18%
Said No

JOB LEVEL BY GENDER

Majority of the entry-level respondents are women, while men occupy more Mid-Level and Senior-Level positions. Most of the respondents who are entrepreneurs/business owners are men.

MEN



WOMEN



ENTRY-LEVEL

33%

40%



MID-LEVEL

41%

40%



SENIOR-LEVEL

18%

14%



ENTREPRENEURS/
BUSINESS-OWNERS

8%

6%



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LOCATION | DEMOGRAPHIC INSIGHTS

Lagos is the commercial hub of Nigeria and majority of the respondents are Mid-Level and Entry-Level employees, while 87% of respondents from Lagos hold a bachelor's degree.

As for the happiness quota; neutrality is a common trend from respondents across all featured cities, which is quite unclear as majority of the respondents' happiness level is neutral, despite this, they still feel valued for the work they do.



LOCATION DEMOGRAPHIC INSIGHTS



EXTRINSIC & INTRINSIC TRAITS BY LOCATION

All respondents in the featured locations ranked the same extrinsic and intrinsic traits, however, Abuja respondents ranked **Competitive Pay Package** as the most important intrinsic trait, while those in Lagos ranked **Career Growth**. Port Harcourt respondents and respondents in Other unidentified Nigerian cities said the **Financial Stability of a Company** is of the essence.

WILDCARD TRAITS BY LOCATION

The top 3 most important wildcard traits that respondents in the featured locations desire in an ideal workplace.

ABUJA



Conducive Work Environment



Staff Support



Retirement Plan

PORT HARCOURT



Conducive Work Environment



Reputable Company



Corporate Culture

LAGOS



Conducive Work Environment



Staff Support



Reputable Company

OTHER CITIES



Customer Focus



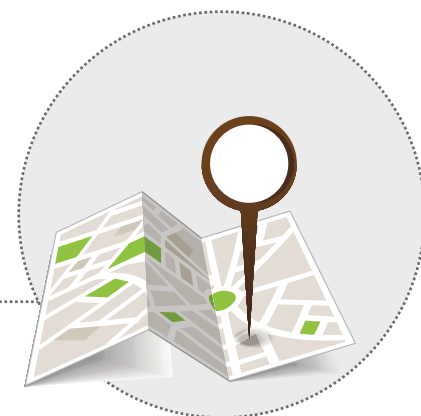
Team Work



Staff Support

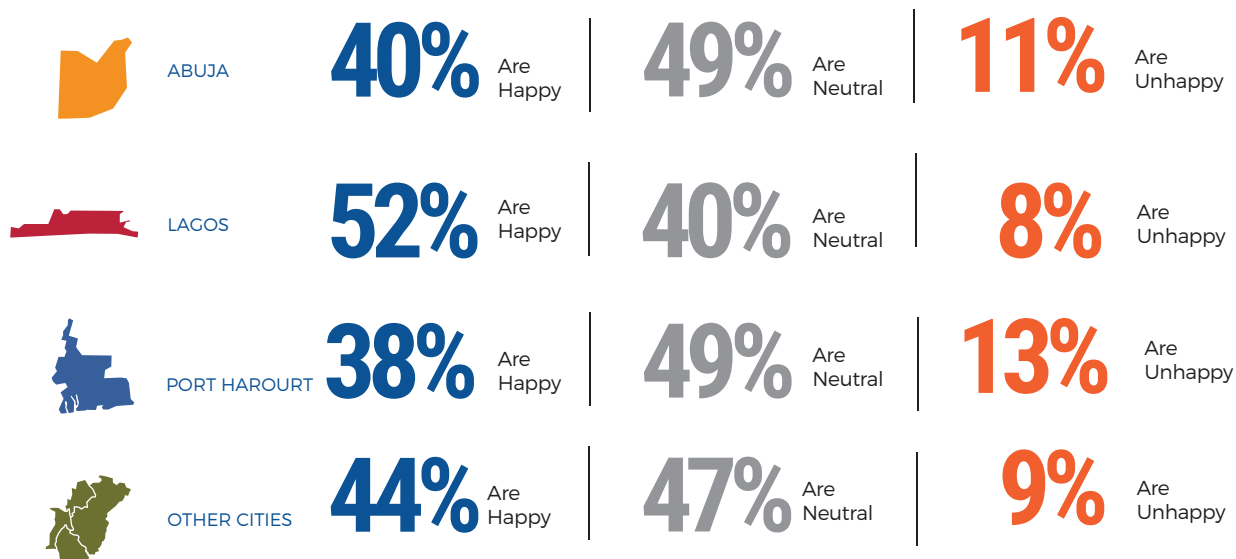


LOCATION DEMOGRAPHIC INSIGHTS



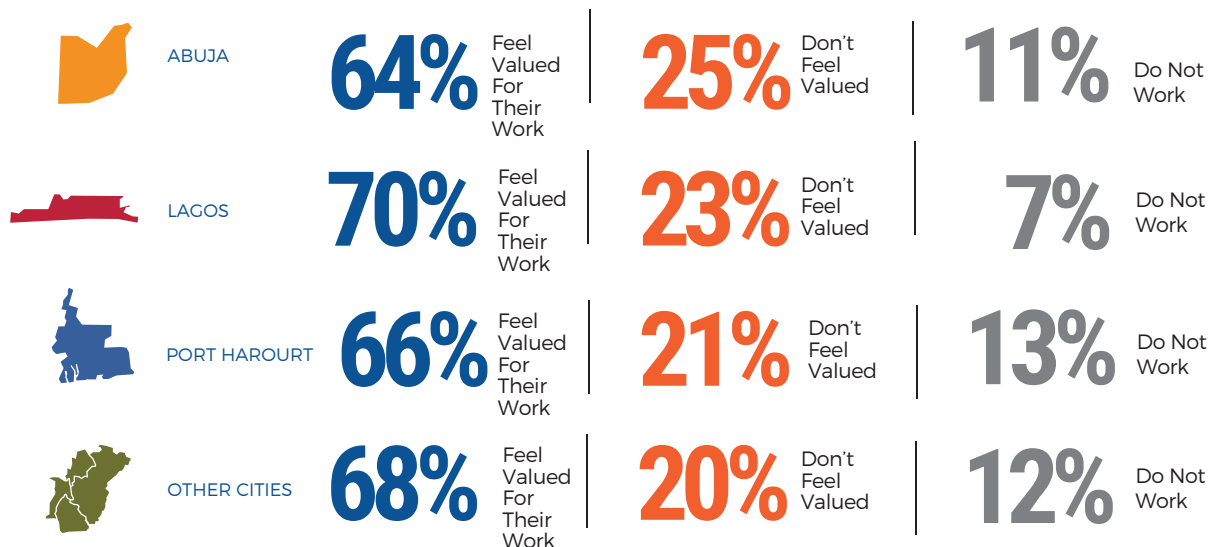
HAPPINESS QUOTA BY LOCATION

Respondents in Lagos are the happiest at work. Majority of respondents in Abuja and Port Harcourt are neutral.



DO THEY FEEL VALUED FOR THE WORK THEY DO?

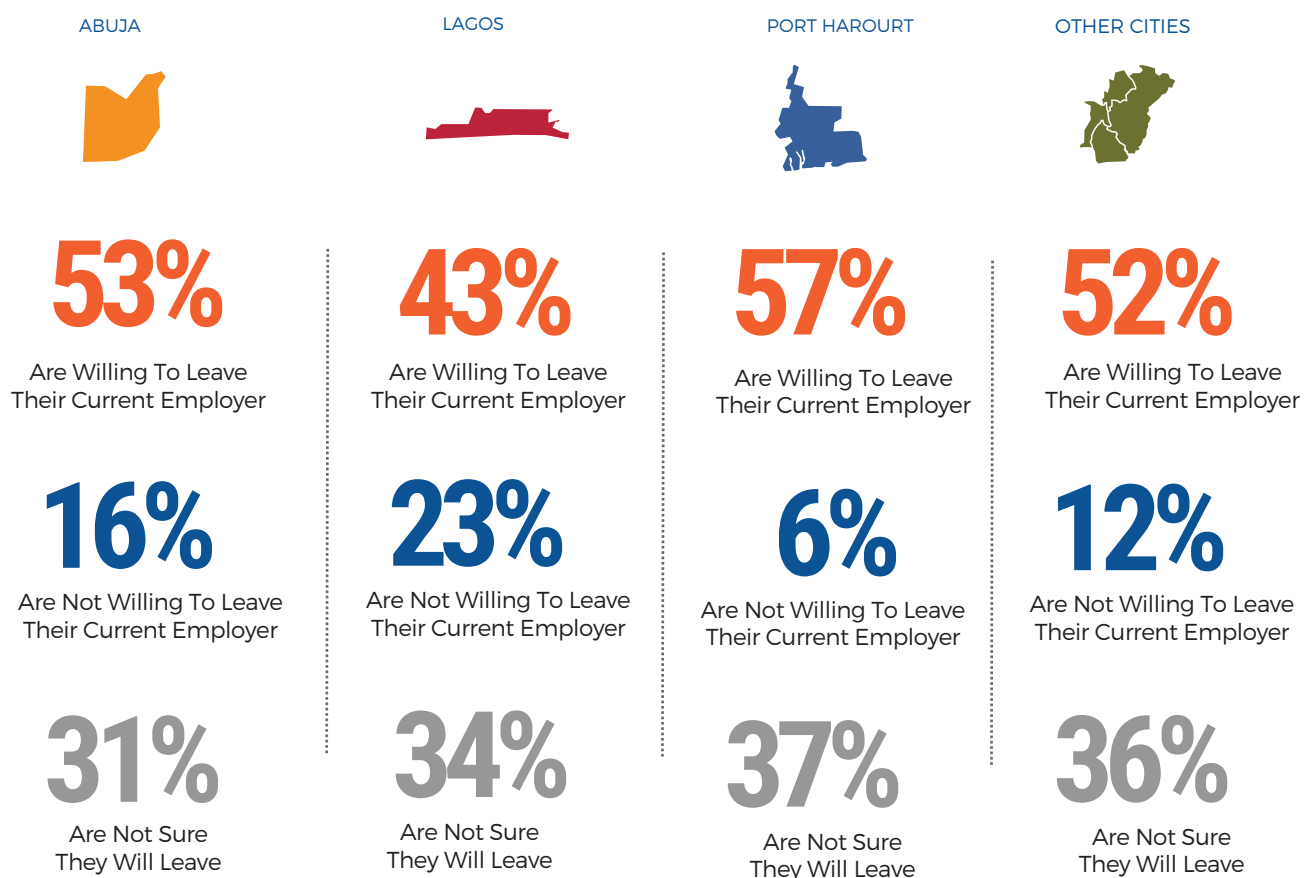
Majority of the respondents across all featured cities feel valued for the work they do.



LOCATION DEMOGRAPHIC INSIGHTS

FLIGHT RISK BY LOCATION

Most of the respondents across all featured cities pose a high flight risk.



Lagos is undoubtedly the commercial hub for job opportunities but could this be attributed to the fact that respondents in Lagos had easier access to the internet hence were able to partake in the survey? Even though most of the respondents in all the featured cities feel valued for their work, the happiness quota per location is an eye-opener as most respondents are neutral, which makes understanding their true feelings about their workplace unclear. Are their desired and intrinsic traits not met by their employer, what could be the cause?



JOB LEVEL | DEMOGRAPHIC INSIGHTS

Mid-Level respondents are the happiest group in the workplace while Senior-Level are the least happy demographic.

There's slightly a higher number of men in senior-level positions, which puts them in a better position to earn more than women.



JOB LEVEL DEMOGRAPHIC INSIGHTS



EXTRINSIC & INTRINSIC TRAITS BY JOB LEVEL

Respondents in all job levels ranked **Strong Relatable Goals and Values, Open Effective Management** as the top most important extrinsic traits.

As far as intrinsic traits are concerned, Entry-Level respondents ranked **Career Growth** as the top most important intrinsic trait, while Mid-Level and Senior-Level respondents ranked **Competitive Pay Package**.

WILDCARD TRAITS BY JOB LEVEL

The most important wildcard trait that respondents in different job levels desire in an ideal workplace. Entry-Level and Senior-Level respondents desire **Talent** in an ideal company, while Mid-Level respondents are attracted to a **Conducive Work Environment**.

HAPPINESS QUOTA BY JOB LEVEL

Majority of the respondents are either Mid-Level or to a lesser degree Entry-Level. Most Mid-Level employees are happy with their current employer, while Senior-Level employees are the least happy group.



33%

Are Happy



37%

Are Happy



22%

Are Happy



JOB LEVEL DEMOGRAPHIC INSIGHTS

FLIGHT RISK BY JOB LEVEL

Majority of the respondents across all job levels pose a high flight risk.



ENTRY-LEVEL

41%

Are Willing To Leave
Their Current Employer

26%

Are Not Willing To Leave
Their Current Employer

33%

Are Not Sure They Will
Leave



MID-LEVEL

47%

Are Willing To Leave
Their Current Employer

17%

Are Not Willing To Leave
Their Current Employer

36%

Are Not Sure They Will
Leave



SENIOR-LEVEL

33%

Are Willing To Leave
Their Current Employer

32%

Are Not Willing To Leave
Their Current Employer

35%

Are Not Sure They Will
Leave

Comfort could be one of the reasons why senior employees pose a lower flight risk, and are more concerned about the company's financial stability, and perhaps their low flight risk is a result of resistance to change? What are employers doing to ensure employee satisfaction?



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SALARY | DEMOGRAPHIC INSIGHTS

Majority of the respondents earn between NGN 51,000 - NGN 150,000, followed by under NGN 50,000.

The old-age gender pay gap still persists as men earn more than women overall; men occupy a higher monthly salary percentage of Over NGN 350,000 salary bracket.

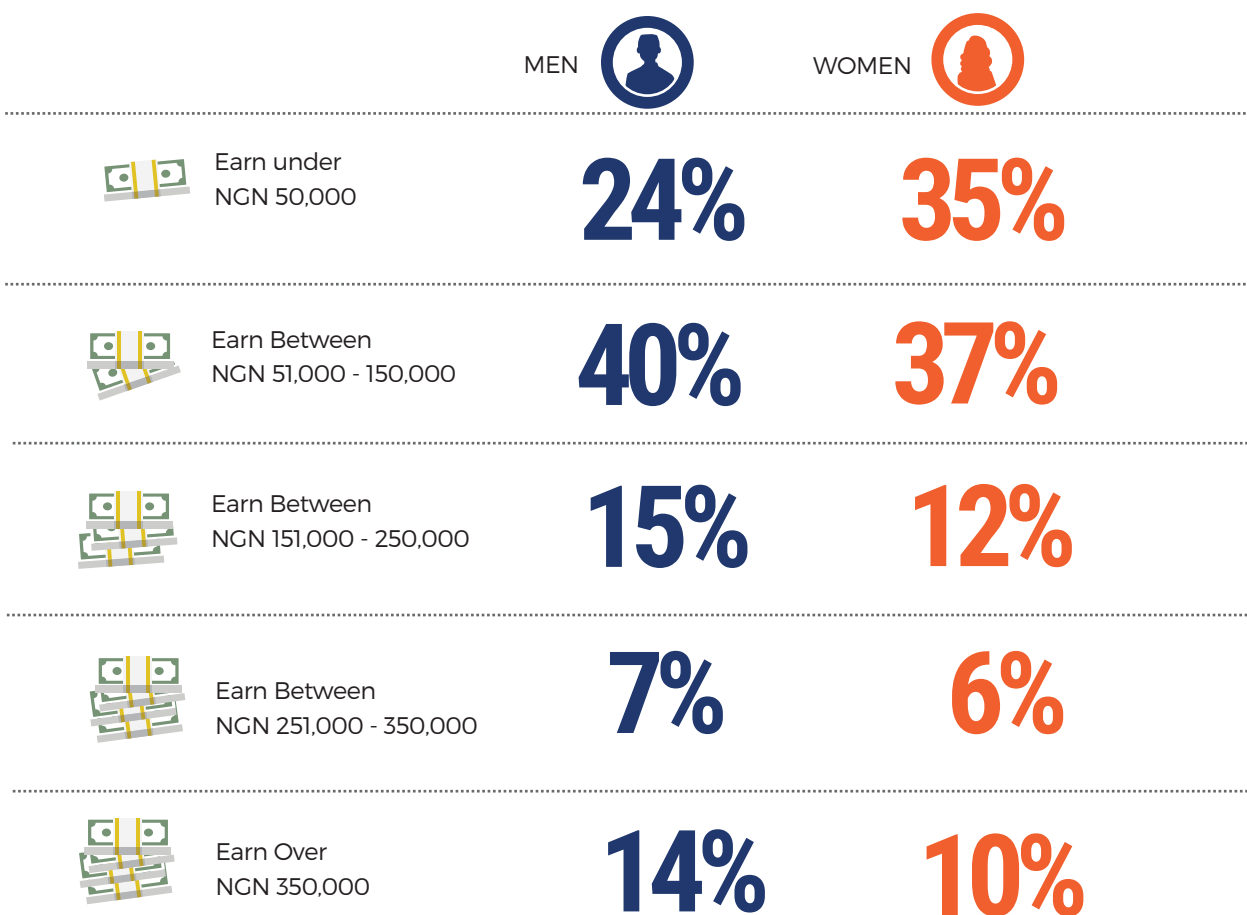


SALARY DEMOGRAPHIC INSIGHTS



MONTHLY SALARY BY GENDER

Men earn more than women with an average of 65% to 35% of women. Most of the respondents who earn below NGN 50,000 are women, while men occupy a slightly higher monthly salary percentage of Over NGN 350,000 salary bracket than women.



There's a notable gender pay gap as men earn more than women. Men are bound to earn more than their female counterparts because they occupy more senior level positions which maximizes their earning potential. According to the World Economic Forum, at current rates of progress it may take another 217 years to close the economic gender gap globally. However, what more can be done / is being done to close the gender-pay gap in its entirety?



EXPERIENCE LEVEL | DEMOGRAPHIC INSIGHTS

Most respondents across all experience levels answered neutral to their happiness quota which makes you wonder whether all is well at work.

Only a few respondents across all experience levels are not willing to leave their current employer, however, majority answered yes, which shows a significantly high flight risk rate.



EXPERIENCE LEVEL DEMOGRAPHIC INSIGHTS

EXTRINSIC & INTRINSIC TRAITS BY EXPERIENCE LEVEL

All respondents across experience levels ranked the same extrinsic and intrinsic traits, however, respondents with under 2 years experience ranked **Career Growth** as the most important intrinsic trait.

HAPPINESS QUOTA BY EXPERIENCE LEVEL

The most experienced respondents are the happiest, however, majority of the respondents' happiness levels are neutral, which makes them unclear.



UNDER 2 YEARS



2-4 YEARS



5-7 YEARS



ABOVE 7 YEARS

43%

Are Happy

47%

Are Happy

48%

Are Happy

56%

Are Happy

48%

Are Neutral

43%

Are Neutral

43%

Are Neutral

34%

Are Neutral

9%

Are Unhappy

10%

Are Unhappy

9%

Are Unhappy

10%

Are Unhappy



EXPERIENCE LEVEL DEMOGRAPHIC INSIGHTS

DO THEY FEEL VALUED FOR THE WORK THEY DO?

Majority of the respondents across all experience levels feel valued for the work they do.



UNDER 2 YEARS

65%

Feel Valued For Their Work

20%

Don't Feel Valued

15%

Do Not Work



2-4 YEARS

71%

Feel Valued For Their Work

22%

Don't Feel Valued

7%

Do Not Work



5-7 YEARS

70%

Feel Valued For Their Work

25%

Don't Feel Valued

5%

Do Not Work



ABOVE 7 YEARS

73%

Feel Valued For Their Work

24%

Don't Feel Valued

3%

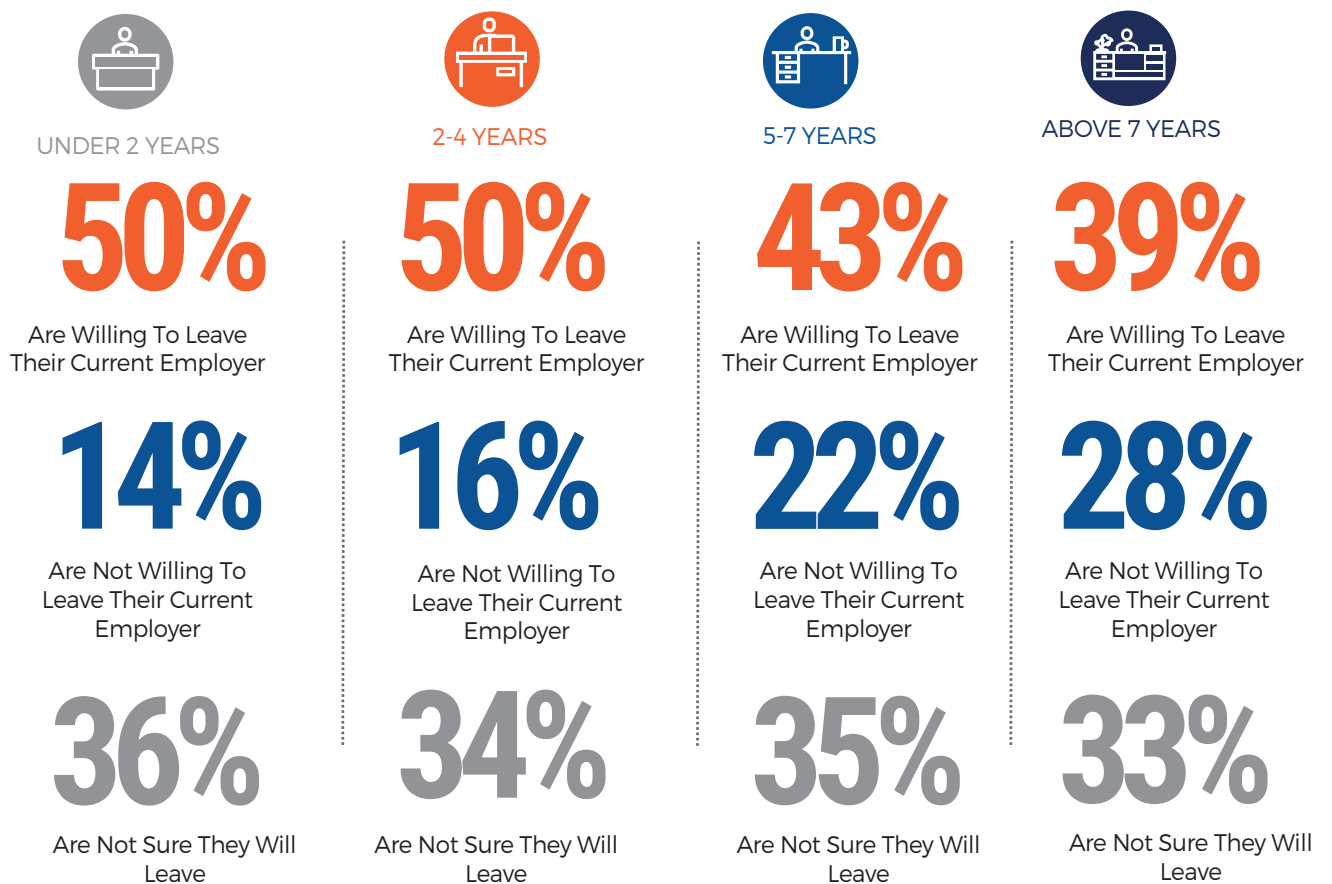
Do Not Work



EXPERIENCE LEVEL DEMOGRAPHIC INSIGHTS

FLIGHT RISK BY EXPERIENCE LEVEL

Majority of the respondents across all job levels are willing to leave their current employer.



Despite the fact that respondents across all experience levels feel valued for their work, the majority of them are neutral about their happiness. The most experienced respondents are less likely to leave, compared to other experience levels. This could be because they want to stay longer to gain more experience and hone their skills, or they're either comfortable, despite the circumstances or they would like to leave but the grass isn't greener for them elsewhere.



EXTERNAL & INTERNAL RESPONDENTS DEMOGRAPHIC INSIGHTS

Both groups are drawn to similar traits, although some differ in terms of ranking.

The majority of external and internal respondents said they would recommend their employer.

Majority of the internal respondents are not willing to leave their current employer.



EXTERNAL RESPONDENTS DEMOGRAPHIC INSIGHTS

EXTERNAL RESPONDENTS

External respondents are the general public. Their views are important in determining the general employee workplace insights.

Top 5 Extrinsic Traits For External Respondents



Strong Relatable
Company Goals
and Values



Open Effective
Management



Transparent
Performance
Management



Flexible
Hours



Health
Programs

Top 5 Intrinsic Traits For External Respondents



Competitive
Pay Package



Career Growth



Financially Stable
Company



Welfare Benefits



Job Security

Top 5 Wildcard Traits For External Respondents



Staff Support



Conducive Work
Environment



Reputable
Company



Opportunity



Rapid Promotion



EXTERNAL RESPONDENTS DEMOGRAPHIC INSIGHTS

JOB SATISFACTION

HAPPINESS QUOTA FOR EXTERNAL RESPONDENTS

Majority of the external respondents' happiness levels are neutral.

36%

Are Happy

53%

Are Neutral

11%

Are UnHappy

FLIGHT RISK QUOTA FOR EXTERNAL RESPONDENTS

Most of the external respondents pose a high flight risk.

60%

Are Willing To Leave Their
Current Employer

7%

Are Not Willing To
Leave Their Current
Employer,

33%

Are Not Sure They Will
Leave

ADVOCACY QUOTA FOR EXTERNAL RESPONDENTS

Majority of the external respondents said they would recommend their employer.

78%

Would Recommend
Their Employer

22%

Said No



INTERNAL RESPONDENTS DEMOGRAPHIC INSIGHTS

INTERNAL RESPONDENTS

Internal Respondents are employees working at various companies in Nigeria. Their participation was important for sampling and defining the top 10 companies to work for.

Top 5 Extrinsic Traits For Internal Respondents



Strong Relatable
Company Goals
and Values



Open Effective
Management



Flexible
Hours



Transparent
Performance
Management



Health
Programs

Top 5 Intrinsic Traits For Internal Respondents



Career Growth



Competitive
Pay Package



Financially Stable
Company



Job Security



Welfare Benefits

Top 5 Wildcard Traits For Internal Respondents



Staff Support



Talent



Reputable
Company



Motivation



Customer Focus



INTERNAL RESPONDENTS DEMOGRAPHIC INSIGHTS

JOB SATISFACTION

HAPPINESS QUOTA FOR INTERNAL RESPONDENTS

Most of the internal respondents are Happy.

83%

Are Happy

15%

Are Neutral

2%

Are Unhappy

FLIGHT RISK QUOTA FOR INTERNAL RESPONDENTS

Most of the internal respondents are not willing to leave their current employer.

37%

Are Willing To Leave
Their Current Employer

53%

Are Not Willing To
Leave Their Current

10%

Are Not Sure They
Will Leave

ADVOCACY QUOTA FOR INTERNAL RESPONDENTS

Majority of the internal respondents said they would recommend their employer.

95%

Would Recommend
Their Employer

5%

Said No





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THE MOST RESPECTED/ ADMIRED & DESIRED COMPANIES

This section highlights the most respected & admired and desired companies in Nigeria.

Even though **Shell** was voted the best company to work for; **Chevron** is the most respected & admired and desired company.

Nine out of ten of the top 10 companies on the best 100 companies to work for list also rank across as the most admired & respected and desired brands.



THE BEST 100 MOST RESPECTED & ADMIRABLE COMPANIES IN 2019

- #1 CHEVRON
- #2 SHELL NIGERIA
- #3 DANGOTE GROUP OF COMPANIES
- #4 NESTLE
- #5 ANDELA
- #6 TOTAL
- #7 NIGERIAN NATIONAL PETROLEUM CORPORATION
- #8 MTN
- #9 KPMG
- #10 EXXON MOBIL
- #11 NIGERIA BREWERIES PLC
- #12 PRICEWATERHOUSECOOPERS NIGERIA
- #13 GOOGLE NIGERIA
- #14 GTBANK
- #15 UNILEVER NIGERIA PLC
- #16 PAYSTACK
- #17 NIGERIA BOTTLING COMPANY
- #18 COURTEVILLE BUSINESS SOLUTION PLC
- #19 GLOBACOM NIG
- #20 DELOITTE
- #21 INTERSWITCH
- #22 PAGA
- #23 PROCTER AND GAMBLE NIGERIA LTD
- #24 GUINNESS
- #25 CENTRAL BANK OF NIGERIA
- #26 ACCESS BANK
- #27 FIRST BANK OF NIGERIA
- #28 MICROSOFT
- #29 GENERAL ELECTRIC
- #30 NIGERIAN LIQUEFIED NATURAL GAS COMPANY
- #31 ZENITH BANK PLC
- #32 BRITISH AMERICAN TOBACCO COMPANY
- #33 JULIUS BEGGER LTD
- #34 CADBURY NIGERIA PLC
- #35 UNITED NATIONS
- #36 PZ CUSSONS NIGERIA PLC
- #37 FLOUR MILL NIGERIA
- #38 AGROMALL
- #39 AIRTEL NIGERIA
- #40 VENTURE GARDEN GROUP
- #41 SEAMFIX NIGERIA LIMITED
- #42 RECKITT BENCKISER
- #43 FRIESLANDCAMPINA WAMCO NIGERIA PLC
- #44 JUMIA
- #45 OANDO
- #46 SCHLUMBERGER LIMITED
- #47 MCKINSEY & CO.
- #48 UBA
- #49 AGIP
- #50 STANBIC IBTC BANK PLC
- #51 LAYER3 LIMITED
- #52 SAHARA GROUP
- #53 FEDERAL INLAND REVENUE SERVICE
- #54 FLUTTERWAVE TECHNOLOGY
- #55 GLAXO SMITHKLINE PHARMACEUTICALS
- #56 MAINONE CABLE COMPANY
- #57 MULTICHOICE NIGERIA LIMITED
- #58 CHI FOODS LIMITED COMPANY
- #59 LAFARGE AFRICA
- #60 WHOGHOST
- #61 BUA GROUP
- #62 LEADWAY PENSURE LIMITED
- #63 MEADOW HALL GROUP
- #64 SEPLAT PETROLEUM
- #65 BRITISH COUNCIL
- #66 HALLIBURTON ENERGY SERVICE NIGERIA
- #67 7UP
- #68 FORTE OIL
- #69 SOFTCOM LIMITED
- #70 9MOBILE
- #71 HEALTHPOINT MANAGEMENT LIMITED
- #72 INNOSON MOTORS
- #73 UNION BANK OF NIGERIA
- #74 FLEET PARTNERS LEASING LTD
- #75 MOD EDUCATION
- #76 OLAM GROUP OF COMPANIES
- #77 WORLD HEALTH ORGANIZATION
- #78 DEPARTMENT OF PETROLEUM RESOURCES
- #79 ORACLE NIGERIA
- #80 STANDARD CHARTERED BANK
- #81 FLEXISAF EDUSOFT LIMITED
- #82 MATATU KEKE TAXI
- #83 MAY & BAKER PLC
- #84 STERLING BANK
- #85 NATIONAL BROADCASTING COMMISSION
- #86 TEK EXPERTS
- #87 ACCENTURE NIGERIA
- #88 DUFIL PRIMA FOODS
- #89 NAFDAC
- #90 RESOURCE INTERMEDIARIES LIMITED
- #91 SHOPRITE
- #92 CREGITAL DESIGN AGENCY
- #93 ECOWAS
- #94 ERNST & YOUNG
- #95 KUDI
- #96 PROMASIDOR NIGERIA
- #97 RED MEDIA AFRICA
- #98 RELIANCE HMO
- #99 CHANNELS TELEVISION
- #100 SIDMACH TECHNOLOGIES



THE BEST 100 MOST DESIRED COMPANIES IN 2019

- #1 CHEVRON
- #2 SHELL
- #3 NESTLE
- #4 NIGERIAN NATIONAL PETROLEUM CORPORATION
- #5 DANGOTE GROUP OF COMPANIES
- #6 TOTAL
- #7 ANDELA
- #8 MTN
- #9 EXXON MOBIL
- #10 NIGERIA BREWERIES
- #11 GOOGLE NIGERIA
- #12 KPMG
- #13 PRICEWATERHOUSECOOPERS
- #14 UNILEVER
- #15 CTBANK
- #16 PAYSTACK
- #17 COURTEVILLE BUSINESS SOLUTION PLC
- #18 GLOBACOM
- #19 CENTRAL BANK OF NIGERIA
- #20 NIGERIA BOTTLING COMPANY
- #21 GUINNESS
- #22 INTERSWITCH
- #23 BRITISH AMERICAN TOBACCO
- #24 PAGA
- #25 DELOITTE
- #26 GENERAL ELECTRIC
- #27 PROCTER & GAMBLE
- #28 MICROSOFT
- #29 CADBURY NIGERIA PLC
- #30 NIGERIA LIQUIFIED NATURAL GAS
- #31 ACCESS BANK
- #32 ZENITH BANK
- #33 AIRTEL NIGERIA
- #34 FIRST BANK OF NIGERIA
- #35 PZ CUSSON PLC
- #36 JULIUS BERGER LTD
- #37 AGROMALL
- #38 UNITED NATIONS
- #39 FEDERAL INLAND REVENUE SERVICE
- #40 MCKINSEY
- #41 SCHLUMBERGER
- #42 FRIESLANDCAMPINA
- #43 VENTURE GARDEN GROUP
- #44 OANDO
- #45 FLOUR MILLS NIGERIA PLC
- #46 AGIP
- #47 JUMIA
- #48 LEADWAY PENSURE
- #49 RECKITT BENCKISER NIGERIA LTD
- #50 SAHARA GROUP
- #51 DEPARTMENT OF PETROLEUM RESOURCES
- #52 ERNST & YOUNG
- #53 INTERNATIONAL INSTITUTE OF TROPICAL AGRICULTURE
- #54 MULTICHOICE
- #55 SEAMFIX NIGERIA LIMITED
- #56 BRITISH COUNCIL
- #57 FLUTTERWAVE TECHNOLOGY
- #58 GLAXO SMITHKLINE PHARMACEUTICALS
- #59 FORTE OIL
- #60 MAINONE
- #61 STANBIC IBTC BANK PLC
- #62 LAYER3 LTD
- #63 UBA
- #64 9MOBILE
- #65 BUA GROUP
- #66 ACCENTURE NIGERIA
- #67 FLEET PARTNERS LEASING LTD
- #68 HEALTHPOINT MANAGEMENT LIMITED
- #69 SEPLAT PETROLEUM
- #70 MATATU
- #71 MEADOW HALL
- #72 SOFTCOM LIMITED
- #73 FLEXISAF EDUSOFT LIMITED
- #74 MOD EDUCATION
- #75 NAFDAC
- #76 NATIONAL COMMUNICATIONS COMMISSION
- #77 NIGERIA STOCK EXCHANGE
- #78 STERLING BANK
- #79 WORLD HEALTH ORGANIZATION
- #80 CITI BANK NIGERIA
- #81 OLAM GROUP OF COMPANIES
- #82 UNICEF
- #83 HALLIBURTON ENERGY SERVICE NIGERIA
- #84 MASTERCARD NIGERIA
- #85 ORACLE
- #86 STANDARD CHARTERED BANK
- #87 TEAMAPT
- #88 DUFIL PRIMA FOODS
- #89 MAERSK
- #90 UAC FOODS
- #91 ABINBEV
- #92 ADDAX PETROLEUM
- #93 BANK OF INDUSTRY
- #94 DHL NIGERIA
- #95 DIP TOUR LTD
- #96 HONEYWELL
- #97 PROMASIDOR NIGERIA
- #98 KUDI
- #99 CHANNELS TELEVISION
- #100 CHI LIMITED



CONCLUSION

Shell was voted the best company to work for while **Chevron** was the most respected & admired and desired company to work for in Nigeria. What are Shell and Chevron doing in terms of employee satisfaction that attracts respondents to see them this way?

It is vital for employers to understand that employee satisfaction is a major factor that can help determine the organisation's overall well-being; thus rigorous strategies to ensure, measure, track and improve employee satisfaction should always be held in high regard.

In Nigeria, employees are most satisfied when they can relate to a company's vision, have full transparency with management and have flexibility in the execution of their tasks. A company is only as good as its staff on any given day, so ensuring your staff are happy and satisfied not only increases your company's productivity but your company's reputation as well.



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