

Common Performance Indicator Summary

All GPB Programs - 2017 Immediate Impact Data

The Common Performance Indicator Report is a project of Global Pro Bono LEAD, and aims to benchmark Global Pro Bono programs' impact on local clients and their communities, participants, and companies. In producing this report, immediate impact data from 2017 was collected from seven participating companies: 3M, EY, FedEx, GSK, IBM, JPMorgan Chase and SAP. This data set and resulting benchmarks represent responses from 1,014 GPB participants and 330 local clients across all participating companies. The anonymized data was aggregated and analyzed by PYXERA Global.



1,014

PARTICIPANTS



179,056

TOTAL HOURS



330

LOCAL CLIENTS



46

COUNTRIES

PRO BONO SECTORS

Agriculture & Livelihoods • Community Development • Culture & Arts •
Economic Growth • Education • Environment • Health • Housing • ICT •
Infrastructure • Microfinancing • Science, Technology & Innovation • Tourism

LOCAL CLIENT & COMMUNITY IMPACT

97%

Local Client organization satisfaction with GPB program

92%

Local Client organizations reporting GPB support as a change agent



\$7,715,570

Monetary value of support



\$3,160,408

Valuation of impact (improved efficiency)



1,935

People impacted directly



57,644,638

People impacted indirectly

90%

Local Client organization satisfaction with GPB impact on operational areas

- 72%** STAKEHOLDER MANAGEMENT
- 69%** LEADERSHIP & GOVERNANCE
- 68%** MARKETING & EXTERNAL RELATIONS
- 66%** TRAINING, DEVELOPMENT & KNOWLEDGE TRANSFER
- 61%** FINANCIAL SYSTEMS & MANAGEMENT
- 61%** HUMAN RESOURCES
- 61%** INFORMATION & COMMUNICATIONS TECHNOLOGY
- 52%** REVENUE/FINANCING DIVERSIFICATION
- 27%** OTHER

PARTICIPANT IMPACT

93%

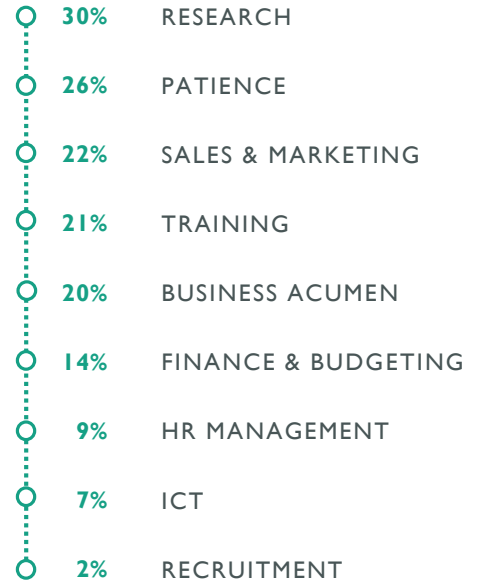
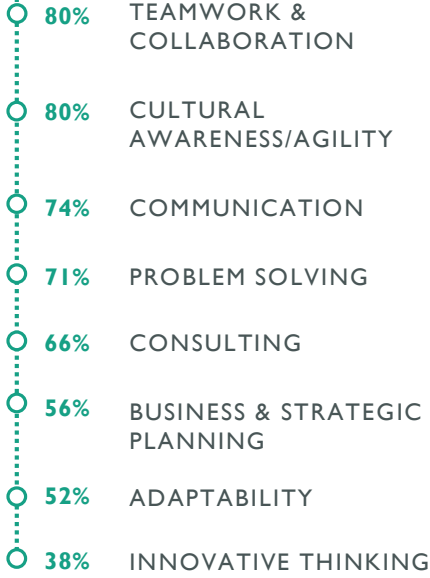
Participant satisfaction with his/her contribution to the client organization

86%

Participant job satisfaction

92%

Participant developed or improved skills or competencies



COMPANY IMPACT



92%

Participants reporting improved understanding of the company as a corporate citizen



92%

Likelihood of participants to tell others about the company



85%

Participants reporting enhanced motivation to perform



69%

Participants reporting new ideas