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.

**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

- 80% TEAMWORK & COLLABORATION
- 80% CULTURAL AWARENESS/AGILITY
- 74% COMMUNICATION
- 71% PROBLEM SOLVING
- 66% CONSULTING
- 56% BUSINESS & STRATEGIC PLANNING
- 52% ADAPTABILITY
- 38% INNOVATIVE THINKING

- 30% RESEARCH
- 26% PATIENCE
- 22% SALES & MARKETING
- 21% TRAINING
- 20% BUSINESS ACUMEN
- 14% FINANCE & BUDGETING
- 9% HR MANAGEMENT
- 7% ICT
- 2% RECRUITMENT

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