

# The RICS and Macdonald & Company REWARDS & ATTITUDES SURVEY 2010

Version II - July 2010

EXECUTIVE SUMMARY & KEY FINDINGS



**RICS**

the mark of  
property  
professionalism  
worldwide

**MACDONALD & COMPANY**

The Property Recruitment Professionals

# 2010 EXECUTIVE SUMMARY

## Introduction

Now in its eleventh year, the annual RICS and Macdonald & Company Rewards & Attitudes Survey is the most comprehensive survey undertaken for the property sector.

The survey continues the success of earlier surveys, 8,477 UK surveying professionals participated online in December 2009 and January 2010, making this the largest and most comprehensive survey of its type in the industry. Thanks this year as always must go to Property Week and RICS who actively promoted involvement in the survey amongst their readership/members. We would also like to thank all the participants who took time to complete the questionnaire.

Besides statistics on current salaries, recent salary increases, bonuses and employment package benefits, the results give insight into wider issues that are important to professionals in their role and their attitudes toward employment. This executive summary sets out the key findings of the survey.

Further analysis and information are available from Macdonald & Company.

## Foreword

2009 was arguably the hardest year for commercial property for two decades. The UK market has suffered significant falls in capital value and confidence hit rock bottom; property professionals have suffered correspondingly. The results of this survey, now in its eleventh year, accurately chart the fortunes of the property profession. Many have suffered pay reductions and the majority pay freezes. Those in the consultancy and practice sector having fared the worst so far, now pressure on the government's finances makes those in the public sector very pessimistic about the prospects for 2010. Fair numbers of professionals remain out of work and whilst estimates vary, it appears approaching 70% of graduates from last year remain without vocational work. A small but hopeful change in certain sectors of the market occurred in the last quarter of 2009 with noticeably more recruitment activity taking place.

The demand for asset managers, property managers and facilities managers has increased as investors actively seek to maximise return and mitigate tenant default and voids. The demand for analytical skills has increased too, as investors seek opportunities in the depressed market. A noticeable trend is developing of forward thinking employers hiring in key areas and taking what is probably a unique opportunity to commence new business areas and bolster existing teams. A key to business advantage in the next phase of the market is exploiting those opportunities now.

The trend referred to above is echoed in the survey with, overall, 38% of the respondents expecting some form increase in economic activity as compared to only 13% last year. However, the majority of those surveyed expect that activity will remain at the current level for the next twelve months.

If you require any further information or analysis of the survey or of the current trends in the market please do not hesitate to contact me or any member of my team.

*Peter Moore MRICS, Managing Director, Macdonald & Company*

For further information or analysis please contact:

E: [salariesurvey@macdonaldandcompany.com](mailto:salariesurvey@macdonaldandcompany.com) or call one of our UK offices.

**A full report and an online statistics package for the 2010 survey are available at a cost of £599 + VAT.**

In addition to the UK, Macdonald & Company & RICS undertake remuneration and attitudes surveys for the following regions: Middle East, Asia Pacific, Africa and Europe. All reports are available at [www.macdonaldandcompany.com](http://www.macdonaldandcompany.com)

For the second year, the results have been collated and analysed by BluSky Research (a research trading name of BluSky Marketing Limited – [www.bluskymarketing.com](http://www.bluskymarketing.com)).

## KEY FINDINGS

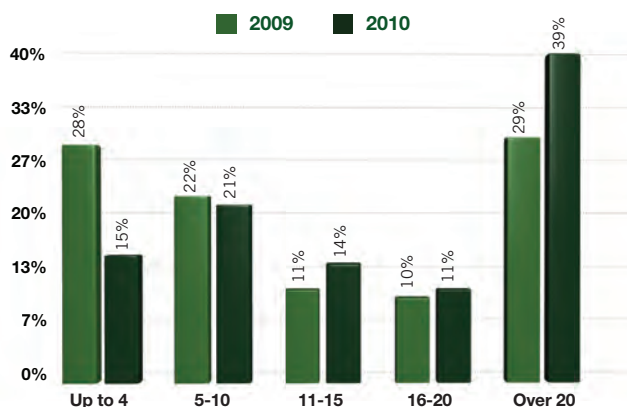
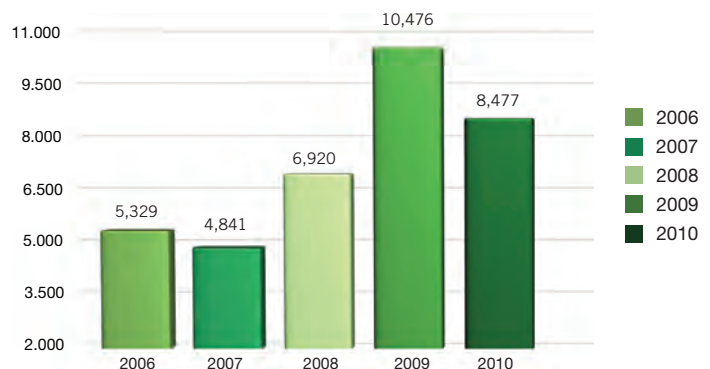
- Salaries across the property sector have fallen by 2.5% (versus +1.1%\*)
- Only 32% of respondents received a base salary increase (versus 58%\*)
- 15% of respondents had a base salary reduction, averaging a 20% salary reduction
- 53% of respondents had no change made to their base salary (versus 31%\*)
- Lower bonuses paid overall, those receiving bonuses fell from 42% to 31%, with an average bonus dropping from £5,596 to £4,750
- Provision of new and existing benefits cut back
- 74% of respondents class their current employer as their employer of choice (versus 83%\*)
- 22% (versus 16%\*) are not satisfied overall with their current job and 34% (versus 29%\*) of respondents think they will change employer in the next 12 months
- A large number of professionals expect some sort of pay reduction in the next 12 months
- 38% of respondents believe that the property market will get better over the next 12 months (versus 13% previous year)
- Average salary up from £43.7K to £47.1K, due to more experienced and senior respondents than last year

\* last year

## RESEARCH SAMPLE PROFILE

### 2010 Survey Response

In its eleventh year, with 8,477 respondents, the survey is the most robust and respected survey of its kind. Response to the survey was down slightly by 19.1% on the previous year although it still secured the second highest response rate since its inception.

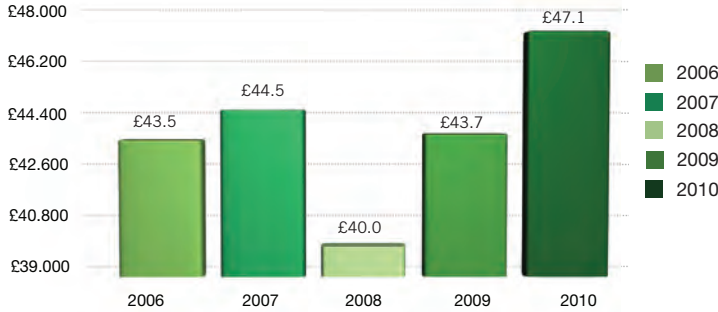


### 2010 Survey Response/Years' Experience

40% of the respondents have 20 years' experience or more in their chosen discipline, versus 29% last year.

# RESULTS

## Average UK Property Salary (£Kpa)



The average salary of a UK property professional has increased from £43,700 to £47,086. The increase is entirely due to the increased seniority profile of the respondents this year and does not reflect a real increase in remuneration. In real terms (real industry change), the average salary across the industry has dropped by 2.5% (versus 1.1% growth last year).

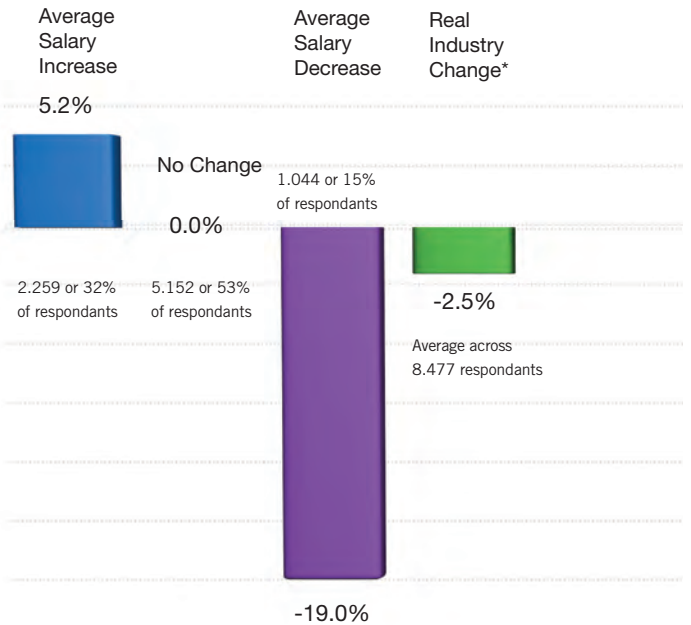
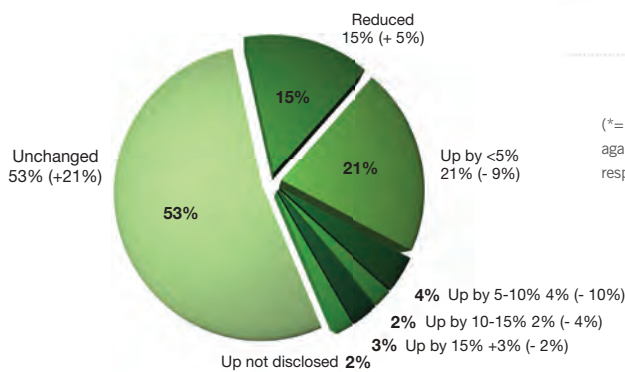
Base: All giving an answer (2009: 9914, 2010: 8197)

## Changes Made to Salary at Last Review

### What change (if any) was made to your annual salary at your last pay review?

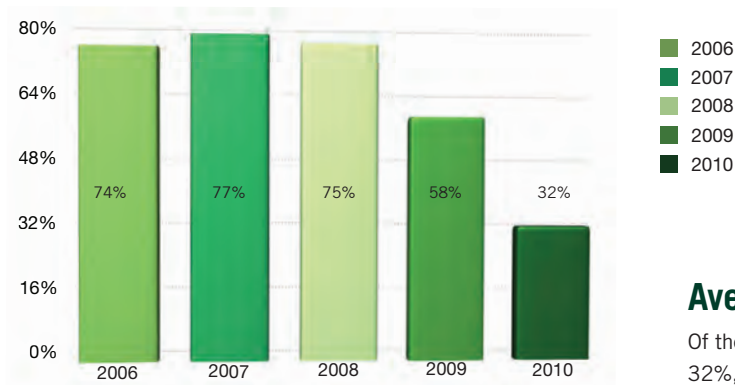
Only 32% of respondents received a base salary increase, down from 58% last year; 15% of respondents had a base salary reduction, up from 10% the previous year; while 53% of respondents had no change made to their base salary (versus 31% last year).

Base: All giving an answer (2009: 8819, 2010: 7129)



(\* = average increase of those respondents who reported a salary increase offset against those who reported a salary decrease as a %) (Please note: 1,348 respondents did respond to question & not included with % figures)

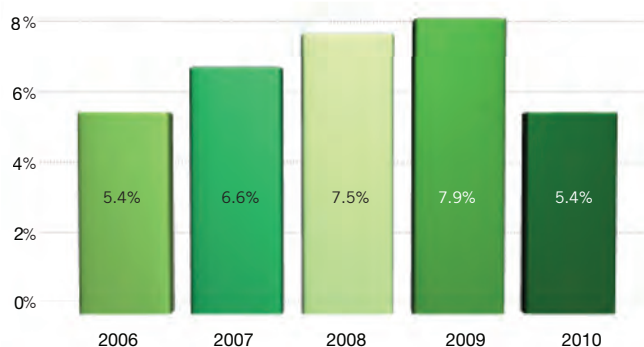
## % of Professionals Receiving Increase



Base: All giving an answer (2008: 6758, 2009: 8819, 2010: 7129)

## Average UK Property Salary Increase

Of those who did receive an increase in base salary last year, 32%, the average increase across all sectors of employment, location and level was 5.4% (versus 7.9% last year).



Base: All giving an answer (2008: 6758, 2009: 8819, 2010: 2145)

## Changes Made to Salary at Last Review & Anticipated Change at Next Review by Employer Type

EMPLOYER TYPE	CHANGE – SALARY				NEXT 12 MONTHS – SALARY & BENEFITS				
	=	↑	↓	RIC*	=	↑	↓	→	?
TOTAL	53%	32%	15%	-2.5%	55%	16%	24%	1%	4%
INVESTMENT/DEVELOPMENT	61%	28%	11%	-2.1%	55%	23%	19%	0%	3%
PROPERTY PRACTICE/ CONSULTANCY	59%	16%	25%	-7.3%	54%	18%	22%	1%	5%
FINANCIAL SERVICES	53%	44%	3%	2.8%	51%	22%	22%	0%	5%
COMMERCIAL/INDUSTRIAL /OCCUPIER	61%	31%	8%	0.6%	55%	20%	19%	2%	4%
FM SERVICE PROVIDER	58%	38%	4%	2.1%	62%	13%	22%	1%	2%
EDUCATION	35%	57%	8%	0.8%	58%	28%	7%	1%	6%
NON-PROFIT	46%	51%	3%	1.5%	60%	9%	23%	1%	7%
CENTRAL/LOCAL GOVERNMENT	34%	61%	5%	1.3%	53%	6%	37%	0%	4%

### KEY

= NO CHANGE

↑ INCREASE

↓ DECREASE

→ LEAVE PROFESSION

? DON'T KNOW

(\* = average increase of those respondents who reported a salary increase offset against those who reported a salary decrease as a %)

The matrix shows the % change in base salary and real industry change (RIC) that was experienced last year in each employer type. Respondents were also asked what they expected to happen to their base remuneration in the next twelve months. Overall 16% (versus 6% last year) anticipate a salary increase, 24% (versus 36%) anticipate a decrease while 55% (versus 51%) expect no change to be made to their base salary in the next year.

## Changes Made to Salary at Last Review & Anticipated Change at Next Review by Professional Activity

EMPLOYER TYPE	CHANGE – SALARY				NEXT 12 MONTHS – SALARY & BENEFITS				
	=	↑	↓	RIC*	=	↑	↓	→	?
ARCHITECTURE/DESIGN	63%	16%	21%	-8.6%	52%	14%	26%	2%	6%
BUILDING CONTROL	43%	48%	9%	0.2%	54%	6%	35%	2%	3%
BUILDING SURVEYING	55%	25%	20%	-4.5%	55%	16%	24%	0%	5%
CORPORATE PROPERTY CONSULTANCY (AGENT)	69%	19%	12%	8.0%	55%	20%	21%	0%	4%
ESTATES SURVEYOR (IN HOUSE)	37%	60%	3%	1.9%	55%	11%	29%	2%	3%
FACILITIES MANAGEMENT IN-HOUSE	48%	50%	2%	3.4%	54%	16%	24%	1%	5%
FACILITIES MANAGEMENT SERVICE PROVIDER	55%	43%	2%	2.8%	58%	13%	26%	2%	1%
FUND MANAGEMENT	64%	25%	11%	-1.9%	48%	31%	17%	0%	4%
GENERAL PRACTICE	52%	26%	22%	-9.7%	50%	16%	27%	2%	5%
HEALTH, SAFETY AND ENVIRONMENTAL	53%	36%	11%	0.4%	56%	17%	22%	2%	3%
LANDLORD & TENANT	48%	28%	24%	-5.7%	56%	13%	28%	0%	3%
PLANNER	53%	37%	10%	0.0%	50%	10%	31%	1%	8%
PROJECT MANAGEMENT	54%	32%	14%	-3.1%	57%	15%	24%	1%	3%
PROPERTY ASSET MANAGEMENT	55%	37%	8%	-3.0%	54%	18%	22%	1%	5%
QUANTITY SURVEYOR	56%	20%	24%	-4.4%	60%	11%	24%	1%	4%
RATING	40%	51%	9%	2.1%	48%	16%	32%	0%	4%
REGENERATION	46%	46%	8%	2.1%	56%	7%	32%	2%	3%
RESIDENTIAL DEVELOPMENT	59%	29%	12%	-9.2%	58%	21%	18%	0%	3%
RURAL PRACTICE	49%	43%	8%	2.8%	59%	16%	20%	1%	4%
VALUATION	53%	24%	23%	-13.4%	50%	16%	28%	2%	4%
OTHER	57%	32%	11%	-2.4%	57%	19%	18%	1%	5%

### KEY

= NO CHANGE

↑ INCREASE

↓ DECREASE

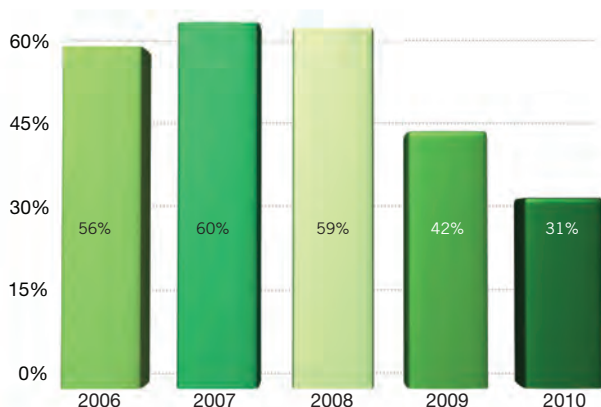
→ LEAVE PROFESSION

? DON'T KNOW

(\* = average increase of those respondents who reported a salary increase offset against those who reported a salary decrease as a %)

# BONUS & OTHER BENEFITS

## % of Professionals Receiving Bonus



Base: All giving an answer (2008: 6758, 2009: 8819, 2010: 6668)

## Average UK Property Bonuses of those that did receive a bonus

The average bonus was £4,750, compared to the £5,596 last year, an overall decrease of 15.1%. The highest bonuses were paid within Financial Services (£14,679) and Development/Investment/Property Company (£9,138) sectors.

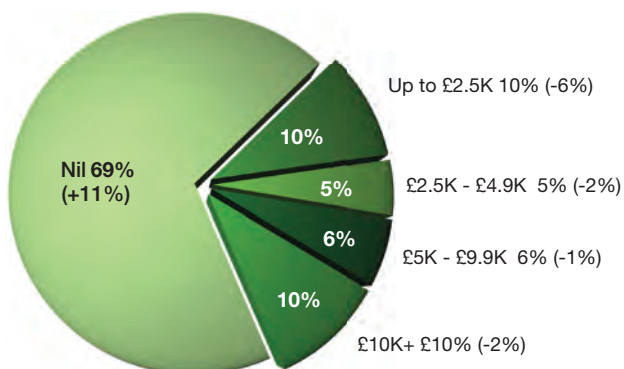
Base: All giving an answer (2008: 6758, 2009: 8819, 2010: 6668)



## Bonuses Received Over the Last 12 Months

What was the approximate value of your annual bonus (or bonuses) over the last 12 months?

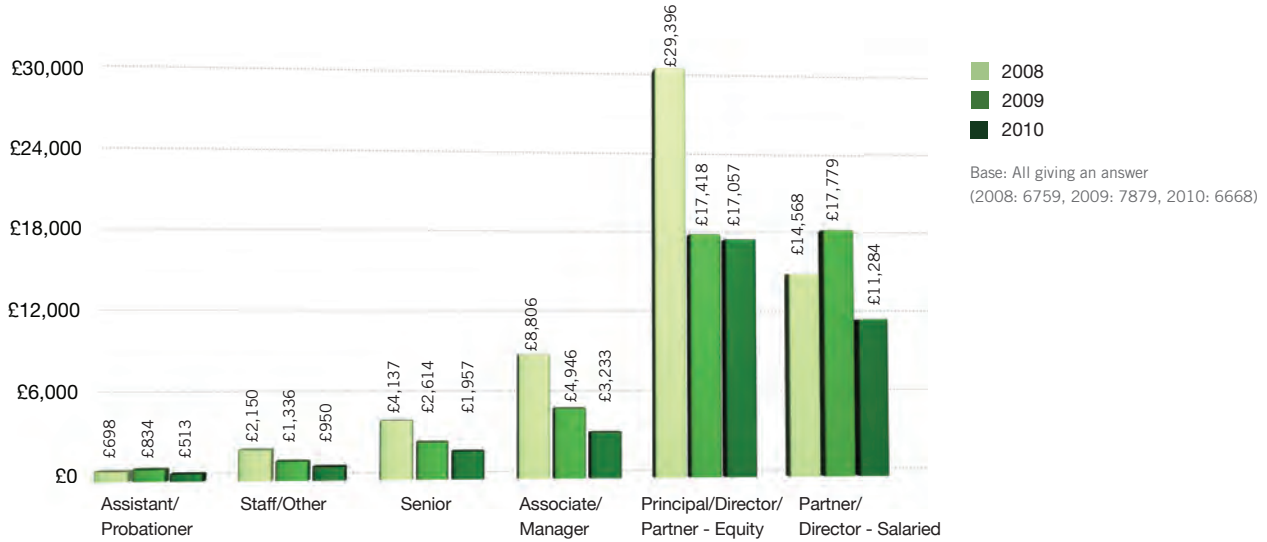
69% of the survey respondents received no bonus whatsoever, 11% less than last year, while only 31% received a bonus of any kind.



Base: All currently employed (2009: 3945 2010: 6668)

## Bonuses Received by Level of Responsibility

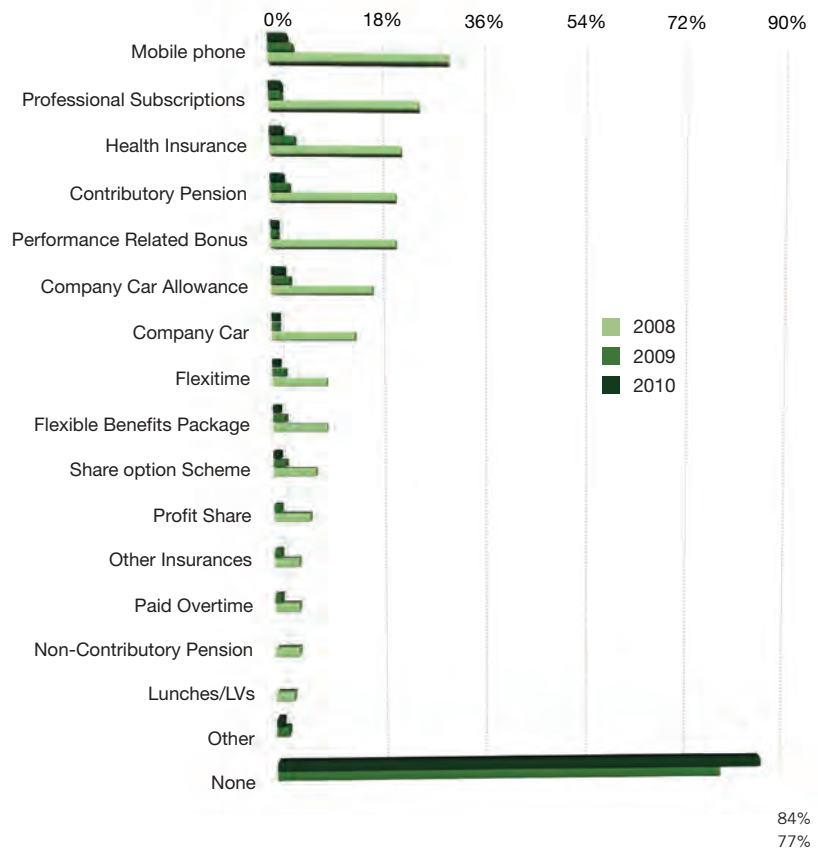
What was the approximate value of your annual bonus (or bonuses) over the last 12 months?



## New Benefits Received

Which of the following additional benefits have you received as new benefits within the last year?

Overall there is a significant decline in the provision of new benefits provided across the board, while 84% did not received any benefits at all (versus 77% previous year).

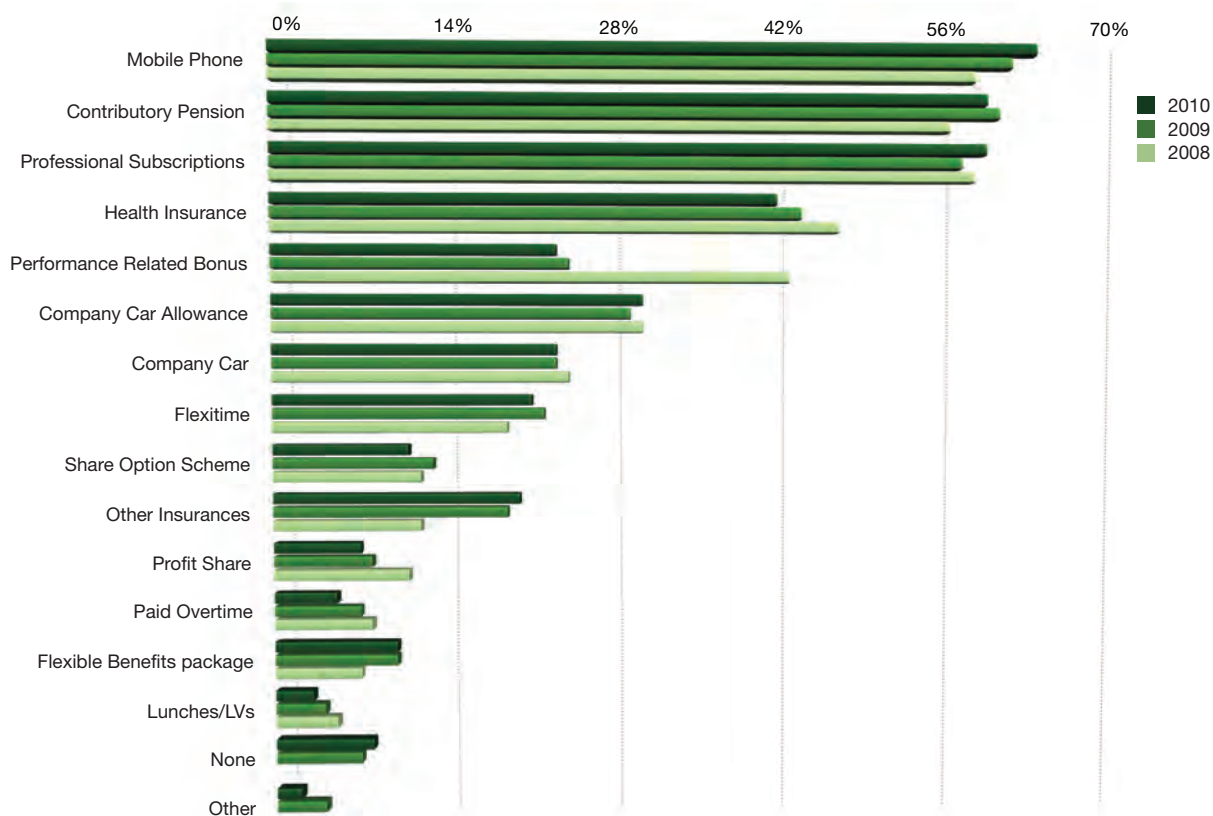




## Employee Benefits

### Which of the following additional benefits are included in your current package?

The provision of health insurance has reduced while the provision of contributory pension and performance related bonuses have also declined. Profit share schemes and paid overtime have declined consistently over the last 3 years.

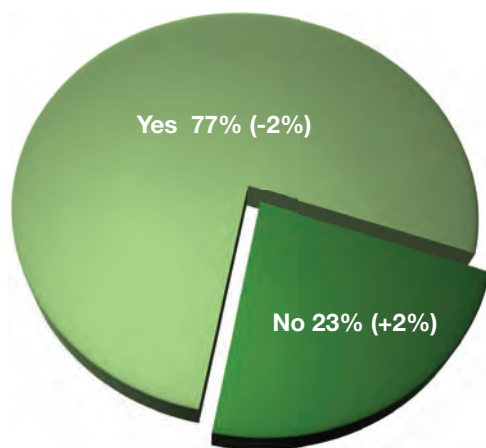


## Holiday Usage

### Do you utilise your full annual holiday entitlement?

77% of respondents use their full annual holiday entitlement, while those failing to take full holiday entitlement continue to trend upwards moving up 3% since 2 years ago.

Base: All currently employed (2008: 6758, 2009: 7906, 2010: 6678)

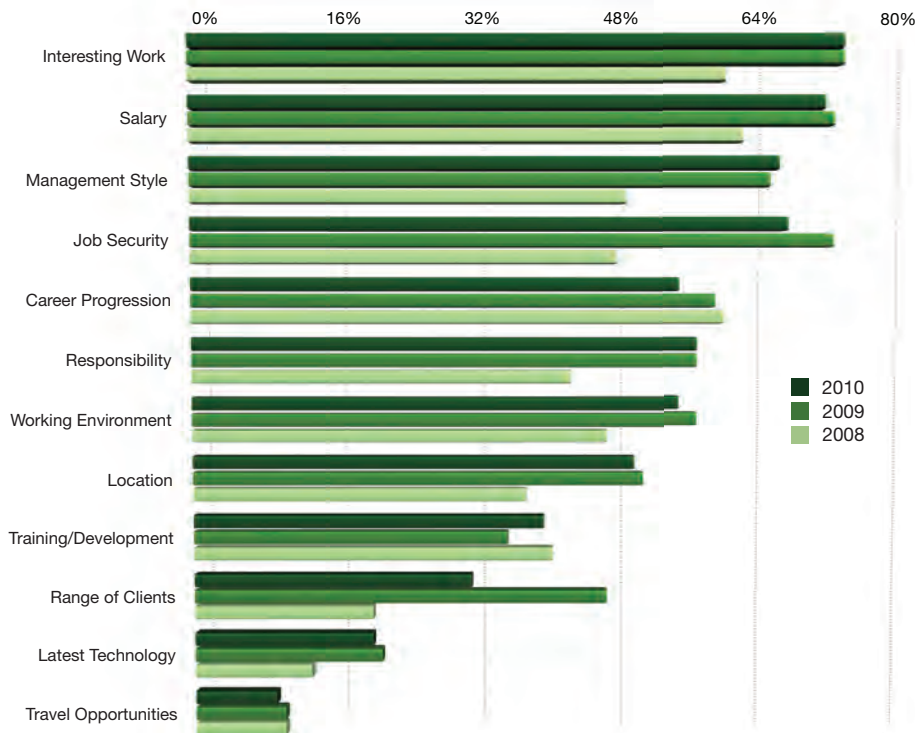


# ATTITUDES SURVEY

## Important Job Aspects

### How important are each of the following to your job?

Interesting work and salary are the most important factors when it comes to job satisfaction. Job security appears to have decreased in importance as some signs of recovery surface. The issues which are of most importance to men and women continue to differ slightly. Whereas men place salary (71%) and range of interesting work (70%) as their top two priorities, women place greater emphasis on having a range of interesting work (79%) and management style (74%) as their top two priorities.

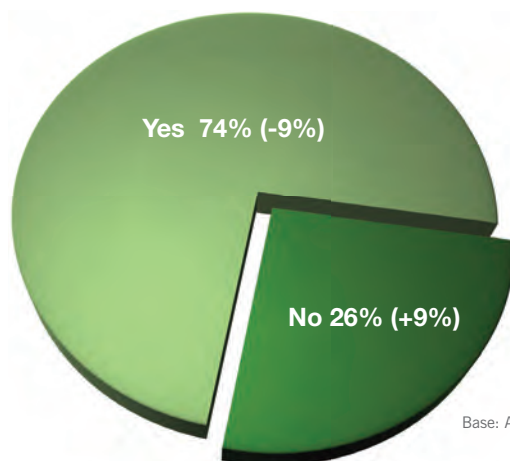


Base: All participants (2008: 6758, 2009: 8158, 2010: 6974)  
2009 & 2010 Figures based on "Very Important" + "Most Important"

## Employer of Choice

### Do you consider your current employer an employer choice?

Overall 74% of the survey respondents consider that their current employer is their employer of choice, which has dropped significantly from 83% last year.

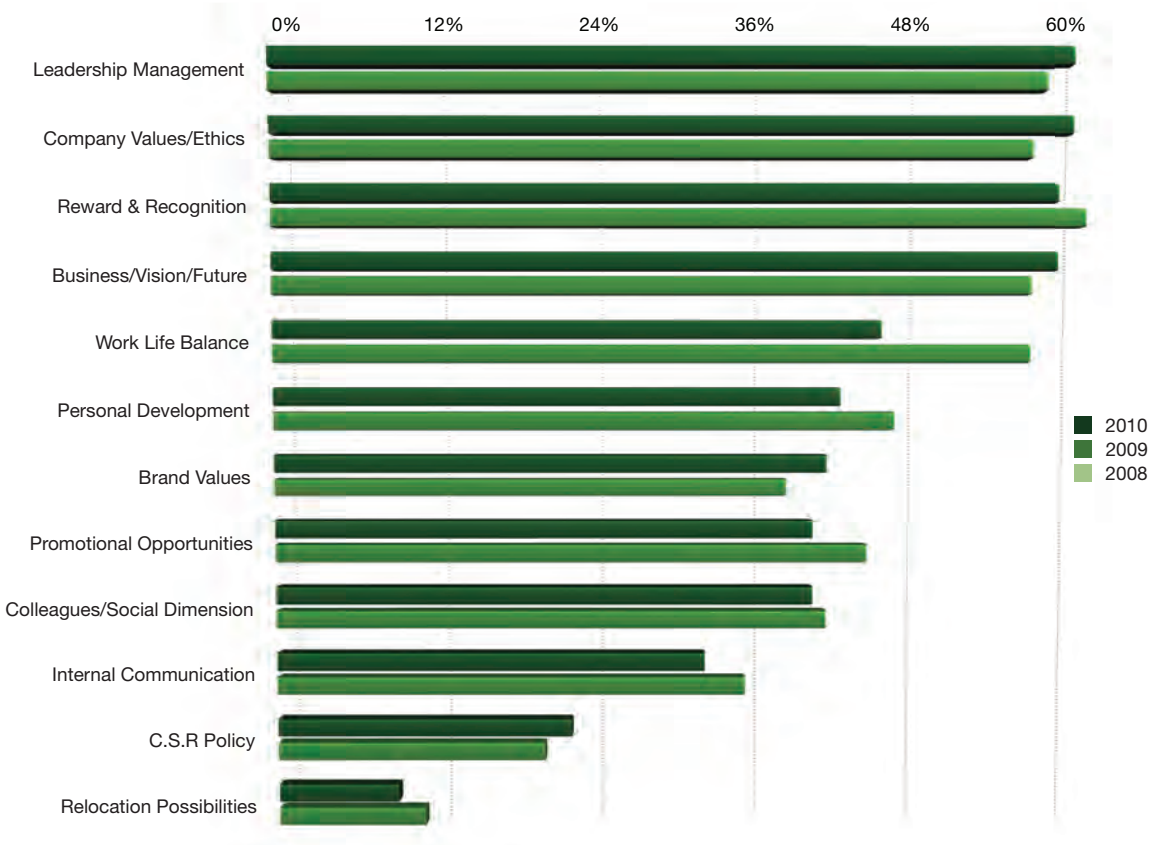


Base: All currently employed (2009: 7943, 2010: 6522)

## Employer of Choice

### How important are the following factors in making your current employer an employer of choice?

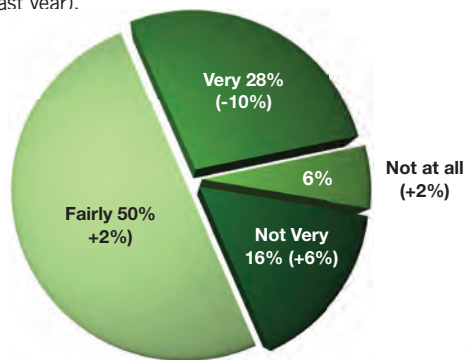
Of the 73% of respondents who consider that they are working for an “employer of choice”, the key factors are leadership/management style (59%), company values & ethics (59%) and reward & recognition (58%, down from 60% previous year). Interestingly, work life balance has dropped significantly from 60% last year to 45% this year.



## Job Satisfaction

### How satisfied overall are you with your current job?

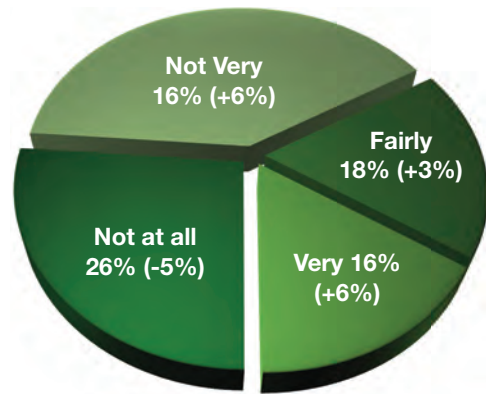
The majority of survey participants (78%, down 8% versus last year) are fairly or very satisfied with their current employment. 22% say that they are not satisfied (up 8% from last year).



Base: All currently employed (2009: 3945, 2010: 2908)

### Likelihood of Moving Job

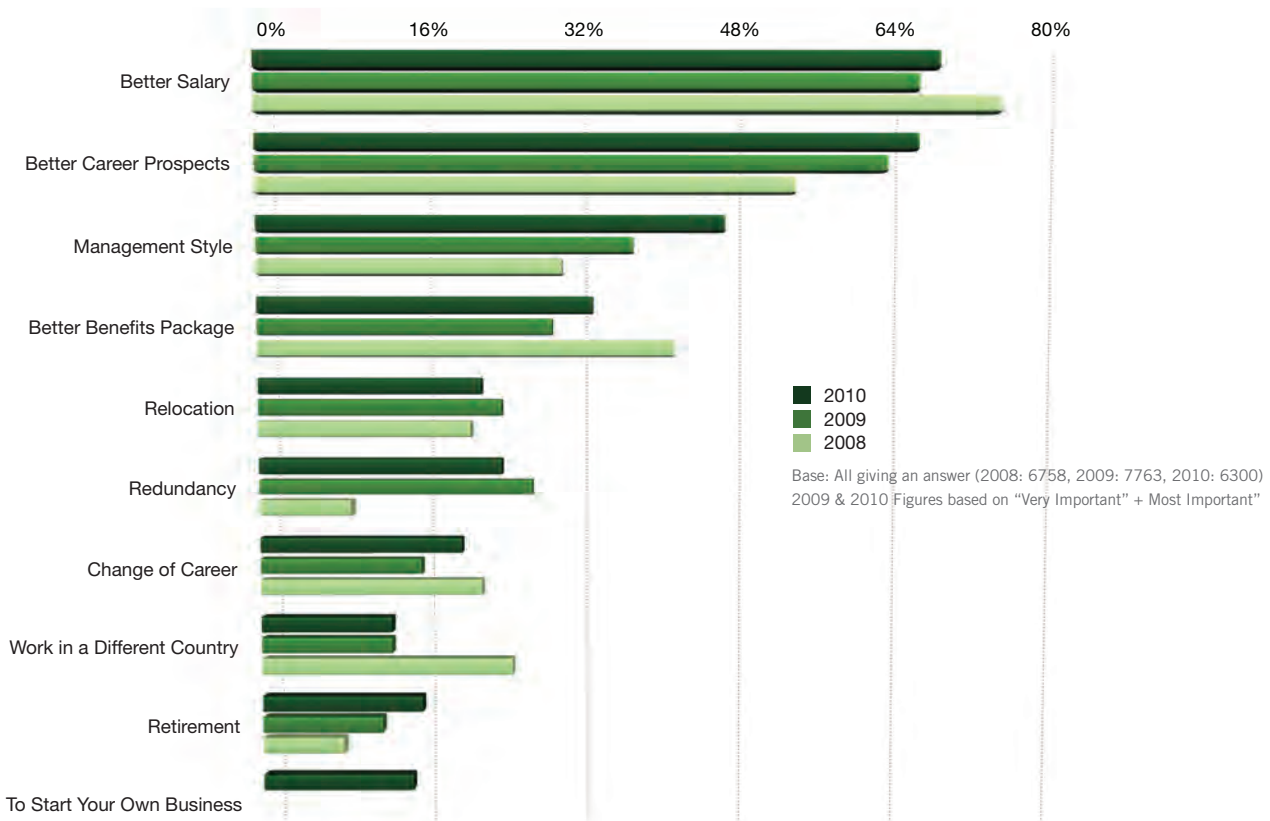
**How likely are you to change employer in the next 12 months?**  
 After salary the most likely reason for leaving an employer is better career prospects (65%, a 3% increase since 2009), followed by a better management style (46% versus 37% in 2009) and in today's economic climate it is not surprising that redundancy is at 24% (down from 27% previous year).



Base: All giving an answer (2009: 3 945, 2010: 2921)

### Present Employer

**If you were to leave your present employer, what would your main (important) reasons be?**

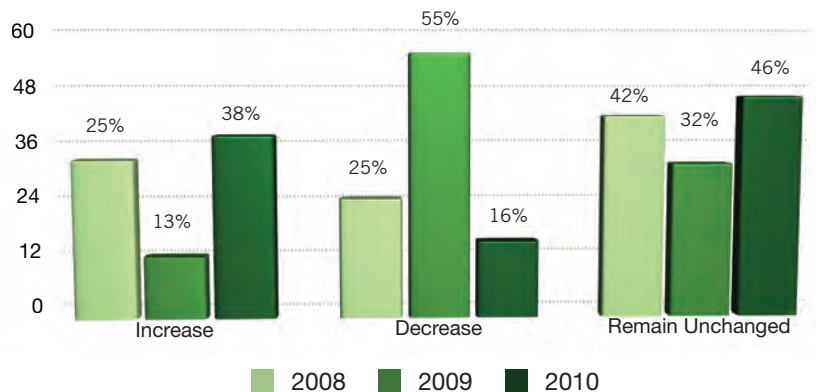


### Economic Activity (over the last 12 months)

**In your chosen professional activity, do you anticipate economic activity in the next 12 months?**

A degree of confidence has returned from the market. Overall 38% of the respondents expect some form increase in economic activity as compared to only 13% last year. The majority of the survey expects that activity will remain at the current level for the next twelve months.

Base: All participants (2008: 6920, 2009: 7083, 2010: 6729)



## Further Information

**Macdonald & Company** is the leading professional recruitment consultancy to the property industry and built environment. We have offices in the United Kingdom, Dubai, Hong Kong, Australia and South Africa enabling us to offer global reach with local knowledge. We act for a diverse range of clients; these include developers, investors, institutions, property companies, funds, banks and consultancies – indeed any organisation that occupies, owns, develops, invests in, finances or advises on property and construction. Annual surveys of remuneration and attitudes are undertaken for the following regions: UK, Middle East, Asia Pacific, Europe & Africa.

**Macdonald & Company:** 40a Dover Street, London, W1S 4NW  
T: +44 (0)207 629 7220 E: [salarysurvey@macdonaldandcompany.com](mailto:salarysurvey@macdonaldandcompany.com) [www.macdonaldandcompany.com](http://www.macdonaldandcompany.com)

**RICS** is the world's leading qualification when it comes to professional standards in land, property and construction. In a world where more and more people, governments, banks and commercial organisations demand greater certainty of professional standards and ethics, attaining RICS status is the recognised mark of property professionalism. Over 100,000 property professionals working in the major established and emerging economies of the world have already recognised the importance of securing RICS status by becoming members. RICS is an independent professional body originally established in the UK by Royal Charter. Since 1868, RICS has been committed to setting and upholding the highest standards of excellence and integrity – providing impartial, authoritative advice on key issues affecting businesses and society.

**RICS:** Parliament Square, London, SW1P 3AD  
E: [salarysurvey@rics.org](mailto:salarysurvey@rics.org) [www.rics.org](http://www.rics.org)

**A full report package combined with the online statistics package is available at a cost of £599 + VAT.**

MACDONALD & COMPANY

The Property Recruitment Professionals



LONDON	40a Dover Street, Mayfair, London W1S 4NW T: +44 (0) 20 7629 7220 F: +44 (0) 20 7629 3990 E: london@macdonaldandcompany.com
MANCHESTER	York House, 20 York Street, Manchester M2 3BB T: +44 (0) 161 605 0500 F: +44 (0) 161 605 0505 E: manchester@macdonaldandcompany.com
DUBAI	Office 206 - 207, Barsha Valley Building, Al Barsha 2, PO Box 282196, Dubai, UAE T: +971 4 430 9233 F: +971 4 430 9232 E: dubai@macdonaldandcompany.com
HONG KONG	16th Floor, 1 Duddell Street, Central, Hong Kong T: +852 2248 3000 F: +852 2526 9150 E: hongkong@macdonaldandcompany.com
SOUTH AFRICA	Gleneagles House, Fairway Office Park, 52 Grosvenor Road, Bryanston, South Africa T: +27 11 361 5900 F: +27 11 706 6713 E: southafrica@macdonaldandcompany.com
AUSTRALIA	Level 31, RBS Tower, 88 Phillip Street, Sydney 2000, Australia T: +61 (2) 8211 0529 F: +61 (2) 8211 0555 E: australia@macdonaldandcompany.com

[www.macdonaldandcompany.com](http://www.macdonaldandcompany.com)