



Generation why? Attracting the bankers of the future

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The findings of this report are based on data gathered and produced in collaboration with Universum. Universum is an international organisation that has been working in the field of employer branding since 1988. Universum delivers a full range of services in research, strategic consulting and communication solutions that enable employers to better understand, attract and retain talent. For more information, please visit www.universumglobal.com.

Foreword

For bankers, managing the aftermath of the financial crisis must have often felt like a war of attrition, with battles won swiftly followed by new and tougher challenges.

Few top bankers would dare claim that the industry is 'fixed'. However, many are beginning to turn their eyes to the future. What's the destination? What sort of culture do they aspire to? And, fundamentally, what does that mean for the management of bank employees?

Given regulatory pressure, a swathe of recent scandals and evolving social attitudes towards the industry, bankers recognise that their talent strategy, from recruitment through performance management and compensation, must change. In particular, many are focusing on their graduate hires who will be the culture-carriers of the banks of the future.

In discussing these issues with senior executives at leading institutions, several key questions emerge:

- 1) How have students' career intentions changed since the financial crisis?
- 2) What motivates students considering a career in banking, i.e. what are their aspirations?
- 3) How do students perceive banking? What associations does the industry carry for them?
- 4) How do these feelings vary across borders?
- 5) Are investment banks perceived differently from retail, private and universal banks?

Deloitte has teamed up with Universum to help answer these questions. Universum has surveyed student intentions for a quarter of a century, permitting the authors of this report to compare results over a long period. Our thanks to Universum for their contribution to this research.

Despite perceptions to the contrary, those students considering a career in banking rate training and development ahead of money.

The survey's main findings are outlined in the executive summary. In short, banks' ability to attract 'the best and brightest' is under threat. However, several insights emerge that may serve as guidance for banks seeking to make the most of the emerging generation of talent.

Despite perceptions to the contrary, those students considering a career in banking rate training and development ahead of money. So banks should emphasise their top-class training schemes when recruiting.

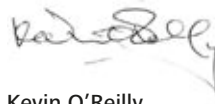
Banks need desperately to innovate in the face of regulation and technology. Students considering a career in banking seek innovation in their employers but do not expect it in banking. This is a gap that must be bridged.

Banking may be a global industry, but the aspirations of students vary across borders: even global banks need to tailor the careers they offer to local markets.

For those affected by the issues raised in this report, we welcome your feedback and comments.



Damien Laurent
Deloitte France
Co-Head,
EMEA Banking
and Capital Markets



Kevin O'Reilly
Deloitte UK
Co-Head,
EMEA Banking
and Capital Markets

Executive summary

The results of the Deloitte Talent in Banking Survey show that student career priorities and attitudes towards banking are changing. They suggest that banks must respond decisively if they are to continue to attract the best talent. Below are the report's key findings.

Banking is a less popular career choice among business students today than in 2008.

The Deloitte Talent in Banking Survey finds that banking has become a less popular career choice for business students since the financial crisis, while industries such as software and computer services have become more popular. Banking's popularity has fallen by slightly less than that of accounting, and by only half as much as that of manufacturing and engineering.

Preparing for the future is more important than starting on a high salary to those considering a banking career.

Students are most concerned with training and development, ranking it first of 40 job attributes. Earning a "competitive base salary" comes seventh, while "performance related bonuses" ranks 19th.

Banking-oriented students want a supportive and dynamic workplace, but don't expect banks to provide it.

Banking-oriented students do not associate four of their top ten job attributes with banking. Two of these ("leaders that support my development" (no. 5) and "a creative and dynamic workplace" (no. 8)) suggest those seeking a banking career desire a degree of fun and support in their first job. However, they do not expect banks to provide this.

Banking-oriented students do not expect to achieve their career goals working in banking.

The top career goal of those contemplating a banking career is work-life balance. Job security is the second most important overall goal, having risen from fifth place since 2008. However, these are not attributes these students associate with banking. The paradox may be a response to the industry's slew of job losses. Or it may denote a multi-stage career plan, with a short stint in banking for training and development followed by alternative career choices.

More than half of business students expect to move on from their first employer within three years.

Students are not expecting their first role after university to be a job for life. In fact, 85 per cent of students interested in banking expect to stay at their first employer for five years or fewer. Only one in ten banking-oriented students expects to remain in their first job for a decade or more.

Banks are not considered diverse places to work.

The vast majority of banking-oriented students do not think banks support gender equality (65%) or are accepting towards minorities (74%). The figures for the 70% of business students who are not banking-oriented are likely to be even higher. This appears to be turning off applicants – women make up 53% of business students but just 48% of banking-oriented students. Moreover, substantial minorities of business students strike banks off their list of "ideal" employers because they do not think they would develop there (16%) or because they do not identify with current employees (14%).

Banking-oriented students' expectations of banking vary widely by country.

Banking is most popular with students in South Africa, and least popular in Germany, a country with a strong manufacturing tradition. Emerging markets students tend to associate working in banking with stability; their counterparts in developed countries are more likely to associate it with money and prestige.

Investment banks are seen as extreme versions of other banks, offering more money and prestige, and less equality and friendliness.

Banking-oriented students expect a job in investment banking to have more of the characteristics associated with banks (e.g. money and prestige) and less of those attributes banks are seen as lacking, such as job security, equality and a friendly workplace.

Ethics and corporate social responsibility are low priorities for would-be bankers

Despite the call for banking to demonstrate its social utility and to reform its culture, ethics and corporate social responsibility are low on the priority list for banking-oriented students, ranking 32nd and 33rd respectively out of 40 desirable job attributes. Environmental sustainability comes in at 39th. These three also appear in the bottom ten attributes that banking-oriented students associate with banks. Given the new regulatory model, banks may need to emphasise ethics, culture and social role more in their recruitment.

Banking is a less popular career choice among business students today than in 2008.

Introduction and methodology

This report explores intentions, aspirations and associations in relation to banking careers, based on a global survey of almost 108,000 business students from 1,350 universities.

Universum has been conducting research into students' career intentions since 1988. Headquartered in Sweden, it operates from eight sites globally, and interviews 450,000 students in 27 countries each year.

Deloitte examined data from the 15 markets most relevant to banking: Brazil, Canada, the United States, China, India, Japan, France, Germany, Italy, the Netherlands, Russia, South Africa, Spain, Switzerland, and the United Kingdom.

In each market, business students were presented with a list of employers from a range of industry sectors. Students selected from these employers in a three-stage process. First, they chose an unlimited long list of companies for which they would consider working. They then narrowed the choice to five "ideal" employers. Finally, students were asked to which companies they had applied, or intended to apply.

Using students' rankings of companies they would most like to work for, Deloitte analysed evolving intentions towards employers in different industries since 2008.

Deloitte then focused on 'banking-oriented students', i.e. those who include at least one bank in their list of five "ideal" employers. This subset numbered 32,000.

Using Universum's detailed questionnaire, Deloitte analysed the drivers of career choices for banking-oriented students, across the parameters of goals, aspirations and associations (expectations).

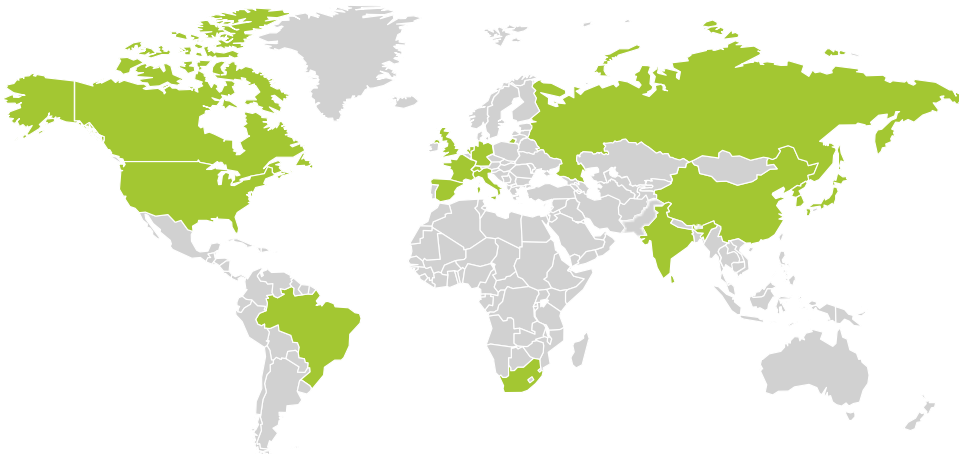
Deloitte's analysis compares aspirations with associations to show where they overlap and where they don't. It also shows where banking-oriented students care little about attributes that they do not associate with banks.

There are some attributes that banks offer that banking-oriented students no longer care for. Banks should assess whether they should cease to offer those attributes, or underplay them.

Of more concern is the fact that banks are perceived as lacking some qualities that banking-oriented students seek.

Deloitte's analysis compares aspirations with associations to show where they overlap and where they don't.

Figure 1. Geographical scope of the survey



Source: Universum data; Deloitte analysis

Weathering the storm: The popularity of working in banking

The popularity of working in banking has declined since 2008, but less so than that of other industries.

The popularity of working in the average bank fell by five places to 35th out of a normalised group of 100 employers during the five-year period to 2013. This seems a surprisingly resilient performance in the wake of the global financial crisis. Accounting, the most popular career among business students, fell by six places. Manufacturing and engineering suffered a much sharper decline, falling by ten places.

The relatively sharp decline in appetite for manufacturing and engineering may seem surprising given the hopes expressed by some that manufacturing would experience a renaissance in the wake of the financial crisis, and that the 'best and the brightest' would no longer flock to banking.

The *Financial Times* is among those opinion formers that have articulated a desire for a 'balanced' return to growth. In a July 2013 editorial, the paper said, "For Britain, this means moving away from a pre-crisis model driven by a bloated banking sector." But it lamented, "...the rise of manufacturing is still too slow."¹

Figure 2 shows how rankings of various industries have evolved since 2008, derived by categorising the employers in business students' lists of five "ideal" employers by industry.²

One reason that manufacturing has under-performed may be that it hasn't been creating jobs.

Taking the example of Brazil, the country's banks weathered the crisis relatively well and there were no significant failures or government bailouts. Banks continue to be seen as strong and profitable, and enjoy a reputation of rewarding individual performance relatively more than other employers. The sector continued to grow after the crisis, albeit at a slower pace.

By contrast, manufacturing suffered a much more acute deceleration in growth, caused in part by a slowdown in international commerce and infrastructure bottlenecks. This led to a commensurate decline in job creation.

In the UK, manufacturing accounts for just 8 per cent of employment, so its capacity for rapidly replacing lost banking jobs was always going to be limited. Complicating this is a welcome growth in manufacturing productivity: the sector has actually shed jobs since 2010. Therefore, the rebalancing may manifest itself in increased manufacturing output, exports and capital expenditure, rather than in more manufacturing jobs.

Business school students report that manufacturers struggled to recruit candidates into their strategy and product management functions. They battled against perceptions that they were slow-moving and offered few chances for career progression. Improving productivity should help to make manufacturing jobs higher-status and better-paid.

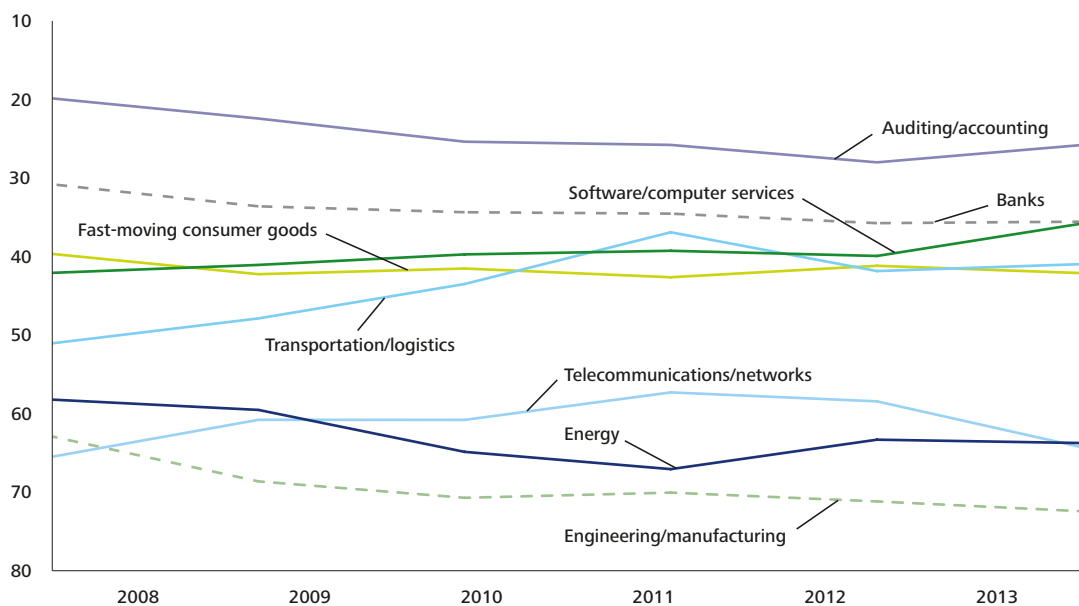
By contrast to manufacturing's shrinking labour force, three-quarters of all new jobs created in the UK since 2010 have come from four 'super-growth' service sub-sectors that account for a quarter of all jobs. These include: hospitality; communications, media and software; professional services, and renting, leasing, call centres and facilities management.

¹ <http://www.ft.com/cms/s/0/bb83593a-f5f3-11e2-8388-00144feabdc0.html#axzz2fFeqJ3QT> Financial Times; 26 July, 2013.

² There were different numbers of employers in various years and across different countries, so the rankings have been normalised across 100 employers for the sake of consistency.

Figure 2. Student ranking of attractiveness of employment across selected industries, 2008–2013

Average company rankings, by industry



Source: Universum data; Deloitte analysis

Note: Industry rankings were calculated by averaging the student rankings scored by each company in the industry.

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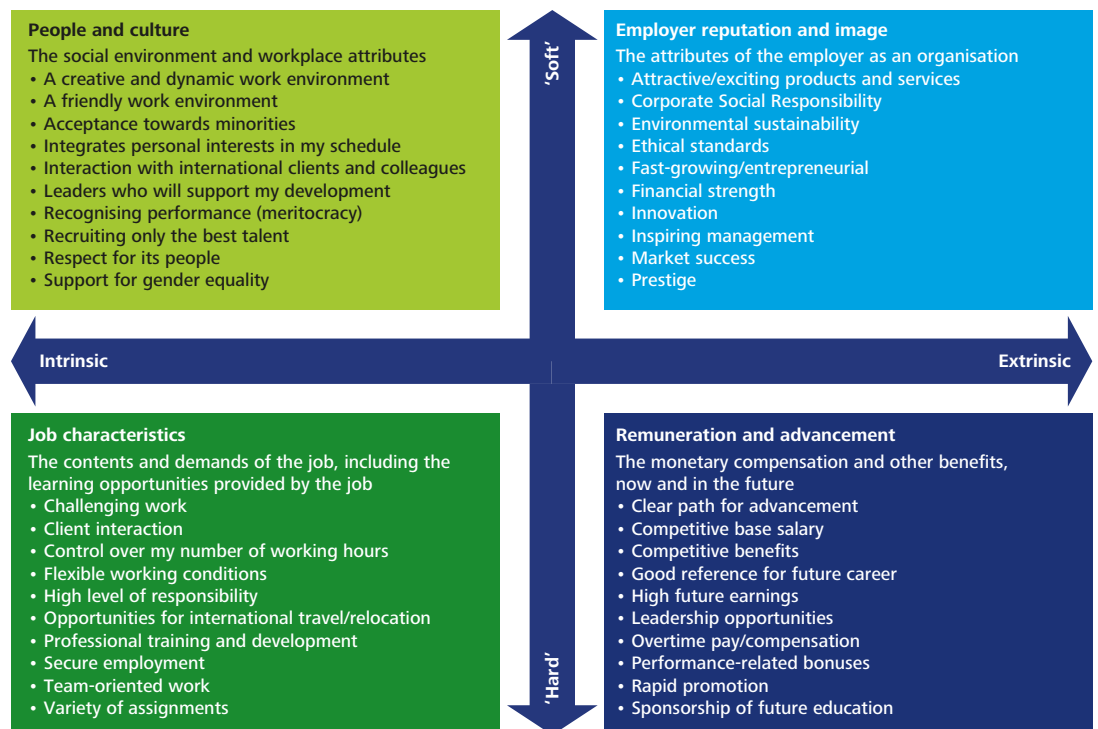
What tomorrow's bankers want: Learning and earning

Students seeking banking jobs are motivated by learning and career advancement, and money.

Student respondents were asked which job attributes they find most attractive. A total of 40 job attributes were grouped into four categories: Employer Reputation and Image, People and

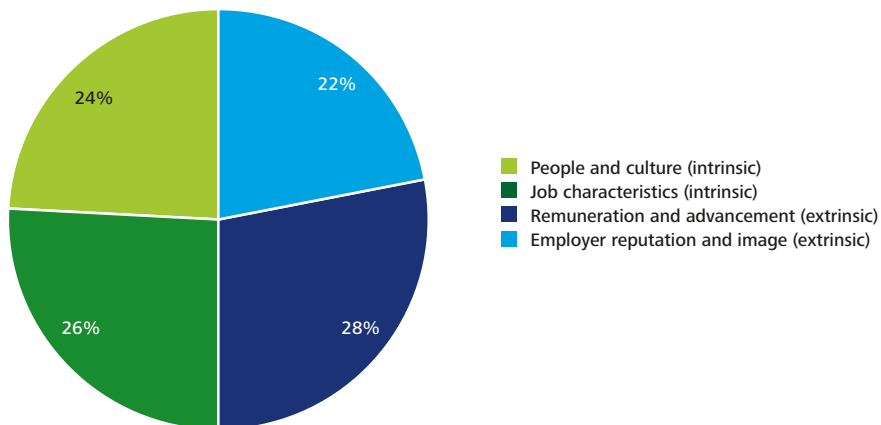
Culture, Remuneration and Advancement and Job Characteristics. Figure 3 plots the categories based on whether they represent extrinsic or intrinsic factors and soft or hard attributes.

Figure 3. Job attributes featured in the survey



Source: Universum data; Deloitte analysis

Figure 4. The relative importance of categories of job attributes among banking-oriented students



Source: Universum data; Deloitte analysis

Note: Survey question – “Please divide 100 points between the alternatives in accordance with importance.”

Banking-oriented students place most emphasis on “Remuneration and Advancement” (Figure 4). However, the differences between categories are not great: “Remuneration and Advancement” scored 28 per cent, just 6 percentage points above the least important category, “Employer Reputation and Image”. Intrinsic factors were weighted equally with extrinsic factors.

Students were also asked to rank attributes within each category by how attractive they find them. Perhaps surprisingly, “training and development” is the chief concern of students looking for a job in banking, rather than money (Figure 5, p9).

Equally notable is how forward-looking students are. The top three entries are concerned with how a job in banking would bring benefits in the future. More immediate rewards, like challenging work and a competitive salary, are less important.

It is also worth noting that “Employer Reputation and Image” attributes do not feature in the top ten for banking-oriented students.

The right side of Figure 5 shows that banking-oriented students associate six of their top ten desirable attributes with a career in banking. This makes sense – students will apply to industries that have the potential to meet their aspirations. However, banking-oriented students do not associate four of their top ten attributes with banking. These are “leaders that support my development” (5th), “a creative and dynamic workplace” (8th), “leadership opportunities” (9th) and “opportunities for international travel/relocation” (10th).

What emerges is a picture of a career that offers pay and development, but lacks some core student priorities. For example, banking-oriented students associate banking with good training, but not with a supportive individual approach from managers.

Banking-oriented students also value a creative and dynamic work environment, but do not expect banks to provide this. Less than 40 per cent associate this attribute with banks. This is an area where software companies excel, and perhaps at least partly explains the relative rise in the popularity of software and computer services against banks over the past five years.

If banks wish to avoid losing further ground in employer popularity rankings, they must listen to what students want and respond appropriately.

In addition to failing to offer what banking-oriented students value, banks are also associated with traits on which applicants place little value. When trying to attract students, banks tend to trade on their reputation (three of the top ten attributes with which they are associated by banking-oriented students concern their image, i.e. “financial strength” (2nd), “prestige” (5th) and “market success” (10th)). However, banking-oriented students do not rate any of these factors in their own top ten aspirations.

These findings point to ways that banks must hone their image as employers. They must emphasise those attributes for which they are known, and which are valued by banking-oriented students, such as training.

In their employer marketing they should downplay the prestige on which they have traditionally traded.

Finally, they need to consider how to address the gaps between what banking-oriented students want and what they expect from banks. In some cases banks may not be able to meet student aspirations.

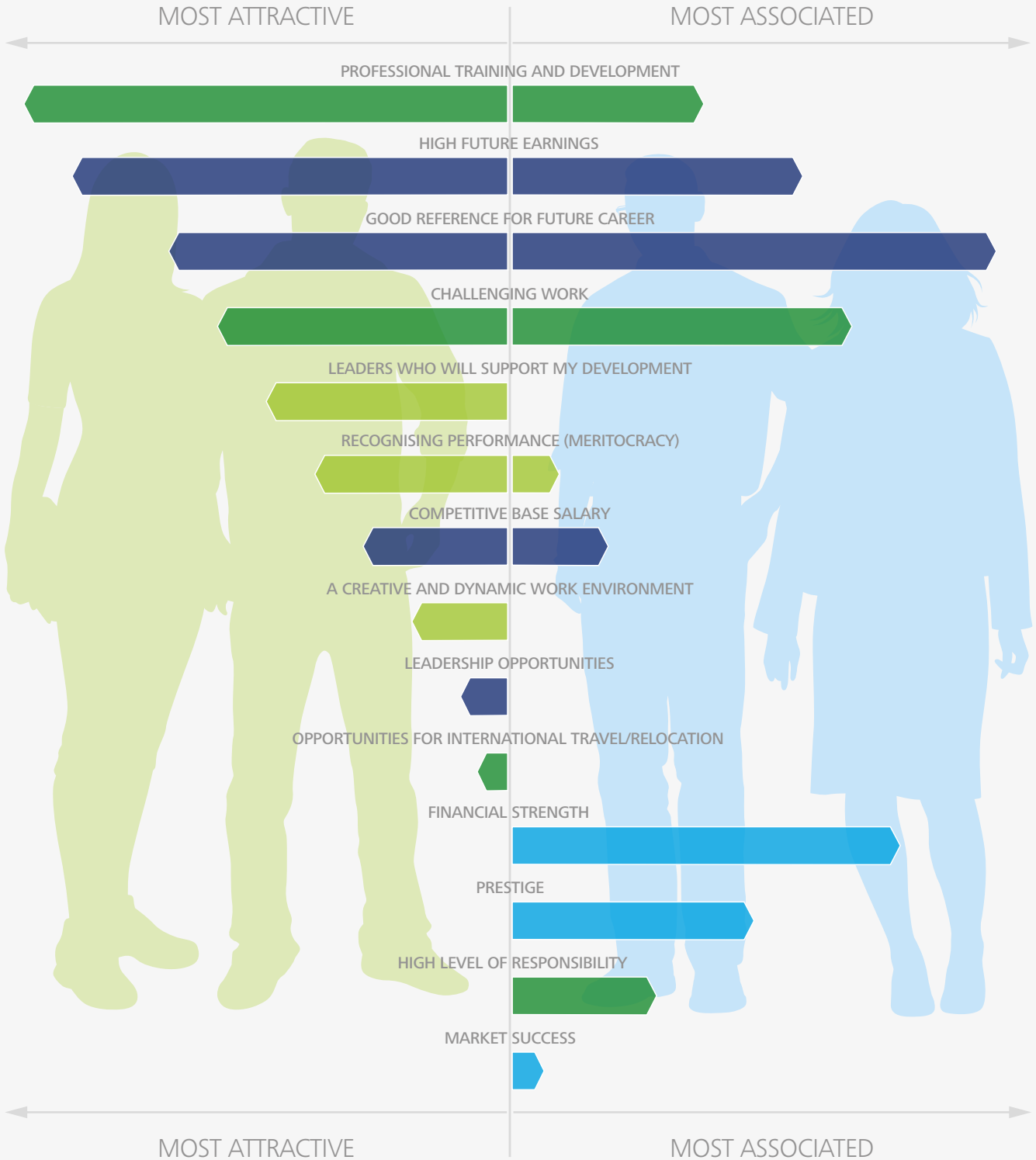
However, there are other attributes that banks need as keenly as banking-oriented students want them. For example, banks need to be creative and dynamic – attributes sought by banking-oriented students – thanks to the impact of regulation and technology on their business model. Therefore, banks must ensure that this is a quality that they explicitly inculcate in their existing staff, and seek in recruits.

Banking-oriented students also value a creative and dynamic work environment, but do not expect banks will provide this. Less than 40 per cent associate those attributes with banks.

Figure 5. Top ten jobs attributes that banking-oriented students associate with banks and top ten that they find most attractive, 2013

JOB ATTRIBUTES THAT BANKING-ORIENTED STUDENTS FIND MOST ATTRACTIVE, 2013

JOB ATTRIBUTES MOST ASSOCIATED WITH BANKS BY BANKING-ORIENTED STUDENTS, 2013



Source: Universum data; Deloitte analysis

Note: These rankings are based on answers to the survey questions – “Which attributes do you perceive as the most attractive? Please select a maximum of three alternatives [in each of the four categories]” and, “Which of the following attributes do you associate with each employer?”

Worth waiting for: Banking-oriented students' career goals

Banking-oriented students' career goals do not mesh with the attributes they associate with banking. This – and their expected tenure in their first graduate job – suggests banking may be a stepping stone to another career.

Students contemplating working for a bank in their first job after graduating were asked to list their career goals (Figure 6). They care most about “work-life balance”, which has been the number one student priority over the past four years, this survey shows. “Job stability” has climbed most in the past five years, ascending three places to rank second out of nine. “Serving a greater good” has also become more important, climbing two places to seventh.

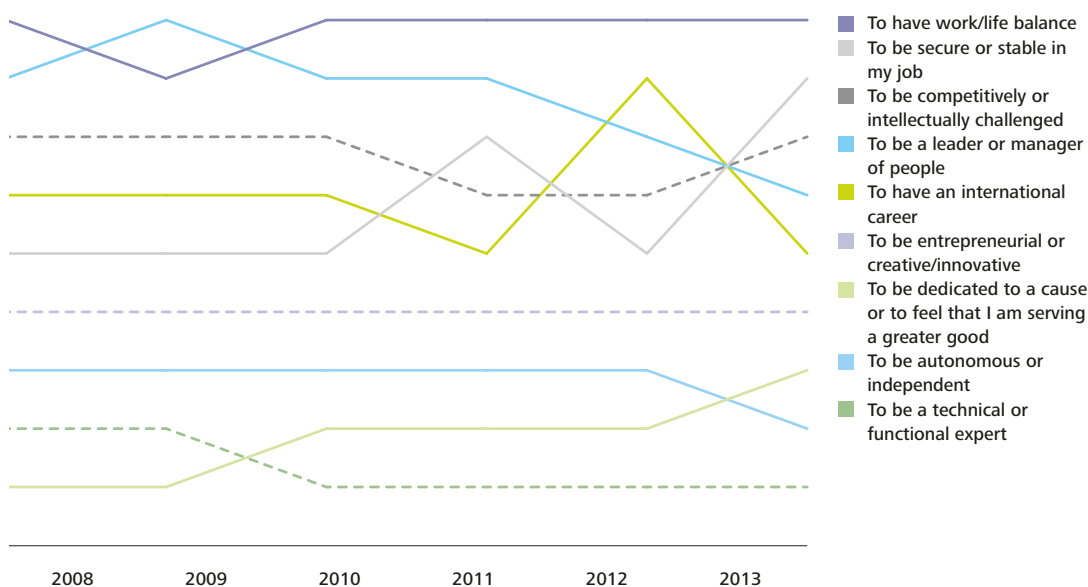
The findings are somewhat surprising. Banking-oriented students rate “work-life balance” as their top career goal, ahead of “becoming an expert” in their field or “being intellectually challenged”. But “flexible working conditions” is, from the list of 40, the attribute

banking-oriented students least associate with banks. Similar attributes like “enabling me to integrate personal interests in my schedule” and “control of my number of working hours” also rank in the bottom four.

Equally, banking-oriented students do not associate banks with job security. Nor do they rate banks strongly on factors associated with serving a greater good; “environmental sustainability” and “ethical standards” were ranked among the ten attributes least associated with banking.

Students are applying to an industry they don't expect to meet their career goals. What explains this paradox?

Figure 6. Banking-oriented students' ranking of career goals, 2008–2013



Source: Universum data; Deloitte analysis

Note: Survey question – “From this list of nine possible career goals, which are most important to you? Please select a maximum of three alternatives.”

It appears that banking-oriented students want to work for banks because they are seen as a good place to lay the groundwork for a future career. Students expect banks to provide “training and development” and “a good reference for a future career”. In short, banking-oriented students seem willing to undertake an intense few years in banking for the sake of increasing their chances of fulfilling their broader career goals later on.

This interpretation of the paradox between career goals and associations with banking is supported by the data on applicants’ intentions about how long they plan to spend in their first graduate job.

Most students plan to stay at their first employer after graduating for three years or fewer

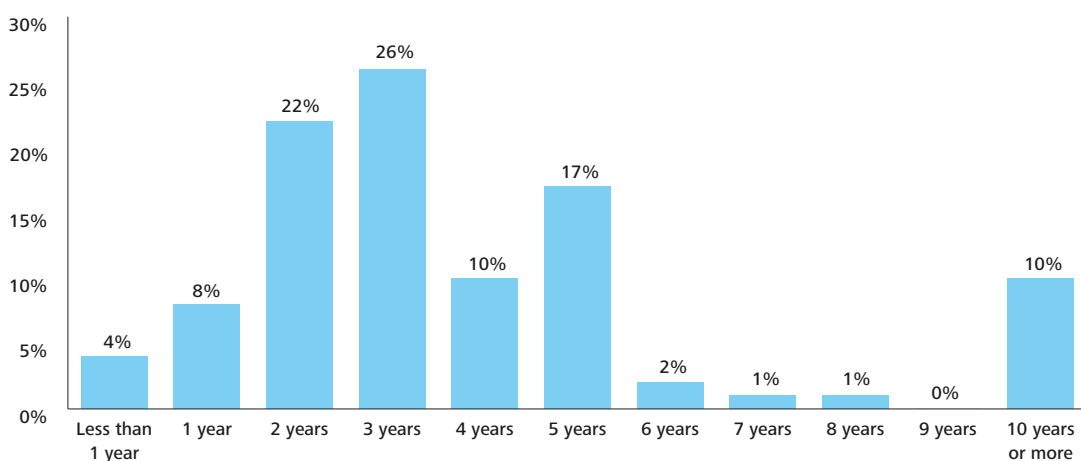
Banking-oriented students were asked to estimate how long they planned to stay in their first job after graduation. More than half expect to have moved on in three years or fewer. More than five out of six banking-oriented students say they expect to change jobs within five years. The concept of finding a job for life appears to have disappeared; just 10 per cent of students expect to stay with their first employer for at least a decade.

Is this something banks should be worried about? Possibly not. Banking-oriented students’ views are very similar to those of business students as a whole. An apprenticeship model, where the individual spends a few years with a firm, either to gain a formal qualification or analytical training, appears to be widely accepted by business students.

This view chimes with the findings of The Deloitte Bank Survey 2013: Culture in banking. Senior bankers interviewed were relaxed about high levels of staff turnover. Indeed, one HR director at a global universal bank claimed that it didn’t have enough continuous turnover of staff.

Even so, a few of those recruited as graduates will end up leaving their organisations, whatever their original intentions. The ambitions of such students should be understood. Responding to the career goals and job aspirations featured in this report will help banks to do this.

Figure 7. The expected duration of first job after graduation, banking-oriented students



Source: Universum data; Deloitte analysis

Room to improve: What banking-oriented students don't expect from a job in banking

Banks are not associated with some of the job attributes to which banking-oriented students aspire.

Students appear willing to wait for some of their career goals to be fulfilled. But there are attributes they would like in their first job that banks aren't offering.

The survey shows that banking-oriented students don't associate banks with a working environment they find attractive. The table below shows where banks are considered poorest at meeting the needs of banking-oriented students.

Banks are failing to convince banking-oriented students that they can offer the type of working environment they desire. For example, students place a lot of emphasis on the value of "secure employment", ranking it the 11th most attractive job attribute. But job security is not closely associated with banking. Innovation, one of the key selling points of jobs in industries rising in popularity, is also an area where banks scored poorly.

The turn offs: Why some students don't consider banks as ideal employers

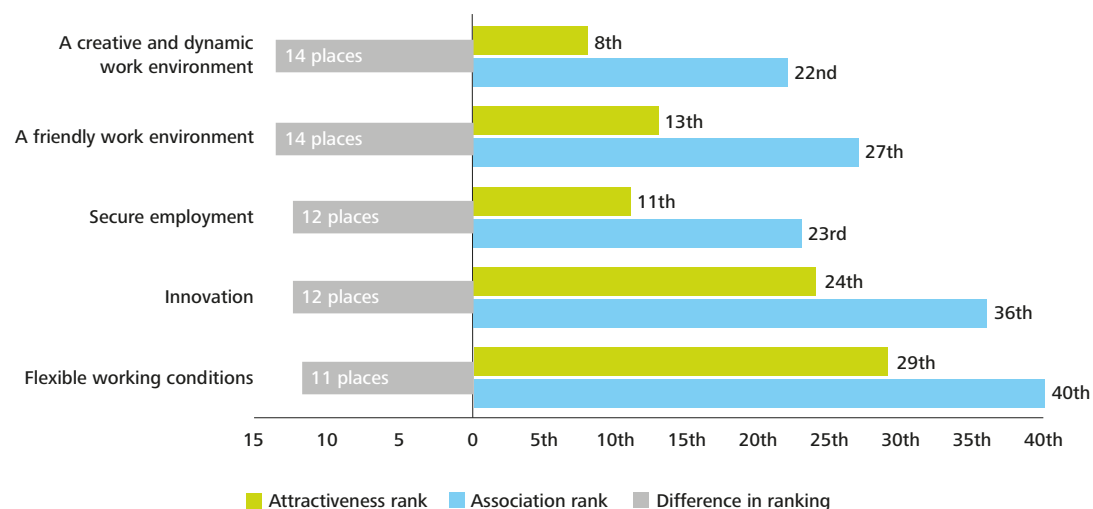
Some students put banks in their list of potential employers, but did not feature them in their top five ideal employers. They were asked to offer three reasons why banks did not rank higher in their priorities (Figure 9).

The most commonly cited reasons were a lack of career opportunities, boring work and limited potential for professional development.

Some students say banks cannot offer a work-life balance. Strikingly, given the amount of criticism aimed at the industry since the financial crisis, only 7 per cent of students cite ethical reasons for not placing banks in the top echelon of their employer choices.

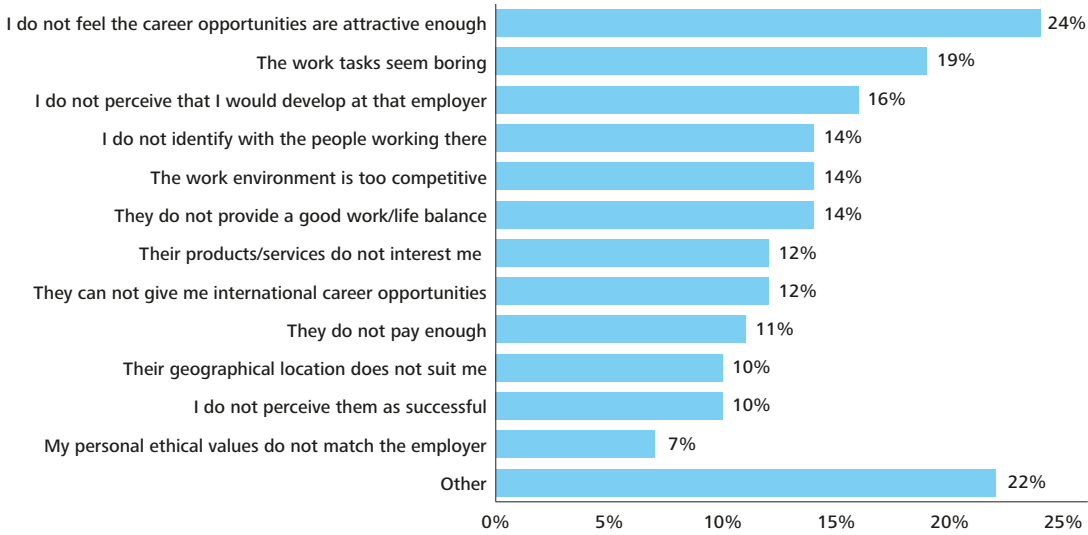
Profiles of respondents also suggest that banks need to do more to attract female students to their graduate schemes. While 53 per cent of business students were female, they represented just 48 per cent of business students listing banks among their ideal employers (Figure 10).

Figure 8. Biggest gaps in association vs attractiveness, banking-oriented students, 2013



Source: Universum data; Deloitte analysis

Figure 9. Reasons for not aiming for a job in banking, 2011*

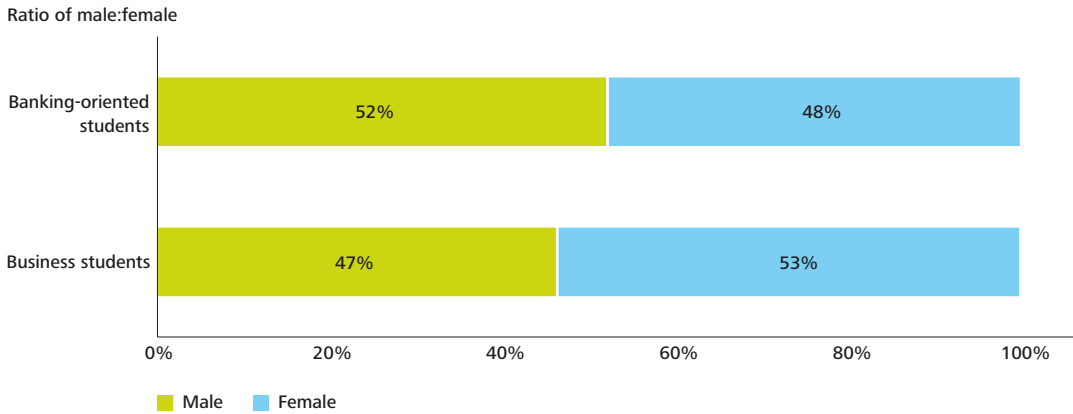


Source: Universum data; Deloitte analysis

*Most recent data available.

Note: Survey question – “Provide up to three reasons that you would not consider these employers as your ideal employers.”

Figure 10. Profile comparison between all business students and banking-oriented students



Source: Universum data; Deloitte analysis

A local challenge for global banks

The findings in this report are based on a survey of over 100,000 business students from 15 countries across the Americas, Europe, Africa and Asia. Country-by-country scores reveal significant national differences in student preferences, presenting a challenge for those banks looking to develop a global recruitment strategy.

First, the popularity of working in banking varies widely. The chart below shows how great that variation is. In 2013, the average bank ranked 23rd in South Africa, compared with 64th in Germany – both out of a normalised list of 100 employers. Students in emerging markets ranked a job in banking at 30th against a ranking of 38th in developed markets.

The biggest variation in opinion on any specific attribute across markets is on training and development. Globally, 59 per cent of banking-oriented students associate banks with this. But only 27 per cent of students in Japan agree, compared with 72 per cent in the Netherlands.

Banking on a challenge?

Less than 40 per cent of Chinese banking-oriented students associate the industry with challenging work. By contrast, 73 per cent of American students believe that working in a bank would be tough.

Money talks

However, there were some areas where opinions are relatively harmonious across borders. “High future earnings” is the attribute associated with banking on which there is most cross-border agreement.

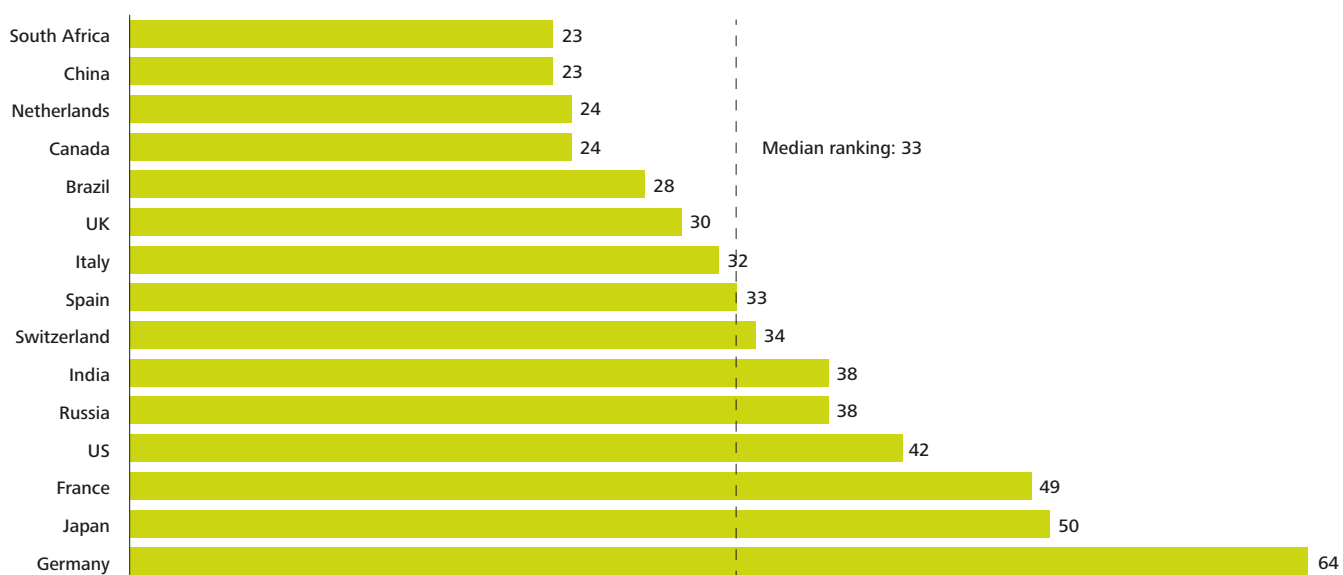
Typical Canadians

Of the 15 markets included in this study, Canadian banking-oriented students’ associations with banking are most representative of the wider global group. On average, Japanese students’ views stray furthest from global norms.

Prestige versus stability

Cross-border differences are also evident when students are asked for the word they most strongly associate with banking employers. Business students in almost all developed markets offer “money” or “prestige” as the first word that comes to mind when they think of prospective bank employers. By contrast, in several large emerging markets students give “stability” as their top word association (Figure 12).

Figure 11. Business students' ranking of banks as employers, by country, 2013

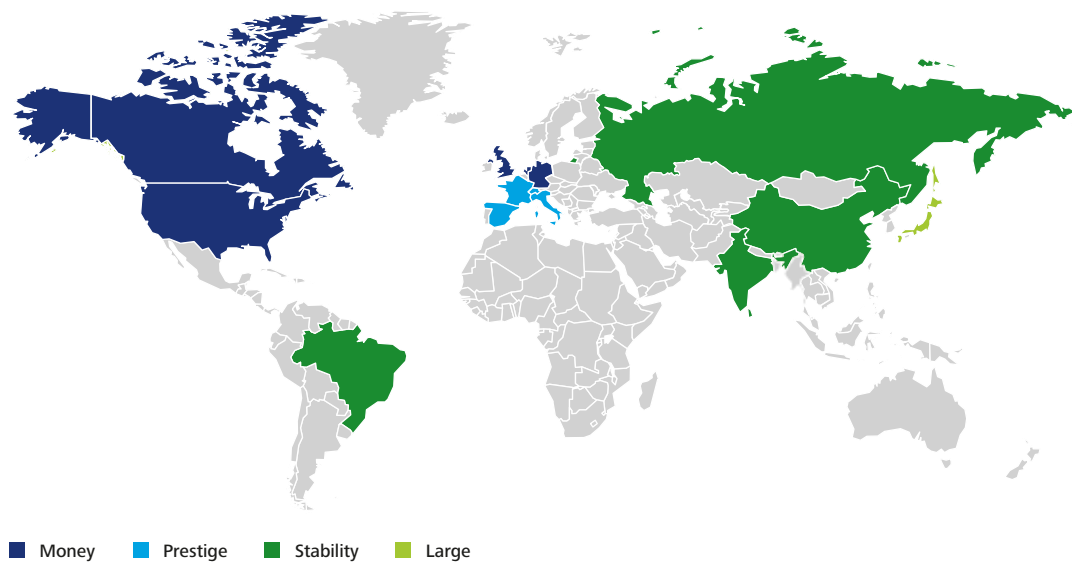


Source: Universum data; Deloitte analysis

Should banks pay their Western graduate recruits more, while promising Chinese recruits greater job security? Why not? At the very least, global banks must understand what students expect from them as employers and recognise that this will vary widely from market to market.

As banks seek to cut costs in order to boost returns, it will become even more important to understand the nuances of graduate aspirations across labour markets.

Figure 12. Top of mind associations by country, 2013



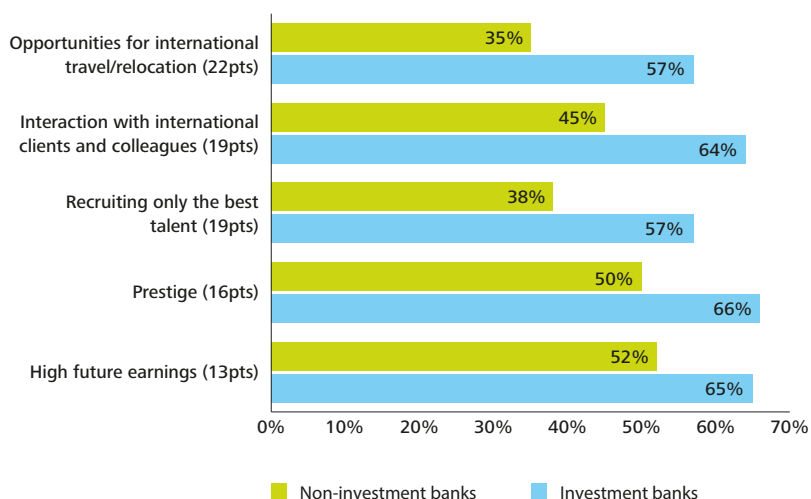
Source: Universum data; Deloitte analysis

Note: Business students in South Africa were not included in this section of the survey. Survey question – “Please write the first word that comes to mind when you think of these employers (banks).”

Is investment banking different?

Investment banking is seen as offering more of the attributes associated with banking, like pay and prestige, and correspondingly less of the attributes they lack, like job security and friendliness in the workplace.

Figure 13. Top five areas more associated with investment banking than non-investment banking, banking-oriented students, 2013



Source: Universum data; Deloitte analysis

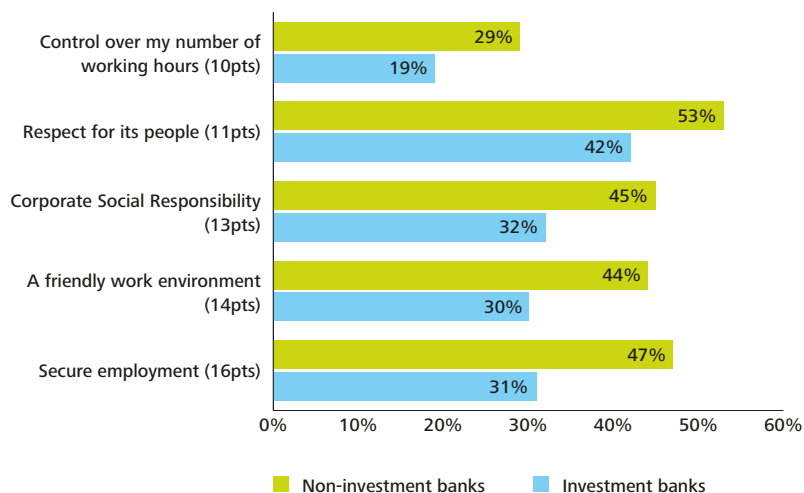
Note: Shows the % of banking-oriented students which associate each attribute with investment banking and non-investment banking. The number in brackets next to each attribute shows the difference between the two for each attribute.

Banking-oriented students were asked about the attributes they associate with investment banks and other types of banks. Figures 14 and 15 show where these differ most.

Banking-oriented students expect investment banks to offer more international work, money and prestige than other types of banking. The largest gap applies to “opportunities for international travel/relocation”, which 57 per cent of banking-oriented students associate with investment banking, compared with just 35 per cent with non-investment banking. When asked about “high future earnings” (one of the attributes that scored highest in attractiveness rankings) 13 percentage points more banking-oriented students associate it with investment banking than non-investment banking.

By contrast, non-investment banks do better in other areas that banking-oriented students care about, like secure employment and a friendly work environment. Almost half of banking-oriented students associate secure employment with non-investment banks, whereas less than a third of them associate it with investment banking.

Figure 14. Top five areas more associated with non-investment banking than investment banking, banking-oriented students, 2013



Source: Universum data; Deloitte analysis

Note: Shows the % of banking-oriented students which associate each attribute with investment banking and non-investment banking. The number in brackets next to each attribute shows the difference between the two for each attribute.

Conclusion

This survey is a wake-up call for banks. Their popularity has fallen sharply following the global financial crisis. Moreover, the survey suggests that there is a growing gap between their image as employers and their needs in the new, highly-regulated environment. The insights from the survey also suggest ways in which banks could meet the talent challenges that lie ahead. In particular:

1. Cast the net wider: The survey findings suggest that individuals are ruling themselves out of banking before they even apply. Women make up 53% of business students surveyed, but just 48% of those considering banks as “ideal” employers. Old perceptions of sexism and discrimination linger on: nearly two-thirds of bank-oriented students do not consider that banks “support gender equality”; almost three-quarters do not see banks as “accepting towards minorities.” Perceptions are likely to be worse among the 70%-plus of business students surveyed who did not place a single bank on their shortlist of five “ideal employers”. In short, banks appear to be failing to appeal to the widest group that they could.

In reality, banking is an international and cosmopolitan profession. Banks should emphasise this in their recruitment. They should also actively work to become truly meritocratic employers.

2. Define your purpose, and recruit on fit: Many banking leaders have recognised cultural failings in the industry and in their own institutions before and during the financial crisis. Banks must articulate a new vision and purpose and the business model that underpins it. Given higher capital requirements and restrictions on activities, the new business model will tend more towards a utility than in the past. And given higher levels of regulatory scrutiny, especially around conduct, culture will be more to the fore.

It is, therefore, a concern for banks that banking-oriented students neither associate banks with ethics, corporate social responsibility or environmental sustainability, nor much care for them. (In both cases these attributes rank firmly in the bottom quartile out of 40). As banks articulate their new vision, they also need to define what this means for their employees, and recruit accordingly.

3. Identify key requirements in the bank of the future: Banking-oriented students still associate banks with prestige and financial success – the attributes on which banks traded pre-crisis. However, banks are more likely to need innovation, creativity and dynamism as they cope with the implications of new technology. Fortunately, these are attributes that banking-oriented students seek. Banks need to adapt their employer branding so that they are explicitly projecting, seeking and rewarding these attributes.

4. Emphasise training and development over pay: Deloitte’s culture in banking survey revealed that senior bankers view pay as the key lever for cultural change. But compensation practices are under pressure thanks to falling returns. Moreover, banking-oriented students rank training and development ahead of pay as a key aspiration. Banks do offer great training schemes, and they should highlight this rather than the more ephemeral attraction of money.

5. Develop long-term career strategies: Banks need to offer students a clear career path, and also a more amenable lifestyle. A substantial minority of those students who do not rank a bank among their five “ideal” employers do so because they do not see long-term career opportunities in banking. More than half of banking-oriented students expect to stay in their first job for three years or less. This is a concern given the substantial investment that banks make in training and development. The survey shows that banking-oriented students’ top career goal is work-life balance, but they don’t expect banks to provide this. If banks could offer more flexibility, they may be rewarded with more loyalty.

6. Think global, hire local: A key finding of this research is that students’ priorities vary widely across countries. Banks must tailor their approach to each market when hiring graduates so that their brand and offer chime with local aspirations.

7. Plan for the transition: Thanks to regulation and technology, the bank of the future will look very different from that of today. However, culture – and staffing – will not change overnight. Banks need to plan carefully to manage the transition from the profit-oriented, highly-leveraged models of the past to adapt to a much more heavily regulated environment.

About the authors

Margaret Doyle and Patrick Quigley are the Deloitte UK Financial Services team that conducted the analysis. Sandeep Medury, Ranganathan Tirumala and Karishma Gupta comprised the Financial Services analyst team in the Business Research Center at DTTL in Hyderabad.

Contacts

Brazil

Marcia Ogawa Matsubayashi
Partner
Banking Co-Leader
+55 11 5186 1619
mmatsubayashi@deloitte.com

Rodrigo Mendes Duarte

Partner
Banking Co-Leader
+55 11 5186 6206
rodrigomendes@deloitte.com

Canada

Jeannot Blanchet
Partner
Financial Services Leader
+1 514 393 6570
jeblanchet@deloitte.ca

Loraine McIntosh

Partner
Banking Co-Leader
+1 416 601 6233
lmcintosh@deloitte.ca

China

Benny Cheung
Partner
Banking Co-Leader
+852 2852 6625
becheung@deloitte.com.hk

Alvin Ng

Partner
Banking Co-Leader
+86 10 8520 7333
alvng@deloitte.com.cn

CIS

Sergei Neklyudov
Partner
Financial Services Leader
+7 495 787 06 00
sneklyudov@deloitte.ru

France

Damien Laurent
Partner
Financial Services Leader
EMEA Banking and Capital Markets
Co-Leader
+33 1 40 88 29 69
dleurent@deloitte.fr

Germany

Hans-Jürgen Walter
Partner
Financial Services Leader
+49 69 97137 506
hawalter@deloitte.de

India

Deepak Haria
Partner
Financial Services Leader
+91 22 6185 5480
hdeepak@deloitte.com

Italy

Lorenzo Manganini
Partner
Human Capital Leader
+39 02 833 23265
lmanganini@deloitte.it

Japan

Yoriko Goto
Partner
Financial Services Leader
+81 90 6548 5400
yoriko.goto@tohmatu.co.jp

Yoshio Sato

Partner
Banking Co-Leader
+81 90 8340 7303
yoshio.sato@tohmatu.co.jp

Netherlands

Hans Honig
Partner
Banking Leader
+31 6 2078 9901
HHonig@deloitte.nl

South Africa

Roger Verster
Director
Financial Services Leader
+27 11 806 5216
rverster@deloitte.co.za

Spain

Francisco Celma
Partner
Financial Services Leader
EMEA Financial Services Co-Leader
+34 91 443 2014
fcelma@deloitte.es

Switzerland

Juerg Frick
Senior Partner & Vice Chairman
Banking Leader
+41 58 279 6820
jufrick@deloitte.ch

UK

Kevin O'Reilly
Partner
EMEA Banking and Capital Markets
Co-Leader
+44 20 7303 5340
keoreilly@deloitte.co.uk

Zahir Bokhari

Partner
Banking Leader
+44 20 7303 5337
zbokhari@deloitte.co.uk

Oliver Grundy

Partner
Capital Markets Leader
+44 20 7303 5312
ogrundy@deloitte.co.uk

Margaret Doyle

Head of Financial Services Research
Deloitte UK
+44 20 7007 6311
madoyle@deloitte.co.uk

USA

Robert A. Contri
Vice Chairman
US Financial Services Leader
+1 212 436 2043
bcontri@deloitte.com

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