Your voice our future
The EPO Staff Engagement Survey
Thank you for your outstanding participation.

Staff views have been heard throughout the EPO. In this presentation you’ll find some of the key findings.

As your organisation moves from results to action, you’ll also find a timeline of next steps to make the EPO an even better place to work.

85% A STRONG RESPONSE RATE
+5% VS Professional Services Benchmark

5,675 employees made their voice heard

11,454 open comments received

Participation by geography
*Response rate too small to report

Participation by unit

83% DG0
85% DG1
79% Boards of Appeal
90% DG4
85% DG5
Engagement at the EPO

Engagement score

Your responses that make up the EPO's engagement score

- I believe strongly in the mission of the EPO: 68% FAVOURABLE RESPONSES
- I am proud to work at the EPO: 65% FAVOURABLE RESPONSES
- I am willing to go the extra mile to help the EPO succeed: 75% FAVOURABLE RESPONSES

63%

-15 VS Norm for Europe

-16 VS Norm for Professional Services

My unit is able to meet our work challenges effectively: 64% FAVOURABLE RESPONSES
There are no substantial obstacles at work to doing my job well: 43% FAVOURABLE RESPONSES
I am able to sustain the level of energy I need throughout the work day: 59% FAVOURABLE RESPONSES
My work gives me a sense of personal accomplishment: 64% FAVOURABLE RESPONSES
The strengths of the EPO

- **Well-Being**: 77%
  - Believe their work schedule allows sufficient flexibility to meet their personal/family needs.

- **Agile Culture**: 76%
  - Believe there is effective cooperation within their unit.

- **Communication**: 76%
  - Believe the information they need to do their job is readily available.

- **Sustainable Engagement**: 75%
  - Of employees are willing to go the extra mile to help the EPO succeed.

- **Line Management**: 75%
  - Feel that their immediate manager communicates effectively.
The EPO’s opportunities for improvement

**Build greater confidence in senior management** by creating closer connections with staff, communicating clear direction, and addressing concerns about reputation and service (externally), and respect (internally).

**Create regular channels/forums** for upward feedback so it is clear whether progress is being made ‘on the ground’ (in particular among the examiner population).

**Address Engagement challenges** by focusing on the key drivers: Personal Development, Empowerment and External Reputation.

**Create a culture of continuous improvement** by creating opportunities for staff to speak up and to contribute to innovation.
Moving from results to actions

In the months ahead, the EPO’s leadership teams will discuss the results at every level, and identify priorities that will transform what you’ve said into real changes and new initiatives.

- **April 2019**: Office-wide communication of results, including DG-specific results
- **May**: Prioritisation of issues and action planning
- **June**: Launch of Strategic Plan and initiatives, with objectives cascaded throughout organisation
- **July onwards**: Integration of actions into yearly goals. Implementation, monitoring and communication of progress
- **2021**: Launch of next survey to measure progress