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Fifth Edition of the Technologia Staff Survey 2022 Results

Executive Summary and Presentation of the Results in English

Dear SUEPO Members,
Dear Colleagues,

On 23 June we [informed](#) you of the results of the fifth Technologia Survey and that a [letter](#) had been sent to the Administrative Council with two annexes: the [Frequency Table](#) in English and the “[Présentation des résultats](#)” in French.

An [Executive Summary](#) of the Survey is now available as well as a [presentation](#) of the results in English attached herewith. For practical and efficiency reasons not all captions in the figures and tables of the presentation of the results have been translated into English. Hopefully this is not a problem for any of you since the interpretation of these captions is straightforward.

This year Technologia contacted 2915 EPO staff members, of whom 1766 answered, accounting for a response rate of 60,6%.

The main results of the survey, as indicated in the letter to the Administrative Council and in the related introductory [publication](#) of the CSC on 27 June 2022 are:

- Dissatisfaction with the New Career
- Workload is increasing and quality is decreasing concomitantly
- Social dialogue: Trust in staff representatives is confirmed and the percentage of staff considering that top management shows no interest in honest and constructive dialogue with your staff representatives has increased to 88%.
- Trust and atmosphere: 57% of staff trust their immediate superior but the figures drop dramatically up the hierarchy, "culminating" at a record low value of 3% for the current President (President Battistelli scored 4% in 2013!). Trust in the Administrative Council is also very low with a value of only 1%. DG1 is the Directorate General where trust in management is the lowest and staff complains that the EPO operates under a strict pyramidal structure. 23% of staff consider they face aggression in some form. DG5 and DG0 are the most concerned, areas close to the President's political circles.
- Mental/physical health and engagement: 67% of staff consider that their current work life is affecting their health. The presentation of the results gives further insight into a deterioration of staff health during Covid-19. It also shows an increase of health risks such as burnout and work-related depression mapped per DG, site and job group.

The Executive Summary underlines these main results in the three dimensions along which the Survey was organised:

1. Psychosocial risk at the EPO: a delicate balance between human support and pressure by the system
 - a. The deteriorating factors are: Work demands, especially in terms of quantity of work, trust in the General Management and the assessment of the Management System. DG1 is the branch where confidence in management is the lowest.
 - b. The most favourable factors are working environment and social relations. Particularly, the action of the staff representation is regarded as positive.
 - c. The results show that the EPO operates according to a strict pyramidal structure and that top driven reorganisations are perceived as useless by a vast majority of the employees.
2. Evolution over the years: an ever-present degradation, in particular on health
 - a. For quality and pride of belonging there is a less negative trend since 2016, however, overall the results are still significantly below the historical values.

- b. Health is perceived for an increased number of staff as being degraded by the work with a deteriorating in working conditions that show a year 2022 worse than 2020 for 56% of respondents, driven by workload and objectives.

3. From daily work to strategy: employees concerned...and doubting

- a. The employees say they are interested in the Office's missions... but have a mixed opinion on the respect of the values carried by EPO. As a result there is a high level of rejection, much doubt and little support for the Office's strategy.
- b. Only 22% of the respondent agree with the "Strategic Plan 2023". Time for quality and a management policy based on mutual support are cited as the best factor for success.
- c. The assessment of top management's orientations is even more negative with regard to the New Career System, in particular the situation of staff is negatively affected by the performance related bonus and the abolition of the automatic steps.

The conclusion of the Executive Summary is that the directions chosen in recent years are causing a deterioration of trust and a worrying state of health at work.

Your Central SUEPO Committee