

An aerial, top-down view of a restaurant interior. The floor is made of light-colored, rectangular tiles. Numerous square wooden tables are arranged throughout the space, each surrounded by wooden chairs. People are seated at the tables, some eating, some talking, and some looking at their phones. The tables are set with plates of food, glasses, and silverware. The overall atmosphere is bright and busy.

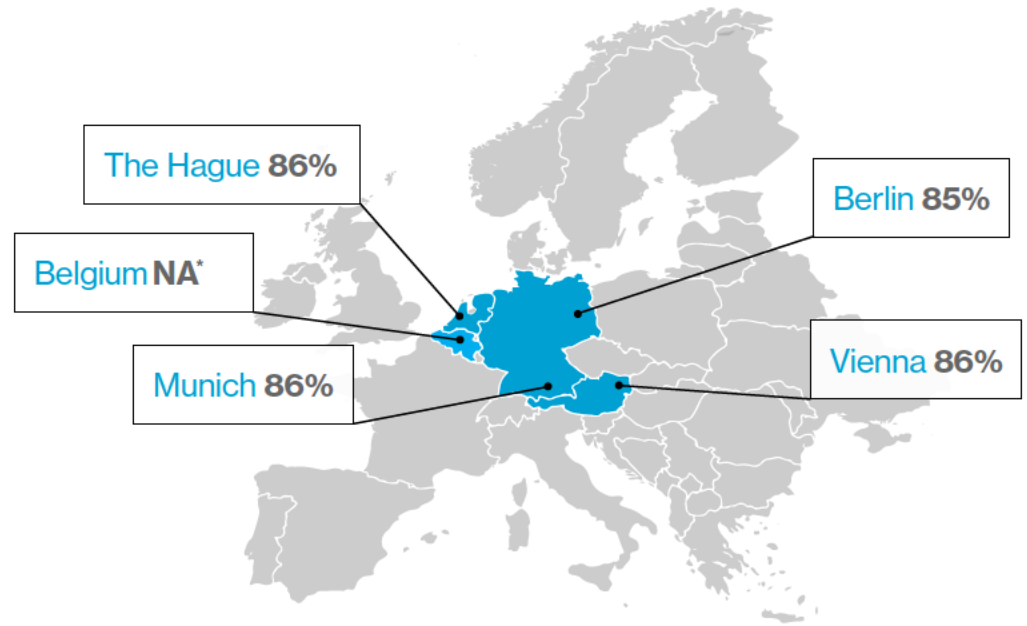
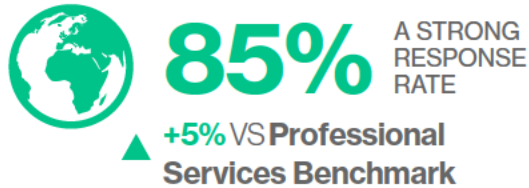
Your voice our future

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.



Participation by geography

*Response rate too small to report



5,675

employees made their voice heard



11,454

open comments received

83%
DG0

85%
DG1

79%
Boards of Appeal

90%
DG4

85%
DG5

Participation by unit

Engagement at the EPO

Engagement score

Your responses that make up the EPO's engagement score



63%

-15 VS Norm for Europe

-16 VS Norm for Professional Services

I believe strongly in the mission of the EPO



FAVOURABLE RESPONSES

I am proud to work at the EPO



FAVOURABLE RESPONSES

I am willing to go the extra mile to help the EPO succeed



FAVOURABLE RESPONSES

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 Believe their work schedule allows **sufficient flexibility** to meet their personal/family needs.



Agile Culture Believe there is **effective cooperation** within their unit.



Communication Believe the **information they need** to do their job is **readily available**.



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



Line Management 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.

