



*Union Syndicale of the European Patent Office
Central Office, European Patent Office, 2280 HV
Rijswijk, The Netherlands*

Psychosocial risks

Results of the questionnaire

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Methodological reminders

- The total of the percentages is sometimes different from 100%, when **rounding can hide the decimals**
- **For questions where multiple answers are allowed, the total can be higher than 100%.**

For example, if a question has 3 answer modes and allows multiple answers, the following table can be obtained:

Question	Workforce	%
Answer A	45	25%
Answer B	135	75%
Answer C	90	50%
Total	270	150%

- In this case, 25% of respondents ticked A, 75% ticked B, and 50% ticked C. In total, 270 responses were ticked. The total of the percentages is 150%, which means that a respondent will have ticked an average of 1.5 answers.

The number of people who responded to the question is the number of responses in total (270) divided by the number of responses per respondent on average (1.5) = 180 respondents.



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Response rate and sample structure

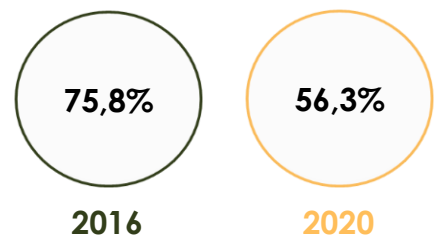
Participation



Putting people at the heart of decisions



Reminder of previous years:

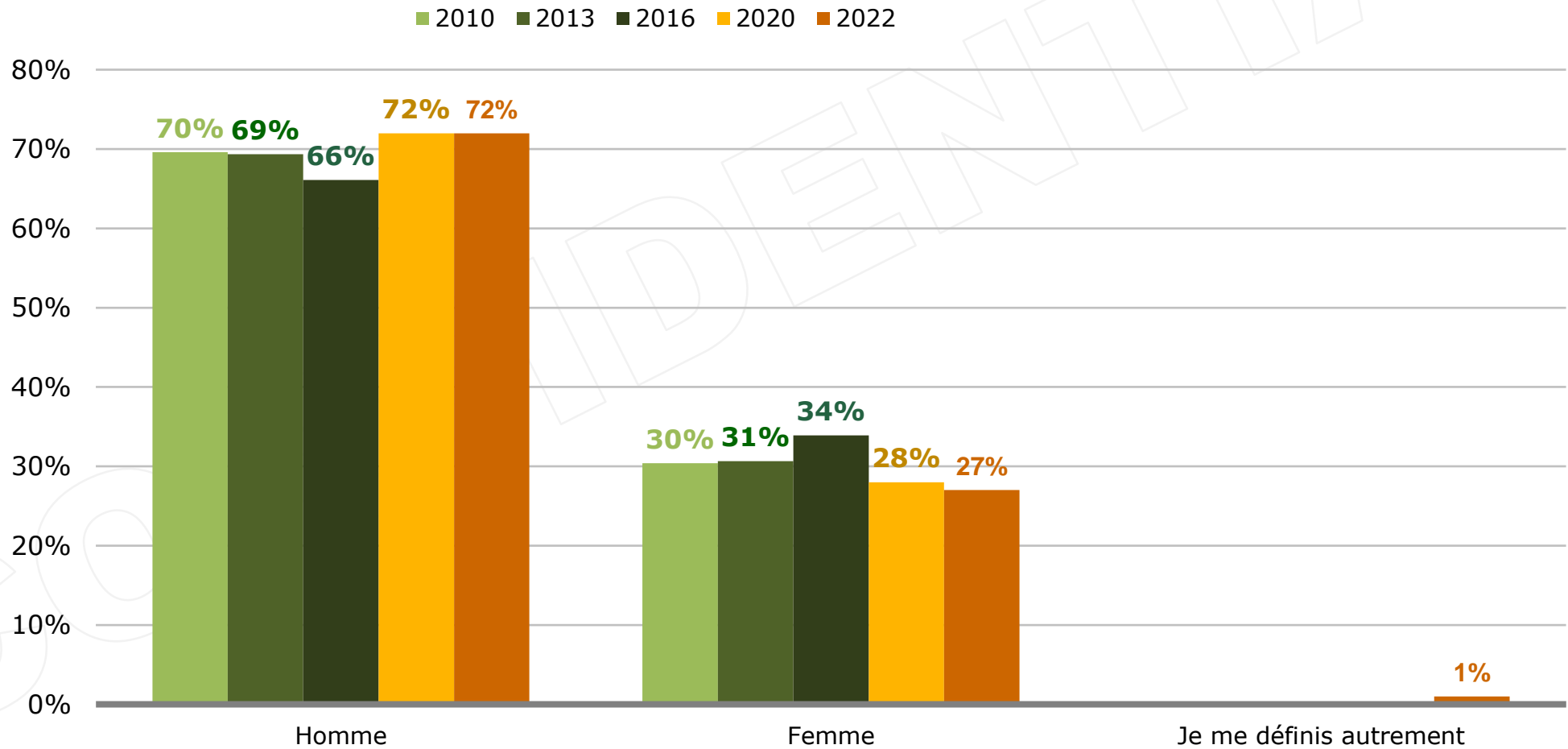


Structure of the gross sample

Type



Putting people at the heart of decisions

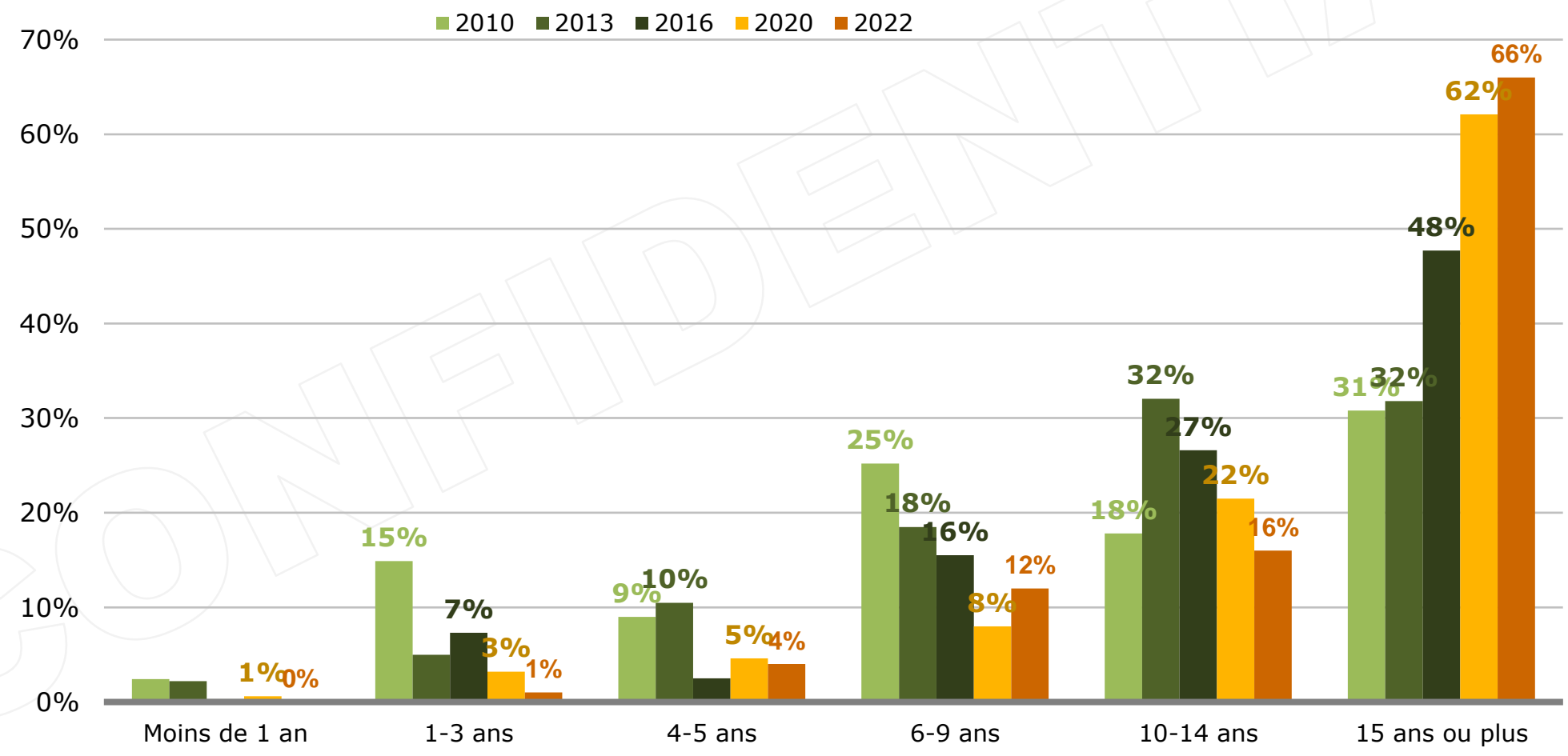


Structure of the gross sample

Seniority at the European Patent Office



Putting people at the heart of decisions

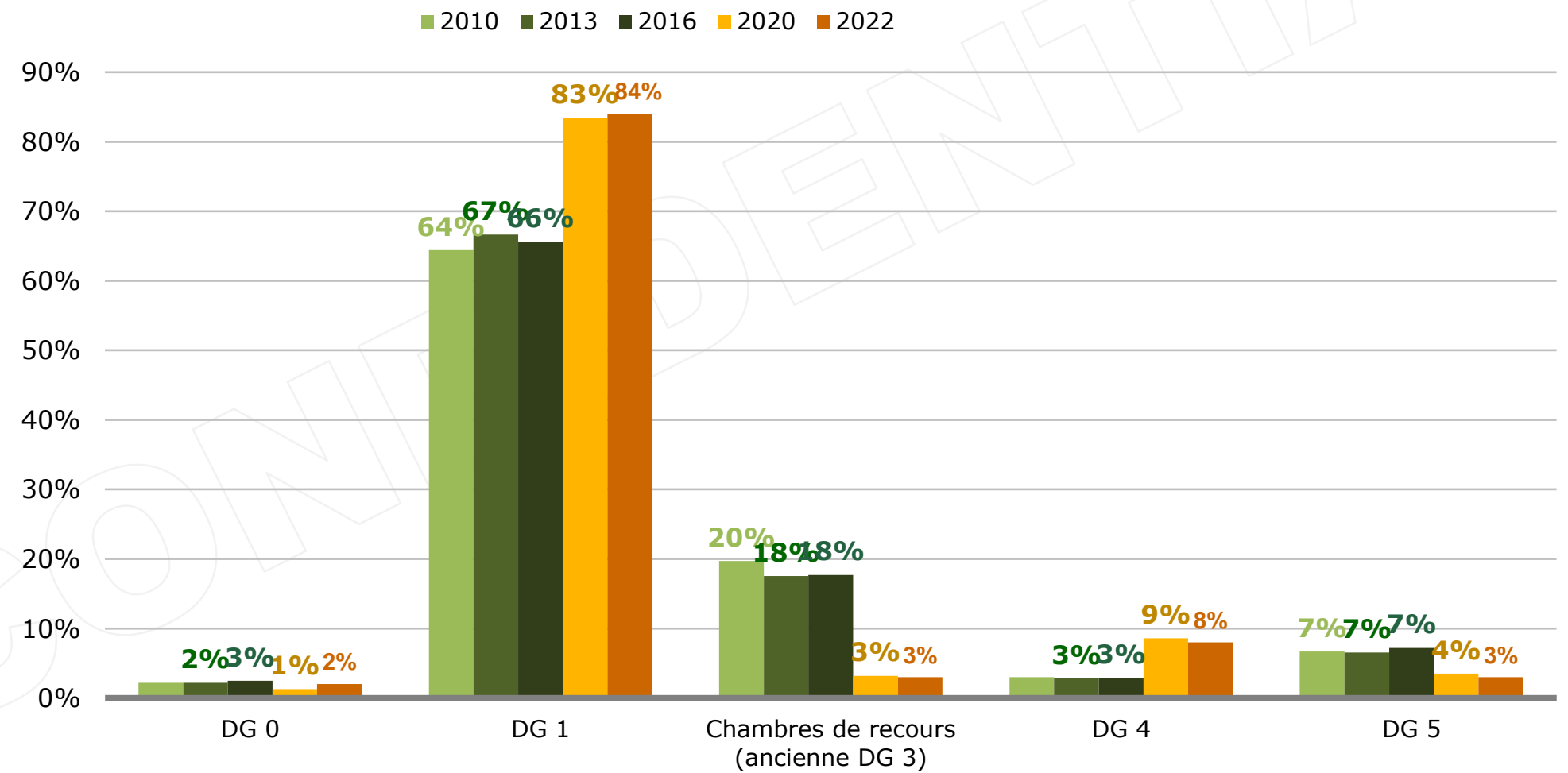


Structure of the gross sample

General management



Putting people at the heart of decisions

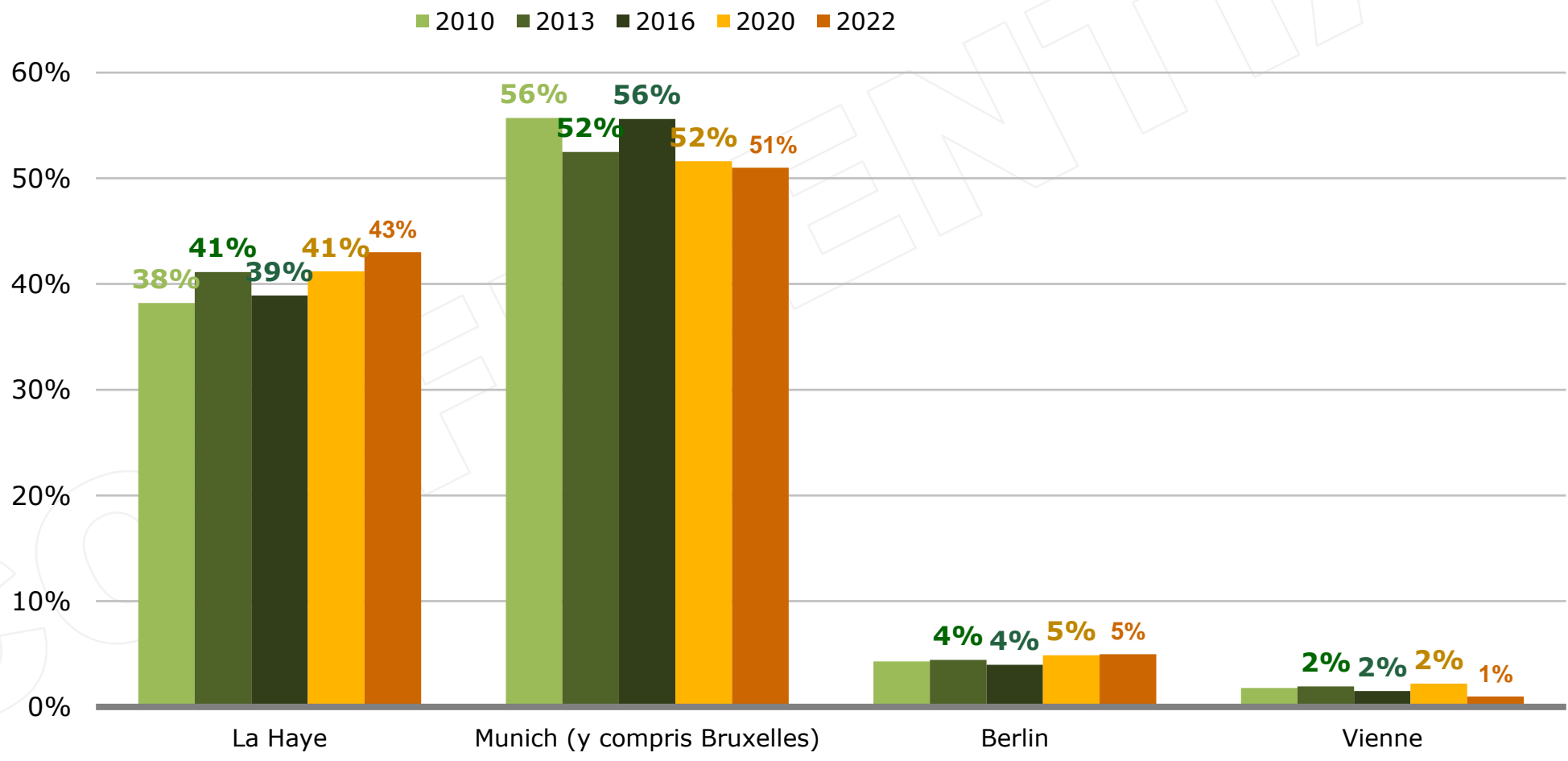


Structure of the raw sample

The site



Putting people at the heart of decisions

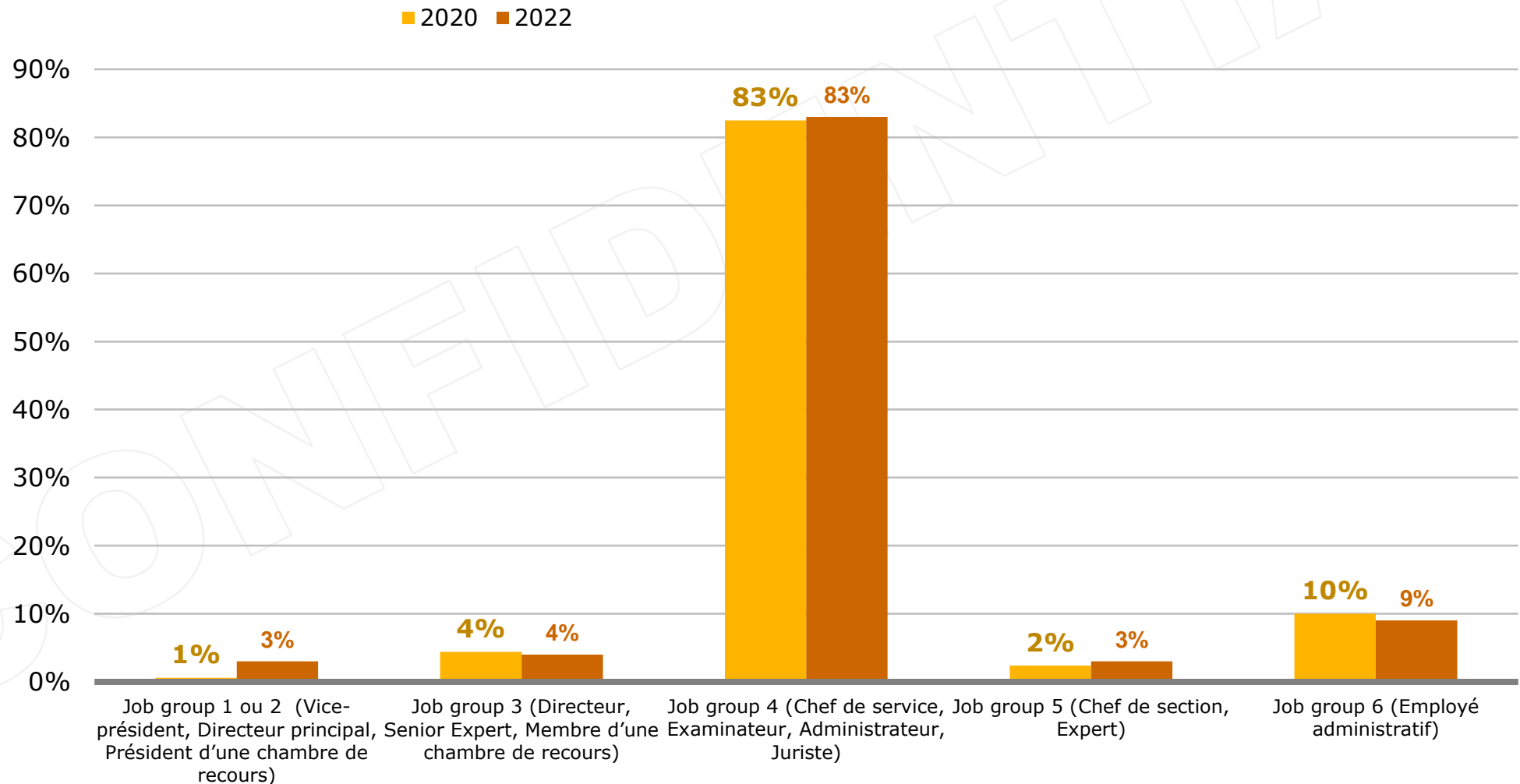


Structure of the gross sample

The Job Group



Putting people at the heart of decisions



Structure of the gross sample in 2022



Type	Number of respondents	Distribution of respondents
Male	1258	72%
Woman	481	27%
I define myself differently	13	1%

Seniority	Number of respondents	Distribution of respondents
Less than 1 year	3	0%
1-3 years	20	1%
4-5 years	72	4%
6-9 years	219	12%
10-14 years	277	16%
15 years or older	1163	66%

In order to analyse more homogeneous numbers, these bands were grouped together for further analysis

DG	Number of respondents	Distribution of respondents
DG 0	40	2%
DG 1	1473	84%
Boards of Appeal (former DG 3)	56	3%
DG 4	147	8%
DG 5	44	3%

Website	Number of respondents	Distribution of respondents
The Hague	762	43%
Munich (including Brussels)	896	51%
Berlin	81	5%
Vienna	22	1%

Note: The participation rates of the different segmentation categories are on average lower than the overall participation rate, due to the fact that some respondents did not answer the questions on individual characteristics. **In red**, the results with a lower weight.

Structure of the gross sample in 2022



Job Group	Number of respondents	Distribution of respondents
Job group 1 or 2 (Vice President, Senior Director, Chairman of a Board of Appeal)	5	3%
Job group 3 (Director, Senior Expert, Member of a Board of Appeal)	75	4%
Job group 4 (Head of Department, Examiner, Administrator, Lawyer)	1466	83%
Job group 5 (Head of Section, Expert)	46	3%
Job group 6 (Administrative employee)	164	9%

Note: The participation rates of the different segmentation categories are on average lower than the overall participation rate, due to the fact that some respondents did not answer the questions on individual characteristics.
In red, the results with a lower weight.



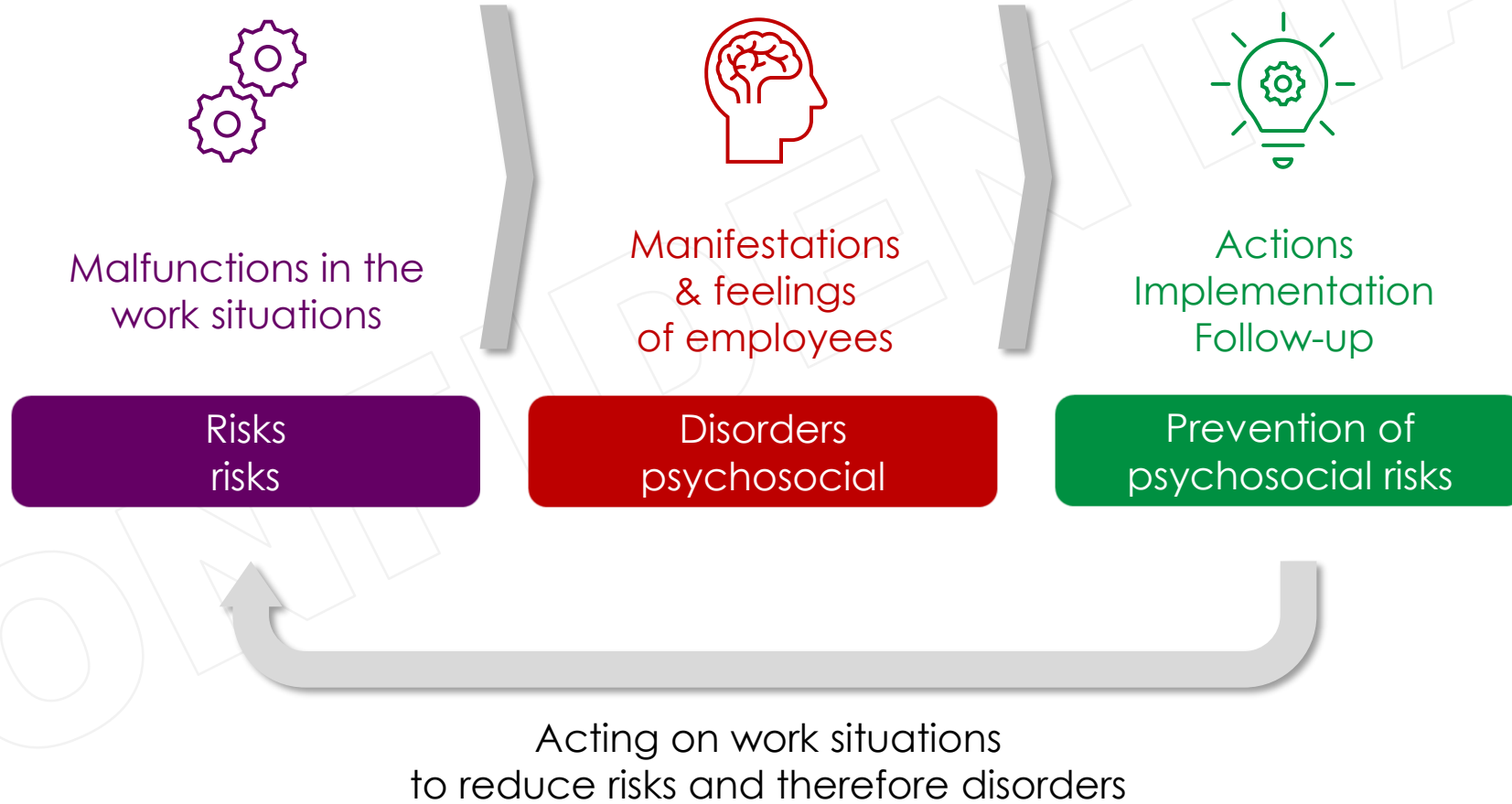
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Global view of PSR



Prevention

Psychosocial risks and disorders




Explanatory factors

A systemic set of factors explaining behaviour

Putting people at the heart of decisions

Factors

-  Business climate
-  Work requirements
-  Emotional demands
-  Autonomy
-  Management
-  Recognition
-  Labour relations
-  Values
-  Vision of the future
-  Environment



Systemic set where degraded factors are sometimes compensated by satisfaction and commitment factors






Expressions






-  Health
-  Satisfaction
-  Commitment

The 10 dimensions in detail



Putting people at the heart of decisions

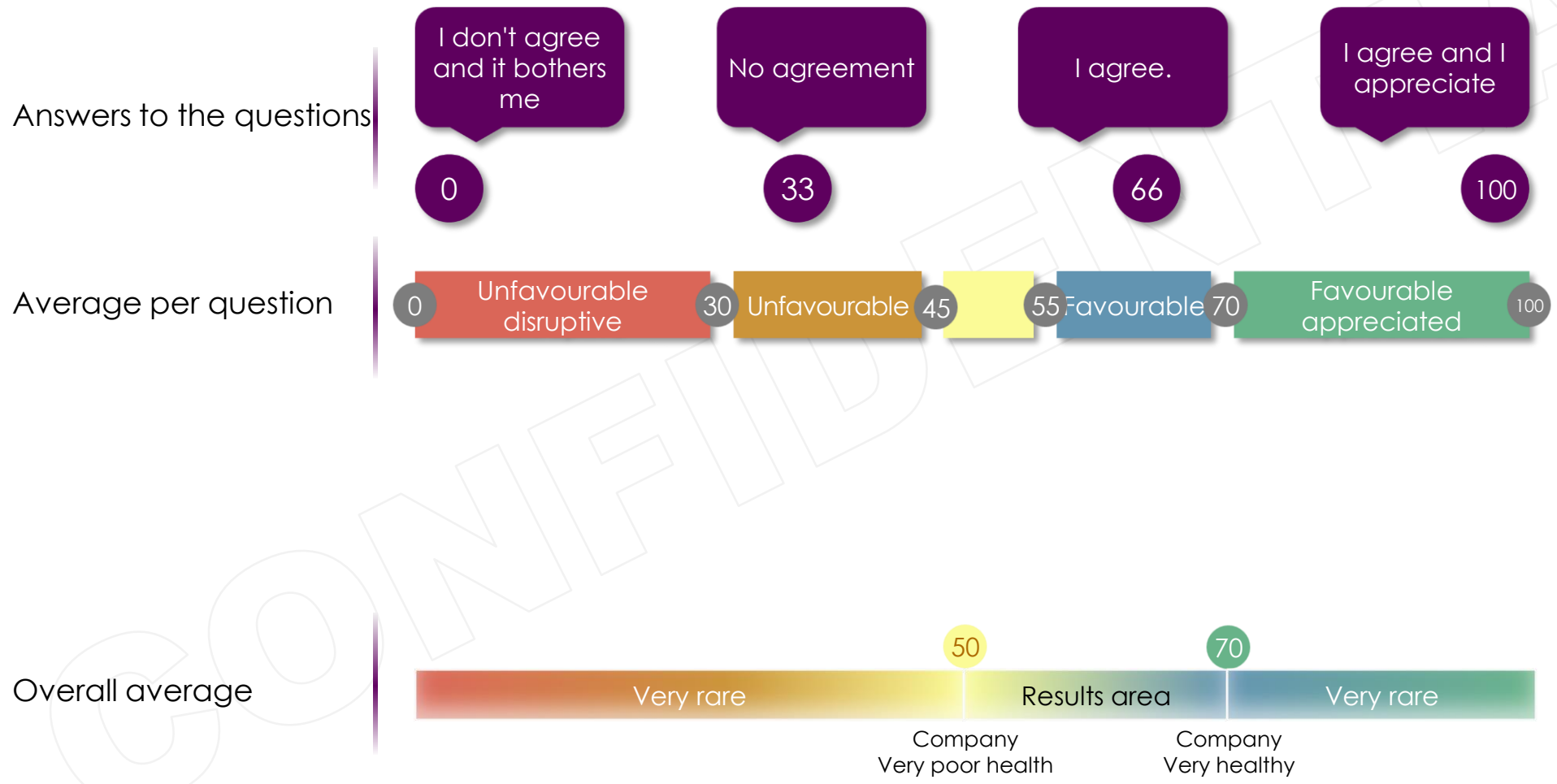
 Business climate	Economy Image
 Work requirements	Amount of work Time pressure Complexity of the work Material means of work Work/life balance
 Emotional demands	Public relations Contact with suffering Having to hide your emotions Fearful situations
 Autonomy	Autonomy in the task Predictability of work Use of skills Skills development Participation / Representation
 Management	Human management Operational management Trust in management Trust in the DG Management system

 Recognition	Symbolic recognition Colleagues Symbolic recognition Hierarchy Financial recognition Human Resources Management Corporate communication
 Labour relations	Support at work Tensions Information and decisions Staff representative
 Values	Ethical conflicts Quality prevented Interest of the work Sense of work Pride of belonging External relations
 Vision of the future	Economic security Evolution of the activity Risk of change
 Environment	Geographical environment Accessibility Workspaces Workstation ergonomics Equipment / tools

Reading the scores



Putting people at the heart of decisions



Mapping By site



Putting people at the heart of decisions

	Business climate	Work requirement	Emotional demands	Autonomy	Management	Recognition	Labour relations	Values	Vision of the future	Working environment	Factors Pro.																																	
	Economic situation image	Amount of work Pace of work Complexity of the work Material means of work Work/life balance	Relations with interlocutors other than colleagues Contact with suffering Being able to express your emotions Fears or concerns Autonomy in the task Predictability of tasks Use of skills Skills development Contribution to decisions	Human management Operational management Trust in management Trust in the General Management Management system	Symbolic recognition of colleagues Symbolic recognition of the hierarchy Financial recognition HRM support Institutional communication Collaboration and support of the professional environment Verbal or physical tension Circulation of useful information Action by staff representatives Ethical conflicts Ways to do quality work Interest of the work Meaning of the activity carried out Pride of belonging Recognition of the usefulness of external work	Confidence in employment developments Confidence in the face of changes in the profession Confidence to change jobs Place of work Accessibility Workspaces Workplace Working tools																																						
All respondents	1766	60	42	54	50	47	55	65	51	31	70	52																																
	72	49	37	42	41	42	47	67	56	50	44	48	50	67	48	38	64	62	62	16	31	73	59	55	48	38	69	69	48	73	33	44	64	61	51	53	24	34	36	69	74	69	73	65
The Hague	761	60	41	54	48	47	53	65	50	29	70	52																																
	71	49	36	39	40	43	46	69	55	49	44	47	49	64	46	34	64	63	61	14	31	72	57	53	44	36	69	68	47	75	32	43	61	60	51	51	20	32	35	68	74	71	71	64
Munich / Brussels	896	60	43	54	52	48	57	65	52	34	70	53																																
	72	49	39	43	42	42	47	66	56	50	44	48	51	69	49	42	65	63	63	17	31	74	61	56	52	41	69	70	50	71	34	46	65	62	52	54	28	36	38	70	74	69	75	65
Berlin	81	62	36	51	48	38	54	64	46	29	63	49																																
	80	45	33	39	33	34	41	56	57	47	43	44	52	63	39	40	50	49	52	14	25	75	55	55	45	39	69	64	45	80	32	32	61	57	41	50	23	28	37	63	70	56	67	60
Vienna	22	60	50	58	52	45	57	62	52	37	76	55																																
	70	51	41	52	55	49	52	73	63	56	41	57	38	67	56	41	65	64	63	13	21	73	68	59	51	37	72	59	44	73	33	52	67	59	48	55	33	32	45	71	86	65	78	79

Mapping By Directorate General



Putting people at the heart of decisions

	Business climate	Work requirement	Emotional demands	Autonomy	Management	Recognition	Labour relations	Values	Vision of the future	Working environment	Pro Factors.	
	Economic situation Image	Amount of work Pace of work Complexity of the work Material means of work Work/life balance	Relations with interlocutors other than colleagues. Contact with suffering Being able to express your emotions Fears or concerns	Autonomy in the task Predictability of tasks Use of skills Skills development Contribution to decisions	Human management Operational management Trust in management Trust in the General Management Management system	Symbolic recognition of colleagues Symbolic recognition of the hierarchy Financial recognition HRM support Institutional communication	Collaboration and support from the professional community. Verbal or physical tension Circulation of useful information Action by staff representatives	Ethical conflicts Ways to do quality work Interest of the work Meaning of the activity carried out Pride of belonging Recognition of the usefulness of external work	Confidence in employment developments Confidence in the face of changes in the profession Confidence to change jobs	Place of work Accessibility Workspaces Workplace Working tools		
All respondents	1766	60	42	54	50	47	55	65	51	31	70	52
		72 49 37 42 41 42 47	67 56 50 44	48 50 67 48 38	64 62 62 16 31	73 59 55 48 38	69 69 48 73 33 44 64 61 51 53	24 34 36 69 74 69 73 65				
DG 0	40	57	48	50	55	41	51	60	50	33	66	51
		71 43 47 49 54 53 39	64 52 48 36	57 51 67 51 48	57 52 50 15 30	67 54 60 40 32	68 54 47 72 31 50 64 62 49 43 25 35 38	64 78 61 60 67				
DG 1	1472	60	40	53	49	46	54	65	50	30	70	52
		72 49 35 39 38 40 46	67 55 49 43	45 50 67 46 36	63 62 61 14 30	73 58 54 48 38	68 69 48 74 32 42 62 60 50 52	23 32 35 69 75 70 74 64				
Boards of Appeal (former DG 3)	56	59	57	58	70	54	65	75	63	44	57	60
		76 43 57 56 57 58 57	67 51 54 59	71 67 80 67 67	73 71 73 18 37	81 74 71 57 44	80 81 63 75 39 67 77 73 55 65 37	50 46 55 45 53 68 65				
DG 4	147	63	56	60	55	52	58	65	56	41	72	58
		73 53 54 56 59 55 57	69 63 56 53	62 47 65 56 43	67 65 68 25 35	76 65 55 48 44	73 70 50 66 40 55 68 66 59 50	32 44 46 71 76 70 71 74				
DG 5	44	58	42	58	52	49	60	61	54	40	71	55
		67 50 36 43 45 42 46	74 61 54 42	53 37 66 57 46	66 62 63 18 33	73 68 66 52 41	69 61 46 68 32 45 73 61 53 61 31 41 49	68 79 67 73 68				

Mapping By Job Group



Putting people at the heart of decisions

	Business climate	Work requirement	Emotional demands	Autonomy	Management	Recognition	Labour relations	Values	Vision of the future	Working environment	Pro Factors.	
All respondents	1766	60	42	54	50	47	55	65	51	31	70	52
	72 49	37 42 41 42 47	67 56 50 44	48 50 67 48 38	64 62 62 16 31	73 59 55 48 38	69 69 48 73	33 44 64 61 51 53	24 34 36	69 74 69 73 65		
Job group 1 or 2 (Vice President, Senior Director, Chairman of a Board of Appeal)	5	53	40	63	67	24	53	67	54	40	43	50
	73 33	42 40 40 33 47	83 67 33 67 73 67 87 53 53	33 20 27 7 33	87 40 60 53 25	80 67 47 73	20 53 80 67 47 60	20 42 58 33 40 33 47 60				
Job group 3 (Director, Senior Expert, Member of a Board of Appeal)	75	61	52	55	64	53	62	70	59	42	63	58
	77 45	50 51 54 50 52	66 51 51 53	62 63 74 59 59	72 69 71 18 34	78 70 70 52 40	76 76 56 74	38 60 72 69 52 59	36 45 44	64 56 62 72 61		
Job group 4 (Head of department, Examiner, Team manager, Administrator, Lawyer)	1465	60	39	53	49	46	54	64	50	30	71	52
	72 49	34 39 38 40 45	67 55 49 43 45 49	67 46 37	63 61 61 14 30	73 57 54 47 37	68 68 48 74	32 41 63 60 50 52	23 33 35	69 76 70 74 64		
Job group 5 (Head of section, Expert)	46	65	55	57	52	50	55	65	55	40	72	57
	77 53	53 51 59 52 59	63 66 52 47	59 47 64 51 41	65 64 65 21 37	74 62 43 46 48	72 70 52 67	38 52 65 66 53 57	31 38 51	68 72 71 72 77		
Job group 6 (Administrative employee)	164	62	56	58	57	53	60	66	58	36	68	57
	69 54	53 55 57 56 57	67 62 54 50	63 53 67 59 43	67 69 69 24 35	76 70 57 53 44	74 69 51 71	41 58 64 66 63 56	31 37 41	66 70 66 67 71		

Mapping

By status Manager/non-Manager

Putting people at the heart of decisions

	Business climate	Work requirement	Emotional demands	Autonomy	Management	Recognition	Labour relations	Values	Vision of the future	Working environment	Pro Factors.	
All respondents	1766	60	42	54	50	47	55	65	51	31	70	52
	72 49 37 42 41 42 47	67 56 50 44 48 50 67 48 38	64 62 62 16 31	73 59 55 48 38	69 69 48 73 33 44 64 61 51 53	24 34 36 69 74 69 73 65						
Manager / Team manager	89	65	47	66	61	52	60	65	63	46	76	60
	71 60 43 46 49 48 50	73 72 60 58 62 53 73 59 58	63 60 63 33 40	79 62 59 51 50	76 66 56 63 49 59 74 71 67 59	41 50 47 76 78 73 79 72						
No manager	1662	60	42	53	50	47	54	65	50	31	70	52
	72 48 37 41 41 42 47	67 55 49 43 47 50 67 47 37	64 63 62 15 30	73 59 55 48 38	69 69 48 74 32 43 63 61 50 52	23 33 36 68 74 69 73 64						

Cartography

By seniority



Putting people at the heart of decisions

	Business climate	Work requirement	Emotional demands	Autonomy	Management	Recognition	Labour relations	Values	Vision of the future	Working environment	Pro Factors.	
All respondents	1766	60	42	54	50	47	55	65	51	31	70	52
		72 49 37 42 41 42 47	67 56 50 44	48 50 67 48 38 64 62 62 16 31	73 59 55 48 38 69 69 48 73 33 44 64 61 51 53	24 34 36 69 74 69 73 65						
Under 10 years	314	60	44	54	52	49	55	67	54	31	75	54
		70 50 38 42 42 48 49	70 55 50 43 53 55 69 48 35 66 65 65 16 33 76 60 50 48 39 72 71 50 73 35 47 65 63 59 54	20 37 37 73 77 74 78 71								
10-14 years	277	60	40	52	49	48	53	65	50	30	69	51
		71 49 35 41 39 39 46	64 53 48 42 44 48 65 47 40 65 64 64 15 29 70 61 52 46 38 68 68 50 72 33 42 61 58 50 55	22 31 35 68 75 67 72 62								
15 years and over	1162	60	42	54	50	46	55	64	50	32	69	52
		72 48 38 42 41 42 46	67 56 50 45	47 49 67 48 39 63 61 60 16 30 73 58 57 48 38 69 68 47 73 32 44 64 61 50 52	26 34 37 68 73 68 72 64							

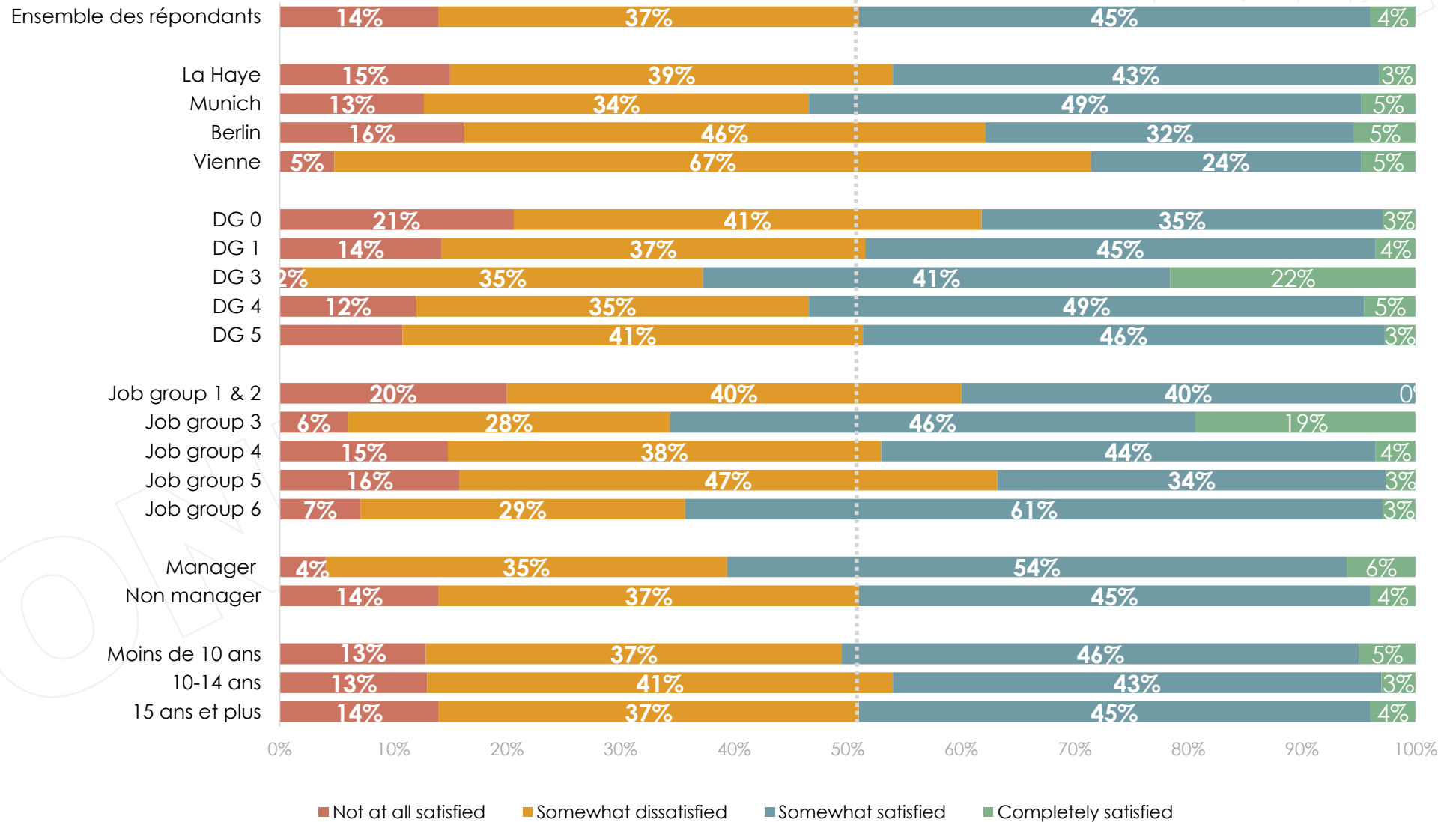


Satisfaction & Commitment & Stress & Fatigue & Working Conditions

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Satisfaction

Q.176 Concerning my professional situation taken as a whole, I am :

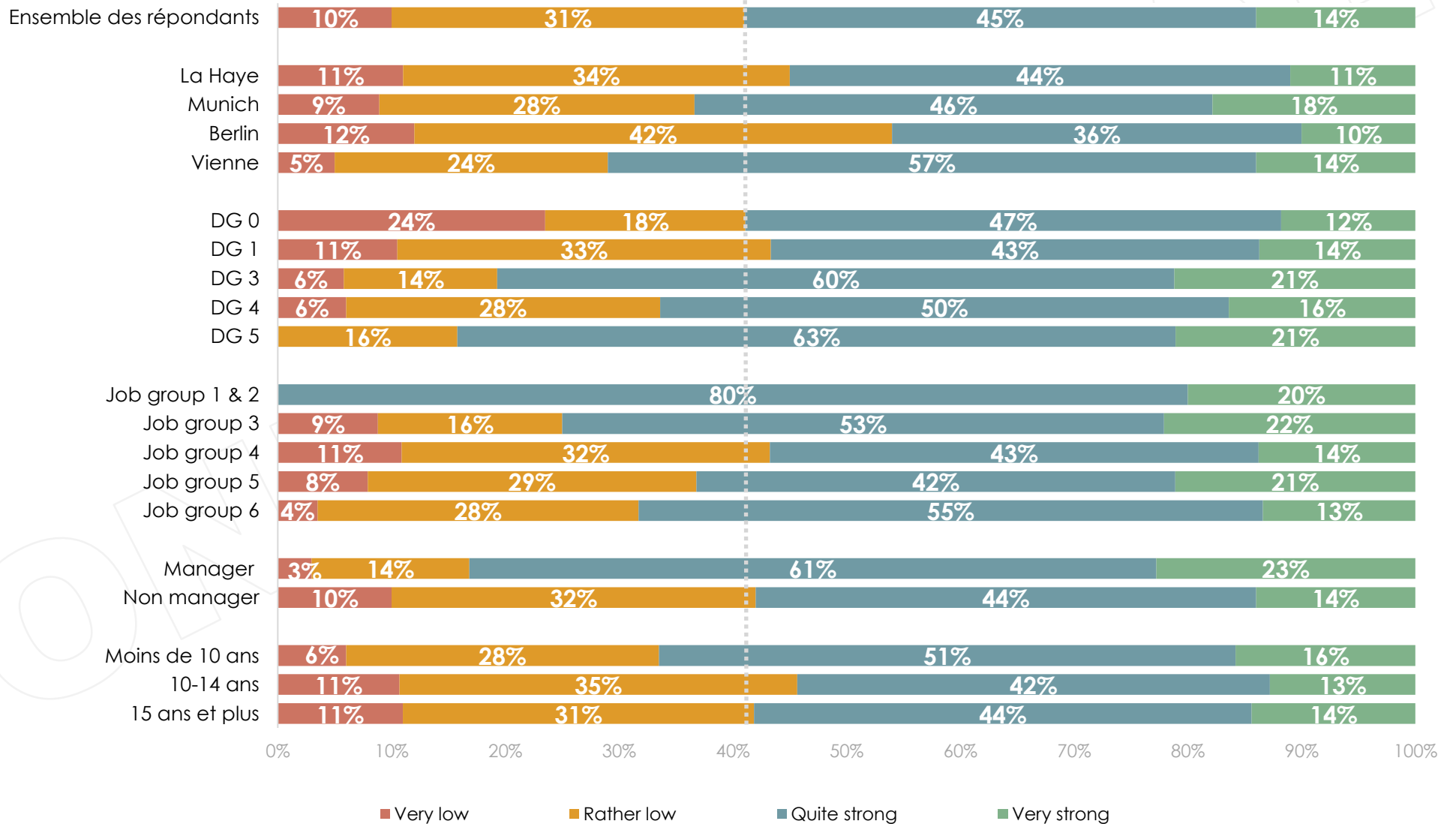


Commitment

Q.177 My level of commitment to the EPO is :



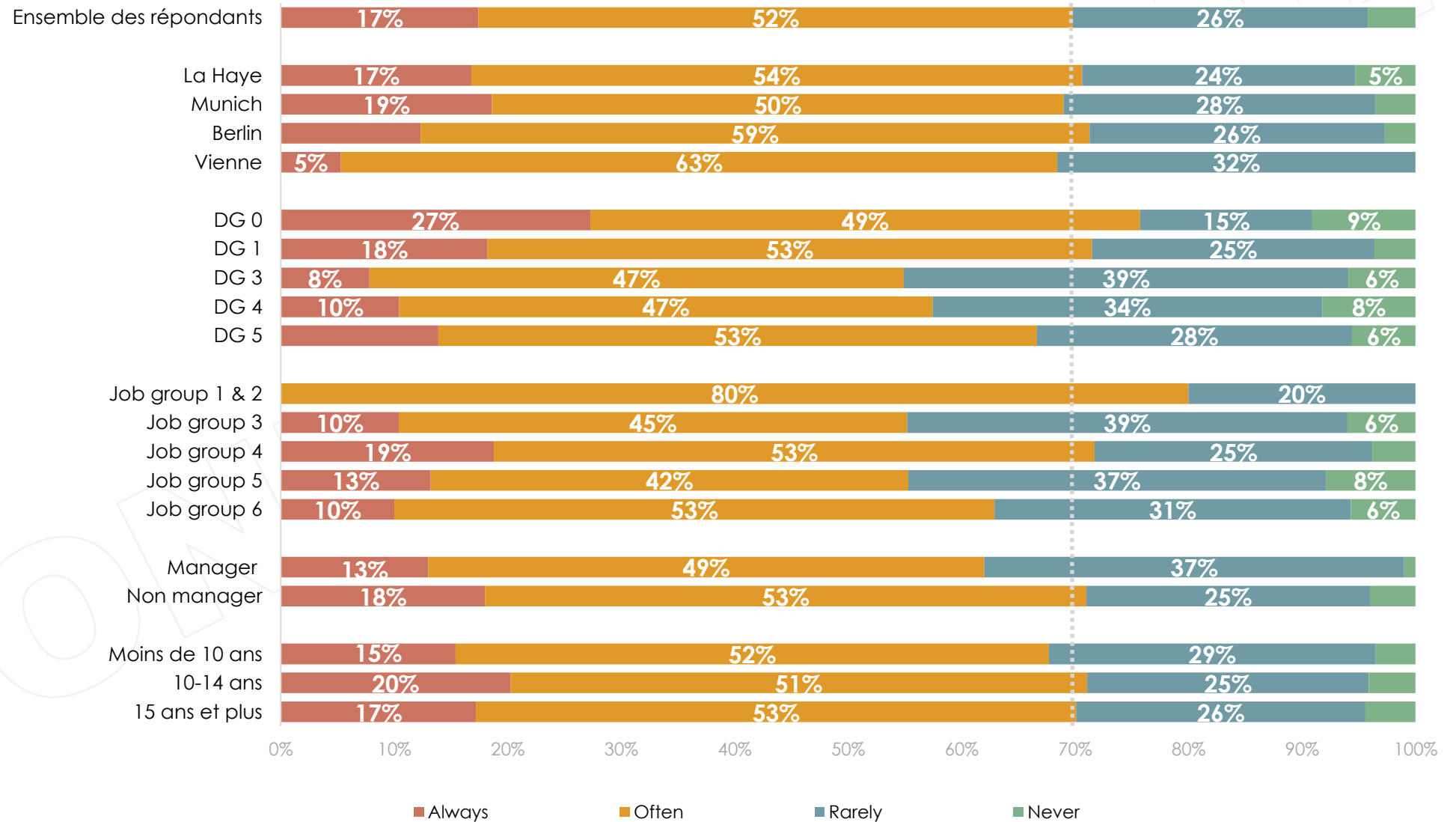
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Fatigue

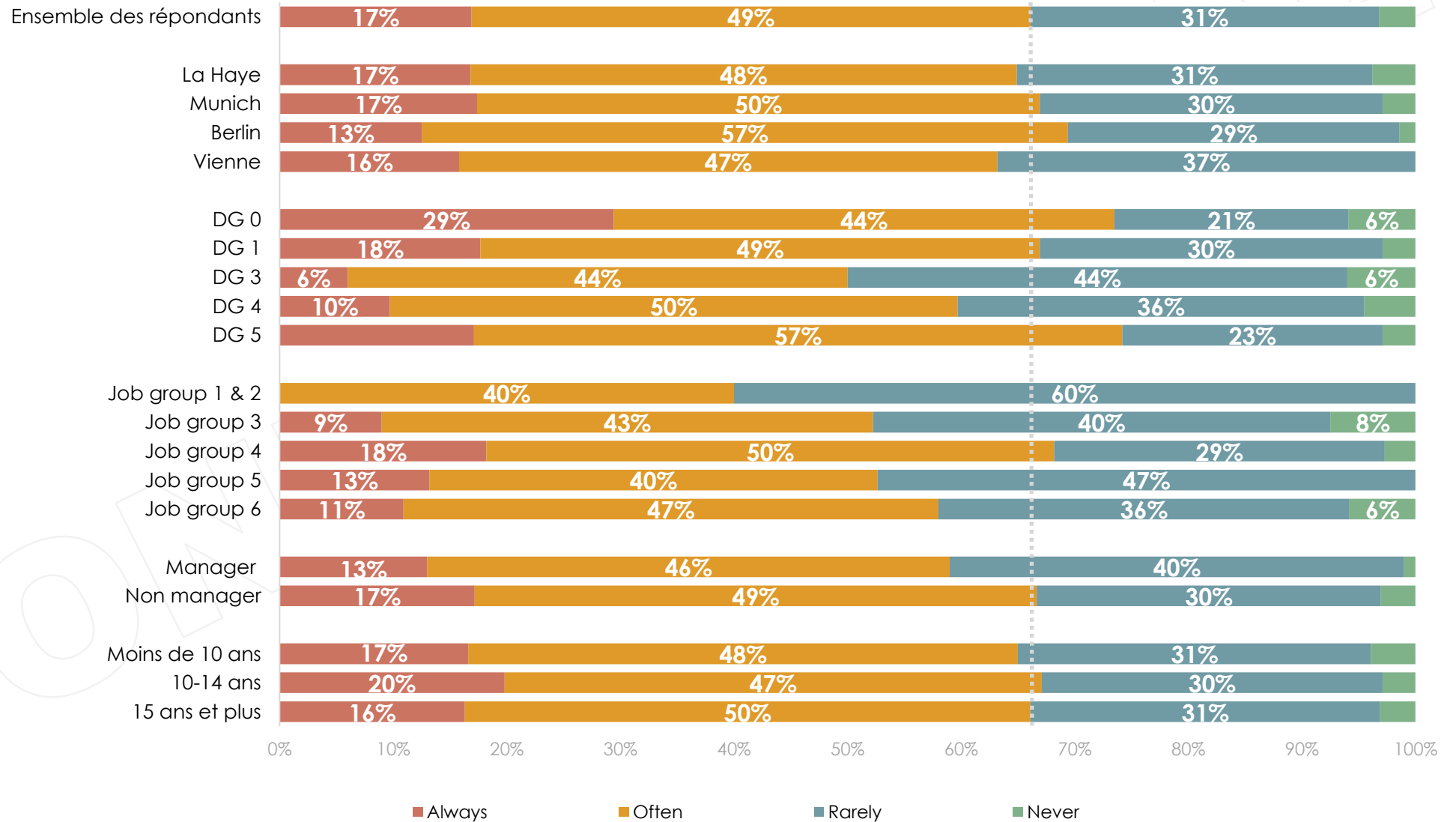
Q. 145 In the last 12 months, I have felt very tired from my work

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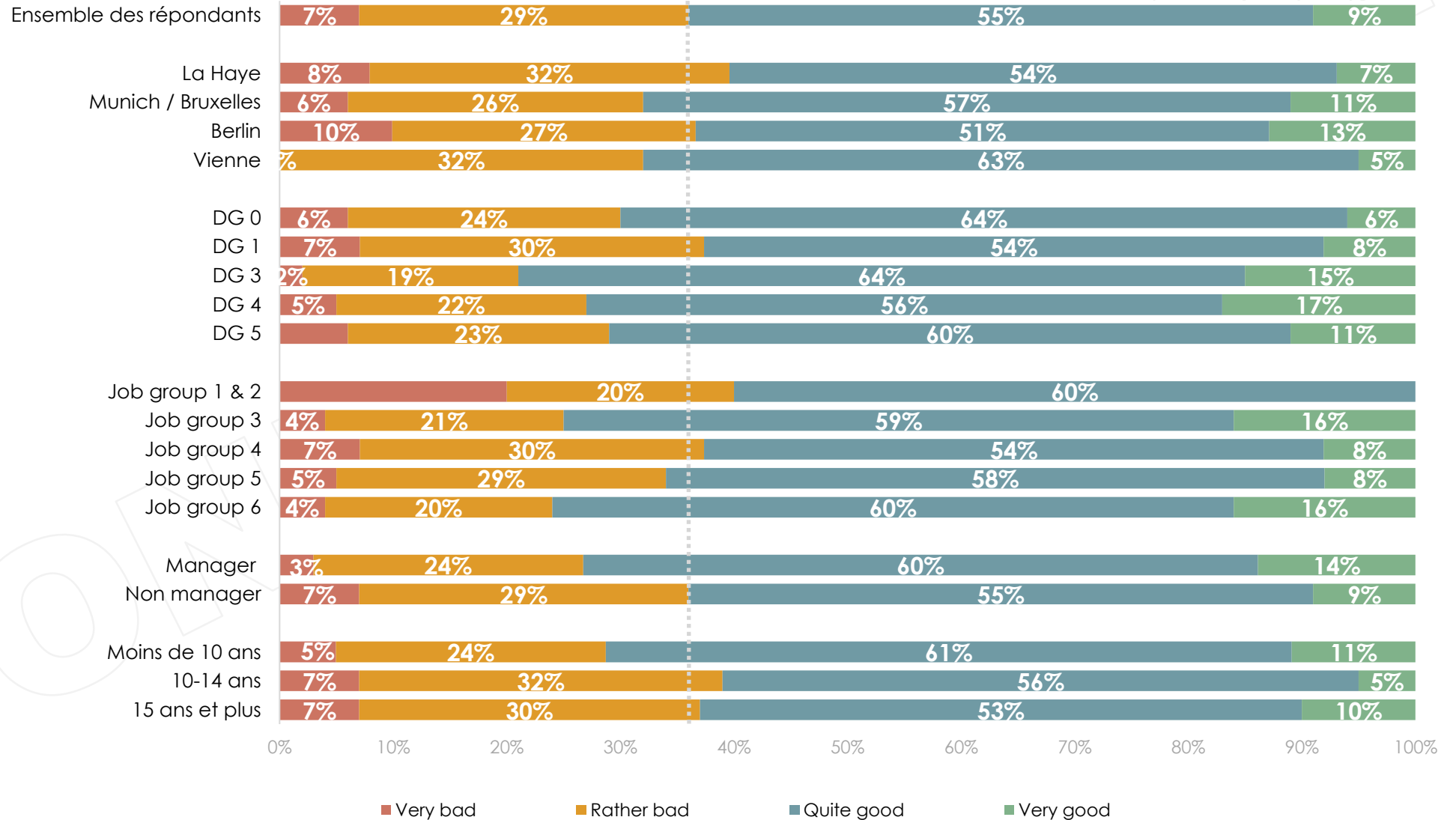
Stress

Q. 146 In the past 12 months, I have felt very stressed by my work



Working conditions

Q. 132 My working conditions taken as a whole are :





Technologia



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Global vision

Guide to reading occupational factors

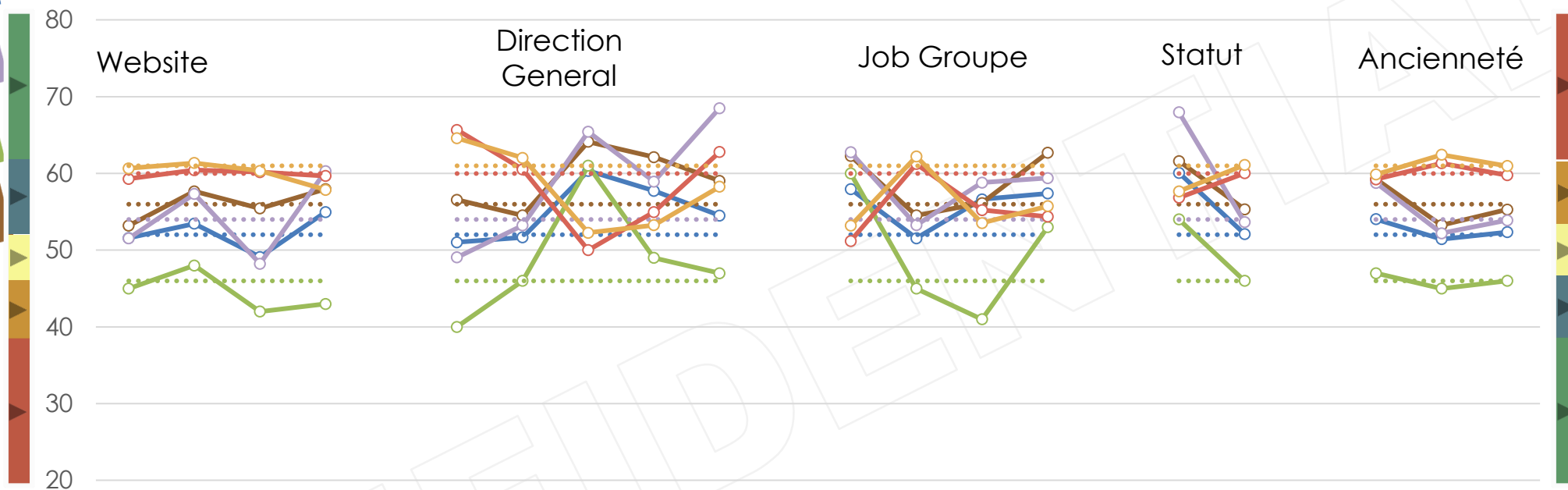
- The curves for the professional factors satisfaction and commitment reflect positive information. We will try to maximize these scores
- The stress and fatigue curve reflects information that should be minimised
- These aspects are not immune to extra-occupational factors. Therefore, they cannot reach the extreme values (high or low)
- Each of these scores (Job Factors, Satisfaction, Engagement and Fatigue) should not be analysed in isolation, but rather the balance between the different elements should be examined.
 - ⊗ Positive configuration :
 - High commitment associated with high satisfaction and low fatigue
 - ⊗ Negative configuration :
 - High commitment combined with high fatigue (and low satisfaction) = overexposure to burnout risk
 - Low commitment associated with high fatigue (even if QWL is not at its lowest) = risk of demobilisation, disinvestment or a motivational withdrawal

Levels of work factors, satisfaction, commitment, fatigue and stress



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- QWL factors
- Commitment
- Satisfaction
- Working conditions



- Fatigue
- Stress

- Pro Factors.
- Working conditions
- Satisfaction
- Commitment
- Stress
- Fatigue
- Moy Fact Pro
- Means of work
- Means satisfaction
- Means Commitment
- Moy Stress
- Average Fatigue

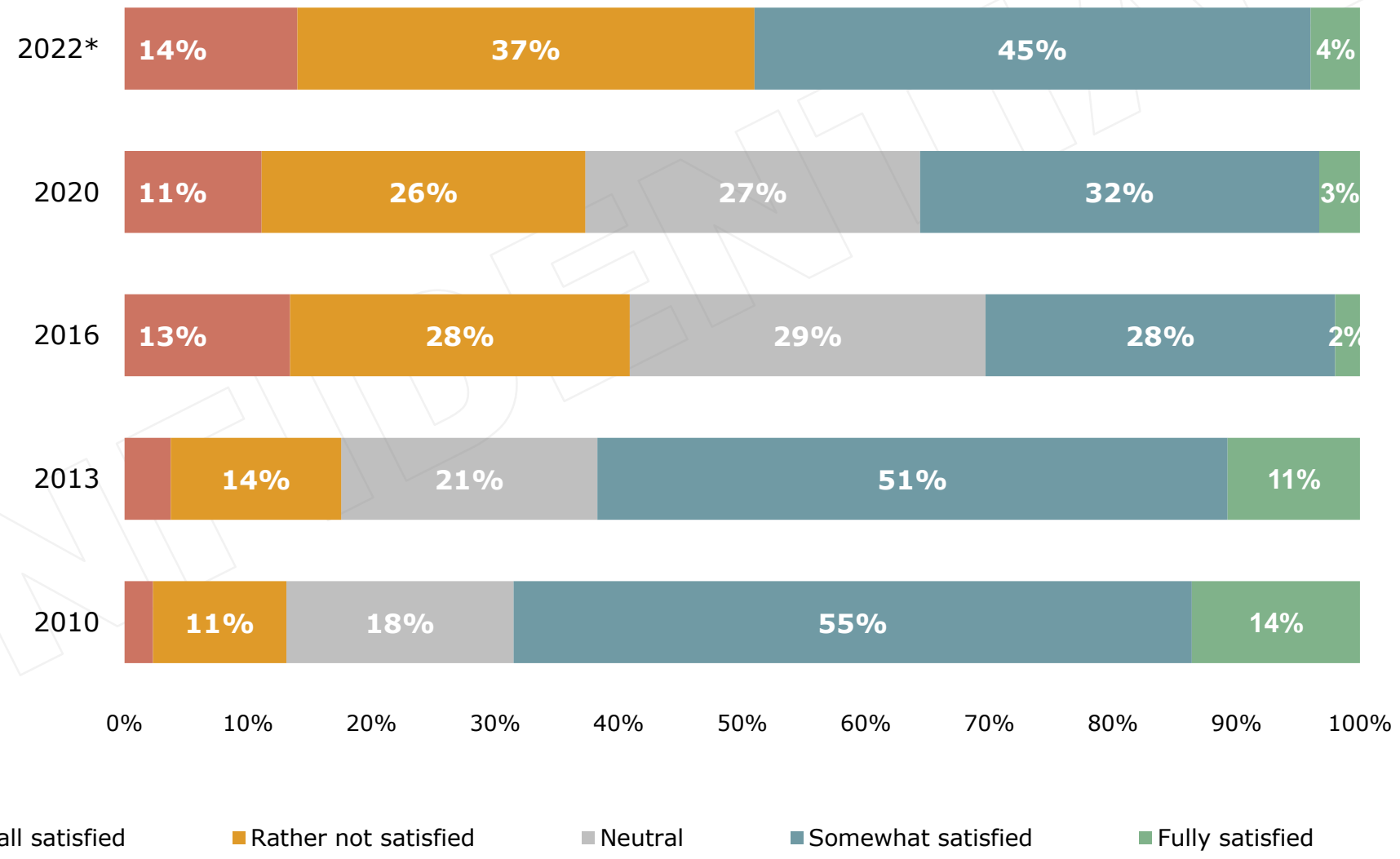


The evolution of a general vision
Satisfaction, working conditions and pride of belonging



Satisfaction 2010 - 2013 - 2016 - 2020 - 2022

Q. 176 Concerning my professional situation taken as a whole, I am :

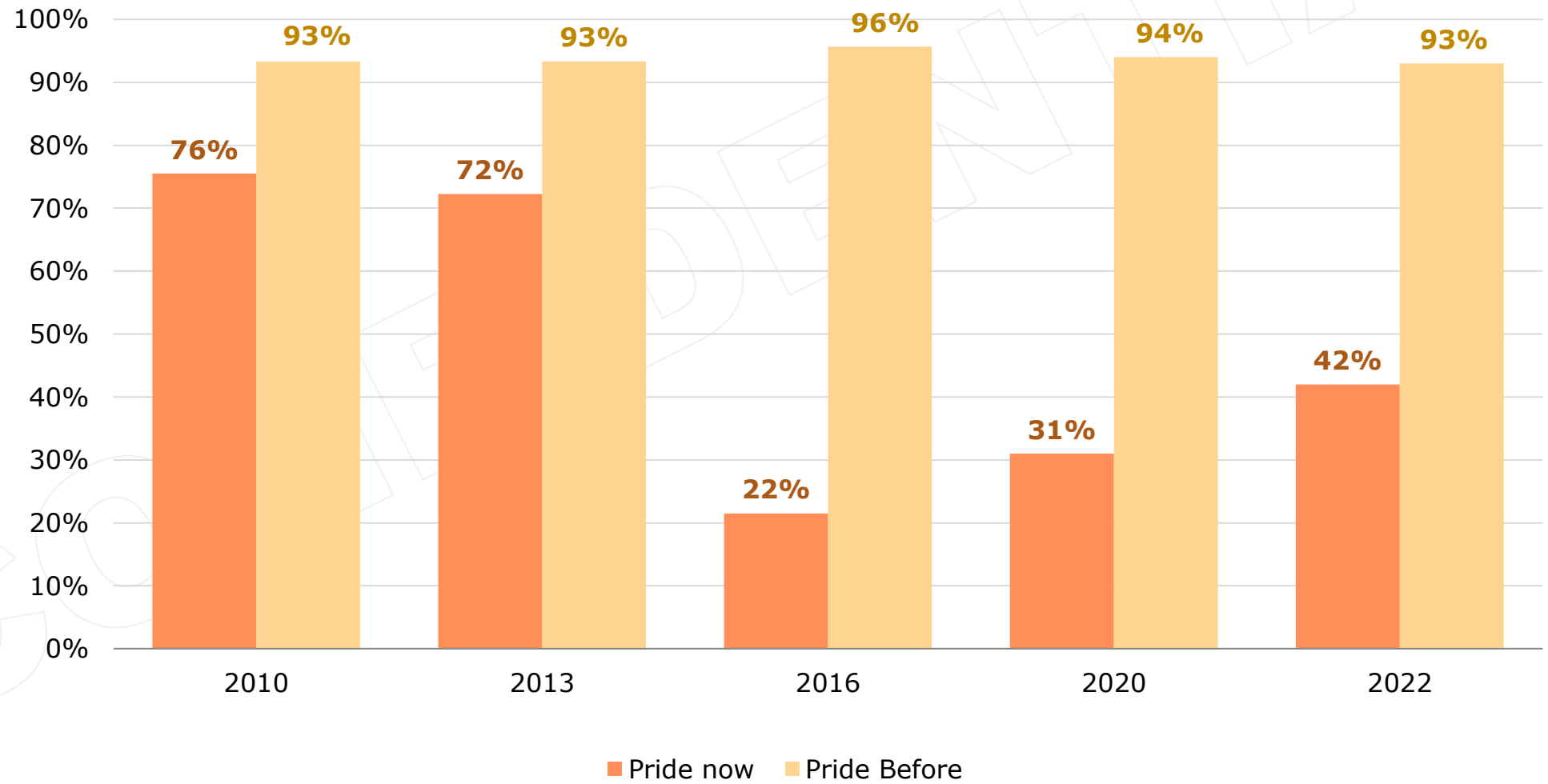


* In 2022 the "neutral" option was not offered to respondents



Pride of belonging to the EPO 2010 - 2013 - 2016 - 2020 - 2022

Q. 174 Previously, were you / Q. 175 Today, are you proud to belong to the European Patent Office?



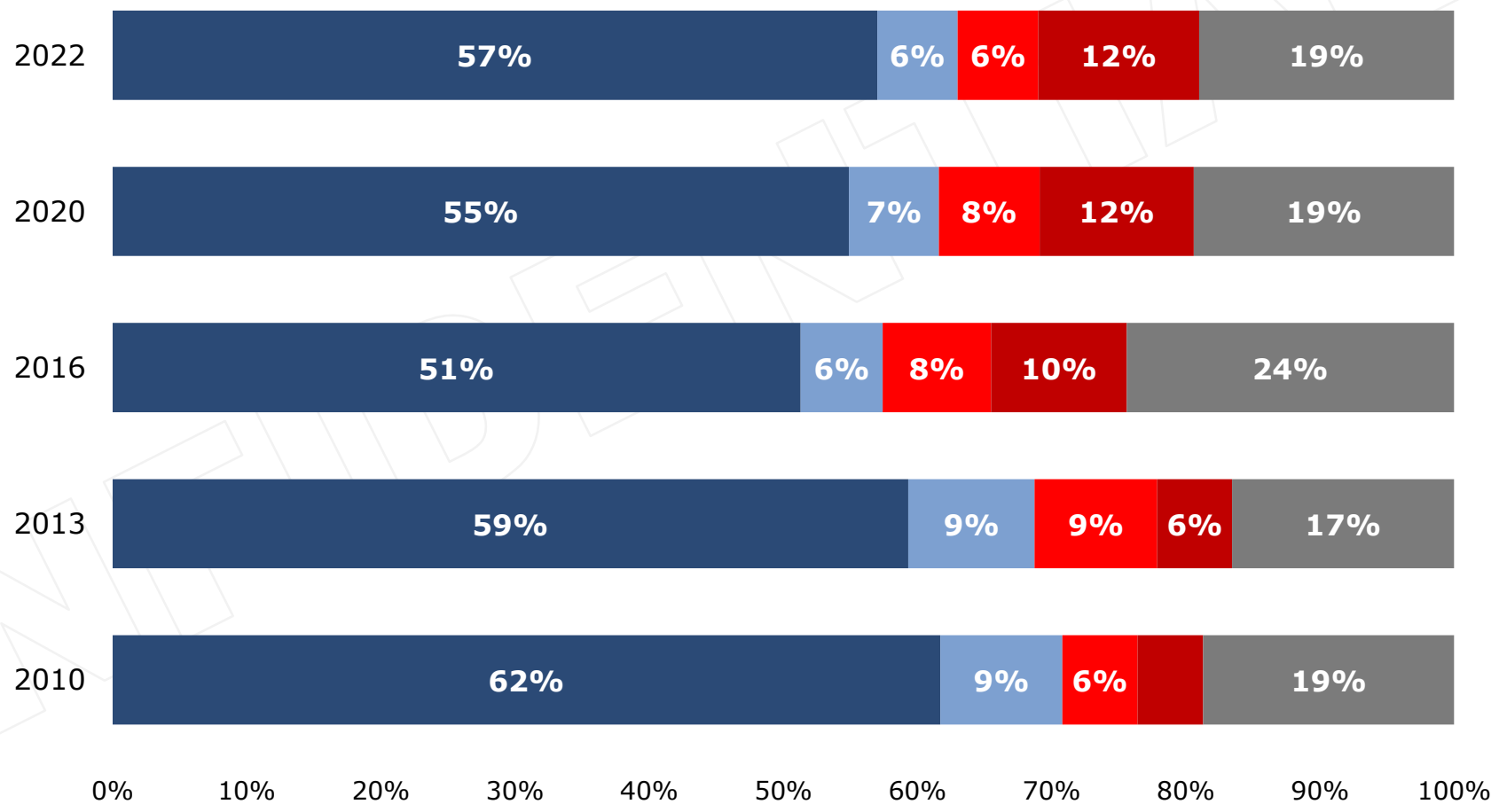


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Vision of the future



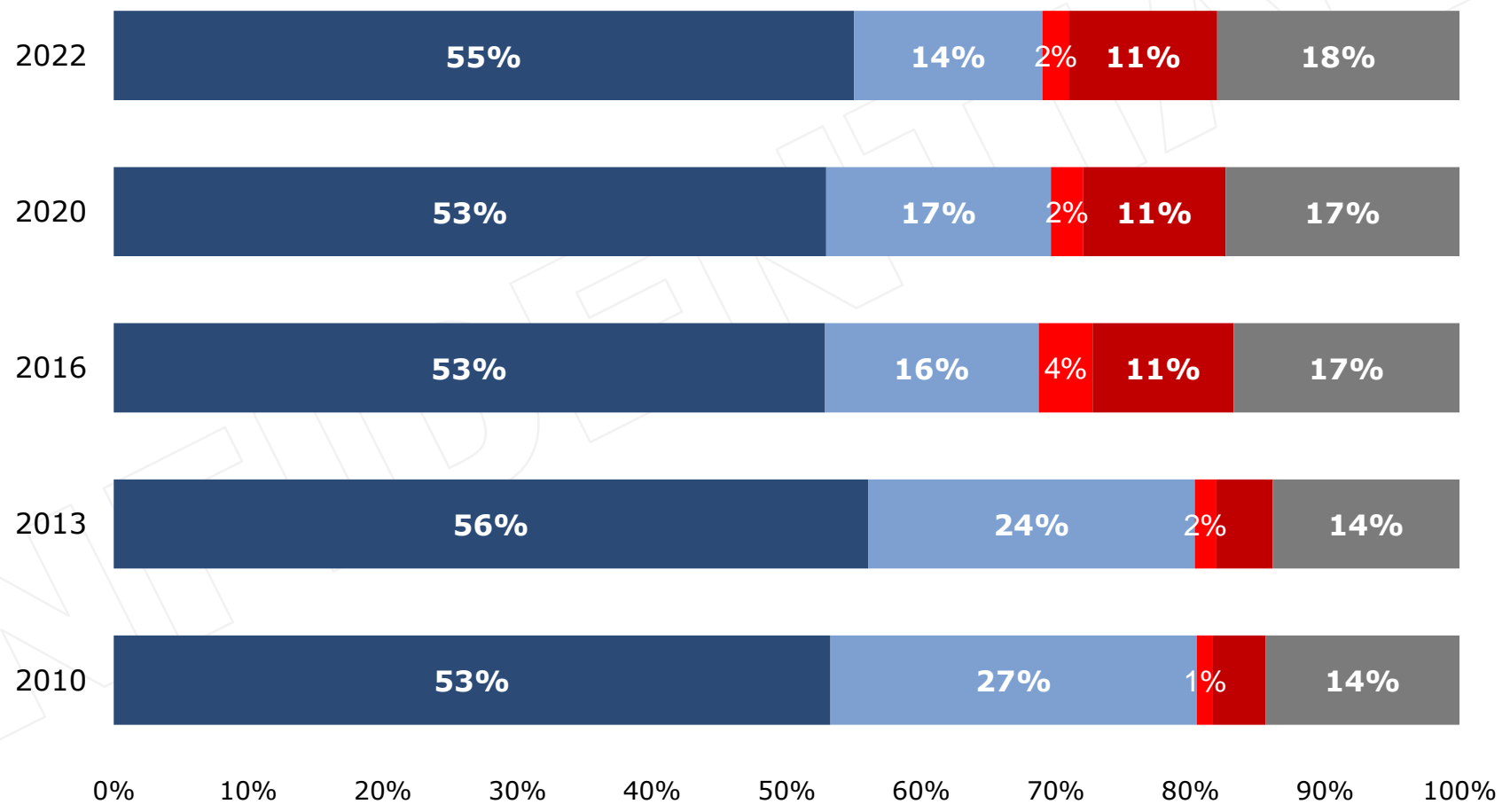
Q. 110 In three years' time, do you think that :



- You will still be working in the same position
- You will have chosen to take another position
- You will have been forced to take another job
- You will have had to leave the European Patent Office
- Don't know



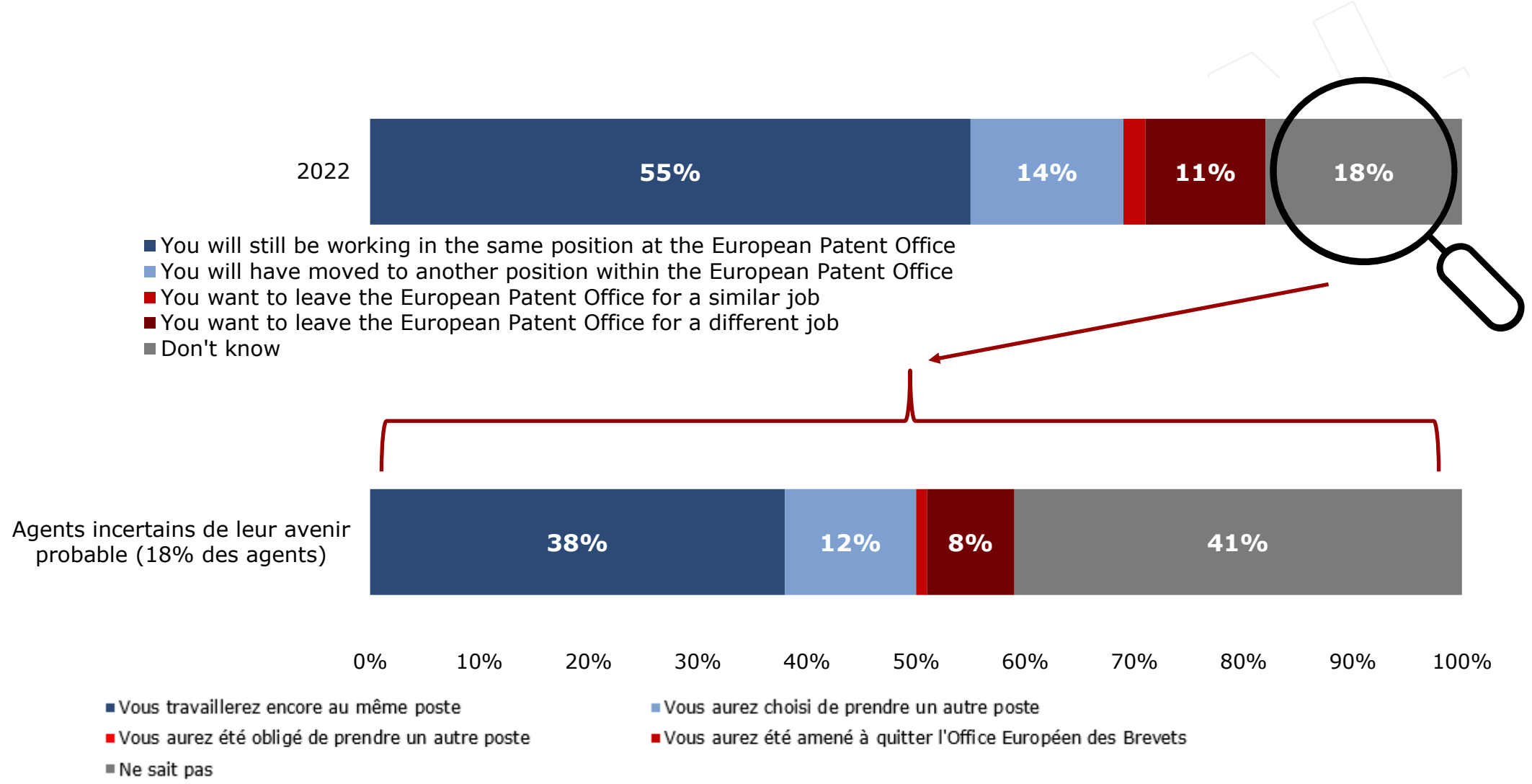
Q. 111 In three years, ideally:



- You will still be working in the same position
- You will have chosen to take another position
- You will have been forced to take another job
- Don't know
- You will have had to leave the European Patent Office



Q. 111 In three years, ideally :

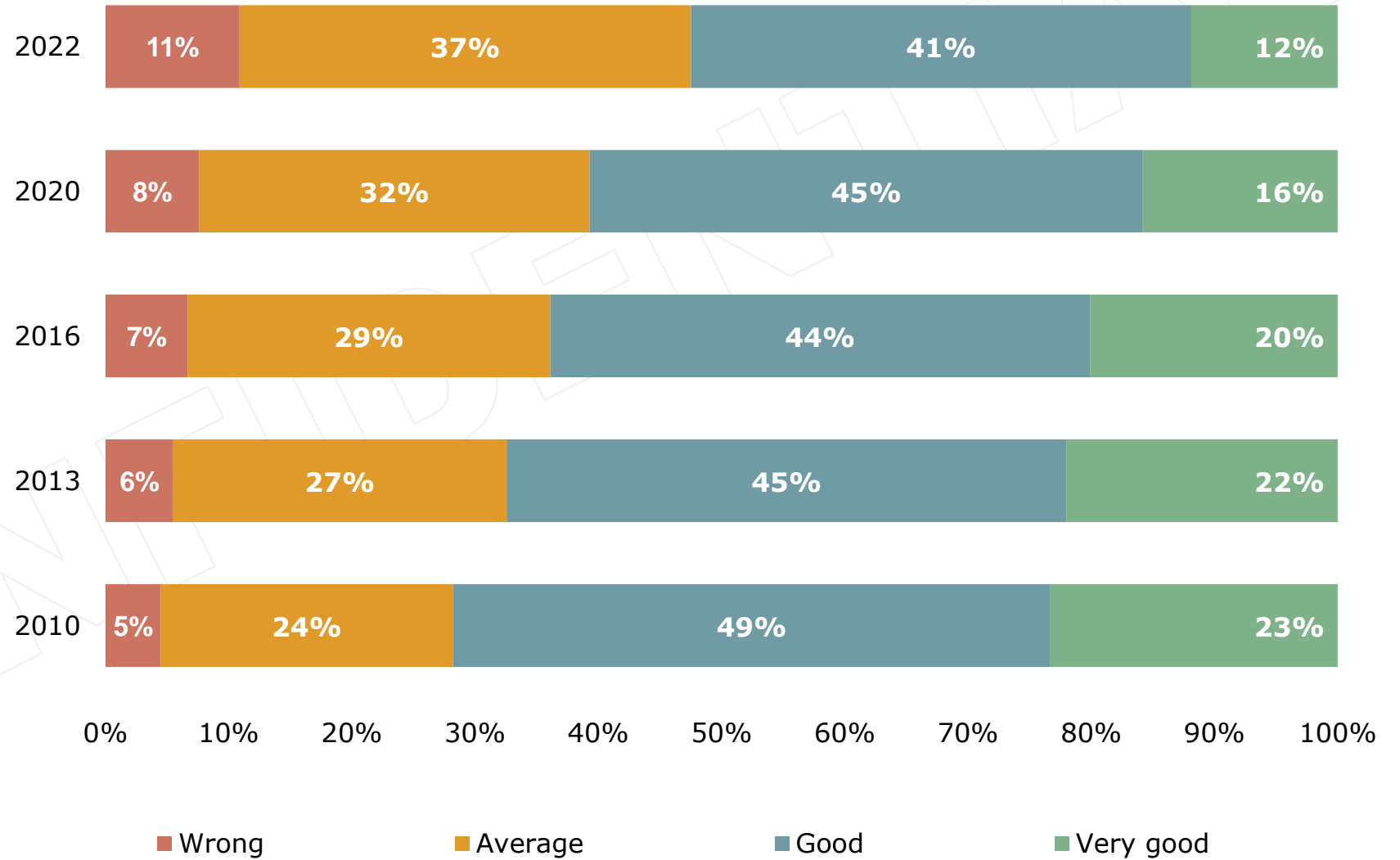




Perceived health and the link between work and health

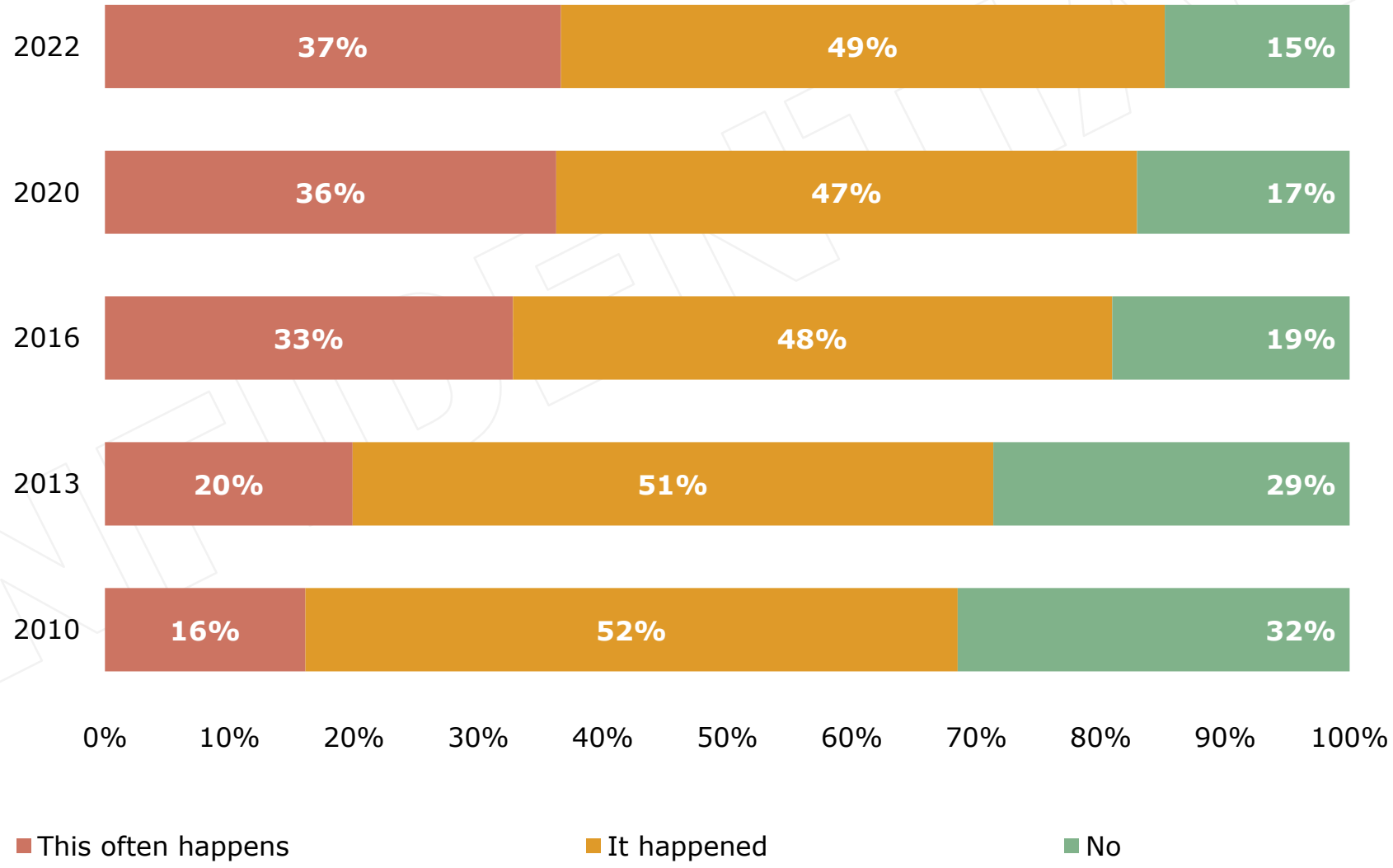


Q. 157 Compared to other people of your age, would you say that your health is rather :



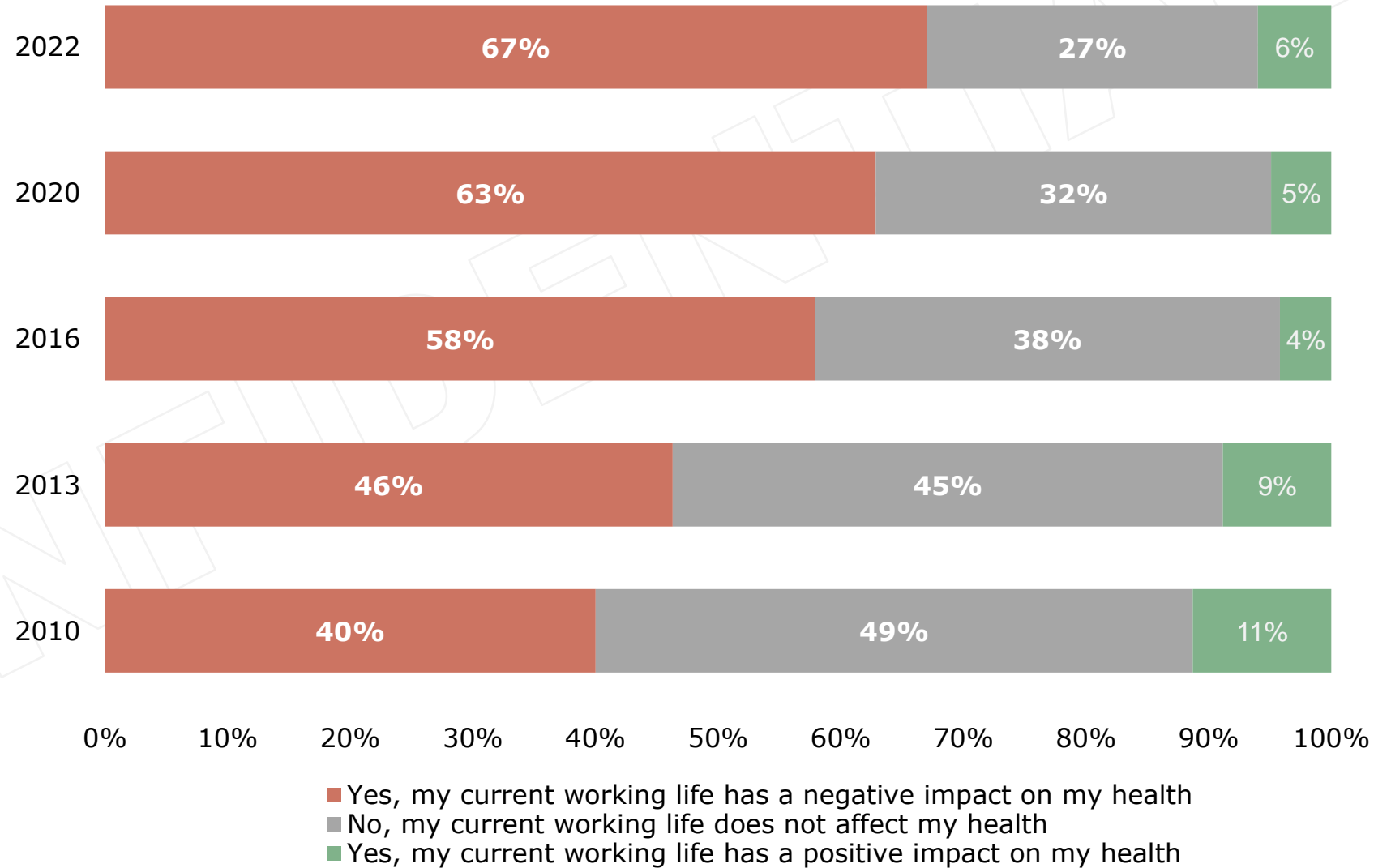


Q. 162 Do you or have you in the past 12 months felt very tired or stressed by your work?





Q. 159 Do you think that your current working life has an impact on your health?





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Work demands

Time & pace of work AND burnout



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Time & pace of work

Working time overruns vs. recovery

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of employees

36%

11%

6%

13%

24%

1%

7%

31%


Overflows

No

Rare

Rare

Regular

Regular

Very common

Very common


Recovery

No

Yes

No

Yes

No

Yes

No


Fatigue

53%

51%

82%

68%

93%

69%

94%

Working time overruns vs. recovery

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Overflows

Regulars

Very common

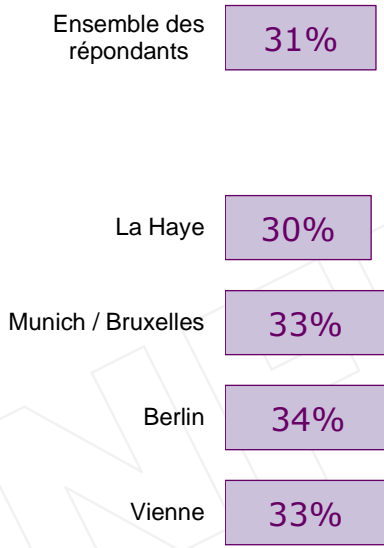


Recovery

No

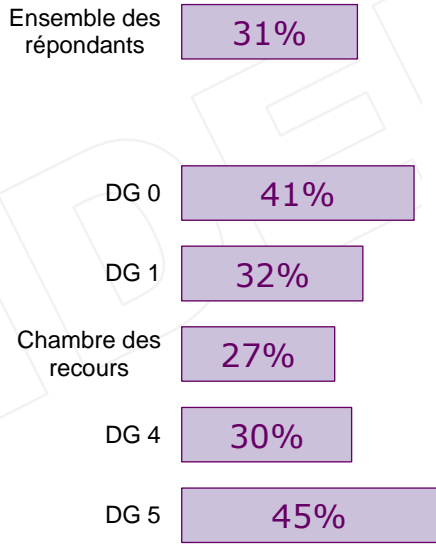


Website



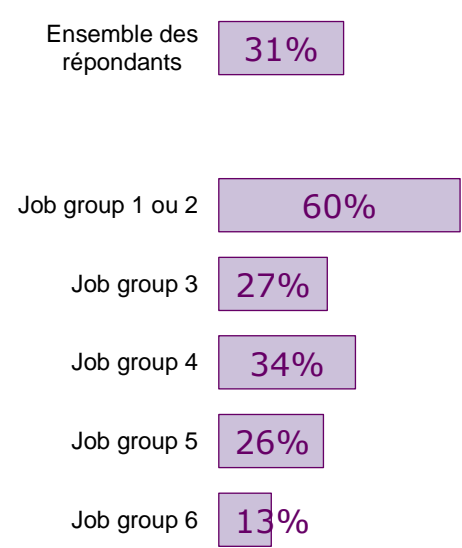


Management General



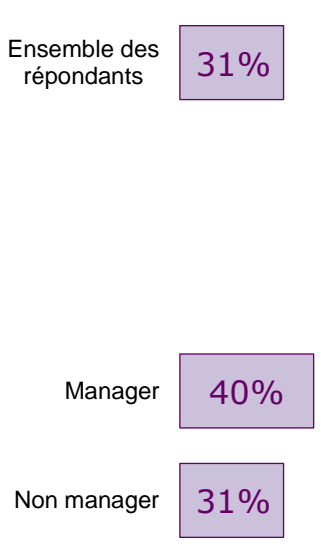


Job group





Manager





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Exposure to the risk of burnout



Exposure to the risk of burnout

- Burnout is "a state of physical, emotional and mental exhaustion caused by prolonged involvement in emotionally demanding situations" (Pines and Aronson).
- For the assessment of physical, mental and emotional exhaustion we use **the Pines Burnout Scale** (short version). Here are the 10 questions and validated (Q.147 -156):

1. *I feel tired*
2. *I feel let down by some people*
3. *I feel desperate*
4. *I feel 'under pressure*
5. *I feel physically weak or ill*
6. *I feel 'worthless' or 'failed*
7. *I have difficulty sleeping*
8. *I feel neglected*
9. *I feel depressed*
10. *I can say "I've had enough" / "That's enough*

- The response terms represent a frequency scale:

Never

Very low risk of exhaustion

Almost never

Rarely

Low risk of exhaustion

Sometimes

Medium risk of exhaustion

Often

Risk of burnout high

Very often

Very high risk of exhaustion

Always

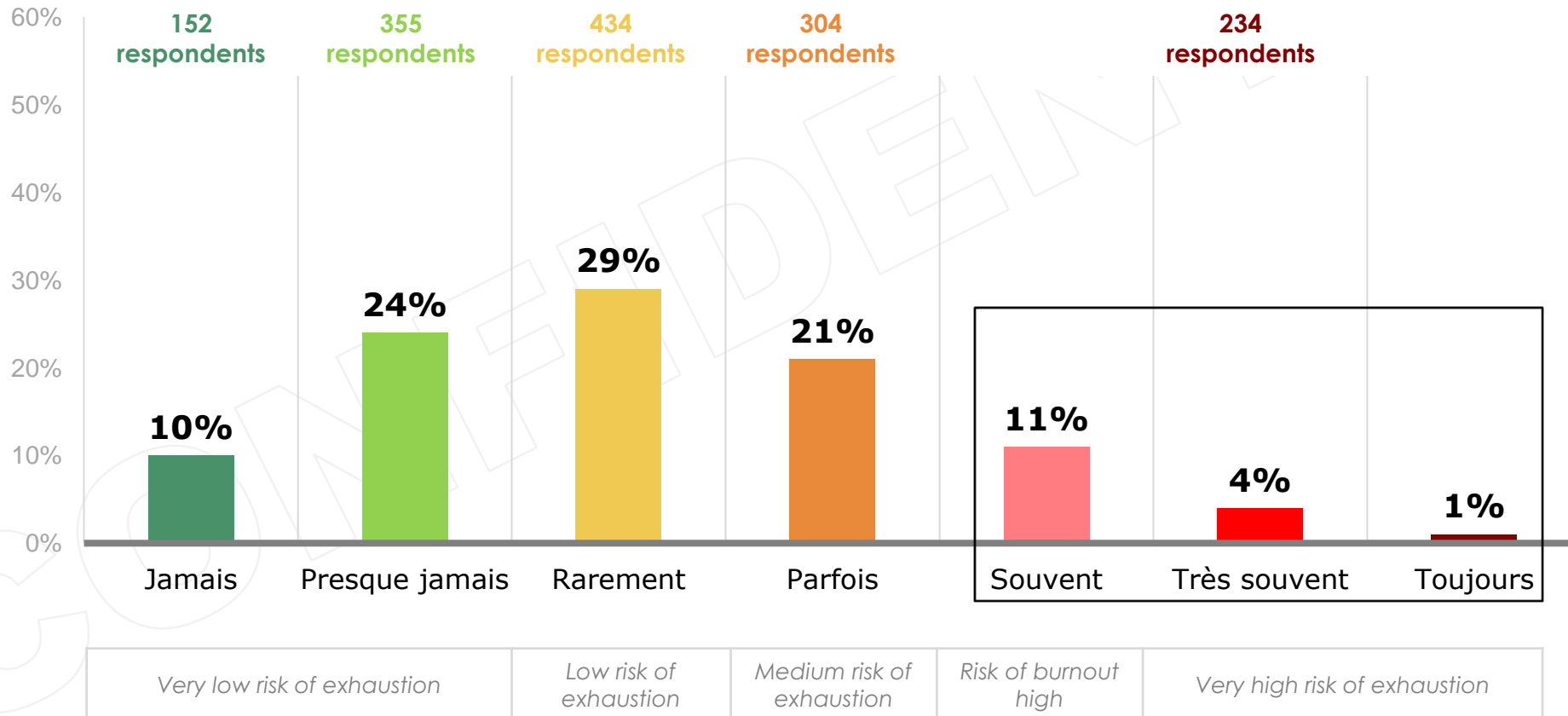


Exposure to the risk of burnout



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16% of respondents are at high or very high risk of burnout.



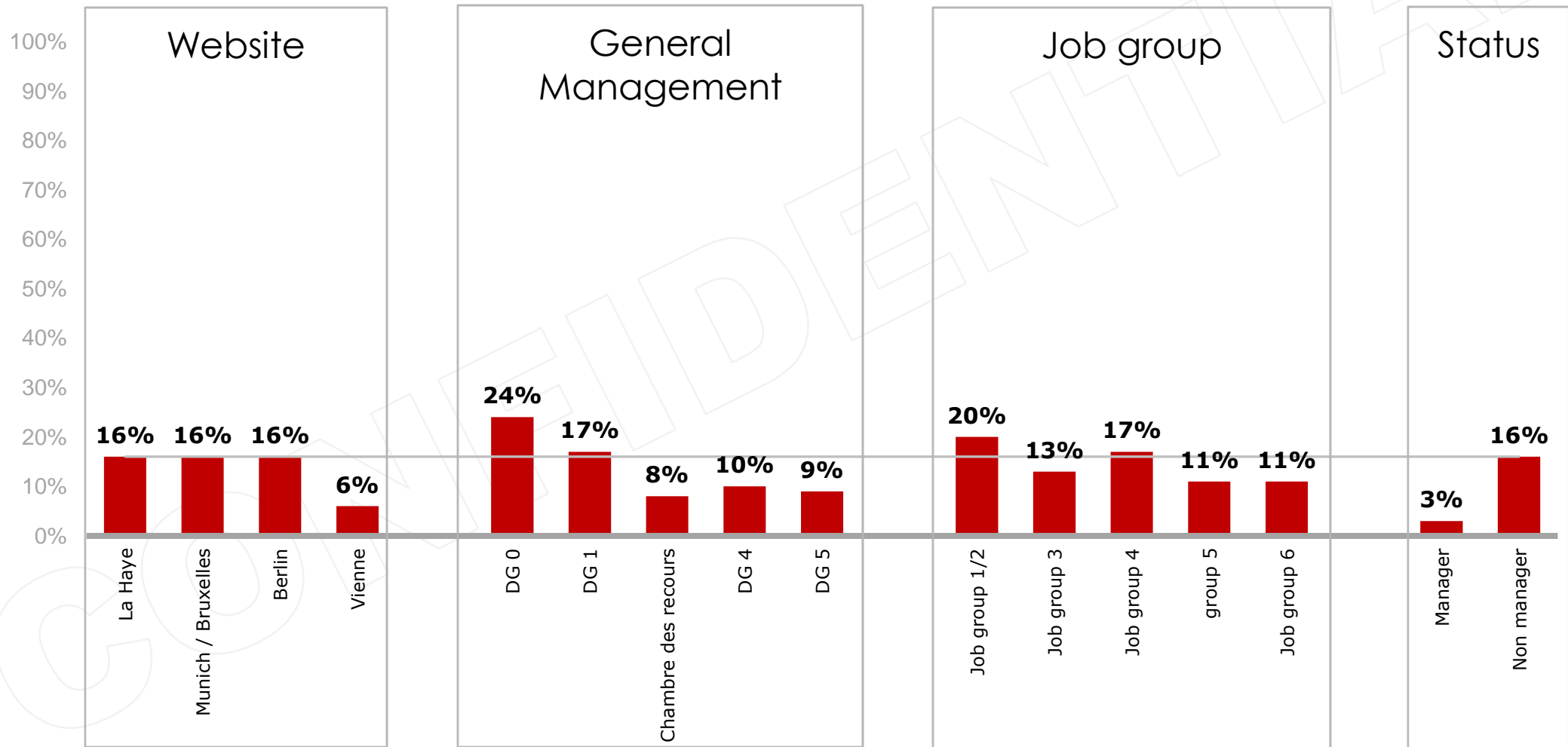
Exposure to the risk of burnout

Site, General Management and Job group



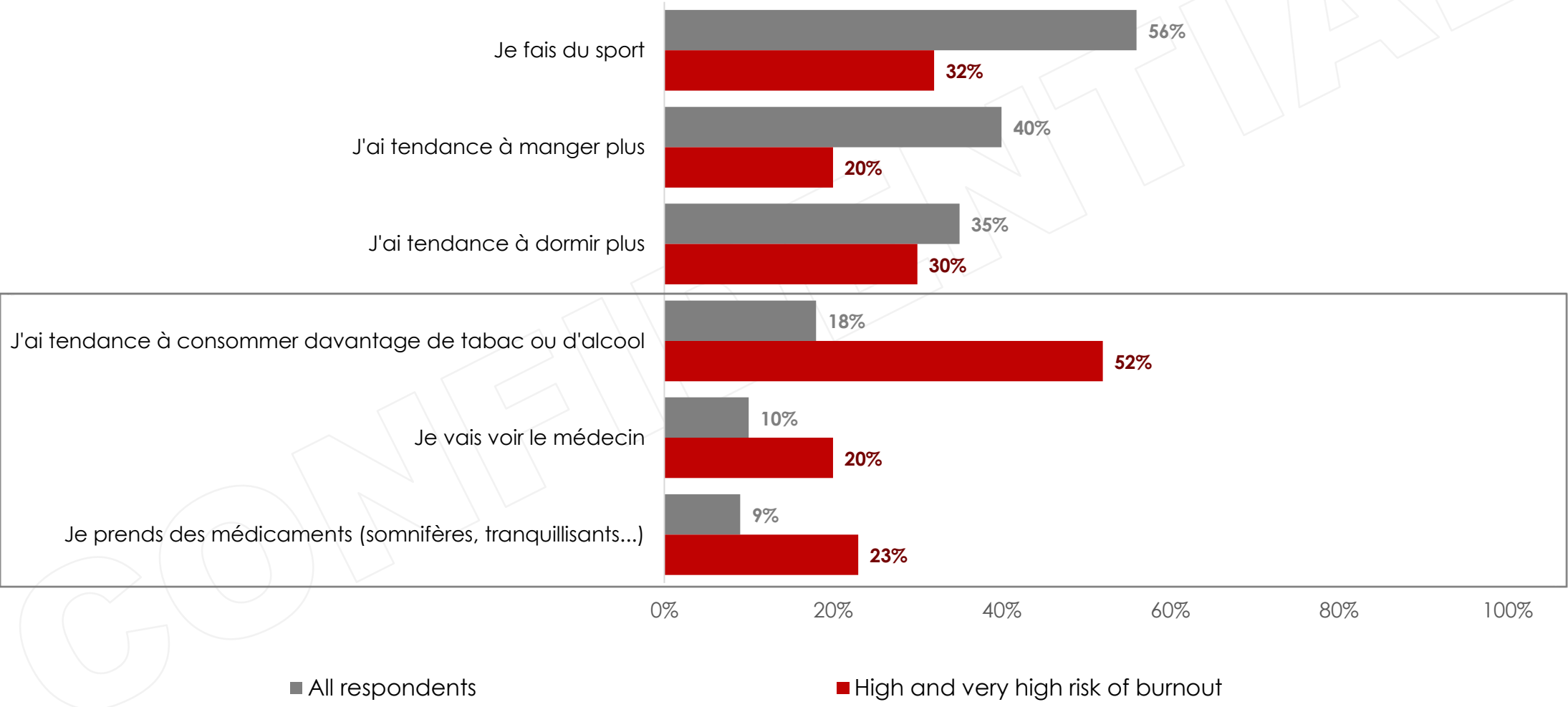
Putting people at the heart of decisions

Distribution of the 16% of respondents at high or very high risk of burnout.



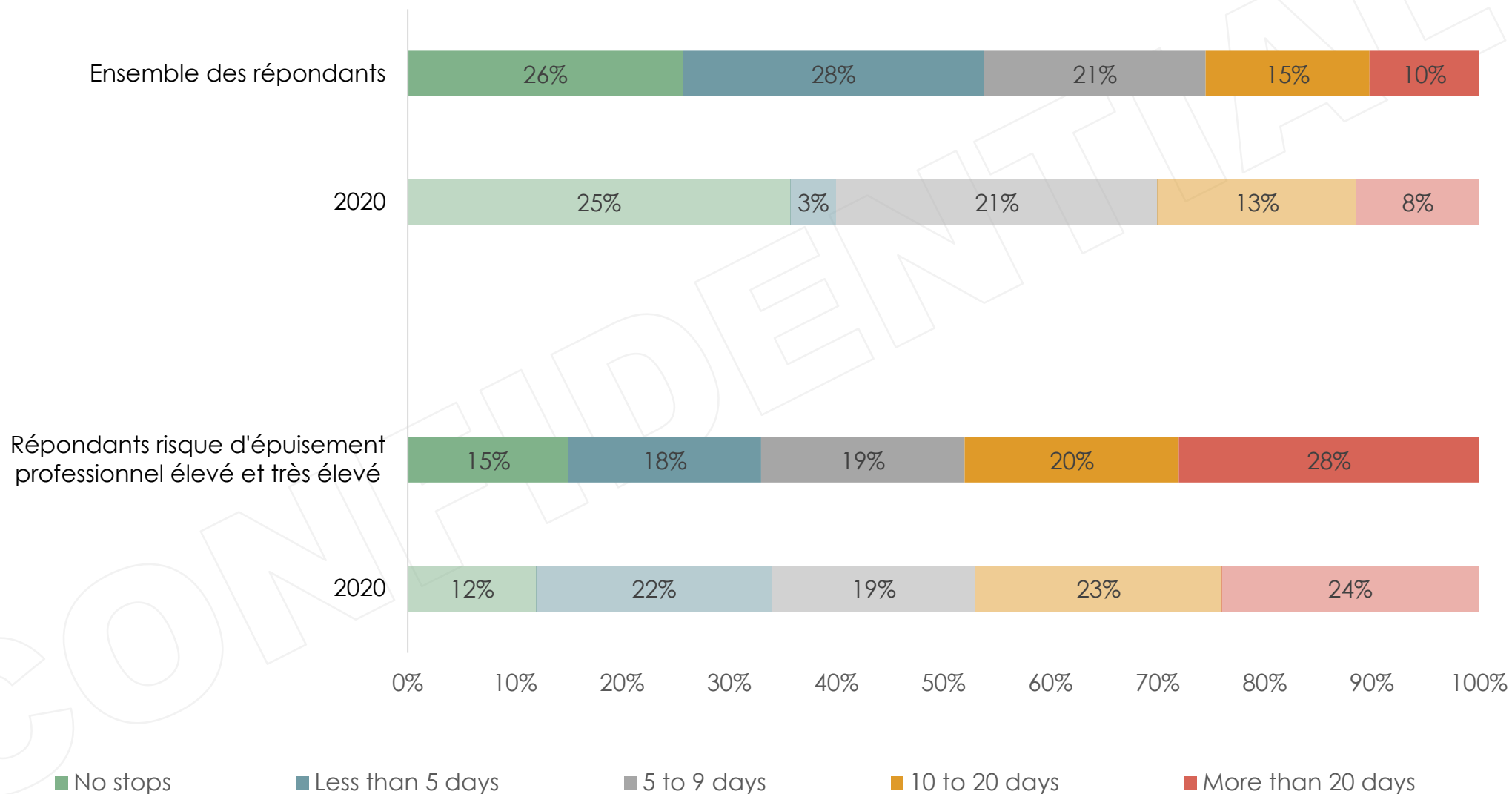


Q. 163 When you have periods when you are very tired or stressed by your work, when you are 'fed up' or fed up, what do you usually do?





Q158. How many days in total did these stoppages represent over the last 12 months?





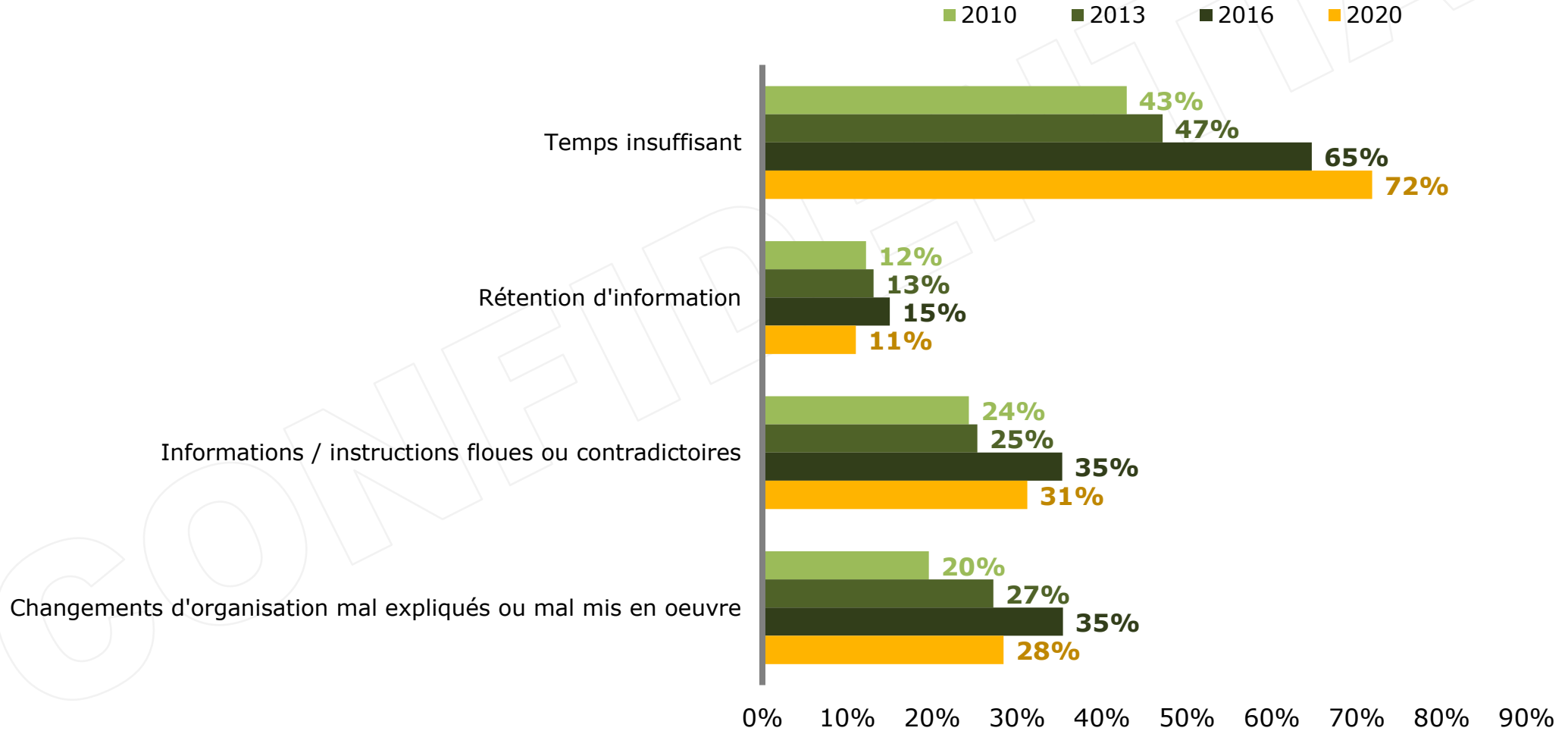
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Professional constraints



Reminder of the elements that constrain the work 2010 - 2013 - 2016 - 2020

I often cannot do my job properly because of the following:

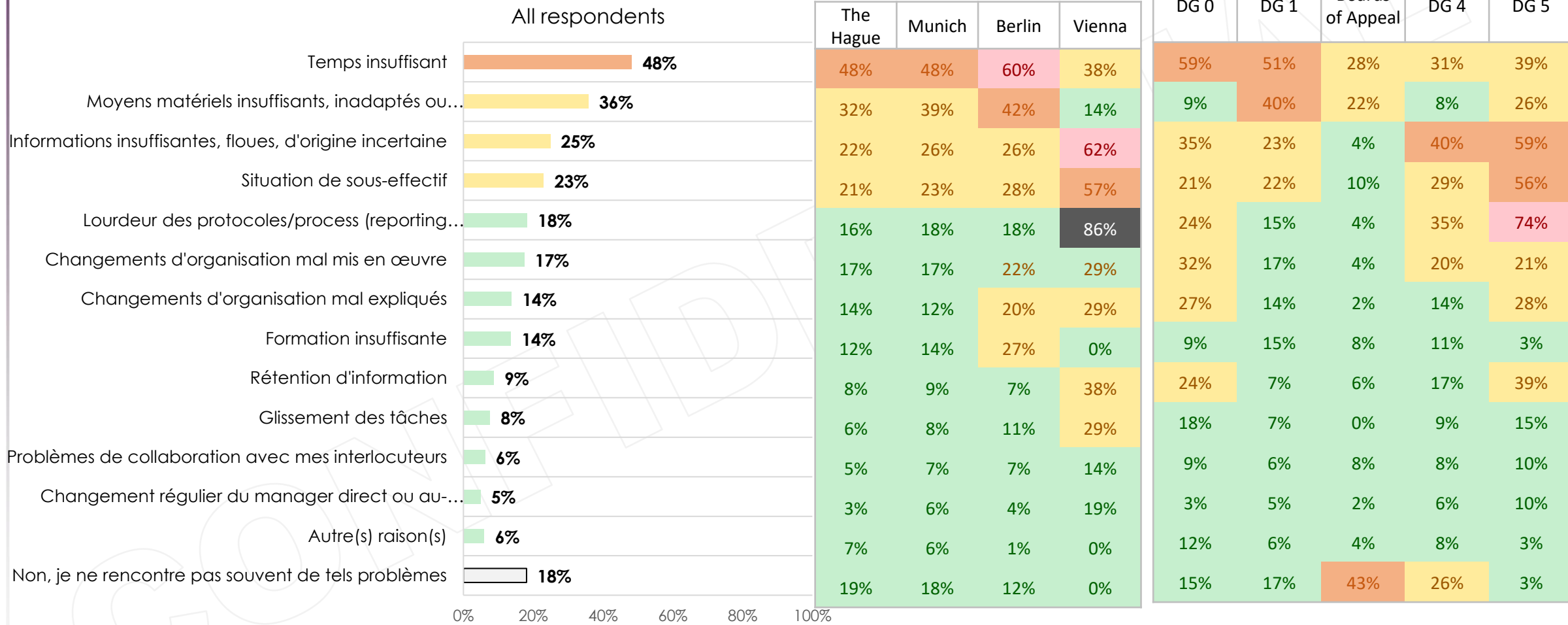


Factors that prevent one from doing one's job properly (Q. 130)

Site and Directorate General



Putting people at the heart of decisions

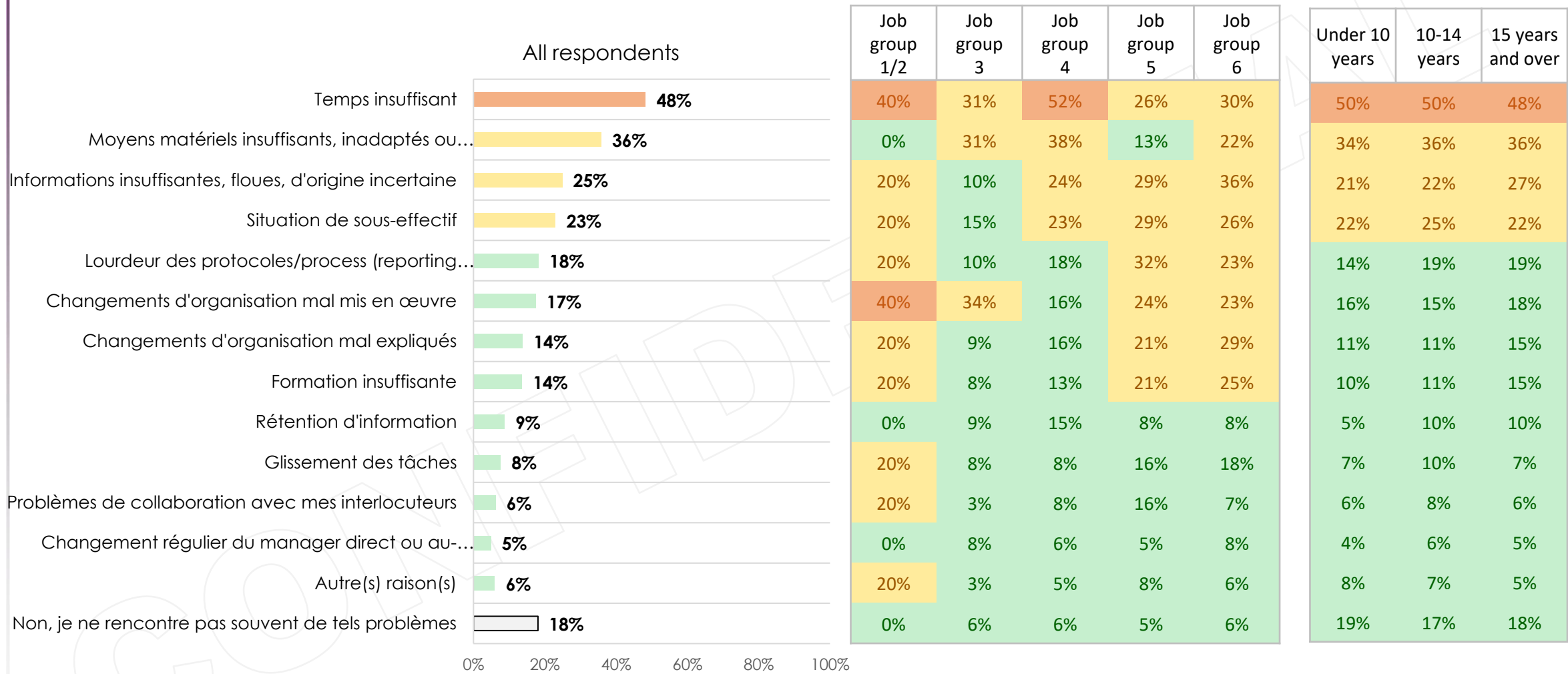


Elements preventing one from doing one's job properly (Q. 130)

Job group and seniority

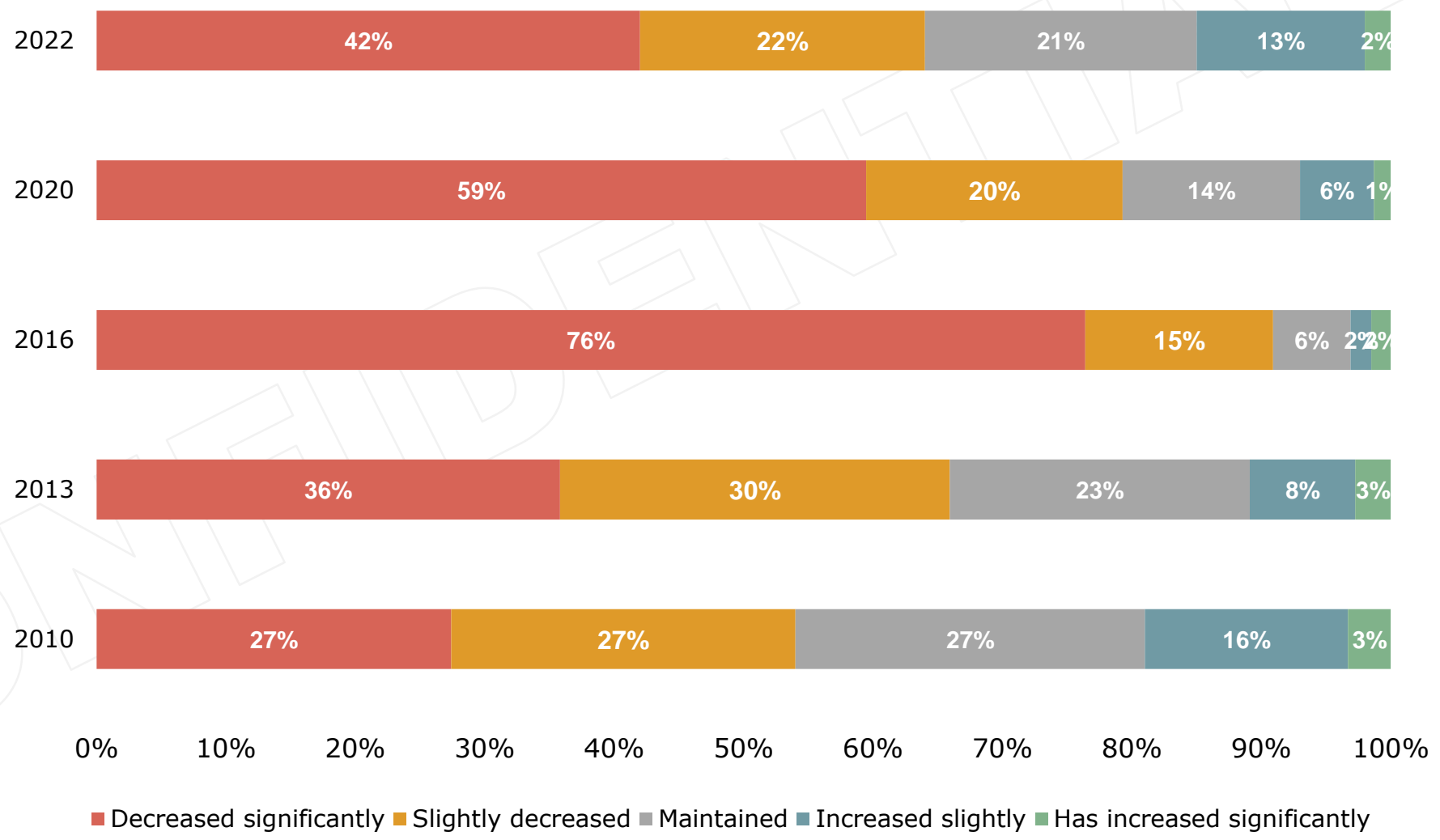


Putting people at the heart of decisions





Q. 39 Over the last three years, the place of quality in relation to quantitative objectives :





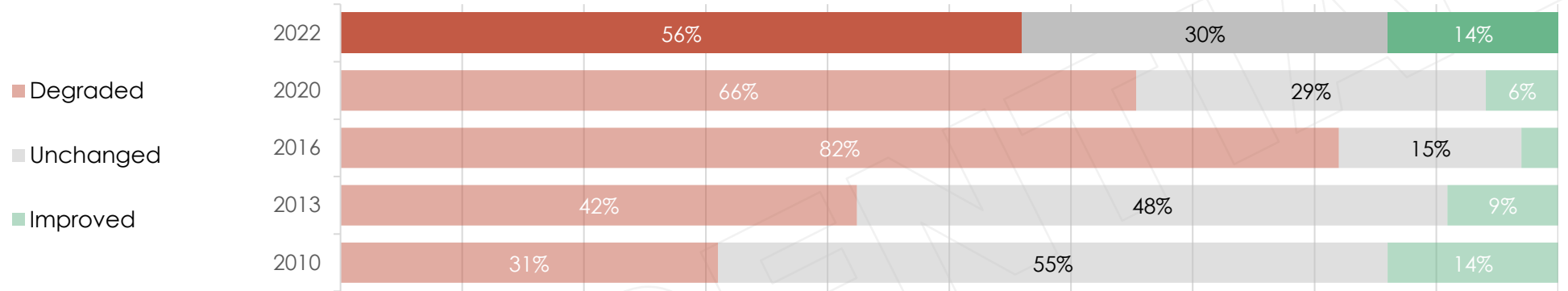
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The evolution of working conditions

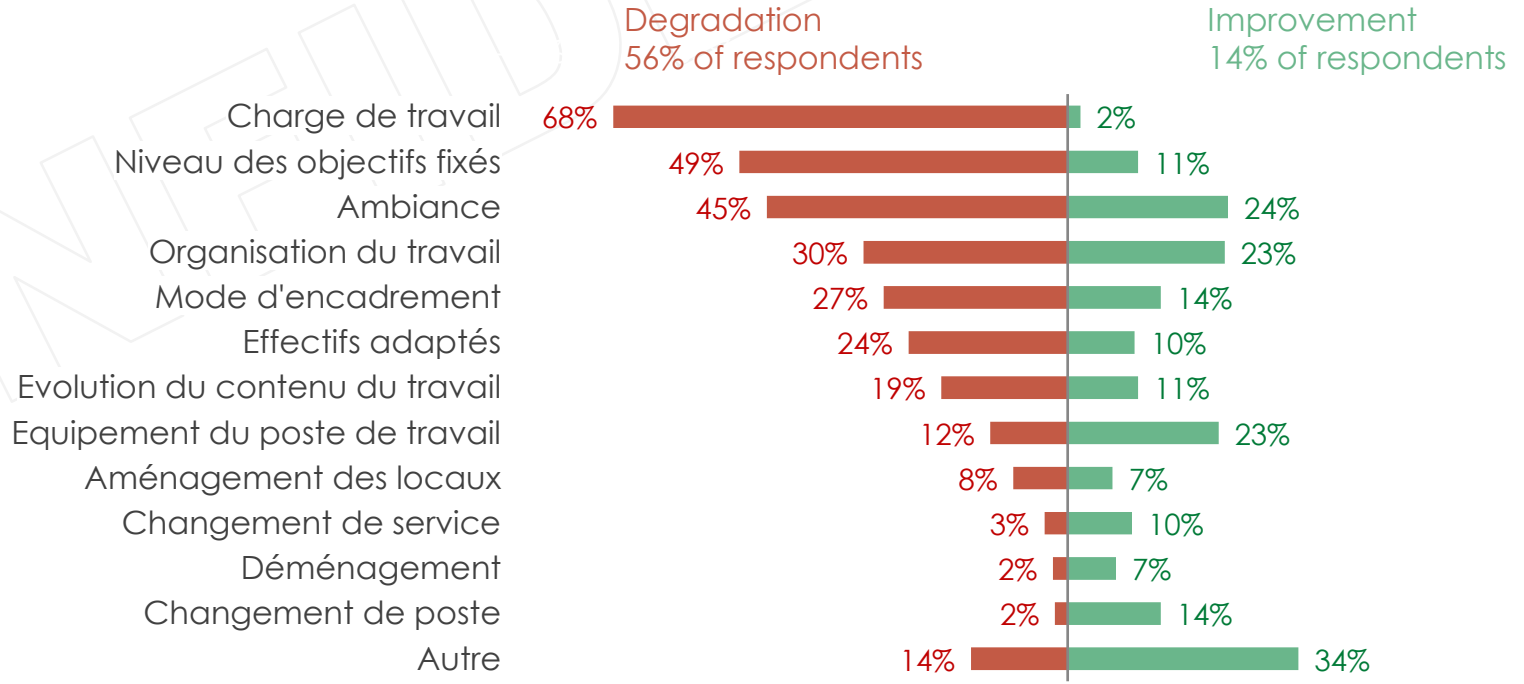


Changes in working conditions over the last 12 months (2010 - 2022)

Reasons for changes in working conditions 2022



Because of the...





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Management



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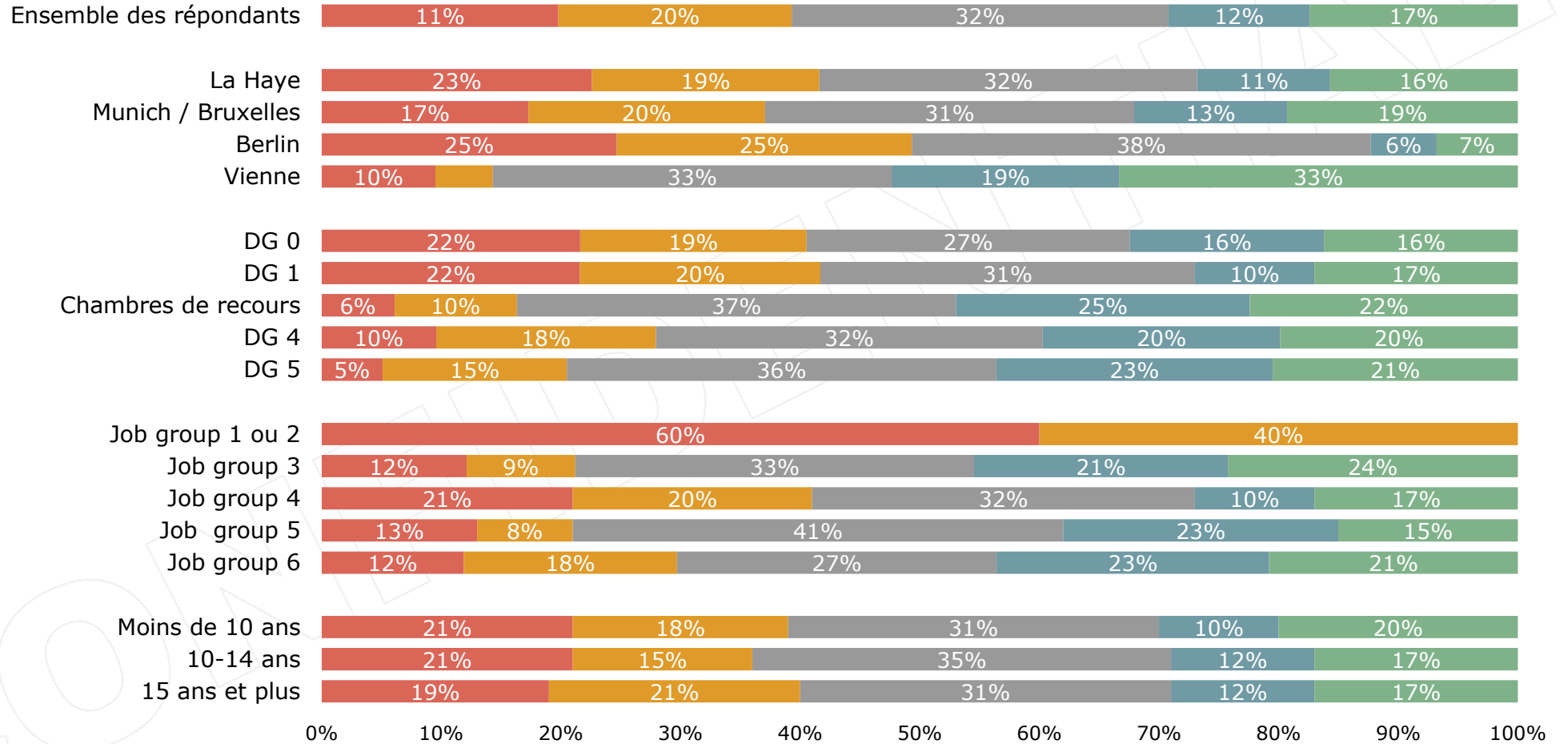
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Management
Your manager

Q. 67 How does your manager make decisions?



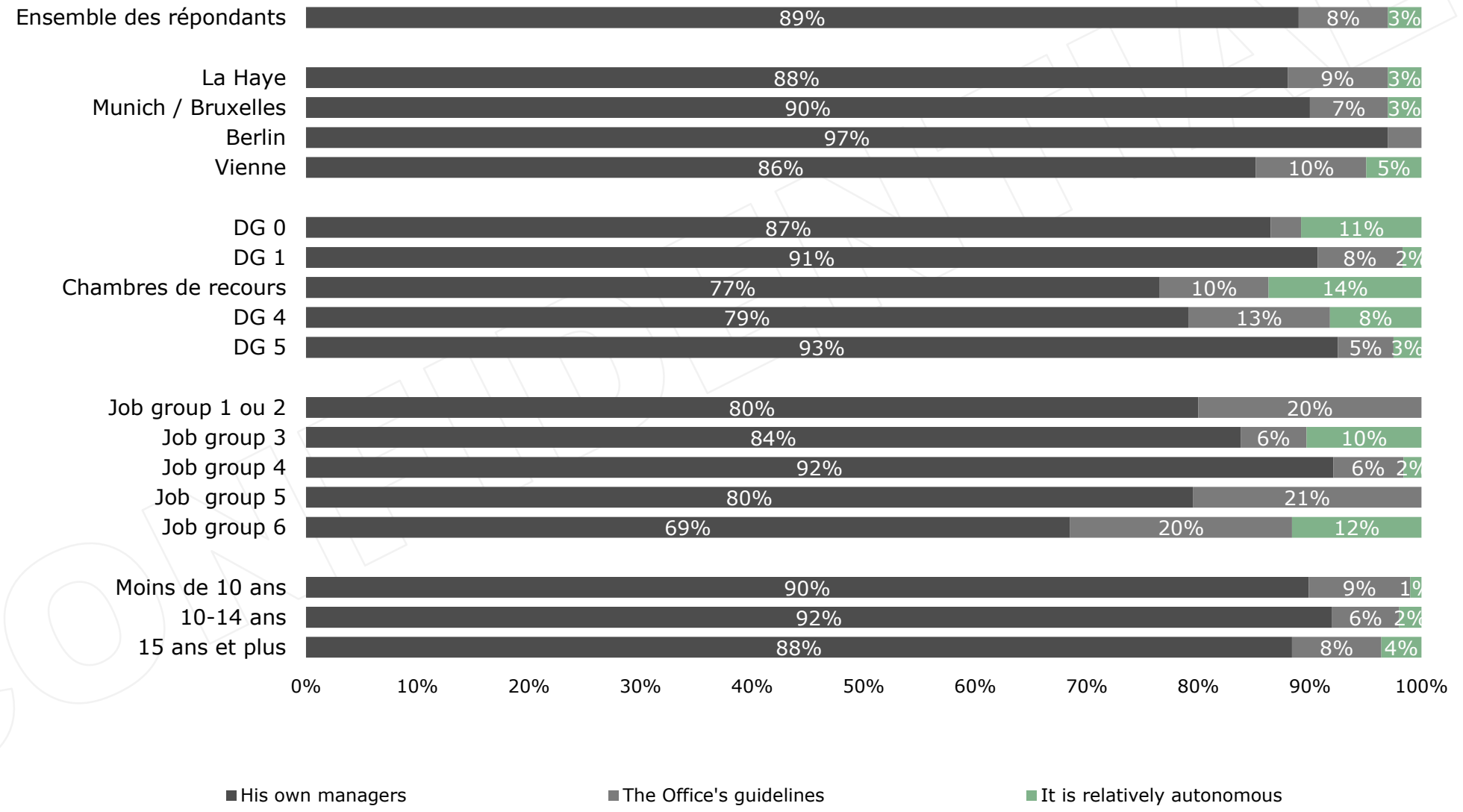
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- Your manager decides alone without consulting you
- Your manager decides almost everything and only a few decisions are delegated
- Your manager decides by consulting with his subordinates beforehand
- Decisions are taken jointly by your manager and his or her subordinates
- Your manager gives his subordinates freedom as long as certain constraints are respected

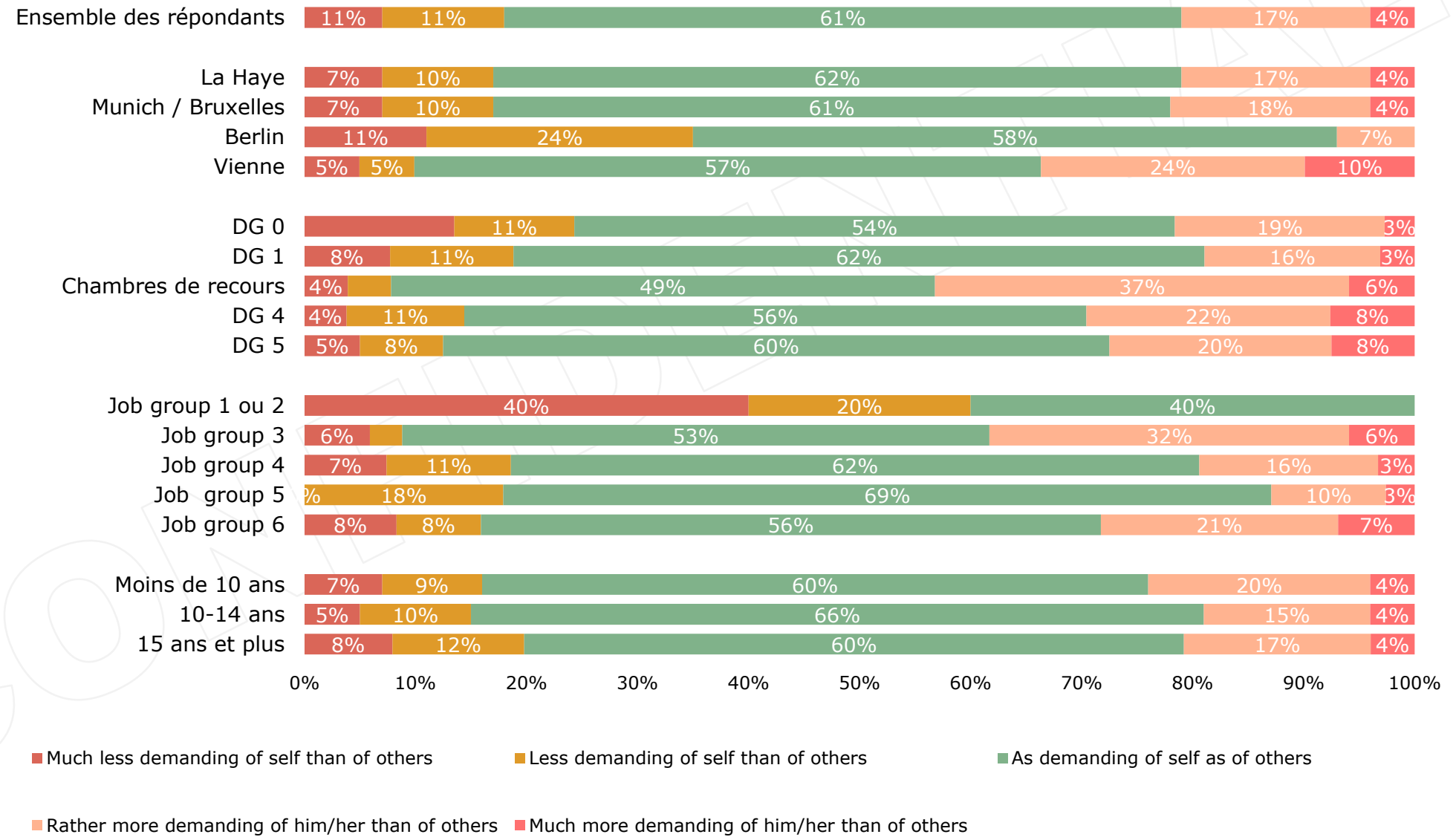


Q. 68 Do you think that your manager is himself constrained in the decisions he makes by :





Q. 69 Overall, do you think your manager is as demanding of himself as he is of you?





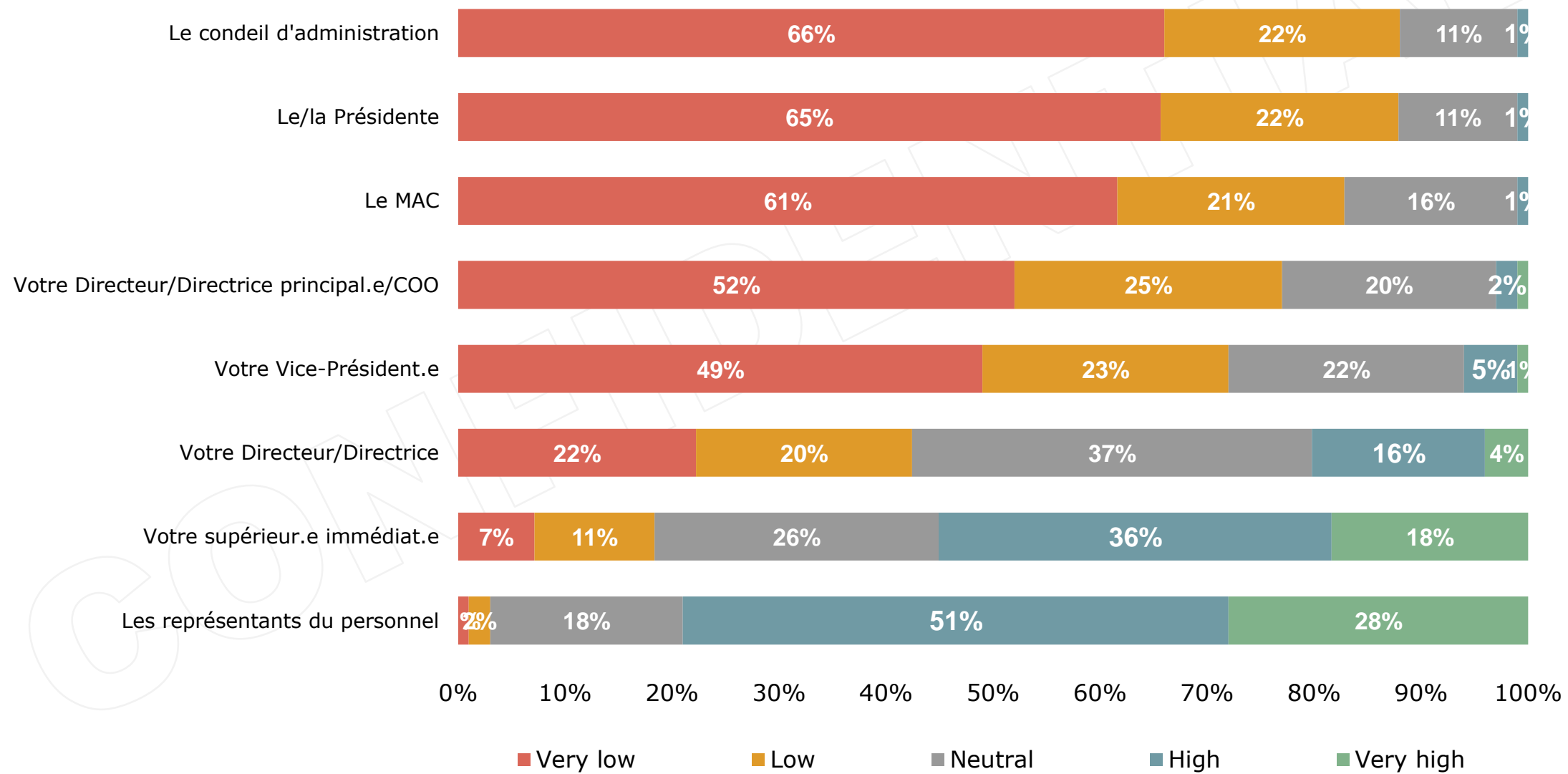
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Management
High management



Confidence in each of the stakeholders

Q. 29 - 36 How much confidence do you have in each of the following stakeholders?

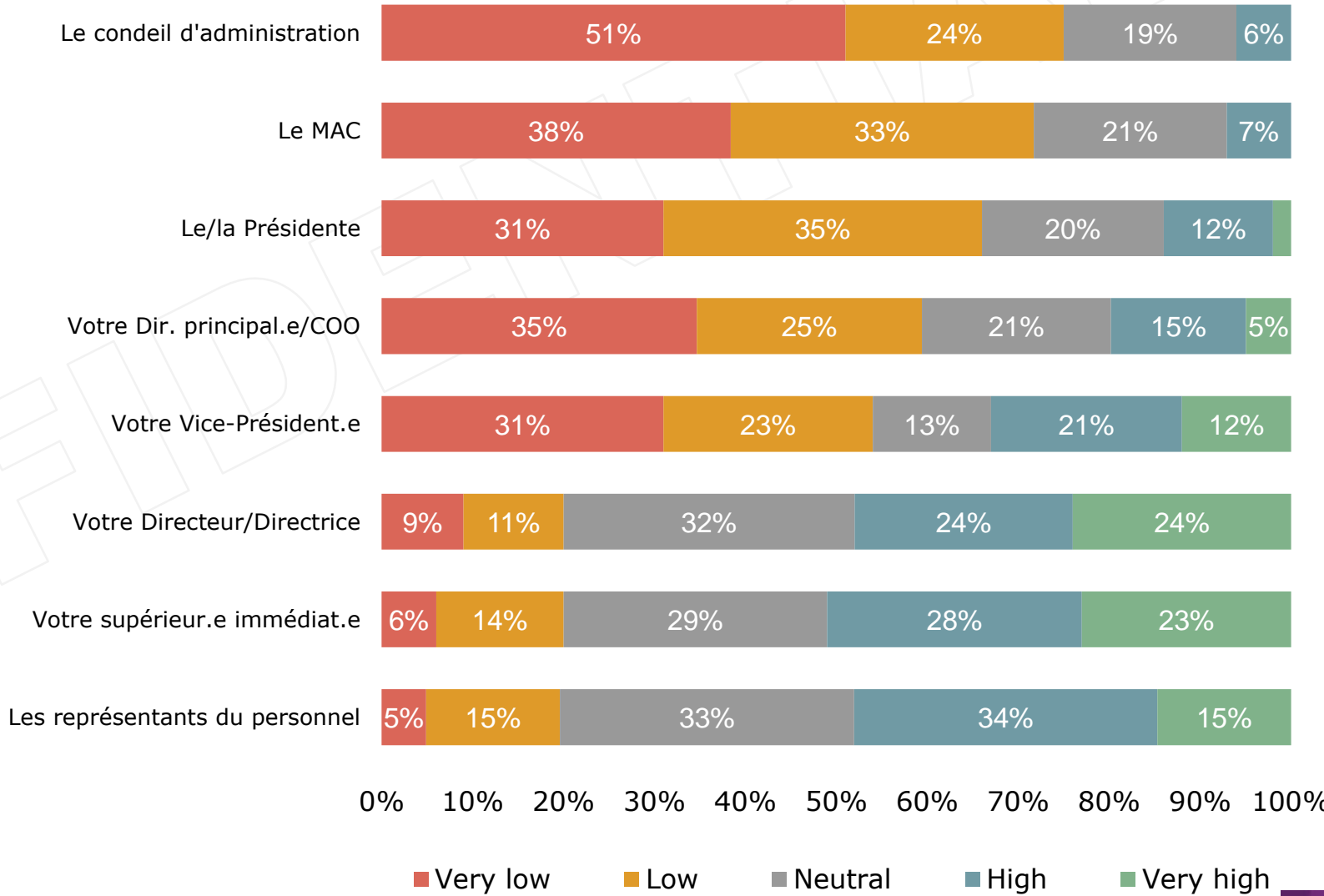
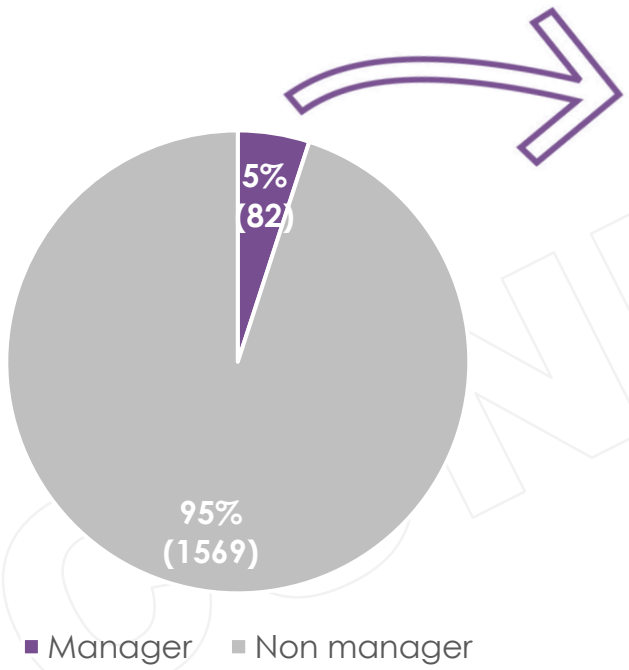




Managers' confidence in each of the stakeholders

Q. 29 - 36 How much confidence do you have in each of the following stakeholders?

Results from managers regarding their level of trust for each stakeholder:

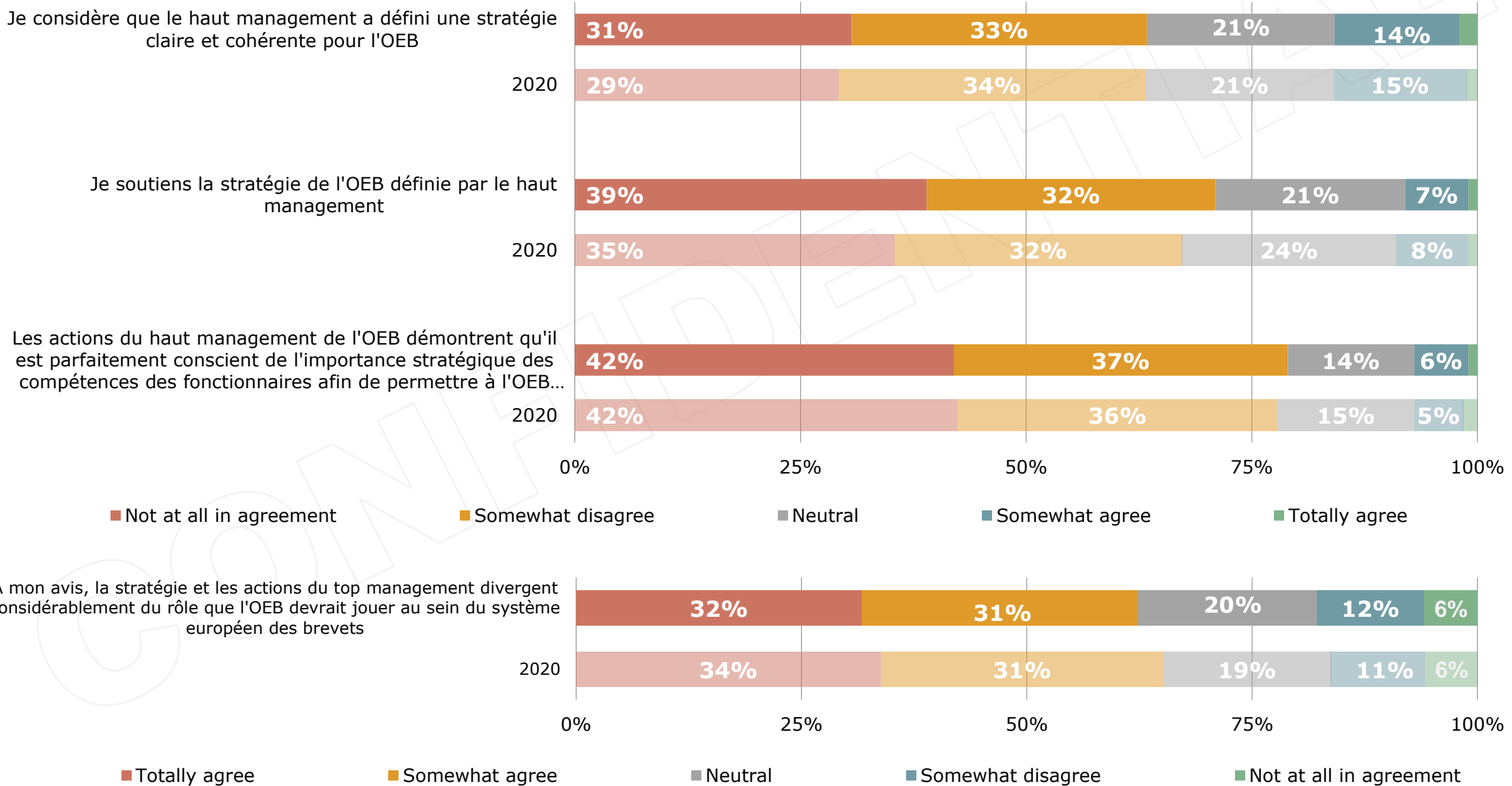


■ Manager (82) ■ Non manager (1569)

Management strategy and actions (Q. 15 - 18)



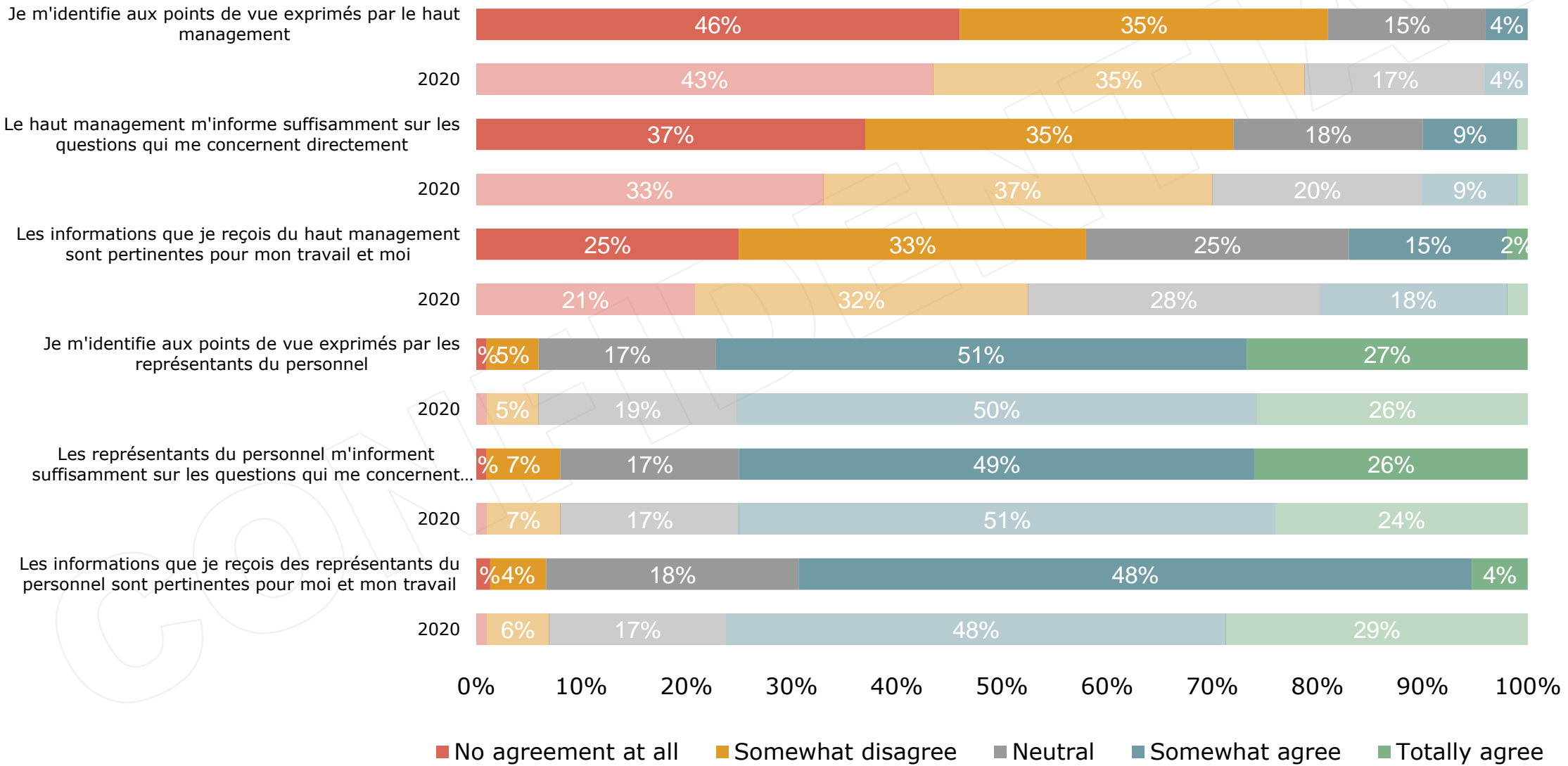
Putting people at the heart of decisions



Communication from top management

Q. 22 - 27 The relevance of information provided by senior management or your staff representative :

Putting people at the heart of decisions



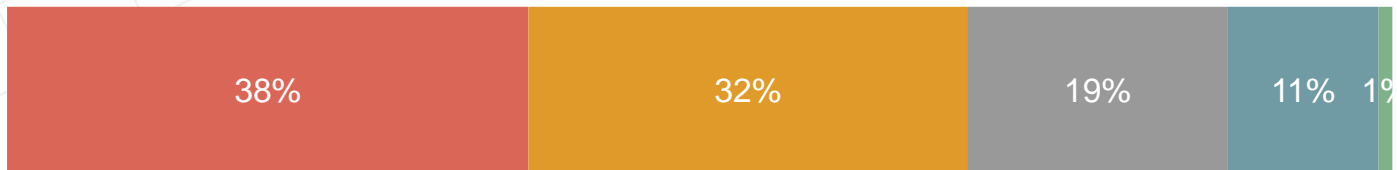
Action by senior management

Q. 37 & Q. 40 To what extent do you agree with the following statement :

"le haut management actuel a démontré qu'il est à la recherche d'un dialogue sincère et constructif avec les représentants du personnel sur les questions fondamentales qui préoccupent le personnel" ?



"Le Président et haut management actuels ont pris des actions utiles afin de maintenir et améliorer la qualité de nos produits et services" ?



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ No agreement at all ■ Somewhat disagree ■ Neutral ■ Somewhat agree ■ Totally agree



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Management As a Manager

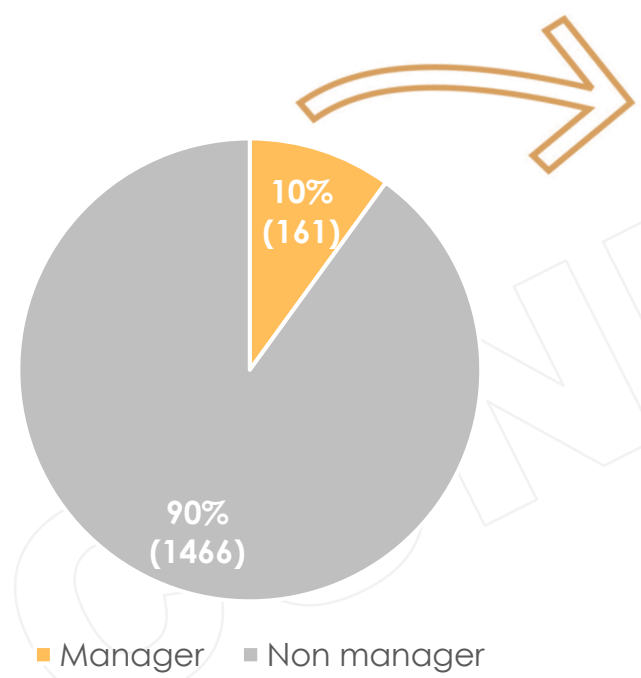
As a manager

* Answering "yes" to Q. 80 "Do you supervise the work of others (including supervision of external staff)?"

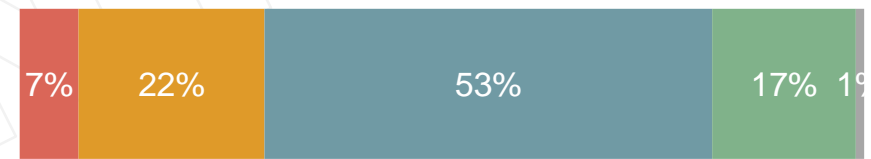


Putting people at the heart of decisions

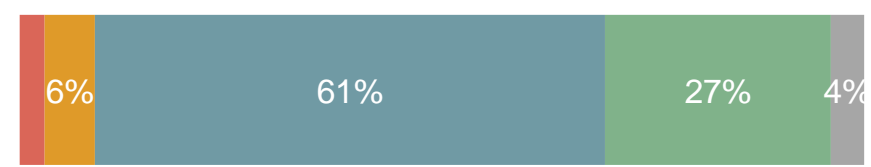
The results of the share of managers who answered "yes" to the question "Do you supervise the work of others (including supervision of external staff)?" :



Q. 82 Vous considérez disposer des moyens et de l'autorité nécessaires pour mener à bien cet encadrement



Q. 83 Vous parvenez facilement à faire respecter vos décisions par vos subordonnés



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ No agreement at all ■ Somewhat disagree ■ Somewhat agree ■ Totally agree ■ Not relevant



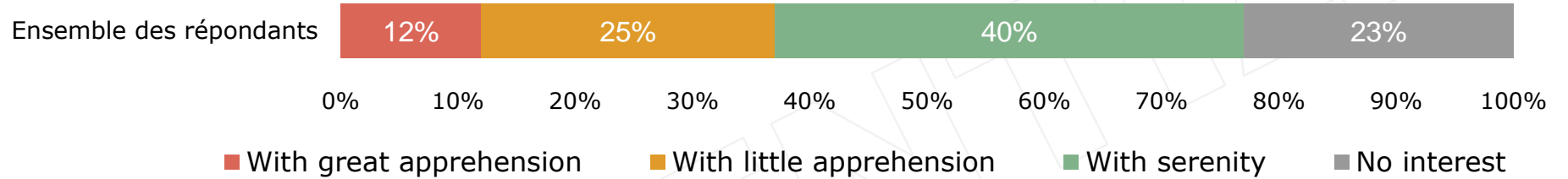
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Management Management and HR support

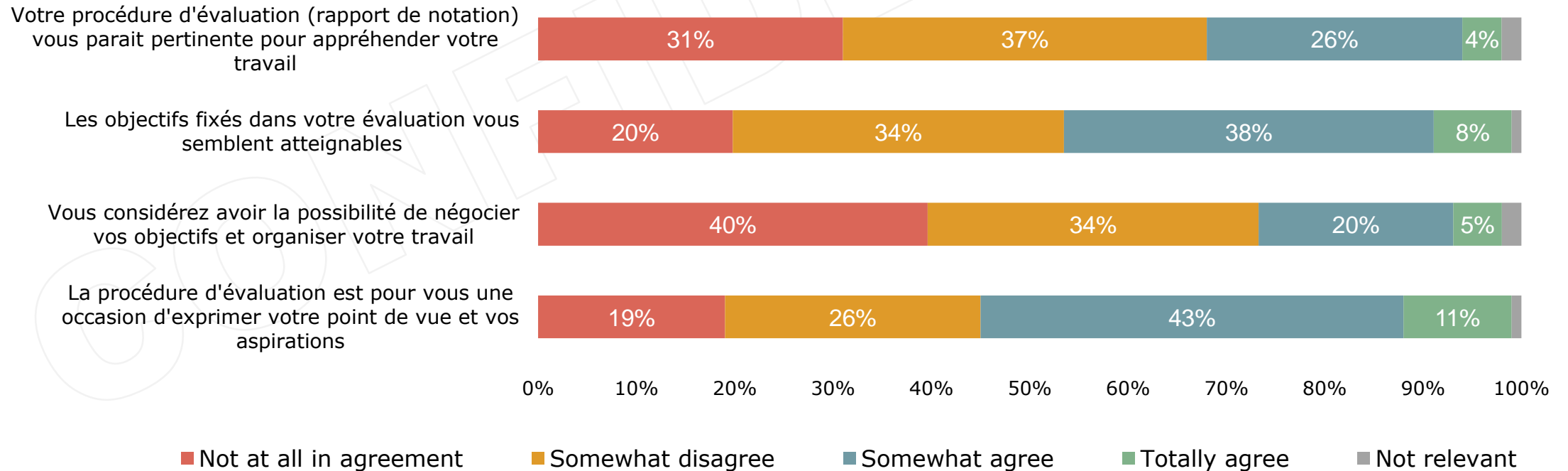
Individual interviews



Q. 70 How do you approach your appraisal interviews?

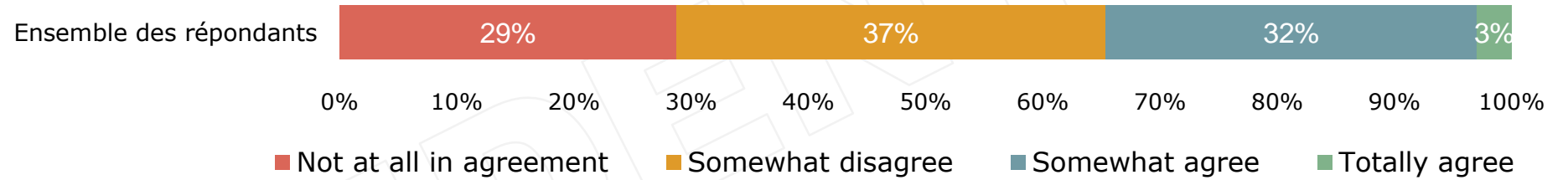


Q. 71 - 74 How do you feel about monitoring your performance :

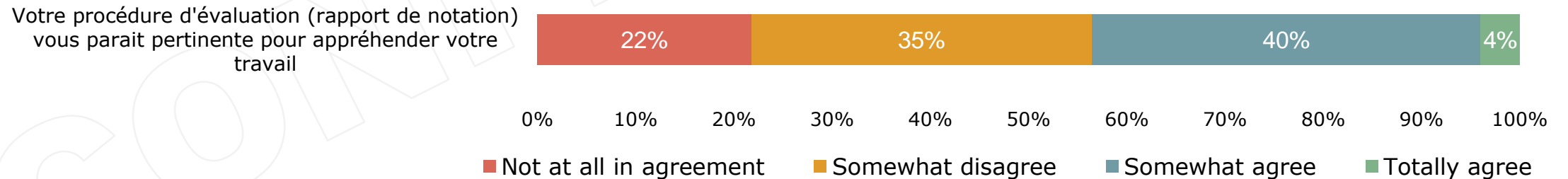




Q. 141 The Human Resources Department (DG 4) supports you in your professional and social environment



Q. 142 Access to vocational training is sufficient





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Putting people at the heart of decisions

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Values



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Values
Diversity and equal opportunities

Diversity and equal opportunities

All respondents

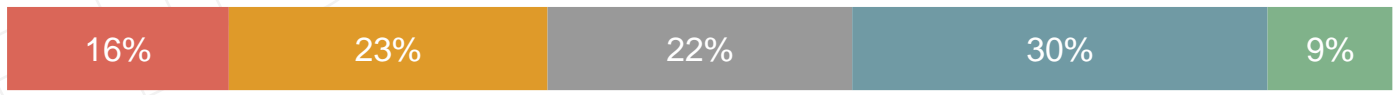


Putting people at the heart of decisions

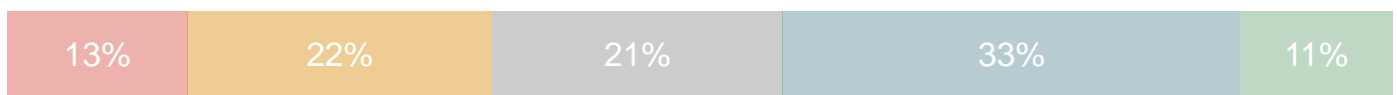
Q. 42 Les collaborateurs sont traités de manière égale à l'OEB



Q. 43 Les fonctionnaires de l'OEB sont considérés sur la seule base de leurs mérites et de leurs aptitudes professionnelles sans distinction de race, culture, religion ou de toute autre aspect étranger à leur fonction



2020



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Not at all in agreement ■ Somewhat disagree ■ Neutral ■ Somewhat agree ■ Totally agree



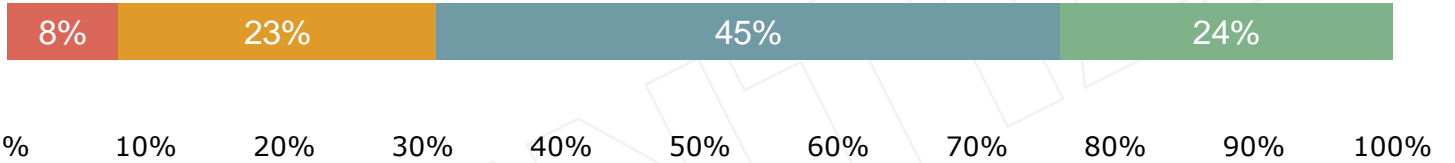
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Values
Commitment to the EPO

Attachment to the EPO

All respondents

Q. 171 Êtes-vous intéressé par la place de l'Office Européen des Brevets et son évolution ?

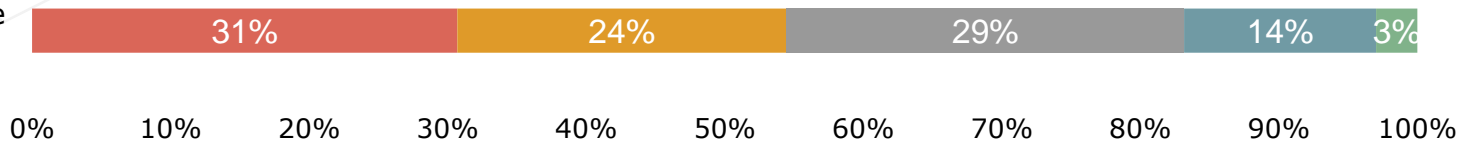


■ No, not at all interested ■ No, not interested ■ Yes, quite interested ■ Yes, very interested

Q. 172 L'activité actuelle de l'Office Européen des Brevets est en accord avec l'esprit et les valeurs de la Convention sur le Brevet Européen



Q. 178 Je pourrais recommander l'OEB comme employeur à un ami



■ Not at all in agreement ■ Somewhat disagree ■ Neutral ■ Somewhat agree ■ Totally agree



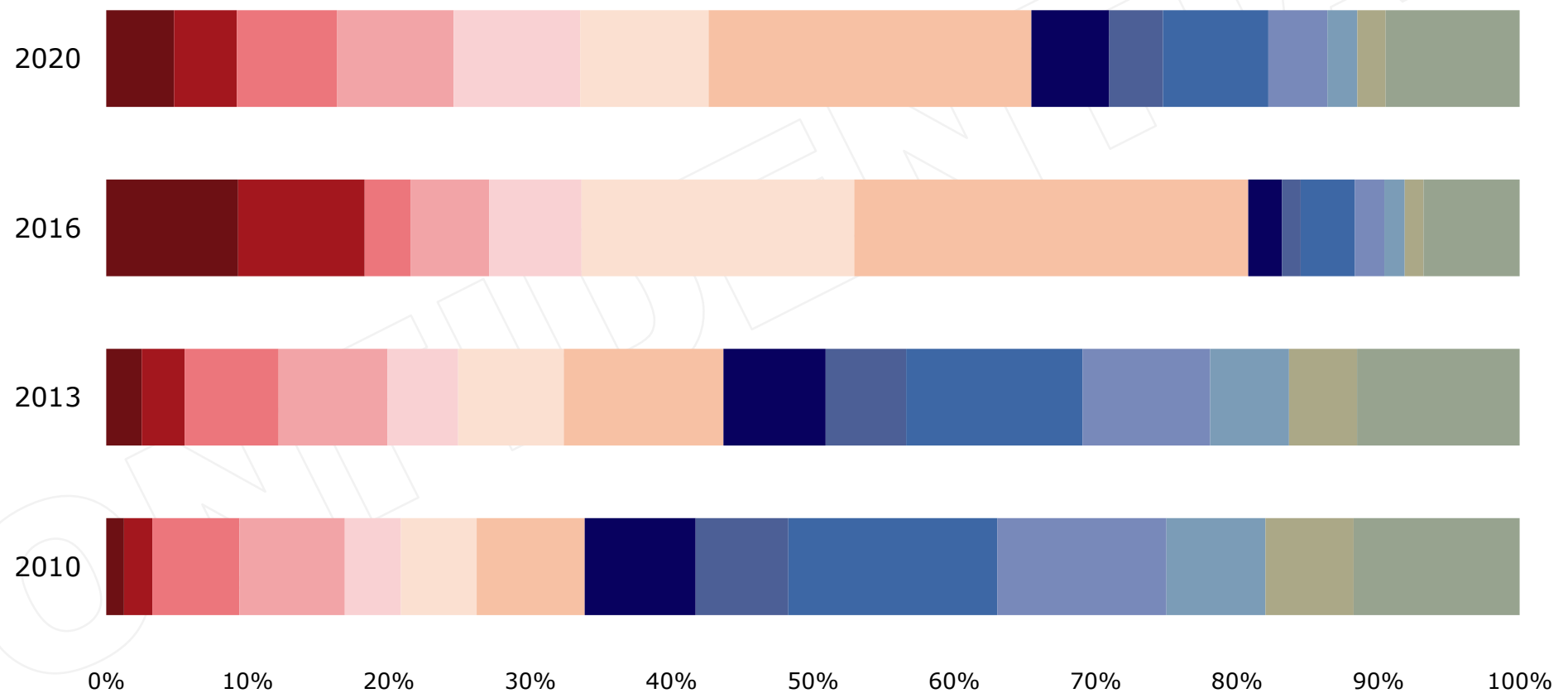
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Relationships at work

I find the atmosphere at work to be: 2010 - 2013 - 2016 - 2020
As a reminder



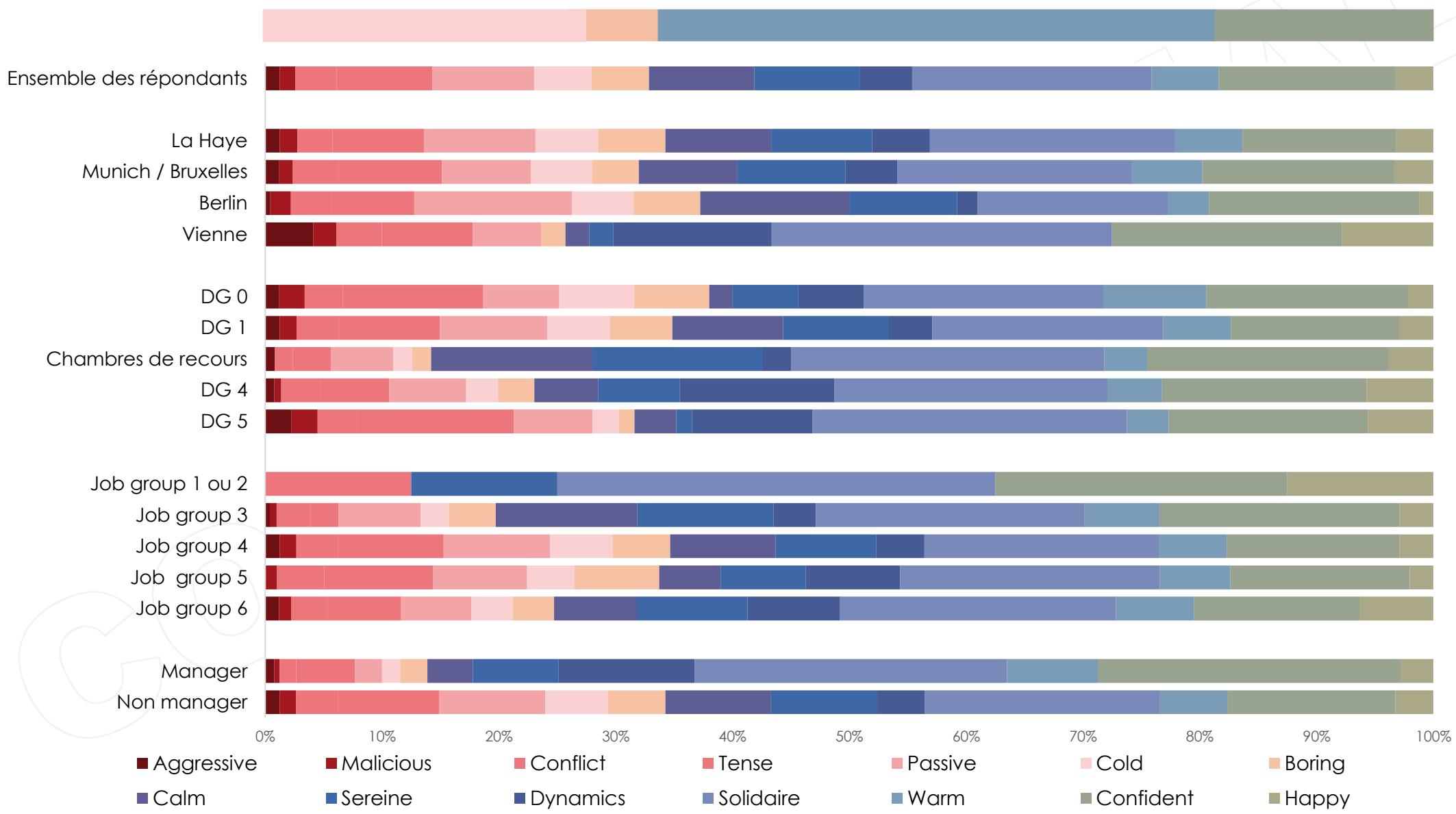
Putting people at the heart of decisions



■ Malicious ■ Aggressive ■ Boring ■ Passive ■ Cold ■ Conflict ■ Tense ■ Dynamics ■ Confident ■ Calm ■ Sereine ■ Happy ■ Warm ■ Solidaire

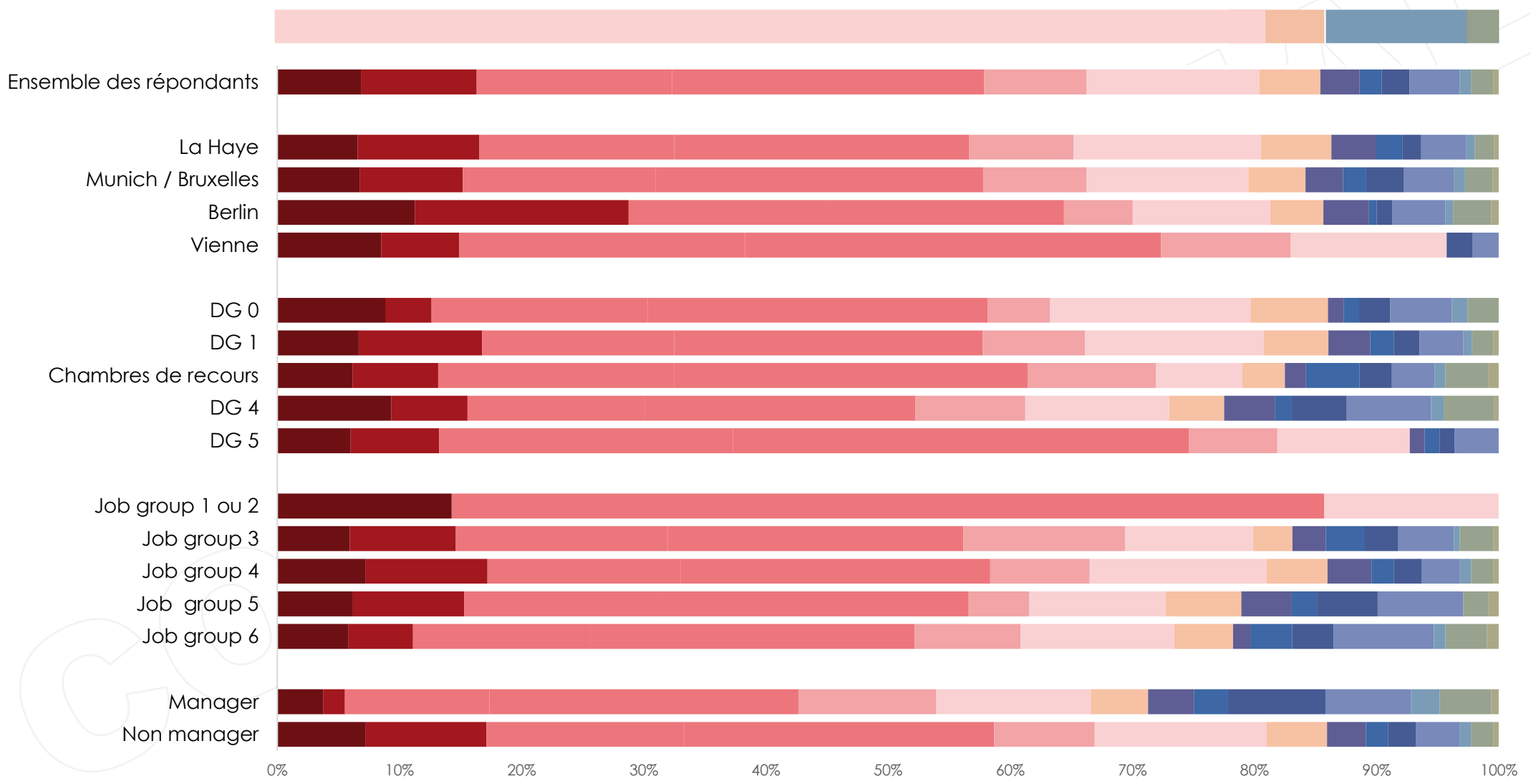


Q. 59 I find that the atmosphere at work in the team/department is mostly : 2022





Q. 60 I find that the working atmosphere at the EPO is mainly 2022

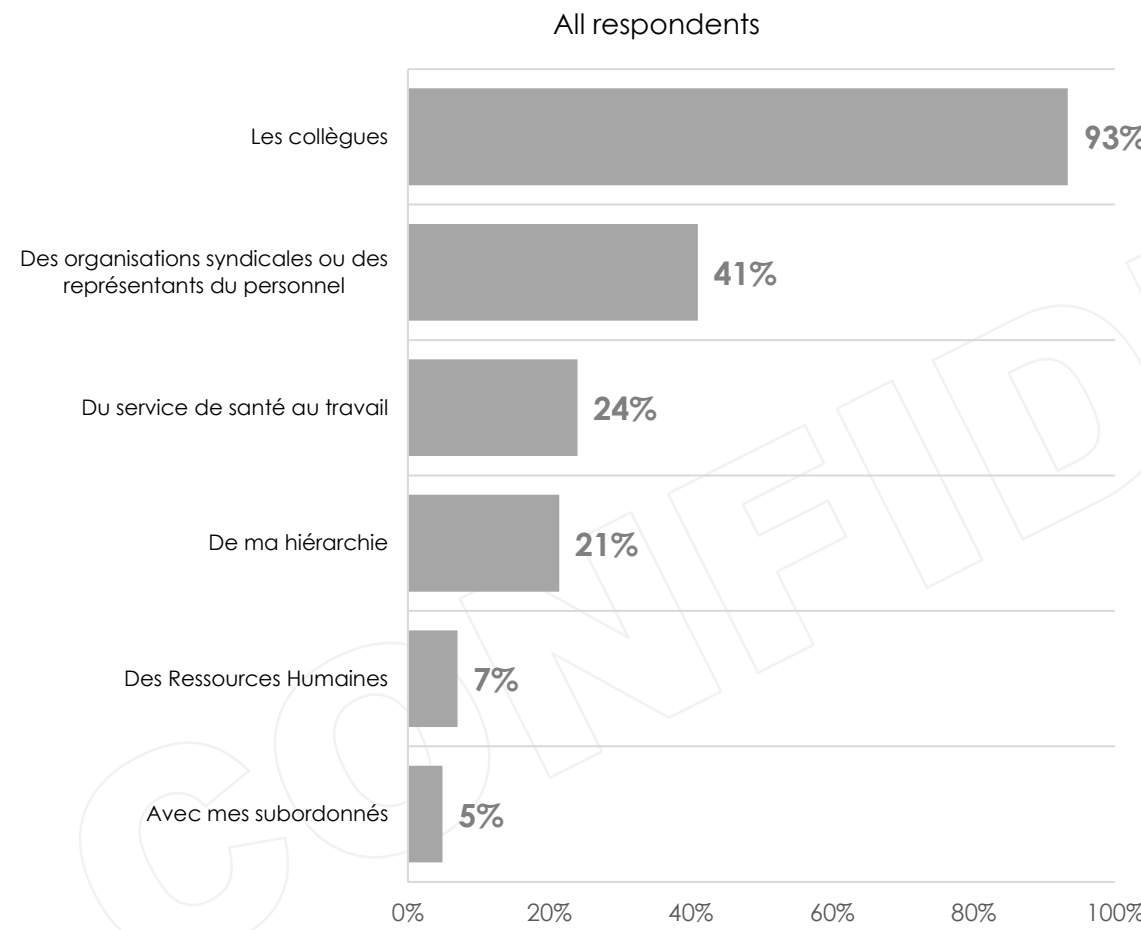


- Aggressive
- Malicious
- Conflict
- Tense
- Passive
- Cold
- Boring
- Calm
- Sereine
- Dynamics
- Solidaire
- Warm
- Confident
- Happy

Q. 61 When I encounter difficulties in my work, I can easily get help or support from



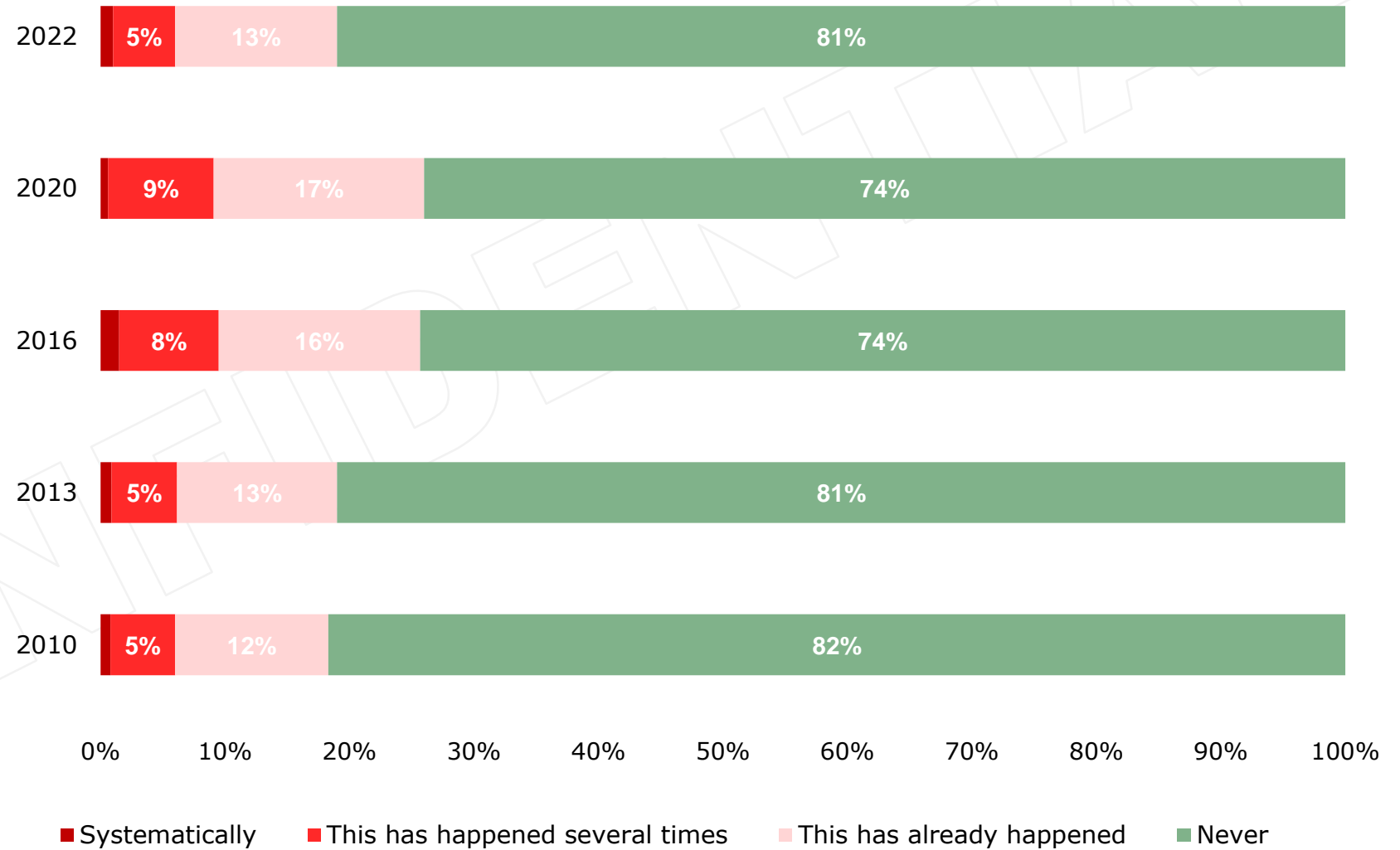
Putting people at the heart of decisions



	The Hague	Munich / Brussels	Berlin	Vienna	DG 0	DG 1	Boards of Appeal	DG 4	DG 5	Manager	No manager
All respondents	91%	95%	94%	95%	97%	93%	94%	95%	95%	95%	93%
Les collègues	91%	95%	94%	95%	97%	93%	94%	95%	95%	95%	93%
Des organisations syndicales ou des représentants du personnel	46%	34%	69%	45%	24%	44%	40%	23%	24%	18%	42%
Du service de santé au travail	34%	16%	24%	30%	11%	25%	18%	17%	18%	24%	24%
De ma hiérarchie	19%	23%	20%	35%	19%	20%	30%	35%	26%	39%	21%
Des Ressources Humaines	6%	8%	13%	10%	0%	7%	6%	7%	13%	13%	7%
Avec mes subordonnés	4%	6%	4%	5%	3%	4%	4%	14%	5%	50%	2%



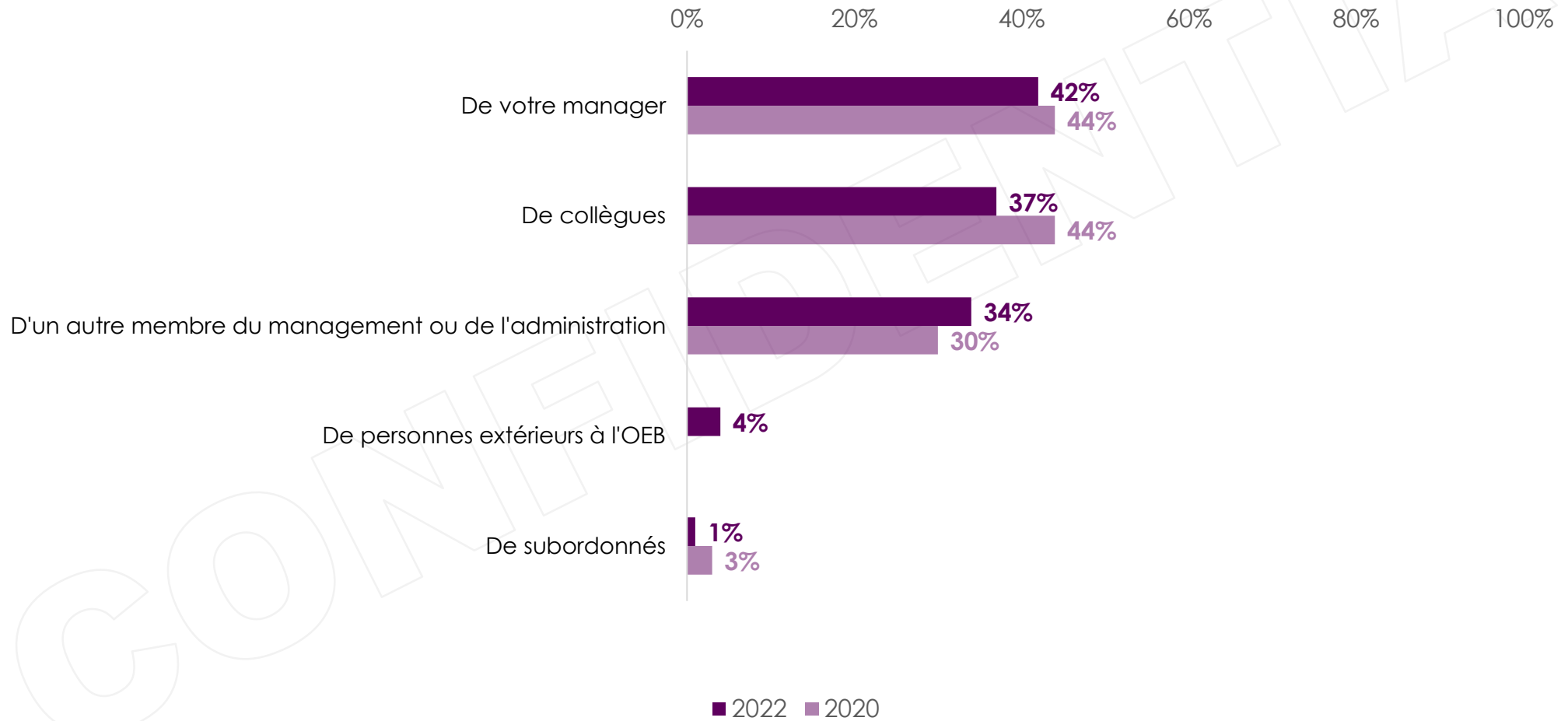
Q. 168 In the last 12 months, in the course of your professional activity, have you been confronted with verbal aggression, threats or blackmail?





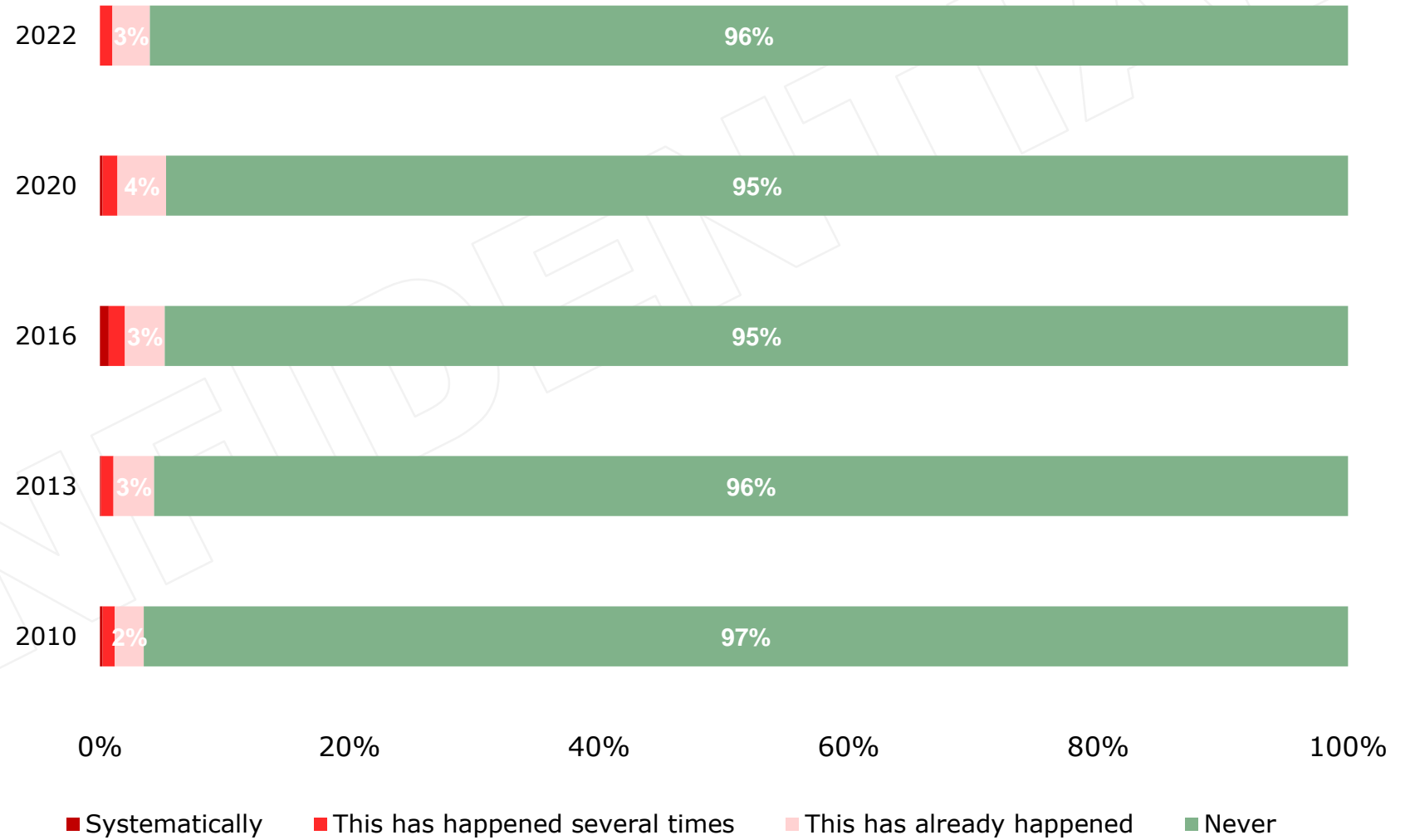
Q. 169 These verbal assaults, threats or blackmail were carried out by :

** Among the 19% who answered that they had been confronted with verbal aggression, threats or blackmail in the previous question*





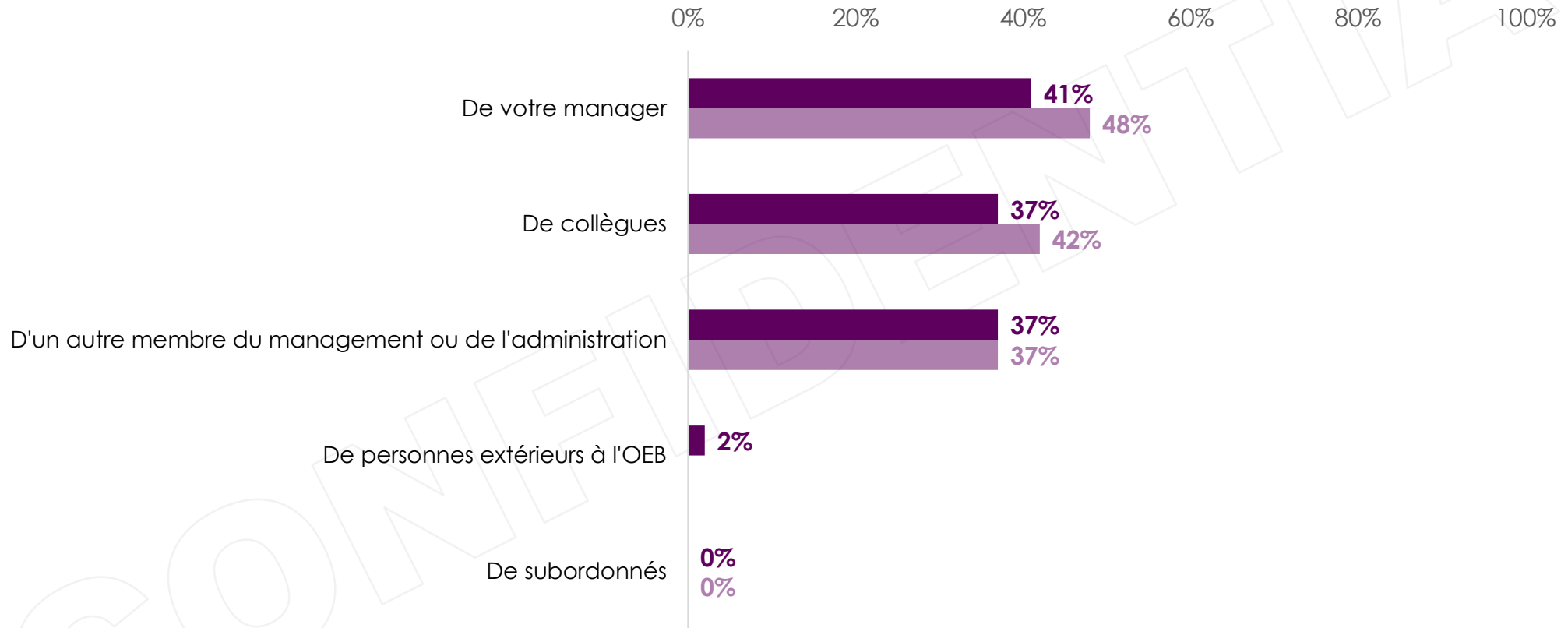
Q. 170 In the last 12 months, in the course of your professional activity, have you been confronted with physical aggression or intimidation?





Q. 171 These physical assaults or intimidations were the result of :

** Among the 4% who answered that they had been confronted with physical aggression or intimidation in the previous question*





Relationship Violence Scale

- A set of 4 questions asks respondents about their exposure to a form of relational violence (denigration, guilt) or its consequences (isolation, discomfort) (Q. 164 - 167):

In my daily work, it happens that one person, or some people...

Makes me feel isolated from the rest of my colleagues

denigrates me, makes me feel incompetent

Makes me feel that "it's always my fault"

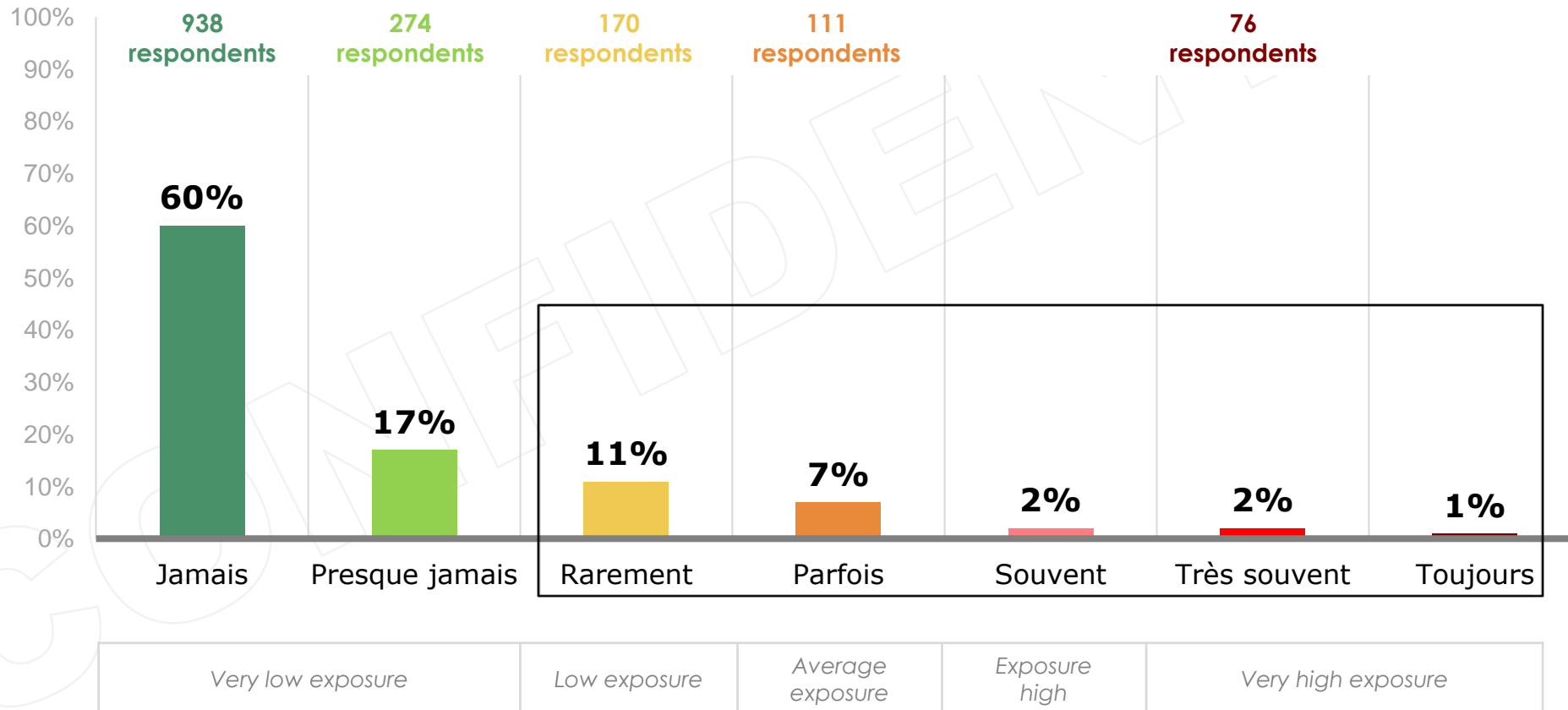
Makes me feel "uncomfortable" or even scared sometimes

- The response terms represent a frequency scale:



Relationship Violence Scale

23% of respondents are exposed to relationship violence.

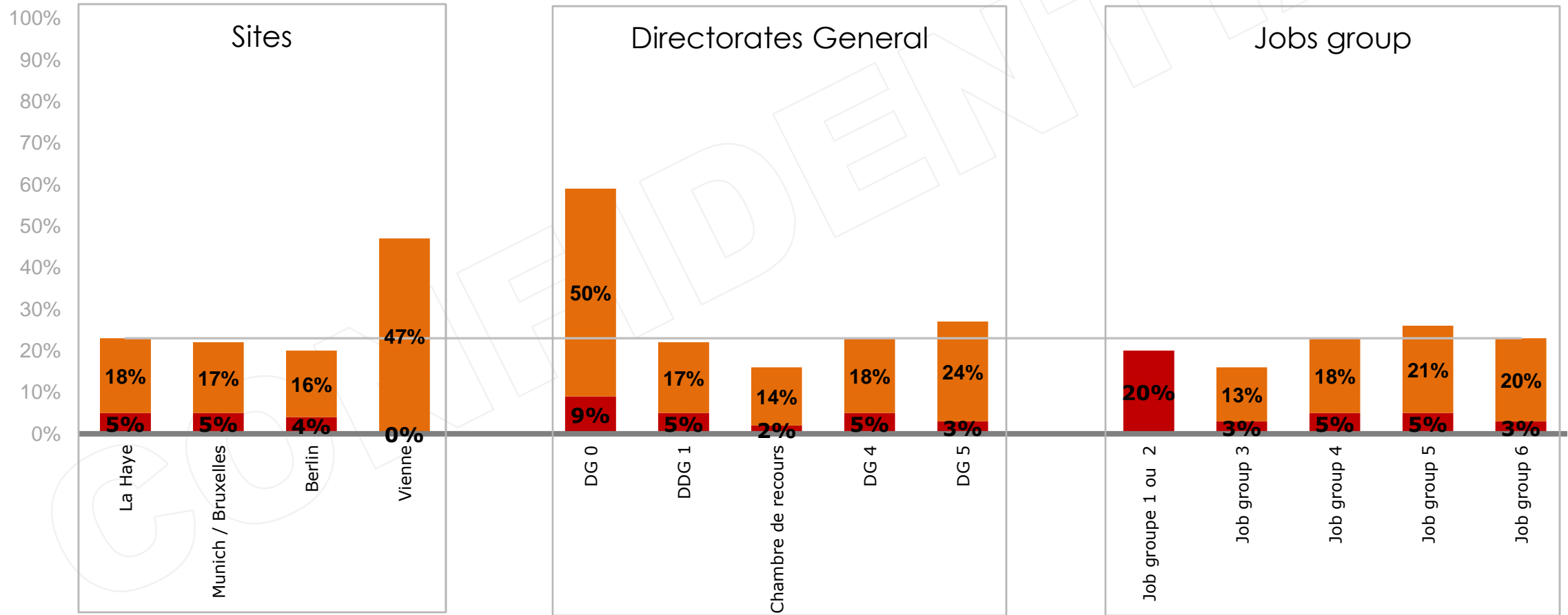


Relationship Violence Scale

Directorates General and Sites

Distribution by Sites, General Management and Jobs group according to **low/medium** and **high/very high** exposure to relational violence

Putting people at the heart of decisions



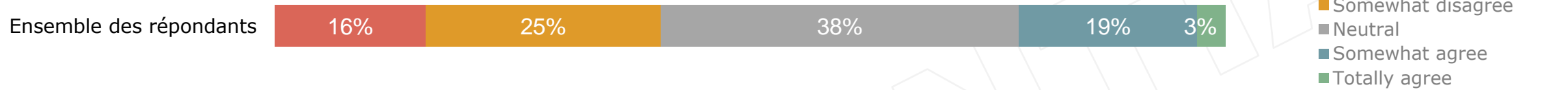


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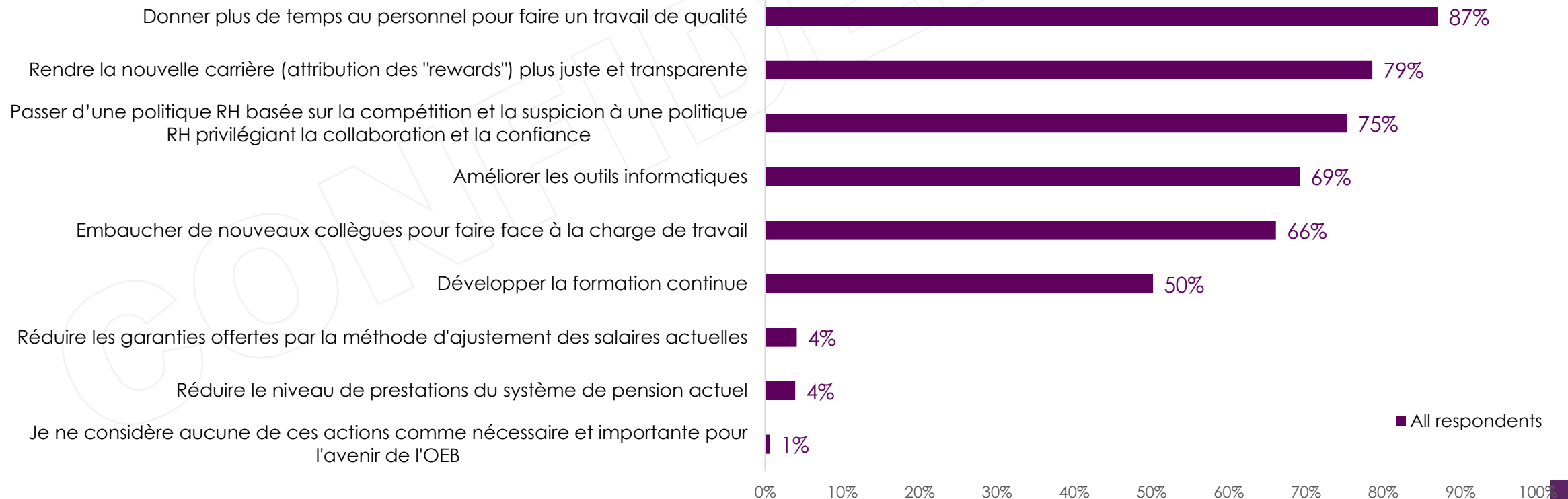
Business climate

Objectives of the EPO

Q. 13 I consider that the roadmap defined by the "Strategic Plan 2023" is necessary and important for the future of the EPO



Q. 14 I consider the following actions to be necessary and important for the future of the EPO





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Zoom 2022 New career and teleworking



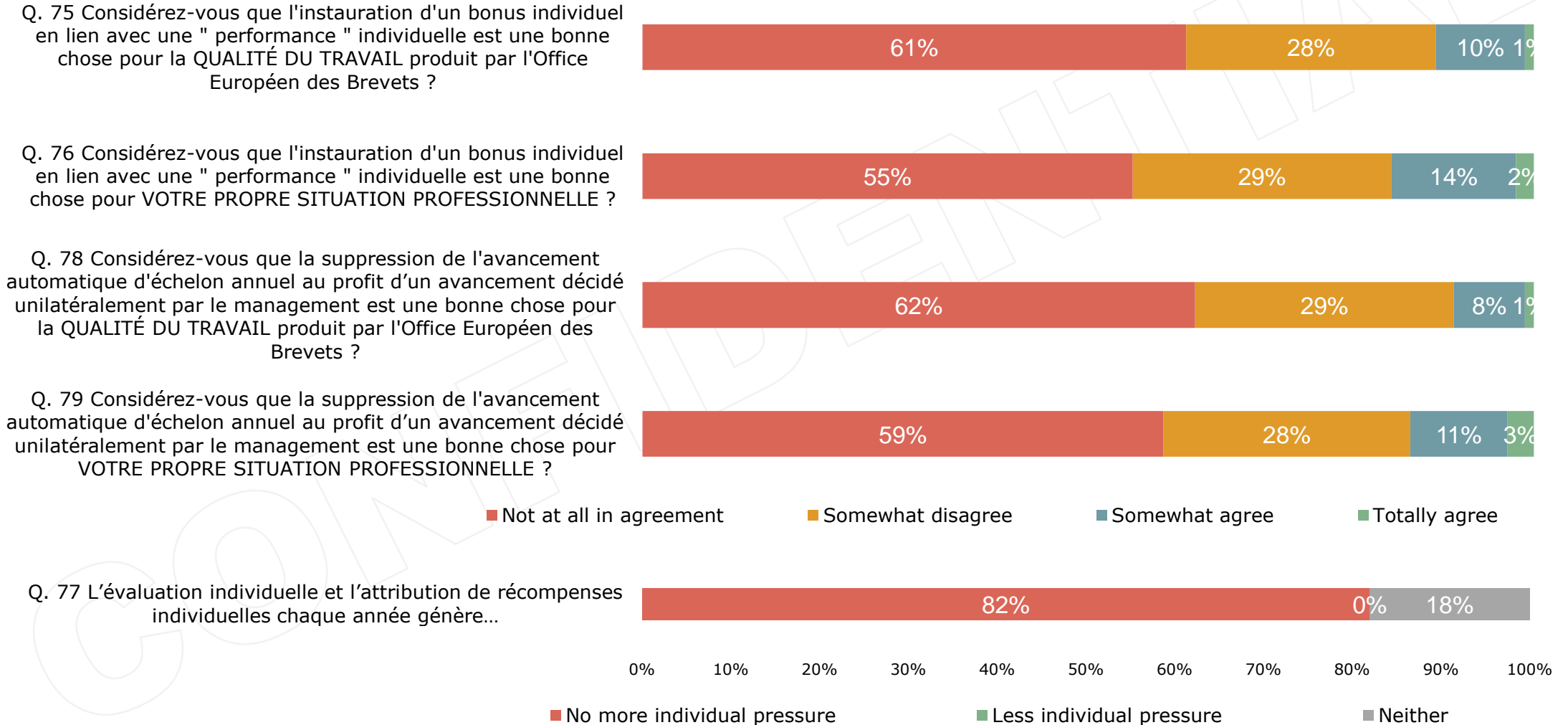
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New career

Opinions on the New Career scheme implemented in 2015

All respondents

Putting people at the heart of decisions





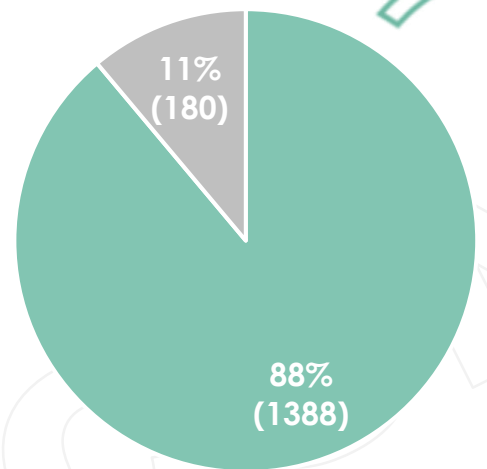
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Telework

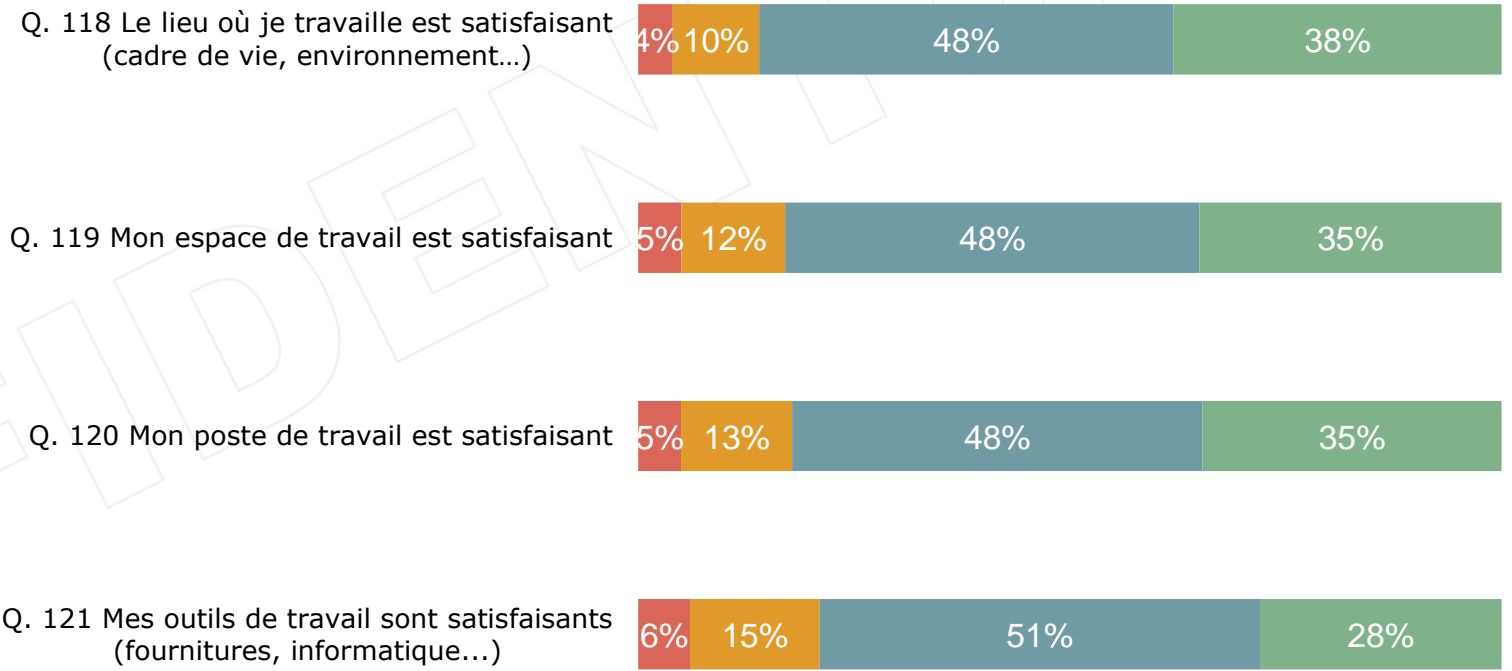
Working environment at home

* Respondents who said "yes" to the question "I work from home"

The results of the share of respondents who answered "yes" to the question "I work from home":



- Télétravailleur.euse.s
- Non télétravailleur.euse.s



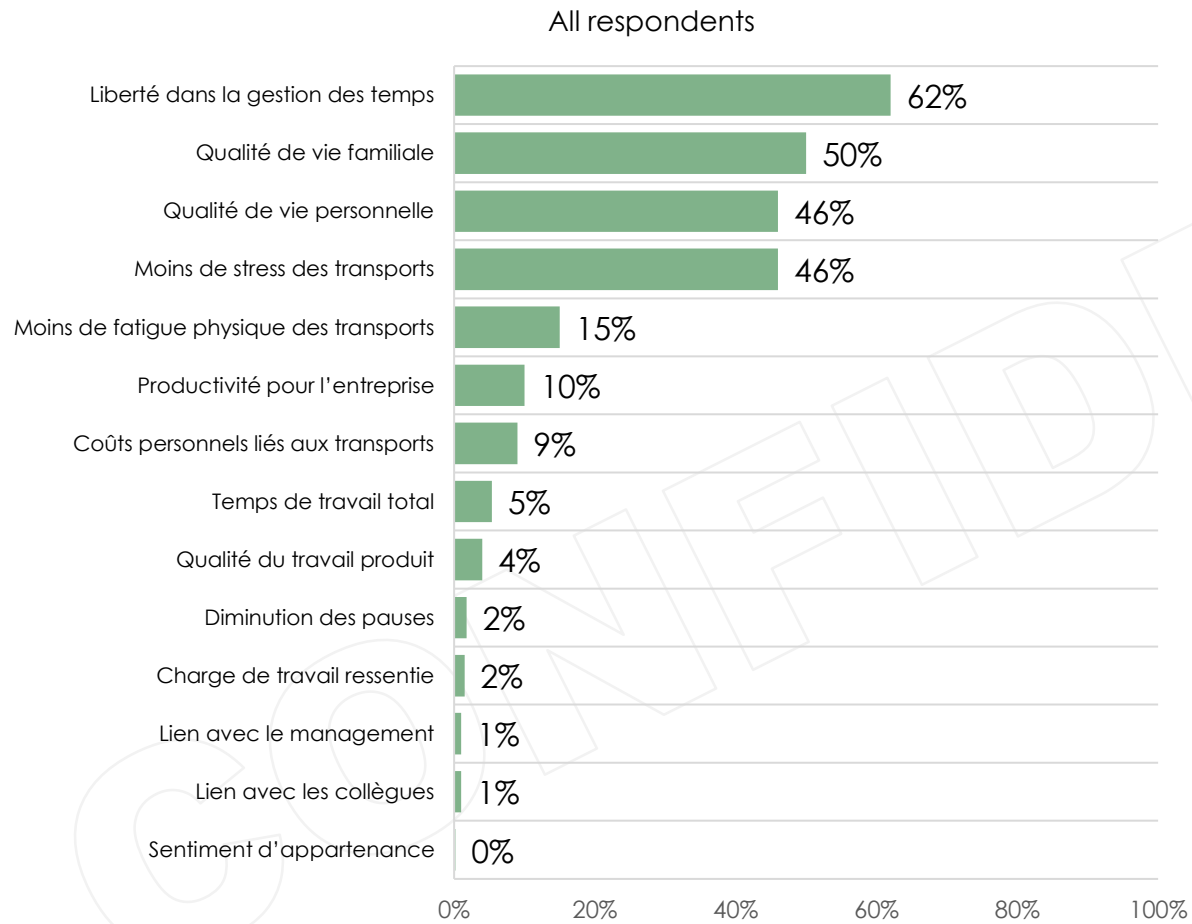
■ I don't agree and it bothers me ■ No agreement ■ I agree. ■ I agree and I appreciate

Putting people at the heart of decisions

The most important positive impacts of telework are: (Q. 122)



Putting people at the heart of decisions



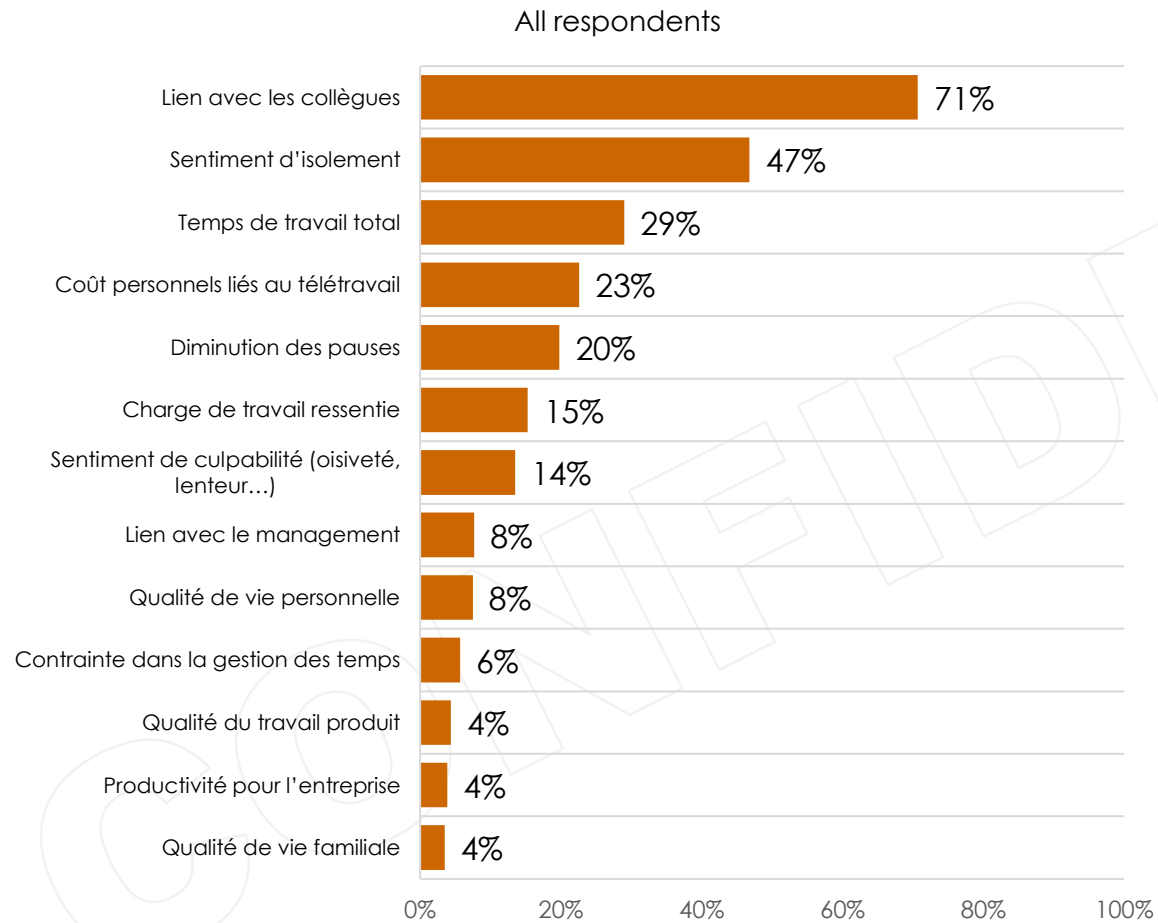
	The Hague	Munich / Brussels	Berlin	Vienna
	63%	60%	60%	67%
	52%	48%	45%	60%
	39%	51%	58%	33%
	49%	42%	45%	40%
	14%	17%	13%	7%
	11%	9%	13%	0%
	8%	11%	3%	13%
	6%	5%	3%	7%
	4%	4%	7%	7%
	2%	2%	0%	7%
	1%	2%	3%	0%
	2%	0%	2%	7%
	1%	1%	0%	0%
	0%	0%	0%	0%

	DG 0	DG 1	Board of Appeal	DG 4	DG 5
	57%	63%	52%	51%	62%
	33%	51%	46%	42%	59%
	43%	46%	61%	42%	48%
	50%	44%	50%	56%	38%
	23%	15%	27%	16%	3%
	7%	10%	9%	10%	14%
	17%	9%	9%	14%	14%
	7%	5%	5%	9%	3%
	7%	3%	0%	11%	7%
	0%	2%	0%	2%	3%
	0%	2%	0%	3%	0%
	0%	1%	0%	1%	3%
	0%	1%	0%	2%	0%
	0%	0%	0%	1%	0%

The most important negative impacts of telework are: (Q. 123)



Putting people at the heart of decisions



	The Hague	Munich / Brussels	Berlin	Vienna
Lien avec les collègues	71%	71%	68%	67%
Sentiment d'isolement	46%	48%	49%	33%
Temps de travail total	28%	31%	21%	27%
Coût personnels liés au télétravail	22%	23%	23%	47%
Diminution des pauses	19%	21%	16%	33%
Charge de travail ressentie	14%	16%	21%	20%
Sentiment de culpabilité (oisiveté, lenteur...)	15%	13%	12%	0%
Lien avec le management	8%	8%	4%	0%
Qualité de vie personnelle	7%	8%	5%	0%
Contrainte dans la gestion des temps	5%	6%	7%	7%
Qualité du travail produit	4%	4%	7%	0%
Productivité pour l'entreprise	4%	4%	5%	0%
Qualité de vie familiale	3%	4%	4%	0%

	DG 0	DG 1	Board of Appeal	DG 4	DG 5
Lien avec les collègues	60%	71%	77%	70%	55%
Sentiment d'isolement	50%	48%	48%	41%	38%
Temps de travail total	33%	29%	34%	26%	41%
Coût personnels liés au télétravail	23%	23%	14%	21%	31%
Diminution des pauses	30%	19%	23%	26%	24%
Charge de travail ressentie	20%	15%	7%	14%	38%
Sentiment de culpabilité (oisiveté, lenteur...)	13%	14%	16%	8%	0%
Lien avec le management	10%	6%	9%	19%	10%
Qualité de vie personnelle	7%	8%	5%	5%	10%
Contrainte dans la gestion des temps	7%	5%	7%	10%	3%
Qualité du travail produit	0%	5%	7%	0%	0%
Productivité pour l'entreprise	0%	5%	0%	1%	0%
Qualité de vie familiale	3%	4%	5%	1%	3%



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Thank you for your attention



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APE 7112B – NAF 7022Z
N° TVA intracommunautaire : FR05378558050

