

"Staff Survey 2016":

We listen, we care but ... we do not act

- Open Letter to Commissioner Günther Oettinger and DG HR, Irene Souka -

Luxembourg, 31 January 2017

We listen. We care. We act. This is the nice *slogan* DG HR used to launch the "STAFF SURVEY 2016" and to appeal to staff to massively participate in the Survey.

The survey, launched in June – July 2016, was intended to provide feedback and information on staff perceptions and to give indications of any progress within the organization.

The results of the Survey highlighted very low level of satisfaction for the career progression, and for the quality of work-life balance, which are both key areas of focus for the European Commission to ensure that staff remains motivated and well-being at work.

Staff gave the least positive opinions about career development (nearly half of staff either slightly disagreed (21%) or disagreed (27%)), on mobility (reasonable opportunities to move to another job which matches skills and competencies) and career progression in relation with performance (32% positive).

The two key indicators of the survey, the “staff engagement” and the “staff wellbeing” are supposed to be used by all DGs and services in their multiannual strategic plan and annual management plan.

Whilst the overall “Staff Survey report” was released in September, quite a number of DGs have not yet published their reports, nor provided any information on the results, with a lack of transparency on the exercise and a great disappointment from the staff.

Union Syndicale Fédérale Luxembourg demands that:

- DG HR and each DG evaluates the results very carefully, in consultation with the staff representatives and implement corporate and local initiatives, to revert the declining trend in the staff satisfaction and engagement, taking into account also the previous Staff Surveys;
- Each DGs should provide real career opportunities, based on comparative merits and transparent appraisal promotion procedure to all the staff, including Temporary Agents and Contractual agents;
- Mobility should be considered also for Temporary Agents and Contractual agents within the European Commission and the Agencies in order to promote different experiences and an effective talent management of staff.
- Real changes in the management culture of HR and DGs are adopted, based on true openness, inclusiveness and consultation of staff representatives.
- Address the legitimate expectations of colleagues in terms of well-being and quality of work-life balance.

Union Syndicale Fédérale Luxembourg requests that the staff be heard and be actor for drafting detailed action plans to be established with tailored actions for each DG.

Union Syndicale Fédérale Luxembourg demands that the Commission should not only LISTEN and CARE but also, as it had been promised, **ACT!**



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