Staff Survey 2016

Summary presentation of the results of the questionnaire

May 2016

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Response rate
Response rate

Period covered: 15 February 2016 to 14 March 2016 inclusive.

Number of EPO officers (permanent and temporary) 6770

Number of access codes to the questionnaire distributed 3495

Number of responses 2649

Response rate to the questionnaire 75.8%

% of officers who expressed their opinion 39.1%
Global indicators of psychosocial risk
A comparison of the indicators with national data
Sumer Survey 2010 (Medical Supervision of Exposure to Professional Risks)

✓ “Medical Supervision of Exposure to Professional Risks” survey.

✓ Conducted in France, jointly run by Dares, the DGT and the Occupational Health Inspectorate.

✓ Carried out between January 2009 and April 2010.

→ Measures the organisational constraints, occupational exposure of a physical, biological and chemical nature to which employees are subject.

✓ Data collected by 2400 occupational doctors from more than 48,000 respondents.

✓ Population = all employees (Mainland France + Réunion) monitored by occupational health services under the general scheme and the Mutualité Sociale Agricole + public hospitals, EDF-GDF, La Poste, the SNCF, Air France, RATP, sailors and some civil servants and local authority officials.

→ Representative study of 22 million employees, i.e. 92% of employees in France.
Populations in a more strained job situation
The Karasek model, with respect to Sumer 2010

✔ The crossover between the levels “Autonomy” and “Job demands” resulting from Sumer 2010 on the same chart enables us to describe 4 job situations, relative to these national references:

- the “South-West” quadrant: low job demands combined with low autonomy expresses a more passive job situation
- the “South-East” quadrant: low job demands combined with high autonomy expresses a more relaxed job situation
- the “North-East” quadrant: high job demands combined with high autonomy expresses a more active job situation
- the “North-West” quadrant: high job demands combined with low autonomy expresses a more strained job situation

=> the latter is associated with a higher risk of cardiovascular problems, musculoskeletal disorders and depressive disorders

✔ The following chart shows the results for all respondents at the EPO during the 3 iterations of the study.
Populations in a more strained job situation
Development of levels at the EOP vs Sumer 2010

- More strained job
- More active job
- More passive job
- More relaxed job

Autonomy
Sumer 2010: 69

Denneds
Sumer 2010: 21.5

2010
2013
2016
Populations in a more strained job situation
The Karasek model, with respect to the EPO 2016 results

- The crossover between the “Autonomy” and “Job demands” medians can also be applied to the EPO results for 2016.

- The model will enable us to visualise the population segments at higher risk than others within the EPO.

- As a reminder, the “North-West” quadrant: high job demands combined with low autonomy expresses a more strained job situation
  => the latter is associated with a higher risk of cardiovascular problems, musculoskeletal disorders and depressive disorders

- In addition, the various categories are coloured in red if social support is perceived as significantly worse than average and in green if it is significantly better.
  => social support plays an extremely significant protective/aggravating role in risk situations.
Populations in a more strained job situation
The Karasek model, with respect to the EPO 2016 results

✔ To properly illustrate the trends within each DG, the chart on the following page:
- has been adapted to focus on the EPO medians in 2016 (autonomy=66 and demands=26).
- focuses on the zone created by the blue box below

All respondents in 2016
Zoom on 2016 level
Populations in a more strained job situation
According to the Directorate-General

Autonomy
EPO 2016: 66

Demands
EPO 2016: 26

Key
Category significantly more supported than the average
Category significantly less supported than the average

Development since 2010
Recognition, Meaning of work
Development of levels at the EPO

Recognition

Meaning of work

- In 2010
- In 2013
- In 2016
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Some effects in terms of employee perception
Q167. Compared with my professional situation overall, I am:

- **Not at all satisfied**
- **Not very satisfied**
- **Neutral**
- **Fairly satisfied**
- **Completely satisfied**

**2010**
- 11% Not at all satisfied
- 18% Not very satisfied
- 55% Neutral
- 28% Fairly satisfied
- 14% Completely satisfied

**2013**
- 14% Not at all satisfied
- 21% Not very satisfied
- 51% Neutral
- 28% Fairly satisfied
- 11% Completely satisfied

**2016**
- 13% Not at all satisfied
- 28% Not very satisfied
- 29% Neutral
- 28% Fairly satisfied
- 14% Completely satisfied
Q156. Do you think your current professional life has an impact on your health?

- Yes, my current professional life has a negative impact on my health
- No, my current professional life does not have an impact on my health
- Yes, my current professional life has a positive impact on my health

For the years 2010, 2013, and 2016, the percentages are as follows:

2010:
- Yes: 40%
- No: 49%
- Neither: 11%

2013:
- Yes: 46%
- No: 45%
- Neither: 9%

2016:
- Yes: 58%
- No: 38%
- Neither: 9%

Legend:
- Red: Yes, my current professional life has a negative impact on my health
- Gray: No, my current professional life does not have an impact on my health
- Green: Yes, my current professional life has a positive impact on my health
Populations in a situation of “psychological distress”
Quebec Healthy Survey

✓ Model validated as the international scientific standard

✓ **14 items on 5 themes** (Q140 to Q153) :
  > anxiety
  > depression
  > irritability
  > cognitive issues

✓ **Responses** ➔ frequency scale:
  > Never (= 0)
  > Occasionally (= 1)
  > Fairly often (= 2)
  > Very often (= 3)

✓ The scale ranges from 0 (never any feelings due to distress) to 100 (very often feelings due to distress)
  ➔ Score higher than 66 out of 100 = “psychologically distressed” employee (66 corresponding to the frequency threshold “fairly often”/”very often”)
Populations in a situation of “psychological distress”

The Psychological Distress Index

- 2010: 2.3% (86 out of 3752 respondents*)
- 2013: 2.5% (90 out of 3616 respondents*)
- 2016: 9.7% (235 out of 2411 respondents*)

* Having responded to all the questions in the model (in 2016: Q140 to Q153).
Some determinants specific to the EPO which impact on the risk factors
Q112. For the last three years, your working conditions have:

- **82%** (2016): Deteriorated
- **15%**: They are unchanged
- **3%**: Improved

Q113. If they have deteriorated, this is due to:

- Management decisions: 94%
- Bad atmosphere: 79%
- Hierarchical pressure: 64%
- Lack of consideration: 52%
- Arduous nature of the work: 11%
- Ergonomics of workstation: 6%

Comparing years:

- **2016**
- **2013**
- **2010**
Confidence in the management and the staff representatives - Q29 to Q36

Level of confidence in your immediate superior

- Very low: 13%
- Low: 15%
- Neutral: 26%
- High: 33%
- Very high: 13%

Level of confidence in your director

- Very low: 17%
- Low: 19%
- Neutral: 26%
- High: 28%
- Very high: 11%

Level of confidence in your senior director

- Very low: 42%
- Low: 28%
- Neutral: 22%
- High: 7%

Level of confidence in your Vice-President

- Very low: 77%
- Low: 14%
- Neutral: 8%

Level of confidence in the MAC

- Very low: 76%
- Low: 15%
- Neutral: 9%

Level of confidence in the President

- Very low: 92%
- Low: 6%

Level of confidence in the Administrative Council

- Very low: 58%
- Low: 31%
- Neutral: 10%

Level of confidence in the staff representatives

- Very low: 6%
- Low: 25%
- Neutral: 46%
- High: 22%

Legend:
- Very low
- Low
- Neutral
- High
- Very high
Q39. For the last three years, the position of quality in respect of quantitative targets:

2010: 76% has substantially decreased
2013: 36% has substantially decreased
2016: 27% has substantially decreased

2010: 16% has slightly decreased
2013: 30% has slightly decreased
2016: 15% has slightly decreased

2010: 8% has remained unchanged
2013: 23% has remained unchanged
2016: 6% has remained unchanged

2010: 76% has substantially increased
2013: 36% has substantially increased
2016: 27% has substantially increased

2010: 16% has slightly increased
2013: 30% has slightly increased
2016: 15% has slightly increased

2010: 0% has remained unchanged
2013: 0% has remained unchanged
2016: 0% has remained unchanged

2010: 0% has substantially increased
2013: 0% has substantially increased
2016: 0% has substantially increased