



European Patent Office

*2020 Staff Survey
Frequency Tables*

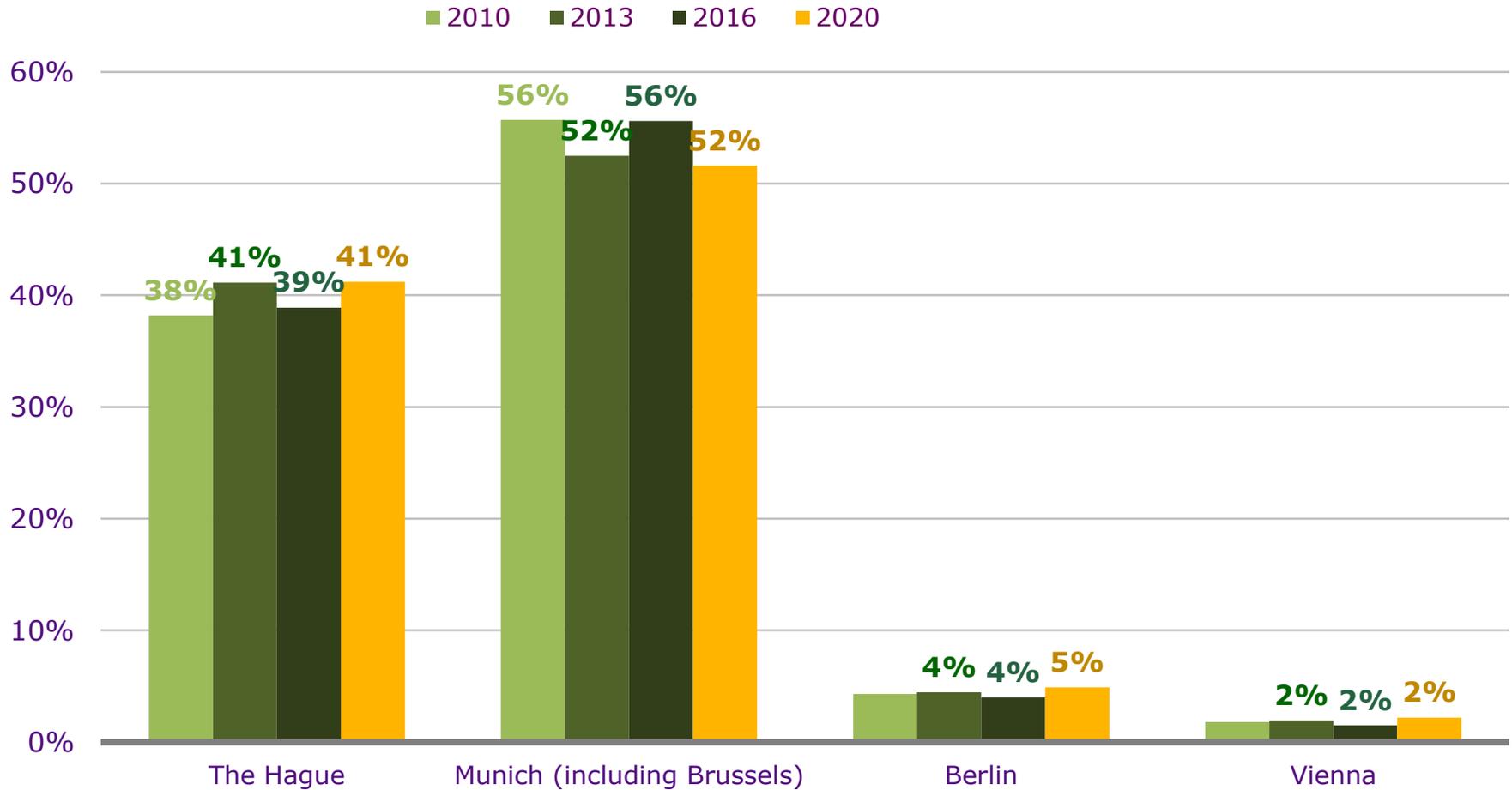
Gérard RIMBERT

Attaché à la Direction Générale

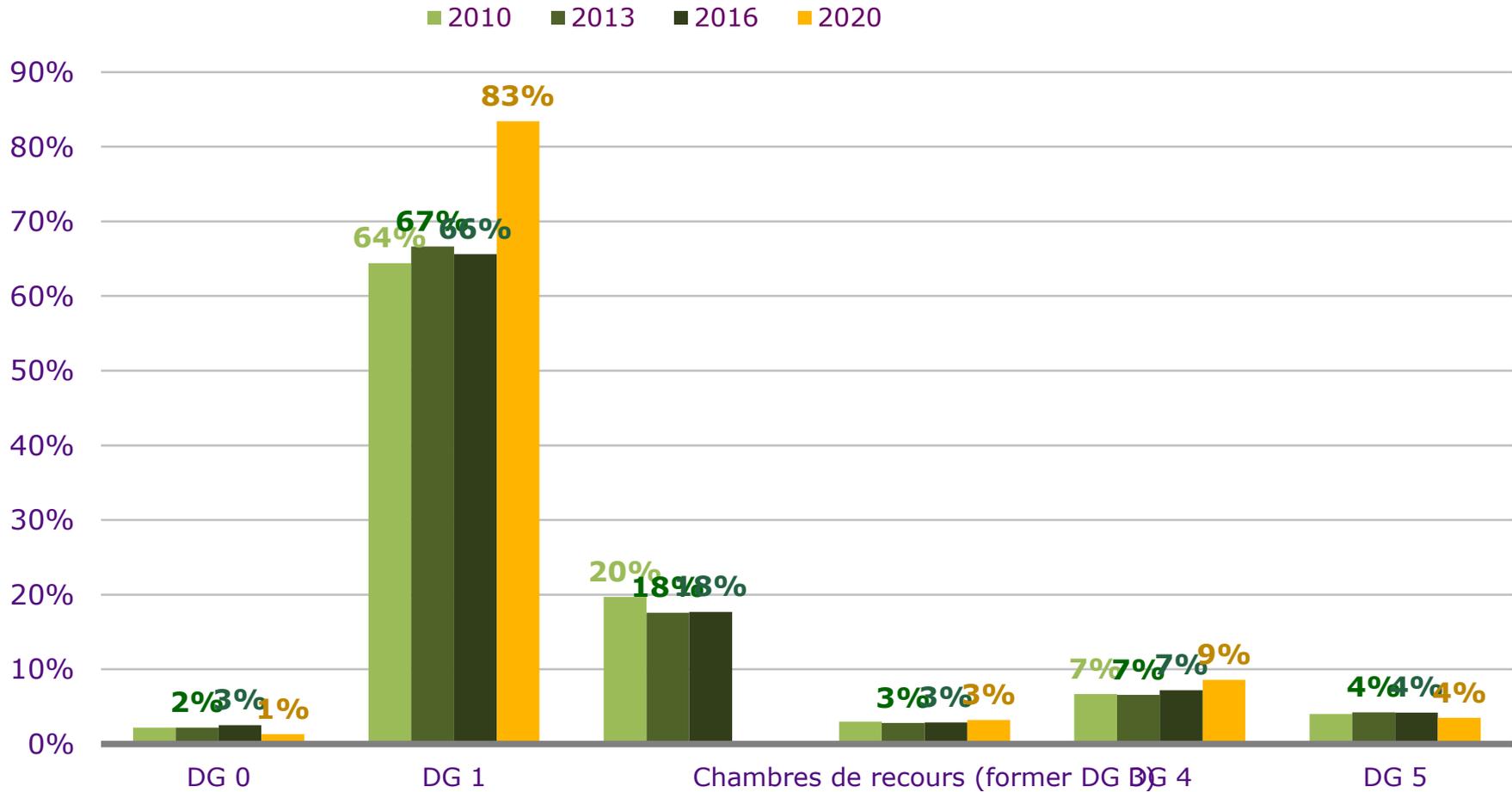
Alix ZIBETTA

Sociologue du travail Chargée d'étude quantitative

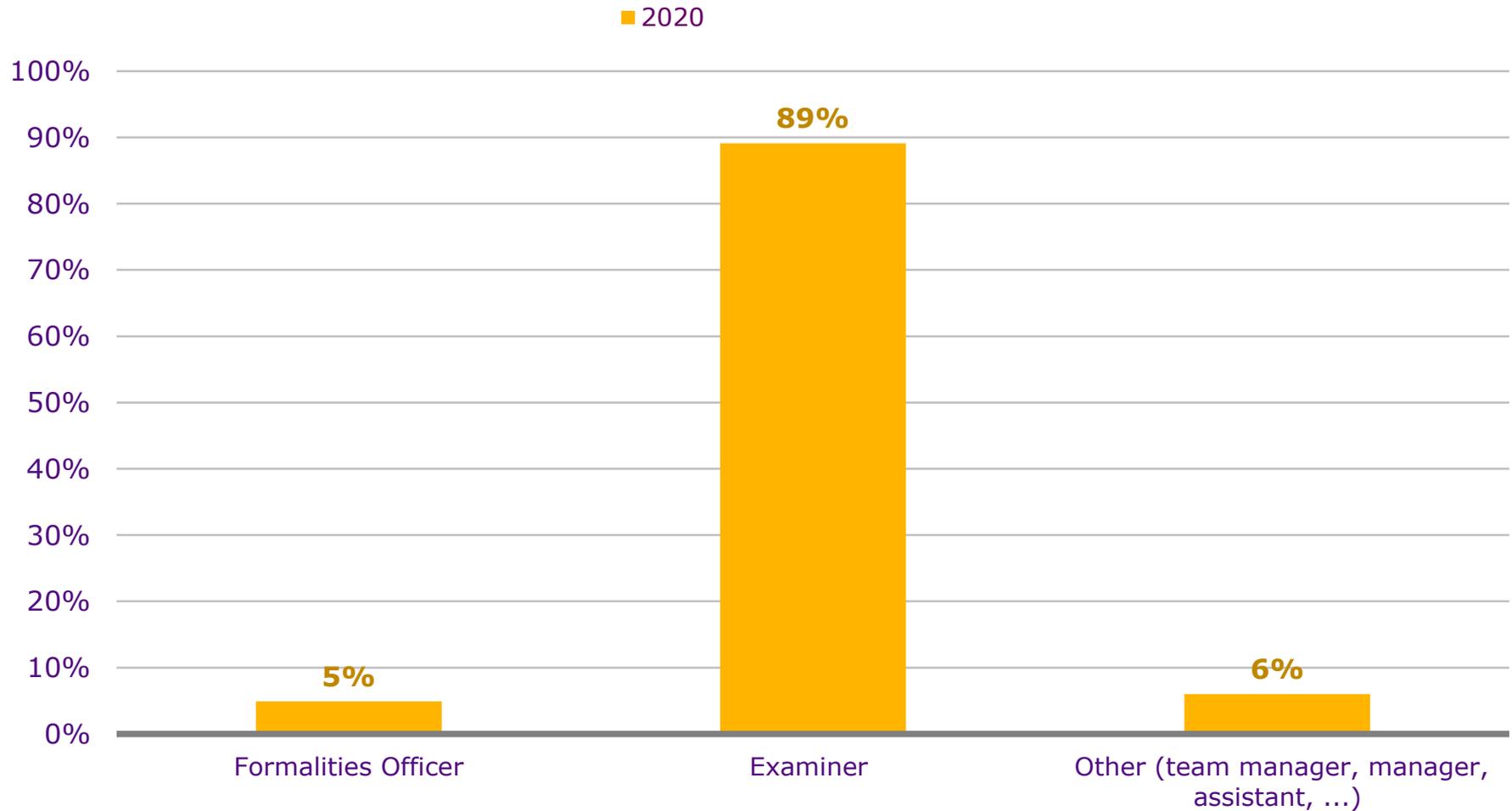
1. At which site do you work?



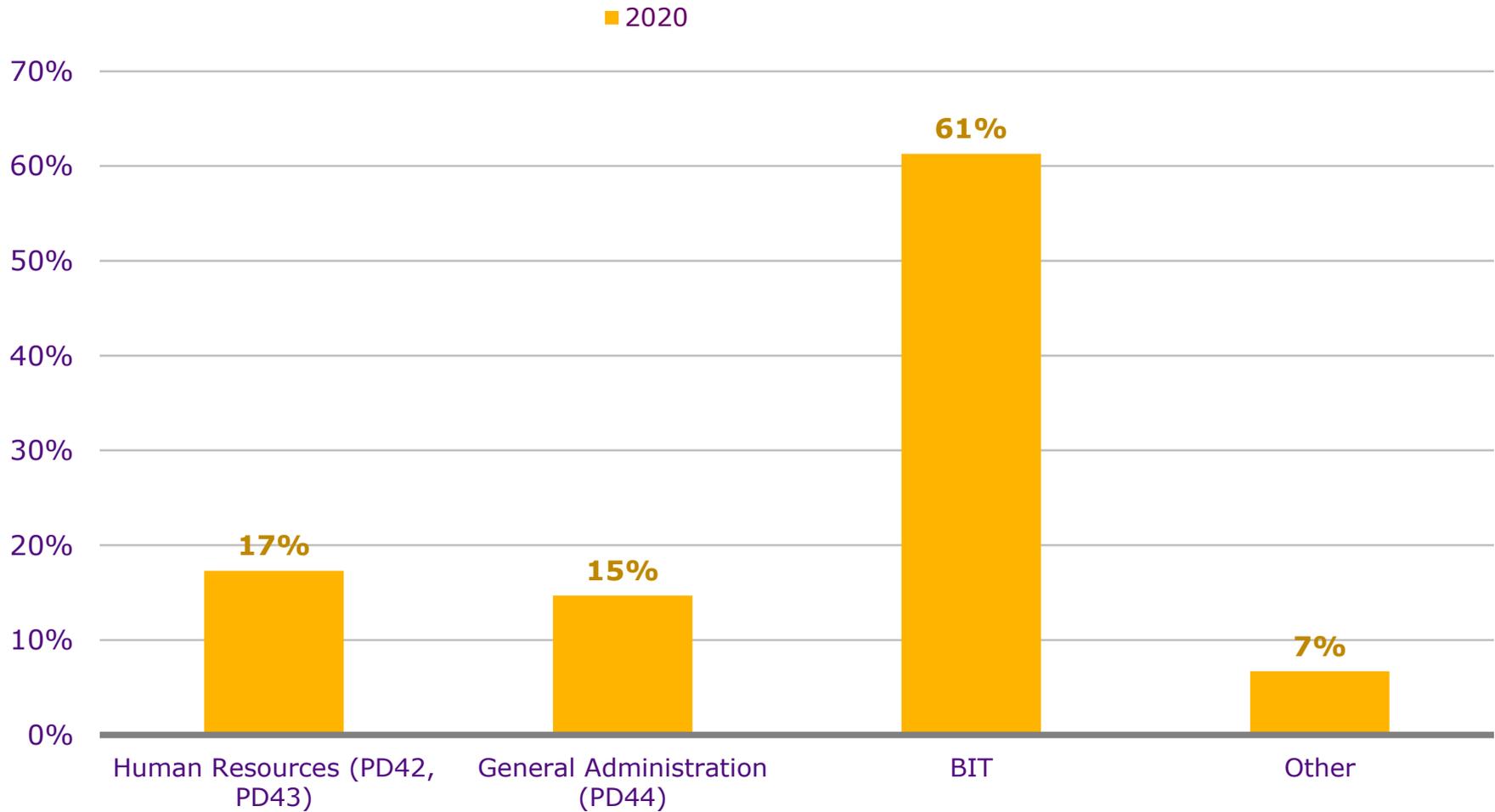
2. In which Directorate General do you work?



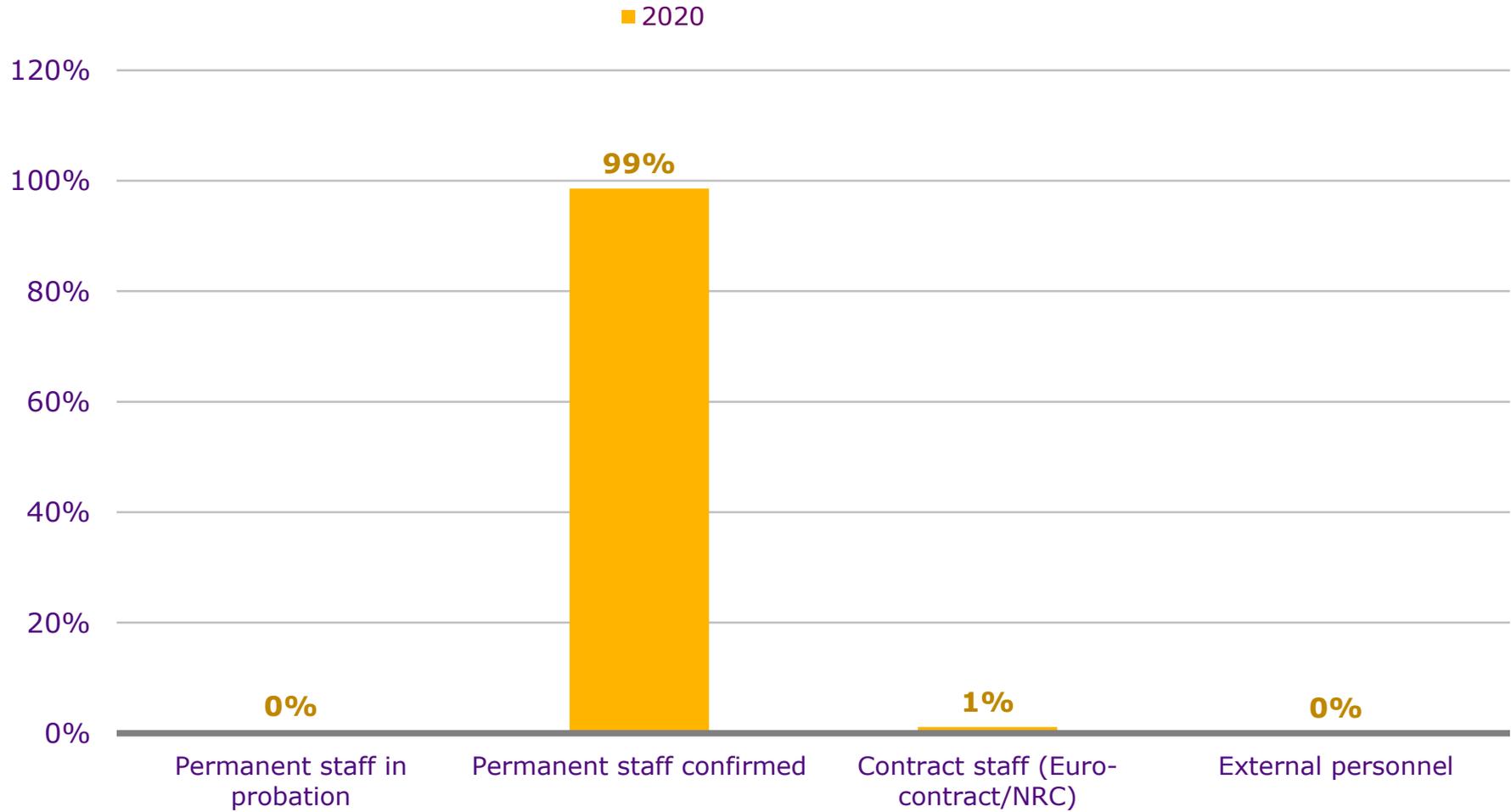
3. If you work in DG 1, what is your function?



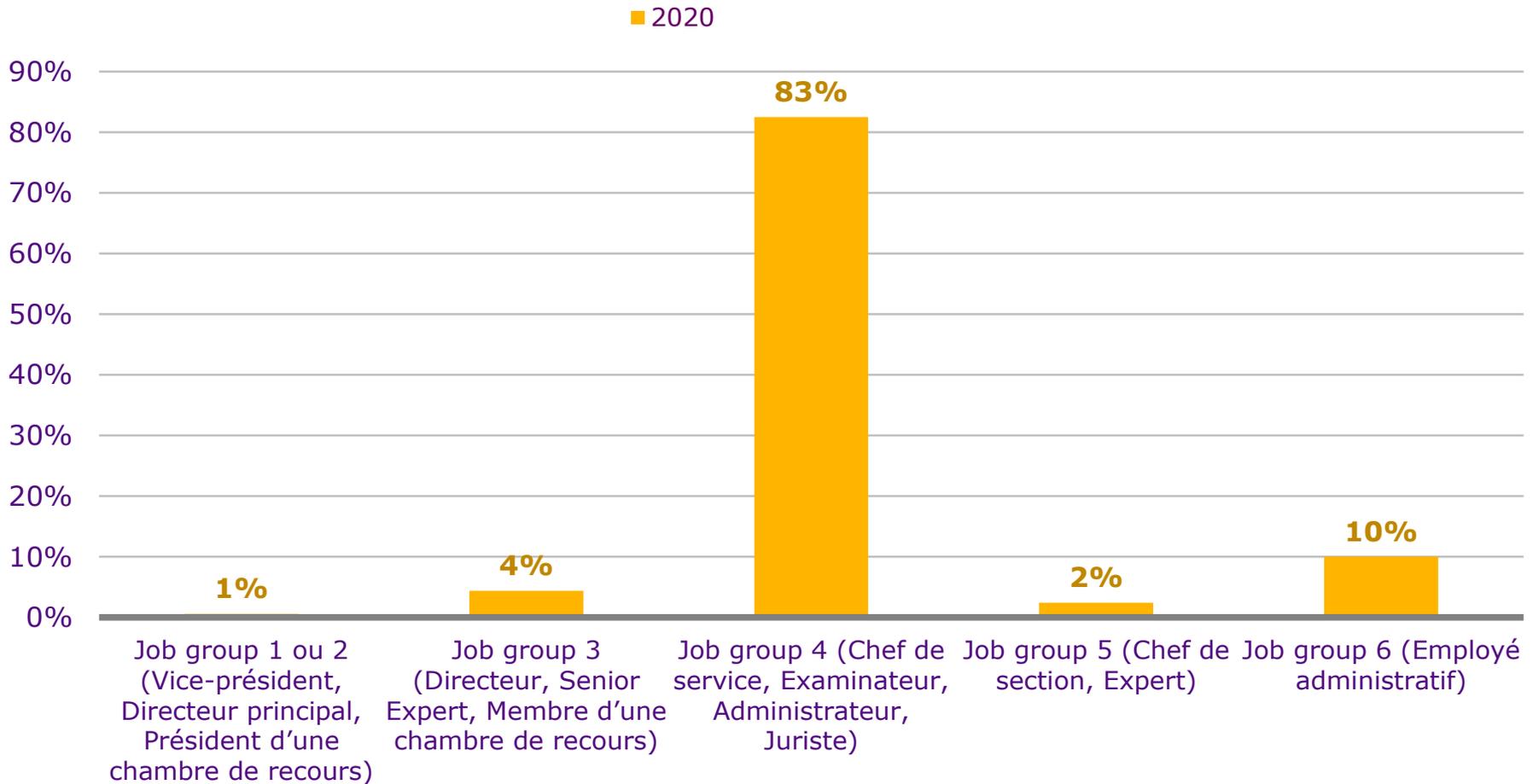
4. If you work in DG 4, what area do you work in?



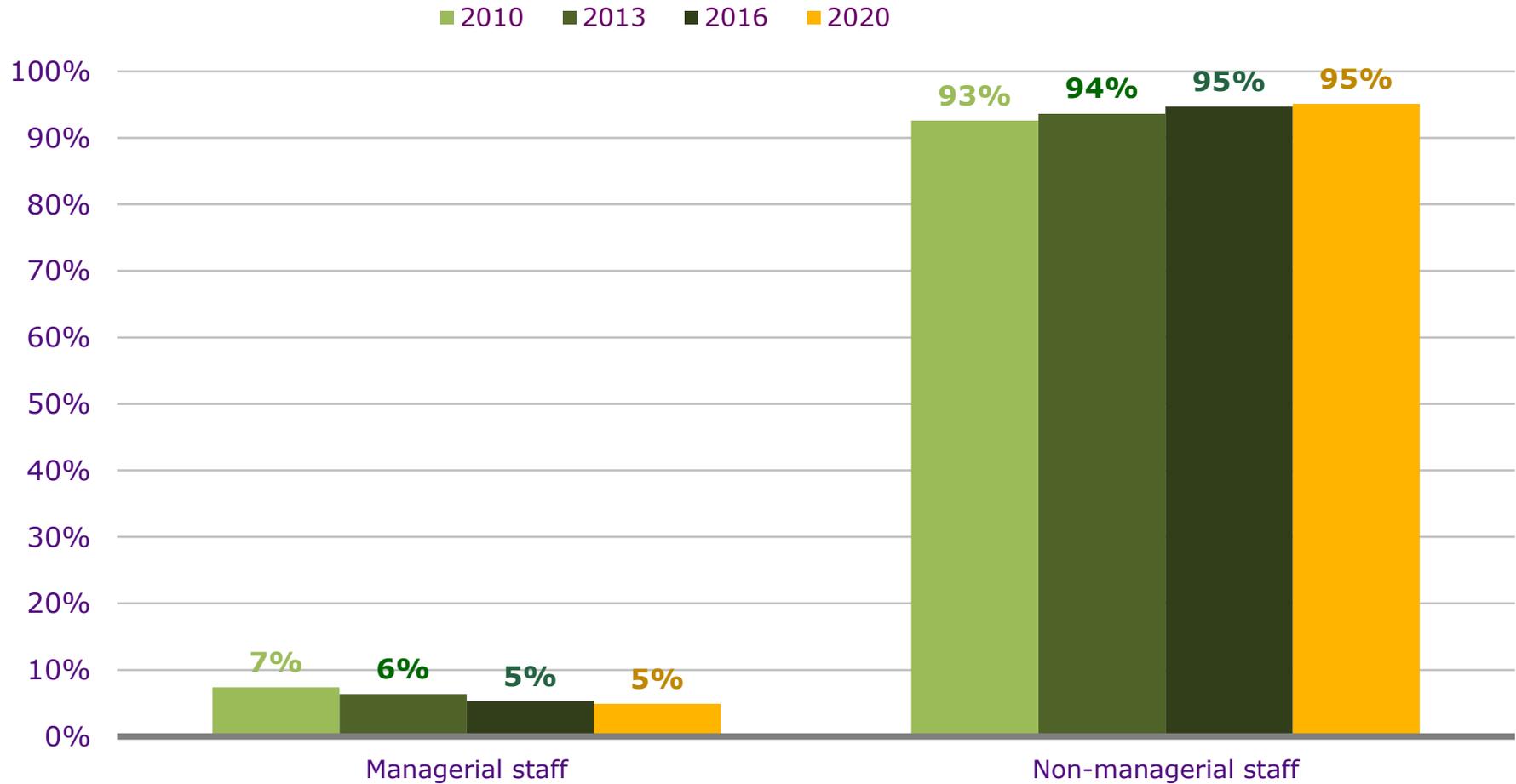
5. What is your employment status?



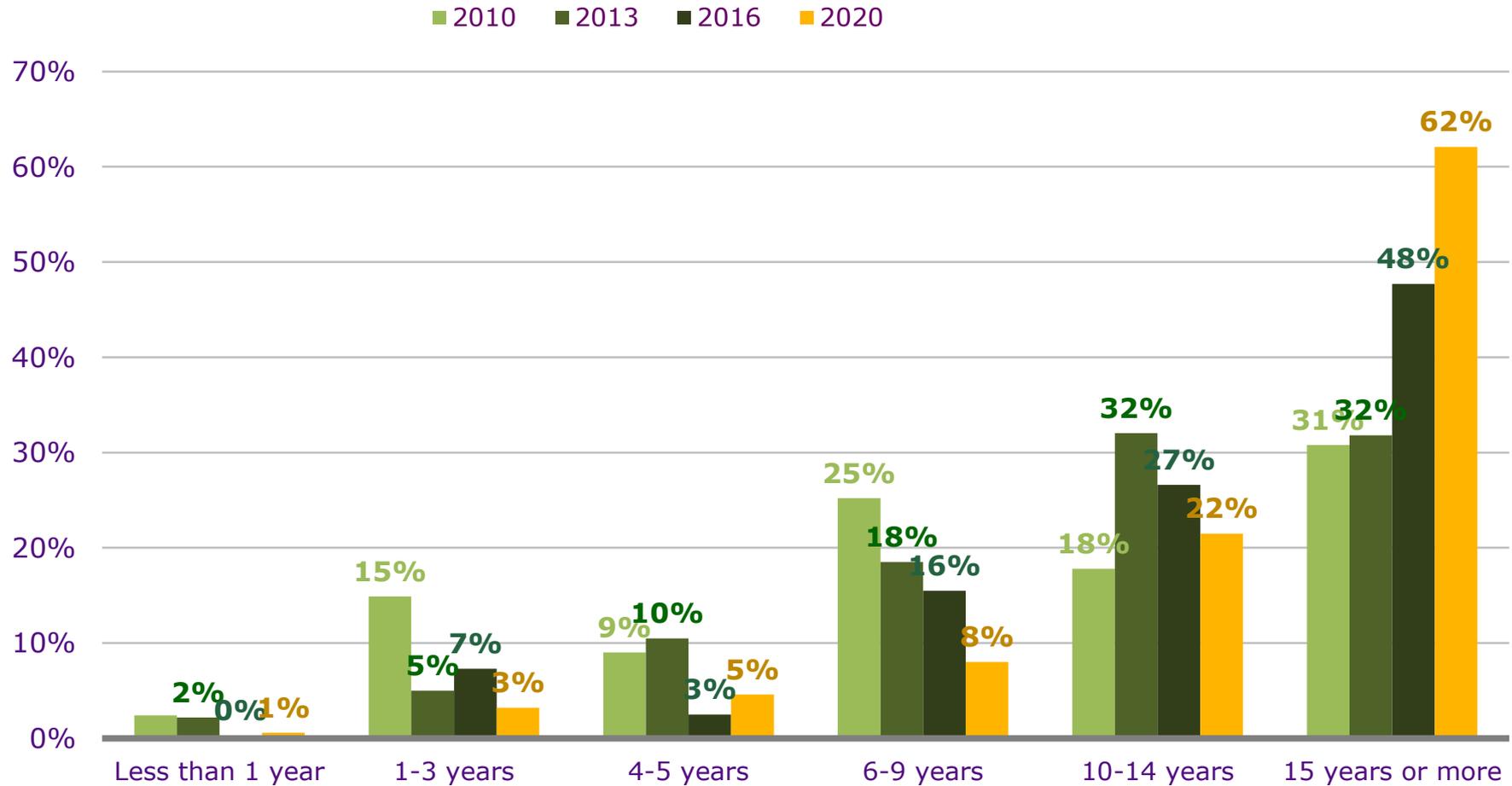
6. What is your Job Group?



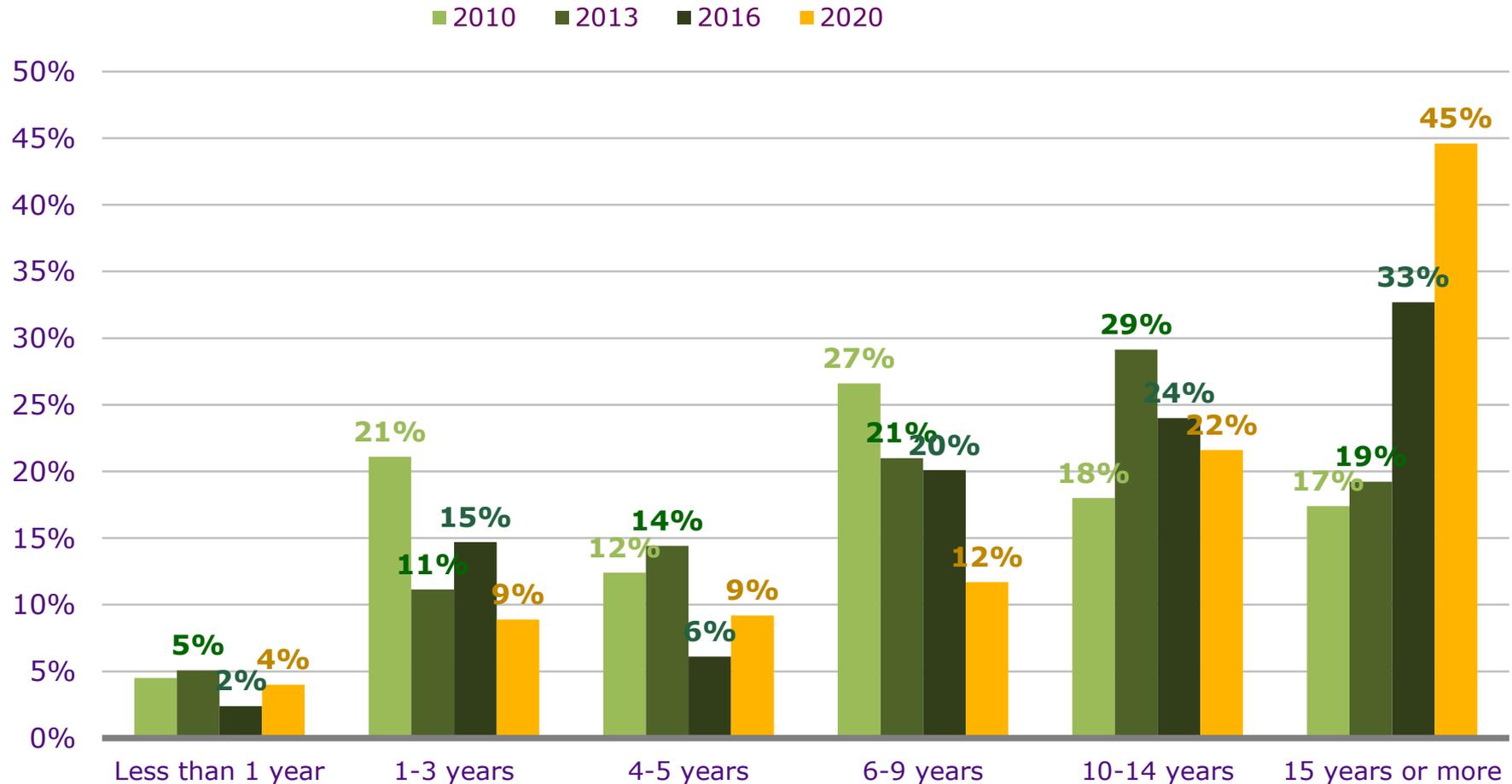
7. You are:



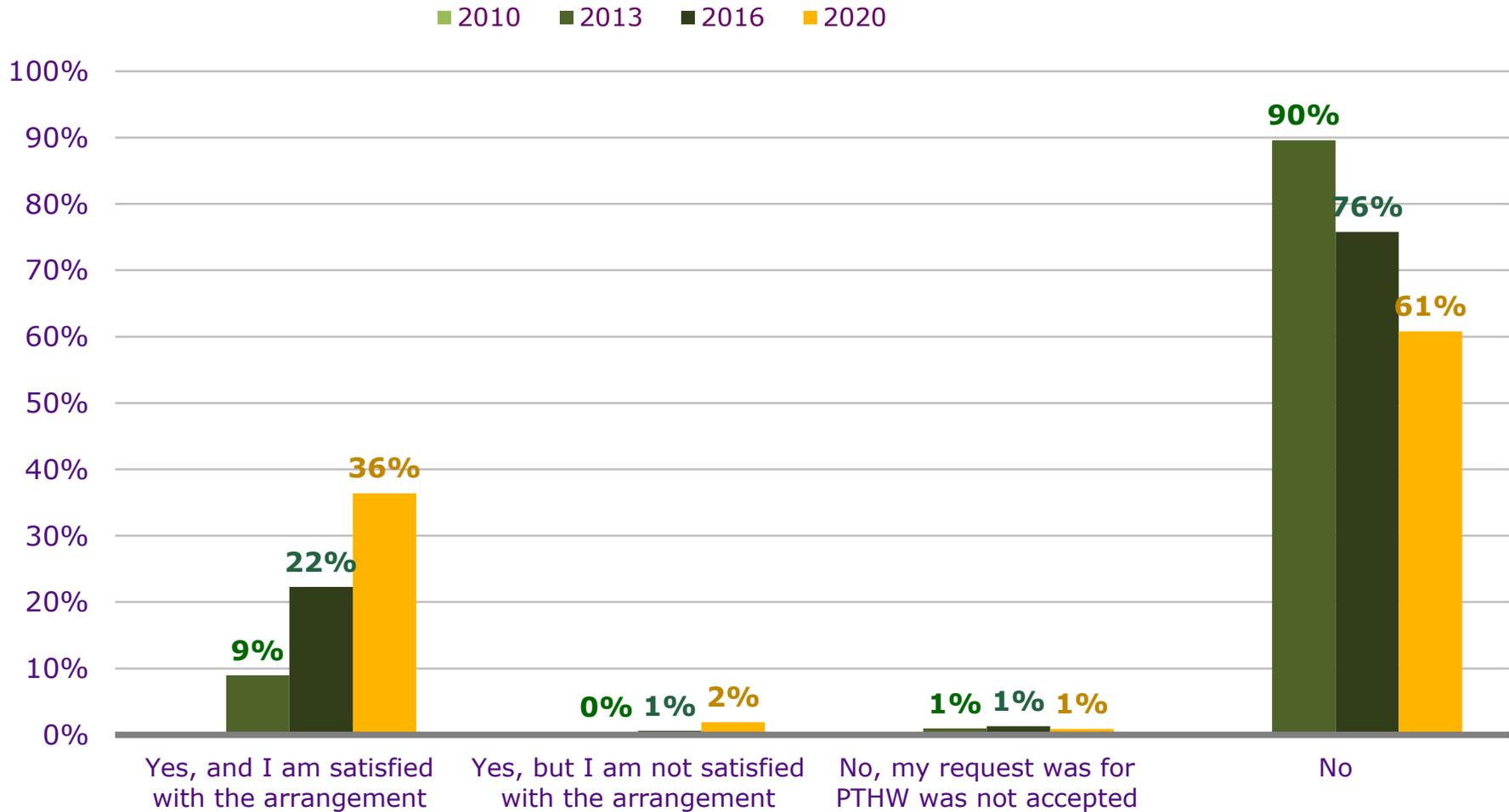
8. How long have you worked at the European Patent Office?



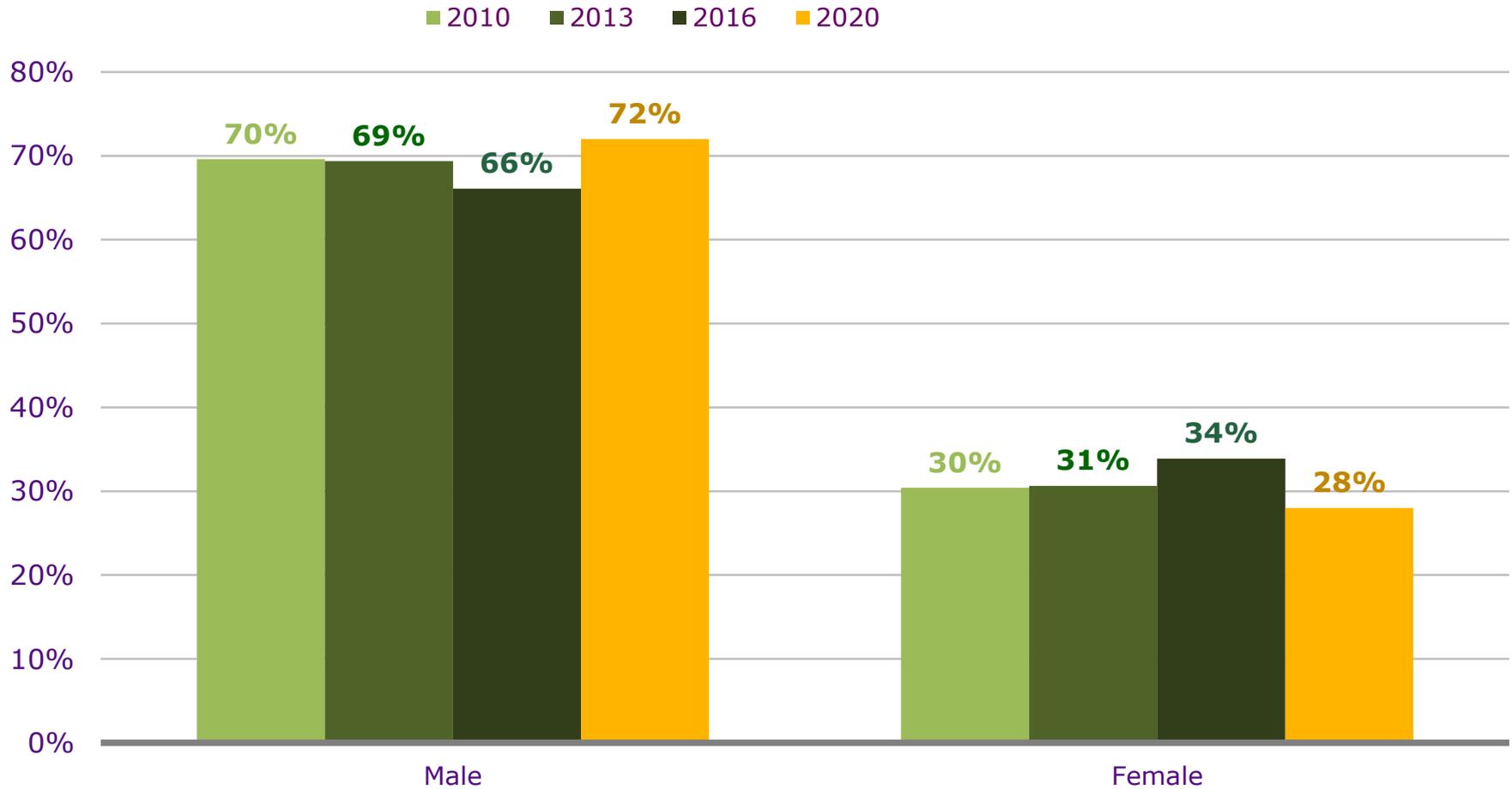
9. How long have you worked in your current post?



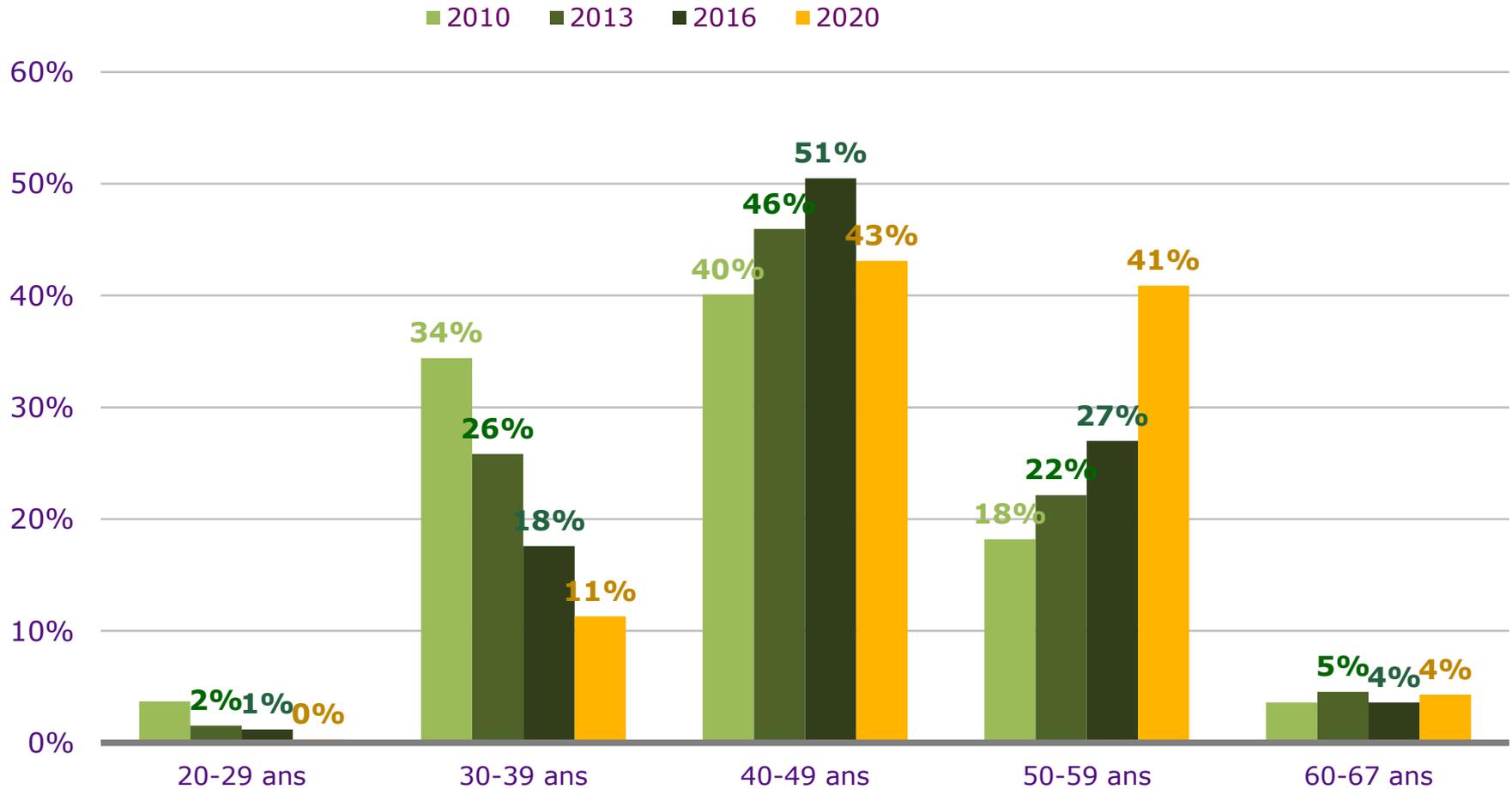
10. Are you working partially from home (PTHW)?



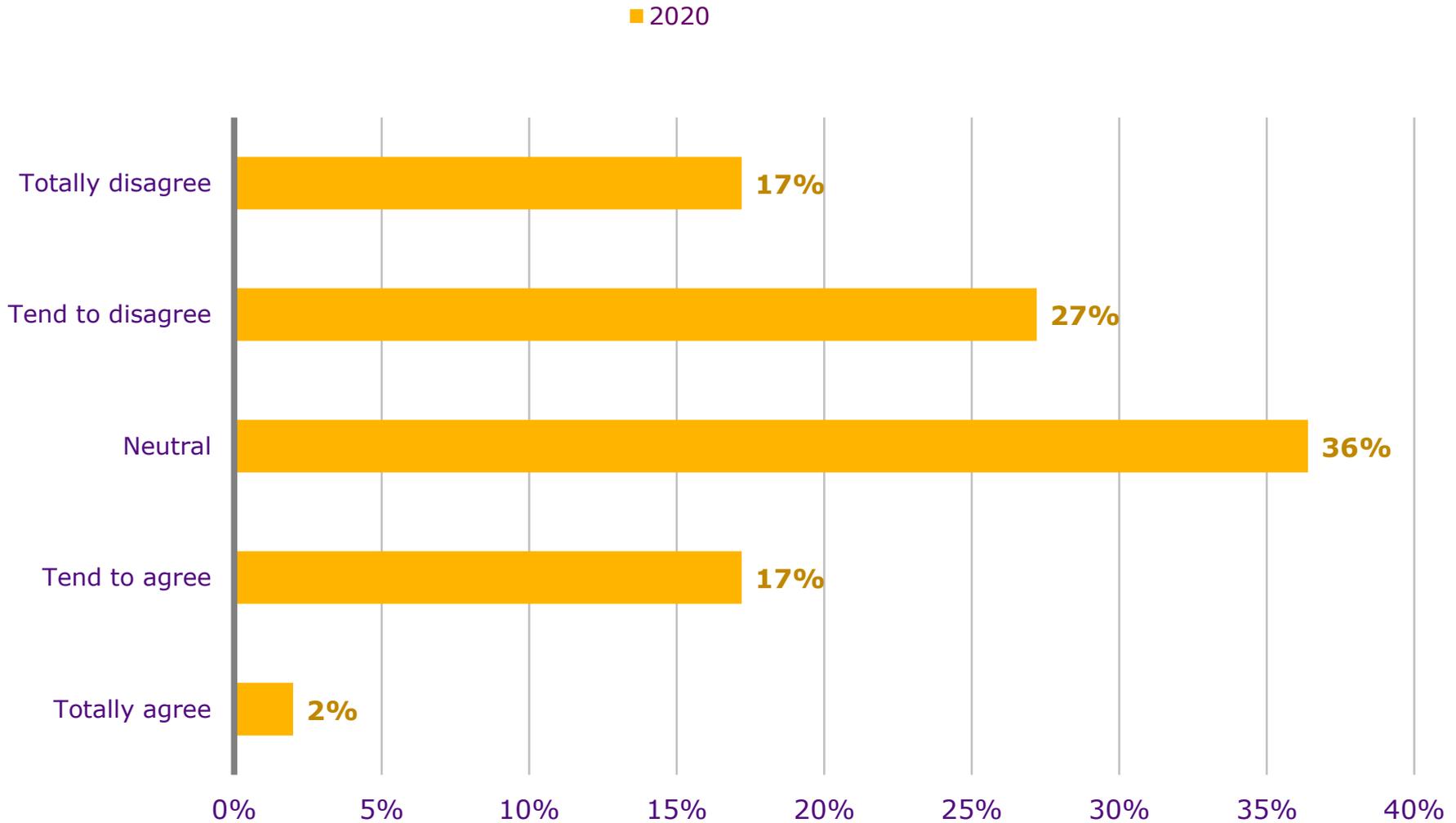
12. Gender



13. How old are you?

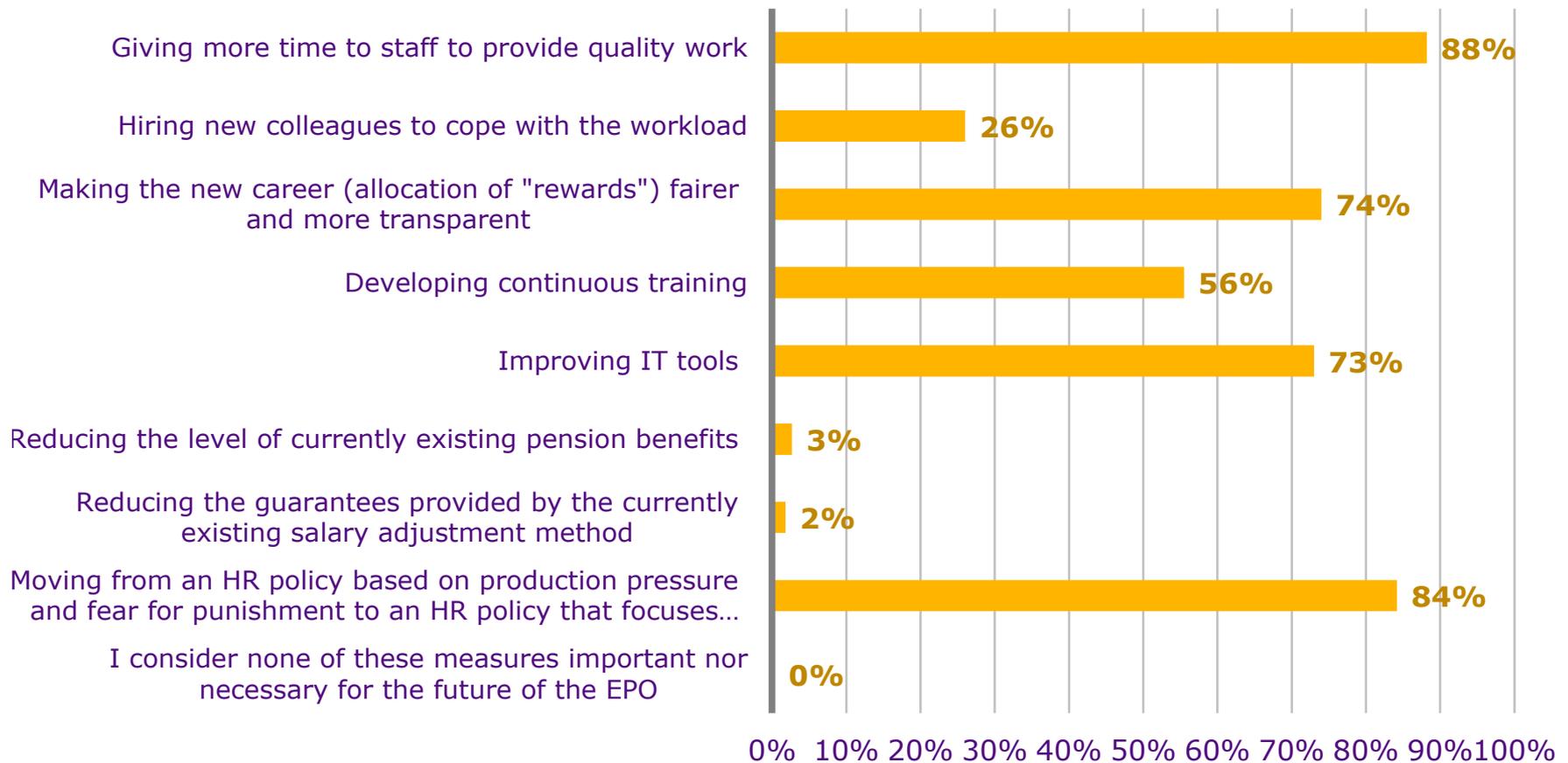


14. I consider that the roadmap defined by the "Strategic Plan 2023" is important and necessary for the future of the EPO

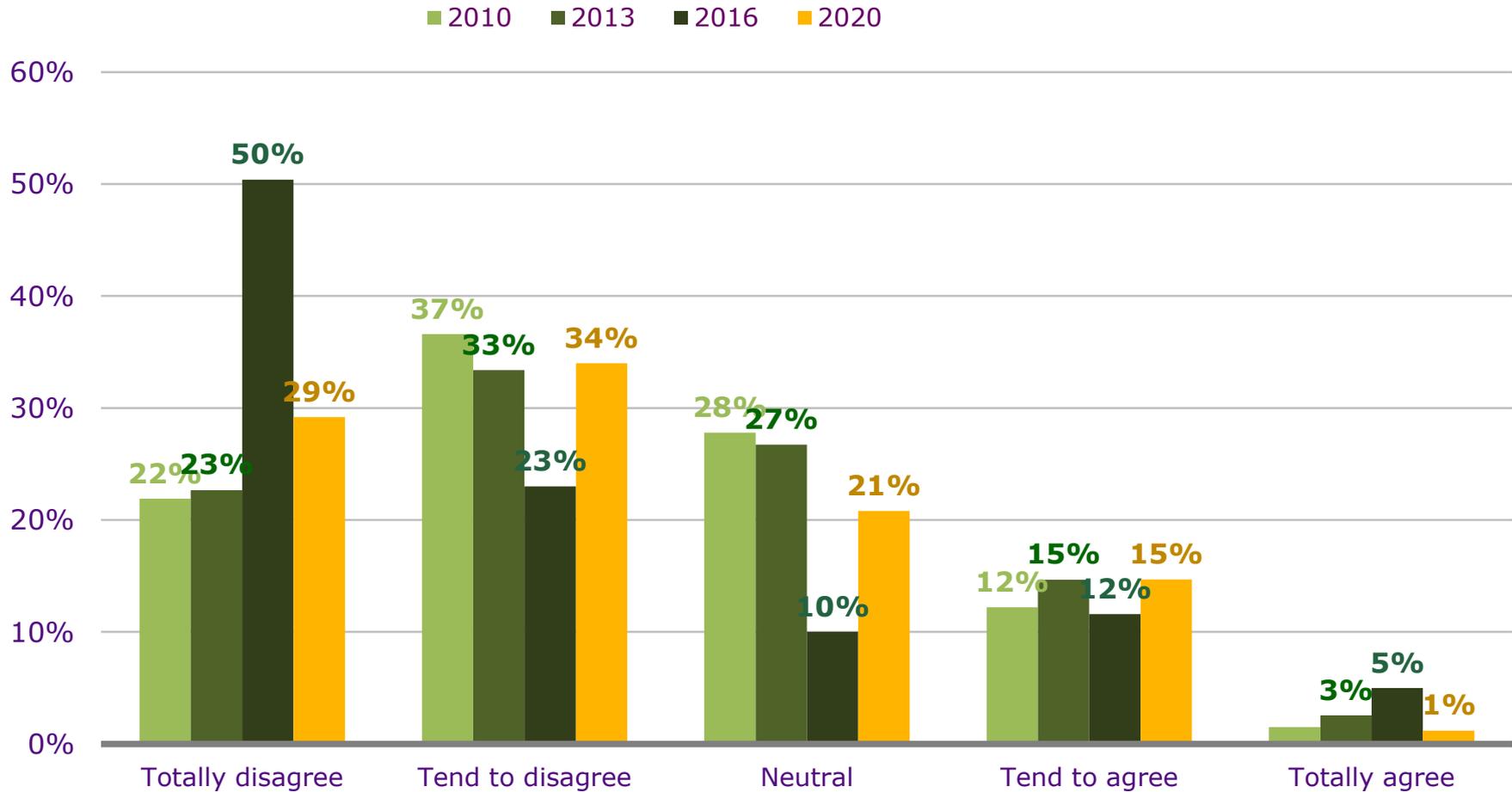


15. I consider the following measures important and necessary for the future of the EPO

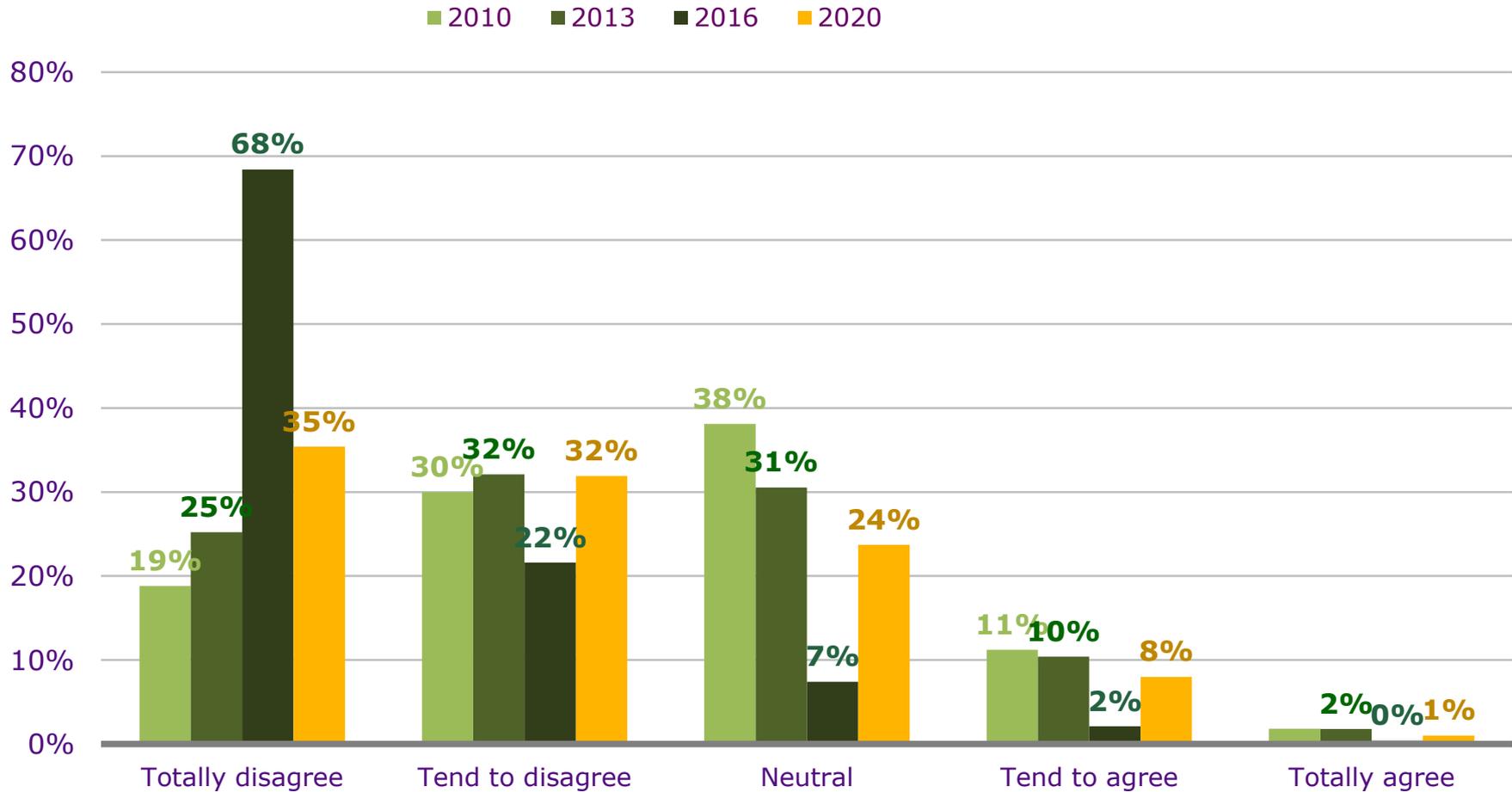
■ 2020



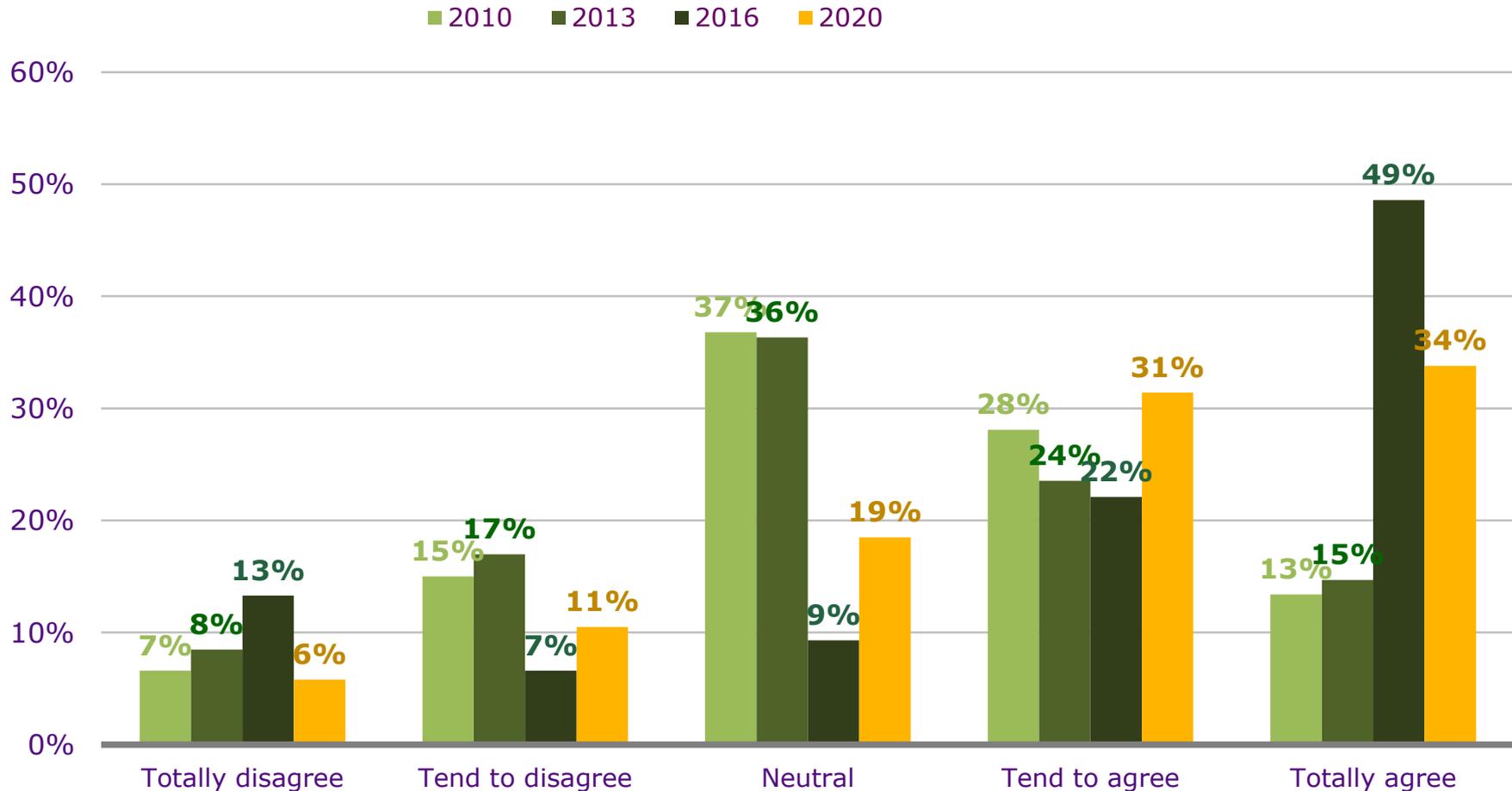
16. I think top management has set out a clear and coherent strategy for the EPO



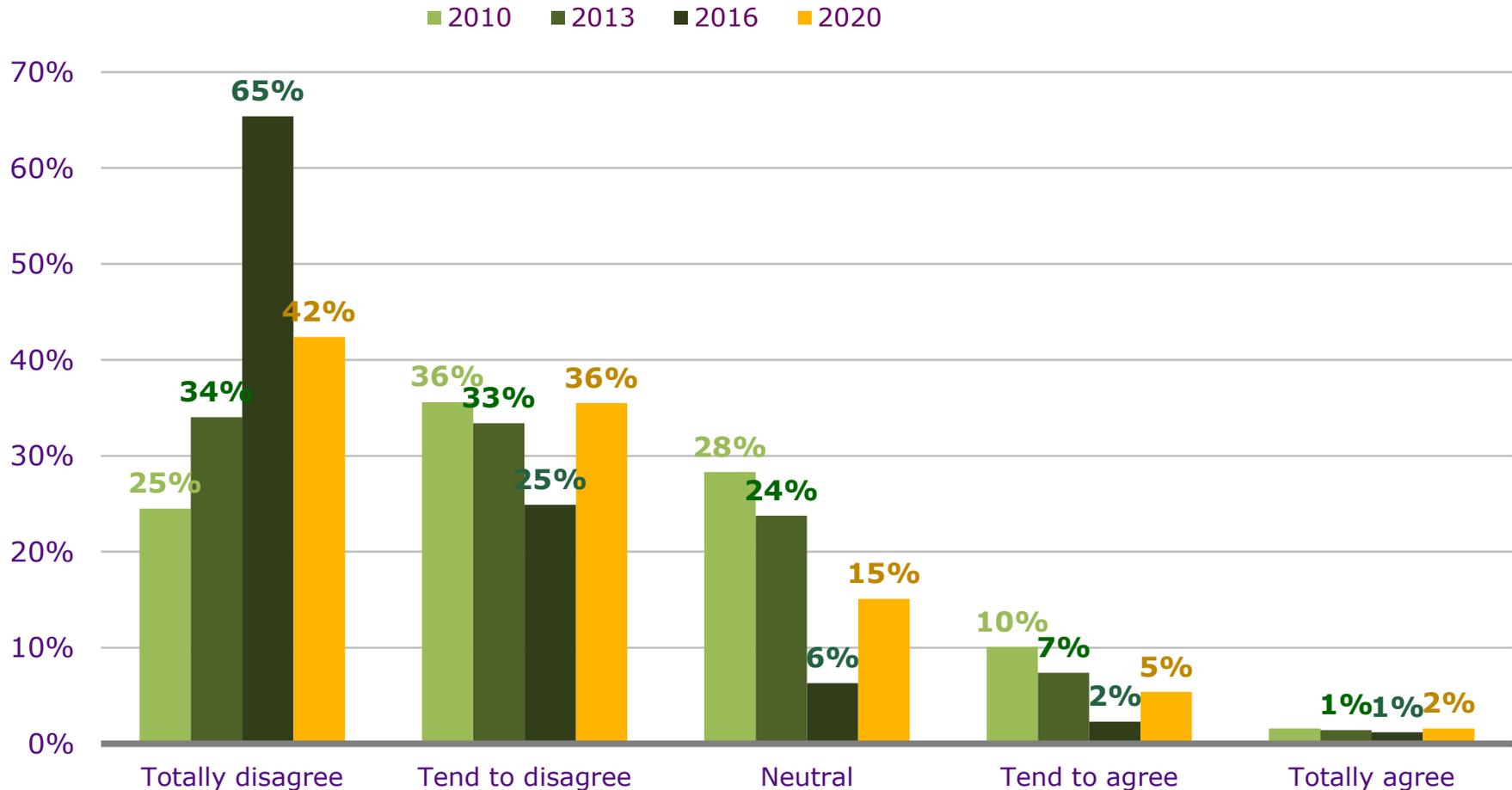
17. I support the strategy of the EPO set out by top management



18. In my view, the actions of top management and the strategy adopted have departed considerably from the role that the EPO should be playing in the European patent system

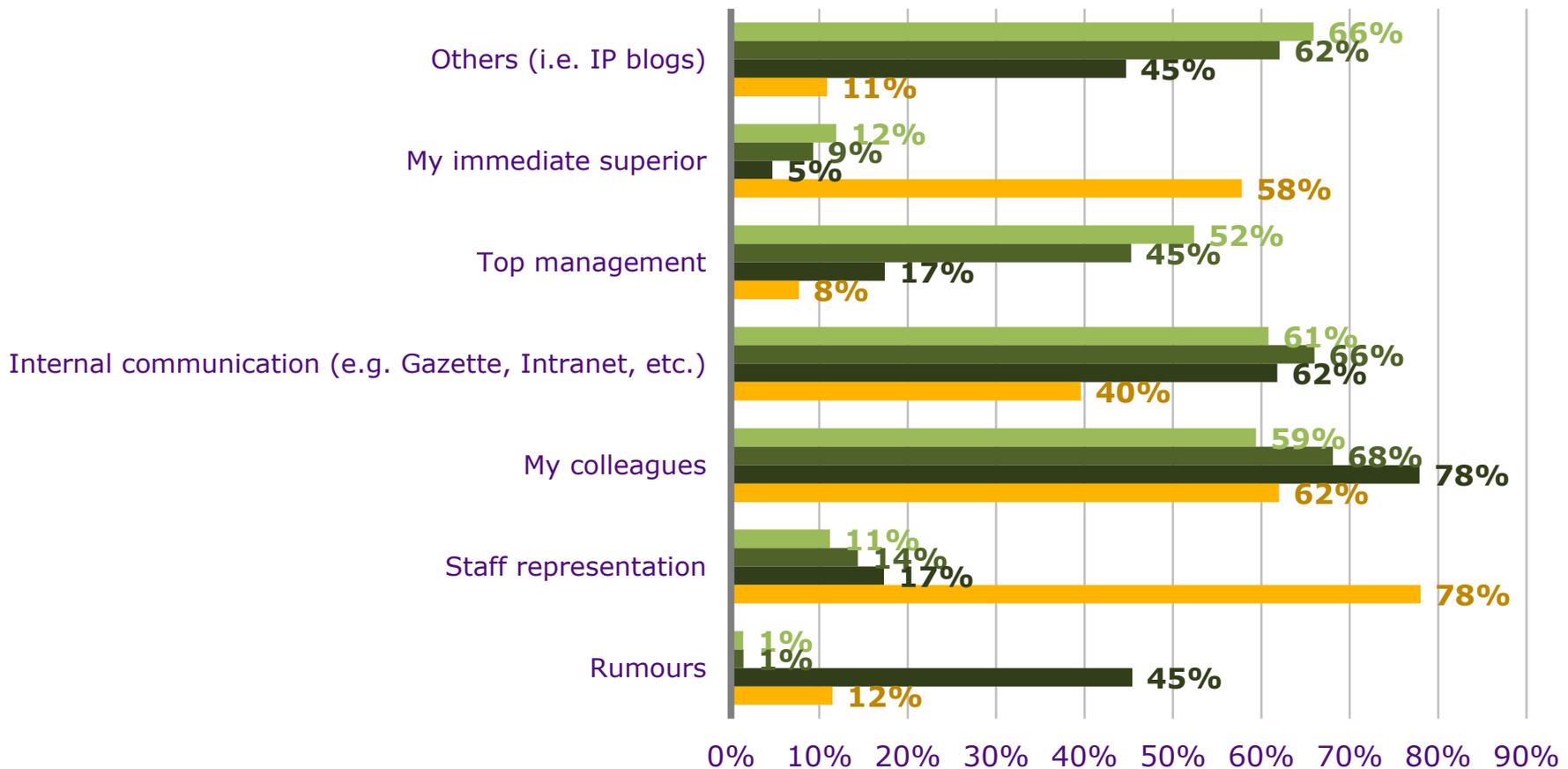


19. The actions of the EPO's top management show that they are fully aware of the strategic importance of employees' skills to enable the EPO to carry out its

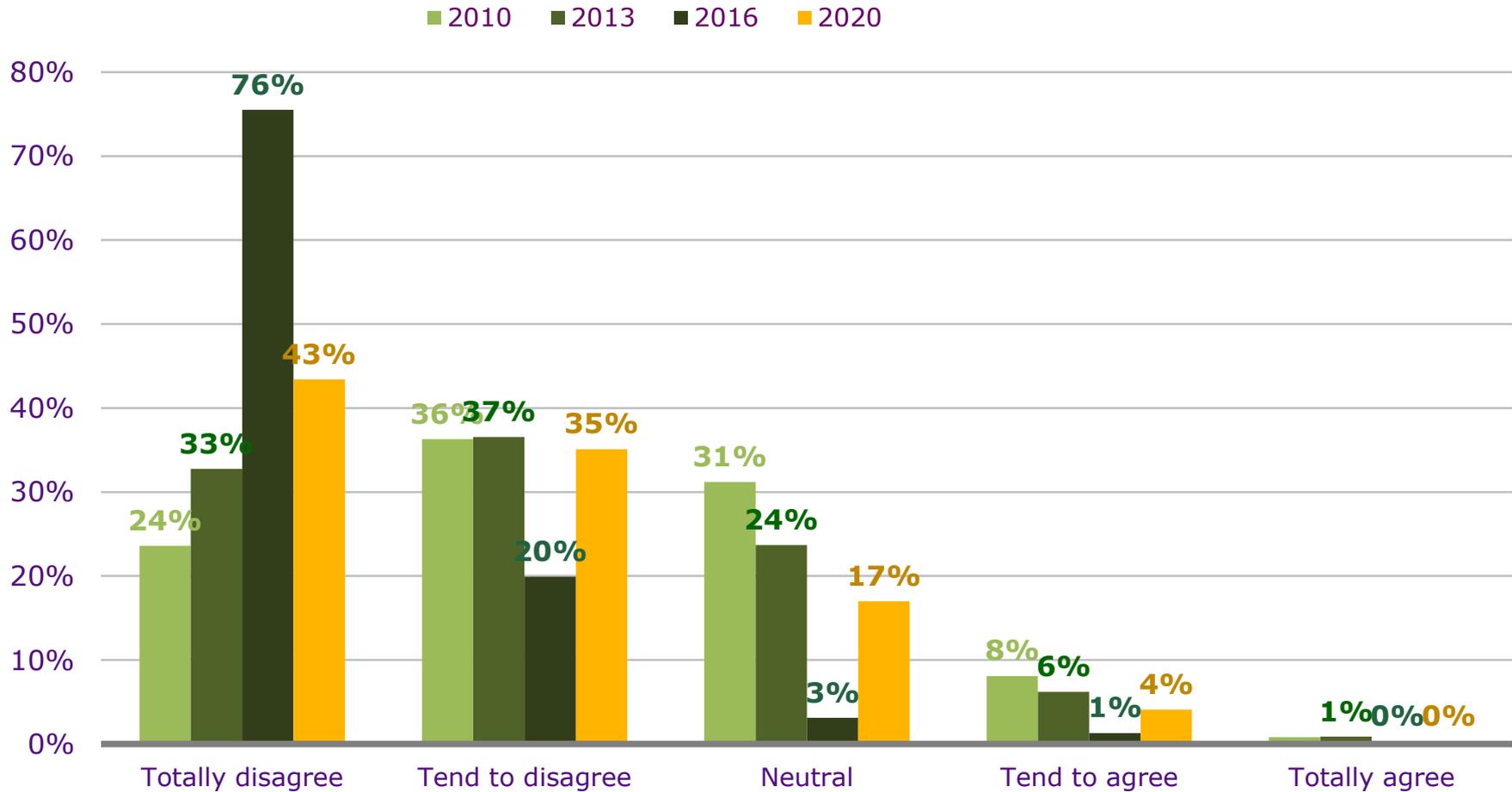


21. From the following list, which sources of information do you consider to be relevant to you?

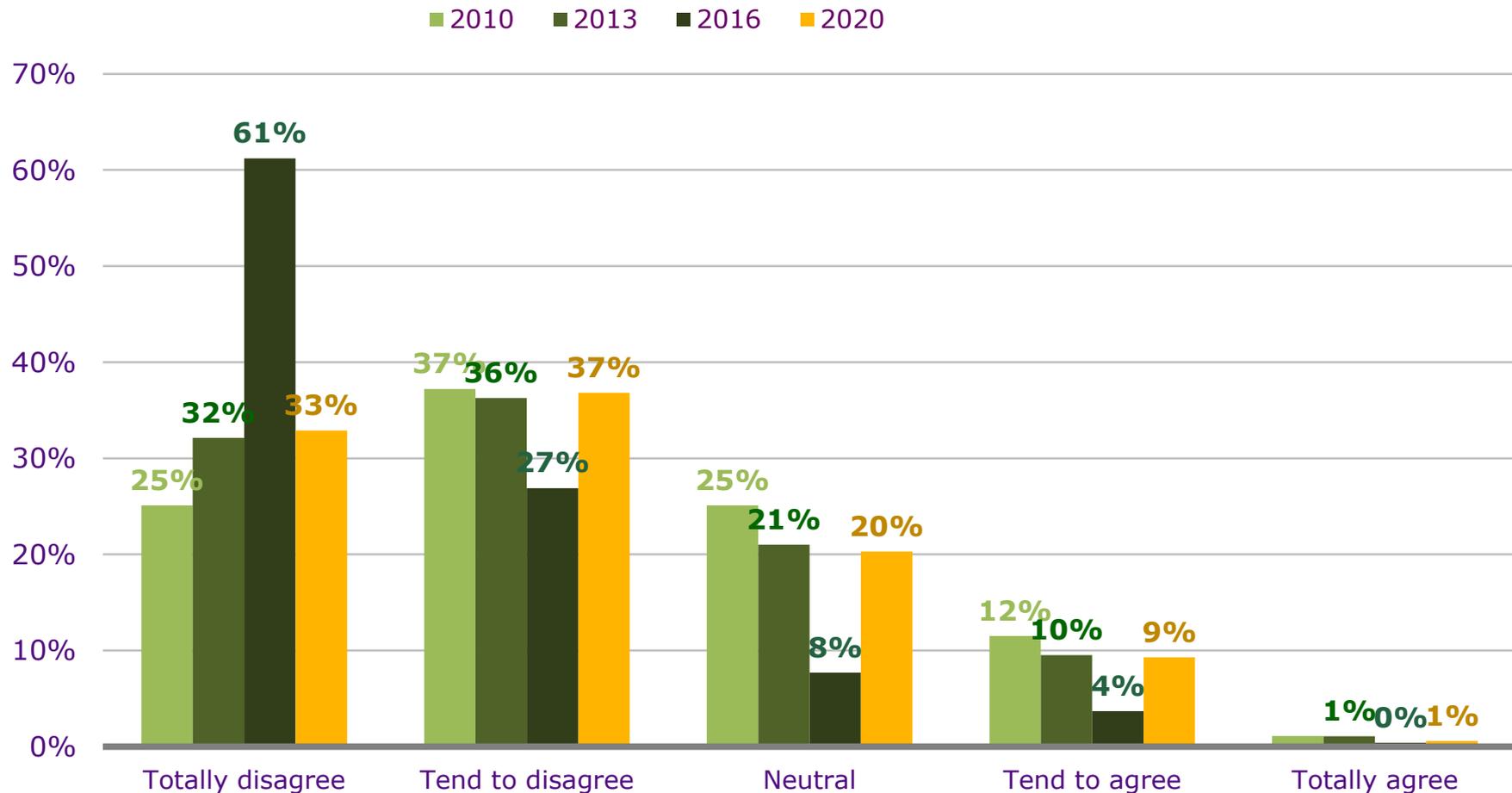
■ 2010 ■ 2013 ■ 2016 ■ 2020



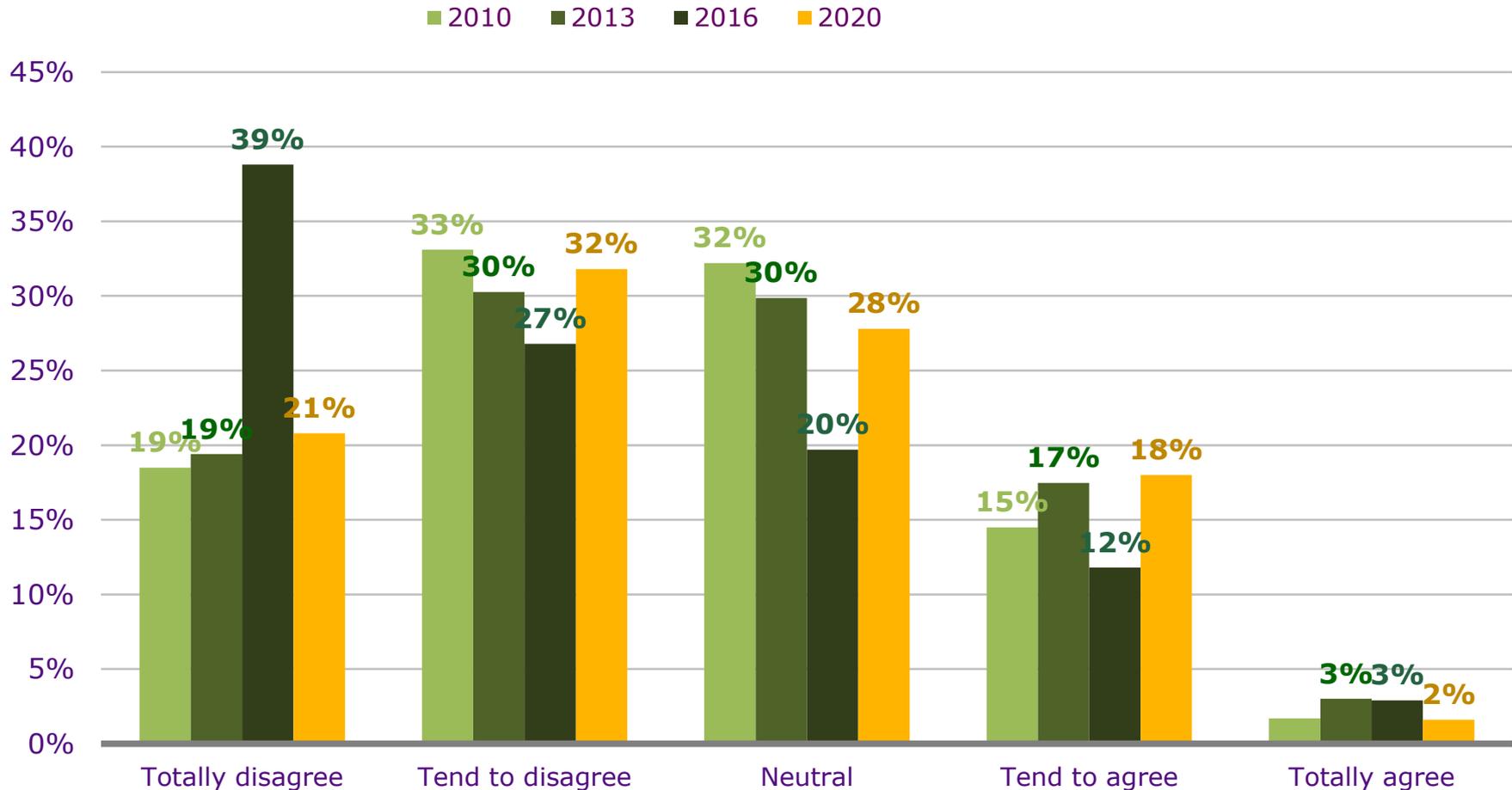
23. I identify with top management's views



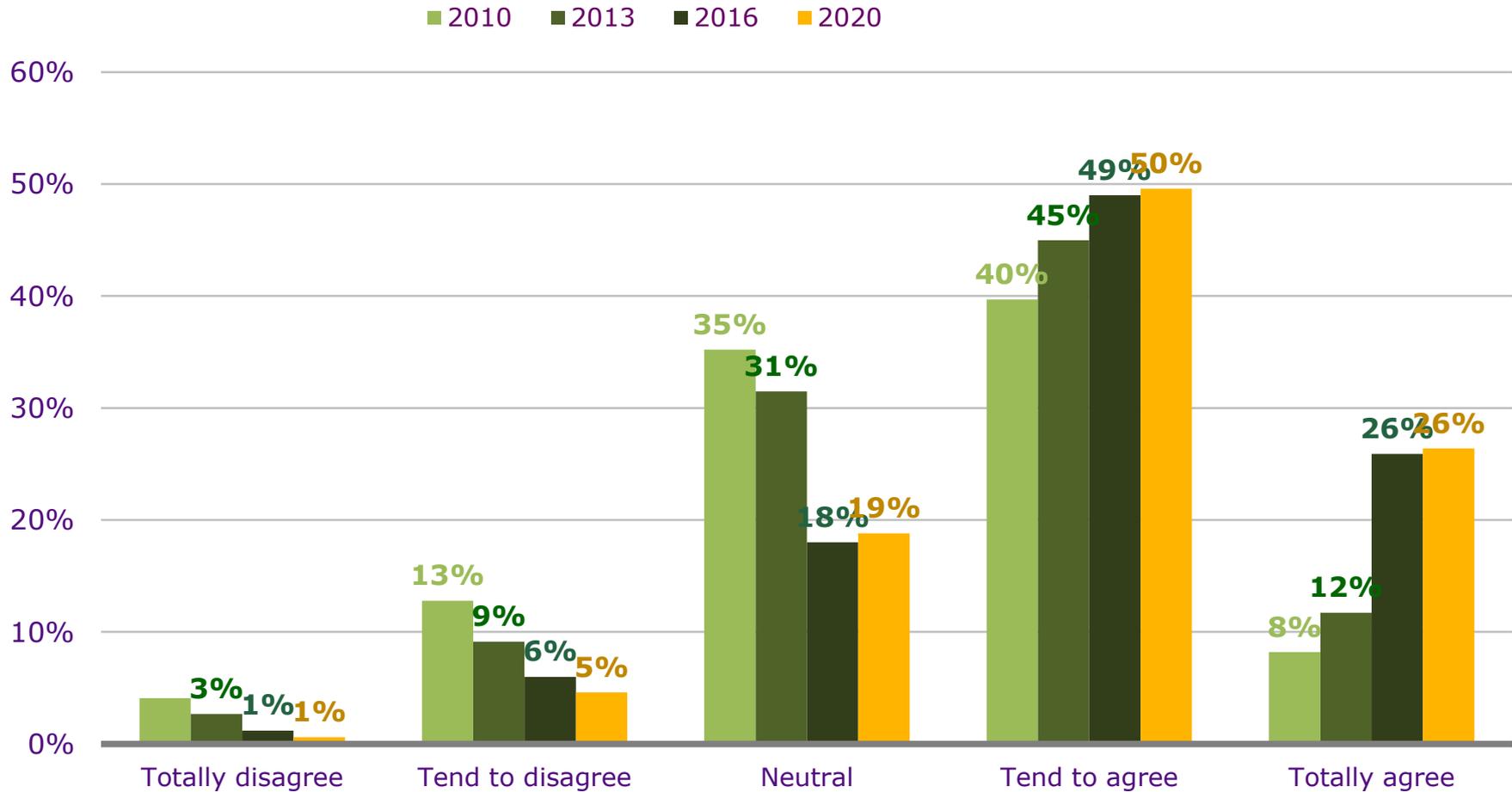
24. Top management gives me enough information on the issues that directly affect me



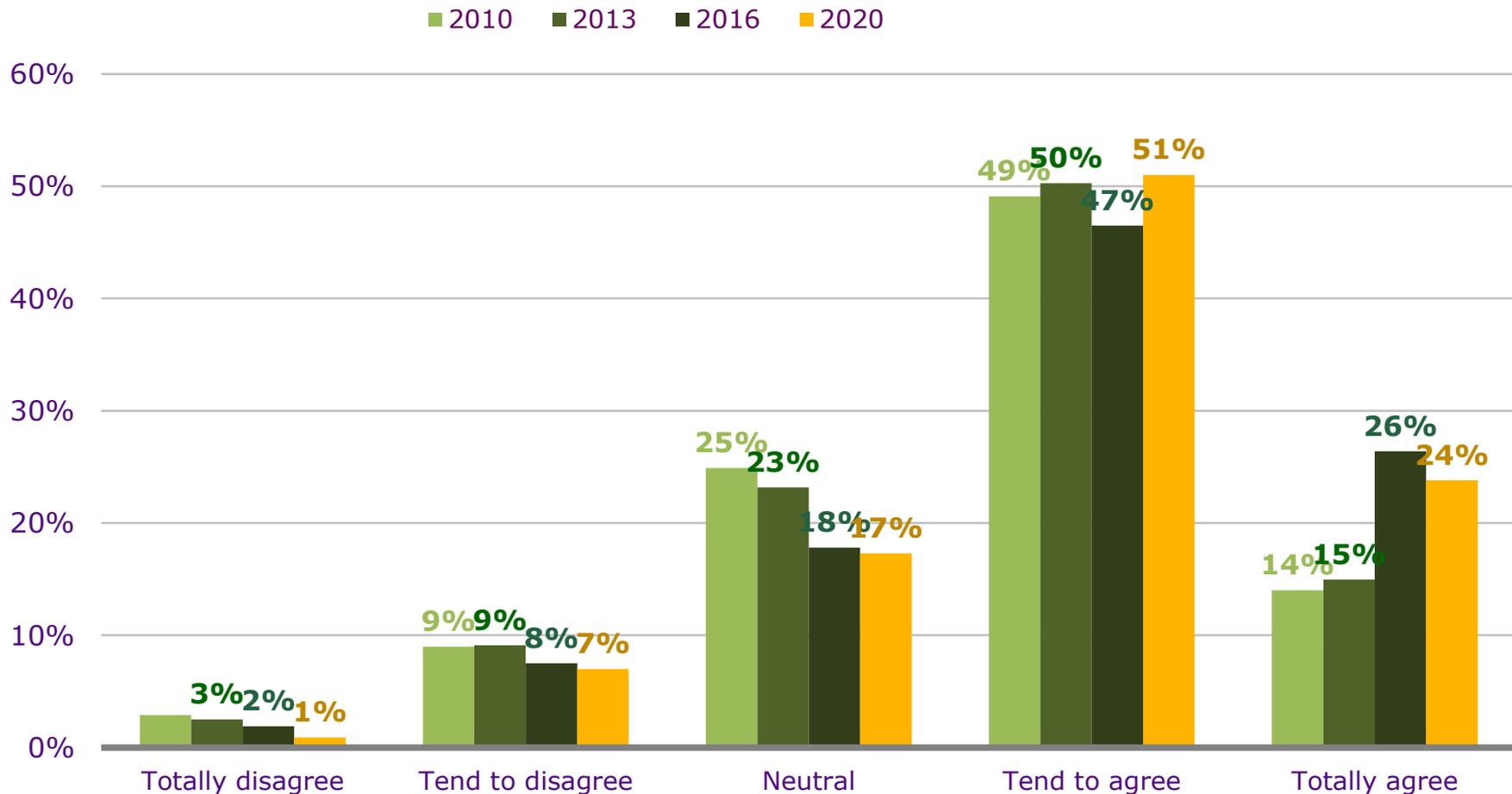
25. The information I receive from top management is relevant for my work and to me personally



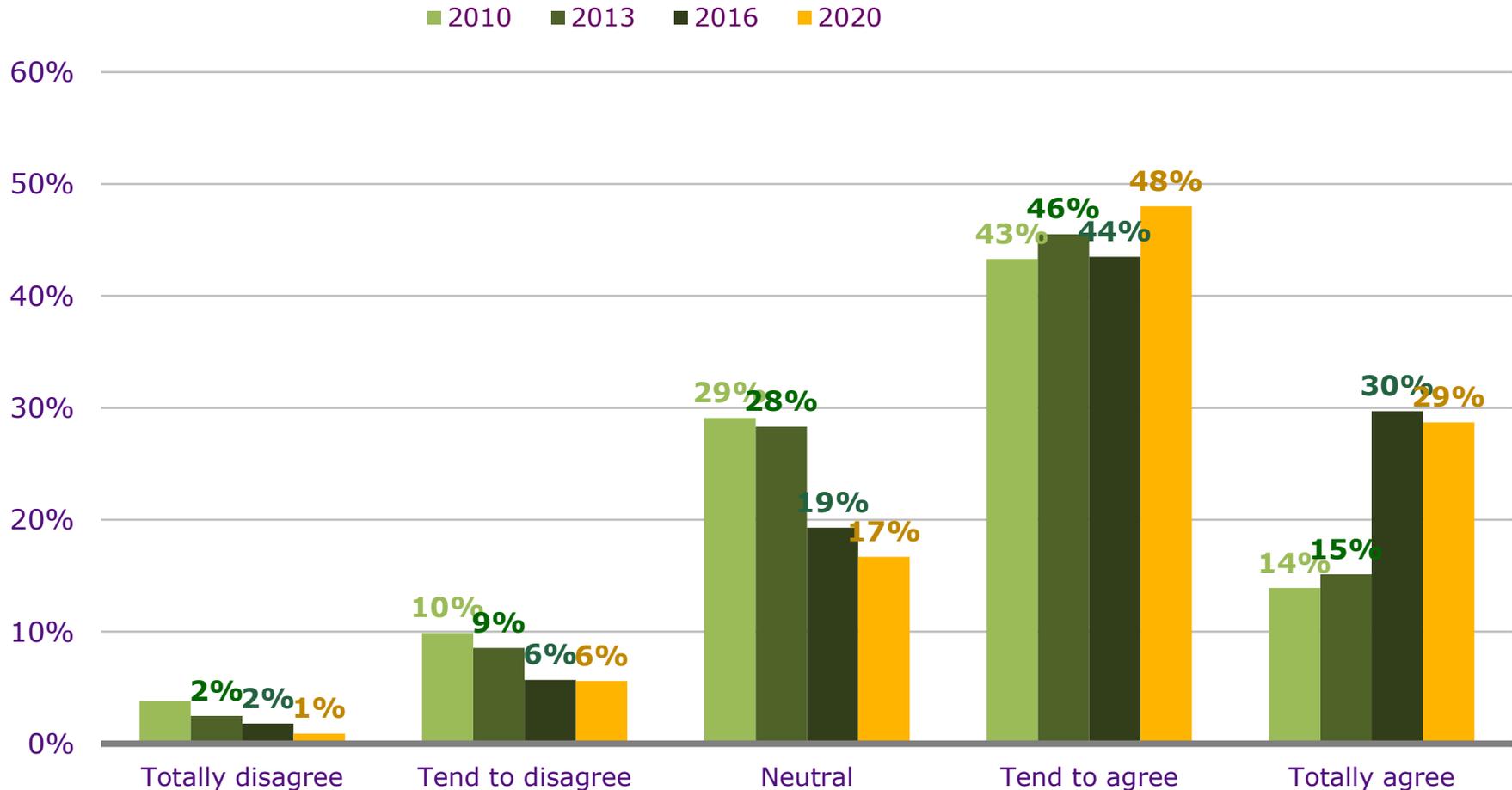
26. I identify with the views of Staff Representation



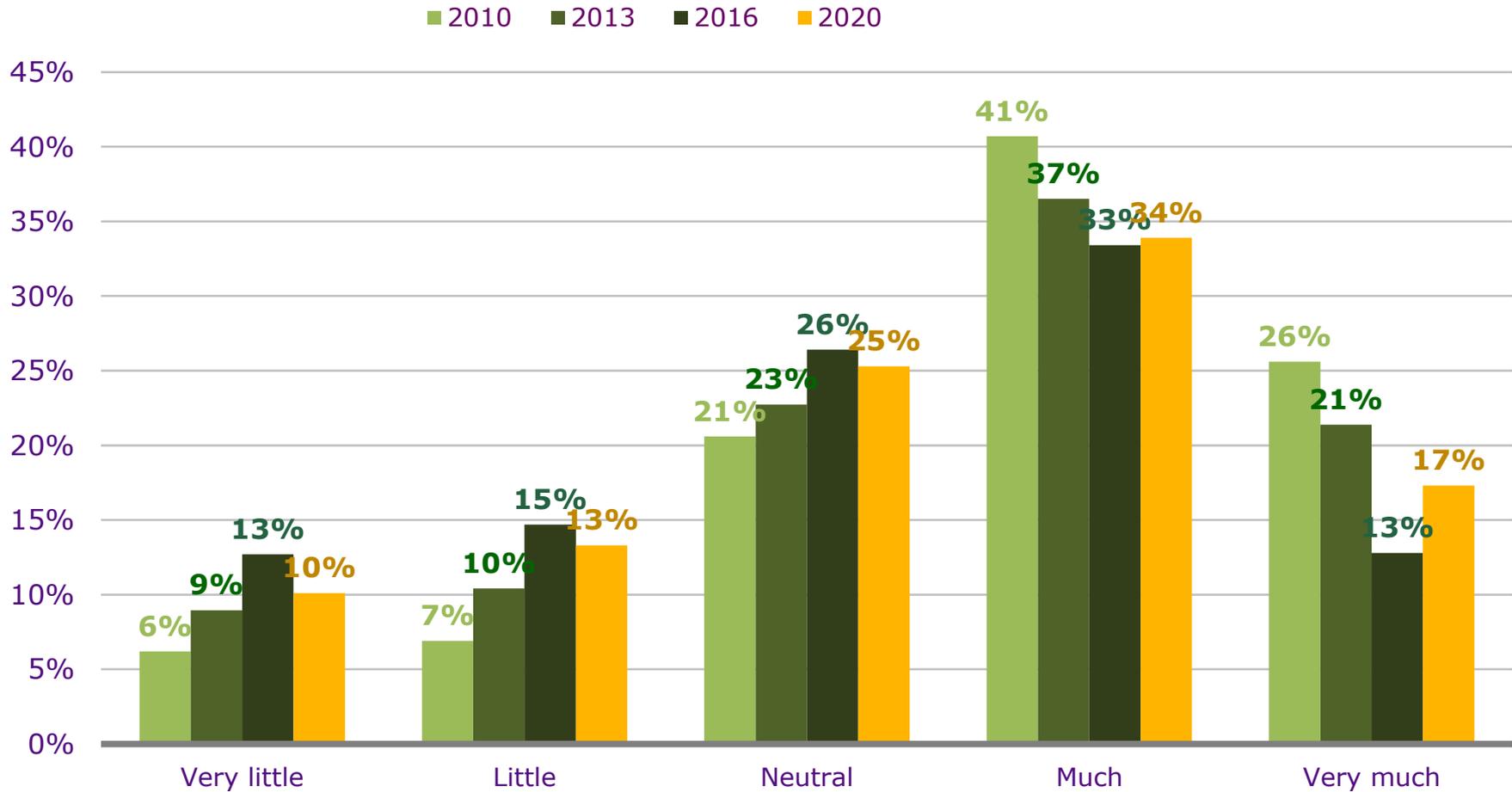
27. Staff Representation give me enough information on the issues that directly affect me



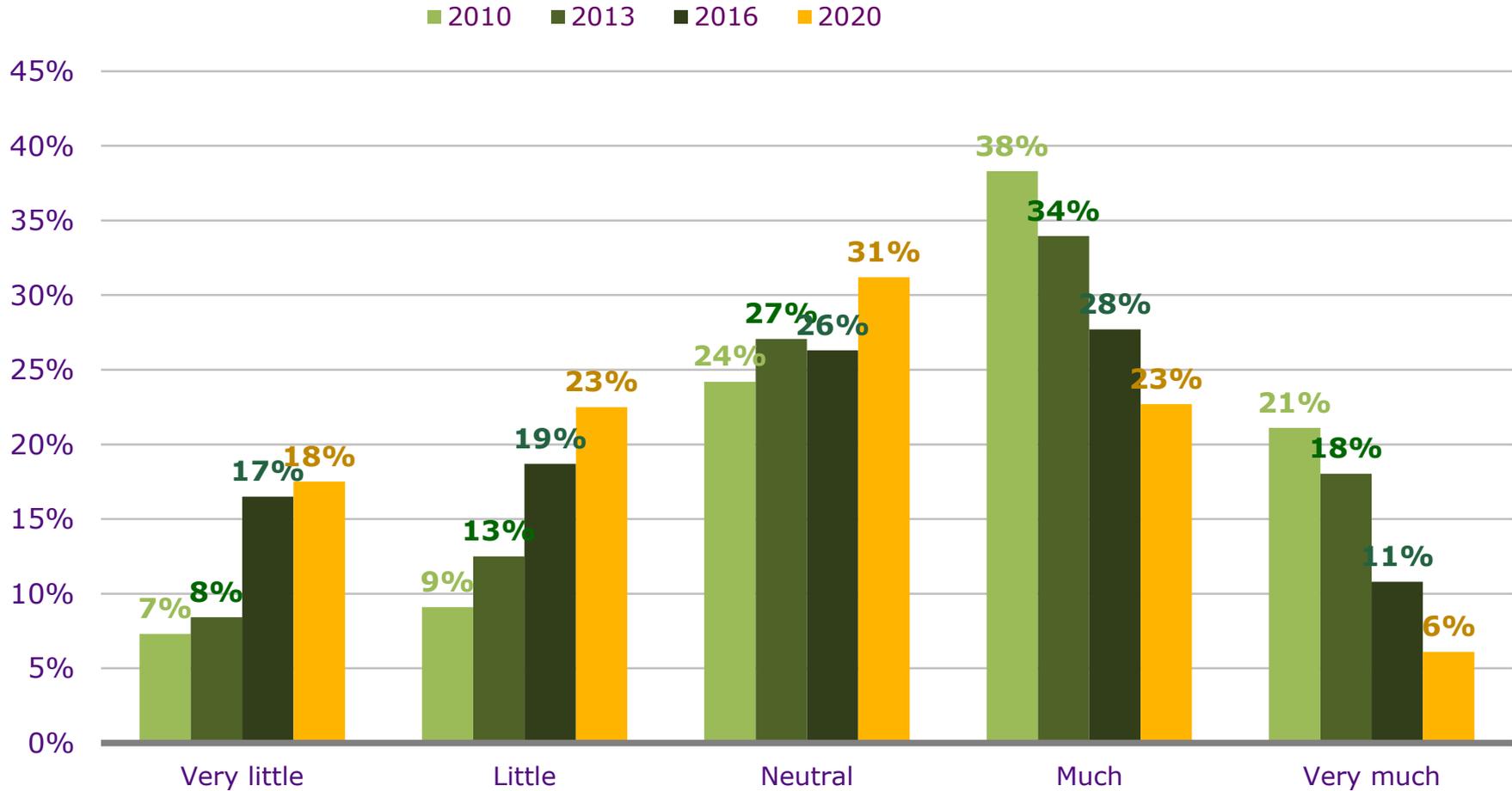
28. The information I receive from Staff Representation is relevant for my work and to me personally



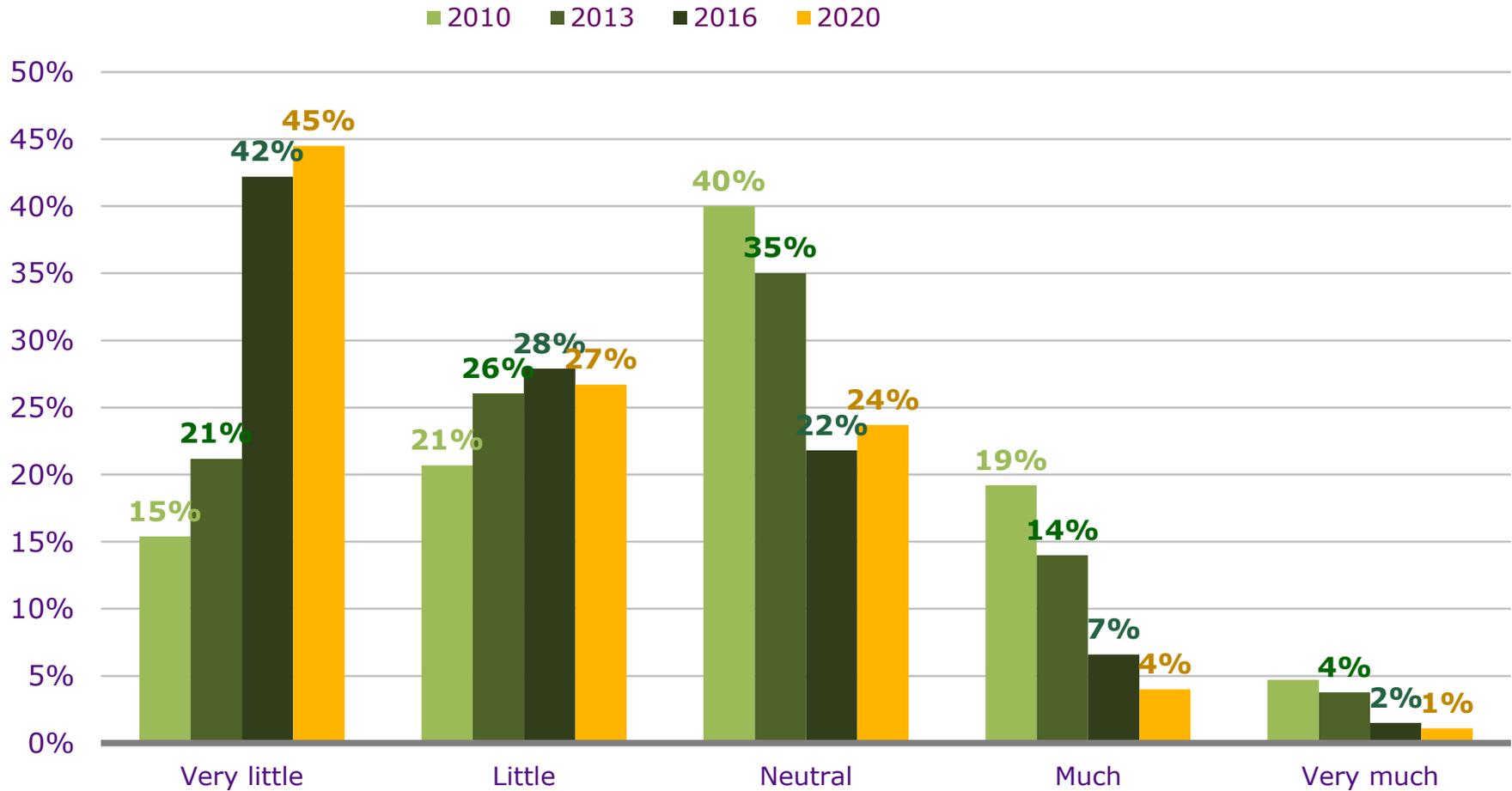
30. Your immediate superior



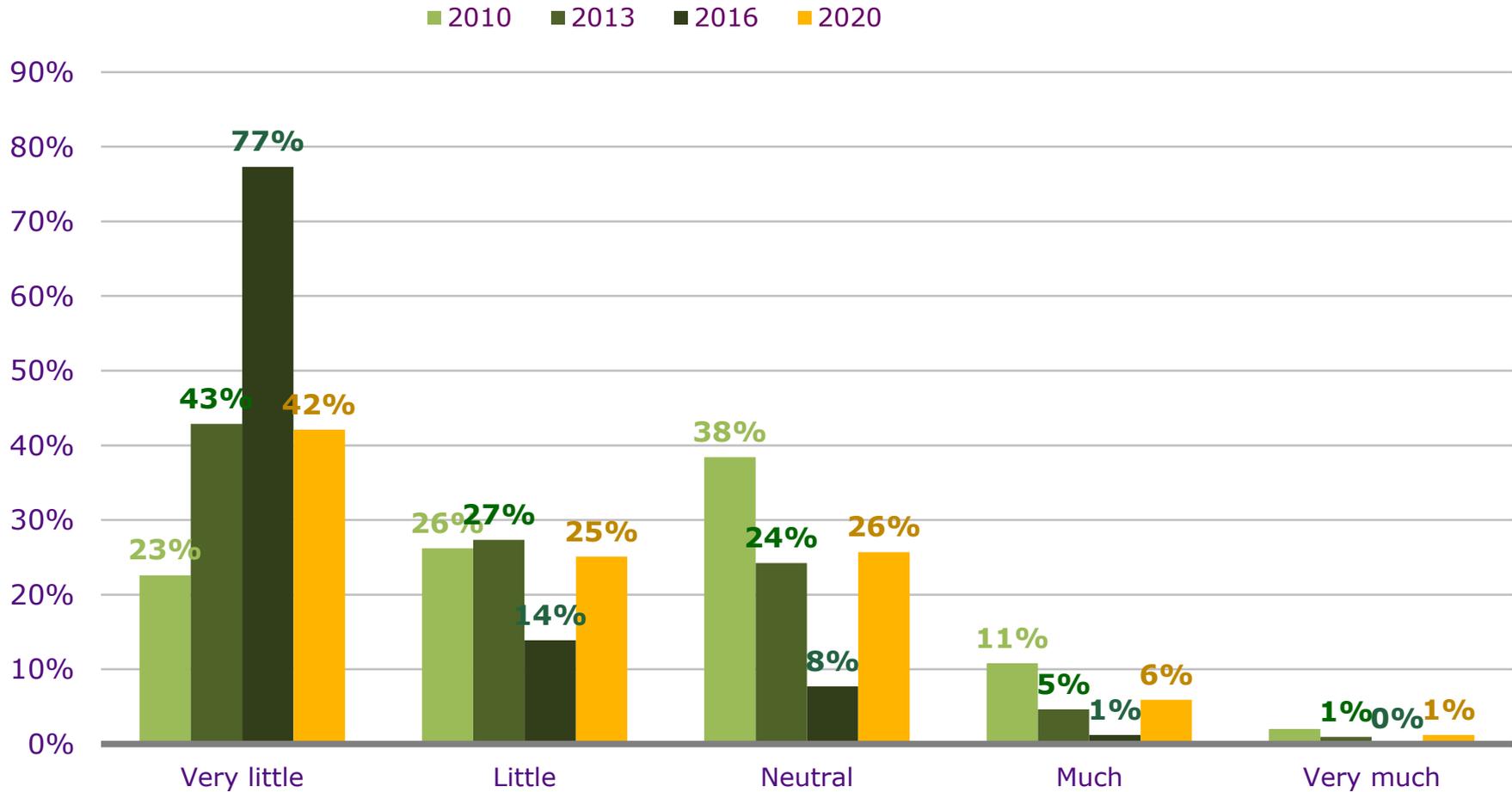
31. Your Director



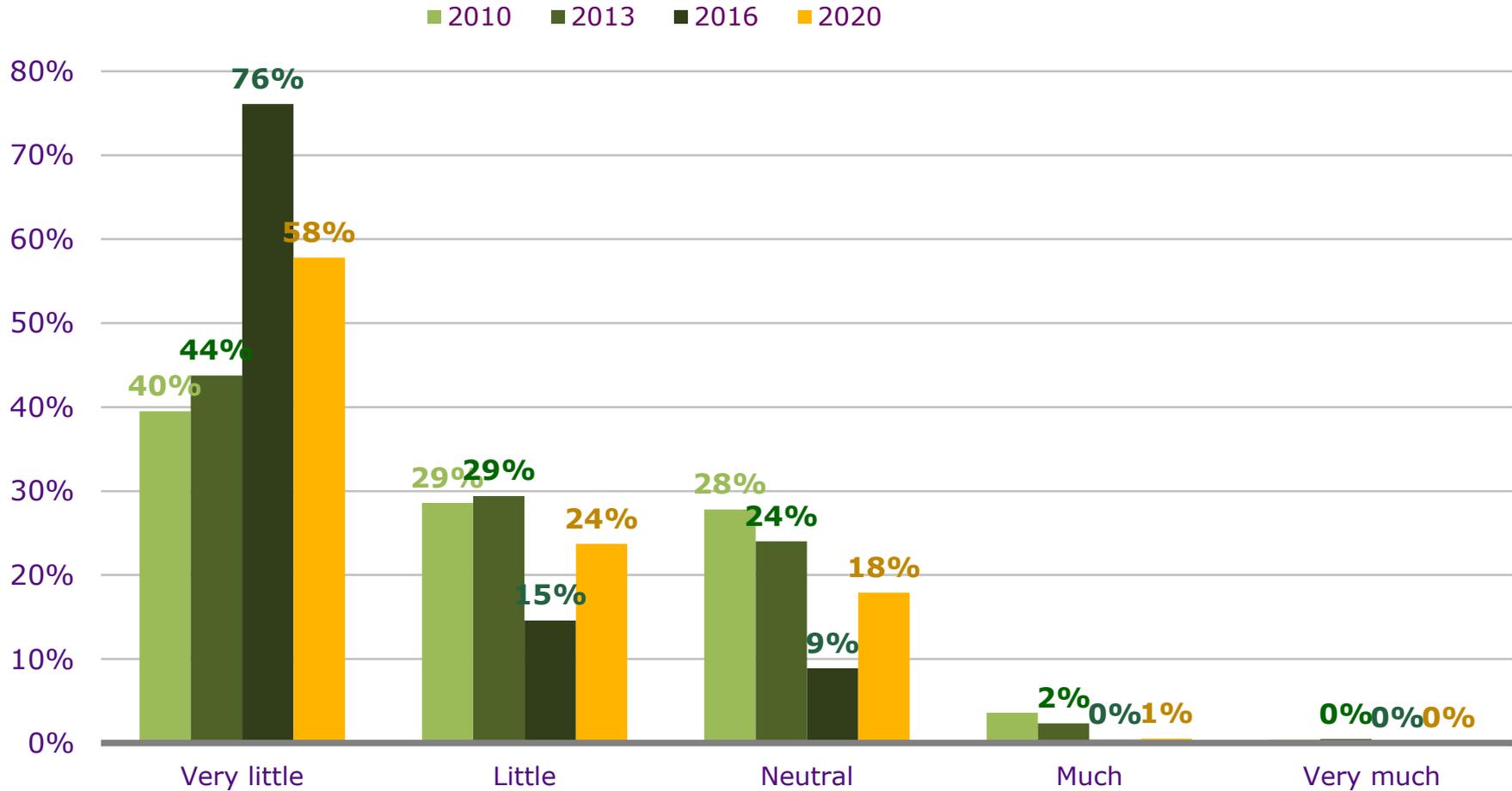
32. Your Principal Director/COO



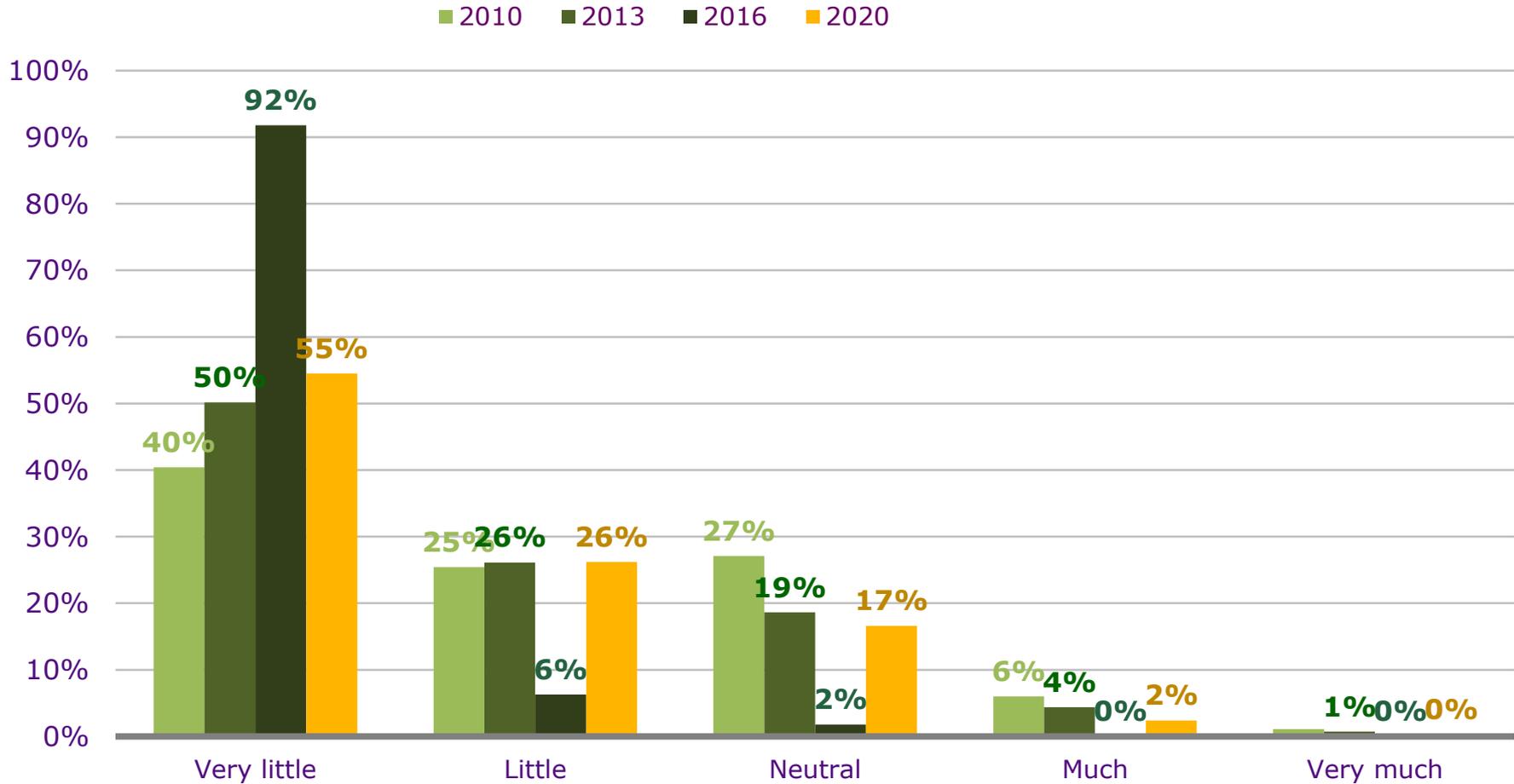
33. Your Vice-President



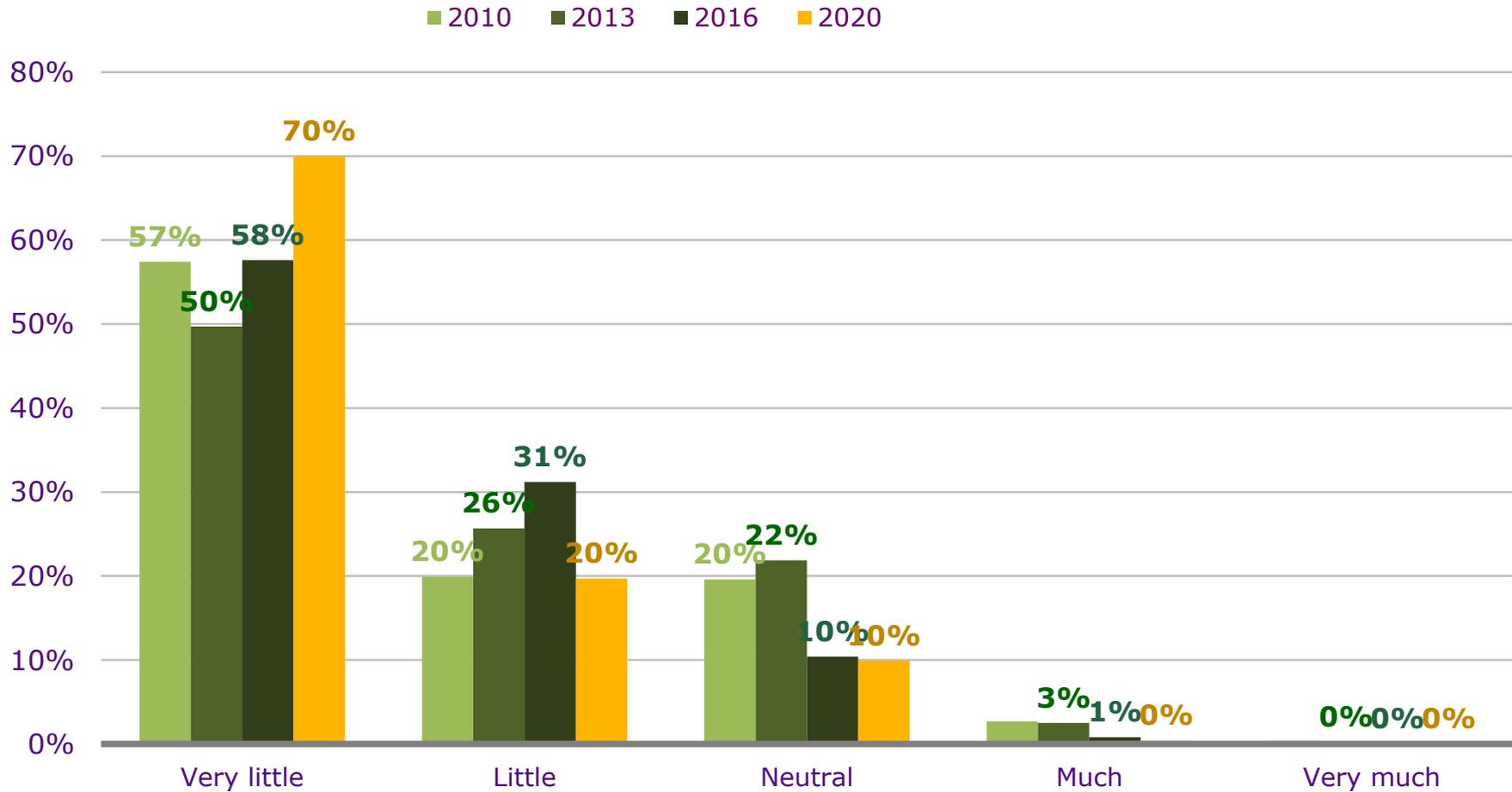
34. The MAC



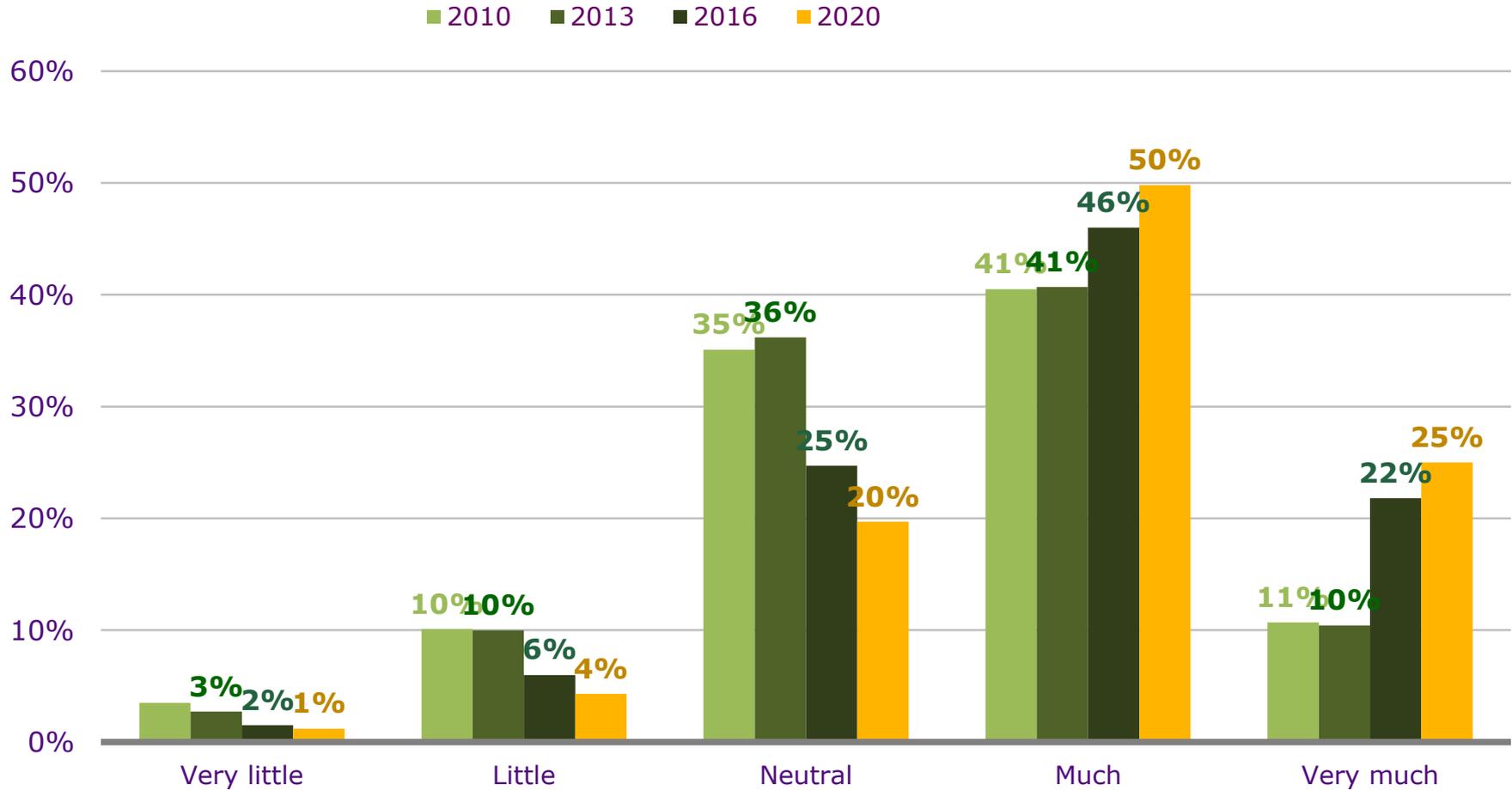
35. The President



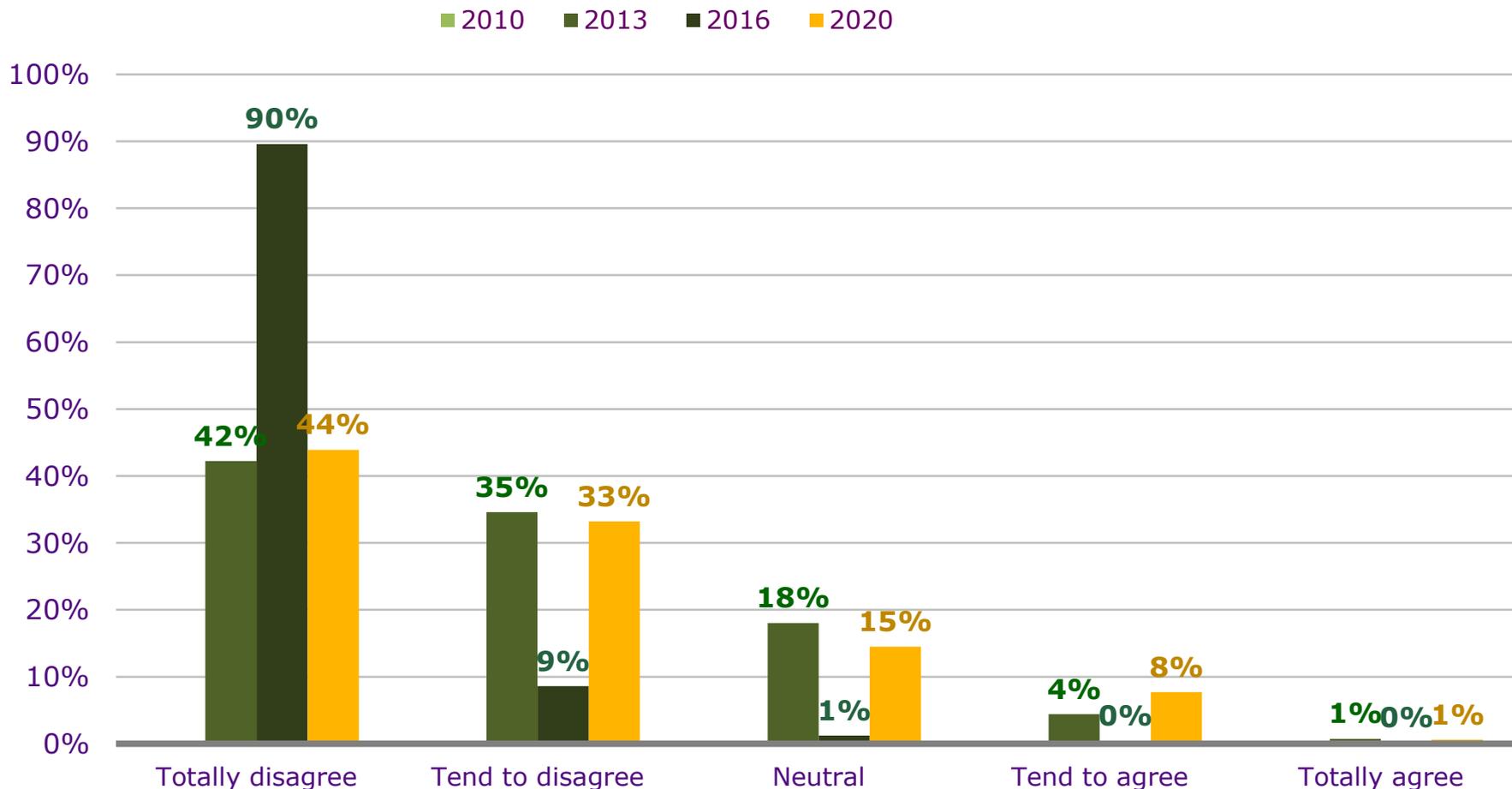
36. The Administrative Council



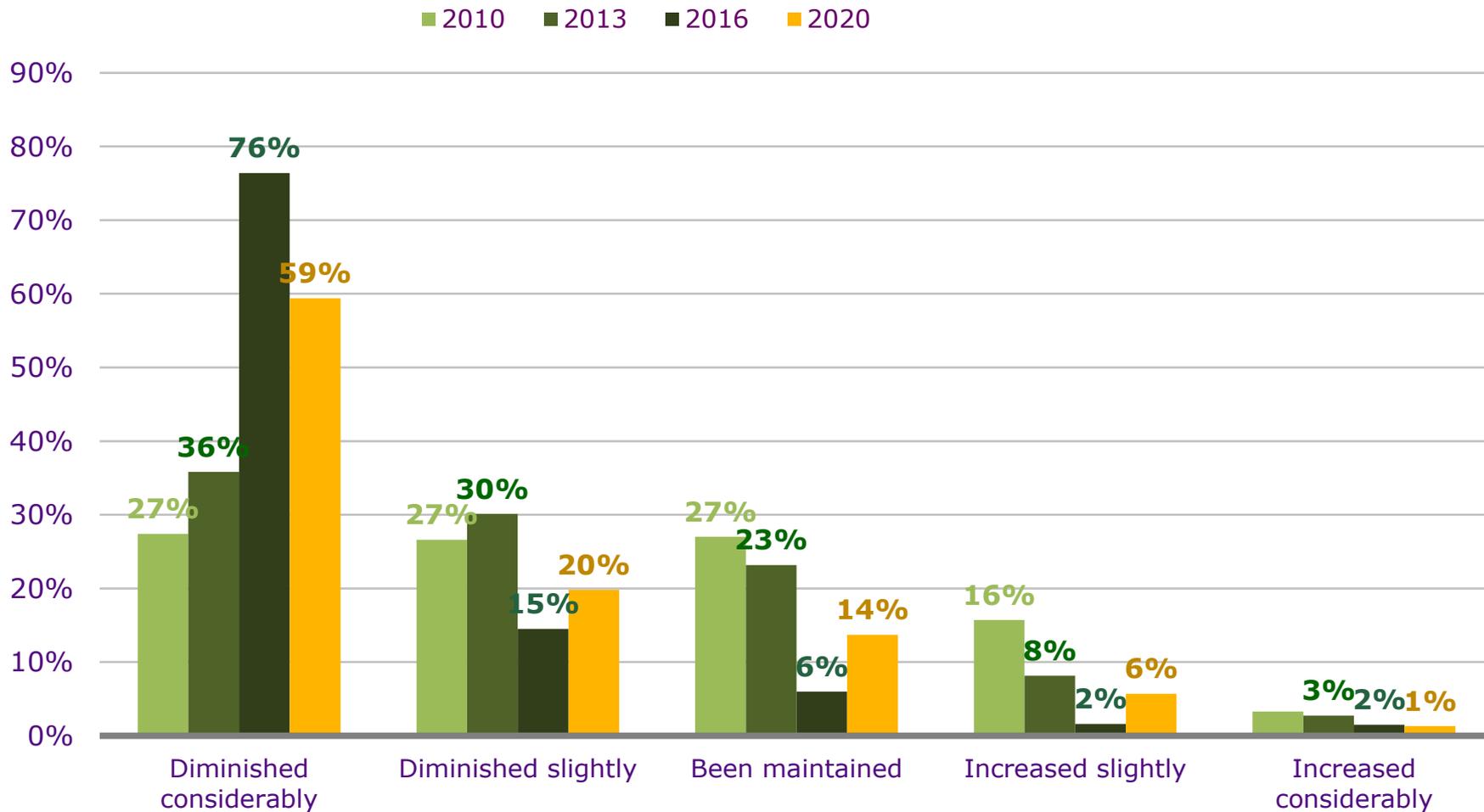
37. Staff representation



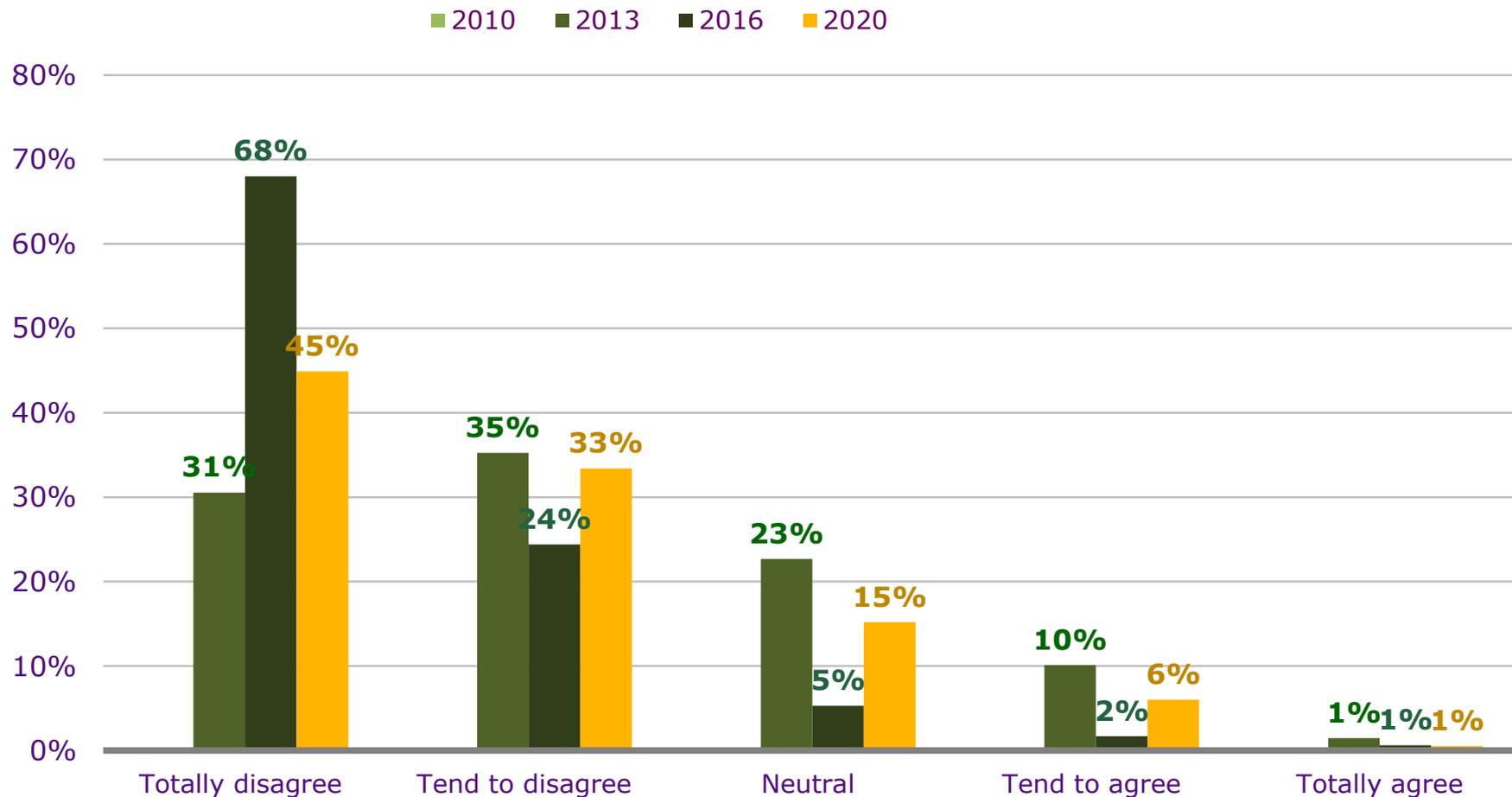
38. How far do you agree with the following statement :
 Our current top management has shown that they are interested in an honest and constructive dialogue with the staff representation about important issues that concern staff.



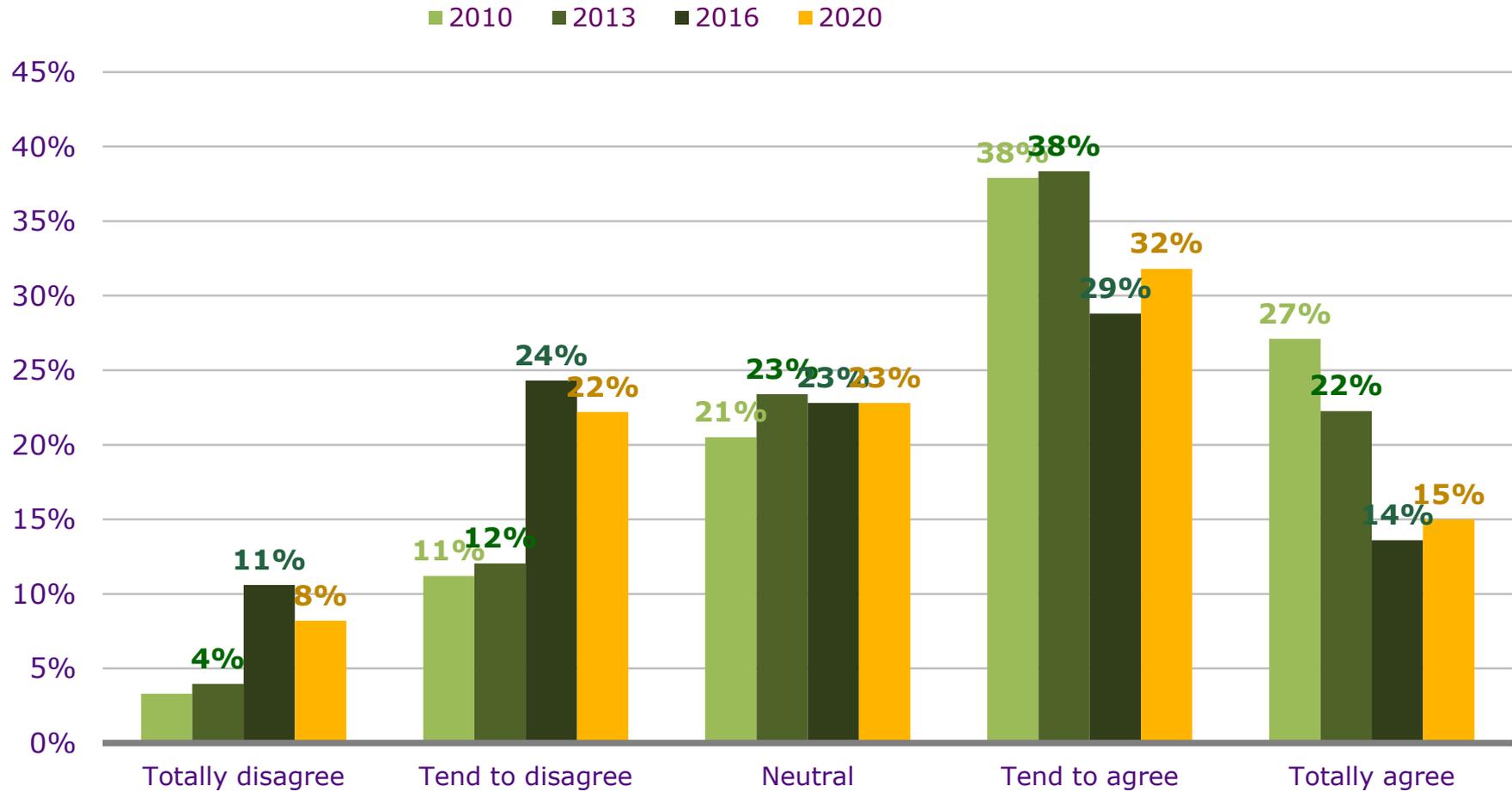
40. In the last three years, the importance accorded to quality in relation to quantitative objectives has:



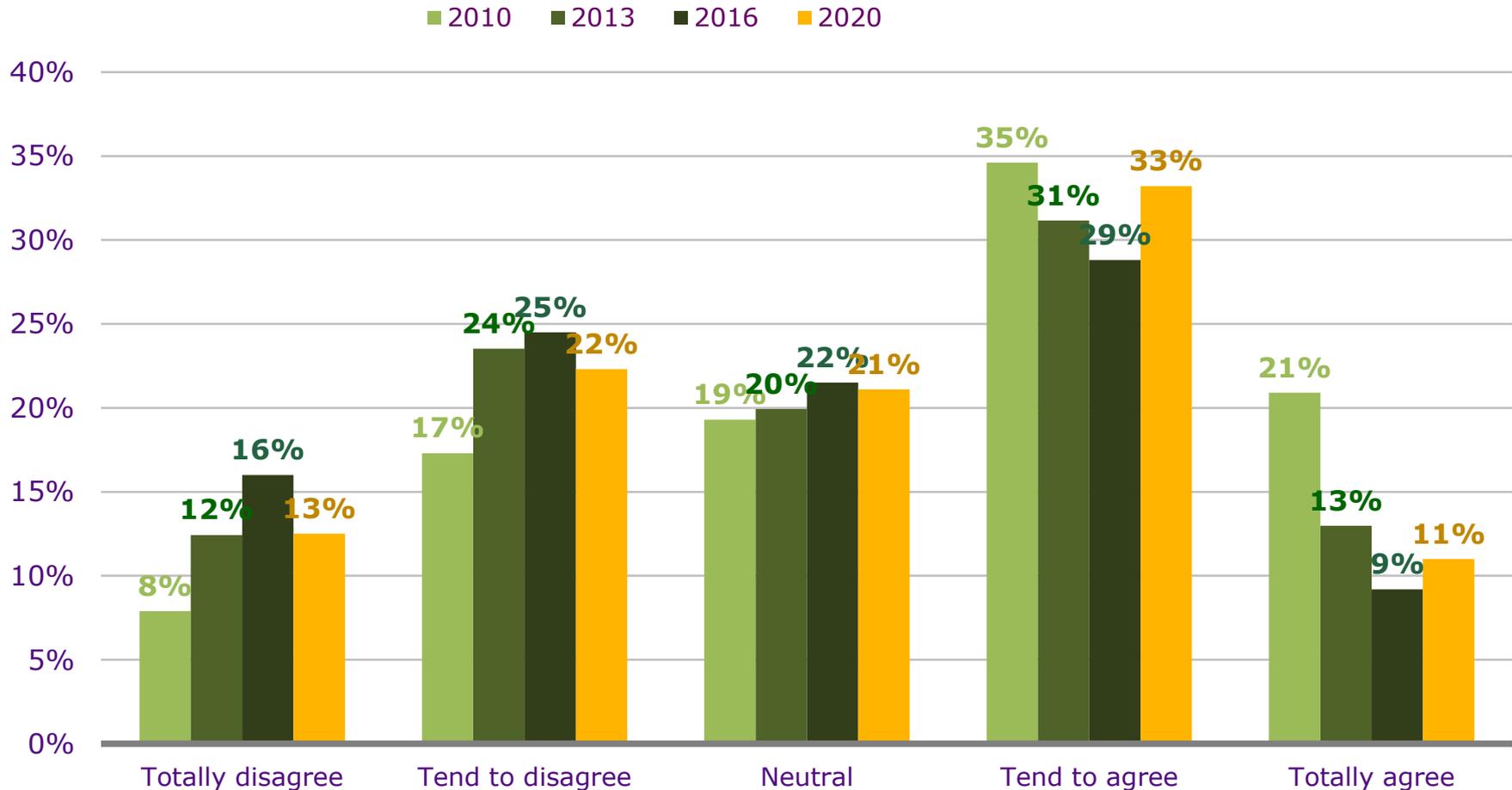
41. How far do you agree with the following statement: the current President and top management have taken useful measures to maintain and improve the quality of the EPO's products and services



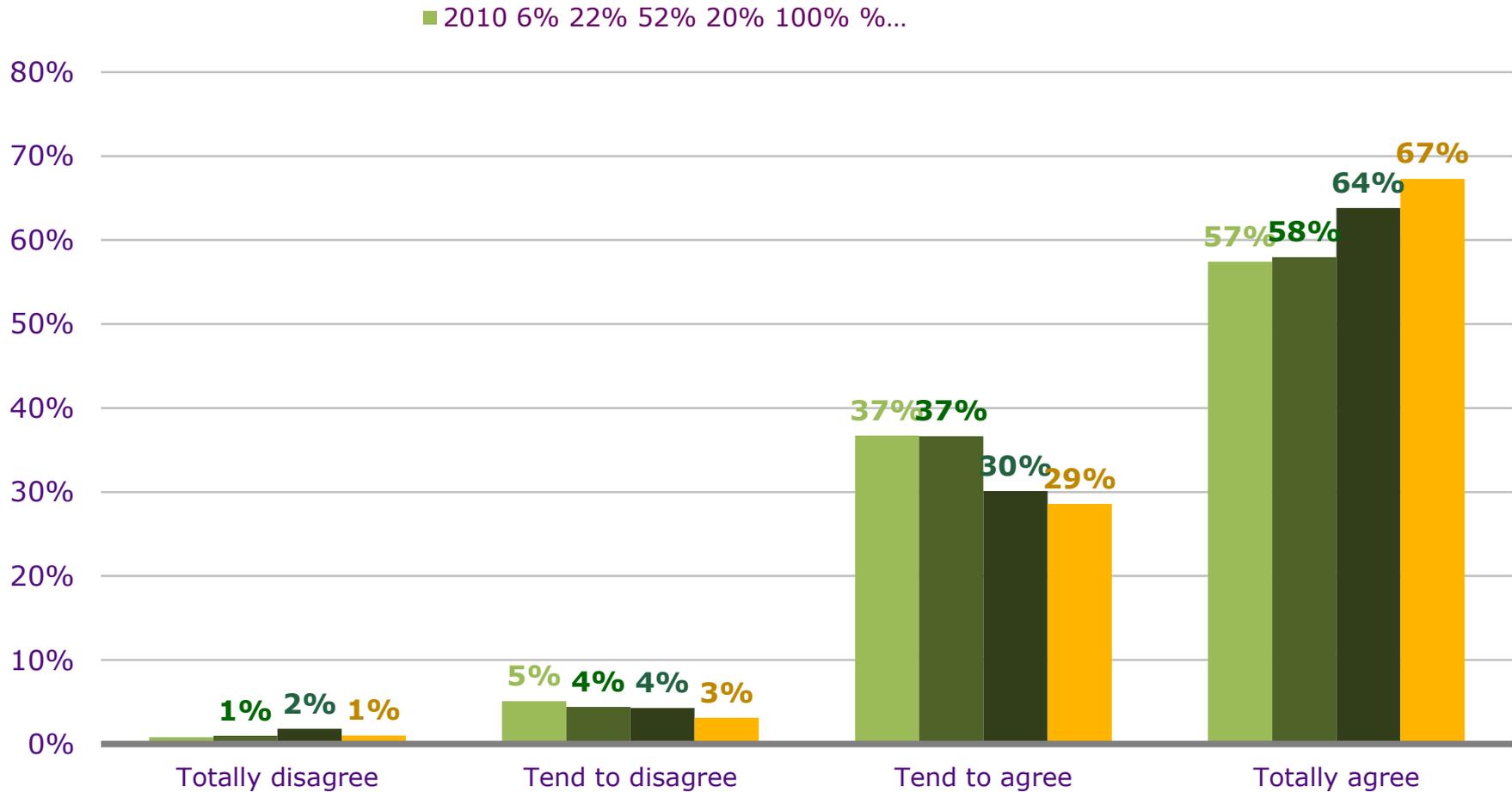
43. Men and women are treated equally at the EPO



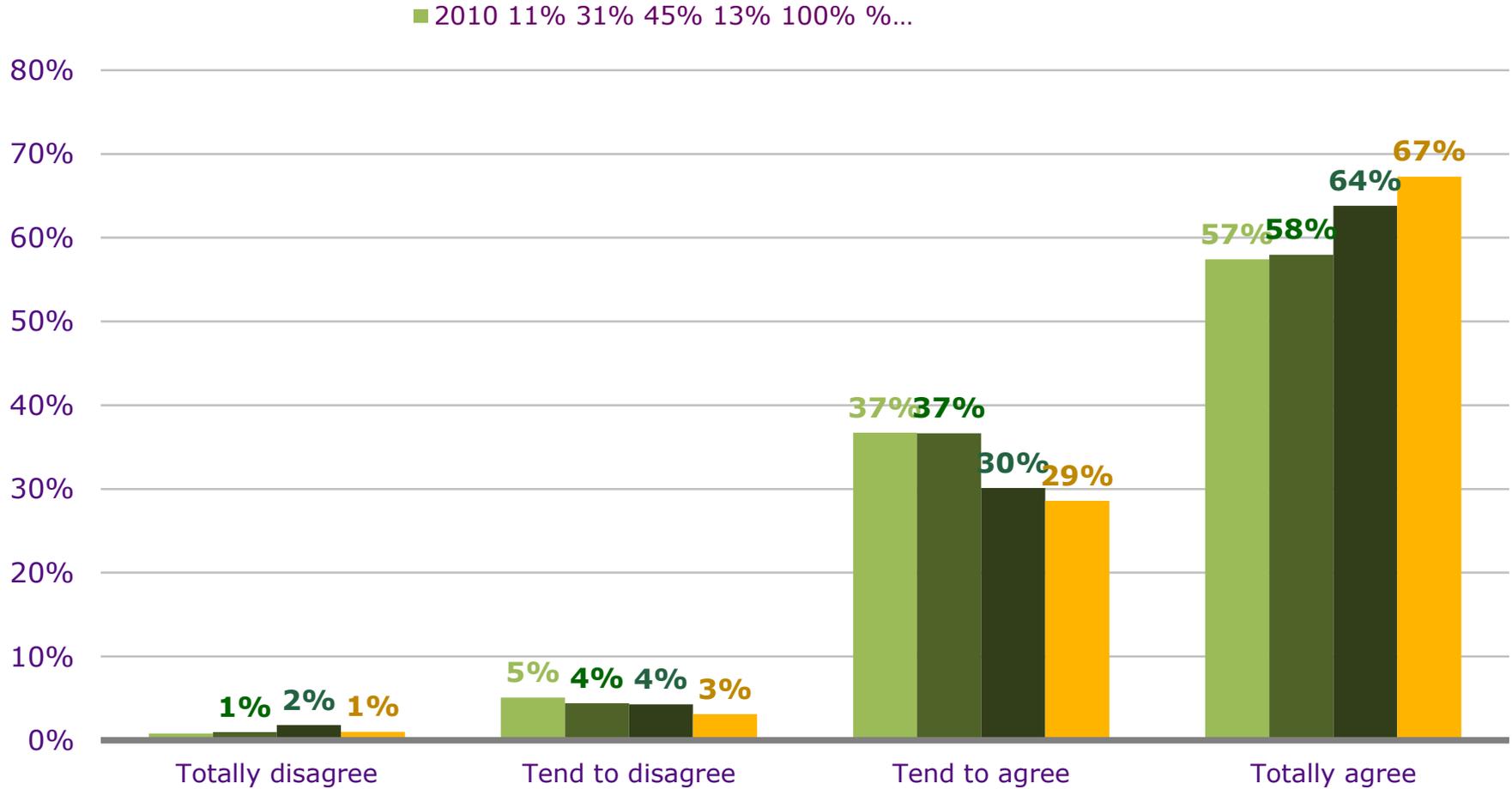
44. EPO employees are considered solely on the basis of their merits and vocational skills irrespective of race, culture, religion or any other aspect unrelated to their job



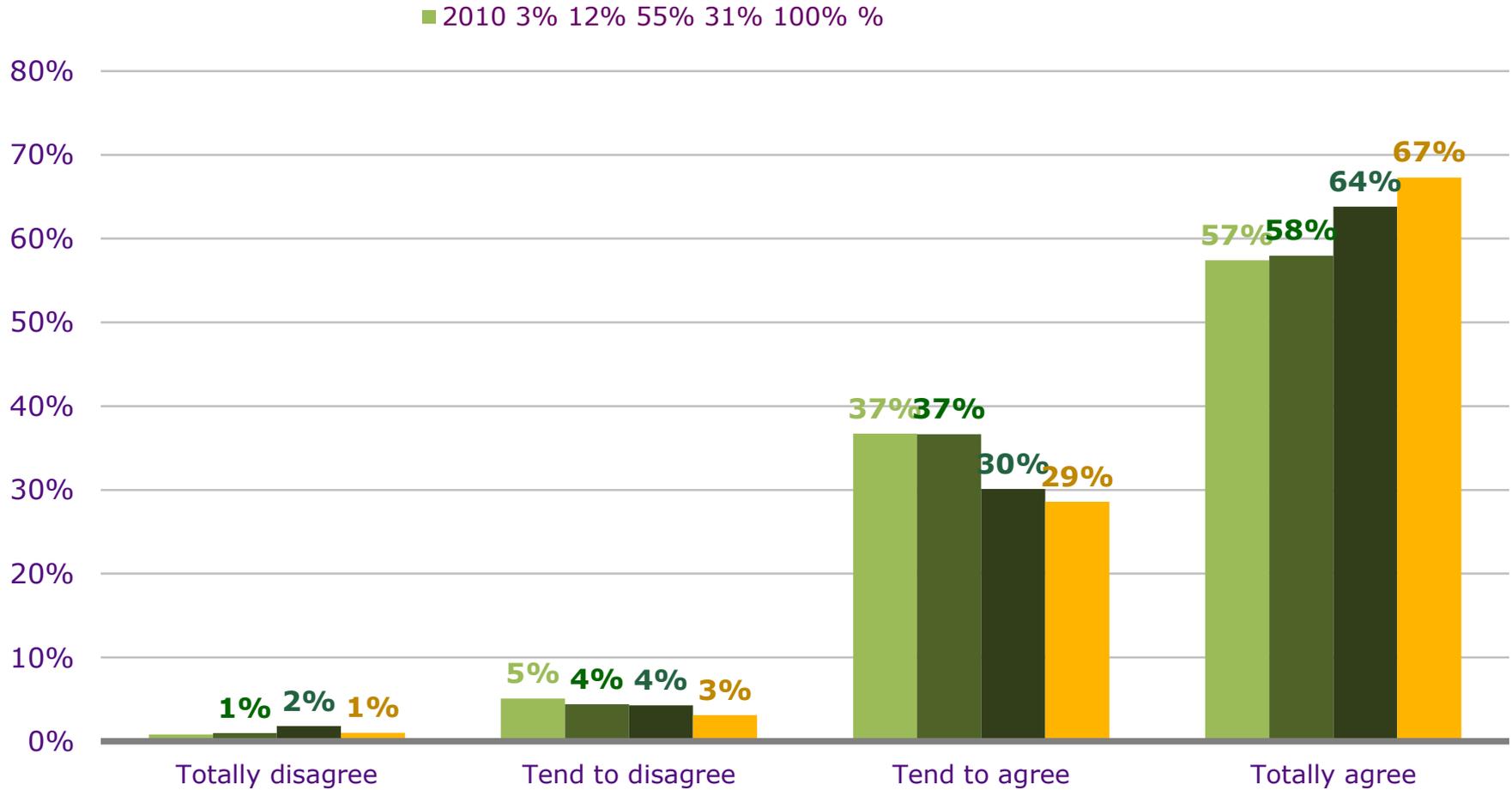
46. In my work, I have to perform repetitive tasks



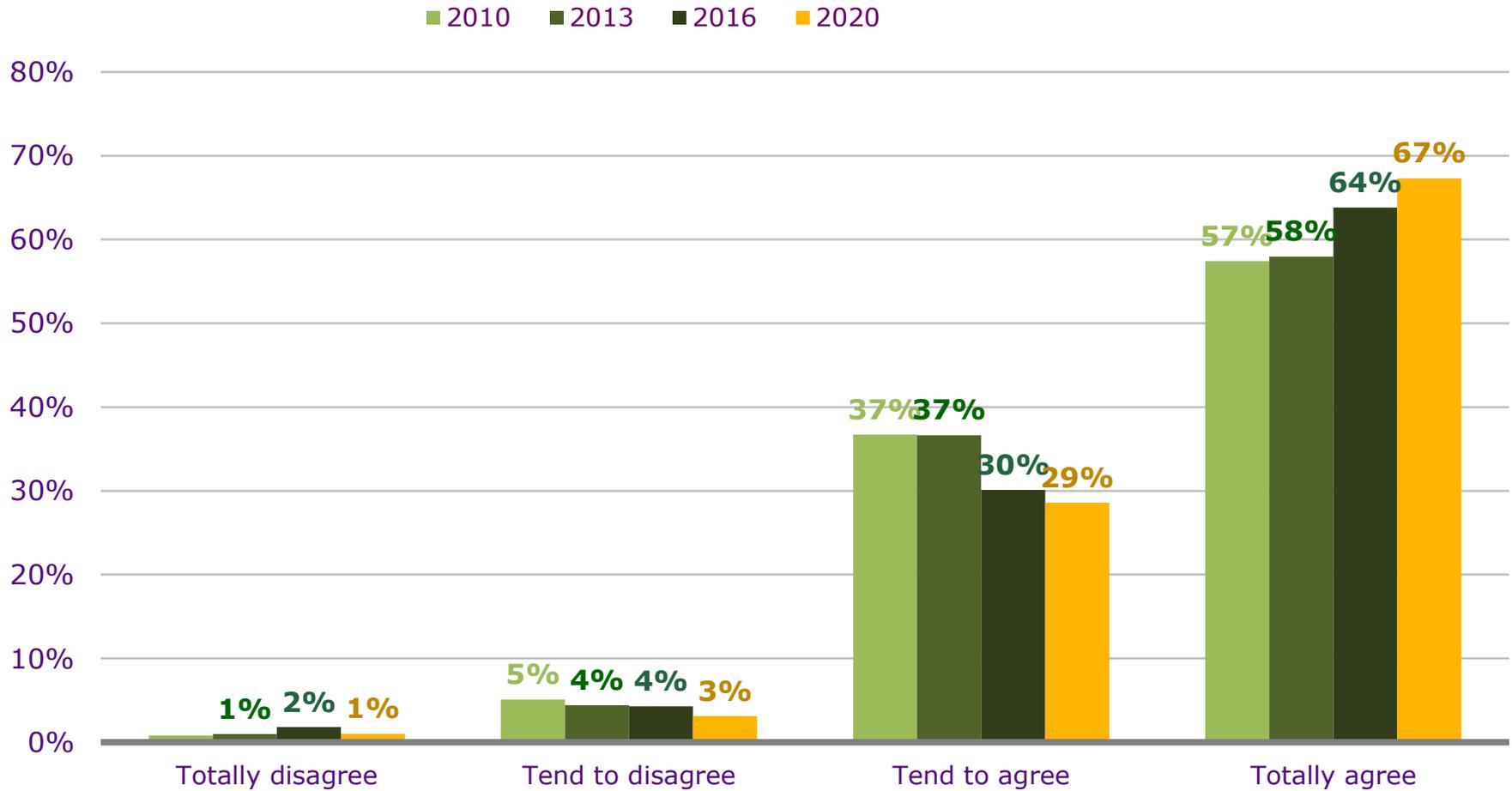
47. My job requires me to be creative



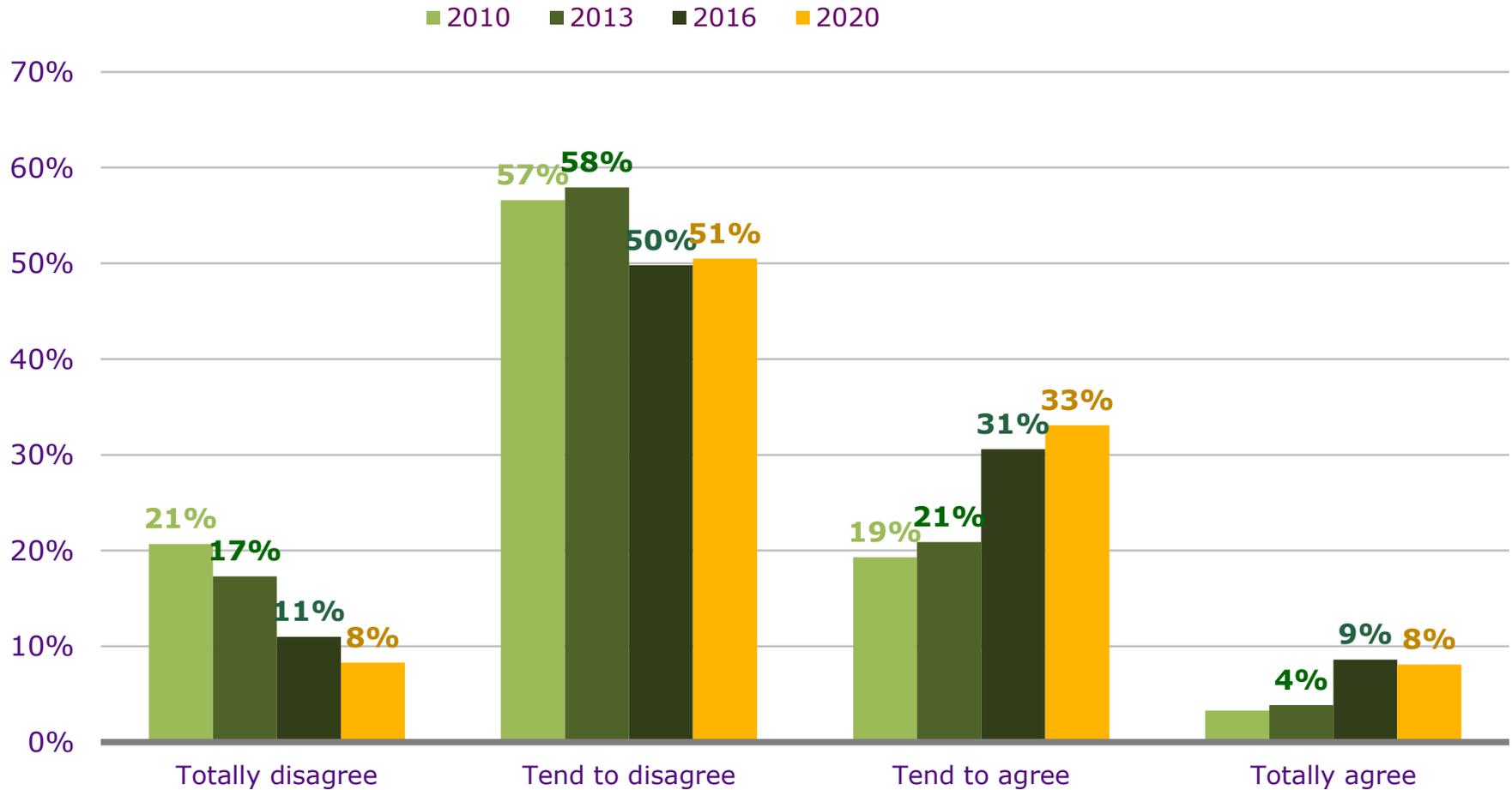
48. My job often allows me to take decisions of my own



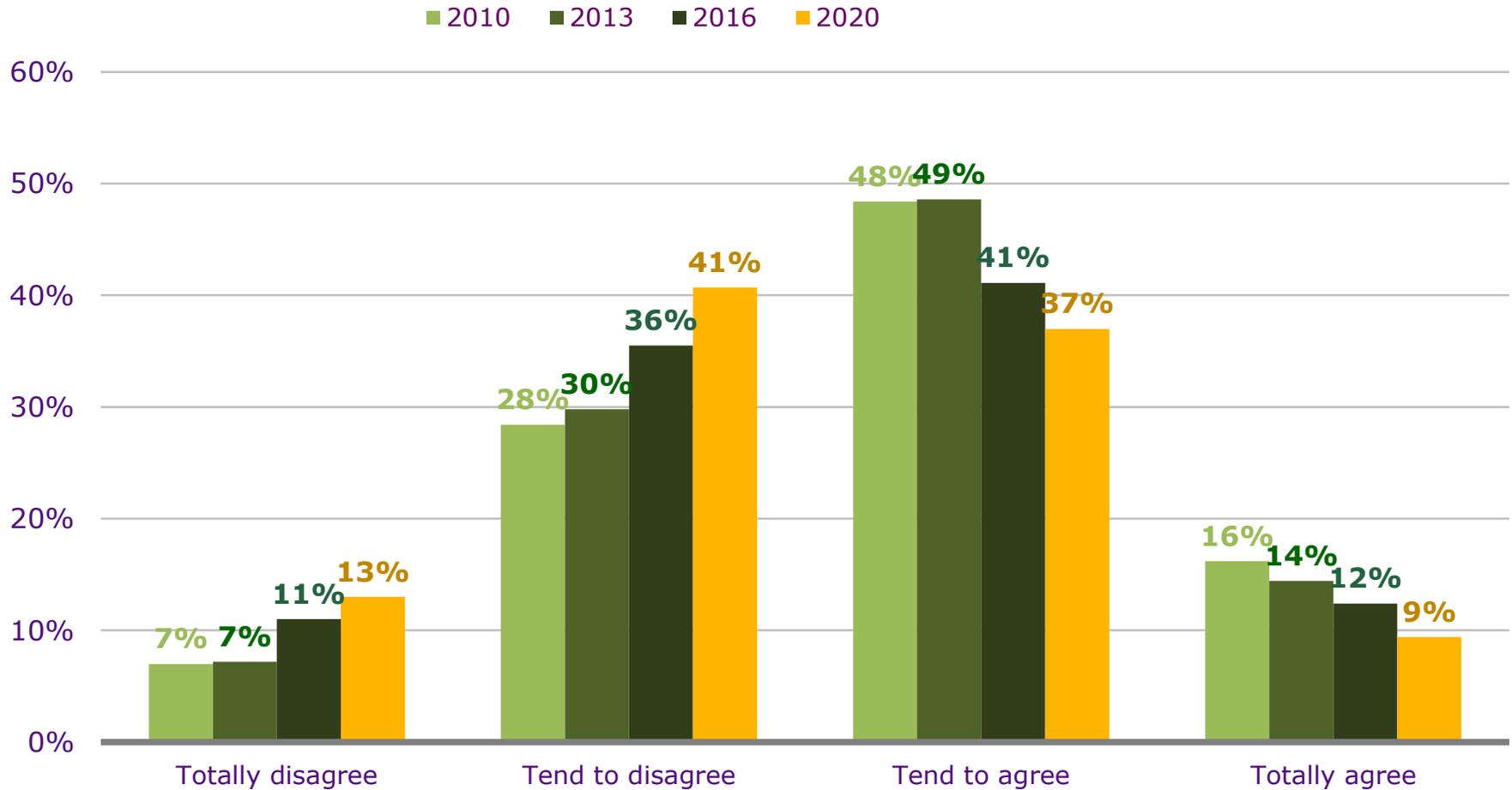
49. My job requires a high level of skill



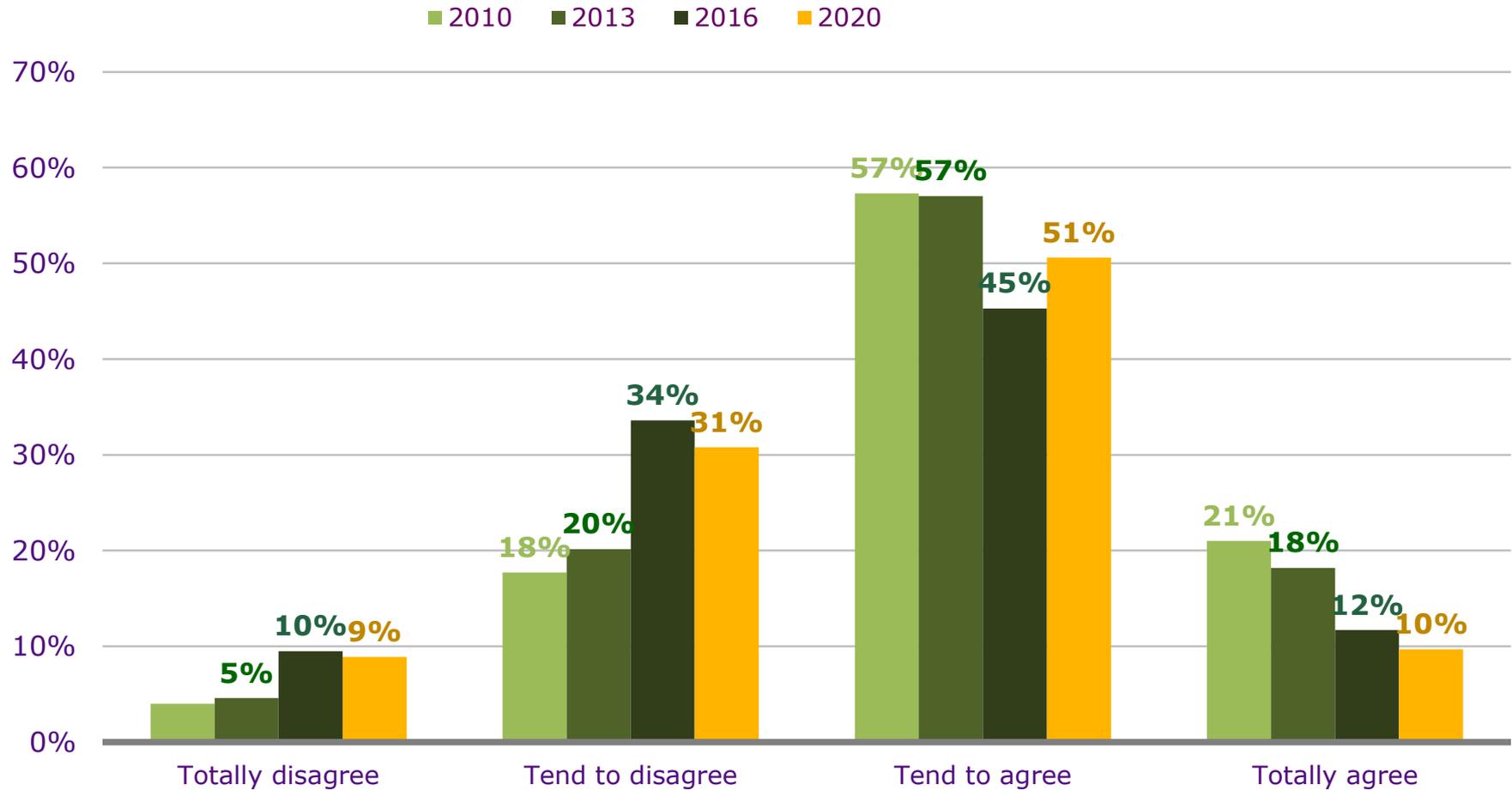
50. In performing my job, I have very little freedom to decide how I do it



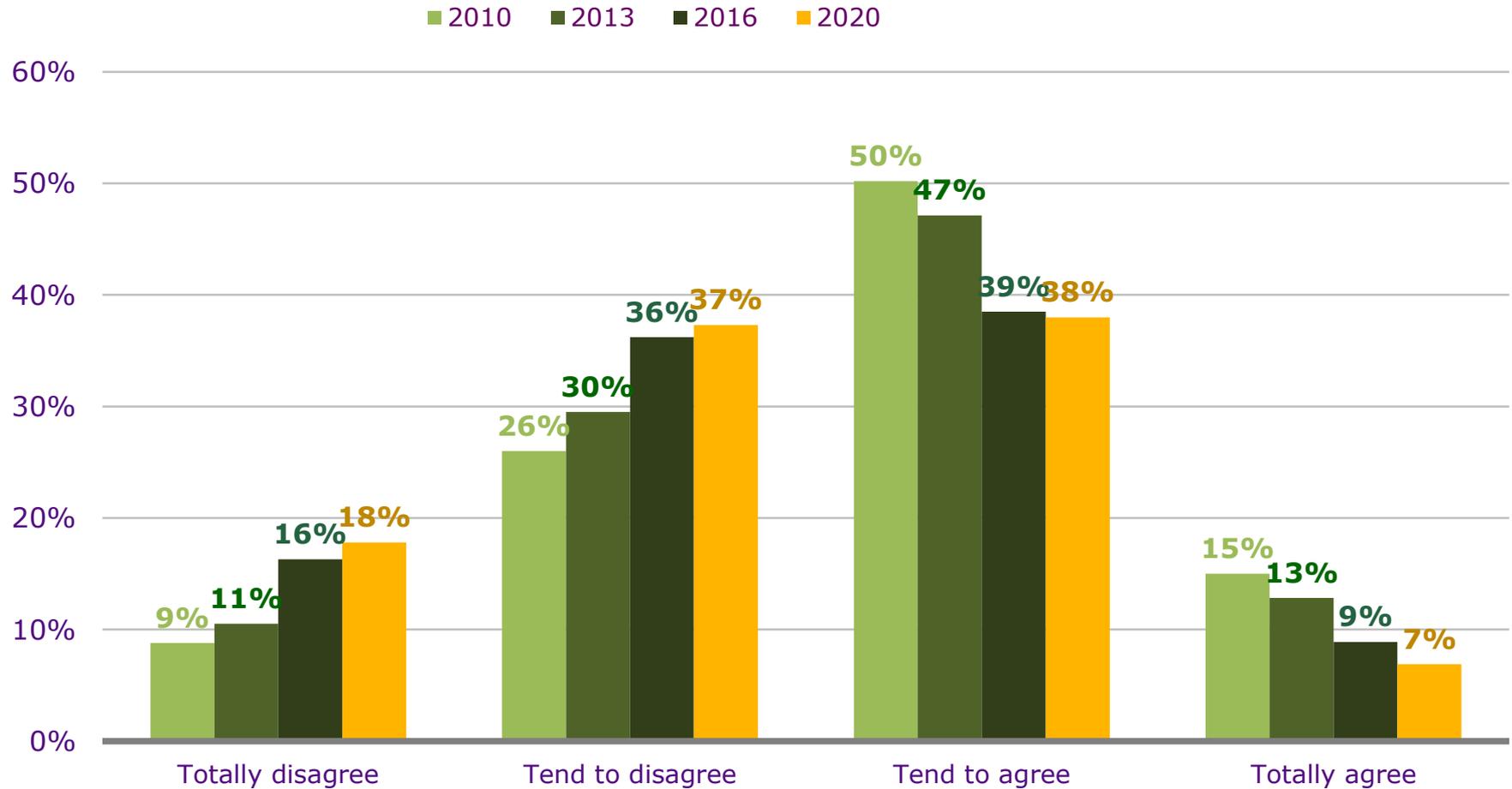
51. In my work, I have diverse activities



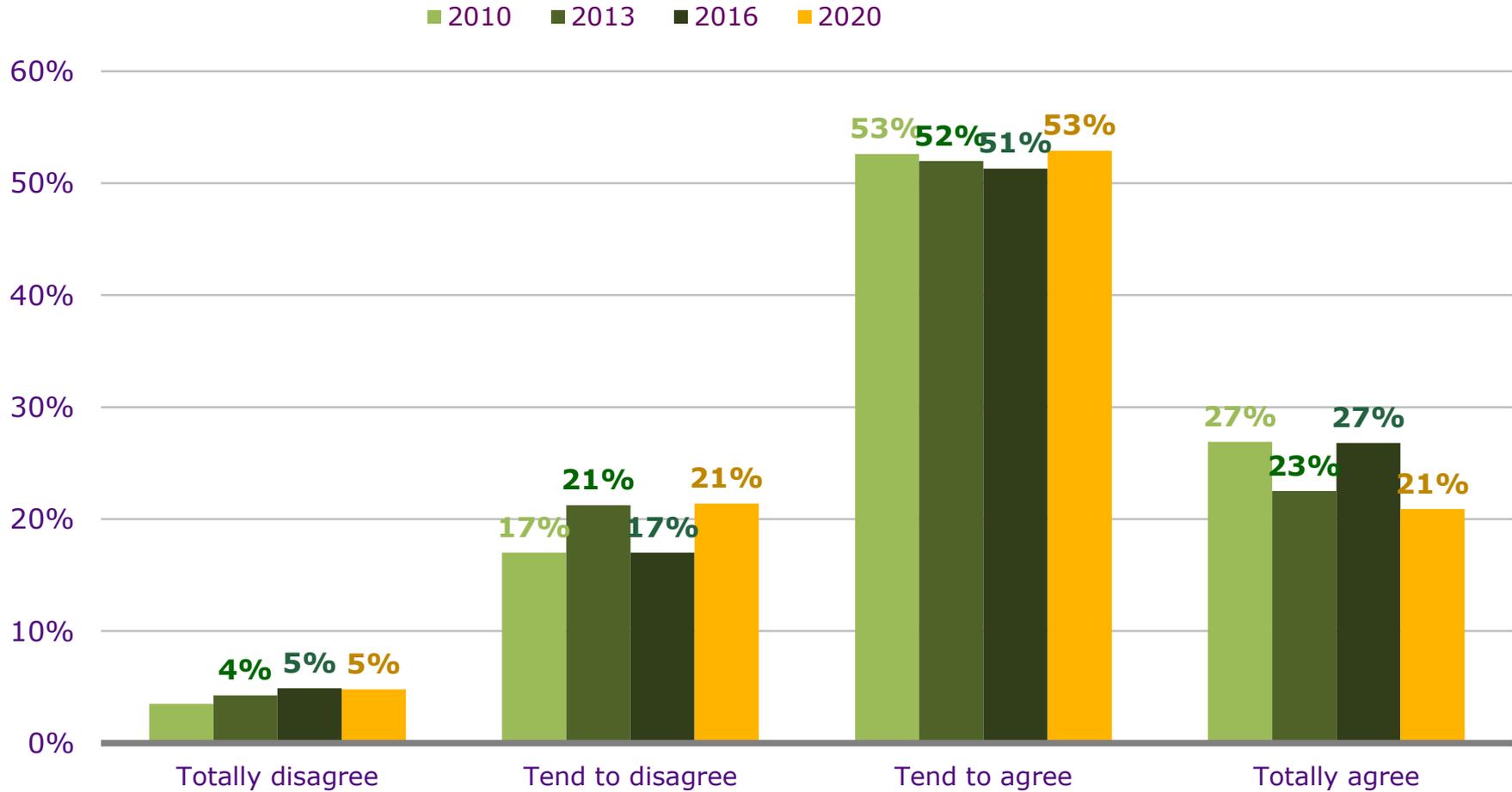
52. I have the possibility to influence the course of my work



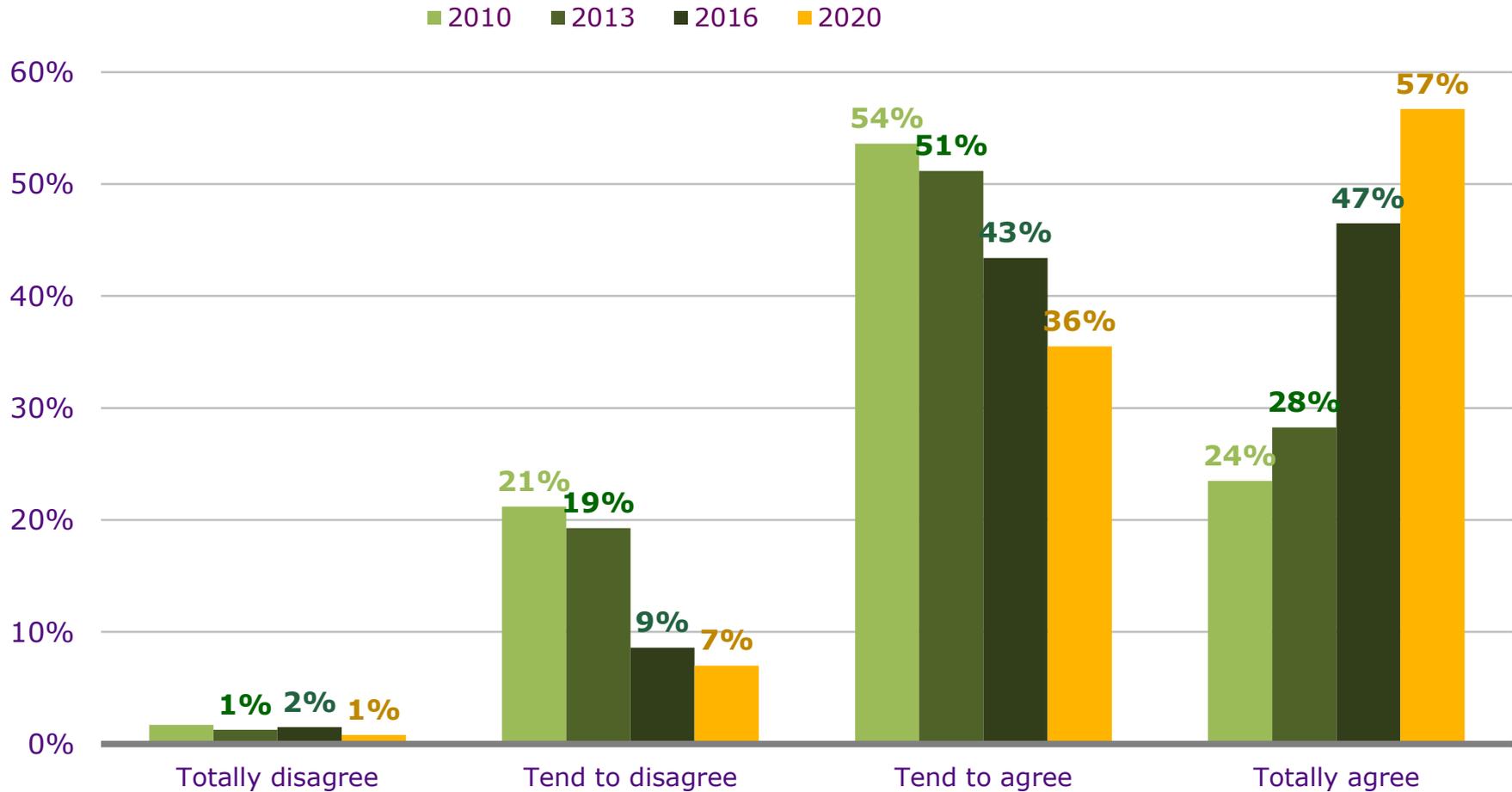
53. I have the opportunity to develop my professional skills



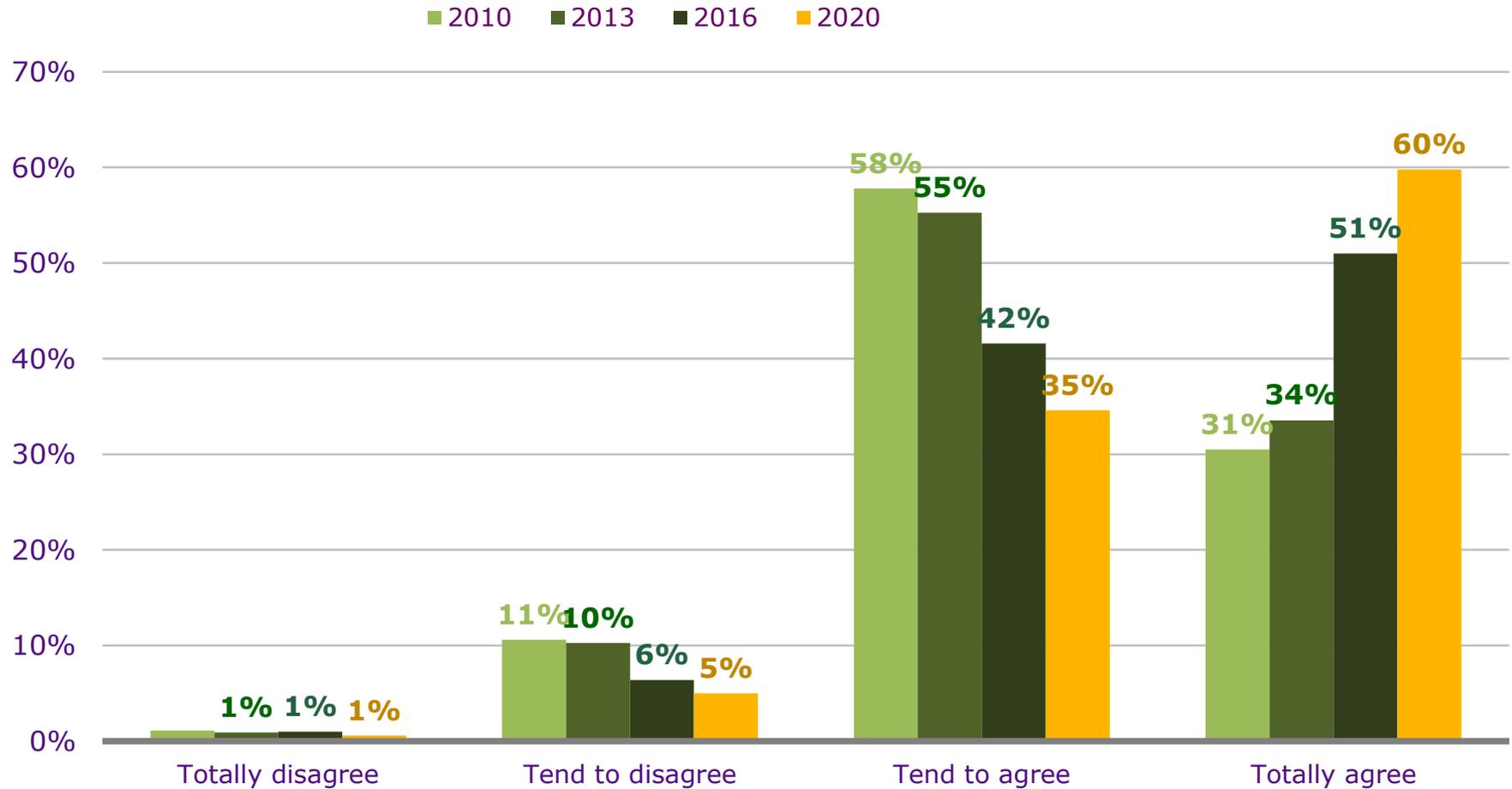
54. In my job, I have to learn new things



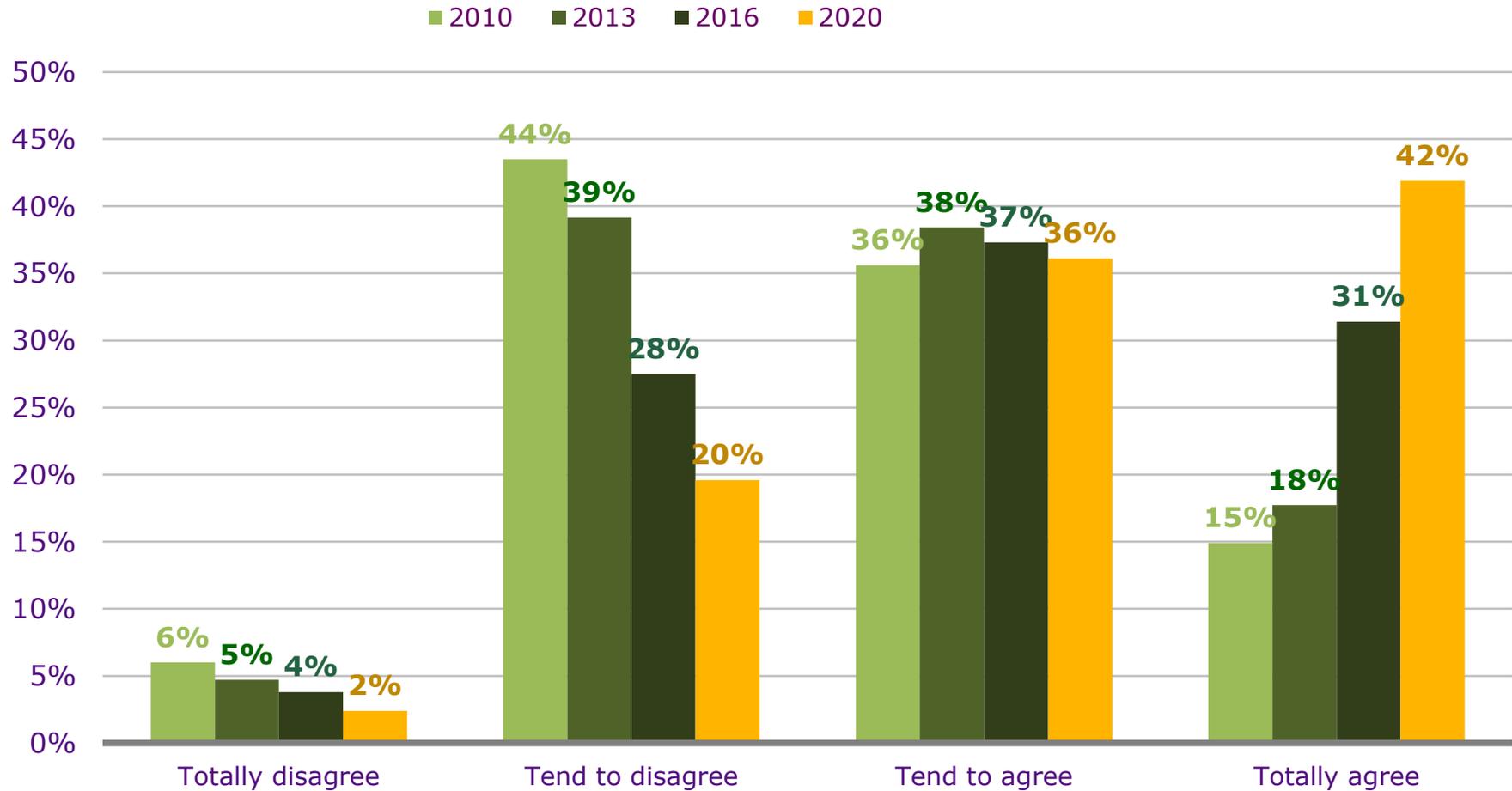
55. I am required to work very fast



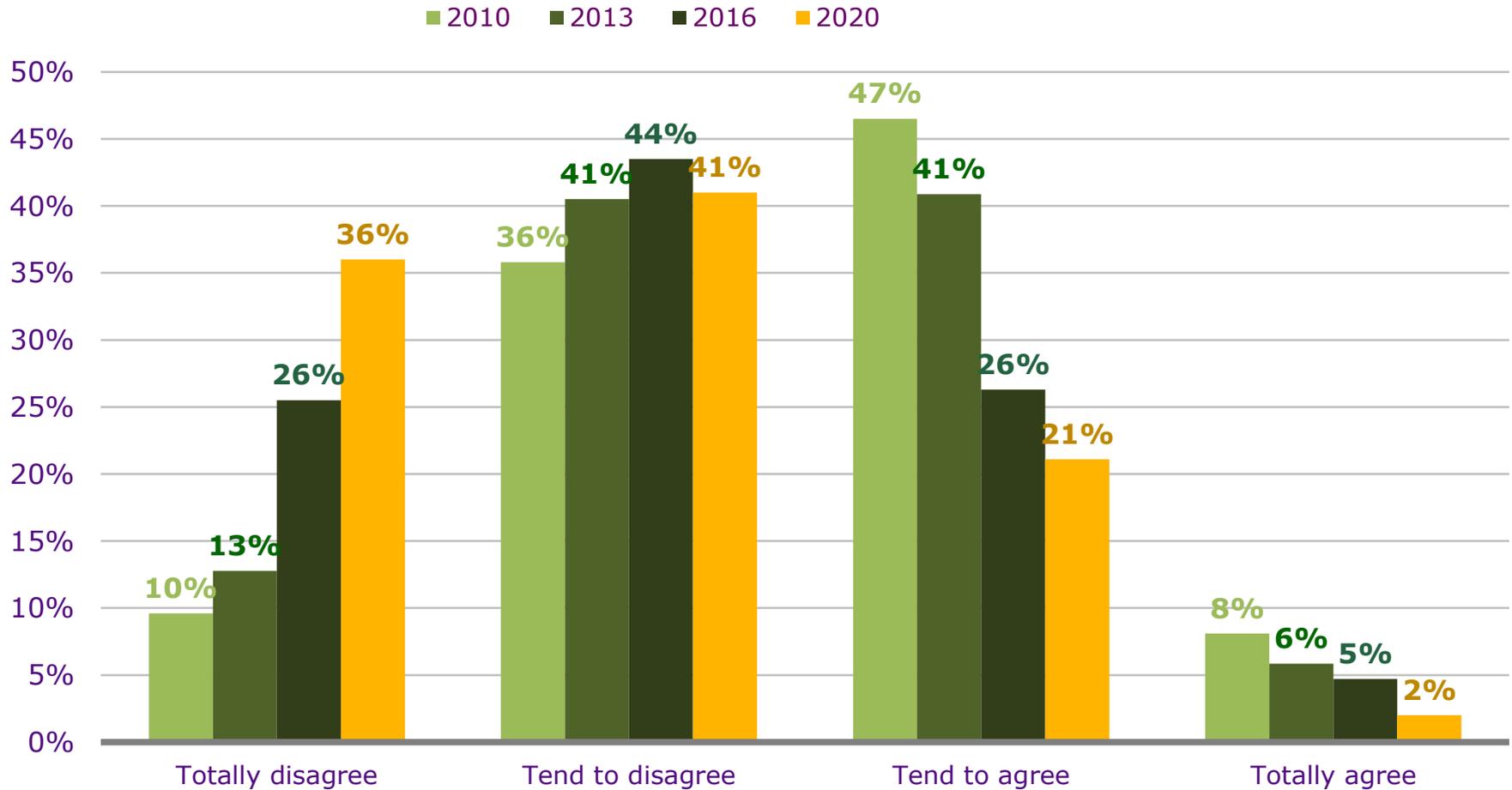
56. I am required to work intensely



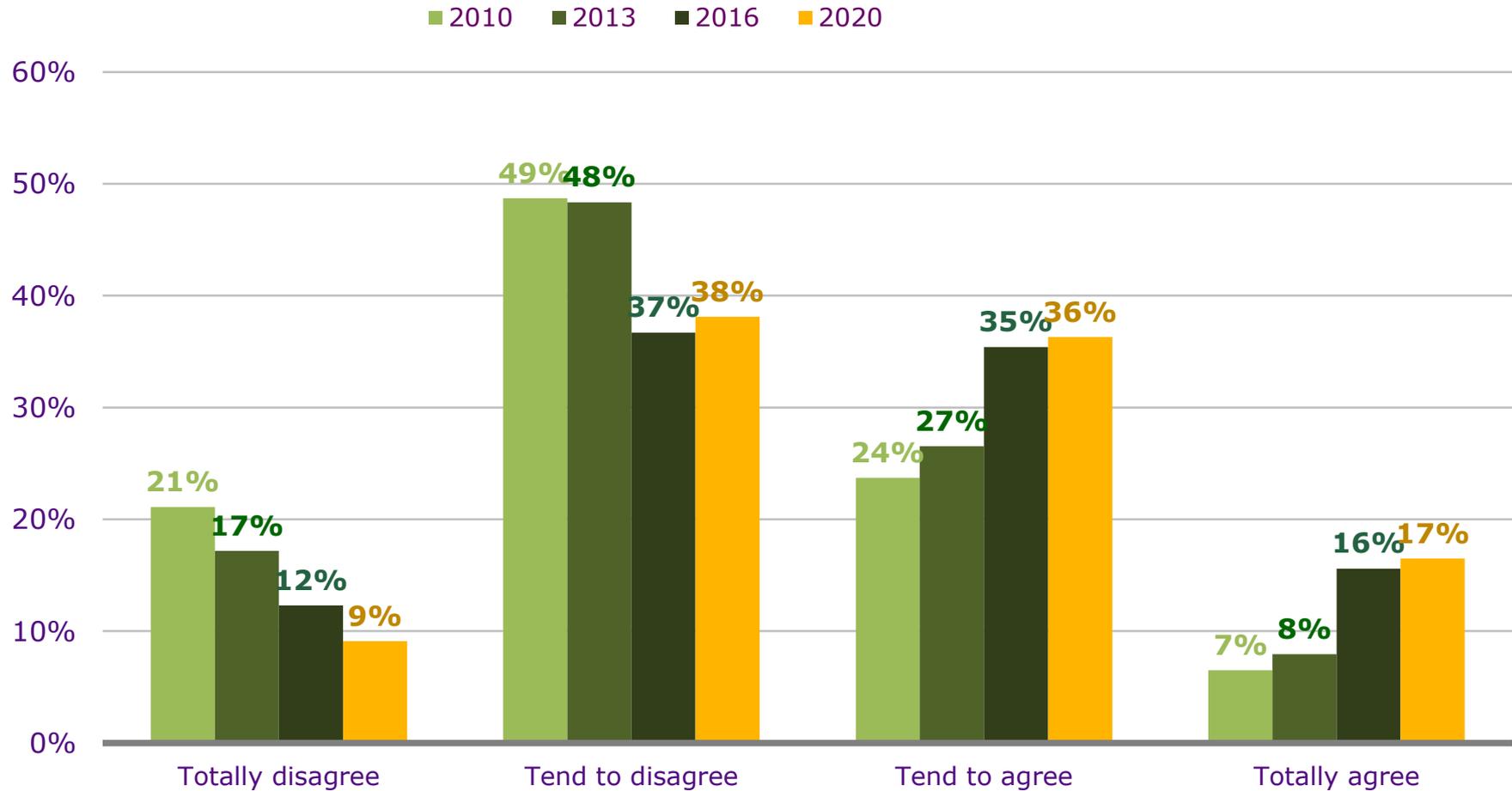
57. My workload is excessive



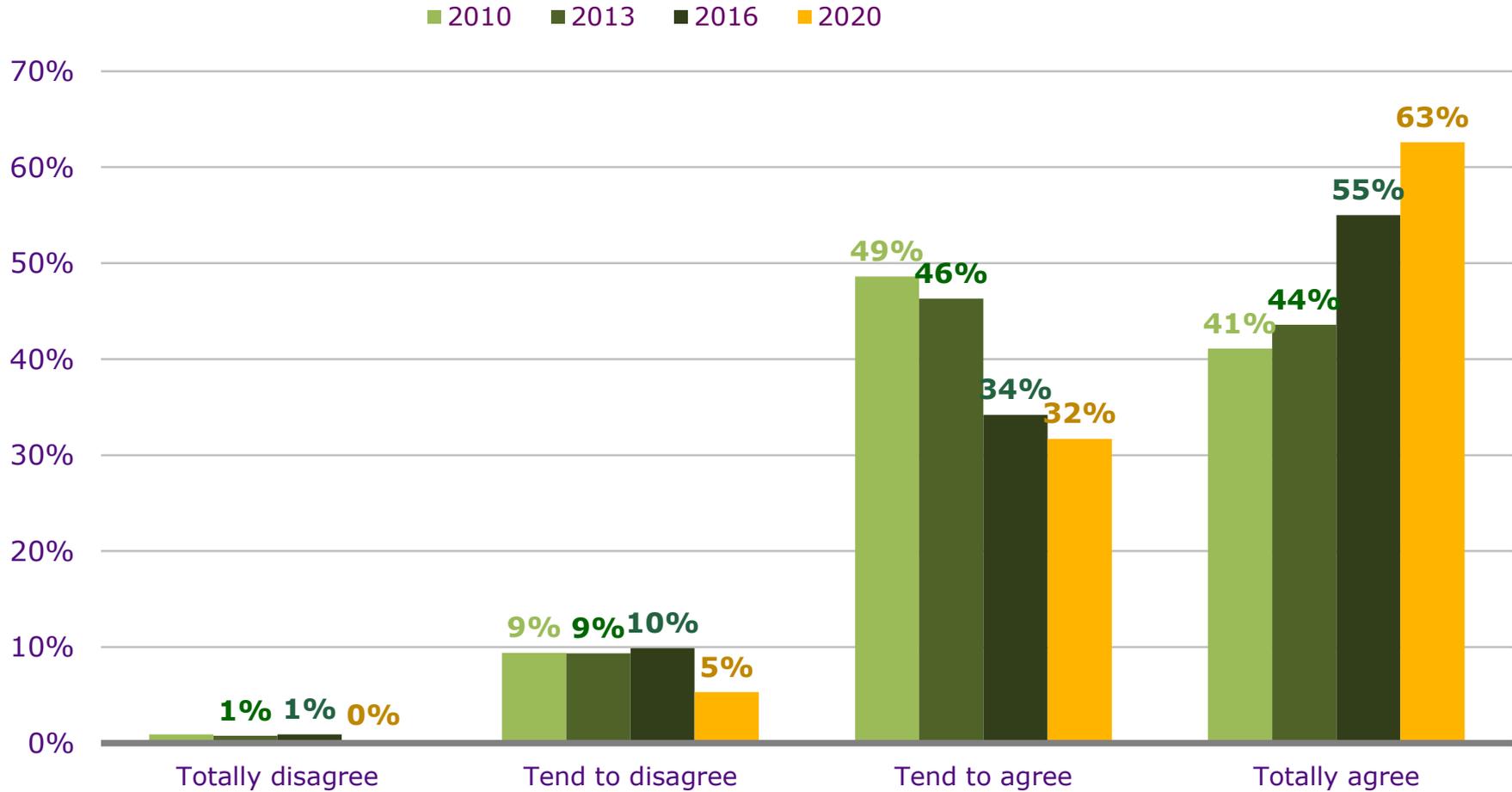
58. I have the time needed to perform my job correctly



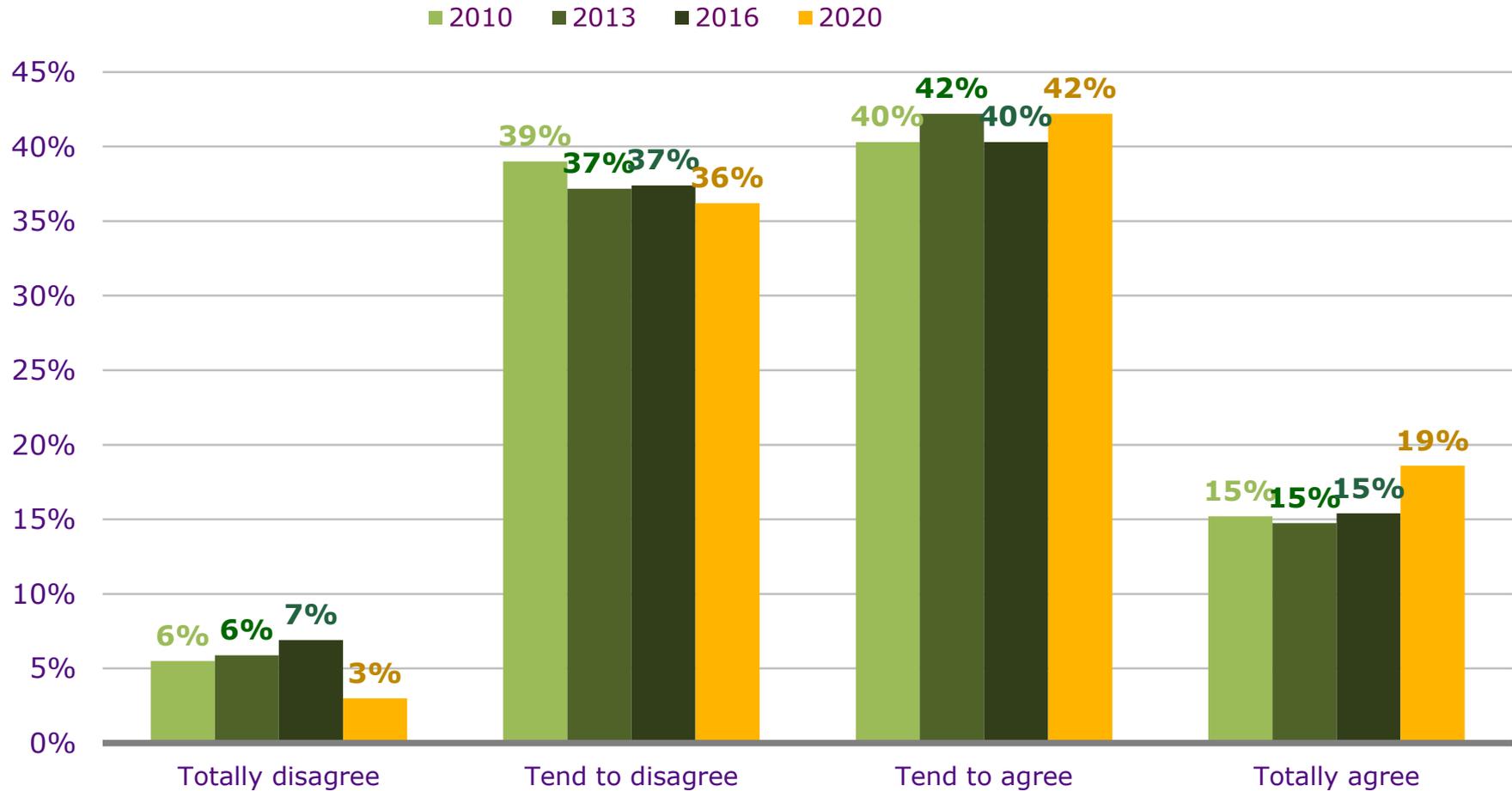
59. I receive contradictory instructions from different people



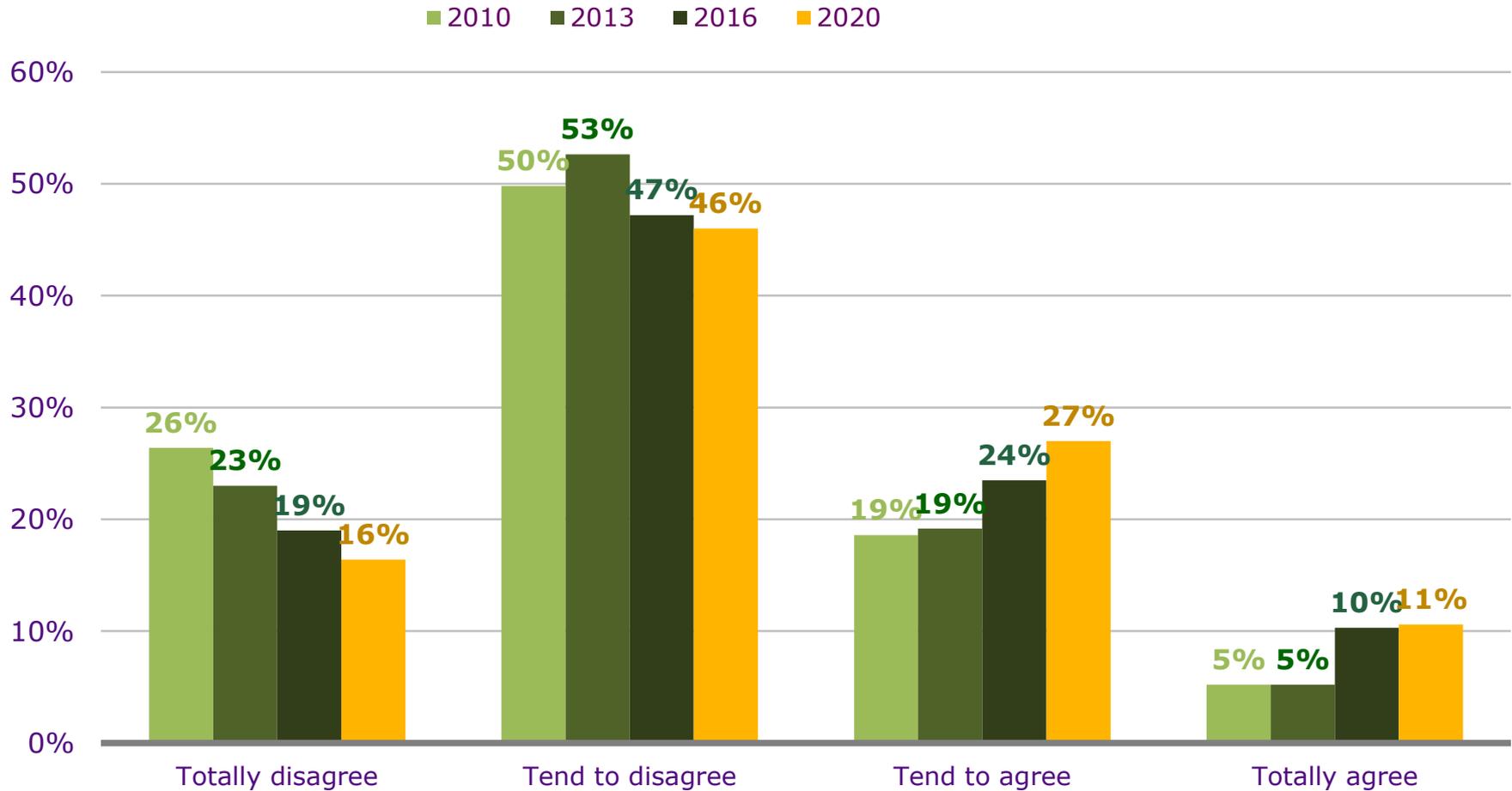
60. My work requires lengthy periods of intense concentration



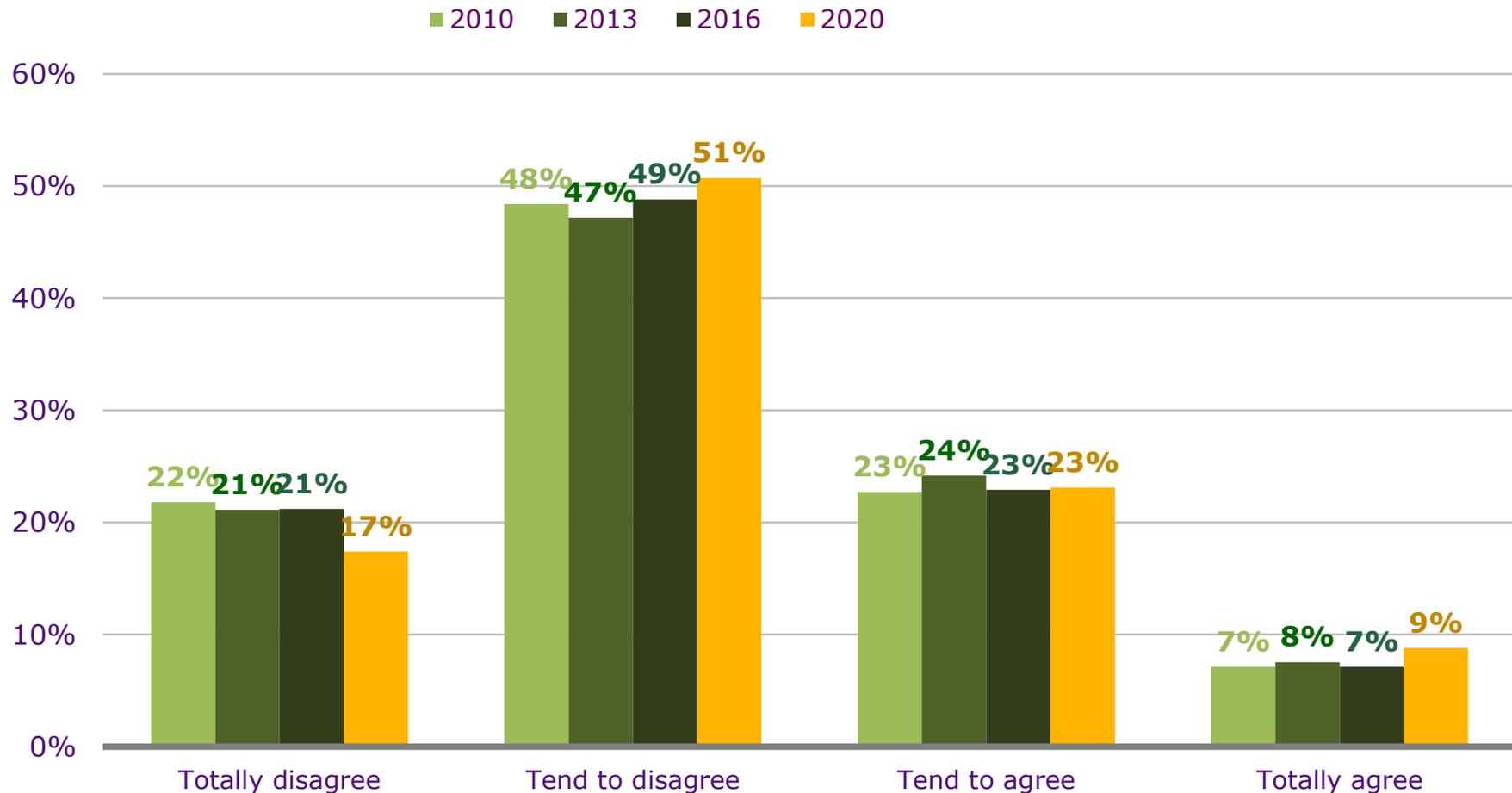
61. My tasks are often interrupted before completion, and I have to resume them later



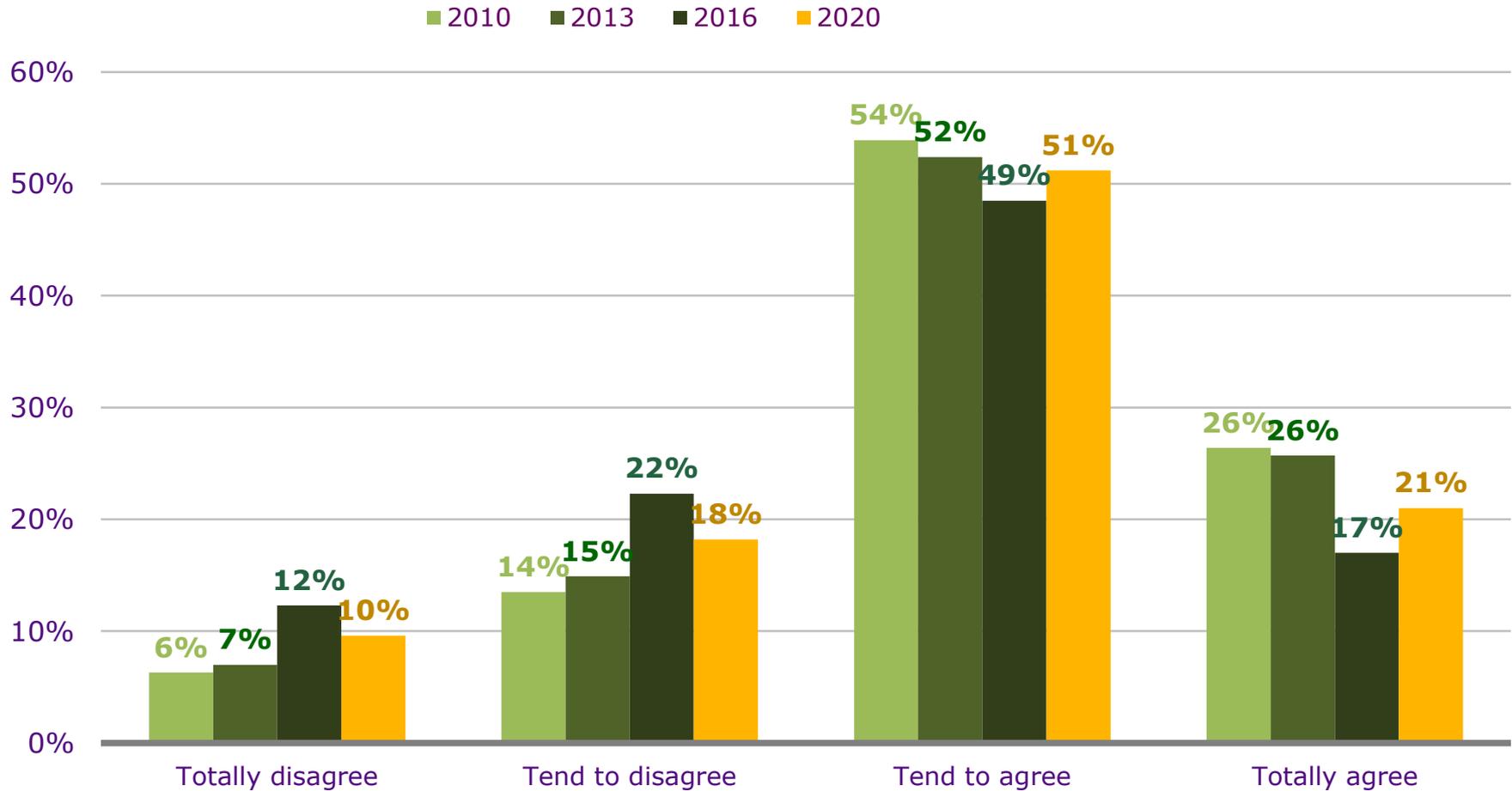
62. My working environment is hectic



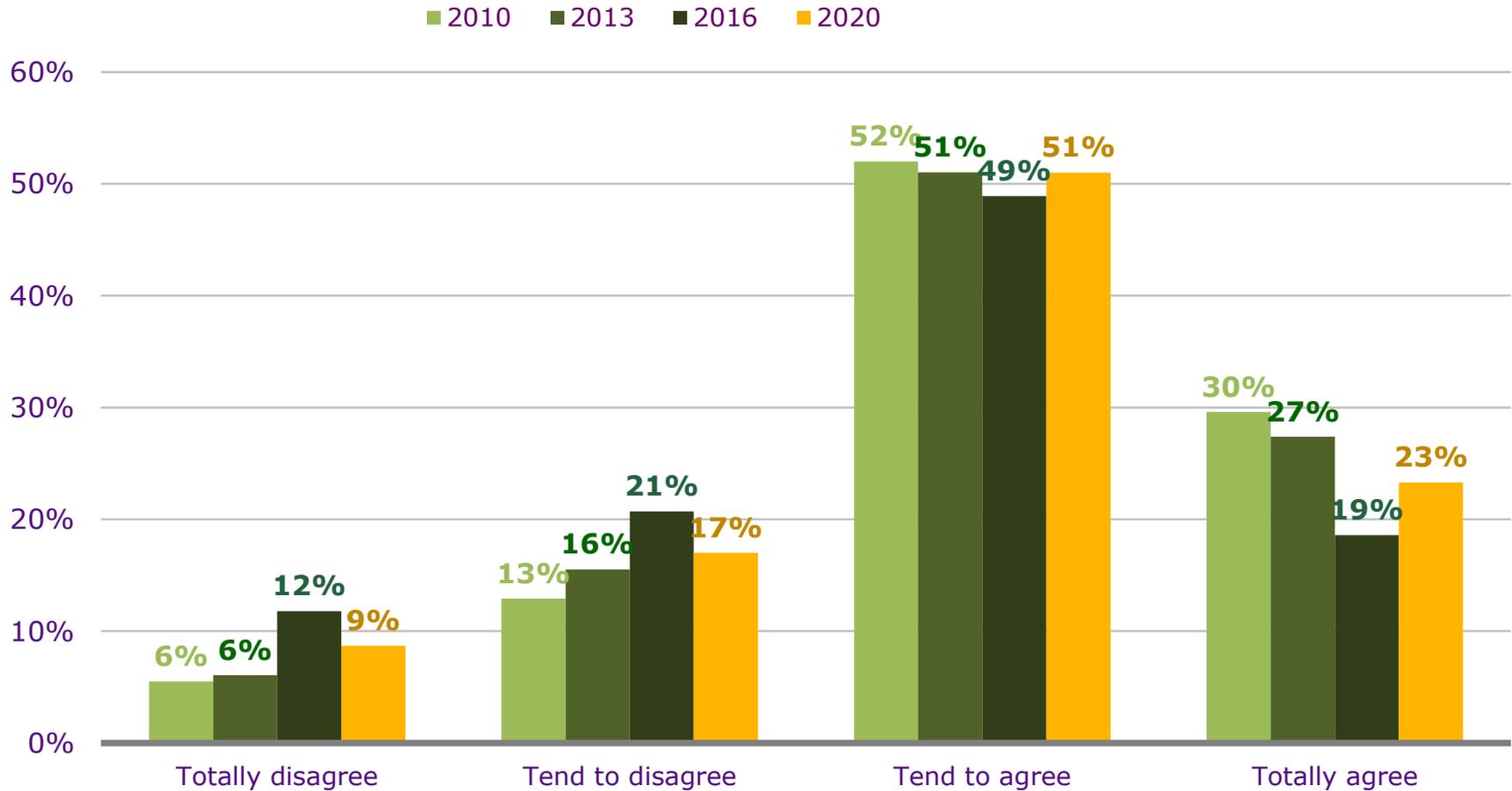
63. Waiting for the work from colleagues or other departments often slows down my own work



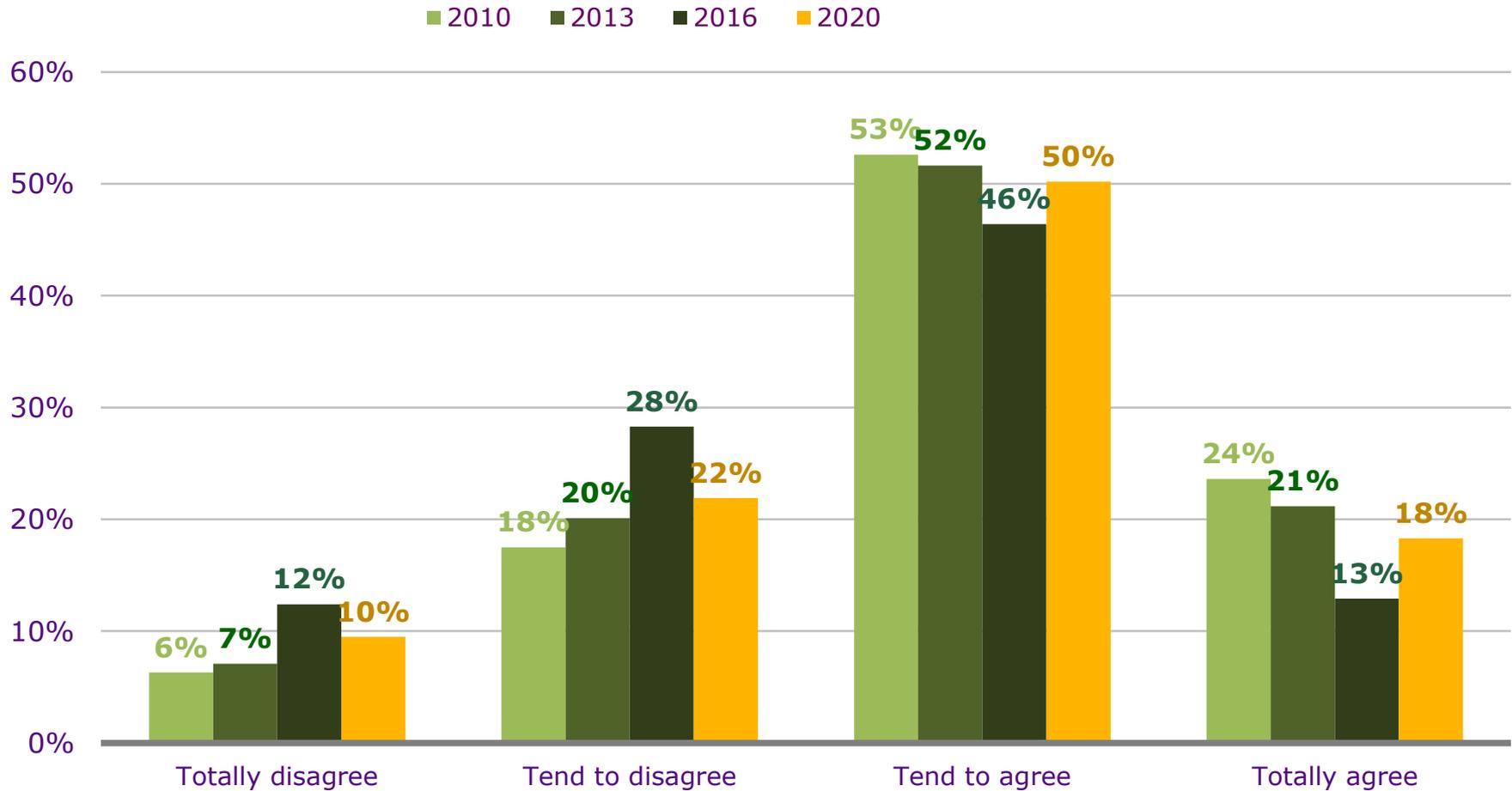
64. My manager cares about the welfare of his subordinates



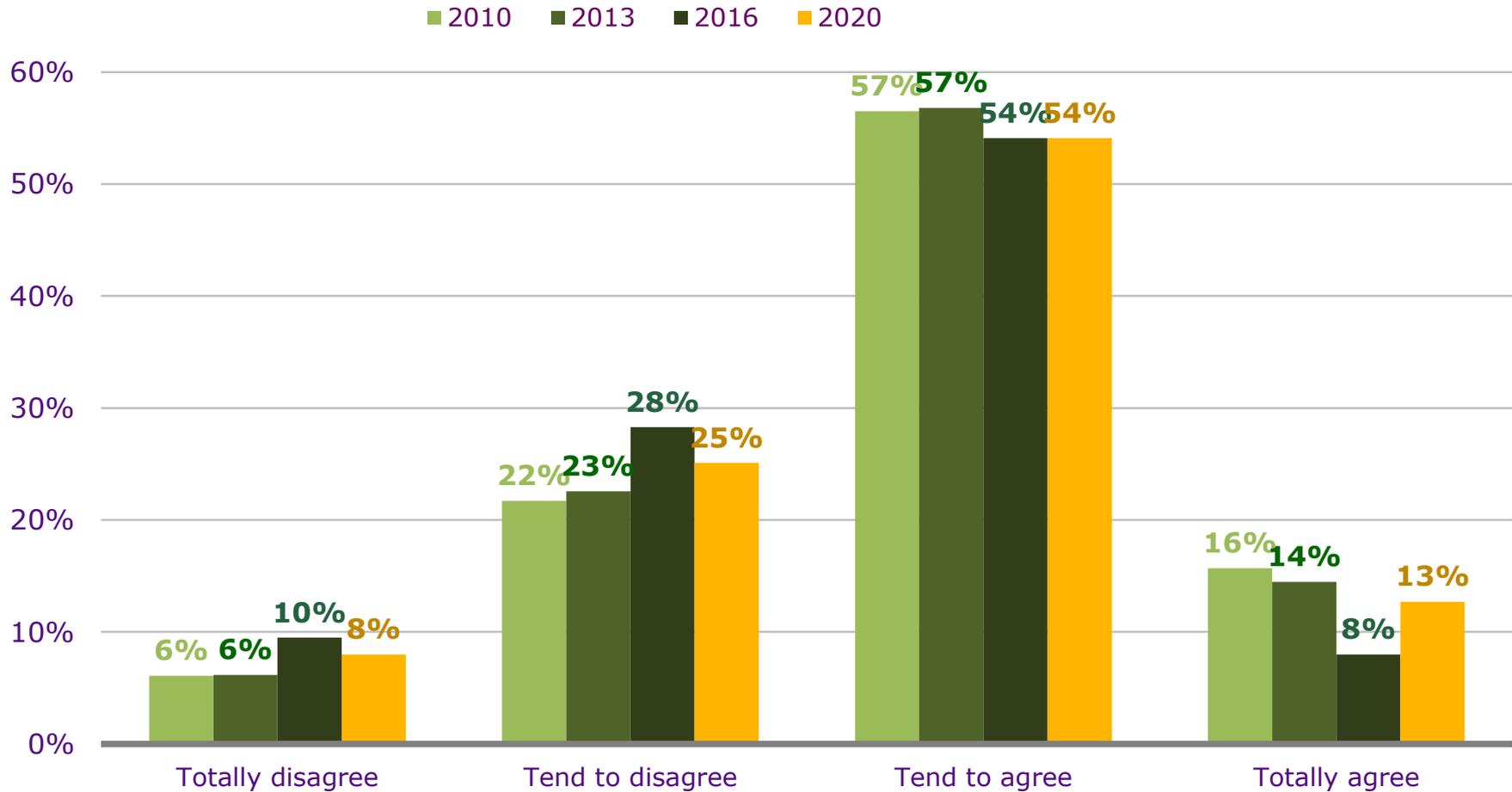
65. My manager pays attention to what I am saying



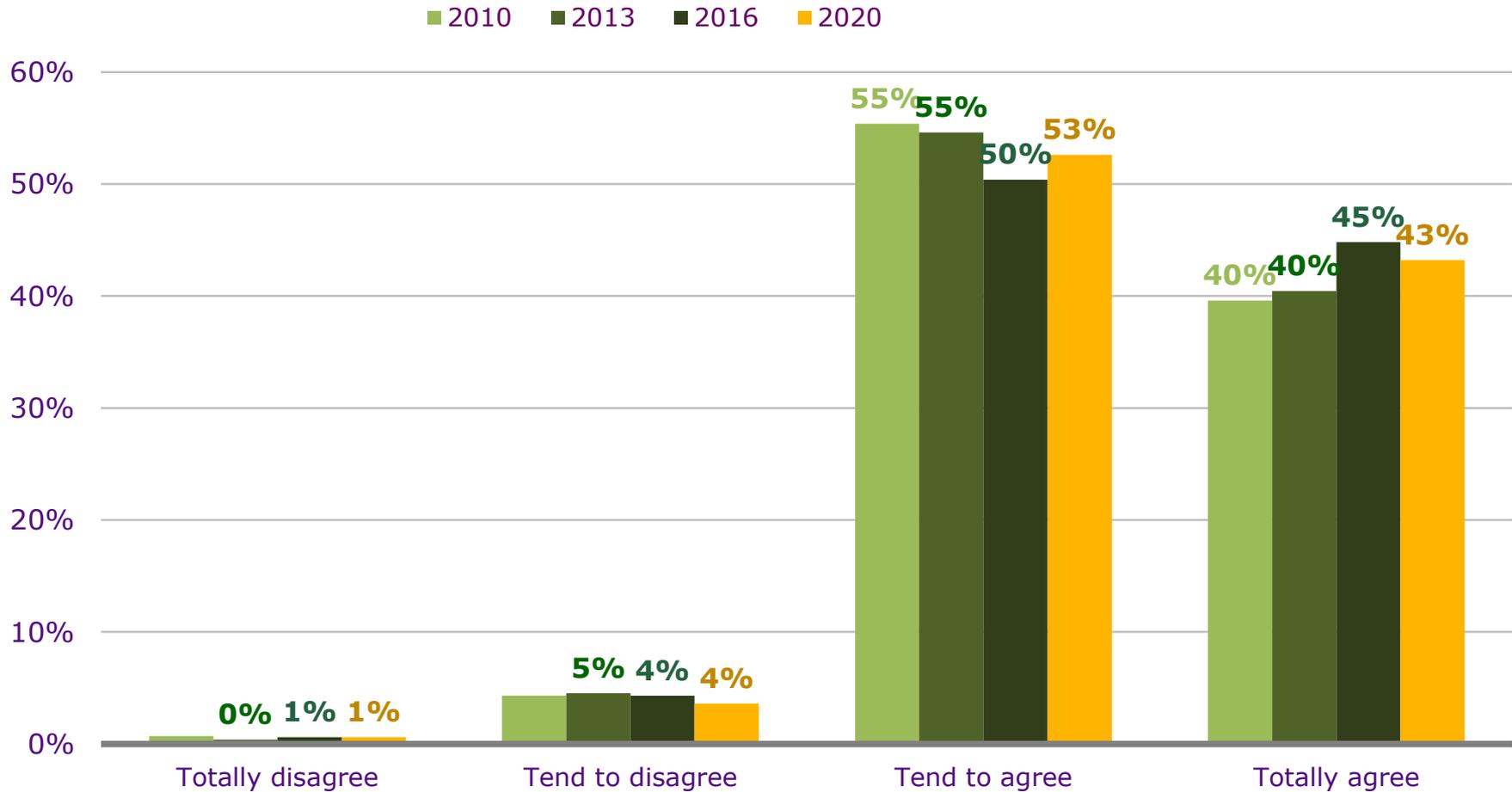
66. My manager helps me to carry out my duties



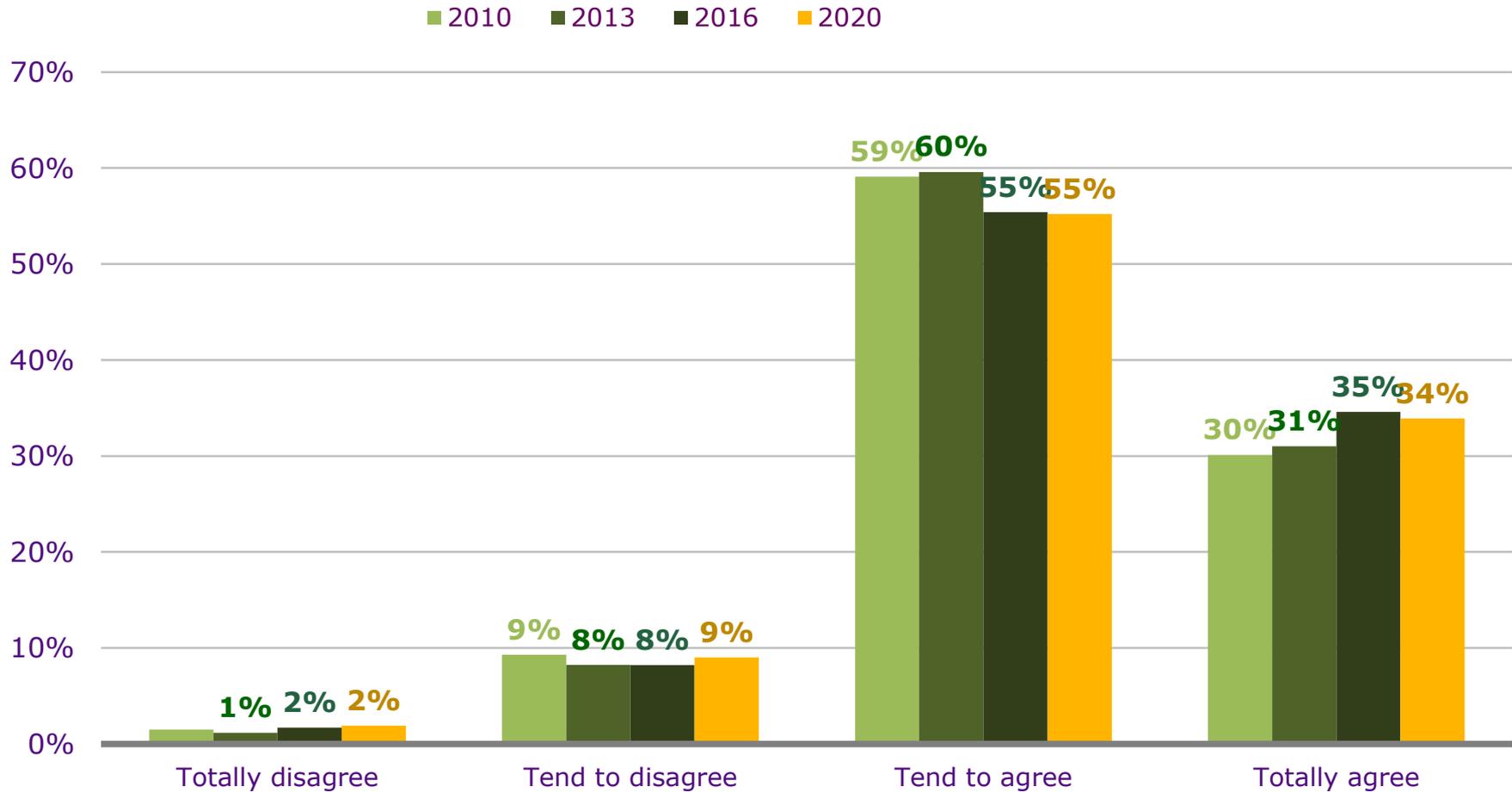
67. My manager succeeds easily in getting his subordinates to collaborate



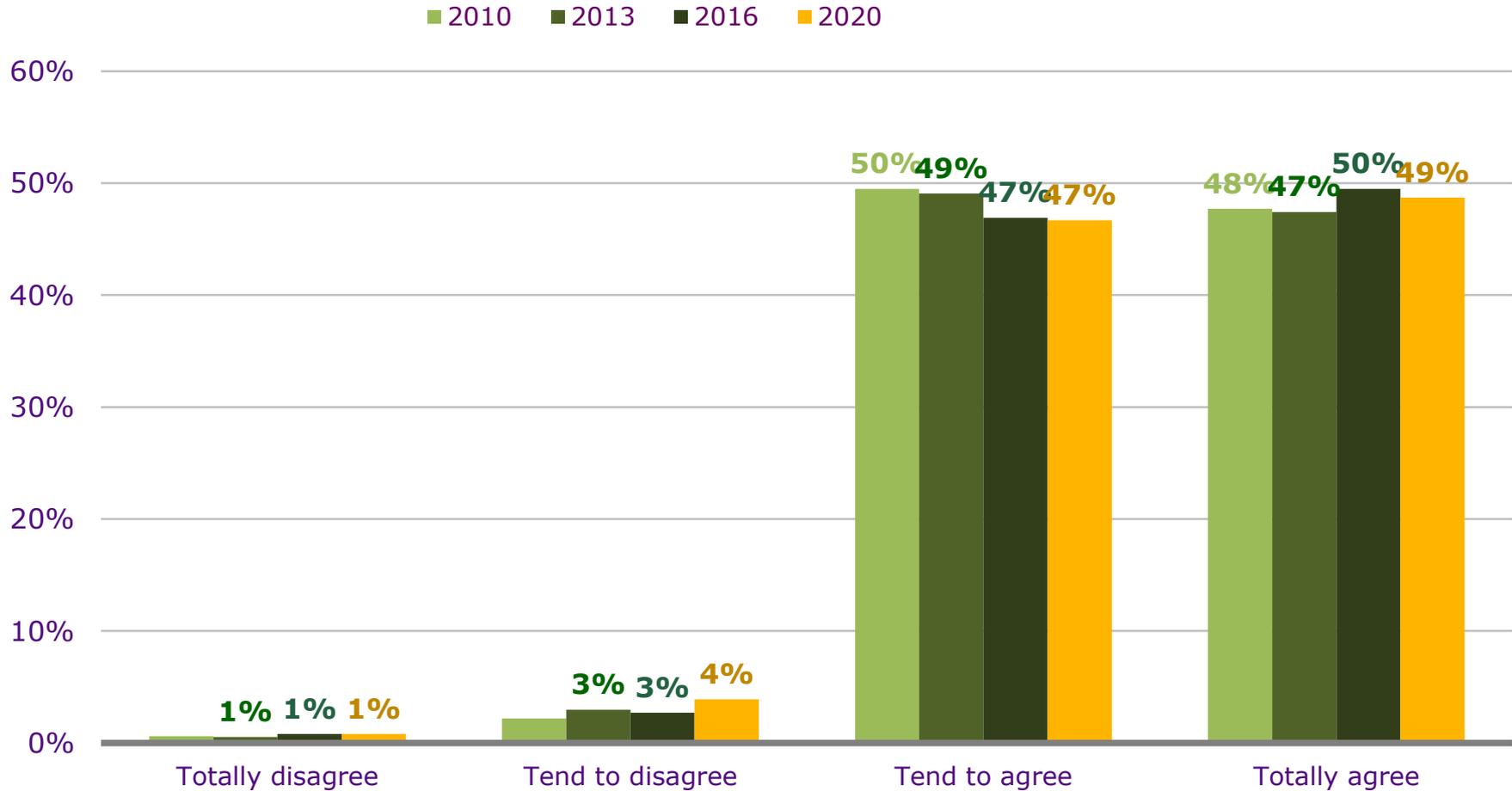
68. Colleagues with whom I work are professionally competent



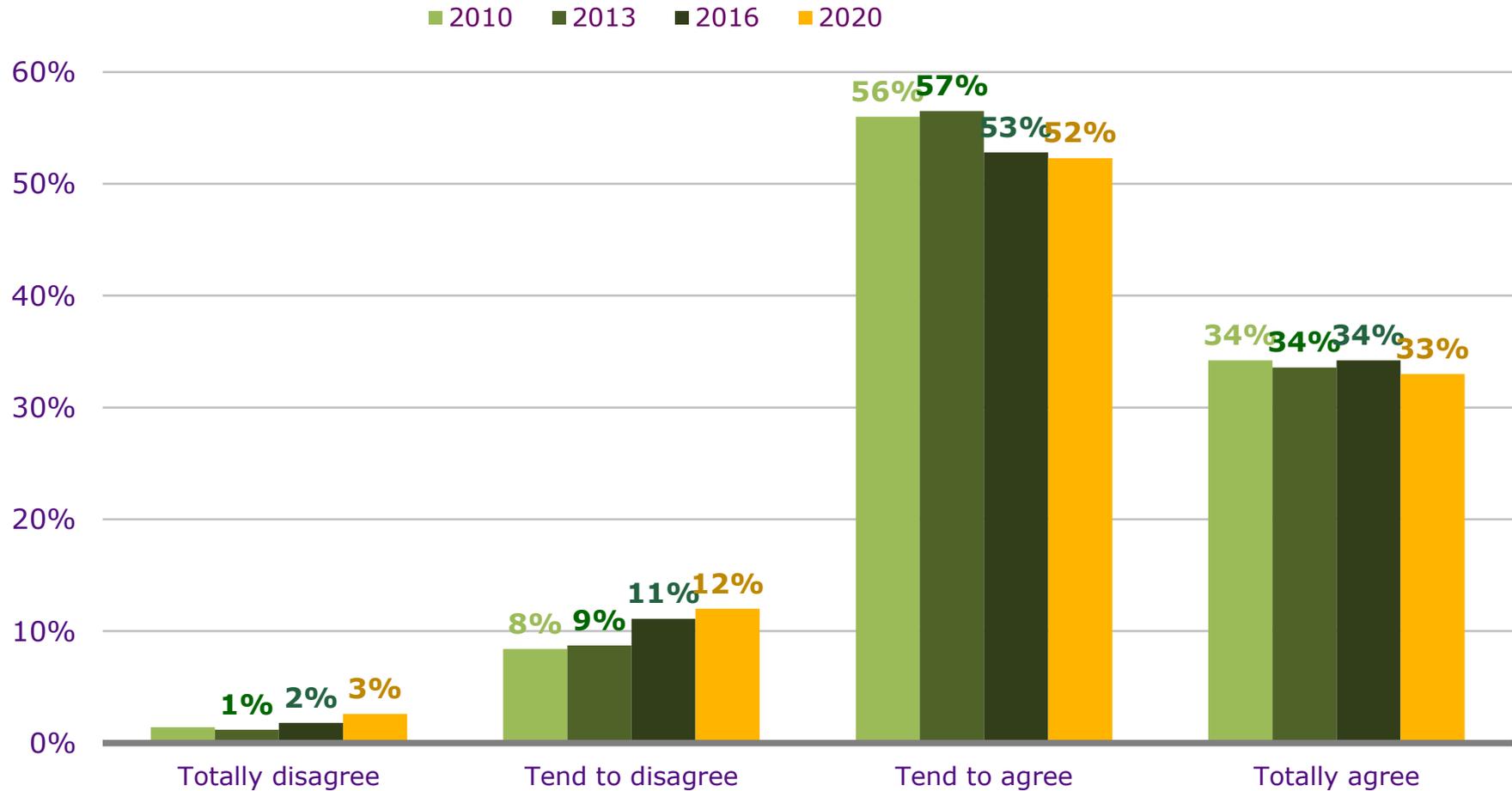
69. Colleagues with whom I work show me consideration



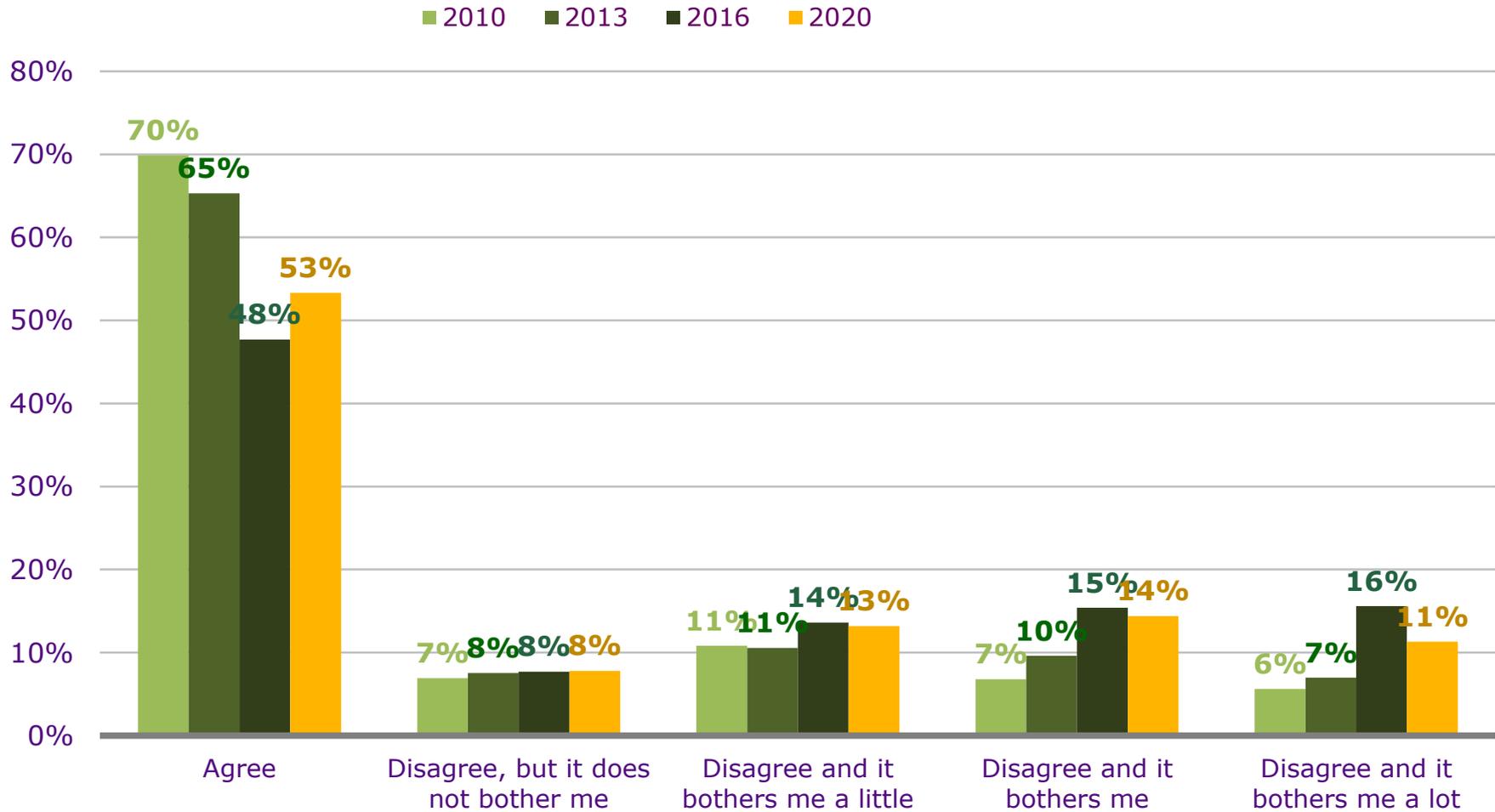
70. The colleagues with whom I work are friendly



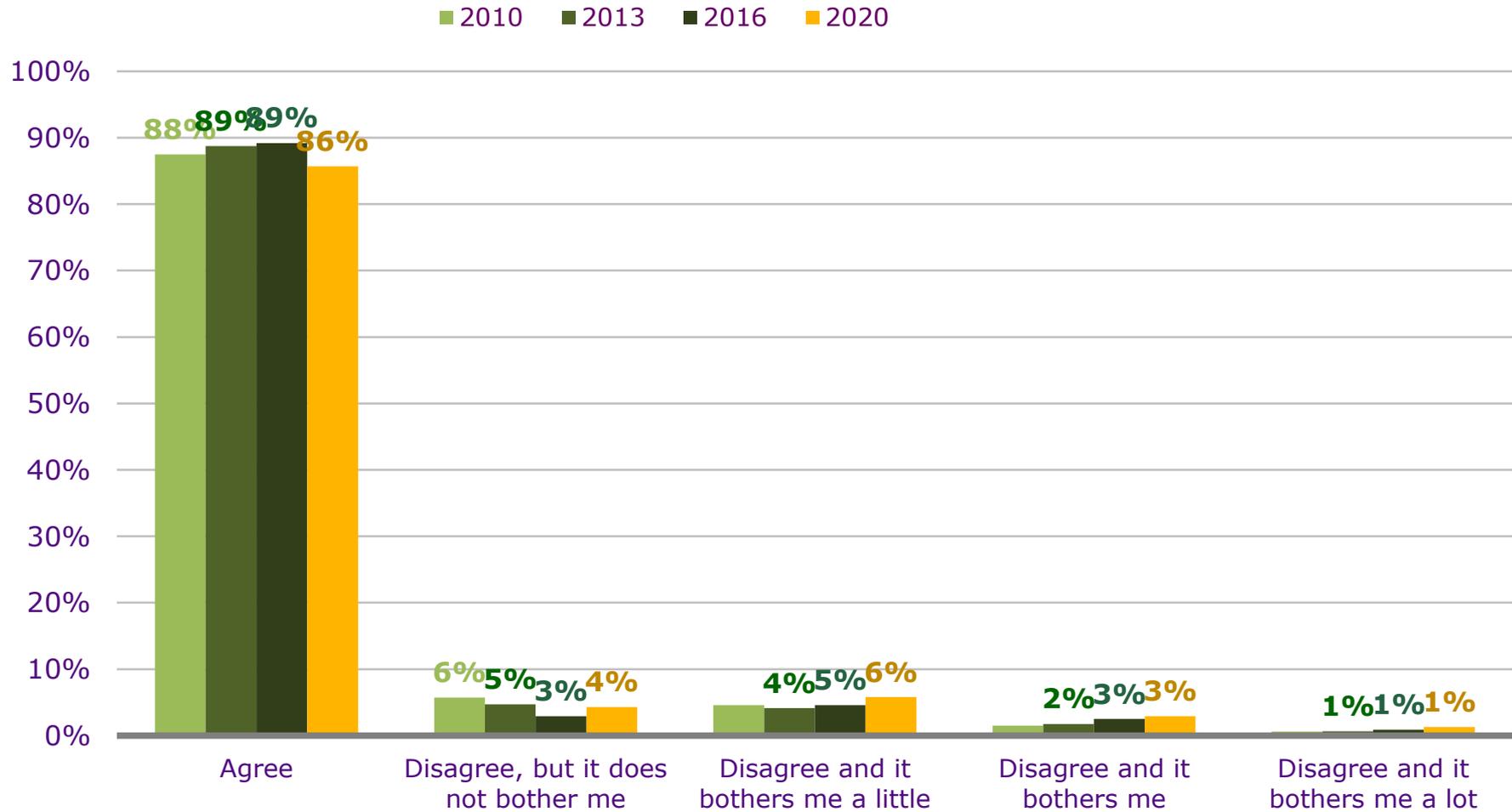
71. Colleagues with whom I work help me to carry out my duties



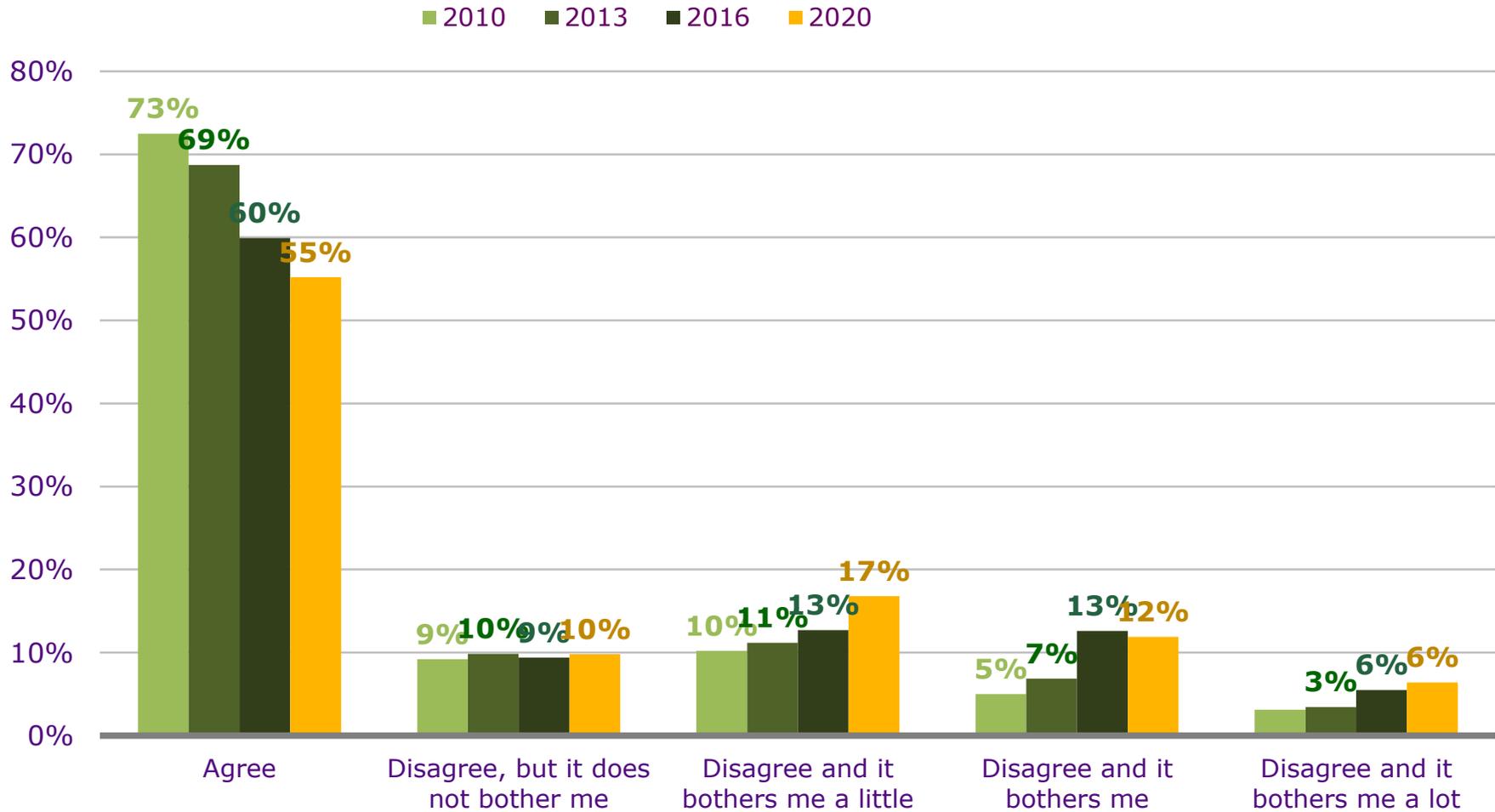
72. I receive the respect that I deserve from my managers



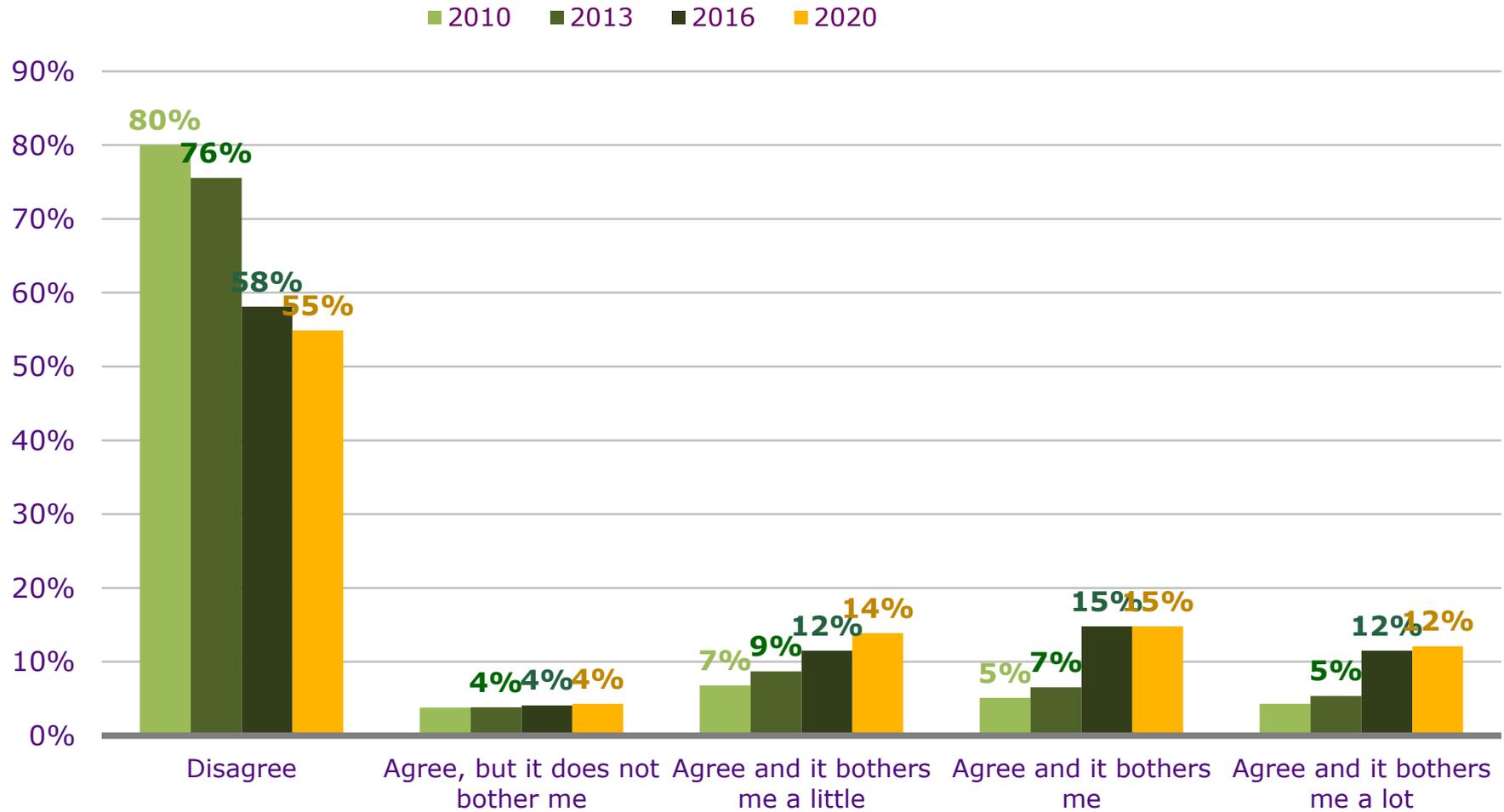
73. I receive the respect that I deserve from my colleagues



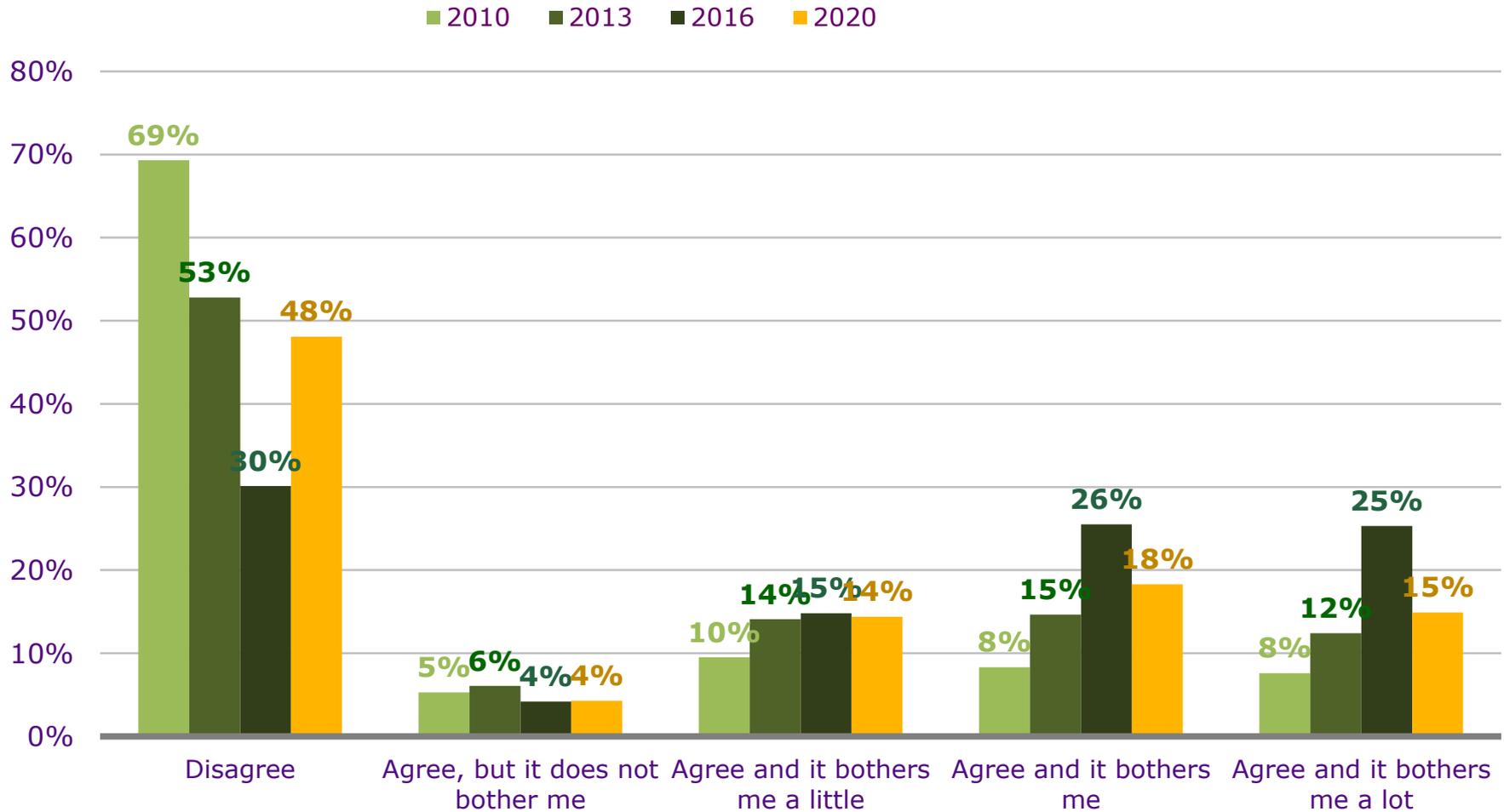
74. At work, I receive the support that I need in difficult situations



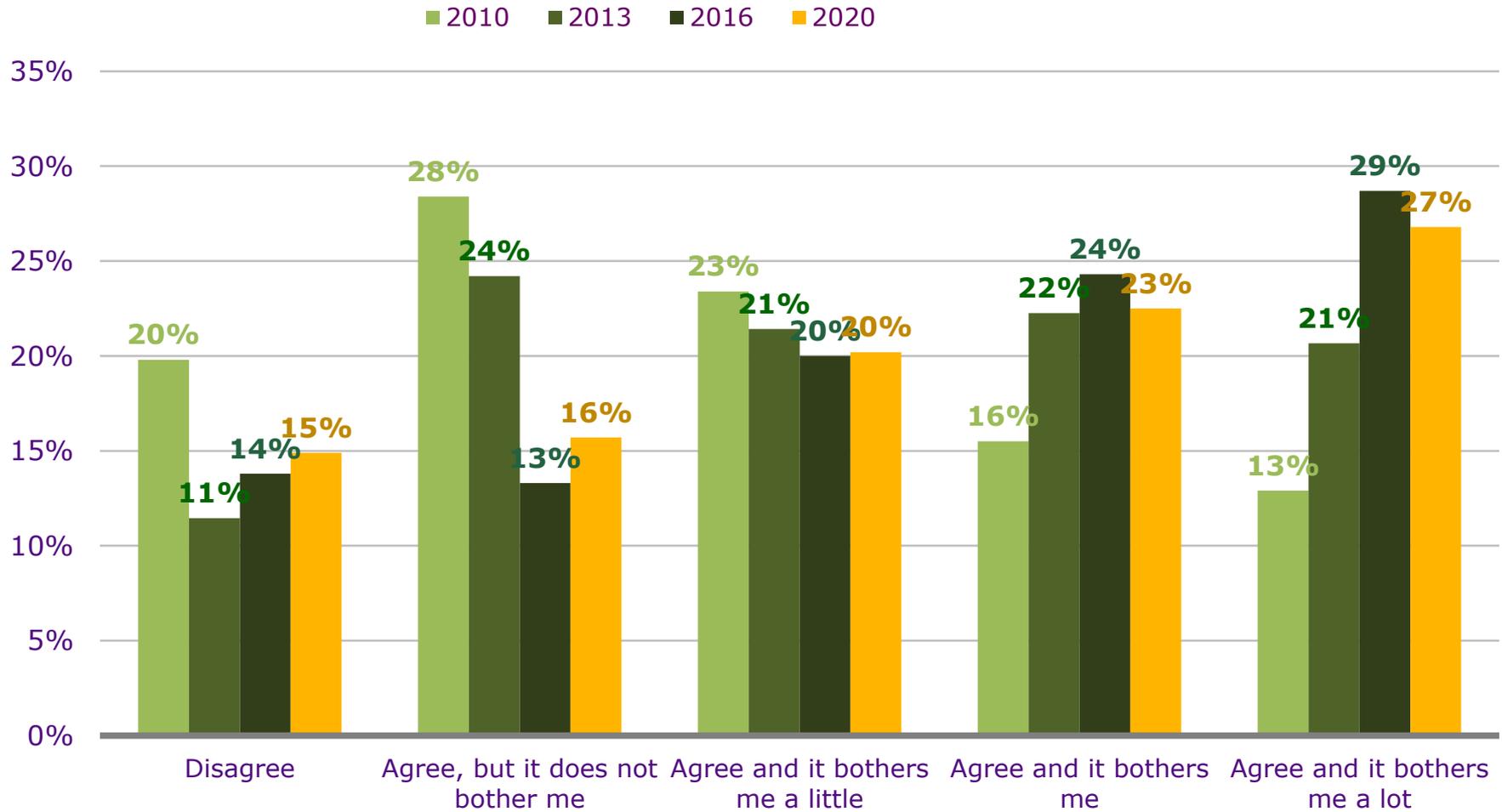
75. I am treated unfairly in my work



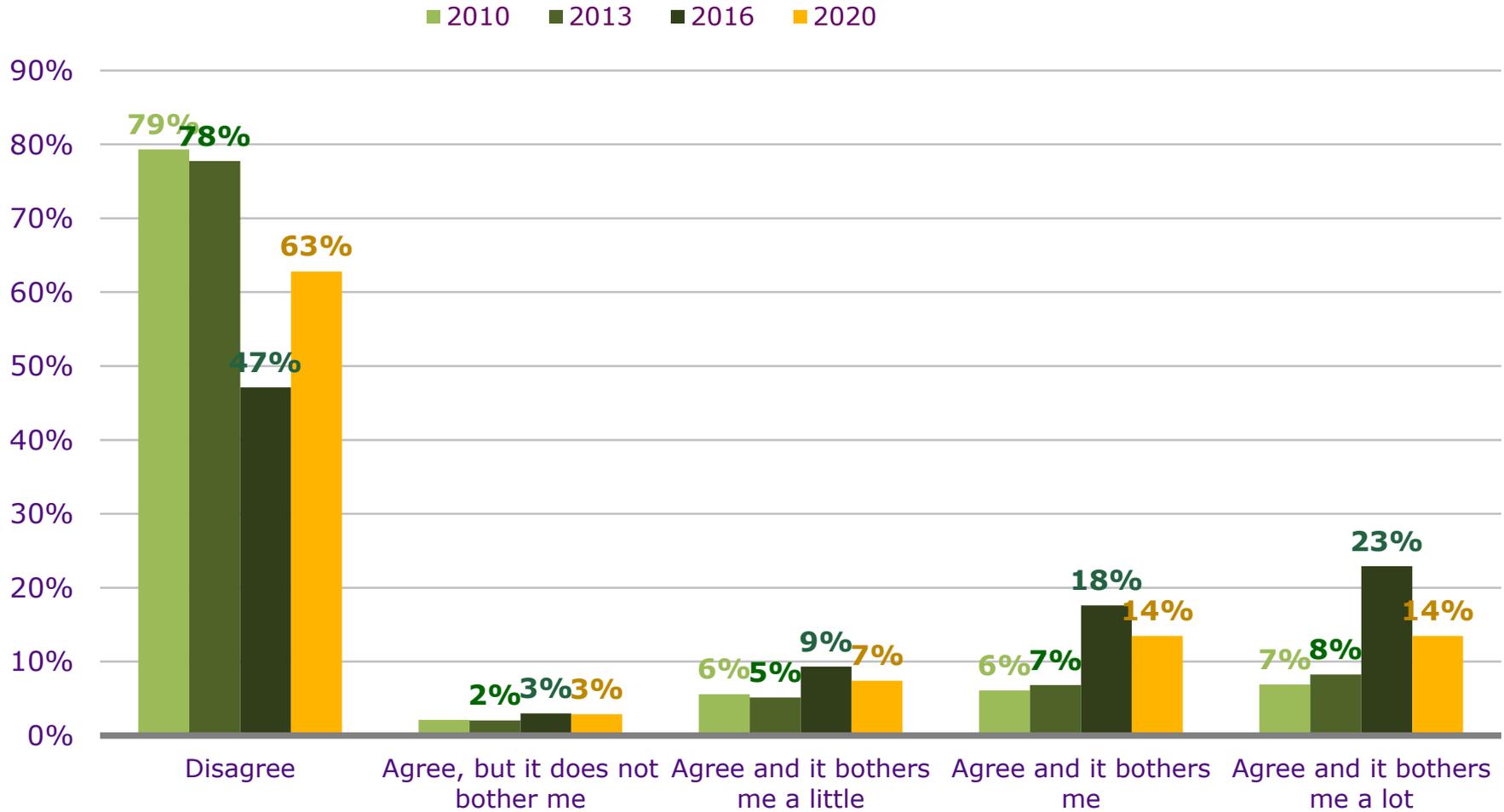
76. I am experiencing or I expect to experience an undesired change in my work situation



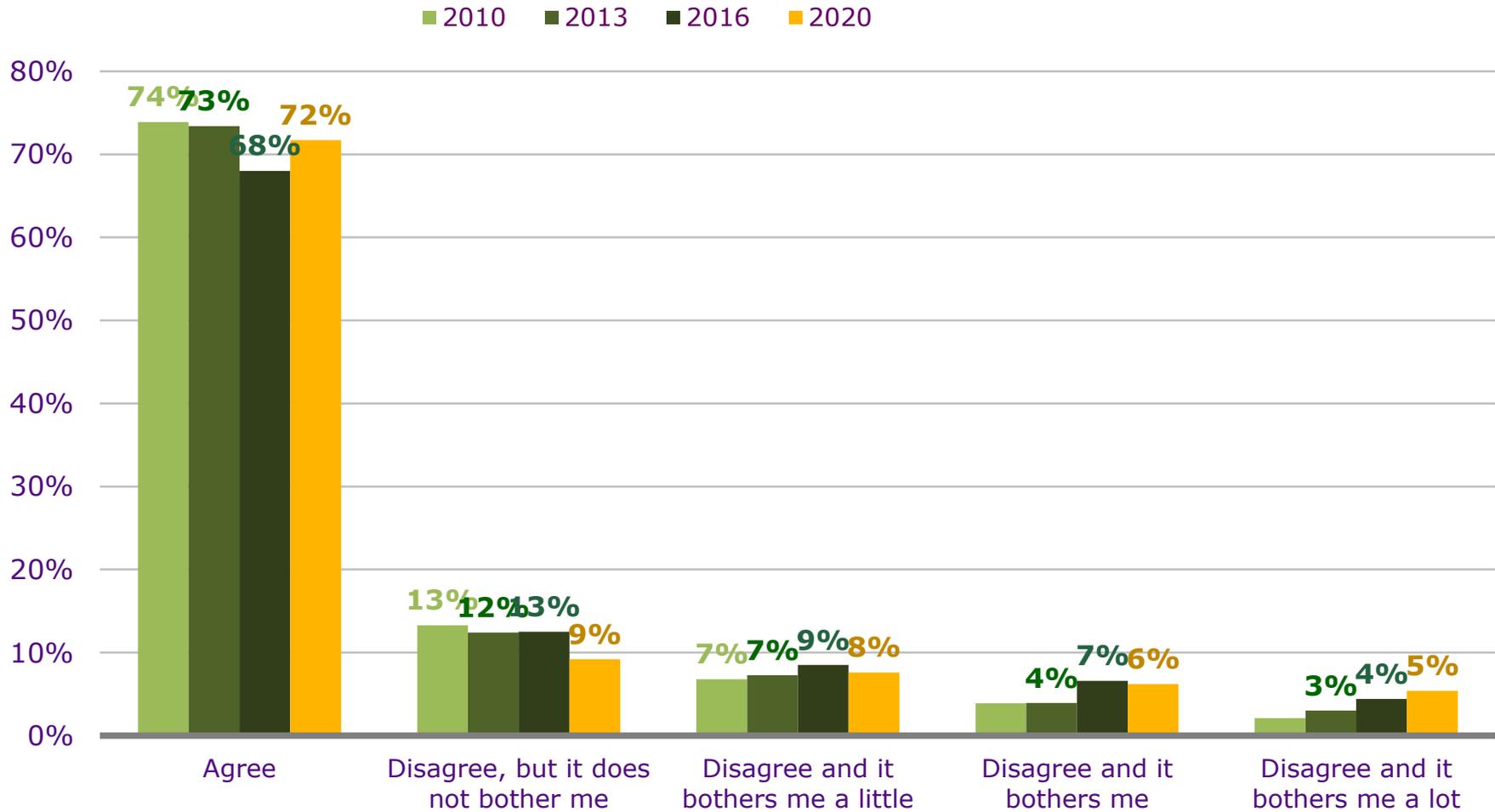
77. My prospects of being promoted are low



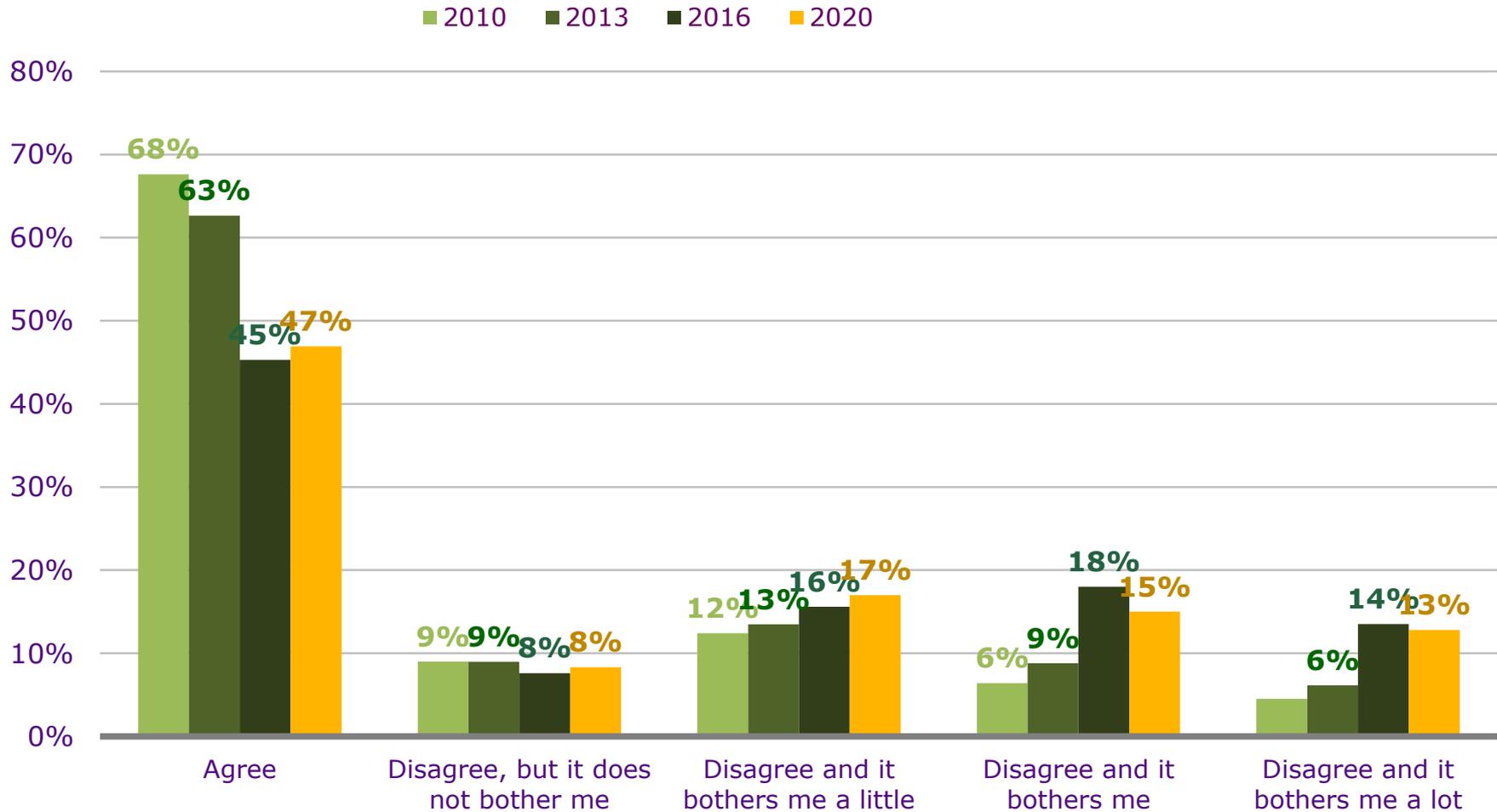
78. My job security is threatened



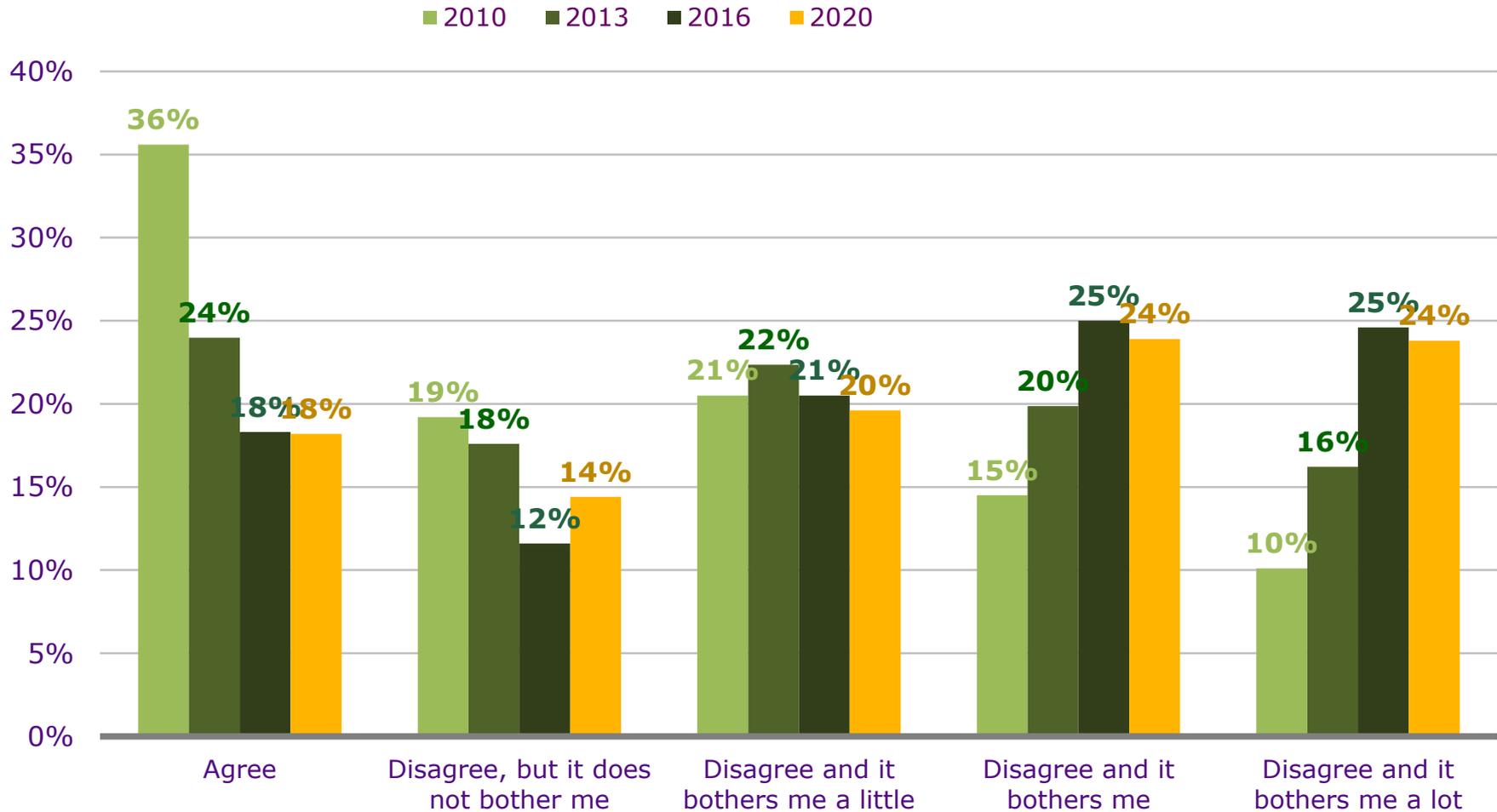
79. My current professional position corresponds with my training



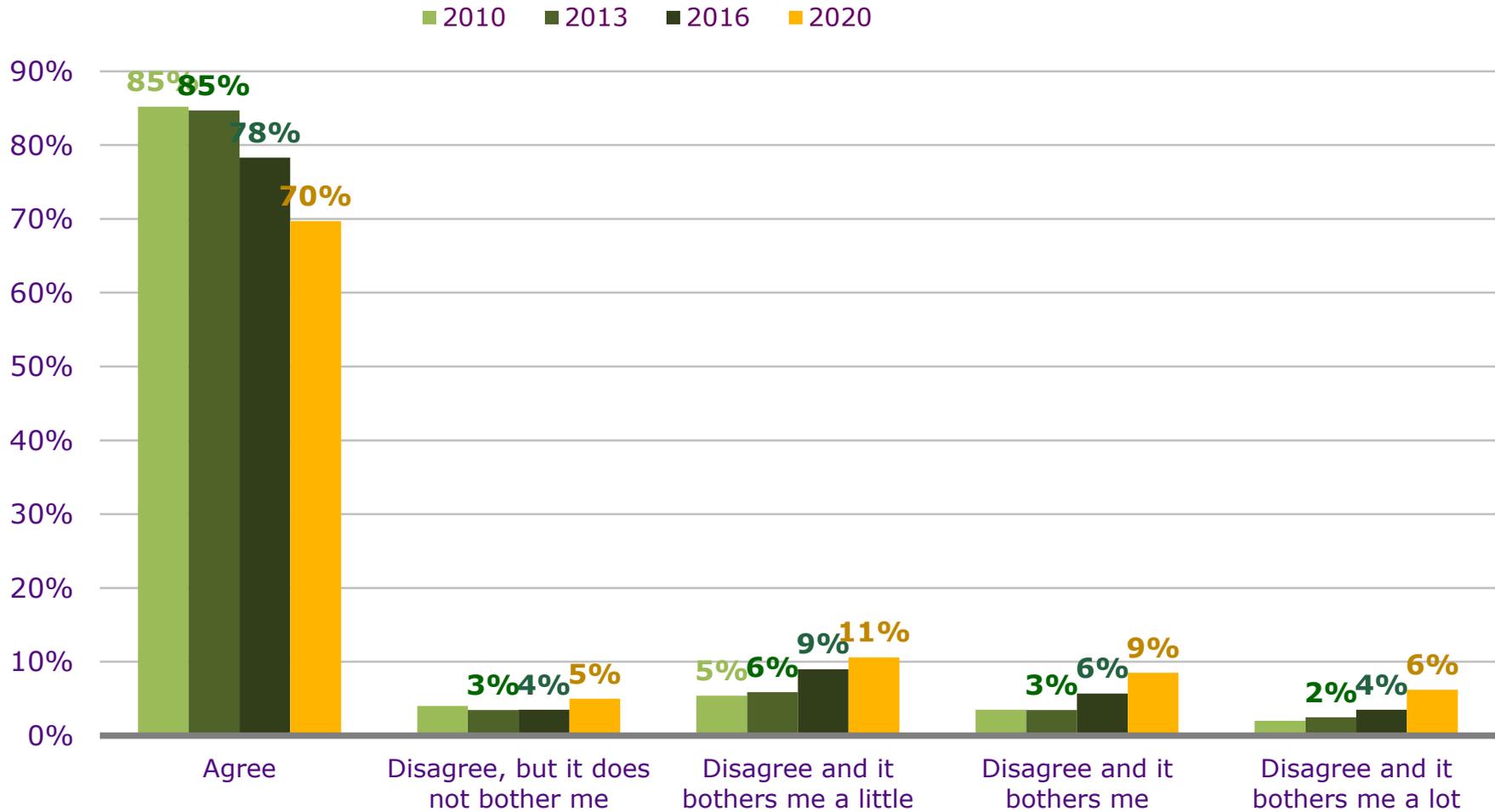
80. Considering the efforts that I make, I receive the respect and esteem that I deserve in my work



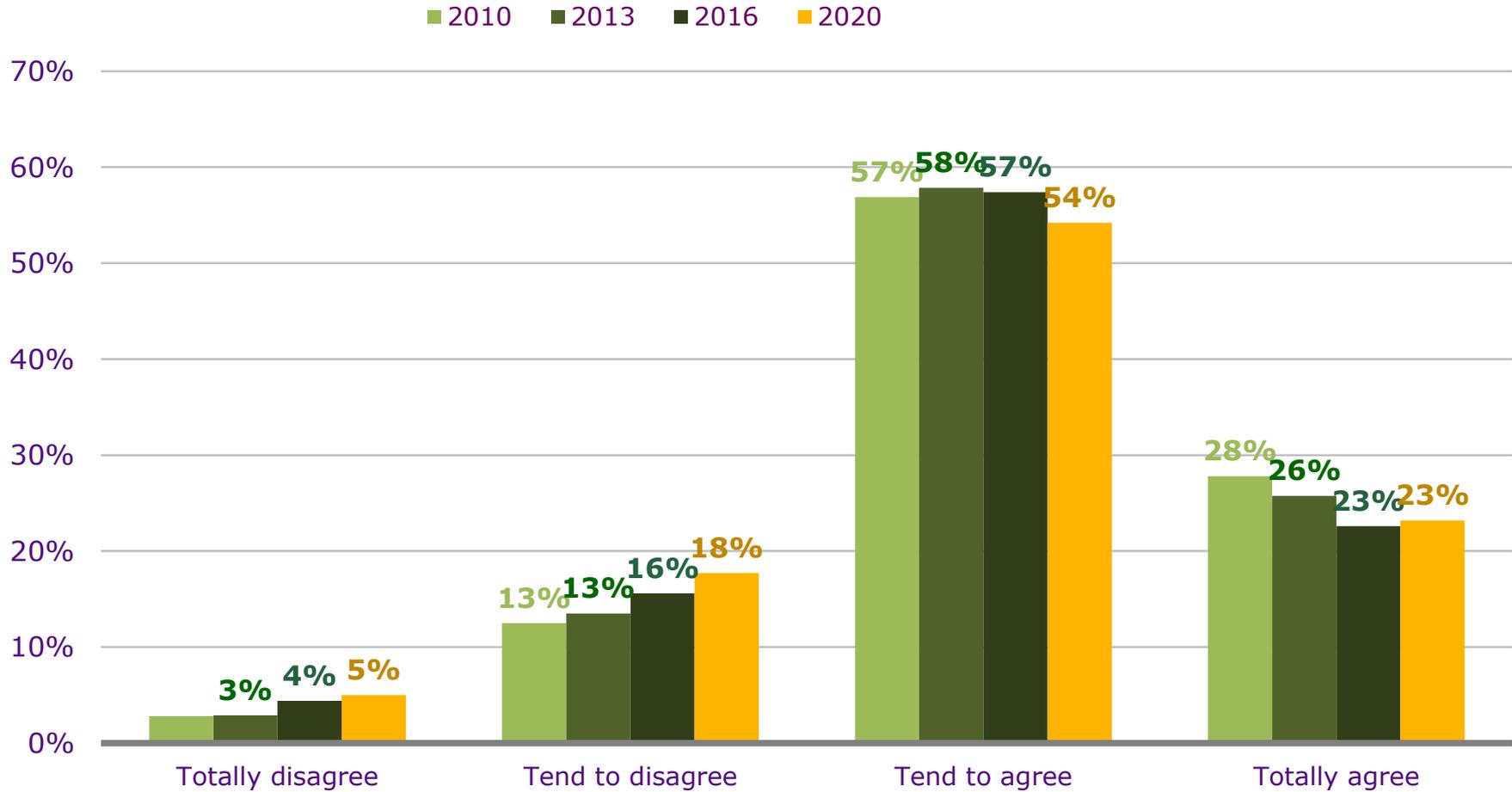
81. Considering the efforts that I make, my prospects for career progression are satisfactory



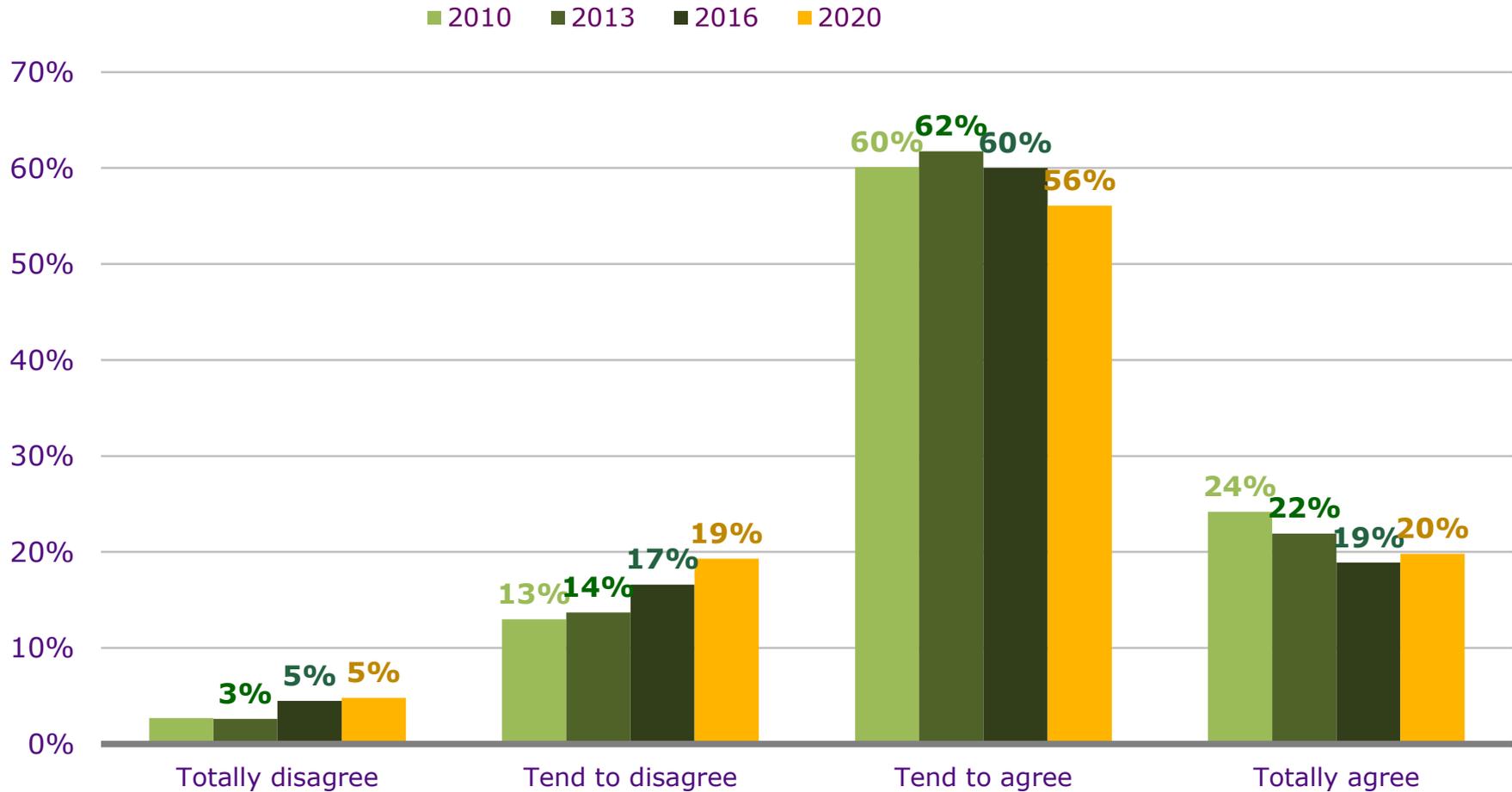
82. Considering the efforts that I make, my salary is satisfactory



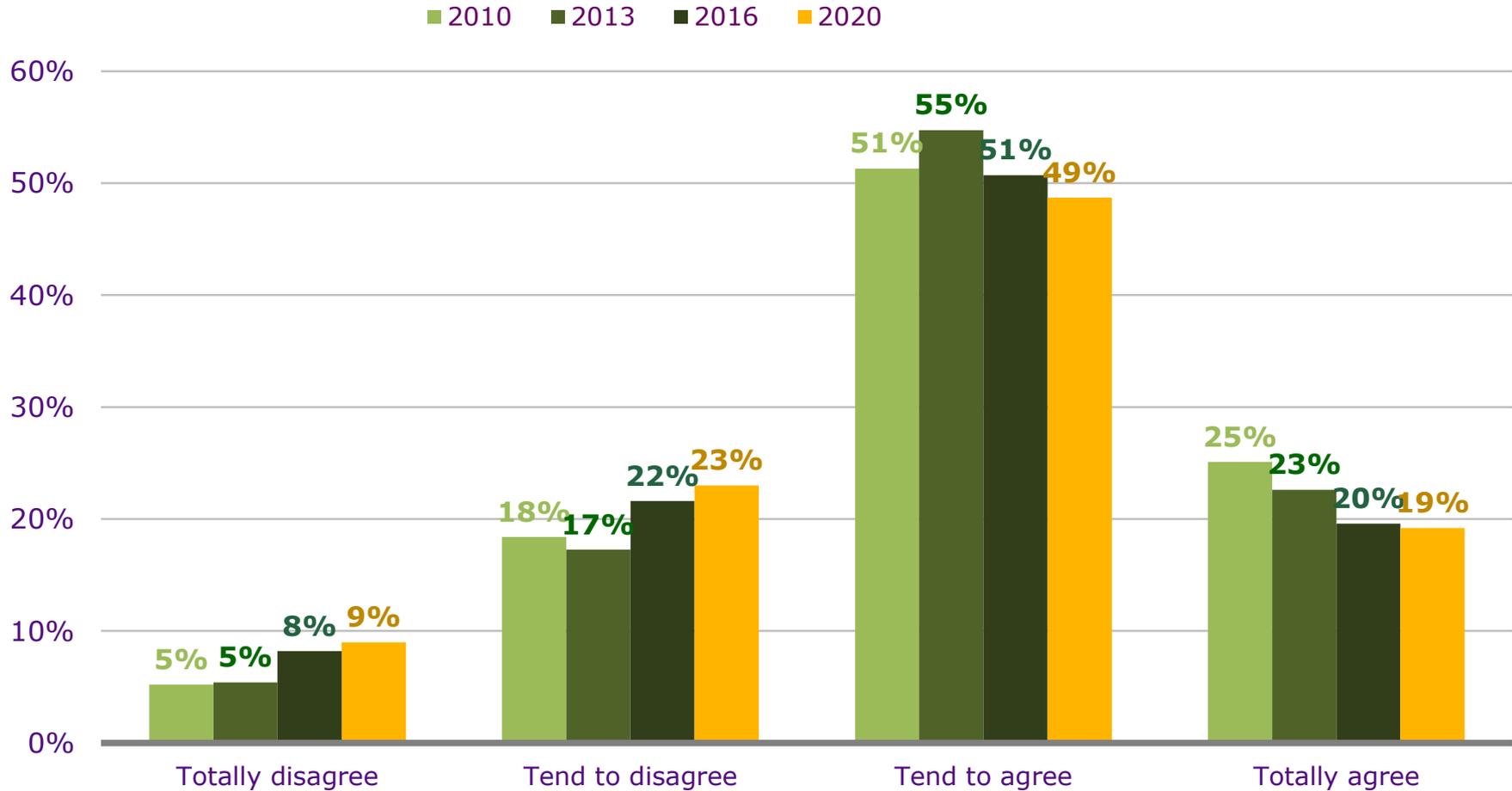
83. The work I do is interesting



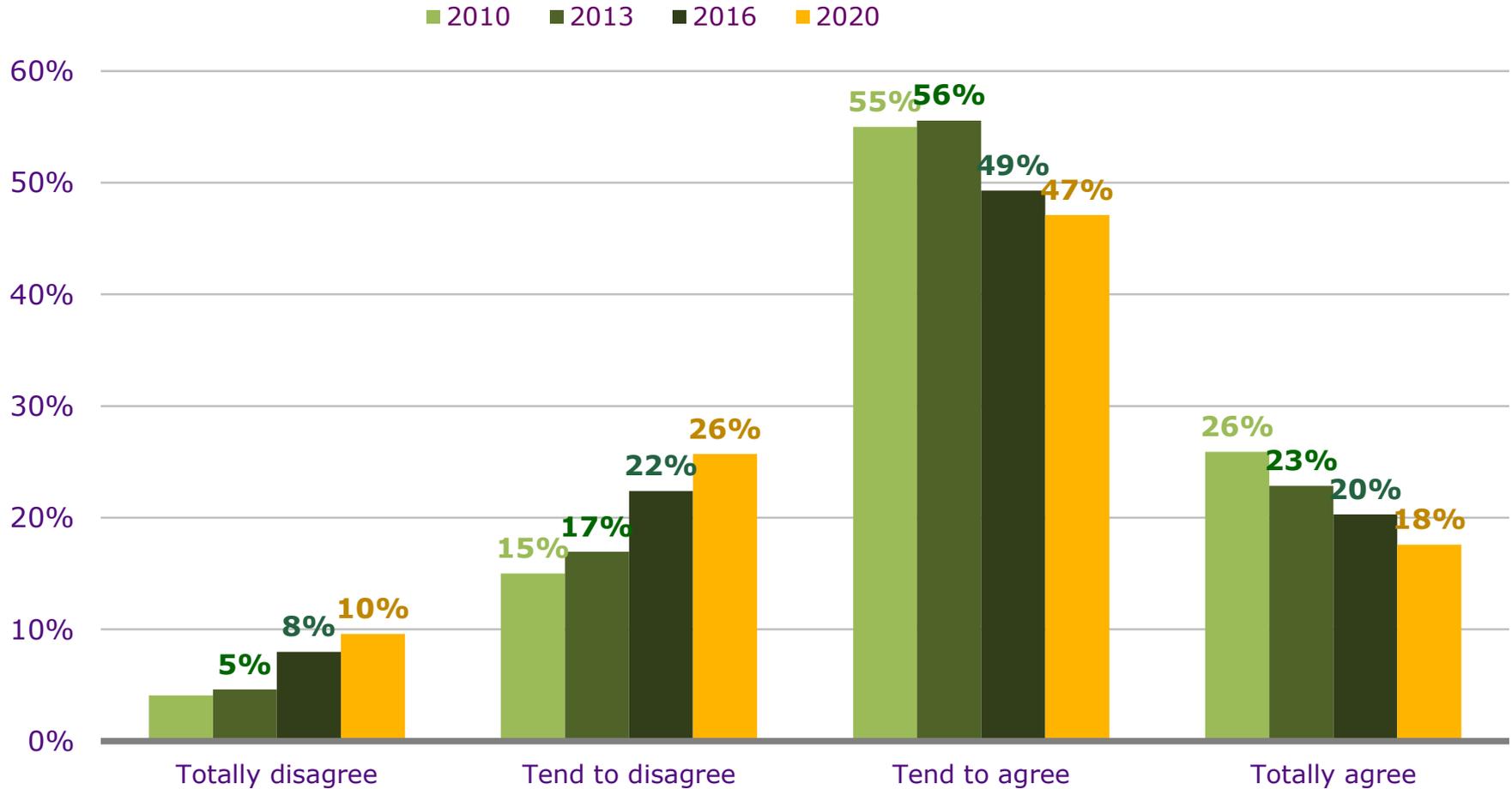
84. The work I do meets my expectations



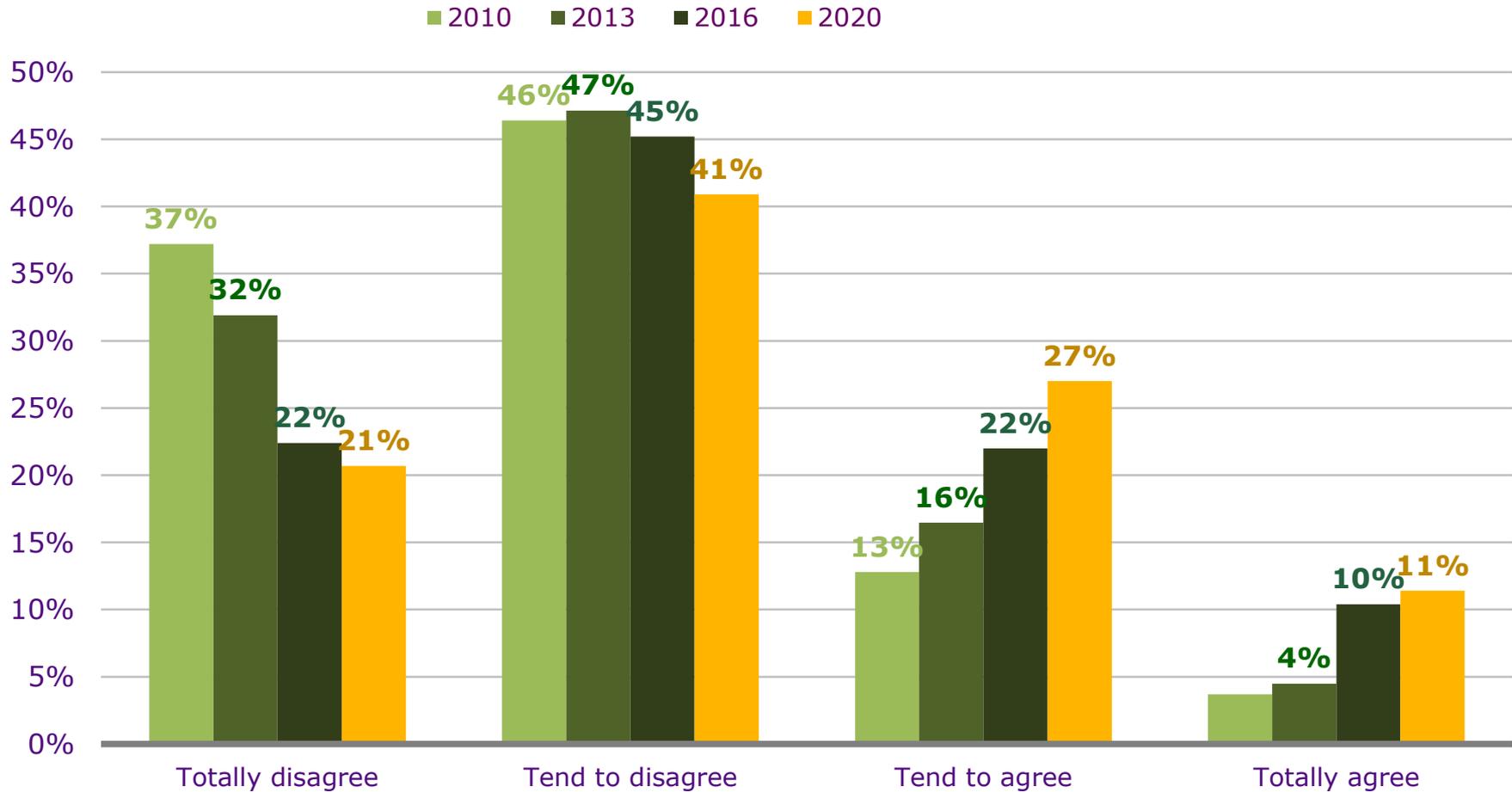
85. My job allows me to have satisfactory social relations



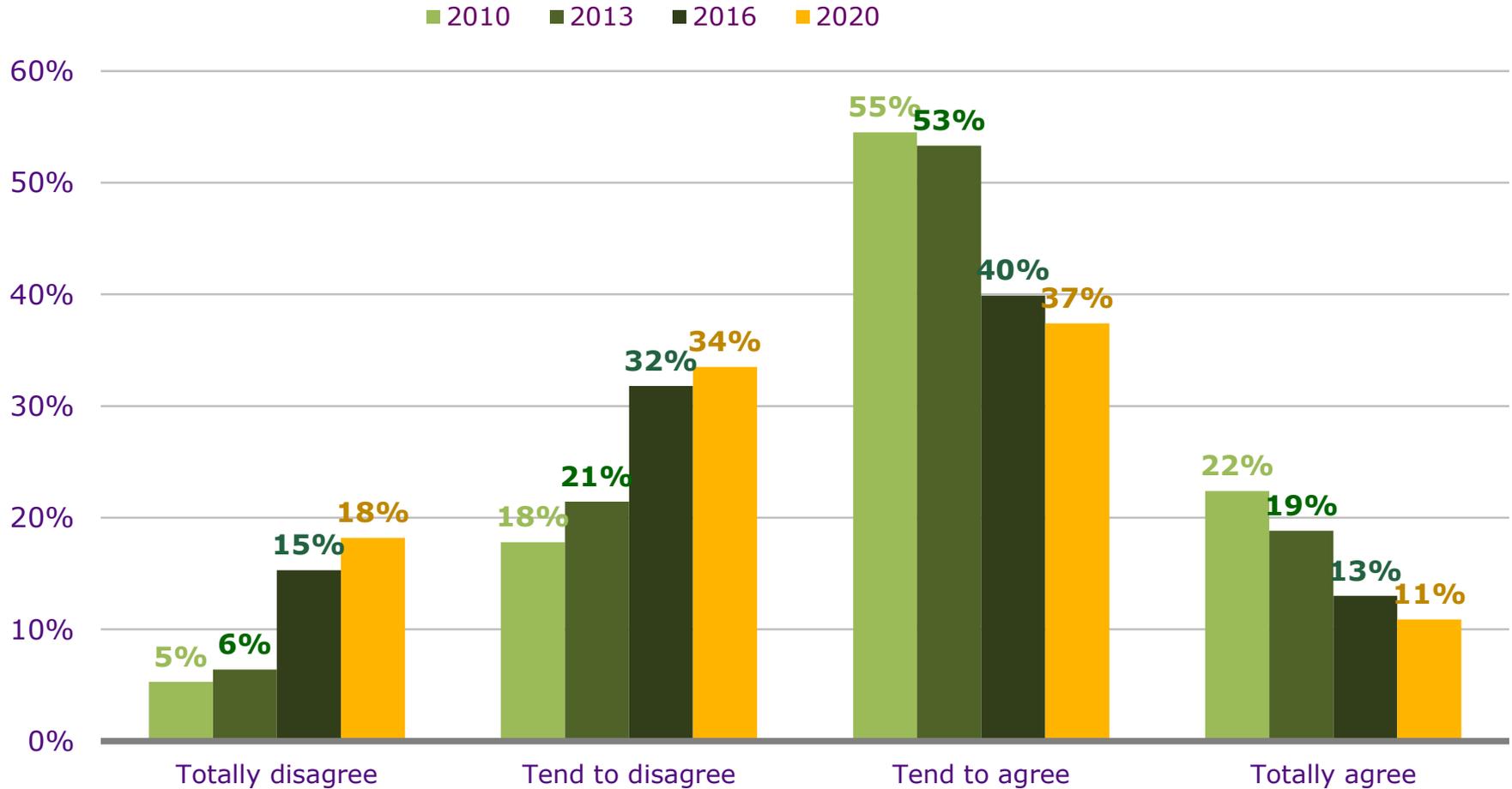
86. In my job, I feel that I am doing something useful for others



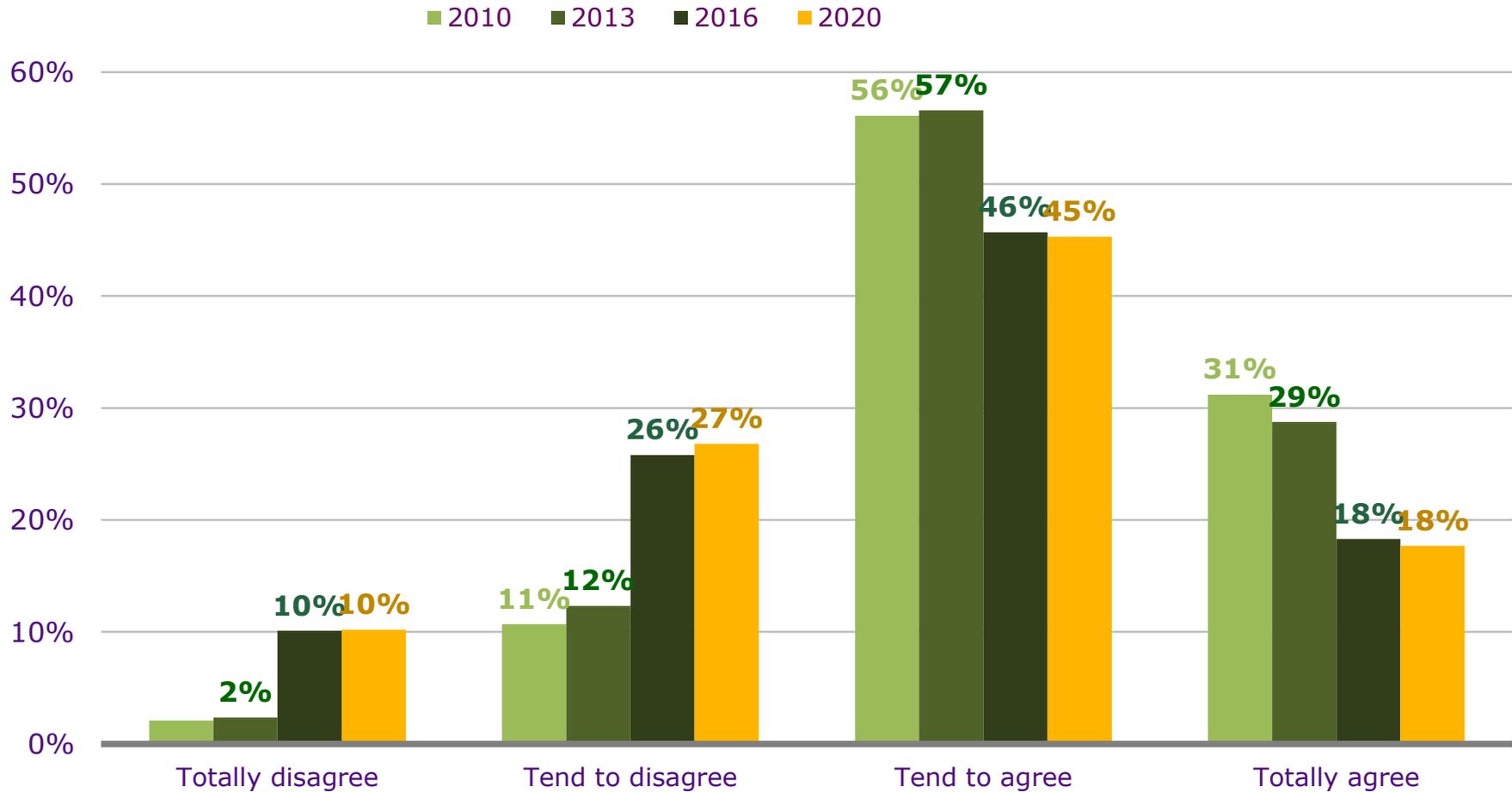
87. In my job, I feel I am being exploited



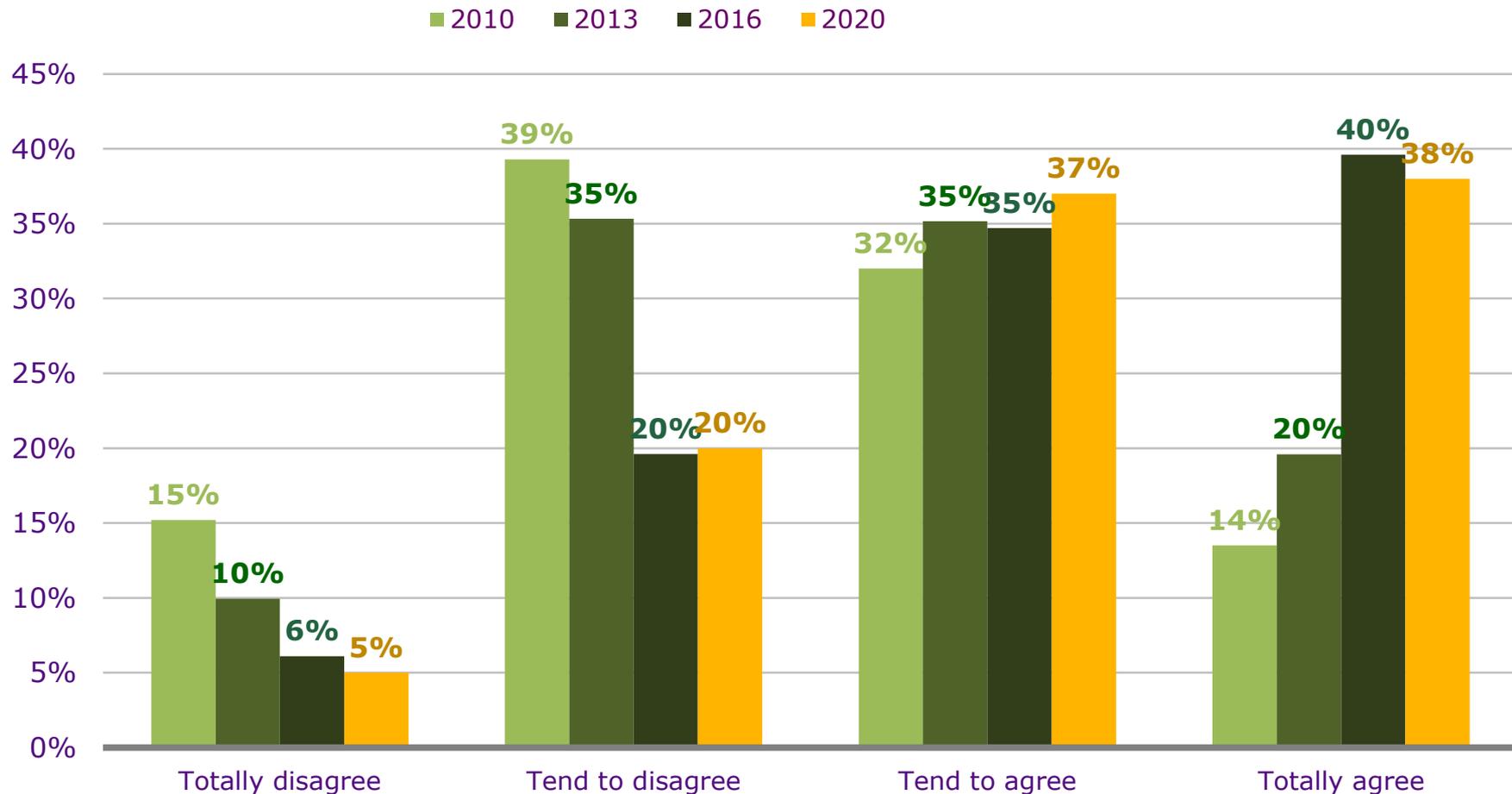
88. My job gives me the opportunity to take pride in work well done



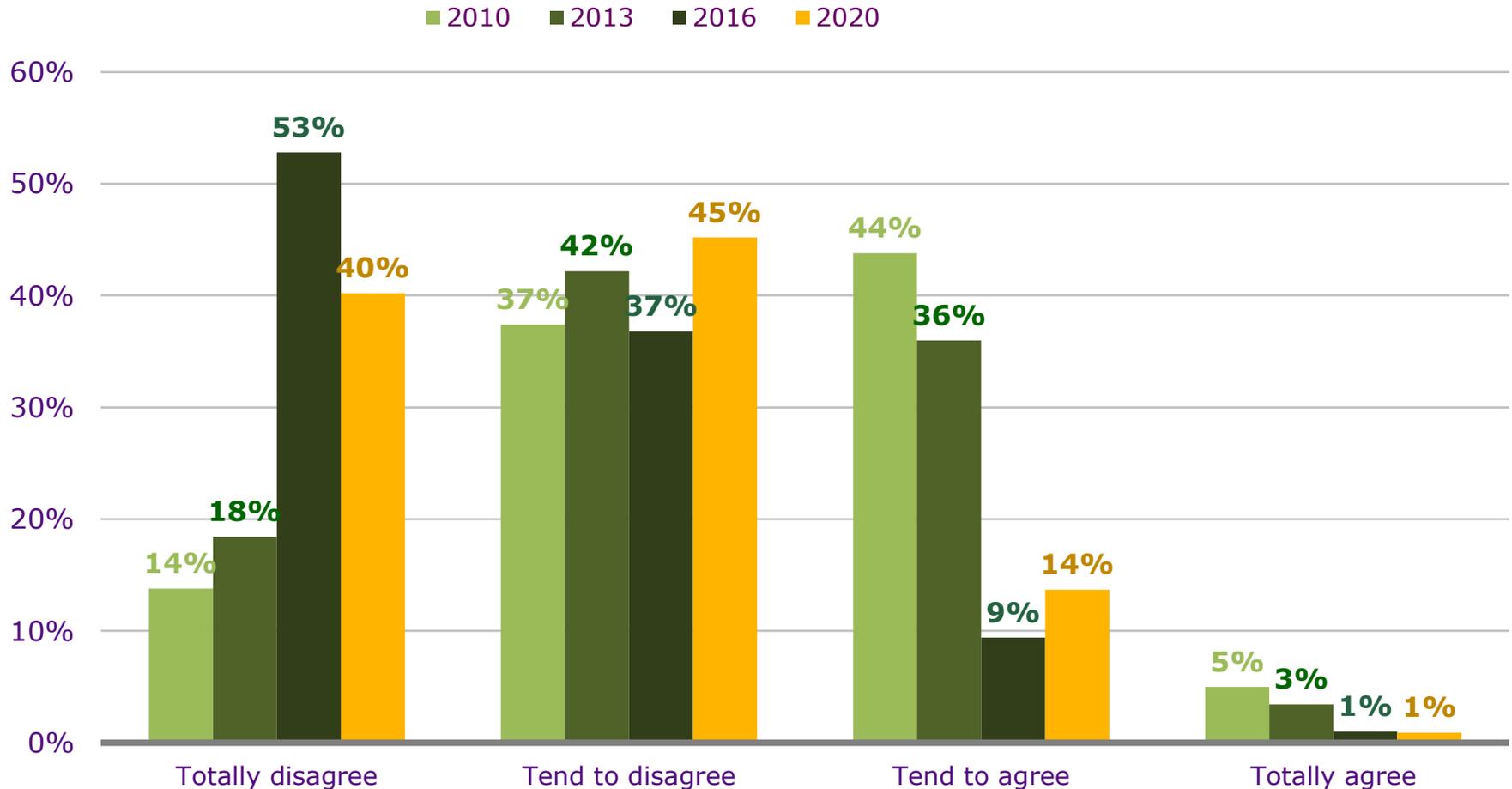
89. In my current job, I carry out my work as I think best



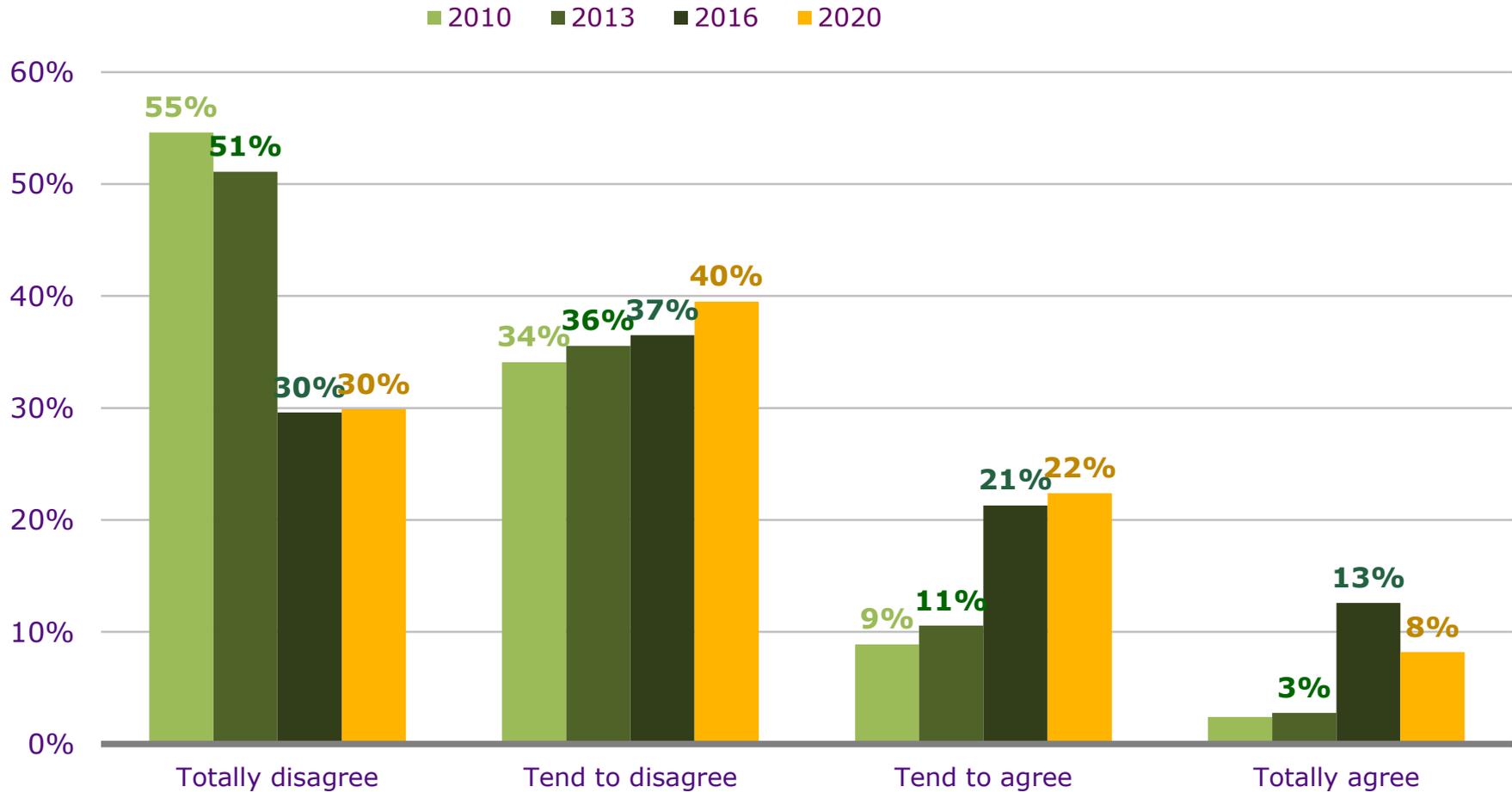
90. I feel like I have to work to meet the assessment criteria laid down by management, and not to meet the requirements of my job



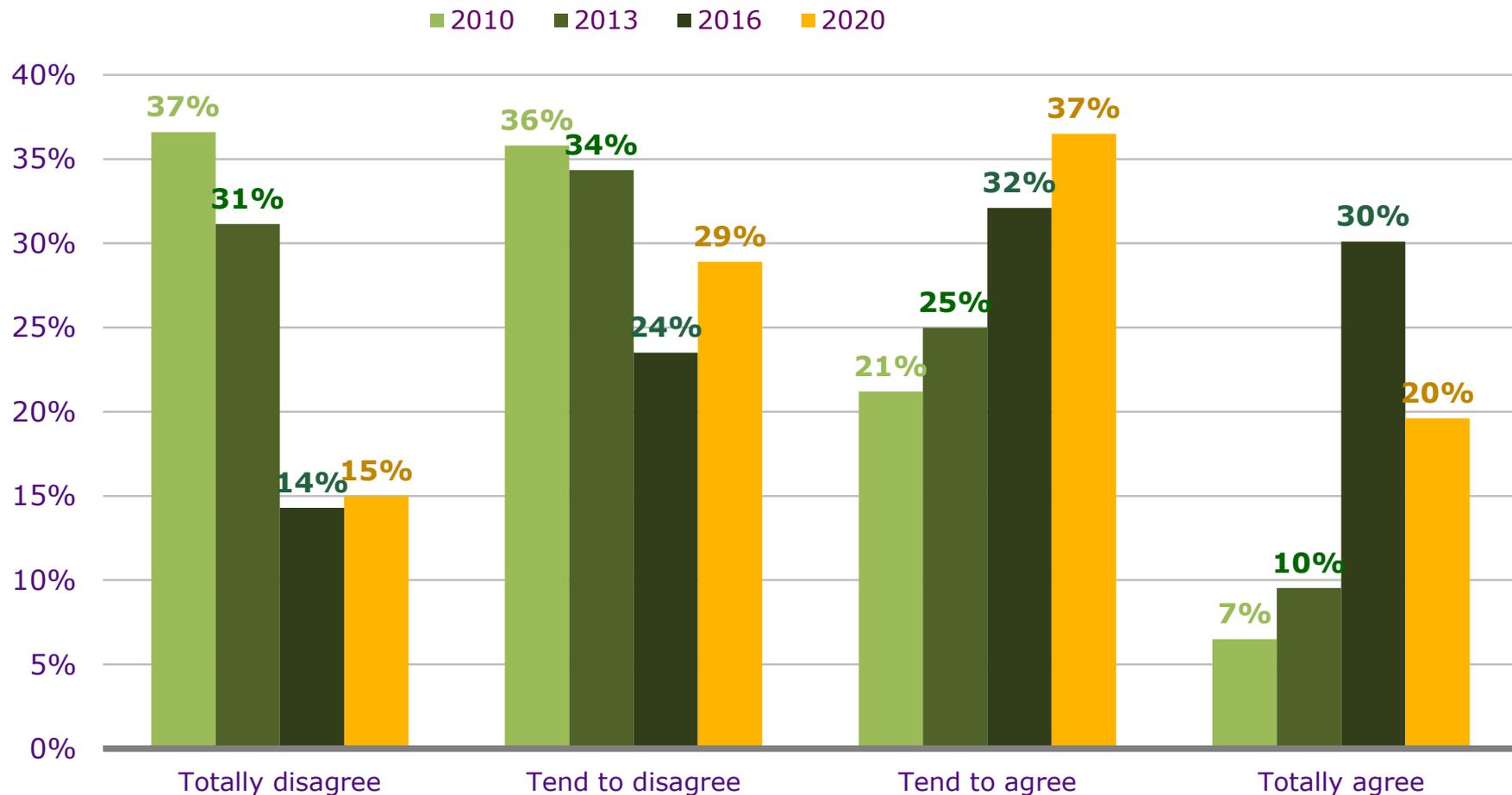
91. I perceive the manner in which the EPO functions (work organisation, distribution of power, HR management, etc.) to be fair



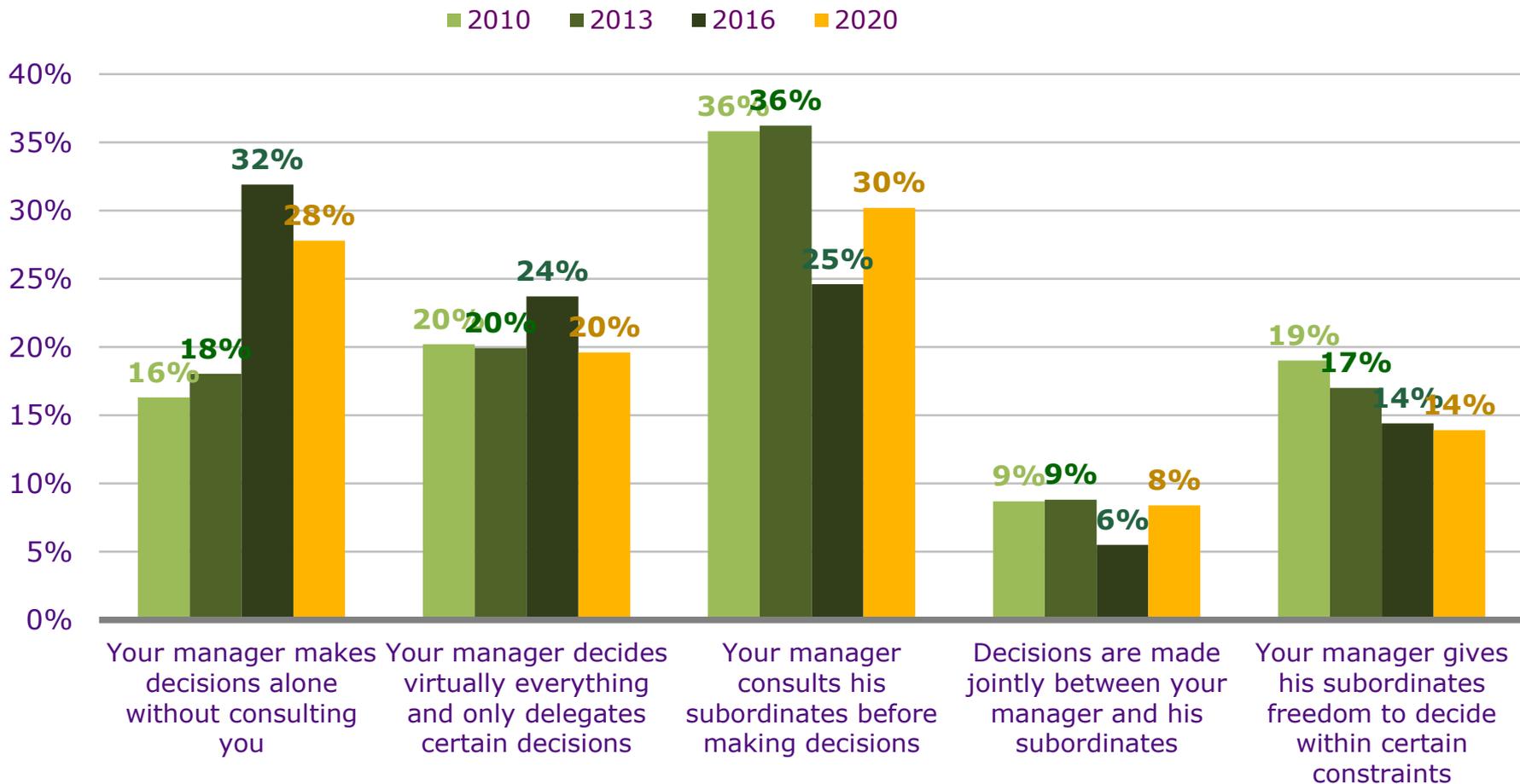
92. In my job, I am forced to do things with which I disagree from a moral perspective



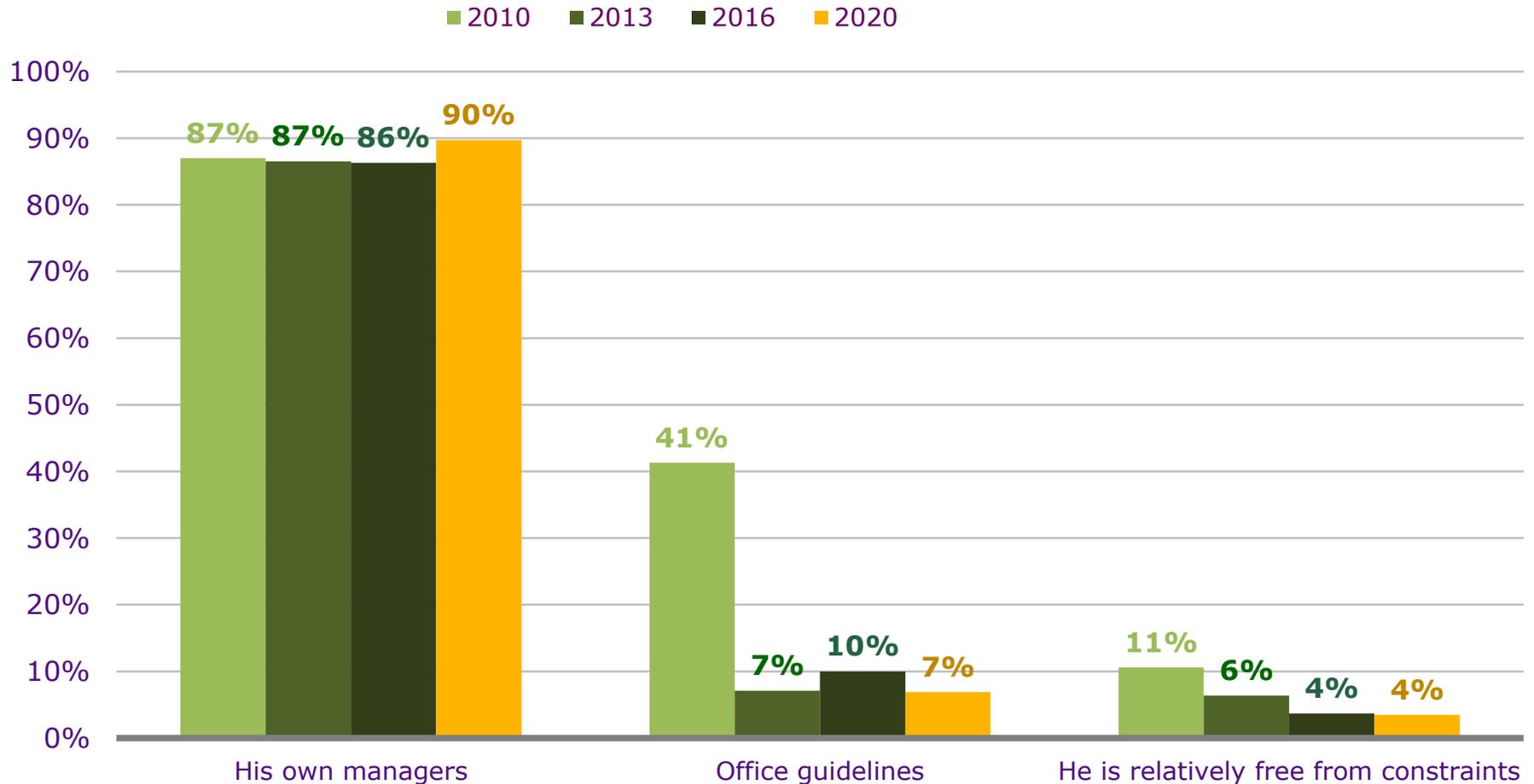
93. In my job, I notice decisions and practices which go against my personal values



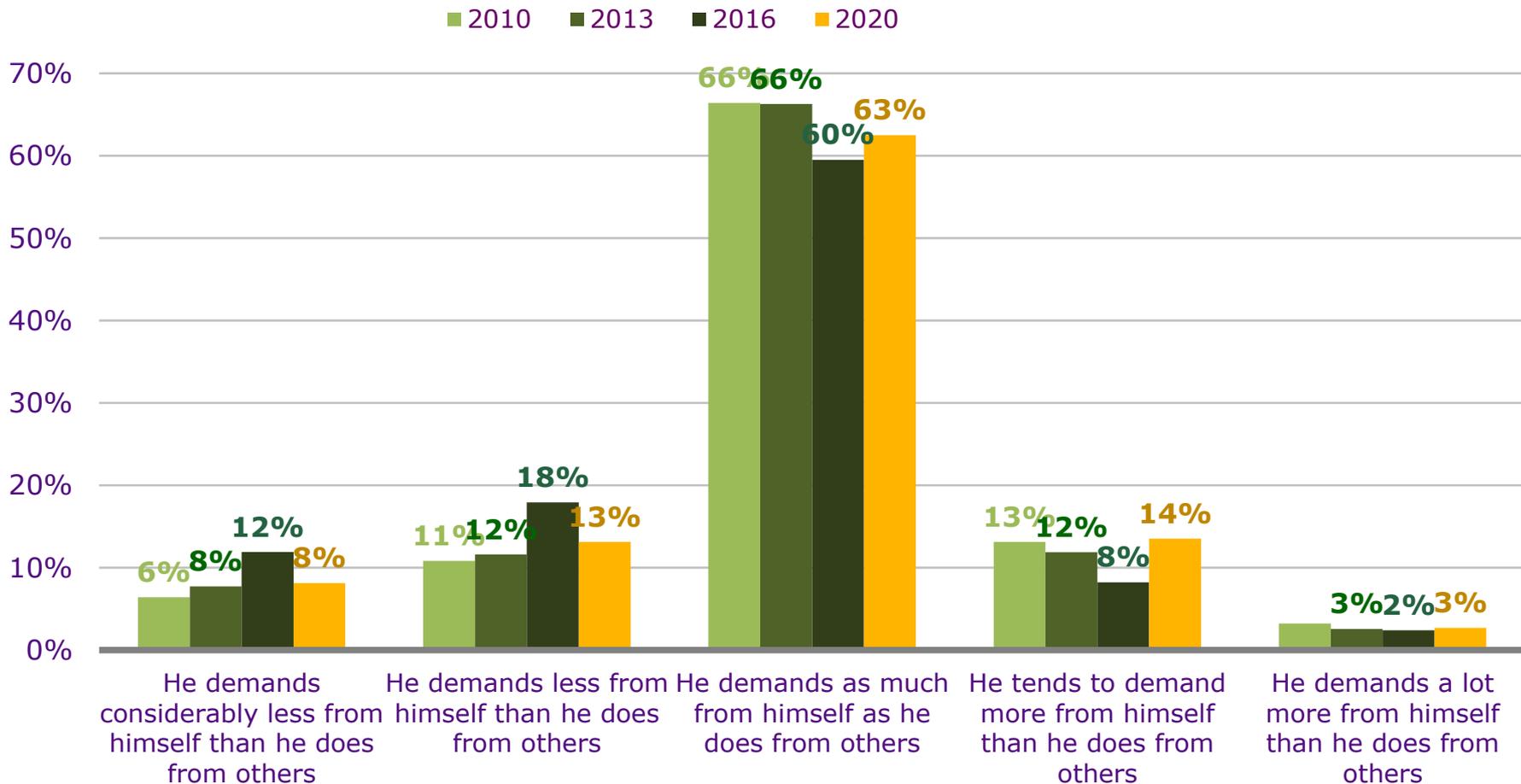
94. How does your manager make decisions?



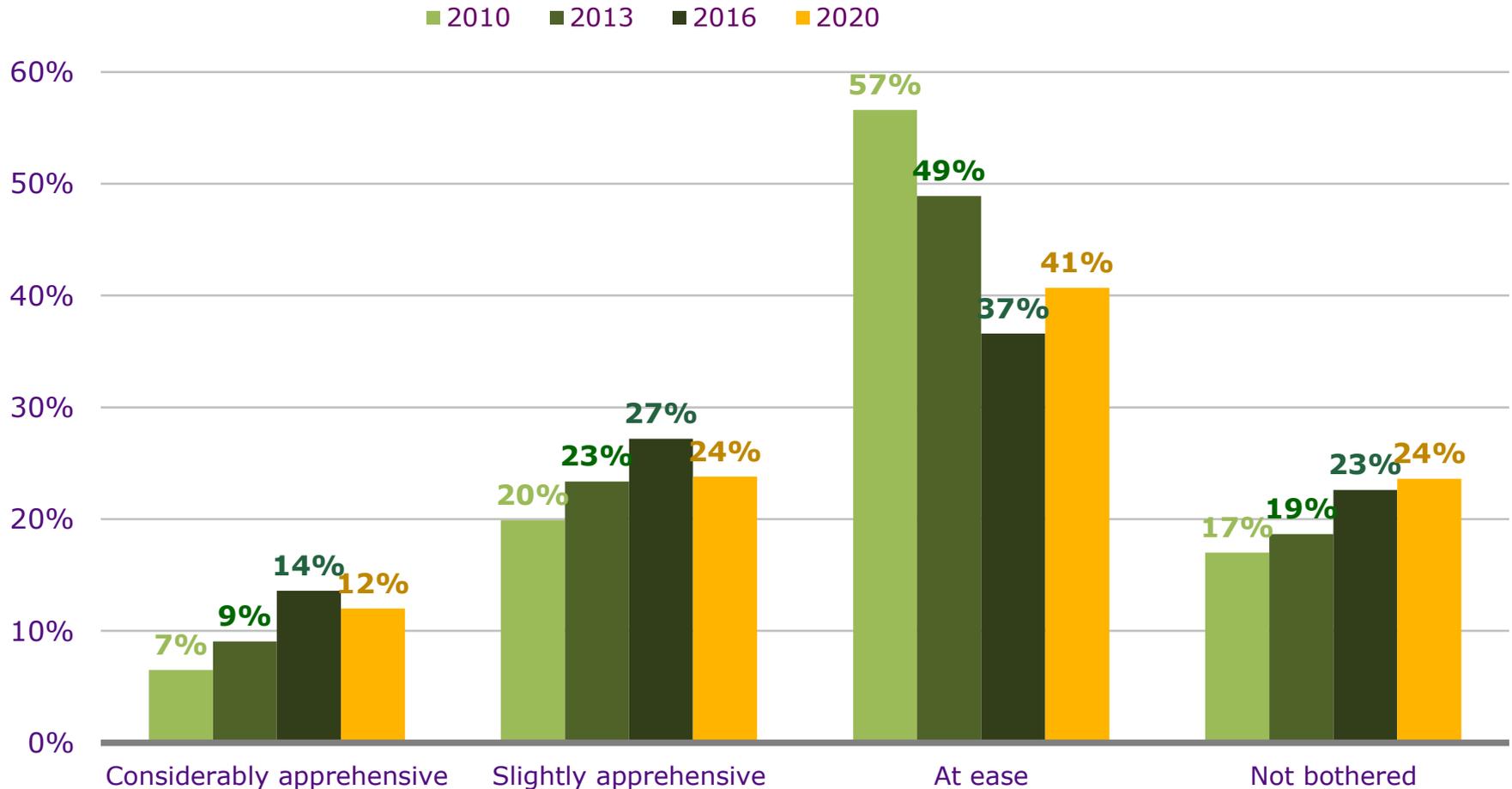
95. Do you think that your manager is himself subject to constraints imposed by:



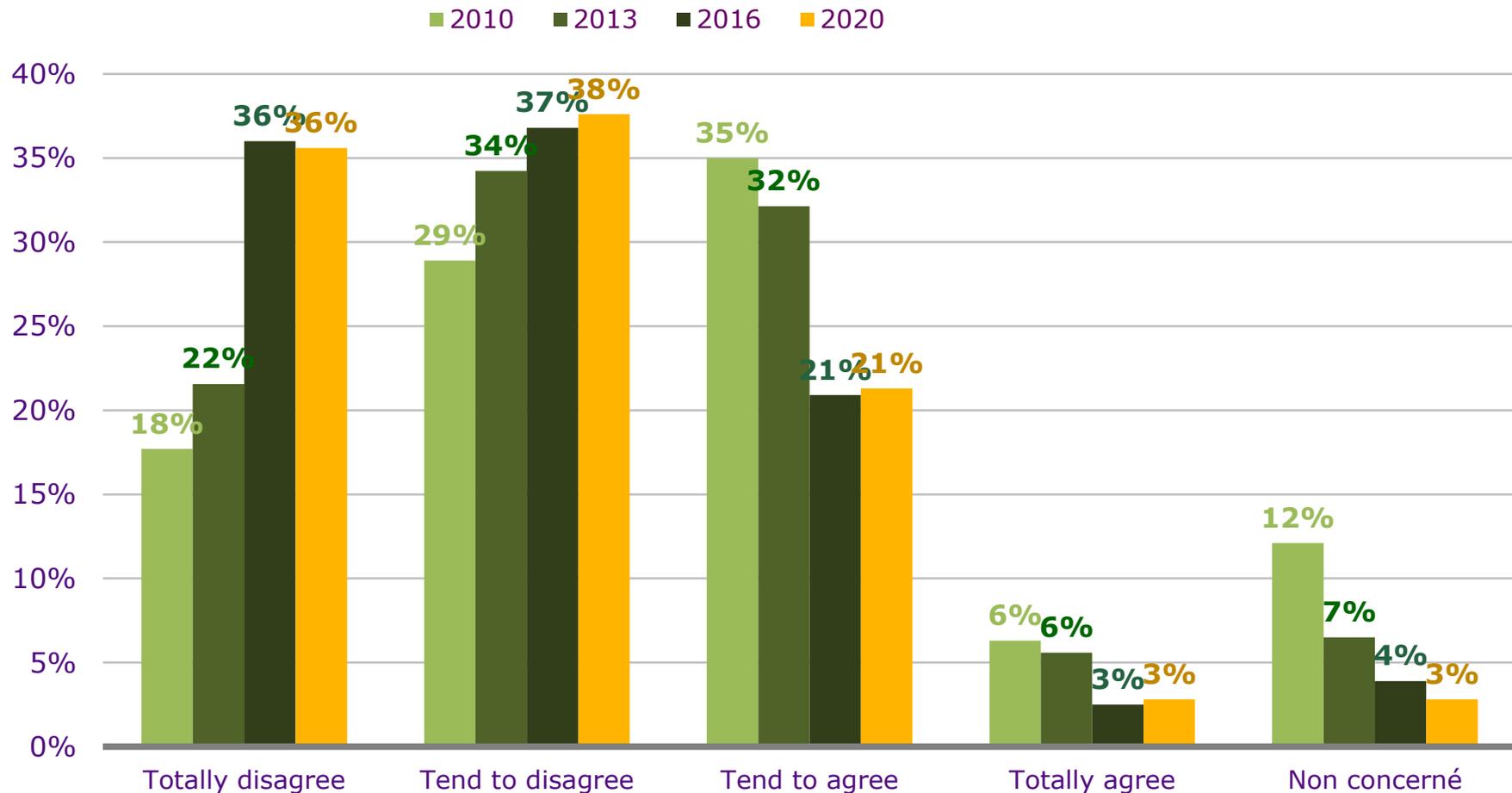
96. Generally, do you think that your manager demands as much from himself as he does from you?



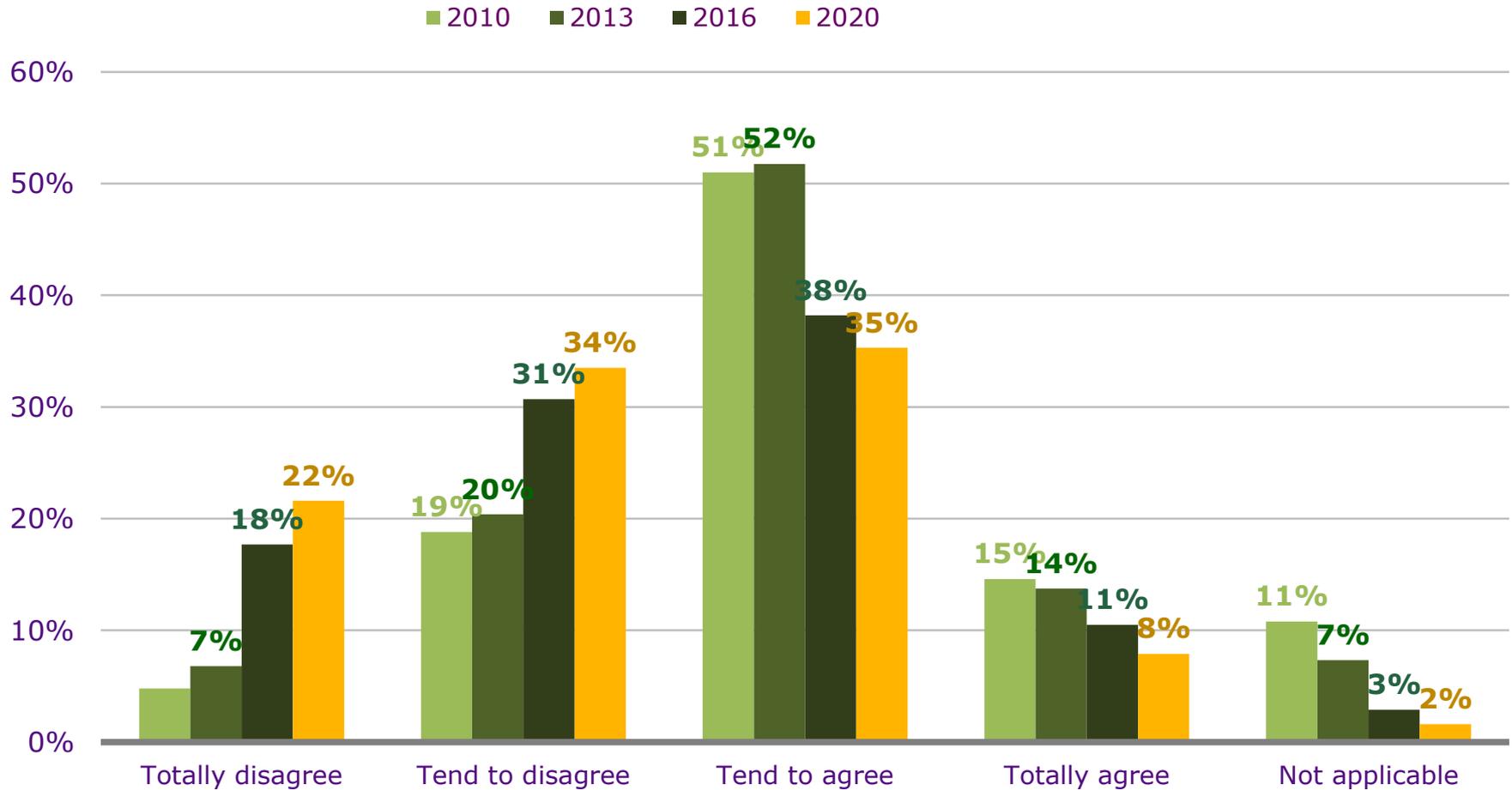
97. How do you feel about the assessment interviews (reporting interviews)?



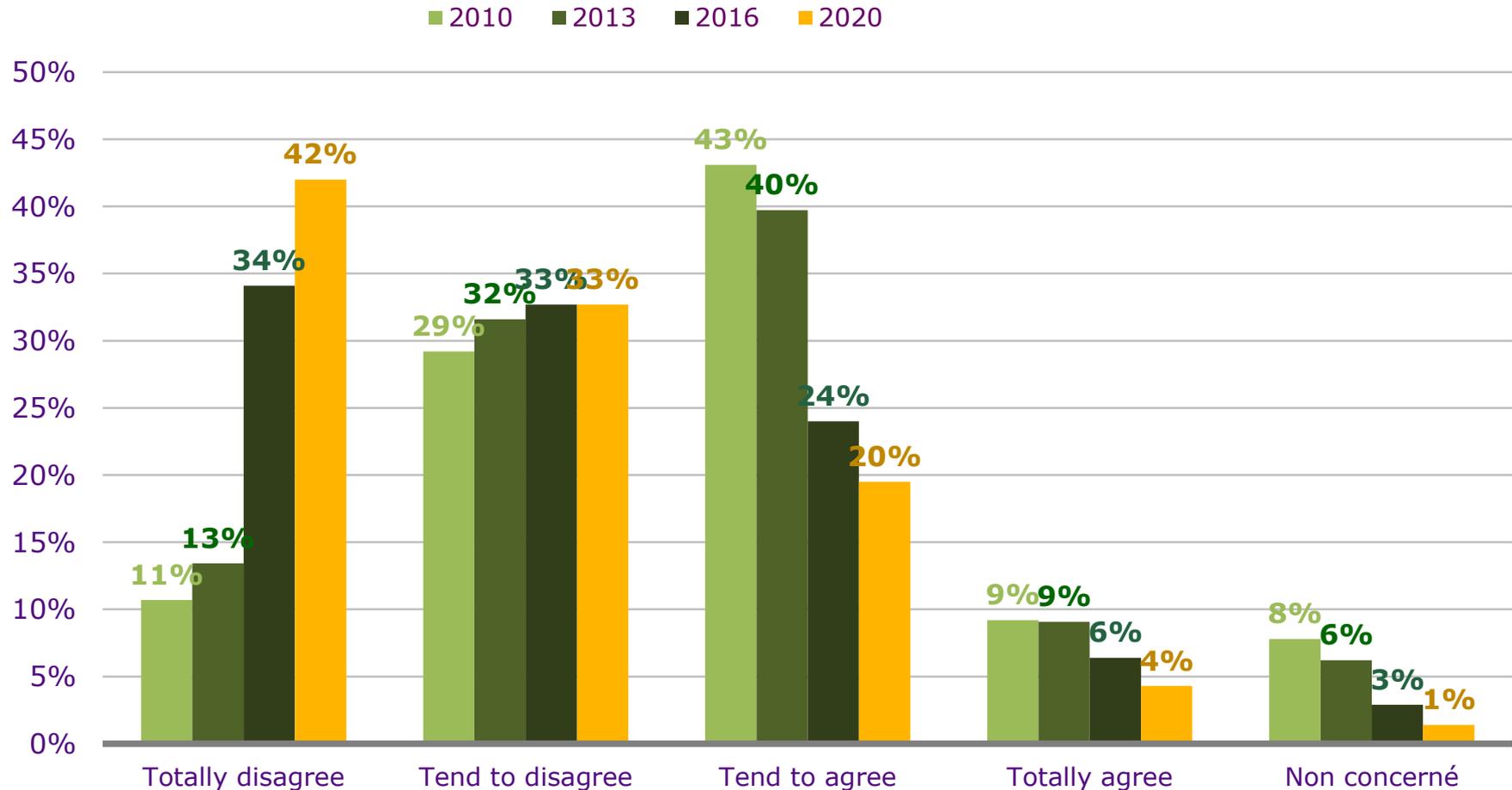
98. In your view, the staff reporting procedure helps you to understand your work



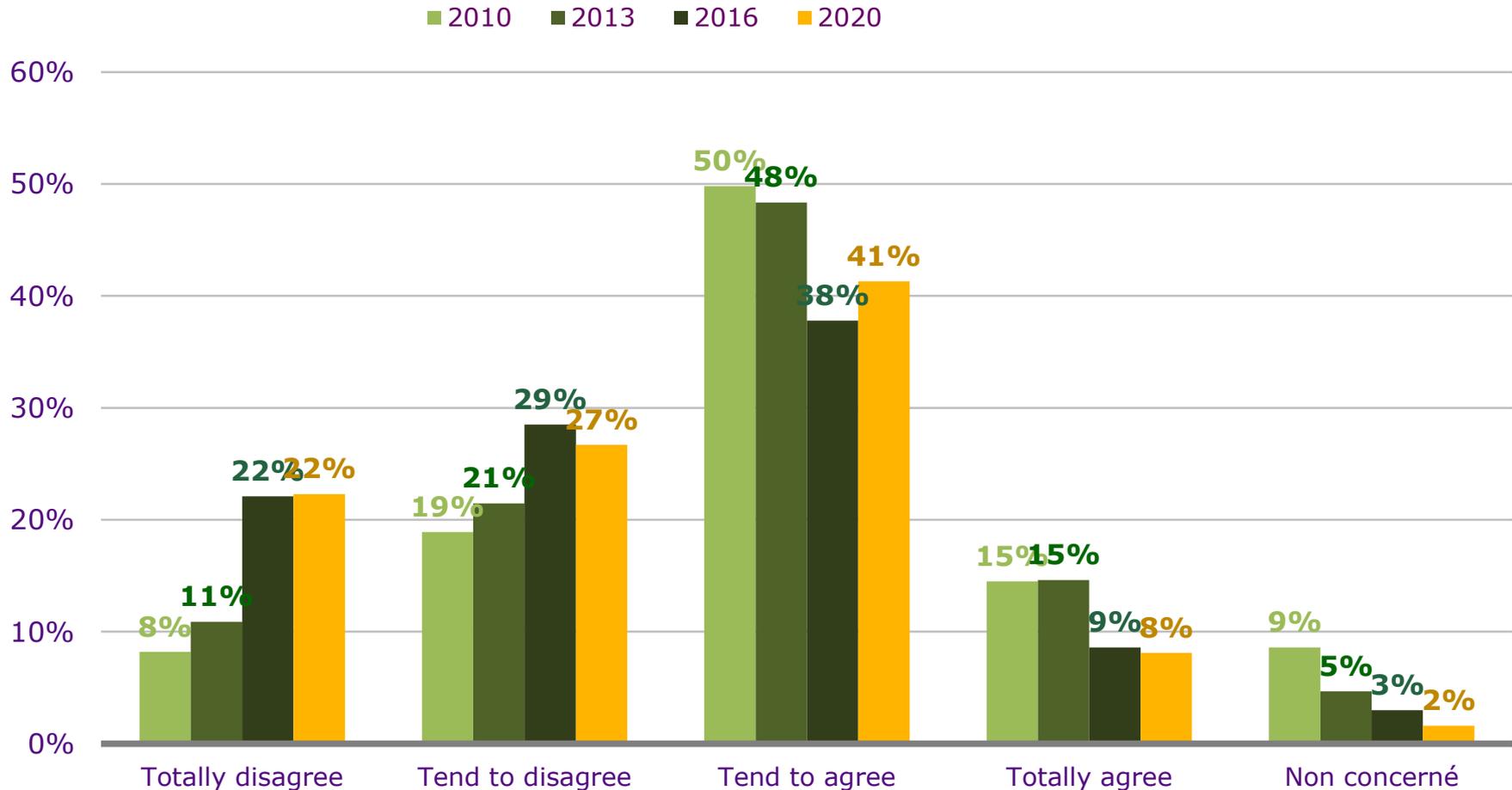
99. In your view, the objectives set during your assessment are attainable



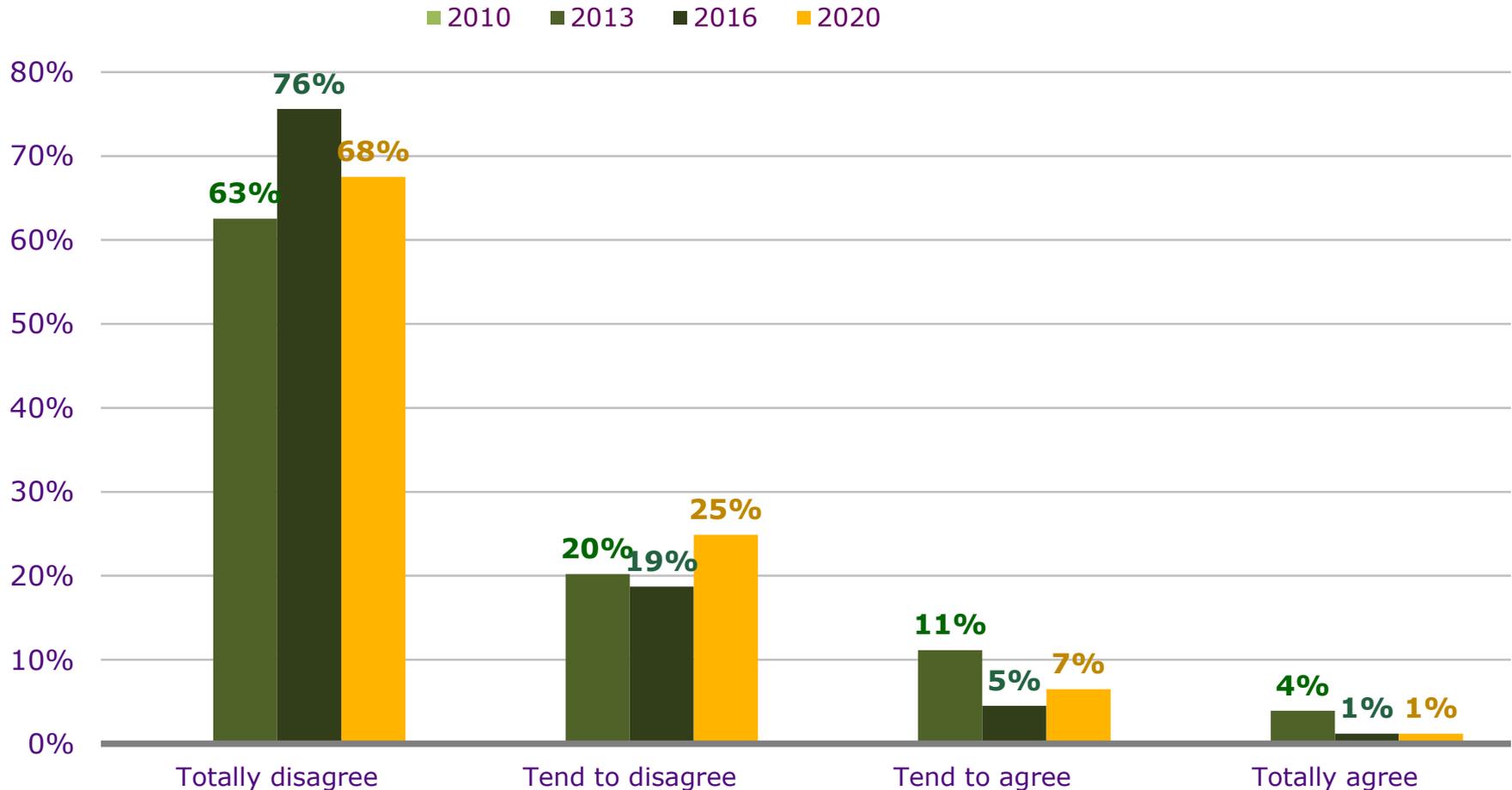
100. You consider you have the opportunity to negotiate your objectives and to organise your work



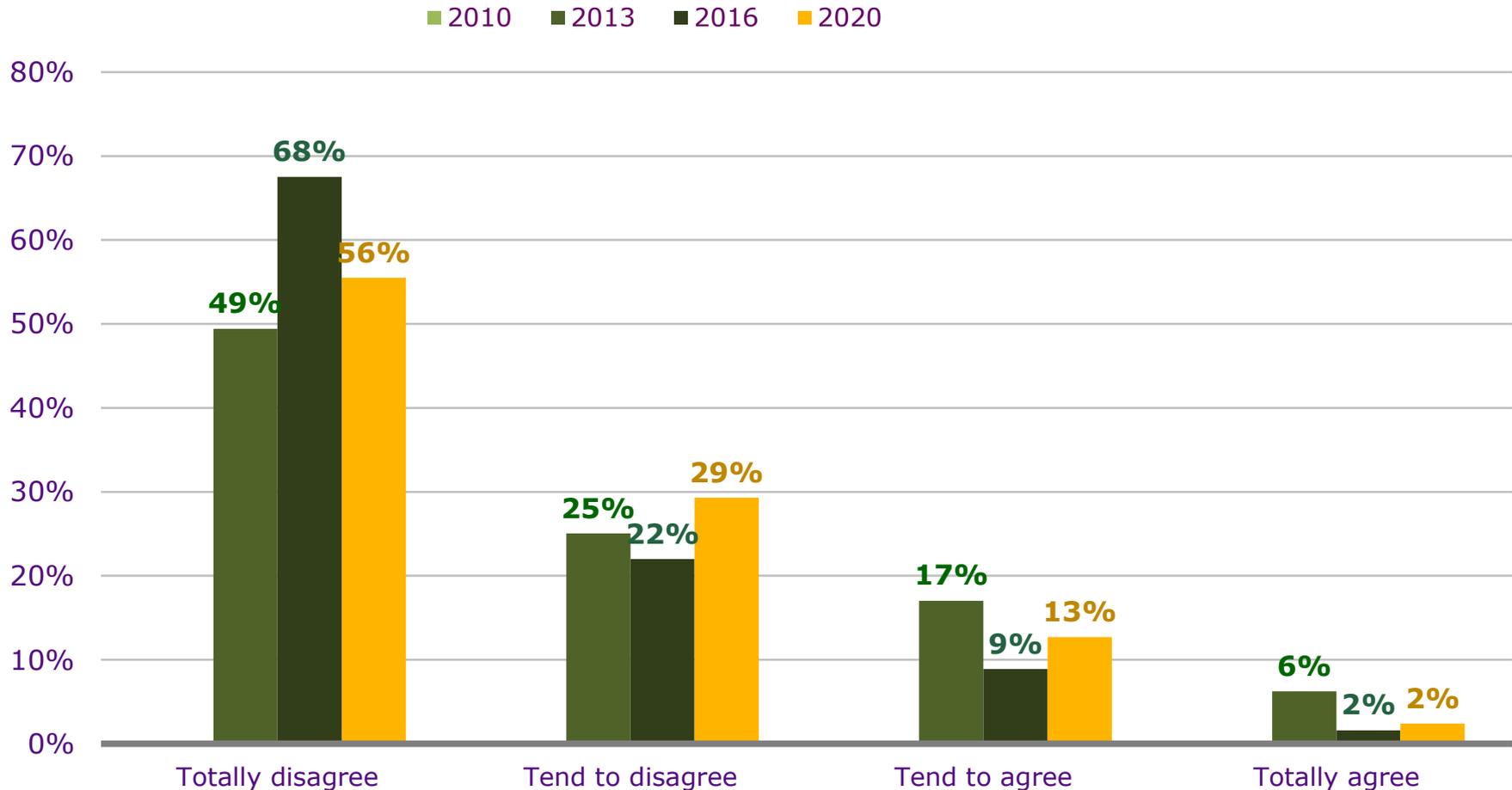
101. In your view the assessment procedure is an opportunity to express your point of view and your aspirations



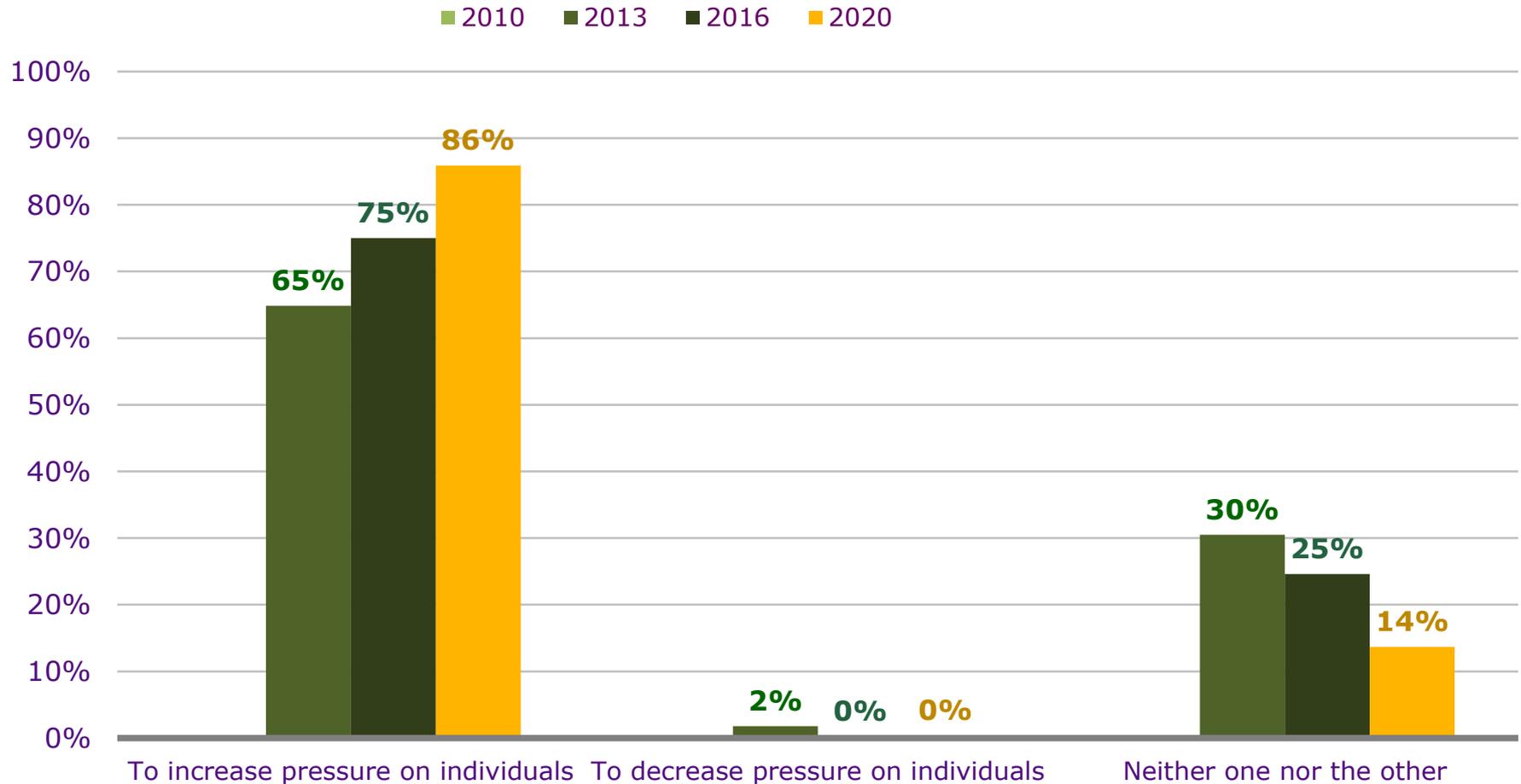
102. Do you consider that the introduction of a performance-related bonus at the level of the individual employee is a good thing for the quality of the work produced by the European Patent Office?



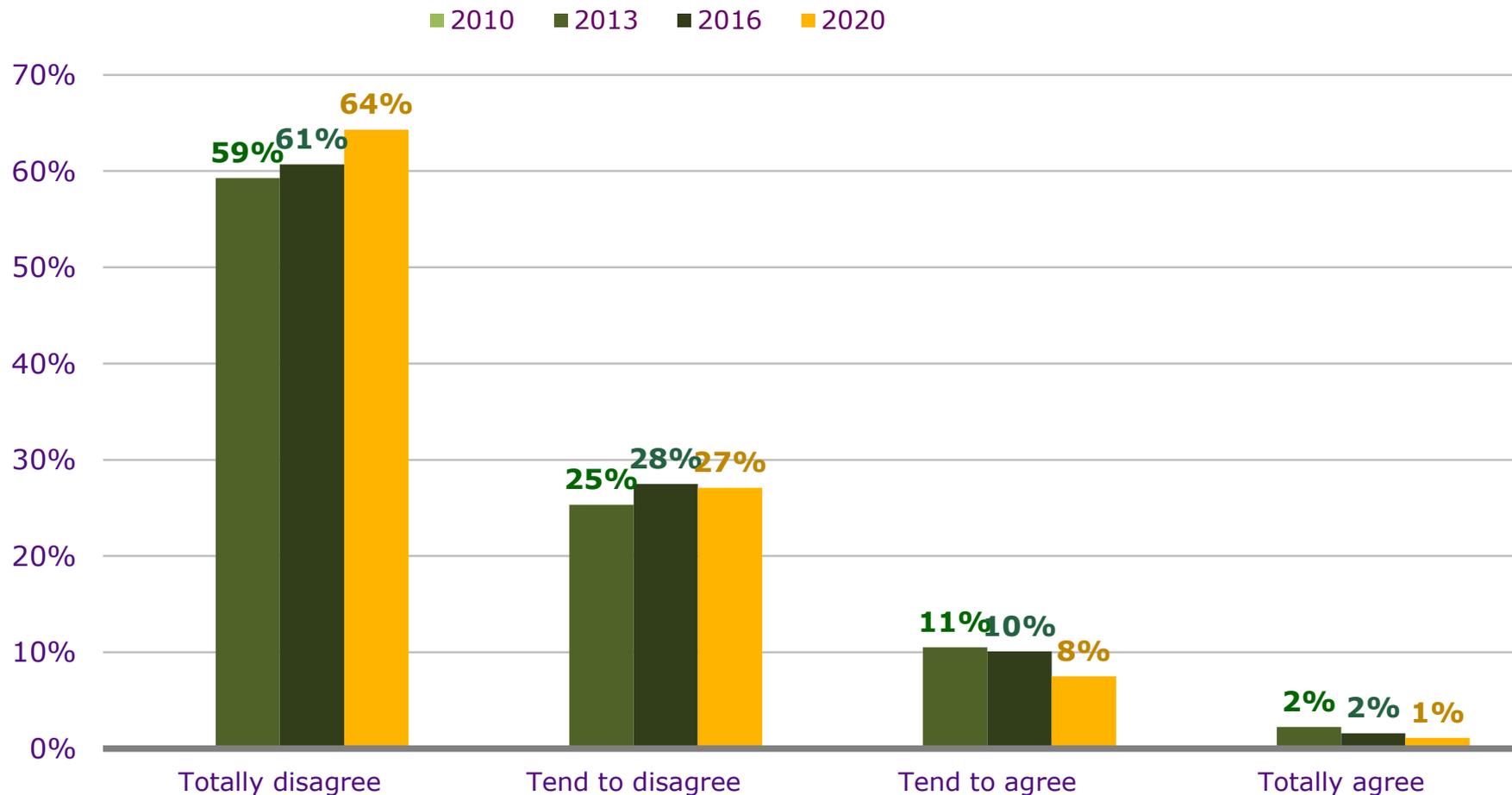
103. Do you consider that the introduction of a performance-related bonus at the level of the individual employee is a good thing for your own professional situation?



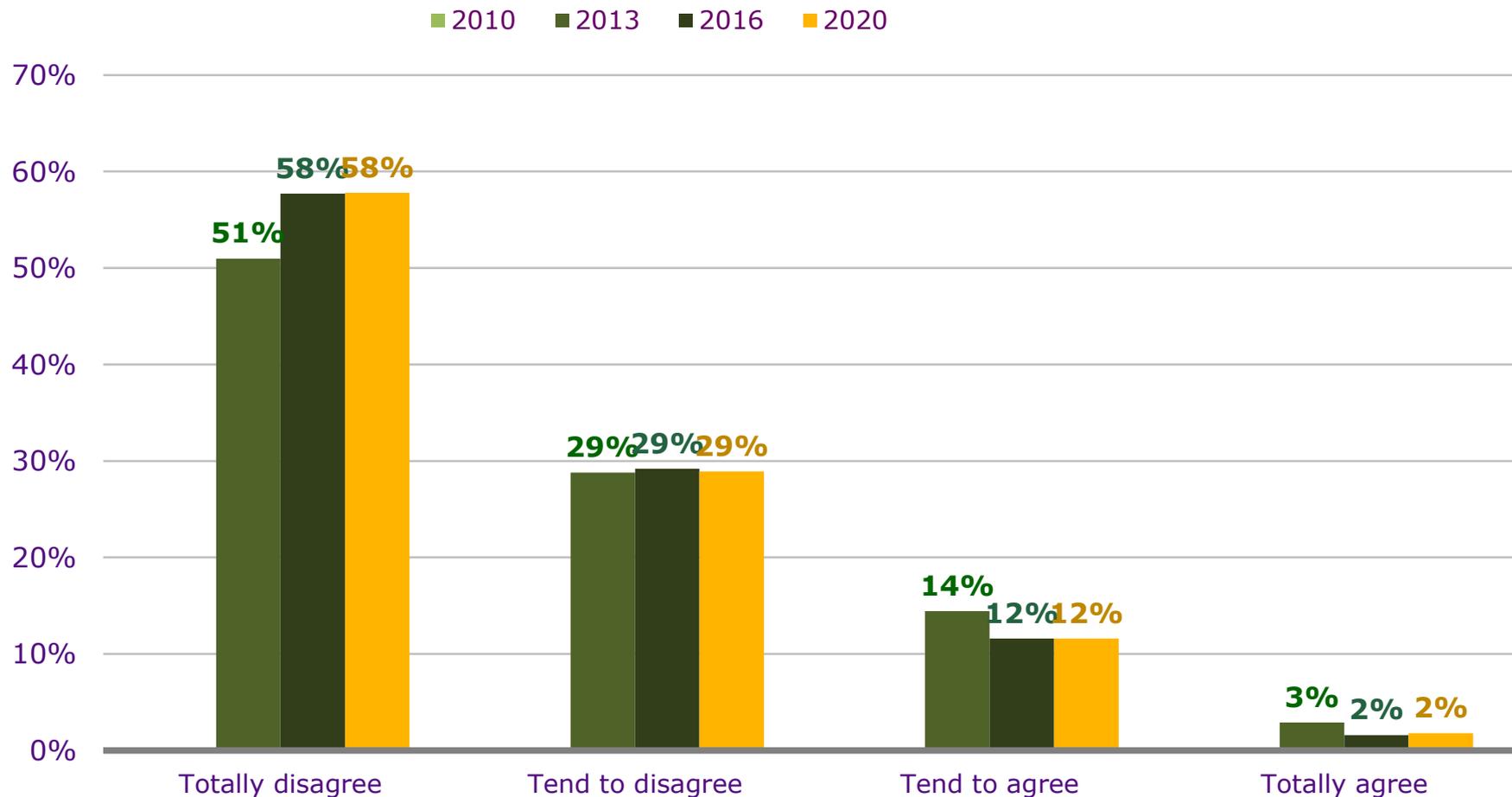
104. The individual assessment and the allocation of annual individual rewards generates:



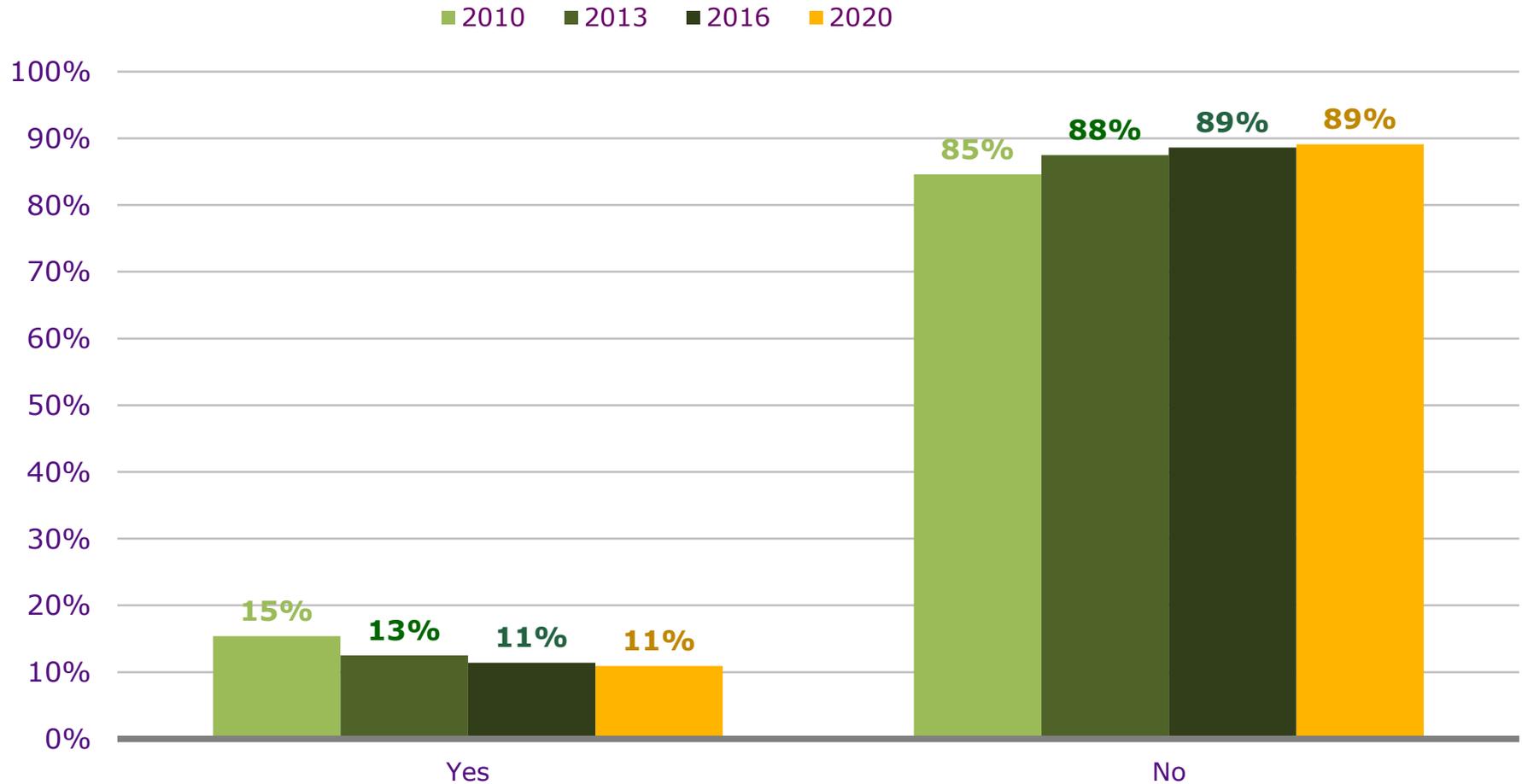
105. Do you consider that the removal of the automatic step progression and its replacement by a step advancement decided unilaterally by management is a good thing for the quality of the work produced by the European Patent Office?



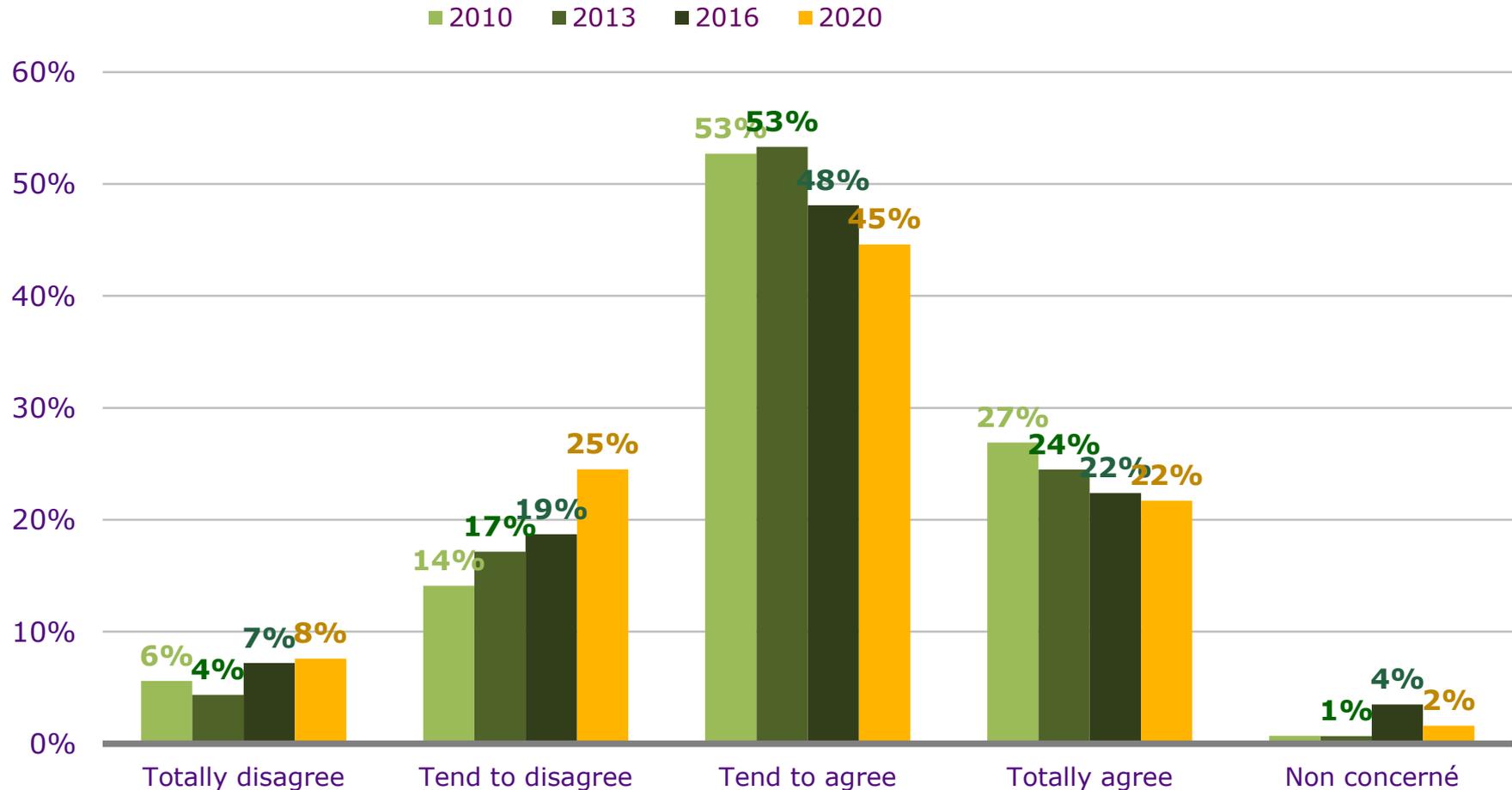
106. Do you consider that the removal of the automatic step progression and its replacement by a step advancement decided unilaterally by management is a good thing for your own professional situation?



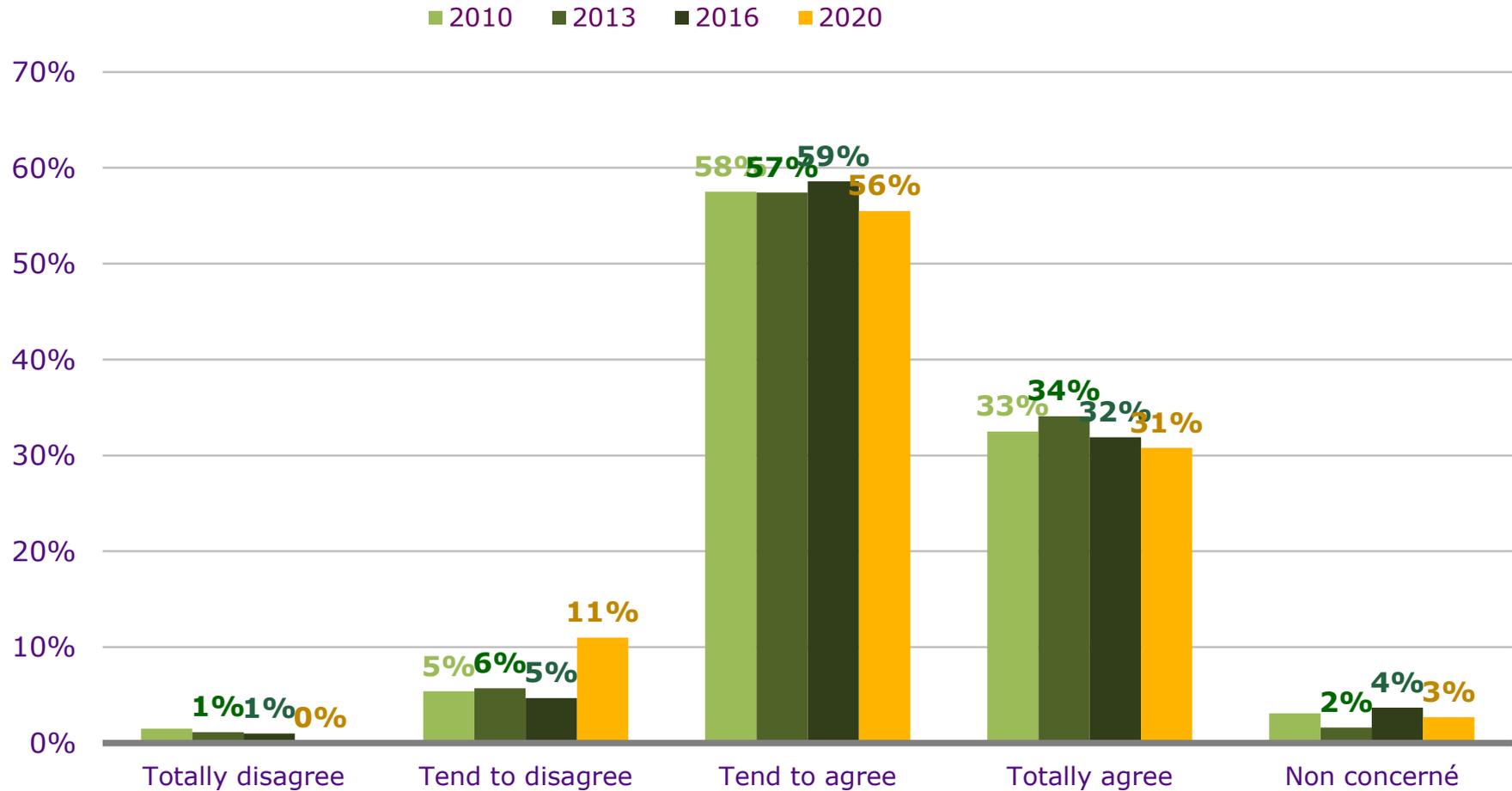
107. Do you supervise other people's work (including supervision of external personnel)?



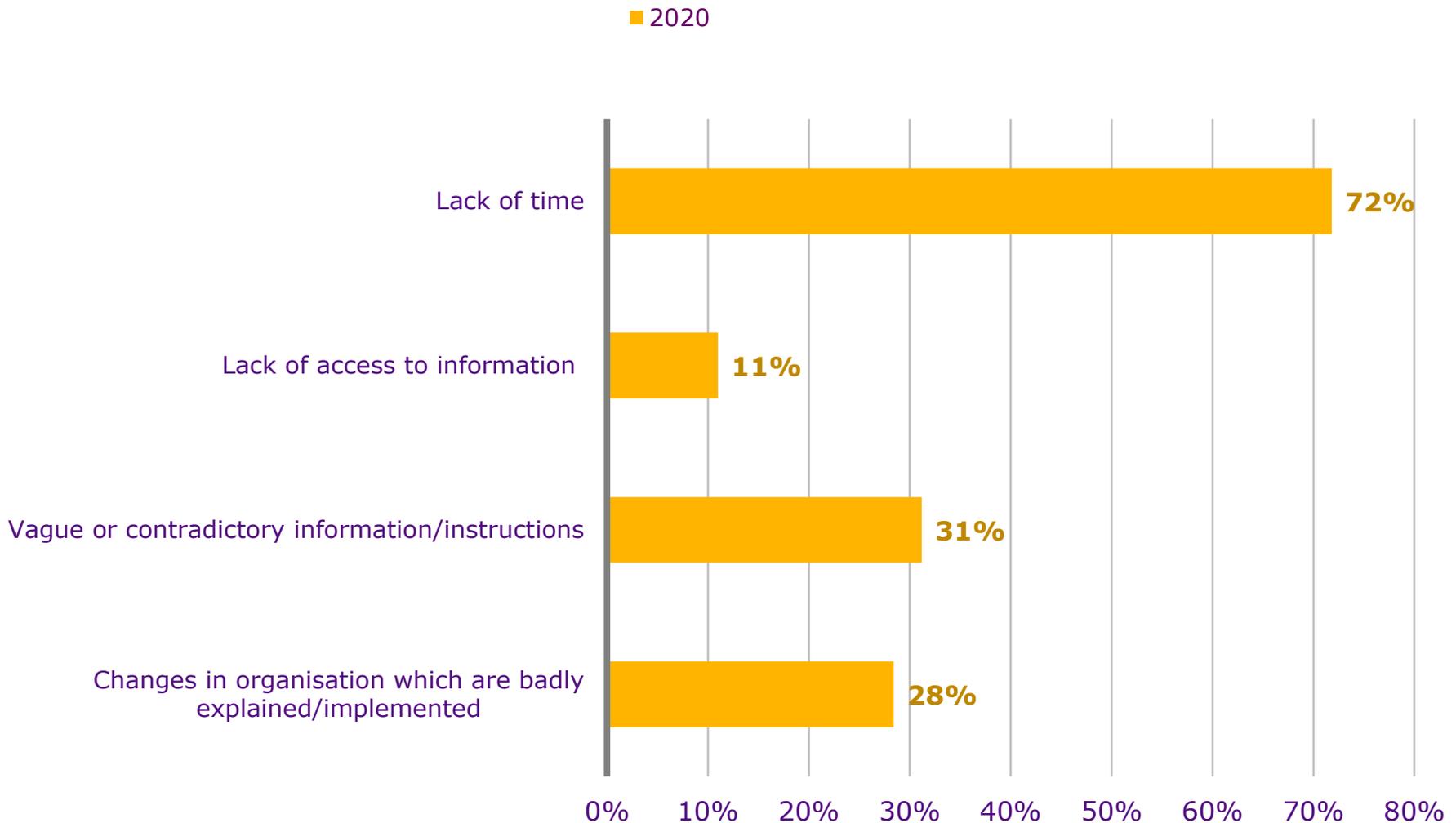
109. You believe that you have the necessary resources and authority to carry out supervision



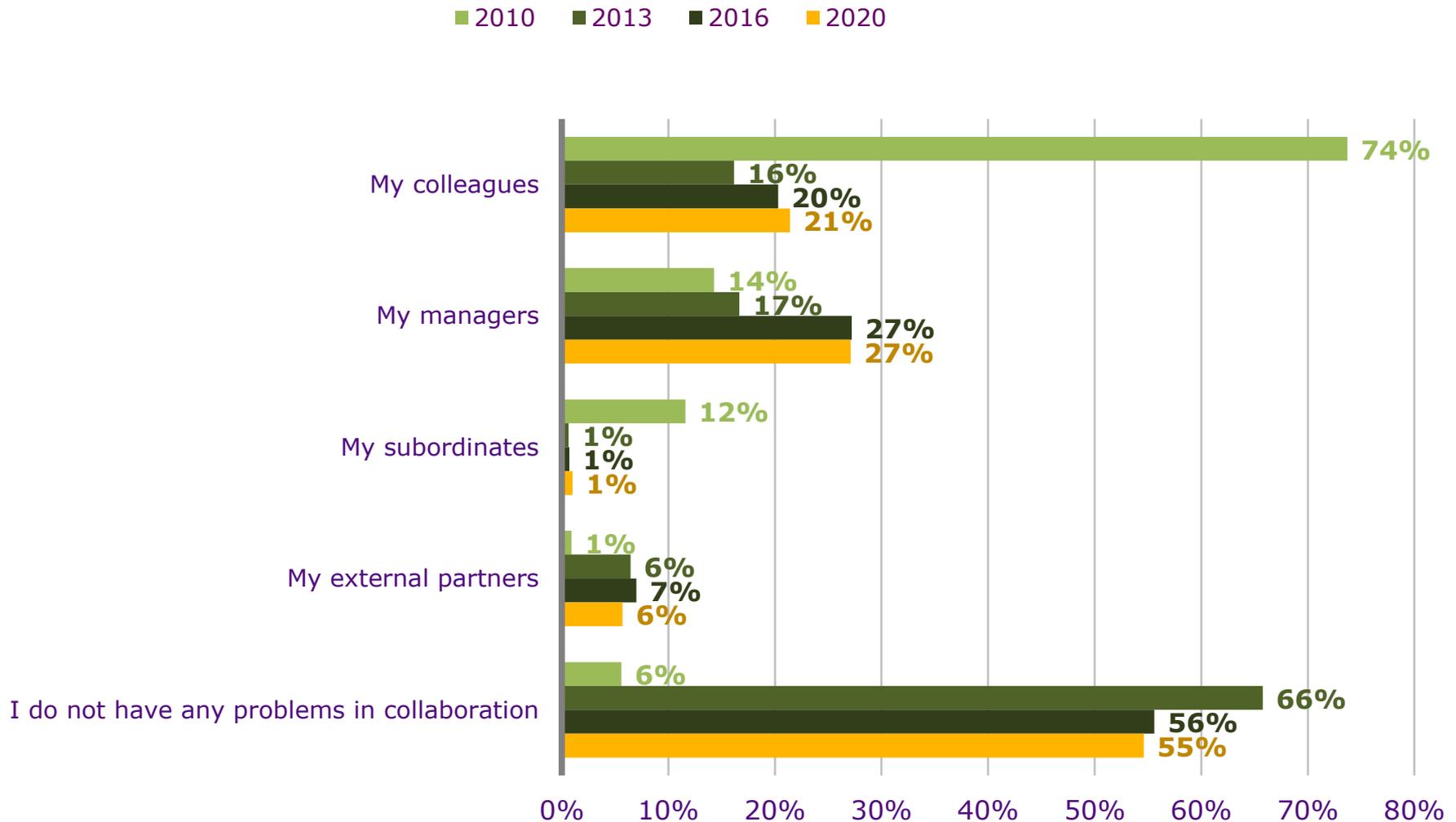
110. You easily manage to get your subordinates to respect your decisions



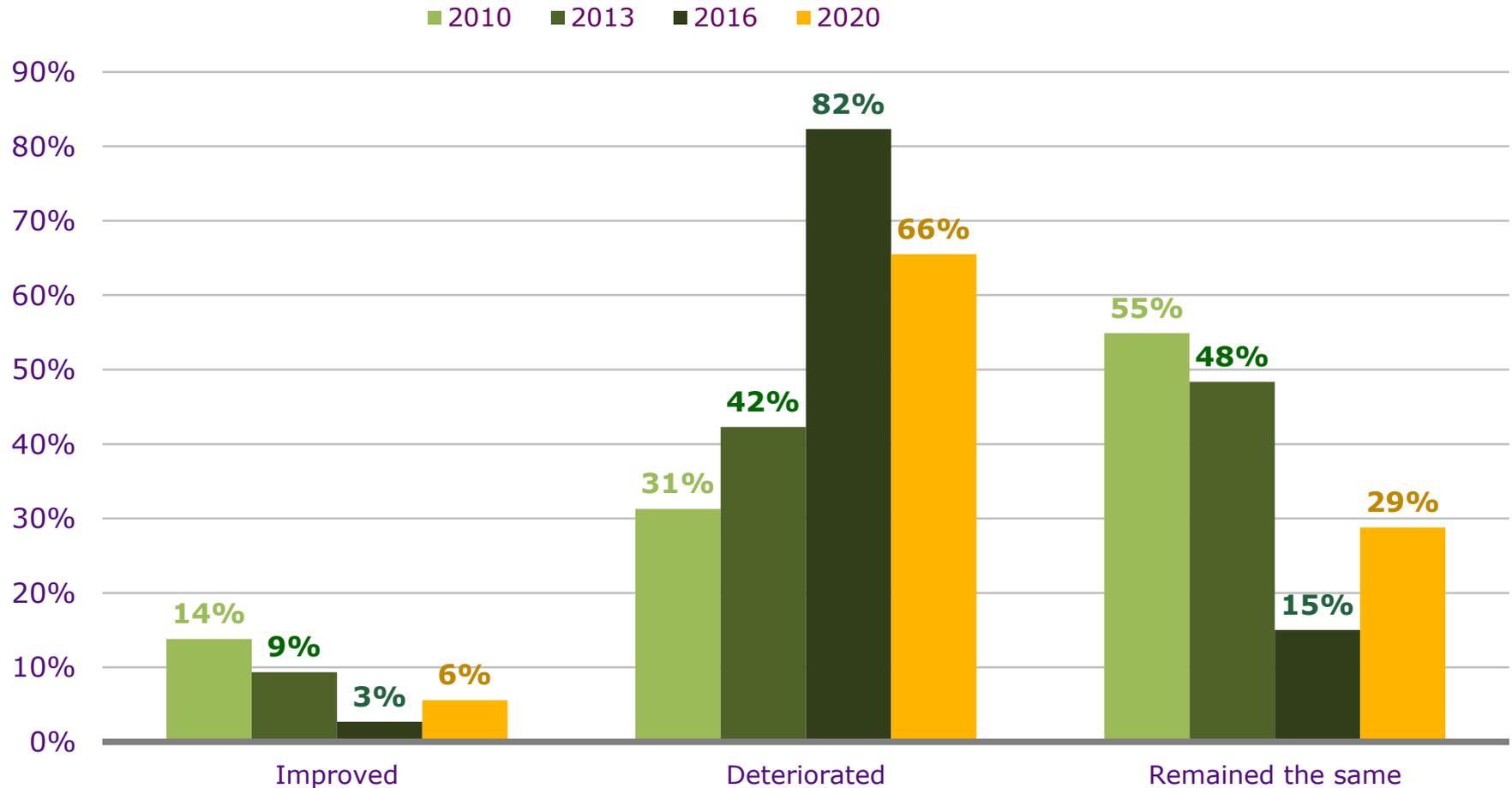
111. Frequently I am unable to carry out my work correctly because of the following:



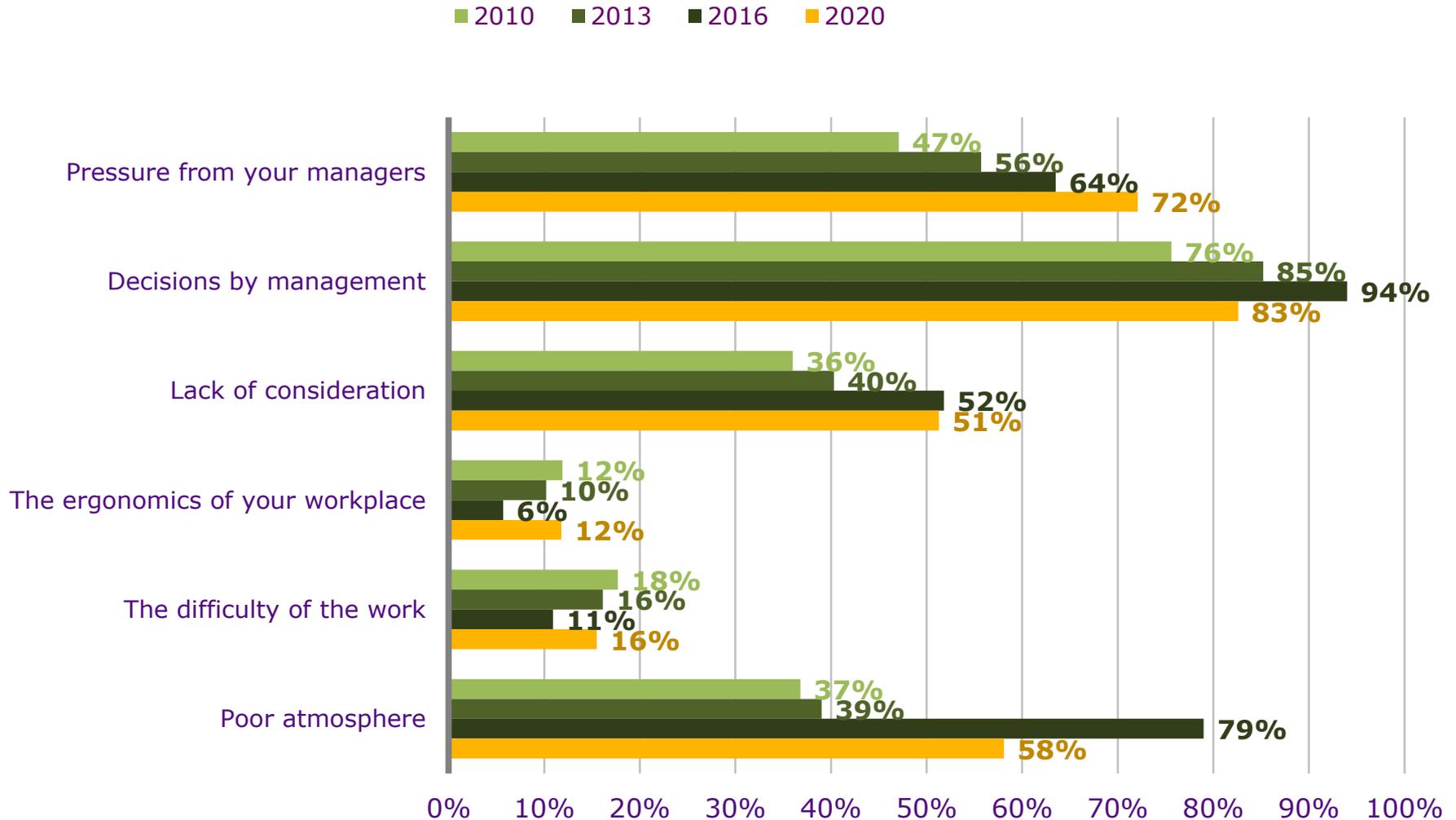
112. The main problems in collaboration arise with:



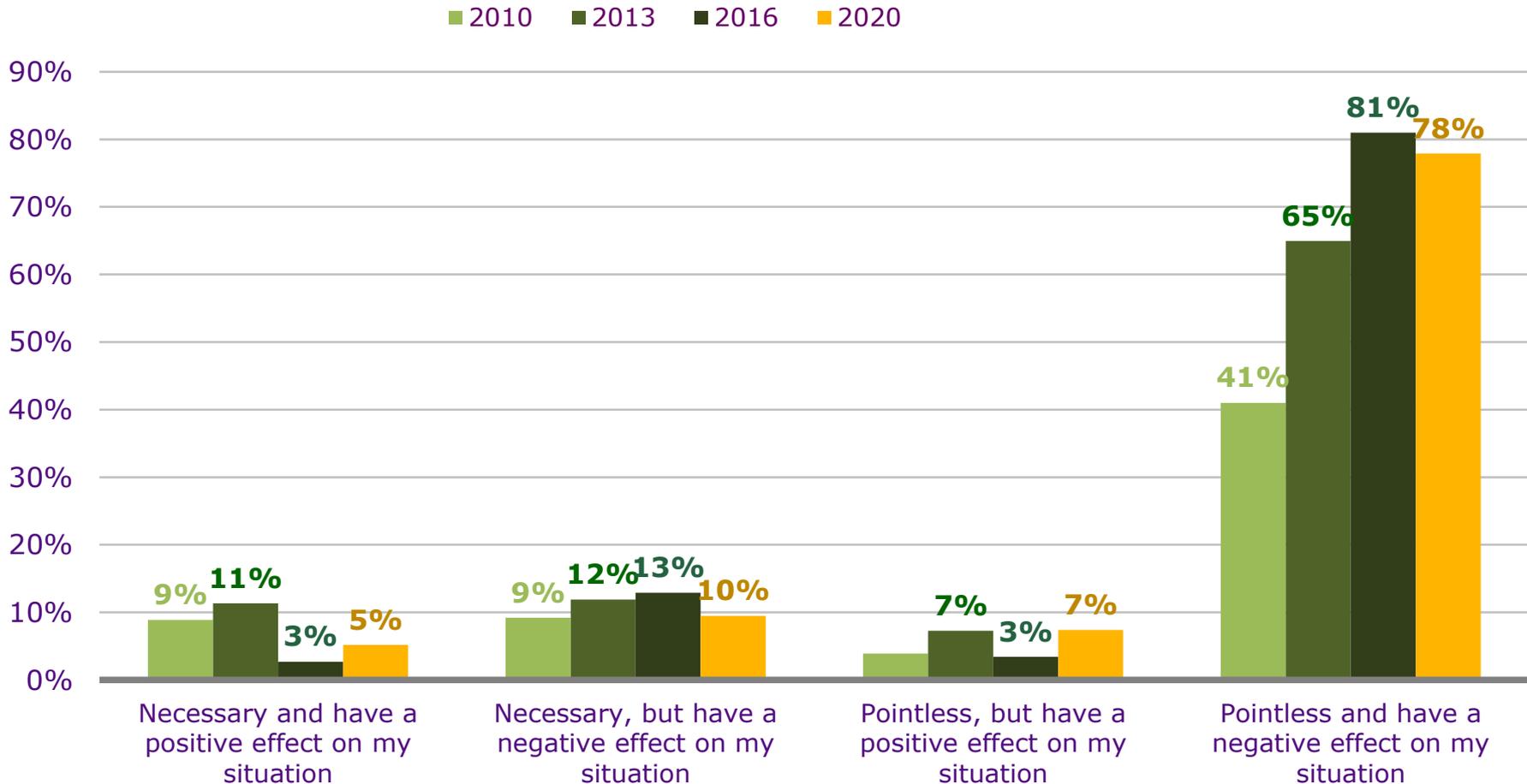
113. In the last three years, your working conditions have:



114. In your view, your working conditions have deteriorated because of:

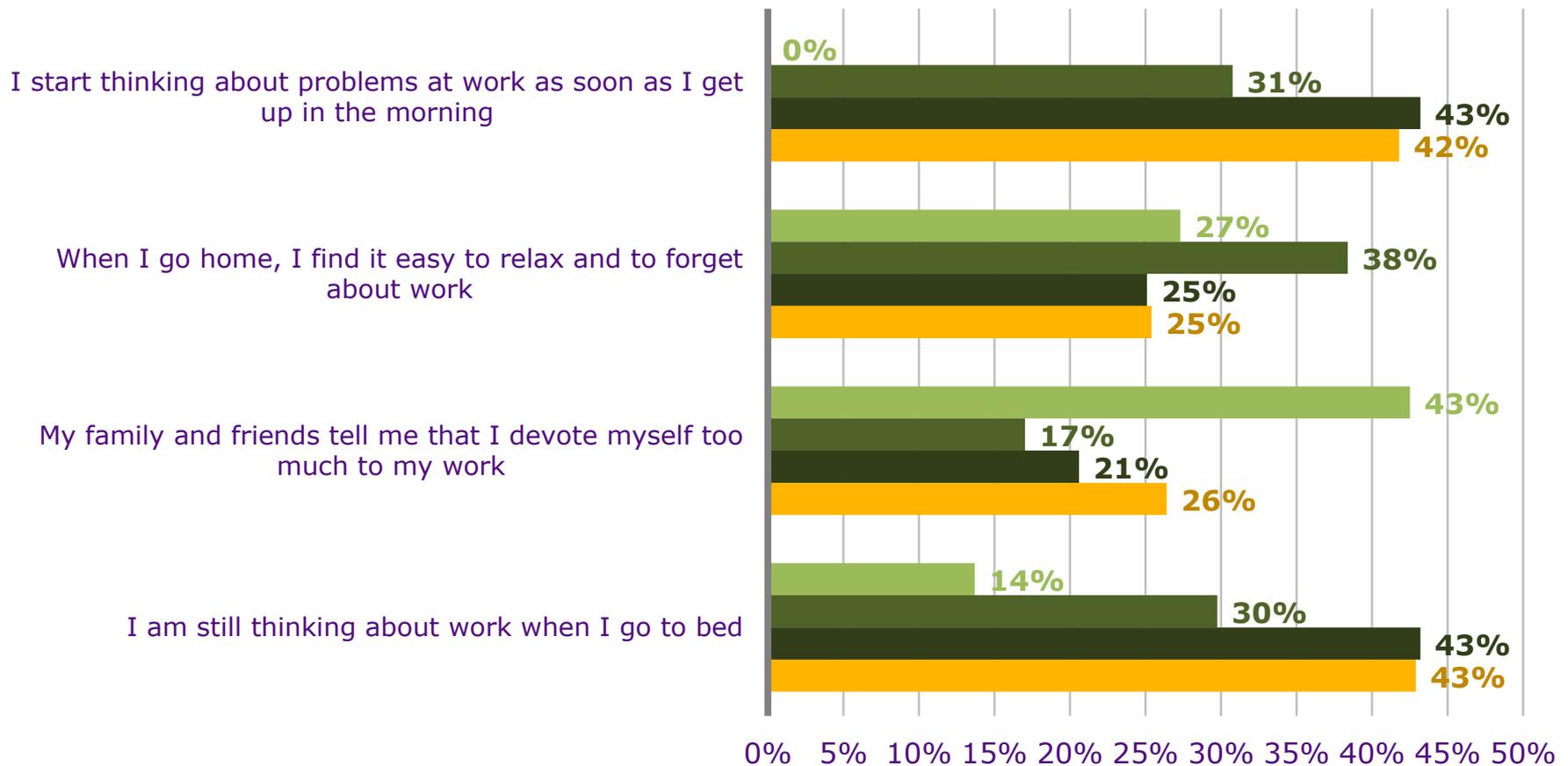


115. In your view, the continual reorganisation and restructuring over recent years are:

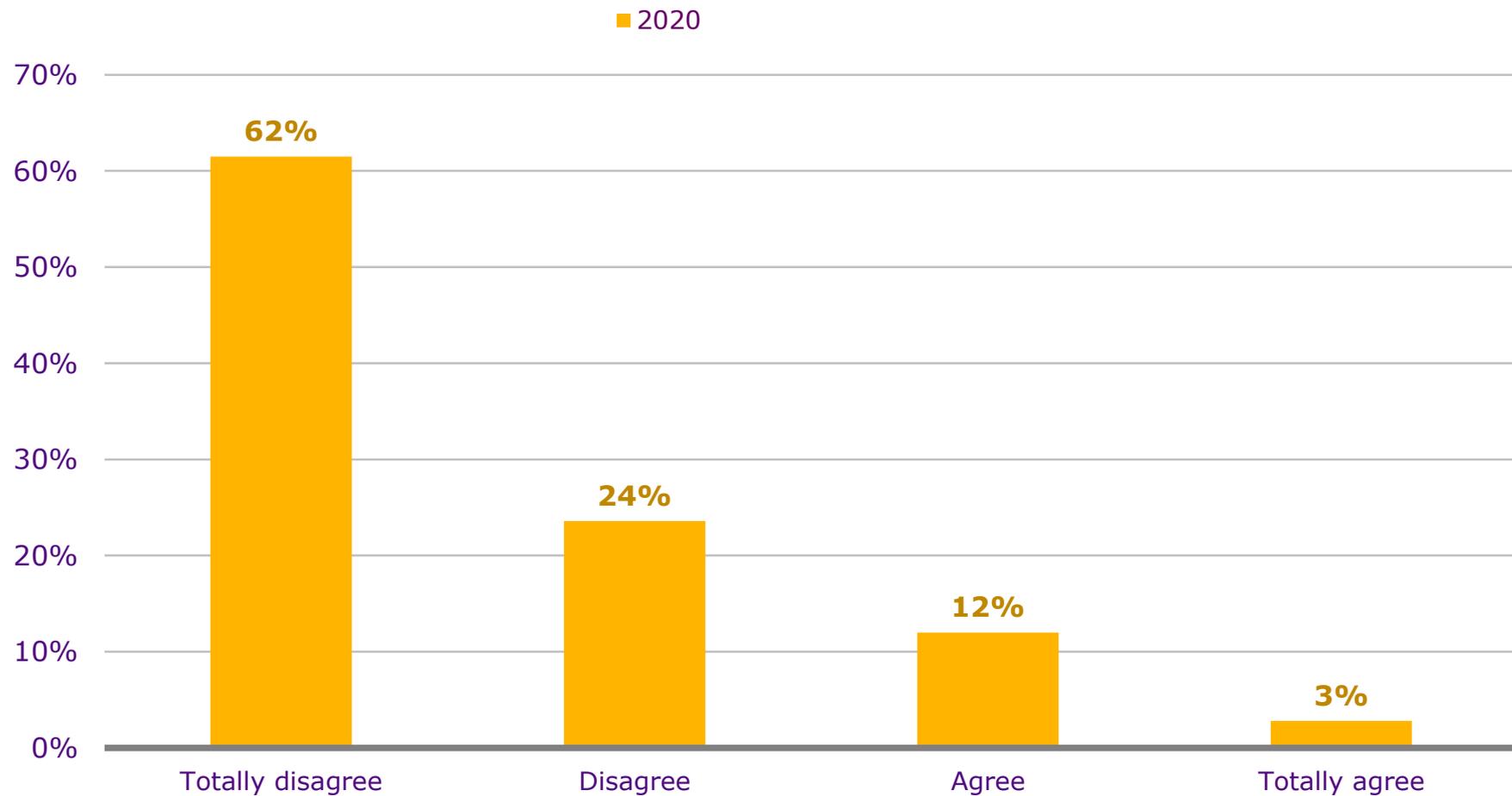


116. My dedication to my work often means that:

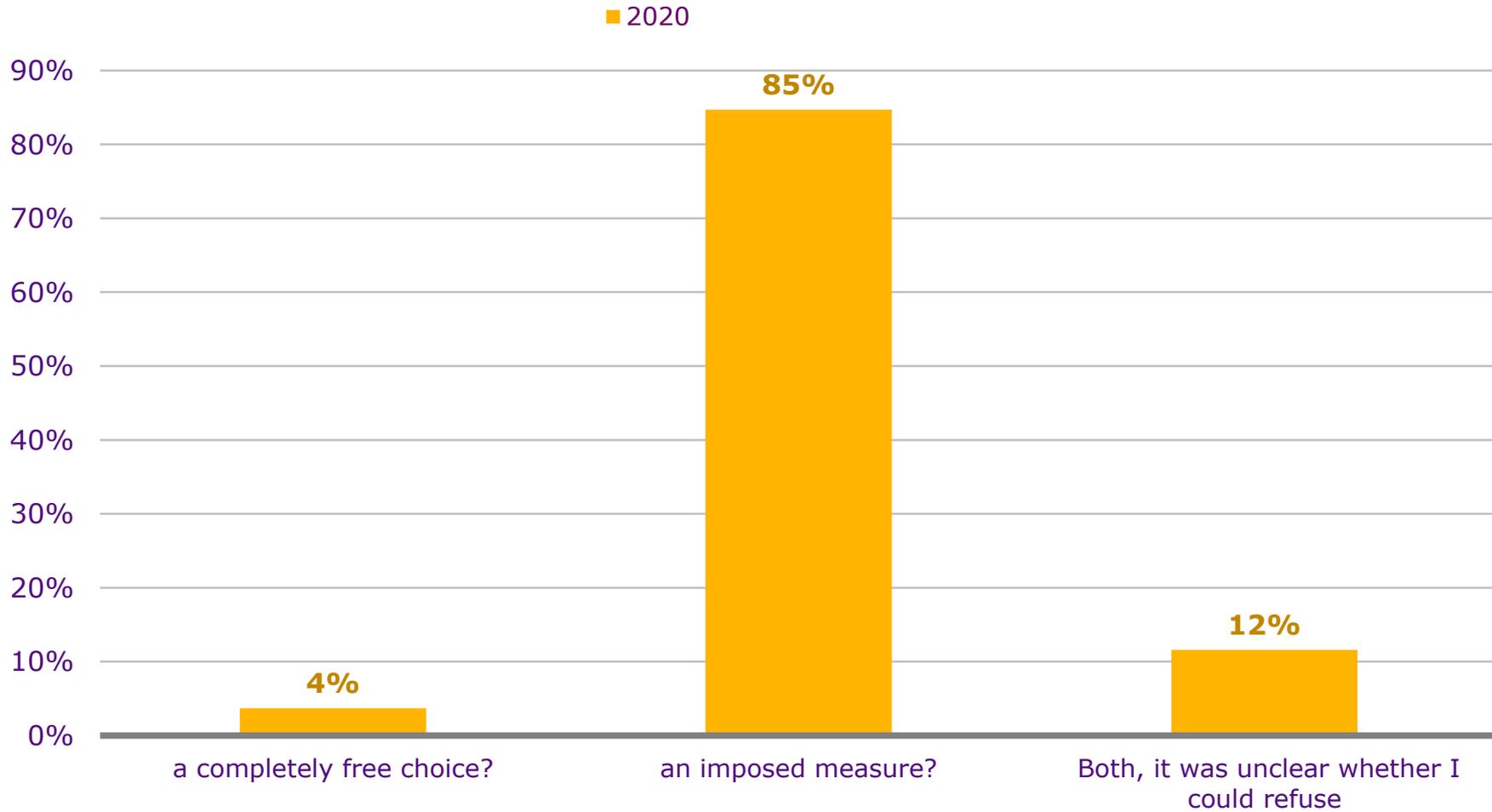
■ 2010 ■ 2013 ■ 2016 ■ 2020



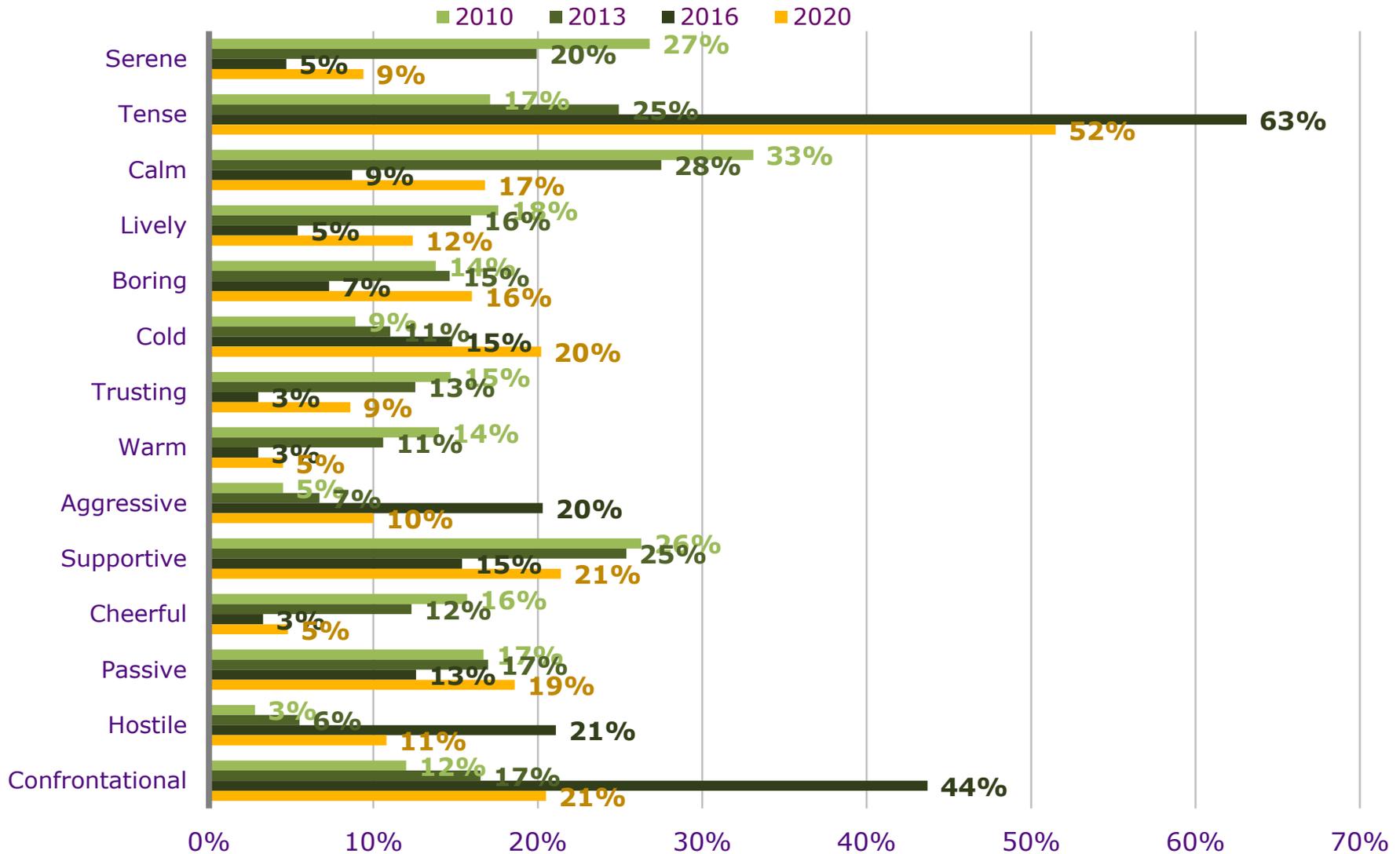
118. If you are concerned, is working in an open space satisfactory?



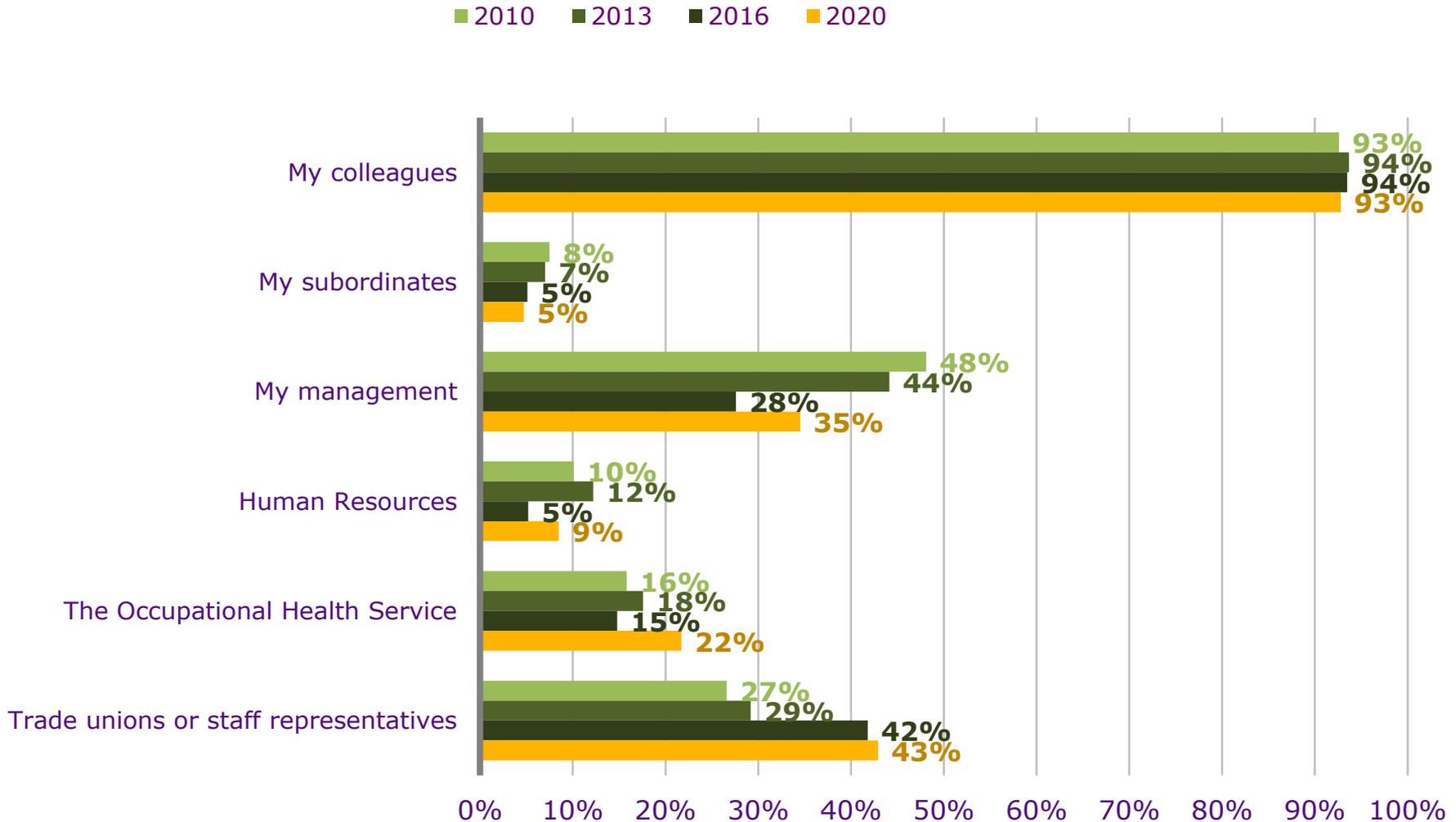
119. If you work in an open space, was working in such a configuration



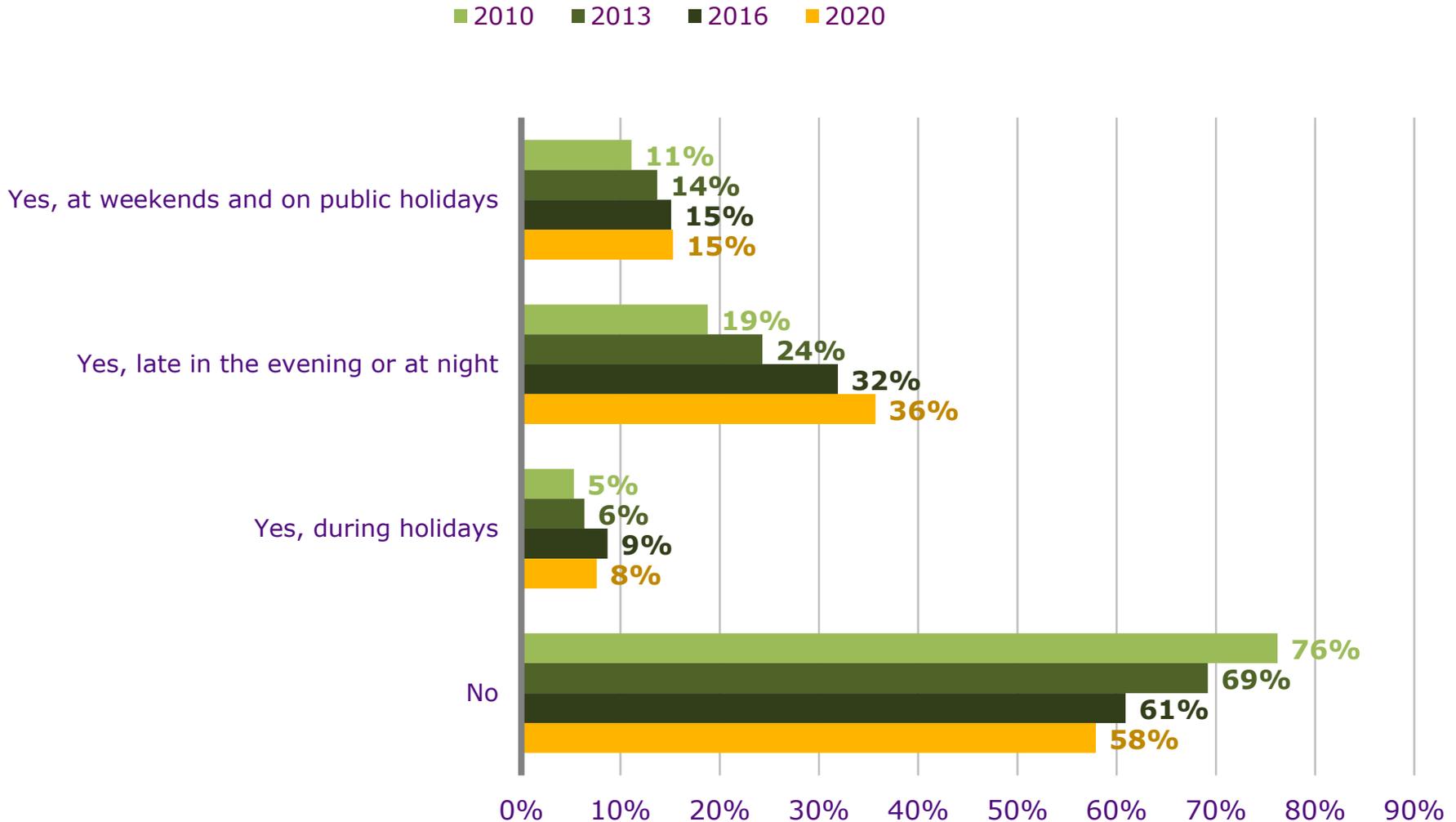
120. I find the atmosphere at work:



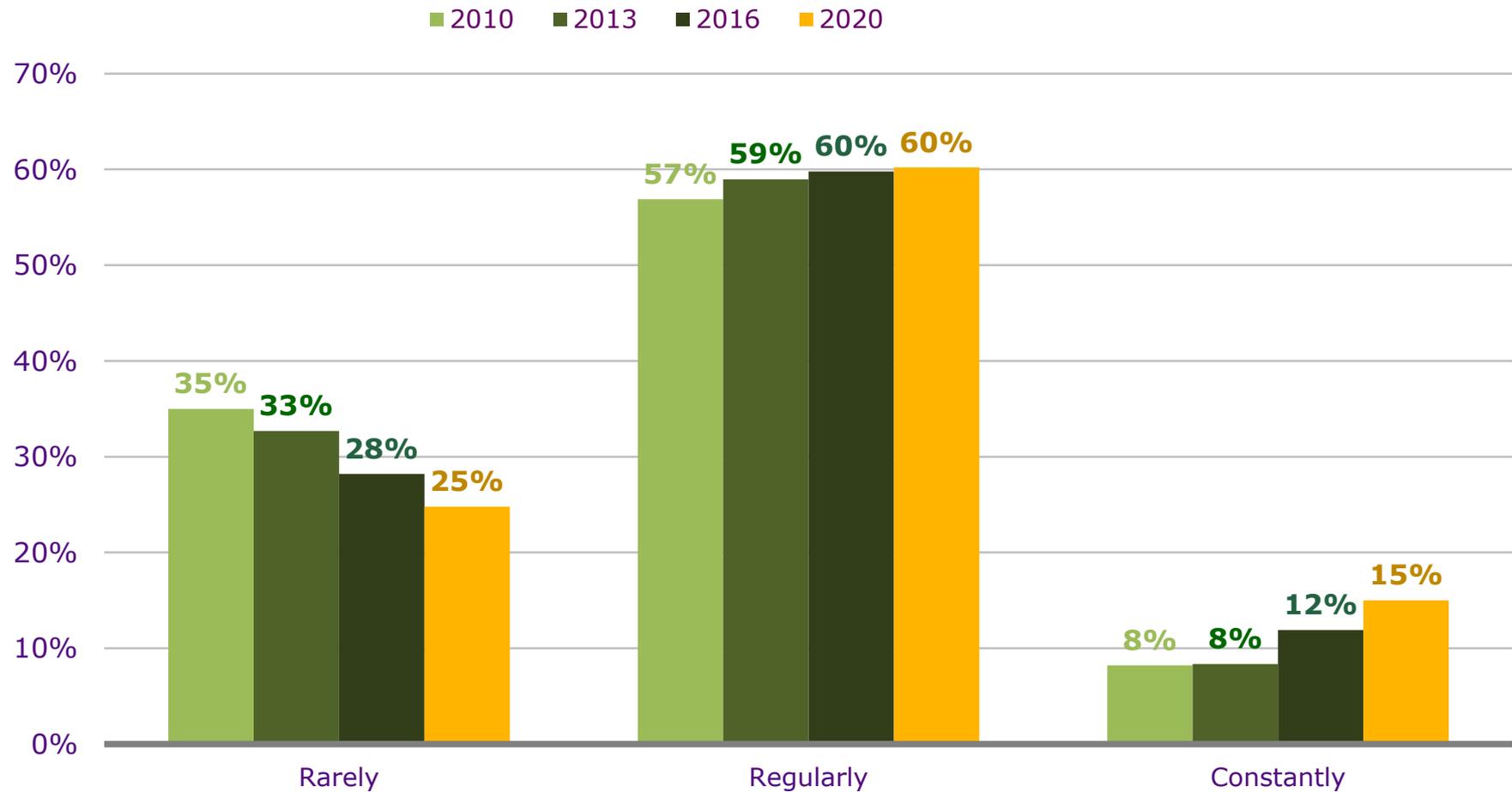
121. When I encounter any problems in my work, I can always get help and support from:



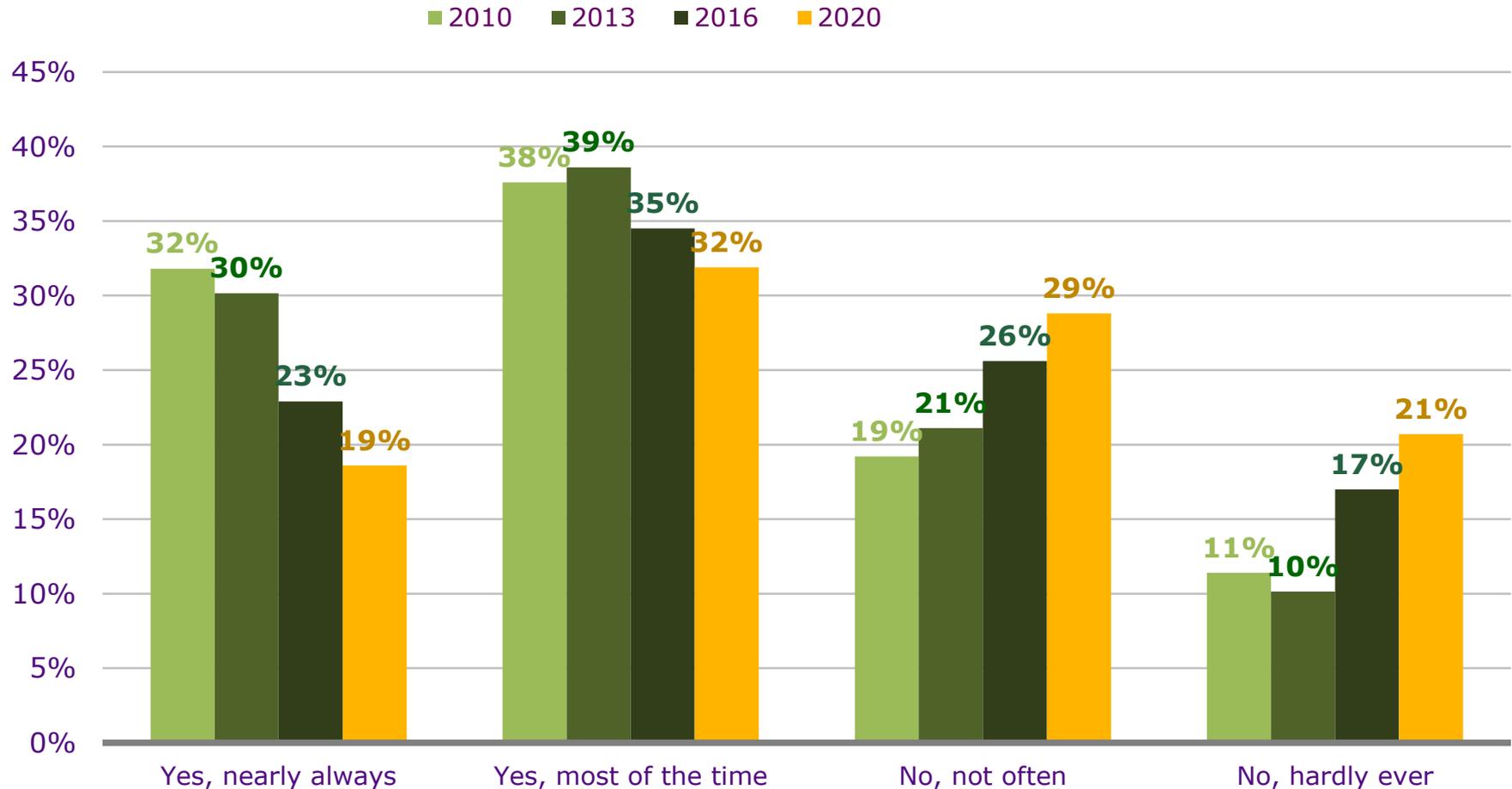
122. Do you work outside the hours provided for by the regulations governing your working hours?



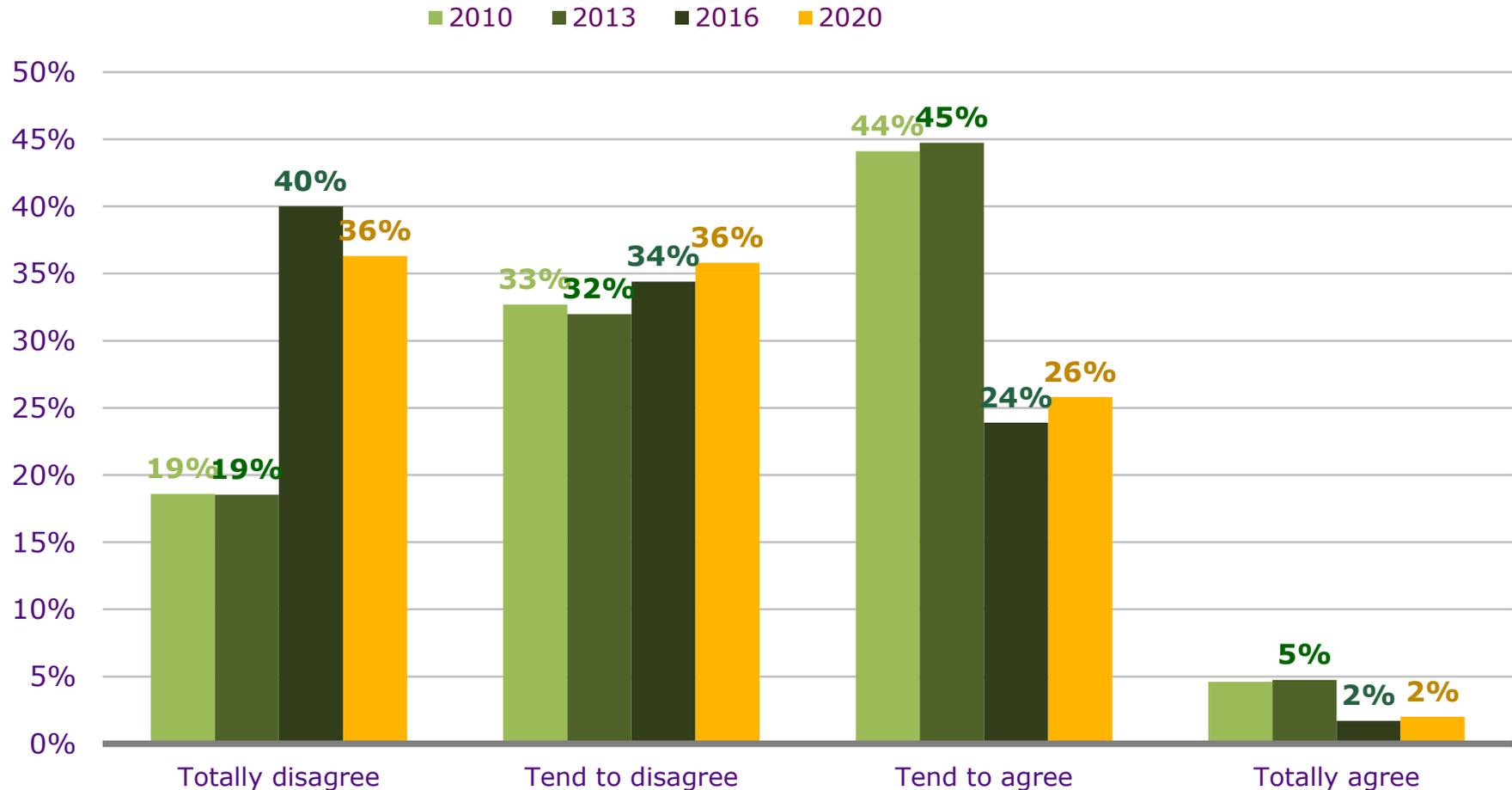
123. If so, how often do you work outside the contractual hours:



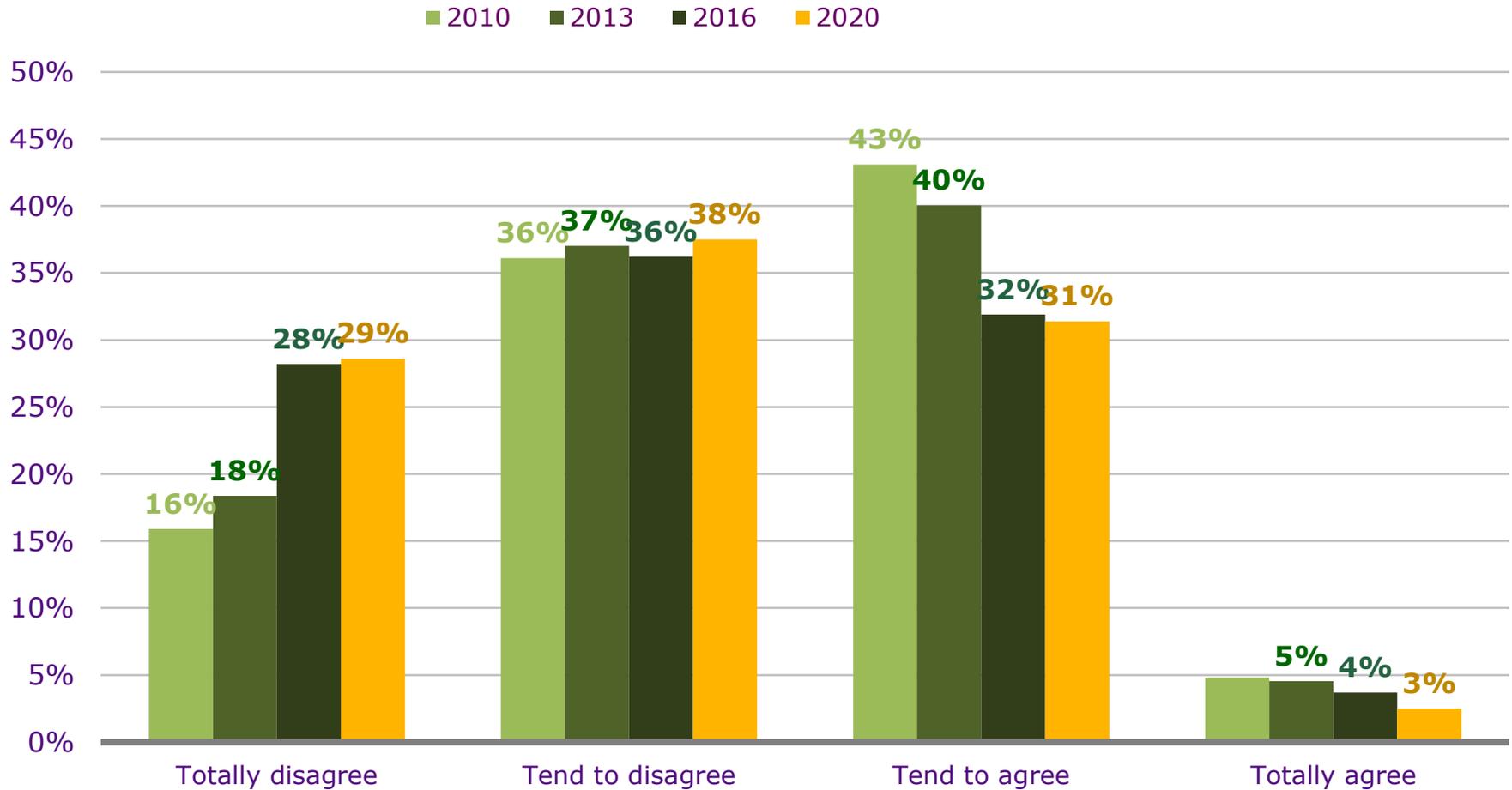
124. Do you get sufficient time to recover between particularly busy periods of work (for example, between two assignments or projects)?



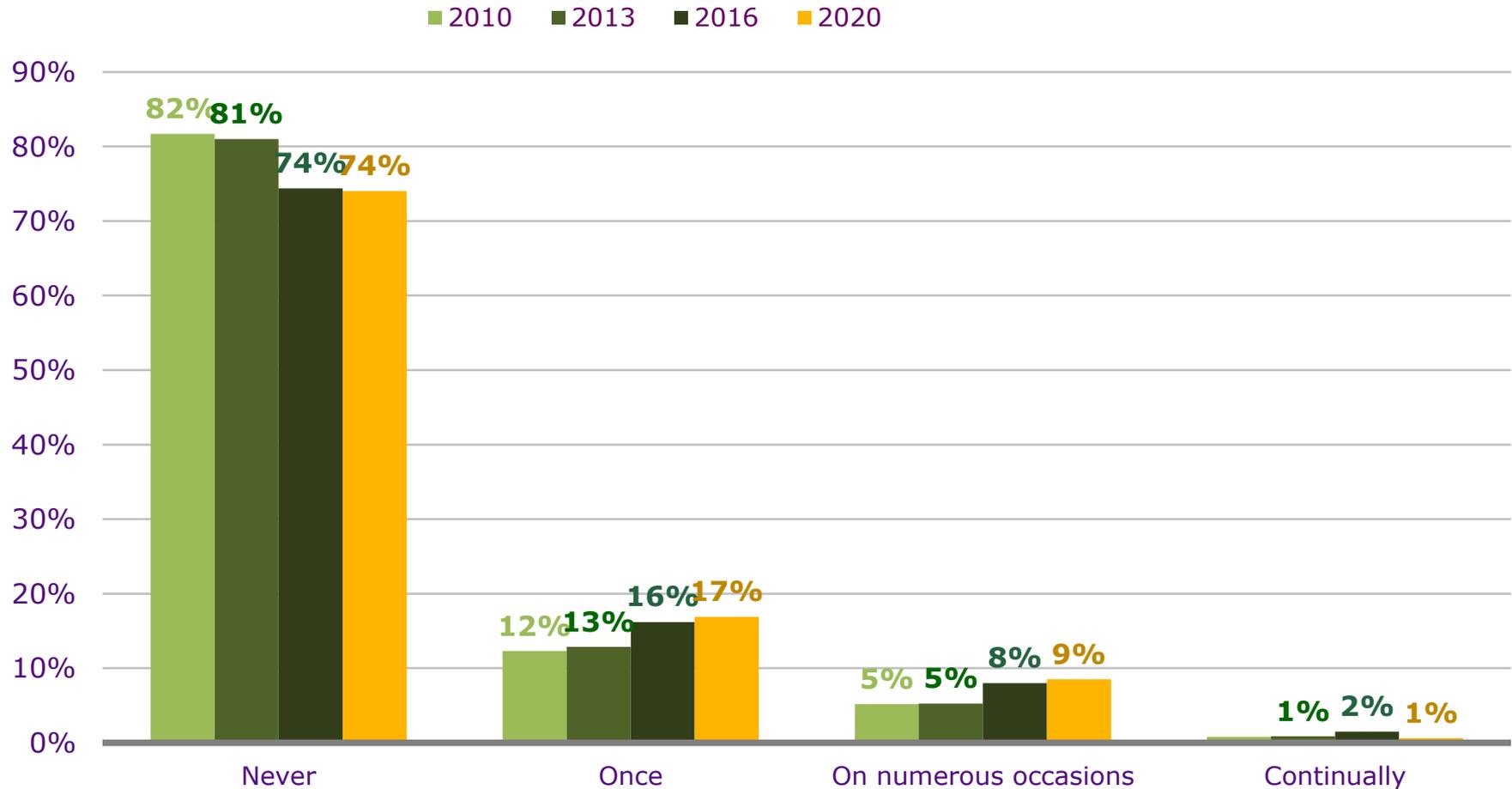
125. The Human Resources Department (DG 4) supports you in your professional and social environment



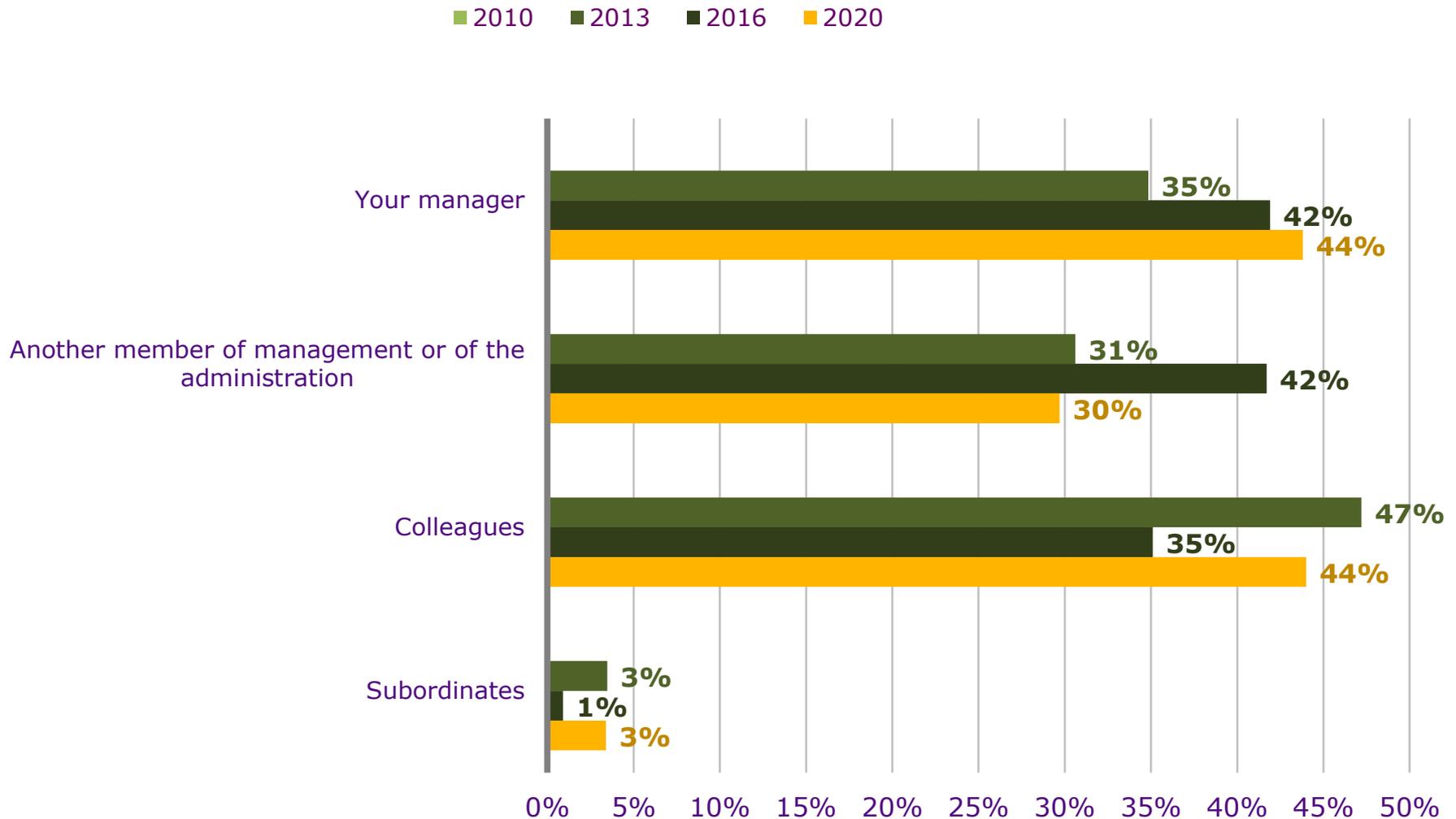
126. Your access to professional training is adequate



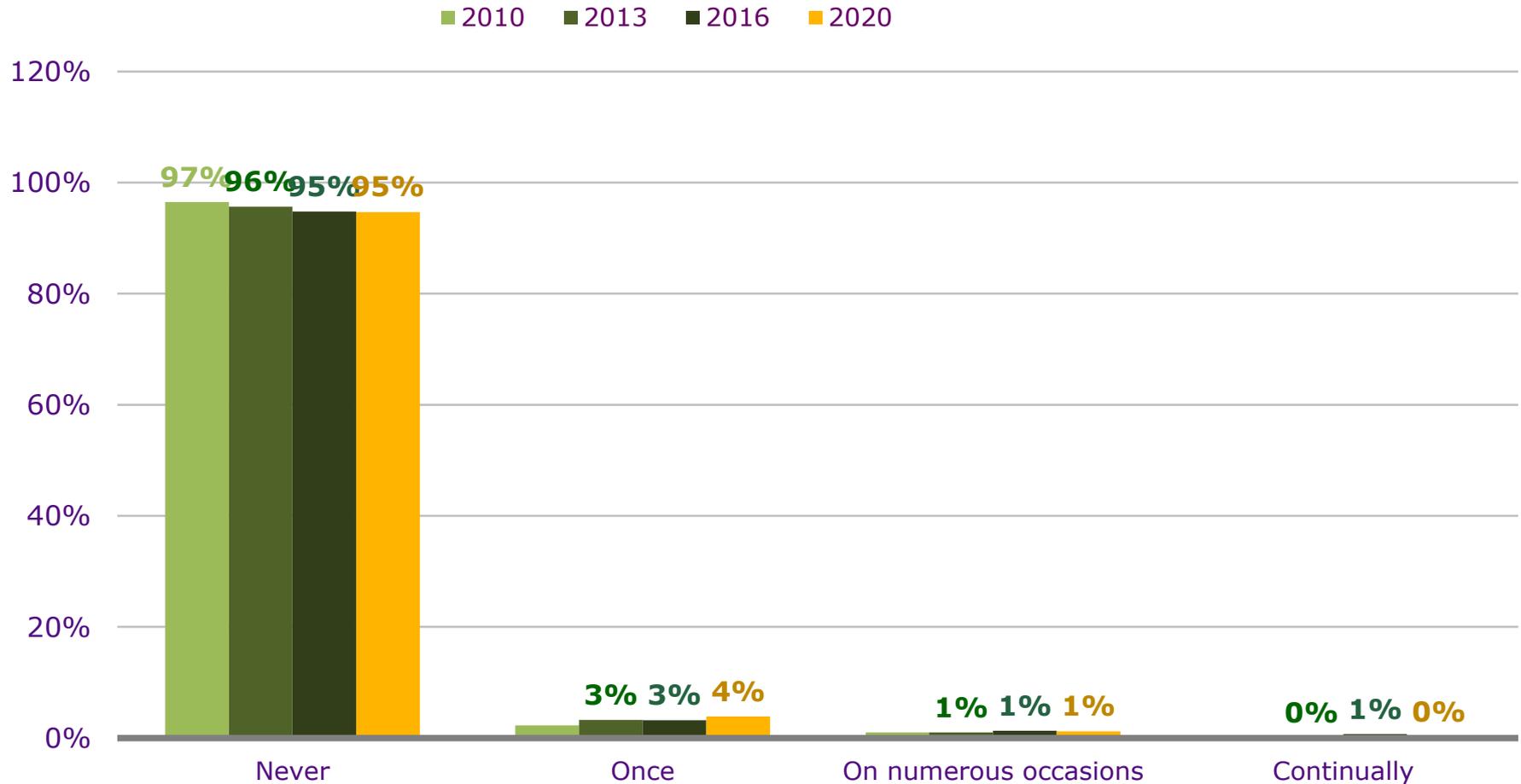
128. Over the last 12 months in your job, have you been confronted with verbal aggression, threats or blackmail?



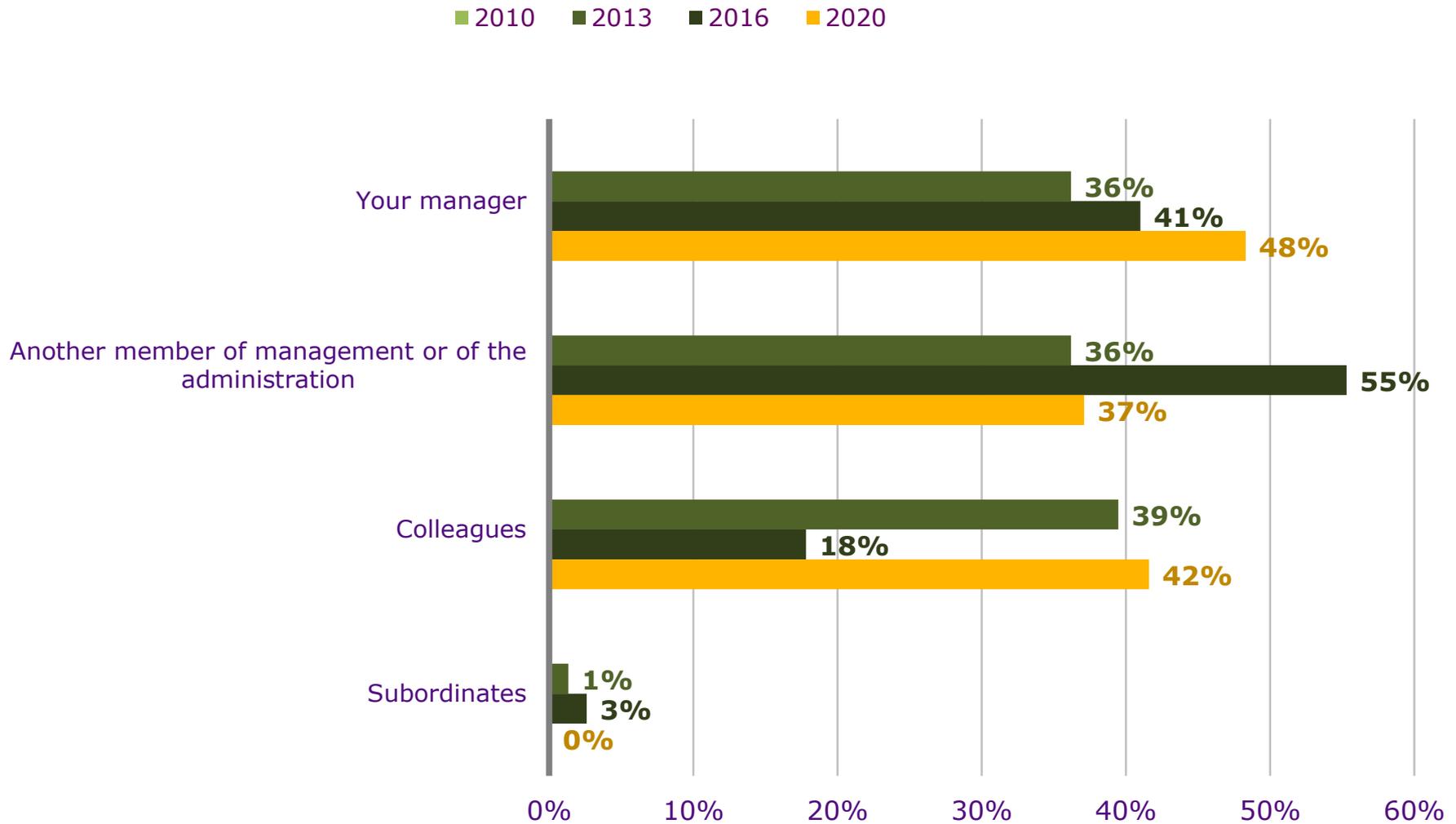
129. The verbal aggression, threats or blackmail was/were by:



130. Over the last 12 months in your job, have you been confronted with physical aggression or intimidation?

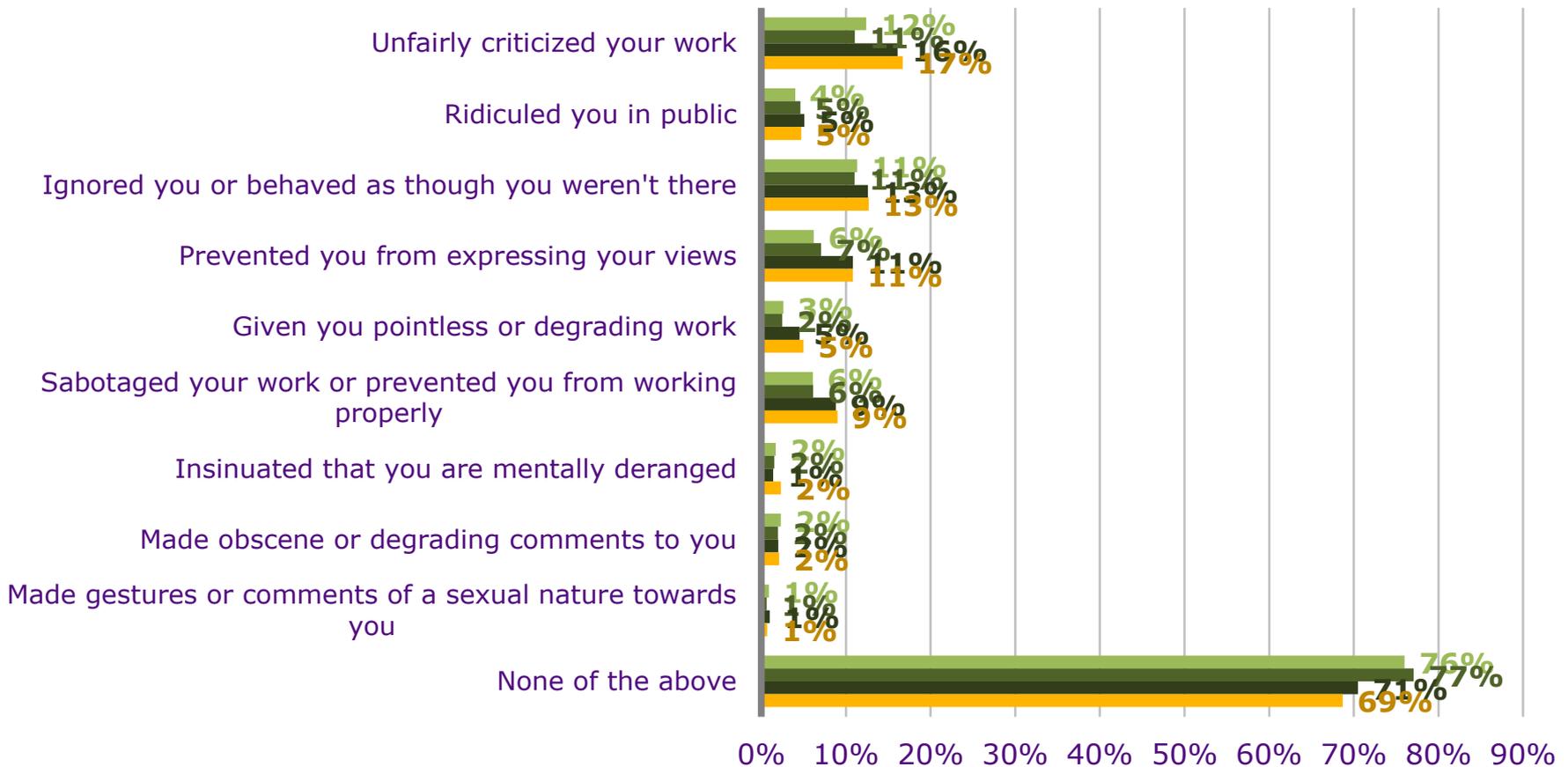


131. This physical aggression or intimidation was(were) by:

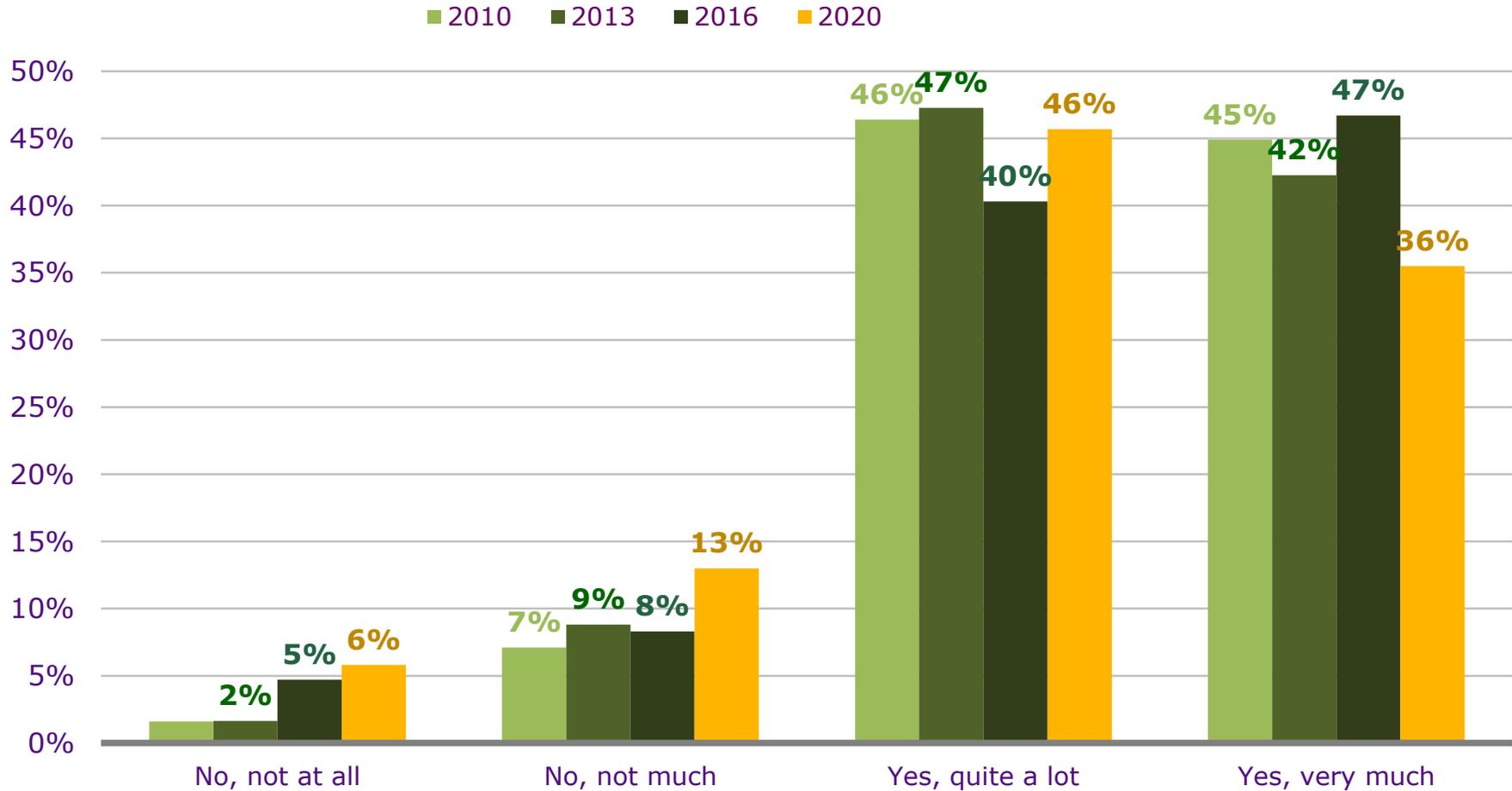


132. Over the last 12 months, one or more people have continually:

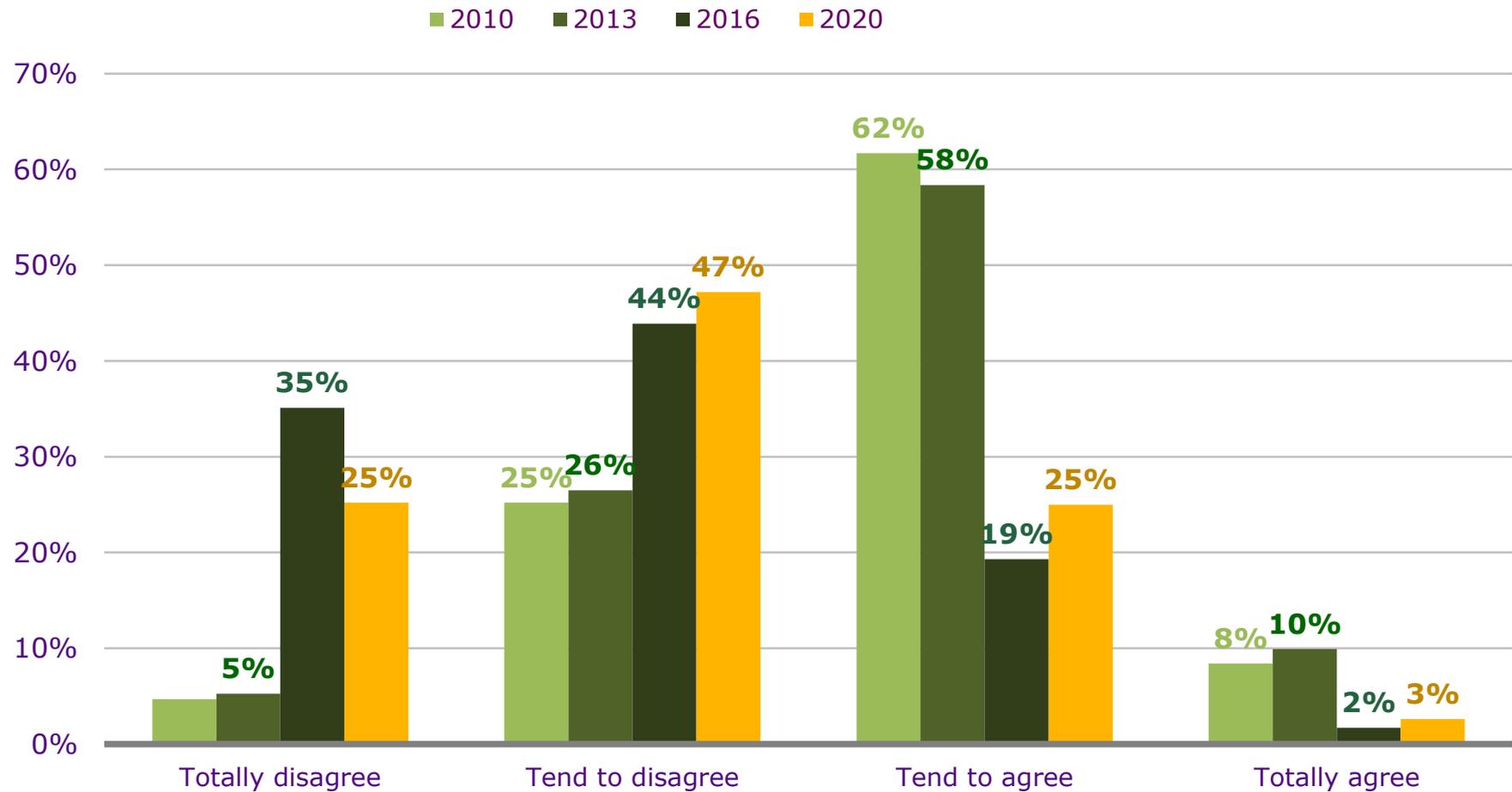
■ 2010 ■ 2013 ■ 2016 ■ 2020



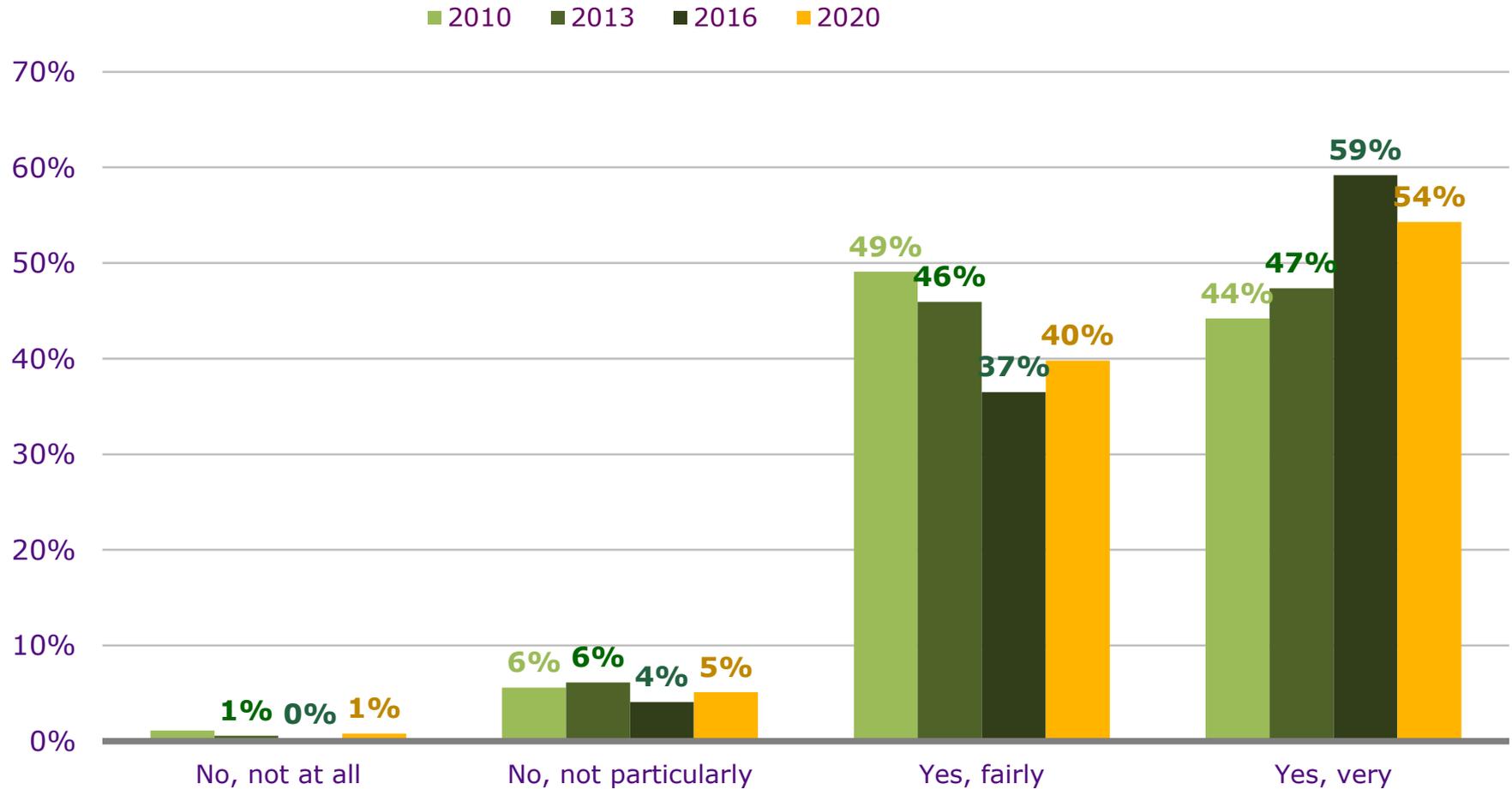
133. Does the EPO's role and development interest you?



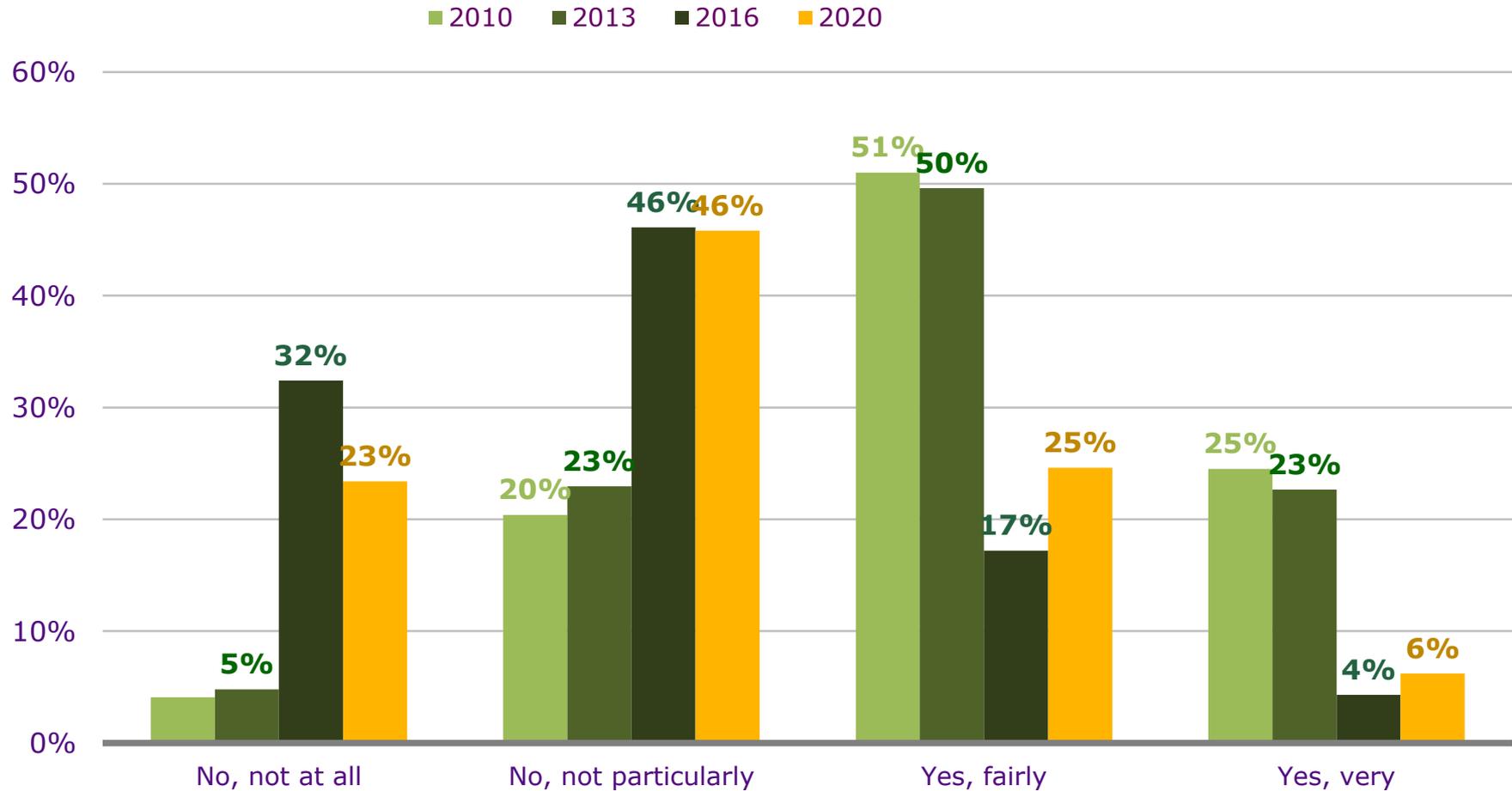
134. The EPO's current work is in line with the spirit and values of the European Patent Convention



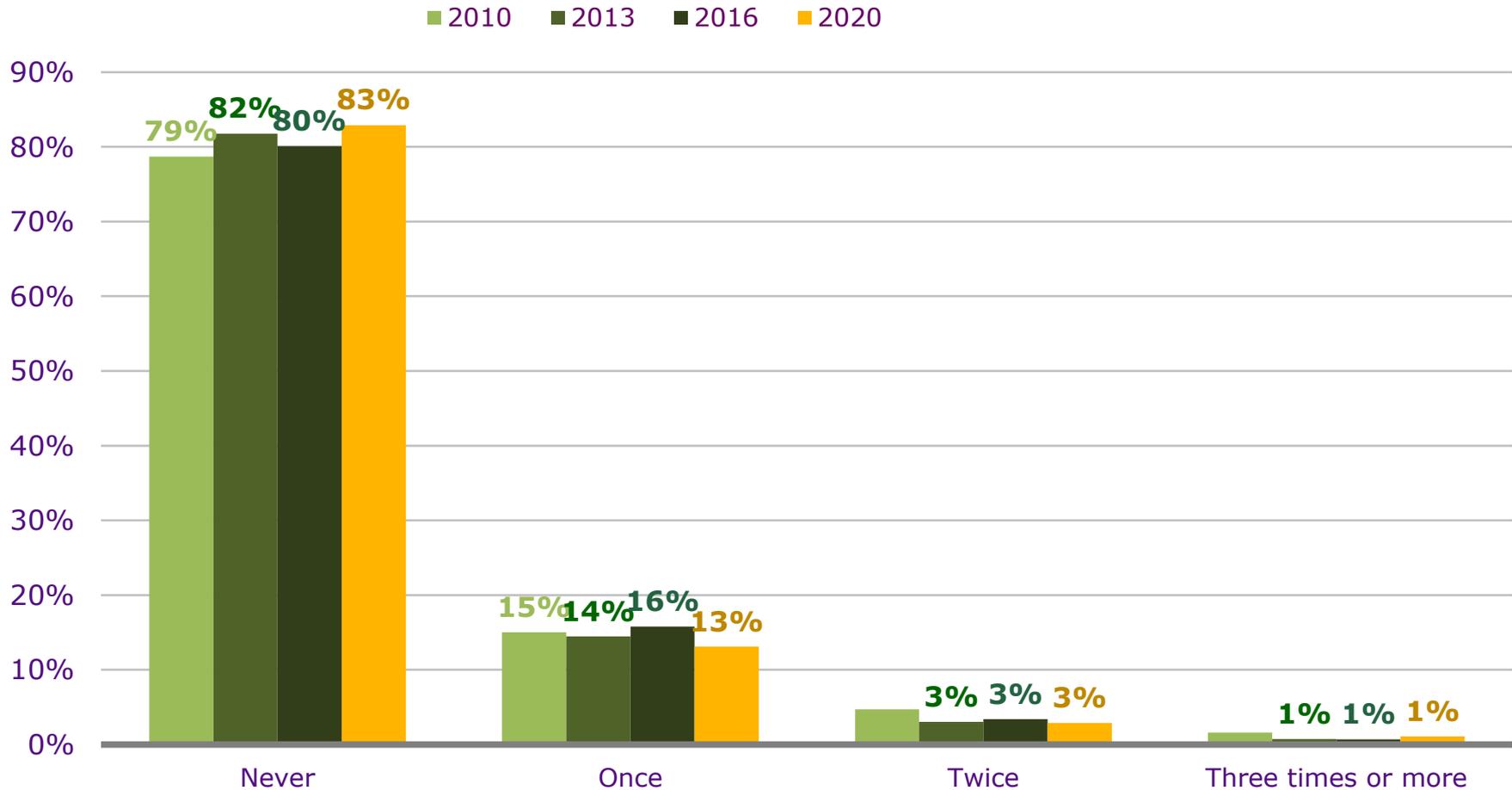
135. Were you proud to work for the European Patent Office before?



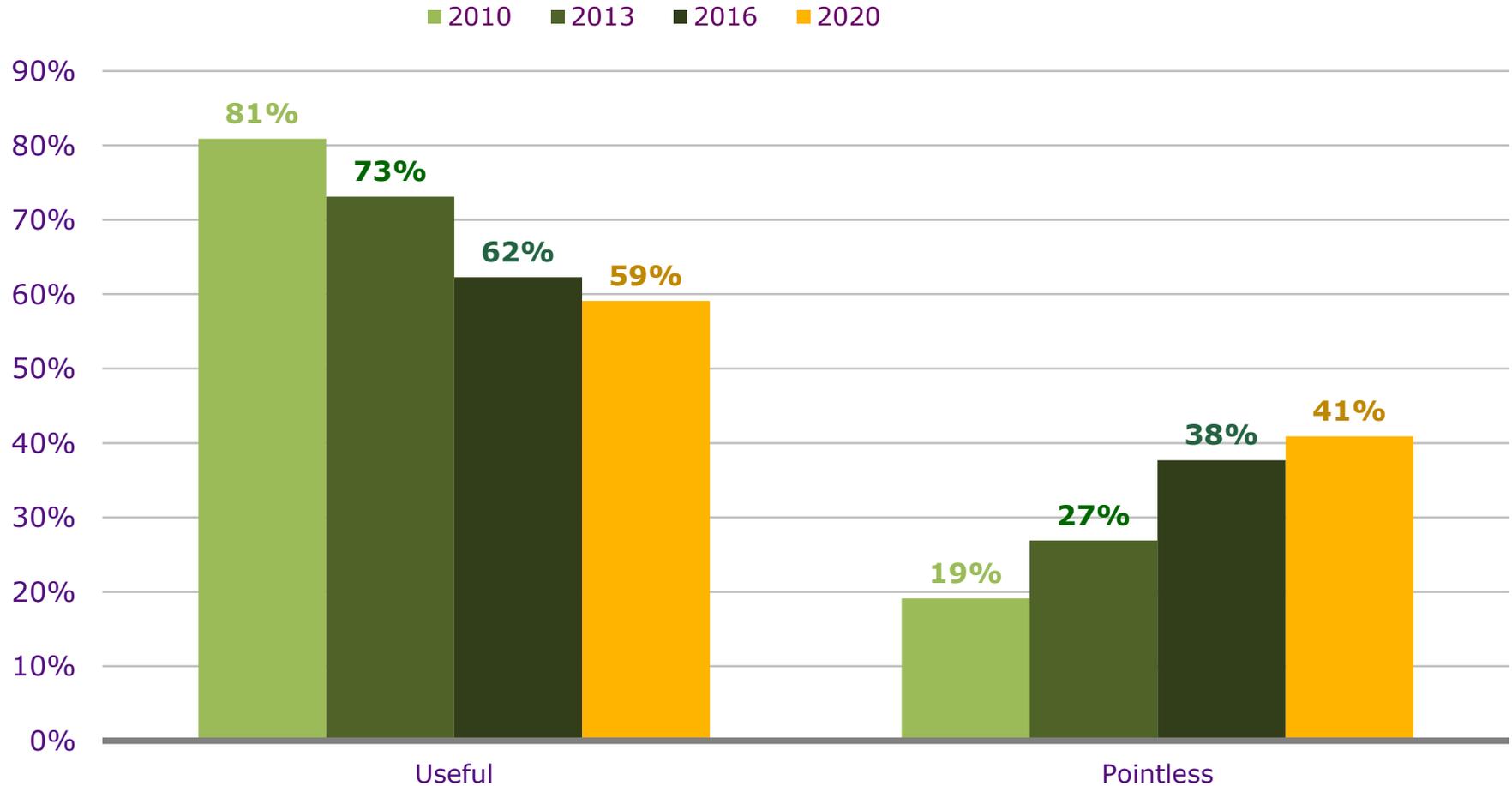
136. Are you proud to work for the European Patent Office now?



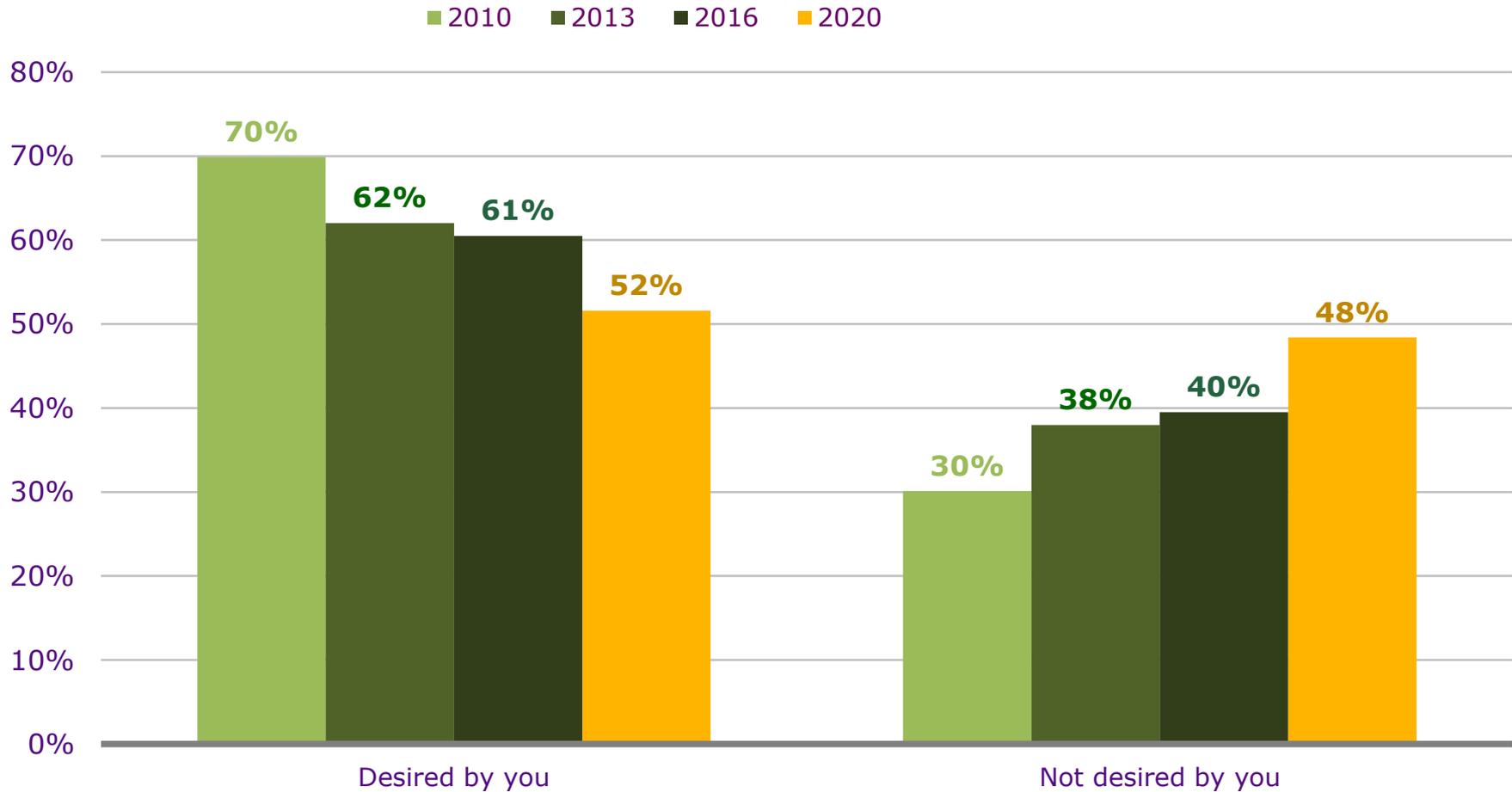
137. In the last 3 years, how many times have you changed post within the European Patent Office?



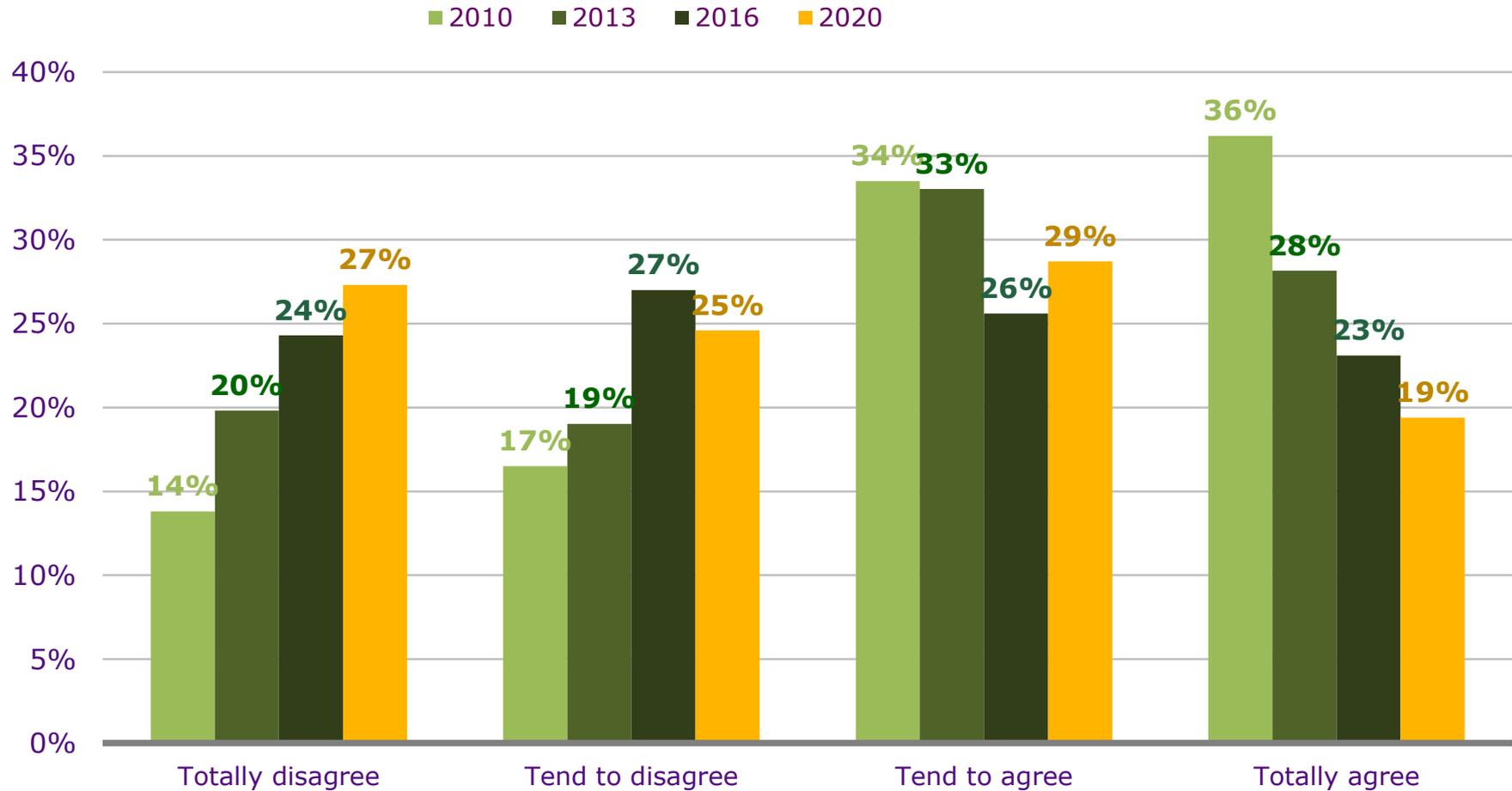
138. In your view, this/these change(s) was/were:



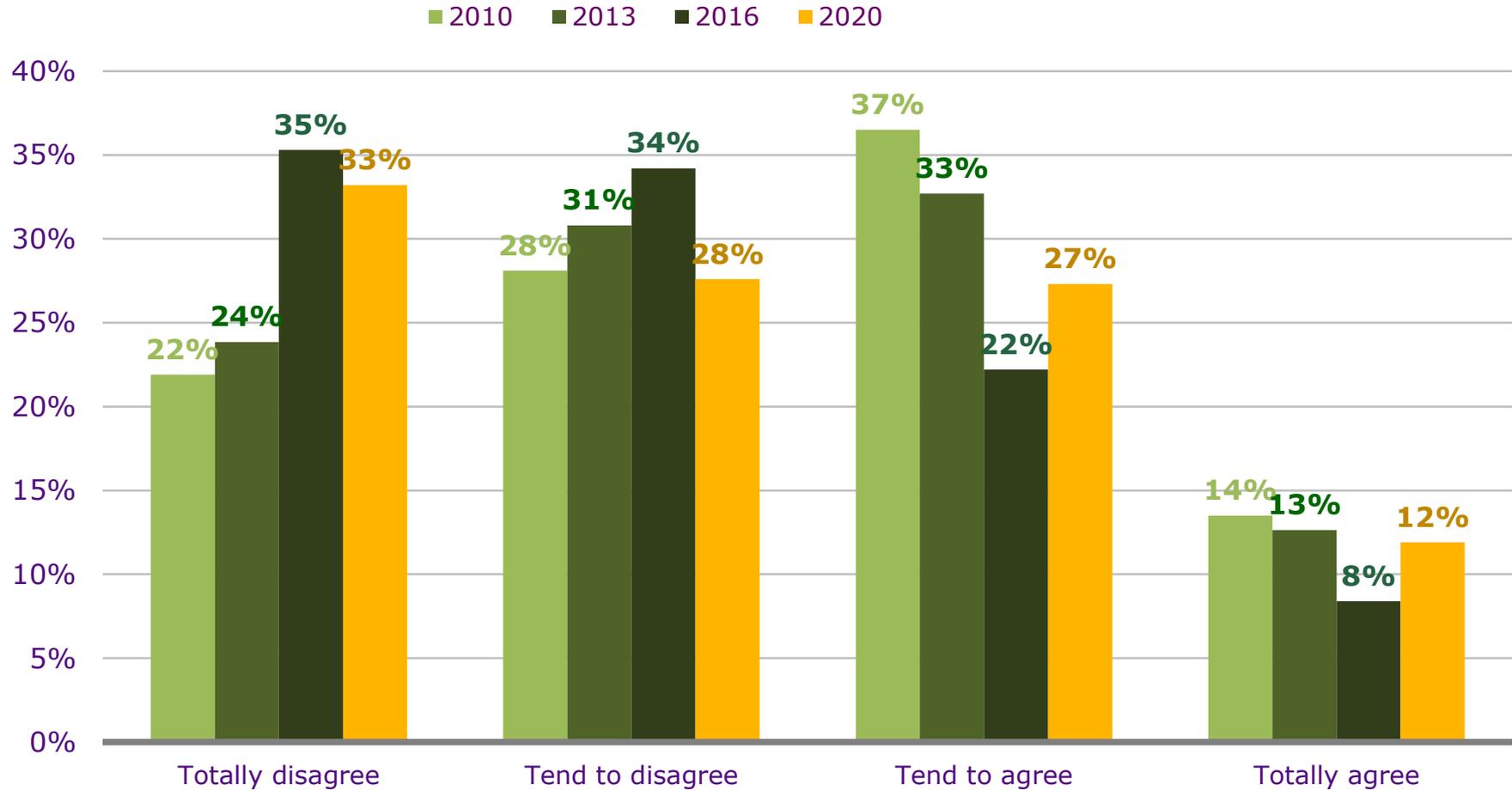
139. For you, this or these change(s) was/were:



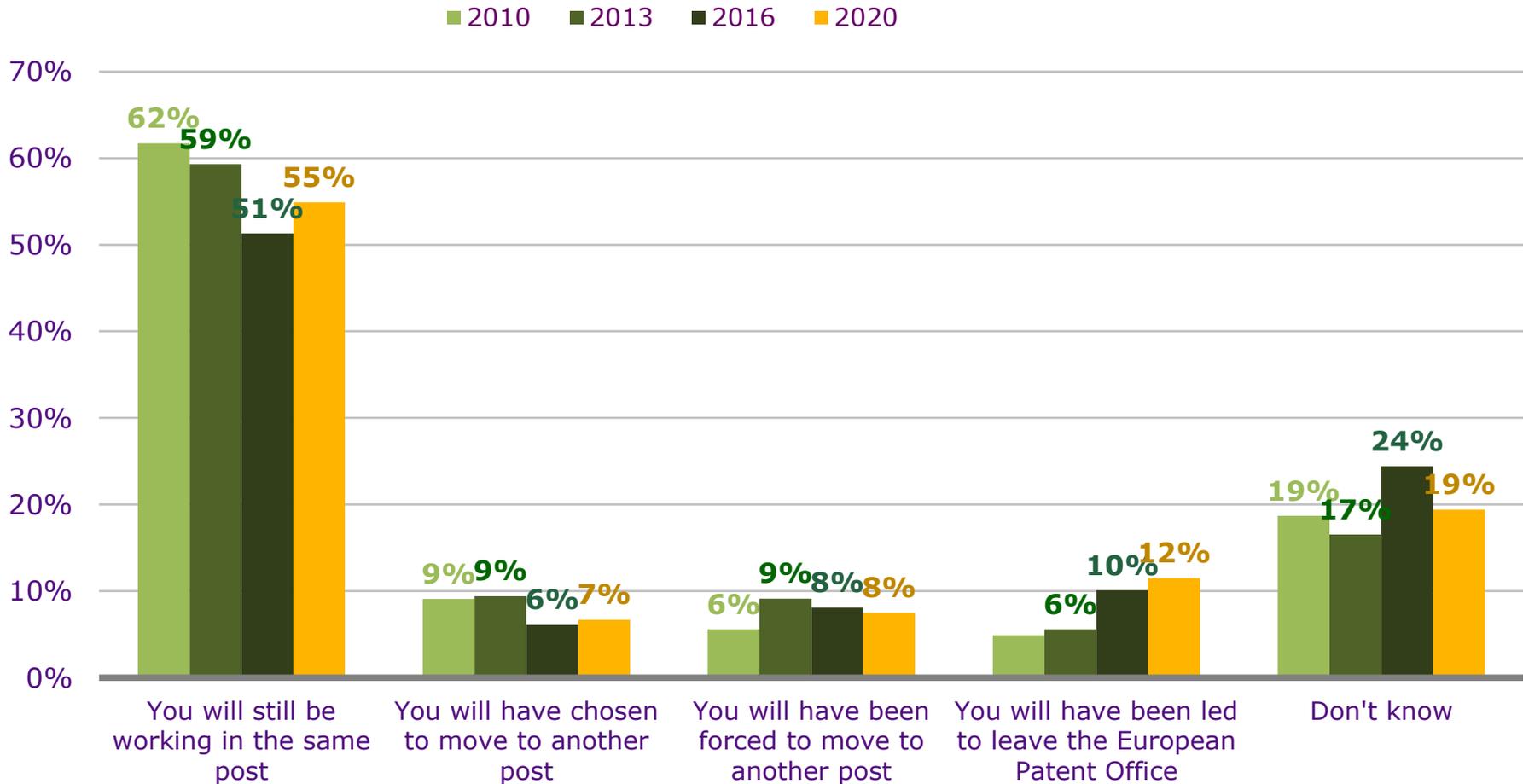
140. You viewed these changes as a positive development in your career



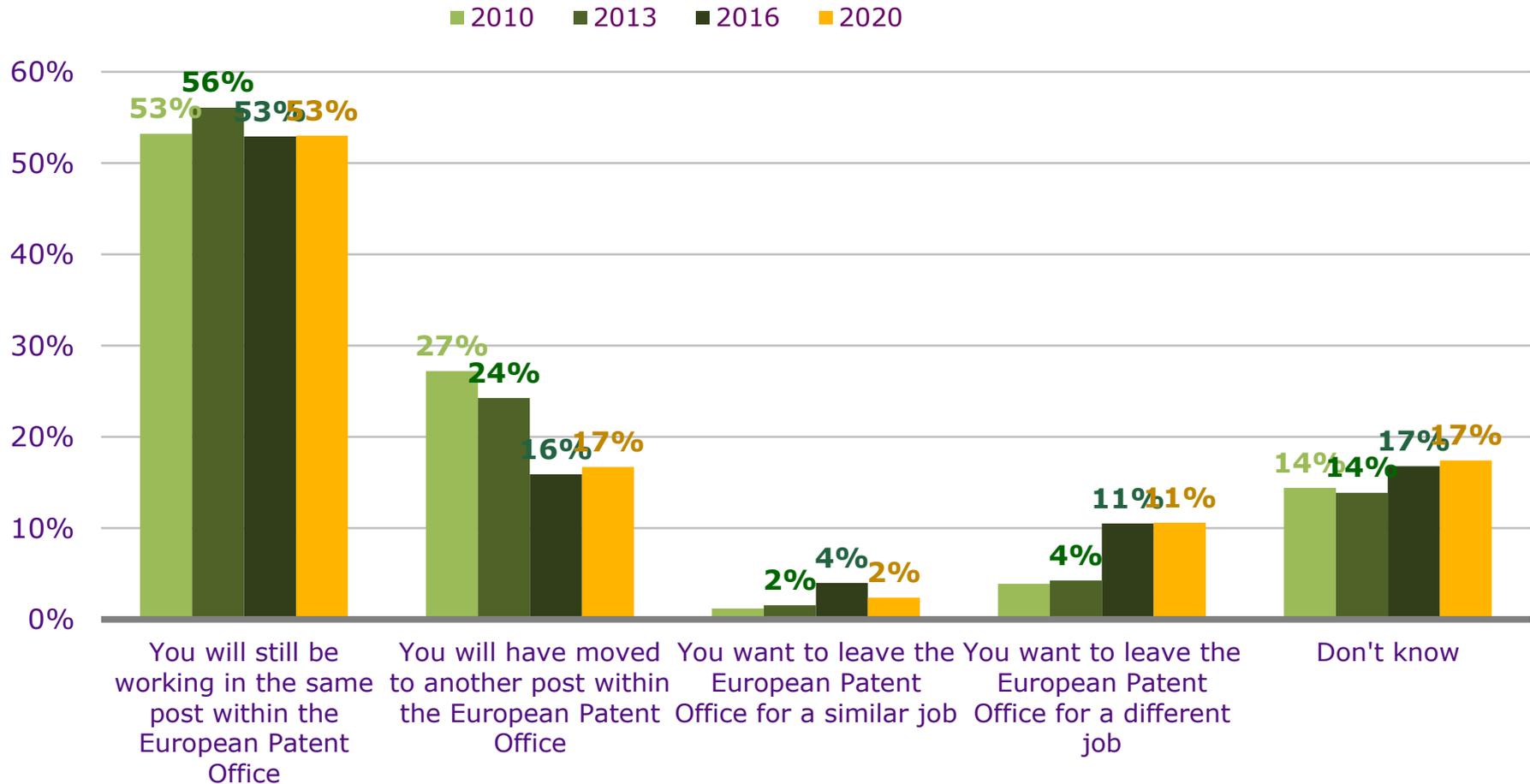
141. You received appropriate training for these job changes



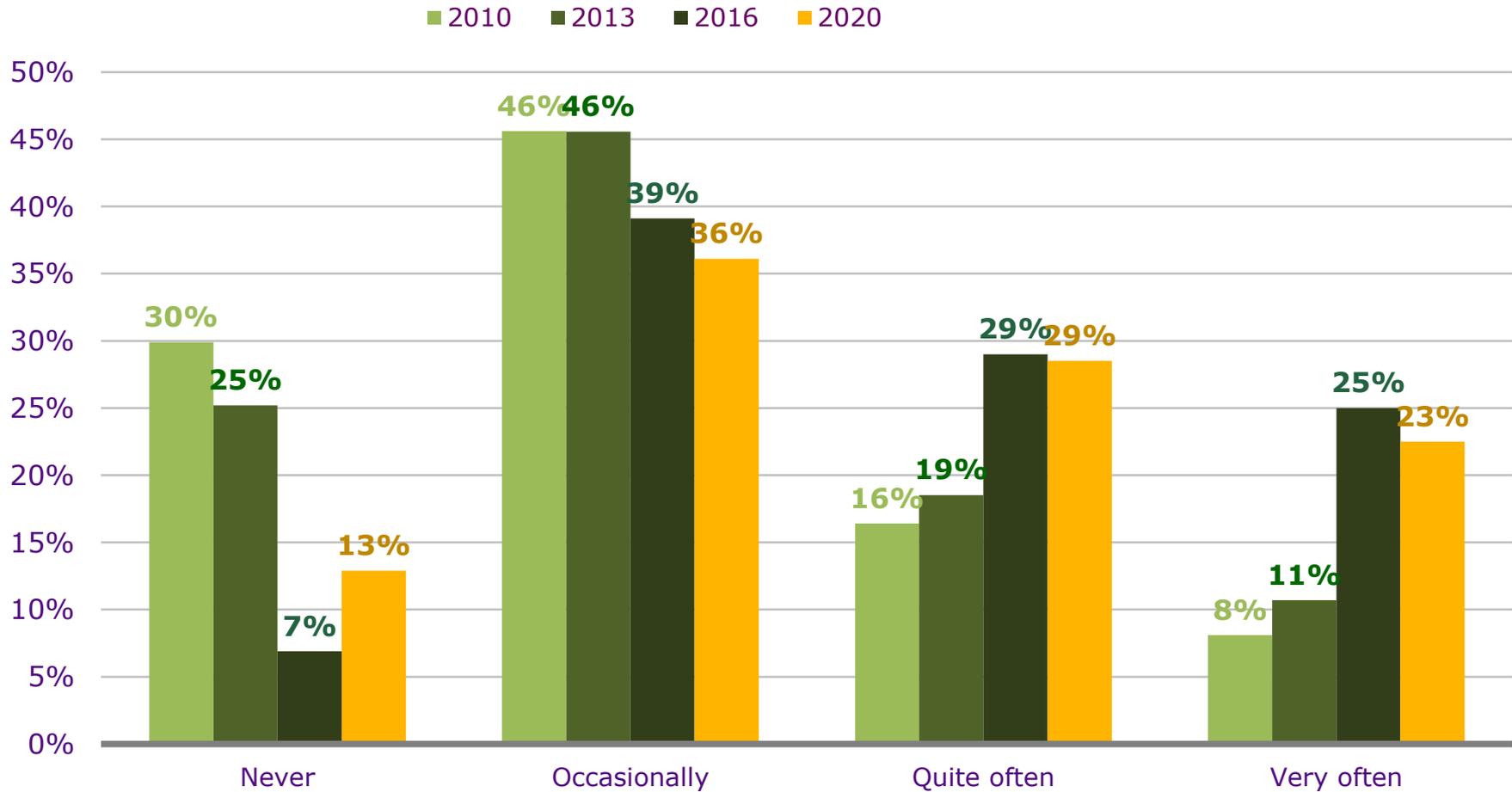
142. You think that in three years' time:



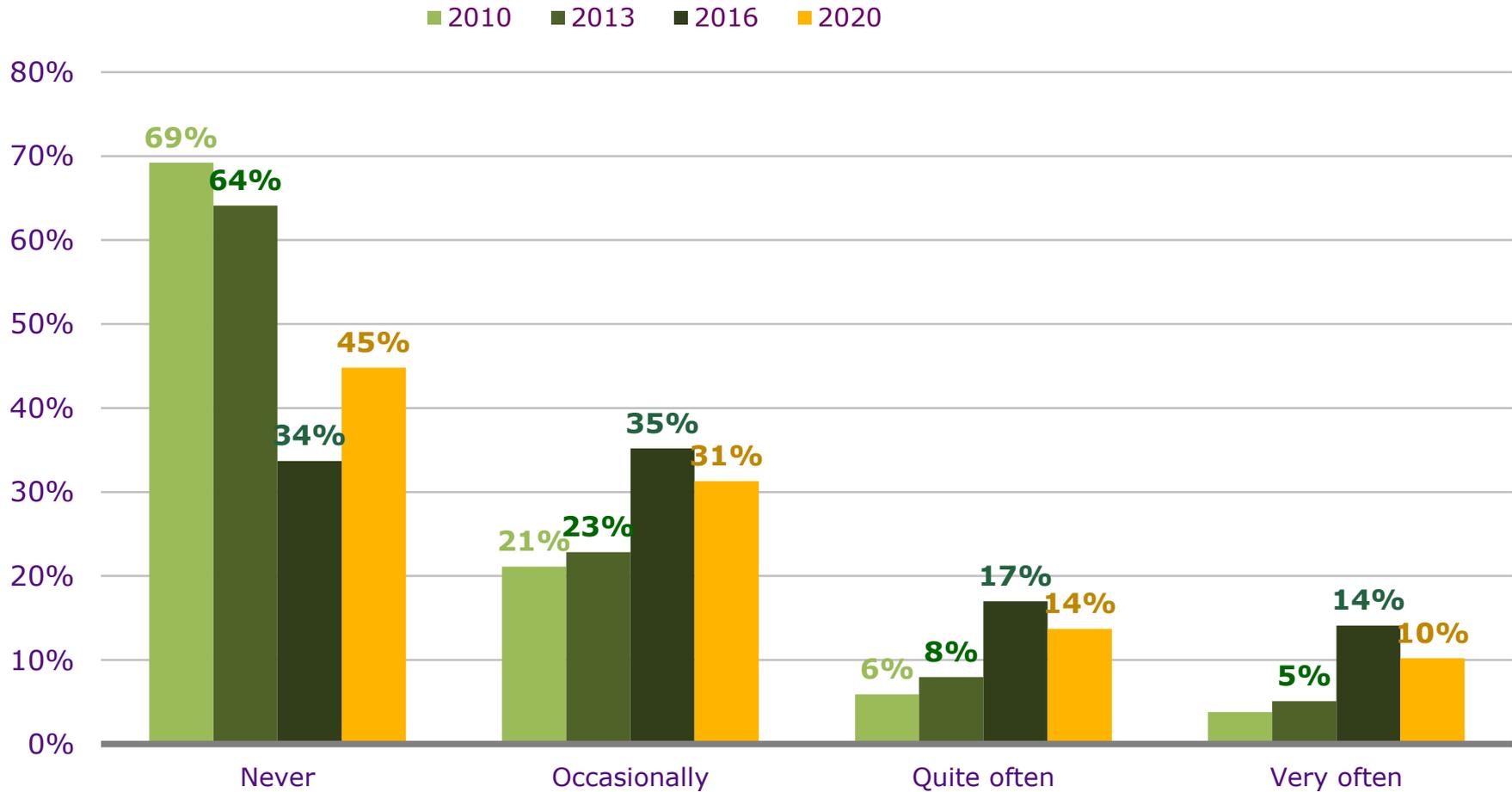
143. Ideally, in three years' time:



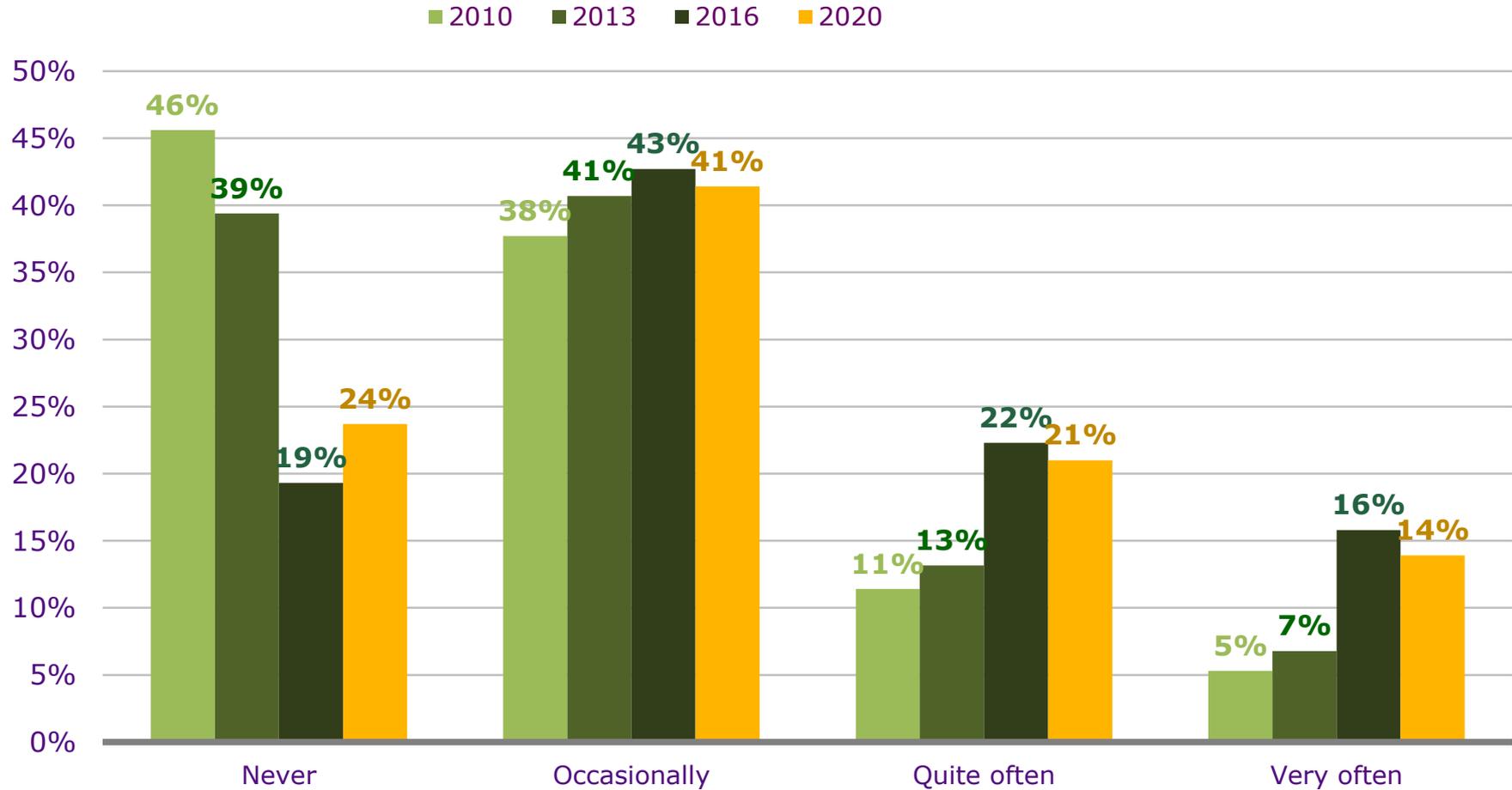
144. Have you felt tense or under pressure?



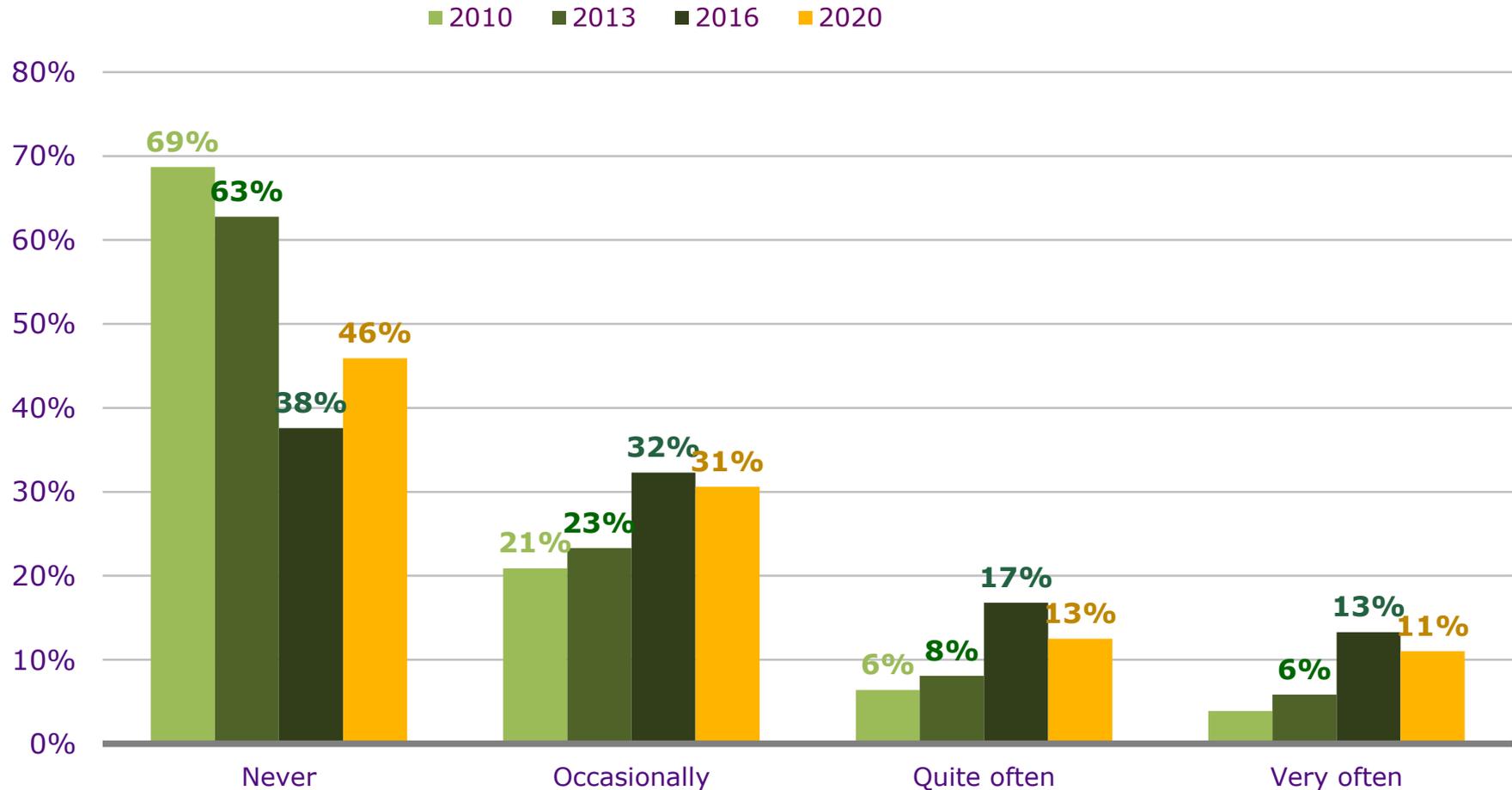
145. Have you felt fear or anxiety?



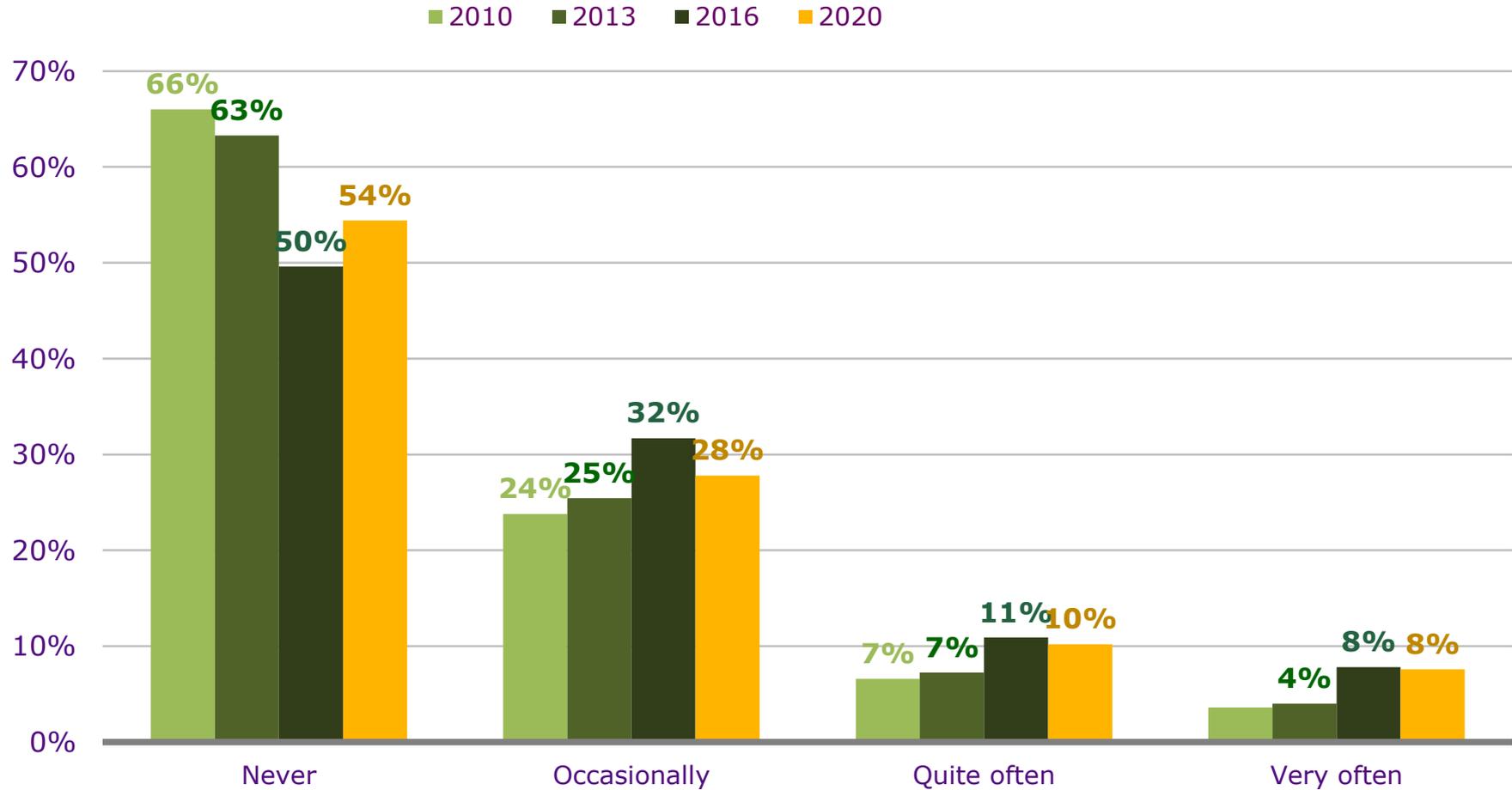
146. Have you felt nervous or agitated?



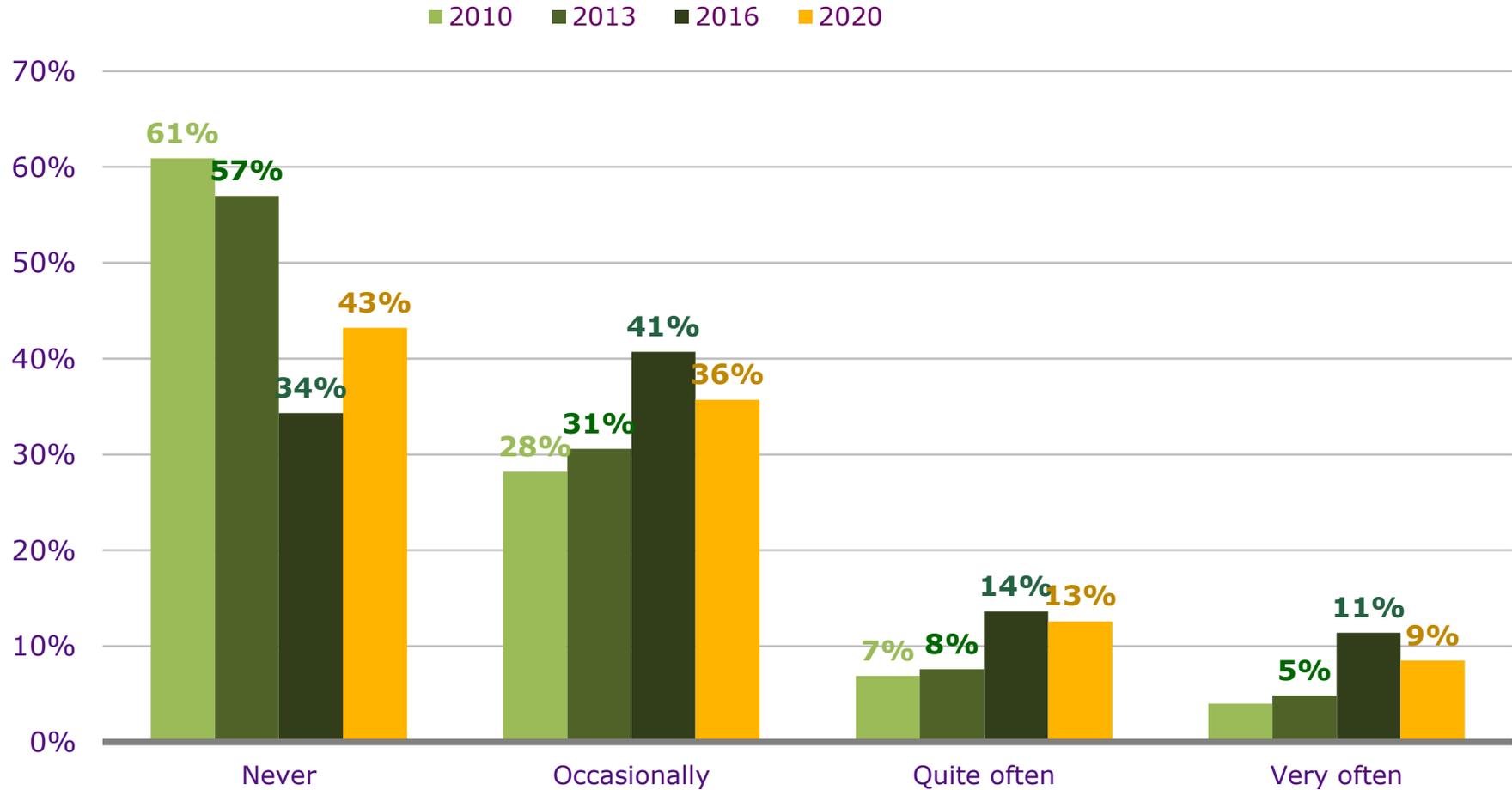
147. Have you felt despair when thinking about the future?



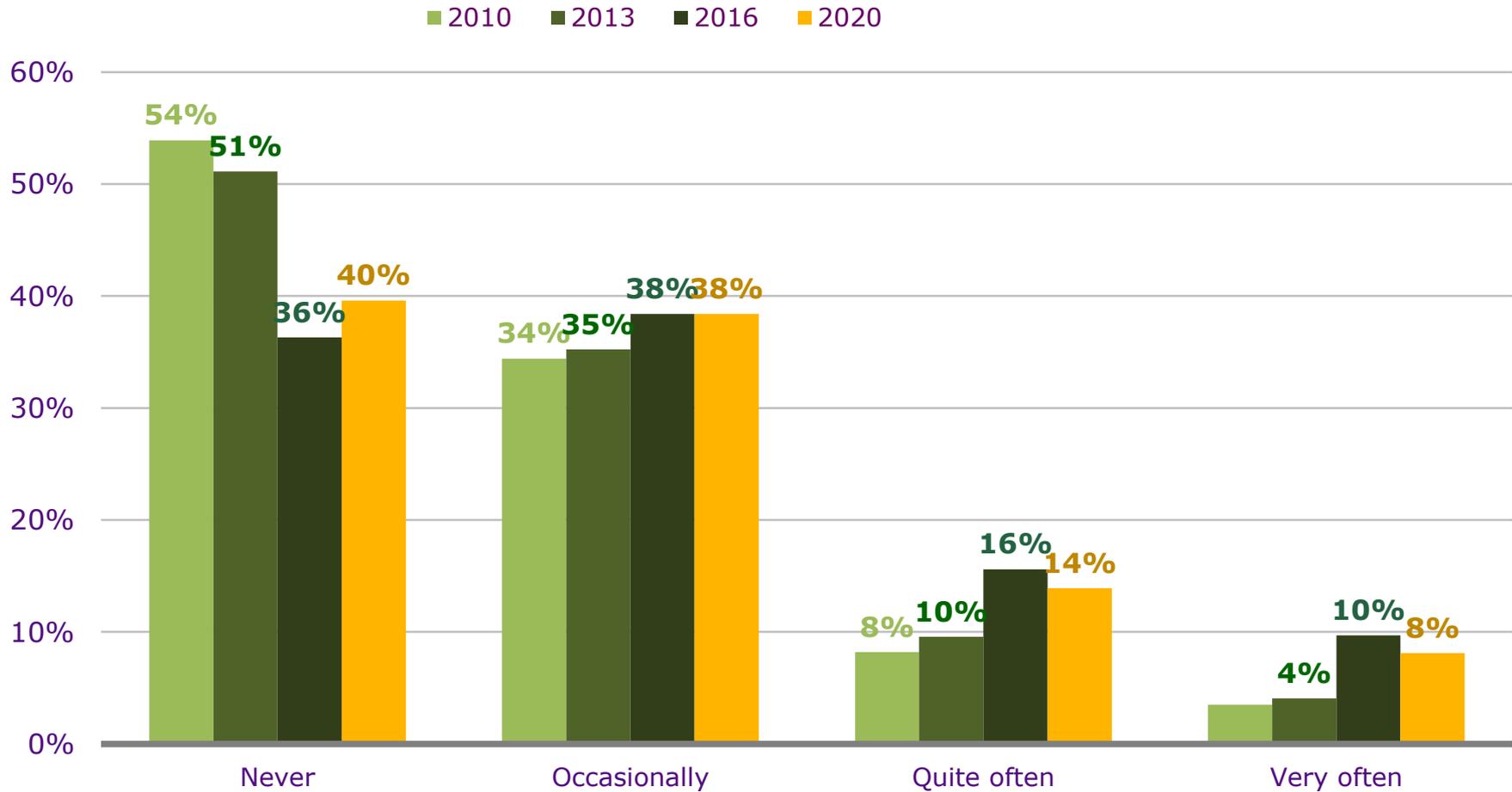
148. Have you felt lonely?



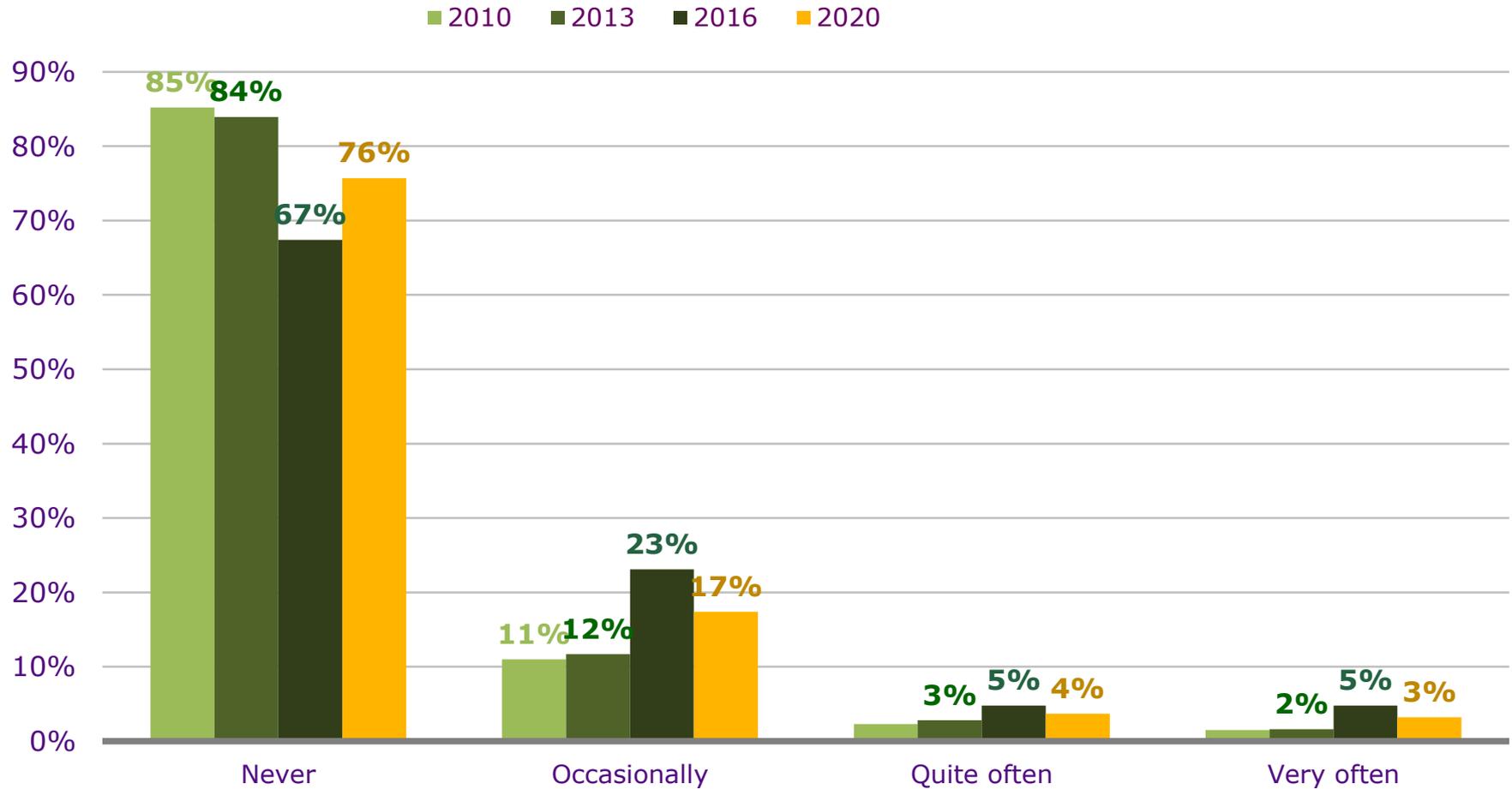
149. Have you felt down or depressed?



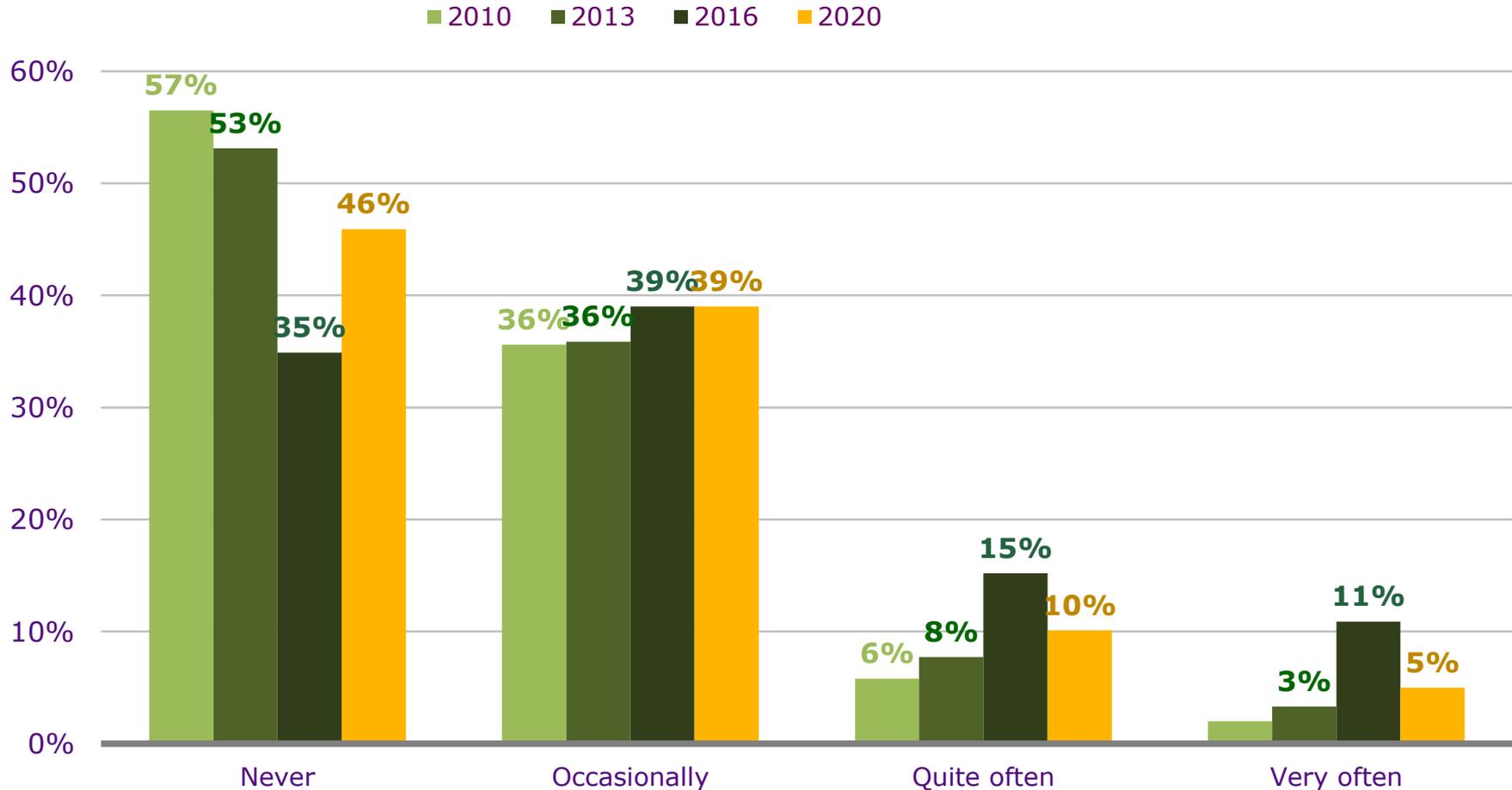
150. Have you felt bored or apathetic?



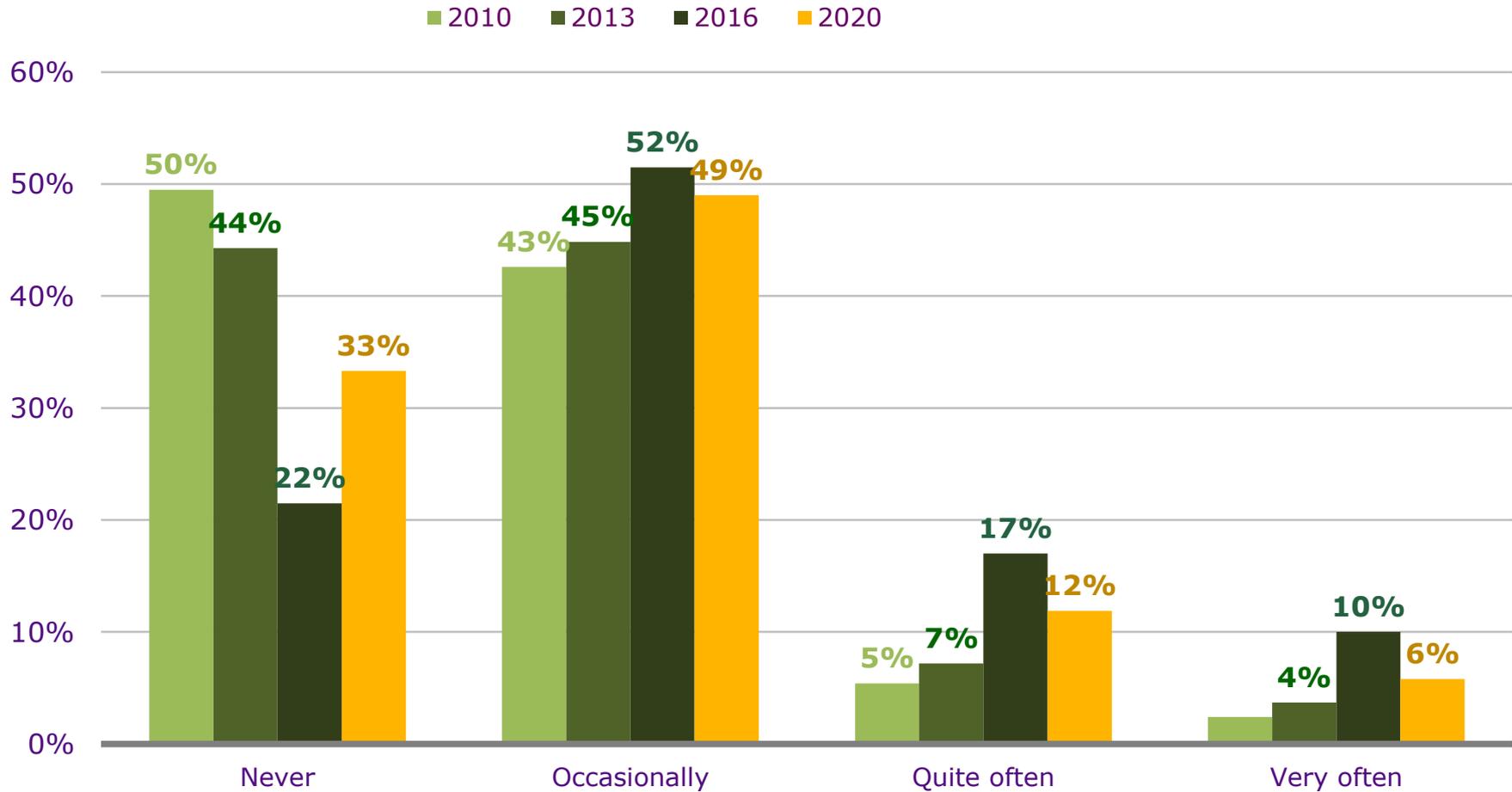
151. Have you been easily reduced to tears or felt on the verge of tears?



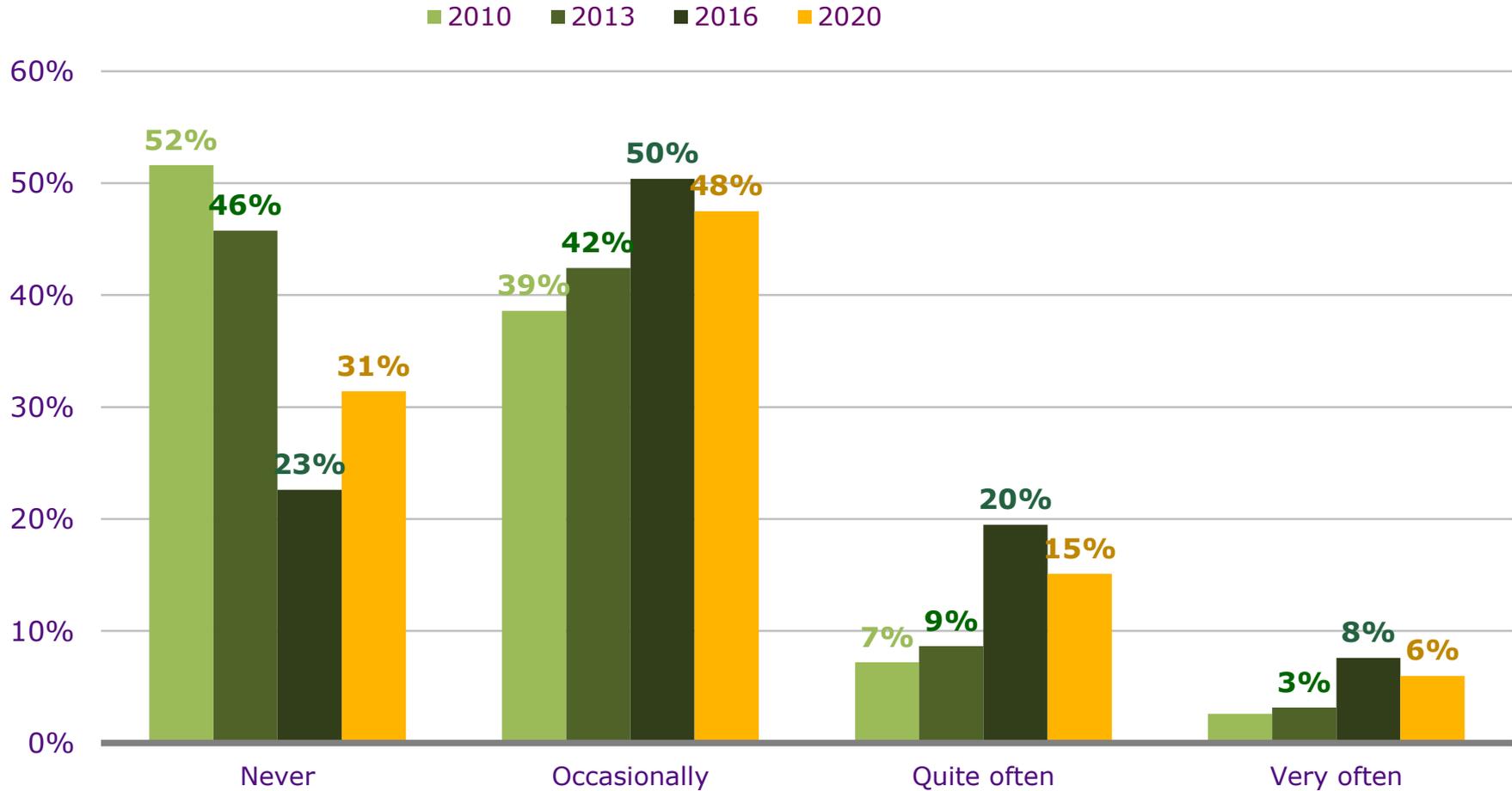
152. Have you allowed yourself to lose your temper with someone or something?



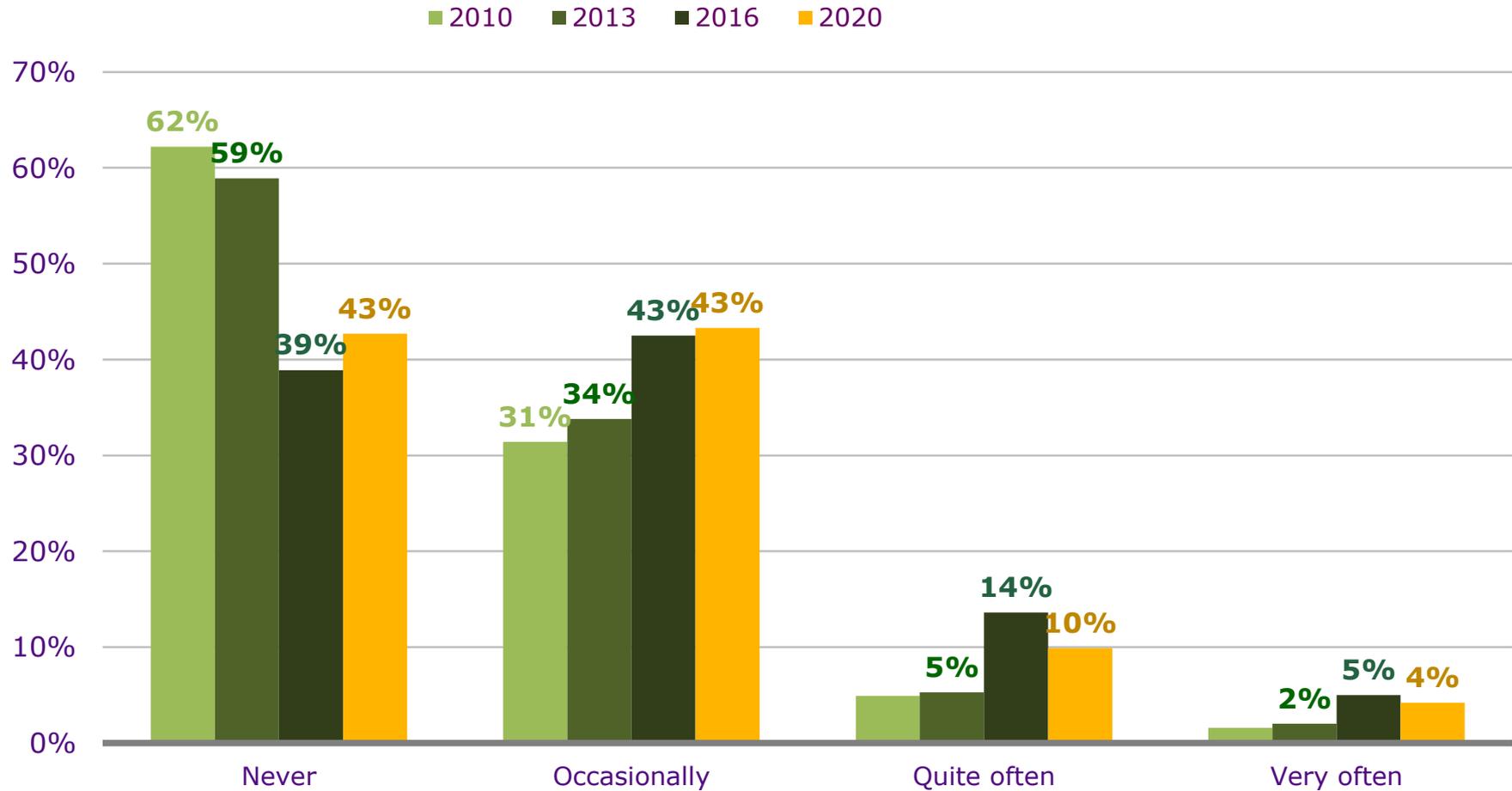
153. Have you had negative feelings towards others?



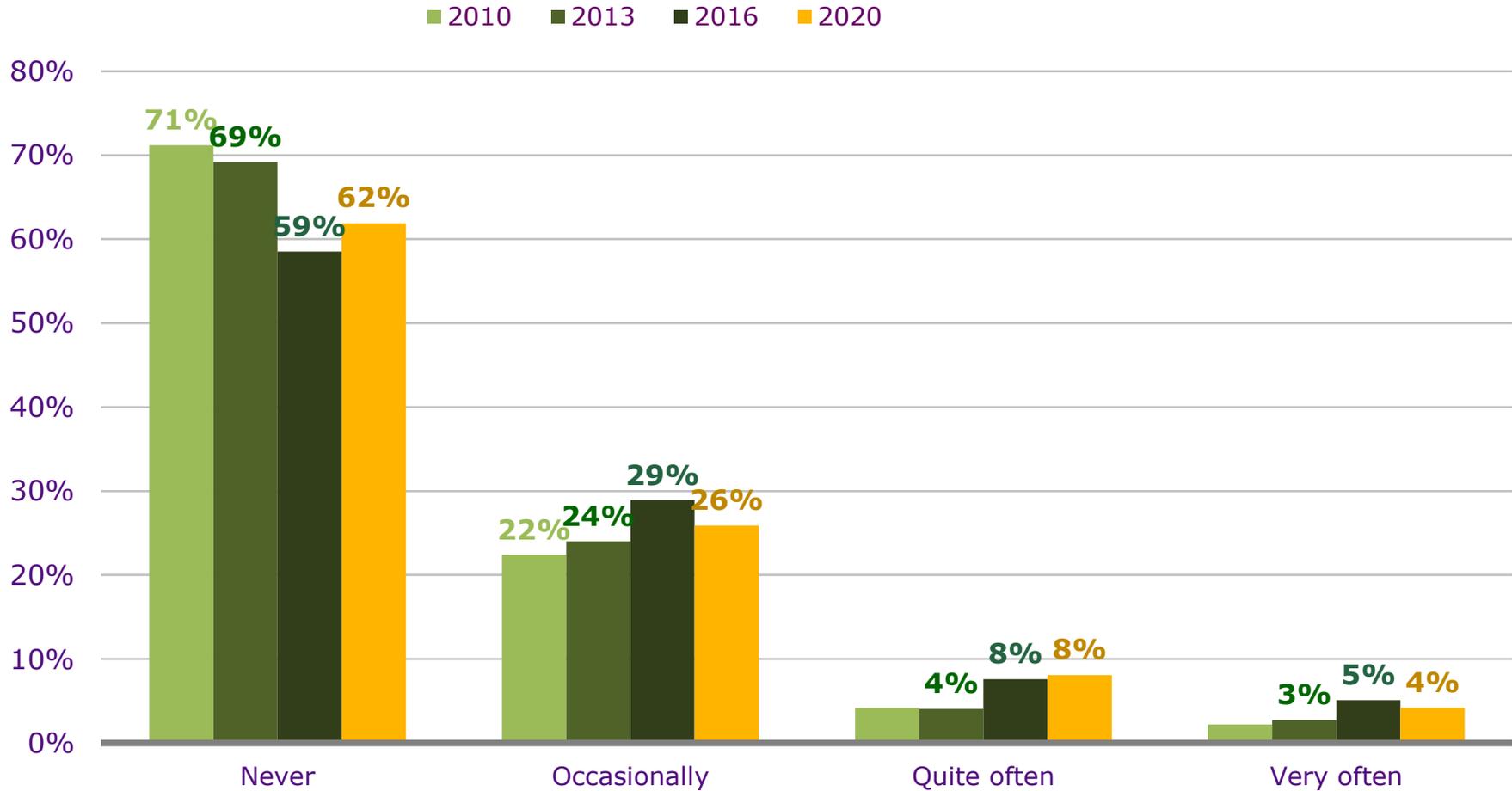
154. Have you felt easily annoyed or irritated?



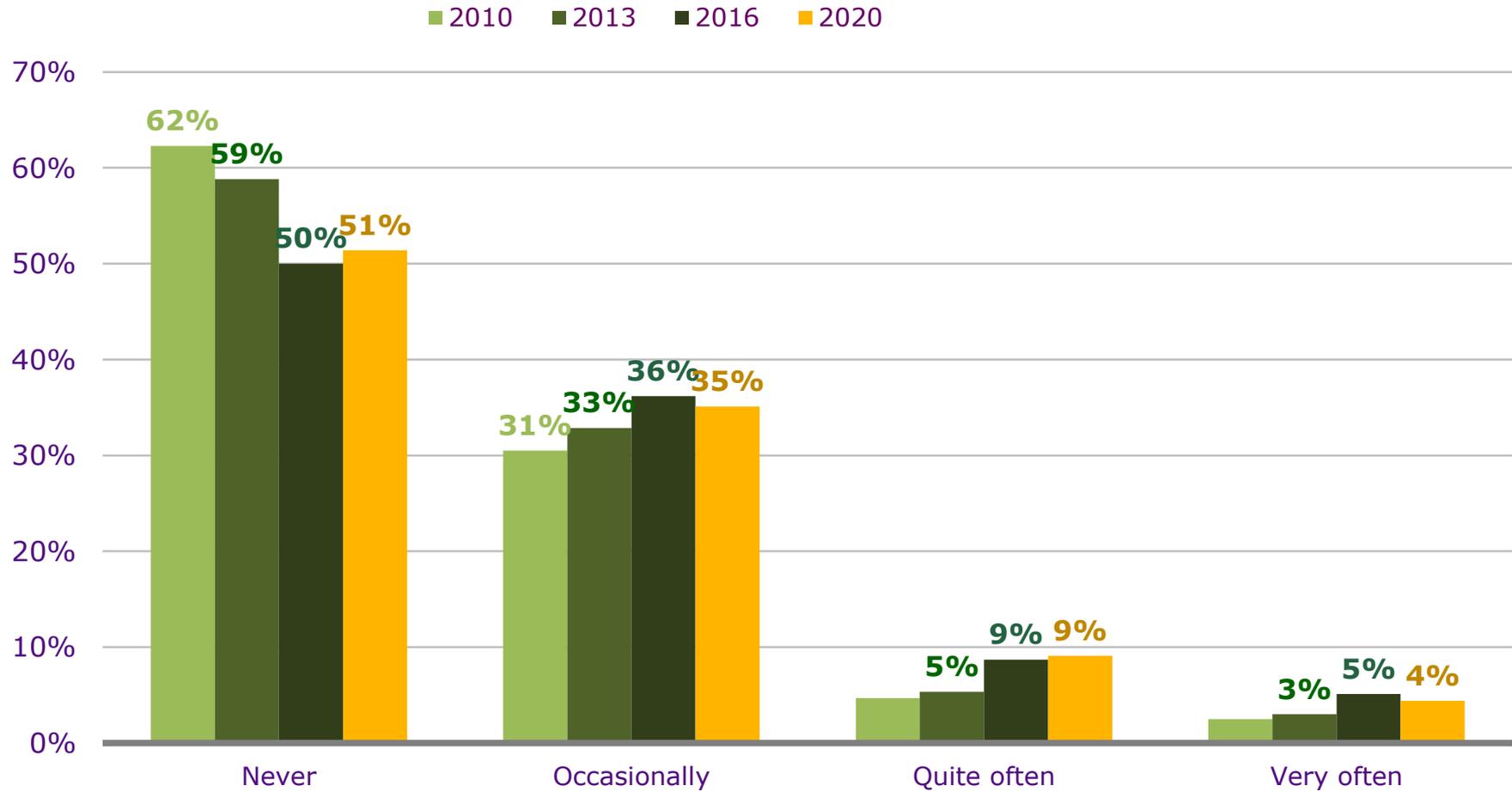
155. Have you got angry about unimportant things?



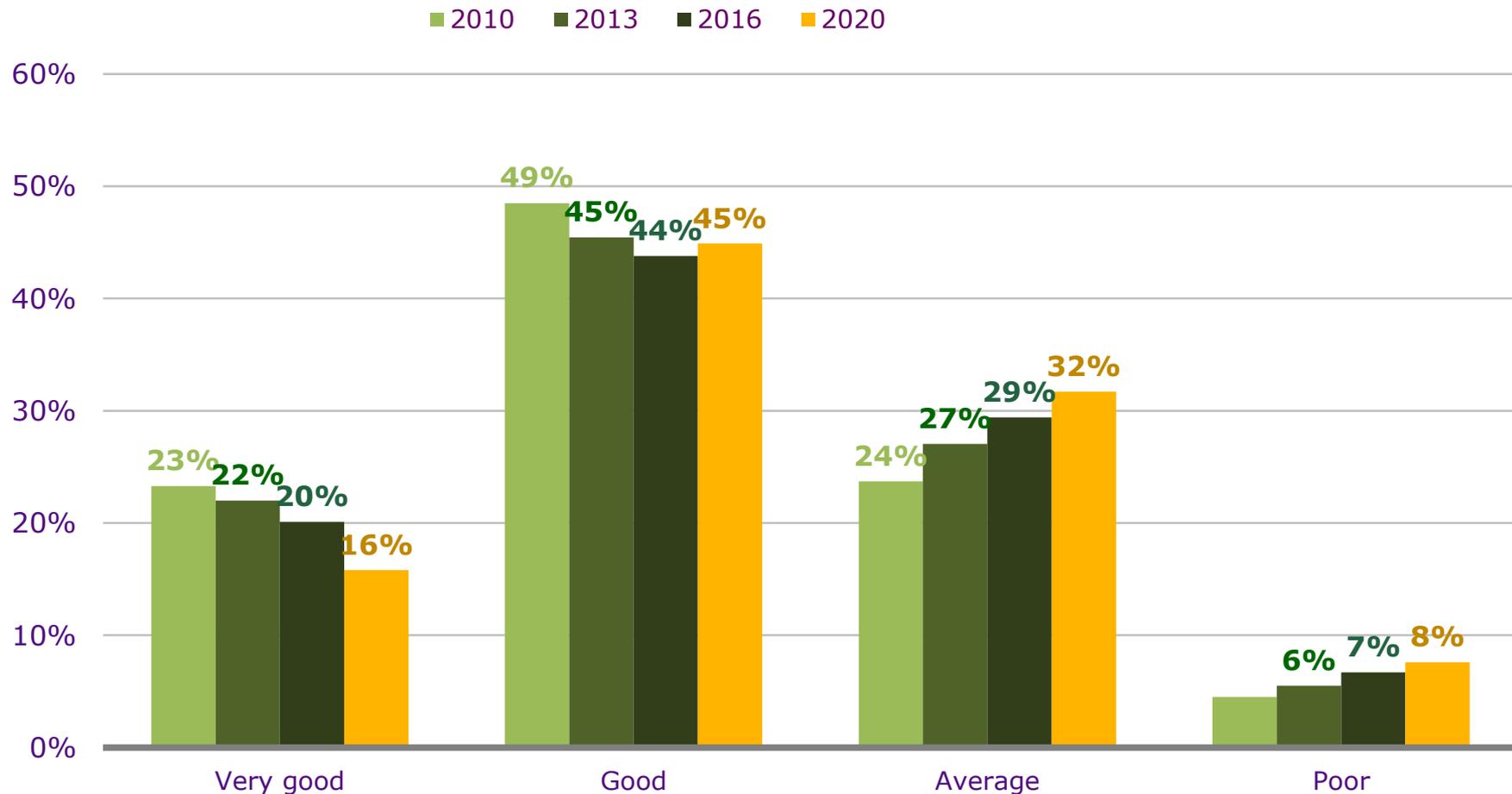
156. Have you had memory lapses?



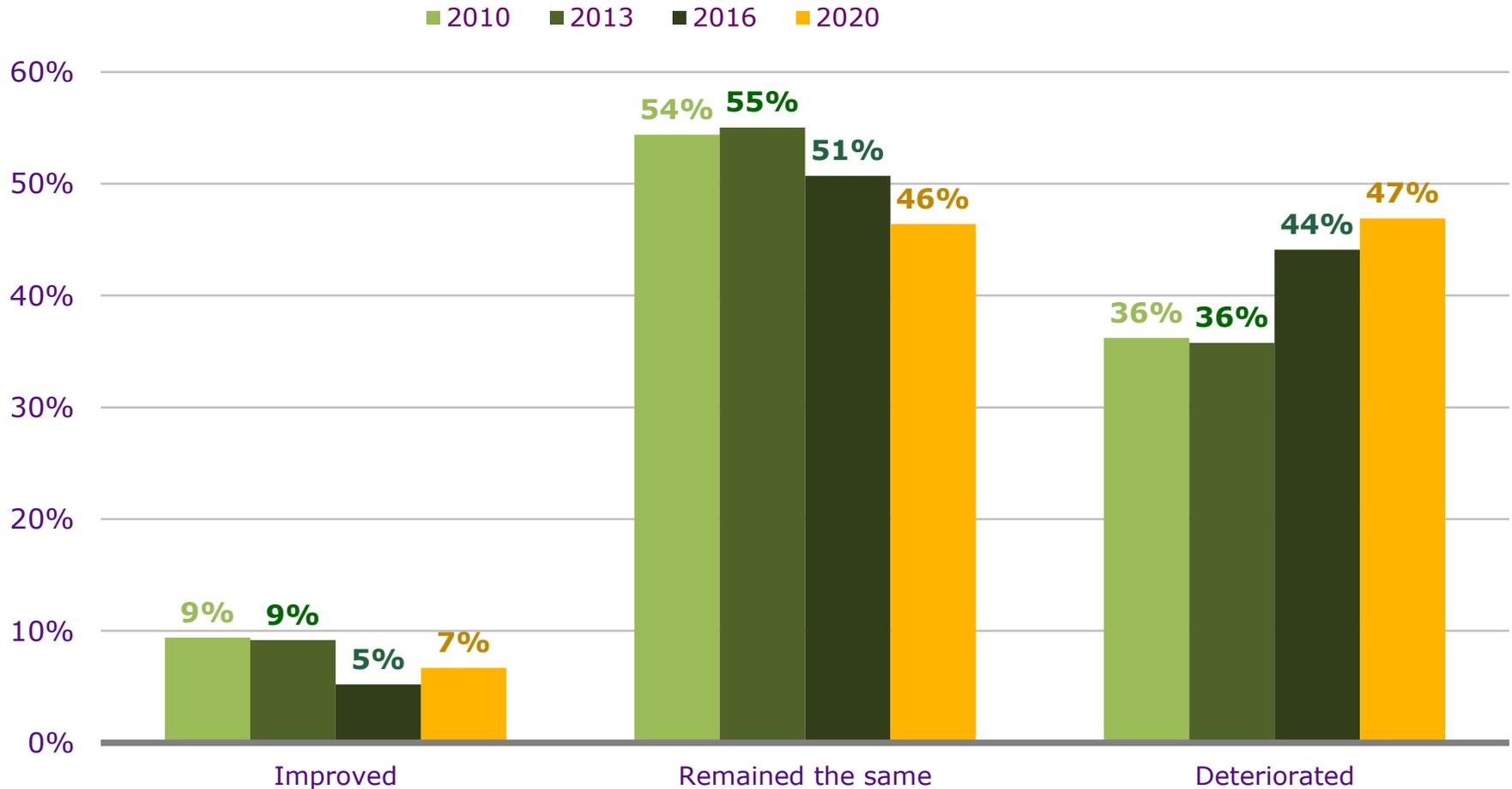
157. Have you had problems remembering things?



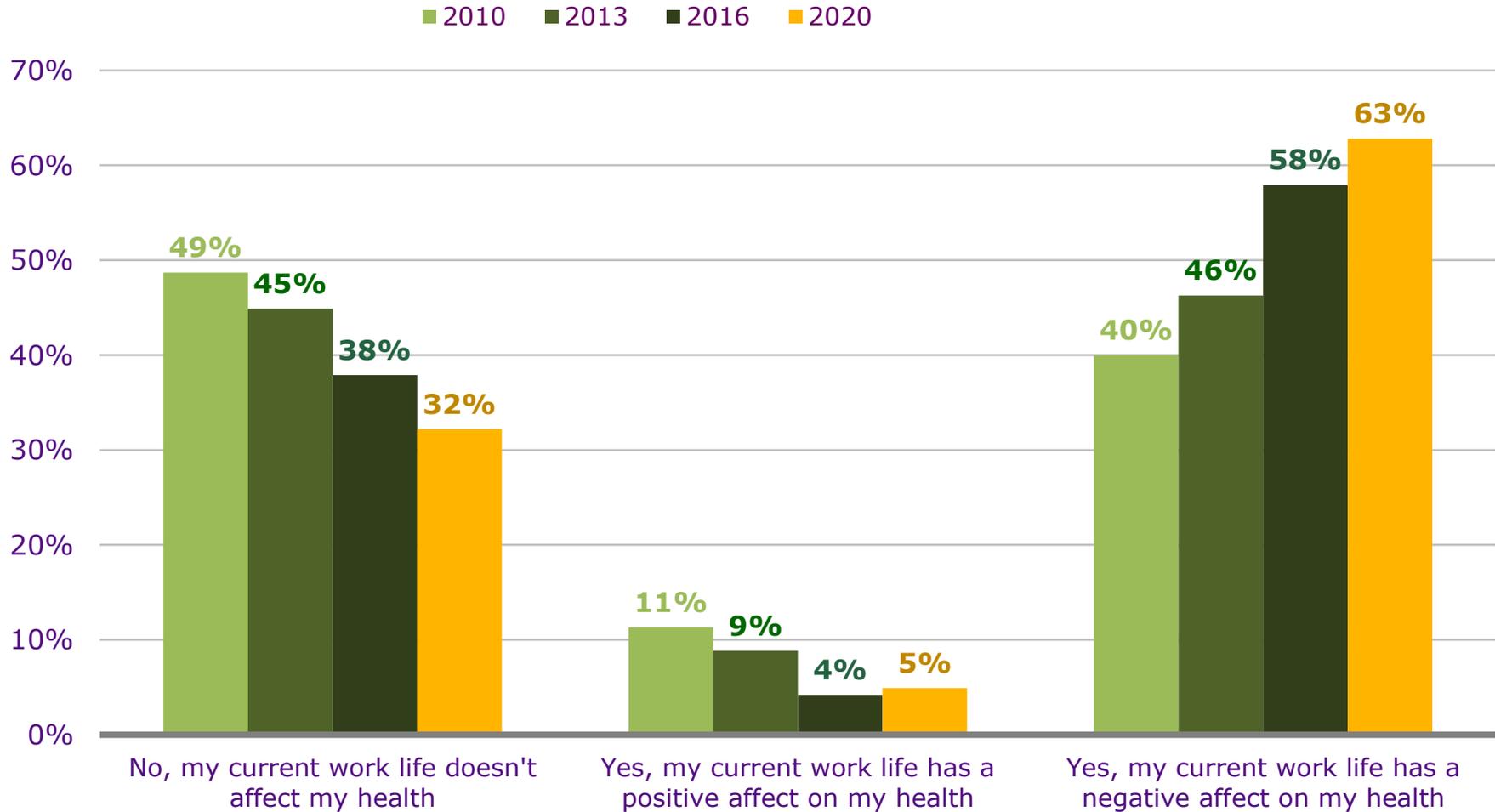
158. Compared to others of your own age, would you say that your health is:



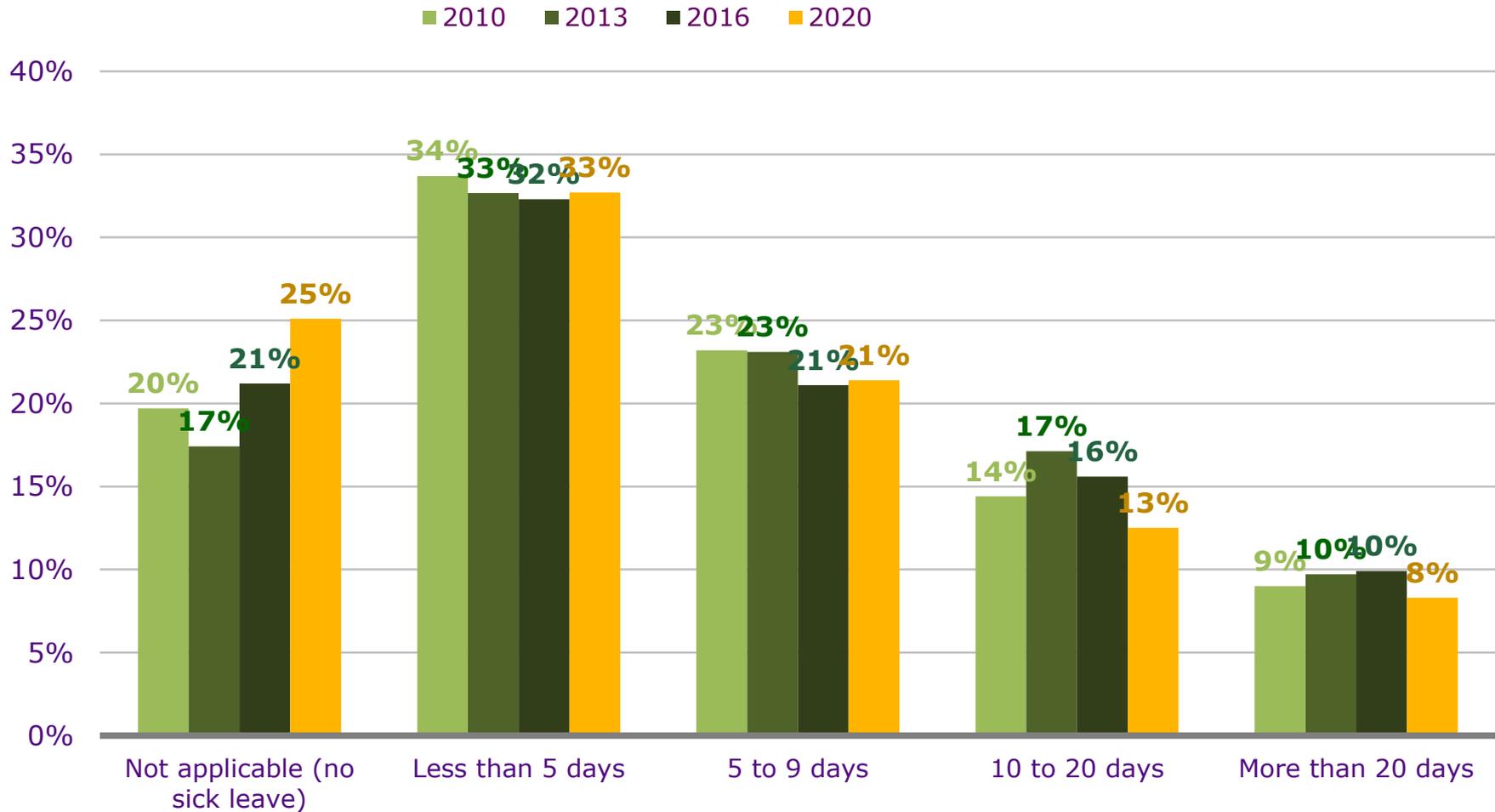
159. Compared to three years ago, would you say that your health has:



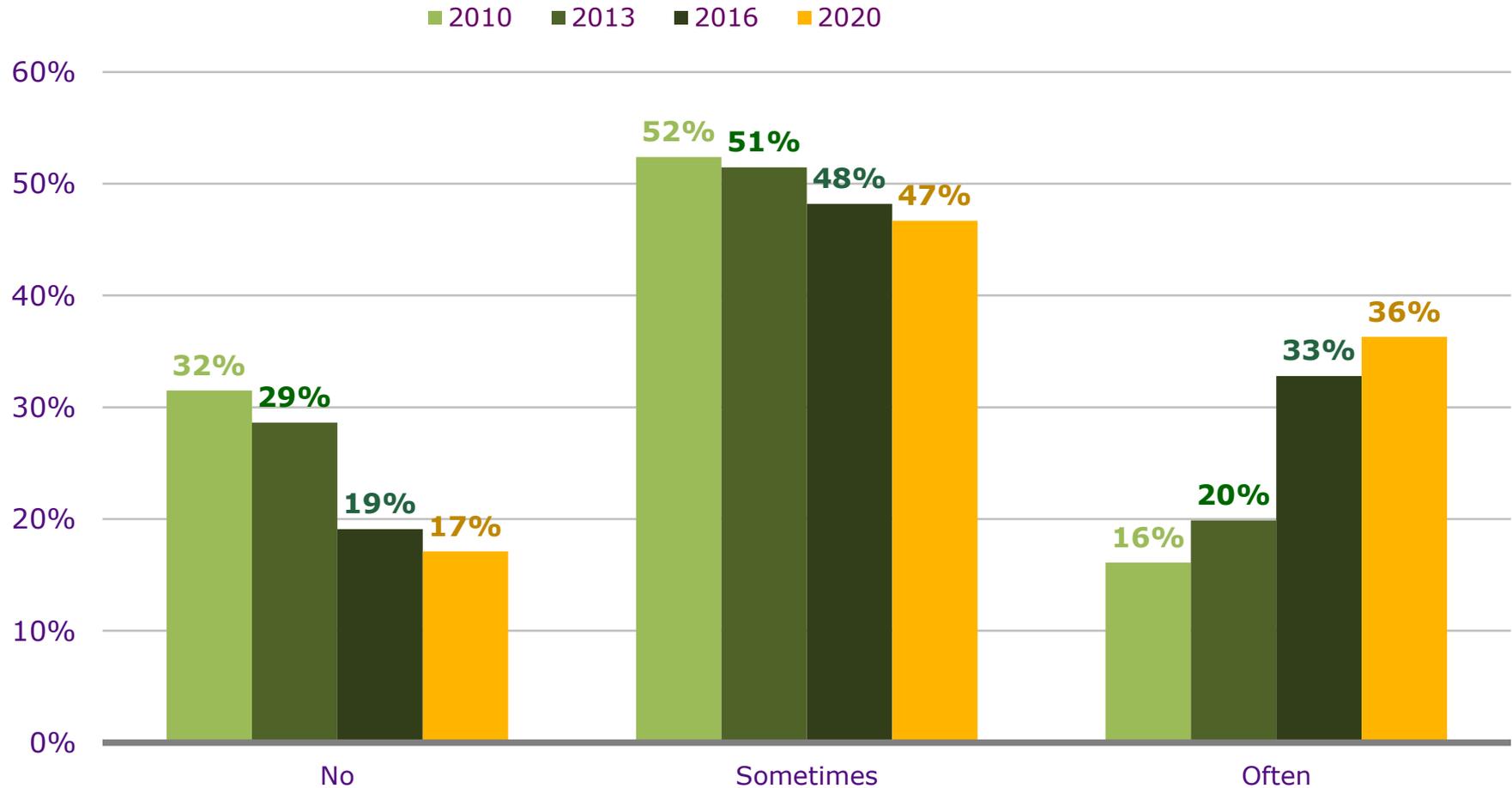
160. Do you think that your current work life affects your health?



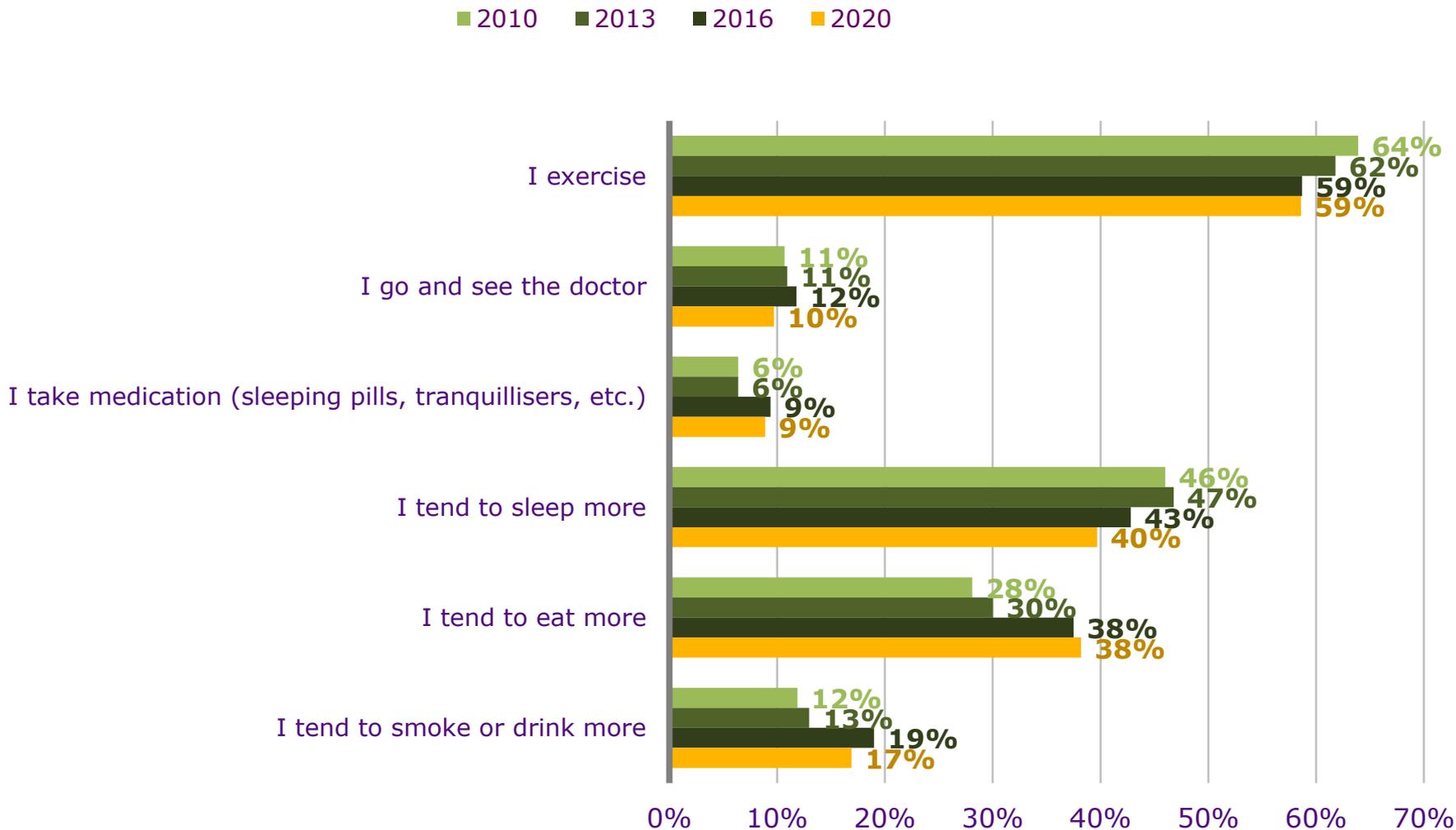
162. How many days of sick leave did this amount to in total over the last 12 months?



163. Do you feel or have you felt, in the last 12 months, very tired or stressed as a result of your work?

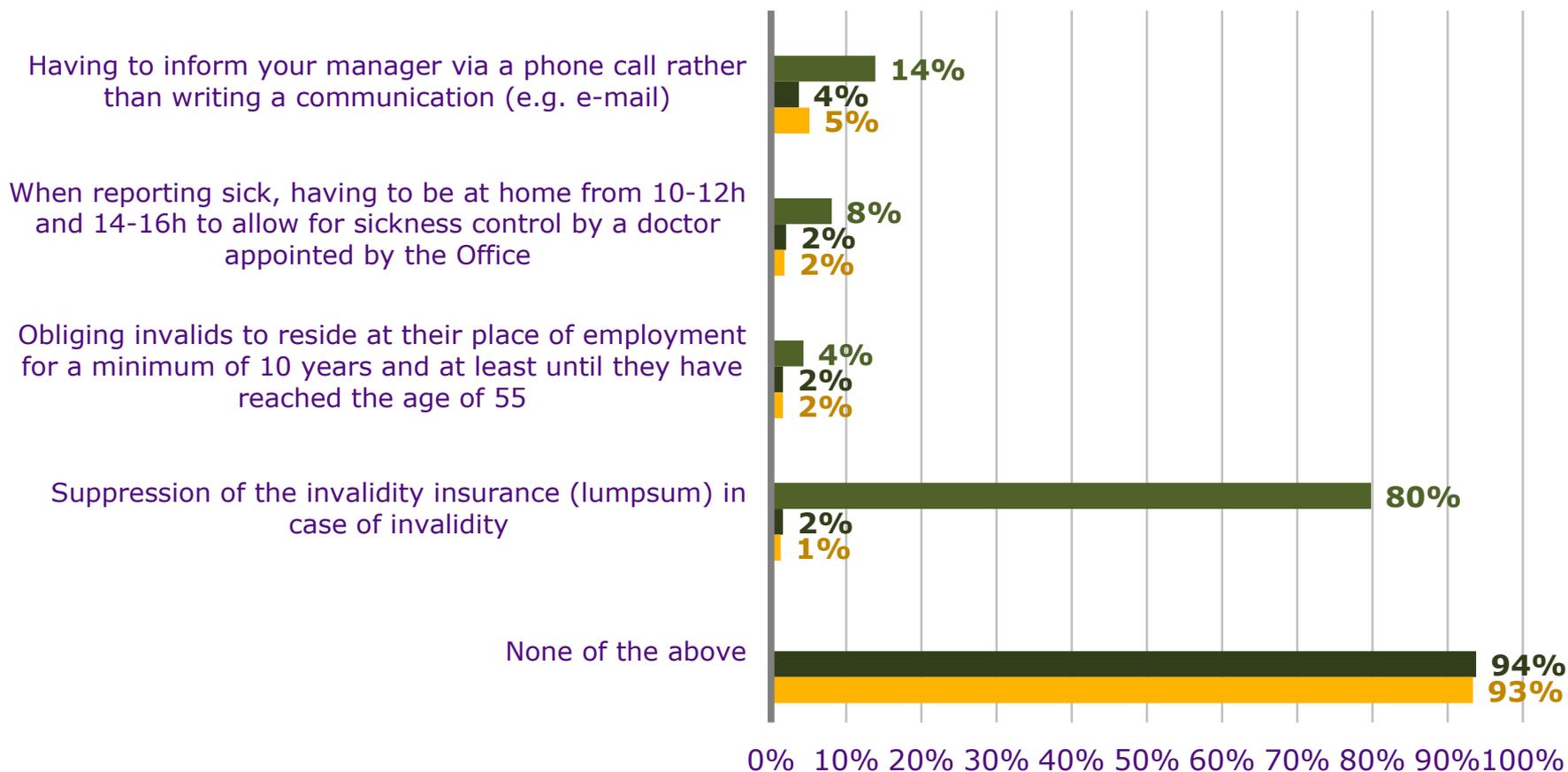


164. What do you generally do when you are feeling really tired or stressed as a result of your work, or when you're fed up or you've had as much as you can take?



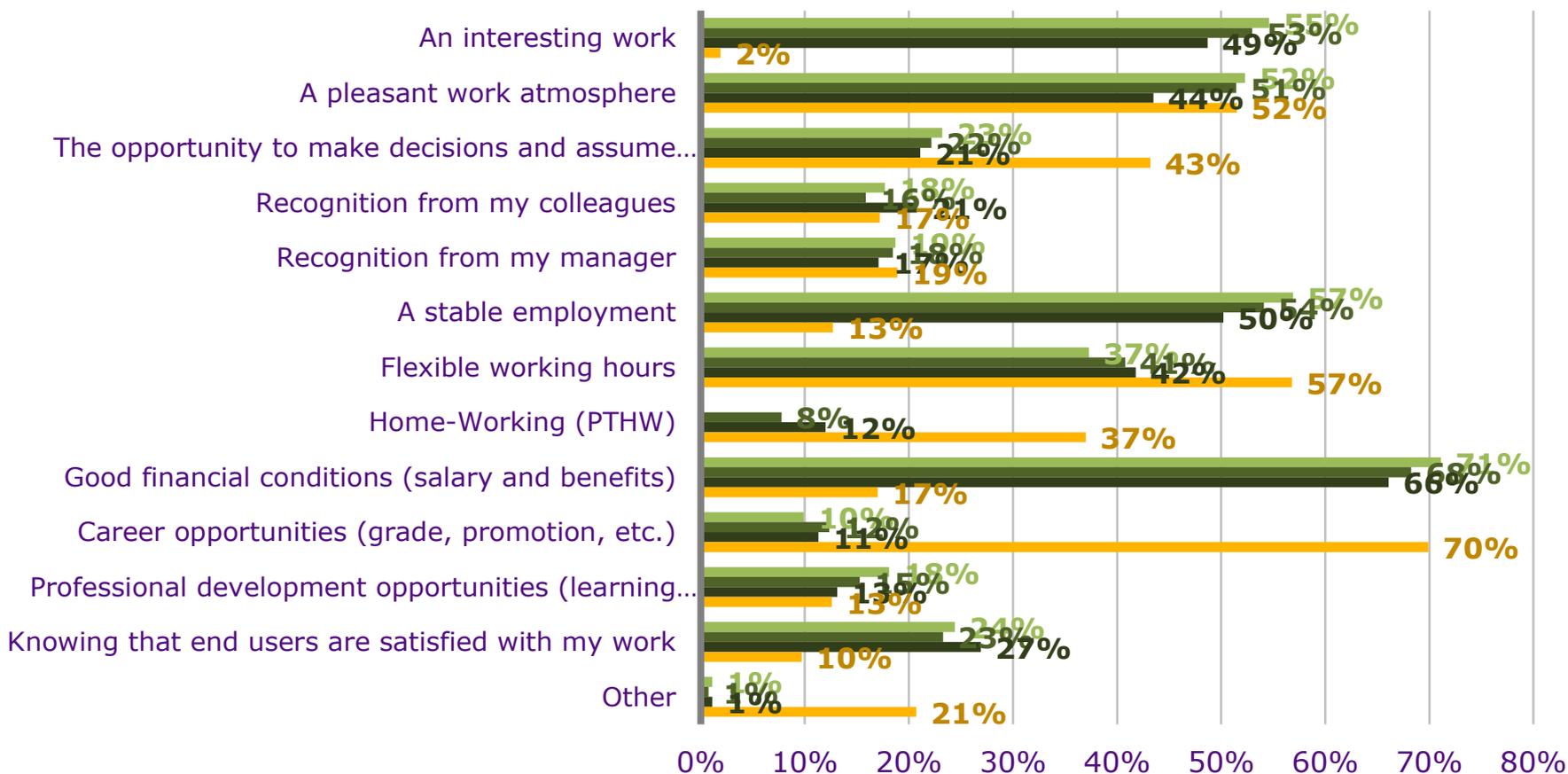
165. Amongst the measures that follow, which, if any, has improved working conditions and well-being :

■ 2010 ■ 2013 ■ 2016 ■ 2020



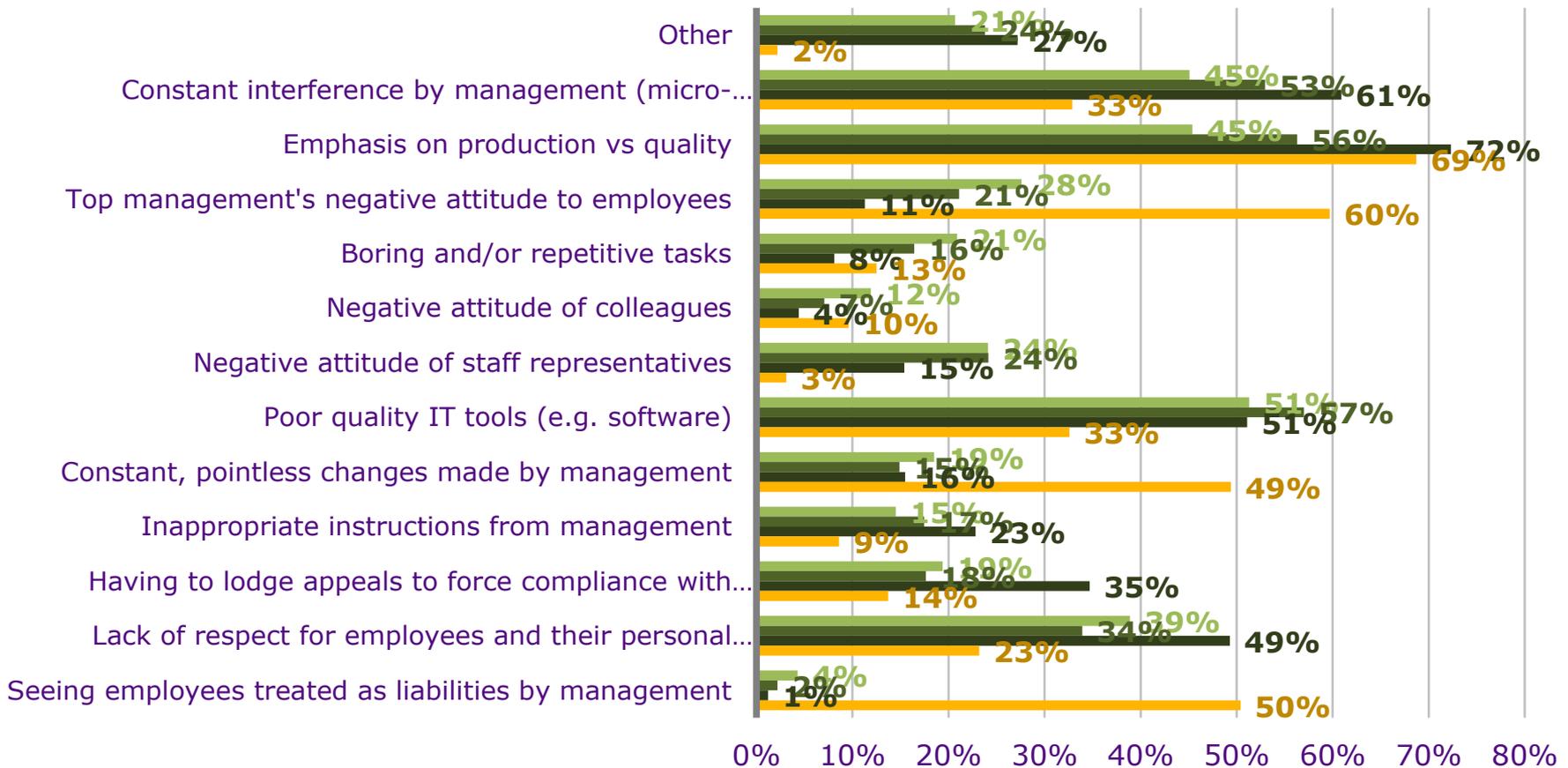
166. From the list below, select the four most important motivating factors in your job

■ 2010 ■ 2013 ■ 2016 ■ 2020

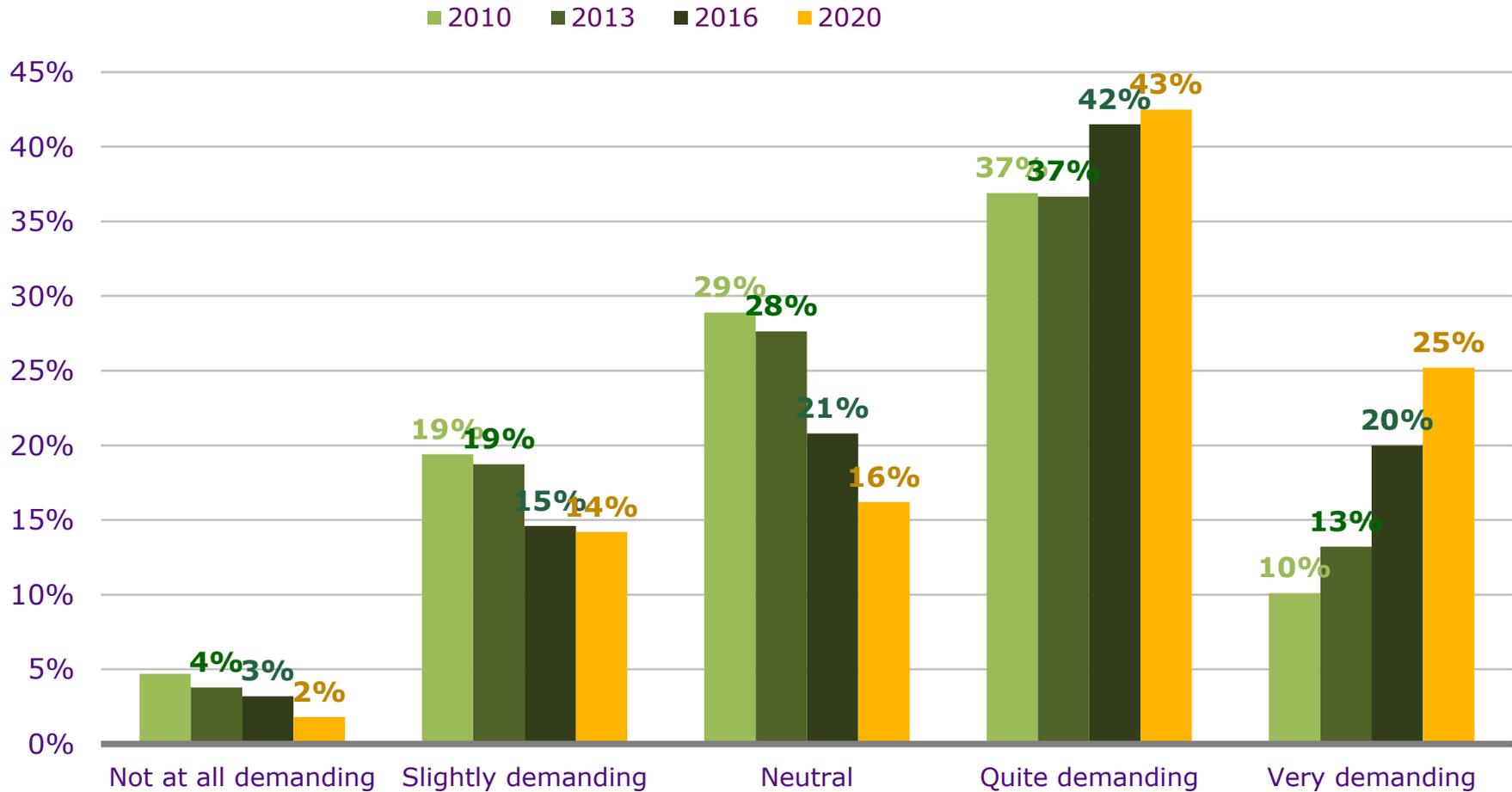


168. From the following list, select the four most important demotivating factors in your job:

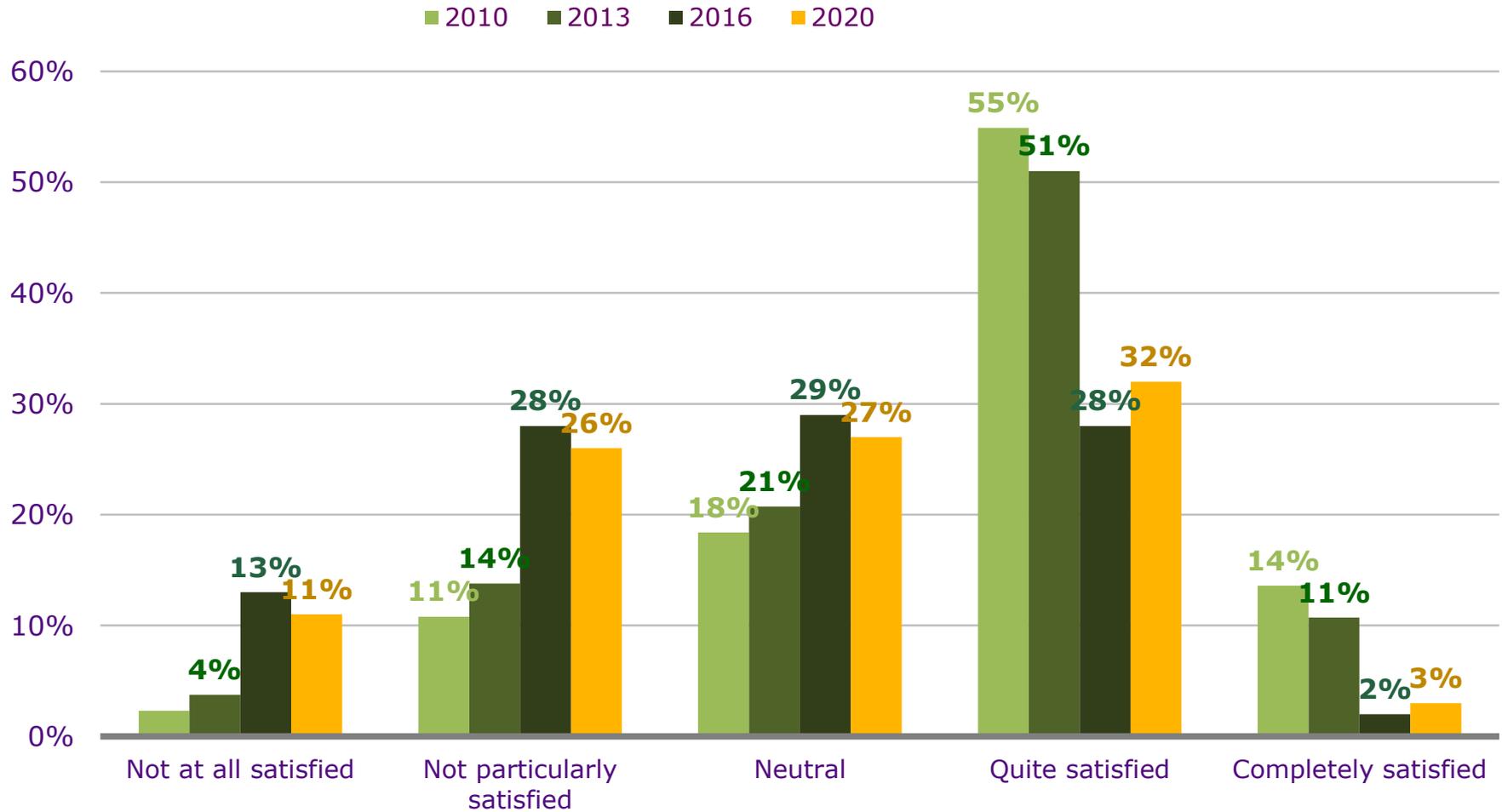
■ 2010 ■ 2013 ■ 2016 ■ 2020



170. I think that my current job is:



171. Considering my overall work situation, I am:



172. I would recommend the EPO as an employer to a friend

