

ECHA's 2021 staff engagement survey

63rd Meeting of the Management Board 23 September 2021

Key messages

The Management Board (MB) is invited to take note of the results of the 2021 staff engagement survey.

Following its established practice, the Secretariat conducted an all-staff survey in May 2021, to which 96% of ECHA staff responded. The survey aimed to provide information on staff engagement and satisfaction levels, and the results show that ECHA is above the benchmark level of expert organisations in Finland. Corporate and unit-level actions have been identified to follow up the findings of the survey.

Summary of results

ECHA's 2021 staff engagement survey was conducted between 03 and 24 May 2021 by Eezy Flow Oy, ECHA's external service provider, attracting an excellent response rate of 96.1% of staff members. The service provider's report of the results of the survey is provided in Annex 1. In summary, during its presentation of the results to ECHA's staff on 16 June 2021, Eezy Flow Oy described the main findings as follows:

'The overall results of ECHA are clearly above the benchmark level. The results are compared to (the) Finland expert norm. The People Power rating, showing the overall level of the results, is AA (Good) and index 77.0. At the index level, the results are significantly above the Finland expert norm. Especially leadership index and performance index are clearly higher than among experts in Finland in general'.

Eezy Flow Oy's People Power® rating of AA has resulted in ECHA being recognised as one of the most inspiring workplaces in Finland. This recognition is awarded to organisations based in Finland that achieve outstanding results in Eezy Flow's PeoplePower® employee survey¹, while the certification states that this *'signals a high employee engagement level'* and that *'the organisation is an inspiring workplace where business is developed together with employees'*.

Background

The Secretariat considers that the organisation of regular staff engagement surveys, and the consequent follow-up of results, provides valuable information on staff engagement and satisfaction levels within the organisation, facilitates ongoing monitoring of its work environment and staff wellbeing, and provides important input to the ongoing implementation of its human resources (HR) strategy². As evidence of this commitment, ECHA has conducted staff engagement surveys since 2011 (that is, in 2011, 2012, 2013, 2015, 2017, 2019 and 2021) and, in addition, ECHA carried out three dedicated staff surveys in 2020/2021 related to the COVID-19 pandemic. In line with the practice of previous years, ECHA's Human Resources Unit analysed the overall results of the survey and proposed follow-up measures at corporate (ECHA) level, which were endorsed by ECHA's senior management team on 24 August 2021.

¹ <https://www.innostavimmat.fi/in-english>

² https://echa.europa.eu/documents/10162/4789912/hr_strategy_MB52_en.pdf/69a8dd4e-77e1-0838-858c-541fc90c9a9b

The analysis and follow-up of ECHA's staff survey results takes place at a number of levels. In parallel with the corporate level measures, ECHA's units and directorates have been requested to analyse their specific results with a view to identifying and implementing pertinent follow-up measures. From a HR perspective, the unit and directorate level analysis and follow-up are a critical component to address identified issues as, in essence, the deeper the granularity of the analysis, the greater the potential impact on staff members. It is also considered that this approach (focus at both corporate and unit level) will stimulate the necessary commitment and ownership at local level that is critical to achieve sustained impact, in line with the ongoing implementation of ECHA's HR strategy.

Priority areas for development

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Rewarding	Ensure continuous recognition of staff and colleagues by providing authentic, positive feedback. [Valuable guidance will continue to be developed on building and maintaining a feedback culture by the ongoing Collaboration Project]. Continue to implement 'career paths' by identifying vertical and lateral opportunities for staff development and defining skills, experience and competencies necessary for development/success at each level. [Reference ECHA's HR strategy (priority area 3), ' <i>Promote staff engagement by facilitating career development opportunities</i> '].
Operative culture	Continue to promote and model the 'One-ECHA' culture that facilitates knowledge and information sharing, intra- and inter-unit cooperation, and efficient decision-making.
Communication	Position intra-unit communication as a key element in ECHA's hybrid transition. Offer pertinent training to managers, team leaders and staff to facilitate adapting to the new (hybrid) work environment.

Attachment:

- Annex 1: ECHA's 2021 staff engagement survey report (corporate level) (internal)

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