

# 6th pulse survey on employee experience

In the following questions, we would like to ask about your engagement, productivity, well-being, connectedness, work-life balance as well as your experiences with hybrid working.

Throughout this survey, “direct manager” can refer to your Team Lead, Head of Section, Head of Division etc. depending on the structure of your team. They provide you with objectives and regular feedback.

## Privacy Disclaimer

Participation in the survey is voluntary.

The survey is conducted by the Directorate General Human Resources for the purpose of gathering information about staff's well-being and working conditions.

The responses to the survey are collected through the Epsilon tool and further processed within the secure ECB environment.

The survey is intended to be anonymous and all efforts have been made to ensure anonymity. The responses to the survey are automatically recorded without any direct identifiers (name, staff ID, e-mail address or other), and for analysis aggregated in a manner neither allowing for the identification of individual respondents nor for the attribution of individual responses to a respondent. Please make sure that your responses in the open-space fields are formulated in such a way that no information permitting identification of yourself or any other person is introduced.

Recipients of the survey results are dedicated ECB staff members of DG/HR. The individual survey responses are kept for a maximum period of 12 months after the closure of the survey.

If you have any questions or concerns regarding the survey, please contact the Working Culture team at [WorkingCulture@ecb.europa.eu](mailto:WorkingCulture@ecb.europa.eu) .

There are 49 questions in this survey.

**Overall, how do you feel in your day-to-day working life at the moment?**

\*

**!** Check all that applyPlease choose **all** that apply:

- Well-prepared
- Excited
- Relieved
- Curious
- Happy
- Relaxed
- Indifferent
- Tired
- Worried
- Sad
- Frustrated
- Uncertain
- Stressed

## How much do you agree or disagree with the following statements? \*

Please choose the appropriate response for each item:

|  | <b>Strongly<br/>disagree</b> | <b>Disagree</b>       | <b>Neither/nor</b>    | <b>Agree</b>          | <b>Strongly<br/>agree</b> |
|--|------------------------------|-----------------------|-----------------------|-----------------------|---------------------------|
| <b>I am proud to work for the ECB</b>  | <input type="radio"/>        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>The ECB motivates me to go beyond what I would do in a similar role elsewhere</b>   | <input type="radio"/>        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>I would recommend the ECB as a great place to work</b>                              | <input type="radio"/>        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>The ECB work environment enables me to do my job well</b>                           | <input type="radio"/>        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| <b>I have access to the necessary learning and development tools to do my job well</b> | <input type="radio"/>        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |

\*

Please choose the appropriate response for each item:

|   | <b>Much<br/>less<br/>productive</b> | <b>Somewhat<br/>less<br/>productive</b> | <b>Equally<br/>productive</b> | <b>Somewhat<br/>more<br/>productive</b> | <b>Much<br/>more<br/>productive</b> | <b>Does not<br/>apply/not<br/>sure</b> |
|---|-------------------------------------|---|-------------------------------|---|-------------------------------------|--|
| <b>How productive have you felt during the past month compared to how you usually feel?</b> | <input type="radio"/>               | <input type="radio"/>                   | <input type="radio"/>         | <input type="radio"/>                   | <input type="radio"/>               | <input type="radio"/>                  |

**\***

Please choose the appropriate response for each item:

|   | <b>Very<br/>harmful</b> | <b>Somewhat<br/>harmful</b> | <b>Neutral</b>        | <b>Somewhat<br/>beneficial</b> | <b>Very<br/>beneficial</b> |
|---|-------------------------|-----------------------------|-----------------------|--------------------------------|----------------------------|
| <b>How beneficial or harmful has your work life been to your mental health during the past month?</b> | <input type="radio"/>   | <input type="radio"/>       | <input type="radio"/> | <input type="radio"/>          | <input type="radio"/>      |

**Thinking about your workload and your work-life balance during the past month, please indicate how much the following statements apply to you: \***

Please choose the appropriate response for each item:

|   | <b>Strongly<br/>disagree</b> | <b>Disagree</b>       | <b>Neither/<br/>nor</b> | <b>Agree</b>          | <b>Strongly<br/>agree</b> | <b>Does not<br/>apply</b> |
|---|------------------------------|-----------------------|-------------------------|-----------------------|---------------------------|---------------------------|
| <b>My workload is manageable with my contractually agreed working hours</b> | <input type="radio"/>        | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/>     |
| <b>I manage to maintain a satisfactory work-life balance</b>                | <input type="radio"/>        | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/>     |

**How many extra working hours have you worked on average each week during the past month? \***

**i** Choose one of the following answers

Please choose **only one** of the following:

- I have not worked extra hours
- 1-2 hours per week
- 3-4 hours per week
- 5-6 hours per week
- 7-8 hours per week
- 9-14 hours per week
- 15-19 hours per week
- 20 hours or more per week
- I don't track my working time (nor extra hours)

**\***

Please choose the appropriate response for each item:

**Very      Somewhat                      Somewhat      Very**  
**disconnected    disconnected    Neutral    connected    connected**

**How connected have you felt to your team\* during the past month?**

                                                                                      

\* to managers: please refer to the team/ unit you are leading

## How satisfied are you with the following factors for having a good hybrid experience? \*

Please choose the appropriate response for each item:

|  | Very<br>dissatisfied  | Somewhat<br>dissatisfied | Neutral               | Somewhat<br>satisfied | Very<br>satisfied     | Does not<br>apply     |
|--|-----------------------|--------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Office equipment to support hybrid meetings  | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| IT functioning and IT support in division meeting rooms for using hybrid equipment   | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| IT functioning and IT support in central meeting rooms for using hybrid equipment  | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Coordination of on-site days within team   | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Number of meetings   | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Inclusive behaviour (e.g. equal participation of on-site and remote participants, keeping the cameras on) during hybrid meetings                   | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Your behavioural skills needed for working in a hybrid setting (e.g. conducting hybrid meetings, managing teams in the hybrid working environment) | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Your skills for using digital collaboration tools (e.g. Miro, Teams, hybrid meeting room equipment)  | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

|  | <b>Very<br/>dissatisfied</b> | <b>Somewhat<br/>dissatisfied</b> | <b>Neutral</b>        | <b>Somewhat<br/>satisfied</b> | <b>Very<br/>satisfied</b> | <b>Does not<br/>apply</b> |
|--|------------------------------|----------------------------------|-----------------------|-------------------------------|---------------------------|---------------------------|
| <b>Registration tool for<br/>remote working days</b> | <input type="radio"/>        | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/>         | <input type="radio"/>     | <input type="radio"/>     |

## Would any of the following factors help you to improve your hybrid working experience? \*

Please choose the appropriate response for each item:

|  | No                    | To some extent        | Fully                 |
|--|-----------------------|-----------------------|-----------------------|
| <b>My direct manager adjusting their leadership style and practices to the hybrid environment</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Clear separation between work and free time</b>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>My capability to learn how to work in the hybrid environment (e.g. participating in hybrid workshops, facilitating hybrid meetings, using the right digital tools for the right purposes)</b> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>IT equipment and tools for the hybrid environment</b>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Space management adapted to the hybrid environment</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Better planning of common on-site days in the team</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Regular set hours for synchronous collaboration within teams</b>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



## Other (please specify)

Please write your answer here:

\*

Please choose the appropriate response for each item:

|  | Not<br>enjoyable<br>at all | Rather<br>not<br>enjoyable | Neutral               | Somewhat<br>enjoyable | Very<br>enjoyable     | Does not<br>apply     |
|--|----------------------------|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| How was your<br>experience in the office<br>during the past three<br>months? | <input type="radio"/>      | <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## What was most enjoyable for you in the office?

Please write your answer here:

## Do you feel comfortable to openly share your challenges, concerns and questions around hybrid working: \*

Please choose the appropriate response for each item:

|   | No                    | Partly                | Yes                   |
|---|-----------------------|-----------------------|-----------------------|
| with colleagues?  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| via the ECB's communication channels (such as the Intranet, events, email, etc.)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| with your direct manager?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Through which of the following channels did you get information about the results of the last (COVID-19) staff survey (run in March/April 2022)? \*

**i** Check all that apply

Please choose **all** that apply:

- Intranet article
- Tableau dashboard(s)
- Presentations/ discussions on your BA level
- Presentations/ discussions on your division/ section/ team level
- None of the above
- Does not apply

•  Other:

**Share with us any proposals to make the way we work together in hybrid the best possible experience. [optional]**

Please write your answer here:

## **A little about you**

**Which Business Area are you in? \***

❗ Choose one of the following answers

Please choose **only one** of the following:

- Digital Euro Project
- Counsel
- CSO
- DBN
- DGC
- DGCS
- DGCS/DA
- DGCS/DF
- DGE
- DGHR
- DGHOL
- DGI
- DGIS
- DGL
- DGM
- DGMF
- DGMIP
- DGMP
- DGOMI
- DGR
- DGS
- DGSE
- DGSGO
- DGSIB
- DGSP
- DGUDI

- DIA
- DRM
- DSSR
- SEC ESRB
- Prefer not to say

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'CSO' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- CSO/GTS
- CSO/OEG
- CSO/ORM
- CSO (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DBN' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DBN/CDE
- DBN/CMA
- DBN (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGC' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGC/DND
- DGC/LGS
- DGC/NEWS
- DGC/PCOM
- DGC/STC
- DGC (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGCS/DF' or 'DGCS/DA' or 'DGCS' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DA/ADS
- DA/PRE
- DA/SET
- DA (other)
- DF/BCO
- DF/CPO
- DF/FAR
- DF (other)
- DGCS (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGE' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGE/BCA
- DGE/EES
- DGE/FIP
- DGE/FPM
- DGE/PAC
- DGE/SSL
- DGE (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGHOL' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGHOL/BCC
- DGHOL/CME
- DGHOL/CRE
- DGHOL/NFR
- DGHOL/SMD
- DGHOL/SPO
- DGHOL/STE
- DGHOL (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGHR' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGHR/BPA
- DGHR/ESE
- DGHR/TMA
- DGHR (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGI' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGI/EIF
- DGI/EXT
- DGI/IPA
- DGI/RE
- DGI (other)



### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGIS' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGIS/ADO
- DGIS/DAS
- DGIS/DSS
- DGIS/EBS
- DGIS/IAS
- DGIS/IOS
- DGIS/PRS
- DGIS (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGL' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGL/FLA
- DGL/HS
- DGL/ILA
- DGL/LEG
- DGL/SLA
- DGL (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGM' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGM/BMI
- DGM/FOS
- DGM/MML
- DGM/MOA
- DGM/MOS
- DGM (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGMF' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGMF/FRE
- DGMF/MAP
- DGMF/MBF
- DGMF/SRF
- DGMF/STM
- DGMF (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGMIP' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGMIP/MI2
- DGMIP/MID
- DGMIP/MIM
- DGMIP/MIS
- DGMIP/OVS
- DGMIP (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGMP' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGMP/CMT
- DGMP/MAY
- DGMP/MSY
- DGMP (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGOMI' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGOMI/FRI
- DGOMI/IMI
- DGOMI/NFI
- DGOMI/OPI
- DGOMI (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGR' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGR/FIR
- DGR/MPR
- DGR (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGS' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGS/AMA
- DGS/DO
- DGS/ESSA
- DGS/MOE
- DGS/SAT
- DGS/SFI
- DGS/SUP
- DGS (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGSE' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGSE/CGO
- DGSE/IGO
- DGSE/SEC
- DGSE (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGSGO' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGSGO/AUT
- DGSGO/ESA
- DGSGO/FAP
- DGSGO/SO
- DGSGO/SSE
- DGSGO/TIN
- DGSGO (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGSIB' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGSIB/1
- DGSIB/2
- DGSIB/3
- DGSIB/4
- DGSIB/5
- DGSIB/6
- DGSIB (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGSPL' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGSPL/1
- DGSPL/2
- DGSPL/3
- DGSPL/4
- DGSPL/5
- DGSPL/ISO
- DGSPL (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DGUDI' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DGUDI/1
- DGUDI/2
- DGUDI/3
- DGUDI/4
- DGUDI/5
- DGUDI/6
- DGUDI (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DIA' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DIA/AMI
- DIA/ASI
- DIA (other)

### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DRM' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DRM/RAN
- DRM/RST
- DRM (other)



### Which Division are you in?

Only answer this question if the following conditions are met:

Answer was 'DSSR' at question '16 [D1]' (Which Business Area are you in?)

❗ Choose one of the following answers

Please choose **only one** of the following:

- DSSR/SRA
- DSSR/SRFR
- DSSR/SRNF
- DSSR (other)

### Salary band \*

❗ Choose one of the following answers

Please choose **only one** of the following:

- A - B
- C
- D
- E
- E/F - F
- F/G - G
- H
- I
- J
- K - L
- Trainee
- Other
- Prefer not to say

**Are you responsible for managing \***

❗ Choose one of the following answers

Please choose **only one** of the following:

- a team?
- a section/ division?
- a directorate/ directorate general?
- no management responsibilities

**What is your working arrangement? \***

❗ Choose one of the following answers

Please choose **only one** of the following:

- Full Time
- Part Time

**Please indicate how long you have worked for the ECB. \***

❗ Choose one of the following answers

Please choose **only one** of the following:

- Less than 6 months
- 6 months but less than 1 year
- 1 year but less than 2 years
- 2 years but less than 4 years
- 4 years but less than 6 years
- 6 years but less than 10 years
- 10 years but less than 15 years
- 15 years or more

## As a newcomer, my onboarding on the ECB hybrid environment included following aspects: \*

Only answer this question if the following conditions are met:

Answer was 'Less than 6 months' at question '45 [ContractLength]' (Please indicate how long you have worked for the ECB.)

Please choose the appropriate response for each item:

|   | No                    | To some extent        | Fully                 |
|---|-----------------------|-----------------------|-----------------------|
| <b>Full onboarding sessions on the hybrid way of working in my division</b>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Introductions to digital collaboration tools as used in my division (MS Teams, MS Planner, Miro...)</b>                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>Introductions for hybrid settings as used by the ECB to develop a hybrid culture (e.g. Digital Dexterity, Diversity and Inclusion)</b> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <b>I made use of the ECB training offerings aiming to develop a hybrid culture (e.g. Digital Dexterity, Diversity and Inclusion)</b>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Age bracket \***

❗ Choose one of the following answers

Please choose **only one** of the following:

- under 26
- 26-35
- 36-45
- 46-55
- over 55

**Gender \***

❗ Choose one of the following answers

Please choose **only one** of the following:

- Female
- Male
- Non-binary/other
- Prefer not to say

**Do you take care of children, elderly parents or other dependants?**

\*

❗ Choose one of the following answers

Please choose **only one** of the following:

- Yes
- No
- Prefer not to say

Your feedback and insight is valuable. Many thanks for participating in the survey. Your responses have been recorded.

11.11.2022 – 23:59

Submit your survey.

Thank you for completing this survey.