



Results of the Survey

Work Well Feel Well

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April 1, 2019

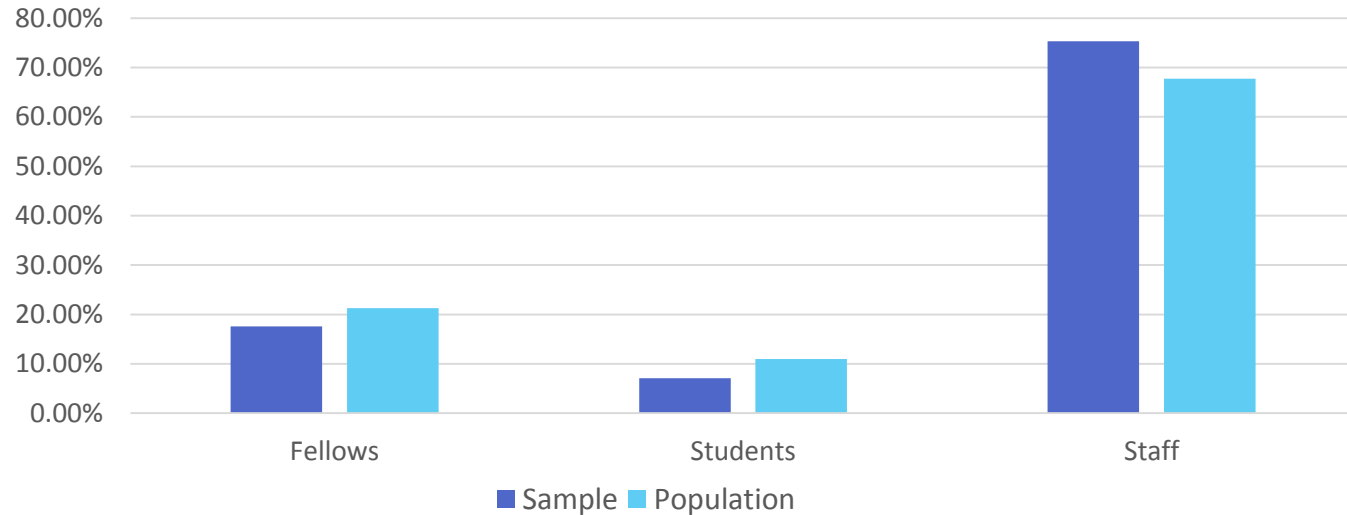


Objectives of the Survey

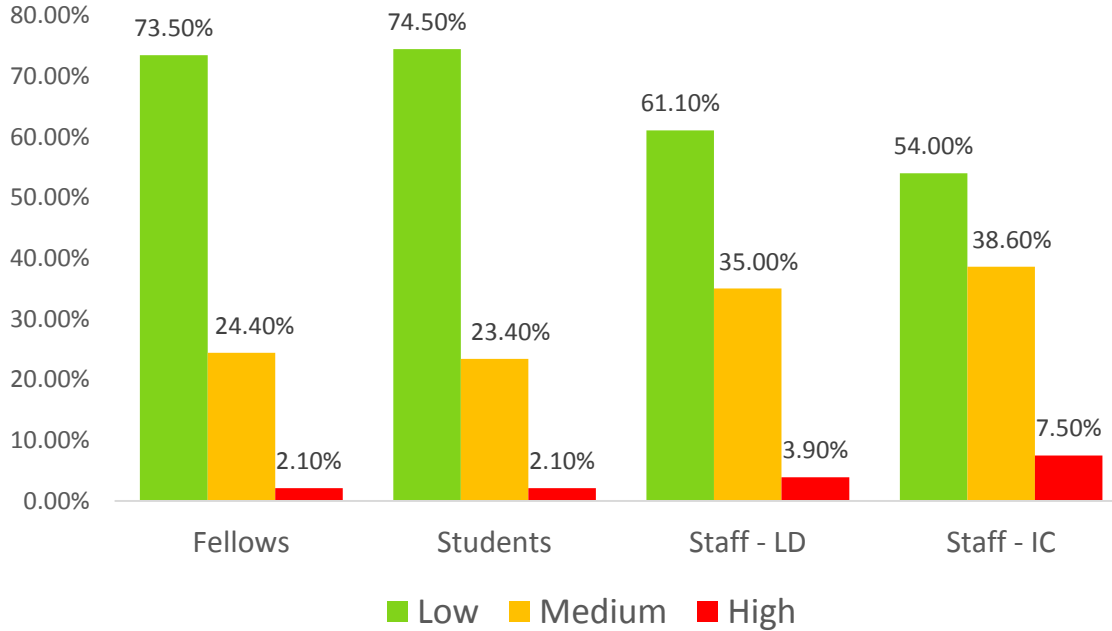
- Mapping of work stress indicators at CERN:
 - Perceived stress level
 - Job demand/control/support levels
 - Effort/Reward Imbalance
 - Healthy work engagement
 - Questions on hostile behaviors
 - Knowledge about CERN resources: Ombud, Medical Service, HR, Staff Association
 - Sociodemographic questions
- Identify issues that need tackling and priority actions

Sample obtained

- Implementation period: 14 to 28 June 2018
- 1329 completed questionnaires = 33.96% of the target population (staff, fellows and students)



Stress level / Type of contract***

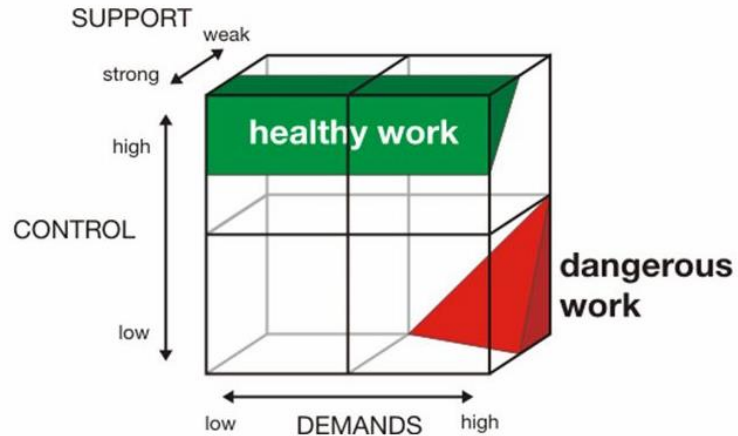


Stress level

- Equal stress level between men and women
- Staff aged between 40 to 50 are more stressed than others
- Those with supervisory tasks are also more stressed
- The most affected are holders of permanent contracts; more so than those with fixed-term contracts
- Stress increases with grades

Job demands / Job decision latitude

Social support from supervisor and colleagues

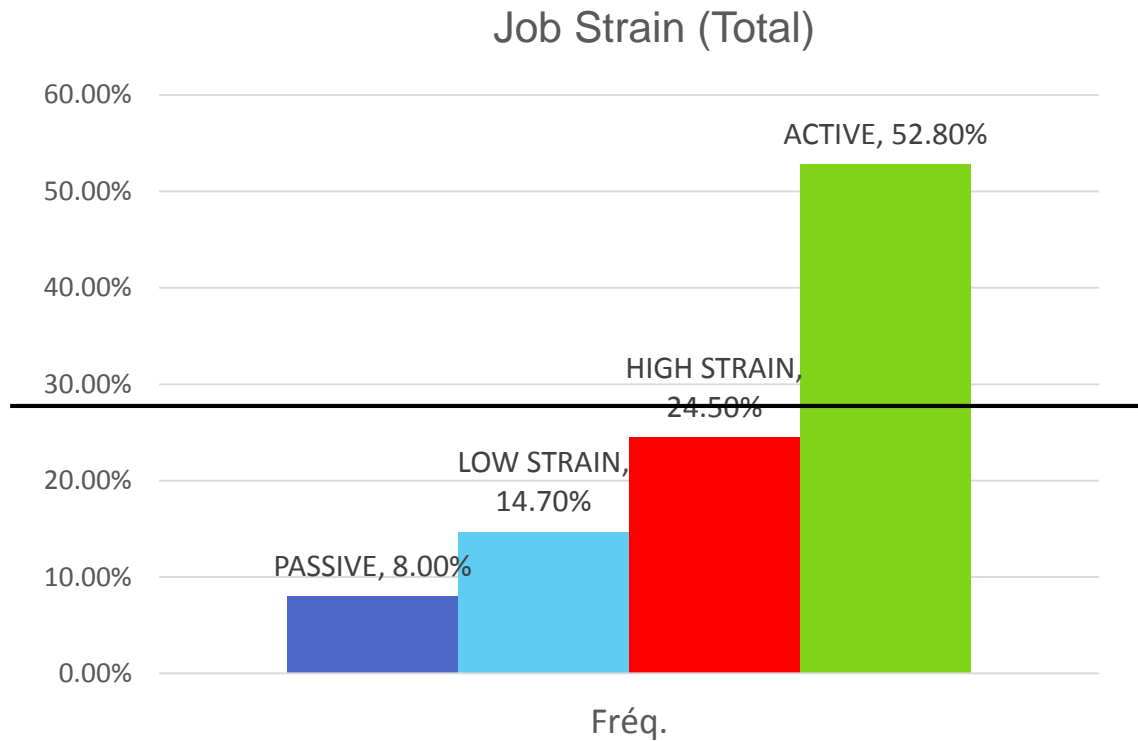


(ISO-STRAIN)

Karasek, RA Jr. Job Demands, Job Decision Latitude, and Mental Strain: Implications for Job Redesign. *Adm Sci Q* 1979;24:285-308.

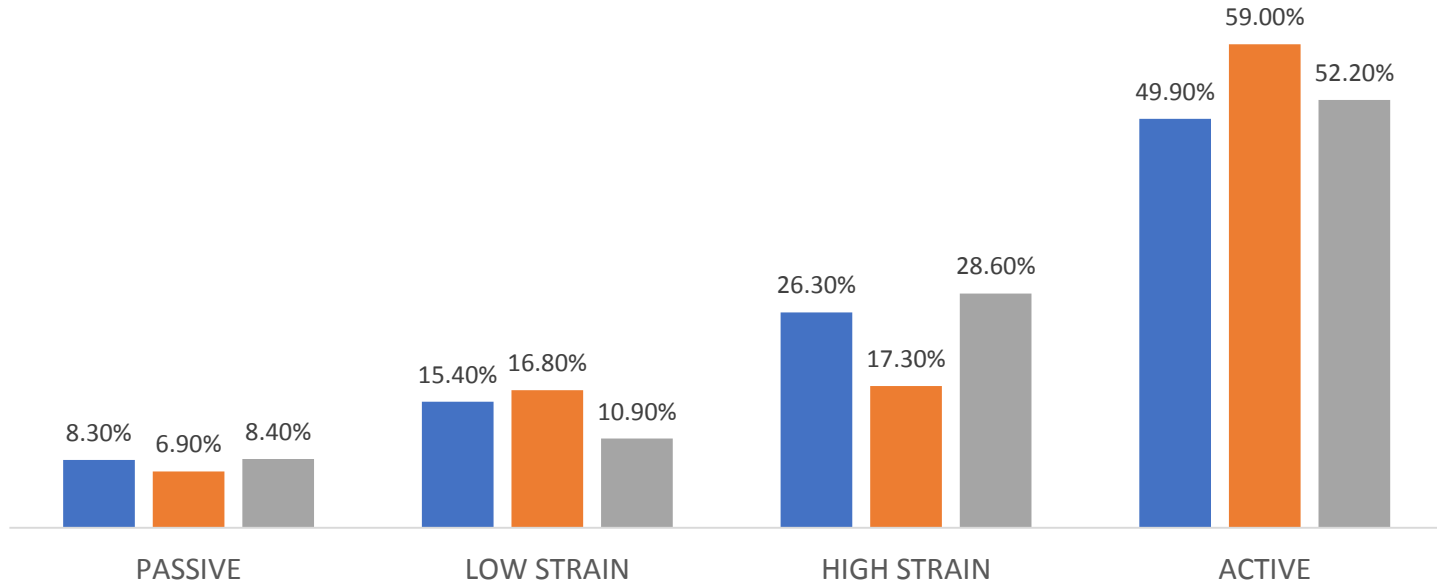
SUMER
Survey *

* French national
survey of professional
risks

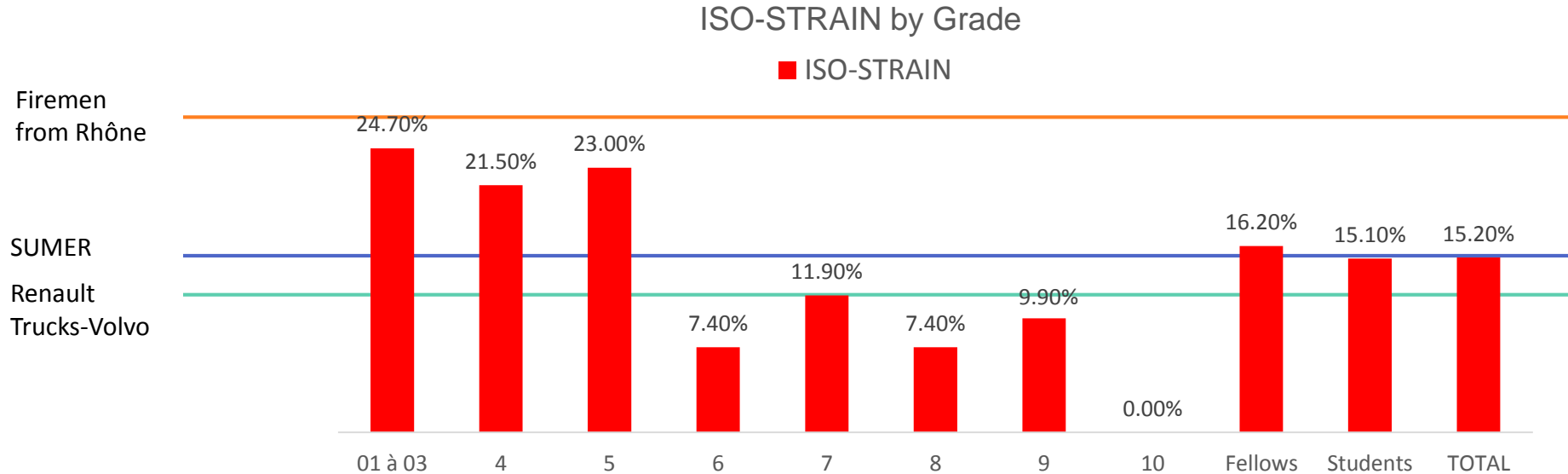


Job strain ***

■ ACCELERATORS ■ RESEARCH ■ ADMINISTRATION



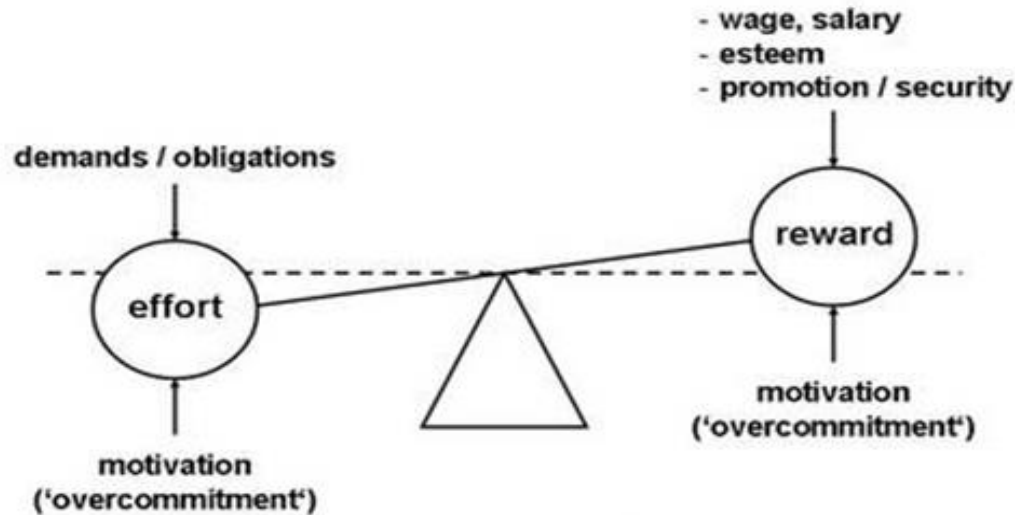
ISO-STRAIN = Low social support + High strain



Job strain

- Across CERN:
 - **Active work: 52.8%**
 - **Job strain: 24.5%**
 - **Iso-strain: 15.2%**
- Compared to other surveys, results indicate that CERN generates both more demands and more autonomy. Social support is good on average
- Active work increases with age, seniority and grade
- Similar level of job strain between different types of contracts, but IC are more often in active work (60% of them)
- Supervisors are significantly more in the "active" category (almost 70%) than those without a supervisory function (36%)

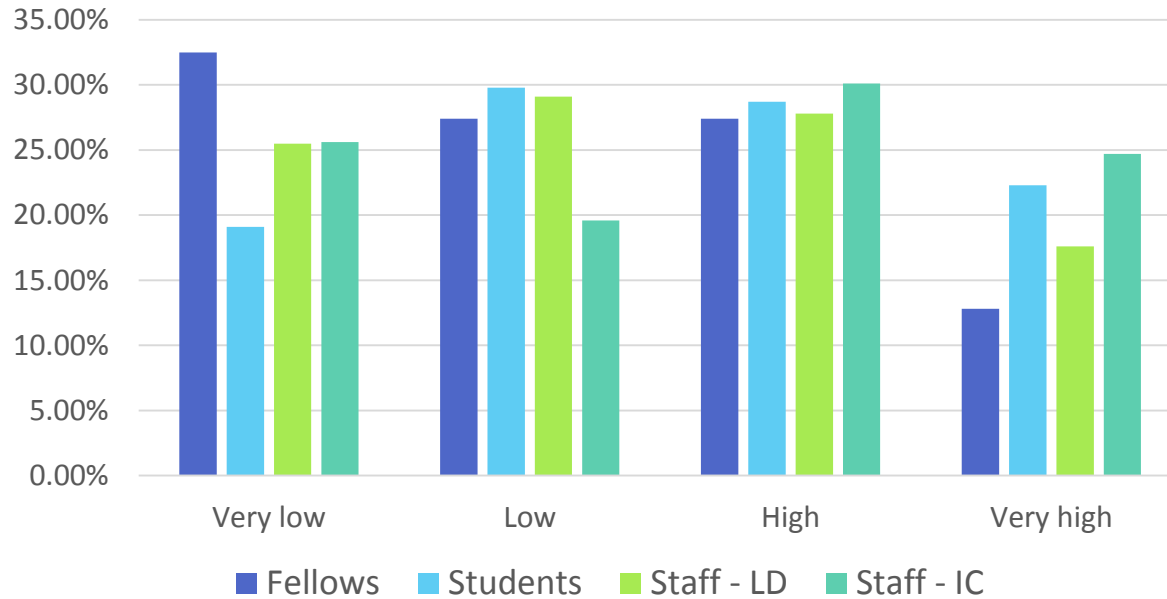
Effort/reward imbalance (Siegrist, 2004)



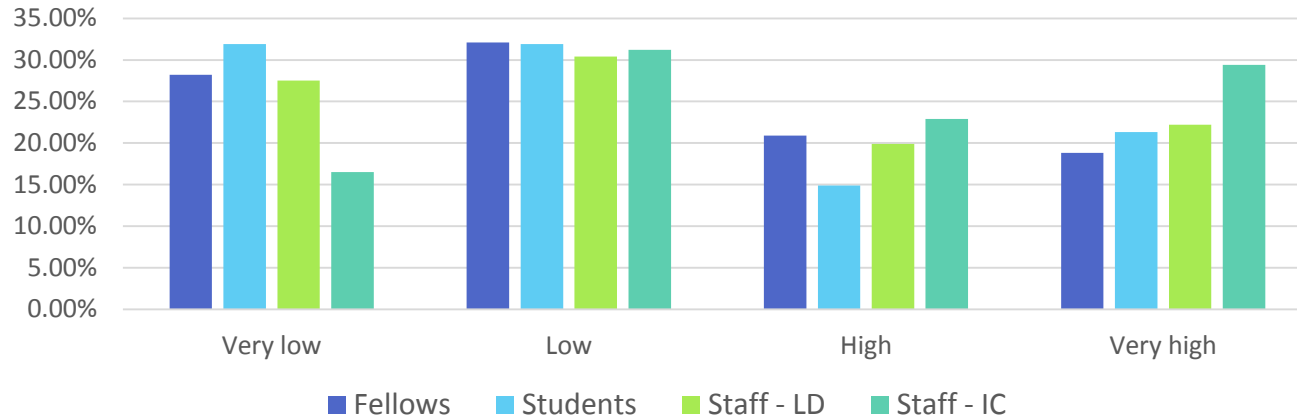
Imbalance maintained

- if no alternative choice available
- if accepted for strategic reasons
- if motivational pattern present (overcommitment)

Reward / Contract **



Overcommitment / Contract ***

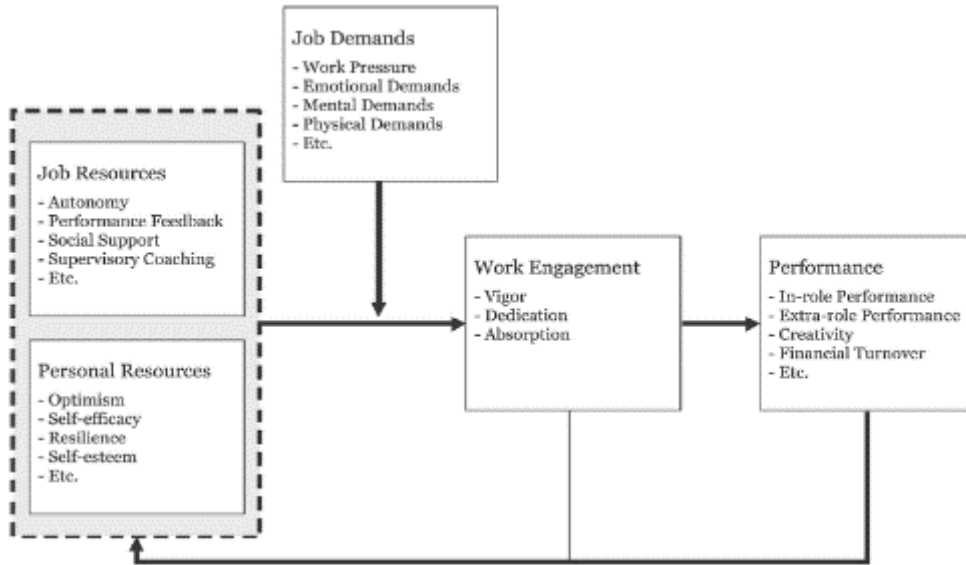


Overcommitment (i.e. negative)

- Increases with age
- Higher among IC and supervisors
- Little difference between grades

Work engagement (Bakker & Demerouti, 2008)

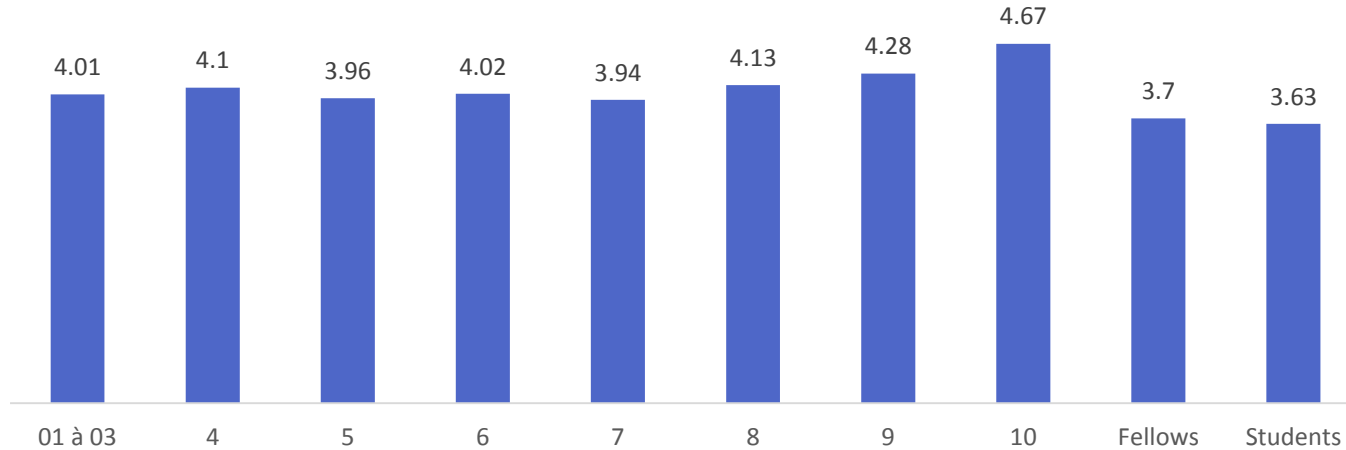
(Negatively correlated with burnout)



Work engagement is defined as a positive, fulfilling, work-related state of mind that is characterized by vigor, dedication, and absorption.

(Schaufeli & al., 2002)

WORK_ENGAGEMENT / Grade ***

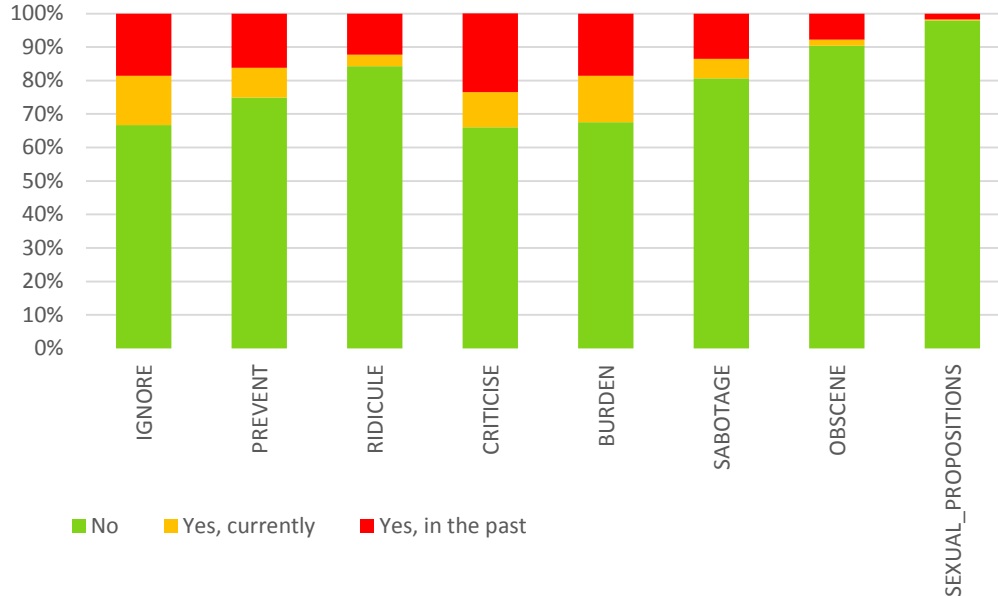


Work engagement (i.e. positive)

- Increases with age and grade
- Higher for staff than for fellows and students
- Higher for supervisors and group leaders

Hostile behaviours

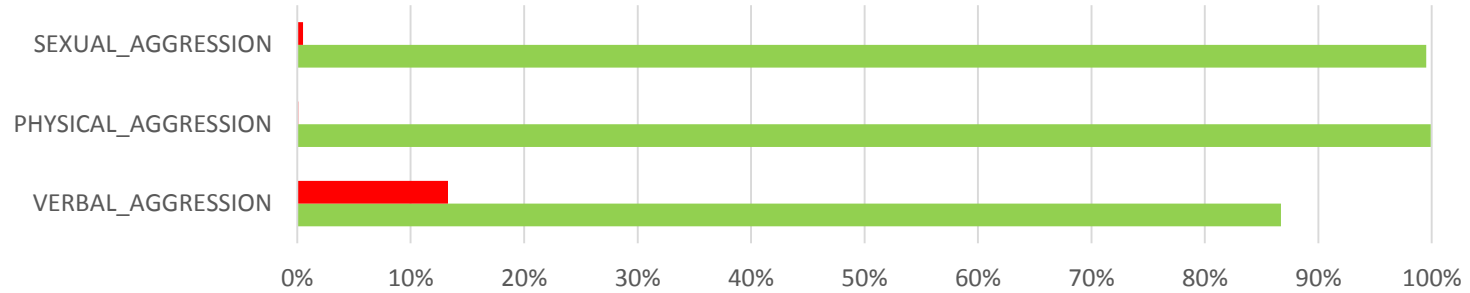
Mobbing



One or more persons behave(s) systematically with you in the following way:

- **Ignore** you, pretend you're not there
- **Prevent** you from expressing yourself
- **Ridicule** you in public
- Unfairly **criticise** your work
- **Burden** you with unnecessary tasks
- **Sabotage** your work, prevent you from working properly
- Say **obscene** or degrading things to you
- Make insistent **sexual propositions**

Aggressions (Total)



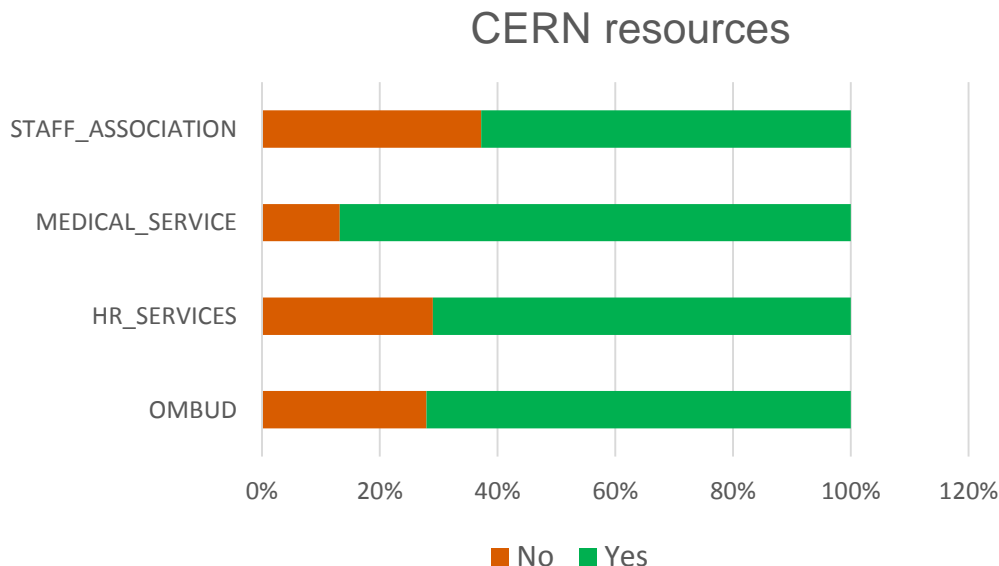
	VERBAL_AGGRESSION	PHYSICAL_AGGRESSION	SEXUAL_AGGRESSION
■ Yes	13.30%	0.10%	0.50%
■ No	86.70%	99.90%	99.50%

Hostile behaviours

- Mobbing:
 - Especially criticism and ignorance of the other
- Aggression :
 - Very little overall
 - Mostly verbal aggression (13.3% of the sample)

CERN Resources

I am familiar with the services provided/available, if I have a problem:



Resources proposed by CERN:

- Most well known: Medical Service globally, but particularly by IC holders
- Students and Fellows have less knowledge of the support services of: Ombud, HR, Staff Association

Conclusions

CERN's strengths to maintain

- Very important "active" work/jobs compared to other organisations
- Good social support
- High level of engagement
- Pride in CERN's mission; many passionate people
- In the comments, several cases of burnout that were resolved thanks to CERN resources

Actions to be developed

- Continue to raise awareness among CERN members (stress and quality of work life)
- Strengthen training and support for supervisors
- Support people in an Iso-strain situation (15%) and take appropriate action
- Take action to limit work-life spillover (ICT)
- Promote recognition, positive feedbacks
- Develop career interviews
- Be attentive to the workload due to the multiplication of projects
- Plan investments to improve infrastructures (facilities, transport, cafeteria, etc.)
- Cross-departmental processes (slowdowns due to partitioning)
- Clarify expectations of fellows and students (task slippage, tasks normally assigned to staff)

Thank You!

Aitäh Je vous remercie Дзякуй Dziękuję Ci Děkuji
Dank je Ευχαριστώ Аңиу Tak Tak Dziękuje Ci Děkují
Дякую Danke Tack Gratias tibi
Gracias Takk skal du ha
Хвала вам Paldies Спасибо
Hvala Kiitos Grazie
Mulțumesc Obrigado

