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

**Results of the Survey**

1 April 2019

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Job demands / Job decision latitude
Social support from supervisor and colleagues

(ISO-STRAIN)

SUMER Survey *

* French national survey of professional risks
Job strain ***

- ACCELERATORS
- RESEARCH
- ADMINISTRATION

**Job Strain**

- **Passive**
  - ACCELERATORS: 8.30%
  - RESEARCH: 6.90%
  - ADMINISTRATION: 8.40%

- **Low Strain**
  - ACCELERATORS: 15.40%
  - RESEARCH: 16.80%
  - ADMINISTRATION: 10.90%

- **High Strain**
  - ACCELERATORS: 26.30%
  - RESEARCH: 17.30%
  - ADMINISTRATION: 28.60%

- **Active**
  - ACCELERATORS: 49.90%
  - RESEARCH: 59.00%
  - ADMINISTRATION: 52.20%

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ISO-STRAIN = Low social support + High strain

ISO-STRAIN by Grade

Firemen from Rhône
- 01 à 03: 24.70%
- 4: 21.50%
- 5: 23.00%

SUMER
- 6: 7.40%
- 7: 11.90%
- 8: 7.40%
- 9: 9.90%

Renault Trucks-Volvo
- 10: 0.00%
- Fellows: 16.20%
- Students: 15.10%
- TOTAL: 15.20%

Results of the Survey - Work Well Feel Well - 1 April 2019
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)

- wage, salary
- esteem
- promotion / security

Imbalance maintained
→ if no alternative choice available
→ if accepted for strategic reasons
→ if motivational pattern present (overcommitment)
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 (i.e. positive)

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

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Hostile behaviours

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

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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:

CERN resources

- **STAFF_ASSOCIATION**
- **MEDICAL_SERVICE**
- **HR_SERVICES**
- **OMBUD**

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

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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!