

1998 Survey: General Perspectives

Last spring, 1072 persons (about 40% of the CERN staff) replied to the questionnaire distributed. This proportion represents a fair number and is within the usual span for this kind of survey. The structure of this "sample" reflects that of CERN reasonably well (proportion of men/women, category of age, career path, etc). It is wise however not to generalize on the results given below since the sample is not conclusive. Nevertheless, as a result of cross-checks, we have reason to believe that the results of the inquiry express well the main trends.

This article consists of three parts. The first is devoted to the presentation of the main trends, the second lets us question the significance of the differences between categories and the third shows a comparison between the 1998 results and those of previous surveys.

Major trends

Having studied the results, four levels of satisfaction can be defined where the main themes found are:

1st level: high degree of satisfaction, feeling of success

- CERN is a success
- Interest in the work done (variety, intrinsic interest, responsibility...)
- Mutual aid and co-operation between colleagues.

2nd level: satisfaction

- Relationships with his supervisor, his availability, support, confidence and fairness

- Staff Association: contact with the personnel, information, general satisfaction
- Information about his own work
- Interest and methods for working in teams
- Stress and health.

3rd level: low degree of satisfaction

- Information about the Organization
- Long term decisions
- Annual interview
- Workload factors
- Equal opportunities between nationalities and sex.

4th level: dissatisfaction

- Central policies
- Non-replacement following departures
- Policy on limited duration contracts
- The use of industrial support labour in certain of these aspects.

The reason seems to be that these policies are making CERN run a risk as to its mission, its culture and especially its identity as an International Organization, and the difficulties weighing on the remaining staff in terms of workload, for example. Many people think that this outlook could lead to a loss of competence for CERN one of the reasons being that we no longer have the time and motivation to transfer knowledge and know-how to new recruits.

The main problem emanating from the inquiry is thus linked to the general personnel policy which gives rise to a real danger expressed by the majority of staff from all categories.

For the others, even if the work is interesting, it reveals that the question of management and decision making is less satisfactory. For many the main factor is the work and its meaning, i.e. contribution to CERN's mission in general. More peripheral or "remote" elements (management, decision making) appear often to act as a braking mechanism.

Some differences between categories: towards the emerging of two cultures?

It is well known that men and women, young and less young, do not always express the same opinion and do not share the same objectives. But what are the characteristics in the present inquiry that show the most divergence?

Education is first on the list. In 63% of the questions asked, significant differences in the level of education have been found. Often it is the university graduates and "grandes ecoles" who differentiate themselves from the others. Next comes the career path (significant statistical differences to 47% of the questions), the three higher ones often standing out from the lower; age and length of service (45 and 41%); the type of contract (34%) the activity sector (32%) and finally the sex (25%).

It is therefore education that is at the basis of the biggest differences. But we also find that there are quite strong links between what are sometimes known as structure variables.

For example, staff with a university degree are often in the high career paths and there are more and more young members of staff with a limited duration contract. These same people have more qualifications than colleagues with an indefinite contract. This gives rise to two categories:

- the first is made up of young people (40 years of age and younger), with university degrees, holders of precarious contracts and belonging to the high career paths.
- the second is made up of long serving staff, with less academic training and belonging to the lower career paths, holders of indefinite contracts.

It would appear that the first group has a different perception from the second. They are more satisfied with their work, consider team work to be more worthy and promote the idea that recognition of merit by team is desirable. They are more mobile, think less about the fact that all effort has to be rewarded even if the results are not there, and feel less overloaded with work, even though many work more than the normal working hours. Finally they are a little less critical of the central policies although they do think that they could undermine the identity and specific competence of CERN.

The differences recalled above are statistically significant but they seem to express more a difference in feeling rather than an actual rift. These two sub-populations come together despite some slight differences, to acclaim that CERN is

a success and must preserve its identity.

1982, 1993, 1998: What is the evolution?

We were able to draw a few comparisons between the inquiries conducted in 1982, 1993 (MOAS) and 1998. As seen in the table, several points show a positive evolution — notably for the work, inter-hierarchical relationships and the Staff Association. The aspects which have deteriorated concern workload, decisions by the management which is more and more subject to criticism.

A third domain shows the changes — the accent put on the necessity to reward all effort even if the results are not there is less clear than in 1993. Same tendency on the idea that a non step is a sanction — but it is only question of slight differences in trends and not a complete reversal of the situation. Maybe this is due to the arrival of young staff, to limited duration contracts, which express as already seen above, a different sensitivity to that of the older members of staff.

Some progress about the knowledge of the criteria for the award of double steps has been observed.

Questions relating to the global staff policy were not covered in previous surveys. Today it appears that the CERN personnel are most critical of the subject. Not only do they express fear for their own future but also for CERN's identity. They invite the Association to keep a close eye on this.

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Positive evolution

The work:

- varied
- interesting and develops knowledge
- clear objectives

Relationship between supervisors and collaborators:

- mutual confidence
- the way in which the supervisor defends his collaborators
- fairness of decisions
- his interest in the career development of his collaborators

The integration of industrial support personnel in the teams

Clear messages from the Management

Staff Association:

overall satisfaction and its contact with the personnel.

More negative points

Workload

Decisions by the Management

Reading of information from the Staff Association (?)

Changes with regard to the 1993 inquiry (MOAS)

A lesser accent on the necessity to reward everyone, even if the results are not yet there and on the idea that a non step is a sanction.

An increased knowledge of criteria for the award of the double step and a less critical approach as to the actual award of the double step.

ACTIVITÉS CULTURELLES

GATTI AU CERN

Groupe de travail sur la recherche du Higgs

Au cours de notre réunion du 8 mars, nous avons particulièrement discuté du rapport qu'ont respectivement les physiciens et les poètes avec les mots. Cette question débouche très rapidement sur deux constats:

- En physique les mots sont liés à des "objets" physiques ou mathématiques.
- La physique a pour ambition (c'est du moins l'avis de beaucoup de physiciens) d'appréhender le réel.

Pour ce que nous avons compris de sa démarche, Gatti a, de son côté, une vision passablement différente des choses:

- Il veut laisser aux mots de nombreux sens possibles, et leur permettre ainsi de résonner intérieurement chez chacun de manière différente.

- Quant à la réalité, elle est faite selon lui, semble-t-il, des multiples visions que chacun en a.

On comprend dès lors que le dialogue entre Gatti et les physiciens puisse susciter de nombreuses questions...

Nous cherchons toujours des physiciens qui souhaitent contribuer à ce travail avec Gatti:

- soit par la rédaction de textes se rapportant aux aspects de la physique qui touchent à leurs activités et préoccupations quotidiennes,
- soit par leur participation directe à la préparation d'un film qui sera projeté au cours du spectacle du 26 juin, spectacle dans lequel il sera aussi question de physique...

Nos séances ont lieu le lundi soir à 17h30, Salle A. Pour tous renseignements, contactez M. Bénot au 74267.

CERN - Meyrin
Entrée B - bâtiment 60
Amphithéâtre

MARDI 16 MARS 1999

à 20h30

**Elodie Bugni, violon
Gabrielle Baylocq, violon
Barbara Maire, alto
Anouk Pignard, violoncelle
Sally Carr, violoncelle**

Élèves de la classe de
Musique de Chambre pour cordes
Prof. J.M. BINET
du Conservatoire de Musique
de Ferney-Voltaire

Au programme:
Bach, Haydn, Kodaly, Joplin...

Coopération avec l'Hôpital
Cantonal

"Réflexion sur le bien-être"

Salle Opéra
24, rue Micheli-du-Crest, Genève

17 mars 1999, 18h30

Pourquoi avons-nous la musique?
Conférence-débat avec le Prof.
Paul Robertson

18 mars 1999, 18h30

Consolation et héroïsme. Quatuor
Médicis: Mozart et Beethoven

19 mars 1999, 18h00

Le sommeil et les rêves. Récital de
piano avec Piers Lane: Schumann,
Debussy, Liszt et Ravel

20 mars 1999, 16h00

Lumière de l'ombre. Quatuor
Médicis avec Piers Lane: Brahms et
Schumann

21 mars 1999, 16h30

Alchimie du bonheur. Quatuor
Médicis: Saint-Saëns et Debussy



Samedi 13 Mars 1999

dès 20h30

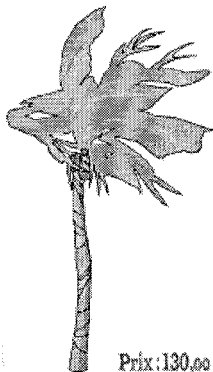
Salle Jean MONNET



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EXPOSITION DU JARDIN D'ENFANTS

**Bâtiment principal
du 15 au 26 mars 1999**

Au Jardin d'enfants, nous avons de multiples activités: peinture, rythmique, musique, cuisine, jeux, poterie, etc.

Venez voir ce que nous avons réalisé lors de nos activités.

EXHIBITION OF THE NURSERY SCHOOL

**Main Building
from 15 to 26 March 1999**

At our Nursery School we have plenty of activities: painting, rhythmic, music, cooking, games, pottery, etc.

Come and discover the result of these activities.



Inscriptions au Jardin d'enfants

Jeudi 25 et vendredi 26 mars
de
8h00 à 10h30
et de
13h30 à 15h00
au Jardin d'enfants

Inscriptions to the Nursery School

Thursday 25 & Friday 26 March
from
8h00 à 10h30
and from
13h30 à 15h00
at the Nursery School