

**Promotion and Implementation of  
the European Framework  
Agreement for a quality service  
within central government  
administrations**

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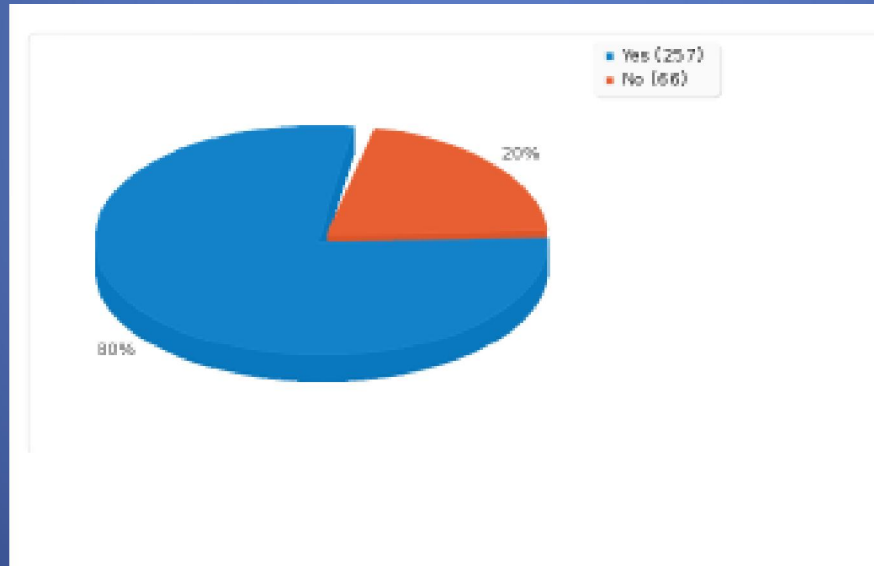
EU-funded project aiming at analysing the services provided to **asylum seekers, young people at risk of unemployment and retired persons on low incomes** by the public administrations.

# HOW many answers until now?

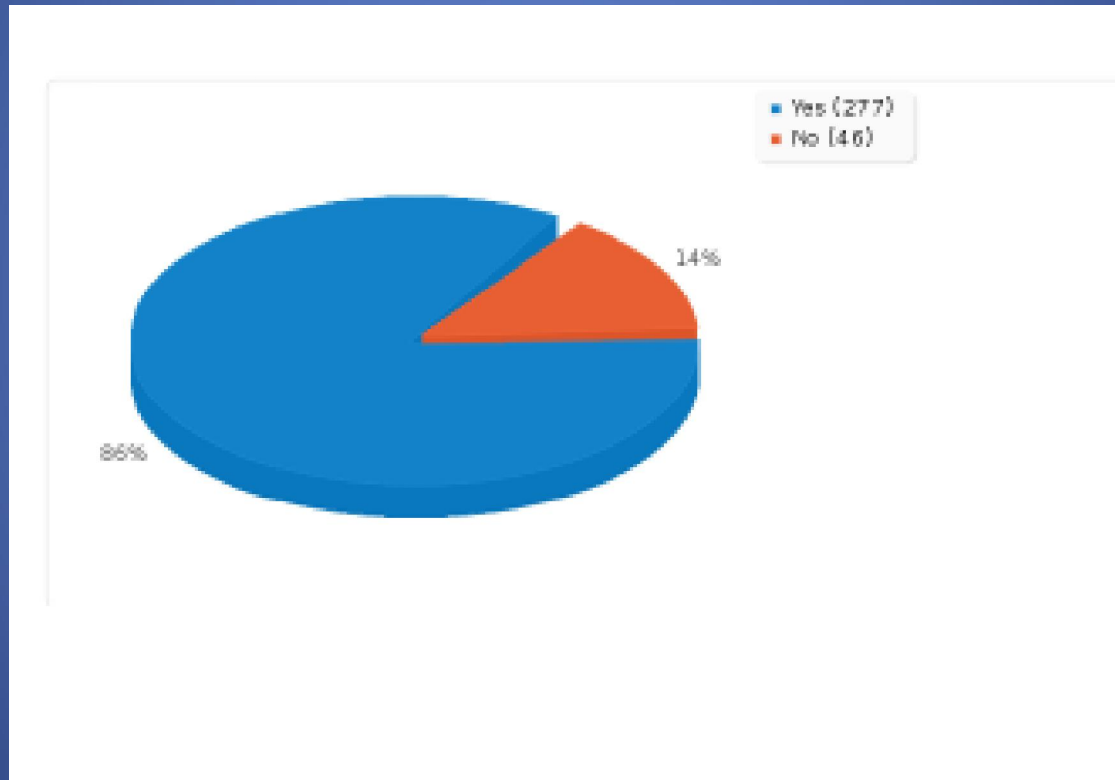
- **MANAGERS and EMPLOYEES: 323**
- **Employees: 203**
- **Managers: 120**
- Asylum seeker serv.: 73
- Pension Services: 90
- Unemployed Youth: 160
- **USERS: 92**
- Asylum seeker services: 17
- Pension Services: 18
- Unemployed Youth: 57

# QUALITY OF LIFE AT WORK: Survey's findings

Overall assessment on the satisfaction of quality of life at work

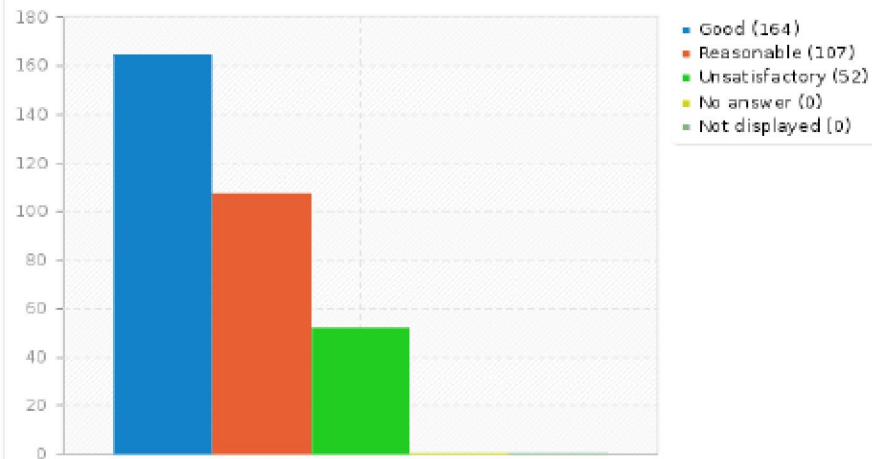


# QUALITY OF LIFE AT WORK: self assessment on the quality services delivered

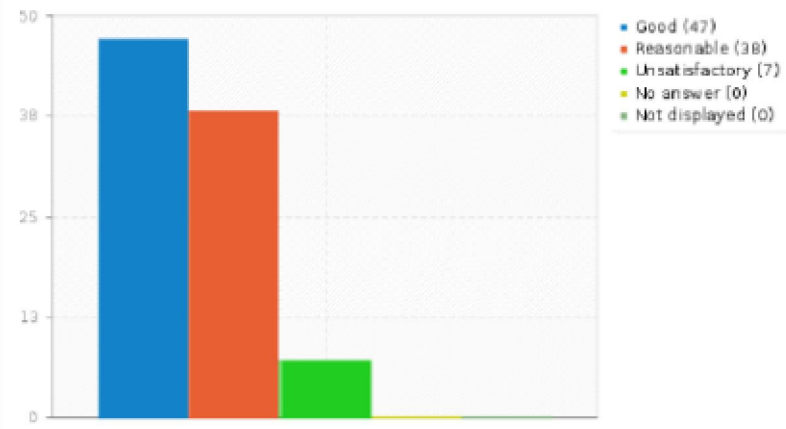


# ... Health and safety

## Employees / Managers

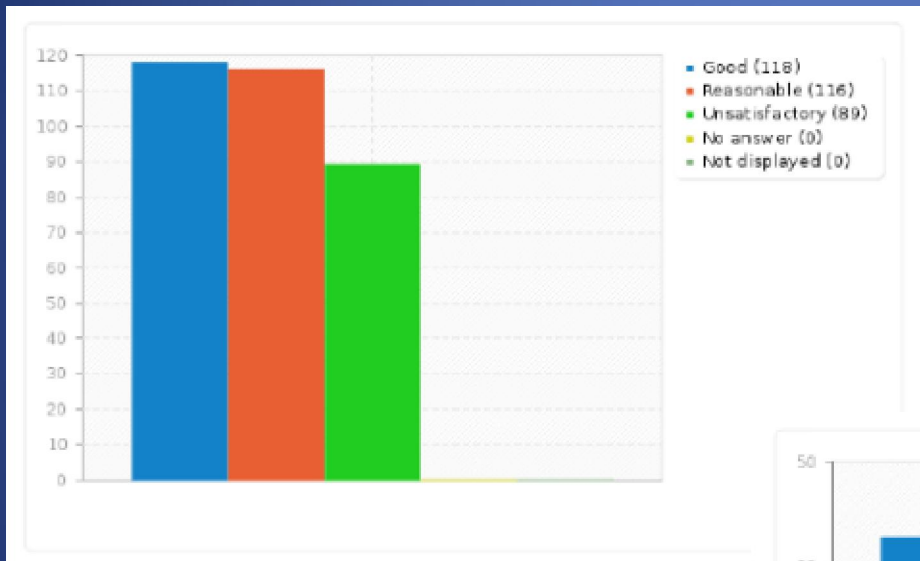


## Users

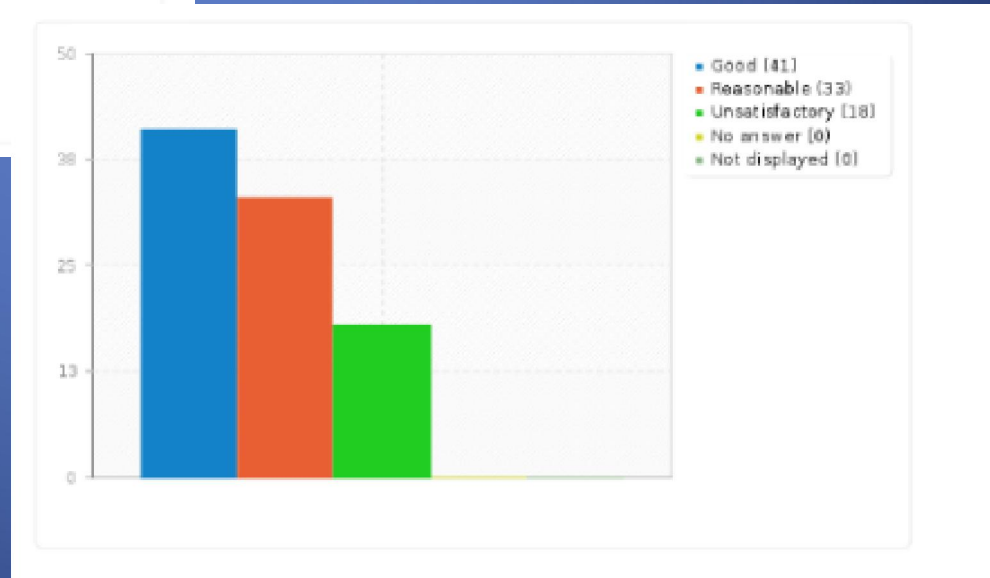


# Service premises (i.e. facilities, heating, lightening, workspace, noise, confidentiality)

Employees / Managers



Users



# QUALITY OF LIFE AT WORK: Employees and managers' views

## PENSIONS:

- Lack of office facilities ensuring privacy when working at front desks (e.g. older people generally need to receive information loud enough to be well heard/understood).

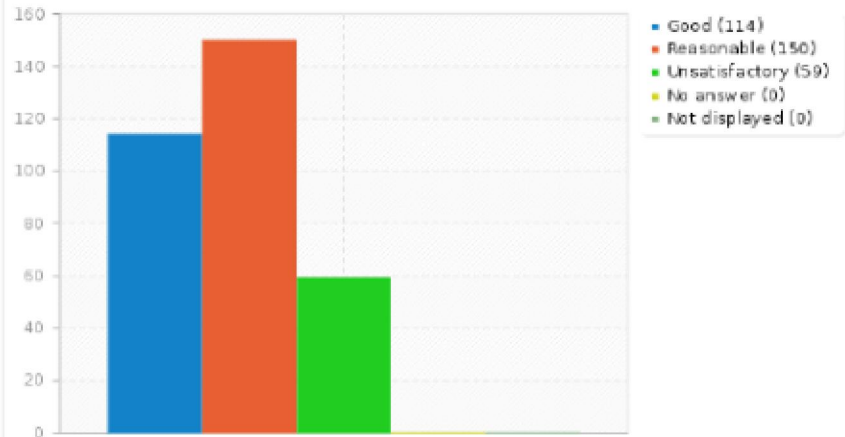
## ASYLUM SEEKERS:

- Low privacy conditions;
- Difficulties to deal with users that need support in the documents' preparation/filling in (e.g. Problems with migrants/asylum seekers in need for support in their own languages);

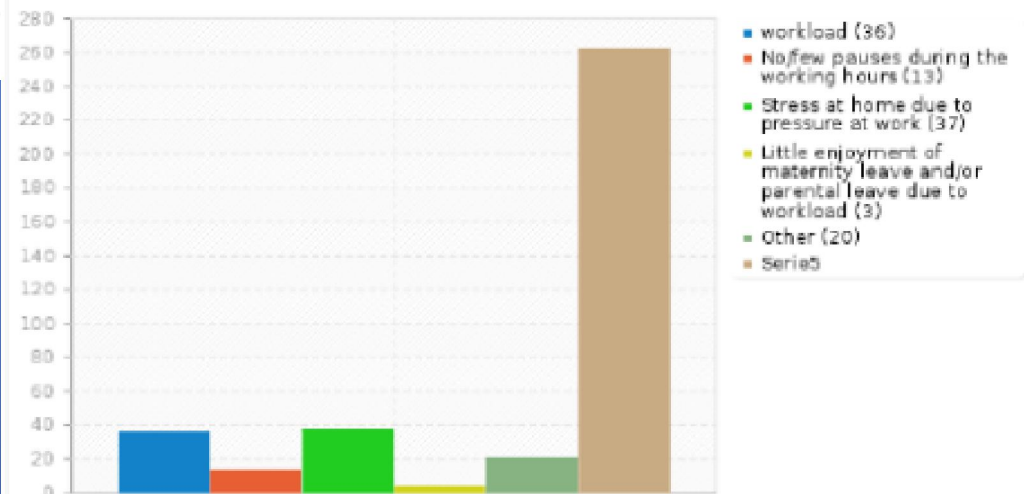


# Work-life balance

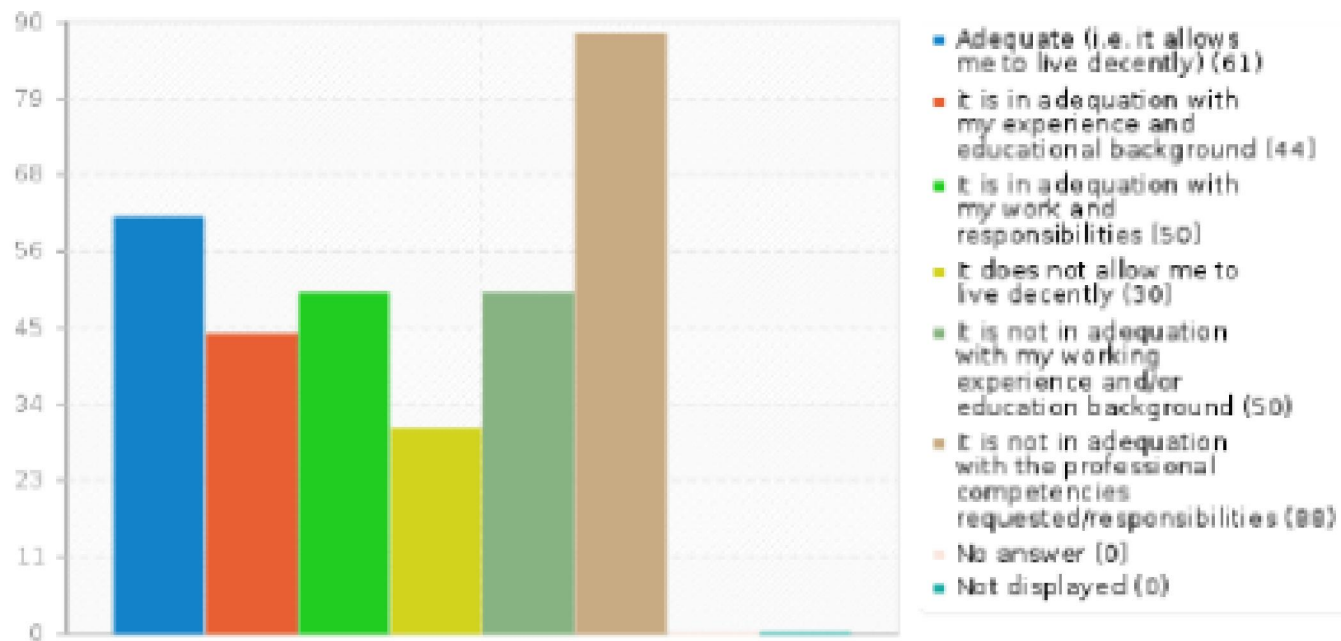
## Assessment of work/life balance



## Explanation

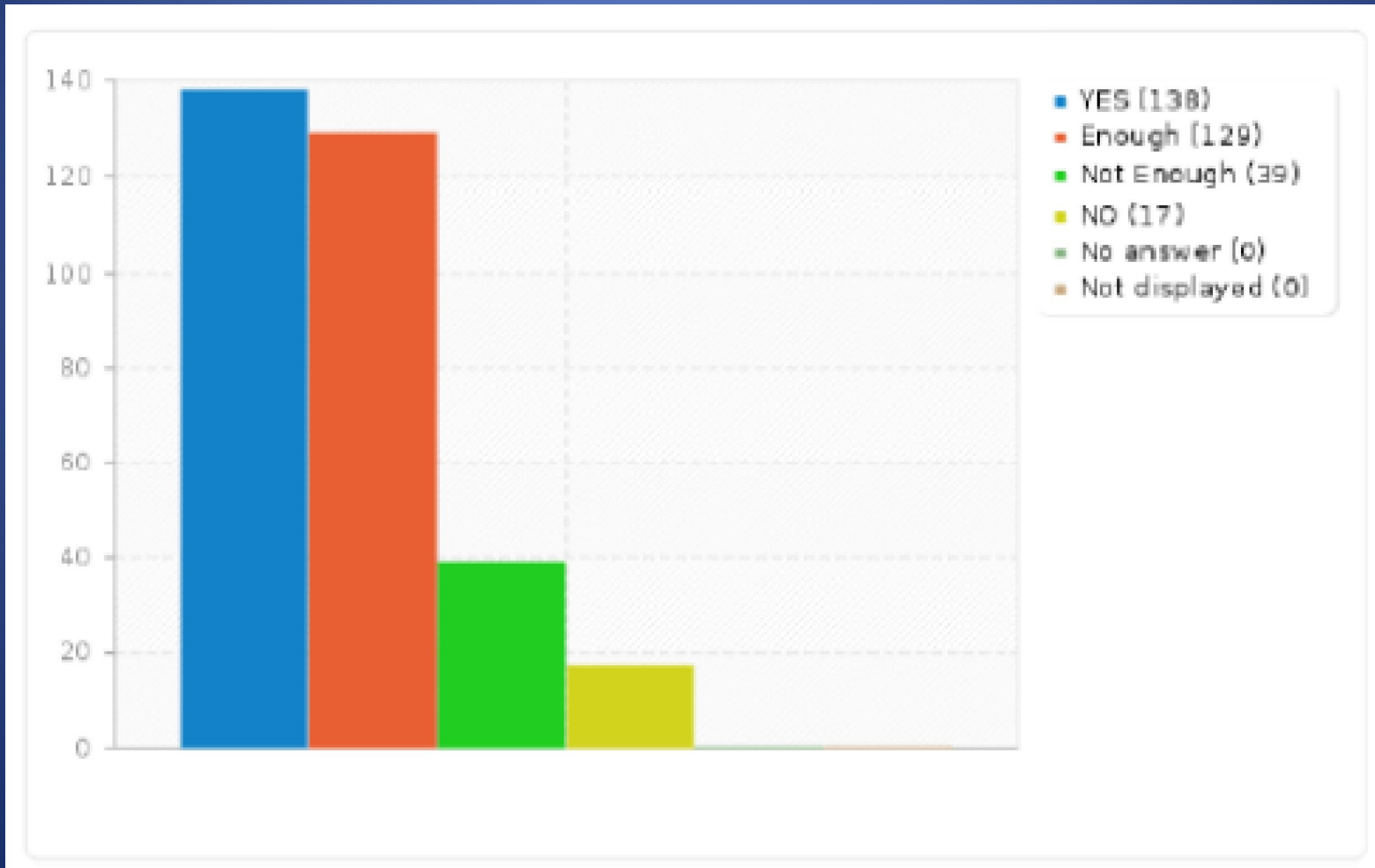


# Salary



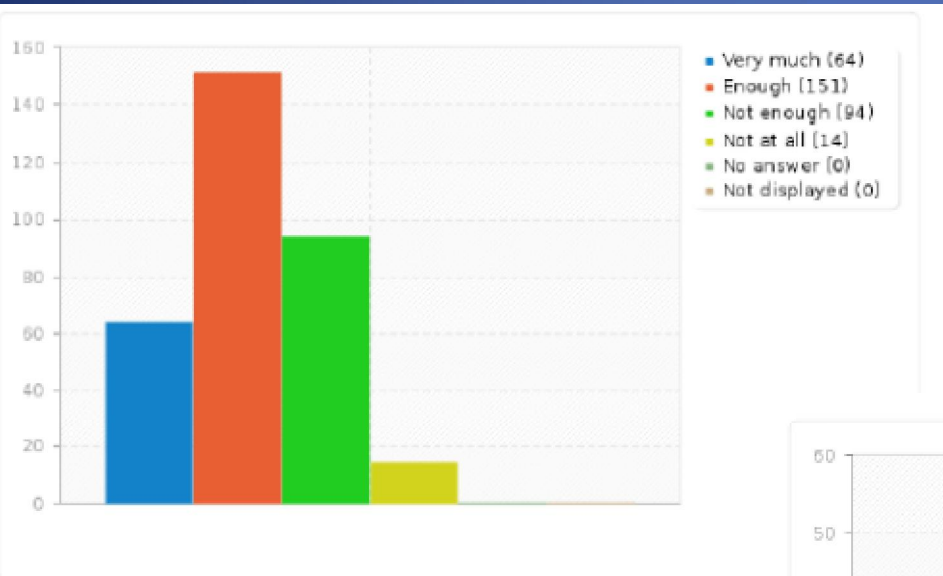
# Competence development

Objective of the service/position identified by management

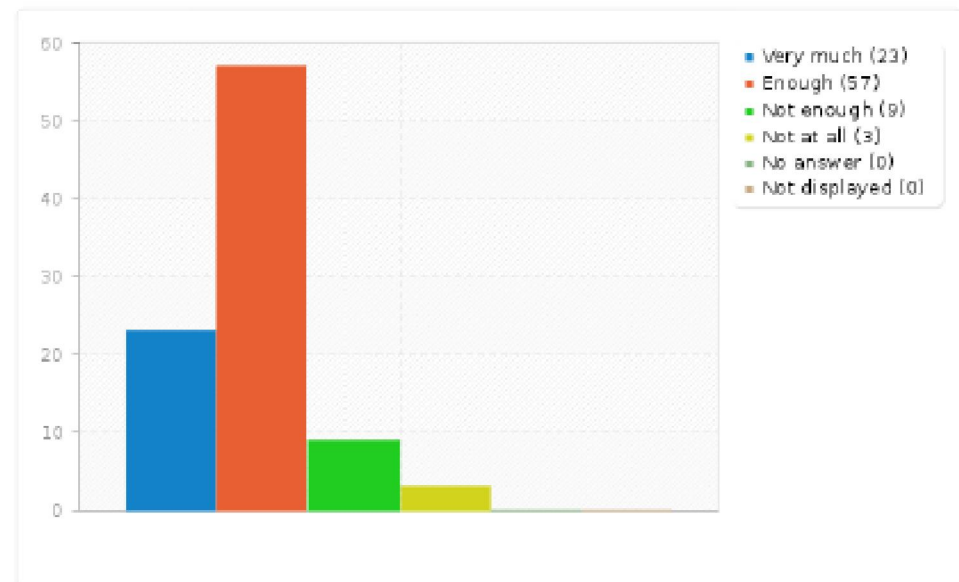


# Assessment of staff competence level

## Employees / Managers

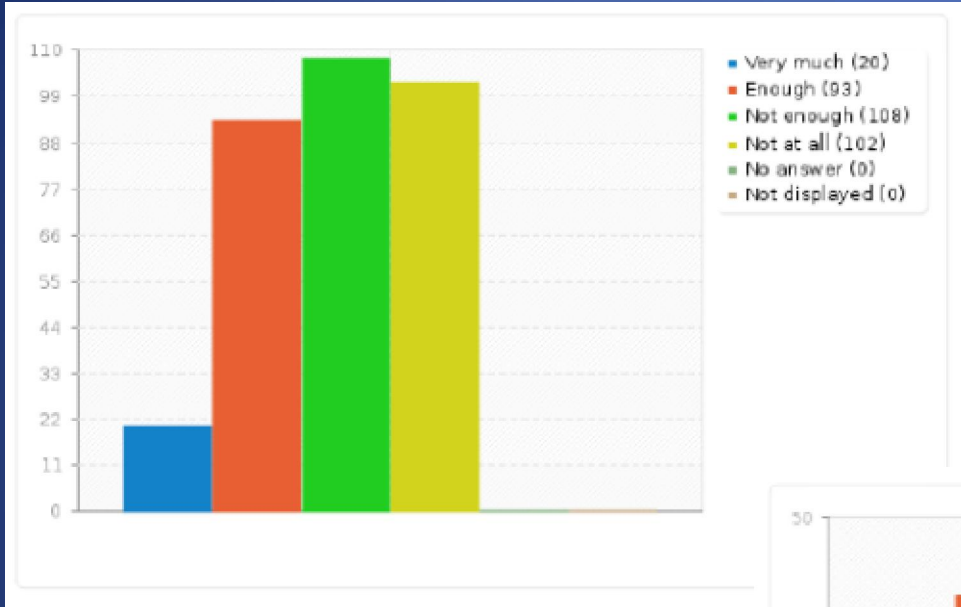


## Users

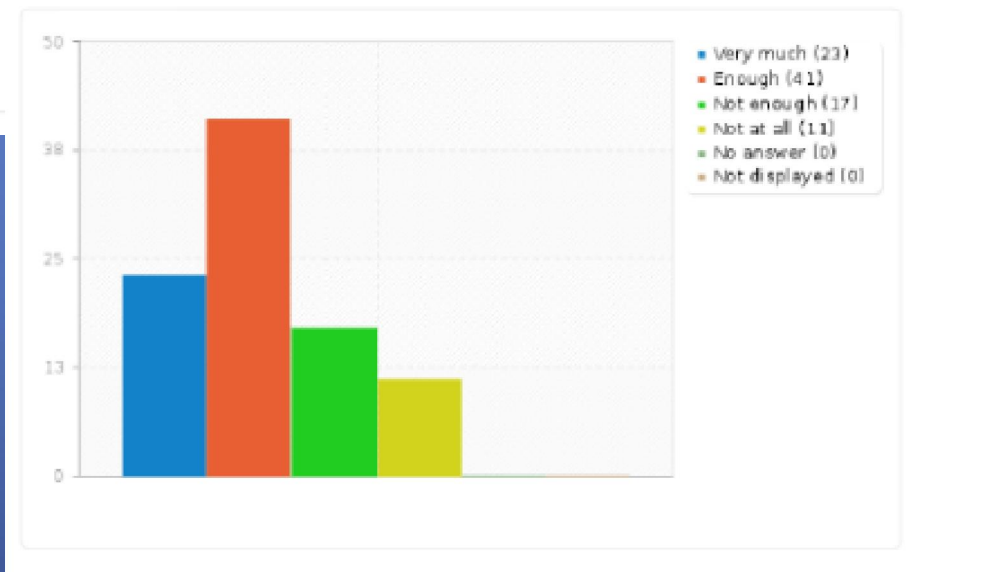


# ...on languages

Employees / Managers

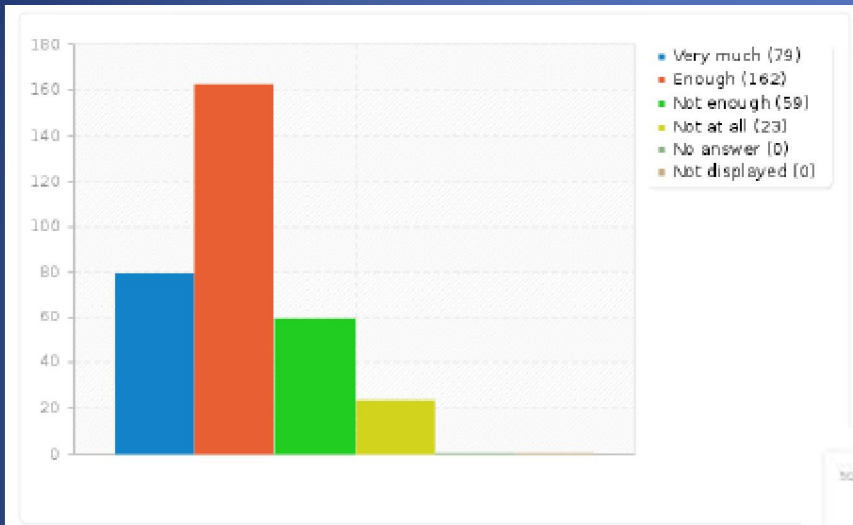


Users

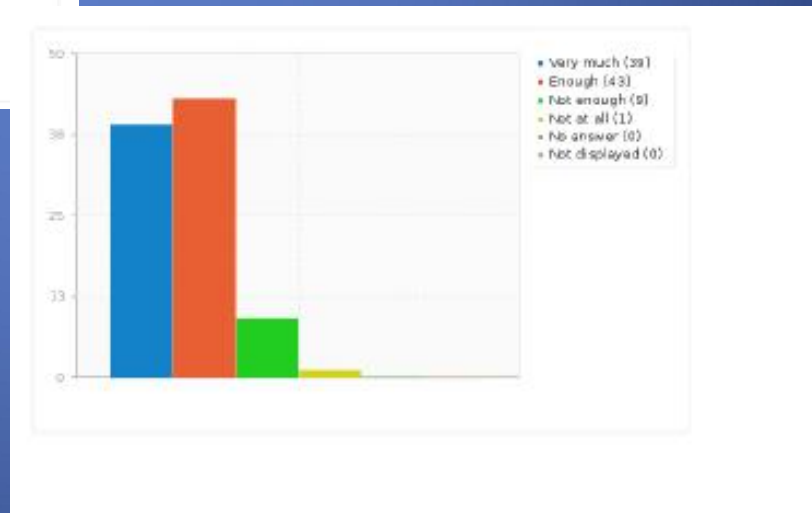


# ...on courtesy

## Employees / Managers

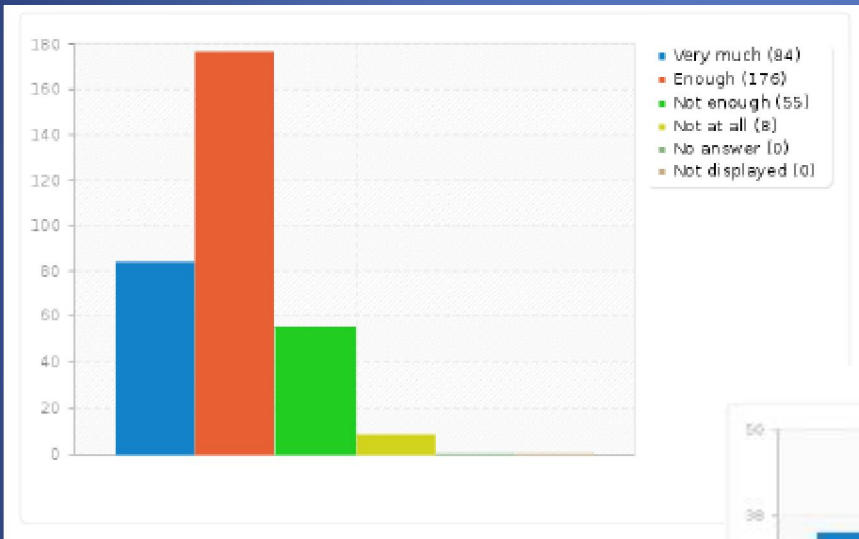


## Users

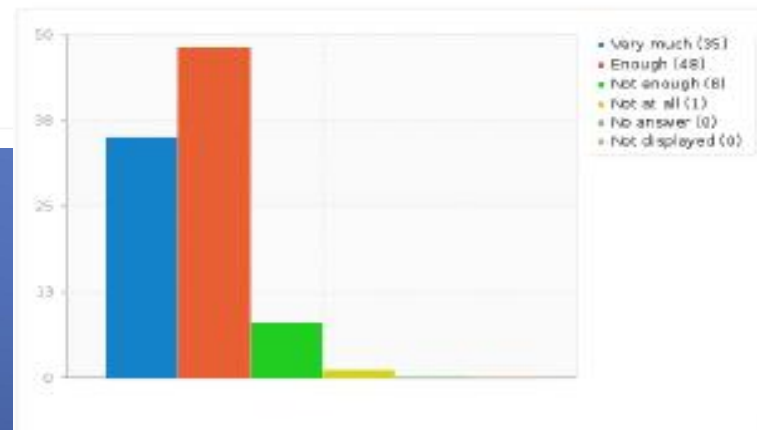


# ...on contents

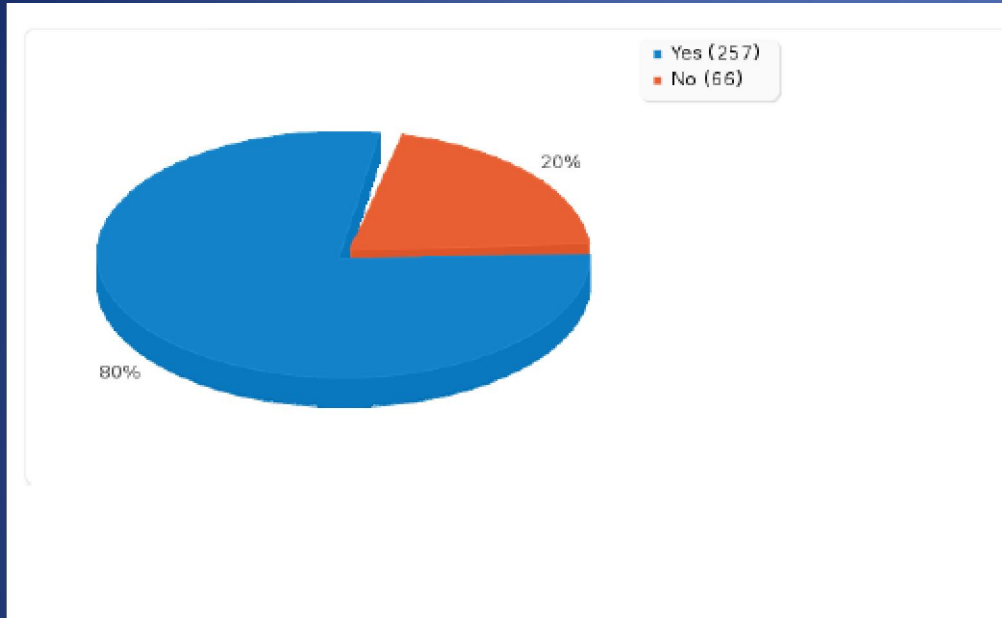
## Employees / Managers



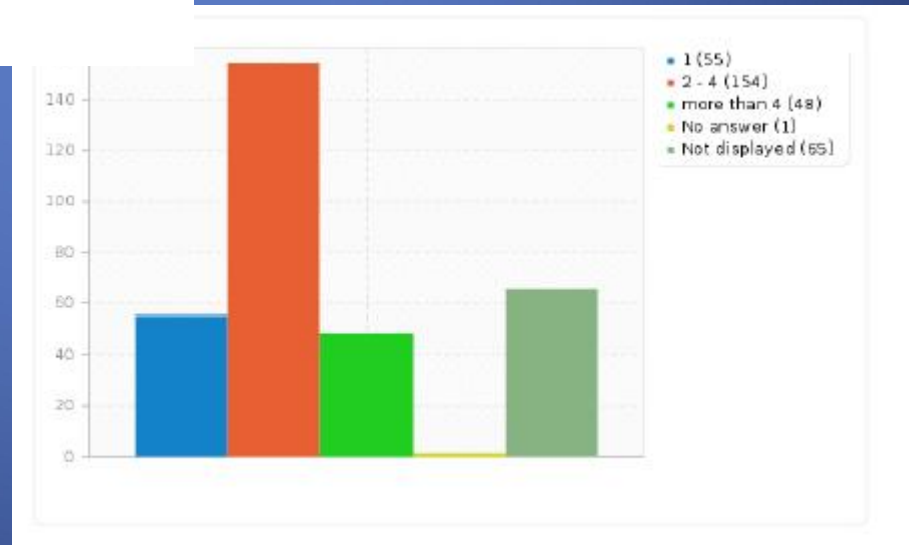
## Users



# Access to training



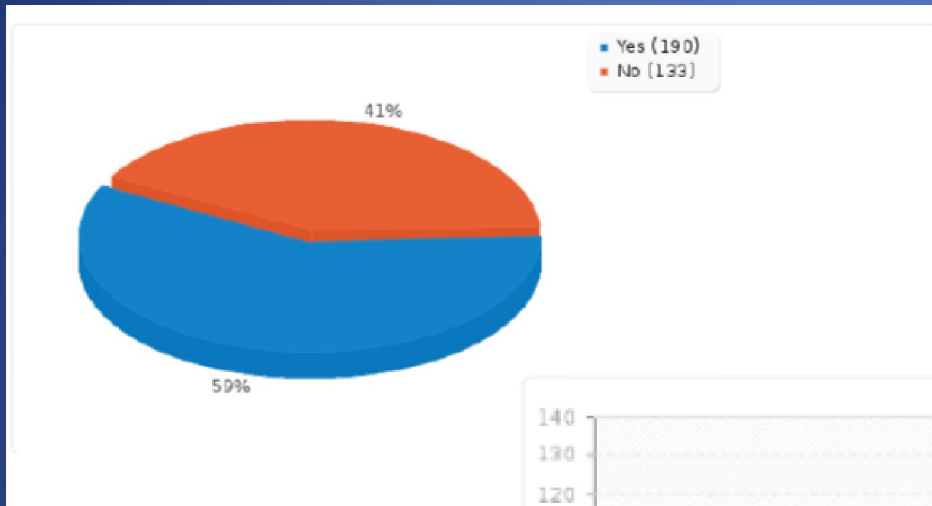
...how many?



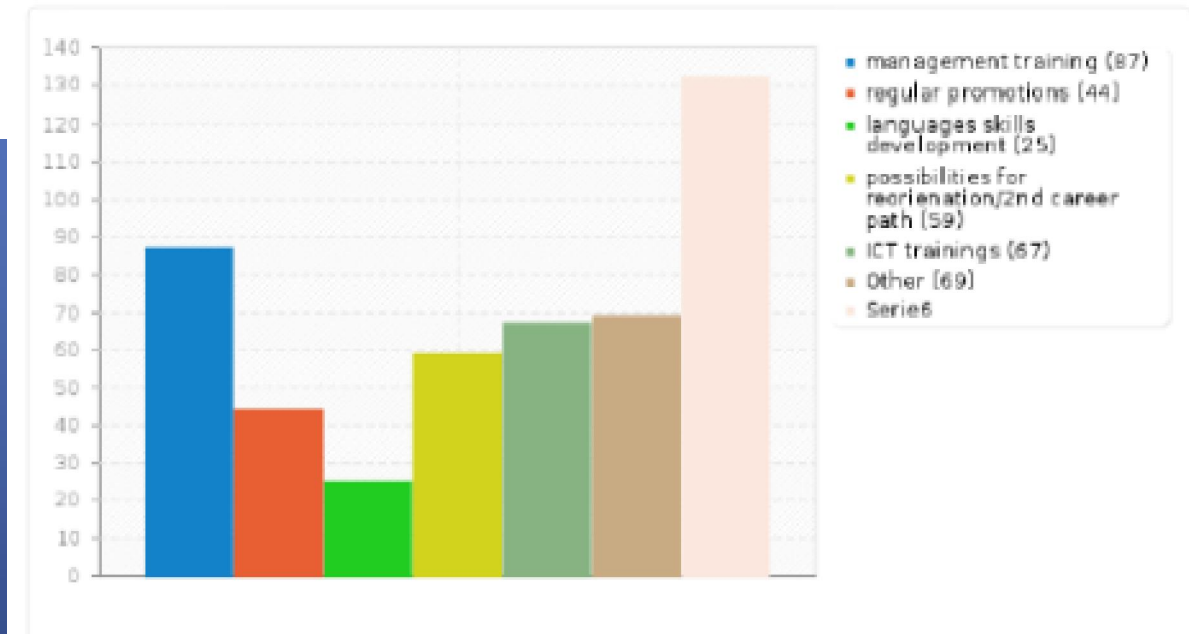


# Possibilities to develop carrier path

Possibility to develop ones carrier...

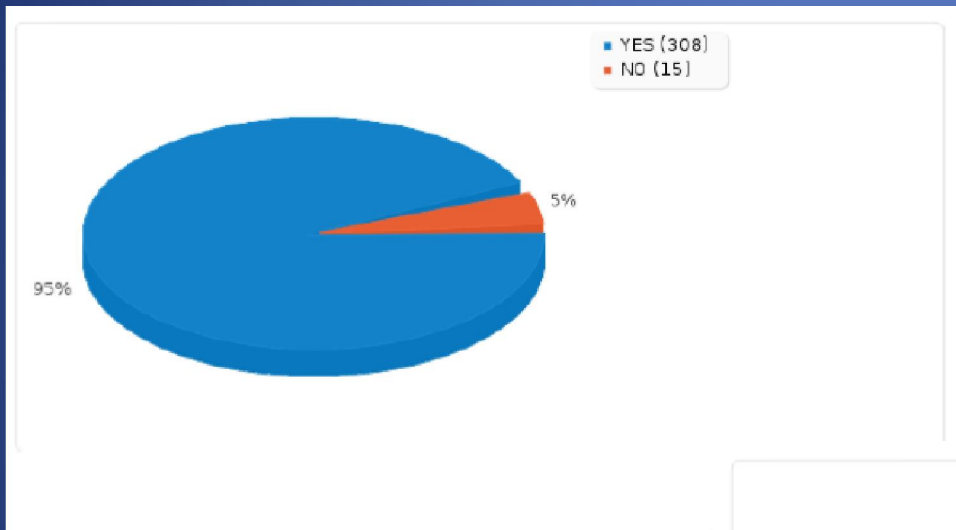


...through....



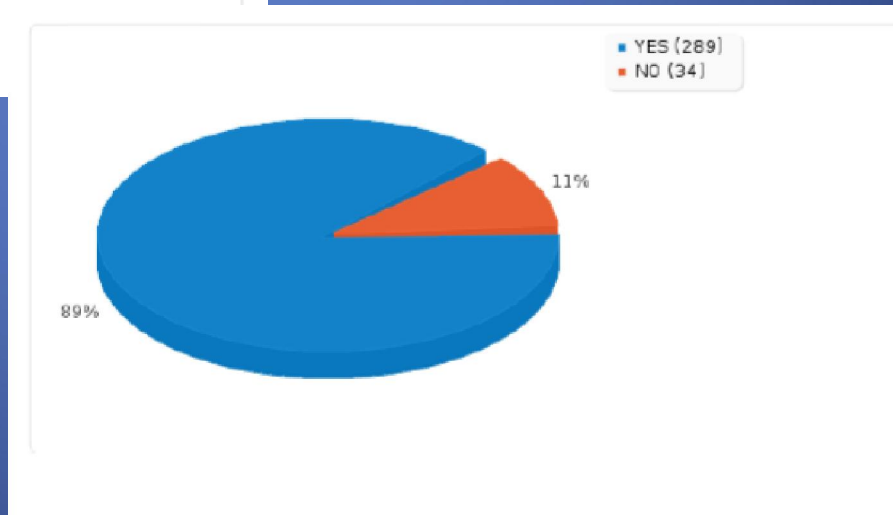
# Respect of workers' rights

## Right to join trade unions & carry out trade unions' activities

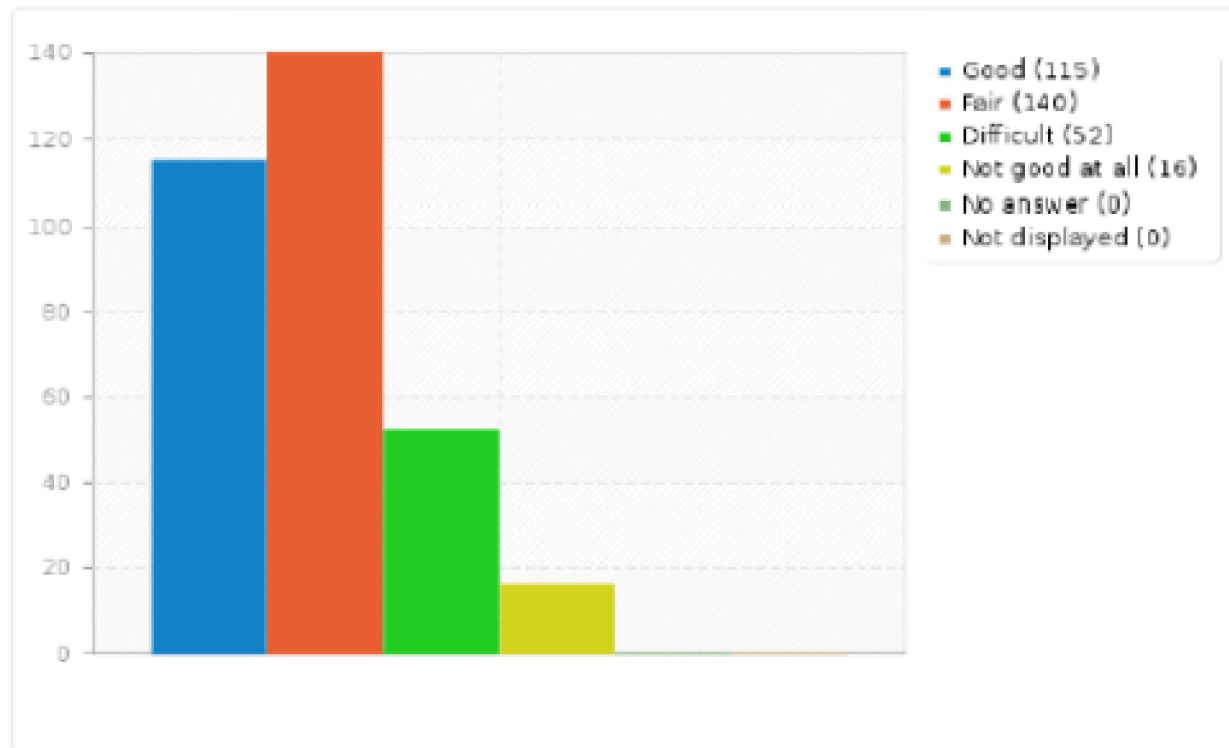


Possibility to carry out trade unions' activities

Respect of trade unions' rights

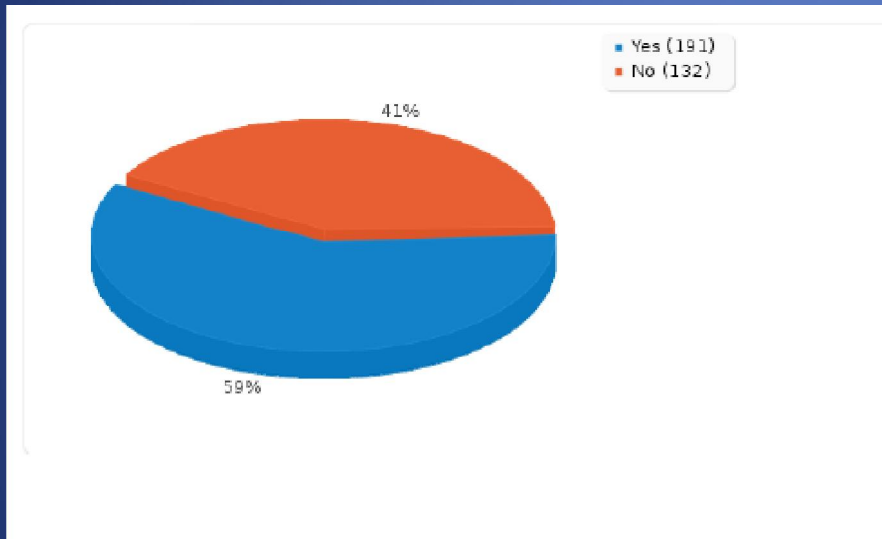


# Assessment of social dialogue in sampled services



# Integrity

As far as you know, does your service keep a record of notification of wrongdoings?



Are there policies in place to avoid conflict of interests and corruption?

# FINAL OBSERVATIONS

- Very limited literature on the quality of services delivered to the users, and on the quality of internal organization of sensitive services;
- Youth unemployment and Pensions almost not covered as regards the quality of public services provided to the users, being the majority of documents more related to policy;

# FINAL OBSERVATIONS

- Answers to the survey in line with the literature review both for problems and for best practices identified;
- Common difficulties highlighted by employees working in the 3 different;
- The Survey shows a higher level of satisfaction of users (globally, from the 3 categories) regarding the services provided with respect to what we got through desk analysis.

# FINAL OBSERVATIONS

- The majority of answers (both for employees/managers and users) are from Youth Employment services, their positive assessment of the quality of services and of the level/quality of information delivered has influenced the overall result of the survey;
- In all responding countries, asylum seekers' services are the less represented, therefore the questions related to mediators/languages/presence of non-nationals at front desk have not been answered in the majority of cases.