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

Raffaella Greco Tonegutti
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

Respect of trade unions’ rights

Possibility to carry out trade unions’ activities
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.