



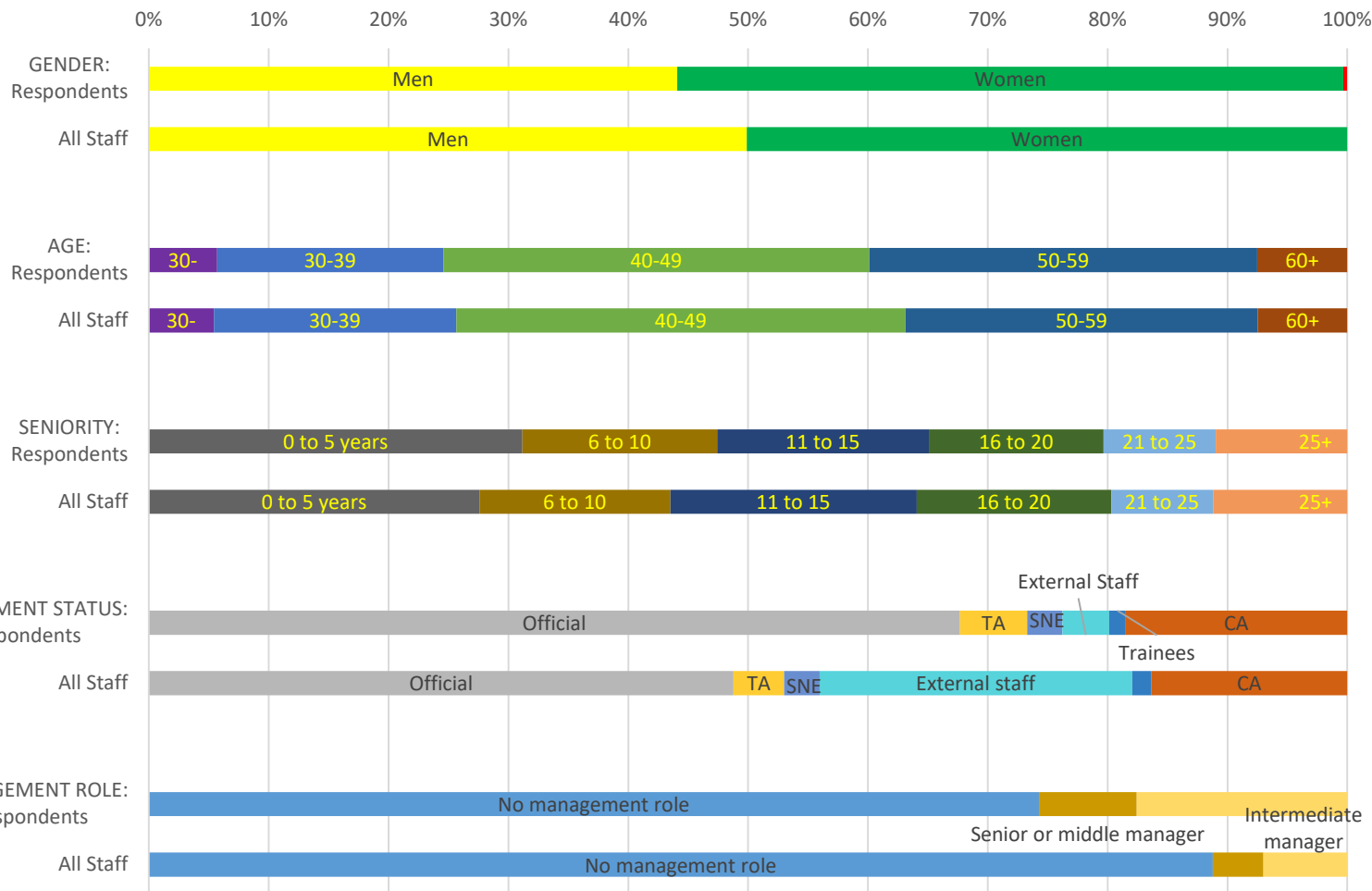
Survey on diversity, inclusion and respect at the workplace

Report of the results - main findings

Response rate and demographics

OBSERVATIONS

Comparison of demographics of respondents and staff



Overall, with a 22% response rate and more than 10,000 respondents, the reaction to the survey is large enough to provide useful evidence to inform future D&I policy.

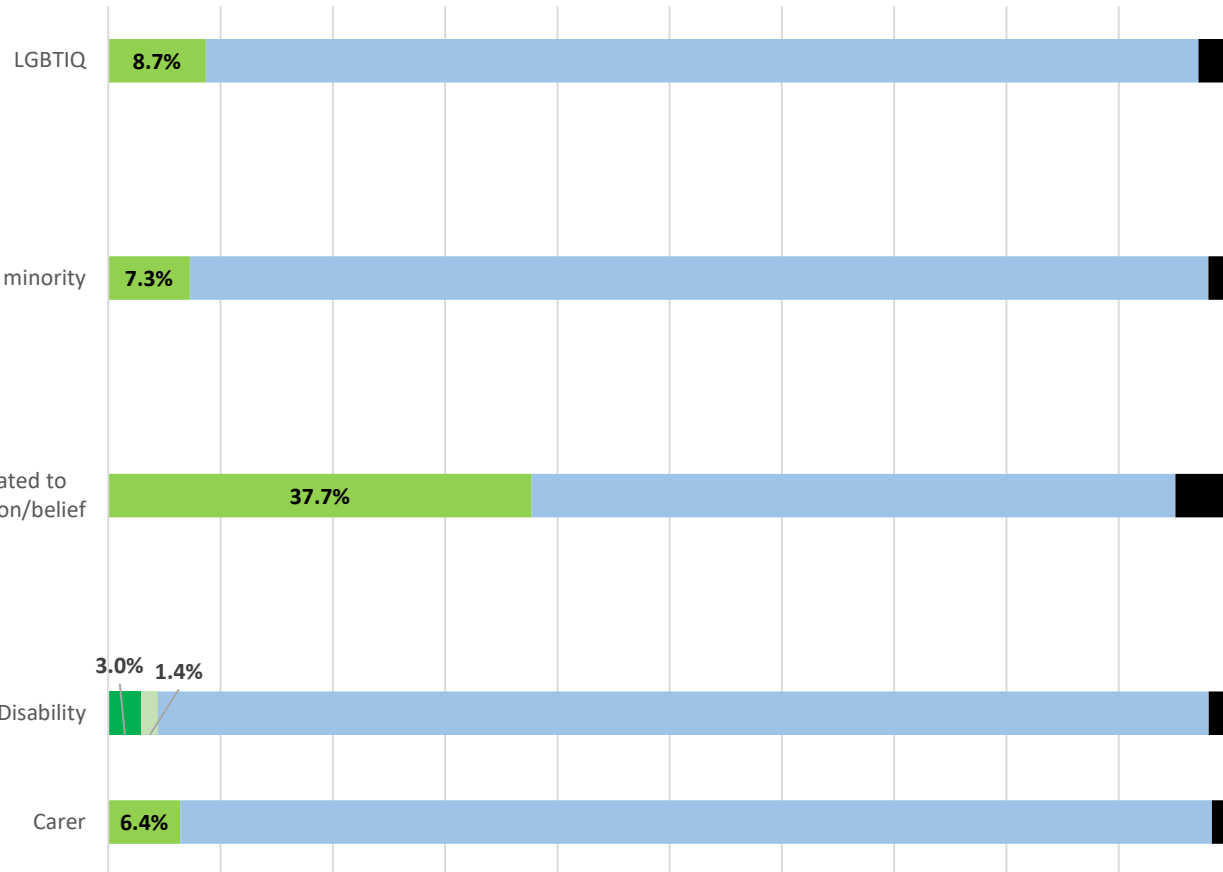
The demographics of the survey respondents are broadly in line with those of the staff population, although there are slightly higher proportion of women and newer recruits.

There is however a gap in relation to employment status, with a much higher proportion of officials (and managers) and a very small number of external staff among the respondents.

Self identification questions

Do you consider yourself...

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Yes Yes, I have a disability Yes, I have a short term or temporary impairment No Prefer not to say

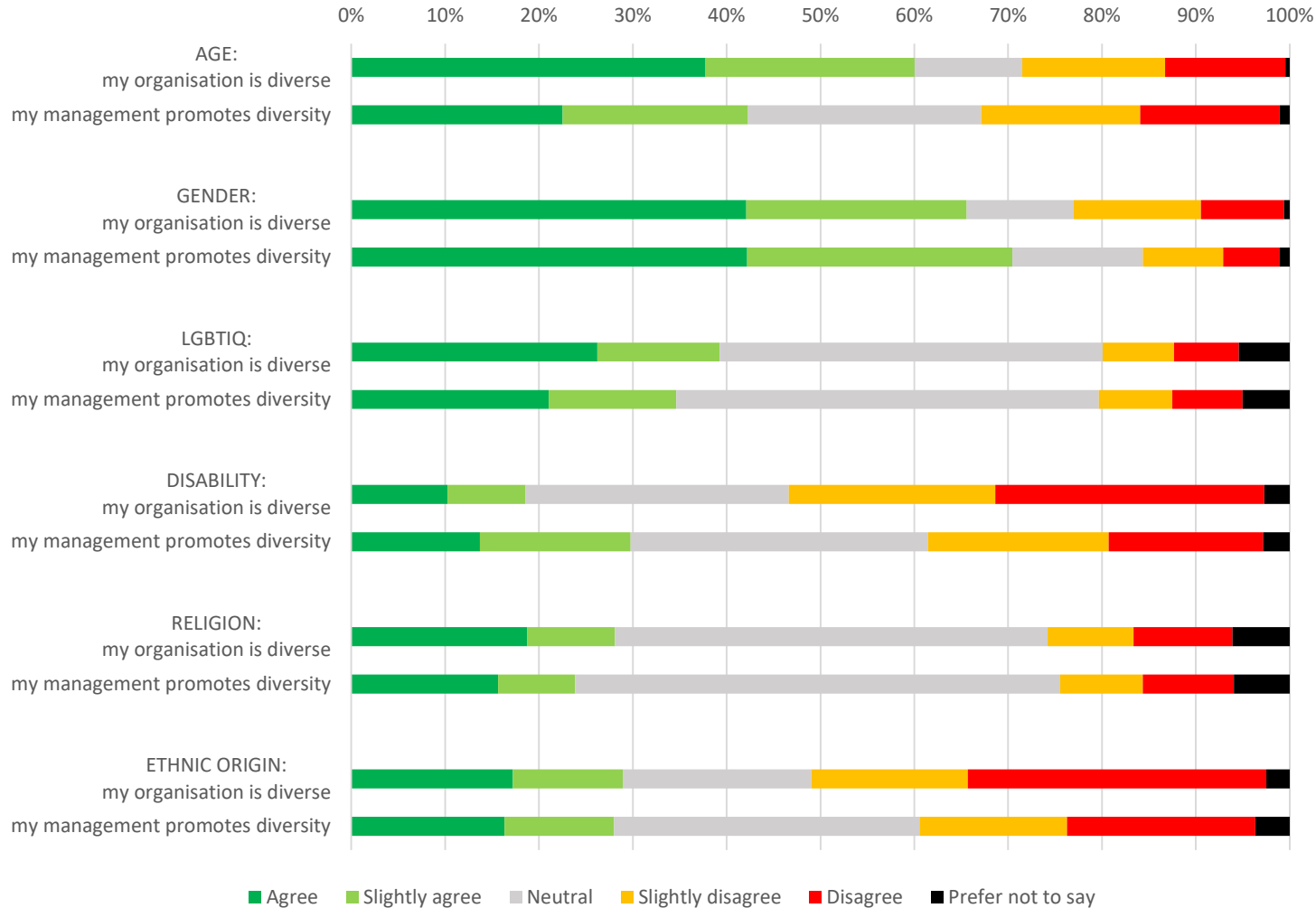
OBSERVATIONS

Questions about personal characteristics were based on self-identification. Those who replied 'yes', could then specify how they identified themselves (see section II).

These questions were optional, hence the 'prefer not to say' that appears for all characteristics.

In this survey, a 'carer' is somebody who cares for a family member (partner, child...) with a disability.

Perception of diversity at the workplace



OBSERVATIONS

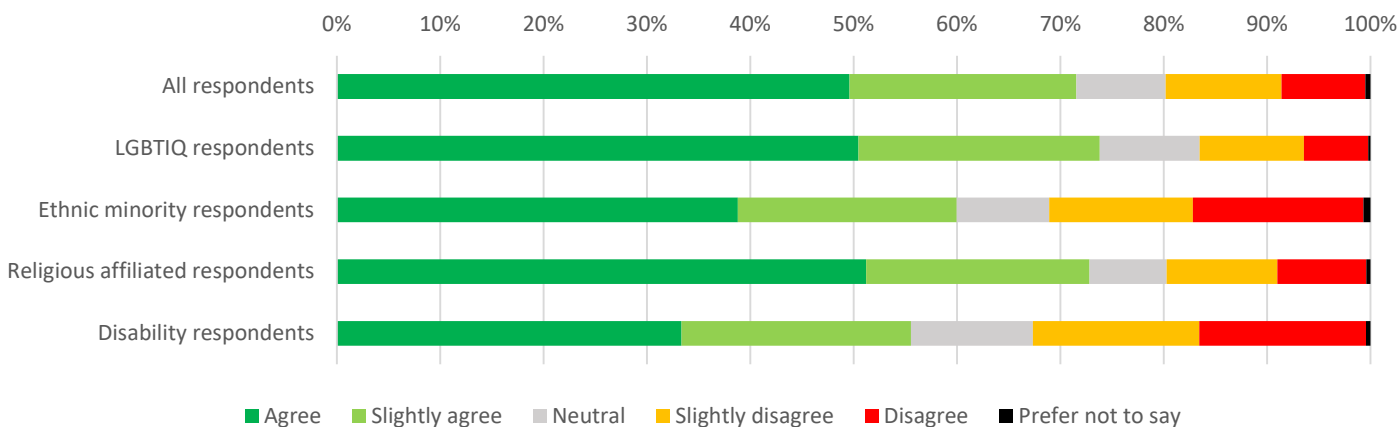
The perception of organisational diversity varies greatly depending on the characteristics analysed: ranging from 66% who agree that their organisation is diverse in term of gender to only 19% when speaking about disability.

There is often a gap between the perception of diversity in the organisation and the perception of the work done by management to promote diversity.

There is a large share of 'neutral' answers for religion or LGBTIQ.

Perception of inclusion at the workplace

I am valued and recognised at work, irrespective of my personal characteristics

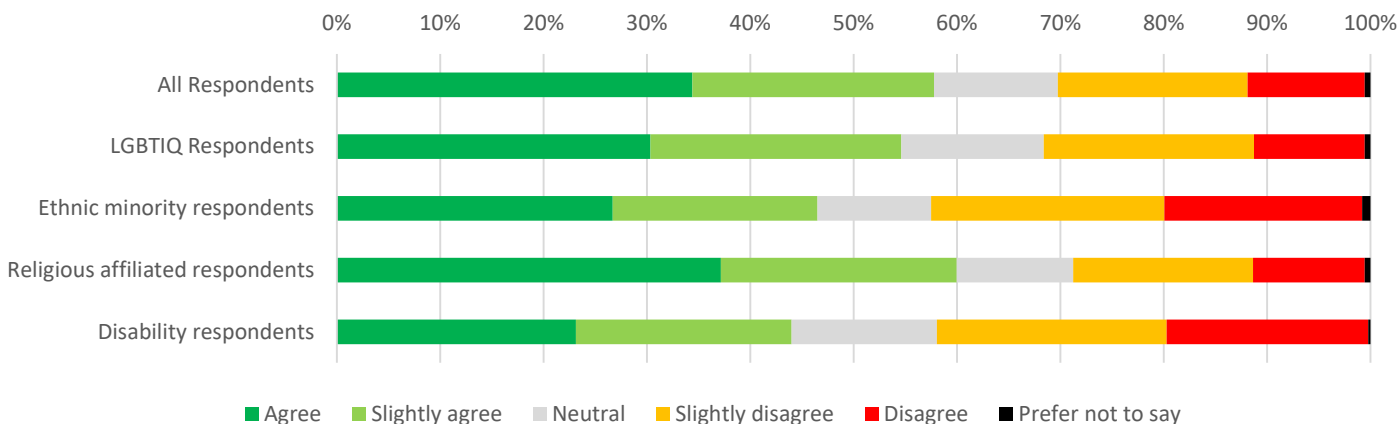


OBSERVATIONS

Overall, respondents are positive about the way they are valued at work.

However, this varies, depending on the group the respondent identifies with. Respondents from an ethnic minority background and respondents with disabilities feel less valued than others.

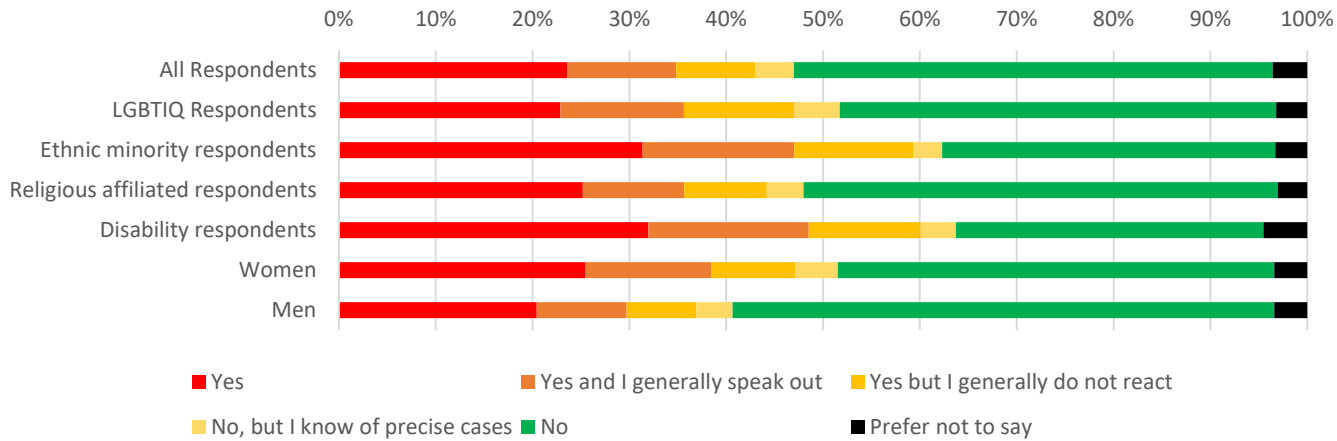
Everybody is valued and recognised at work irrespective of personal characteristics



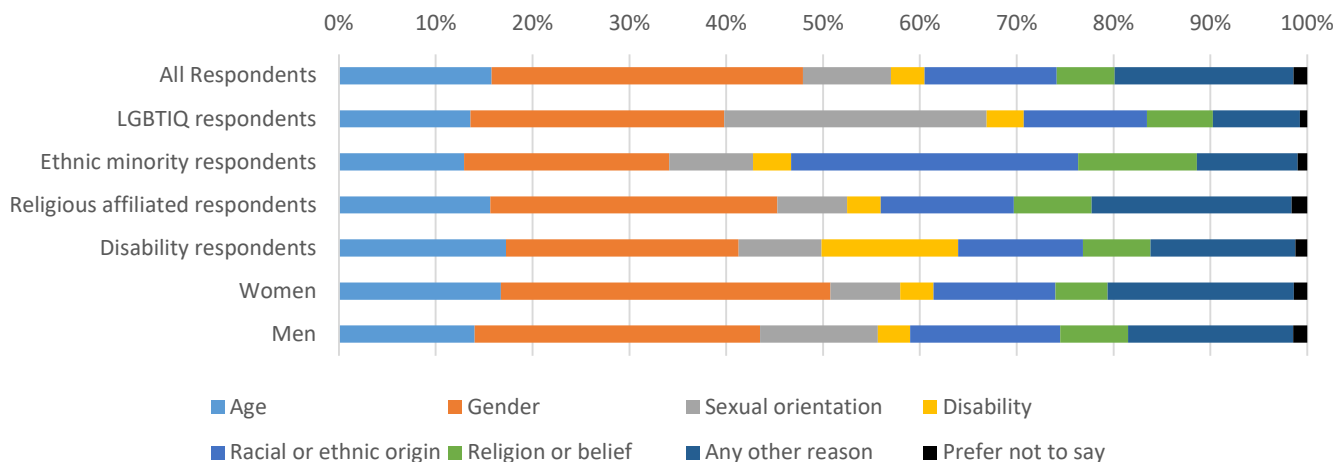
As in the previous question, two groups are perceived to be less valued than others: ethnic minorities and persons with disabilities.

Discrimination observed at work

In the last 5 years, have you observed behaviours, remarks or decisions in your workplace which made someone (including yourself) feel discriminated or unequally treated?



If yes, please specify on which ground(s)



OBSERVATIONS

43% of respondents indicated that they had observed some form of discrimination or unequal treatment at work in the last 5 years.

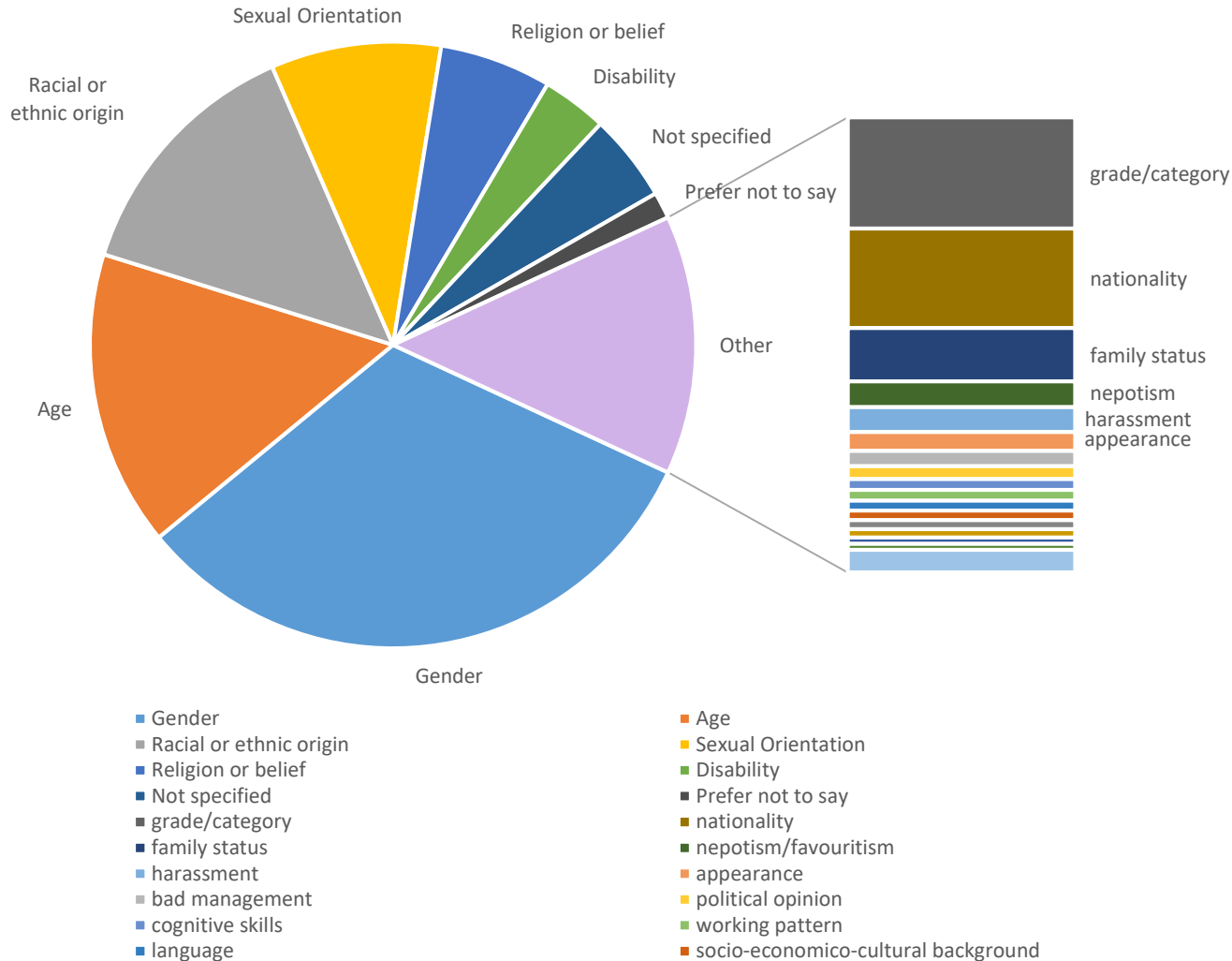
Respondents from some groups are more likely to report this than others. Respondents with an ethnic minority background (59%), and respondents with disabilities (60%) report such behaviours more often than the average. Women also report such experiences more often than men (47% vs. 37%).

There is a positive correlation between the ground stated for the discriminatory behaviour(s) observed or experienced, and the group respondents identify with.

Grounds of discrimination observed at work

Please specify on which ground you observed discrimination at work

OBSERVATIONS



When considered in detail (declaration and free text comments), most of the discrimination and unequal treatment reported falls under the 6 main grounds analysed in this survey (80%). The majority was gender discrimination (including men feeling discriminated by gender balance targets in management).

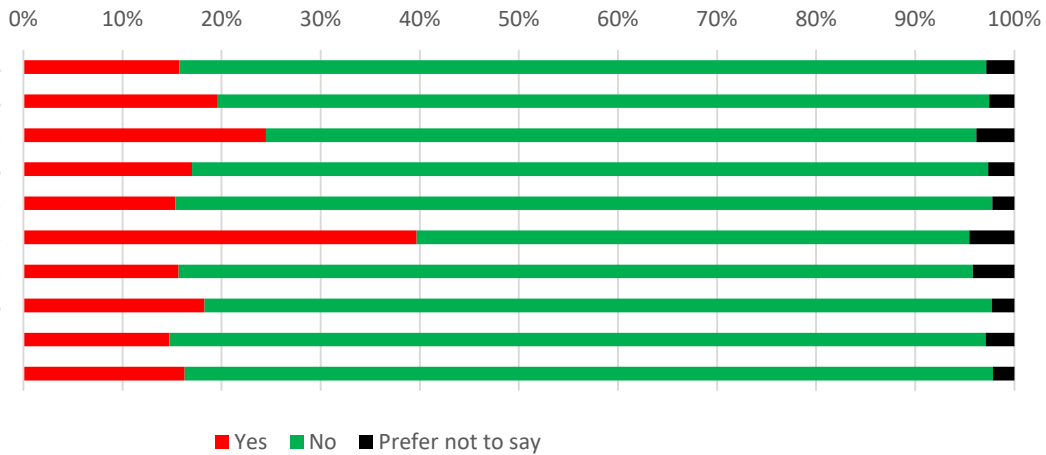
Other grounds raised by respondents include grade/category: a perceived gap between grade or employment status and work done. This was mentioned by respondents at all grades, not just those directly impacted.

References to nationality include negative stereotypes against a nationality and perception of clusters, in which colleagues from a given nationality are perceived as being favoured compared to others.

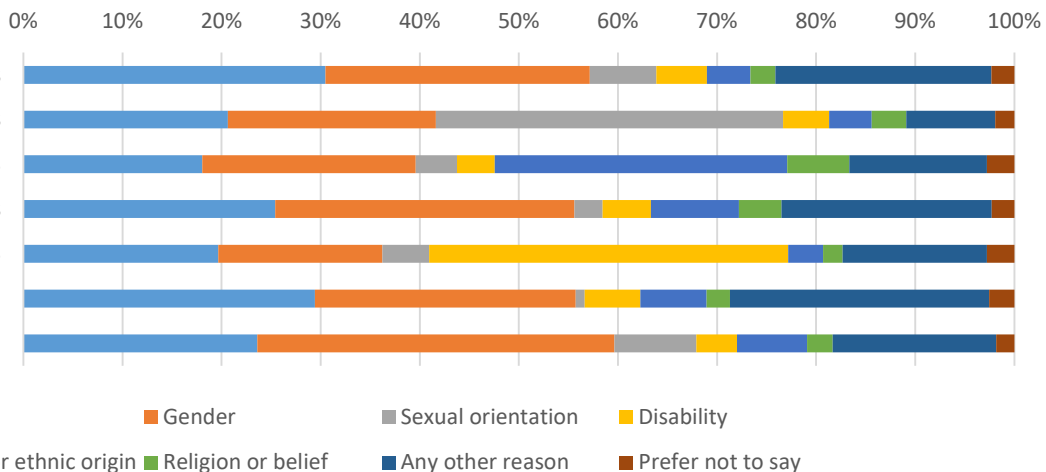
Impact on career

OBSERVATIONS

Have you refrained yourself from participating/applying to vacancies, training, projects?



Why did you refrain from applying?

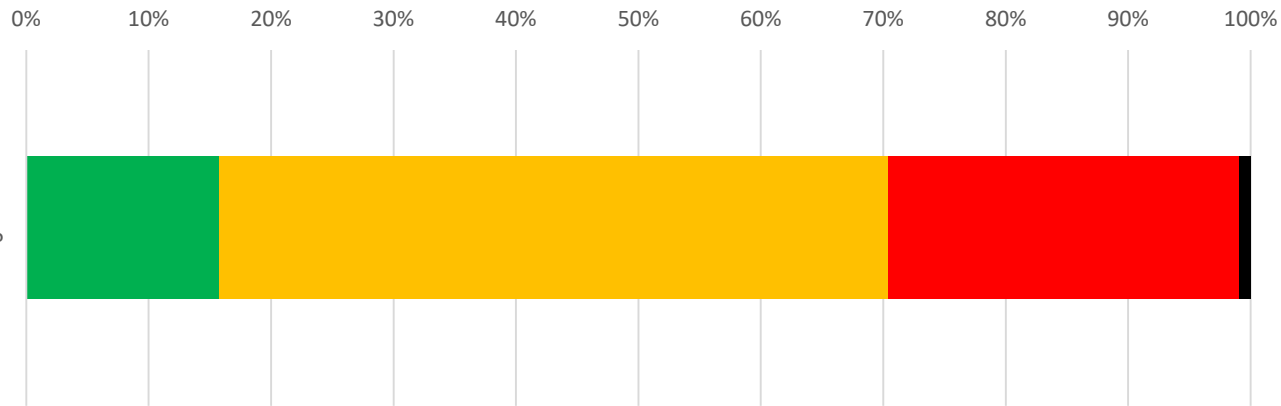


Roughly one respondent in six has refrained from applying for a job opportunity based on a personal characteristic. This is more common for some characteristics, in particular for respondents with a disability.

Male respondents refrain slightly more often than female respondents. From the free text comments, this appears to be mostly due to gender balance targets, deterring some male respondents from applying for management positions.

There is a strong correlation between the group respondents identified with and the stated reason for refraining (with the exception of religious affiliation). Other reasons for refraining were reported, such as family status, nationality or grade/employment type.

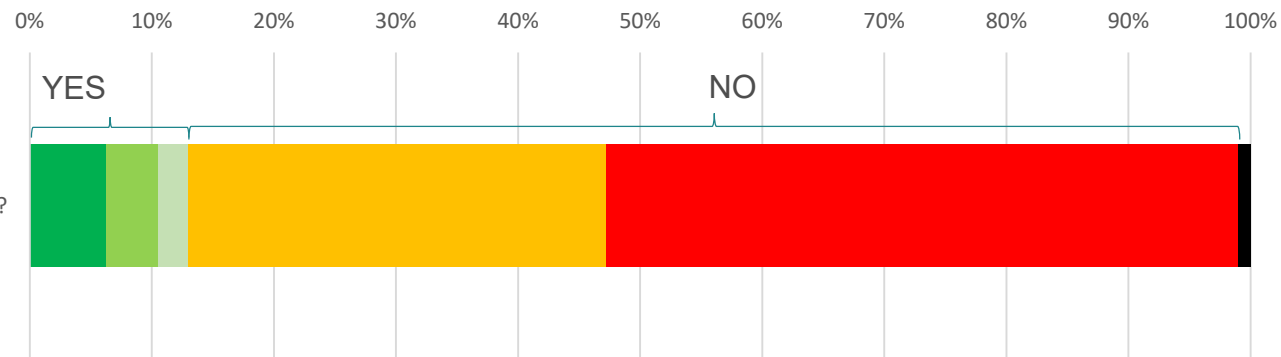
Diversity and inclusion awareness



OBSERVATIONS

One respondent in six is familiar with the content of diversity and inclusion policies in their organisation, and one in three has never heard about them.

■ I am aware of it and I am familiar with the content ■ I have heard of it, but I don't know what it entails ■ I have never heard of it ■ Prefer not to say



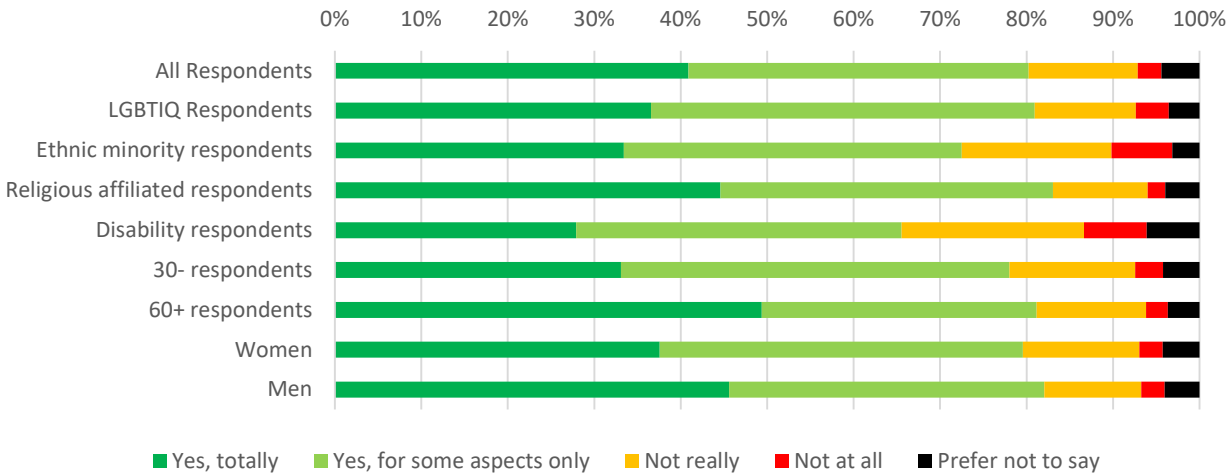
A small number of respondents have already followed training. More than a third have not but would be interested.

■ Yes
 ■ Yes, focusing on the internal diversity and inclusion policy
 ■ Yes, focusing on the external aspects of diversity and inclusion opportunity
 ■ No, but I would be interested to
 ■ No
 ■ Prefer not to say

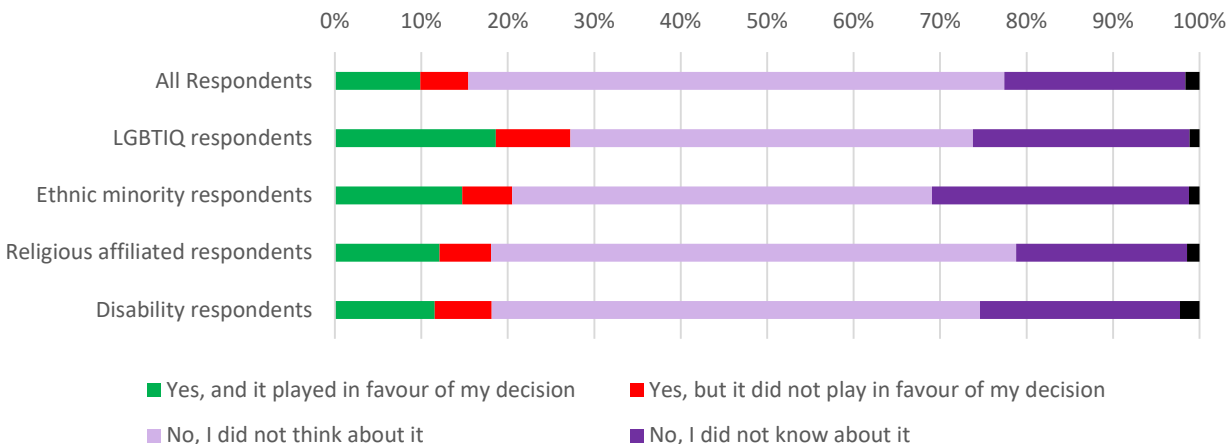
Impact of diversity and inclusion on image

OBSERVATIONS

Would you recommend your organisation as an employer of choice in terms of diversity?



Did you consider the equality and inclusion practices of the organisation before applying?



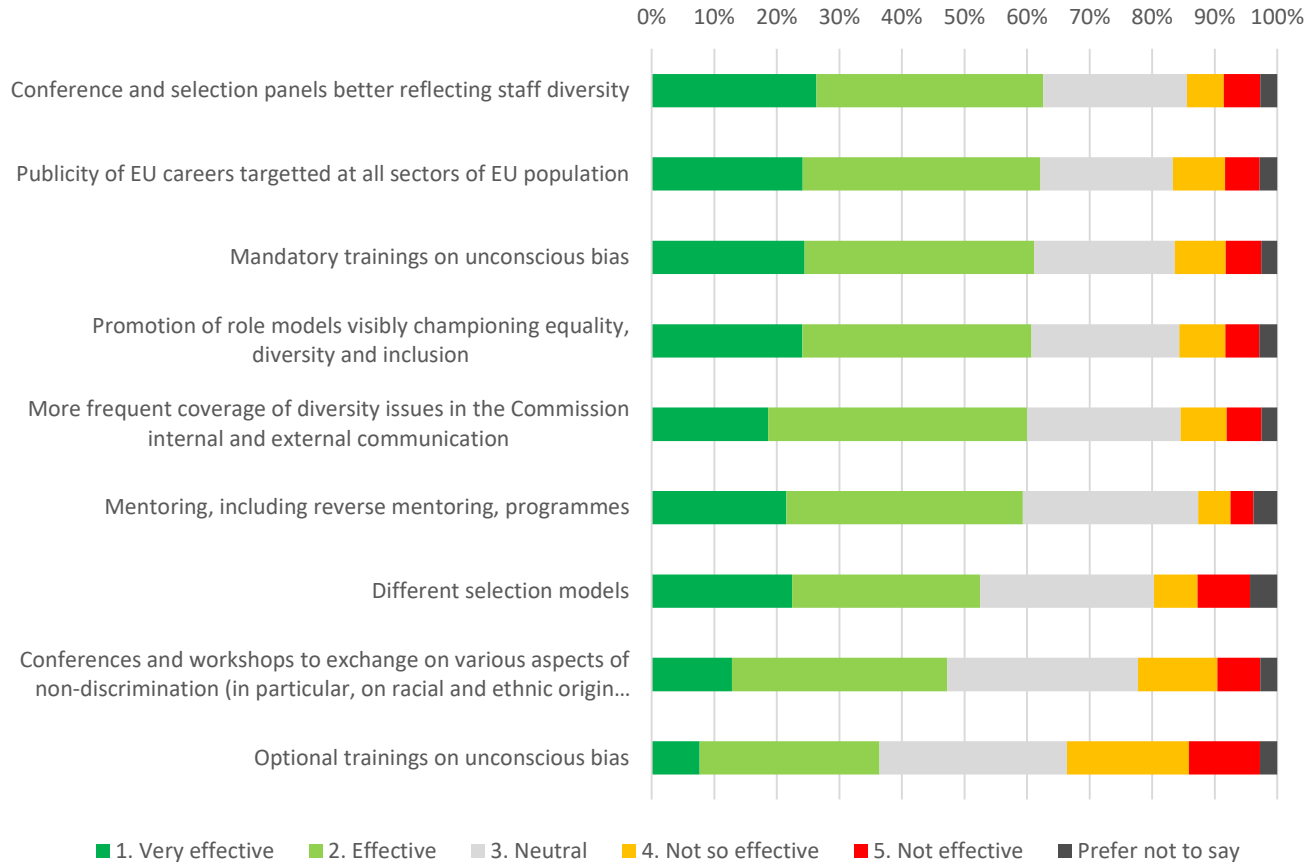
Overall, the perception of diversity and inclusion at work is positive with more than 80% of respondents saying they would recommend their organisation as an employer of choice. However, approximately 40% of respondents would recommend their organisation only for some aspects of diversity.

In addition, responses vary, with less positive reactions from respondents with a disability, coming from an ethnic minority background or being aged under 30.

Diversity and inclusion policy appears only to have played a small role at the time respondents applied to join their organisation, with a slightly higher impact than average for LGBTIQ respondents. A significant proportion of respondents (more than 20% across all groups) did not know about their organisation's diversity and inclusion practices before applying.

How to address diversity and inclusion?

How effective are these measures to improve D&I at work?



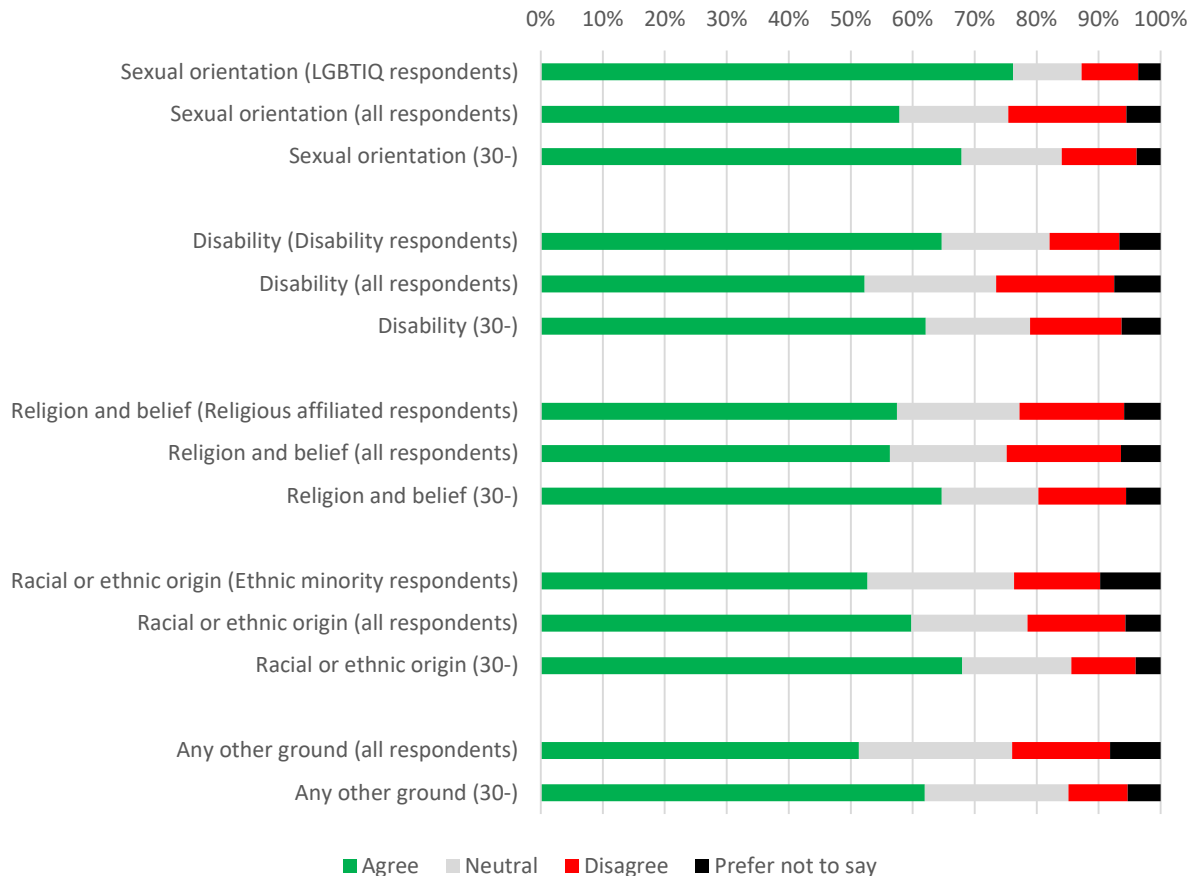
OBSERVATIONS

In the list of proposed actions, awareness raising and communication are perceived as most effective. Nevertheless, less than two thirds (and sometimes less than half) of respondents are convinced that those measures would be effective at improving diversity and inclusion at work.

Looking forward - future surveys

OBSERVATIONS

Would you agree to give more information in future D&I surveys about your...



A majority of respondents are open to sharing more personal information (still anonymously), including on other perceived grounds of discrimination.

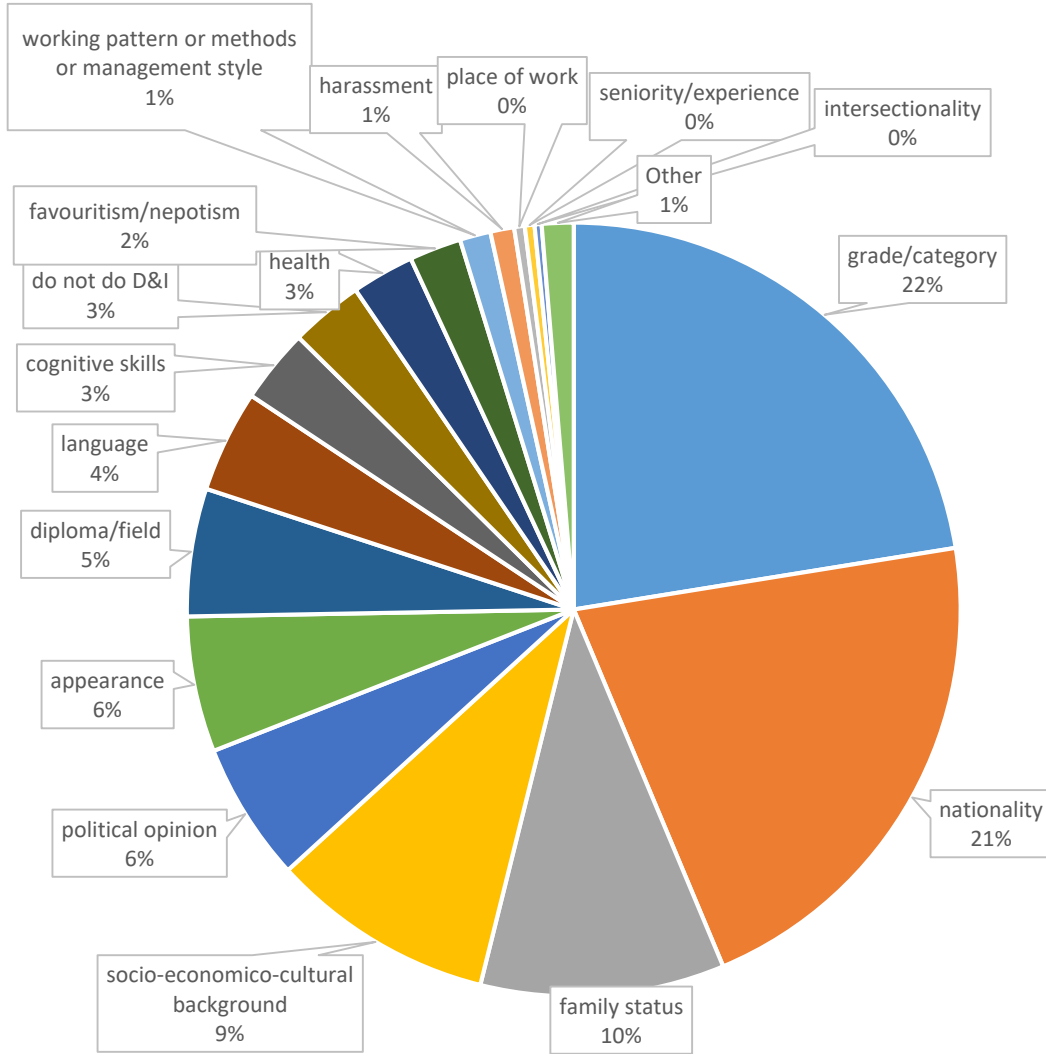
This openness appears to be generally greater when specifically considering the issues of the groups concerned: for example, LGBTIQ respondents are happier to share more information about their sexual orientation than the average. Respondents from an ethnic minority background are an exception to this tendency. Respondents aged under 30, are more open to sharing their data than the average of respondents.

This is an indication that there is support for future surveys to explore these issues further, including on other grounds of discrimination.

Other discriminations to address at work

OBSERVATIONS

In addition to the 6 grounds of discrimination studied, are there other grounds of discrimination you would like to report?



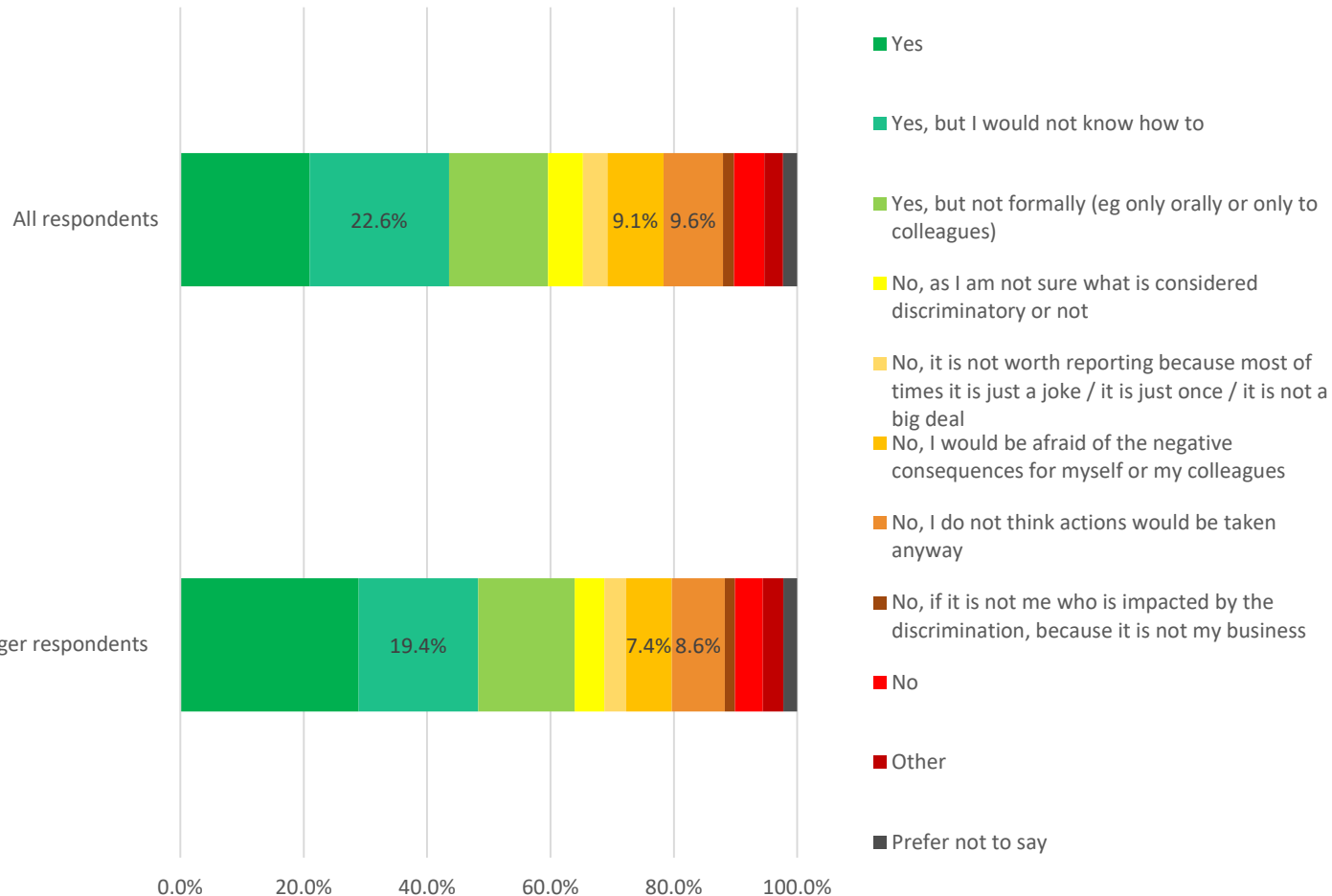
Respondents indicated other types of discrimination in addition to the six grounds studied. The answers are largely aligned with the 'Other' reasons declared as observed discriminatory attitudes at work in a previous question.

Grade, employment category and nationality are the most mentioned issues. Family status is equally split between parents referring to work-life balance issues and respondents who are single and/or do not have children who feel less prioritised for holidays or feel that they receive extra work.

There is a perception that the workforce is not socially diverse. Diverging political opinions are also mentioned as a perceived ground of discrimination, as well as appearance.

Reporting discrimination

Would you report a discrimination or lodge a complaint based on a discriminatory behaviour?



OBSERVATIONS

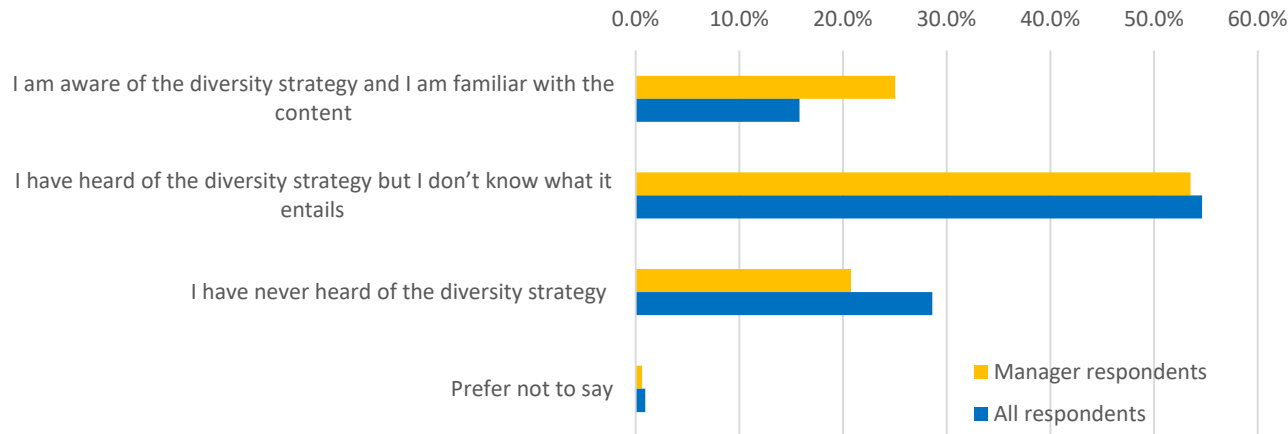
More than a third of respondents (35%) said they would not report discriminatory behaviour at work. 19% indicated a fear of negative consequences, or a perception that no action would be taken.

Among those who would report, a significant proportion (23%) would not know how to.

Among managers who responded to the survey, the proportion who would report is higher and they are slightly more aware of how to report discrimination (although even so, 19% would not know how to). Some 16% of managers who responded think reporting would not lead to action or would have negative consequences.

Managers – diversity awareness

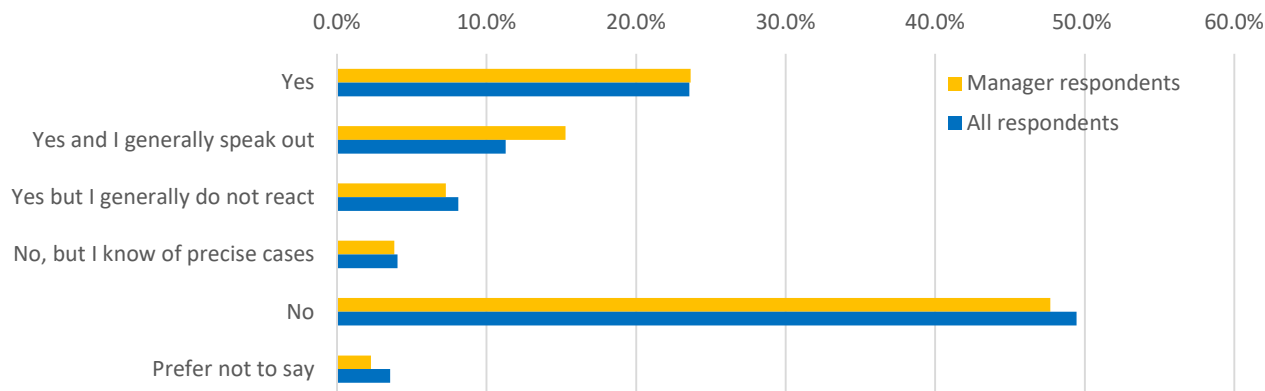
Are you aware of the D&I strategy of your organisation?



OBSERVATIONS

On average, managers who replied to the survey are more aware about diversity and inclusion practices at work: 25% of them are familiar with the content of the diversity and inclusion strategy compared to an average of 16%.

Have you observed or experienced discrimination at work in the last 5 years?

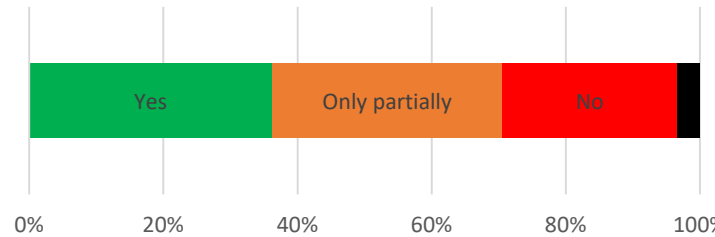


They observe similar levels of discriminatory attitudes and behaviours to all respondents, but they indicate that they speak out more often.

Managers – information/training support

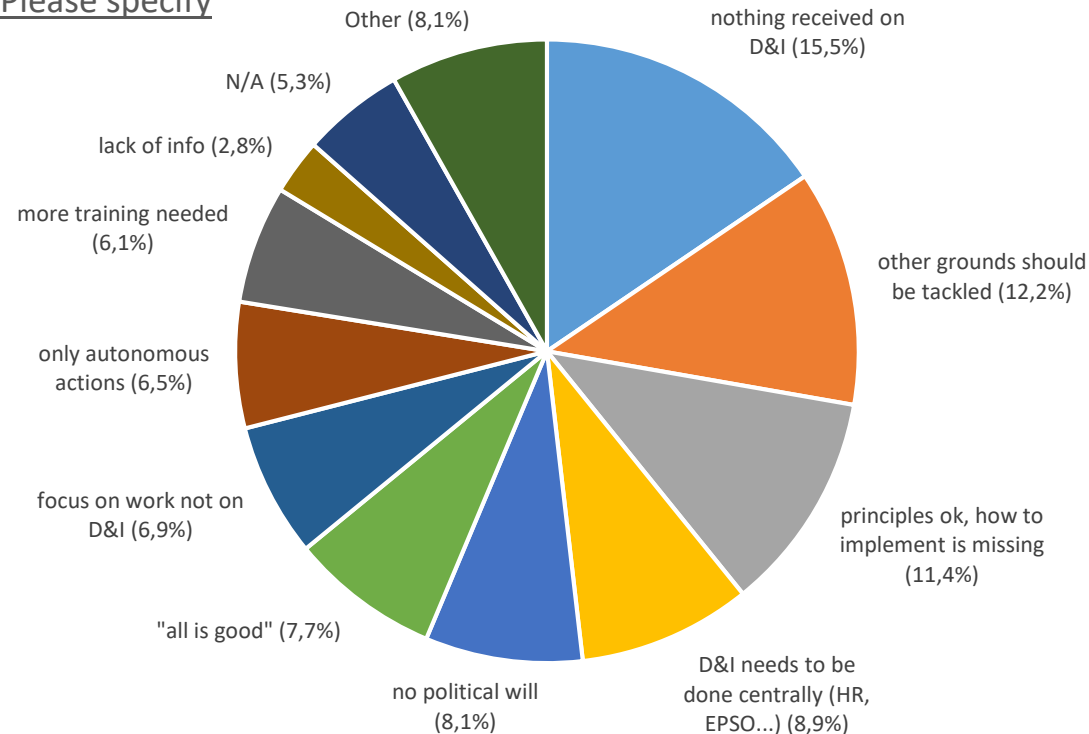
OBSERVATIONS

Do you feel you are sufficiently informed and accompanied to ensure diversity, inclusion and non-discrimination in your team(s)?



Even though they seem more willing to embrace diversity and inclusion practices, more than 60% of managers who responded do not feel sufficiently well informed and supported to promote these practices in their teams.

Please specify



The reasons they give vary: some state they have received no information, others consider there is no real organisational will to act, or they don't see the need to act.

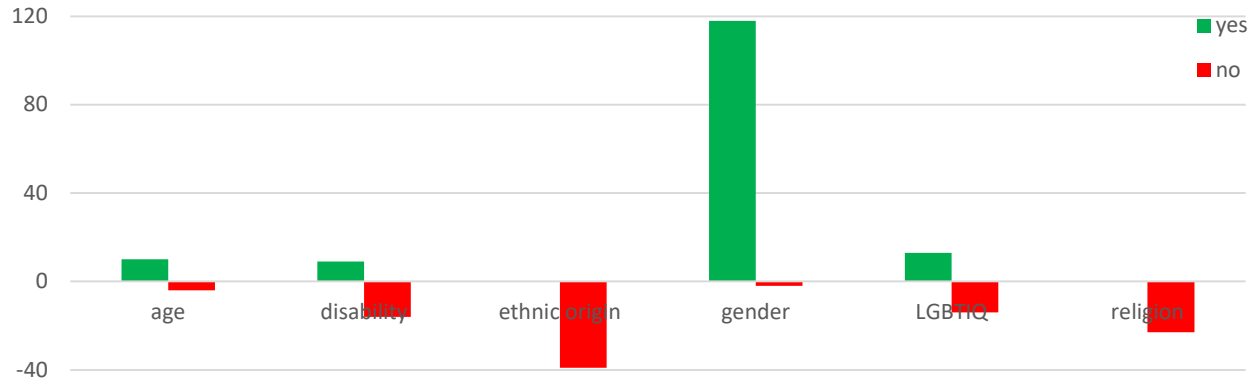
Others would like to act and agree with the principles, but don't know how to act at their level (particularly for matters linked to recruitment).

In their views, support and specific actions should come from central services and be disseminated across the organisation.

Managers – information/training support

OBSERVATIONS

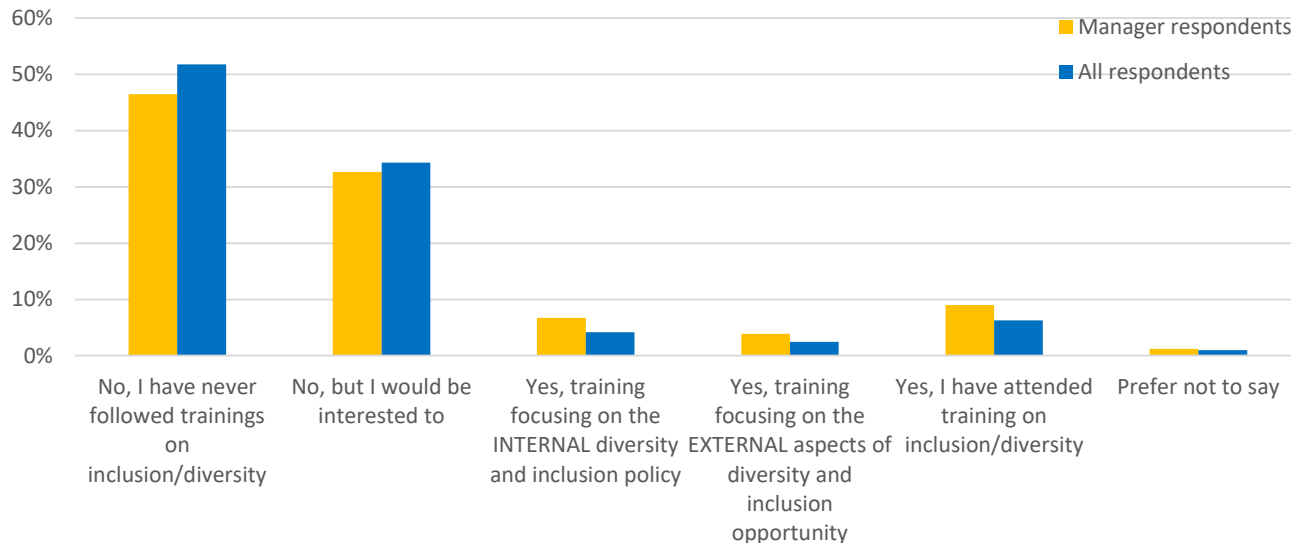
Did you receive information/support to promote D&I on these grounds?



When looking more in detail, managers who replied to the survey feel the support they receive varies by grounds.

While they feel well informed about gender issues, their feelings of having enough information regarding LGBTIQ, age or disability issues are more nuanced.

Have you followed D&I training?



Managers who responded consider that they have received little or no information about ethnic or religious diversity.

Manager respondents have followed slightly more training than average (20% vs 13%) but a third would be interested in following more.

For any question, comments or remarks on this report, please contact EC-DIVERSITY-AND-INCLUSION-SURVEY@ec.europa.eu

