



EUROPEAN CENTRAL BANK
EUROSYSTEM

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Mario DRAGHI
President

Mr Fabio De Masi
Member of the European Parliament
European Parliament
60, rue Wiertz
B-1047 Brussels
Belgium

Frankfurt, 17 September 2015

L/MD/15/547

Re: Your letter (QZ-122)

Dear Honourable Member of the European Parliament, dear Mr De Masi,

Thank you for your letter, which was passed on to me by Mr Roberto Gualtieri, Chairman of the Committee on Economic and Monetary Affairs, accompanied by a cover letter dated 20 July 2015.

I can confirm that a survey of all ECB staff members was conducted in May 2015, covering a wide range of subjects. The main aim was to obtain feedback from staff on their experience of working for the ECB. Despite the fact that the survey comprised more than 90 questions, 90% of staff took the time to complete it, which is itself an indication of the degree of staff engagement.

As regards your specific questions, I would like to inform you that the ECB does not plan to publish the individual results of this staff survey. From the outset, the ECB has been at pains to reassure staff that their information will be treated confidentially, and that may well have contributed to the high response rate. The ECB must therefore honour its commitment to staff by respecting the confidentiality of that information, and it must now take the time to analyse the key findings from the survey and devise follow-up measures. Moreover, the aggregate results will only become meaningful after further assessment – such as the monitoring of developments over time or a comparison with equivalent institutions.

Furthermore, the input received in the context of the staff survey falls outside the framework of the Single Supervisory Mechanism. Consequently, as regards the possibility of members of the European Parliament

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accessing this type of ECB document via the European Parliament's Classified Information Unit, I would reiterate the points that I made in my letter of 17 June 2015.¹

Nonetheless, I would like to share some high-level findings from the survey. ECB staff members have been informed of my intention to share this information with you.

The survey shows staff's relatively high degree of engagement with the ECB, revealing the pride they have in working for the institution, the inspiration it provides them to do their best, and the understanding they have of the ECB's mission and values. In addition, they feel that they are kept adequately informed by management and they appreciate their training opportunities, remuneration and tools to do their jobs. The survey revealed opportunities for improvement in the following areas: professional and career development, work pressure and stress, prioritisation, performance management, openness and trust, and cooperation across business areas. Further analysis of this feedback is being undertaken, and measures to address these opportunities are being developed, both by individual business areas and at the level of the ECB as a whole.

The citizens of Europe are reliant on the expertise and commitment of all ECB staff in order to successfully navigate what remains a very challenging period. I am sure that the motivation and commitment that staff have shown so far – which has been clearly evidenced in these survey results – will remain as strong as ever and that the European Parliament will take confidence from the importance that the ECB places on staff feedback.

Yours sincerely,

[signed]

Mario Draghi

¹ This letter is available on the ECB's website at: www.ecb.europa.eu/pub/pdf/other/150618letter_demasi_2.en.pdf.

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