

WHY ARE OFFICE WORKERS UNSATISFIED?

Research agencies l'Observatoire Actineo and CSA surveyed¹ employees in five countries - Britain, Sweden, the Netherlands, Spain, and Germany - about their work environments, and what they believe to be the most important elements of their office. The study of 2,500 people, conducted between June 24 and July 1, analyses the satisfaction of workers based on criteria like office arrangement, temperature, and interest in the work that one is assigned.

Despite a general move towards more open plan work areas, employees are happier when they have a private office, according to a European research study released Tuesday. The French were the least satisfied with their work environments, with around 78 percent of respondents expressing satisfaction. In France, 88 percent of respondents in private offices said they were satisfied, versus 67 percent in open, communal ones.

Across the board, one of the most important elements was inter-office relations. In all five countries, a majority of respondents (64-81 percent) said that relations with colleagues was the most important factor for quality of life at work.

But according to the survey, not everyone wants to work around their colleagues' chatter. The French care the most about noise, and consider human chatter a nuisance. "This could open a discussion about whether or not employees in places like Britain are more social, but for the moment we haven't made that analysis."

The source of French unhappiness however may not just be about noise. A similar survey carried out in 2013 revealed it was smelly colleagues rather than the din of the office that angered French workers. Number two in the list of colleagues' gripes was having to sit next to someone who complains all the time, and in third place was having to put up with co-workers who speak too loud.

As far as social spaces, most employees in the five countries had access to private conference rooms, cafes and coffee machines, but the importance of such spaces differed. For example, a majority of Dutch and Swedes surveyed used informal social spaces and break rooms, whereas in France, only 27 percent of respondents had an informal social space they could use.

As a conclusion, The Netherlands, seen as a sort of "El Dorado" in the European work world, has the most content employees of the five countries included, with around 91 percent responding as satisfied with 27 percent of those saying they were "very satisfied".

Adapted from <http://www.thelocal.fr>

¹ surveyed : ont enquêté

ORAL SECTION EUROPÉENNE : ANGLAIS TERTIAIRE				
Sujet N°1	Préparation	Durée	Coefficient	Page
Session 2015	0h20	0h10	1	1 sur 1