



KANTAR PUBLIC

Annual Strategy Survey 2022

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Key findings

Overall, EFSA's audience has a positive perception of its activities in the areas covering the three Strategic Objectives of EFSA Strategy 2027. Customers, Stakeholders and Partners are all positive about EFSA's mission and its ability to foster scientific excellence, however they show some differences in views when it comes to other areas of EFSA's work.

To understand how EFSA's activities are viewed by its **customers, stakeholders and partners**, EFSA committed to measure the perception of its work across a range of areas set out in its 2027 Strategy.

These areas broadly cover:

1. **The Strategic foundation** > EFSA's mission, vision and the values
2. **Strategic Objectives:**
 - **Strategic Objective 1:** Deliver trustworthy scientific advice and communication of risks from farm to fork
 - **Strategic Objective 2:** Ensure preparedness for future risk analysis needs
 - **Strategic Objective 3:** Empower people and ensure organisational agility

This report summarises the findings of the first iteration of the Annual Strategy Survey – completed by some 900 respondents from the three main target groups (customers, stakeholders, and partners).

The results are presented both as indices (on a scale from -100 to 100, in line with previous [reputation studies](#)) as well as % of favourable responses (a proxy for satisfaction with EFSA's activities used for performance reporting purposes against the targets of Strategy 2027).

Overall, EFSA's audience showed a positive perception of its activities – with an index of 37 and 76% favourable responses.

EFSA is committed to designing activities to address areas of attention arising from this study – these will be included as part of the annual work planning process. The survey will be repeated on an annual basis, with targeting that allows for solid performance management, while considering time needed to observe improvements and minimising respondent's fatigue.

Customers have a neutral perception of EFSA's activities

Customers' perception is neutral regarding all objectives, with the lowest satisfaction score observed in Strategic Objective 1.

Customers are positive about EFSA's mission and ability to foster independence and scientific excellence.

The main areas of attention are timeliness of scientific advice, the ability to deliver communications in a timely manner, and EFSA's efficiency in using human/financial resources to carry out its task.

Stakeholders' overall perception of EFSA's activities is on the border of neutral and positive

Stakeholders' assessment of the objectives varies between neutral and positive, with the lowest satisfaction score observed in Strategic Objectives 1 and 2.

Stakeholders are particularly positive about EFSA's mission and its ability to foster scientific excellence. Stakeholders also judge positively EFSA's ability to foster accountability, independence and the alignment of tasks and activities with EU priorities.

The main areas of attention are engaging stakeholders during the process of risk assessment, the ability to provide information tailored to the intended audience, communicating risks in a clear, comprehensible and meaningful way, and EFSA's efficiency in using human/financial resources to carry out its task.

Partners are highly satisfied with EFSA's work and activities

Partners score highest, assessing all objectives positively.

Partners are particularly positive about EFSA's mission and EFSA's ability to foster excellence and coherence (alignment of tasks and activities with EU priorities related to food safety).

1. Introduction

EFSA's Strategy 2027¹ was published at a historical point in time for EFSA: an amendment to the General Food Law (the Transparency Regulation) came into effect in 2021 increasing EFSA's responsibilities towards EU citizens; EU-wide policy developments, such as the Green Deal actions and in particular the Farm to Fork Strategy will shape the focus of EFSA's activities in the years ahead; and the SARS-CoV-2 global pandemic has, and will, require it to adapt to new ways of working.

It is against this backdrop that EFSA has prepared its Strategy 2027. It sets out how EFSA intends to respond to this changing environment, describing the added value it proposes to its customers, partners, stakeholders, and the public at large. To understand how EFSA's activities are viewed by its customers, partners and stakeholders, EFSA committed to measure the perception of its work across a range of areas set out in its 2027 Strategy.

These areas broadly cover:

1. The Strategic foundation > EFSA's mission, vision and the values

2. Strategic Objectives:

- **Strategic Objective 1:** Deliver trustworthy scientific advice and communication of risks from farm to fork
- **Strategic Objective 2:** Ensure preparedness for future risk analysis needs
- **Strategic Objective 3:** Empower people and ensure organisational agility

The objective of the Annual Strategy Survey 2022 is to gather feedback from customers, stakeholders, and partners to understand how they perceive EFSA's work across the above. The purpose of the survey is to arrive at results that can be used for performance monitoring and continuous improvement during the Strategy period.

The perception of EFSA's work is measured across 16 attributes related to EFSA's strategic foundations and strategic objectives. These 16 attributes are mapped to the four areas covered by the survey, as presented in Table 1.1.

Respondents had the option to score the performance of EFSA vis-a-vis the attributes and their underlying components on a 7-point scale (from "Extremely poor" to "Extremely good"). Respondents also had the option to select "Not applicable/Don't know".

¹ <https://www.efsa.europa.eu/sites/default/files/2021-07/efsa-strategy-2027.pdf>

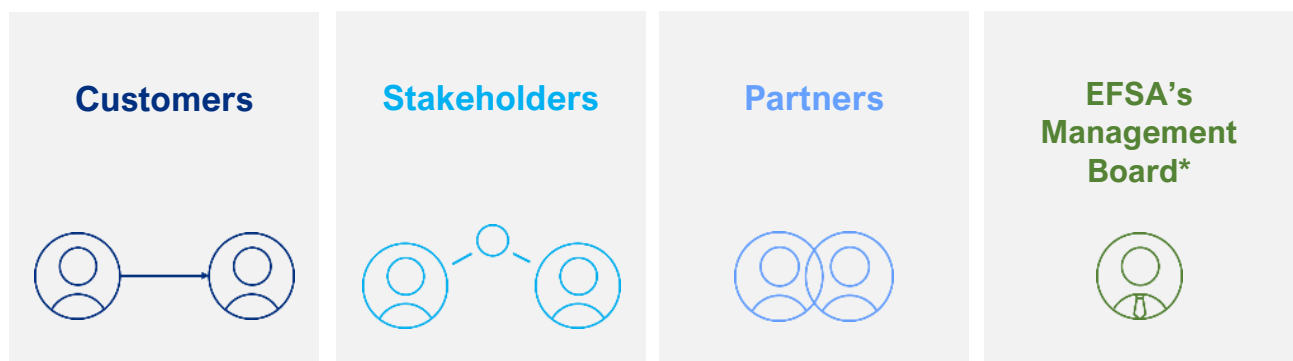
Table 1.1 Areas covered by the study and the underlying attributes

Areas covered by the study	Attributes
Overarching	Mission, Cooperation, Independence, Accountability, Openness, Excellence
Strategic Objective 1	Risk Assessment, Risk communication
Strategic Objective 2	Ecosystem efficiency, Capacity strengthening, Harmonisation, Preparedness, Data access and exploitation
Strategic Objective 3	Coherence, Governance, Organisation efficiency

The underlying components – translated into survey questions and measuring the perception of different audiences – are available in appendix A - Attributes.

There were four main target groups included in the Annual Strategy Survey 2022 – customers, stakeholders, partners and EFSA's Management Board.

Figure 1.1 Four main target groups



*In charge until 30 June 2022

The Customers, Stakeholders and Partners are composed of different subgroups (see section 2.1).



2. Methodology

In this section we outline the methodological approach for the Annual Strategy Survey 2022, providing details on the target groups, sample selection, questionnaire, fieldwork, response rates, weighting and information on how the satisfaction score index was calculated.

It should be noted that some of the components of the study were also measured in EFSA's previous Reputation Barometer studies². For the target groups included in the latter, a comparison between the scores from the Reputation Barometer 2.0 and the scores from this study is available. The target groups in this study corresponding to the target groups in the Reputation Barometer 2.0 are marked with a ^{letter} in the analysis.

2.1 Target group

The target groups consist of four groups, who form part of EFSA's knowledge ecosystem and are familiar, to varying extent, with the work and activities of the Authority: i) customers; ii) stakeholders; iii) partners and iv) EFSA's Management Board. Figure 2.1. shows the composition of the 4 groups. The Management Board feedback refers to information received from the EFSA Management Board in charge until 30 June 2022.

Figure 2.1 Audience



The target groups above indicated with a letter in superscript are related to the following target groups of the **Reputation Barometer 2.0**:

^a European Commission, ^b Consumers and thematic organisations, ^c Business, farmers and primary producers, ^d Practitioners, ^e Member States authorities (Advisory Forum)

² <https://www.efsa.europa.eu/en/corporate/pub/reputation-barometer>

2.2 Sample selection

The number of contacts available for this study was 5402 in total, delivered by EFSA as per its contact database.

Participants were recruited by email. Each participant was provided with a personalised link to the survey, which could only be completed once. Preceding the email invitation, EFSA had sent out an advanced letter to the participants explaining the study and referring to Kantar as the organisation that will invite them to participate in the survey. In the invitation email to the respondents, an email address was included for any questions about the research. Kantar sent a reminder twice to the respondents who had not yet completed the questionnaire.

2.3 Questionnaire

The questionnaire for this study was designed by EFSA in close consultation with Kantar. The questionnaire was based on two questionnaires used by EFSA previously, namely the questionnaire of the Reputation Barometer Study 2.0 and that of its Customer/Stakeholder feedback surveys (carried out in 2017 and in 2019). The questionnaire was in English and took, on average, 18 minutes to complete. Respondents were able to complete the questionnaire with a PC, laptop, tablet or smartphone and could pause the questionnaire to continue completing later.

Cognitive testing

After finalising the setup of the questionnaire, a cognitive test was conducted. During this test, insights were gained into the comprehensibility and ambiguity of the questions and answer categories, the neutrality, the extent to which the order of the different questions followed a logical sequence, as well as the expected interview time. For this test, five English speaking individuals were selected by EFSA to participate. They completed the online questionnaire before the start of the interview. After completing the survey, a 30-minute interview with each of them via Teams was conducted. Based on these findings, the questionnaire was finalised.

2.4 Fieldwork

The fieldwork was centrally managed under the supervision of the project managers and was monitored in real time. During the fieldwork monitoring, a helpdesk was staffed by the project managers. The survey was carried out in the period starting 14 July until 21 August 2022.

2.5 Response rates

The overall response rate among Customers, Stakeholders and Partners stood at 17% at individual and 29% at organisational level. This is reflective of multiple participants from same organisations receiving the link, while only one representative would have completed it. Figure 2.2. provides details on response rates across the different target groups.

Figure 2.2 Response rates



Minor overlap was observed within the groups, namely within the Partner category, where some of the partners could be mapped to two sub-categories. This overlap was assessed as minor in terms of the interpretation of overall results.

2.6 Weighting of the data

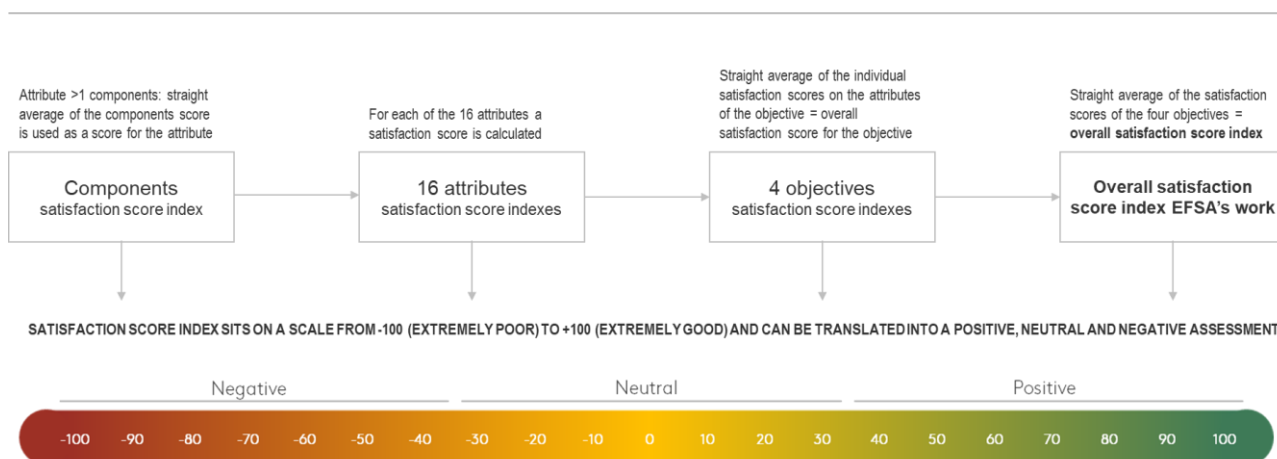
The data was weighted according to a methodology provided by EFSA, within each of the three main target groups. At aggregated EFSA level, the overall satisfaction score was calculated in a balanced way - 33,3% based on the perception of the Customers, 33,3% based on the perception of the Stakeholders and 33,3% based on the perception of the Partners. The perceptions of EFSA's Management Board did not count towards the overall perception score due to a low number of responses. More information about the weighting can be found in Appendix C – Technical report.

2.7 Calculation of the satisfaction score index

For each of the 16 attributes a satisfaction score index was calculated. When an attribute consisted of two or more components, the simple average of the score on the components was used as a score for the attribute. The overall satisfaction score index for the four objectives was calculated as the simple average of the individual satisfaction scores indices on the attributes of this objective. The **overall satisfaction score index** was then calculated as the simple average of the satisfaction scores of all four objectives.

The satisfaction score sits on a scale from -100 (extremely poor) to +100 (extremely good) and can be translated into a positive, neutral and negative assessment, as per the scale introduced in EFSA's previous reputation barometer studies.

Figure 2.3 Satisfaction score scale (index)



Finally, within this report, the **favourable satisfaction scores** are also reported. These refer to the **total proportion of 'extremely good', 'very good' and 'good' answers** over total valid, excluding 'not applicable' and 'I don't know' (NA/DK) replies. They are mostly used for EFSA's annual performance reporting purposes as targets for these were set in EFSA's Single Programming Document.

The favourable satisfaction scores are presented in **% terms**, on a scale from 0 to 100%.



3. Overall perception of EFSA’s work

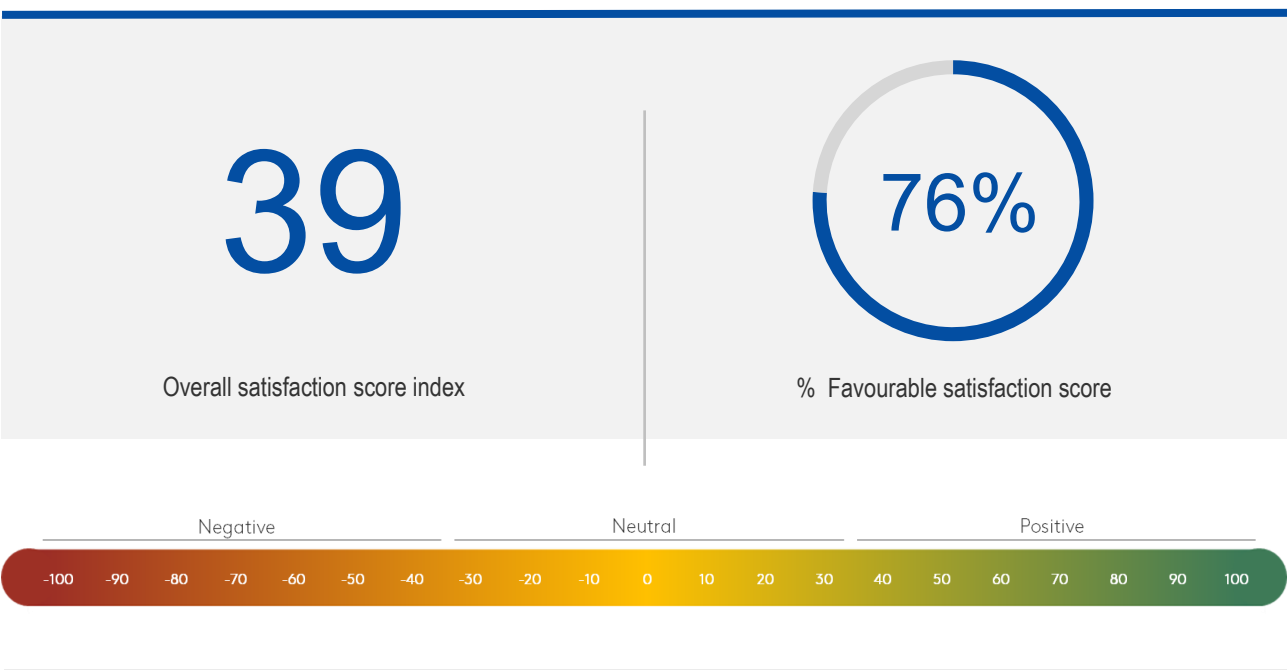
In chapters 3 to 7, the outcomes of the Annual Strategy Survey 2022 are reported, providing details on the main audience groups: Customers, Stakeholders and Partners. The perception of EFSA's Management Board (in charge until 30 June 2022) is reported separately in an Appendix.

3.1 Satisfaction score index of EFSA on overall level

The overall satisfaction score index is calculated as the mean score of the overall satisfaction score indices of the three groups in analysis (Customers, Stakeholders and Partners). Each group has a weight of one third (33,3%) in the overall satisfaction of EFSA.

The **overall satisfaction score index of EFSA is 39**, which means that EFSA's audience has an **overall positive perception of EFSA’s activities** (see scale in figure 3.1). This corresponds to over **three quarters of EFSA’s audience (76%)** evaluating the work of EFSA as *extremely good, very good or good* (% favourable satisfaction score).

Figure 3.1 Satisfaction score index of EFSA on overall level



If we go a level deeper to the areas and underlying attributes of the areas (table 3.1), we can see that on an overall level the assessment of almost all areas and attributes is positive.

Table 3.1 Satisfaction scores on overall level on the four areas and 16 attributes

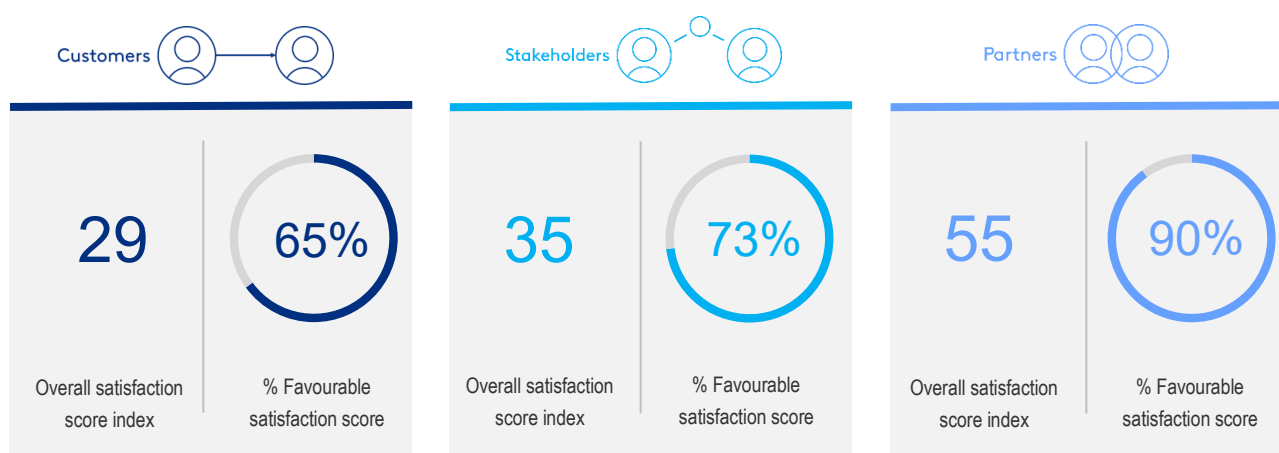
		Satisfaction score (index)	% Favourable satisfaction score
OVERARCHING	Overarching	44	80%
	Mission	52	88%
	Cooperation	37	74%
	Independence	46	82%
	Accountability	41	77%
	Openness	40	75%
	Excellence	50	84%
SO 1	Strategic Objective 1	38	73%
	Risk Assessment	39	73%
	Risk Communication	37	74%
SO 2	Strategic Objective 2	36	74%
	Ecosystem efficiency	37	73%
	Capacity Strengthening	37	73%
	Harmonisation	39	77%
	Preparedness	33	74%
	Data access and exploitation	37	73%
	Coherence	46	82%
SO 3	Strategic Objective 3	39	77%
	Governance	39	80%
	Organisational efficiency	31	70%

3.2 Satisfaction score indices for Customers, Stakeholders and Partners

As we look at the overall satisfaction score indices of the three different main group of respondents - Customers, Stakeholders and Partners - we observe some differences across them (see figure 3.2).




Overall, the satisfaction for EFSA's work is highest among Partners, with a positive satisfaction score index of 55 and a high favourable satisfaction score of 90%. Stakeholders have a satisfaction score index on the border of neutral and positive, with a score of 35 and a total favourable satisfaction score of 73%. The Customers show the lowest satisfaction with a neutral satisfaction score index of 29 and a favourable satisfaction score of 65%.

Figure 3.2 Overall satisfaction scores for main audience groups



If we look at the underlying areas covered by the study (table 3.2), we can see that the different areas have somewhat equal satisfaction score index among the Partners. They assess the different areas of EFSA's work positively. The Stakeholders' assessment of the areas varies between neutral and positive, with the lowest satisfaction score indices on Strategic Objective 1 and 2 (neutral scores). Customers show a neutral satisfaction score index for all four areas, with the lowest index score on Strategic Objective 1.

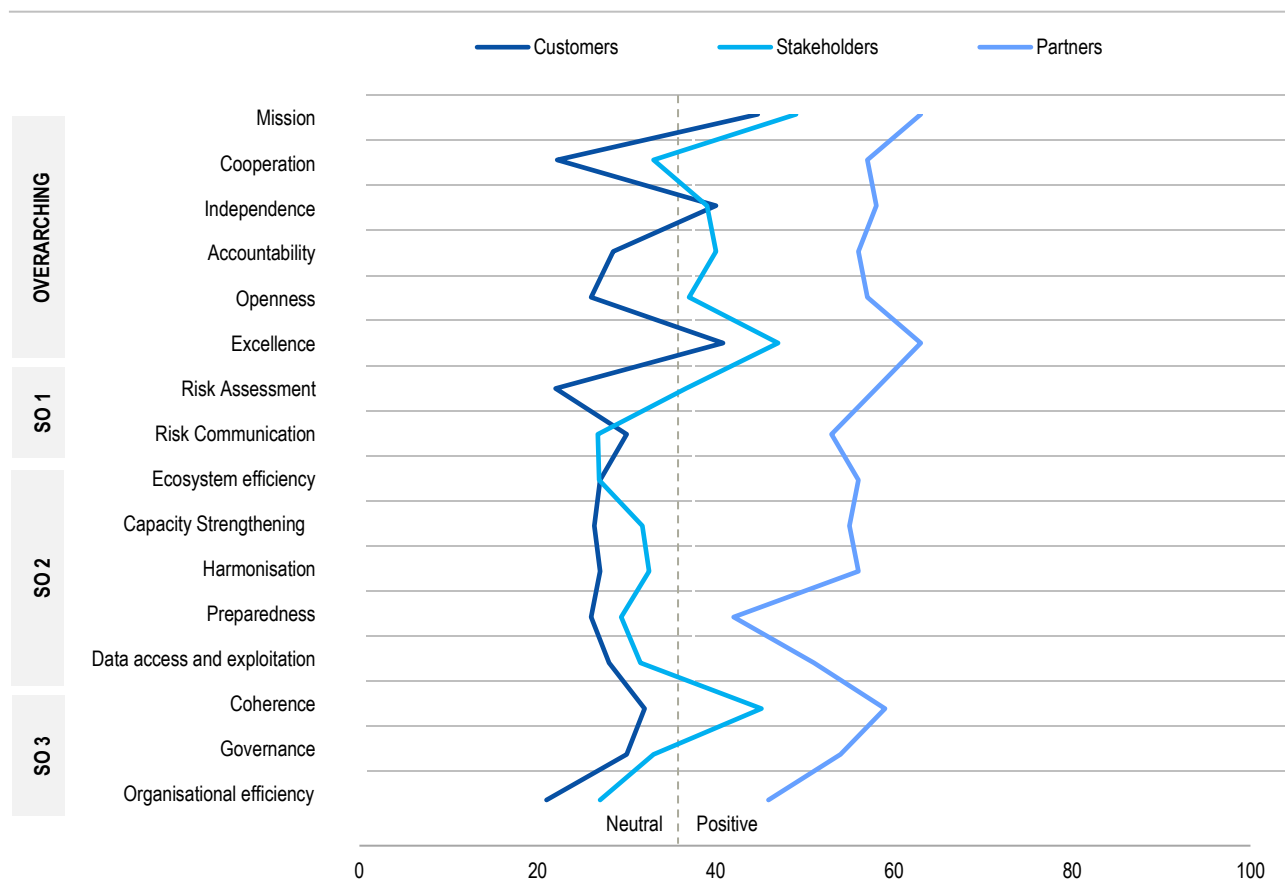
Table 3.2 Satisfaction scores for main audience groups on the four areas covered by the study

	Customers 		Stakeholders 		Partners 	
	Satisfaction score (index)	% Favourable satisfaction score	Satisfaction score (index)	% Favourable satisfaction score	% Satisfaction score (index)	% Favourable satisfaction score
Overall satisfaction score index	29	65%	35	73%	55	90%
Overarching	34	68%	41	80%	59	92%
Strategic Objective 1	26	62%	32 ³	67%	56	91%
Strategic Objective 2	28	63%	31	70%	52	88%
Strategic Objective 3	28	66%	35	76%	53	90%

³ Please note that it is possible that the satisfaction score index is higher, while the favourable satisfaction score is lower for an area or an attribute (or the other way around). This is because the favourable satisfaction score is a subtotal of the scores on the three highest categories (extremely good, very good and good), not taking into account the distribution on these categories. However, the satisfaction score index is based on all seven categories and is taking the distribution on the seven categories into account by adding different weight to the categories. For instance, even though less Stakeholders have given a favourable score to Objective 1 (67%) than to Objective 2 (70%), there are more respondents who gave a score with a higher weight (e.g. higher percentage of 'extremely good') to Objective 1, resulting in a higher satisfaction score index for Objective 1 than for Objective 2.

If we go a level deeper to the underlying attributes of the areas, we can see that Partners have the highest satisfaction scores on all attributes. Their assessment of all the 16 different attributes is positive. The scores of the Stakeholders on the different attributes vary between neutral and positive and the scores of the Customers are mostly often neutral across different attributes.

Figure 3.3 Satisfaction score index for main audience groups on the 16 attributes



The figure above shows that Customers are most positive about EFSA's work regarding its mission and the ability to foster independence and excellence. Stakeholders and Partners are also particularly positive about EFSA's work regarding its mission and the ability to foster excellence, but also about the coherence (EFSA's alignment of tasks and activities with EU priorities related to food safety).

Customers are the least positive about EFSA's ability to foster cooperation, EFSA's Risk Assessment and EFSA's Organisational efficiency. Stakeholders are the least positive about EFSA's Risk Communication, Ecosystem efficiency, Preparedness and Organisational efficiency. Although the Partners are positive about all attributes, Preparedness and Organisational efficiency receive somewhat lower scores.

In the following chapters we will have a closer look at the main target groups and their satisfaction scores on the four areas and their underlying attributes.

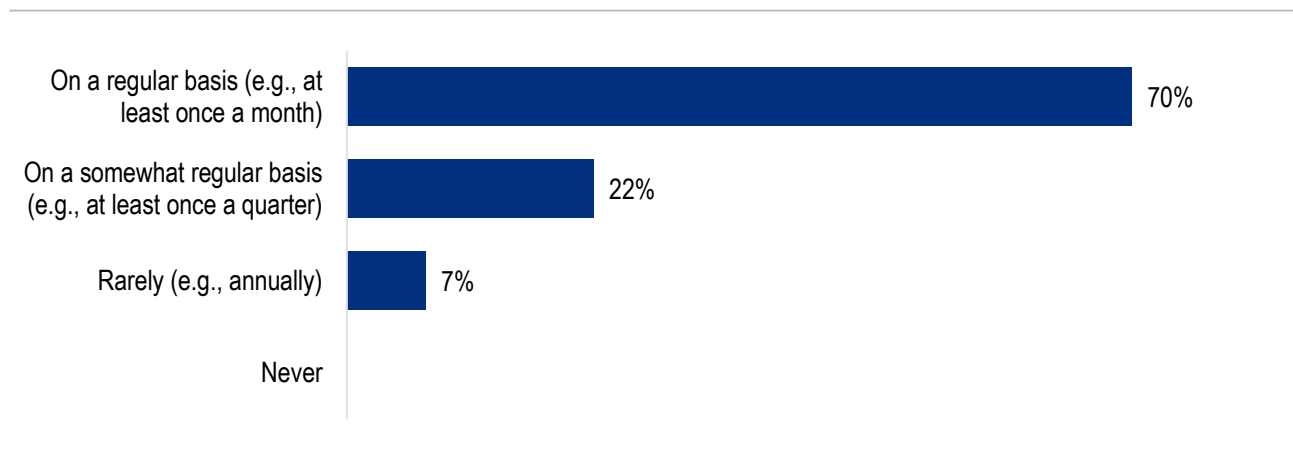
4. Customers' perception of EFSA's work

The scores for the Customers group are composed of responses coming from DG SANTE (n=9; weight applied 34%) and Applicants (n=213; weight applied 66%).⁴

4.1 Customers' engagement and satisfaction with EFSA's activities

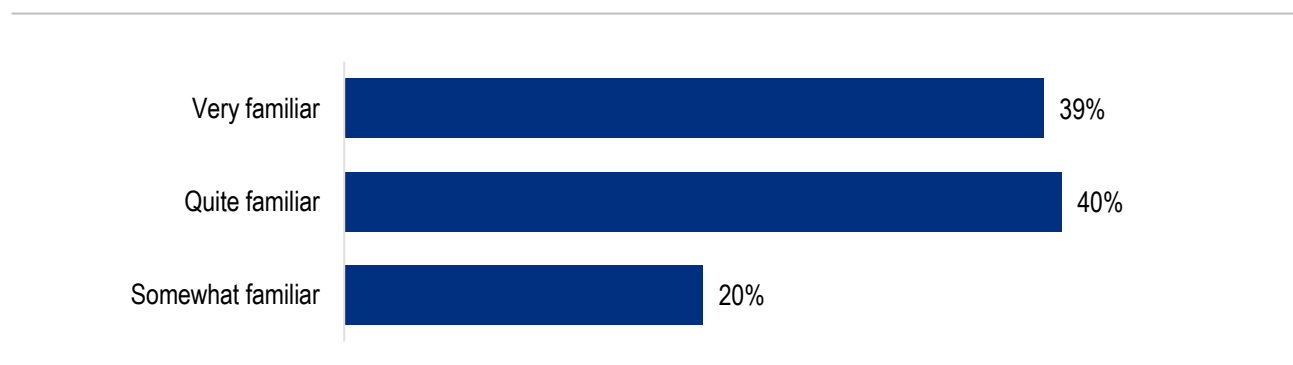
Almost all Customers frequently engage with EFSA or follow its activities: 70% of them say they engage with EFSA or follow EFSA's activities on a regular basis (at least once a month) and another 22% does this on a somewhat regular basis (at least once a quarter). Customers engage more often with EFSA on a regular basis than Stakeholders (49%) and somewhat more often than Partners (57%).

Figure 4.1 In general, I would say that I engage with EFSA or follow its activities:



The Customers are also familiar with EFSA's work and activities - 39% of the Customers say that they are very familiar with EFSA's work and activities, 40% say that they are quite familiar and 20% says that they are somewhat familiar.

Figure 4.2 With reference to EFSA's work and activities, I would consider myself to be...



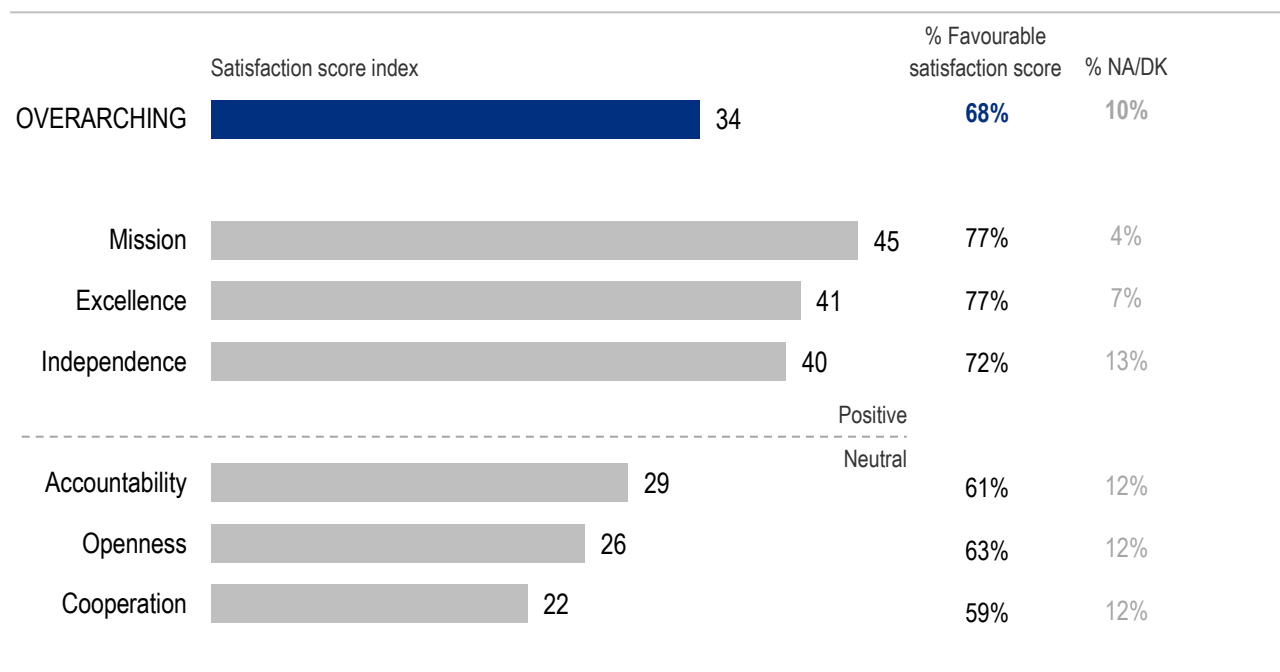
⁴ Survey was also shared with the ENVI Committee; however the number of replies received was minimal (n=3) and has been excluded from the overall calculation.

4.2 Overarching attributes

Customers are **positive** about EFSA's work regarding its mission: the impact of EFSA's advice on ensuring safety in the EU food, from farm to fork.

When looking at EFSA's five values, customers assessed positively EFSA's ability to foster scientific excellence and EFSA's independence. The remaining three values (accountability, openness, and cooperation), instead, registered scores that place them in the neutral area.

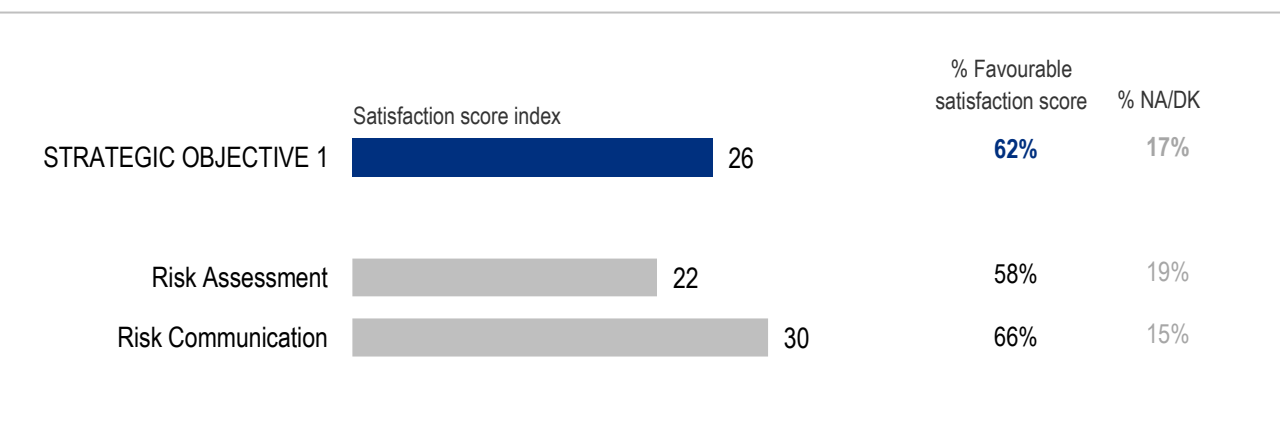
Figure 4.3 Satisfaction scores on Overarching attributes



4.3 Strategic Objective 1 attributes

Risk Assessment and Risk Communication, the two underlying attributes of Strategic Objective 1 (Deliver trustworthy scientific advice and communication of risks from farm to fork), are assessed as **neutral** by the Customers. Risk Assessment got a somewhat lower satisfaction score index with 58% rating EFSA's Risk Assessment attributes as favourable. Risk communication had a score of 30, with 66% favourable responses.

Figure 4.4 Satisfaction scores on Strategic Objective 1 attributes



Looking deeper into [Risk Assessment](#) and its underlying components, EFSA is scoring quite positive on impartiality of its scientific advice. Also, the rigour of the methods EFSA employs in its scientific advice, the transparency of the risk assessment process and the ability of EFSA's scientific advice to be consistent with the evidence and methods presented in its risk assessment are assessed positively.

The positive perception of EFSA's customers on these aspects is very important, given the commitment of the Authority in delivering scientific outputs that fulfil the agreed "scientific value", as also stated in EFSA's Quality Policy⁵.

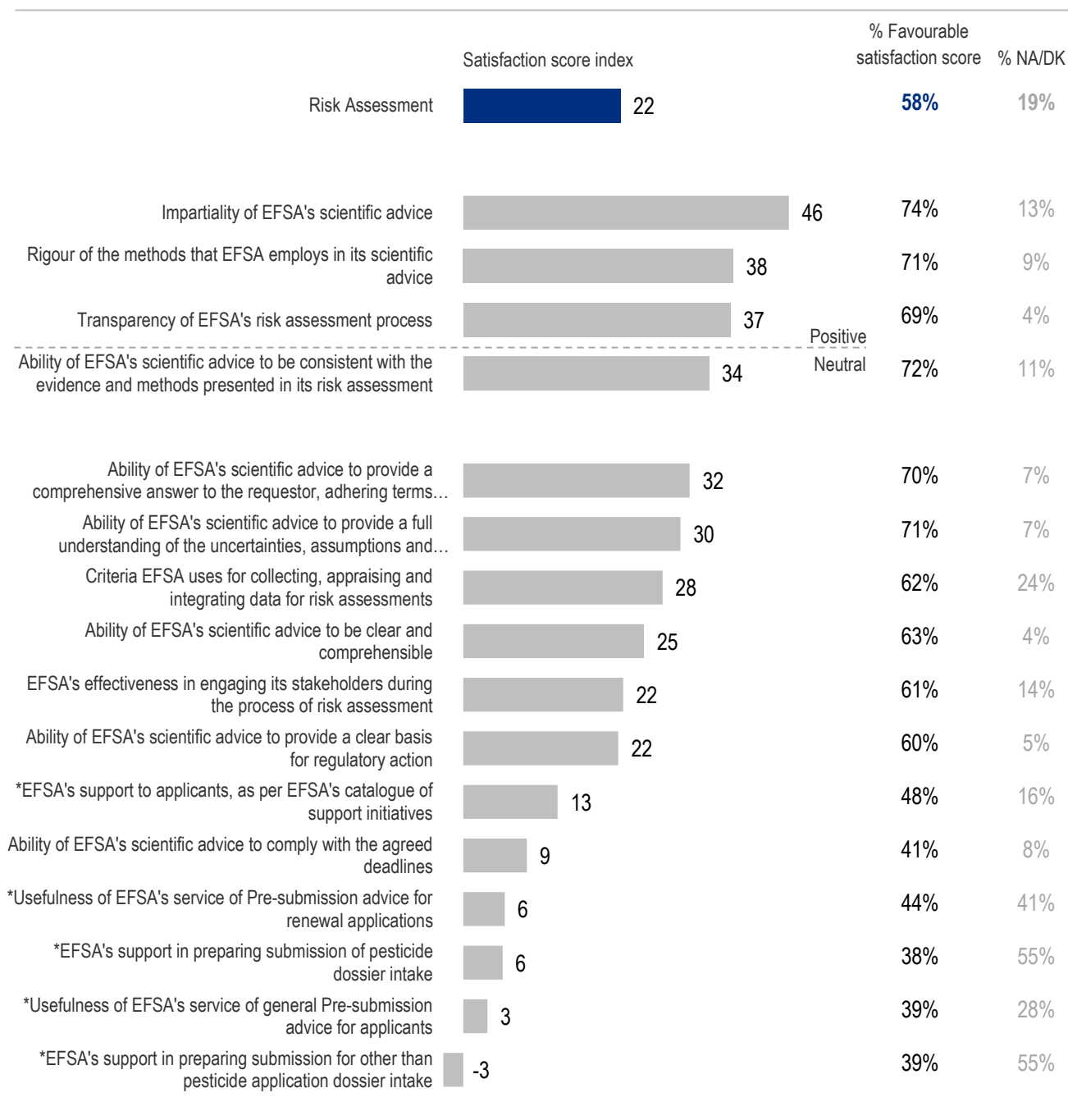
Moreover, the positive result in the area of transparency is particularly important given the changes that took place with the introduction of the Transparency Regulation, and this gives EFSA reassurances that the actions carried out so far are pointing towards the right direction.

In contrast, EFSA is scoring neutral on several components, but lowest on the usefulness of its service of pre-submission advice for applications and renewals, and EFSA's support in preparing submission of dossier intakes. These components were only rated by Applicants and the results obtained were somewhat to be expected, since these are new services introduced in 2021 and only applicants that sent applications after the entry into force of the Transparency Regulation were exposed to them. This is also reflected by the high percentage of **N/A** and **I don't know** registered in these questions.

Another area of attention is the perception of EFSA's ability to comply with the agreed deadline, which was an area of attention also in the previous barometer and that EFSA is regularly monitoring in its Performance Framework.

⁵ EFSA's Quality Policy is available here: https://www.efsa.europa.eu/sites/default/files/documents/TM0622127ENN_002-PF3.pdf

Figure 4.5 Satisfaction scores on SO1 Risk Assessment components⁶

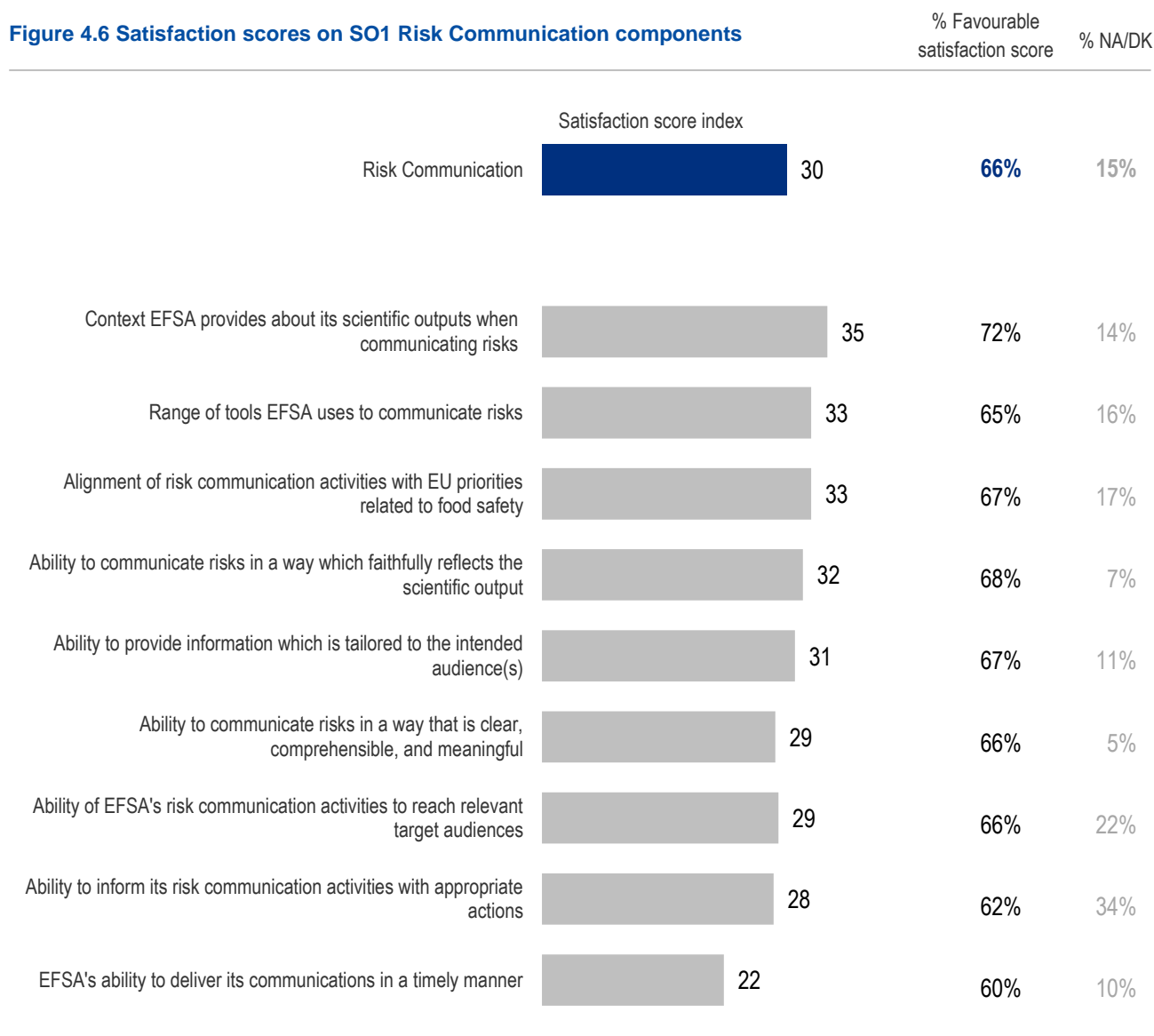


² Components with an * are only rated by Applicants.

When looking deeper into [Risk Communication](#) and its underlying components, the scores are all neutral and closer together. The component with the lowest satisfaction score index is EFSA's ability to deliver its communication in a timely manner. This refers not solely to communication on risk assessment results but also on overall timeliness of advice to customers in terms of EFSA procedures.

Other areas of attention are EFSA's ability to reach the relevant target audiences with its risk communication activities and to do this with appropriate actions, as well as EFSA's ability to communicate risks in a clear, comprehensible and meaningful way.

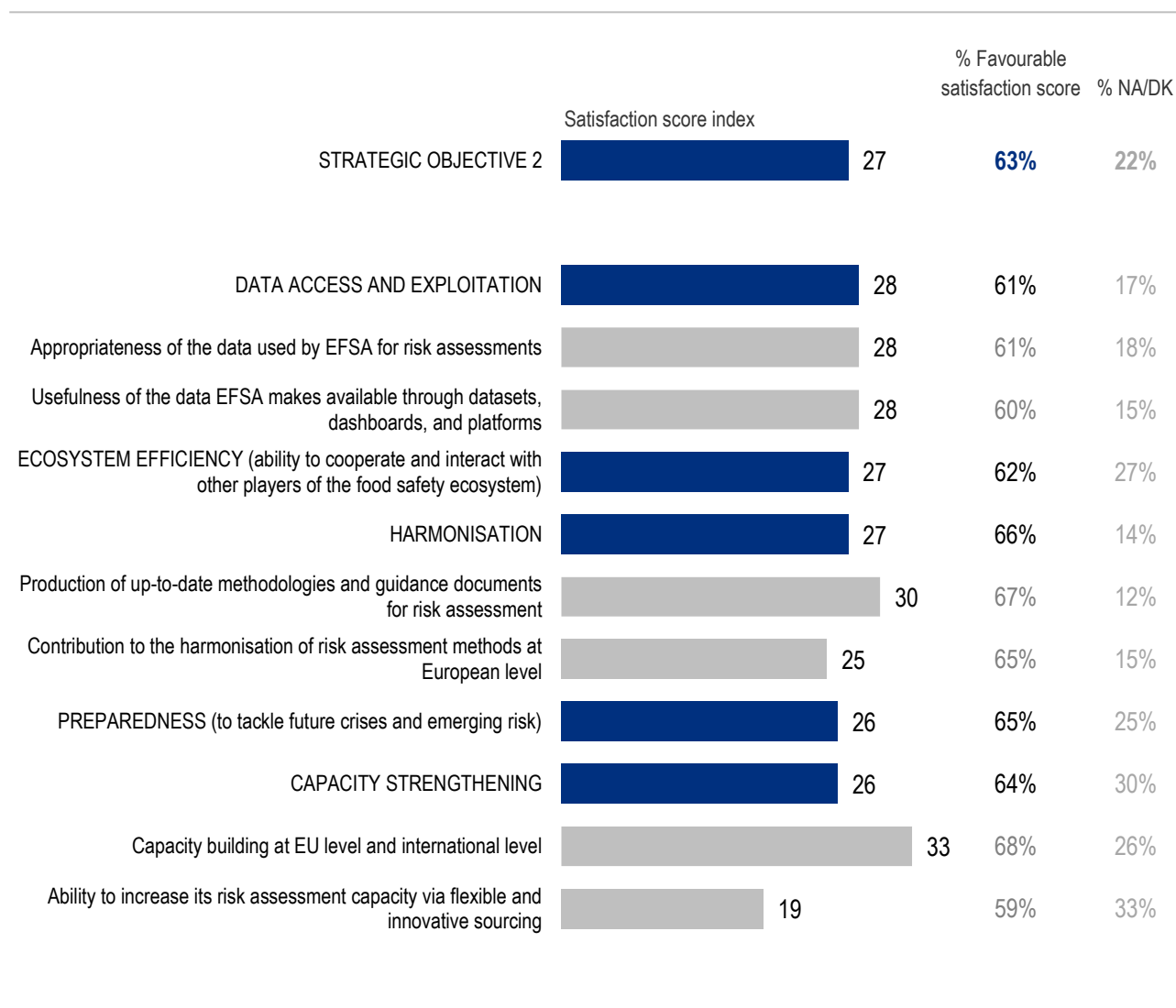
Figure 4.6 Satisfaction scores on SO1 Risk Communication components



4.4 Strategic Objective 2 attributes

The underlying attributes of Strategic Objective 2 (Ensure preparedness for future risk analysis needs) are all assessed as **neutral** by the Customers. Although all attributes have more or like the same satisfaction score indices, the lowest scoring attribute is the ability of EFSA to increase its risk assessment capacity via flexible and innovative sourcing (Capacity Strengthening).

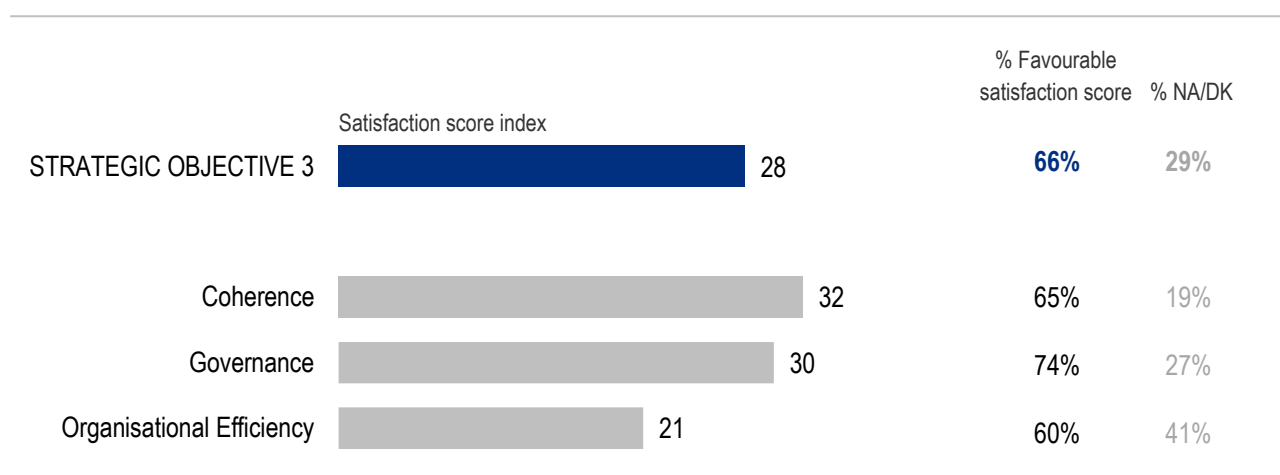
Figure 4.7 Satisfaction scores on Strategic Objective 2 attributes and components



4.5 Strategic Objective 3 attributes

The attributes of Strategic Objective 3 (Empower people and ensure organisational agility) are assessed as **neutral** by the Customers. The lowest scoring attribute is Organisational Efficiency (efficiency in using human/financial resources to carry out its tasks). It is worth noting that this attribute is also the one receiving the highest percentage of NA/I don't know, suggesting that is an area that is difficult to evaluate by EFSA's Customers.

Figure 4.8 Satisfaction scores on Strategic Objective 3 attributes



4.6 Customer subgroups satisfaction scores

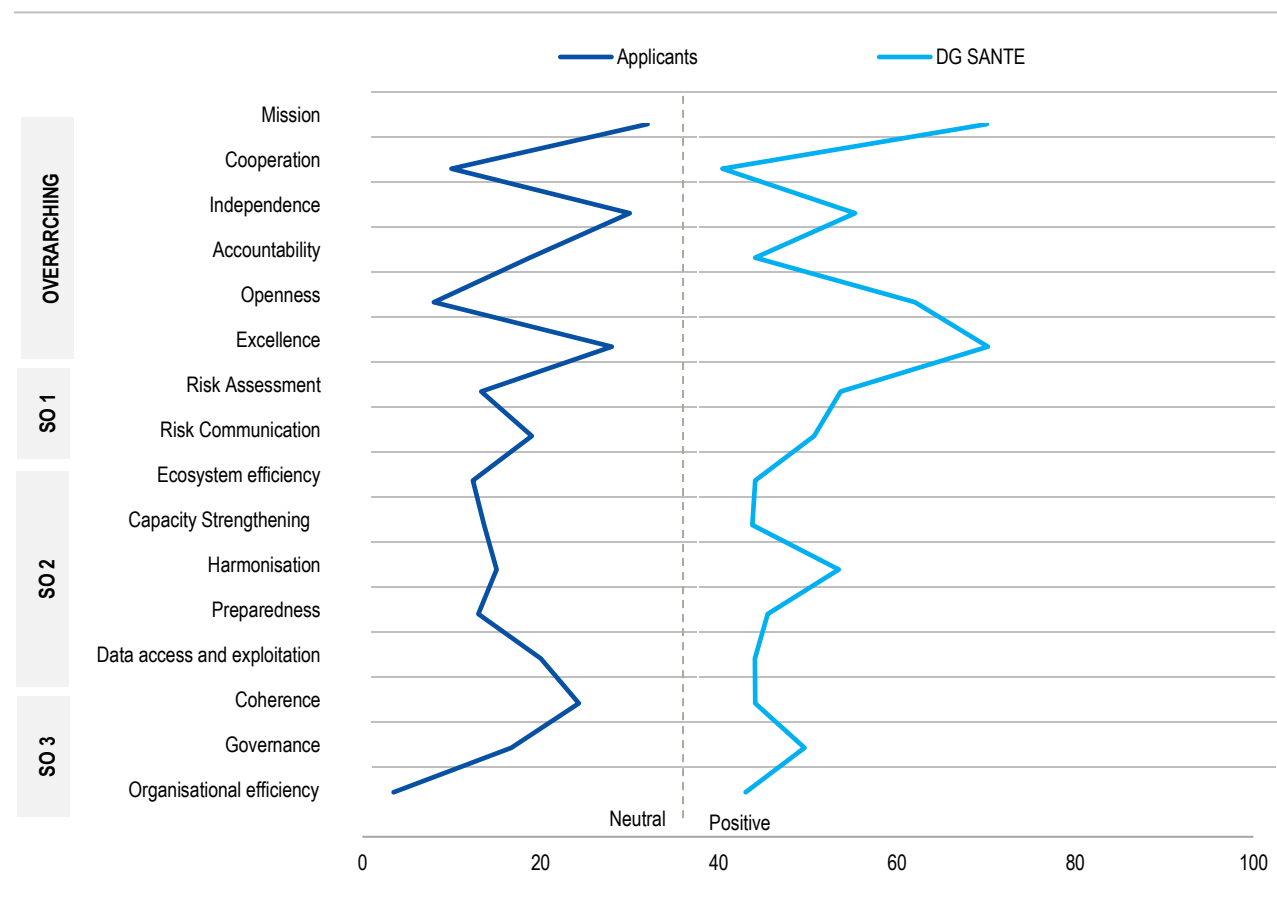
Customers belonging to the DG SANTE group (n=9) assess EFSA much more positively than Applicants (n=213). The overall satisfaction score index for EFSA's work is 50 among DG SANTE customers, while it is 17 among the Applicants.

Table 4.1 Satisfaction scores on objectives among Customer subgroups

	DG SANTE (n=9)		APPLICANTS (n=213)	
	Satisfaction score (index)	% Favourable satisfaction score	Satisfaction score (index)	% Favourable satisfaction score
Overall satisfaction score index	50	85%	17	54%
Overarching	57	85%	21	59%
Strategic Objective 1	52	85%	16	53%
Strategic Objective 2	46	84%	15	51%
Strategic Objective 3	45	84%	15	53%

At attribute level, there is a considerable difference between the satisfaction of the DG SANTE compared to the Applicants – in fact DG SANTE rates EFSA as positive across the attributes, while applicants show lower scores, all in the neutral area.

Figure 4.9 Satisfaction score indices among Customer subgroups on the 16 attributes



4.7 Comments shared on EFSA's Strategic Objectives by Customers

A number of additional comments were shared by the Customer group vis-à-vis EFSA's Strategic Objectives.

Strategic objective 1

- Simpler language should be used to reach also non-expert audiences
- More clarity is needed in the guidance documents which sometimes are difficult to interpret
- Summaries of EFSA's opinions would be useful for easier understanding of the main conclusions
- EFSA's work should be made more visible to EU citizens

Strategic objective 2

- More harmonisation of data requirements across organisations is needed
- Even if there are platforms available to access data (e.g. Zenodo) some data can be difficult to find

Strategic objective 3

- The possibility to change the experts more frequently could be explored, in order to include new ideas and perspectives

4.8 Reputation Barometer 2.0 versus Annual Strategy Survey indices

When comparing the satisfaction score indices from the Reputation Barometer 2.0 with the satisfaction score indices from the Annual Strategy study for the European Commission/DG SANTE subgroup, it seems that there are no large differences in satisfaction between 2020 and 2022, taken the relatively small sample size in both instances into account. Areas with a score difference higher than 10 include 'the criteria EFSA uses for collecting, appraising and integrating data for risk assessment' (improvement), 'the range of tools EFSA used to communicate risks' (improvement) as well as 'EFSA's contribution to the harmonisation of risk assessment methods at European level' (improvement).

Table 4.2 Reputation Barometer 2.0 versus Annual Strategy Survey satisfaction score indices on components⁷

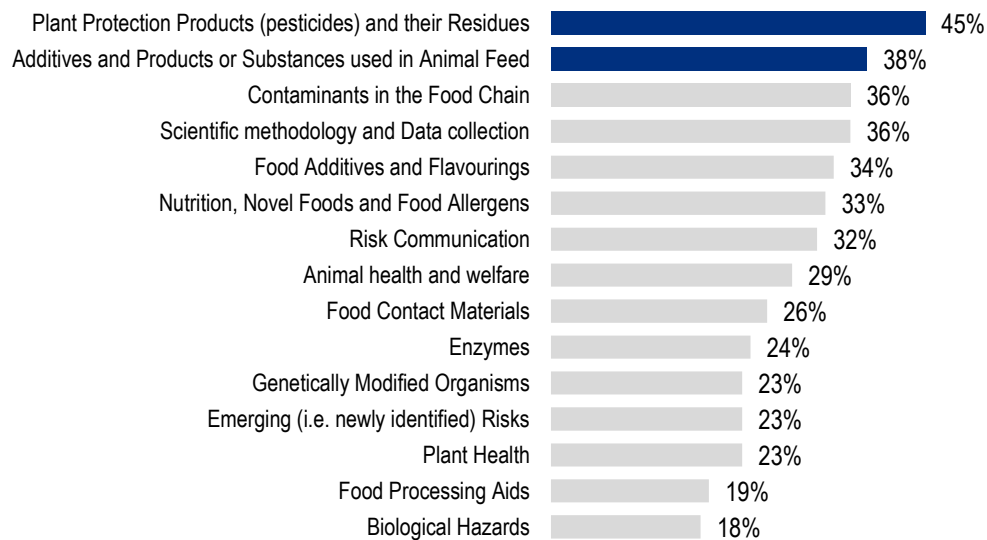
	2020	2022
	European Commission (n=15)	DG SANTE (n=9)
OVERARCHING - Mission	60	70
SO 1 – Risk Assessment		
The ability of EFSA's scientific advice to comply with the agreed deadline	24	22
The ability of EFSA's scientific advice to be clear and comprehensible	46	40
The rigour of the methods that EFSA employs in its scientific advice	62	58
The criteria EFSA uses for collecting, appraising and integrating data for risk assessments	39	73
SO 1 – Risk Communication		
The range of tools EFSA uses to communicate risks	44	58
SO 2 - Harmonisation		
EFSA's contribution to the harmonisation of risk assessment methods at European level	33	46
SO2 – Preparedness		
EFSA's preparedness to tackle future crises and emerging risks	53	46
SO3 - Organisational efficiency		
EFSA's efficiency in using the human and financial resources to carry out its tasks	51	43

⁷ Only for some components, the satisfaction score indices of the Reputation Barometer 2.0 study of 2020 are comparable to the satisfaction score indices of the Annual Strategy Study 2022. Within the Customers group, this is only possible for the subgroup European Commission/DG SANTE.

4.9 Areas of interest and EFSA's performance in these areas

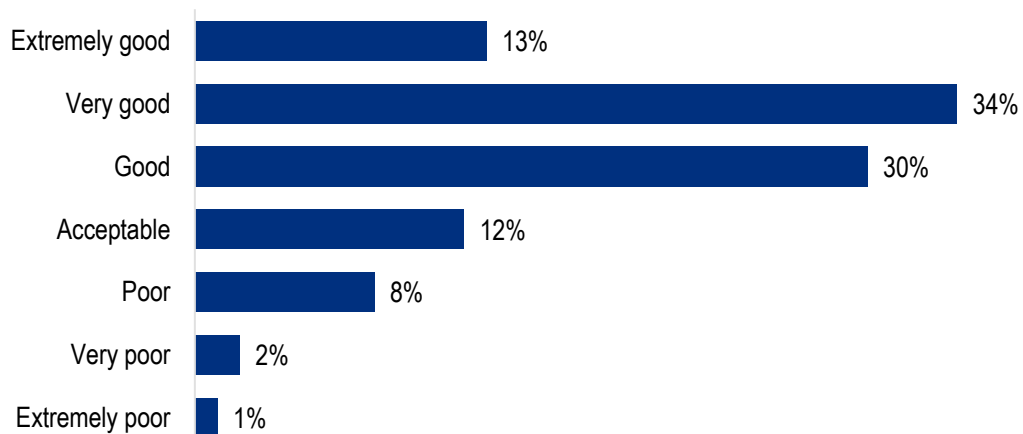
Customers are most interested in EFSA's work on plant protection products and their residues, and additives, products or substances used in animal feed.

Figure 4.10 Which areas of EFSA's work are you most interested in?



The majority of the Customers is positive (77%) about EFSA's work in the areas the Customers are interested in.

Figure 4.11 In general, how would you rate EFSA's work in the areas you are interested in?



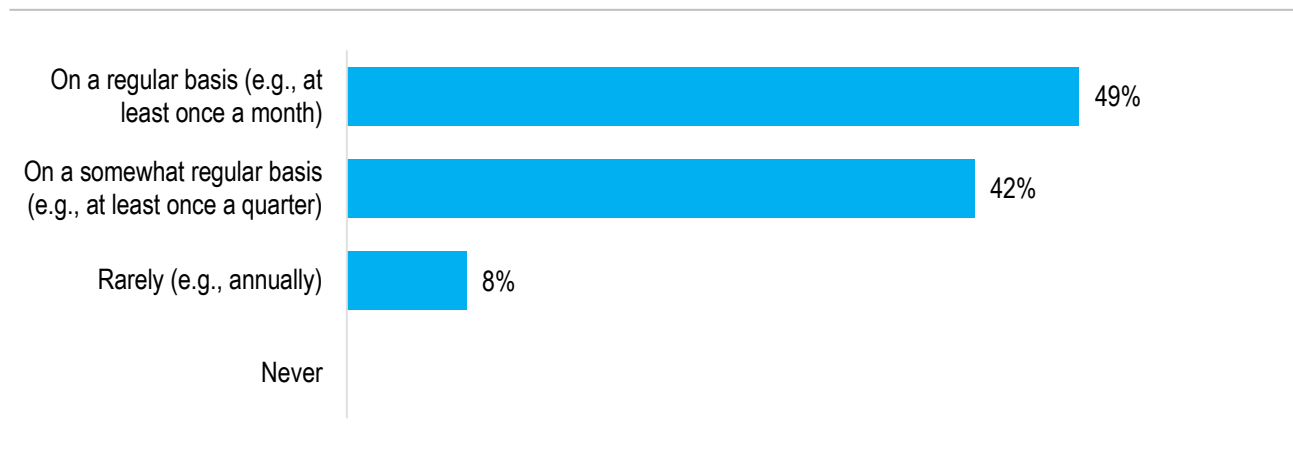
5. Stakeholders' perception of EFSA's work

The calculations for the Stakeholder group are composed of responses coming from Consumer organisations (n=2), NGOs and Advocacy groups (n=8), Business and food industry (n=24), Practitioners associations (n=3), Academia (n=4) and Farmers and primary producers (n=3). Each group holds an equal share in the overall outcomes for the Stakeholders group.⁸

5.1 Stakeholders' engagement and satisfaction with EFSA's activities

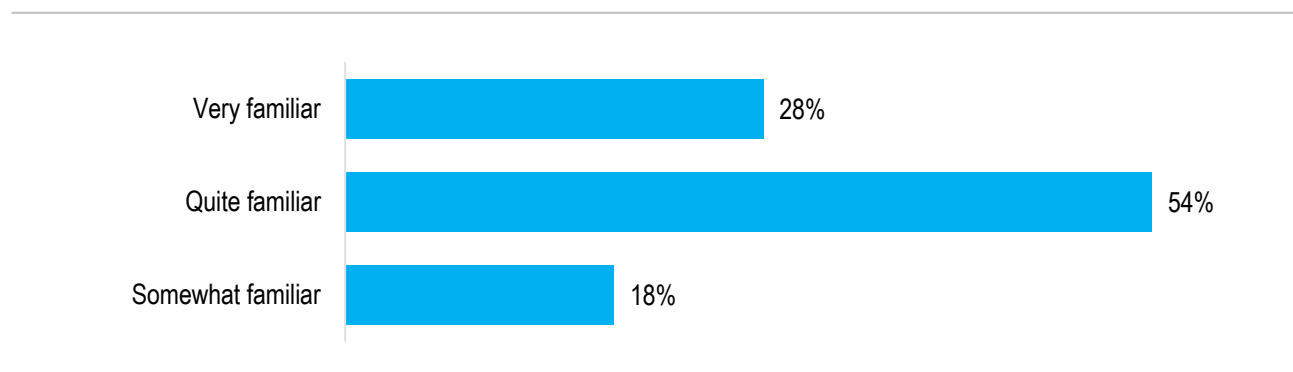
In terms of engagement, 49% of stakeholders say they engage with EFSA or follow EFSA's activities on a regular basis and another 42% does this on a somewhat regular basis – on average, they engage less frequently with EFSA than Customers.

Figure 5.1 In general, I would say that I engage with EFSA or follow its activities:



Stakeholders are less familiar with EFSA's work and activities than Customers. In fact, 28% of the Stakeholders say that they are very familiar with EFSA's work and activities, 54% say that they are quite familiar and 18% says that they are somewhat familiar.

Figure 5.2 With reference to EFSA's work and activities, I would consider myself to be...

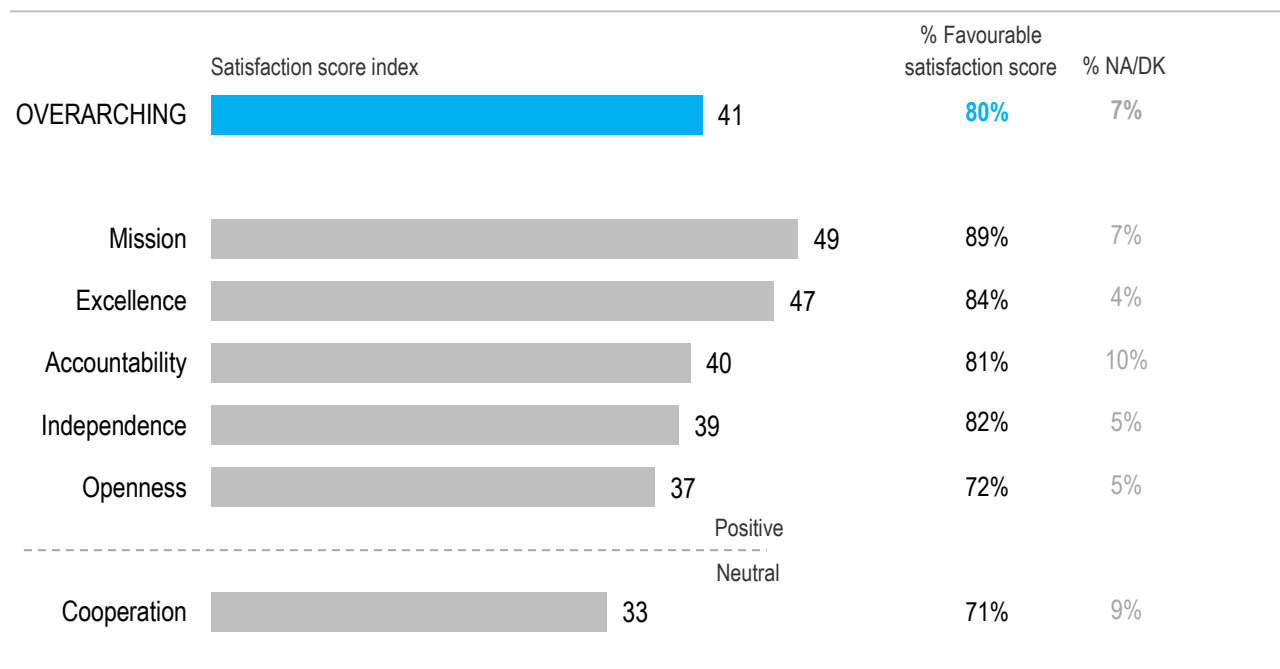


⁸ The groups with a lower number of respondents are considered in this iteration as the overall target population in those groups is low and response rate higher than 30% (e.g. 2 organisations within consumer organisation category, 9 organisations with the practitioners category and 9 organisations with the farmers category, respectively).

5.2 Overarching attributes

The Stakeholders are **positive** about EFSA's work regarding its mission (the impact of EFSA's advice on ensuring safety in the EU food, from farm to fork) as well as EFSA's ability to foster scientific excellence. They are also quite positive about EFSA's ability to foster accountability and independence. The area on which EFSA scores neutral is EFSA's ability to foster cooperation.

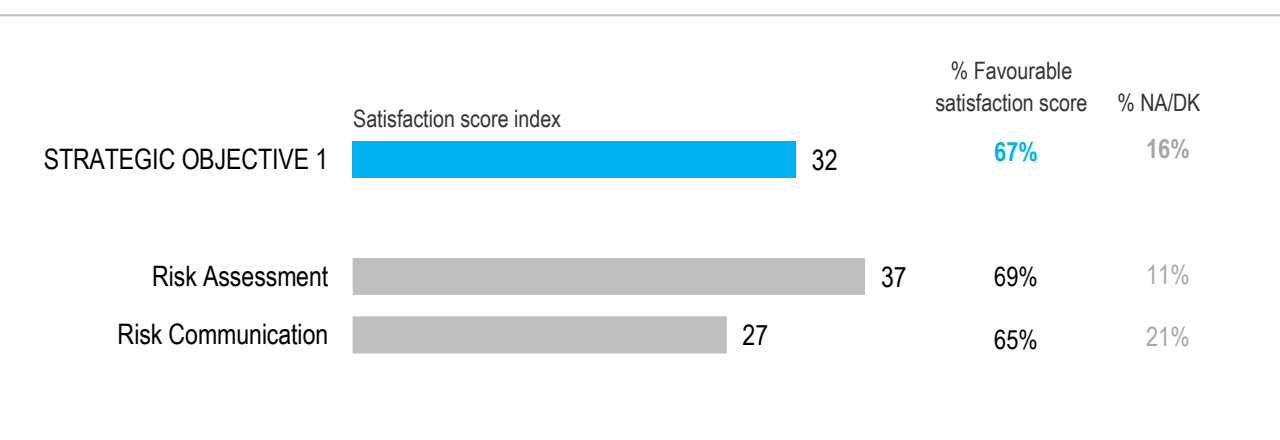
Figure 5.3 Satisfaction scores on Overarching attributes



5.3 Strategic Objective 1 attributes

Risk Assessment, the underlying attribute of Strategic Objective 1 (Deliver trustworthy scientific advice and communication of risks from farm to fork), is assessed positively by the Stakeholders, whereas Risk Communication is assessed as neutral.

Figure 5.4 Satisfaction scores on Strategic Objective 1 attributes

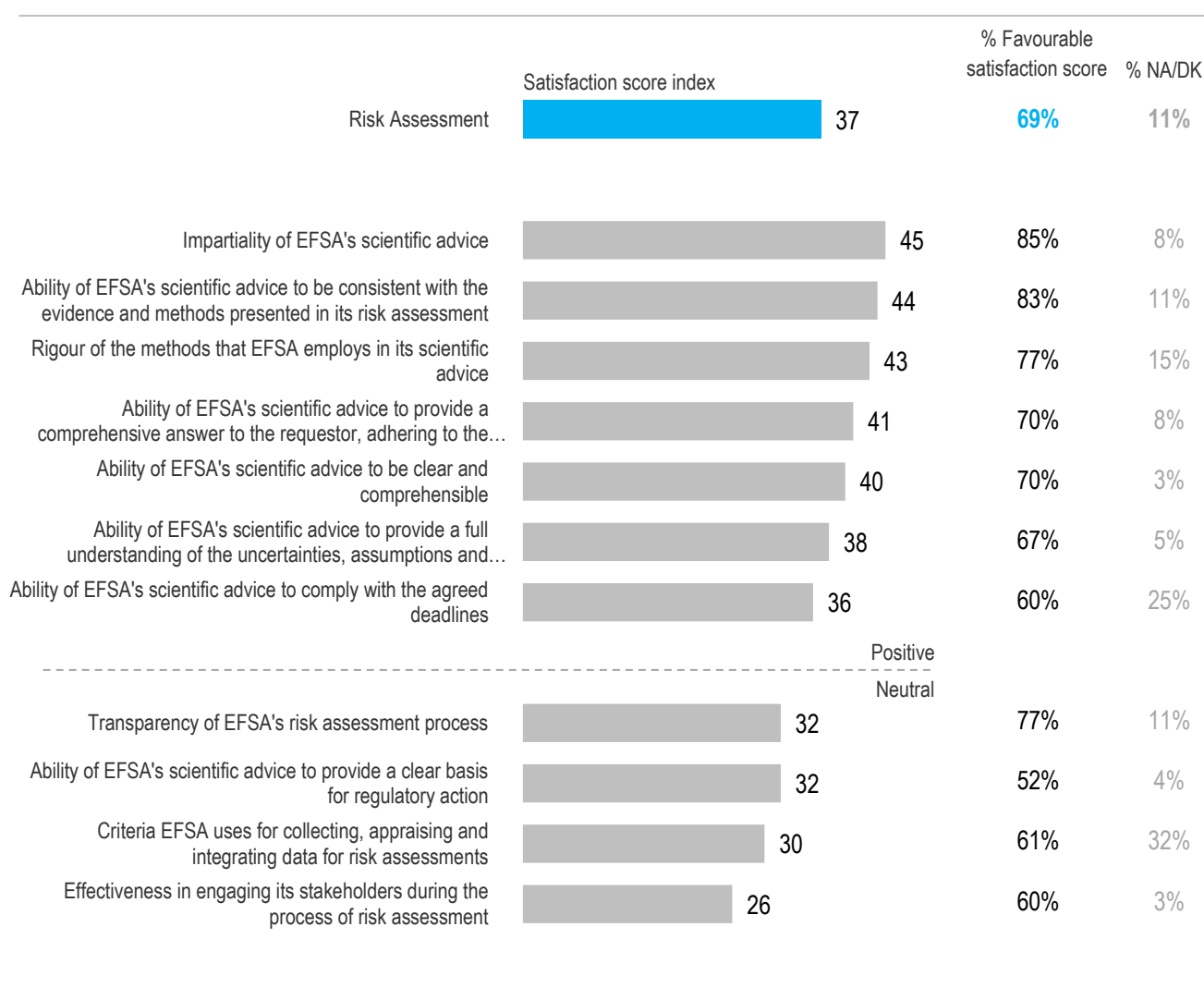


A deeper look into [Risk Assessment](#) and its underlying components shows that EFSA is scoring quite well on a number of attributes, but especially on impartiality of EFSA's scientific advice, the ability of EFSA's scientific advice to be consistent with the evidence and methods presented in its risk assessment, as well as the rigour of the methods EFSA's employs in its scientific advice.

On the other hand, EFSA is scoring relatively low on the effectiveness in engaging stakeholders during the process of risk assessment, as well as on transparency, ability to provide a clear basis for regulatory actions and the criteria used for collecting, appraising and integrating data for risk assessment. All of these attributes stand in the neutral perception area.

The result in the area of transparency is particularly important given the changes that took place with the introduction of the Transparency Regulation, and this gives EFSA an impetus to continue carrying out actions to implement all of the provisions of the revised legislation.

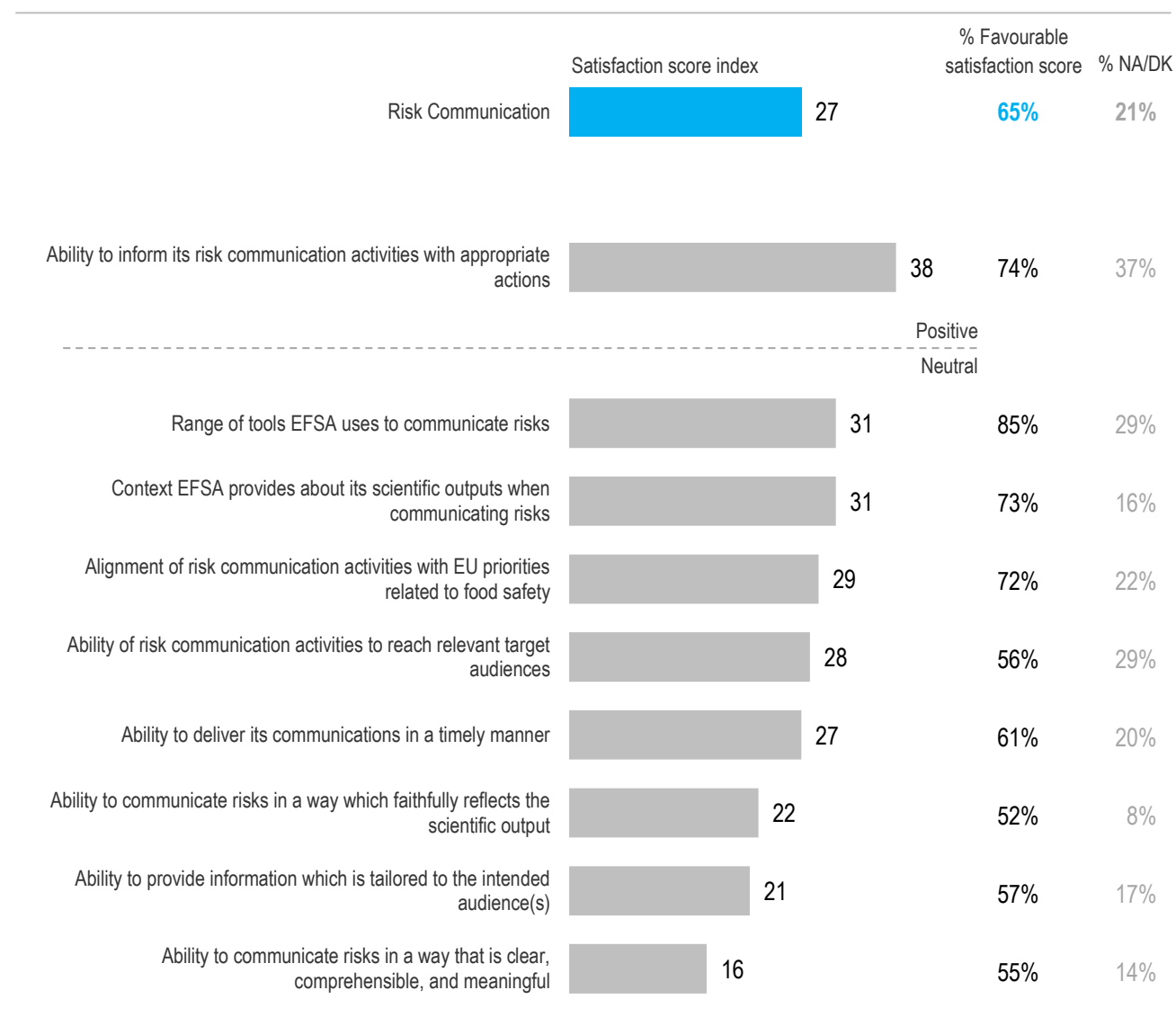
Figure 5.5 Satisfaction scores on SO1 Risk Assessment components



A deeper look into [Risk Communication](#) and its underlying components shows that EFSA's ability to inform risk communication activities with appropriate actions received a positive satisfaction score while all other components were assessed as neutral. Communicating risks in a clear, comprehensible and meaningful way, EFSA's ability to provide information which is tailored to the intended audience(s) and communication of risks in a way which faithfully reflects the scientific output received the lowest scores.

EFSA's efforts to employ an audience-first and a coordinated approach to communication, as per the commitments laid out in the Strategy 2027, are set to include dedicated actions to address areas of improvement coming out of the survey.

Figure 5.6 Satisfaction scores on SO1 Risk Communication components

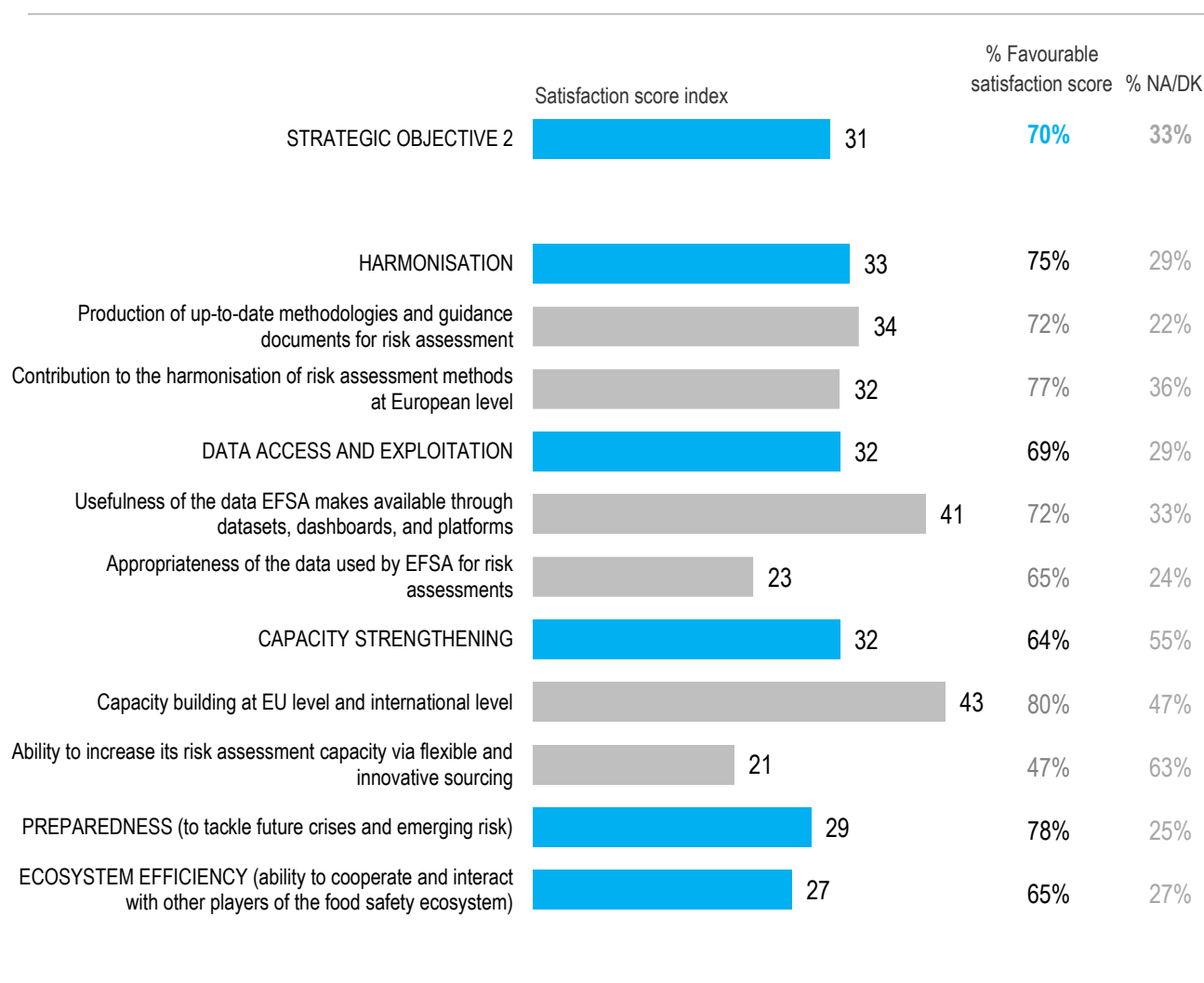


5.4 Strategic Objective 2 attributes

The underlying attributes of Strategic Objective 2 (Ensure preparedness for future risk analysis needs) are almost all assessed as **neutral** by the Stakeholders, with the exception of capacity building at EU level and international level (Capacity Strengthening) and the usefulness of the data EFSA makes available through datasets, dashboards and platform (Data Access and Exploitation) – these two scored positively.

Stakeholders are often not familiar with the work of EFSA regarding the Objective 2 attributes, especially not with Capacity Strengthening.

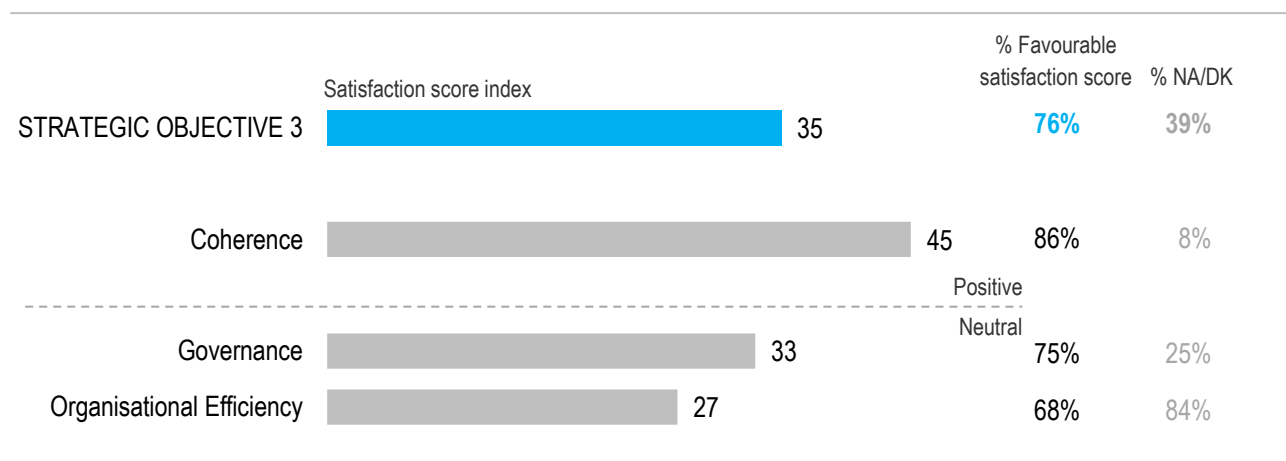
Figure 5.7 Satisfaction scores on Strategic Objective 2 attributes and components



5.5 Strategic Objective 3 attributes

The attribute of Strategic Objective 3 (Empower people and ensure organisational agility) that was assessed positively by the Stakeholders is Coherence (EFSA's alignment of tasks and activities with EU priorities related to food safety). The lowest scoring attribute was Organisational Efficiency (efficiency in using human/financial resources to carry out its tasks). However, it should be mentioned that the vast majority of the Stakeholders reported not being familiar with the work of EFSA regarding Organisational Efficiency.

Figure 5.8 Satisfaction scores on Strategic Objective 3 attributes



5.6 Stakeholders subgroups satisfaction scores

In this section we will look at three specific Stakeholder subgroups: NGOs and Advocacy groups and Consumer organisations (n=8), Business and food industry and Farmers and Primary producers (n=24) and Academia and Practitioners associations (n=5).

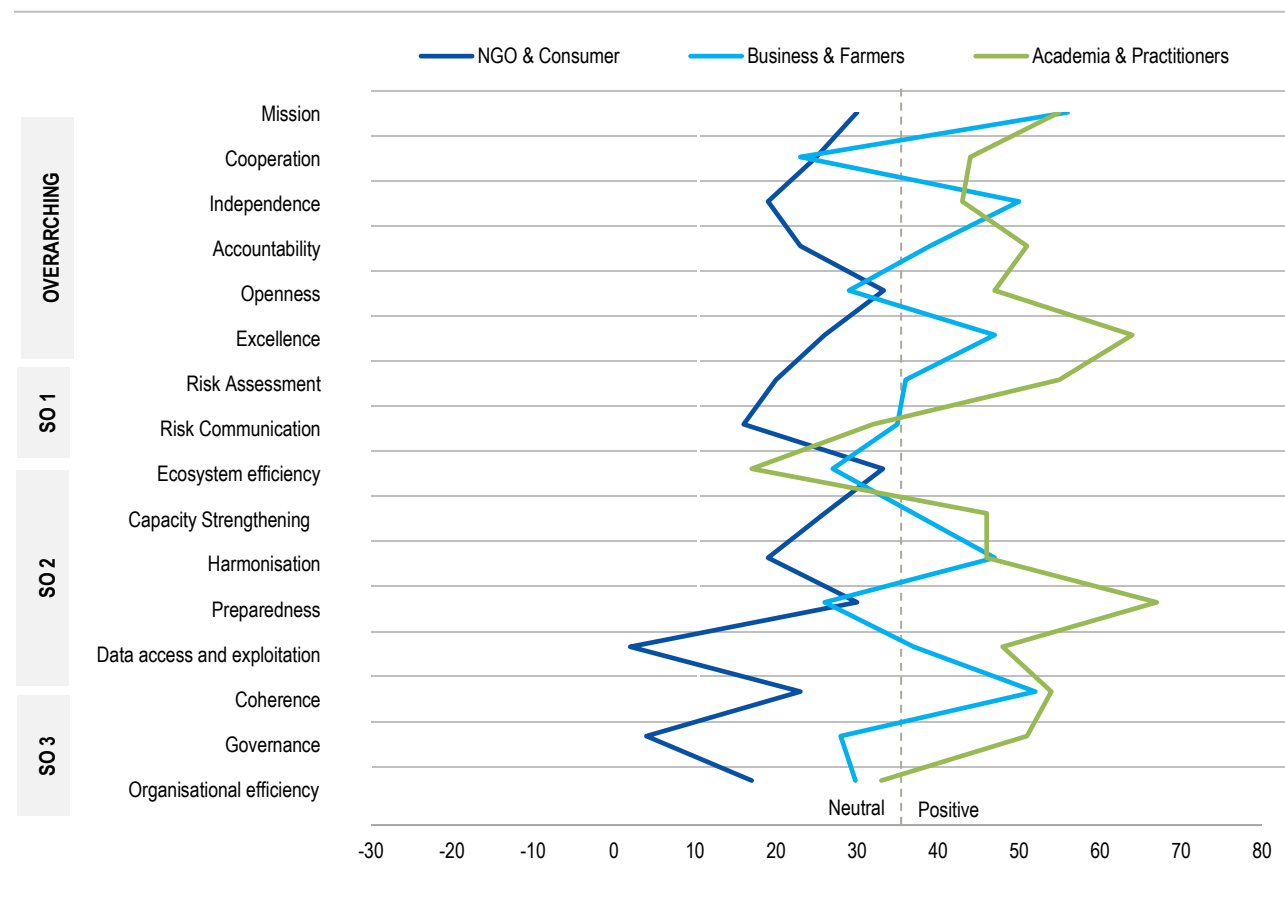
On overall level, the satisfaction score indexes are neutral for the NGOs and Advocacy groups and Consumer organisations, Business and food industry and Farmers and Primary producers, and positive for the Academia and Practitioners associations. The NGOs and Advocacy groups and Consumer organisations groups are the least positive Stakeholder subgroup. Please mind the small sample sizes.

Table 5.1 Satisfaction scores on objectives among Stakeholder subgroups

	NGOs AND ADVOCACY GROUPS, CONSUMER ORGANISATIONS (n=8)		BUSINESS AND FOOD INDUSTRY, FARMERS AND PRIMARY PRODUCERS (n=24)		ACADEMIA AND PRACTITIONERS ASSOCIATIONS (n=5)	
	Satisfaction score (index)	% Favourable satisfaction score	Satisfaction score (index)	% Favourable satisfaction score	Satisfaction score (index)	% Favourable satisfaction score
Overall satisfaction score index	21	70%	38	75%	48	80%
Overarching	26	78%	41	78%	51	78%
Strategic Objective 1	18	62%	35	69%	43	79%
Strategic Objective 2	22	66%	35	73%	45	78%
Strategic Objective 3	17	73%	41	81%	48	80%

On attribute level there is a gap between the satisfaction of the NGOs and Advocacy groups and Consumer organisations versus the Academia and Practitioners. The Academia and Practitioners are positive about all the attributes, except for the aspect ecosystem efficiency. The Business and food industry assesses EFSA's work regarding its mission positively, as well as the ability to foster excellence and its performance on coherence. NGOs and Advocacy groups and Consumer organisations assess all attributes of EFSA as neutral. They are particularly less positive about the suitability of EFSA's governance and working practices for reaching its objectives (Governance) and the appropriateness of the data used by EFSA for risk assessment and the usefulness of the data EFSA makes available (Data access and exploitation).

Figure 5.9 Satisfaction score indices among Stakeholder subgroups on the 16 attributes



5.7 Comments shared on EFSA's Objectives by Stakeholders

A number of additional comments were shared by the Stakeholder group vis-à-vis EFSA's Strategic Objectives.

Strategic objective 1

- Social science could be integrated more in risk assessment
- Communication needs to be better tailored to the general public to avoid misinterpretations
- Increased alignment with other EU agencies on assessments of same substances would be welcome to avoid duplication of work and confusion of the public

Strategic objective 3

- Stakeholders working in the One Health system could be included as well, going beyond the agri-food chain

5.8 Reputation Barometer 2.0 versus Annual Strategy Survey indices

The following results are just indicative, because of the small sample sizes. All stakeholder subgroups (excl. Academia) are analysed as one group, otherwise the sample sizes of the different subgroups would be too small.

When comparing the satisfaction score indices from the Reputation Barometer 2.0 with the satisfaction score indices from the Annual Strategy Study for the Stakeholders (excl. Academia), some differences can be observed. Areas with a score difference higher than 10 include the Risk Assessment components 'The ability of EFSA's scientific advice to comply with the agreed deadline' and 'The criteria EFSA uses for collecting, appraising and integrating data for risk assessments', the Harmonisation component 'EFSA's contribution to the harmonisation of risk assessment methods at European level', and the Organisational efficiency component 'EFSA's efficiency in using the human and financial resources to carry out its tasks'.

Table 5.2 Reputation Barometer 2.0 versus Annual Strategy Survey satisfaction score indices on components⁹

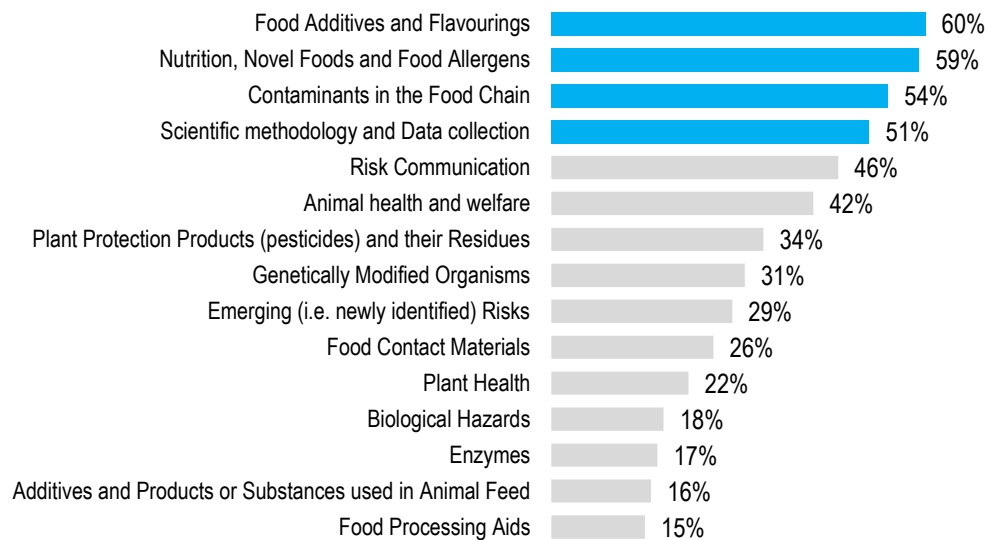
	2020	2022
	Stakeholders (excl. Academia) (n=39)	Stakeholders (excl. Academia) (n=40)
OVERARCHING - Mission	29	50
SO 1 – Risk Assessment		
The ability of EFSA's scientific advice to comply with the agreed deadline	12	32
The ability of EFSA's scientific advice to be clear and comprehensible	42	41
The rigour of the methods that EFSA employs in its scientific advice	52	46
The criteria EFSA uses for collecting, appraising and integrating data for risk assessments	12	41
SO 1 – Risk Communication		
The range of tools EFSA uses to communicate risks	23	28
SO 2 - Harmonisation		
EFSA's contribution to the harmonisation of risk assessment methods at European level	19	45
SO2 – Preparedness		
EFSA's preparedness to tackle future crises and emerging risks	31	36
SO3 - Organisational efficiency		
EFSA's efficiency in using the human and financial resources to carry out its tasks	-12	23

⁹ Only for some components, the satisfaction score indices of the Reputation Barometer 2.0 study of 2020 are comparable to the satisfaction score indices of the Annual Strategy Study 2022. This is within the Stakeholders group only possible for the Stakeholder subgroups together (excluding Academia), as otherwise the sample base per subgroup would be too small.

5.9 Areas of interest and EFSA's performance in these areas

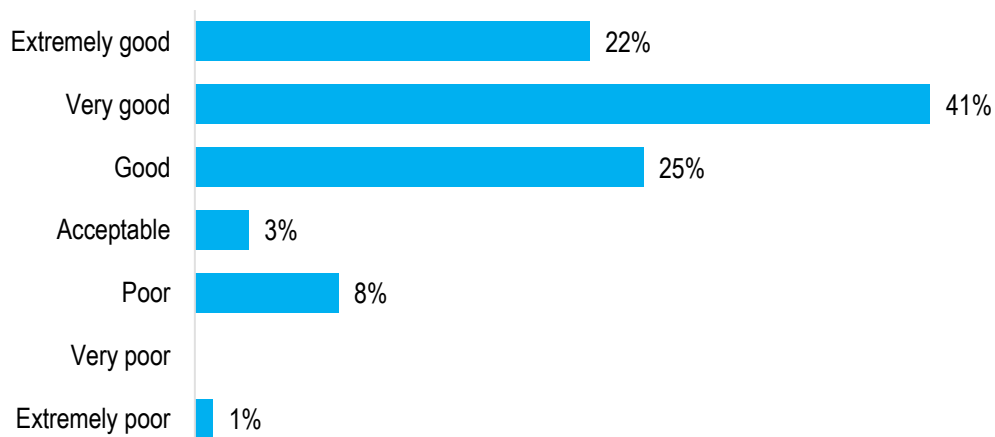
Stakeholders show an even higher interest in EFSA's work than Customers and Partners, especially in food additives and flavouring, nutrition, novel foods and food allergens, but also in contaminants in the food chain and scientific methodology and data collection.

Figure 5.10 Which areas of EFSA's work are you most interested in?



Quite a large part of the Stakeholders is positive (88%) about EFSA's work in the areas they are interested in. On average they are somewhat more positive about EFSA's work than Customers, but less positive than the Partners.

Figure 5.11 In general, how would you rate EFSA's work in the areas you are interested in?



6. Partners' perception of EFSA's work

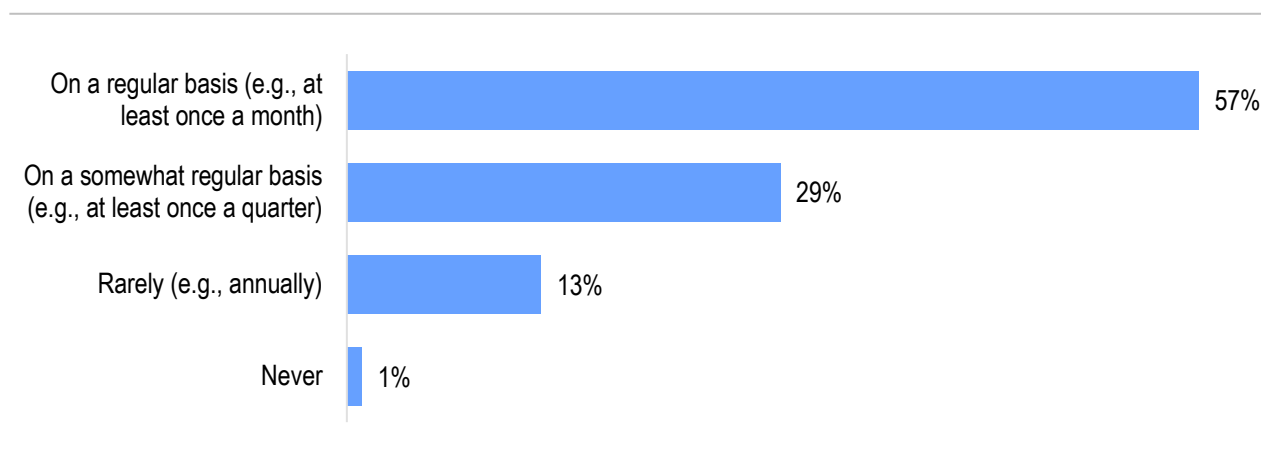
The calculations for the Partners group are composed of responses coming from Member States authorities (Advisory Forum and Focal points) (n=65), Authorities from IPA countries (n=51), EFSA's Communication Experts (CEN)(n=25), EU ENVI agencies (n=10), International organisations and third countries (n=64), Scientific experts (n=184) and Art. 36 organisations (n=228). Each group holds an equal share in the outcomes for the Partners group (see weighting Appendix C – Technical report).

As mentioned previously, a minor overlap was observed within the Partner category, where some of the partners could be mapped to two sub-categories. This overlap was assessed as minor in terms of the interpretation of overall results.

6.1 Partners' engagement and satisfaction with EFSA's activities

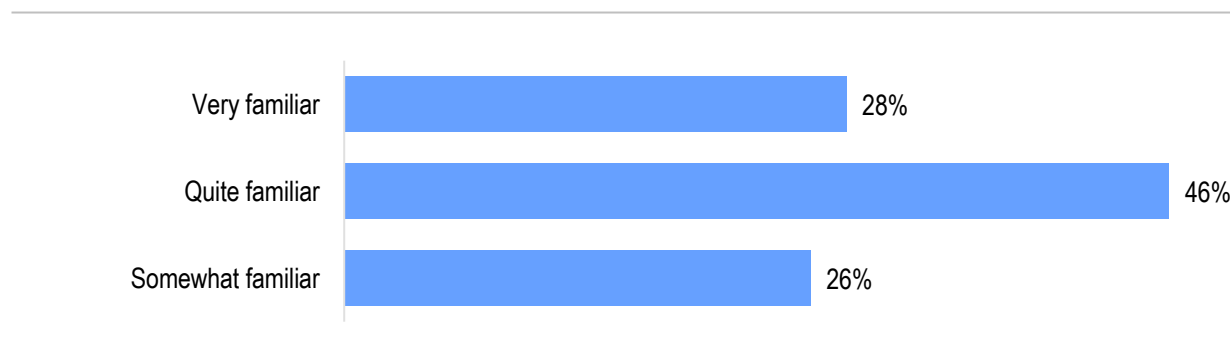
Almost all Partners frequently engage with EFSA or follow its activities: 57% of them say they engage with EFSA or follow EFSA's activities on a regular basis (at least once a month) and another 29% does this on a somewhat regular basis (at least once a quarter). Partners are more often engaging with EFSA on a regular basis than Stakeholders (49%), but slightly less often than Customers (70%).

Figure 6.1 In general, I would say that I engage with EFSA or follow its activities:



Most of partners are familiar with EFSA's work -- 34% of Partners say that they are very familiar with EFSA's work and activities, 42% say that they are quite familiar and 24% says that they are somewhat familiar.

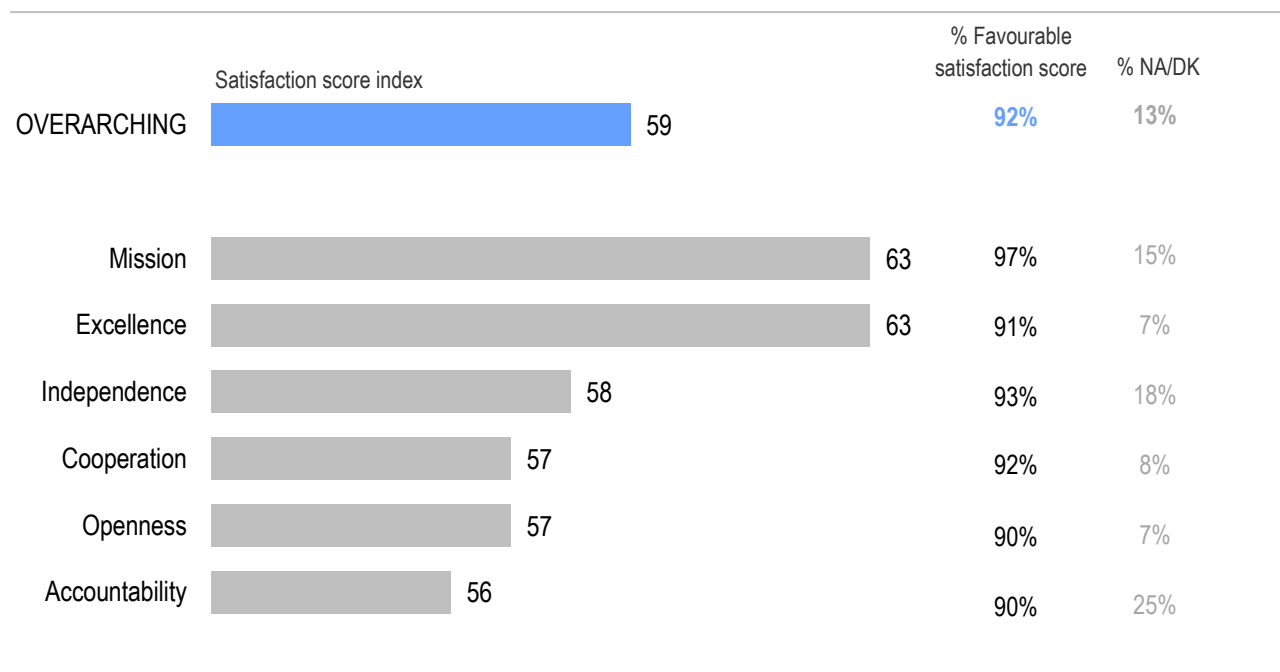
Figure 6.2 With reference to EFSA's work and activities, I would consider myself to be...



6.2 Overarching attributes

Partners show high satisfaction across all aspects covered by the “Overarching” area of the survey - particularly to EFSA’s mission and ability to foster scientific excellence. The attribute scoring the lowest, although still within the positive range, is EFSA’s ability to foster accountability.

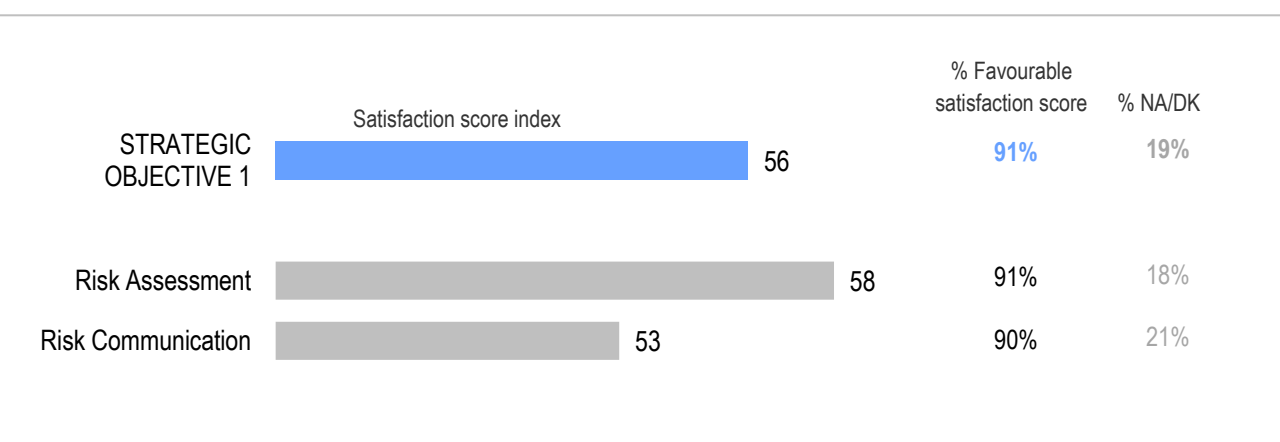
Figure 6.3 Satisfaction scores on Overarching attributes



6.3 Strategic Objective 1 attributes

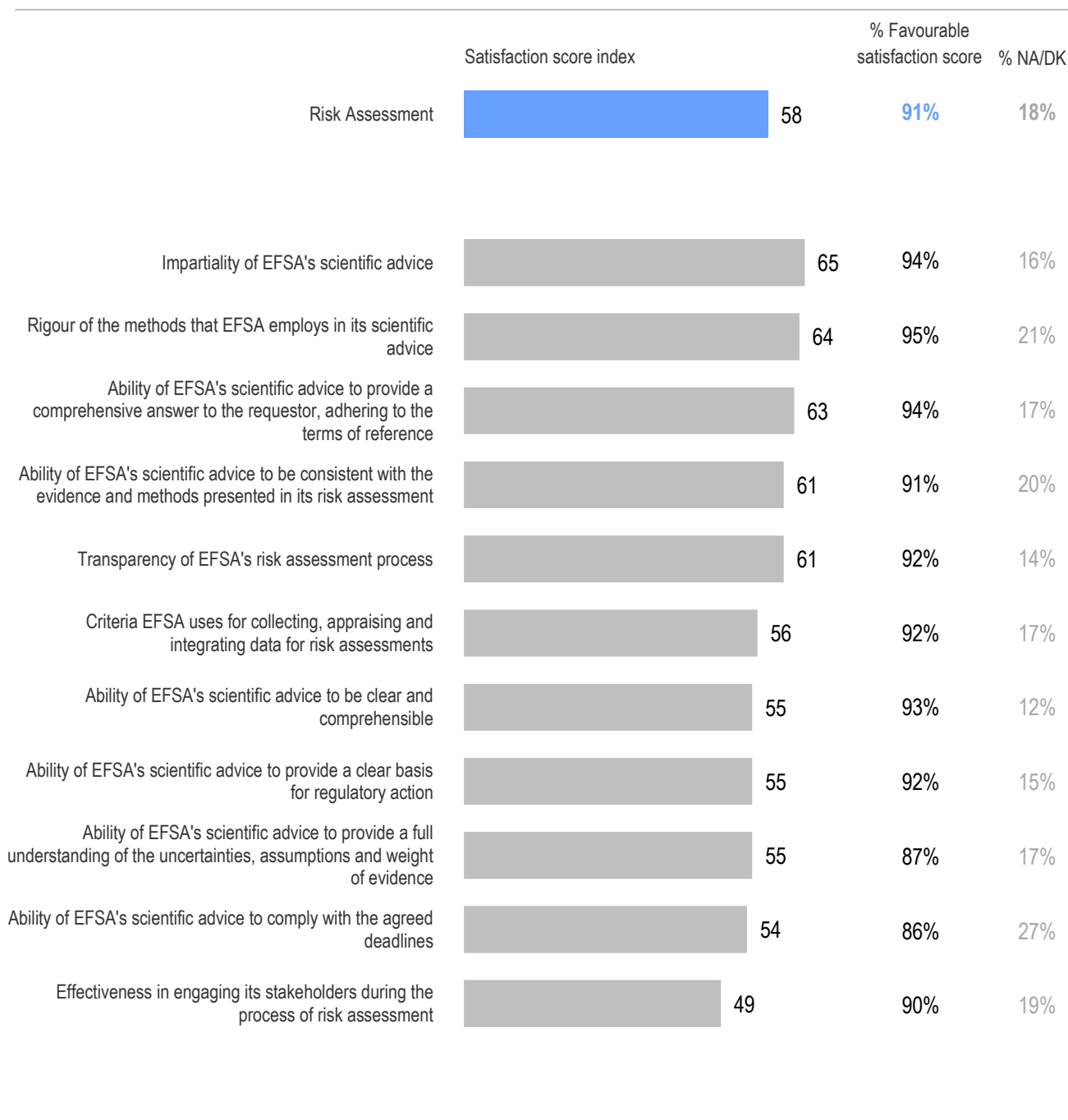
Risk Assessment and Risk Communication, the two underlying attributes of Strategic Objective 1 (Deliver trustworthy scientific advice and communication of risks from farm to fork), are also assessed very positively by the Partners. The score for risk Assessment stood at 58, while risk communications scored a total of 53. The percentage of favourable responses were higher than 90% for both attributes.

Figure 6.4 Satisfaction scores on Strategic Objective 1 attributes



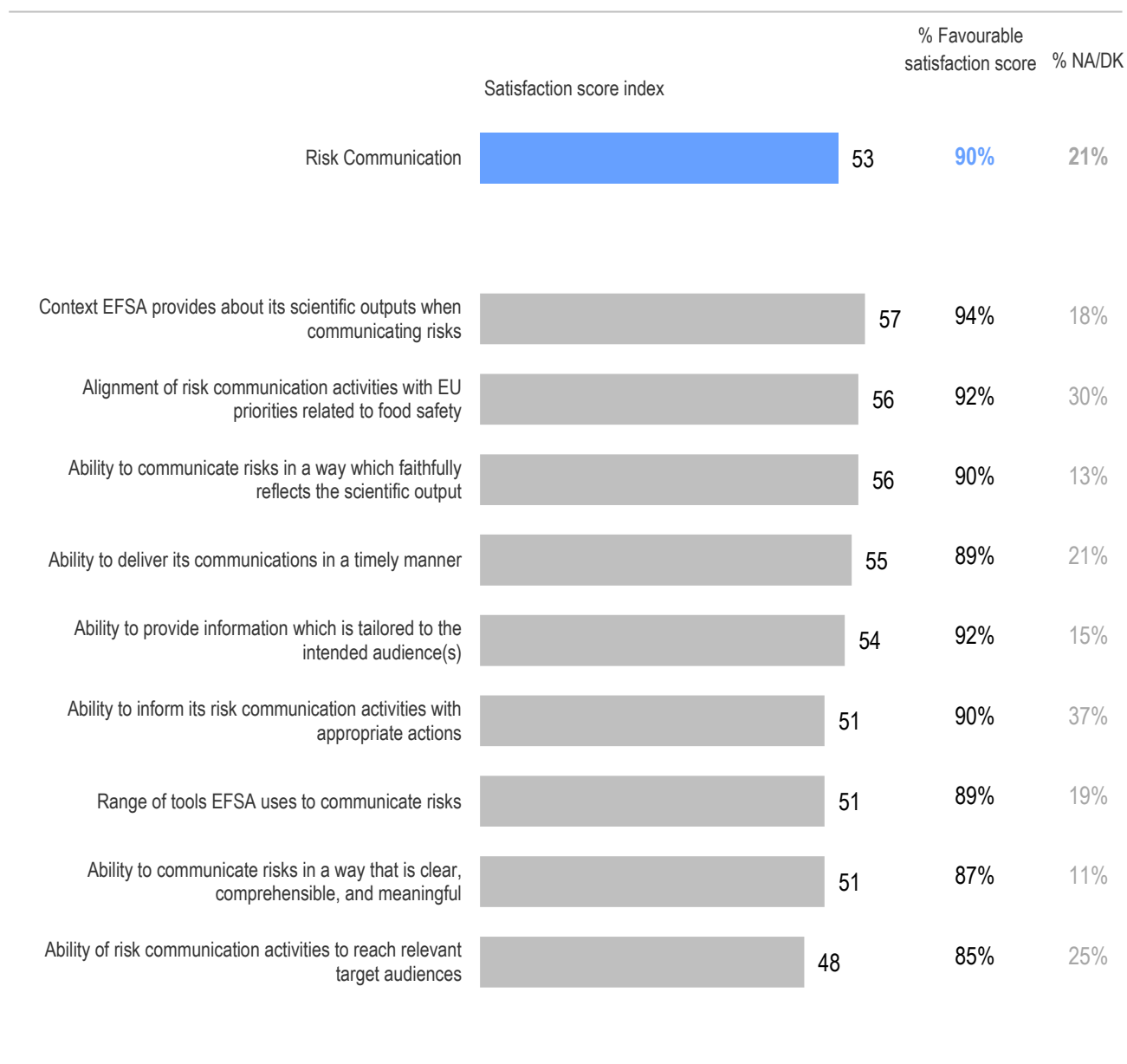
Looking deeper into [Risk Assessment](#) and its underlying components, Partners seem positive about all components. They are especially positive about the impartiality of the scientific advice, the rigour of the methods EFSA's employs in its scientific advice, the ability of EFSA's scientific advice to provide a comprehensive answer to the requestor, adhering to the terms of reference and the ability of EFSA's scientific advice to be consistent with the evidence and methods presented in its risk assessments.

Figure 6.5 Satisfaction scores on SO1 Risk Assessment components



When looking deeper into [Risk Communication](#) and its underlying components, the scores are also high – particularly when it comes to the context EFSA provides about its scientific outputs when communicating risks, but also alignment of risk communication activities with EU priorities and ability to communicate risks in line with the scientific output (all at 90% satisfaction or above).

Figure 6.6 Satisfaction scores on SO1 Risk Communication components

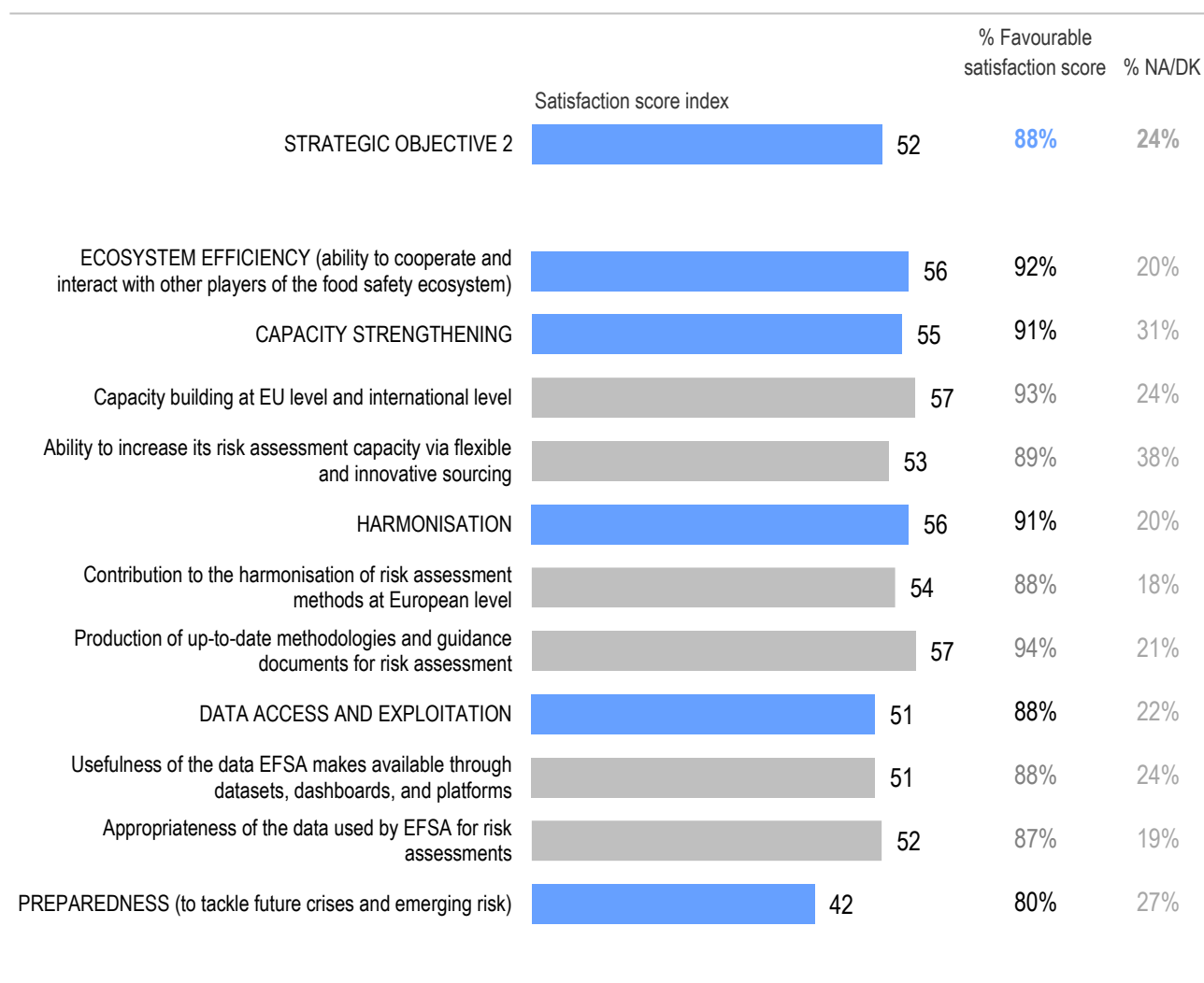


6.4 Strategic Objective 2 attributes

The underlying attributes of Strategic Objective 2 (Ensure preparedness for future risk analysis needs) are all assessed as positive by the Partners. The attribute scoring the lowest is EFSA's preparedness to tackle future crises and emerging risks (42, still within the positive range).

Partners are often not familiar with the work of EFSA regarding its ability to increase its risk assessment capacity via flexible and innovative sourcing – an area to follow-up on given EFSA's intention to source knowledge from the food safety ecosystem many partners pertain to.

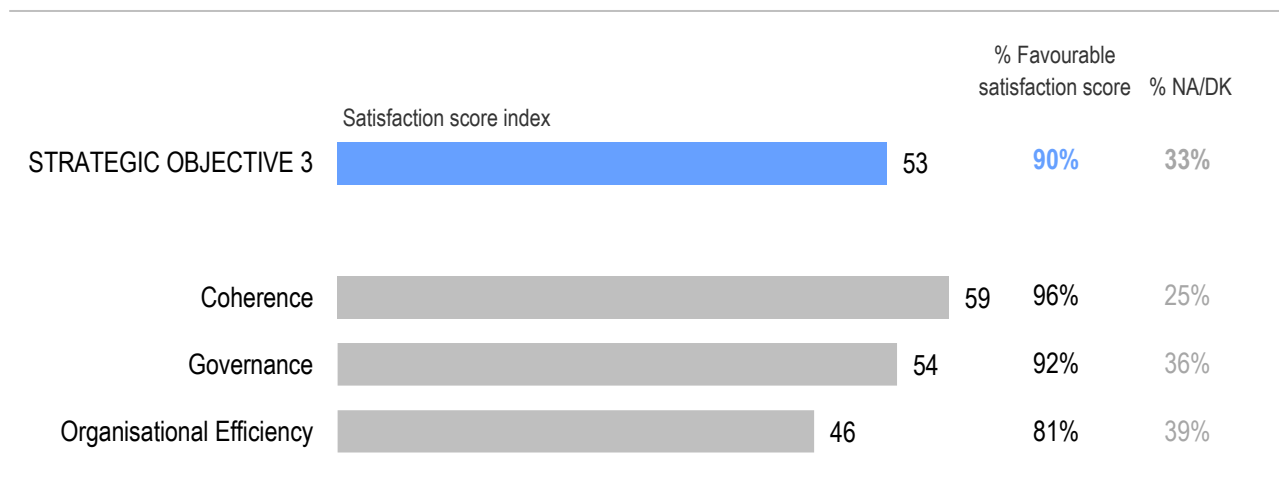
Figure 6.7 Satisfaction scores on Strategic Objective 2 attributes and components



6.5 Strategic Objective 3 attributes

Also, the attributes of Strategic Objective 3 (Empower people and ensure organisational agility) are assessed positively by the Partners. The lowest scoring attribute is Organisational Efficiency (efficiency in using human/financial resources to carry out its tasks). Quite a large part of the Partners (on average, more than 33%) is not familiar with the attributes of EFSA's Strategic Objective 3.

Figure 6.8 Satisfaction scores on Strategic Objective 3 attributes



6.6 Partners subgroups satisfaction scores

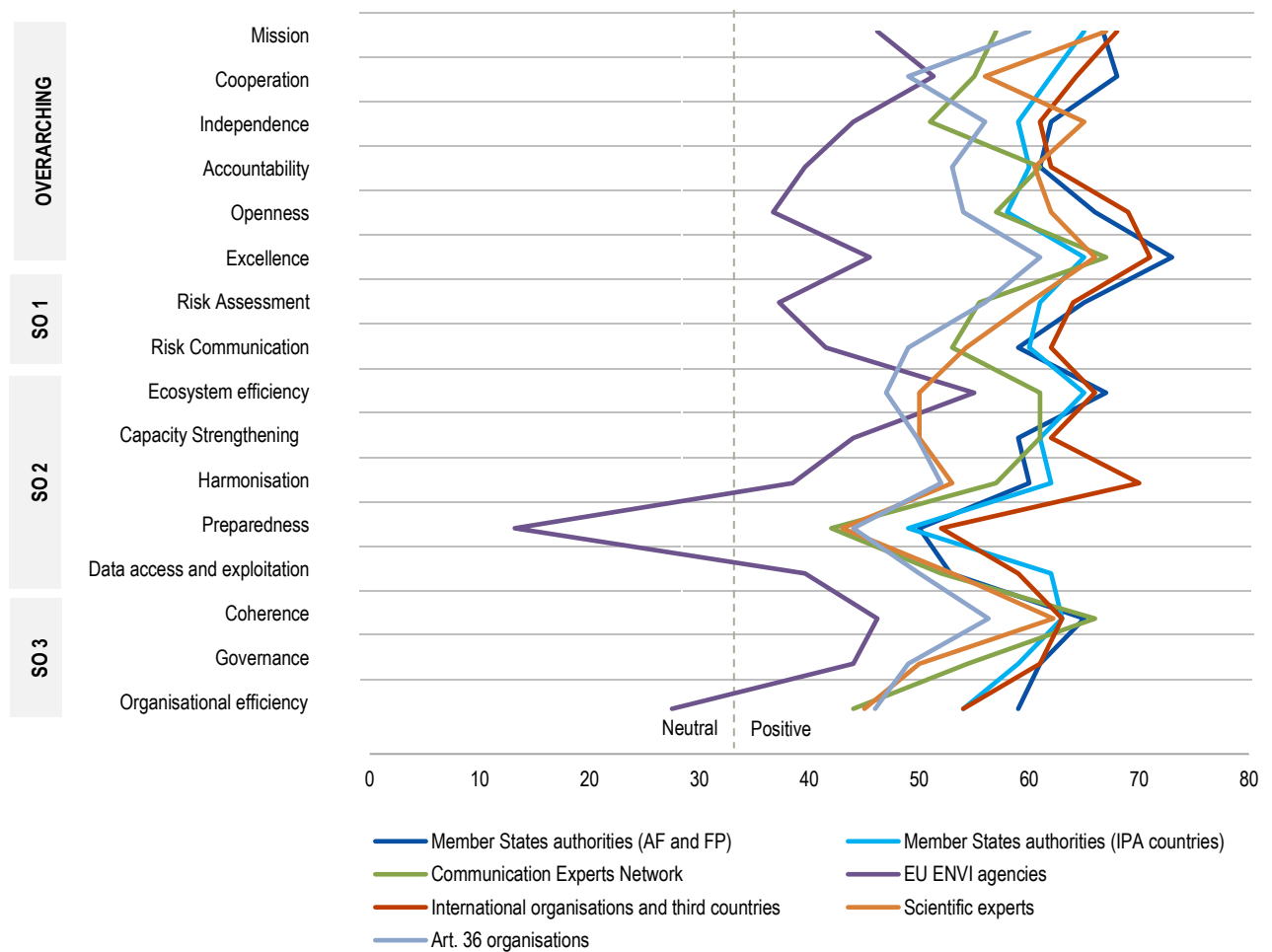
In this section we will look at all Partner groups, comparing the scores across the respondents. In general, satisfaction score indices are high across the groups - respondents from EU ENVI Agencies showed somewhat lower responses, albeit all in the positive range.

While satisfaction of partners across attributes is largely positive, the EU ENVI Agencies scored two attributes - EFSA's preparedness to tackle future crises and emerging risks and Organisational efficiency as neutral.

Table 6.1 Satisfaction scores on objectives among Partner subgroups

	MEMBER STATES				MEMBER STATES				COMMUNICATION				EU ENVI				INTERNATIONAL				ART. 36			
	AUTHORITIES		MEMBER STATES		AUTHORITIES (IPA		COUNTRIES)		EXPERTS NETWORK		(CEN)		AGENCIES		AND THIRD		SCIENTIFIC		ORGANISATIONS		ORGANISATIONS		(n=228)	
	(ADVISORY FORUM		COUNTRIES)		COUNTRIES)		(n=51)		(n=25)		(n=10)		(n=64)		(n=184)		(n=184)		(n=64)		(n=184)		(n=228)	
	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score	Satis- faction score (index)	% Fav. satisfac- -tion score
Overall satisfaction score index	62	95%	60	94%	55	94%	40	85%	63	95%	56	90%	52	87%										
Overarching	66	96%	61	94%	58	95%	44	87%	66	94%	63	95%	57	91%	53	87%								
Strategic Objective 1	62	95%	61	96%	54	93%	39	83%	63	95%	57	91%	53	87%										
Strategic Objective 2	58	94%	60	95%	55	97%	38	81%	62	96%	50	87%	49	83%										
Strategic Objective 3	61	95%	59	93%	55	91%	39	89%	60	95%	52	87%	51	87%										

Figure 6.9 Satisfaction score index among Partner subgroups on the 16 attributes



6.7 Comments shared on EFSA's Objectives by Partners

A number of additional comments were shared by the Stakeholder group vis-à-vis EFSA's Strategic Objectives.

Strategic objective 1

- Minutes of EFSA's working groups could include more information and details for better understanding of the work and decisions made
- More interactions are needed before and during risk assessment with the players of the food safety ecosystem (European Commission, Member States, and EU agencies)
- Social media channels could be used more to increase visibility

Strategic objective 2

- EFSA could collaborate more beyond the EU to share good practices internationally

Strategic objective 3

- Recruiting talents might be difficult due to EFSA's location

6.8 Reputation Barometer 2.0 versus Annual Strategy Survey indices

The following results are just indicative, because of the rather small sample size for 2020.

When comparing the satisfaction score indices from the Reputation Barometer 2.0 with the satisfaction score indices from the Annual Strategy study for the Member States authorities subgroups), some differences can be observed. Areas with a score difference higher than 10 include the Risk Assessment components 'The ability of EFSA's scientific advice to comply with the agreed deadline' and 'The criteria EFSA uses for collecting, appraising and integrating data for risk assessments', and the Organisational efficiency component 'EFSA's efficiency in using the human and financial resources to carry out its tasks'.

Table 6.2 Reputation Barometer 2.0 versus Annual Strategy Survey satisfaction score indices on components¹⁰

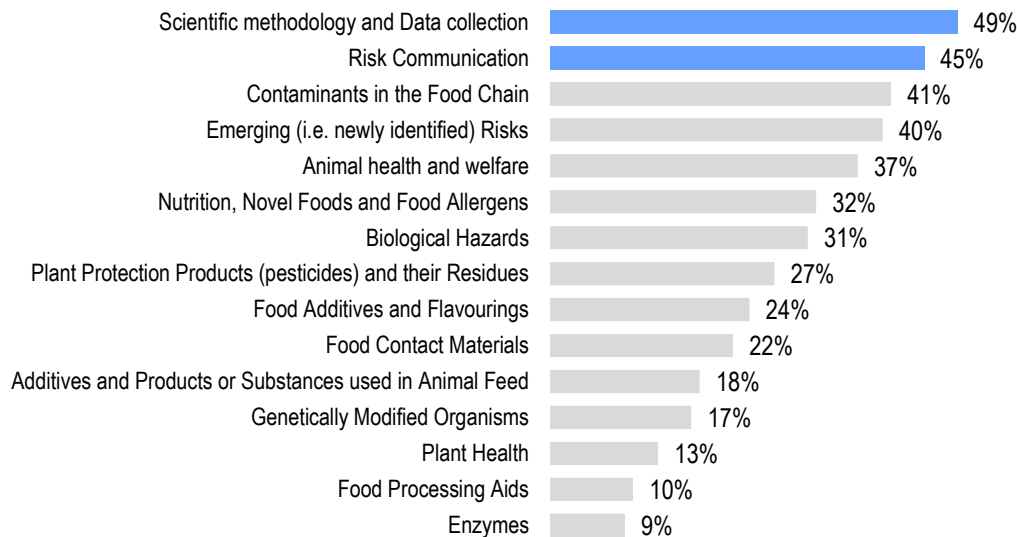
	2020	2022
	Member States authorities (n=31)	Member States authorities (n=108)
OVERARCHING - Mission	56	66
SO 1 – Risk Assessment		
The ability of EFSA's scientific advice to comply with the agreed deadline	35	60
The ability of EFSA's scientific advice to be clear and comprehensible	56	61
The rigour of the methods that EFSA employs in its scientific advice	63	64
The criteria EFSA uses for collecting, appraising and integrating data for risk assessments	44	61
SO 1 – Risk Communication		
The range of tools EFSA uses to communicate risks	64	56
SO 2 - Harmonisation		
EFSA's contribution to the harmonisation of risk assessment methods at European level	58	61
SO2 – Preparedness		
EFSA's preparedness to tackle future crises and emerging risks	49	49
SO3 - Organisational efficiency		
EFSA's efficiency in using the human and financial resources to carry out its tasks	28	56

¹⁰ Only for some components, the satisfaction score indices of the Reputation Barometer 2.0 study of 2020 are comparable to the satisfaction score indices of the Annual Strategy Study 2022. This is within the Partner group only possible for the Member States authorities subgroup

6.9 Areas of interest and EFSA’s performance in these areas

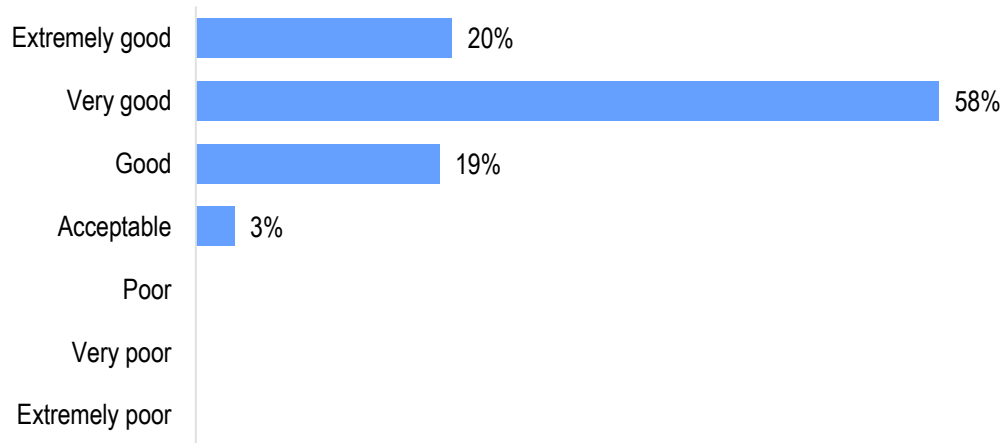
Partners show a high interest in EFSA's work on scientific methodology and data collection and in risk communication.

Figure 6.10 Which areas of EFSA’s work are you most interested in?



Almost all Partners are positive (97%) about EFSA’s work in the areas of their interest, with higher scores when compared to Stakeholders and Customers, respectively.

Figure 6.11 In general, how would you rate EFSA's work in the areas you are interested in?





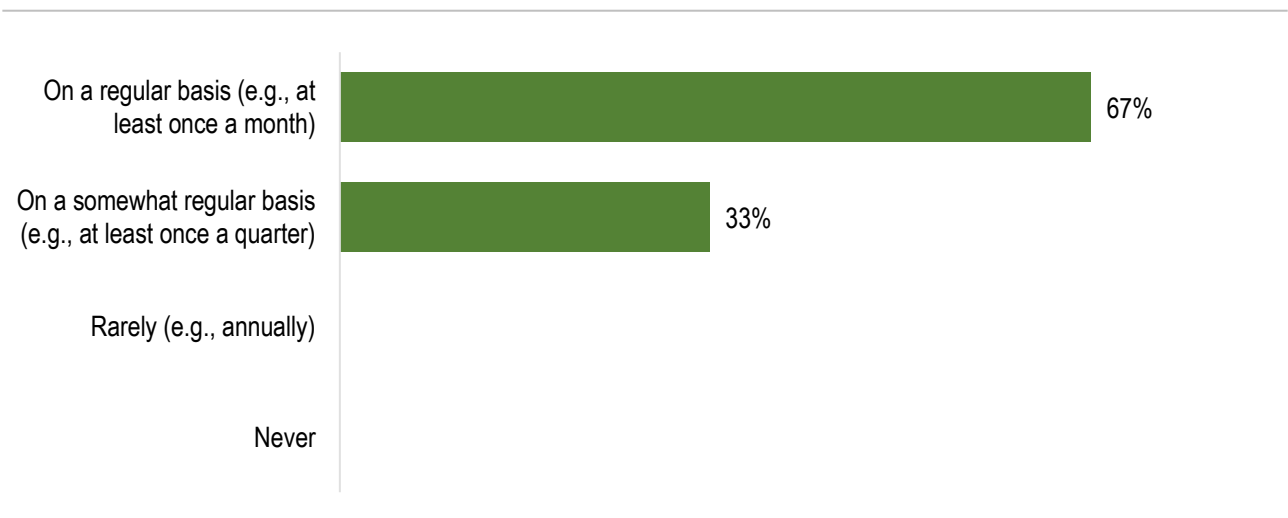
Appendix A – Perception of EFSA’s work among the Management Board

This section summarises the responses received by members of EFSA's Management Board, in charge until 30 June 2022. In total, six members of the Management Board participated in the study – the results were analysed separately and not included in EFSA's overall satisfaction score.

A.1 Management Boards’ engagement and satisfaction with EFSA’s activities

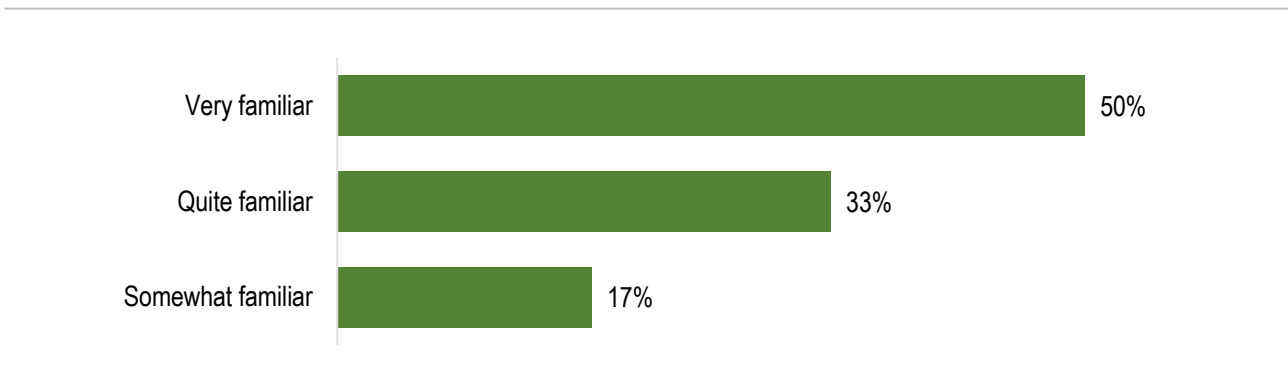
The Management Board members engage frequently with EFSA, with 67% of them saying they engage with EFSA or follow EFSA’s activities on a regular basis (at least once a month) and another 33% does this on a somewhat regular basis (at least once a quarter).

Figure A.1 In general, I would say that I engage with EFSA or follow its activities:



This high engagement of the Management Board is reflected in the high familiarity with EFSA's work and activities. Half of the Management Board say that they are very familiar with EFSA’s work and activities, 33% say that they are quite familiar and 17% says that they are somewhat familiar.

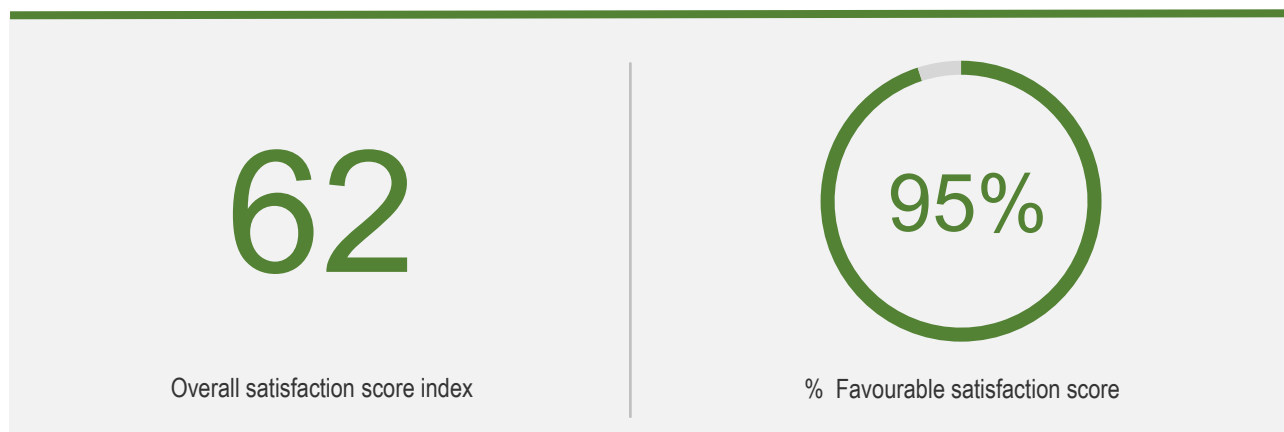
Figure A.2 With reference to EFSA's work and activities, I would consider myself to be...



A.2 Satisfaction score index at overall level among the Management Board

Overall, the satisfaction score index of EFSA among the Management is high with a score of 62. Almost all Management Board participants evaluate the work of EFSA as extremely good, very good or good (% favourable satisfaction score).

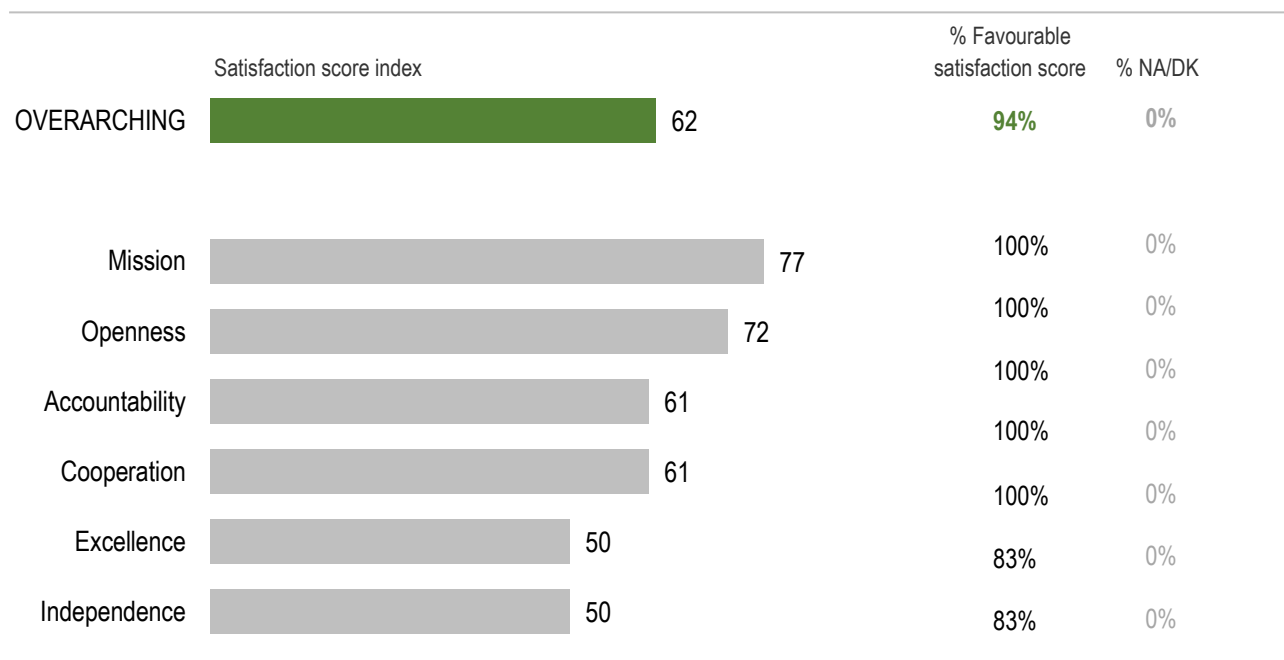
Figure A.3 Satisfaction score index on overall level among the Management Board



A.3 Overarching attributes

The Management Board is very positive about the impact of EFSA's advice on ensuring safety in the EU food, from farm to fork chain (EFSA's mission). They are also very positive about EFSA's ability to foster openness, accountability and cooperation.

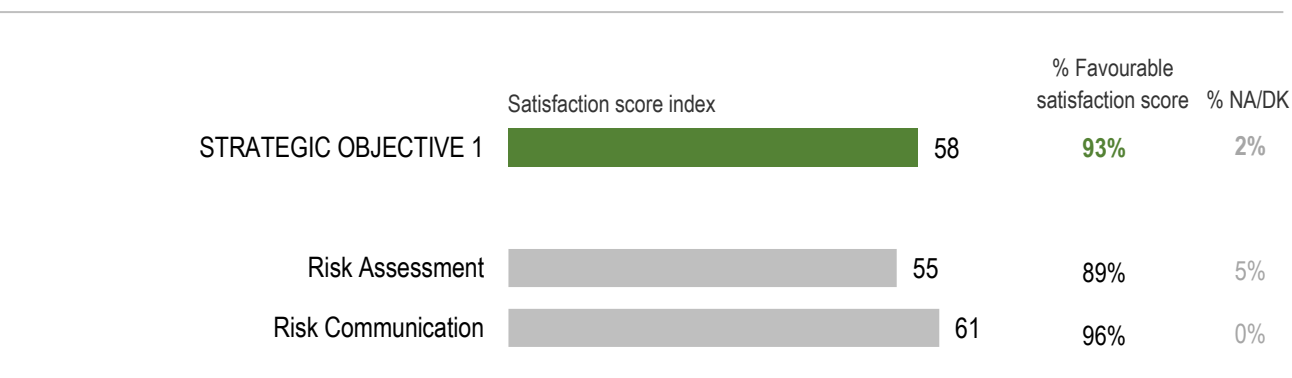
Figure A.4 Satisfaction scores on Overarching attributes



A.4 Strategic Objective 1 attributes

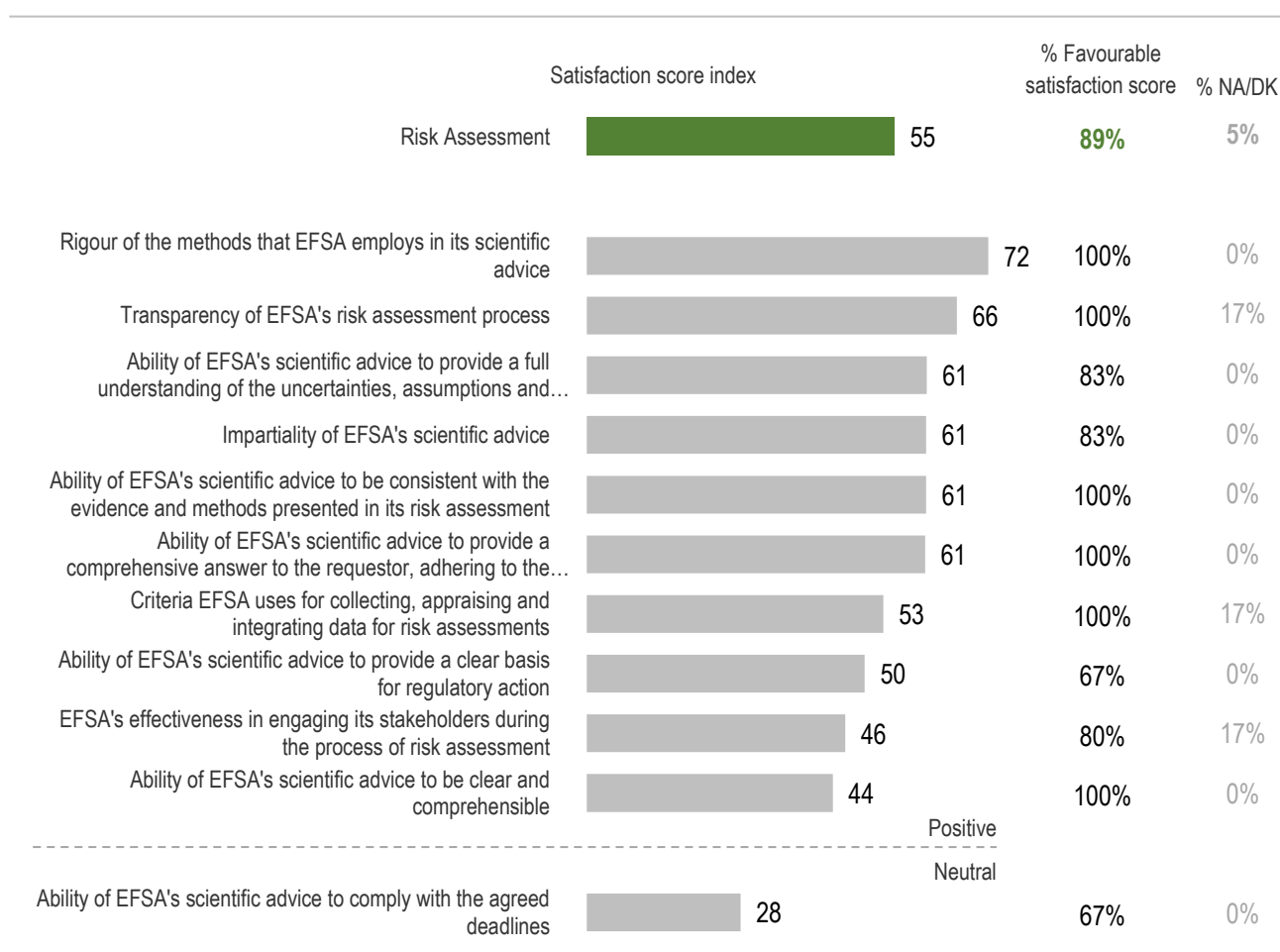
The two underlying attributes of Strategic Objective 1 (Deliver trustworthy scientific advice and communication of risks from farm to fork) Risk Assessment and Risk Communication, are assessed very positively by the Management Board.

Figure A.5 Satisfaction scores on Strategic Objective 1 attributes













A closer look into [Risk Assessment](#) and its underlying components shows that EFSA is scoring very positively on almost all attributes. The sole attribute getting a neutral score is the ability of EFSA's scientific advice to comply with the agreed deadlines.

Figure A.6 Satisfaction scores on SO1 Risk Assessment components



Looking further into [Risk Communication](#) and its underlying components, positive scores were achieved across all the components. There is especially a very positive perception of the range of tools EFSA is using to communicate risks, the ability to communicate risks in a way that is clear, comprehensible and meaningful and in a way which faithfully reflects the scientific output.

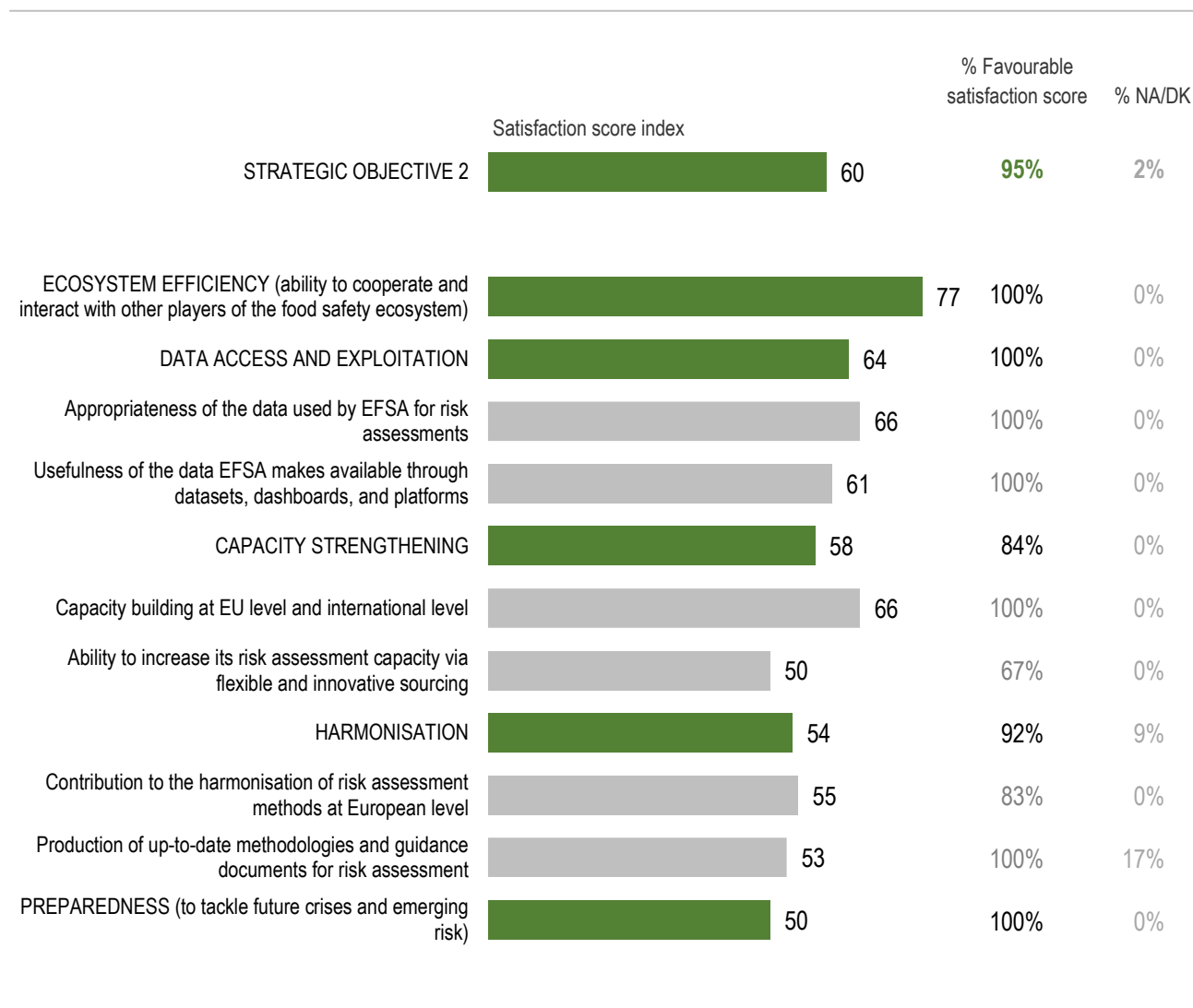
Figure A.7 Satisfaction scores on SO1 Risk Communication components

	Satisfaction score index		% Favourable satisfaction score	% NA/DK
Risk Communication	 61		96%	0%
Range of tools EFSA uses to communicate risks	 77		100%	0%
EFSA's ability to communicate risks in a way that is clear, comprehensible, and meaningful	 72		100%	0%
EFSA's ability to communicate risks in a way which faithfully reflects the scientific output	 72		100%	0%
Context EFSA provides about its scientific outputs when communicating risks	 61		100%	0%
EFSA's ability to inform its risk communication activities with appropriate actions	 61		100%	0%
EFSA's alignment of risk communication activities with EU priorities related to food safety	 61		100%	0%
Ability of EFSA's risk communication activities to reach relevant target audiences	 50		83%	0%
EFSA's ability to provide information which is tailored to the intended audience(s)	 50		100%	0%
EFSA's ability to deliver its communications in a timely manner	 44		83%	0%

A.5 Strategic Objective 2 attributes

The underlying attributes of Strategic Objective 2 (Ensure preparedness for future risk analysis needs) are all assessed positively by the Management Board. There is considerably high satisfaction regarding the Ecosystem Efficiency of EFSA. The lowest scoring attribute is Preparedness at 50, albeit with a favourable response of all respondents.

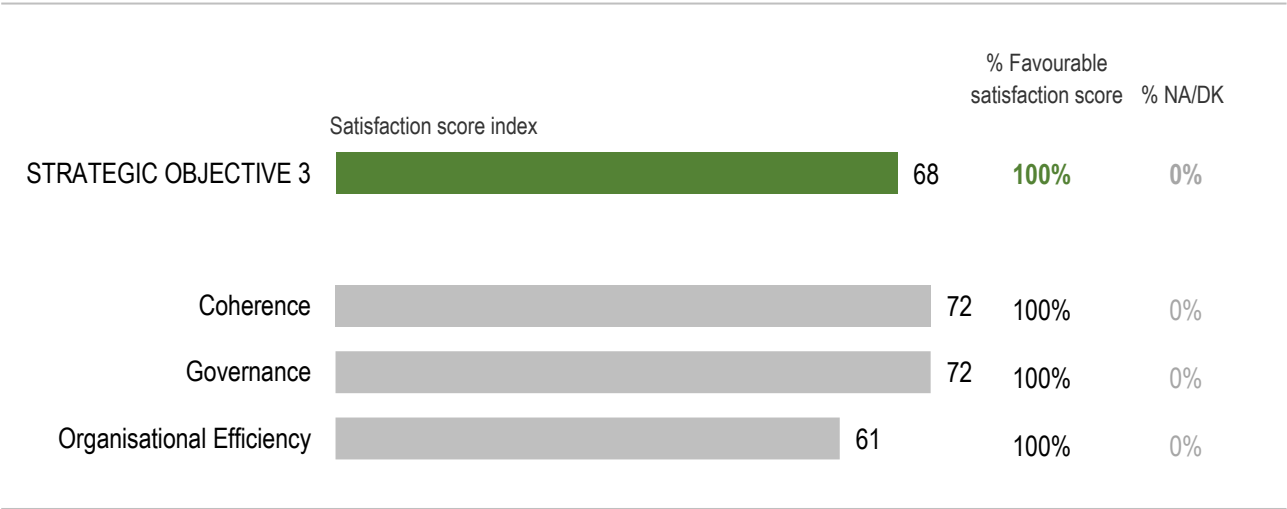
Figure A.8 Satisfaction scores on Strategic Objective 2 attributes and components



A.6 Strategic Objective 3 attributes

The attributes of Strategic Objective 3 (Empower people and ensure organisational agility) are all assessed positively by the Management Board. The lowest scoring attribute is Organisational Efficiency (efficiency in using human/financial resources to carry out its tasks), although still quite high at 61.

Figure A.9 Satisfaction scores on Strategic Objective 3 attributes



Appendix B – Attributes

Nr	Objective	Attribute	Component
8.1	OVERARCHING	Mission	The impact of EFSA's advice on ensuring safety in the EU food chain, from farm to fork
8.2	OVERARCHING	Cooperation	EFSA's ability to foster cooperation
8.3	OVERARCHING	Independence	EFSA's ability to foster independence
8.4	OVERARCHING	Accountability	EFSA's ability to foster accountability
8.5	OVERARCHING	Openness	EFSA's ability to foster openness
8.6	OVERARCHING	Excellence	EFSA's ability to foster scientific excellence
10.1	SO 1	Risk Assessment 1	The ability of EFSA's scientific advice to provide a comprehensive answer to the requestor, adhering to the terms of reference
10.2	SO 1	Risk Assessment 2	The ability of EFSA's scientific advice to provide a full understanding of the uncertainties, assumptions and weight of evidence
10.3	SO 1	Risk Assessment 3	The ability of EFSA's scientific advice to provide a clear basis for regulatory action
10.4	SO 1	Risk Assessment 4	The ability of EFSA's scientific advice to comply with the agreed deadlines
10.5	SO 1	Risk Assessment 5	The ability of EFSA's scientific advice to be clear and comprehensible
10.6	SO 1	Risk Assessment 6	The ability of EFSA's scientific advice to be consistent with the evidence and methods presented in its risk assessment
11.1	SO 1	Risk Assessment 7	The impartiality of EFSA's scientific advice
11.2	SO 1	Risk Assessment 8	The rigour of the methods that EFSA employs in its scientific advice
11.3	SO 1	Risk Assessment 9	The transparency of EFSA's risk assessment process
11.4	SO 1	Risk Assessment 10	The criteria EFSA uses for collecting, appraising and integrating data for risk assessments
11.5	SO 1	Risk Assessment 11	EFSA's effectiveness in engaging its stakeholders during the process of risk assessment
12.1	SO 1	Risk Assessment 12 (Only Customers - Applicants)	EFSA's support to applicants, as per EFSA's catalogue of support initiatives
12.2	SO 1	Risk Assessment 13 (Only Customers - Applicants)	The usefulness of EFSA's service of general Pre-submission advice for applicants
12.3	SO 1	Risk Assessment 14 (Only Customers - Applicants)	The usefulness of EFSA's service of Pre-submission advice for renewal applications
12.4	SO 1	Risk Assessment 15 (Only Customers - Applicants)	EFSA's support in preparing submission of pesticide dossier intake
12.5	SO 1	Risk Assessment 16 (Only Customers - Applicants)	EFSA's support in preparing submission for other than pesticide application dossier intake
13.1	SO 1	Risk Communication 1	EFSA's ability to communicate risks in a way which faithfully (in an accurate manner) reflects the scientific output
13.2	SO 1	Risk Communication 2	EFSA's ability to provide information which is tailored to the intended audience(s)
13.3	SO 1	Risk Communication 3	EFSA's ability to communicate risks in a way that is clear, comprehensible, and meaningful
13.4	SO 1	Risk Communication 4	EFSA's ability to deliver its communications in a timely manner
13.5	SO 1	Risk Communication 5	EFSA's alignment of risk communication activities with EU priorities related to food safety

13.6	SO 1	Risk Communication 6	The ability of EFSA's risk communication activities to reach relevant target audiences
13.7	SO 1	Risk Communication 7	EFSA's ability to inform its risk communication activities with appropriate actions, e.g. planning, monitoring, social research and evaluation
13.8	SO 1	Risk Communication 8	The range of tools EFSA uses to communicate risks (e.g. news stories, multimedia products, social media activities)
13.9	SO 1	Risk Communication 9	The context EFSA provides about its scientific outputs when communicating risks (i.e. who requested the work, why, what happens next)
16.1	SO 2	Ecosystem Efficiency	EFSA's ability to cooperate and interact with other players of the food safety ecosystem
18.1	SO 2	Capacity Strengthening 1	EFSA's capacity building at EU level and international level
18.2	SO 2	Capacity Strengthening 2	EFSA's ability to increase its risk assessment capacity via flexible and innovative sourcing
20.1	SO 2	Harmonisation 1	EFSA's production of up-to-date methodologies and guidance documents for risk assessment
20.2	SO 2	Harmonisation 2	EFSA's contribution to the harmonisation of risk assessment methods at European level
22.1	SO 2	Preparedness	EFSA's preparedness to tackle future crises and emerging risks
24.1	SO 2	Data Access and Exploitation 1	The appropriateness of the data used by EFSA for risk assessments
24.2	SO 2	Data Access and Exploitation 2	The usefulness of the data EFSA makes available through datasets, dashboards, and platforms
27.1	SO 3	Coherence	EFSA's alignment of tasks and activities with EU priorities related to food safety
29.1	SO 3	Governance	The suitability of EFSA's governance and working practices for reaching its objectives
29.2	SO 3	Organisational Efficiency	EFSA's efficiency in using the human and financial resources to carry out its tasks

Appendix C – Questionnaire

1

Dummy Targetgroup

Single response
question

[Label: TARGETGROUP]

- ☐ CUSTOMERS - DG SANTE ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 1
- ☐ CUSTOMERS - ENVI COMMITTEE ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 2
- ☐ CUSTOMERS - APPLICANTS ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 3
- ☐ REGISTERED STAKEHOLDERS - CONSUMER ORGANISATIONS ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 4
- ☐ REGISTERED STAKEHOLDERS - NGOS AND ADVOCACY GROUPS ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 5
- ☐ REGISTERED STAKEHOLDERS - BUSINESS AND FOOD INDUSTRY ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 6
- ☐ REGISTERED STAKEHOLDERS - DISTRIBUTORS AND HORECA ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 7
- ☐ REGISTERED STAKEHOLDERS - PRACTITIONERS' ASSOCIATIONS ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 8
- ☐ REGISTERED STAKEHOLDERS - ACADEMIA ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 9
- ☐ REGISTERED STAKEHOLDERS - FARMERS AND PRIMARY PRODUCERS ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 10
- ☐ PARTNERS - MEMBER STATES AUTHORITIES (ADVISORY FORUM AND FOCAL POINTS) ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 11
- ☐ PARTNERS - MEMBER STATES AUTHORITIES (IPA COUNTRIES) ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 12
- ☐ PARTNERS - SCIENTIFIC NETWORKS (CEN) ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 13

- ☐ PARTNERS - SCIENTIFIC NETWORKS (ISSLG) ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 14
- ☐ PARTNERS - EU ENVI AGENCIES ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 15
- ☐ PARTNERS - JRC ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 16
- ☐ PARTNERS - INTERNATIONAL ORGANISATIONS AND THIRD COUNTRIES ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 17
- ☐ PARTNERS - SCIENTIFIC EXPERTS ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 18
- ☐ PARTNERS - ART. 36 ORGANISATIONS ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 19
- ☐ OTHER - EFSA'S MANAGEMENT BOARD ACTIVE CONDITION
Data enrichment **TargetGroup** Equal to 20

2

Dear participant,

Intermediate page

The European Food Safety Authority (EFSA) published its Strategy 2027 which intends to respond to the current changing environment (the Transparency Regulation and the Farm to Fork strategy, among others) and describes the added value it proposes to its customers, partners, stakeholders, and the public at large.

To understand how EFSA's activities are regarded by its partners and stakeholders, EFSA aims to measure its work across a range of areas, including those related to its strategic objectives and its strategic foundation set out in its 2027 Strategy. EFSA would very much like to learn from your experiences and expectations and use your input to identify areas of improvement and strengthen EFSA's work.

We would be grateful if you could dedicate 20 minutes of your time to answer a few questions regarding your experience with EFSA's work. Anonymity of the information will be assured so that no identification can be made.

If you would like to know more about the legal basis for the survey, how the data will be processed, how Kantar Public will ensure the confidentiality of your responses or your rights under data protection regulations, you can view the project Privacy Notice [here](#).

Thank you in advance for your participation.

3

Intro questionsSingle response
question

In general, I would say that I engage with EFSA or follow its activities:

- ☐ On a regular basis (e.g., at least once a month)
- ☐ On a somewhat regular basis (e.g., at least once a quarter)
- ☐ Rarely (e.g., annually)
- ☐ Never

4

With reference to EFSA's work and activities, I would consider myself to be...

Single response
question

- ☐ Very familiar
- ☐ Quite familiar
- ☐ Somewhat familiar
- ☐ Not familiar [[>> Question 33](#)]

5 Which areas of EFSA's work are you most interested in?
Multiple choice

Multi-response check question

[Number of points to be allocated: 1]

[Minimum number of checks: 1]

- ☐ Additives and Products or Substances used in Animal Feed
- ☐ Animal health and welfare
- ☐ Biological Hazards
- ☐ Contaminants in the Food Chain
- ☐ Emerging (i.e. newly identified) Risks
- ☐ Food Additives and Flavourings
- ☐ Food Contact Materials
- ☐ Enzymes
- ☐ Food Processing Aids
- ☐ Genetically Modified Organisms
- ☐ Nutrition, Novel Foods and Food Allergens
- ☐ Plant Health
- ☐ Plant Protection Products (pesticides) and their Residues
- ☐ Risk Communication
- ☐ Scientific methodology and Data collection

6 In general, how would you rate EFSA's work in the areas you are interested in?

Single response question

- ☐ Extremely Good
- ☐ Very Good
- ☐ Good
- ☐ Acceptable
- ☐ Poor
- ☐ Very Poor
- ☐ Extremely Poor
- ☐ Not applicable / Don't know

7 You will now read an extract from EFSA Strategy 2027 outlining its mission and values. After reading the text, you will

Intermediate page

be asked to rate how much, in your opinion, EFSA's actions are coherent with its mission and values.

EFSA serves the public interest, working to deliver improvements in the safety of the food chain from farm to fork.

We contribute to protecting human life and health, taking account of animal health and welfare, plant health and the environment. We deliver rigorous and reliable, independent, and transparent scientific advice to policy makers, through cooperation with our partners, and in an open dialogue with society.

EFSA is committed to use the resources entrusted in an effective, responsible and sustainable way.

- 8 Please rate EFSA's work on each of the following aspects, based on your experience.
- Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".
- To view the extract again, you can simply click on the "back" button."

Table question (single response)

[Label: OVERARCHING_MISSIONVALUE]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
The impact of EFSA's advice on ensuring safety in the EU food chain, from farm to fork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's ability to foster cooperation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's ability to foster independence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's ability to foster accountability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's ability to foster openness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

EFSA's ability to foster scientific excellence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
--	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

9

You will now read an extract from EFSA Strategy 2027 outlining the Strategic Objective 1: Deliver trustworthy scientific advice and communication of risks from farm to fork .

After reading the text, you will be asked to rate EFSA's work on these aspects.

Most of EFSA's work is undertaken in response to requests for scientific advice from the European Commission, the European Parliament and EU Member States.

EFSA is committed in delivering actionable and trustworthy scientific advice carried out in accordance with the new Transparency Regulations measures, as well as ensuring the broader participation of stakeholders in EFSA risk assessments.

EFSA is committed to continue ensuring a transparent, coherent, actionable and trustworthy risk communication on its scientific advice.

This is done adopting an audience-first approach, using insights coming from social research to offer a personalised user experience across its communication tools.

Furthermore, EFSA is delivering coordinated risk communication with the European Commission, Member States, and ENVI agencies, supporting the development of the future General Plan for Risk Communication, and investing accordingly in its communication channels and digital platforms.

Intermediate page

10

Please rate EFSA's work on each of the following aspects, based on your experience.

Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".

To view the extract again, you can simply click on the "back" button.

Table question (single response)

[Label: RISK_ASSESSMENT_1_6]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
The ability of EFSA's scientific advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

to provide a comprehensive answer to the requestor, adhering to the terms of reference								
The ability of EFSA's scientific advice to provide a full understanding of the uncertainties, assumptions and weight of evidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of EFSA's scientific advice to provide a clear basis for regulatory action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of EFSA's scientific advice to comply with the agreed deadlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of EFSA's scientific advice to be clear and comprehensible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of EFSA's scientific advice to be consistent with the evidence and methods presented in its risk assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11 Please rate EFSA's work on each of the following aspects, based on your experience.
Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".
To view the extract again, you can simply click on the "back" button.

Table question (single response)

[Label: RISK_ASSESSMENT_7_11]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
--	----------------	-----------	------	------------	------	-----------	----------------	-----------------------------

The impartiality of EFSA's scientific advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The rigour of the methods that EFSA employs in its scientific advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transparency of EFSA's risk assessment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The criteria EFSA uses for collecting, appraising and integrating data for risk assessments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's effectiveness in engaging its stakeholders during the process of risk assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12 Please rate EFSA's work on each of the following aspects, based on your experience.
 Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".
 To view the extract again, you can simply click on the "back" button.

Table question (single response)

[Label: RISK_ASSESSEMENT_12_16_APPLICANTS]

ONLY SHOW QUESTION 12 WHEN THE CONDITIONS BELOW ARE MET, OTHERWISE JUMP TO: >> NEXT QUESTION

Question 1. **Dummy Targetgroup** Answer **Customers - Applicants** Is given

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
EFSA's support to applicants, as per EFSA's catalogue of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

support initiatives								
The usefulness of EFSA's service of general Pre-submission advice for applicants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The usefulness of EFSA's service of Pre-submission advice for renewal applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's support in preparing submission of pesticide dossier intake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's support in preparing submission for other than pesticide application dossier intake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13 Please rate EFSA's work on each of the following aspects, based on your experience.

Table question (single response)

Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".
To view the extract again, you can simply click on the "back" button.

[Label: RISK_COMMUNICATION_1_9]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
EFSA's ability to communicate risks in a way which faithfully (in an accurate manner) reflects the scientific output	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

EFSA's ability to provide information which is tailored to the intended audience(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's ability to communicate risks in a way that is clear, comprehensible, and meaningful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's ability to deliver its communications in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's alignment of risk communication activities with EU priorities related to food safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of EFSA's risk communication activities to reach relevant target audiences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's ability to inform its risk communication activities with appropriate actions, e.g. planning, monitoring, social research and evaluation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The range of tools EFSA uses to communicate risks (e.g. news stories, multimedia products, social media activities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The context EFSA provides about its scientific outputs when communicating risks (i.e. who requested the work, why, what happens next)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14	Would you like to share any additional comments on EFSA's Strategic Objective 1: Deliver trustworthy scientific advice and communication of risks from farm to fork?	Open question (small)
----	--	-----------------------

[Label: OPEN_ENDED_QUESTION_ON_SO1]

15	<p>You will now read an extract from EFSA Strategy 2027 outlining its Strategic Objective 2: Ensure preparedness for future risk analysis needs. After reading the text, you will be asked to rate EFSA's work on these aspects.</p> <p><i>EFSA is committed in cooperating and creating synergies with the other players within the EU food safety knowledge ecosystem in order to tackle the upcoming food safety challenges.</i></p> <p><i>This is translated in an increased sharing of data, information, expertise, and methodologies with Sister Agencies, Member States, and international organisations, via the creation and expansion of networks and partnerships through shared platforms and infrastructures.</i></p>	Intermediate page
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16	<p>Please rate EFSA's work on the following aspect, based on your experience.</p> <p>Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".</p> <p>To view the extract again, you can simply click on the "back" button.</p>	Table question (single response)
----	---	----------------------------------

[Label: ECOSYSTEM_EFFICIENCY_1]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
EFSA's ability to cooperate and interact with other players of the food safety ecosystem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17

You will now read an extract from EFSA Strategy 2027 outlining its Strategic Objective 2: Ensure preparedness for future risk analysis needs. After reading the text, you will be asked to rate EFSA's work on these aspects.

Intermediate page

EFSA aims at strengthening its ability to carry out scientific risk assessment creating a more flexible workforce planning and sourcing based on effective and diverse expertise scanning and (out/in) sourcing tools.

This translates into developing long-term partnerships and capacity building activities at EU/International level, strengthen EFSA's engagement activities, and also explore innovative ways to gather intelligence, such as Artificial Intelligence and crowdsourcing.

18

Please rate EFSA's work on the following aspect, based on your experience.

Table question (single response)

Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".
To view the extract again, you can simply click on the "back" button.

[Label: CAPACITY_STRENGTHENING_1_2]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
EFSA's capacity building at EU level and international level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's ability to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

increase its risk assessment capacity via flexible and innovative sourcing								
--	--	--	--	--	--	--	--	--

19

You will now read an extract from EFSA Strategy 2027 outlining its Strategic Objective 2: Ensure preparedness for future risk analysis needs. After reading the text, you will be asked to rate EFSA's work on these aspects.

Intermediate page

EFSA will continue to improve the quality of the scientific methodologies and guidance documents used in its risk assessment. This is translated in keeping EFSA's risk assessment processes and procedures up-to-date with the evolving regulatory, technological and scientific drivers.

This also entails ensuring the engagement of partners and stakeholders to achieve synergies on Risk Assessment topics of mutual interest and facilitate the development and implementation of harmonised risk assessment methodologies.

20	<p>Please rate EFSA's work on the following aspect, based on your experience.</p> <p>Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".</p> <p>To view the extract again, you can simply click on the "back" button.</p>	Table question (single response)
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[Label: HARMONISATION_1_2]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
EFSA's production of up-to-date methodologies and guidance documents for risk assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's contribution to the harmonisation of risk assessment methods at European level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21	<p>You will now read an extract from EFSA Strategy 2027 outlining its Strategic Objective 2: Ensure preparedness for future risk analysis needs. After reading the text, you will be asked to rate EFSA's work on these aspects.</p> <p><i>EFSA is committed to improve the quality and scale of crisis preparedness and the identification of emerging risks.</i></p> <p><i>This is done via strengthening the foresight and horizon scanning activities, linking early warning systems across partners, and ensuring coordinated media and social media monitoring, thus increasing EFSA's interoperability.</i></p>	Intermediate page
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22	<p>Please rate EFSA's work on the following aspect, based on your experience.</p> <p>Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".</p> <p>To view the extract again, you can simply click on the "back" button.</p>	Table question (single response)
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[Label: PREPAREDNESS_1]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
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EFSA's preparedness to tackle future crises and emerging risks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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23

You will now read an extract from EFSA Strategy 2027 outlining its Strategic Objective 2: Ensure preparedness for future risk analysis needs. After reading the text, you will be asked to rate EFSA's work on these aspects.

EFSA aims at enlarging the access to its data and at increasing the use of data and analytics. This is done through the improvement of the quality, interoperability, discoverability and usability of EFSA's data, as well as strengthening the data governance with its partners.

Furthermore, EFSA will enhance the data analysis services used in its risk assessment.

Intermediate page

24

Please rate EFSA's work on the following aspect, based on your experience.

Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".

To view the extract again, you can simply click on the "back" button.

Table question (single response)

[Label: DATA_ACCESS_AND_EXPLOITATION_1_2]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
The appropriateness of the data used by EFSA for risk assessments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The usefulness of the data EFSA makes available through datasets, dashboards, and platforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25

Would you like to share any additional comments on EFSA's Strategic Objective 2: Ensure preparedness for future risk analysis needs?

Open question (small)

26

You will now read an extract from EFSA Strategy 2027 outlining its Strategic Objective 3: Empower people and ensure organisational agility. After reading the text, you will be asked to rate EFSA’s work on these aspects.

EFSA will continue ensuring its alignment with EU strategies and policies, promoting joint governance mechanisms with the European Commission and EU Agencies, and taking part to institutional mechanisms for shared resources.

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27

Please rate EFSA's work on the following aspect, based on your experience.

Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".

To view the extract again, you can simply click on the “back” button.

Table question (single response)

[Label: COHERENCE_1]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
EFSA's alignment of tasks and activities with EU priorities related to food safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28

You will now read an extract from EFSA Strategy 2027 outlining its Strategic Objective 3: Empower people and ensure organisational agility. After reading the text, you will be asked to rate EFSA’s work on these aspects.

EFSA is committed to ensure accountability. To do so, EFSA has set up its Governance and Accountability Framework to support the decision-making and to have the correct mechanisms in place to ensure that the resources entrusted to the organisation are used efficiently.

To do so, EFSA has put systems in place to ensure budget control and it is maintaining a quality management system to ensure customer satisfaction.

EFSA is also committed in attracting and retaining the right mix of competencies to perform its tasks and fulfil its mission, directing efforts towards competency management and talent

Intermediate page

development, promoting a culture of agility, accountability, trust, and care.

- 29 Please rate EFSA's work on the following aspect, based on your experience.
Where you are not familiar with EFSA's work and feel you cannot assess the item, please select "Not applicable / Don't know".
To view the extract again, you can simply click on the "back" button.

Table question (single response)

[Label: GOVERNANCE_1_AND_ORGANISATIONAL_EFFICIENCY_1]

	Extremely Good	Very Good	Good	Acceptable	Poor	Very Poor	Extremely Poor	Not applicable / Don't know
The suitability of EFSA's governance and working practices for reaching its objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EFSA's efficiency in using the human and financial resources to carry out its tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 30 Would you like to share any additional comments on your experience with EFSA's Strategic Objective 3: Empower people and ensure organisational agility?

Open question (small)

- 31 Would you like to share any additional comment on EFSA's work and activities?

Open question (small)

[Label: FINAL_OPEN_QUESTION]

32

Thank you

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This brings us to the end of the survey.

Should further questions have come up in the course of the questionnaire, please feel free to direct them by email to giorgia.zamariola@efsa.europa.eu

Thank you very much for your participation!

33

This brings us to the end of the survey.

Intermediate page

Since the following questions are tailored to people who are familiar with EFSA's work, your completion of the questionnaire would not take 20 minutes, as mentioned on the first page.

Should you have further questions about this questionnaire, please feel free to direct them by email to: giorgia.zamariola@efsa.europa.eu.

Thank you very much for your participation!

ONLY SHOW QUESTION 33 WHEN THE CONDITIONS BELOW ARE MET, OTHERWISE JUMP TO: >> NEXT QUESTION

Question 4. **With reference to EFSA's work and activities, I would consider myself to be...** Answer **Not familiar** Is given

[>> Question -1. End of survey]

Appendix D – Technical report

In this appendix more insight will be provided on the gross sample, net sample and response rate per subgroup as well as more insight into the weighting used for this study.

Please mind that within the following table, respondents can be in more than one subgroup. The subgroups in grey are the subgroups that are not included in the final data or for which we have no response.

Table A Response rates

Audience	Invites sent on personal level (gross sample)	Invites sent on organisational level (gross sample)	Completes on respondent level (net sample)	Completes on organisational level (net sample)	Response rate on respondent level	Response rate on organisational level
Total	5402	1648	903	475	17%	29%
Customers	1645	886	225	180	14%	20%
DG SANTE	29	NA	9	NA	31%	NA
ENVI Committee	170	NA	3	NA	2%	NA
Applicants	1646	886	213	180	13%	20%
Stakeholders	356	136	44	37	12%	27%
Consumer organisations	8	2	2	1	25%	50%
NGOs and Advocacy groups	67	24	8	7	12%	29%
Business and food industry	204	83	24	21	12%	25%
Distributors and HORECA	6	3	-	-	-	-
Practitioners' associations	27	9	3	2	11%	22%
Academia	26	6	4	3	15%	50%
Farmers and primary producers	18	9	3	3	17%	33%
Partners	3385	626	628	258	19%	41%
Member States authorities (AF and FP)	258	128	65	51	25%	40%
Member States authorities (IPA countries)	120	36	51	19	43%	53%
Communication Experts Network (CEN)	66	35	25	22	38%	63%
Scientific networks (ISSLG)	33	7	-	-	-	-
EU ENVI agencies	55	6	10	5	18%	83%
Joint Research Centre (JRC)	6	NA	1	NA	17%	NA
International organisations and third countries	408	126	64	34	16%	27%
Scientific experts	579	NA	184	NA	32%	NA
Art. 36 organisations	1860	286	228	127	12%	44%
EFSA's Management Board	16	NA	6	NA	38%	NA

The data is weighted according to the ideal weighting numbers provided by EFSA. The ‘% before weighting’ does not add up to 100%, as respondents can be in more than one subgroup.

Table B Weighting

Audience	Ideal weighting numbers	% before weighting	% after weighting
Customers	33.3%	64.5%	34.7%¹¹
DG SANTE	11.1%	0.9%	11.7%
ENVI Committee		0.3%	
Applicants	22.2%	20.7%	23.0%
Stakeholders	33.3%	4.3%	34.5%
Consumer organisations	5.6%	0.2%	5.8%
NGOs and Advocacy groups	5.6%	0.8%	5.8%
Business and food industry	5.6%	2.3%	5.8%
Distributors and HORECA		-	-
Practitioners' associations	5.6%	0.3%	5.7%
Academia	5.6%	0.4%	5.7%
Farmers and primary producers	5.6%	0.3%	5.7%
Partners	33.3%	52.5%	30.9%
Member States authorities (AF and FP)		6.3%	
Member States authorities (IPA countries)	6.7%	4.9%	6.7%
Communication Experts Network (CEN)		2.4%	
Scientific networks (ISSLG)	-	-	-
EU ENVI agencies		1.0%	
Joint Research Centre (JRC)	6.7%	0.1%	6.8%
International organisations and third countries	6.7%	6.2%	6.8%
Scientific experts	6.7%	17.8%	6.7%
Art. 36 organisations	6.7%	22.1%	6.7%

The EFSA's Management Board is not part of the overall results and therefore not included in the weighting. The findings for EFSA's Management Board are based on unweighted data.

¹¹ For the calculation of the overall satisfaction score index and overall favourable satisfaction score for EFSA (section 3.1), the distribution of 33.3% Customers, 33.3% Stakeholders and 33.3% Partners is used and not the percentages shown in this table.