



Expert satisfaction survey 2008

EFSA action points

Overall expert satisfaction

- **Survey results are very favourable**
- **High overall (4.2) and in each of the three areas:**
 1. **administrative support (4.4)**
 2. **scientific support and support to scientific processes and procedures (4.1)**
 3. **communication support (4.1)**

Areas were identified that could lead to further increase in satisfaction

Satisfaction score below 4 (scale 1-5)

The **potential impact** on the satisfaction is reflected in the '*priority score*' (scale 0-2) with higher priority for areas with high score for the combination of

- a lower satisfaction
- a higher contribution on the overall expert satisfaction

Financial compensation (priority score 0.29)

- rates (special indemnity) applied for financial compensation

EFSA actions: clarify customer-friendliness of EFSA's compensation system

- payment of accommodation allowance, daily allowance, and travel costs
- shuttle and pre-paid ticket service
- short payment timelines
- current state of reimbursement visible on extranet
- low administrative burden for reimbursement

Effectiveness of the general process leading up to a final opinion/report (priority score 0.64)

EFSA actions: increase scientific contribution by EFSA

- extra scientific staff allocated to GMO, NDA, ANS and CEF
- support from SCA units
- support via contracts & grants with Member State institutions
- further streamline procedures: simplify use of Sciencenet

Clarity of scientific procedures

- effectiveness of the procedure undertaken in case of different views in WGs and panels (priority score **0.32**)
- *coverage of relevant expertise* (priority score **0.45**) and expert selection procedure (priority score **0.28**)

EFSA actions:

- provide training to scientific officers and experts on managing working groups
- inform experts on various scientific procedures

Interaction Risk Assessors and Risk Managers (priority score **0.2**)

EFSA actions:

- roadmap for prioritisation of work
- discussion prior to acceptance of mandate

Visibility in the scientific community of EFSA's scientific work (priority score **0.55**)

EFSA actions:

- make the EFSA Journal a journal referenced in citation databases
- ensure and communicate EFSA's participation and presence at key scientific conferences
- develop a publication policy in journals other than the EFSA Journal

Support provided by EFSA press office to media relations and visibility of EFSA's work in the general media (priority score **0.20**)

EFSA actions:

- strengthen media relations support to scientific experts and ensure experts are kept informed on communications on EFSA's scientific work
 - review/explain further media handling guidelines
 - feedback regarding media activities and analysis of media coverage related to panels' work
 - pursue media training of Chairs/Vice-Chairs

Survey results are very favourable and show no areas of major concern (lowest score = 3)

Focus on:

- increase scientific support provided to experts
- further strengthen scientific & administrative processes
- inform experts on procedures:
 - training for new panel members
 - review web-based platform containing information package on administrative, IT, scientific and communication processes
- recognition for work accomplished by increasing the visibility to peers