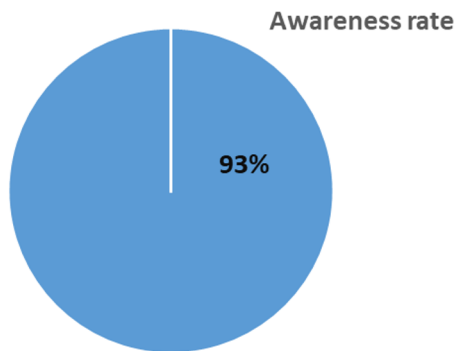


## SPOTLIGHT ON MALTA

**Aim:** Summary of findings based on a survey of employee satisfaction assessment and management practices in small companies in Malta.

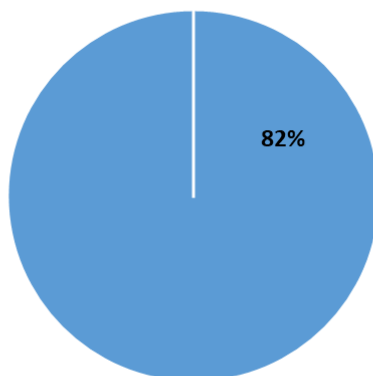
**Overall statistics:** According to Eurostat, in 2018, 28.4% of the employees in Malta were satisfied with their jobs.

**Awareness:** The owners and managers of small companies in Malta are generally well aware of the level of satisfaction of their employees. 93% of the respondents strongly agreed that employees' satisfaction is crucial for their organizations.



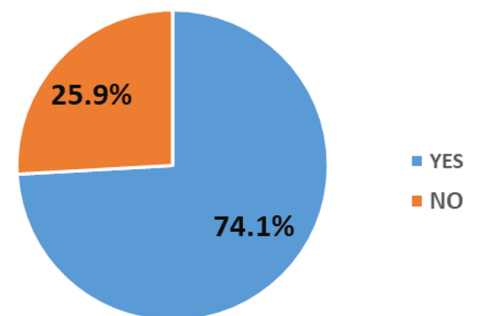
**Management:** The vast majority of respondents (82%) consider employee satisfaction assessment part of the company's business strategy.

Assessment is part of their business strategies



Research in the area of employee satisfaction indicates that the way it is assessed is not always straight forward, as there is a broad range of factors and elements that affect the overall assessment and management of employees' satisfaction. The survey findings highlighted the importance of more action and higher prioritization being needed for better assessment and management of employee satisfaction in small companies.

**Assessment:** 74% of the respondents assess the employee satisfaction in their companies. The main approach to assessment is through direct communication with the employees, both informally, e.g. in social contexts, and through more formal discussions, often in the form of quarterly meetings.



**Needs & requirements:** Time, specific assessment tools, specialised HR personnel and training related to HR matters are amongst the top most needed. More financial resources to support formal procedures and assessments were also indicated as key needs and requirements.

NEEDS & REQUIREMENTS

