

## SPOTLIGHT ON FRANCE

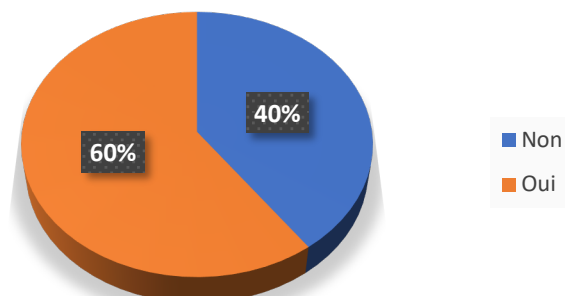
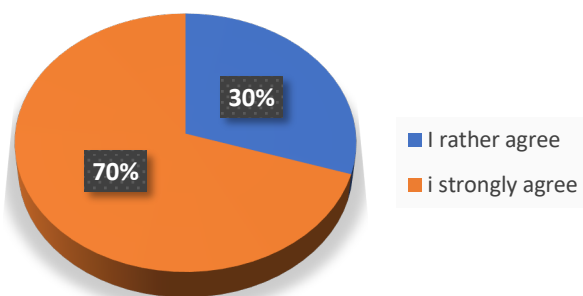
**Aim:** Summary of findings based on a survey of employee satisfaction assessment and management practices in small companies in France.

**Overall statistics:** According to a study conducted in 2019 by "Malakoff Médéric Humanis", 73% of the employees in the private sector in France, said they were satisfied with their quality of life at work.

**Awareness:** The survey presented that 70% of the questionnaire respondents strongly agreed that employee satisfaction is very important for the company. The rest of the questionnaire respondents (30%) rather agreed that employee satisfaction is important for the company.

The survey showed that business leaders are aware that employee satisfaction has a real impact on companies. But measuring satisfaction is not always easy to do efficiently. The results highlighted the importance of providing employers with appropriate tools and methods to assess and manage employee satisfaction, and employers to gain efficiency and quality. But the mobilisation and involvement of managers remains essential. Training in 'proximity

**Assessment:** 60% of the respondents assess the employee satisfaction in their companies. These evaluations are mainly carried out through annual interviews and informal discussions.



**Management:** The vast majority of the respondents (75%) consider employee satisfaction assessment as part of the company's business strategy.

**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.

