

A large, abstract blue graphic on the left side of the slide. It features several overlapping, curved shapes in various shades of blue, creating a sense of motion and depth. The shapes are reminiscent of a stylized globe or a series of interlocking segments.

## **G13.04.06 – Members' Satisfaction Survey**

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# Members' Satisfaction Survey: Overview



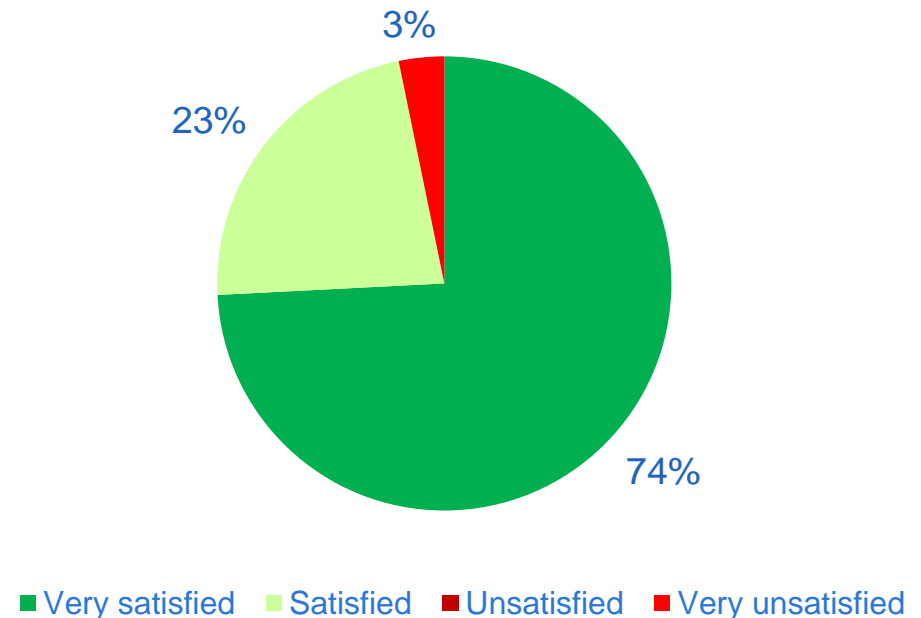
- Repeating the survey from 2016 and 2013 among Delegates, Alternates, TC-Chairs
- Online questionnaire with 25 questions: March/April 2019
- Participants 31 (out of 90 invited persons)
- Target Groups:  
Delegates, Alternates, TC-Chairs, TG Convenors

# General Results



- Positive evaluation:  
All questions rated between “satisfied” and “very satisfied” (mean value)
- Similar evaluation on the individual questions as in 2013 and 2016.
- However, a few individual responses “unsatisfied” or “very unsatisfied” were received.

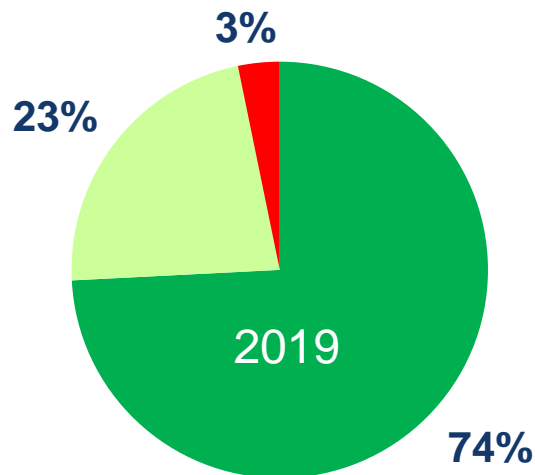
**Overall, how satisfied are you with the service / support of the EURAMET Secretariat?**



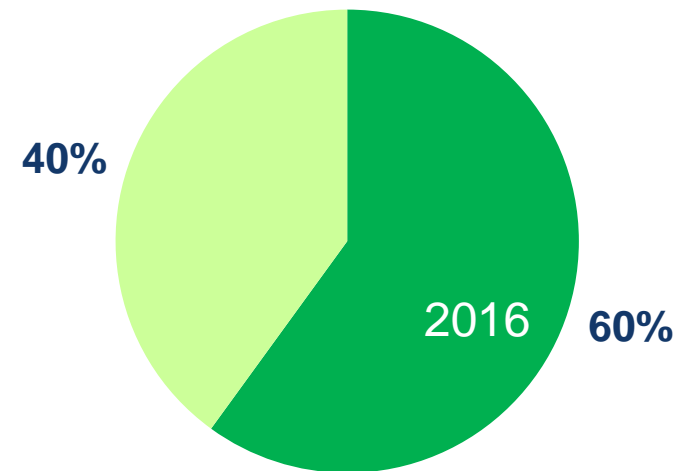
# General Results



Overall, how satisfied are you with the service / support of the EURAMET Secretariat?



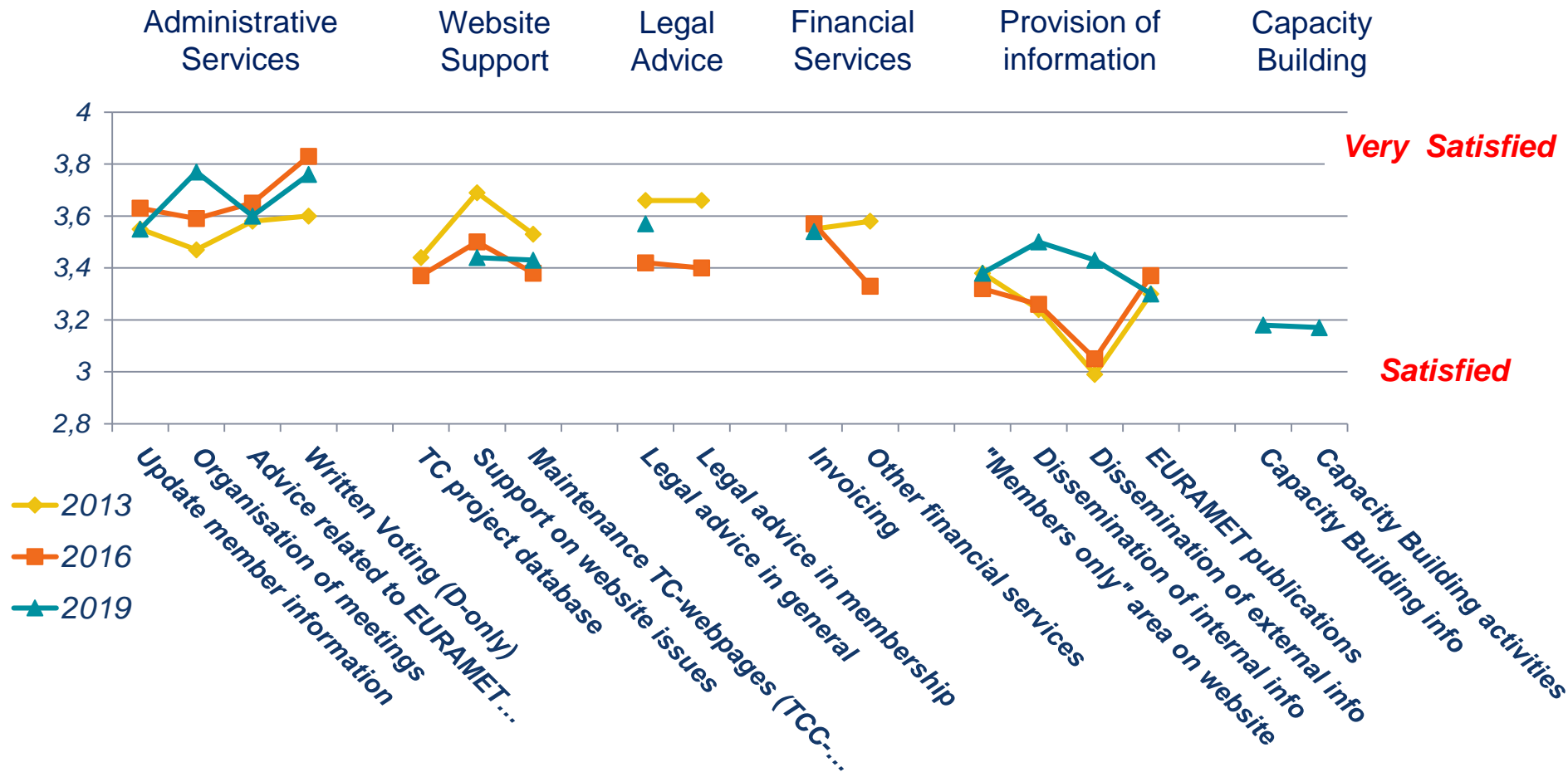
- Very satisfied
- Satisfied
- Unsatisfied
- Very unsatisfied



- Very satisfied
- Satisfied

EURAMET takes the answers “unsatisfied” and “very unsatisfied” very seriously and want to understand the reasons.

# Average Evaluation of Services: Delegates, TCCs, TGCs



# Open answers



## What did you experience as particularly positive?

- Staff always friendly and helpful / fast response / etc. (14x)
- Organization of meetings (4x)
- Guides and documentation (1x)

## What did you experience as particularly negative?

- Some decisions seems to be taken not clearly or not supported by documented basis.
- Some processes are adopted prior to their official approval by BoD.
- Top down process seems to dominate, where in science the benefit comes the other way.
- Layout of the web-site.
- Some sections of the EURAMET website are hidden and require and extensive effort to find the desired document or information.
- Insufficient understanding of specific situations on national level.
- More background information. A transparency of decisions should be improved.

## **Additional / unnecessary services ?**

- Promoting events with the external stakeholder community, to better inform about EURAMET outside EURAMET. It seems the whole work is oriented inward.
- Better promotion of JRPs results to the user community. Apart the promotion of the project coordinators or TC members.



**Thank you for your attention !**