French Court of Accounts Survey Results

The French Court of Accounts has carried out an on-line survey of its staff from April 15 to 21, to assess how their professional life was impacted during confinement due to the Coronavirus crisis.

Here are the main results:

- 891 answers = half of the total workforce of Court of Accounts and the 13 Regional Chambers of Accounts (CRTC) altogether.
- The characteristics indicated by the respondents (Court / CRTC, functions, sex) are almost identical to the actual structure of our institution: the results of this survey can therefore be considered representative.

1. The impact on our activity

- **What impact does confinement have on your professional activity?**
  - Weak for 34% ("my job lends itself to remote work easily"),
  - Medium for 59% ("my job lends itself to remote work, but it is sometimes difficult),
  - Strong for 5% ("My job lends itself little or not to working at a distance")
  - Without response for 2%.

The impact is lowest for experts and audit assistants, average on auditors and judges, and most pronounced for administrative staff. It is a little weaker in the CRTCs than in the Court.

- **Are your personal constraints sufficiently taken into account in the organization and carrying out of your activity?**
  - Yes for 66%,
  - No for 13%,
  - Without response for 21% (figure probably including people who feel they have no personal constraints).

These constraints weigh more heavily on support staff than on other categories.

2. The impact on our professional relationships

- **How do you keep in touch with your colleagues?**
  - Email (96%) and telephone (86%) dominate.
  - Videoconferencing is used much more at Court (69%) than in CRTCs (41%), and less by experts and auditors than by the other categories.
  - Instant messaging accounts for 33% on average.
  - Less than 1% having no contact with your colleagues!
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• How do you keep in touch with your supervisors?

- Email predominates once again (95%),
- followed by the telephone (68%),
- videoconferencing (45%) and instant messaging (14%) - two means less used in CRTCs.
- 2% have no contact with their superiors.

• How do you assess the frequency of your contacts with your supervisors?

- Sufficient for 83%
- Insufficient for 11%
- Too frequent for 2%
- 4% do not respond.

This frequency is considered a little less sufficient in the CRTCs than in the Court.

• What do you miss most, since confinement, professionally? In the Court as in the CRTCs, the order is identical:

- relations with colleagues first (69%),
- then the work environment (55%),
- relations with external contacts (39%, especially for audit staff),
- physical meetings (29%, same)
- the internal life of the institution (26%)
- relations with management (only 19%)
- 6% are missing nothing

3. The impact on training and information

• Did you know that many distance training courses can be followed during the crisis? You are 93% to know it and 24% to follow it. Less than 5% do not know and 2% do not respond.

• How do you assess the information you receive in relation to the situation before the crisis?

- 77% of you consider yourself as well or even better (7%) informed.
- 19% feel less well informed (especially audit staff)
- 4% do not respond.
4. The impact on our institution

• Do you feel that your institution has been able to adapt to the coronavirus crisis?

93% say yes, even if 20% say it is difficult. Only 2% answering "not at all" and 5% not answering at all.

• Which measures should your institution set up to allow you to better live your confinement situation?

379 respondents have answered this open question. Suggestions, which are quite diverse, relate mainly to IT equipment (78), communication (from the institution, working units, hierarchy - 73) and access to a home-linked Virtual Private Network VPN (63). But 41 also say that everything is fine!

• Which work practice or organizational method implemented during this crisis will deserve to be preserved and developed in the future?

537 respondents have answered this open question. 3/5 (320) cite teleworking and 1/5 (121) supports video and audioconferences.