

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.

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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.