



Press release

2014 Edenred-Ipsos Barometer Employee well-being and motivation in Europe

Time spent working: a growing concern amongst European employees

May 20, 2014 – The ninth Edenred-Ipsos Barometer of the employee well-being and motivation in Europe was conducted in January 2014 on a selection of 8,800 employees in Germany, Belgium, Spain, France, Italy and Great Britain, and, for the first time this year, Portugal and Sweden. While skills management remains a concern for companies in Southern Europe, where staying in work and purchasing power are still the top priorities, the question of time spent working has reappeared amongst employees in Great Britain, Germany and Sweden. And HR departments now face another important challenge: how to (re)define work organization, as the phenomenon of "blurring"¹ results in increased tension and imbalance, especially amongst managers.

The key figures of the 2014 Barometer:

- 38% of French employees are de-motivated, compared with a European average of 29%.
- Compensation remains the main cause for concern for 40% of European employees, while staying in work is a preoccupation for 38% of them.
- Time spent working is the main concern for 36% of managers and 47% of top managers in Europe.
- 67% of European employees claim that they work out of normal working hours, and 62% say that they take care of private problems at work.
- 39% of European employees think that the actions taken to organize the new ways of working (remote working, collaborative working, etc.) are insufficient.

2014: NEW-FOUND CONFIDENCE FOR EUROPEAN EMPLOYEES?

In a Europe that has been suffering from the effects of the crisis since 2007, the indicators of economic growth reveal the first signs of an upturn, especially in the Northern European countries. At the same time, the key indicators of the Edenred-Ipsos Barometer reveal a **return of employee confidence in the future of their company**: 59% of employees in France are confident in the future of their company (+2% vs. 2013), 65% in Spain (+1% vs. 2013), 73% in Great Britain (+4% vs. 2013) and 80% in Germany (+4% vs. 2013).

However, this optimism is tainted by **genuine concerns about pay and purchasing power**. For 40% of European employees, compensation is a major concern, including 49% in France and 43% in Great Britain. Clearly affected by mass unemployment, European employees are also **very concerned about keeping their job** (31% in France: +6% vs. 2008, 32% in Germany: -2% vs. 2008, 29% in Great Britain: +1% vs. 2008, 23% in

¹ The gradual merging of time spent working and private life.

Sweden²). This is particularly true in Southern Europe, where the fear of losing one's job has been accentuated since 2008 (54% in Spain: +17% vs. 2008, 45% in Italy: +16% vs. 2008, 62% in Portugal³).

The **intention to stay in the same company remains high in Europe** (in 2014, 68% of Belgians had not considered changing jobs, 62% of Germans, 63% of Italians, 61% of the Spanish and 57% of the French). This limited staff turnover highlights another **major issue for all employees: professional development and skills management in particular**. In this area, the actions taken by the companies are deemed to be insufficient. 43% of European employees feel that skills management is insufficient, 37% that the transfer and renewal of skills is insufficient and 32% that the employability of senior employees is insufficient.

DIFFERENCES IN TERMS OF QUALITY OF LIFE AT WORK AND MOTIVATION

Moreover, the indicators of the Edenred-Ipsos Barometer have improved significantly in the countries where the signs of an end to the crisis are more visible: Great Britain, Germany, Belgium and Sweden in particular. In these countries, the employees have a higher opinion of their **quality of life at work** than their counterparts in Southern Europe. With a score of 6.9/10, the employees in Great Britain are particularly well-satisfied with their quality of life at work, compared with 6.2/10 in Italy or 6/10 in Portugal. Similarly, the **lowest scores for motivation** are found in the Southern European countries: 38% of French employees and 35% of Portuguese employees feel that their motivation has declined, compared with 22% in Sweden and 23% in Germany.

France: a special case

The French employees remain:

- **the most de-motivated in Europe:** 38% in France vs. 29% in Europe.
- **the least satisfied with recognition, respect and pay:**
 - 52% are not satisfied with the recognition of their commitment to their work vs. 46% in Europe,
 - 43% are not satisfied with the respect they are shown vs. 33% in Europe,
 - 61% are not satisfied with their fixed remuneration vs. 51% in Europe.

Paradoxically, only 75% of French employees feel that they spend too much time working, which is 5% below the European average of 80%.

NEW MEANS OF COMMUNICATION HAVE GIVEN RISE TO CONCERNS ABOUT THE TIME SPENT WORKING

The Edenred-Ipsos Barometer also revealed the reappearance of a major issue amongst employees: **managing the time spent working**. For 43% of employees in Sweden, 30% in Germany and 28% in Great Britain, the amount of time spent working is currently their main professional concern. This is particularly true of managers (36%) and top managers (47%) in Europe.

Moreover, the **phenomenon of "blurring" is accelerating** in all the countries. The use of new means of communication (laptops, Smartphones, tablets, etc.) has changed the way employees work and **erased the frontiers between work and private life**. Today, 67% of European employees claim that they work out of normal working hours, and 62% say that they take care of private problems at work. This trend is even **more pronounced amongst European managers:** 90% of top managers and 84% of managers work outside normal office hours. Moreover, 77% of top managers and 78% of managers solve personal problems at work.

While these new tools are **perceived as having a positive impact on the quality of life at work** (68%), the actions taken by companies to adapt to this trend are still judged to be insufficient: 39% feel that the efforts made to introduce new ways of organizing work are insufficient, 36% feel the same about well-being at work and 28% about the flexibility of the organization of working hours.

Does innovation hold the key to improving well-being at work? Companies in Sweden have been very innovative in the field of working methods and the organization of work in recent years. More flexible, they offer a

² Sweden joined the panel for the first time in 2014.

³ Portugal joined the panel for the first time in 2014.

quality of life at work that scores 7.1/10 amongst Swedish employees, compared with 6/10 in Portugal, 6.2/10 in France and Italy and 6.3/10 in Spain.

"Despite the end of the crisis, we have observed a phenomenon of the concentration of work on more highly qualified employees, i.e. managers, for whom time spent working has become the top concern. This preoccupation will grow for all employees in the years to come, as digital technology spreads and the frontier between private life and work becomes more blurred", declares Antoine Solom, International Director of Ipsos Loyalty.

THE EDENRED-IPPOS BAROMETER

A reference on the employee benefits market, Edenred has been developing a wide range of tools to understand social trends for over 50 years. For the ninth year in 2014, Edenred partnered with Ipsos to conduct a survey among a large sample of European employees to assess their motivation levels and their well-being in the workplace. This year, 8,800 German, Belgian, British, Spanish, French, Italian, Portuguese and Swedish employees took part in the online survey in January 2014.

"In our capacity of observers of the job market, we listen closely to companies to improve their efficiency, in particular in terms of human resources. The Edenred-Ipsos Barometer is good way of identifying employees' needs and designing solutions that meet their expectations as closely as possible", states Jacques Stern, Chairman and Chief Executive Officer of Edenred.

About Edenred

Edenred, which invented the Ticket Restaurant® meal voucher and is the world leader in prepaid corporate services, designs and delivers solutions that improve the efficiency of organizations and increase individuals' purchasing power.

By ensuring that allocated funds are used specifically as intended, these solutions enable companies to more effectively manage their:

- **employee benefits** (Ticket Restaurant®, Ticket Alimentación, Ticket CESU, Childcare Vouchers, etc.)
- **Expense management** (Ticket Car, Ticket Clean Way, Repom, etc.)
- **incentive and rewards programs** (Ticket Compliments, Ticket Kadéos, etc.)

The Group also supports public institutions in managing their **social programs**.

Listed on the NYSE Euronext Paris stock exchange, Edenred operates in 41 countries, with more than 6,000 employees, nearly 640,000 companies and public sector customers, 1.4 million affiliated merchants and 40 million beneficiaries. In 2013, total issue volume amounted to €17.1 billion, of which 60% was generated in emerging markets.

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About Ipsos

Individuals have never given as many keys about themselves as today. But at the same time, they have never been so misunderstood and unknown.

Ipsos, which deciphers the real life of consumers and citizens, is an independent group operating in 86 countries and the market leader in France To help you take the right decisions that will change your life.

Ipsos Loyalty: Practice specialized in employee engagement surveys and leadership development programs to assist transforming organizations, Ipsos Loyalty supports its customers needs, from survey creation to action planning definition.

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