



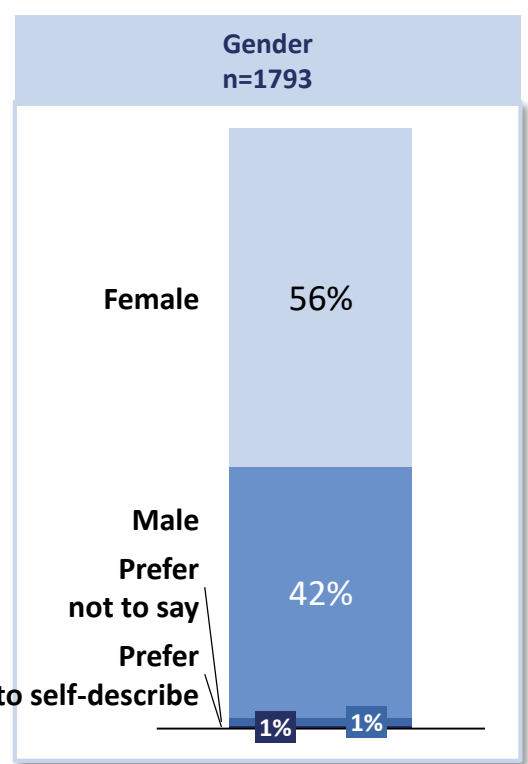
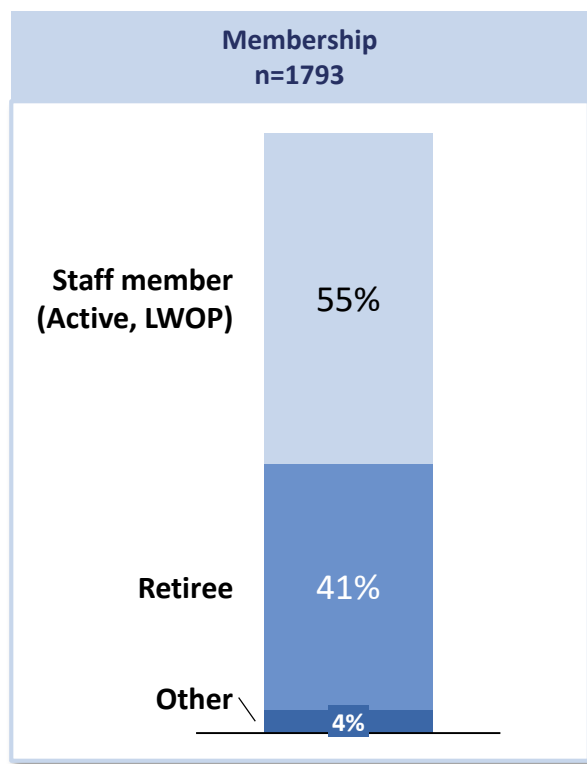
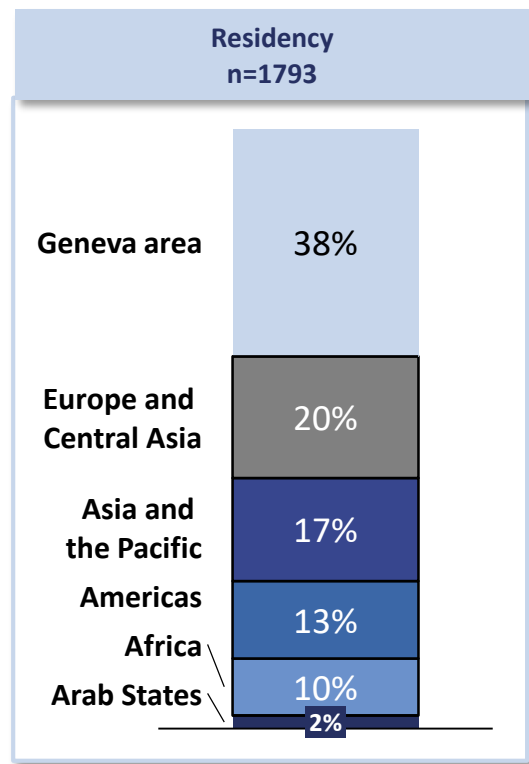
SHIF Satisfaction Survey - Results

Executive summary

December 2019

With the support of the Business Innovation Unit (BIU)

Demographics

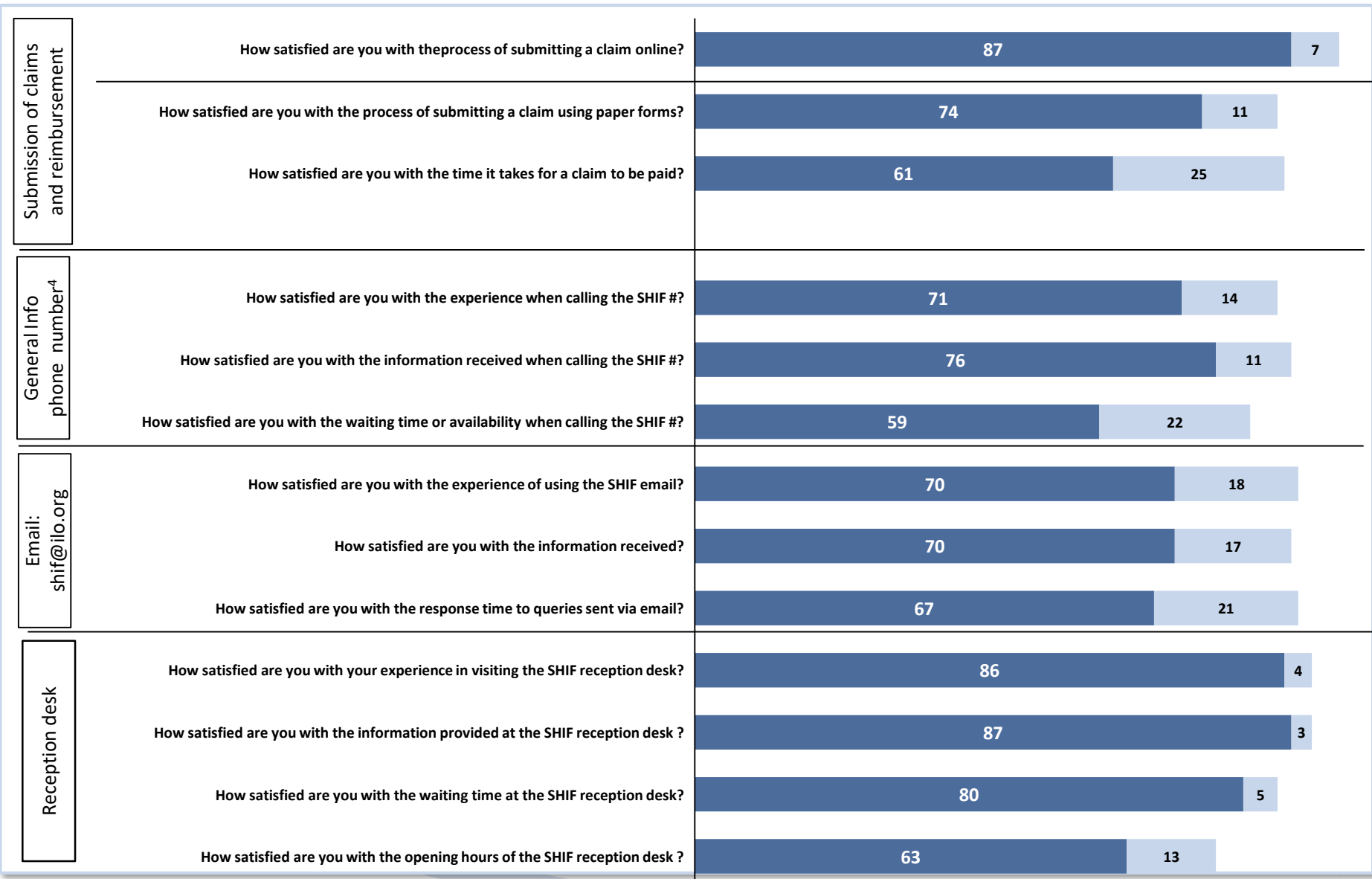


Key insights

- 38% of respondents – both active staff and retirees – declared to be residing in the Geneva area (n=682) and 62% in all other regions (n=1112)
- Response rate was representative for all groups. The total number of survey responses reached 1,793, with 1,328 written comments
- 55% of respondents reported to be active staff (n=986), 41% retirees (n=735) and 4% others (n=72)
- Women accounted for 56% of respondents (n=1004), men 42% (n=753) and 2% replied «prefer not to say» or “prefer self-describe” (n=36)

Overview of the satisfaction levels (1/2)

■ Satisfied^{2,3} ■ Dissatisfied¹



SOURCE: SHIF Survey 1 – “Dissatisfied” includes “very dissatisfied” and “somewhat dissatisfied” categories 2- “Satisfied” includes “very satisfied” and “somewhat satisfied”
 3- Neutral responses are not presented 4 – SHIF number +41 22 799 8818

Overview of the satisfaction levels (2/2)

■ Satisfied ■ Dissatisfied □ Never used

