
ECB Staff survey highlights need for organisational change to restore trust

Key points:

- **IPSO launched an ECB Staff survey in February 2025:** The survey, conducted by IPSO, collected the views of ECB staff on matters including temporary contracts, recruitment, and career development. It included questions taken from the ECB staff survey conducted in 2015 to assess the impact of organisational changes over the past decade. Launched in February 2025, the IPSO survey gathered 1,425 responses.
- **Significant Dissatisfaction with Transparency and Favouritism:** The survey revealed widespread dissatisfaction among ECB staff regarding the transparency of recruitment and career advancement processes. Many respondents believe favouritism plays a larger role than job performance in promotions.
- **Job Insecurity and High Stress Levels:** Job insecurity is a major concern, particularly for those on successive temporary contracts. High stress levels were reported, with many feeling their contractual situation affects their ability to speak freely or resist unreasonable demands.
- **Deterioration Since 2015:** The introduction of the Chief Services Officer (CSO) function in 2015 has not met expectations, leading to a disconnect between staff and the Executive Board. Stress levels have increased, job security has reduced, and trust in management has declined compared to 2015.
- **Low Trust in Leadership:** Significant levels of low or no trust were reported towards key leadership positions, including the Head of HR, CSO, Executive Board, and ECB President. Over half of the respondents expressed low trust in these roles.
- **Key Recommendations:** The survey recommends addressing job insecurity, promoting merit-based career progression, increasing transparency in recruitment and career progression, improving work-life balance, and enhancing staff representatives' involvement in HR decisions.

Note on IPSO: IPSO is the sole trade union recognised by the ECB to represent workers at the European Central Bank (ECB). IPSO holds 7 out of the 9 seats in ECB's Staff Committee elected by all ECB staff.

**If you would like more information, or to schedule an interview, please contact:
Carlos Bowles (IPSO's Vice President, in charge of press relations) - carlos_bowles@yahoo.fr**

Overview of the IPSO survey figures

Please let us know your level of trust towards:	Low +No trust at all (%)
DG-HR Senior Management	62.8
The Chief Services Officer	68.5
The SSM Chair	24.5
The Executive Board	51.9
The ECB President	57.1

	Answer	(%)
I trust the honesty of ECB communications regarding HR policies	Tend to disagree +Strongly disagree	66
Level of satisfaction towards transparency of appointments and promotions at the ECB	Dissatisfied +Very dissatisfied	74
Staff Representatives (instead of the Head of HR) should be the ones presenting staff views to the Executive Board before they decide on staff matters	Tend to agree +strongly agree	68

Comparison with the 2015 ECB staff survey

How do staff member typically goes ahead in this organisation?	2015 (%)	2025 (%)	Change (pp)
By knowing the "right" people	65	77	+12
By performing their job well	46	34	-12

	Unfavorable answer	2015 (%)	2025 (%)	Change (pp)
The amount of stress I have at work is a real problem	Tend to agree +strongly agree	30	52	+22
Staff at the ECB are reluctant to reveal problems or errors to management above them	Tend to agree +strongly agree	42	68	+26
The ECB does a good job of promoting the most competent people	Tend to disagree +strongly disagree	39	72	+33
How do you rate your job security				
Fixed-Term convertible	Poor+Very Poor	16	32	+16
Fixed-Term non-convertible	Poor+Very Poor	59	82	+23
Short-term contracts	Poor+Very Poor	44	89	+45

Each question was answered by an average of 1200 to 1400 respondents.

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