

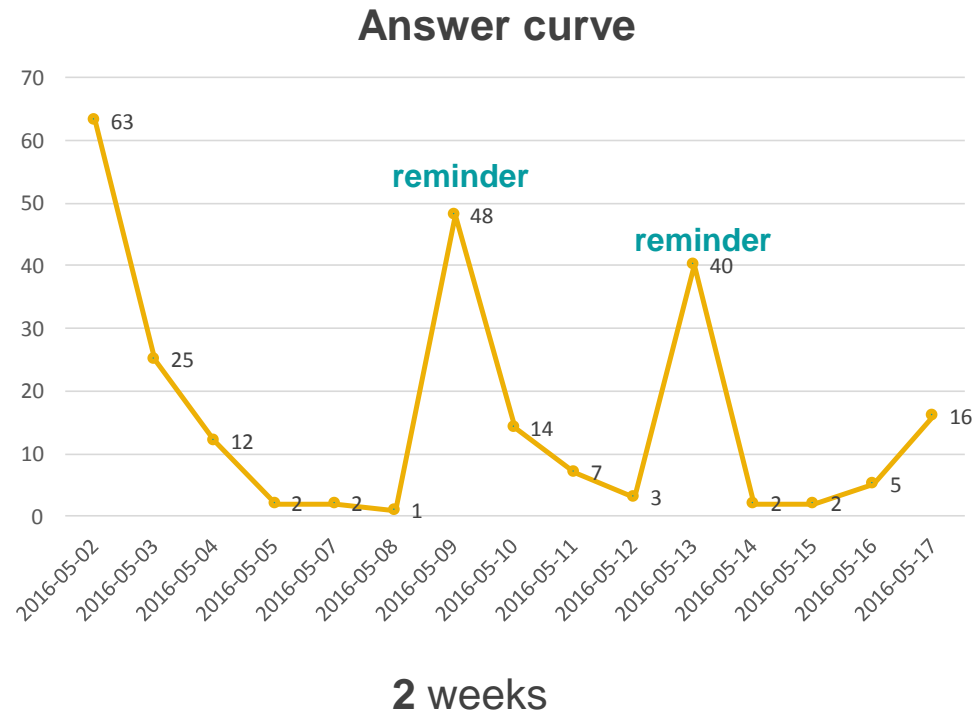


SATISFACTION QUESTIONNAIRE

ANALYSIS OF RESULTS

SURVEY DATA

- **793** persons
- **242** answers
- **30%** of response rate



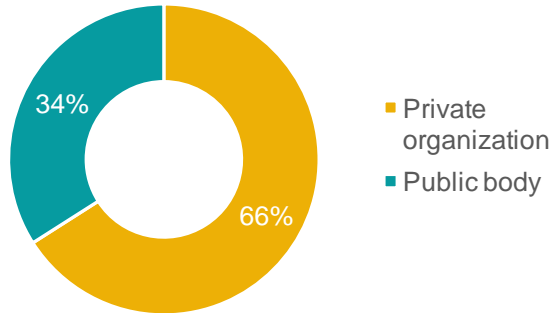
METHODOLOGY

- ▶ Topics are submitted to respondents as per their role(s)
- ▶ IT tools has been added to topics, even though their responsibility lie with the Commission, not the PO
- ▶ Respondents are invited to add comment (verbatim) per category of topics, wherever they put at least one negative score
- ▶ Scoring values are consistent across questions : Very satisfactory (2), Satisfactory (1), No opinion (0), Rather dissatisfactory (-1), very dissatisfactory (-2)
- ▶ Percentages are not shown where populations are too small to grant statistical representativeness, namely for SC, SRG, GB members
- ▶ Verbatim are processed manually and their related categories discovered through iterative regroupings
- ▶ Some isolated but very specific verbatim are extracted either as suggestions or criticisms
- ▶ Satisfaction attribution analysis, as per respondent profile data, is based on numerical scores averaged across all closed-ended questions, ignoring « no opinion ».

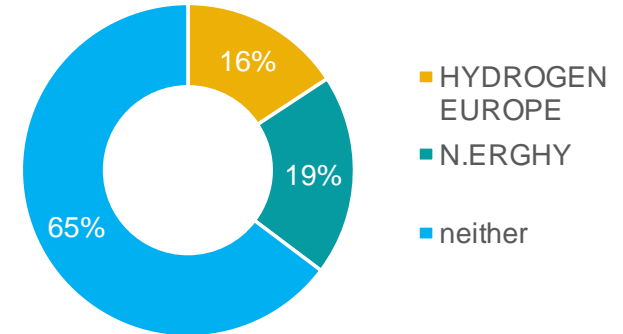
RESPONDENT PROFILING

ORGANISATIONS

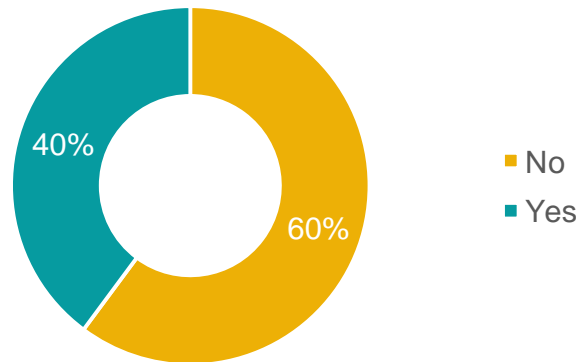
What is your organisation ?



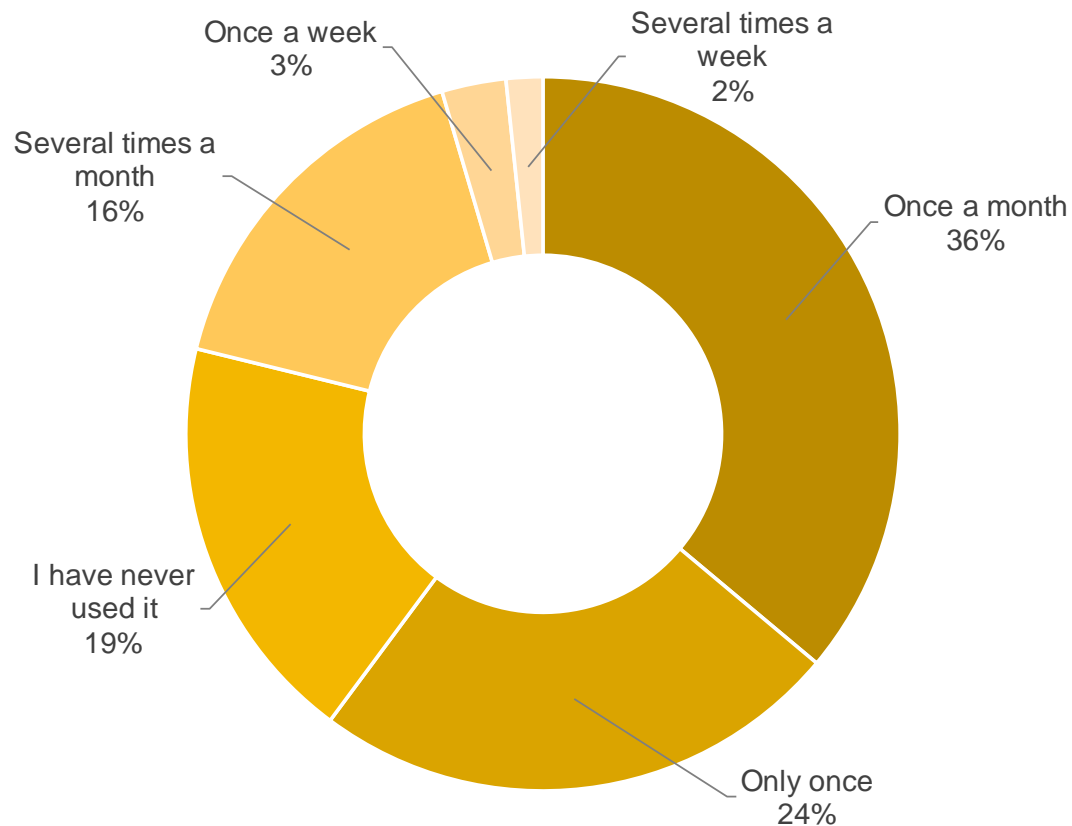
Are you a member of...



Do you work in a small or medium enterprise ?

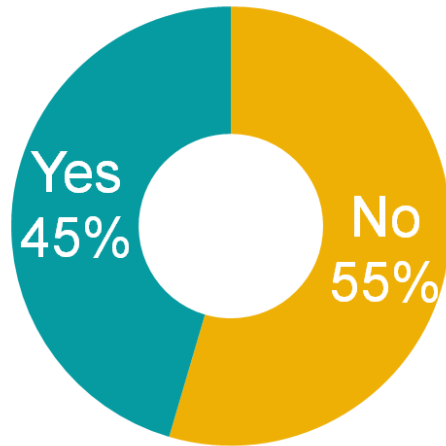


FREQUENCY OF CONTACT WITH THE PO

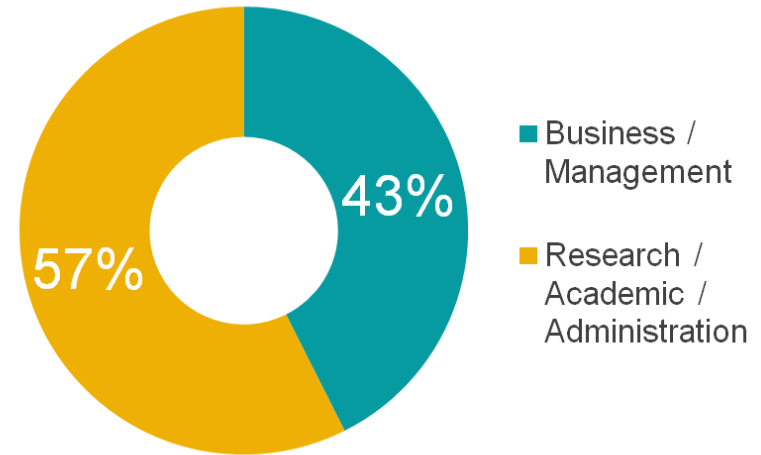


ROLES AND PROFILES

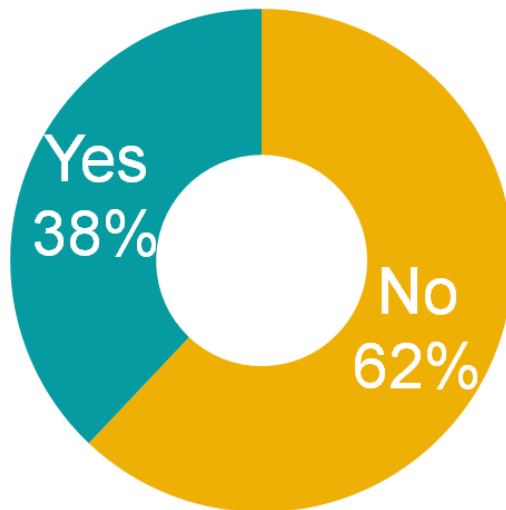
Do you have any expert role ?



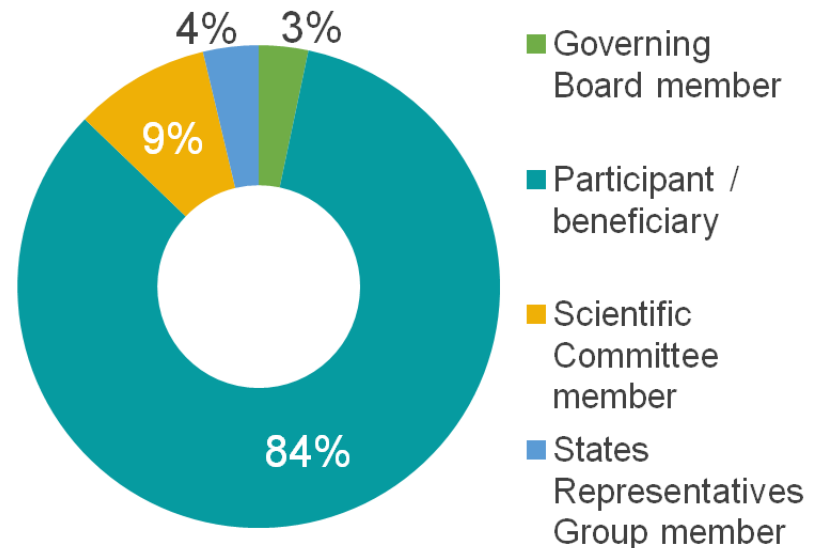
What is your profile ?



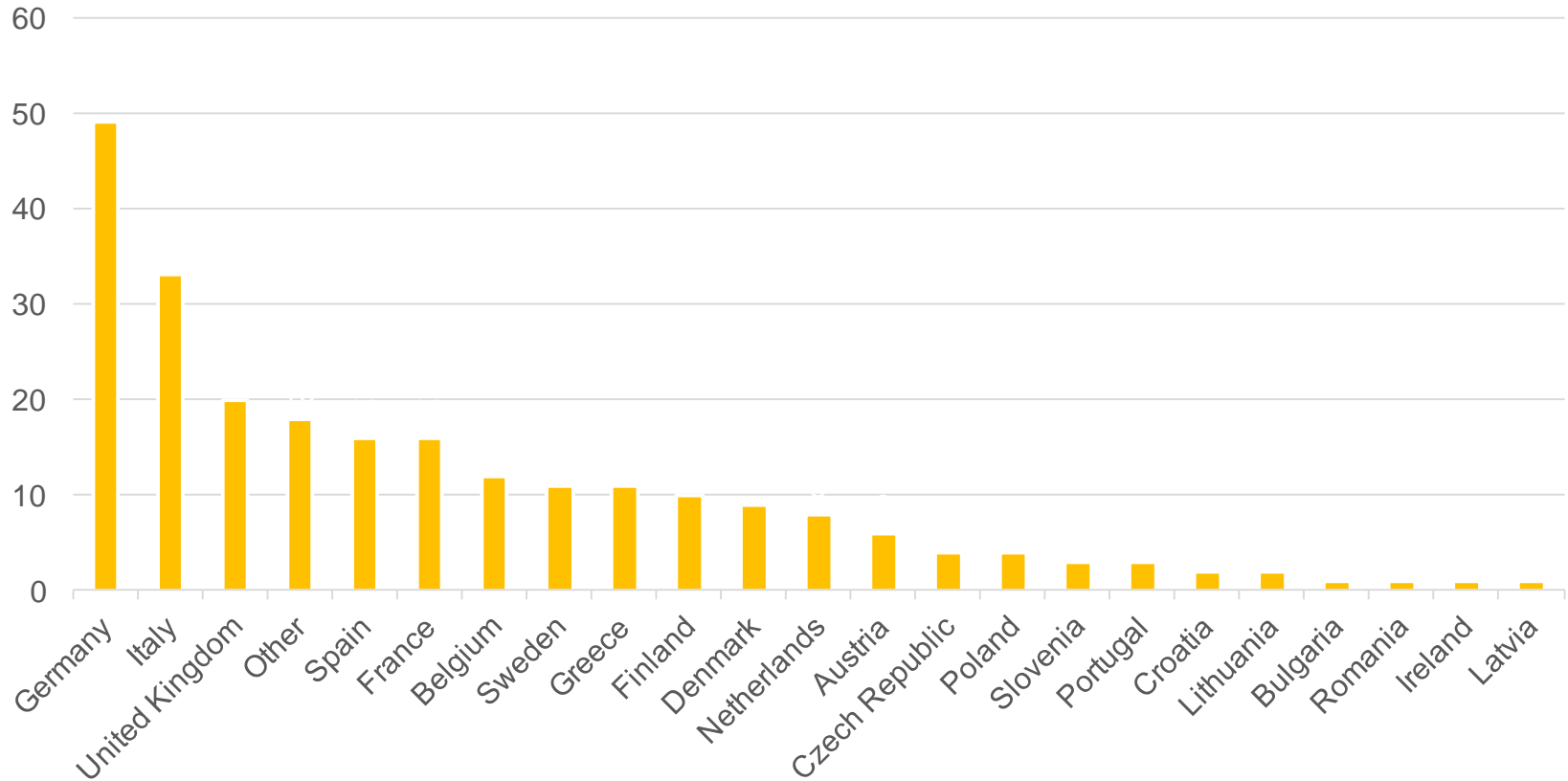
Do you yourself co-ordinate any projects ?



What is your main role with regards to the FCH JU



COUNTRIES

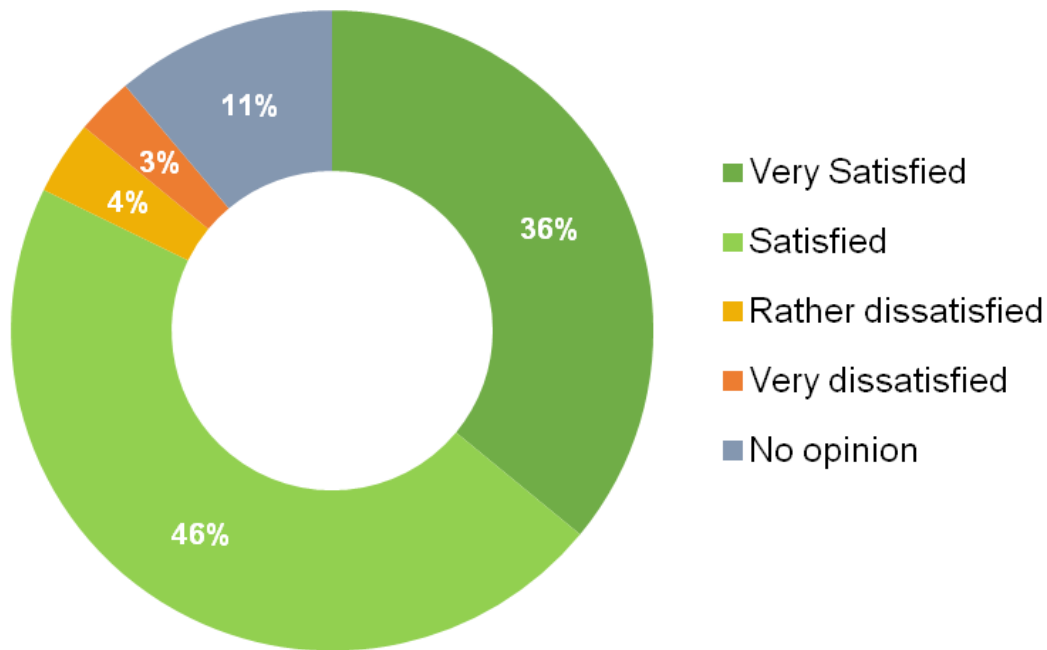


Breakdown of counts per country of respondent

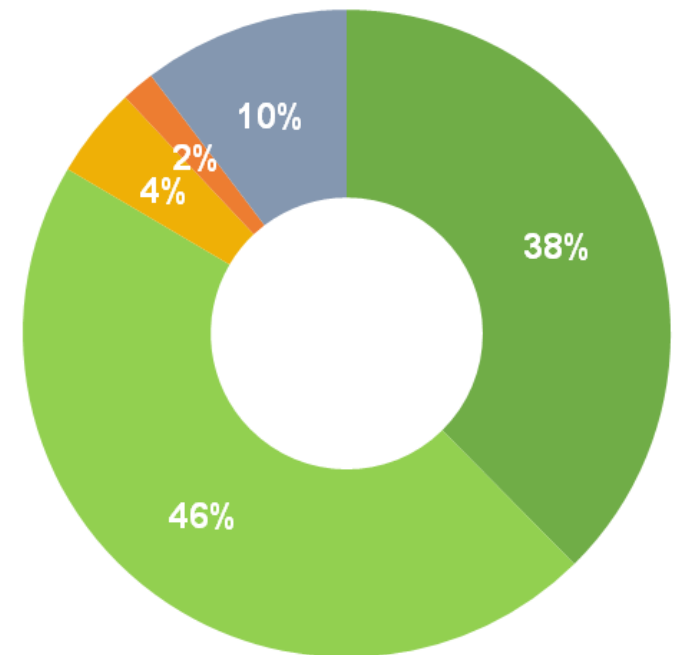
QUANTITATIVE ANALYSIS

GLOBAL SATISFACTION ALL POPULATIONS

Quality and speed of communication with the PO



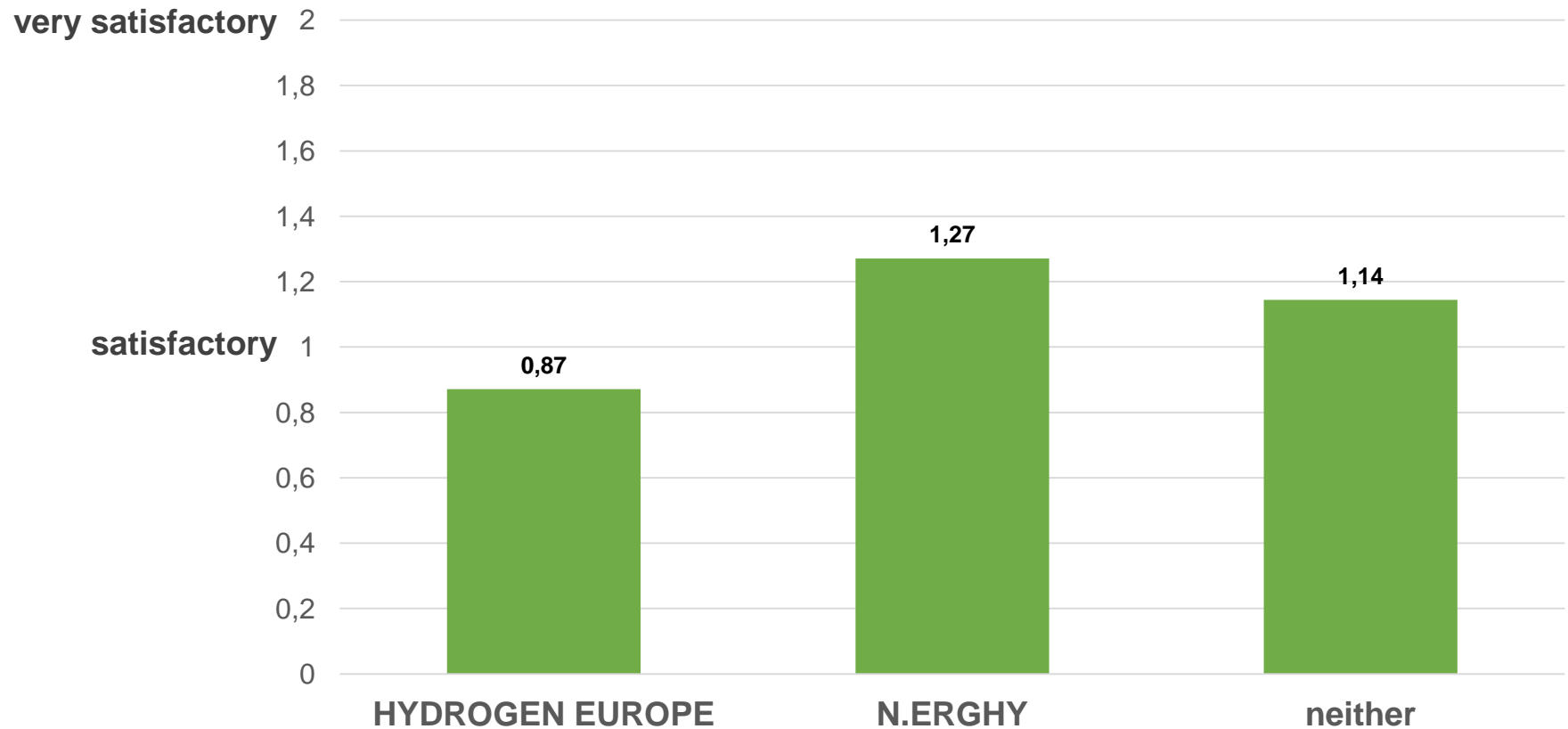
Quality of information supplied by the PO



The all-topics satisfaction index amounts to 1,13 above the “Satisfactory”.

ATTRIBUTION ANALYSIS / PRIVATE MEMBERS

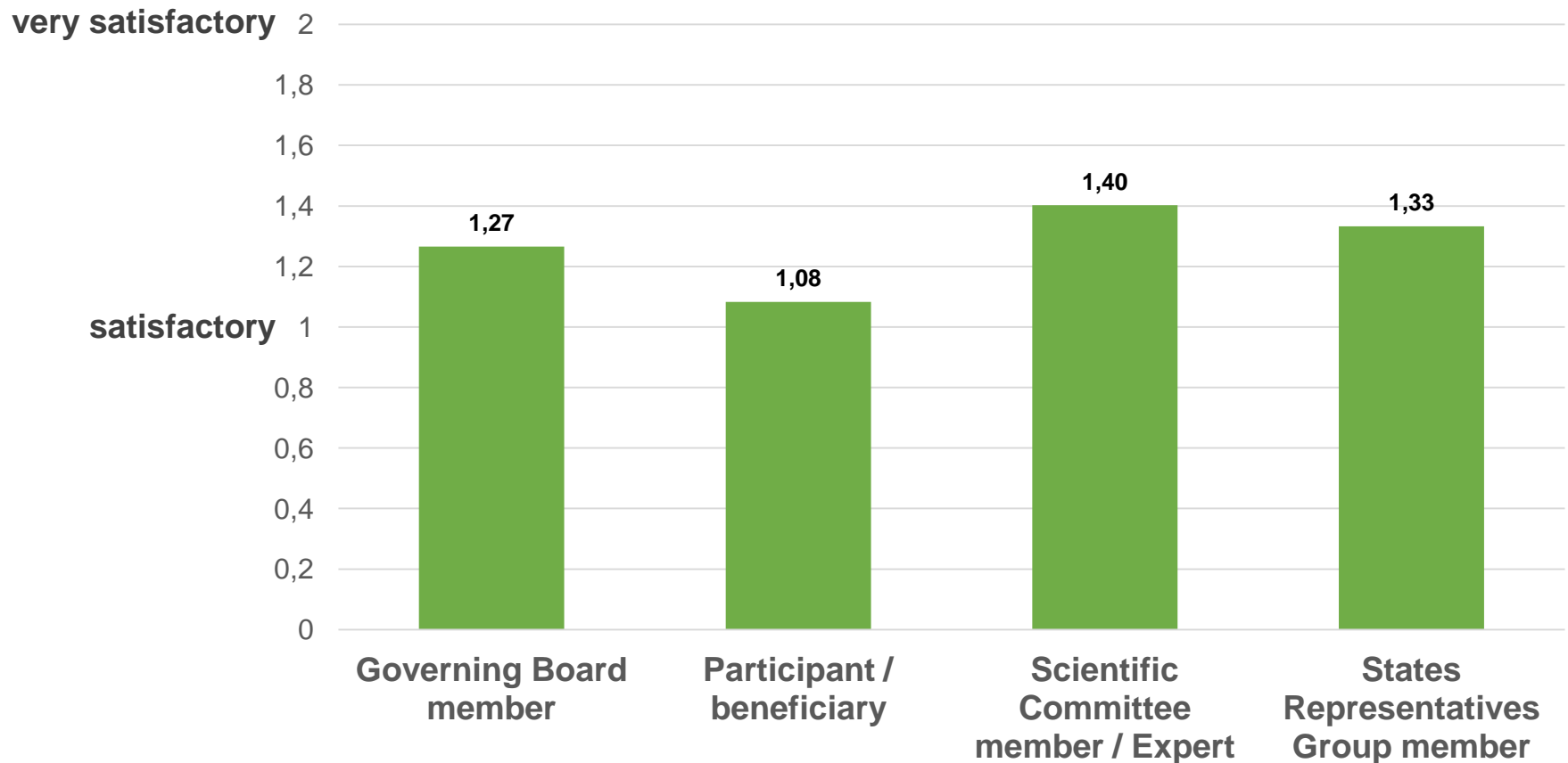
Global Satisfaction Index : 1,13



No topic has a negative average score

ATTRIBUTION ANALYSIS / STAKEHOLDER GROUP

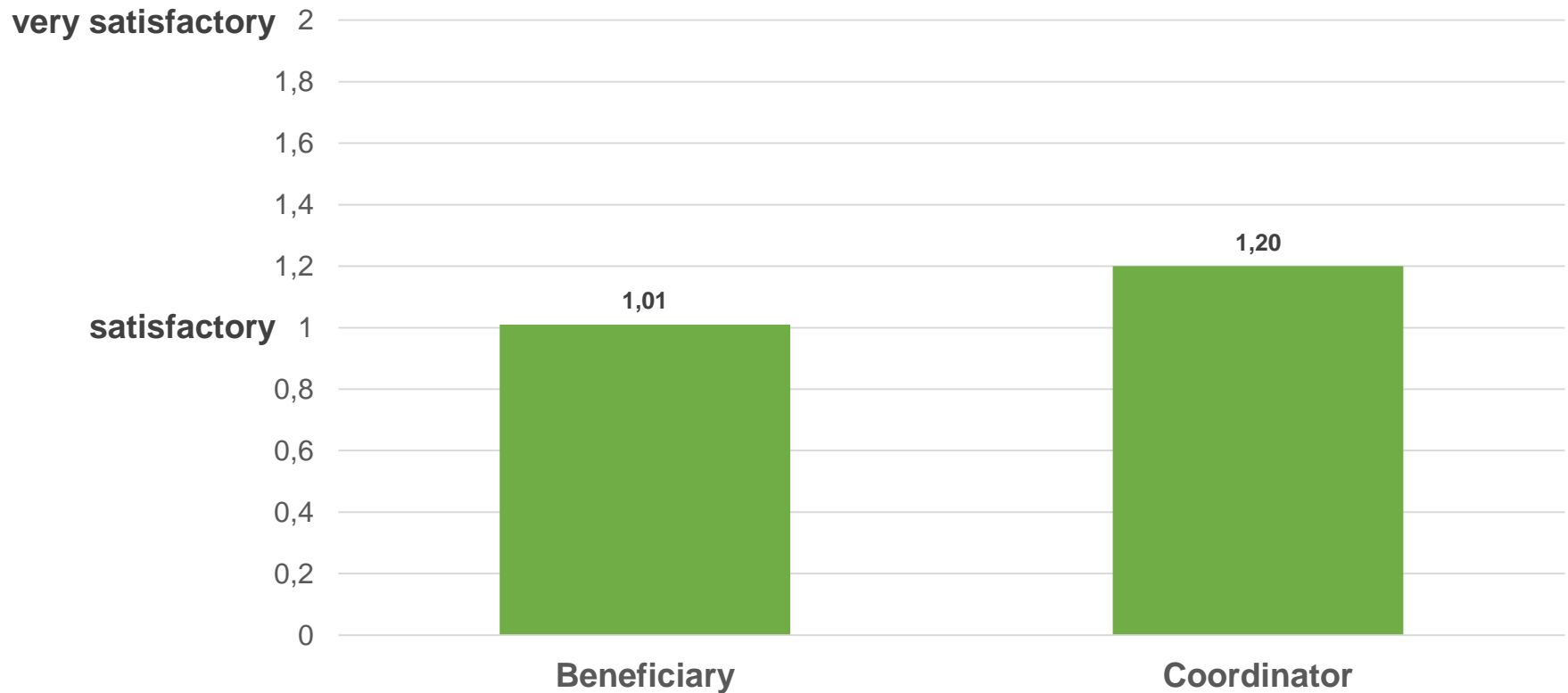
Global Satisfaction Index : 1,13



No topic has a negative average score

ATTRIBUTION ANALYSIS / ROLE

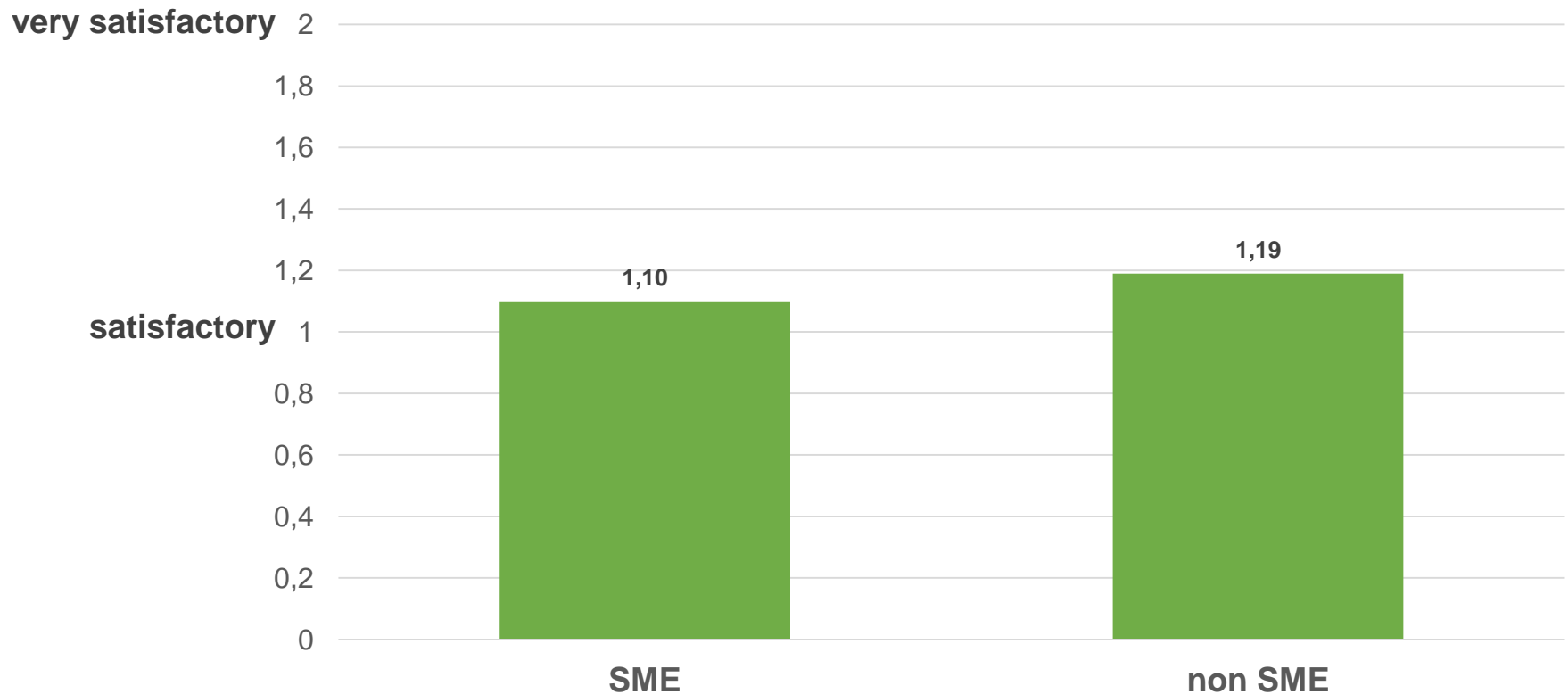
Global Satisfaction Index : 1,13



No topic has a negative average score

ATTRIBUTION ANALYSIS / SME vs non SME

Global Satisfaction Index : 1,13

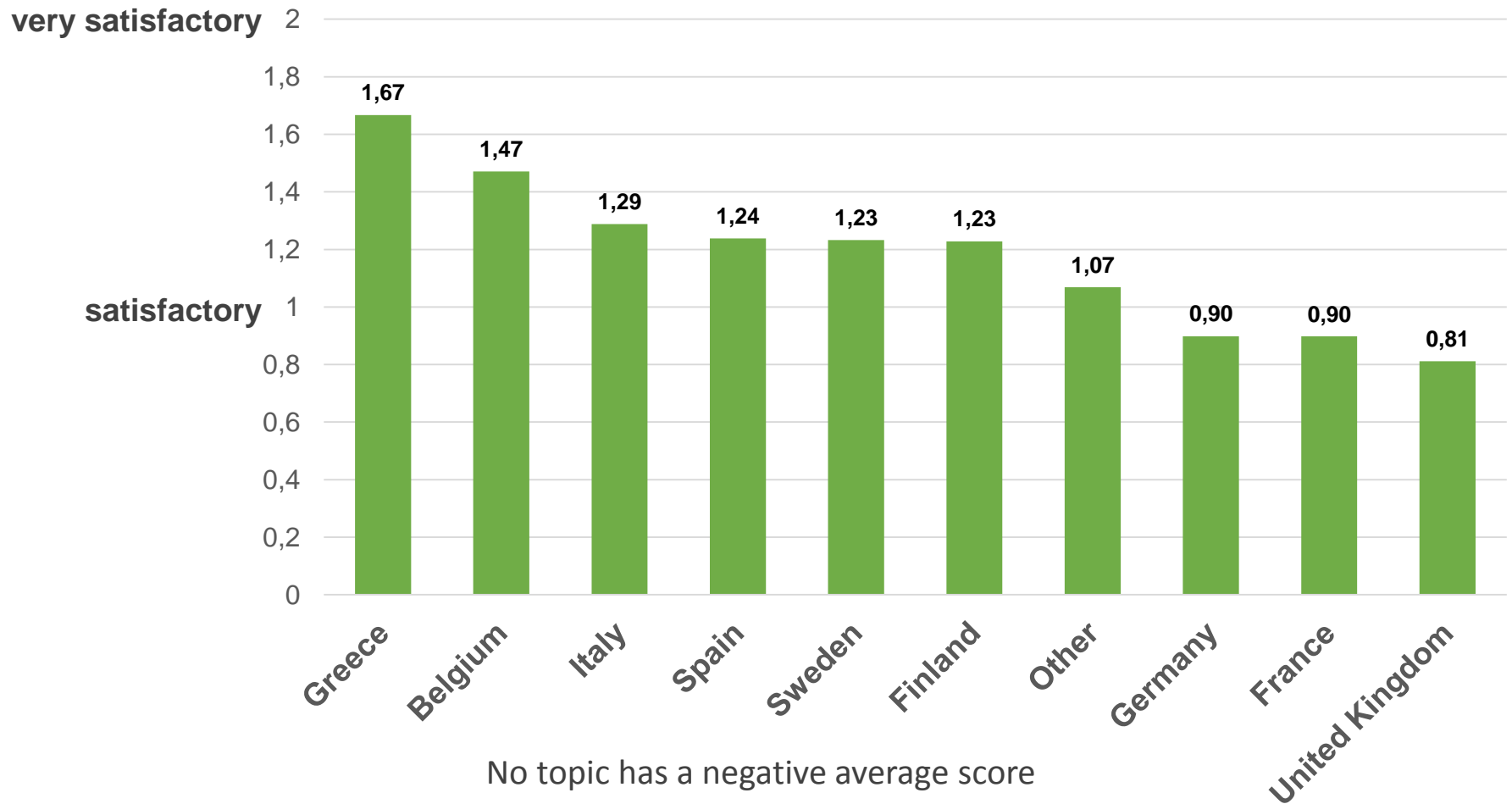


No topic has a negative average score

ATTRIBUTION ANALYSIS / COUNTRY

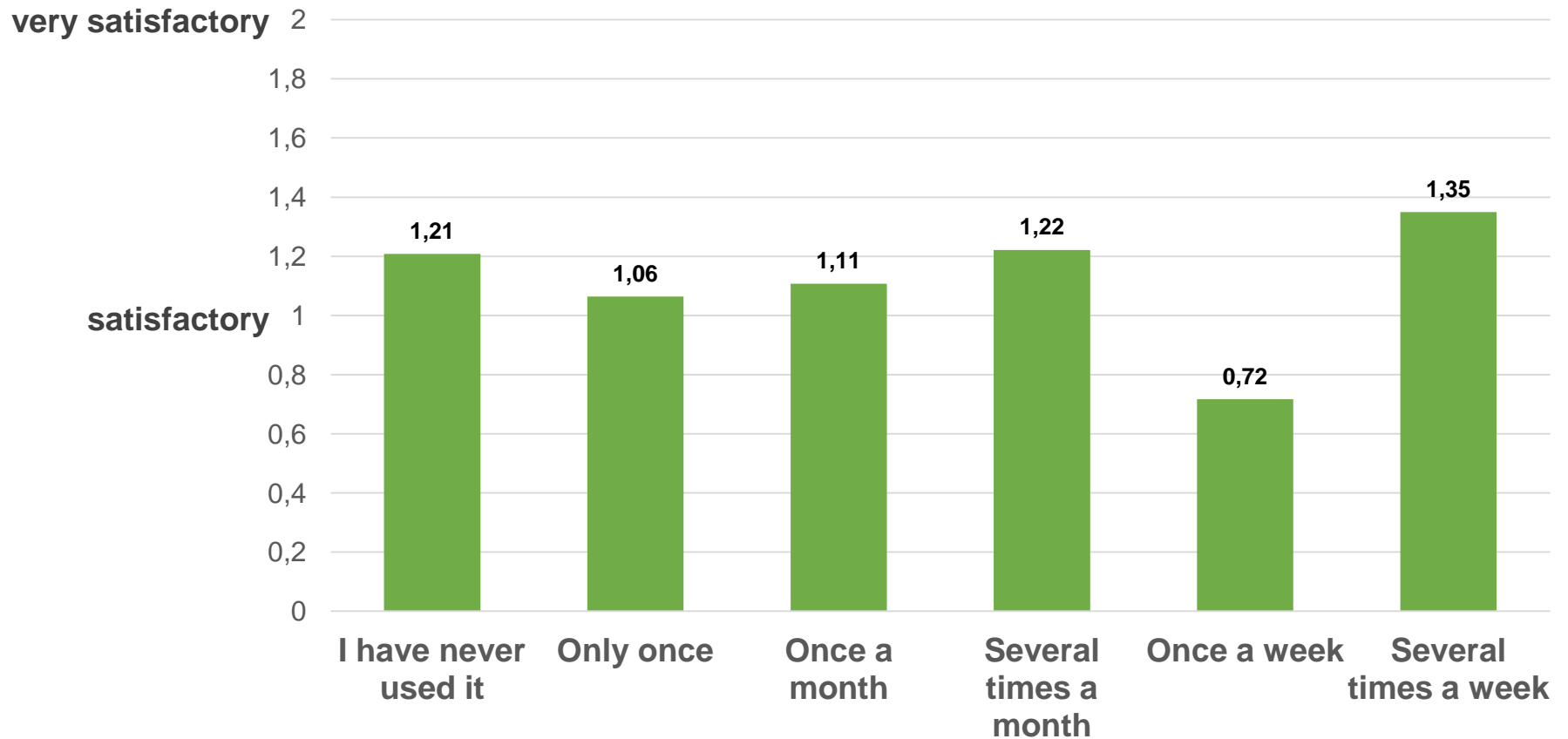
Global Satisfaction Index : 1,13

Countries with 10+ respondents



ATTRIBUTION ANALYSIS / FREQUENCY OF CONTACT

Global Satisfaction Index : 1,13



No topic has a negative average score

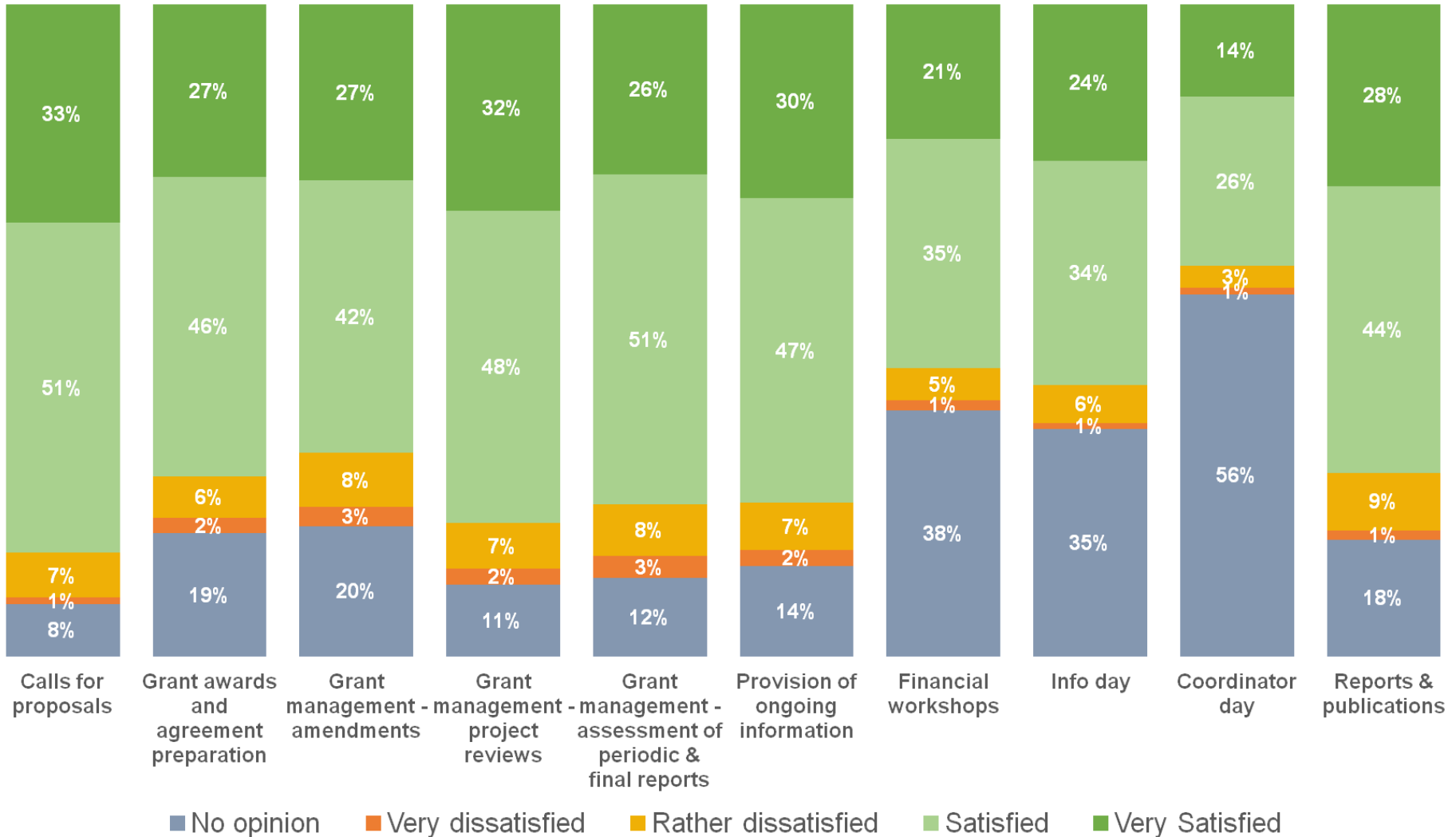
SERVICES / PRODUCTS

PROVIDED BY THE PO

PARTICIPANTS / BENEFICIARIES

SERVICES / PRODUCTS

203 answers



GB / SRG / SC MEMBERS

SERVICES / PRODUCTS

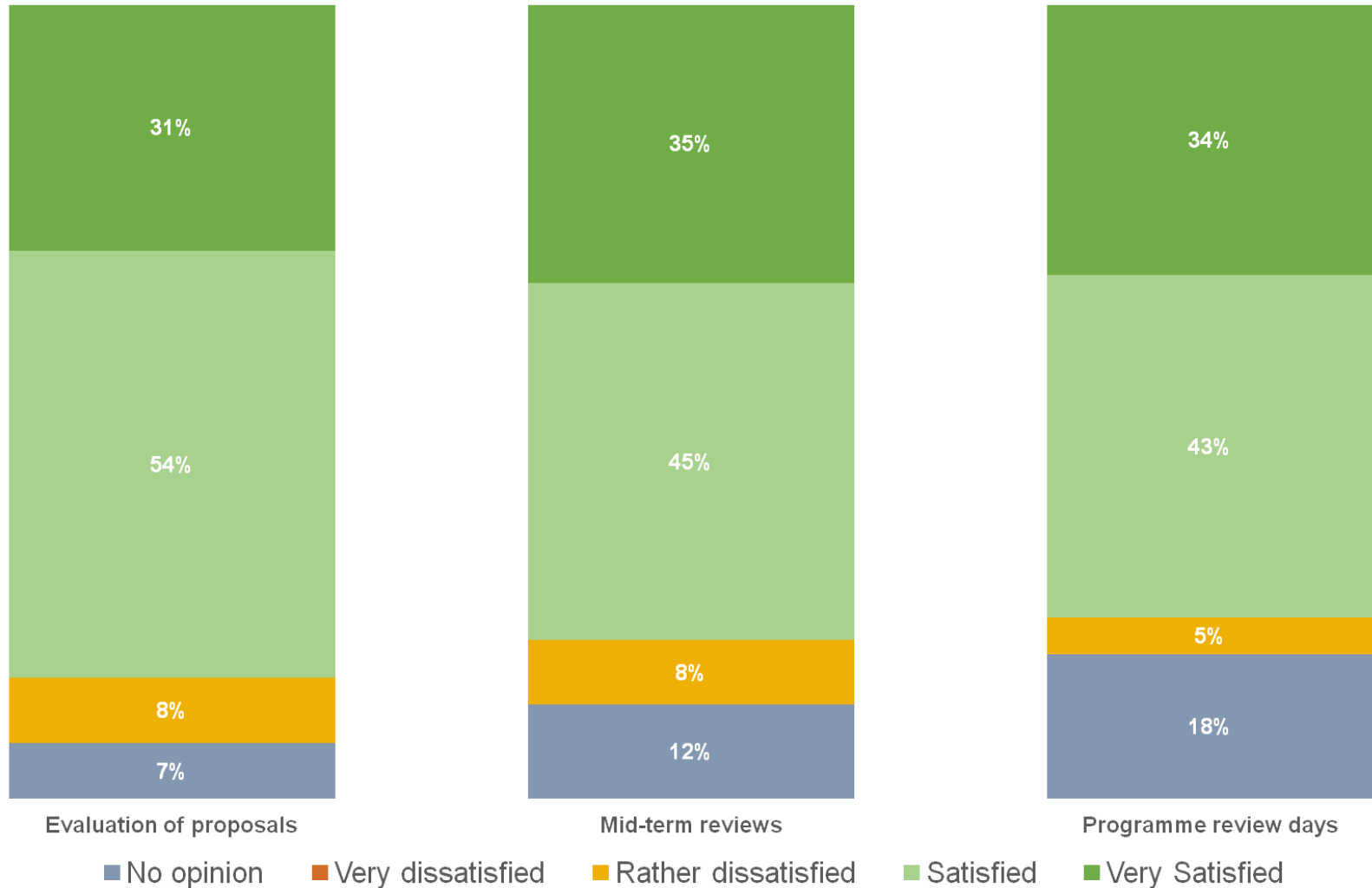
Overwhelming satisfaction on topics below

- ▶ Provision of ongoing information
- ▶ Calls for proposals
- ▶ Calls for tenders
- ▶ Reports and publications
- ▶ Cooperation/consultation on priorities to be addressed in annual work plans
- ▶ Secretariat
 - ▶ Quality of meeting documents and presentations prepared by the PO
 - ▶ Quality of follow-up on agreed actions by the PO
 - ▶ Quality of venue, logistics

EXPERTS

SERVICES / PRODUCTS

110 answers



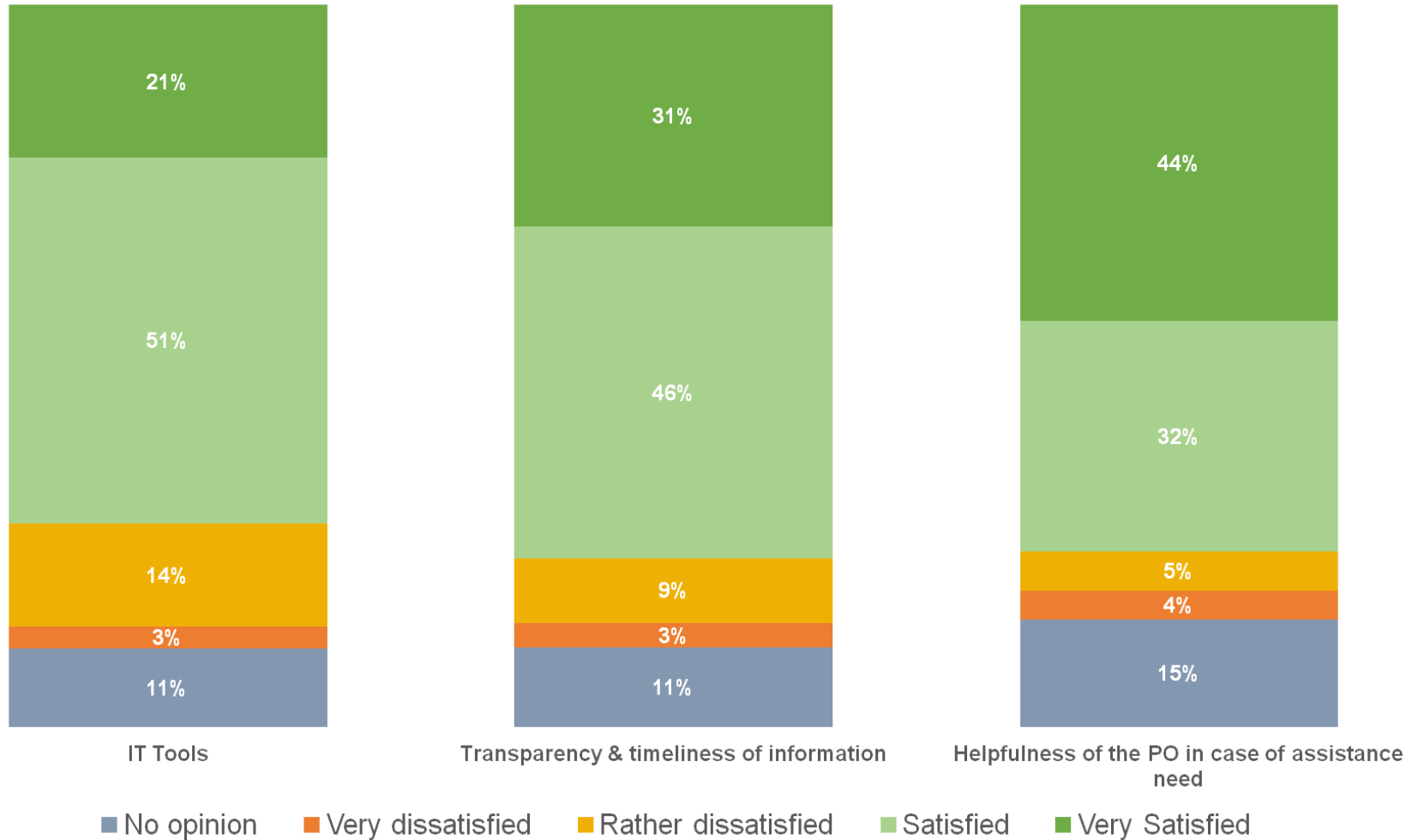
TOOLS / INFORMATION / ASSISTANCE

Amongst services and products

PARTICIPANT / BENEFICIARY

TOOLS / INFORMATION / ASSISTANCE

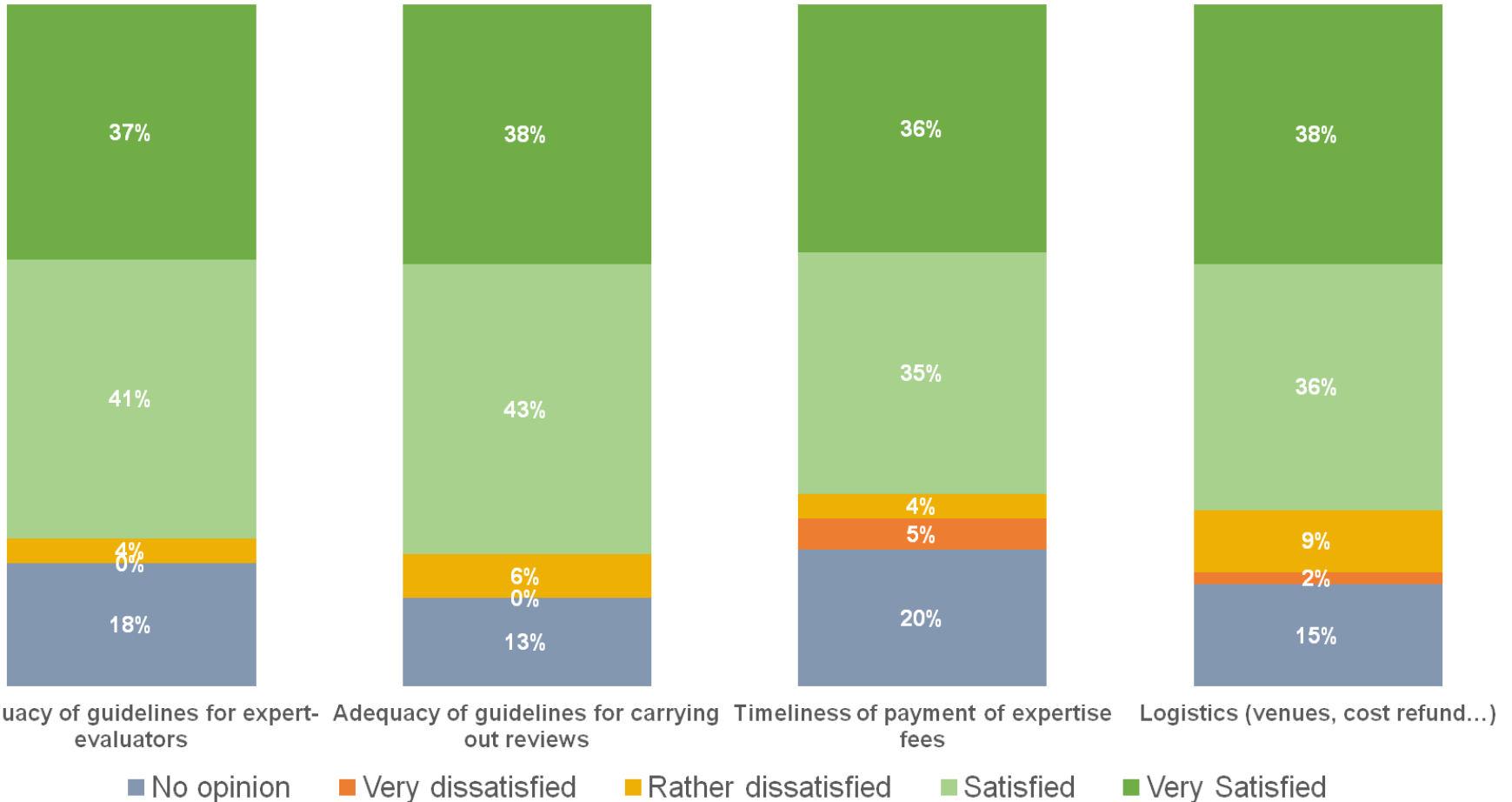
203 answers



EXPERTS

TOOLS / INFORMATION / ASSISTANCE

110 answers



VERBATIM ANALYSIS

STATED MOTIVES OF DISSATISFACTION

	Number
Insufficient frequency/transparency of information/feedback	20
IT tools inadequate or not user-friendly	18
Cumbersome processes	18
Lack of accessibility to/responsiveness of PO	12
Unfair treatment	11
Call preparation - lack of transparency on eligibility of costs	9
Inadequate evaluation process	9
Procedures inappropriate to SME	9
Lack of skill of other stakeholder	9
Lack of didactic explanations	9
Long payment time	6
Lack of visibility of timeline	4
Choice of dates - Constraints on agenda/trips	4

CRITICISMS



IT tools

complicated (no sufficient back-up, lack of support, issues when not used for a while) ; participant portal confusing



Reporting

complicated process, internal FCH policy is not transparent, little information, sometimes late (after end of reporting period)



Long time period for payment

long list of questions (answers covered by CFS) and to review deliverables, very slow and bureaucratic



Amendments

long time to process, heavy administrative procedure



Insufficient/Late information

(outcome of calls, proposals evaluation, project results)

SUGGESTIONS



Simplification of reporting procedures, of amendment process



IT tools

simplified, faster, guidelines for first access



Improve PO availability and reactiveness

faster replies to emails, phone calls



Increase support to SME

contact person, simpler rules, network events



Website

simpler, more user friendly, more informative (“virtual library”, data bank, FAQs....)

CONCLUSION



- ▶ 30%, a good response rate for a first-time survey
- ▶ The level of satisfaction is high and quite even across all topics (**1,13** on a scale from -2 to +2)
- ▶ Beneficiaries are less satisfied than other stakeholders
- ▶ Respondents involved in Hydrogen Europe are also more demanding
- ▶ A number of respondents point to the complex IT tools, long and bureaucratic processes, lack of sufficient/clear/simple guidelines and lack of timely feedback
- ▶ Axes of improvement could include simplification, clearer guidance, increased and enhanced communication
- ▶ There is no significant difference in the level of satisfaction between SME and non SME (GSI for non SME is above the global GSI)
- ▶ Coordinators show a slightly higher level of satisfaction than beneficiaries (GSI for coordinators is above the global GSI)

ANNEX

SUGGESTIONS EXTRACT - 1/2

SUGGESTION (REWORDED)	ROLE OF RESPONDENT
“add a search engine for public deliverables”	Participant / beneficiary
“empowerment of lower-level employees”	Participant / beneficiary
“digitize registration process”	Participant / beneficiary
“Newsfeed”	Participant / beneficiary
“temonas should be lighter - KPI aggregation is complex, sensitive and could lead to misunderstandings”	Participant / beneficiary
“chat”	Participant / beneficiary
“show project interconnectivity”	Participant / beneficiary
“single portal”	Participant / beneficiary
“seminar obligation for project coordinators”	Participant / beneficiary
“Provide a service to enable matching among companies research institutes”	Participant / beneficiary
“fast-track funding”	Participant / beneficiary
“call for proposals should be published outside EU communications, e. g. on hydrogen/ fuel cell information platforms”	Participant / beneficiary

SUGGESTIONS EXTRACT - 2/2

SUGGESTION (REWORDED)	ROLE OF RESPONDENT
"more opportunities about the new consortiums that will be formed"	Participant / beneficiary
"more scientific results in Prog review"	Participant / beneficiary
"more frequent reviews"	Participant / beneficiary
"During proposal preparation: the "edit forms" pdf is rather inconvenient to work with. I don't understand why this needs to be in a PDF file."	Participant / beneficiary
"Two stage proposals. An "Expression of Interest" should be used in the first stage to limit the wasted effort in drafting too many full proposals. At full stage the competition should be <100% oversubscribed."	Participant / beneficiary
"Lump sum amount for equipment costs, not just the depreciation costs in a justifiable manner."	Participant / beneficiary
"show appreciation or recognition for input given"	Participant / beneficiary
"giving local stakeholders the tools and resources to implement a local strategy."	Participant / beneficiary
"Coordination for arranging availability of FC bikes/ cars/buses with suppliers for demonstration purposes for interested public."	Participant / beneficiary
"Higher consideration of industrial production practices in terms of cost accounting"	Governing Board member
"to see the PO at Hannover Fair"	Governing Board member
"webinar"	Scientific Committee member

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Thank you !

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