



# Snapshot of Staff Satisfaction Survey in Serbia

The **ReSPA Staff Satisfaction and Well-Being Survey** was conducted in Serbia between the end of January and the beginning of March 2024. The survey generated **5,228 responses** from more than 78 institutions of the central government administration of Serbia.

According to the survey,

- **67% agree and strongly agree that they feel a strong personal attachment to their institution**
- 53% agree and strongly agree that they are willing to do extra work for their job that is not really expected of them

The survey also showed,

- 51% agree and strongly agree that they often feel stressed at work
- 62% agree and strongly agree that they often feel worn out at the end of a working day

Public servants further shared their [experiences with management and their workplace environments](#).

According to the survey,

- 86% agree and strongly agree that the goals and objectives of their job are clear to them
- 85% indicate that their performance was evaluated at least once during the last two years
- 74% received a conversation to agree on objectives before the beginning of the evaluation period, and 62% had a meeting to discuss the results of their performance evaluation
- 64% agree and strongly agree that their work is interesting
- 59% agree and strongly agree that their superior communicates a clear vision for their institution's future
- 58% agree and strongly agree that their superior regularly enquires about their well-being
- 50% agree and strongly agree that their organization communicates effectively with employees
- 75% agree and strongly agree that the people they work with cooperate to get the job done
- 40% indicate that they have good career advancement opportunities within their institution, and 39% indicate that they have good opportunities for career progression in the public service
- 24% agree and strongly agree that their institution supports work-life balance, such as flexible working arrangements or telecommuting
- 31% indicate that they had attended a general training course during the last 12 months before the survey
- 20% are satisfied with their salary

Notable findings of the survey are [differences between the institutions](#) of the central government of Serbia.

For instance:

- The motivation of public servants to do extra work for their job that is not really expected of them varies from 92% in the highest-scoring institution to 30% in the lowest-scoring institution.
- Public servants' evaluation of the effectiveness and responsiveness of the HR departments (or equivalent) of their institutions varies from 100% in the highest-scoring institution to 25% in the lowest-scoring institution.

The results of the Staff Satisfaction Survey were [presented online](#) to senior leaders of the Human Resources Management Service. The Human Resources Management Service received a [main report](#) for Serbia that compares results across institutions. The report will be published on the Human Resources Management Service website and will thus be made available online.

The Human Resources Management Service further received [32 separate reports](#) for institutions that returned a large enough number of responses. The institutional reports will be shared with the institutions of the central-level administration of Serbia. The main reports provide robust evidence to inform the update and [development of Action Plans in Human Resources Management](#). The large differences between institutions indicate the need for interventions at the level of institutions, in particular, the support of senior and middle management to develop and implement Action Plans in response to the detailed survey results.