

Results of the study



Work at Schiphol

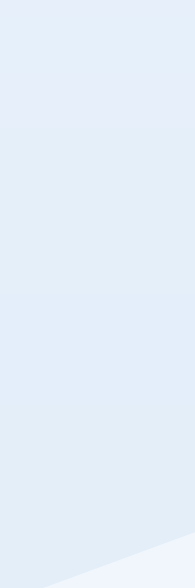
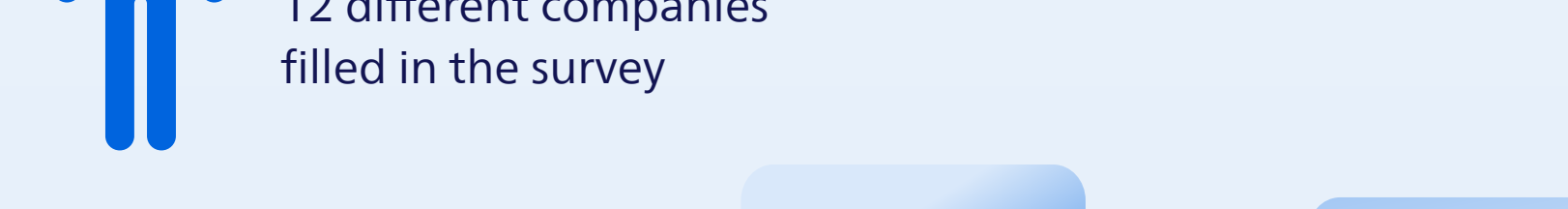
Why was this study carried out?

Schiphol is a dynamic workplace with thousands of employees working for various companies. **How do these employees feel about their work at the airport?**

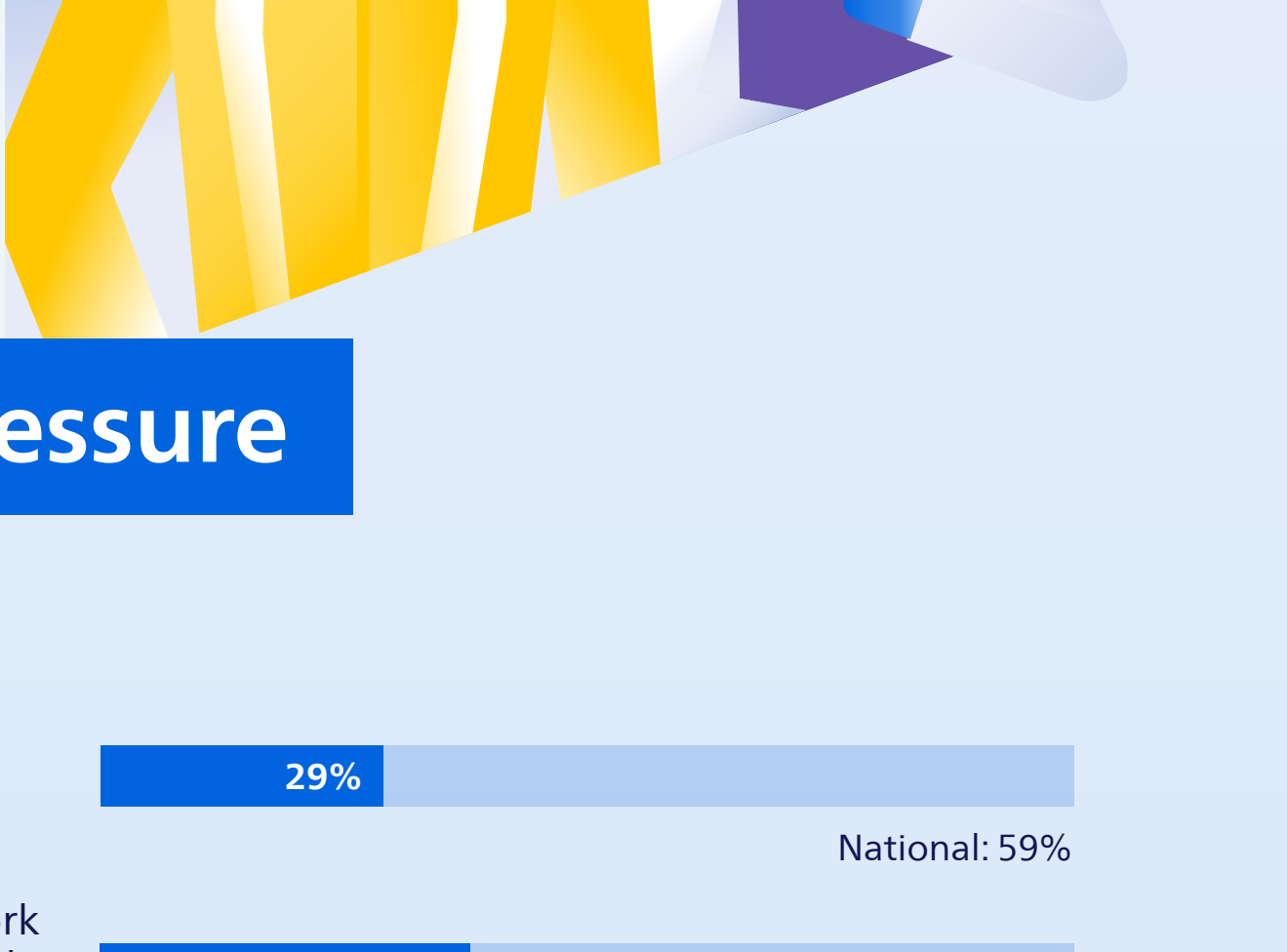
To find out, Schiphol collaborated with unions CNV and FNV to carry out the first study of its kind. The study looked at psychosocial workload (work pressure), behaviour, the culture surrounding safety, and health.

Carried out by TNO

Where possible, the results were compared to the Dutch average, taken from the National Labour Conditions Survey (NEA) carried out by TNO and the CBS. If no national average is indicated after a sentence, it is because it cannot be compared with a question from the NEA.



1.584
employees at
12 different companies
filled in the survey



Work pressure

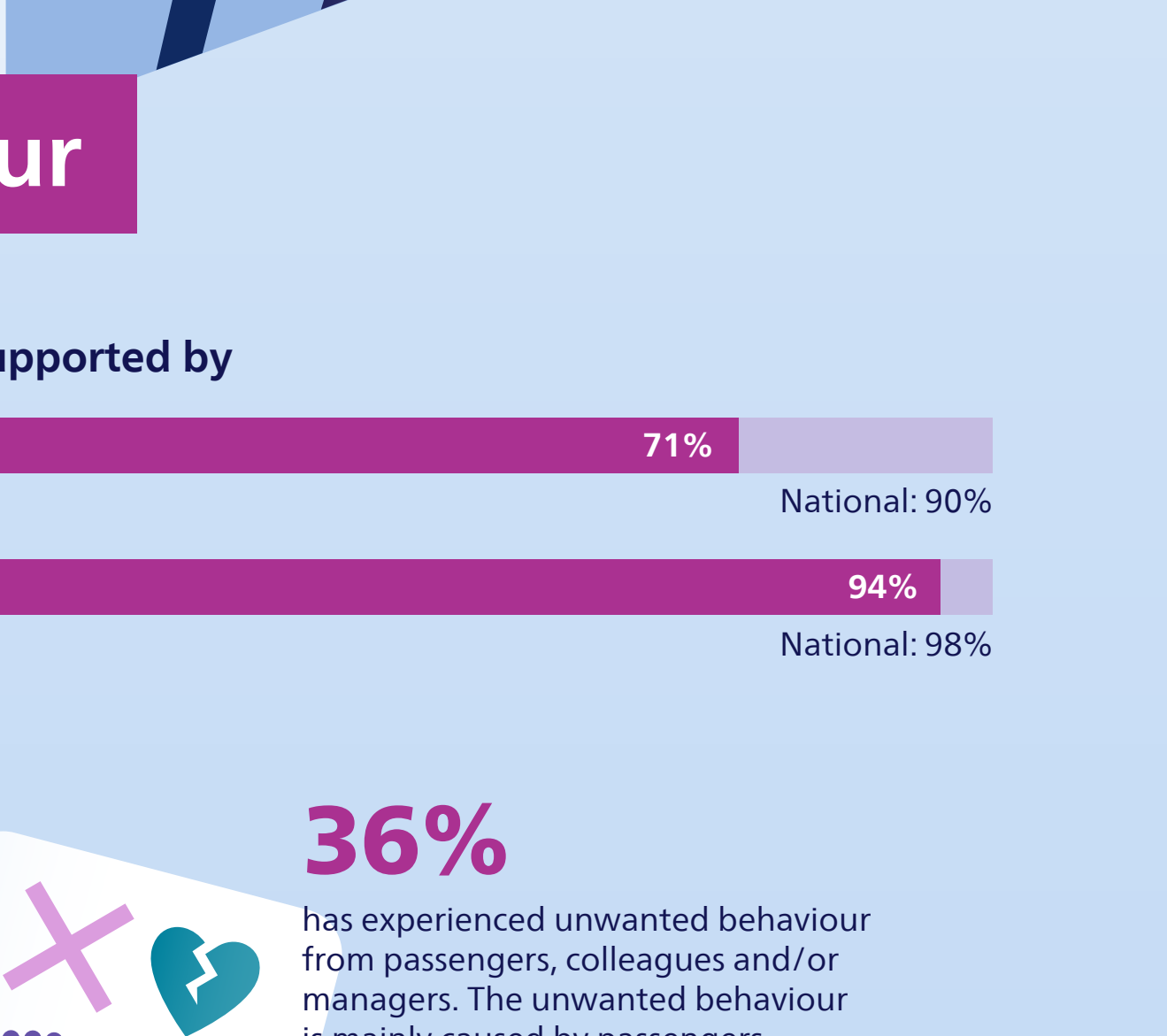
Employees feel

they have autonomy at work **29%** National: 59%

that they have to work hard and quickly, and do a lot of work **38%** National: 32%

78%
say the work requires a lot of attention
(71% nationally)

57,5%
is (very) satisfied with the work-life balance



Behaviour

Employees feel supported by

Manager **71%** National: 90%

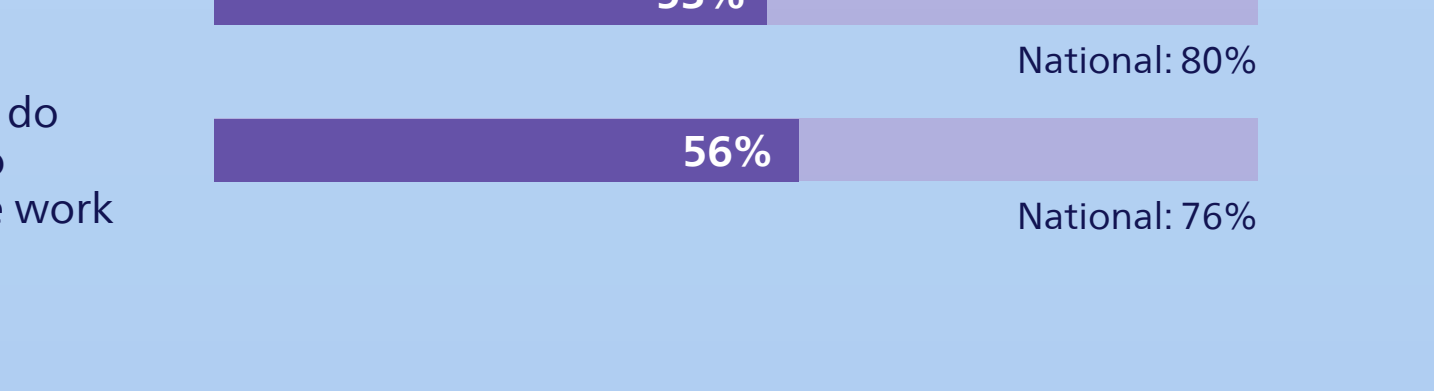
Colleagues **94%** National: 98%

84%
say they have **not** been discriminated against at work
(89% nationally)



36%
has experienced unwanted behaviour from passengers, colleagues and/or managers. The unwanted behaviour is mainly caused by passengers
(17% nationally)

41%
has recently experienced a work conflict with colleagues, their manager and/or employer
(26,5% nationally)



Culture surrounding safety

Employees feel

that it is easy to ask for help **59%** National: 80%

that safety rules are adhered to **53%** National: 80%

that managers do their utmost to prevent unsafe work **56%** National: 76%

79%
know where to go for questions about safe and healthy work
(76% nationally)

45%
can raise difficult issues at work
(70% nationally)

67%
say they can approach managers regarding safety risks

72%
say information on how to work safely and healthily is provided
(71% nationally)



Employees feel that management

prioritises safety, even if this means the work takes longer **36%**

is aware of weaknesses when it comes to safety **39%**

32%
say they take initiative when it comes to improving safety

24%
are told what has been done with reports on safety issues

20%
say that it's okay to make mistakes
(61% nationally)



51%
have enough time to follow safety procedures at work

42%
say enough attention is paid to work safety when new colleagues are being trained

45%
say that employees generally get blamed for mistakes

67%
are told when they are working in an unsafe way
(74% nationally)

79,5%
address the unsafe behaviour of colleagues
(77% nationally)



Health

Employees

feel (very) healthy **68%** National: 79,5%

are (very) satisfied with their job **65,5%** National: 79%

experience burnout symptoms **29%** National: 19%

In conclusion

This survey is a baseline measurement. The results show how employees experience their workplace and will help with future research. The comparison with the Dutch average is meant as background information, not as a standard. The survey will be repeated periodically to monitor developments.

What next?

We will use the results to further improve the quality of work at Schiphol.

We are now going to start working on the results of the survey. This is a collaboration between the employers, executives, Schiphol and the trade unions, because only together can we create a good working environment. We will repeat the survey in the coming years to see whether the improvements are having an effect and to continue working on a good and pleasant working environment.

In collaboration with:

Schiphol