

Annual Stakeholder Survey 2018

Overview of Results

An abstract graphic consisting of several large, overlapping white shapes on a dark blue background. The shapes are curved and organic, resembling stylized petals or abstract architectural forms. They are positioned in the lower right quadrant of the page, extending from the bottom edge towards the center.

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ECHA's Annual Stakeholder Survey 2018 – Overview of Results

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ECHA's Annual Stakeholder Survey 2018

1. Summary

ECHA's annual Work Programmes outline the Agency's activities and outputs for each year. These are measured against specific indicators and estimates, through which achievements can be followed up. Many of the performance indicators set in the annual Work Programme are evaluated with the help of statistical data and a number of non-numerical indicators are evaluated through a stakeholder survey.

The annual stakeholder survey provides ECHA with valuable input on how its stakeholders perceive the Agency's work. The survey gives an indication on whether ECHA is on the right track and in which areas it could improve. It also provides valuable input for the planning of future activities.

One important part of the survey is the possibility for stakeholders to provide feedback in the form of free text. Although these texts are not published, ECHA analyses both these and the entire survey throughout, using the detailed information internally to improve its processes. At the end of the survey, the respondents were also requested to provide feedback on the survey itself. ECHA is also using this information as well as the lessons learnt to constantly improve the design of the survey.

The survey results are used to gauge stakeholders' satisfaction with ECHA's work in 2018 and are also reflected in ECHA's General Report. This report contains more detailed results of the 2018 survey.

The survey for ECHA's Committees was executed in July-August and the annual stakeholder survey in November-December 2018. The latter was open to respondents between 12 November and 6 December 2018. It received 889 viable responses from 12 666 recipients. Thus, its reply rate was 7.0 % (in 2017 6.3 %). The median time used to fill in the survey was 15 minutes. The results presented in this report are a combination of the two surveys.

ECHA would like to take this opportunity to thank all those who took their time to answer the surveys.

2. Target audiences

The annual stakeholder survey was sent to the following target audiences, which work with ECHA on a regular basis:

- **Industry:** companies and legal entities with duties under REACH or CLP, under Biocides and under PIC
- **European Commission:** DG ENV, DG GROW and DG SANTE
- **Members of the Management Board**
- **Members of ECHA's Committees:** members of the Member State Committee (MSC), of the Committee for Risk Assessment (RAC), of the Committee for Socio-Economic Analysis (SEAC) and of the Biocidal Products Committee (BPC)
- **Accredited Stakeholders to ECHA:** Accredited Stakeholder Organisations, Accredited Stakeholder Observers at the Member State Committee (MSC) meetings, at the Committee for Risk Assessment (RAC) meetings, at the Committee for Socio-Economic Analysis (SEAC) meetings and at the Biocidal Products Committee (BPC) meetings
- **Member State competent authorities (MSCAs):** Directors at a Member State competent authority/Mandated national institution, Biocides MSCA contact points, designated national authorities (DNAs) under the PIC Regulation, Portal Dashboard-national enforcement authority (PD-NEA) administrators, single points of contact and users
- **ECHA's expert groups and networks:** members and observers of HelpNet, of the PBT Expert Group, of the Endocrine Disruptor Expert Group, of the Biocidal Products Working Group and of the Biocides Coordination Group (CG)

3. Results

Annual stakeholder survey results are visualised in the figures below and the data is available in the appendices.



The headings in the figures refer to the Work Programme 2018 headings, part III of the ECHA Programming Document 2018-2020 (https://echa.europa.eu/documents/10162/22837330/spd_2018-2020_mb_48_2017_mr_en.pdf)



¹ Measuring the performance of the work of the Agency in the area of supply chain communication is challenging as the satisfaction level measured in the stakeholder survey of ECHA relates to the actual information provided/received in the supply chain and not to ECHA's activities directly. The results are hence rather showing the overall functioning of the communication up and down in the supply chain.



² Due to the restructuring of the questions measuring this indicator, the total score seems lower than in previous years. The score is lowered by the statement question "I forward the stakeholder update to my members". The result for this question has been low also in previous years but the weight of this question has increased due to other questions being removed from this year's survey. A more accurate result for 2018 could be derived from the question "How satisfied are you with the information you receive and your engagement with us?" which gives a total satisfaction rating of 97.1, in fact increasing the score from 2017 (96.4).

3.1 Satisfaction performance indicators in 2018

Figure 1: Satisfaction performance indicators in 2018 (overview)

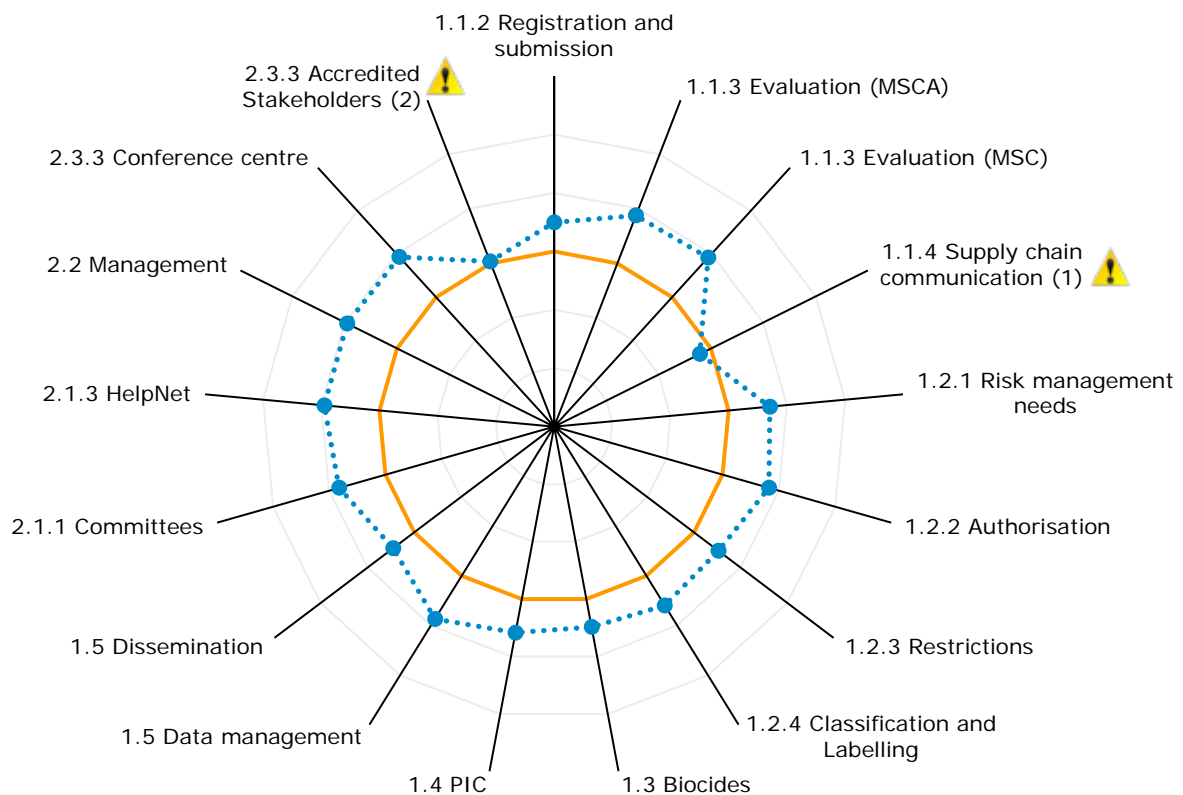
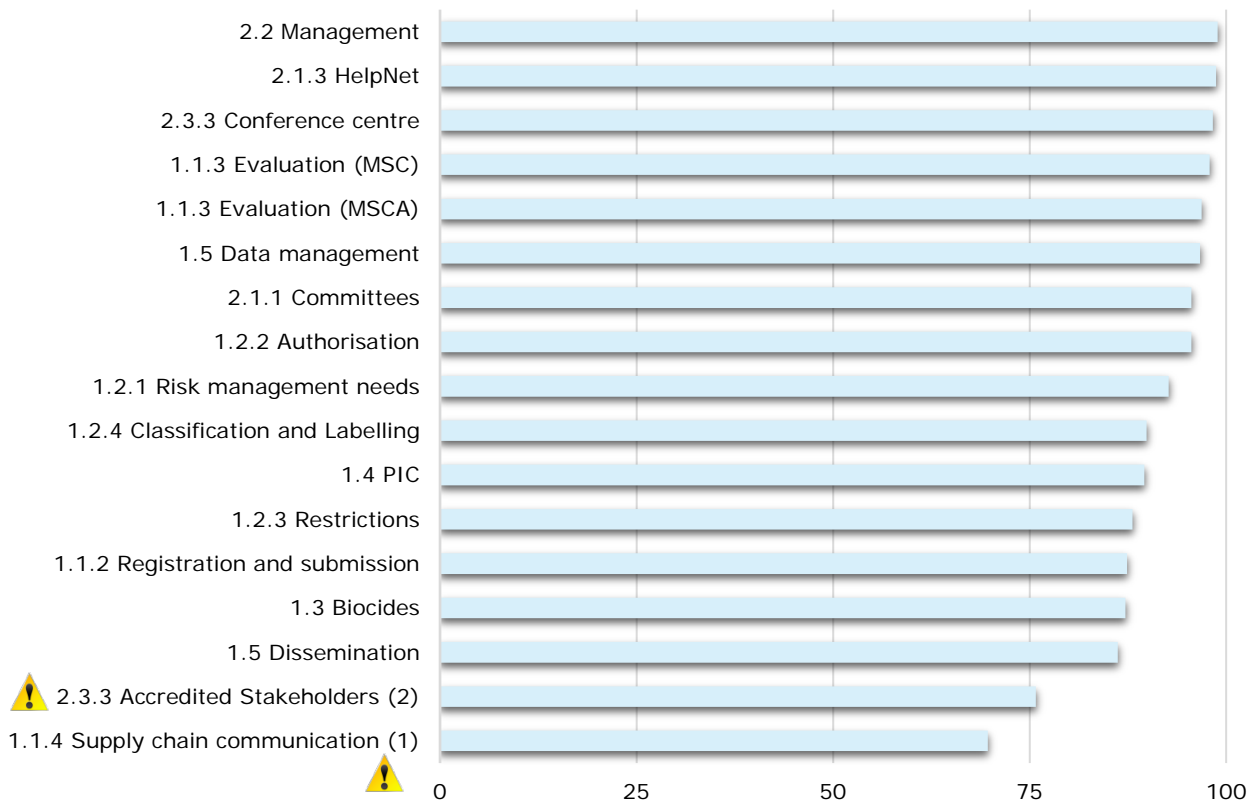
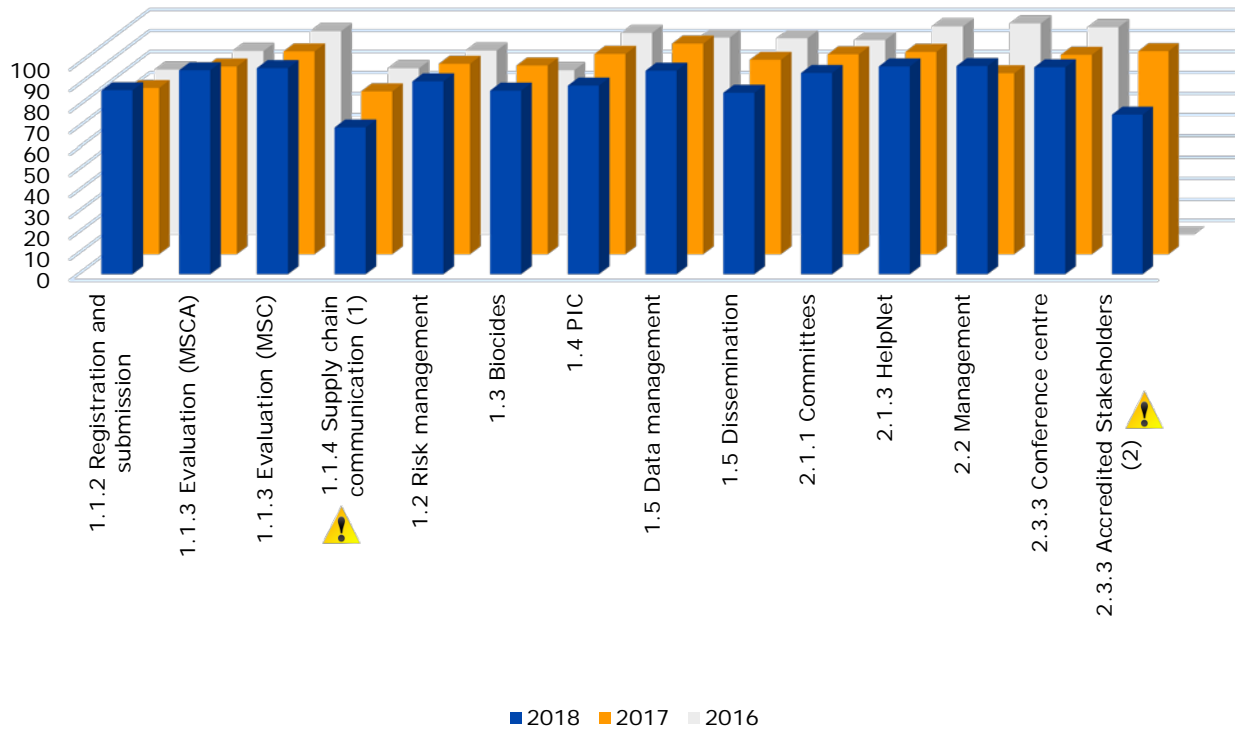


Figure 2: Satisfaction performance indicators in 2018 (ordered)



3.2 Satisfaction performance indicators over years 2016-2018

Figure 3: Satisfaction performance indicators over years 2016-2018 (overview)



3.3 Satisfaction performance indicators change from 2017 to 2018

Figure 4: Satisfaction performance indicators change from 2017 to 2018 (ordered)

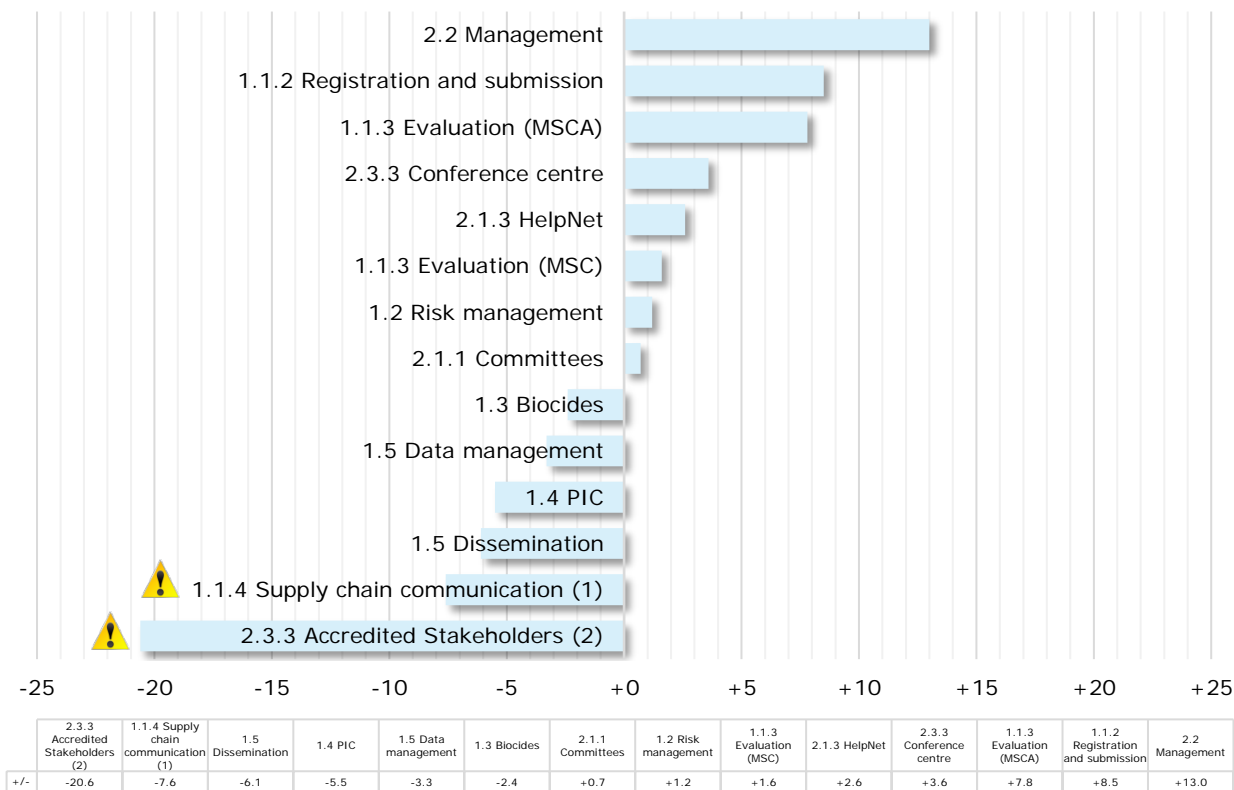




Table 1: Level of satisfaction performance indicators in 2018

LEVEL OF SATISFACTION PERFORMANCE INDICATORS IN 2018			
Work programme 2018 activity	Performance indicator (satisfaction)	Level	Original Performance Indicator (max 100 points)
1. Operational activities			
1.1 REACH and CLP dossier management and assessment			
1.1.1 Registration dossier preparation	N/A		
1.1.2 Registration and dossier submission	Level of satisfaction of interested parties with dossier submission and dissemination activities of ECHA	High	87.4
1.1.3 Evaluation	Level of satisfaction of MSCAs with ECHA's coordination and support to substance evaluation	High	96.9
	Level of satisfaction of MSC members and stakeholder observers with the quality of the scientific, technical and regulatory support provided by the ECHA Secretariat	High	97.9
1.1.4 Communication of risk management advice through the supply chain	Level of satisfaction of the interested parties with the quality of the support provided by the ECHA secretariat in the area of supply chain communication	Medium	 (1) 69.7
1.2 Risk management			
1.2.1 Identifying needs for Regulatory Risk Management	Level of satisfaction of Commission, MSCAs, ECHA Committees, industry, NGOs and other interested parties with the quality of the scientific, technical and administrative support provided by the ECHA Secretariat	High	92.7
1.2.2 Authorisation	Level of satisfaction of Commission, MSCAs, ECHA Committees, industry, NGOs and other interested parties with the quality of the scientific, technical and administrative support provided by the ECHA Secretariat	High	95.6
1.2.3 Restrictions	Level of satisfaction of Commission, MSCAs, ECHA Committees, industry, NGOs and other interested parties with the quality of the scientific, technical and administrative support provided by the ECHA Secretariat	High	88.1

LEVEL OF SATISFACTION PERFORMANCE INDICATORS IN 2018			
Work programme 2018 activity	Performance indicator (satisfaction)	Level	Original Performance Indicator (max 100 points)
1.2.4 Classification and Labelling	Level of satisfaction of Commission, MSCAs, ECHA Committees, industry, NGOs and other interested parties with the quality of the scientific, technical and administrative support provided by the ECHA Secretariat	High	89.9
1.3 Biocides	Level of satisfaction of the members of the BPC (incl. its Working Groups), Coordination Group, the Commission, MSCAs and industry with the quality of the scientific, technical and regulatory support provided	High	87.2
1.4 PIC	Level of satisfaction with the quality of scientific, technical, and administrative support provided to the Commission, Member State DNAs and industry	High	89.6
1.5 Data management and dissemination	Level of Member States' and Commissions user satisfaction with data management services	High	96.7
	Level of satisfaction of stakeholders with dissemination activities of ECHA	High	86.2
1.6 Delegated tasks			
1.6.1 EU Observatory for Nanomaterials	N/A		
1.6.2 EU Chemicals Legislation Finder	N/A		
2. Governance and support activities			
2.1 Management of ECHA bodies and networks			
2.1.1 Committees	Level of satisfaction of ECHA Committees with the quality of the scientific, technical and administrative support provided by the ECHA Secretariat	High	95.6
2.1.2 Forum	Level of satisfaction of the members and other participants with the functioning of the Forum Secretariat	High	
2.1.3 HelpNet and Security Officers Network	Level of satisfaction of HelpNet members with the HelpNet Secretariat support	High	98.7

LEVEL OF SATISFACTION PERFORMANCE INDICATORS IN 2018			
Work programme 2018 activity	Performance indicator (satisfaction)	Level	Original Performance Indicator (max 100 points)
	Quality of the advice provided by SON as perceived by the Management Board members	High	
2.1.4 Board of Appeal	N/A		
2.2 Management	Level of satisfaction of MB Members with ECHA Secretariat's support to their governing role	High	98.9
2.3 Resources			
2.3.1 Financial resources	N/A		
2.3.2 Human resources	N/A		
2.3.3 Corporate services	Level of satisfaction of the Committees, Forum and MB members with the functioning of the conference centre	High	98.3
	Level of accredited stakeholder satisfaction with the information they receive and their engagement with ECHA	High	 (2) 75.8



¹ Measuring the performance of the work of the Agency in the area of supply chain communication is challenging as the satisfaction level measured in the stakeholder survey of ECHA relates to the actual information provided/received in the supply chain and not to ECHA's activities directly. The results are hence rather showing the overall functioning of the communication up and down in the supply chain.

² Due to the restructuring of the questions measuring this indicator, the total score seems lower than in previous years. The score is lowered by the statement question "I forward the stakeholder update to my members". The result for this question has been low also in previous years but the overall indicator score has been increased by the questions that were removed from this year's survey. The accurate result for 2018 should therefore be extracted from the question "How satisfied are you with the information you receive and your engagement with us?" which gives a total satisfaction rating of 97.1, in fact increasing the score from 2017 (96.4).


Appendix 1. Satisfaction performance indicators 2016-2018


Table 2: Level of satisfaction performance indicators over years 2016-2018

Numerical scale 0-100 and colour coding: Low satisfaction $0 \leq x \leq 50$ – Medium satisfaction $50 < x < 75$ – High satisfaction $75 \leq x$

LEVEL OF SATISFACTION PERFORMANCE INDICATORS OVER YEARS 2016-2018				
Work programme 2018 activity	Performance indicator (satisfaction)	2018	2017	2016
1. Operational activities				
1.1 REACH and CLP dossier management and assessment				
1.1.1 Registration dossier preparation	N/A			
1.1.2 Registration and dossier submission	Level of satisfaction of interested parties with dossier submission and dissemination activities of ECHA	87.4	78.9	78.1
1.1.3 Evaluation	Level of satisfaction of MSCAs with ECHA's coordination and support to substance evaluation	96.9	89.1	86.9
	Level of satisfaction of MSC members and stakeholder observers with the quality of the scientific, technical and regulatory support provided by the ECHA Secretariat	97.9	96.3	96.3
1.1.4 Communication of risk management advice through the supply chain	Level of satisfaction of the interested parties with the quality of the support provided by the ECHA secretariat in the area of supply chain communication	⚠ (1) 69.7	77.3	78.7
1.2 Risk management	Level of satisfaction of Commission, MSCAs, ECHA Committees, industry, NGOs and other interested parties with the quality of the scientific, technical and administrative support provided by the ECHA Secretariat	91.6	90.4	87.1
1.3 Biocides	Level of satisfaction of the members of the BPC (incl. its Working Groups), Coordination Group, the Commission, MSCAs and industry with the quality of the scientific, technical and regulatory support provided	87.2	89.6	77.8
1.4 PIC	Level of satisfaction with the quality of scientific, technical, and administrative support provided to the Commission, Member State DNAs and industry	89.6	95.1	95.5

LEVEL OF SATISFACTION PERFORMANCE INDICATORS OVER YEARS 2016-2018				
Work programme 2018 activity	Performance indicator (satisfaction)	2018	2017	2016
1.5 Data management and dissemination	Level of Member States' and Commissions user satisfaction with data management services	96.7	100	93.3
	Level of satisfaction of stakeholders with dissemination activities of ECHA	86.2	92.3	93.0
1.6 Delegated tasks				
1.6.1 EU Observatory for Nanomaterials	N/A			
1.6.2 EU Chemicals Legislation Finder	N/A			
2. Governance and support activities				
2.1 Management of ECHA bodies and networks				
2.1.1 Committees	Level of satisfaction of ECHA Committees with the quality of the scientific, technical and administrative support provided by the ECHA Secretariat	95.6	94.9	92.1
2.1.2 Forum	Level of satisfaction of the members and other participants with the functioning of the Forum Secretariat		100.0	
2.1.3 HelpNet and Security Officers Network	Level of satisfaction of HelpNet members with the HelpNet Secretariat support	98.7	96.1	98.6
	Quality of the advice provided by SON as perceived by the Management Board members			
2.1.4 Board of Appeal	N/A			
2.2 Management	Level of satisfaction of MB Members with ECHA Secretariat's support to their governing role	98.9	85.9	100.0
2.3 Resources				
2.3.1 Financial resources	N/A			
2.3.2 Human resources	N/A			

LEVEL OF SATISFACTION PERFORMANCE INDICATORS OVER YEARS 2016-2018				
Work programme 2018 activity	Performance indicator (satisfaction)	2018	2017	2016
2.3.3 Corporate services	Level of satisfaction of the Committees, Forum and MB members with the functioning of the conference centre	98.3	94.7	98.2
	Level of accredited stakeholder satisfaction with the information they receive and their engagement with ECHA	 (2) 75.8	96.4	

 ¹ Measuring the performance of the work of the Agency in the area of supply chain communication is challenging as the satisfaction level measured in the stakeholder survey of ECHA relates to the actual information provided/received in the supply chain and not to ECHA's activities directly. The results are hence rather showing the overall functioning of the communication up and down in the supply chain.

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