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Construction The Netherlands

BESIX Employee Well-being and Engagement Survey

Jan Houben, Elien Leirman and dr. Jeroen Delmotte

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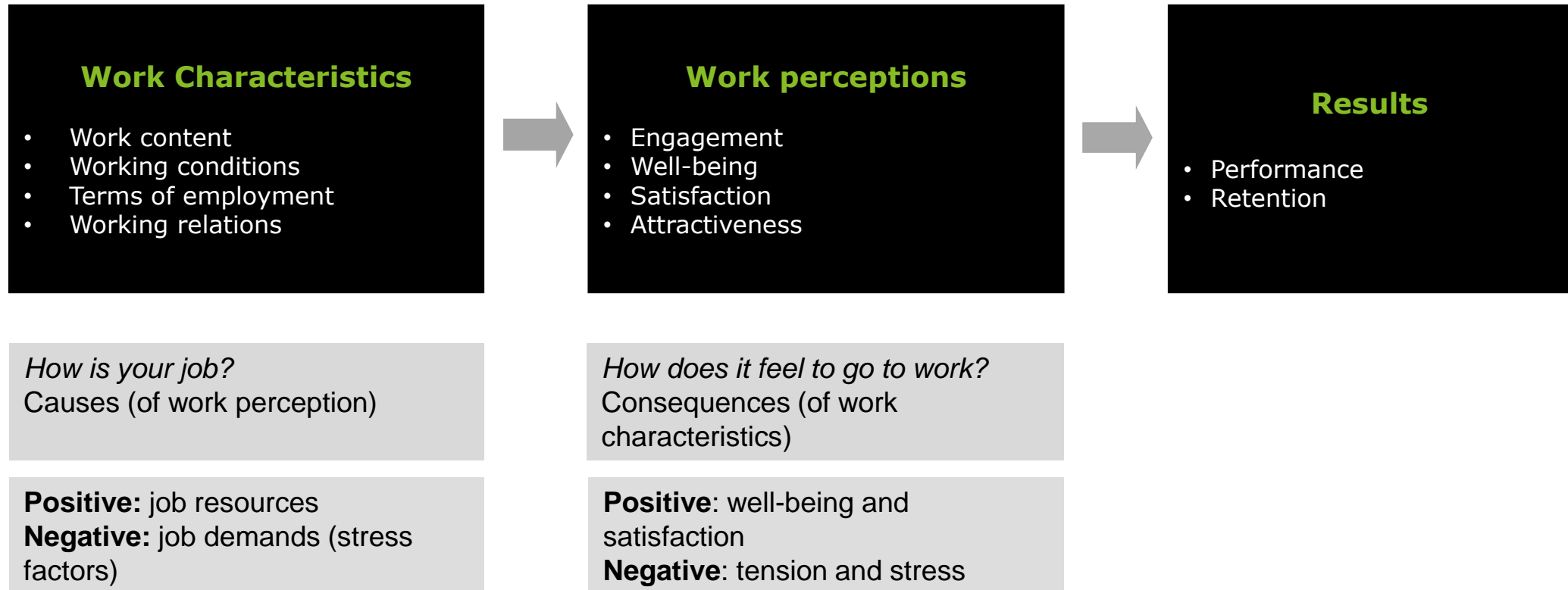
1. The research model
2. Response rate analysis
3. Summary of the results
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5. Detailed results
6. Extra modules
7. Appendix

1. The research model

1. Three dimensions of the research model
2. Components of the research model

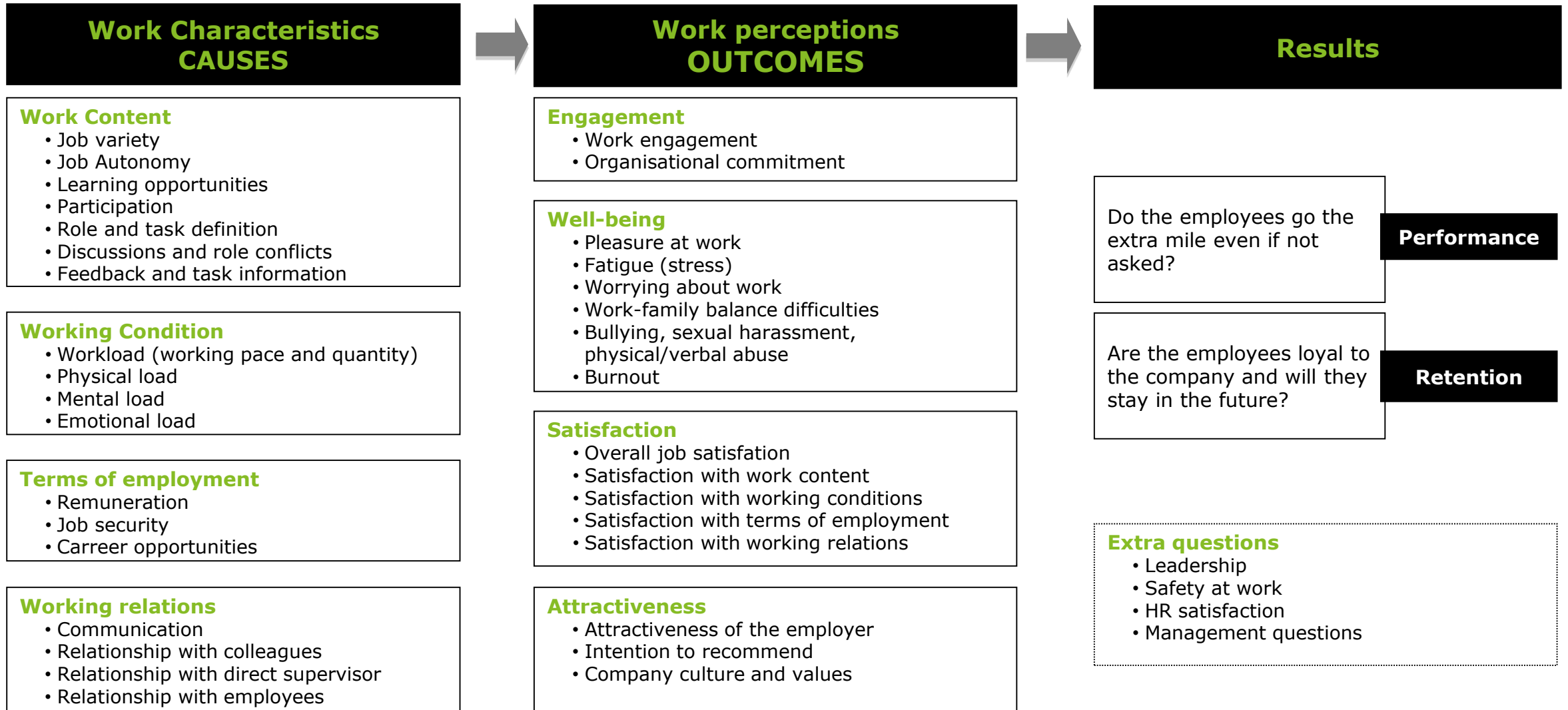
1. The research Model

Three dimensions of the research model



1. The research Model

Components of the research model

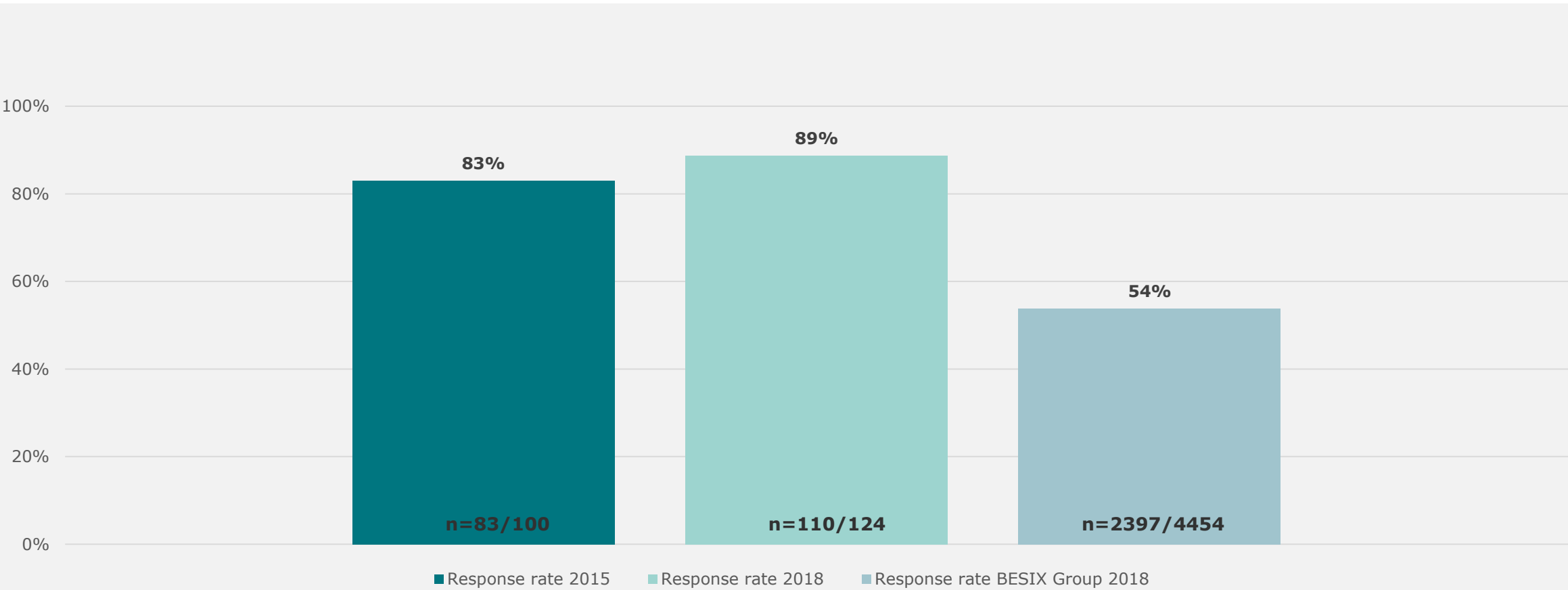


2. Response rate analysis

1. General response rate
2. Response rate by employee characteristics

2. Response rate analysis

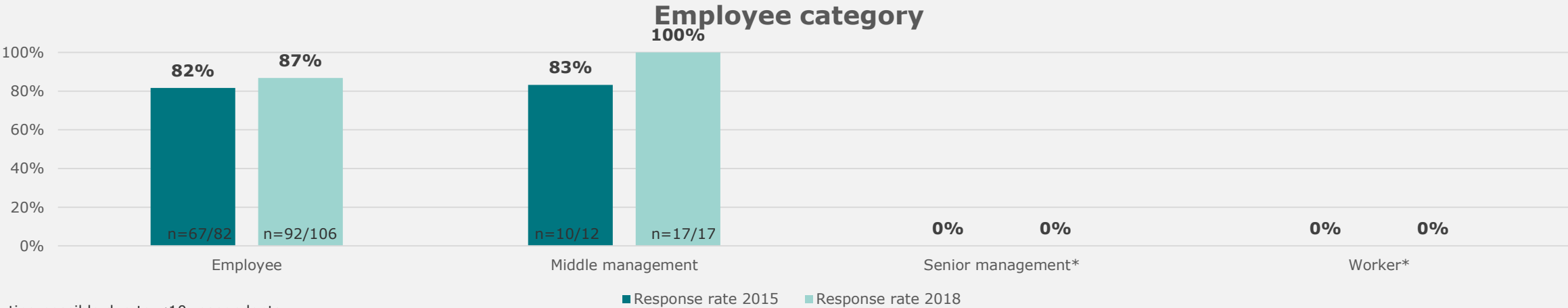
General response rate of Construction The Netherlands



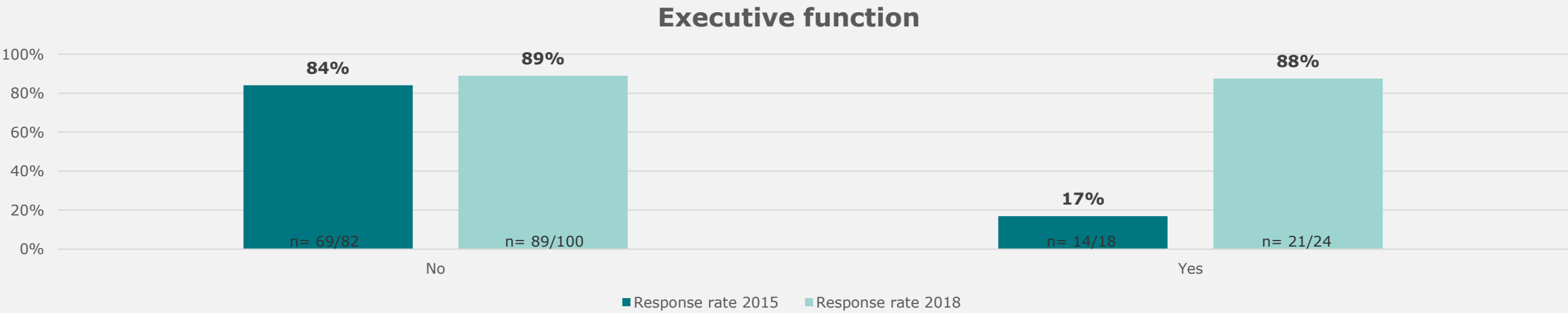
The **iNostix by Deloitte response rate norm is 70%** and is the average response rate of 33 Engagement surveys executed by iNostix by Deloitte in 20 different companies (n=40.592)

2. Response rate analysis

Response rate of Construction The Netherlands by Employee Category and Executive Function



*No reporting possible due to <10 respondents



*No reporting possible due to <10 respondents

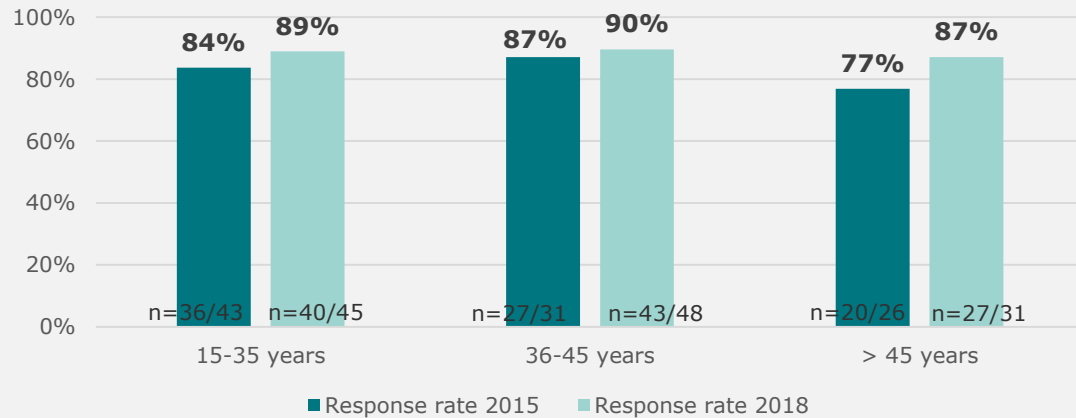
2. Response rate analysis

Response rate of Construction The Netherlands by Gender, Age and Seniority

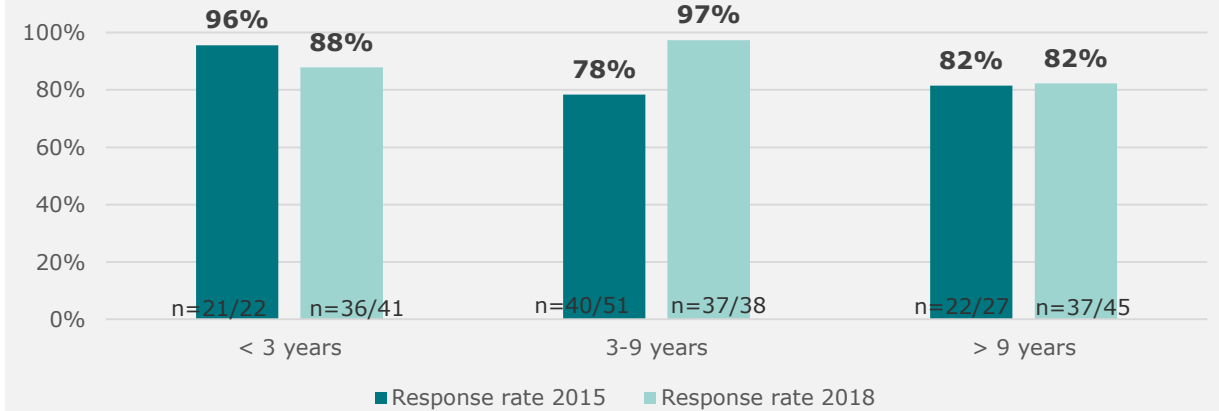
Gender



Age



Seniority



3. Summary of the results

3. Summary of the results

Construction The Netherlands

Work characteristics

	2015	2018
Work content	6,67	6,84
Job variety	6,93	7,23
Job autonomy	6,62	7,18
Learning opportunities	6,71	6,67
Participation	6,01	6,48
Role and task definition	6,66	6,7
Discussions and role conflicts*	2,16	2,42
Feedback and task information	5,85	6,08
2015	2018	
Working conditions	5,35	5,42
Workload*	6,40	6,34
Physical load*	1,37	1,26
Mental load*	7,71	7,51
Emotional load*	3,11	3,23
2015	2018	
Terms of employment	6,42	6,64
Remuneration	4,95	5,39
Job security	8,01	8,31
Career opportunities	6,21	6,21
2015	2018	
Working relations	6,36	6,7
Communication	5,18	5,64
Relationship with colleagues	7,37	7,81
Relationship with direct supervisor	6,56	6,65
Relationship with employees	7,02	7,89

Work perceptions

	2015	2018
Engagement	6,92	7,03
Work engagement	6,94	7,05
Organizational commitment	6,84	7,00
2015	2018	
Well-being	6,29	6,45
Pleasure at work	7,75	7,72
Fatigue (work stress)*	4,45	4,36
Worrying about work*	4,85	4,57
Difficulties with work-family balance*	4,57	4,19
Burnout*	2,43	2,37
Undesirable behavior 2018	Witness	Victim
Physical abuse	1%	0%
Verbal abuse	10%	4%
Sexual harassment	0%	1%
Bullying	5%	3%
<i>(No comparison with 2015 as a zero tolerance principle is applied)</i>		
2015	2018	
Satisfaction	7,01	7,03
Overall job satisfaction	7,49	7,42
Satisfaction with work content	7,30	7,34
Satisfaction with terms of employment	6,40	6,41
Satisfaction with working conditions	6,30	6,4
Satisfaction with working relations	8,05	7,98
2015	2018	
Attractiveness	7,40	7,73
Attractiveness of the employer	7,51	7,72
Company culture and values	7,73	8,16
Intention to recommend	6,95	7,31

Results

	2015	2018
Performance		
Going the extra mile even if not asked for	7,34	7,66
Retention	2015	2018
Intention to stay working within the organization	8,20	8,26

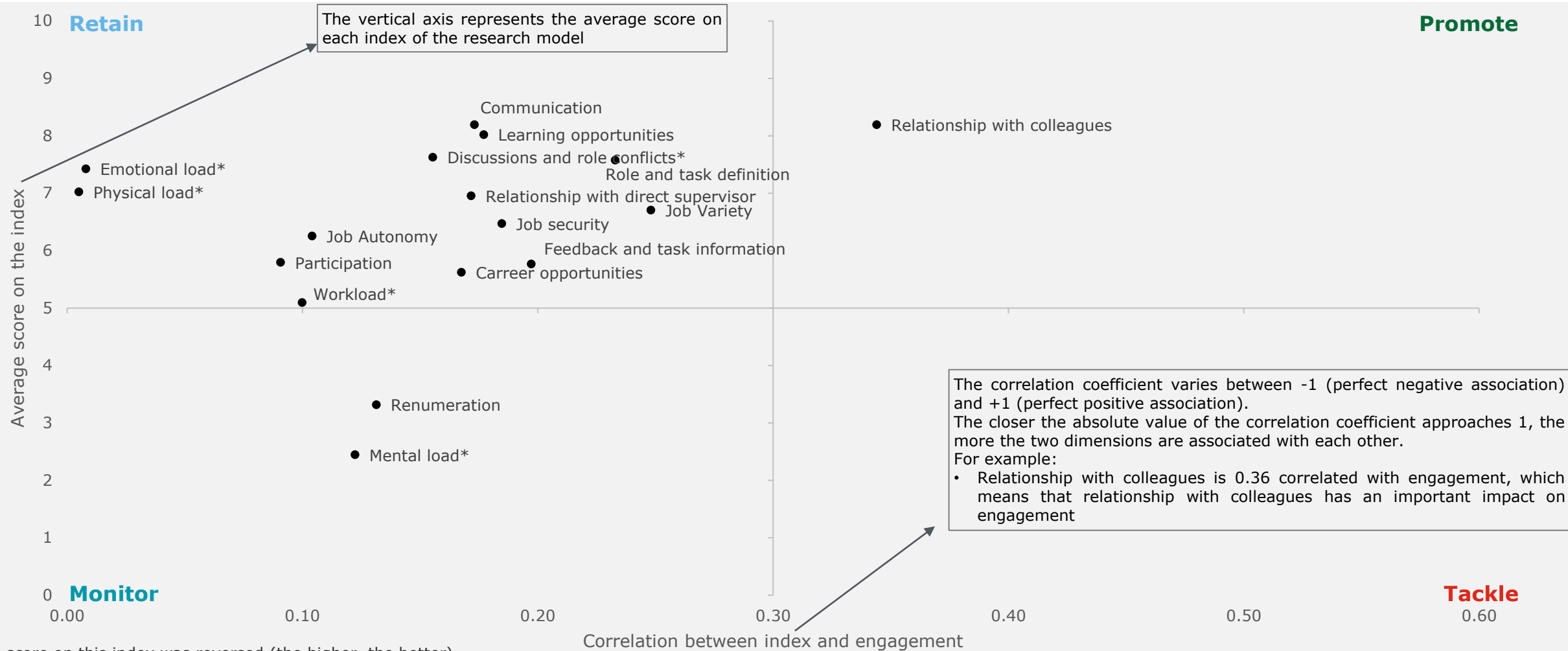
Meaning of the colours
 Positively worded dimensions
 Mean score <5/10
 Mean score ≥5/10 and <6/10
 Mean score ≥6/10

*Negatively worded dimensions
 Mean score ≤4/10
 Mean score >4/10 and ≤5/10
 Mean score >5/10

4. Impact analyses

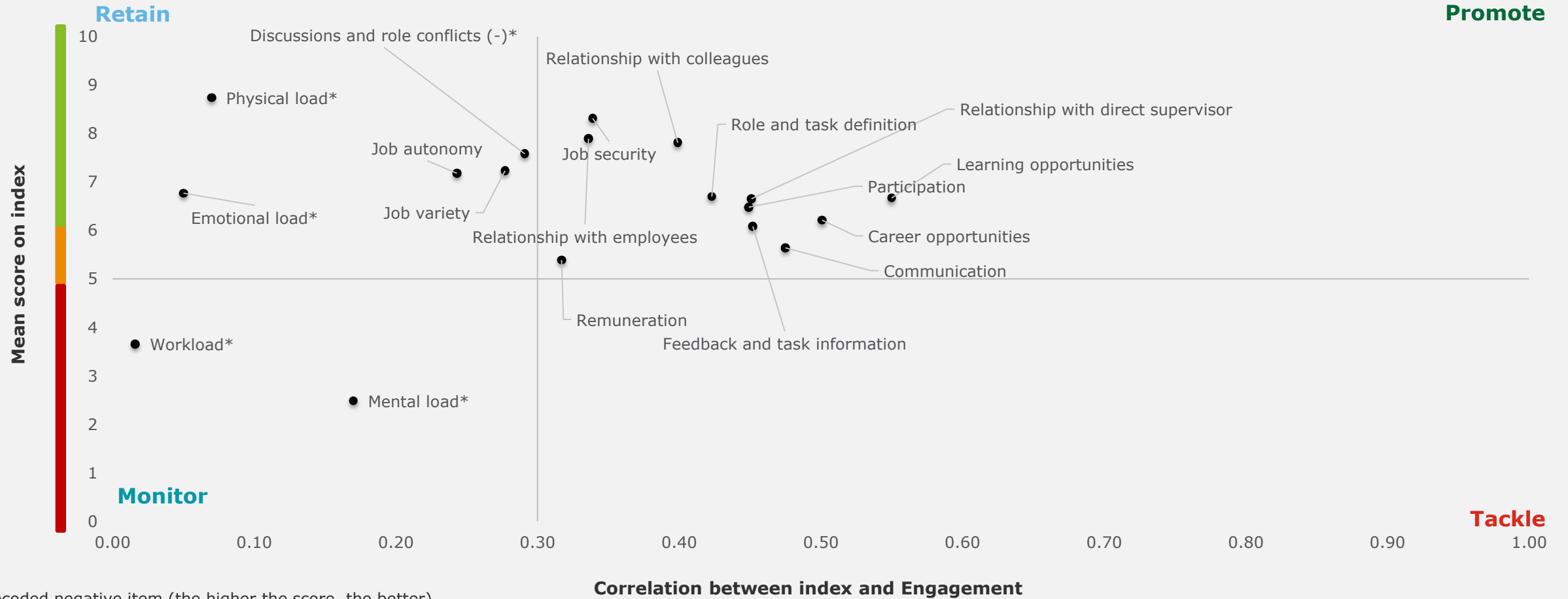
4. Detailed results

Interpretation slide: impact analysis engagement



4. Impact analyses

Engagement

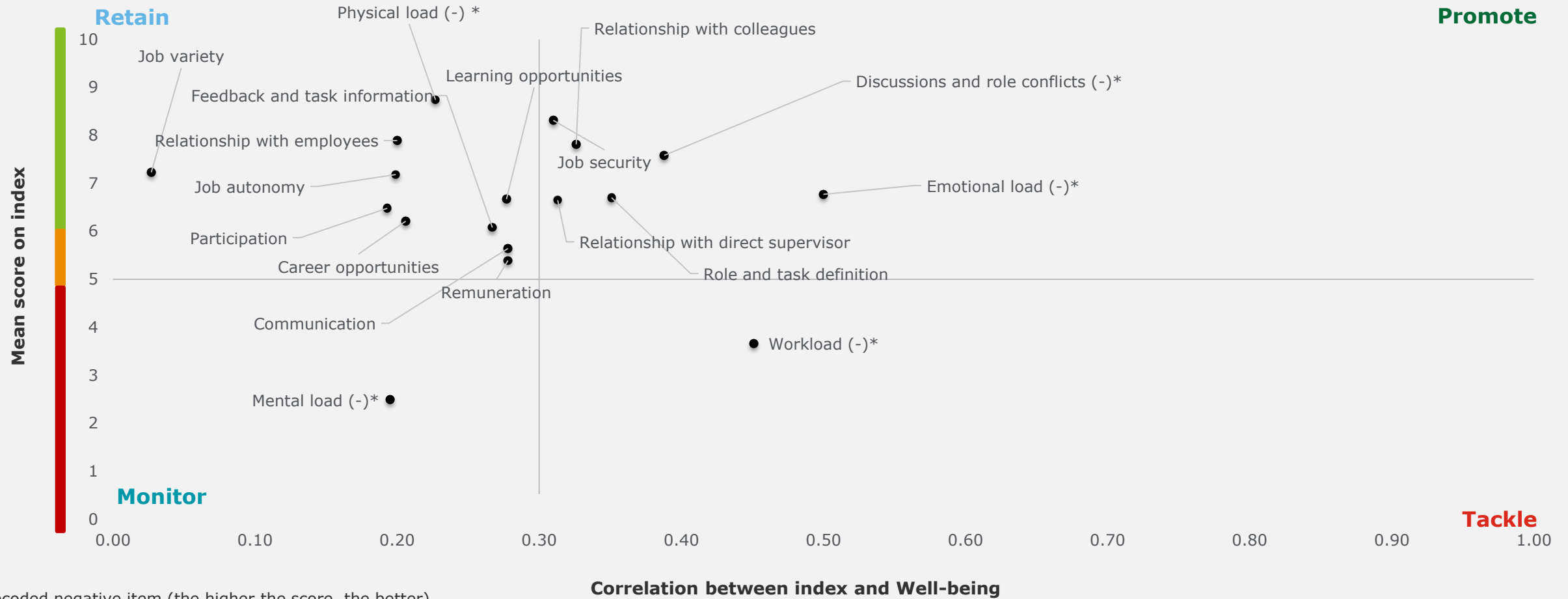


*Recoded negative item (the higher the score, the better)

(-): negative correlation with dimension

4. Impact analyses

Well-being

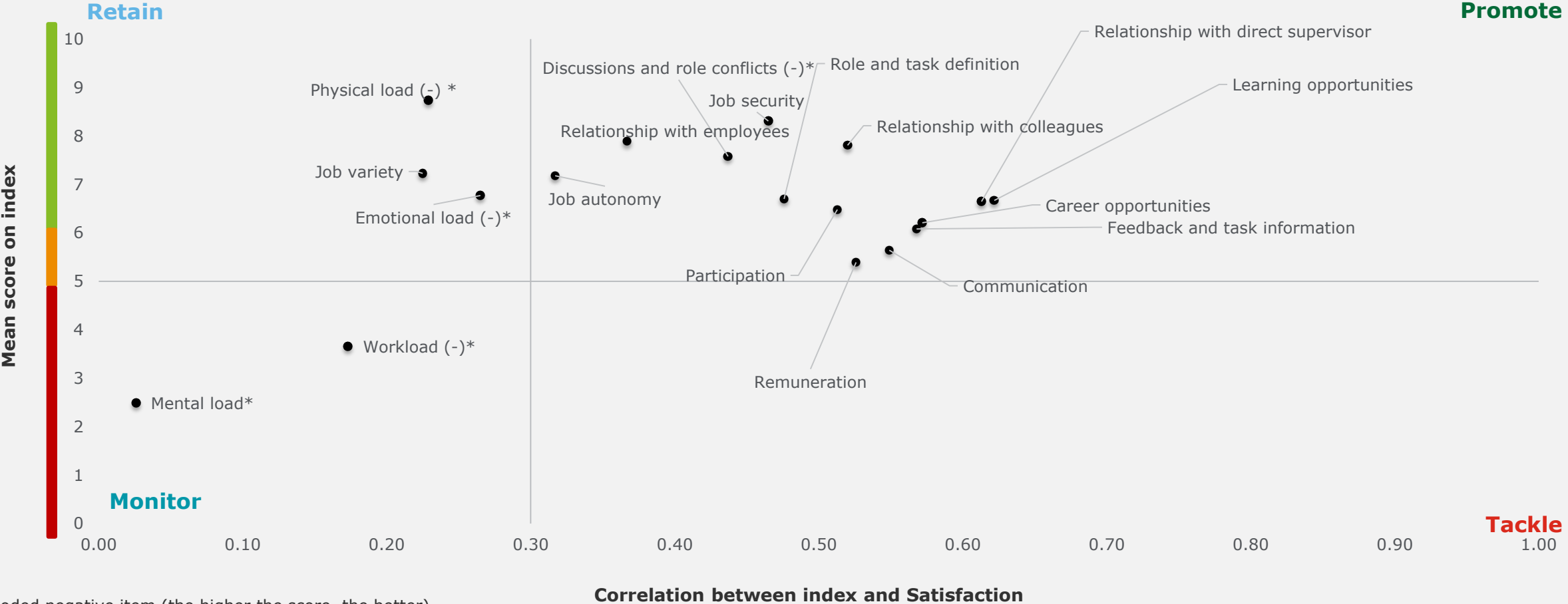


*Recoded negative item (the higher the score, the better)

(-): negative correlation with dimension

4. Impact analyses

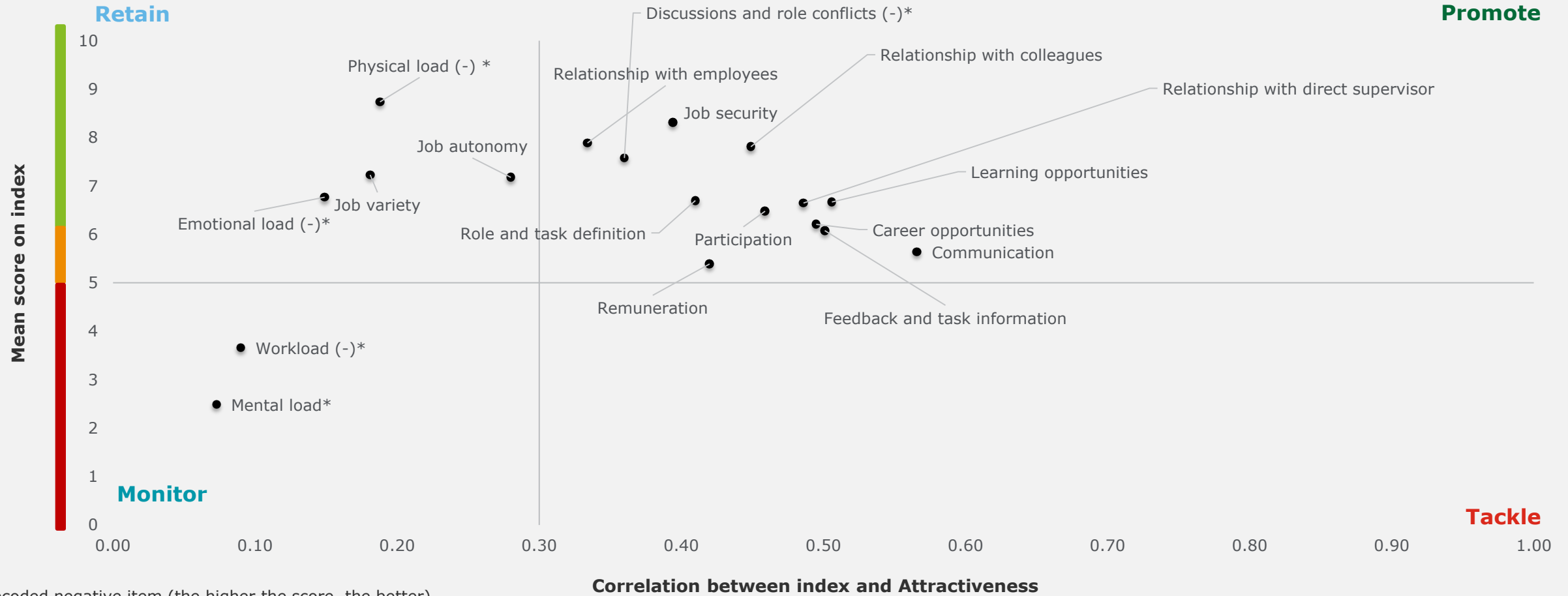
Satisfaction



*Recoded negative item (the higher the score, the better)
 (-): negative correlation with dimension

4. Impact analyses

Attractiveness

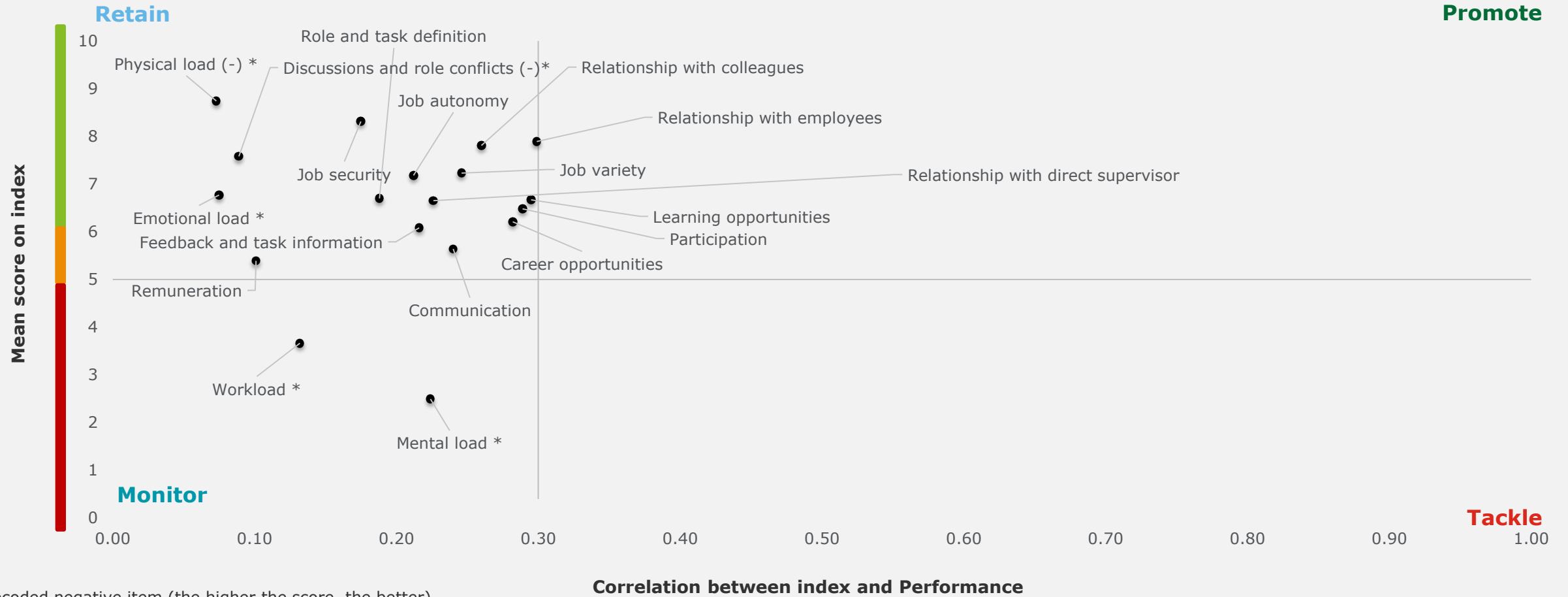


*Recoded negative item (the higher the score, the better)

(-): negative correlation with dimension

4. Impact analyses

Performance

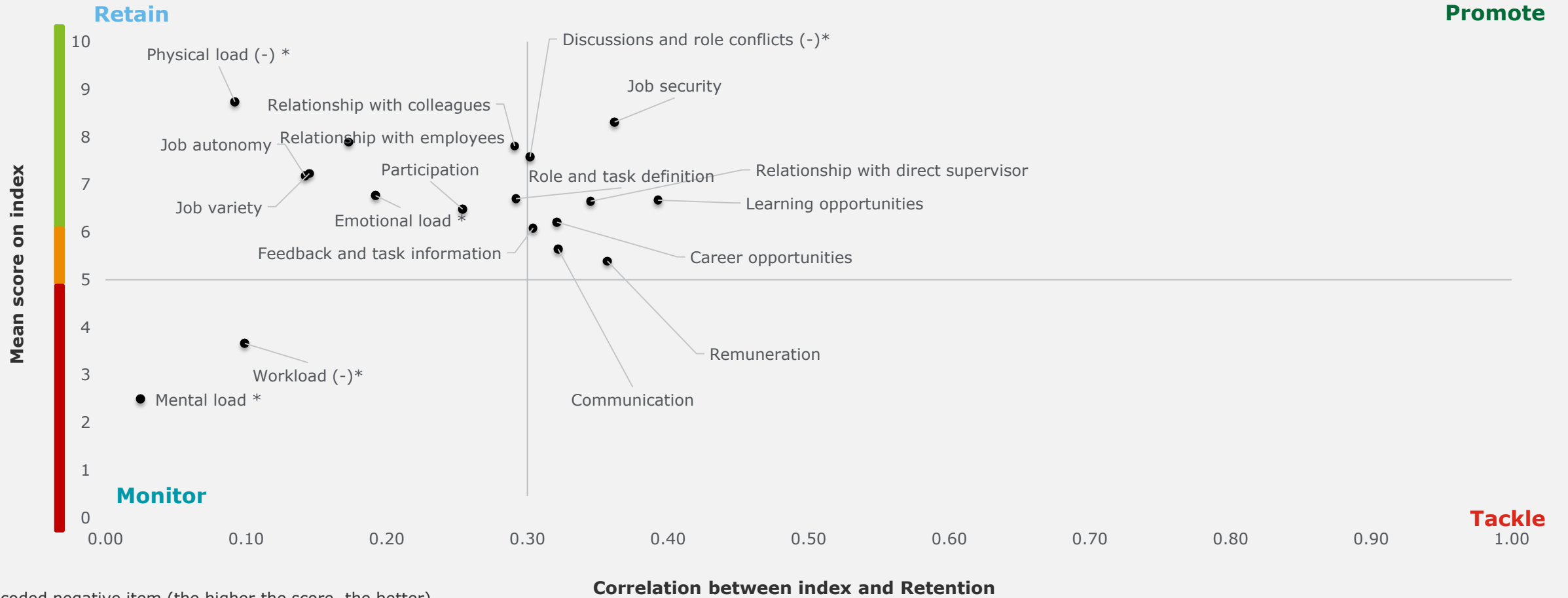


*Recoded negative item (the higher the score, the better)

(-): negative correlation with dimension

4. Impact analyses

Retention



*Recoded negative item (the higher the score, the better)

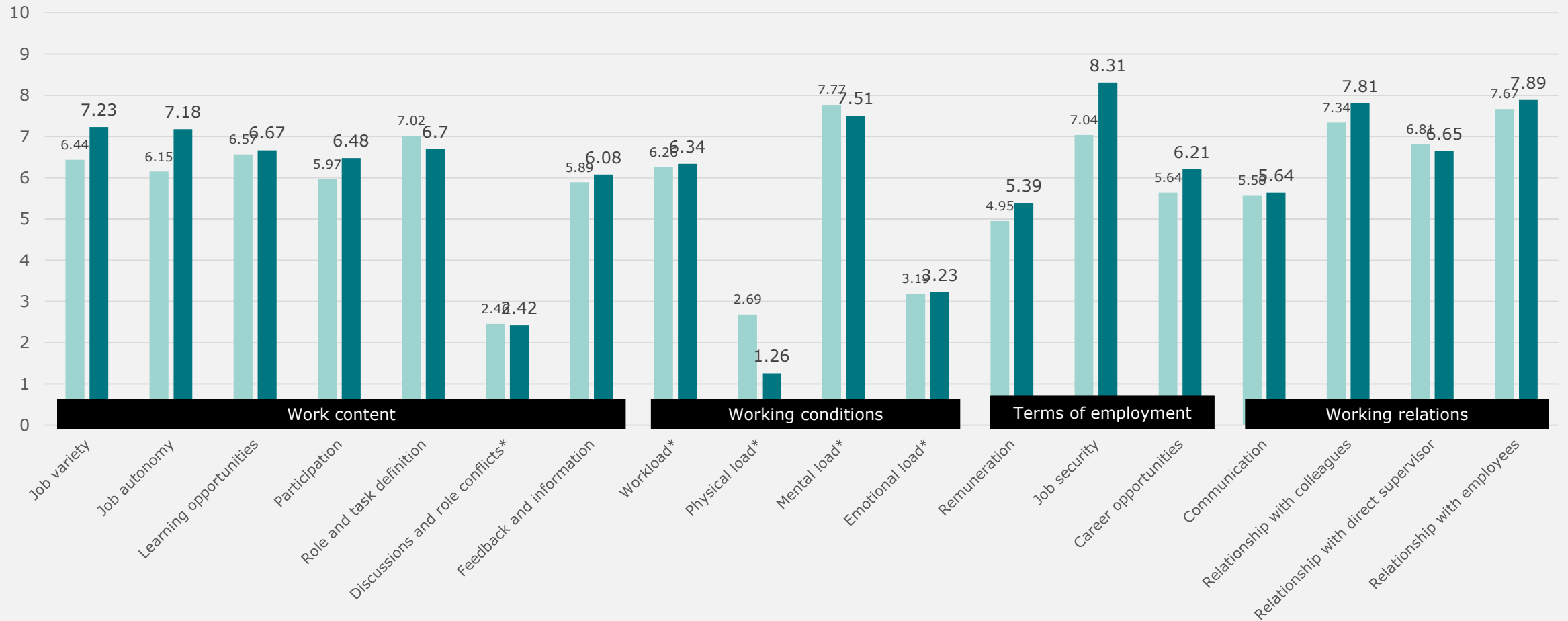
(-): negative correlation with dimension

5. Detailed results

1. Comparing the indices with the BESIX Group results
2. Comparing the indices with the iNostix by Deloitte benchmark
3. Engagement analysis
4. Analysis of commitment
5. Typology work perception: pleasure and stress at work
6. Burnout
7. Undesirable behaviour
8. Overall job satisfaction
9. Intention to recommend

5. Detailed results

Comparing the indices with the BESIX Group results (1/2)



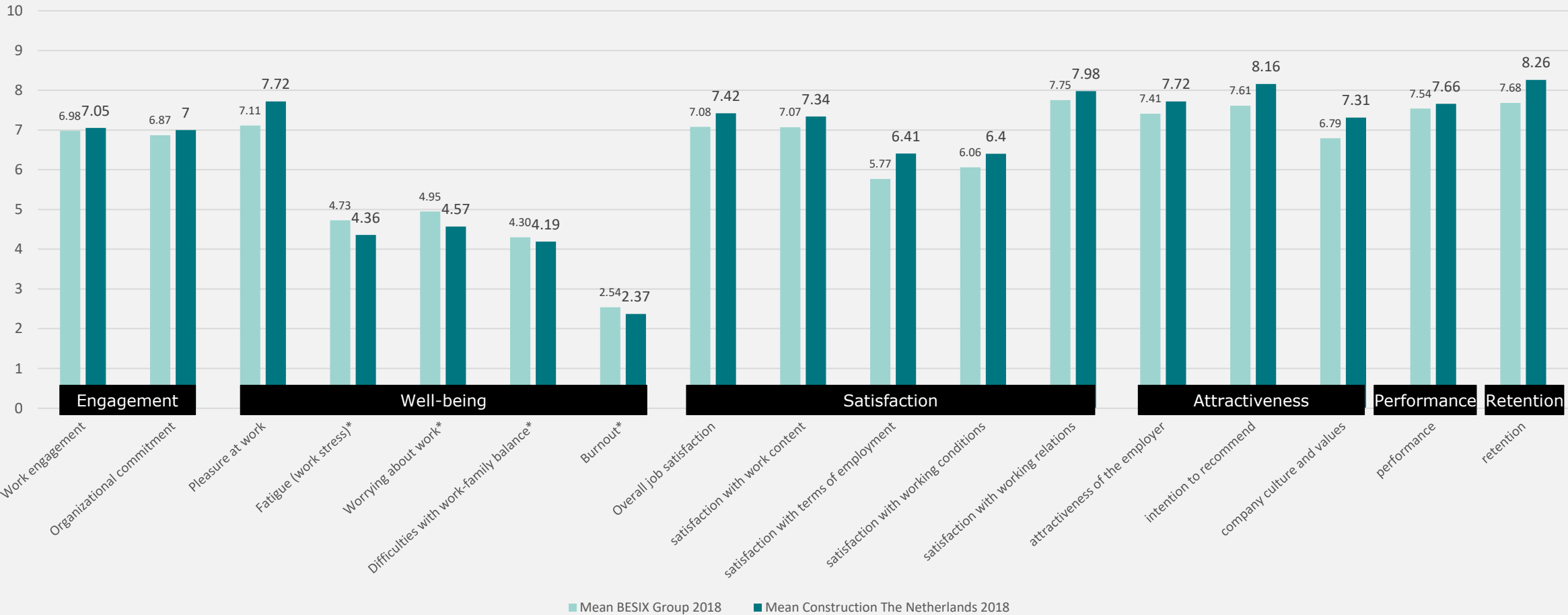
*Negatively worded items: the lower the score, the better

■ Mean BESIX Group 2018

■ Mean Construction The Netherlands 2018

5. Detailed results

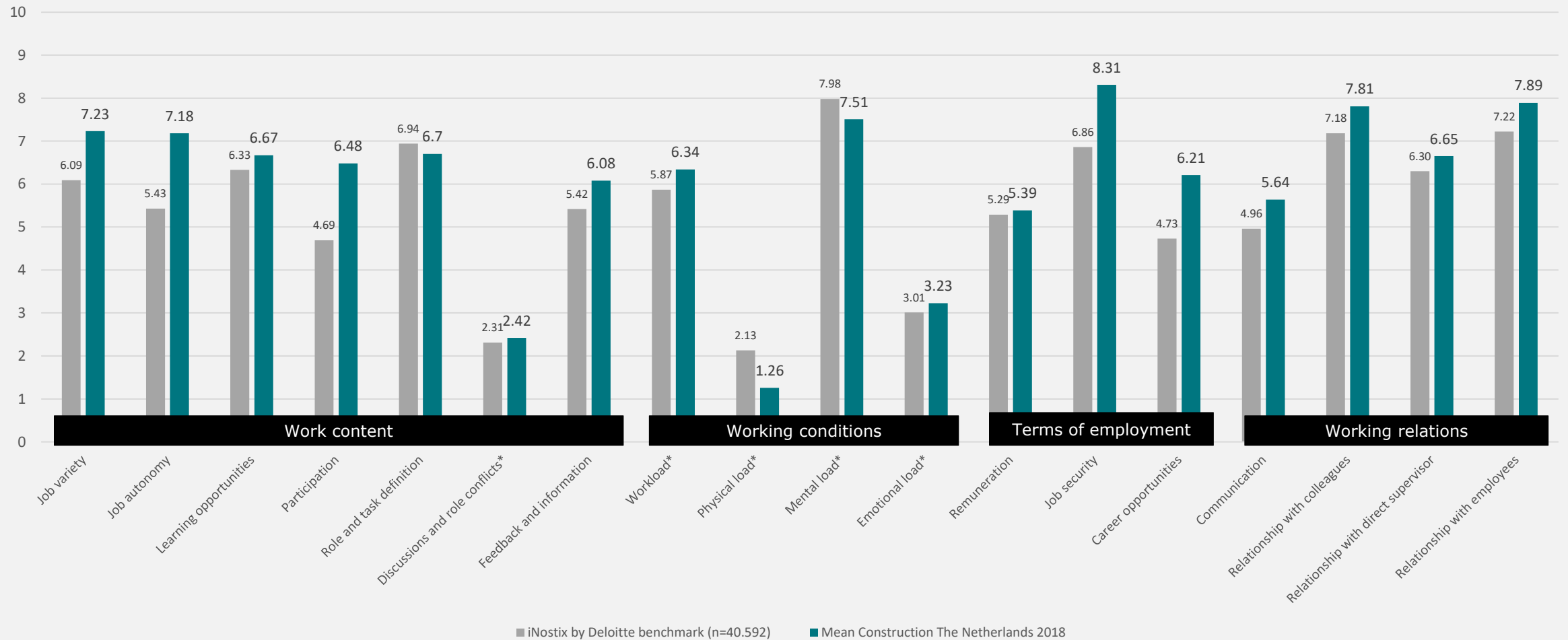
Comparing the indices with the BESIX Group results (2/2)



*Negatively worded items: the lower the score, the better

5. Detailed results

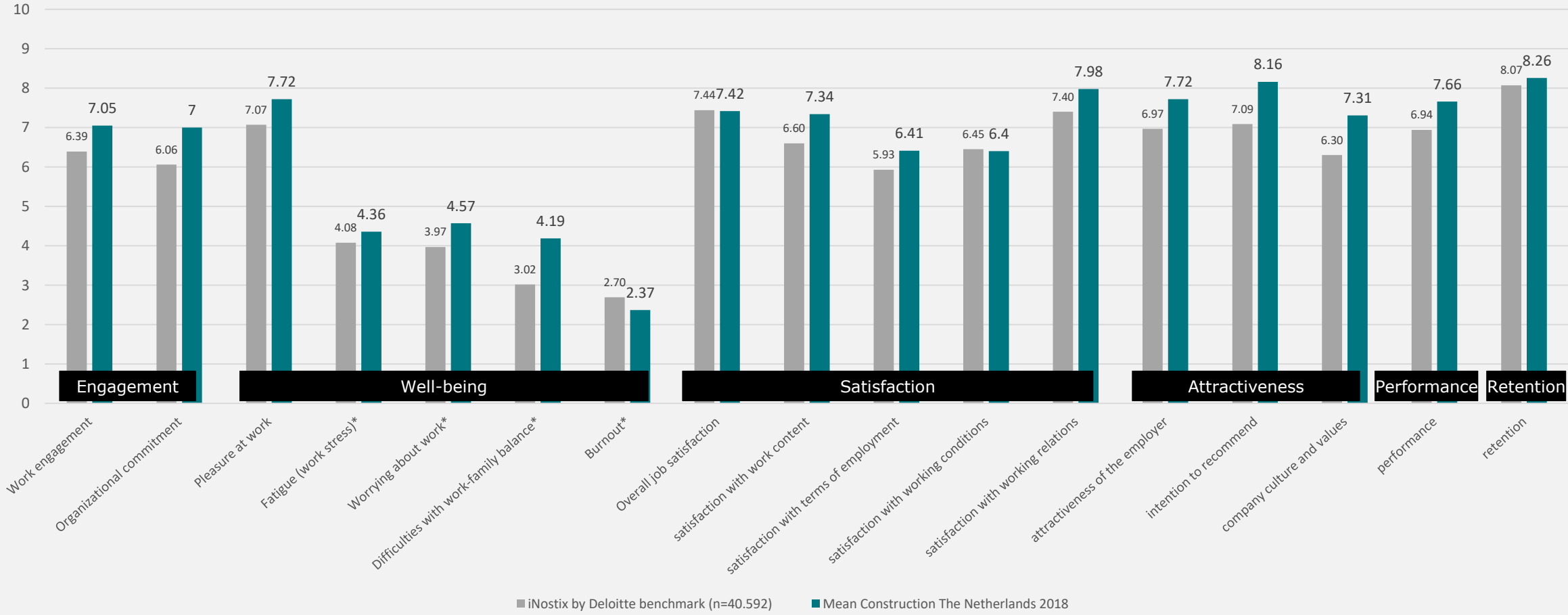
Comparing the indices with the benchmark (1/2)



*Negatively worded items: the lower the score, the better

5. Detailed results

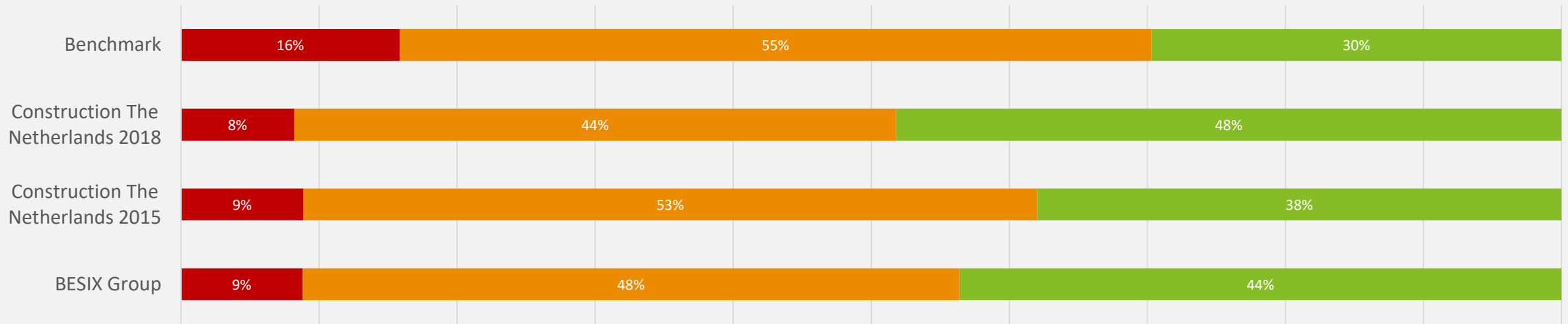
Comparing the indices with the benchmark (2/2)



*Negatively worded items: the lower the score, the better

5. Detailed results

Engagement analysis



Disengaged (<5/10)
Low level of engagement

- Low performance
- Have less pleasure at work
- Have high intention to quit
- Corrective action is required

Engaged (5-7,5/10)
Average level of engagement

- Alternately high and low performance
- They go 'with the flow'
- Have important differences in intention to quit
- Improvement in engagement is required

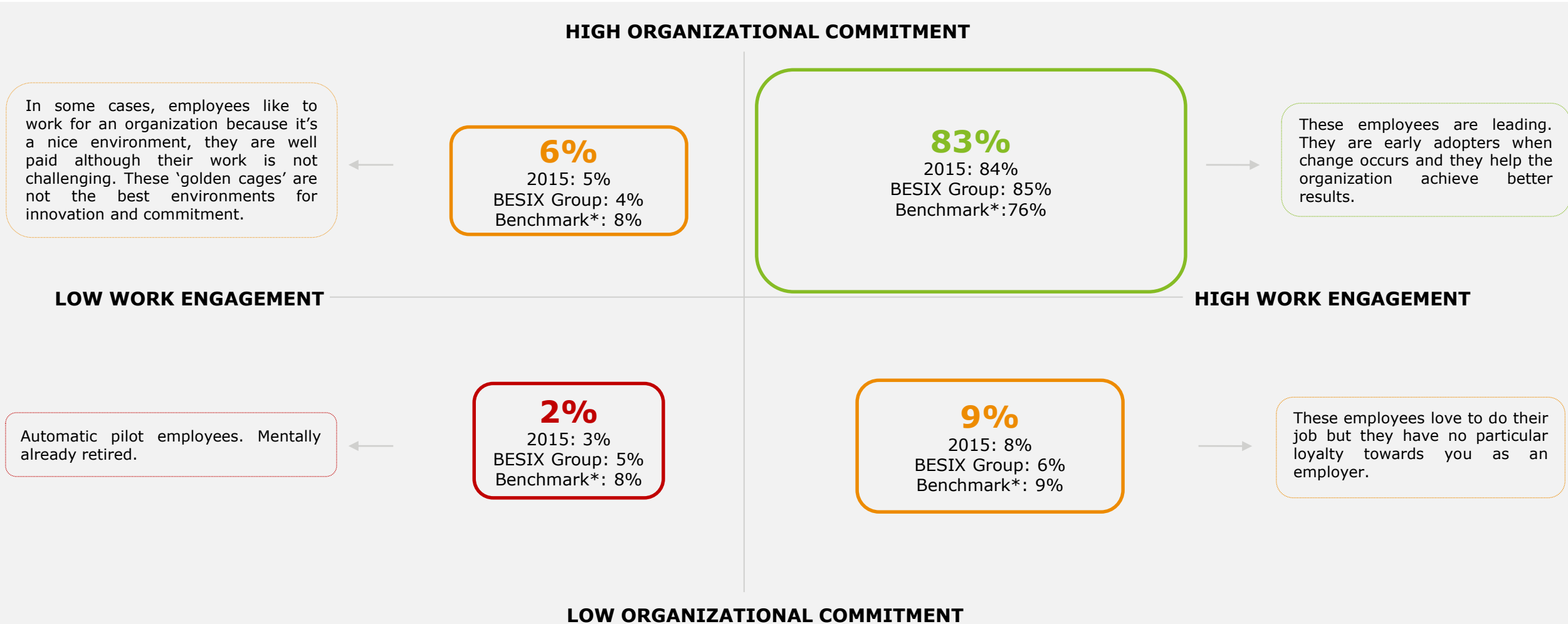
Highly engaged (>7,5/10)
High level of engagement

- High performance
- A lot of pleasure at work
- Voluntary taking tasks from colleagues to reduce their workload
- Always looking for more effective methods
- Have low intention to quit

iNostix by Deloitte benchmark (n=40.592)

5. Detailed results

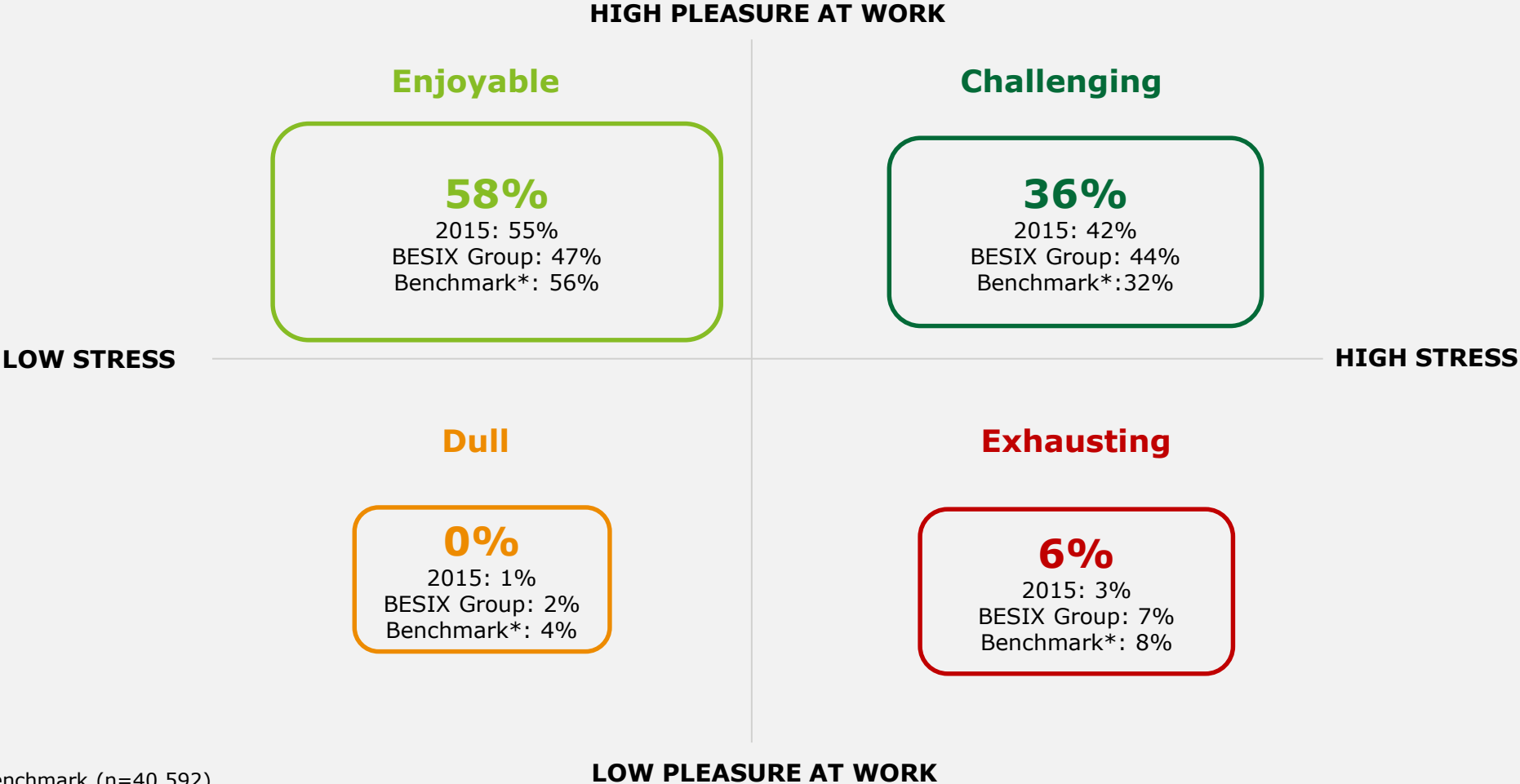
Analysis of commitment



*iNostix by Deloitte benchmark (n=40.592)

5. Detailed results

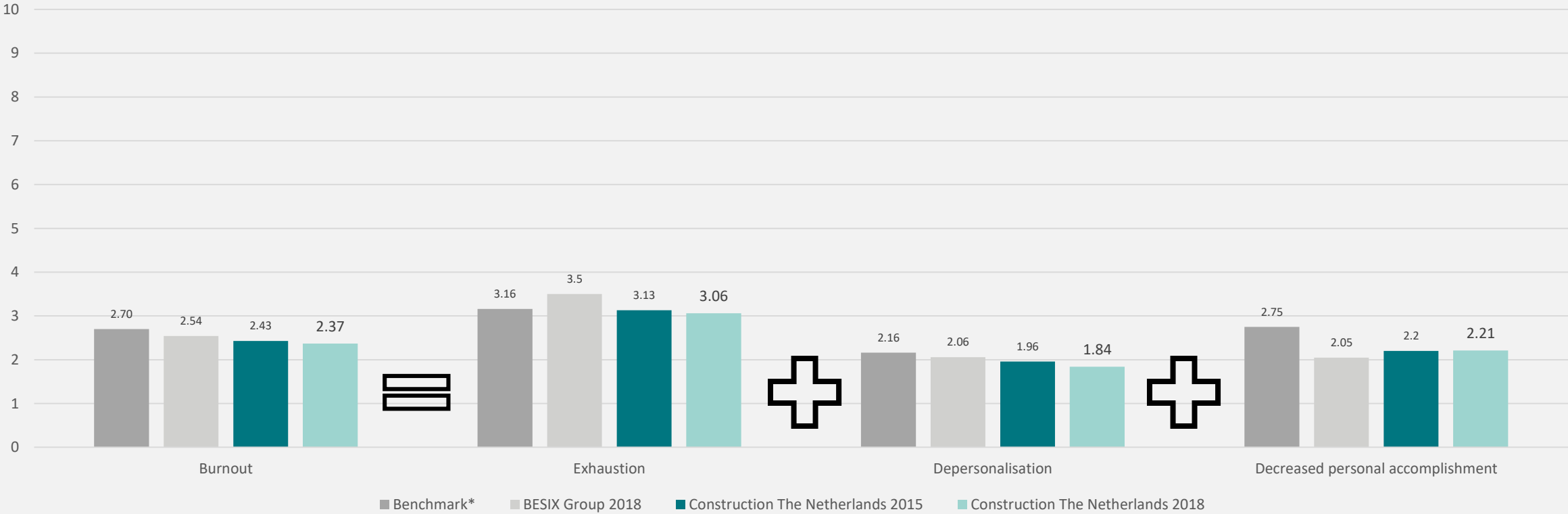
Analysis of commitment



*iNostix by Deloitte benchmark (n=40.592)
Neutral scale "5" as cut-off point: score below 5/10 is considered as a 'low' score, a score above 5/10 is considered as a 'high' score

5. Detailed results

Burnout

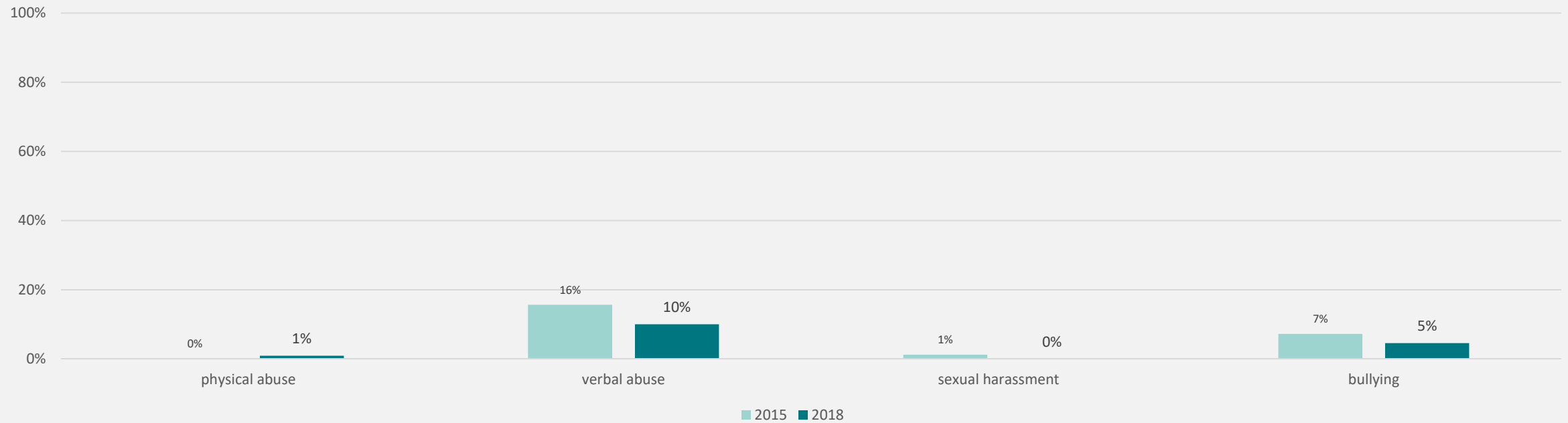


The higher the scores, the higher the risk of burnout
Burnout = (exhaustion + depersonalisation + personal accomplishment)/3

*iNostix by Deloitte benchmark (n=40.592)

5. Detailed results

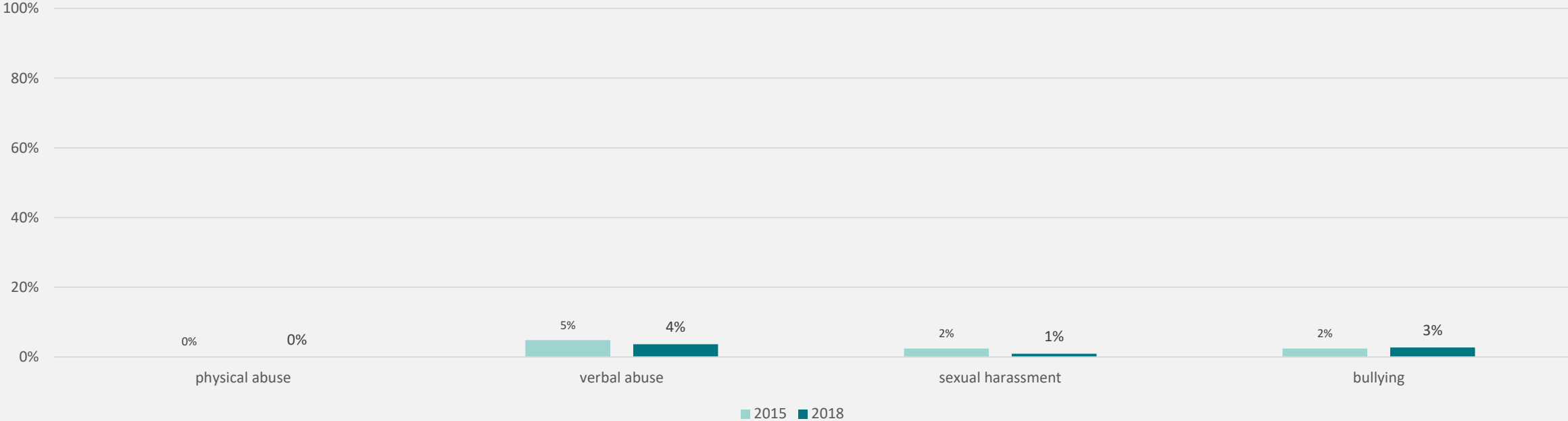
Undesirable behaviour: witness



Undesirable behavior	Witness 2015			Witness 2018		
	n	%	of which internal	n	%	of which internal
physical abuse	0	0%	N/A	1	1%	50%
verbal abuse	13	16%	73%	11	10%	50%
sexual harassment	1	1%	100%	0	0%	N/A
bullying	6	7%	86%	5	5%	20%

5. Detailed results

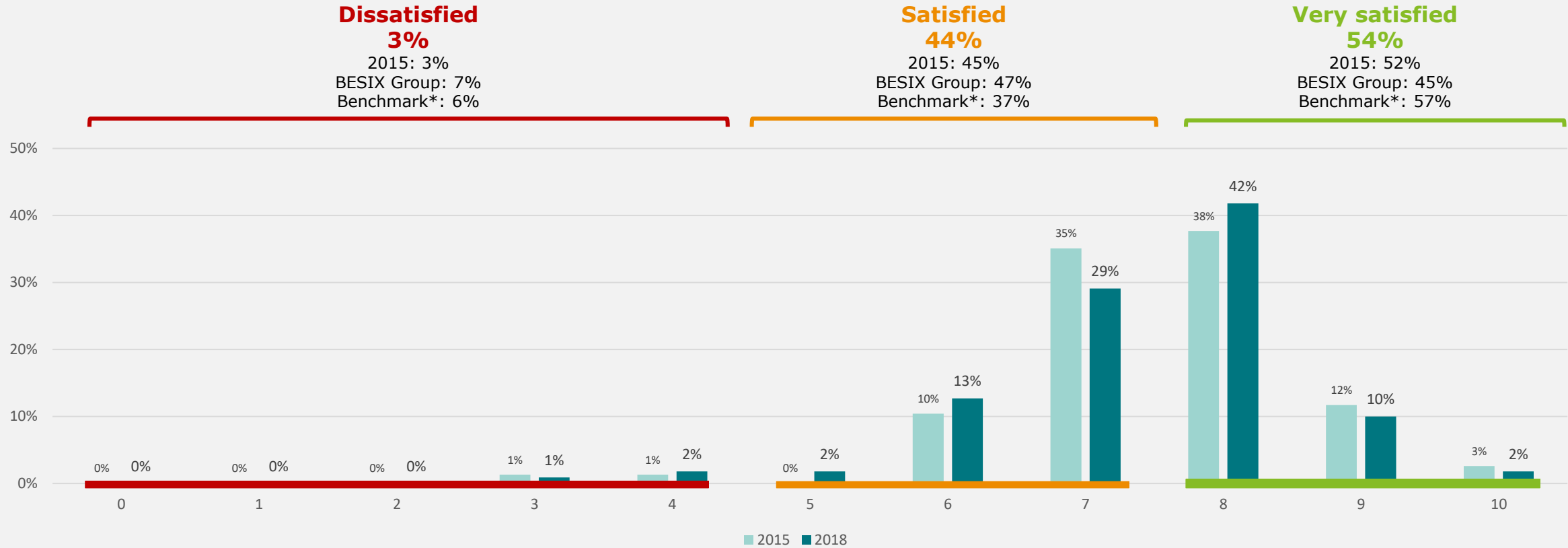
Undesirable behaviour: victim



Undesirable behavior	Victim 2015			Victim 2018		
	n	%	of which internal	n	%	of which internal
physical abuse	0	0%	N/A	0	0%	N/A
verbal abuse	4	5%	100%	4	4%	20%
sexual harassment	2	2%	100%	1	1%	100%
bullying	2	2%	100%	3	3%	33%

5. Detailed results

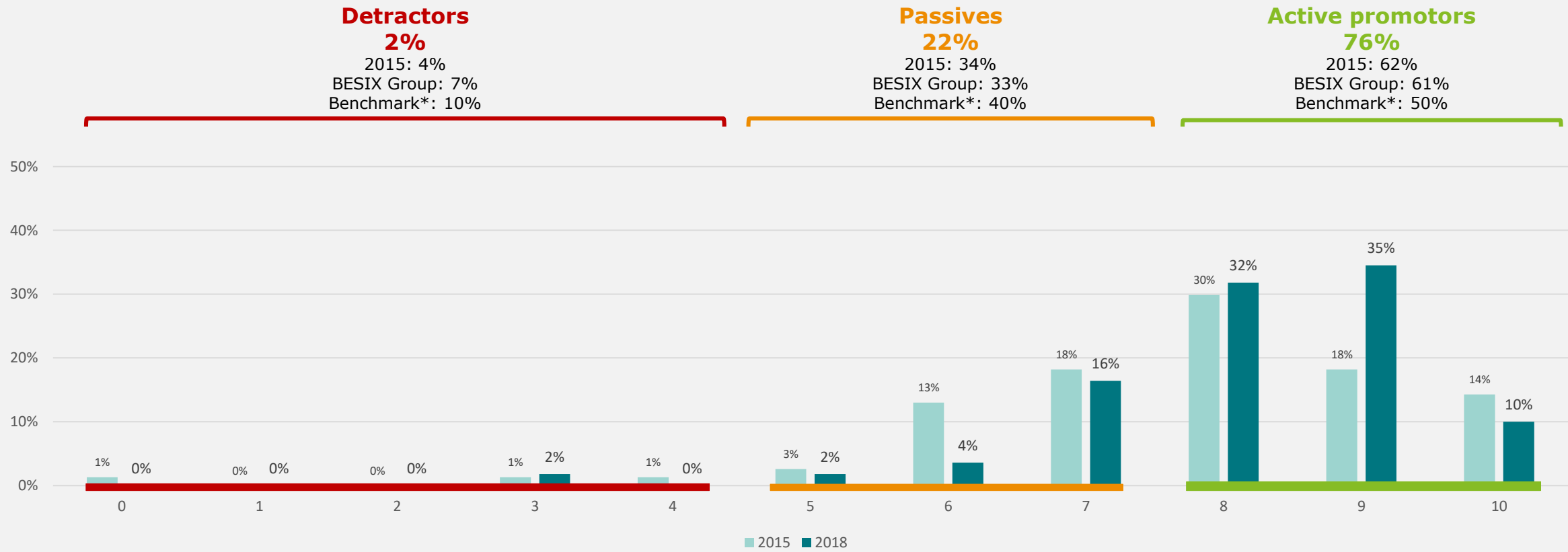
Overall job satisfaction



*iNostix by Deloitte benchmark (n=40.592)

5. Detailed results

Intention to recommend

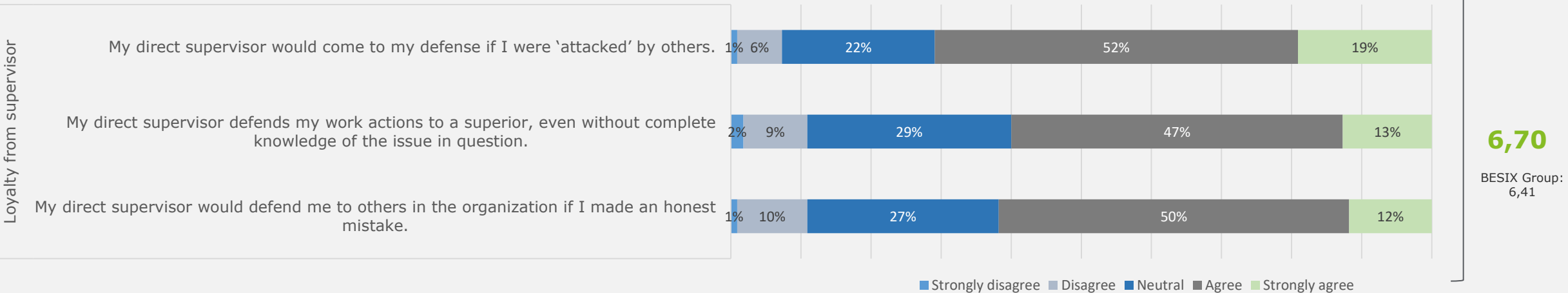
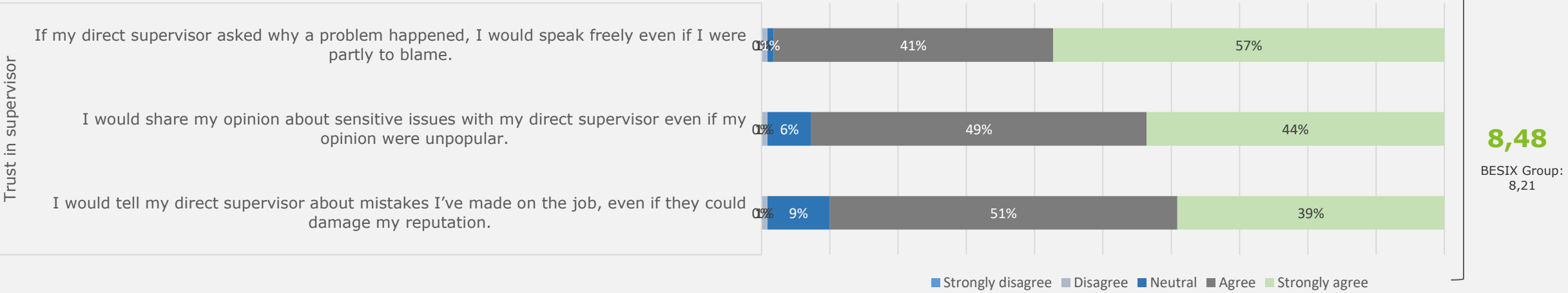


*iNostix by Deloitte benchmark (n=40.592)

6. Extra modules

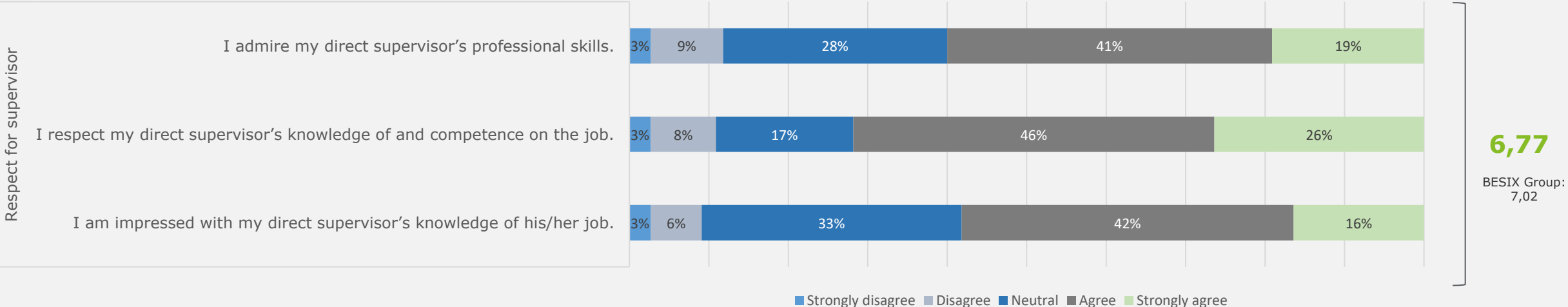
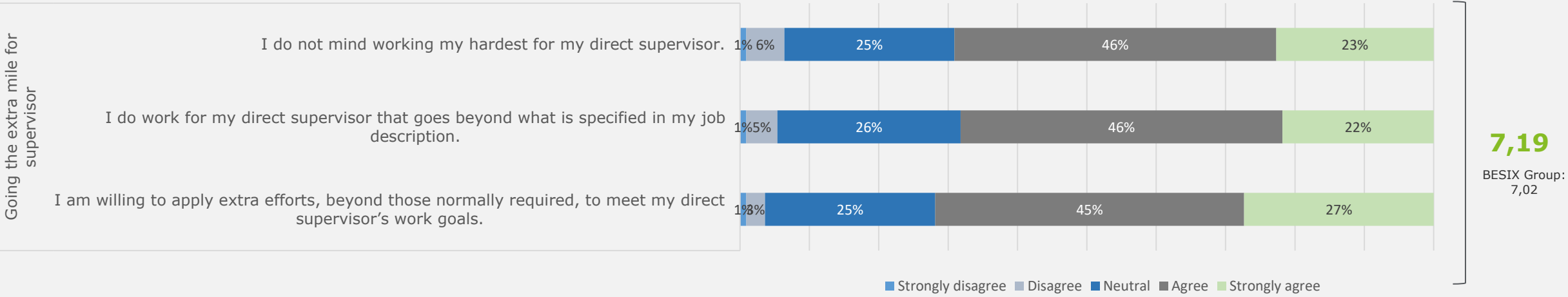
6. Extra questions

Leadership questions (1/3)



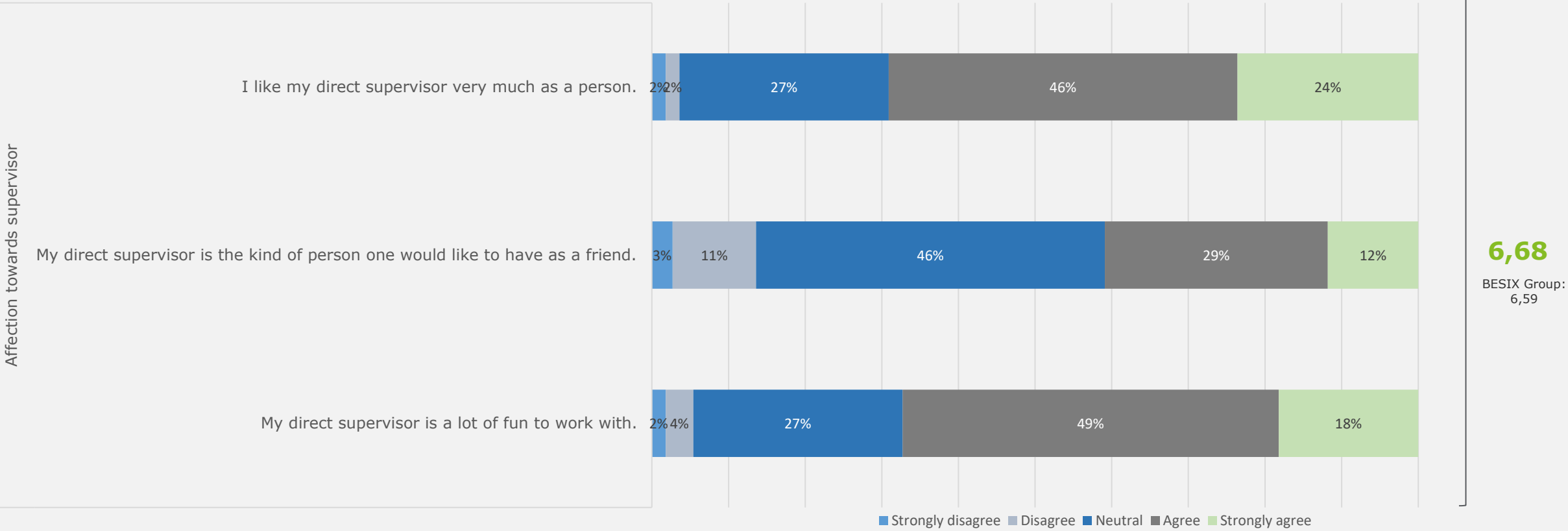
6. Extra questions

Leadership questions (2/3)



6. Extra questions

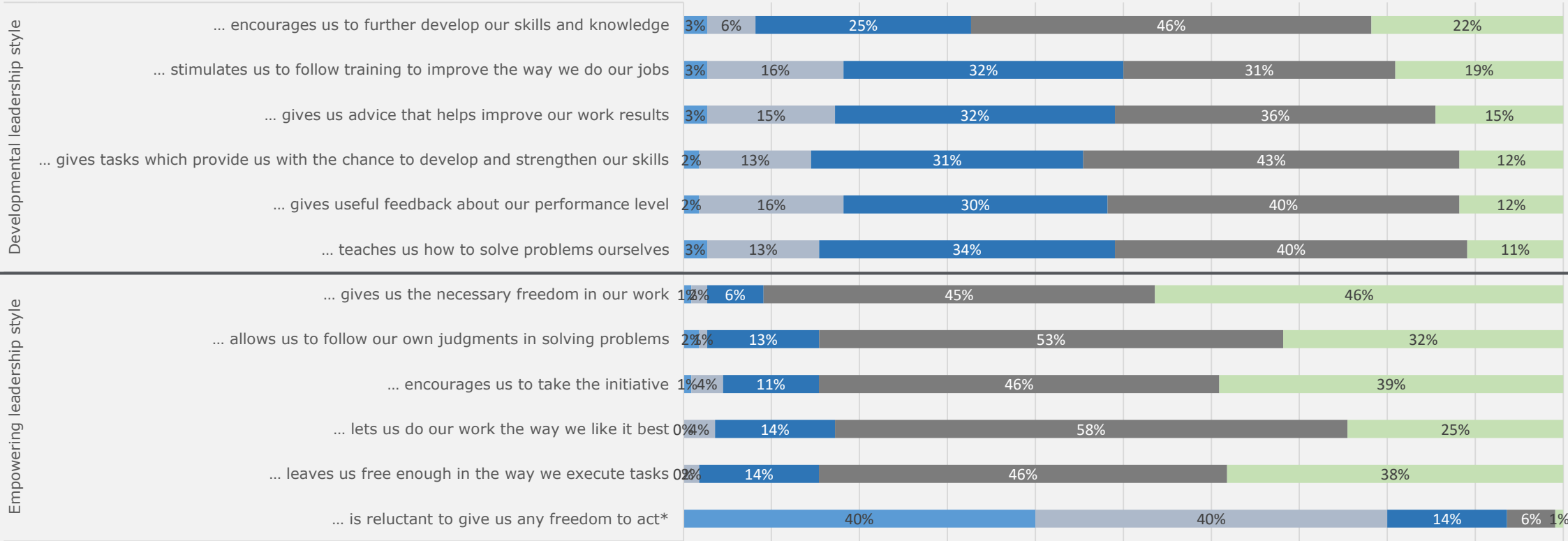
Leadership questions (3/3)



6. Extra questions

Leadership style (1/2)

My direct supervisor...



6,29
BESIX Group: 6,29

7,92
BESIX Group: 7,26

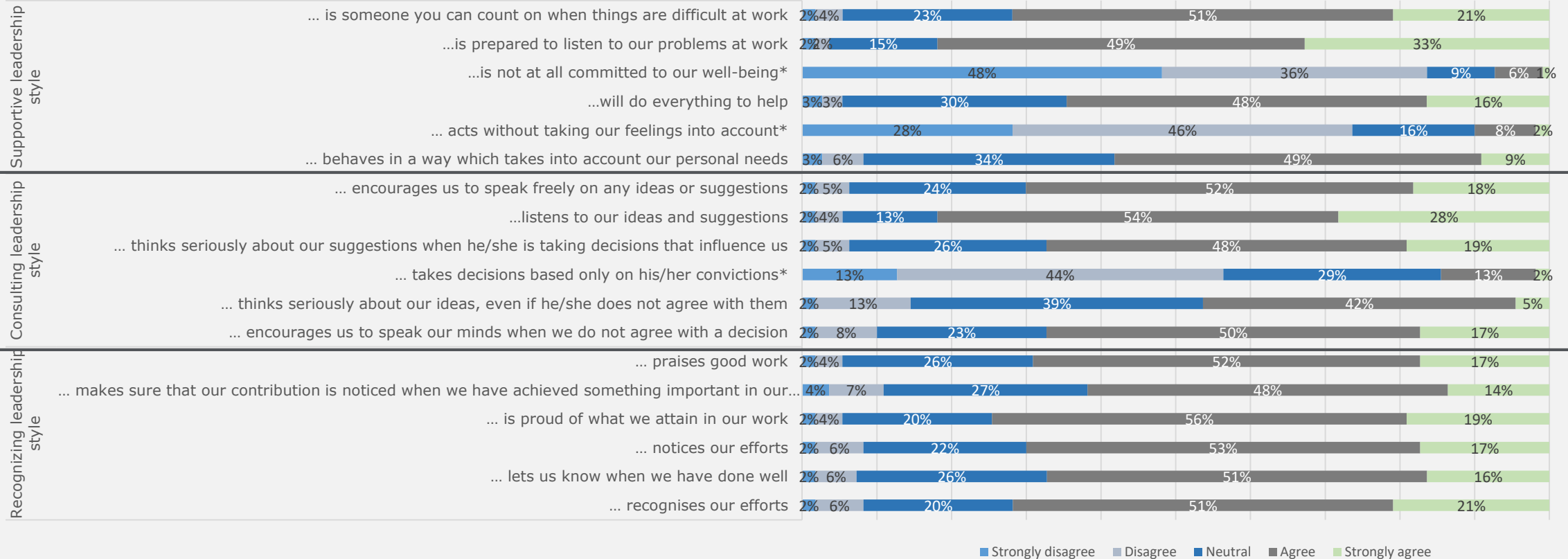
*Negatively worded item

Strongly disagree Disagree Neutral Agree Strongly agree

6. Extra questions

Leadership style (2/2)

My direct supervisor...



7,24

BESIX Group: 6,66

6,75

BESIX Group: 6,50

6,92

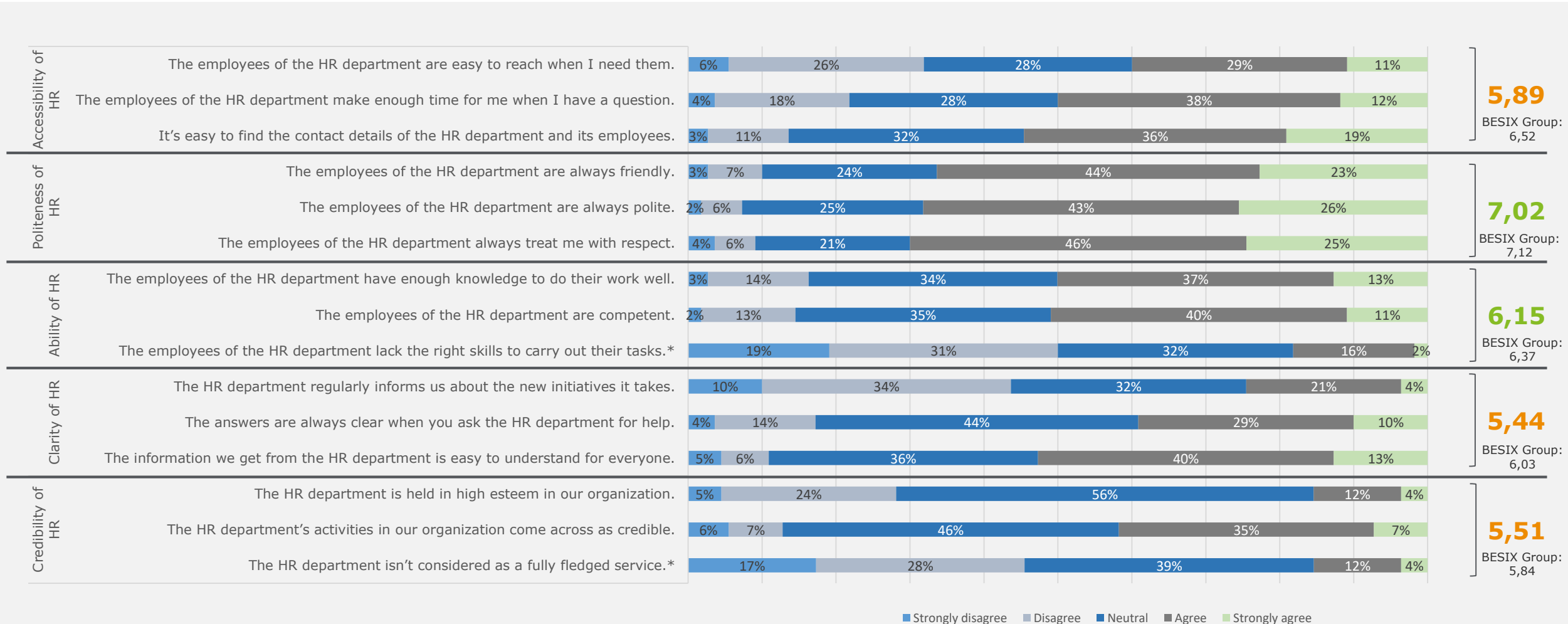
BESIX Group: 6,51

■ Strongly disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly agree

*Negatively worded item

6. Extra questions

HR satisfaction (1/2)

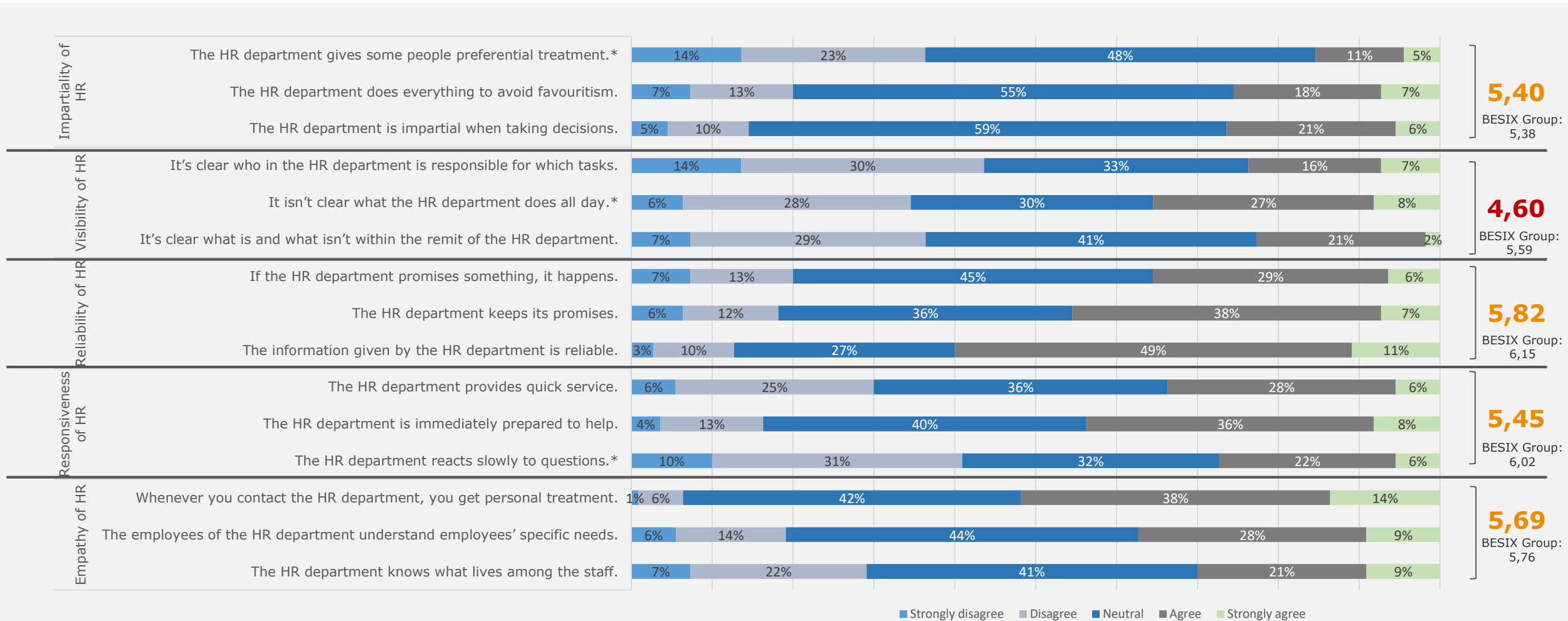


■ Strongly disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly agree

*Negatively worded item

6. Extra questions

HR satisfaction (2/2)

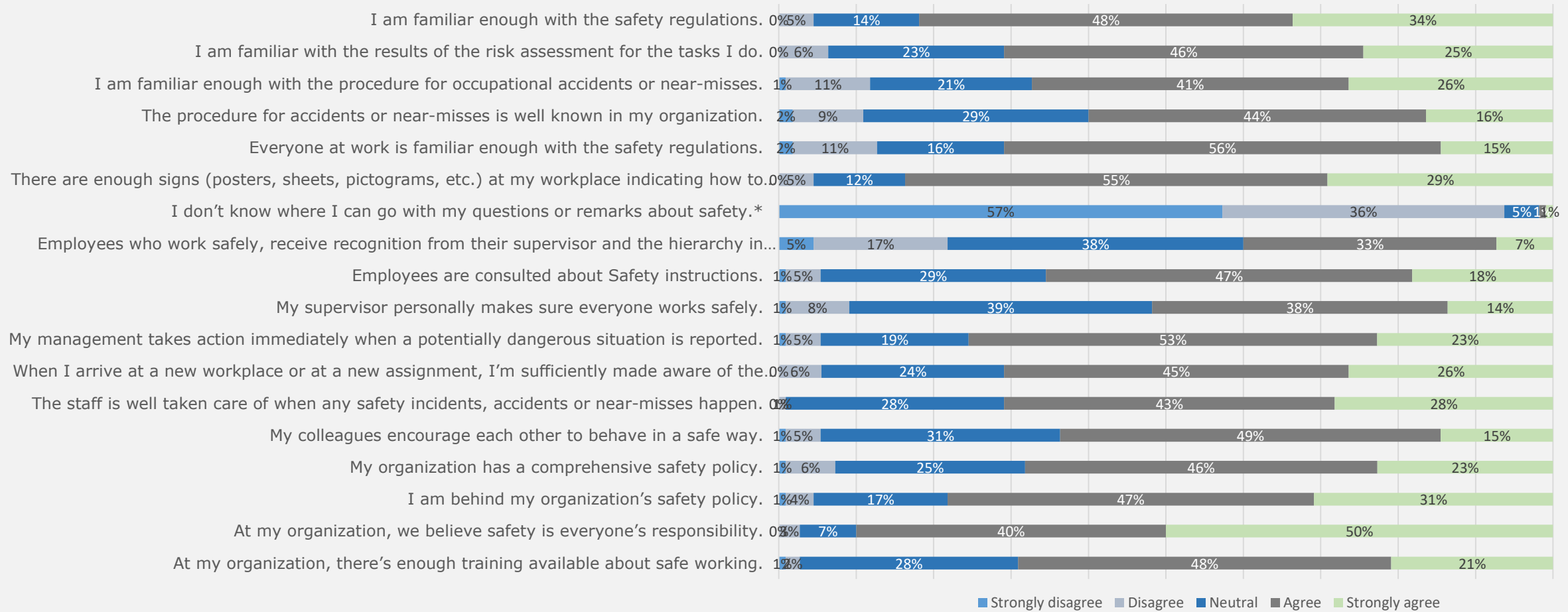


Strongly disagree Disagree Neutral Agree Strongly agree

*Negatively worded item

6. Extra questions

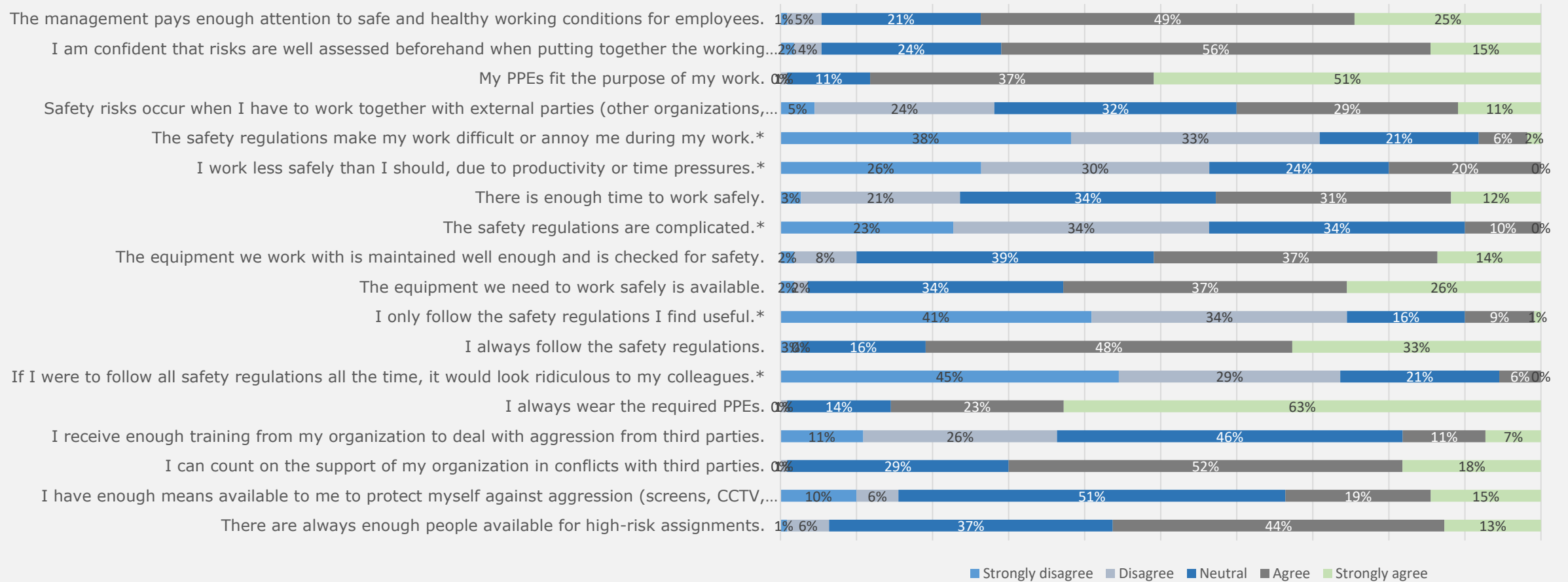
Safety at work (1/3)



*Negatively worded item

6. Extra questions

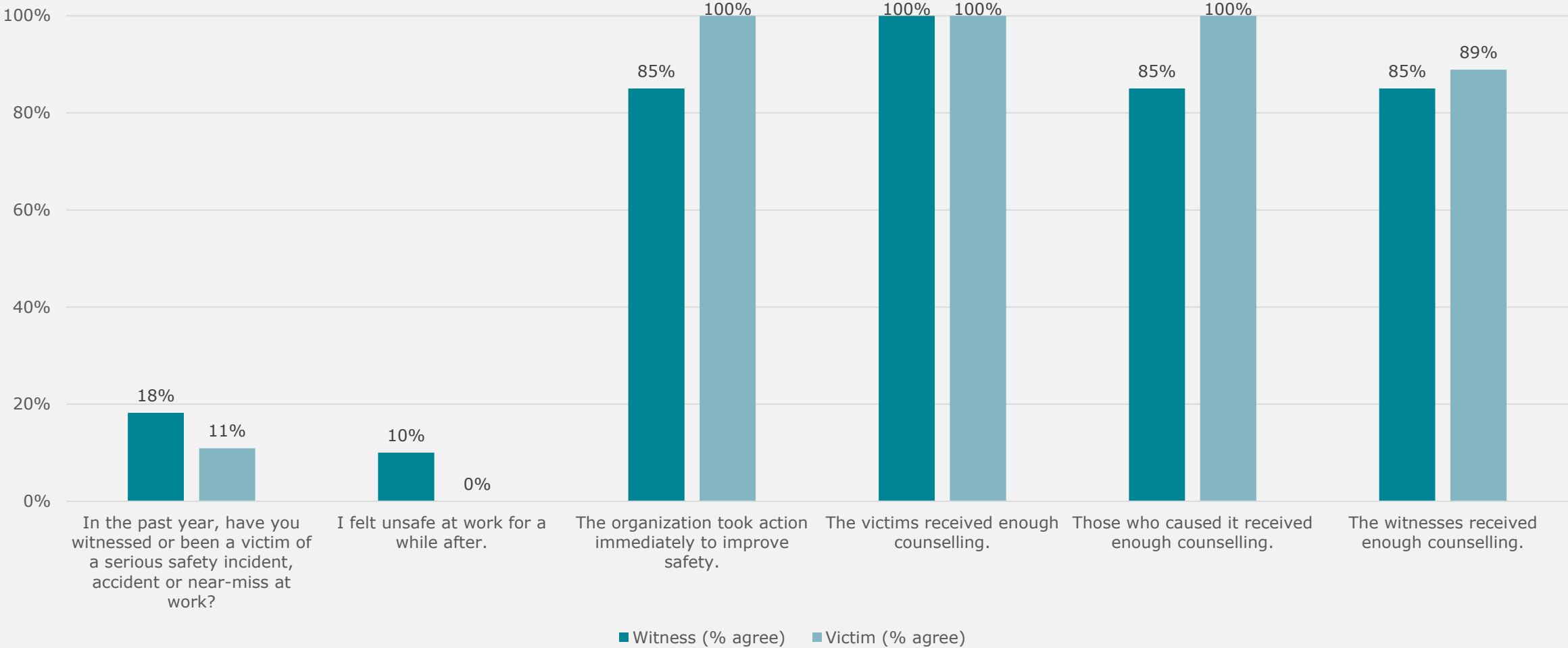
Safety at work (2/3)



*Negatively worded item

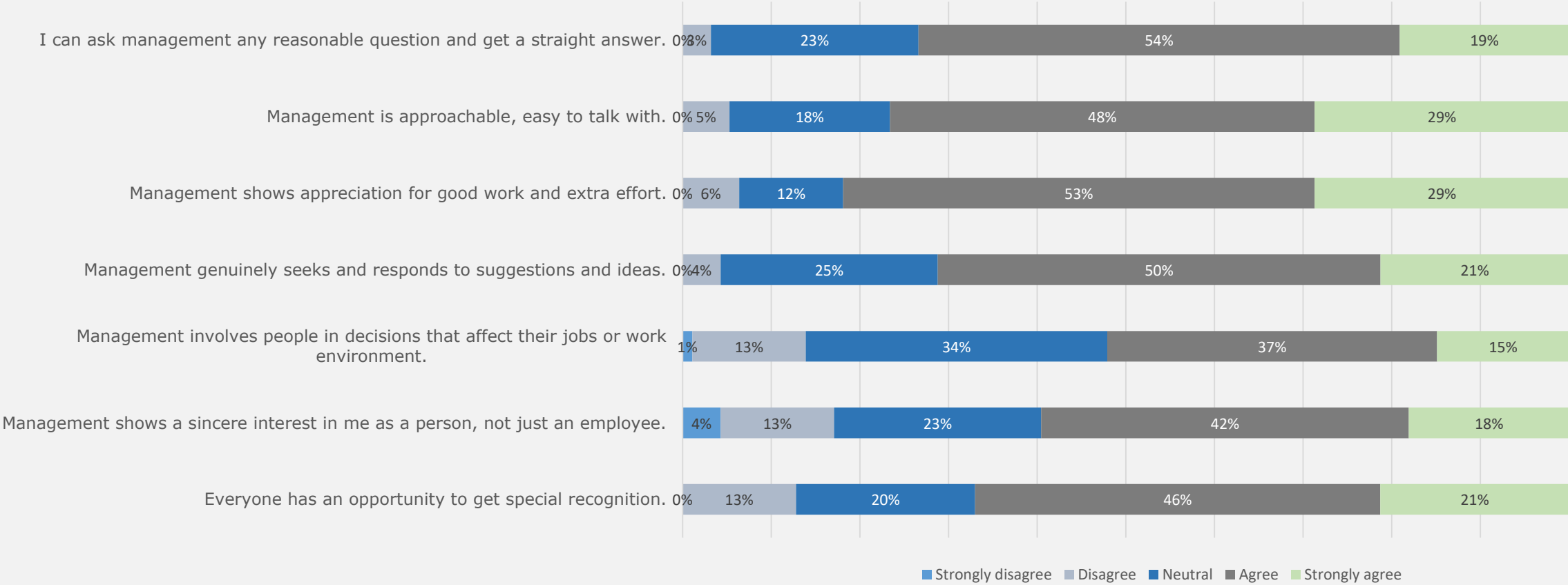
6. Extra questions

Safety at work (3/3)



6. Extra questions

Management questions



7. Appendix

7. Appendix

Excel report:

- Response by population (tab: Response Rate)
- Analysis of variance (tab: Analysis of variance)
- Item analysis (tabs: Items)



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