

# Engagement Survey 2021 – SONAR Report

## BESIX Infra Nederland

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# Methodology



# SONAR Model

## Behaviours

STRESS

MOTIVATION

ABSENTEEISM

WORK-LIFE BALANCE


TURNOVER


BULLYING


AGRESSION

UNWANTED SEXUAL  
CONDUCT AT WORK

DISCRIMINATION

 Job content

 Terms of employment

 Labour organisation

 Job related  
interpersonal relations

 Workplace conditions

## SONAR Questions

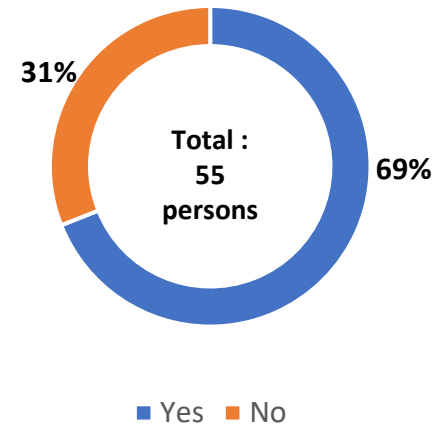
- SONAR refers to the device used to detect what is underwater
- On the surface, we observe various **behaviours** e.g. stress, lack of motivation etc, but we do not know the causes
- With the 29 **SONAR questions**, we can explore the underlying risks and evaluate if they influence positively / negatively the behaviours and hence the well-being of our staff members

# Scan results

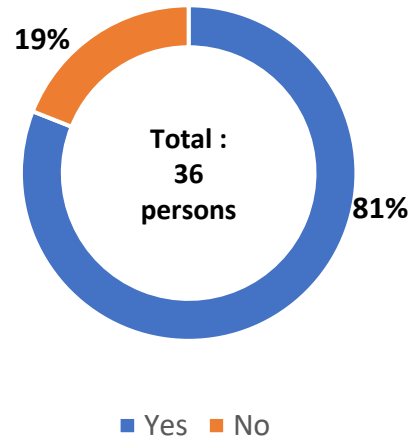


# Response Rate

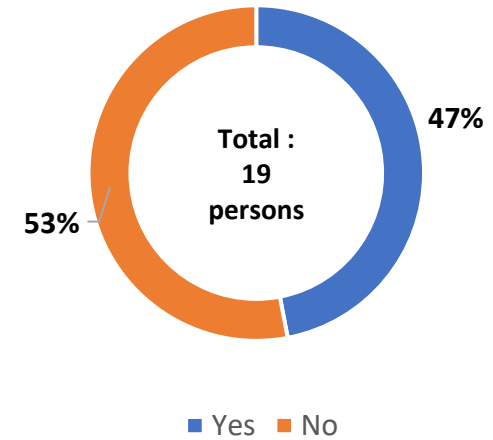
BESIX Infra NL  
**Overall** response rate



BESIX Infra NL  
**White Collars** response rate



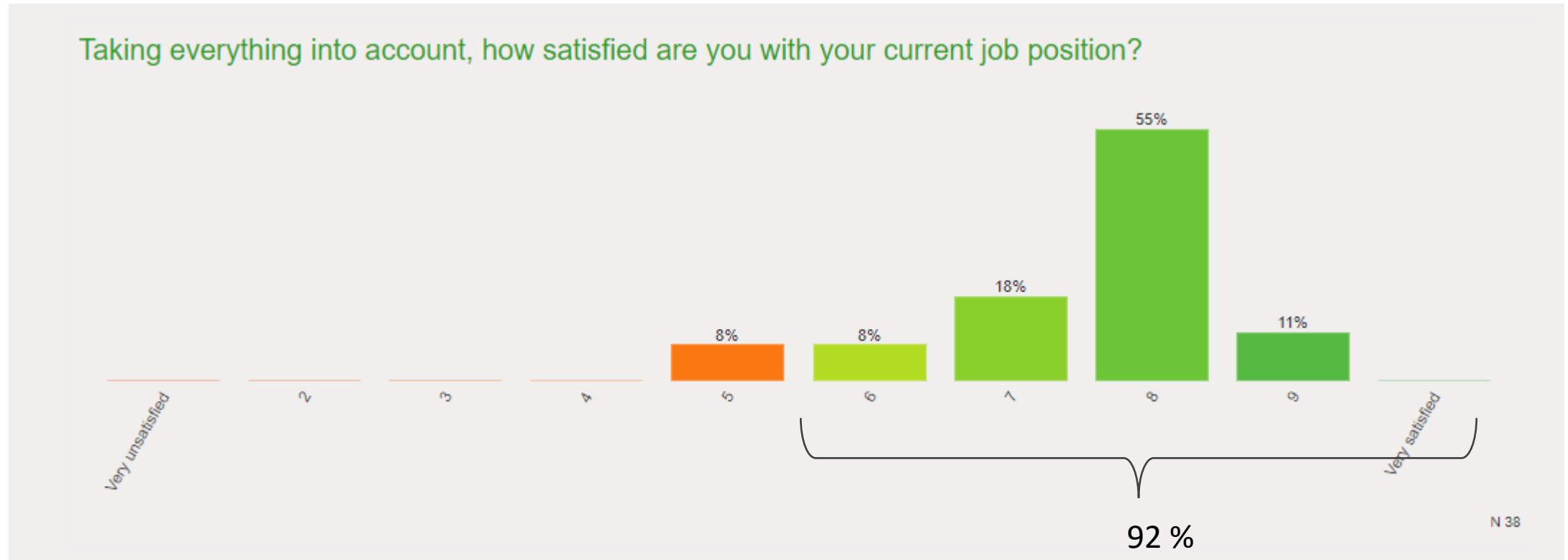
BESIX Infra NL  
**Blue Collars** response rate



# Satisfaction & Net Promoter Score

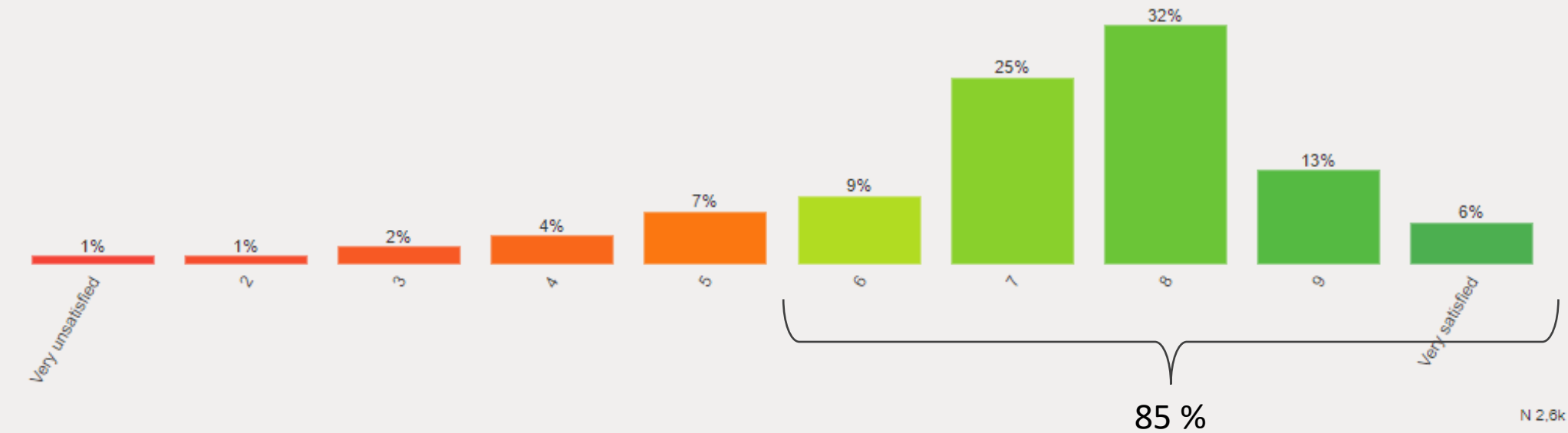


## Satisfaction score **BESIX Infra NL**



# Satisfaction score **BESIX Group**

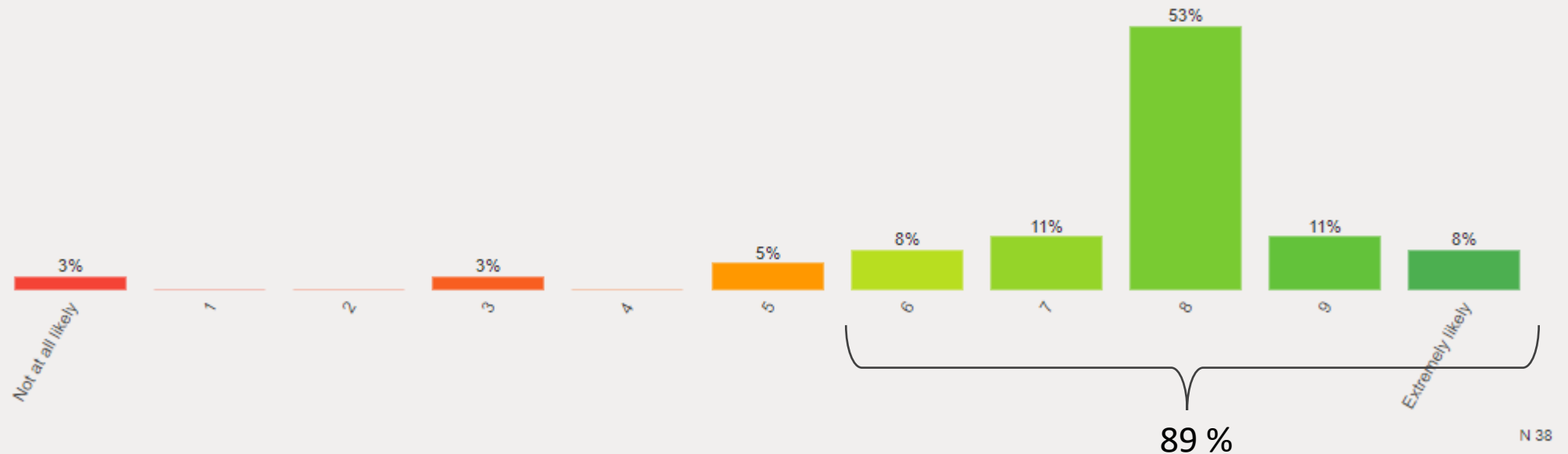
Taking everything into account, how satisfied are you with your current job position?





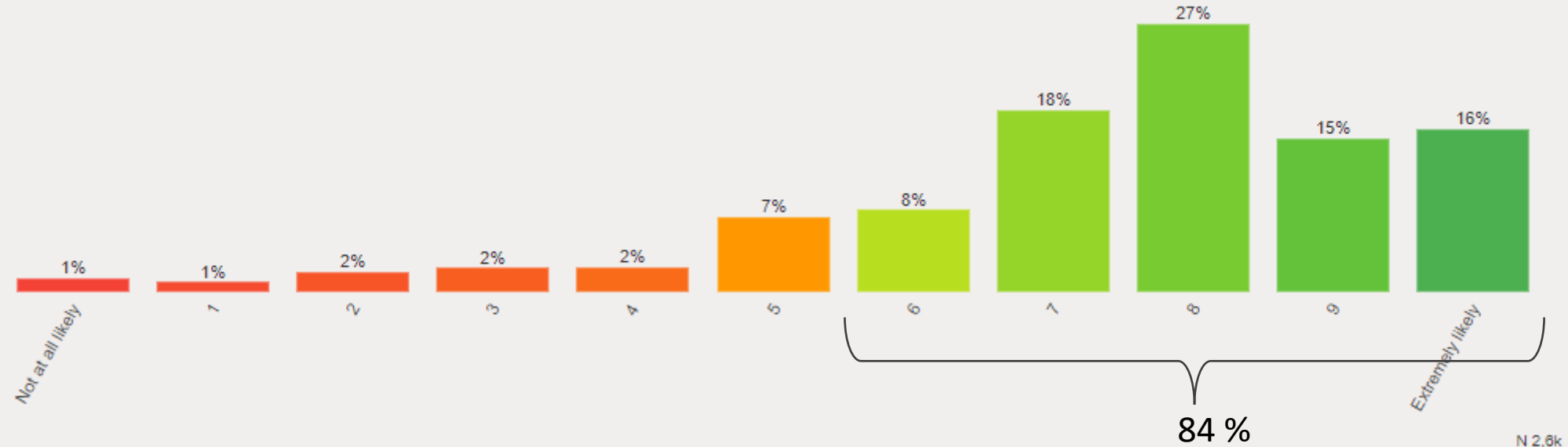
## Net promoter score **BESIX Infra NL**

Based on your experience with your company, how likely are you to recommend your company to friends or acquaintances currently looking for work?

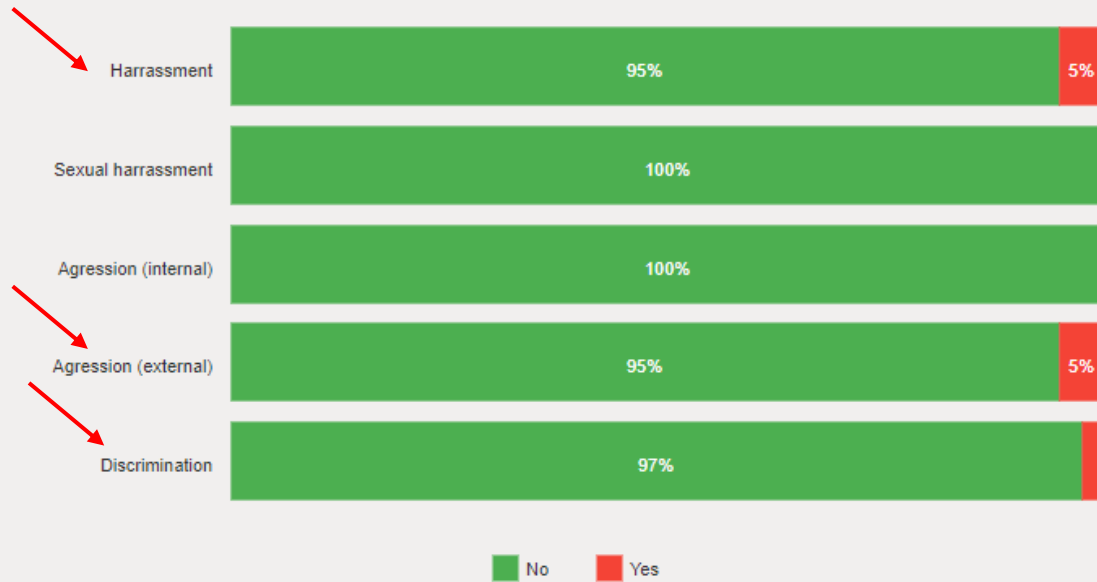


## NPS Score BESIX Group

Based on your experience with your company, how likely are you to recommend your company to friends or acquaintances currently looking for work?

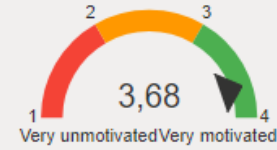


### Unwanted Behavior At Work



N 38

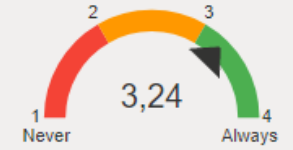
### Motivation



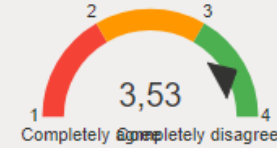
### Stress



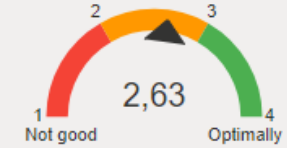
### Coping stress



### Intention to leave



### Work Life Balance



N 38

## Psychosocial risks

### Labour organisation



Job security ↑

### Job content



Variation ↑  
Independence ↑

### Terms of employment



↓ Remuneration

### Workplace conditions



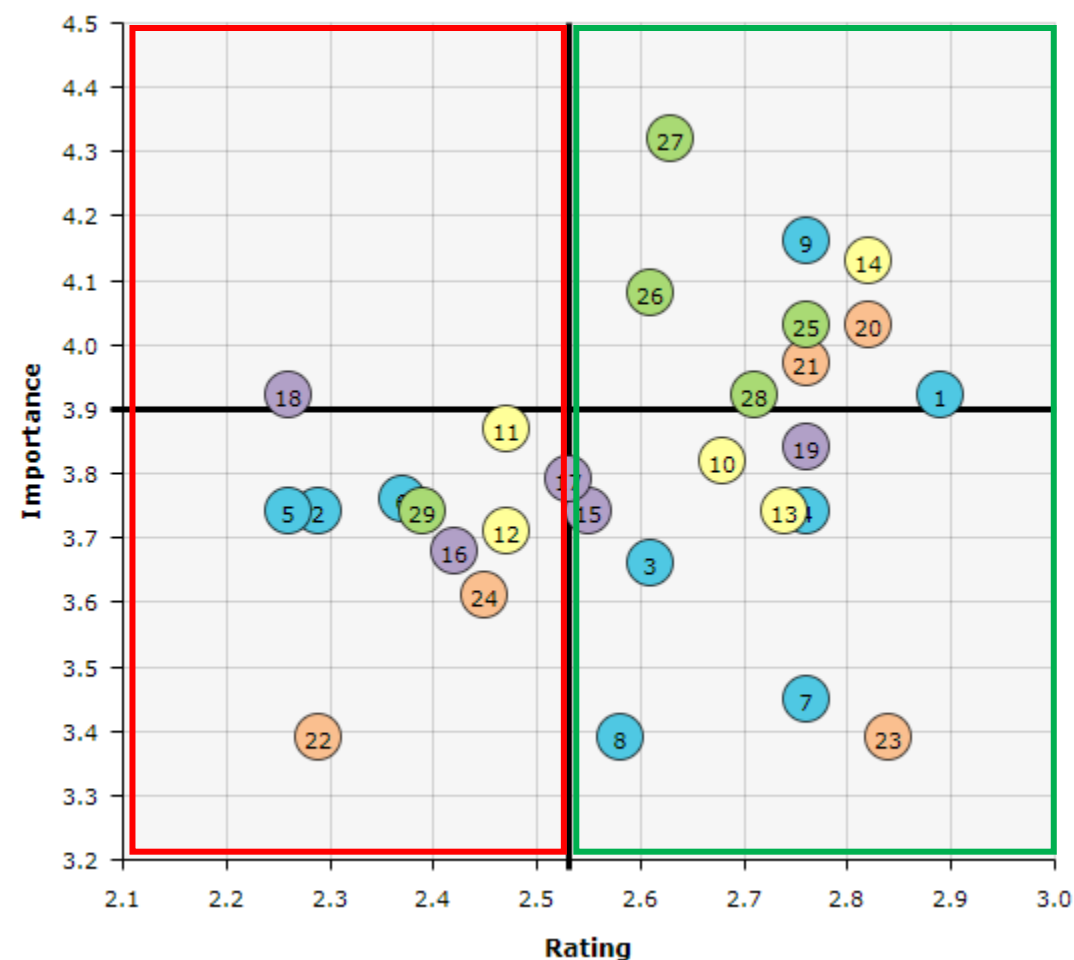
Safety ↑  
Work equipment ↑

### Job related interpersonal relations



Support of colleagues ↑  
Support of superior ↑  
Atmosphere ↑  
Contact with externals ↑

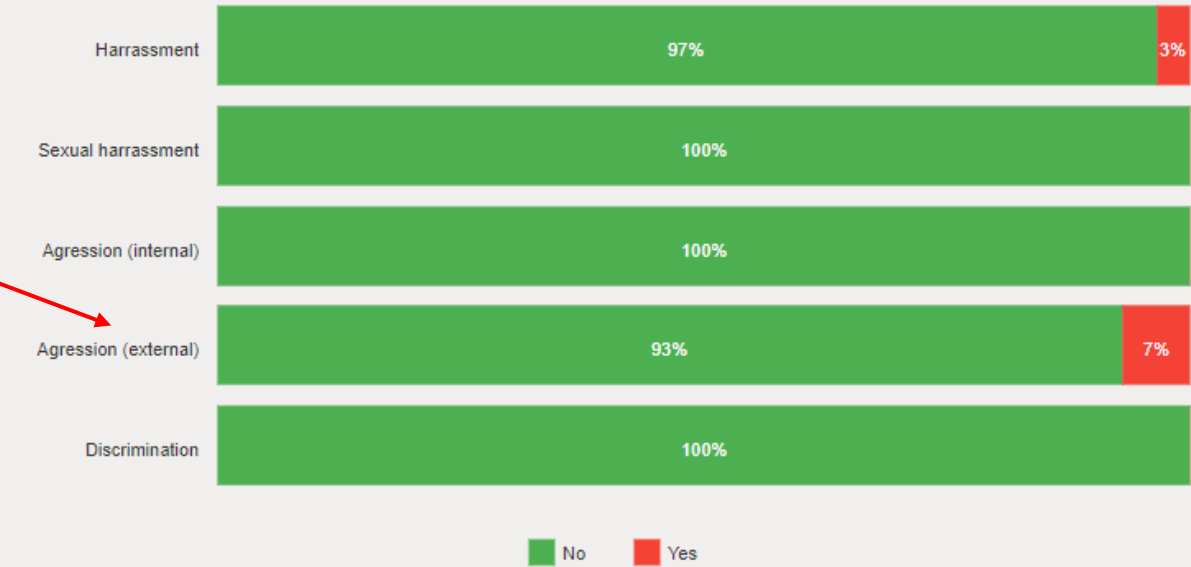
	N = 38	Rating	Importance	
Job content	1. Variation in the work	2.89	3.92	
	2. Division of tasks	2.29	3.74	
	3. Work procedures	2.61	3.66	
	4. Level of difficulty	2.76	3.74	
	5. Job pressure	2.26	3.74	
	6. Mental strain due to the work	2.37	3.76	
	7. Emotional strain due to the work	2.76	3.45	
	8. Physical strain due to the work	2.58	3.39	
	9. Independence in the work	2.76	4.16	
Work organisation	10. Clear organisational structure	2.68	3.82	
	11. Say in the organisation	2.47	3.87	
	12. Policy organisation	2.47	3.71	
	13. Organisational culture	2.74	3.74	
	14. Work and job security	2.82	4.13	
Work conditions	15. Training opportunities	2.55	3.74	
	16. Career opportunities	2.42	3.68	
	17. Evaluation procedures	2.53	3.79	
	18. Remuneration	2.26	3.92	
	19. Holiday, working regime	2.76	3.84	
Job situations	20. Safety	2.82	4.03	
	21. Work equipment	2.76	3.97	
	22. Noise	2.29	3.39	
	23. Lighting	2.84	3.39	
	24. Climate control and ventilation	2.45	3.61	
Job relations	25. Support and appreciation of colleagues	2.76	4.03	
	26. Support and appreciation from manager	2.61	4.08	
	27. Atmosphere at work	2.63	4.32	
	28. Contact with external parties at work	2.71	3.92	
	29. Communication and expectations	2.39	3.74	



# Results White Collars >< Blue Collars

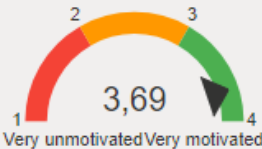


Unwanted Behavior At Work

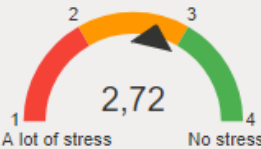


N 29

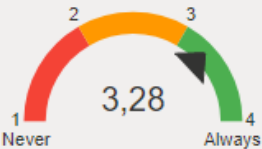
Motivation



Stress



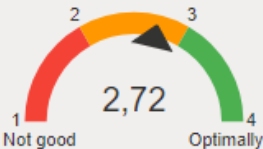
Coping stress



Intention to leave



Work Life Balance



N 29

Psychosocial risks

Labour organisation



Job security ↑

Job content



Independence ↑

Terms of employment



↓ Remuneration

Workplace conditions



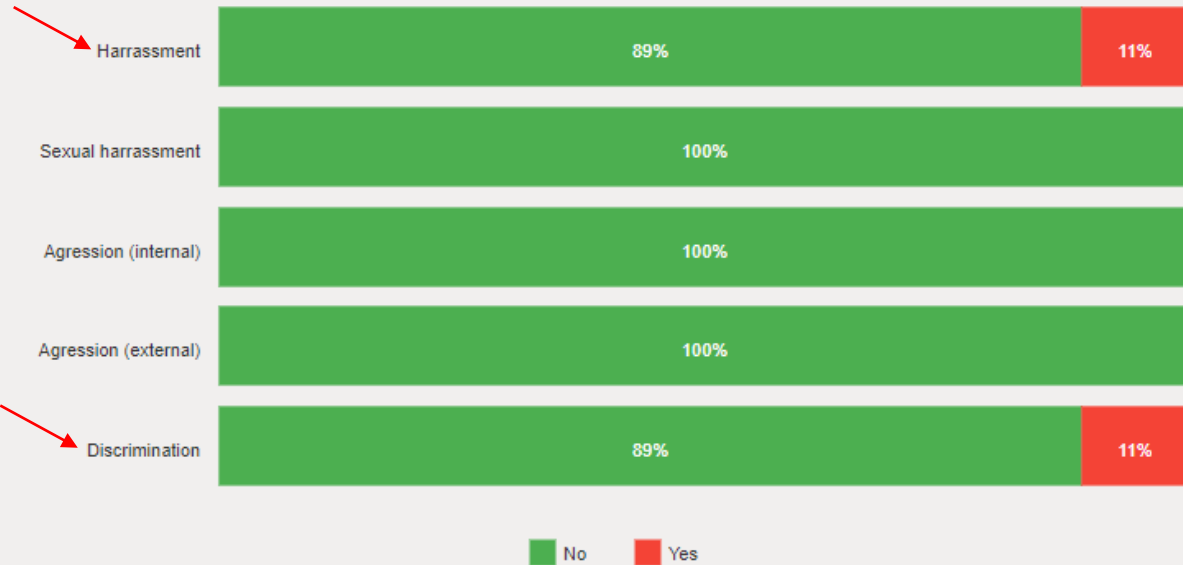
Safety ↑  
Work equipment ↑

Job related interpersonal relations



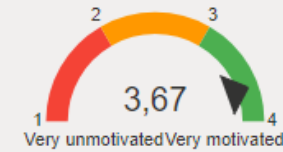
Support of colleagues ↑  
Support of superior ↑  
Atmosphere ↑

## Unwanted Behavior At Work



N 9

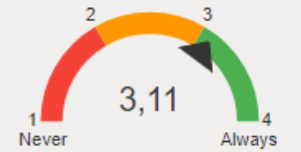
## Motivation



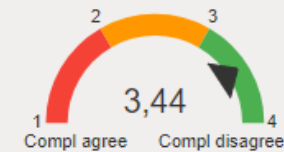
## Stress



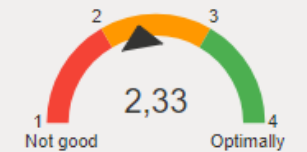
## Coping stress



## Intention to leave



## Work Life Balance



N 9

## Psychosocial risks

## Labour organisation



Culture ↑ Structure ↓  
Job security ↑

## Job content



Variation ↑  
Task division ↓  
Work procedures ↓  
Mental strain ↓  
Physical strain ↓

## Terms of employment



## Workplace conditions



Safety ↑  
Work equipment ↑

## Job related interpersonal relations



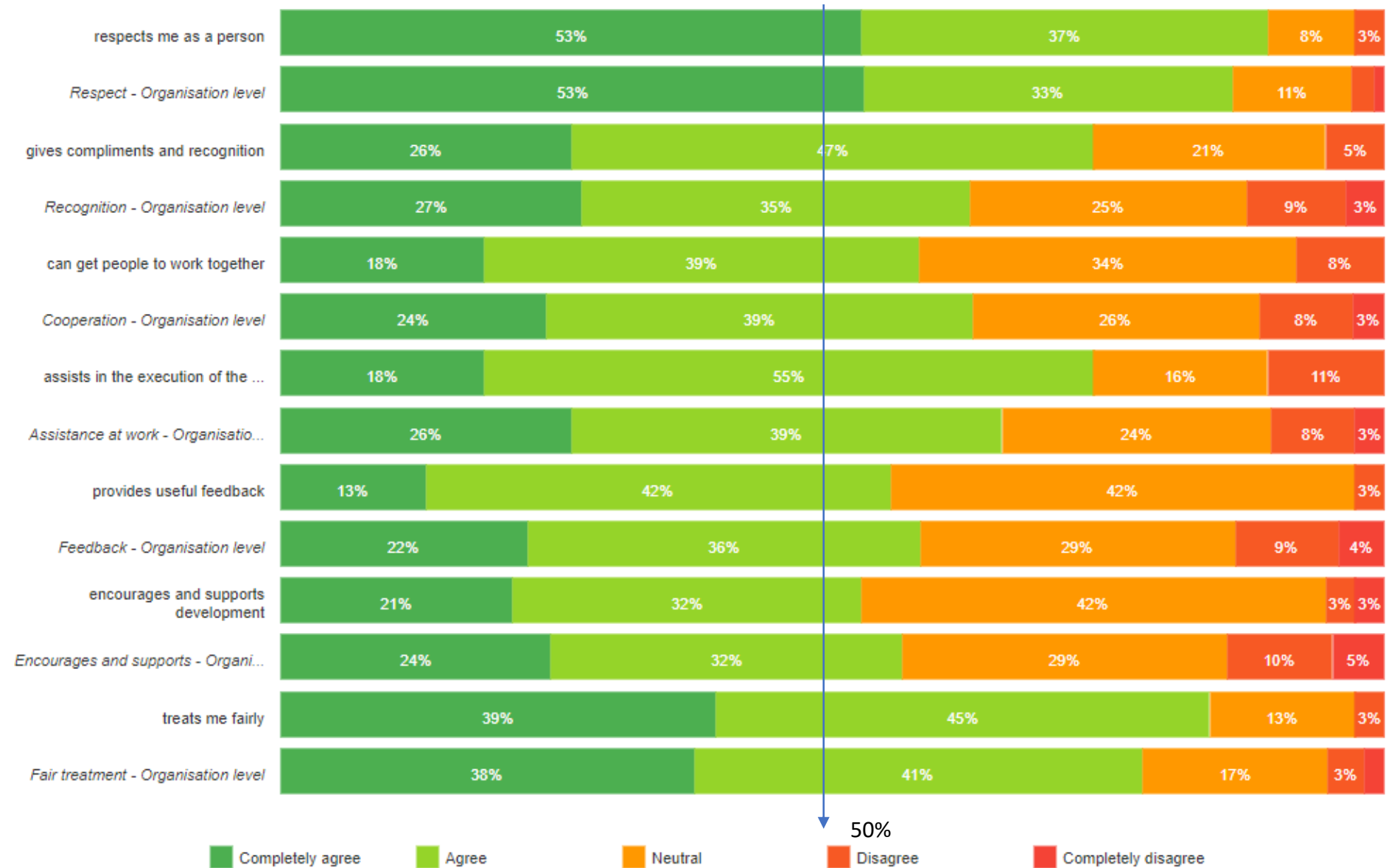
Support of colleagues ↓  
Support of superior ↓  
Atmosphere ↓  
Contact with externals ↓

# Results Module Leadership



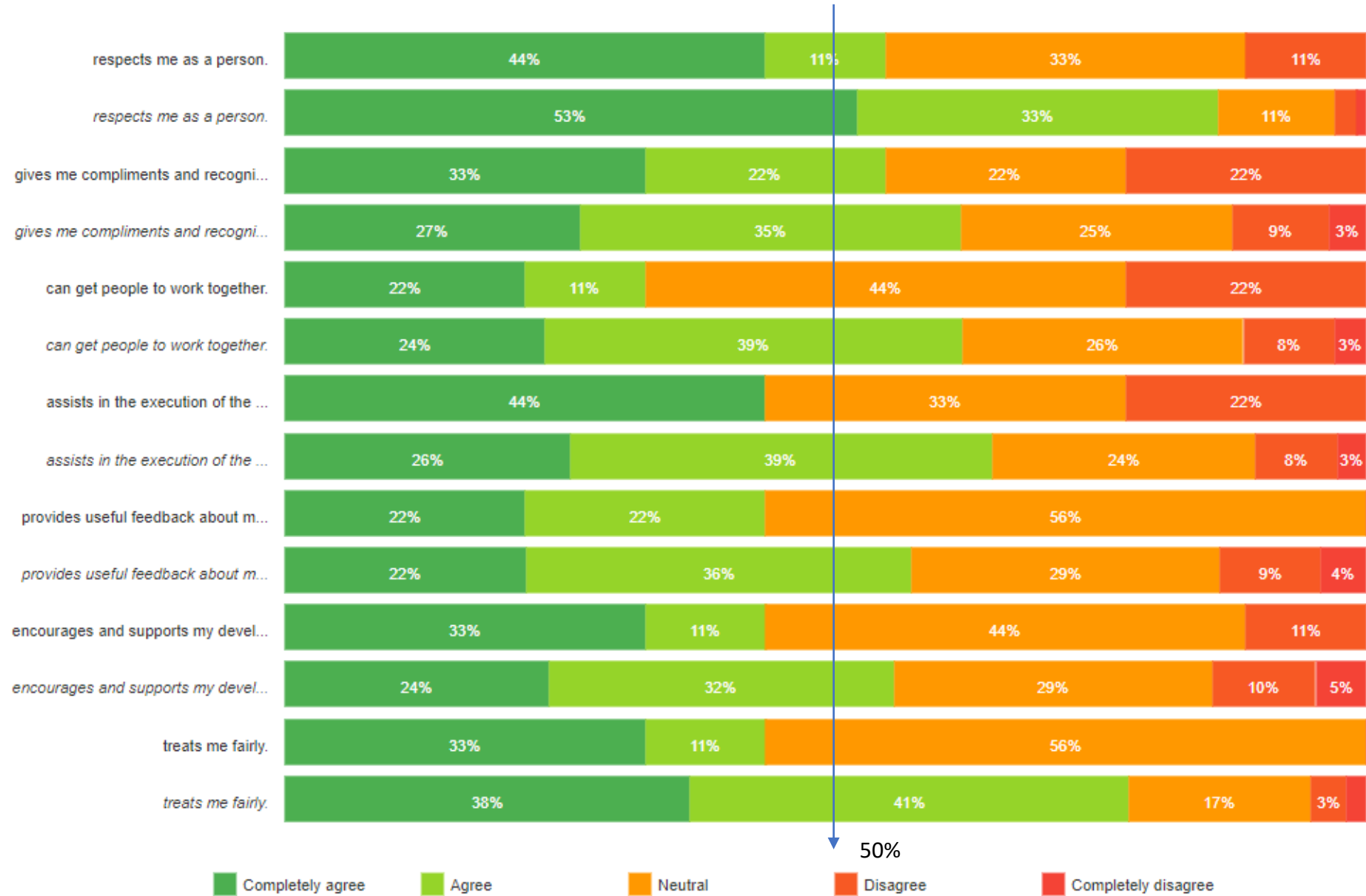


## My manager...



# Blue Collars

## My manager...

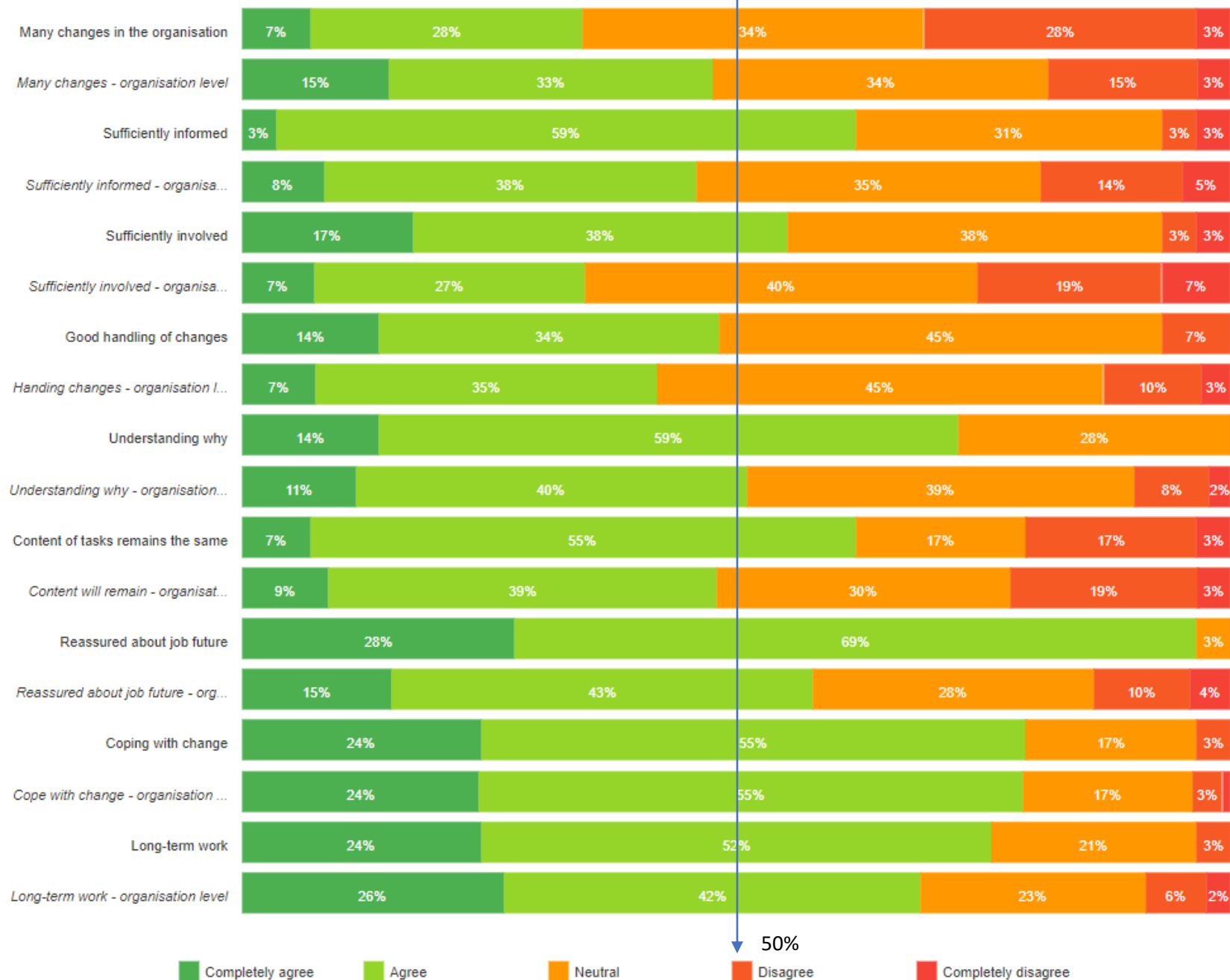


# Results Module Change



Department /  
Company

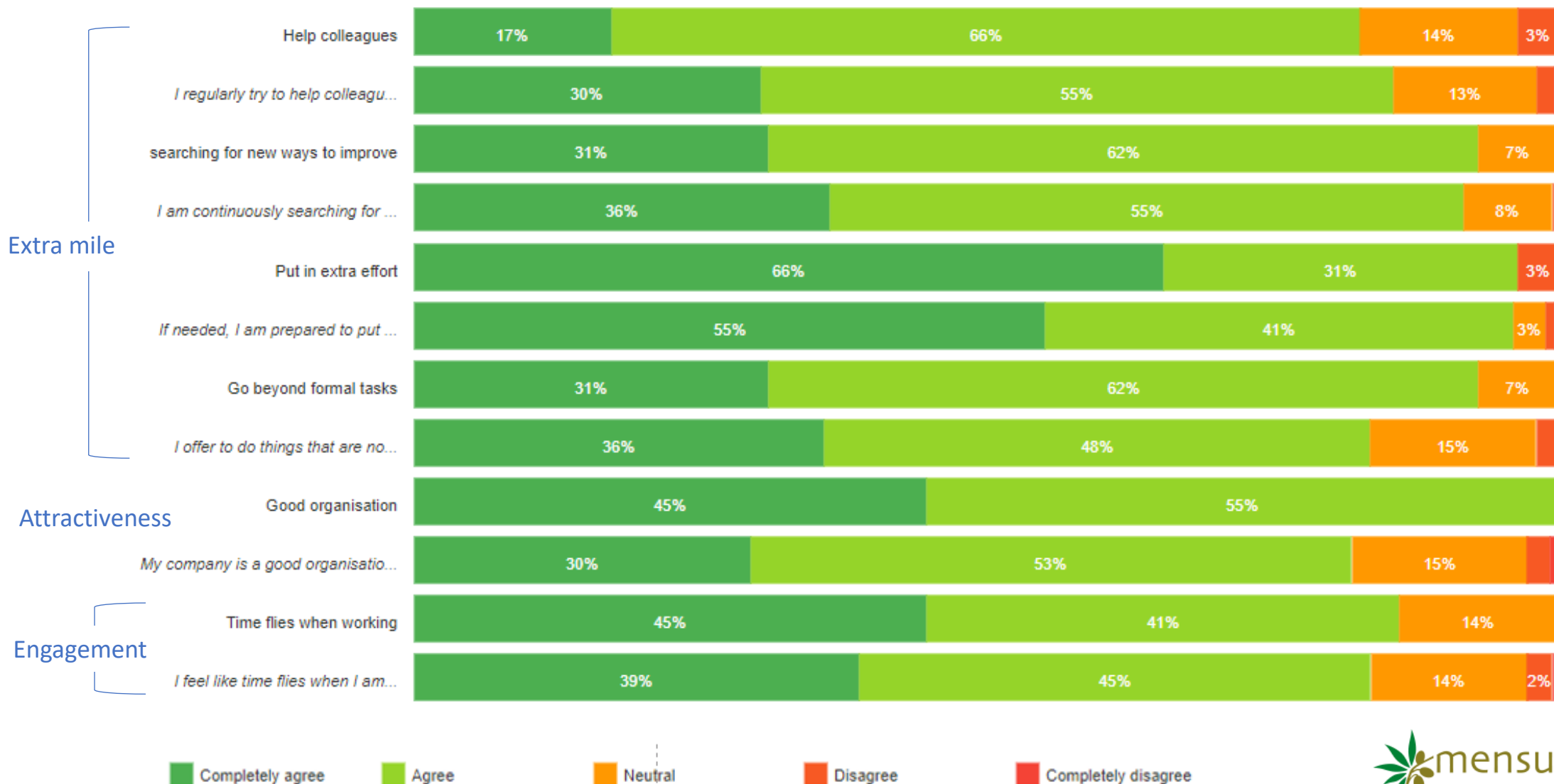
Individual



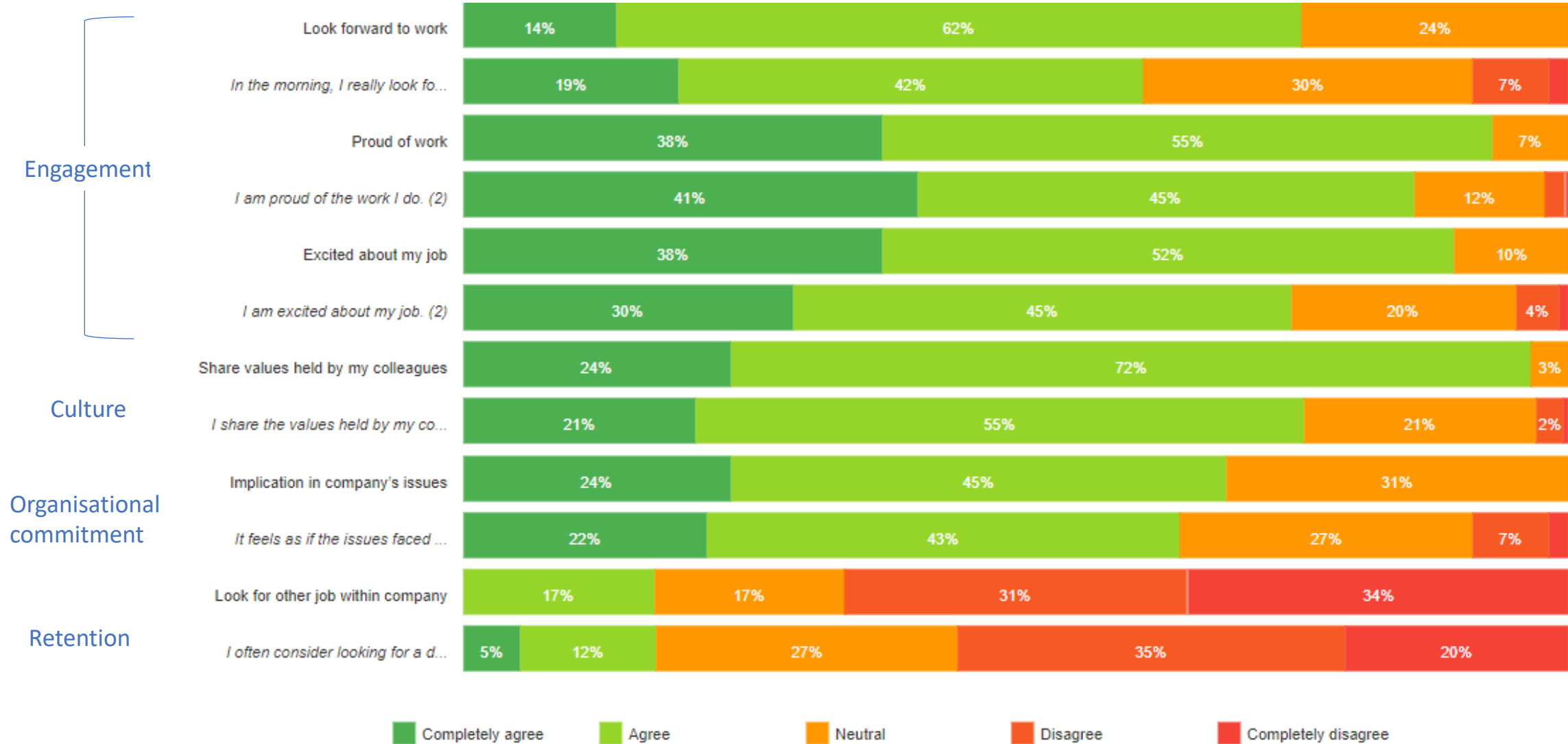
# Results Extra Module



The following statements relate to your daily work in our company. To what extent do you agree with these statements?



The following statements relate to your daily work in our company. To what extent do you agree with these statements?

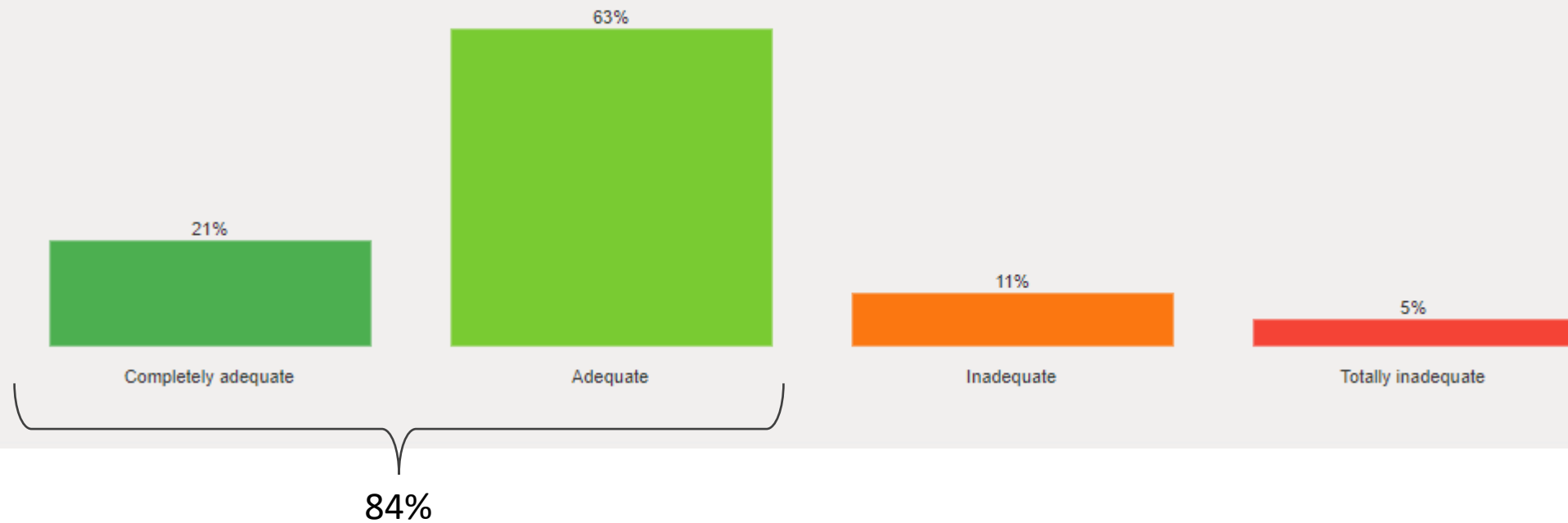


# Covid



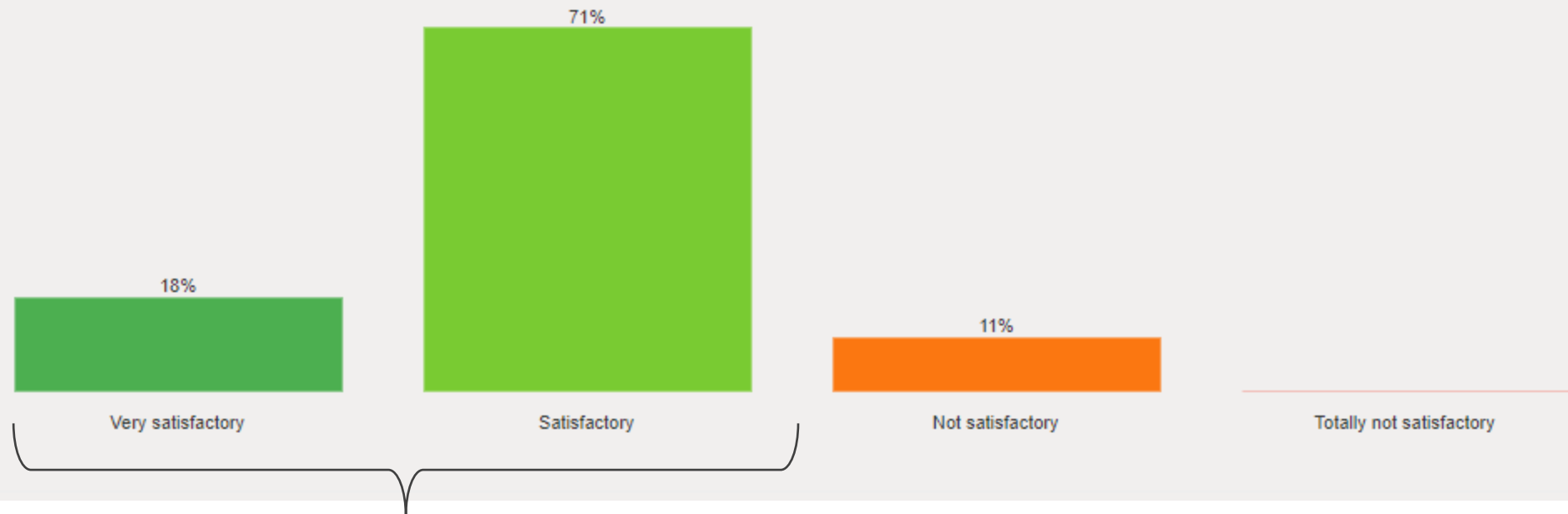


In the context of the Covid-19 pandemic, your company implemented sanitary measures in your workplace. Do you feel that these measures are adequate to keep you safe?



N 38

Still in the context of the Covid-19 pandemic, working measures (support from the manager, clarity of tasks, IT tools, etc.) have been taken. Do you consider these measures satisfactory to be able to continue working smoothly?



89%

# Conclusions – Action plans & Timeline



# What should we learn from the results of this survey?

- Good results in terms of overall **satisfaction and recommendation**
- **Motivation** and **intention (not) to leave** score positively
- BESIX Infra NL can influence the **well being** of their people by maintaining a positive **atmosphere** and **support** from management/colleagues
- Big difference in White collars vs Blue collars answers
- Blue collars : issues with Unwanted behaviours, Job content & interpersonal relations, linked to management style

*-> Action could be decided on those priorities*

# Timeline Risk & Engagement Survey 2021

Individual presentation of the results to Entities and departments



Consolidation of the action plans and translate them into clear objectives for 2022 / 2023



10-11/2021

12-2021

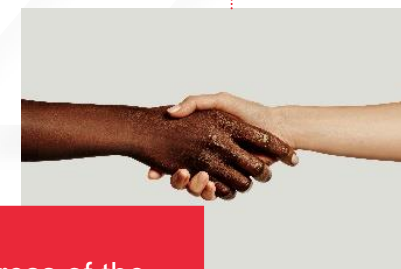
Mid-2022

As from 05/10

Action plans to be taken following results



Measuring the progress of the actions implemented begin 2022



Group overall + Local

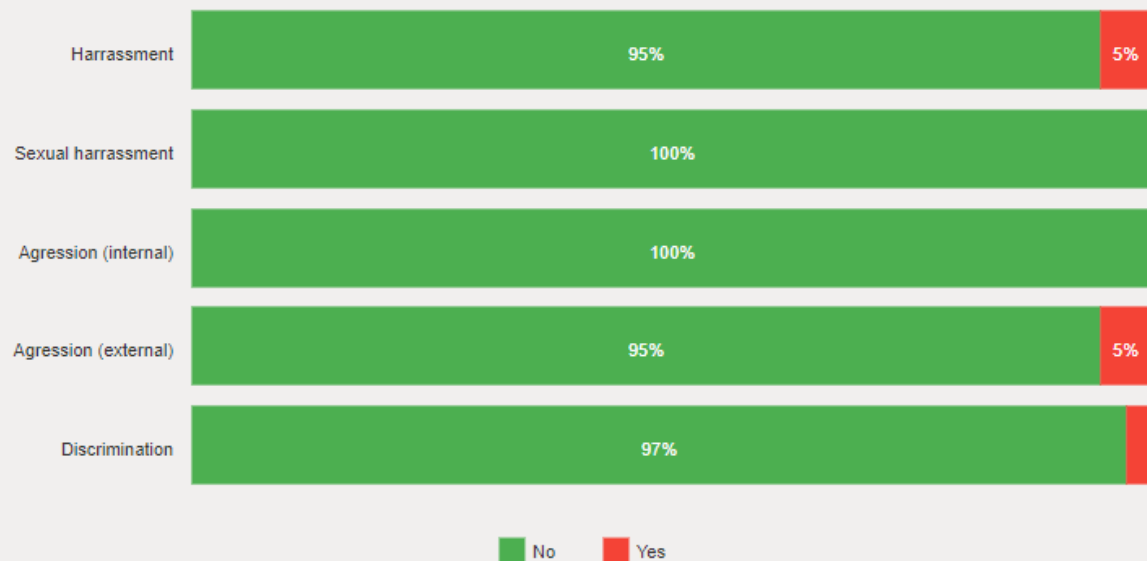
Thank you 😊



## Non Managers

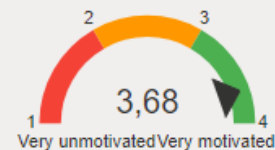
## Well-being Indicators

### Unwanted Behavior At Work

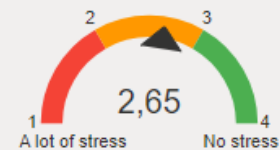


N 37

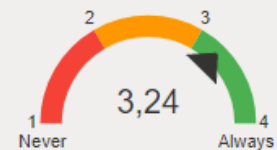
### Motivation



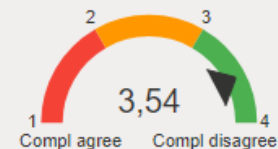
### Stress



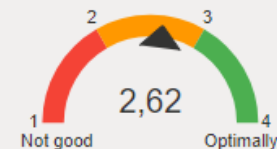
### Coping stress



### Intention to leave



### Work Life Balance




N 37

## Psychosocial risks


### Labour organisation



Job security 


### Job content



Independence 



### Terms of employment



 Remuneration





### Workplace conditions



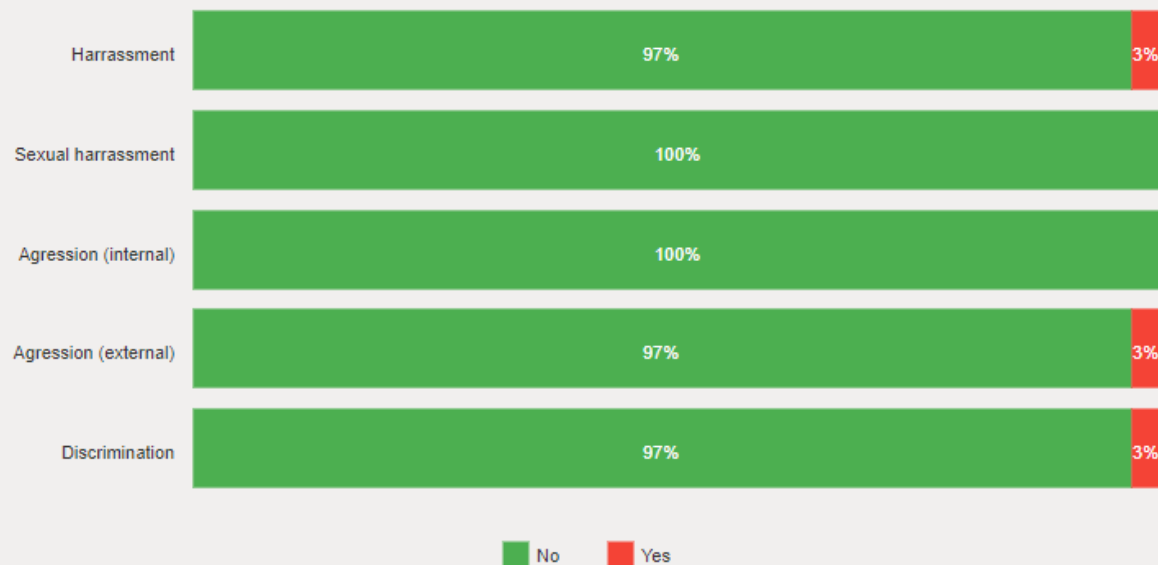
Safety   
Work equipment 

### Job related interpersonal relations



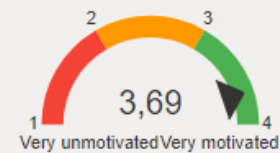
Support of colleagues   
Support of superior   
Atmosphere   
Contact with externals 

## Unwanted Behavior At Work

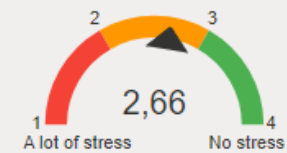


N 32

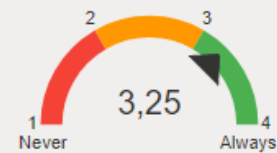
## Motivation



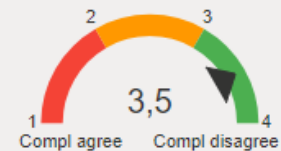
## Stress



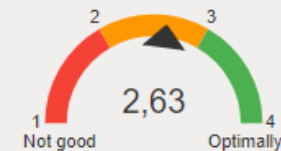
## Coping stress



## Intention to leave



## Work Life Balance



N 32

## Psychosocial risks

## Labour organisation



Job security ↑

## Job content


 Variation ↑  
 Independence ↑

## Terms of employment



↓ Remuneration

## Workplace conditions


 Safety ↑  
 Work equipment ↑

## Job related interpersonal relations


 Support of colleagues ↑  
 Support of superior ↑  
 Atmosphere ↑  
 Contact with externals ↑