

Engagement Survey 2021 – SONAR Report

Engineering & Methods

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Methodology



SONAR Model

Behaviours

STRESS

MOTIVATION

ABSENTEEISM

WORK-LIFE BALANCE

TURNOVER

BULLYING

AGRESSION

UNWANTED SEXUAL
CONDUCT AT WORK

DISCRIMINATION



SONAR Questions

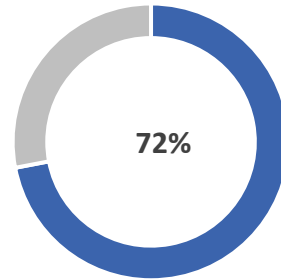
- SONAR refers to the device used to detect what is underwater
- On the surface, we observe various **behaviours** e.g. stress, lack of motivation etc, but we do not know the causes
- With the 29 **SONAR questions**, we can explore the underlying risks and evaluate if they influence positively / negatively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

Scan results



Response rate Engineering & Methods:

Engineering & Methods

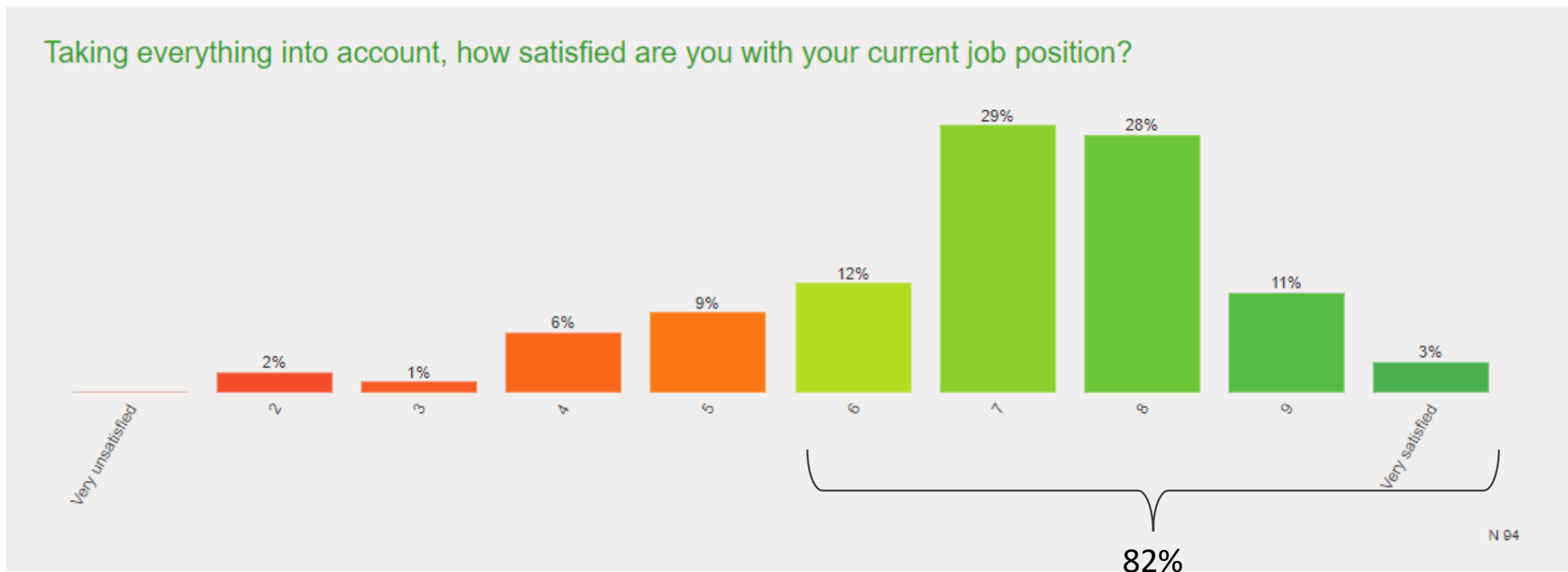


97 of the BED department people took part in the survey

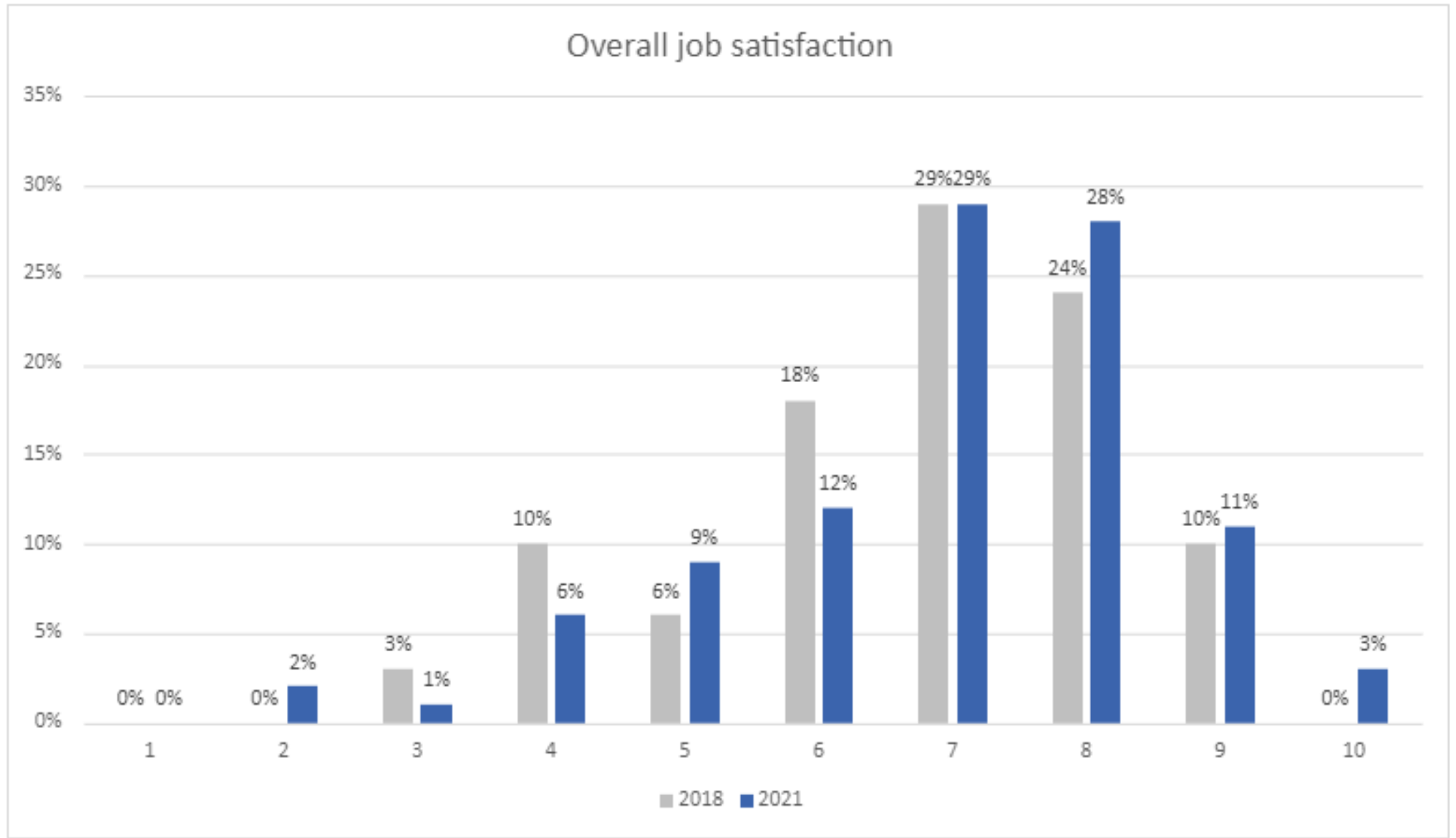
Satisfaction & Net Promoter Score



Satisfaction

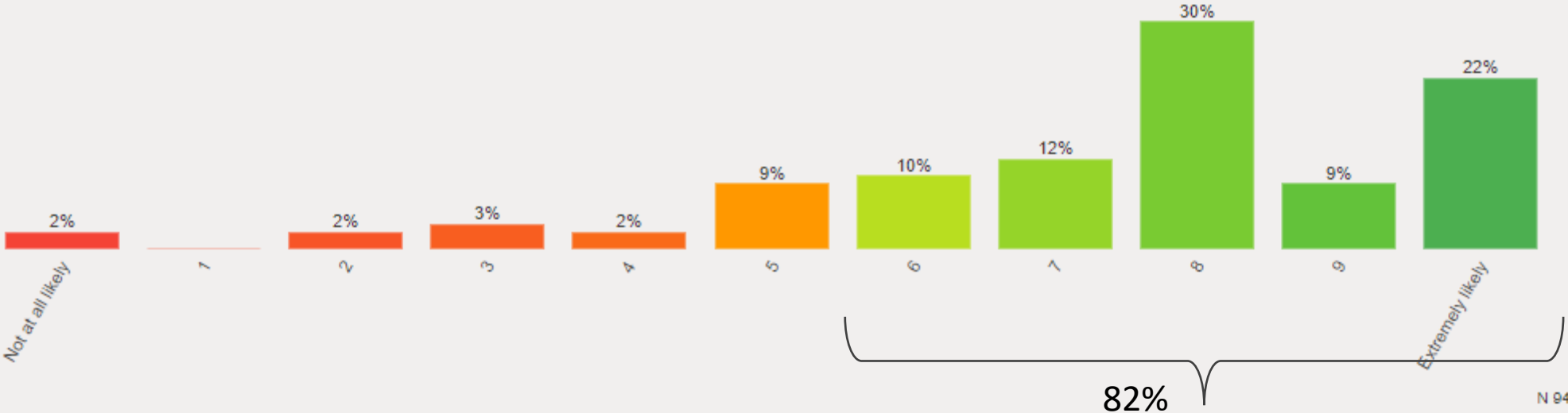


Satisfaction
2018 >< 2021

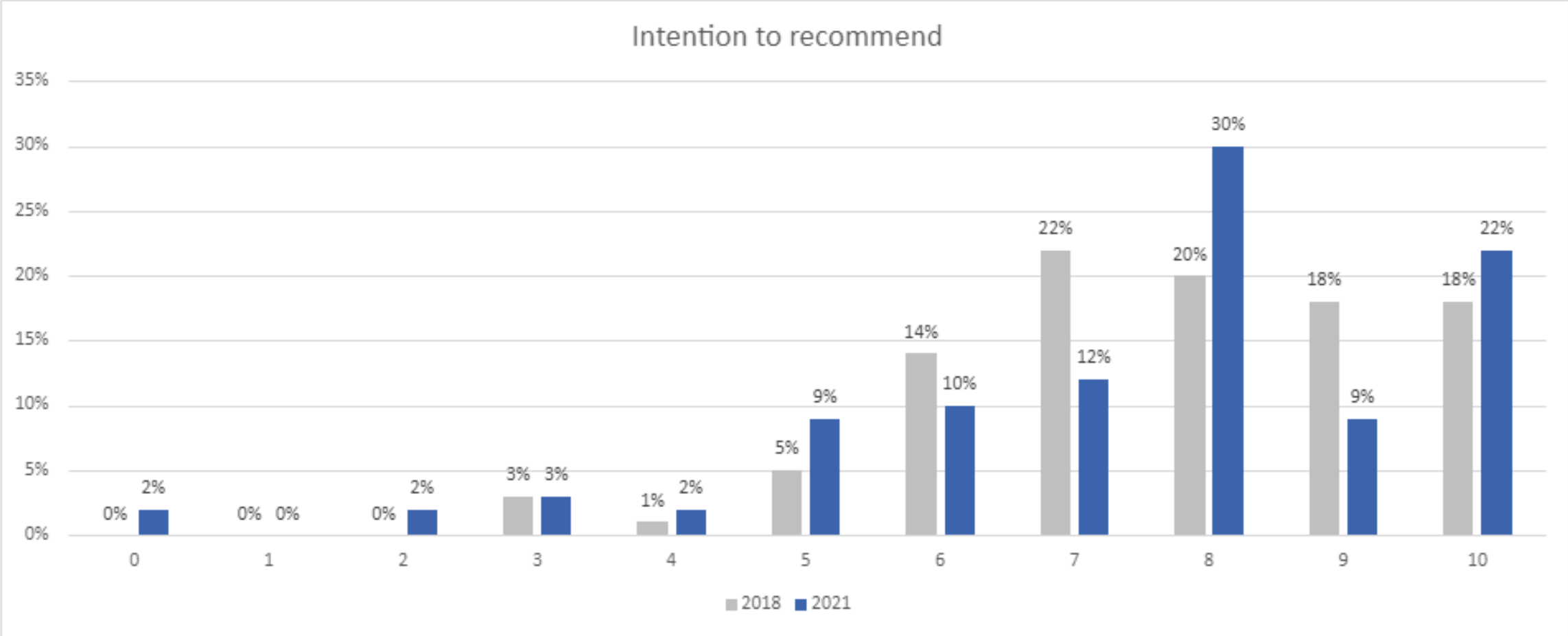


Net Promoter Score

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

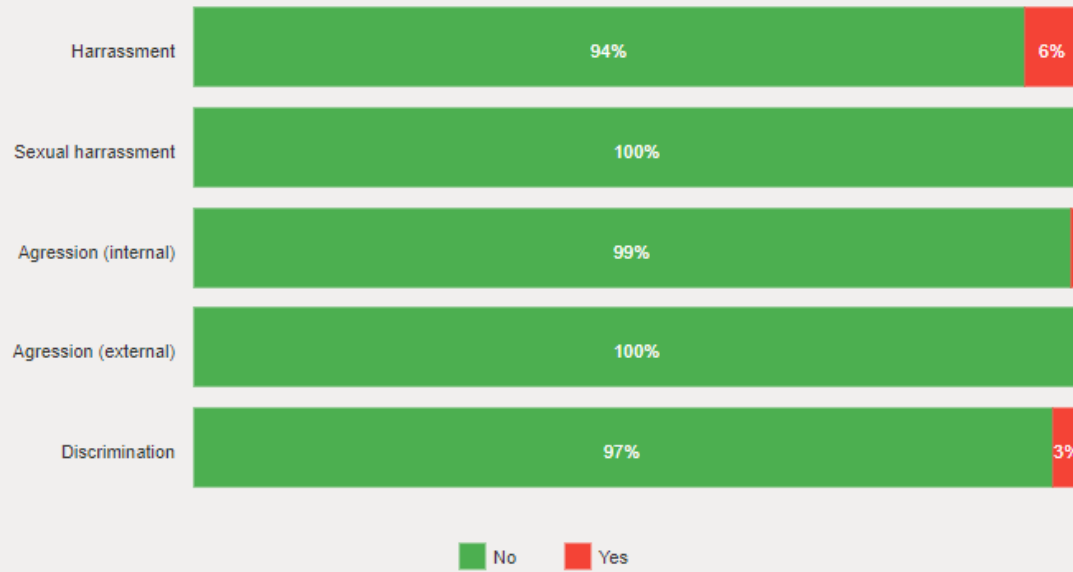


NPS 2018 >< 2021



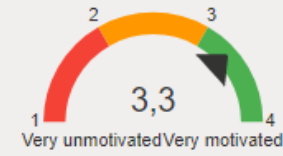
Well-being Indicators

Unwanted Behavior At Work

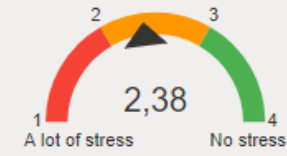


N 94

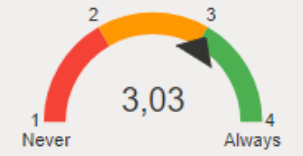
Motivation



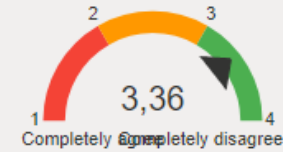
Stress



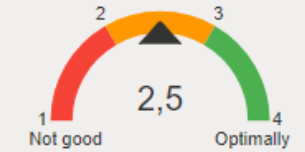
Coping stress



Intention to leave



Work Life Balance



N 94

Psychosocial risks

Labour organisation



Structure ↑
Job security ↑



Say

Policy

Job content



Variation ↑
Independence ↑



Work pressure

Mental strain

Emotional strain

Terms of employment



Training ↑
Holiday, working regime ↑



Career Opportunities

Evaluations

Remuneration

Workplace conditions



Safety ↑
Work equipment ↑



Job related interpersonal relations



Support of colleagues ↑
Support of superior ↑
Atmosphere ↑

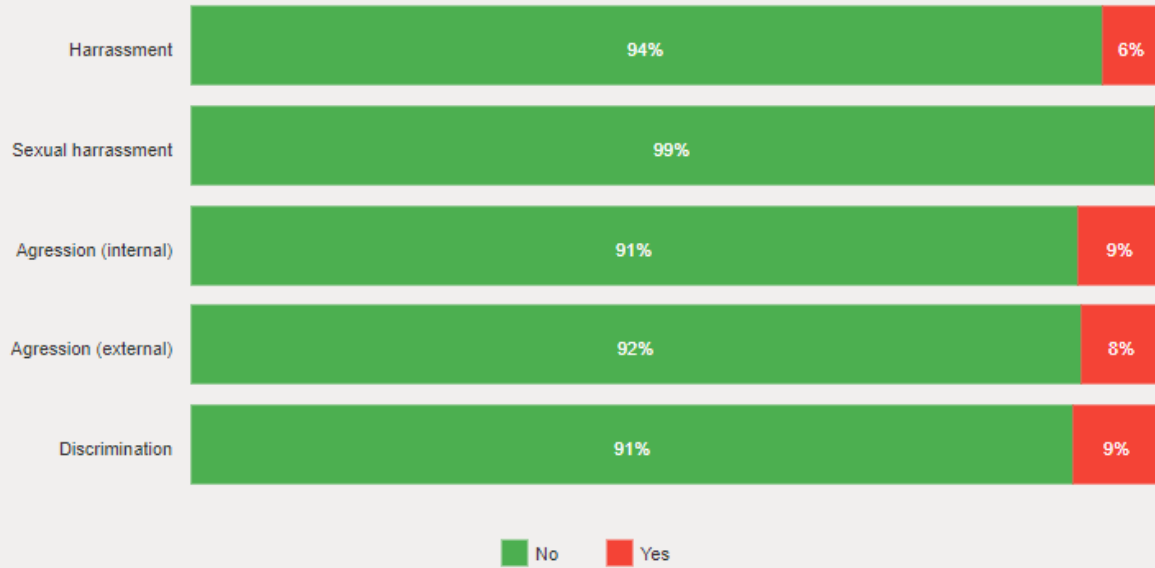


Communication

BESIX GROUP RESULTS

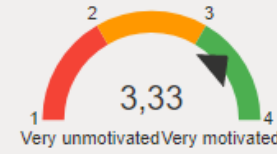
Well-being Indicators

Unwanted Behavior At Work



N 2,8k

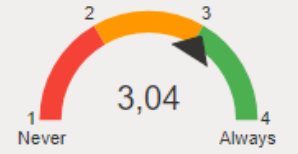
Motivation



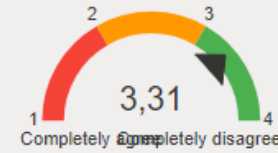
Stress



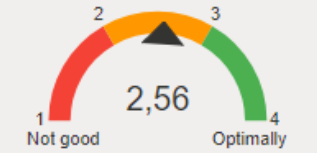
Coping stress



Intention to leave



Work Life Balance



N 2,56k

Psychosocial risks

Labour organisation



Structure ↑ Say ↓
Job security ↑

Job content



Variation ↑ Mental strain ↓
Independence ↑

Terms of employment



Holiday, working regime ↑ Training ↓
Career Opportunities ↓
Evaluations ↓
Remuneration ↓

Workplace conditions



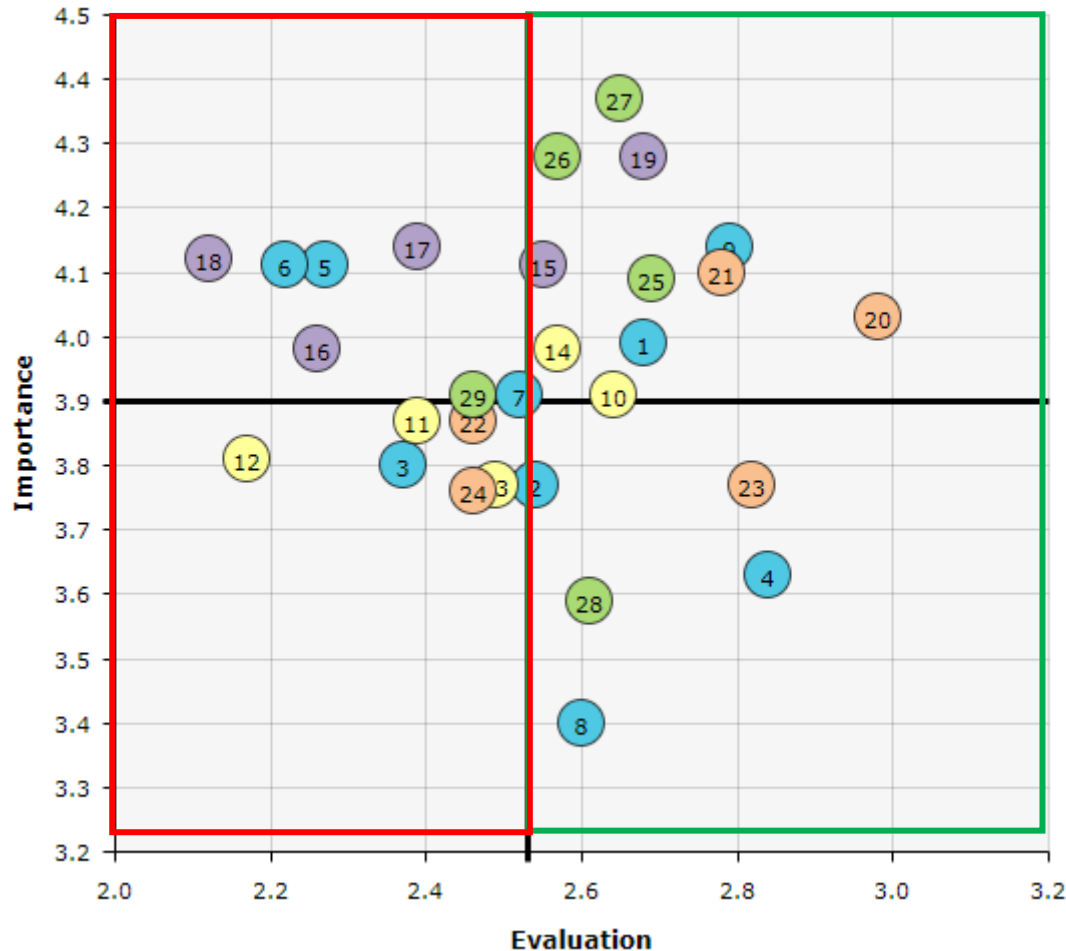
Safety ↑
Work equipment ↑

Job related interpersonal relations



Support of colleagues ↑
Support of superior ↑

Results: Engineering & Methods



- Job Content**
1. Variation in the work
 2. Division of tasks
 3. Work procedures
 4. Level of difficulty
 5. Job pressure
 6. Mental strain due to the work
 7. Emotional strain due to the work
 8. Physical strain due to the work
 9. Independence in the work

- Labour Organisation**
10. Clear organizational structure
 11. Say in the organisation
 12. Policy organisation
 13. Organisational culture
 14. Work and job security

- Terms of employment**
15. Training opportunities
 16. Career opportunities
 17. Evaluation procedures
 18. Remuneration
 19. Holiday, working regime

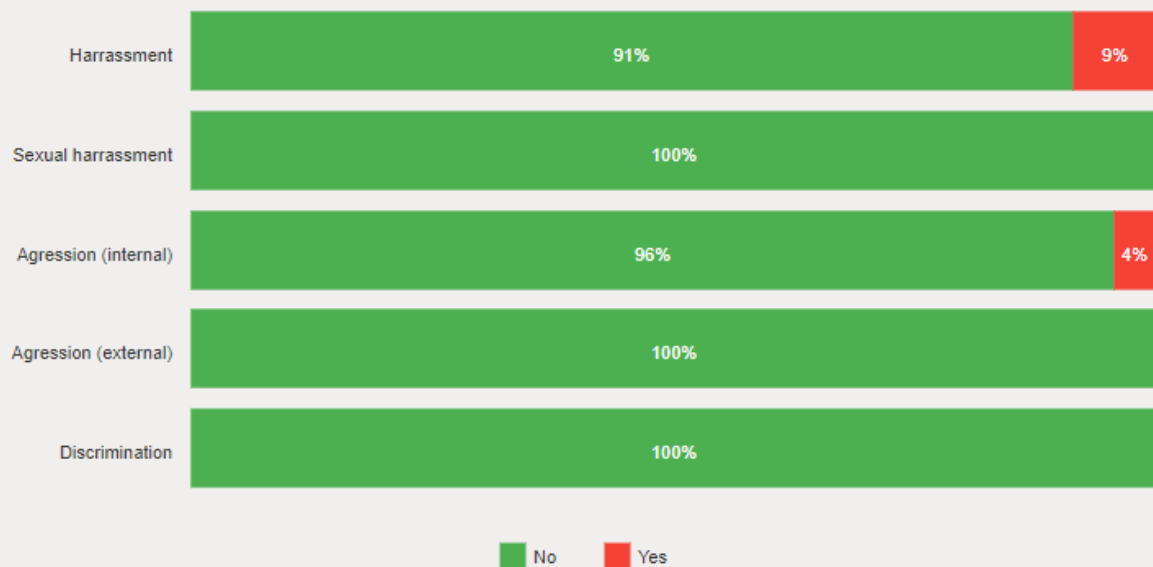
- Workplace conditions**
20. Safety
 21. Work equipment
 22. Noise
 23. Lighting
 24. Climate control and ventilation

- Job related interpersonal relations**
25. Support and appreciation of colleagues
 26. Support and appreciation of superior
 27. Atmosphere at work
 28. Contact with externals at work
 29. Communication and expectations

Results Manager >< Non-Manager



Unwanted Behavior At Work



N 23

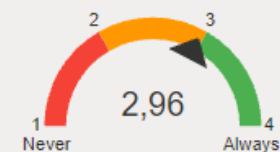
Motivation



Stress



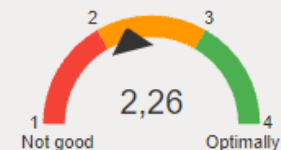
Coping stress



Intention to leave



Work Life Balance



N 23

Psychosocial risks

Labour organisation



Structure ↑ Say ↓
Job security ↑ Policy ↓

Job content



Variation ↑ Work pressure ↓
Independence ↑ Mental strain ↓
Emotional strain ↓

Terms of employment



Holiday, working regime ↑ Evaluations ↓

Workplace conditions



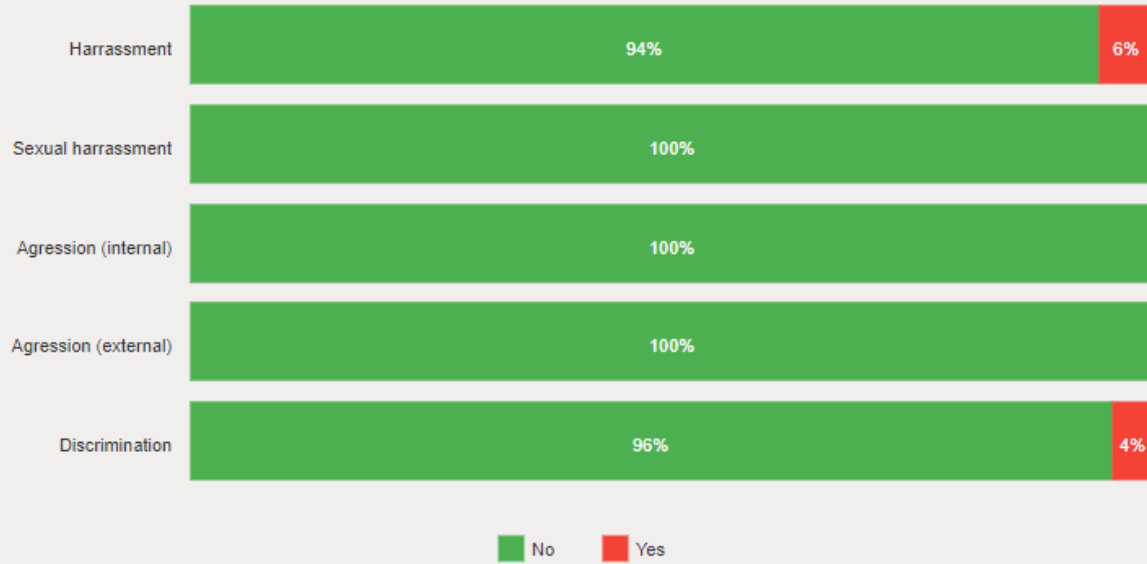
Safety ↑

Job related interpersonal relations



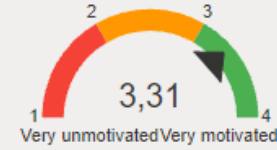
Support of colleagues ↑
Support of superior ↑
Atmosphere ↑

Unwanted Behavior At Work



N 71

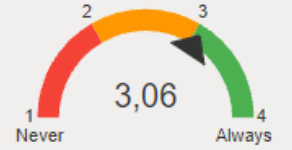
Motivation



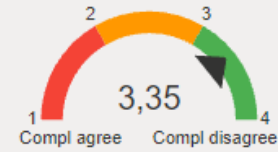
Stress



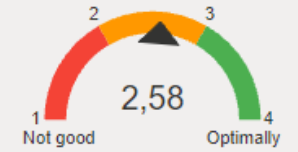
Coping stress



Intention to leave



Work Life Balance



N 71

Psychosocial risks

Labour organisation



Structure Say
Job security Policy

Job content



Variation Work pressure
Independence Mental strain
 Emotional strain

Terms of employment



Holiday, working regime Evaluations

Workplace conditions



Safety

Job related interpersonal relations



Support of colleagues
Support of superior
Atmosphere

Results Module Change



Department
Company



50%

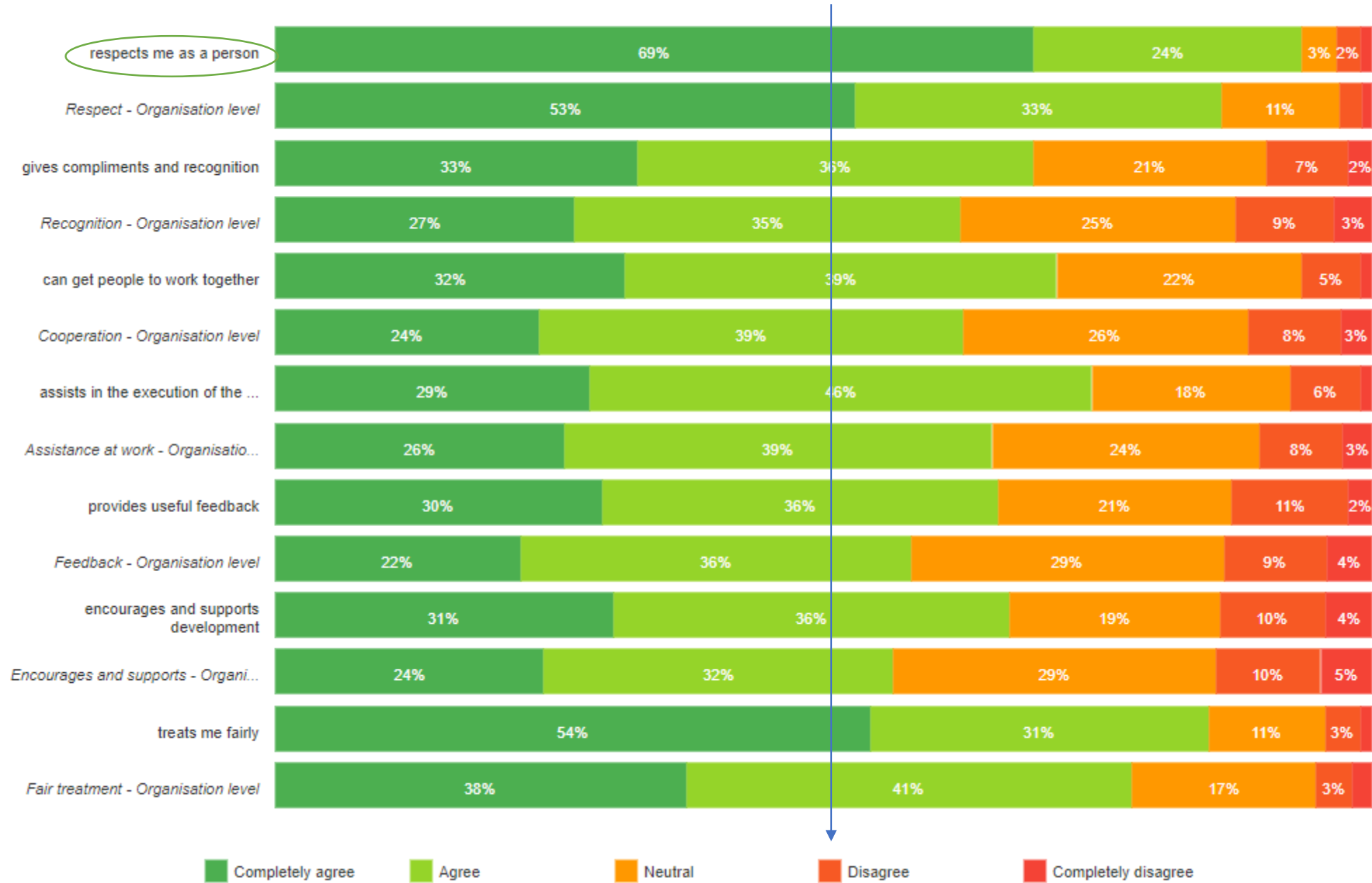
■ Completely agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Completely disagree



Results Module Leadership



My manager...

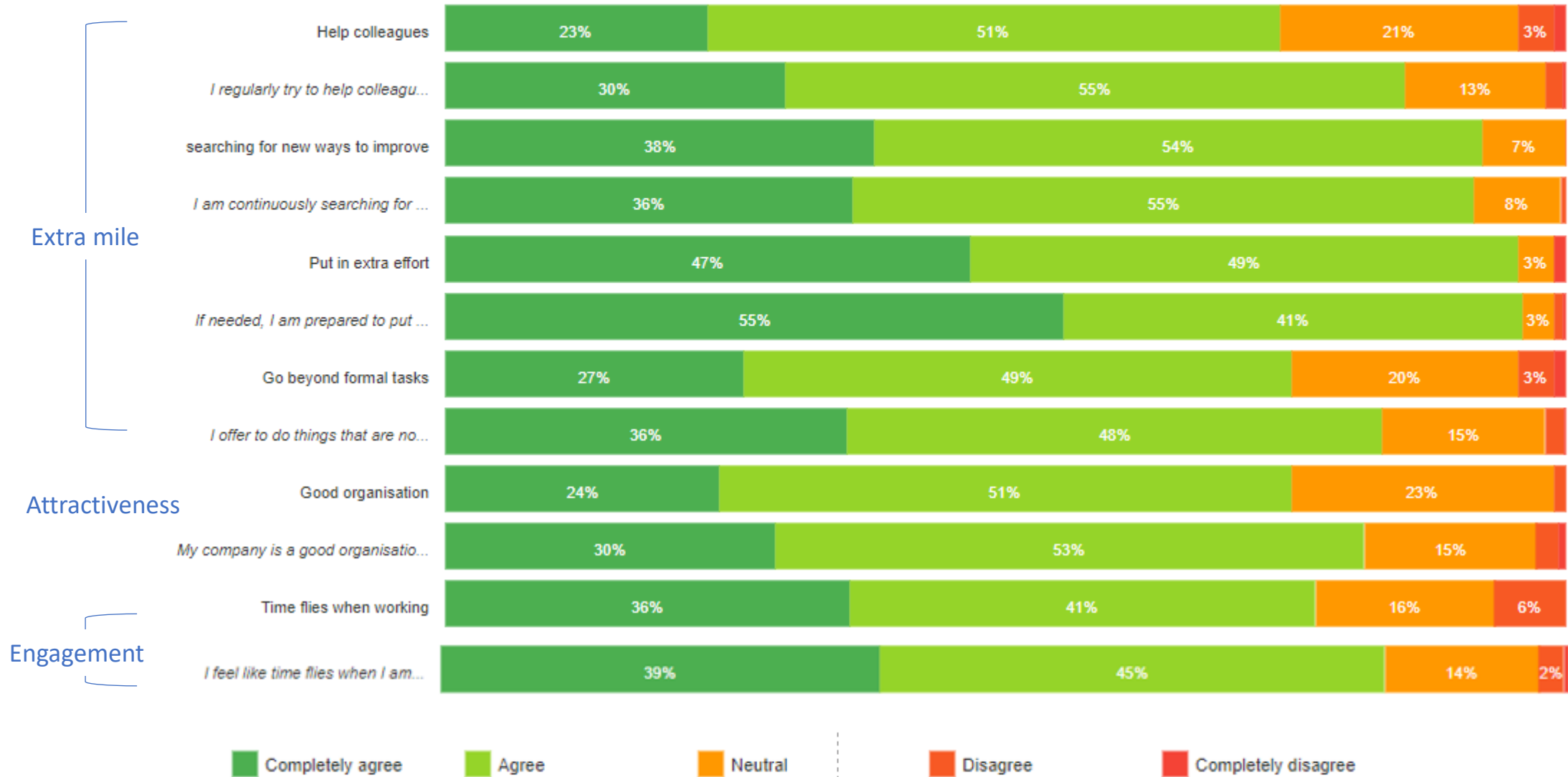


■ Completely agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Completely disagree

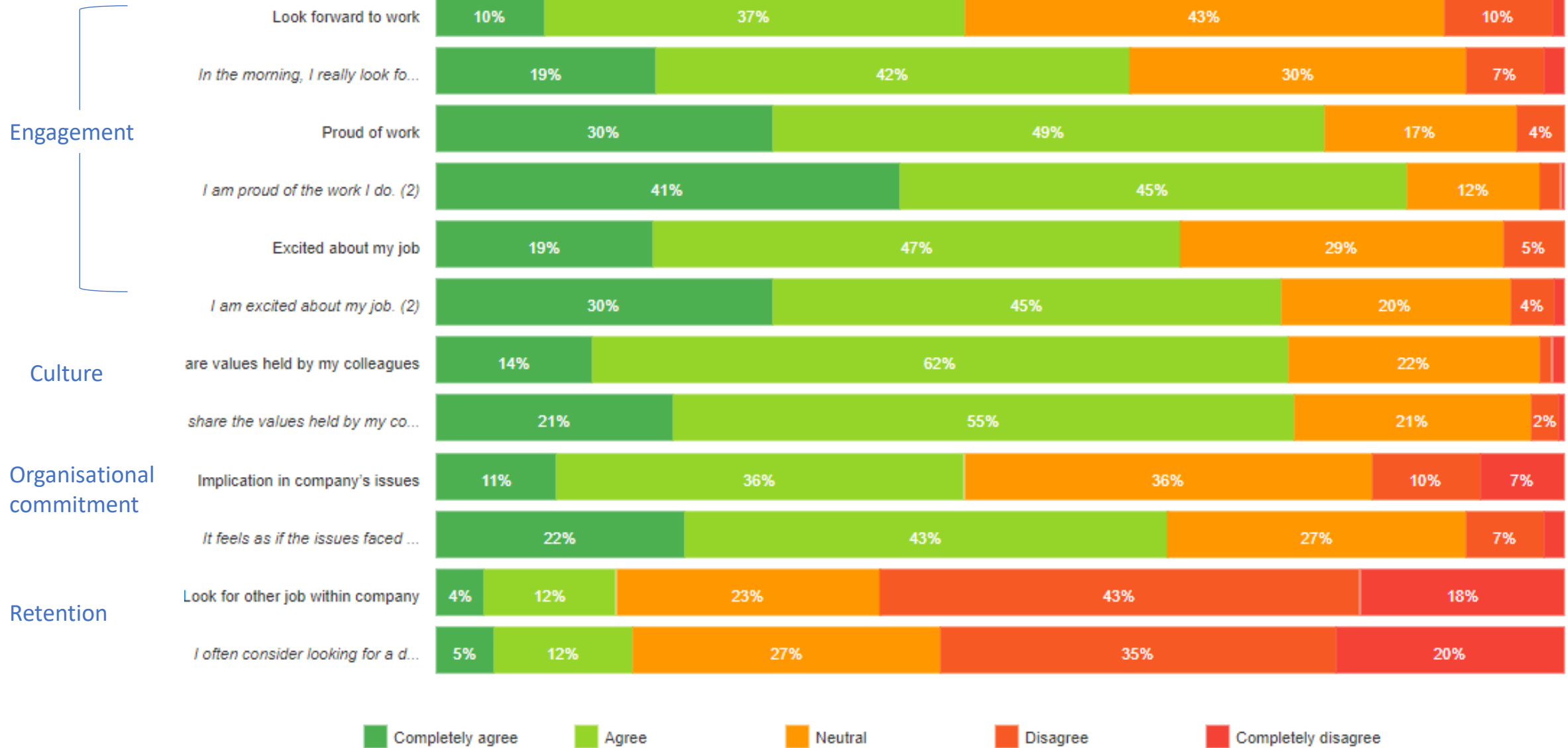
Results Extra Module



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



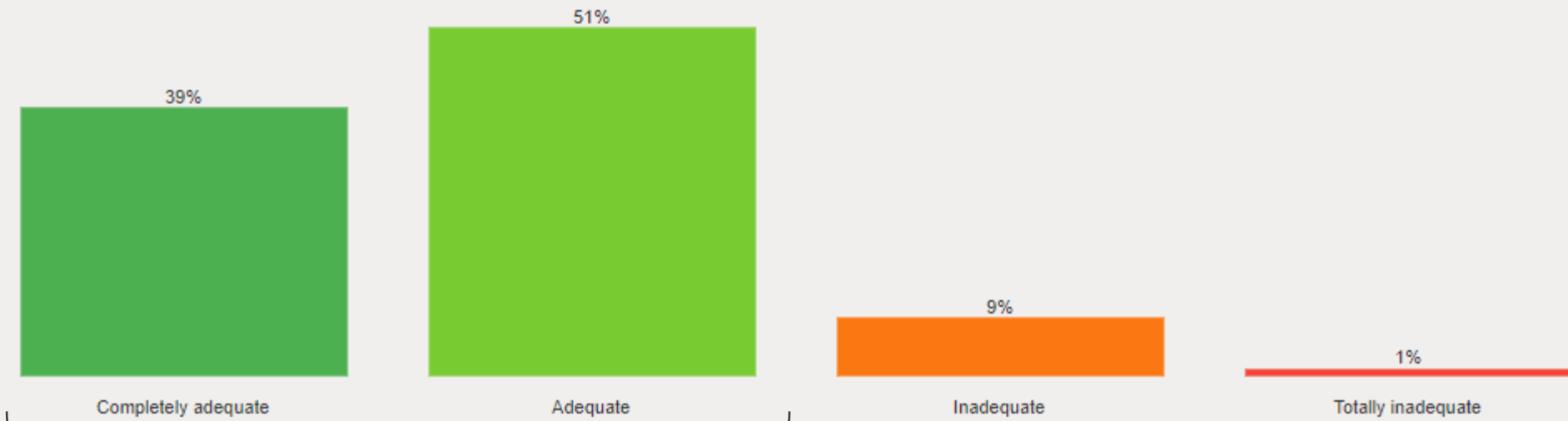
The following statements relate to your daily work in our company. To what extent do you agree with these statements?



Covid



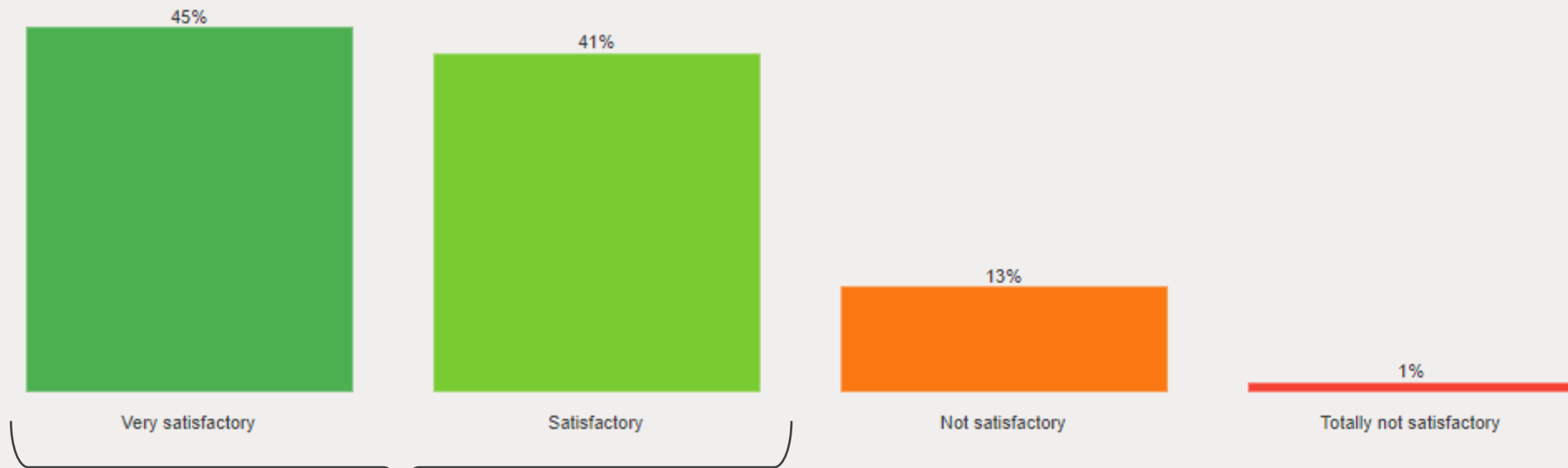
In the context of the Covid-19 pandemic, your company implemented sanitary measures in your workplace. Do you feel that these measures are adequate to keep you safe?



90%

N 94

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?




86%

N 94

Conclusions – Action plans & Timeline



What should we learn from the results of this survey?

- Proud to have such good results for the Engagement Survey 2021 
- People remain engaged and satisfied of their work/department and company (82%)
- NPS **Active** promotor score results differs from 2018 with a larger group in 8 & 10, but also 0 & 2
- Engineering & Methods department has many strong points to increase the well-being of their employees -> atmosphere – support of colleagues & superiors (+++)

- Less good scores are globally linked to job pressure (mental strain) & evaluation (feedback)
- Evaluation is linked to career opportunities

Action could be decided on those priorities

- Perception Manager >< No Manager profiles is aligned (+++)
- Leadership module scores very well (above average)
- Communication could be improved (cfr change module)
- Harrassement higher in men population – Discrimination higher in women population

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



Group overall + Local

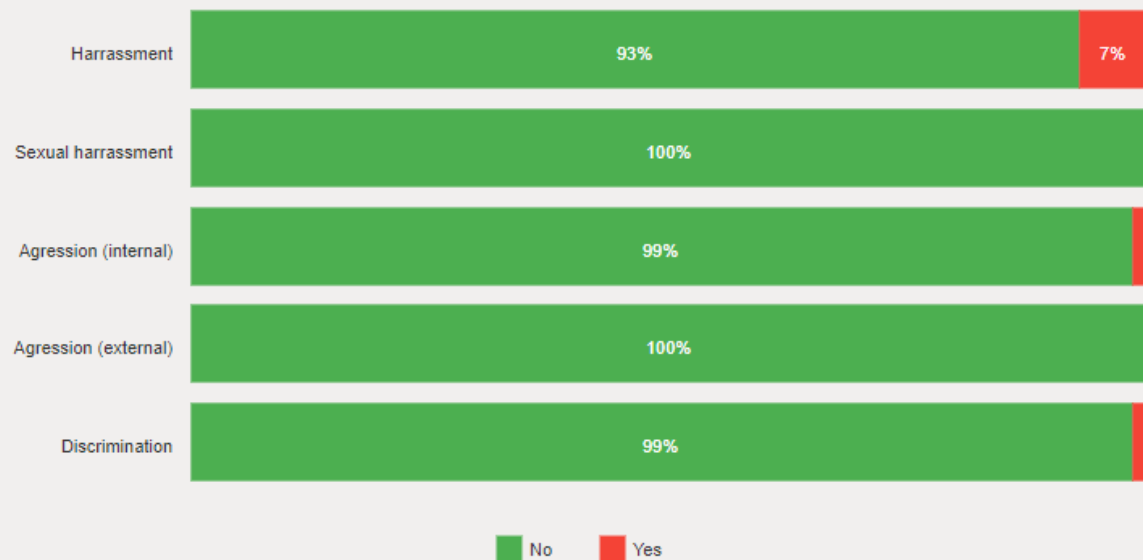
Measuring the progress of the actions implemented begin 2022



Thank you 😊

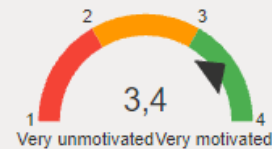


Unwanted Behavior At Work



N 72

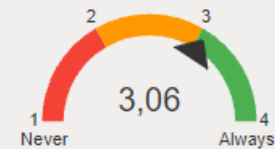
Motivation



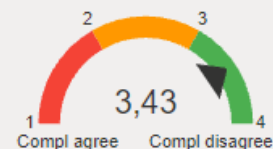
Stress



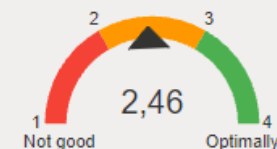
Coping stress



Intention to leave



Work Life Balance



N 72

Psychosocial risks

Labour organisation



Structure ↑ Say ↓
Job security ↑

Job content



Variation ↑ Work pressure ↓
Independence ↑ Mental strain ↓

Terms of employment



Training ↑ Career Opportunities ↓
Holiday, working regime ↑ Evaluations ↓
Remuneration ↓

Workplace conditions



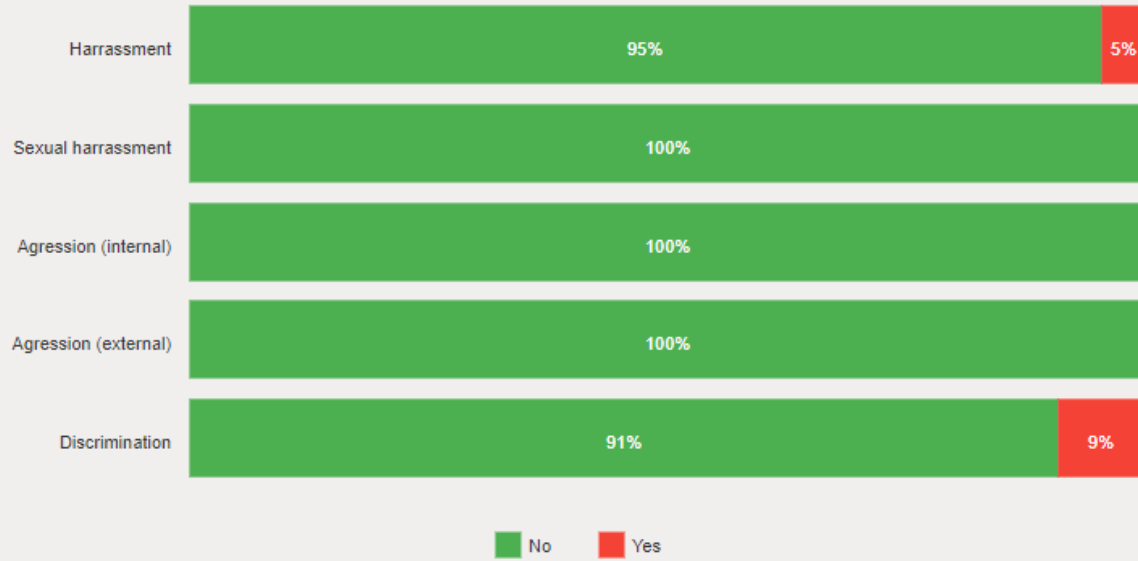
Safety ↑
Work equipment ↑

Job related interpersonal relations



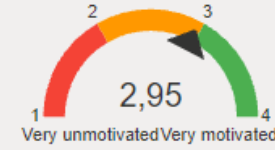
Support of colleagues ↑ Communication ↓
Atmosphere ↑

Unwanted Behavior At Work



N 22

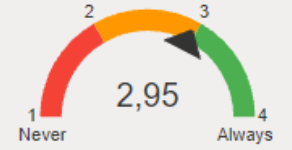
Motivation



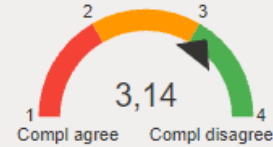
Stress



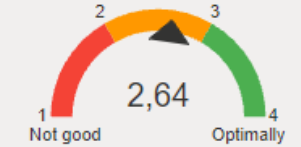
Coping stress



Intention to leave



Work Life Balance



N 22

Psychosocial risks

Labour organisation



Structure ↑ ↓ Say
Job security ↑ ↓ Policy

Job content



Variation ↑ ↓ Work pressure
Independence ↑ ↓ Mental strain
↓ Emotional strain

Terms of employment



Holiday, working regime ↑ ↓ Evaluations

Workplace conditions



Safety ↑

Job related interpersonal relations



Support of colleagues ↑
Support of superior ↑
Atmosphere ↑