

Engagement Survey 2021 – SONAR Report

BU Europe - Flanders & Brussels

Stéphanie Leblanc – Prevention Advisor Psychosocial Aspects Mensura

Larissa Gilleman - Change Management

Caroline Vyncke – Talent & Leadership Management

Sylvie Floor – Learning & Development Management



Methodology



SONAR Model

Behaviours

STRESS

MOTIVATION

ABSENTEEISM

WORK-LIFE BALANCE


TURNOVER


BULLYING

AGRESSION

UNWANTED SEXUAL
CONDUCT AT WORK


DISCRIMINATION

 Job content

 Terms of employment

 Job related
interpersonal relations

 Workplace conditions

 Labour organisation

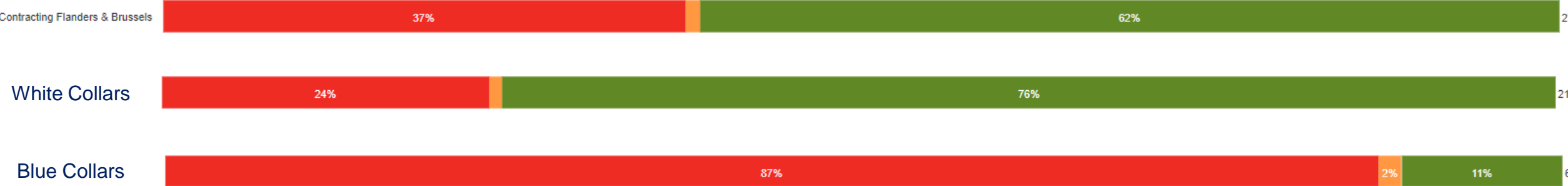
SONAR Questions

- 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



Reponse rate

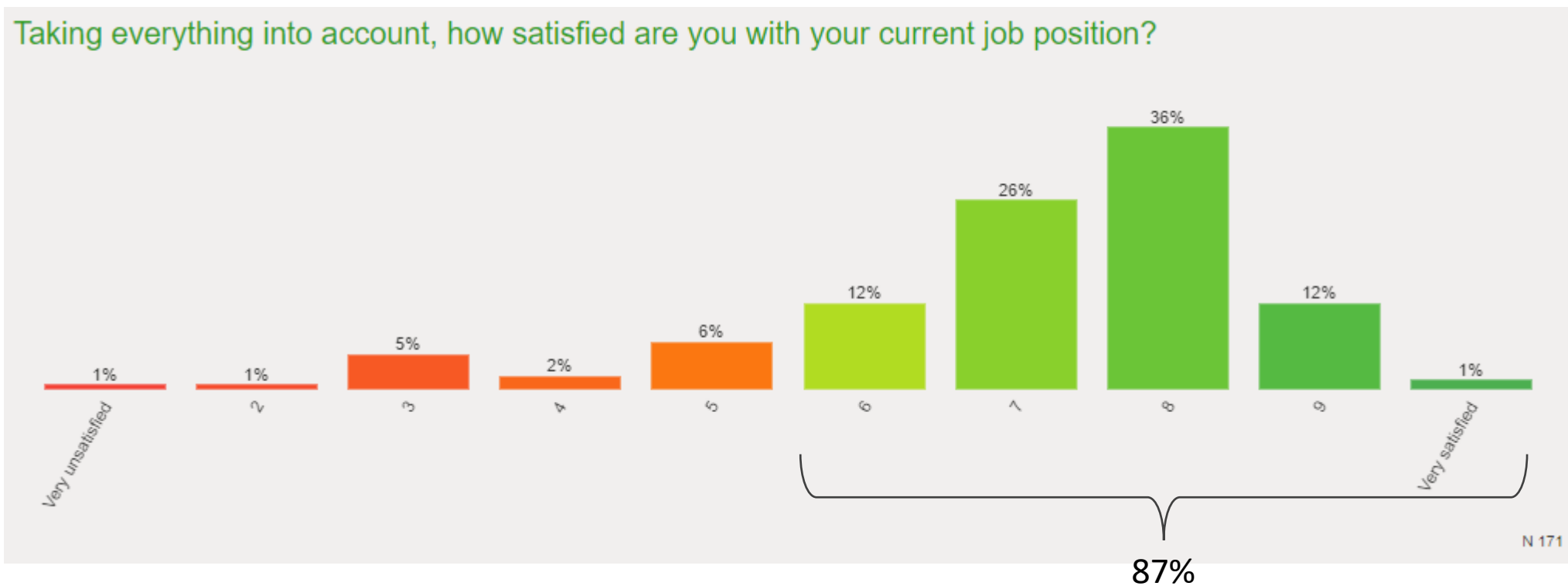


Satisfaction & Net Promoter Score

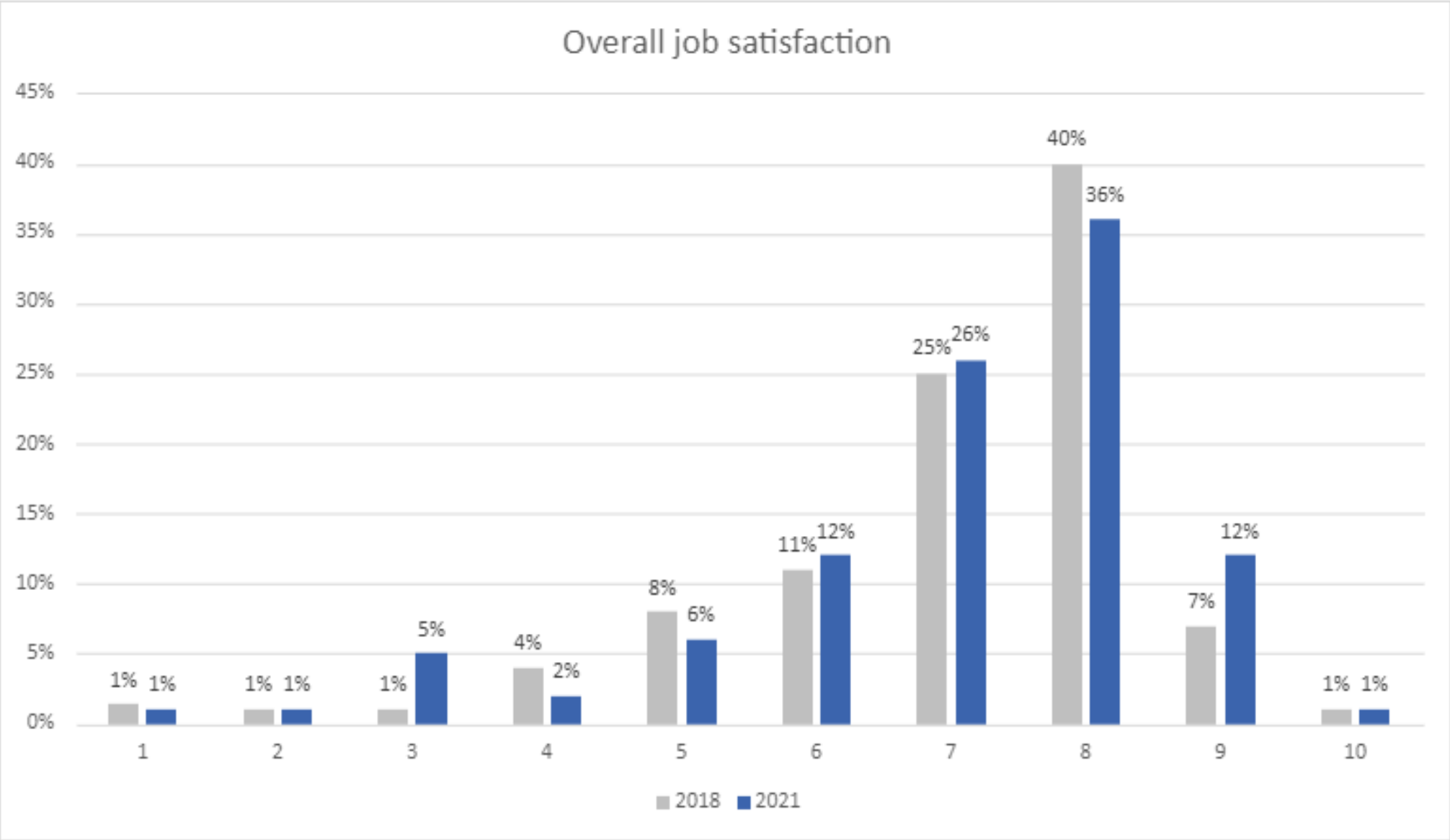


Satisfaction

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

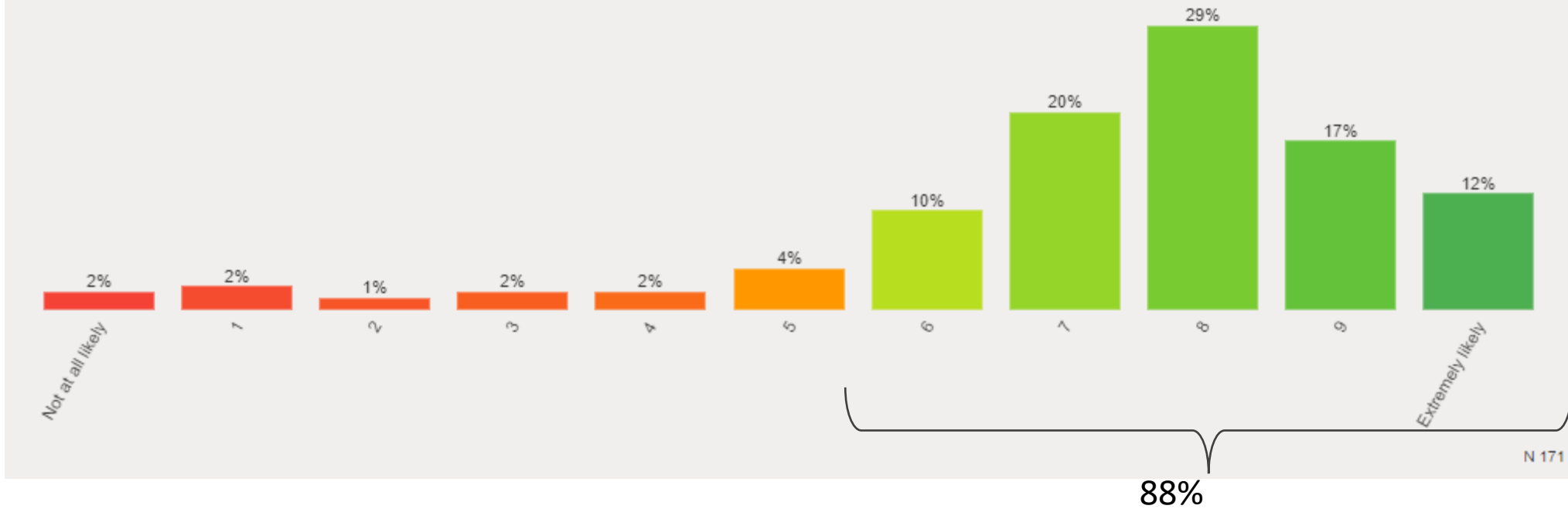


Satisfaction 2018><2021

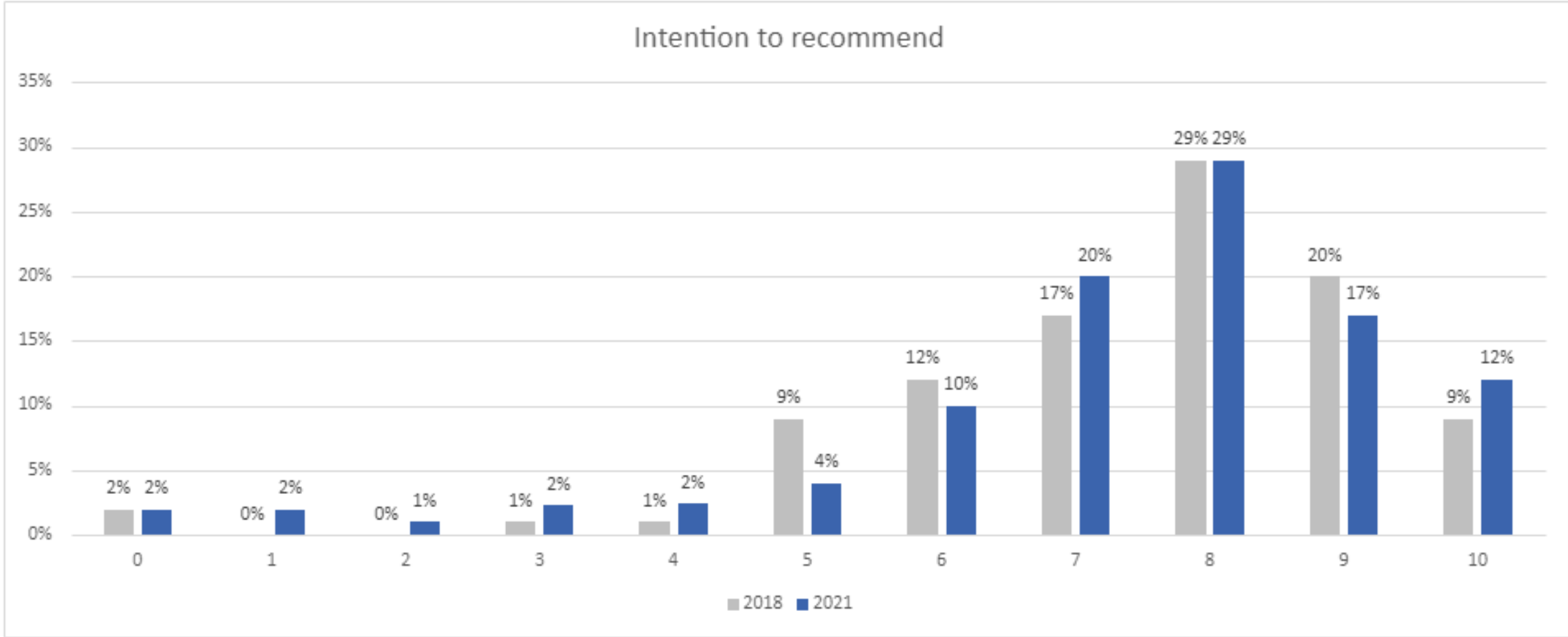


Net Promotor Score

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

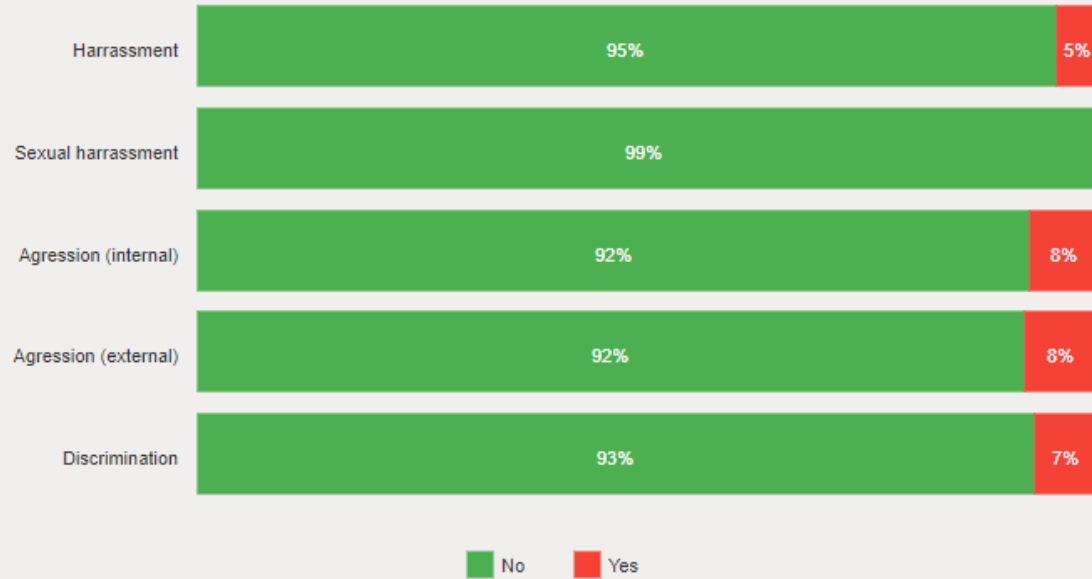


NPS 2018><2021



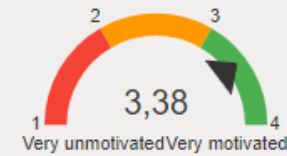


Unwanted Behavior At Work



N 171

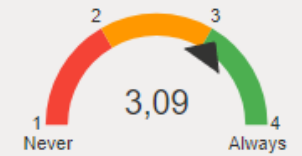
Motivation



Stress



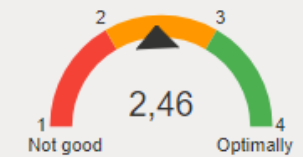
Coping stress



Intention to leave



Work Life Balance



N 171

Psychosocial risks

Labour organisation



Job security ↑

Job content



Variation ↑
Independence ↑

Terms of employment



Holiday, working regime ↑
Career Opportunities ↓
Evaluations ↓

Workplace conditions



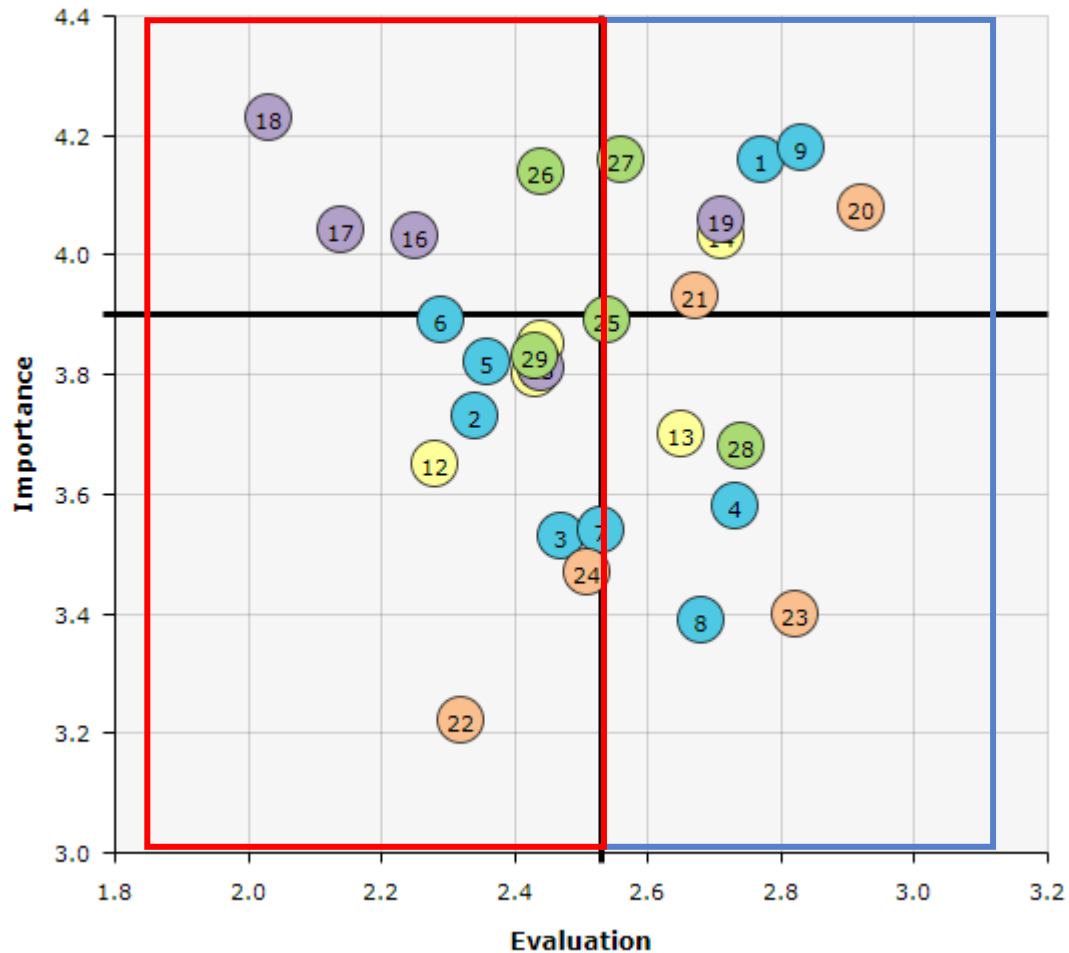
Safety ↑
Work equipment ↑

Job related interpersonal relations



Atmosphere ↑
Support of superior ↓

Results: Flanders&Brussels



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

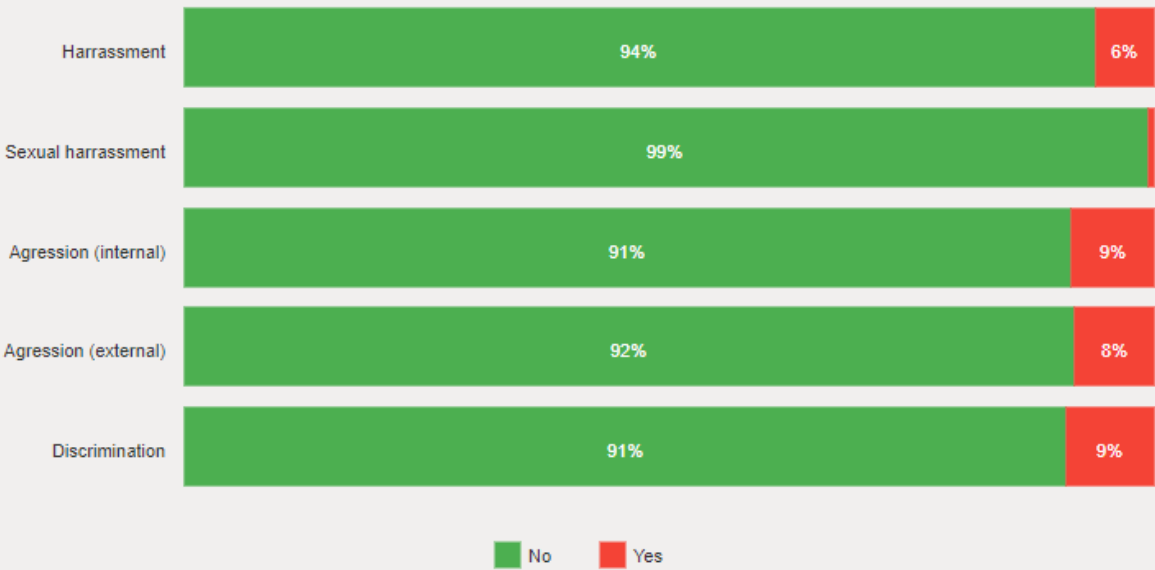
Job related Interpersonal relations

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

BESIX GROUP RESULTS

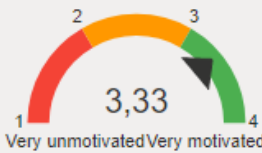
Well-being Indicators

Unwanted Behavior At Work



N 2,6k

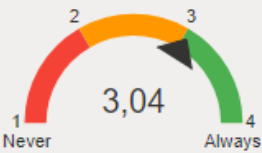
Motivation



Stress



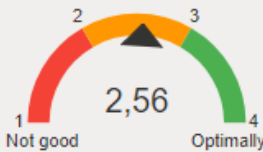
Coping stress



Intention to leave



Work Life Balance



N 2,6k

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



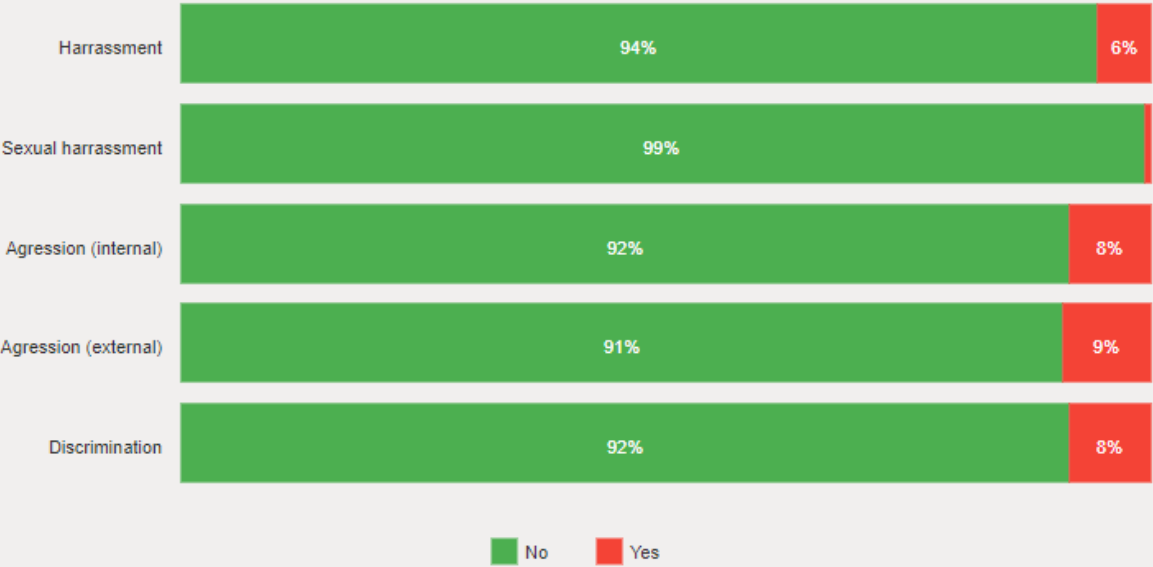
Support of colleagues ↑

Support of superior ↑

Results Manager >< Non-Manager
Results Women

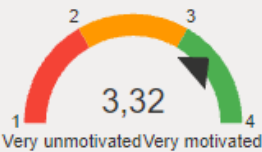


Unwanted Behavior At Work

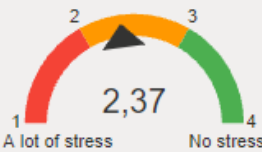


N 143

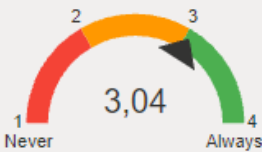
Motivation



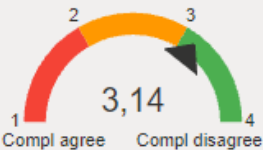
Stress



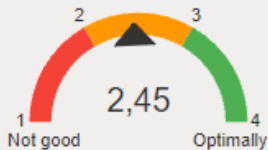
Coping stress



Intention to leave



Work Life Balance



N 143

Psychosocial risks

Labour organisation



Job content



Variation ↑
Independence ↑

Terms of employment



↓ Career Opportunities
↓ Remuneration

Workplace conditions



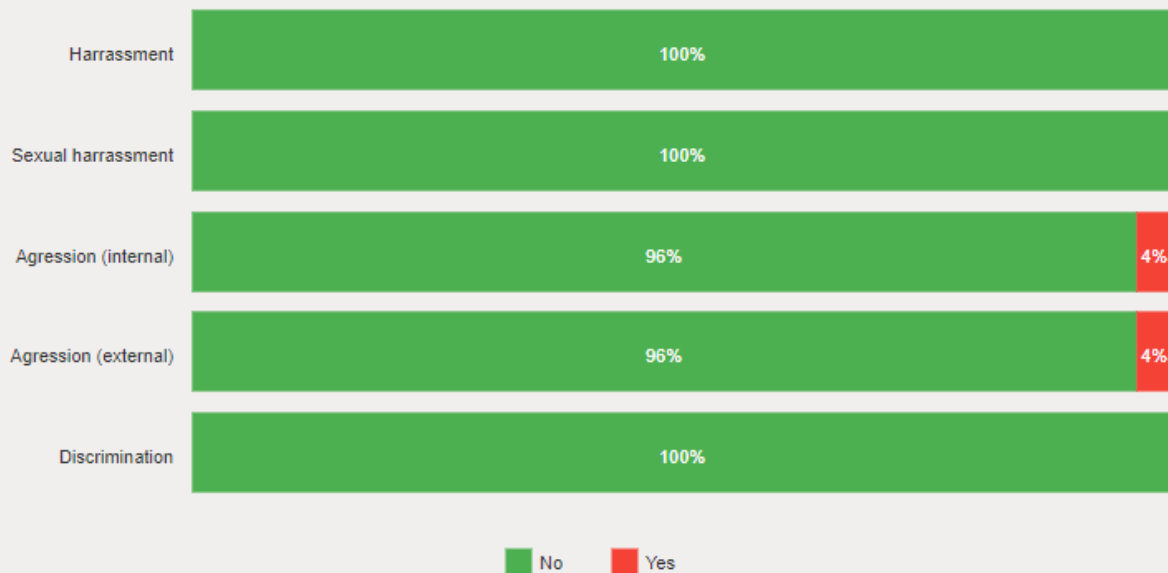
Safety ↑

Job related interpersonal relations



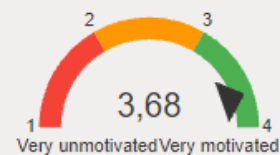
Support of superior ↑
Atmosphere ↑

Unwanted Behavior At Work

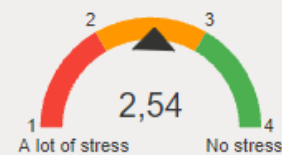


N 28

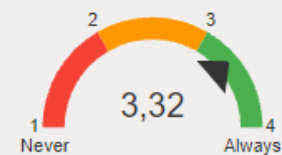
Motivation



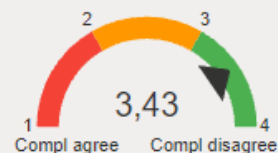
Stress



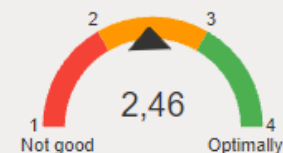
Coping stress



Intention to leave



Work Life Balance



N 28

Psychosocial risks

Labour organisation



Say

Job content



Variation ↑

Independence ↑

Terms of employment



Career Opportunities ↓

Remuneration ↓

Workplace conditions



Safety ↑

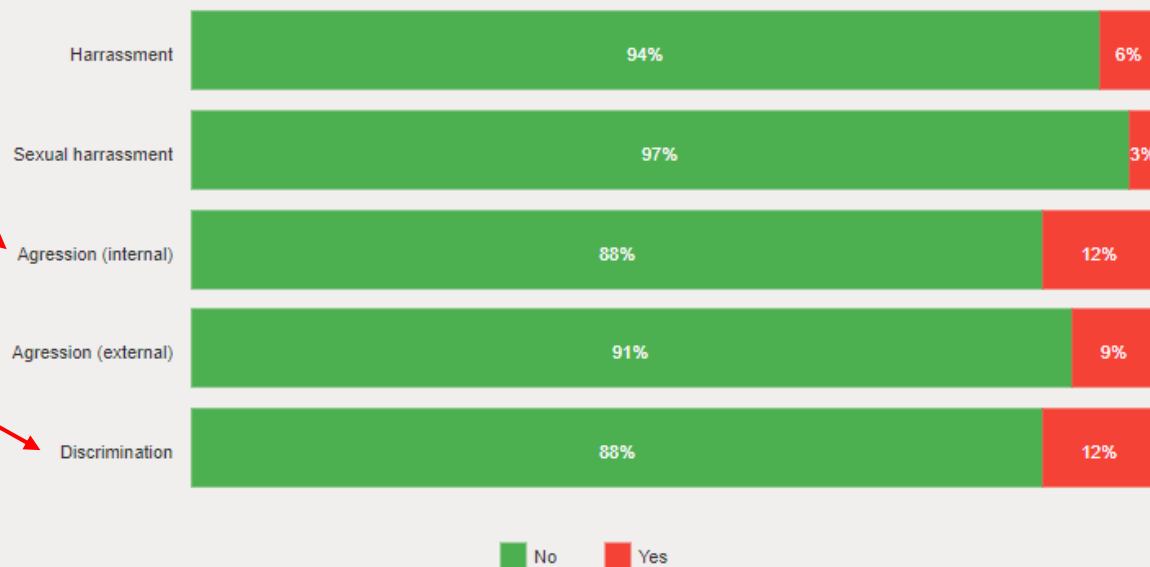
Job related interpersonal relations



Support of superior ↑

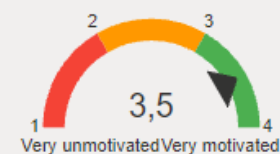
Atmosphere ↑

Unwanted Behavior At Work



N 34

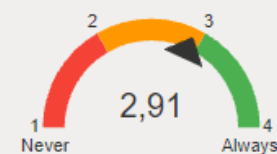
Motivation



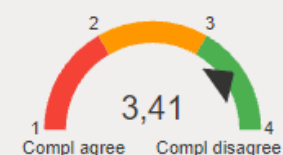
Stress



Coping stress



Intention to leave



Work Life Balance



N 34

Psychosocial risks

Labour organisation

Job security ↑ ↓ Structure

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 ↑
Atmosphere ↑
Communication ↑

Results Blue Collars
Not available due to an invalid
number of participants



Results Module Change

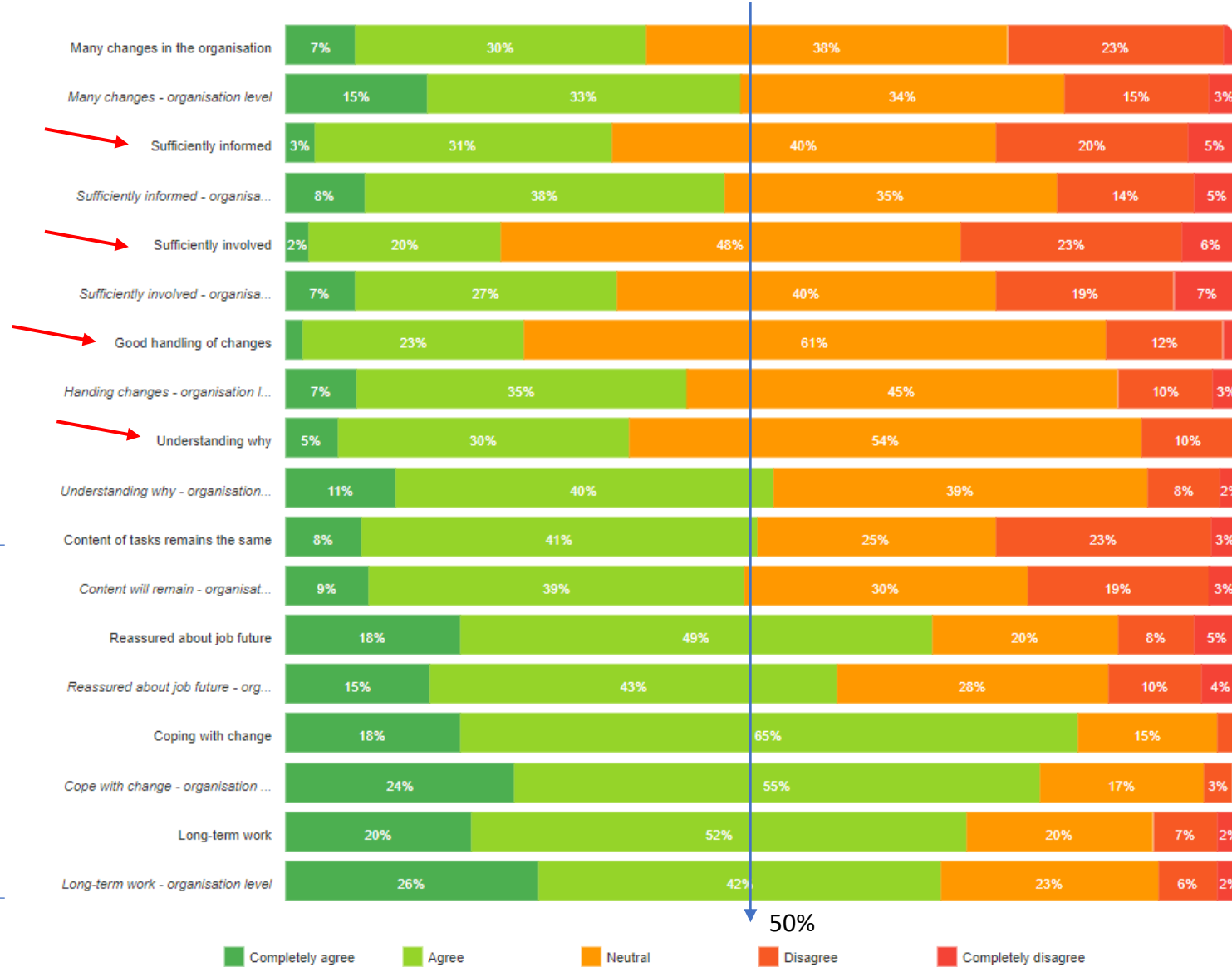




White collars only : Change Module

Department
Company

Individual

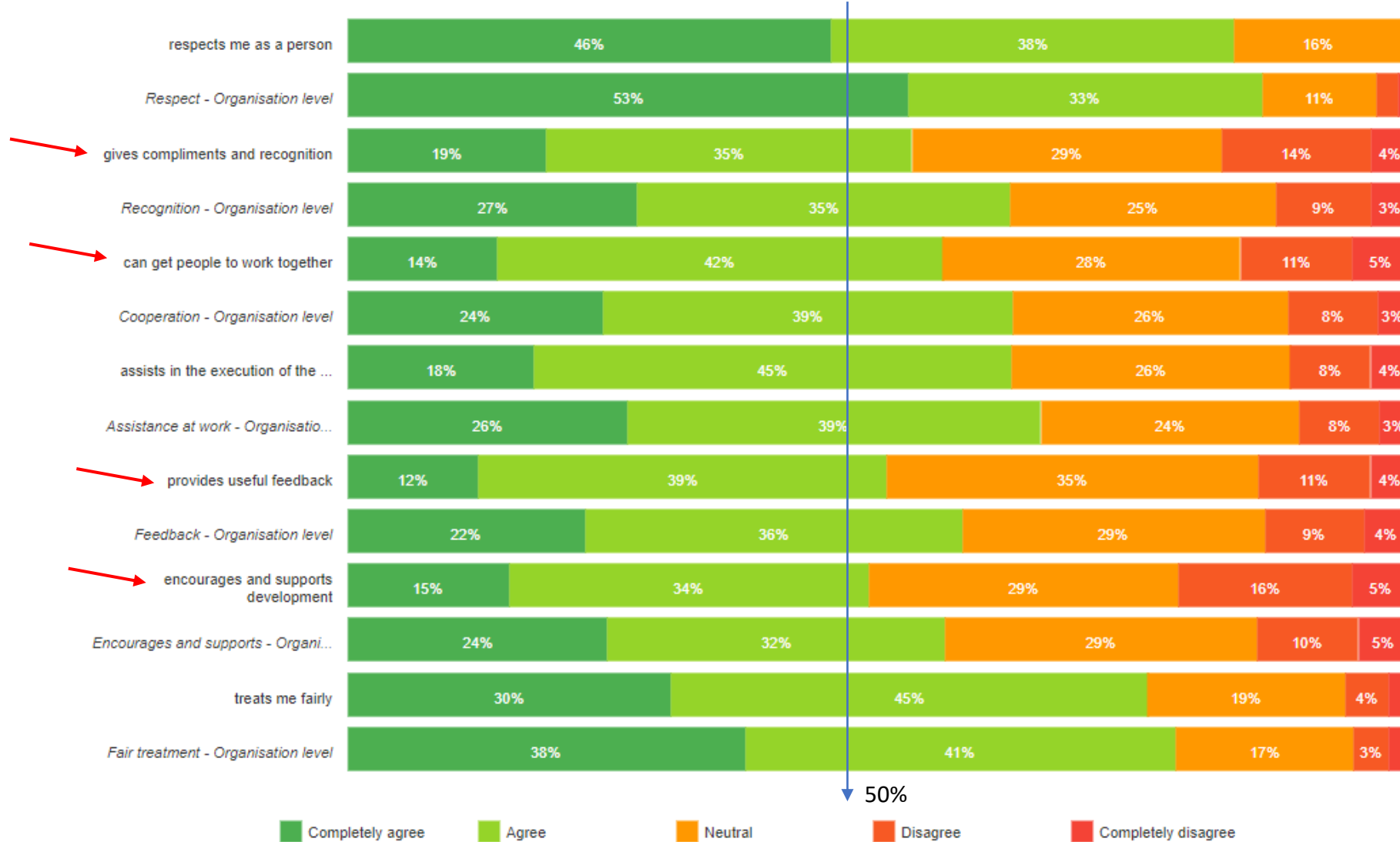


Results Module Leadership





My manager...



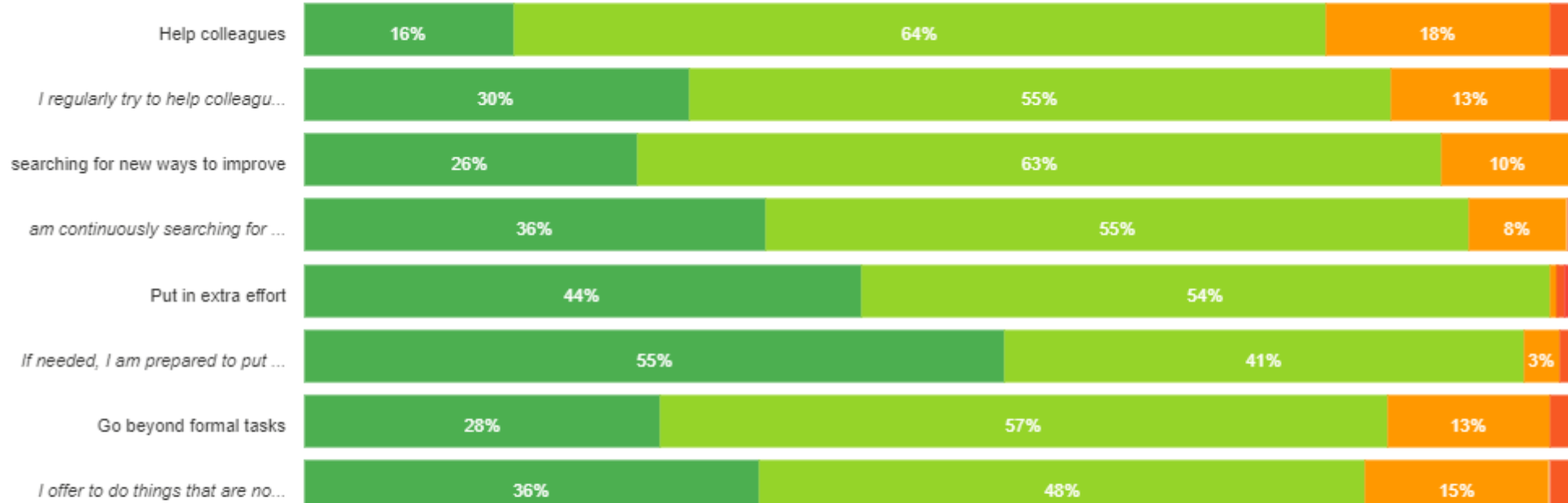
Results Extra Module





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

Extra mile



Attractiveness



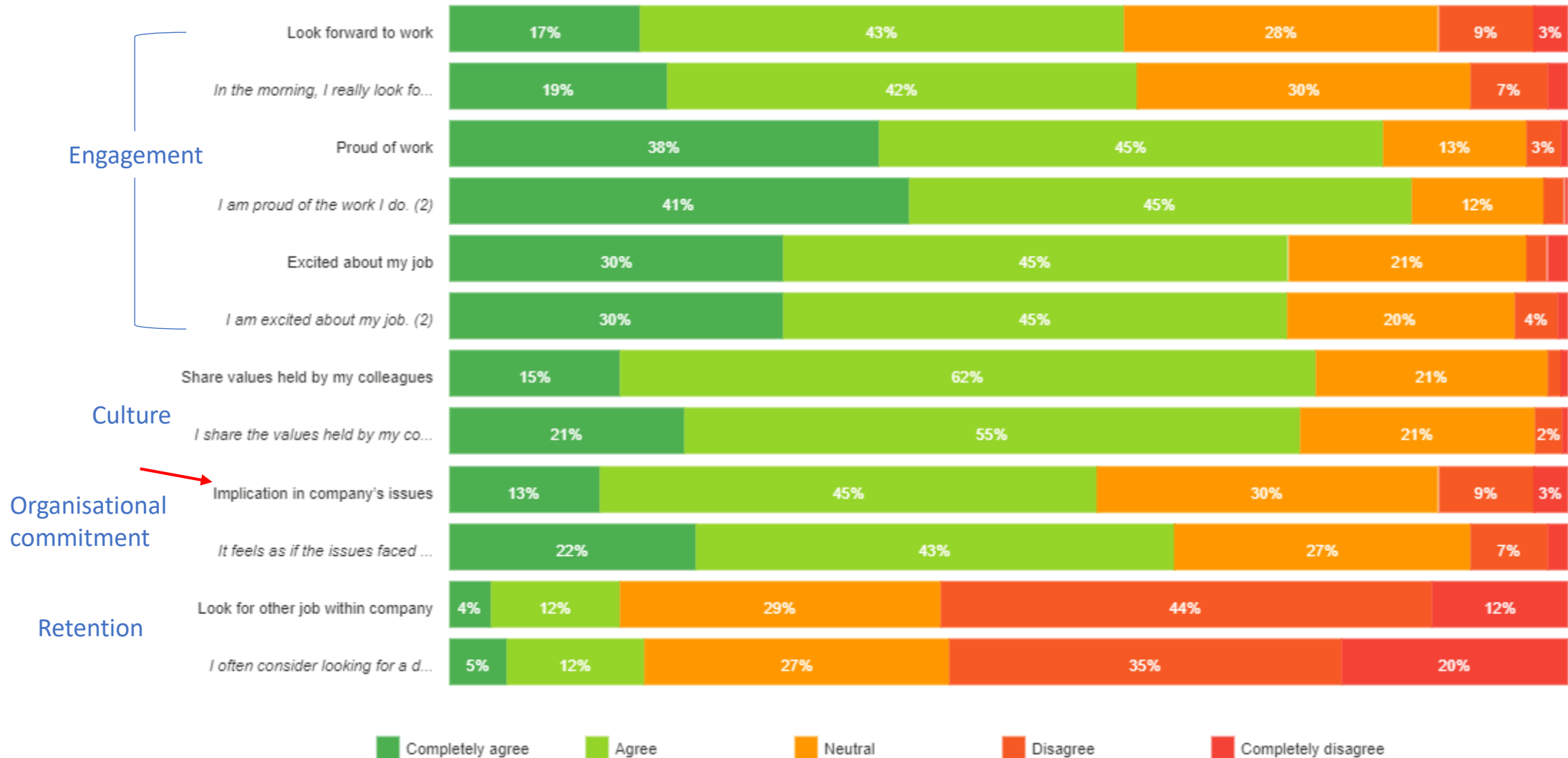
Engagement



Completely agree Agree Neutral Disagree Completely disagree



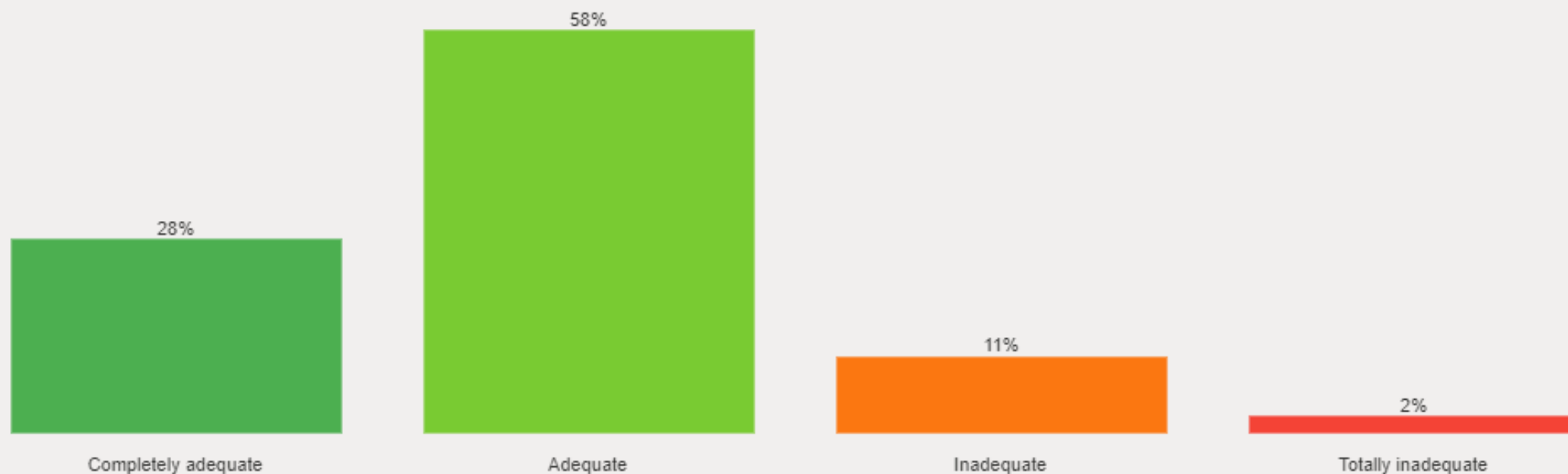
The following statements relate to your daily work in our company. To what extent do you agree with these statements?



Covid



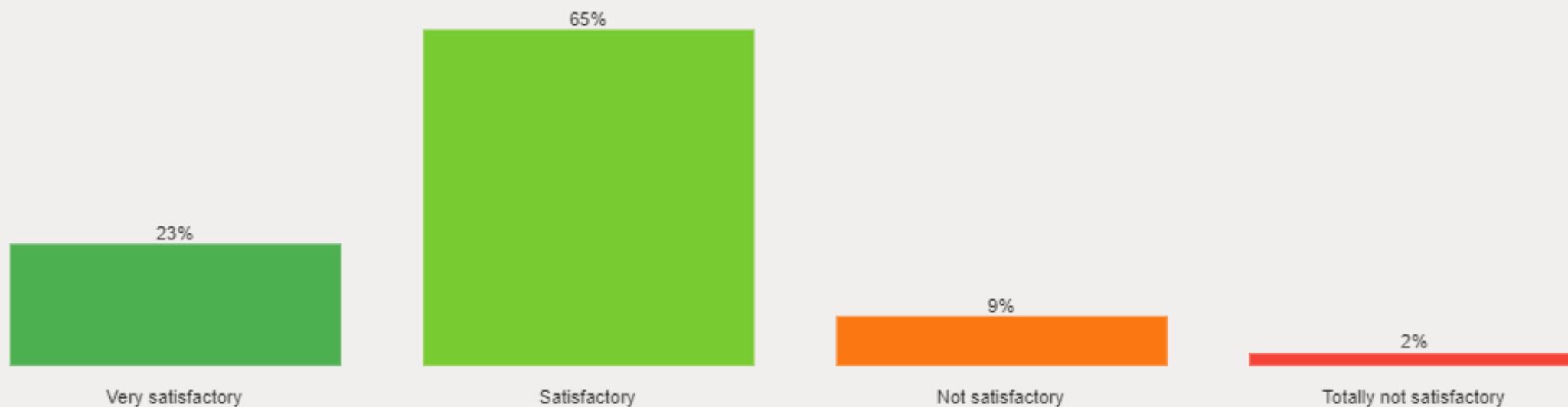
In the context of the Covid-19 pandemic, your company implemented sanitary measures in your workplace. Do you feel that these measures are adequate to keep you safe?



N 171

86%

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?




N 171

88%

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 still remain engaged and satisfied of their work and company (cfr 2018)
- Contracting Flanders&Brussels has strong points to increase the well-being of their employees & workers (atmosphere – support of colleagues – job variation)
- Less good scores are globally linked with internal communication, feedback and right to speak
 - ▶ Feed-back & Evaluation
 - ▶ Sufficiently involved and informed in the intern communication (WHY issues)
 - ▶ Career development (Evaluation and recognition from leadership)

Action should be decided on those priorities

- Difference of perception of those opportunities between managers and non-managers
- We need to be careful with the **internal aggression and discrimination** (group population women)

Timeline Risk & Engagement Survey 2021



Thank you

