

# Engagement Survey 2021 – SONAR Report

## Socogetra

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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

 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



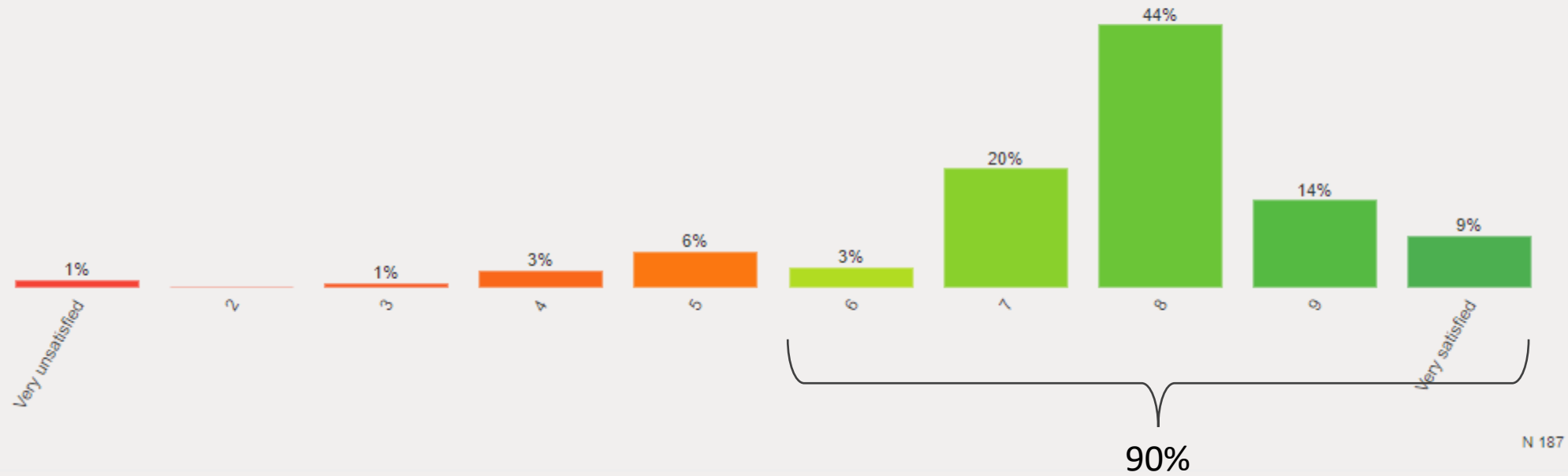
# Response Rate



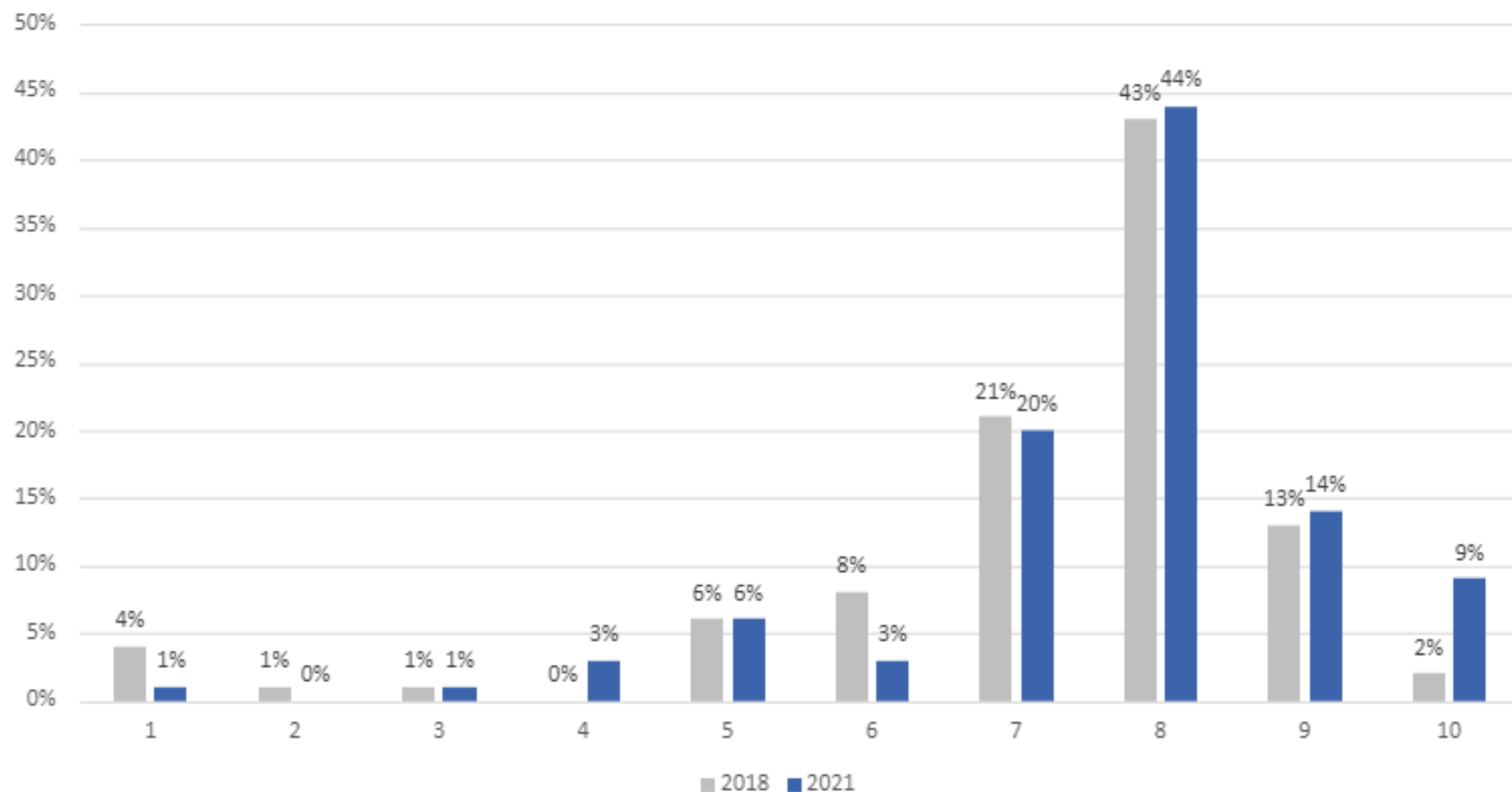
# Satisfaction & Net Promoter Score



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

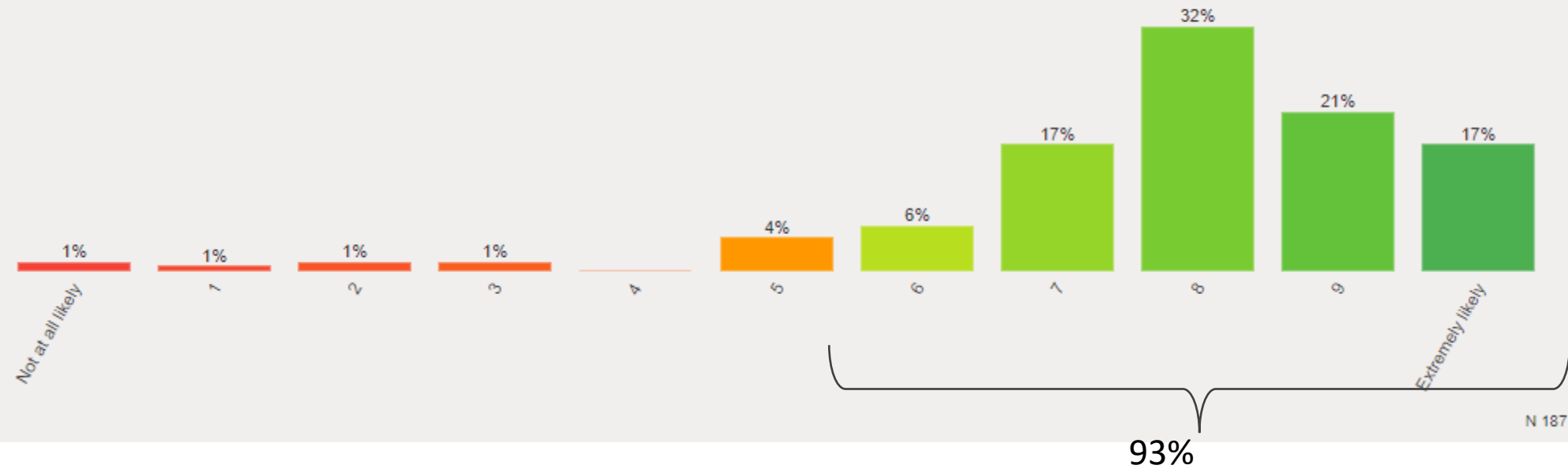


## Overall job satisfaction

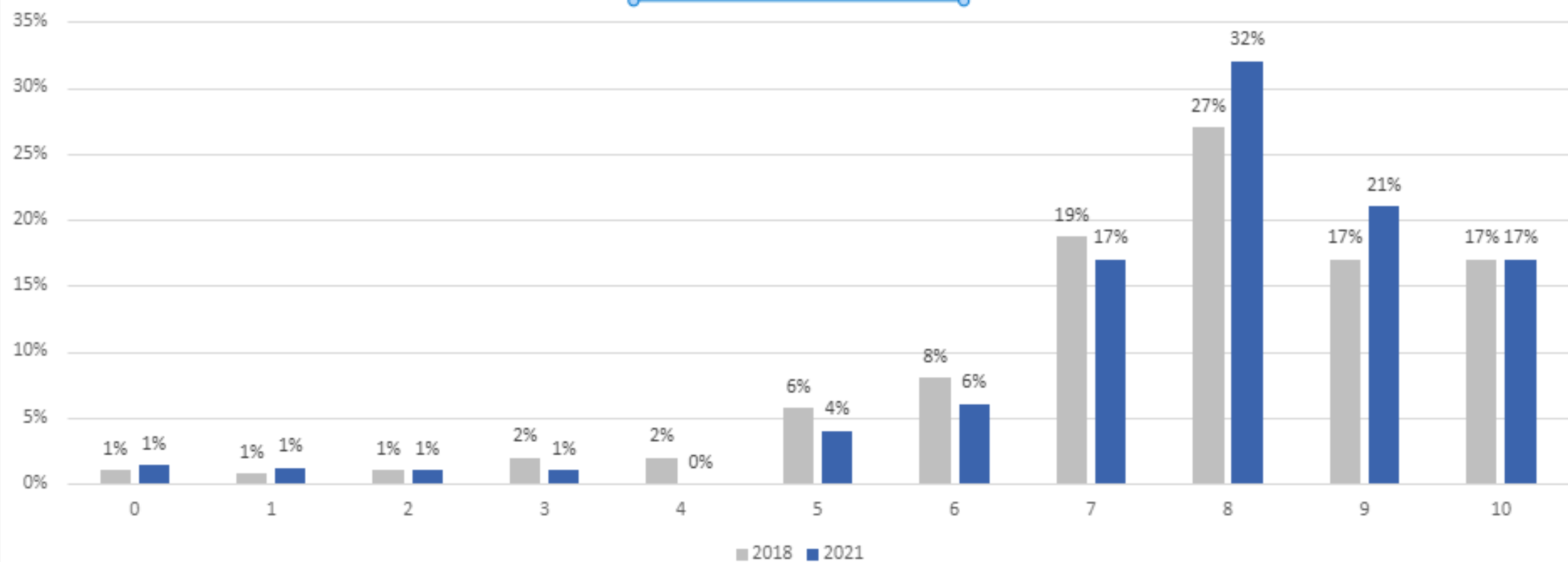




Based on your experience with your company, how likely are you to recommend your company to friends or acquaintances currently looking for work?

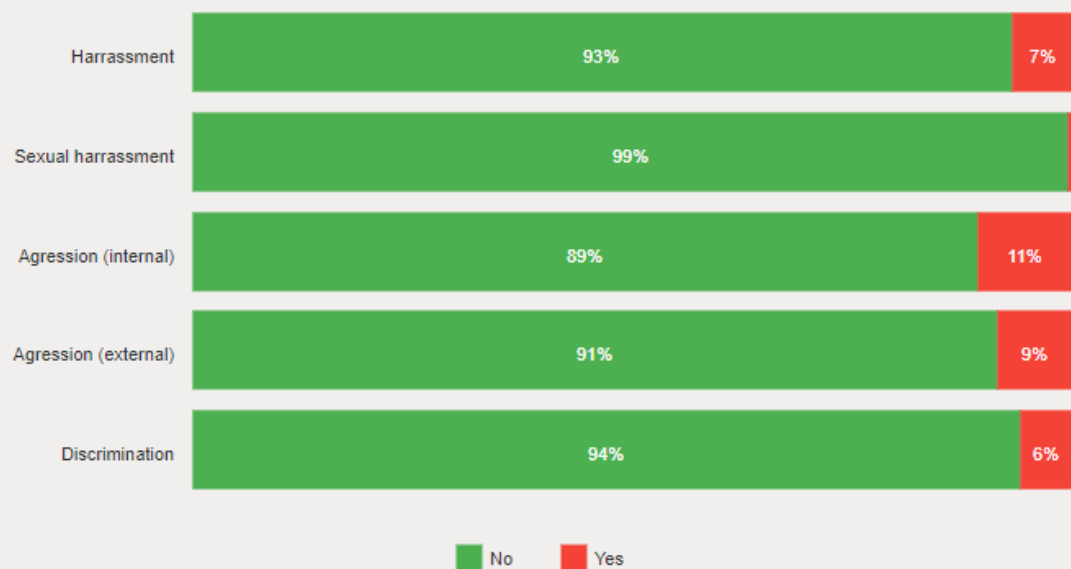


### Intention to recommend



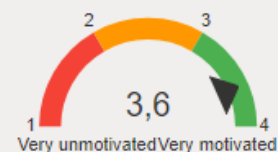
## Well-being Indicators

### Unwanted Behavior At Work



N 187

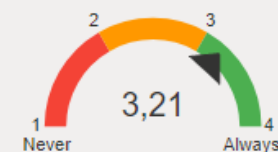
### Motivation



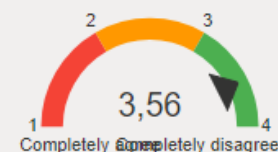
### Stress



### Coping stress



### Intention to leave



### Work Life Balance



N 187

## Psychosocial risks

### Labour organisation



Structure ↑  
CultureSay ↑  
Culture ↑  
Job security ↑

### Job content



Variation ↑ ↓ Mental strain  
Procedures ↑  
Workplace conditions ↑  
Independence ↑

### Terms of employment



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

### Workplace conditions



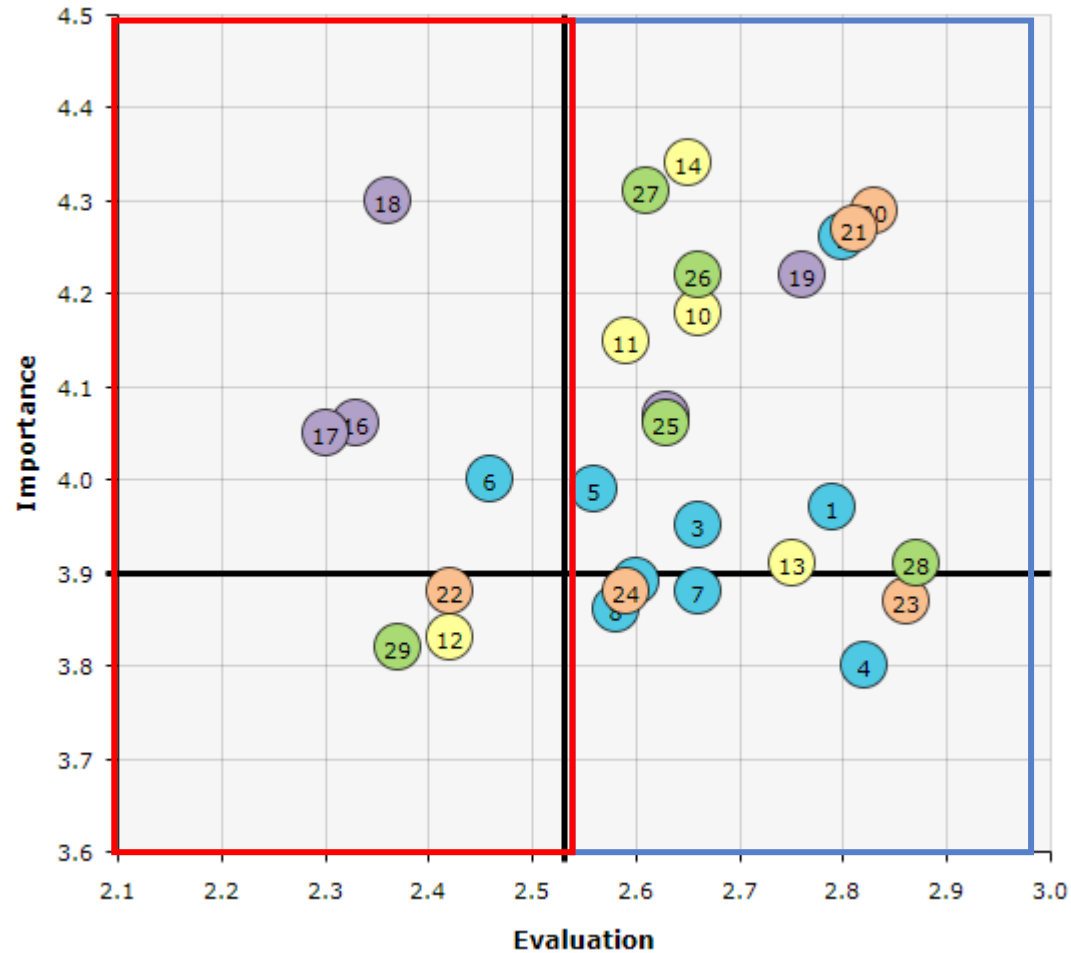
Safety ↑  
Work equipment ↑

### Job related interpersonal relations



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

# Results: Socogetra



## 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

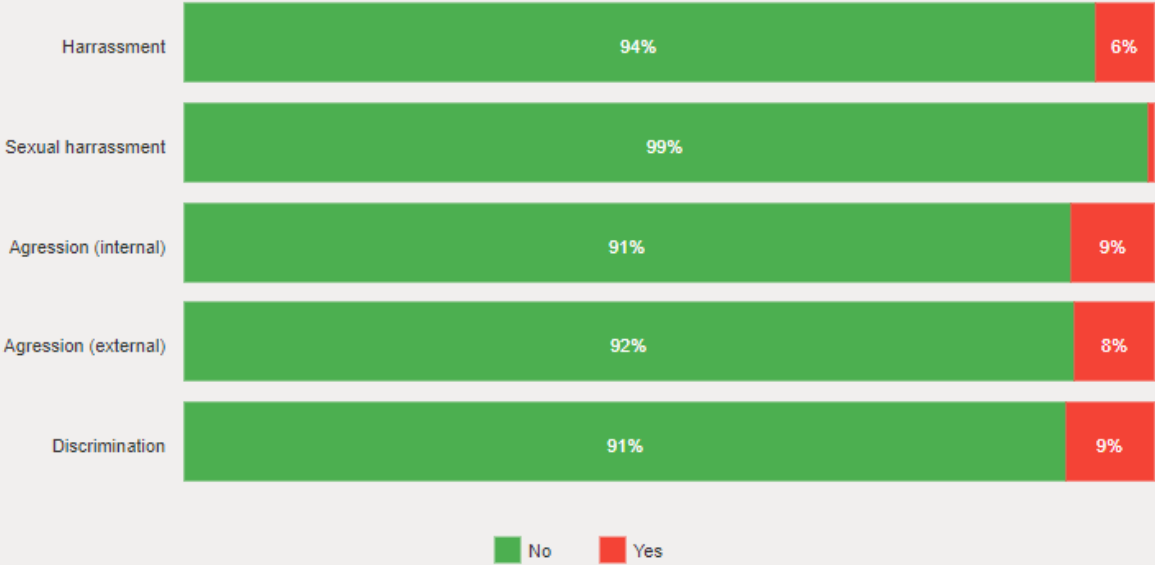
## Job related interpersonal relations

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

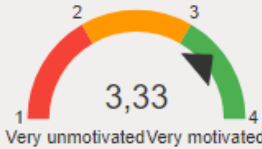
## Well-being Indicators

### Unwanted Behavior At Work



N 2,6k

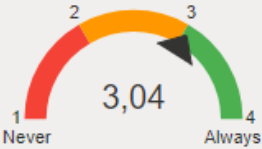
### Motivation



### Stress



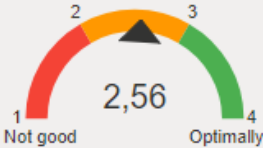
### Coping stress



### Intention to leave



### Work Life Balance



N 2,56k

## 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

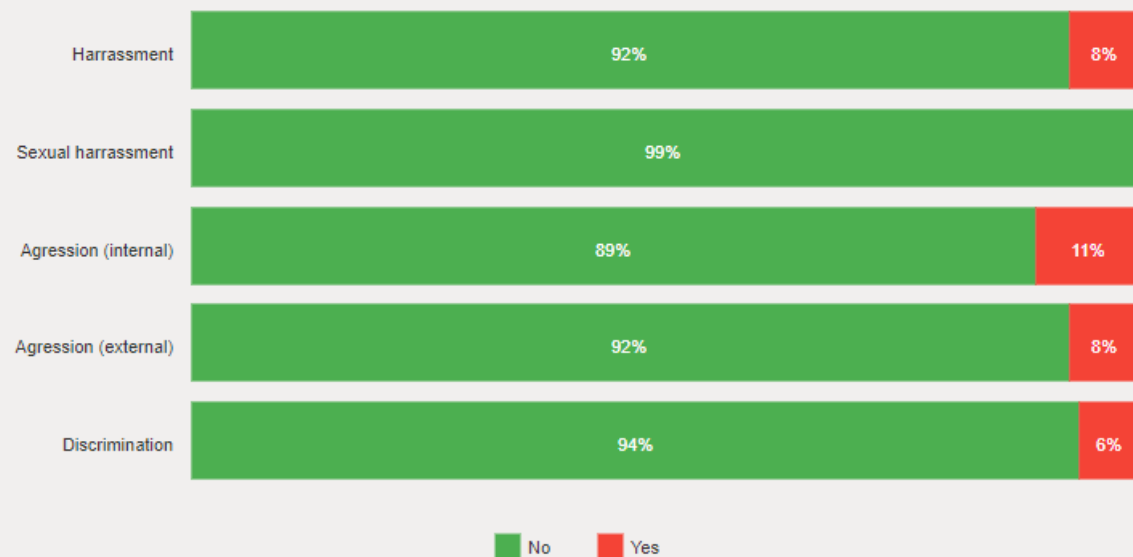
# 4 Results Manager >< Non-Manager



# No Manager

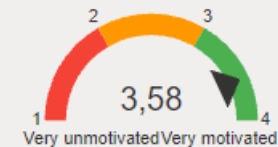
## Well-being Indicators

### Unwanted Behavior At Work



N 173

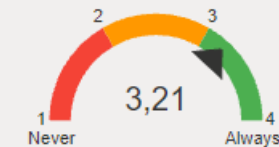
### Motivation



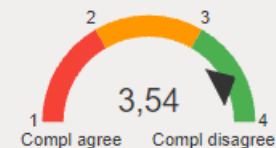
### Stress



### Coping stress



### Intention to leave



### Work Life Balance



N 173

## Psychosocial risks

### Labour organisation



Structure ↑  
CultureSay ↑  
Culture ↑  
Job security ↑

### Job content



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

### Terms of employment



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

### Workplace conditions



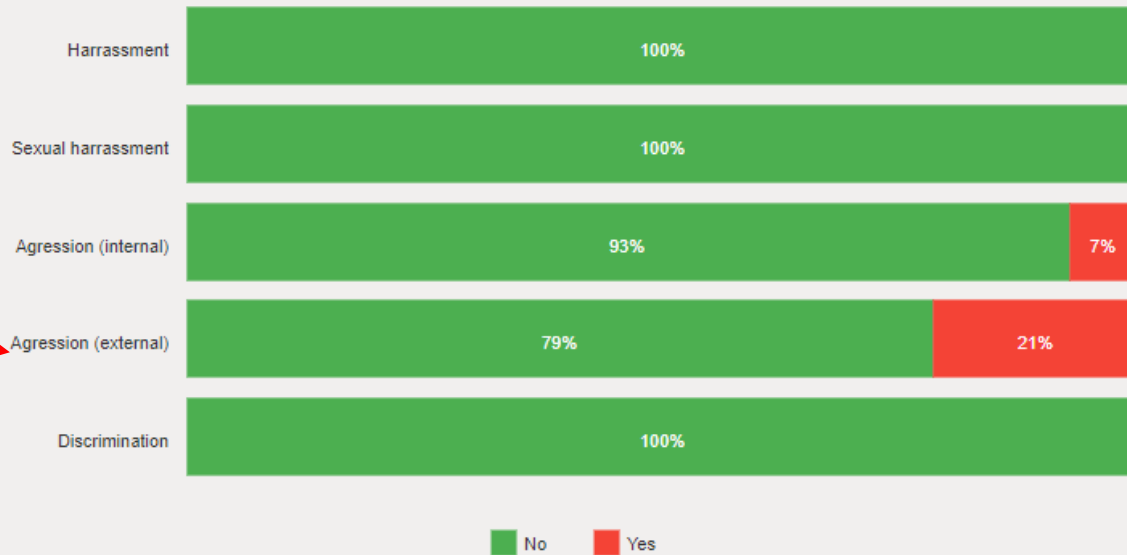
Safety ↑  
Work equipment ↑

### Job related interpersonal relations



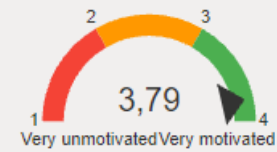
Support of colleagues ↑  
Support of superior ↑  
Atmosphere ↑  
Contact with externals ↑

## Unwanted Behavior At Work



N 14

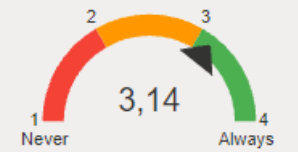
## Motivation



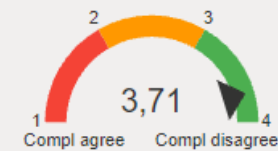
## Stress



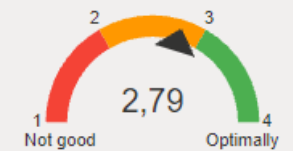
## Coping stress



## Intention to leave



## Work Life Balance



N 14

## Psychosocial risks

## Labour organisation



Structure ↑

CultureSay ↑

Policy ↑

Culture ↑

## Job content



Variation ↑

Independence ↑

↓ Mental strain

## Terms of employment



Evaluations ↑

Holiday, working regime ↑

↓ Remuneration

## Workplace conditions



Safety ↑

Work equipment ↑

Noise ↑

## Job related interpersonal relations



Support of superior ↑

Atmosphere ↑

Contact with externals ↑

Communication ↑



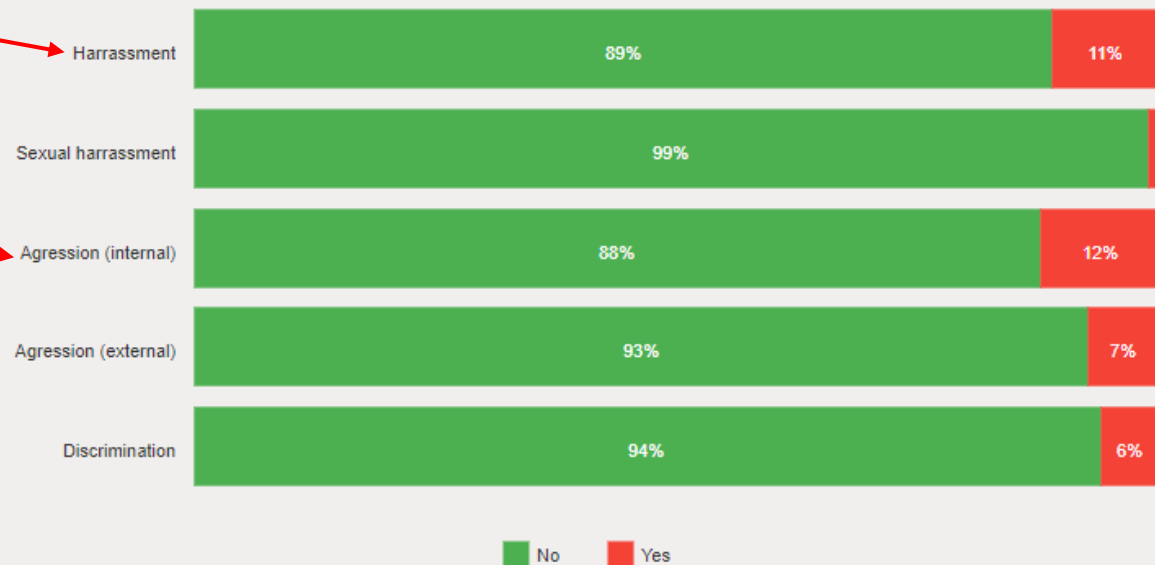
# 5 Results Blue Collars



# Blue Collars

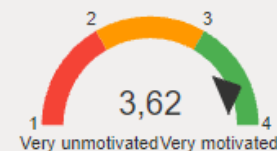
## Well-being Indicators

### Unwanted Behavior At Work



N 81

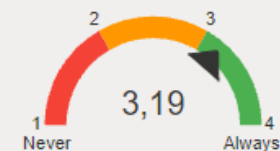
### Motivation



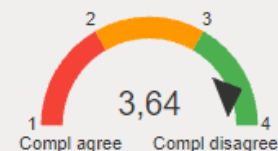
### Stress



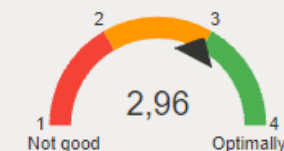
### Coping stress



### Intention to leave



### Work Life Balance



N 81

## Psychosocial risks

### Labour organisation



### Job content



### Terms of employment



### Workplace conditions



### Job related interpersonal relations



Structure ↑

CultureSay ↑

Culture ↑

Job security ↑

Variation ↑

↓ Mental strain

Work pressure ↑

Independence ↑

Holiday, working regime ↑

↓ Career Opportunities

↓ Evaluations

↓ Remuneration

Safety ↑

Work equipment ↑

Support of colleagues ↑

↓ Communication

Support of superior ↑

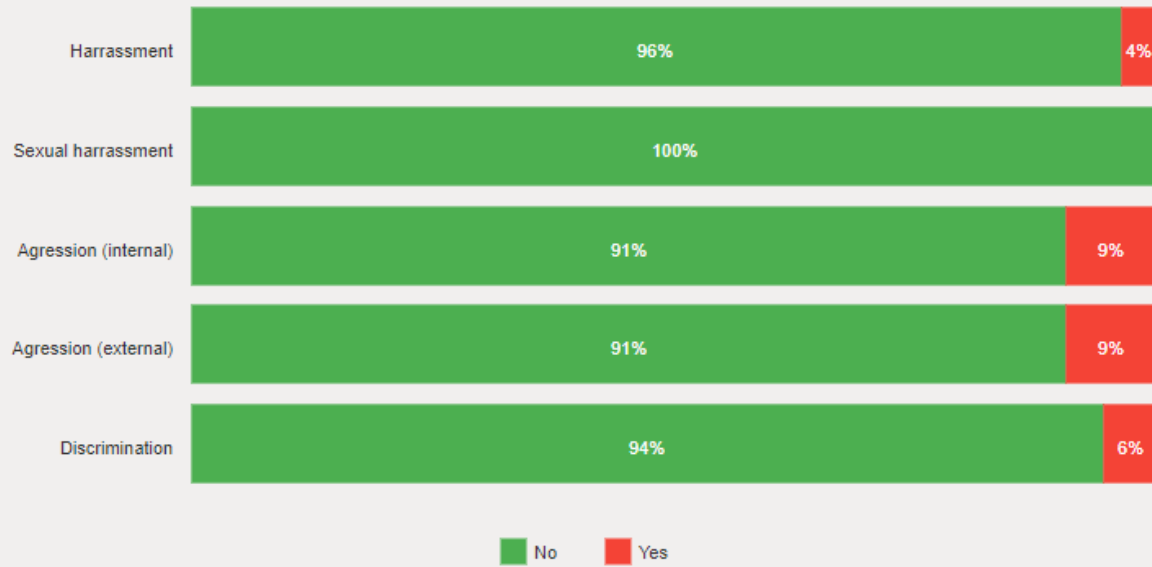
Atmosphere ↑

Contact with externals ↑

# White Collars

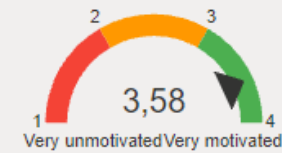
## Well-being Indicators

### Unwanted Behavior At Work



N 106

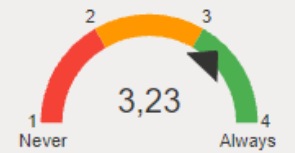
### Motivation



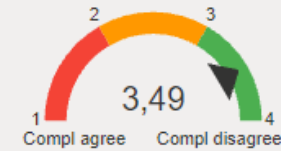
### Stress



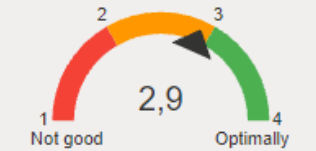
### Coping stress



### Intention to leave



### Work Life Balance



N 106

## Psychosocial risks

### Labour organisation



Structure ↑  
CultureSay ↑  
Culture ↑  
Job security ↑

### Job content



Variation ↑ ↓ Mental strain  
Work pressure ↑  
Independence ↑

### Terms of employment



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

### Workplace conditions



Safety ↑  
Work equipment ↑

### Job related interpersonal relations



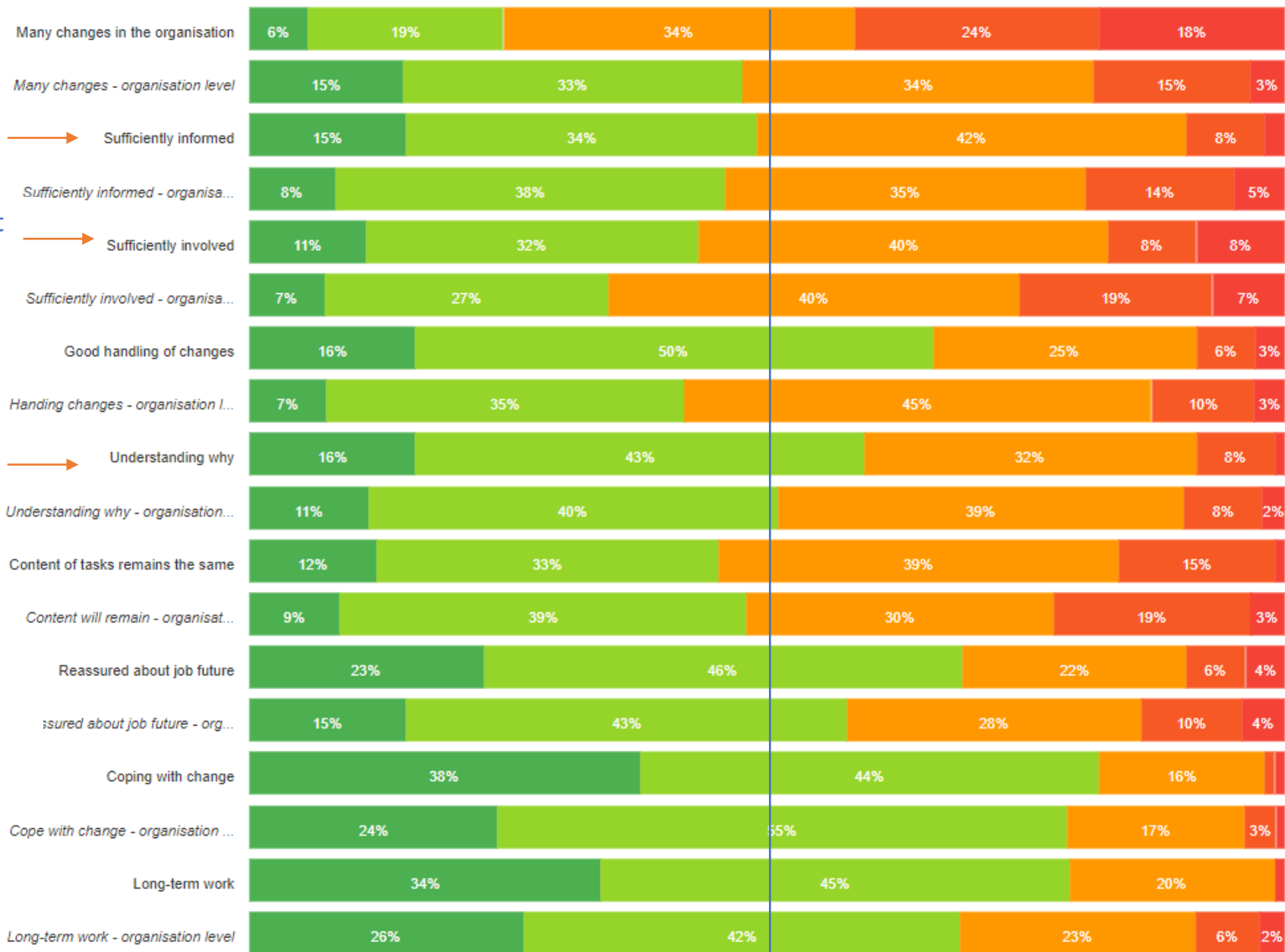
Support of colleagues ↑ ↓ Communication  
Support of superior ↑  
Atmosphere ↑  
Contact with externals ↑

# 7 Results Module Change





## Department Company



## Individual

Completely agree Agree Neutral Disagree Completely disagree

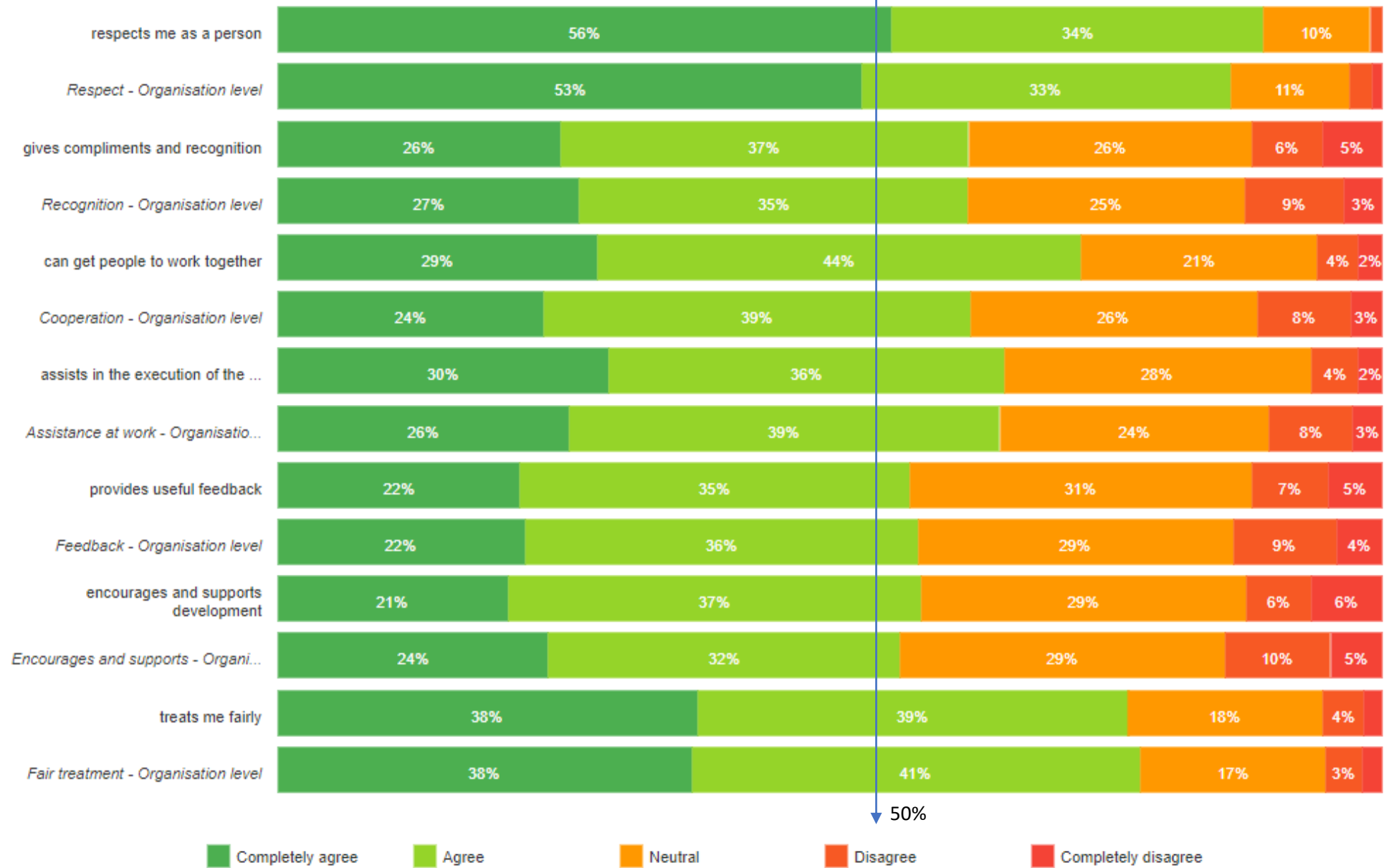
50%

# 8 Results Module Leadership





## My manager...

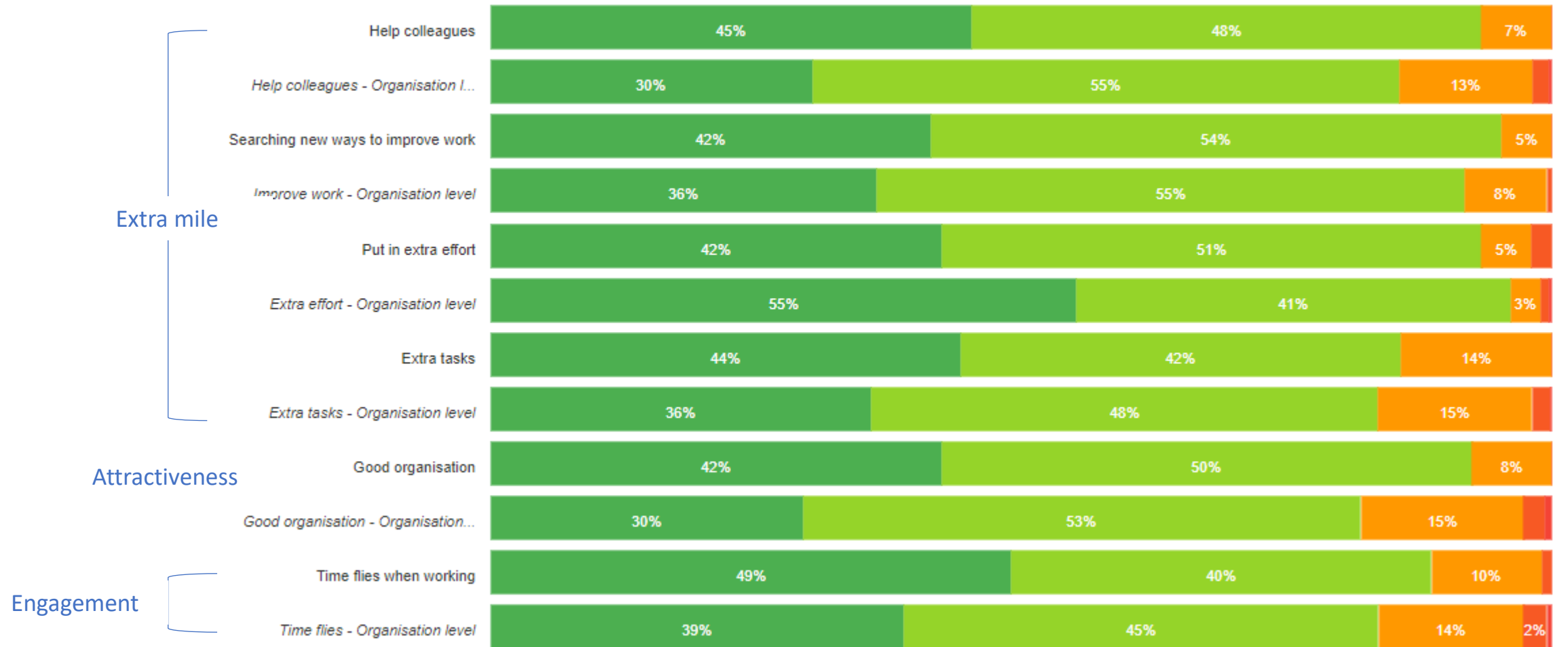


# 9 Results Extra Module



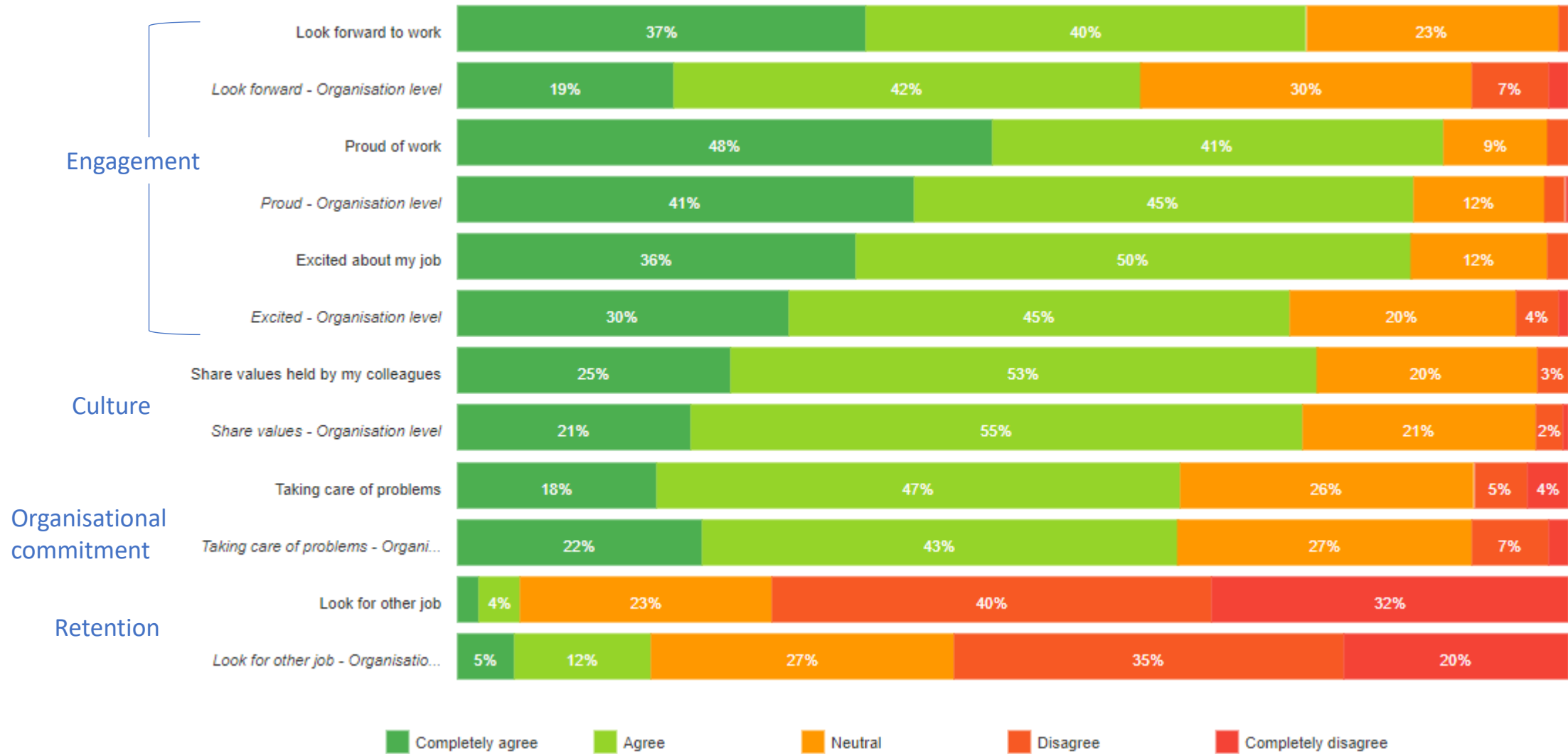


The following statements relate to your daily work in our company. To what extent do you agree with these statements?



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

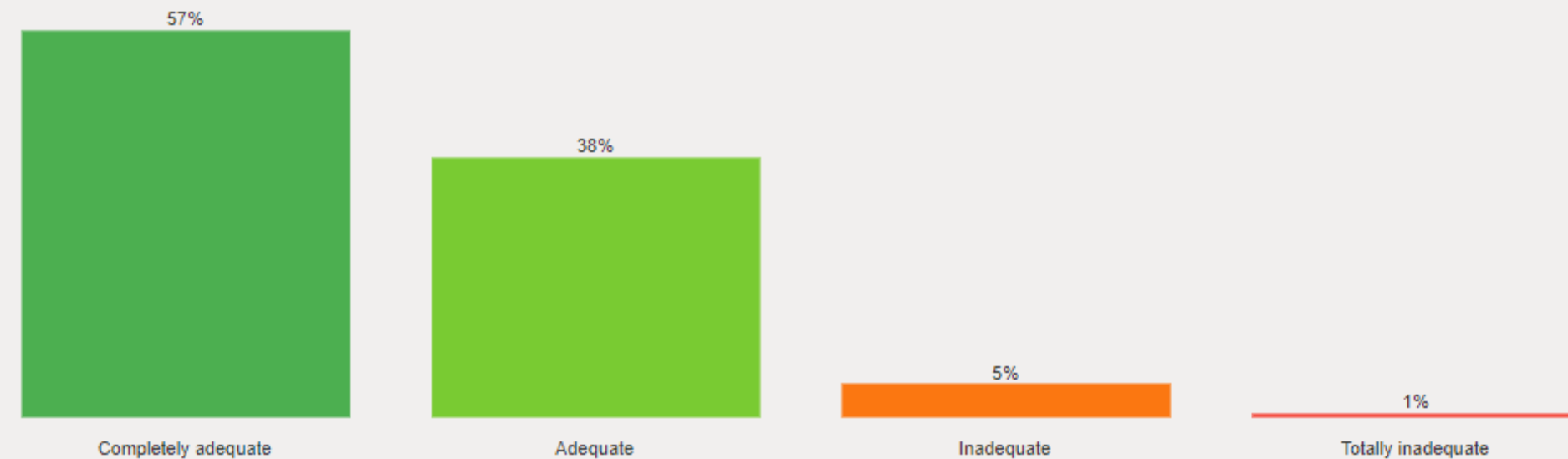
The following statements relate to your daily work in our company. To what extent do you agree with these statements?



# 10 Covid



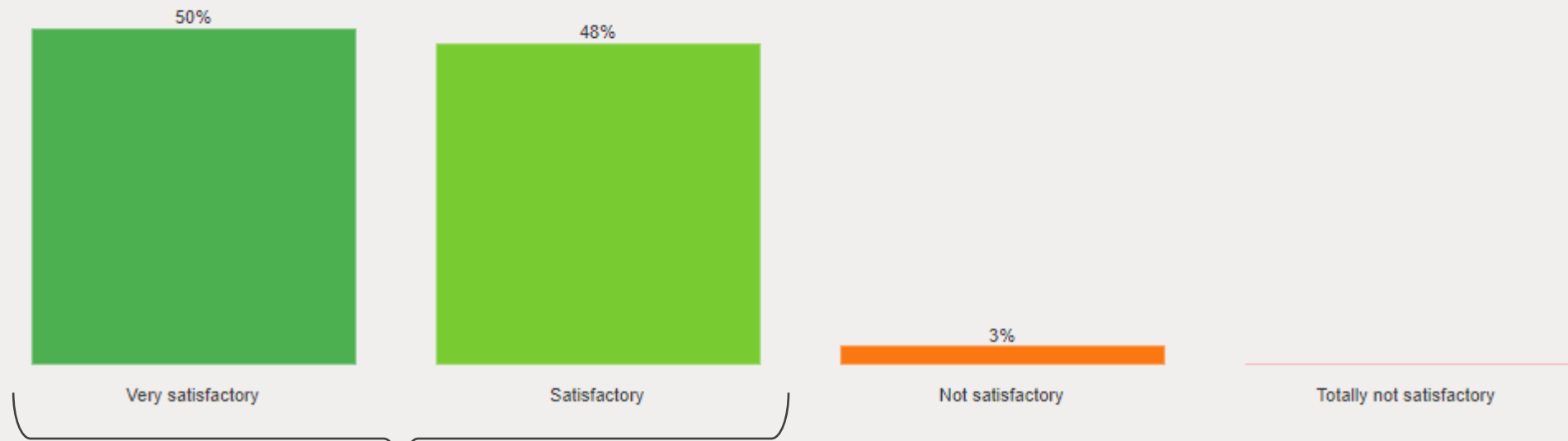
In the context of the Covid-19 pandemic, your company implemented sanitary measures in your workplace. Do you feel that these measures are adequate to keep you safe?



95%

N 187

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?




98%

# 12 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 (NPS score ++)
- Socogetra has many strong points to increase the well-being of their employees & workers
- Less good scores are globally linked with career opportunities & feedback (evaluation) -> *Action should be decided on those priorities*
- Different perception Manager >< non Manager
- Still improve the intern communication (involve your people)
- Be careful with the internal & external aggression

# Timeline Risk & Engagement Survey 2021

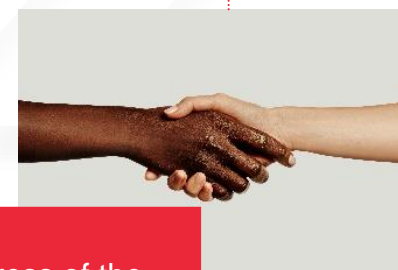
Individual presentation of the results to Entities and departments



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



Mid-2022



10-11/2021

12-2021

As from 05/10

Action plans to be taken following results



Group overall + Local

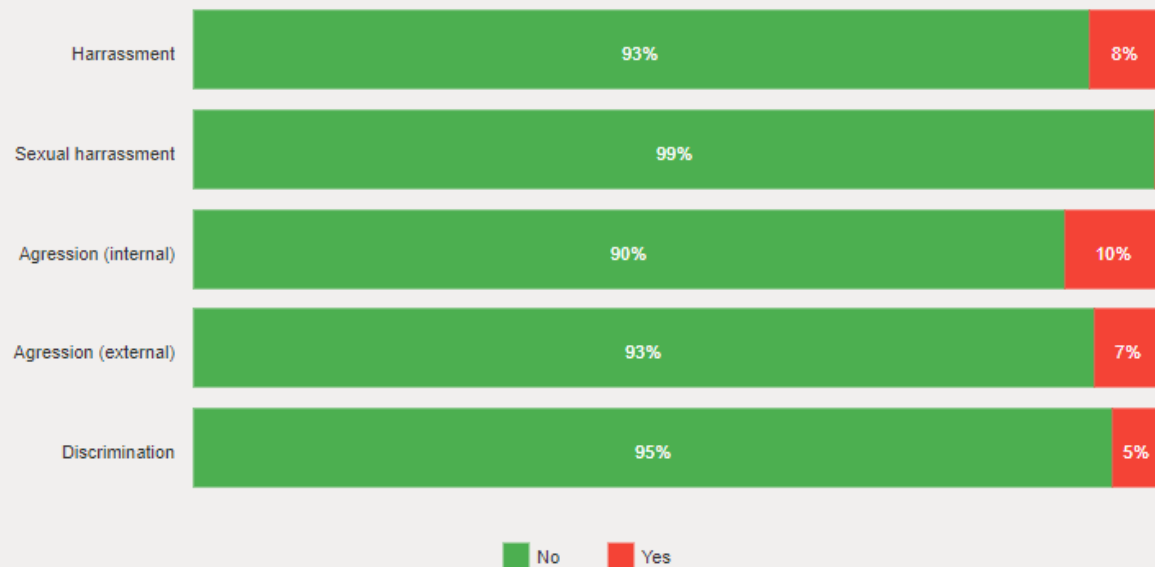
Measuring the progress of the actions implemented begin 2022



# Thank you

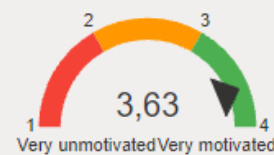


## Unwanted Behavior At Work



N 160

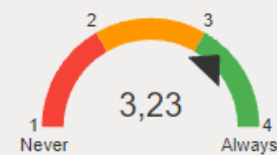
## Motivation



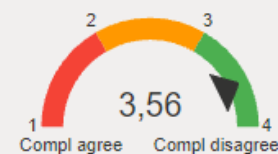
## Stress



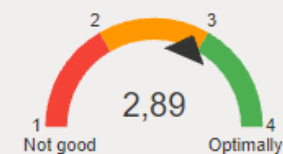
## Coping stress



## Intention to leave



## Work Life Balance



N 160

## Psychosocial risks

## Labour organisation



Structure ↑

CultureSay ↑

Job security ↑

## Job content



Variation ↑ ↓ Mental strain

Work procedures ↑

Work pressure ↑

Independence ↑

## Terms of employment



Training ↑ ↓ Career Opportunities

Holiday, working regime ↑ ↓ Evaluations

↓ Remuneration

## Workplace conditions



Safety ↑ ↓ Noise

Work equipment ↑

## Job related interpersonal relations

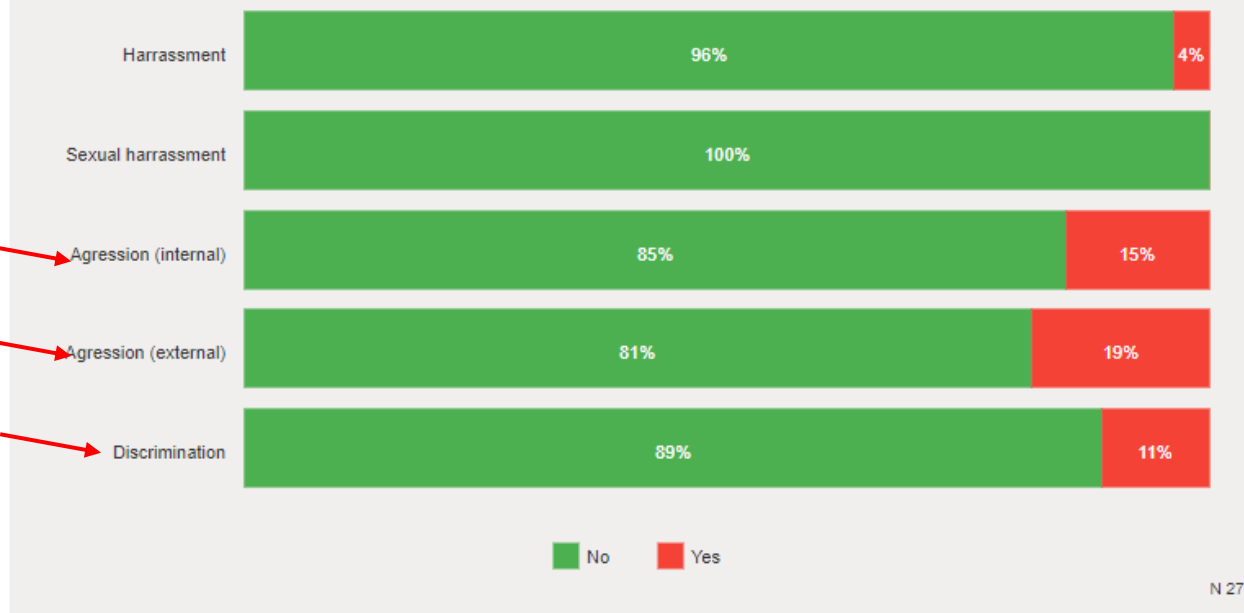


Support of colleagues ↑

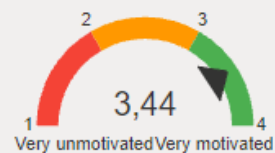
Support of superior ↑

Atmosphere ↑

### Unwanted Behavior At Work



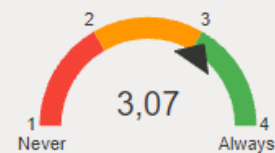
### Motivation



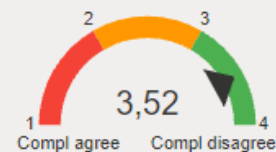
### Stress



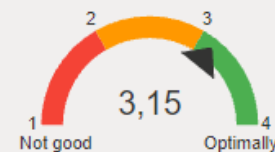
### Coping stress



### Intention to leave



### Work Life Balance



N 27

## Psychosocial risks

### Labour organisation



Structure ↑  
CultureSay ↑  
Culture ↑  
Job security ↑

### Job content



Variation ↑ ↓ Mental strain  
Work pressure ↑  
Independence ↑

### Terms of employment



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

### Workplace conditions



Safety ↑  
Work equipment ↑

### Job related interpersonal relations



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