

# How Pragma used Thomas Engage to measure and improve team and organisational engagement.



Mining & Minerals  
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## Objectives

- Identify areas of improvement from an engagement perspective
- Target what they should do differently to improve engagement
- Focus on team engagement as well as overall engagement levels



## Results

- ★ Survey results have helped target areas of concern and celebrate successes at both team and organisational levels
- ★ Delivery of accurate, reliable information to help improve employee engagement
- ★ Introduction of other Thomas behavioural and personality assessments for recruitment and development

## INTRODUCTION

Established in 1990, Pragma is a privately-owned engineering company that delivers enterprise asset management solutions to asset-intensive industries. They employ 500 employees focused on giving clients total peace of mind.

Although headquartered in South Africa, Pragma has a global footprint with regional offices and representation in Brazil, Europe and Mexico, while partnerships with various companies around the world allow them to take their services into many more territories. Pragma Netherland offers a wealth of experience in the water purification industry, while their African investment partner, the Reatile Group, is specifically focused on global expansion in the Oil and Gas industry.

## THE CHALLENGE: Lack of understanding of current employee engagement levels

Engagement is one of the core values of Pragma Holdings. They focus on engagement in order to determine how they can improve and what they should do differently. Engagement has been a focus for the company for more than a decade so they needed a survey that provided them with valuable insight on their employee engagement levels.



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**Team leaders are required to facilitate a discussion with their team about the results**

**THE SOLUTION: A more reliable and insightful engagement tool**

Pragma chose Thomas International's Engage employee engagement survey, facilitated by Pragma's People and Organisational Development (POD) team, to better understand the trends and patterns of engagement across its employee base. The engagement survey is completed by Pragma employees and results are then analysed by Thomas and shared with the POD team. Results are then distributed to senior management and team leaders.

Pragma places ownership of Engage results with team leaders and their team members, with team leaders required to facilitate a discussion with their team about the results. Team leaders are also tasked with agreeing corrective actions with the team, successes are celebrated, and interventions and workshops are put in place to improve overall team engagement.



**THE RESULT: Accurate and reliable information to help improve employee engagement**

The survey results helped Pragma by providing them with accurate, reliable information on an annual basis to inform the need for interventions and strategies to improve employee engagement across the organisation.

As Pragma focusses on the team level with Engage, the results have helped them to both target areas of concern and celebrate successes at both a team and organisational level.

Pragma have also started using the other Thomas behavioural and personality assessments (PPA, TEIQue and HPTI) in their recruitment and development. They utilise behavioural PPA awareness sessions to help teams to understand each other better. They also use the tools in coaching with managers on how to improve their management skills. Managers also use the assessment results to understand their team members and manage them more effectively.

All of this is used collectively to increase employee engagement, as at Pragma they believe the responsibility of the team's engagement lies with the managers and team members themselves. Ultimately, individual and collective ownership tends to be much more effective in identifying and addressing any engagement issues.



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**Tools used**



Employee Engagement

For more information about how we can help deliver confidence for your organisation, get in touch



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