

2023



# REPORT

## ON THE ENGINEERING INSTITUTION OF ZAMBIA (EIZ) INDIVIDUAL AND CORPORATE MEMBER SURVEY

CONDUCTED BETWEEN 1<sup>ST</sup> DECEMBER  
2021 AND 13<sup>TH</sup> MAY 2022.

**Authors:** Eng. Dr. Mweene Himwiinga, MEIZ  
Eng. Francis Mwale, FEIZ

February, 2023



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## Executive Summary

In fulfillment of the requirement in the 2019 to 2023 Engineering Institution of Zambia (EIZ) Strategic Plan that pre and post strategic plan implementation surveys should be conducted to ascertain improvement of perception, a descriptive members survey was developed and rolled out to EIZ members from 1<sup>st</sup> December 2021 to 13<sup>th</sup> May 2022.

A total of 969 individual members participated while 50 corporate members also took part. Based on the survey finding, on a scale of 1 representing “Very Dissatisfied” and 5, “Very Satisfied”, the average satisfaction perception rating of individual respondents was **3.03**. Applying a 95% confidence level, the average satisfaction level for EIZ individual members fell between **2.96** and **3.10**. This translated to being “**Neutral**”.

50 engineering organizations took part in the organizations (corporate) member survey. Based on the survey finding, on a scale of 1 representing “Very Dissatisfied” and 5, “Very Satisfied”, the average satisfaction perception rating of corporate respondents was **3.71**. Applying a 95% confidence level, the average satisfaction level for EIZ corporate members fell between **3.47** and **3.95**. This translated to being “**Neutral**”.

The top three emerging thematic expectations from individual members included:

- **Improved service delivery and enhanced engagement with members** - Respondents complained of low interactive engagement between EIZ secretariat, and members and prospects for purposes of communication and feedback, and requested for increased facilitation of the same among members. They recommended strengthening of institutional capacity and coordination. Respondents also requested for provision of modern payment options, improved visibility of EIZ and increased access to engineering opportunities through modern media.
- **Individual member capacity building** - Individual member capacity building through facilitating up-skilling, training, seminars, online courses, Continuing Professional Development (CPD), Mentorship, internships, encouraging industry-university-college collaboration to ensure curriculum meets industry requirements, entrepreneurship training, and entrenchment of ethics, was a clarion call of majority respondents.
- **Aiding Access to Employment and Contracting opportunities** - Respondents implored EIZ to assist members access engineering job opportunities and contracts, especially graduates from universities and colleges, particularly female engineering graduates. They also requested that EIZ encourages employers to facilitate progressive job positions for engineering personnel in organizations.

The top three emerging thematic expectations from corporate members included:

- **Capacity building for local firms** in form of skills development and training programs, leadership and mentorship programs as well as inculcation of ethics in engineering practice.

- **Compliance and Competence assessment** – Respondents urged EIZ to lobby government to ensure that award of contracts to companies be based on compliance to the EIZ Act No. 17 of 2010 requirements as well as competence, rather than lowest priced bids.
- **EIZ engagement with membership and society** - Respondents requested EIZ leadership and secretariat to ensure constant and effective engagement with EIZ members and society through effective communication.

## **1. Introduction**

The purpose of the online survey was to fulfill the requirement under the 2019 – 2023 Engineering Institution of Zambia (EIZ) Strategic Plan, strategic objective 3 (SO3), which aspires to rebrand EIZ as a world-class professional body by 2023.

In its quest to improve member perception, the EIZ strategic plan identified the need to develop and implement an Information, Education and Communication (IEC) Strategy. The action plan to this effect included conducting pre and post strategy implementation perception surveys. This survey report fulfills the pre-implementation perception survey, as it is conducted while the 2019 – 2023 EIZ strategic plan is in implementation phase.

## **2. Materials and Methods**

A primary online descriptive survey was conducted among EIZ-member social media sites and via email from 1<sup>st</sup> December 2021 until 13<sup>th</sup> May 2022. The launch of the survey took place on 22<sup>nd</sup> November 2021 at Garden Court Hotel, in Kitwe. The keynote speaker was Professor John Siame, the then Northern Region EIZ Chairperson (see Appendix I). The survey which consisted of questionnaires with both closed and open ended questions (see Appendix II) was open to all membership classes of the EIZ as well as corporate members. The survey was subdivided into two to cater for individual and corporate members. The individual member survey was designed to obtain quantitative and qualitative information in order to establish the following:

- Questions 1 to 4: Membership Identification (ID) number, gender, membership class and current state of employment/ occupation.
- Question 5: Covid-19 impact
- Question 6 to 15: Gauge involvement and engagement in EIZ activities, governance, awareness of EIZ's international affiliations, benefits and part of the institution's strategic direction.
- Question 16 to 21: Gauge extent of usage of electronic platforms to enable EIZ Secretariat to identify the best medium to use to target future EIZ engagements and member capacity building activities, appropriately. In particular, question 20 is intended to determine the popularity of online courses as a means for delivering member capacity building, and using the online courses as a possible source of additional non-traditional income. Question 21 is intended to gauge member-endorsement of the need for a modern Data and Information Management System (DMIS) to enhance member experience and services.
- Question 22: is the main member satisfaction perception gauging question.
- Question 23: invited individual members to raise qualitative information leading to emerging thematic concerns by stating their top three strategic priorities.

The corporate member survey was also designed to garner quantitative and qualitative information as follows:

- Questions 1 and 2: Knowing if the respondent corporate organizations were engineering units or organizations, their membership ID number and their engineering activities.
- Questions 3 to 6: These questions gauge how efficiently EIZ registers and issues membership and practicing licenses to corporate members, availability of suitable engineering manpower and whether belonging to EIZ advantages the organizations on the local market and in their international relationships.
- Questions 7, like question 20 in the individual member survey, was intended to gauge suitability of EIZ introducing internet-based online training at cost-effective pricing for purposes of individual member capacity building and contributing to non-traditional income for the institution.
- Questions 8 was meant to gauge involvement of corporate engineering organizations in EIZ governance.
- Question 9 was meant to find out if engineering organizations categorically expected EIZ to extend relief measures towards the organizations' subscription payment obligation in view of the effects of the Covid-19 pandemic on engineering organizations' productivity.
- Question 10 (like question 22 in the individual member survey) was intended to measure the perceived satisfaction level among engineering organizations.
- Question 11 (like question 23 in the individual member survey) invited engineering organizations to raise qualitative information leading to emerging thematic concerns by stating their top three strategic priorities.
- Section 4 of the engineering organizations survey was intended to gauge corporate engineering organizations' expectations of EIZ towards its stakeholders.

Literature review was also conducted to help compare the conduct and reporting of online survey findings to those of other professional member organizations that have attained world-class standards. In particular, the 2021 member survey for the Institution of Engineering and Technology (IET – UK) was obtained to make observations on member participation and perception outcomes, as well as best practice in reporting survey finding for technical membership institutions. The UK Engineering Council 2013 Survey of Professionally Registered Engineers and Technicians report was also gleaned for the same purposes as the IET 2021 member survey report.



### 3 Survey Findings

#### 3.1 Findings from Individual Member Survey

A total of 969 respondents took part in the individual member survey, against a total EIZ individual membership of 24,320, representing a participation of 4%.

Table 1: Total Respondents per membership class, compared to the total individual member population of EIZ.

Membership Class	Total Membership Per Class	Number of Respondents by Membership Class	Respondents vs Total Membership per Class
FELLOW	315	32	10.2%
PROFESSIONAL ENGINEER	5860	266	4.5%
INCORPORATED ENGINEER	57	2	3.5%
ASSOCIATE ENGINEER	796	54	6.8%
GRADUATE ENGINEER	1846	86	4.7%
STUDENT ENGINEER	340	25	7.4%
PROFESSIONAL TECHNOLOGIST	537	41	7.6%
FULL TECHNOLOGIST	1818	53	2.9%
TRAINEE TECHNOLOGIST	569	18	3.2%
STUDENT TECHNOLOGIST	526	30	5.7%
CERTIFIED TECHNICIANS	523	40	7.6%
FULL TECHNICIANS	1063	32	3.0%
TRAINEE TECHNICIAN	78	6	7.7%
STUDENT TECHNICIAN	133	8	6.0%
MASTER CRAFTSPERSON	1556	44	2.8%
FULL CRAFTSPERSON	4681	92	2.0%
TRAINEE CRAFTSPERSON	251	40	15.9%
STUDENT CRAFTSPERSON	602	29	4.8%
SKILLED PERSON	2769	71	2.6%
<b>Totals</b>	24,320	<b>969</b>	4.0%

Figure 1 displays the comparison per membership class of respondent per individual membership class versus total membership in that class.

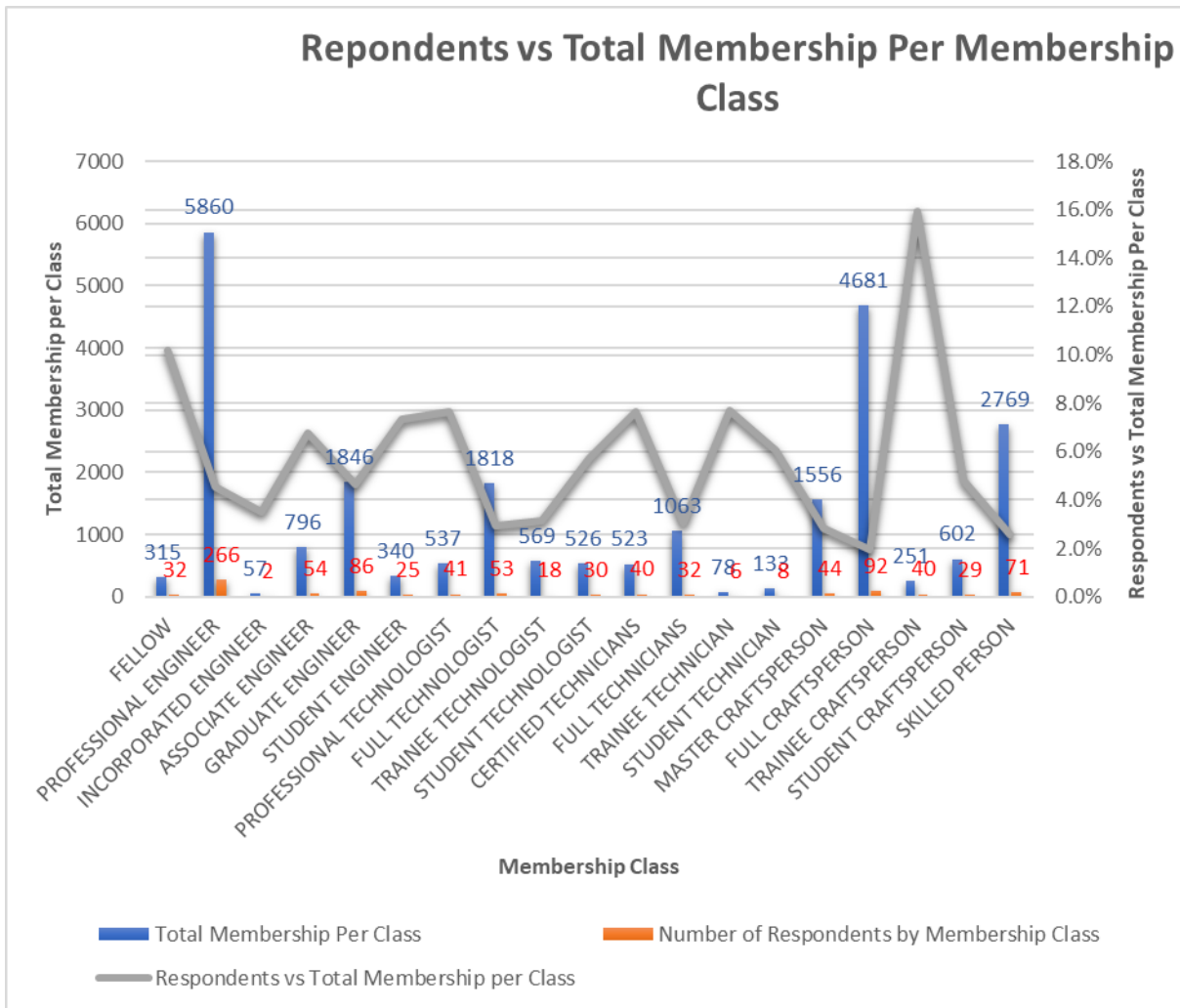


Figure 1- Plot of Number of Respondents per class vs Total Membership per class.

Figure 2 below shows how many respondents were male and how many were female.

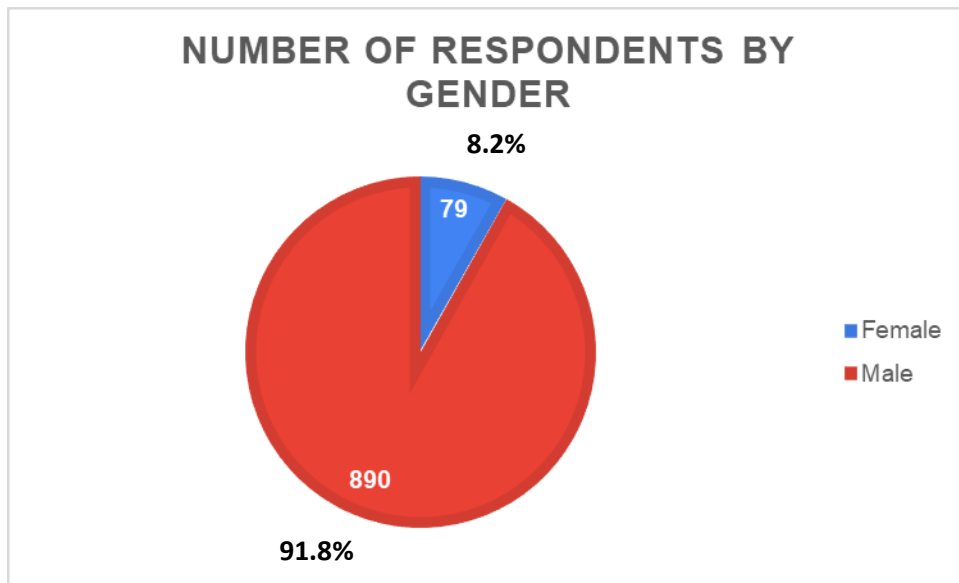


Figure 2 - Number of respondents by gender

Figure 3 below shows the number of respondents per membership class, based on self-declarations by respondents.

3. Please state your membership class.

969 responses

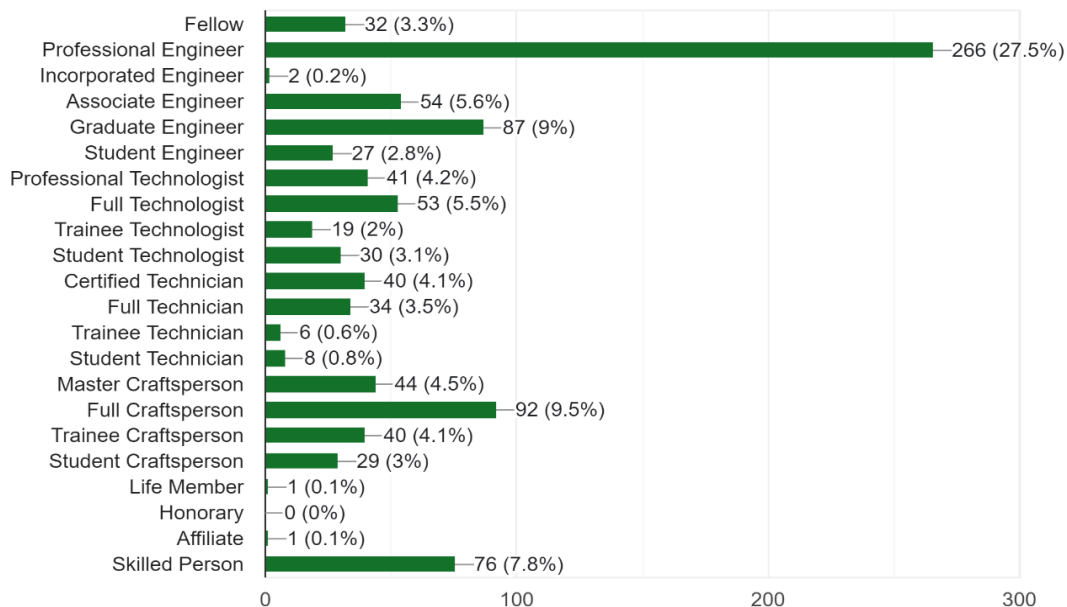


Figure 3 - Number of respondents per membership class

The proportions of membership occupation, in percentage are depicted in Figure 4 while Figure 5 captures the effects of the Covid-19 pandemic on respondents based on five predefined categories and one undefined.

4. Which of the following best describes your current situation ?

969 responses

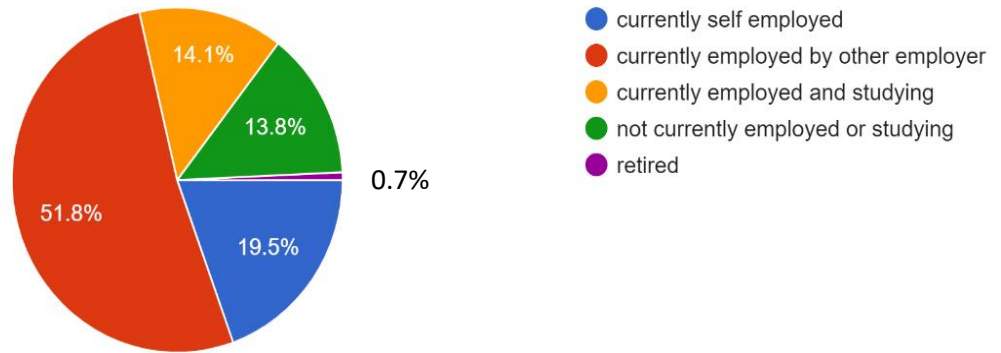


Figure 4 - Occupation status of respondents, based on pre-defined survey classifications

5. What has been the impact of covid 19 on your employment? please select all that apply

969 responses

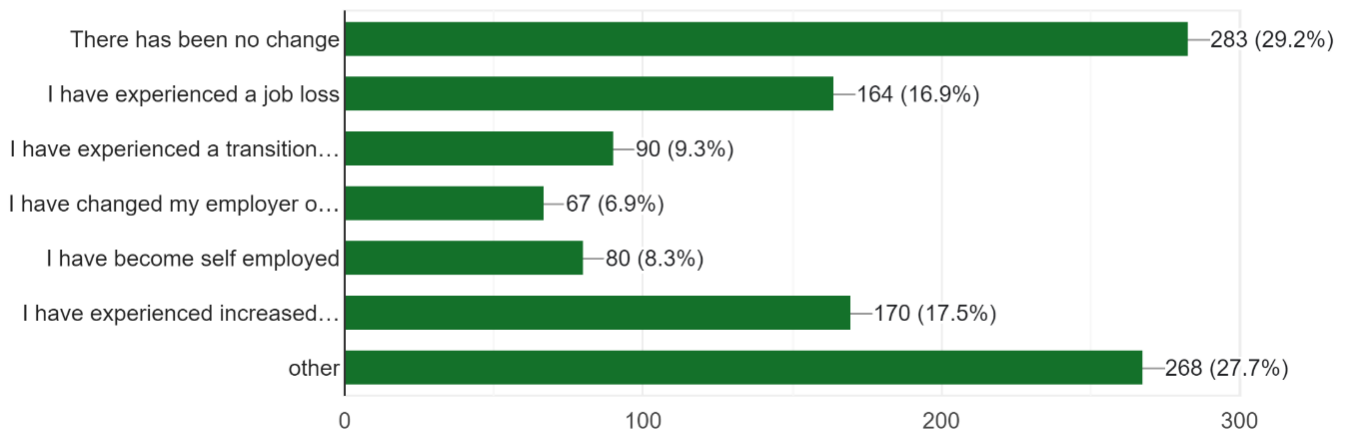


Figure 5- Graph showing how respondents were affected by the Covid-19 pandemic.

Further, respondent trends in attendance of EIZ scheduled interactive an informative meetings at branch level were illustrated in Figure 6 below.

6. Do you attend EIZ branch meetings?

969 responses

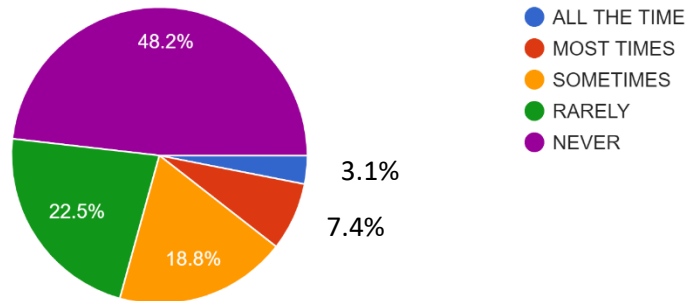


Figure 6 - Trends in respondents attendance of EIZ branch meetings.

Trends in respondents' attendance of EIZ public discussion fora were captured in Figure 7 below. The meetings are usually advertised on EIZ social media sites with a few days' notice before meetings take place.

7. Do you attend EIZ public Discussion Fora?

969 responses

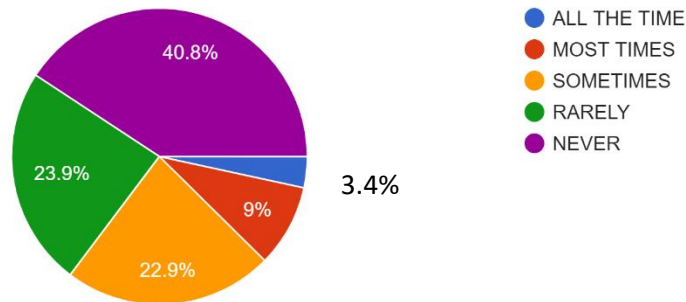


Figure 7 - Trends in respondent attendance of EIZ discussion fora.

Figure 8 below shows respondents trends in as far as attendance of EIZ Regional Annual General Meetings (AGMs) is concerned. These trends also indicate the level of involvement of members in EIZ regional governance meetings.

8. Have you ever attended a Regional EIZ Annual General Meeting?

969 responses

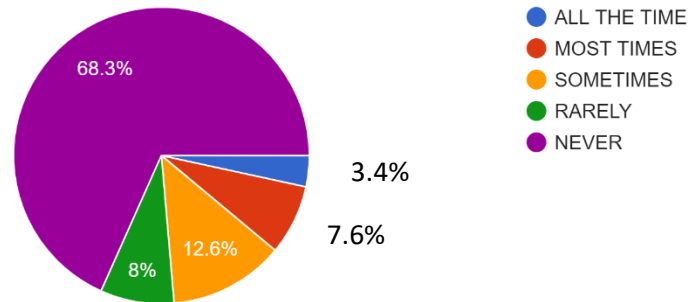


Figure 8 – respondents’ trends in attendance of EIZ regional AGM’s.

Figure 9 below shows respondents’ trends in as far as attendance of EIZ national annual general meetings (AGM’s) is concerned. These trends also indicate the level of involvement of members in EIZ national governance meetings.

9. Have you ever attended an EIZ National Annual General Meeting?

969 responses

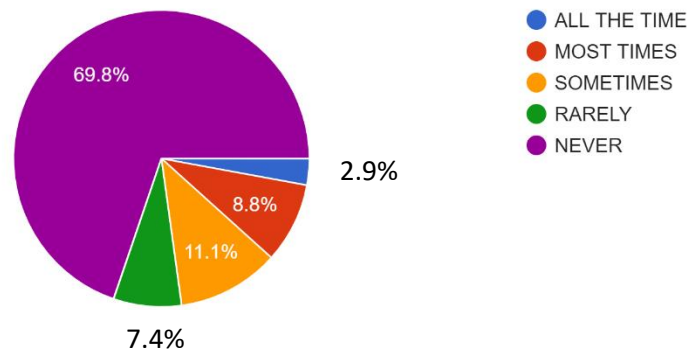


Figure 9 – Respondents’ trends in attending EIZ national AGMs.

Figure 10 below illustrates trends in respondents' involvement in technical paper writing.

10. Do you attempt or participate in Technical Paper writing?

957 responses

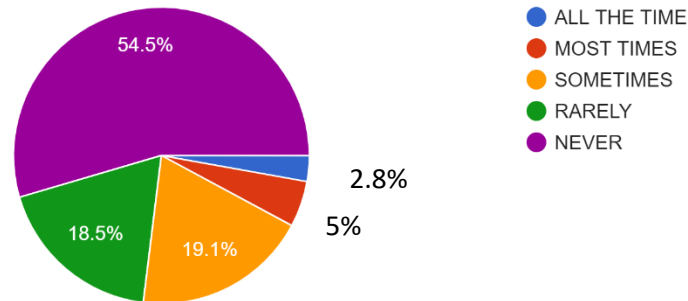


Figure 10 - Respondents involvement technical paper writing.

The levels of awareness among respondents of the existence of a life assurance policy for all paid up EIZ members are shown in Figure 11 below.

11. Are you aware of the Life Insurance Policy that covers all paid up EIZ members?

969 responses

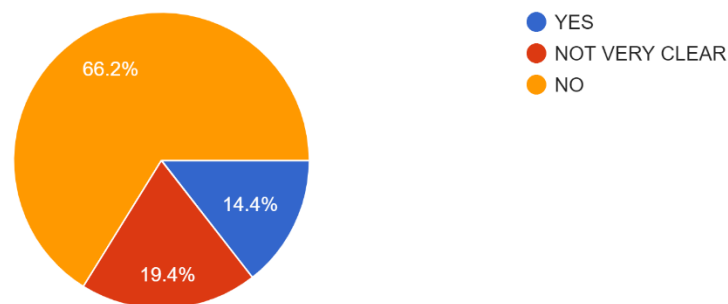


Figure 11 - Levels of awareness among respondents of the EIZ member life assurance policy.

Figure 12 below highlights the level of awareness of the respondents of the colleges to which they belong while Figure 13 illustrates the state of awareness of the respondents to the existence of the 2019 to 2023 EIZ Strategic Plan.

12. Do you know the college that your field of engineering falls under?

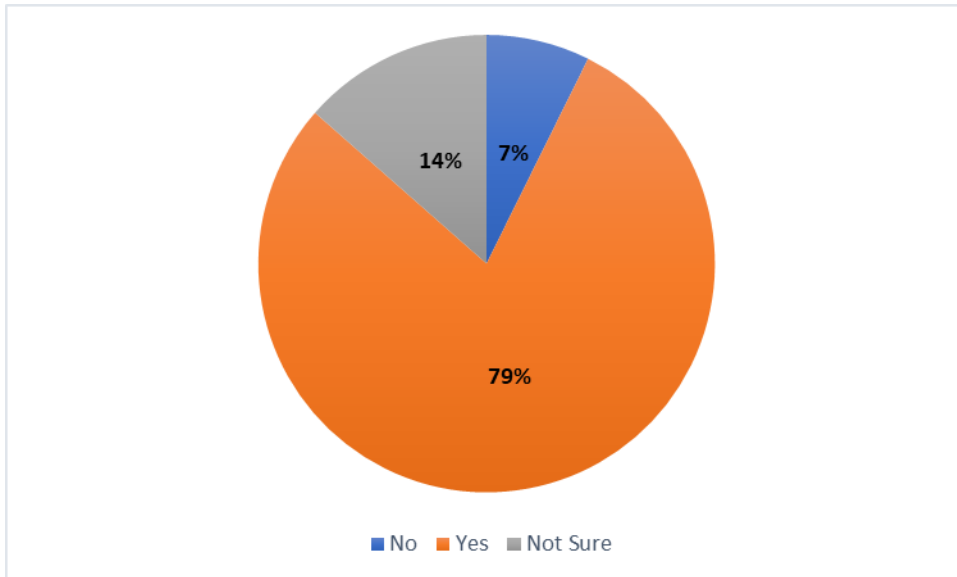


Figure 6 - Breakdown of respondents according to their awareness of their college.

13. Are you aware of the Current EIZ Strategic Plan that runs from 2019 to 2023?

969 responses

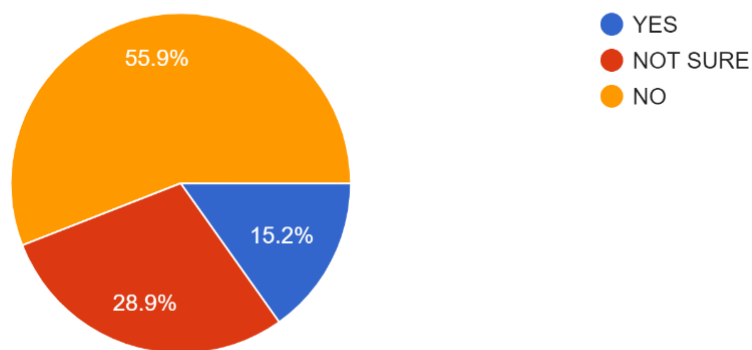


Figure 13 - Awareness of respondents to the existence of the EIZ 2019 - 2023 strategic plan.



Figure 14 illustrated below seeks to explore respondents' awareness of EIZ affiliations to international engineering organizations.

14. Are you aware of EIZ's affiliation to the following International Engineering Organizations?

969 responses

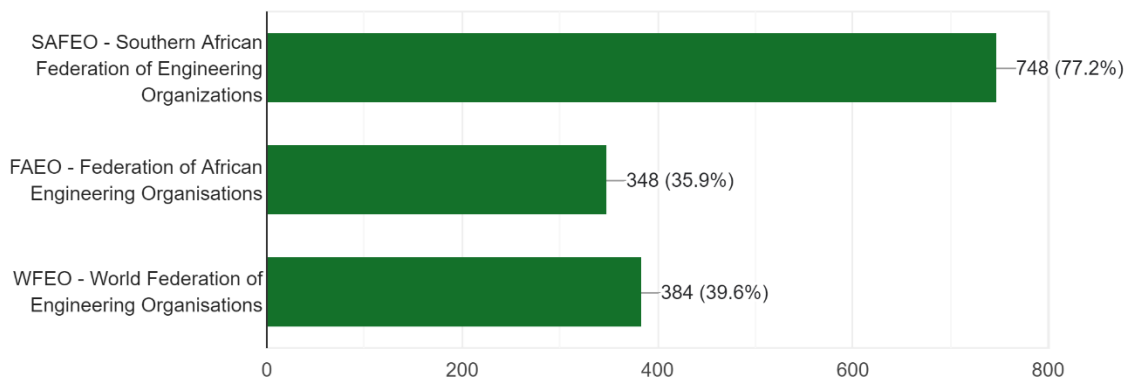


Figure 14 – Respondents' awareness of EIZ affiliations to international engineering organizations.

Respondents' involvement in the existing EIZ WhatsApp Chat groups was illustrated below in Figure 15. This question was asked to see the extent to which WhatsApp was a viable social media platform for disseminating institutional announcements.

15. Are you a member of any EIZ based Chat (WhatsApp) group?

969 responses

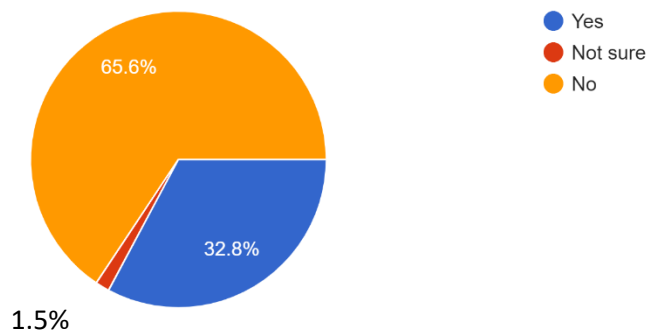


Figure 15 - Extent of membership of respondents to EIZ WhatsApp chat groups.

Figure 16 below illustrates the frequency with which respondents visited the EIZ website. As with the WhatsApp chat groups, this question was asked to see how reliable the EIZ website was as a point of contact for members.

16. How frequently do you visit the EIZ website?

969 responses

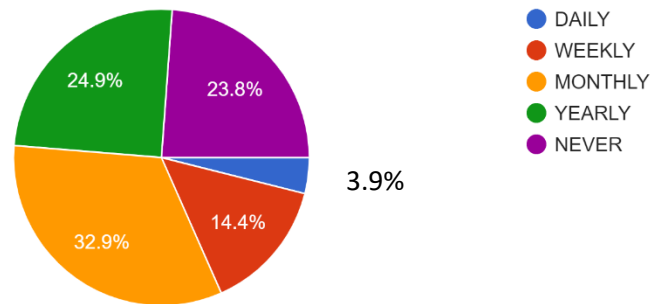


Figure 16 – Respondents’ frequency of use of the EIZ website.

The respondents’ levels of usage of personal computers and electronic devices for accessing the internet were illustrated in Figure 17. This question was intended to appreciate the levels of penetration of use of electronic platforms for internet access.

17. Do you have your own personal computer (or laptop, tablet) with internet access ?

969 responses

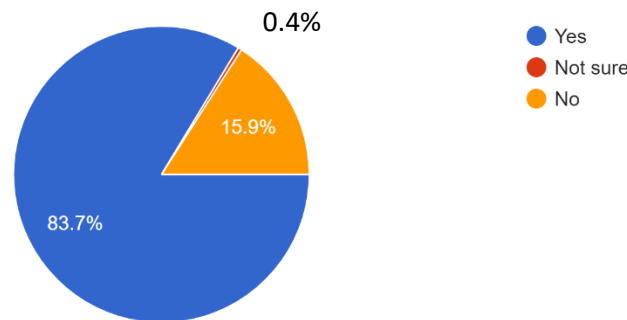


Figure 17 - Respondents’ levels of usage of electronic platforms for accessing the internet.

Figure 18 depicted below specifically wanted to establish respondents' access to personal computers for internet surfing. The question was asked with the specific intention to understand levels of availability of personal computers after working hours, particularly at respondents' homes. Figure 19 specifically sought to establish levels of Smartphone usage among respondents for internet access.

18. Do you have access to the internet via a personal computer, at home?

969 responses

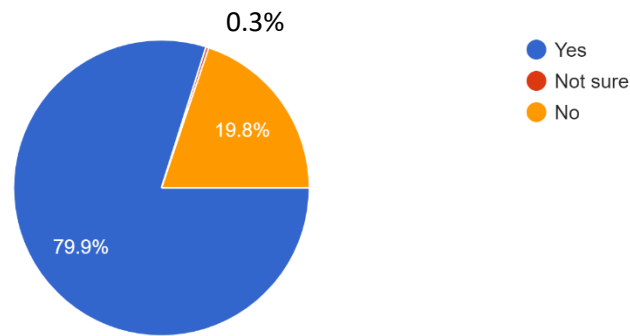


Figure 18 - Levels of availability of personal computers to respondents at their homes.

19. Do you have and use a smartphone for internet access?

969 responses

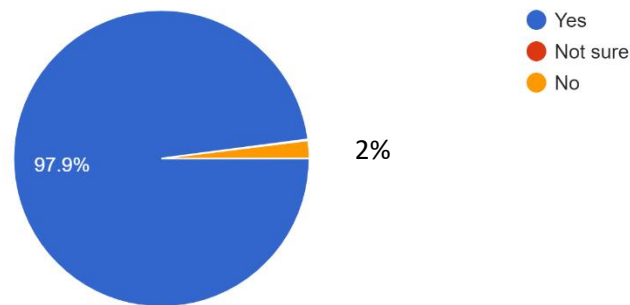


Figure 19 - Levels of Smartphone usage for internet access among respondents.

Figure 20 shown below illustrates the likelihood that respondents will take up internet-based engineering courses, by paying cost-effective fees to the EIZ Secretariat. It is a culmination of the one of the reasons for investigating usage of electronic devices by respondents for internet access. The income that would be generated from online EIZ courses would increase non-traditional income and contribute to strategic objective 1 (SO1) in the 2019 to 2023 EIZ strategic plan.

20. Would you want to take EIZ courses in your field or classification over the internet, at your own time and convenience by paying a very cost-effective course registration fee to EIZ secretariat?

969 responses

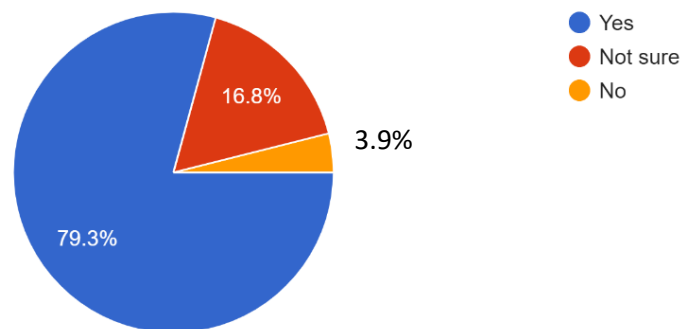


Figure 20 Respondents' response to whether they would take up internet-based engineering courses.

While respondents may have been at different levels of awareness of the procurement of a new Data and Information Management System (DMIS) by EIZ Secretariat, the outcome of question 21 (Figure 21) specifically spoke to the need of delivering on strategic objective 4 (SO4) in the 2019 to 2023 EIZ strategic plan.

21. Would you want EIZ to introduce a membership-based portal, where you can check and maintain your membership status, access EIZ information and join membership groupings that suit your engineering field/s of interest?

969 responses

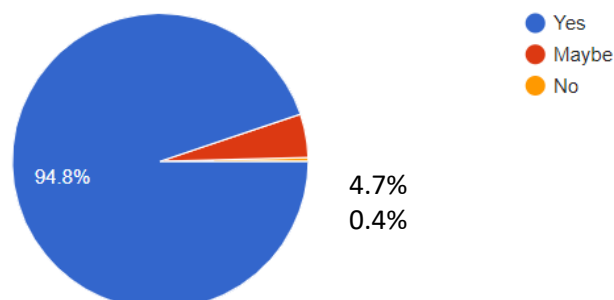


Figure 21 - Respondents' desire for a modern DMIS.

Figure 22 shown below is the principle illustration of the perceptive measure of the level of satisfaction of individual member respondents in EIZ services and representation. An analysis of the responses follows below.

22. How satisfied are you with EIZ services and representation?

969 responses

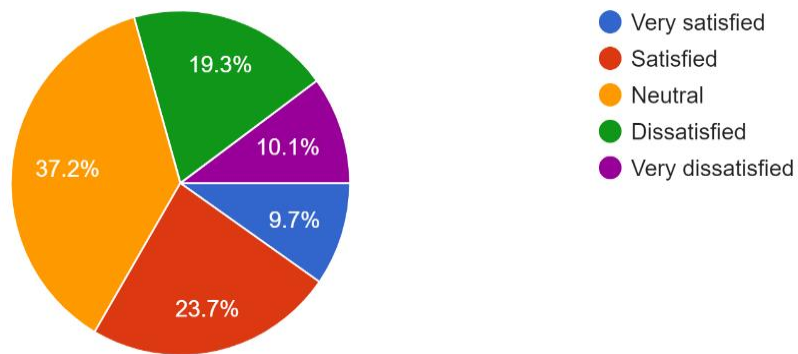


Figure 22 – Respondents’ perception of EIZ services and representation.

### ***ANALYSING RESPONSES TO QUESTION 22 OF INDIVIDUAL MEMBER SURVEY***

Question 22 from the questionnaire forms the basis for assessing the individual member satisfaction with EIZ services and representation. Using a scale where 1 represents “Very dissatisfied”, and 5 “Very satisfied”, the sample average was calculated to be 3.03. Using the formula for estimating the population mean with a 95% confidence level:

$$\bar{x} \pm Z.s/\sqrt{n}$$

Where  $\bar{x}$ , the sample average, is 3.03;

Z, the critical value for a 95% confidence interval, is 2;

‘s’, the sample standard deviation, is 1.11;

‘n’, the sample size, is 969.

We arrived at: 3.03  $\pm$ 0.07.

Thus, based on the survey finding, with a 95% confidence level, the average satisfaction level for EIZ individual members falls between **2.96** and **3.10**. This translates to being around “**Neutral**”.

Table 2 shown below captures the emerging thematic areas of concern as expressed by individual respondents, in response to question 23 in the survey questionnaire which read as follows:

*Question 23: “What top three items would you want EIZ to do in the next two years?”*

Table 2: Summary of emerging thematic areas of concern as raised by individual member respondents.

<b>Item</b>	<b>Frequency</b>	<b>Thematic Description of Emerging areas of concern</b>
1	306	<p><b>Enhancing Engagement with members and Improved Service Delivery</b>            Respondents complained of low EIZ engagement with members and prospects for purposes of communication and feedback. They recommended strengthening of institutional capacity and coordination.</p> <p><b>Service Delivery:</b> Respondents requested for increased facilitation of interactive engagements among members, providing of online self-service payment options, improving visibility through modern information and communication technology (ICT), increasing access to engineering related opportunities and adverts, e.g., EIZ website, member portal, social media, regular publications such as Echo.</p>
2	216	<p><b>Individual Member Capacity Building</b>            The whole cross section of respondents emphasized the need for individual member capacity building through facilitating up-skilling, training, seminars, online courses, Continuing Professional Development (CPD), Mentorship, internships, encouraging industry-university-college collaboration to ensure curriculum meets industry requirements, entrepreneurship training, and entrenchment of ethics.</p>
3	204	<p><b>Aiding Access to Employment and Contracting opportunities</b>            Respondents implored EIZ to assist members access engineering job opportunities and contracts. Graduates from universities and colleges, particularly female engineering graduates, emphasized this call. They also requested that EIZ encourages employers to facilitate progressive job positions for engineering personnel in organizations. Respondents would like EIZ to lobby government to provide similar employment levels in engineering as those seen in education and health.</p>
4	185	<p><b>Establishing Standard Pay Out Rates and Equal Pay for Equal Work Policy</b>            The whole cross section of respondents insisted on establishing standard pay out rates for engineering jobs, limiting expatriate jobs and enforcement of equal pay for equal work policy.</p>
5	158	<p><b>Membership Registration, Renewal and Practicing</b>            Respondents would like EIZ membership and Engineering Registration Board (EngRB) to enhance registration, compliance/enforcement, workplace inspections, including curbing</p>

<b>Item</b>	<b>Frequency</b>	<b>Thematic Description of Emerging areas of concern</b>
		unauthorized use of members' practicing licenses for registering engineering organizations, and even undertaking electrical works, for which ZESCO requires a practicing license.
6	125	<b>EIZ to Champion National Development Agenda</b> Respondents emphasized the need for EIZ to champion the national development agenda, economic development through research and development (R&D) and facilitating R&D funding, innovation, trade, increased participation in value chains for increased connectivity to markets, modernization of infrastructure, helping address engineering challenges in local authorities, proactive rather than reactive inspections of projects of national interest to prevent shoddy works, STEM in schools, and strengthening its Public Relations (PR).
7	117	<b>Membership Subscription and Related Issues</b> Most respondents were unhappy with having to pay annual subscriptions. Students and unemployed graduates suggested that their subscriptions are waived until they are in gainful employment. Other membership classes expressed wishes that the subscriptions were reduced. There were also suggestions to increase the validity of subscriptions for multiple years, e.g., a subscription payment for the year 2022 only being renewable in the year 2025, or 2026. Generally respondents expressed the need for transparency and accountability in the usage of subscriptions paid to EIZ.
8	98	<b>Membership Benefits</b> Respondents suggested that EIZ provides benefits to paid up members, to encourage them to renew their membership. They wanted a clear position on the benevolent fund, access to sponsorship and issuance of memorabilia such as T-shirts, hats, etc. Some shareholders in EIZ wondered when they would receive dividends for their investments. Many respondents felt that were it not a legal requirement to be a member of EIZ to practice engineering, they would opt out of membership as they had failed to realize benefits.
9	39	<b>Decentralization of EIZ Offices</b> Some respondents requested that EIZ considers widening its presence beyond the two regional offices housed in Lusaka and Kitwe, to provincial offices. Others even suggested EIZ presence in every district. Respondents based in rural areas complained of the high cost of maintaining membership due to logistical costs.
10	26	<b>Democratizing Access to EIZ Governance Meetings</b> Some respondents asked that EIZ democratizes access to EIZ governance Meetings by holding them on working days in order not to hinder some members (e.g., Seventh-Day Adventists) from attending. They also requested that national AGM venues are selected based on high accessibility and affordability, to promote wide attendance. They also requested that affordable rates for

<b>Item</b>	<b>Frequency</b>	<b>Thematic Description of Emerging areas of concern</b>
		virtual attendance of AGM's to be encouraged. They asked EIZ to encourage employers to sponsor engineering personnel to attend AGM's.
11	16	<b>Establishing Engineering Standards</b> Some respondents requested that EIZ establishes written engineering standards for fields such as roads, building, etc.
12	11	<b>Enhancing Local and International Technical Tours</b> Respondents, especially at student and graduate level, requested for more local and international technical tours to help them appreciate the state of engineering in industry.
13	10	<b>Monitoring Member Working Environment and Member Performance</b> Some respondents suggested that EIZ monitors its member's working environment to appreciate their member's experience at work, and performance in respective industry. They also suggested that EIZ establish annual awards for individual engineers per category.
14	8	<b>Forging More Partnerships through MoUs</b> Some respondents recommended that EIZ signs more memoranda of understanding with other International Engineering Organizations and third parties, such as International Energy Agency, among others.
15	5	<b>EIZ to own Workshops</b> Respondents suggested that EIZ establishes fully equipped Workshops in All provinces/ industrial parks to strengthen its agenda in the furtherance of engineering practice in the nation. There was also a single submission that EIZ establishes an engineering university.
16	5	<b>Lobbying for Position of Engineer General</b> There were submissions towards the need for the position of Engineer General in government.
17	5	<b>Introduce Aptitude Tests/ Exams for all new applicants</b> Some respondents proposed that EIZ introduces tests at every level of membership to validate the aptitude of the applicants.
18	4	<b>Access to EIZ Governance Positions</b> Some respondents felt that there was lack of transparency on opportunities for members to vie to be on committees and boards of the EIZ.
19	4	<b>Widening of EIZ Colleges</b> Some respondents requested that EIZ enhances the presence and categorizing of newer and allied Sectors in EIZ, e.g., Biomedical Engineering, Aircraft Maintenance Engineering, Water Resources Engineering, etc.
20	4	<b>Depoliticize EIZ</b> Some respondents requested that EIZ be allowed to work without undue political interference.
21	4	<b>Improve Crafts and Technician Section (CTS) Access to Positions of Governance in EIZ</b> Some respondents asked EIZ to enable the CTS chapter of EIZ



<b>Item</b>	<b>Frequency</b>	<b>Thematic Description of Emerging areas of concern</b>
		more access to governance responsibilities in EIZ. One of the respondents even asked that CTS be given an opportunity to contest for presidency of EIZ.
22	3	<b>Encourage more ZWES Involvement</b> Some respondents felt that there was need to actively encourage more women participation in EIZ matters.
23	2	<b>Encourage Volunteer Work</b> Respondents also suggested that members are encouraged to volunteer themselves for service in EIZ activities.
24	2	<b>Protect EIZ Members</b> Some respondents felt that EIZ needed to protect its members from attacks from other non-EIZ organizations or individuals, as well as employers.

### 3.2 Corporate EIZ member Survey Findings

A total of 50 corporate respondents took part in the corporate member survey, against a total EIZ corporate membership of 4,520, representing an overall participation of 1.1%. Table 3 below shows the respondents by engineering unit or organization.

Table 3: Breakdown of EIZ corporate respondents by engineering unit or engineering organization.

Membership Class	Total Membership Per Class	Number of Respondents by Membership Class	Respondents vs Total Membership per Corporate Engineering Organization
Engineering Unit	44	7	15.9%
Engineering Org.	4476	43	1.0%

Figure 23 below shows that engineering units had a 15.9% representation in the survey while the engineering organizations had 1% representation.

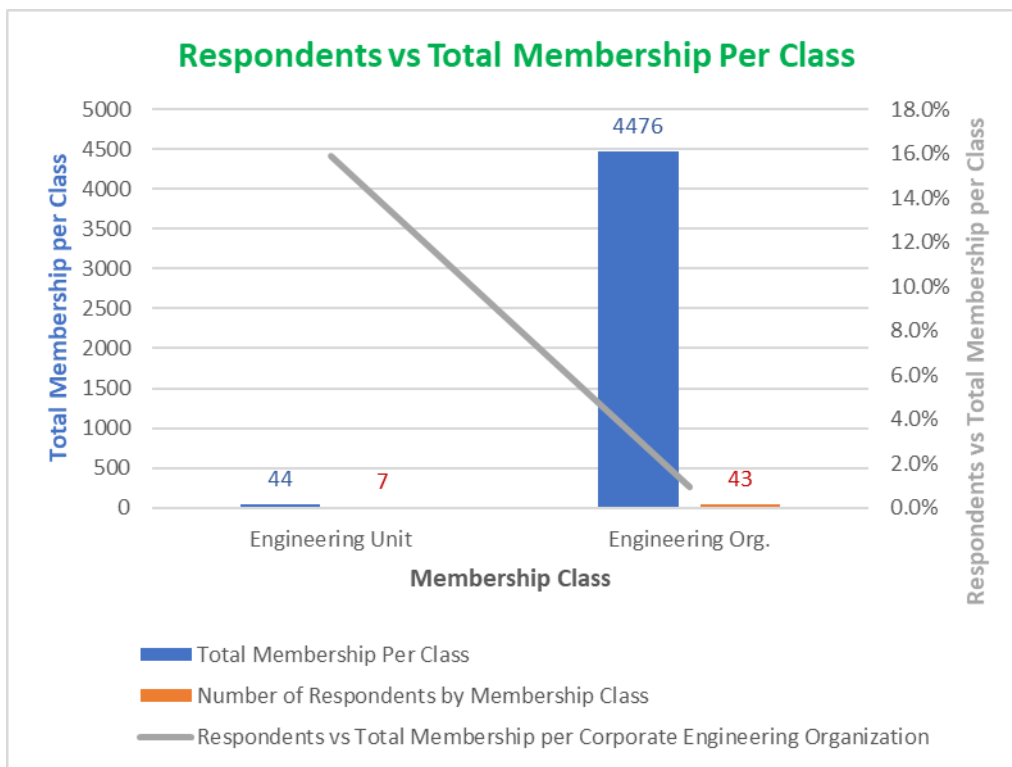


Figure 23 - Respondents versus total membership per class

The number of corporate respondents that participated in the member survey by type is illustrated in Figure 24 below.

1.a. Please state if you are an engineering organization or engineering unit.

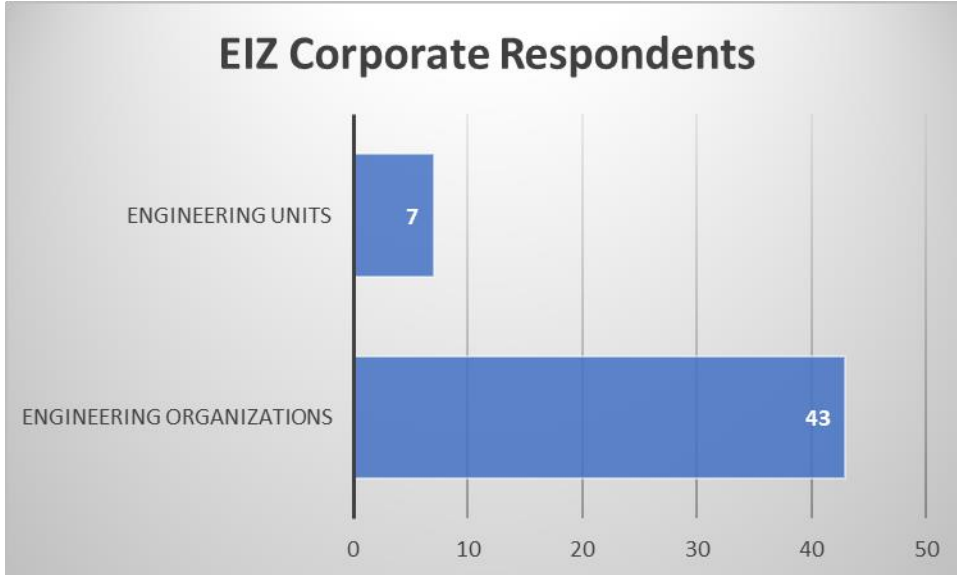


Figure 24 - Corporate respondents by type.

The corporate respondents' fields of activities based on predefined sectors in the questionnaire are shown in Figure 25 below.

2. Please state the nature of your engineering organization or unit activities

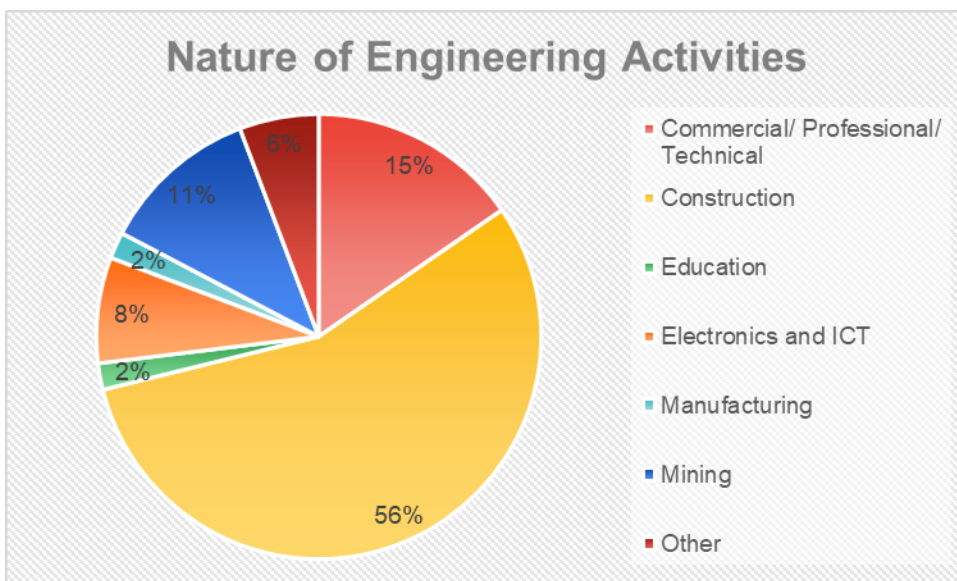


Figure 25 - Corporate respondents activities.

Furthermore, Figure 26 illustrated below shows the levels of efficiency in registration and renewal services by the EIZ Secretariat, as perceived by respondents and Figure 27 illustrates the level of satisfaction by respondents in the availability of local engineering skills.

3. How satisfied are you with the period taken to register and renew your organization or unit's membership and professional certification?

50 responses

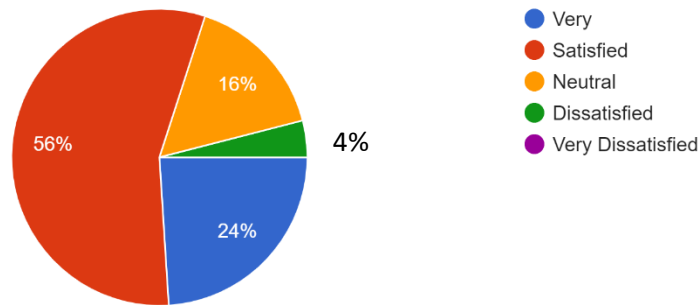


Figure 26 - Satisfaction levels of respondents in EIZ Secretariat registration and renewal efficiency.

4. How satisfied are you with the availability of local engineering skills for the cost effective running of your organization or engineering unit?

50 responses

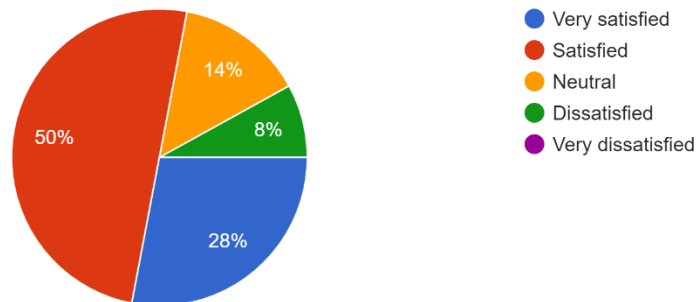


Figure 27 - Level of satisfaction by respondents in the availability of local engineering skills.

In addition, Figure 28 below illustrates whether or not belonging to EIZ has advantaged the respondents in the local business environment.

5. Do you find yourself advantaged in the local business environment, especially because of your membership to the Engineering Institution of Zambia ?

50 responses

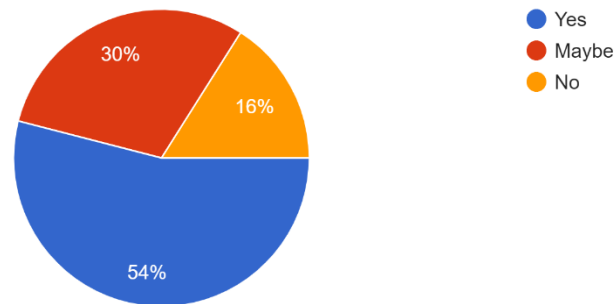


Figure 28 - Perceived advantage in the local business environment respondents expressed as a result of belonging to EIZ.

Figure 29 shows whether or not membership with EIZ assists corporate members who need partnerships with foreign firms in running their business while Figure 30 (Question 7) shows whether or not the corporate respondents would enroll their employees for EIZ internet-based online courses at cost effective prices.

6. Do your activities require you to partner with foreign firms, and has your membership to the Engineering Institution of Zambia assisted with such relationships?

50 responses

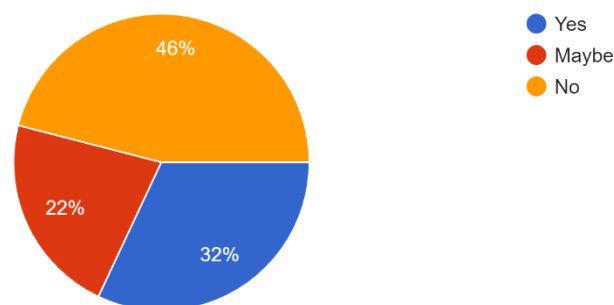


Figure 79 – Respondents' perception on whether EIZ corporate members require partnerships with foreign firms and whether membership with EIZ advantaged them in such relationships.

7. Would you enroll your employees for internet-based online soft skills (personal attributes that enable someone to interact effectively and harmoniously with other people) and hard skills (specific abilities or capabilities) development courses provided by the Engineering Institution of Zambia at cost effective prices?

50 responses

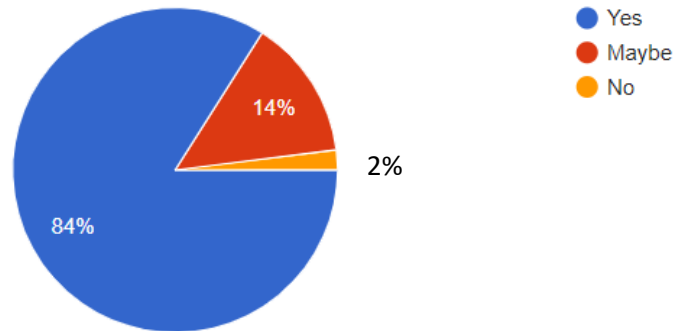


Figure 30 - Respondents' preference on taking up internet-based courses.

How often respondent corporate institutions sponsor their employees to attend EIZ regional and national AGM's is illustrated in Figure 31 below. Further, Figure 32 shows the expectations of respondents from EIZ regarding their annual subscriptions in light of the effects of the Covid-19 pandemic on their firms' activities.

8. How often do you sponsor your employees to attend Engineering Institution of Zambia Annual Regional and National General Meetings?

50 responses

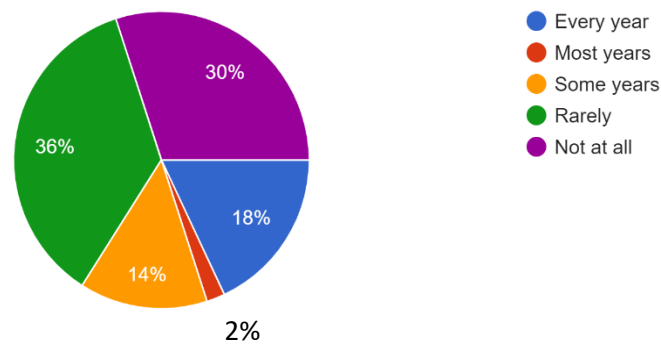


Figure 31 - Frequency of corporate respondents sponsoring their employees to attend regional and national AGM's.

9. From your experience with the Covid-19 pandemic and its effects on your organization or engineering unit, do you feel the Engineering Institution of Zambia should have provided relief measures on your annual obligations to it?

50 responses

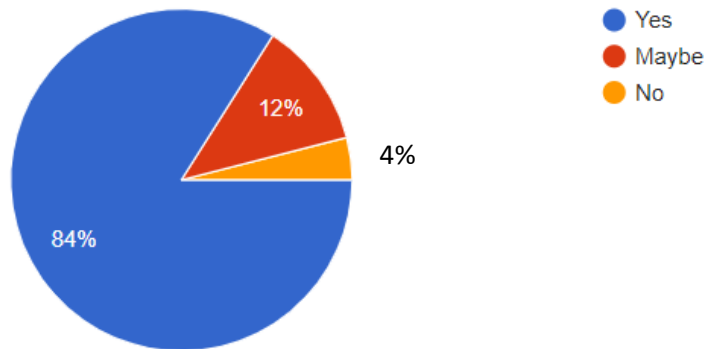


Figure 32 - Expectations of respondents from EIZ on their annual obligations in light of the Covid-19 pandemic.

The principle illustration of the perceptive measure of the level of satisfaction of corporate member respondents in EIZ services and representation is shown in Figure 33. An analysis of the responses follows below.

10. How satisfied are you with Engineering Institution of Zambia services and representation ?

50 responses

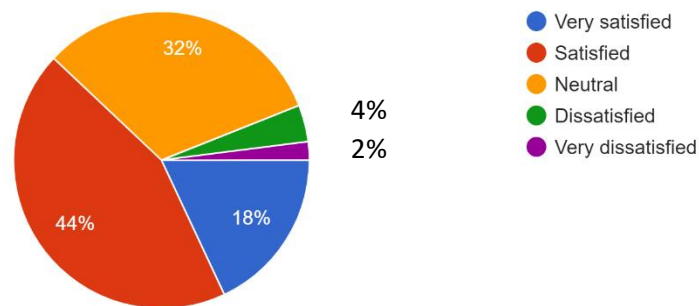


Figure 33 - Perceptive satisfaction level of corporate respondents with the services and representation of EIZ.

Respondents were further asked to give their views (Figure 34) on their perception of EIZ’s role in promoting and supporting engineering solutions in society and at individual level (Figure 35).

Actively working to promote and support engineering solutions for society ( e.g. clean and safe water )  
50 responses

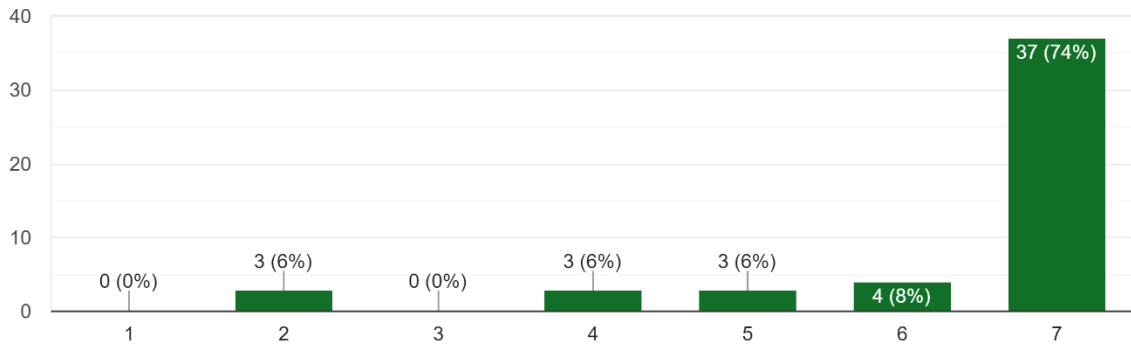


Figure 34 - Corporate respondents’ perception of EIZ's role in promoting and supporting engineering solutions in society.

Supporting individual engineers, for example, by providing a sense of community  
50 responses

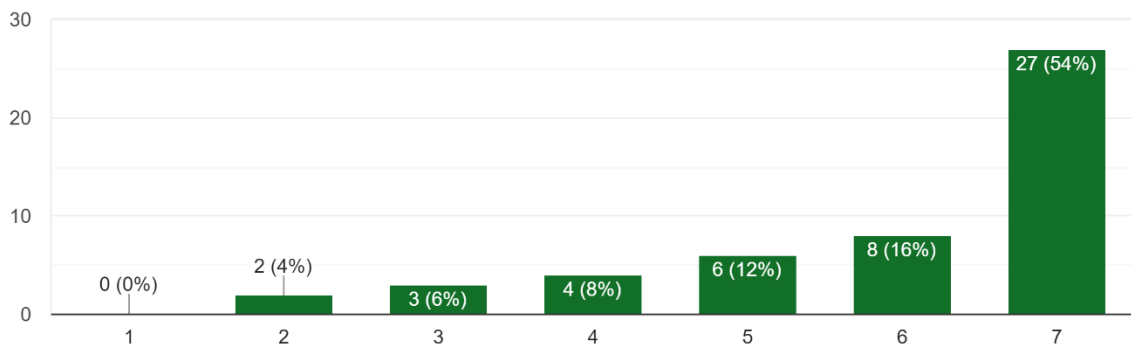


Figure 35 - Respondents’ perception of EIZ's role in supporting individual engineering professionals.

Respondents’ perception of the role of EIZ in spearheading engineering excellence and innovation; and upholding ethical behaviour are shown in figures 36 and 37



respectively.

### Spearheading engineering excellence and innovation

50 responses

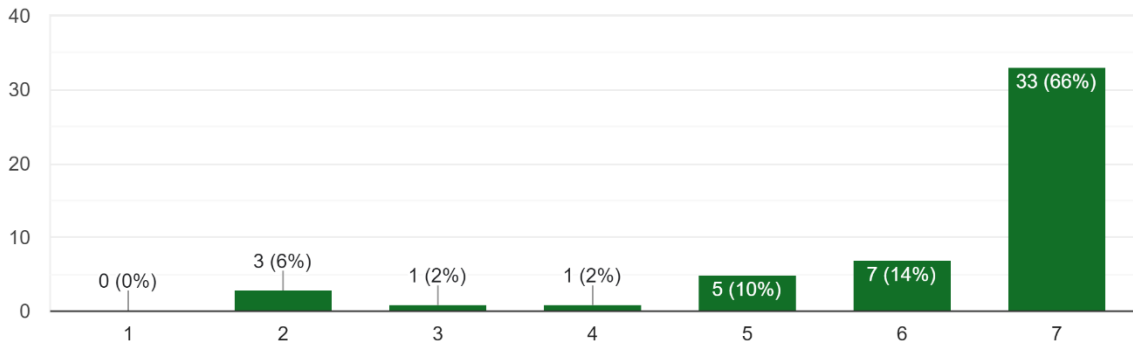


Figure 36 - Corporate respondents' perception of the role of EIZ in spearheading engineering excellence and innovation.

### Upholding ethical professional behaviour

50 responses

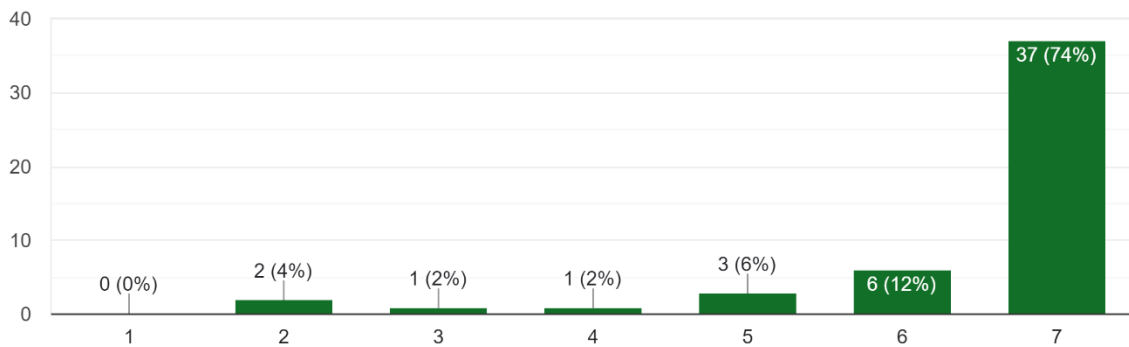


Figure 37 - Corporate respondents' perception of the role of EIZ in upholding ethical professional behavior among its members.

Respondents' perceptions on EIZ's role in facilitating a conversation between industry, government and academia, EIZ's role in inspiring and supporting engineering professionals through mentoring and its role in inspiring young people to study engineering are shown in figures 38, 39 and 40 respectively.

Facilitating a conversation between the industry , government and academia

50 responses

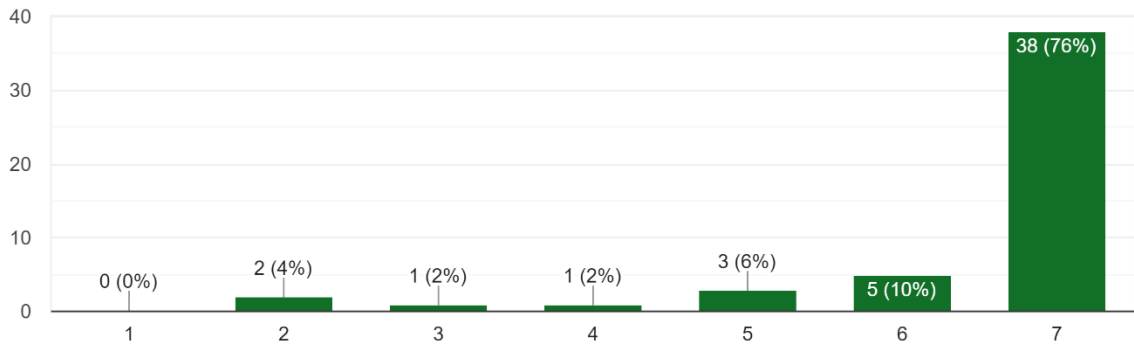


Figure 38 - Corporate respondents' perception of EIZ's role in facilitating a conversation between industry, government and academia.

Inspiring and supporting engineers and technicians through mentoring

50 responses

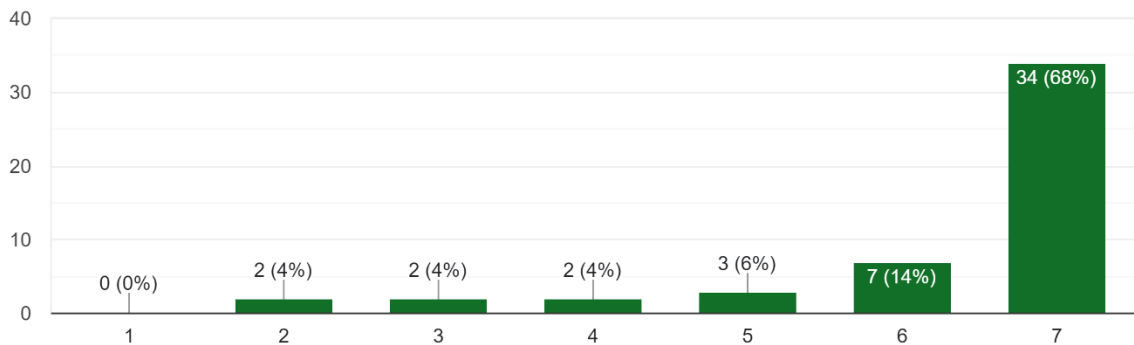


Figure 89 - Corporate respondents' perception of EIZ's role in inspiring and supporting engineering professionals through mentoring.

### Inspiring young people to study engineering

50 responses

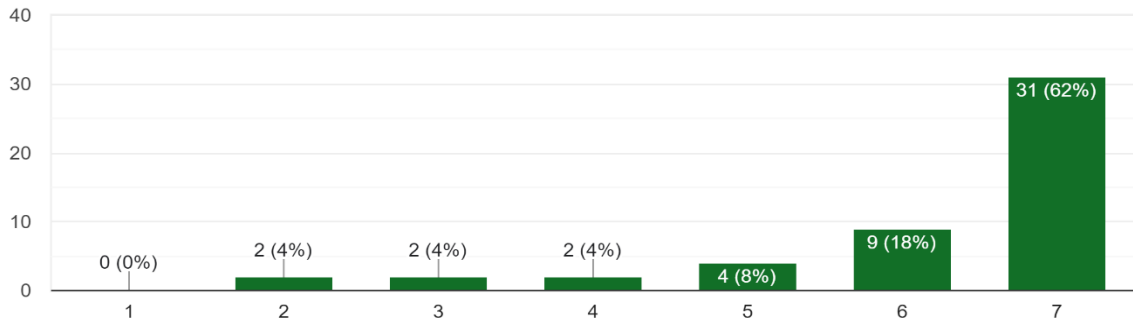


Figure 90 - Corporate respondents' perception of the role of EIZ in inspiring young people to study engineering.

## ANALYSING RESPONSES TO QUESTION 10 OF CORPORATE ENGINEERING MEMBERS SURVEY

Question 10 forms the basis for assessing the engineering organization or unit member satisfaction with EIZ services and representation. Using a scale where 1 represents “Very dissatisfied”, and 5 “Very satisfied”, the sample average was calculated to be 3.71. Using the formula for estimating the population mean with a 95% confidence level:

$$\bar{x} \pm Z.s/\sqrt{n}$$

Where  $\bar{x}$ , the sample average, is 3.71;

Z, the critical value for a 95% confidence interval, is 2;

‘s’, the sample standard deviation, is 0.87;

‘n’, the sample size, is 50.

We arrived at:  $3.71 \pm 0.24$ . Thus, based on the survey finding, with a 95% confidence level, the average satisfaction level of EIZ corporate organizational and unit members falls between **3.47** and **3.95**. This translates to being “**Neutral**”.

Table 4 shows the thematic areas of concern that arose from question 11, which asked the corporate respondents to raise three strategic priorities they wished EIZ would focus on in the next two years.

Table 4: Summary of emerging thematic areas of concern as raised by corporate member respondents.

Item	Frequency	Thematic Description of areas of concern
1	26	<p><b>Capacity building for local firms.</b>            Most respondents echoed the need for company capacity building programs, more workshops, seminars, skills development and training programs, as Continuous Professional Development. Leadership and mentorship programs were also highlighted. Inculcation of ethics in engineering practice was also highlighted.</p>
2	17	<p><b>Compliance and Competence Assessment</b>            Respondents urged the Institution to ensure that organizations that were awarded engineering tenders were compliant with the EIZ Act requirements. Respondents also bemoaned the awarding of tenders based on lowest priced bids at the expense of competence, resulting in poor quality delivery and even incomplete projects. One respondent implored that EIZ &amp; National Construction Council (NCC) find some common ground so that pre-qualifications during tendering for some organizations could address some disparities which are currently there. Currently NCC asks for a company grade, yet EIZ membership would be used on personnel grading.</p>
3	14	<p><b>EIZ Engagement with Membership and Society</b>            Respondents requested EIZ to ensure constant and effective engagement with members and society through effective communication. They encouraged the institution to harness various modern communication platforms to improve its visibility and the advances and standards achieved, by online means such as web and social sites.</p>
4	12	<p><b>General Membership Registration, Renewal and Practicing</b>            A number of respondents complained that the registrations fees are too high and would like the fees to be revised. Other respondents highlighted that the reduction in fees and the ease of the application process for first-time applicants may have a positive effect on membership.</p> <p><b>Certificate issuance</b>            Some respondents stated the need to decentralize issuance of corporate certificates to shorten registration period.</p> <p><b>Self-service</b> – Some respondent called for the availability of self-service payment platforms for renewing practicing licenses.</p>
5	12	<p><b>EIZ Lobbying Government and Foreign Engineering Firms on behalf of local engineering firms</b>            Respondents implored EIZ to lobby government for preference of local engineering companies to undertake engineering works as main contractors, and ensure favorable sub-contracting terms and a higher percentage of works than the current 20% when partnering with foreign main Contractors. Respondents also recommended that EIZ gets involved in highlighting opportunities for synergies</p>

Item	Frequency	Thematic Description of areas of concern
		with foreign engineering firms.
6	6	<p><b>EIZ to Champion the active pursuit of Engineering implementation, STEM in Schools, Localization of R&amp;D, manufacturing, economic diversification</b></p> <p>One respondent recommended that EIZ builds and engineering university. Another insisted that the procurement of all engineering works be the sole responsibility of engineers. Respondents emphasized the need for EIZ to take a leading role in promoting science, technology, engineering and mathematics (STEM), in our education system from primary to tertiary level. They also encouraged EIZ to undertake Research and Development (R&amp;D) initiatives by sourcing and securing funding for research and finding local solutions for local problems. EIZ was encouraged to partner with corporates and with new ministries such as the Technology and Science Ministry as well as Green Economy &amp; Environment Ministry. Further, EIZ was challenged to take a lead in identifying areas of economic diversification and local manufacturing.</p> <p><b>Enhancing a Robust Approach to the Government's Decentralization Policy:</b> One respondent indicated the need for EIZ to adopt a robust approach to the national decentralization policy by providing checks and balances in the contracting processes (at constituency level).</p>
7	2	<p><b>Protecting Local Engineering Jobs</b></p> <p>Some respondents requested EIZ to protect local engineering jobs by ensuring that expatriates do not overstay and policing agreed skills/ technology transfer periods.</p>
8	2	<p><b>Assist Local Engineering Firms with Access to Finance</b></p> <p>Two respondents implored EIZ to provide support to companies in terms of accessing financing by collaborating with financial institutions.</p>
9	1	<p><b>Transparency in recommending of EIZ members to board positions</b></p> <p>One respondent requested that EIZ Improves transparency of EIZ representation on boards where EIZ is required to provide nominees.</p>
10	1	<p><b>Political interference</b></p> <p>One responded emphasized the need to protect the engineering profession from political interference.</p>
11	1	<p><b>Engagements/partnerships with Sister Organizations</b></p> <p>One respondent highlighted the need for EIZ to promote linkages and affiliations with sister organizations to foster benchmarking and forward evolution through peer-to-peer learning and networking.</p>
12	1	<p><b>Enhance presence of allied Sectors in EIZ</b></p> <p>One respondent advocated for the enhancement of the presence of allied sectors such as hydrogeology.</p>

## Acknowledgements

The following organizations and individuals contributed to the successful implementation of the online survey:

- First Quantum Minerals, Kansanshi Mine, through their General Manager, Mr. Anthony Mukutuma, donated three Dell Latitude 3510 laptops valued at a total cost of about K68,000.00, that were used for the call centre function during the survey. Two of the laptops were handed over to EIZ Secretariat after the survey. The third laptop is still in the custody of the surveyor, in light of the post implementation survey yet to be conducted after the 2019 – 2023 EIZ Strategic Plan is concluded.
- NEI Investments, through their Managing Director, Mr. Kelvin Simwanza, for donating K3,000 towards the cost of launching the survey at Garden Court Hotel in Kitwe.
- Hamms Engineering Limited, through their Managing Director, Mr. Joshua Banda for donating 150metres of multicore optical fibre for connectivity between the contact centre and the Zamtel Point of Presence.
- Zamtel provided materials and labour at a heavily subsidized price to ensure that the digital link to the contact centre was functional.
- Lafarge Cement IT through their Country IT Coordinator Mr. Joel Masocha for lending us an HP DL380 G6, Proliant server for implementation of the contact centre for the duration of the survey.
- Sara Killingworth, Head of Marketing at the Institution of Engineering and Technology (IET-UK) for providing us with access to the IET 2021 member Survey report.
- The EIZ CEO, Eng. David Kamungu, for putting faith in the member-driven initiative to design and implement the member survey.
- EIZ Northern Region Office, through its Regional Manager, Eng. Maiwase Zulu, for hosting the contact centre and being the EIZ secretariat focal point of contact for daily survey management.
- Professor John Siame for accepting to be the key-note speaker at the launch of the survey.
- Dr. Mweene Himwiinga for accepting to take part in analyzing the survey data and be co-author of the final report.
- Engineer Kudzanai Siame, who trained the contact centre agents on how to setup the survey questionnaire in Google Forms.
- Miss Chipego Mwale – third year student at Copperbelt University and Miss Chabota Mwale – Grade twelve finalist – for manning the contact centre as contact centre agents and handling the day-to-day survey administration.
- Mido Engineering Limited for donating K6,800 towards the cost of the launch at Garden Court Hotel in Kitwe, K2,494 towards setting up a digital link between Zamtel POP, K1,400 towards purchase of optical fibre accessories, providing of the terminal and contact centre equipment – total cash spent: K15, 894.



## *Appendix*



# Appendix I

## Launch of the 2021 Engineering Institution of Zambia (EIZ) Membership Survey

### Introduction Speech – Professor John Siame

The Engineering Institution of Zambia was formed under the ACT Number 17 of 2010. Its vision is “to be a World Class professional body that fosters best engineering practice and technology innovation” while its mission is “To promote and regulate professional development, training, licensed practice and ethical conduct of engineering and applied science for the benefit of the members and society. One of the core values of EIZ is Excellence which means providing quality services to our members. One of the objectives of the current EIZ strategic plan is to rebrand EIZ as a world class professional body by 2023

In pursuit of this, we recognize that in order to enhance the EIZ brand, we need to develop an Information, Education and Communication strategy. This means that we

- Develop a Customer Service Charter
- Conducting perception surveys before and after the strategic plan period
- Have a Social Media strategy
- Undertake sensitization/ public awareness campaigns

It is in this vein that the 2021 EIZ membership survey is being launched today, Monday 22<sup>nd</sup> November, 2022. The membership survey will be driven by Fellow of the Engineering Institution of Zambia and CEO of Mido Engineering Limited, Eng. Francis Mwale who will give us details on how the programme will run.

### Details of the EIZ Membership Survey - Eng. Francis Mwale

To roll out and implement the membership survey, two questionnaires have been developed, the Individual Member Questionnaire and The Engineering Organization and Engineering Unit Questionnaire

1. The Individual Member Questionnaire has been developed to determine the awareness, involvement and readiness of the individual EIZ member, of the current strategic plan deliverables. Questions are asked to gauge the individual member’s current level of engagement with the regular programmes such as annual general meetings, technical paper writing invitations, and branch activities. It is also desirable to establish the penetration of personal computers and smart phones as internet-based tools in order to explore the internet as a key interface with members for, among other things, delivery of Continuous Professional Development (CPD) activities. It must be noted that while CPD programmes are poised to improve the effectiveness of EIZ members in their specific fields, the current strategic plan has also identified them as a possible contributor to the ten (10) percent growth in revenue by the institution.
2. The Engineering Organization and Engineering Unit Questionnaire has been developed to address the perception of engineering organizations and engineering units, of the current level of satisfaction with EIZ service delivery to this type of membership.

## **Non-Disclosure nature of the Survey responses**

It is worth noting that the respondents (both individual members and engineering organizations and engineering units) are required to provide their membership number, without which the submission will be treated as not valid. The membership numbers are required simply to authenticate that the individual or institution is a genuine EIZ member. The membership numbers are not going to be used to positively identify respondents. No respondent will be reprimanded for the responses provided in the survey. It is hoped that objectivity will be the primary drive for all responses.

## **Duration of Survey**

The survey is expected to run from 22<sup>nd</sup> November 2021 till 24<sup>th</sup> December 2021.

## **How will Members Access the Survey?**

**Electronic option** - Individual members will be able to access the questionnaire through email invitations as well as electronic links that will be shared in various social media that host EIZ groups only, such as Regional, branch Whatsapp groups, as well as on the EIZ website. Institutional (engineering organizations and engineering units) members, on the other hand, will only receive the questionnaires through confirmed official email addresses of the institutions. This is necessary to prevent unauthorized institutional responses.

**Contact Centre Option** – to ensure wide coverage of responses, the EIZ has provided an audio contact centre to allow members who for one reason or another, may have limited or no internet services, but have access to GSM or landline voice services. For such respondents, they will be required to call **0212290075** and advise the agent whether they can afford to lodge their response by having the agent read out the questions and enter their responses in a questionnaire, on their behalf. Such calls will be recorded to provide auditable checks and balances for responses received through the call Centre. In the case where the respondent can't afford the call, the respondent will be able to request a call-back. The agent will then call the respondent and still get them to respond to the survey.

## **How Many Responses Does the EIZ hope to Get?**

It is hoped that every member will recognize the opportunity they have to provide feedback to EIZ, in its quest to better the delivery of services to its members, and in attaining world class standards of service delivery. However, One thousand (1,000) individual members will be an acceptable minimum response level. It is also hoped that at least one hundred (100) institutions will take part. Kindly note that these are not statistical targets, but a mere wish.

## **Professor John Siame:**

### **Recognition of Institutions that have contributed to the hosting of the Survey**

We wish to recognize and thank the following organizations and Individuals that have contributed to the sponsoring and hosting of the 2021 EIZ membership Survey:

- Kansanshi Copper Mines – Solwezi

- Zamtel – Kitwe
- Lafarge Zambia Limited
- NEI Investments – Kitwe
- Hamms Engineering Limited - Kitwe
- Mido Engineering Limited – Kitwe
- Paddy Mukando – Radio Phoenix

**We will now invite questions and answers from the members.**

## Appendix II

# Individual Member Questionnaire

2/16/23, 8:18 PM

EIZ INDIVIDUAL MEMBER SURVEY

## EIZ INDIVIDUAL MEMBER SURVEY

EIZ SURVEY 2021

\* Required

### NON- DISCLOSURE STATEMENT

This Individual Member Survey Questionnaire is made available to Engineering Institution of Zambia (EIZ) individual members on the following terms:

1. The survey is using the membership number entered by the respondent only to screen for duplication of submissions from the same member as well as to confirm that the respondent is a genuine EIZ member through comparing the membership number entered by the respondent with that on the EIZ database. It is not going to be used to identify the member. It is not required to know the individual respondent.

2. The information provided by the respondents will become the property of EIZ Secretariat. The information so provided is only going to be used to generate statistical data and ideas for the betterment of EIZ. None of the information will be divulged to third party organization/s or individuals in the format that individual respondents will provide through the questionnaire.

3. Members are encouraged to respond objectively and independently to the questions raised in the questionnaire. However, no respondent will be reprimanded for any of the responses they provide to the questionnaire. It is just hoped that objectivity and independence is maximized in order to increase the quality of outcomes from the survey.

1. 1. Please state your membership number? \*

---

2. 2. Please state your Gender. \*

*Check all that apply.*

Female

Male

<https://docs.google.com/forms/d/1KP72SI66ItHscp9eAJ3AMZKG-xUtsf0bP1hk04mS9tY/edit?pli=1>

1/9

## 3. 3. Please state your membership class. \*

*Check all that apply.*

- Fellow
- Professional Engineer
- Incorporated Engineer
- Associate Engineer
- Graduate Engineer
- Student Engineer
- Professional Technologist
- Full Technologist
- Trainee Technologist
- Student Technologist
- Certified Technician
- Full Technician
- Trainee Technician
- Student Technician
- Master Craftsperson
- Full Craftsperson
- Trainee Craftsperson
- Student Craftsperson
- Life Member
- Honorary
- Affiliate
- Skilled Person

## 4. 4. Which of the following best describes your current situation ? \*

*Mark only one oval.*

- currently self employed
- currently employed by other employer
- currently employed and studying
- not currently employed or studying
- retired

5. 5. What has been the impact of covid 19 on your employment? please select all that apply \*

*Check all that apply.*

- There has been no change
- I have experienced a job loss
- I have experienced a transition from full to part time work
- I have changed my employer or started a new job
- I have become self employed
- I have experienced increased work (e.g. more hours/ tasks or greater demand for products/services)
- other

6. 6. Do you attend EIZ branch meetings? \*

*Mark only one oval.*

- ALL THE TIME
- MOST TIMES
- SOMETIMES
- RARELY
- NEVER

7. 7. Do you attend EIZ public Discussion Fora? \*

*Mark only one oval.*

- ALL THE TIME
- MOST TIMES
- SOMETIMES
- RARELY
- NEVER

8. 8. Have you ever attended a Regional EIZ Annual General Meeting? \*

*Mark only one oval.*

- ALL THE TIME
- MOST TIMES
- SOMETIMES
- RARELY
- NEVER

9. 9. Have you ever attended an EIZ National Annual General Meeting? \*

*Mark only one oval.*

- ALL THE TIME
- MOST TIMES
- SOMETIMES
- RARELY
- NEVER

10. 10. Do you attempt or participate in Technical Paper writing?

*Mark only one oval.*

- ALL THE TIME
- MOST TIMES
- SOMETIMES
- RARELY
- NEVER

11. 11. Are you aware of the Life Insurance Policy that covers all paid up EIZ members? \*

*Mark only one oval.*

- YES
- NOT VERY CLEAR
- NO

12. 12. Do you know the category that your field of engineering falls under? \*

*Mark only one oval.*

- Yes
- Not sure
- No

13. 13. Are you aware of the Current EIZ Strategic Plan that runs from 2019 to 2023? \*

*Mark only one oval.*

- YES
- NOT SURE
- NO

14. 14. Are you aware of EIZ's affiliation to the following International Engineering Organizations? \*

*Check all that apply.*

- SAFEO - Southern African Federation of Engineering Organizations
- FAEO - Federation of African Engineering Organisations
- WFEO - World Federation of Engineering Organisations



15. 15. Are you a member of any EIZ based Chat (WhatsApp) group? \*

*Mark only one oval.*

- Yes
- Not sure
- No

16. 16. How frequently do you visit the EIZ website? \*

*Mark only one oval.*

- DAILY
- WEEKLY
- MONTHLY
- YEARLY
- NEVER

17. 17. Do you have your own personal computer (or laptop, tablet) with internet access? \*

*Mark only one oval.*

- Yes
- Not sure
- No

18. 18. Do you have access to the internet via a personal computer, at home? \*

*Mark only one oval.*

- Yes
- Not sure
- No

19. 19. Do you have and use a smartphone for internet access? \*

*Mark only one oval.*

- Yes
- Not sure
- No

20. 20. Would you want to take EIZ courses in your field or classification over the internet, at your own time and convenience by paying a very cost-effective course registration fee to EIZ secretariat? \*

*Mark only one oval.*

- Yes
- Not sure
- No

21. 21. Would you want EIZ to introduce a membership-based portal, where you can check and maintain your membership status, access EIZ information and join membership groupings that suit your engineering field/s of interest? \*

*Mark only one oval.*

- Yes
- Maybe
- No

22. 22. How satisfied are you with EIZ services and representation? \*

*Mark only one oval.*

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

23. 23. What top three items would you want EIZ to do in the next two years?  
Respondent to state

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## Appendix III

### Corporate Member Questionnaire.

2/16/23, 8:20 PM

EIZ Engineering Organizations and Engineering Units Membership Survey

# EIZ Engineering Organizations and Engineering Units Membership Survey

Introduction and Email

\* Required

NON-  
DISCLOSURE  
STATEMENT  
AND  
COMPETENCE  
OF RESPONSE

This Engineering Organization and Engineering Unit Member Survey Questionnaire is made available to Engineering Institution of Zambia (EIZ) Engineering Organization and Engineering Unit members on the following terms:

1. The survey is using the membership number entered by the respondent only to screen for duplication of submissions from the same member as well as to confirm that the respondent is a genuine EIZ member through comparing the membership number entered by the respondent with that on the EIZ database. It is not going to be used to identify the member. It is not required to know the Organization or Engineering Unit respondent.
2. The information provided by the respondents will become the property of EIZ Secretariat. The information so provided is only going to be used to generate statistical data and ideas for the betterment of EIZ. None of the information will be divulged to third party organization/s or individuals in the format that individual respondents will provide through the questionnaire.
3. Members are encouraged to respond objectively and independently to the questions raised in the questionnaire. However, no respondent will be reprimanded for any of the responses they provide to the questionnaire. It is just hoped that objectivity and independence is maximized in order to increase the quality of outcomes from the survey.
4. The Organization or Engineering Unit respondent will be considered competent if:
  - a. They hold a senior management position in the Engineering Organization, with part of their key responsibilities being making official statements on behalf of the engineering organization.
  - b. They hold a senior management position in the Engineering unit, with part of their key responsibilities being making official statements on behalf of the engineering unit.

SURVEY

Survey Start

<https://docs.google.com/forms/d/1fkV7q8BzJT943QPAPaHW2JE7ytXiaHCyL2SSHJtqmRU/edit>

1/13

1. 1.a Please state if you are an Engineering Organization or Engineering Unit. \*

*Check all that apply.*

- Engineering Organization
- Engineering Unit

2. 1.b Please state your Engineering Organization or Engineering Unit Number \*

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3. 2. Please state the nature of your organizational or engineering unit activities: \*

*Mark only one oval.*

- Accommodation and Food Services
- Agriculture
- Artificial Intelligence
- Construction
- Commercial/ Professional/ Technical Services
- Compliance and Regulation
- Education
- Electronics and Information and Communication Technology
- Energy
- Environment
- Government
- Hospital and Health Care
- Manufacturing
- Mining
- Information Technology and Services
- Non profit
- Retail
- Real Estate
- Transportation
- Other: \_\_\_\_\_

4. 3. How satisfied are you with the period taken to register and renew your organization or unit's membership and professional certification? \*

*Mark only one oval.*

- Very  
 Satisfied  
 Neutral  
 Dissatisfied  
 Very Dissatisfied

5. 4. How satisfied are you with the availability of local engineering skills for the cost effective running of your organization or engineering unit? \*

*Mark only one oval.*

- Very satisfied  
 Satisfied  
 Neutral  
 Dissatisfied  
 Very dissatisfied

6. 5. Do you find yourself advantaged in the local business environment, especially because of your membership to the Engineering Institution of Zambia ? \*

*Mark only one oval.*

- Yes  
 Maybe  
 No

7. 6. Do your activities require you to partner with foreign firms, and has your membership to the Engineering Institution of Zambia assisted with such relationships? \*

*Mark only one oval.*

- Yes  
 Maybe  
 No

8. 7. Would you enroll your employees for internet-based online soft skills (personal attributes that enable someone to interact effectively and harmoniously with other people) and hard skills (specific abilities or capabilities) development courses provided by the Engineering Institution of Zambia at cost effective prices? \*

*Mark only one oval.*

- Yes  
 Maybe  
 No

9. 8. How often do you sponsor your employees to attend Engineering Institution of Zambia Annual Regional and National General Meetings? \*

*Mark only one oval.*

- Every year  
 Most years  
 Some years  
 Rarely  
 Not at all



10. 9. From your experience with the Covid-19 pandemic and its effects on your organization or engineering unit, do you feel the Engineering Institution of Zambia should have provided relief measures on your annual obligations to it? \*

Mark only one oval.

- Yes
- Maybe
- No

11. 10. How satisfied are you with Engineering Institution of Zambia services and representation ? \*

Mark only one oval.

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

12. 11. Please state the top three strategic priorities you would like the Engineering Institution of Zambia to focus on in the next two years. \*

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For each statement , please indicate how important you think it is that the EIZ fulfills this role in society :

From the range of 1-7

13. Actively working to promote and support engineering solutions for society ( e.g. clean and safe water ) \*

Mark only one oval.

Not important at all

1

2

3

4

5

6

7

Very Important

14. Supporting individual engineers, for example, by providing a sense of community \*

Mark only one oval.

Not important at all

1

2

3

4

5

6

7

Very Important

15. Spearheading engineering excellence and innovation \*

Mark only one oval.

Not important at all

1

2

3

4

5

6

7

Very Important

16. Upholding ethical professional behaviour \*

Mark only one oval.

Not important at all

1

2

3

4

5

6

7

Very Important

17. Facilitating a conversation between the industry , government and academia \*

Mark only one oval.

Not important at all

1

2

3

4

5

6

7

Very Important

18. Inspiring young people to study engineering \*

Mark only one oval.

Not important at all

1

2

3

4

5

6

7

Very Important

19. Inspiring and supporting engineers and technicians through mentoring \*

Mark only one oval.

Not important at all

1

2

3

4

5

6

7

Very Important

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