



# 2024 Employee Experiences Survey

8 January 2025



# Background : Questionnaire Design & Key Measurement

## Objective:

- The goal of the Employee Experiences Survey is to **continuously gather feedback on the effectiveness of 2023 key action and measure sentiment within Osotspa.**

**When:** 28<sup>th</sup> October – 22<sup>nd</sup> November 2024

**Questionnaire Design:** Total 35 Questions

Part I  
Employee Engagement

Part II  
Employee Experiences

Part III  
ACT

Part IV  
Open-Ended

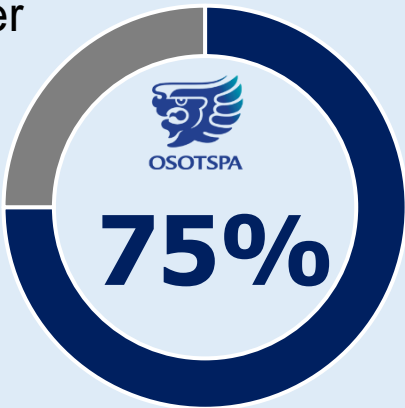
## Scope of Implementation:

- 100% online data collection via OSP life app
  - OSP Employees (7 Companies; OSP, OB, OIC, GVL, SGI, SGA and SCL)
  - Overseas Employees in Myanmar (ABM and OSPLH) and Indonesia (PT M150)
  - Respondent: employees who join company before 1<sup>st</sup> August 2024

# 2024 Employee Experiences Survey Result

## ENGAGEMENT SCORE :

Reported Number



2,070 out of 2,760 are engaged.

Completion rate: 96% (2,760/ 2,885)

## EMPLOYEE EXPERIENCES SCORE :

Organizational  
Trustworthiness:  
73%

Manager  
Effectiveness:  
75%

Job & Career:  
75%

Work Environment:  
74%

# Open-Ended Questions

## Do Good



### Collaboration/ Teamwork

- Collaboration and Inclusiveness within Function
- Trust & Achieve as a team
- Positive working environment and way of working



### Hybrid/ Flexibility

- Flexible time & work base on team planning worktime
- Fosters productivity and creativity by balance professional and personal life
- Performance focus and trust in professional experience



### Organization Stability & Trustworthiness

- The company's financial stability
- Proud to be part of a company with such strong values, brand reputation and product

## Do Better



### Open Communication

- Be transparency and information sharing across functional/ BU
- Give constructive feedback base on data not emotion
- Accept new ideas and seek for possibility



### Fairness & Integrity

- Ensure consistent application of company rules, treating all employees equally, regardless of position level or team.
- Uphold integrity, transparency, and honest communication in all decisions.
- Implement fair performance evaluations and enforce clear, appropriate consequences for misconduct.



### WoW & Culture

- Strengthen and promote the company's policies and support ACT
- Promote a culture that can always accept new changes
- Align the mindset of employees to follow the same direction

# Actions in 2025 – Corporate Level

	SR.LEADERSHIP	CAREER DEVELOPMENT	COLLABORATION, DECISION MAKING
<div>Action in 2024</div> <div>and keep continue in 2025</div>	<ol style="list-style-type: none"> <li>1. Drive strategic clarity to engage with Mid-Level</li> <li>2. Conduct company &amp; function townhall to share &amp; update</li> </ol>	<ol style="list-style-type: none"> <li>3. Focus on re-train &amp; coach to upskill</li> </ol>	<ol style="list-style-type: none"> <li>4. Continue to build culture &amp; way of working that inspired and motivated in Hybrid environment</li> </ol>
<div>New Action in 2025</div>	<p><b>Goal:</b> Strengthen trust, transparency, and alignment between senior leadership and employees.</p> <ul style="list-style-type: none"> <li>▪ Strategic Clarity for Mid-Level Employees</li> <li>▪ Interactive Leadership Forum</li> </ul>	<p><b>Goal:</b> Build a robust talent pipeline and address career development gaps, particularly for junior-mid level employees.</p> <ul style="list-style-type: none"> <li>▪ Career Growth Framework and Internal Mobility</li> <li>▪ Upskilling and Mentorship Hub</li> </ul>	<p><b>Goal:</b> Improve employee perception on collaboration and decision making by clear structure &amp; standard and the environment of teamwork</p> <ul style="list-style-type: none"> <li>▪ Collaboration</li> <li>▪ Decision Making</li> </ul>

# 2024 Employee Experiences Survey (EES) – Next Action

Corporate Level

12<sup>th</sup> Dec '24

Corporate Result Analysis and Sharing with OLT and employees

Jan-Feb '25

Corporate Action Plan Finalization in OLT Meeting

Feb-Mar '25

Corporate Action Plan Communication & Start to implement

Oct '25

Conduct 2025 EES Pulse Survey

Function Level

Result Analysis and Sharing

