



EGCO Employee Engagement Survey



June 2023

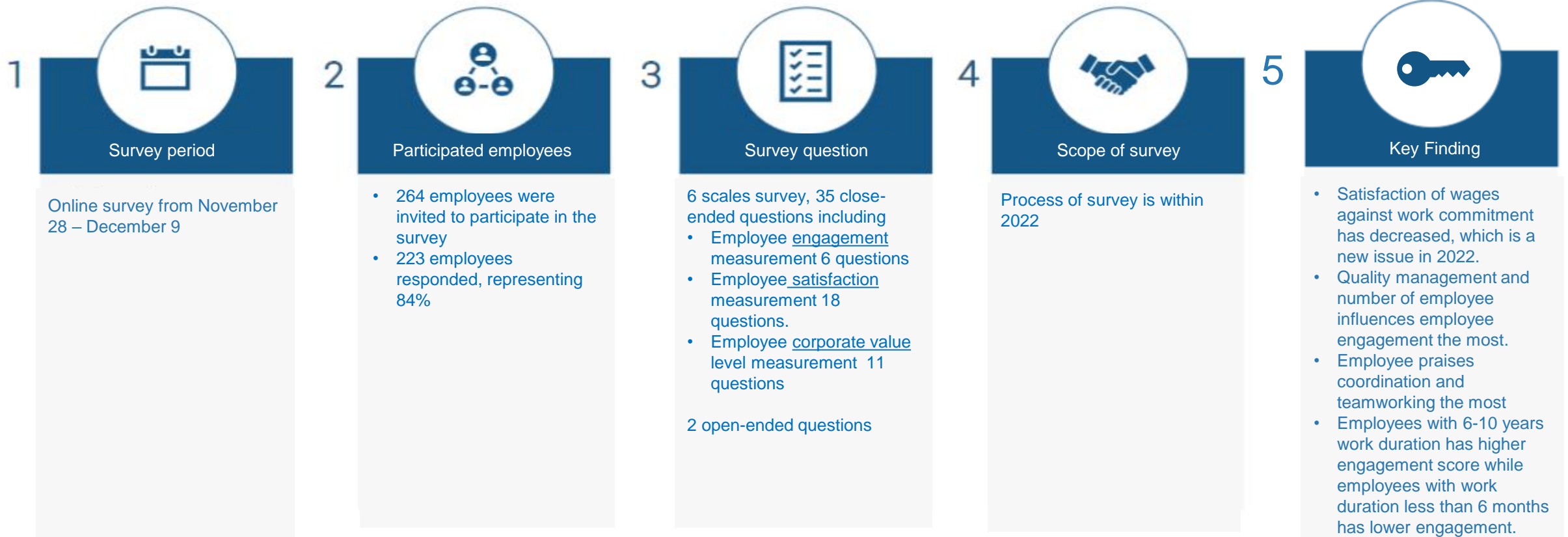
Introduction

In 2022, EGCO engaged Kincentric, an external organization, to carry out a survey focused on employee engagement. The objective was to assess the level of individual employee engagement and examine various factors associated with the employee experience within EGCO. The survey comprised tailored questions that delved into different aspects, including Employee Engagement, Brand, Career & Development, Collaboration, Customer Focus, Decision Making, Diversity & Inclusion, Enabling Infrastructure, Performance Management, Manager, Senior Leadership, Talent & Staffing, and Rewards & Recognition. These specific areas were chosen to gain insights into the mentioned aspects and their impact on employee engagement outcomes within the organization.

By addressing these diverse areas, the results could then be used to identify areas for improvement and develop strategies to enhance employee engagement and satisfaction.

Executive Summary

223 employees (84 percent) participated in the survey between November 28 – December 9, 2022. The survey consists of 37 questions, 35 close-ended questions and 2 open-ended questions which included the four aspects of job satisfaction, purpose, and happiness.

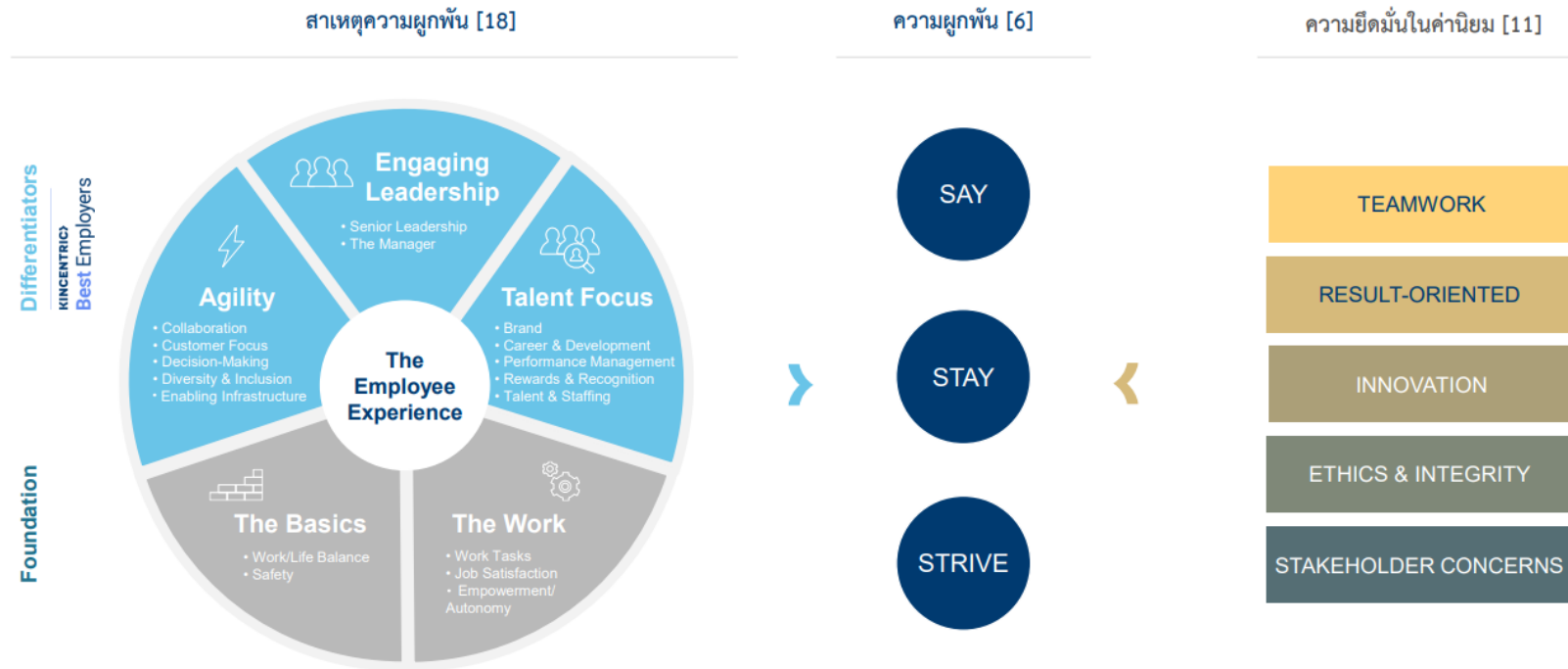


Executive Summary

EGCO Employee Engagement Survey Methodology: Engagement Measurement Questions

Level of employee engagement with the organization can show through the 3 key behaviors, including;

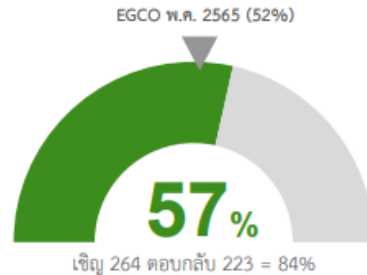
- **SAY:** Employees speak positively about their **job satisfaction** to clients and future colleagues.
- **STAY:** Employees are **happy** to work and share their **happiness** with the organization.
- **STRIVE:** Employees recognize about their **purpose** and willing to work above and beyond what is required in job description in order to achieved the organization business goals.



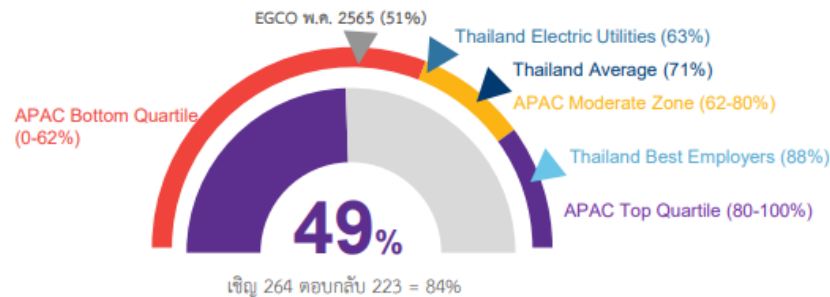
Executive Summary

EGCO Employee Engagement Result Summary

Corporate Value



Engagement Score



According to the survey results, engagement on corporate value is 57% and **employee engagement result in 2022 is 49%**, which decreases from 2022 by approximately 7%.

However, compared with peers, EGCO's employee engagement result is still behind the average organization in Thailand (at 71%), best employer in Thailand (at 88%) and the electric power industry in Thailand (63%).

Executive Summary

EGCO Employee Engagement Result Summary

Examples of aspects addresses in employee surveys:

Job satisfaction

- I receive an appropriate amount of wage for the employee's commitment for a successful job.
- I have to think really hard to leave this organization

Purpose

- The mission of this organization provides a direction for my job
- Organization motivates me to contribute more than is normally required to complete my work

Happiness

- When I get the chance, I'll tell others about the happiness of working here
- Organization inspires me to do my best at work every day

