



# EMPLOYEE EXPERIENCE QUESTIONNAIRE 2021

**OUR EMPLOYEES SPOKE. WE LISTENED.**  
Over **11 900** Tsebo South African employees had their voices heard in the biennial Employee Experience Survey 2021.

## WHY IS THE SURVEY IMPORTANT TO TSEBO?

A regular survey allows us to assess whether we are living up to our commitment to **enable, empower, and engage** our people. We want our employees to deliver **excellent service to our clients, be ambassadors for our brand and make a difference** in the society and communities in which we operate.

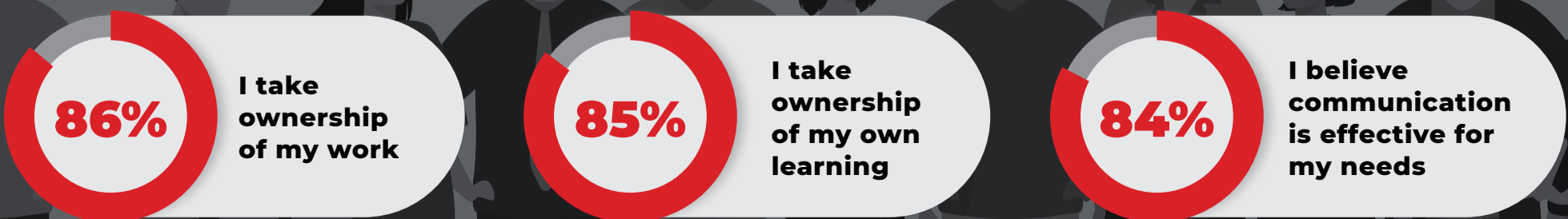
## KEY STATS



## RESULTS TO BE PROUD OF



## TOP SCORING QUESTIONS



# HIGH-PERFORMANCE SERVICE CULTURE

We create synergy between business and our people through a high-performance service culture by creating a:



## TOP 2021 IMPROVEMENTS

Tsebo has shown significant improvements in the following and other areas since the 2019 employee survey:

 **IMPROVEMENT:**

increased overall sentiment for all population groups (gender and race-specific)

 **IMPROVEMENT:**

in health and wellbeing (a result of an effective COVID-19 management process)

 **IMPROVEMENT:**

in employees who believe they have the resources and tools to do their job

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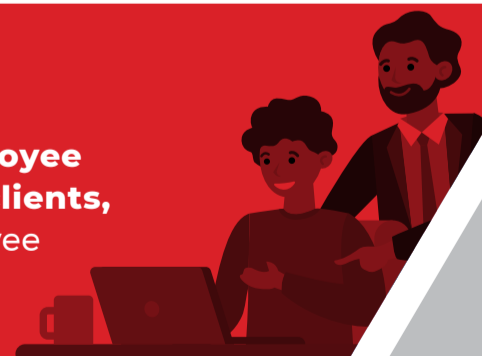
in clear and transparent goals (a result of an effective integrated KRA process)

 **IMPROVEMENT:**

in employees given the opportunity to improve their skills

## WHY IS EMPLOYEE ENGAGEMENT SO IMPORTANT TO TSEBO?

Employee engagement is a critical driver of business success, helping us **improve employee stability** and increase our employees' motivation to **deliver excellent service to our clients**, leading to **sustainable business performance**. We believe that enhancing our employee experience will help us create a **high-performance service culture within Tsebo**.



WE **DEVELOP** PEOPLE, TO **SERVE** PEOPLE, TO **UPLIFT** SOCIETY

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