



2022

**Best Employee  
Experience**

Asia Pacific

**twimbit**



# Best Employee Experience



JUNE 2022



**recognising  
winners shaping  
our future**

The “twimbit Asia Pacific telecom service provider winners” program has been instituted to recognise outstanding performers in the industry. The winners are decided based on the extensive research done by our analyst team over the last 12 months. We hope these awards will motivate and inspire individuals, teams and leaders to continue their journey in driving growth and innovation for the industry.

## Selection Process

- The winners are decided based on **extensive research of all publicly released material by the companies**. So, if you have reported your progress, we have captured it.
- There are **no nominations** to be evaluated for this program. We believe that having a nomination process restricts the universe of companies being considered for identifying the winners. We have taken the approach to evaluate every company that discloses information and competes in the market.
- **Criteria for selection:** A high degree of emphasis has been placed on quantitative metrics such as revenue growth, subscriber growth, EBITDA margins, etc.
- We defined the **categories** and its specific measurements to showcase how the leaders are transforming and driving the industry forward.
- For each winner, best practice insights are provided as to what makes them special.
- The winners are published on ***www.twimbit.com/winners***.

Organisations are welcome to use the recognition without any constraint or copyright issues. Additionally, premium deliverables such as winner logos, write-ups, analyst quotes and presentations are available on request.

*We welcome all forms of feedback as we endeavour to make this a credible program that supports the growth of this industry.*

## twimbit Asia Pacific telecom service provider winners 2022

- |    |  |   |
|----|--|---|
| 1  | Best Customer Experience                       |    |
| 2  | Best In-store Experience                       |    |
| 3  | Best Digital Experience                        |    |
| 4  | Best Employee Experience                       |    |
| 5  | Best Network Innovation                        |    |
| 6  | Best telco to ace "Diversity in Leadership"    |  |
| 7  | Best telco to ace "Growth beyond connectivity" |  |
| 8  | Best telco to ace "E-commerce"                 |  |
| 9  | Best telco to ace "Financial Services"         |  |
| 10 | Best telco to ace "Content & Media"            |  |
| 11 | Best telco to ace "5G"                         |  |
| 12 | Best telco to ace "Enterprise Business"        |  |
| 13 | Telco of the Year                              |  |

## Best Employee Experience

A good customer experience always starts with the employee, the driving force behind customer satisfaction. EX in the telecom sector is at an inflection point as telcos look to support an increasingly remote workforce while maintaining culture, communication, and productivity. Doing this will involve delivering a holistic employee experience that includes:

- learning and development
- compensation and benefits
- culture
- employee empowerment
- and leadership accessibility

*twimbit recognises SK Telecom  
for delivering the best employee experience.*

**“ SK telecom aces employee experience  
by recognising employee experience  
as a business strategy ”**

- SK Telecom actively measures employee happiness using digital tools and uses this data to improve employee policies. For example, ‘Employees Happiness Survey’ identifies employees’ perception of work-life happiness in a bottom-up approach.
- The company also implemented the following based on employee feedback:
  - A unique non-rating-based performance evaluation method to avoid internal competition between employees.
  - Haenggarae is an everyday social problem social platform for employees to increase their understanding of social value.
  - “I’M Here” is a communication tool between the CEO and employees.
- Additionally, each time an employee makes a social contribution, they get rewarded via a blockchain-based SV rewards system.





Insights



Immersions



Challenges

How can we help?

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