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### **Recommendation for Chia Chun Mun**

I have had the opportunity to work with Chun Mun during his internship with Digital Banking and I am delighted to provide a reference for this fine young gentleman.

He worked with me on a novel project over the last 3 months to develop a 360 Degree feedback framework that could be deployed within Digital Banking as an avenue to provide staff with constructive feedback to help in their personal and professional growth. At the bank wide level, there are surveys on performance that judge the overall performance of managers and the leadership team. However, at the individual contributor level, there are no such programs available.

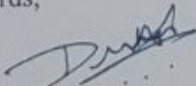
Chun Mun led the research, design and the development of the 360-degree feedback survey that would be rolled out within digital banking. After extensive research, taking cues from leading industry players, he narrowed down to 30 multiple choice questions and 3 open ended questions that were then further broken down into 6 themes. The 6 themes helped to provide a logical grouping for the staff to read the slightly nuanced variation of the question and be able to self-interpret them. The questions on his recommendation were designed with both positive and negative leading questions to ensure that respondents were alert and provided accurate feedback.

The digital banking staff were delighted to receive their individual 360 dashboards and the valuable verbatim from their fellow peers. It was really a great success and we collected close to 240 feedbacks for our 45 staff in Digital Banking. Some of the respondents on the survey also remarked that if there was a bank wide program similar to this, they would be delighted. Administratively, Chun Mun made this really easy for us. He designed and developed the google survey, developed a python program to extract the data and generate individualised excel reports in a template that could be easily segregated by team and sent to the individual staff. When I shared that there are other departments that would be interested, he developed a set of instructions to run the python program for novices so that more people in the bank would also be able to customise and utilise this solution that he had developed.

Chun Mun is really an innovative and inquisitive young man who is always probing to understand the nuances of society. He is a really good listener and a keen observer. Workwise, really diligent and never missed any deadline and the quality of work was beyond reproach. He has a sense of pride in his own work and adherence to timeline and these qualities will hold him in good stead. He will be an asset to any organisation.

Please feel free to contact me if you have any questions about this recommendation

Regards,



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