



# JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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Customer Service Training and Quality Support  
2 Days Training



# Job Analysis and Job Evaluation Training Course

# OVERVIEW



What is Job Analysis? Job Analysis is an important function of Human Resource Management to understand a particular job. It is performed to gain appropriate information about the job, to identify and verify the contents, the responsibilities, skills required and importance. Defining the type, the why and how of a specific job.

What is a Job Evaluation? Job Evaluation discovers the value of a job about other jobs, its impact on profitability. It helps to establish a fair compensation system. In times of change, this measure can help identify whether the job is dispensable or not.

What is the purpose of Job Analysis & Job Evaluation? An organization performs job analysis and evaluation to be able to design new organizational roles, align roles and pay, manage succession, define career growth prospects for employees, review current compensation structure, assess legal compliance of pay policies & implement benchmark pay structures.

This job analysis (JA) and job evaluation (JE) provides a framework for the learners to analyse a job for key critical aspects and evaluate its relevance in the organization for success.



## COURSE OBJECTIVES

**By the end of the JA and JE Training Course, the participants of this course will be able to:**

- Understand Job analysis and job evaluation
- Differentiate between JA and JE
- Explain the importance and benefits of the two
- Determine the techniques and methods of JA and JE
- Learn various stages involved in the process of JA and JE
- Design effective and appropriate job description
- Align organizations goals and culture with pay structure and compensation system
- Set a benchmark by comparing and implementing different techniques and creating ample opportunities for employees
- Understand analytical and non-analytical jobs
- Build an enthusiastic and motivated workforce
- Define the independence of the job and classify its accountability

# TRAINING METHODOLOGY

training program on the Job Analysis and Job Evaluation for individuals in the HR, Payroll, compensation and benefits team in any organization.

- The methodology of the workshop is experiential learning, it is very interactive with multicultural attendees from diverse industries sharing their experiences and learning with participants. Industry-specific custom training can be designed and delivered for benefit. Activities like group discussions, case studies, and role-plays are incorporated into the session.
- The methodology encourages participants to proactively participate, practice, discuss and learn for experience and retention of learning which they can utilize at their workplace.







# ORGANISATIONAL BENEFITS

**Organisational Benefits of employees who participate in Job Analysis and Job Evaluation Training Course will be as below:**

- Have access to valuable data that helps the managers and the job analysts to determine the role and responsibilities of the job
- Get a detailed report on the risks and hazards involved in a job
- Gain information on skills, abilities and competencies required to perform the job
- The organisation would hire the right fit for a particular job
- Managers would be able to create and maintain an effective process for hiring and allocating duties to the employees
- Design and impart efforts towards training and development
- Develop and maintain the best benefit and allowance packages for a particular job with a genuine and unbiased approach, aligned to values
- The organisation would have a process of determining performance standards, evaluation criteria and output
- Identify when a job turns obsolete and build a contingency plan to support the employees in those roles
- Manage IJP (Internal job posting), promotions, and movement of employees for trust and morale.

# PERSONAL BENEFITS

**Participants who enrol in this Job Analysis and Job Evaluation Training Course will benefit in the following ways:**

- Learn to analyse the basic information to perform a particular job
- Develop the skill to effectively collaborate and communicate with stakeholders
- Learn about the distinguishing skills that make a job critical to the organisation
- Identify skills that employees can be trained on for increased productivity
- Automate key aspects of a job to utilize employee skills and talents in broader areas
- Establish an effective process of hiring
- Design employee compensation and benefits policies
- Learn to analyse the need for training and development, provide growth prospects to employees
- Design an effective and appropriate job description to streamline the hiring process
- Analyse a job, its needs and specifications, support team members by equipping them with the right resources
- Add or deduct elements of the job that become irrelevant with the everchanging business ecosystem





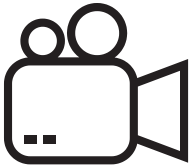
## WHO IS THIS PROGRAMME FOR?

HR personnel, Human Resource Professional, Hiring Managers, OD Consultants, Corporate professionals engaged in payroll, compensation & benefits for the business



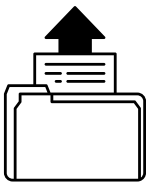


# PROGRAMME HIGHLIGHTS



**+60**

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/  
Applications Pre-Recorded Video from JICSI with for self-  
paced learning.**



**10+  
Assignments/  
Applications**



**5+  
Real-World  
Case Studies**



**2+  
Role Plays**





# LEARNING JOURNEY



# MODULES

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Module 1 : Introduction to Job Analysis and Job Evaluation

Module 2 : Fundamentals of Job Analysis and Job Evaluation

Module 3 : Job Analysis Techniques

Module 4 : Methodologies of JE

Module 5 : Designing and Implementing

Module 6 : Process of JA and JE

Module 7 : Employee Motivation

Module 8 : Designing Job Description

Module 9 : Purpose and Approach of JA and JE

Module 10: Recruiting and Hiring

Module 11: Challenges with Job Analysis

Module 12: FAQ's, Roleplays, Case studies and discussions



# CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



## SERTIFIKAT PELATIHAN

PD/2024/070524/004

DIBERIKAN KEPADA

*Name xxxxx*

Telah Menyelesaikan Pelatihan Diselenggarakan Oleh  
Jakarta International Customer Service Institute (JICSI) bersama  
Customer Service Experience Association Indonesia (CSEAI)

*Job Analysis and Job Evaluation Training Course*

**Rudyanto H.P Manullang, Ph.D, M.P.H**

Founder JICSI

# ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

## **Professional Training**

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

## **Recruitment Agency**

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

## **Survey Customer Satisfaction**

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

### **Core Value**



#### **Respect.**

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



#### **Honesty.**

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



#### **Trust.**

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



#### **Integrity.**

Kami melakukan apa yang kami katakan.



#### **Our Service.**

Customer Service Training  
Manpower & Recruitment Customer Service Agency  
Customer Satisfaction Survey



# TESTIMONI



## PT Indosat Ooredoo

Training Data Visualization

Lihat Video >>



## PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

Lihat Video >>



## PT Freeport Indonesia

Training Customer Service Professional HR Call Center

Lihat Video >>



## OY! Indonesia

Training Contact Center Agent Professional

Lihat Video >>

# MESSAGE FROM FOUNDER

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**Rudy HP Manullang ,Ph.D**  
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan active listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluh kesah.

# OUR CLIENT





## Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke email: **marketing@jicsi.co.id**

## LOKASI

### Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan Citragran Cibubur

### Kantor 2

Jl Jatayu IV C Komplek Taman Harapan Indah Blok P No 11 Jelambar Baru Grogol Jakarta Barat

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