



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



People Analytics

OVERVIEW



What are People Analytics? People analytics is a process of collecting and analyzing Human Resource (HR) data to enhance an organizations' workforce performance. People analytics is also known as HR analytics. Organizations prosper when the people who work in them prosper. Analytics can help make both happen. It can be referred to as talent analytics, or even workforce analytics.

What is the purpose of HR Analytics? HR analytics provides data-driven insights on what is working well and what is not, to make improvements and plan the future effectively. HR Analytics helps monitor and improve employee engagement, employee retention, employee wellness, employee productivity, employee experience, and work culture.

HR Analytics helps leaders make decisions based on deep analysis of data rather than the traditional methods of personal relationships &

experience. The state-of-the-art techniques help analyze data around recruitment, performance evaluation, leadership, hiring and promotion, job design, compensation & benefits, and collaboration. It helps in streamlining processes in organization around people development. It helps change the focus to holistic and data-driven decision-making.

It is designed this course on People Analytics to help change the perspective of management and HR professionals to rely on modern people management procedures. Through designing interactive HR KPI's, viable business models can be built and sustained. The costs and manual efforts can be reduced significantly by analyzing patterns in turnover, training opportunities to improve employees' performance, and any other questions in HR.



COURSE OBJECTIVES

By the end of the People Analytics Training Course, the participants of this course will be able to:

- Understand people analytics and its requirement
- Apply People Analytics in the realm of their business
- Learn the process of developing and using HR analytics
- Develop and construct HR metrics and HR strategy maps for strategic outcomes
- Use association, degeneration, and advanced business analytics to achieve business outcomes
- Learn to use dashboards, pivot tables to support decision making
- Understand and work on talent data across employee life cycle
- Identify, understand, and resolve any issue strategically with root cause analysis
- Obtain an improved analytical solution to challenges faced by business
- Collect and refine data
- Apply feature engineering techniques to urge the foremost out of knowledge
- Utilize machine learning on HR Data and predicting futuristic insights
- Achieve effective outcomes in recruitment, L&D, Compensation and performance management by using metrics
- Create value for HR departments by aligning HR procedures and Business outcomes

TRAINING METHODOLOGY

People Analytics Training Course is a niche, skill development course, designed specifically for HR professionals who have or aspire to develop an analytical bent of mind for organizational decision making and success. This course enables exposure into automation tools that help put the concepts into practice for strategic benefit.

Technical experts who can help automate data and derive conclusions for success, collaborate with participants. Follow-up support can be provided basis the client requirement, which can be discussed separately.





ORGANISATIONAL BENEFITS

Organisational Benefits of employees who participate in People Analytics Training Course will be as below:

- Demonstrate effective decision-making by leveraging strategic workforce planning
- Connect different sets of data across team building cohesion, making the findings seamless across functions
- Function on clean and structured data gathering and analysis
- Organisation would be able to make improved decisions using data
- Enable creation of business case for HR interventions and test the effectiveness of the interventions
- Organisation would have an improved hiring process that saves costs
- Effectively reduce attrition and improve the employee experience
- Organisation would have a highly productive workforce, by constantly assessing and improving engagement
- Efficiently Enhance talent processes, maximizing benefits
- Create a sense of belonging

PERSONAL BENEFITS

Participants who enrol in this People Analytics Training Course will benefit in the following ways:

- Learn the critical role of People Analytics
- Learn to analyse and conclude business proposal using analytics
- Participants would be able to summarize Performance Appraisal from the data
- Learn to conduct a strategic analysis of the organisation and make logical decisions
- Identify the ways to design and develop the business strategy based on data
- Learn to develop solutions using statistical analysis, models or diagnostic modelling
- Participants would be able to formulate and assess methods for collecting data (e.g., surveys, questionnaires, or opinion polls)
- Assess and analyse budget proposals for comprehensiveness, accuracy, compliance, laws, and regulations
- Devise efficient and effective ways of operating by conducting simplified and measured surveys



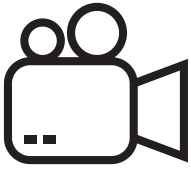


WHO IS THIS PROGRAMME FOR?

Strategy consultants, HR professionals with analytical bent of mind, Leadership and Management of progressive organisations that believe in staying ahead of time.

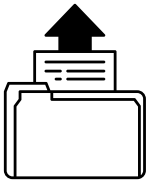


PROGRAMME HIGHLIGHTS



+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**



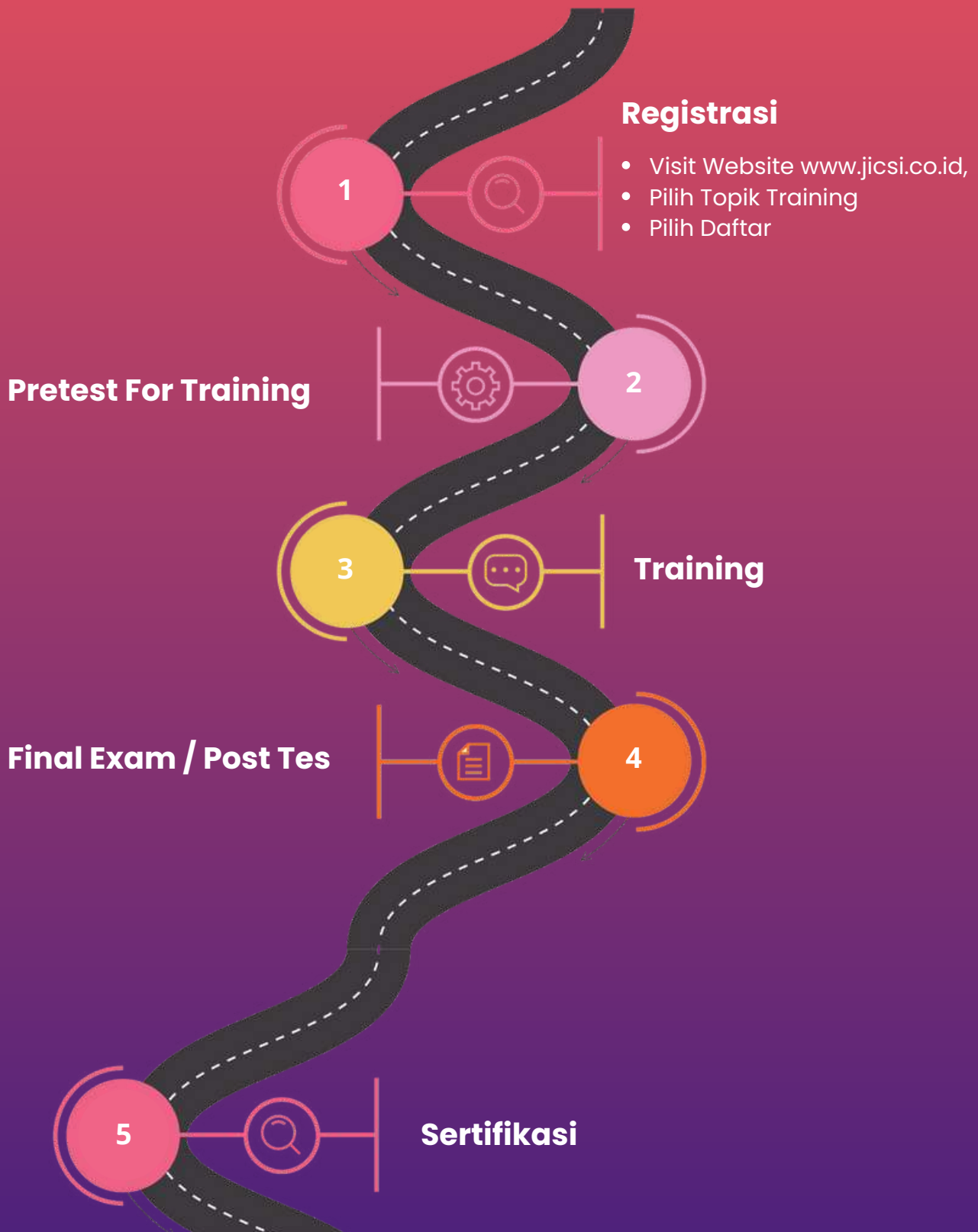
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Basics of People Analytics

Module 2 : Importance of People Analytics Skills

Module 3 : People Analytics Cycle

Module 4 : Operational Analysis

Module 5 : Strategizing and Quantifying People Analytics

Module 6 : People Analytical Skills

Module 7 : Anatomy of Statistical Modelling

Module 8: Applying People Analytics

Module 9 : People Analytical Challenges

Module 10: Tools Used for People Analytics

Module 11 : FAQ's, Data Analysis Tools and Hands-on Practice, 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)



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

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 aktive 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 keluhan kesah.





**Jakarta International
Customer Service Institute**

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

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