



Ewaldo Amaral

Sr Manager – Organization and People Development Book Author of "Certified Hunger"

Ewaldo Reis Amaral



Profession:

HR Professional Learning Development & Talent Management Practitioner Executive Coach, Facilitator, and Author

Education:

Magister Management in HR – PPM Manajemen Bachelor of Economy – Universitas Trisakti

Professional Experiences:









Certifications & Executive Development:

IATSS Leadership Program by Honda Foundation, Japan Certified Professional & Executive Coach, International Coaching Federation Certified HR Professional, Univ Atma Jaya Hogan Assessment Certification, Malaysia Certified Explorer, Points of You Certified SKKNI for HR, Minister of Manpower & Transmigration

Achievements

Award-winning Top Learning & Development Leaders for South East Asia 2023 Author of the book "Certified Hunger"





Wonderful Indonesia





Indonesia Travel & Tourism

5% contribution to total GDP

10.95 MiO employment

500 BiO (IDR) to SEA's Tourism









tiket com





We are the fastest growing Online Travel Agent in the world with

30+ Million Users

101+ Domestic & International Airlines

3.6 Mio+ Domestic & International Hotels

2.2 Mio+ Villa & Apartments

225+ Car Rental Partners

97+ Car Rental Cities

30+ Airport & Station Pick Up Point Services

400+ B2B Online & Corporate Partners



Who are t-Fam

Demographic Overview

1400+

Employees including fulltime, interns, and contract

10 different nationalities working countries

938%

829

women employee

median age



















To build a workplace where employee can have an excellent working experience to support tiket.com business growth

Attracting for multicultural talents

Motivating employee for growth

Retaining through technology & personalized actions

3

Attraction



Employer Branding & Talent Acquisition - Problem & Strategy



Context

- Aggressive business plans post-pandemic led to higher needs for talents with diverse level, background and culture
- Changing priorities among targeted talents required shift in employer value propositions

Strategy

- Shifted conversation to focus on supportive peers and environment
- Reprioritized partnerships
- Reevaluated compensation & benefits package



Employer Branding & Talent Acquisition - Initiative

Shifting Conversations for Right Age-Group

Redefined unique selling proposition for our social media channels

Hiring Automation

Improve candidate experience through seamless recruitment with Applicant Tracking System (ATS) and streamline the process for hiring managers

Re-prioritize Community Engagement

Collaborated closely with selected professional community both local and international

Diversify Compensation Package

Benchmarked salary and created a variety of added benefits to attract talents with different priorities

Motivation



Learning & Development and Knowledge Management - Problem & Strategy



Context

- Flexible working arrangement called for flexible learning set-up
- Higher number of employees with more diverse development needs
- · Limited time for learning

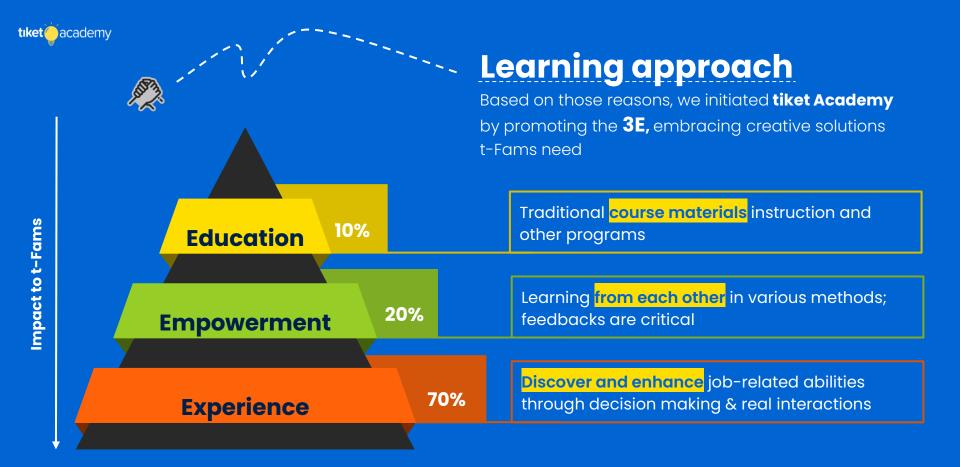
Strategy

- Empower active learning via one-stop omnichannel learning and development portal
- Build strong collaborations with communities and learning platforms for diverse learning format
- Experience organization commitment to learning: dedicated company-wide learning hour, learning festival



A place to satisfy your hunger



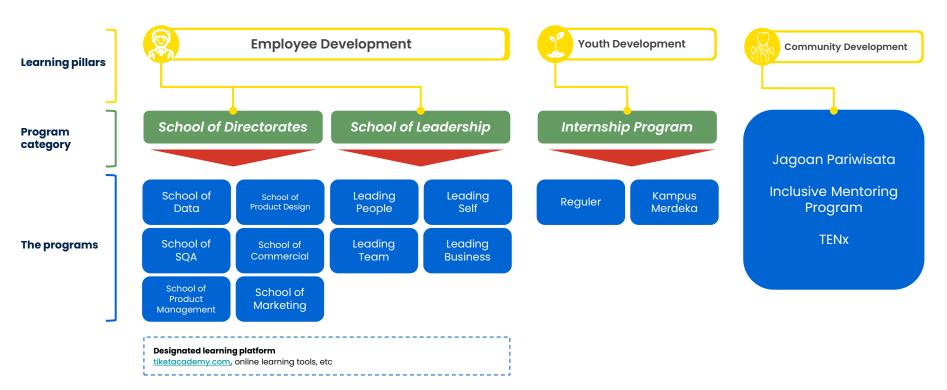




tiket Academy learning programs



At tiket Academy, we provide learning programs **based on organizational needs** and **levels**, as seen in the diagram below:



Motivation



Learning & Development and Knowledge Management - Initiative

1. tiketAcademy Platform

A one-stop learning and development portal to find, enroll, learn new skills, or to participate in developing others

2. Community Development - Jagoan Pariwisata

CSR programs that empowers employees to mentor small-medium enterprises in the industry to improve their travel businesses

3. Learning Partners

Offered access to 4 additional learning partners (i.e. LinkedIn Learning, Coursera, Udemy, O'Reilly) for better inventory of learning topics



Motivation



Learning & Development and Knowledge Management - Initiative

4. Drop Everything And Learn Hour

A dedicated hour every Friday in week 3 of each month, where all employees are expected to drop all meetings and related activities to learn independently or with peers

5. Learning Festival

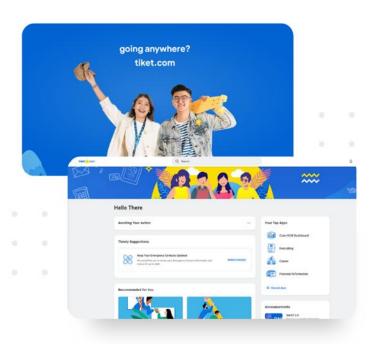
A 2-weeks event of talkshow, workshop, cultural event, and sharing session to celebrate diversity & inclusion



Retention



HR Digitization and People Analytic - Problem & Strategy



Context

- Overall uncertainty in travel industry resulting in increase of potential turnover
- Need to anticipate shift in employee needs, concerns, and motivation
- Shift in mindset: HR & leaders will need to move from problem solving to make meaningful actions based on insights

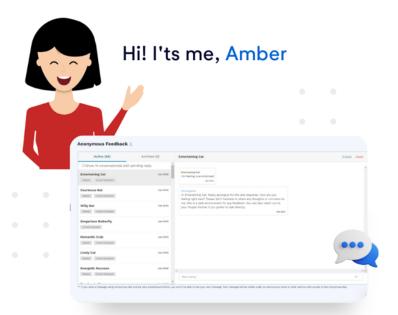
Strategy

- Leverage engagement AI system to assess people experience & allow a timely action
- Democratize people related data that trigger meaningful insight generation
- Maintaining a competitive compensation and benefit to adjust with people behavior in higher level of industry uncertainty

Retention



HR Digitization and People Engagement - Initiative



1. Ensuring engagement in every touch-point

Our AI-based engagement system, allow us to better understand people needs, pattern, connection and eventually allow series of relevant insight solutions

2. Activate engagement on People to Meet cases

A capability to identify engagement and morale risks early on. Lead us to convert potential turnover into a better engagement

3. Provide integrated data source

Data farm and warehouse allow all people team to quickly combine and to generate a meaningful feedback. Eventually, a platform to make it easy to operates

Retention



HR Digitization and People Engagement - Initiative

4. Business-supporting Engagement Activities

A week full refreshment support to employee during our extensive annual campaign (Online Tiket Week) through something thoughtful

5. Employee Community

Increase employee-led activities to network and make friends through T-Clubs and Regional Engagement that touch across locations

6.Revaluate Employee Reward & Benefit

Maintaining job safety and competitive compensation such as flexi-wallet that maximizes employee's wellbeing





Thank You!

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