

PERKENALAN

HR disuatu perusahaan melakukan perubahan kebijakan / policy pada sektor Health, Pay Policy, Performance, Safety, dan Working Hours. Mereka ingin mengetahui apakah kebijakan baru tersebut berjalan efektif atau tidak, sehingga mereka melakukan interview ke setiap karyawan sebanyak 2x interview per kebijakan, ini berarti setiap karyawan akan diinterview sebanyak total 10x. Setelah interview selesai, kamu ditugaskan oleh HR untuk membuat laporan Analisa tentang apakah kebijakan baru mereka bagus atau tidak berdasarkan hasil interview.



Policy Name

- ☐ Health
- ☐ Pay Policy
- ☐ Performance
- ☐ Safety
- ☐ Working Hours

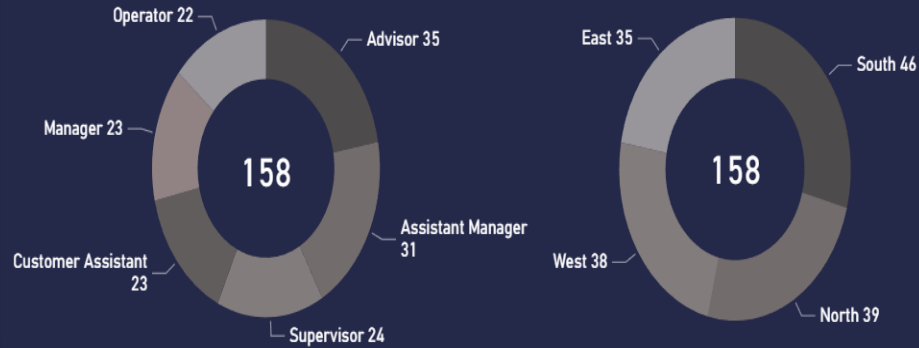
Employee Position

- ☐ Advisor
- ☐ Assistant Manager
- ☐ Customer Assistant
- ☐ Manager
- ☐ Operator
- ☐ Supervisor

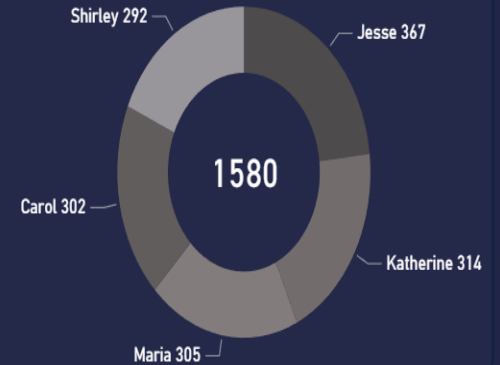
Employee Region

- ☐ East
- ☐ North
- ☐ South
- ☐ West

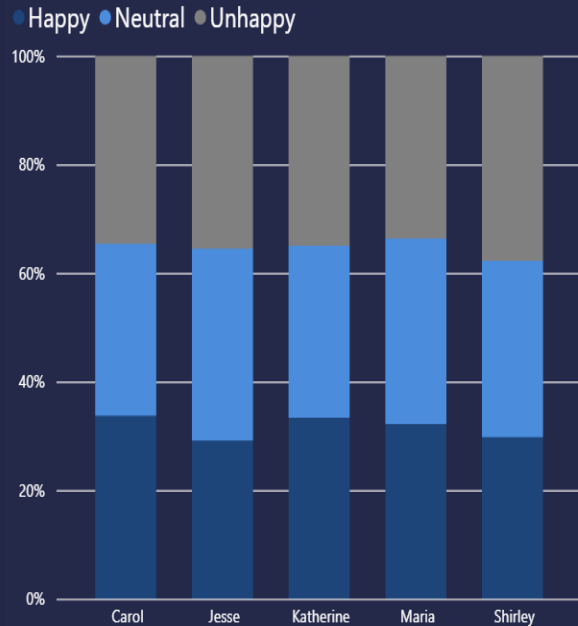
Employee Total



Total interview by interviewer



Interview result by interviewer



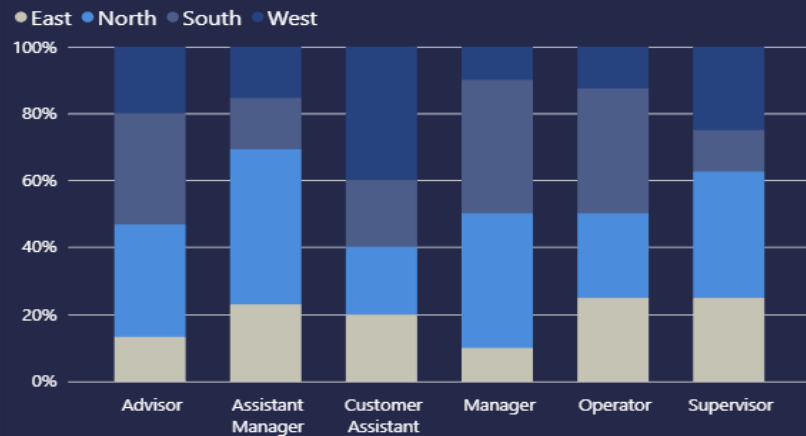
Interview result by policy

Policy Name	Happy	Neutral	Unhappy
Health	27.85% ↓	37.34% ↑	34.81% ↓
Pay Policy	33.54% ↑	26.58% ↓	39.87% ↑
Performance	34.18% ↑	32.28% ↓	33.54% ↓
Safety	31.65% ↑	34.18% ↑	34.18% ↓
Working Hours	29.11% ↓	34.18% ↑	36.71% ↑
Total	31.27%	32.91%	35.82%

Health interview result by employee position

Final Outcome	Advisor	Assistant Manager	Customer Assistant	Manager	Operator	Supervisor	Total
Happy	25.71%	19.35%	39.13%	13.04%	36.36%	37.50%	27.85%
Neutral	42.86%	41.94%	21.74%	43.48%	36.36%	33.33%	37.34%
Unhappy	31.43%	38.71%	39.13%	43.48%	27.27%	29.17%	34.81%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

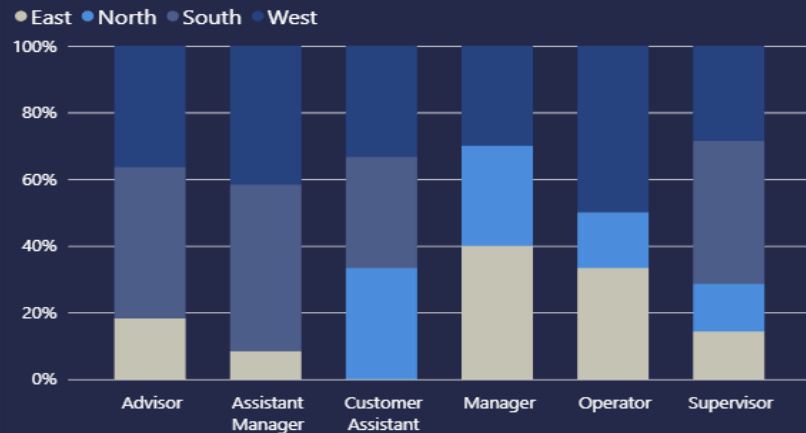
Neutral



Conclusion:

1. Not a single employee position that has more than 50% of happy outcome. This indicates new health policy is not so effective.
2. 3 employee positions that have the biggest negative impact are Manager (43.48% of unhappy employee, 43.48% of neutral employee) followed by Assistant Manager (38.71% of unhappy employee, 41.94% of neutral employee) and Advisor (31.43% of unhappy employee, 42.86% of neutral employee).
3. Most of unhappy Managers came from East (40%) and neutral Managers came from South (40%).
4. Most of unhappy Assistant Managers came from North (46.15%) and neutral Assistant Managers came from South (50%).
5. Most of unhappy Advisors came from North (33%) and South (33%) and neutral Advisors came from South (45.45%).

Unhappy



Solution:

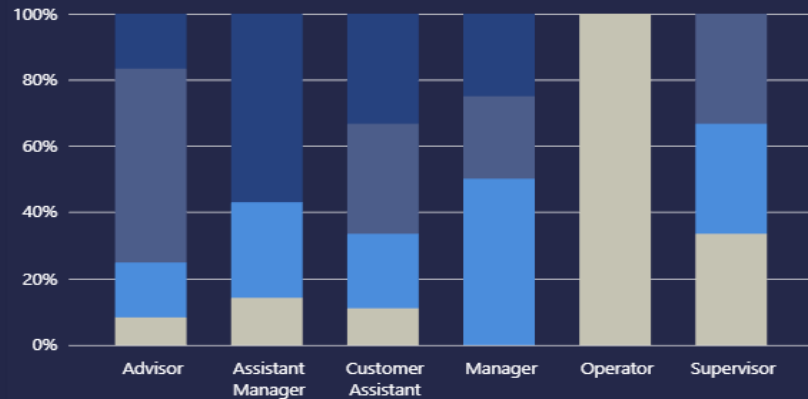
1. Change the new health policy.
2. Re-interview employee from Manager, Assistant Manager and Advisor position. Go deeper to find the main problem.
3. Pay more attention to South region because most of the unhappy employees come from there.

Pay policy interview result by employee position

Final Outcome	Advisor	Assistant Manager	Customer Assistant	Manager	Operator	Supervisor	Total
Happy	20.00%	38.71%	26.09%	43.48%	50.00%	29.17%	33.54%
Neutral	34.29%	22.58%	39.13%	17.39%	18.18%	25.00%	26.58%
Unhappy	45.71%	38.71%	34.78%	39.13%	31.82%	45.83%	39.87%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Neutral

● East ● North ● South ● West



Conclusion:

1. Operator position has happy outcome of 50%, this policy has pretty good positive impact on this position.
2. 3 employee position that has the biggest negative impact are Supervisor (45.83% of unhappy employee, 25.00% of neutral employee) followed by Advisor (45.71% of unhappy employee, 34.29% of neutral employee) and Customer Assistant (34.78% of unhappy employee, 39.13% of neutral employee)
3. Most of unhappy Supervisors came equally from all region except from east. Neutral Supervisors came from all region except from west.
4. Most of unhappy Advisor came equally from all region except from south that has only 6.25%. Biggest neutral Advisor came from South region with 58.33%
5. Most of unhappy Customer Assistant came from north (37.50%) and east (62.50%) and neutral Customer Assistant came from all region with biggest region from west and south

Unhappy

● East ● North ● South ● West



Solution:

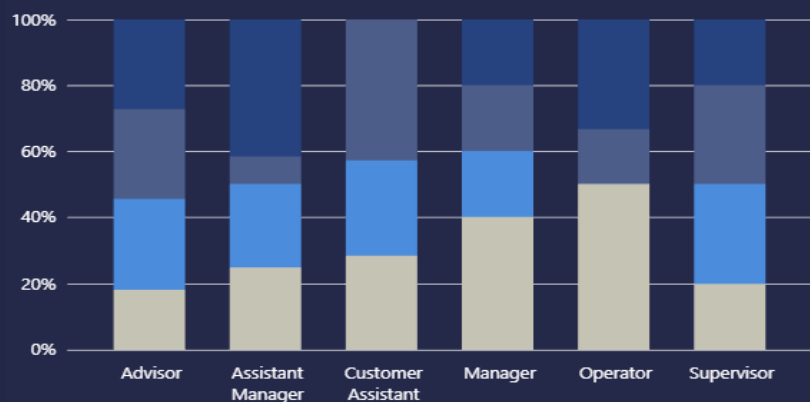
1. Only 2/6 of positions have happy outcome more than unhappy outcome, this new policy need to be changed.
2. Re-interview employee from Supervisors, Advisor and Customer Assistant position. Go deeper to find the main problem.
3. Pay more attention to east, north and south region.

Performance interview result by employee position

Final Outcome	Advisor	Assistant Manager	Customer Assistant	Manager	Operator	Supervisor	Total
Happy	40.00%	45.16%	34.78%	30.43%	13.64%	33.33%	34.18%
Neutral	31.43%	38.71%	30.43%	21.74%	27.27%	41.67%	32.28%
Unhappy	28.57%	16.13%	34.78%	47.83%	59.09%	25.00%	33.54%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Neutral

● East ● North ● South ● West

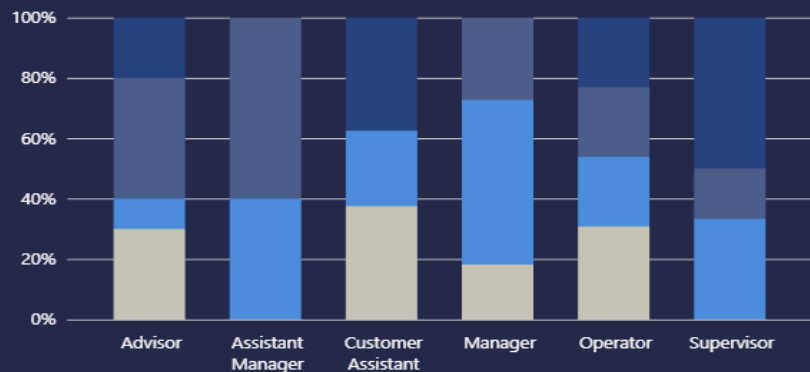


Conclusion:

1. Highest happy outcome are from Assistant Manager position.
2. 2 employee position that has the biggest negative impact are Operator (59.09% of unhappy employee, 27.27% of neutral employee) followed by Manager (47.83% of unhappy employee, 21.74% of neutral employee).
3. Most of unhappy Operators came equally from all region with east that has the biggest percentage which is 30.77%. Neutral Operators came from east, south and west. Most of them are from east which is 50%
4. Most of unhappy Manager came from north . while most of neutral Manager come from east.

Unhappy

● East ● North ● South ● West



Solution:

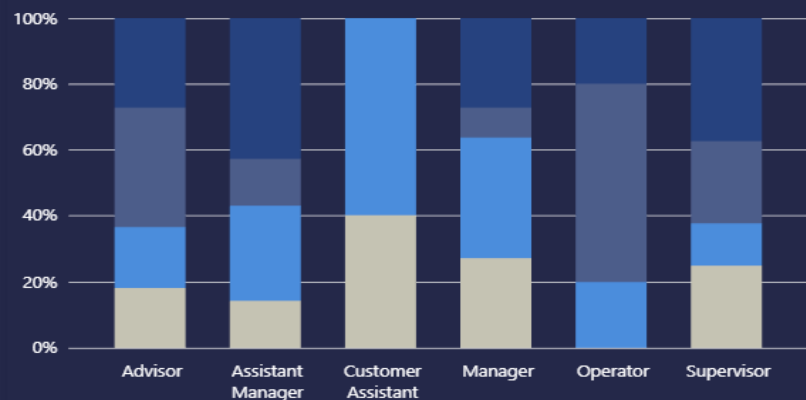
1. 4/6 of positions have happy outcome more than unhappy outcome, this new policy is good enough.
2. Re-interview employee from Operators because 59.0% of them are unhappy and only 13.64% are happy. If necessary, change this policy for only Operators. Do this with Manager position as well.

Safety interview result by employee position

Final Outcome	Advisor	Assistant Manager	Customer Assistant	Manager	Operator	Supervisor	Total
Happy	34.29%	22.58%	43.48%	17.39%	40.91%	33.33%	31.65%
Neutral	31.43%	45.16%	21.74%	47.83%	22.73%	33.33%	34.18%
Unhappy	34.29%	32.26%	34.78%	34.78%	36.36%	33.33%	34.18%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Neutral

● East ● North ● South ● West

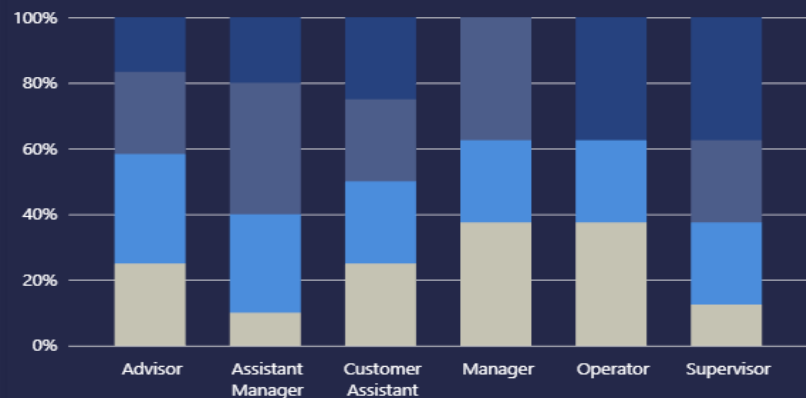


Conclusion:

1. Highest happy outcome are from Customer Assistant position.
2. 2 employee position that has the biggest negative impact are Manager (34.78% of unhappy employee, 47.83% of neutral employee) followed by Assistant Manager (32.26% of unhappy employee, 45.16% of neutral employee).
3. Most of unhappy Manager came equally from all region except from east. Neutral Managers came from all region with South being the lowest.
4. Most of unhappy Assistant Manager came from south while most of neutral Assistant Manager come from west.

Unhappy

● East ● North ● South ● West



Solution:

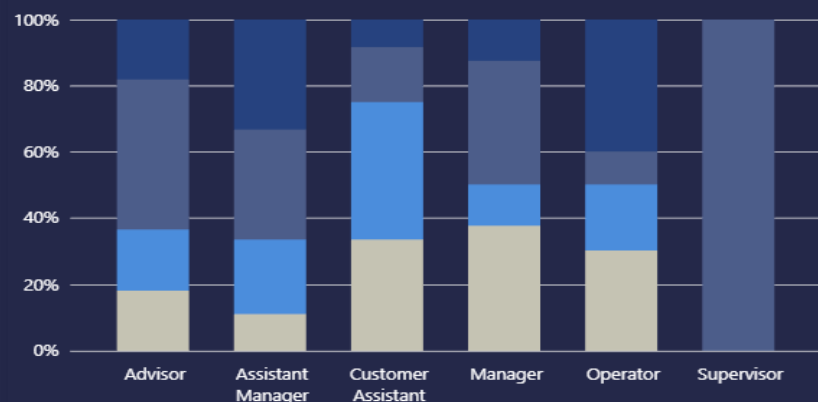
1. 4/6 of positions have happy outcome more than unhappy outcome, this new policy is good enough. While 2 of other position is high in neutral outcome.
2. Re-interview employee from Manager and Assistant Manager, because this 2 position has little happy outcome and has high neutral outcome. Find out why most of them voted neutral.

Working Hours interview result by employee position

Final Outcome	Advisor	Assistant Manager	Customer Assistant	Manager	Operator	Supervisor	Total
Happy	22.86%	38.71%	4.35%	34.78%	31.82%	41.67%	29.11%
Neutral	31.43%	29.03%	52.17%	34.78%	45.45%	16.67%	34.18%
Unhappy	45.71%	32.26%	43.48%	30.43%	22.73%	41.67%	36.71%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Neutral

● East ● North ● South ● West

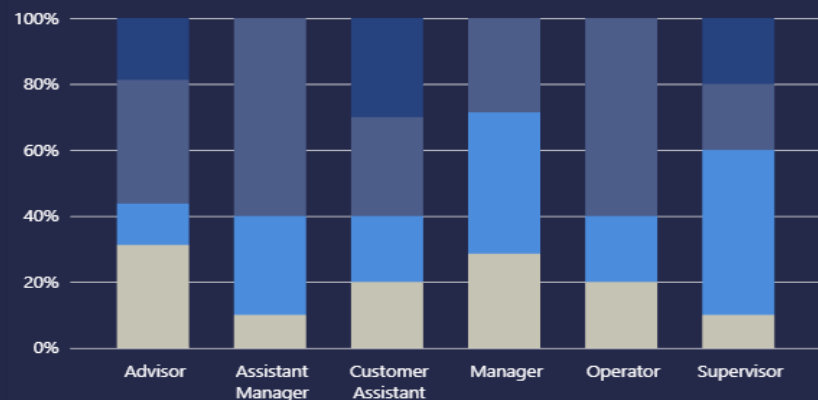


Conclusion:

1. Highest happy outcome are from Supervisor position.
2. 2 employee position that has the biggest negative impact are Customer Assistant (43.48% of unhappy employee, 52.17% of neutral employee) followed by Advisor (45.71% of unhappy employee, 31.43% of neutral employee).
3. Most of unhappy Customer Assistant came equally from all region. Neutral Customer Assistant also came from all region.
4. Most of unhappy Advisor came from north while most of neutral Advisor come from south.

Unhappy

● East ● North ● South ● West



Solution:

1. 4/6 of positions have happy outcome more than unhappy outcome, this new policy is good enough.
2. Customer Assistant has less than 5% of happy outcome, re-interview all employee from this position and change the policy is necessary.