INDONESIA HUMAN CAPITAL SUMMIT 2026 & BEYOND X IMPACTUM INSIGHTS

AI & Digitalisation in **HC Management**

IHCBS 2026 · Jakarta · 15–16 September 2026

ONE GML · GNIK · QuBisa Belajar Cerdas, Tumbuh Hebat · Kontan Berdayakan Ekonomi Indonesia

[SURVEY REPORT]

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323

of you answered.

Closed an hour ago.

And you are the first people to see this.

Indonesia 2026: AI & Digitalisation in HC Management
Survey report · IHCBS, 16 September 2026

[SURVEY RESULTS]

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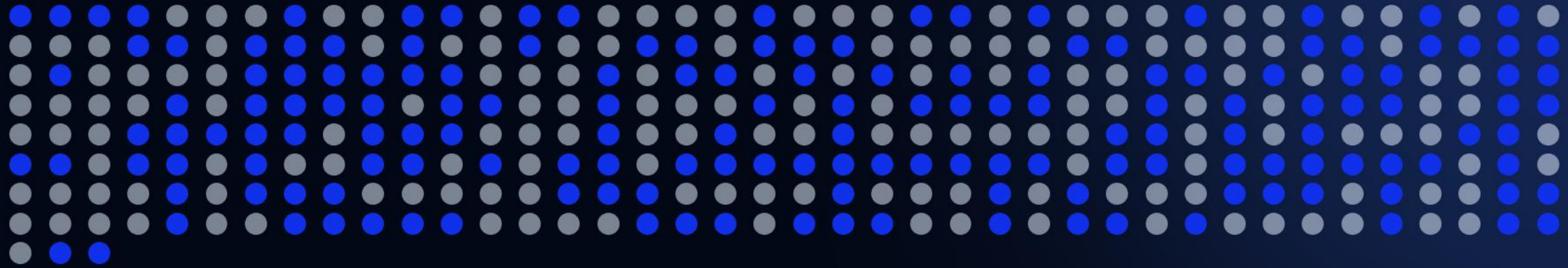
Closed at 11:15. On stage at 12:15.

323 of you, two questionnaires at random, two minutes each. One dot is one person.



In blue: your own use of AI at work.

In grey: your organisation's use of AI in HR.

Tuesday 15 September survey opens

Wednesday 11:15 survey closes

Wednesday 12:15 this stage

[SURVEY RESULTS]

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Adoption has moved fast. Readiness has not kept up.

The pattern is not **"AI versus people"**. It is rapid adoption colliding with a readiness gap.

73%

use AI at least weekly

90%

say AI improved their productivity

74%

of HR organizations are using, rolling out or piloting AI

56%

feel their organisation gives them enough AI training.

67%

expect their job to be reshaped or expanded in 2 years

[USE OF AI]

Nearly half use AI daily.

How often you personally use AI tools in your job.



2% have never used AI for work

The youngest are not the heaviest users.

36% of 18–24s use AI daily (n=39), against 54% of 35–44s (n=61).

HR-involved roles are further ahead.

52% of HR-involved delegates use AI daily (n=126), against 39% of those outside HR (n=49).

Base: 175 delegates randomly assigned the personal-use questionnaire. Q1. Percentages may not sum to 100 due to rounding.

AI – the thinking assistant

Tasks you currently use AI for in your own work. Select all that apply.

3.7 tasks per person, on average



Writing and editing — the task AI is best known for — ranks seventh of eight.

Base: 175 delegates on the personal-use questionnaire. Q3, multiple response. Bars scaled to 70%.

The fear is not job loss, is overreliance on AI.

Your biggest concerns about using AI at work. Select up to 3.



8th

of eight concerns.
Job loss ranks last.

Only 25 of 175 delegates put "jobs being lost or automated away" in their top three — fewer than half the number who fear losing their own critical thinking.

Base: 175 delegates on the personal-use questionnaire. Q6, multiple response. Bars scaled to 60%.

AI brings more value with training and guidelines.

What would help you get the most value from AI at work. Select up to 3.

49%
Hands-on training and workshops

48%
Clear company guidelines or policy on AI use

45%
Access to better or paid AI tools

44%
Time to learn and experiment

Examples of how others in my field use AI 29%

Support and encouragement from leadership 19%

- Not one of the 175 chose “nothing would help”.

Base: 175 delegates on the personal-use questionnaire. Q7, multiple response.

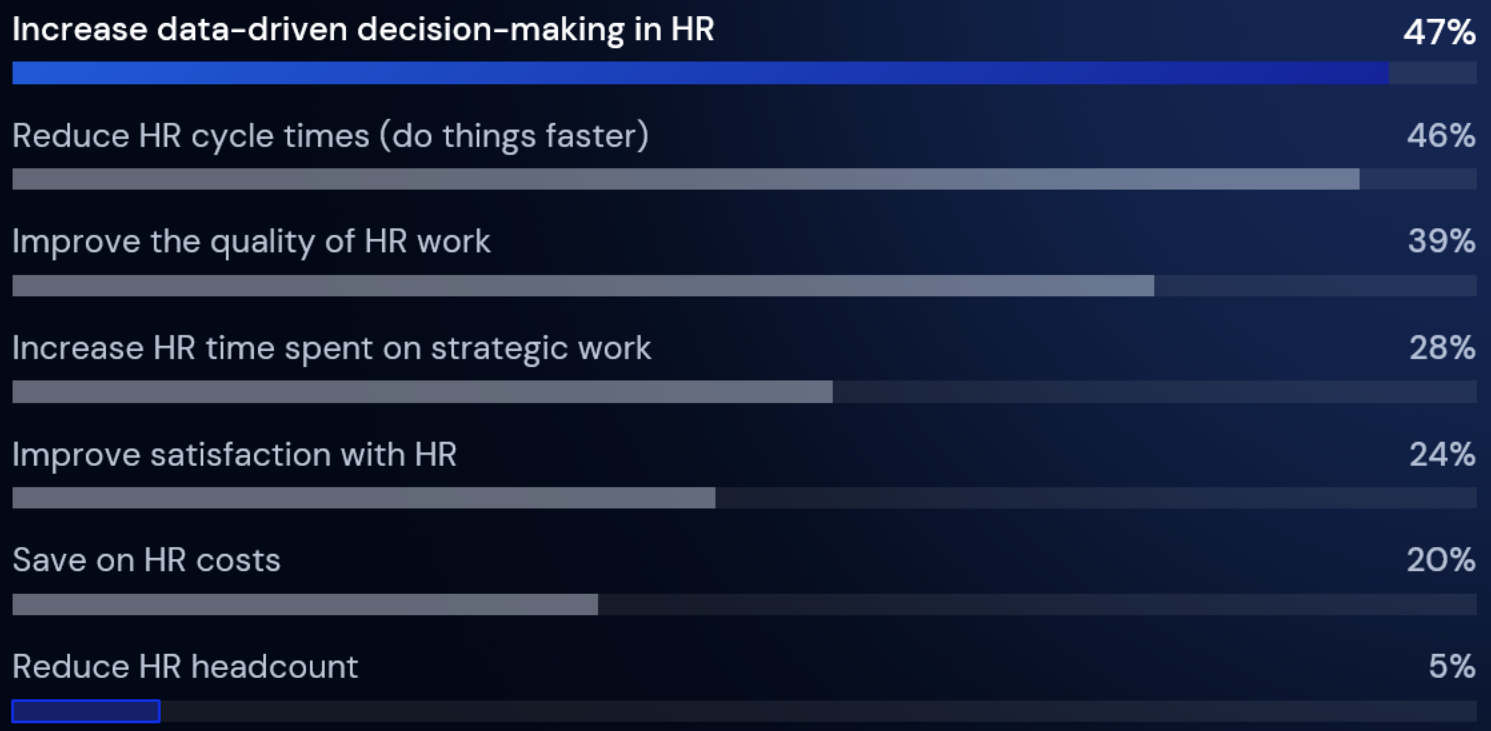
The company goal: better & faster decisions.

Top objectives your organization aims to achieve with AI in HR. Select up to 3.

47%

name making data-based decisions as a goal by using AI.

Second is optimization – doing things faster.



Only 3% report no clear objectives yet.

Base: 148 delegates on the organisational questionnaire. Q14, multiple response. Bars scaled to 50%.

Less AI rejection in the evaluation process

Two questions, asked of the two halves of the room.

YOUR ORGANISATION

43%

use or plan to use AI to screen and shortlist CVs and candidates.

The most common AI application in talent acquisition.

YOU

47%

would be comfortable if AI screened their own job application.

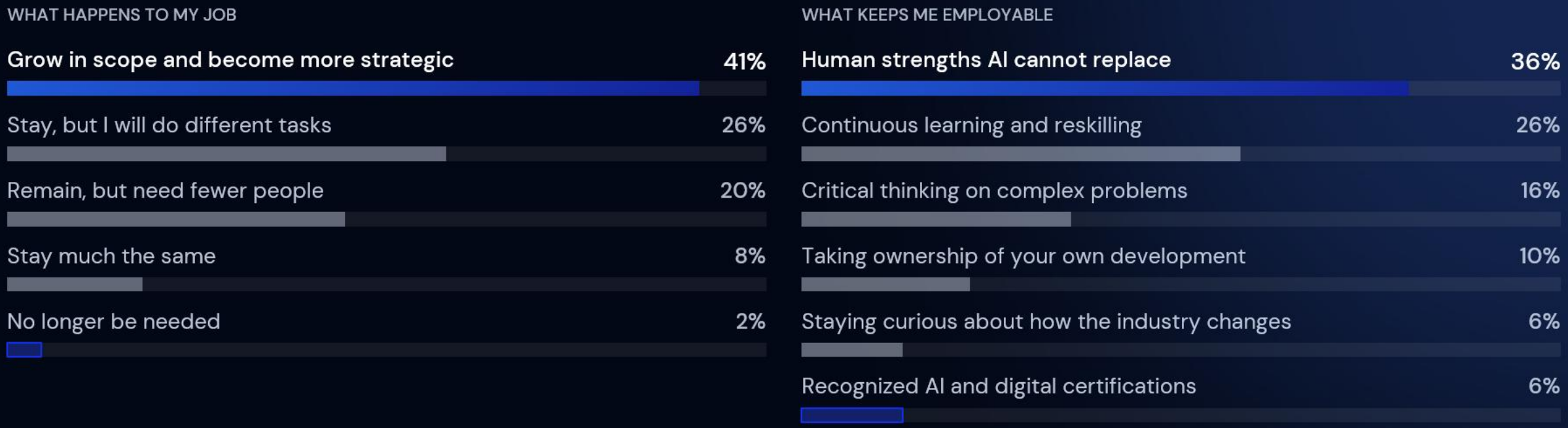
24% would not. 29% neither agree nor disagree.

- **Screening and matching candidates ranks 7th of 8 future opportunities for AI in HR.** Chosen by 23%.

Left: Q10, base 148 on the organisational questionnaire. Right: Q5, base 171 who have used AI at work. Bottom: Q15, base 148.

The job changes and human skills are valued.

Asked of everyone — all 323 delegates, both questionnaires.



67% expect the job reshaped or expanded; 2% expect it to vanish. Human strengths outrank certificates six to one.

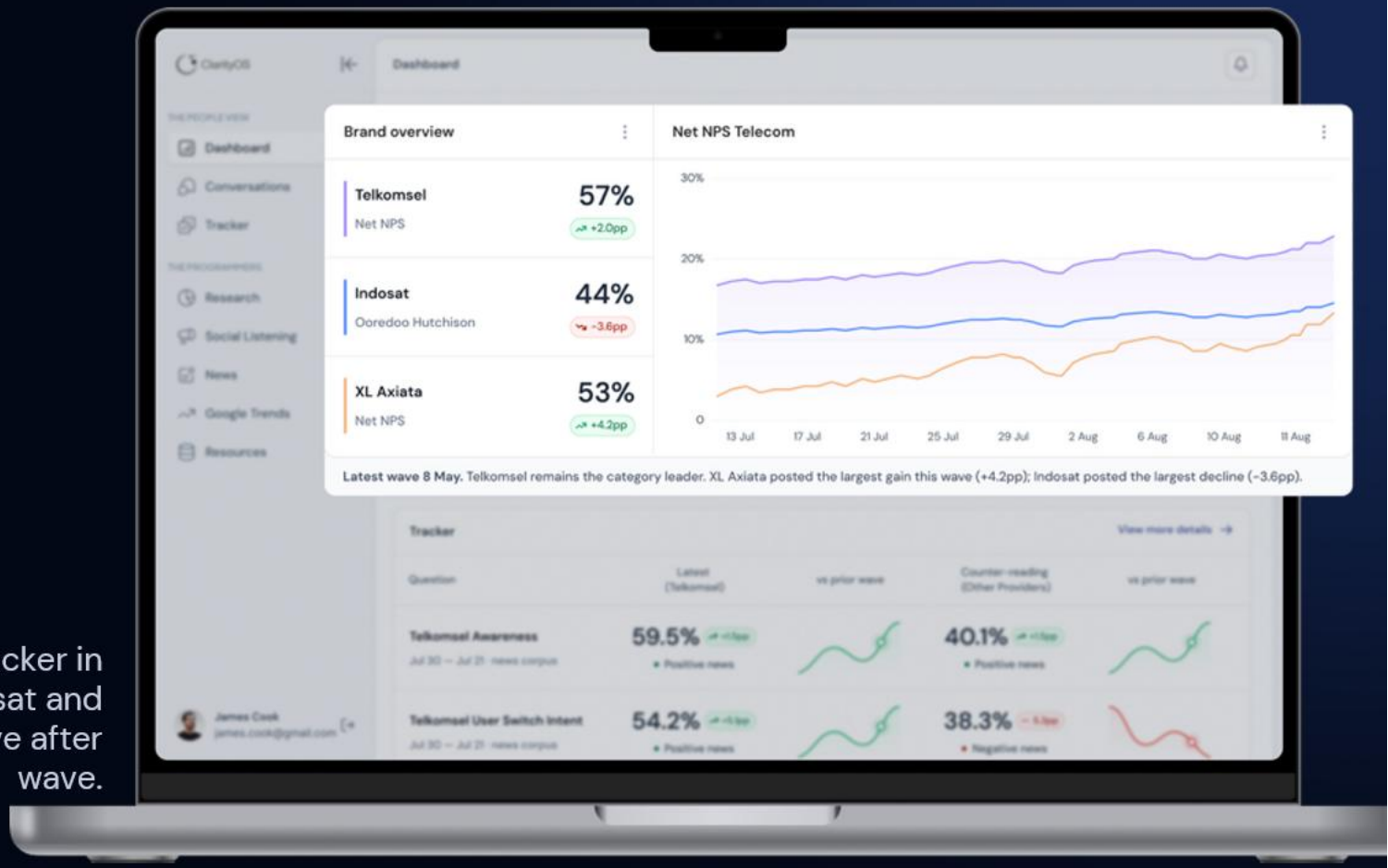
Base: 323. Q16 (left) excludes 3% who gave no answer; Q17 (right) excludes 2% answering "do not know". Bars scaled to 45%.

Seven years of asking Indonesians the right questions.

Banking, telecom and not only, measured every month. More than 20 bespoke studies/month.

7

years here, on our own respondent panel, run from Jakarta with local knowledge partners.



Example: The telecom tracker in ClarityOS: Telkomsel, Indosat and XL Axiata, every month, wave after wave.

[ABOUT US]

Eleven years of global intelligence

10K+

unique studies delivered since 2015

We work for governments, regulators, infrastructure operators, boards and investment funds.

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11+
years of fieldwork and learning

35+
markets

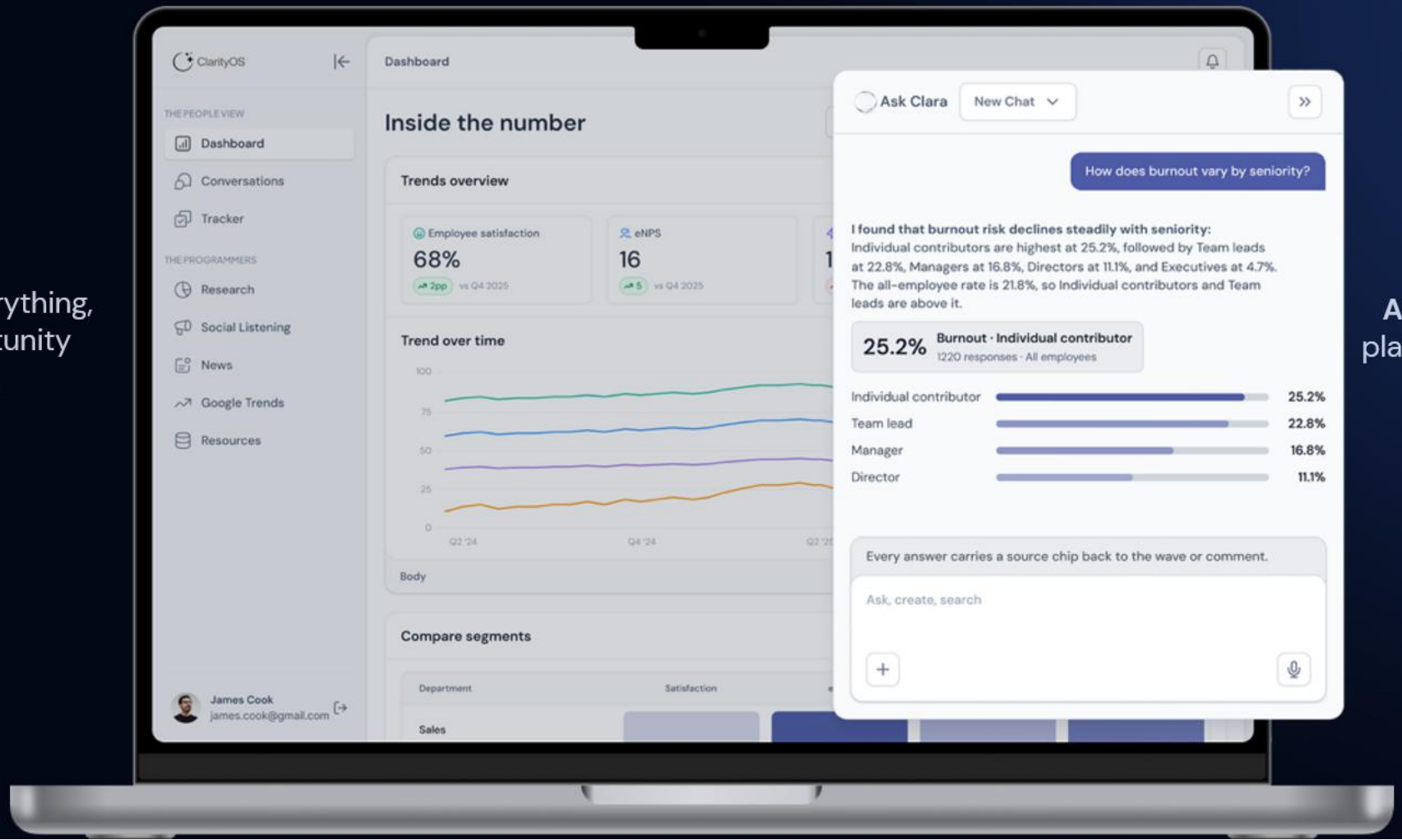
1M+
People that answered our questions

[CLARITYOS]

ClarityOS. AI for HUMAN resources.

Upload your employee list and ask your own people. Asking them costs nothing, so do it whenever and make them feel involved.

In the age of AI-everything, you have the opportunity for authentic clarity.



Ask Clara: a question in plain language, an answer with its sources.

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ABOUT IHCBS

Indonesia Human Capital & Beyond Summit (IHCBS) is a cross-sector movement for human capital transformation and national productivity. IHCBS brings together business and HR leaders, government, academics, industry experts, and key stakeholders in one strategic ecosystem.

More than a conference, IHCBS is where influential minds across sectors come together to exchange bold ideas, spark meaningful collaboration, and shape the future of Indonesia's people, organizations, and productivity. Through inspiring speakers, thought-provoking discussions, and strategic connections, IHCBS addresses the opportunities and challenges shaping Indonesia's workforce and business landscape.

By connecting people, ideas, industries, and sectors, IHCBS aims to turn knowledge into action and drive collective transformation toward a more productive, adaptive, and future-ready Indonesia.







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Terima kasih.