

Nomination: 19144

Lianawaty Suwono, BCA's Thoughtful & Innovative Woman Director

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Entry Title Lianawaty Suwono, BCA's Thoughtful & Innovative Woman Director
Category X01 - X09 - Individual Professionals > X04. Most Innovative HR Executive of the Year
Submission Format An Essay of up to 625 Words

Essay

BCA is Indonesia's largest private with roughly 26.500 employees, 1.258 branch offices across the country, nearly 38 million customers and processes approximately 82 million transactions daily. With this large number of employees and customers, BCA perceives leadership important to achieve its vision "to be the bank of choice and a major pillar of Indonesian economy." Simply put, leadership culture is linked to BCA's success and achievements, including the leaders' characters. Growing such characters is associated with developing human resources and in this realm, Lianawaty Suwono, has remarkable achievements.

Lianawaty Suwono, or "Ibu Liana", was a Business Information Computing System graduate. She started her career in BCA as a Management Trainee, her first placement was in IT Division, then she was assigned to Human Resource Division (Learning & Development & Human Capital). Afterwards, she progressed to supervisor, vice president (VP), executive vice president (EVP) and now as the Director of Human Capital & Compliance.

Throughout her career trajectories, she has made some culture-breakthroughs, such as:

- Creating a value-based culture called THE BCA WAY (Customer Focus, Integrity, Teamwork, Continuous Pursuit of Excellence) as a robust foundation and legacy for existing and future employees
- Embracing innovation culture through digital transformation to stay relevant in today's fast-paced industry landscape (e.g. BCA Innovation Award, Mega Quiz Banker Challenge event)
- Eradicating 'individualism' silos by cultivating the ONE BCA (the unity of BCA people) and SENADA campaigns (Loyal, Nurturing, Accompanying)

Moreover, one of the biggest and most recent projects is called BCA Leader+. It is a campaign to cultivate core qualities or values that all leaders and expected leaders in BCA must have. It stands for:

B-Becoming a role model,

C-Collaboration & personal appreciation,

A-Agility & Responsiveness

L-Looking forward with a meaningful goal,

E-Empathy & persuasiveness,

A-Always humble & serve others,

D-Drive & persistence yet patience,

E-Enhance learning agility & invest in yourself,

R-Reliable on growing people, and

(+)Extra mile.

Initiated in 2021, the idea of BCA Leader+ emerged from Lianawaty's concerns:

- BCA set zero growth of recruitment during the Asian Crisis in 1997–2008 which led to age and leadership competency gaps between the seniors and juniors. If not tackled, it will challenge the leadership ladder in the next five years. Thus, there should be an initiative in accelerating knowledge transfer and maintaining the leadership culture.
- During the pandemic era, leaders and their subordinates worked separately due to the work-from-home scheme. This has made the juniors hardly learn leadership directly from their leaders.
- BCA supports the leadership culture, compared to most other companies which only support organizational culture.

These three reasons background the making of BCA Leader+ to maintain the foundations of excellent leadership from the past while fostering the development of successful leadership for the future.

BCA Leader+ is encapsulated in a form of leader-sharing and Lianawaty oversaw several agenda items, such as analyzing leader training materials, conceptualizing campaign videos, orienting leaders at the head and branch offices, and conducting socialization to all the EVPs in BCA. These are carried out to ensure the campaign reaches the targets, ensuring widespread exposure for BCA Leader+. All leader sharing sessions were attended at a 100% rate. This shows that all BCA leaders have comprehensively shared the core values of BCA Leader+ with their subordinates.

As a director BCA, Lianawaty's performance has been recognized internationally and nationally. Some of them are:

- Infobank - Top 100 Outstanding Women Recognition 2023
- Top Human Capital Awards 2023 - The Most Committed Top Leader Human Capital
- Indonesia Human Capital Award 2023 - The Best Lifetime Achievement Human Capital Director (Platinum)
- Indonesia Most Powerful Woman Business Leader - Most Extraordinary Women Business Leader 2023

Understands that financial industry in Indonesia is very competitive, Lianawaty is fully aware that people and leadership are the major key that makes BCA as one of the most successful banks in maintaining their service culture.

For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements since July 1 2021, **OR** a video of up to five (5) minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

Credits

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Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

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