

Review of the Training Room "The Role of Training Management Personnel"

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Abstract

In the context of human resources development (HRD), the role of training management personnel is crucial in ensuring the effectiveness and success of training programs [1]. This article aims to delve deeper into the roles and characteristics of the four main groups of training management personnel: instructors, educators, educational staff, and other personnel. Instructors, as the frontline in the teaching and learning process, play a crucial role in delivering content and facilitating learning. They not only possess adequate technical expertise in their respective fields but also have good communication skills to deliver information in an engaging and meaningful way to training participants. Educators, often integral parts of the teaching team, are responsible for curriculum planning, development, and management. They design effective learning strategies, develop relevant evaluation tools, and are responsible for continuous monitoring and improvement of training programs. Educational staff, on the other hand, are responsible for the administrative and operational management of training programs. They plan and organize training activities, manage facilities and available resources, and ensure that all administrative aspects run smoothly to support the smooth implementation of programs. In addition to these three main groups of training management personnel, there are also other personnel who support the implementation of training programs. This includes administrative staff handling general administration, technicians responsible for facility maintenance, and other facilitators who assist in the implementation of training activities. Through a deeper understanding of the roles and characteristics of each group of training management personnel, it is hoped that training institutions can improve the overall effectiveness, efficiency, and quality of the programs they offer, thereby making significant contributions to HRD and organizational quality improvement [4].

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1. INTRODUCTION

In the era of globalization and rapid technological transformation, the success of an organization is no longer solely determined by the financial resources or infrastructure it has. More than that, the sustainability and progress of an organization currently depends greatly on the quality and skills of its human resources (HR) [1]. Therefore, HR development has become a top priority for many organizations that want to remain competitive and develop in an increasingly competitive market [5]. The development of information and communication technology, economic globalization, and changes in market dynamics have changed the business landscape drastically [4]. Organizations must adapt quickly to these changes, and the key to success is having human resources that are competent, innovative, and responsive to change [2]. In this context, HR development is not only about improving technical skills, but also about developing leadership, adaptability and critical thinking abilities [3]. In an era filled with uncertainty and

complexity, organizations need to have human resources who can think creatively, face new challenges, and create innovative solutions [6]. This is why HR training and development is becoming increasingly important. Organizations must invest in the development of their employees in order to face increasing competition and take advantage of emerging opportunities in the global market [1].

In this context, training and development programs have a very important role [7]. These programs not only help in improving employees' technical skills and knowledge, but also contribute to the development of desired organizational attitudes, values and culture. However, the success of a training program is not only determined by its good design or the material presented, but also by the quality of the management staff who organize it.

Training management staff, consisting of various groups including widyaiswara, teaching staff, education staff, and other staff, play a crucial role in organizing effective and quality training programs. They are not only responsible for planning and arranging programs that are relevant to the needs of the organization, but must also be able to manage the implementation of the program well, ensure active participation of participants, and evaluate the impact of the program.

Even though their role is so important, the role and characteristics of training managers often have not received sufficient attention in the literature on human resource development. Therefore, this article aims to investigate in more depth the roles and characteristics of the four main groups of education and training management staff: widyaiswara, teaching staff, educational staff, and other staff.

By understanding more deeply the roles and contributions of each group of training management personnel, it is hoped that this article can provide valuable insight for HR practitioners, managers and other stakeholders in the organization. Apart from that, this article can also be a basis for further development in the field of training management and HR development.

2. RESEARCH METHOD

This research summarizes researchers' efforts to explore in depth the role and characteristics of training management staff in the context of human resource development (HR). A qualitative approach was chosen deliberately because it provides space for researchers to absorb and understand the complex nuances of training management, which include the motivation, perceptions and subjective experiences of training management staff.

This approach is rooted in the need for a deeper understanding of how effective training management practices contribute to human resource development and organizational success. Qualitative methods allow researchers to explore and analyze the role of education and training managers holistically, taking into account the context and complexity in which these practices are carried out.

In the data collection process, the main technique used was in-depth interviews. These interviews were conducted carefully and systematically with a number of training management staff who were deliberately selected from various backgrounds and experiences in the field of training. The main objective of the interview is to gain an in-depth understanding of their roles and responsibilities, training program development strategies, as well as the challenges and best practices they face in training management.

In addition to interviews, data collection also involved a comprehensive literature review. This literature review covers the latest research on HR development, theories related to training management, and empirical research on best practices in related

industries. References from academic and practical sources are used to support the analysis and interpretation of the data, providing a solid basis for the conclusions resulting from the research.

3. RESULTS AND DISCUSSION

Training management staff, including widyaiswara, teaching staff, educational staff, and other staff, have various roles in organizing training programs. Interviews revealed that they are responsible for designing, managing, and evaluating training programs, as well as ensuring that they meet the needs of the organization and participants.

Widyaiswara, is an instructor or teacher in the training program. Their role is to deliver learning material to training participants using effective methods, facilitating discussions and interactions, and guiding participants in understanding and applying the concepts taught. Educators are an integral part of the teaching team who are responsible for planning, developing and managing the curriculum. They design effective learning strategies, develop relevant evaluation tools, and are responsible for monitoring and continuously improving training programs. Education staff are responsible for the administrative and operational management of the training program. Their role includes planning and organizing training activities, managing available facilities and resources, as well as ensuring that all administrative aspects run smoothly to support the smooth implementation of the program. Other Personnel, this group includes various supporting roles in implementing training programs. This may include administrative officers who handle general administration, technicians who are responsible for facility maintenance, as well as other facilitators who assist in the implementation of training activities. Their roles vary depending on the needs and context of the training program being conducted.

Respondents also identified a number of challenges and obstacles faced in managing training programs, including budget constraints, lack of management support, and changes in labor market needs. These challenges highlight the importance of flexibility and adaptability in designing and implementing training programs. Despite the challenges, respondents also shared best practices in managing training programs. This includes a collaborative approach to curriculum design, the use of technology to improve program accessibility and effectiveness, and the development of collaborative networks with external stakeholders.

Discussion of these findings highlights the importance of the role of training management staff in supporting human resource development and overall organizational success. Their role in designing relevant training programs, managing program operations, and evaluating the impact of the program is crucial to achieving sustainable human resource development goals.

In this context, the challenges and obstacles faced by training management staff indicate the need for greater support from management and other stakeholders in the organization. Additionally, the identified best practices can serve as a source of inspiration for other organizations in improving the effectiveness of their training programs. Thus, the results and discussion of this research provide a significant contribution to the understanding of the role and contribution of training management staff in human resource development and overall organizational success.

4. CONCLUSION

The conclusion of this research is that training management staff, consisting of widyaiswara, teaching staff, educational staff, and other staff, have a vital role in organizing training programs. They are not only responsible for the design, management, and evaluation of training programs, but also ensure that the programs meet the needs of

the organization and participants. Their role is not limited to technical aspects alone, but also includes managing administrative aspects, developing innovation, and creating a conducive learning environment. Even though they are faced with challenges such as budget constraints and lack of management support, training administrators also share best practices in managing training programs. This includes the use of a collaborative approach in designing the curriculum, the use of technology to increase program accessibility and effectiveness, and the development of collaborative networks with external stakeholders.

Discussion of these findings highlights the importance of the role of training management staff in supporting human resource (HR) development and overall organizational success. Greater buy-in from management and identified best practices could provide incentives for other organizations to improve the effectiveness of their training programs. Therefore, this research provides a substantial contribution to the understanding of the role and contribution of training managers in human resource development and organizational success.

However, the role of training management staff often does not receive sufficient attention in the literature on human resource development. Therefore, this conclusion emphasizes the need for greater attention to training management personnel and joint efforts to strengthen best practices in managing training programs. This includes increasing investment in training and development of education and training management personnel, establishing supportive policies, and strengthening cooperation between organizations to share experiences and resources.

Thus, this conclusion emphasizes the importance of effective human resource management in achieving organizational goals amidst increasingly complex market dynamics and increasingly fierce competition. Only through strong support for training management personnel and continued investment in human resource development can organizations ensure their long-term survival and success in this ever-changing era.

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