

TRAINING IMPROVEMENTS: A TRAINERS' PERSPECTIVES

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ABSTRACT

Making an effective training improvement is vital for the long-term success of Suan Sunandha Rajabhat University. Good training helps to increase productivity and save time at the same time. The modern training programs need to be improved at least in the perspective of the trainers themselves. It is imperative that Information Technology Office of Suan Sunandha Rajabhat University to overhaul their training programs effectively to achieve the international standard. To be successful in terms of effective new training programs, the university needs to invest in people, skills, knowledge. The objectives of this study were to investigate training improvement from the perspectives of trainers and how to create suitable of assessment process. By utilizing qualitative research technique, a total of 15 trainers who were in computer labs in various departments of university at the second quarter of the year 2018 was subjected to an in-depth interviewed. Data collection was performed to gain their feedback, opinions, and suggestions. An in-depth interview was conducted to gain more in-sight information from these 15 trainers. The findings of this study revealed that the majority of trainers pointed out that assessment process was the weakness of the training programs and modern facilities and equipment was the strength of the training programs. It required the real reengineering process of assessment to achieve better results in the areas of topics, elements, performance criteria. Suggestions from this study included emphasize that training should be viewed as investment of human capital, training should focus on what employees' need to increase their productivity, management level should encourage the training as one of the most important corporate culture, and finally there should be flexible training options.

Keyword: Computer Labs, Trainers, Information Technology, Performance Criteria

Introduction

Effective training programs are major considerations in developing the proficiency of the students, staff, and faculty members to enhance their skills and knowledge of information technology needed for their respective fields of specialization. Making effective training programs as requirements for students to enhance their vital knowledge and skills is very important for the university to improve the proper standard academic knowledge and skills as well as to improve students' confidence and competence. Satisfaction of students who were in the training programs is considered as the key element of success for any higher education organizations. The measurement of student satisfaction can be used as one of the best tools to help the higher organizations to use the feedback, comments, and suggestions to identify the strengths and weaknesses and used for the improvement. Since students are the main recipients of the effective training programs, the focus of this study should be students of Suan Sunandha Rajabhat University.

It is imperative for Suan Sunandha Rajabhat University to offer effective training improvement since it is vital for both short-term and the long-term of academic and management success of Suan Sunandha Rajabhat University. It is widely accepted that effective training programs can be the key of success by way of increasing productivity and saving costs and time at the same time. The modern training programs of higher education organizations need to be developed and improved by using the feedback and perspectives of students together with the perspectives of the trainers themselves. Therefore, it is necessary for Information Technology Office of Suan Sunandha Rajabhat University to overhaul their training programs effectively to achieve the high quality of the international standard. To be

successful in terms of effective new training programs, the university needs to invest in people, skills, knowledge. Hence, the researcher is interested in studying and investigating the effective training programs of computer labs of Suan Sunandha Rajabhat University.

Research Methodology

This study aimed to understand the training improvement from the trainer's perspective. The purposes of this study were to study and investigate training improvement from the perspectives of trainers and how to create suitable of assessment process. In order to gain the better understanding of this topics, it is important to utilizing qualitative research technique. By using this qualitative research method, a total of 15 trainers who were working in computer labs in various departments of Suan Sunandha Rajabhat University at the second quarter of the year 2018 was subjected to an in-depth interviewed. Data collection and discussion was performed in order to obtain their insightful information, real feedback, depth opinions, and useful suggestions. Moreover, an in-depth interview was conducted to obtain more useful information and in-sight information from the selected 15 trainers from computer labs in main campus of Suan Sunandha Rajabhat University.

There are ten important research questions that are very useful to identify the level of satisfaction of the trainers. The trainers will be asked in detail by using in-depth interview method to elicit their answers, comments, and any suggestion that may help to improve the quality of effective training programs in the campus of Suan Sunandha Rajabhat University, Bangkok, Thailand.

1. Are there enough number of computers for the number of users in the training rooms?
2. Is the ventilation in the facilities comfortable for the students?
3. Are the programs in the computer system updated?
4. Is the quality of equipment and apparatuses provided by the facility sufficiency?
5. Is the quantity of equipment and apparatuses provided by the facility sufficiency?
6. Is the amount of time for use in each student good enough?
7. Do students get enough time and frequency in using the computer labs?
8. Do the training topics give the useful experience for future occupation?
9. Do the assessment of students effective?
10. Do the students satisfy with the overall training programs?

Findings

The answers obtained from the ten important questions can be reported as the following. Are there enough number of computers for the number of users in the training rooms? The majority of the respondents from the focus group confirmed that there are more than enough number of computer for users in the training rooms. Is the ventilation in the facilities comfortable for the students? The majority of the respondents from the focus group had checked and confirmed that the ventilation was properly installed in the facilities and comfortable for the students. Are the programs in the computer system updated? The majority of the respondents from the focus group had updated the programs in the computer system every fiscal year. Is the quality of equipment and apparatuses provided by the facility sufficiency? The majority of the respondents from the focus group had checked and confirm that the quality of equipment and apparatuses provided by the facility sufficiency and been

updated every year. Is the quantity of equipment and apparatuses provided by the facility sufficiency? The majority of the respondents from the focus group had checked and confirmed that the quantity of equipment and apparatuses provided by the facility sufficiency. Is the amount of time for use in each student good enough? The majority of the respondents from the focus group answered that each student can use the computer labs from 9 AM to 16: 00 PM from Monday to Friday. Do students get enough time and frequency in using the computer labs? The majority of the respondents from the focus group insisted that the table and schedule provided enough time and frequency in using the computer labs. Do the training topics give the useful experience for future occupation? The majority of the respondents from the focus group had provided the training topics that gave the useful experiences for future occupation according to the guidelines of the ministry of education. Do the assessment of students effective? The majority of the respondents from the focus group had a meeting and discussed about the assessment and confirmed that it needed to be up-to-dated in order to be more effective. Do the students satisfy with the overall training programs? The majority of the respondents from the focus group confirmed from the regular survey of the computer labs and reported the majority of students had a high level of satisfaction.

Moreover, the results of this investigation can also be reported that the majority of trainers pointed out that assessment process may be needed to be updated and should not be the weakness of the training programs. On the other hand, modern facilities and equipment was the strength of the training programs. The trainer agreed that it is necessary for the computer labs to consider the real reengineering process of assessment to achieve better results in the areas of topics, elements, performance criteria. Important suggestions from the focus groups included it was important to emphasize that training should be viewed as the real investment of human resources of the university, the topics of training should focus on what employees' need to enhance their knowledge and skills together with high productivity, Finally, the management level should make the training programs to be a vital part of corporate culture

Acknowledgement

I would like to thank Institution of Research and Development, Suan Sunandha Rajabhat University for their financial support. The big thanks also go to the respondents of this survey for their time and their kind sharing of knowledge, experience, and comments. Also, my appreciation goes to Asst. Prof. Dr. Kevin Wongleedee, Director of Institute of Lifelong Learning Promotion and Creativity, for his proof reading of this manuscript.

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