

# DEVELOPING TRAINING PROGRAMS TO ENHANCE WORK EFFICIENCY OF PERSONEL AT SUAN SUNANDHA RAJABHAT UNIVERSITY

**Busara Srikanok, Somsak Klaysung**

*Suan Sunandha Rajabhat University, 1-U-Thong Nok, Dusit, Bangkok, Thailand,*

*E-Mail: Busara.sr@ssru.ac.th, Somsak.kl@ssru.ac.th*

## ABSTRACT

Abstract— In the dynamic landscape of higher education, the efficiency and effectiveness of personnel are critical for the sustainable success of academic institutions. This study focuses on the development and implementation of targeted training programs at Suan Sunandha Rajabhat University, aimed at augmenting the work efficiency of its personnel. Employing a comprehensive mixed-methods approach, the research integrates quantitative assessments and qualitative insights to discern the impact of the training interventions. Quantitative assessments reveal a substantial enhancement in participants' knowledge and skills, indicating the success of the tailored training interventions. Concurrently, performance metrics analysis illustrates positive trends in efficiency indicators across diverse departments, underlining the practical applicability of the training content. Qualitative exploration, conducted through interviews and focus group discussions, provides nuanced perspectives on the perceived impact of the training. Participants express heightened confidence in applying newfound skills, fostering improved team dynamics, and contributing to a positive organizational culture. The findings serve as a valuable resource for academic administrators, instructional designers, and policymakers seeking to cultivate a culture of continuous improvement and excellence in university administration.

Keywords— Personel, Training Programs, University, Work Efficiency

## INTRODUCTION

As universities grapple with the challenges posed by technological advancements, changing educational paradigms, and the demand for increased productivity, the need for targeted training programs becomes paramount. The aim of this research is to identify specific areas within the university's administrative framework where training interventions can lead to tangible improvements in work efficiency. By understanding the unique challenges faced by personnel and leveraging innovative training methodologies, Suan Sunandha Rajabhat University can empower its workforce to adapt and thrive in the evolving landscape of higher education administration.

Suan Sunandha Rajabhat University, a distinguished institution with a rich legacy in education, stands as a beacon of academic excellence in Thailand. In its pursuit of continuous improvement, the university recognizes the pivotal role played by its personnel in maintaining operational efficiency and contributing to the realization of its academic and administrative objectives. Against the backdrop of a rapidly evolving higher education landscape, characterized by technological advancements, changing educational methodologies, and increasing demands for productivity, the university finds itself at the intersection of tradition and innovation.

Efficient administrative processes are integral to the smooth functioning of any academic institution, and Suan Sunandha Rajabhat University is no exception. The personnel, encompassing a diverse array of roles across various departments, form the backbone of the university's daily operations. To adapt to the contemporary demands of higher education administration, it becomes imperative to assess and enhance the work efficiency of the personnel (Gridwichai, 2022).

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University can empower its workforce to adapt and thrive in the evolving landscape of higher education administration.

This study embarks on an exploration of the current state of work efficiency among personnel, seeking to uncover existing strengths and areas for improvement. Through a comprehensive analysis, the research endeavors to design training programs that align with the university's strategic goals and foster a culture of continuous improvement. The ultimate goal is to equip personnel with the skills, knowledge, and mindset necessary to navigate the complexities of their roles effectively, ensuring the sustained success and vibrancy of Suan Sunandha Rajabhat University in the years to come.

## OBJECTIVES

The study aims to develop tailored training programs that not only bridge existing skill gaps among personnel at Suan Sunandha Rajabhat University but also contribute to a more efficient, skilled, and adaptable workforce in alignment with the university's mission and objectives. The objectives of the study are as follows:

1. Identify the preferred learning styles and preferences of personnel, considering factors such as online training modules, workshops, seminars, or hands-on training sessions to optimize engagement and effectiveness.
2. Implement pilot training programs within select departments or teams to test the effectiveness of the developed modules, gather feedback, and make necessary adjustments before full-scale implementation.
3. Monitor and measure the impact of the training programs on the work efficiency of personnel, utilizing key performance indicators, feedback surveys, and performance assessments.

## LITERATURE REVIEWS

In the ever-evolving landscape of higher education administration, the imperative to enhance the work efficiency of personnel is crucial for the sustained success of academic institutions. This literature review delves into key insights from the past two decades, exploring relevant literature on developing training programs to optimize the work efficiency of personnel, specifically within the context of Suan Sunandha Rajabhat University.

### *Identification of Training Needs:*

Research underscores the importance of systematically identifying training needs to address specific skill gaps and enhance work efficiency (Salas, Tannenbaum, Kraiger, & Smith-Jentsch, 2012). Research indicates that identifying and addressing specific training needs are essential for improving work efficiency (Noe, 2013). Understanding the unique challenges faced by personnel at Suan Sunandha Rajabhat University is foundational to designing effective training programs.

### *Technology Integration and Digital Literacy:*

With the integration of technology into higher education administration, training programs should address digital literacy and proficiency. A study by Russell et al. (2017) emphasizes the role of technology in improving administrative efficiency. Given the contemporary nature of administrative tasks, training programs must address the integration of technology. Research by Ertmer et al. (2012) emphasizes the significance of digital literacy in improving work efficiency within educational contexts.

### *Role-Specific Training for Administrative Efficiency:*

The literature suggests that effective training programs should be role-specific, addressing the unique demands of various administrative positions (Kirkman & Shapiro, 2001). Baldwin and Ford (2018) further support this approach, emphasizing the importance of job-specific training interventions.

### *Continuous Learning and Improvement:*

Continuous learning is crucial for adapting to evolving administrative demands. Studies suggest that fostering a culture of continuous improvement enhances overall organizational effectiveness (Dixon, 2018). This aligns with the objective of enhancing work efficiency at Suan Sunandha Rajabhat University.

### *Employee Engagement and Motivation:*

The engagement and motivation of personnel are linked to their efficiency and performance. Harter et al. (2002) demonstrate the significant impact of employee engagement on organizational success, emphasizing the need for motivational components in training programs.

### *Cultural Context and Organizational Effectiveness:*

The cultural context of Suan Sunandha Rajabhat University is crucial in designing effective training programs. Studies by Russell et al. (2017) and Kirkman and Shapiro (2001) highlight the importance of aligning training initiatives with organizational culture for optimal effectiveness.

In conclusion, the literature review underscores the multifaceted nature of developing training programs to enhance the work efficiency of personnel at Suan Sunandha Rajabhat University. Addressing role-specific needs, integrating technology, and fostering a culture of continuous learning emerge as key considerations in the design and implementation of effective training initiatives. The insights gained from these studies will inform the subsequent development of targeted training programs to fortify the administrative capabilities of personnel at the university.

## METHODS

This research methodology provides a structured and rigorous approach to the development and implementation of training programs at Suan Sunandha Rajabhat University. The combination of qualitative and quantitative methods, stakeholder engagement, and ethical considerations ensures the generation of meaningful insights to enhance the work efficiency of university personnel.

### *Sample Selection*

Inclusive representation from various departments and roles. Key stakeholders, including administrators, department heads, and personnel. Sufficiently large and diverse sample to ensure representative insights. Stratified sampling to cover different departments and roles.

### *Data Collection:*

#### *Qualitative Data Collection:*

a. Surveys and Interviews: Identify specific training needs and challenges. Gather qualitative insights on expectations and perceived areas for improvement.

b. Stakeholder Consultation: Conduct focus group discussions to understand diverse perspectives. One-on-one interviews with administrators and department heads.

#### *Quantitative Data Collection:*

a. Surveys: Pre- and post-training surveys to measure perceived work efficiency. Performance metrics analysis before and after training.

b. Assessments: Pre- and post-training assessments to quantify knowledge and skills improvement.

### *Training Module Design:*

Collaborative Workshops: Engage instructional designers, subject matter experts, and key stakeholders. Iterative feedback sessions to refine training modules.

Role-Specific Training: Tailor training content to the specific needs of different roles within the university.

### *Evaluation and Impact Assessment:*

Quantitative Assessment: Pre- and post-training assessments to measure knowledge and skill improvement. Analysis of performance metrics and efficiency indicators.

Qualitative Evaluation: In-depth interviews with personnel to understand the perceived impact of training. Focus group discussions to capture collective perspectives.

### *Data Analysis:*

Quantitative Data Analysis: Use statistical tools to analyze survey and assessment data.

Qualitative Data Analysis: Apply thematic analysis to identify patterns and insights from interviews and focus group discussions.

## RESULTS

The analysis of the training programs aimed at enhancing the work efficiency of personnel at Suan Sunandha Rajabhat University reveals valuable insights into the impact and effectiveness of the interventions. The analysis incorporates both quantitative and qualitative data, providing a comprehensive understanding of the outcomes.

### *1. Quantitative Analysis:*

1.1 Pre- and Post-Training Assessments: The quantitative assessments indicate a notable improvement in participants' knowledge and skills post-training. Different roles within the university exhibit varying degrees of improvement, highlighting the success of role-specific training modules.

1.2 Performance Metrics: Analysis of performance metrics, such as task completion times and error rates, demonstrates a positive trend, suggesting increased work efficiency. Variances in performance improvements across departments highlight the need for tailored training approaches.

### 2. *Qualitative Analysis:*

2.1 Perceived Impact: In-depth interviews with personnel reveal positive sentiments regarding the impact of training on daily tasks and overall work efficiency. Enhanced Confidence: Participants express increased confidence in utilizing new skills and technologies introduced during the training.

2.2 Areas for Improvement: Qualitative data highlights the need for continued support and resources post-training to reinforce and apply learned skills effectively. Tailored Approaches: Some participants suggest a preference for more personalized and role-specific training content.

### 3. *Stakeholder Feedback:*

3.1 Administrators and Department Heads: Administrators and department heads report positive changes in team dynamics and task completion. Stakeholders acknowledge the positive influence of the training programs on the overall efficiency of personnel.

3.2 Employee Engagement: Feedback from stakeholders emphasizes improved collaboration and communication among personnel, contributing to a more cohesive work environment. Observations suggest a positive impact on employee morale, with increased job satisfaction reported.

The analysis results underscore the positive impact of the developed training programs on enhancing the work efficiency of personnel at Suan Sunandha Rajabhat University. The combination of quantitative improvements, positive qualitative feedback, and stakeholder observations validates the success of the training initiatives. While challenges are identified, they present opportunities for targeted interventions and ongoing support to ensure sustained improvements in work efficiency. The findings contribute valuable insights for continuous enhancement and serve as a foundation for future training program developments.

## CONCLUSION AND RECOMMENDATIONS

### ***Conclusion***

The study on developing training programs to enhance the work efficiency of personnel at Suan Sunandha Rajabhat University has yielded valuable insights into the impact of targeted interventions. The comprehensive analysis of both quantitative and qualitative data provides a nuanced understanding of the outcomes, allowing for meaningful conclusions.

The quantitative assessments revealed a significant improvement in knowledge and skills post-training, with role-specific gains indicating the success of tailored training modules. Performance metrics, such as task completion times and error rates, exhibited positive trends, suggesting increased work efficiency across various departments. Qualitative analysis echoed these findings, with participants expressing enhanced confidence in applying new skills and technologies in their daily tasks. Stakeholder feedback, particularly from administrators and department heads, emphasized positive changes in team dynamics and overall task completion.

### ***Recommendations***

By implementing the recommended strategies, the university can ensure sustained advancements in work efficiency, foster a culture of continuous learning, and align with its commitment to excellence in higher education administration. This study not only contributes to the immediate enhancement of work efficiency but also lays the groundwork for future training initiatives and the university's overall success.

1. Continuous Support Mechanisms: Establish ongoing support mechanisms, including refresher courses and access to resources, to reinforce and sustain learned skills.

2. Role-Specific Time Management Training: Introduce additional training modules focusing on effective time management strategies tailored to the specific needs of different roles within the university.

3. Technology Integration Workshops: Conduct specialized workshops or training sessions focusing on the seamless integration of new technologies into daily workflows, addressing identified challenges.

4. Employee Recognition Programs: Implement employee recognition programs to acknowledge and celebrate achievements and improvements in work efficiency, fostering a positive work culture.

5. Feedback Mechanisms: Establish regular feedback mechanisms to gather continuous insights from personnel, administrators, and department heads, allowing for adaptive adjustments to training programs.

6. Exploration of Emerging Technologies: Stay abreast of emerging technologies and explore their integration into administrative tasks to further enhance work efficiency.

7. Cross-Departmental Collaboration Initiatives: Facilitate initiatives that promote cross-departmental collaboration, building on the positive changes observed in team dynamics.

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