

The Role of Training and Career Development on the Quality of Work

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Abstract

Training is a systematic process of an organization aimed at developing individual skills, abilities, knowledge or attitudes that can change employee behavior in achieving company goals that have been set. Career development is a continuous process in which individuals go through personal efforts to realize career planning goals that are adapted to organizational conditions. Employee performance is the result of an assigned job in an organization. This study aimed to determine the role of training and career development on the quality of work through its competence as an intervention. The research method used is qualitative. The study results can be concluded that training and career development have a role in the quality of work. It can be seen that training and career development indirectly influence the quality of work.

Keywords

training; career development; quality of work



I. Introduction

Indonesia is developing to reach a developed country in the next decade. The country still faces many problems in achieving the desired goals. Companies and governments have invested significant amounts of time and effort in recent years in policies and initiatives to improve work-life balance. In efforts to improve work-life balance, the government and the private sector have made various efforts. These efforts include providing salary increases, annual bonus payments, gifts to brilliant workers at work and providing various facilities for workers. However, these efforts have not been able to fulfill the wishes of some workers because each worker has an assessment in assessing their respective interests (Luthfiani, 2020).

As a developing country, Indonesia needs some productive workers. The problem at the good level of organizations in non-business or business is that they have people who are intellectually capable of doing good. However, good intellectual abilities are often not manifested in the achievement of work for the organizations where they work less supportive of realizing their potential. The fulfillment of individual and organizational goals are independent, but they are linked by motivation.

The ASEAN economic community has come to Indonesia since 2015. This is shown by a change in attitude that must be better and be able to compete well in companies both domestically and companies that are abroad or foreign. The pillar of the existence of a company is human resources to become even better and highly competitive, even though the company is aware of the importance of natural resources, which are considered the most valuable and empowering assets so that they can make human resources more comfortable and productive so that they can obtain the better goal.

For example, in the world of education in the millennial era, which is growing in Indonesia, companies in the banking sector have undergone major changes in recent years. The development of banking is now taking place to be more advanced, faster and more

efficient in the increasingly fierce competition, can improve quality and excellence so that banking can develop can become a financial solution for the community.

It can be seen in the banking competition in Indonesia, which is currently getting tight and strong. In order to be able to maintain competition, companies are required to have a competitive advantage. To improve the quality of employees' work so that they become more productive, training is needed to help employees find and reach the level of expertise and ability to be successful in carrying out their work. Thus the vision is carried out so that the learning process can enable an employee to carry out work according to standards and improve the competencies possessed by an employee. Efforts in training are carried out then an employee can improve his abilities and skills so that he can continue to develop his potential and skills by developing a career.

Career development has a relationship with the process carried out by the organization to select, define and develop all employees to gather competitive people and meet future needs (Mukhsin 2019).

Career Development and Quality of Work. The quality of work affects job satisfaction and life satisfaction, such as family life, social life, finances and worker welfare. Quality of work-life is a concept in which life satisfaction is at the highest level, and job satisfaction is in the middle. Job satisfaction can be obtained from job satisfaction with salary, coworkers, and supervisors. Quality of work life is important. Several studies point to the fact that happy workers are productive workers; Happy workers are employees who are devoted and committed to the organization.

Quality of work also aims to make work more interesting and benefit workers. There are three distinct elements of quality of work-life: related interventions: (1) concerns about the effects of work on people as well as organizational effectiveness, (2) the idea of worker participation in organizational problem solving and decision making and (3) creation of a reward structure in the workplace that takes into account innovative ways to value employee input into work processes such as profit sharing. The role of human resources is now something that companies must consider. Human resources

Workers will stay in the organization depending on how they see their future in the organization. The worker will stay in the organization when he feels that the job design provided by the organization is useful for his job and career. Clear career advancement in their work-life also greatly influenced workers to survive in the organization. Initially, career activities are carried out by the organization, but career development will be effective if it is carried out jointly between workers and organizations. The workers' needs strongly influence employee satisfaction in career development. Organizations should offer career development patterns to meet these worker goals. The career development pattern offered by the organization to meet the needs of employees is not necessarily considered so by workers (Maulyan, 2019). In other words, accepting career development workers will depend on how they respond to and perceive this career development. Workers' Perceptions of career development are influenced by the interaction between values, expectations, and goals of workers carried out through work experience.

Covers career development practices used in organizations, such as placing clear expectations of employees on their expectations and succession plans. Quality of work life is related to career development, and a career develops from the interaction of individuals within the organization. Careers emerge from the interaction of individuals with organizations and society. A career is not primarily a theoretical construction but is used in a sense that means way, gives meaning and creates meaning and experience. A career is usually defined as a 'sequence' of work roles or the sequence of work experience a person has over time.

Career development is the process and activities to prepare workers for positions in the organization, which will be carried out in the future. Career development needs to be done because a worker not only wants to get what is his or her but expects change, progress, and opportunities to advance to a higher level. Several things that encourage career development in a worker are: first, the desire to develop themselves according to their intellectual abilities; second, to obtain the compensation that is greater than usual; third, to gain freedom in work; fourth, to ensure work safety and the last to pursue achievement in work.

Personal Factors and Quality of Work Life are also related to personal factors. Personal factors such as age, income, and education level are related to the quality of working life. In addition, several studies have shown that marital status, education level and age are correlated with employment. Another study reported that length of service was associated with quality of work. Gender, length of service and education correlate with the quality of components of work-life such as job satisfaction, supervisors, support and work environment. Meanwhile, gender, age, education and marital status correlate with the quality of working life.

II. Review of Literature

2.1 The Quality of Work

The instrument is a quality of work-life scale designed for several aspects of quality of work-life (Suwanto, 2015). There are several aspects of the quality of work-life, namely; adequate and fair compensation, safe and healthy working conditions, direct opportunities to use and develop human capacities, opportunities for continued growth and security, social integration in work organizations, constitutionalism in work organizations, work and total living space and social relevance of working life. The subjects of this study were asked to respond using a four-point scale response option ranging from strongly disagree (1) to agree (4) strongly. A higher score would indicate a higher level of quality Work-life.

2.2 Career Development

The instrument design is a career development scale using several aspects of career development. There are several aspects of career development, namely, belonging to individual roles, supervisory roles, and organizational roles. The research subjects were asked to respond using a four-point response option on a scale ranging from strongly disagree (1) to agree (4) strongly. A higher score would indicate a higher degree of career development.

III. Research Method

This study uses qualitative data sourced from scientific articles and books. The secondary data was taken from previous studies to examine the concept and form a new research model related to the relationship of remuneration to the quality of public services.

IV. Results and Discussion

Based on statistical analysis, there is a significant correlation between career development and quality of work life. Thus, it can be concluded that the quality of work-life of job employees depends on how these workers perceive career development in the organization. If employees feel that they can develop themselves in the organization, they feel that the organization can meet their personal needs. On the other hand, if workers

cannot develop themselves, the organization cannot fulfill their personal needs. The results are consistent with what was proposed (Asmawiyah, 2020), that nowadays, people no longer fulfill physiological needs only but also need non-material improvements as a manifestation of self-actualization in the form of career development. Career

Development is all kinds of activities carried out in organizations to implement career plans to achieve career goals. How workers view their career development can influence work attitudes and behavior in organizations because individual perceptions of neediness are one of the factors that indicate the formation of attitudes and behavior.

Three reasons explain the relationship between career development and quality of work life. First, the effectiveness of career development will be obtained if career development activities are carried out jointly between workers, employers and organizations. Workers, who have a positive perception of career development and are supported by the organization, tend to have high motivation to achieve goals (Wati, 2020). Thus, workers who are satisfied with their work and career will be loyal to the organization and work to increase profitability and productivity.

Second, the relationship between career development and quality of work-life can be explained. Career development is an attempt to match the goals and objectives of workers with the career opportunities available today and in the future in the organization. Individuals will have career opportunities in line with the offers provided by the organization (Ruhayat et al., 2022). Workers will accept the career development pattern offered by the organization as a supporter to move forward. Both working conditions, support and opportunities for development are the main considerations in the working life of workers. Acceptance of career development will depend on how they respond to and perceive this career development. Workers' Perceptions of career development are influenced by the interaction between workers' values, expectations, and goals through positive experiences gained during work (Man, 2020).

Third, a positive relationship between career development and quality of work-life can be explained. Organizations that manage and develop human resources effectively will have a high level of productivity, high market value and higher profit growth. In other words, these organizations can meet the needs of organizations, shareholders and investors. In addition, effective human resource management can meet the needs of workers in various ways that are consistent with the organization's capacity. So human resources in the organization will be able to develop themselves optimally. Studies show that workers are willing to sacrifice for the organization, so workers will be willing to work and make some efforts for the organization's success. Willingness will only grow and develop if employees believe that the organization's success is also a success in achieving the desired career (Farida & Hendarsiah 2022).

The results of this study report a significant relationship between personal factors and quality of work life. The results of this study indicate that male workers have a higher level of work quality than female workers. The female employees had to overcome more obstacles than their male counterparts. Consequently, it seems reasonable to expect that perceptions of inequality may affect female employee opportunities (Putri & Rambe, 2022).

In addition, workers who are older and have higher education also have a high quality of work life. Older employees can better balance personal and work/organizational needs than younger employees. They are more likely to cognitively justify staying with the organization because they may have limited alternative job opportunities and greater costs than younger employees. As a result, older employees tend to develop more positive attitudes towards their jobs (Halisa, 2020). Employees with a greater level of education

experience more growth opportunities, concern with the quality of their work performance than those with a lower level of education (Hakim et al., 2019).

The results also show that the length of service significantly correlates with the quality of work life. These results are consistent with previous research, which showed that work experience is closely related to the quality of work life. Other studies also support the results of this study. The tenure of service has a significant relationship with the quality of working life. Workers with a higher length of service have a higher quality of work-life than new workers. Employees with more work experience have more respect for their work and can apply their experience to it; they are also more likely to enjoy the physical work environment. Service duration appears to affect current employment, pay, supervision and coworkers. It could be concluded that those with more experience tend to be more satisfied, become higher performers and are more productive than those new to the organization (Annalia, 2020).

Several studies have also shown that married workers are better able to survive in the work environment than unmarried workers (Dewi et al., 2019). Those who are married and have children have a higher quality of work-life than those who are single. Previous researchers have observed that in the early stages of their careers, individuals are often willing to sacrifice their personal lives to benefit their career advancement. However, as individuals age into the maturity stage of their careers, they have been found to place a greater emphasis on the balance between their work and family life that individuals place on their family roles as they age.

Previous research has found that getting married leads individuals to prioritize their personal life over work (Tiara et al., 2020). Similarly, parenthood increases the importance individuals place on their family's role. Several studies have shown that happy family life correlates with high job satisfaction and objective career achievement.

V. Conclusion

From the explanation above, it can be concluded that training and career development have an important role in improving the quality of work. This further shows that successful employees carry over into one's career and make one more satisfied with personal achievements. The fact that deserves to be concluded is the importance of career achievement of quality work. In the current context, the emphasis is on income, position, personal growth and opportunities for career mobility as a potential success.

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