

# The Effect of Training and Development on Employee Engagement in the Process of Online Learning at Child Development center, Bandung Jakarta

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**Abstract.** Training is the process of teaching the basic skills needed by employees to do work, which is then followed by career development that can have a positive impact on both employees and the company. This study aims to determine the effect of training and development on Employee Engagement in the learning process at the Indonesian compassion children development center in the Bandung Jakarta cluster during the Covid-19 pandemic, where each employee must adjust to a different learning process from before with new ones that must be mastered to ensure the online learning process is carried out optimally. This study uses a qualitative descriptive analysis. By processing and analyzing data, and describing the data that has been collected in general. The results of this study from this study indicate development and training can increase employee engagement to the company / organization because the needs of employees are met as well as the high emotional and intellectual relationships that employees have. to their work, organization, manager, or co-workers who have an influence to increase discretionary effort in their work

**Keywords:** Training and development, Employee Engagement

## 1. Introduction

Training and development can increase employee engagement to companies because the needs of employees are met. Employee Engagement is currently a very important issue for an organization. When employees have a strong attachment to the company there will be an increasing positive and intense feeling between them to exert their best efforts for the success of the organization [1]

In achieving employee engagement, there are many factors that influence it, one of which is training and development. Training (training) is a short-term educational process that uses a systematic and organized procedure in which non-managerial employees learn technical knowledge and skills for a limited purpose [2]. Organizations need to see this training and development as a way to prepare workers for changes that will impact the running of the organization. Changes can occur in all aspects, to anticipate these changes organizations need to be smart in preparing strategies, including the readiness of employees. The real change that occurred was when the Covid-19 pandemic began to run rampant, many business sectors and organizations were affected until nothing was left, changes in the structure of human resources

[3] and strategies that must be taken by many organizations to keep trying to be on the path of goals that have been preset.

The object of this research is the Bandung and Jakarta cluster child development center which is a sub-division of a religious organization which in carrying out its organizational functions by the learning process and delivery of education and training programs to children. It is interesting to research because this organization is one of the organizations affected by the changes in the Covid-19 pandemic in carrying out its organizational activities from face-to-face learning to online. In this change, the focus is on the workers who are involved in all the learning processes, how workers can adapt to change with the capacity they have and how the goals of this organization can be achieved. Training and development of changes carried out by the organization can make employees remain productive and creative so that organizational goals can still be achieved even in very significant changing conditions.

The benefits of Employee Training activities are as follows:

- Companies can adjust to current needs.
- The company has human resources who are capable of carrying out work.
- Companies can answer the challenges of the times.
- Companies can increase productivity and performance.
- The mechanism uses the new technology well.

The purpose of this research is when the researcher already knows the effect of training and development, it can also increase the quality to answer the needs in this era of very fast change.

## **2. Method**

This study uses a qualitative descriptive analysis. By processing and analyzing data, and describing the data that has been collected in general. Descriptive data characteristics were collected in the form of words and pictures, not numbers. The data collected comes from interviews, photos, videos, field notes, personal documents and other official documents [4-6]. In this study involving the informants, the informants were employees and teachers of the Bandung Jakarta cluster child development center.

## **3. Results and Discussion**

The object of this research is the influence of development training on employee engagement in the online learning process for the employees of the Bandung Jakarta cluster child development center. Currently the teaching and learning process is no longer face-to-face, but a condition of making changes to other methods, namely online. Because of these changes, the conclusion of the training given to workers will be drawn.

### **3.1. Informant profile**

The informants of this study consisted of 14 employees of the child development center. Informants consist of various positions, ages, education levels and length of work in the child development center. This criterion is determined so that the research results can be explored deeper. Table 1 explains the characteristics of the informants are as follows:

**Table 1.** List of Research Informants

<b>Name</b>	<b>Gender</b>	<b>Age</b>	<b>Education level</b>	<b>Role</b>	<b>Length of work</b>
Dias Setiarini	Female	35	D3	Coordinato	1 s/d 3 Years

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Delmin Susanti Buulolo	Female	23	S1	Treasury	3 s/d 5 Years
Talenta Sari Yanti R	Female	19	SMA	Mentor	1 s/d 3 Years
Debora setiyawati	Female	43	SMA	coordinator	5 s/d 10 Years
Yeni Selfiana Sinlae	Female	27	S1	Mentor	1 s/d 3 Years
Felly Hendrata Hioe	Female	54	S1	coordinator	3 s/d 5 Years
Sahat Hutagalung	Male	35	S1	Mentor	5 s/d 10 Years
Juanda siregar	Male	31	S1	Mentor	1 s/d 3 Years
Hari Sabarno	Male	65	D3	coordinator	5 s/d 10 Years
Efraim Babua	Male	42	S2	coordinator	1 s/d 3 Years

Questions submitted to informants:

1. Whom should train and development initiatives come from? Is it from yourself or from outside yourself like an organization?
2. Are you satisfied with the training?
3. After the training is over, what will you do for the organization?

### 3.2. Interview Results

For the first question, three out of 10 respondents stated that the training and development initiatives should come from outside themselves. Seven out of 10 informants are well aware that training and development should come from self-initiatives, because the awareness of development must occur continuously within oneself to face and equip oneself in every change that occurs in all aspects of life.

From question 2. Are you satisfied with the research? Although initially not all informants agreed that the initiative from training and development had to come from oneself because of awareness of self-development, the ten informants expressed their satisfaction with the training, because basically the training that was obtained answered the needs that arise especially during a pandemic like this. There are many new things that must be done to deal with changes, especially in the process of delivering programs in teaching and learning activities, however, not all informants have the capacity, especially in specific sections such as the use of technology and other supporting technologies. So that the training and development provided by the organization both internally and externally is very effective, to meet the need for skills that must be possessed during the Pandemic, both for organizational interests and for personal skills.

In its implementation, the level of education and length of work will greatly affect the absorption of training and development for staff, it is undeniable that the age and position of employees, but changes require staff to have skills and abilities that can respond to the needs of change, especially on the teaching and learning process at their respective child development centers. The Informa stated that the training and development given to them is a big investment, of course they are committed to dedicating what they get from development training to the achievement of the goals of the organization in this case is the goal of the child development center, that every child must still get Teaching even in the Pandemic era which made it impossible to do face to face.

From question 3. After the training is over, what will you do for the organization? The 10 informants agreed to answer that they would do the best for the organization, the answer was based on responsibility towards the organization. After a deeper investigation of interviews with informants, it was

found that one thing was expected from training and development, namely evaluation and follow-up. Evaluation and follow-up will ensure that the training and development provided is appropriate both for staff and for the organization. For employees, evaluation and follow-up will be very helpful in seeing the extent to which the development of the skills obtained to support the work in achieving the expected targets of the organization and employees get appreciation [7-10] for what they have done. For organizations, evaluation and follow-up will help ensure that the training and development provided to staff will make them more skilled and enthusiastic about doing their work creating a good relationship between staff and the organization in order to achieve the goals of the organization. calculating how long it will take to achieve organizational goals through training and development

#### **4. Conclusion**

Training is an integrated process which includes increasing practical, theoretical, technical and managerial competence, as well as employee morale which is oriented towards increasing productivity to achieve organizational or company goals that the company provides to its employees which need to be properly prepared through stages so that it is in accordance with the needs of employees and the company also maintain and improve employee work performance. The opportunities provided by companies in development and training can increase employee engagement to the company / organization because the needs of employees are met as well as the high emotional and intellectual relationships that employees have. to their work, organization, manager, or co-workers who have an influence to increase discretionary effort in their work. In conducting training and development, organizations need to pay attention to evaluation and follow-up. Thus the series of training and development processes is maximized for both the employee or the organization itself in achieving the stated goals.

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