

**DESIGNING A TRAINING PROGRAM ON COMPETENCIES
DEVELOPMENT IN SUPPORT THE QUALITY OF WORK LIFE
(QWL)**

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Abstract. Nowadays, market developments and business competition is getting higher. This requires the organization to maximize its human resources in achieving its goals. On the process its self, organization must fulfill the need of its employee and provide facilities to increase their competencies by paying attention on employee's quality of work life. The quality of work life is an organizational concept that include employees feeling about their work life, which have an impact on work effectiveness. There are five elements in the quality of work life concept, which is health & well being, job security, job satisfaction, competency development, work & non-work life balance. This study is conduct in a company that engaged in manufacturing of cement and concrete. The subject in this study is the head office employees. The Pre-assessment process is conducted by distributing questionnaire to the employees. The questionnare is using European Foundation for the Improvement of Living and Working Environment (EWON) dimensions to collect some data. Based on the results of the pre-assessment, this study is focuses on competency development dimension. Basically, the company has already awareness for improving hard skill and soft skill competencies on their employees. Hence, the intervention of this study is to design a yearly training program to increase employees competencies, so that all the training program has been arranged and schedule in advance for the next year. The training program is expected that a well designed program will give a positive impoact on quality of work life. This study is using action research in collecting and analyzing data.

Keywords : Quality of Work Life, Competency Development, Training.

Introduction

PT. X is a company that runs in cement and concrete manufactory. All companies must taking care of their employee needs. So that, they will performing a good work and company goals can be achieved. There are some concept that could increase employees performance, one of those concept is Quality of Work Life (QWL). Based on previous research quality of work life has a positive correlation to increase employees performance (Gupta, 2014). According to Rethinam and Ismail (2008) quality of work life is a concept that include remuneration, safety and work environment condition, social environment that giving chances for employees to develop their skill in work life. Quality of work life aim to increasing work effectiveness by fulfilling organization and employee needs.

According to The European Foundation for Condition Living and Work Improvement (EWON, 2002) Quality of work life has five dimension, such as job security, health & well being, job satisfaction, competency development and balancing work and non work life. The researchers using quitionnaire adapted from the dimension of EWON to find out how the quality of work in PT. X and then the researcher conducted with preliminary research (pre assessment) on all employees Head Office in PT. X. EWON had been popular, especially in South-East Asia for collect some QWL data.

The pre-asessment result shown that PT. X there are two dimension that have a lower QWL score than three other dimension, which is Health & well being dimension and Job satisfaction dimension. The other three dimension

such as job security, competency development and work-non work life balance has a good or enough score in quality of work life. Hence, based on the discussion between the company and the researcher, the company wants to focus in just two dimension only, such as competency development and work & non-work balance. The researcher did a interview with one of the head division in PT.X. The result is, company always wants to know and understanding how to create or designing a training program, because they're not really know about the steps, methode, technique about training. All this time, the company always hire an outsider to do a training for them.

Training has an important role on organization. According to Khan, Khan & Khan (2011) training program could increase effectivity and efficiency employee's performance and organization. The company must be careful and detail if they want to design a training program. A training program has to be based on employee and organisation needs, also company must adjust between time and financial's organization (Armstrong, 2000). Other than that, company should adjusting between business strategy (that include vision, mision & company's goal) and companys competencies (core competencies & specific competencies) so it will create a competent human resource that can help company to achieve their goals (Noe,2010).

Even though PT.X already have a good score in competency development, the researcher wants to maintain that score to be better. Also, based on SWOT analysis, company wants to held a training program periodically. Therefore, the researcher will give PT. X a systematic training program based on

literature. The training system itself, only covers the step-by-step of training from beginning process until the last process. Hopefully, this will help PT. X to understand how training should be done.

Metodh

This research using a qualitative method, according to Creswell (2007) qualitative research study things in their natural settings, attempting to make sense of or interpret. There are some methods that can be used in qualitative research, such as fieldnotes, interviews, conversations, photographs, recordings and memos. This research has three stage phase; pre-asessment, asessment and intervention.

Result

This research will use intervention in the form of system training program, where the system will helping the company to understanding the way training program have to be done. So that, PT. X will design a training program without hiring an outsider ever again. Also, if training program will be held periodically, it will help company to increase employee performance, which can support company to achieve their goals.

Discussion

The intervention has not done yet, it will be done this year when the company will give an approval. The intervention has a lot of benefit, according to Kulkarkani (2013) A training program could help employees to

balancing their personal life with work life, also a training program could develop employee morality, increasing employee productivity, job satisfaction dan employee commitment to achieve company's goals.

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**The 6th ASEAN Regional Union Psychological Society
(ARUPS) Congress**
**“Driving Mental Revolution in the Psychological Century: Enhancing
Psychological Services for a Better Future”**
20 -22 February 2018, Bali-Indonesia

Proceeding



Editors:
Andik Matulessy
Tjipto Susana
Mirra Noor Milla
Anrilia Ema M. Ningdyah

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Dilarang memperbanyak karya tulis ini dalam bentuk dan dengan cara apapun tanpa ijin tertulis dari penerbit.

Preface

The ARUPS Congress is a routine activity held every two years. The Congress aims to develop professional cooperation of Psychology regionally, especially among ASEAN countries and, internationally. The Indonesian Psychological Association (HIMPSI) hosted the 6th Congress. The 6th ARUPS Congress was held on 20 - 22 February 2018 at Discovery Kartika Plaza Hotel, Kuta, Bali. Activities in the Congress consist of: workshops; HIMPSI meetings with the International Union of Psychological Science (IUPsyS), the Asia Pacific Psychological Alliance (APPA), Pan African Psychological Union (PAPU); plenary and panel sessions; oral presentations; and, poster presentation.

Meeting between professional organizations of psychology aims to strengthen cooperation these organizations, regionally between ASEAN countries, Asia Pacific, and global region. Additionally, academic forums as part of the meetings aim to disseminate research results to improve the quality of psychological practices in each country. There are over 600 abstracts listed in the presentation list. For the purpose of maintaining quality, the scientific committee conducted paper selection. The result was as follows: 406 papers were selected for oral presentations and 65 papers were for poster presentations. Total number of attendances includes more than 300 people from 20 countries.

Workshops held on 20 February 2018 include:

1. Character Building Through Traditional Games with BERLIAN Method.
Speaker: Dr. Iswinarti, M.Si. (Indonesian Association of Developmental Psychology/IPPI).
2. A Learning Culture as An Essential Organizational Capital to Face Tough Business Environment.
Speaker: Prof. Dr. Andreas Budihardjo (Indonesian Association of Industrial and Organization Psychology / APIO).
3. ASD (Autism Spectrum Disorder) Early Identification and Intervention With TEACCH -
Speaker: Margaretha, S.Psi., P.G.Dip.Psych., M.Sc. (Faculty of Psychology, Airlangga University).
4. Preventing Anxiety and Depression in Young People: Super Skills for Life.
Speaker: Prof. Cecilia A. Essau (Roehampton University, England).
5. Methods and Procedures for Adapting Assessment Instruments for Psychological Research and Practices.
Speaker: R. Urip Purwono, PhD. (Faculty of Psychology Universitas Padjadjaran, Indonesia);
6. After A Disaster: An Introduction to Key Concepts to Meet the Psychological Needs of Those Affected.
Speaker: Associate Prof Clare Yeo and Dr. Tsao I Ting (Singapore);
7. How ASEAN Psychological Community Can Prepare Superior Human Capital for Global Competition: The Role of The Psychological Service of The Indonesian Army in Enhancing Resilience and Cultural Intelligence.
Speaker: Colonel Drs. Gunawan, DESS (Indonesian Association of Military Psychology/APMI);
8. Rightsizing: Business Organizational Performance Improvement.
Speaker: Dr. Sumaryono, M. Si. (Indonesian Association of Industrial and Organization Psychology/APIO);
9. Antenatal Resilience and Optimism Workshop: A Preview for Facilitator.

Speaker: Josephine Ratna, M.Psych, Ph.D, Psychologist (Widya Mandala Catholic University and Premier Hospital Surabaya);

10. Cognitive Interview: Technique to Obtain Information from Witnesses and Victims in The Criminal Justice System.

Speaker: Dra. Reni Kusumowardhani, M.Psi (Indonesian Association of Forensic Psychology / APSIFOR).

Keynote speakers gave their thoughts on February 21, 2018 after the opening ceremony, as follows:

1. Professor Nila. F. Moeloek, Minister of Health of the Republic of Indonesia.

Topic: The role of psychologist in community health services in Indonesia.

Nila Djuwita Farid Moeloek is the Minister of Health of the Republic of Indonesia since 27 October 2014. She actively participates as a speaker, resource person or moderator in a wide range of scientific meetings and workshops. She has also authored or co-authored more than 150 scientific papers and five scientific books. Dr. Moeloek also leads a number of high-profile organizations in Indonesia. Foremost among these are her positions as General Chairperson of the Indonesian Dharma Wanita (the largest women's organization in Indonesia whose members are comprised of the women and wives of civil servants throughout Indonesia), General Chairperson of the Indonesian Ophthalmologist Association, General Chairperson of the Indonesian Cancer Foundation, and Chairperson of Medical Research of Faculty of Medicine at the University of Indonesia. Dr Moeloek earned her medical degree in ophthalmology from the Faculty of Medicine at the University of Indonesia. After earning her position as a specialist consultant in ophthalmology in 1998, she devoted herself to pursuing her PhD in ophthalmology, and earned a cumlaude degree in 2003. In 2007, she earned her full professorship at the Faculty of Medicine at the University of Indonesia.

2. Dr. Sathasivian Cooper, President of the International Union of Psychological Science (IUPsyS).

Topic: The role of psychological organization at the local, regional and global levels in responding to human and social problems in psychological century.

Sathasivian Cooper is a clinical psychologist in South Africa. He plays numerous public roles, including Vice President of the International Social Science Council (October 2013-present) and President of the International Union of Psychological Science (July 2012-present). Cooper completed his undergraduate degree in psychology from the University of South Africa and his PhD at Boston University (1989). He received many awards, among others: 'Distinguished Contributions to the Advancement of International Psychology' award (2014) from the American Psychological Association and Violence Prevention Award from Roxbury Comprehensive Community Health Centre.

Plenary panel session features speakers who are experts in their fields from different countries, such as:

1. Doran French, PhD- Purdue University, West Lafayette, United States of America.

Topic: Social and emotional development of children and adolescents in four countries: China, Thailand, Korea and Indonesia.

Dr. French's research focuses on social and emotional development of children and adolescent. He has conducted research on peer relationships, friendships, conflict,

psychopathology, and adjustment (e.g., delinquency, substance use, school drop out). Over the past 17 years, he has been increasingly concerned with understanding how children develop within the context of culture. Much of his research has been in Indonesia, and also China, Thailand, and Korea. His current projects include research involving children in different cultures. He is also interested in studying Islam in Indonesia and exploring how religious involvement is associated with social competence.

2. Associate Professor Claire Thompson (Associate Professor of Clinical Psychology, Central Queensland University, Australia).

Topic: The cultural bases in the training of clinical psychologists in Asia.

Associate Professor Claire Thompson has a Bachelor of Arts (Honours) from the University of Queensland, a Masters in Clinical Psychology from Bond University, and a PhD from the University of New South Wales. She is a registered psychologist with the Australian Health Practitioner Regulation Agency (AHPRA) and the Singapore Register of Psychologists. Dr. Thompson has over 25 years of professional experience in clinical, research and teaching psychology. She has also worked in private practice, mental health service management and professional supervision of psychologists. She has taught psychology at undergraduate and postgraduate levels, at several institutions in Australia and Singapore. Her research interests, publications and conference presentations are in the area of clinical and counselling psychology, particularly mental health and cognition in older age and cultural aspects of Clinical Psychology training programs.

3. Kwartarini Wahyu Yuniarti, Prof., Clinical Psych, M.Med.Sc., Ph.D- Gadjah Mada University.

Topic: Illness perception, self-management and social support in health care in Indonesia. Professor Kwartarini Wahyu Yuniarti is the Director of Center for Indigenous and Cultural Psychology, Faculty of Psychology, Gadjah Mada University, Indonesia. She is also the Director of German Studies Center and the Country Representative of Asian Association for Social Psychology. Professor Kwartarini is on the Board of Asian Association of Health Psychology. Her key research focus is in the area of health psychology. Her research and publications include: Research on Asthma and emotion, comparative studies between those in Indonesia and in Germany; The assertiveness of passive smokers; Hygiene Behavior and Hepatitis A; Explorative Study on Health Anxiety among students in Aceh and Yogyakarta; Translating the Health Belief Model into Contextual Community Intervention A study on proper hygiene practices of mothers of children with diarrhea; Discrepancy between knowledge and behavior among mothers of children with diarrhea; Illness perception, stress, religiosity, depression, social support, and self management of diabetes in Indonesia.

4. Professor Roger Moltzen- Waikato University - New Zealand.

Topic: Creativity and talent development in Asia: Opportunities and challenges.

Professor Moltzen teaches in courses on human development, individual differences and the education of gifted children. His research interests are the psychology and education of gifted individuals. Professor Moltzen area of expertise include intelligence and creativity, talent development across the lifespan, the education of gifted and talented students, special education, teaching, learning and the curriculum and human development.

5. Dr. Cristina Montiel- Ateneo de Manila University.
Topic: The role of psychology in creating social justice and democratic governance in Asia. Cristina Montiel is a peace/political psychologist and has been teaching at the Ateneo de Manila University for more than 35 years. She chairs the Research Cluster on Peace, Social Justice and Democratic Governance in her university. She is the recipient of the 2016 Outstanding Psychologist from the Psychological Association of the Philippines; and the 2010 Ralph White Lifetime Achievement Award from the American Psychological Association's Division of Peace Psychology. Montiel was managing editor of the Encyclopedia of Peace Psychology (Wiley-Blackwell, 2012), and editor of the volume on Peace Psychology in Asia (Springer, 2009). Her recent journal publications include Discursive construction of political categories and moral fields (Political Psychology, 2015); and Nationalism in local media during international conflict (Journal of Language and Social Psychology, 2014).
6. R. Urip Purwono, PhD.
Psychometrician / Measurement Specialist, Center for Psychometric Studies Faculty of Psychology Universitas Padjadjaran Bandung, Indonesia.
Topic: Test and the profession: revitalizing psychological testing. Urip Purwono is a senior lecturer and psychometrician at the Faculty of Psychology, Universitas Padjadjaran, Bandung, Indonesia. He received his Ph.D. (psychology) from the University of Massachusetts at Amherst, USA specializing in psychometrics, M.S. (Education) from Indiana University, Bloomington, Indiana, USA, M.Sc. (Psychology) from the University of Massachusetts at Amherst, USA, and Drs. (Clinical) in Psychology from Universitas Padjadjaran, Bandung, Indonesia. He joined Universitas Padjadjaran in 1985, founded and headed the Center of Psychometric Study, Assessment, and Evaluation. His teaching assignments includes undergraduate and graduate level courses in the area of quantitative research methodology, psychological assessment, test theories, and test construction. Urip Purwono is the author of many psychological tests used in Indonesia namely Test of Learning Ability, Comprehensive Cognitive Ability Test, General Cognitive Ability Test, and Multi Factor Personality Inventory. Currently involved in the development of CHC Based Intelligence Test in Indonesia, his research interest includes test theory, test construction, test adaptation, and structural equation modeling.
7. Yudi Latif, PhD., Head of the Presidential Work Unit of Pancasila Ideology- Republic of Indonesia.
Topic: The way Pancasila engaging globalization.

Closing ceremony of the 6th ARUPS Congress was marked by Kecak dance performance which symbolizes spirit and optimism for the better future and closing speech from Mr. Urip Purwono, PhD - the newly elected President of ARUPS, focusing on the importance of continuing mutual positive cooperation between ARUPS country members and also with other international psychology organizations.

Dr. Seger Handoyo, Psikolog
President of HIMPSI

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