

## THE ROLE OF ADMINISTRATIVE STAFF IN HELPING TRAINERS PREPARE FOR TRAINING AT PT INSPIRASI BISNIS NUSANTARA

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### ABSTRACT

*This writing discusses the role of administrative staff in helping trainers prepare training at PT Inspirasi Bisnis Nusantara. Where administrative staff have an important role in preparing the implementation of company training. The purpose of this writing is to determine the role of administrative staff and the obstacles faced by administrative staff in helping trainers prepare training at PT Inspirasi Bisnis Nusantara. Through interviews, observation and literature study are used as writing methods. Based on observations made, the role of administrative staff in helping trainers prepare for training is to help create training schedules and manage petty cash for training purposes. There are several obstacles faced by administrative staff, namely the administrative process takes too long which hinders training activities, there are inaccuracies in the administrative process. In this writing, the author suggests making a one-month administration plan and developing HR capabilities, especially in the administration section.*

**Keywords:** roles, staff, administration, trainers and training.

### INTRODUCTION

Administration is an activity carried out within an organization, which contains the activity of systematically compiling information and recording in writing all necessary activities with the aim of obtaining an overview of the information in its entirety and in relation to each other. There is a tendency in the wider community in Indonesia that administration is perceived in a narrow sense as office activities, correspondence matters which are often also called administration. However, scientific studies show that administration has a wide range of meanings, namely as a process, as a function and as an institution for every cooperative activity.

The administrative role helps plan relationships or linkages between jobs, and place responsibilities so that leadership can be exercised, measuring and controlling the fulfillment of specifications. The role of administration is very important in an organization for the continuity of affairs so that they run more effectively and efficiently. The administrative process as a whole includes a series of tasks and activities that require personal, material and spiritual goodness to achieve goals in the administrative work area.

Therefore, planning, implementation, and guidance or supervision are very necessary in administering government. The ability to carry out work that has been planned requires quite a long time in certain organizations, the administration must prepare more for a job. Not an obstacle in carrying out activities. In this case, the administration department at PT Inspirasi Bisnis Nusantara, especially in the training division, has the task of assisting trainers in making training activity schedules, making training reports and managing consumption costs for these activities. Sometimes administrative staff do not understand their duties in helping coaches. There are also obstacles in the schedule making process because it requires communication with several related parties. This communication process takes a long time so it becomes an obstacle in the training activities that will be carried out. There are also problems when replacing petty cash for training takes a long time because inaccuracies are found when inputting records, the application process involves several leaders to get approval, so that the petty cash balance used for training needs is often minus and this can hinder the progress of the training process. Therefore, administrative staff need to have good communication skills and act deftly so that the administrative process takes place effectively and efficiently.

Based on this background, the author made observations at PT Inspirasi Bisnis Nusantara and took the title "The Role of Administrative Staff in Helping Trainers Prepare for Training at PT Inspirasi Bisnis Nusantara".

Based on this title, the problem that the author formulates is as follows: [1] What is the role of administrative staff in helping trainers prepare training at PT Inspirasi Bisnis Nusantara? [2] What are the obstacles faced by administrative staff in helping trainers prepare training at PT Inspirasi Bisnis Nusantara?

The following explains the purpose and benefits of this writing, including: [1] To find out the role of administrative staff in helping trainers prepare for training at PT Inspirasi Bisnis Nusantara. [2] To find out the obstacles that often occur in assisting trainer administration. [3] To find out solutions to overcome obstacles that often occur in helping trainers prepare for training at PT Inspirasi Bisnis Nusantara. Meanwhile, the benefits of writing include: [1] For the author, so that the author can understand, hone his observation skills and be able to present information regarding the role of administrative staff in helping trainers prepare for training at PT Inspirasi Bisnis Nusantara. [2] So that companies are able to produce new insights or innovations

that can be applied in company operations and used as useful consideration in carrying out more effective and efficient administration. [3] For universities, it can be used as reading material to increase knowledge and become reference material and learning material for students. Especially in the area of the role of administrative staff in accompanying trainers.

## **RESEARCH METHODS**

The writing method involves several important steps. The method used by the author in collecting data to obtain information and compiling it into a Final Project is:

[1] Data Types According to Ginantra (2020:12-13) data types are divided into 2 (two) types, namely primary data and secondary data, explanation of the data as follows:

[a] Primary Data, data taken directly from the object, where the data source directly provides data to the data collector without going through intermediary media through an interview process, with several sources and asking related questions. with administration. [b] Secondary Data, Secondary data is data obtained indirectly from data sources or objects of observation where secondary data is data that supports primary data needs, such as: reading literature, books, magazines, newspapers, journal articles, or reports. report. [2] Data collection methods, consisting of: [a] Primary Data, collected through field observations during Field Work Practices (PKL), namely by directly observing the activities of administrative staff and discussing/sharing with administrative staff to ask questions related to tasks. [b] Secondary Data, collected by studying and gathering information through literature books, journals and internet websites regarding the role of administrative staff in helping trainers prepare training.

## **LITERATURE REVIEW**

Role is a term that is often used to refer to the function, task, or responsibility played or carried out by a particular individual, group, or ethnicity in a situation, organization, or system. This role can apply in various contexts, such as in daily life, work, organizations, families, and social environments. The importance of understanding roles is to achieve certain goals or run a system efficiently. By knowing the role of each member, each person can contribute according to their abilities and responsibilities.

According to the Big Indonesian Dictionary in Prissila (2023:117) the word role means a part played in an activity in a film scene, a play by trying to play well and being actively assigned to it. According to Friedman in Duryat (2021:12) Roles are a series of behaviors that are expected of a person according to the social position they are given, both formally and informally. Roles are based on role provisions and expectations that explain what individuals must do in certain situations in order to fulfill their own expectations or the expectations of others regarding these roles.

According to Ralph Linton in Anggraini (2015:152) role has two meanings. First, every person has various roles that originate from his social patterns and this also means that these roles determine what he does for society and the various opportunities that society provides him. The function of a role is to regulate a person's behavior and also that a role causes a person to a certain extent to be able to predict the actions of other people, so that in this way, each person who plays a certain role will adapt to each other. Second, social relations in society are relationships between the roles of fellow individuals in society. Of course, these roles are regulated by the norms that apply in society. Roles refer more to function, adjustment and as a process. Ideally, someone occupies a certain status in society and carries out that role optimally.

According to the Big Indonesian Dictionary (KBBI), staff is a group of people who work together to help a chairman in managing something. The role of staff in an organization is very important because staff as different elements under the leader know very well about the things that happen when the organization is running, so to make an organization run as desired, the role of staff is very necessary.

According to Yufron (2023:15), the types of staff can be classified into the two largest categories, namely: [1] Specialist Staff (Special Staff), the following are the conditions for becoming special staff in an agency: [a] Do not have authority over elements organization. [b] Limited in providing advice and artificiality. [2] Staff Personnel (personal staff), the conditions for being able to join as personal staff in an agency are as follows: [a] Providing special assistance to leadership elements with various necessary matters. [b] Providing assistance according to their area of expertise. [c] Providing assistance with organizational administrative services.

Administration as a science has only developed since the end of the last century (XIX century), but administration as an art or administration in practice

emerged at the same time as the emergence of human civilization. As a science, administration is a branch of the social sciences. According to Umam (2019:16), in the administrative process there are elements that are related to each other. If one of the elements is missing then the administrative process will be lame. These elements are as follows: [1] Organization, a forum for all cooperative business activities. [2] Management, the activity of moving a group of people and deploying work facilities. This relationship includes planning, decision making, coaching, coordination, supervision as well as improving or refining work procedures. [3] Communication, conveying news and transferring one person's news to another person. [4] Staffing, arrangements regarding personnel, regarding the management of employees and necessary employees. [5] Finance, Management and financing and financial responsibility. [6] Providing, planning, procuring and regulating the use of work goods. [7] Administration, collection, recording, management, delivery and storage of various necessary information. [8] Community Relations, Realizing good efforts between the community and cooperatives.

Administration functions to determine organizational goals. The administrative function is one of the most important parts of an organization because it includes several tasks that must be carried out, each of these functions is interrelated and supports each other to achieve overall organizational goals.

General administrative functions according to Sutha (2018:11) are as follows: [1] Planning (planning), Preparing plans requires administrative activities, such as collecting data, processing data, preparing plans. [2] Organizing, the activity of arranging and forming working relationships between people so that a unified effort is created to achieve the goals that have been set. [3] Staffing, a function of management that arranges personnel in an organization starting from recruiting workers, developing them to making efforts for each officer to provide maximum usefulness to the organization. [4] Directing (direction or guidance), a management function related to providing guidance, suggestions, orders, for tasks that are carried out well and strictly aimed at what was originally determined. [5] Coordinating, part of the management function to ensure that it runs well by avoiding chaos, quarrels, vacancies in activities carried out by connecting, unifying and aligning the work of subordinates so that there is directed cooperation in an effort to achieve organizational goals. [6] Reporting, Management which is concerned with conveying

developments or results of activities by providing information about the duties and functions of higher officials both verbally and in writing so that when receiving the report you can get an idea of the implementation of the duties of the person giving the report. [7] Budgeting, an activity that manages and plans continuously regarding finances or budgets.

The definition of trainer can be interpreted simply as someone who has certain competencies or skills to provide training to trainees or what is usually called a trainee. The definition of trainer in the Big Indonesian Dictionary means teaching someone and so on to get used to (able) to do something. Trainers play a role in improving individual abilities while developing the quality of the institution as a whole. So, trainers are also considered to have a role as managers who are responsible for controlling human resources within the institution. There are also those who state that the role of the trainer depends on the context. The function of a trainer is very important in supporting human resource development and improving organizational performance. According to [toikatandinas.com](http://toikatandinas.com) in Hadiningrat (2023:150), the trainer's function actually depends on the context in which it is carried out. The trainer's function in general is to support learning, development, and quality maintenance. There are four main functions of a trainer, namely: [1] Developing Training Programs. The main function of a trainer is to prepare effective and efficient training programs to develop employee knowledge, skills, abilities and behavior. This training program must be tailored to the needs and goals of the company as well as the abilities of the training participants. [2] Carrying out training Trainers must be able to carry out programs that have been created well, be fun and interactive so that participants can easily understand the material provided. [3] Evaluation of Training Results, Trainers also function as evaluators who are able to evaluate training results. This evaluation aims to determine the extent to which participants have mastered the training material. No less important, the trainer ensures that the training is carried out, whether it is effective or not. [4] Providing feedback. An important function of the trainer is providing feedback to participants and the company. This feedback aims to provide useful information in improving the quality of subsequent training programs.

In general, training is a part of education that describes a process in developing organizations and society. According to the Big Indonesian Dictionary (KBBI), the word training can also be interpreted as a method, a process of training. According to

Widiyoko in Dr. Operianus (2021:19) Training is defined as an effort to improve employee performance in a particular job that is their responsibility or a job that is related to their job.

## **DISCUSSION AND RESULTS**

### **The Role of Administrative Staff in Helping Trainers Prepare for Training at PT Inspiration Bisnis Nusantara**

The role of administrative staff is very important for the smooth running of the training process, because administrative staff assists trainers in informing training schedules and communicating with other divisions regarding the training process. Before the author explains the role of administrative staff in helping trainers prepare training, the author will explain the training program at PT Inspirasi Bisnis Nusantara.

The training program at PT Inspirasi Bisnis Nusantara is divided into 2 (two), induction training and improvement training. The meaning of induction training and improvement training is as follows: [1] Induction training is training attended by store employees who have just joined PT Inspirasi Bisnis Nusantara, especially the operational section. This aims to enable employees to know the company culture, equipment operation, drink making procedures and services at PT Inspirasi Bisnis Nusantara. [2] Improvement Training, Improvement training is attended by employees who have joined Haus! Indonesia to increase employee knowledge and is also one of the employee requirements for promotion. Before the training takes place, the role of administrative staff in helping Trainers prepare for training at PT Inspirasi Bisnis Nusantara is as follows: [1] Making a training schedule, [2] Making petty cash reports used for training purposes. The procedures for making a training schedule are as follows: [a] Induction training schedule. The list of names of candidates or employees who will take part in the training will be informed by HRD to the administrative staff in the form of a file containing participants' names, addresses and placement plans. Then the administrative staff makes a training schedule then informs the HRD staff, trainers who teach and coordinates with GA staff regarding the room that will be used for training. In this induction training, administrative staff do not need to contact training participants, because the training schedule will be informed directly by HRD staff. The following is an example of an induction training schedule. [b] Improvement Training Schedule, Administrative staff creates an

improvement training schedule at the request of the relevant division. The administrative staff determines the time, place and trainer who will teach. Then create a training schedule file using MS. Excel and then ask for approval from the Training Manager and Regional Manager. If the schedule is approved, the administrative staff informs the schedule to the Area Manager of each training participant via the Whatsapp group and coordinates with GA staff regarding the room that will be used for training. Apart from arranging training schedules, informing training schedules and coordinating with other divisions.

The administrative staff also manages the training division's petty cash for training consumption, transportation for trainer visits to stores, product tests and other training needs. Petty cash management in the training division of PT Inspirasi Bisnis Nusantara uses an imprest system where requests for funds depend on the total expenditure in the petty cash report. The following is the petty cash management procedure for PT Inspirasi Bisnis Nusantara's training division, namely: [1] Administrative staff collects, checks, sorts by date, sticks it on paper to be used as an attachment later. [2] The next step, the administrative staff inputs petty cash disbursement notes according to the nominal value written on the disbursement note on the specified form. [3] Then the administrative staff adds up the expenses that have been input and then fills in the petty cash balance application form according to the total expenses for that period. [4] After the petty cash file is created, the administrative staff asks for approval from the superior and then it is handed over to the finance department for the process of disbursing the petty cash balance. Making training schedules and managing petty cash must be carried out by administrative staff carefully and thoroughly. Because if it is not done carefully and thoroughly it will hinder the trainer's task in carrying out the training.

### **Obstacles Faced by Administrative Staff in Helping Trainers Prepare for Training at PT Inspirasi Bisnis Nusantara.**

The obstacles faced include: [1] There is too much bureaucracy in the operational department which causes training schedule information to be too sudden. [2] The management's schedule is not always in the office, which means document approval is hampered and takes a long time. [3] There was an occurrence of training schedule information not being conveyed to participants because it was only



communicated to operational division superiors. [4] There was no sending of files via email so that at the time of the reminder, the invitation file was not available can be downloaded again. [5] Lack of skills and insight of administrative staff in coordinating schedules for training participants. [6] When checking petty cash there were still expenditure notes that did not comply with the provisions. [7] There is too much bureaucracy in the finance department which causes handling of petty cash to be late when disbursing. [8] Limited human resources when managing petty cash often result in errors in inputting transactions issued. The solutions are as follows: [1] Request information about the schedule as well as schedule a meeting with the leadership to request approval of the document. [2] Determine the purchase shop criteria so that the purchase receipt complies with the provisions. [3] Reviewing the petty cash application process to make it more effective and efficient. [4] There must be accuracy in managing petty cash so that the reports presented are appropriate and do not need revision.

## **CONCLUSIONS AND RECOMMENDATIONS**

Based on the results of observations made and based on the results and discussions, the following conclusions can be drawn: [1] The role of administrative staff in helping trainers create training schedules and managing training petty cash is part of the routine activities carried out so that training runs effectively and efficiently. In making the training schedule, administrative staff need to coordinate with the division to ask about things needed during training or ask for document approval. Administrative staff are responsible for providing training schedule information to participants. Apart from that, the administrative staff also manages the training petty cash needed to purchase training needs using a fixed balance fund system. Administrative staff are also responsible for managing and controlling funds that have been disbursed on a weekly basis. Administrative staff checks purchase receipts, inputs receipts using Microsoft Excel, applies for petty cash funds and seeks approval from superiors and related divisions, in this case Finance. [2] The obstacles faced by administrative staff in helping trainers prepare for training at PT Inspirasi Bisnis Nusantara are that there is too much bureaucracy in the operational division which makes approval of training schedule documents take too long and the information provided is not provided directly to the training participants so that there

is still misinformation to the training participants and hinder the training process. Meanwhile, when managing petty cash, disbursement notes are often found that do not comply with the provisions, when inputting petty cash notes, input errors still occur, there is too much bureaucracy in the finance department which causes handling of petty cash to be late when disbursing or refilling petty cash.

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