
HUMAN RESOURCES TRAINING AT DEALER COMPANY IN CIANJUR

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Abstract

The technological transformation in educational media has driven significant changes in teaching and learning processes, particularly highlighted by the COVID-19 pandemic, which underscored the importance of adopting Artificial Intelligence (AI) as an assistive tool in developing more effective online learning materials. This community service program was conducted in collaboration with SMAN 3 Padang Panjang, involving 22 teachers from grades X to XII as participants. The program was designed in three main phases: (1) preparation and field observation, (2) field implementation, and (3) evaluation. Evaluation results indicate that teachers demonstrate high behavioral intention and willingness to use AI in their teaching practices. The average scores on the behavioral intention aspect suggest that teachers are inclined to recommend and intend to use AI in the future, while on the willingness-to-use aspect, teachers are willing to dedicate time to learning and overcoming challenges related to AI usage. These findings suggest that AI-based training is effective in enhancing teachers' readiness and commitment to integrating technology into the teaching process, thereby potentially strengthening educational quality in the digital era.

Keywords: Artificial Intelligence (AI), Teacher Training, Educational Technology, Teacher Intention

Abstrak

Transformasi teknologi dalam media pembelajaran telah mendorong perubahan signifikan dalam proses belajar mengajar, terutama diperkuat oleh pandemi COVID-19 yang menyoroti pentingnya adopsi teknologi Kecerdasan Buatan (Artificial Intelligence/AI) sebagai sarana asistensi dalam pengembangan bahan pembelajaran daring yang lebih efektif. Program pengabdian kepada masyarakat ini dilaksanakan melalui kerja sama dengan SMAN 3 Padang Panjang, melibatkan 22 orang guru dari jenjang kelas X hingga XII sebagai peserta. Kegiatan ini dirancang dalam tiga tahapan utama: (1) persiapan dan observasi lapangan, (2) implementasi lapangan, dan (3) evaluasi. Berdasarkan hasil evaluasi, ditemukan bahwa guru memiliki intensi perilaku dan keinginan yang tinggi untuk menggunakan AI dalam proses pengajaran mereka. Rata-rata skor pada aspek behavioral intention menunjukkan bahwa guru bersedia merekomendasikan dan berniat menggunakan AI di masa depan, sementara pada aspek willingness to use, guru bersedia meluangkan waktu untuk belajar serta menghadapi tantangan dalam menggunakan AI. Temuan ini mengindikasikan bahwa pelatihan berbasis AI efektif dalam meningkatkan kesediaan dan komitmen guru untuk mengintegrasikan teknologi ke dalam proses pembelajaran, sehingga berpotensi memperkuat kualitas pendidikan di era digital.

Kata kunci: Kecerdasan Buatan (AI), Pelatihan Guru, Teknologi Pendidikan, Intensi Guru

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INTRODUCTION

Training is a systematic process of providing knowledge, skills and behavior to individuals or groups in order to increase their abilities and productivity in work or daily life. Interpretation training for Sedarmayanti (2013) is an effort to activate the work of less active members of the organization to reduce negative effects caused by lack of learning, limited experience or lack

of trust from some members or group members. Sikula in Mangkunegara (2009) is a short-term learning process that uses systematic and organized methods where non-senior employees seek knowledge, and Samsudin (2009) reports an increase in various work skills in a relatively short time.

Management Human Resources _ is a process of utilizing human resources in an efficient manner effective and efficient through activity planning , actuating , and controlling all the value to be strength man For reach purpose , Sedarmayanti (2017:3). For increase source Power human resources (HR) at PT. Srikandi Diamond Motors Authorized Dealer Cianjur so Field Service Department conduct training programs for employee as one _ effort increase performance seen employees _ necessary and useful for company nor employee in develop potential and abilities . The HR training conducted by PT. Srikandi Diamond Motors Authorized Dealer Cianjur This consists of two types field training that is field Mitsubishi Service Advisor (MSA) and Field Training Mitsubishi service Technition Education Program (MSTP) training.

METHODS

This article was prepared by utilizing literature study as a writing method. Literature study is interpreted as solving problems by tracing written sources that have been made before (Honer & Hunt, 2003; Setyosari, 2010). In other words, the term Literary Studies is also very familiar with the term literature studies (Zed, 2008). Researchers utilize sources of journals and books related to Human Resources training in company In addition, the author also confirms the information obtained from data from interviews conducted with Branch Managers , Workshop Chiefs, and Heads of Service Advisors as well as Frontliners.

RESULTS AND DISCUSSION

In the world of work Good institution nor industry really needs source Power human (HR). HR or known _ with the designation of Human Resources becomes important Because will give significant _ impact _ for progress company . Human Resources _ in company can give birth to potentials profit business that doesn't Once expected previously because HR is sure key progress something company. For support matter This so needed training to HR in a company. Meanwhile, Hadari Nawawi (2005) explains that training is a program to improve the ability to work alone, in groups or based on organizational/industry status levels. Training is also the process of teaching specific skills or roles to satisfied employees to help them correct inefficient work habits . Whereas according to Tulus (1992: 89), mentions that objective training are : 1) Increase Productivity . 2) Increase Spirit excitement work . 3) Reducing accident . 4) Improve stability and flexibility organizational. From the opinions of the experts above it can be concluded that the meaning of training is a short-term process in which a person either individually or in groups can develop the skills he uses in his work to acquire skills that support the improvement ability employees at the Company.

According to Anwar King Mangkunegara Management Corporate Human Resources (HRM) is a process of utilizing human resources in an efficient manner effective and efficient through activity planning , actuating and controlling all the value to be strength man For reach purpose. Whereas according to Hadari Nawawi (2011:42) Management Human Resources _ is the process of using man as power Work in a manner humane order potential its physical and psychological _ function maximum for achievement objective organization (Company). From the opinion of experts on Can concluded that Management Resource Man as a process and

effort For recruiting, developing, motivating as well as evaluate whole source Power necessary human company in achievement goal.

Development Human Resources (HR) is very important thing For done as form optimization competence employee. Various type form HR development is carried out For create capable human resources Empower competitive tall with superior competence. Superior and qualified human resources which are asset most important inside A organization. This was also carried out by PT. Srikandi Diamond Motors Mitsubishi Motor Authorized Dealer Cianjur as an Authorized Mitsubishi Dealer PT. Kramayuda Three Diamond Motors with show optimal performance through superior and quality human resources which are asset most important inside A company.

As moving company in the field of 3S Full Dealers, PT. Srikandi Diamond Motors Mitsubishi Motor Authorized Dealer Cianjur has 3 (three) Departments among others: 1). Sales Department . 2). Service Department and 3). Spare Part Department . To know How realizing optimal HR through HR development carried out by PT. Srikandi Diamond Motors Authorized Dealer Cianjur so done Training Human Resources _ for his employees in effort increase abilities and competencies . Training Human Resources _ This carried out by the Department Service / Service Department PT. Srikandi Diamond Motors Authorized Dealer Cianjur through 2 (two) types training namely : 1). Mitsubishi Service Advisor (MSA) training included SD and SP sections . 2). Training Mitsubishi Service Technology Program (MSTEP). Training Human Resources at PT . Srikandi Diamond Motors Authorized Dealer Cianjur carried out by PT. Krama Yudha Three Where is Berlian Motors ? place implementation HR training was also held at PT. Krama Yudha Three Diamond Motors. Implementation training Human Resources PT . Srikandi Diamond Motors Authorized Dealer Cianjur by PT. Krama Yudha Three Berlian Motors implemented dive 10 days Work up to 2 (two) weeks with purpose for participants HR training _ can absorb knowledge in a manner maximum .

Training Models Human Resources at PT . Srikandi Diamond Motors Authorized Dealer divided into 2 (two) Training Models among others: 1). Mitsubishi Service Advisor (MSA). 2). Mitsubishi Service Technition Education Program (MSTEP), followed with Local Training (TL). Mitsubishi Service Advisor (MSA) training begins with recruitment participant training For follow activity training . split MSA training into 3 (three) levels training , namely : MSA I, MSA II, and MSA III. So as with Mitsubishi Service training Technition The Education Program (MSTEP) is divided into 3 (three) levels training namely : MSTEP I, MSTEP II and MSTEP III. Where for employees who have finish MSTEP I training and MSTEP II training are required For take part in local training.

Mitsubishi Service Advisor (MSA) Training

Mitsubishi Service Advisor (MSA) training is intended for occupying employees Administrative, Finance and Management positions temporary Mitsubishi Technition Education Program (MSTEP) training is intended for occupying employees _ position as power engineer or mechanic . Furthermore material Mitsubishi Service Advisor (MSA) training is divided to in 3 (three) levels material training , including : a). Mitsubishi Service Advisor (MSA) I, Material level training _ This covers Basics material _ management administration and materials method read character (typology). b). Mitsubishi Service Advisor (MSA) II, Material on the level training This covers material Management Administration Continuation and materials method communicate . c). Mitsubishi Service Advisor (MSA) III, Material on the level training This emphasized where to manage the Company training This addressed to employee as prospective Company Manager.

After he did training for employee PT. Srikandi Diamond Motors Authorized Dealer Cianjur by PT. Krama Yudha Three Berlian Motors then PT. Srikandi Diamond Motors Authorized Dealer Cianjur do evaluation post training and follow continued the MSA that was implemented every year For done follow-up is employees who have follow training from each level training carried out based on results evaluation what is concerned returned to level prior MSA training or employees mean _ can be promoted For follow stage subsequent MSA training .

Mitsubishi Service Training Technion Education Program (MSTEP)

Mitsubishi Service Training The Technition Education Program (MSTEP) is intended for occupying employees _ position engineers / mechanics . MSTEP 's training The same with split MSA training into 3 levels material training among others: a). Mitsubishi Service Technition Education Program (MSTEP) I, material at the level training This covers material for the Basics of the Automobil System , training method use tools , training kind of lubrication, training usage and reading tool measure , safety work and house keeping . b). Mitsubishi Service Technition Education Program (MSTEP) II, material at the level training This covers training Exp Engine (Gasoline and Diesel), System Power Train training (Clutch , transmission and differential), chassis system training (Type, Suspension , Brake, stering system, body, Exterior and interior), Electrical System training (Basic Electricity , Electric and Classic Engines) Electric), Multi Point injection training (Injector System) and Automatic Transmission training . c). Mitsubishi Service Technition Education Program (MSTEP) III, material at the level training This covers material Engine System and Trouble Shooting training , Power Train and Trouble System training , training Chassist and Trouble System, training Electrical and Trouble Shooting. Advanced Multi Point injection training and Automatic Transmission and Trouble Shooting training .

After he did training for employee PT. Srikandi Diamond Motors Authorized Dealer Cianjur by PT. Krama Yudha Three Berlian Motors then PT. Srikandi Diamond Motors Authorized Dealer Cianjur do close evaluation _ The same with field evaluation _ training Mitsubishi Service Advisor (MSA) ie after employee apply in a manner real in the field , the Company evaluates every year For done follow-up what is concerned returned to level prior MSTEP training or employees mean _ can be promoted For follow stage further MSTEP training .

Implementation Evaluation on time Training .

At the moment implementation Training Human Resources in each level training Good Mitsubishi Service Advisor (MSA) and Mitsubishi Service Training Technition Education Program (MSTEP), conducted evaluation For know the extent to which employees of PT. Srikandi Diamond Motors Authorized Dealer Cianjur as participant training Management Human Resources _ understand material training with pattern conducting tests on participant training good test _ written as well as practical tests that lead to solving trouble setting and the result implementing a ranking system as well as graduation to participant training . Implementation evaluation This become important as reject measuring success implementation the training provided For support enhancement competency/ ability final employee will impact on progress company Good from facet Sales , Service Service Unit or Sales of spare parts at PT. Srikandi Diamond Motors Authorized Dealer Cianjur

Follow-up after HR training

After PT employees Srikandi Diamond Motors Authorized Dealer Cianjur finished follow training Human Resources (HR) at PT . Krama Yudha Three Diamond Motors then employee the required For convey or Re -transmit the knowledge that is obtained in place training to

colleagues her at the office with do or carry out Local Training (TL) in order to be able to deliver, apply theory and practice in the field or workshop in accordance with applicable standards.

A SWOT analysis

According to Rangkut (Kurniati, 2019), SWOT analysis is a useful tool for analyzing the overall organizational situation. This approach aims to develop strengths and weaknesses in the internal environment as well as opportunities and threats in the external environment. This approach suggests that the main problems faced by the organization can be analyzed by looking at each of these internal and external factors. According to Rangkut, the SWOT element is included (Kurniati, 2019). Strengths and opportunities while minimizing weaknesses and risks. The strategic decision-making process is always related to the development of the organization's mission, goals, strategies and policies. Therefore, strategic planning must analyze the factors of the institution's strategy (strengths, weaknesses, opportunities and threats) with the existing conditions.

According to Fahm (2013), SWOT analysis compares external factors of opportunities and threats with internal factors of strengths and weaknesses. To analyze the SWOT analysis in more depth, it is necessary to consider external and internal factors as an important part of the SWOT analysis: (1) External factors, namely : factors that influence the emergence of opportunities and risks. This factor concerns conditions outside the organization that affect decision making. These factors include the industrial environment and the macroeconomic business environment, economics, politics, law, technology, population and socio-culture. (2) Internal factors are factors that influence the development of strengths and weaknesses. This factor refers to the conditions that exist within the organization, which also affect decision making. These internal factors cover all types of operations management: Marketing, Finance, Operations, Human Resources, Research and Development, Information Systems (threats). The strategic decision-making process is always related to the development of the organization's mission, goals, strategies and policies. Therefore, strategic planning must analyze the factors of management strategy and organizational culture.

Human Resources training , SWOT analysis can assist in understanding the internal and external factors that can influence the success of the training . The following is a SWOT analysis for Human Resources training at PT. Srikandi Diamond Motors Authorized Dealer Cianjur :

Strengths :

- a. Existing Company Branding famous
- b. Adequate facilities
- c. Standardization is routinely carried out
- d. Material reliable training in accordance with weight the necessary training
- e. Resource persons who are expert/ professional and qualified as well as have high flying hours
- f. Motivation and enthusiasm employee For following a very high training program

Weaknes / Weaknesses:

- a. Without communication language provision terleih formerly Because most unit manuals speak English
- b. Basic Education participants training generalized so that influential to ability absorption knowledge of each participant .

- c. Culture participant training different different Because originate from various area .
- d. Participant Not yet used to with company standards

Opportunity / Chance:

- a. Execution time training carried out in a manner continuous each year
- b. For participants who have not adequate after done evaluation can repeat follow training before .
- c. Whole employee entitled For follow training
- d. Participant training can choose type level training in accordance with position held _ moment This

Threats / Threats:

- a. There are some standards sometimes contrary or counter ethics / culture social local
- b. Place , situation and power stand participant become reason participant training Can resign self or Drop out (DO).

In conducting a SWOT analysis, it is necessary to pay attention to the factors that can influence the success of resource training Power people and determine the right strategy to take advantage of strengths, overcome weaknesses, take advantage of opportunities, and deal with threats. This is also in line with the opinion of the informant, that the training method applied by PT. Srikandi Diamond Motors Authorized Dealer in Cianjur currently uses the face to face method advance (offline) with objective For maximizing implementation training for participants.

CONCLUSION

Can concluded that training program employees at PT. Srikandi Diamond Motors Authorized Dealer Cianjur implemented by PT. Krama Yudha Three Berlian Motors is a very adequate training program Because supported facilities, resource persons, materials, everything in accordance with Standard International Training (SIT). Training programs This can increase performance very helpful employees for company nor employee That alone . Besides it's a training program that was implemented olet PT. Srikandi Diamond Motors Authorized Dealer Cianjur to employee his held in a manner continuous with still exists evaluation and follow-up for employee in enhancement competency and development career her in the future . With thereby Training Human Resources (HR) at PT . Srikandi Diamond Motors Authorized Dealer Cianjur has held with good and optimal fit with every competencies possessed by employees.

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