Chapter 24
Professional Development and Training Needs for Administrators in an Islamic University Malaysia

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ABSTRACT

There have been several studies that have been conducted on employee training and development, both in educational institutions and companies, such as the study conducted by Oktavianus, namely training and development of employees at schools in Indonesia. This study found that in order to help the process of education services, each existing unit must be equipped with competent administrative staff to help teachers and students, even parents for the purpose of the educational service process. Therefore, training and development must be given to these administrative staff so that they can do their jobs properly and correctly. Hence, the purpose of this chapter is to highlight the professional development needs for administrative staff at the Islamic University in Malaysia. Researchers explore the trainings that were provided by the university not only for self-development but also for the benefit of the university to reach its goals.

INTRODUCTION

Training and development are commonly practiced in the work settings, whether in educational settings or none. For the efficiency of administrative work, there is no doubt that training and development are important for administrators to understand and master the fields of work that are being carried out now or in the future. There have been several studies that have been conducted on employee training and development, both in educational institutions and companies such as the study conducted by Oktavianus (2018), namely training and development of employees at schools in Indonesia. This study found that in order to help the process of education services, each existing unit must be equipped with competent administrative staff to help teachers and students, even parents for the purpose of the educational service process. Therefore, training and development must be given to these administrative staff so that they can do their jobs properly and correctly.

Hence, the purpose of this paper is to highlight the professional development needs for administrative staff at the Islamic University in Malaysia. Researchers explore the trainings that were provided by the university is not only for self-development but also for the benefit of the university to reach its goals. The sample frame consisted of five administrative staff from various departments and the interviews were conducted around 20-30 minutes for each participant. Participants were asked about their perceptions of the training given to them and how these trainings have helped them in developing new skills.

This paper provides original information on a topic that is not previously well studied at the Islamic University in Malaysia context. It identifies professional development needs for administrative staff of the Islamic University Malaysia and this study provides practical insights and uses an empirical approach to better understand the aspect of professional development in the individual. The issues explored are related to the impact of the training, the effectiveness of the training on staff, Islamic practice in workplace settings and improvement of soft skills as well as job scope.

BACKGROUND

In today's business world, competition at the marketplaces is very high among companies, organizations and institutions. For the organization to survive, remain relevant and productive, top administrators must continue to provide trainings and skills to their administrative personnel or staff to withstand the competition and challenges. Good products that will satisfy customers' needs are what every organization aimed for, but to win the customers' satisfaction and loyalty, it lies on the organization plan and strategies. Attending trainings and workshops benefits not only the organization, but the staff to contribute and improve the services. In developing creativity in educational organizations, better decision-making, the continuous improvement of human, resources, job satisfaction and participative in the decision process practices, it involves educational units and their workers (Anastasiou, Valkanos and Brinia, 2012). Educational leaders take the responsibility of developing opportunities to strengthen and improve, not only the academic staff but the administrative staff's' professional capacity.

In the context of Islamic University, Management Services Division (MSD) plays a role in developing the staff through organizing training per year. Besides professional development, staff in the Islamic University in Malaysia are required to go through spiritual development. As a normal practice and Islamic and Qur'anic practice that emphasize on seeking knowledge and human development, the Islamic University in Malaysia walks the same path by emphasizing on the importance of talent development

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