

The strategy of human capital development: the role of in-house training

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The human resources function in a small statistical office needs to be well managed and developed. As part of this process, in the State Statistical Office of the Republic of Macedonia, was established a new policy of education of employees with special attention to the in-house training.

The statistical office was faced with many challenges, such as the increase of users' needs, lack of well established policy of human capital development and budget limits.

In order to improve the quality and efficiency of the work, the new strategy of education of employees was created with focus on the training with special role of in-house training.

This form of training was established in June 2008 and it was designed as a way of internal exchange of knowledge. In-house training deals with the main methodological issues identified by employees as a priority. The lectures are attended by representatives of different departments that are interested in the topic announced some period in advance. Over the past year, in the office were organized more than 50 lectures on different topics, such as : meta data, sampling, quality management, input-output analysis, census of population, cost calculation system etc.

In-house training has been developed and used as a tool for:

- training of staff in the areas that are not well covered by external trainings;
- increase of knowledge of new topics that are covered by external training programs, but could be visited by limited number of employees from the office. Participants on external trainings are obliged to organize lectures for their colleagues in a short period of time after their participation in different programs out of the office;
- training in the areas of weaknesses that are targeted by some departments in the office;
- closer internal co-operation ;
- share of training materials;
- filling the knowledge gaps in some areas;

In-house training is evaluated as very important tool for managing of knowledge sustainability obtained by different sources.