

NO.4/2021

Effectiveness of Online Training

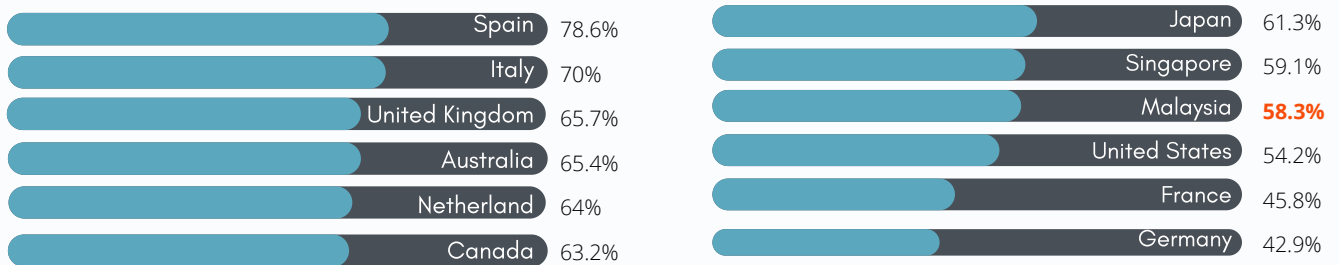
HUMAN CAPITAL REPORT



Learning and development (L&D) is critical for organisations' performance to enhance employees' skills, knowledge, and personal growth. During these unprecedented times, online training is the alternative for L&D activities where physical and social distancing is the norm around the world due to the COVID-19 pandemic. The MDEC Digital Talent Survey reports that 48% of companies in Malaysia adopted digital tech platforms for day-to-day operations in 2021, compared to 19% in 2020, and about 85% of companies surveyed concurred on the need to reskill their employees. On the other hand, the Future of Jobs 2020 report indicates that the digitisation of reskilling and upskilling among Malaysian companies are relatively low compared to other developed countries. According to the report, only 58% of Malaysian companies look forward to accelerating the digitisation of upskilling and reskilling in response to COVID-19, whilst companies in developed countries such as Spain, Italy, the United Kingdom, Japan and Australia range from 60 to 70%.

Thus, this article aims to unravel the challenges faced by companies in adopting online training as part of their L&D initiatives and the values that online training have put forward compared to traditional training. This report also provides the way forward for the L&D industry and skills training for the next five years and what Malaysian employers could do to ensure they are not left behind in the L&D transformation journey.

Accelerate the digitisation of upskilling/reskilling (e.g. education technology/providers)



Source: Future of Jobs, World Economy Forum (2020)

The Challenges

Online training can be challenging to some groups of people, such as the disabled, underprivileged, and marginalised persons who have limited resources and accessibility to online training, leading to the well known digital divide.

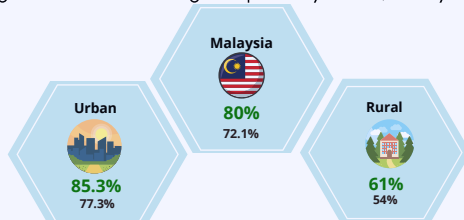
Digital divide is the gap between individuals, households, businesses, and geographic areas at different socio-economic levels with regards to their opportunities to access information and communication technologies (ICTs) and their use of the internet for a variety of activities (Organisation for Economic Co-operation and Development, 2001). The ICT Survey Report shows that despite a significant increase in the percentage of individuals using mobile phones, computers, and internet service in Malaysia, the gap between the urban and rural computer and internet users still exists. The digital divide makes the online training process harder by causing a low adoption rate in embracing online training, especially in more rural and isolated areas in Malaysia.

Source: 1. National Higher Education Research Institute (2020) 2. Open University Malaysia (2004)

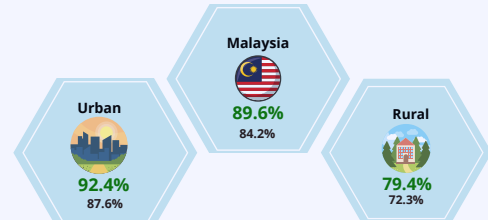
Percentage of individuals using ICT services and equipment in Malaysia, 2019 - 2020



Percentage of individuals using computer by strata, Malaysia, 2019 - 2020



Percentage of individuals using internet by strata, Malaysia, 2019 - 2020



Source: ICT Use and Access by Individuals and Households Survey Report 2020, Department of Statistics, Malaysia (2020)

Is Online Training as Effective as Offline Training ?

There is evidence that online training can be more effective in many ways compared to face-to-face training. Here are several advantages of online training compared to its traditional counterparts and the success stories of big companies embracing online training as part of their L&D.



On average, participants retain 25 - 60% more information when learning online as they have access to the training resources and can revisit them as needed.

Source: World Economic Forum (2021)



Online training requires 40 - 60% less time to learn, compared to a traditional classroom setting. Hence, it reduces the time employees spend on training, allowing them to return to work faster.

Source: World Economic Forum (2021), Journal of Applied Technology and Innovation (2019)



Reduces expenses related to travel, venue or hotel rentals, equipment, and instructor fees.

Sources: Journal of Applied Technology and Innovation (2019)



Encourages interactive communications between employees and instructor via collaborative training, online discussion, and chat / video conferencing, allowing training to be more active and effective.

Source: Journal of Applied Technology and Innovation (2019)



Provides the opportunity and mindset to master lifelong learning.

Source: Malaysian Investment Development Authority (2021)

HIGHLIGHTS:

Big firms such as Cisco, IBM, and Motorola switched to online training as it reduces a good amount of their training expenses, reduces loss of productivity and helps to improve organisational performance.

Source: 1. Journal of Applied Technology and Innovation (2019) 2. The Washington Post (2000)

e-LATiH Platform

HRD Corp has continuously driven efforts to redefine the training landscape by transforming the traditional training market into a 'Contestable Training Market' to support ongoing learning innovation and quality. In order to keep the reskilling and upskilling initiatives moving despite the COVID-19 pandemic, HRD Corp launched its very own online training portal, e-LATiH in February 2021. The platform offers around 400 FREE online courses for ALL Malaysians. HRD Corp is committed to adding more training courses to e-LATiH from time to time.

Total Registered Learners:
157,288

Total Number of Courses:
410

Total Enrolment:
410,144

Enrolment by Gender



83,909 (53%)



73,379 (47%)

Enrolment by Employment Status



Working
110,411 (70%)



Not -working
37,640 (24%)



Self-employed
9,237 (6%)

Top 3 Enrolment by State



Selangor
59,720 (38%)



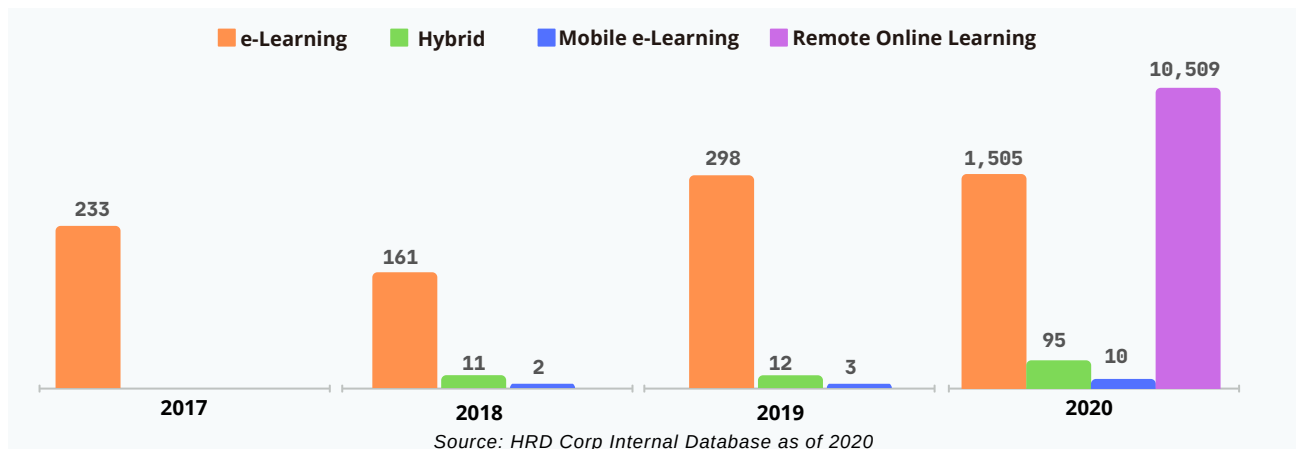
WP Kuala Lumpur
20,122 (13%)



Johor
14,416 (9%)

Source: HRD Corp Internal Database, e-LATiH statistics as of 10 December 2021

In line with HRD Corp's efforts to redefine the training landscape, in 2020, a total of 12,119 online trainings were approved by HRD Corp compared to only 720 online trainings between 2017 to 2019. Remote Online Learning is the most approved type of online training overall.



Conclusion

Implementing online training in L&D programmes can be an invaluable tool in generating higher business performance and learning outcomes for organisations. For that, adequate hardware and accessibility to internet connection throughout the country are necessary to ensure the effectiveness of online training among Malaysian employees.

In addition, Artificial Intelligence (AI) and Machine Learning are expected to be the next big technologies to impact the training industry. Thus, organisations must progress towards online training as a first step to the modern approach to L&D. This is due to talent developers believing that learning platforms will only become more sophisticated in the future to deliver a more personalised, curated learning experience by leveraging technology. Technologies that are anticipated to exceptionally impact online training in the next 5 years include AI, machine learning, Virtual and Augmented Reality (VR & AR), gamification and live streaming.

Last but not least, in tandem with HRD Corp's vision to achieve 35% of highly skilled workers by 2030, we are committed to empowering Malaysians with the necessary skills to succeed in an increasingly digitalised economy. In this regard, online training is an important medium to ensure that our efforts are aligned with technological advancements. In order to effectively harness these new technologies and learning paradigms, employers need to strive beyond traditional strategies in their L&D gameplan to meet the acceleration of worker displacement due to technological automation and augmentation.

“Online learning and online education are no longer an option – they are a must”

Professor Dr. Abdul Karim Alias,
Director of Centre for Development
of Academic Excellence,
Universiti Sains Malaysia

Source: Malaysian Investment Development Authority (2021)





THANK YOU