E-Learning & Online Training program on Work Culture & Job Satisfaction in Indian Industries

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Abstract:

E-learning is essentially imparting education through computer and network enabled digital technologies which include among other things, internet, intranet, and computer, satellite TV, CDROM, audio and video resources. The term e-learning was first used in the professional environment in the year 1999 at CBT Seminar at Los Angeles. Therefore e-learning could be broadly defined as use of Information and Communication Technology (ICT) to enhance and support learning. This could range from teachers and students using e-mail for communication to entirely online courses. This term is used synonymously with virtual learning, online learning, computer based learning, web based learning, and networked learning.

Key-Words: *ICT, CD, CBT, LAMS.*

Introduction:

Characteristics of E- learning

- **E-learning is Learner-Centric Learning:** The learner centric e-learning model makes an array of resources available to the learner, who is free to choose when, where and how to learn.

- **E-learning for lifelong learning:** With increasing access to technologies and its ever increasing sophistication this approach to learning facilitates lifelong learning among various stake holders.

- **E-learning is Flexible Learning:** E-learning has historically been linked with distance education and flexible learning. In distance education, various technologies can be used to link learners, instructors and resources that are removed in time or space. The hallmark of flexible learning, as its name suggests, is its adaptability to learners' needs and circumstances.

- **E-learning is Social:** E-learning seeks to foster collaboration and peers interaction. Various e-learning technologies facilitate various types of collaboration among learners and teachers.

- E-learning Involves Learning Objects: E-learning uses reusable learning objects. This RLO permits one to create e-learning course with ease.

- **E-learning is personalized:** Usually e-learning system permits its users to personalize the learning by tailoring its offerings to their learning style, job requirements, career goals, current knowledge and personal preferences.

- **E-learning Involves Effective Communication:** The effectiveness of e-learning also depends on establishing two-way communication between teachers and learners, and among learners themselves. There are many standalone tools as well as learner management system integrated tools to foster interactive and collaborative engagement.

LITERATURE REVIEW:

The following is a brief description on the literature review that has been undertaken. Internet education is soon to become the dominant form of education in the world. It emphases that a lot of effort is being devoted into furthering the work methods and communication among students and professors, aimed at bettering the quality of this kind of studying (Mirjana Radovic- Markovic, 2010). A special emphasis has been put on the great utility value for all developed economies, which have made great progress in the development rate and in the spreading of virtual faculties' network. The extent to which a country will become part of the

global educational Internet network, will, to a great degree, depend on the degree of utilization of new Internet technologies and the level of popularization of this form of education. The author emphases that this does not mean that "classrooms without walls" will fully replace traditional faculties. They will continue to exist and to attract those students who prefer classical learning models, yet they will also have to change in accordance with the needs and requirements of contemporary education. In keeping with this, it may be concluded that virtual faculties and their expansion will have positive consequences and impact on innovating traditional faculties work as well.

Sangeeta Kakoty, et. al. (2011) analyses the current e-learning procedure and showing the new dimension of research work on this area that follows the important and most neglected research areas till today in this domain. It also analyses the importance of e- education system and recent market of e-learning procedure. This study shows that globalization of education, cross-culture aspects and culturally complex student support system in distance education as well as in e-learning environment is a prospective research area. Improvements in these areas could be made by integrating new technologies and ICT tools. The ELAM (E-learning Acceptance Model) identifies four determinants of e-learning acceptance are – (1) Performance expectancy, (2) Effort expectancy, (3) Social influence and (4) facilitating conditions. Performance expectancy is based on beliefs about perceived usefulness, interactivity and flexibility. Effort expectancy is based on the beliefs about ease of learning, perceived ease of use and efficacy. Social influence is based on subjective norm and image. The main contribution of the paper is that it presents a framework to understand e-learning acceptance as governed by the teacher, students and institutional factors. Ventatesh, et.al. (2003) identifies the key factors in acceptance of e-learning as measured by behavioural intention to use the technology and actual usage in the Unified Theory of Acceptance and Use of Technology.

APPROACHES TO E-LEARNING:

E-learning can be provided in many ways as given below

- Synchronous versus Asynchronous

- Networked versus Stand alone

- Individual versus Group

- Online versus Offline

- Internet versus Intranet

- Computer based versus Other digital devices

- Blended versus Fully online

- Self-paced versus Instructor lead

E-learning Tools and Technologies:

Content creation tools
- Tools for creating avatars (virtual characters)
- Course and lesson authoring tools
- E-book tools
- Graphics and animation tools
- Image galleries and sound effects libraries
- Assessment tools
- Pdf tools
- Video and simulation tools
- Web page authoring tools
- Survey and polling tools

Delivery and distribution tools
- Podcasting tools
- RSS tools
- Web casting and streaming tools
- Presentation tools
- Mobile learning tools

User Tools
- Operating system
- Browsers
- Media players
- Plug ins
- Pdf reader
- Word processor

Communication and Collaboration Tools
- Discussion boards and forum tools
- E-mail tools
- Live support tools
- Meeting and teleconferencing tools
- Instant messaging and chat tools
- Social networking tools
- Social book marking and file sharing tools
- Wiki tools

E-learning Systems
- Content management systems
- Learning management systems
- Course management systems

Hardware Tools
- PC/laptop/ net book
- Smart phones/ palmtop computer
- Printer / scanner/ speaker
- Microphone /speaker/ web ca7

Communication Tools:

As you are aware, modern technology provides us with a plethora of options for communicating. The most common Communication tools used in e-learning include, e-mail, Instant Messaging and Blogging.

E-mail: E-mail stands for electronic mail; e-mail is defined as the transmission of messages over communication networks. There are many e-mail service providers and the most famous ones are Yahoo mail and G mail. Exchanging-mail messages with a mentor or peer is an e-learning experience.

Instant Messaging (IM): Instant messaging is the exchange of text messages through a software application in real-time. Instant messaging allows learners to chat with one another through text messages. This has become very popular as here, everything is performed in a faster, more reliable and cohesive manner. Instant messaging helps teachers to create subject specific groups for exchange of information and sharing of resources. Instant messaging applications like WhatsUp are extensively used by teaching community as reliable communication tool.
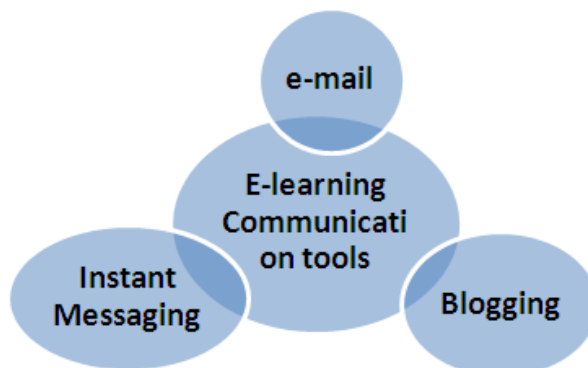
Chat: Chat is synchronous communication tool facilitating online communication. This tool helps teachers and learners to schedule a discussion on a particular question or theme and later save the chat discussion for later use. The chat tool is an integrated tool in all the LMS and there are many standalone chat applications which can be used outside the LMS.

Blogging: A blog is your own website that you are going to update on an on-going basis. A blog is a frequently updated online personal journal or diary. It is a place to express yourself to the world and to share your thoughts and your passions. In blogs entries are commonly displayed in

reverse-chronological order. Most blogs are interactive, allowing visitors to leave comments and even message each other via widgets on the blogs and it is this interactivity that distinguishes them from other static websites. Many blogs provide commentary or news on a particular subject; others function as more personal online diaries. A typical blog combines text, images, and links to other blogs, Web pages, and other media related to its topic. The ability of readers to leave comments in an interactive format is an important part of many blogs. Most blogs are primarily textual, although some focus on art (art blog), photographs (photo blog), videos (video blogging), music (MP3 blog), and audio (podcasting).

Collaboration Tools

All around the globe we are witnessing the transition towards collaborative learning. The benefits of collaborative learning are immense. It lets the learners gain from the experience of their peers and help them acquire and retain information in a more involved and engaged way. Thus, we see most of the e-learning is also social. The learners learn through collaboration with peers in smaller or larger groups. The e-learning technology offers a number of collaboration tools to learn from one another, to work on assignments, Projects in groups and the like. Some of the popular collaboration tools include Chat, forum, wiki, online groups, audio/video conferencing, social bookmarking and social networking. Collaborative learning forums promote learner interaction through message boards, where students can post questions and answers; text chat or forums, where learners can communicate outside the main classroom; and threaded discussions, where facilitators and students can discuss a given topic and review each other's responses.

Wiki: A wiki is a collaborative web site that collects and organizes content, created and revised by its users. The most well-known example is Wikipedia. Wikis are a way to grow a knowledge base around a particular content area, be it best practices in a particular field or how to use a specific piece of software. There are many software which help to create online wiki and one of the most famous one among that is Word press. Wiki is also a feature available in all the Learner Management System. In an e-learning context wiki permits teachers to give many kind of task to

the learners to collaborate and create content on any topic. Wiki platforms are used extensively to create and share open educational resources and in Karnataka the KOER initiative is developed on a wiki platform.

Social Bookmarking: A social bookmarking service is a centralized online service which enables users to add, annotate, edit, and share bookmarks of web documents. Social bookmarking websites enhance and improve the learning experiences by encouraging group collaboration. They also help in organizing and saving web resources faster and easier for students. Social bookmarking services offer greater scope for research, integration, and collaboration compared to the more traditional bookmarking applications such as browsers, which offer limited functionality. There are many services which are available freely for creating and sharing social bookmarks and most famous among them are Diigo, Delicious, and StumbleUpon. Teachers can create social bookmarks of resources chapter wise and invite other teachers to contribute and annotate. The social bookmarks thus created can be shared with the learners and teachers can also give assignments to learners to collaboratively build social bookmarks related to a particular topic.

Social Networking Sites:

Social Networking site is the phrase used to describe any Web site that enables users to create public profiles within that Web site and form relationships with other users of the same Web site who access their profile. Social networking sites can be used to describe community-based Web sites, online discussions forums, chartrooms and other social spaces online. Examples include Facebook, twitter, LinkedIn, Google+ etc.

Social networking can be used effectively for e-learning by creating specific interest groups. The learners within this group can share information, photographs, videos, graphics related to a particular topic. This can also be used by teachers to collaborate in generating and sharing resources online with ease thereby facilitating learning.

Web Conferencing: Web conferencing is highly interactive, Internet-based applications with a rich collaboration feature set (e.g. audio/video from presenters and learners, application sharing, white boarding and markup tools, breakout rooms, polling, quizzing, hand raising and emoticon responses, slides and media, Web site tours, public/private text Chat). It is capable of scaling from small groups to hundreds or thousands of simultaneous users. In "synchronous e-learning," we refer to Web conferencing. Web conferencing technologies offer tremendous potential for robust interactivity and collaboration through their versatility and rich feature options. There are many online tools for organizing video/web conferencing to facilitate collaborative learning. Applications like BigBlueButton.

Content Creation Tools/Authoring tools

An e-learning content authoring tool is a software package which developers use to create and package e-learning content deliverable to end users. According to Wikipedia.org, "a content authoring tool is a software application used to create multimedia content typically for delivery on the World Wide Web. Content-authoring tools may also create content in other file formats so the training can be delivered on a CD (Compact Disc) or in other formats for various different uses. The category of content-authoring tools includes HTML, Flash, and various types of e-learning authoring tools."

Thus, e-learning authoring tools are a class of products designed for people who need to create online educational or training courses that are deployed from a standard, cloud-based learning management system. Many programs can be considered authoring tools, including Flash, and PowerPoint. However, only a small group of programs specifically include support for e-learning content standards such as SCORM (Shareable Content Object Reference Model). There are many proprietary as well as open source authoring tools available currently in the market. Some of the most famous proprietary authoring tools are Elucidate, Lectora, Easygenerator, Smart Builder, Adobe Presenter, Camtasia, Articulate, Captivate and Udutu. There are also many open source authoring tools which have many features. They are Learner

Activity Management System (LAMS), Adapt, Xerte, and eXeLearning.
Adapt: The Adapt authoring tool is an application to allow you to quickly build responsive e-learning content. It's accessed through a web browser. You can create an account, log in, create courses and add assets, components and extensions. You can preview and publish your e-learning content from the authoring tool.

LAMS: Learner Activity Management System (LAMS) is a revolutionary new tool for designing, managing, and delivering online collaborative learning activities. It provides teachers with highly intuitive visual authoring environment for creating sequence of learning activities.

Xerte: Xerte is a fully-featured e-learning development environment for creating rich interactivity. Xerte is aimed at developers of interactive content who will create sophisticated content with some scripting, and Xerte can be used to extend the capabilities of Xerte Online Toolkits with new tools for content authors. Xerte Online Toolkits is a server-based suite of tools for content authors. E-learning materials can be authored quickly and easily using browser-based tools, with no programming required. Xerte Online Toolkits is aimed at content authors, who will assemble content using simple wizards. Content authors can easily collaborate on projects. Xerte Online Toolkits can be extended by developers using Xerte.

eXeLearning: The eXe project developed a freely available Open Source authoring application to assist teachers and academics in the publishing of web content without the need to become proficient in HTML or XML markup. Resources authored in eXe can be exported in IMS Content Package, SCORM 1.2, or IMS Common Cartridge formats or as simple self-contained web pages.

Delivery and Distribution Tools

There are many options to deliver e-learning today. Most common approach is to deliver online learning using a Learner Management System which has so many e-learning tools and technologies integrated in one place. The other approach gaining popularity currently is Massive Open Online Course (MOOC) format. A massive open online course (MOOC) is a model for

delivering learning content online to any person who wants to take a course, with no limit on attendance.

EPUB: Wikipedia defines EPUB as an e-book file format with the extension epub that can be downloaded and read on devices like smart phones, tablets, computers, or e-readers. It is a free and open standard published by the International Digital Publishing Forum (IDPF). The term is short for electronic publication and is sometimes styled ePub. Sigil is an open source epub authoring tool and caliber is an open source epub reader.

Podcasting: Podcasting is a form of audio broadcasting on the Internet. The audio files are developed and distributed using RSS to the computers of subscribed users. These files may then be uploaded to digital music or multimedia players like the iPod. A podcast can be easily created from a digital audio file. The podcaster first saves the file as an MP3 and then uploads it to the Web site of a service provider. Vodcasting (video-on-demand casting) is the same principle as Podcasting with the addition of video.

Audio/Video Streaming: Streaming Audio/Video is content sent in compressed form over the internet and displayed by the viewer in real time. With streaming video or streaming media, a Web user does not have to wait to download a file to play it. Instead, the media is sent in a continuous stream of data and is played as it arrives. The services offered by YouTube are valued by e-learning provider's world over. Many institutions have created their own exclusive channels for providing their e-content to the end users using YouTube. E-learning professionals use to make their e-learning courses more interactive, fun, and informative using YouTube. In fact, it has the power to transform a potentially dull or complicated subject matter into an overall exciting and engaging e-learning experience. E-learning providers like Khan Academy use YouTube extensively in delivering their e-content.

Conclusion:

Online e-Learning and online training is an alternative to traditional face-to-face Training and learning. Many Industries will implement e-Learning and online training to meet Employee's

needs. Since e-Learning and online training is conducted using the Internet and World Wide Web, the learning environment becomes more complicated. Employees initial perceived satisfaction with technology-based e-Learning and online training will determine whether they will use the system continually. This research identifies critical factors influencing e-Learners' and online training satisfaction and employability. The study will review the key factors influencing e-Learning and online training implementation and will provide a comprehensive review of its impact on the stakeholders i.e., learners (employees), educators and employers.

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