International Journal of Advanced Research in Management and Social Sciences
ISSN: 2278-6236
Impact Factor: 6.284

E-LEARNING –ANALYSIS OF FACTORS DETERMINING THE EFFECTIVENESS OF E-LEARNING IN ORGANISATIONAL SETTINGS

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Abstract: *E-Learning is considered as all forms of computer assisted teaching and learning and is becoming an important tool for learning, particularly in organizations for enhancement of employee knowledge and effectiveness at workplace. It has the potential to enhance and support the traditional learning system and is becoming an integral part of learning tools used by educational institutions as well as business organizations. It is flexible, fast and efficient way of delivering knowledge, minimizes cost of training and can contribute to bottom line of organizations. A number of factors like age, attitude of employee, design of portal, monetary incentives, recognition, interest generation, weightage in promotions etc. contribute to the effectiveness of e-learning programmes in organizations. It also enables the online checking of participations as well as progress in learning.*

Keywords: *Computer Assisted Learning, Communication Technology, Blended Approach, On-line Learning, Web-based Interactions, On-line Training solutions*

INTRODUCTION

The learning process needs techniques and tools to present the knowledge, interact with it and share it with others. In this context e-Learning is becoming an important tool to support the learning system to achieve its goals. E-Learning is the tool which has the potential to enhance and support the traditional learning system and already it is becoming an integral part of the learning tools used not only by the educational institutions but also by the many business organizations.

DEFINITION

E-Learning can be defined as 'learning facilitated and supported through the use of information and communications technology'. It can cover a spectrum of activities from the use of technology to support learning as part of a 'blended' approach (a combination of traditional and e-learning approaches), to learning that is delivered entirely online. Whatever the technology, however, learning is the vital element.

Computer assisted learning and various related e-learning techniques are widely recognized as flexible, fast and efficient ways to deliver knowledge that helps bring just in time critical professional improvement and training while minimizing time and cost involved (Ghaoui and Janvier, 2004). Here e-learning is considered as all forms of computer technology assisted teaching and learning, including both in-and out-of class experience with a particular focus on web-based interactive applications (Tavangarian, Leypold, Nolting, & Roser, 2004).

Organizations plan and implement e-learning strategies to augment the skill level of their workforce. Since e-learning strategy has multifaceted objectives, the organizations adopt e-learning programs in line with their own particular needs and priorities (T M Nasir, 2004).

ADVANTAGES OF E-LEARNING

E-learning may be used as a self study resource without tutorial support, for self study. The advantages of e-learning are:

- Convenience
- Cost effectiveness
- Greater efficiency and time savings
- Enhanced and more effective learning
- Reduction in training time
- Easier access for those whose opportunity for training is otherwise limited by their location such as posting in remote areas
- User can learn on his own pace
- Participation and learning can be easily checked and its progress can be monitored
- Helps reduce direct training costs, through improved trainee performance on the job, lower premises costs, no travel or subsistence cost

Online training solutions can contribute to a company's bottom line as well. One-on-one training methods are expensive and time consuming. Traditional class-room-style training on its own is often inefficient and can reduce employee productivity (Glen Trout, 2016).

Many organizations today, to sustain in the market with intense competition, are transforming themselves very rapidly at the pace at which the technology is advancing. As a part of this transformation the organizations are committed to becoming learning organizations by providing innovative learning opportunities for its staff. The development of information system has contributed immensely to solving workplace training problems. E-

learning has emerged as a cost effective way to deliver training at convenient times to large number of employees in different locations.

Despite heavy investment in e-learning technologies, organizations have not received the level of benefits from e-learning that was anticipated. It is in this background that present study has been conducted to analyze the various factors that determine the effectiveness of e-learning in organizational setups.

OBJECTIVE AND SCOPE OF THE STUDY

The study has been carried out to gain an insight and understanding of

- Employee awareness about the availability of e-Learning portal in an organization.
- Measure employee satisfaction about the e-Learning content and highlight the problems involved in the E-Learning Portal.
- To offer suggestions and measures in order to increase the awareness and effectiveness of the Portal.

HYPOTHESIS

Hypothesis 1

Null hypothesis: The employees are aware of eLearning portal through INTRANET

Alternative hypothesis: The employees are not aware of eLearning portal through INTRANET

Hypothesis 2

Null hypothesis: The employees are aware of eLearning portal through INTERNET

Alternative hypothesis: The employees are not aware of eLearning portal through INTERNET

Hypothesis 3

Null hypothesis: The attitude of employees towards the eLearning is good.

Alternative hypothesis: The attitude of employees towards the eLearning is not good.

Hypothesis 4

Null hypothesis: The design of eLearning portal is good

Alternative hypothesis: The design of eLearning portal is not good

RESEARCH METHODOLOGY

Primary data has been collected from employees of State Bank of India, a Public Sector Bank, with an employee strength of more than 200 thousands spread all over India and having more than 100 offices in a number of countries all over the world. This poses a number of challenges in training and providing up to date knowledge about the rapid changes in business environment. In order to train its employees the Bank has started an e-Learning Portal which can be assessed by the employees through Intranet in the Branches and Administrative offices as well as on Internet from outside the office. Data so obtained has been analyzed and conclusions drawn to gain an insight into understanding the factors which lead to effectiveness of the e-Learning in an organization. Convenience sampling process has been used for collection of data

QUESTIONNAIRE DESIGN

A structured questionnaire has been designed (Annexure I). Likert scale has been used in the questionnaire to record respondents' level of agreement to the statements that suit the purpose of the objective.

DATA COLLECTION

The process of data collection involved following steps:

- Visiting the employees at their workplace.
- Hosting the questionnaire personally.
- Recording the responses for the duration of 4 weeks
- Coding the data using SPSS and Microsoft Excel
- Interpretation

A total of 200 respondents have been chosen and responses collected from them. Thus, the sample size for the study is 200, and collected total of 213 responses from the employees of various branches and departments of State Bank India.

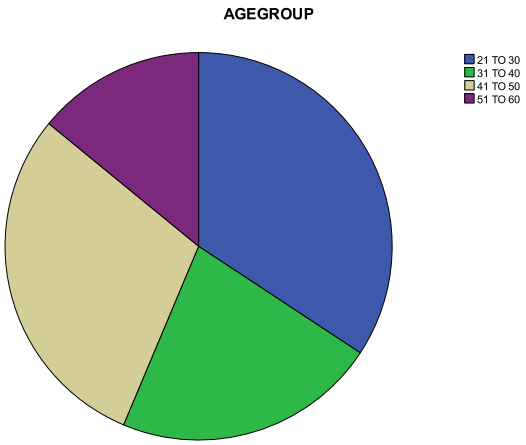
Response sheets have been then imported to MS-Excel and coded accordingly as pre-determined during Questionnaire design. The coded data has been entered into SPSS and prepared for performing analysis.

LIMITATIONS OF THE STUDY

The sample is restricted just to 200 employees of SBI in Hyderabad city branches only. Few of the employees of SBI were not willing to fill in the questionnaire provided to them. The preferences may vary in other cities.

DATA ANALYSIS

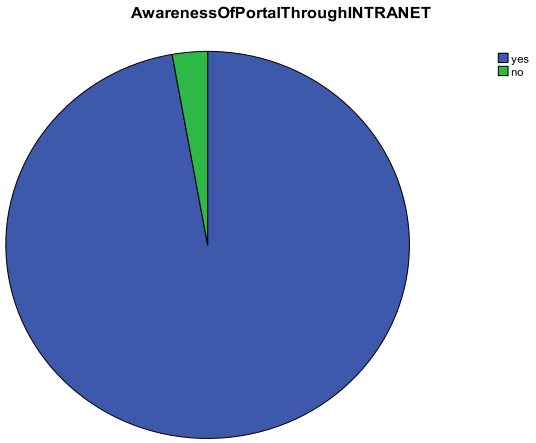
DESCRIPTIVE STATISTICS OF EMPLOYEES SURVEYED



AGEGROUP

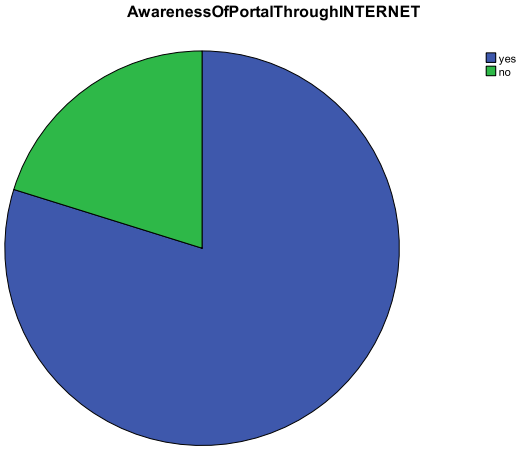
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21 TO 30	73	34.3	34.3	34.3
	31 TO 40	47	22.1	22.1	56.3
	41 TO 50	63	29.6	29.6	85.9
	51 TO 60	30	14.1	14.1	100.0
	Total	213	100.0	100.0	

Awareness of Portal through INTRANET



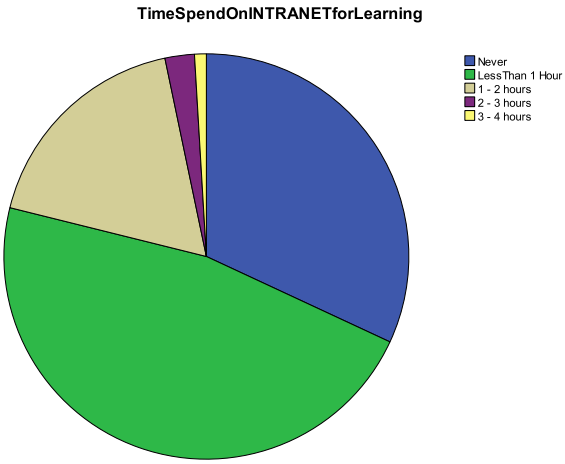
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	207	97.2	97.2	97.2
	no	6	2.8	2.8	100.0
	Total	213	100.0	100.0	

Awareness of Portal through INTERNET



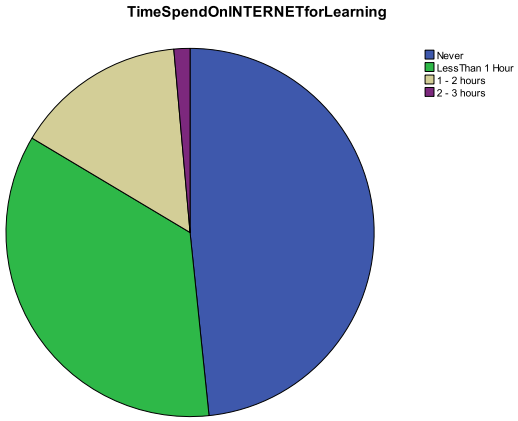
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	170	79.8	79.8	79.8
	no	43	20.2	20.2	100.0
	Total	213	100.0	100.0	

Time Spend on INTRANET for Learning



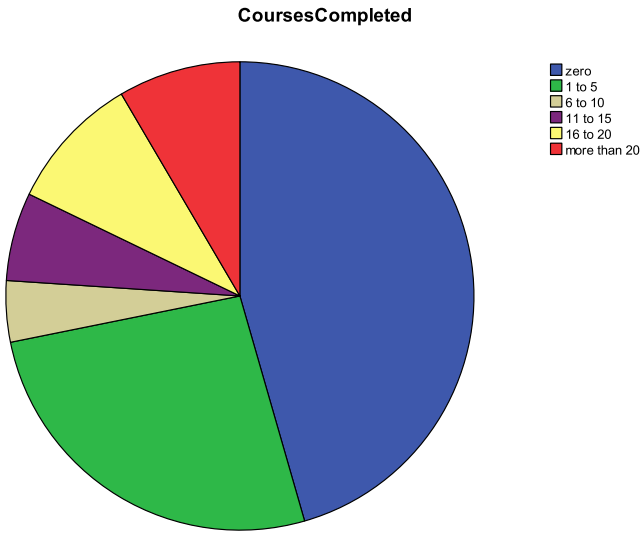
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	68	31.9	31.9	31.9
	Less Than 1 Hour	100	46.9	46.9	78.9
	1 - 2 hours	38	17.8	17.8	96.7
	2 - 3 hours	5	2.3	2.3	99.1
	3 - 4 hours	2	.9	.9	100.0
	Total	213	100.0	100.0	

Time Spend on INTERNET for Learning



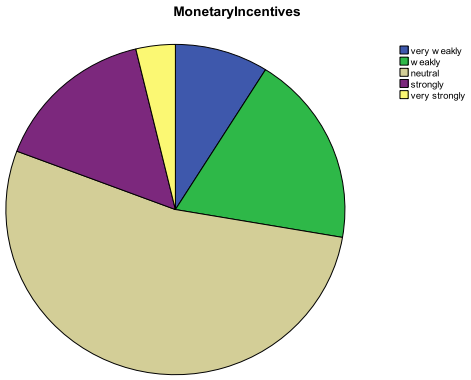
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	103	48.4	48.4	48.4
	Less Than 1 Hour	75	35.2	35.2	83.6
	1 - 2 hours	32	15.0	15.0	98.6
	2 - 3 hours	3	1.4	1.4	100.0
	Total	213	100.0	100.0	

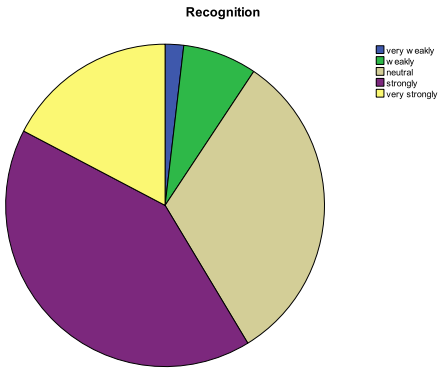
Courses Completed

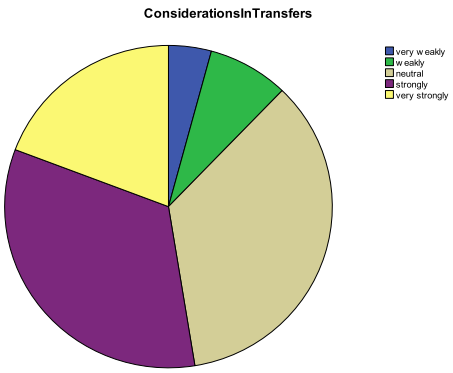


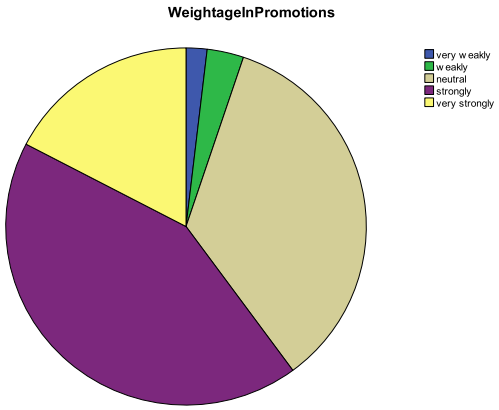
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	zero	97	45.5	45.5	45.5
	1 to 5	56	26.3	26.3	71.8
	6 to 10	9	4.2	4.2	76.1
	11 to 15	13	6.1	6.1	82.2
	16 to 20	20	9.4	9.4	91.5
	more than 20	18	8.5	8.5	100.0
	Total	213	100.0	100.0	

To what extent these can motivate you to learn more through e-learning portal?









Component Matrix	
	Component
	1
Monetary Incentives	.554
Recognition	.738
Weight-age In Promotions	.860
Considerations In Transfers	.814

Monetary Incentives					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very weakly	19	8.9	8.9	8.9
	weakly	40	18.8	18.8	27.7
	neutral	113	53.1	53.1	80.8
	strongly	33	15.5	15.5	96.2
	very strongly	8	3.8	3.8	100.0
	Total	213	100.0	100.0	

Recognition					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very weakly	4	1.9	1.9	1.9
	weakly	16	7.5	7.5	9.4
	neutral	68	31.9	31.9	41.3
	strongly	88	41.3	41.3	82.6
	very strongly	37	17.4	17.4	100.0
	Total	213	100.0	100.0	

Weight-age In Promotions					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very weakly	4	1.9	1.9	1.9
	weakly	7	3.3	3.3	5.2
	neutral	74	34.7	34.7	39.9
	strongly	91	42.7	42.7	82.6
	very strongly	37	17.4	17.4	100.0
	Total	213	100.0	100.0	

Considerations In Transfers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very weakly	9	4.2	4.2	4.2
	weakly	17	8.0	8.0	12.2
	neutral	75	35.2	35.2	47.4
	strongly	71	33.3	33.3	80.8
	very strongly	41	19.2	19.2	100.0
	Total	213	100.0	100.0	

- **Rate the following features in existing E-Learning Portal**

Rotated Component Matrix[a]

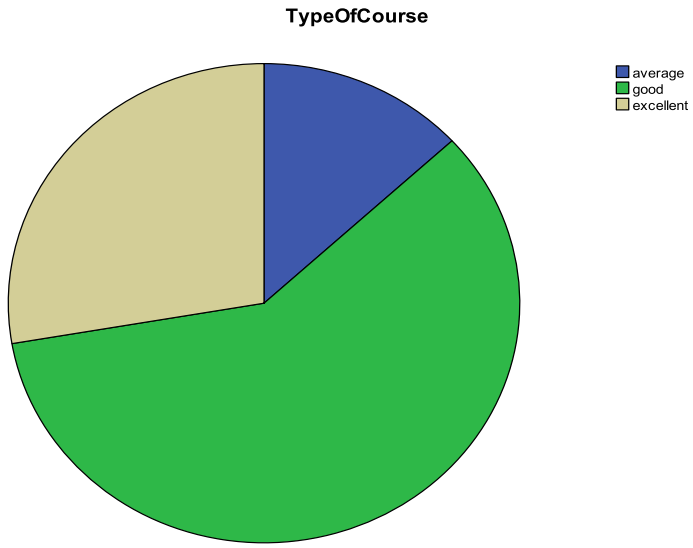
	Component	
	1	2
Type of Course	.809	.082
Need For Learning	.859	.159
Interest Generating	.209	.365
Quality Of Content	.809	.223
Text	.727	.157
Audio	.889	.130
Visuals	.818	.110
Design Of Course	.117	.919
User Friendliness	.817	.245
Ease Of Navigation	.062	.937

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

TYPE OF COURSE

Type Of Course

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	average	28	13.1	13.1	13.1
	good	126	59.2	59.2	72.3
	excellent	59	27.7	27.7	100.0
	Total	213	100.0	100.0	



NEED FOR LEARNING

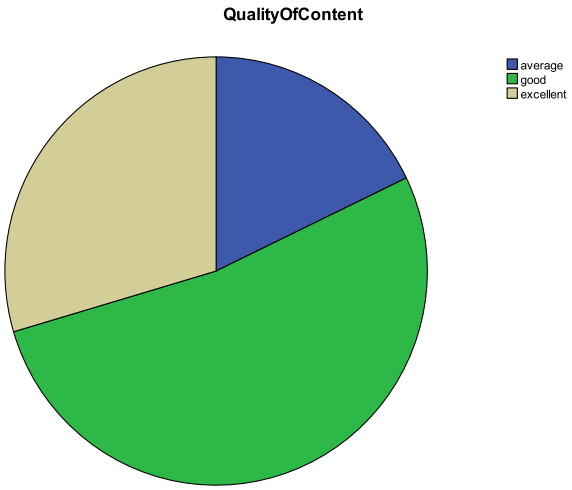
Need For Learning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	average	27	12.7	12.7	12.7
	good	129	60.6	60.6	73.2
	excellent	57	26.8	26.8	100.0
	Total	213	100.0	100.0	

QUALITY OF CONTENT

Quality Of Content

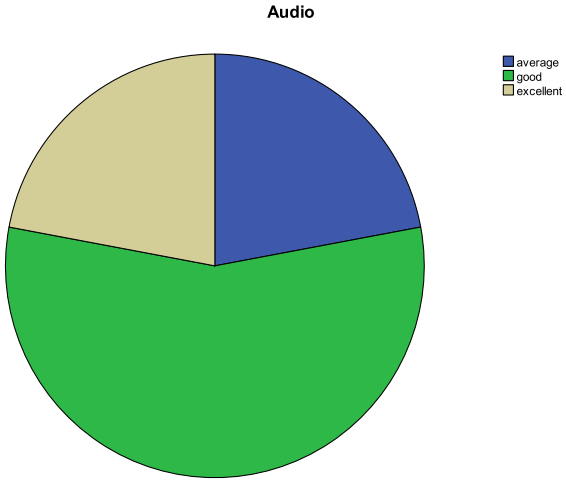
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	average	38	17.8	17.8	17.8
	good	112	52.6	52.6	70.4
	excellent	63	29.6	29.6	100.0
	Total	213	100.0	100.0	



AUDIO

Audio

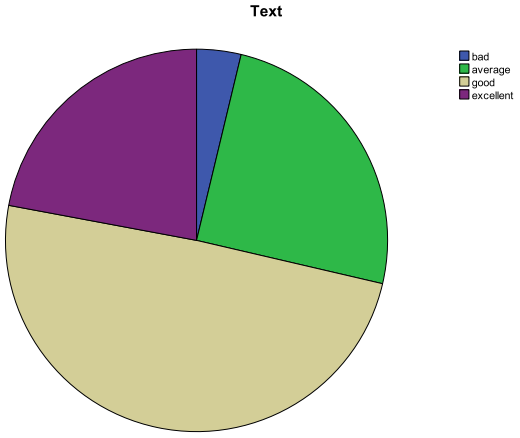
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	average	47	22.1	22.1	22.1
	good	119	55.9	55.9	77.9
	excellent	47	22.1	22.1	100.0
	Total	213	100.0	100.0	



TEXT

Text

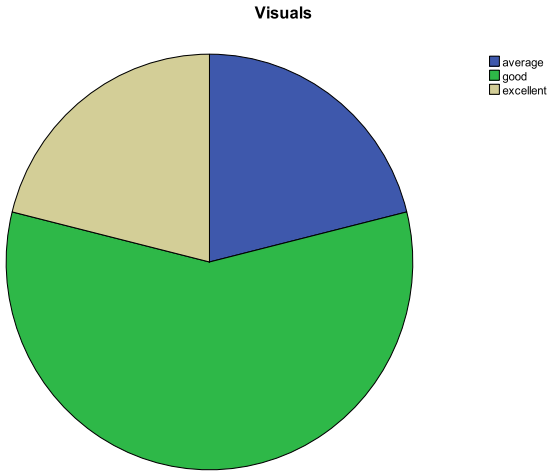
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	bad	8	3.8	3.8	3.8
	average	53	24.9	24.9	28.6
	good	105	49.3	49.3	77.9
	excellent	47	22.1	22.1	100.0
	Total	213	100.0	100.0	



VISUALS

Visuals

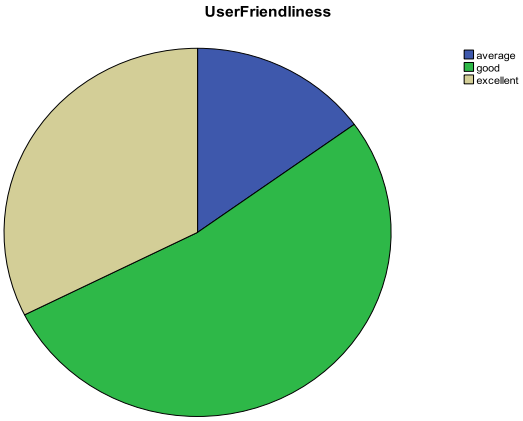
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	average	45	21.1	21.1	21.1
	good	123	57.7	57.7	78.9
	excellent	45	21.1	21.1	100.0
	Total	213	100.0	100.0	



USER FRIENDLINESS

User Friendliness

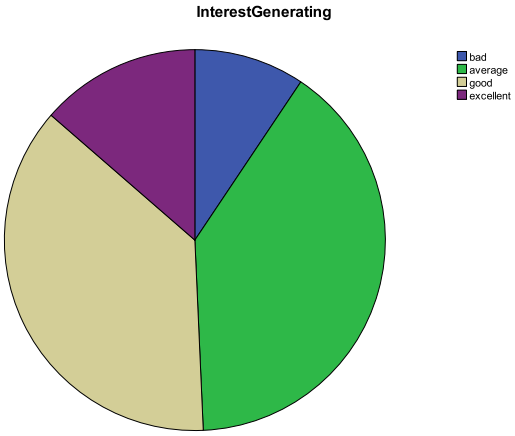
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	average	32	15.0	15.0	15.0
	good	112	52.6	52.6	67.6
	excellent	69	32.4	32.4	100.0
	Total	213	100.0	100.0	



INTEREST GENERATING

Interest Generating

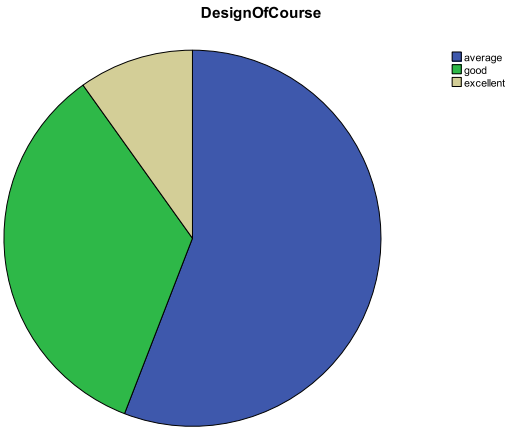
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	bad	20	9.4	9.4	9.4
	average	85	39.9	39.9	49.3
	good	79	37.1	37.1	86.4
	excellent	29	13.6	13.6	100.0
	Total	213	100.0	100.0	



DESIGN OF COURSE

Design Of Course

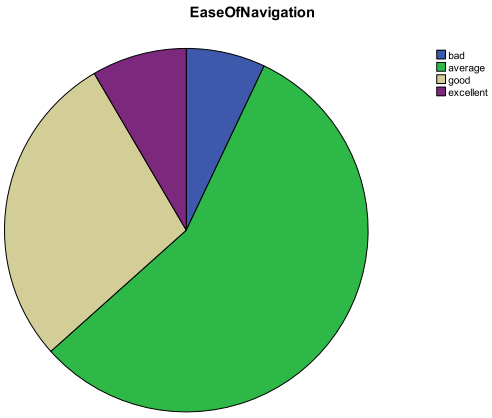
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	average	119	55.9	55.9	55.9
	good	73	34.3	34.3	90.1
	excellent	21	9.9	9.9	100.0
	Total	213	100.0	100.0	



EASE OF NAVIGATION

Ease Of Navigation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	bad	15	7.0	7.0	7.0
	average	120	56.3	56.3	63.4
	good	60	28.2	28.2	91.5
	excellent	18	8.5	8.5	100.0
	Total	213	100.0	100.0	

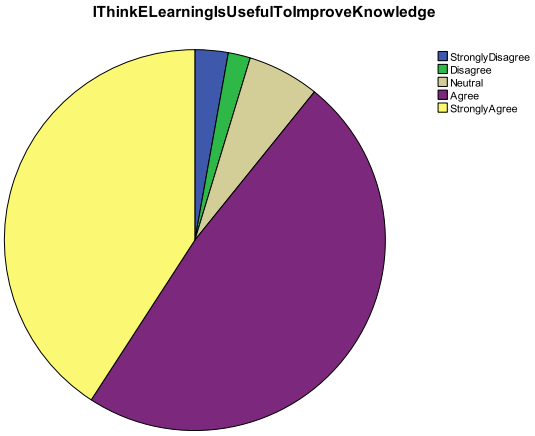


- **Level of agreement of following statements**

Rotated Component Matrix[a]			
	Component		
	1	2	3
I Think ELearning Is Useful To Improve Knowledge	.688	-.299	-.145
It Is Great Advantage To Learn Anytime On Internet	.713	-.039	-.405
Learning Online Is Difficult	-.164	.598	.391
Doubts Cannot Be Cleared Through ELearning	-.004	.817	.021
I Hesitate To Spend Much Time on Internet For Learning	-.174	.695	.149
It is Useful For The Real Time Implementation In Job	.675	-.202	.156
ELearning Saves Money and Time	.759	.076	.021
Online Learning Can Never Give Real Experience	-.015	.378	.666
I Prefer Normal Training Rather Than ELearning	.063	-.028	.871
It is Difficult To Select The Required Course To Learn	-.304	.348	.535
Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.			
a. Rotation converged in 5 iterations.			

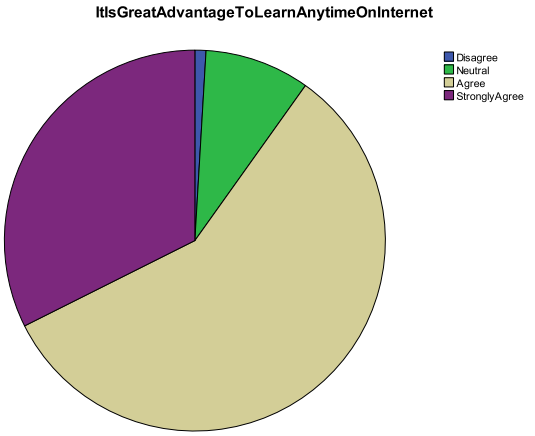
I Think ELearning Is Useful To Improve Knowledge

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	6	2.8	2.8	2.8
	Disagree	4	1.9	1.9	4.7
	Neutral	13	6.1	6.1	10.8
	Agree	103	48.4	48.4	59.2
	Strongly Agree	87	40.8	40.8	100.0
	Total	213	100.0	100.0	



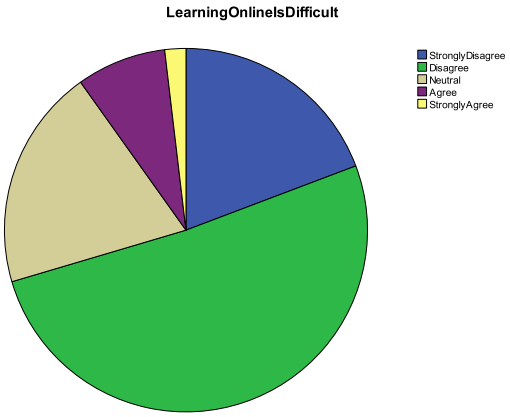
It Is Great Advantage To Learn Anytime On Internet

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	.9	.9	.9
	Neutral	19	8.9	8.9	9.9
	Agree	123	57.7	57.7	67.6
	Strongly Agree	69	32.4	32.4	100.0
	Total	213	100.0	100.0	



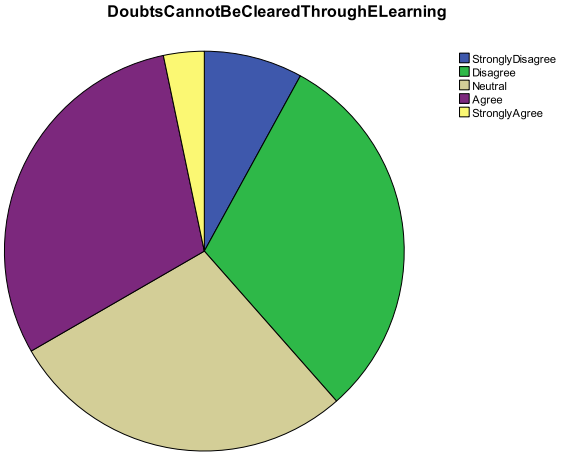
Learning Online Is Difficult

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	41	19.2	19.2	19.2
	Disagree	109	51.2	51.2	70.4
	Neutral	42	19.7	19.7	90.1
	Agree	17	8.0	8.0	98.1
	Strongly Agree	4	1.9	1.9	100.0
	Total	213	100.0	100.0	



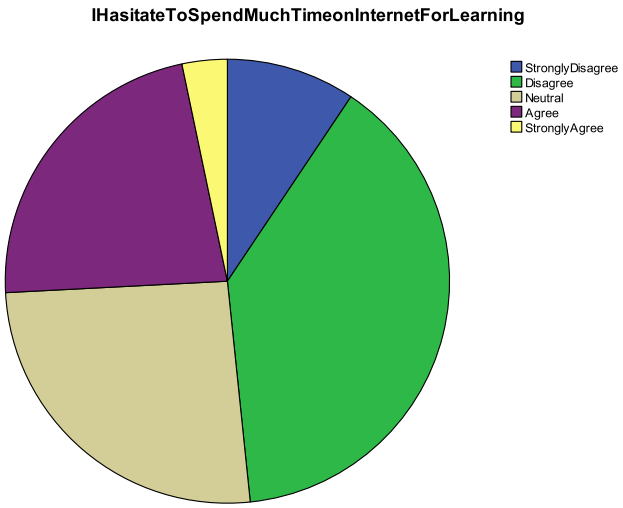
Doubts Cannot Be Cleared Through E-Learning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	17	8.0	8.0	8.0
	Disagree	65	30.5	30.5	38.5
	Neutral	60	28.2	28.2	66.7
	Agree	64	30.0	30.0	96.7
	Strongly Agree	7	3.3	3.3	100.0
	Total	213	100.0	100.0	



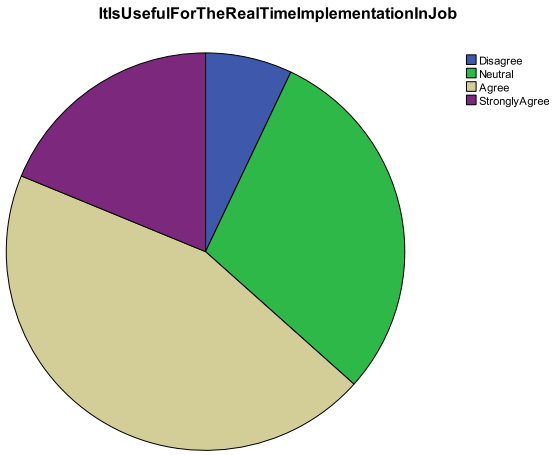
I Hesitate To Spend Much Time on Internet For Learning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	20	9.4	9.4	9.4
	Disagree	83	39.0	39.0	48.4
	Neutral	55	25.8	25.8	74.2
	Agree	48	22.5	22.5	96.7
	Strongly Agree	7	3.3	3.3	100.0
	Total	213	100.0	100.0	



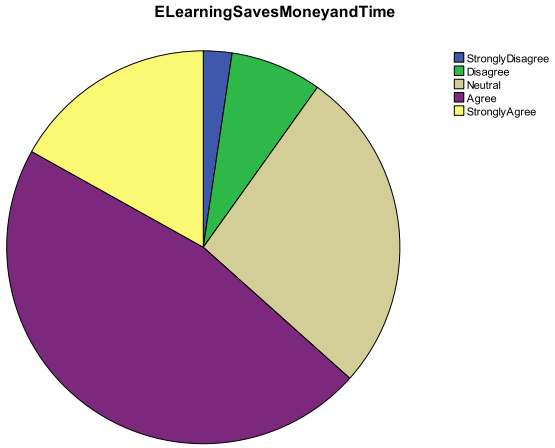
It Is Useful For The Real Time Implementation In Job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	15	7.0	7.0	7.0
	Neutral	63	29.6	29.6	36.6
	Agree	95	44.6	44.6	81.2
	Strongly Agree	40	18.8	18.8	100.0
	Total	213	100.0	100.0	



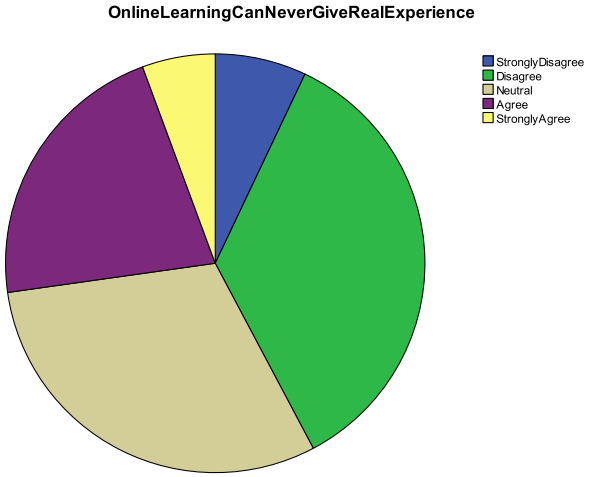
ELearning Saves Money and Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	2.3	2.3	2.3
	Disagree	16	7.5	7.5	9.9
	Neutral	57	26.8	26.8	36.6
	Agree	99	46.5	46.5	83.1
	Strongly Agree	36	16.9	16.9	100.0
	Total	213	100.0	100.0	



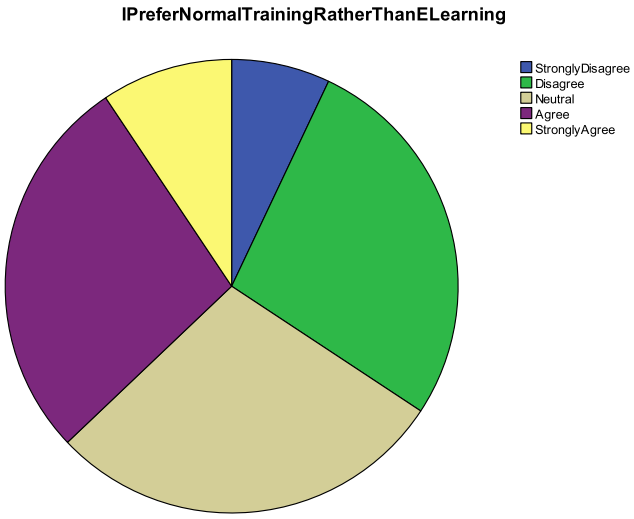
Online Learning Can Never Give Real Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	15	7.0	7.0	7.0
	Disagree	75	35.2	35.2	42.3
	Neutral	65	30.5	30.5	72.8
	Agree	46	21.6	21.6	94.4
	Strongly Agree	12	5.6	5.6	100.0
	Total	213	100.0	100.0	



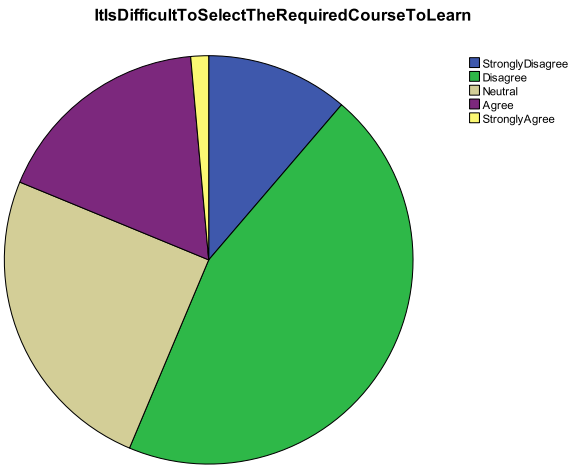
I Prefer Normal Training Rather Than E-Learning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	15	7.0	7.0	7.0
	Disagree	58	27.2	27.2	34.3
	Neutral	61	28.6	28.6	62.9
	Agree	59	27.7	27.7	90.6
	Strongly Agree	20	9.4	9.4	100.0
	Total	213	100.0	100.0	



It Is Difficult To Select The Required Course To Learn

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	24	11.3	11.3	11.3
	Disagree	96	45.1	45.1	56.3
	Neutral	53	24.9	24.9	81.2
	Agree	37	17.4	17.4	98.6
	Strongly Agree	3	1.4	1.4	100.0
	Total	213	100.0	100.0	



4.2 INFERENCES

From the responses collected and interactions made with the respondents, following conclusions have been drawn:

- Many of the employees in the age group of 51 to 60 years and particularly at the lower levels in the hierarchy are reluctant to provide response and at a qualitative

level it can be inferred that there may be a correlation between higher responsibilities and need for learning.

- Awareness level about availability of e-learning portal on intranet is 97.2% and on internet is 79.8% indicating thereby that e-Learning is not a preferred mode of learning at personal level.
- Even for the employees spend who spend 7 to 8 hours on Intranet daily during office hours, a majority of them (96.7%) spend less than 2 hours on Intranet for learning in a week. Reasons for such behavior requires further research.
- While most of the employees have Internet facility at their homes, but majority (98.6%) employees spend less than 2 hours on Internet for learning in a week.
- Apart from self motivation, the employees seek something which can motivate them to learn more thru online.

- **Interpretation on Existing Factors of E-Learning based on ratings given**

	Factors	Interpretation
Component 1	• Type of Course • Need For Learning • Quality Of Content • Text • Audio • Visuals • User Friendliness	Satisfied
Component 2	• Interest Generating • Design of Course • Ease of Navigation	Unsatisfied

- According to the ratings given in the responses by the employees we can infer that,
  - 84.3% of employees rated Good or Excellent for the factors in Component 1.
  - 56% of employees rated Average or bad for the factors in Component 2.

- **Interpretation of Employees Attitude towards ELearning**

	Factors	Interpretation
Component 1	• I think eLearning is useful to improve knowledge • It Is Great Advantage To Learn Anytime On Internet • it is Useful For The Real Time Implementation In Job • ELearning Saves Money and Time	Positive Attitude towards E-Learning– Interested, favored
Component 2	• Learning Online Is Difficult	Negative Attitude

	• Doubts Cannot Be Cleared Through ELearning • I Hesitate To Spend Much Time on Internet For Learning	towards E-learning – Not interested
Component 3	• Online Learning Can Never Give Real Experience • I Prefer Normal Training Rather Than ELearning • It is Difficult To Select The Required Course To Learn	Negative Attitude towards E-learning– Traditional in nature

HYPOTHESIS INTERPRETATION

Hypothesis 1

Null hypothesis: The employees are aware of eLearning portal through INTRANET

Alternative hypothesis: The employees are not aware of eLearning portal through INTRANET

The P value is less than 0.05. Therefore Null Hypothesis will be accepted.

Hypothesis 2

Null hypothesis: The employees are aware of eLearning portal through INTERNET

Alternative hypothesis: The employees are not aware of eLearning portal through INTERNET

The P value is less than 0.05. Therefore Null Hypothesis will be accepted.

Hypothesis 3

Null hypothesis: The attitude of employees towards the eLearning is good.

Alternative hypothesis: The attitude of employees towards the eLearning is not good.

The P value is less than 0.05. Therefore Null Hypothesis will be accepted.

Hypothesis 4

Null hypothesis: The design of eLearning portal is good

Alternative hypothesis: The design of eLearning portal is not good.

The P value is less than 0.05. Therefore Null Hypothesis will be accepted.

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ANNEXURE –I

Online E - Learning Behavior of Employees of SBI

* Required

Instructions: Please Tick (✓) the appropriate options

Gender *: Male ___ Female___

Age Group *:

○ 21 to 30 ○ 31 to 40 ○ 41 to 50 ○ 51 to 60

Educational Qualification *:

Designation *:

Are you aware of E-Learning portal exists in SBI through INTRANET? *

○ Yes ○ No

Are you aware of E-Learning portal exists in SBI through INTERNET? *

○ Yes ○ No

How much time you spend on INTRANET for learning through portal? *

○ Never ○ Less than 1 hour
○ 1 - 2 hours ○ 2 - 3 hours
○ 3 - 4 hours ○ More than 4 hours

How much time you spending on Internet for learning through e - portal at Home/ after office hours? *

○ Never ○ Less than 1 hour
○ 1 - 2 hours ○ 2 - 3 hours
○ 3 - 4 hours ○ More than 4 hours

How many courses you have completed learning online? *

○ Zero ○ 1 To 5
○ 5 To 10 ○ 10 To 15
○ 15 To 20 ○ More than 20

What do you rate the following features in existing E-Learning portal? *

	Very Bad	Bad	Average	Good	Excellent
Type of course	○	○	○	○	○
Need for learning	○	○	○	○	○
Interest generating	○	○	○	○	○

	Very Bad	Bad	Average	Good	Excellent
Quality of Content	○	○	○	○	○
Text	○	○	○	◉	○
Audio	○	○	○	○	○
Visuals/Graphics	○	○	○	○	○
Design of course	○	○	○	○	○
User friendliness	○	○	○	○	○
Ease of Navigation	○	○	○	○	○

To what extent these can motivate you to learn more through e-learning portal? *

	Very Weakly	Weakly	Neutral	Strongly	Very Strongly
Monetary Incentives	○	○	○	○	○
Recognition	○	○	○	○	○
Weight-age in Promotions	○	○	○	○	○
Considerations in Transfers	○	○	○	○	○

Other Motivating Factors if any Please Specify:

_____

Please select your level of agreement to following statements *

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I think e-learning is useful to improve knowledge	○	○	○	○	○
It is a great advantage to learn anytime on the internet	○	○	○	○	○
Learning online is difficult	○	○	○	○	○
Doubts cannot be cleared through e-learning	○	○	○	○	○
I hesitate to spend much time on	○	○	○	○	○

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
internet for learning					
It is useful for the real time implementation in job					
e-learning saves money and time					
Online learning can never give real experience					
I prefer normal training rather than e-learning					
It is difficult to select the required course to learn					

Suggest how the existing design of e-learning portal can be improved and made better *

_____
_____
_____
_____
_____

Signature:
Date: