

# INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT

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## ONLINE TRAINING: ADVANTAGES–DISADVANTAGES AND KEY CONSIDERATION FACTORS FOR IMPLEMENTING ONLINE TRAINING IN THE ORGANIZATIONS

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### ABSTRACT

*The present paper signifies the increasing impact of Online training as a valuable and cost-effective method for continuous education and overall productivity enhancement that provides employees with well-rounded individuals and motivated employees dedicated to building the business. Nowadays learning with technology has been realized by organizations as an innovative form of training. Comprehensively training the employees gives the company an edge in today's competitive market. Online training and e-learning are providing more and more companies with the opportunity to train their employees more effectively and efficiently. Online training allows companies to thoroughly train their employees in engaging and interactive manner, and provides the flexibility that is needed in today's rapidly growing workforce. Online training ensures that all employees will have the in-depth knowledge of the programs they are using, maximizing productivity and improving the quality of their work and also keeps employees well updated with new programs and software. Online training allows employees to learn at their own pace and at a time that's convenient for them, it helps in tracking result easier, an employer is better able to see who has completed training and review their scores. Online training comes with certain limitations; there are issues and challenges related with this form of training. The main barriers to successful e-Learning are the lack of learning culture in the organization, lack of knowledge about e-learning and the perception that online training will not add value to the organization.*

### KEYWORDS

Online Training, Importance of Online Training, Advantages –Disadvantages of Online Training, key consideration factors for implementing Online Training.

### INTRODUCTION

An increasing number of employers are turning to Online Employee Training for interactive learning as Internet technology has improved and Web access has become omnipresent. This form of training is more economical both in time and money than conventional training. In recent years, there has been a rapid development of computer networks, improvement in the processing power and advances in storage technology. These developments have made computer a dynamic force in training, learning and development, providing a new interactive means of overcoming time or distance barriers.

Online training is a software-based teaching program installed on a computer or a computer network. These programs feature a section for teaching, informal quizzes and tests and/or a final exam. Depending on the software, tests may be multiple choice, true/false, fill-in-the-blanks, and sometimes even essay. Some online training is text-only, but programs that are more sophisticated have video, flash animations, audio content, or a combination of all three. Online Training, web-based training is sub-set of broader framework of E-learning. Online training can be used as:-

- A sole source of learning
- As a supplement to traditional training
- As a follow-up to traditional training
- As an alternative to traditional training

Online training can be synchronous or asynchronous. Synchronous means at the same time. In training, it is Instruction delivered via a network that requires learners and an instructor to be online at the same time to participate in learning interactions. This type of delivery is live and is place independent, but time dependent. For example, a web broadcast seminar that is sent on a certain date and time is an example of synchronous Delivery. Although the participants in the web seminar do not have to be physically present at the date and time of the scheduled delivery to participate. Conversely, asynchronous delivery is both time and place independent. A training course available at the convenience of the individual end user 24 hours a day, 7 days a week is an example of asynchronous delivery.

Online training programs are also extremely beneficial to the company. Online training provides consistency in the quality of training; it signifies more people working rather than training. It allows for flexibility in a training schedule. An employee can take his/her online computer training course during down time at work or at home. E learning allows for more energy to be focused on the day to day operations of the company, while still providing exceptional training. Training not only develops people's technical understanding, but it also helps to build employee confidence, interpersonal skills, communication skills, quality management and team work skills – all things any company should view as crucially important for organizational and professional growth.

### OBJECTIVE/NEED OF THE STUDY

1. To study the importance of Online Training.
2. To identify the Advantages and Disadvantages of Online Training.
3. To explore issues which need to be addressed when implementing Online Training program in the organization.

### RESEARCH METHODOLOGY

Research methodology is the process of systematically solving the research problem. It may be understood as a science of study how research is done scientifically. Data collection is done from secondary sources such as books, periodicals research review, and website. This is an exploratory research based solely on insights drawn from the analysis of the existing literature of different studies, reports, periodicals and books related to the topic of study in order to investigate the impact and importance of Online Training. This research work will serve as a means to help acquire useful information or Knowledge about the subject area.

### IMPORTANCE OF ONLINE TRAINING

Training is essential to the continuing success of a business – both in terms of practicalities, and employee satisfaction and retention. Training refers to bridging the gap between the current performance and the standard desired performance. Training programs not only develop employees but also help an organization to make best use of their human resources in favor of gaining competitive advantage. For employees, training is often now a natural expectation at interview stage – it's in an individual's interest to continuously learn and develop professionally in an environment that fosters growth. For employers, training increases employee retention rates, because employees are more loyal to companies that value individual growth and provide conditions to cultivate it.

Online Training apparently offers training and development professionals a tool for crafting the flexible and high-quality learning programs that their organizations need to meet strategic objectives and succeed in today's fast-paced global marketplace. Online Training courses are available anytime, anywhere and employees can access knowledge and expert systems on an as-needed basis. Employees can gain control over when and where they receive training, similarly they can choose the type of media (print, sound, video) they want to use in training program. Course enrollment, testing, and training records can be

handled electronically, reducing the paperwork and time needed for administrative activities. Employees' accomplishments during training can be monitored. Online Training allows learners to collaborate or interact with other trainees and experts and they may link to other learning resources such as reference materials, company Web sites and other training programs.

E-learning supports company initiatives such as expanding the number of customers, initiating new ways to carry out business such as e-business, and speeding the development of new products or services. The audience can include employees and managers as well as vendors, customers, and clients, training can be delivered to geographically dispersed employees. Training can be delivered faster and to more employees in a shorter period of time. The employees can create action plans at the end of each segment in their training that they complete and make efforts to reinforce what they've learnt. By doing so, they can then be held accountable by a company to implement the things they've learnt in a working environment. There are no practical costs involved in online learning, such as travel costs or accommodation, which might be involved for someone attending a course and this makes it cost-efficient.

Online Training is effective for a wide range of outcomes including knowledge, skills, and behaviors. It is the most effective for training that emphasizes cognitive outcomes such as Declarative and procedural knowledge and facilitates greater social interaction between trainees than face-to-face learning methods because other trainees are equally accessible or more accessible than the instructor and there are more methods available that allow learners to interact, such as e-mail, group projects, whiteboards, wiki documents and chat rooms.

### ONLINE TRAINING ADVANTAGES

- 1. Extensibility, Accessibility, and Suitability** –Employees can proceed through a training Program at their own pace and at their own place. They can also access the training at any time, receiving only as much as they need. In other words, "just in time and just enough."
- 2. More Flexible and Lower cost** – E-Learning can be done in short chunks of time that can fit around daily schedule. Instead, employees have a set amount of learning, normally divided into modules, with a deadline .Online Training tends to be much cheaper option because trainer's time or any room or equipment is not being used.
- 3. Convenient and Relevant**- As employees struggle to balance the demands of work and home; e-Learning allows them to learn from work, home and on the road. Since course content includes the most current topics, e-Learning ensures training is applicable to a person's career path.
- 4. Immediate and Fun**- Delivery over the Internet enables on line Training to begin with just a few mouse clicks. By providing a captivating interactive environment with dynamic content, e-Learning not only effectively keeps people up-to-date, but interested as well.
- 5. Inexpensive worldwide distribution** - No separate or distinct distribution mechanism is needed (i.e., distributing CD-ROMs for CBT training). WBT can be accessed from any computer anywhere in the world while at the same time keeping delivery costs down. It can be accessed by web browsing software on any platform: windows, MAC, UNIX, etc.Training course can be delivered to any machine over the Internet or company intranet without having to develop a different course for each unique platform.
- 6. Travel cost and time savings** – Training is delivered directly to the learner instead of the other way around, it can be done wherever you have a device capable of doing so. Therefore again employees can fit it in to their schedule. So employees can save time and save money on the costs of travel.
- 7. Self Directed, Convenient and easy to use**- Employees can learn at their own pace and maintain control of learning "where, when and how" with unlimited access 24/7. Employee has to open an Internet browser and they are up and can run quickly training program.
- 8. Direct access to many other training resources** - The Internet gives access to the largest library in the world. Employees have to capitalize on the offerings that have already been created, and use them to enhance the training.
- 9. Mobile** – As elearning can be done on laptops, tablets and phones – it is a very mobile method. Learning can be done on the train, on a plane or any other time that could normally be wasted; the whole world can now is a classroom.
- 10. Technological Possibilities** – Online Training is rapidly becoming more and more popular method; new technology is being introduced all the time to help with the learning. Different apps help to further reinforce the learning whilst forums can be used to greatly increase the amount of interaction and engagement between learners.
- 11. Global** – The untapped WBT market is still large, with very few restrictions companies can be confident that their staff can receive the same content regardless of their location, and in many cases, their nationality. Therefore Online Training is a useful way of ensuring this happens with ease and reduced cost.

### ONLINE TRAINING DISADVANTAGES

- 1. Lack of Control**– If the training is being conducted by an outside company and material being used for conducting Online Training is not what's needed for proper training, then the expense of that employee training is wasted. Similarly employees with low motivation did not show enthusiasm for training and they tend to fall behind or do not match with the pace of active learners. A lack of routine or fixed schedule will result complicated Online Training program.
- 2. Learning Approach** – It doesn't appeal to all learning styles, a major point of consideration is that all people are different and feel happier learning in different ways. In this respect, some people will prefer to be taught in a classroom environment with other delegates, some may prefer images, another group of employees will be attracted by just reading words and some prefer to talk about or actually do a task in order to learn. It is still a challenge to make Online Training appeal fully to different style of learners.
- 3. Isolated** – Online courses are solitary, with no human interaction; the employees do not have a trainer to ask for help or question if there is something they do not understand. Employees may prefer to do their training out of working hours; while trainers often prefer to answer numerous questions only doing it within working hours. This may create feeling of isolation among employees and they often get demotivated when they feel they don't have the support and reassurance that the physical presence of a trainer provides.
- 4. Technology Issues**- Slow Internet connections or older computers and unavoidable general random faults may make accessing course materials frustrating. Employers have to ensure that all the trainees have a device that is able to support the training modules.
- 5. Newness** - Information changes and whatever you learn today will probably change by next month or next week. Since recent emergence to the training arena, new technologies are taking place frequently. Time, experience, and money are required to take full advantage of its capabilities.
- 6. Feedback limitation** - The Internet provides a brilliant means to get all kinds of information back and forth to employees, but it also makes it harder to assess some types of feedback and information. Online Training restricts the idea of discussing training contents with the trainers to some extent, it depersonalizes the process. New employees rather prefer to learn from someone face-to-face training with someone who can answer the questions and makes the training session energetic.
- 7. Computer Competency** – In organization some employees might not be too comfortable using computers, especially if their jobs don't require them to, even if the software is user friendly, the thought of using the software can be discouraging and demotivating. Therefore these employees are likely to learn a lot less than they would from a physical course. Managing computer files and online learning software can sometimes seem complex for employees with beginner-level.
- 8. Time Constraint** - If the time allotted for training is insufficient for the amount of information in the training program, then the trainer either needs more time than the allotted time for training schedule or less training content will be presented. In both the situation employees will be adversely affected. Again if too many employees are attending Online Training Program at one time than time scheduling with quick, adequate and right training becomes a major issue. It does not make any sense as sufficient time is not allowed for covering all training material and more questions are left unanswered.
- 9. Trainer Quality**- It takes a special person to be a trainer for conducting Online Training; they have to have a passion for training and they have to know what they're talking about. Employees being trained can quickly ascertain if the person doing the training is knowledgeable, competent, and approachable. The wrong trainer can do more harm than good.



**KEY CONSIDERATION FACTORS FOR IMPLEMENTING ONLINE TRAINING**

In the direction of implementing successful Online; Training course needs good quality, well delivered material supported by tutorials, advice and Counseling and an overall support system which will effectively manage the program. The trainer should devise ways to capture and hold learner's attention and also needs to organize or deliver the training courses in ways different from traditional lecture formats. The key consideration quality initiatives points that should be taken care of while implementing Online Training in the organization are as below:

1. Adequate infrastructure and technical support.
2. Adequate development and preparation time for designing training material.
3. Clearly articulated directives for structure learning activities such as assignments, cases, discussions specifically for the online motivational learning environment.
4. Trainer must understand the very need of training, they should get specific with the content and must do research.
5. Capture and hold the learners' interest and engage the employee with positive attitude towards training.
6. Select the right delivery and tracking system .Present materials graphically and provide relevant examples in a situational context.
7. Consent to flexibility across technology formats so that employees can learn at home, on the job, or anywhere they can use their Smartphone and watch presentations again and again if needed.
8. Prompt feedback by the trainer and satisfied answers to be given to the queries of learners.

**CONCLUSION**

Embracing Online Training by organizations is a good initiative as they cannot use traditional training methods if they want to stay in today's competitive market. In fact, some companies have also begun to utilize this to equip their employees with additional skills and knowledge in order to improve the quality of service that they provide to their customers and clients as well as increase in product output. Online Training delivers content through electronic information and communication technologies (ICT's) and has potential to transform how and when employees learn.

Convenience and flexibility are the number one advantages provided by Online Training. Some more benefits which are included in its sphere are; it eliminates geographic barriers and reduces travel time. Provides a format for self-paced and is also preferred because of its cost-effectiveness .Organizations can enhance the probability of getting a solid return on their training investment by including several elements of an Online Training model design. Although there is no doubt that this method has proven to be beneficial to many individuals and companies in all part of the world, there are also a number of disadvantages credited to it.

A major barrier to Online training is the challenge of changing mind –set of the employers and employees as to some extent both are still locked into the traditional models of training delivery and have an opinion that Online Training does not add any significance worth to organization and are unwilling to change. Managers and training departments need to determine when online training is a feasible strategy. There are two main groups whose cooperation and support are critical for the development and implementation of Online Training, the management of the organization and the employees themselves.

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