iJRASET
International Journal For Research in Applied Science and Engineering Technology



INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Volume: 12 **Issue:** X **Month of publication:** October 2024

DOI: https://doi.org/10.22214/ijraset.2024.64475

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International Journal for Research in Applied Science & Engineering Technology (IJRASET)
ISSN: 2321-9653; IC Value: 45.98; SJ Impact Factor: 7.538
Volume 12 Issue X Oct 2024- Available at www.ijraset.com

Impact of Online Learning Platforms in Enhancing Employees' Skills and Knowledge in Academia

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Abstract: ***The study investigates the impact of online learning platforms like Coursera and NPTEL on enhancing educators' skills and knowledge in academia. With digital transformation accelerating post-COVID-19, platforms offer flexibility for professional development, yet challenges persist. The study, conducted through a survey of 73 educators in Bengaluru, uses quantitative and descriptive methods, applying statistical tools like Correlation, Chi-Square tests, and ANOVA to assess platform effectiveness. Key findings reveal that platforms like LinkedIn Learning and Udemy are popular, but balancing work and learning is a challenge for many. While educators appreciate the flexibility, 56.2% express dissatisfaction with the long-term career growth and skill development offered by these platforms. The study highlights the need for better interactive features, practical learning opportunities, and improvements in course content to support effective professional growth in academia. In conclusion, while online platforms provide valuable resources, they must address these gaps to fully meet educators' needs for continuous upskilling.***

Keywords: Online learning platforms, Professional development, Skill enhancement, Knowledge improvement, Educators' upskilling, Digital transformation, E-learning in academia, Blended learning, Flexible learning, Faculty development.

I. INTRODUCTION

The rapid advancement of digital technologies has revolutionized the education sector, with online learning platforms playing a pivotal role in enhancing the skills and knowledge of employees, particularly in academia. Platforms such as Coursera, NPTEL, and LinkedIn Learning offer educators flexible, cost-effective, and accessible opportunities for professional development. As higher education institutions increasingly prioritize continuous learning to keep pace with modern demands, these platforms have emerged as essential tools for skill enhancement. However, questions remain about their overall effectiveness compared to traditional methods, and challenges such as balancing learning with work responsibilities persist. This study explores the impact of online learning platforms on professional growth in academia, analyzing their effectiveness, motivational factors, and areas for improvement in fostering long-term career development.

II. TITLE

Impact of Online Learning Platforms in Enhancing Employees' Skills and Knowledge in Academia.

III. STATEMENT OF THE PROBLEM

The emergence of online learning platforms has significantly reshaped educational practices within academia, yet there is a lack of comprehensive understanding regarding their effectiveness in enhancing employees' skills and knowledge. While many institutions have integrated these platforms into their training programs, questions remain about their actual impact on professional development and the extent to which they address the specific learning needs of employees. This research aims to explore these issues, assessing both the advantages and challenges of online learning in fostering skill enhancement and knowledge acquisition among employees in academia.

IV. OBJECTIVES

1) To analyze the effectiveness of online learning platforms in enhancing employees' skills and knowledge.
2) To explore the factors motivating employees to adopt and engage in online platforms to learn and enhance new skills.
3) To identify the challenges of learning the new skills and knowledge using the online platforms.

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V. HYPOTHESES FOR THE STUDY

1) Hypothesis 1

- H1 (Alternative Hypothesis): There is a significant impact of online learning platforms in enhancing employees' skills and knowledge.
- H0 (Null Hypothesis): There is no significant impact of online learning platforms in enhancing employees' skills and knowledge.

2) Hypothesis 2

- H1 (Alternative Hypothesis): There is a significant impact of factors motivating employees to adopt and engage in online platforms on their learning and skill enhancement.
- H0 (Null Hypothesis): There is no significant impact of factors motivating employees to adopt and engage in online platforms on their learning and skill enhancement.

3) Hypothesis 3

- H1 (Alternative Hypothesis): There is a significant impact of the challenges of learning new skills and knowledge using online platforms on employees' learning experience.
- H0 (Null Hypothesis): There is no significant impact of the challenges of learning new skills and knowledge using online platforms on employees' learning experience.

VI. LITERATURE REVIEW

1) Nair and Singh's (2019) study, "Assessing the Role of Digital Learning in Professional Development of Educators," examines the impact of digital learning platforms on 80 education professionals. The study concludes that digital platforms significantly enhance educators' professional competencies by offering flexible, accessible opportunities for continuous learning. This fosters adaptability, collaboration, and the ability to stay updated with current trends, ultimately improving teaching strategies and supporting lifelong learning for educators.

2) Rao and Patel (2020) conducted a study titled "Impact of E-Learning on the Skill Development of Education Sector Employees," focusing on 80 employees in the education sector. The study concluded that e-learning fosters continuous learning and self- directed skill development, leading to enhanced performance, adaptability, and innovation within educational institutions. It highlighted the development of key skills such as technological proficiency, communication, and instructional design, emphasizing the crucial role of e-learning in aligning employees' skills with the demands of the digital age.

3) Verma and Singh's (2021) study, "Adoption of E-Learning in Higher Education: A Case Study of Indian Universities," examined 60 faculty members from two Indian universities and concluded that e-learning significantly enhances faculty engagement and teaching methodologies. The research highlighted the positive impact of digital platforms in fostering interactive, student-centered practices, promoting collaboration, and supporting continuous professional development among educators.

4) Joshi and Kaur (2022), in their study titled "E-Learning: A Pathway to Skill Enhancement for Academic Staff," examined 75 academic staff members from various colleges. The research concluded that e-learning significantly improved the technical skills and confidence of academic staff in using new educational technologies, contributing to more effective teaching practices.

5) Mehta and Joshi's (2023) study, "Exploring the Benefits of Online Training for Educational Staff in India," examined the impact of online training programs on 50 educators from primary and secondary schools in India. The research concluded that these programs significantly improved educators' teaching skills, job satisfaction, and overall professional development, highlighting the importance of broader implementation to ensure continuous growth and adaptation to new teaching methodologies.

6) Kamraju et al. (2024), in their study "Exploring the Impact of Online Education on Higher Education," examined the effects of online education on faculty members, administrators, and students in higher education institutions. The research concluded that online education significantly enhances access and flexibility, offering benefits like convenience and the ability to cater to a diverse student population. Despite challenges such as the need for technological infrastructure, the study found online education to be as effective as traditional methods and recommended adoption for broadening access to quality learning.

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VII. RESEARCH GAP

Existing studies mainly explore the general impact of online learning on educators' professional development, teaching methods, and student outcomes. However, a gap remains in understanding how online platforms specifically enhance the skills and knowledge of academic employees. My research, "Impact of Online Learning Platforms in Enhancing Employees' Skills and Knowledge in Academia," addresses this by analyzing employee experiences, motivations, and challenges. Through a comprehensive questionnaire, it aims to tailor online learning to better support academic staff's career development and effectiveness.

VIII. RESEARCH METHODOLOGY

This research utilizes both quantitative and descriptive methods to evaluate the impact of online learning platforms on employees' skills and knowledge in higher education. The study focuses on faculty members from various colleges in Bengaluru, representing different academic disciplines and institutions, with a sampling unit targeting individuals who actively use online platforms for professional development. Aiming for 80 to 100 responses, the study successfully gathered 73 completed surveys, offering valuable insights into platform effectiveness. Primary data was collected through a structured questionnaire distributed to faculty, capturing their experiences and perceptions of online learning in the context of professional growth.

IX. DATA ANALYSIS AND INTERPRETATION

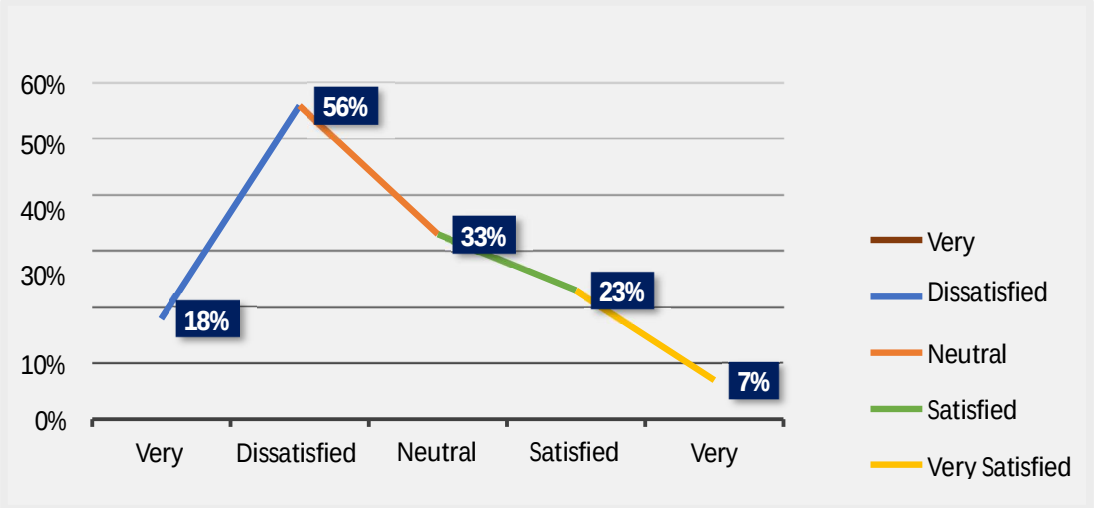
Table 9.1: Table Showing How satisfied are you with the overall effectiveness of online learning platforms in enhancing your skills?

	No. of Respondents	entage (%)
Very Dissatisfied	13	18%
Dissatisfied	41	56%
Neutral	24	33%
Satisfied	17	23%
Very Satisfied	5	7%

Analysis:

The table shows that satisfaction with the overall effectiveness of online learning platforms in enhancing skills is predominantly negative, with 56% of respondents expressing dissatisfaction and 18% being very dissatisfied. A smaller percentage of respondents are satisfied at 23% and very satisfied at 7%. Furthermore, 33% remained neutral, indicating some uncertainty regarding the platforms' effectiveness.

1) Graph 9.1 :Graph Showing Overall Effectiveness of Online Learning Platforms



Interpretation:
The data indicates a clear trend of dissatisfaction among respondents, with most feeling negative about online learning platforms. While a smaller group expresses satisfaction, the neutral responses suggest that some have mixed or uncertain experiences. Overall, dissatisfaction dominates, highlighting potential areas for improvement in the platforms' effectiveness and user experience.

Table 9.2: Table Showing Is career advancement a key factor motivating you to use online learning platforms?

	No of Respondents	Percentage (%)
Yes	65	89.0%
No	8	11.0%

Analysis:
The table shows that career advancement is a significant motivating factor for the majority of respondents using online learning platforms, with 89% indicating a positive response. Only 11% do not consider career advancement as a motivating factor, suggesting that these platforms are primarily viewed as tools for professional growth and skill enhancement.

2) Graph 9.2: Graph Showing Is career advancement a key factor motivating you to use online learning platforms?



Interpretation:
The chart illustrates that career advancement is a key motivating factor for the majority of respondents utilizing online learning platforms. A small minority does not view career progression as a motivating aspect, which suggests that these platforms are primarily perceived as essential tools for professional growth and skill enhancement. This highlights the critical role of online learning in supporting individuals' career aspirations and reinforces the need for such platforms to align their offerings with the professional development goals of users.

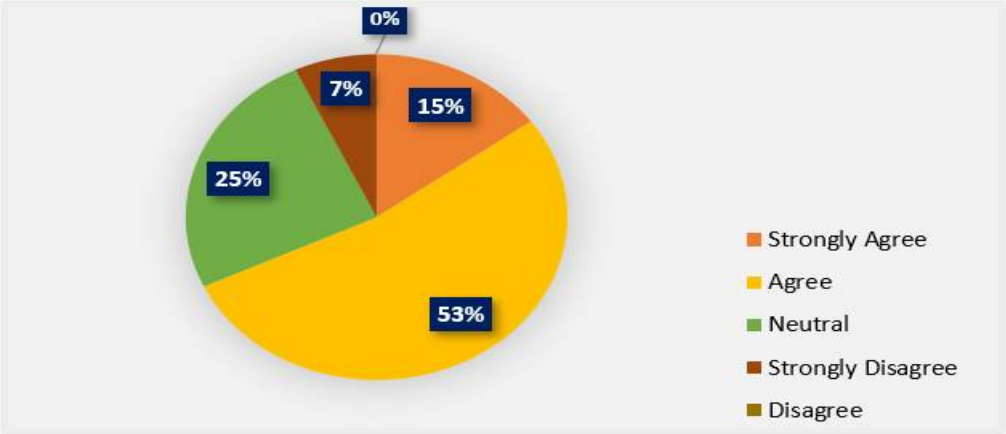
Table 9.3: Table Showing Balancing online learning with a busy work schedule is a significant challenge

	No.of Respondents	Percentage(%)
Strongly Agree	11	15%
Agree	39	53%
Neutral	18	25%
Strongly Disagree	5	7%
Disagree	0	0%
Total	73	100%

Analysis:

The table illustrates respondents' perceptions regarding the challenge of balancing online learning with a busy work schedule. A total of 50 respondents either strongly agreed 15% or agreed 53% that this balancing act is a significant challenge. 25% remained neutral, while 7% strongly disagreed, and none of the participants disagreed. This distribution highlights the scheduling challenges faced by individuals engaged in online learning.

3) Graph 9.3: Graph Showing Balancing online learning with a busy work schedule is a significant challenge



Interpretation:

The chart shows respondents' perceptions of the challenges associated with balancing online learning and a busy work schedule. A significant portion of the participants indicated that they find this balance to be a considerable challenge, with many expressing strong agreement with this sentiment. A notable number of respondents also reported feeling neutral about the issue, suggesting a mix of experiences regarding the impact of their schedules on online learning. Conversely, only a small fraction disagreed with the notion of this being a challenge. Overall, the data reveals that managing online education alongside professional commitments is a common concern, highlighting the need for strategies to support individuals in effectively integrating these responsibilities.

4) Hypothesis Testing Using One-Way ANOVA

Evaluates whether there are statistically significant differences between group means to determine the impact of independent factors on a dependent variable.

Hypothesis 1

- H1 (Alternative Hypothesis): Factors motivating employees to adopt and engage in online platforms have a significant impact on their learning and skill enhancement.
- H0 (Null Hypothesis): Factors motivating employees to adopt and engage in online platforms do not have a significant impact on their learning and skill enhancement.

Table 9.4.1: Table Showing Assessing the Impact of Motivational Factors on Employees' Learning and Skill Enhancement

To What extent do interactive features (e.g., quizzes, forums) on these platforms support your learning?					
	Sum of Square	df	Mean Square	F	Sig.
Between Groups	4.336	4	1.084	2.079	.093
Within Groups	35.445	68	.521		
Total	39.781	72			

Table 9.4.2: Table Showing Effect Sizes and Confidence Intervals for ANOVA on the Impact of Interactive Features on Learning

ANOVA Effect Sizes [a,b]

			95% Confidence Interval	
		Point Estimate	Lower	Upper
To what extent do interactive features (e.g., quizzes, forums) on these platforms support your learning?	Eta-Squared	.109	.000	.216
	Epsilon-squared	.057	-.059	.169
	Omega-squared Fixed-effect	.056	-.058	.168
	Omega-squared Random-effect	.015	-.014	.048

- Eta-squared and Epsilon-squared are estimated based on the fixed-effect model.
- Negative but less biased estimates are retained, not rounded to zero.

Interpretation

Based on the analysis, it can be observed that the p-value is 0.093. This value exceeds the conventional significance threshold of 0.05. Therefore, we fail to reject the null hypothesis. This suggests that there is no statistically significant difference in how the different groups perceive the support provided by interactive features on online platforms for learning.

5) Hypothesis Testing Using Correlation

Evaluating the Relationship Between Motivational Factors and Employees' Learning and Skill Enhancement.

Hypothesis 2

- H1 (Alternative Hypothesis): The challenges of learning new skills and knowledge using online platforms have a significant impact on employees' learning experience.
- H0 (Null Hypothesis): The challenges of learning new skills and knowledge using online platforms do not have a significant impact on employees' learning experience.

Table 9.5.1: Table Showing: Correlation Between Knowledge Increase and Satisfaction with Online Learning Platforms in Enhancing Skills.

CORRELATION			
		Have you noticed an increase in your knowledge due to online learning platform?	How satisfied are you with the overall effectiveness of online learning platform in enhancing your skill?
Have you noticed an increase in your knowledge due to online learning platforms?	Pearson Correlation	1	.106
	Sig.(2-tailed)		.370
	N	73	73
How satisfied are you with the overall effectiveness of online learning platforms in enhancing your skills?	Pearson Correlation	.106	1
	Sig.(2-tailed)	.370	
	N	73	73

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Interpretation

The p-value of 0.370 is greater than the typical significance level of 0.05, meaning we fail to reject the null hypothesis. This indicates that there is a very weak positive correlation between noticing an increase in knowledge due to online learning platforms and satisfaction with their overall effectiveness in enhancing skills. However, the relationship is not statistically significant, suggesting that there is no meaningful correlation between the two variables in this context.

6) Hypothesis Testing Using Chi-Square

Analyzing the Relationship Between Categorical Variables and Their Impact on the Adoption of Online Learning Platforms.

Hypothesis 3

- H1 (Alternative Hypothesis): Online learning platforms have a significant impact in enhancing employees' skills and knowledge.
- H0 (Null Hypothesis): Online learning platforms do not have a significant impact in enhancing employees' skills and knowledge.

Table 9.6.1: Table Showing Chi-Square Test Statistics for Knowledge Increase and Satisfaction with Online Learning Platforms

Test Statistics

	Have you noticed an increase in your Knowledge due to online learning platforms?	How satisfied are you with the overall effectiveness of online learning platforms in enhancing your Skills?
Chi-Square.	50.973[a]	43.644[b]
df	1	4
ASYMP. Sig.	<.001	<.001

a.0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 36.5.

b. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 14.6.

Interpretation

Since the p-value is less than the standard significance level of 0.05, the null hypothesis is rejected in favour of the alternative hypothesis. This indicates a statistically significant relationship between the use of online learning platforms and the respondents' knowledge increase, as well as their satisfaction with skill enhancement. The Chi-Square test results demonstrate a significant association, suggesting that online learning platforms have had a notable positive impact on the professional development of the respondents.

X. FINDINGS

1) Satisfaction with Effectiveness a majority of respondents, 56%, are dissatisfied with the effectiveness of online learning platforms in enhancing skills, while only 30% express satisfaction, with 33% remaining neutral.

2) Motivation for Career Advancement striking 89% of respondents view career advancement as a key motivating factor for using online learning platforms, while only 11% do not consider this aspect as a motivation.

3) Balancing Online Learning with Work half of the respondents, 68%, feel that balancing online learning with a busy work schedule is a significant challenge, indicating that time management is a notable concern.

4) Support from Interactive Features the analysis shows a p-value of 0.093, indicating no statistically significant difference in

perceptions of support from interactive features on online platforms, leading to the retention of the null hypothesis.

5) Correlation between Knowledge Increase and Satisfaction with a p-value of 0.370, the relationship between knowledge increase due to online learning and satisfaction with overall effectiveness is not statistically significant, showing no meaningful correlation.
6) Significant Relationship with Knowledge Increase the p-value is below 0.05, leading to the rejection of the null hypothesis and indicating a significant relationship between the use of online learning platforms and the respondents' increase in knowledge.

XI. SUGGESTIONS

1) Address User Dissatisfaction: Enhance the effectiveness of online learning platforms by improving features and interactive elements to increase user engagement and satisfaction.
2) Provide Flexibility: Offer flexible scheduling options to help users balance their learning with professional responsibilities, fostering a more positive learning experience.
3) Focus on Career Advancement: Emphasize career advancement opportunities in marketing and course offerings, and establish regular feedback loops to continuously adapt and improve platforms based on user needs and experiences.

XII. CONCLUSION

The result from this research shows that interactive features on online learning platforms have no statistically significant impact on perceived skill enhancement, and the correlation between knowledge improvement and satisfaction is weak. However, the small effect size suggests areas for improvement. Refining interactive tools and tailoring learning experiences to individual needs can create more engaging environments. Enhancing feedback mechanisms will help optimize online education's effectiveness in skill development.

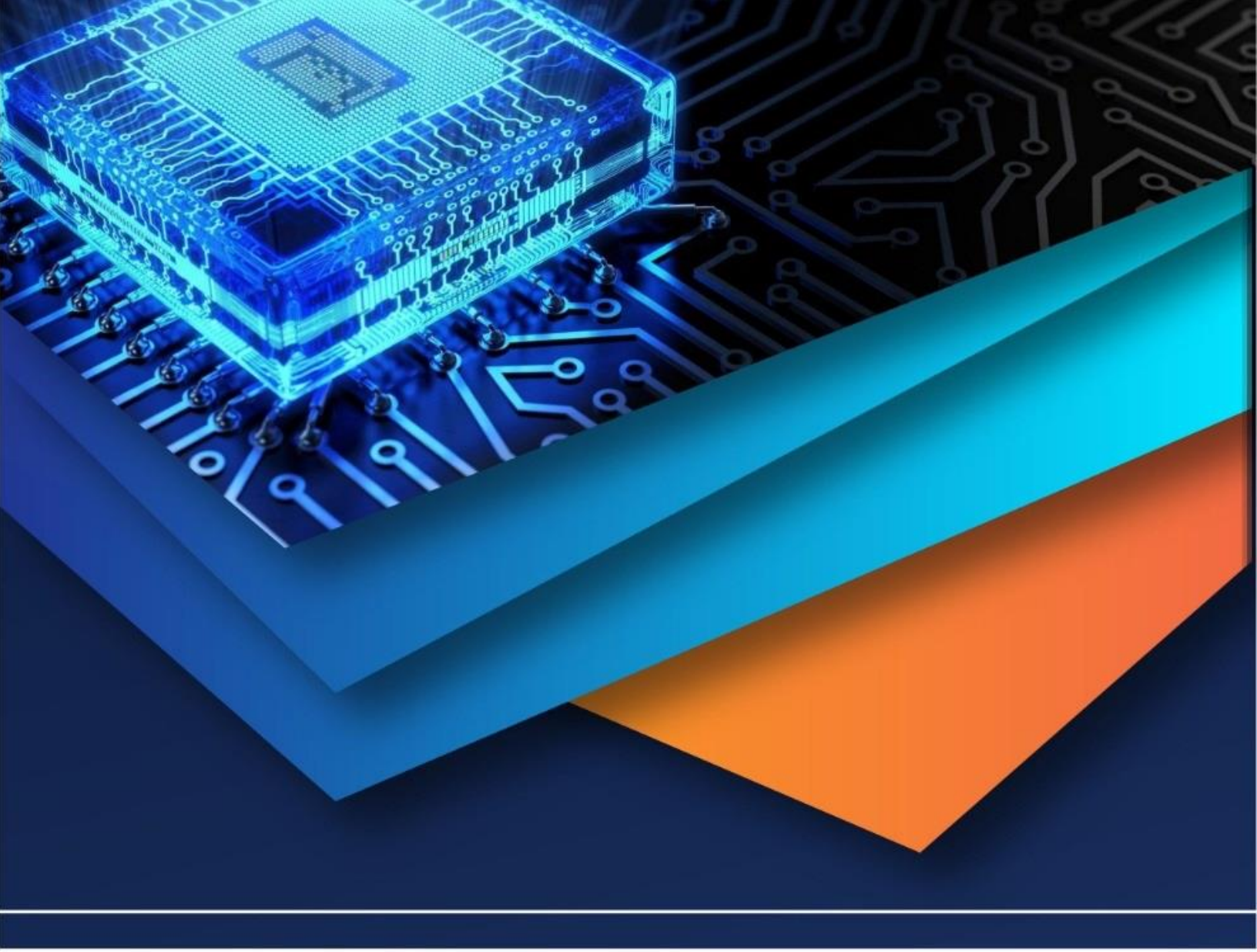
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