



# Online Training In Singapore

# Overview

The COVID-19 pandemic has accelerated digital transformation and changes at the workplace. Against this backdrop, it is critical for workers to train and upskill to raise productivity and enhance lifelong employability. MOM supports workers' reskilling and upskilling efforts through a range of programmes and initiatives.

Restrictions placed on in-person training due to COVID-19 safe measurements did not have an adverse impact on training participation in 2020, as more residents turned to online learning. This deck examines the online training landscape in Singapore.

Data were obtained from the Labour Force Supplementary Survey on Adult Training, an annual survey conducted by the Manpower Research and Statistics Department to capture information on participation in job-related structured training by the resident labour force over the 12-month period ending June.

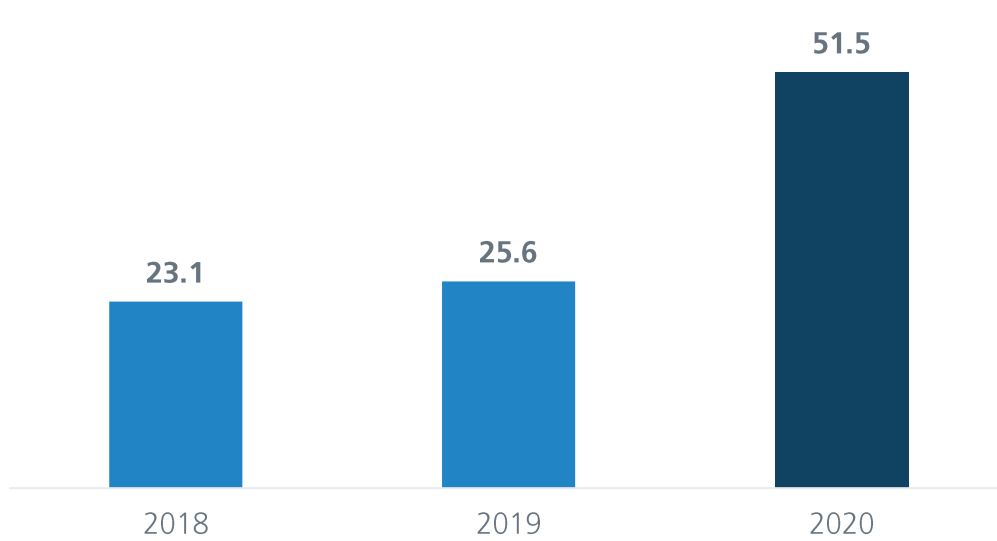


Job-related structured online training refers to an **organised** learning experience conducted via **online platforms**, typically under the direction of a **teacher / instructor**. Training content is planned in a systematic manner with **objective learning outcomes**. Individuals participate in such **training in relation to a current or future job**, or to improve one's employability.

Examples include instructor-led training via webinars or virtual classrooms, web-based modular learning on the corporate intranet, customised compliance training course delivered via an online training platform.

# Sharp increase in proportion of trainees who participated in job-related structured online learning/e-learning courses, contributed by large uptake in first half of 2020

Proportion Of Resident Trainees Who Attended Job-Related Structured Online Learning/E-Learning Courses (%)



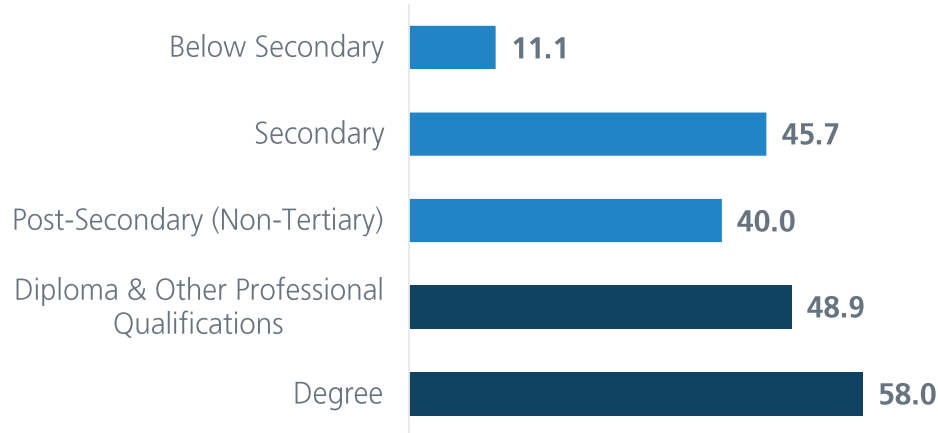
More turned to online learning with the suspension of in-person teaching due to the COVID-19 pandemic.

Among trainees, about half (51%) engaged in online courses related to their job in 2020, doubling from a year ago.

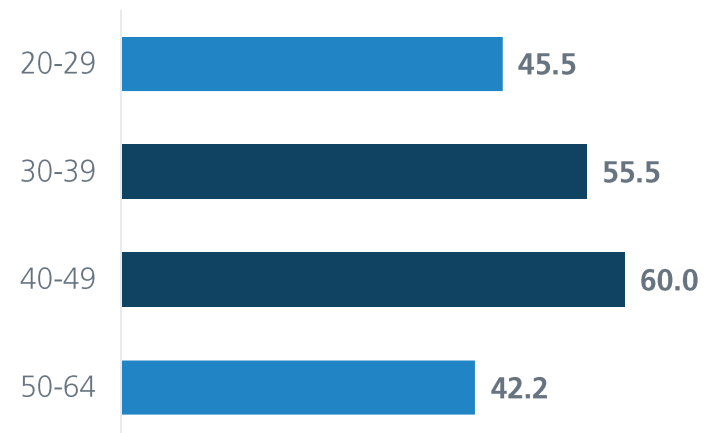
# Tertiary educated trainees, as well as those in their 30s/40s, were most likely to take on online learning/e-learning courses

Proportion Of Resident Trainees Who Attended Job-Related Structured Online Learning/E-Learning Courses, 2020 (%)

By Highest Qualification Attained



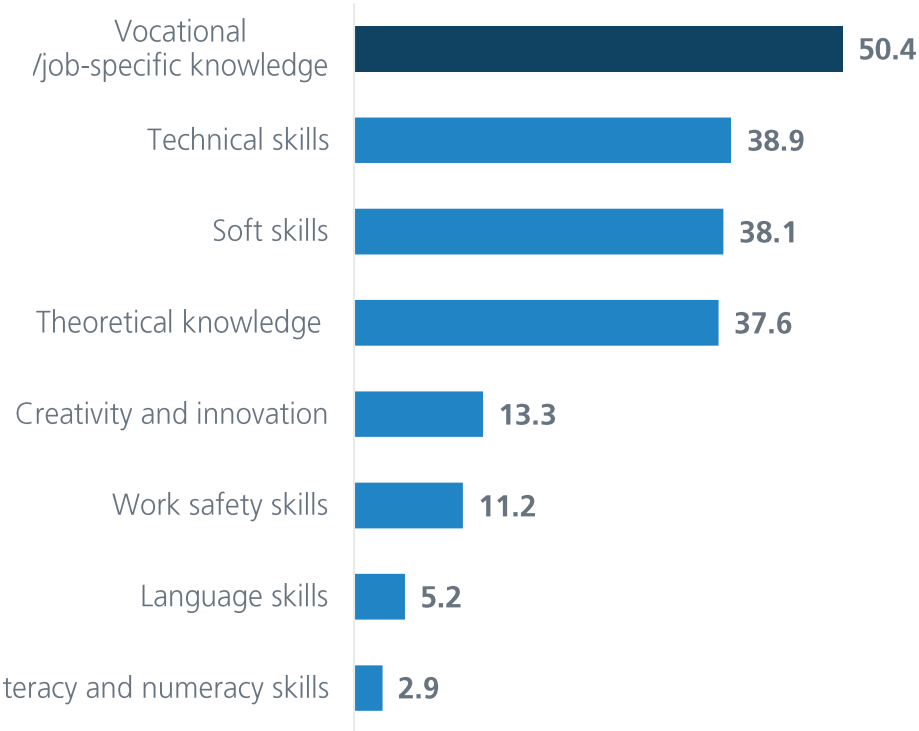
By Age Group



Among trainees with tertiary qualifications, as well as those in the ages of 30 – 49, more than half engaged in learning online. Such trainees tend to be more comfortable with technology. At the peak of their career, those in their 30s/40s may be more likely to take on training as part of job requirements for better work performance.

# It was most common to do training related to job-specific/vocational skillsets online...

Types Of Job-Related Structured Online Learning/E-Learning Courses Participated, 2020 (%)

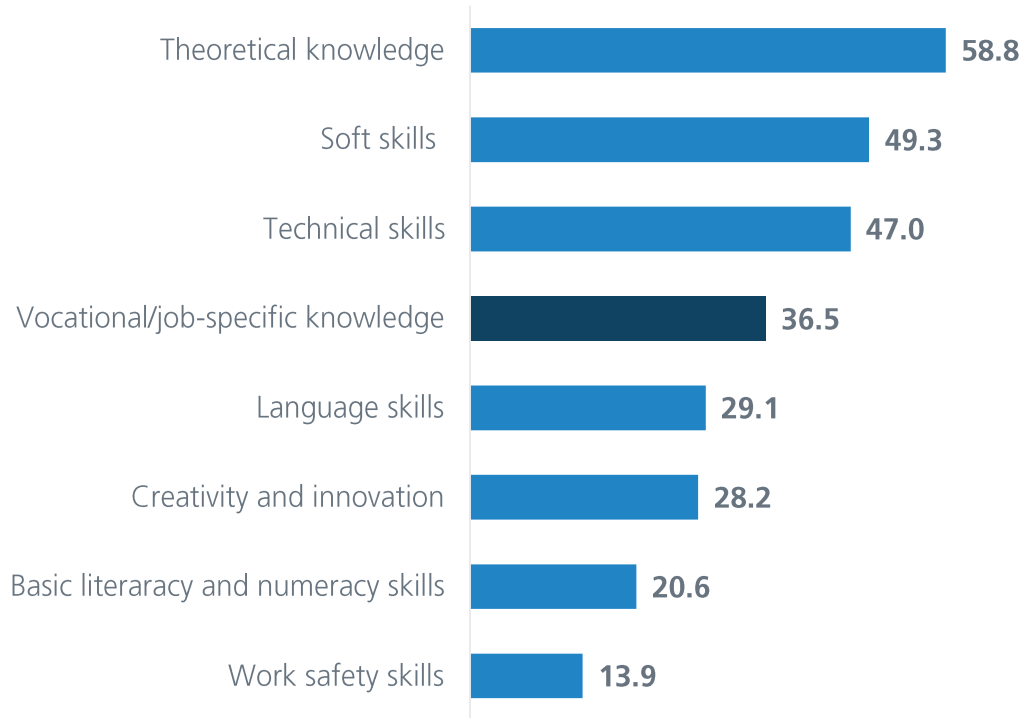


Half (50%) of online trainees picked up vocational/job-specific skills that are required to perform daily work duties (e.g. food hygiene course attended by a food handler, product training course for an insurance agent).

Vocational/job-specific skills was the most common type of online training undertaken in 2020, as these are essential knowledge urgently needed to perform core work duties.

# ...however, it was not the type of training that trainees felt was best suited for online learning

Types Of Training That Are Perceived By Trainees To Be Better Suited For Online Learning/E-Learning Courses, 2020 (%)

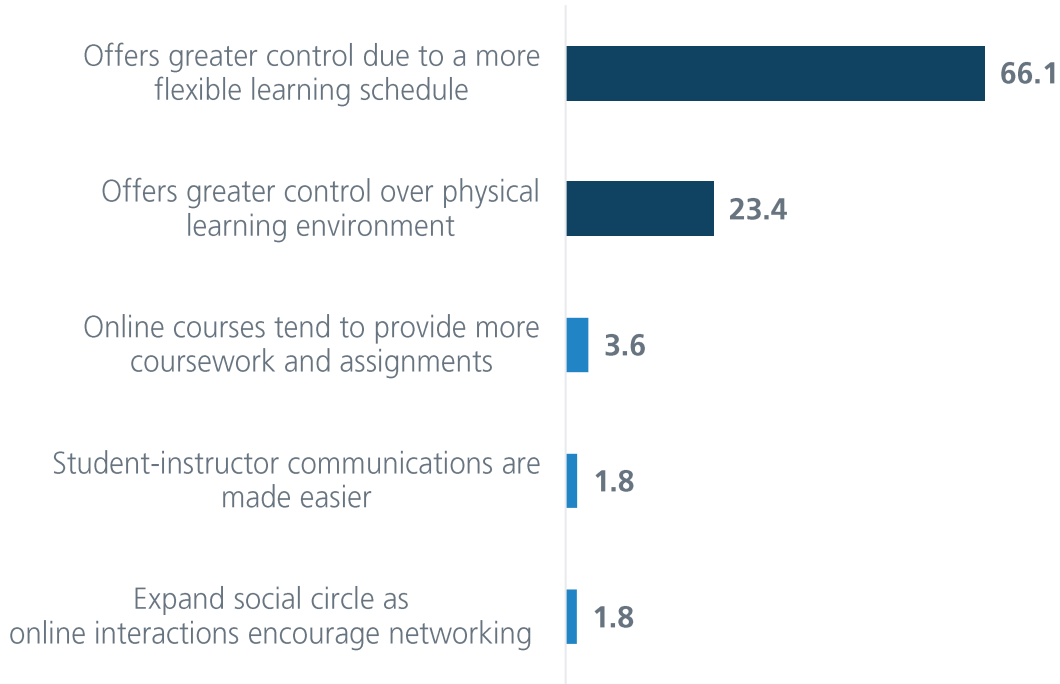


Even though vocational training was the most common form of online learning undertaken in 2020, it was not the kind of learning content that trainees felt was most suitable for online learning.

Only a minority, or 37% of online trainees, believed that online learning was an effective mode for picking up job-specific skills. This is because vocational training likely needs to be supplemented with hands-on practice, which can be difficult to replicate in an online setting.

# Most trainees liked the flexibility and control over when and where they did their online training

Main Advantage Of Online Learning/E-Learning Courses, 2020 (%)

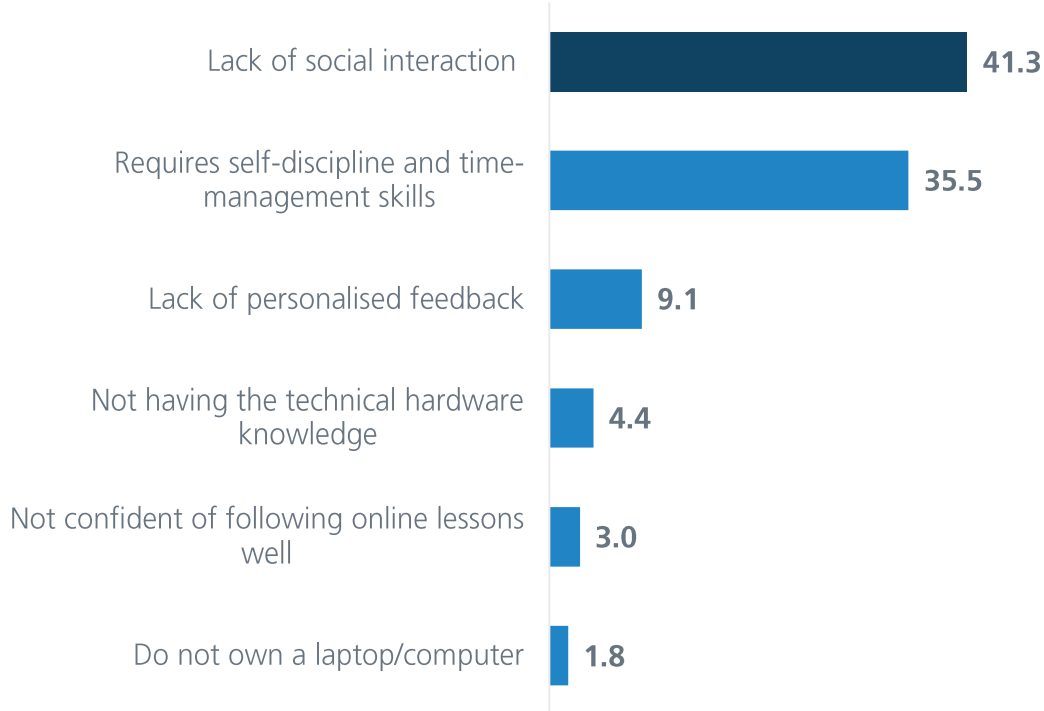


Trainees cited greater control over learning schedule and environment as the major benefits of online learning, with courses easily accessible online and often modular in nature to facilitate training arrangements to complement other work/personal commitments.



# Lack of social interaction was the main disadvantage cited among trainees

Main Challenge/Disadvantage Of Online Learning/E-Learning Courses, 2020 (%)

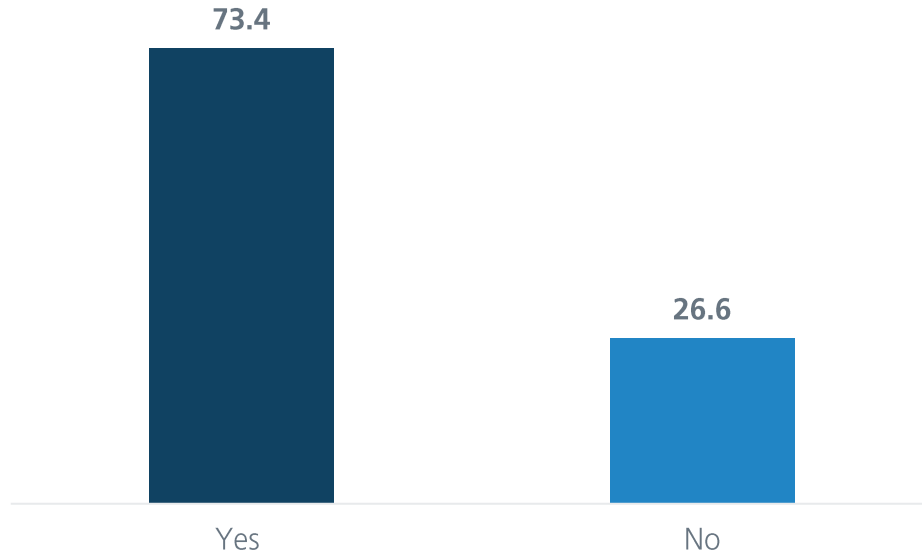


On the other hand, the lack of social interaction was the most common disadvantage of online learning (41%).

This was especially so among mature and older trainees aged 40 & over (45%), while younger trainees aged below 30 were most likely to cite self-discipline and time management as their main challenge (44%, compared to 31% who cited lack of social interaction), possibly due to the need to juggle training needs and work commitments.

# Most trainees want the option of online training to be made available in future

Percentage Of Trainees Who Prefer Online Learning/E-Learning Courses To Be Made Permanently Available, 2020 (%)



Three in four trainees (73%) would still prefer having the option of online learning be made available to them, likely because they value the ease of access to online learning.

*End*