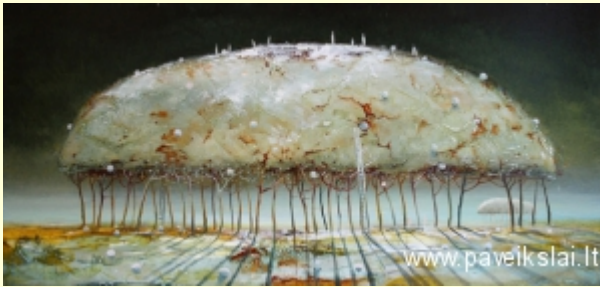


WORKPLACE LEARNING IN LITHUANIA. OBSERVATIONS AND DISCOVERIES

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Object of research: workplace learning

Aim of research: to highlight specifics of workplace learning within service-providing, health security and oil-processing sector organizations

Methods of research: analysis of scientific literature sources, questionnaire

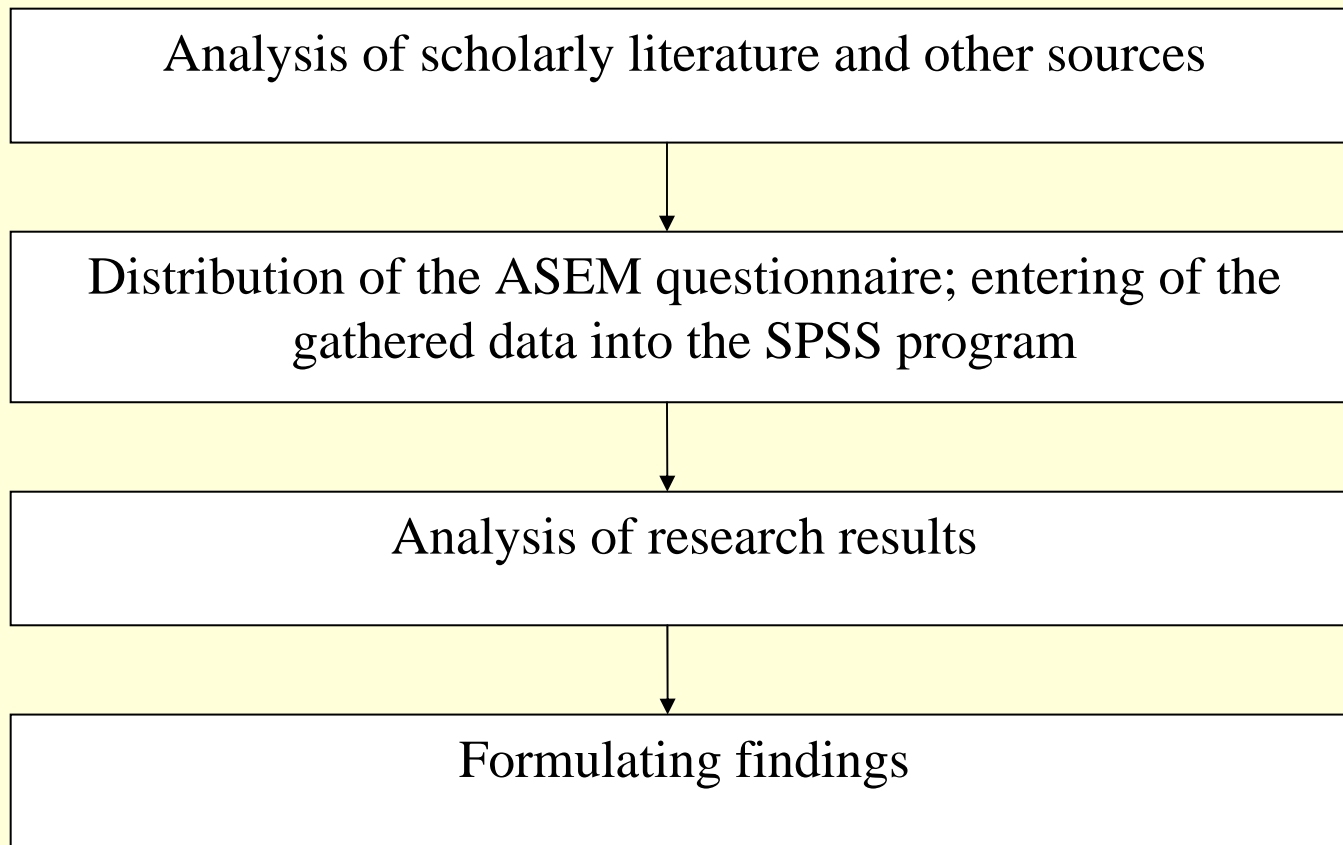


Tasks:

- to reveal the concept of learning, the essence of workplace learning and needs for adult learning in conditions of ongoing changes
- to reveal the specifics of service-providing and health security sectors as well as determine requirements that employees are expected to meet while learning
- to evaluate the need for employee workplace learning, employees' expectations, the process of learning and its impact on professional and personal activities (by using an empirical research method)



The flow of the research





Questionnaires were completed by:

- 103 employees of the service-providing sector
- 100 employees of the health security sector
- 253 employees representing an oil-processing company



Ethics of research

- All respondents were informed about the aim of the research. They also were explained what the findings of the research would be used for.
- Anonymity and confidentiality were guaranteed.
- Respondents were given a choice not to participate in research.

Observations and discoveries





General:

- Employees' attitude towards their job and satisfaction with it can be counted as a motivational factor that stimulates or does not stimulate workplace learning. Findings of this research demonstrated that majority of employees working in different sectors of industry were pleased with their jobs. They were proud of it and experience more personal and financial satisfaction as a result of working. This allowed the researcher to make an assumption that respondents were motivated to learn at workplace.
- Compared to employees from other categories, workers indicated they found workplace learning most effective. It is possible that this tendency is related to the process of learning to operate new equipment.



General

- Traditional method of lecturing, which is not the most efficient, was unavoidable in the process of organizing learning sessions. It was true of all industry sectors.
- Service-providing and oil-processing companies did not have a system that would help to evaluate employees' competencies that were gained in the process of learning. That is why gained knowledge and skills had not been assessed.
- Distance (online) learning was still not popular and desirable at the moment this research was conducted.



Service-providing sector:

- 75 percent of respondents representing the service-providing sector believed that their employers had a right to request their subordinates to participate in trainings and gain a specific qualification.
- According to respondents from the service-providing sector, the following factors provided the best opportunities to learn certain things in the workplace:
 - unexpected situations that must be taken care of (48 percent of respondents)
 - observation and analysis of situations (45 percent of respondents)
 - things that triggered interest and desire to gather related data independently (36 percent of respondents)
 - sharing experience with colleagues (35 percent of respondents)



Service-providing sector:

- Shortage of highly qualified teachers/instructors was detected in the service-providing sector.
- Employees proved to choose various forms of learning and qualification upgrade independently, with no pressure from their employers and society as a whole.
- According to a third of employees representing the service-providing sector, training was associated with more qualified performance at work, better decision-making skills, higher evaluation and recognition expressed by colleagues.



Health security sector:

- Representatives of the health security sector were especially proud of the work they did, because it allowed them to feel good.
- Employees from the health security sector acknowledged the value of self-education, but it was not seen as an opportunity to learn in the workplace.
- People providing medical services highlighted the importance of cooperation with colleagues, information exchange, sharing of personal experience as crucial aspects that helped them to perform their duties better.



Health security sector:

- Employers could request their subordinates' participation in trainings.
- Research did not uncover a particular need for the medical workers to learn information technology.
- Better knowledge of foreign languages was marked as a very important and necessary aspect of workplace learning agenda.



Oil-processing sector:

- Training was a crucial part of personnel management policy within an oil-processing organization that participated in this research.
- A consistent personnel training strategy, which was closely related to this company's activities, financial opportunities, educational system that was common countrywide, etc., should be developed in the oil-processing sector.
- Trainings would have been even more attractive if official certificates, which corresponded standards of the European Union, were to be given upon completion.

FINDINGS



- Findings of this research confirmed that any forms of workplace learning have a positive impact on people's quality of life both during the trainings themselves and in everyday work routine. It was noticed that trainings organized by the organizations had a primary impact upon employees' personal development – sharpening of their skills, enhancing self-esteem, personal growth, self-identification, and a more harmonious relationship with the environment as well as ability to make decisions, solve problems, etc.

Thank you

