

SURVEY REPORT ON TRAINING & TECHNOLOGY

Survey Report prepared by the Research & Development Team of Businessmaker Academy

INTRODUCTION

Rapid advancements in technology have brought about changes in the way people do business today. The workplace is transforming and so too are the work life of many people. There is no doubt that technology has affected the way Filipinos do work, but how many Philippine companies have actually adapted and used technology? How technologically-wired are offices in the Philippines, and how tech-savvy is the Filipino workforce?

SURVEY RESPONDENTS

To answer these questions, Businessmaker Academy recently conducted an informal survey during the 3rd HR Philippines National Convention held last October 22, 2009 at the SMX Convention Center, Pasay City. In the Breakout session where our Chief Training Consultant, Cindy M. Sajwani discussed “New Trends in Training and Technology”, our group gathered responses to 5 basic questions from 195 respondents, comprising mostly of HR practitioners, Training Officers and Consultants. Seventy-nine percent of the respondents (79%) are female, while twenty-one percent (21%) are male.

The industries that the respondents belong to are mixed. They represent various industries from all over the Philippines such as banking, media, education, hotels and restaurants, manpower and consulting, business process outsourcing, automotive, logistics, industrial-agriculture, marine, manufacturing, retail and real estate.

Out of the 195 respondents, seventy-four percent (74%) represents companies in Metro Manila. Fourteen percent (14%) represents companies from provincial areas while twelve percent (12%) is unknown.

SURVEY QUESTION POSITION

The five questions asked were designed to find out the ff:

1. Level of Computer Knowledge of the Respondents
2. Level of Computer Knowledge of Company Employees
3. Quantity Percentage of Computers Available to Employees
4. Training Methodology being Utilized by the Company
5. General Culture of the Company as it relates to technology

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SURVEY RESULTS

1. Level of Computer Knowledge of the Respondents.

The respondents were asked to rate their level of computer knowledge. Out of 195 respondents, 19 people considered themselves tech-savvy or highly knowledgeable in computer technology, 112 people considered themselves advanced or proficient in certain computer programs, 63 people felt they have basic knowledge and are computer-literate. No respondent claimed having no knowledge about computers, while 1 person did not answer the question.

The chart below represents the survey results.

Respondents Level of Computer Knowledge	No.	Percentage
Tech-savvy	19	10%
Advanced	112	58%
Basic Computer Literate	63	32%
No Knowledge (Dinosaur)	0	0%
No Answer	1	0%
Total Respondents	195	100%

2. Level of Computer Knowledge of Company Employees.

When asked to rate the level of computer knowledge of their co-workers, the respondents rated their fellow employees as follows: 14 out of 195 respondents rated their co-workers to be tech-savvy, 68 respondents rated their co-workers as advanced, 88 respondents rated their co-workers as basic and computer literate, 5 respondents rated their employees as computer-challenged.

The chart below represents the survey results.

Respondents Level of Computer Knowledge	No.	Percentage
Tech-savvy	14	7%
Advanced	68	35%
Basic Computer Literate	88	45%
No Knowledge (Dinosaur)	5	3%
Total Respondents	195	100%

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3. Quantity Percentage of Computers Available to Employees

We then asked the respondents to provide an approximate on how many computers are available to employees in their company. 121 respondents claimed that 75-100% of their employees has access to computers; 35 respondents claimed that 50-75% of their employees has access to computers; 34 respondents claimed that 25-50% of their employees has access to computers; while 5 respondents claimed that only 0-25% of their employees has access to computers.

The chart below represents the survey results.

Range of Computers Available to Workforce	No.	Percentage
75-100% employee access to computers	121	62%
50-75% employee access to computers	35	18%
25-50% employee access to computers	34	17%
0-25% employee access to computers	5	3%
Total Respondents	195	100%

4. Training Methodology being Utilized by the Company

The respondents were also asked what type of training methodology is being utilized by the company. There were given four general types to choose from which includes Instructor-led Training, Coaching & OJT, Blended Learning or None. The respondents were allowed to tick off more than 1 item in the selection. Based from their response, there are 76 companies who utilize Instructor led type of training, 64 companies use Coaching & OJT methodologies, 115 companies used various types of training methodologies known as Blended learning, while 1 company does not have any formal type of training.

The chart below shows the results

Training Methodology	No.	Percentage
Instructor Led	76	30%
Coaching/OJT	64	25%
Blended Learning	115	45%
No Training	1	0%
Total Number of Responses	256	100%

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5. General Culture of the Company as it Relates to Technology

When asked to give their impression about their company culture as it relates to technology, the respondents were asked to choose from the following: Innovative, Progressive, Reactive, Hate Change. The respondents were allowed to tick off more than 1 item in the selection. Here are the response: 50 companies are believed to be Innovative; 128 companies are believed to be Progressive; 25 companies are believed to be Reactive, while 5 companies are perceived as establishments that hate change.

The chart below shows the results

Company Culture Towards Technology	No.	Percentage
Innovative	50	24%
Progressive	128	61%
Reactive	25	12%
Hate Change	5	3%
Total Number of Responses	208	100%

SIGNIFICANCE OF THE SURVEY

This survey was conducted as a simple measure to see how companies are adapting and using technology in the workplace. It indicates the technical know-how of employees and the type of training given to them. It also seeks to classify the general culture of the companies involved in the survey as it relates to technology.

SUMMARY AND FINDINGS

Allow us to present the findings in bullet points:

- Based from the results of the survey, we can conclude that all HR practitioners are computer-literate and majority are actually proficient with select computer programs to accomplish their tasks. 57% of HR practitioners believed that they have advanced knowledge on computer technology.
- Most of the Filipino workforce represented by the respondents have basic computer knowledge or are at least, computer-literate. Only a very few are not computer literate. 45% of the respondents believe that their co-workers are computer-literate, compared to only 5% who are not.

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- Majority of the companies represented are computer-wired with about 75-100% of their employees being given access to computers. A fairly good number of companies, 62% of the total sample group, have invested in computers for majority of their employees.
- Almost all companies provide training to their employees. Most of them, utilizing various Training Methods or Blended Learning which is represented by 45% of the total number of responses.
- Majority of the companies are believed to be progressive more than reactive when it comes to technology. About 61% of the companies are considered progressive compared to the 15% who are considered reactive or hate change, based on the total number of responses.

What exactly is the survey result telling us? Based on these findings, we can conclude that Philippine companies are computer-wired and are progressively trying to adapt to technology. Many companies have invested in computer technology providing access to majority of their employees. HR practitioners are knowledgeable and proficient with select computer programs, but their co-workers or employees have basic knowledge only. Still, there are a significant few who are being left behind, having zero or low knowledge about computers. Meanwhile, only half utilize a combination of Training Methods to prepare employees for the rapidly changing workplace environment. Philippine companies have the tools and are equipped for the changes brought about by technology, however, it seems that the workforce still needs to be trained to be able to utilize technology so as to increase productivity in the workplace. In other words, we have computers but the workforce needs training to be able to maximize technology.

RESEARCH DETAILS

Date of Survey was Conducted:	October 22, 2009
Place Survey was Conducted:	SMX Convention Center, Pasig City
Group Gathered Through:	3 rd HR Philippines National Convention
Type of Survey:	Informal Sampling
Survey Instrument Used:	Survey Questionnaire
Population Surveyed:	195 Respondents consisting of HR practitioners, Trainers Officers & Consultants
Research Team:	Businessmaker Academy (Jhoanna O. Gan-So, Cindy M. Sajwani, Rachel Tolentino)
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