



Factors Affecting the Usage of Information and Communications Technology for In- house Training Programmes of Sri Lankan Industrial Sector

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Terms and Abbreviations

- **AASL**
Airport and Aviation Services (Sri Lanka) (Private) Limited, the fully state-owned company vested with the responsibility of managing all civil airports in Sri Lanka and providing Air Navigational Services within the Colombo Flight Information Region.
- **CATC**
Civil Aviation Training Centre of Sri Lanka, the training centre of Airport & Aviation Services (Sri Lanka) (Pvt) Ltd., recently rebranded as SLAAA.
- **eLearning**
Students follow the courses over the digital media without the direct interaction/instructions from the instructor.
- **ICT**
Information and Communication Technology, a set of technologies developed to manage information and send it from one place to another including technologies to store and retrieve, send, and receive information between sites and process information to calculate results and prepare reports.
- **ICTA**
Information and Communication Technology Agency of Sri Lanka, the head ICT agency of Sri Lanka, responsible for implementing all ICT projects initiated by the government.
- **Industrial sector**
Includes companies whose businesses are dominated by one of the activities; manufacture and distribution of capital goods including aerospace and defence, construction, engineering and building products, electrical equipment, and industrial machinery.
- **ITU**
The International Telecommunication Union is the United Nations specialized agency for information and communication technologies. This was founded in 1865 to facilitate international connectivity in communications networks

- **LMS**
Learning Management System(s), an educational software programme that allows the users to create eLearning content (lessons), organize it into courses, deliver the content, enrol students to said courses, and monitor and assess the students' performance (attendance, grades, etc.).

- **OECD**
Organisation for Economic Co-operation and Development, France, an international organisation that works to build better policies by collaborating with representatives from governments, parliaments, international organisations, business and labour, civil society, as well as citizens from across the globe, daily.

- **SME**
Small-to Medium-sized Enterprises, a company, or companies considered as a group, that are neither very small nor very large, usually having a staff headcount between 25 to 250 and annual turnover between USD 5 to 60 million.

- **SLAAA**
Sri Lanka Airport & Aviation Academy, the academy under the training division of Airport & Aviation Services (Sri Lanka) (Pvt) Ltd., recently updated from being a training centre, CATC

- **Virtual learning/teaching**
Students and instructors meet over the digital audio/video platforms to conduct the classes.

Abstract

The objective of this research is to identify the factors affecting the Information and Communications Technology usage for industrial sector in-house training. Both literature and self-identified factors are defined and analysed using responses from the training centre managers, its trainers, and trainees. This study found that five primary factors affect the ICT usage for industrial in-house training in Sri Lanka namely lack of funding, special ICT infrastructure requirement, lack of ICT skills in maintenance staff, high trainee population and lack of ICT equipment awareness among trainees. Moreover, lack of ICT strategy, lack of ICT policies and lack of ICT equipment awareness among trainers are also identified factors but they are making only minor impact on ICT usage in industrial in-house training in Sri Lanka. Further it was found that the improvement of trainees' knowledge and skills on industrial operations depends on organisations' capability on procuring and maintaining modern ICT facilities, releasing staff for training and trainers' knowledge on ICT usage. Trainees' knowledge on specific ICT equipment usage does not affect their learning process since majority of the trainees are represented by younger generation where they possess the ability of handling ICT facilities without organised training.