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<input type="checkbox"/>	Doctor's thesis

Subject	International Business	Date	26.5.2008
Author(s)	Sanna Sipola-Petäjäkangas	Student number	
		Number of pages	74
Title	E-learning in a Global Company: Case training Sales Force		
Supervisor(s)	Lic.Sc. (Econ.) Martti Salo D.Sc. Birgitta Sandberg		

Abstract

In continuously changing business environment global organisations are facing the problem of keeping their employees up-to-date on work related information. The information and competences that are needed to successfully perform in one's work are changing at an increasing speed. The companies are now looking for different delivery methods to manage the amount of new information that employees need to take in

This study looks into the case organisation's e-learning offering for its technical sales personnel located around the world. Different e-learning media have been in use since 2001 and the object of this study is to find out, how widely the different e-learning methods have been used and if the participants find them useful for knowledge building, transfer into their work and collaboration with colleagues. Jonassen's (1995) qualities of meaningful learning were used as the theoretical frame to study the instructional design aspects of the e-learning methods used. Advantages and disadvantages of e-learning is one of the most widely studied areas of e-learning, so this study also aims to learn what kind of benefits and drawbacks the learners have experienced in the used learning methods. The survey data was collected with an online questionnaire in 2004.

The results show that the synchronous e-learning methods have been well adopted by the target organisation, whereas there is a lot of improvement needed in the usage of asynchronous e-learning methods. From the instructional design point of view the target group was very satisfied with the presented content itself but would have liked to have more collaboration with the trainers and other participants. The advantages and disadvantages experienced by the users on using different e-learning methods corresponded well with the existing literature on the subject.

Key words	e-learning, employee development
Further information	