



Project: Labour Market in Touch

(New non-routine skills via mobile game-based learning)

Project number: 509893-LLP-1-2010-1-SE-LEONARDO-LMP

Learning Laboratory in Bulgaria

Organized by Bulgarian Development Agency

Summaries of the results

Summary of the questionnaires:

Female – 5

Male - 2

Age group:

20-30 - 5

30-40 -

40-50 - 2

over 50 -

Position in the organisation:

Managers - 3

Employees - 4

Size of the organisation: SMEs

Business sectors:

Please indicate the business sectors from which your participants come:

- 1. Accounting**
- 2. Real estate business**
- 3. Customer support representative**
- 4. IT services**
- 5. Teacher of foreign languages**
- 6. Sales of household appliances**
- 7. Screenprinting**

LM INTOUCH APPROACH

1. Did you enjoy testing the INTOUCH kit?

yes - 7

no -

Comments:

Yes, especially the graphic design and the characters of the game.

Yes, it is easy to operate within it.

Yes, especially that there is timing and score in the game.

The game format is really pleasant.

It was a new and interesting experience for me.

2. Do you think that the combination of e-books, m-learning games and e-learning platform will respond effectively to the training needs in your company?

yes - 6

no - 1

Comments:

Yes, the fact that the game is designed for mobile use is its most valuable asset.

The learning process can be conducted anywhere, at any time when the employee has the needed time and concentration to respond adequately to the game content.

My company is small and deals with physical activity, so the working process does not require much communication. This is the reason why I do not think that this game would respond effectively to the needs of my company.

3. Do you think that another source of information should be included?

yes -

no - 7

Comments:

For most of the organisations the current content would be sufficient.

4. In your opinion what are the most important advantages of the LM Intouch approach (please rate them from 1 (the most important) to 6 (least important)

Training content that is accessible everywhere -

Combination of different sources of information: e-books, m-learning games and e-How platform -

Learning through games that are funny and amusing -

Possibility to have feedback from other real persons through e-How platform -

Low/No cost of the training -

Comments:

The participants gave different ranks to the features of the LM INTOUCH approach, they were as follows:

- a. *Training content that is accessible everywhere*** is the feature that was ranked **1** by most of the respondents;
- b. At second place, with rank 2,** was voted the advantage: ***Learning through games that are funny and amusing;***
- c. Low/No cost of the training, was ranked 3;**
- d. At fourth place, with rank 4,** in most of the cases stands: ***Combination of different sources of information: e-books, m-learning games and e-How platform;***
- e. Rank 5** was given to ***Possibility to have feedback from other real persons through e-How platform.***

Organisation of the event:

5. Do you think that the event was well organised?

yes - 6

no -

Comments:

The atmosphere was really pleasant.

Great interaction and useful explanations were provided by the BDA team.

The event was really well organised and conducted. The facilitators provided us with all the information and guidelines we needed.

I'm happy I was provided with sufficient information.

I was pleased by the fact that everything was explained in a way that even I, who do not understand much of the new mobile technologies, understood what was the subject of this event.

Summary of the group discussion

Answers and comments:

Do you think you can introduce LM INTOUCH approach in your company for improving the soft skills of your employees?

The participants shared their personal opinion about the approach and its use in their sector of activities.

- *Maybe. In my opinion this approach will be more interesting to the younger members of the staff in my SME. The way I see it the more experienced staff members, at the age of 40 and more might be reluctant to take part in this format of acquiring new skills (because of their prior personal and professional experience, their perception and attitude towards mobile devices, the difficulties they may experience using new technologies, touch screen and reading, small letters). For them maybe e-how will be a suitable alternative as it is a place, where people can share good practices, find practical solutions to a current situation, challenge or need in the company. I personally find the idea of mobile based learning to be a useful way of incorporating learning content in new technologies; it is good response to the present IT reality.*
- *As I already mentioned my company is relatively small. The working process includes mainly physical activities so I am not so sure that this learning methodology may be included in my SME. Even though the idea is innovative and in my opinion is worth being introduced to a larger audience.*
- *As a representative of the younger generation I believe this approach is more than suitable for the hectic every day life of each and every young employee. It would be a better format than the on job learning courses, which at present are conducted on a PC or lap top. Using mobile devices the person acquiring new skills may find the most suitable for him place to experience the game. Then this person will pay more attention to the content and will not just “go through it”. This will eventually lead to better work performance and results.*
- *In my personal opinion the idea of game is more than good. I think that the game should be available to a large circle of employees especially the*

younger generation, as it is more into new technologies and mobile devices. As I give it a thought maybe the game would be most suitable for IT companies where the staff is relatively young or has experience and is interested in new technologies.

- *I am glad I took part in this Learning Lab. I find the game interesting and quite useful for the acquisition of new skills especially for younger or newly recruited employees. I personally prefer the learning approach where there is a tutor and learners gathered in a room may where I can be part of a community, where there is presented a PowerPoint presentation or is distributed a printed content of the new skills and knowledge to be acquired, so that I can take notes. May be e-how is the new form of community, but I prefer to have the participants in the learning programme gathered physically in a room. No matter my personal opinion I believe all of my friends who are more active and mobile in their everyday life will find this game beneficial and more than interesting.*
- *I am an employee in an IT company, in the sector of mobile services and I find this approach quite suitable for me and my colleagues.*
- *Currently I am a manager in a company in the sector of real estates. My employees are practically out of the office during the most part of the day. This is the reason why the format of the approach is suitable for them, while their on their way to a meeting or an inspection of a property. It is the content that they might find that interesting as most of them have quite an experience in the business world. But for younger employees this game would be quite interesting as I see it. I might be interested in the e-how platform as there is the possibility to share personal experience and good practices.*

Which will be the most suitable sector from your activity to use mobile technologies for teaching and learning?

Most of the participants pointed out the IT sector or the departments with young or newly recruited employees. The E-how platform was considered to be interesting for the more experienced employees and managers as there they would have the possibility to share ideas, good practices as well as personal and professional experience.

In your opinion what will be the most efficient way (considering time and resources) to implement LM INTOUCH approach in your company?

Most of the participants said that the devices could be either personal or company, if personal not present. Regarding the time and place - they shared different opinions about the part of the day and the place suitable for the leaning activities.

- *May be via personal devices in the office where there is wi-fi connection. Nowadays every second person has a mobile device where the game can be experienced, but it would better be on job so that the managers can actually witness the learning process.*
- *I personally would prefer to experience the approach on my way to the office, as I am used to read my e-mails on my way to my working place, at the beginning of the day. I have constant (3G) internet connection on my mobile, so I do not need wi-fi.*
- *Certainly at the working place may be at the beginning or at the end of the shift. It would be easier this way because at the office there would always be someone to explain or guide the employee's way trough the game if needed. The preliminarily estimated time of the learning activities may be included in the personal working schedules.*
- *I think the choice should be given to the manager and the employees. Each company has a different policy related to learning activities and the working process.*
- *Maybe on the way to the office or to an appointment, using personal or company devices.*
- *As I see it, at the end of the working week, at the end of the day, the game is funny so it would be a pleasant end of the working process.*
- *Why not during the lunch break. The employees can gather together and share and comment their experiences and learning outcomes.*

