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A model for assessing the impact of e-learning systems on employees' satisfaction



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ABSTRACT

In a knowledge and information society, e-learning has built on the extensive use of advanced information and communication technologies to deliver learning and instruction. In addition, employees who need the training do not have to gather in a place at the same time, and thus it is not necessary for them to travel far away for attending training courses. Furthermore, the flexibility allows employees who perform different jobs or tasks for training courses according to their own scheduling. Since many studies have discussed learning and training of employees and most of them are focused on the learning emotion, learning style, educational content, and technology, there is limited research exploring the relationship between the e-learning and employee's satisfaction. Therefore, this study aims to explore how to enhance employee's satisfaction by means of e-learning systems, and what kinds of training or teaching activities are effective to increase their learning satisfaction. We provide a model and framework for assessing the impact of e-learning on employee's satisfaction which improve learning and teaching outcomes. Findings from the study confirmed the validity of the proposed model for e-learning satisfaction assessment. In addition, the results showed that the four variables technology, educational content, motivation, and attitude significantly influenced employee's learning satisfaction.

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1. Introduction

Currently, the Internet makes a huge effect to the society and creates a new revolution in the 21st century where everything and everyone are getting on-line and connected (Dharmawansa, Nakahira, & Fukumura, 2013; Oussalah et al., 2014). The web is more than a simple information search and social contact feature, it is also a learning tool that allows other ways to build and share knowledge (Loureiro & Bettencourt, 2014). Internet and web services as an information hub facilitate information and data transferring and sharing (Jafari Navimipour, Rahmani, Navin, & Hosseinzadeh, 2015; Souri & Jafari Navimipour, 2014). Also, in the past few years, the information, communication technology and the e-learning captured a major role in higher education system (Venkataraman & Sivakumar, 2015). The European

commission describes e-learning as the use of the Internet and new multimedia technologies to advance the quality of learning by providing access to resources and services, as well as enabling remote exchange and collaboration (Dominici & Palumbo, 2013). E-learning is a form of distance learning that is completely virtualized through an electronic channel (medium), like the Internet (Lara, Lizcano, Martínez, Pazos, & Riera, 2014). In a knowledge and information society, e-learning has built on the extensive use of advanced information and communication technologies to deliver learning and instruction. It also facilitates lifelong learning (Chen, 2014) and utilizes electronic communication for teaching and learning from a distance. E-learning can be as effective as the conventional in-class face-to-face teaching and learning, if the techniques are appropriate for the teaching goals with a well-organized student–teacher interaction (Oztekin, Delen, Turkyilmaz, & Zaim, 2013). Online learning is widespread in today's educational environments, supported by Virtual Learning Environments such as Moodle™, Sakai™, or Blackboard™ (Del Blanco, Marchiori, Torrente, Martínez-Ortiz, & Fernández-Manjón, 2013) and also may be referred to as e-learning, e-training, or web-based instruction (Colorado & Eberle, 2010). E-learning is also emerging as a popular learning approach utilized by many organizations (Jia et al., 2011). Learners can access the online resource

Abbreviation: AMOS, analysis of moment structures; ANOVA, analysis of variance; E-learning, electronic learning; ELS, electronic learning satisfaction; GOF, goodness of-fit; HR, human resource; IT, information technology; LMS, learning management system; MELSS, measuring e-learning system success; PLS, partial least squares; SPSS, statistical package social sciences; SEM, structural equation modeling; WWW, World Wide Web.

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