

Empowering Low-Skilled Workers through ICT Training

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Summary



Research:
Train 50
unemployed
workers in ICT
skills, help them
find jobs



Result 1: Skills
training in ICT did
not directly help
in job placement



Result 2: Trainees'
self-confidence in
ICT skills **positively**
affected job
interview
outcome.

Premise / Hypotheses

**Is ICT4D for
“Developing”
Economies only?**

- ICT4D historically applied to developing countries
- Labour markets changing

**ICT Training as a tool
for Employability
Policies**

- Computers & internet essential for getting jobs (UN-APCICT/ESCAP, 2011)
- Digital divide favours the ICT-savvy generation

Project in Singapore

- The Employment and Employability Institute (e2i) helps marginalised adults in Singapore who lack job skills to access training and then (hopefully) get better jobs.

Hypothesis

Increase Skills &
Knowledge in
ICT



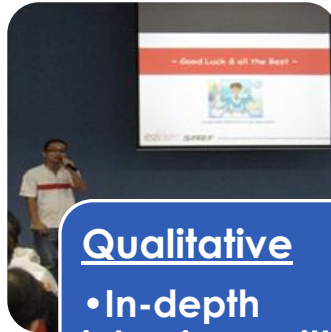
Better Job
Placement and
opportunities for
the
unemployed
worker

Methodology



Quantitative

- Surveys (n=50)
- Likert-scale items
- e.g. "I would rate my computer skills as good, average, poor..."



Qualitative

- In-depth interviews with 7 of 50 participants



Observations

- During training;
- During job interviews.

50 Participants went thru'

Outreach

Advertisements,
call centre, e2i's
web site etc



Industry Knowledge

Briefing about jobs
available



Career Counselling

To recommend
training



Skills Training

3-days ICT training



Job Placement

Job Fair with > 50
vacancies in
Admin Jobs





Who are these 50 unemployed workers?

Education: < GCE "O" Levels

Age range: 40 and older (84%)

Gender: mostly female (86%)

Ethnicity : 75.6% Chinese, 10.6% Malay, 10.9% Indian, 2.90% others

Hypothesis Rejected





In-depth Interviews

The perceived professional need of learning ICT is one of the key determinants for them to take up the course:

"learning Microsoft office would be a good opportunity, my teenage daughter laughed at me because I don't know how to use Microsoft office. I am not sure what job is suitable for me".

- Mdm Chng, aged 58.

Discussion & Future Research

Theoretical

- Be aware of alternative sociological theories and rival hypothesis on a given social problem, e.g. self-efficacy theories.

Policy & Practice

- Suggest supplementary training to ↑ self-efficacy of the trainee, e.g. job interviewing techniques, resume-writing, professional grooming etc ...