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The Impact of E-Learning Platforms on Employee Skill Development: Evidence from the Sri Lankan IT Sector Company

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Background: In today's digital workplace, continuous learning and employee skill development hold significant importance for organizational growth. Globally, organizations are increasingly adopting e-learning tools to support workforce skill development. While global studies highlight their effectiveness, limited research exists within the Sri Lankan IT sector. Therefore, this study investigates how e-learning platforms contribute to enhancing employee skills, addressing a critical gap in the local empirical literature.

Objective: This study aims to examine the impact of e-learning platforms on the development of employees' skills. In particular, it focuses on three key dimensions of e-learning platforms as perceived usefulness, quality of learning content, and user engagement. By investigating these dimensions, the research seeks to determine which factor most significantly influence employee skill enhancement through e-learning.

Methods: This study used a quantitative research design to examine the impact of e-learning platforms on employee skill development in a Sri Lankan IT sector company. The target population was employees in the organization, and a sample of 120 employees was selected using convenience sampling. Data were collected through a structured questionnaire based on established measurement scales, with items rated on a five-point Likert scale. The data were analyzed using SPSS.

Results: The study found positive links between all three e-learning platforms factors and employee skill development. Perceived usefulness showed the highest correlation ($r = 0.65$, $p = 0.001$). Content quality ($r = 0.58$, $p = 0.002$) and user engagement ($r = 0.55$, $p = 0.003$) also have a positive impact. The regression results showed that these factors together explained 52.0% of the changes in skill development ($R^2 = 0.520$, $p < 0.001$). Perceived usefulness had the strongest effect ($\beta = 0.42$). And content quality ($\beta = 0.30$) and user engagement ($\beta = 0.27$) also had meaningful effects.

Conclusion: The study highlights the importance of investing in high-quality, engaging, and relevant e-learning platforms to enhance employee skill development. Organizations should adopt user-centric platforms that foster a continuous learning culture and strengthen workforce capabilities through flexible learning opportunities.

Keywords: E-Learning Platforms, Employee Skill Development, IT Industry