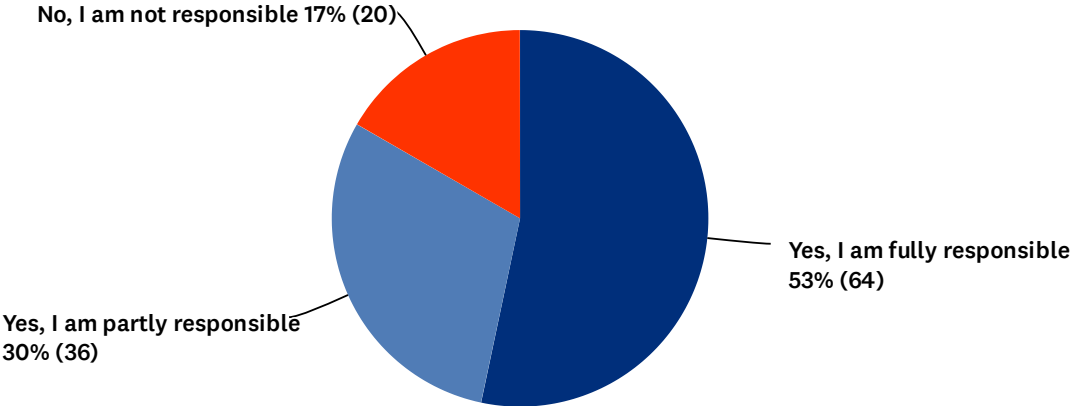# Q1 Are you responsible for employee training at your organisation?
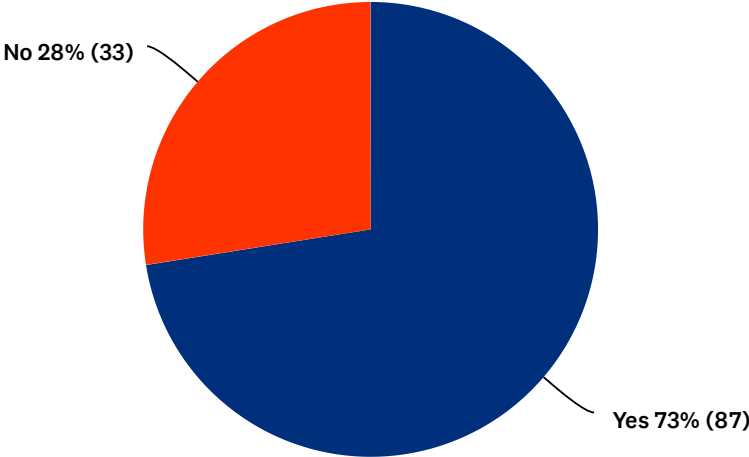
Answered: 120 Skipped: 0

No, I am not responsible 17% (20)

Yes, I am fully responsible
53% (64)

Yes, I am partly responsible
30% (36)

ANSWER CHOICES	RESPONSES	
Yes, I am fully responsible	53%	64
Yes, I am partly responsible	30%	36
No, I am not responsible	17%	20
TOTAL		120

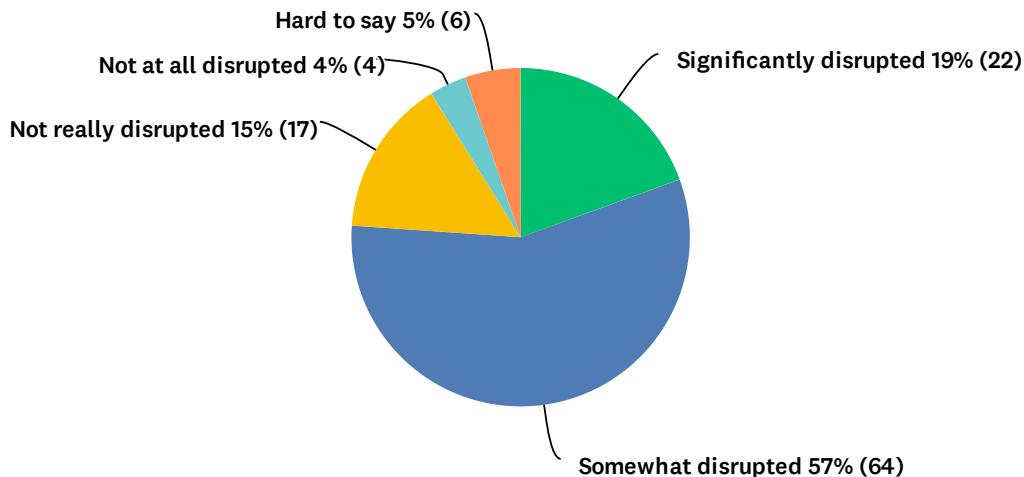# Q2 Has your organisation used any digital learning tools for employee training in the past 3 years?

Answered: 120   Skipped: 0

No 28% (33)

Yes 73% (87)

ANSWER CHOICES	RESPONSES	
Yes	73%	87
No	28%	33
TOTAL		120

Q3 To what extent has the delivery of employee training at your organisation been disrupted as a result of the COVID-19 outbreak?

Answered: 113   Skipped: 7

Hard to say 5% (6)

Not at all disrupted 4% (4)

Not really disrupted 15% (17)

Significantly disrupted 19% (22)

Somewhat disrupted 57% (64)

ANSWER CHOICES	RESPONSES	
Significantly disrupted	19%	22
Somewhat disrupted	57%	64
Not really disrupted	15%	17
Not at all disrupted	4%	4
Hard to say	5%	6
TOTAL		113

Q4 Which of the following formats of employee training were used at your organisation BEFORE the COVID-19 outbreak? (Please select all that apply)

Answered: 99   Skipped: 21
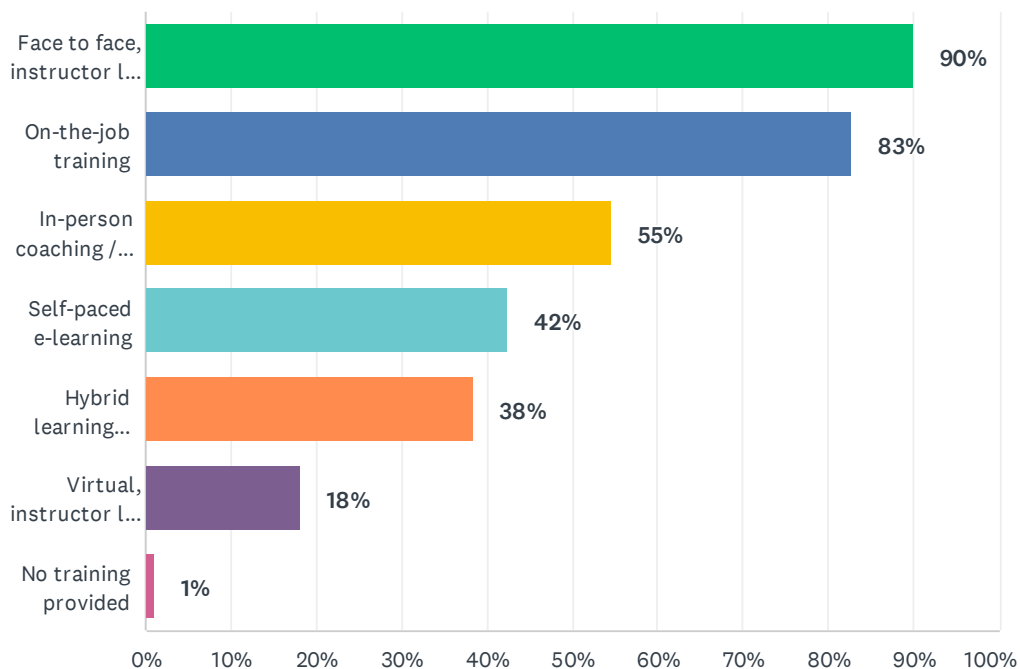
ANSWER CHOICES	RESPONSES	
Face to face, instructor led training	90%	89
On-the-job training	83%	82
In-person coaching / mentoring	55%	54
Self-paced e-learning	42%	42
Hybrid learning (online & offline sessions)	38%	38
Virtual, instructor led training	18%	18
No training provided	1%	1
Total Respondents: 99		

Q5 Which of the following formats of employee training have been used at your organisation SINCE / DURING the COVID-19 outbreak? (Please select all that apply)
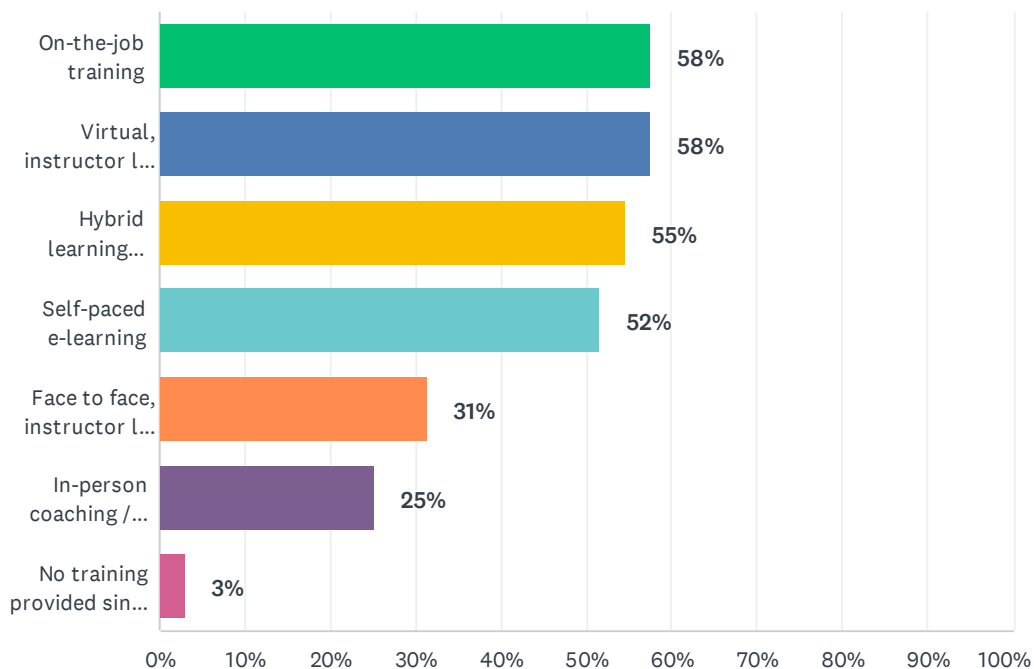
Answered: 99   Skipped: 21

ANSWER CHOICES	RESPONSES	
On-the-job training	58%	57
Virtual, instructor led training	58%	57
Hybrid learning (online & offline sessions)	55%	54
Self-paced e-learning	52%	51
Face to face, instructor led training	31%	31
In-person coaching / mentoring	25%	25
No training provided since / during the COVID-19 outbreak	3%	3
Total Respondents: 99		

Q6 Which of the following digital learning formats were provided by your organisation SINCE / DURING the COVID-19 outbreak? (Please select all that apply)

Answered: 74   Skipped: 46

Format	Percentage
Webinars / Virtual...	81%
Self-paced learning...	58%
Mobile enabled learning	36%
Interactive training videos	35%
MOOCs (mass online open...	22%
Social media enabled...	19%
e-coaching / e-mentoring	15%
Simulation exercises (e...	8%
Digital game-based...	7%
Training using VR (virtual...	7%
Training using AI (artifici...	3%
No digital learning too...	1%
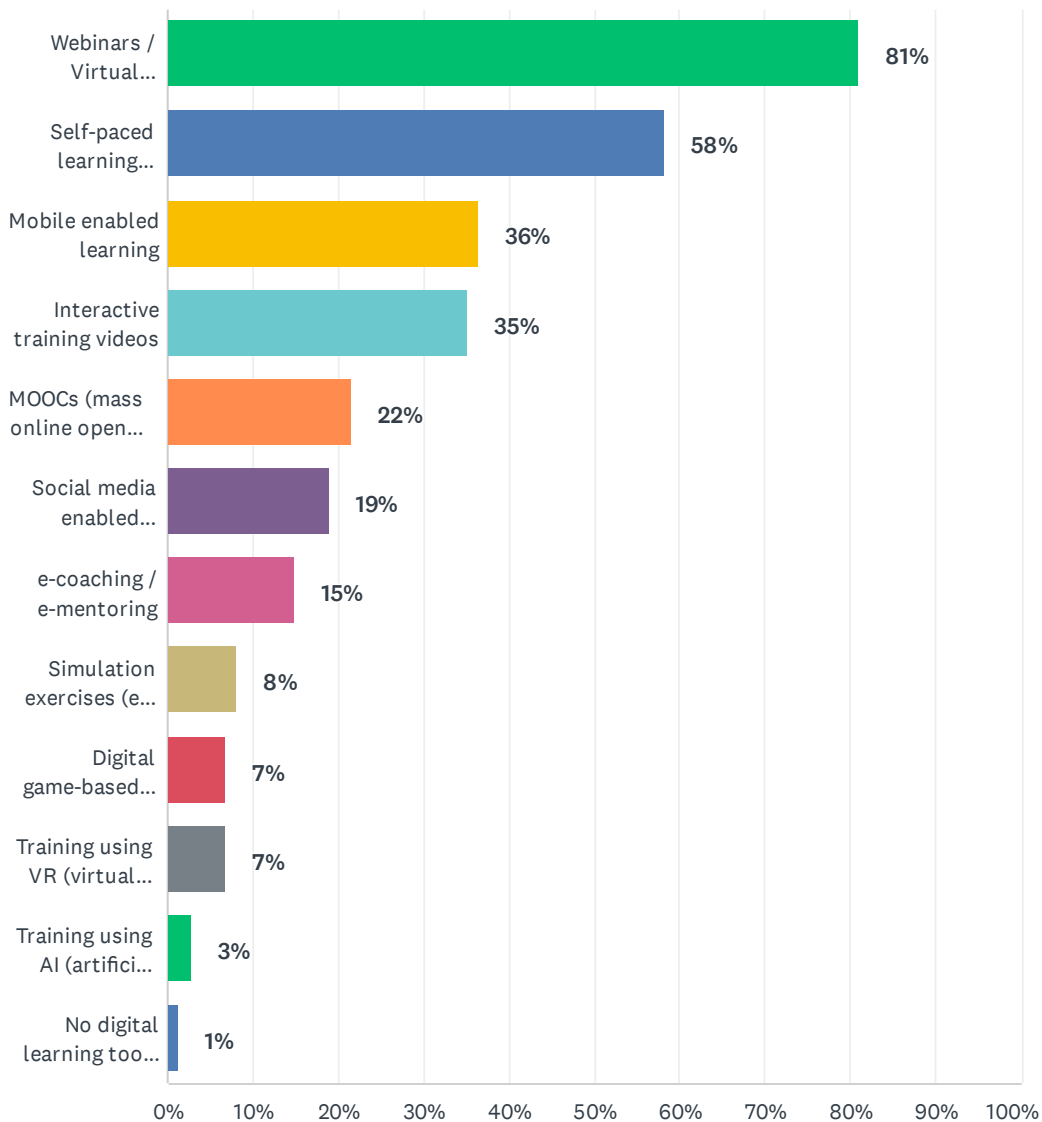
HKIHRM HR Pulse Check : Learning & Development Practices Amid COVID-19

ANSWER CHOICES	RESPONSES	
Webinars / Virtual classroom delivered by instructor	81%	60
Self-paced learning through digital portal / e-learning library	58%	43
Mobile enabled learning	36%	27
Interactive training videos	35%	26
MOOCs (mass online open courses)	22%	16
Social media enabled learning	19%	14
e-coaching / e-mentoring	15%	11
Simulation exercises (e.g. medical training, customer service training)	8%	6
Digital game-based learning	7%	5
Training using VR (virtual reality) / AR (augmented reality)	7%	5
Training using AI (artificial intelligence)	3%	2
No digital learning tools used since / during COVID-19 outbreak	1%	1
Total Respondents: 74		

Q7 What are the major challenges when using digital tools in delivering training to employees at your organisation? (Please select all that apply)
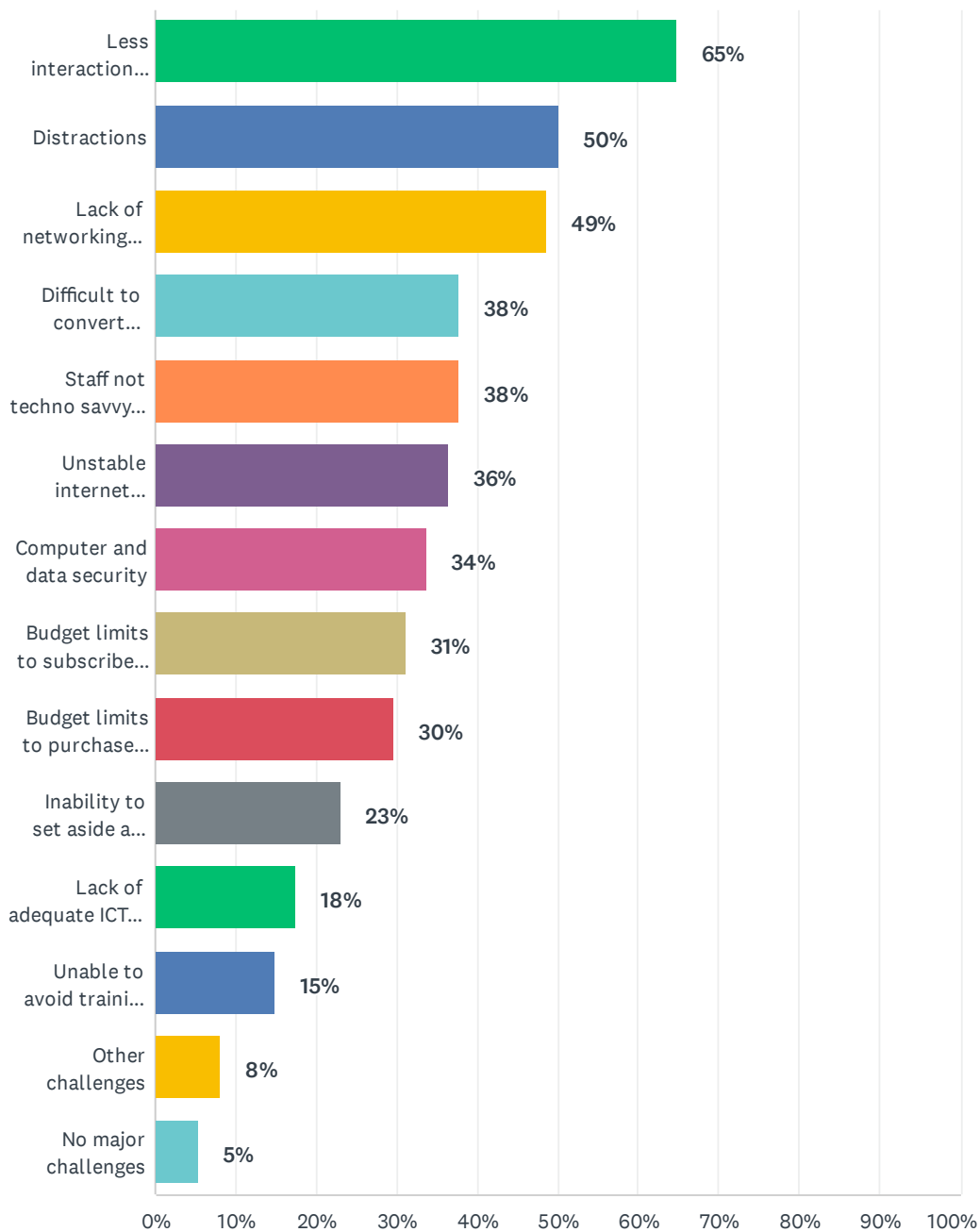
Answered: 74   Skipped: 46

Challenge	Percentage
Less interaction…	65%
Distractions	50%
Lack of networking…	49%
Difficult to convert…	38%
Staff not techno savvy…	38%
Unstable internet…	36%
Computer and data security	34%
Budget limits to subscribe…	31%
Budget limits to purchase…	30%
Inability to set aside a…	23%
Lack of adequate ICT…	18%
Unable to avoid traini…	15%
Other challenges	8%
No major challenges	5%

ANSWER CHOICES	RESPONSES	
Less interaction between trainer and staff	65%	48
Distractions	50%	37
Lack of networking interaction for participants	49%	36
Difficult to convert physical training materials into digital format	38%	28
Staff not techno savvy enough	38%	28
Unstable internet connection	36%	27
Computer and data security	34%	25
Budget limits to subscribe / purchase virtual tools	31%	23
Budget limits to purchase hardware	30%	22
Inability to set aside a common block of time for employees to adhere to for eLearning sessions	23%	17
Lack of adequate ICT support and / or infrastructure	18%	13
Unable to avoid training materials leakage or recording	15%	11
Other challenges	8%	6
No major challenges	5%	4
Total Respondents: 74		

Q8 Which of the following training delivery methods do you expect to be used most frequently at your organisation in 2021? (Please select Top 3)

Answered: 80   Skipped: 40
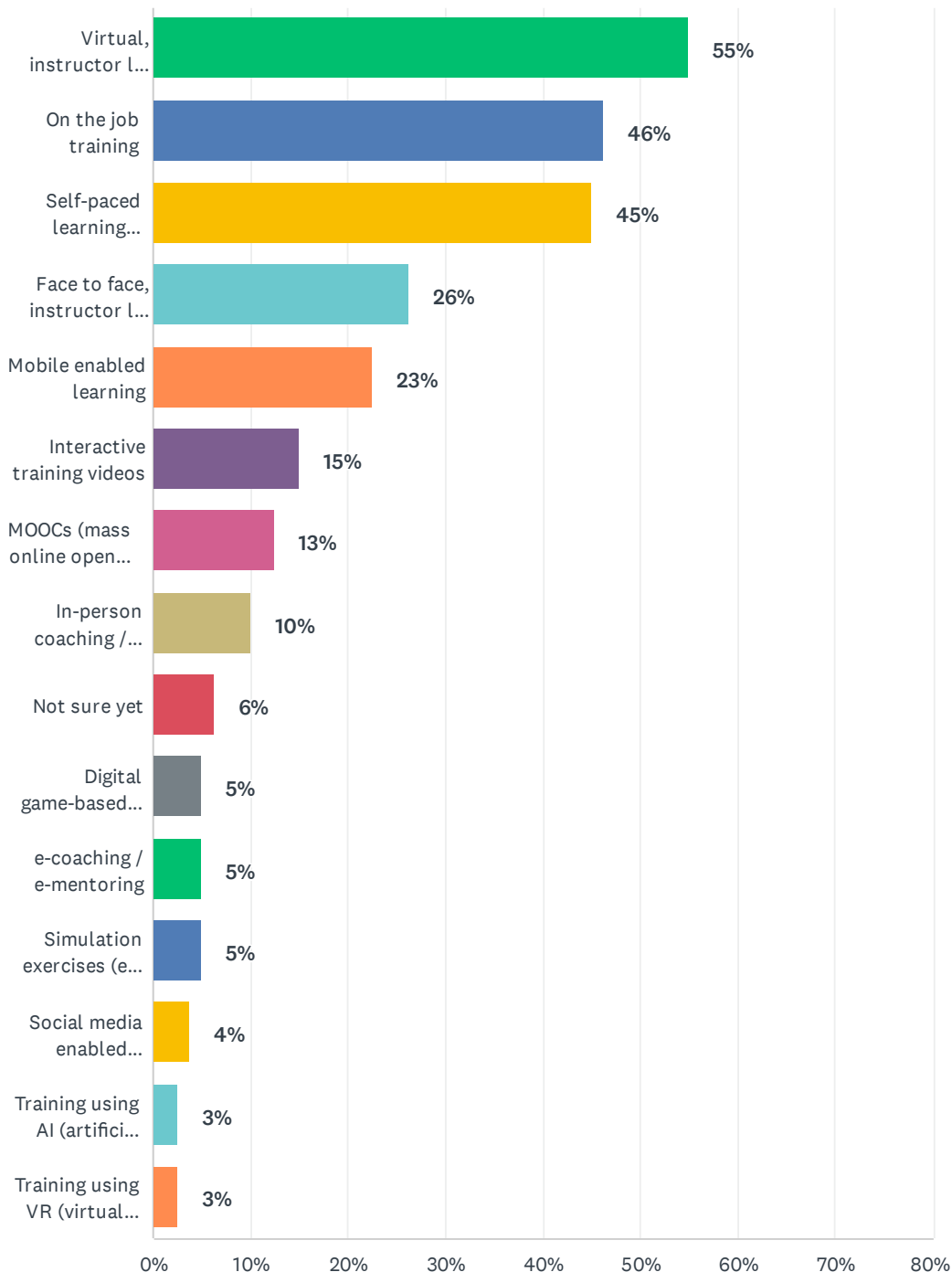
Delivery Method	Percentage
Virtual, instructor l…	55%
On the job training	46%
Self-paced learning…	45%
Face to face, instructor l…	26%
Mobile enabled learning	23%
Interactive training videos	15%
MOOCs (mass online open…	13%
In-person coaching /…	10%
Not sure yet	6%
Digital game-based…	5%
e-coaching / e-mentoring	5%
Simulation exercises (e…	5%
Social media enabled…	4%
Training using AI (artifici…	3%
Training using VR (virtual…	3%

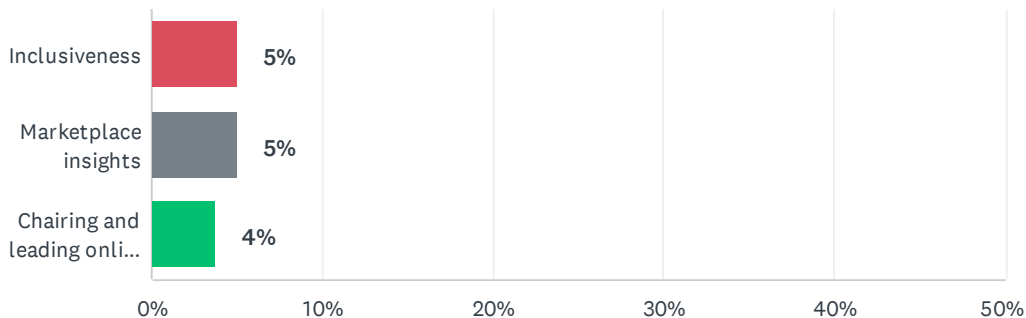| ANSWER CHOICES	RESPONSES	
Virtual, instructor led training	55%	44
On the job training	46%	37
Self-paced learning through digital portal / e-learning library	45%	36
Face to face, instructor led classroom training	26%	21
Mobile enabled learning	23%	18
Interactive training videos	15%	12
MOOCs (mass online open courses)	13%	10
In-person coaching / mentoring	10%	8
Not sure yet	6%	5
Digital game-based learning	5%	4
e-coaching / e-mentoring	5%	4
Simulation exercises (e.g. medical training, customer service training)	5%	4
Social media enabled learning	4%	3
Training using AI (artificial intelligence)	3%	2
Training using VR (virtual reality) / AR (augmented reality)	3%	2
Total Respondents: 80		

Q9 What will be the top THREE focuses of your organisation's employee training in 2021? (Please select any 3)

Answered: 80   Skipped: 40
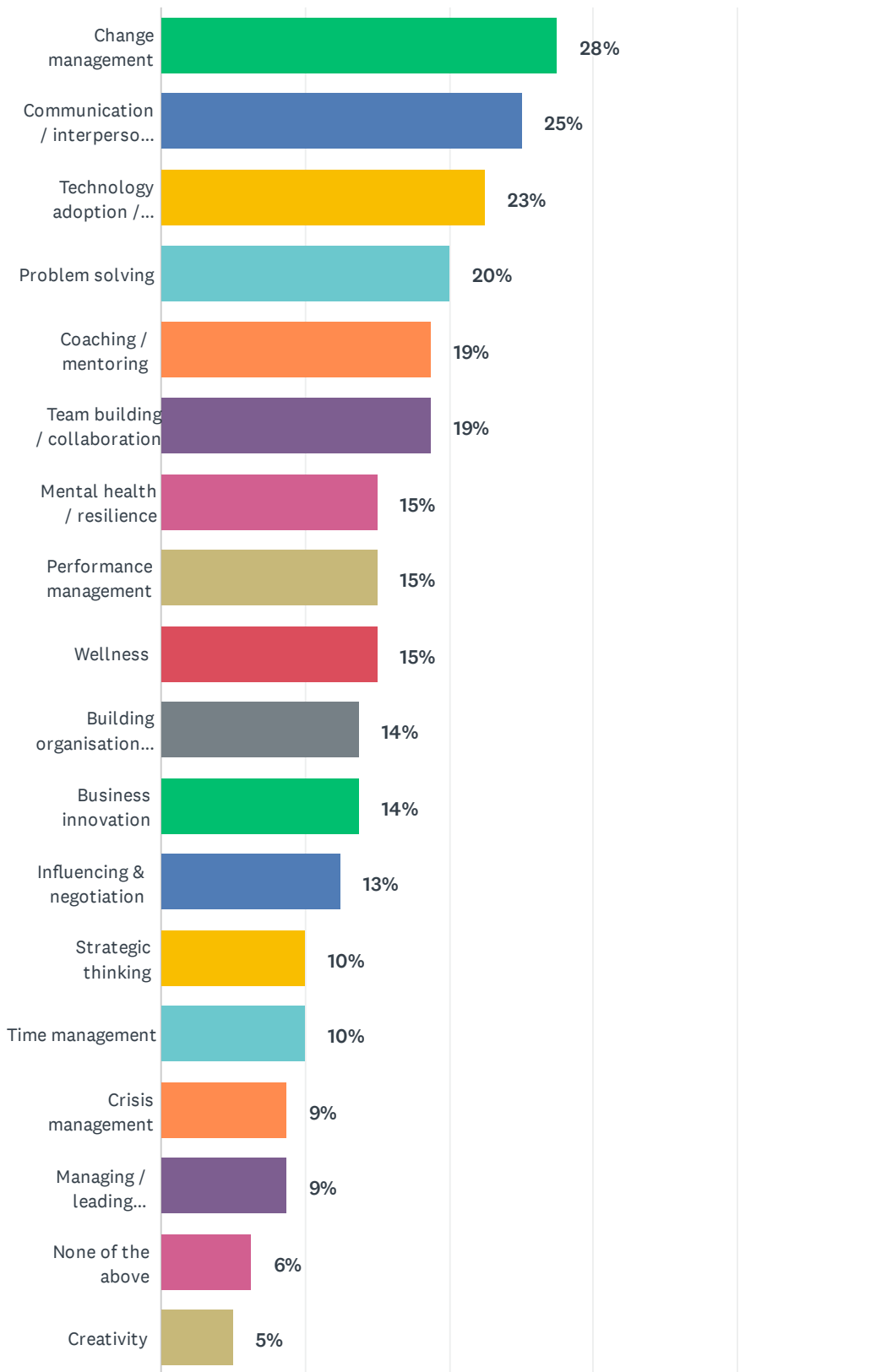
Category	Percentage
Change management	28%
Communication / interperso...	25%
Technology adoption /...	23%
Problem solving	20%
Coaching / mentoring	19%
Team building / collaboration	19%
Mental health / resilience	15%
Performance management	15%
Wellness	15%
Building organisation...	14%
Business innovation	14%
Influencing & negotiation	13%
Strategic thinking	10%
Time management	10%
Crisis management	9%
Managing / leading...	9%
None of the above	6%
Creativity	5%

ANSWER CHOICES	RESPONSES	
Change management	28%	22
Communication / interpersonal skills	25%	20
Technology adoption / implementation	23%	18
Problem solving	20%	16
Coaching / mentoring	19%	15
Team building / collaboration	19%	15
Mental health / resilience	15%	12
Performance management	15%	12
Wellness	15%	12
Building organisational capability	14%	11
Business innovation	14%	11
Influencing & negotiation	13%	10
Strategic thinking	10%	8
Time management	10%	8
Crisis management	9%	7
Managing / leading virtually teams	9%	7
None of the above	6%	5
Creativity	5%	4
Inclusiveness	5%	4
Marketplace insights	5%	4
Chairing and leading online meetings	4%	3
Total Respondents: 80		

Q10 When do you expect to face-to-face, instructor led classroom training can be resumed for your organisation's employees?
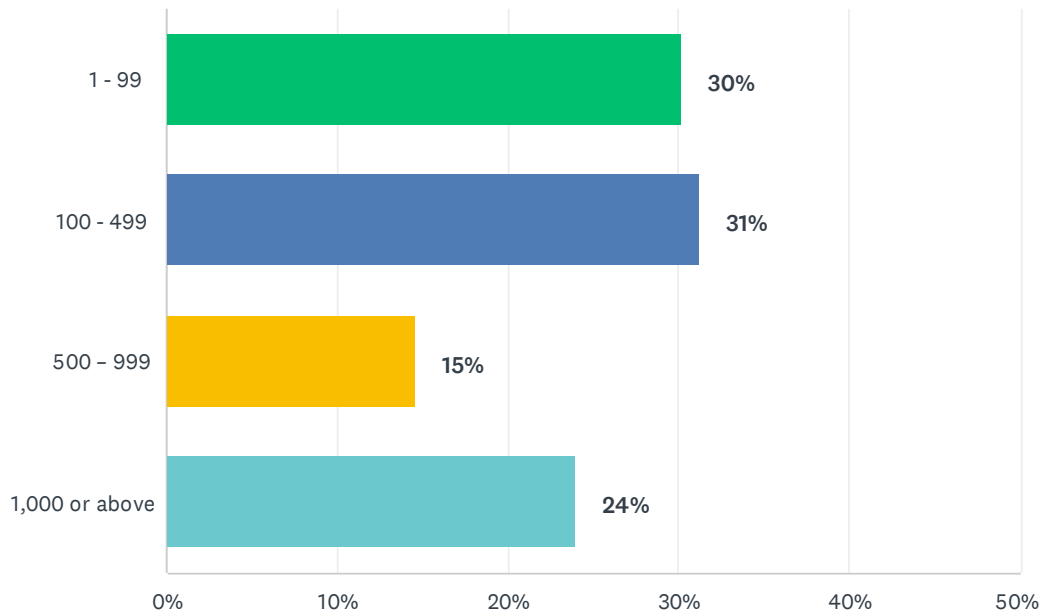
Answered: 80   Skipped: 40
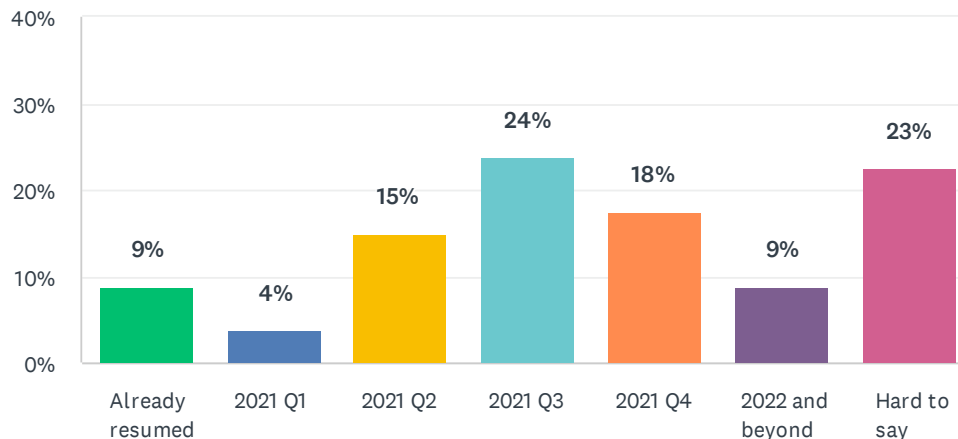
ANSWER CHOICES	RESPONSES	
Already resumed	9%	7
2021 Q1	4%	3
2021 Q2	15%	12
2021 Q3	24%	19
2021 Q4	18%	14
2022 and beyond	9%	7
Hard to say	23%	18
TOTAL		80

Q11 What is the number of full-time employees currently employed by your organisation and working in Hong Kong?
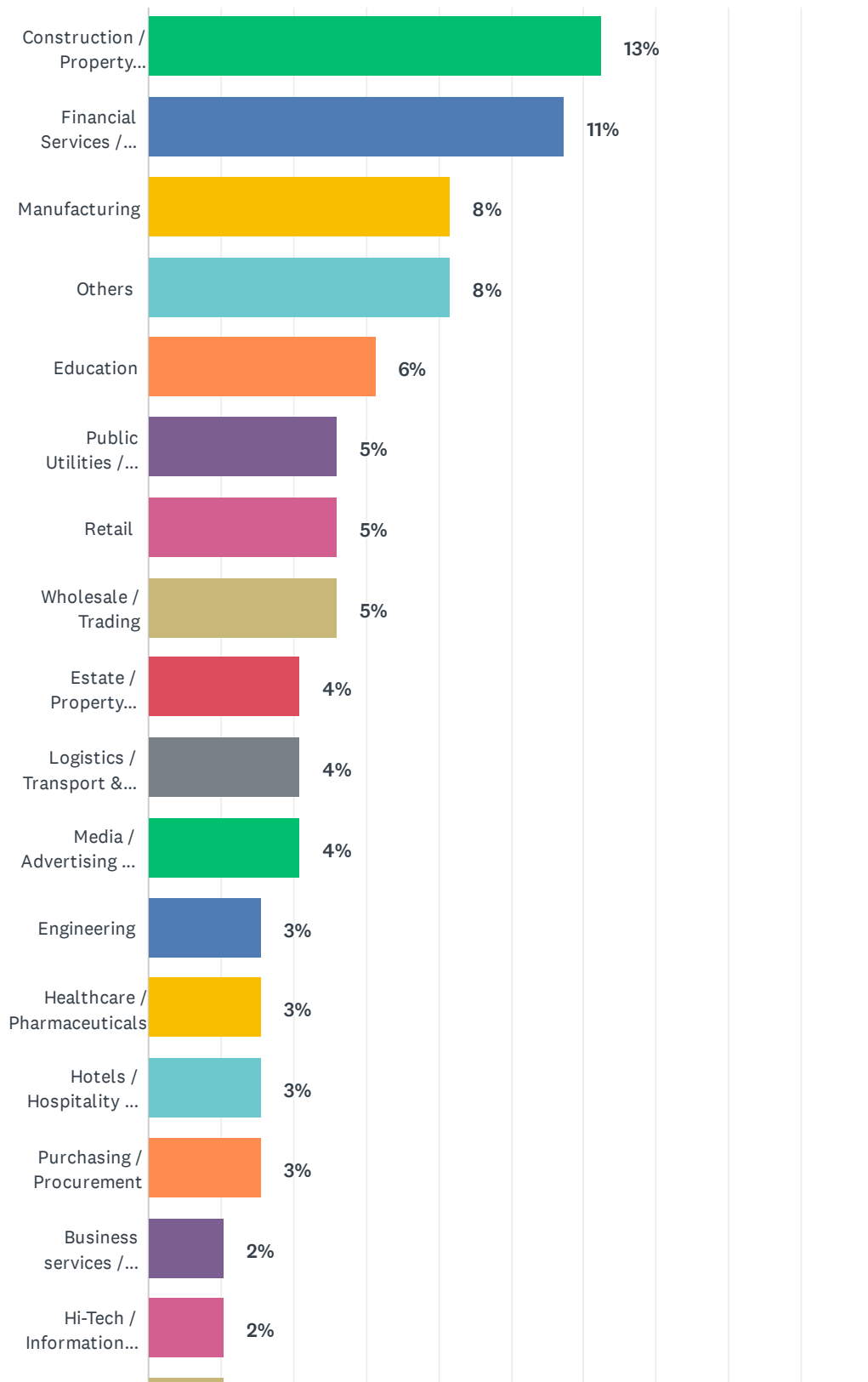
Answered: 96   Skipped: 24
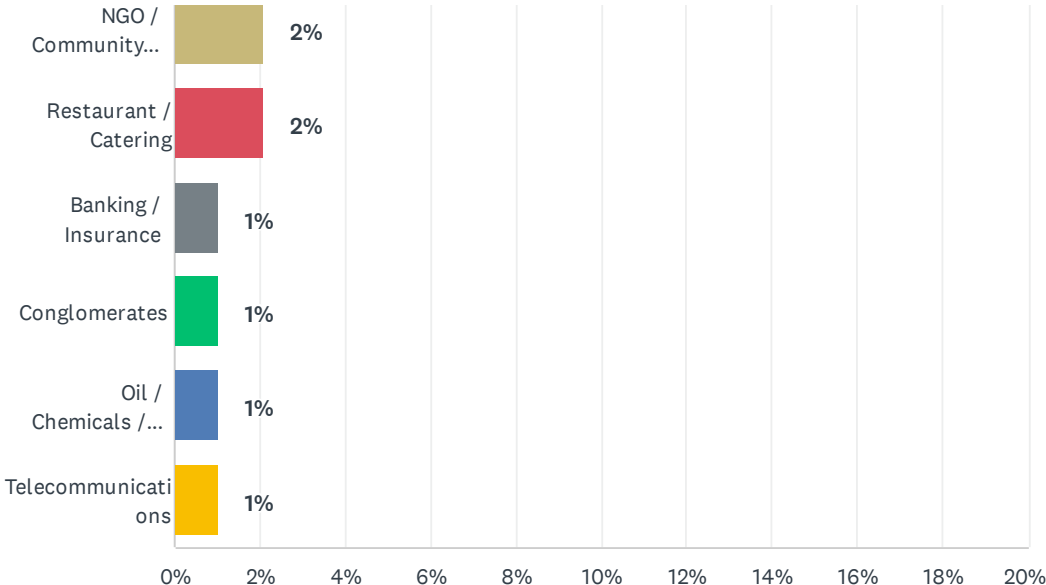

ANSWER CHOICES	RESPONSES	
1 - 99	30%	29
100 - 499	31%	30
500 – 999	15%	14
1,000 or above	24%	23
TOTAL		96

Q12 Which of the following industrial classification best describes the principal operation of your organisation in Hong Kong?

Answered: 96   Skipped: 24

Category	Percentage
Construction / Property...	13%
Financial Services /...	11%
Manufacturing	8%
Others	8%
Education	6%
Public Utilities /...	5%
Retail	5%
Wholesale / Trading	5%
Estate / Property...	4%
Logistics / Transport &...	4%
Media / Advertising ...	4%
Engineering	3%
Healthcare / Pharmaceuticals	3%
Hotels / Hospitality ...	3%
Purchasing / Procurement	3%
Business services /...	2%
Hi-Tech / Information...	2%

Category	Percentage
NGO / Community...	2%
Restaurant / Catering	2%
Banking / Insurance	1%
Conglomerates	1%
Oil / Chemicals /...	1%
Telecommunications	1%

0% 2% 4% 6% 8% 10% 12% 14% 16% 18% 20%

HKIHRM HR Pulse Check : Learning & Development Practices Amid COVID-19

ANSWER CHOICES	RESPONSES	
Construction / Property Development	13%	12
Financial Services / FinTech	11%	11
Manufacturing	8%	8
Others	8%	8
Education	6%	6
Public Utilities / Statutory bodies / Government	5%	5
Retail	5%	5
Wholesale / Trading	5%	5
Estate / Property Management	4%	4
Logistics / Transport & related services	4%	4
Media / Advertising / Publishing	4%	4
Engineering	3%	3
Healthcare / Pharmaceuticals	3%	3
Hotels / Hospitality / Tourism related services	3%	3
Purchasing / Procurement	3%	3
Business services / Professional services	2%	2
Hi-Tech / Information Technology / ICT	2%	2
NGO / Community services / Social services	2%	2
Restaurant / Catering	2%	2
Banking / Insurance	1%	1
Conglomerates	1%	1
Oil / Chemicals / Energy	1%	1
Telecommunications	1%	1
TOTAL		96