

Experiences of officers in the Netherlands defence organisation in their digital working environment: Opportunities for e-learning and electronic performance support

Abstract

It is a complex task to deal effectively with the information and communication technology in the digital working environment. The role of the manager is important in this regard and often under-estimated. Information society competencies for managers like participating in a learning organisation, knowledge management, communities of practice and ICT-security awareness are identified by means of a literature review. In this paper the experiences of officers in the Netherlands defence organisation with regard to their digital working environment as well as the identified competencies are discussed and analysed. The results are based on a case study via a survey using a questionnaire and in-depth interviews. It was found that although the officers are generally fairly confident in using ICT in their working environment, more than half of the officers indicated a need for support. Some implications of these research results are discussed, both for e-learning in the training environment of the Netherlands defence academy as well as for electronic performance support in the digital working environment. An argument for staff development interventions with regard to e-learning is made.

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