

Teacher Trainers' Perspective for Evaluation of Online Training: DEMATEL Approach

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Abstract

They say the only thing that stays constant is change, and with technology, changes seem to happen more frequently than ever. The question that arises is how well the changes have been implemented and how well-equipped the systems in different industries are to carry them out. Despite being a medical disaster, COVID-19 has a bright side. Everyone has had to adjust to using technology. People in many industries were compelled to make sure they picked up the new working methods. Working from home became the norm, which in turn made connectivity through internet platforms essential. When smart cities were still in the planning and policy-development stages, "jugaad" technology started to play a part in them. This "jugaad" technology will function for the foreseeable future and will undoubtedly start the process of creating fully interconnected communities of people and businesses. The goal of this paper is to explore the obstacles to using technology in the education sector. The education industry has a wide range of stakeholders that can be considered. It is impossible to consider every aspect in a single study. Our goal is to identify the challenges teacher trainers have when providing online training. In order to further establish the cause-and-effect group between the criteria, we employ the multicriteria decision making tool DEMATEL. It is essential to eliminate the causes of the effects, improve the educational system, and produce smarter people.

Keywords

Smart Education, Smart Cities, Antecedents, Consequents, DEMATEL.

Biographies

Vasundhara Kaul is the founding partner and Chief Innovation Officer of the Carpediem EdPsych Consultancy LLP which works in the education and mental well-being space. A trainer, mental well-being practitioner and a TEDx speaker with 18+ years of rich work experience across various sectors, education institutions of various geographies (India & UAE - Dubai, Sharjah & Abu Dhabi). Passionate about empowering people to communicate better, be future skill-ready, and improve well-being she has curated programs for child to adult populations. Her research interests include pedagogy, curriculum, and continuous professional development and therefore she is the happiest while conducting workshops and blended courses for teachers. Vasundhara believes that learning must never stop for an educator and she practices what she preaches. She is an M.Ed. (Gold Medalist) and M.B.A. (Marketing & Finance). Additional qualifications include NET(Education), Master Trainer (European International University), Neuro-Linguistic Programming (NLP) Business Practitioner, Master Trainer-Teaching, Training & Developing Professionals (Training Qualifications UK). She is a certified POSH Trainer (ISTD & TUV-SUD). She is also pursuing a PhD (Thesis submitted) from the Department of Education, Mumbai University, and a Masters in Neuro-Linguistic Programming. Member of the Indian Society for Training and Development. She is currently a visiting faculty at the and a guest lecturer at various educational institutions.

Arshia Kaul a PhD., MPhil., M.Sc. (Gold Medalist) in Operational Research. An Assistant Professor of Operations Management and Research with 10+ years of rich work experience across the teaching and research fields. Currently she is a research consultant for Carpediem EdPsych Consultancy LLP. She is also lecturing at Symbiosis School of Open and Distance Learning (SSODL), Symbiosis International University Pune, India. She has worked at ASMSOC, NMIMS University, Mumbai (2019-2022). She has earlier worked as a research fellow at IFCPAR, CSIR-NISTADS in various projects. She has published 20+ research papers published in journals of national and international repute and presented at 10+ conferences. One of her most recent articles was published in Business Strategy and the Environment (Impact factor- 10.302). Her current research interests are quality management, supply chain management and Education 4.0. Arshia is also a Master Trainer Program - Teaching, Training & Developing Professionals (EIU). She has completed a Certificate Program in Digital Marketing from ISTD. She is a Post Graduate Diploma in Instructional Design from Symbiosis Centre for Distance Education, Pune (2022) and Diploma in Virtual Online Teaching course from Asian College of Teachers (2023). She is also a certified Green Belt in Lean Six Sigma from KPMG (2022) and recently completed a Professional Certificate in Design Thinking and Innovation Management from IIM Kozhikode, India (2023).