

HRD Transformation in the Post Covid-19 Era

- HRD Intelligent Open Platform -

June 28, 2021



Ministry of Personnel
Management

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1. The Current Civil Service Learning and Development Methods

1. The Current Civil Service Learning & Development Methods

Traditional Training Methods : Offline Courses provided by L&D Institutes

☞ **For New Recruits : 3-20 week Basic Programs**

- Public Service Values, Planning, Budget, Legislation Practices

☞ **For Director Level Officials : Leadership Training Programs**

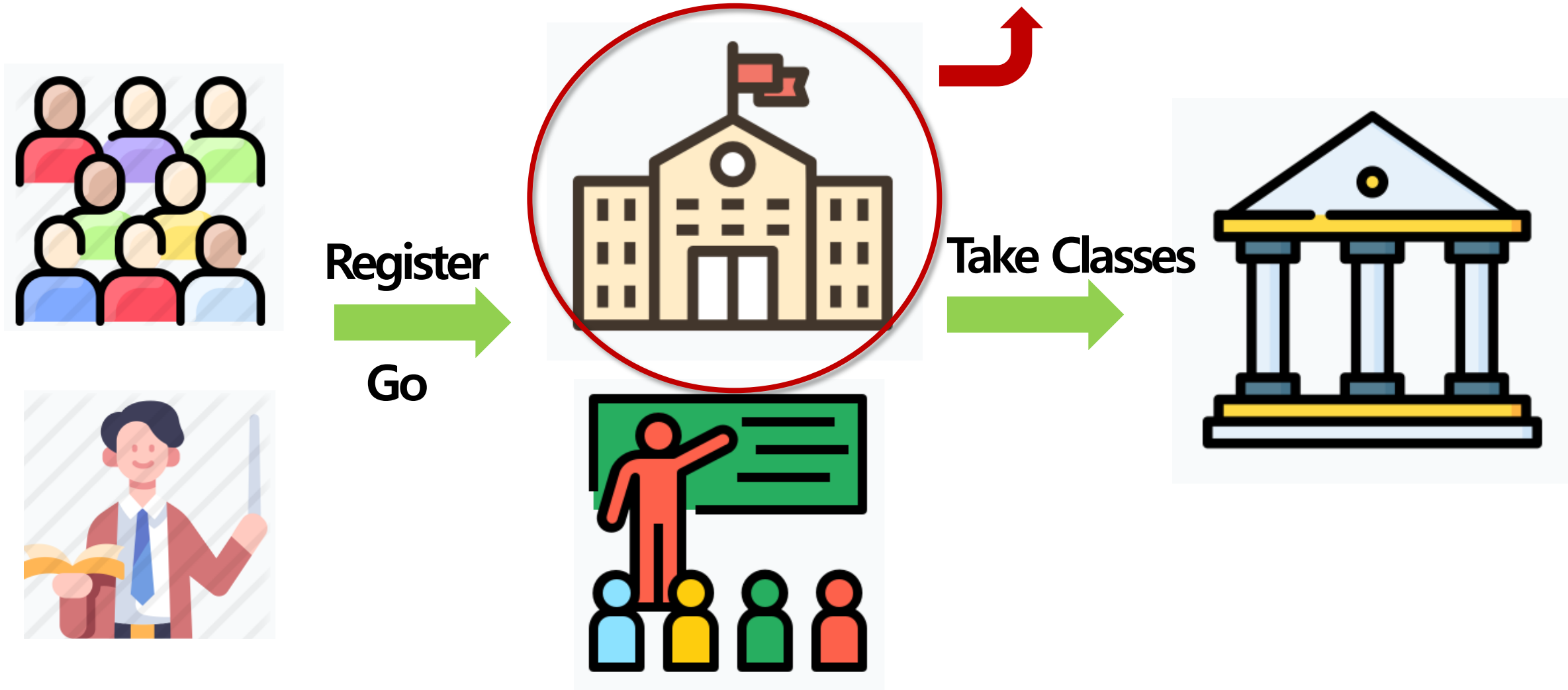
- Leadership, Communication Skills, etc.

☞ **For Existing Officials : 1-2 day courses, workshops & forums on**

- Specialized Programs, Technologies, Digital Skills, Liberal Studies, etc.



Three Key Components of Offline Courses : **Learners, Lecturers, L&D Institutes**

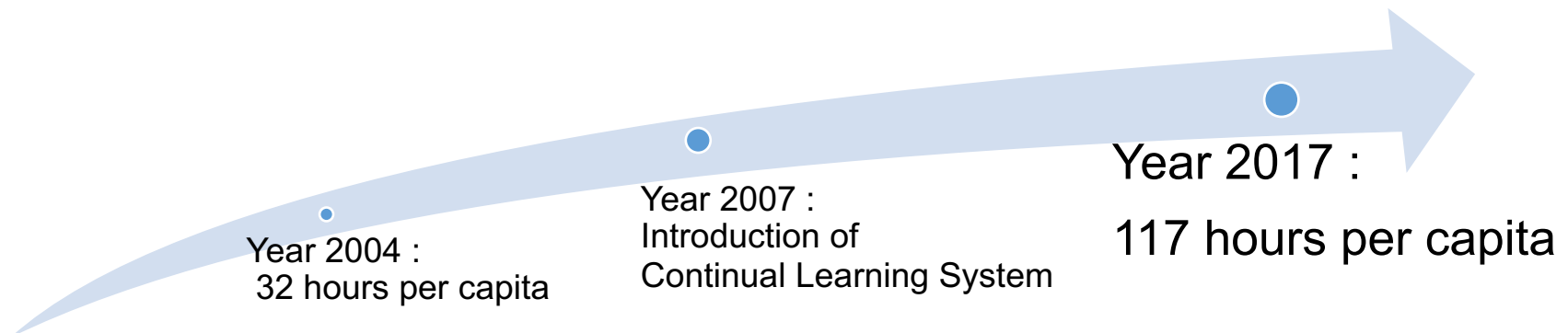


1. The Current Civil Service Learning & Development Methods

Continual Learning System



- ➡ **Mandatory learning hours : 100 hours per year**
- ➡ **Civil servants not completing 100-hours of learning per year are excluded from promotion.**
(working year) X 100 hours= hours needed to be promoted
- ➡ **Time allotted to diverse forms of training such as discussions, field trips, workshops is also recognized.**



1. The Current Civil Service Learning & Development Methods

Korean Government E-learning System

☞ The Korean government's **first e-learning center** was established **in 2000** and it was upgraded to be the **current E-learning System** named “Nara Baeum Teo(National Learning System)” **in 2017**.

☞ More than 3,000 learning content created by the government are available on this website.

☞ Most of these are the **Mandatory courses** for civil servants defined in the legislation (ex. integrity, gender sensitivity), **General and Specialized Job Skills, Administrative Philosophy & Agenda**.

☞ They are jointly used among all the ministries.



An Example of E-learning course

학습현황

🏠 > 나의 강의실 > 나의 학습공간 > 학습현황 : 4차산업혁명, 미래를 읽다

③ 수료기준 학습하기

진도99%

시간85분

필수진도율:90.00% 필수학습시간:28분

설문

완료

평가

없음

학습후기

참여

🔊 학습기간 총 192일 남았습니다.

상세보기

최근 학습한 차시		06차시 기술발전과 일자리 - 06월 15일 13시 54분 학습		
1차시	✓	4차산업혁명, 기술이 전부가 아니다	🕒 00:29:27	📊 진도상세
2차시	✓	4차산업혁명 기술의 특징	🕒 00:09:33	📊 진도상세
3차시	✓	빅 블러(Big Blur) 시대	🕒 00:11:51	📊 진도상세
4차시	✓	사이버-물리시스템의 등장과 변화	🕒 00:09:17	📊 진도상세
5차시	✓	인간과 기계의 새로운 관계	🕒 00:10:17	📊 진도상세
6차시	✓	기술발전과 일자리	🕒 00:15:22	📊 진도상세

4차산업혁명, 미래를 읽다

[개인의 변환과 준비]

- 공부를 더 많이 해야 하고, 특정한 기술을 취득해야 함
 - 갑작스런 로봇의 대체로 실직율을 높이기
 - 기업 혹은 국가에서 재훈련을 실시하여 재취업에 있는
- 정책 및 제도 마련이 필요
 - 노동자 스스로도 새로운 일자리와 미래에 대한 준비

일시정지 00:10:33 / 00:13:29

0.6 0.8 1.0 1.2 1.4 1.6

Evaluation on Operating e-learning courses up to now



- ➡ Enabled to provide training beyond limits of time and space overcoming offline training obstacles
- ➡ Produced and accumulated e-learning content in the government sector
- ➡ but, revealed disadvantages:
 - long-time content → Civil servants became burdensome / Lowered concentration of learners
 - / Excessive time consumption to produce content

➡ **Need to develop advanced learning infrastructure adapted to changing demands and environment**

2. The Environmental Change and the Limitations of Traditional Methods

2. The Environmental Change and the Limitations of Traditional Methods

① Increase in demand for non-face-to-face training amid Covid-19



☞ Covid-19 making it difficult to operate offline courses and generalizing non-contact learning

☞ Traditional offline courses representing difficulties to invite famous lecturers and for learners to travel

2. The Environmental Change and the Limitations of Traditional Methods

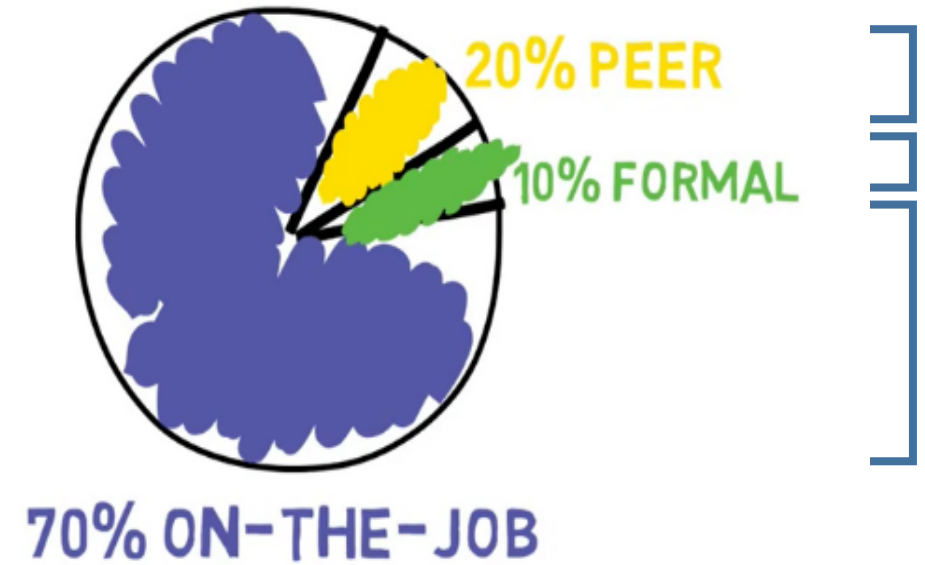
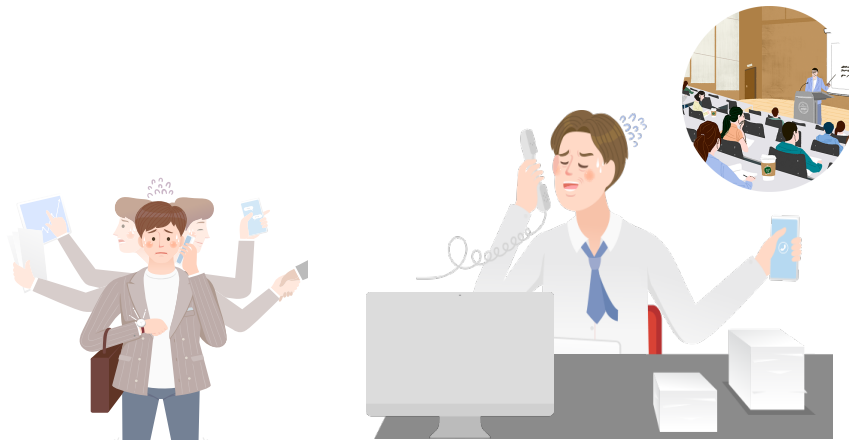
② New environment allowing easy access to contents of good quality via diverse private platforms



- ➡ In the past, civil servants' e-learning system was built based on content created by the government
- ➡ Now, private platforms, such as Youtube and Google, allow to retrieve learning information over the world and to access easily
- ➡ Content is produced and provided more rapidly and abundantly by private suppliers
- ➡ Recently provided e-learning resources are less-than-15-minute-long called micro-learning content and characterized by its efficiency and condensation

2. The Environmental Change and the Limitations of Traditional Methods

③ Lack of Learning Time, Growth of the Importance of Informal Learning



- ☞ Jobs have become more complicated in a sophisticated information society
- ☞ It is difficult to take part in formal learning with A-to-Z instruction due to busy schedule and lack of learning time

- ☞ Formal learning (10%) : Offline and online learning
- ☞ Current training system lacks work-driven interaction and informal learning experience

3. The HRD Transformation in the Civil Service

- HRD Intelligent Open Platform Project -

3. The HRD Transformation in the Civil Service ① HRD Intelligent Open Platform

Objective

- ➡ **Provide stable online learning environment**
- ➡ **Encourage 'informal learning' allowing on-the-job training**
- ➡ **Use diverse learning resources supplied from both public and private sectors**



**To set up more efficient
learning environment
based on online platform**

3. The HRD Transformation in the Civil Service ① HRD Intelligent Open Platform

Roadmap

1st stage (2020)

**Establishment of the
platform infrastructure**

2nd stage (2021)

**Realization of essential functions
Test operation by several ministries**

3rd stage (2022)

**Completion and Expansion
to all ministries**

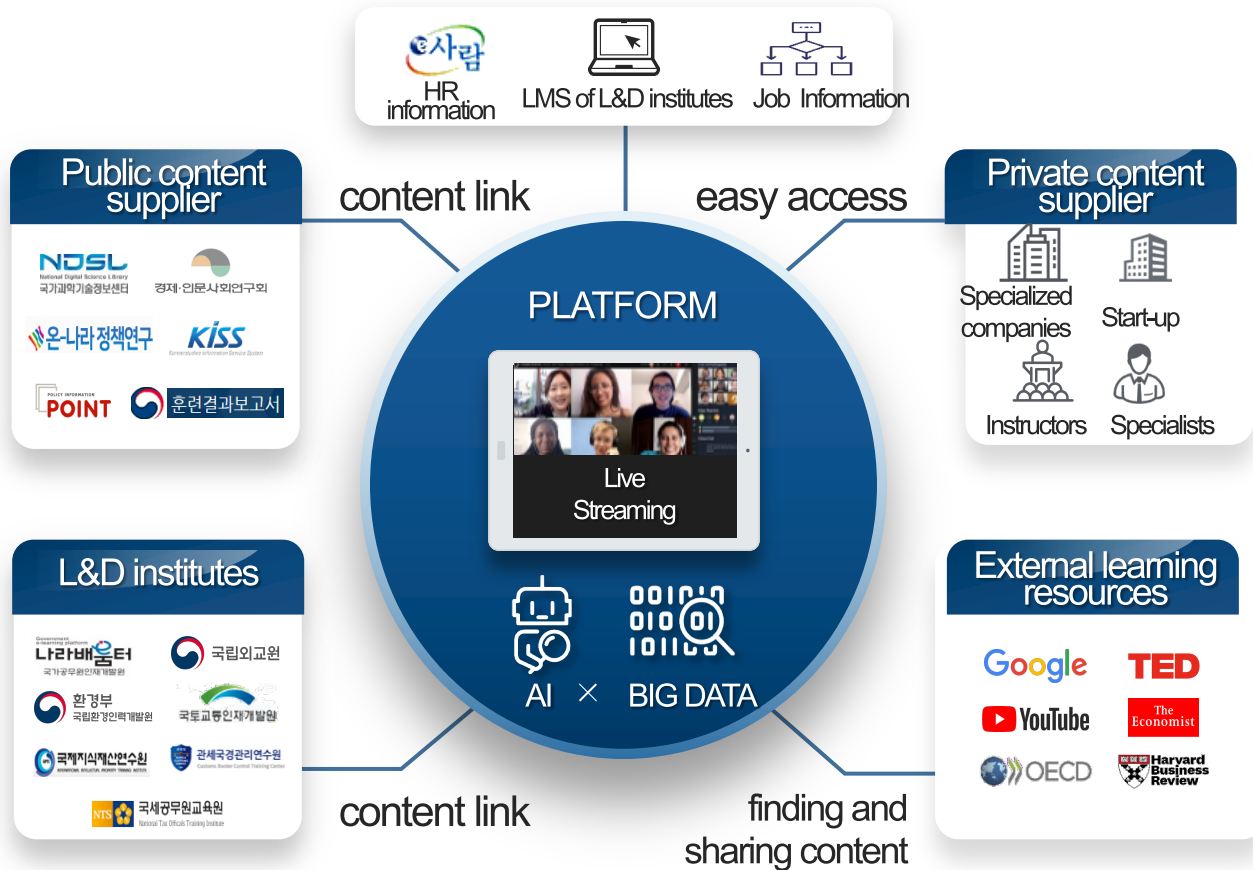
👉 **Ongoing establishment for three years from 2020**

👉 **Test operation by several ministries from February 2021**

👉 **Expansion of the platform service to all ministries from 2022**

① HRD Intelligent Open Platform

Main functions



- 👉 Build **informal social leaning** to encourage learners' participation and communication
- 👉 Create **learning hub** collecting and distributing a wide range of content from the public and private sectors
- 👉 Provide **personalized learning content** based on AI and big data
- 👉 Establish **real-time video learning system** enabling **two-way communication** while enhancing **security and stability**

3. The HRD Transformation in the Civil Service

① HRD Intelligent Open Platform



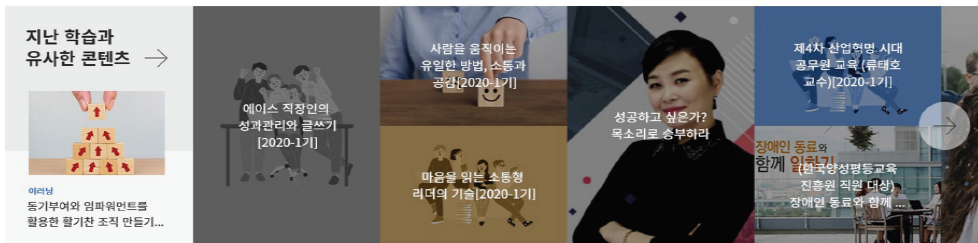
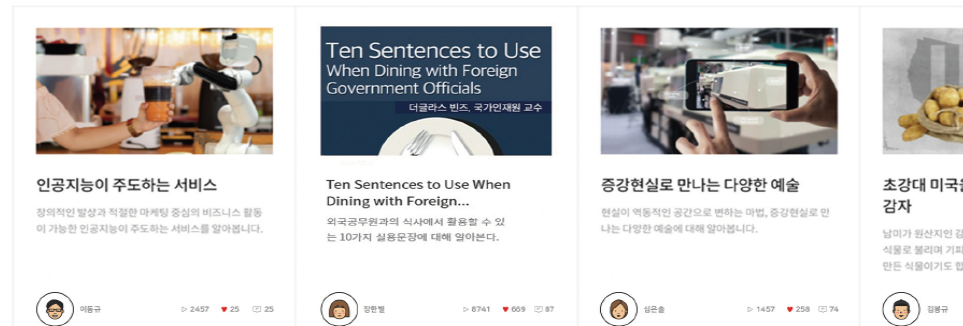
Social Learning

- Managing individual learning records displayed on the Dashboard
- Sharing external learning resources such as Youtube by registering its' URL
- Interacting among users by learning the content shared by others and commenting on it

3. The HRD Transformation in the Civil Service ① HRD Intelligent Open Platform



관심사가 비슷한 학습자가 본 콘텐츠



* Products up to the present

AI-BigData based Customized Recommendation

- Links to more than 300,000 contents provided by public and private suppliers
- AI analysis on each official's position, interest and learning records
- Recommendation of individually customized contents



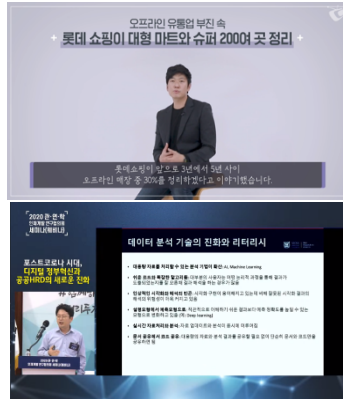
Real-time Video Lecture System



3. The HRD Transformation in the Civil Service

② Government E-Learning System “Nara Baeum Teo”

Innovative and Compelling Content : Developing Differentiated, Short and Effective Content



Different forms of content adapted to characteristics of learners

Lecture content encouraging on-the-job learning



Serialized and regularly distributed content on one subject

Learners' self-produced content



Online Learning Platform can not replace all traditional training methods



**In the post Covid-19 era,
it is necessary to take advantage of both
online and offline training systems**





Capacity and Expertise of Civil Servants

Directly Related to

Quality of Policies and

Quality of People's Life

Thank you

