

## CHAPTER V. CONCLUSIONS AND SUGGESTIONS

In this chapter, there are two main sections appeared; one is conclusions that were coming from literature review and the interviews, and the other one is the suggestions part that business engaging in WBT, and for future studies also in related field.

### Conclusions

The conclusions are stated according to two aspects: literature review and interview data. And on the other side, the conclusions were explored based on purposes of this study.

#### Important Factors in Instructional Design on WBT

According to the main findings, we can conclude there are six factors in instructional design such as:

- Generalization
- Benefit
- Clear learning objectives,
- Draft
- Institutionalization (on implementation stage)
- Community establishment

#### Critical Factors to Motivations in Instructional Design on WBT

Also, the researcher induced twenty-one critical factors, and they are described as follows:

- Relevance and practicality
- Immediateness

- Course property
- Learners' characteristics
- Core knowledge
- Lecturer teaching ability
- Clear structure presentation and outline
- Delivery of instruction and strategy
- Content arrangement
- Layout
- Platform and system testing
- Instant feedback
- Encouragement and urgency
- Promotional activities
- Testing
- Supportive service
- Testing result
- Institutionalization (on evaluation stage)
- Questionnaire
- Interview and discussion meeting
- Supervisors' evaluations

In addition to technical, human, layout of course factors, security and departmental communication are also mentioned in the literature review; the other factor interviewees didn't mention but we can see in previous literature- instructor or designer professions for WBT.

From the results the researcher identified, we are able to improve the weakness and the lack to make our WBT programs suitable and make the learning effect as best as we can. After all, the transfer of learning has changed all the time and can't be held

back. To know what learners want and need is the first step of all. That's why from their points of view to develop the WBT program is so important and necessary.

## Suggestions

According to difficulties that case companies met out of their experience of developing WBT, we may tell there are some obstacles in the way of WBT. Based on what previous studies revealed and what kinds of situations these case companies met, the researcher likes to provide several suggestions for business to refer to.

As for human resources problems like lecturers' lacking of instructions skills or computer skills; lecturers' will of participation in WBT because they have lots of loadings already in their daily lives; or lacking of enough human resources to implement WBT program. The first problem due to personnel analysis didn't implement indeed; the other two problems due to resources analysis didn't implement indeed initially.

When it comes to difficulties in analysis of instructions to different styles of learners, it shows that the problem of lacking of WBT instructions and adult learners' characteristics.

Limited functions of software, and unstable system problems due to both technical and analysis problems at the beginning, we can find out it is out of lacking of indeed plan of hardware and software.

Through pilot studies and the real experiences case companies met, we can find out several problems in the developing of WBT:

- Lacking of indeed analysis of personnel (lecturers and learners' backgrounds).
- Lacking of indeed resources analysis (human, hardware, software, and equipment).
- WBT instructors or designer are not so familiar with instructions or adult learners' learning characteristics.

### Suggestions for companies

From the three problems above, the researcher has three suggestions in the following:

- In the initial phase of analysis, indeed and strictly implemented would reduce the following problems, no matter in any detail part that may affect the whole WBT program a lot probably.
- WBT instructors or designers have to take care of individuals' learning needs and characteristics more with professional knowledge and skills, and then it could be easier to catch the core of learners' needs along with instructions.
- It is not easy thing to adopt and set up the whole WBT, consult to other companies with more experiences in this field, and seek for governmental resources and subventions is a way to makes things go well.

### Suggestions for researches

And the suggestions for academic field regarding to WBT and motivational issues, there are not so many researches engaged in this relative issue in Taiwan, yet it is so important due to motivational factors are potential but affecting in the long run.

There are many aspects in WBT in addition to instructional design aspect waited to be explored. Instructional design is a big and raw picture of WBT; there are many detail and dimensions needed to be found out through any other techniques.

After collecting complete critical factors affecting learning motivations, the following researches are encouraged to design more human-based WBT programs to reduce the weakness of WBT.