



PRESIDENCY OF THE REPUBLIC OF TURKEY
HUMAN RESOURCES OFFICE

DISTANCE LEARNING GATE

Distance Learning Gate is an online training platform offered to all public institutions and organizations by the Presidency of the Republic of Türkiye Human Resources Office. It was established using entirely domestic and national resources to be offered free of charge to all public institutions and civil servants. The platform aims to provide equal opportunity in employee training, make employee training more inclusive, improve alignment to emerging skill needs, and increase the quality of training and development activities in public institutions and organizations.

Table 1: The Framework of the Distance Learning Gate

Providing equal opportunity	Improving inclusiveness	Training alignment based on needs	Increase the quality of training activities
<ul style="list-style-type: none">• Lowering participation barriers• Avoiding inequalities in personnel training and development• Reduce the dependency of learning on time and place	<ul style="list-style-type: none">• Eliminating employee differences in training• Promoting learning culture• Supporting individual learning plans• Improving the learning experience	<ul style="list-style-type: none">• Assessing training needs based on...• Duties and responsibilities• The computer programs and systems used• The legislation used• Competencies	<ul style="list-style-type: none">• Standardizing the quality of training contents• Adapting modern techniques in training• Interactive training contents

1. BACKGROUND OF THE PROJECT

Distance Learning Gate project was built on the results that come up with the data-driven studies conducted by the Office that contribute to adopting an evidence-based and inclusive approach for training and development activities in public institutions. In this regard, the “Kamu-Veri Survey” was initiated in 2019, and



PRESIDENCY OF THE REPUBLIC OF TURKEY
HUMAN RESOURCES OFFICE

“Public Institutions Training and Development Activities Reports” are prepared annually to identify the strength or areas open to the improvement of the training and development activities.

Kamu-Veri Survey was developed and implemented to collect civil servants' opinions and suggestions on current human resources processes in their institutions as well as their satisfaction and loyalty to their profession and institution. The Kamu-Veri Survey measures five main factors: organizational satisfaction and commitment, human resources processes, organization, communication, and administration. In the context of principles of public administration, survey results have been shared with higher executives of all public institutions.

In addition, the data on training and development activities of Ministries in Türkiye, including the details of training, trainer, participant profile, and budget, are collected from all Ministries and their subsidiaries and analyzed. Then strategic plans, activity reports, projects, and online learning platforms of Ministries; laws about the training of civil servants; best practices of worldwide countries and private sector; studies, theories, and models are examined in detail. Finally, important issues about training and development activities are presented, and solutions to them are offered for all Ministries. As a result of the analysis, the reports on each Ministry are shared with Ministers and the senior executives responsible for the training and development activities of the Ministries. In order to follow the current approaches of the Ministries regarding training and development activities, to support their development, and to offer data-based solutions, the Public Institutions Training and Development Activities Reports are prepared annually.

As a result of the evidence-based studies conducted by the Office, the need for centralized coordination of training and development activities has appeared, and Distance Learning Gate has been established in areas open to the improvement of Ministries and their subsidiaries on training and development activities.



PRESIDENCY OF THE REPUBLIC OF TURKEY
HUMAN RESOURCES OFFICE

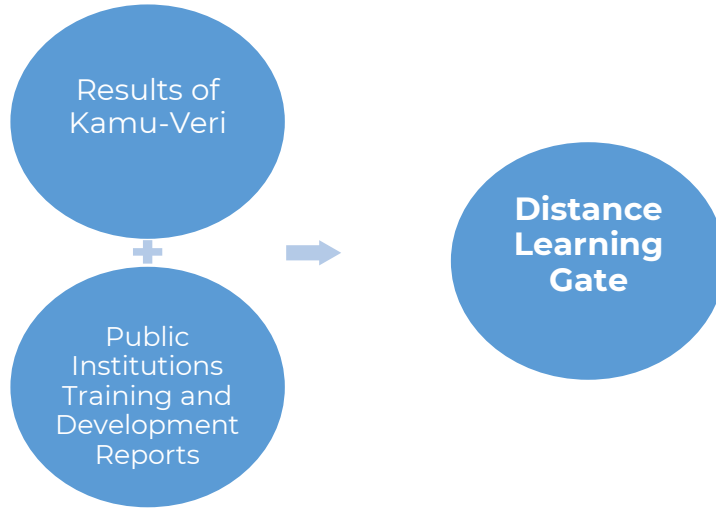


Figure 1: Distance Learning Gate

The first initiation on Distance Learning Gate was started in 2019 to ensure the continuity of training and development activities in the public sector and develop a learning culture. It has been put into the service of Ministries and all public institutions while the effects of the pandemic have just been felt. Thus, during Covid-19, it contributed to the continuity of training and development activities in the public sector in a quality manner and without interruption.

2. PROJECT DETAILS

Distance Learning Gate promotes public employees to be equipped with knowledge, skills, and competencies in line with their occupational needs. It provides equal opportunity for participation in the training and development activities. With the platform, public institutions can arrange all training activities that they prepare for their employees, such as occupational and personal development.

Within the framework of Distance Learning Gate, it has also been provided to be increased coordination and cooperation within public institutions by sharing their best-practice implementation on training activities and learning materials with each other. In that sense, Learning Mobilization Project was initiated with



PRESIDENCY OF THE REPUBLIC OF TURKEY
HUMAN RESOURCES OFFICE

Distance Learning Gate to promote the creation of training content in line with the fields of expertise of public institutions. Thus, public employees; can access contents prepared by experts in institutions that will contribute to their personal development, professional development, and career planning. In addition, employees can access the training contents without being dependent on the training assigned by their institutions. Thus, it contributes to create a "Distance Learning Culture" in public institutions.

Training and development activities at Distance Learning Gate are carried out by considering professional and personal development needs of public employees in different fields. The activities are mainly carried out in 10 training categories in order to enable public employees to follow the innovations in various fields, have ideas in the areas of information technologies that will facilitate their work, and have knowledge about the legislation they need to know while performing their work. Also, new categories can be created in line with the needs. Thus, in addition to supporting the personal and professional development of employees, it is aimed to increase their knowledge, skills, and competencies in different fields with various training activities such as in the categories of legislation, information technologies, and human resources management. The training categories in the system are shown in Figure 2.



PRESIDENCY OF THE REPUBLIC OF TURKEY
HUMAN RESOURCES OFFICE

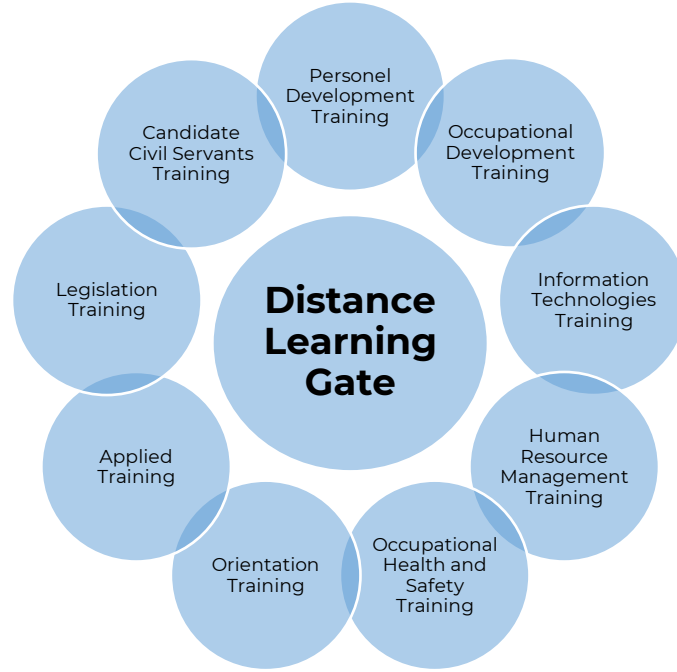


Figure 2: The Categories Included in the Training Content Pool

Training and development activities, which are widely offered in the public sector and should be given within the scope of regulations, are offered to all public employees within certain programs in order to support the personal and professional development of public employees and to help them in their career planning. Civil servants at all levels, from candidacy processes to retirement, can participate in these programs. To illustrate, some of the special training programs are given and summarized in Table 2.



PRESIDENCY OF THE REPUBLIC OF TURKEY
HUMAN RESOURCES OFFICE

Table 2: Some of the Special Training Programs

	Candidate Civil Servants Training Program	Literacy Training Program on Different Topics	Human Rights Training Program	Awareness Training Programs
Target Group	All candidate civil servants who are recruited to serve in public institutions and organizations	Employees with a low level of knowledge and skill in various fields who needed to be reskilled	Civil servants at all levels	Civil servants at all levels
Aim	To equip all candidate civil servants who will serve in public institutions with appropriate knowledge, skills, and competencies needed by the public sector	To increase basic skills including job-related, statistics, information systems, and health that are necessary for the public employees' job performance and personal development	To increase information and awareness of civil servants on different aspects of human rights within the Human Rights Action Plan	To increase the awareness of public employees about the current issues.
Training Content	Includes 13 basic training contents determined by the regulation and 29 preparatory training	Includes training on 6 different topics: - Statistical Literacy - Media Literacy - Internet Literacy - Information Literacy - Health Literacy - Financial Literacy	Includes training on 4 different topics: - Human Rights in General - Ethics - Good Management Principles - Gender Equality at Work Also, the content of the program is constantly being renewed.	Content is constantly being renewed and improved. In general, training programs are offered to increase awareness on disaster, energy efficiency, cyber security, information security, and addiction.



PRESIDENCY OF THE REPUBLIC OF TURKEY
HUMAN RESOURCES OFFICE

In the Distance Learning Gate, 420 public institutions and 3.73 million employees were included from April 2020, when it was put into the service of public institutions, until the end of 2021. In addition, with more than 4,000 training activities carried out and 1.65 million public employees were provided with these training activities. The number of participants in the training activities reached 11.8 million.

Furthermore, a training needs analysis was conducted in 2021 for all Ministries and public institutions by the Office to mitigate the impacts of technology-driven changes in the workplace and prepare civil servants for the current and future workforce needs. This analysis assesses the training needs based on the professions of civil servants at all levels. In line with the analysis results, plans for training and development activities of 2022 by Ministries and institutions were made. Special training programs will be offered to reskill and upskill public servants through Distance Learning Gate.

The year 2022 has been declared the "Civil Servant Training Breakthrough Year" by the Presidency of the Republic of Türkiye Human Resources Office to continue the studies on training and development activities with innovative methods and provide training in need to civil servants. In this context, the rate of artificial intelligence-supported interactive training content is increased at the Distance Learning Gate. In addition, by taking into account the preferences of the trainees, individualized learning environments are created, and the impact of the training activities are measured continuously.

3. TECHNICAL FEATURES OF THE DISTANCE LEARNING GATE PLATFORM

Distance Learning Gate is equipped with many technical features to offer an efficient and effective learning process for civil servants. This platform is convenient to offer synchronous and asynchronous training activities together and allows monitoring of training activities with its rich reporting systems. As synchronous training modules, while the virtual classroom module presents interactive activity options, the webinar module is designed to reach a wide audience with a participation capacity of 50.000 people. The platform also allows recording virtual classrooms and webinars for users' later re-watch. In addition to that, asynchronous



PRESIDENCY OF THE REPUBLIC OF TURKEY
HUMAN RESOURCES OFFICE

training modules, videos, presentations, textual content, interactive video and content, and SCORM packages content types allow institutions to choose the most appropriate content that will increase efficiency according to the content of the training. Especially, it is expected that the civil servants' motivation and engagement will be increased through the interactive content.

The platform also offers various measurement and assessment systems. For example, the efficiency and effectiveness of training activities can be measured by using methods such as exams and surveys, both before and after training activities and during the training. In addition, via its rich reporting system, reports can be accessed instantly on the platform in the details of institution, user, asynchronous training, synchronous training, exam, and survey. In this way, the monitoring of participation of civil servants in the training programs can be carried out through the platform by institution officials. Thus, various measurement, and assessment systems, which are essential in training programs, are put into service through a single platform.

Since the system is available for all Ministries, public agencies, and institutions in Türkiye, it is constantly being developed. New modules are added based on the needs of the institutions and civil servants. In this context, some of the forthcoming modules that will be integrated into the platform are the user support system enriched with artificial intelligence and the high-security exam module. Recommender System, Electronic Performance Support System, and Learning Analytics module will also include in the platform. The recommender system will offer training content according to the individuals' title group, organizations, and most viewed training activities. The training needs and tendencies of the civil servants will be presented to the managers according to the interaction data of the individuals via the Electronic Performance System module. The system interactions of individuals, their status according to the group, etc., will be traced via the dashboard. In addition, the whole system interactions and data will be presented to managers in the context of academic analytics. Thus, various information will be shown to decision-makers/managers in order to make decisions based on a data-



PRESIDENCY OF THE REPUBLIC OF TURKEY
HUMAN RESOURCES OFFICE

driven approach. Therefore, a flexible and developable system was designed to meet further needs.

4. CONCLUSION

Along with the duties given to the Office by Presidential Decree no.1, the Office supports and coordinates the training activities of public institutions within the scope of the Distance Learning Gate project in Türkiye. In that sense, it will continue to implement the determined standards and best practices in institutions. Also, with cooperation and coordination, it is aimed to have reachable training content for all civil servants to make the training activities available based on equality of opportunity. Furthermore, it is planned to offer a new type of training sources and activities on different topics which are preferred for the personal development of civil servants. By that, a new learning culture is established in the public sector and a new paradigm shift has occurred in civil servant training activities with innovative methods by Distance Learning Gate.