

## Success story

# Never stop learning.

## Diary studies on competence development at the workplace

Where do employees acquire knowledge to master everyday work tasks? This question is addressed by the University of Mannheim as part of a research project to review the 70-20-10 model. To find out if this is a workplace learning myth, employees from the insurance industry conducted digital diaries using the

mQuest® Diary application. Participants recorded their current or just completed work activities four times a day. The diary records contained information about the tasks, the assessment of the source of knowledge, the estimated learning gain, and the emotional experience of the employees during the activity.

Deployed product: mQuest® Diary

Independent completing of the questionnaires on the participants' own hardware

Regular updates of the questionnaires during the study

Use of push notifications as a reminder for updates and tasks

Independent of Wi-Fi or mobile communications due to offline functionality

Daily upload of the results

### Services



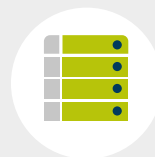
Provision of the software



Support for questionnaire implementation



Support



Hosting



The mQuest® Diary application provides extensive features for the conduction of diary studies and met all of our requirements for this study. The obtained data displays a much more complex picture than the 70-20-10 model suggests.

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Further information:  
[www.bwl.uni-mannheim.de/en/rausch](http://www.bwl.uni-mannheim.de/en/rausch)



[www.mQuest.de](http://www.mQuest.de)