



# FINAL REPORT

## TA-6618 REG ENABLING A CONDUCTIVE ENVIRONMENT FOR THE DIGITAL ECONOMY CAMBODIA

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Asian Development Bank TA-6618 REG

Project Name                      Enabling a Conducive Environment for the Digital Economy

Project Number                      54395-001

Country                                  Cambodia

Output 2                                  E-Learning Modules Developed

Milestone 1                              Draft course outline

Milestone 2                              Draft e-learning course on e-commerce

Milestone 3                              Working and tested e-learning course on e-commerce

Milestone 4                              Final e-learning course on e-commerce

Milestone 5                              Summary Report, Presentation and Technical Support



## INTRODUCTION

1. The TA was approved by the Office of the General Counsel (OGC) on 25 November 2020. According to the Small-Scale Knowledge and Support Technical Assistance Approval Memorandum (SSTA),

[t]he TA's objective is to deepen knowledge and enhance national and regional expertise on legal and regulatory framework for e-commerce in select ADB developing member countries (DMCs), to provide capacity building to private sector and government officials, and to promote policy dialogue to enable the expansion of the digital economy.<sup>1</sup>

2. The planned outcome of 'increased knowledge-sharing and information flow concerning legal framework governing electronic transactions in participating DMCs'<sup>2</sup> is aimed to be achieved through

capacity building to private sector and relevant government officials on international conventions and bilateral treaties concerning e-commerce, relevant national laws and how they are intended to work from a business perspective, as well as internationally accepted best practices.<sup>3</sup>

3. The TA had three outputs, the current Report being concerned with *Output 2: E-learning modules developed*. The tasks for *Output 2*, as agreed through the MOU between the ADB and the Cambodian Ministry of Commerce (MoC), were identified as:

Assessing needs and developing e-learning course:

- to raise public awareness on digital literacy, particularly building enabling business digital literacy;
- building skills on digital transformation for government officers to better handle e-commerce domestically and internationally;
- train-the-government officers responsible for e-commerce registration;

Developing and publicizing training materials, and regional and country-specific knowledge resources.

4. The Design and Monitoring Framework attached to the SSTA provides the following performance indicators and corresponding reporting mechanisms for Output 2:<sup>4</sup>

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<sup>1</sup> ADB Office of the General Counsel, Small-Scale Knowledge and Support Technical Assistance Memorandum (23 November 2020) § 2.

<sup>2</sup> Ibid § 8.

<sup>3</sup> Ibid § 7.

<sup>4</sup> Small-Scale Knowledge and Support Technical Assistance Approval Memorandum Attachment 2.

Performance Indicators with Targets and Baselines	Data Sources and Reporting Mechanisms
2a. At least 1 multimedia e-learning course developed and offered and at least 50 participants earn certificates from online courses.	2a. TA progress reports and the consultants' reports.
2b. At least 50% of the participants pass the e-learning course assessment.	2b. E-learning course certificates of completion Milestone 1 tasks.

5. The Key Activities for the consultants engaged for Output 2 were identified as:

- conducting needs assessment and developing e-learning course;
- developing and publishing teaching resources, training materials, and regional and country-specific knowledge resources based on needs assessment and feedback from stakeholders.<sup>5</sup>

6. The TA was completed in five separate stages identified as Milestones in the Terms of Reference, as follows:

7. Milestone 1: Draft course outline.

Conduct research and needs assessment.

Submission and acceptance by DMC and ADB of draft course outline.

After consultation with government and relevant stakeholders, identification of beneficiaries of e-learning material and needs assessment, submit draft e-learning course outline which indicates consultant's approach and methodology, learning objectives and general content on the e-learning modules and mode/s of presentation.<sup>6</sup>

Preparation of TA website

Provide support to the international e-learning course consultant in consulting with the government and relevant stakeholders, identification of beneficiaries of e-learning material and needs assessment and drafting of e-learning course outline which indicates consultants' approach and methodology, learning objectives and general content on the e-learning modules and mode/s of presentation.<sup>7</sup>

8. Milestone 2: Draft e-learning course on e-commerce.

<sup>5</sup> Ibid.

<sup>6</sup> ADB TA-6618 REG: Enabling a Conducive Environment for the Digital Economy - E-learning Course Development Consultant (CAM) (54395-001), Terms of Reference.

<sup>7</sup> ADB TA-6618 REG: Enabling a Conducive Environment for the Digital Economy - Web, Multimedia and IT Consultant (CAM) (54395-001), Terms of Reference.



Submission and acceptance by DMC and ADB of Draft e-learning course on e-commerce.

Submit draft e-learning course module/s on e-commerce complete with its content, videos, animation, quizzes, survey/feedback and ready for testing of learners.<sup>8</sup>

Provide support to the international e-learning course consultant in drafting the e-learning course module/s on e-commerce complete with its content, videos, animation, quizzes, survey/feedback and ready for testing of learners.<sup>9</sup>

9. Milestone 3: Working and tested e-learning course on e-commerce.

Testing by participants and gathering feedback on the e-learning course.

Testing of e-learning course module/s by prospective learners and obtain feedback from the government and relevant stakeholders.<sup>10</sup>

Provide support to the international e-learning course consultant in the testing of e-learning course module/s by prospective learners and obtain feedback from the government and relevant stakeholders.<sup>11</sup>

10. Milestone 4: Final e-learning course on e-commerce.

Submission and acceptance by DMC and ADB of Final e-learning course on e-commerce.

Based on feedback by prospective learners and relevant stakeholders, revise the e-learning course outline for final deployment of module/s equipped with issuance of certificate/s of completion.

Translation of the materials and other knowledge products in the local language.

Based on feedback by prospective learners and relevant stakeholders, provide support to the international e-learning course consultant in revising the e-learning course outline for final deployment of module/s equipped with issuance of certificate/s of completion.

11. Milestone 5: Summary Report, Presentation and Technical Support.

Submission of summary report on the conduct of e-learning course, presentation (if available) and technical support.

Submit report on the e-learning course module including participants' statistics in line with the technical assistance Design and Monitoring Framework and

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<sup>8</sup> TR international consultant, supra note 6.

<sup>9</sup> TR national consultant, supra note 7.

<sup>10</sup> TR international consultant, supra note 6.

<sup>11</sup> TR national consultant, supra note 7.

provide support to technical issues that may be encountered by learners. If available, present and promote the e-learning course and findings in events/fora.

Multimedia, web and IT support.

Usage reports and web analytics.

Provide support to the international e-learning course consultant on the e-learning course module including participants' statistics in line with the technical assistance Design and Monitoring Framework and provide support to technical issues that may be encountered by learners. If available, present and promote the e-learning course and findings in events/for a.

The present document is the Summary Report required for Milestone 5, including description and outcome of each previous milestone leading to the completion of the TA Output 2.

## **MILESTONE 1**

12. For the needs assessment component, the consultants developed a questionnaire for the MoC, to assist in identifying the needs and expectations of the TA beneficiary in full detail (Appendix 1). The questions included clarifications needed to identify the consultants' specific tasks and the beneficiary's expectations, as affected by:
  - the scope and expected structure of the course – including any specific learning outcomes, preferred teaching methods, extent, timeframe, and assessments;
  - the target audience – including their presumed knowledge in e-commerce, technical and language capabilities;
  - the framework within which the course will operate – including other, already existing courses on various e-commerce topics and platforms;
  - the technical environment the course must consider – including the platform on which the course will be hosted, the platforms the course must include in the content to be designed, and any limitations the consultants must consider when developing the course;
  
13. The questionnaire was communicated by the ADB to the MoC on 28 March 2022. The MoC forwarded the questionnaire to the Trade and Training Research Institute (TTRI), designating the Institute as the relevant body handling the TA Output 2. The TTRI provided the responses (also included in Appendix 1) on 26 April 2022. These answers provided gave a starting point for identifying suitable content and delivery mode, and key learning objectives.
  
14. The content of the course was guided by the key learning objectives and the target audience identified by the beneficiaries and was subject to amendment following feedback on Milestone 1. The course was proposed to have six modules, each

module covering four topics. The first three modules were designed to be relevant for every type of student, while the other three to target specific groups. Due to the range of content coverage, students may choose different exit points from the course, without completing every single module. Certificates of completion were designed to reflect the modules completed, accordingly.

15. The structure proposed in Milestone 1 included the following six modules, with conditions of completion specified for three of them:
  - Module 1. Introduction to e-commerce
  - Module 2. Legislative framework  
(Content for this module will partly be provided from Output 1 of the TA)
  - Module 3. Cybersecurity
  - Module 4. E-commerce from a user's perspective
  - Module 5. E-commerce from a small business perspective  
(Some of the resources need to be provided by the MoC)
  - Module 6. E-commerce from government perspective  
(Content for this module will have to be made available by the MoC)
16. Modules and specific topics were flagged as dependent on feedback received from the MoC before the course content is being developed. If approved, content for some of the modules needed to be provided to the consultants, as indicated above.
17. Time spent on each module would widely depend on each student's background knowledge, already existing skills, language and learning abilities. As a rule of thumb, study time for each module was designed to be of approximately five hours, including the video lectures and reading resources. This time may also include the completion of the initial and final quiz but not the practical exercise that serves as final assessment for the module. Practical exercises may take between half an hour and an hour, depending on a student's level of readiness and prior exposure to the platforms reflected in the assessments. Accordingly, the overall study time for the six modules was expected to be of approximately 30 hours, plus up to six hours of practical exercise.
18. The learning outcomes proposed for the course were identified as:
  - Understand e-commerce concepts and terminology, its business model and basic technology requirements.
  - Understand and use on e-commerce legislation in Cambodia and in an international framework.
  - Set up and operate and/or register an e-commerce business in Cambodia.
  - Develop best practices in using and/or regulating and managing digital platforms.
19. The type of digital content, relevant for the development of the e-course, has been identified as PDF files, PowerPoint presentations, MS Word documents – all standard for delivering any training. In addition, each module was agreed to include short videos using animated objects or a person explaining key concepts and/or demonstrating online tasks in the e-commerce environment. For the unit to be

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sustainable and available long-term for future students with no need for costly academic engagement, both learning and assessment needs to be fully automated. This type of learning is relying and dependent on the students' discipline and self-motivation, which can be presumed in the type of adult education, self-development fields, and professional training like the area this course will target. Content for the learning modules may need to be regularly updated with legislative amendments or change in e-commerce and government platforms. The skills the course provides should, however, be transferrable, so that students can easily adapt to such changes with no need to repeat the course. Government departments may choose to require the completion of updated modules from their employees as mandatory continuous professional development (CPD) to ensure their up-to-date awareness of the relevant legislative framework.

20. The course outline offered to include quizzes and possibly an online exam as assessment, depending on the e-learning system capability and the beneficiaries' requirements for certification. The assessments initially proposed included a preliminary quiz, a final quiz, and a practical exercise for each module. A clear need to identify the hosting platform emerged in order to decide what type of content and assessment that platform could handle. During Milestone 1, assessment was designed in a sequential manner, one building on another. This approach uses the value of experience to give students recognition and build on their existing knowledge and background. The initial quizzes test a student's existing knowledge, identifying strengths that the student can build on, while also flagging areas that need developing. The module content becomes accessible only after the student completes the initial quiz. A second quiz assesses the student's understanding following the completion of a module's teaching. If the student identifies gaps that remained in their knowledge, they can revisit the relevant parts of that module to ensure their full comprehension.
21. Once this theoretical component is complete and the student completed the second quiz as well, the student can proceed to a practical application of the knowledge accumulated, implementing the theory in practice and developing or strengthening practical skills relevant for that area. This practical application ensures that the students will develop the skills needed for real-life tasks in e-commerce, without the risk of suffering the real-life consequences of initial errors. The practical exercise is also the final assessment for the module and is necessary to obtain a certificate of completion. With the successful completion of the practical exercise, the student can generate their certificate for that module.
22. The beneficiaries requested a digitally issued certificate to be provided to those who successfully completed the course. This could be handled off the e-learning platform, unless required to be automatically issued. Depending on the system used, automatic certificates may also be created.
23. The course was expected to use an online feedback form to be completed upon finishing the course. The format of the feedback form is also largely dependent on which system is to be used to host the course, but it can also be developed on an independent platform (like surveymonkee) or designed as an online Google form.

24. Even though from a technical perspective ‘preparation of the TA website’ was the first task for Milestone 1, given the delay in deciding on the platform, the consultants were only able to start producing the content as soon as the course modules were confirmed. Testing and delivering the course depended on identifying the hosting platform and its capabilities and limitations, which was, accordingly, postponed to a later stage.
25. Milestone 1 was completed by 1 May 2022, reported to, and approved by the beneficiary MoC, the Trade and Training Research Institute (TTRI) within the MoC, and by the ADB.

## **MILESTONE 2**

26. Milestone 2 was initially scheduled with an end date of 15 May 2022, which was extended several times. During this time, access was requested to government platforms the MoC would wish to include in the course to develop targeted training materials, as well as information on internal processes and regulations that would enable a module on e-commerce from government perspective. The consultants also requested access to the platform that would host the e-learning course. No substantive input was received but on 11 October 2022 the TTRI informed the consultants that no hosting platform was available for the course.
27. Following extensive investigations, on 22 February 2023, the ADB Institute (ADBI) accepted to host the product of Output 2 on their e-learning platform, subject to the following conditions:
- the topics need to be presented in a broader context, to be of value for the entire region that ADBI serves;
  - presentations and assessments need to fit within the ADBI e-learning structures, templates, and guidelines;
  - certificates of completion are available for the successful completion of a course, not of individual course components;
28. Following receipt of the ADBI E-learning Course Presentation Guidelines, the existing content has been gradually modified by the ADB consultants to meet the ADBI requirements in format and recording:
- presentation materials were transferred into an ADBI power point template and redesigned to fit within the standard format of all ADBI courses;
  - lecture videos were re-recorded through Power Point, as required by the ADBI;
  - scrips were drafted to serve as basis for transcripts to be provided on the ADBI e-learning platform;
  - course guides were drafted based on an ADBI template, including learning outcomes, reading resources, and assessment questions;

- feedback questions were drafted to collect qualitative evaluation and open comments from participants.

29. The content of the course has been adjusted since Milestone 1 to adapt to resources that were freely available to access by the independent consultants. For Module 2, documents resulting from Output 1 of the TA indicated no new legislative text, but a firm proposal to work towards a Code of Conduct for e-commerce in Cambodia. Consequently, the content of the legislative framework remained unchanged, including only reference to already existing international, regional, and national texts. For Modules 5 and 6, no input was received from the MoC; these modules were reduced in content, accordingly. The amended content is, nevertheless, still in line with the expectations of the MoC expressed in the needs assessment phase to serve a wide range of audience including the general public, while also retaining content that serves Cambodian businesses.

30. The structure of the course has also been changed to fit within the hosting ADBI e-learning platform. As a result, the initially proposed modules have been replaced with individual courses, each including several units/lessons/lectures designed to fit within the time limit set by the ADBI Guidelines. As a result, the new structure of the three e-learning courses and their learning outcomes were set as follows:

1. Introduction to e-commerce.

- Basic concepts.
- The technology behind the deal.

Learning outcomes:

- Understanding e-commerce concepts and terminology
- Recognising e-commerce models
- Understanding basic technology components of e-commerce
- Understanding the basics of online banking.

2. Rights and obligations on e-commerce.

- Introduction to e-commerce laws and regulations.
- Rights and obligations for e-commerce businesses.
- Consumer rights and obligations.

Learning outcomes:

- Basic understanding of national laws and international instruments shaping the regulation of e-commerce globally and in the Asia-Pacific Region.
- Rights and obligations related to the setting up and operating an e-commerce business, through the example of Cambodia.
- Consumer safety, rights, and dispute resolution in e-commerce

3. Cybersecurity.

- The relevance of data protection.

- Recognising cyber-attacks.
- Data security tools.

Learning outcomes:

- Understanding the risks of data transmission in e-commerce.
- Recognizing cyber-attacks and data breaches.
- Being aware of basic data security tools and how to use them.
- Being able to respond and learn from cyber incidents.

31. Assessment was also redesigned to fit within the ADBI e-learning system. As a result, each of the three courses had a single final assessment consisting in a quiz including a series of multiple-choice questions. Assessments could only be accessed after watching the pre-recorded lectures. A certificate of completion was created to be downloaded for each course separately following the successful completion of the assessment quiz.
32. The full content of the course was made available to the ADB, the ADBI, and the beneficiary MoC and TTRI for review and approval, in a shared Google drive. The course outlines (not including assessment questions and answers) are also attached as Appendix 2.
33. Milestone 2 was completed on 25 May 2023, reported to, and approved by the beneficiary MoC, the Trade and Training Research Institute (TTRI) within the MoC, and by the ADB.

### **MILESTONE 3**

34. During Milestone 3, the approved course content was uploaded to the ADBI e-learning platform and released for testing on 9 June. A screenshot of the landing page of the courses, as well as the online certificate of completion are attached in Appendix 3
35. All courses hosted by the ADBI require the creation of an individual account that is free to set up. Furthermore, these three courses were set to be temporarily password-protected and accessible only to those who receive the password within this TA – a restriction to be removed after the pilot testing and then the final release are confirmed as successfully completed. The technical support was, accordingly, taken over by the ADBI technical team, providing the following (with all content provided by the ADB consultants):
- reviewing and ensuring that the course materials fit the required format;
  - preparing the final full transcripts;
  - creating the online assessments;
  - creating the online certification system;
  - creating the online feedback form;

- uploading the course materials and transcripts to the ADBI e-learning platform;
- setting up password-protected access.

36. The MoC provided a list of 77 people to complete the testing of the courses. Out of these, five were not registered with the MoC, all the rest being from the TTRI or various departments of the MoC. The MoC liaison was provided with a set of detailed instructions including course expectations, access details, assessment instructions, and the request to complete an online feedback form once the course is completed. The national consultant liaised with the designated MoC representative to guide the participants in completing the course.

37. From this list, the ADBI Report generated on 29 June 2023 showed that 21 did not register for the pilot. The list of those who registered for the testing stage of the courses according to the report produced by the ADBI also indicating completion status, is attached as Appendix 4. The average completion rate of all registered participants across the three courses was of 96.4%, as follows:

Course	No. of registered people	No. of successful completions
Introduction to e-commerce	56	50
Rights and obligations in e-commerce	47	47
Cybersecurity	48	48

38. The online course platform requested participants to provide feedback on the course in the form of both a rating between 1 and 5, and open text comments. The feedback questions are attached in Appendix 5.

39. Feedback was collected overall from 50 participants, with a total of 98 ratings and feedback provided across all feedback forms. No feedback was collected for the Rights and obligations in e-commerce course, due to an undetected error in the setting up of the pilot, but the ratings collected from the pilot testing of the two courses is attached as Appendix 6. The spread of rating (where 5 was the highest and 1 was the lowest) across the three courses was:

Rating	Aspect rated	Course content	Learning experience	Assessment
5		34%	30%	42%
4		52%	47%	39%
3		12%	20%	14%
2		0%	0%	2%
1		2%	3%	3%



Note: percentage values were rounded down if resulting in a below .5 and rounded up if resulting in an above .5 value. The same rounding is applied in all subsequent similar tables below.

40. A total of 85 distinct open comments were collected, not including those that stated 'no comment' or those that repeated the same open comment in more than one feedback form. The comments indicated an overall high level of satisfaction and gratitude, with 73 positive comments of various lengths, a few valuable recommendations, and very few critical observations. The anonymised open comments are attached in Appendix 7, color-coded for ease of processing.
41. There were four comments regarding language, indicating that the participant's knowledge of English was insufficient to fully understand or fully benefit from the course. One of these suggested teaching in Khmer, and one suggested adding subtitles. There were six comments from five participants indicating that having physical classes or live video sessions would be beneficial, to allow for asking questions during the course. One commented stated that having one live session for each lesson would make participants get more involved and learn better. Eight additional comments also indicated a desire to participate in similar trainings in the future. One tester made two related comments regarding the way the assessments were set up, stating that they were 'too easy for the students to redo' and that they could 'copy from the correct answers given' resulting in the students 'not learn[ing] much.' The suggestion made was to make students 'watch the videos, again and again, to learn more to answer correctly. All these comments were addressed before finalising the courses for Milestone 4, as reported in the next section of this report.
42. There were some additional comments regarding various aspects of the courses, each of which is addressed here. One observation stated that 'It would be great if there has video showing of the process of each topic not just explain about topic.' It is unclear what exactly the commenter meant by this comment, but they may have referred to having video animations in the lectures. While the initial design of the courses did include more animations showing what is being explained, this approach was abandoned when the course hosting was moved to the ADBI. The ADBI e-learning platform requires all their courses to follow strict guidelines to create a uniform appearance across all courses they host. Recording was also required to be made through Power Point, on slide templates provided. All this restricted the possibility of using live animations, however the slides did include significant amount of (static) visual representations of what was being explained.
43. One comment stated that the lessons are long and 'may take longer time.' The length of each lesson was fit within the ADBI guidelines. The time a lesson takes is a matter for each individual person taking that lesson, as they can be stopped, replayed, watched and revisited as many times as a person may wish or need to go through them. There was no time limit set for the testing cohort and there will be no time limit set for future participants either.
44. Following all the collated feedback, the consultants proposed to maintain the content and format of the courses developed and take steps in addressing those comments

that would improve the learning experience, as detailed below. Milestone 3 was completed on June 30, 2023, accordingly.

## MILESTONE 4

45. For Milestone 4, the consultants addressed the feedback received during the pilot. In particular, Khmer translations were organised for the full transcript of each course and made available on the ADBI e-learning platform for each recorded lecture. The settings of the course assessments were also adjusted to not reveal correct answers.
46. Following these improvements, the courses were considered finalised and ready for a new cohort in this updated form. Considering feedback indicating preference for in person training, the ADB TA team, the national consultant, and the MOC liaison organised a full day training in Phnom Pen on August 18. Given the already existing online format of the courses, the raining day consisted of time, space, catering, and technical assistance provided throughout the day; not of live lectures.
47. At the in person event, 54 attendees signed off as present (not including the national consultant also in attendance). The report received from the ADBI following the event indicated slightly higher numbers, due to additional participants registering and completing the courses after the pilot testing, but not attending the in person event. According to the ADBI report generated on 31 August 2023, a total of 65 people were registered for the final release, ten of which were already registered during the pilot but did not complete some (or any) of the courses during the testing stage.
48. The resulting completion numbers were collated as follows:

Course	No. of all registered people who did not complete during the pilot	No. of new people registered after the pilot	No. of successful completions among those newly registered after the pilot	No. of people registered for the pilot but who completed only after the pilot	No. of total successful completions after the pilot
Introduction to e-commerce	62	56	51	6	57
Rights and obligations in e-commerce	60	55	54	5	59
Cybersecurity	65	57	56	8	64

49. Accordingly, the average successful completion rate across the three courses after the pilot testing closed was of 96%. The spreadsheet showing the completions is attached as Appendix 8.

50. Milestone 4 was reported as complete on September 1, 2023.

## MILESTONE 5

51. Milestone 5 includes the present summary report, including the processing of the feedback received from the final release of the courses. During this stage, the courses were also publicly released by the ADBI by removing the password protection, as well as the feedback forms. The Khmer transcripts are also removed, due to the courses being opened up to a wider audience across Asia<sup>12</sup>, not only a Cambodian audience. ADBI will also work to broadly promote these courses as they become available to general learners.
52. Feedback was collected from 59 participants during this stage, with a total of 169 ratings provided across the three courses. The ratings for the three courses are attached as Appendix 9 The spread of rating (where 5 was the highest and 1 was the lowest) across the three courses was:

Rating	Aspect rated	Course content	Learning experience	Assessment
5		53%	40%	44%
4		39%	46%	43%
3		7%	13%	11%
2		1%	1%	2%
1		0%	0%	0%

53. For the individual courses, the rating was as follows:

- Introduction to e-commerce: 58 ratings collected.

Rating	Aspect rated	Course content	Learning experience	Assessment
5		45%	33%	43%
4		43%	40%	40%
3		12%	27%	17%
2		0%	0%	0%
1		0%	0%	0%

- Rights and obligations in e-commerce: 47 rating collected.

Rating	Aspect rated	Course content	Learning experience	Assessment
5		58%	45%	38%
4		34%	45%	47%
3		7%	9%	11%
2		1%	1%	4%
1		0%	0%	0%

- Cybersecurity: 64 ratings collected.

Rating	Aspect rated	Course content	Learning experience	Assessment
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<sup>12</sup> As of September 2023, close to 96,000 users in Asia and beyond, subscribe to the ADBI E-Learning platform.

5	56%	42%	50%
4	39%	53%	42%
3	3%	3%	5%
2	2%	2%	3%
1	0%	0%	0%

54. A total of 90 open feedback comments were collected from 59 participants, not including those that stated 'no comment' or repeated the same comment across the different feedback forms. The comments indicated an overall high level of satisfaction and gratitude, with 76 positive comments of various lengths and expressions of gratitude, four people expressing their hope and interest in seeing more training of this kind in the future, and a few comments of mostly constructive criticism that will be addressed below. The anonymised open comments collated from across all three courses are attached in Appendix 10.

55. Regarding content, the following observations were made (in exact wording, copied from the feedback forms):

In the general, the course should be more explain related to e-commerce processing in event video online.

More example use may help the explanation alot more clearer and memorable.

Hard to understand, but summary may help.

More detail and well explained on it.

this second course is a bit challenging for me as it is somehow law related but it is really crucial.

There are some points that I cannot understand well.

56. These six comments seem to indicate struggle with the level of the content and the need for more explanation. While some of the content may be challenging for a general audience, most of the participants found it suitable and manageable. As the recorded video lectures had to fit within a time limit set by the ADBI for all their e-learning courses, the presentations were condensed and had less practical application than initially planned. The initially planned practical application exercises were also abandoned due to limitations imposed by the hosting platform.

57. Regarding the delivery of the courses, the following critical comments were recorded:

That would be highly appreciated if we could also access to download slide presentation in advance.

The lecturer is going a bit faster.

Should have live online class, so participants can ask more questions.

I suggest to have a live session for each lesson so that the participants can involved more.

58. Although the consultants proposed to allow access to the power point slides used in the video lectures, this was rejected by the hosting ADBI. Instead, the full transcript of the lecture is made available for students, which should be of equal, if not more benefit. The speed of the video lectures can be adjusted when watching and the videos can be paused and replayed as many times as necessary. In light of these functionalities, a presentations' original speed should not affect the learner's ability to follow.

59. In addition to the two comments from this stage, requests for live classes were made during the pilot testing as well. As indicated in the report following the testing, while live training may bring some added benefit, the courses were designed to be self-paced and online in order to remain accessible and sustainable long-term for future participants from a wide range of backgrounds. This delivery method has been approved by the beneficiary. Live sessions for each lesson are currently beyond the capacity and resources available for this TA but may be considered for future programs.

60. Finally, there were three comments regarding assessment:

Should be have more quiz and exercises.

The quiz is a bit confusing.

Event the students can complete the courses successfully, however; the student redo and copy from the correct answers given which the students do not learn much.

61. The size and type of the quizzes were restricted by guidelines provided by the hosting ADBI platform. The initially designed practical exercises had to be abandoned for the same reason. It is unclear how the commenter found one quiz a bit confusing, therefore the consultants have no recommendation on improving it. The final comment was the same as the one made during the testing that indicated that students copy correct answers that are visible to them. That settings that previously allowed for this have been changed and no correct answers are visible until and unless a person completes the quiz with a minimum 80% of correct answers. While the number of questions may make it relatively easy to improve at a second attempt, multiple-choice questions and the restricted size of the quizzes have their limits. In addition, the quizzes are not the primary source of learning; the provided recorded video lectures and reading resources are.

62. Consequently, the consultants consider the final release to have been successful, with the required number of over 50 participants successfully completing each course, and the ratings and feedback provided indicating an overall high level of satisfaction. Based on this, the ADBI will release the courses for open public access on their e-learning platform.

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## CONCLUSION

63. Output 2 for TA-6618 REG (CAM) has been successfully completed by developing three e-learning courses on e-commerce to suit both a general audience, as well as learners from businesses and government departments. The courses are available in the ADBI e-learning platform, at <https://elearning-adbi.org/>.

64. To access the courses, students must first register to the platform to create a profile and login details. Any Certificates of completion will be issued on the name indicated in this registration.

65. After a profile has been created, the three courses can be accessed under the links indicated below.

Course 1: Introduction to E-commerce

<https://elearning-adbi.org/courses/introduction-to-e-commerce/>

Course 2: Rights and Obligations in E-commerce

<https://elearning-adbi.org/courses/rights-and-obligations-in-e-commerce/>

Course 3: Cybersecurity

<https://elearning-adbi.org/courses/cybersecurity/>

66. The courses have been tested by a cohort of 56 registered participants, 47 of which successfully completed the assessments and obtained certificates from all three courses, while 50 completed only some of the three courses available. The successful completion rate of all three courses in the pilot was, accordingly, 84%.

67. During the final release following feedback and some finetuning, the courses were taken by a cohort of 55 new people, and ten that were registered from the pilot. Of these, a total of 58 people obtained successful completion certificates from all three courses, and six for only one or two of the three courses available. The successful completion rate of all three courses in the final release was, accordingly, 89%.

68. Across the two stages, there were a total of 111 people registered to take the e-commerce courses. 97 of these have completed all three courses, obtaining successful completion certificates after passing all three assessment quizzes. Of the remaining 14 people registered, five completed two courses, three completed only one course, and one person did not complete any of the three courses. The combined registration and completion list across the pilot and the final release is attaches as Appendix 11.

69. Consequently, the present report can confirm compliance with the DMF requirements of at least 50 participants completing the learning and at least 50% of the participants passing the e-learning course assessment.

## APPENDIX 1

Questions for the Ministry of Commerce, necessary to establish the framework, methodology, and content of the e-learning course development (Output 2) required under the TA, with answers provided by the TTRI on 26 April 2022.

Questions from the consultants		Answers
1	Will the MOC assist in gathering data through an online questionnaire from government officials to evaluate the level of existing relevant knowledge?	Yes, MoC can assist to the extend agreed to by both Parties.
2	Will the consultants obtain access to the e-commerce registration platform mentioned in the MOU for Output 2?	Yes, except if they fail to inform the department in charge about the objectives of getting these data. Some data once revealed may cause prejudice to the confidentiality of the registered companies. Yet, TTRI would assist in the request procedure if needed.
3	Is there any other e-commerce platform the MOC expects to be included in the course, and if so which one(s)?	This shall be subject to the actuality following further discussions. CambodiaTrade could be included in the course if ADB thinks it is good
4	Can the target audience be taught in English or is translation of the full course required?	It depends on the course content. If any content is for local SMEs or sub-national level officials, translation might be needed.
5	For the target audience, what roles does 'government officials' in the MOU refer to?	The roles of the government officials as stipulated in this MoU are to provide e-commerce services to private sectors and to provide further trainings to sub-national level officials and private sectors in the field of e-commerce. Potential SMEs could be targeted as the audience as well.
6	Does 'raising public awareness' and the consultant 'publicizing training materials' in the MOU mean that the course should also target the general population? If so, how can this be reconciled with the expectation that the content should be business and law oriented?	The course shall also target the private sectors who are concerned with e-commerce practices, especially those who are operating their e-commerce startups in Cambodia. This target on concerned private sectors is already reconciled with the business and laws since these audiences are highly required to be well informed of such business model and related laws.
7	Will the MOC (or other Ministry) secure a minimum number of government officials taking the course to achieve the target of	Yes, the Ministry will.

	'at least 50 participants' identified in the DMF?	
8	How many modules / hours of study are envisaged for the course?	It depends on the actual content of the course, subject to further discussions.
9	What are the key learning outcomes expected from the course?	<p>Participants can understand well the e-commerce business model,</p> <p>Participants can get deeper awareness of how the e-commerce law and other related regulations, including the e-payment, are duly applied, and</p> <p>The government officers handling e-commerce and digital platforms, including online business registration or Go4ecam Project, are able to harness the lessons on best practices to apply at MoC.</p>
10	Is there a list of expected content/specific topics/direction (e.g. general use, practical business orientation, or legal focus) to be included?	Yes, there is. This shall be subject to further discussions.
11	Is there any already existing e-learning resource that should be considered to avoid duplication in resources/training?	TTRI is considering an e-learning platform, yet the project on such by ADB will add a very invaluable advantage and a model, not a duplication indeed.
12	Is there a preferred methodology the e-learning course should adopt? (e.g. self-paced independent study, time-barred independent study, delivered conference-style study with live participation).	The self-paced independent study and delivered conference-style study with live participation are preferred.
13	If teaching is to be delivered, is there a specific timeframe (e.g. x number of hours over n number of days) that is preferred?	It shall be dependent on the content of the course per se.
14	Is there any expected/favoured format for the course content? (e.g. pre-recorded videos/slides/reading materials/live discussions)	The format shall be the combination of slides, reading materials, and live discussions to engage in real-time exchanges of ideas and interactions.
15	If certification is envisaged, is assessment expected to be verified (and if so by whom) or is it to be designed as automated, self-and/or peer-assessment?	It shall be undergoing an assessment by the training arrangers or with some help (or exclusive help) from TTRI through post-training assessment or evaluation through questionnaire.



16	Is the certificate to be issued in digital format? If so, does MOC already have a Standard Certificate Format?	Since the training is online per se, it is ideal to have the digital certificate. MoC, or TTRI in particular, has the digital format of such certificate.
17	Is there an expected number and type of assessment that is favoured? (e.g. online supervised exam, online quizzes, written submissions, practical application tasks)	It is more preferable to have online quizzes provided to the participants at the end of the training and the correction shall be automated.
18	What is the platform on which the course will be hosted?	It is conventional and more convenient to use Zoom or Microsoft Team.
19	Are there any limitations imposed by that platform? (e.g. language and page translation, blocked content, blocked extensions/tools, access limited to members only, etc)	There shall be no limitations.
20	If an e-learning system is required (e.g. Moodle - necessary if student and assessment management is expected), will such system be provided and hosted by the MOC or ADB?	MoC can handle this hosting.
21	If conference-style live participation is required, will the conference platform (e.g. Zoom) be provided by the MOC or ADB?	MoC also can provide.
22	If online supervised exam is required, will such service (e.g. proctorU) be provided by the MOC or ADB?	MoC can provide, but the inputs on making the exam content shall be jointly drafted by both MoC and ADB.
23	Is there any technical limitation that should be presumed as affecting the target audience? (e.g. limited broadband, unavailability of certain software or extensions, access restrictions imposed on government officials, etc.)	There shall be no such restrictions as the online trainings undertaken thus far appeared smooth in process and yielded satisfactory outcomes.
24	Is online feedback form required after each training?	Exactly, the online feedback form is indeed required.

## APPENDIX 2.

### COURSE GUIDE 1

#### A. Introduction

<b>Online Lecture Title</b>	Introduction to e-commerce
<b>Summary</b>	This course explains what electronic commerce is, who can be part of it, and how it works. The course consists of 2 units: <ul style="list-style-type: none"> <li>• Basic concepts</li> <li>• Technology behind the deal</li> </ul>
<b>Learning Objectives</b> (2-5 dot points)	<ul style="list-style-type: none"> <li>• Understanding e-commerce concepts and terminology</li> <li>• Recognising e-commerce models</li> <li>• Understanding basic technology components of e-commerce</li> <li>• Understanding the basics of online banking.</li> </ul>
<b>How to Complete this Course</b>	<ul style="list-style-type: none"> <li>• Watch 2 video lessons</li> <li>• Review open access reading materials</li> <li>• Successfully pass quiz with a score of 8/10 or higher</li> <li>• Answer feedback questions</li> <li>• Certificate with unique ID will be issued upon completion of course requirements</li> </ul>
<b>Contact</b>	Lilian Tan, E-Learning Consultant Asian Development Bank Institute <a href="mailto:ltan@adbi.org">ltan@adbi.org</a>
<b>Suggested Reading Materials for all units</b>	<ul style="list-style-type: none"> <li>• Martin Kutz, Introduction to E-Commerce. Combining Business and Information Technology (Bookbook, 2016)</li> <li>• Efraim Turban et al, Introduction to Electronic Commerce and Social Commerce (4th ed, Springer, 2017)</li> <li>• ICC-WTO Standards Toolkit for Cross-Border Paperless Trade</li> </ul>

#### B. Online Lecture Units (Please limit the course to a maximum of 1 hour)

<b>Unit 1 Title</b>	Basic concepts in electronic commerce.
<b>Brief Description of Unit 1</b>	<ul style="list-style-type: none"> <li>• What e-commerce is</li> <li>• Who can be part of e-commerce</li> <li>• What e-commerce does</li> <li>• The different types of e-commerce</li> <li>• E-commerce delivery models</li> </ul>
<b>Resources and Suggested Readings for Unit 1</b>	<ul style="list-style-type: none"> <li>• Martin Kutz, Introduction to E-Commerce. Combining Business and Information Technology (Bookbook, 2016)</li> <li>• Efraim Turban et al, Introduction to Electronic Commerce and Social Commerce (4th ed, Springer, 2017)</li> </ul>
<b>Unit 2 Title</b>	E-commerce technology.

<b>Brief Description of Unit 2</b>	<ul style="list-style-type: none"> <li>• E-commerce solutions</li> <li>• E-commerce platforms – international, and domestic examples from Cambodia</li> <li>• Large-scale electronic data interchange (EDI)</li> <li>• E-commerce and online banking</li> </ul>
<b>Resources and Suggested Readings for Unit 2</b>	<ul style="list-style-type: none"> <li>• ICC-WTO Standards Toolkit for Cross-Border Paperless Trade</li> </ul>

C. Course Evaluation: Please provide a total of **8 multiple choice questions** for the 2 units. 4 options for should be listed as a possible answer for each question, but there should only be 1 correct answer.

*Questions with possible and correct answers were provided, but are not included in this report, as they form part of the assessment for the online course.*

## COURSE GUIDE 2

D. Introduction

<b>Online Lecture Title</b>	Rights and obligations in electronic commerce
<b>Summary</b>	<p>This course gives an overview of relevant legislation regulating e-commerce and explains what rights and obligations these laws create for business and consumers, as well as ethical duties and good practices recommended for both categories.</p> <p>The course consists of 3 units:</p> <ul style="list-style-type: none"> <li>• Introduction to e-commerce laws and regulations.</li> <li>• Rights and obligations for e-commerce businesses.</li> <li>• Consumer rights and obligations.</li> </ul>
<b>Learning Objectives</b> (2-5 dot points)	<ul style="list-style-type: none"> <li>• Basic understanding of national laws and international instruments shaping the regulation of e-commerce globally and in the Asia-Pacific Region.</li> <li>• Rights and obligations related to the setting up and operating an e-commerce business, through the example of Cambodia.</li> <li>• Consumer safety, rights, and dispute resolution in e-commerce.</li> </ul>
<b>How to Complete this Course</b>	<ul style="list-style-type: none"> <li>• Watch 3 video lessons.</li> <li>• Review open access reading materials.</li> <li>• Successfully pass quiz with a score of 8/10 or higher.</li> <li>• Answer feedback questions.</li> <li>• Certificate with unique ID will be issued upon completion of course requirements.</li> </ul>
<b>Contact</b>	Lilian Tan, E-Learning Consultant Asian Development Bank Institute

	<a href="mailto:ltan@adbi.org">ltan@adbi.org</a>
<b>Suggested Reading Materials for all units</b>	<ul style="list-style-type: none"> <li>• ASEAN Agreement on Electronic Commerce.</li> <li>• ASEAN Online Business Code of Conduct.</li> <li>• UNESCAP Framework Agreement on Facilitation of Cross-Border Paperless Trade in Asia and the Pacific.</li> <li>• UNCITRAL Model Law on Electronic Commerce.</li> <li>• UNCITRAL Model Law on Electronic Signatures.</li> <li>• UNCITRAL Model Law on Electronic Transferrable Records.</li> <li>• Cambodian Law on Electronic Commerce.</li> <li>• Cambodian Law on Consumer Protection.</li> </ul>

E. Online Lecture Units (Please limit the course to a maximum of 1 hour)

<b>Unit 1 Title</b>	Introduction to e-commerce laws and regulations.
<b>Brief Description of Unit 1</b>	<ul style="list-style-type: none"> <li>• The legal framework of e-commerce both from an international and from a domestic law perspective.</li> <li>• An overview of the broader legislative development work that is relevant for the Asia-Pacific Region.</li> <li>• National laws and regulation regulating e-commerce through the example of Cambodia.</li> </ul>
<b>Resources and Suggested Readings for Unit 1</b>	<ul style="list-style-type: none"> <li>• ASEAN Agreement on Electronic Commerce.</li> <li>• ASEAN Online Business Code of Conduct.</li> <li>• UNESCAP Framework Agreement on Facilitation of Cross-Border Paperless Trade in Asia and the Pacific.</li> <li>• UNCITRAL Model Law on Electronic Commerce.</li> <li>• UNCITRAL Model Law on Electronic Signatures.</li> <li>• UNCITRAL Model Law on Electronic Transferrable Records.</li> </ul>
<b>Unit 2 Title</b>	Rights and obligations for e-commerce businesses.
<b>Brief Description of Unit 2</b>	<ul style="list-style-type: none"> <li>• E-commerce Business Registration through the example of Cambodia.</li> <li>• Electronic communication, fund transfers, IP rights, consumer and data protection, and tax laws affecting e-commerce businesses.</li> <li>• E-commerce Codes of Conduct.</li> </ul>
<b>Resources and Suggested Readings for Unit 2</b>	<ul style="list-style-type: none"> <li>• Cambodian Law on Electronic Commerce.</li> </ul>
<b>Unit 3 Title</b>	Consumer rights and obligations.
<b>Brief Description of Unit 3</b>	<ul style="list-style-type: none"> <li>• Safety and privacy online and in online banking.</li> <li>• Consumer rights and dispute resolution.</li> <li>• Feedback and reviews.</li> </ul>

<b>Resources and Suggested Readings for Unit 3</b>	<ul style="list-style-type: none"> <li>• Cambodian Law on Consumer Protection.</li> </ul>
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F. Course Evaluation: Please provide a total of **10 multiple choice questions** for the 3 units. 4 options for should be listed as a possible answer for each question, but there should only be 1 correct answer.

*Questions with possible and correct answers were provided, but are not included in this report, as they form part of the assessment for the online course.*

### COURSE GUIDE 3

G. Introduction

<b>Online Lecture Title</b>	Cybersecurity
<b>Summary</b>	<p>This course explains what cybersecurity is, why it is important, and how to avoid, recognize, and deal with different cyber incidents and data breaches.</p> <p>The course consists of 3 units:</p> <ul style="list-style-type: none"> <li>• The relevance of data protection.</li> <li>• Recognizing cyber-attacks.</li> <li>• Data security tools.</li> </ul> <p style="text-align: right;">1.</p>
<b>Learning Objectives</b> (2-5 dot points)	<ul style="list-style-type: none"> <li>• Understanding the risks of data transmission in e-commerce.</li> <li>• Recognizing cyber-attacks and data breaches.</li> <li>• Being aware of basic data security tools and how to use them.</li> <li>• Being able to respond and learn from cyber incidents.</li> </ul>
<b>How to Complete this Course</b>	<ul style="list-style-type: none"> <li>• Watch 3 video lessons.</li> <li>• Review open access reading materials.</li> <li>• Successfully pass quiz with a score of 8/10 or higher.</li> <li>• Answer feedback questions.</li> <li>• Certificate with unique ID will be issued upon completion of course requirements.</li> </ul>
<b>Contact</b>	<p>Lilian Tan, E-Learning Consultant Asian Development Bank Institute <a href="mailto:ltan@adbi.org">ltan@adbi.org</a></p>
<b>Suggested Reading Materials for all units</b>	<ul style="list-style-type: none"> <li>• Data Breach Investigations Report (Verizon, 2022)</li> <li>• Global Threat Report (Crowdstrike, 2023)</li> <li>• Darknet Cybercrime Threats to Southeast Asia (UNODC, 2020)</li> <li>• Shannon Williams, Commonwealth Tackling Rising Cybercrime Threat in Asia (SecurityBrief, 2022)</li> </ul>

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H. Online Lecture Units (Please limit the course to a maximum of 1 hour)

<b>Unit 1 Title</b>	The relevance of data protection.
<b>Brief Description of Unit 1</b>	<ul style="list-style-type: none"> <li>• Why security of data is something that every individual, business, government or non-government organization needs to be aware of.</li> <li>• Recent and staggering cyberattack.</li> </ul>
<b>Resources and Suggested Readings for Unit 1</b>	<ul style="list-style-type: none"> <li>• Shannon Williams, Commonwealth Tackling Rising Cybercrime Threat in Asia (SecurityBrief, 2022)</li> </ul>
<b>Unit 2 Title</b>	Recognizing cyber-attacks.
<b>Brief Description of Unit 2</b>	<ul style="list-style-type: none"> <li>• Technical terminology</li> <li>• Different types of cyberattacks and security breaches.</li> <li>• Guidance on how to recognize cyber incidents.</li> </ul>
<b>Resources and Suggested Readings for Unit 2</b>	<ul style="list-style-type: none"> <li>• Global Threat Report (CrowdStrike, 2023)</li> <li>• Darknet Cybercrime Threats to Southeast Asia (UNODC, 2020)</li> </ul>
<b>Unit 3 Title</b>	Data security tools.
<b>Brief Description of Unit 3</b>	<ul style="list-style-type: none"> <li>• Recommendation for tools that different categories of users can use to avoid data breaches.</li> <li>• Cyber incident response for organizations.</li> </ul>
<b>Resources and Suggested Readings for Unit 3</b>	<ul style="list-style-type: none"> <li>• Data Breach Investigations Report (Verizon, 2022)</li> </ul>

- I. Course Evaluation: Please provide a total of **10 multiple choice questions** for the 3 units. 4 options for should be listed as a possible answer for each question, but there should only be 1 correct answer.

*Questions with possible and correct answers were provided, but are not included in this report, as they form part of the assessment for the online course.*

## APPENDIX 3

### INTRODUCTION TO E-COMMERCE COURSE WEBSITE



#### Protected: Introduction to E-commerce



New users must [register here](#) first and [login](#).



Lecturer



**Dr. Dalma R. Demeter**, LL.M, S.J.D,  
G.C.T.E, Independent International  
Consultant Law Academic

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Contact:  
Lilian Tan, E-Learning Consultant,  
Asian Development Bank Institute  
Email: [course-inquiry@elearning-adbi.org](mailto:course-inquiry@elearning-adbi.org)

### Course Information

#### Title

Introduction to E-Commerce

#### Duration

1 hour and 22 minutes

## About the Course

This course explains what electronic commerce (e-commerce) is, who can be part of it, and how it works.

The course consists of 2 units:

**Unit 1: Broad Range of Basic E-Commerce Concepts (41 minutes)**

**Unit 2: E-commerce Technology (41 minutes)**

## Learning Objectives

- Understand e-commerce concepts and terminologies.
- Recognize various e-commerce models.
- Understand basic technology components of e-commerce.
- Understand the basics workings of online banking.

## How to Complete this e-Course

- Watch 2 video lessons
- Review open access reading materials
- Successfully pass quiz with a score of 8/10 or higher
- Answer feedback questions
- Certificate with unique ID will be issued upon completion of course requirements

## Course Content

✓ Broad Range of Basic E-Commerce Concepts

✓ E-commerce Technology

☐ Course Quiz and Feedback Questions

☐ E-commerce Survey Questions

## LESSON ONE VIDEO

The screenshot shows a video player interface. On the left, there is a navigation menu with the following items:

- Protected: Introduction to E-commerce
- ✓ Broad Range of Basic E-Commerce Concepts
- ✓ E-commerce Technology
- ☐ Course Quiz and Feedback Questions
- ☐ E-commerce Survey Questions

The main video area displays a slide titled "Introduction to E-Commerce" with the following content:

- ADBInstitute logo
- ADB logo
- Logo of the Department of Information Systems (DIPSI) at the University of the Philippines (UP) Diliman
- Text: Dr Dalma R Demeter LLM, SJD, GCTE  
Independent International Consultant  
Law Academic
- A small video inset in the bottom right corner shows a woman speaking.

The video player controls at the bottom show a play button, a progress bar at 0:02, and icons for volume, settings, and full screen.



## READING RESOURCES FOR LESSON ONE

- Protected: Introduction to E-commerce
- Broad Range of Basic E-Commerce Concepts
- E-commerce Technology
- Course Quiz and Feedback Questions
- E-commerce Survey Questions

### Broad Range of Basic E-Commerce Concepts

Protected: Introduction to E-commerce > Broad Range of Basic E-Commerce Concepts

Lesson
Materials

## Assigned Reading

Kutz, M. *Introduction to E-Commerce*. Combining Business and Information Technology. Bookbook (2018)

Turban E. et al. *Introduction to Electronic Commerce and Social Commerce*. Springer (2017)

## ASSESSMENT QUIZ

- Protected: Introduction to E-commerce
- Broad Range of Basic E-Commerce Concepts
- E-commerce Technology
- Course Quiz and Feedback Questions
- E-commerce Survey Questions

### Course Quiz and Feedback Questions

Protected: Introduction to E-commerce > Course Quiz and Feedback Questions

1
2
3
4
5
6
7
8

Current
 Review
 Answered
 Correct
 Incorrect

Review Question

## FEEDBACK QUESTIONS

- Protected: Introduction to E-commerce
- Broad Range of Basic E-Commerce Concepts
- E-commerce Technology
- Course Quiz and Feedback Questions
- E-commerce Survey Questions

### E-commerce Survey Questions

Protected: Introduction to E-commerce > E-commerce Survey Questions

Question related to the course content: On a scale of 1 to 5 (5 being the highest), how useful did you find this course to learn about e-commerce?

1  2  3  4  5

Question related to the learning experience: On a scale of 1 to 5 (5 being the highest), how adequate did you find the workload of the course to learn about its topic?

1  2  3  4  5

Question related to the assessment: On a scale of 1 to 5 (5 being the highest), how relevant did you find the quiz questions to assess the learning from this course?

1  2  3  4  5

Open text feedback: Please provide any additional feedback not covered by the questions above:

Type your response here

## RIGHTS AND OBLIGATIONS IN E-COMMERCE COURSE PAGE



### Protected: Rights and Obligations in E-commerce



#### Course Content

- Introduction to E-commerce Laws and Regulations
- Rights and Obligations for E-commerce Businesses
- Consumer Rights and Obligations
- Course Quiz and Feedback Questions
- Rights and Obligations in E-Commerce Survey Questions



The screenshot shows a video player interface. On the left is a navigation menu with the following items: 'Protected: Rights and Obligations in E-commerce' (selected), 'Introduction to E-commerce Laws and Regulations', 'Rights and Obligations for E-commerce Businesses', 'Consumer Rights and Obligations', 'Course Quiz and Feedback Questions', and 'Rights and Obligations in E-Commerce Survey Questions'. The main video area displays a slide with the following content:

- ADBInstitute logo
- ADB logo
- Department of Trade and Industry of the Philippines logo
- Slide title: **Rights and Obligations in E-Commerce**
- Speaker: **Dr Dalma R Demeter LLM, SJD, GCTE**  
Independent International Consultant  
Law Academic
- Video player controls at the bottom show a play button and a progress bar at 0:05.

### CYBERSECURITY COURSE PAGE



#### Protected: Cybersecurity



#### Course Content

- Data Protection
- Recognizing Cyberattacks
- Data Security Tools
- Course Quiz and Feedback Questions
- Cybersecurity Survey Questions



**SAMPLE CERTIFICATE OF COMPLETION**



## APPENDIX 4

### PILOT COURSE REGISTRATION AND COMPLETION

No.	Full Name in English	Sex	Position	Institution	Course 1	Course 2	Course 3
1.	Beu Borndit	Male	Deputy Chief Of Bureau	Department of Commerce of Oddor Meanchey	Complete	Complete	Complete
2.	Chea Kunklak	Female	Staff	Trade Training and Research Institute	Complete	Complete	Complete
3.	Chea Sambath	Male	Deputy Chief of Bureau	Keb Provincial Department of Commerce	Complete	Complete	Complete
4.	Chey Saroeurn	Male	Official	Moc	Complete	Complete	Complete
5.	Chhay Sovannak	Female	Chief of Bureau	Department of Commerce of Preah vihear	Complete	Complete	Complete
6.	Chhoeung Sreypich	Female	Official	Ministry of Commerce	Complete	Complete	Complete
7.	Chhon Dany	Female	Official	Department of Legislation	Complete	Complete	Complete
8.	Chhum Sorya	Male	Deputy Chief Bureau	Private Sector Development Department/ General Department of Domestic Trade	Complete	Complete	Complete
9.	Dok Phengphirak	Male	Official	Department of Intellectual Property, Ministry of Commerce	Complete	Complete	Complete
10.	Dul Tola	Male	Deputy Chief of Bureau	Takeo Provincial Department of Commerce	Complete	Complete	Complete
11.	Hai Vichet	Male	Chief of Bureau	Consumer Protection Competition and Fraud Repression, Directorate-General	Complete	Complete	Complete
12.	Heng Borineth	Female	Deputy Chief of Bureau	Department of Administrative Inspection and Receiving Complaints	Complete	Complete	Complete
13.	Ieng Kunthea	Male	Deputy Director of Department	Stung treng provincial department of commer	Complete	Complete	Complete
14.	Kongsambath Dalish	Female	Official	Koh Kong Department of commerce	Complete	Complete	Complete
15.	Krim Pet	Male	Official	Ministry of Commerce	Complete	Complete	Complete
16.	Lean Sinath	Female	Chief of Bureau	Kampot provincial department of commerce	Complete	Complete	Complete

17.	Lim Khengkung	Male	Deputy Director of of Department	Consumer Protection Competition and Fraud Repression Directorate-General (CCF)	Complete	Complete	Complete
18.	Lim Sokunthea	Female	Deputy Director of Department	Ministry of Commerce , Consumer Protection Competition and Fraud Repression Directorate-General (CCF)	Complete	Complete	Complete
19.	Ly Rasmey	Male	Chief of Bureau	Department of Commerce Kampong Thom	Complete	Complete	Complete
20.	Neang Sreyneath	Female	Official	Export Import Department	Complete	Complete	Complete
21.	Ngoun Sunheng	Male	Official	Export Import department	Complete	Complete	Complete
22.	Nhoung Ven	Male	Deputy Director of Department	Consumer Protection Competition and Fraud Repression Directorate-General (CCF)	Complete	Complete	Complete
23.	Oeung Sonita	Female	Chief of Bureau	Ministry of Commerce	Complete	Complete	Complete
24.	Ok Sinnara	Male	Official	Department of Commerce of Siem Reap	Complete	Complete	Complete
25.	Oun Veasna	Male	Staff	Exhibition Affair Department	Complete	Complete	Complete
26.	Peang Tanglim	Female	Deputy Chief of Bureau	Kampong Cham Provincial Department Of Commerce	Complete	Complete	Complete
27.	Phan Vantha	Female	Chief of Bureau	Battambang Provincial Department of Commerce	Complete	Complete	Complete
28.	Phim Kunthy	Female	Deputy Chief of Bureau	Ministry of Commerce	Complete	Complete	Complete
29.	Pin Kheang	Male	Deputy Chief of Trade Management Office	Department of Commerce Prey Veng province	Complete	Complete	Complete
30.	Prom Sokhengvanrith	Male	Deputy Chief of Bureau	Preah Sihanouk provincial Department Of Commerce	Complete	Complete	Complete
31.	Reach Vutha	Male	Official	Import and Export Department	Complete	Complete	Complete
32.	Reachra Sophavida	Female	Official	Department of ASIA PACIFIC	Complete	Complete	Complete
33.	San Rosak	Male	Deputy Director of Department	Ministry of commerce	Complete	Complete	Complete
34.	Sao Chenda	Male	Official	Department of ministry of Commerce in Svay Rieng province	Complete	Complete	Complete
35.	SE Sokunvathna	Male	Staff	TTRI	Complete	Complete	Complete



36.	Sin Sokheng	Male	Official	Planning Statistic and Trad Information	Complete	Complete	Complete
37.	Siv Lymey	Female	Official	Department of Business Registration	Complete	Complete	Complete
38.	Siv Typor	Male	Official	Import and Export Department	Complete	Complete	Complete
39.	Sok Chandara	Male	Official	Banteay Meanchey Provincial Department of Commerce	Complete	Complete	Complete
40.	Sou Vong Visés	Male	Official	Ministry of Commerce	Complete	Complete	Complete
41.	Sovann Vattey Phan				Complete	Complete	Complete
42.	Team Somalis	Female	Deputy Chief of Bureau	TTRI MoC	Complete	Complete	Complete
43.	Toeng Chanty	Male	Deputy Chief of Bureau	Trade Training and Research Institute of Ministry of Commerce	Complete	Complete	Complete
44.	Yan Thary	Female	Chief of Bureau	CONSUMER PROTECTION COMPETITION AND FRAUD REPRESSION DIRECTORATE-GENERAL «CCF»	Complete	Complete	Complete
45.	Yeang Sokpanha	Female	Official	Ministry of Commerce	Complete	Complete	Complete
46.	Yos Sokha	Male	Deputy Director	Consumer Protection Competition and Fraud Repression Directerate-General (CCF)	Complete	Complete	Complete
47.	Youk Vanna	Male	Chief of Bureau	Provincial Department of Commerce Tboundg Khmum	Complete	Complete	Complete
48.	Pheng Dina	Male	Deputy Chief of Bureau	Department of Business Registration	Complete	Not Register	Complete
49.	NOP CHANVUTHY				Complete	Not Register	Not Register
50.	Pheng Vannda	Male	Official	Import and Export Department	Complete	Not Register	Not Register
51.	An Vannak	Male	Deputy Chief of Bureau	Department of Business Registration	Not complete	Not Register	Not Register
52.	Chinket Tola	Male	Chief of Training Office	Trade Training and Research Institute	Not Complete	Not Register	Not Register
53.	Jayco Valmon				Not Complete	Not Register	Not Register
54.	SOM SOTHEA				Not Complete	Not Register	Not Register

55.	Yangny Chakriya	Female	Deputy chief of Bureau	Trade Training and Research Institute	Not Complete	Not Register	Not Register
56.	Yi Chansoklim	Female	Deputy Chief of Bureau	TTRI	Not Complete	Not Register	Not Register
57.	Chea Ratana	Male	Official	Pursat Department of Commerce	Not Register	Not Register	Not Register
58.	Chheng Leng	Male	Deputy Chief of Bureau	kratie provincial Department of commerce	Not Register	Not Register	Not Register
59.	Chhim Titbophany	Female	Deputy Chief of Bureau	TTRI	Not Register	Not Register	Not Register
60.	Chhinchordaphea	Female	Deputy Chief of Bureau	Ministry of commerce	Not Register	Not Register	Not Register
61.	Chrich Kea	Female	Official	Department ofCommerce	Not Register	Not Register	Not Register
62.	leng Bunthoeun	Male	Deputy Director of Department	Deputy Director	Not Register	Not Register	Not Register
63.	Kham Chansopheak	Male	Deputy Chief of Bureau	Trade Training and Research Institue	Not Register	Not Register	Not Register
64.	Kim Reasmey	Male	Deputy Director of Department	Green Trade	Not Register	Not Register	Not Register
65.	Maneth Pos	Female	Deputy Director of Department	Department of Exhibition Affairs	Not Register	Not Register	Not Register
66.	Meas Sovannary	Female	Deputy Chief of Bureau	Department of legal affair	Not Register	Not Register	Not Register
67.	Nou Manin	Female	Official	Department of ministry of Commerce in Svay Rieng province	Not Register	Not Register	Not Register
68.	Nourarith Seng	Male	Phnom Penh	Department of Commerce of Phnom Penh	Not Register	Not Register	Not Register
69.	Nuth Puthy	Male	Official	Department of Trade Policy	Not Register	Not Register	Not Register
70.	Phat Rathima	Female	Official	Internal Audit Department	Not Register	Not Register	Not Register
71.	Prom Leakkanha	Female	Deputy Chief of Bureau	Ministry of commerce	Not Register	Not Register	Not Register
72.	Rath Chakriya	Female	Official	Department of Commerce of kampong Speu	Not Register	Not Register	Not Register
73.	Sapha Tous	Male	Deputy Director of Administration Department	General of Administration and Finance (Moc)	Not Register	Not Register	Not Register



74.	Soeung Pisen	Male	Offial	Department Of Commerce , Kompong Chhnang Province	Not Register	Not Register	Not Register
75.	Sok Chhun	Male	Official	Ministry of Commerce	Not Register	Not Register	Not Register
76.	Soy Sotheavy	Female	Staff	TTRI, MoC	Not Register	Not Register	Not Register
77.	Suon Chanseng	Male	Deputy Chief Of Bureau	Department Of Commerce Of kandal	Not Register	Not Register	Not Register

## Notes:

1. Complete = course and final quiz successfully completed.
2. Not Complete = registered for the course but did not complete and/or did not pass the assessment quiz.
3. Not Register = On the list provided by the MoC for testing, but not registered for the course.

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## APPENDIX 5

### FEEDBACK QUESTIONS

- 1. Question related to the course content:** On a scale of 1 to 5 (5 being the highest), how useful did you find this course to learn about e-commerce?
- 2. Question related to the learning experience:** On a scale of 1 to 5 (5 being the highest), how adequate did you find the workload of the course to learn about its topic?
- 3. Question related to the assessment:** On a scale of 1 to 5 (5 being the highest), how relevant did you find the quiz questions to assess the learning from this course?
- 4. Open text feedback:** Please provide any additional feedback not covered by the questions above:



4	3	4	4	5	3
4	3	4	5	4	3
4	3	4	4	4	3
4	3	4	3	4	3
3	3	4	4	3	3
5	4	3	4	3	3
4	4	3	3	3	3
4	3	3	3	3	3
4	3	3	3	3	3
3	3	3	3	3	3
4	3	2	4	3	1
3	1	2	1	1	1
1	1	1			

#### Notes:

1. Course 1 is the Introduction to e-commerce course. Course 3 is the Cybersecurity course. Rating and feedback were only collected from the Introduction to e-commerce and the Cybersecurity courses, due to an error in the settings on the ADBI e-learning platform.

2. Q1, Q2, and Q3 are the feedback questions listed in Appendix 5, namely:

- Q1 – course content
- Q2 – learning experience
- Q3 – assessment

3. Rating was available between 1 and 5, where 1 was indicating the lowest and 5 the highest level of satisfaction.

## APPENDIX 7

### FEEDBACK COMMENTS FROM PILOT TESTING

Provides knowledge about e-commerce and helps many investors in this field
If you have an e-business registration procedure, I would like to join this course to make it easier for those who want to start an e-business.
This course is very useful and very easy to understand about E-Commerce.
The explanation of this course is very clear and detail. I hope to learn more relevant courses of cybersecurity.
Make me to get knowledge about e-commerce
Know about Cybersecurity and protected the systeme
"-The different types of e-commerce – e-commerce delivery models; e-commerce solutions; e-commerce platforms, including international, and domestic case study examples from Cambodia; Large-scale electronic data interchange (EDI); e-commerce and online banking
This unit explains the importance of data security, and why every individual, business, government, or non-government organization needs to be mindful and aware of its workings.
Please add subtitle for other lectures.
Ladies and Gentlemen, This study is really good for me, I do not have any comments, thank you.
Thank you so much for providing a very essential course related to e-commerce. I hope to get more details about how to get an efficient e-commerce development in Cambodia.
Thank you very much for a very productive course. I hope you will arrange more course time for us.
Please take me the lesson first. My English is not good.
The lessons are long and related to ITC. May it take longer time for the lessons.
That is very useful course that can provide government official to know the detail of E-commerce. From now I can promote this to local businessmen and people who live in my province. I hope that I could learn more courses that are important for my work and my province the same as this course. Thank your very much!
I really appreciated to this course. It is very useful for business and government institutions to protect their working system from cyberattack. I hope that ADBI will provide more useful course for MOC officer to learn an apply with their work and enhance knowledge to the evolution of digital era. Thank you!
thanks for these course
Thanks for your course. this course is very useful to me.
This course gives an overview of relevant legislation regulating e-commerce and explains what rights and obligations these laws create for business and consumers, as well as ethical duties and good practices recommended for both categories. Thank you that providing a short course that can help me to improve more knowledge!
It is a good short course that can make people improve their knowledge. Thanks
The course is very useful for today's business context
The course is very useful
It would be great if there has video showing of the process of each topic not just explain about topic
How did you find the course is exactly what you expected
all this course very useful for me. and really need this courses

yes this course very good
I enjoyed the questions and answers session of the training. It was such an interactive session. Answers from the speakers were detailed and straightforward.
thank you
good
Thank you so much for Providing this Training.
Thank you very much for providing this training.
this course give me a lot of something new about E- Commerce
this course let me know a lot about Cybersecurity
i think this course is good and help me a lot to know about e-commerce thank ADBI
this courses helping to better understand about sybersecurity in e-commerce
Thank for Priving new knowledge forme
I am not sure whether it from my Laptop or what, But I can't here the voice of lecture loudly. Anyway beside of this, The course is perfect for me to learn. Thank you
Among the three course, I love this course the most because it is really new for me and very interesting. Also, it can help me prevent from fall information.
Thank you teacher for presenting and useful lessons and good knowledge.
Thanks for the course. New and useful knowledge, job and business
It could be more fruitful if we could we have one assistant lecture to answer some questions. thank you.
These course is good and useful.
Thank for providing new knowledge to me and all joiners
I am so happy to joint this course because I can improve my knowledge. Thank you
I am happy to joint this course. Thank for good course
Thank you for this great training and I hope to have this training in the future and there will be teaching in Khmer as well,thank you.
thank for this training class, this is very important. I look forward to more of this training.Thank you.
It's a good course for me to learn more.
This course is beneficial for me.
From my perspective, this course of online learning platform is beneficial enough during digital era on how e-commerce playing their role in today business. And especially, for business startup is to be able to adopt with the new environment that consumer start to purchase the goods or services online. Finally, thanks ADB for providing such an amazing course for us to learn. and I wish that we could learn more skill in term of how international economic development as well.
I would appreciate this course about cybersecurity. Due to nowadays there are many hackers, they start to hack not only the individual data but also collect all the important sources of information such as baking system that customer use to pay their bill. Therefore, as organization should concentrate more about this kind of issue that happen any times without planned. And i also want to say thank you so much ADB for providing this opportunity for us to acknowledge on this hot issue.
Thanks for the great lessons learned.
Thanks for Create this course.
thanks this course .
I think that, my English very so low that i can't listen to your description well. I really want to have this workshop more next time. thank you so much.
I want to have this course more next time.

<p>Here are some questions about E-commerce and E-Learning:          What are the benefits of E-commerce?          What are the different types of E-commerce?          What are the benefits of E-Learning?          What are the different types of E-Learning?          How can we engage learners during online courses?          What's best: instructor-led training or self-paced learning?          What are some emerging research areas in E-commerce?          Thank you the Asian Development Bank (ADB) by providing feedback on your experience with this courses.</p>
All of the lessons and questions are really good. Give me valuable knowledge and get something new, thank you very much for providing this training.
Should have live online class, so participants can ask more questions.
I think this lesson teach me alot on how e-commerce is working and i now i know very well about business.
i really enjoy leaning this course!!
This course covers all the aspects of e-commerce for the beginners.
The course is really useful to identify and protect ourselves from the internet crimes.
Great in overall
I think the way you give the correct answer is too easy for the students to redo, but if tell the answer is wrong and then the students can try to watch the videos, again and again, to learn more to answer correctly. The course should better provide a live video session once or twice or thrice for the 3 units so that the students can have better understanding and learn more.
I suggest to have a live session for each lesson so that the participants can involved more. Event the students can complete the courses successfully, however; the student redo and copy from the correct answers given which the students do not learn much. Thank you for your effort.
Wide range of details, enough details to acquire the e-commerce knowledge from this study.
Very informative of cyberattacks and data security tools
very nice online course, i have learned alots.
I have learned a lots from the video.
I don't have any feedback. The course are very well design for study as it is in appropriate length and easily to understand.
Courses are well design in appropriate duration and easily to understand.
Open to have more effective course like this course next time.
It is a very good course and I hope to join it again.
It's the useful course to lay a good foundation for commencing to learn e-commerce.
The course provides the possible threats and cybersecurity and practical solutions to deal with them.
This course is good , I appreciated it
Thank MOC provided this course for me
Yes this course very interesting
Yes this course very good
This learning course is very useful for working purposes.
Very good
I am thankful to all organizers for a value course. But I would like to suggest we should physical class better than oline. More example on lesson. Thank you.
thank you.

## APPENDIX 8

### FINAL RELEASE COURSE REGISTRATION AND COMPLETION

No.	Name	Course 1	Course 2	Course 3
1.	ARAFAT HASSAN	YES	YES	YES
2.	channou chhea	YES	YES	YES
3.	Chansovannara Ou	YES	YES	YES
4.	CHEA Kunlak	YES	YES	YES
5.	Chea ratana	NO	YES	YES
6.	Chheko Bou	YES	YES	YES
7.	chhim neat	YES	YES	YES
8.	chordaphea chhin	YES	YES	YES
9.	DOLLA HEAV	YES	YES	YES
10.	Hai Vichet	NO	YES	YES
11.	HENG PIPHOP	YES	YES	YES
12.	iem sengly	YES	YES	YES
13.	IN VANCHHEAN	YES	YES	YES
14.	Kannha Mao	YES	YES	YES
15.	Kannha Mao	YES	YES	YES
16.	Kham Chansopheak	YES	YES	YES
17.	kounthear Thim	YES	YES	YES
18.	ky leangkoung	YES	YES	YES
19.	LENG CHHENG	NO	YES	YES
20.	LOCH Soknea	YES	YES	YES
21.	Lonh Samdy	YES	YES	YES
22.	LY RASMEY	YES	YES	YES
23.	Lyda SENG	YES	YES	YES
24.	Lymey Siv	YES	YES	YES
25.	Malineth SONG	YES	YES	YES
26.	MANIN NOU	YES	YES	YES
27.	Moeu Malaiy	YES	YES	YES
28.	Narom THUN	YES	YES	YES
29.	Nourarith Seng	YES	YES	YES
30.	Nuth Puthy	YES	YES	YES
31.	Oeung Sonita	YES	YES	YES
32.	Phengphirak Dok	NO	NO	YES
33.	pisen soeung	YES	YES	YES
34.	Ponharath Lim	YES	YES	YES
35.	PROHASH KON LEAK LIM	YES	YES	YES
36.	Raleak Plong	YES	YES	YES
37.	Rathima phat	YES	YES	YES
38.	Reach Vutha	YES	YES	YES
39.	Sapha Tous	YES	YES	YES



40.	SARORN OUK	YES	YES	YES
41.	Saroun Phen	YES	YES	YES
42.	SELEAP LONG	YES	YES	YES
43.	SOK Chandara	YES	YES	YES
44.	sok choulseth	YES	YES	YES
45.	Sokha Yos	YES	YES	YES
46.	Sokheng Sin	YES	YES	YES
47.	Sokunvathna SE	YES	YES	YES
48.	Somalis Team	NO	YES	YES
49.	Sotheavy Soy	YES	YES	YES
50.	SOVANN DOUNG	YES	YES	YES
51.	Sovann Vattey Phan	YES	YES	YES
52.	sovannak Chen	YES	YES	YES
53.	Sovannak Chhay	YES	NO	YES
54.	Sreypich Chhoeung	YES	YES	YES
55.	tanglim PEANG	YES	YES	YES
56.	Teymas SA	YES	YES	YES
57.	Thai Bunthon	YES	YES	YES
58.	THY RUN	YES	YES	YES
59.	Titbophany Chhim	YES	YES	YES
60.	Tityadarika Sy	YES	YES	YES
61.	Tum Rithy	YES	YES	YES
62.	TY NARONG	YES	YES	YES
63.	Va bunkheng	YES	YES	YES
64.	VONG SOPHANITH	YES	YES	YES
65.	Yita PHAL	NO	NO	NO

## Notes:

1. YES = course and final quiz successfully completed.
2. NO = registered for the course but did not complete and/or did not pass the assessment quiz.
3. Yellow highlight indicates those who were registered during the pilot testing but competed some or all the courses only during the final release.

## APPENDIX 9

### FINAL RELEASE COURSE RATINGS

No.	Course 1			Course 2			Course 3		
	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3
1.	5	5	4	5	5	5	5	5	5
2.	5	5	4	5	5	5	5	5	5
3.	5	4	5	5	5	5	5	5	5
4.	5	5	4	5	5	5	5	5	5
5.	5	5	4	5	5	5	5	5	5
6.	5	5	5	5	5	5	5	5	5
7.	5	5	5	5	5	5	5	5	5
8.	5	4	5	5	5	5	5	5	5
9.	5	5	4	5	5	5	5	5	5
10.	5	4	5	5	5	5	5	5	5
11.	5	5	5	5	5	5	5	5	5
12.	5	5	5	5	5	5	5	5	5
13.	5	4	5	5	5	5	5	5	5
14.	5	5	5	5	5	5	5	5	5
15.	5	5	5	5	5	4	5	5	5
16.	5	5	5	5	5	4	5	5	5
17.	5	4	4	5	5	4	5	5	5
18.	5	5	5	5	4	5	5	5	5
19.	5	3	3	5	4	5	5	5	5
20.	5	3	5	5	4	5	5	5	5
21.	5	5	5	5	4	4	5	5	5
22.	5	3	5	5	4	4	5	5	5
23.	5	4	5	5	4	4	5	5	5
24.	5	5	5	5	4	4	5	5	5
25.	5	3	3	5	4	3	5	4	5
26.	5	4	5	5	4	3	5	4	5
27.	4	4	3	5	4	3	5	4	5
28.	4	4	3	4	5	4	5	4	5
29.	4	5	4	4	5	4	5	4	5
30.	4	4	5	4	5	4	5	4	4
31.	4	4	4	4	5	4	5	4	4
32.	4	4	4	4	4	5	5	4	4
33.	4	3	4	4	4	4	5	4	4
34.	4	4	5	4	4	4	5	4	4
35.	4	4	3	4	4	4	5	4	3
36.	4	5	5	4	4	4	5	4	3
37.	4	5	5	4	4	4	4	5	5
38.	4	4	4	4	4	4	4	5	5
39.	4	3	5	4	4	3	4	4	5

40.	4	3	4	4	4	3	4	5	4
41.	4	3	4	4	3	4	4	4	4
42.	4	4	4	4	3	4	4	4	4
43.	4	4	5	4	3	4	4	4	4
44.	4	3	4	3	4	4	4	4	4
45.	4	3	4	3	4	4	4	4	4
46.	4	3	4	3	3	2	4	4	4
47.	4	3	4	2	2	2	4	4	4
48.	4	4	4				4	4	4
49.	4	4	4				4	4	4
50.	4	5	4				4	4	4
51.	4	4	5				4	4	4
52.	3	3	3				4	4	4
53.	3	3	3				4	4	4
54.	3	3	3				4	4	4
55.	3	4	4				4	4	4
56.	3	4	3				4	4	4
57.	3	3	3				4	4	4
58.	3	4	4				4	4	4
59.							4	4	4
60.							4	4	4
61.							4	4	3
62.							3	3	4
63.							3	3	2
64.							2	2	2

## Notes:

1. Course 1 is the Introduction to e-commerce course. Course 2 is the Rights and Obligations course. Course 3 is the Cybersecurity course.

2. Q1, Q2, and Q3 are the feedback questions listed in Appendix 5, namely:

- Q1 – course content
- Q2 – learning experience
- Q3 – assessment

3. Rating was available between 1 and 5, where 1 was indicating the lowest and 5 the highest level of satisfaction.

## APPENDIX 10

### FEEDBACK COMMENTS FROM THE FINAL RELEASE

Thanks for good training of E – commerce
good course
I feel enjoyed with this course.
This course is very useful and very easy to understand about E-Commerce.
The explanation of this course is very clear and detail. I hope to learn more relevant courses of cybersecurity.
Should be have more quiz and exercises.
Great session
This is useful course.
good
Thanks
this is very good
Ladies and Gentlemen, This study is really good for me, I do not have any comments, thank you
very good
Good
In the general, the course should be more explain related to e-commerce processing in event video online. Thanks and regards,
The course is very good and useful of its. The question above is modern view to explain for each course related to law and regulation.
The Cybersecurity at the present is very important for security in all any systems, in event the government and private sectors. The users and other potential guide are very important to study more and more to know its. the system of IT and AI are always developed and change.
More example use may help the explanation alot more clearer and memorable. Thanks
Hard to understand, but summary may help. Thanks
Good explanation
More detail and well explained on it.
thank you a good time that can make me meet and doing anther pvoviene
I hope that they will provide some short courses.
please conduct have workshop again for review lesson too.
It is very good course.
overall is good
Good content
the course is very beneficial but need more time to study
good
This course is very useful for us.
It's very important that we can know about Laws, Rights and Obligations for E-Commerce Businesses
It's the best way to know how to recognizing and identifying some specific threats
Thank you so much for Providing this Training.
the course is definitely essential for official at MOC.
this second course is a bit challenging for me as it is somehow law related but it is really crucial. Thanks for designing such a course.

This course is important indeed. Thank you for preparing such a course.
The training is importin so pleasing for Training continues
Thanks for this quiz
Please conduct workshop again for review the lesson.to .
Good
i like this course because is very important to me thanks.
i am very happy that i study this corse
i really enjoy learning these 3 courses which made me understand a lot thanks
Among the three course, I love this course the most because it is really new for me and very interesting. Also, it can help me prevent from fall information.
These course is good and useful.
thank you for this course , i think that necessary for all basic commerce.
Very good system to study
That would be highly appreciated if we could also access to download slide presentation in advance.
The lecturer is going a bit faster.
Thanks for give such insightful lecture on Cybersecurity.
The training is useful, and thank you so much for sharing.
The course is the best and want to have this training latter. Thank you so much for sharing.
It's the best way to know how to recognizing and identifying some specific threats. Thank you so much
Thank You so much to provide this course to me
This course is beneficial for me.
Good course
thanks you so much
Thank for course . I love this course so much . i want to know more about E commerce
love this course ,it make me create more skills
This course is very good to acknowledge, and I would like you make more workshop or training for help develop government officer's capacity. thanks you very much
This so good for us as MOC office to gain more capacity to complete in any task in my office. Moreover, please prepare related more course for help to build government capability to use in work. Thanks you so much for make this training.
Need more other courses related to trade and business development and management
Should have live online class, so participants can ask more questions.
Very good course to development more capacity. Thank you !
I think this lesson teach me alot on how e-commerce is working and i now i know very well about business.
i really enjoy leaning this course!!
This course covers all the aspects of e-commerce for the beginners.
The course is really useful to identify and protect ourselves from the internet crimes.
Great in overall
I suggest to have a live session for each lesson so that the participants can involved more. Event the students can complete the courses successfully, however; the student redo and copy from the correct answers given which the students do not learn much.
Thank you for your effort.
Thank you for your hard work and taking the time on this.
Dear Teacher, I love so much how usefull the information that the course provinde in the video. I hope there will be many more program to study on the site. Best regard!

---

Very informative of cyberattacks and data security tools
This cause very useful i hope it'll start again. Thanks you for training. Thanks so much for all teacher !!!
very nice online course, i have learned alots.
The course are very well design for study as it is in appropriate length and easily to understand.
The explanation of the presenter is easy to understand. Well done. Thanks!
There are some points that I cannot understand well.
Good course
Thank you for your provide good course to me to know more. Great thank for your useful course
The quiz is a bit confusing.
This course is fine for me
Everything is fine
This course is so important for us to find more information about business online.
Lesson is good for me so i need more learning next time .
I would like to thank all of you for this course, it very useful for knowledge of e-commerce.
good questionnaire
i get lots important information from this cause
all the questions above are good and have covered all the lessons above, all lesson have clear explanation and example plus easy way to remember.

## APPENDIX 11

### REGISTRATION AND COMPLETION RESULTS ACROSS THE PILOT AND FINAL RELEASE

No.	Name	Course 1	Course 2	Course 3
1.	ARAFAT HASSAN	YES	YES	YES
2.	Beu Borndit	YES	YES	YES
3.	channou chhea	YES	YES	YES
4.	Chansovannara Ou	YES	YES	YES
5.	CHEA Kunlak	YES	YES	YES
6.	Chea Sambath	YES	YES	YES
7.	Chey Saroeurn	YES	YES	YES
8.	Chhay Sovannak	YES	YES	YES
9.	Chheko Bou	YES	YES	YES
10.	chhim neat	YES	YES	YES
11.	Chhoeung Sreypich	YES	YES	YES
12.	Chhon Dany	YES	YES	YES
13.	Chhum Sorya	YES	YES	YES
14.	chordaphea chhin	YES	YES	YES
15.	Dok Phengphirak	YES	YES	YES
16.	DOLLA HEAV	YES	YES	YES
17.	Dul Tola	YES	YES	YES
18.	Hai Vichet	YES	YES	YES
19.	Heng Borineth	YES	YES	YES
20.	HENG PIPHOP	YES	YES	YES
21.	iem sengly	YES	YES	YES
22.	leng Kunthea	YES	YES	YES
23.	IN VANCHHEAN	YES	YES	YES
24.	Kannha Mao	YES	YES	YES
25.	Kham Chansopheak	YES	YES	YES
26.	Kongsambath Dalish	YES	YES	YES
27.	kounhear Thim	YES	YES	YES
28.	Krim Pet	YES	YES	YES
29.	ky leangkoung	YES	YES	YES
30.	Lean Sinath	YES	YES	YES
31.	Lim Khengkung	YES	YES	YES
32.	Lim Sokunthea	YES	YES	YES
33.	LOCH Soknea	YES	YES	YES
34.	Lonh Samdy	YES	YES	YES
35.	LY RASMEY	YES	YES	YES
36.	Lyda SENG	YES	YES	YES
37.	Lymey Siv	YES	YES	YES

38.	Malineth SONG	YES	YES	YES
39.	MANIN NOU	YES	YES	YES
40.	Moeu Malaiy	YES	YES	YES
41.	Narom THUN	YES	YES	YES
42.	Neang Sreyneath	YES	YES	YES
43.	Ngoun Sunheng	YES	YES	YES
44.	Nhoung Ven	YES	YES	YES
45.	Nourarith Seng	YES	YES	YES
46.	Nuth Puthy	YES	YES	YES
47.	Oeung Sonita	YES	YES	YES
48.	Ok Sinnara	YES	YES	YES
49.	Oun Veasna	YES	YES	YES
50.	Peang Tanglim	YES	YES	YES
51.	Phan Vantha	YES	YES	YES
52.	Phim Kunthy	YES	YES	YES
53.	Pin Kheang	YES	YES	YES
54.	pisen soeung	YES	YES	YES
55.	Ponharath Lim	YES	YES	YES
56.	PROHASH KON LEAK LIM	YES	YES	YES
57.	Prom Sokhengvanrith	YES	YES	YES
58.	Raleak Plong	YES	YES	YES
59.	Rathima phat	YES	YES	YES
60.	Reach Vutha	YES	YES	YES
61.	Reachra Sophavida	YES	YES	YES
62.	San Rosak	YES	YES	YES
63.	Sao Chenda	YES	YES	YES
64.	Sapha Tous	YES	YES	YES
65.	SARORN OUK	YES	YES	YES
66.	Saroun Phen	YES	YES	YES
67.	SE Sokunvathna	YES	YES	YES
68.	SELEAP LONG	YES	YES	YES
69.	Sin Sokheng	YES	YES	YES
70.	Siv Lymey	YES	YES	YES
71.	Siv Typor	YES	YES	YES
72.	SOK Chandara	YES	YES	YES
73.	sok choulseth	YES	YES	YES
74.	Sokha Yos	YES	YES	YES
75.	Sokheng Sin	YES	YES	YES
76.	Sokunvathna SE	YES	YES	YES
77.	Sotheavy Soy	YES	YES	YES
78.	Sou Vong Visés	YES	YES	YES
79.	SOVANN DOUNG	YES	YES	YES
80.	Sovann Vattey Phan	YES	YES	YES
81.	sovannak Chen	YES	YES	YES



82.	Sreypich Chhoeung	YES	YES	YES
83.	tanglim PEANG	YES	YES	YES
84.	Teymas SA	YES	YES	YES
85.	Thai Bunthon	YES	YES	YES
86.	THY RUN	YES	YES	YES
87.	Titbophany Chhim	YES	YES	YES
88.	Tityadarika Sy	YES	YES	YES
89.	Toeng Chanty	YES	YES	YES
90.	Tum Rithy	YES	YES	YES
91.	TY NARONG	YES	YES	YES
92.	Va bunkheng	YES	YES	YES
93.	VONG SOPHANITH	YES	YES	YES
94.	Yan Thary	YES	YES	YES
95.	Yeang Sokpanha	YES	YES	YES
96.	Yos Sokha	YES	YES	YES
97.	Youk Vanna	YES	YES	YES
98.	Pheng Dina	YES	Not Registered	YES
99.	Sovannak Chhay	YES	NO	YES
100.	NOP CHANVUTHY	YES	Not Registered	Not Registered
101.	Pheng Vannda	YES	Not Registered	Not Registered
102.	Chea ratana	NO	YES	YES
103.	LENG CHHENG	NO	YES	YES
104.	Somalis Team	NO	YES	YES
105.	Phengphirak Dok	NO	NO	YES
106.	An Vannak	NO	Not Registered	Not Registered
107.	Chinket Tola	NO	Not Registered	Not Registered
108.	SOM SOTHEA	NO	Not Registered	Not Registered
109.	Yangny Chakriya	NO	Not Registered	Not Registered
110.	Yi Chansoklim	NO	Not Registered	Not Registered
111.	Yita PHAL	NO	NO	NO

## Notes:

1. YES = course and final quiz successfully completed.
2. NO = registered for the course but did not complete and/or did not pass the assessment quiz.
3. Not Registered = Attempted or successfully completed some of the three courses but did not register to attempt that particular course.