# CHAPTER TWO

# LITERATURE REVIEW

## 2.0 INTRODUCTION

## This chapter outlines the many requirements for creating a mentoring website for academic use and development. It also involves looking over and analyzing earlier research on mentoring platforms. Ten sections make up this chapter. The issues covered in this chapter are outlined in the first section, the introduction. The second through sixth sections go into what mentoring is, how it is used in education, its importance, and its various forms and benefits. The seventh section covers virtual mentoring, its benefits and downsides, as well as a description of the planned website for professional mentoring in information technology (I.T.) and research on previously developed platforms.

## 2.1 CONCEPT OF LITERATURE REVIEW

## Education is the process of promoting learning or the acquisition of knowledge, skills, values, beliefs, and habits. Concerns like proper skill development, gender equity, school infrastructure, equipment, educational resources, scholarships, and the teaching staff are all addressed by quality education (UNESCO, 2022). To increase a nation's economic growth and literacy rate, people must have an education. Education was first used to transmit cultural heritage to future generations.

Early childhood care and education, primary education, and secondary education are the three distinct levels of education, according to (UNESCO 2022). Formal, Informal, and Non-formal education are the three basic categories of education.

Students may learn fundamental, intellectual, or trade skills in a classroom setting during formal education, sometimes referred to as formal learning. Although nursery and kindergarten are regularly attended by children, official education usually starts in elementary school and lasts through secondary school. In most cases, post-secondary education (also known as higher education) is acquired at a college or university that grants an academic degree. It is provided by a set of rules and regulations and is connected to a certain stage. Teachers who have received the appropriate training and are supposed to be good communicators deliver formal education. It also abides by strict regulations. Both the teacher and the student are informed of the facts and actively engage in the learning process. It mostly comprises of classroom instruction and academic work.

## 2.2 MENTORING

As we set out to create a mentoring system, which is a sort of non-formal education, we ask ourselves what mentoring is in education. Mentoring, according to Karcher and DuBois (2014), is a non-professional assisting relationship between young people (mentees) and older or more experienced persons (mentors), who offer the support that helps one or more areas of the mentee's development. Sundli (2007) asserts that mentoring has grown to be a significant component of teacher preparation, contributing to both the improvement of reflective practice and the professional growth of schools.

## 2.3 MENTORING IN EDUCATION

(2007) Bozeman & Feeney Mentoring involves informal communication, typically face-to-face and over time, between a person who is perceived to have more relevant knowledge, wisdom, or experience (the mentor) and a person who is perceived to have less (the protégé), and is a process for the informal transmission of knowledge, social capital, and psychosocial support that the recipient perceives to be relevant to work, career, or professional development. Aubrey et al. (1997) conducted a study in 1995 on the mentoring techniques most frequently used in education and other fields, and they found that mentoring has grown to be a significant component of non-formal education because it aids in the transmission of knowledge while providing the necessary direction from a qualified or experienced person. There are several formats or methods used in mentoring, including:

1. **Accompanying***:* The mentor helps and participates in the learning process with the learner.
2. **Showing***:* the mentor gives initially unclear or unacceptable advice to the learner that has value in a given situation.
3. **Catalyzing***:* To inspire a different way of thinking, a shift in identity, or a re-ordering of values, the mentor chooses to plunge the student immediately into change.
4. **Showing***:* The mentor demonstrates a skill or activity to the learner.
5. **Harvesting***:* The mentor evaluates and defines the learner's skill utility and value.

## 2.3 TYPES OF MENTORING

## 2.3.1 Traditional One on One Mentoring

A mentor is assigned to a mentee either through a program or on their own. Mentoring relationships are planned and scheduled in accordance with the interests of both mentees and mentors, or in accordance with the guidelines of a formal mentoring program.

## 2.3.2 Distance Mentoring

A mentorship connection exists between two people who live in different locations. Virtual mentoring is another name for it.

## 2.3.3 Group Mentoring

A single mentor is assigned to a group of mentees. While the first program structure is being delivered, the mentor directs the progress, pace, and activities. (UCDavis, 2019).

## 2.3.4 Peer Mentoring

Mentoring takes place between coworkers of similar ages and experience levels.

## 2.3.5 Team Mentoring

A mentoring session is carried out as a team by a group of mentors and mentees. It contributes to diversity and inclusion by providing a space for a diverse group of people to come together and learn from one another.

## 2.3.6 Virtual Mentoring

Working from home is becoming more frequent and necessary. Mentoring programs do not have to be placed on pause just because mentors and mentees are not in the same office or setting. Mentoring can still take place and have an impact when using mentoring software (Cronin, 2020).

Given the forms of mentoring mentioned, we'll concentrate on virtual mentoring because that's what our project will be about.

## 2.4 BENEFITS OF MENTORING

Indeed Editorial Team (2021), some benefits of mentorship are as follows:

## 2.4.1 Mentoring Support Growth

A mentee's professional or personal growth is aided and facilitated by mentoring. Mentors might benefit from focusing their efforts by setting goals and receiving feedback. Mentoring programs can aid in the training and development of productive employees. Representatives favor conditions that empower development since it shows that their organization values them and needs to see them succeed.

## 2.4.2 Mentoring Serves as a Source of Knowledge

The mentee may gain unique insights and knowledge through mentoring that will support their success. It might, for instance, give instructions on how to finish particular tasks or learn useful skills. People simply beginning in their callings can profit from such help since it permits them to feel more calm in their jobs sooner.

## 2.4.3 Mentoring can Help Set Goals

Mentees can benefit from mentoring by setting goals for their own personal or professional growth. For efficient goal-setting, they can establish SMART goals—specific, attainable, relevant, and time-based. These goals can help the mentee focus on what matters most while also making it simple for the mentor to keep track of and evaluate progress. They might recognize more modest exercises to accomplish a more extensive objective, like fostering specific capacities or meeting indicated objectives.

## 2.4.4 Mentoring Maintain Accountability

Mentoring assists mentees in achieving their objectives. By keeping track of the mentee's progress, the mentor assists the mentee in remaining focused and on course. It may also guarantee that the mentee will remember the goals they set for themselves. Since the mentee doesn't want to disappoint their mentor by failing to achieve their goals, knowing that someone else is watching can help motivate them.

## 2.4.5 Mentoring Offers Encouragement

The mentee may seek assistance from their mentor when they are having difficulty completing their work or achieving a goal. People may be motivated to persevere in the face of difficulty by this encouragement. A coach can likewise help their mentee fabricate certainty by recognizing and communicating their capacities. The mentee may find it easier to stay focused on their goals if they have a strong sense of confidence.

**2.4.6 Mentoring Provides Guidelines**

People just starting out in their careers can get help setting professional expectations from a mentor. They may, for instance, explain the job's needs and fitting work environment conduct. The mentee may receive assistance from these principles in developing appropriate work habits that enable them to concentrate and successfully complete their tasks. People can improve their productivity and impress their supervisors by engaging in productive work practices.

## 2.5 VIRTUAL MENTORING

## According to Cronin (2020), virtual mentoring is when a mentoring session or sessions are held over the phone, on a website, or through a video-conferencing application. During the global Covid-19 epidemic, video conversations, meetings, and training became the only options. Mentoring shouldn't be any different. During this time, remote teams can benefit greatly from mentoring by gaining knowledge and expertise from experienced individuals.

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## 2.5.1 Benefits of Virtual Mentoring

## Unrestricted by Location:

## The advantage of virtual coaching is that it wipes out the requirement for physical tutoring (Cronin, 2020). Because mentees may not be able to live in the same city or country as their mentors, virtual mentoring enables them to form relationships that they otherwise would not have had. As a result, mentees are open to mentors from all over the world.

**Multiple Mentors:**

Individuals can easily have multiple mentors due to the flexibility virtual mentoring offers

**More Time-Efficient:**

## Because one does not have to go through the stress and struggle of meeting with their mentor in person and can do so from the comfort of their own homes or wherever they happen to be, virtual mentoring sessions can take place anywhere and are more efficient in terms of time.

**Diversity and Inclusion:**

Because capacity and geography are no longer a barrier, people from diverse backgrounds can participate in the program.

**2.5.2 Advantages of Virtual Mentoring**

Regular meetings without physical barriers are possible with electronic mentoring (Rideout). V., 2015).

According to Garringer et al. (2019), mentoring also facilitates the availability and accessibility of mentors who share certain characteristics, such as a mentee's similar skill, interest, or characteristic.

According to Garringer et al. (2019), mentoring programs also emphasize providing specific experiences for career exploration or academic support. Electronic mentoring (Rideout) allows for regular meetings without physical barriers. V., 2015).According to Garringer et al. (2019), mentoring also enables the availability and accessibility of mentors who share particular characteristics with the mentee, such as a similar skill, interest, or characteristic.

Garringer et al, (2019) Coaching projects could likewise give scholarly help or vocation investigation open doors.

It can also assist mentees as they transition to higher education, particularly if they are unfamiliar with university campuses or have limited access to them (Garringer et al., 2019).

It supports the improvement of social and relational abilities. These projects show youths how to connect new individuals and structure associations with fluctuated people by utilizing electronic collaboration to assist them with fostering their web-based correspondence gifts, which are pivotal in the present climate (Garringer et al, 2019).

According to Shpigelman et al., e-mentoring may provide mentors for adolescents who are socially or geographically isolated and may not have access to a significant number of people who can fulfill this role in their lives, such as rural youth. 2009).

**2.5.3 Disadvantages of Virtual Mentoring**

## At the point when mentees' obligations and commitments are uncovered to them, Murray and Owen (1991) show that bogus assumptions for mentees can be kept away from. Unexpectedly, these authors advise mentees to be aware of the program's limitations.

## According to Long (1997), qualified mentors are already overburdened with professional responsibilities and organizational issues. Taking part in another, or possibly a few tedious tutor mentee connections, is very difficult, and there is a critical gamble of overburdening the couple of accessible guides.

## EEF (2022) says that mentoring helps people gain experience by passing it on from people with more experience. Instead of focusing on specific academic skills or information, it aims to build relationships, confidence, and character, as well as raise aspirations.

## 2.6 OVERVIEW OF INFORMATION TECHNOLOGY (I.T) MENTORING WEBSITE

## For long-term mentorship in a variety of technology-related fields, such as web development, mobile app development, data science, cyber security, software testing, UI/UX, software management, and machine learning, this website connects potential tech enthusiasts with industry professionals. You will be able to connect with the most effective mentors and advisors through this mentorship website. The two users of the website are a mentor (an IT professional) and a mentee (a student). The mentor will register an account and update his or her profile based on his or her knowledge of the industry. The mentor can then search for and interact with mentees who have skills in common with their own, as well as work with other mentors. The mentee will sign up, look for and get in touch with potential mentors, and talk to other mentees. A list of mentors is provided to the mentee based on the interests they have chosen.

## 2.7 REVIEW OF RELATED WORKS

### 2.7.1 Growth mentor

Development tutor is a mentorship stage devoted to interfacing business pioneers or potentially advertisers with experienced specialists from different specific areas and areas for development prompting meetings, as per (Your Ent. Resource,). It is a monthly fee for a service that wants to get rid of the old way of getting consultations by removing redundancies like cold emails and letting users find and contact specific experts directly.

**Uniqueness of Growth Mentor**

Growth Mentor uses an elastic search to help mentees or mentors search for interested persons on their platform using data collected from users on their platform. This

**Weakness**

* Despite the excellent value, it is essential to keep in mind that a $75-per-month subscription is still quite pricey, if not more so than other options. Additionally, it is a substantial advance payment that not everyone can afford due to its quarterly or annual payment.
* It takes a lot of time and money to find the right mentor, prepare for your consultation, and prepare for growth. It is a lengthy and time-consuming process, and the opportunity cost, in addition to the already high monthly membership fee, may or may not be worth your time and money if you are not willing to exert yourself.

### 2.7.3 Mentor Pass

Mentor Pass is a non-investment-based startup advisory service. You can use credits to set up one-on-one sessions with selected experts for a low monthly fee. It was established in 2019 and is led by Kenny Hanson as CEO. It will connect you with advisors, coaches, and mentors who will challenge and support you throughout your journey (Mentor Pass).

**Strengths**

* **Mentors are vetted and approved:** Every mentor is thoroughly vetted and approved by the human resources team, with at least one witness from their field or work.

**Weakness**

* **Billing and Subscriptions:** It is difficult for people living outside of the United States of America to participate because their currencies and billing systems are different. Their subscriptions and billing are priced in dollars.
* **Lack of proper communication and understanding: :** Because many of the mentors on the site are from the United States, it might be challenging for those who want to interact with them because they may speak a different language and come from different backgrounds and cultures.

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