



COMPARATIVE REPORT

Survey Analysis - Digital and employability skills mismatches and gaps



Funded by the
Erasmus+ Programme
of the European Union

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Introduction

This document falls under Intellectual Output 1 of the eSkills4All project and it aims to continue the investigation of the current scene in partner countries in relation to:

1. The digital skills gap between the labor market and the low-skilled unemployed adults
2. The digital needs related to employability skills of adults
3. The current scene related to jobs and employment
4. The provision of digital and employability training courses
5. The EU strategies and initiatives in the digital field
6. The validation mechanisms
7. Set up Advisory Group with experts in the field of ICT and employment

Also, the surveys carried out under this project aims to create a digital skills tool-kit for low skilled adults focusing on re-entering the labor market.

Our target market is adults who have been removed from Education and Training for a number of years and are either unemployed or would like to improve their digital skills to gain a better job.

Our goal is to develop a tool-kit that equips these adults with sufficient digital employability skills that will allow these adults to get back into the labor market.

In order to better define the target group reported at the level of each participating country in the project and for a better identification of needs of labor market when it comes to digital and employability skills mismatches and gaps, surveys have been applied to a total number of 24 employers, companies with various sectors of activity.

Based on findings after surveys applied to employers related to digital skills needed in labor market, 28 digital competences were selected, divided into four categories (**Information and Data Literacy, Digital Content Creation, Communication and Collaboration and Safety**), and proposed to target group to evaluate on a scale of 1 to 5, where 1 means "Very low" and 5 "High", the level at which they consider they are.

Target Group Survey Findings in each partners country

United Kingdom

Participant data

20 results were collected in total; 2 males and 18 females, and all of these participants country of residence was the UK, with a native language of English and a varied age range from 24 to 65. One participant spoke basic German and another basic Japanese. It was also noted that one participant was deaf and knows sign language and lip read.

12 out of 20 participants had attended college/university, 6 had completed only high school and one had only attended basic school. The majority of these participants are currently employed but 4 are unemployed with no work experience.

The following personal attributes were seen to be important:

- Reliable Honest Hardworking
- Sense of humor, hard working and caring
- Trust good time keeping flexible hours
- A good listener hard working and be able to adapt in every situation
- People skills
- Good team player honest reliable
- basic computer skills, communication and being a good team worker
- Assertive, Self aware, Honest
- Understanding /empathy / dignity
- Interested
- Communication skills + good time keeping + loyalty
- Confidence, compassion, loyalty
- Team work, initiative to work on own, problem solving
- Honesty, punctuality, hard-working

- Punctual, confident, knowledgeable
- Honesty, work Ethic and communication skills
- Polite, hard working and determined
- Computer skills, numeric skills, self awareness skills
- Assiduity, helpfulness, exactitude
- Professionalism , empathy , confidentiality
- Trustworthy, reliable, enthusiastic

Honesty was particularly popular, as well as hard working, reliable and it was noted twice that computer skills are needed.

Digital Levels in the UK

Results showed that the majority of participants had either a very good or a High understanding of these digital skills:

- Accessing the Internet
- Finding information online
- Managing information online
- Composing, sending/receiving emails
- Use social media
- Share media (pictures, video, files)
- Chat with colleagues
- Know what things can share or not online
- Surf securely online
- Identify potentially harmful spam emails
- Turn on and off my computer or any digital device
- Connect to WIFI network

Results showed that most participants had a Good understanding these digital skills:

- Printing/scanning documents
- Filtering information online
- Managing information online
- Learning/studying online
- Completing online forms
- Downloading/uploading documents
- Set up a text in Microsoft (or Mac) Word
- Creating a PDF document
- Able to do a phone or video call on the computer or any digital device
- Creating strong and unique passwords
- Know how to use a computer/laptop/tablet or any digital device
- Transferring files between computers or other devices
- Using online learning resources

Results showed that most participants had a low or very low understanding these digitalskills:

- Creating/deleting/renaming a folder or file
- Set up a presentation in Microsoft (or Mac) PowerPoint
- Set up a spreadsheet in Microsoft (or Mac) Excel
- Able to find help for problem solving and troubleshooting

It was also noted that:

- “Subtitles would be an advantage for the deaf/ hard of hearing. Also Animated step by step to watch and follow instructions would be a great advantage. Voice talk for the blind”

Jobs that asked for digital skills

- Retail
- Financial sector
- Software Development
- Health service

47.06% of participants noted that they had attended informal training that was aimed at improving their Digital Skills. This training included:

- Software development
- Game Development
- Computer networking
- Managerial skills
- Sales and business development skills
- Professional networking via social media
- Digital Marketing
- Microsoft office training training, including Word

Romania

Participant data

20 results were collected in total; 8 males and 12 females, and all of these participants country of residence was the Romania, with a native language of Romanian and a varied age range from 28 to 53.

Most speak English, basic level, but due to massive job-seeking migration in the West of Europe, we also encounter Spanish speakers (5), French (3), Italian (2), German (2).

13 out of 20 participants had attended college/university, 2 had completed only high school and one had only attended basic school. The majority of these participants are currently employed but 5 are unemployed and only one with no work experience.

The most important personal attributes and found in most of the responses were seriousness, responsibility, multitasking, punctuality and determination. Other personal attributes mentioned were: flexibility, coworking, communication, perseverance, involvement and initiative.

Digital Levels in Romania

Just as European data reveals, Romania has stayed behind when it comes to digital competences. Out of all 28 competencies proposed to be analyzed, only two recorded a weighted average over 4 (turn on and off my computer or any digital device and connect to WIFI network), 14 over 3.5, 8 under 3.5 and 4 under 3.

Results showed that the majority of participants had a Very good understanding of these digital skills:

- Accessing the Internet
- Printing/scanning documents
- Completing online forms
- Downloading/uploading documents
- Creating/deleting/renaming a folder or file
- Set up a text in Microsoft (or Mac) Word
- Composing, sending/receiving e-mails
- Use social media
- Share media (pictures, video, files)
- Chat with colleagues
- Able to do a phone or video call on the computer or any digital device

- Creating strong and unique passwords
- Know how to use a computer/laptop/tablet or any digital device
- Turn on and off my computer or any digital device
- Connect to WIFI network
- Transferring files between computers or other devices

Results showed that most participants had a Good understanding these digital skills:

- Finding information online
- Filtering information online
- Managing information online (store, send/retrieve)
- Set up a spreadsheet in Microsoft (or Mac) Excel
- Set up a presentation in Microsoft (or Mac) PowerPoint
- Creating a PDF document
- Know what things can share or not online
- Surf securely online
- Using online learning resources
- Able to find help for problem solving and trouble shooting

Results showed that most participants had a low or very low understanding these digital skills:

- Learning/studying online
- Set up a presentation in Microsoft (or Mac) PowerPoint
- Creating a PDF document
- Identify potentially harmful spam emails

The following competencies were suggested: database security, photo / video processing / creation, graphics editing, programming

Jobs that asked for digital skills

- Tourism
- Financial sector
- Public Administration
- Health service
- Services (call-center)
- Food industry

Only 35% of respondents attended training courses, including informal training, aimed at improving their Digital Skills. This training included basic elements, Microsoft Office, Microsoft Project, database operator.

Luxembourg

Participant data

19 results were collected in total; 1 male and 18 females, and all of these participants country of residence was Luxembourg, with a various native languages, with majority French as one of the native languages (13 participants). Other native languages include: Dutch, English, Swedish, Luxembourgish, Bulgarian, Spanish and Polish. Most participants speak fluent English, with additional languages such as German, French, Italian, Dutch, Spanish. Age varies from 19 to 57.

13 out of 19 participants had attended college/university, 3 had completed only high school and three finished vocational school. 9 participants are unemployed, but all of the participants have at least some working experience.

The following personal attributes were seen to be important:

- Reliable, problem solving, open for learning development

- Flexibility, digital skills, willingness to perform all required tasks
- Passion, willingness to learn and open mindedness
- Integrity, honesty, motivation
- Work-related skills, social skills
- Technical knowledge and hands-on, personal confidence,
- Assiduity, helpfulness, exactitude
- Professional experience, languages
- Experience, immediate availability
- Polyglot, poly valency, creativity
- Ability to listen, sense of initiative, creativity,
- Motivation, responsibility, being on time
- Professionalism and responsiveness
- Adaptability, accuracy, competencies
- Integration, integrity, self-development
- Curiosity, remise en question, willingness
- Flexibility, willing to learn, good social skills
- Organised, motivated
- Dynamic, independent, good IT skills

Adaptability, willingness to learn and knowledge of languages were particularly popular, as well as experience and flexibility.

Digital Levels in Luxembourg

Results showed that the majority of participants had either a very good or a High understanding of these digital skills:

- Accessing the Internet

- Finding information online
- Managing information online
- Filtering information online
- Printing/scanning documents
- Completing online forms
- Downloading/uploading documents
- Set up a text in Microsoft (or Mac) Word
- Creating a PDF document
- Composing, sending/receiving emails
- Use social media
- Share media (pictures, video, files)
- Chat with colleagues
- Know what things can share or not online
- Turn on and off my computer or any digital device
- Connect to WIFI network
- Creating/deleting/renaming a folder or file
- Creating strong and unique passwords
- Transferring files between computers or other devices

Results showed that most participants had a Good understanding these digital skills:

- Learning/studying online
- Able to do a phone or video call on the computer or any digital device
- Know how to use a computer/laptop/tablet or any digital device
- Using online learning resources
- Identify potentially harmful spam emails

- Set up a spreadsheet in Microsoft (or Mac) Excel
- Set up a presentation in Microsoft (or Mac) PowerPoint
- Able to find help for problem solving and troubleshooting

Results showed that most participants had a low or very low understanding these digital skills: Surf securely online

Other digital skills participants pinpoint as relevant:

- Coding
- Creating websites, blogs
- Using keyboard shortcuts,
- Restoring password
- Setting up separate user accounts
- Knowledge of Sublime text, Angular, Symfony, EyesWeb
- Creating and editing images
- Managing e-mails on professional level
- Graphic design

Jobs that asked for digital skills

- Communication
- Banking
- Human Resources
- Financial sector
- Advertising
- Office administration
- Translations

Almost all of participants (90%) noted that they had attended informal training that was aimed at improving their Digital Skills. This trainings included:

- Coding
- HTML, CSS, Ruby on Rails
- Office Suite, including Power Point and Excel
- Use of Internet
- Web development
- Digital marketing

Cyprus

Participant data

23 results were collected in total; 4 males and 19 females, and all of these participants country of residence was the Cyprus, with a native language of Greek and one Romanian and a varied age range from 21 to 52.

18 out of 23 participants had attended college/university, 4 had completed only high school and one had only attended technical school. The majority of these participants are currently employed but 8 are unemployed while one of those has no work experience.

The following personal attributes were seen to be important:

- Persistence, patience, politeness
- Honest, patience, persistence
- Consistency, responsibility, care
- Work ethic, friendliness, hard worker
- Consistency, sensitivity, professionalism
- Common sense, critical thinking, persistence
- Understanding, patience, willingness to learn

- Respect, reliability, taking initiatives
- Hard worker, conscious, reliable
- Respect, honest, resilience
- Willingness to work, openness, show respect
- Hard worker, conscientious, team worker
- Polite, understanding, respect
- Positive, responsible
- Hard worker, resilience, taking initiatives
- Good management skills, consistency, confidential
- Strong personality, Confidential, hard worker
- Team worker, confidential, strong personality
- Confidential, perfectionist
- Reliable, team player, positive attitude
- Politeness, team player, taking initiatives
- Discipline, consistency, team player

Consistency was particularly popular, as well as hard working, reliability

Digital Levels in Cyprus

Results showed that the majority of participants had either a High understanding of these digital skills:

- Finding information online
- Filtering online information
- Managing information online
- Printing/scanning documents
- Completing online form

- Downloading/uploading documents
- Creating/deleting/renaming a folder or file
- Set up a text in Microsoft (or Mac) Word
- Set up a presentation in Microsoft (or Mac) PowerPoint
- Set up a spreadsheet in Microsoft (or Mac) Excel
- Set up a presentation in Microsoft (Mac) Power Point
- Creating a PDF document
- Able to do a phone or video call on the computer or any digital
- Composing, sending/receiving emails
- Use social media
- Share media (pictures, video, files)
- Chat with colleagues
- Turn on and off my computer or any digital device
- Connect to WIFI network
- Transferring files between computers or other devices

Results showed that most participants had a very Good understanding these digital skills:

- Able to do a phone or video call on the computer or any digital device
- Know what things can share or not online
- Surf securely online
- Identify potentially harmful spam emails
- Know how to use a computer/laptop/tablet or any digital device

Results showed that most participants had a good understanding these digital skills:

- Learning/studying online
- Creating strong and unique passwords
- Using online learning resources
- Able to find help for problem solving and troubleshooting

Additional digital skills in which participants would be get interest to trained

- Website design
- Image editing
- Graphic design

Jobs that asked for digital skills:

- Secretary/receptionist
- Chemistry industry
- College
- Cashier
- Journalist
- Art

21.74% of participants noted that they had attended informal training that was aimed at improving their Digital Skills. This training included:

- Dreamweaver
- Microsoft office training, including Word

Greece



Participant data

20 questionnaires were collected in total in Greece by NGO CIVIS PLUS

Gender: 17 female & 3 male all residents of Greece

Age: 21-35 years old

Education level: 4 out of 20 respondents have attended secondary education, 4 have attended a vocational school, 11 have attended college/university and 1 a master.

Current status: 16 of the respondents are currently unemployed and only 4 of them are employed, an indicative result for the situation in Greece after the financial crisis.

Work experience: 8 of the respondents have none working experience while 12 of them have previous work experience. Except for one respondent that has been working for 10 years the rest have a working experience varying from 3 months to 2 years.

The following personal attributes were highlighted by the respondents:

- Hard working, Team spirit, creativity
- Teamwork, think out of the box, digital competence
- Consistency, confidentiality, cooperation
- Responsibility, co-operation, communication
- Communicative, interchangeable, evolving
- Discipline, patience, excitement
- Adaptable, cooperative, creative
- Good mood, politeness, Goals
- Flexibility, honesty, ingenuity
- Analytical thinking, empathy, openness to experiences
- HONESTY, COOPERATION, INITIATIVE
- Flexibility, Organization, Creativity
- Willingness, hard working, initiative

- Willingness to learn, dignity and hard working
- Hard working, consistency, cooperation
- Flexibility, adaptability, Hard working
- Dedication, persistence , willingness

We can see that hard working, cooperation, willingness and flexibility are perceived as very important attributes of an employee.

Digital skills

Results showed that the majority of the respondents were very good or high skilled in these digital skills:

- Accessing the Internet
- Finding information online
- Printing/scanning documents
- Completing online forms
- Creating/deleting/renaming a folder or file
- Composing, sending/receiving e-mails
- Use social media
- Chat with colleagues
- Able to do a phone or video call on the computer or any digital device.
- Know what things can share or not online
- Know how to use a computer/laptop/tablet or any digital device
- Turn on and off my computer or any digital device
- Connect to WIFI network

Results showed that the majority of the respondents had a good understanding of the following digital skills:



- Downloading/uploading documents
- Set up a text in Microsoft (or Mac) Word
- Creating a PDF document
- Creating strong and unique passwords

Results showed that the majority of the respondents had a low or very low understanding of the following digital skills:

- Managing information online (store, send/retrieve)
- Learning/studying online
- Set up a spreadsheet in Microsoft (or Mac) Excel
- Set up a presentation in Microsoft (or Mac) PowerPoint
- Share media (pictures, video, files)
- Surf securely online
- Identify potentially harmful spam emails
- Using online learning resources
- Able to find help for problem solving and trouble shooting

For the following digital skills there was not majority:

- Filtering information online (7 responses were in low level and 7 in good level)
- Transferring files between computers or other devices (7 responses were in low level and very low and 7 in good level)

The respondents stated that they would like to learn the following digital skills:

- website creation, protocols learning, programming languages
- Web Design, Social Media Management, Copywriting

- Basic Video Making and Graphic Design
- Shortcuts, use of a keyboard

Only 35% of the respondents have attended training (formal/informal) on digital skills. What they learnt was:

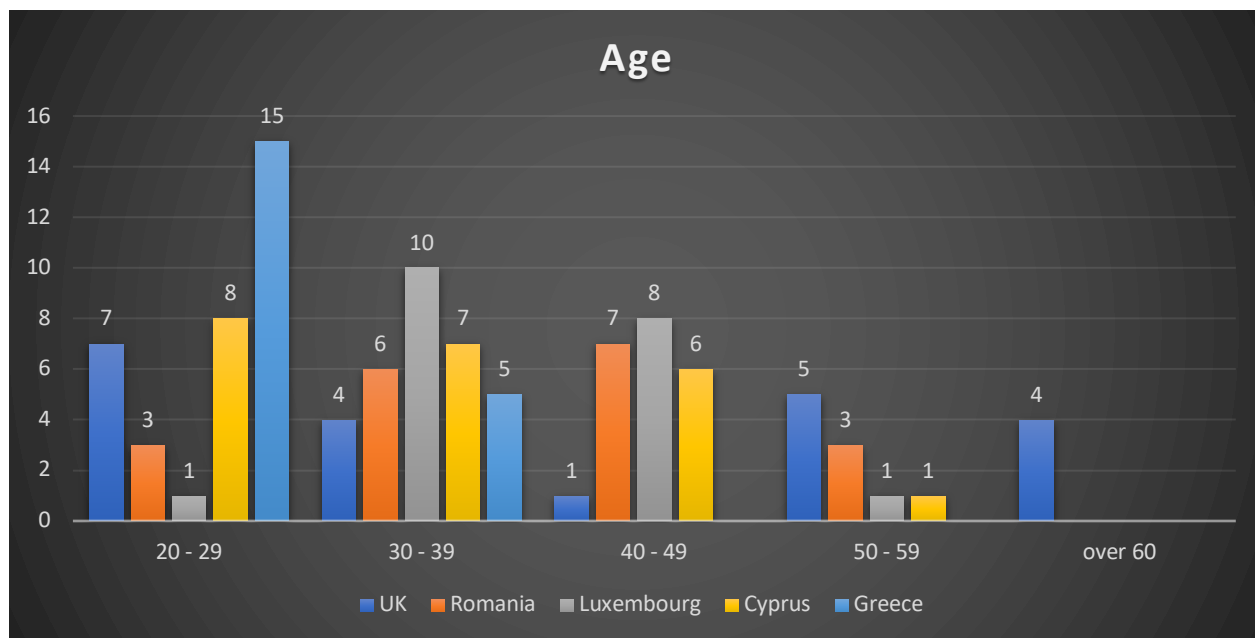
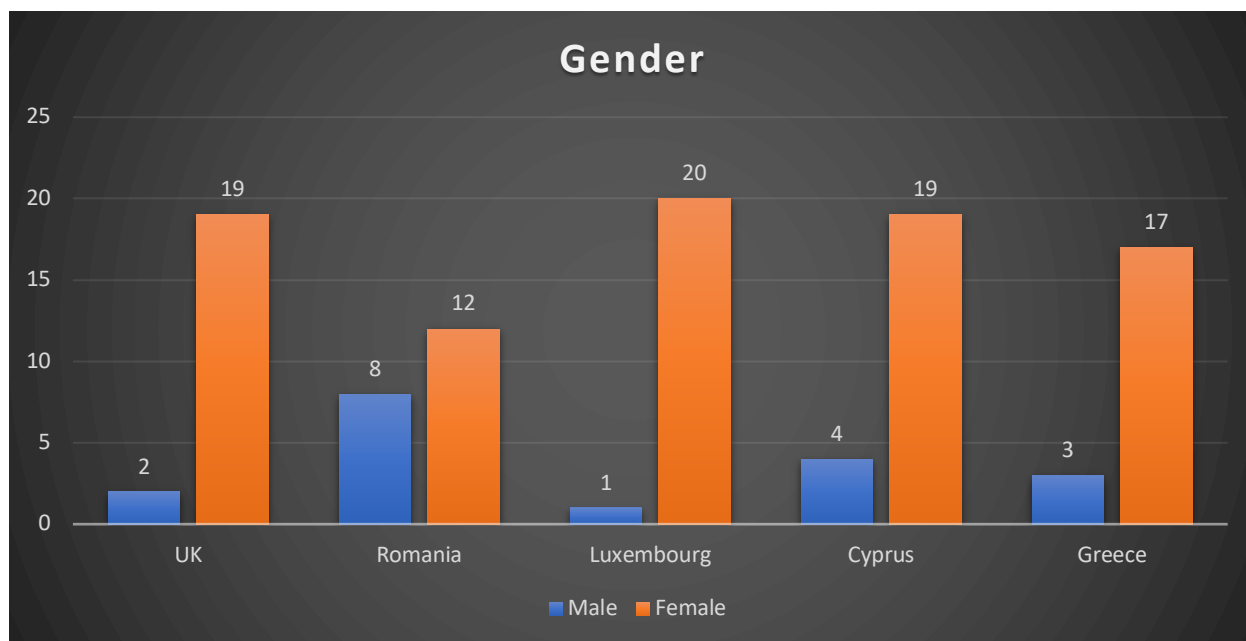
- Microsoft word
- Use and implementation of online courses through Moodle and Scratch
- Digital marketing
- ECDL (It is the most common digital certification for the Greeks)

Have you ever had a job where you were asked for previous digital skills? If Yes, in what sector?

- Sales
- Education/ bank system
- Social media marketing
- secretarial support (2 replies)
- Voluntary jobs

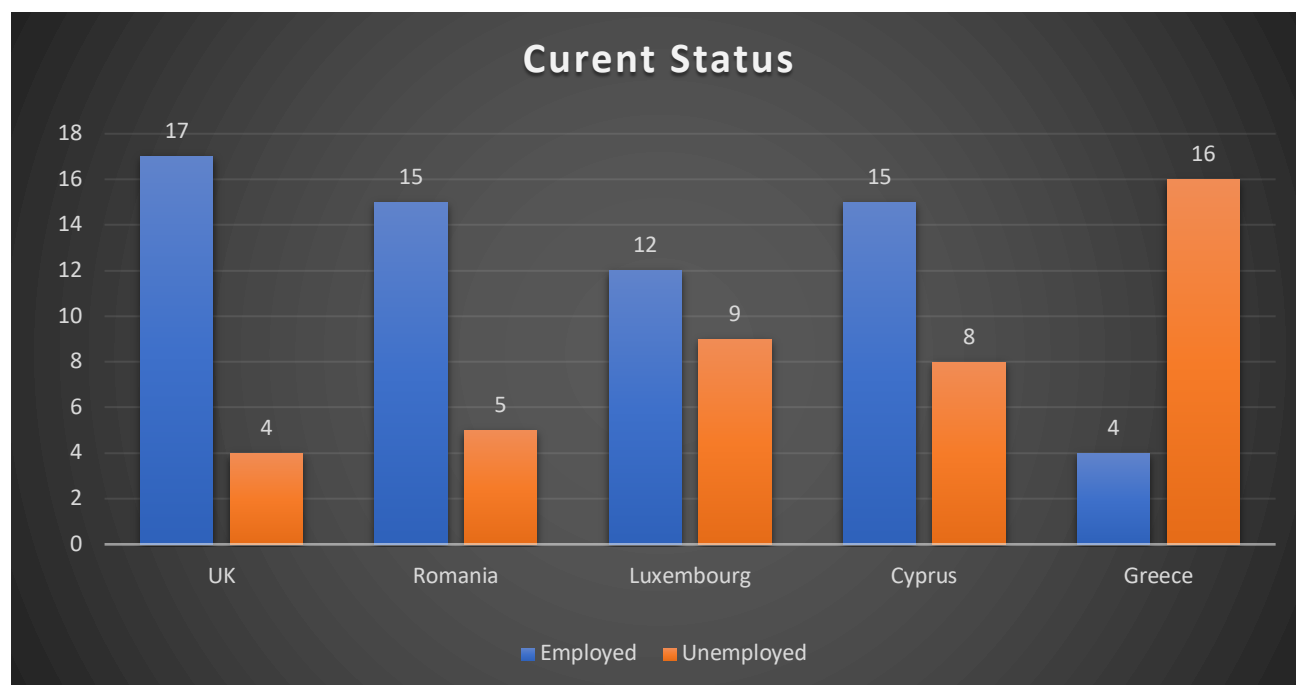
Comparative Report

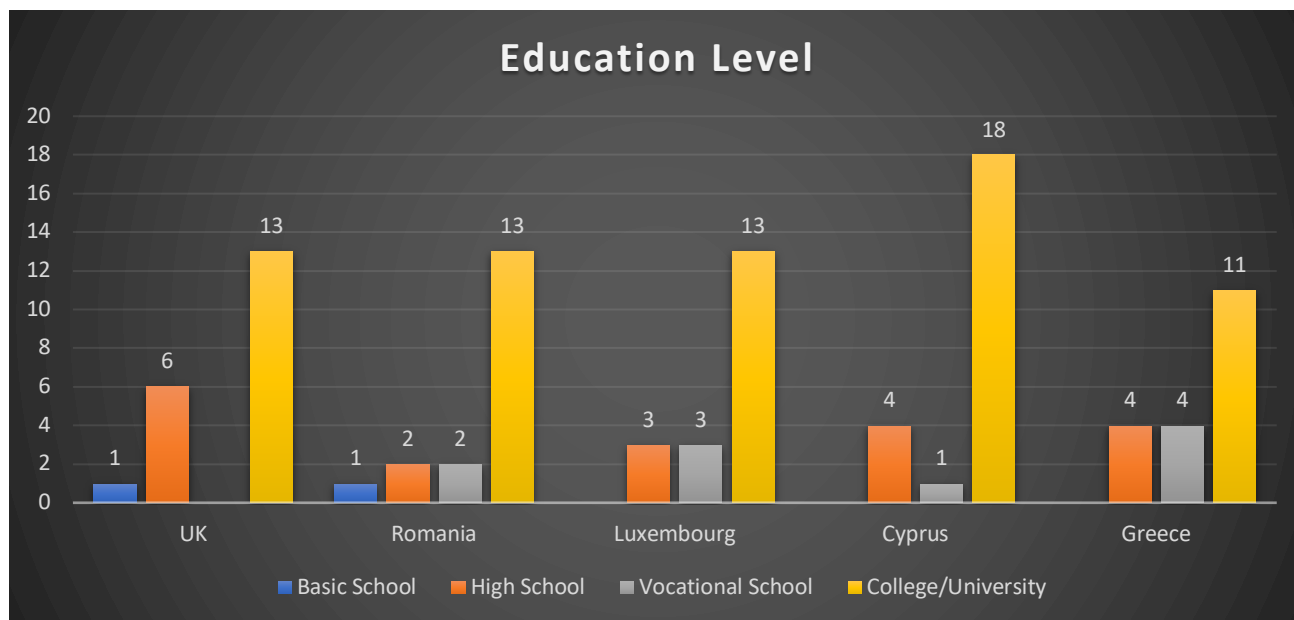
The target audience for the survey was low skilled adults, especially women, aged 20 to 60 but with the most responses in the 20-39 age group (64) and that are either unemployed or would like to improve their digital skills to gain a better job.



The results showed that most of respondents from all participating countries are employed, except Greece where from a total number of 20 respondents, 16 were unemployed, but this is normal taking into account the unemployment rate at European level in this country .

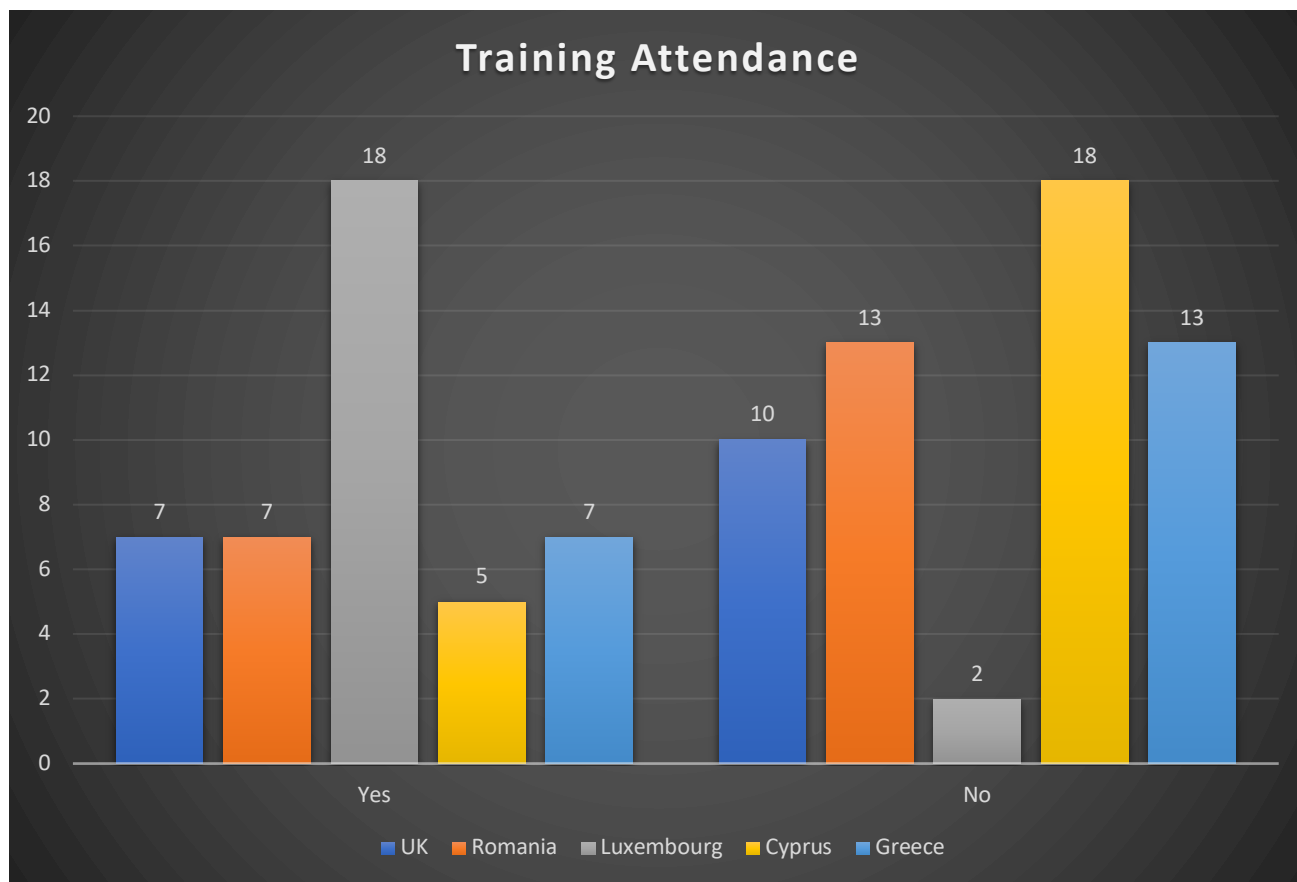
Also, similar situations we have when it comes to the level of education: most of respondents are College or University graduates, second place being those who graduated from high school or a vocational school.





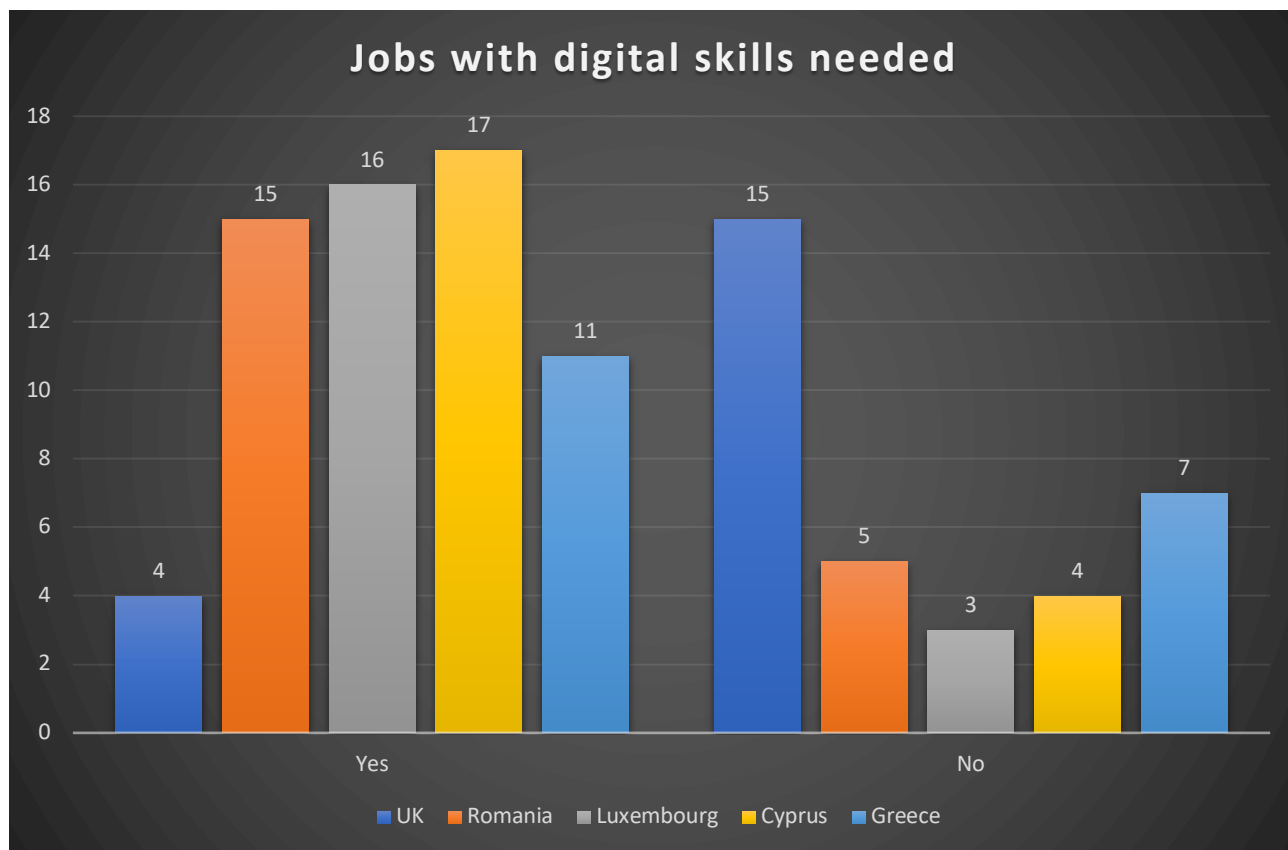
Luxembourg breaks down when it comes to respondents' participation in training on improving digital skills. Most responded in Luxembourg they had participated in trainings (18 responses with Yes), while in the rest of the countries the situation is opposite.

The most common training they attended, in all countries, were basic, in Microsoft Office with accent on Word and Excel, ECDL trainings, data base operator. We also have more in-depth courses like Ruby on Rails, HTML, CSS (Luxembourg), Software development, Game Development, Computer networking and Digital Marketing (UK), use and implementation of online courses through Moodle and Scratch (Greece).

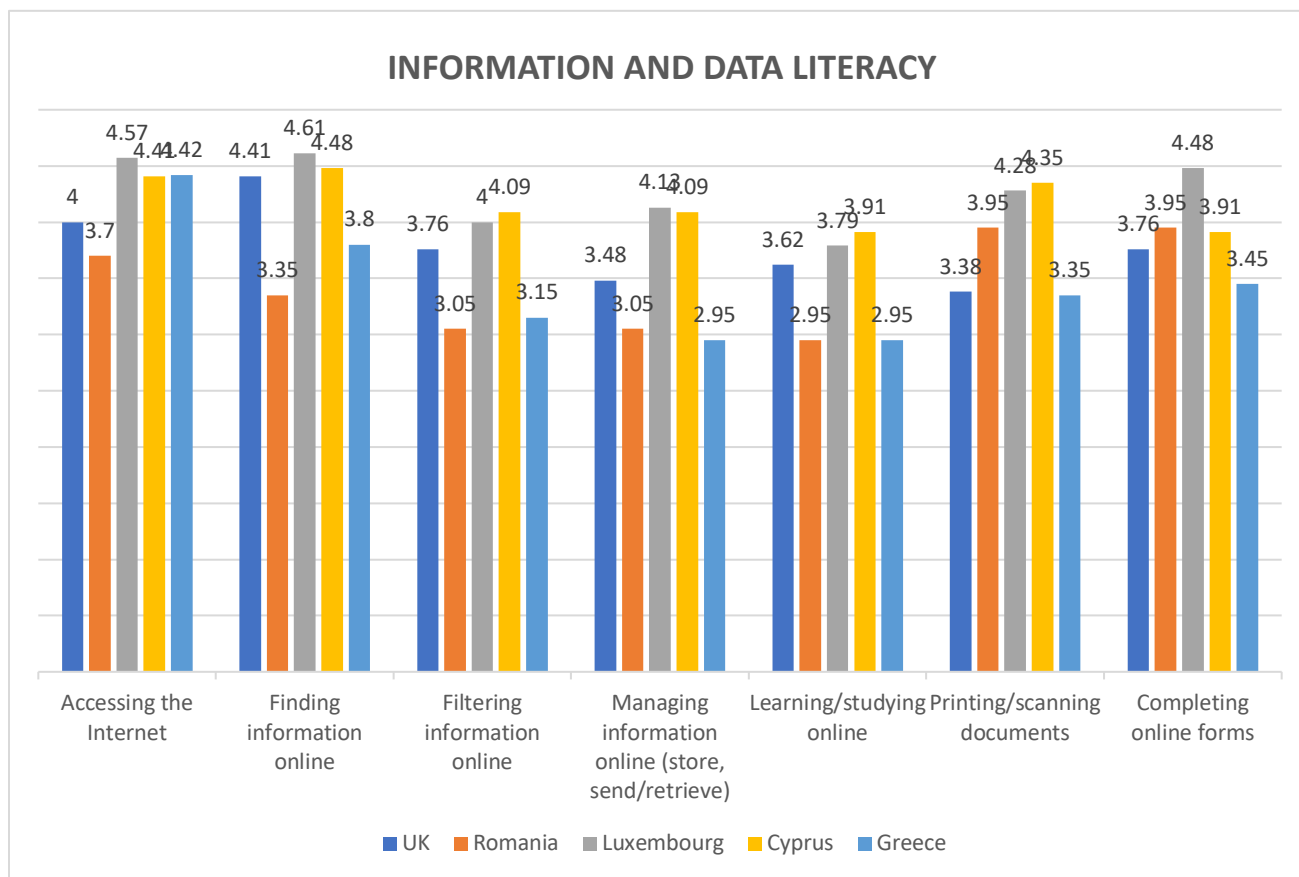


Different requests have been made with regards to additional digital skills in which participants would be get interest to trained, starting from the simplest as shortcuts, use of a keyboard, setting up fonts, setting up keyboards and languages on the computer, restoring passwords, setting up separate user accounts, to the most complex ones such as: coding, website creation, protocols learning, programming languages, web design, Social Media Management, Copywriting and Graphic Design.

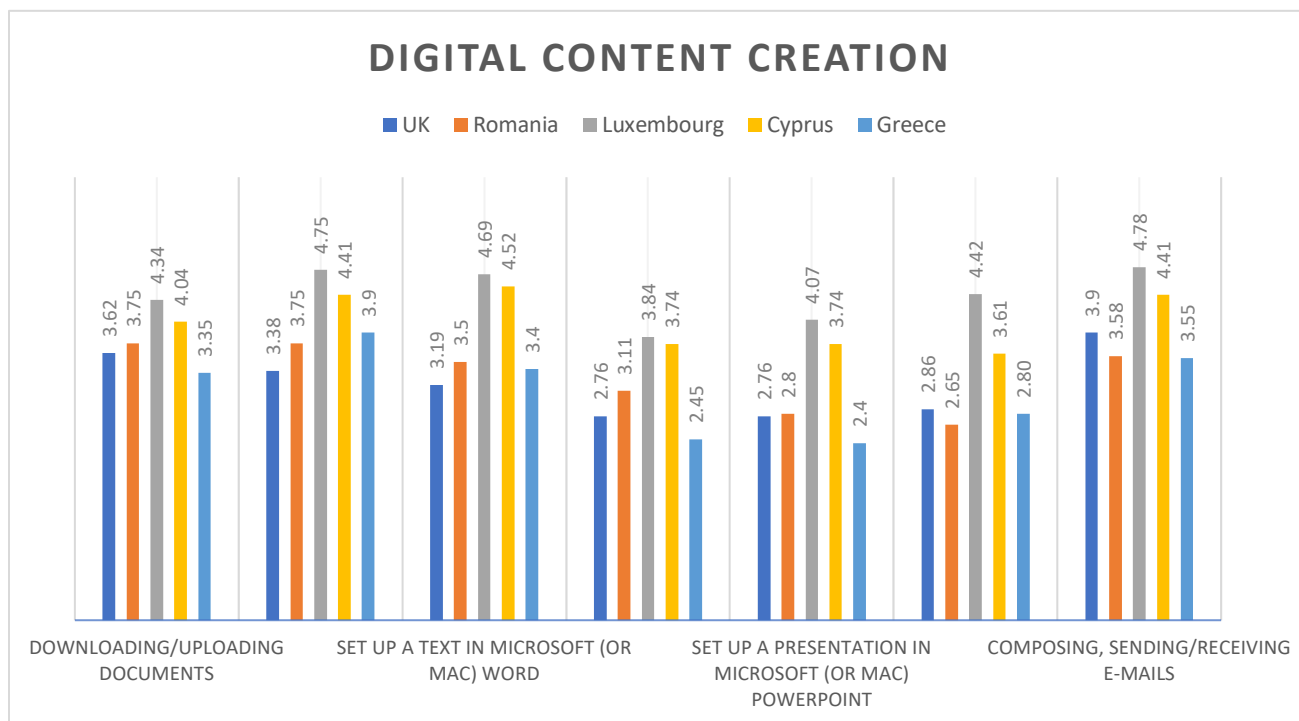
With the exception of the UK, where most respondents (15) did not have a job requiring digital skills, in the rest of the countries the situation is similar, there being this requirement in areas such as: Advertising, office administration, translations via CAT tools, via server-based translation, also using software for subtitling (Luxembourg), Secretary/receptionist, Chemistry industry, College, Cashier, Journalist (Cyprus), Sales, Education/ bank system, Social media marketing, Voluntary jobs (Greece), Tourism, Financial sector, Public Administration, Health service, Services (call-center), Food industry (Romania).



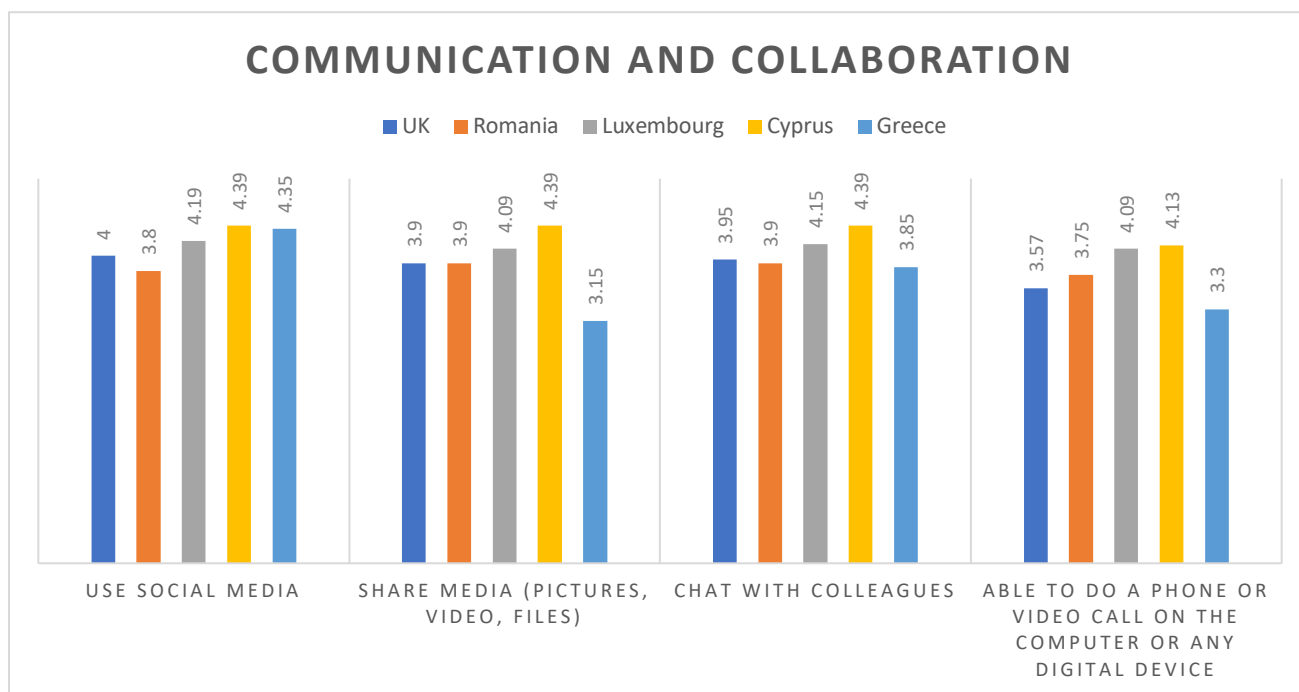
To be able to compare the level of digital skills of study participants in each country, has been used the weighted average obtained at each of the 28 competencies. By far, Luxembourg is best placed on all four categories included in surveys.



Regarding *Information and Data Literacy*, it can be noticed that UK, Luxembourg and Cyprus are on the same level, with a score of 4 or closer, while Romania and Greece have scores close to 3 or less.

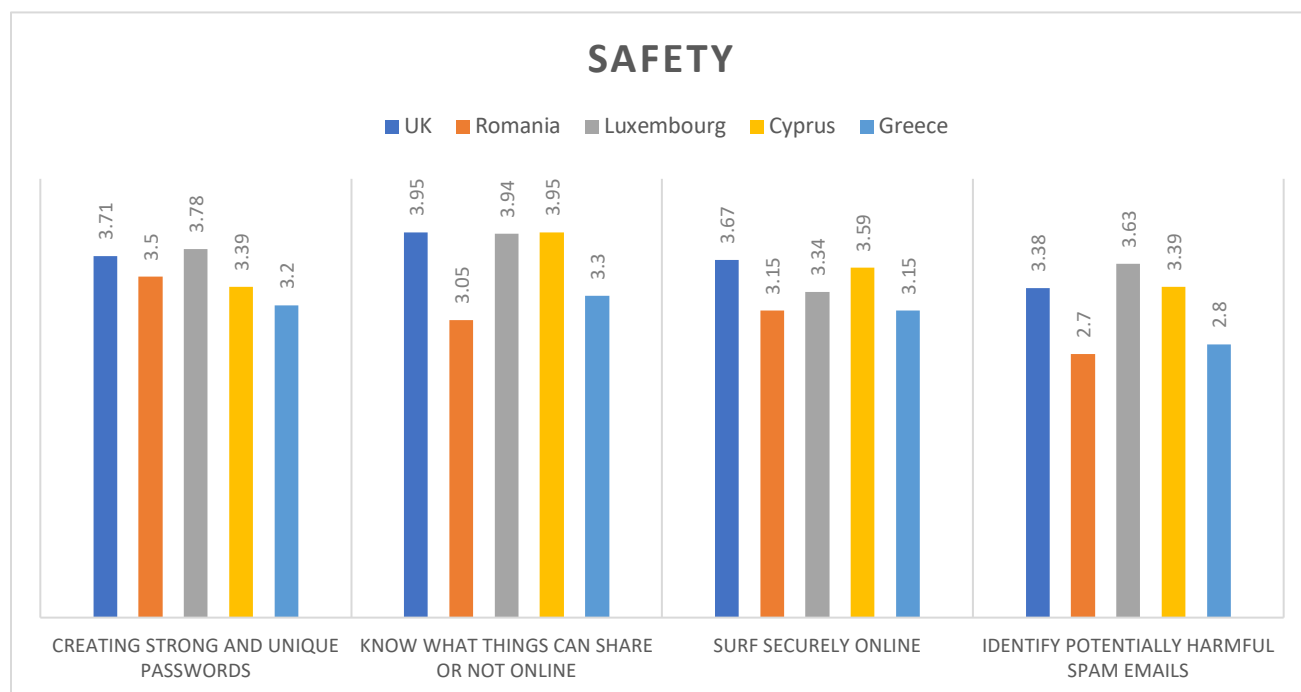


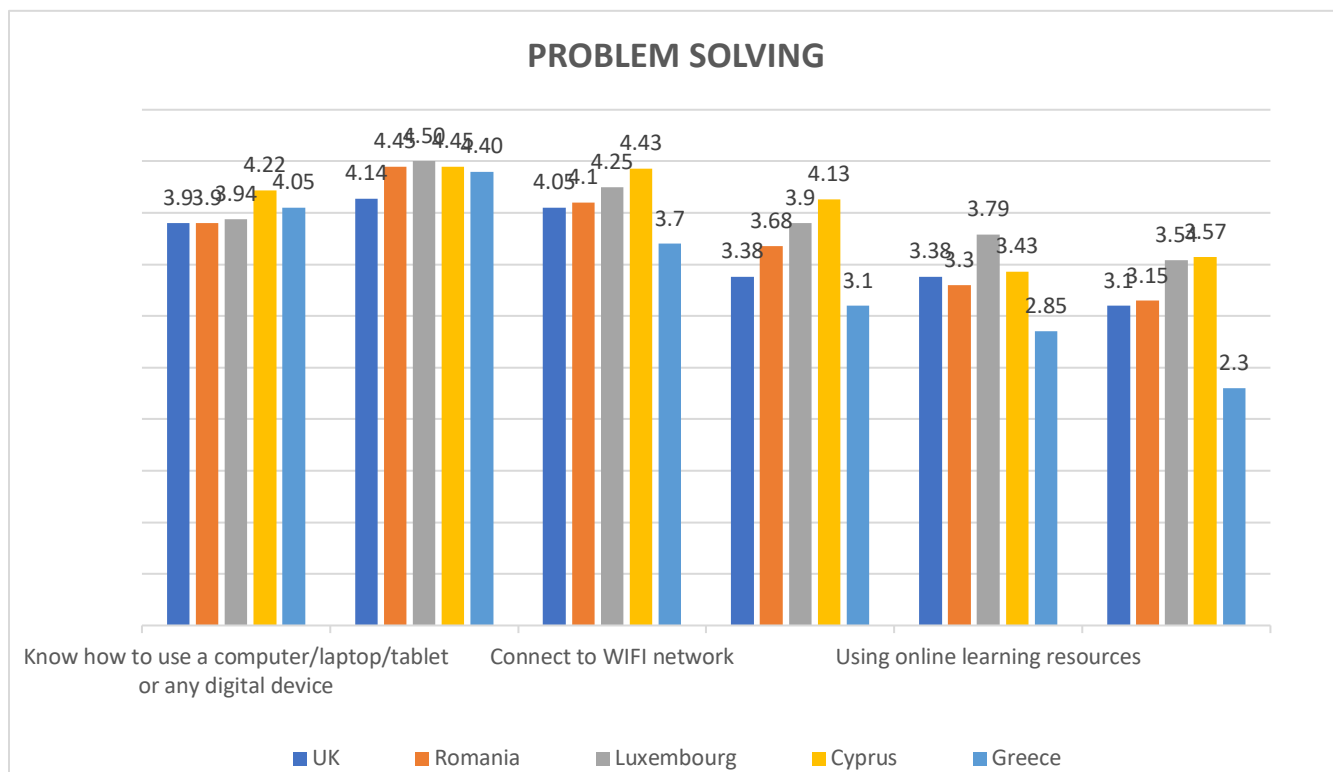
In almost all digital skills on the *Digital Content Creation*, Luxembourg and Cyprus have scored more than 4 points. UK, Romania and Greece scored three answers below 3 points and four answers with a score of around 3.5.



Due to the extent of the social media in recent times, *Communication and Collaboration* chapter recorded the highest and similar scores in all participating countries, Cyprus managed to overcome Luxembourg to some questions.

Excluding digital skills related to *Problem Solving*, such as turning on/off, using computer/laptop/tablet or other digital device and connecting to WIFI networks, *Safety* is the category with lowest scores, even in Luxembourg.





To conclude, after conducting two series of surveys with different target group, it can be seen that indeed there is a gap between low-skilled adults and labor market, and that training programs are needed in order to help these low skilled people to gain experience and confidence. Therefore, European programmes such as eSKILLS4ALL are more than welcome.