

## **Survey: Computer skills in Austria** presented on 11 March 2014

Austrian Computer Society OCG  
[meinungsraum.at](http://meinungsraum.at)

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## 1 Study description

## 1 Survey description

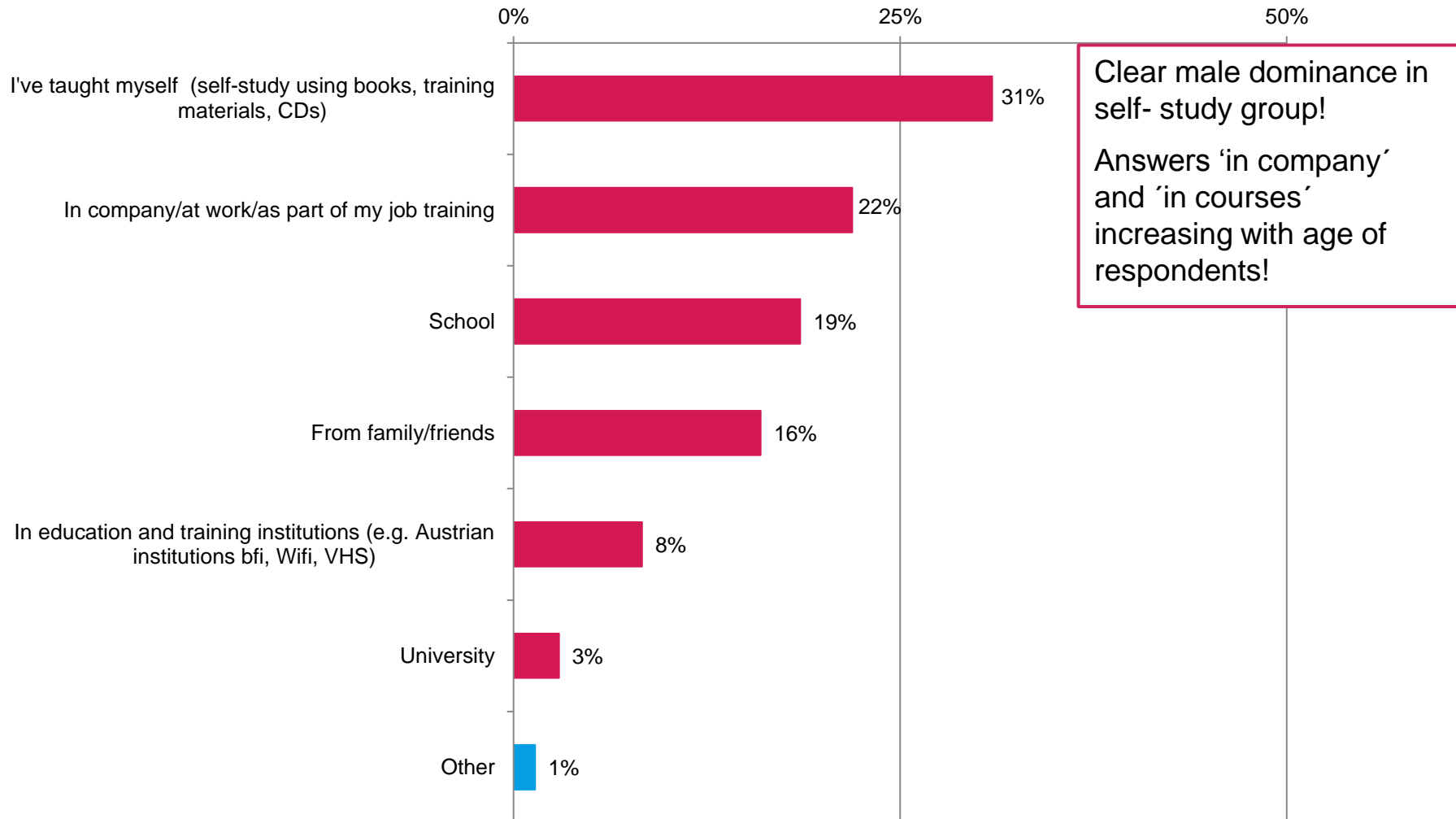
Client	Austrian Computer Society OCG
Topic	Computer skills
Target group	Representative group of Austrians, age group 15 to 60 years (quotas according to sex, age, educational background, federal province, activity)  Disproportionate sampling (apprentices, pupils, students)
Sampling method	Panel survey based on the <i>meinungsraum.at</i> online panel (currently approx. 28.000 panellists in Austria)
Net sampling	1,260 computer-assisted web interviews, 494 tests post-weight (505 tests pre-weight)
Interview length	Approx. 7 minutes (excl. Sophia-tests)
Responserate	47%
Period	21 January to 12 February 2014

## 2 Results

## Q1 Acquisition of computer knowledge – self-study prevailing!

How and where have you acquired your present computer skills? Please state the percentage of computer knowledge and source.

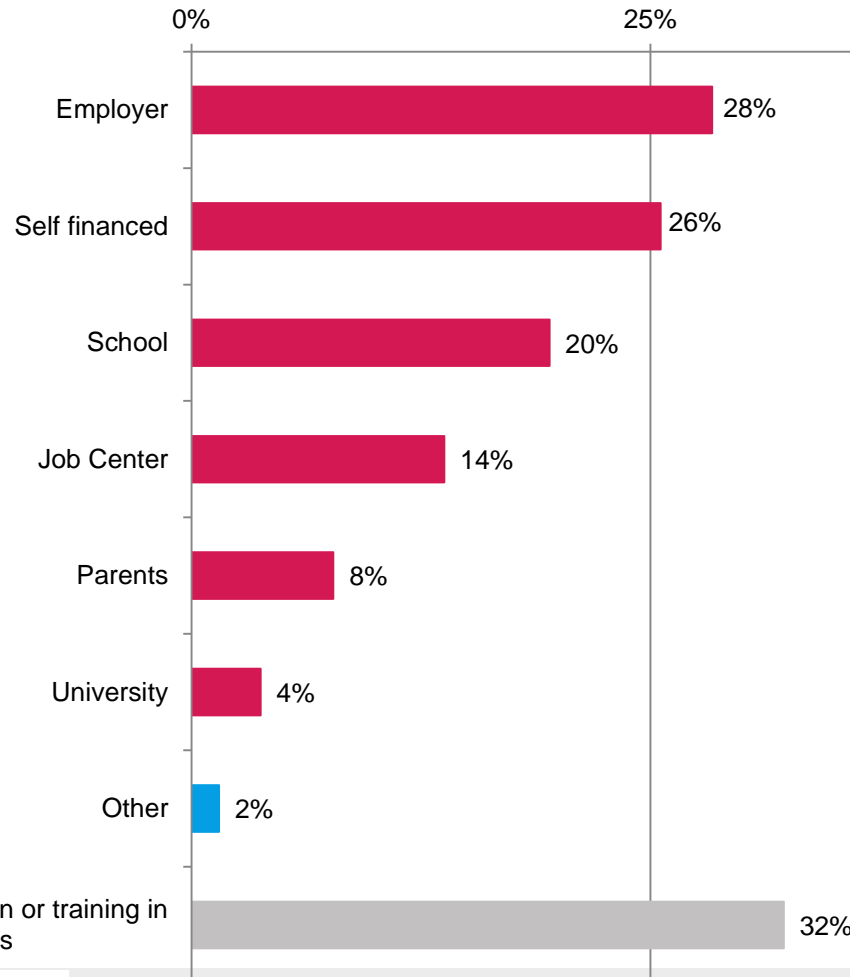
Single response in % (average value), n=1,260



## Q2 Cost takeover – computer skills as responsibility of the employer or your own responsibility!

Who paid for the training courses to improve your computer skills?

Multiple response, data in %, n=1,260



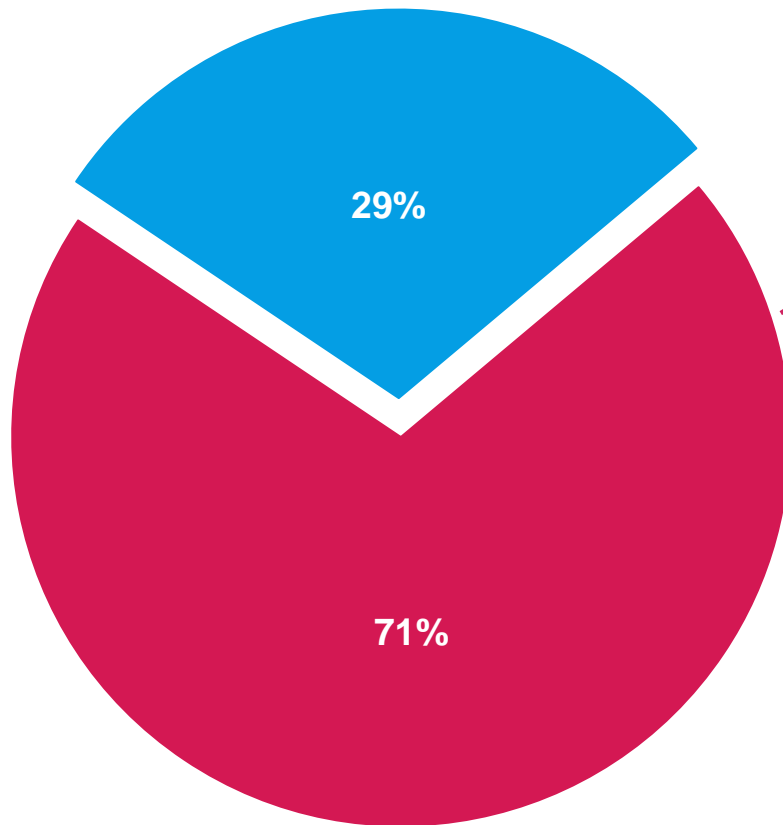
Employers and self-financed above average for male sample!

Answer 'no training' more often for sample with lower educational level – otherwise no demographic differences!

## Q3 Aided awareness ECDL: nearly three quarters know ECDL

Do you know the European Computer Driving Licence ECDL?

Single response, data in %, n=1,260



■ Yes

■ No

### Above average:

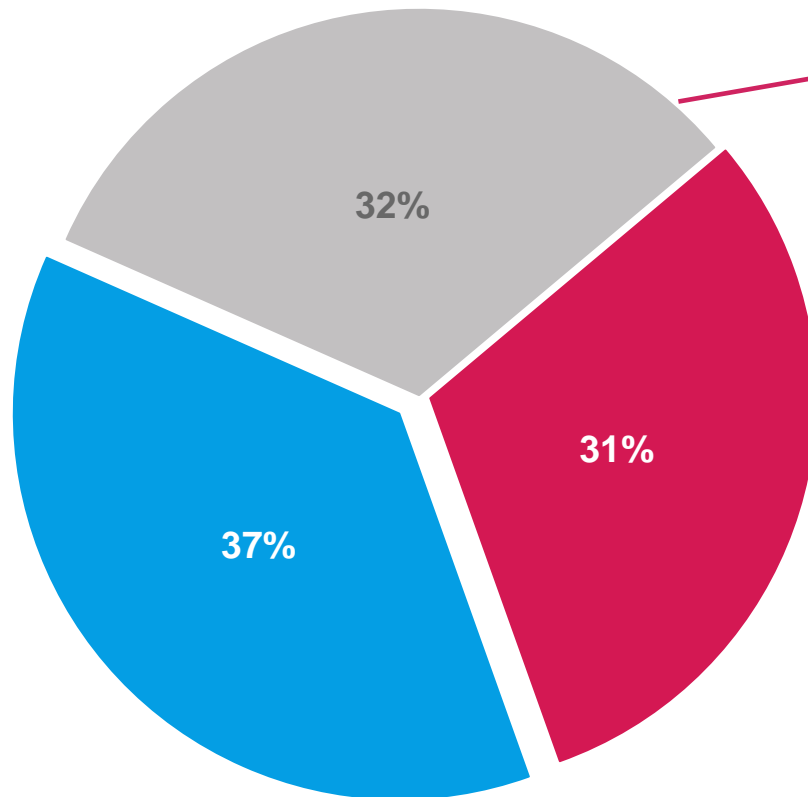
- women 73%
- age group 15-29 81%
- with school-leaving exam 74%
- apprentices 82%
- Vienna 76%
- training with test/certificate 83%
- very good self-assessment 77%
- very good test results 76%



## Q4a Training qualification: only one third without any computer training

Have you finished any of your courses/trainings with a test or maybe even a certificate?

Single response, data in %, n=1,260



■ Training with test/certificate  
■ Training without test/certificate  
■ No training

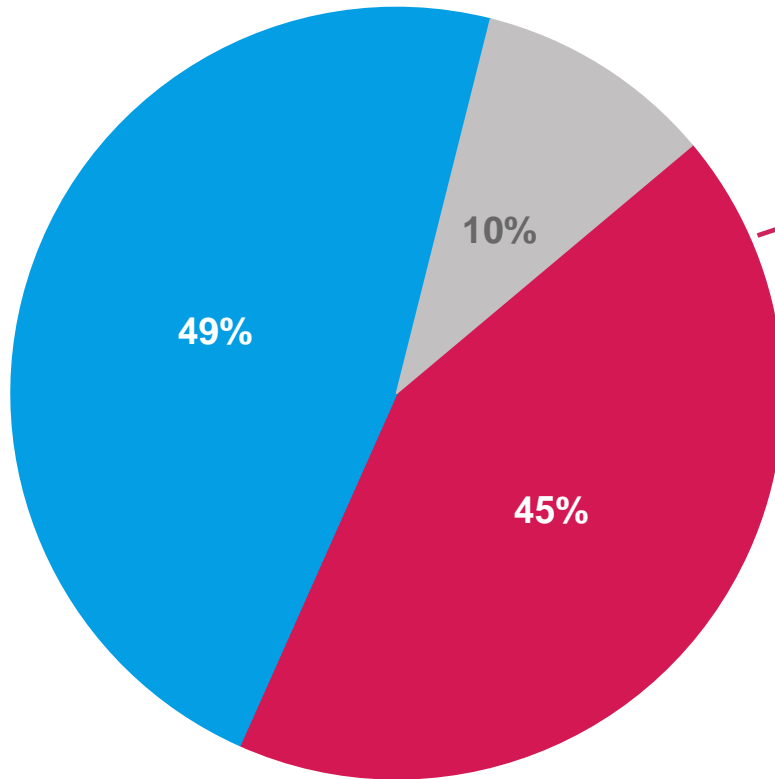
### Above average ('none'):

- students 43%
- apprentices 38%
- Tyrol, Vorarlberg 39%
- very bad self-assessment 54%
- very good test results 38%  
(mainly in 'Computer Essentials' and 'Internet')

## Q4b Qualification certificate/test: 13.8% have got an ECDL Certificate

Which certificate have you got and when have you made it?

Spontaneous answer, data in %, n=386, persons who finished their training with a test/certificate



■ ECDL ■ Other ■ Don't know/No response

Projected to all respondents = 13.8% have got an ECDL certificate

Above average:

- women 53%
- age group 15-29 54%
- apprentices 59%
- students 65%
- very good self-assessment 49%
- very good test result 55%

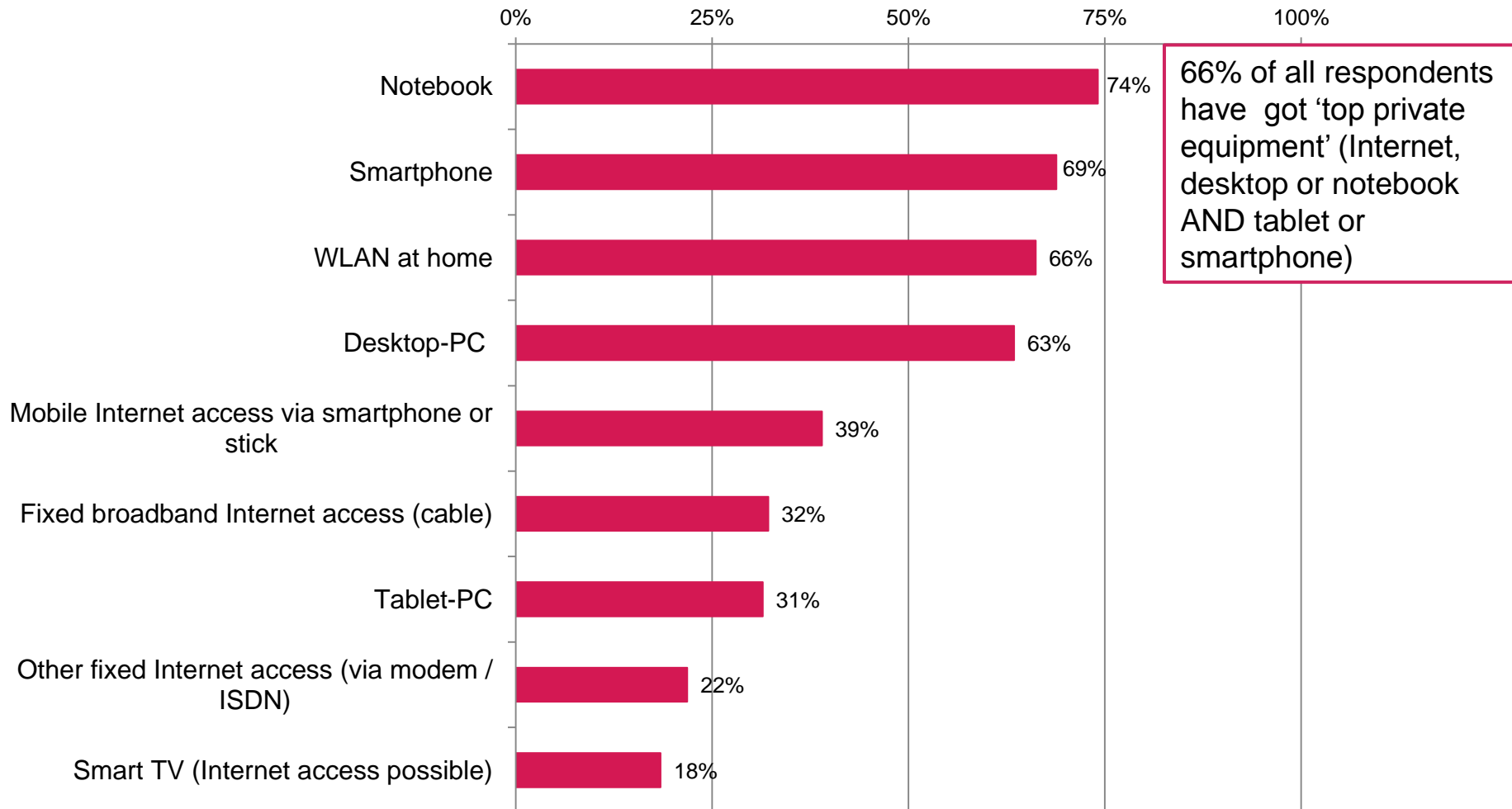
→ ECDL Certificate leads to better self-assessment and test results than other training certificates!

20% of the ECDL Certificates and 19% of the 'other' certificates have been made within the previous 3 years, on average ECDL Certificates were made 7 years ago, other certificates 8 years ago (median).

## Q5 High level of private equipment

First of all, tell us about your computer and Internet equipment at home. Please let us know whether you have got the following devices and services.

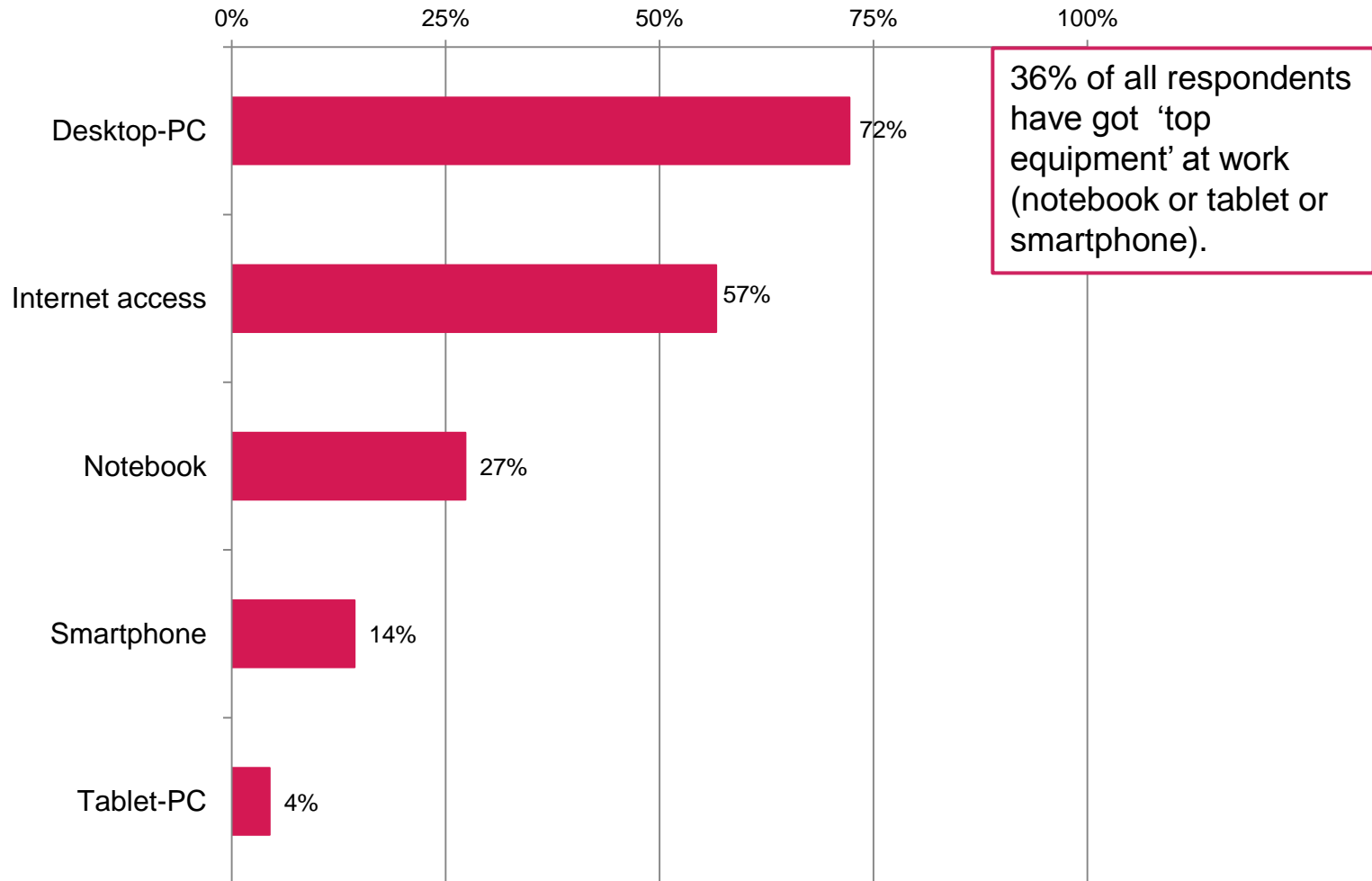
Multiple answers, data in %, n=1,260



## Q6 Equipment at work: here the desktop PC prevails

Which of the following equipment does your employer provide?

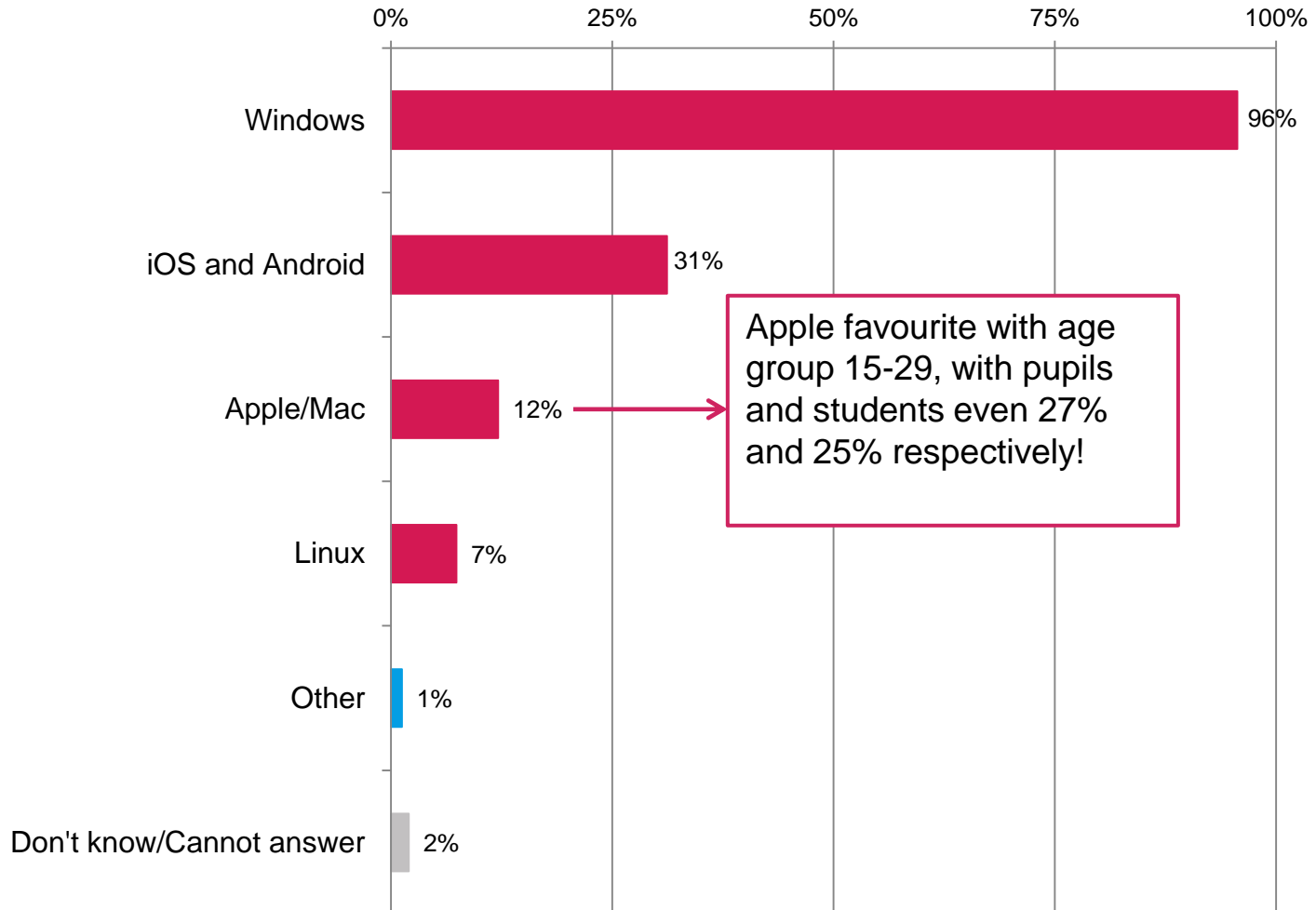
Multiple response, data in %, n=958 employed respondents



## Q7 Being familiar with operating systems: everybody can handle Windows

Which of the following computer operating systems are you familiar with and which operating systems can you handle?

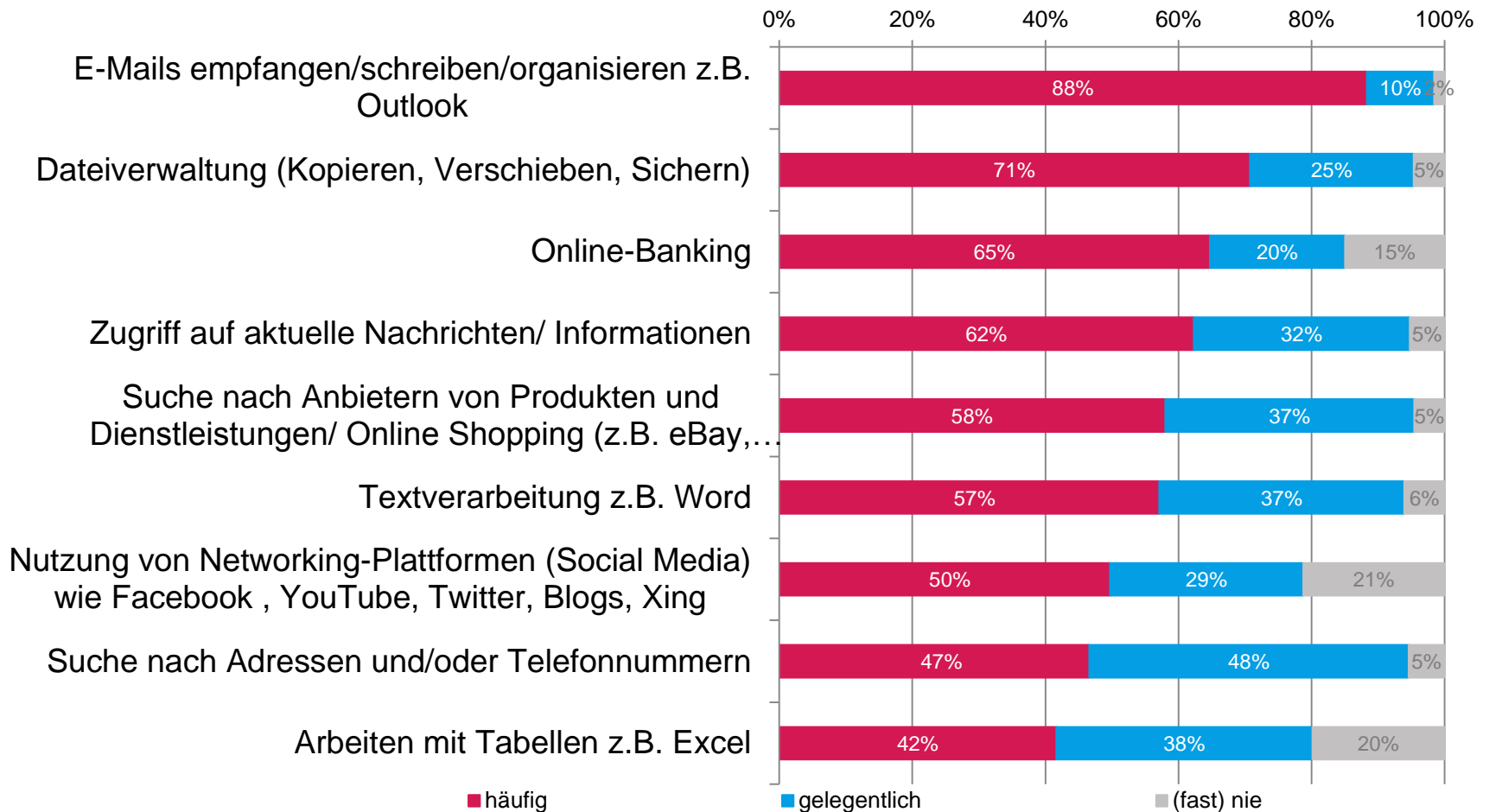
Multiple response, data in %, n=1,260



## Q8 Frequency of use of devices – top 9:

How often do you use your computer/mobile device for the following activities?

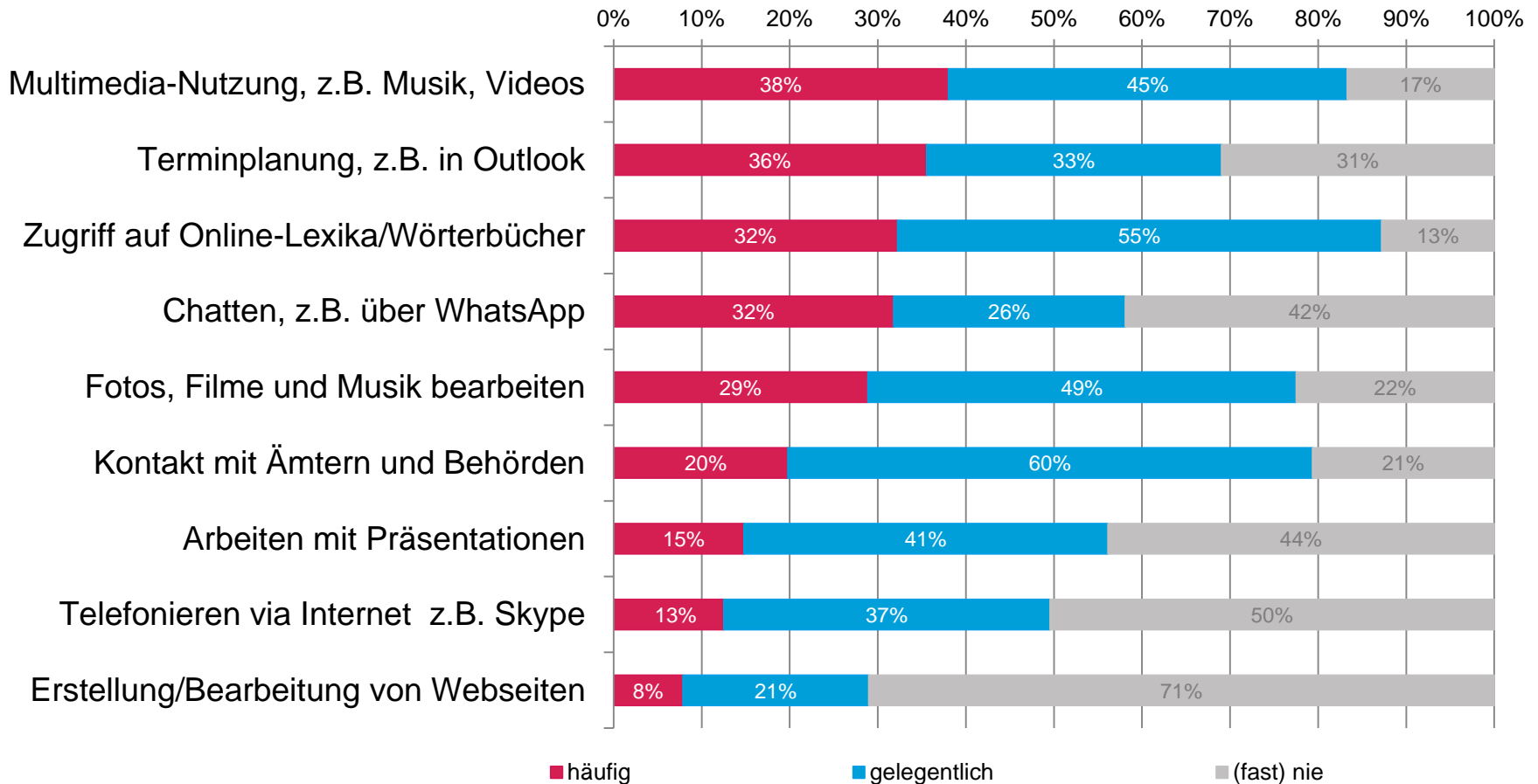
Activities by default, data in %, n=1,260, decreasing by frequency



## Q8 Frequency of use of devices – bottom 9:

How often do you use your computer/mobile device for the following activities?

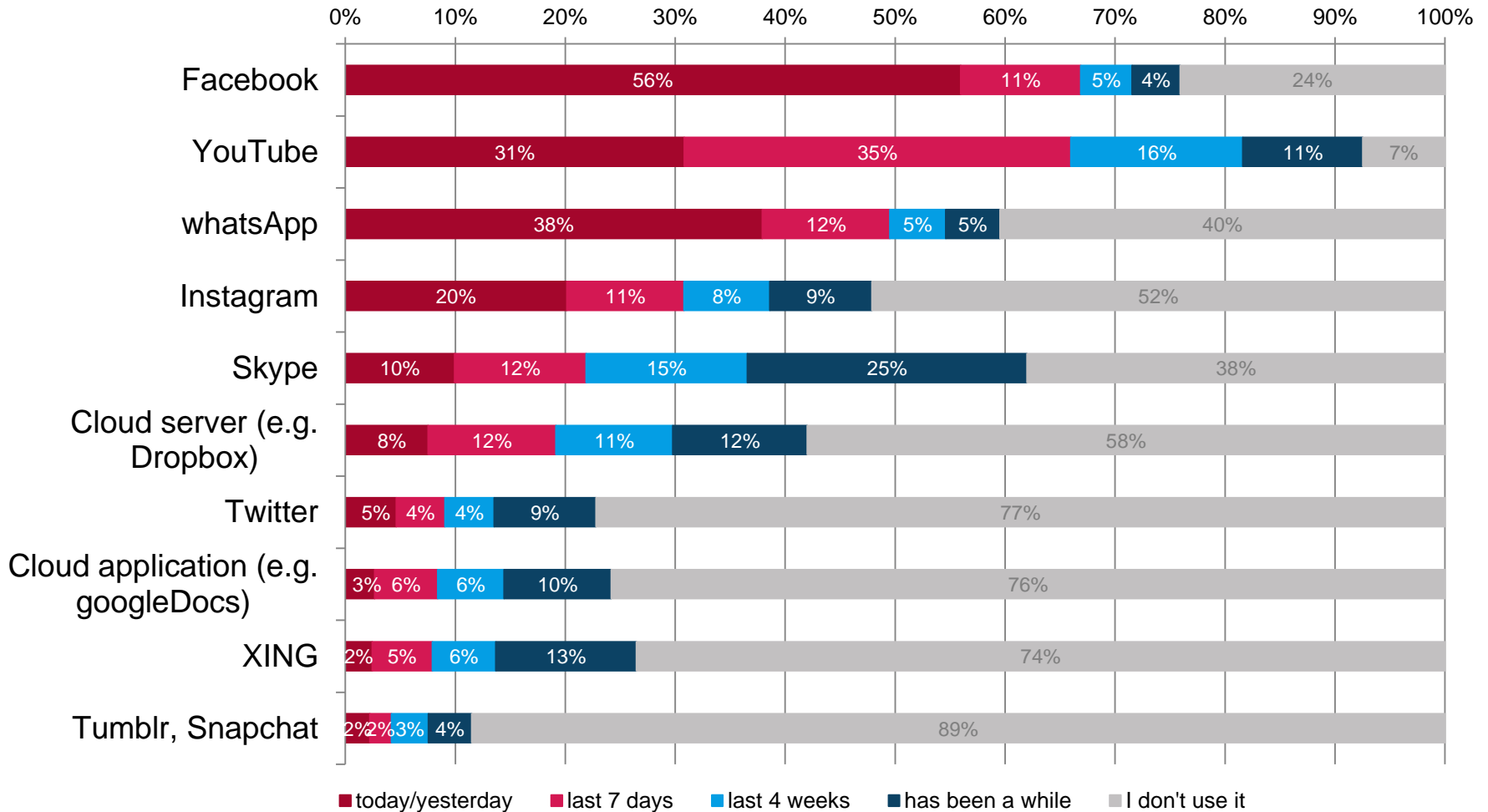
Activities by default, data in %, n=1,260, decreasing by frequency



## Q9 Internet use for social media and cloud computing: Facebook and Youtube (still) dominating, whatsApp catching up

When have you used the following Internet services lately?

Answers by default, data in %, n=1,260

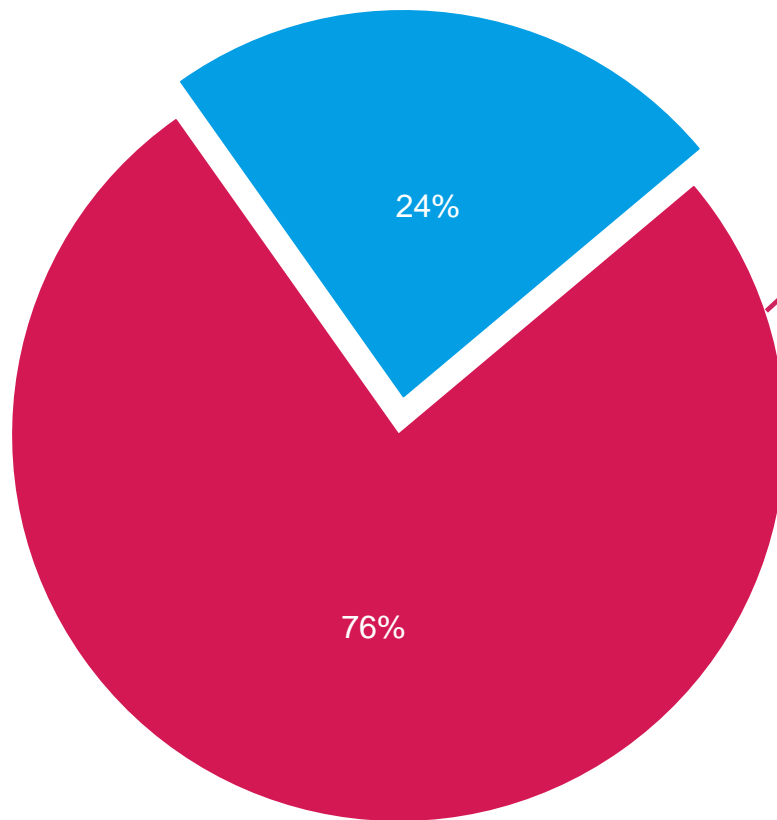




## Q10 Use of PC/notebook at work: only 25% do NOT use a computer at work

Do you use your computer/notebook at work?

Single response, data in %, n=970, people who are employed (incl. apprentices)



■ yes

■ no

Above average:

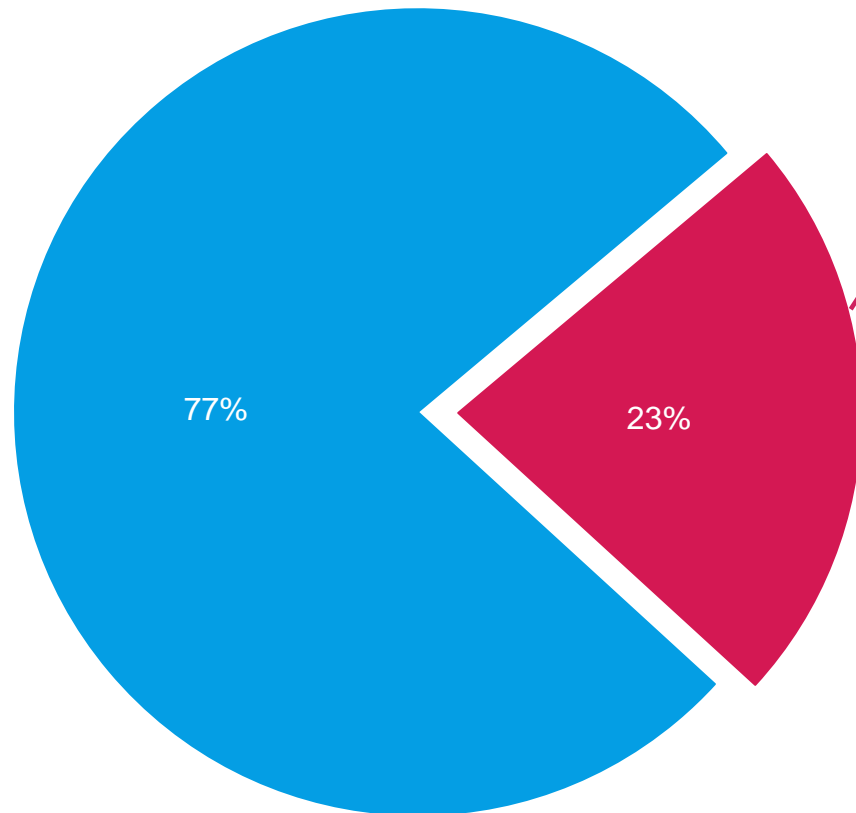
- 15-29 years 80%
- School-leaving exam 91%
- Vienna 86%
- training with certificate 83%
- very good self-assessment 90%

→ Correlates with good self-assessment but not with good test results!

## Q11 Use of mobile devices at work: relatively rare

Do you use mobile devices like tablet-PC or smart phone at work?

Single response, data in %, n=970, people who are employed (incl. apprentices)



■ yes

■ no

Above average:

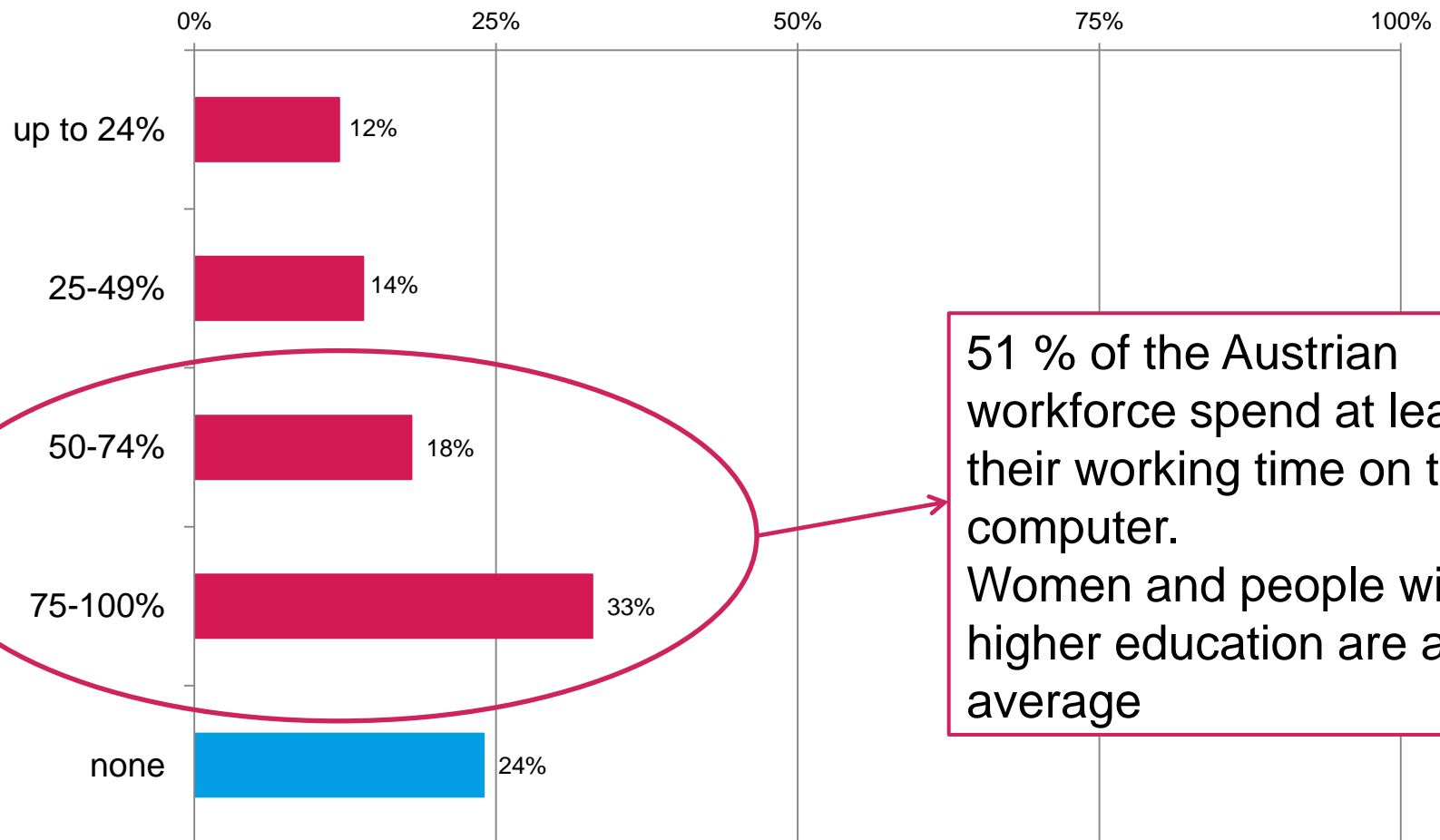
- men 30%
- with school leaving exam 27%
- training with certificate 30%
- very good self-assessment 30%

→ Correlates with good self-assessment but not with good test result!

## Q12 Total working time on the computer, ....

How much of your total working time do you spend on the computer/notebook or on other mobile devices?

Single response, data in %, n=970, people who are employed (incl. apprentices)

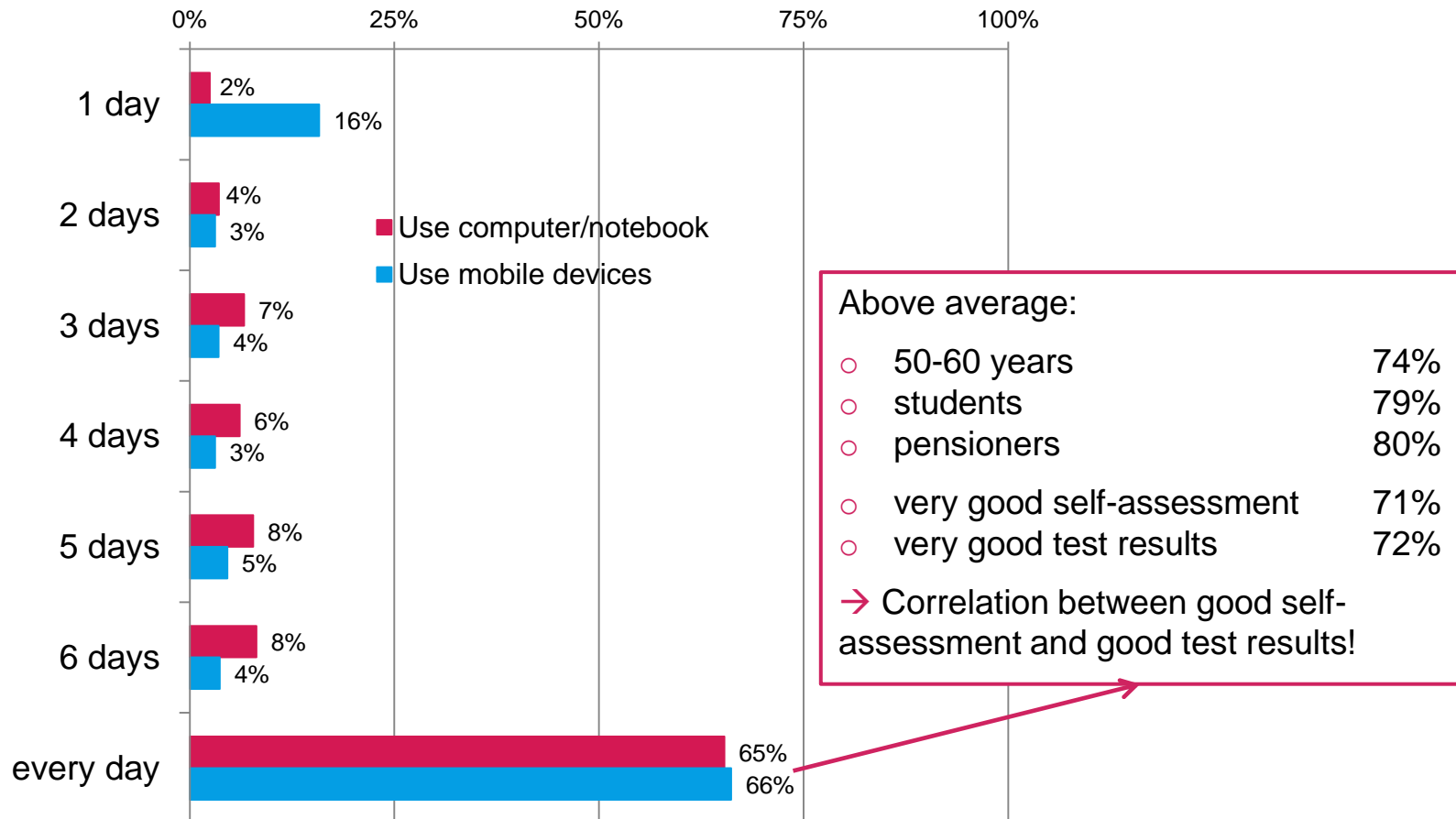


51 % of the Austrian workforce spend at least half their working time on the computer. Women and people with higher education are above average

## Q13/14 Private computer use: two thirds use their PC/notebook and mobile devices daily

Take an average week, on how many days of the week do you use your computer/notebook or mobile devices privately?

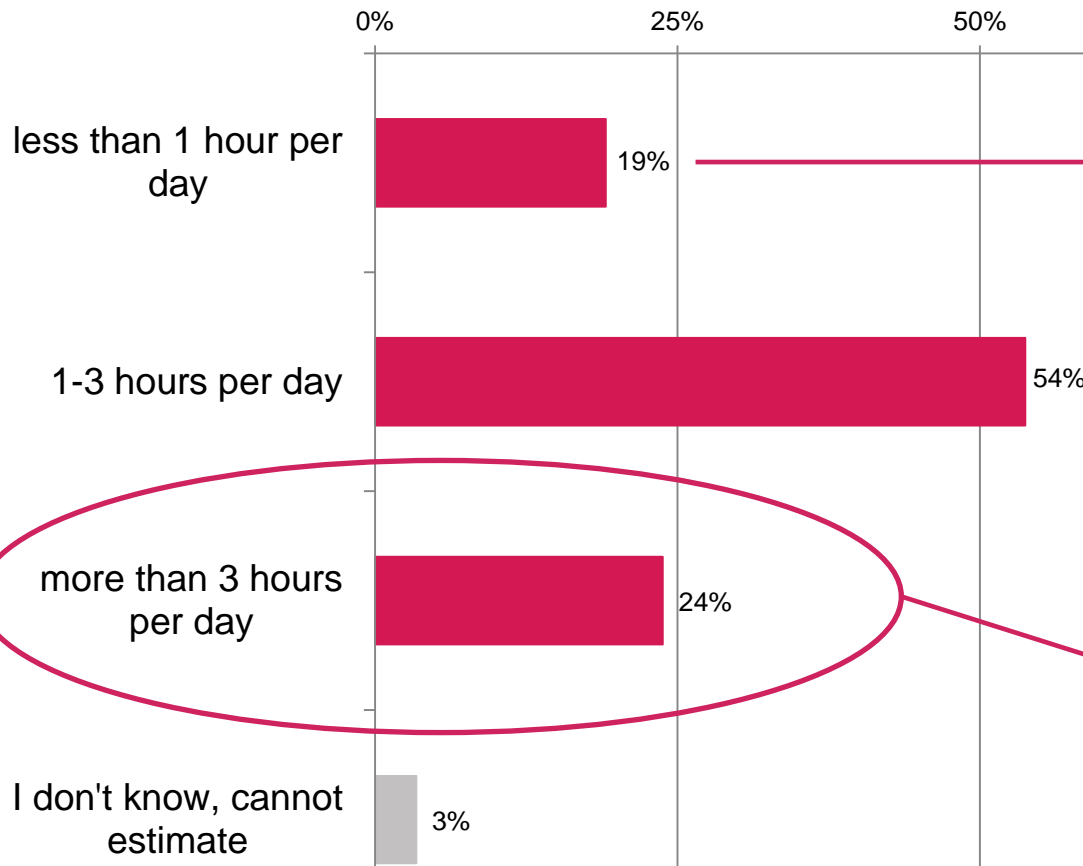
Single response, data in %, n=1.260



## Q15 Private using intensity

How many hours per day do you use a computer or a mobile device privately or do you use the mobile net for private purposes (excluding phone calls) on average?

Single response, data in %, n=1,260



Above the average (less than 1 hour/day):

- women 21%
- employees 22%
- bad self-assessment 36%
- bad test results 22%

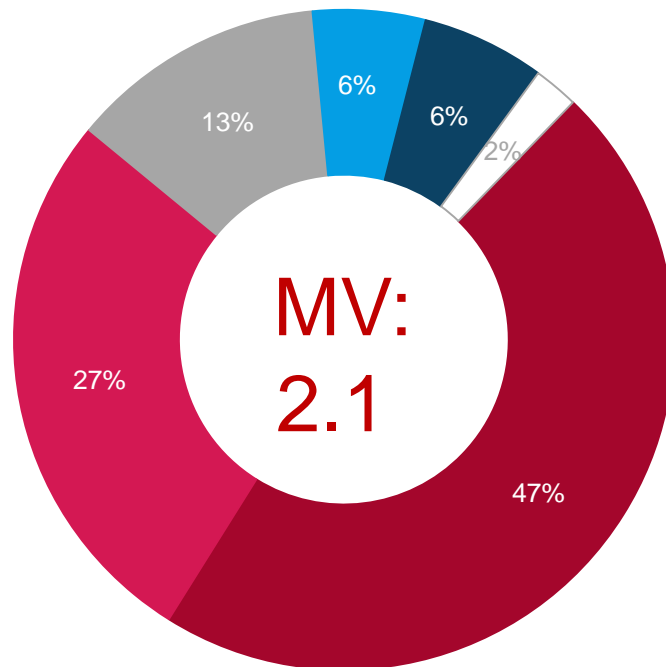
→ Correlation between little use and bad self-assessment and bad test results!

Every fourth person spends more than three hours per day on the computer *privately*!

## Q16 Importance of computer skills at work: for three quarters (very) important

How important are computer skills for your career?

Scale from 1 to 5, data in %, n=1,260, mean value excl. 'I don't know, no answer'



- very important
- rather important
- middle
- little important
- not at all important
- I don't know/no answer

### Mean value comparison:

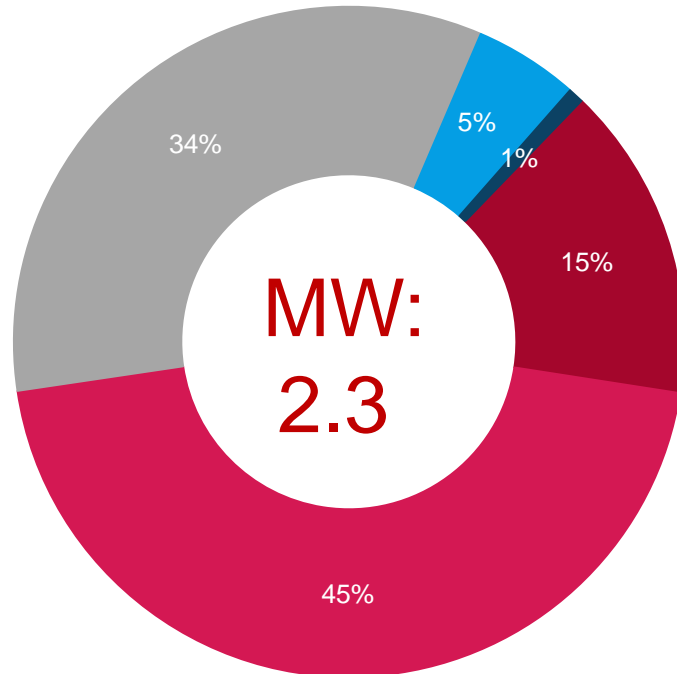
○ 15-29 years	1.8
○ with school-leaving exam	1.7
○ pupils	1.6
○ students	1.7
○ training with certificate	1.7
○ very good self-assessment	1.4
○ very good test results	1.9

→ High correlation between importance for career and good self-assessment, smaller correlation with good test results!

## Q17 Self-assessment of general computer skills

How good are your general computer skills?

Scale from 1 to 5, data in %, n=1,260



- 1 very good
- 2 rather good
- 3 mediocre
- 4 rather bad
- 5 very bad

### Mean value comparison:

- men 2.2
- 15-29 years 2.0
- with school-leaving exam 2.1
- pupils 2.0
- students 2.1
- training with certificate 2.1
- very good test results 2.4

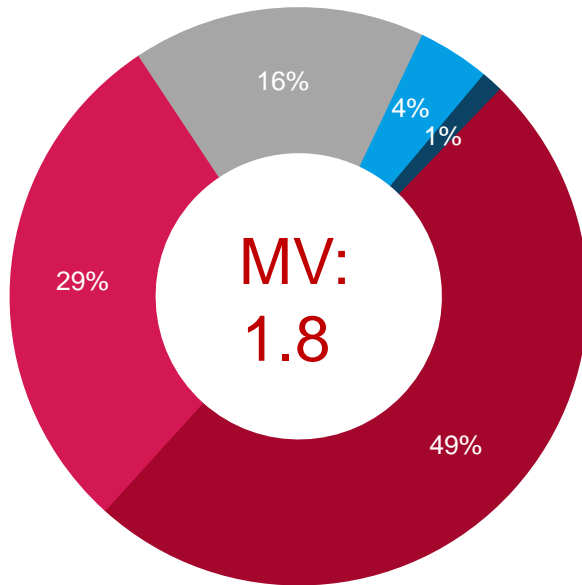
→ Respondents with very good test results assess their own skills lower than the average!

## Q18/Q19/Q20 Assess your own computer skills

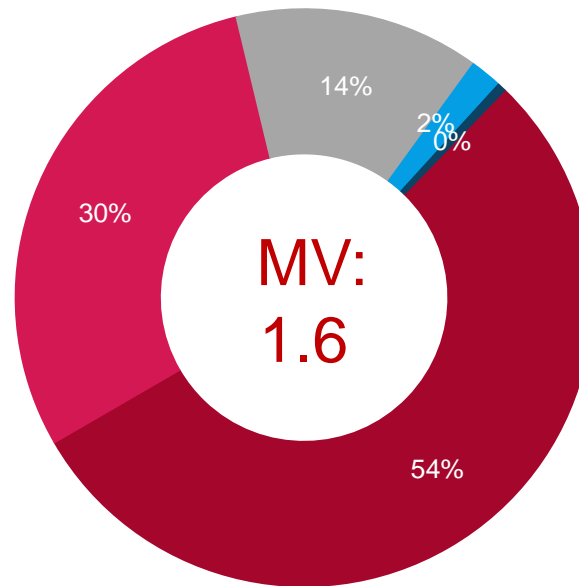
How do you assess your computer skills in detail?

Scale from 1 to 5, data in %, n=1,260

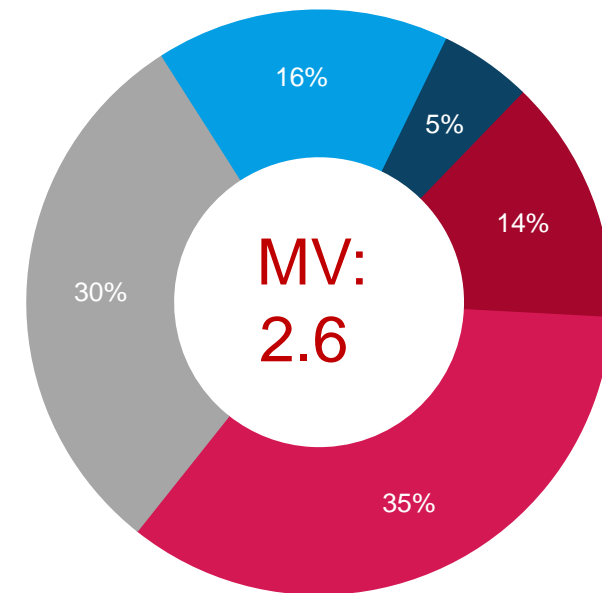
### Computer Essentials



### Internet Essentials



### IT-Security



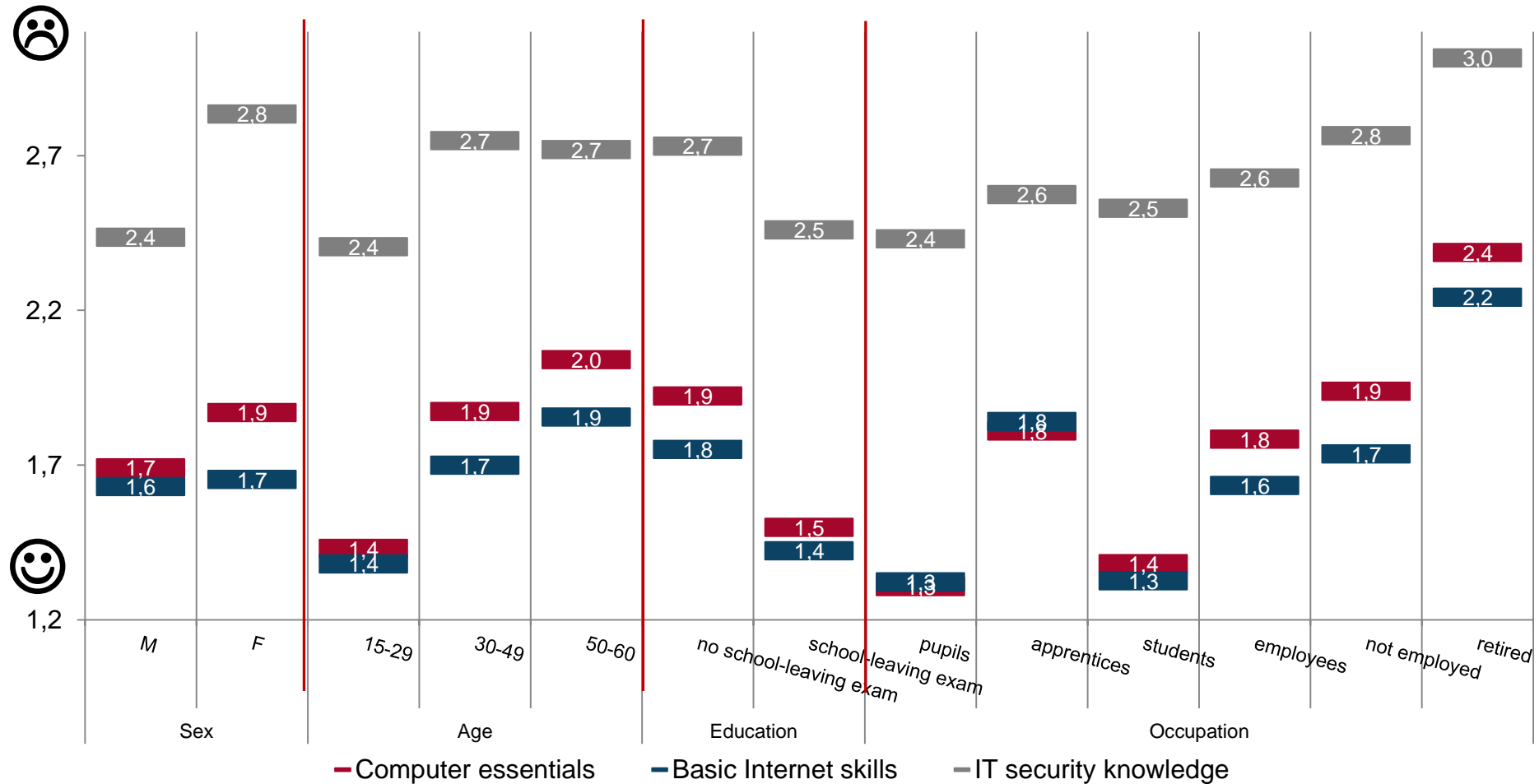
- 1 very good
- 2 rather good
- 3 mediocre
- 4 rather bad
- 5 very bad



## Q18/Q19/Q20 Assessment of own computer skills – comparison of mean values

How do you assess your own computer skills in detail?

Single response (1=very good; 5=very bad), data in mean value, n=1,260



## 3 Results Sophia-Test

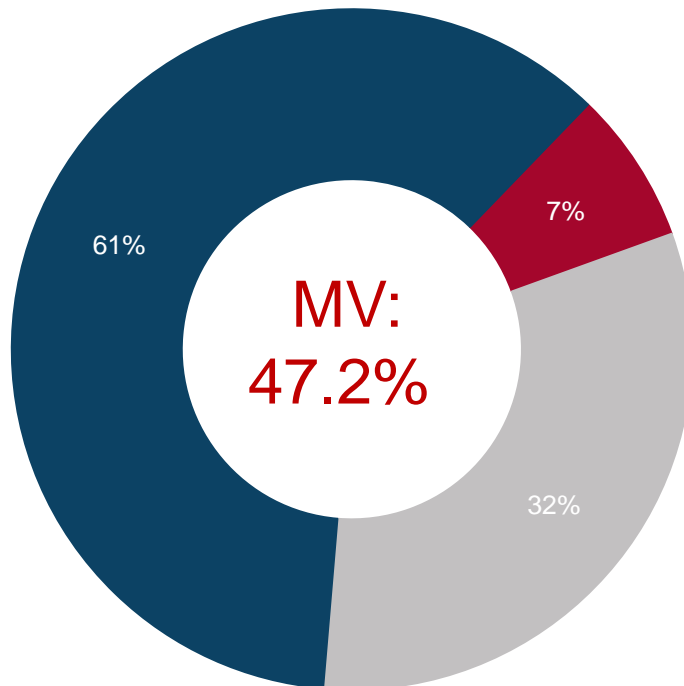
## Details of the computer skills test

- Test with Sophia test software, online
- Evaluation according to Austrian system of school grades

very good =	90 - 100 per cent correct results
good =	80 - 89 per cent
satisfactory =	64 - 79 per cent
sufficient =	51 - 63 per cent
fail =	0 - 50 per cent

## Q21 Results Sophia-Test: Total

Single response, data in %, n=494 (disproportionate 505)



■ very good (100%-90%)

■ good to mediocre (89%-64%)

■ bad to very bad (63%-0%)

Mean value comparison ( $\emptyset$  of reached points):

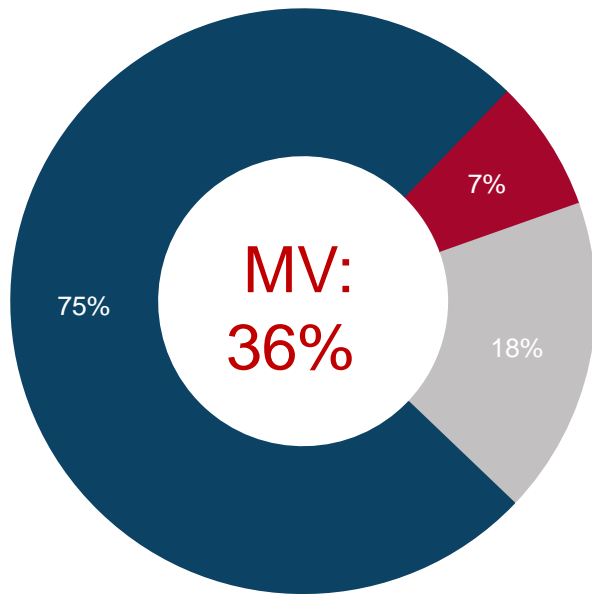
○ men	48,4%
○ 15-29 years	50,1%
○ pupils	51,0%
○ apprentices	65,5%
○ NO training	49,6%
○ Bad self-assessment	48,4%

→ Respondents with bad self-assessment usually have better results than those with good self-assessment!

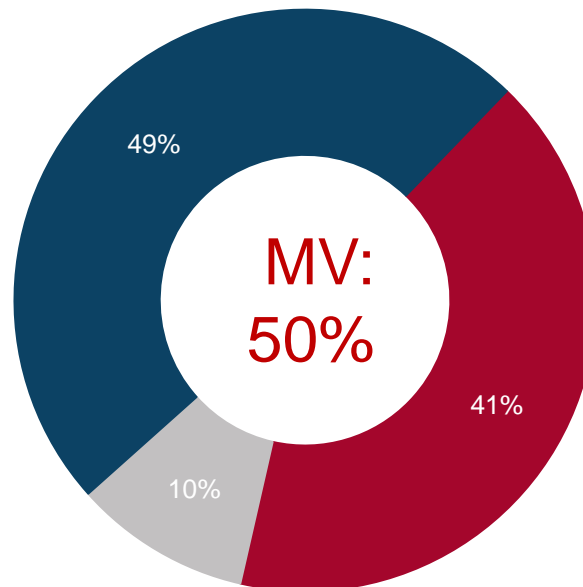
## Q22 Results Sophia-Test: 3 Modules

Single response, data in %, n=494 (disproportional 505)

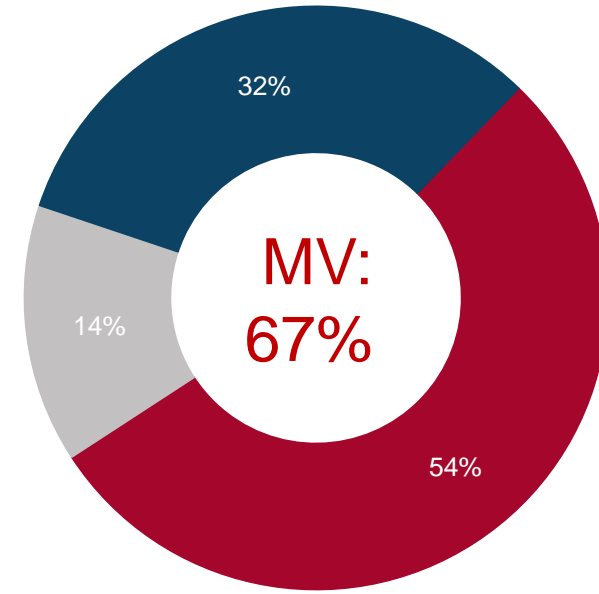
Computer Essentials



Basic Internet Skills



IT Security

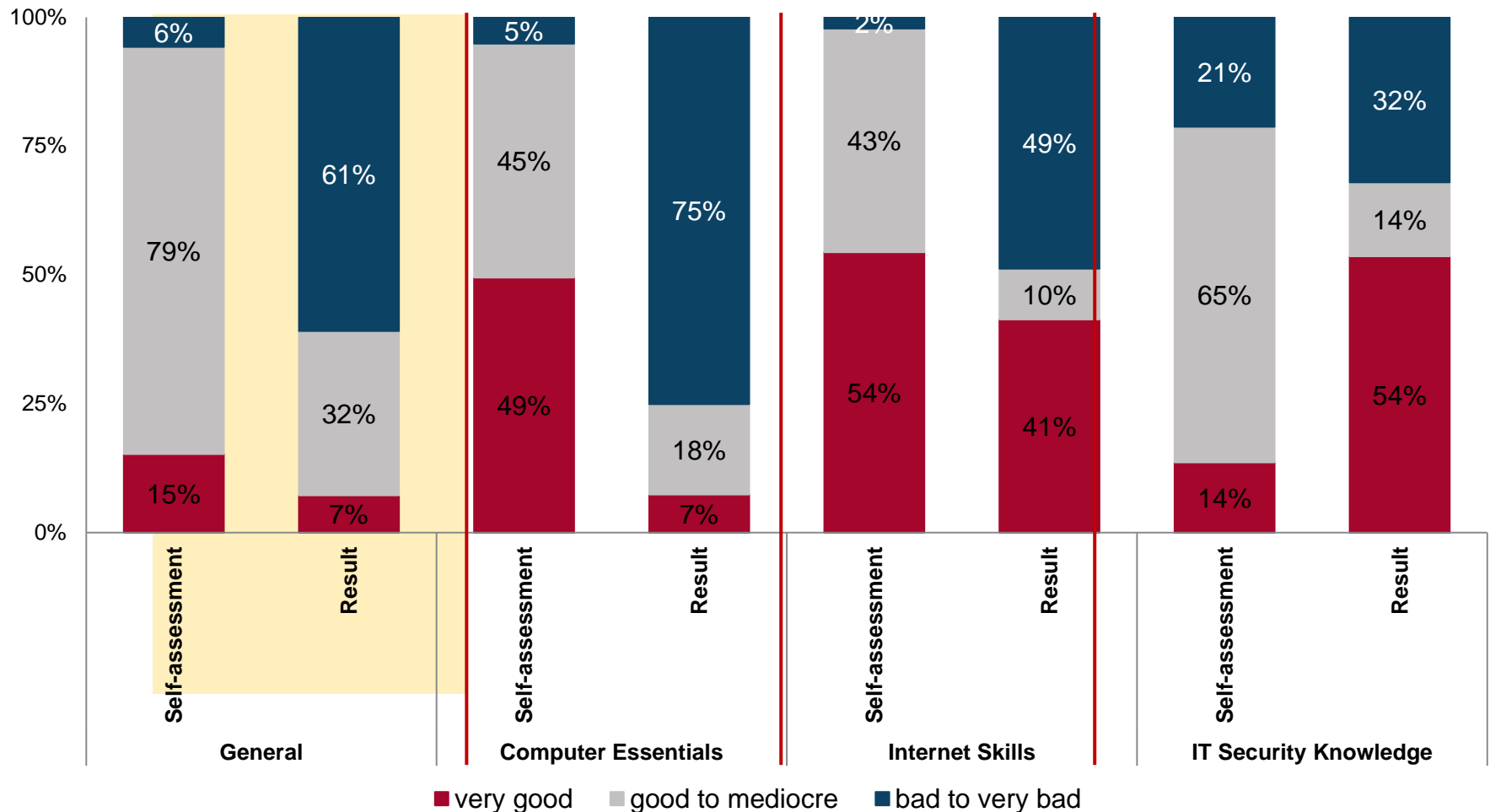


- very good (100%-90%)
- good to mediocre (89%-64%)
- bad to very bad (63%-0%)

## Self-assessment vs. results in general and for the individual modules

How good are your computer skills?

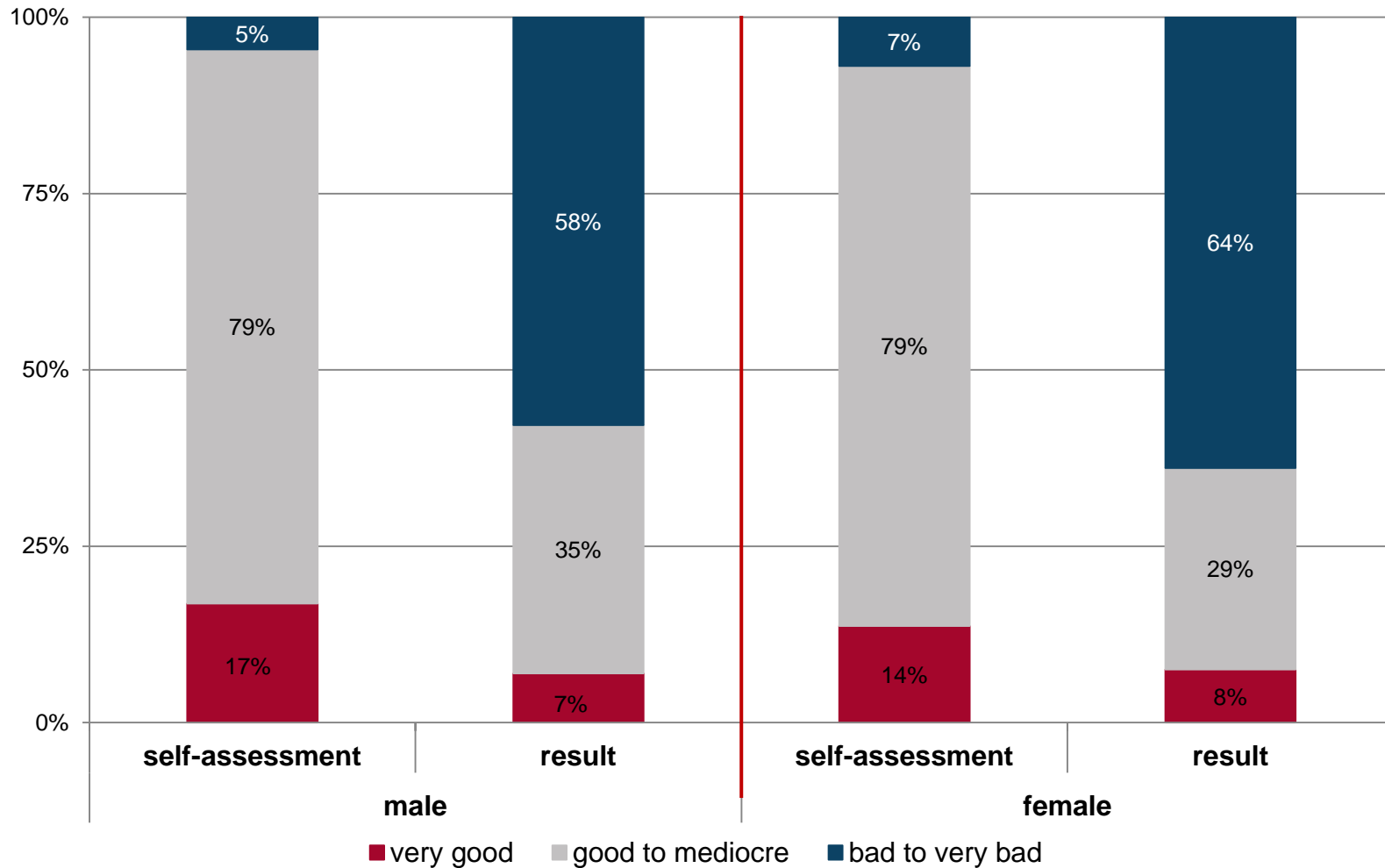
Single response, data in %, n=1,260



## Self-assessment vs. results in general – by gender

How good are your general computer skills?

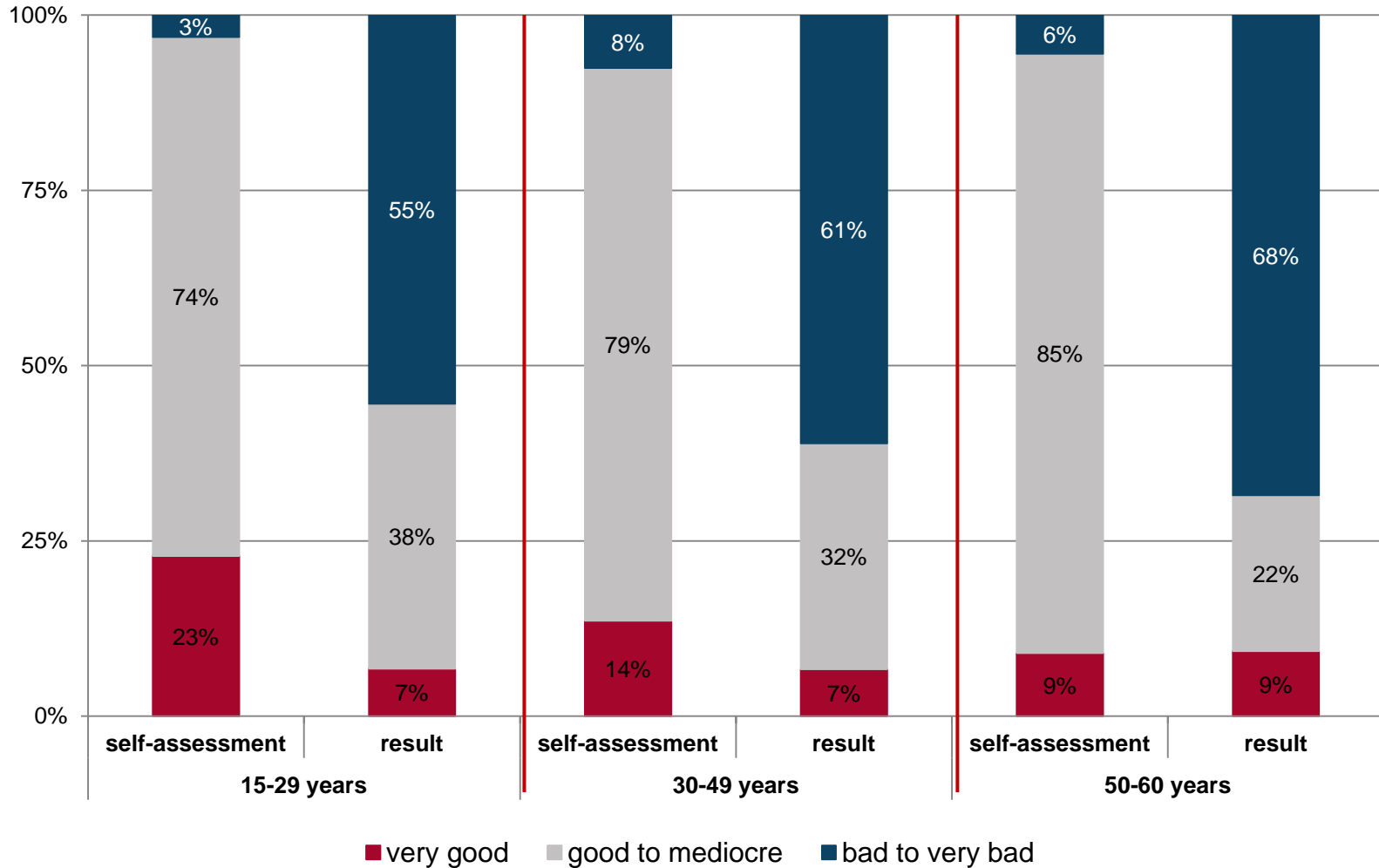
Single response, data in %, n=1,260



## Self-assessment vs. results in general – by age

How good are your general computer skills?

Single response, data in %, n=1,260

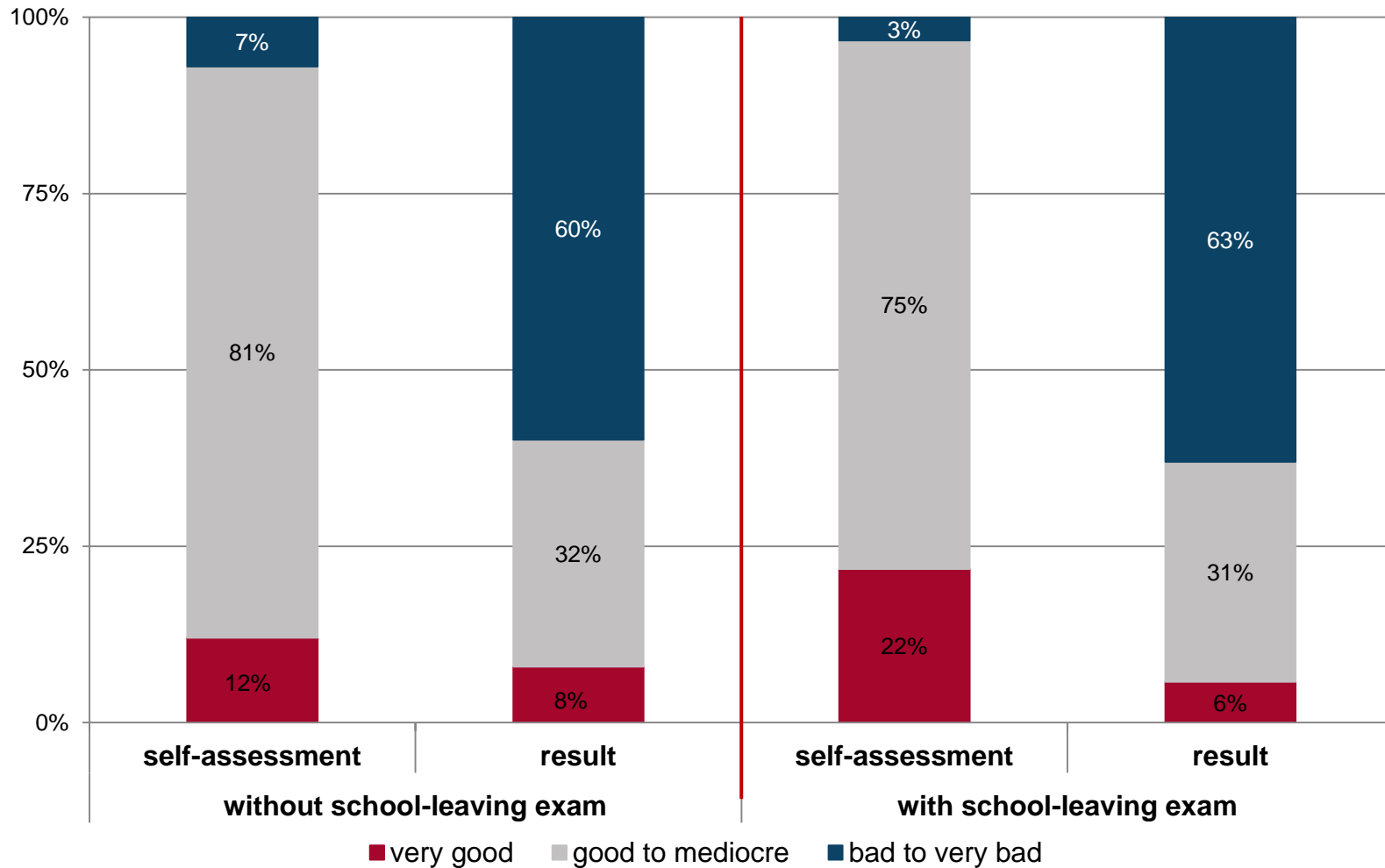




## Self-assessment vs. results in general – by educational level

How good are your general computer skills?

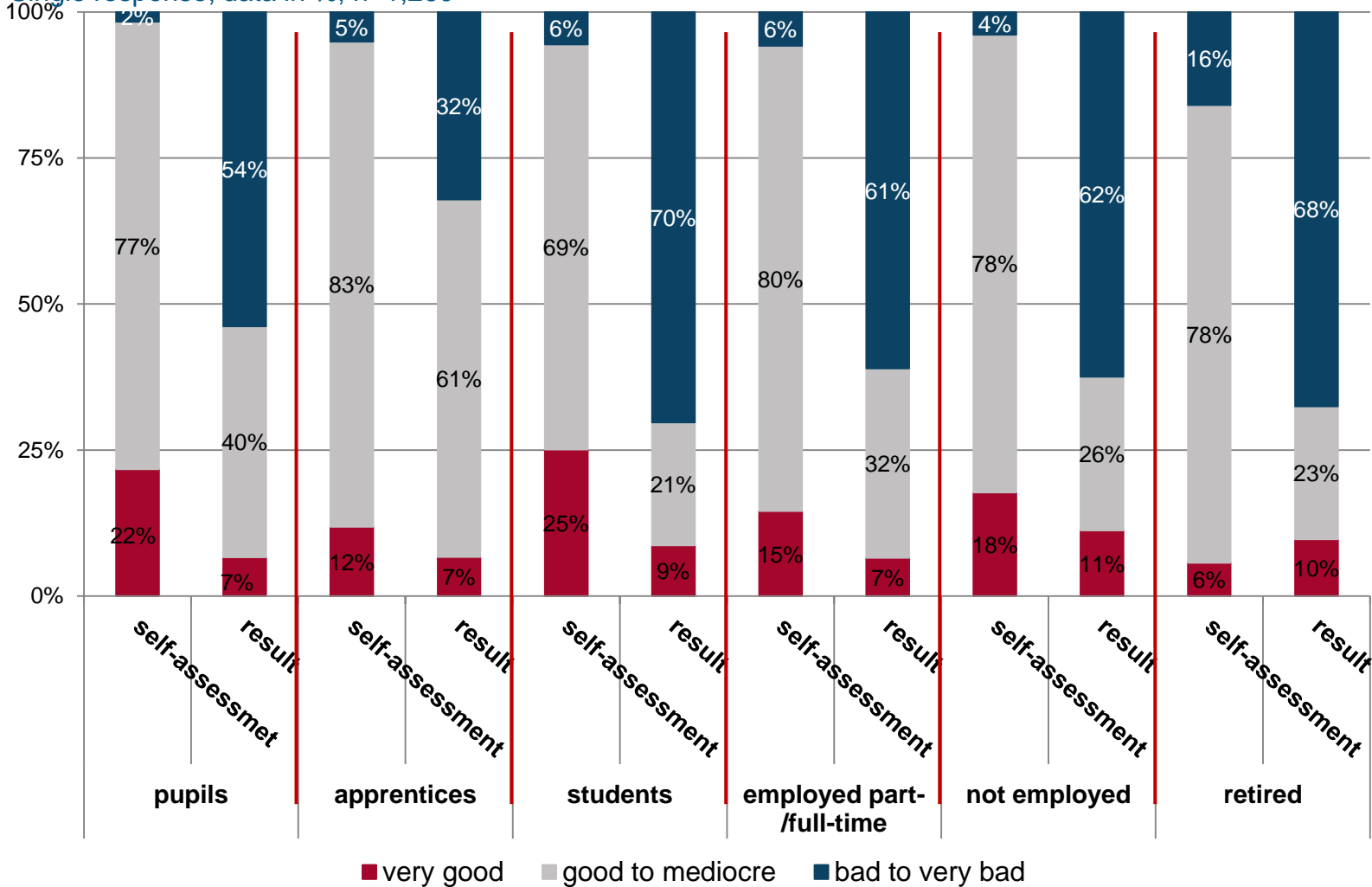
Single response, data in %, n=1,260



## Self-assessment vs. results in general – by occupation

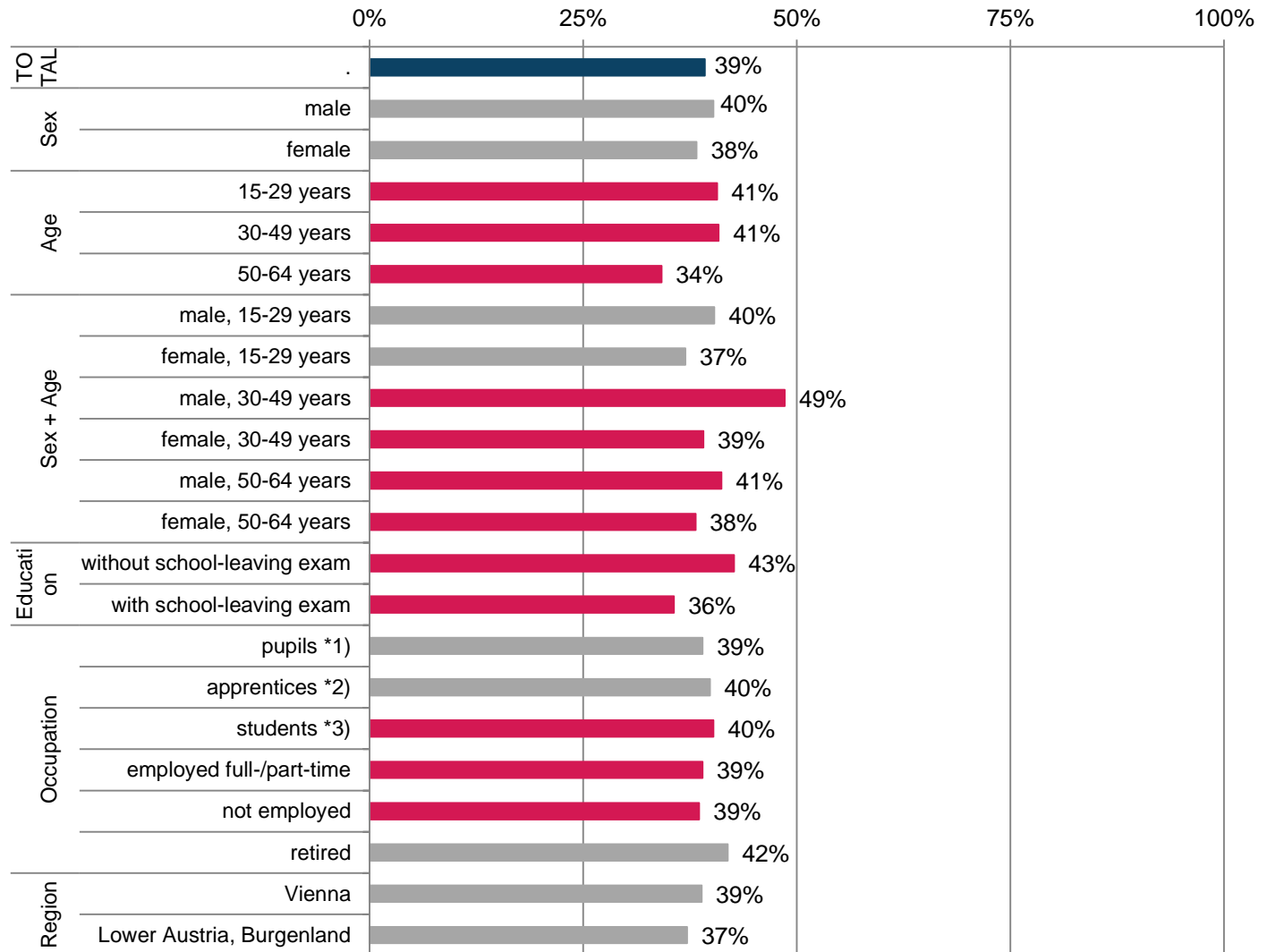
How good are your general computer skills?

Single response, data in %, n=1,260



## Test participants

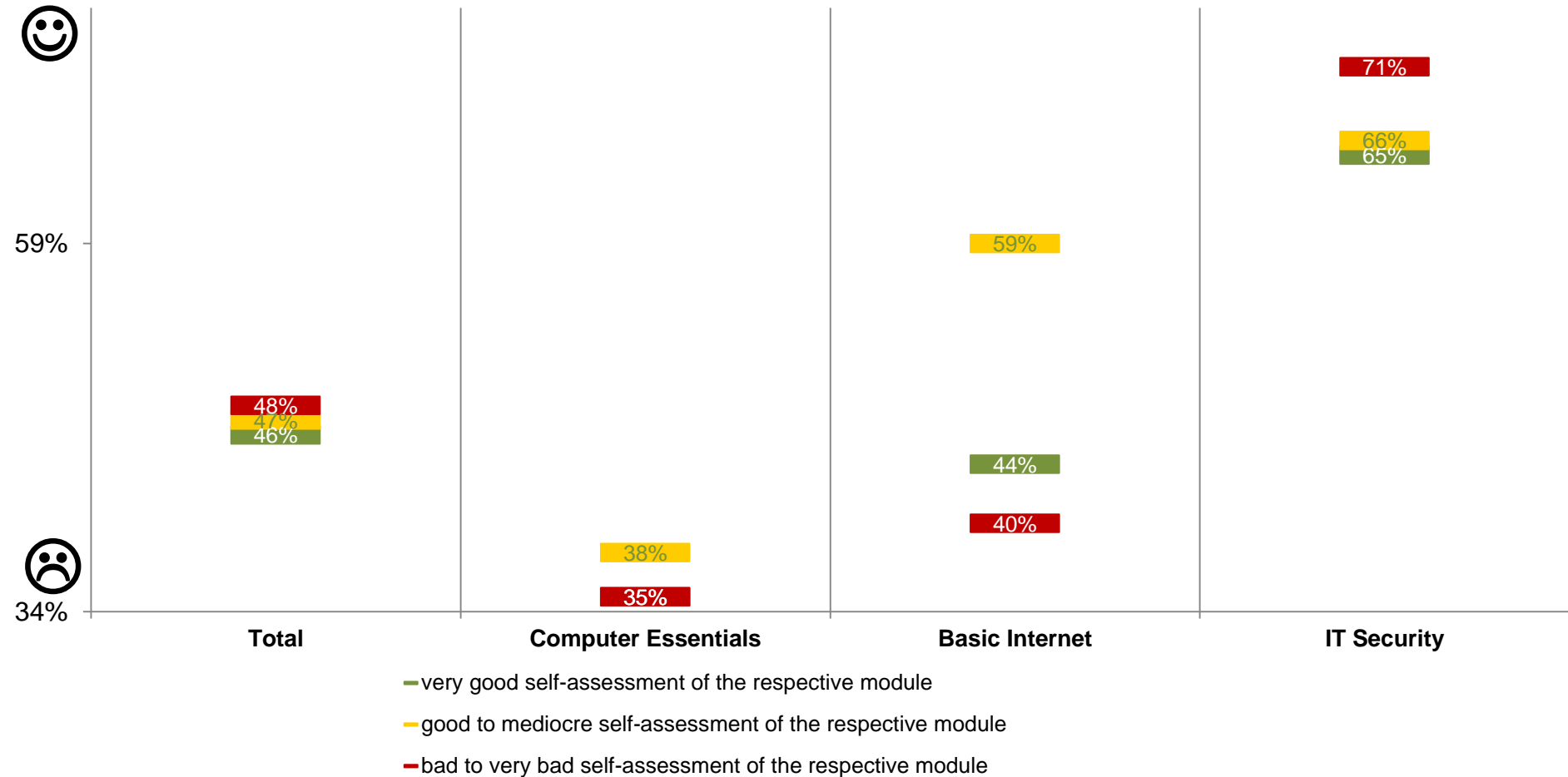
data in %, n=494 (disproportionate 505)



## Test result

How good are your computer skills?

Single response, data in %, n=1,260



## 4 Summary

## Summary

-1

### Education and training of computer application skills

- Nearly a third of the computer skills are self-taught, another 16% of the skills come from the help of family/friends → i.e. nearly half of the skills have been acquired other than in courses or formal education.
- 32% of the respondents have not had any computer training, 31% have gained a certificate, 37% have participated in training without a certificate. Students have less formal training than the average. Half of the certificates earned are ECDL certificates. The course costs are paid by the employers for 28%, by the participants themselves for 26% and by the schools for 20% .
- The ECDL is well-known: 71% of the respondents know the ECDL, younger respondents being clearly above the average with 81%.

### Private equipment and use

- Two thirds of the respondents (15-60 years) have got top equipment at home (Internet, desktop or notebook AND tablet or smartphone), with 96% Windows is the dominant operating system. 12% are familiar with Apple, younger respondents use Apple significantly more often (19%).

## Summary

-2

- Two thirds of the respondents use their PC/notebook and also their private mobile devices daily for private purposes, students and retirees being clearly above average here. All in all 24% of the respondents use the computer privately for 3 to more hours every day.
- Classic applications like e-mails (88% frequent use), file management (71%) and online-banking (65%) dominate. 50% use social media frequently, not surprisingly above all Facebook and YouTube.

### **On-the-job equipment and use**

- 36% of the employed respondents have got top equipment at work (notebook OR tablet OR smartphone are provided by the employer), 23% are provided with a mobile device by their employers – here men and persons with higher educational level are above average.
- More than every second person employed spend at least have of their working time at the computer, women and persons with higher educational level are above average here.
- Note: 74% of the respondents think that computer skills are very (47%) or rather important (27%) for their professional career, younger respondents think that computer skills are even more important for work.

## Self-assessment of computer skills

- 45% of the respondents think that their overall computer skills are very good, another 15% still think they are rather good. Younger persons (15-29 ), pupils and students, persons with school-leaving exam and those who finished their training with a certificate assess themselves better.
- Interesting: Respondents with very good test results assess their computer skills a bit worse than the average, our theory concerning this phenomenon is: they are able to assess their knowledge and especially their application skills more realistically.
- In detail: 78% assess their basic computer skills very/rather good, 84% their basic Internet skills and 49% their IT security knowledge.

## Self-assessment vs. test results (Sophia-Test)

- The results say something else: only 7% of the respondents who did the test (494 respondents) reached a very good test result (90-100%), 32% a good/mediocre result (64-89%), 61% did poorly (less than 64%). Men and young persons did better, the difference by demographic features was relatively small.



## Summary

-3

### Test results in detail

- In the area basic computer skills the Sophia-Test brought the worst results: Here 75% had a bad test result, only 7% had very good results. But: 49% have assessed their basic computer skills as being very good!
  - For basic Internet skills self-assessment and test results are a bit closer: 54% think they are very good in this area, 41% reached a very good test result. Here the discrepancy can be noted for the sample who did poorly (only 2% assess themselves rather/very bad, 49% did rather/very poorly).
  - In the area IT security we see a different situation: only 14% assessed themselves good here, 54% did well in the test, however. (Note: this part of the test focuses mostly on knowledge and is less application-oriented than the other two parts of the test.)
- Conclusion: While there is theoretic computer knowledge there is a lack of actual computer application skills.

## 5 Random sample description

## 5.1 Sample description (weighted)

### Sex

	Rate	Per cent
Male	611	48,5
Female	649	51,5
Total	1260	100,0

### Age

	Rate	Per cent
15 – 19 years	112	8,9
20 - 29 years	256	20,3
30 - 39 years	263	20,9
40 - 49 years	333	26,4
50 - 64 years	296	23,5
Total	1260	100,0

### Highest completed educational level

	Rate	Per cent
Without school-leaving exam	844	67,0
With school-leaving exam	416	33,0
Total	1260	100,0

### Austrian provinces

	Rate	Per cent
Burgenland	42	3,3
Carinthia	84	6,7
Lower Austria	242	19,2
Upper Austria	210	16,7
Salzburg	79	6,3
Styria	184	14,6
Tyrol	106	8,4
Vorarlberg	54	4,3
Vienna	258	20,5
Total	1260	100,0

### Size of municipality

Population	Rate	Per cent
under 2,000	184	14,6
2,000 – 4,999	267	21,2
5,000 – 19,999	273	21,6
20,000 – 49,999	89	7,1
50,000 – 99,999	63	5,0
100,000 – 499,999	126	10,0
500,000 and more (Vienna)	258	20,5
Total	1260	100,0

## 5.2 Sample description (weighted)

### Occupation

	Rate	Per cent
Pupils	76	6,0
Apprentices	13	1,0
Students	38	3,0
Employed (part-/full-time)	958	76,0
Not employed (leave, at home, looking for work)	126	10,0
Retired	50	4,0
Total	1260	100,0

### Household size

	Rate	Per cent
1 person	212	16,8
2 persons	411	32,6
3 persons	269	21,4
4 persons	261	20,7
More than 4 persons	107	8,5
Total	1260	100,0

### Children under 14 in the household

	Rate	Per cent
Yes	342	27,1
No children under 14 in the household	706	56,0
Total	1048	83,2
Question not asked	212	16,8
	1260	100,0

## 6 Contact

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