Understanding digital skills for wellbeing
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Risks to Covid intersect with digital & social inequalities

Exposed & Unconnected
Line worker in congregate workplace
Face to face purchasing and communication

Exposed & Connected
Health worker
Digital purchases only
Digital communication if possible

Sheltered & Unconnected
Rural farmer
Face to face purchasing and communication

Sheltered & Connected
Works from home
Purchases and communicates digitally

(Robinson et al., 2020)
Far more people worldwide use the Internet on their mobiles than any other device.

Note: * Estimate
Source: ITU World Telecommunication /ICT Indicators database
Still need to focus on basic skills

In 40 of 84 countries with available data, less than half the population possesses basic computer skills such as copying and pasting or sending an e-mail with an attachment.

*Percentage of people with basic skills, in 2014-2018*

Source: ITU.
What digital skills do people need?
Frameworks can help ID skills

<table>
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<tr>
<th>DigComp</th>
<th>Digital Literacy Global Framework</th>
<th>Digital Skills to Tangible Outcomes</th>
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| 1. Information and data literacy  
2. Communication and collaboration  
3. Digital content creation  
4. Safety  
5. Problem solving | 1. DigComp +  
2. Devices and software operations  
3. Career-related competences | 1. Operational  
2. Information Navigation  
3. Social  
4. Creative  
5. Mobile |

EU JRC | UNESCO | van Dursen et. al |
How do we know if people have the skills they need?
Types of country-level assessments

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<th>Self assessments</th>
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<td>• Participants rate their own ability</td>
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<td>• Eurostat, ITU household questionnaires, DiSTO</td>
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<th>Knowledge based</th>
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<td>• Tests skills using questions about factual or procedural knowledge</td>
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<th>Performance based</th>
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<td>• Measures actual performance on digital skills in realistic scenarios</td>
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<td>• PIAAC, PISA</td>
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Source: ITU’s Digital Skills Assessment Guidebook
A country’s approach will depend on the country’s needs, capacity, and existing processes. See ITU’s Digital Skills Assessment Guidebook for details and a step-by-step assistance.
When measuring digital skills, remember that digital inequalities often reflect societies’ inequalities.
Additional references


Connect with TASCHA

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