DIGITAL INCLUSION

2022 WORKFORCE DATA

Enhancing our communities by improving digital access.

CURRENT CLIMATE

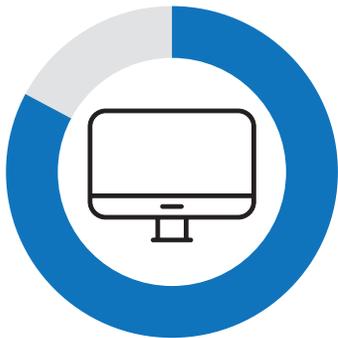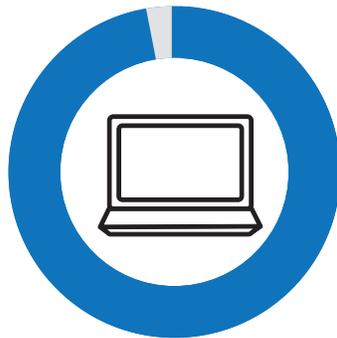**55%** of employers said it is important for employees to be comfortable using a range of devices at the entry-level, and 94% at the intermediate or associate-level n=36
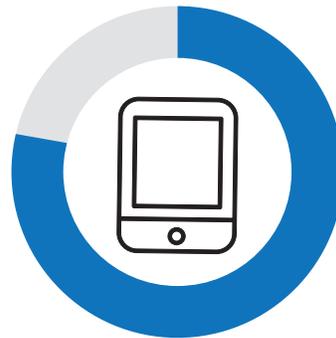
WHAT DEVICES ARE USED IN THE WORKPLACE? N=37

83% USE DESKTOPS **97%** USE LAPTOPS **78%** USE TABLETS **100%** USE MOBILE

other devices mentioned: mobile computers, hand held scanners

SOFTWARE SKILLS SOUGHT AFTER IN APPLICANTS N=34

31	Microsoft Office
15	Data Management/Analysis
14	Customer Relations Management
7	Project Management
9	Other

Write-in responses: ERP software, plant floor systems, warehouse or retail experience, sales, service, motorsports experience, 3D modeling, internet search systems, external government databases (Medicare, medicaid, etc.), Google, labor management, and SAP

BEFORE HIRING APPLICANTS... N=28

71% Use search engine to review applicant's online presence

68% View applicant's professional profiles and website

57% Conduct assessment of applicant's digital skills

LIMITATIONS

24% OF EMPLOYERS SAY THEY ARE UNABLE TO FILL POSITIONS DUE TO INSUFFICIENT DIGITAL SKILLS IN APPLICANTS N=37

FREQUENCY OF ISSUES THAT IMPACT THE COMPANY N=37

■ Never ■ Sometime ■ Half the Time ■ Most/Always

Employees having poor communication skills

2	21	10	4

Employees having poor media literacy

6	19	10	2

Employees lack basic computer skills

5	27	2	
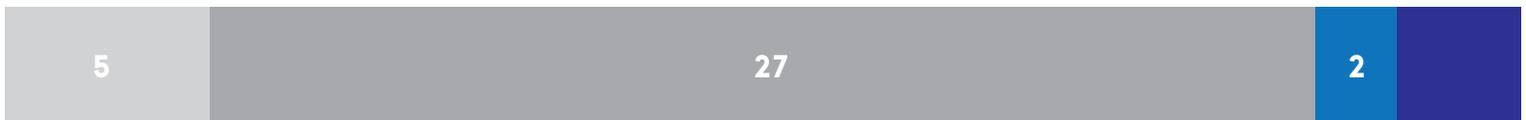
Employees having no or insufficient home internet

15	21

41% OF EMPLOYERS SAY THEY ARE UNABLE TO FOLLOW UP WITH OR REACH APPLICANTS AT LEAST HALF OR MOST OF THE TIME N=37

FUTURE CLIMATE
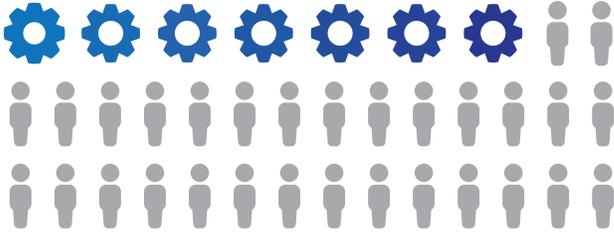
7 of the 37 surveyed employers reported replacing positions with automation in the last 3 years

24 % OF COMPANIES ANTICIPATE REPLACING ANY CURRENT POSITIONS WITH AUTOMATION IN THE NEXT 3 YEARS

TOP 5 BARRIERS TO ADOPTING NEW TECHNOLOGY N=35

1. COST — 54% of employers reported cost of adopting new technology as a barrier

2. TIME — 49% of employers reported time to implement new technology as a barrier

3. KNOWLEDGE — 37% of employers reported knowledge or awareness of new technology as a barrier

4. TRAINING — 29% of employers reported lack of resources to train employees on new technology as a barrier

5. CYBERSECURITY — 29% of employers reported cybersecurity concerns as a barrier

RECOMMENDED TRAININGS TO IMPROVE THE WORKFORCE:

Email Communication Skills
Data Analytics
Virtual Meeting Etiquette Data Entry Courses Excel Training
Basic Computer 3D Modeling
Basic Computer Skills Proper IT Etiquette General Computer Usage
Leadership Microsoft Training
Microsoft Office Basics Professional Electronic Communication GD&T
Basic Computer Functions
Microsoft Skills Microsoft Office Basics General IT
Social Media Training
Effective Professional Text Communications Management
Email Etiquette
Mechanical & Responsibility Resume Building Automation
Phone Training Google Suite
General Computer Operations Smartphone Basics
Digital Advertising
General Computer Knowledge