

# THE PRINCE'S TRUST DIGITAL LITERACY SURVEY EXECUTIVE SUMMARY



Prince's Trust

The Prince's Trust Digital Literacy Survey reveals that thousands of young people are growing up without the computer literacy skills they need to find work.

**Young people not in employment, education or training (NEETs) are more likely to believe that their IT skills are holding them back when it comes to applying for jobs.**

Ipsos MORI conducted this research on behalf of The Prince's Trust over the period 18th January to 15th February 2013. Fieldwork was conducted face to face with 15-25 year-olds in Britain (England, Scotland and Wales).

Ipsos MORI spoke to 1,378 15-25 year-olds including 265 NEETS. Data was weighted on gender, region, social grade, age, working status, tenure and ethnicity to match the proportions found in the general population.



**10 PER CENT OF  
NEETS FEEL OUT  
OF THEIR DEPTH  
USING A COMPUTER**

## Key findings:

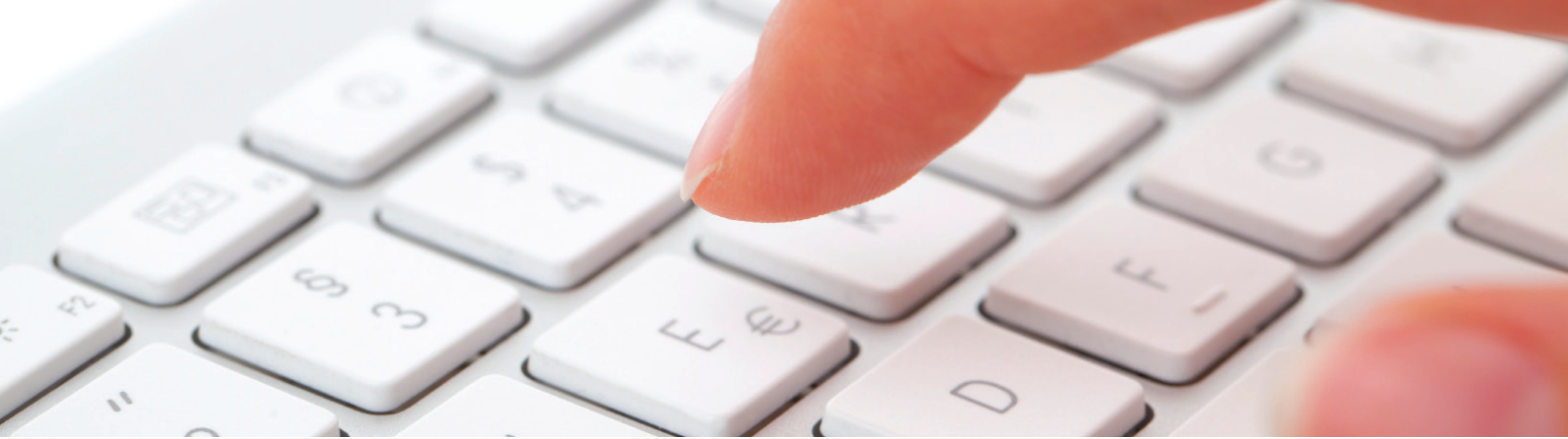
Young people carry out a large range of tasks on the computer, particularly social activities such as emailing friends (66 per cent) and accessing social media sites (64 per cent).

Large proportions also do job-related tasks such as creating word documents (55 per cent); creating or updating their CV (55 per cent); and searching for jobs online (53 per cent).

Less common computer-related tasks include searching online for information about a company before an interview (38 per cent) and creating a spreadsheet (34 per cent).

**NEETs are significantly less likely to carry out these sorts of tasks.** For example, only 30 per cent of NEETs created a Word document in the past year, compared to more than half (55 per cent) of all young people.





On the whole, young people appear to feel confident about doing a whole array of tasks online. Again, NEETs are generally less likely to feel confident completing these tasks.

The below figures refer to NEETs unless otherwise stated:

- One in 10 (10 per cent) **cannot send a CV online**
- More than one in three (35 per cent) **“rarely” or “never” look for jobs online**
- A quarter (24 per cent) **dread filling in online job applications**, while one in 10 (11 per cent) admit they **avoid using computers**
- One in 10 (10 per cent) feel **“out of their depth”** using a computer
- **Only 48 per cent of NEET young people rate themselves as “very good” at using a computer** compared with 71 per cent of those in education
- Sixteen per cent of young people **do not feel confident creating a spreadsheet** on the computer, with this increasing to almost a quarter (24 per cent) among NEET youngsters



**11 PER CENT BELIEVE THAT THEIR IT SKILLS ARE HOLDING THEM BACK IN THEIR CAREER**

NEETs are also more likely to believe that their computer skills are holding them back when it comes to applying for jobs:

- One in 10 young people (12 per cent) **do not think their computer skills are good enough to use in the job they want**, while almost one in five NEETs (18 per cent) claim to feel this way
- One in 10 young people say they **do not feel confident filling in online job application forms** and creating and updating their CVs on a computer. NEETs are generally less confident than their peers. Not knowing where to find work is a particular problem for males (25 per cent of NEET males compared to 11 per cent of NEET females).
- More than one in six NEETs (17 per cent) **believe they would be in work today if they had better computer skills**
- More than one in six (17 per cent) **would not apply for jobs** that require basic computer skills
- More than one in 10 (11 per cent) believe that their **IT skills are holding them back** in their career
- One in 10 (10 per cent) **claim their computer skills have let them down more than their Maths or English** when applying for jobs
- One in ten (10 per cent) are **embarrassed** by their lack of computer skills.
- One in six (16 per cent) **don't know where to find job vacancies** and one in seven (14 per cent) say that a lack of confidence is a barrier to finding work

In response to the findings, The Prince's Trust is announcing a new scheme to engage young people in schools with science and technology. The Trust's new partnership with the Science Museum in London will see staff from the Museum going into Prince's Trust xl clubs in schools to work with young people at risk of exclusion and under-achievement.

To find out more visit [princes-trust.org.uk](http://princes-trust.org.uk)