

Fondazione
Politecnico
di Milano



Co-funded by the
Erasmus+ Programme
of the European Union



eCF Council Project:
**e-CF Multistakeholder partnership driving ICT
professional up-skilling and pick up of employability**

WP2 – DLV2.1b (Annex to DLV 2.1)
ICT PROFESSIONALISM TRANSNATIONAL FRAME
A survey on Italian workers' feeling about ICT impact on their job career

Project Number:
562364-EPP-1-2015-1-IT-EPPKA2-SSA

Dissemination Level:
Public

Version	Date	Chapter	Change	Made by
0.01	2017/04/14	draft version		
0.02	2017/04/28	Whole doc	Conclusion and graphics	Massimiliano Lepratti (CGIL-FIOM)
0.03	2017/05/03	General document info	<ul style="list-style-type: none"> • eCF doc formatting • Adding graphics • Inserted original survey text 	Paolo Vercesi (FPM)

Support and disclaimers

This project has been funded with support from the European Commission.

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1) THE PROCESS

According to the project manager, the Fiom Lombardia in the period September 2016 - April 2017 has developed a survey tool to assess the outcomes of professional training in the field of ITC, directly with the workers involved.

The instrument has become useful for two reasons:

- 1) in Italy there are no recent survey which measure outcomes of vocational training, collecting the views directly by the workers; evidently they do not even exist specific survey on the outcome of vocational training in the field of ITC.
- 2) A survey, which investigates the mechanisms for improving the effectiveness of proposals for professional training on ITC, provides guidance for the trainings provided by Ecf Council Ecf

The design of the instrument took place in 4 phases:

- **In the first phase** (September-October 2016) the initial draft has been discussed with the head of training of the CGIL Lombardy, the vast general union to which the Fiom belongs (as an organization related to a specific category of workers). The discussion was necessary for several reasons:
 - a) the formative experience of the general Confederation (CGIL) is much more extensive and rich;
 - b) the CGIL reaches an audience of workers belonging to a wider world than the one reached by Fiom alone.

After extensive discussion the head of formation of CGIL Lombardy suggested to discuss with the CGIL person in charge of vocational training for the refinement of the survey instrument and the identification of the audience to which submit it.

- **In the second phase** (November and December 2016) the person in charge of vocational training for CGIL has made a number of possible hypotheses on the audience to which to address the survey. The variables considered were:
 - a) consistency between the recipients of the eCF Council project and the different categories of recipients of vocational training (young people of school age, adults who have a job, unemployed adults, adults who are to lose their jobs);
 - b) the feasibility to reach the target group;
 - c) the channels through which to reach them. At the end of the scan path it has been chosen the categories of adult on job and has been identified in a vocational training entity (the CESVIP Lombardia) the most appropriate channel to reach them.

- **In the third phase** a collaborator of FIOM has contacted the CESVIP and during meetings held at the institution's headquarters (in January 2017) and in the course of telephone meetings and email exchanges were defined the survey questions and the channel administration (the CESVIP courses currently active).

- **In the fourth phase** (February 2017) FIOM has designed the survey questionnaire (*Annex – Italian original text only*), compared it with the project leader and then sent the final version to CESVIP who has sent that to the local offices of the organization for the submission to the participants.

The participants have filled the questionnaires during the vocational training courses organized by CESVIP

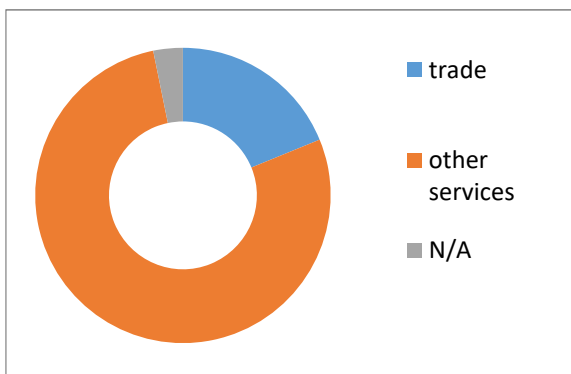
2) THE OUTCOME

The sample

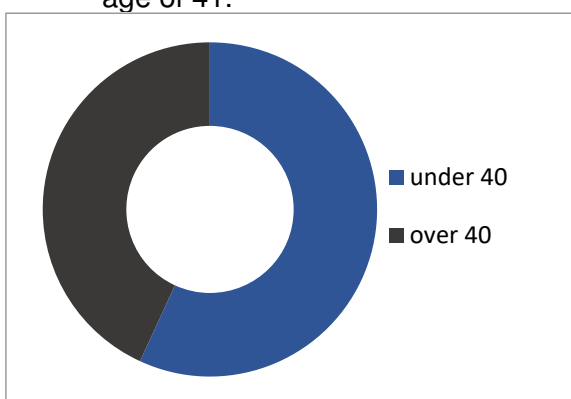
Between February and March 2017 **154 people** completed the questionnaire in eight different provinces of Lombardy. All participants at the time of compilation had a job

- The prevalent size of their companies is less than 51 employees (103 answers)

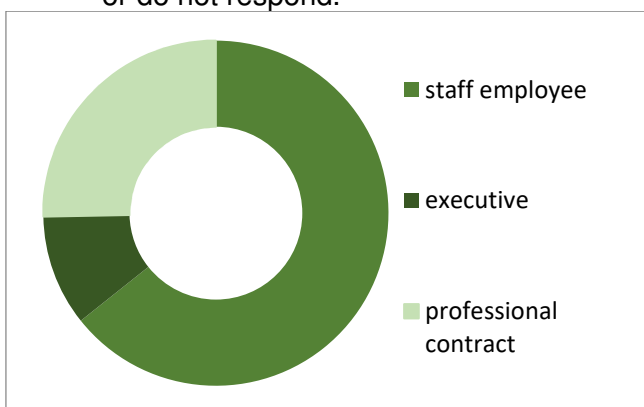
- 29 people refer to work activities related to the trade area and 120 to the "other services" area (among them, the health and educational areas were clearly dominant), the others did not respond. No one has indicated the other two possible areas (buildings and manufacturing).



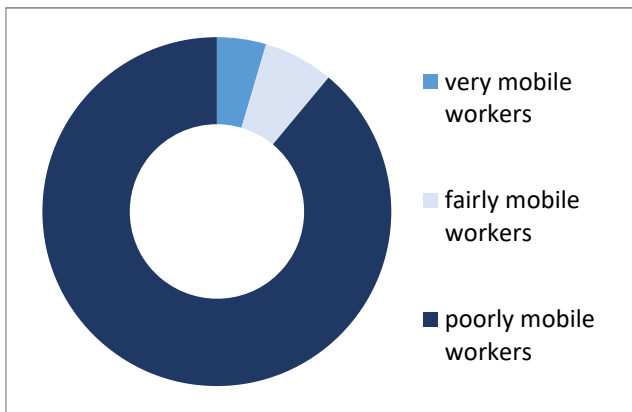
- Mostly (87 out of 153 answers, one person did not answer) are people under the age of 41.



- The most prevalent contractual category of the participants is that of employment (99), there are also 16 executives and mid executives, others claim to be workers or do not respond.

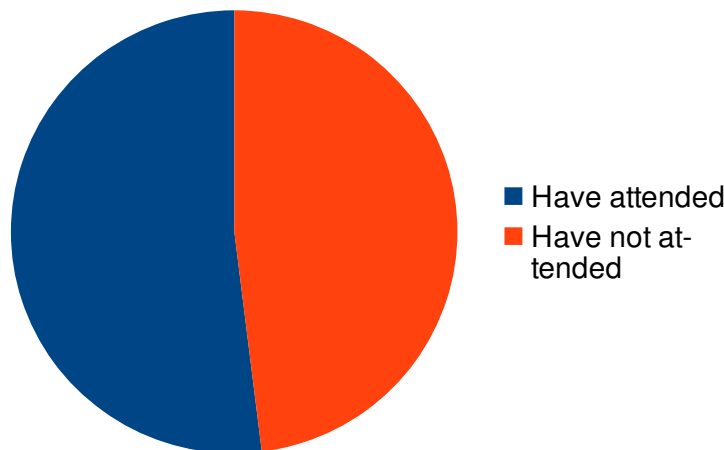


- 7 people declared to be a "very mobile workers" (ie workers who have changed at least four jobs over the last 7 years), 10 "fairly mobile workers" (ie workers who have changed at least two jobs over the last 7 years); all the others have declared themselves "poorly mobile workers" or have not responded.



- 80 people (51,98%) said they had attended at least two professional courses lasting for at least 15 hours in the last 7 years.

Figure: Percentages of those who have attended at least two professional courses lasting for at least 15 hours in the last 7 years



Training Utilities

It is significant to note that almost all respondents (144 of 154 ie 93.5%) have declared that the vocational trainings have improved "somewhat" or "a lot" **skills and knowledge** relating to the conduct of their work (none Judged them totally useless).

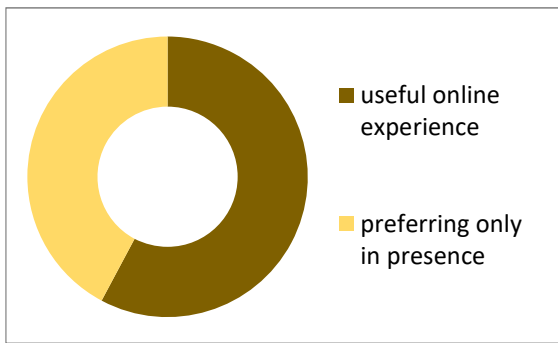
In 119 (the 77.27%) have however said they have found them "somewhat" or "very" useful for the improvement of the working **career** (in this case no one has found them useless).

Online training

45 participants (29.22%) attended online vocational training courses.

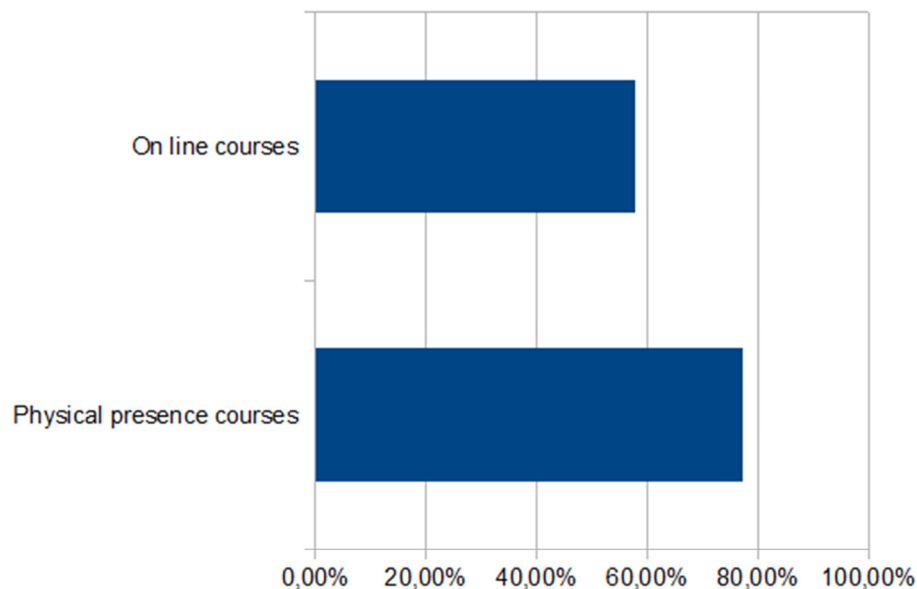
9 of them (20%) stated that they preferred online experience in physical training, while the other 36 expressed a different opinion.

Among the 45 who followed on-line, 26 people (57.8%), whatever the answer to the previous question, stated "somewhat" or "very" useful training for their work career.



From this point of view, ***on-line training proved to be less effective than physical training (77.27% of positive opinions compared to 57.8%).***

Figure: Percentage of positive opinions after different kind of course



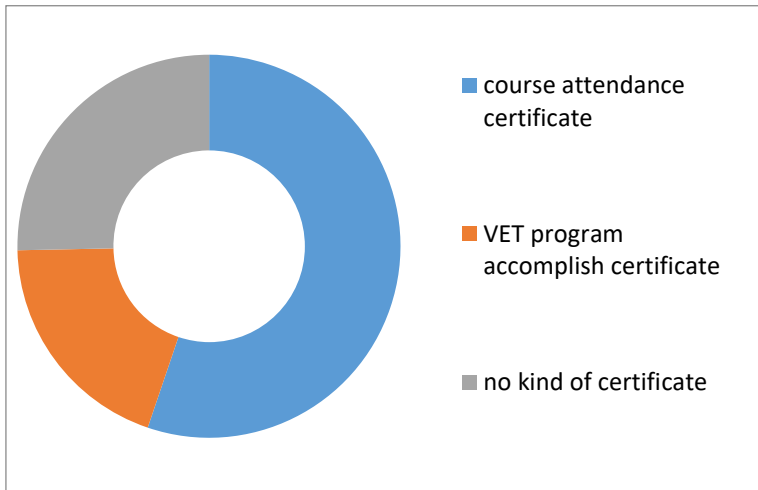
Only in 32 cases (20.78%) participants declare in their companies there are programs or tools (Website, App, MOOC) dedicated to the on line training of workers. Of these 32 cases, 19 are referred to companies with more than 250 employees (the 59, 37% of the sub-sample considered, while at the general sample level, companies with more than 250 employees are 21.43%).

So there is a close proportionality between the size of the company and the possibility of using on-line training tools-programs.

It should be noted that 78.57% of those who have these programs or tools available, find "on line" training about their work career "quite" or "very" useful (while the overall percentage was 57.8%). ***So it is plausible that declarations on the utility of on line courses are directly proportional to the availability of technical facilities.***

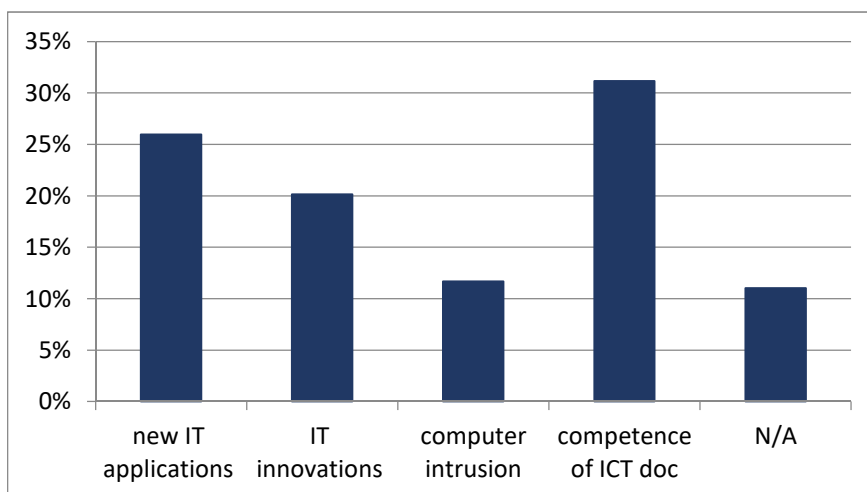
Certification

85 participants (55.19%) completed the course (on line or in attendance) receiving a certificate of attendance, while 30 (19.48%) received a certification. ***It is interesting to note that there is no match between the type of recognition and the utility that it has produced for the worker.***



Skills

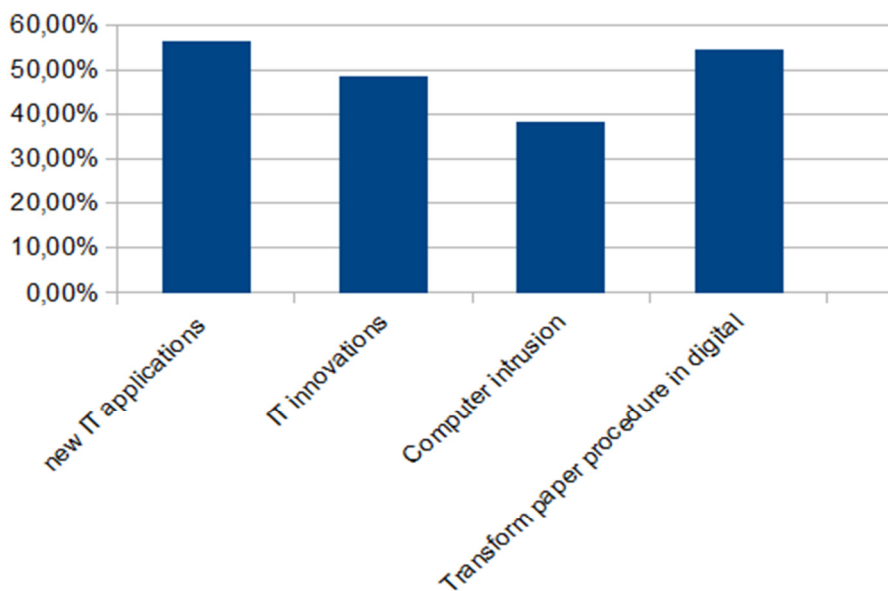
- **Use *new IT applications* in the work (eg building an on line questionnaire):**
40 participants in the investigation (25.97%) claim to own it.
- **To promote *IT innovations* for the group you work with:**
31 participants in the investigation (20.13%) claim to own it.
- **Manage actions and strategies against *computer intrusion*:**
18 participants in the investigation (11.69%) claim to own it.
- **Know how to design or make the transformation of a physical or paper *procedure* in **digital** / on line version**
48 participants in the investigation (31.17%) claim to own it.



Utility

- *Use new IT applications at work (eg building an on line questionnaire):*
47 survey participants (30.52%) state it as "somewhat" or "very" useful.
- *To promote IT innovations for the group you work with:*
44 participants in the survey (28.57%) state it as "somewhat" or "very" useful.
- *Manage actions and strategies against computer intrusion:*
41 participants in the survey (26.62%) state it as "somewhat" or "very" useful.
- *Know how to design or make the transformation of a physical or paper procedure in digital / on line version*
36 participants in the survey (23.38%) state it as "somewhat" or "very" useful.

Figure: Percentages of those who own or state (*quite or very*) useful the digital skills listed below



Annex 1 (original text in Italian only)

QUESTIONARIO

NB barrare ogni volta la risposta prescelta

Data di compilazione:

*NB Il questionario si inserisce all'interno del progetto europeo citato nell'intestazione.
L'obiettivo è indagare quali esiti la formazione professionale produce, con una particolare
attenzione alle competenze informatiche. I risultati raccolti serviranno per orientare meglio i
materiali formativi prodotti dal progetto e i processi attraverso cui proporli.
Grazie molte per la collaborazione.*

SEZIONE 1: PROFILO (anonimo) DEL LAVORATORE/TRICE

1) Età

meno di 25; 25-40; 41-50; 51-60; oltre 60

2) Titolo di studio:

diploma elementare; diploma scuole medie; diploma scuola superiore; laurea triennale;
laurea quinquennale o equivalente

3) Tipo di contratto attualmente in essere dirigente,
quadro; impiegato; operaio; altro

4) Mansione attualmente svolta/e: (NB indicarne una)

.....

5) Dimensioni dell'azienda

meno di 10 dipendenti; tra 10–50; tra 51–250; oltre 250

6) Categoria dell'azienda

costruzioni; manifattura; commercio; altri servizi;

7) Provincia presso cui si trova la sede di lavoro

.....

(Compilare solo se si è risposto alla domanda precedente)

17) Quanto la certificazione le è stata utile rispetto al suo lavoro?

Molto abbastanza poco per nulla

SEZIONE 3: COMPETENZE E BISOGNI FORMATIVI

Quali tra le seguenti competenze ritiene di possedere?

18) Utilizzare nuove applicazioni informatiche nel lavoro (es costruire un questionario on line)

Se la possiede come l'ha ottenuta?

Corsi in aula Corsi on line Apprendimento autonomo/on the job Non la possiedo

Se la possiede, a che livello si valuta?

Avanzato Medio Basso Non la possiedo

Se **NON** la possiede indichi quanto ritiene le potrebbe essere utile per il suo lavoro?

Molto abbastanza poco per nulla.

19) Promuovere innovazioni informatiche per il gruppo con cui si lavora

Se la possiede come l'ha ottenuta?

Corsi in aula Corsi on line Apprendimento autonomo/on the job Non la possiedo

Se la possiede, a che livello si valuta?

Avanzato Medio Basso Non la possiedo

Se **NON** la possiede indichi quanto ritiene le potrebbe essere utile per il suo lavoro?

Molto abbastanza poco per nulla.

20) Gestire azioni e strategie contro l'intrusione informatica

Se la possiede come l'ha ottenuta?

Corsi in aula Corsi on line Apprendimento autonomo/on the job Non la possiedo

Se la possiede, a che livello si valuta?

Avanzato medio basso non la possiedo

Se **NON** la possiede indichi quanto ritiene le potrebbe essere utile per il suo lavoro?

Molto abbastanza poco per nulla.

21) Saper progettare/realizzare la trasformazione di una procedura/attività fisica o cartacea in versione digitale/online

Se la possiede come l'ha ottenuta?

Corsi in aula Corsi on line Apprendimento autonomo/on the job Non la possiedo

Se la possiede, a che livello si valuta?

Avanzato medio basso non la possiedo

Se **NON** la possiede indichi quanto ritiene le potrebbe essere utile per il suo lavoro?

Molto abbastanza poco per nulla.