

2019 Tech Skills Report

Analyzing the tech skills gap and need for workplace tech training



Methodology

When: Conducted May 2019

Who: Total of 2,000 respondents age 18+ with:

- Geographic targeting to include only respondents in the United States and United Kingdom (U.S. = 1,000 total respondents; UK = 1,000 total respondents)
- Career targeting to include only respondents who are employed for wages

What: 17-question mobile survey

How: Direct to mobile users via Pollfish

Why: Designed to assess the tech skills gap, measure of workforce training and outlook on new technologies.

KEY FINDINGS



Workers need technology to perform their job, but many admit they lack critical tech skills needed to succeed

From using email, to building databases, to coding, to creating online presentations, to interpreting data and more, today's workforce depends on technology to do their job and make work more efficient. In fact, four in five employees in the U.S. (80%) and UK (83%) admit they use technology to perform their job.

And with companies continuously introducing new technologies to workers, it's clear that the workplace will only grow more dependent on the use of technology.

However, even in today's digital-first workplace, results show that many workers today don't know how to use the technology needed to perform their job and aren't confident in their current technology skills needed to perform their job. One in four working Americans (28%) and two in five working Brits (41%) don't believe they have the technical skills necessary to perform in their current jobs.

With workers admitting they aren't tech-savvy enough to use the current technology needed to perform their job, it's clear that employers must find training solutions now to close technology skills gaps that are plaguing their employees.

Today's tech training is simply not enough

Although the majority of employees in the U.S. (55%) and UK (46%) said employers provide tech training for job-relevant tools, almost one in four UK employees (23%) and one in five U.S. employees (19%) do not receive any tech training (U.S. = 19%).

Workers (and Millennials!) want more workforce training

Workers who have received training from employers say they want more training, especially Millennial workers. Nearly one in four U.S. (21%) and UK (24%) Millennial workers say that while they receive some tech training from their employer, they are interested in learning even more. Half of working Americans (46%) and two in five Brits (39%) even admit they regret not receiving more training from their employer.

Workforce training is not only an important personal priority for today's workers, it's also politically motivating with nearly three in four Americans (70%) and half of all Brits (60%) saying they're likely to support a political candidate that prioritizes workforce training programs.

Poor technology training practices are leaving certain generations of the workers behind

Nearly half of U.S. and UK Baby Boomers in both markets (U.S.=47%;UK= 49%) say they don't feel tech-savvy in comparison to their younger coworkers.

Additionally, two in five (40%) UK Boomers and nearly one in three U.S. Boomers (28%) don't believe they have the tech skills needed to win a new job.

Lackluster tech training limits career growth

Today's workforce wants to learn new tech skills to not only keep their current job, but also reach for new, potentially better, opportunities. This puts extra pressure on today's workforce to learn new technologies, with one in three working Americans (32%) and working Brits (33%) saying they feel pressure to learn new tech-related skills to protect their jobs.

In both the U.S. and UK, half of employees (49%) believe training in using new technologies or data would help them increase their annual salary or chances for a promotion. However, when it comes to climbing the ladder, one in four employees (U.S. = 21%; UK = 22%) don't feel they have the necessary tech skill sets to perform in a new role or position themselves as an experienced candidate for the role.

American female workers are less "tech confident" than their UK peers

As the tech industry continues to explore how current practices limit female workers, poor tech training could be part of the problem in the U.S.

Just half of U.S. women (51%) feel tech-savvy, compared to three in five UK women (60%) and U.S. men (58%). One in five U.S. women (21%) also don't feel they have the tech skills to get a job and one in four (24%) fear AI could replace their job.

This insecurity in tech skills is caused by a lack of training. In fact, one in four women (21%) do not receive training from their employer. For those that do, one in four (25%) of U.S. women say they need more training to use the technology.

Tech training is just as important as soft skills (if not more)

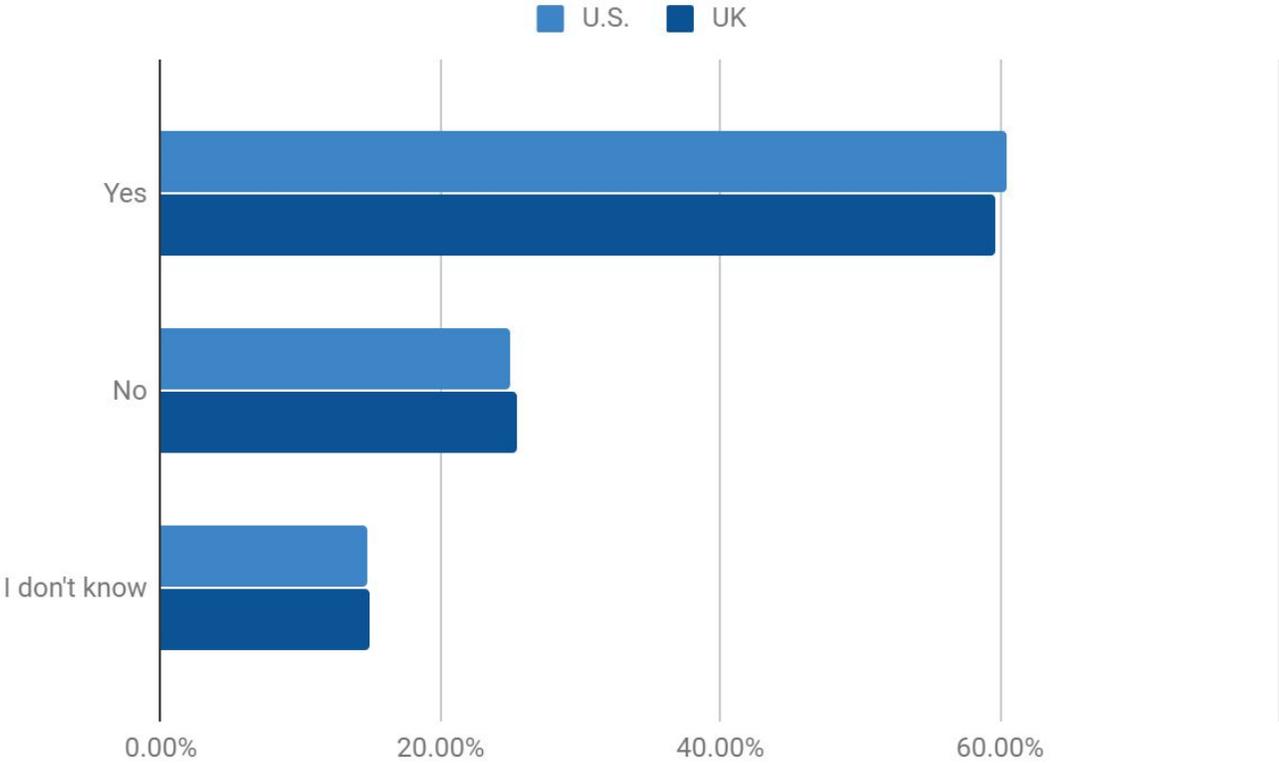
Soft skills shouldn't be the primary focus of today's learning opportunities. In fact, when asked which they would prefer three in five Americans (59%) and half of Brits (53%) want their employer to offer tech training instead of soft skills instruction. Half of U.S. (49%) and UK employees (49%) also feel tech training provides a better chance at a promotion or raise.

SURVEY RESULTS



Question 1

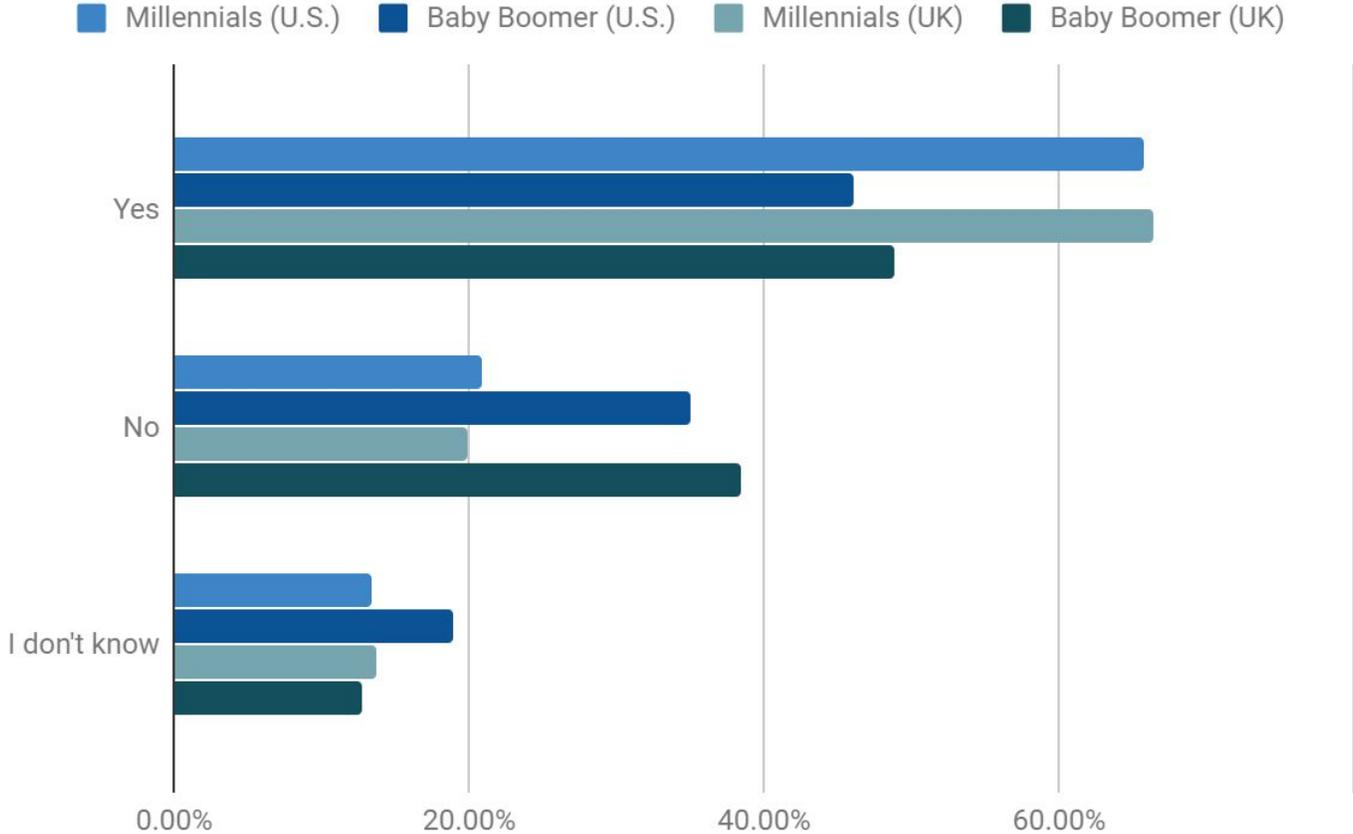
Do you believe artificial intelligence (AI) technology will impact how you perform your job or daily tasks in the near future?



Americans and Brits Agree on AI Impact

- Three in five employees in both countries (U.S. = 60%; UK = 59%) believe AI technology will impact how they perform their job or daily tasks in the near future.
- UK women (65%) and U.S. men (64%) are the most likely to believe that AI will impact how they do their job.
- UK men (56%) and U.S. women (58%) are less concerned about AI's potential impact.

Question 1: By Generation

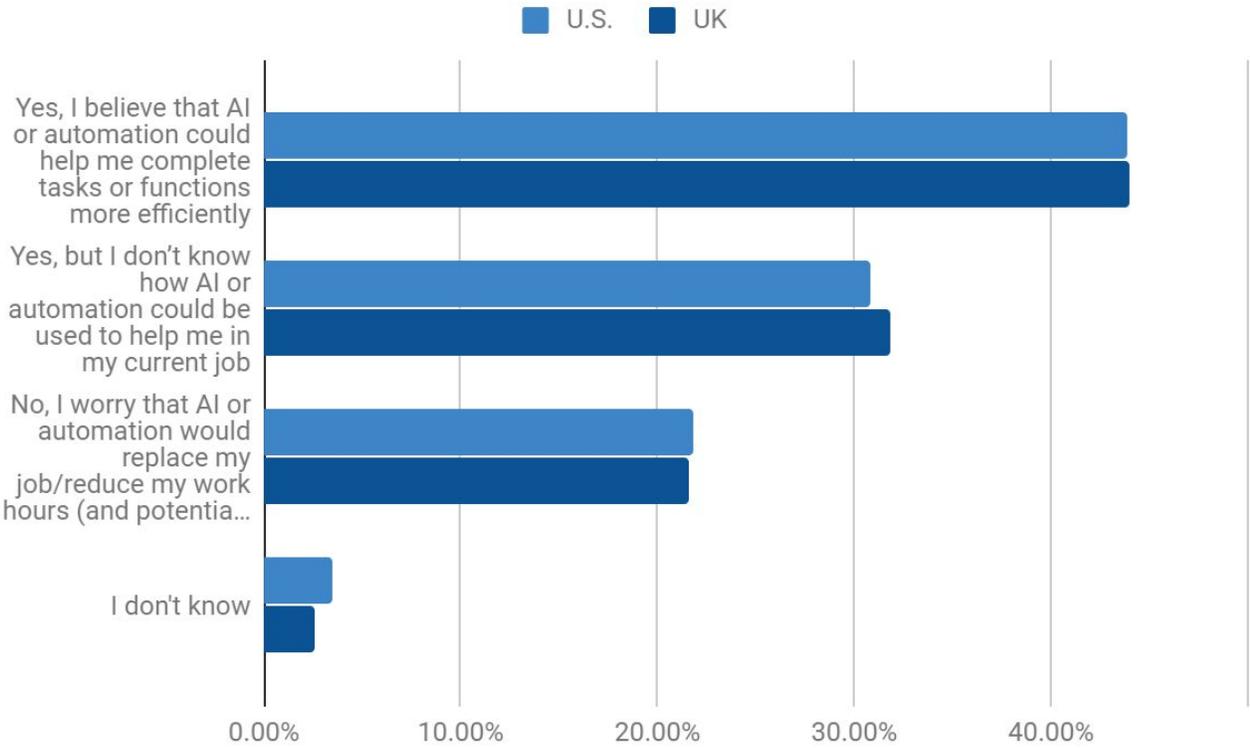


Millennials on Both Sides of the Atlantic See AI's impact

- Two thirds of Millennials in both countries (U.S. = 66%; UK = 66%) believe AI will have an impact on how they perform their jobs or daily tasks in the near future.
- Baby Boomers in both countries are less concerned about the future impact of AI, with less than half of U.S. Baby Boomers (46%) and UK Baby Boomers (49%) believing AI technology will impact their jobs.

Question 2

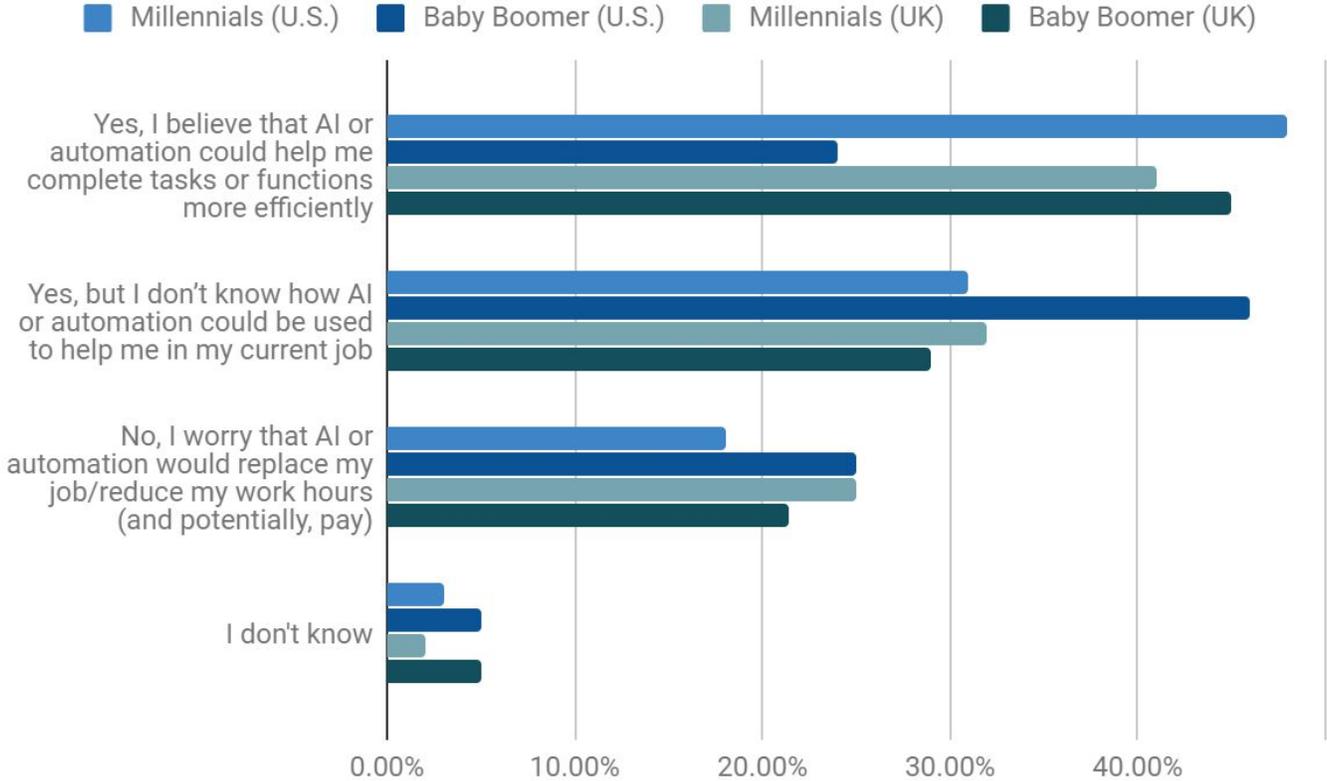
If artificial intelligence or automation (i.e. automating functions of certain jobs or daily tasks) is introduced into your workplace, do you think it would have a positive impact on your job?



Losing Jobs to AI is a Multinational Fear

- Across both countries, one in five employees (U.S. = 22%; UK = 22%) are worried that AI or automation would replace their job or reduce their work hours.
- UK women are the least likely to think AI could replace them (15%), while one in four UK males (27%) express concern.
- U.S. women are more likely (24%) than U.S. males (20%) to believe AI could replace them or reduce their hours and pay.

Question 2: By Generation

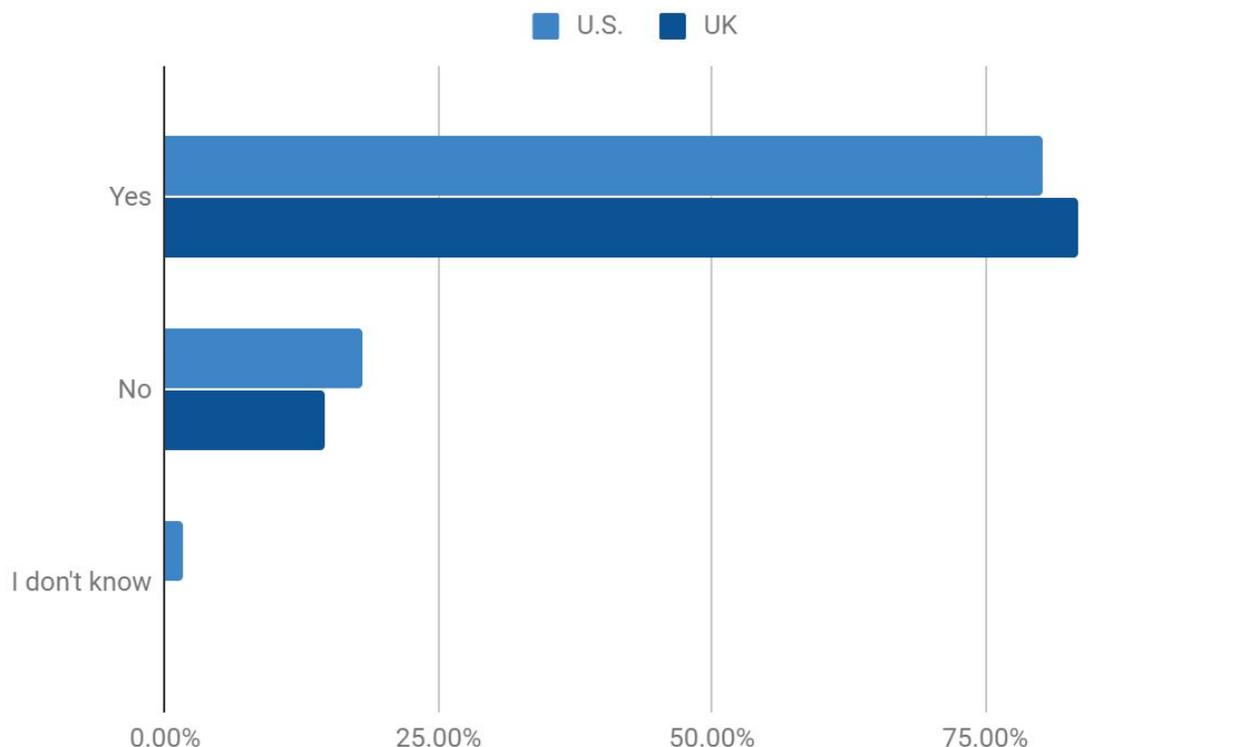


U.S. Millennials Aren't Threatened by AI

- Just one in six U.S. Millennials (18%) believe AI could replace them, compared to one in four UK Millennials (25%).
- UK Baby Boomers (21%) are slightly less likely than U.S. Baby Boomers (25%) to believe AI could replace their jobs or reduce their work hours.
- Almost half of U.S. Baby Boomers (46%) expect AI to benefit their job performance, but don't understand how. Just over one in four UK Baby Boomers (29%) express the same.

Question 3

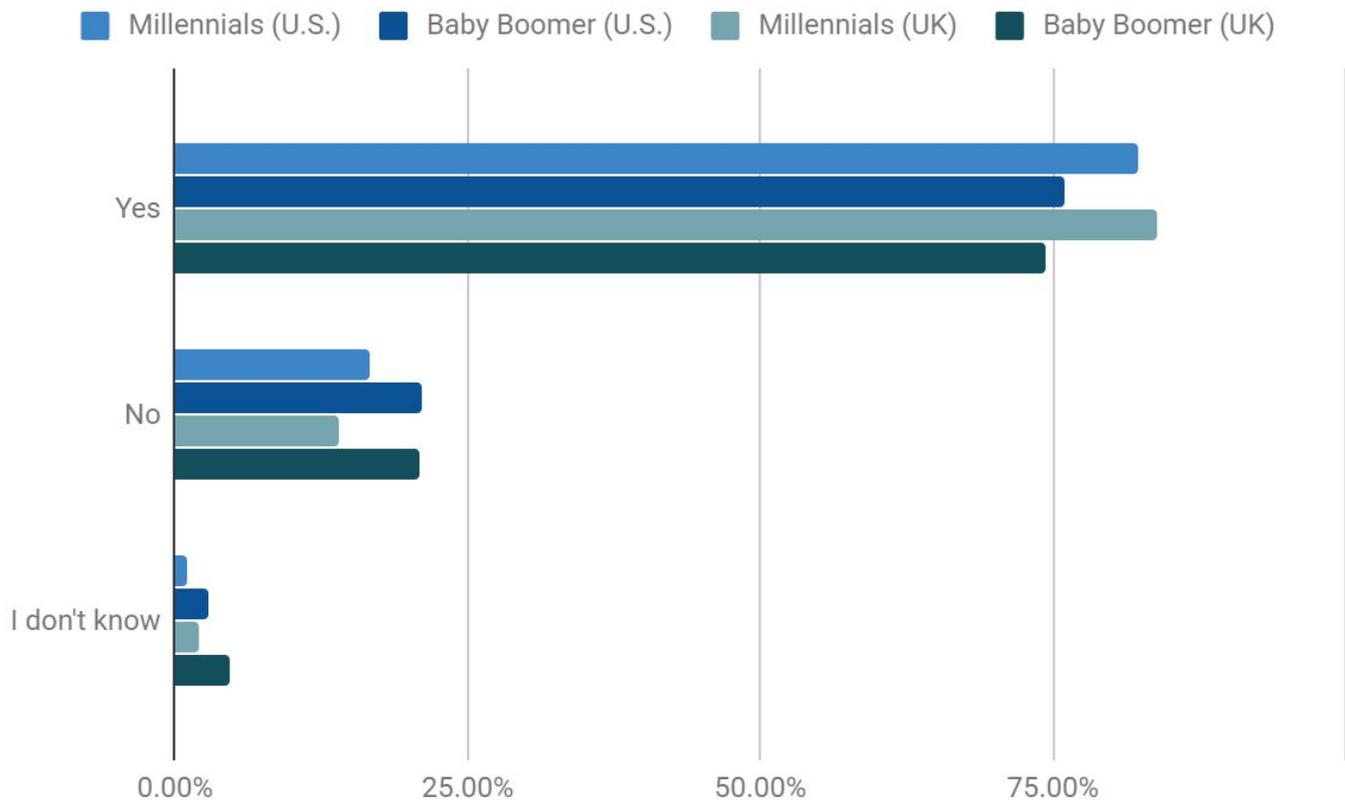
Do you rely on any type of technology to perform your job (e.g., computers, software, digital devices)?



Tech is a Necessity for U.S. and UK Jobs

- The majority of employees in both countries (U.S. = 80%; UK = 83%) say they rely on technology to perform their jobs.
- UK women (84%) and UK men (83%) are more likely to rely on technology than U.S. women (82%) and U.S. men (78%) to perform their jobs.

Question 3: By Generation

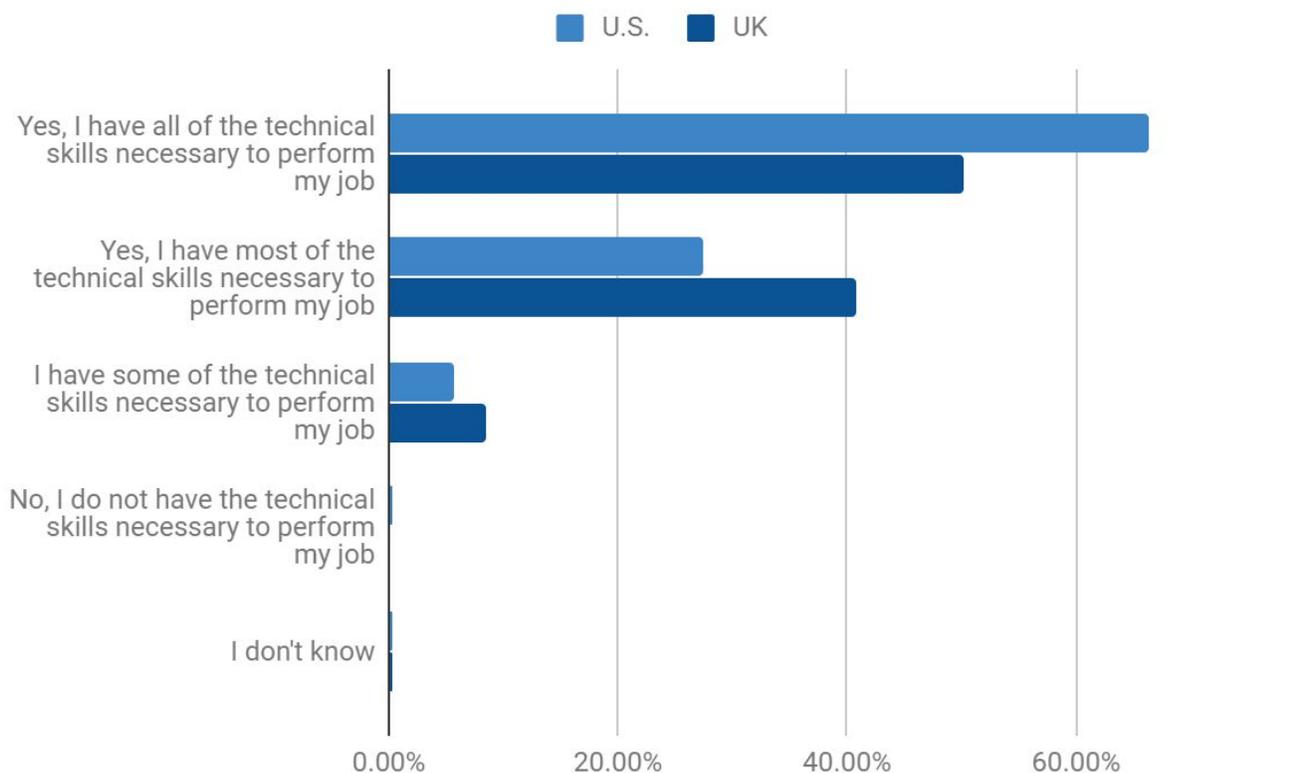


Millennials are More Tech-Dependent

- Four in five Millennials in both countries (U.S = 82%; UK = 84%) rely on technology to perform their job.
- In comparison, three in five Baby Boomers in both countries (U.S. = 76%; UK = 74%) depend on technology at work.

Question 4

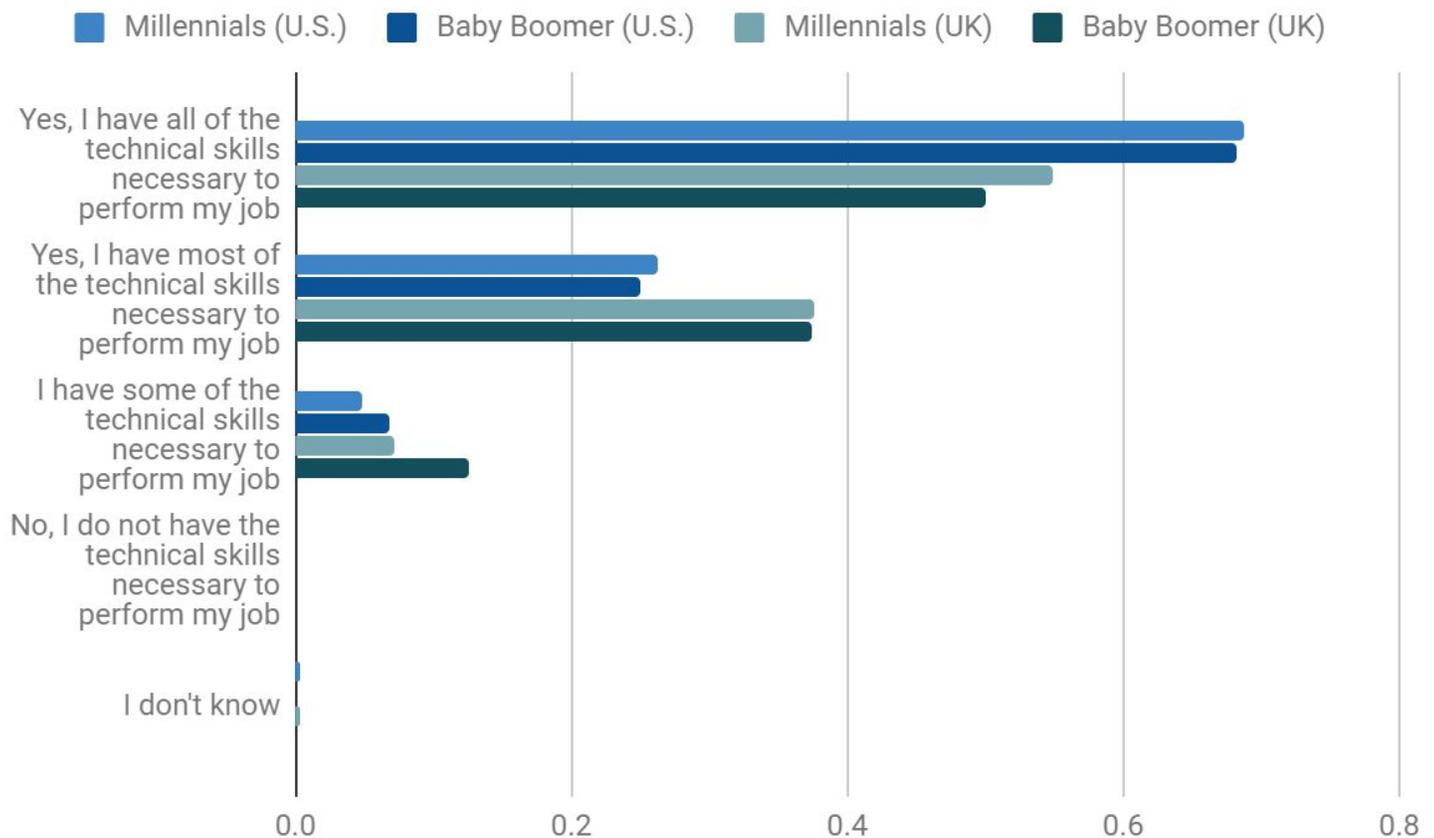
Do you believe you can properly use the technology you've been provided and have the technical skills necessary to perform your job?



Americans Are More Confident in Their Tech Skills

- Two in three U.S. employees (66%) believe they have the technical skills necessary to perform their jobs, compared to just half (50%) of UK employees.
- U.S. men (67%) and U.S. women (66%) are aligned when it comes to how confident they feel in their ability to properly use the technology provided to them.
- Less than half of UK males (47%) say they have the technical skills needed to do their jobs, while UK women are just slightly more confident (54%).

Question 4: By Generation

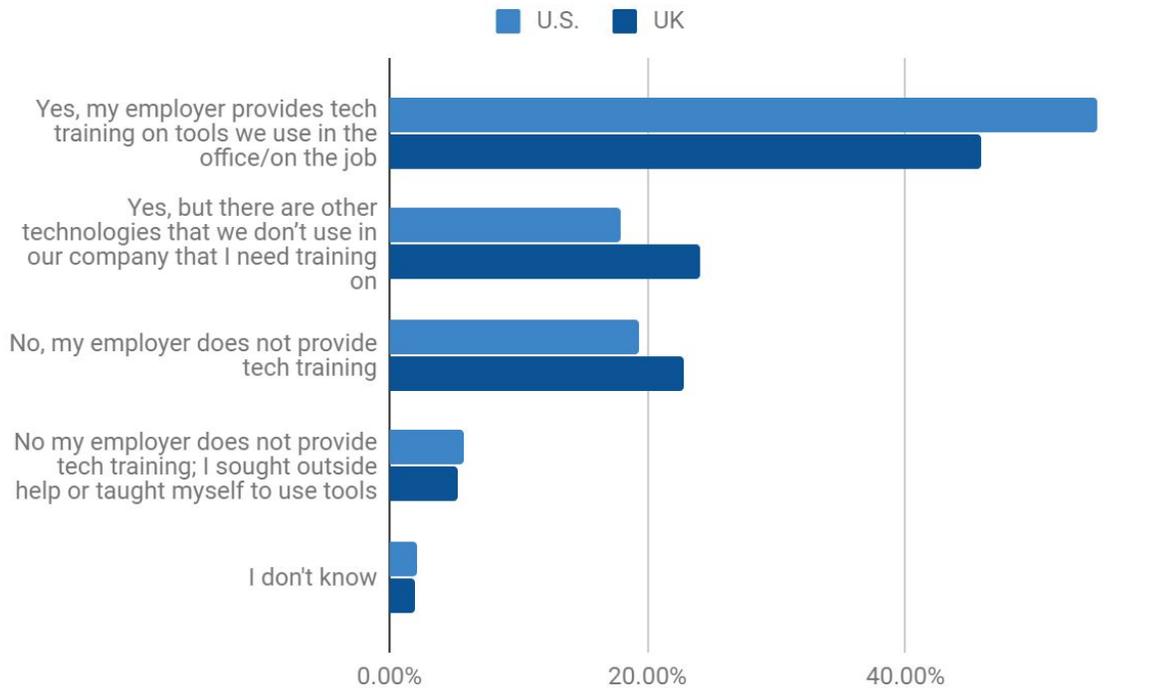


U.S. Boomers Have More “Tech-Confidence” Than UK Boomers /Millennials

- Two in three U.S. Baby Boomers (68%) are confident they have all of the technical skills they need to perform their job, compared to just half of UK Millennials (55%) and UK Baby Boomers (50%) who feel the same.
- U.S. Millennials are the most likely to feel they have all the necessary tech skills (69%).

Question 5

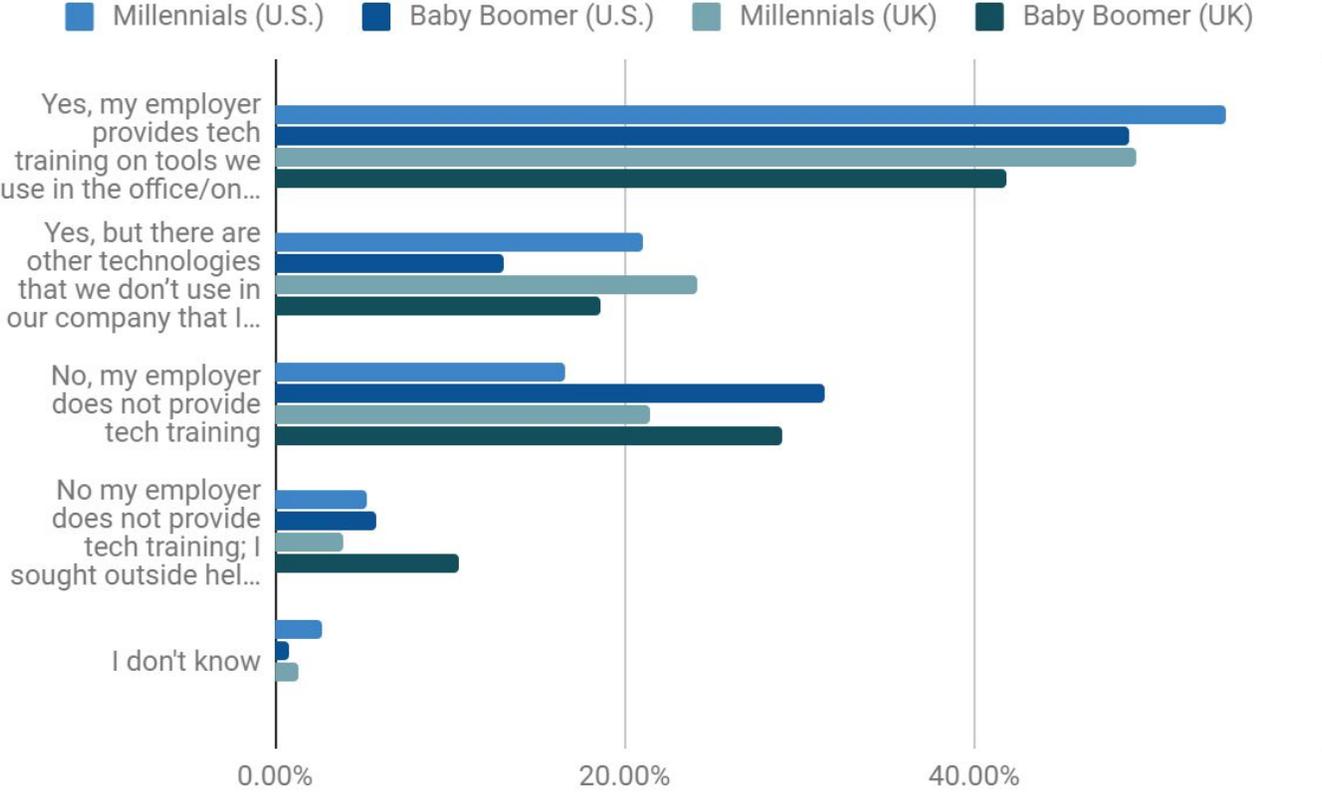
Does your employer provide training to teach you how to use current or new technology in your job?



The UK Workforce is Starved for Tech Training

- While half of the U.S. and UK workforce (U.S. = 55%; UK = 46%) have employers that provide tech training, almost one in four UK employees (23%) do not receive any tech training (U.S. = 19%).
- One in four (24%) Brits have received some tech training, but need training on other technologies, while less than one in five Americans feel the same (18%).
- UK women were the most likely to have tech training at the office, but desire additional training:
 - 25% of UK women have tech training at work, but desire more
 - 23% of UK men have tech training at work, but desire more
 - 19% of U.S. men have tech training at work, but desire more
 - 17% of U.S. women have tech training at work, but desire more

Question 5: By Generation

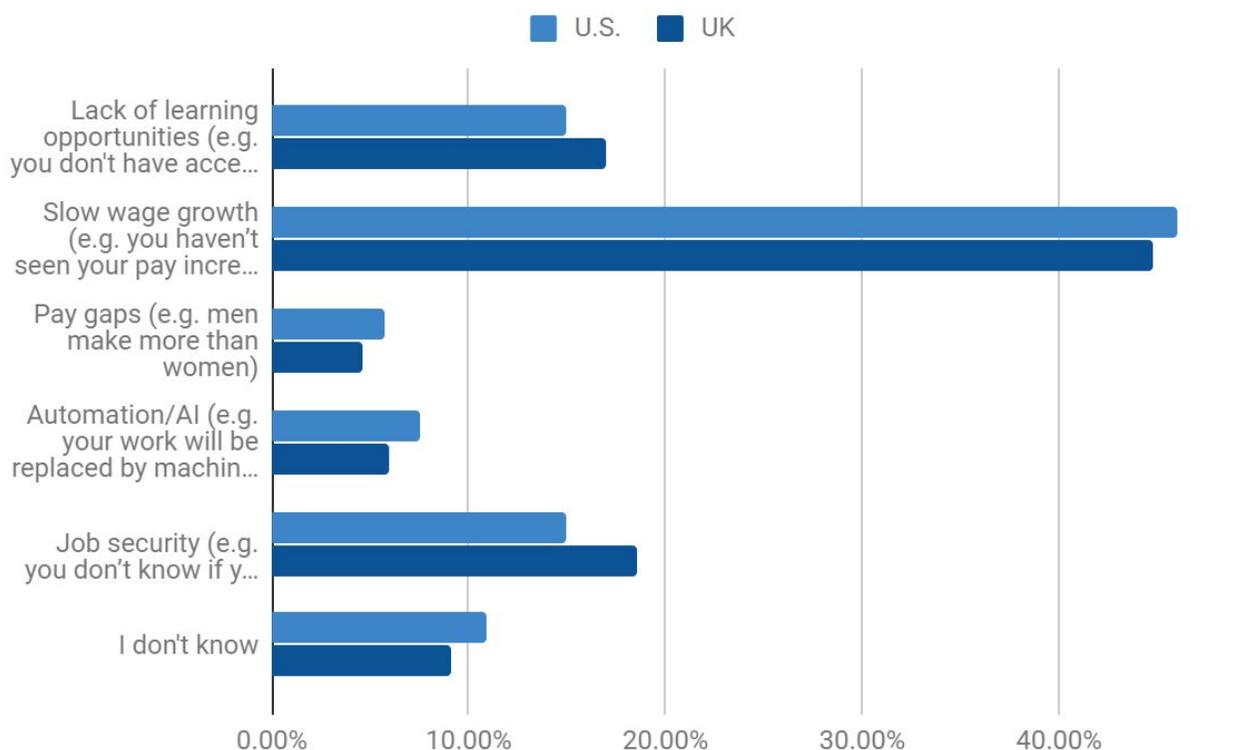


Millennials Want More Tech Training; Boomers Are Still in the Dark

- One in five Millennials in the U.S. (21%) and one in four in the UK (24%) are receiving training at work, but are looking for instruction on technologies they don't use in the office.
- Meanwhile, one in three Baby Boomers in the U.S. (31%) and UK (29%) do not receive any tech training from their employer.
- Roughly one in five Millennials in the U.S. (17%) and UK (22%) have the same limitations.

Question 6

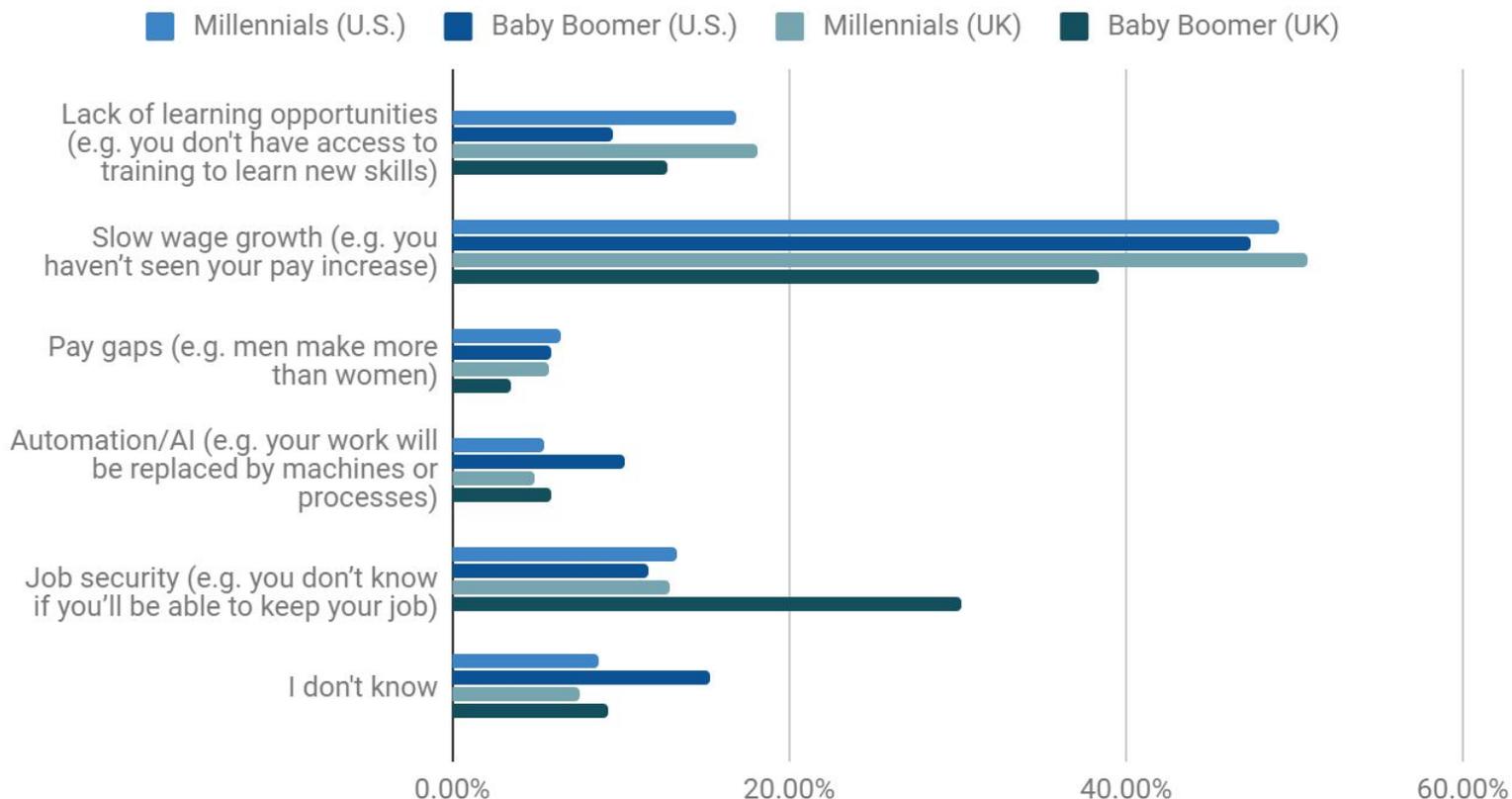
Of the choices below, which of the following issues concerns you most in relation to your job?



Training Comes Second to Wage Growth in The U.S.: Third in UK

- Almost half the of the U.S. (46%) and UK (45%) workforce is most concerned with slow wage growth in relation to their job.
- A lack of learning opportunities ranks second in the U.S. (15%) tied with job security concerns (15%).
- Meanwhile in the UK, concerns related to learning places third (17%) after job security (19%).
- Replacement by AI (U.S. = 8%;UK = 6%) and gender pay gaps (U.S. = 6%; UK = 5%) are the least likely to be a job-related concern in both countries.

Question 6: By Generation

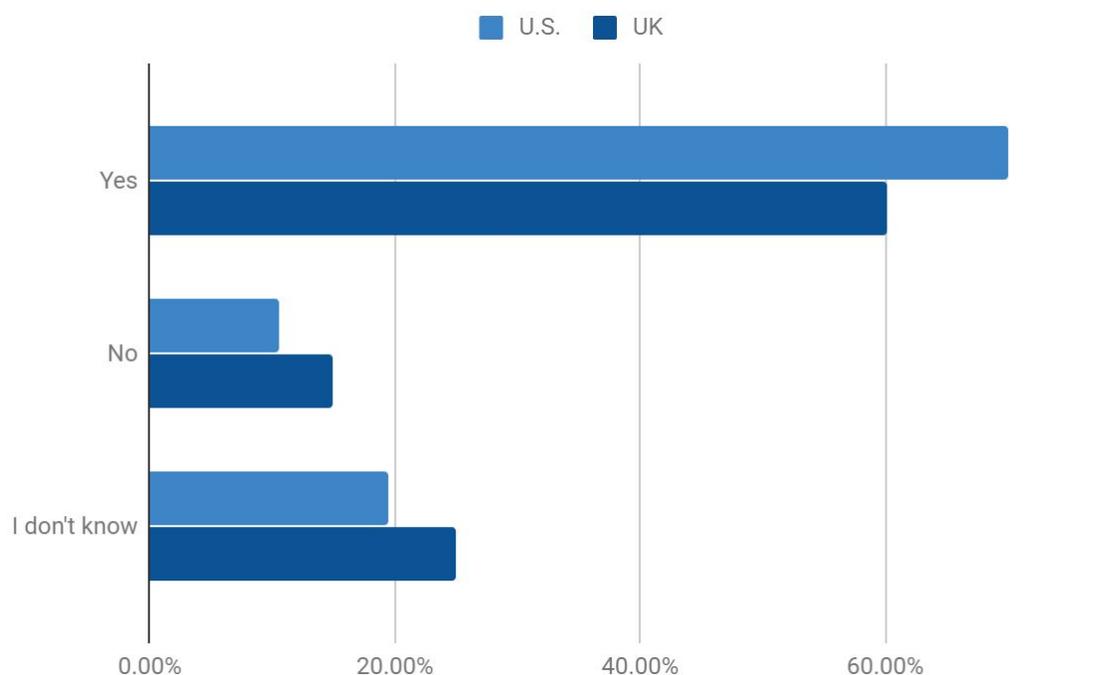


Millennials Have the Biggest Concerns for Training

- One in six Millennials in the U.S. (17%) and UK (18%) cite a lack of learning opportunities as their top concern - making this the second most popular choice, after slow wage growth (U.S. = 49%; UK = 47%).
- Roughly one in three (30%) UK Boomers note job security as their top concern, well ahead of U.S. Baby Boomers (12%).
- U.S. Boomers are the most likely to be concerned about AI/automation (10%), well ahead of UK Boomers (6%), UK Millennials (5%) and U.S. Millennials (5%).

Question 7

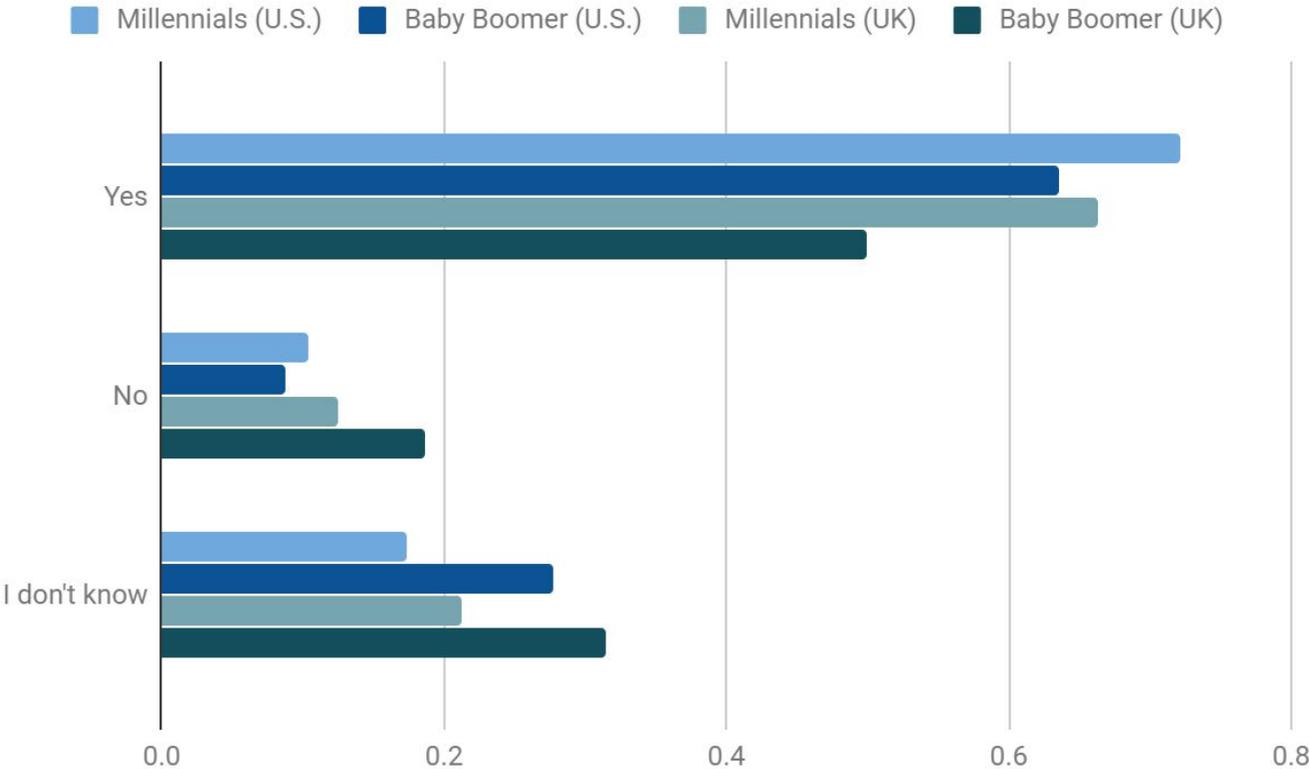
Would you be more likely to support/vote for a political candidate who makes workforce training a priority, including skilling up workers to earn more in their roles or apply for jobs in new fields?



Election Campaigns Could Be Won by Learning

- Seven in ten U.S employees (70%) and three in five UK employees (60%) are more likely to support or vote for a political candidate who makes workforce training a priority.
- American men are the most likely to vote for a candidate who focuses on training (72%), slightly ahead of U.S. women (68%).
- Meanwhile in the UK, an equal number of men (60%) and women (60%) would vote for a pro-learning candidate.

Question 7: By Generation

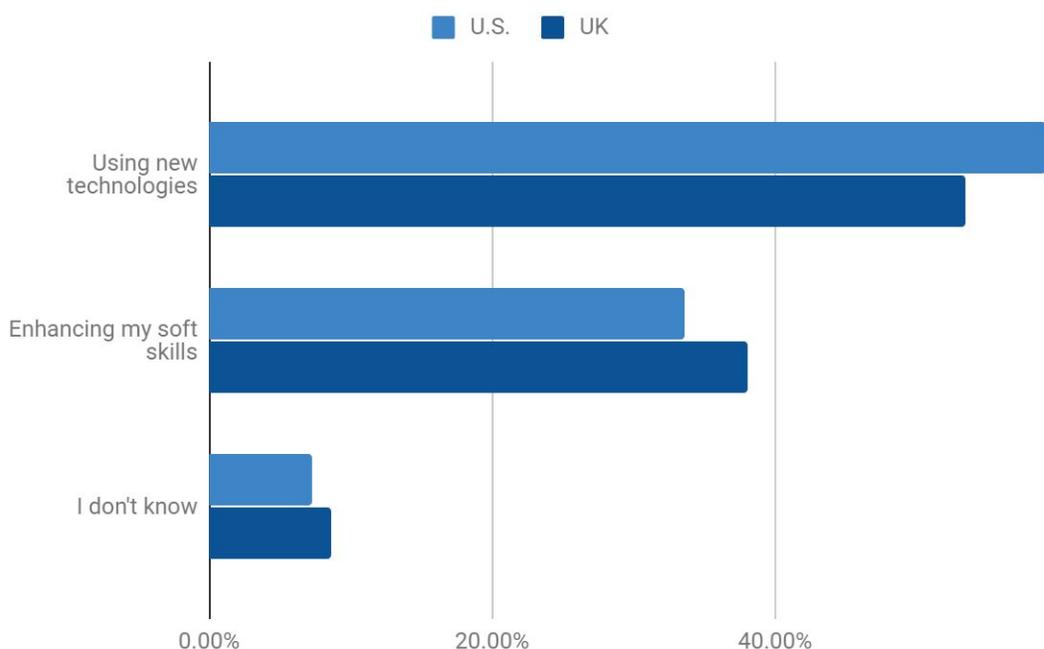


British Boomers Aren't As Easily Won

- Just half of UK Baby Boomers (50%) say they'd support a political candidate who prioritizes workforce training, compared to two in three U.S. Baby Boomers (64%).
- U.S. Millennials were the most enthusiastic, with three in four (72%) more likely to vote for a pro-learning candidate (UK Millennials = 66%).

Question 8

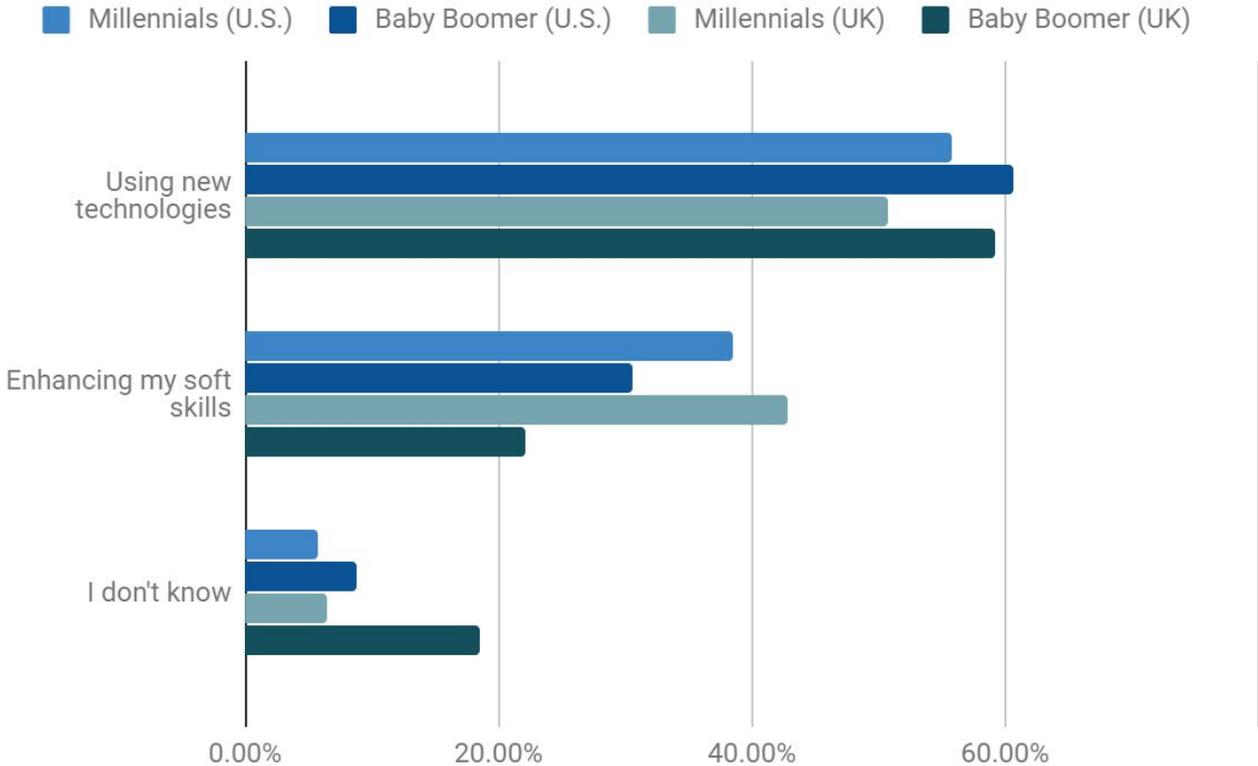
If you had to choose, which would you prefer your employer train you on: using new technologies (e.g. data analytics, coding, software) or enhancing soft skills (e.g. creative thinking, presenting)?



Soft Skills Still Has a Place in Training

- While half of the UK (53%) and U.S. (59%) workforce prefers tech training, at least one in three employees in each country would like their employer to offer soft skills training (U.S. = 34%; UK = 38%).
- UK men were the most likely to desire instruction in soft skills (39%), while U.S. men were the least likely (32%).

Question 8: By Generation

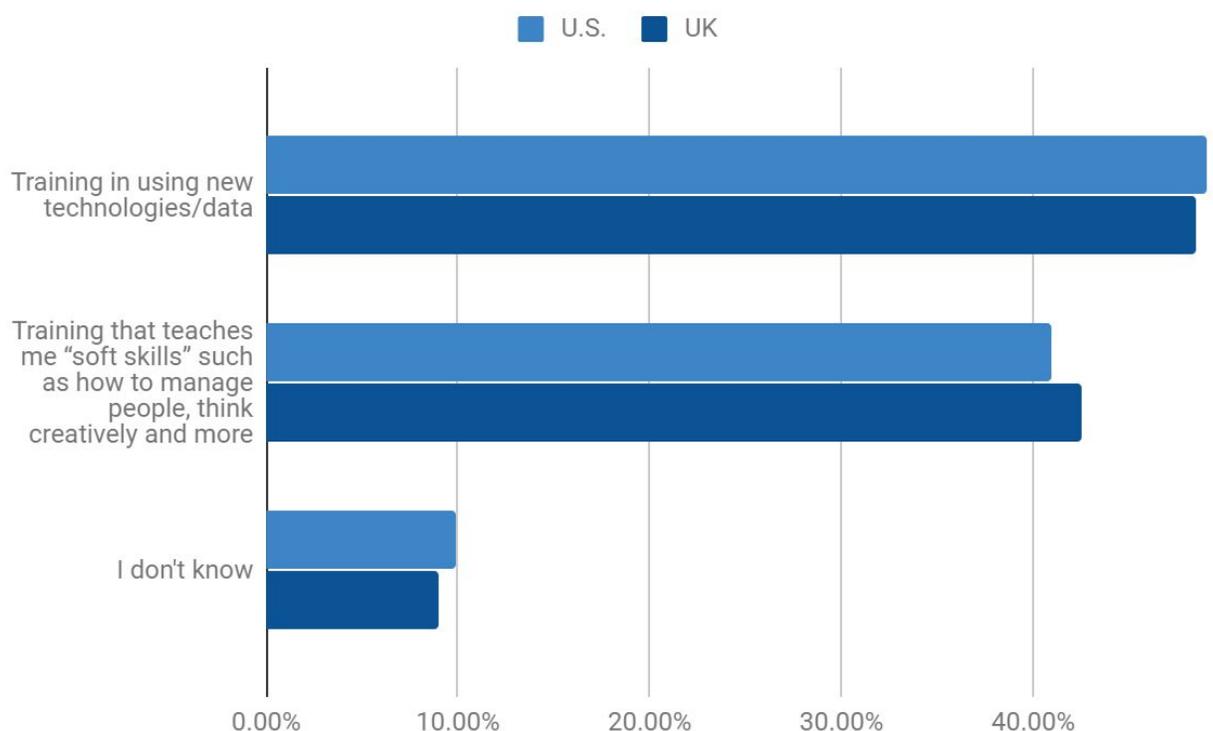


Millennials Make the Biggest Demand for Soft Skills

- Two in five Millennials in the U.S. (39%) and UK (43%) would prefer to learn how to better present and unlock creative thinking.
- Three in five Baby Boomers in the U.S. (61%) and UK (59%) would prefer an employer offer tech training.
- In fact, just one in five UK Baby Boomers (22%) would be interested in learning soft skills (U.S. Baby Boomers = 31%).

Question 9

Of the following, which type of training do you believe would best help you increase your annual salary or get a promotion?

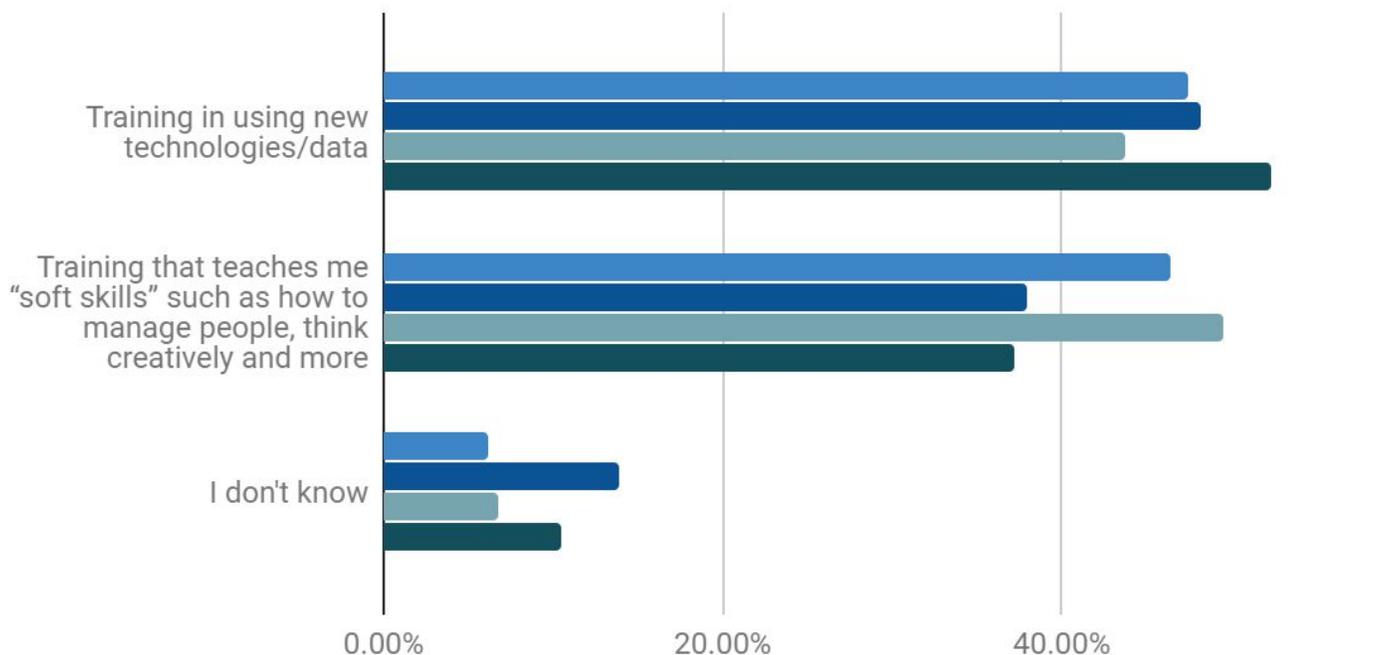


U.S. and UK Workforces Are Evenly Divided on The Path to Promotion

- Half of American (49%) and British (49%) employees believe tech training would best help increase their annual salary or chances for a promotion.
- That said, two in five employees in both countries (US = 41%; UK = 43%) believe soft skills training is more critical to job growth.
- British women (53%) and American men (52%) were the most likely to place their bets on tech training, followed closely by U.S. women (47%) and UK men (45%).

Question 9: By Generation

■ Millennials (U.S.) ■ Baby Boomer (U.S.) ■ Millennials (UK) ■ Baby Boomer (UK)

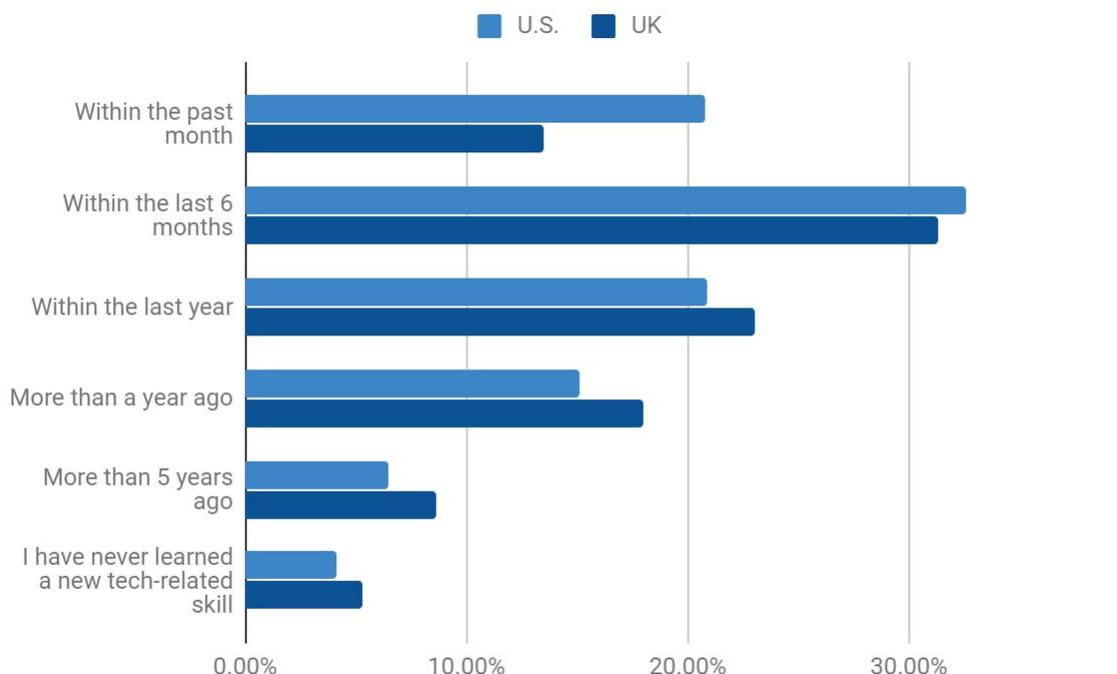


Millennials See Soft Skills and Tech Training as Equals

- Roughly half of U.S. Millennials (47%) felt tech training was most important, while another half (46%) felt soft skills were most important for a pay raise or promotion.
- In the UK, half of Millennials (49%) saw soft skills as most important, while just over two in five (44%) identified tech skills as key to job growth.
- While half of U.S. (38%) and UK (37%) Baby Boomers believe tech training will provide the best opportunities for promotion, just one in three saw soft skills in the same way.

Question 10

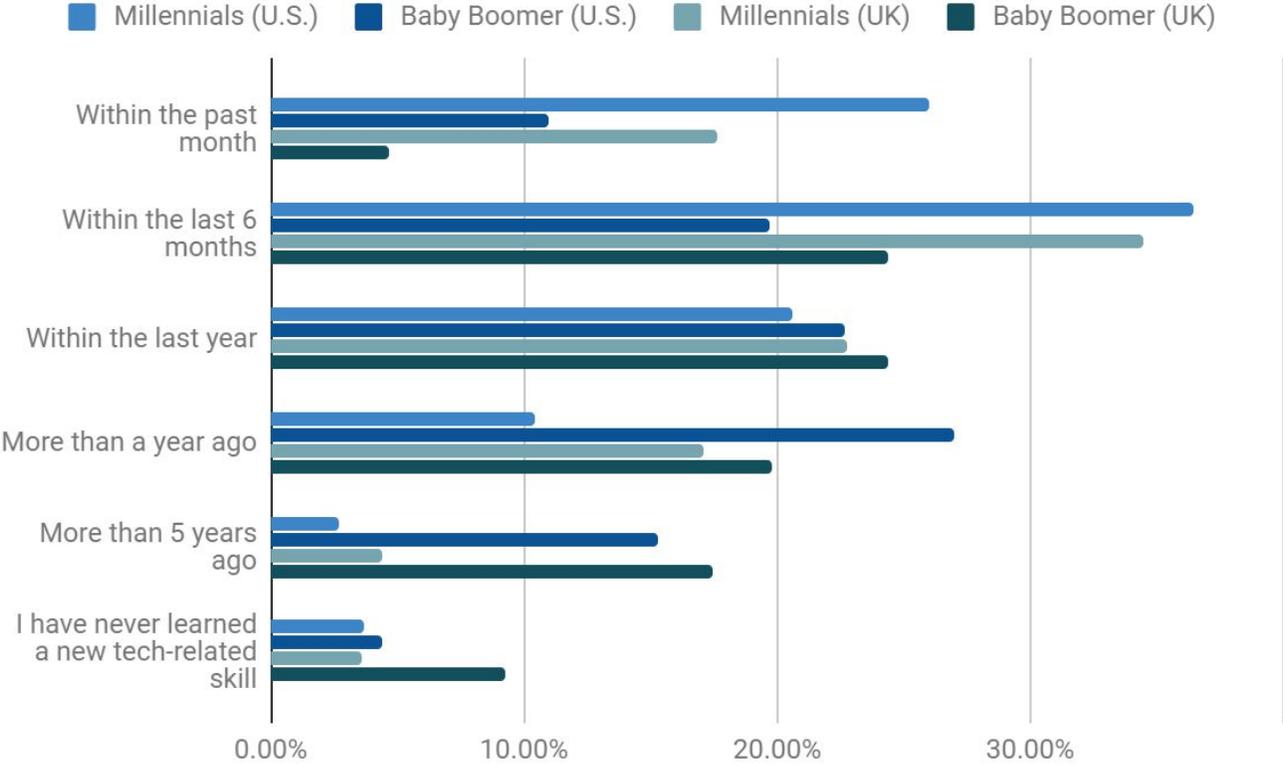
When did you last learn a new technology-related skill (e.g., use of a new data software or application)?



Majority of Americans and Brits Are Getting Regular Tech Training

- One in three employees in the U.S. (33%) and UK (31%) have learned a new technology-related skill in the last six months.
- Another one in five U.S. employees (21%) have received training in the last month, well ahead of their British colleagues (14%).
- U.S. women were the most likely to have received training in the last six months (34%), followed by UK men (32%), U.S. men (30%) and UK women (30%).

Question 10: By Generation

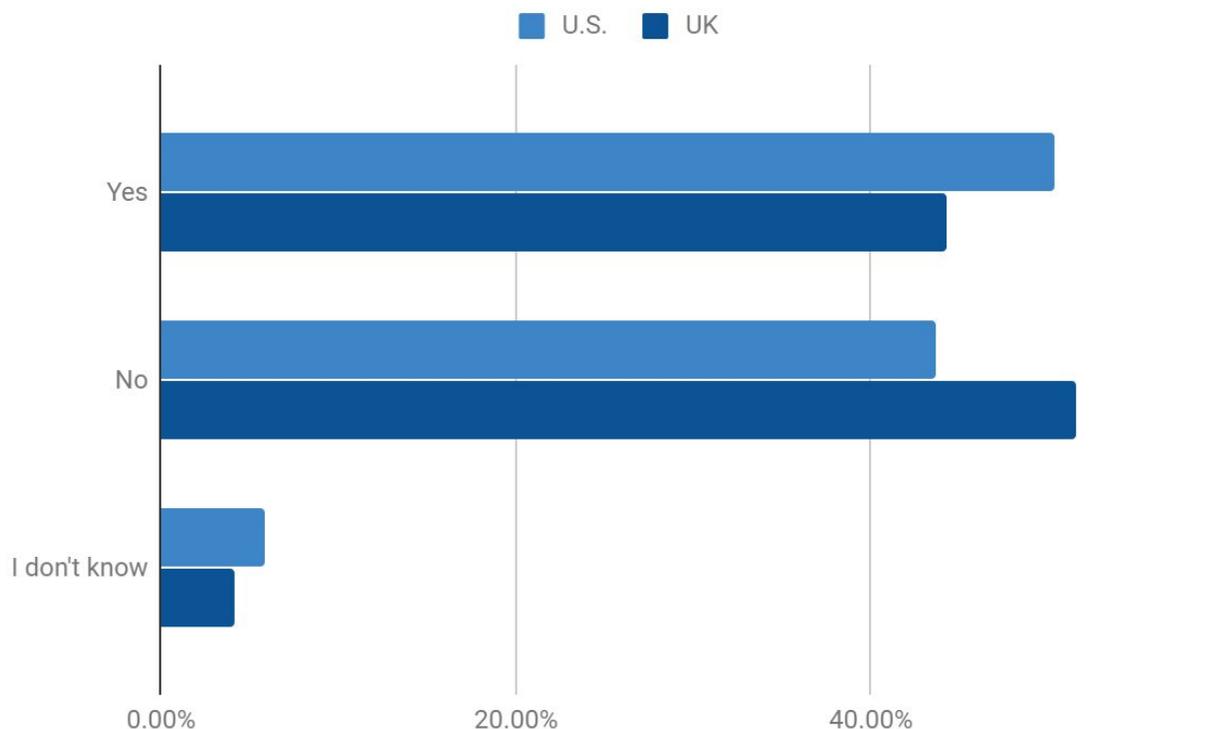


Millennials Have Had More Training in The Last Year Than Boomers

- One in four (26%) U.S. Millennials and roughly one in five (18%) UK Millennials have had training within the past month, well ahead of U.S. (11%) and UK (5%) Baby Boomers.
- Meanwhile, one in three Millennials in the U.S. (36%) and UK (34%) have had training within the last six months, compared to one in five U.S. Boomers (20%) and one in four UK Boomers (24%) who have experienced the same.

Question 11

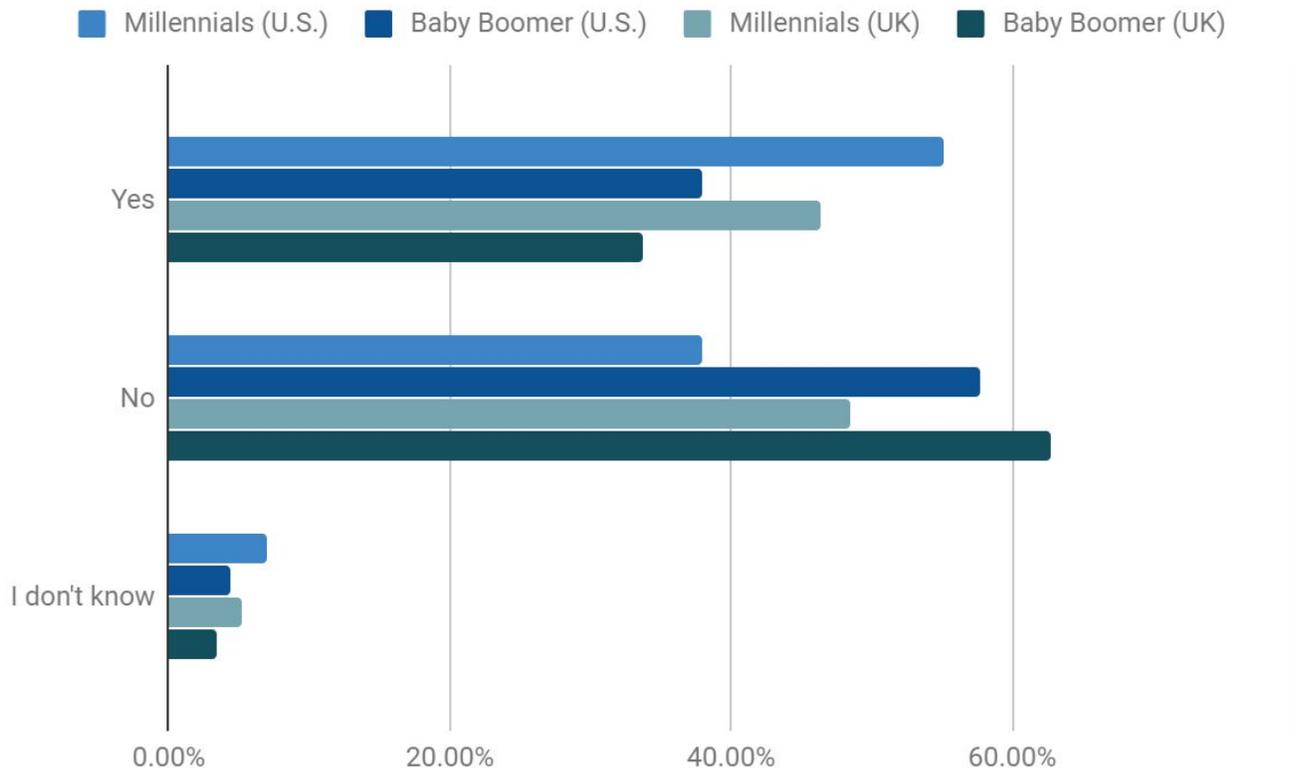
Has your employer introduced a new technology or technology-based process into your work in the last year?



Americans Are More Likely to See New Tech in The Workplace

- Over half of U.S. employees (51%) have had an employer introduce new technology in the past year, compared to two in five (44%) in the UK.
- UK women were more likely (47%) than UK men (42%) to have had new tech introduced, while an equal number of U.S. men (50%) and women (50%) note the same.

Question 11: By Generation

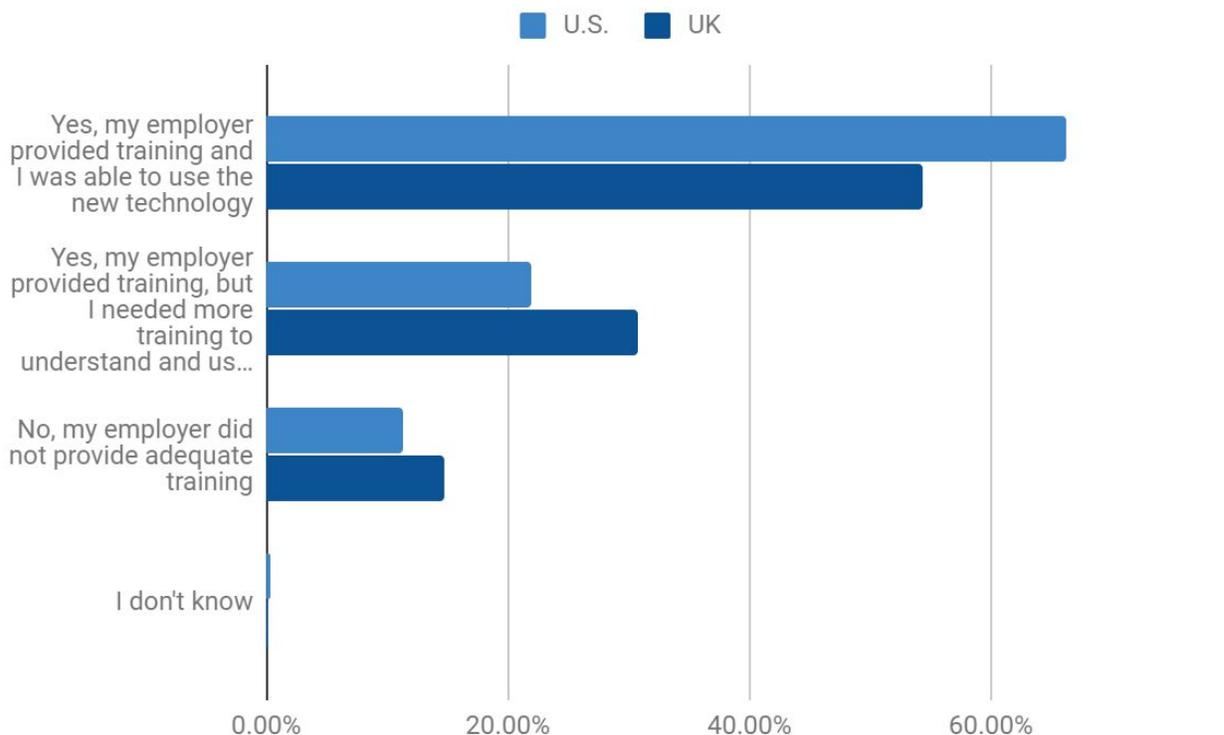


U.S. Millennials are Frequently Faced with New Tech

- Over half of U.S. millennials (55%) said new technology or a new tech-based process has been introduced into their work in the last year.
- Almost half of UK Millennials (46%) have seen new tech in the past year, while another half have not (48%).
- In contrast, just one in three U.S. (38%) and UK (34%) Baby Boomers have been introduced to new technology in the past year.

Question 12

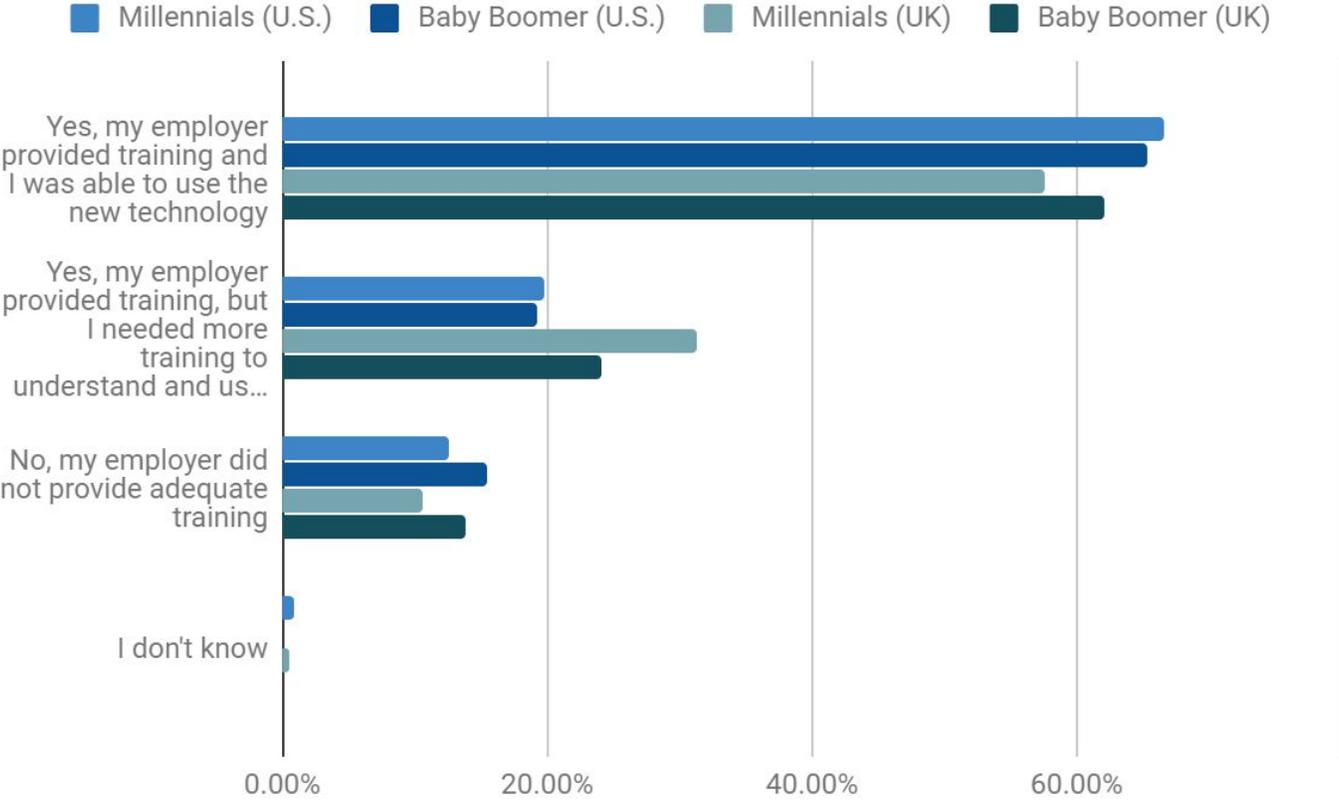
Did your employer prepare you to use or understand the technology or technology-based process?



Today's Tech Training Isn't Cutting It

- The majority of Americans (66%) and Brits (54%) in the workplace feel their employer has properly equipped them for new tech.
- However, one in five U.S. employees (22%) and one in three UK employees (31%) feel they need more training to understand and use new tech tools.
- UK men (33%) are more likely to desire more training than U.S. men (19%), while one in four American (25%) and British women (28%) felt the same.

Question 12: By Generation

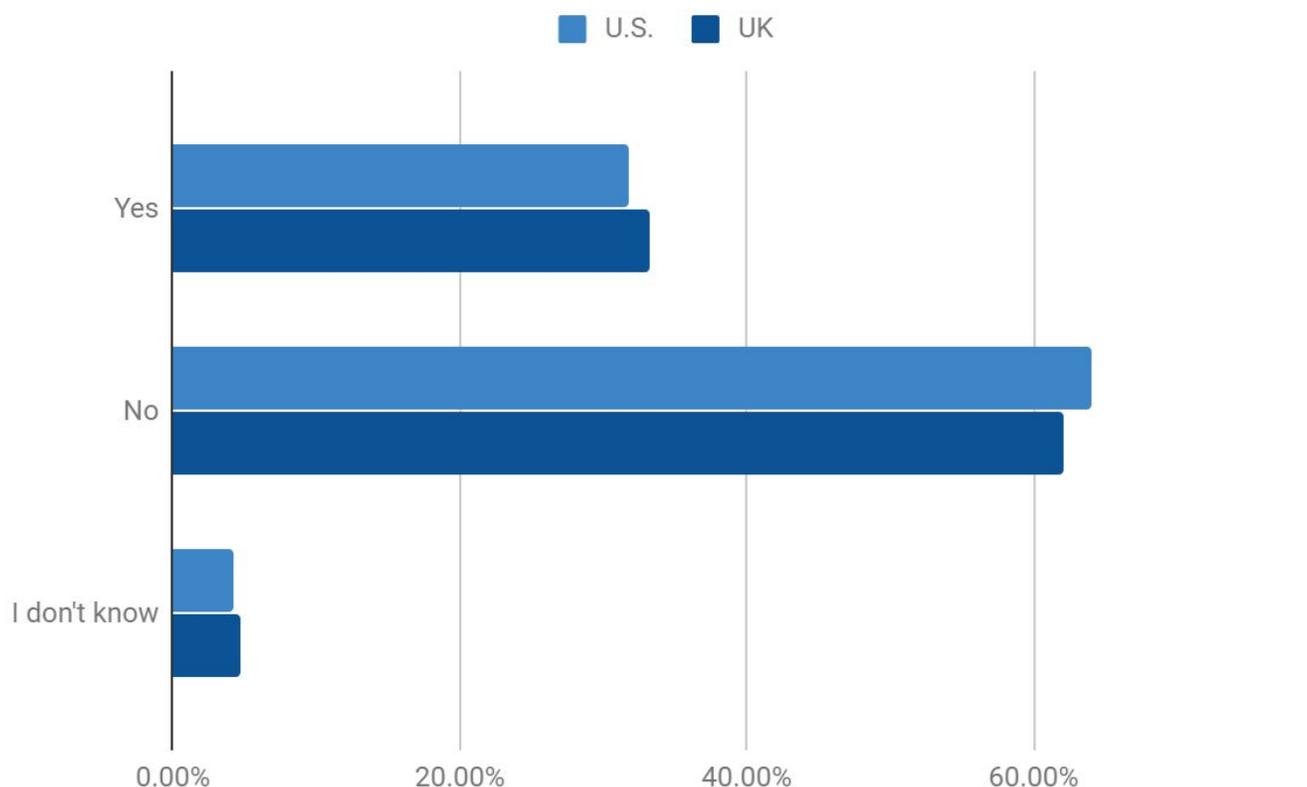


UK Millennials and Boomers Are Looking For More

- One in three UK Millennials (31%) and one in four UK Boomers (24%) have received training in the past, but are looking for more.
- Just one in five U.S. Millennials (20%) and Baby Boomers (19%) feel the same.

Question 13

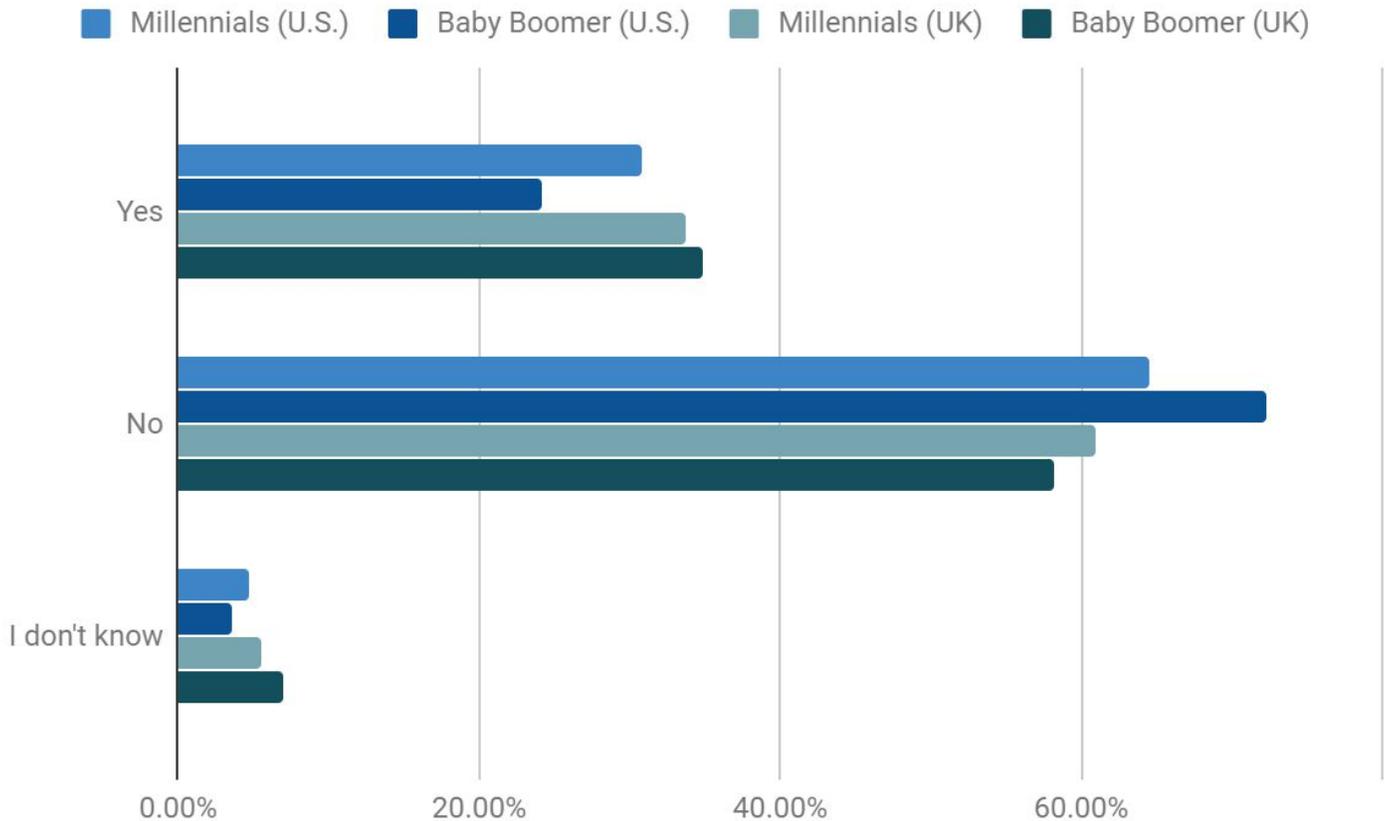
Do you feel pressured to learn new technology-related skills to perform and/or protect your job?



Employees Are Under Pressure

- One third of employees in both countries (U.S. = 32%; UK = 33%) say they feel pressured to learn new tech-related skills to protect their job.
- UK men are most likely to feel the need to learn new tech skills (34%), compared to an equal number of women in the U.S. (32%) and UK (32%), and men in the U.S. (32%).

Question 13: By Generation

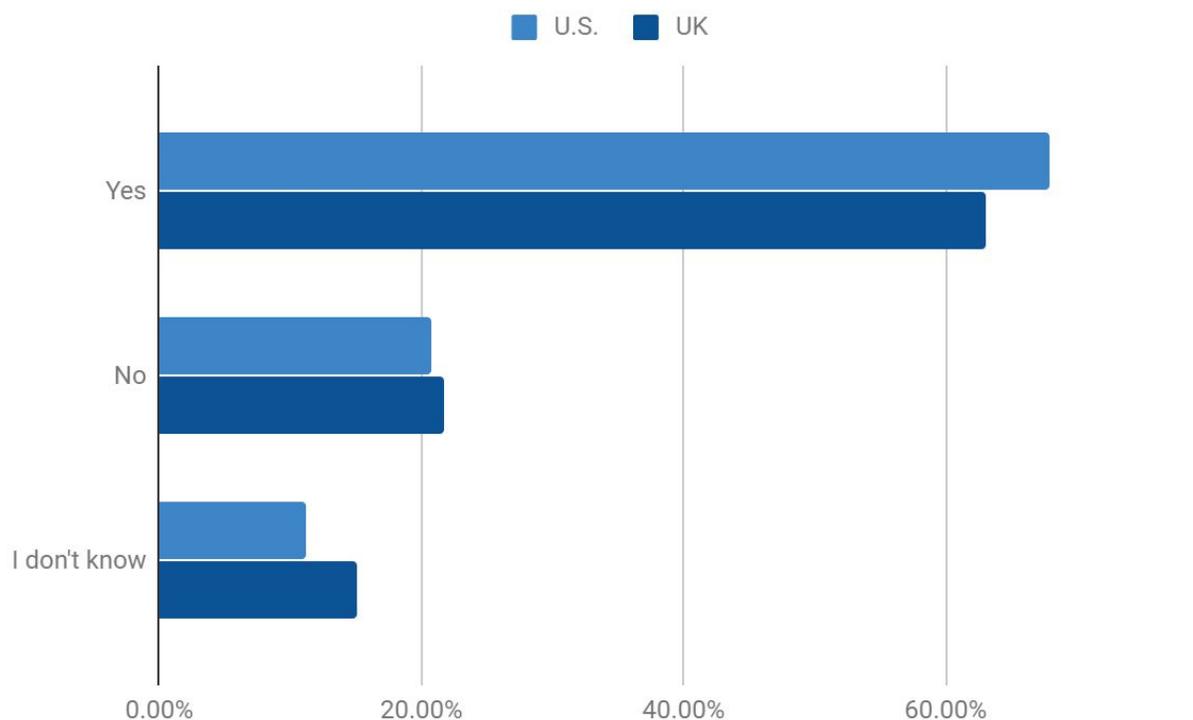


U.S. Sees a Generational Divide, While UK Remains Aligned

- One in three U.S. Millennials (31%) note pressure to adopt new tech skills, but just one in four (24%) Baby Boomers agree.
- Meanwhile an almost equal number of UK Millennials (34%) and Baby Boomers (35%) feel pressured to skill-up.
- UK Baby Boomers were the most likely to feel pressure (35%), while U.S. Baby Boomers were the least likely (24%).

Question 14

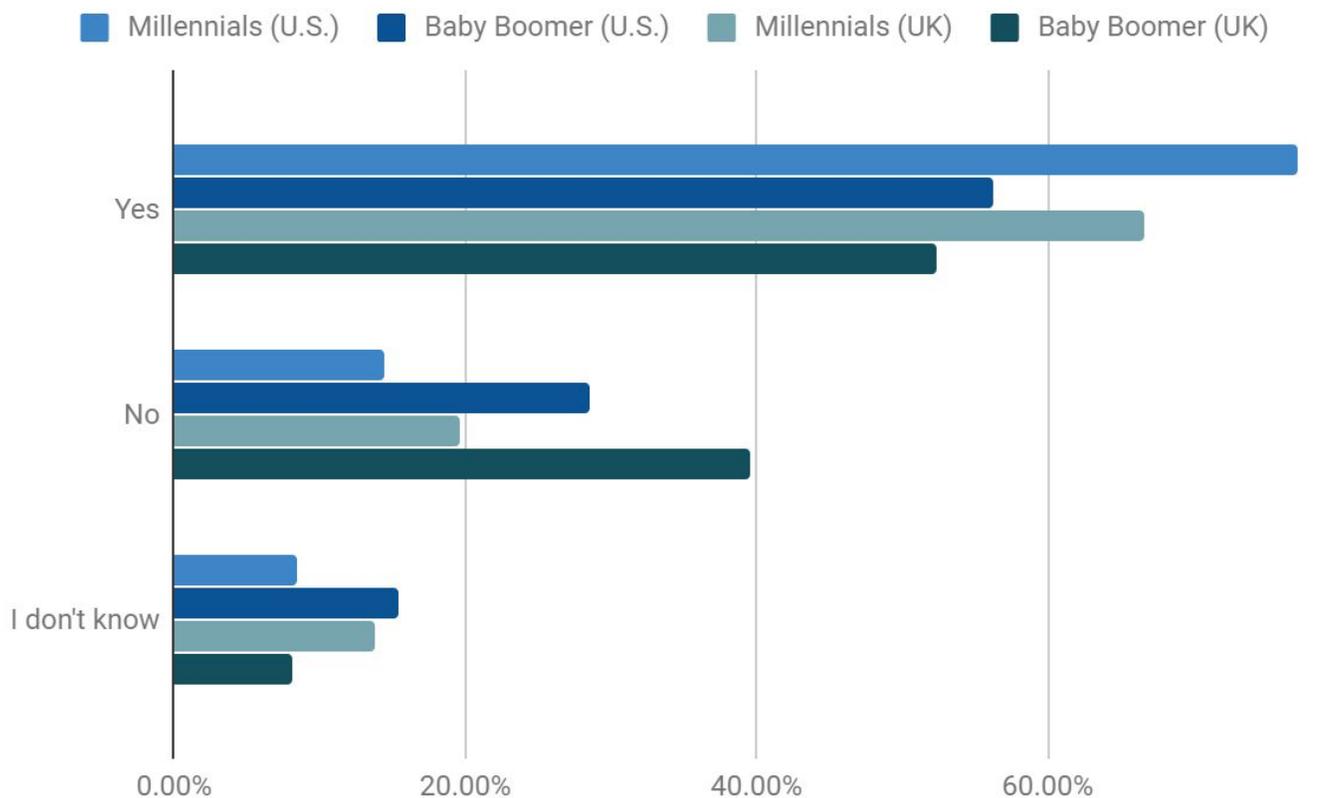
If you were to looking to change jobs, do you feel that you have the tech skills needed to be a desirable candidate?



U.S. and UK Workforce Feel Underqualified for New Tech Roles

- The majority of employees in both countries (U.S. = 68%; UK = 63%) feel they have the tech skills required to be a desirable candidate.
- However, one in four employees in both countries don't feel they have the necessary tech skills (U.S. = 21%; UK = 22%).
- The feeling of disqualification remained consistent between both men (U.S. = 21%; UK = 22%) and women (U.S. = 21%; UK = 21%).

Question 14: By Generation

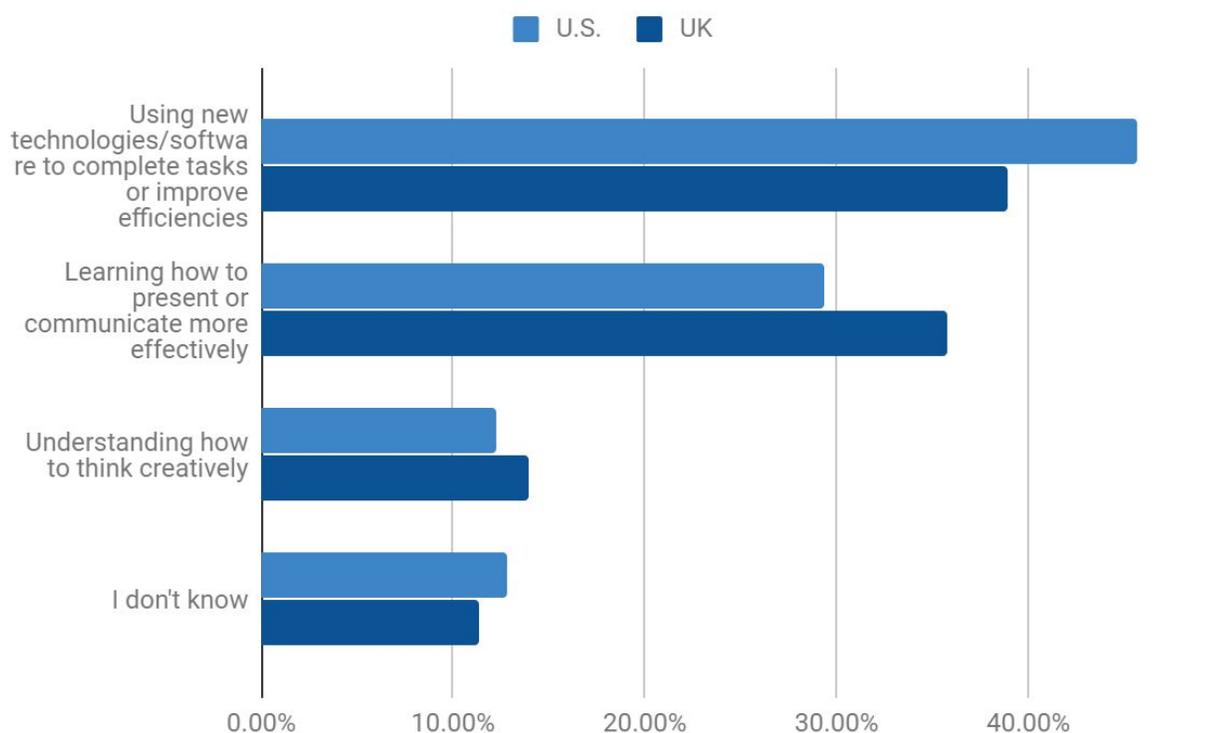


Millennials Are Confident in Their Tech Skill Sets

- Three in four U.S. Millennials (77%) and two in three UK Millennials (67%) feel they have the tech skills needed to get a new job. Just half of U.S. (56%) and UK Boomers (52%) feel the same.
- In fact, two in five UK Boomers (40%) and one in four U.S. Boomers (28%) don't think they have the tech skills needed to win a new job.
- U.S. Millennials were the least likely to feel unqualified because of their tech skills (14%), followed closely by UK Millennials (20%).

Question 15

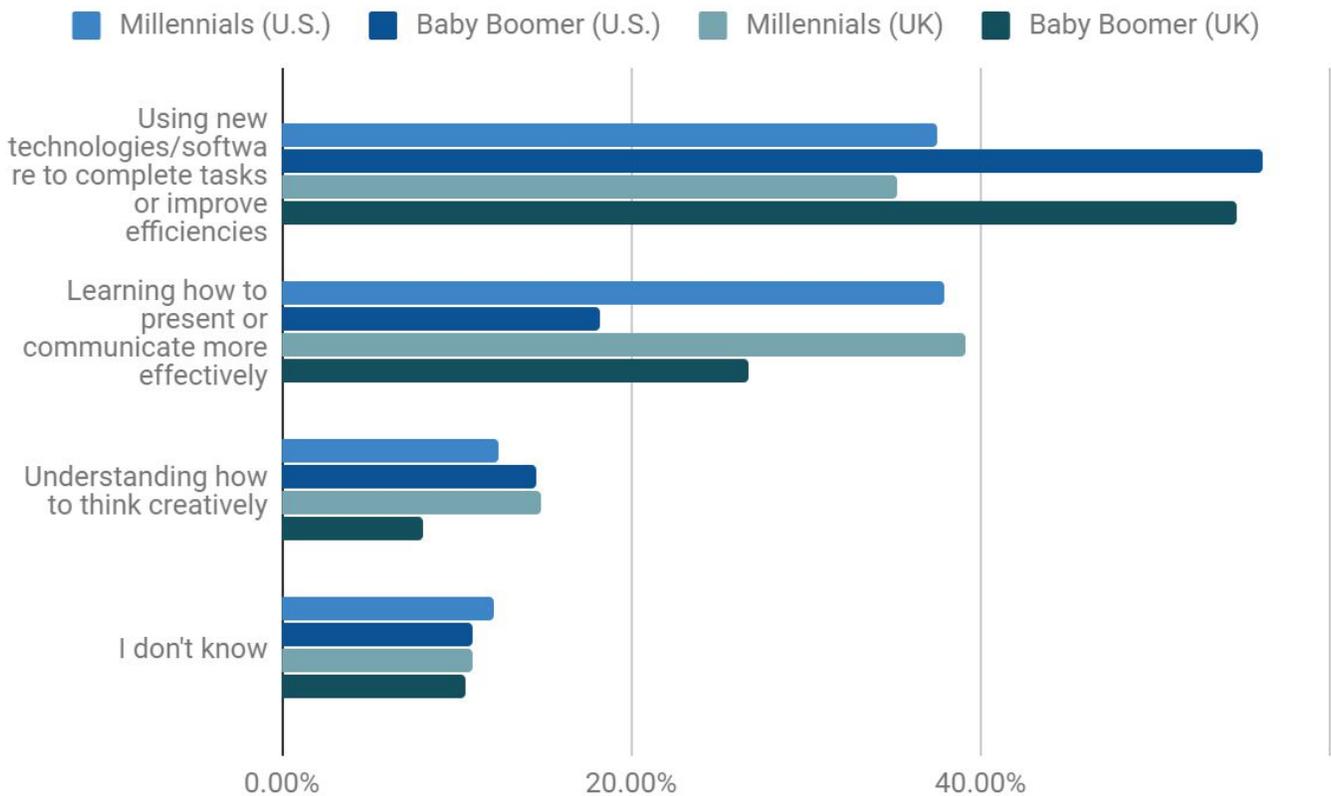
Of the following, which type of skill set do you regret not receiving more training in?



Lack of Tech Training is a Top Regret in the U.S.

- Almost half of the U.S. workforce (46%) regrets not receiving more tech training, while just two in five (39%) in the UK agree.
- Learning how to present or communicate effectively was a close second for both Americans (29%) and Brits (36%).
- British men (41%) were more likely than British women (38%) to identify tech skills as a top regret, while an equal number of U.S. men (45%) and women (46%) regretted not receiving more tech training.
- Less than one in seven employees in both countries (U.S. = 12%; UK = 14%) saw creative skills sets as a top regret.

Question 15: By Generation

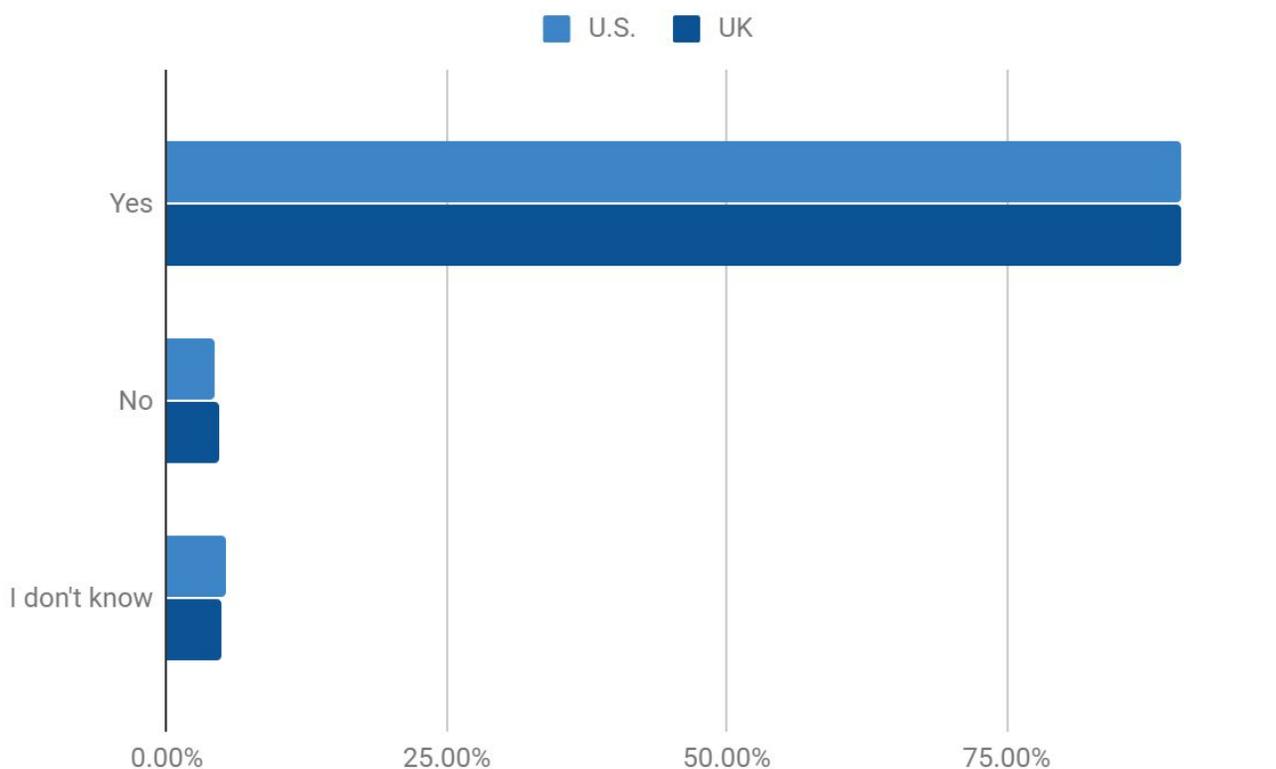


Tech Skills Are a Big Regret for Boomers

- Over half of Baby Boomers in the U.S. (56%) and UK (55%) cite tech skills as their biggest training regret. In comparison, just one in three Millennials in both the U.S. (37%) and UK (35%) agree.
- Millennials in the U.S. (38%) and UK (39%) actually cite learning how to present or communicate more effectively as their biggest training regret.

Question 16

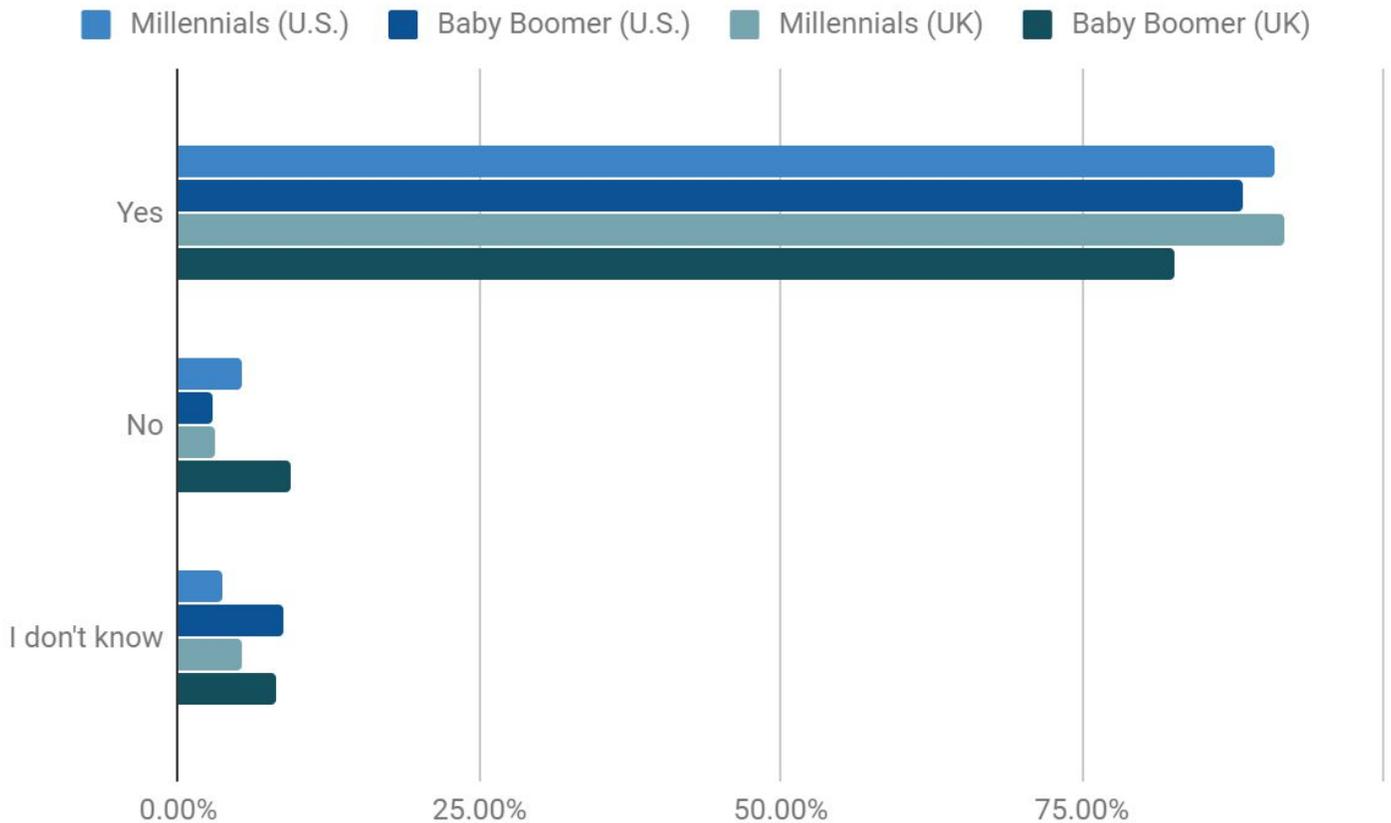
Would you want to learn new tech skills if your employer offered training or educational courses?



Today's Workforce Has An Appetite For More Tech Trainings

- Almost all employees in the U.S. (91%) and UK (91%) would be interested in learning new skill sets, if their employers offered.
- This sentiment was seen equally across U.S. men (91%), UK women (91%) and UK men (91%).
- U.S. women were slightly less likely to want new tech trainings (90%).

Question 16: By Country

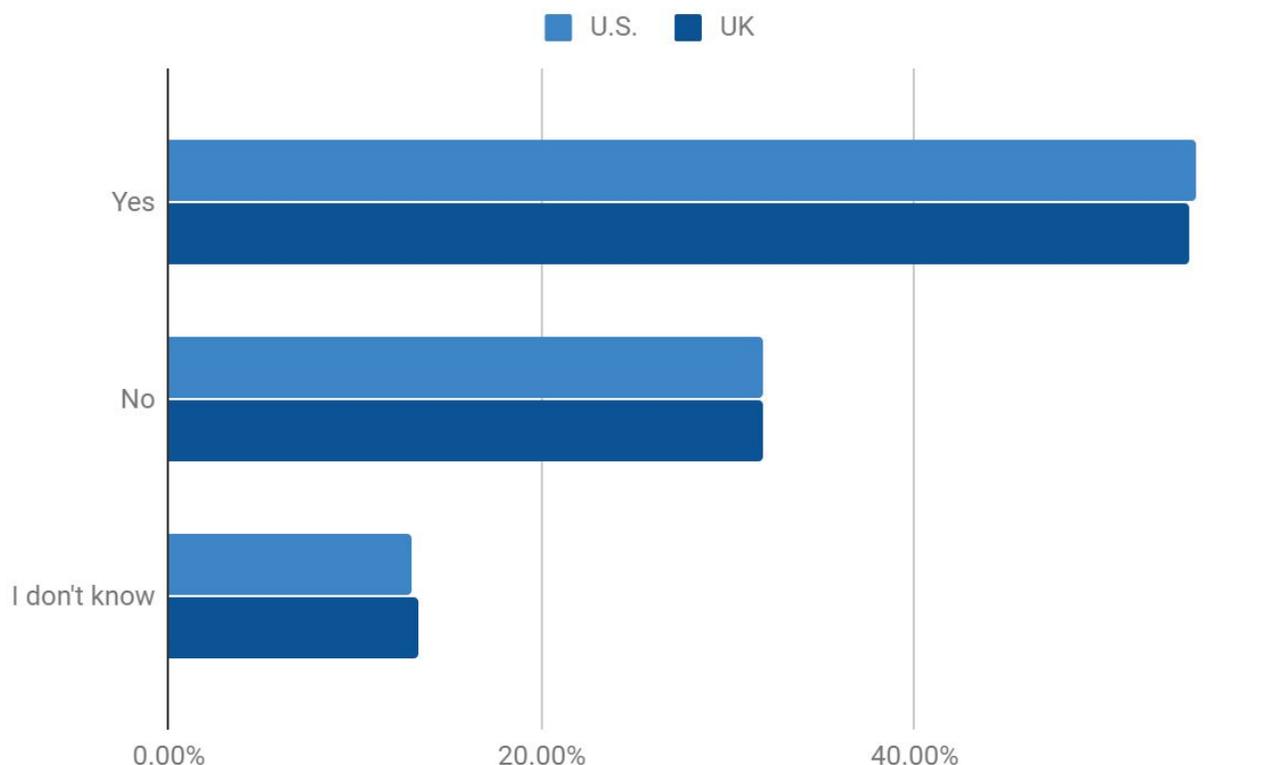


Baby Boomers Are More Resistant to Tech Training

- Just four out of five Baby Boomers in the UK (83%) would want to learn new tech skills and only slightly more U.S. Baby Boomers agree (88%).
- Meanwhile, Millennials were in agreement on tech training, with the overwhelming majority in the U.S. (91%) and UK (92%) interested in sharpening their skills.

Question 17

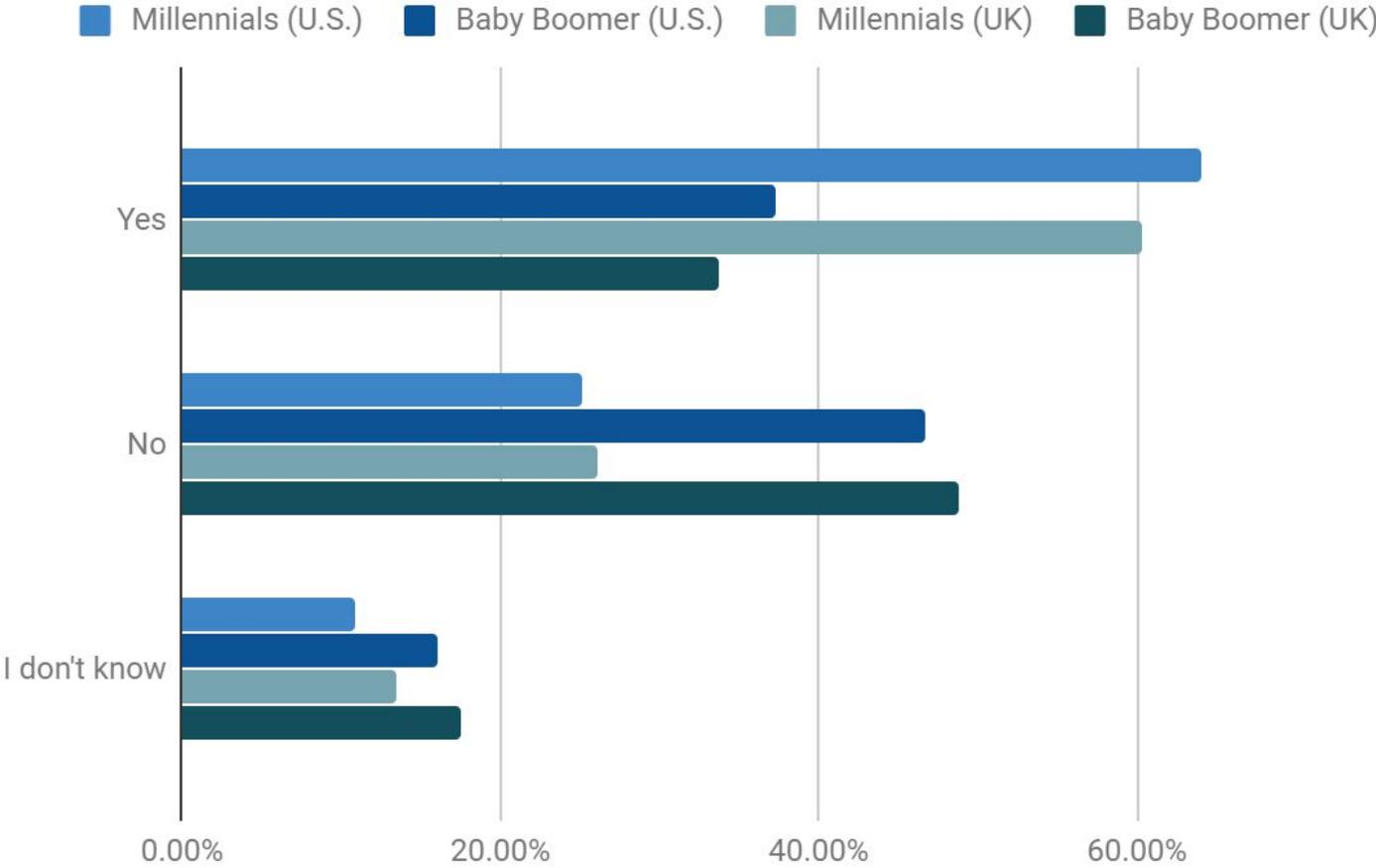
Do you think you are more tech-savvy than your other coworkers?



Americans and Brits Are Feeling “Tech-Confident”

- Over half of employees in the U.S. (55%) and UK (55%) think they are more tech-savvy than their coworkers.
- Women in the UK were the most “tech-confident” (60%), while UK men were the least likely to feel tech-savvy (51%).
- Meanwhile, U.S. men (58%) lead U.S. women (53%) in tech confidence.

Question 17: By Country



Even Millennials Feel Self-Conscious About Their Tech Skills

- One in four Millennials in the U.S. (25%) and UK (26%) don't believe they are more tech-savvy than their coworkers.
- Almost half of Baby Boomers in the UK (49%) and U.S. (47%) don't feel tech-savvy in comparison to their coworkers.

Thank you.

For more information about this survey and Docebo, please visit www.docebo.com.

To receive more insight or executive commentary on survey findings, please contact SHIFT Communications at docebo@shiftcomm.com.

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