

Press release

ECDL study 2015:

Swiss population overestimates own computer skills

Basle, 18 August 2015 – The representative study by ECDL Switzerland AG shows that Swiss computer users uniformly overestimate their own skills. Not only do participants overestimate themselves, they also score poorly overall: in a practical test they got less than half of all possible points.

The Swiss population greatly overestimates their own skills in all computer programmes as is verified by the practical test. While a vast majority overestimates their own skills, only few participants underestimate themselves. The most realistic assessment is made in Word where participants managed to achieve two thirds of their estimated score. They overestimated their Excel skills most and scored just under half of their estimated points. These are the results of the representative study conducted by ECDL Switzerland AG who implements the internationally recognised certificate for PC users, the ECDL (European Computer Driving Licence).

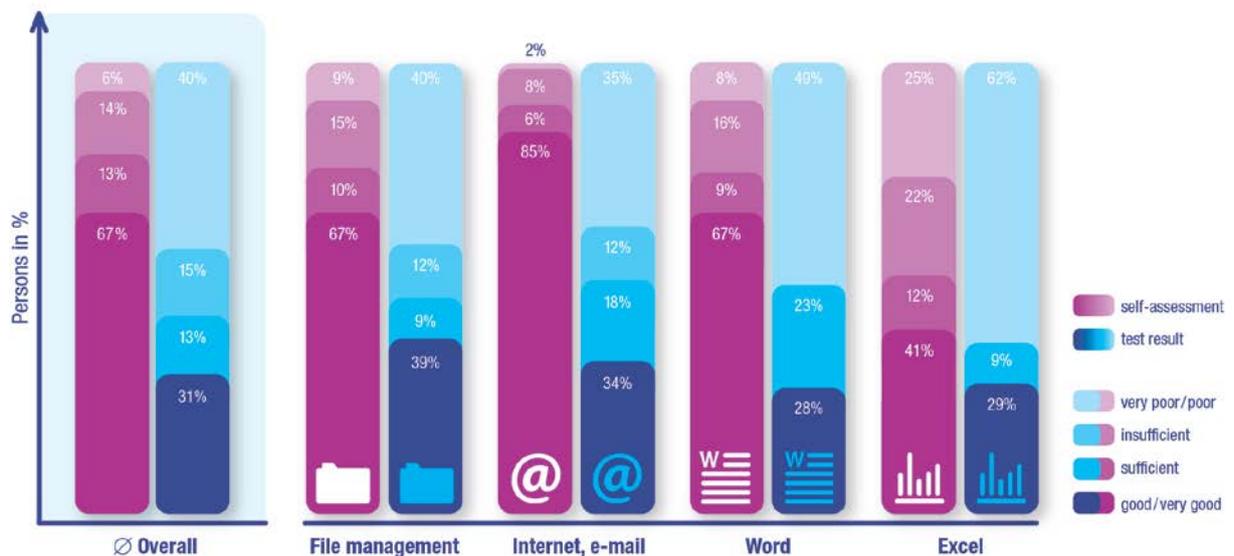
Highly unrealistic self-assessment

Looking at the self-assessments made on a scale from “very good” to “very poor” shows the extent of the overestimation: While 67% of participants describe their skill level as “very good/good”, only 31% actually achieve a corresponding test result. At the same time 6% estimate their skills level to be “very poor/poor”, even though in practice a massive 40% scored “poorly/very poorly” (image 1).

Comparison between self-assessment and test result (image 1)

n = 2050 (492 test participants)

Self-assessment: Scale from 0 (very poor) to 10 (very good); 0–3 = very poor/poor; 4, 5 = insufficient; 6 = sufficient; 7–10 = good/very good
Test result: 0–35% = very poor/poor; 36–59% = insufficient; 60–74% = sufficient; 75–100% = good/very good

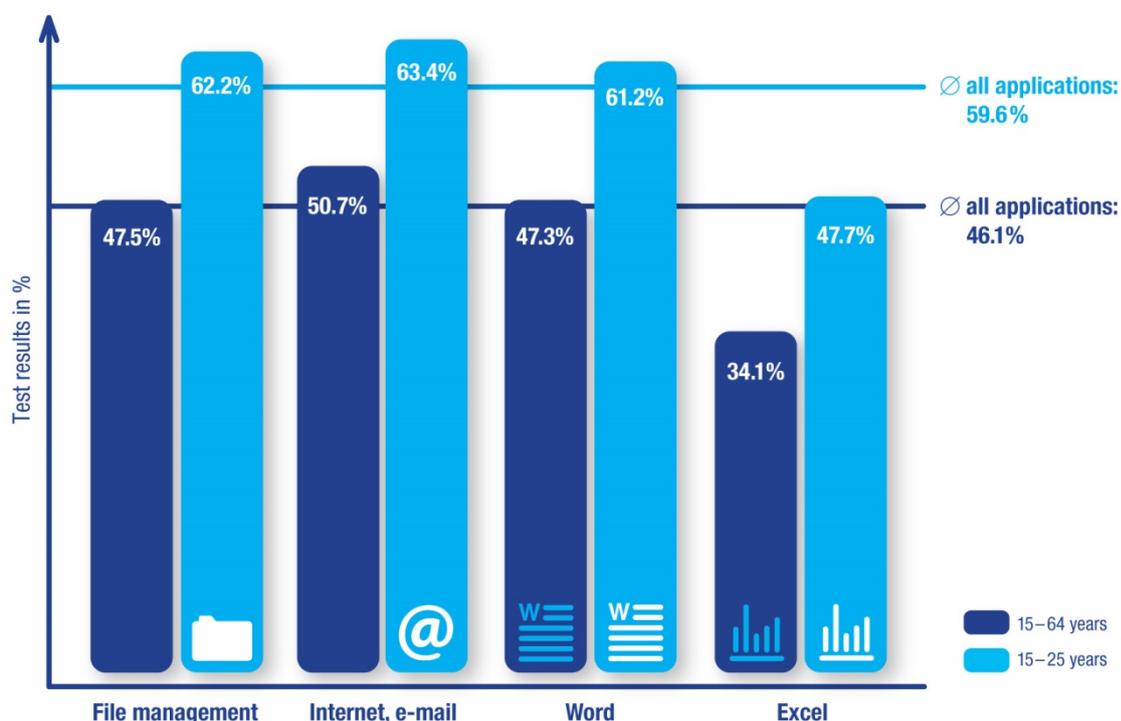


Best results in using Internet and e-mail

Analysing the results of the practical test shows that participants of the ECDL study only score 46.1% over all tested applications. This result demonstrates that the population in this country has a poor level of proficiency in basic computer user skills – despite being well-equipped with PCs and using them frequently. The best results are achieved in using the Internet and e-mails (average score of 50.7%). For file management the average is 47.5% and for using Word 47.3%. Excel brings up the rear with an overall score of 34.1%. Digital natives (15- to 25-year-olds) score better than the overall population (15- to 64-year-olds) in all four areas and with an overall average of 59.6% score 13.5 percentage points above the Swiss average (image 2).

Average test results by application (image 2)

n = 492



Get further charts and information at www.ecdl.ch/study

ECDL Study 2015 methods

The ECDL study is based on a survey conducted by the neutral research institute meinungsraum.at from 24 March to 4 May 2015 answered by 2050 people between 15 and 64 in the German- and French-speaking parts of Switzerland. Participants were selected to be representative according to their sex, age, canton and education. In the online survey, participants first rated their own skills in file management, using the Internet and e-mails, Word and Excel on a scale of 0 to 10. Out of all the interviewees, 492 people additionally took a practical test, which assessed their basic computer skills.

This test can be taken at: www.ecdl.ch/study



ECDL Switzerland AG

ECDL Switzerland AG, founded in 2000 and based in Basel aims to promote the development of computer skills. As the licensee of the Swiss Informatics Society (SI), ECDL Switzerland is responsible for the implementation and coordination of the ECDL programme in Switzerland and Liechtenstein. The ECDL team consists of 20 members of staff. ECDL Switzerland AG issues the ECDL certificates which are obtained by passing the ECDL online exams. Schools as well as companies and organisations can become accredited ECDL Test Centres. This allows them to offer the ECDL exams to their students, participants in their courses or members of staff. www.ecdl.ch

ECDL certificates

The ECDL (European Computer Driving Licence) is an internationally recognised certificate that proves practical skills in the most common computer programmes. Currently, there are 14 ECDL modules on offer that cover up-to-date demands on digital skills. The exams are offered in about 300 locations – from secondary schools to vocational schools, private institutions of (further) education as well as companies. Every year about 18,000 people in Switzerland and Liechtenstein take the modular ECDL exams. Globally, more than 14 million people in 148 countries have registered for the ECDL programme.

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