

# Survey of ICT skills in business: bottlenecks in supply and demand



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## Main research questions:

- What is the state of affairs with respect to the ICT skills of employees in the practice of their profession, now and in the future?
- What are the bottlenecks with respect to the supply and demand of these competencies?
- In which sectors and business types do most problems occur?
- What are possible solutions?





# Methods

- Literature study
- Business survey (quantitative)
- Case studies (qualitative)
- Conference



# Planning

- ✓ April-June: business survey
- ✓ August-September: case studies
- ✓ September-October: final report
- ✓ Fall 2006: conference



# Design

- In line with previous studies (Statistics Netherlands (CBS) and recent OECD reports)
- ICT skills of basic users and professionals



# Business survey

- ***Internet and telephone survey***  
(including non response analysis)
- ***Sample size***  
approximately 1300 businesses



# Business survey

*In analyses controlled for:*

- sector  
13 sectors, including government and education
- size  
small - medium - large





# Survey topics

## 1. General business characteristics

- number of employees
- age distribution
- age of company





# Survey topics

## 2. Role of ICT and ICT skills in business

- support, innovation, efficiency
- outsourcing, off shoring
- recruitment policy



# Survey topics

3. Bottlenecks in supply and demand (now and in the near future)
  - number of hard-to-fill vacancies
  - type of jobs
  - level of education
  - type of problems
  - qualifications v. skills (mismatch)





# Survey topics

4. Consequences and solutions
  - what if vacancies cannot be filled?
  - working with trainees
  - outsourcing and off shoring
  - employing minority groups
  - lowering standards



# Preliminary results

- ***Response:*** 619 businesses
- ***Respondents:***
  - in larger businesses: personnel officer
  - In smaller businesses: management





## Current and expected vacancies (% of businesses)

	non-ICT sector	ICT sector
<b><i>ICT professionals</i></b>		
current	22	63
expected	25	65
<b><i>ICT users</i></b>		
current	54	63
expected	45	59





## Expected vacancies by businesses (% of businesses)

	non-ICT sector	ICT sector
<b><i>ICT professionals</i></b>		
in own business	25	65
in the Netherlands	<b>50</b>	<b>83</b>
<b><i>ICT users</i></b>		
in own business	45	59
in the Netherlands	43	63





# Follow-ups

- Case studies
- Best/worst practices
- Conference 2006

## aims:

- bringing together stakeholders from business, education and government (policy makers)
- exploring possible solutions





# The future

- On-line panel (e-mail addresses)
- Final report
- Web portal

