

# Digital Skills & Jobs Coalition Luxembourg

**Consultation on digital skills and jobs**  
Online survey

**Marina Andrieu**

Coordinator, Digital Skills and Jobs Coalition Luxembourg



# Aim of the online consultation

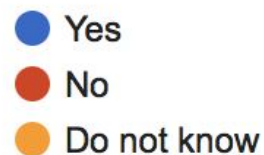
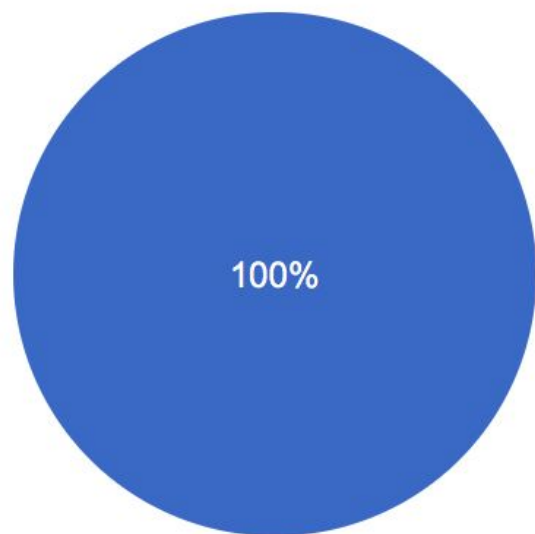
- Digital Skills and remote working
- New models and habits for events and trainings
- State of the market for ICT specialist
- New challenges and topics of interest for members

The survey has been completed by **12 respondents**, all from **members of the Coalition** from June till August 2020.

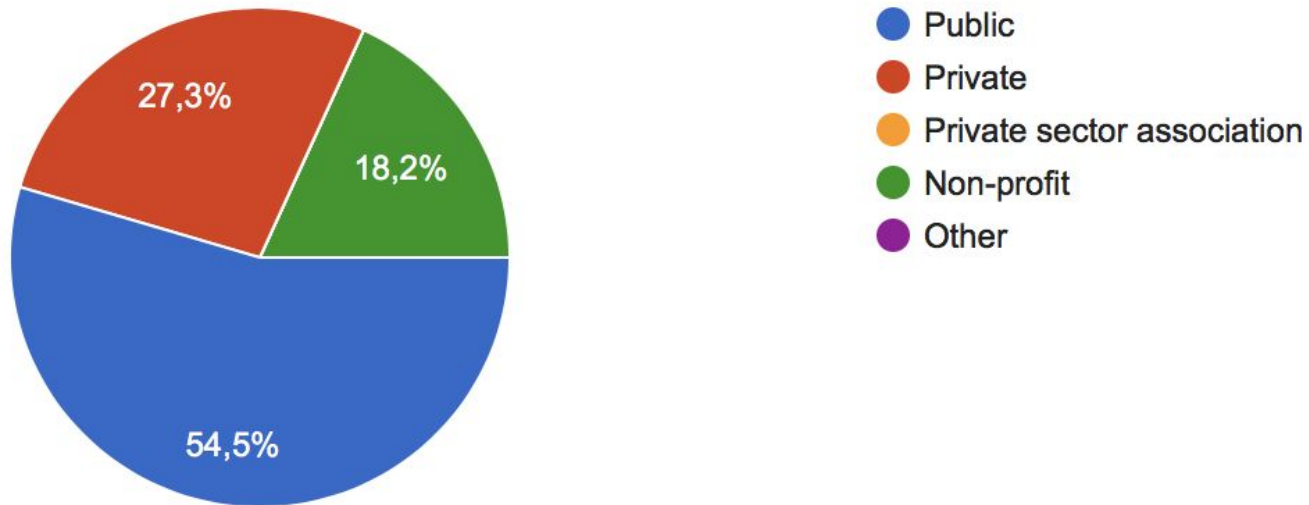
# 1/ Respondents

Is your organisation a member of DSJC Luxembourg ?

Note: **11 out of 12 respondents** answered this question

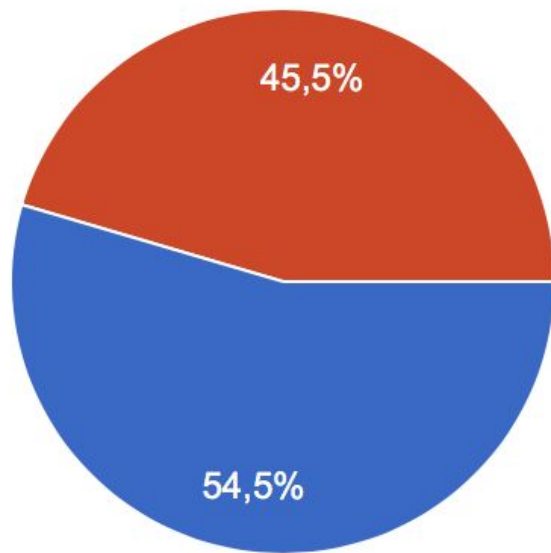


## Your sector:



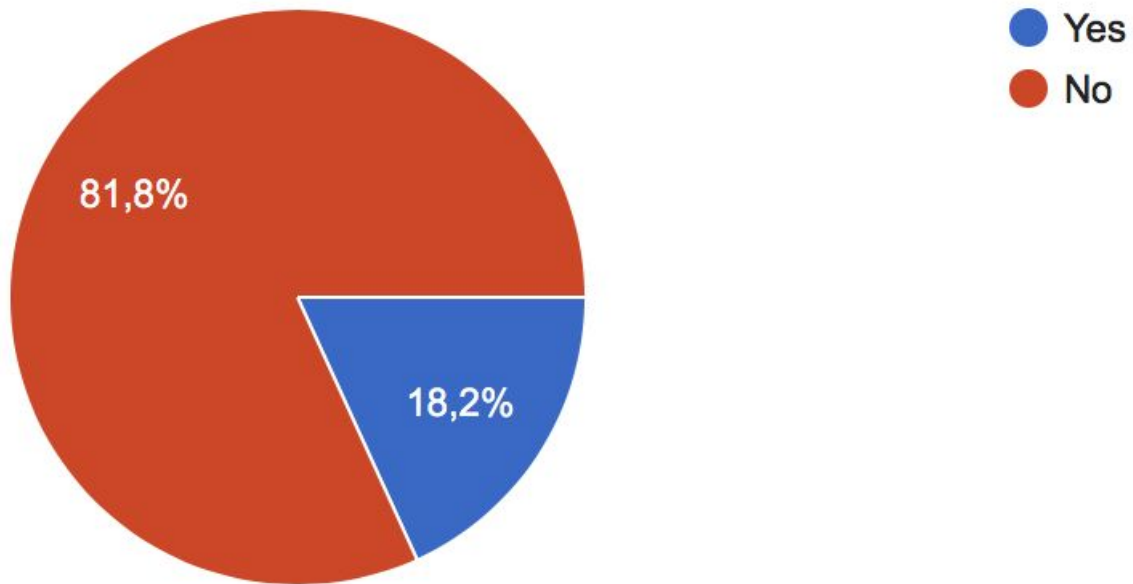
A majority of the organisations who answered our survey are working in the public sector.

## Number of employees:

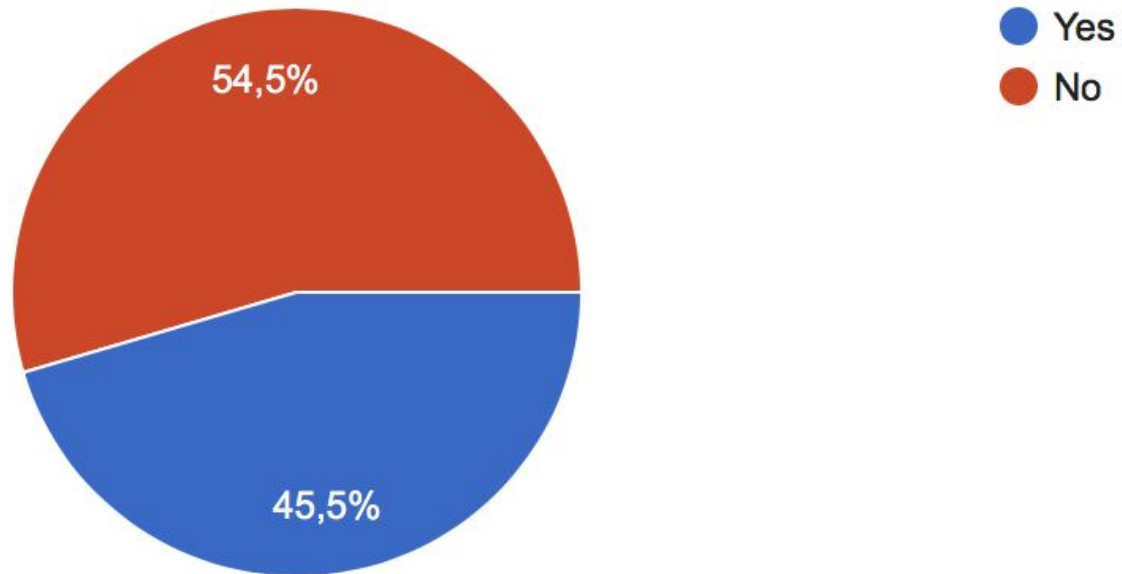


- Less than 50 employees
- More than 50 employees

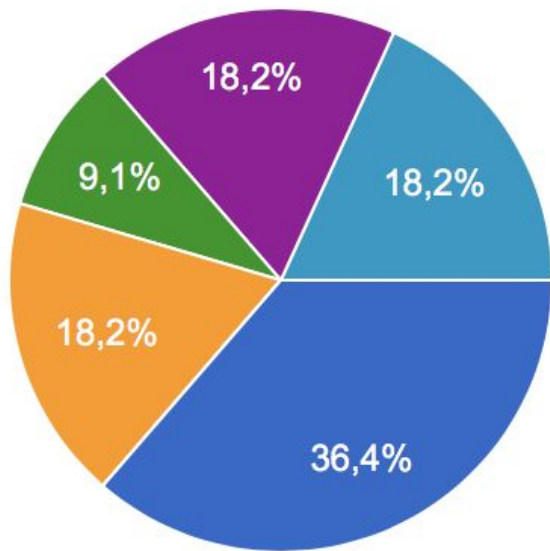
## A provider of IT services:



Are you a provider of training solutions:



## The person answering this survey is:

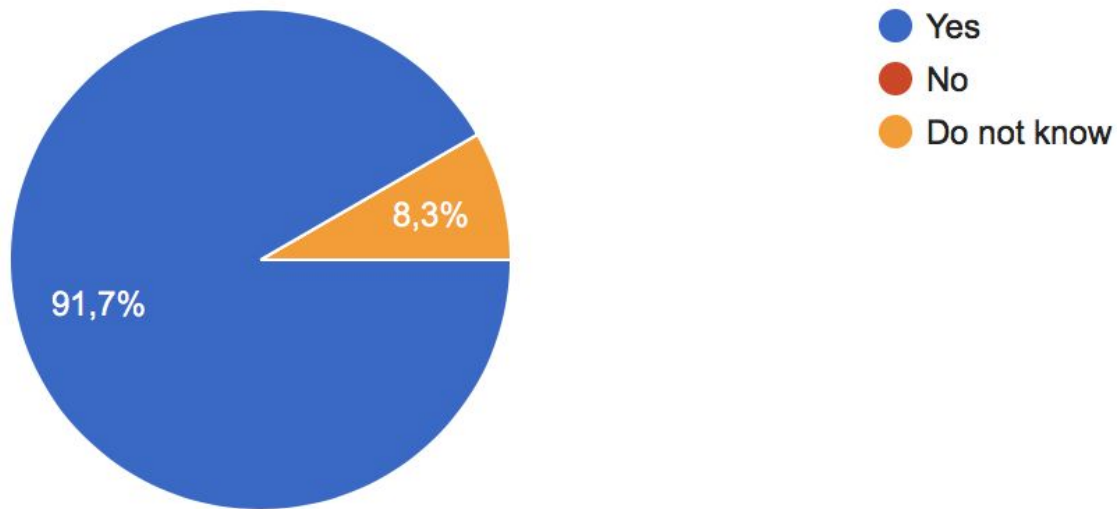


- CEO / top management
- HR / Change management
- CTO / IT staff
- Sales / marketing
- Government representative
- Other



## 2/ Remote working

Do you think that your staff had the necessary skills to face the situation we experienced suddenly in March 2020?



High majority answered "Yes".

## What digital skills were your employees lacking?

- How to use meeting tools / organize their work (lack of precise objectives)
- Not everybody had access to Email and mobile phones
- Use of collaboration tools and Effective virtual collaboration
- Empathy
- Cybersecurity
- Online conferences

4 answered  
"None"

## What expert skills have you been lacking inside of your organisation?

- Define precise objectives for remote working and reporting
- Importance of digital way of working
- IT problem solving
- Leadership
- Optical character recognition

7 answered "None"

## What tools were missing to transition smoothly to remote working?

- Collaboration and Reporting tools
- VPN access, laptop or performing laptop, handys
- personal wifi access, internet strength
- digital signature tool
- common platform
- Digital scanner for all size documents

2 answered  
"None"

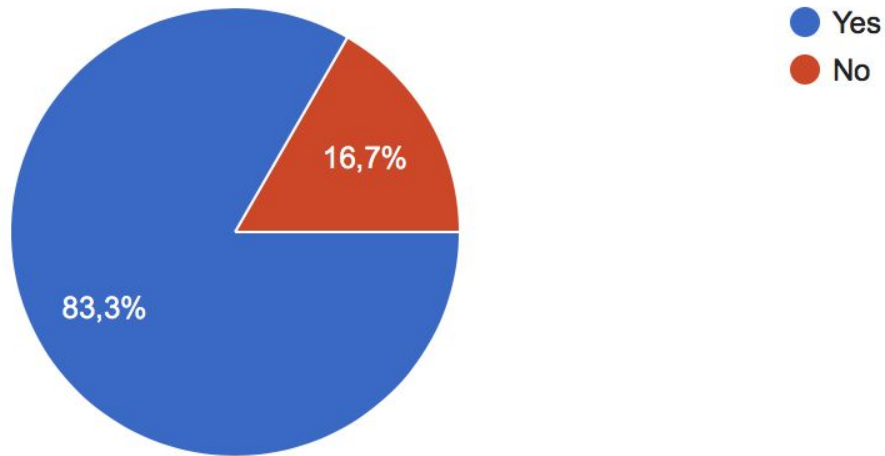
## Beside switching to remote working, did your organisation miss any basic skills to ensure business continuity?

- Trainings, helpdesks
- E-commerce was put in place (Letzshop) during lock-down
- Some of our customers were not ready to transfer trainings to online trainings
- Not enough laptops to enable home office
- Team building
- Providing online trainings

4 answered  
“N/A” or “No”

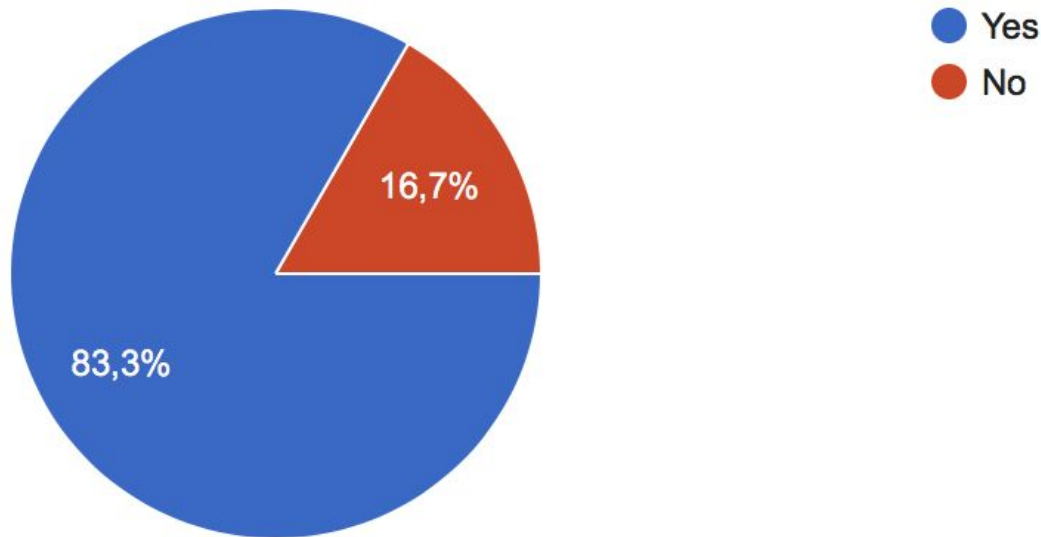
# 3/ Training, events and networking in 2020 and 2021

Did you attend any online IT-related event since mid-March 2020?



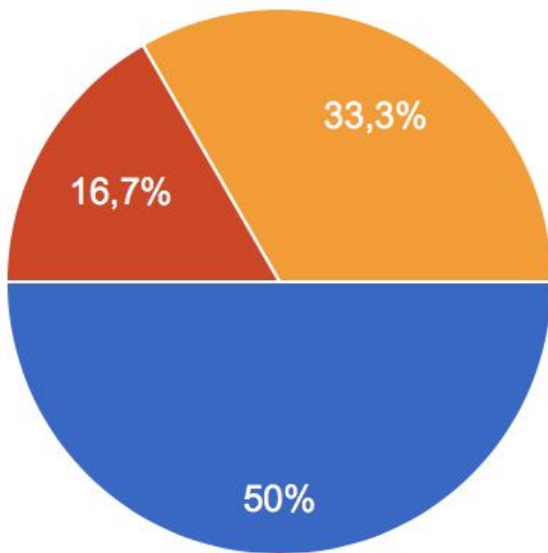
High majority answered "Yes".

Did you organise any IT-related online training or events during the last 3 months instead of an activity already planned in real life?



Majority of respondents answered "Yes"

## Are you planning to attend any physical event in the IT or digital field in 2020 or 2021 ?

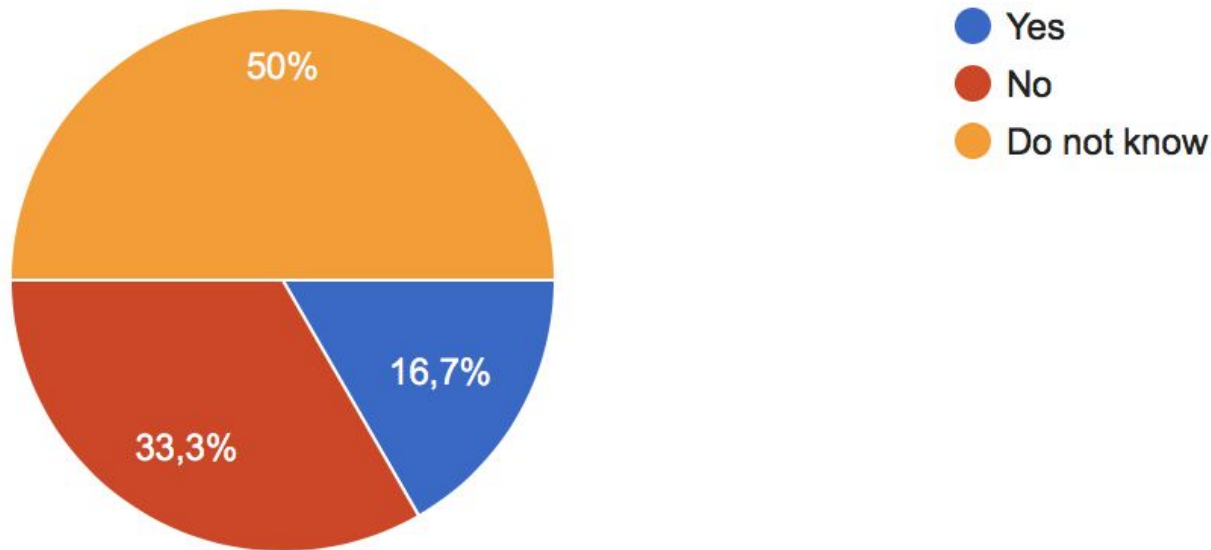


- Yes
- No
- Do not know

This question  
received various  
responses

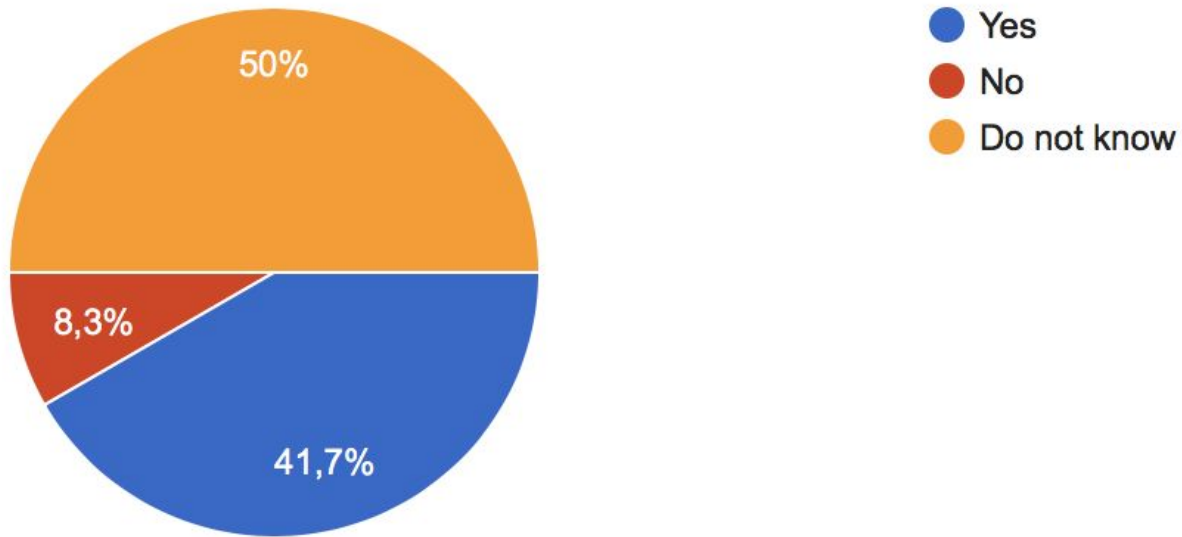


## Are you planning to organise any physical event in the IT or digital field in 2020 or 2021 ?



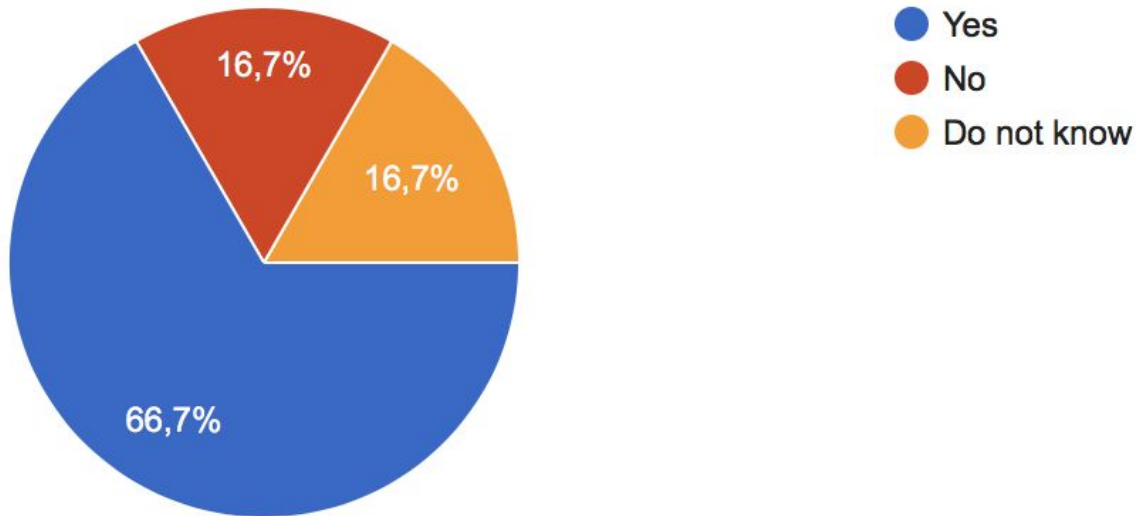
Majority of respondents answered "Yes", but another part is unsure.

## Are you planning to attend any physical training in the IT or digital field in 2020 or 2021 ?



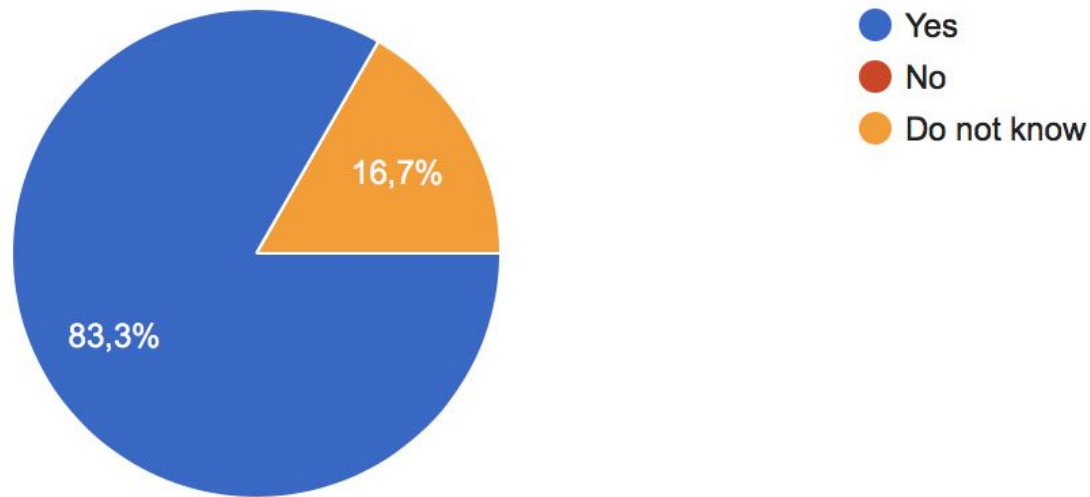
Majority of respondents is unsure

## Are you planning to organise any physical training in the IT or digital field in 2020 or 2021 ?



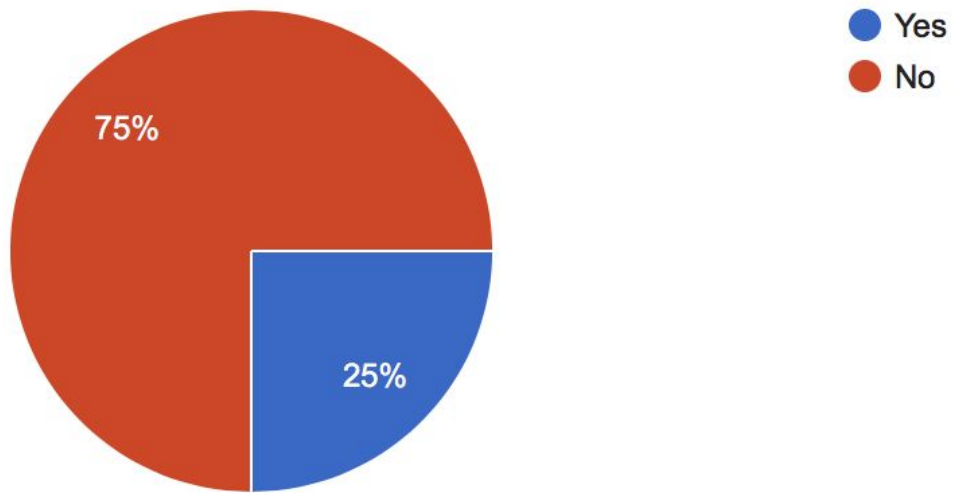
A majority of the respondents answered "Yes"

## Are you planning to keep training for your staff mainly online for 2020?



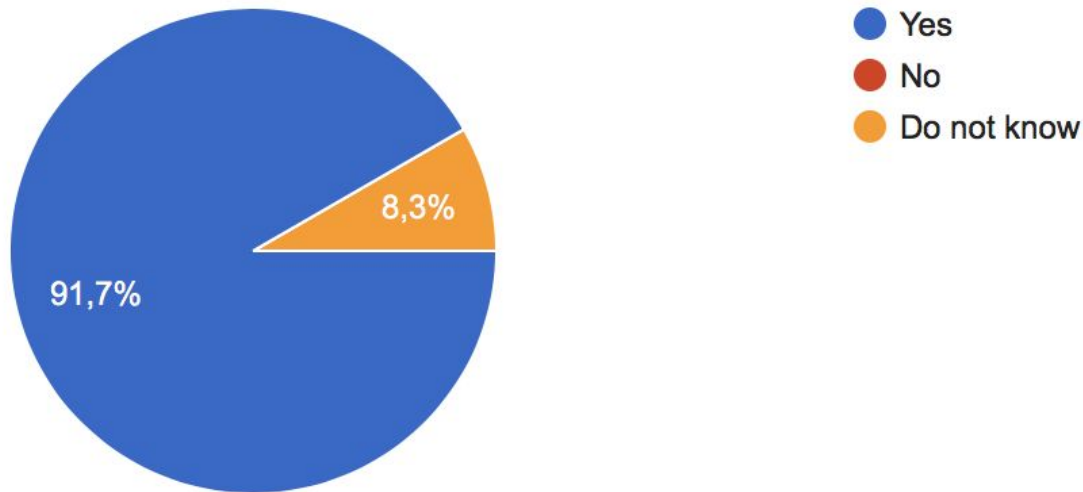
A majority of the respondents answered "Yes"

## Are you planning to delay/postpone staff training until they become available on-site?



A majority of the respondents answered "No"

## Based on the recent experience, do you plan to use more “blended learning” solutions in the future?



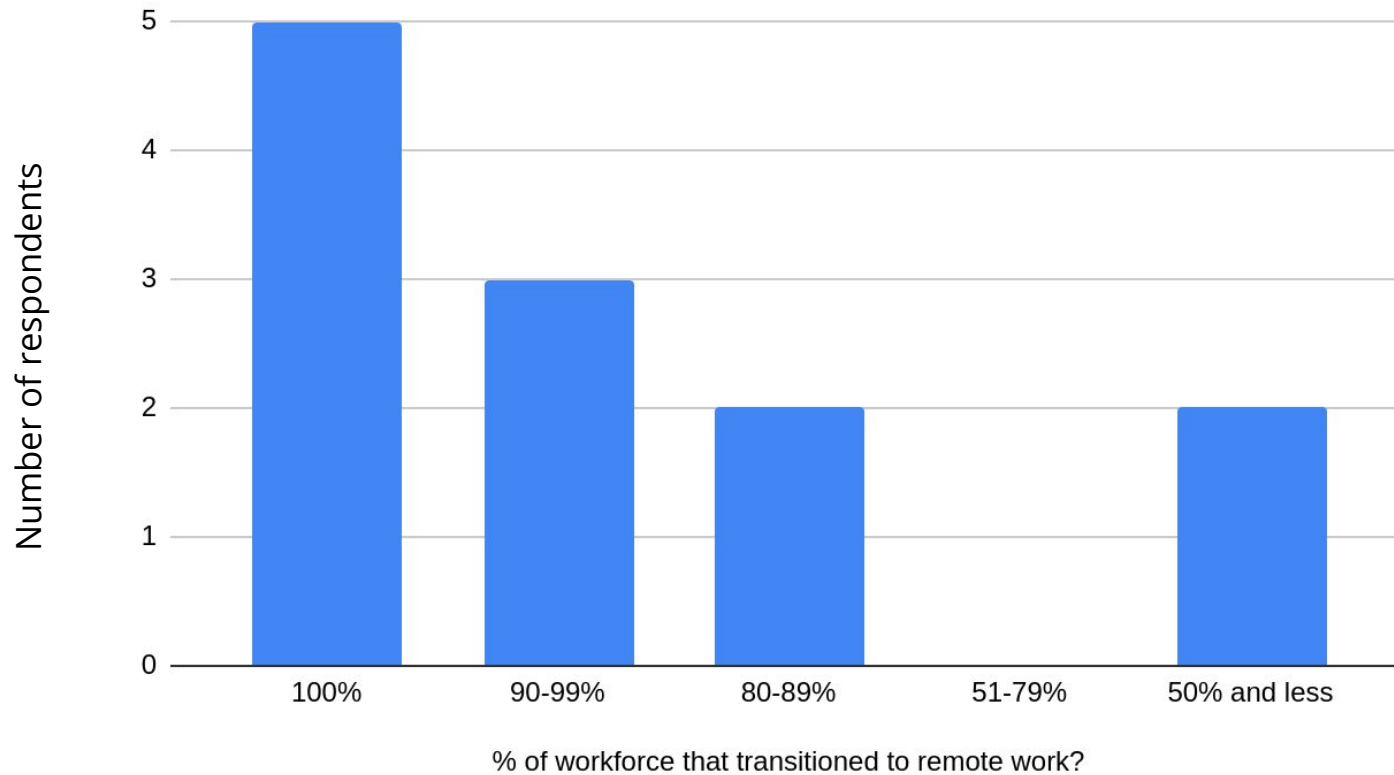
A majority of the respondents answered “Yes”

## Other comments/remarks/suggestions on the future of IT events and trainings

One respondent stated “social distance makes team development more difficult”

# 4/ Expert skills and IT experts and market

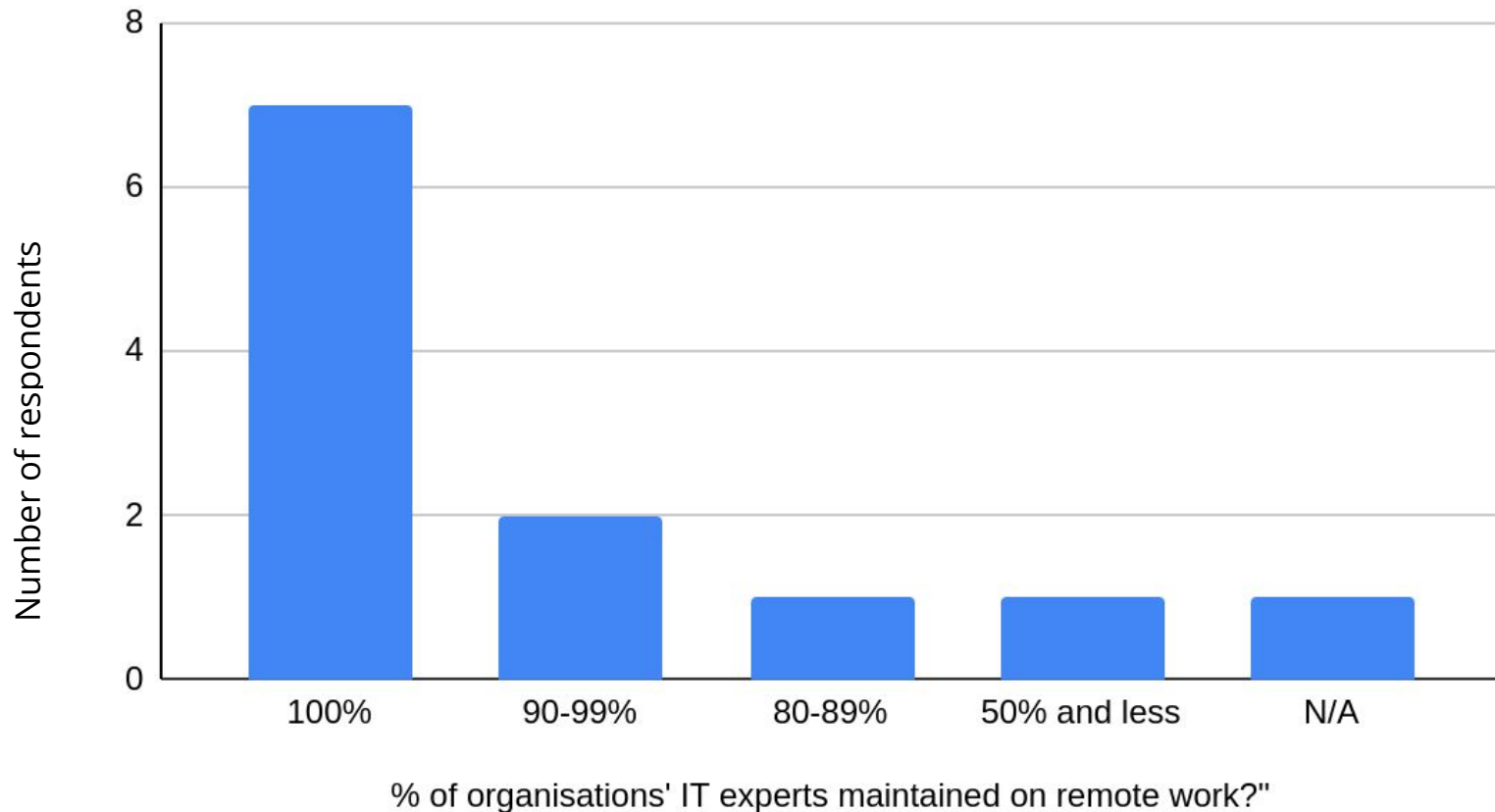
How many % of your workforce were you able to transition to remote work?



A majority of the respondents answered that their organisation transitioned 100% of their workforce on remote work

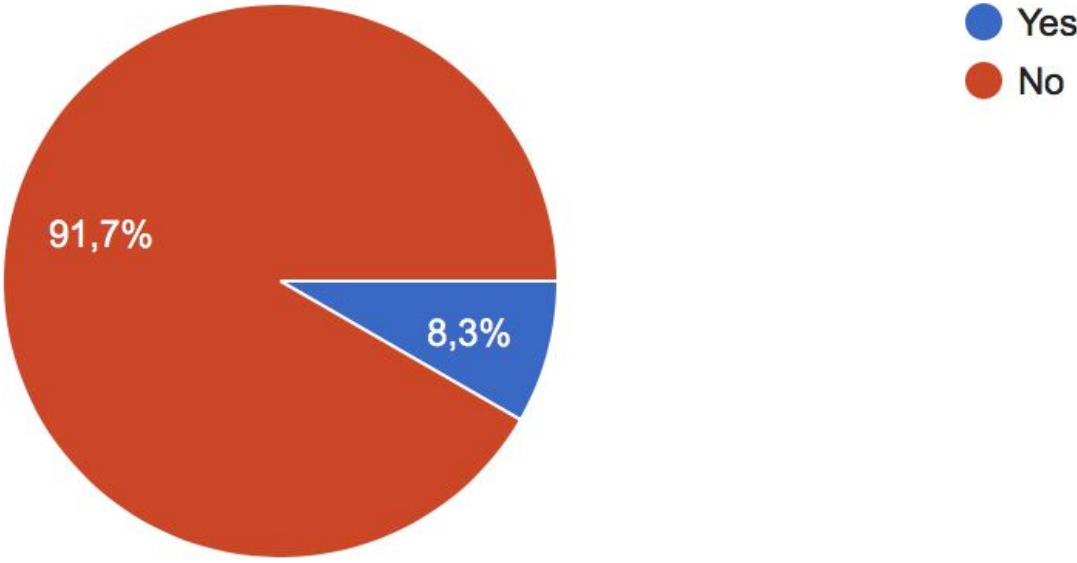


## How many % of your IT experts were you able to maintain on remote work?



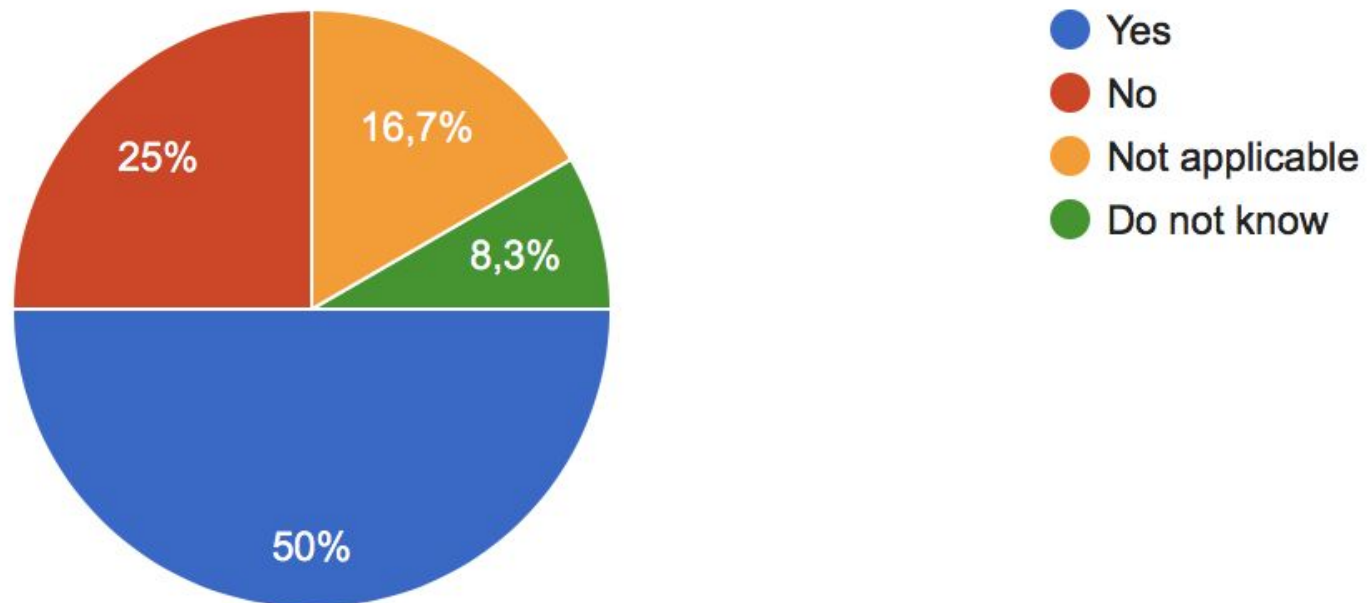
A majority of the respondents maintained 100% of their organisation's IT experts on remote work

# Did you use “chômage partiel” for at least one of your IT experts in the recent period?

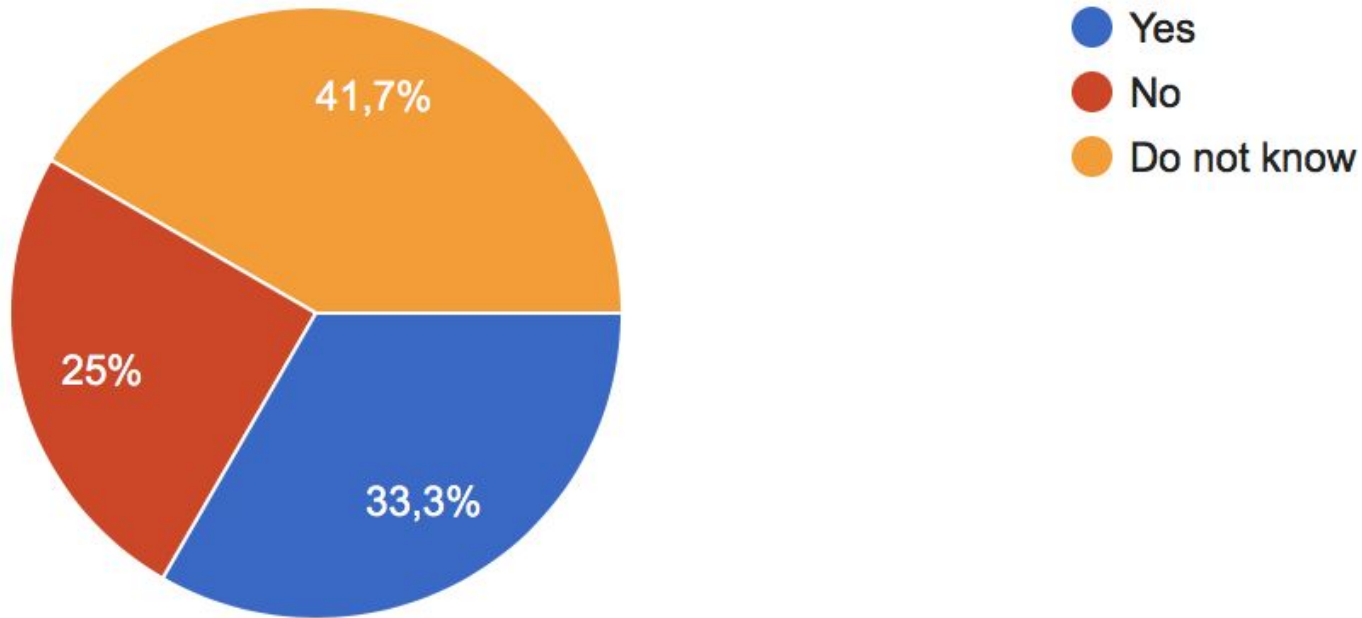


A majority of the respondents answered “No”

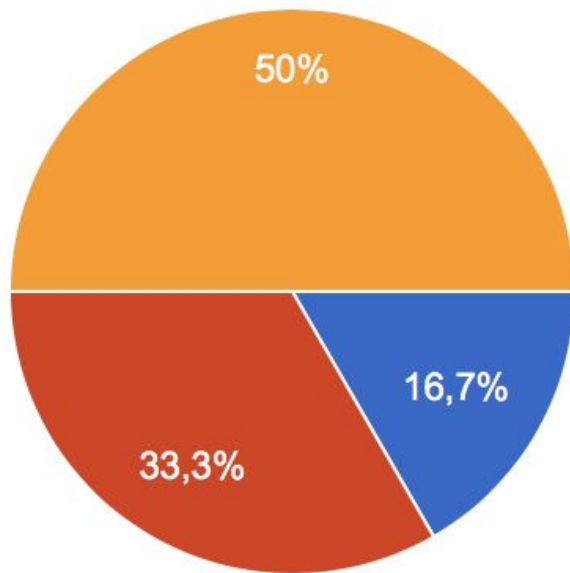
## Are you planning to hire any IT expert in 2020?



## Has the COVID-19 crisis created new needs that will lead to the creation of new jobs with special IT skills?



If yes, are you planning to:



- Hire directly new resources
- Outsource these IT tasks/projects
- A mix of both

Marina ANDRIEU, Coordinator

[contact@digitalcoalition.lu](mailto:contact@digitalcoalition.lu)

digitalcoalition.lu



Digital Skills and Jobs Coalition



Digital  
Lëtzebuerg



CHAMBRE  
DES METIERS  
Luxembourg