

DIGITALISATION OF MUNICIPAL YOUTH WORK, 2019

NUMBER OF RESPONDENTS



COMPOSITION OF RESPONDENTS

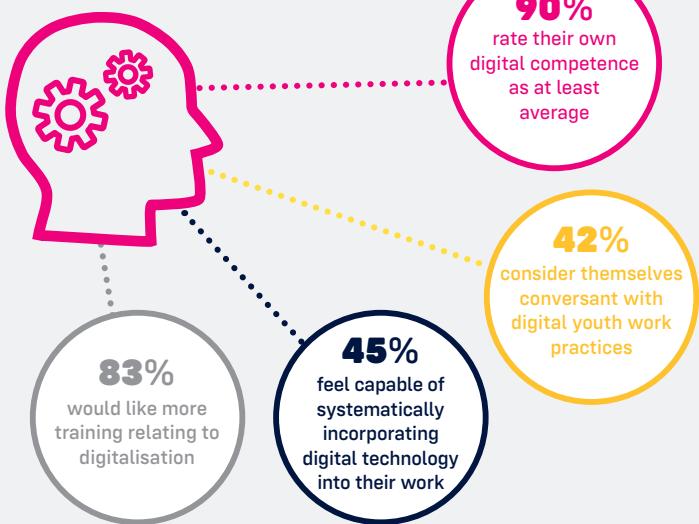


**AVERAGE AGE OF
RESPONDENTS** 39 YEARS

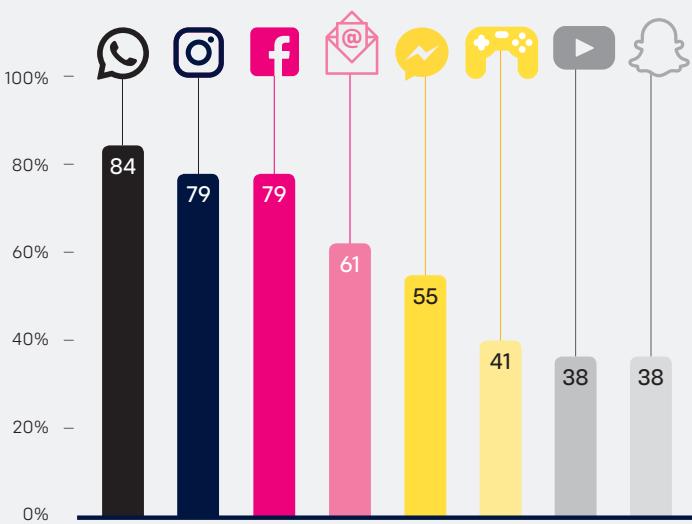
NUMBER OF MUNICIPALITIES



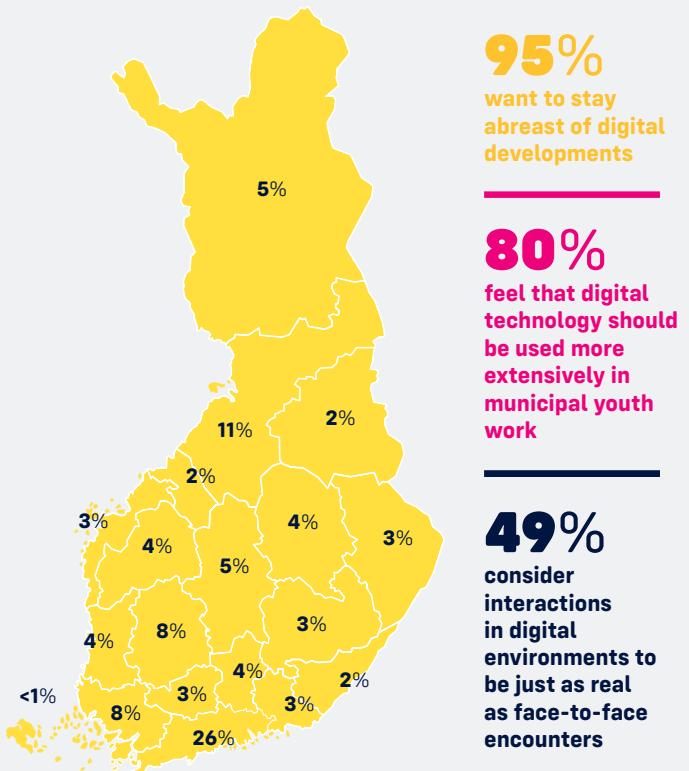
COMPETENCE



MOST POPULAR SERVICES



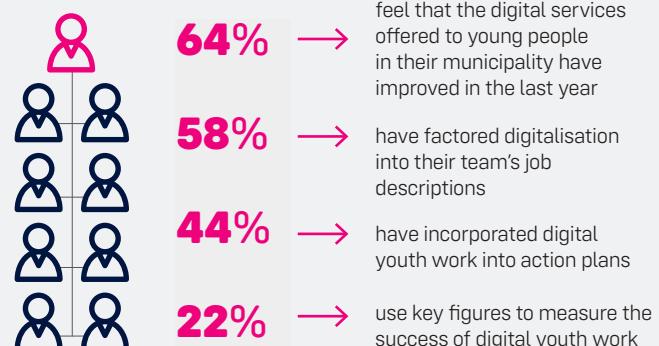
GEOGRAPHICAL DISTRIBUTION OF RESPONDENTS



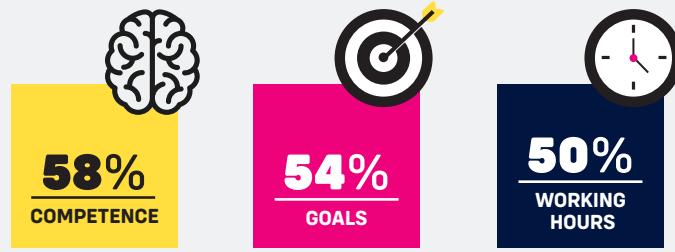
YOUTH WORKERS (in the last 3 months)



YOUTH WORK MANAGERS



CHALLENGES



Attitudes towards digitalisation

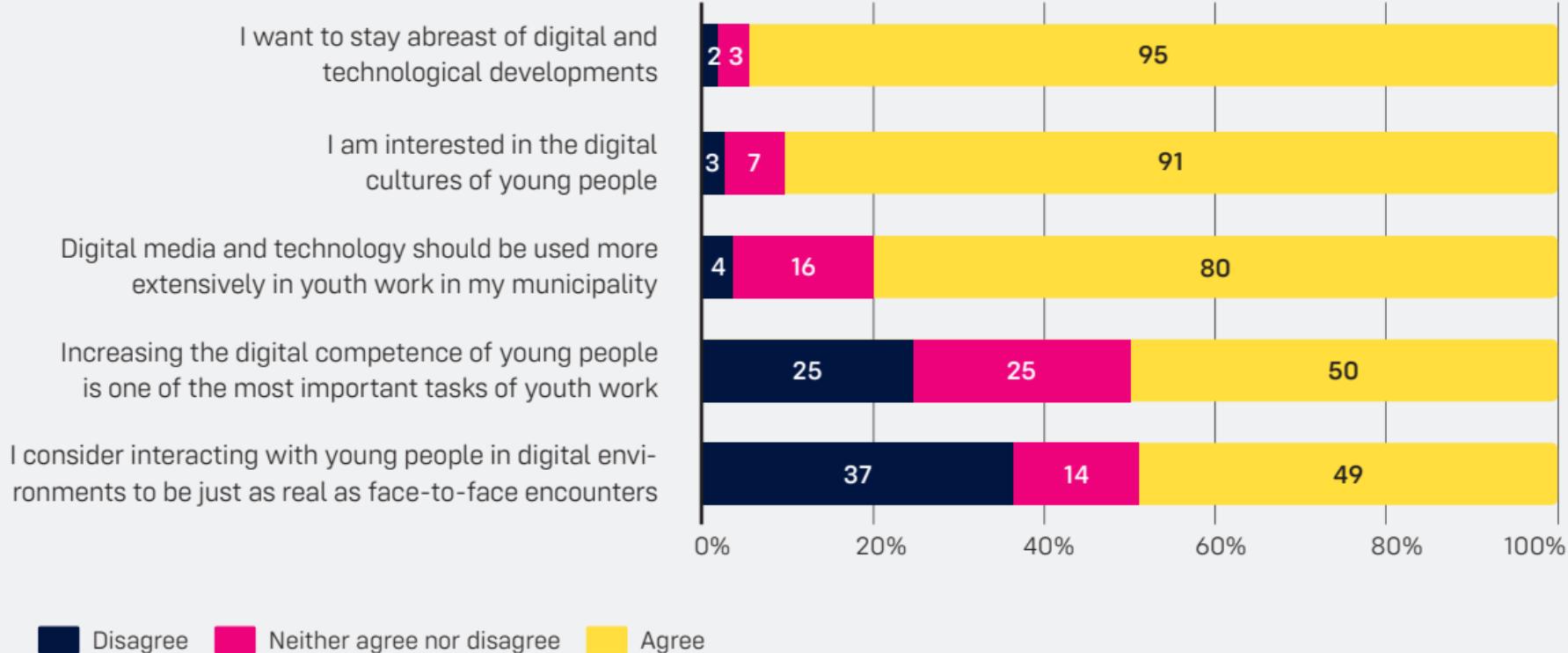
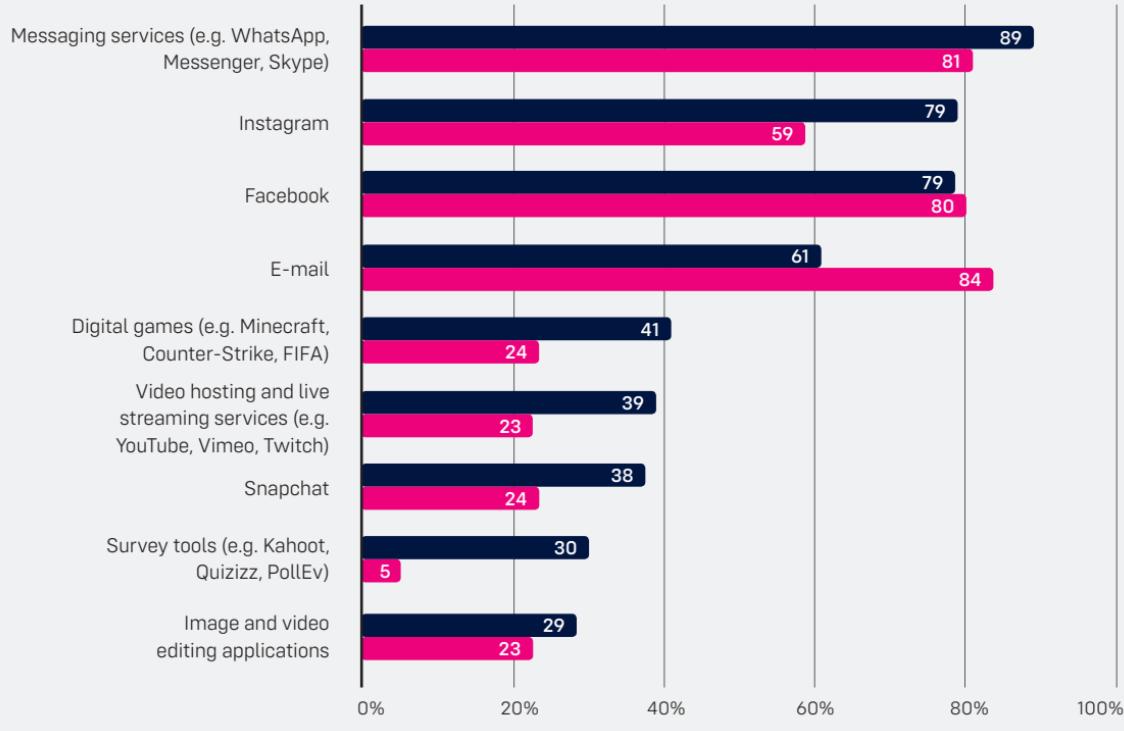


Figure 3. Youth workers' and youth work managers' attitudes towards statements relating to digitalisation (%; N = 1,250).

Changes in the services used in youth work



■ 2019 (n=1001) ■ 2017 (n=503)

Figure 4. Digital services used regularly in youth work in 2019 (n = 1,001) and in 2017 (n = 503), multiple choice.

Most common uses of digital media and technology in youth work

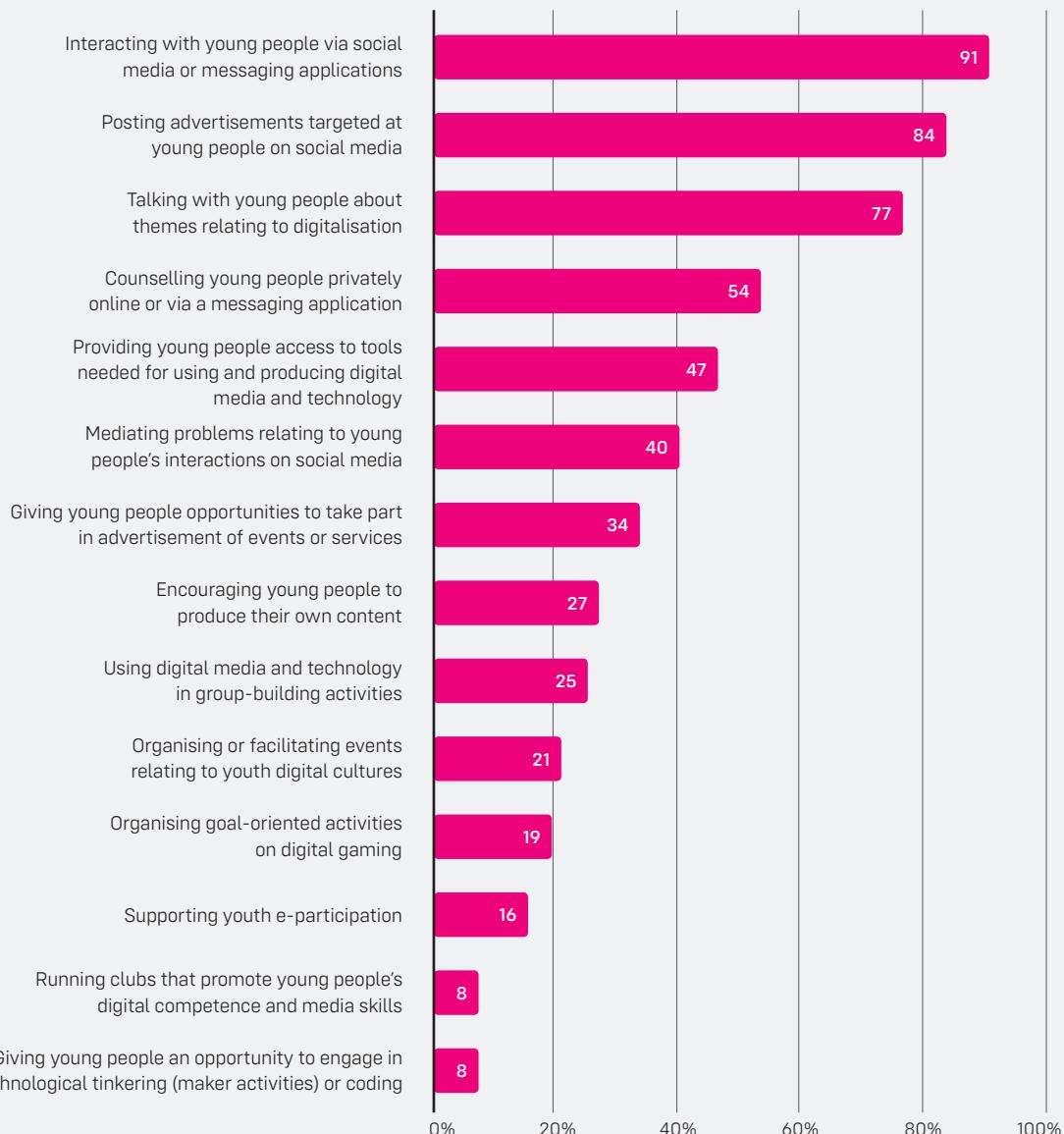


Figure 5. Most common uses of digital media and technology in youth work in the last three months, multiple choice (%; n = 1,001).

Changes in the arsenal of tools available to youth workers

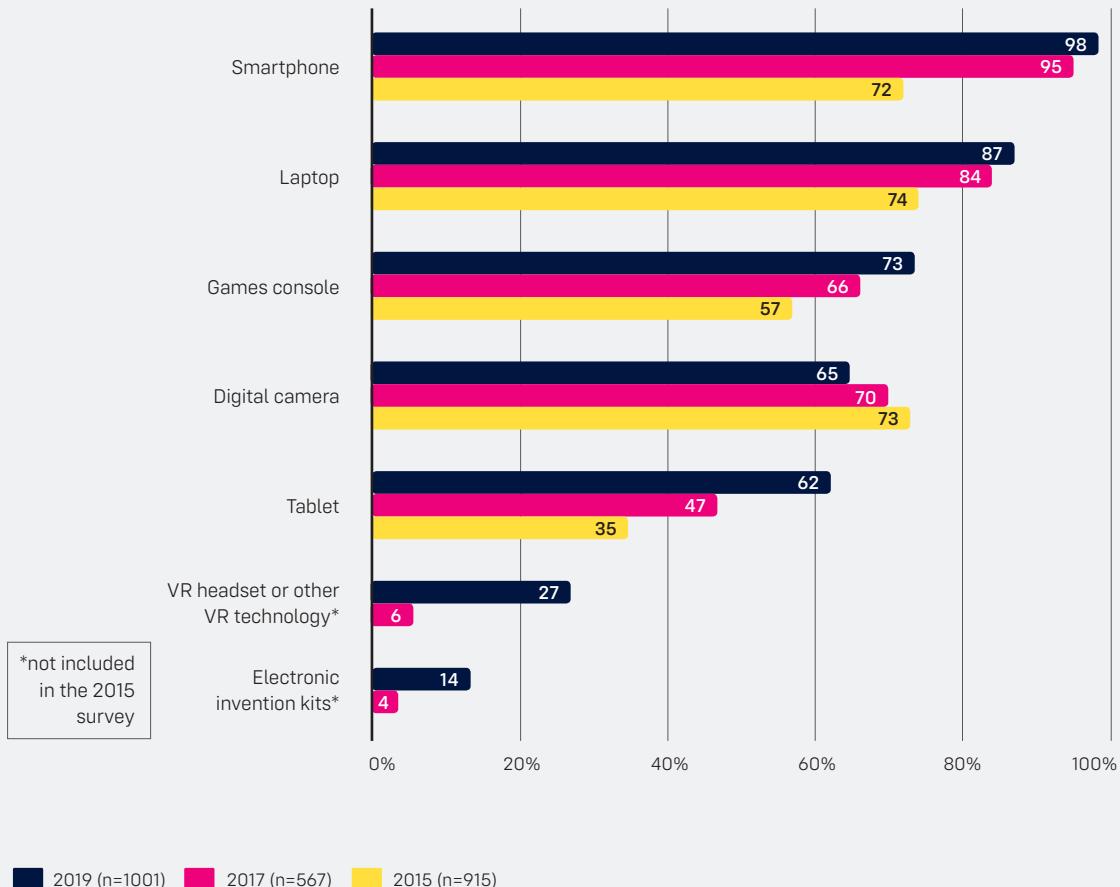


Figure 7. Arsenal of tools available to youth workers in 2019 (n = 1,001), in 2017 (n = 567) and in 2015 (n = 915), reported percentages (%).

Understanding of digitalisation and digital youth work

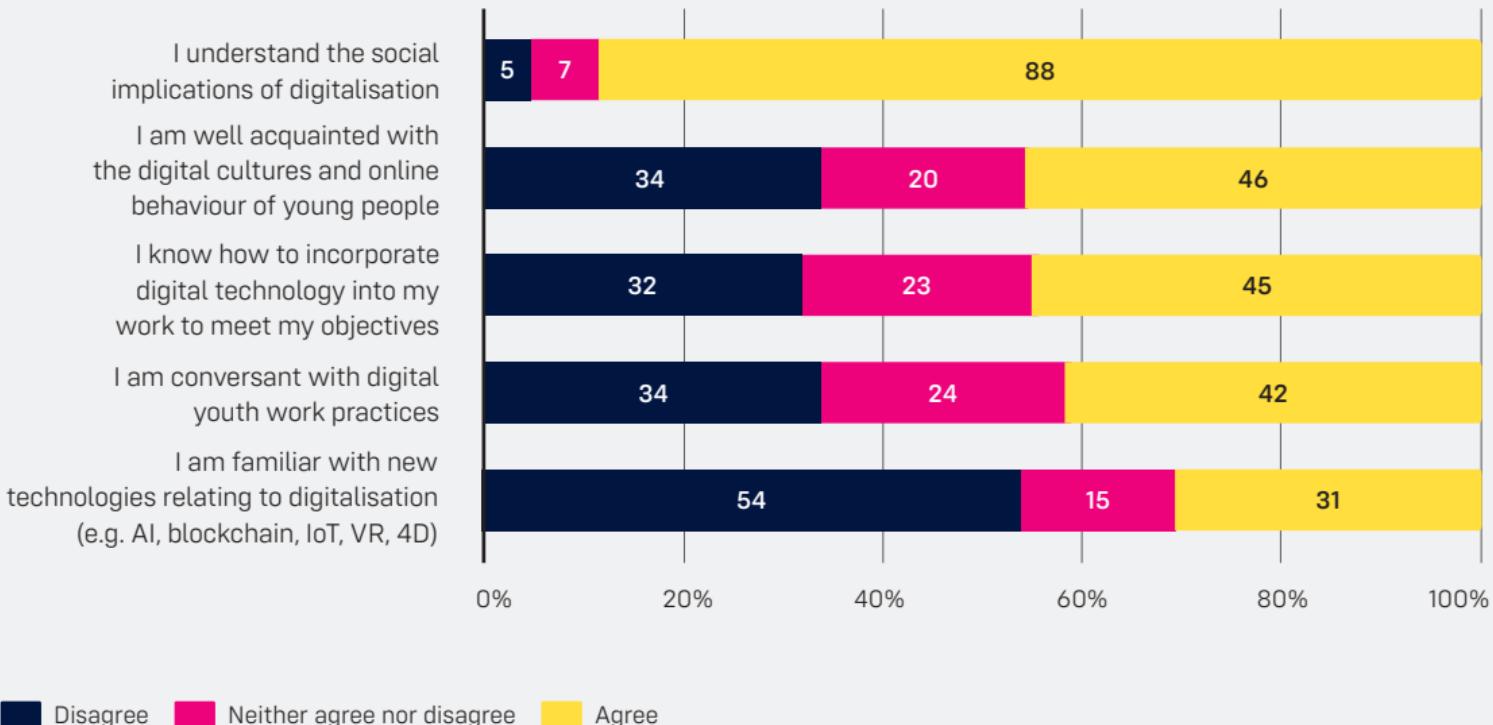


Figure 9. Youth workers' and youth work managers' attitudes towards statements relating to digitalisation and digital youth work (%; N = 1,250).

Digital competence of youth workers

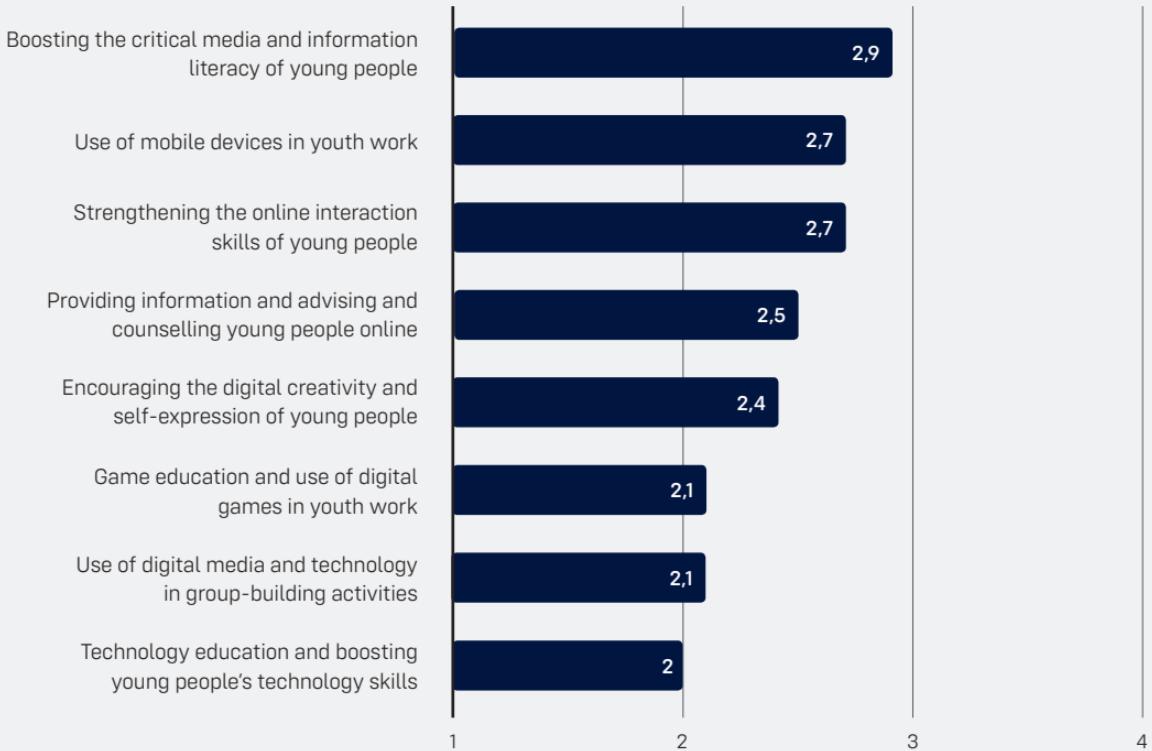


Figure 11. Areas of digital competence and averages among youth workers (n = 1,001).

Self-assessment of competence on a scale of 1 to 4 (1 = poor, 2 = average, 3 = good, 4 = excellent).

Overall assessment of digital competence by age group

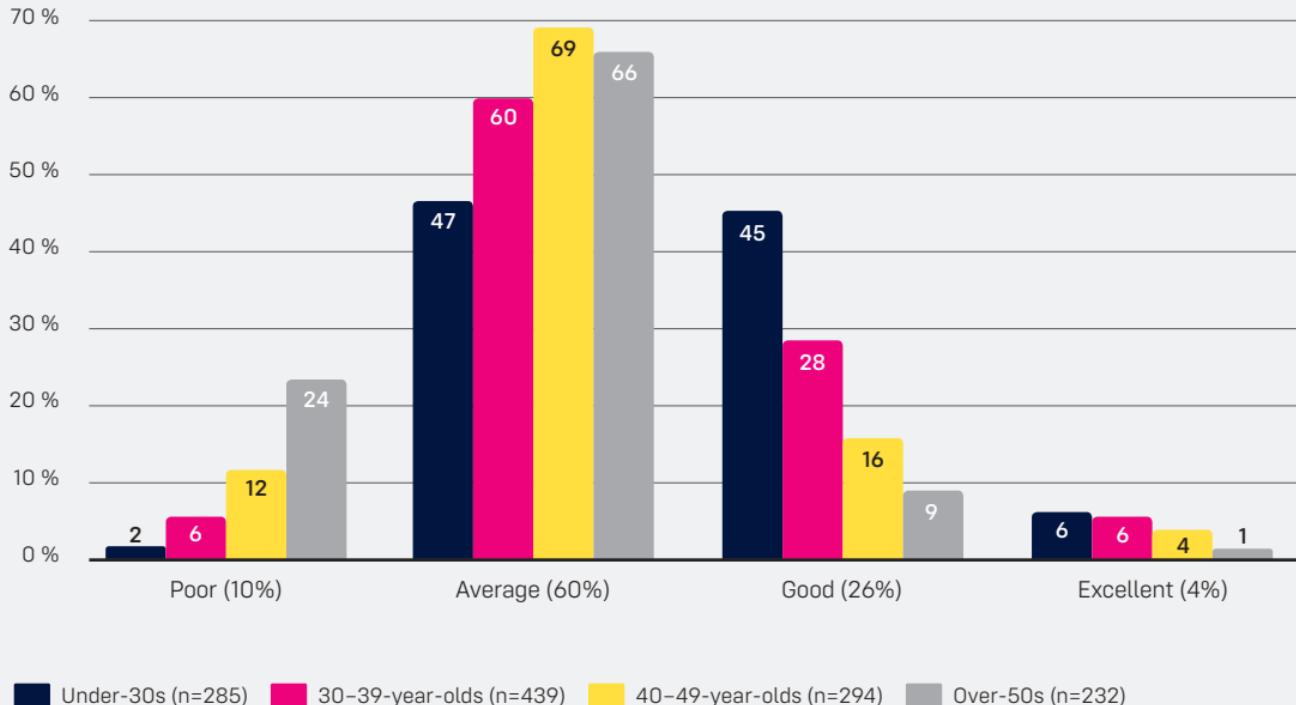


Figure 13. Overall self-assessment of digital competence on a scale of 1 to 4
(1 = poor, 2 = average, 3 = good, 4 = excellent; N = 1,250).

Youth work managers' assessment of the development of their team's digital competence

We provide flexible ways for our staff to improve their digital competence by taking part in digital training courses outside of our organisation

2,5

We take digital competence into account in recruitment

2,4

Digitalisation has been factored into our competence development policies

2,2

We regularly review our digital competence and any gaps in our competence

2,1

We organise staff training relating to digital youth work

2

We provide resources / operating models / guides to support digital youth work

1,9

1

2

3

4

Figure 15. Averages of youth work managers' assessments of the development of their team's digital competence on a scale of 1 to 4 (1 = poor, 2 = average, 3 = good, 4 = excellent; n = 249).

Team's attitude towards digital youth work

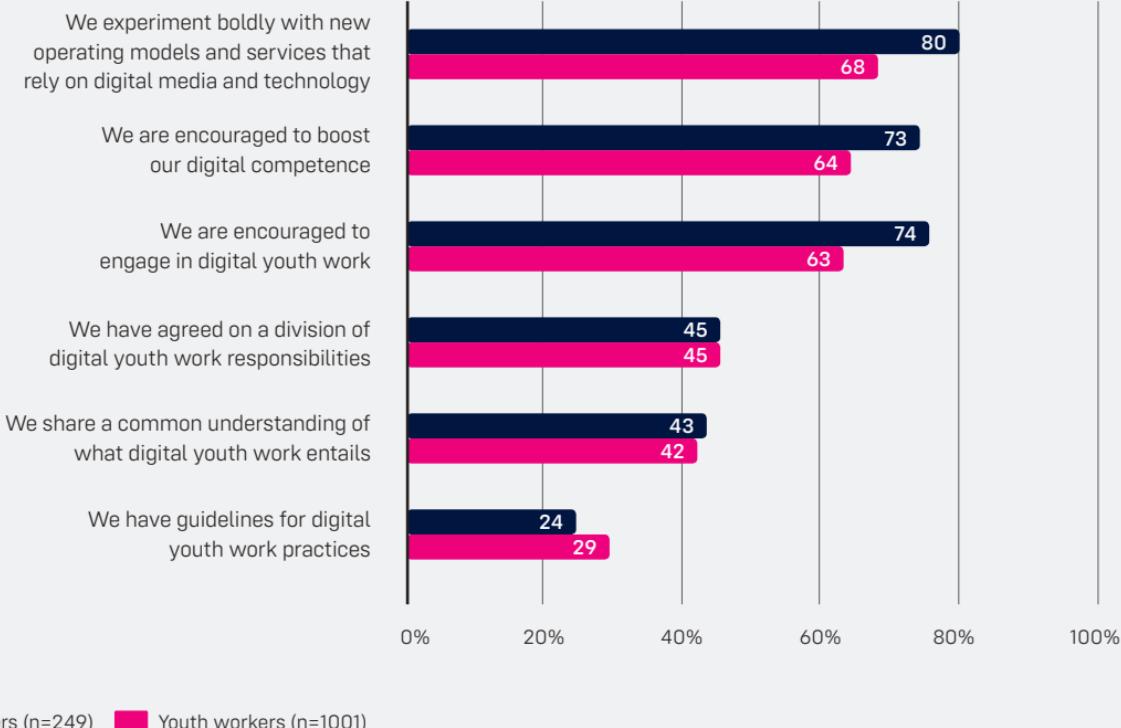


Figure 16. Percentages (%) of youth workers and youth work managers who agree or strongly agree on statements relating to their team's attitude (N = 1,250).

Most notable challenges (youth workers)

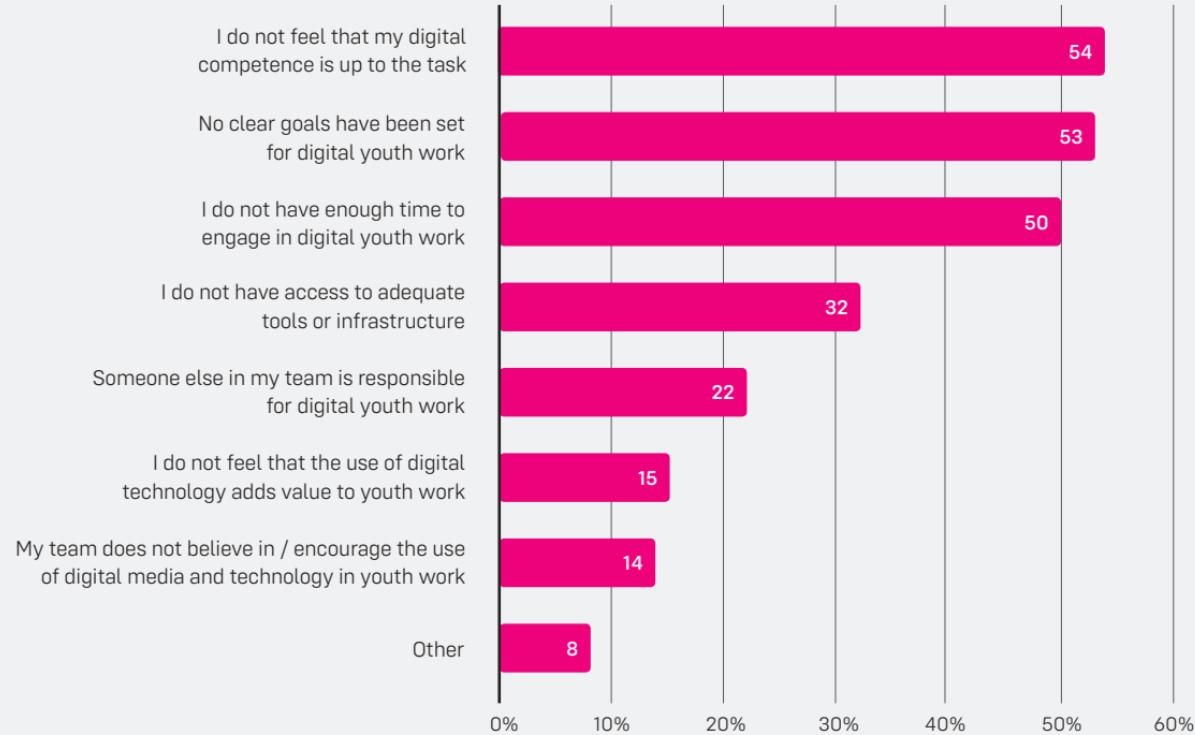
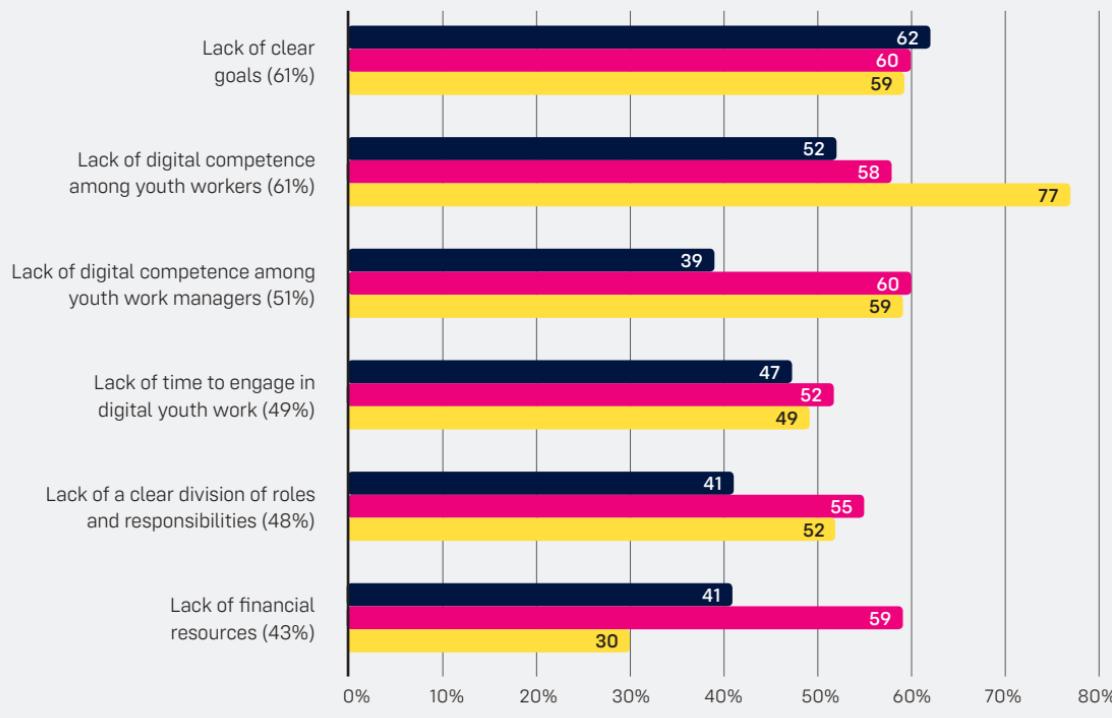


Figure 19. Biggest challenges of digital youth work from youth workers' perspective, multiple choice (%; n = 1,001).

Most notable challenges (youth work managers)



■ Less than 10,000 residents (n=105) ■ 10,000–50,000 residents (n=73) ■ 50,000+ residents (n=71)

Figure 20. Biggest challenges of digital youth work from youth work managers' perspective and according to the size of municipality, multiple choice (%; n = 249).

Development of municipal youth work in the last year

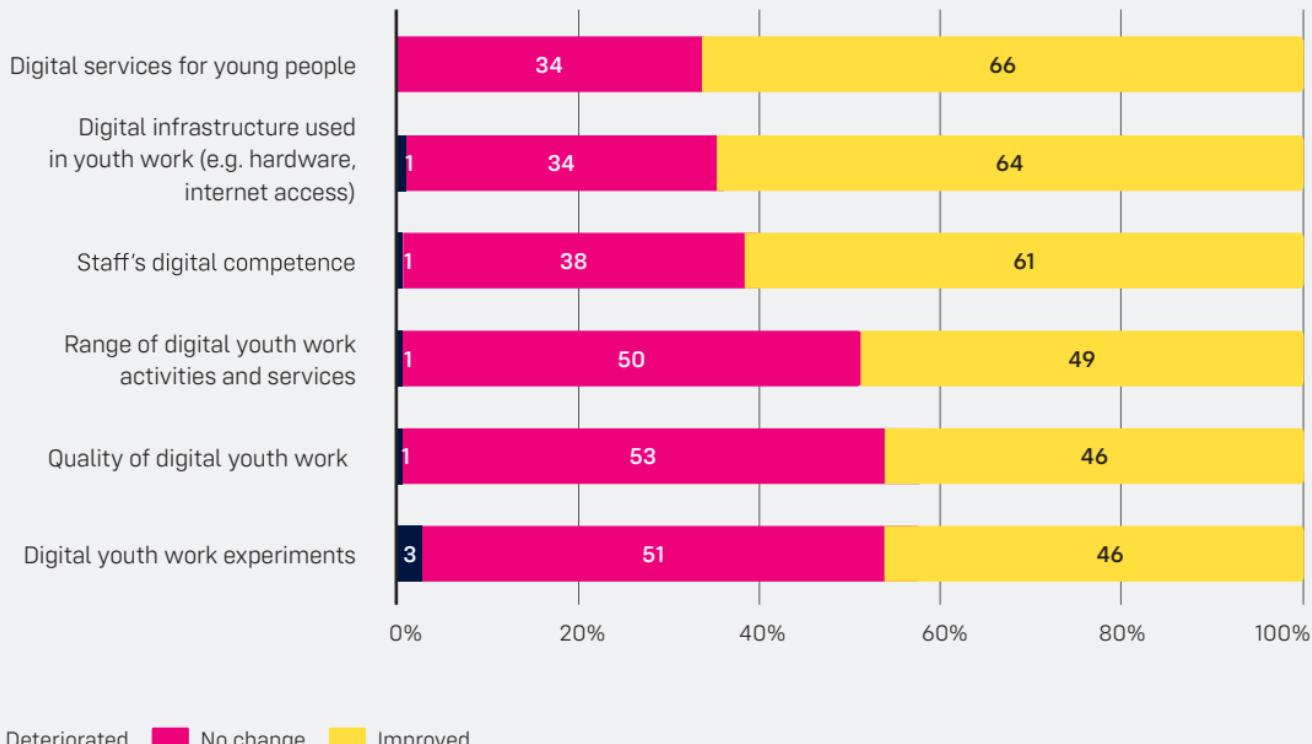


Figure 21. Youth work managers' assessment of the development of municipal youth work in the last year, response percentages (%; n = 233–249).

Strategies and action plans that guide digital youth work

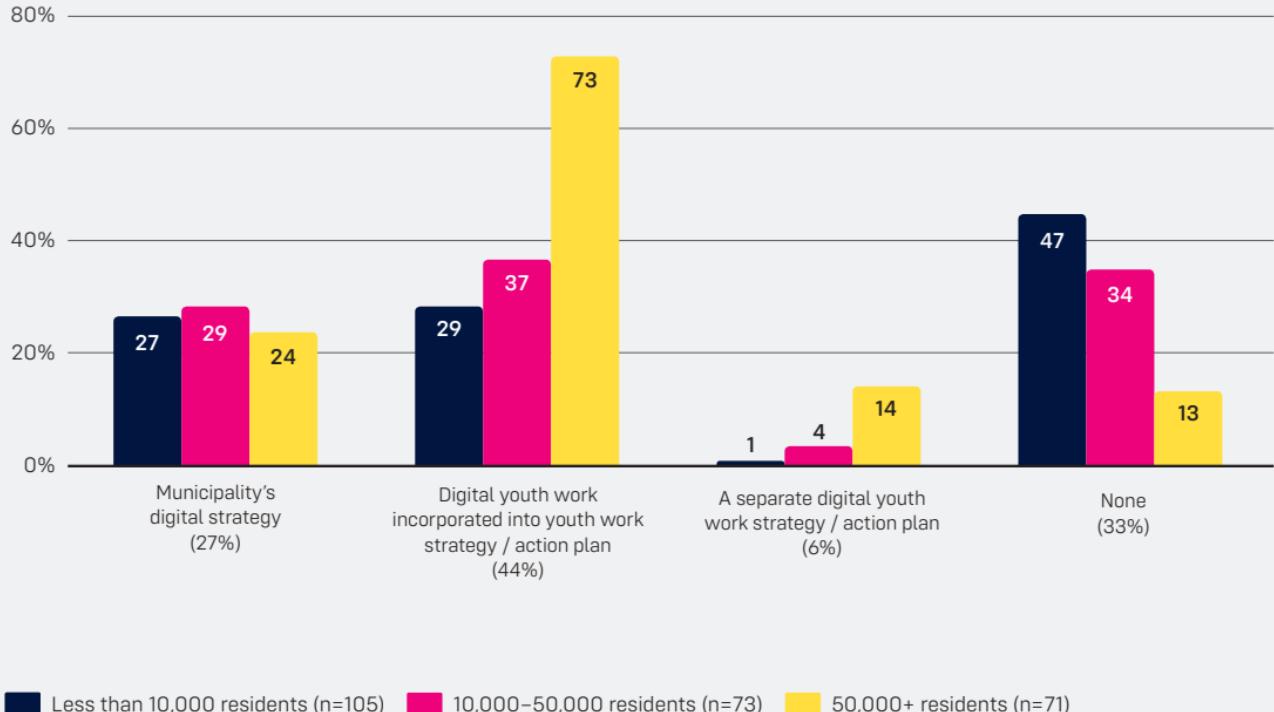


Figure 22. Strategies and action plans that guide digital youth work from youth work managers' perspective and according to the size of municipality, multiple choice (% , n = 249).

Systematic approach to digital youth work

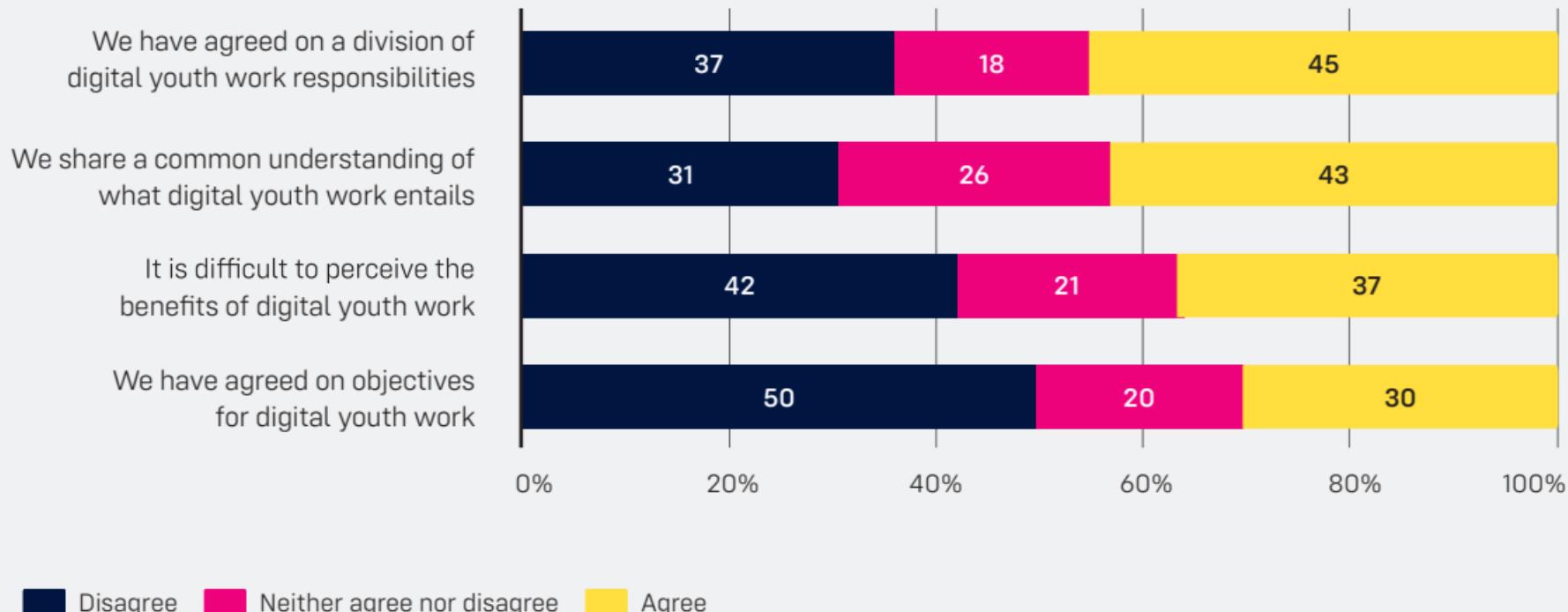


Figure 24. Youth work managers' perception of objectives relating to digital youth work (n = 249).

Evaluation of digital youth work

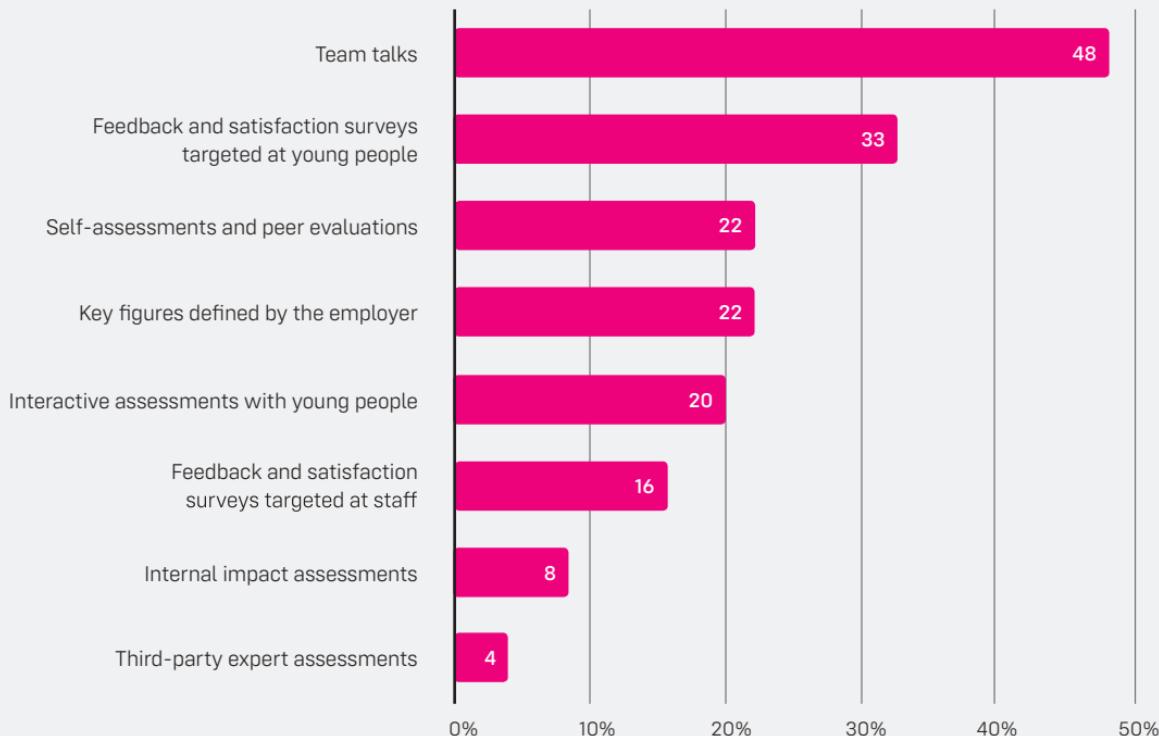


Figure 25. Ways of measuring the success of digital youth work reported by youth work managers, multiple choice (%; n = 249).