Voice for inclusion
Citizenship and Empowerment

Co-funded by the
Erasmus+ Programme
of the European Union

EXECUTIVE REPORT

Digital Maturity Survey

FRANCE **HORIZON**

PROVINCIA DE CÁDIZ **PRO YEC TO HOMBRE**

SOMASCHI

tech**soup**
ITALIA

Summary

Introduction

Report's goals

This Report was conducted within the project "V.O.I.C.E.: Voice for Inclusion, Citizenship and Empowerment", which goal is to develop soft skills of people with fewer opportunities increasing their individual empowerment.

The direct beneficiaries of the project are the caregivers professionals, that will develop specific competences to help all the disadvantaged subjects to decrease their social exclusion and to promote active citizenship.

In particular, the project V.O.I.C.E. will help caregivers to raise their awareness in terms of digital citizenship and individual rights, on-line safety and digital well-being, including cyberbullying, fake news, hate speech and other forms of online misinformation, and will offer them new skills to promote prevention and protection of disadvantaged subjects.

These goals will be reached through specific training, study visit and best practice, that will allow the caregivers to widen their professional competences and to help the more fragile social categories to understand their needs and how to reach them.

The final outputs of the project will be a methodologic guideline on "Active citizenship for fewer opportunities" and a Toolkit on "Right and Responsibilities on Citizenship".

In order to develop an effective set of learning opportunities that can respond to the training needs of the beneficiaries, the first step of the project focused on a Survey on Digital Maturity, that has been submitted by social workers (educators, responsible and volunteers) that operate in the project Partner Organizations in Italy, Spain, Romania and France.

In this Report you will find the results of the Survey and the analysis of data, with the purpose to measure the level of digital maturity of both the non profit organizations and the individuals.

For the next step of the project, the social workers that participated in this Survey will be asked to cooperate in the construction of a similar Survey for disadvantaged subjects served by the non profit organizations, in order to investigate also their level of digital maturity and awareness in terms of online safety and digital citizenship.

Report structure

The **Survey** is composed by 4 different sets of questions:

- Personal Data
- Level of digital practices use within the organization
- Individual digital skills and knowledge
- Individual knowledge of potential online risks

The analysis is organised in 3 sections :

1. survey's methodology and the characteristics of the statistic sample
2. a first statistic analysis
3. highlights from the survey in order to investigate 3 main topics:

- Digital Transformation awareness and impact on the organizations
- Security and online risk awareness of the respondents
- Organizations Online security policies

Section 1

Methodology and statistic sample

Co-funded by the
Erasmus+ Programme
of the European Union

Methodological note

Subject of the investigation and used variables

The V.O.I.C.E. project promoted a transnational survey based on NGOs Digital Transformation model.

The Survey has been conducted using the CAWI method (Computer Aided Web Interview) through a specific software (Typeform), and has been translated in 4 languages.

The aim of the Survey is to investigate organizations' "digital maturity" and personal digital skills of social workers, as well as their knowledge of the potential risks of the web.

The results of the Survey will be used within the V.O.I.C.E. project to develop learning opportunities and digital tools for educators and beneficiaries.

Characteristics of the sample

The Survey on Digital Maturity, conducted in January and February 2021, involved **280 social workers** from the 4 european non profit organizations who are partners of the V.O.I.C.E. project:

Italy - Associazione Consulta Diocesana per le attività in favore dei minori e delle famiglie ONLUS (**113** responses)
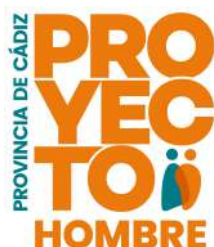
Spain - Fundación Centro Español de Solidaridad Jerez (**82** responses)

Romania - Fundatia de Voluntari Somaschi (**35** responses)

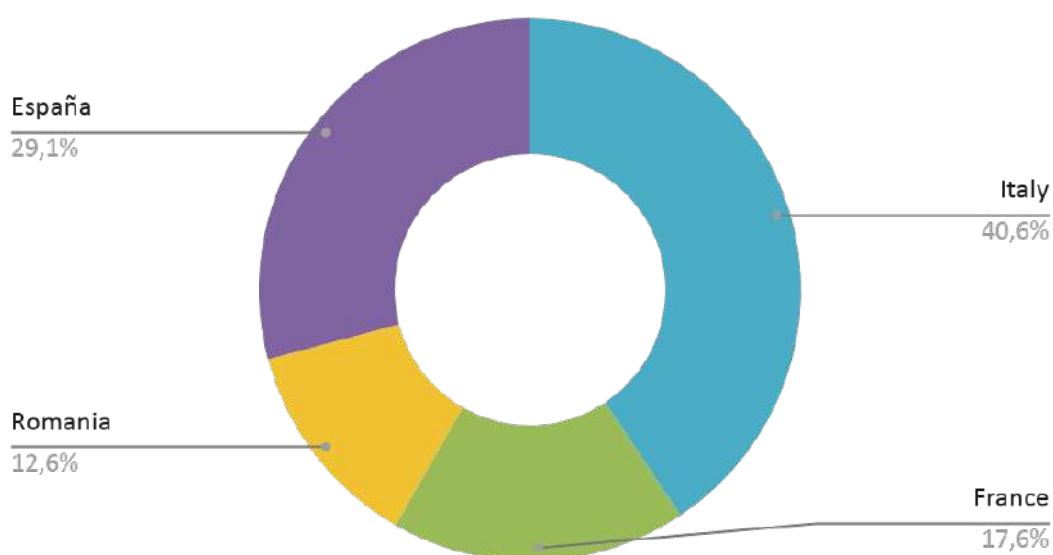**France** - Association FRANCE HORIZON (**50** responses)
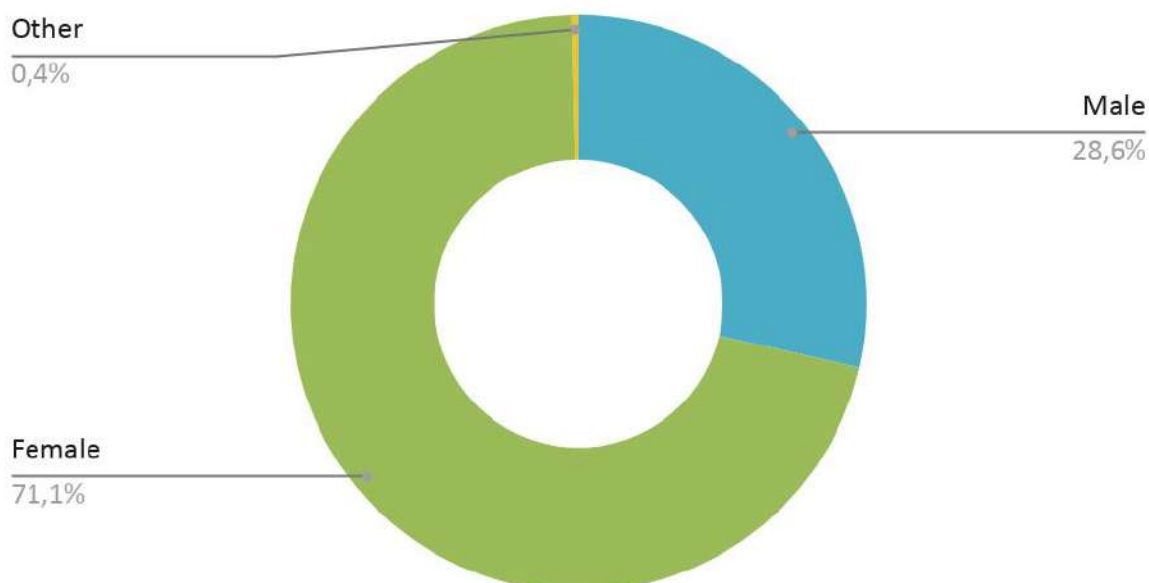
Technological partner

Co-funded by the
Erasmus+ Programme
of the European Union

Characteristics of the sample

Demographics

Respondents by country

España
29,1%

Italy
40,6%

Romania
12,6%

France
17,6%

Respondents by gender

Other
0,4%

Male
28,6%

Female
71,1%

Co-funded by the
Erasmus+ Programme
of the European Union

Characteristics of the sample

Demographics

Respondents by Age

Under 25
1,8%

Over 55
14,6%

46 - 55
19,3%

25 - 35
33,2%

36 - 45
31,1%

Role within the organization

Volunteer
17,9%

Other
4,7%

Manager/Service coordinator
17,2%

Social worker/educator
60,2%
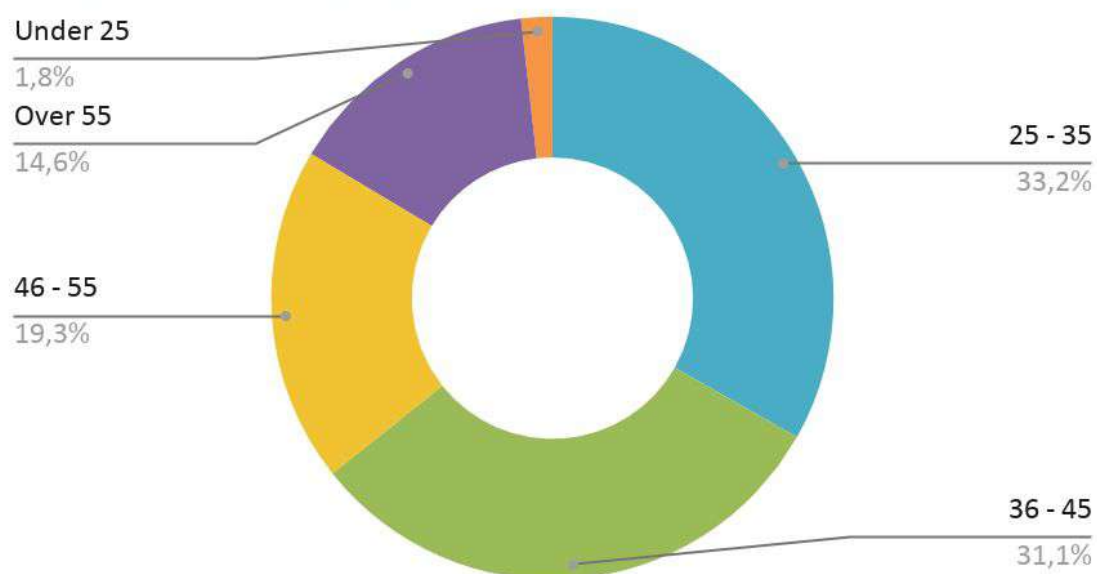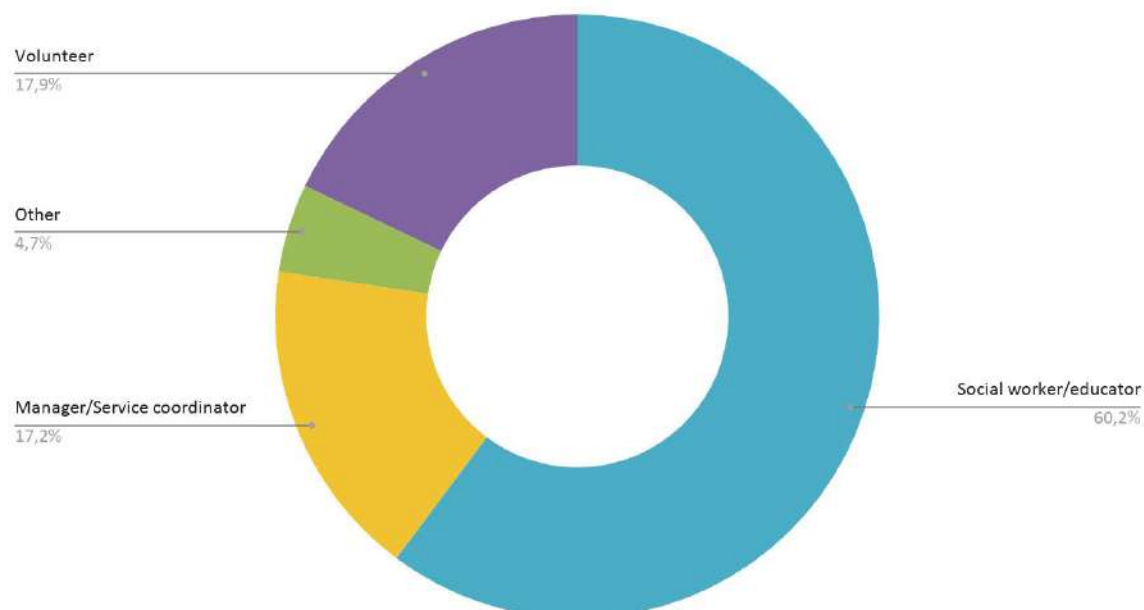
Section 2

A first statistic analysis

Co-funded by the
Erasmus+ Programme
of the European Union
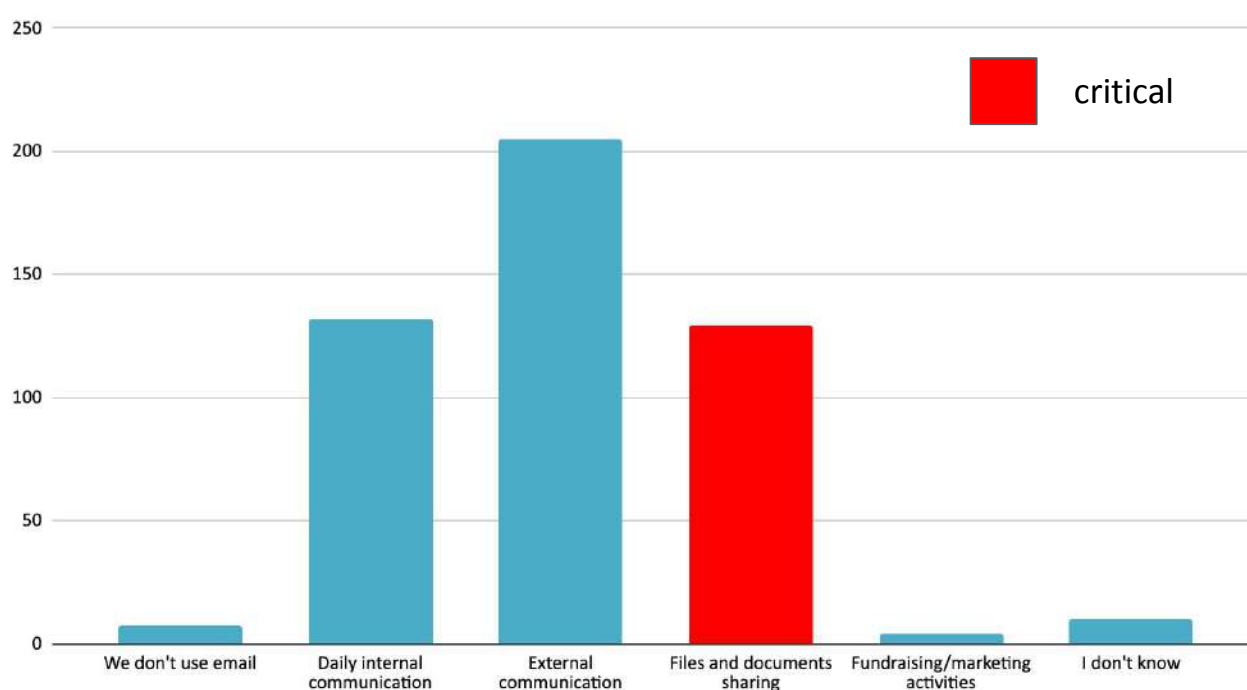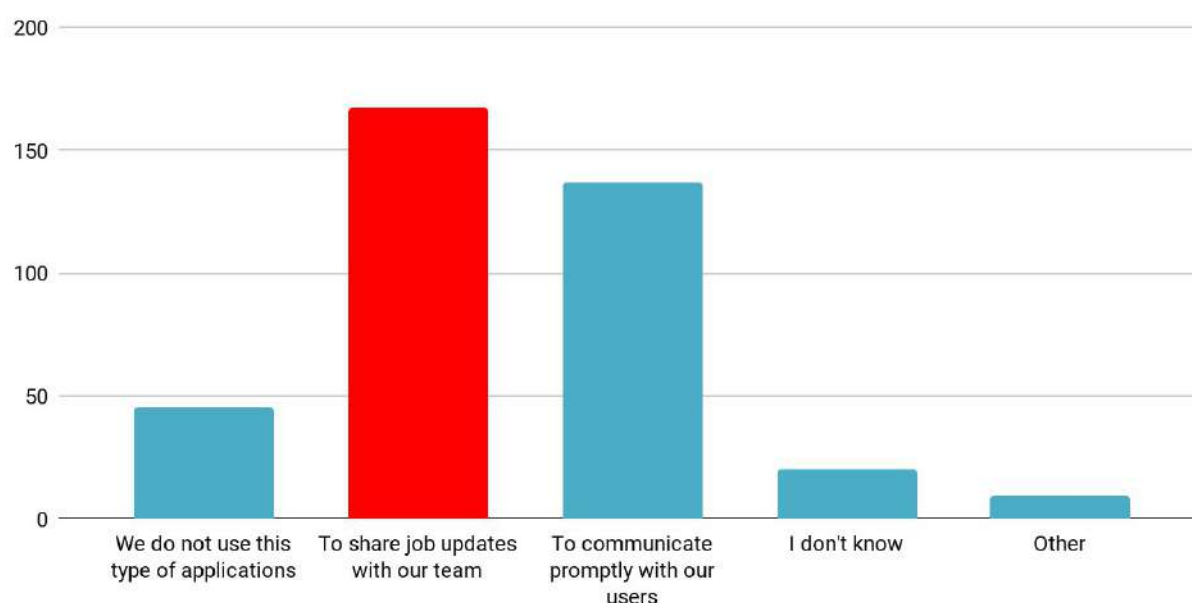
Level of digital practices use within the organization

How the organizations share informations and documents

### For what purpose you use email within your organization?

critical

For what daily communication purpose you use instant messaging within your organization?

Co-funded by the
Erasmus+ Programme
of the European Union

Level of digital practices use within the organization

How the organizations share informations and documents

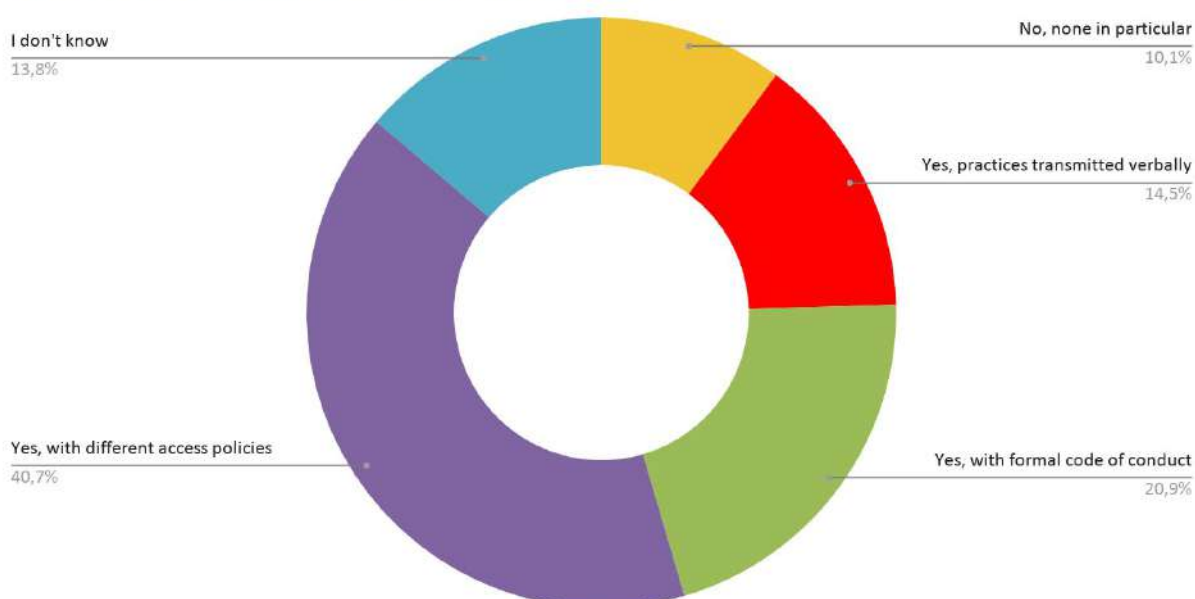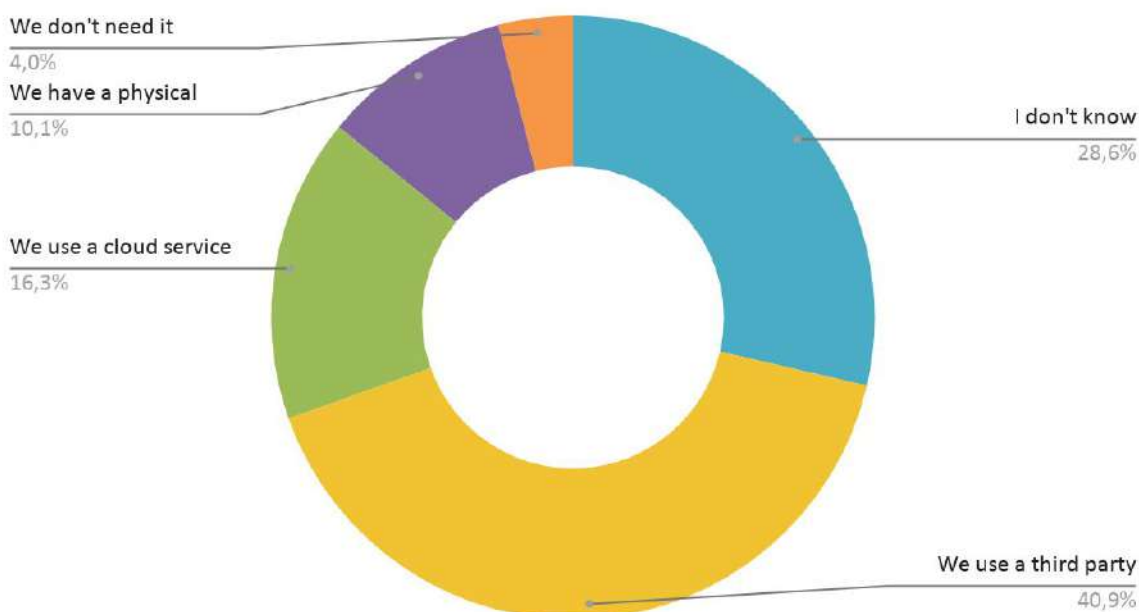## How do you share documents and files within your organization?
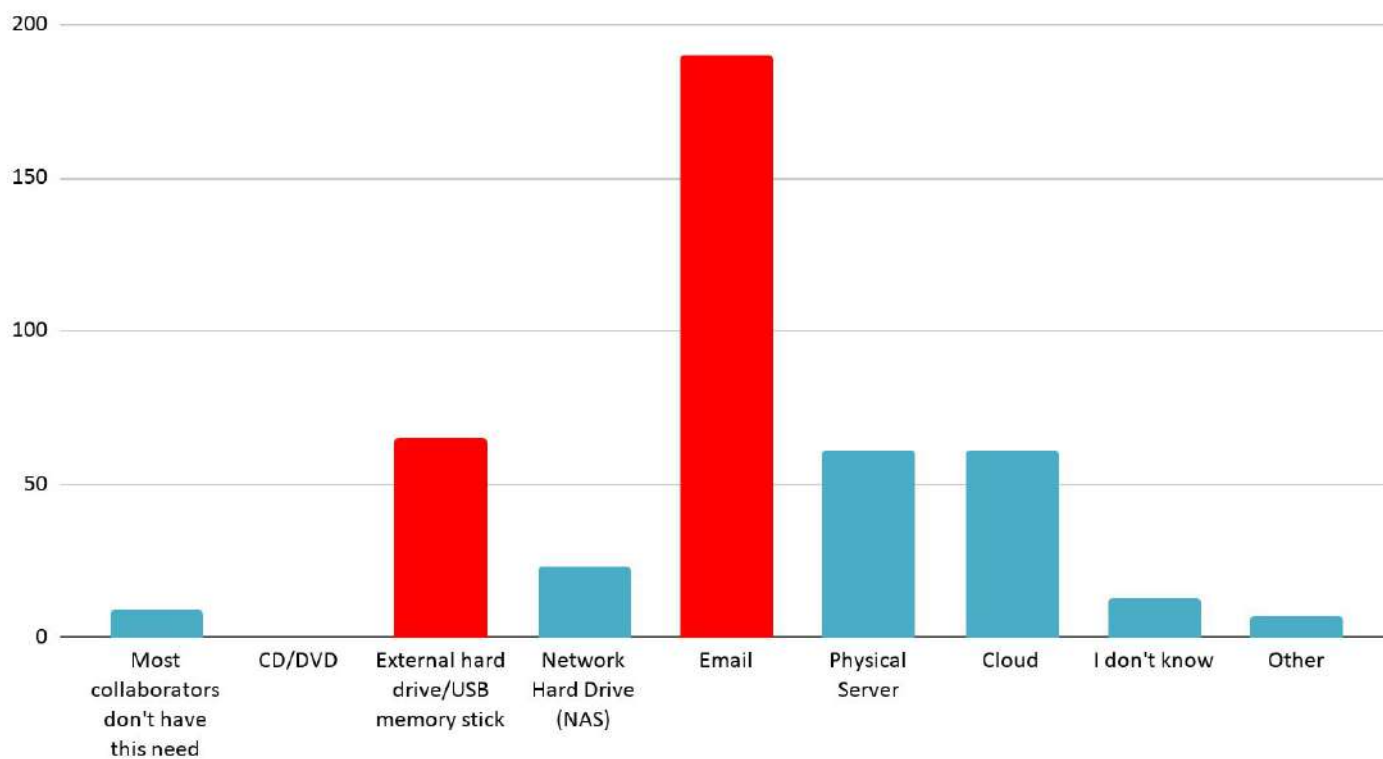
Co-funded by the
Erasmus+ Programme
of the European Union

Level of digital practices use within the organization

How the organizations share informations and documents

Are shared files or folders accessible to everyone or are there restrictions? (password, written rules, other limitations ....)
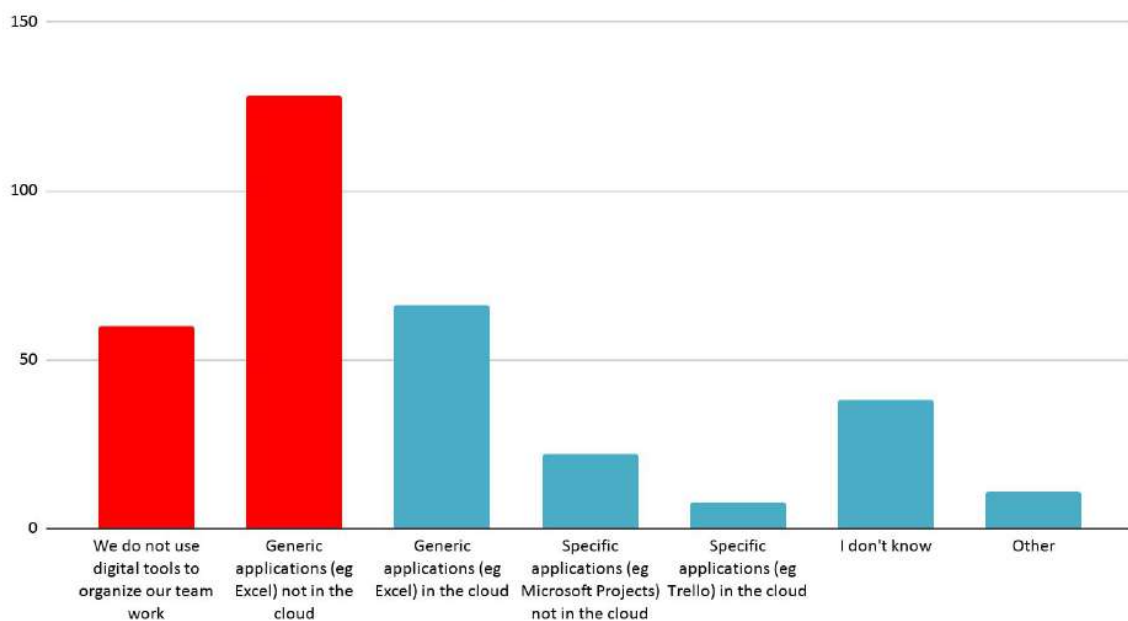
I don't know
13,8%

No, none in particular
10,1%

Yes, practices transmitted verbally
14,5%

Yes, with different access policies
40,7%

Yes, with formal code of conduct
20,9%

How do you handle emails?

We don't need it
4,0%

We have a physical
10,1%

We use a cloud service
16,3%
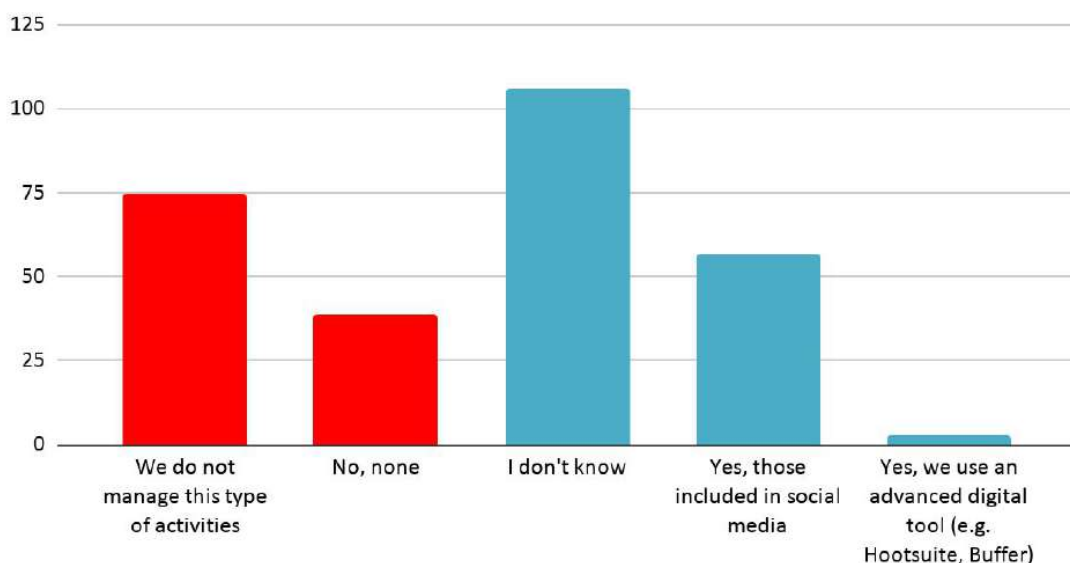
I don't know
28,6%

We use a third party
40,9%

Level of digital practices use within the organization

How the organizations use digital tools to work

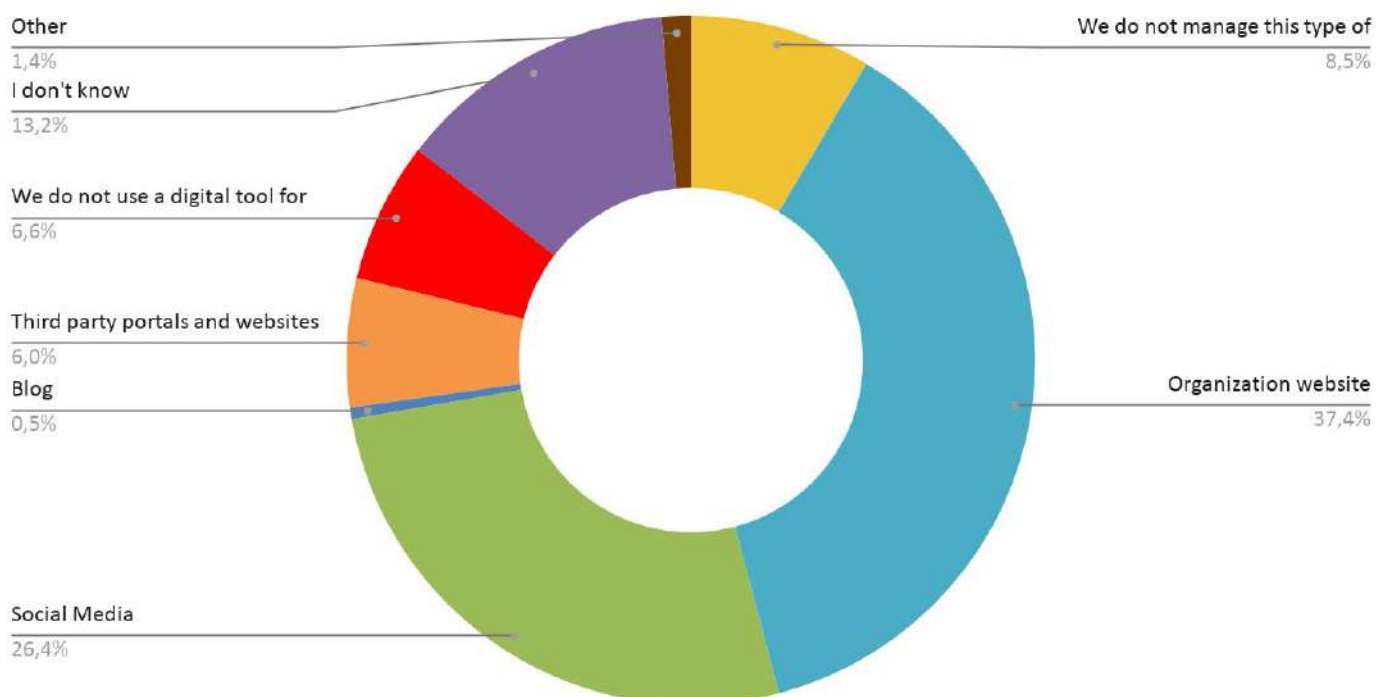## Which digital tools do you use to manage team work?

Does your organization use digital tools to manage, plan and monitor your social media activity?

Co-funded by the
Erasmus+ Programme
of the European Union

Voice for inclusion
Citizenship and Empowerment

Level of digital practices use within the organization
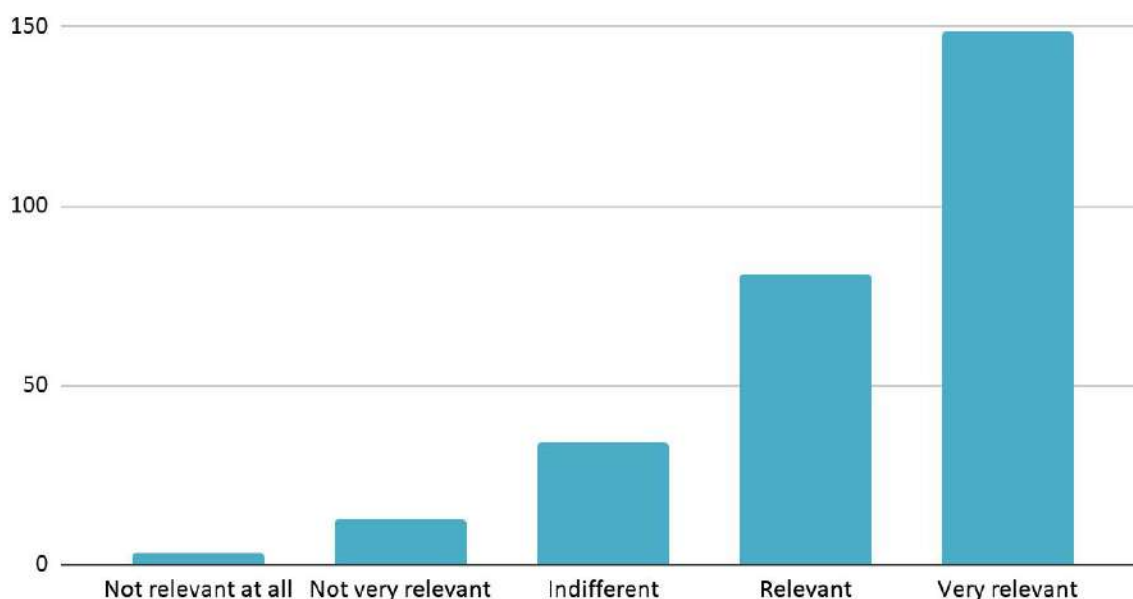
How the organizations use digital tools to work

Which digital communication channels do you use to inform stakeholders about the organization's mission, activities and objectives?

Other
1,4%

I don't know
13,2%

We do not use a digital tool for
6,6%

Third party portals and websites
6,0%

Blog
0,5%

Social Media
26,4%

We do not manage this type of
8,5%

Organization website
37,4%

Level of digital practices use within the organization

Organizations awareness: security and protection

In your strategic priorities, what role does ensuring data and application security play?

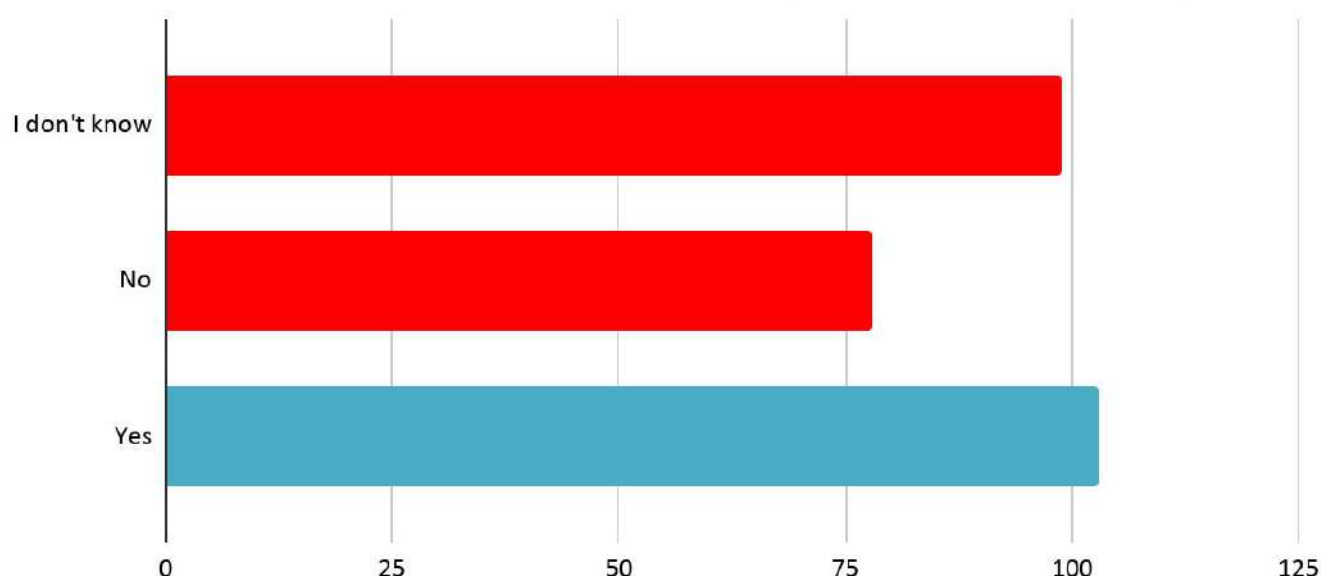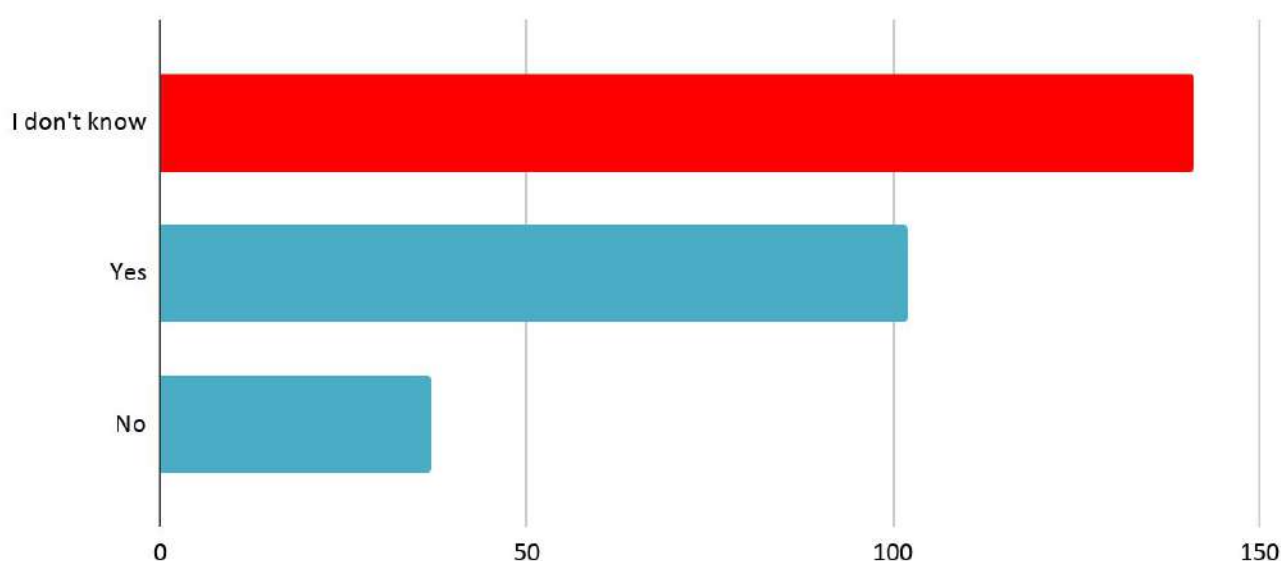## Does your organization use data protection software?
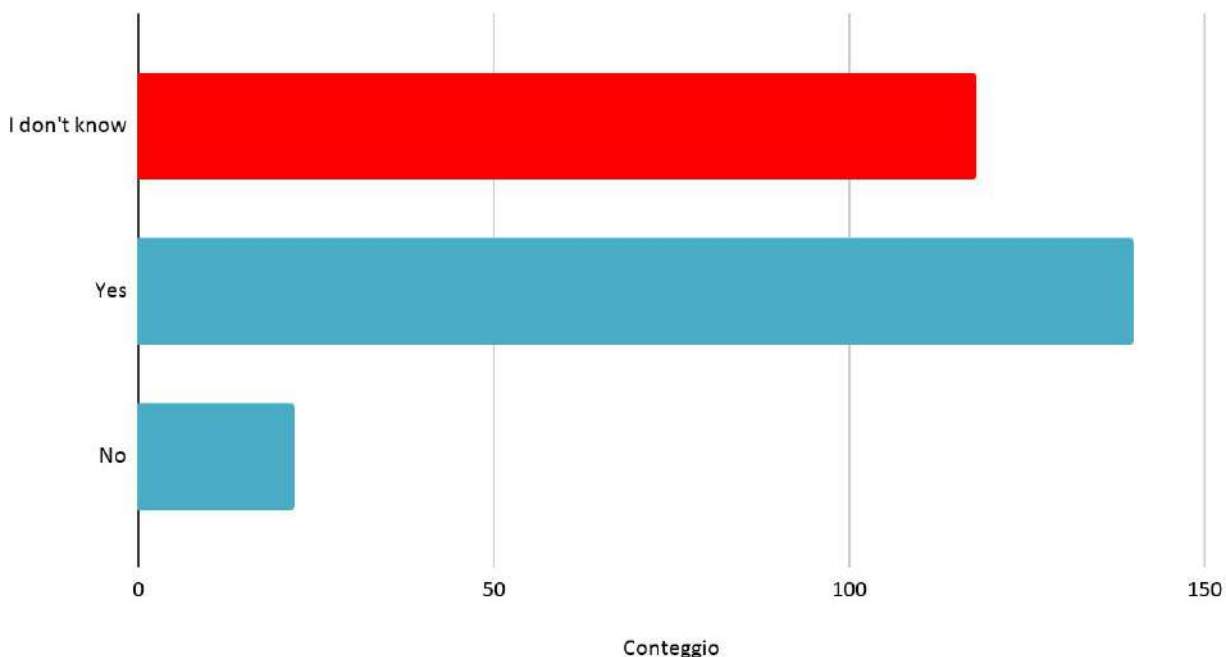
Conteggio

Level of digital practices use within the organization

Organizations awareness: security and protection

Have employees and volunteers in your organization been informed about anti-fraud procedures (e.g. phishing attempts)?


Are you equipped with protocols and technologies that allow you to protect your servers from hacker attacks?

Co-funded by the
Erasmus+ Programme
of the European Union

Level of digital practices use within the organization

Organizations awareness: security and protection

Have employees and volunteers in your organization been informed about how to protect devices from malware?

Co-funded by the
Erasmus+ Programme
of the European Union
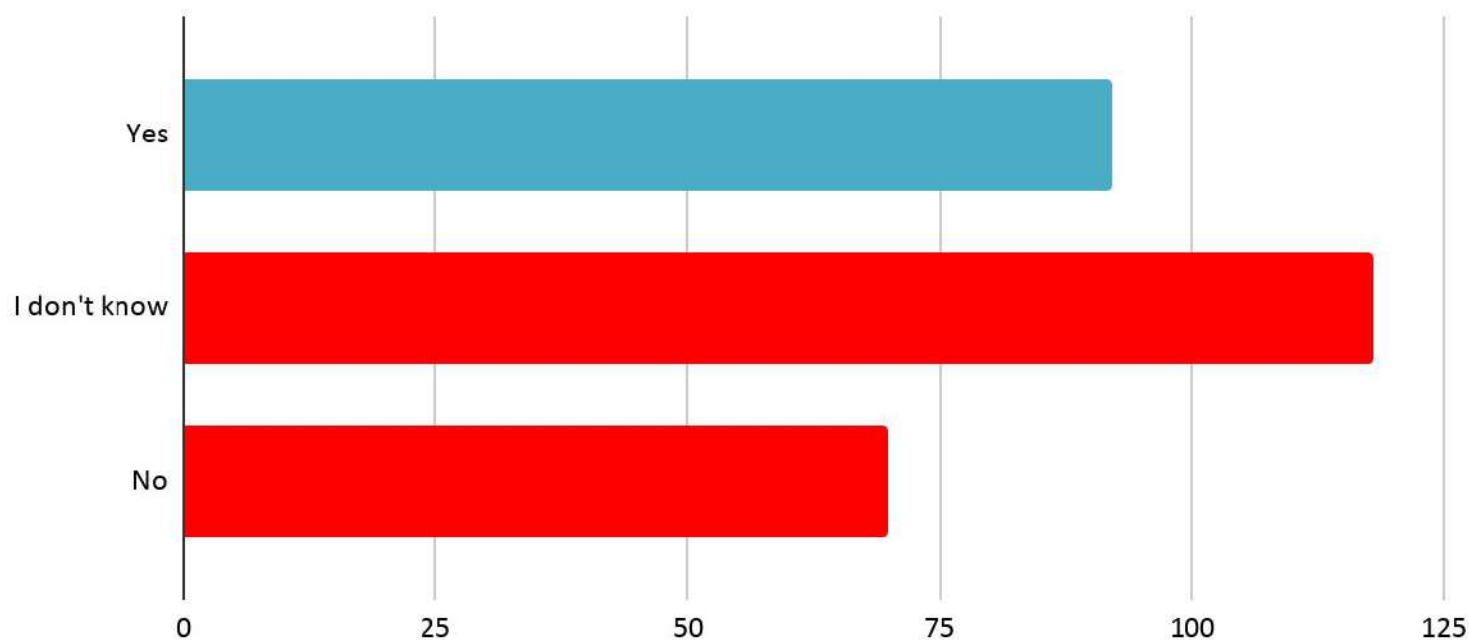
Level of digital practices use within the organization
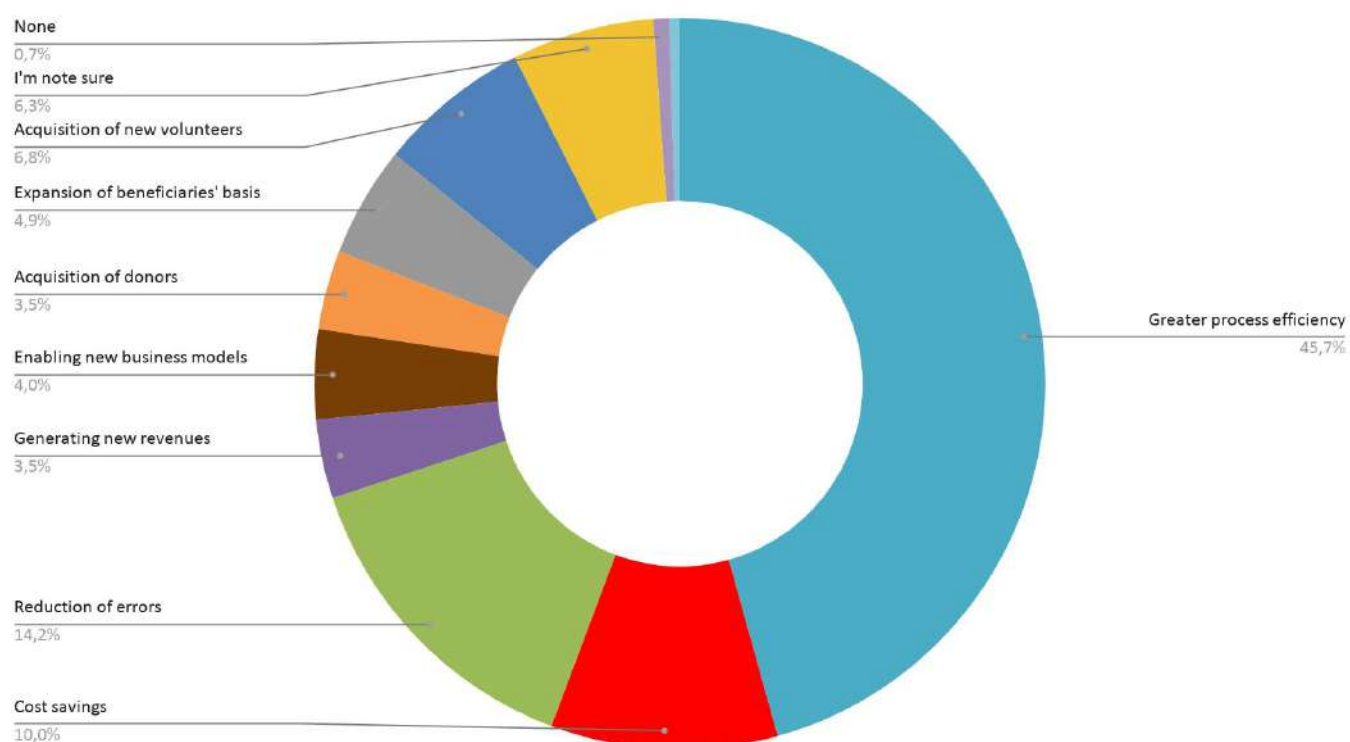
Impact of Digital Transformation

How important will digital technology be in increasing the impact of your organization in the coming years?
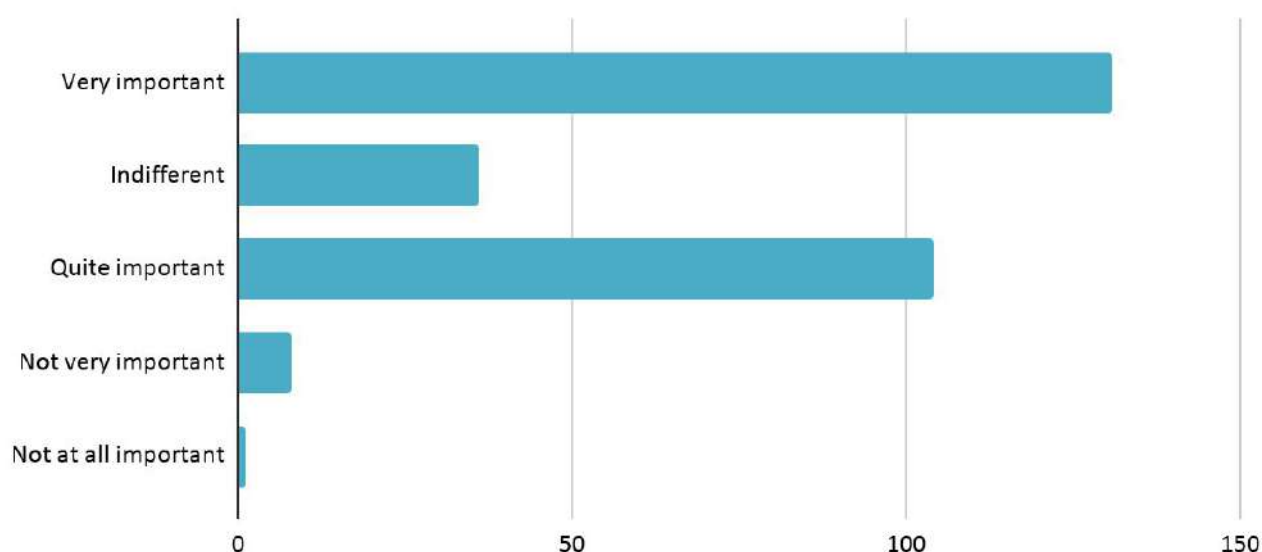
Level of digital practices use within the organization
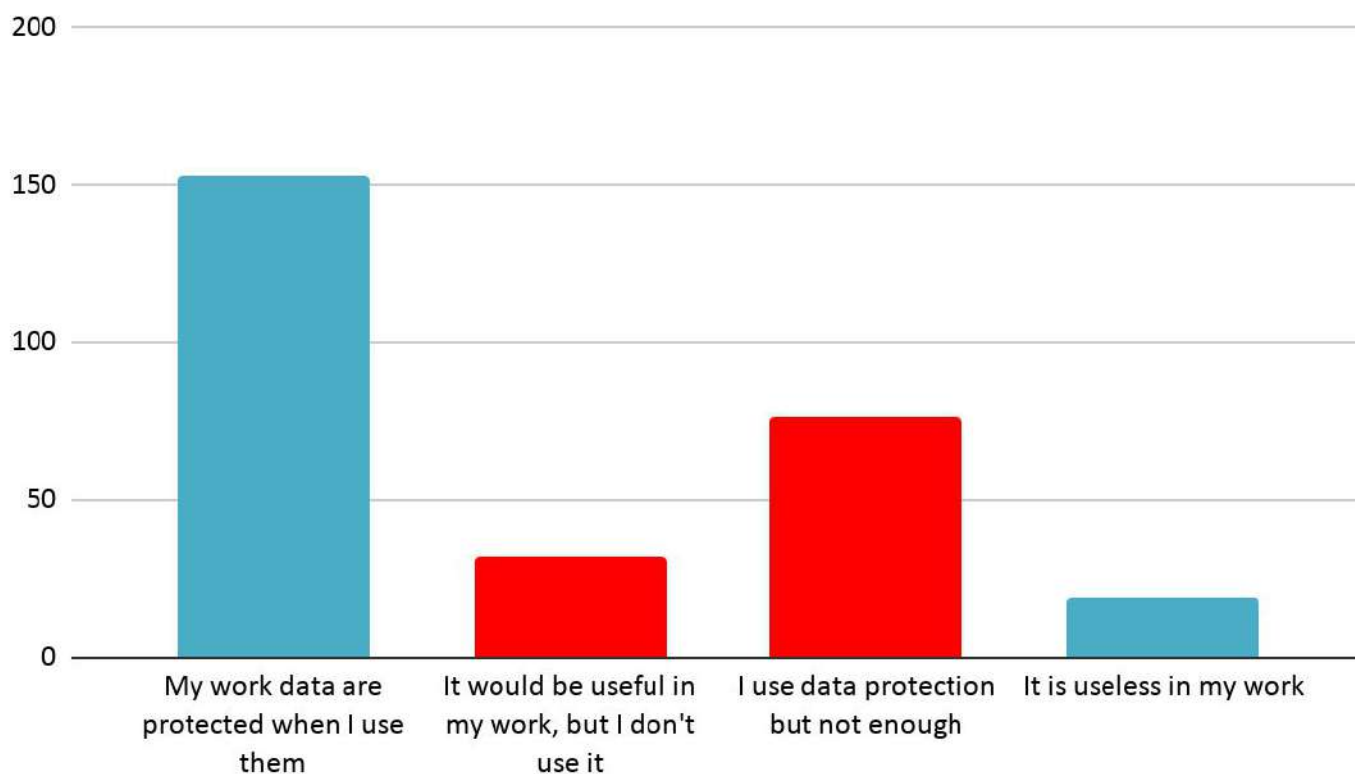
Benefits of Digital Transformation

In your opinion, how can your organization benefit from digital transformation?

Category	Percentage
None	0,7%
I'm note sure	6,3%
Acquisition of new volunteers	6,8%
Expansion of beneficiaries' basis	4,9%
Acquisition of donors	3,5%
Enabling new business models	4,0%
Generating new revenues	3,5%
Reduction of errors	14,2%
Cost savings	10,0%
Greater process efficiency	45,7%

Co-funded by the
Erasmus+ Programme
of the European Union

Level of digital practices use within the organization

Protection

Data protection of my work

Co-funded by the
Erasmus+ Programme
of the European Union

Individual digital skills and knowledge

Devices

Tecnology: pc

It would be useful in my work, but I don't use it	It's useless in my work	I have a pc provided by my organization that I only use for work	I have a pc provided by my organization that I use for my work and for personal use
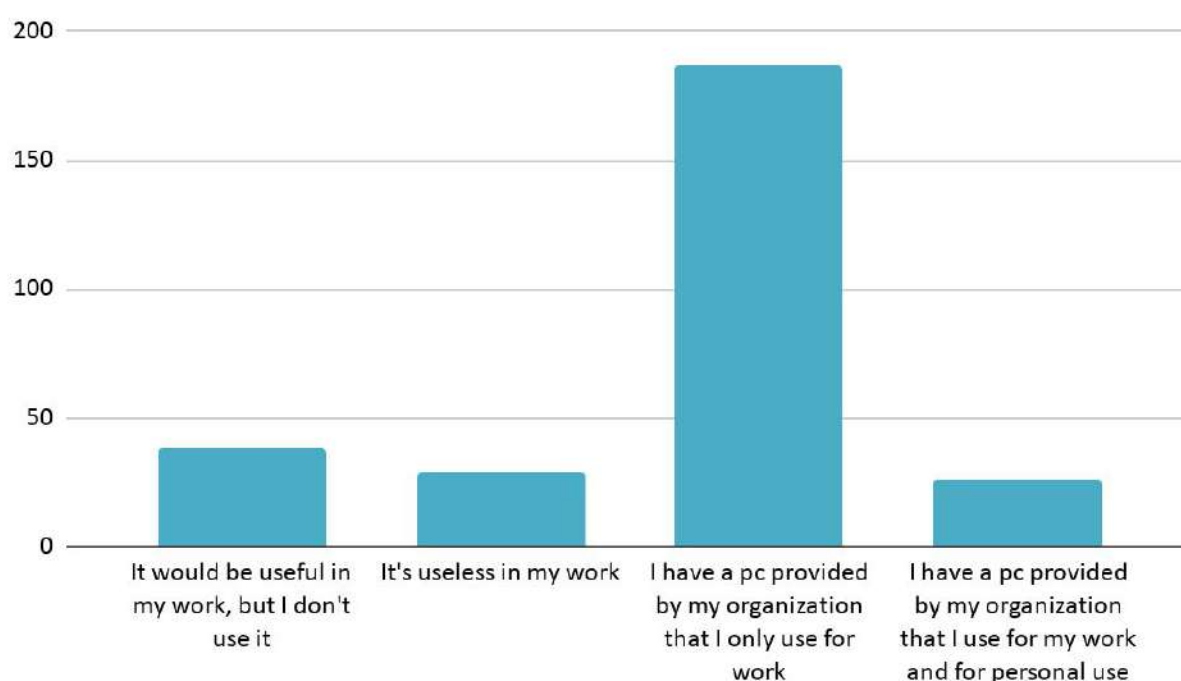
Tecnology: tablet and smartphone

I have a personal phone/tablet that I also use for my work	I have a phone/tablet provided by my organization that I only use for work	It's useless in my work	I have a phone/tablet provided by my organization that I use for my business and personal use

Co-funded by the
Erasmus+ Programme
of the European Union
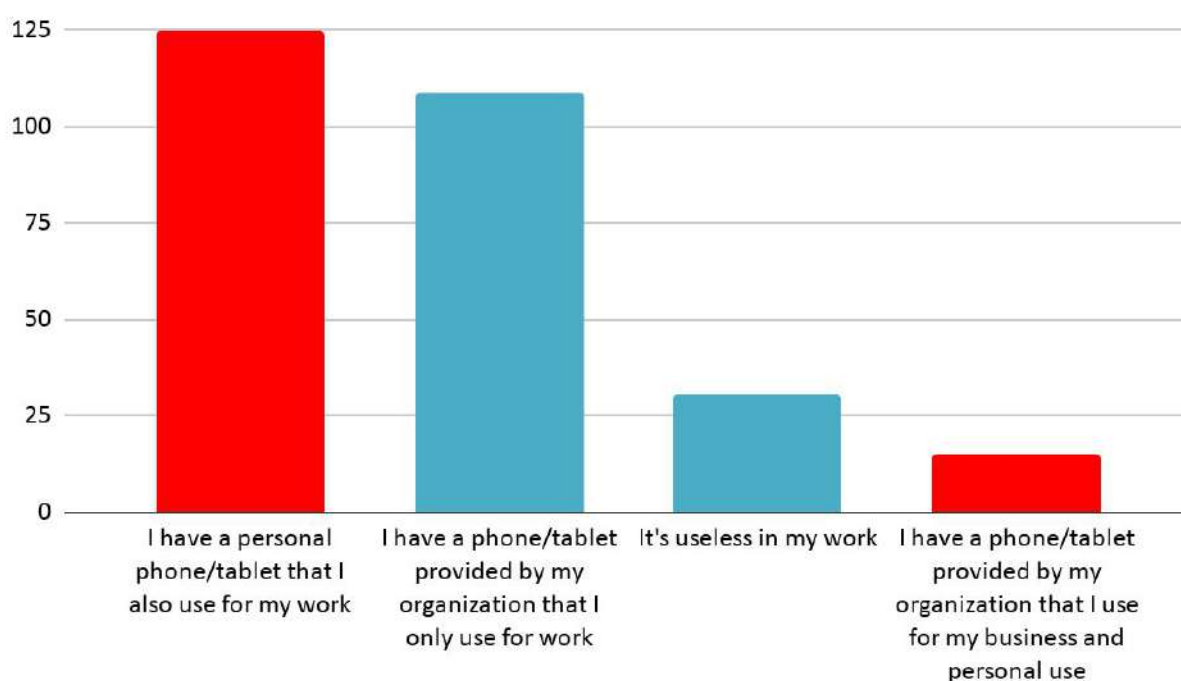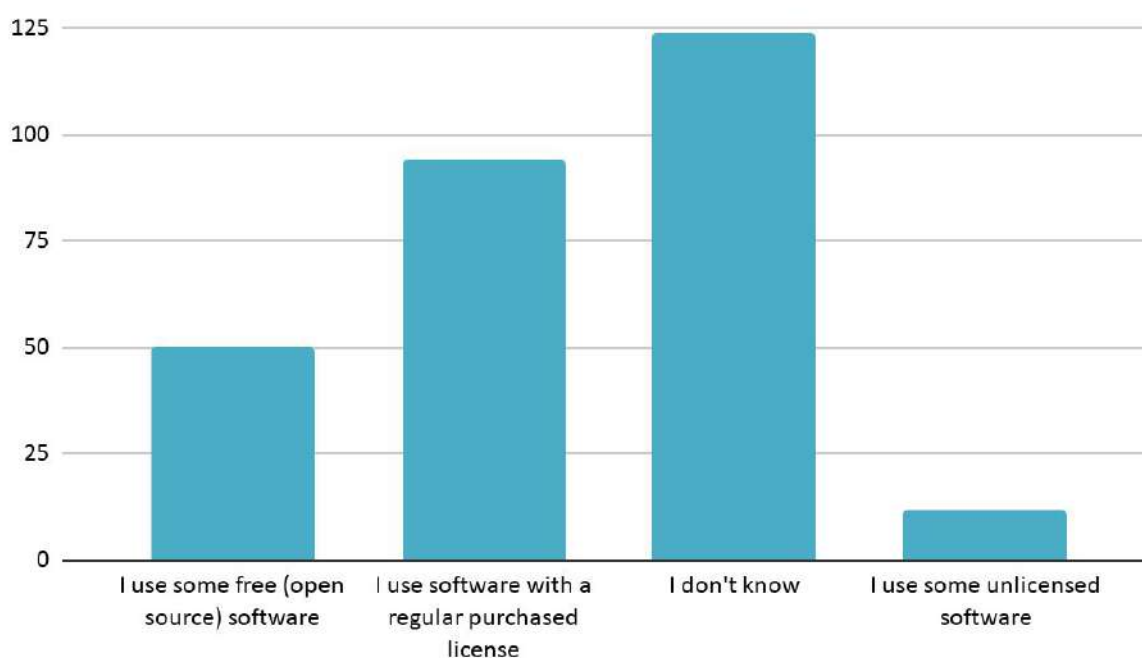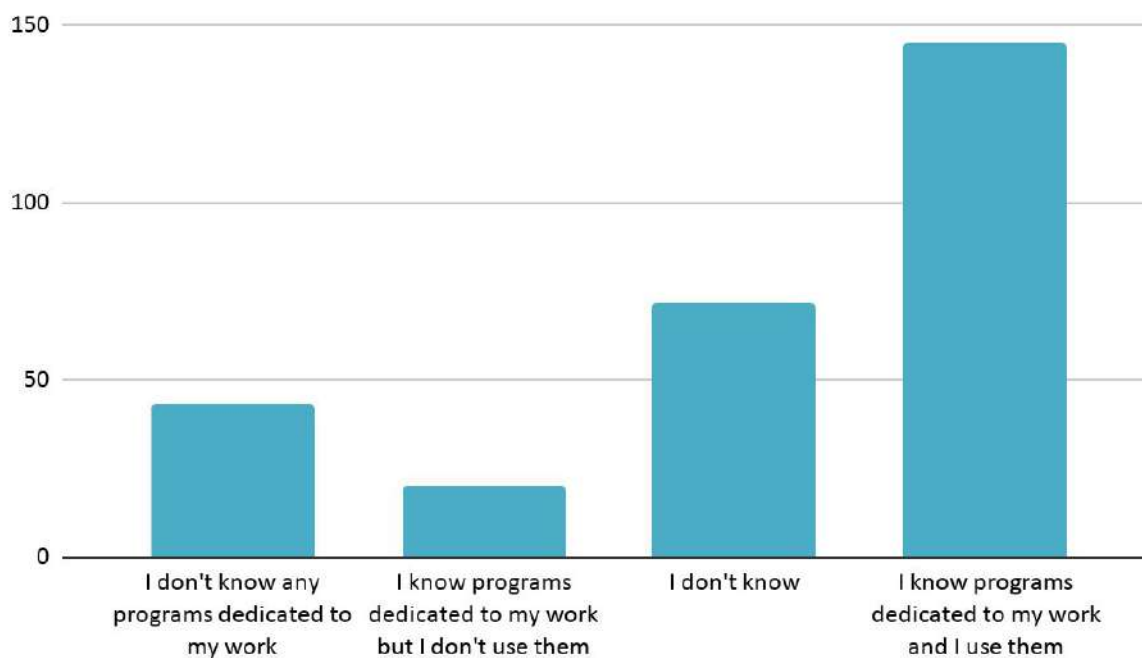
Individual digital skills and knowledge

Software

Software licenses in the workplace

Software knowledge in the workplace

Co-funded by the
Erasmus+ Programme
of the European Union

Individual digital skills and knowledge

Communication tools

Communication

Co-funded by the
Erasmus+ Programme
of the European Union
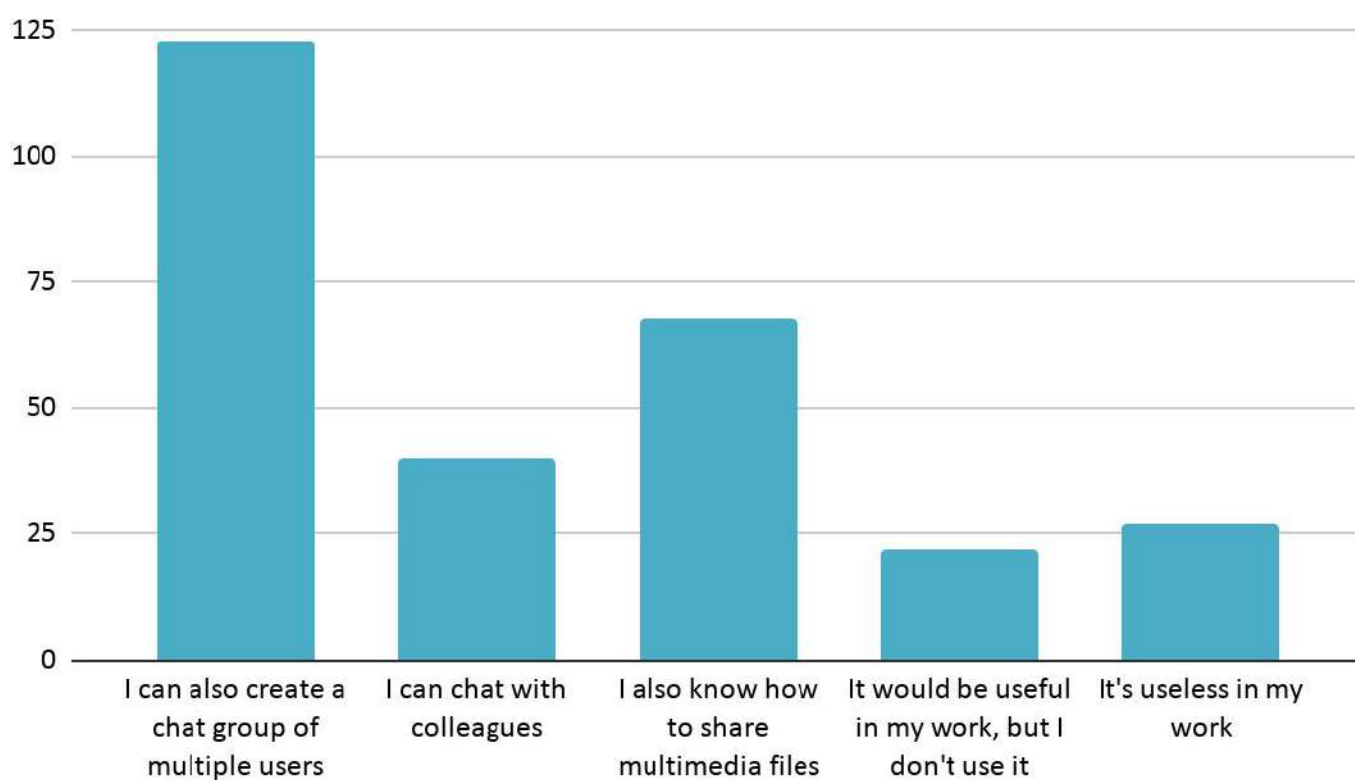
Individual digital skills and knowledge

Communication tools

Please state the name of the software for communication you use the most for work

I don't know
8,0%

Other
15,7%

Teams
1,3%

Office
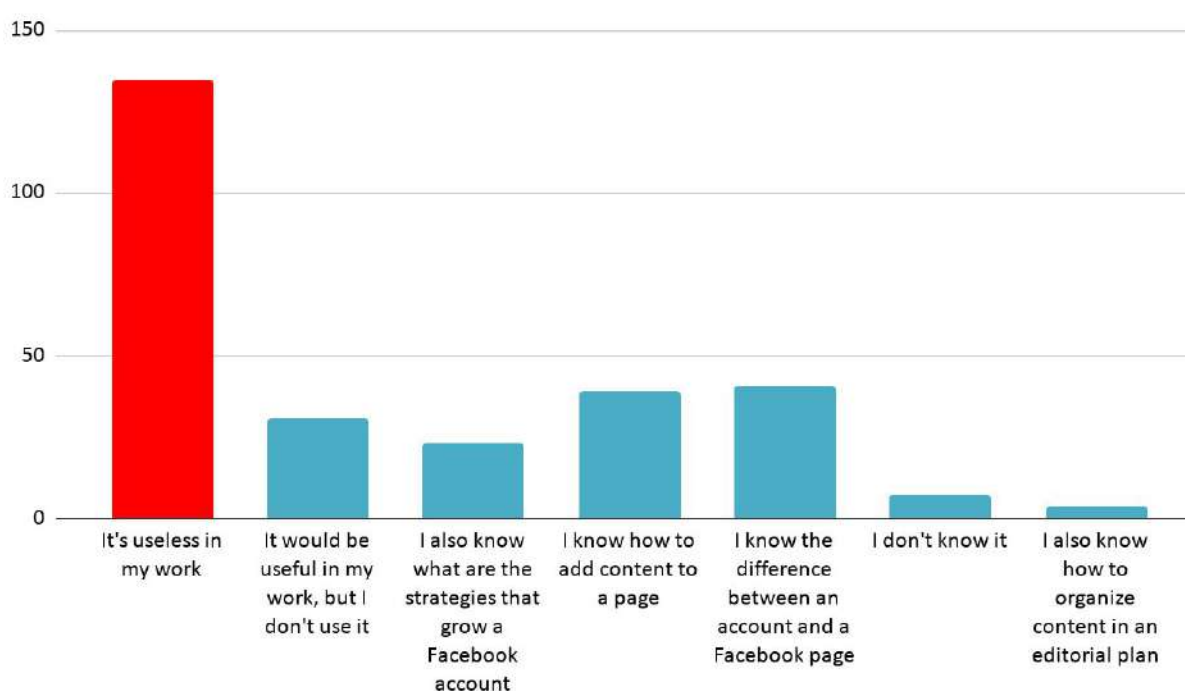7,4%

Email
26,8%

Whatsapp
40,8%
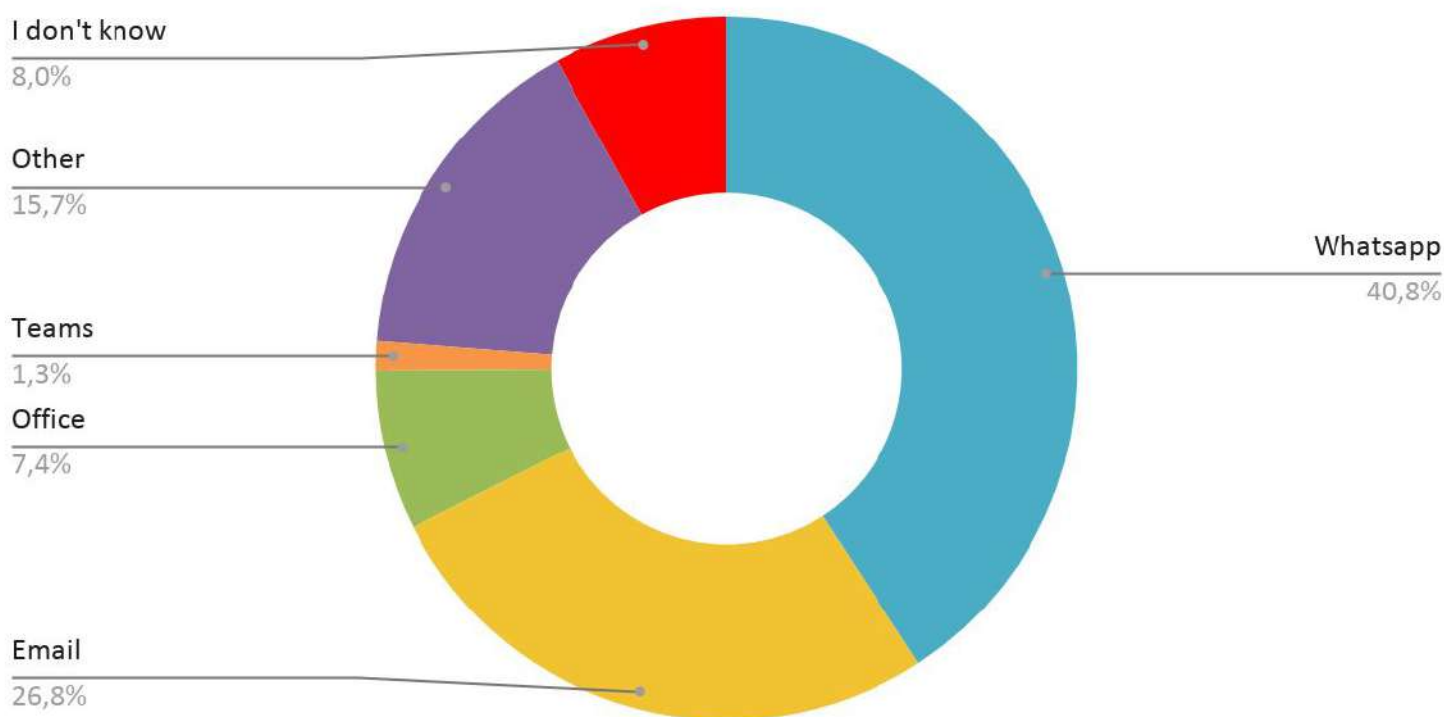
Individual digital skills and knowledge

Social Media
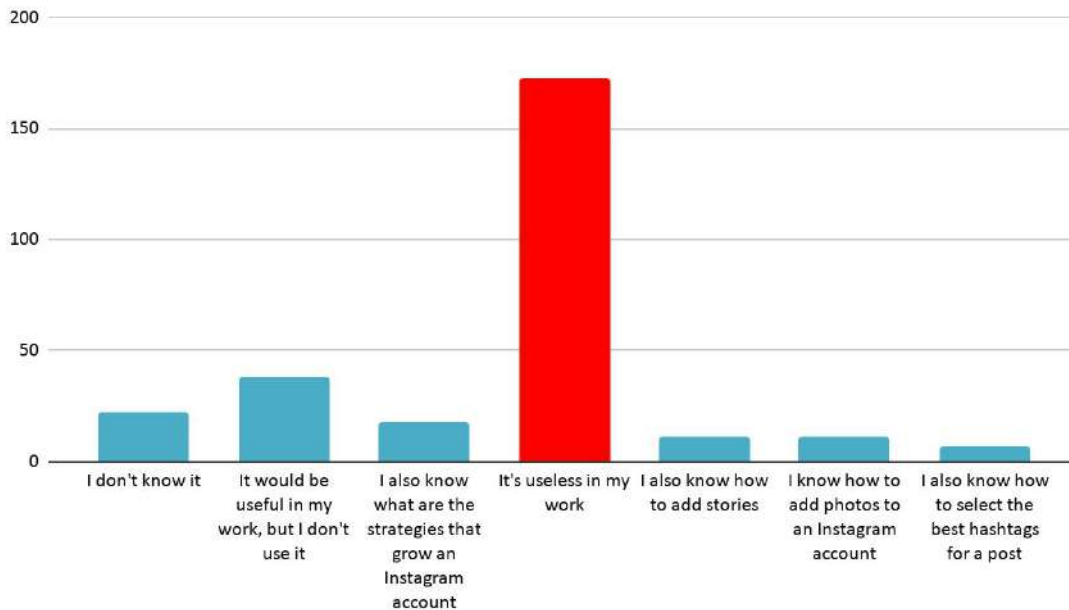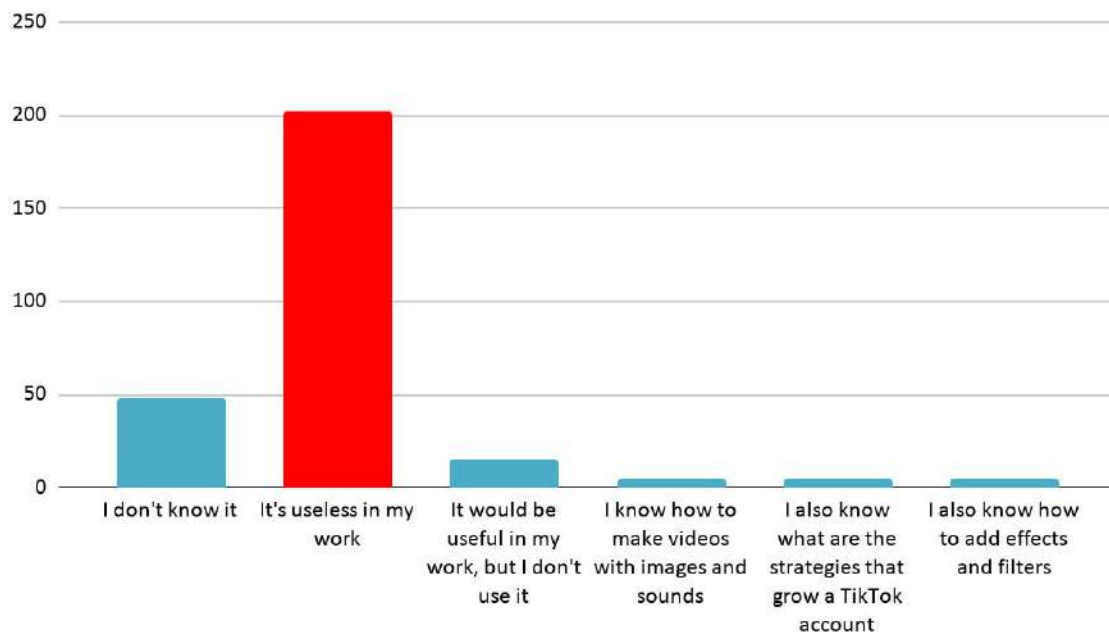
LinkedIn
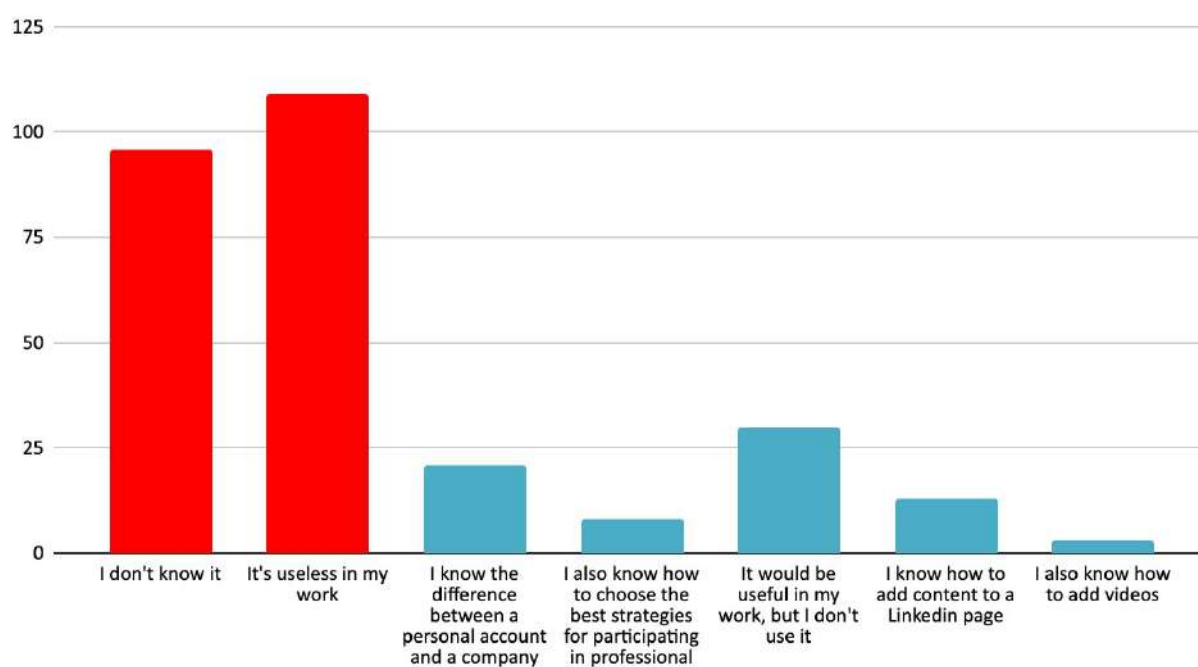
Facebook

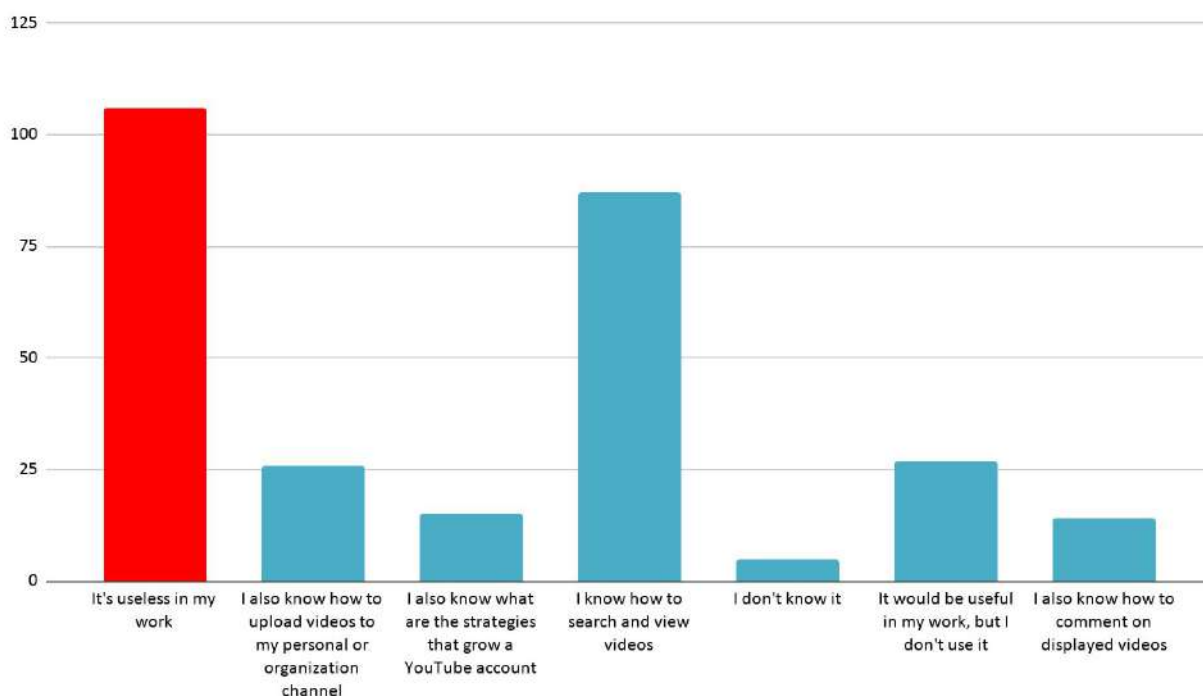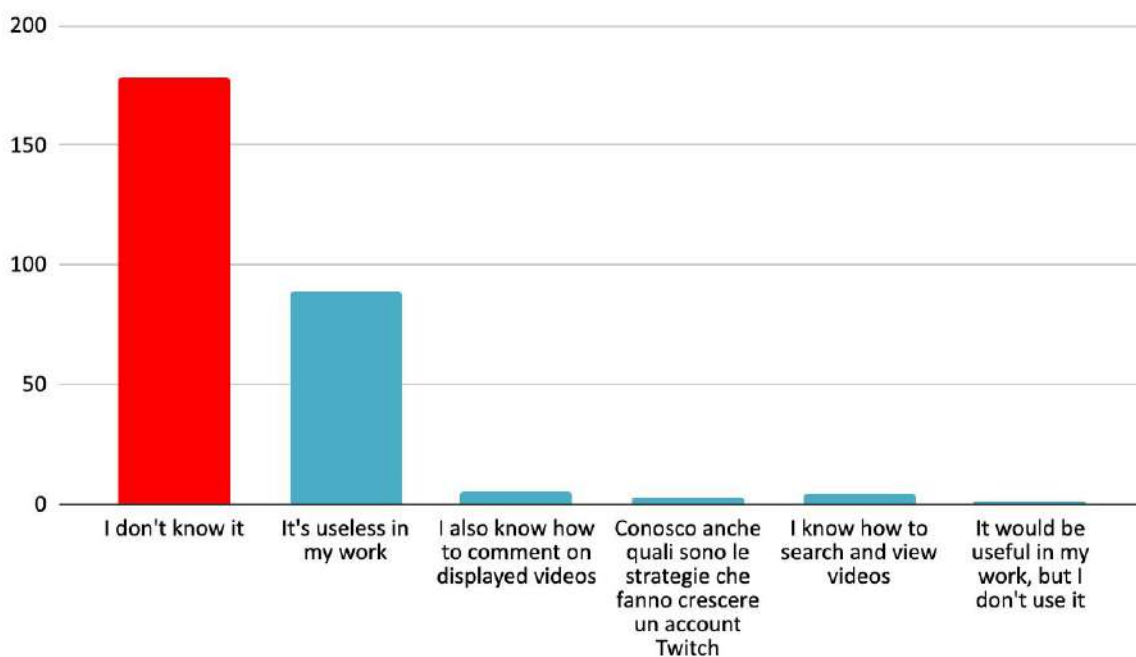# Individual digital skills and knowledge

Social Media

Instagram

TikTok

Co-funded by the
Erasmus+ Programme
of the European Union

Individual digital skills and knowledge

Social Media

YouTube

Categories (left to right): It's useless in my work; I also know how to upload videos to my personal or organization channel; I also know what are the strategies that grow a YouTube account; I know how to search and view videos; I don't know it; It would be useful in my work, but I don't use it; I also know how to comment on displayed videos

Twitch

Categories (left to right): I don't know it; It's useless in my work; I also know how to comment on displayed videos; Conosco anche quali sono le strategie che fanno crescere un account Twitch; I know how to search and view videos; It would be useful in my work, but I don't use it
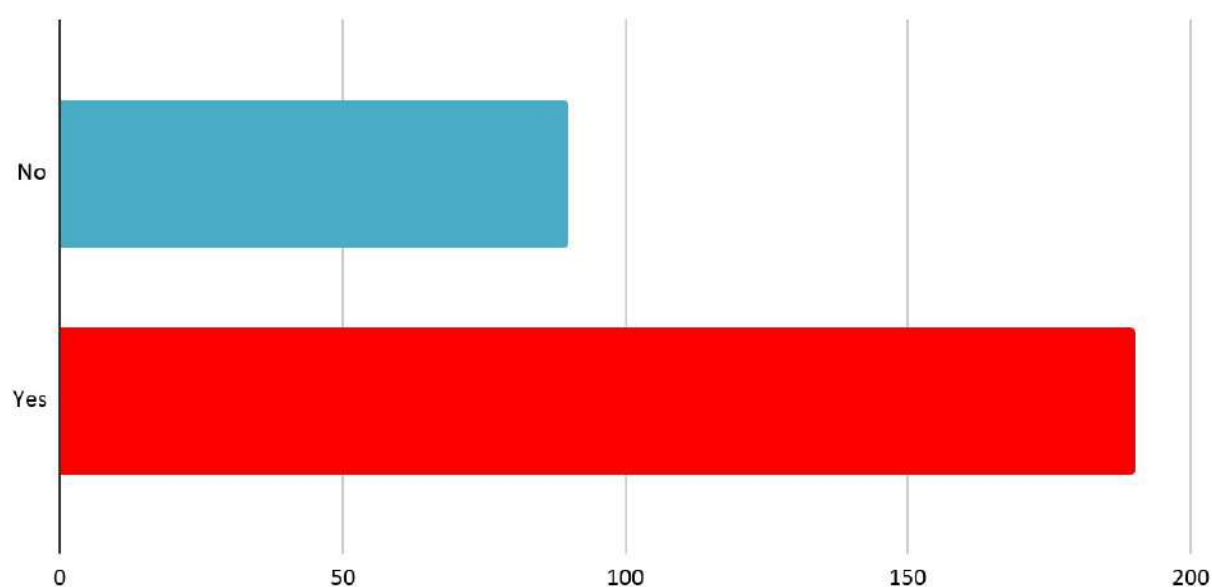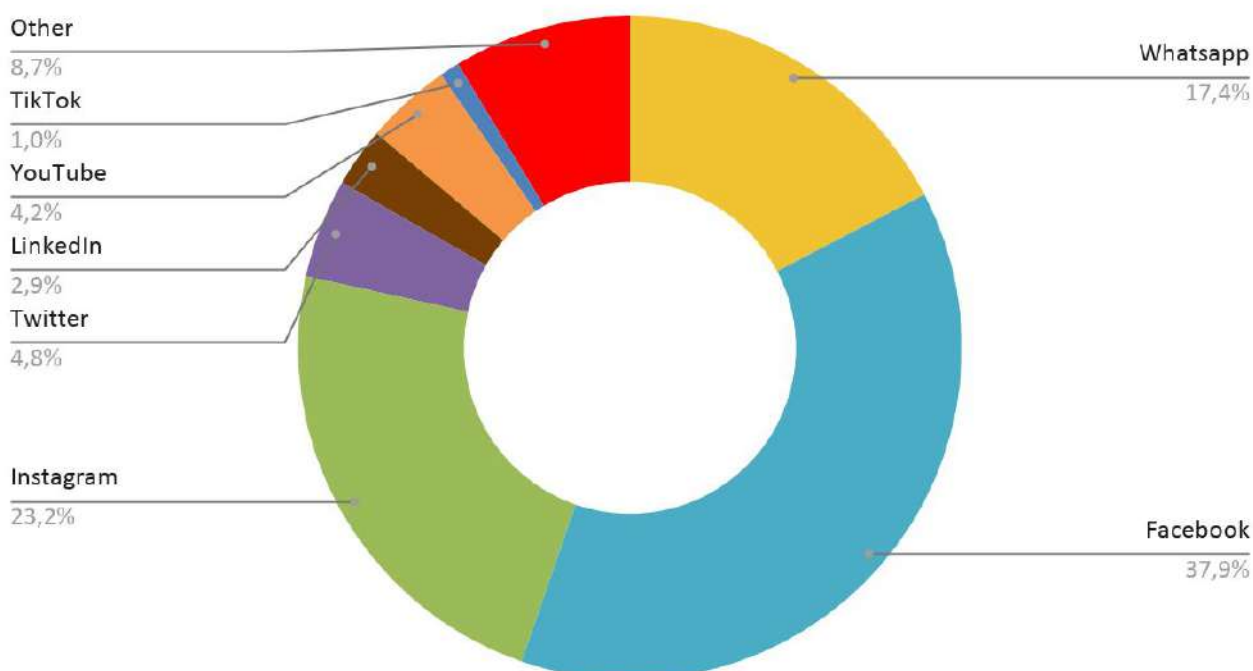
Individual digital skills and knowledge

Social Media

Do you regularly use one or more social network platforms?

Which ones in particular?

Other
8,7%

TikTok
1,0%

YouTube
4,2%

LinkedIn
2,9%

Twitter
4,8%

Instagram
23,2%

Whatsapp
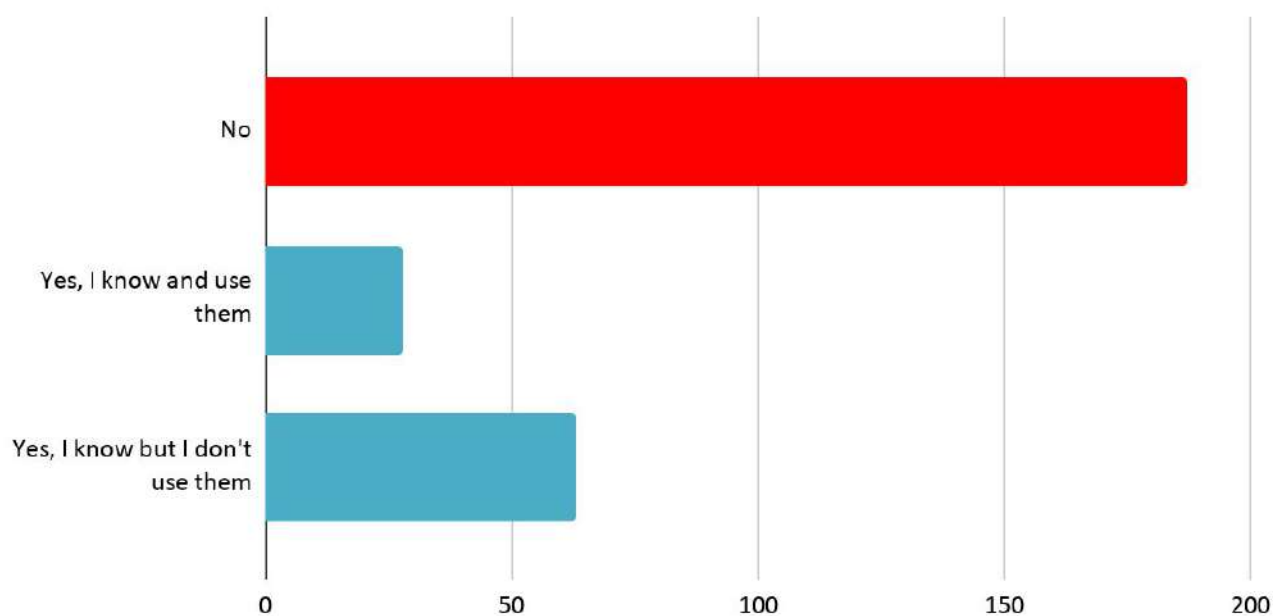17,4%

Facebook
37,9%

Co-funded by the
Erasmus+ Programme
of the European Union

Individual digital skills and knowledge

Online gaming

Do you know and / or use consoles, apps or online gaming sites?

Co-funded by the
Erasmus+ Programme
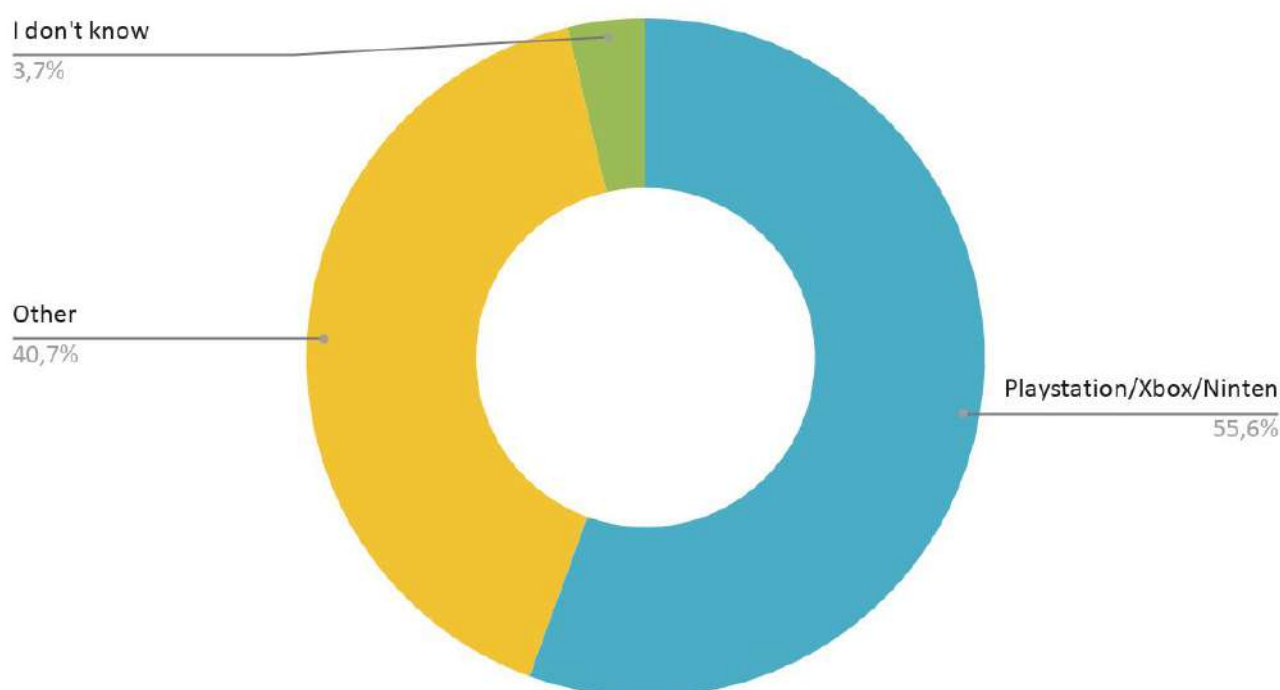of the European Union

Individual digital skills and knowledge

Online gaming

Which ones do you know in particular?

I don't know
26,9%

Playstation/Xbox/Nintendo
38,5%

Other
34,6%
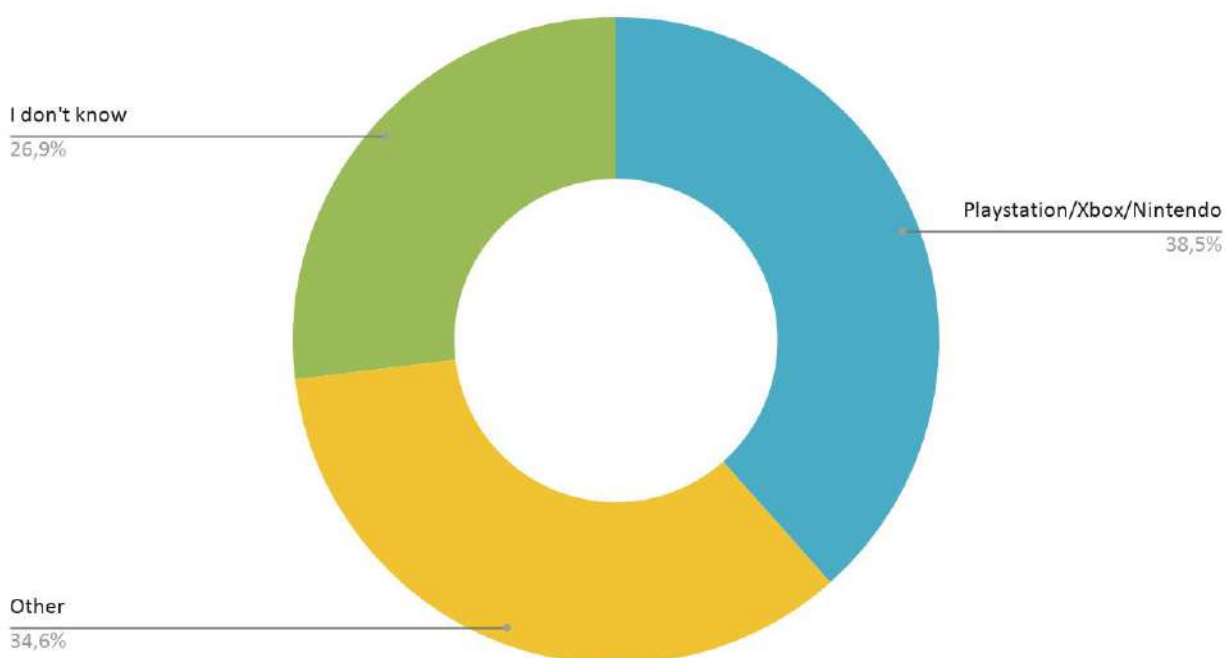
Which ones do you know and use in particular?

I don't know
3,7%

Other
40,7%

Playstation/Xbox/Ninten
55,6%

Co-funded by the
Erasmus+ Programme
of the European Union

Individual knowledge of potential online risks

Protection

Risks of the web: protection

Co-funded by the
Erasmus+ Programme
of the European Union
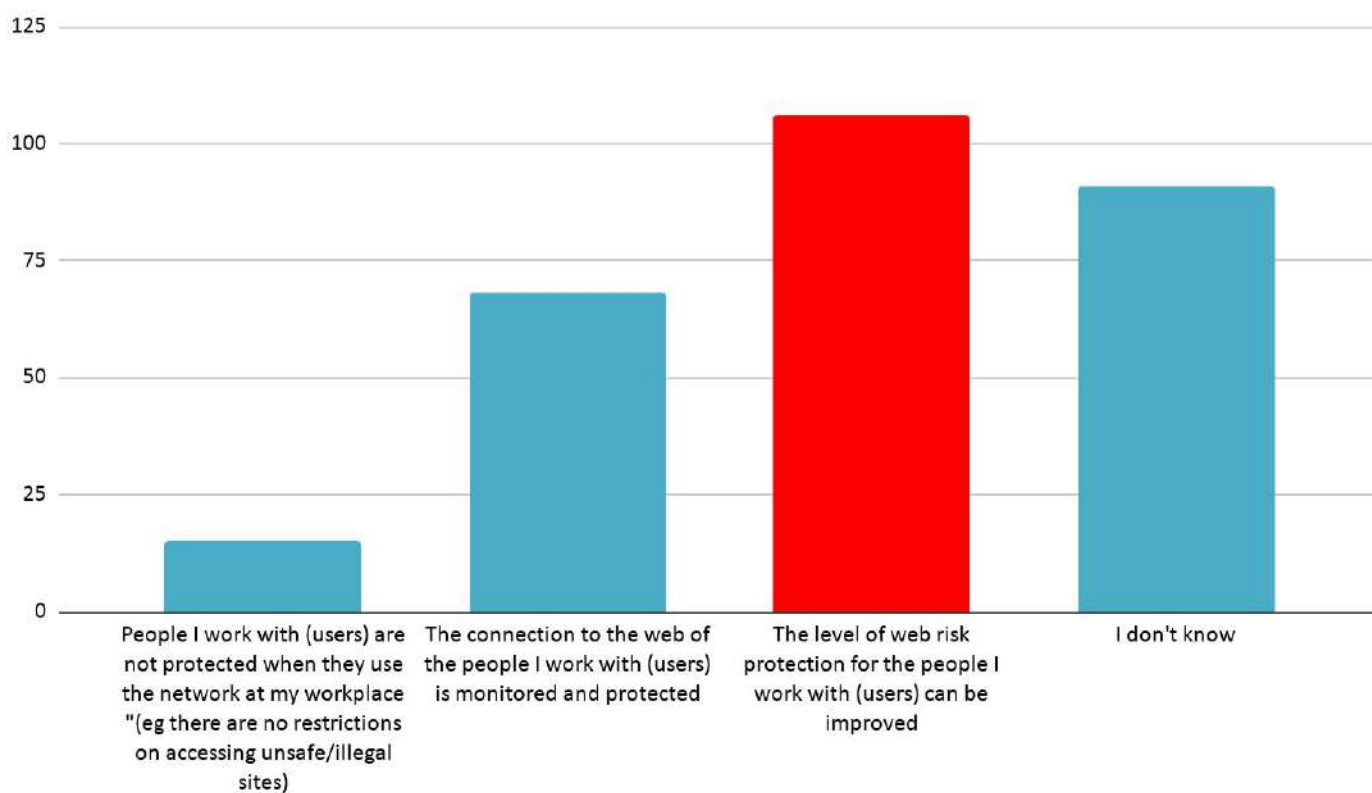
Individual knowledge of potential online risks

Knowledge

Risks of the web: knowledge

Co-funded by the
Erasmus+ Programme
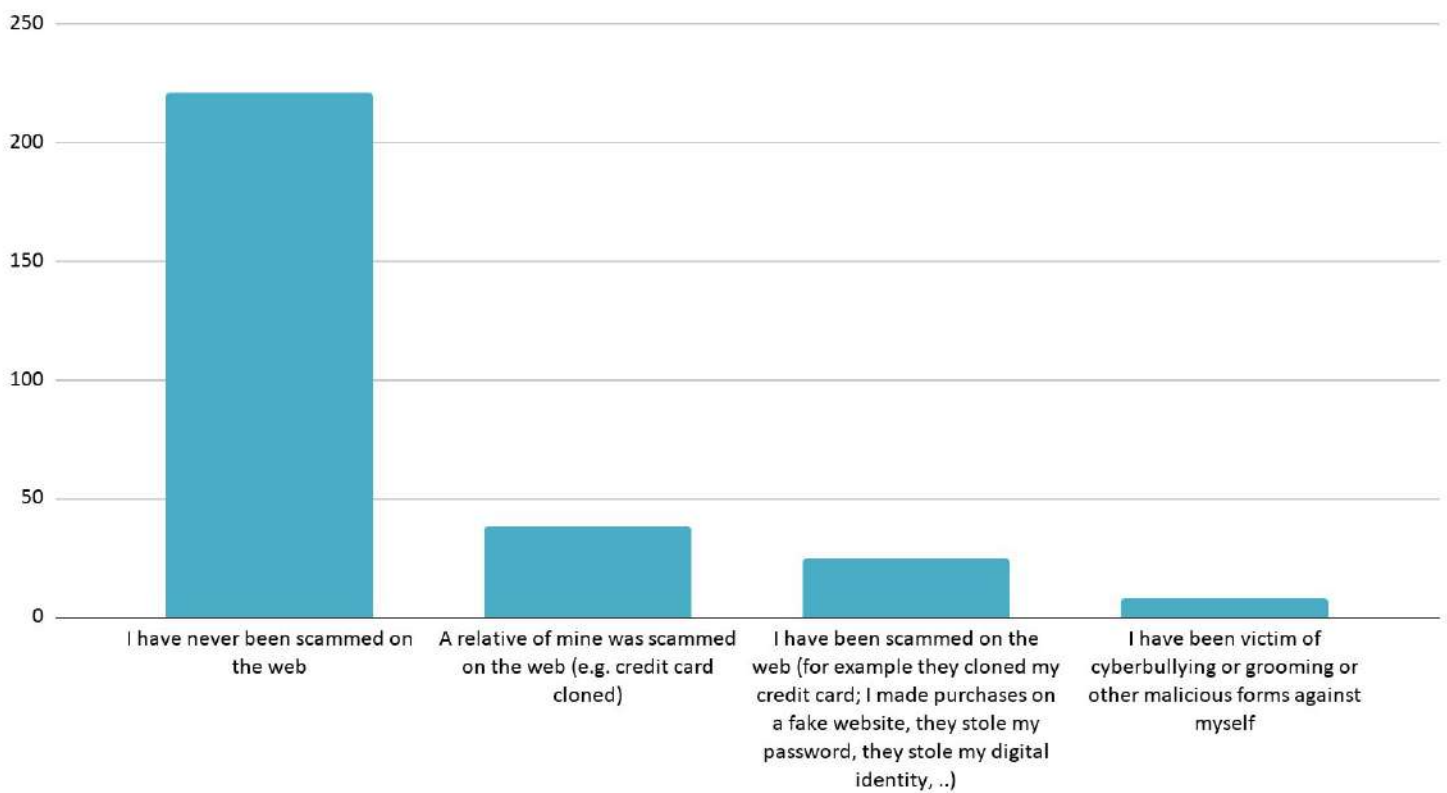of the European Union
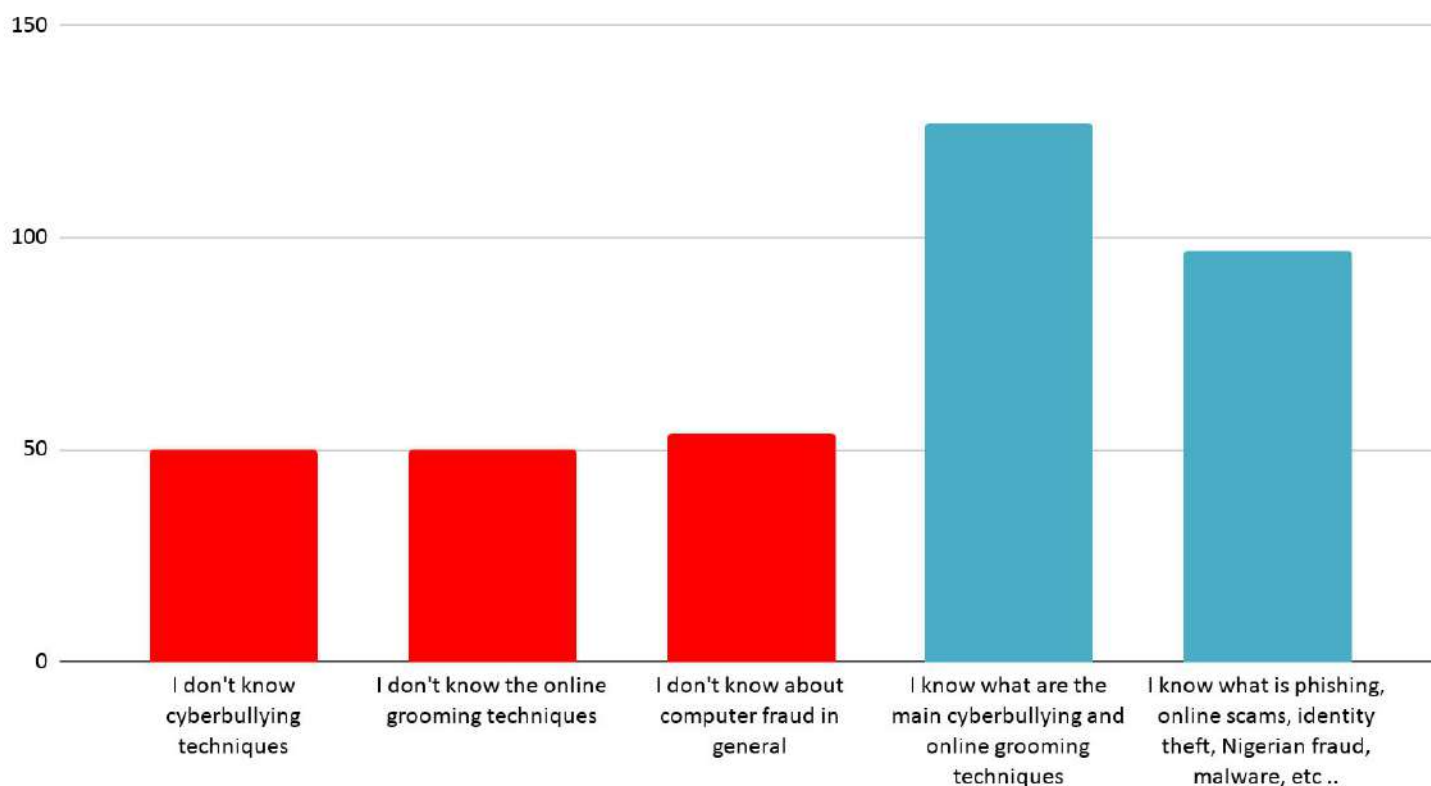
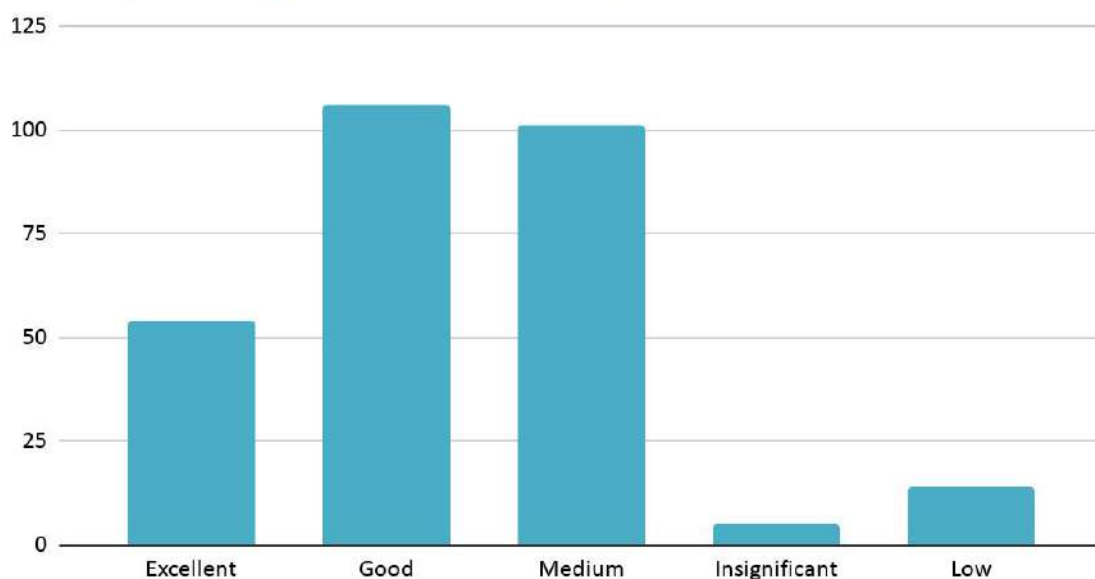# Individual knowledge of potential online risks

Personal experience

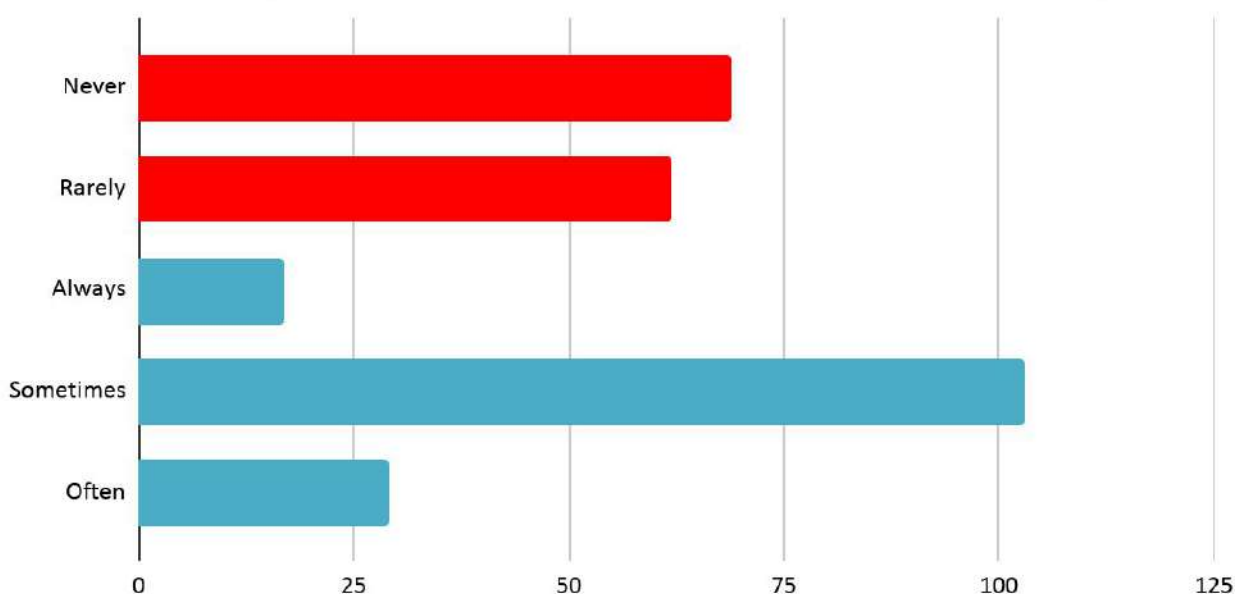## Risks of the web: personal experience

Individual knowledge of potential online risks

Behaviour

When you read content on the web, what evaluation do you give to your ability to recognize reliable news from fake news?
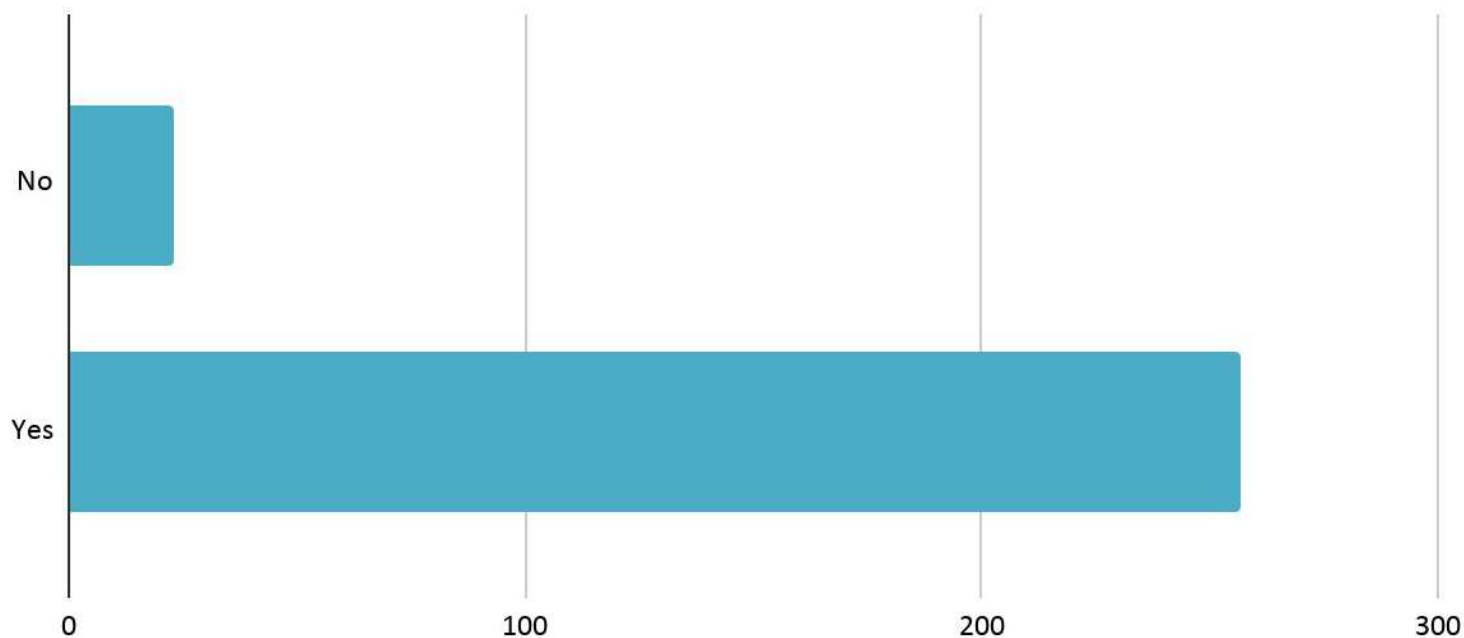

How often do you read the privacy terms of the sites you frequent?

Co-funded by the
Erasmus+ Programme
of the European Union

Individual knowledge of potential online risks

Awareness

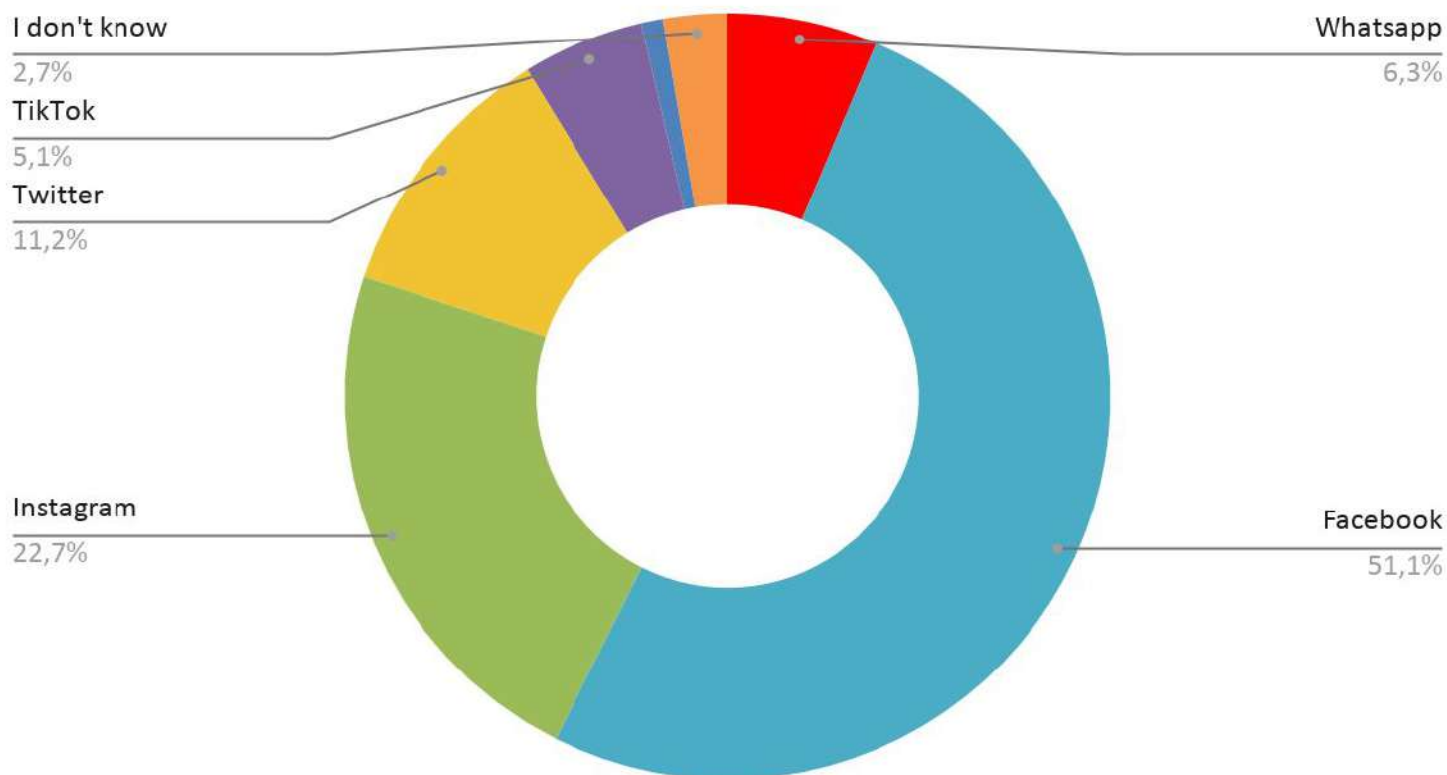## Are you aware / believe that there may be possible risks for the protection of privacy regarding some social network platforms?

Co-funded by the
Erasmus+ Programme
of the European Union

Individual knowledge of potential online risks

Awareness

Which social networks in particular?

I don't know
2,7%

TikTok
5,1%

Twitter
11,2%

Instagram
22,7%

Whatsapp
6,3%

Facebook
51,1%

Co-funded by the
Erasmus+ Programme
of the European Union

Individual knowledge of potential online risks

Awareness

Do you think the people you work with have social network addictions?
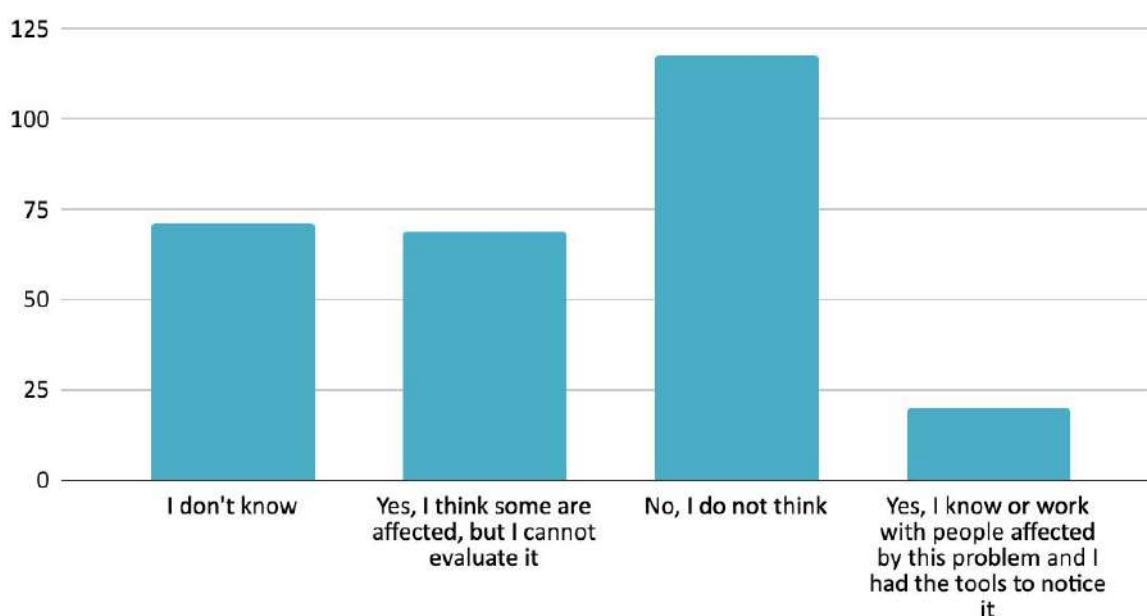
Are you aware of the possible risks of exposure to cyberbullying of some social network platforms?

Individual knowledge of potential online risks

Awareness

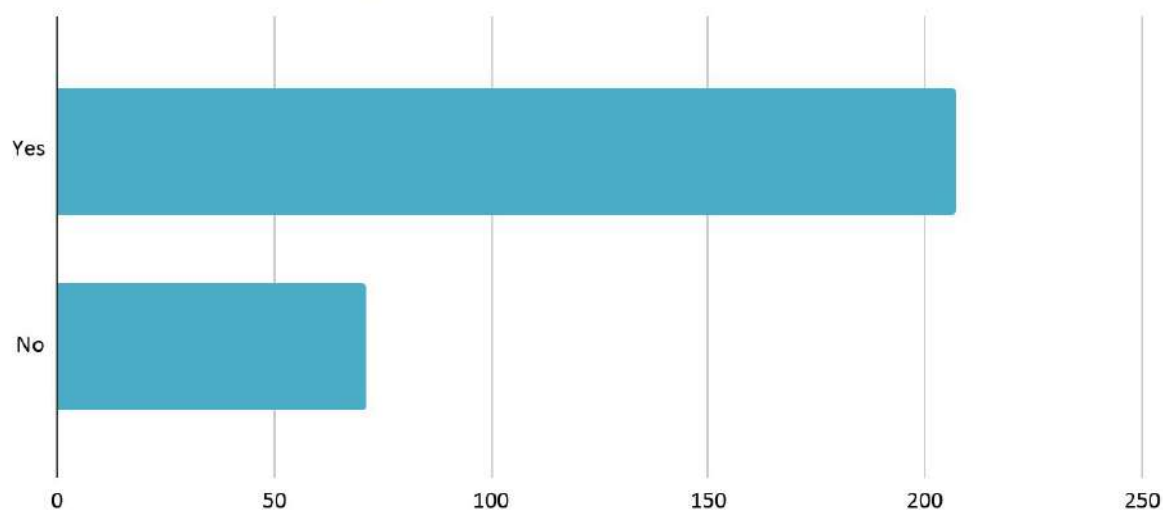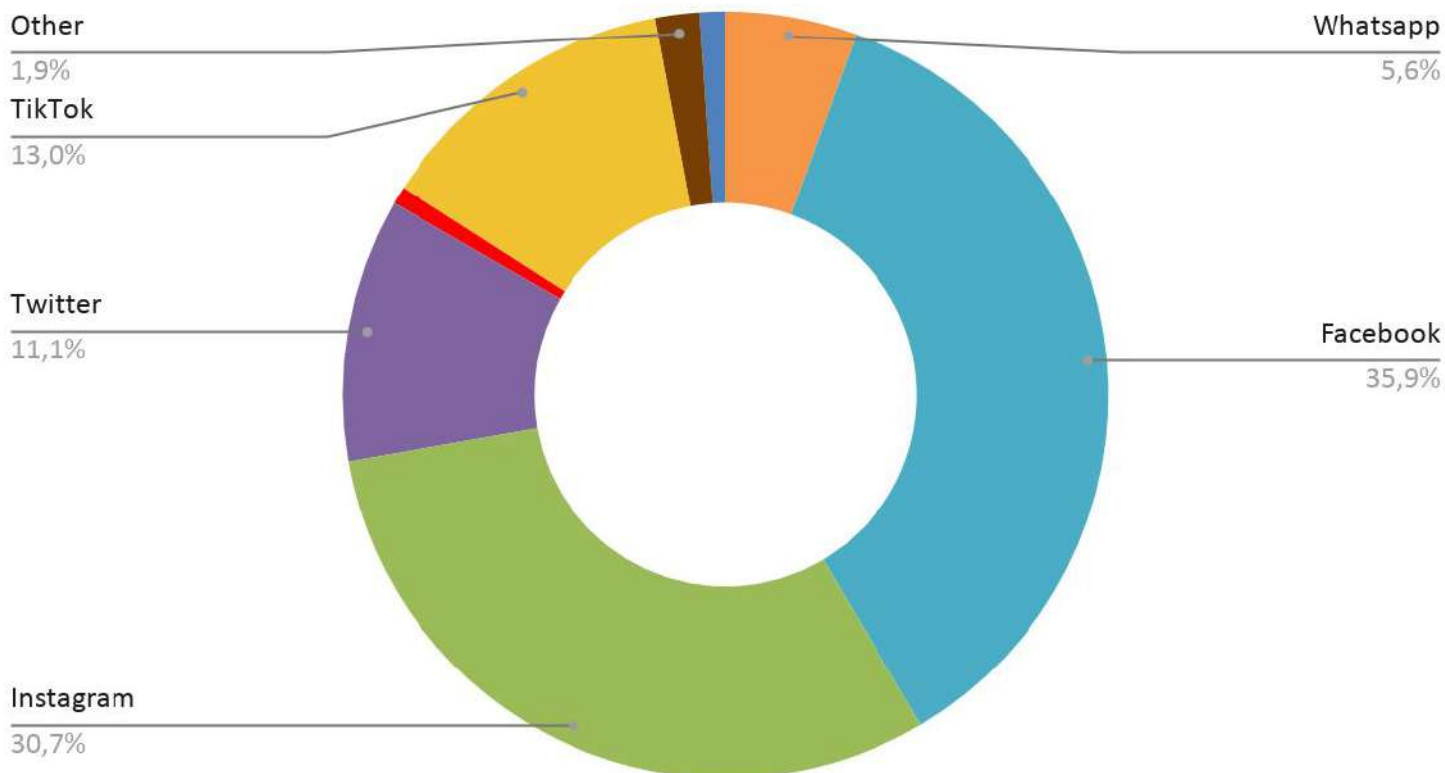## Which social networks in particular?

Other
1,9%

TikTok
13,0%

Twitter
11,1%

Instagram
30,7%

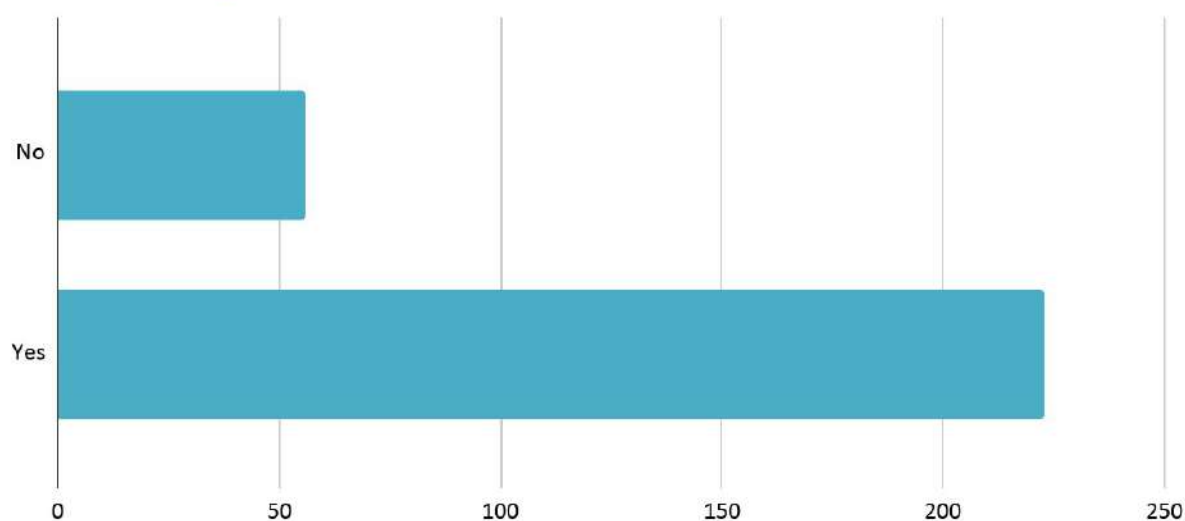Whatsapp
5,6%

Facebook
35,9%

Individual knowledge of potential online risks

Awareness

Have you ever become aware of cyberbullying episodes that took place on social networks?
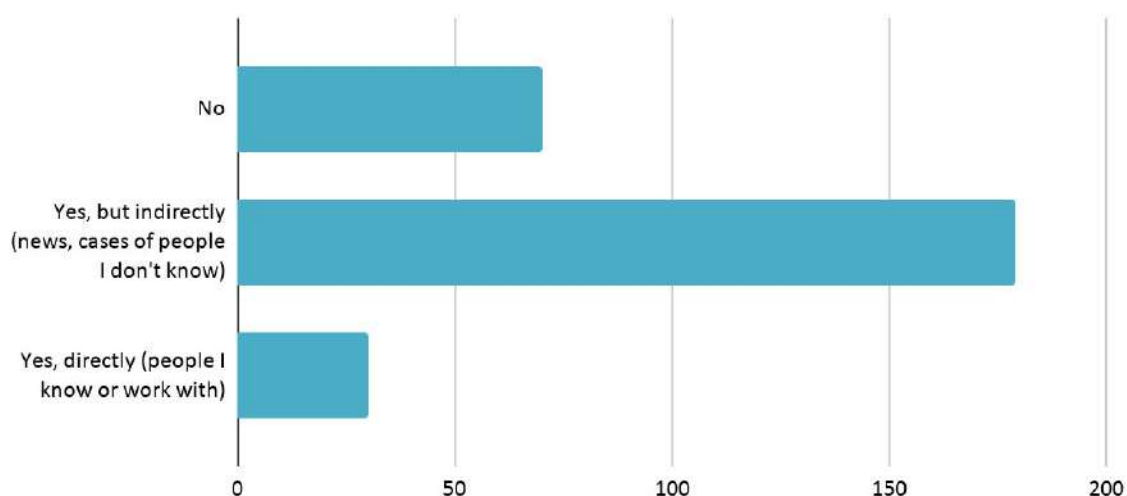
Are you aware of the possible risks of addiction / cyberbullying from online games?
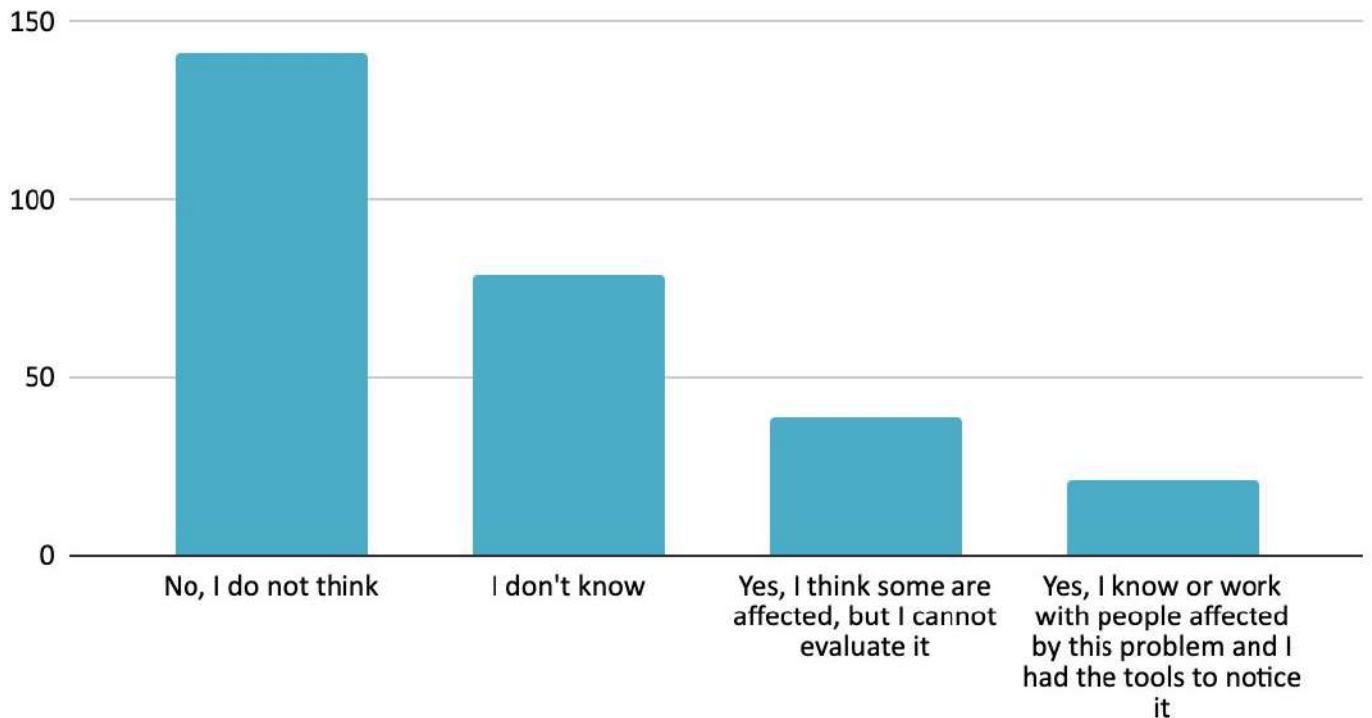
Co-funded by the
Erasmus+ Programme
of the European Union

Individual knowledge of potential online risks

Awareness

Do you think the people you work with are victims of online gaming addiction or cyberbullying?

Co-funded by the
Erasmus+ Programme
of the European Union

Individual knowledge of potential online risks

Experience

Have you ever dealt with people who have been victims of cyberbullism, revenge porn, sexting, online grooming, hate speech/web reputation or online gaming

If yes, which ones?

Cyberbullism 21,9%

Revenge Porn 6,1%

Sexting 7,6%

Online grooming 17,3%

Hate speech/web 12,9%
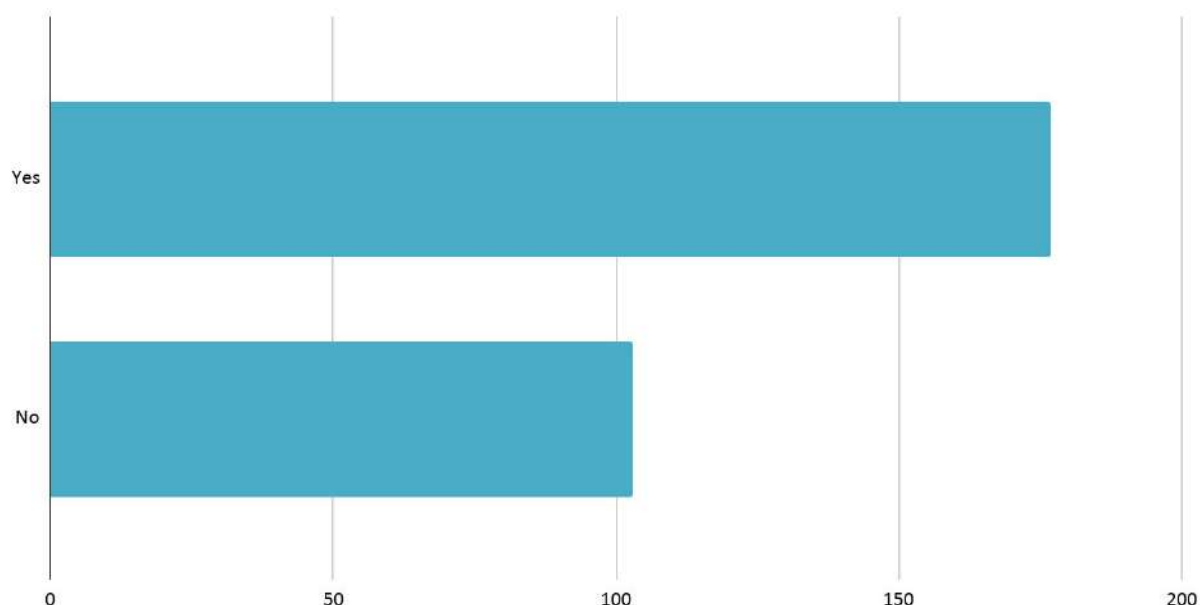
Online gaming addiction 34,2%

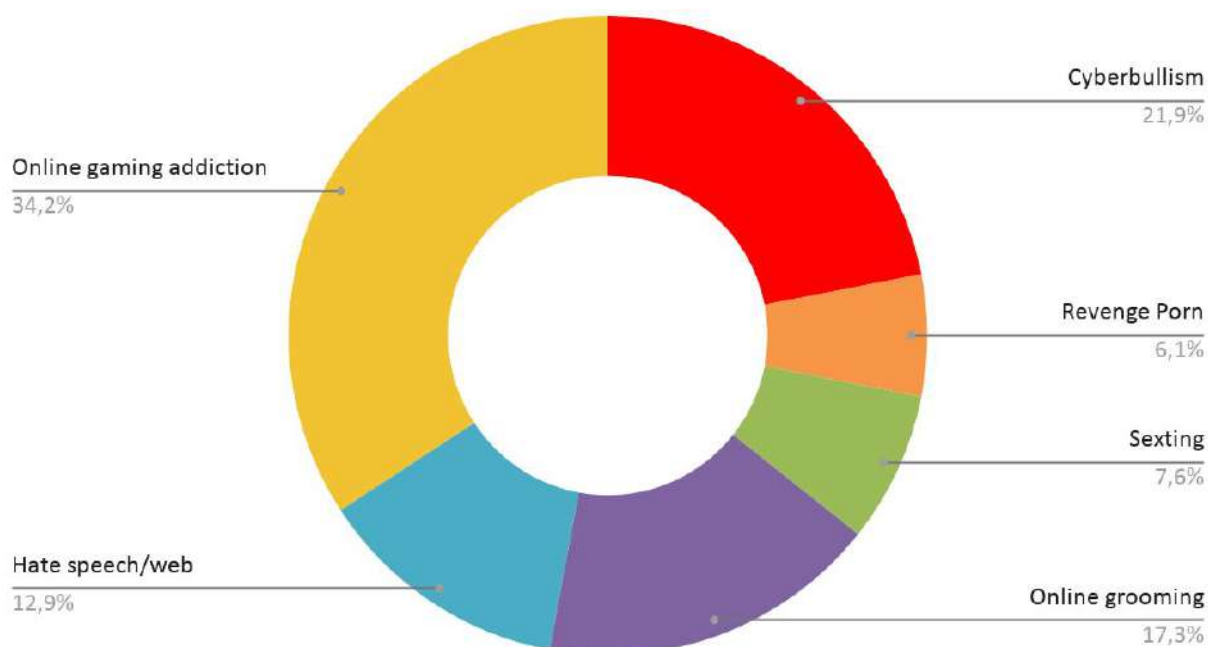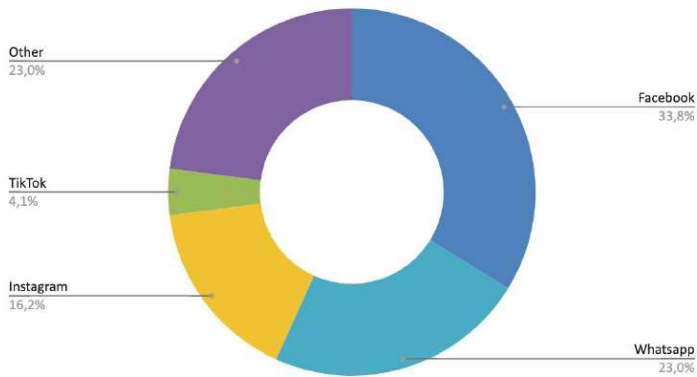# Individual knowledge of potential online risks

Experience

Do you know which channels this episode took place on?

Cyberbullism
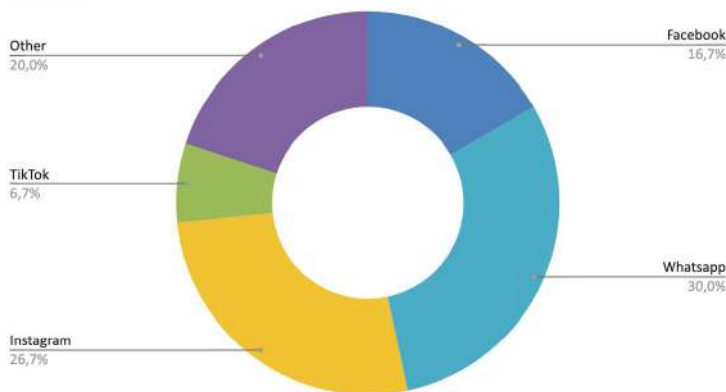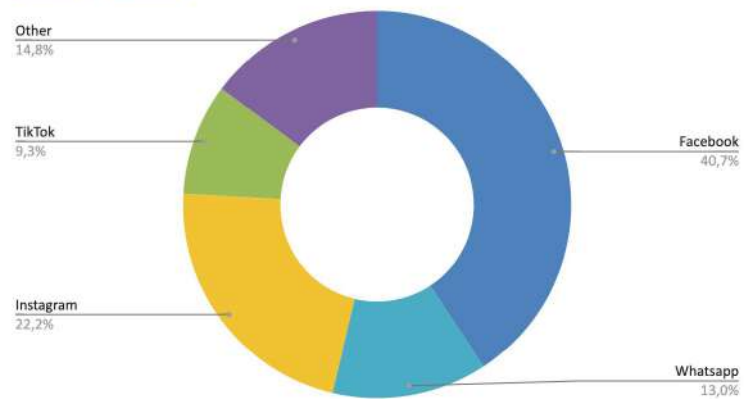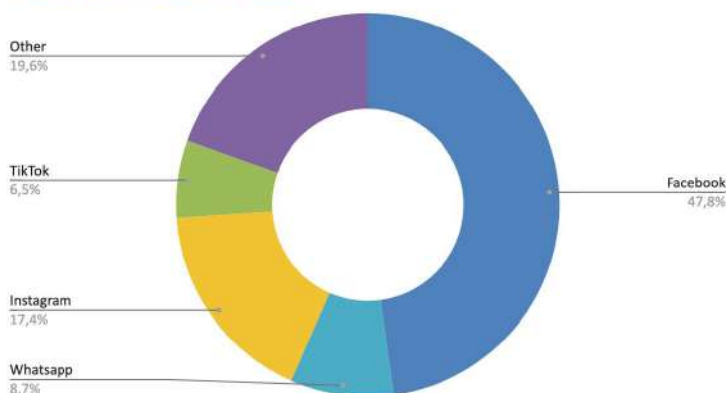
Other
23,0%

TikTok
4,1%

Instagram
16,2%

Facebook
33,8%

Whatsapp
23,0%

Revenge Porn

Other
20,0%

TikTok
5,0%

Instagram
25,0%

Facebook
20,0%

Whatsapp
30,0%

Sexting

Other
20,0%

TikTok
6,7%

Instagram
26,7%

Facebook
16,7%

Whatsapp
30,0%

Online grooming

Other
14,8%

TikTok
9,3%

Instagram
22,2%

Facebook
40,7%

Whatsapp
13,0%

Hate speech/web reputation

Other
19,6%

TikTok
6,5%

Instagram
17,4%

Whatsapp
8,7%

Facebook
47,8%

Online gaming addiction

Other
37,5%

Online gambling
21,4%

Facebook
16,1%

Fortnite
16,1%

Playstation
8,9%

Voice for Inclusion
Citizenship and Empowerment
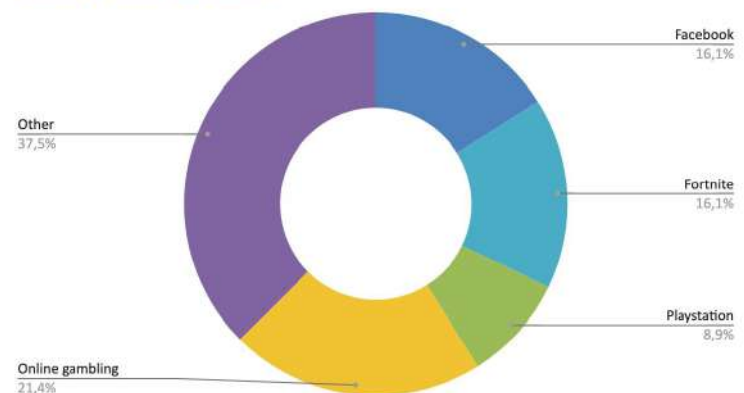
Section 3

Data Insight

Digital Transformation Awareness

Is Digital Transformation in the agenda of the organizations?

This section of the Report reports a selection of results of our survey in order to **investigate if European Non Profit organizations are ready for a Digital Transformation process.**

How do they rate digital technology?
Is it really a factor of change, or is it just a tool to be implemented to keep the organization up-to-date?
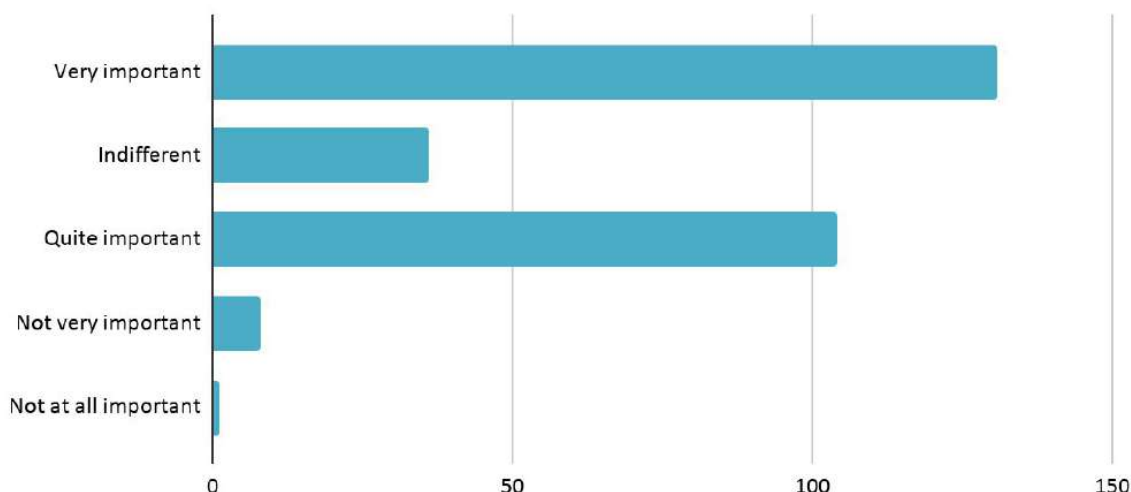Are social workers aware of the risks of the web?
Is security a key issue in the organization operational and strategic model?

How important will digital technology be in increasing the impact of your organization in the coming years?

The pandemic scenario has raised the awareness of the impact that digital technologies can have on Non Profit organizations activities.
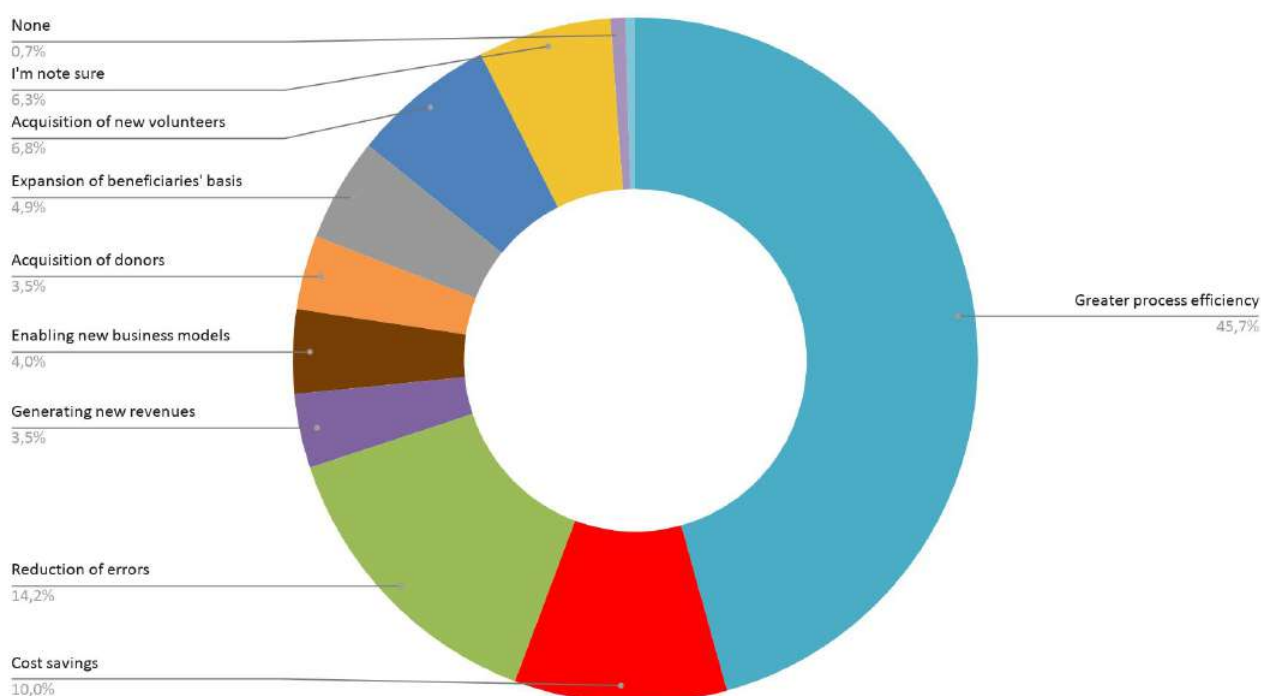Today, technology plays a key role in our daily life: the responses to this question prove that social workers have a clear awareness of the fact that digital technology it's not an option anymore.

But is it enough for a Digital Transformation process?

Co-funded by the
Erasmus+ Programme
of the European Union

Digital Transformation impact

Are organizations changing their strategic models?

In your opinion, how can your organization benefit from digital transformation?

Category	Percentage
None	0,7%
I'm note sure	6,3%
Acquisition of new volunteers	6,8%
Expansion of beneficiaries' basis	4,9%
Acquisition of donors	3,5%
Enabling new business models	4,0%
Generating new revenues	3,5%
Reduction of errors	14,2%
Cost savings	10,0%
Greater process efficiency	45,7%

Almost 70% of our respondents believe that technology will increase the operational efficiency of the organization, also in terms of cost savings and reduction of errors.

We believe that this can be considered a **partial vision of the impact that Digital Transformation can have on Non Profit organizations.**

Only the 4% of the sample perceives the impact of DT in terms of evolving business models and generating new opportunities.

Digital Transformation impact

Is technology an enabling factor of new working process within the organizations?

Which digital tools do you use to manage team work?
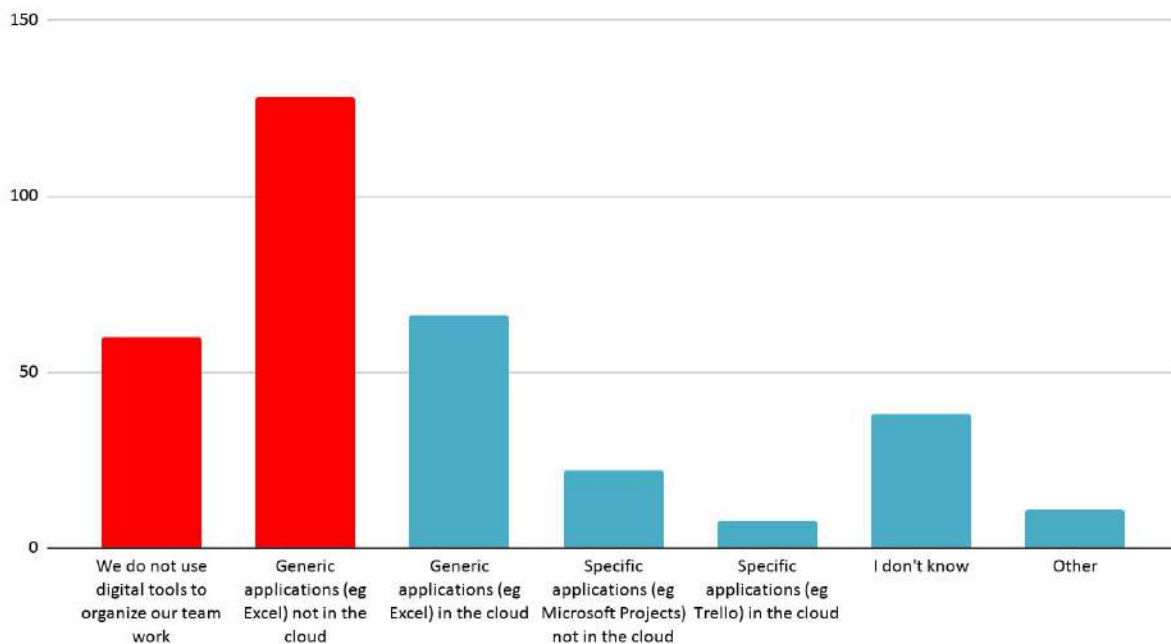
Is technology really changing and evolving working models within the organizations?
15% of our respondents don't use digital tools to manage team work.
50% use generic applications not in the cloud.

Organizations have started introducing digital technology, but they haven't change their working models.

The cloud is the real discriminating factor in terms of accessibility to relevant work informations.
For Non Profit organizations it is a concrete opportunity to manage team work and remote working.

Digital Transformation impact

Is technology changing external communication process of the organizations?

Does your organization use digital tools to manage, plan and monitor your social media activity?
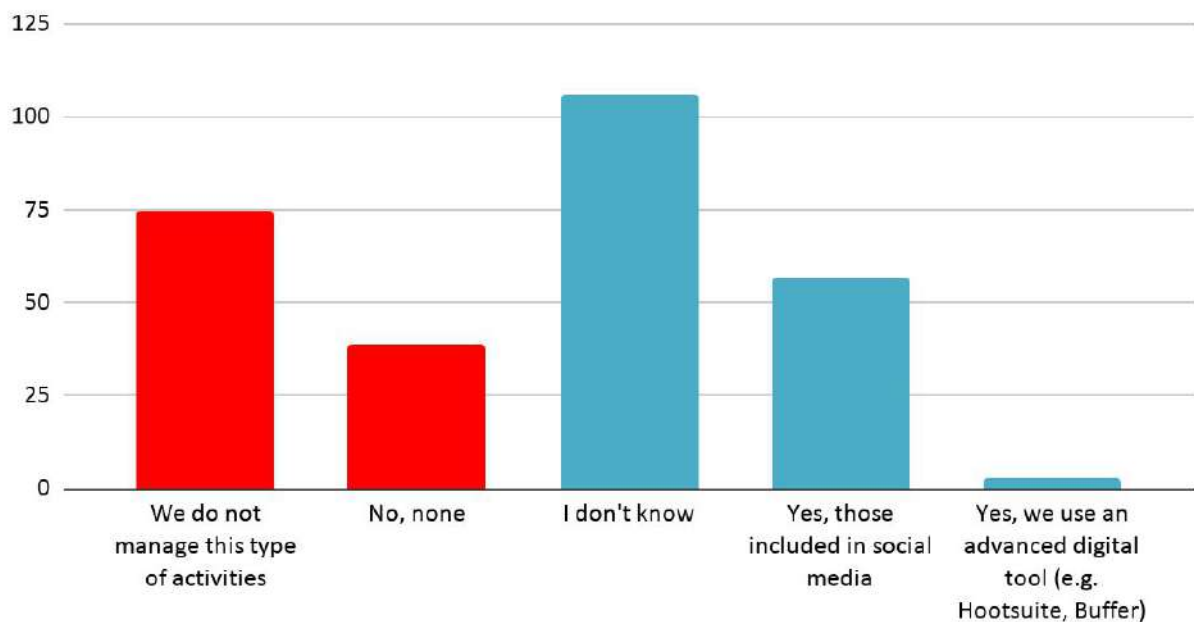
For external activities, organizations use digital technology and social media to communicate, but these activities are not managed at all or they are managed at a very basic level.

The majority of the responses shows that organizations don't have any professional approach when they use social media.
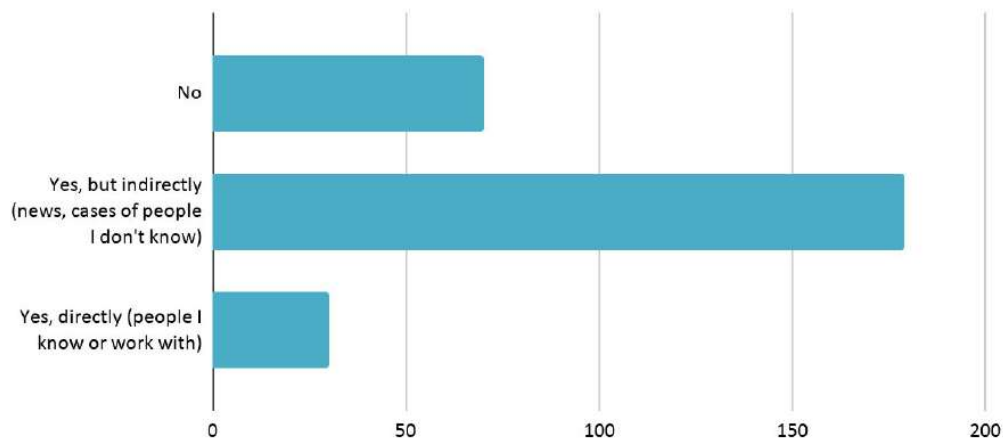
Technology it's not used as an enabler to promote evolutionary process within the organizations.
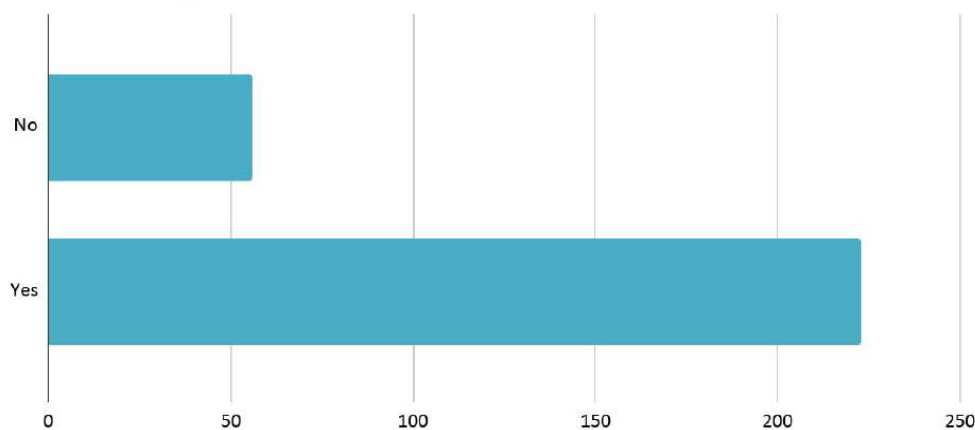
Co-funded by the
Erasmus+ Programme
of the European Union

Online risks awareness

Is online security an issue in social workers opinion?

Have you ever become aware of cyberbullying episodes that took place on social networks?

Are you aware of the possible risks of addiction / cyberbullying from online games?
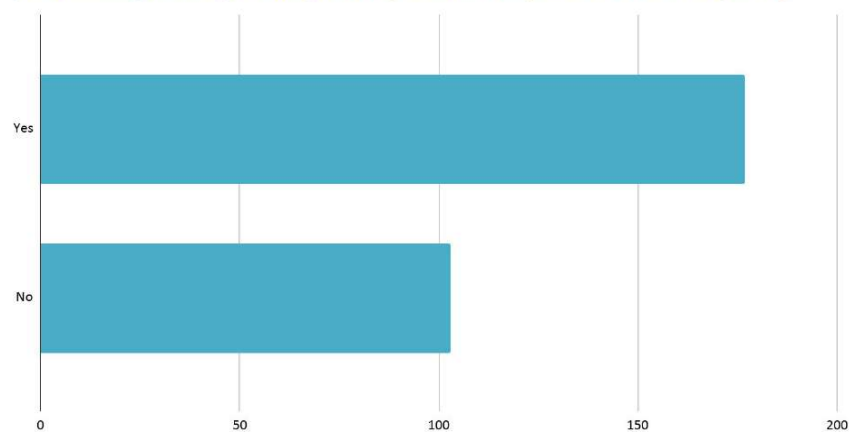

Online risk protection and security is a central issue for social workers: awareness and interest is very high.
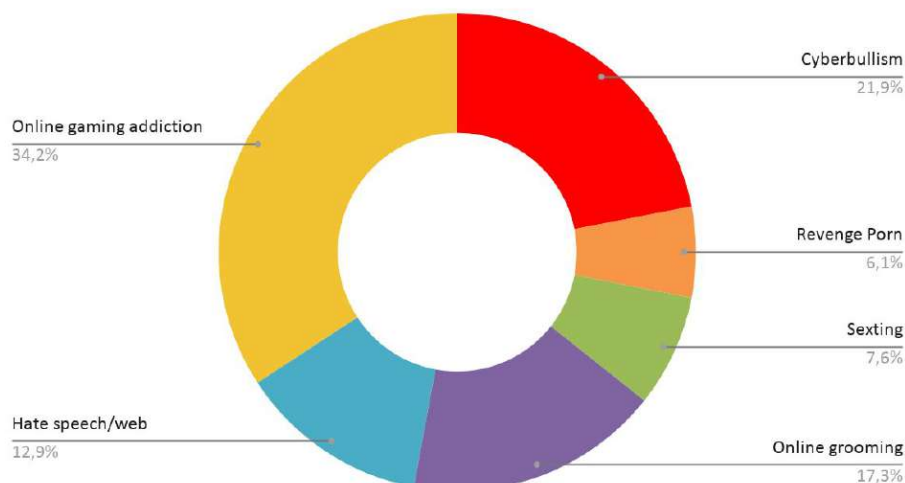
Online risks awareness

Social workers have direct experience

Have you ever dealt with people who have been victims of cyberbullism, revenge porn, sexting, online grooming, hate speech/web reputation or online gaming

The most of our respondents **deal everyday with online risks exposure**.
Their beneficiaries are frequently victims of online risks: awareness and interest on this issue come from a direct experience.

If yes, which ones?

- Cyberbullism 21,9%
- Revenge Porn 6,1%
- Sexting 7,6%
- Online grooming 17,3%
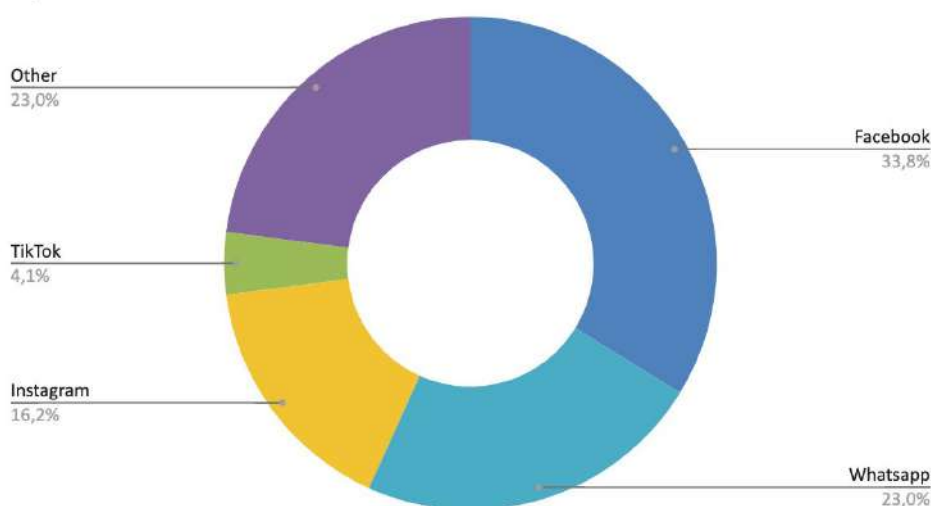- Hate speech/web 12,9%
- Online gaming addiction 34,2%

Online gaming addiction and cyberbullism are constantly increasing, due to the greater exposure to online relationships after the pandemic emergency.

Online risks awareness

Which are the channels?

Cyberbullism

Other
23,0%

Facebook
33,8%

TikTok
4,1%

Instagram
16,2%

Whatsapp
23,0%

Revenge Porn

Other
20,0%

Facebook
20,0%

TikTok
5,0%

Instagram
25,0%

Whatsapp
30,0%

Social Network and instant messaging applications are the main channels in which online attempts take place. Facebook and Whatsapp in particular are perceived as the most relevant ones, although they are widely used also by educators for personal use or to share work informations.

Recently, Facebook announced that will open the access to its platforms to under 13, with security policies and parental control tools.
It's clear that this approach can represent an additional factor of risk exposure.
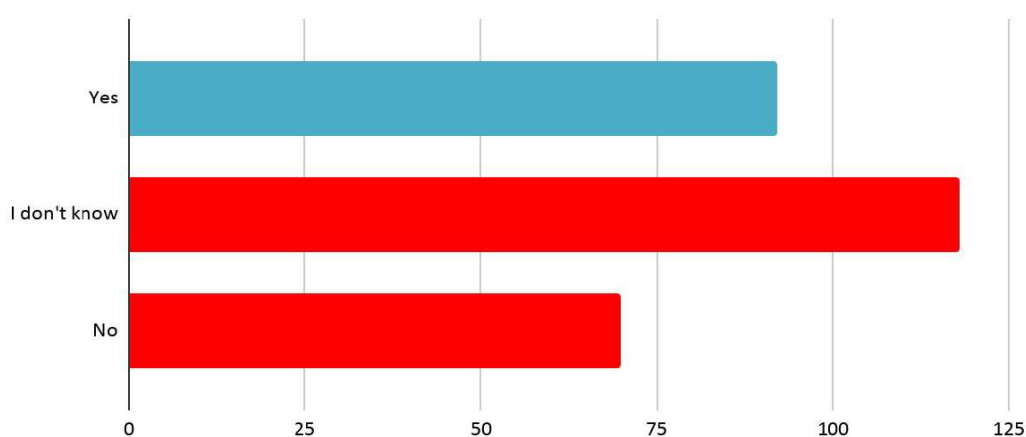
Co-funded by the
Erasmus+ Programme
of the European Union

Online security policies

Are social workers informed and aware?

Does your organization use data protection software?
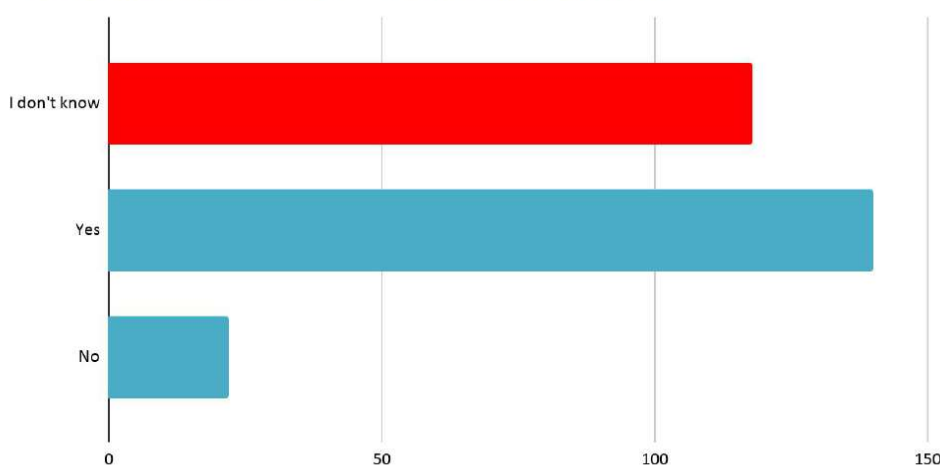
Have employees and volunteers in your organization been informed about how to protect devices from malware?


Despite the high awareness of Digital Transformation importance and a relevant sensitivity about online risks within social workers, **the organizations approach to security issues seems to be inappropriate.**
Organizations don't promote systematic and clear information about data security policies.
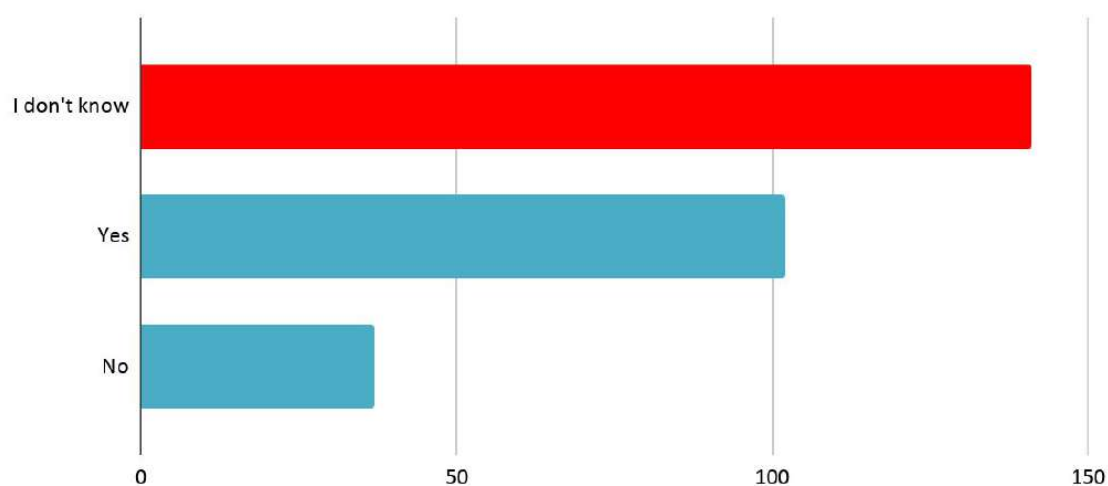
Online security policies

Security is not a routine priority

Have employees and volunteers in your organization been informed about anti-fraud procedures (e.g. phishing attempts)?
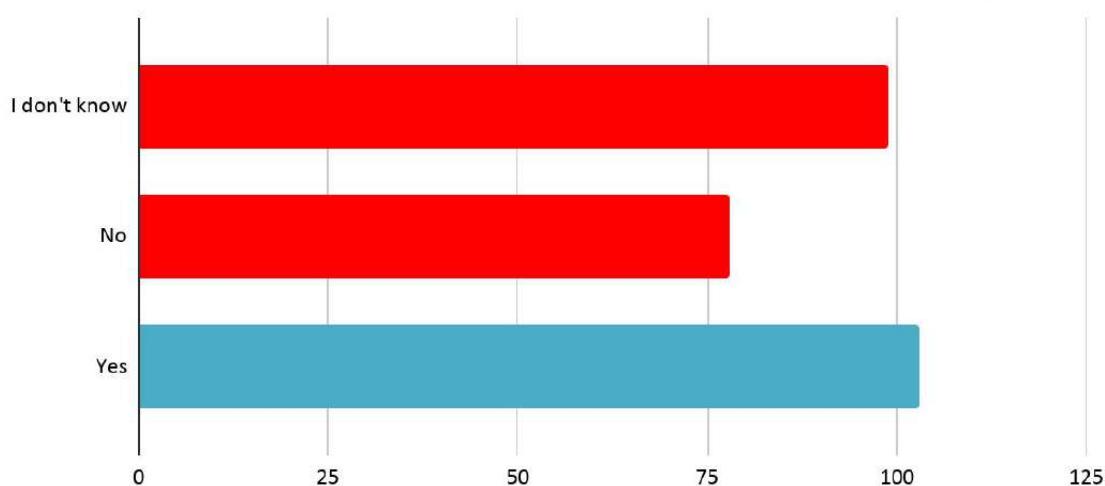
Are you equipped with protocols and technologies that allow you to protect your servers from hacker attacks?
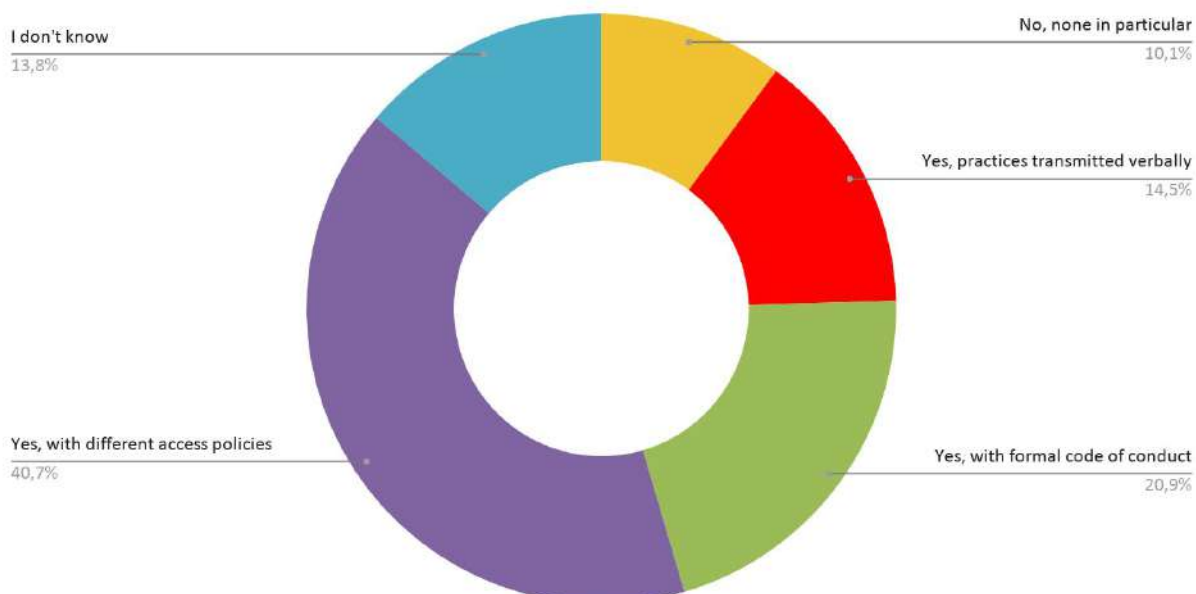

Our sample is mostly composed by educators and volunteers: they're not IT manager, but the fact that they are not informed about internal security policies says that **security is not a routine priority within the organization.**

Co-funded by the
Erasmus+ Programme
of the European Union

Online security policies

Internal security procedures

Are shared files or folders accessible to everyone or are there restrictions? (password, written rules, other limitations ….)

I don't know
13,8%

No, none in particular
10,1%

Yes, practices transmitted verbally
14,5%

Yes, with different access policies
40,7%

Yes, with formal code of conduct
20,9%

Internal security procedures are not are not systematic and structured:
40% of respondents says that there are no policies at all or they are transmitted verbally: they are hardly traceable.
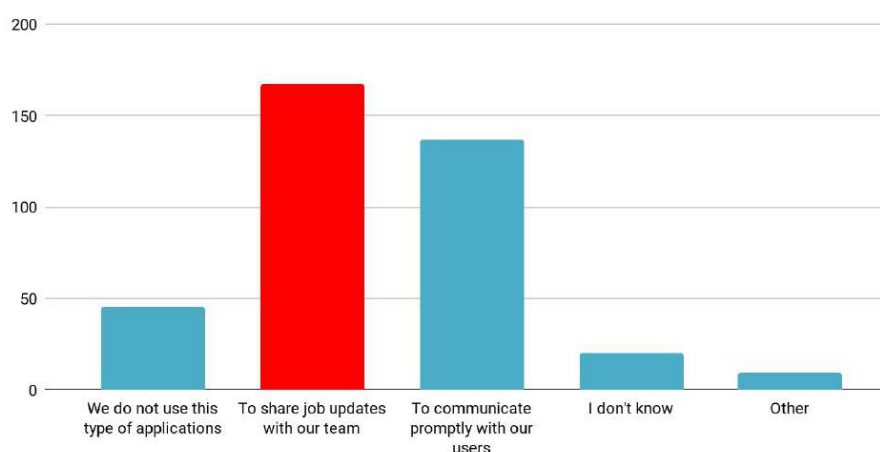
Online security policies

Is the use of digital tools correct?

For what purpose you use email within your organization?
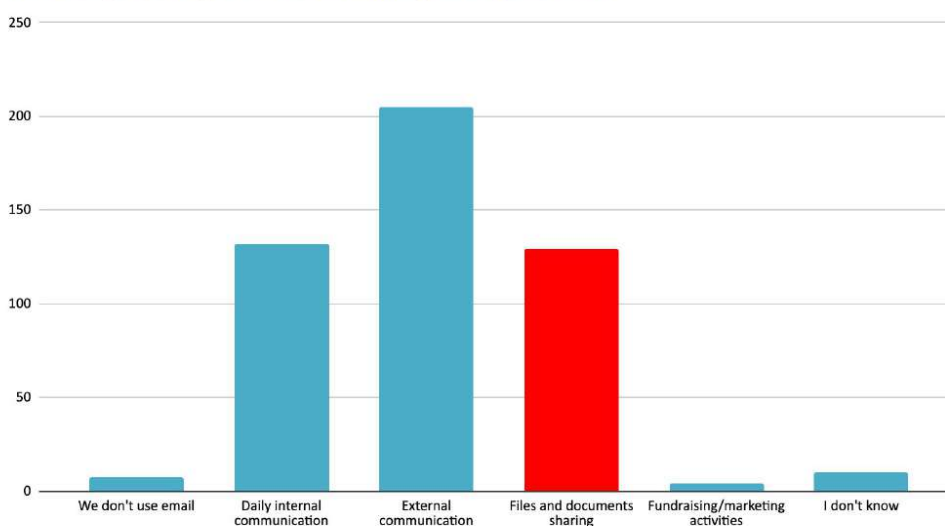
For what daily communication purpose you use instant messaging within your organization?

Even if the organization set internal security policies, email or instant messaging are frequently used to exchange files and documents. Considering the sensitive data that are often contained in the documents, social workers operate at a **low security level.**
These practices are not aligned with structured protection policies.

Conclusions

This Report shows that social workers have a relevant awareness of Digital Transformation and online security issues.

This awareness it's not theoretical, but it comes from a direct experience with beneficiaries: social workers are dealing everyday with online security risks.

The response of the organizations in terms of internal security policies seems to be consistent with the level of sensitivity shown on the subject. But if we dig deeper, there are operational practices of information exchange that take place on unsafe channels.

In most cases, Non profit organizations perceive Digital Transformation as the implementation of technological tools, but this technology doesn't really have an impact on their strategic and operational approach, also in terms of security and data protection.

Authors of the Executive Report:

TechSoup Italy Team:

Fabio Fraticelli - fabio.fraticelli@techsoup.it
Chiara Grassi - chiara.grassi@techsoup.it
Chiara Flores d'Arcais chiara.darcais@techsoup.it

techsoup