



an **NTT DATA** Company

# Stakeholders' survey results

**05/10/2015**

*Barcelona, September 2015*





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1. **Methodology overview**
2. **Main conclusions**
3. **Results of the survey**

# 1. Methodology overview

## OVERVIEW OF THE METHODOLOGY USED AND KEY FIGURES

**Target:** 379 stakeholders, representing 6\* out of the 7 services (EURES, ESCO, EU Skills Panorama, EUROPASS, ENIC-NARIC, Learning Opportunities and Qualifications, Youth Portal)

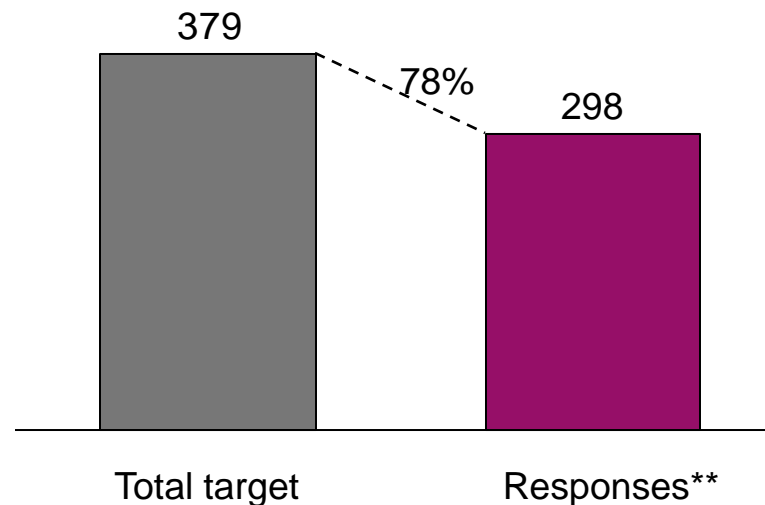
**Tool used:** Survey monkey

**Time frame:** The survey was launched on July 28th of 2015 and ran until September 8<sup>th</sup> of 2015

**Total number of respondents:** 298

**Language:** English

**Number of questions addressed:** 19



295 of the total targeted stakeholders have answered the questionnaire representing a participation rate of 78%

(\*) EU Skills Panorama doesn't have stakeholders.

(\*\*) Of the 298 total responses received 154 participants (52% of the respondents) have completed the entire survey.

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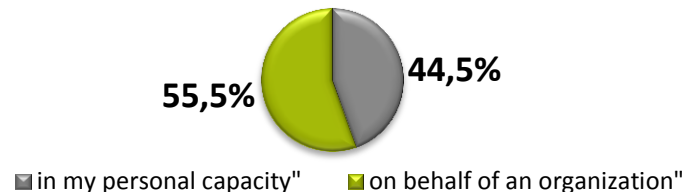
## 2. Main conclusions

### Profile of the respondents

- **High participation.** 298 of the total targeted stakeholders have answered the questionnaire representing a participation rate of 78%.
- **Representative sample.** Our targeted stakeholders are users of many platforms, so we have been able to collect insights from every platform.

	<i>Number of survey's respondents that are "users" of the platforms</i>
EURES	189
ESCO	149
EU Skills Panorama	126
EUROPASS	208
ENIC-NARIC	158
Learning Opportunities and Qualifications	152
Youth Portal	164

- **Diversity of users.** The 56% replied to the answers on behalf of an organisation and the rest in their personal capacity.

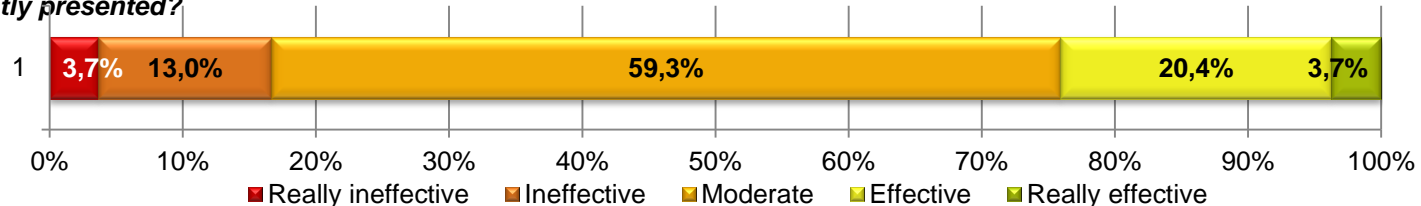


## 2. Main conclusions

### General conclusions regarding the current EU online skills and qualifications framework

- **Moderate satisfaction with the current EU online skills and qualifications framework (7 platforms).**

*Effectiveness - Do you consider the current EU online skills and qualifications services to be effective/ineffective as they are currently presented?*



- **Contents are perceived as useful.** Overall, the usefulness of the provided content is satisfactory with all the platforms.
- **High perception of added value.** In general, all the 7 platforms receive fairly good results about their added value to users, considering the agreement rates of more than 68%.
- **Moderate satisfaction regarding the update of the contents.** The update of the content of the 7 platforms is mostly moderated.
- **There is room for improvement to clarify the purpose/objectives and services of each platform.**
- **Need to improve the integration among the platforms analysed.** In general, one of the points for improvement that generated a bigger consensus is the need of a better integration among platforms.

## 2. Main conclusions

### Main conclusions by the analysed platforms

- **Platforms with a positive evaluation:** Europass and Eures
- **Platforms with a moderate evaluation:** Youth Portal, Learning Opportunities and Qualifications and ENIC-NARIC
- **Platforms with room for improvement:** ESCO and EU Skills Panorama
- **High level of synergies detected among platforms:**
  - EURES that is seen the most complementary with the other services, especially with EUROPASS;
  - Europass and Youth Portal
  - ESCO and EU Skills Panorama
  - ENIC-NARIC and Learning Opportunities and Qualifications

		The original platform has synergies with...						
		EURES	ESCO	EU Skills Panorama	EUROPASS	ENIC-NARIC	Learning Opport. and Qual.	Youth Portal
... the services given by this platform	EURES		50%	48%	83%	49%	43%	43%
	ESCO	69%		57%	47%	36%	46%	23%
	EU Skills Panorama	60%	56%		31%	24%	44%	25%
	EUROPASS	76%	42%	32%		42%	48%	51%
	ENIC-NARIC	49%	30%	25%	49%		59%	31%
	Learning Opport. and Qual.	48%	34%	41%	51%	57%		49%
	Youth Portal	58%	27%	30%	70%	34%	55%	



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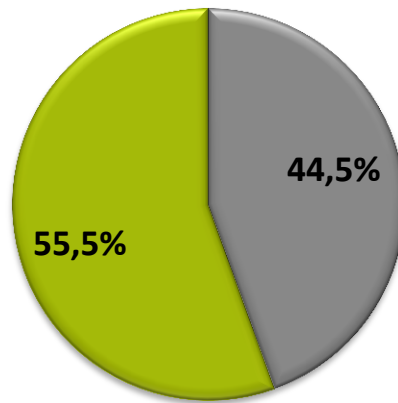


### 3. Results of the survey

Individual results of each question (1/19)

Q1

Complete the following statement: "I am replying the survey..."



■ in my personal capacity" ■ on behalf of an organization"

#### Description

- **44,5%** of participants are replying the survey **in their personal capacity**;
- **55,5%** of them are acting **on behalf of an organization**.

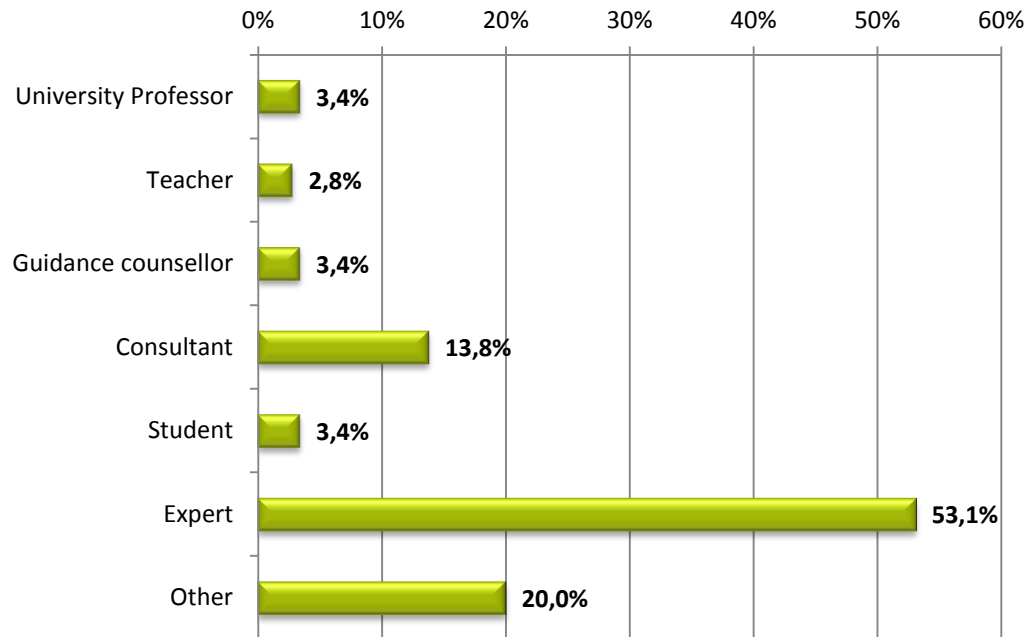
The majority of participants in the survey are replying to the answers on behalf of an organization

### 3. Results of the survey

Individual results of each question (2/19)

Q2

If you are responding in your personal capacity, please specify your profession:



#### Description\*

- **53,1%** of the respondents classify as **experts**, being followed by **13,8%** of participants responding as **consultants**;
- Among the **20%** who have replied “**Other**” a vast majority are representing: “Public servants”, “Advisors” and “Program Managers”.

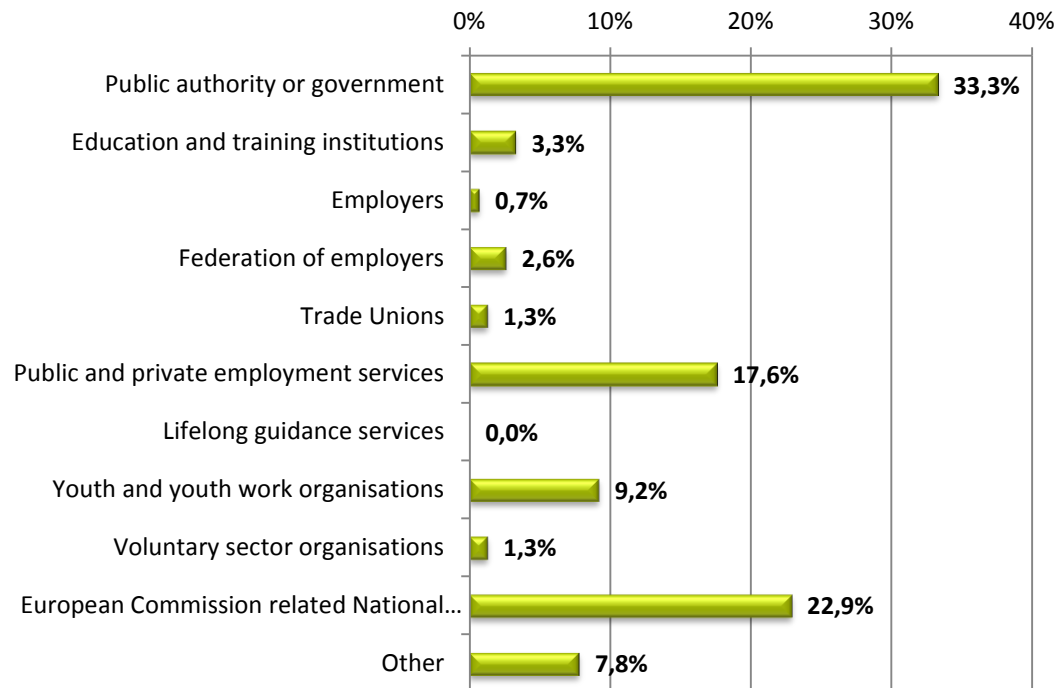
Of the participants replying to the survey in their personal capacity a large majority classifies as experts

### 3. Results of the survey

Individual results of each question (3/19)

Q3

If you are replying on behalf of an organization, please specify the area:



#### Description\*

- The leading area of organizations is, with **33,3% “Public authority or government”** followed by **22,9%** of organizations being **“European Commission related National Networks/Centers”**;
- Among the **7,8%** who have replied **“Other”** we can find diverse responses, ranging from “Private enterprise” to “Youth information center”.

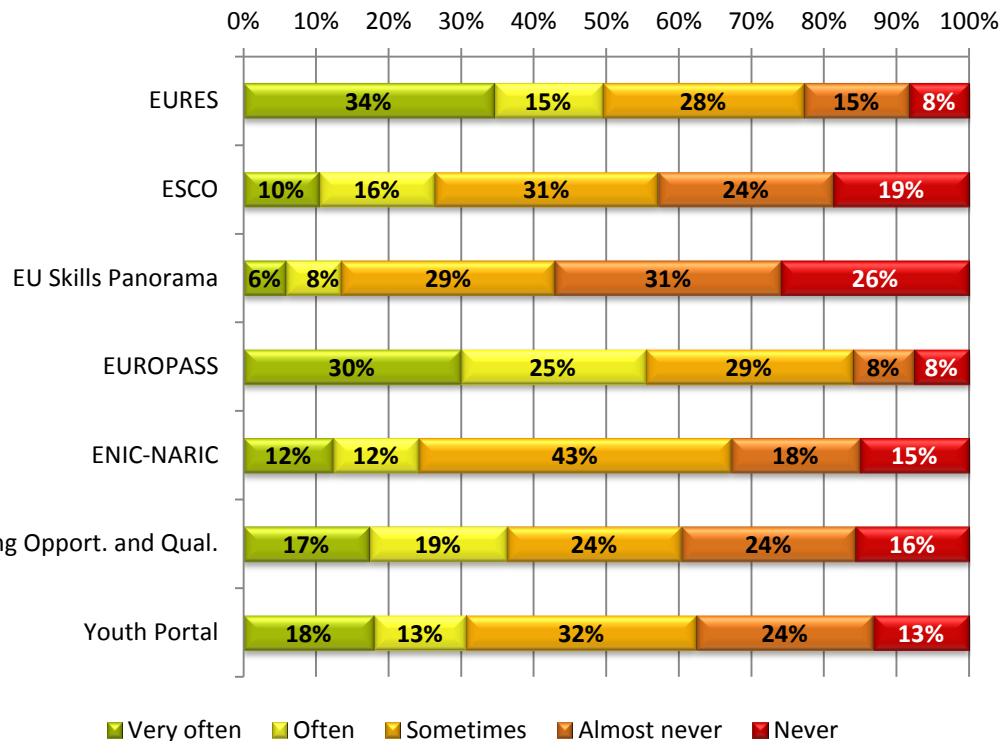
The two leading areas of organizations participating in the survey are “Public authority or government” & “European Commission related National Networks/Centers” (representing more than 50%)

### 3. Results of the survey

Individual results of each question (4/19)

Q4

In which of the following service(s) are you involved in and how often do you interact?



#### Description

- The service most frequently used and known is **EUROPASS** with **55%** of participants interacting with it “**Very Often**” or “**Often**”;
- **EURES** reports at least **77%** of participants using it at least “**Sometimes**”;
- **EU Skills Panorama** seems to be the service in which least participants are involved in. A large number of **26%** of participants report that they “**Never**” use the service.

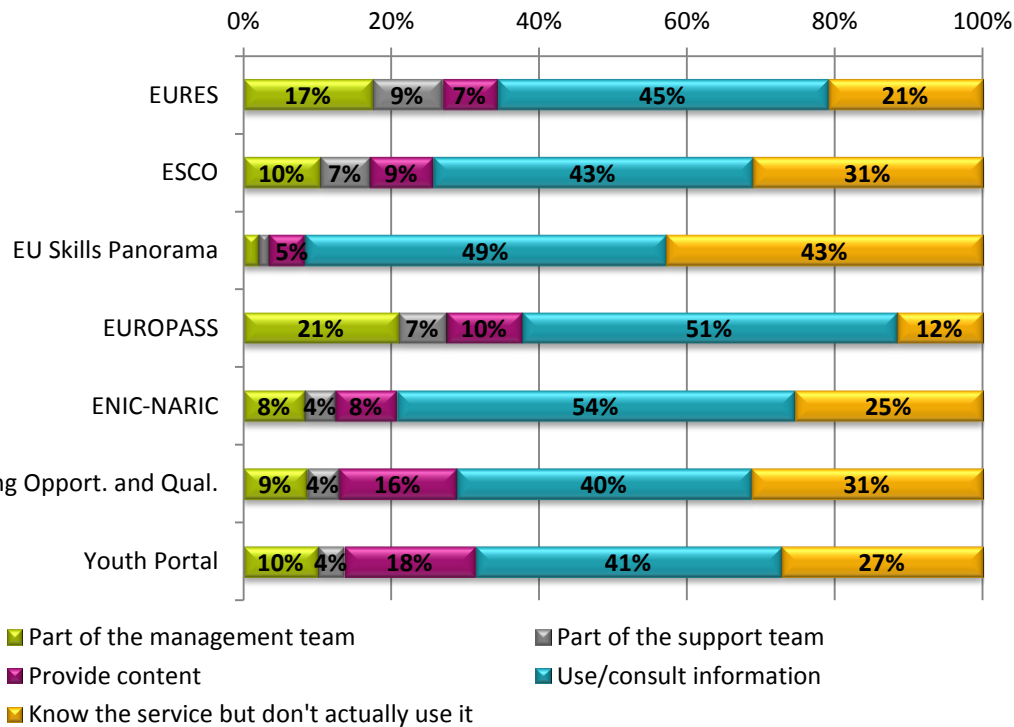
While **EUROPASS** and **EURES** are reported to be used rather frequently, **EU Skills Panorama** and **ESCO** are the services having least participants involved

### 3. Results of the survey

Individual results of each question (5/19)

Q5

Which of the following statements best describe your role within the services?



#### Description

- It becomes evident at first glance that in every service the dominant role is **“Use/consult information”**, ranging from **40%** to even **54%** in the case of **ENIC-NARIC**;
- **EUROPASS** records **20%** of roles having been **“Part of the management team”**;
- All other services record large percentages of participants responding that they **“Know the service, but don’t actually use it”** (up to **43%** in the case of **EU Skills Panorama**).

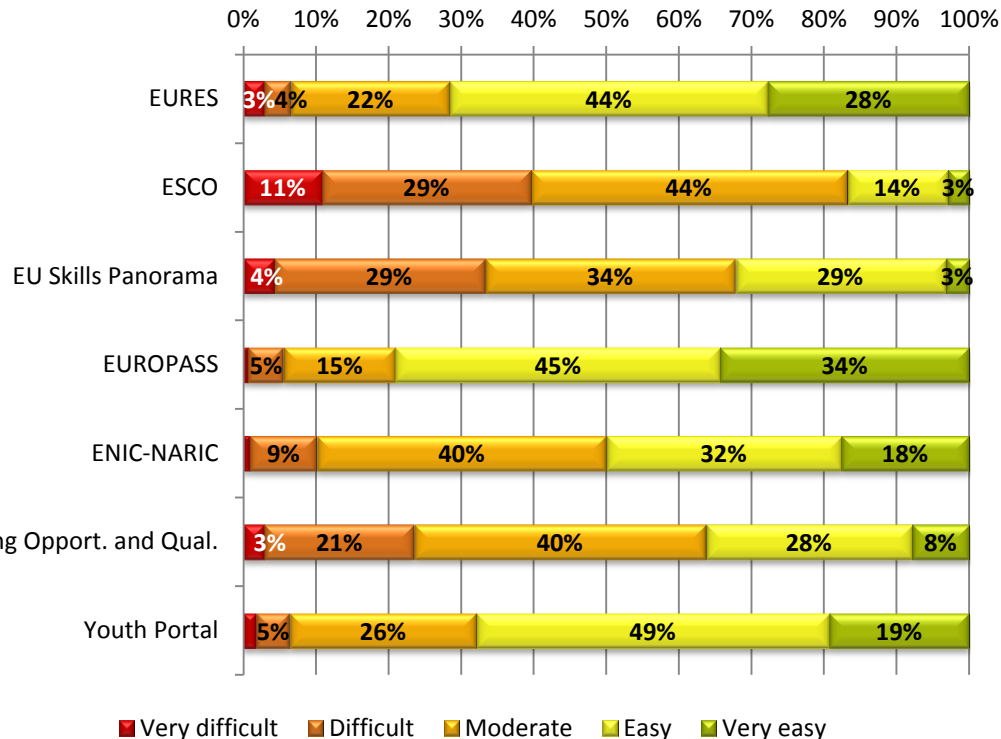
The majority role in all the services is **“Use/consult information”**, which is particularly true for **EUROPASS**, **EURES** and **ENIC-NARIC**

### 3. Results of the survey

Individual results of each question (6/19)

#### Q6

**Objectives - Do you think that the purpose of each platform is clearly defined and understandable for its users?**



#### Description

- **EUROPASS** is the most “**Easy**” or “**Very easy**” to understand service, with **79%** of participants, followed by **EURES** with **72%**;
- The service most difficult to understand is **ESCO** followed by **EU Skills Panorama**, with **40%** and, respectively **33%** of participants finding them “**Very difficult**” or “**Difficult**” to understand for their users;
- **Youth Portal** is seen as “**Easy**” to understand by almost half (**49%**) of the participants.

**EUROPASS and EURES seem to be the platforms that have the clearest purposes**

### 3. Results of the survey

Individual results of each question (7/19)

**Q7**

**Objectives:** How you would describe, in your own words, the main objectives of the services? Please share your view at least for the service(s) you know best.

**EURES**

**ESCO**

**EU SKILLS PANORAMA**

**EUROPASS**

**ENIC-NARIC**

**Learning Opportunities  
and Qualifications**

**Youth Portal**

#### Top statements

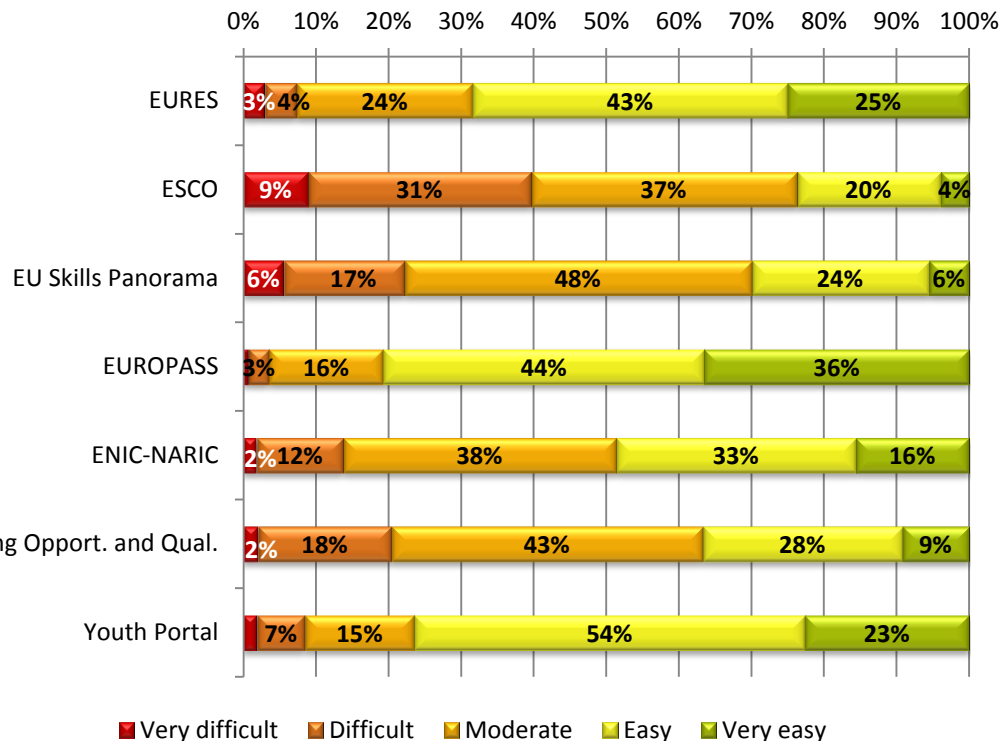
- Employment finding service/job search engine;
- EU Job Mobility facilitator;
- Information provider on EU labour market.
- Classification, identification and categorisation of skills, competences, qualifications and occupations;
- Job matching service.
- Data, information and intelligence on trends for skills and jobs across Europe.
- CV tool/ Electronic CV service. Online standardised European CV template, in different languages;
- Service to facilitate recognition of academic and professional qualifications.
- Information repository about EQF.
- Service to provide opportunities and general information for youth.

### 3. Results of the survey

Individual results of each question (8/19)

Q8

Services - How easy or difficult it is to understand and access the services/tools provided?



#### Description

- The service with the most satisfying result is again **EUROPASS** having **80%** of participants responding that it is “**Easy**” or “**Very easy**” to understand and access the service;
- As far as **Youth Portal** is concerned, the picture obtained is rather similar to **EUROPASS** (77% “**Easy**” or “**Very easy**”);
- **ESCO** - 77% record that they find ease of usage of the service from “**Moderate**” to “**Very difficult**”.

Overall, the results for the ease to understand and access the services is moderately satisfying with the exception of ESCO which participants largely find “Difficult” to understand and access

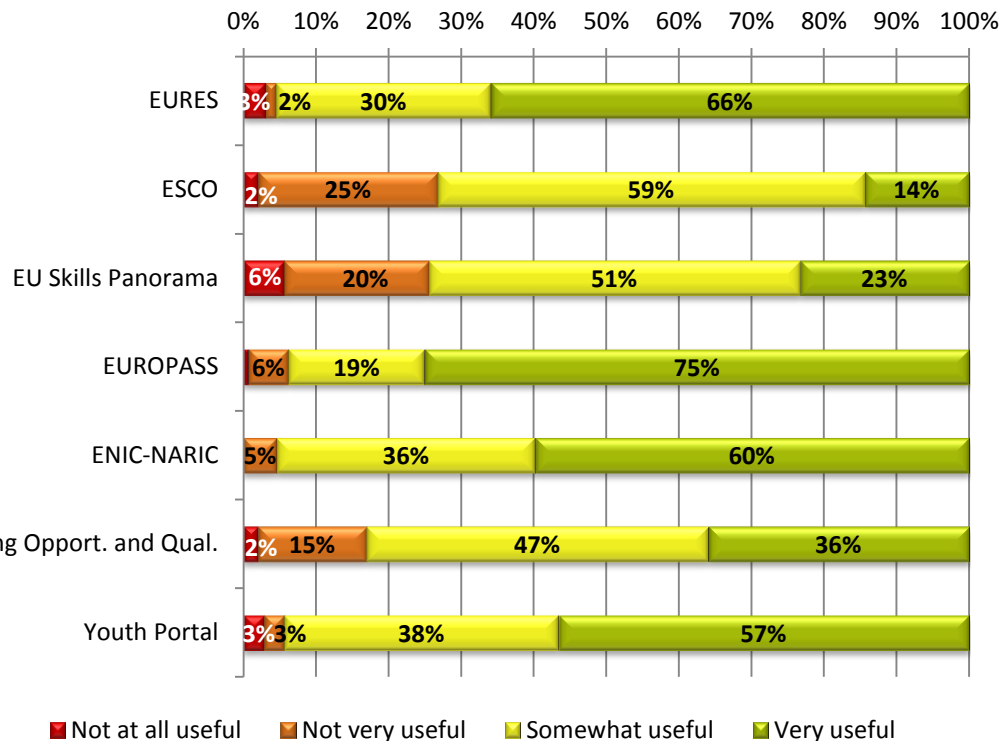


### 3. Results of the survey

Individual results of each question (9/19)

Q9

Content - How would you describe the content provided?



#### Description

- Being asked about the usefulness of the content the **participants responded largely positively**;
- **ESCO** and **EU Skills Panorama** are rated as the least useful, with **27%** and respectively **26%** considering the contents are “**Not at all useful**” or “**Not very useful**”;
- **EUROPASS** leads this ranking with **75%** of participant considering its content “**Very useful**”.

Overall, the usefulness of the provided content is satisfactorily with all services reaching from 63% to 96% of positive responses

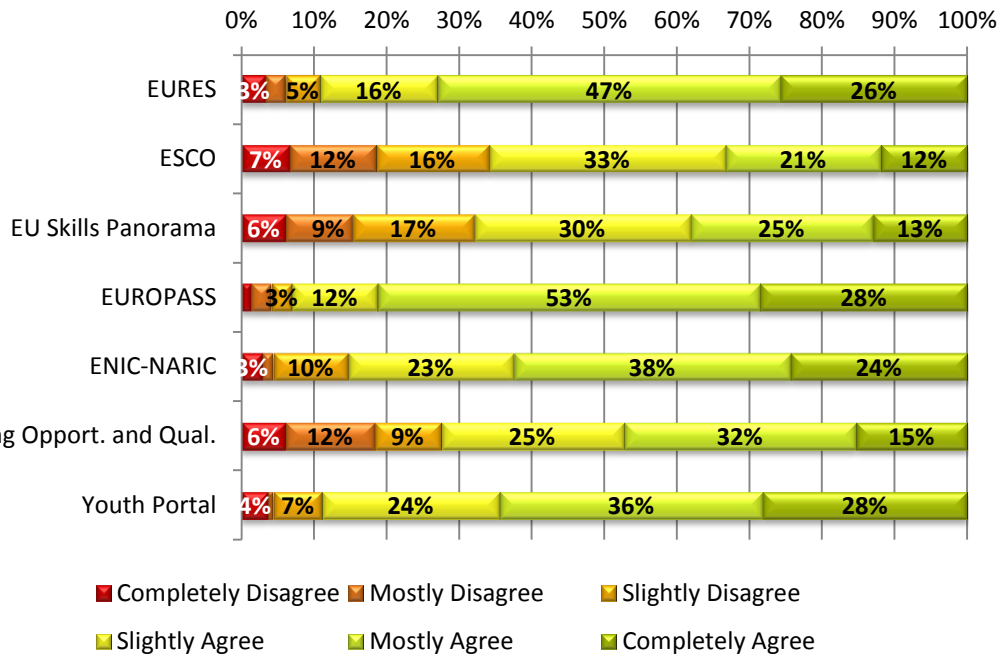
### 3. Results of the survey

Individual results of each question (10/19)

#### Q10

Added value - Do you agree with the following statement: "are the services bringing high added value to their users"?

Q10: Added value - Do you agree with the following statement: "are the services bringing high added value to their users"?



#### Description

- Overall, the results obtained are **very satisfactory** for all the 7 services;
- The strongest results for this question are received by **EUROPASS, Youth Portal** and **EURES** with agreement rates of over **88%**;
- The three programs with less value added are: **ESCO, EU Skills Panorama** and **Learning Opportunities and Qualifications**.

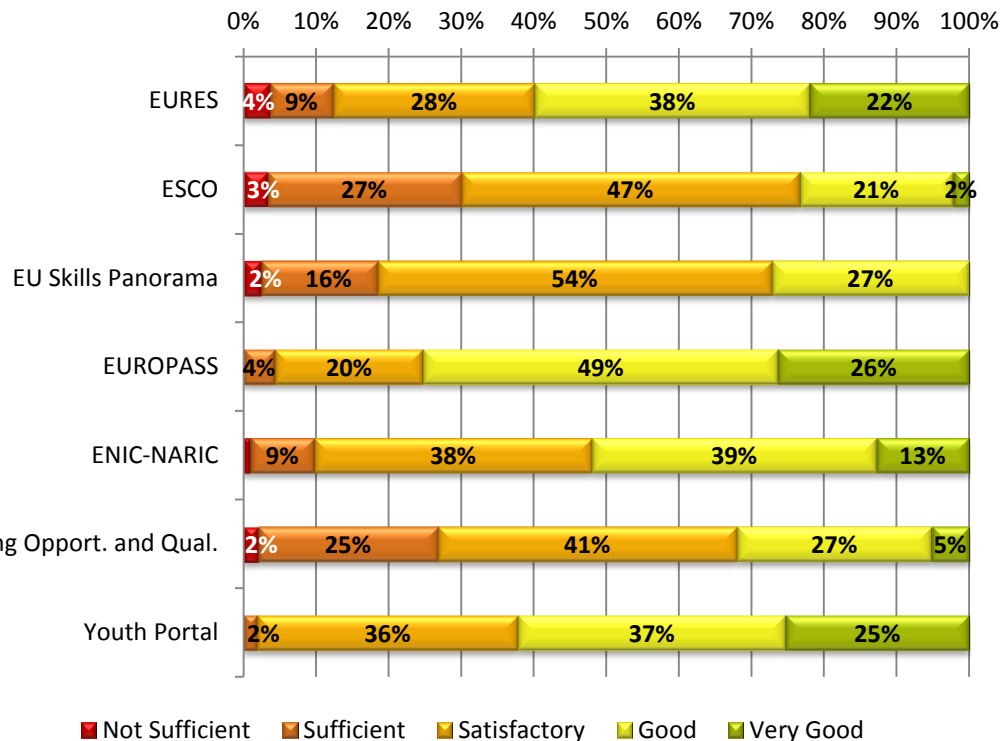
Overall, all 7 services receive fairly good results from participants about their added value to users, considering the agreement rates of more than 66%

### 3. Results of the survey

Individual results of each question (11/19)

#### Q11

Update of the content - Out of 5 (with 1 being the lowest score and 5 the highest), how would you rate the update of the content of the platform(s)?



#### Description

- The service receiving the best results is **EUROPASS** with **75%** of participants rating it with at least “**Good**”;
- **ESCO** and **Learning Opportunities and Qualifications** have some potential to improve with ratings of **30%** and **27%** respectively of “**Sufficient**” or less.

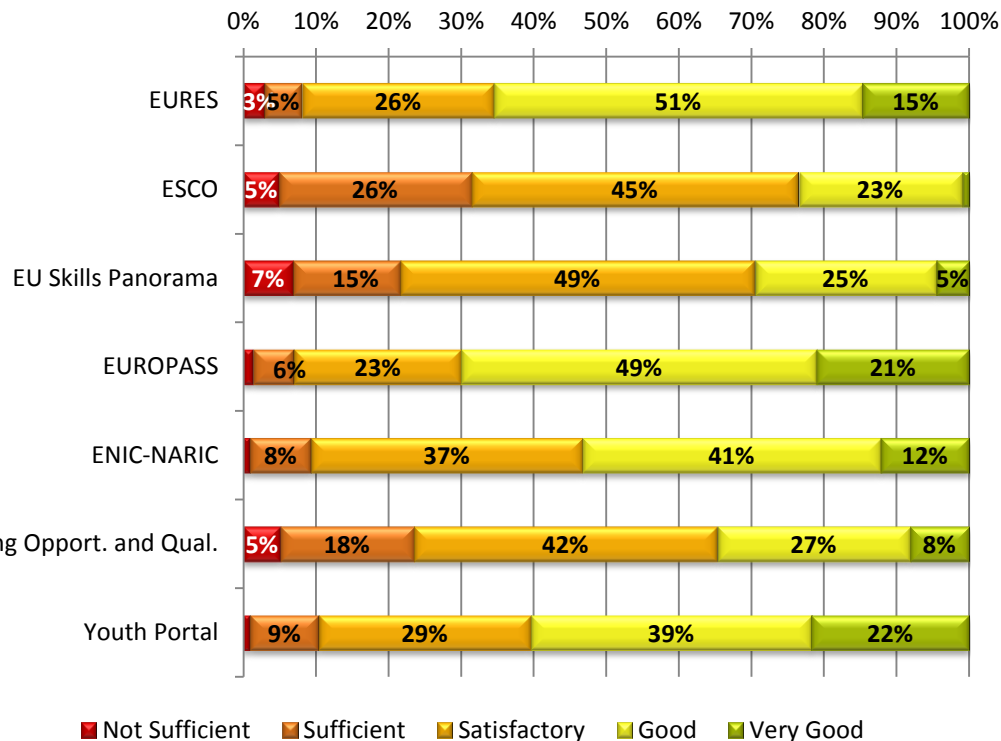
The update of the content of the 7 platforms is mostly rated positively with some room for improvement for ESCO and Learning Opportunities and Qualifications

### 3. Results of the survey

Individual results of each question (12/19)

#### Q12

Usability and layout- Out of 5 (with 1 being the lowest score and 5 the highest), how would you rate the usability and layout of the platform(s)?



#### Description

- As far as usability and layout of the platforms are concerned the picture obtained is **moderately positive**;
- While negative responses (“**Not Sufficient**” or “**Sufficient**”) are pretty low for all the services (except **ESCO** with **26%** of “**Sufficient**”);
- It is observable that **EUROPASS** and **EURES** received the most positive ratings, with both having more than **66%** of at least a “**Good**”-rating.

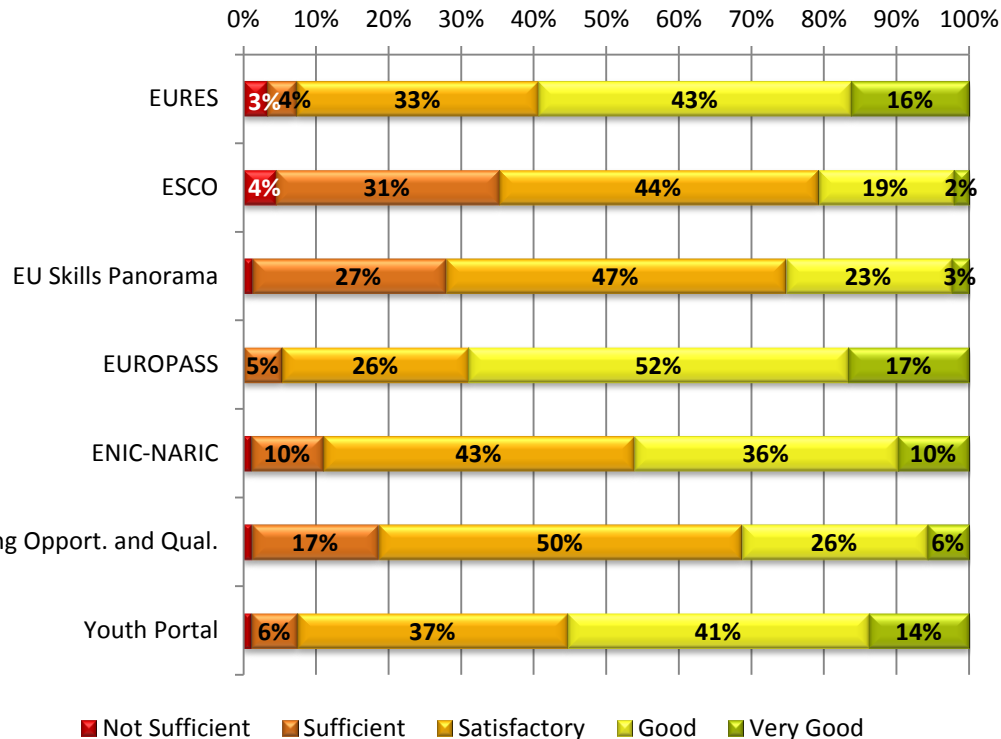
In terms of usability and layout the platforms are rated moderately well with once again **EUROPASS** and **EURES** receiving the most positive results

### 3. Results of the survey

Individual results of each question (13/19)

#### Q13

**Customization - Out of 5 (with 1 being the lowest score and 5 the highest), how would you rate the degree of customization of the platform(s) you are involved with?**



#### Description

- Having been asked about the degree of customization of the services the participants responded **positively** for most services, especially **EUROPASS** and **EURES**;
- **ESCO**, however, receives a **35%** of **negative** responses and only **21%** of **positive** ones indicating some room for improvement.

The results for the degree of customization of the services is very similar to the one of previous questions showing an overall positive image with some room for improvement for ESCO and EU Skills Panorama

### 3. Results of the survey

Individual results of each question (14/19)

#### Q14

**Improvements - Could you please indicate the aspects/tools/services that can be improved for those platforms you are involved with and in which way?**

**EURES**

**ESCO**

**EU SKILLS PANORAMA**

**EUROPASS**

**ENIC-NARIC**

**Learning Opportunities  
and Qualifications**

**Youth Portal**

#### Top statements

- Additional functionalities;
- Clean & more information;
- Integration with other platforms.

- Clearer classification & understandable information;
- Integration with other platforms;
- More functionalities.

- Better forecast;
- Better & up to date information;
- Integration with other platforms.

- Additional functionalities;
- Better and up to date information;
- Integration with other platforms.

- Clearer information;
- Integration with other platforms;
- Language.

- Integration with other platforms;
- Language;
- Layout.

- Better information focus;
- Functionalities;
- Integration with other platforms.

### 3. Results of the survey

Individual results of each question (15/19)

**Q15**

**Strengths - Could you please indicate the main strengths of these platforms?**

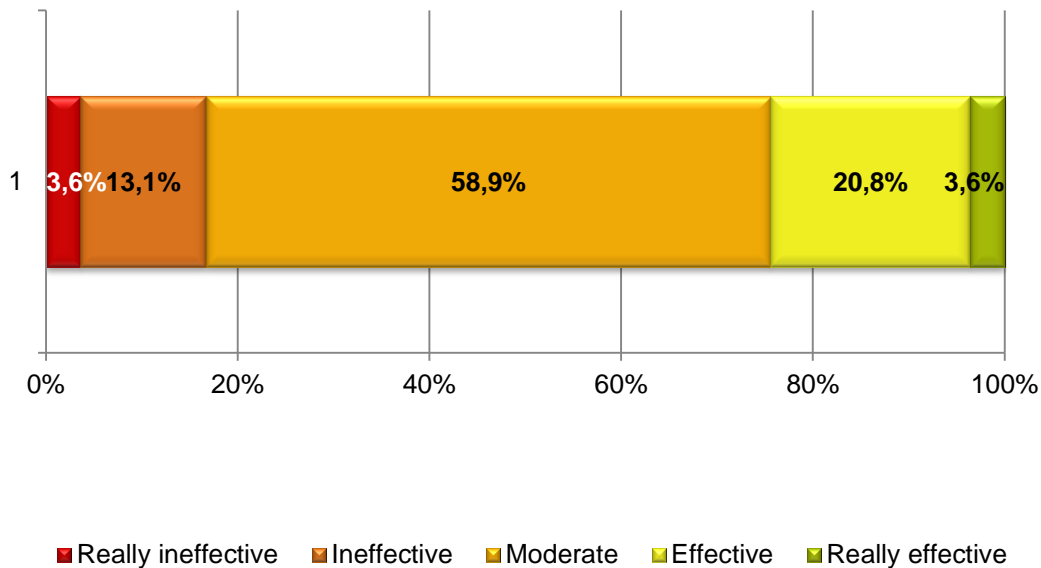
		Top statements
EURES	▶	<ul style="list-style-type: none"> <li>• Clear purpose;</li> <li>• Direct contact with employers;</li> <li>• Informational value.</li> </ul>
ESCO	▶	<ul style="list-style-type: none"> <li>• Clarity/Structure;</li> <li>• Common European standard;</li> <li>• Connecting work with education.</li> </ul>
EU SKILLS PANORAMA	▶	<ul style="list-style-type: none"> <li>• Analytical value;</li> <li>• Value of the provided information;</li> <li>• Layout.</li> </ul>
EUROPASS	▶	<ul style="list-style-type: none"> <li>• Easy to access and use;</li> <li>• Well known;</li> <li>• Close to citizens.</li> </ul>
ENIC-NARIC	▶	<ul style="list-style-type: none"> <li>• World wide network;</li> <li>• Useful;</li> <li>• Good and reliable information.</li> </ul>
Learning Opportunities and Qualifications	▶	<ul style="list-style-type: none"> <li>• Big potential;</li> <li>• The level of details on each qualification;</li> <li>• Structured EU qualification levels.</li> </ul>
Youth Portal	▶	<ul style="list-style-type: none"> <li>• Targeted content (target oriented service not tool or.);</li> <li>• Easy to access, user friendly/modern/comprehensive/flexible;</li> <li>• Practical and useful for its target.</li> </ul>

### 3. Results of the survey

Individual results of each question (16/19)

#### Q16

Effectiveness - Do you consider the current EU online skills and qualifications services to be effective/ineffective as they are currently presented?



#### Description

- Being asked about the effectiveness of the current overall EU online skills and qualifications services panorama, the survey shows the majority of respondents were **“Moderate”** (58,9%);
- **24,4%** have rated the current environment of services as somewhat **effective**, compared to **16,7%** that regard the services as **ineffective**.

The survey shows a moderate satisfaction of users with the EU online skills and qualifications services (83,3% positive results)

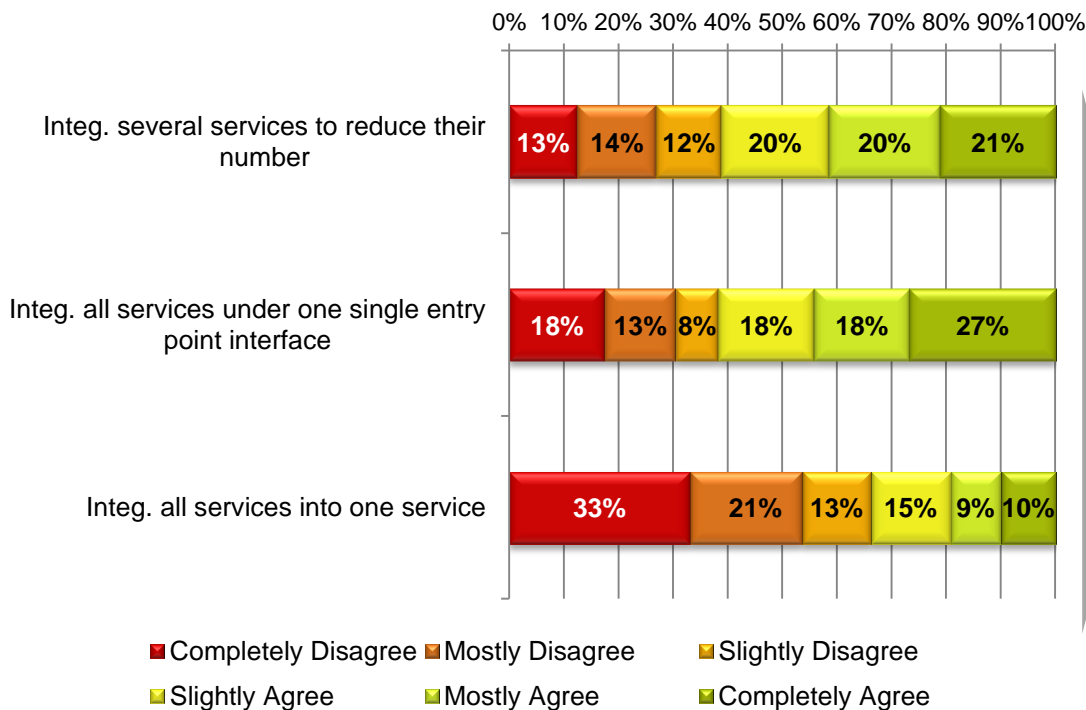


### 3. Results of the survey

Individual results of each question (17/19)

Q17

**Integration - What could be done to make the EU online skills and qualifications environment more integrated?**



#### Description

- The idea of **integrating all services under one single entry point interface** integrate **several services to reduce their number** is being “**Slightly agreed**” on by a majority **63%**;
- The idea of **integrating all services into one single service** is being seen least effective as shown by a large number of **67%** at least “**Slightly disagreeing**” with the statement;
- Finally, the idea of **integrating several services to reduce their number** is being at least “**Slightly agreed**” on by **61%** of participants.

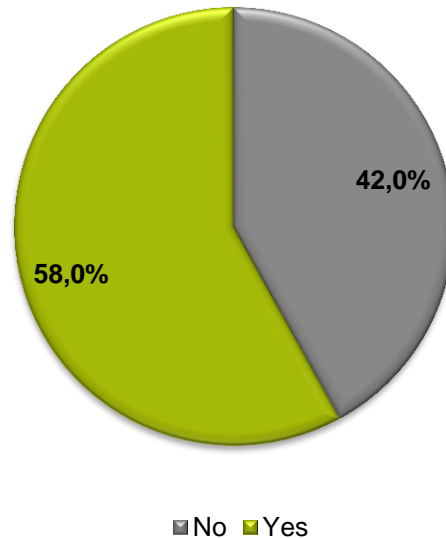
**The two ideas that participants of the survey at least slightly agree on are to integrate all services under one single entry point interface and to integrate several services to reduce their number**

### 3. Results of the survey

Individual results of each question (18/19)

**Q18**

**Integration risk - Do you foresee any risk due to the sites integration?**



#### Description

- Being asked about potential integration risks a majority of **58%** answered with “**Yes**”, foreseeing potential risks of integration for the several services;
- The potential risks mentioned are very diverse ranging from “Data compatibility” to “information overload” (a deeper analysis is pending to be done).

**A majority of 59,9% of participants foresees potential risks when integrating the different services**

### 3. Results of the survey

Individual results of each question (15/15)

#### Q19

Synergies - Among which of the services do you see complementarity?

		The original platform has synergies with...						
		EURES	ESCO	EU Skills Panorama	EUROPASS	ENIC-NARIC	Learning Opport. and Qual.	Youth Portal
... the services given by this platform	EURES		50%	48%	83%	49%	43%	43%
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	ENIC-NARIC	49%	30%	25%	49%		59%	31%
	Learning Opport. and Qual.	48%	34%	41%	51%	57%		49%
	Youth Portal	58%	27%	30%	70%	34%	55%	

#### Description

- In this sense it can be seen that it is **EURES** that is seen the **most complementary** with the other services, especially with **EUROPASS**;
- ENIC-NARIC** shows the highest synergy percentage (**59%**) with **Learning Opportunities and Qualifications** and vice versa (**57%**). The same is true for **ESCO** and **EU Skills Panorama**.

The survey has identified various subjective synergies between the services, of which EUROPASS and EURES have the highest agreement rates among the participants

The logo features the word "everis" in a white, lowercase, serif font, centered within a solid olive-green, irregular blob shape.

everis

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