

2021

# DIGITAL LITERACY OF THE POPULATION OF UKRAINE

Report on the Results of the National Survey



Міністерство  
цифрової трансформації  
України



Цифрова  
освіта



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

За підтримки Швейцарії



Фонд  
Східна  
Європа



## COMPONENT 1

Mass poll

# 1800

respondents aged 18-70 were interviewed

**Data collection method:** face-to-face interview

**Sampling type:** stratification, quota

**Quota parameters:** gender, age, place of residence



## COMPONENT 4

Survey of the population of the  
occupied territories of Donetsk and  
Luhansk oblasts

# 401

respondents aged 18-60 were interviewed

**Data collection method:** face-to-face interviews

**Quota parameters:** gender, age, place of residence



## COMPONENT 2

Youth survey

# 410

respondents aged 10-17 were interviewed

**Data collection method:** online survey

**Sampling type:** stratification, quota

**Quota parameters:** gender, age, place of residence



## COMPONENT 5

Survey of the population with  
auditory disabilities

# 349

respondents aged 18-59 with auditory  
disabilities were interviewed

**Data collection method:** online survey

**Quota parameters:** gender, age



## COMPONENT 6

Focus Groups

# 8

Groups with the following:

- healthcare workers (doctors)
- education workers (teachers)
- employees of local self-government bodies and municipal enterprises / institutions
- people of elegant age (population aged 60+)

## Abbreviations used in the Report:

**Ukraine as a whole** – the population of Ukraine aged 18-70 years except the population of the occupied territories of the Donetsk and Luhansk oblasts and the Autonomous Republic of Crimea

**Uncontrolled territories** – territories of Donetsk and Luhansk oblasts not controlled by the Government of Ukraine

**Region** – oblasts are grouped into micro-regions

- **West**

*Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Khmelnytsky, Chernivtsi oblasts*

- **Center**

*Vinnitsya, Kirovohrad, Poltava, Cherkasy oblasts*

- **North**

*Zhytomyr, Kyiv, Sumy, Chernihiv oblasts and Kyiv city*

- **South**

*Odesa, Mykolayiv, Kherson oblasts*

- **East**

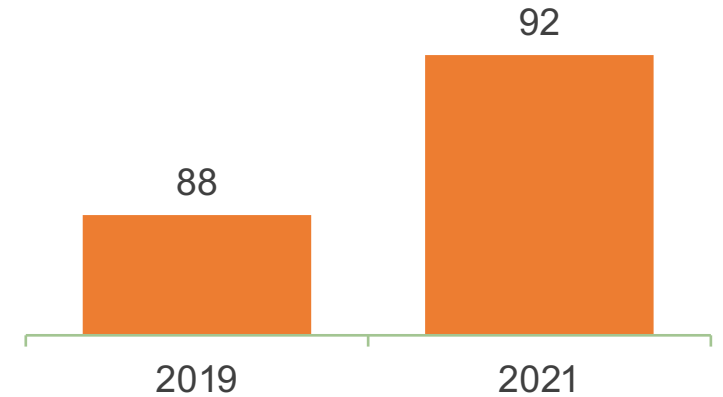
*Dnipropetrovsk, Donetsk, Zaporizhzhya, Luhansk, Kharkiv oblasts*

## 2019-2021 DYNAMICS

### Internet users share has increased

By 4%

the share of people who have access to the Internet has increased compared to 2019



### However,

the main reason for people not to have the Internet connection at home is that they believe they do not need it (they consider it useless or uninteresting).

In addition to it, the share of those who do not connect to the Internet at home **decreased by 17%** for that reason that they **do not have skills to use it** (decrease in the share of those who do not know how to use the Internet).

## 2019-2021 DYNAMICS

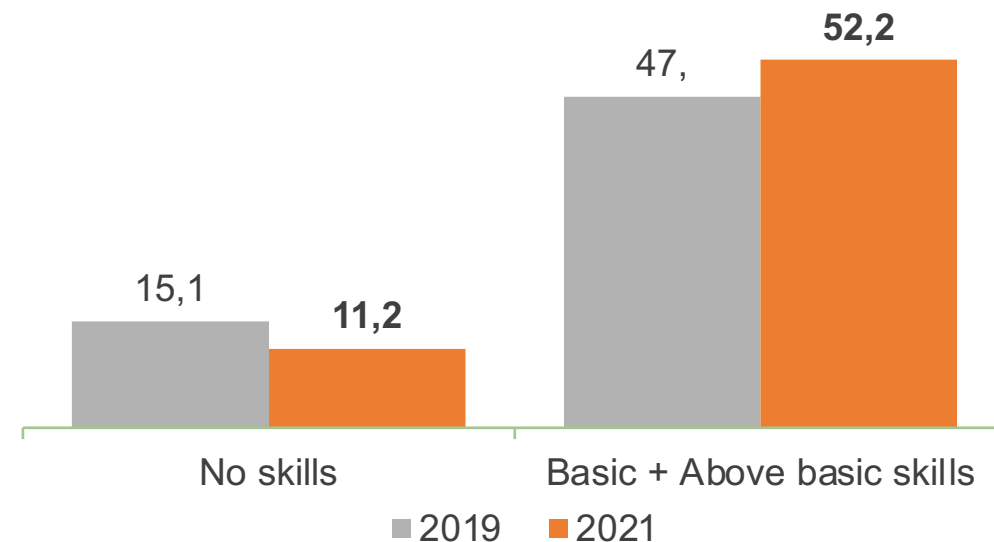
### Ukrainians' digital skills are improving

“No skills“ group is SHRINKING



**Growing**

share of the people with  
**Basic + Above basic skills**



**However,**

since 2019, **information and communication skills** remain the most developed.

Digital skills dynamics in the period of 2019-2021

**+6.7%**

digital content creation skills

**+3.5%**

communication skills

**+2.8%**

information skills

**+2.6%**

skills of solving life  
problems

## 2019-2021 DYNAMICS

### The problem of Internet security and protection against cyber fraud is becoming more urgent

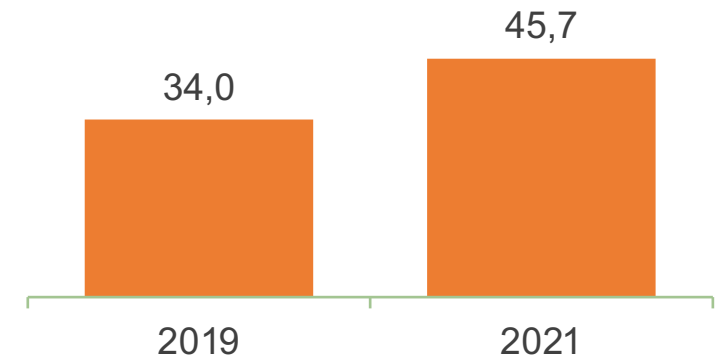
compared to 2019, the share of people who faced security problems due to the use of the Internet over the last year has increased

almost by

**12%**

over the last year, **37.3% of Ukrainians** became subjected to fake messages (“**phishing**”), which exceeded the same indicator by 16% compared to that in 2019

**18.0% of Ukrainians** encountered redirects to fake websites with a request for personal information (“**farming**”), which is by 8% more than that in 2019



#### However,

Ukrainians have become more cautious when using the Internet. As a result, compared to 2019, almost 50% more people refused to order / buy goods online, use Internet banking and public Wi-Fi at least once for security reasons.

## KEY CONCLUSIONS

### How has the level of digital skills of the population of Ukraine changed in general since 2019?

According to the results of the first nationwide survey of digital skills of the population conducted in 2019, **53.0% of the population** of Ukraine had digital skills **below the “basic level”** (*according to the methodology of digital skills assessment used by the European Commission*).

A repeat survey held in 2021 showed a **gradual increase in the level of digital skills**. Hence, the share of Ukrainians whose digital skills are below the “**basic level**” has decreased **by 5.2%** or **by 1.42 million people** and now stands at **47.8%**.

At the same time, the share of Ukrainians who do not have any digital skills (“**No skills**”) decreased **by 4%** or **by 1.09 million people**.

### What is the specificity of digital skills?

Compared with 2019, communication and information skills remain more developed.

**79.2%** Communication skills are above basic level

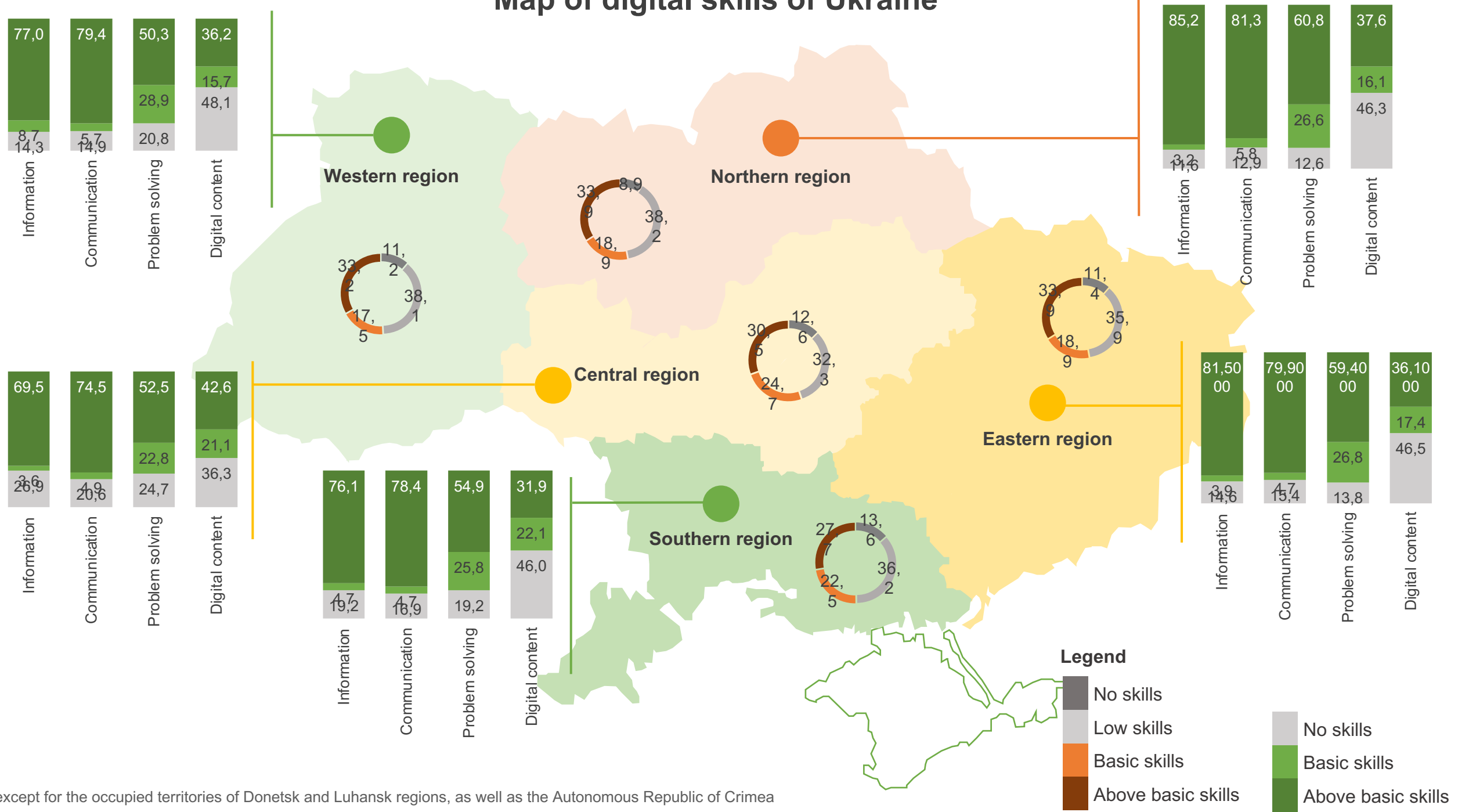
**78.9%** Information skills are above basic level

At the same time, the following skills still remain “underdeveloped”:

**55.8%** Skills of solving life problems - above basic level

**36.8%** Digital content creation skills - above basic level

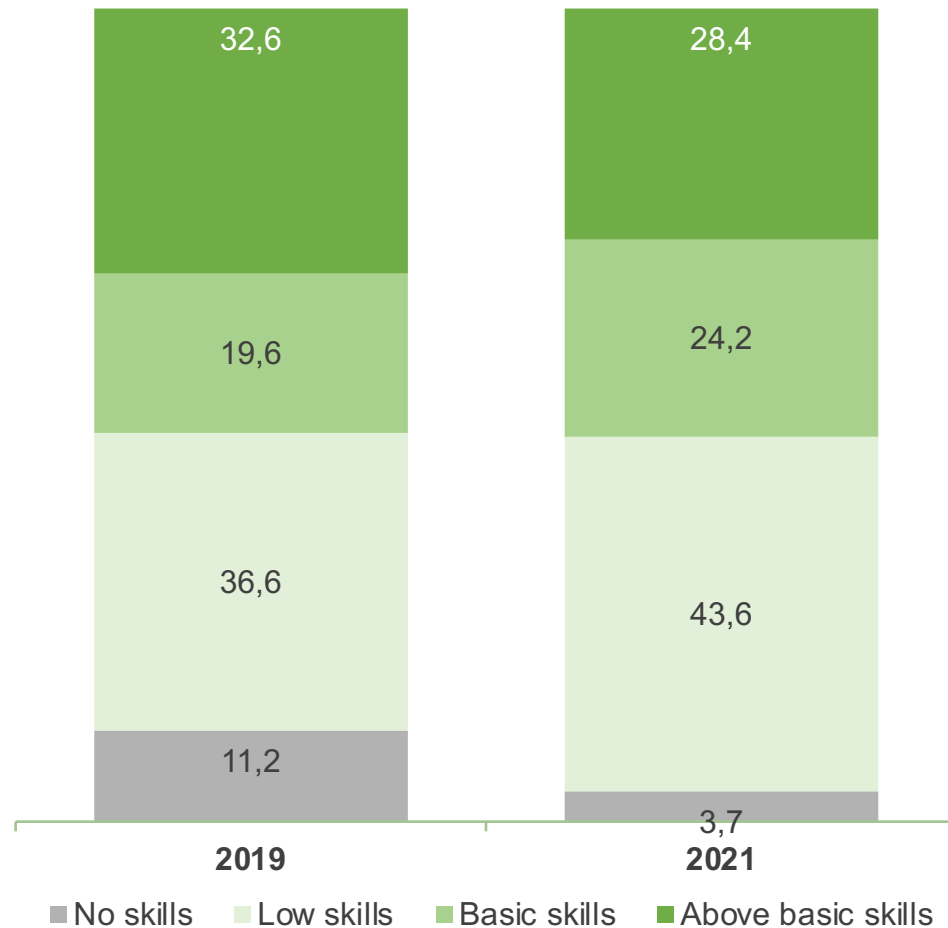
# Map of digital skills of Ukraine\*



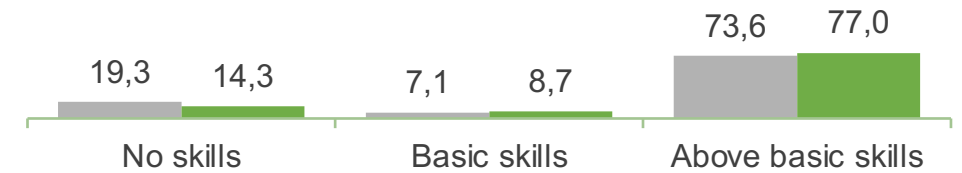


## Western region. 2019-2021 Dynamics

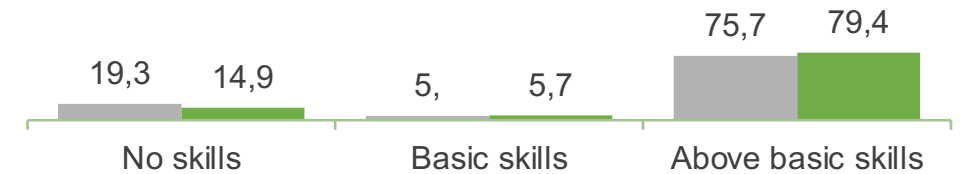
### Overall digital skills assessment



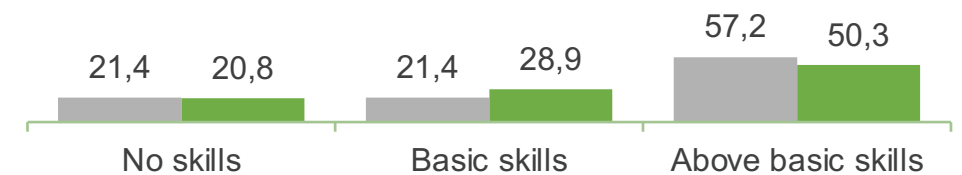
### Information skills / Інформаційні навички



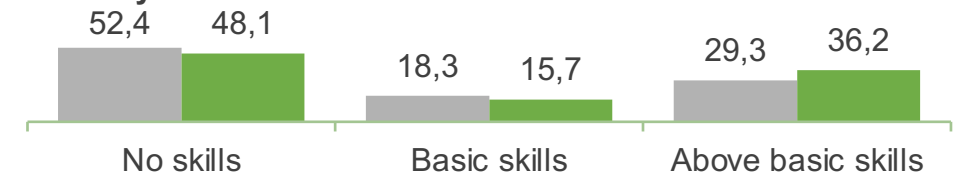
### Communication skills / Комунікаційні навички



### Problem solving skills / Навички вирішення проблем



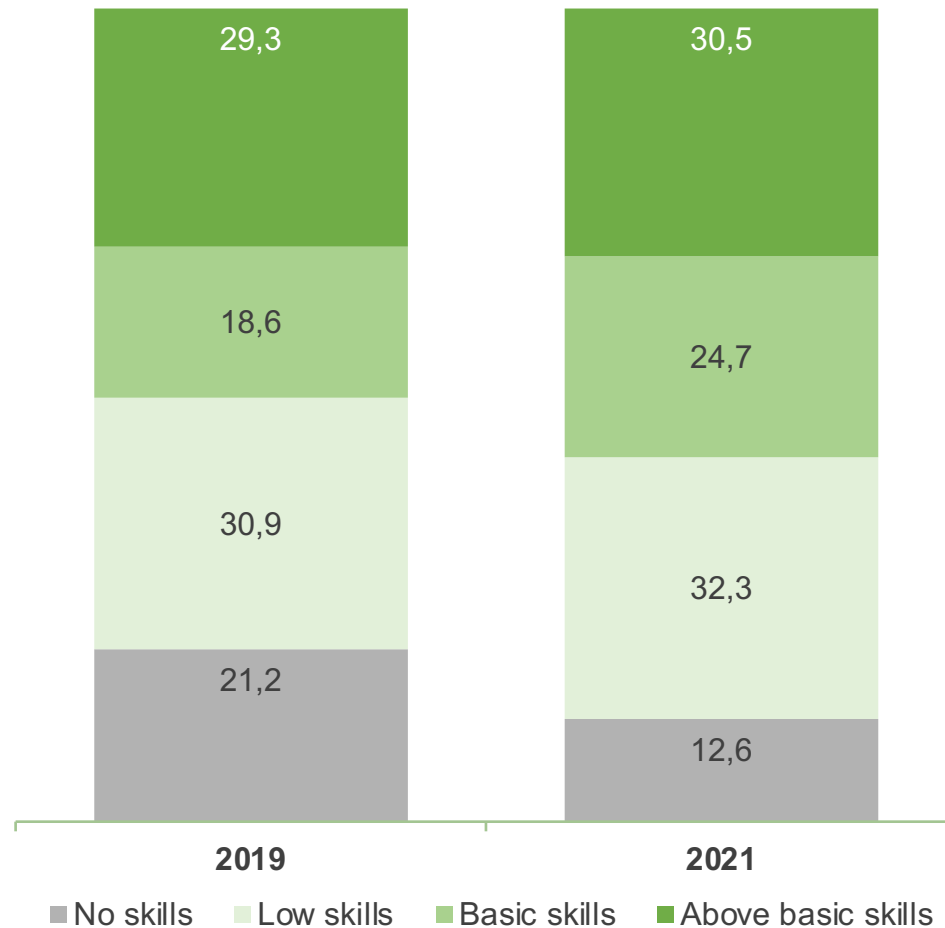
### Digital content creation skills / Навички створення цифрового контенту



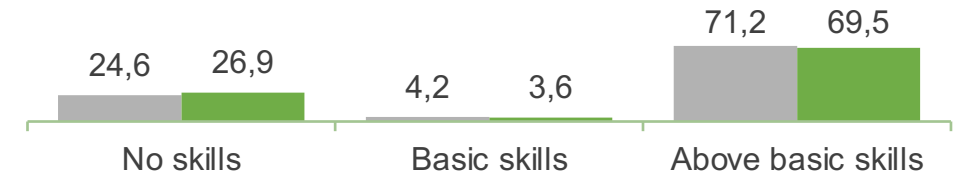
■ 2019 ■ 2021

## Central region. 2019-2021 Dynamics.

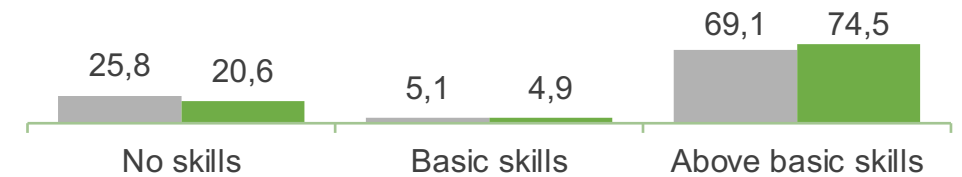
### Overall digital skills assessment



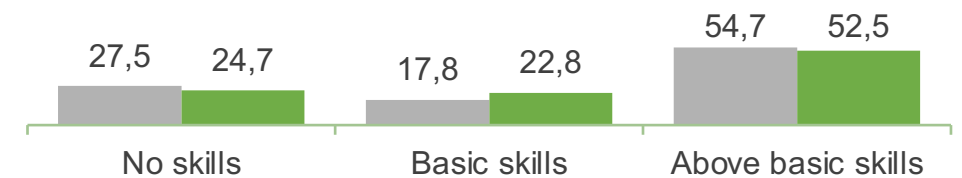
### Information skills / Інформаційні навички



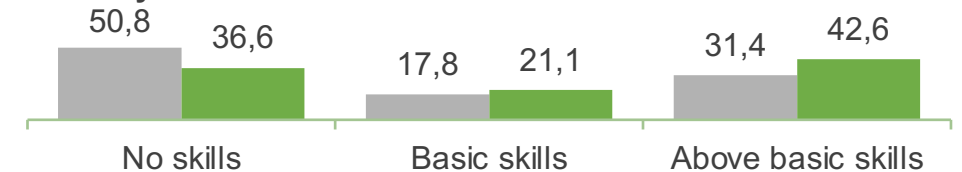
### Communication skills / Комунікаційні навички



### Problem solving skills / Навички вирішення проблем



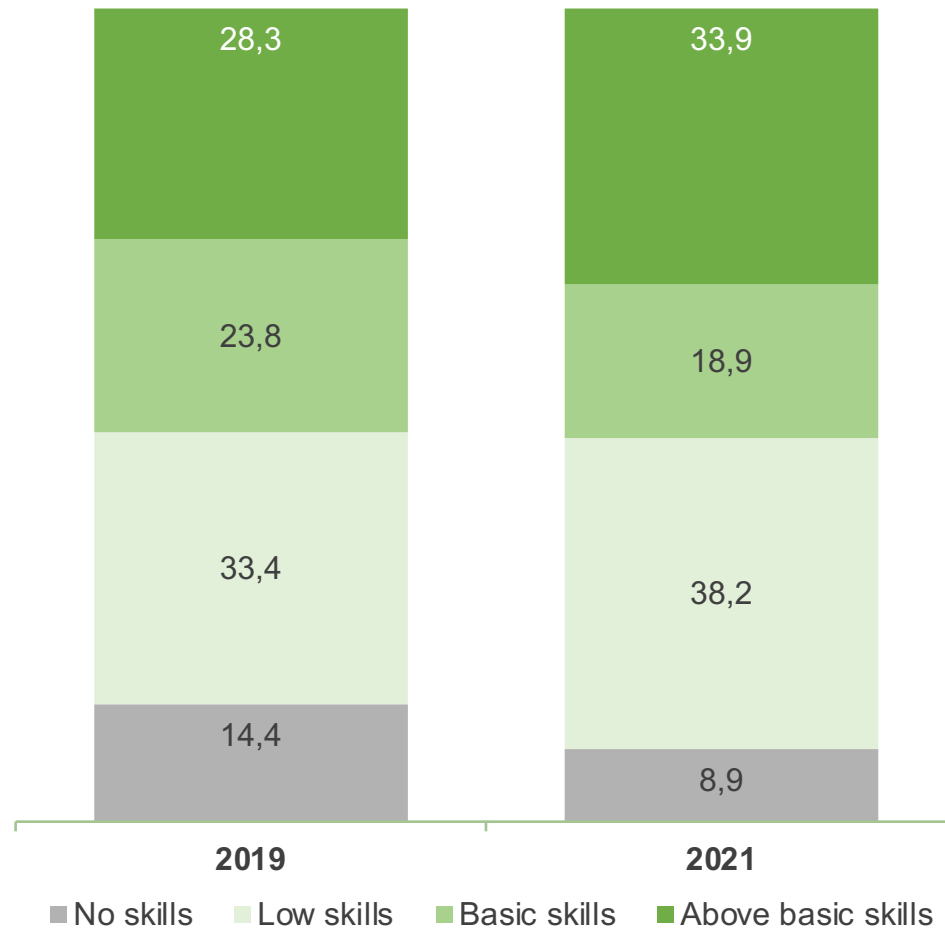
### Digital content creation skills / Навички створення цифрового контенту



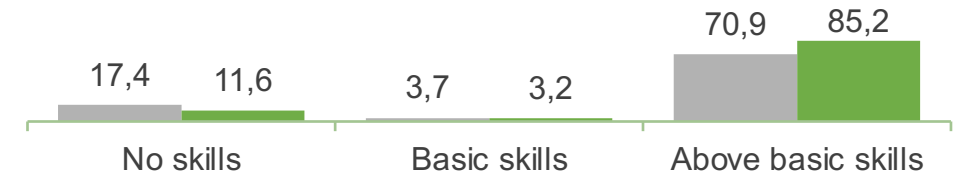
■ 2019 ■ 2021

## Northern region. 2019-2021 Dynamics

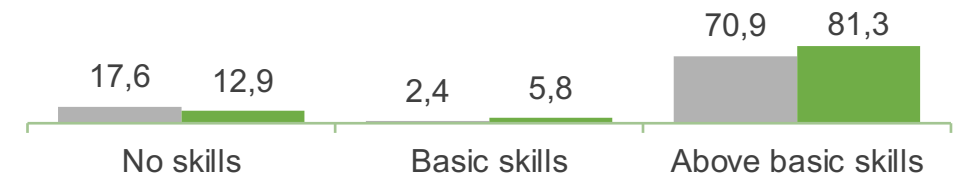
### Overall digital skills assessment



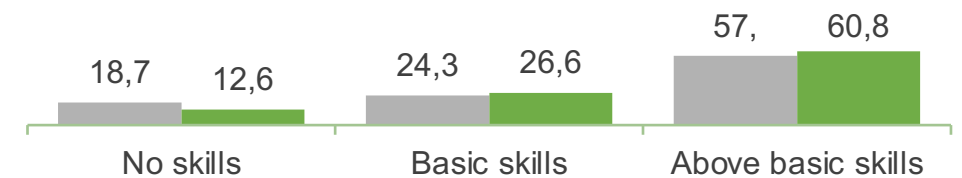
### Information skills / Інформаційні навички



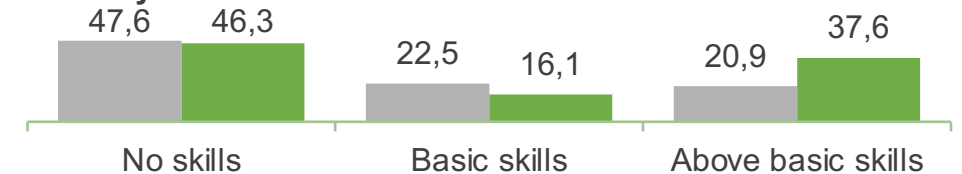
### Communication skills / Комунікаційні навички



### Problem solving skills / Навички вирішення проблем



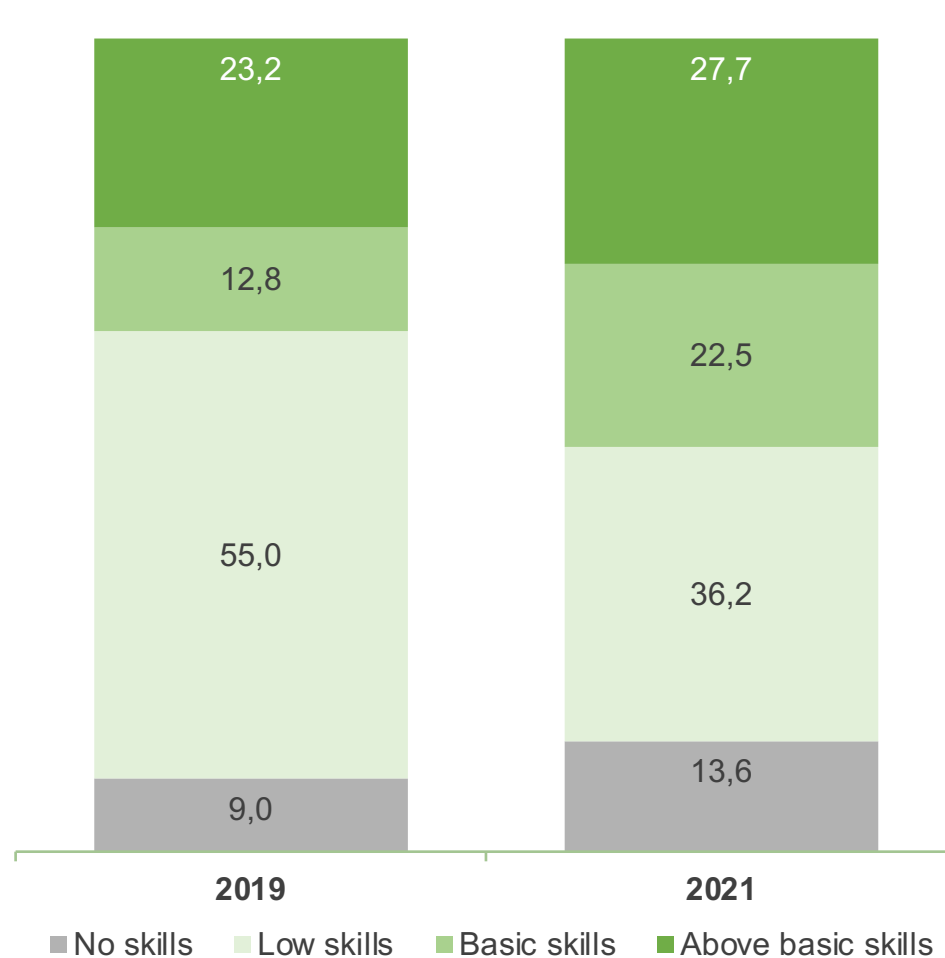
### Digital content creation skills / Навички створення цифрового контенту



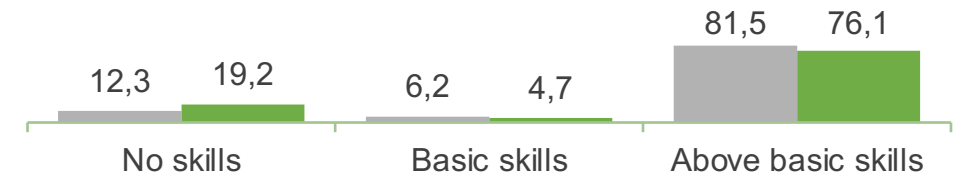
■ 2019 ■ 2021

## Southern region. 2019-2021 Dynamics

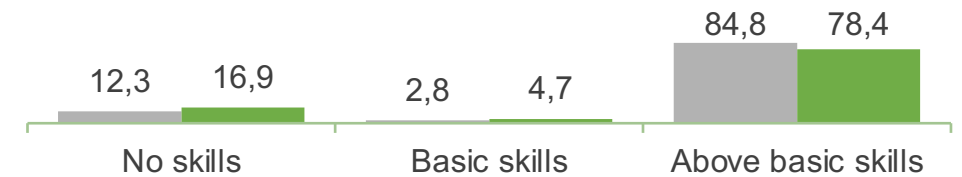
### Overall digital skills assessment



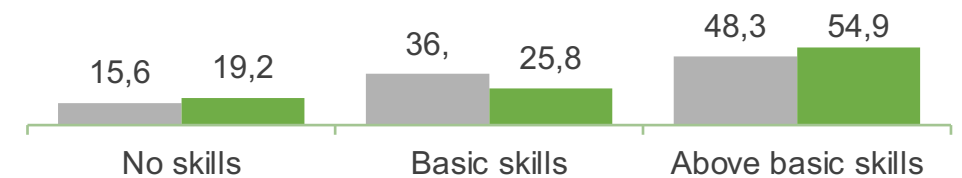
### Information skills / Інформаційні навички



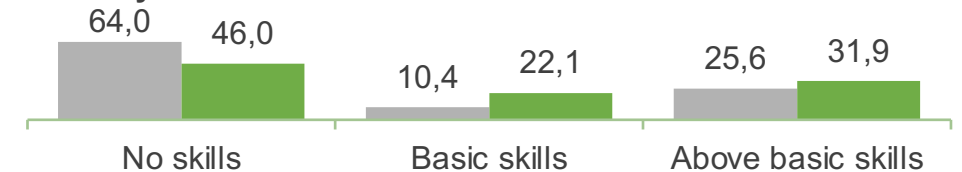
### Communication skills / Комунікаційні навички



### Problem solving skills / Навички вирішення проблем



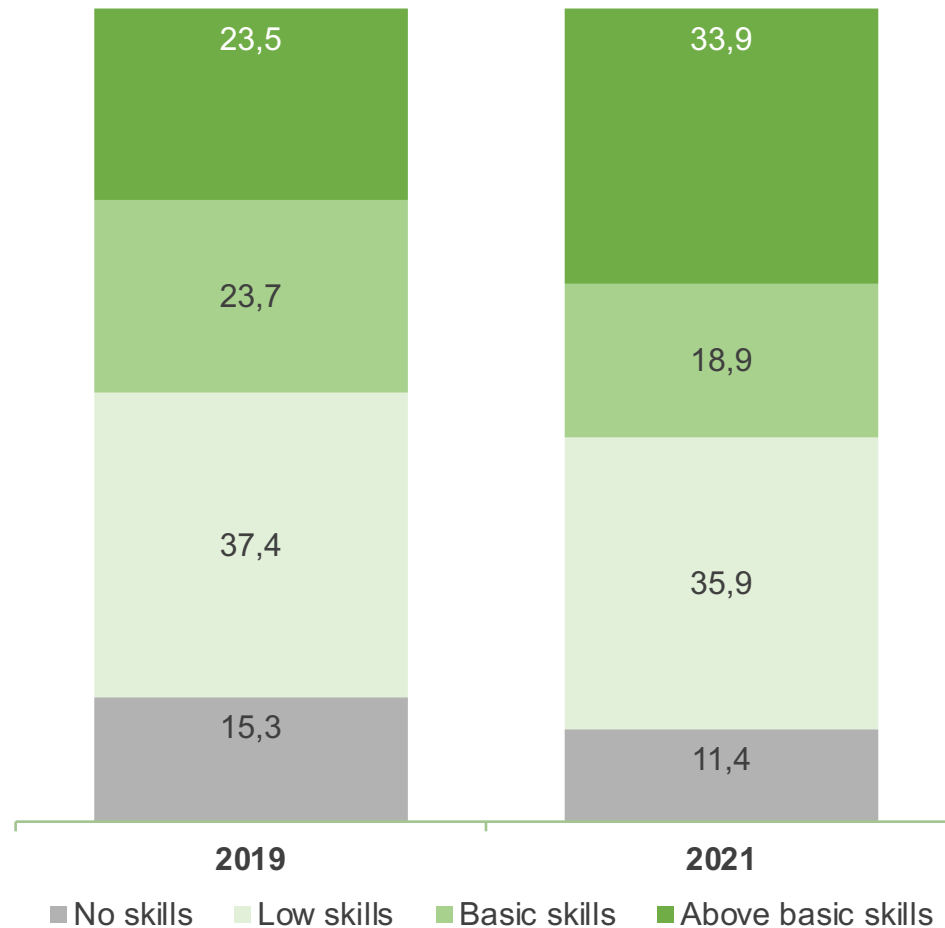
### Digital content creation skills / Навички створення цифрового контенту



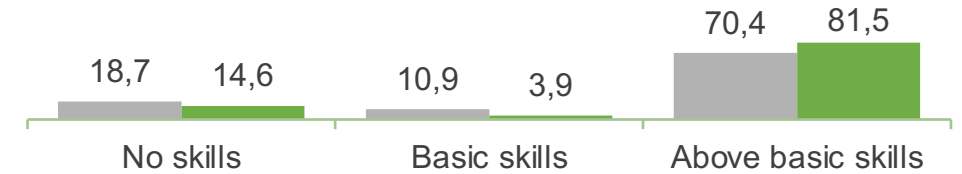
■ 2019 ■ 2021

## Eastern region. 2019-2021 Dynamics

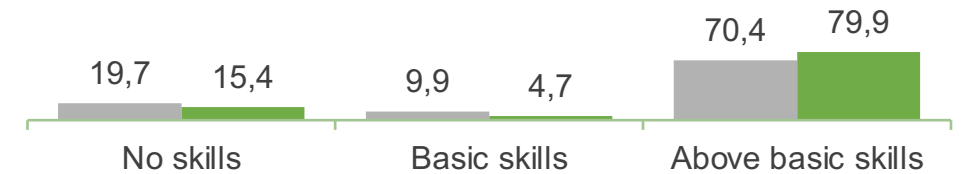
### Overall digital skills assessment



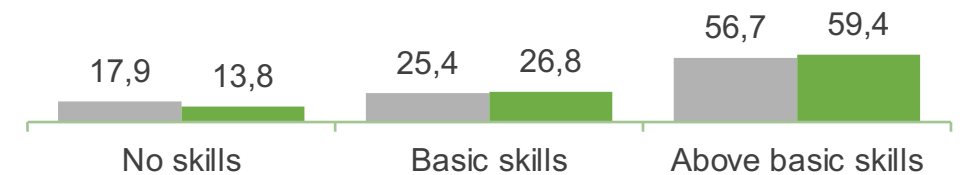
### Information skills / Інформаційні навички



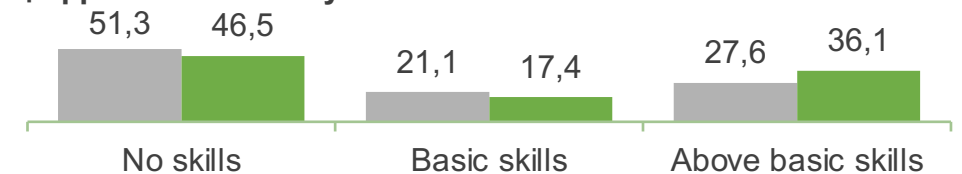
### Communication skills / Комунікаційні навички



### Problem solving skills / Навички вирішення проблем



### Software skills for content manipulation / Навички створення цифрового контенту



■ 2019 ■ 2021

## KEY CONCLUSIONS

### What is the specificity of using the Internet?

**88% of Ukrainians** have used the Internet in the last three months. At the same time, **93% of them** did it every day or almost every day.

Since 2019, **home** remains the popular place to use the Internet ( for 89% of Ukrainians). The second most popular place to go online is work / study.

Among the devices used to access the Internet, the **smartphone** remains the uncontested leader.

## KEY CONCLUSIONS

### How has the COVID-19 pandemic affected the digital skills of the population of Ukraine?

**Every sixth Ukrainian** surveyed indicate that they have not noticed significant changes in their digital skills compared to the pre-pandemic. However, people with auditory disabilities say their skills in the use of digital technologies have significantly improved. 45% of respondents note the positive dynamics. Among the inhabitants of uncontrolled territories, this figure is 34%.

**52% of Ukrainians** say they have tried online tools for the first time since the COVID-19 pandemic. These include buying goods online, tracking news online and working remotely.

**One third of Ukrainians** surveyed say that comparing to the pre-pandemic and during the pandemic, they started **spending more time on the Internet**.

At the same time,

	WEEKDAY	WEEKEND
The population of Ukraine on the whole spends on the Internet	3 hours <b>50</b> minutes	4 hours <b>05</b> minutes
The population of uncontrolled territories	3 hours <b>12</b> minutes	3 hours <b>56</b> minutes
People with auditory disabilities	4 hours <b>24</b> minutes	5 hours <b>13</b> minutes
Youth aged 10-17	4 hours <b>24</b> minutes	5 hours <b>15</b> minutes

## KEY CONCLUSIONS

### How do Ukrainians feel about using the Internet?

**8 out of 10 respondents** believe that the use of the Internet has more advantages than disadvantages. However, **31% of respondents** are concerned that their digital skills are not good enough. **People with auditory disabilities** are most concerned about using the Internet in their daily lives. Thus, 73% of them say that they are concerned about the use of the websites / tools where they have to enter their personal data. 72% of respondents feel anxiety when they do not have access to the Internet and 70% are concerned about the amount of time they spend online. Among other groups, these figures do not exceed 46%.

### How do Ukrainians feel about the Internet commerce?

Compared to 2019, Ukrainians have become more likely to shop online. Thus, during the last 3 months, **53% of the population** of Ukraine aged 18-70 used this option, which is **13% more than that in 2019**. Most often, people buy clothes (including sportswear), household goods and make regular payments.



## KEY CONCLUSIONS

### How many Ukrainians have become victims of online fraud?

Since 2019, the number of cases of fraud on the Internet has increased (on average, the number of people who have experienced security problems over the past 12 months as a result of the Internet use **has increased by 11%**).

**45.7%** residents of Ukraine aged 18 – 70 years over the past year have become the object of at least one type of fraud on the Internet

**45.9%** population of uncontrolled territories

**58.7%** people with auditory disabilities

**40.2%** youth aged 10-17

At the same time, **the most common illegal actions** on the Internet that people face, as in 2019, remain the receipt of fraudulent messages, redirection to fake websites requesting personal information and fraudulent use of credit or debit cards.

## KEY CONCLUSIONS

### How many Ukrainians are interested in developing digital skills?

**44.4%** of Ukrainians aged 18-70

**71.0%** of children of middle and high school age (aged 10-17)

**52.4%** of persons with auditory disabilities

say it is important for them to learn digital skills

### What has determined their interest in learning?

**The most interested** in developing digital skills are young people aged **10 to 29**. At the same time, the relevance of the request for training depends on **the general level of knowledge of digital technologies and the general level of education**. Hence, the higher the level of digital skills is and the higher the level of education is (incomplete higher / higher education), the greater need is to enhance the existing competencies.

**Half of those surveyed** among those who feel the need to learn want to develop / improve **basic and advanced skills**.

# KEY CONCLUSIONS

## What are the areas Ukrainians want to get training in?

Among **the basic courses** the most in demand are the following:

- Online security
- Fast and high-quality search for information on the Internet
- Distinguishing between reliable and unreliable sources of information
- Use of Internet banking services

Among **the in-depth courses**, there is an interest in learning:

- Working with office programs Microsoft Office (Word, Excel, Power Point)
- Working with photo editors
- Video processing, editing (non-professional level, for personal purposes)

From among **the basic professional courses**, the top five include the following:

- Basics of creating photos
- Creating websites (based on templates)
- Basics of graphic design
- Basics of Web design
- Basics of 3D modeling

# Relevance of developing digital skills

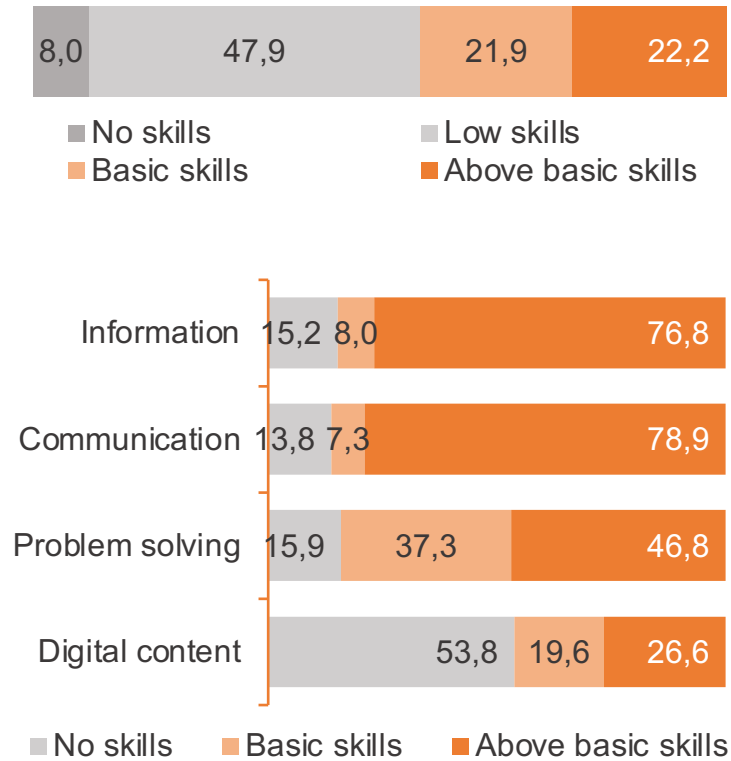
## Ukraine on the whole

7.2%  
no desire to study and no  
Internet connection

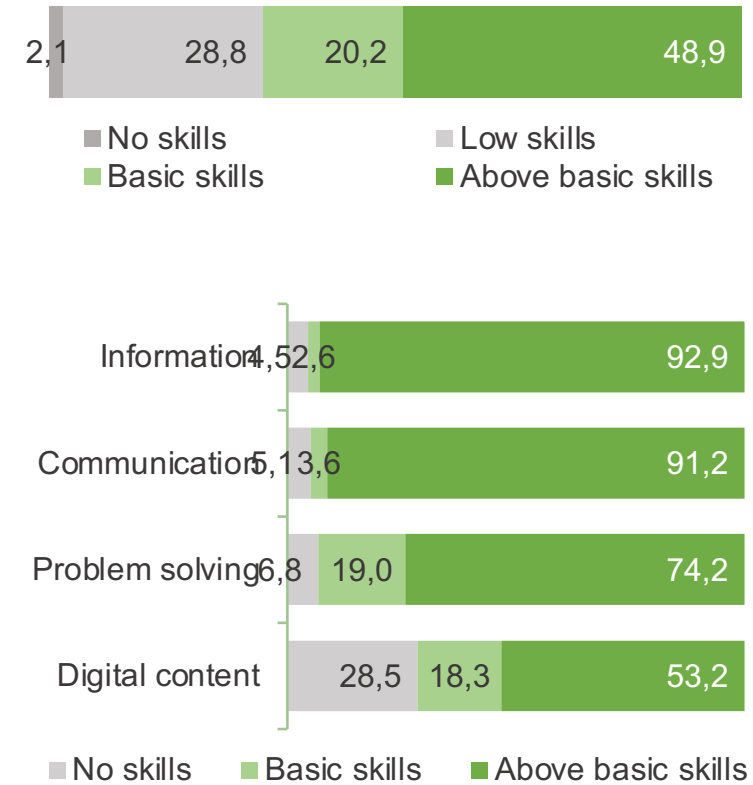
✗

**STATUS OF NON-  
TARGET AUDIENCE**

48.4%  
The desire to learn is **NOT RELEVANT**  
Target audience status **"Generate demand"**



44.4%  
Desire to learn is **relevant**  
Target audience status **"Satisfy demand"**

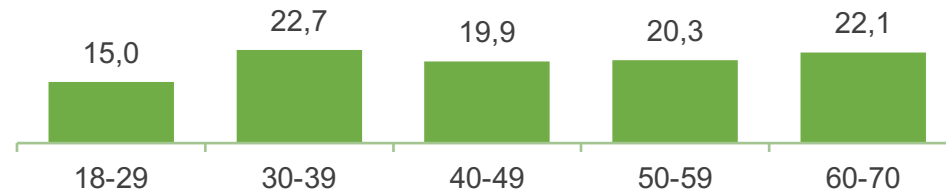


# Relevance of developing digital skills

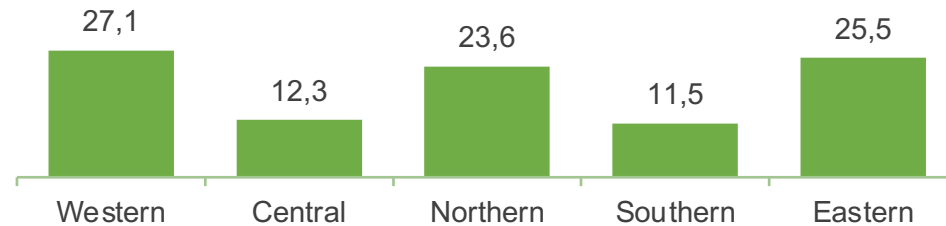
## Ukraine on the whole

### Target audience “Generate demand”

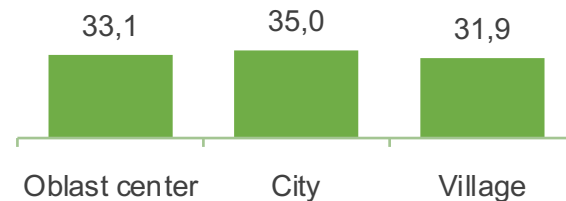
**By age, %**



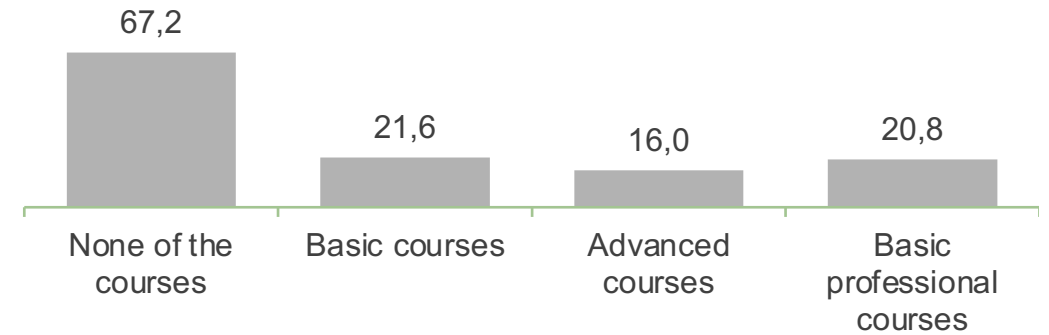
**By region, %**



**By type of place of residence, %**



**Courses that Ukrainians would like to take, %**



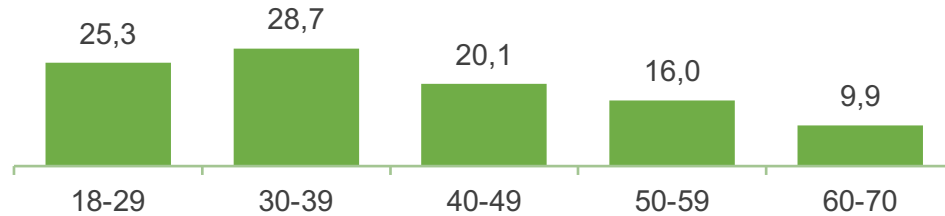
- Working with office programs Microsoft Office (Word, Excel, Power Point)
- Work in photo editors
- Basics of creating photos
- Video processing, editing (non-professional level, for personal purposes)
- Online security
- Creating websites (based on templates)
- Fast and high-quality search for information on the Internet (wired and wireless connection Internet connection, Wi-Fi settings)
- Using smartphones
- Online security for children

# Relevance of developing digital skills

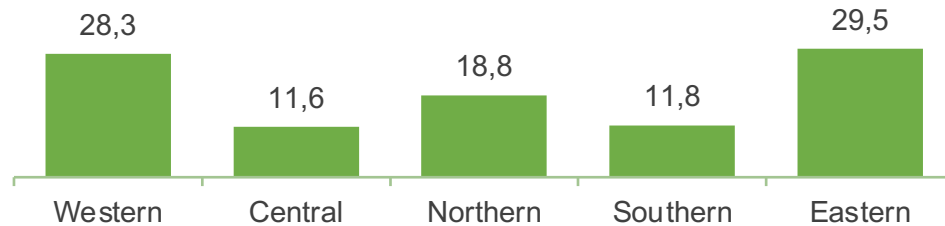
## Ukraine on the whole

### Target audience “Satisfy demand”

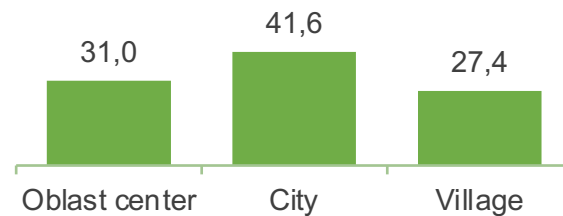
*by age, %*



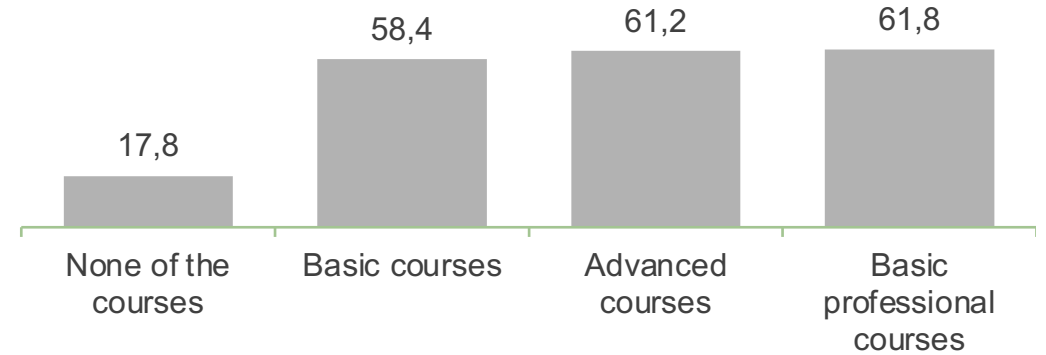
*by region, %*



*By type of place of residence, %*



*Courses that Ukrainians would like to take, %*

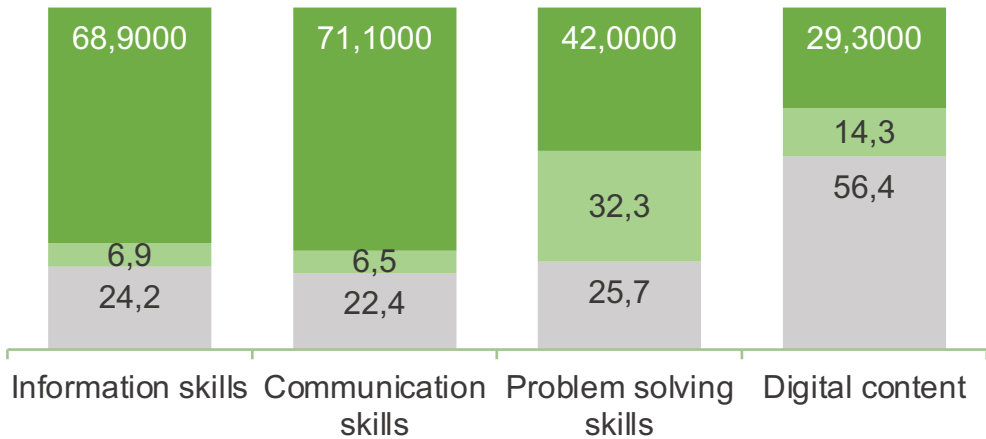
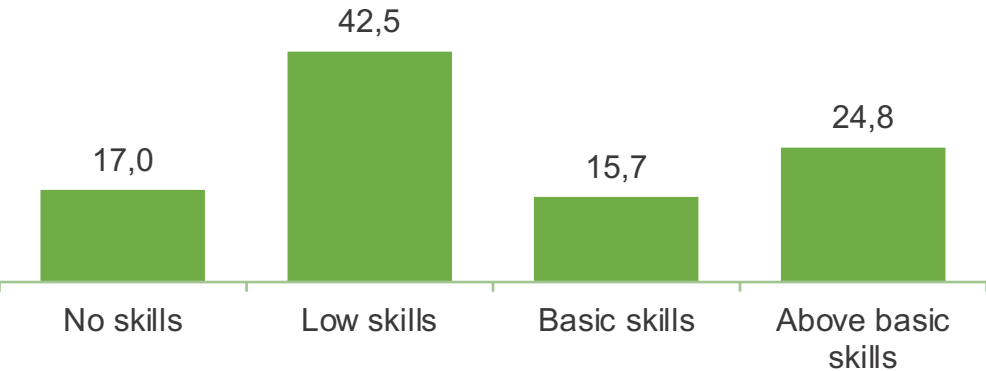


- Working with office programs Microsoft Office (Word, Excel, Power Point)
- Work in photo editors
- Video processing, editing (non-professional level, for personal purposes)
- Online security
- Software installation
- Basics of graphic design (development and layout of business cards, for example)
- Basics of Web design
- Creating websites (based on templates)
- Basics of creating photos
- Basics of 3D modeling

# Relevance of developing digital skills

## Ukraine on the whole. RURAL AREAS

Level of digital skills, %



■ No skills ■ Basic skills ■ Above basic skills

Relevance of learning, %



■ Relevant to a certain degree ■ Non-relevant in one way or another ■ Difficult to answer

**TOP-5 courses that those who have an actual need for training would like to take. Digital skills level “low” + “no skills”**

- #1 Internet connection
- #2 Working with office programs Microsoft Office
- #3 Installing the software
- #4 Using smartphones
- #5 Using Internet banking services

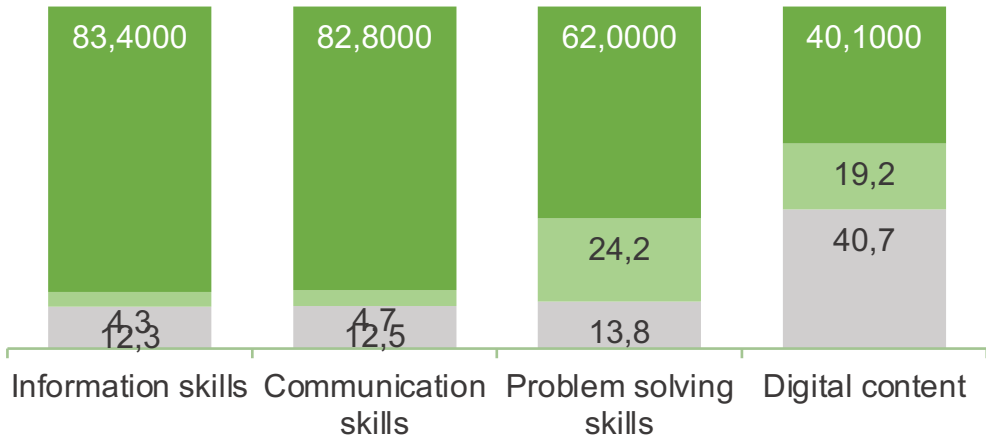
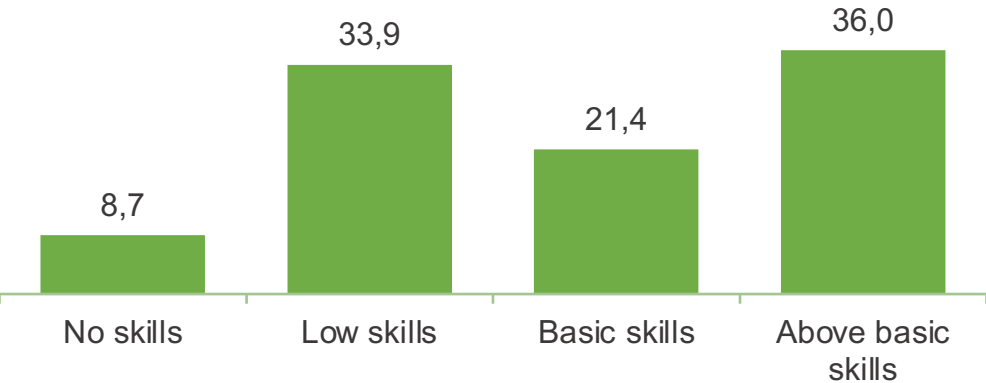
**TOP-5 courses that those who have an actual need for training would like to take. Digital skills level “basic” + “above basic”**

- #1 Working with office programs Microsoft Office
- #2 Online security
- #3 Installing the software
- #4 Work in photo editors
- #5 Video processing, editing

# Relevance of developing digital skills

## Ukraine on the whole. URBAN AREAS

Level of digital skills, %



■ No skills ■ Basic skills ■ Above basic skills

Relevance of learning, %



■ Relevant to a certain degree ■ Non-relevant in one or another way ■ Difficult to answer

**TOP-5 courses that those who have an actual need for training would like to take. Digital skills level «low» + «no skills»**

- #1 Work in photo editors
- #2 Basics of creating photos
- #3 Installing the software
- #4 Internet connection
- #5 Working with office programs Microsoft Office

**TOP-5 courses that those who have an actual need for training would like to take. Digital skills level «basic» + «above basic»**

- #1 Work in photo editors
- #2 Working with office programs Microsoft Office
- #3 Video processing, editing
- #4 Online security
- #5 Creating websites

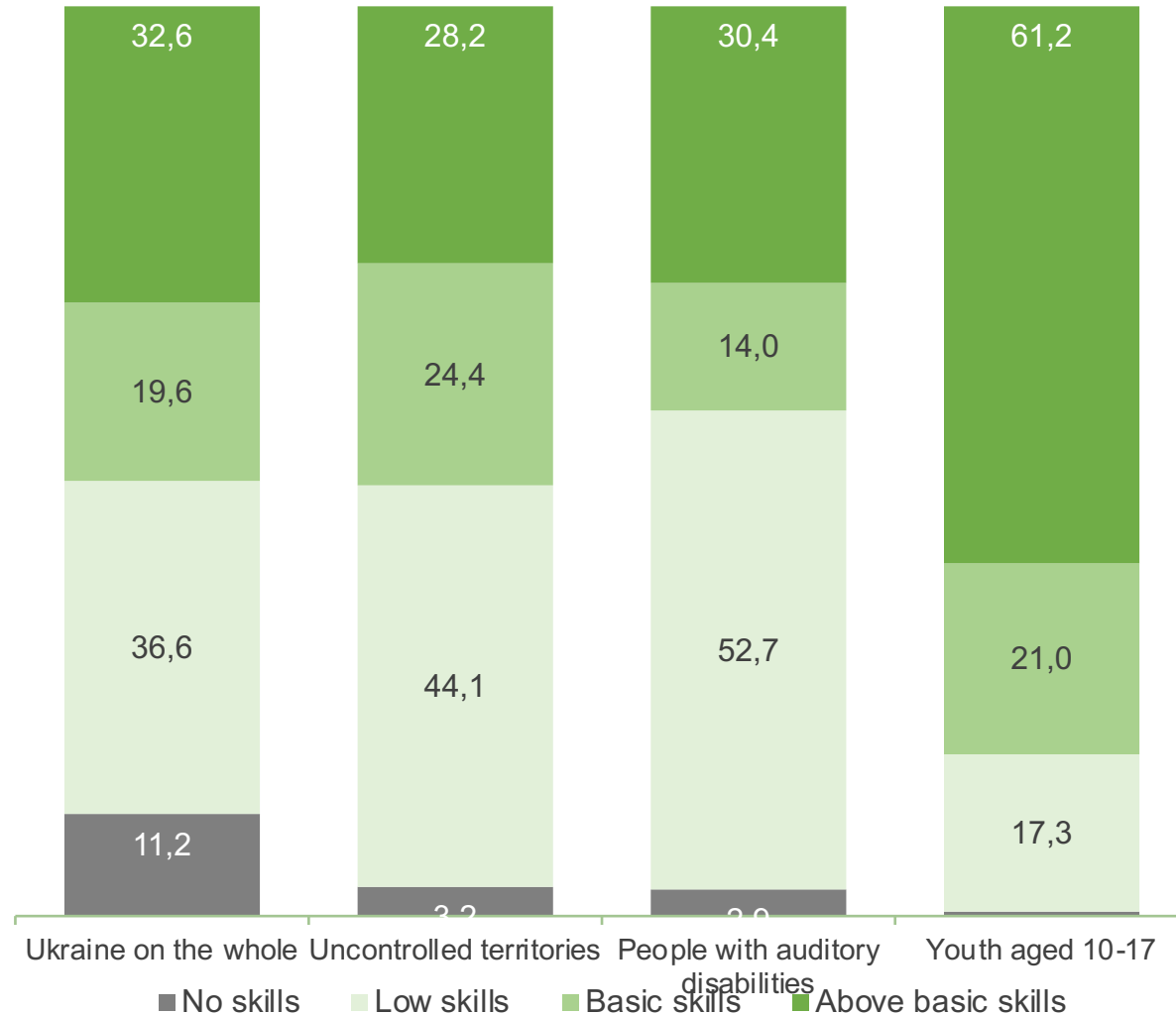




# BLOCK 1

## LEVEL OF DIGITAL SKILLS

## Overall digital skills assessment



### No skills

lack of digital skills in all four areas (information, communication, problem solving, software) and / or have not used Internet in the last three months

### Low skills

no digital skills in at least one of the four areas of competence

### Basic skills

Level of digital skills in all four areas at a level no lower than "average"

### Above basic skills

Level of digital skills in all four areas at a level no lower than "above average"

### COMMENT:

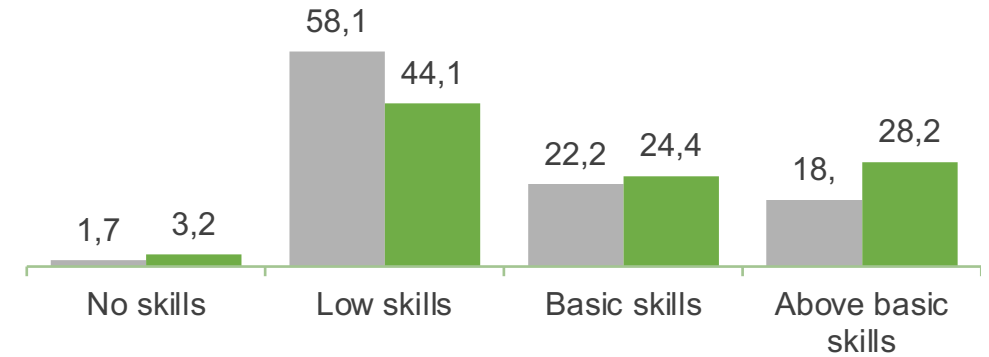
Hereinafter, the level of digital skills can only be calculated for people who have used the Internet during the last three months. People who do not have the Internet connection or who did not use the Internet are automatically considered as "no skills" group because it is assumed that they do not have the relevant skills.

## Overall digital skills assessment 2019-2021

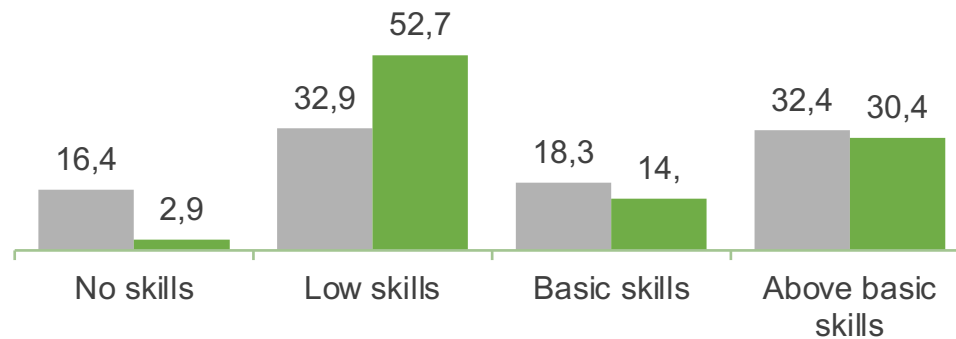
### Ukraine on the whole



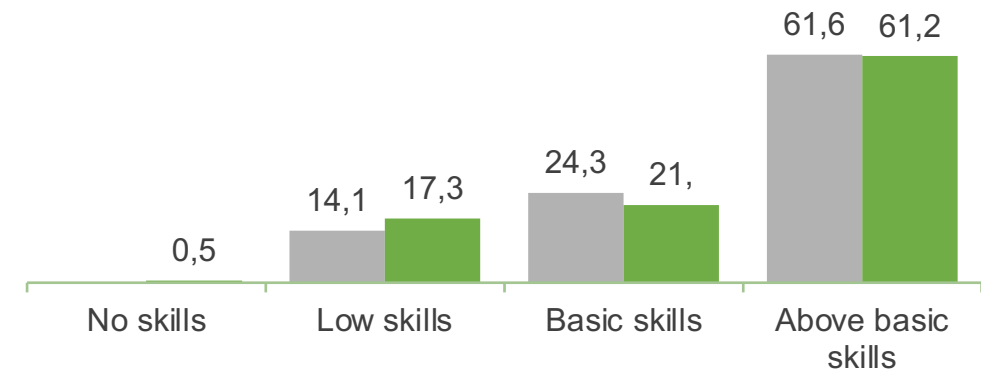
### Uncontrolled territories



### People with auditory disabilities



### Youth aged 10-17

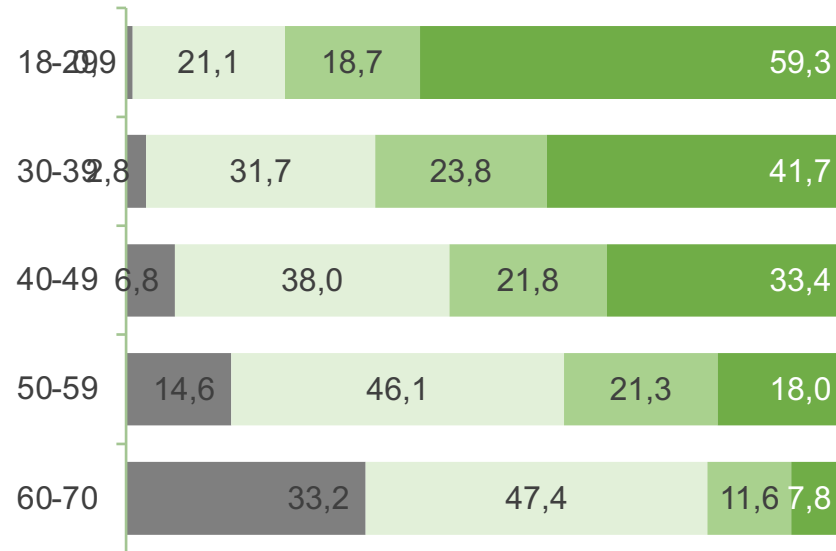


■ 2019 ■ 2021

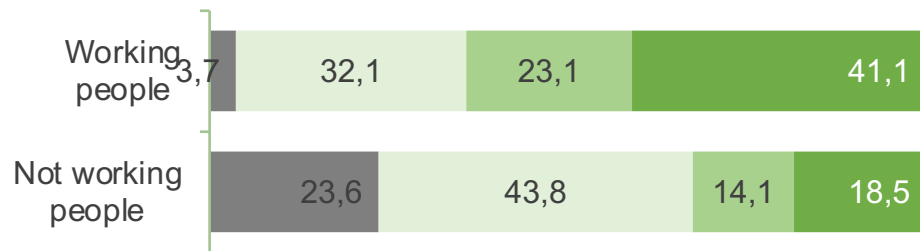


## Overall digital skills assessment. Ukraine on the whole

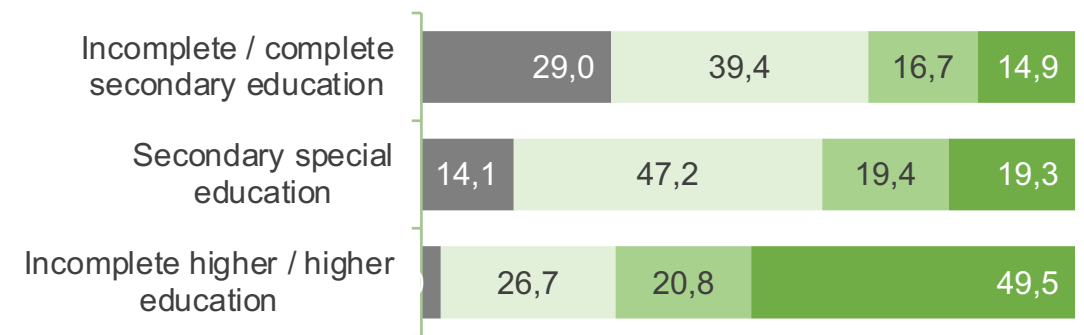
*by age, %*



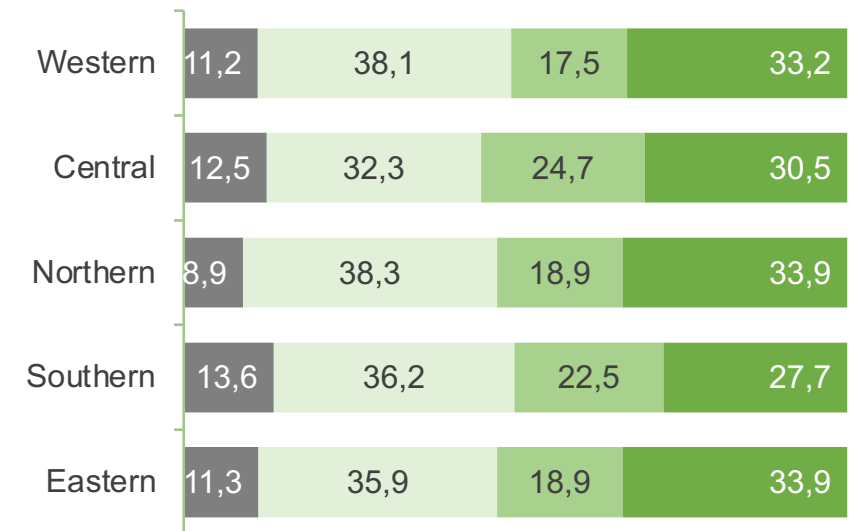
*by employment status, %*



*by level of education, %*



*by region, %*

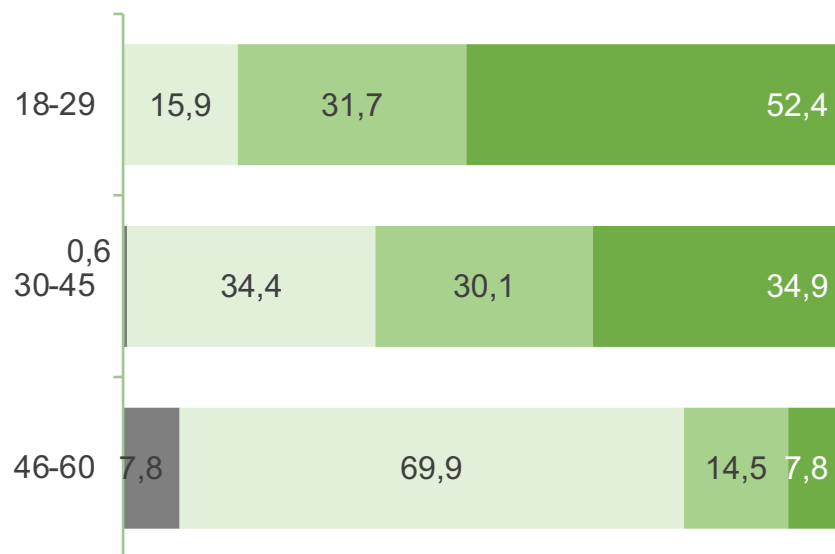


■ No skills ■ Low skills ■ Basic skills ■ Above basic skills

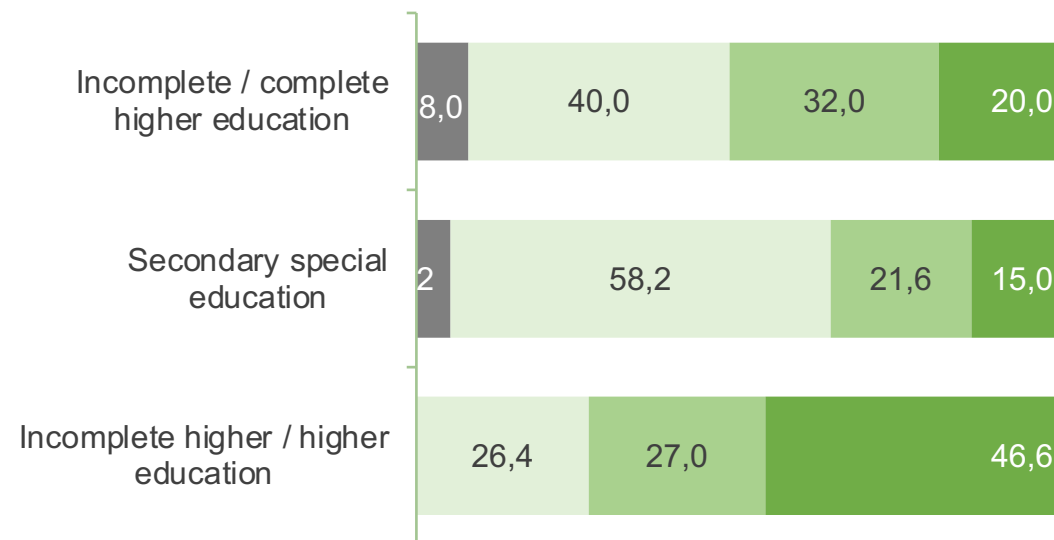


## Overall digital skills assessment. Uncontrolled territories

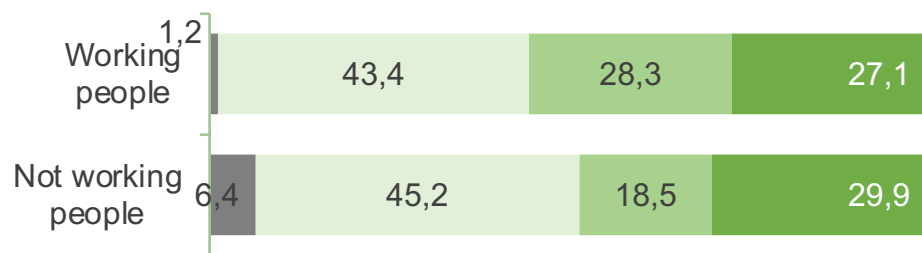
*by age, %*



*by level of education, %*



*by employment status, %*

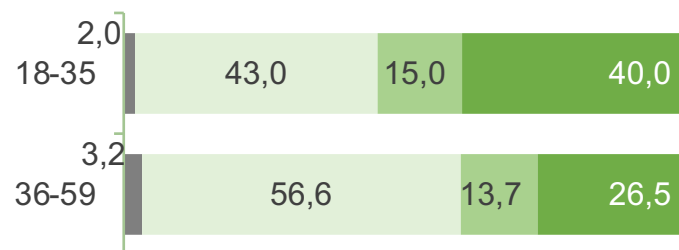


■ No skills ■ Low skills ■ Basic skills ■ Above basic skills

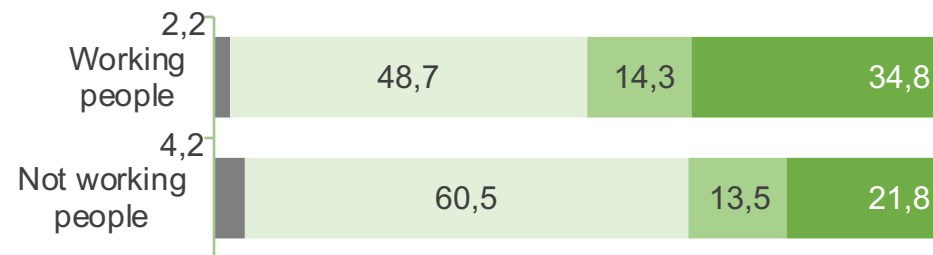


## Overall digital skills assessment. People with auditory disabilities

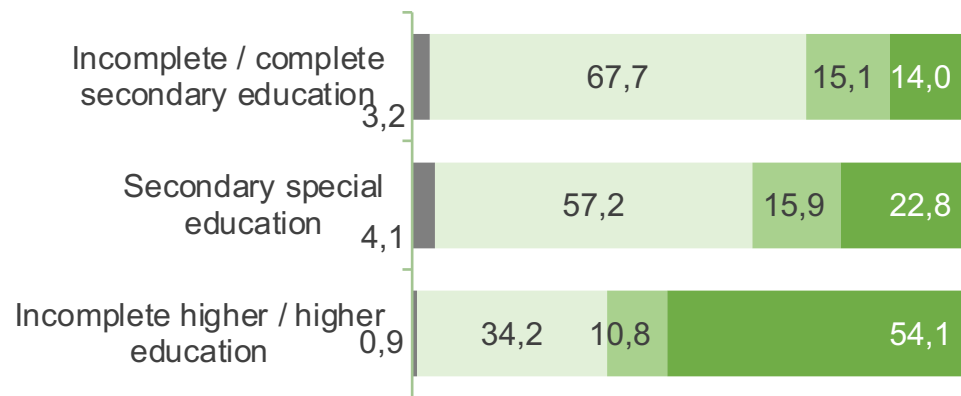
*by age, %*



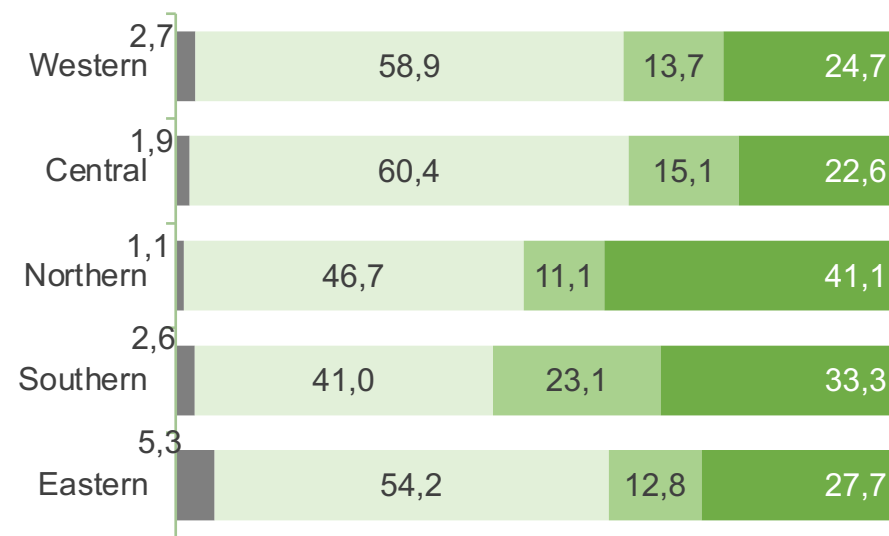
*by employment status, %*



*by level of education, %*



*by region, %*

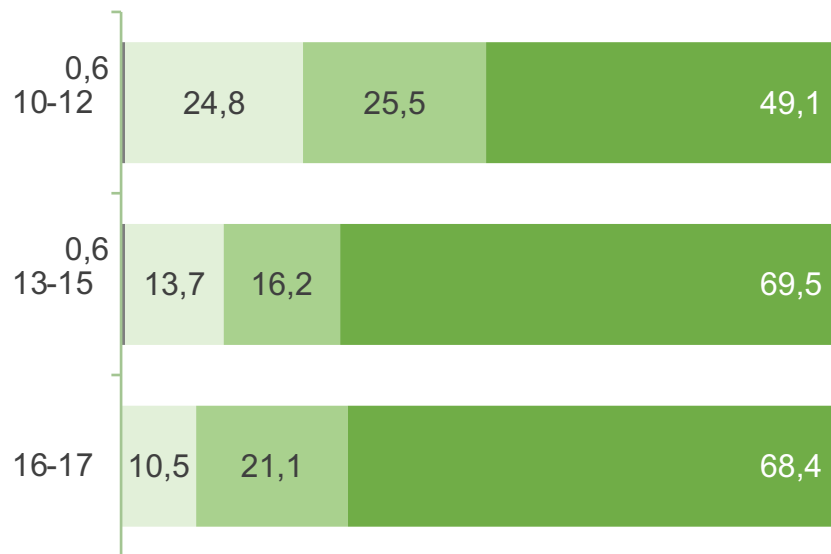


■ No skills ■ Low skills ■ Basic skills ■ Above basic skills

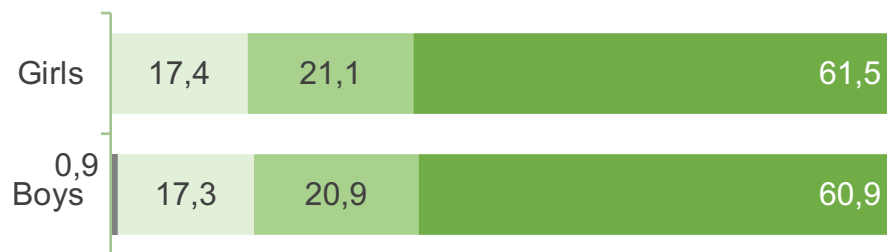


## Overall digital skills assessment. Youth aged 10-17 years

*by age, %*



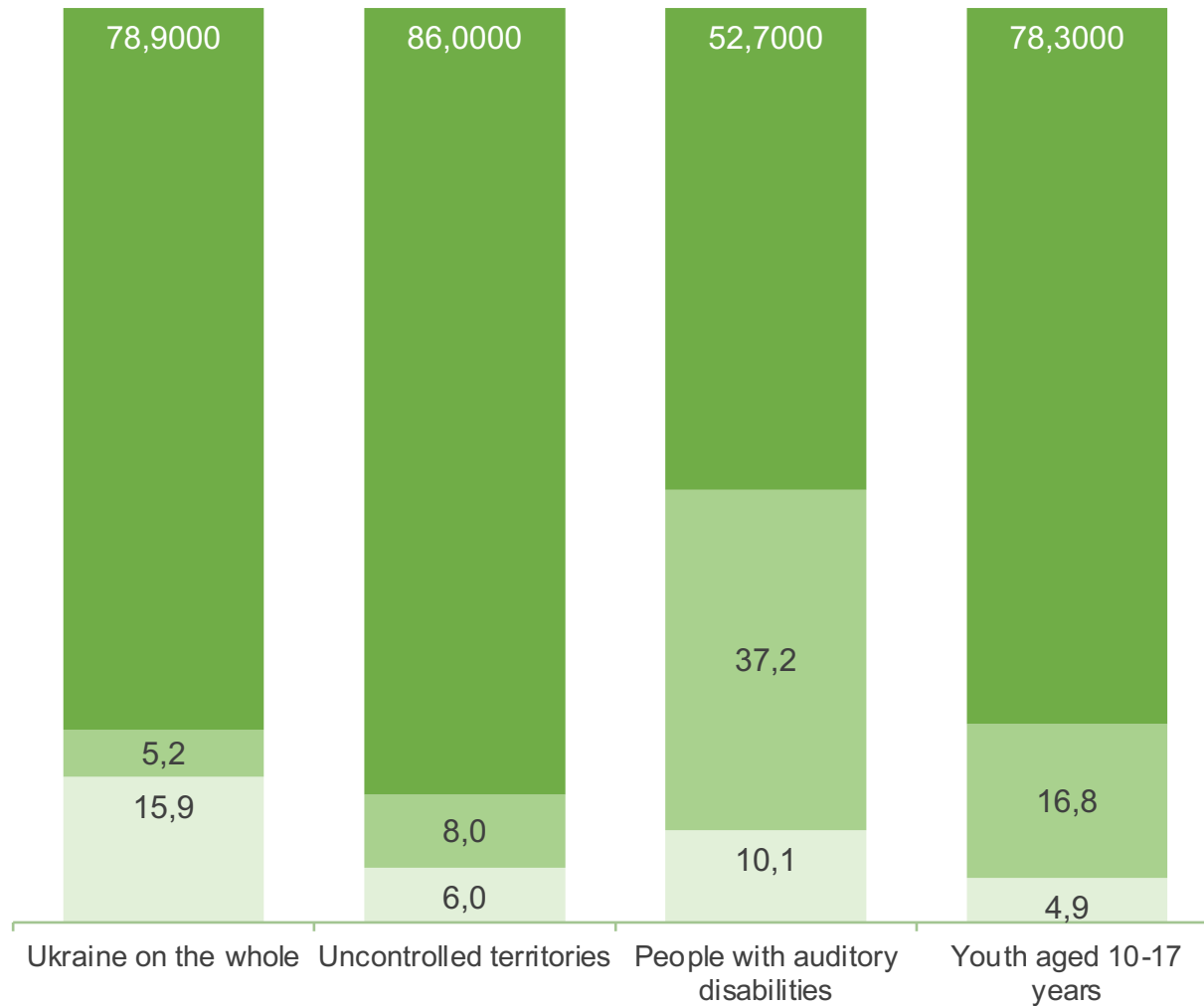
*by gender, %*



■ No skills ■ Low skills ■ Basic skills ■ Above basic skills

## Information skills / Інформаційні навички

**Definitions within digital competence:** identify, find, retrieve, store, organize and analyze digital information, judging by its relevance and purpose



### Skills:

- Reading online news sites, magazines, newspapers
- Search for non-work related information. For example, related to health (injuries, illness, nutrition, healing, etc.), recipes, raising children, etc.
- Search for information about goods and services
- Find a job or send your resume
- Search for information on work
- Get information from websites or applications
- Download / print official forms
- Submission of completed forms on the Internet
- Copy and / or move files / folders

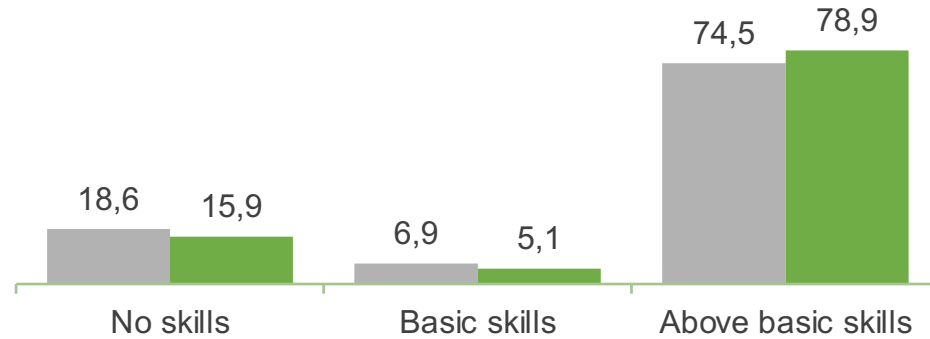
### COMMENT:

- No skills – did not apply any of the skills for the last three months
- Basic skills – applied one skill for the last three months
- Above basic skills – applied more than one skill in the last three months

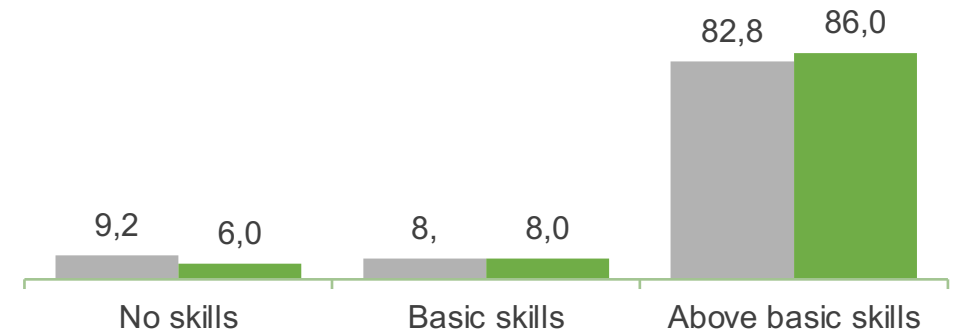


## Information skills / Інформаційні навички 2019-2021

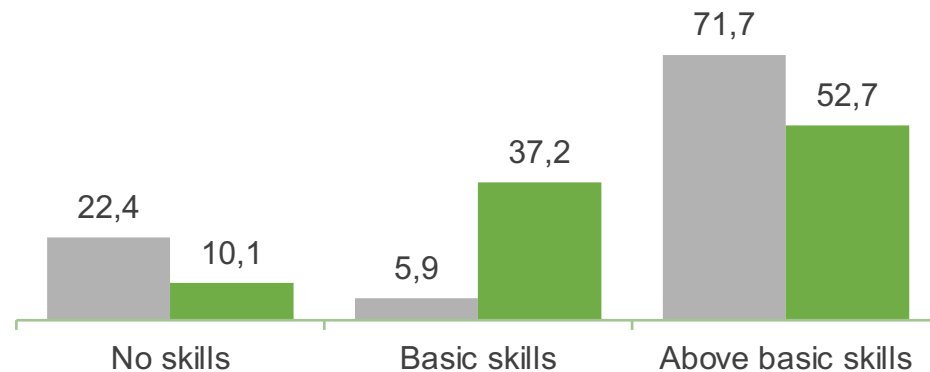
### Ukraine on the whole



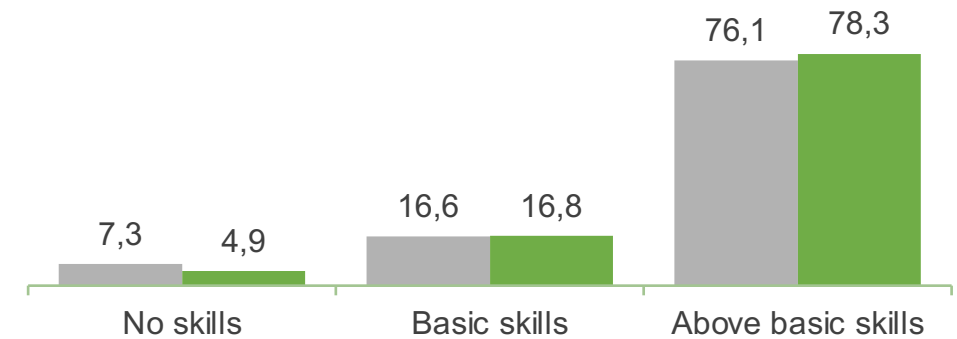
### Uncontrolled territories



### People with auditory disabilities



### Youth aged 10-17 years



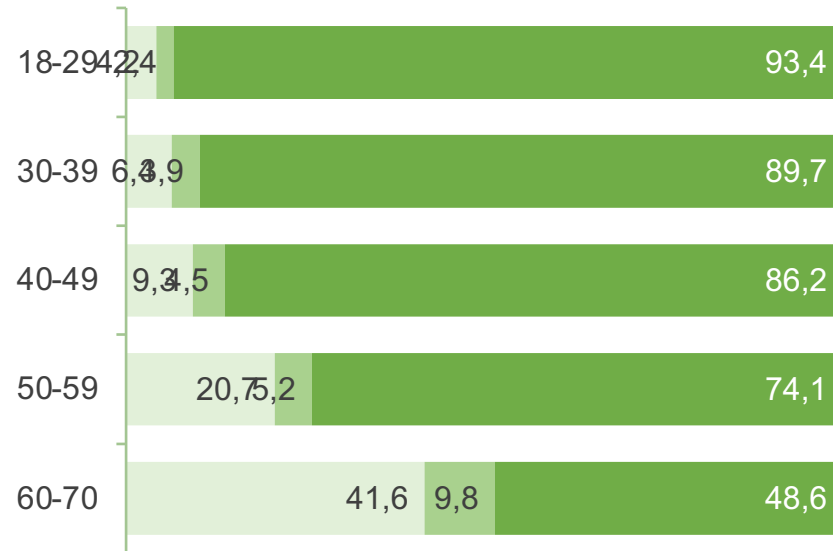
2019

2021

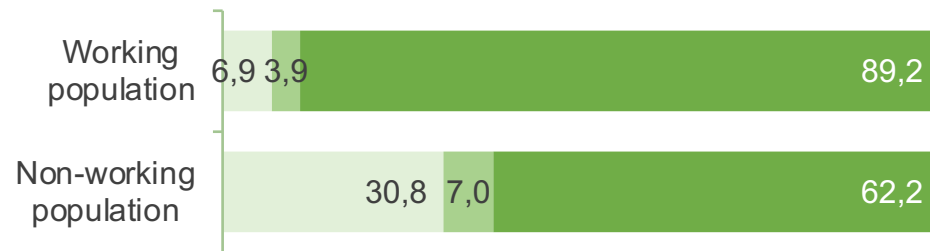


## Information skills / Інформаційні навички. Ukraine on the whole

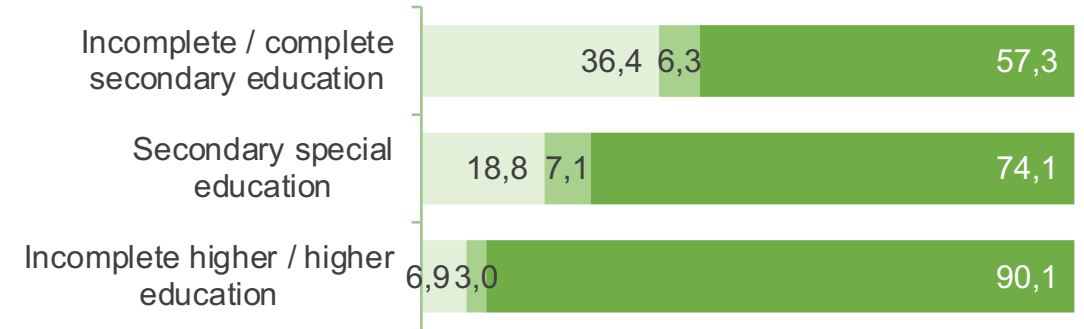
*by age, %*



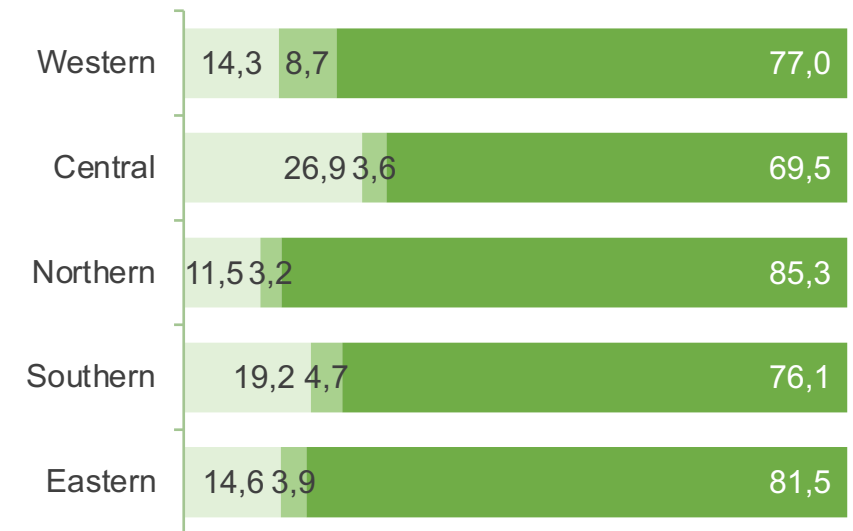
*by employment status, %*



*by level of education, %*



*by region, %*

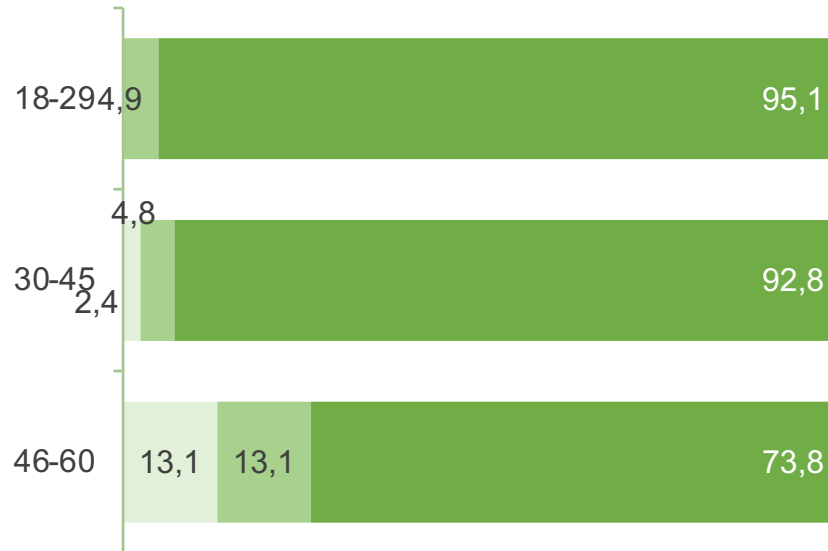


■ No skills ■ Basic skills ■ Above basic skills

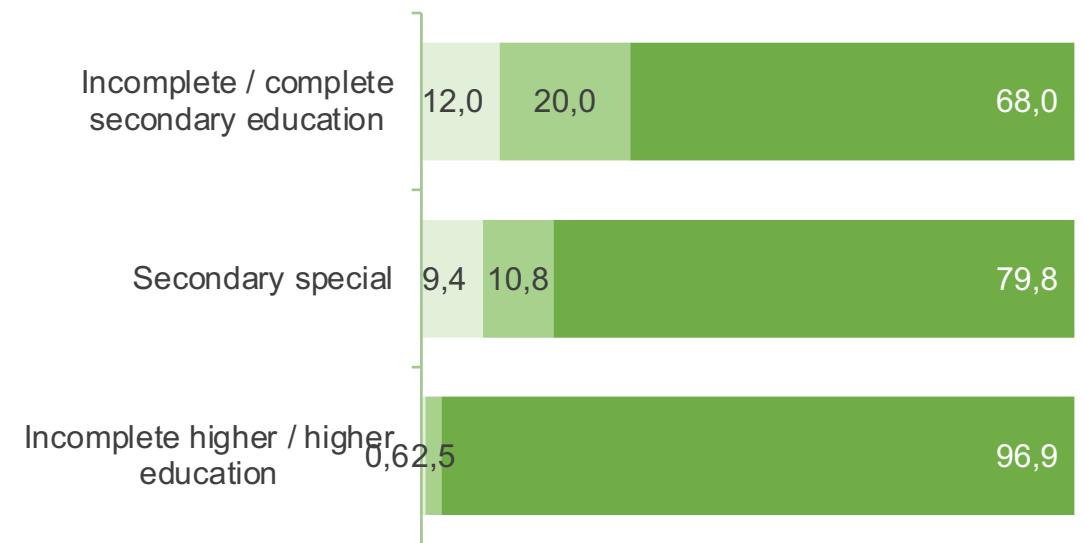


## Information skills / Інформаційні навички. Uncontrolled territories

*by age, %*



*by level of education, %*



*by employment status, %*

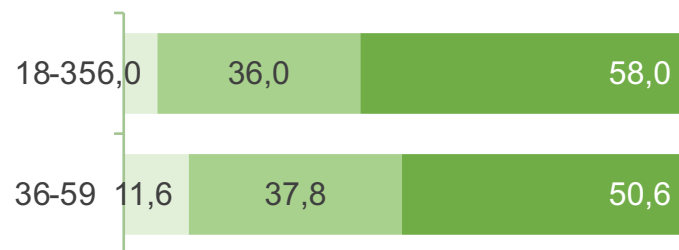


■ No skills ■ Basic skills ■ Above basic skills

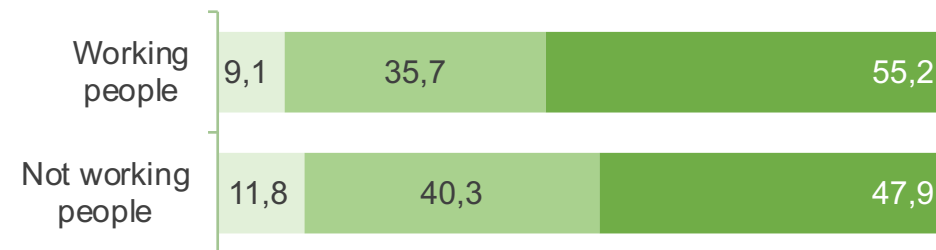


## Information skills / Інформаційні навички. People with auditory disabilities

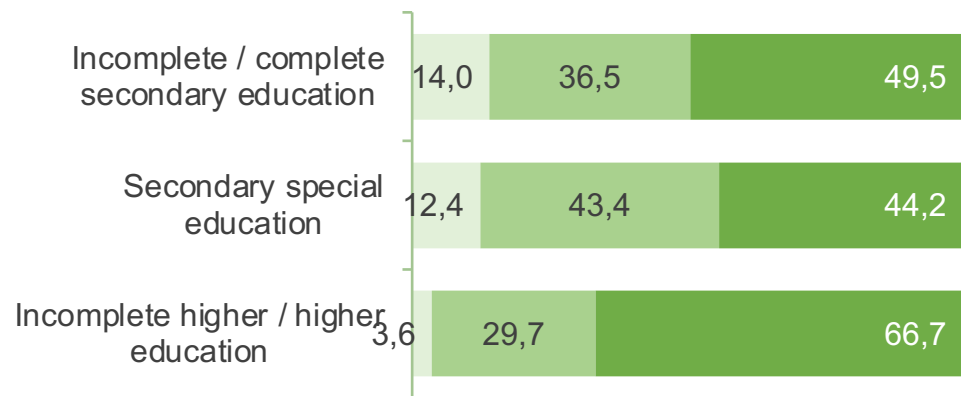
by age, %



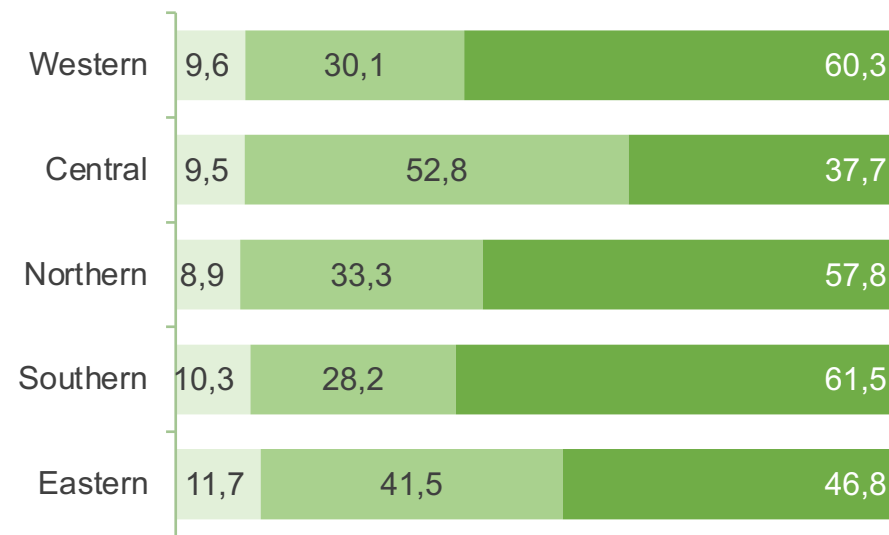
by employment status, %



by level of education, %



by region, %

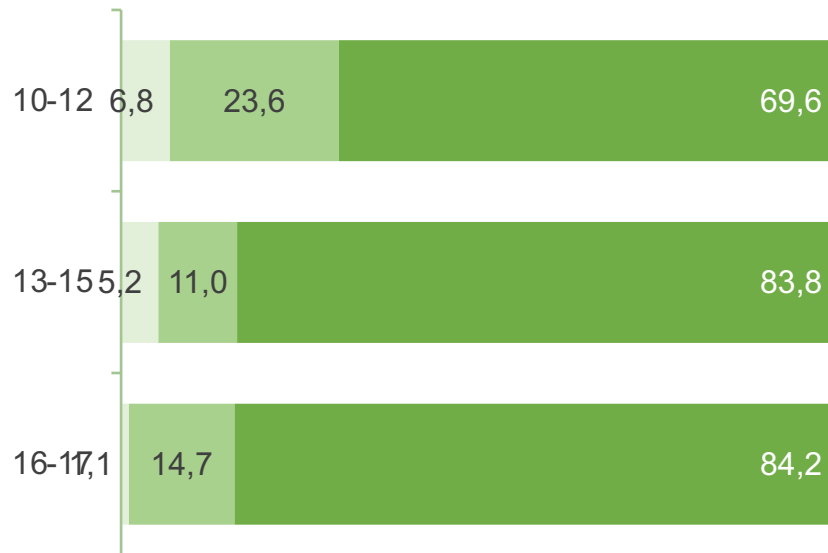


No skills Basic skills Above basic skills



## Information skills / Інформаційні навички. Youth aged 10-17 years

*by age, %*



*by gender, %*



■ No skills ■ Basic skills ■ Above basic skills

## Communication skills / Комунікаційні навички

**Definitions within digital competence:** communicate in digital environments, share resources through online tools, connect with others and collaborate through digital tools, interact and participate in communities and networks

### Skills:

Sending / receiving emails

Making calls (including video calls) over the Internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber

Use of instant messages, i.e. messaging, for example, via Skype, Messenger, WhatsApp, Viber

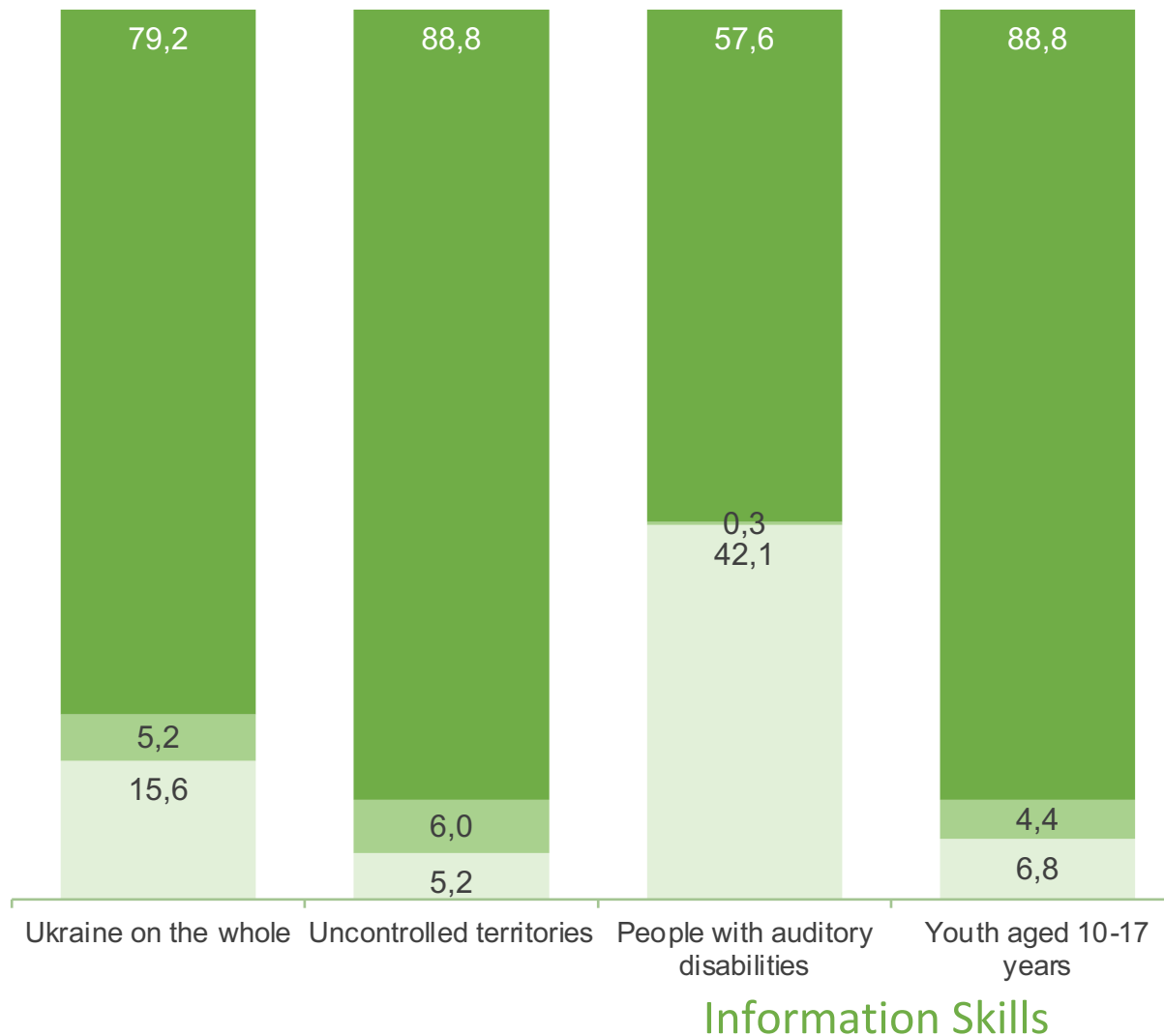
Social networks skills (creating a user profile, posting on Facebook, Twitter, Instagram, etc.)

Posting / sharing posts on social and / or political topics (e.g. blogs, social networks)

Participate in online consultations or vote on specific social or political issues (e.g. signing a petition, voting on projects within the framework of participatory civic budgets, participating in e-consultations)

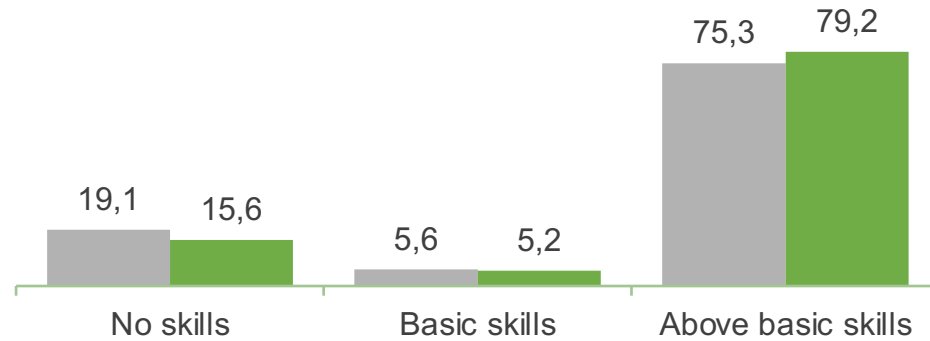
### COMMENT:

- No skills – did not apply any of the skills for the last three months
- Basic skills – applied one skill for the last three months
- Above basic skills – applied more than one skill in the last three months

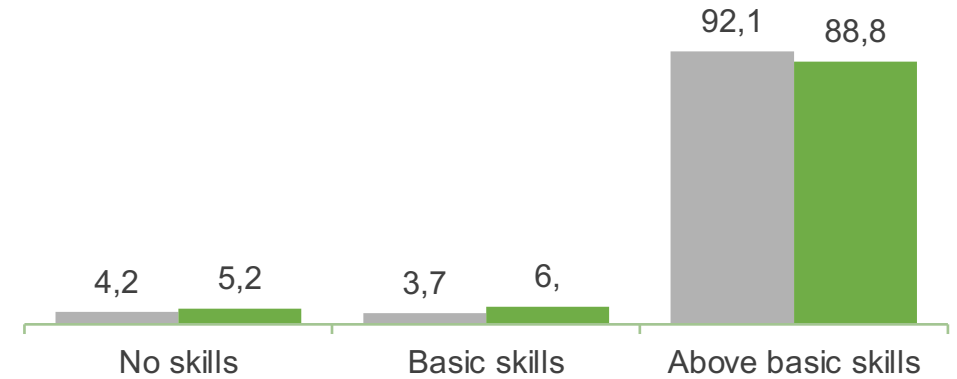


## Communication skills / Комунікаційні навички 2019-2021

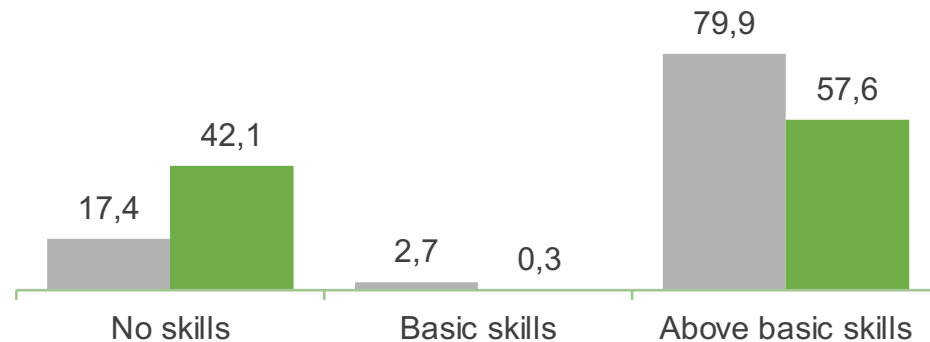
### Ukraine on the whole



### Uncontrolled territories



### People with auditory disabilities



### Youth aged 10-17 years

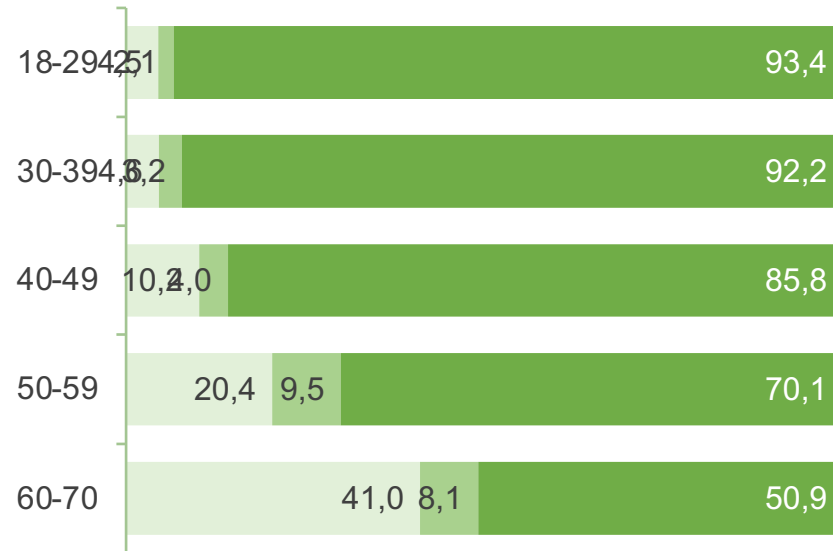


■ 2019 ■ 2021

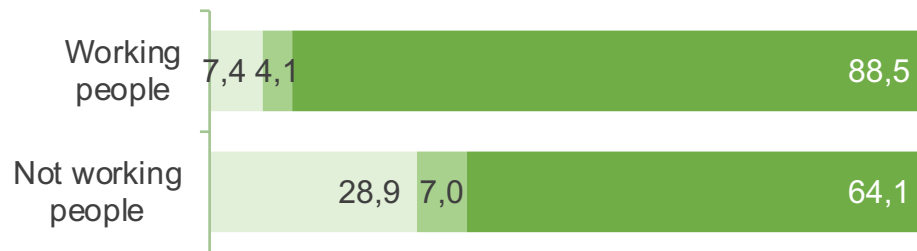


## Communication skills / Комунікаційні навички. Ukraine on the whole

by age, %

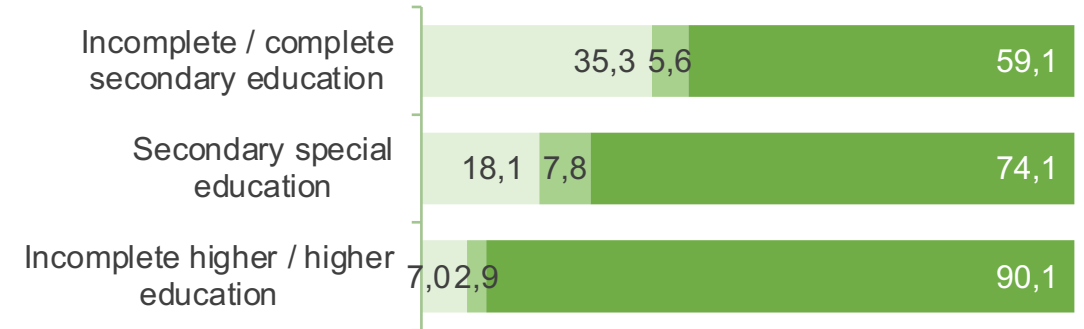


by employment status, %

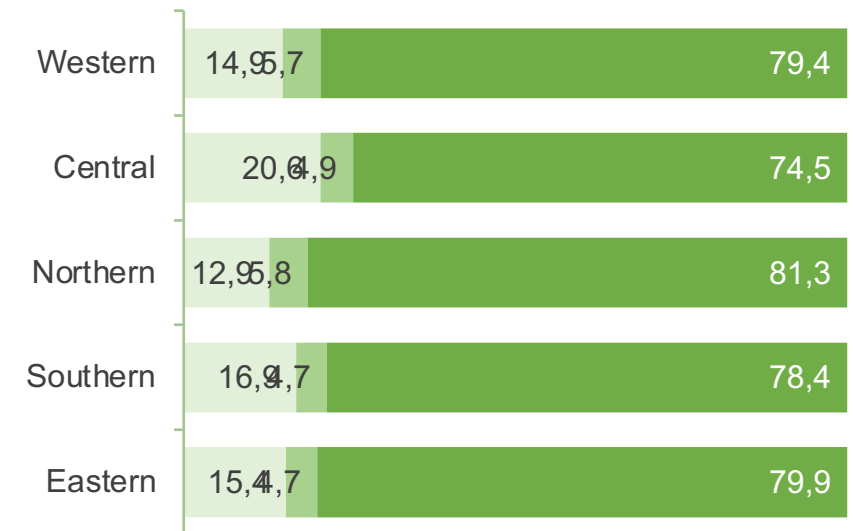


No skills Basic skills Above basic skills

by level of education, %



by region, %

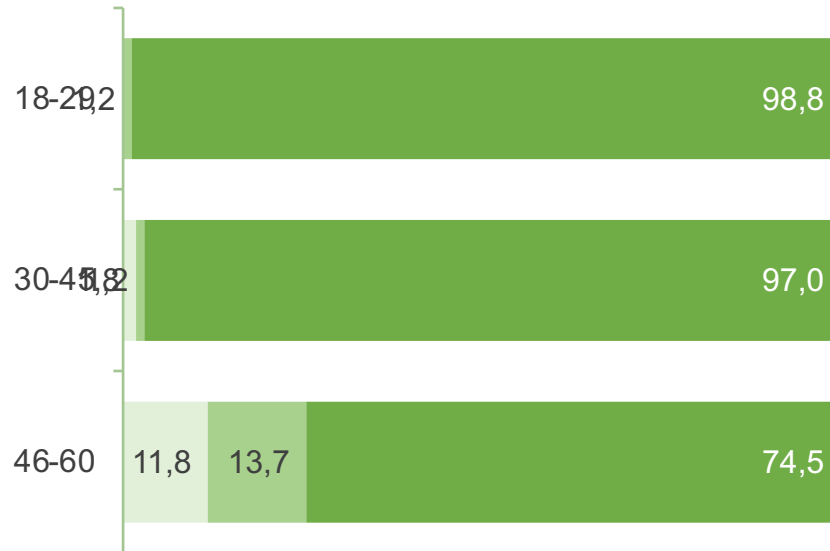




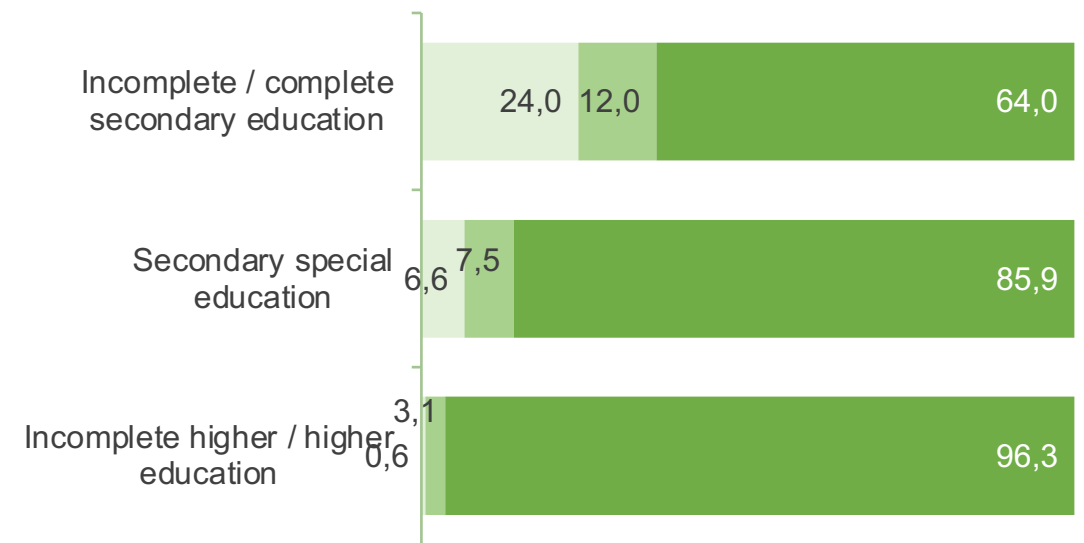


## Communication skills / Комунікаційні навички. Uncontrolled territories

by age, %



by level of education, %



by employment status, %

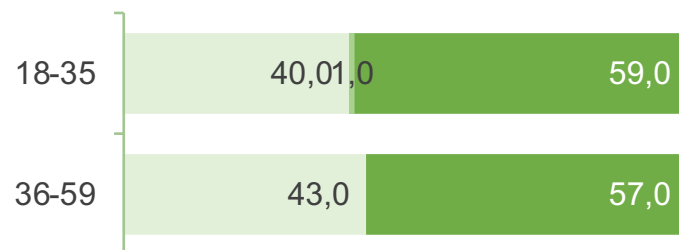


No skills Basic skills Above basic skills

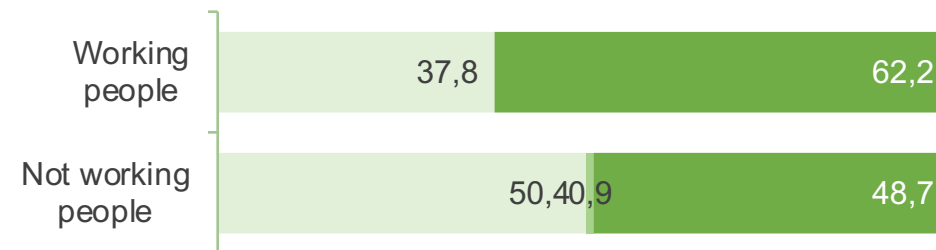


## Communication skills / Комунікаційні навички. People with auditory disabilities

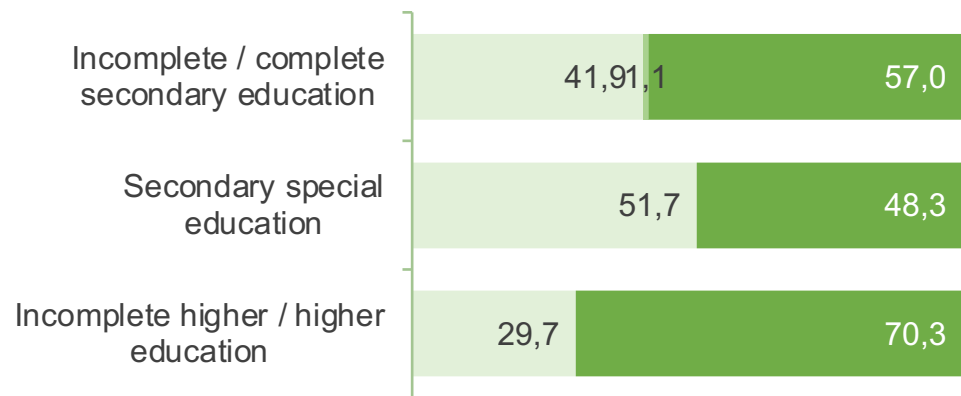
by age, %



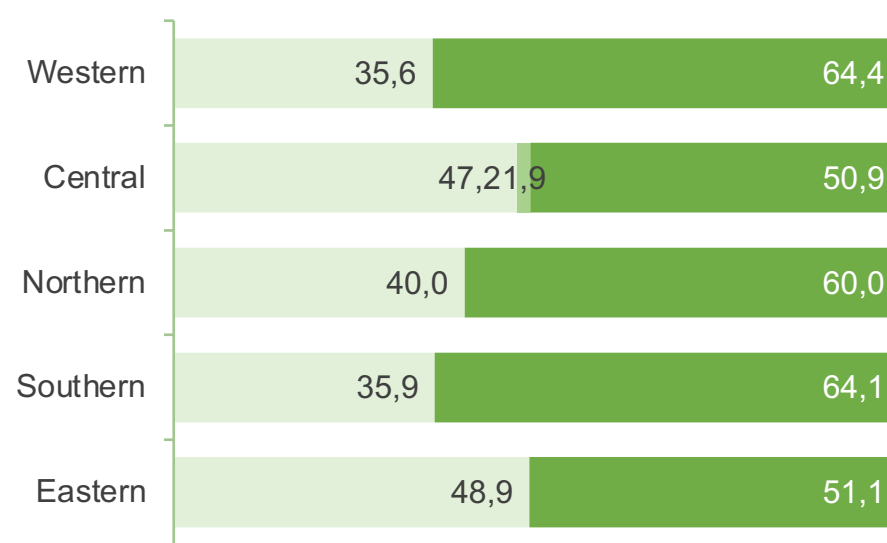
by employment status, %



by level of education, %



by region, %

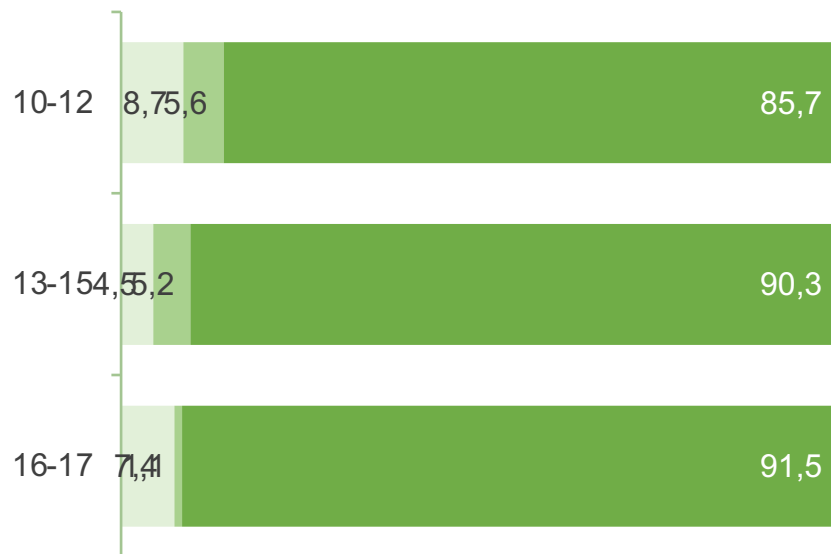


■ No skills ■ Basic skills ■ Above basic skills



## Communication skills / Комунікаційні навички. Youth aged 10-17 years

*by age, %*



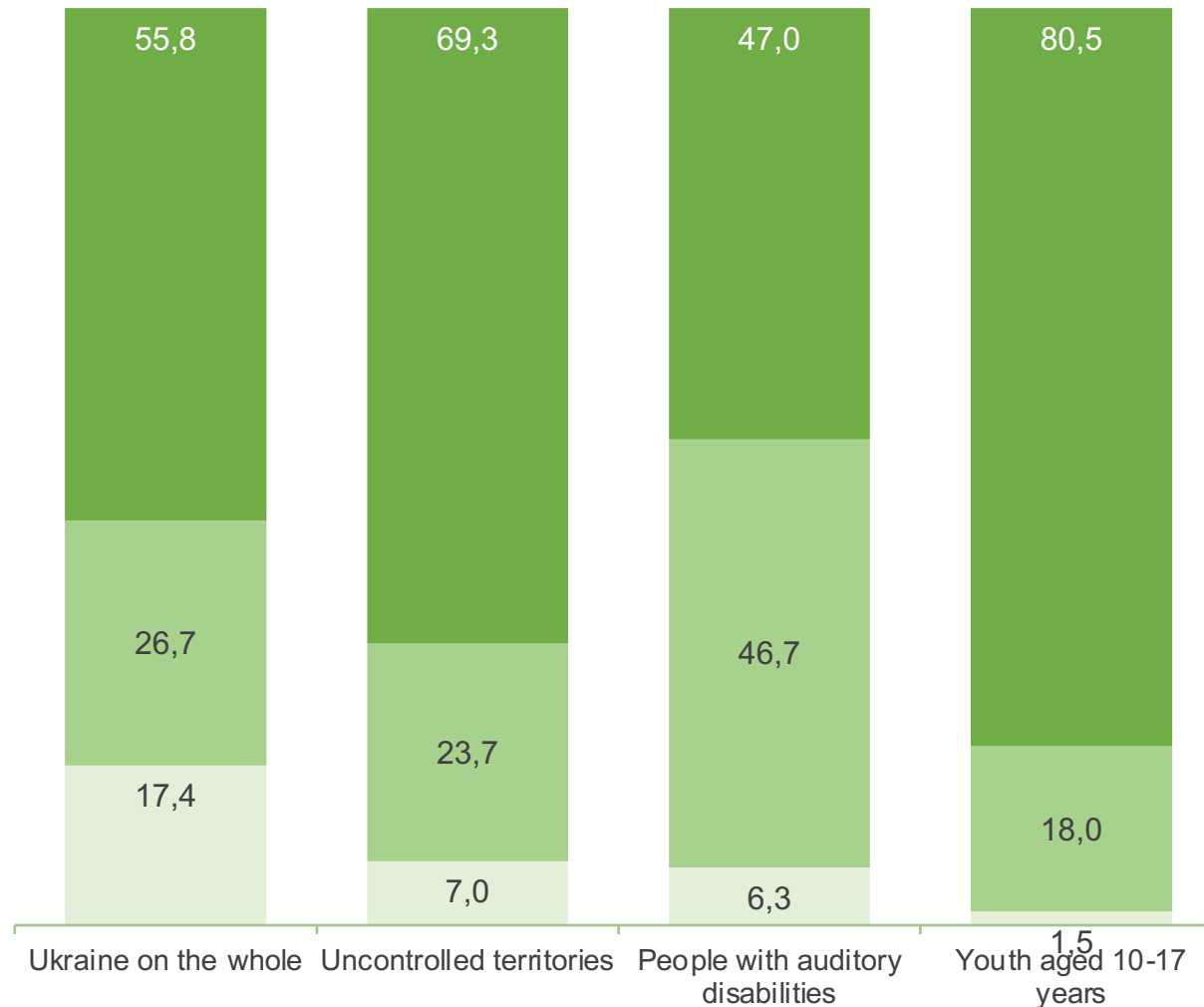
*by gender, %*



No skills Basic skills Above basic skills

## Problem solving skills / Навички вирішення життєвих проблем

**Definitions within digital competence:** identify digital needs and resources, make informed decisions regarding what digital tools are the most appropriate in order to achieve a set objective or to solve problems with the help of digital tools; use technology in a creative way; solve technical problems; improve users' competencies.



### Skills:

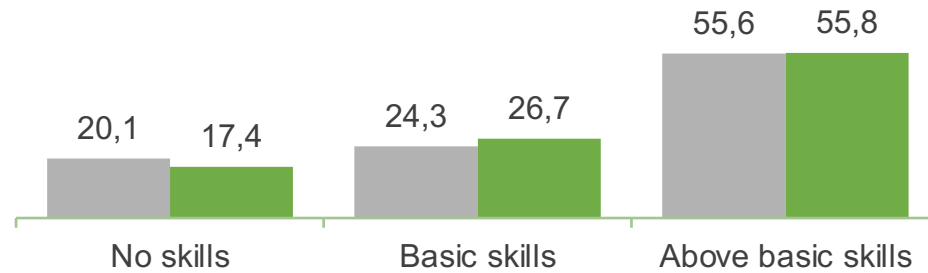
- Listen to music (web radio, music streams, etc.)
- Watch videos (video streams, concerts, etc.)
- Buying / selling goods or services over the Internet
- Internet banking (payment for utilities, mobile phone, card to card money transfer, etc.)
- Online courses (including recorded courses)
- Use of training materials on the Internet, in addition to the full online course (e.g. audiovisual materials, online training software, electronic tools, manuals, etc.)
- Communicate with teachers or students using educational websites / portals
- Transferring files between computers / laptops or other devices (such as a flash drive)
- Installing software or applications
- Change security-related settings on any software (including operating system)

### COMMENT:

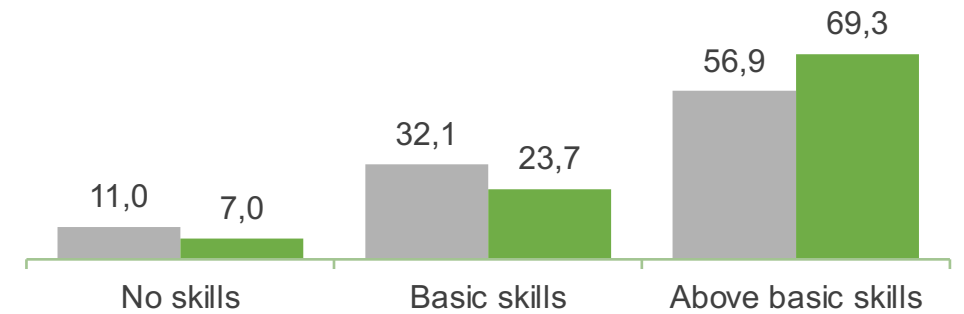
- No skills – did not apply any of the skills for the last three months
- Basic skills – applied one skill for the last three months
- Above basic skills – applied more than one skill in the last three months

## Problem solving skills / Навички вирішення життєвих проблем 2019-2021

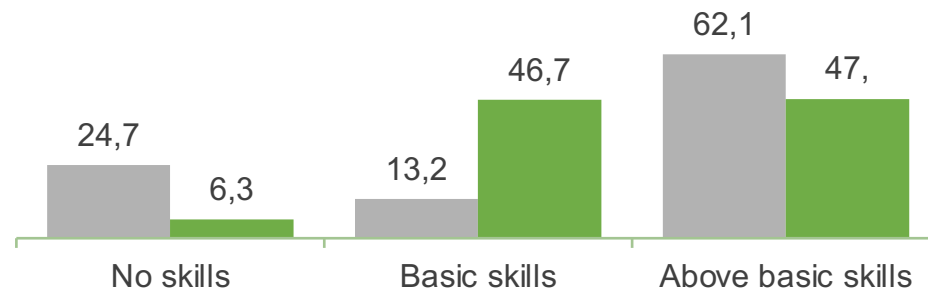
### Ukraine on the whole



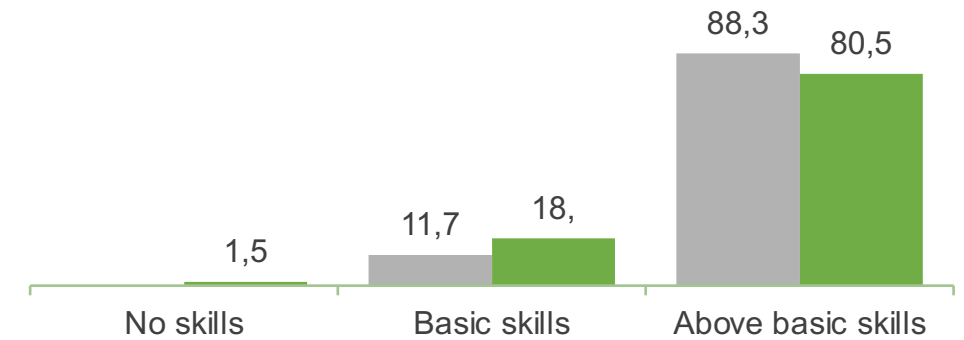
### Uncontrolled territories



### People with auditory disabilities



### Youth aged 10-17 years

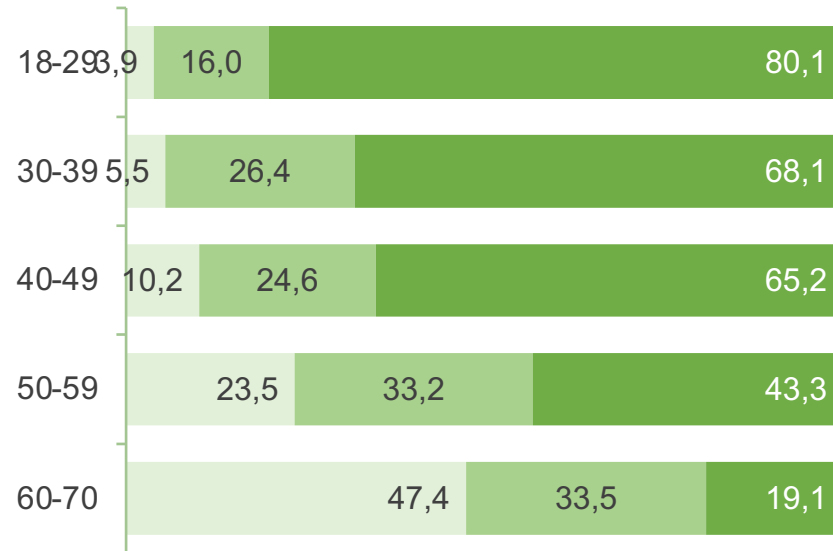


■ 2019 ■ 2021

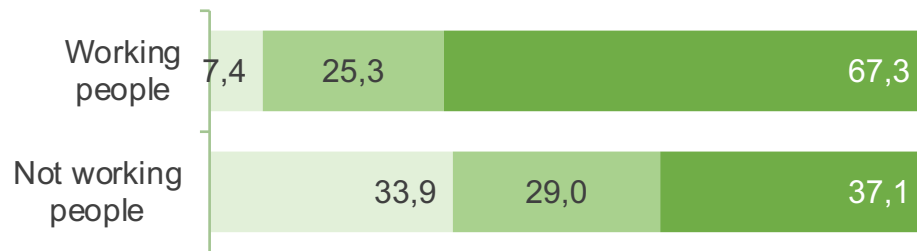


## Problem solving skills / Навички вирішення життєвих проблем. Ukraine on the whole

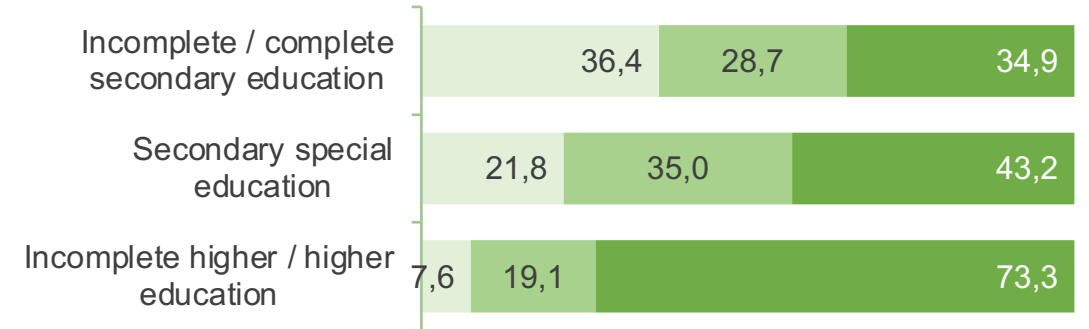
*by age, %*



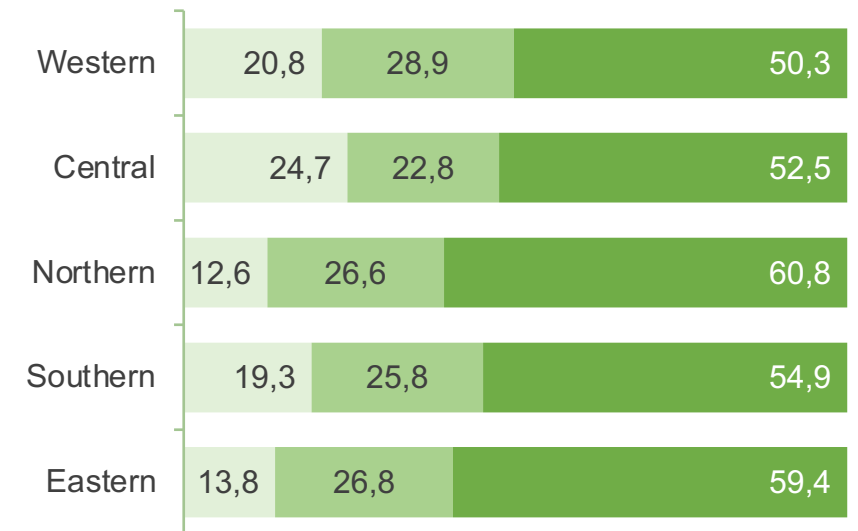
*by employment status, %*



*by level of education, %*



*by region, %*

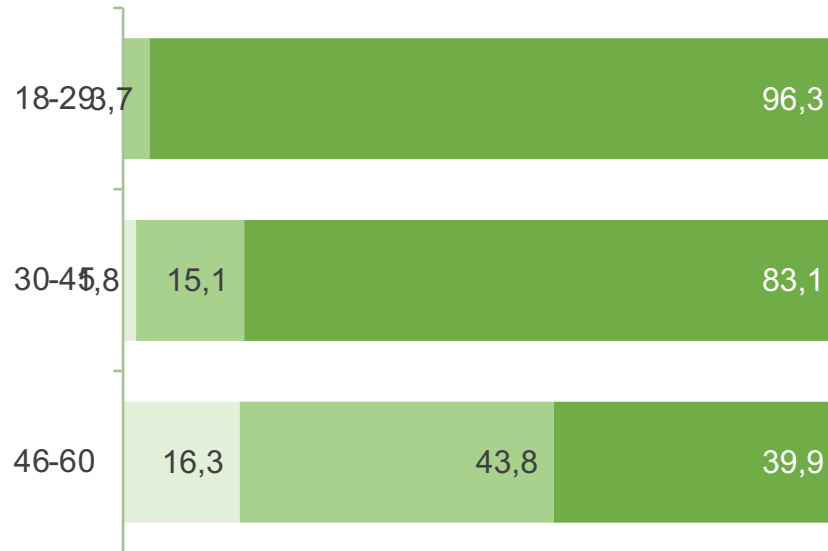


■ No skills ■ Basic skills ■ Above basic skills

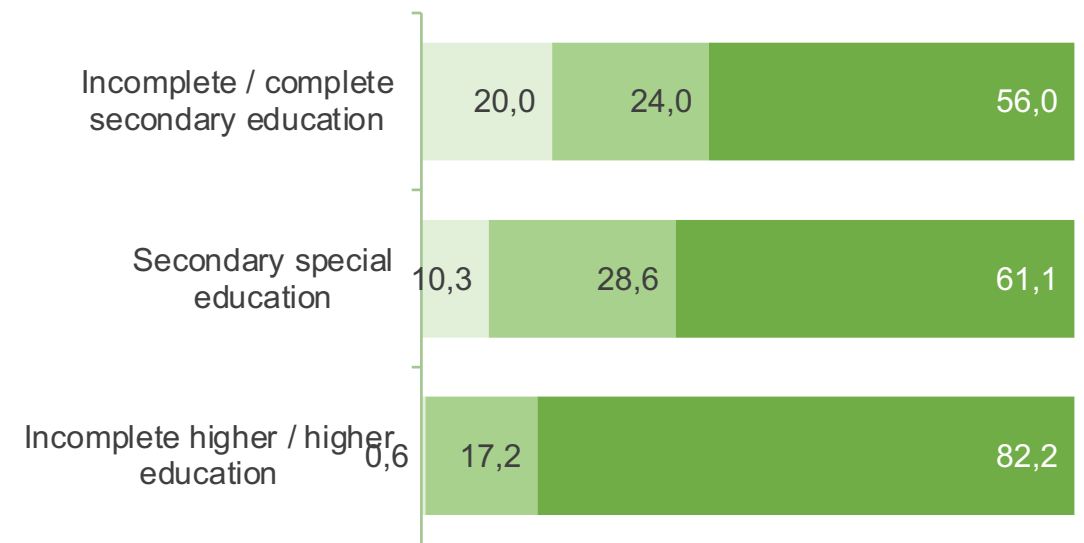


## Problem solving skills / Skills вирішення житєвих проблем. Uncontrolled territories

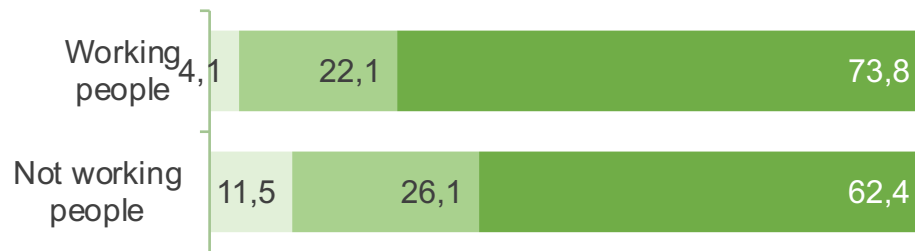
*by age, %*



*by level of education, %*



*by employment status, %*



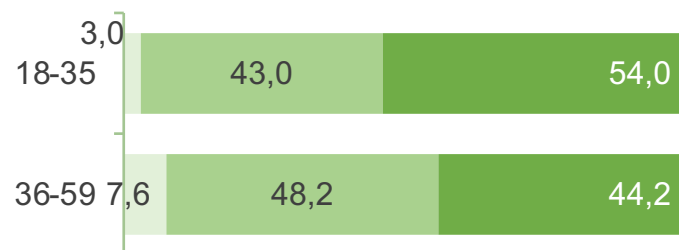
■ No skills ■ Basic skills ■ Above basic skills



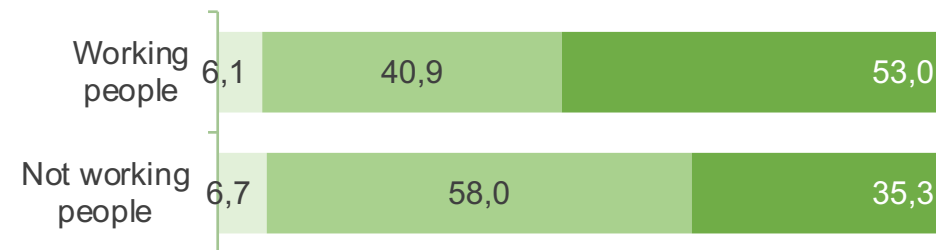
## Problem solving skills / Навички вирішення життєвих проблем.

### People with auditory disabilities

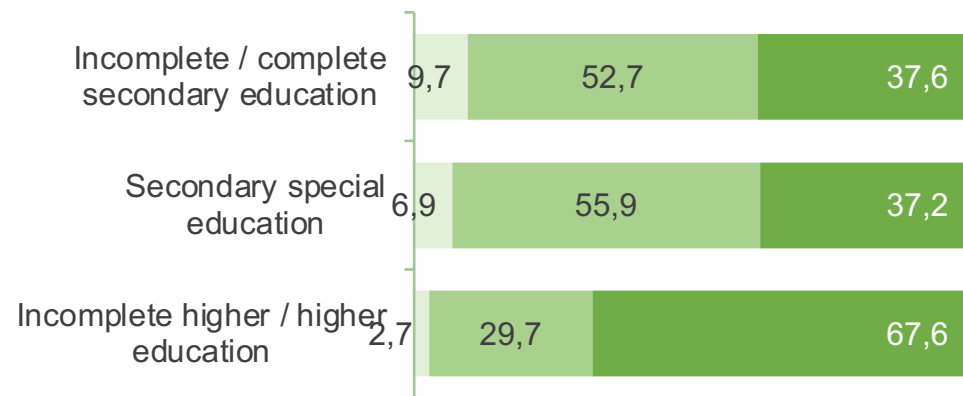
by age, %



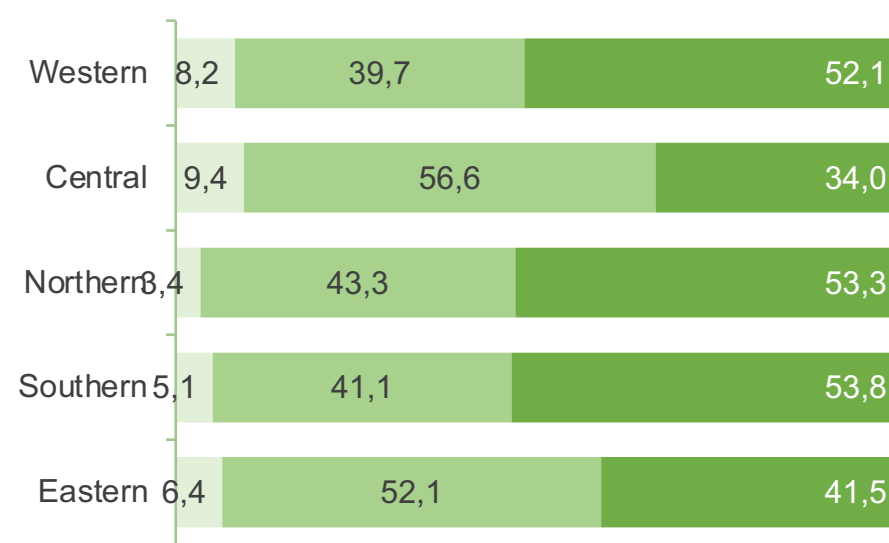
by employment status, %



by level of education, %



by region, %



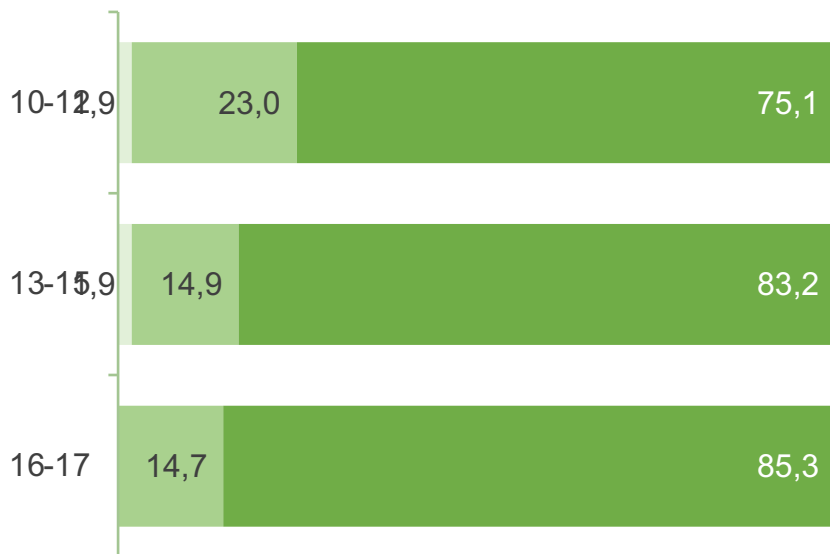
No skills Basic skills Above basic skills





## Problem solving skills / Навички вирішення життєвих проблем. Youth aged 10-17 years

*by age, %*



*by gender, %*



■ No skills ■ Basic skills ■ Above basic skills

## Software skills for content manipulation / Навички створення цифрового контенту

**Definitions within digital competence:** creating and editing new content (from word processing to images and videos); integrate and process existing knowledge and content; create creative expressions, mass media and programming; deal with and enforce intellectual property rights and licenses.

### Skills:

Using software to work with texts (Word)

Create presentations or documents that integrate text, pictures, tables, or charts

Using data management software (Excel)

Use advanced features to organize and analyze data, such as sorting, filtering, using formulas, creating charts

Use software to edit photos, videos, or audio files

Writing code in a programming language

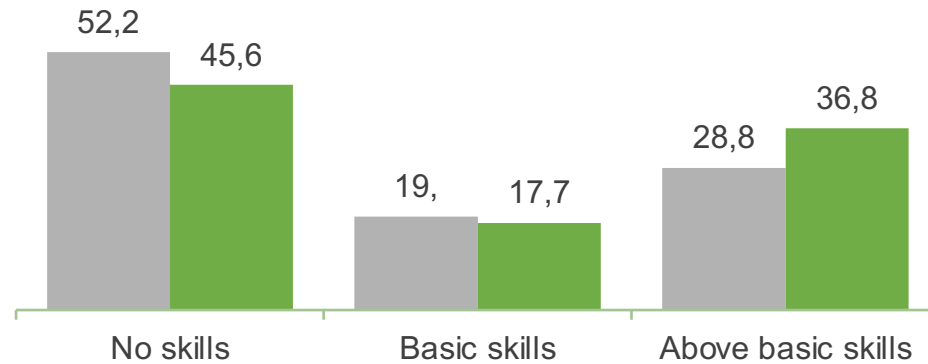
### COMMENT:

- No skills – did not apply any of the skills for the last three months
- Basic skills – applied one skill for the last three months
- Above basic skills – applied more than one skill in the last three months

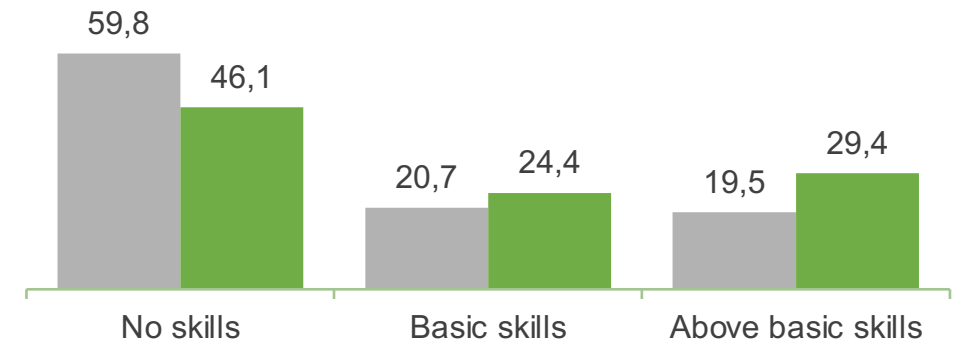


## Software skills for content manipulation / Навички створення цифрового контенту 2019-2021

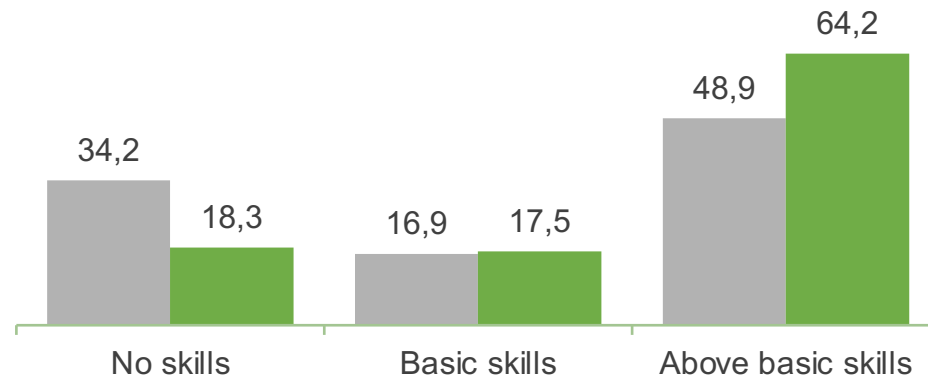
### Ukraine on the whole



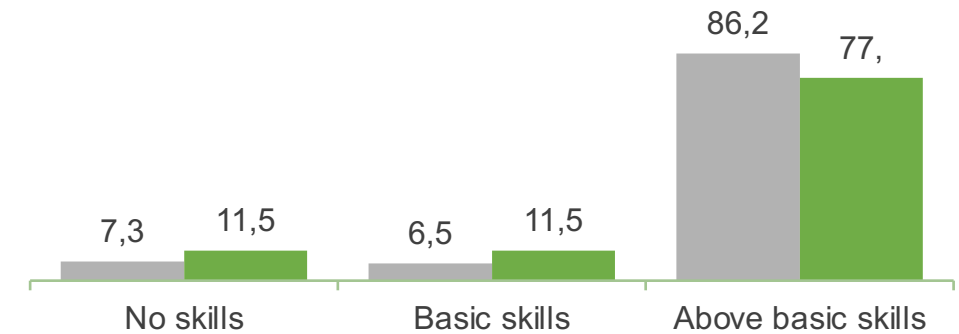
### Uncontrolled territories



### People with auditory disabilities



### Youth aged 10-17 years

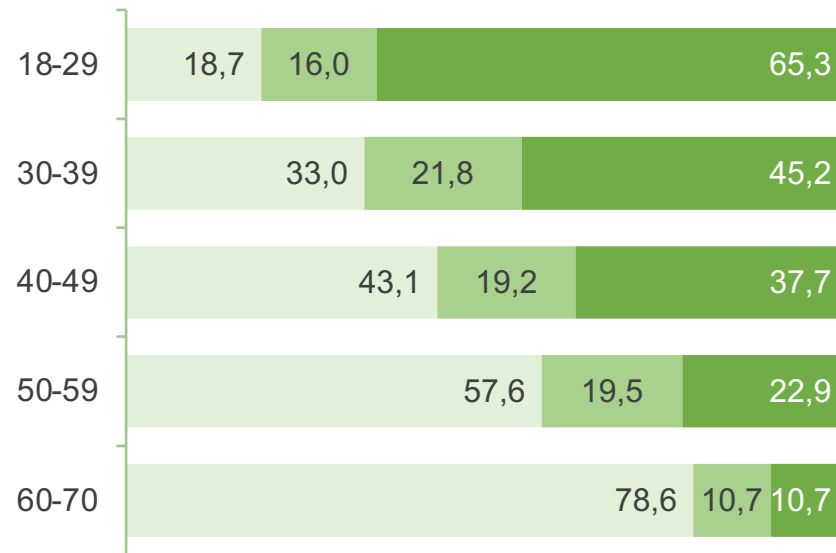


■ 2019 ■ 2021

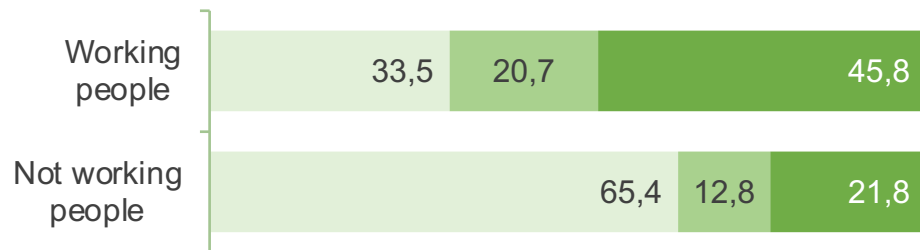


## Software skills for content manipulation / Навички створення цифрового контенту. Ukraine on the whole

*by age, %*

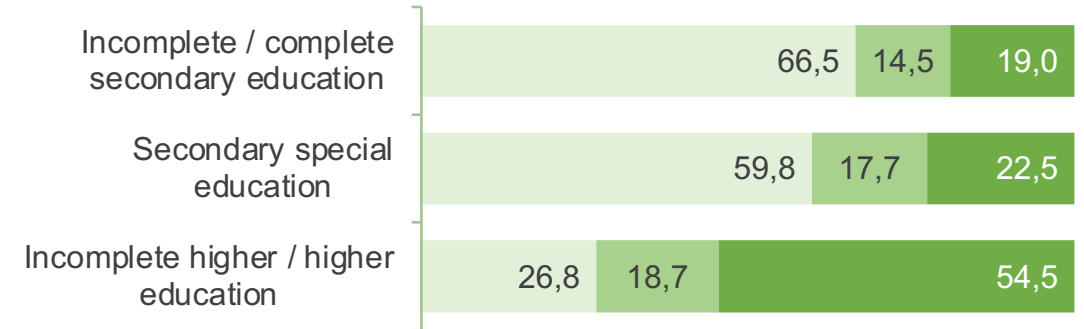


*by employment status, %*

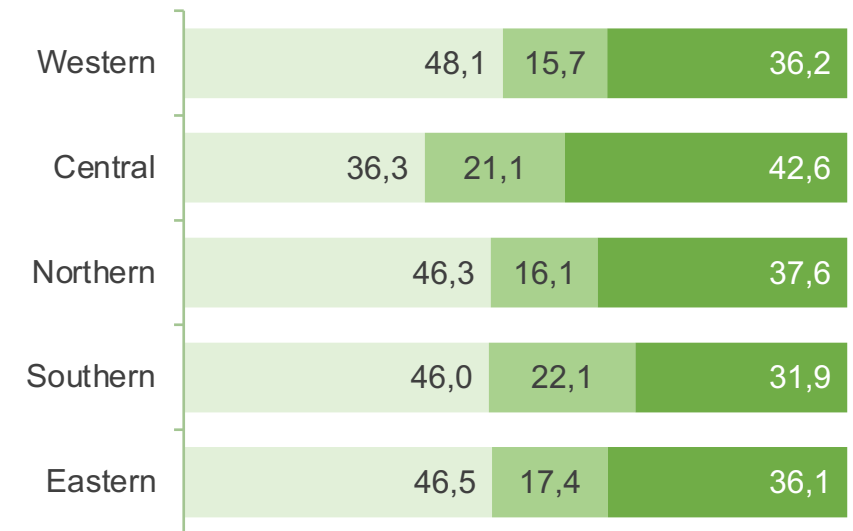


■ No skills ■ Basic skills ■ Above basic skills

*by level of education, %*



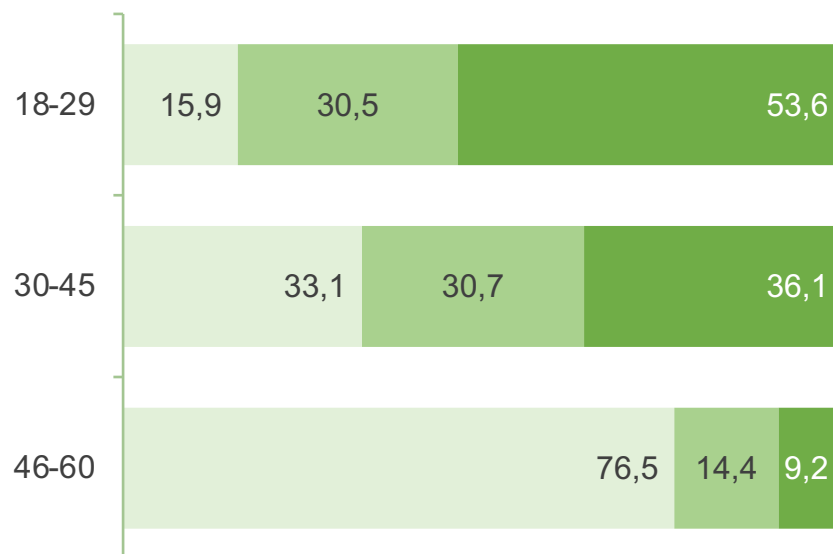
*by region, %*



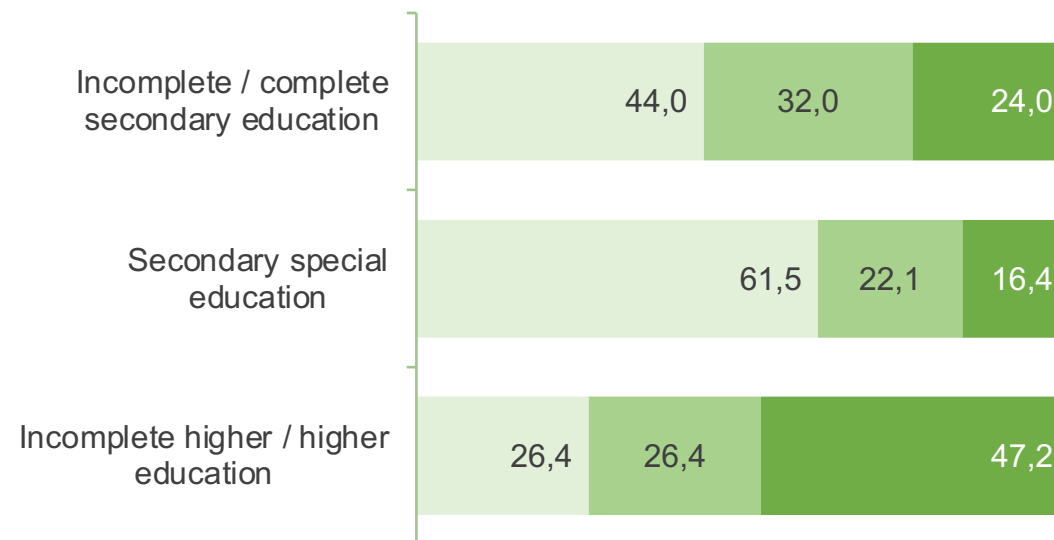


## Software skills for content manipulation / Навички створення цифрового контенту. Uncontrolled territories

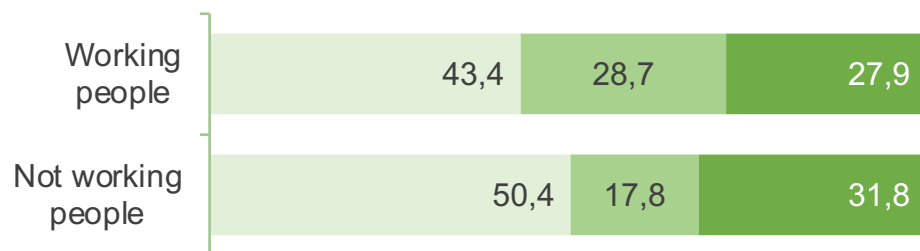
*by age, %*



*by level of education, %*



*by employment status, %*



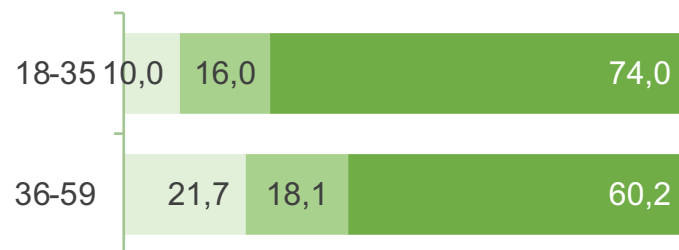
■ No skills ■ Basic skills ■ Above basic skills



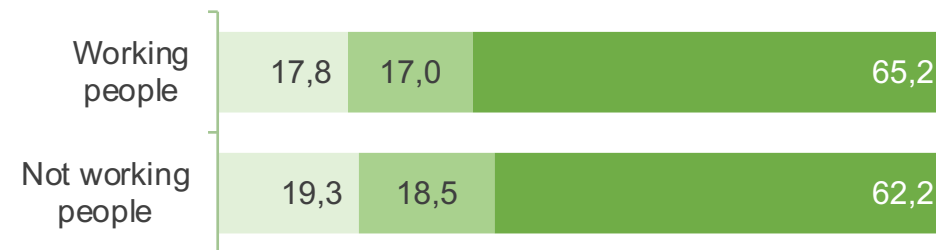
## Software skills for content manipulation / Навички створення цифрового контенту.

### People with auditory disabilities

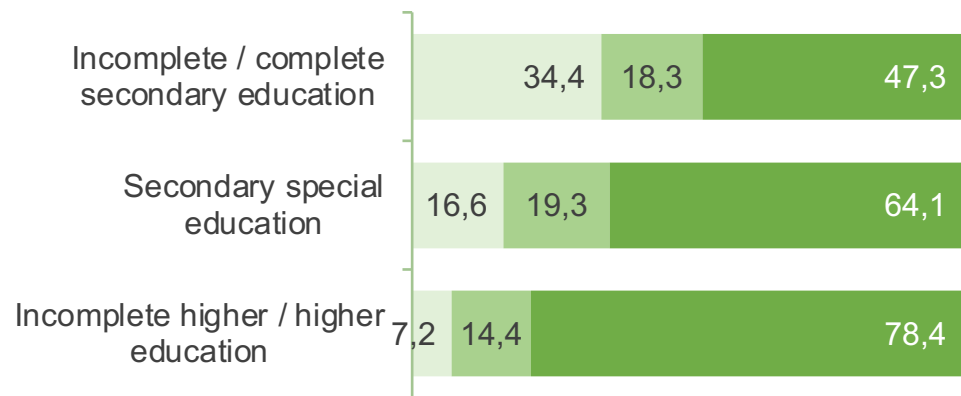
*by age, %*



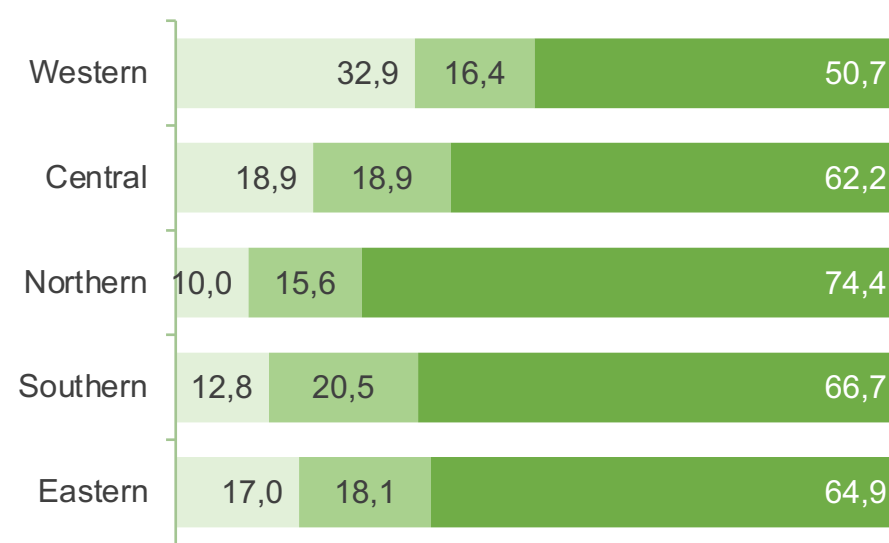
*by employment status, %*



*by level of education, %*



*by region, %*

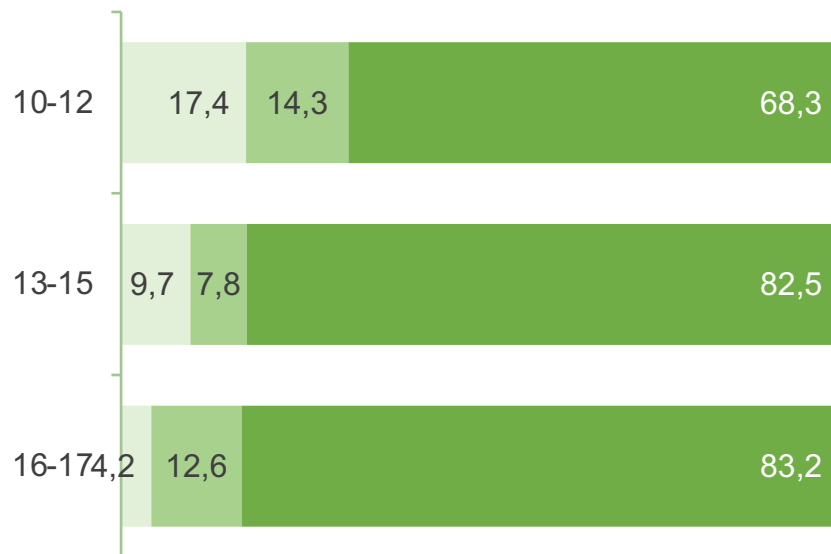


■ No skills ■ Basic skills ■ Above basic skills



## Software skills for content manipulation / Навички створення цифрового контенту. Youth aged 10-17 years

*by age, %*



*by gender, %*

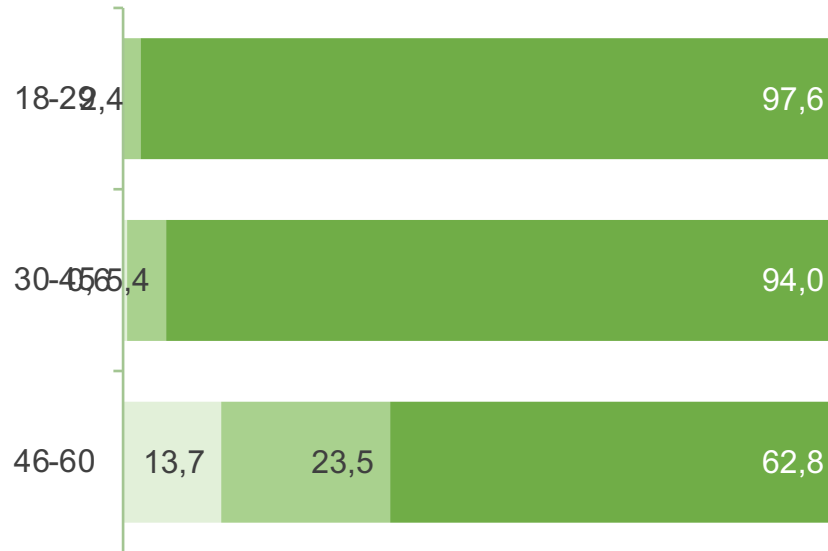


No skills Basic skills Above basic skills

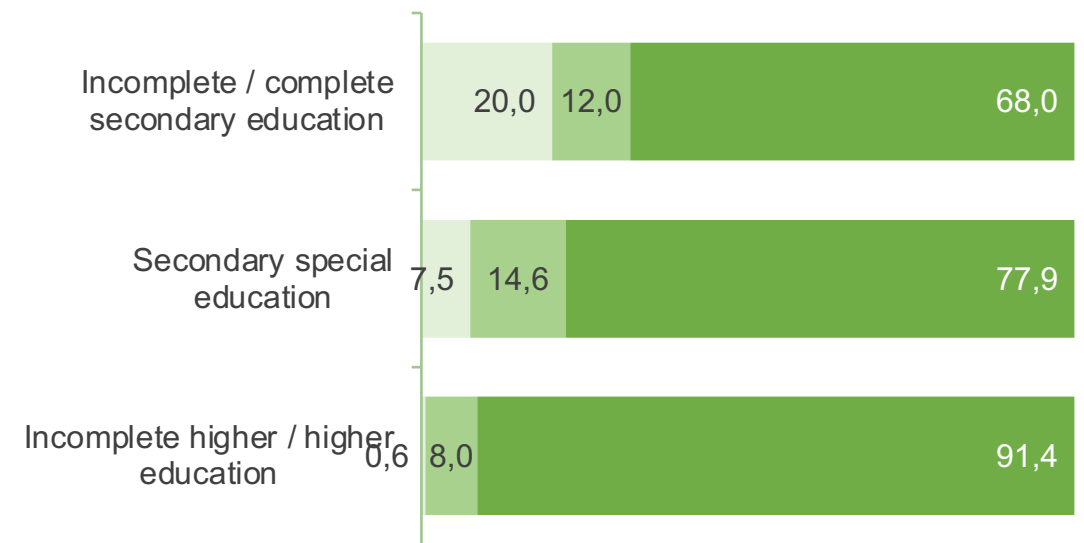


## Digital problem solving and lifelong learning. Uncontrolled territories

*by age, %*



*by level of education, %*



*by employment status, %*

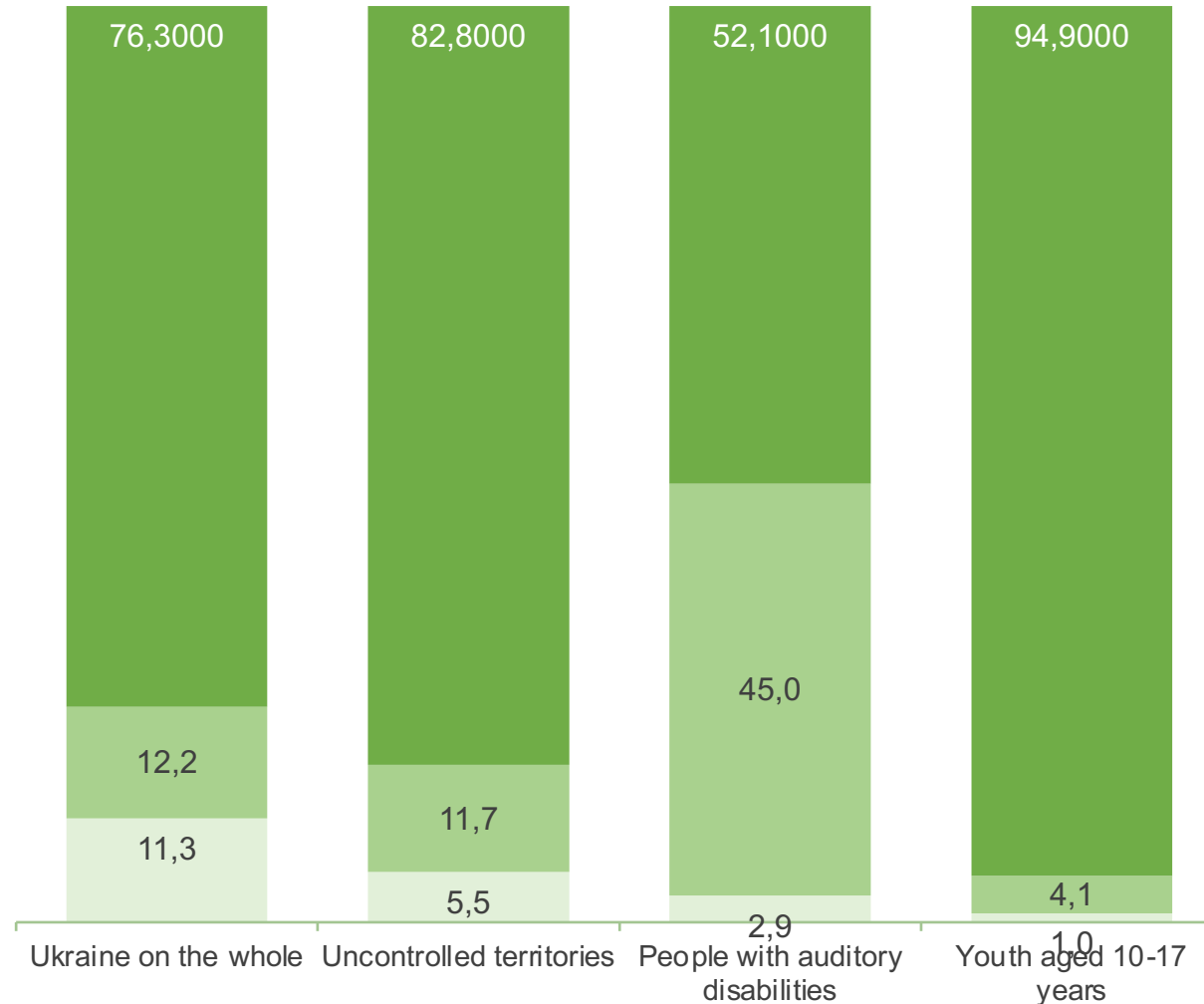


No skills Basic skills Above basic skills



## Digital problem solving and lifelong learning

**Definitions within digital competence:** be able to use digital technologies to solve one's own life problems; be able to use open digital educational resources for one's own professional and personal development anywhere, anytime in one's life.



### Skills:

- Listen to music (web radio, music streams, etc.)
- Watch videos (video streams, concerts, etc.)
- Buying / selling goods or services over the Internet
- Internet banking (payment for utilities, mobile phone, card to card money transfer, etc.)
- Online courses (including recorded courses)
- Use of training material on the Internet, in addition to the full online course (e.g. audiovisual materials, online training software, electronic tools, manuals, etc.)
- Communicate with teachers or students using educational websites / portals
- Transferring files between computers / laptops or other devices (such as a flash drive)
- Installing software or applications
- Change security-related settings on any software (including operating system)
- Reboot the smartphone / clear the cache when it is running slowly
- Connect to a new WiFi network, for example, when you need to use the Internet when visiting someone or staying at the hotel
- Mastering a new digital tool, such as contactless payment, smart ID identification, etc.
- Paying for utilities online / tracking mail / online doctor's appointments, etc.
- Training, online training / content viewing for professional development

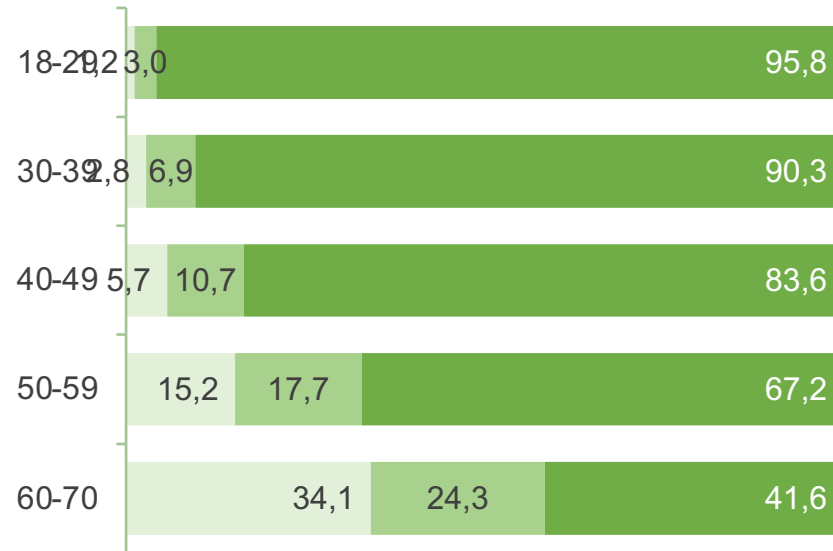
### COMMENT:

- No skills – did not apply any of the skills for the last three months
- Basic skills – applied one skill for the last three months
- Above basic skills – applied more than one skill in the last three months

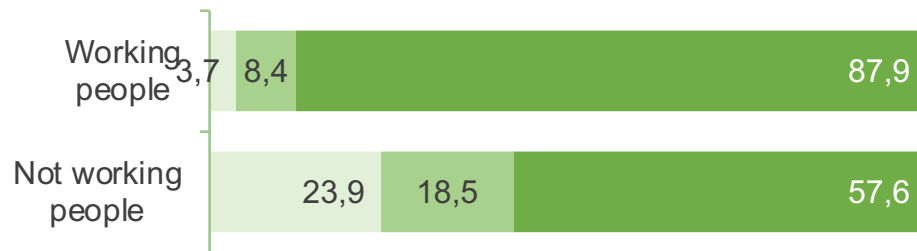


## Digital problem solving and lifelong learning. Ukraine on the whole

*by age, %*

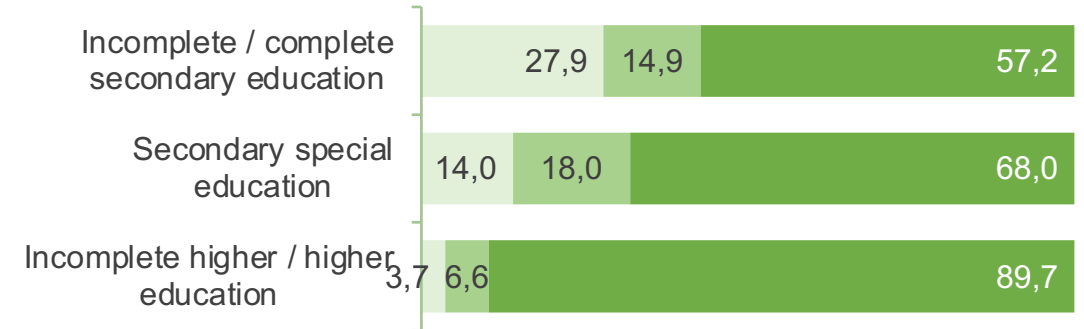


*by employment status, %*

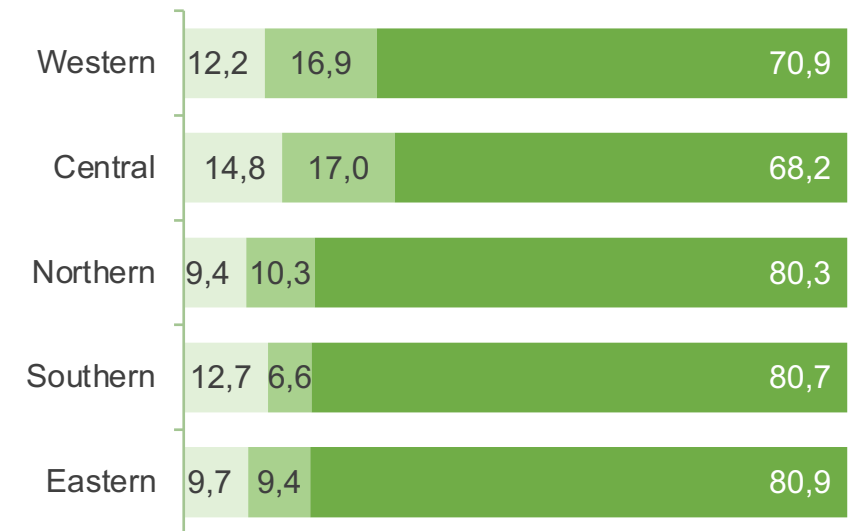


No skills Basic skills Above basic skills

*by level of education, %*



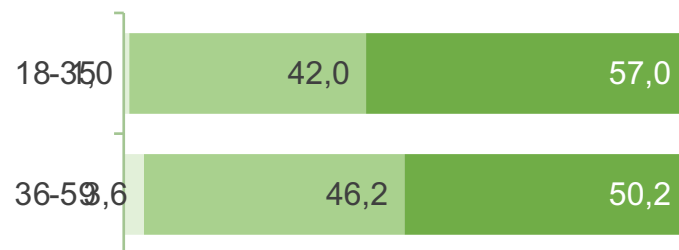
*by region, %*



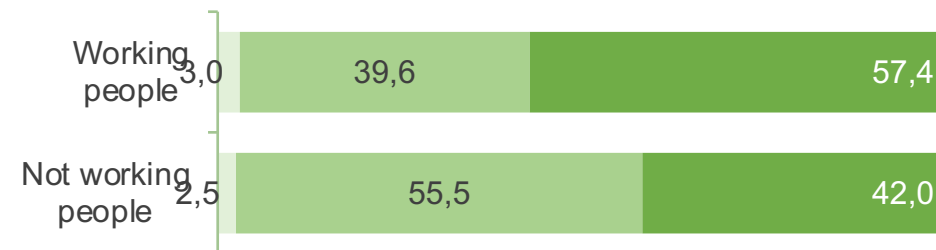


## Digital problem solving and lifelong learning. People with auditory disabilities

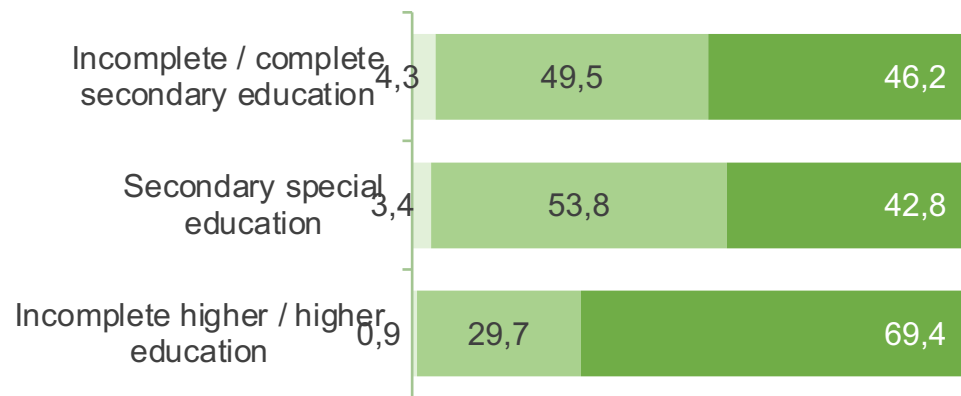
*by age, %*



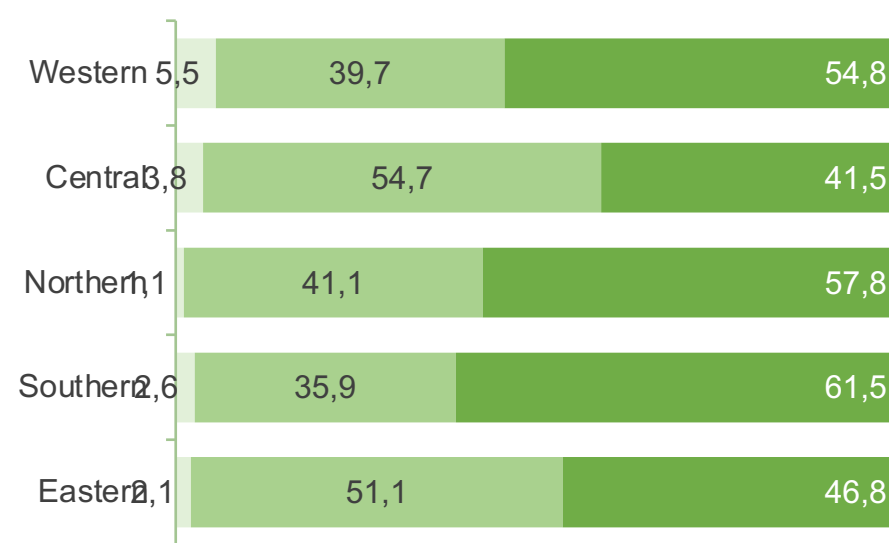
*by employment status, %*



*by level of education, %*



*by region, %*



■ No skills ■ Basic skills ■ Above basic skills



## Digital problem solving and lifelong learning. Youth aged 10-17 years

*by age, %*



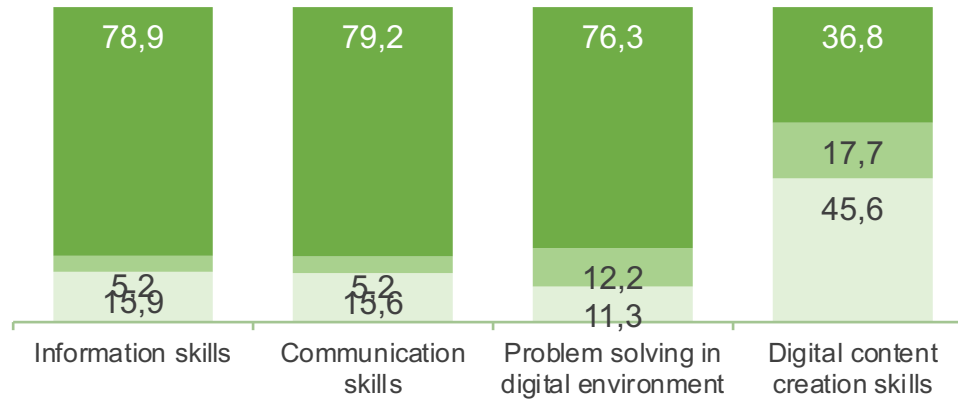
*by gender, %*



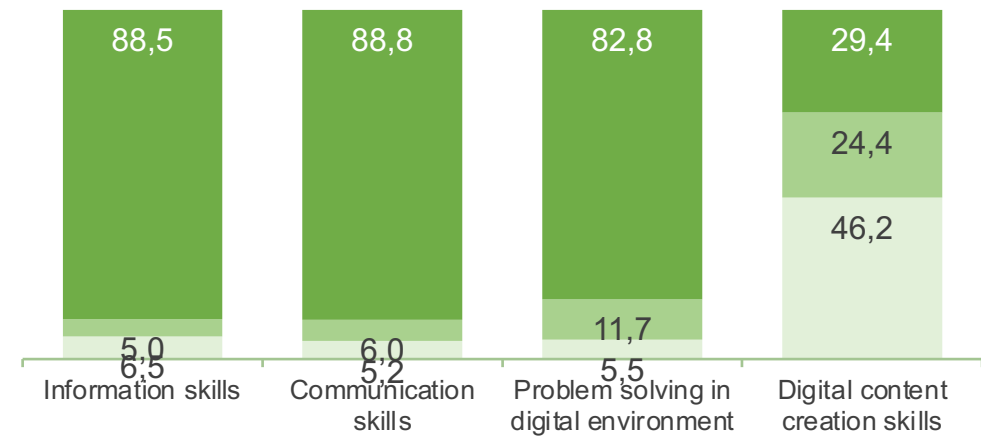
■ No skills ■ Basic skills ■ Above basic skills

## Level of digital skills

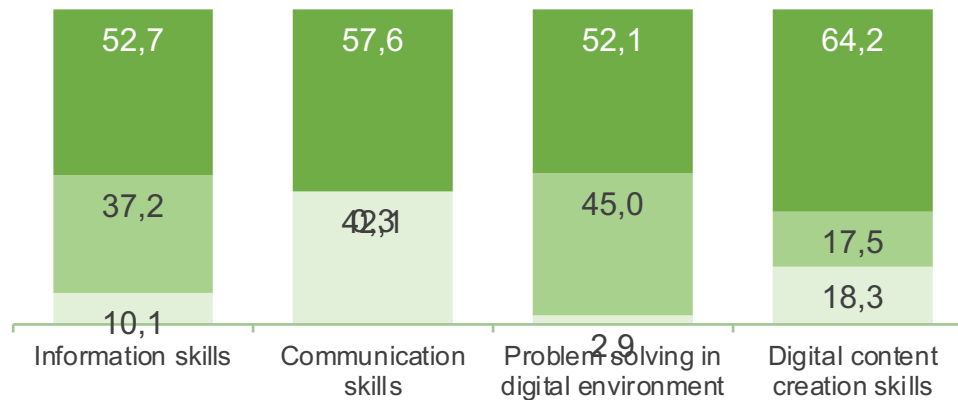
### Ukraine on the whole



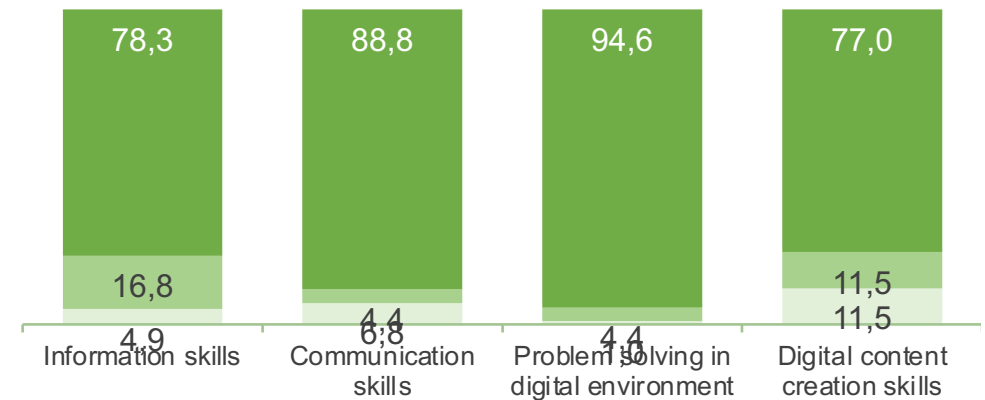
### Uncontrolled territories



### People with auditory disabilities



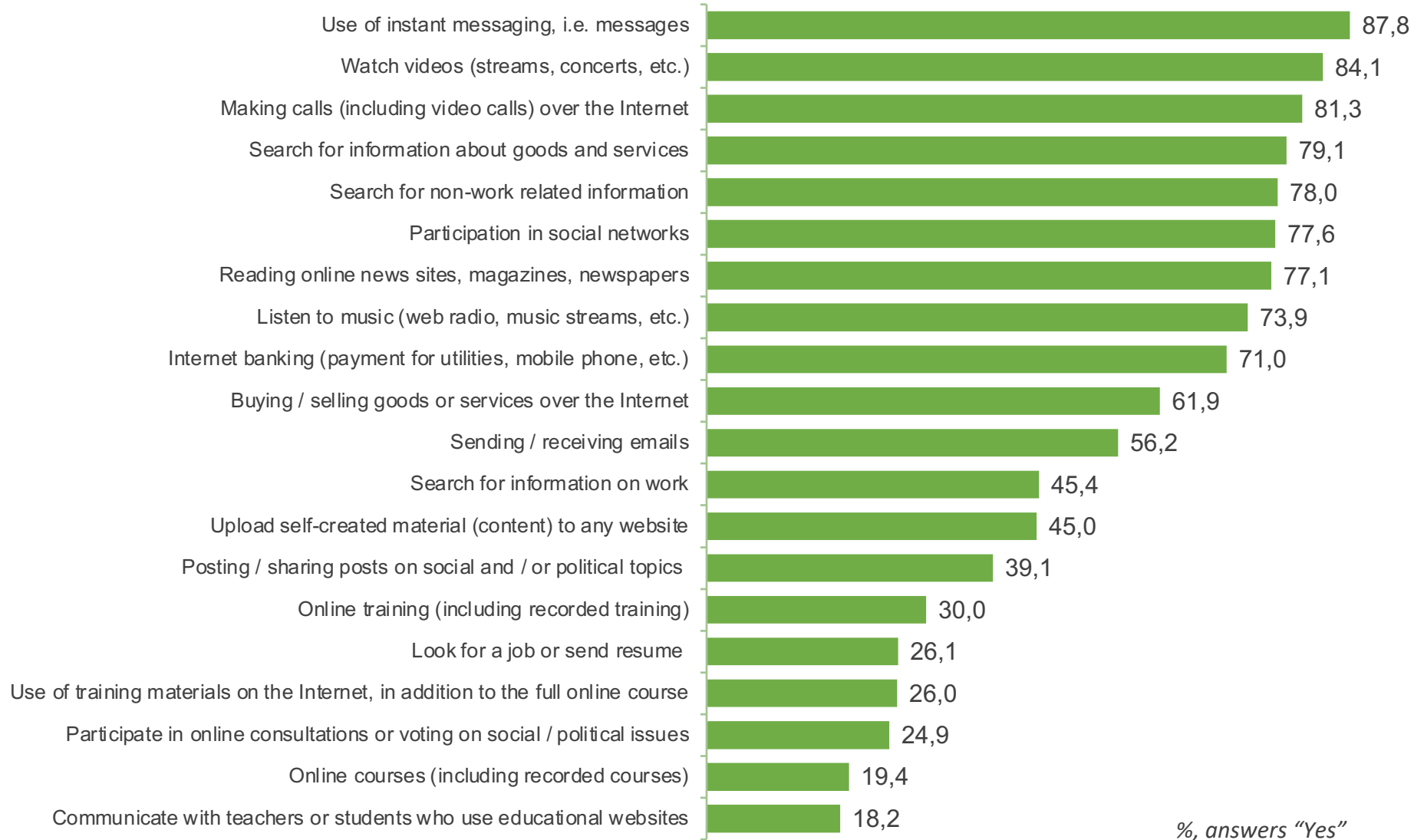
### Youth aged 10-17 years



No skills Basic skills Above basic skills



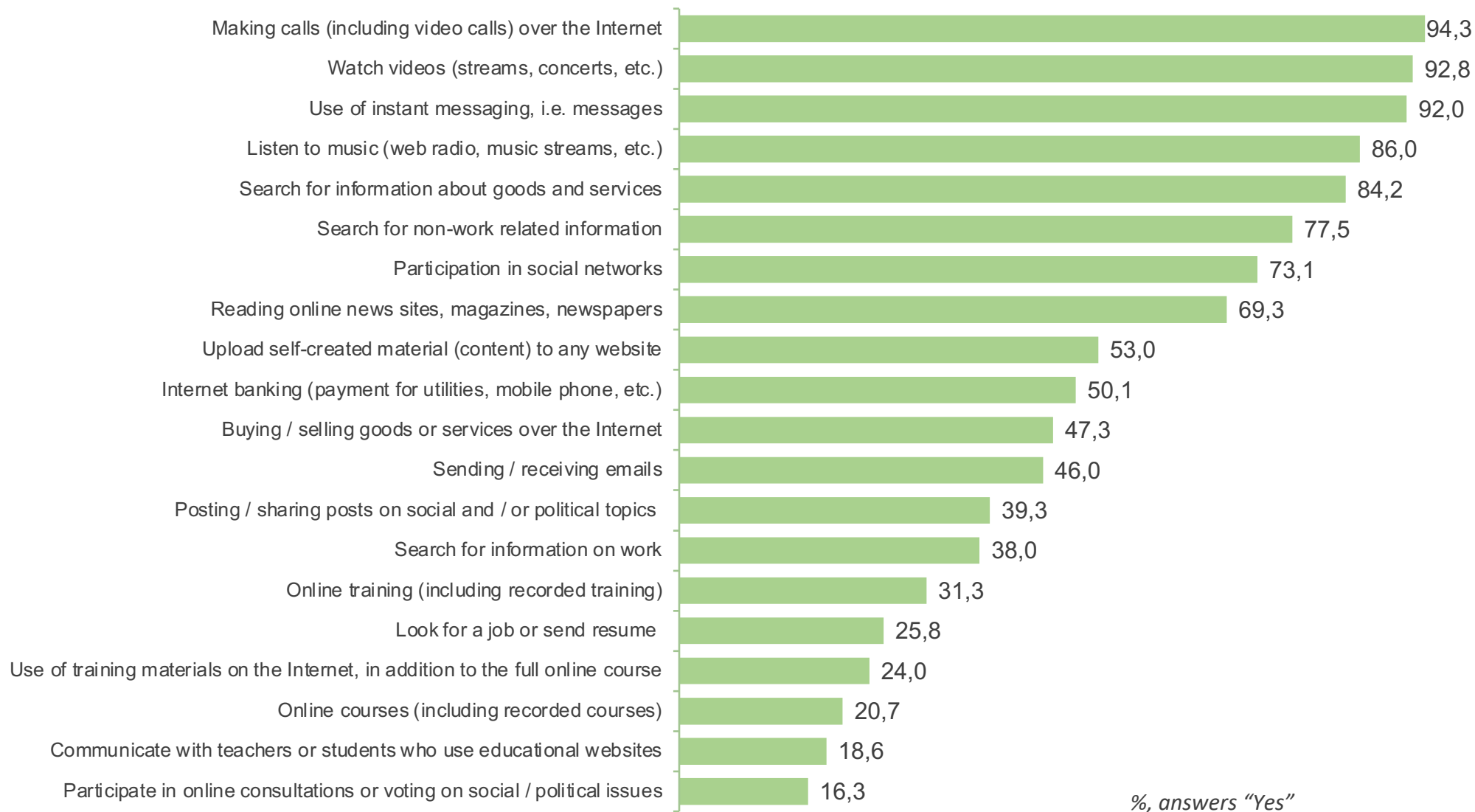
## Internet use in the last three months Ukraine on the whole





## Internet use in the last three months

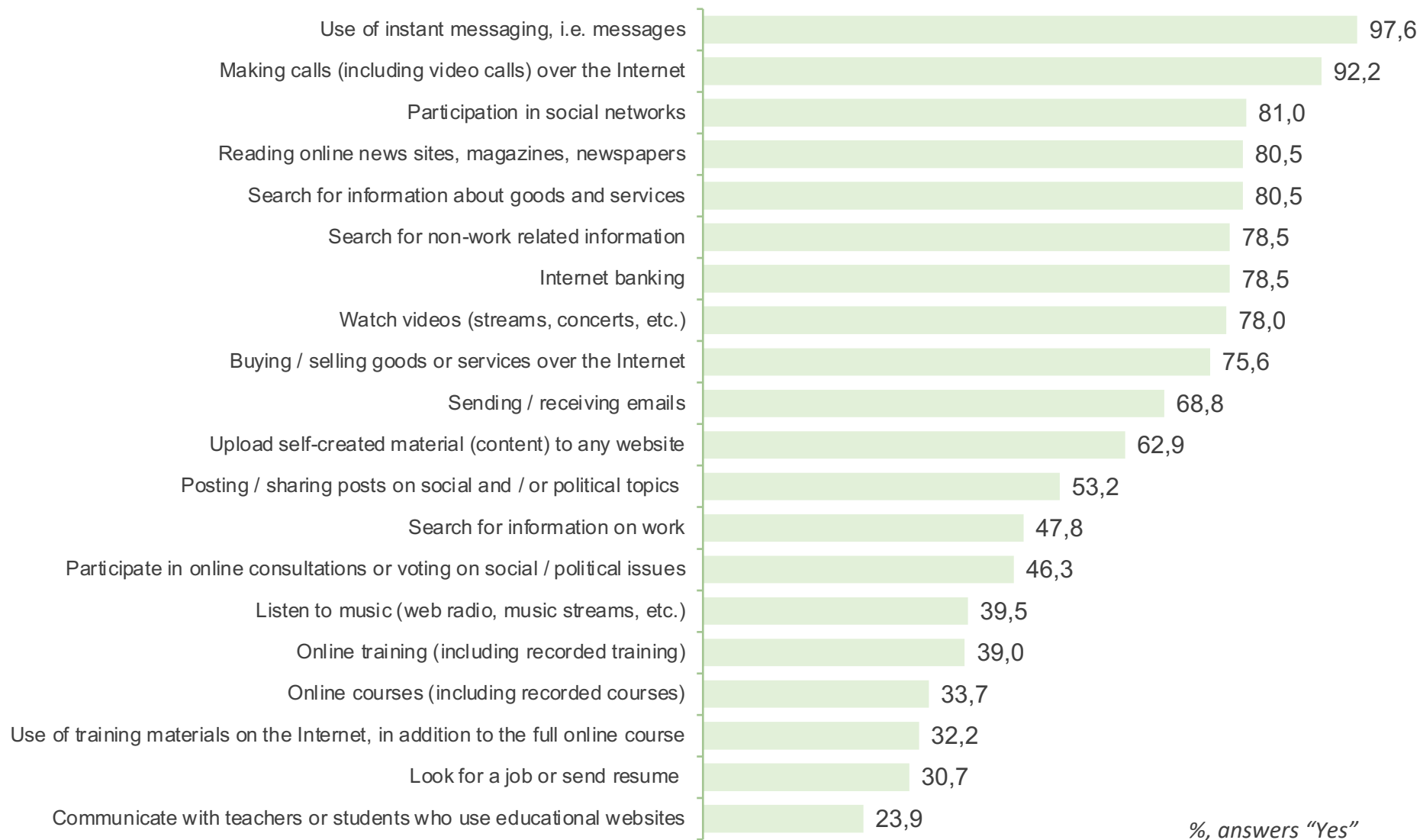
### Uncontrolled territories





## Internet use in the last three months

### People with auditory disabilities



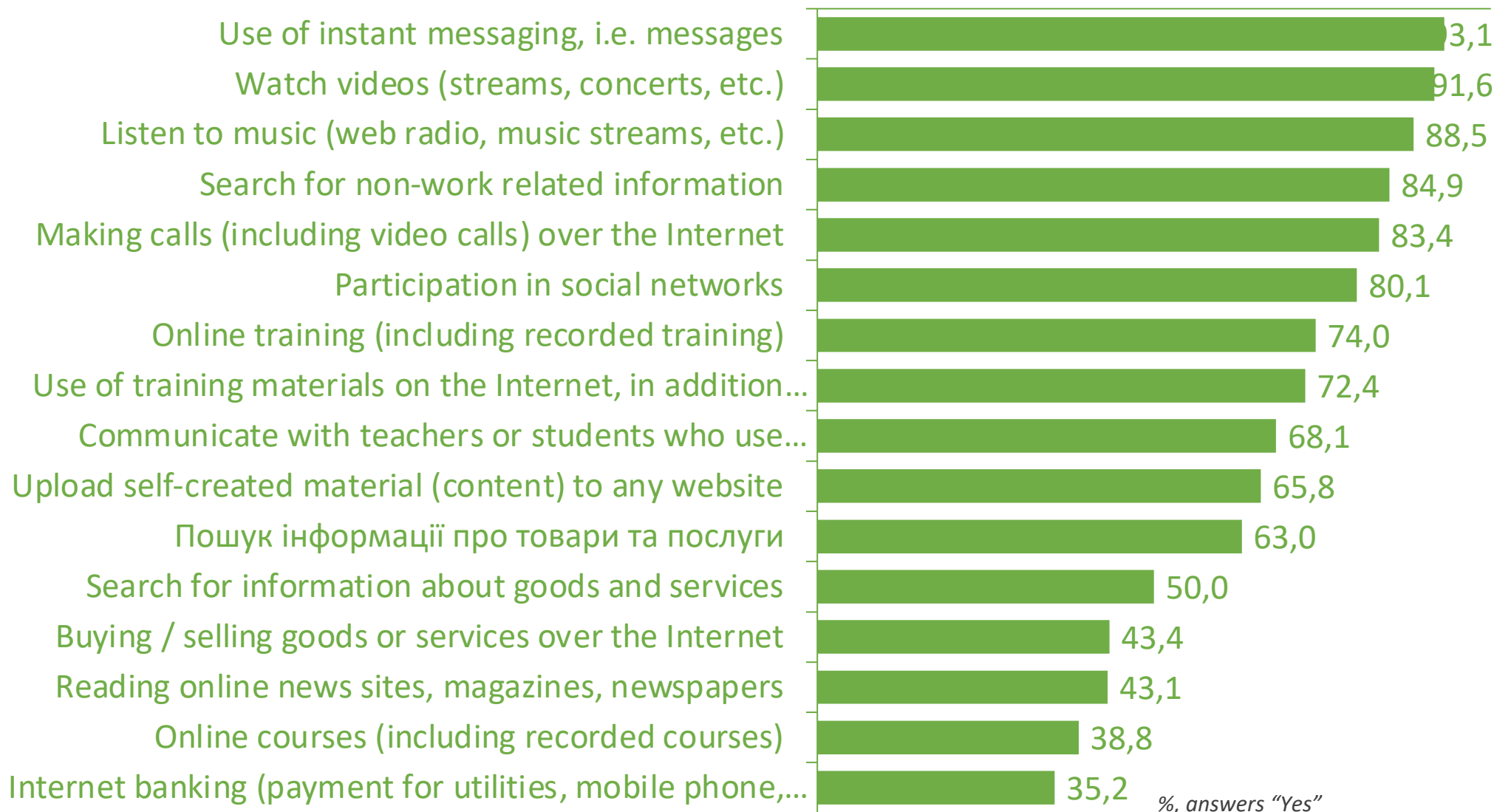
*%, answers "Yes"*





## Internet use in the last three months

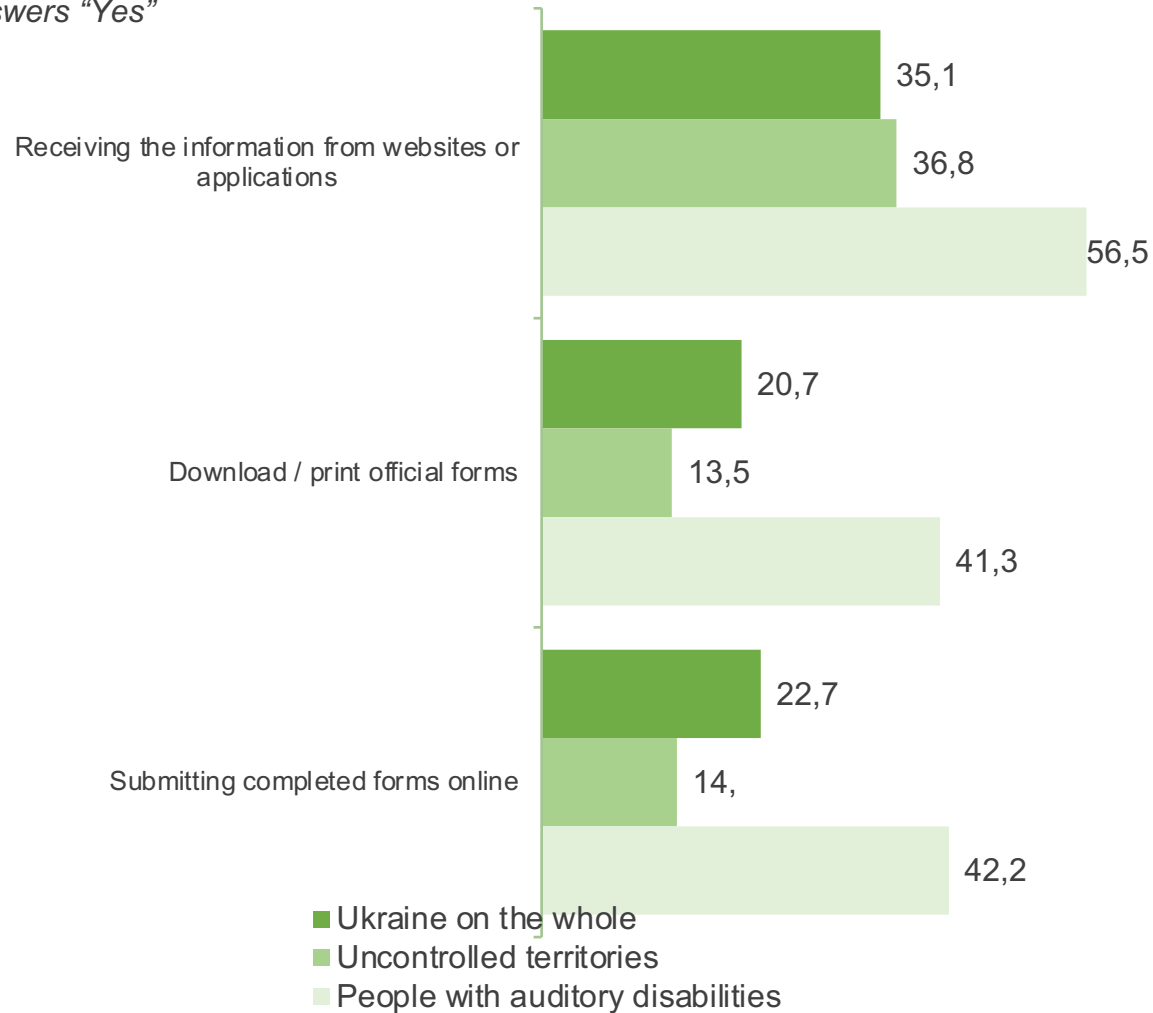
### Youth aged 10-17 years



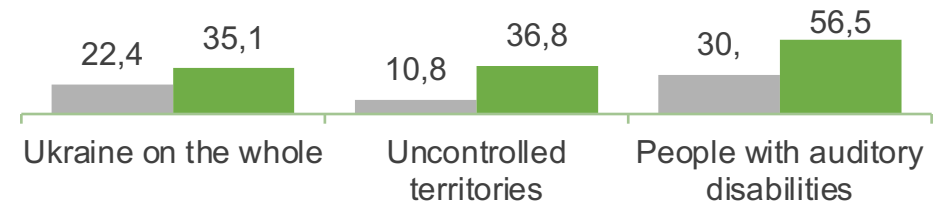
%, answers "Yes"

## Contacting state authorities / services over the Internet in the last 12 months

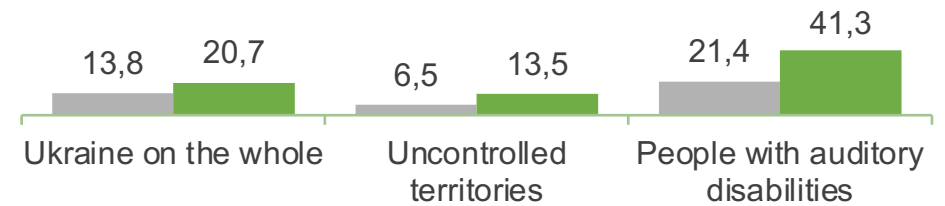
%, answers "Yes"



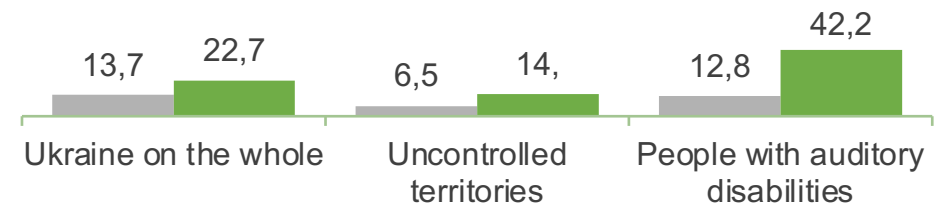
### 2019-2021 dynamics



### Receiving the information from websites or applications



### Download / print official forms



### Submitting completed forms online

■ 2019 ■ 2021

## Which of the following have you done in the last 12 months?

(%, answers "Yes")



**Relating to a computer /  
mobile phone ...**

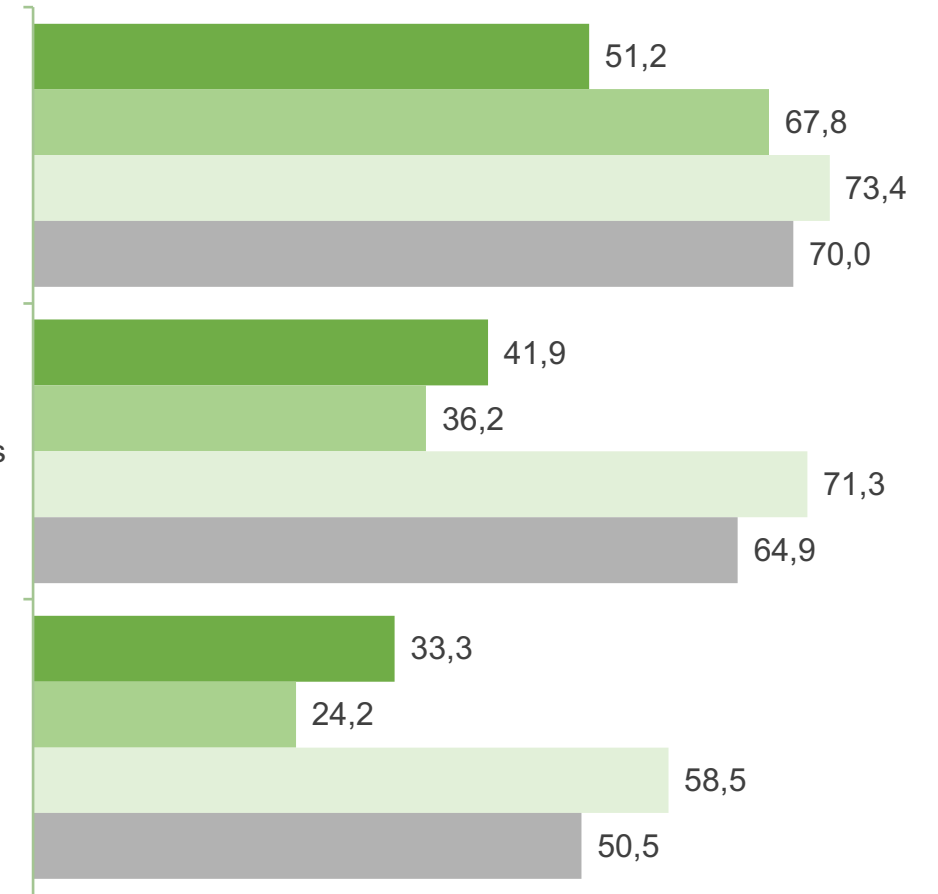
Transferring files between computers / laptops or other devices

Installing software or applications

Change security-related settings on any software (including operating system)

■ Ukraine on the whole  
■ People with auditory disabilities

■ Uncontrolled territories  
■ Youth aged 10-17 years

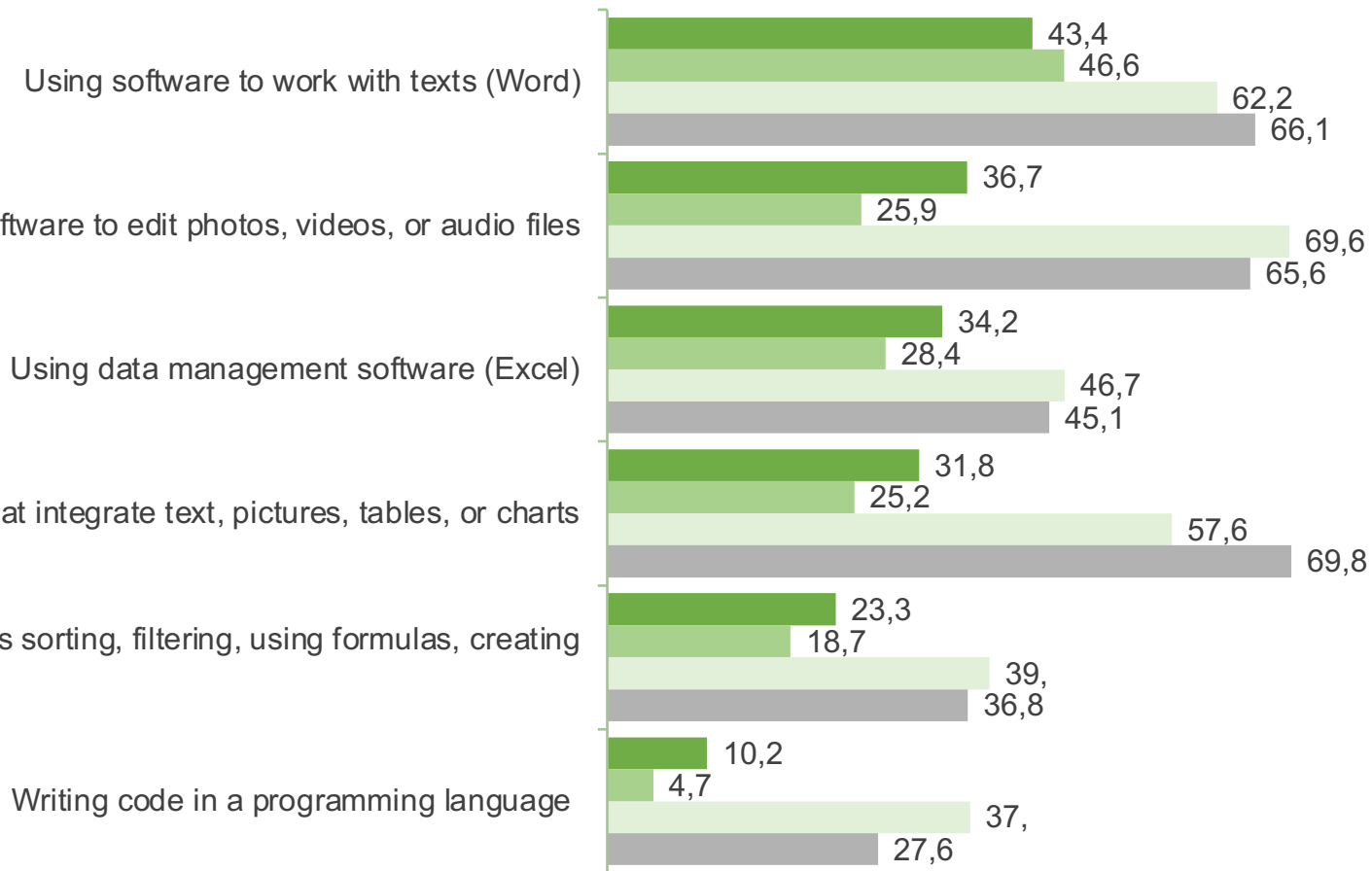
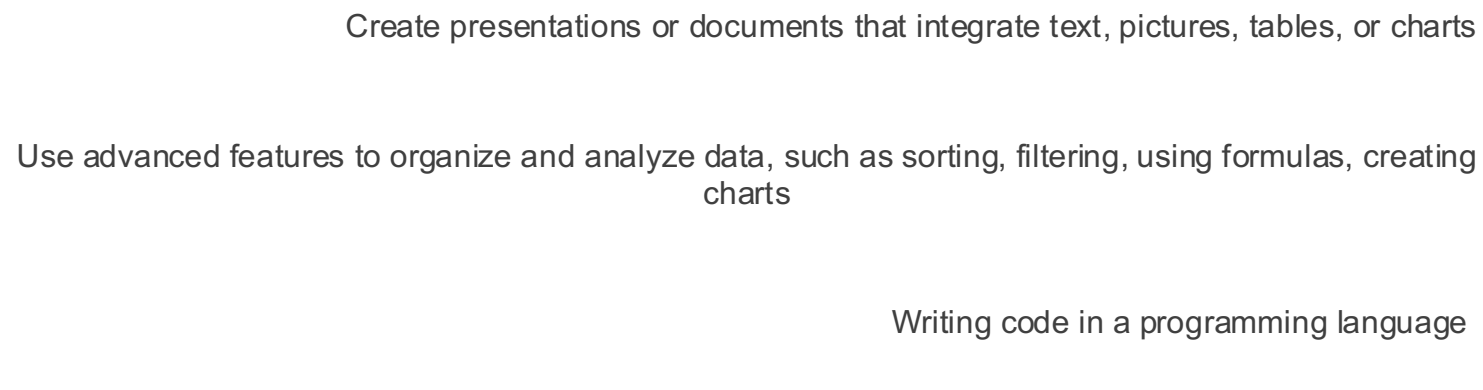


## Which of the following have you done in the last 12 months?

(%, answers "Yes")



### Relating to software...





## Which of the following have you done in the last 12 months? 2019-2021 dynamics

Ukraine on the whole (% , answers "Yes")



**Relating to a computer /  
mobile phone ...**

Transferring files between computers / laptops or other devices (such as a flash drive)

Change security-related settings on any software (including operating system)

Installing software or applications

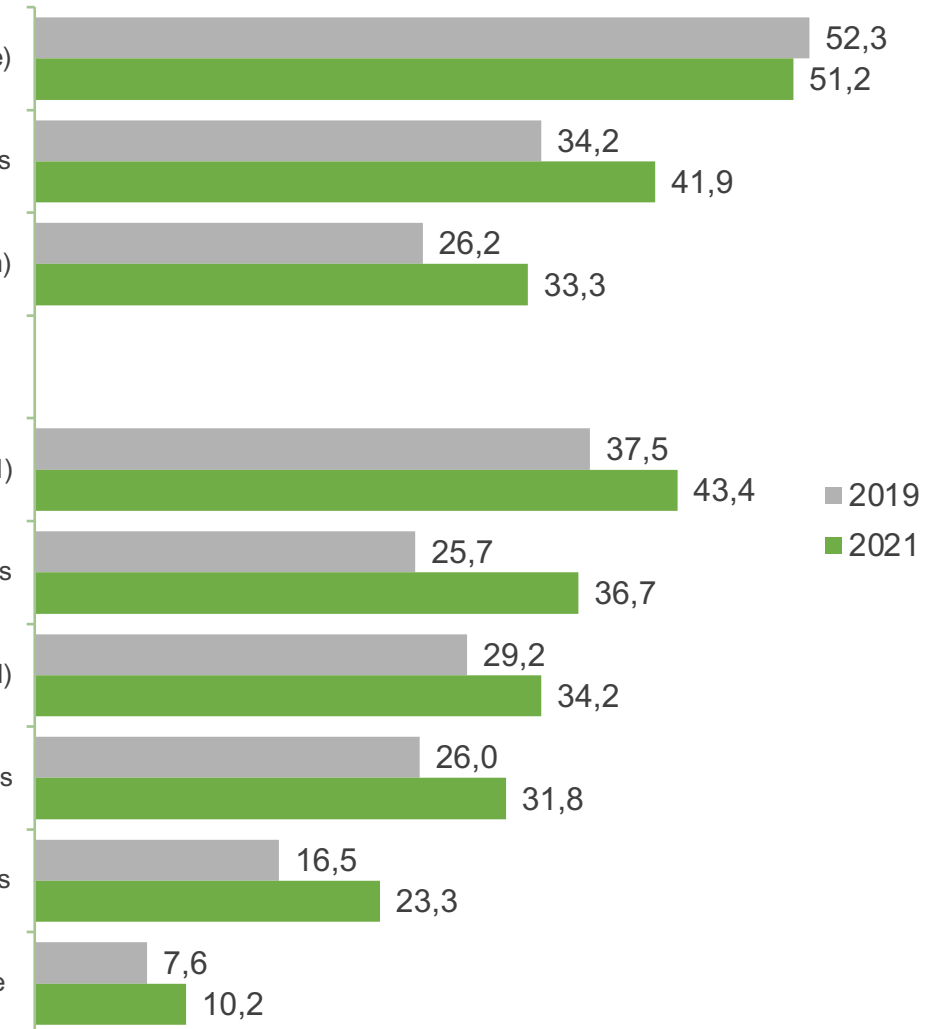


**Relating to software ...**

Create presentations or documents that integrate text, pictures, tables, or charts

Use advanced features to organize and analyze data, such as sorting, filtering, using formulas, creating charts

Writing code in a programming language





## Which of the following have you done in the last 12 months?

**Uncontrolled territories**(%, answers “Yes”)



**Relating to a computer /  
mobile phone ...**

Transferring files between computers / laptops or other devices (such as a flash drive)

Installing software or applications

Change security-related settings on any software (including operating system)

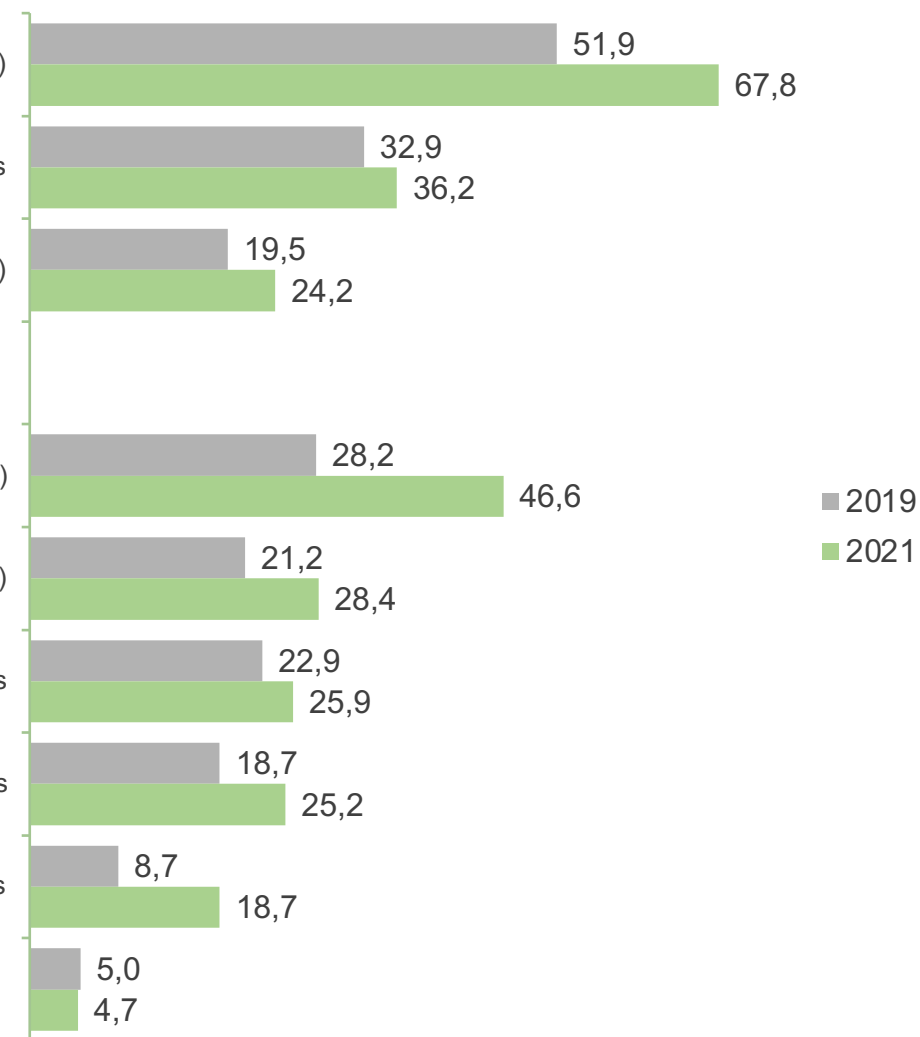


**Relating to software ...**

Create presentations or documents that integrate text, pictures, tables, or charts

Use advanced features to organize and analyze data, such as sorting, filtering, using formulas, creating charts

Writing code in a programming language





## Which of the following have you done in the last 12 months?

People with auditory disabilities (% , answers "Yes")



Relating to a computer /  
mobile phone ...

Transferring files between computers / laptops or other devices (such as a flash drive)

Change security-related settings on any software (including operating system)

Installing software or applications



Relating to software ...

Create presentations or documents that integrate text, pictures, tables, or charts

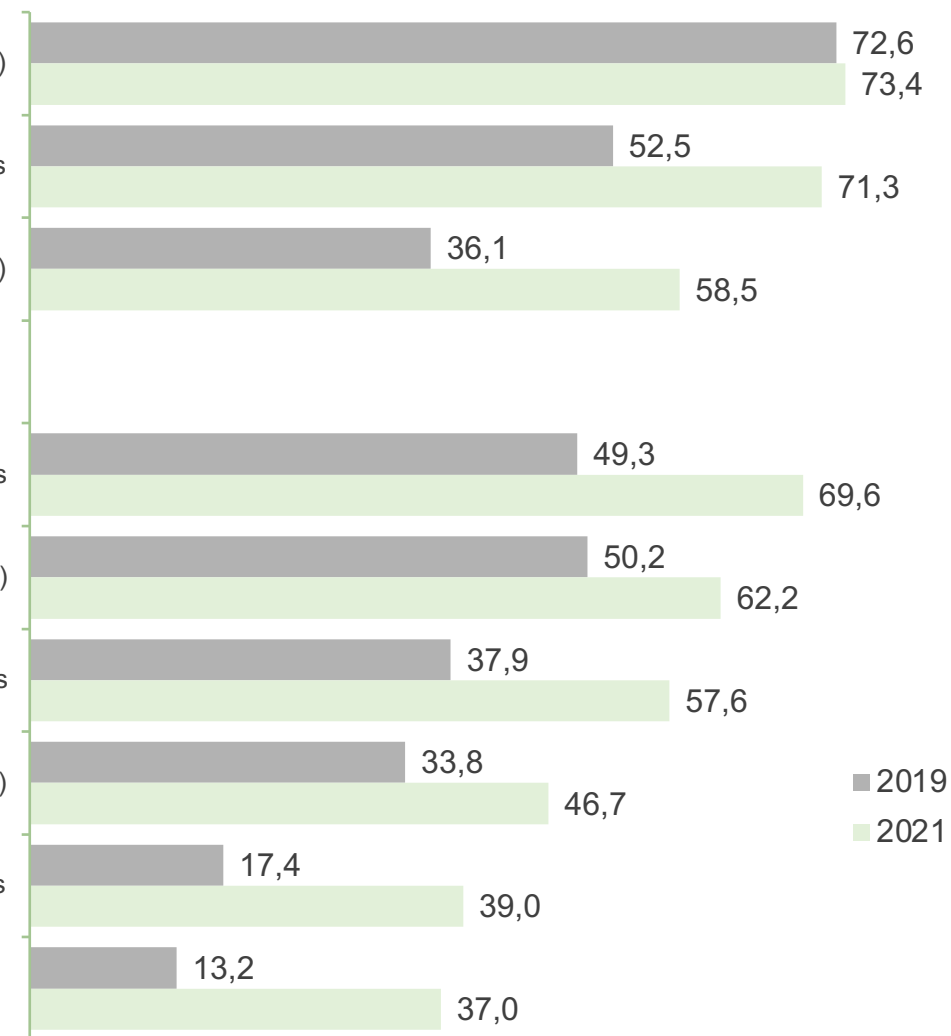
Use software to edit photos, videos, or audio files

Using software to work with texts (Word)

Using data management software (Excel)

Use advanced features to organize and analyze data, such as sorting, filtering, using formulas, creating charts

Writing code in a programming language





## Which of the following have you done in the last 12 months?

Youth aged 10-17 years (% , answers "Yes")



Transferring files between computers / laptops or other devices (such as a flash drive)

Relating to a computer /  
mobile phone ...

Change security-related settings on any software (including operating system)

Installing software or applications

Create presentations or documents that integrate text, pictures, tables, or charts



Relating to software ...

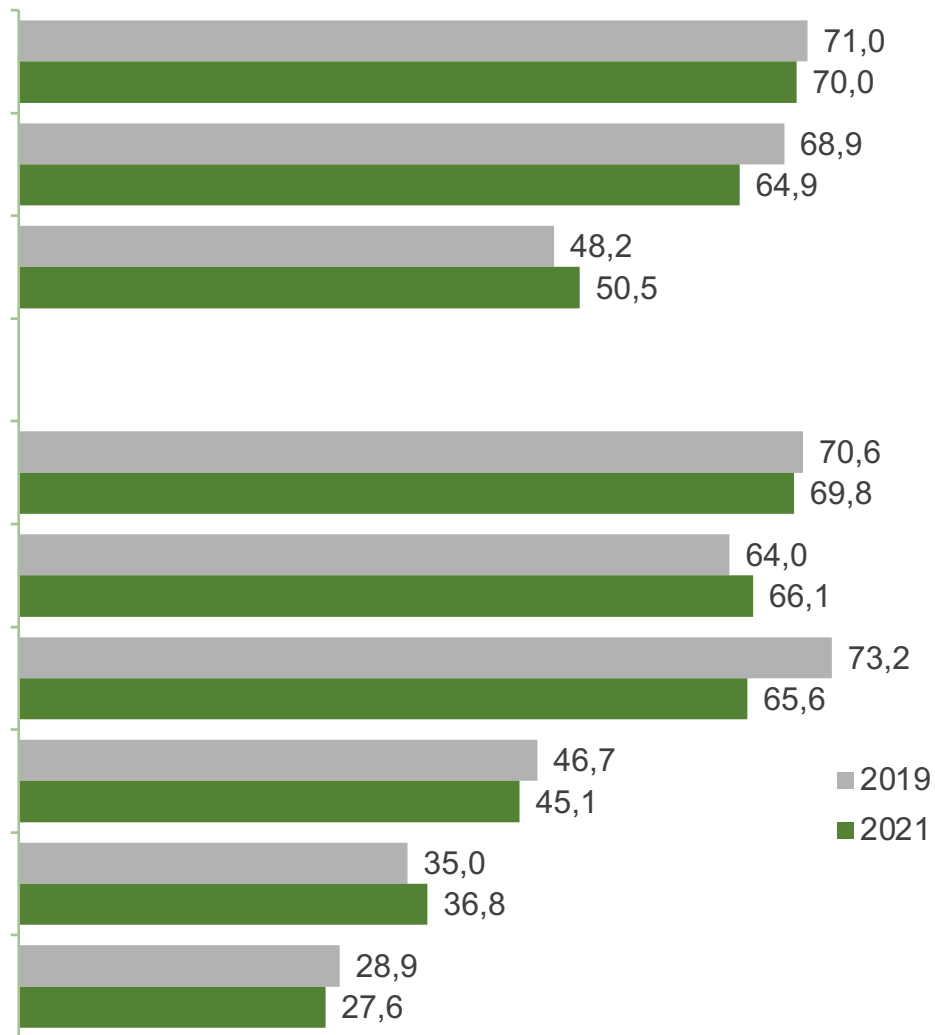
Using software to work with texts (Word)

Use software to edit photos, videos, or audio files

Using data management software (Excel)

Use advanced features to organize and analyze data, such as sorting, filtering, using formulas, creating charts

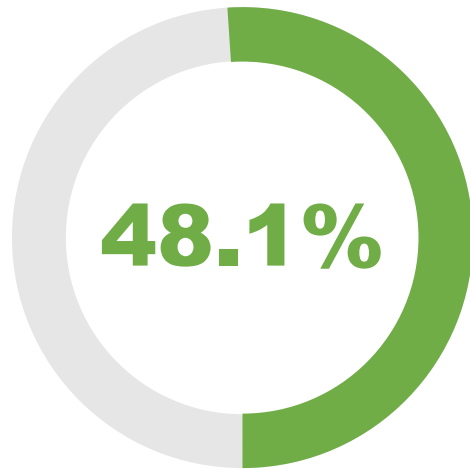
Writing code in a programming language



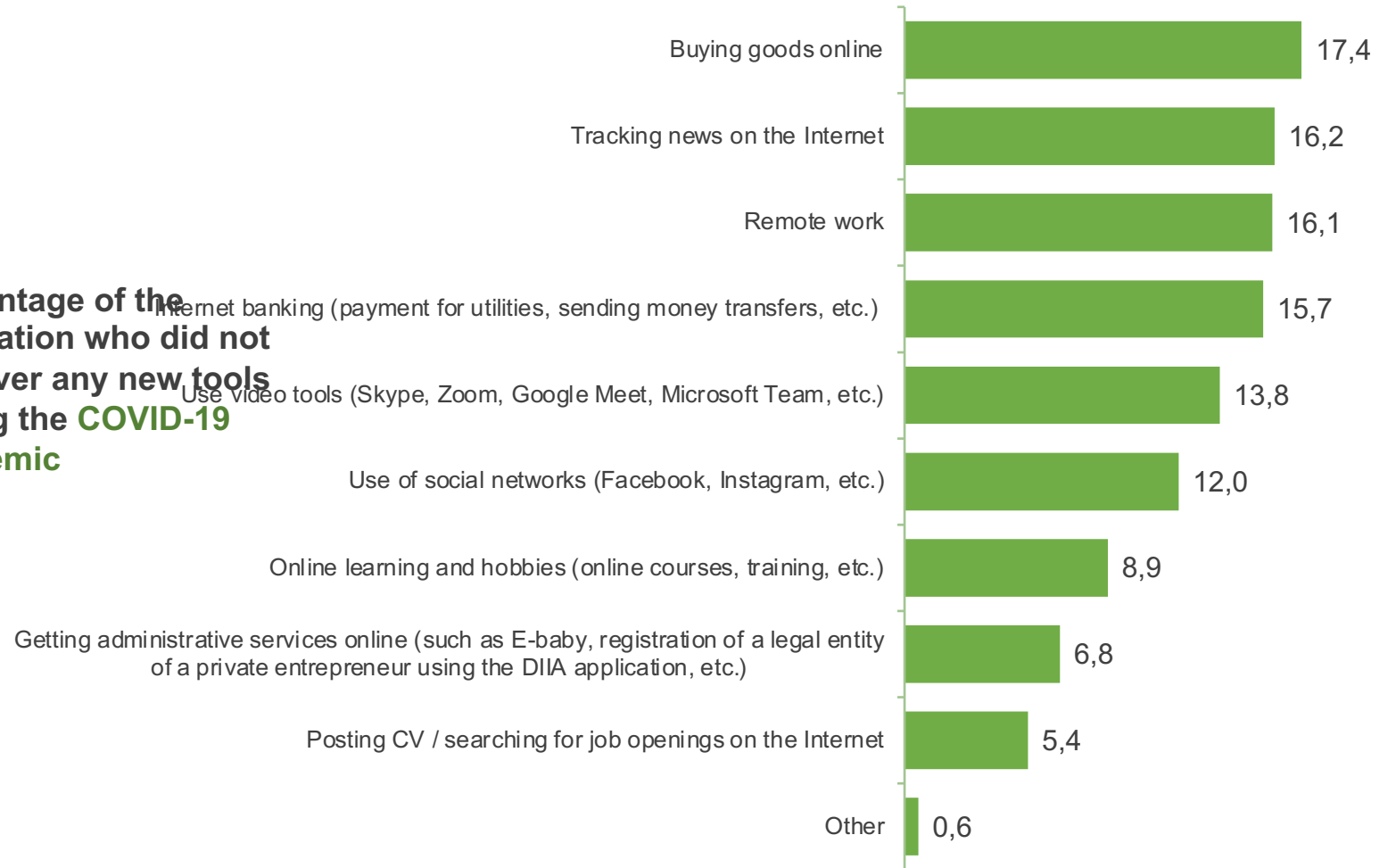




## Which of the following happened to people for the first time during the COVID-19 pandemic? Ukraine on the whole *(in %, several answer variants are possible)*



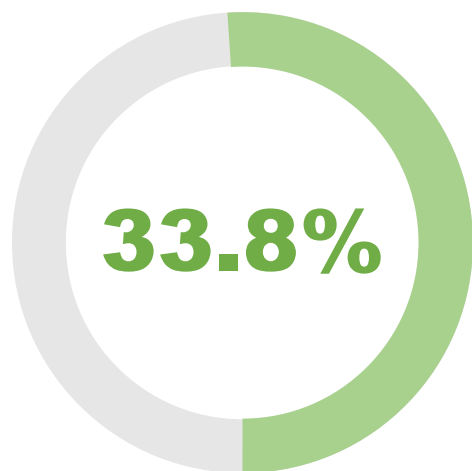
**Percentage of the population who did not discover any new tools during the COVID-19 pandemic**



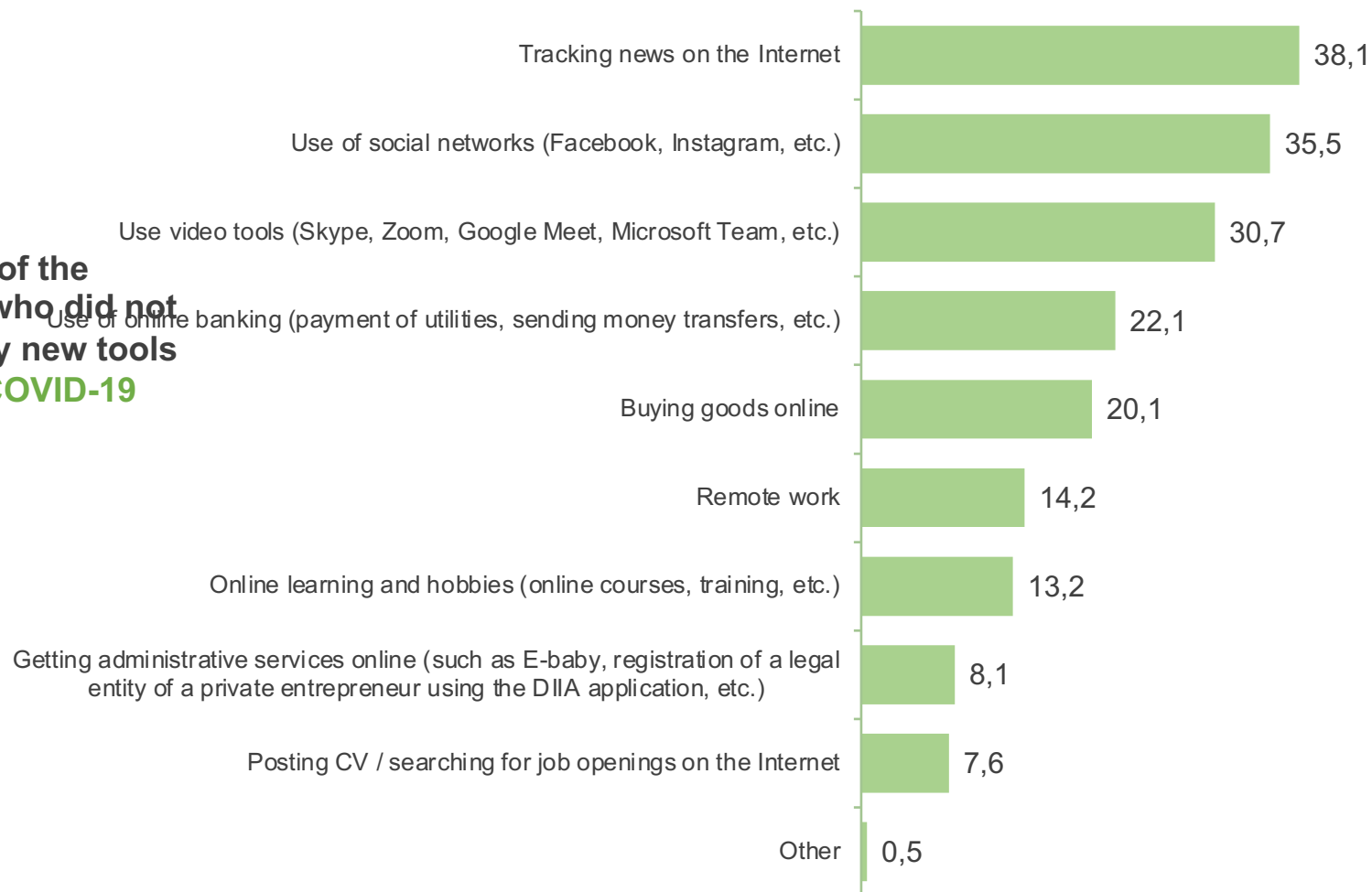


## Which of the following happened to people for the first time during the COVID-19 pandemic?

**Uncontrolled territories** (in %, several answer variants are possible)



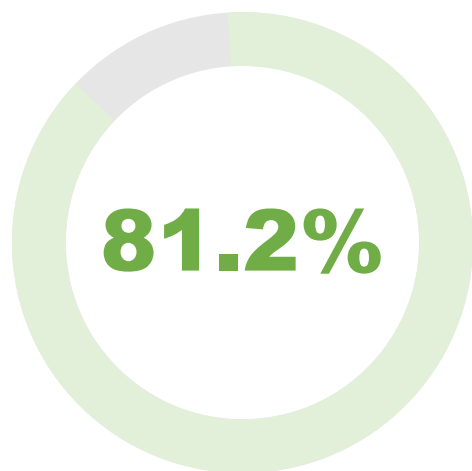
**Percentage of the population who did not discover any new tools during the COVID-19 pandemic**



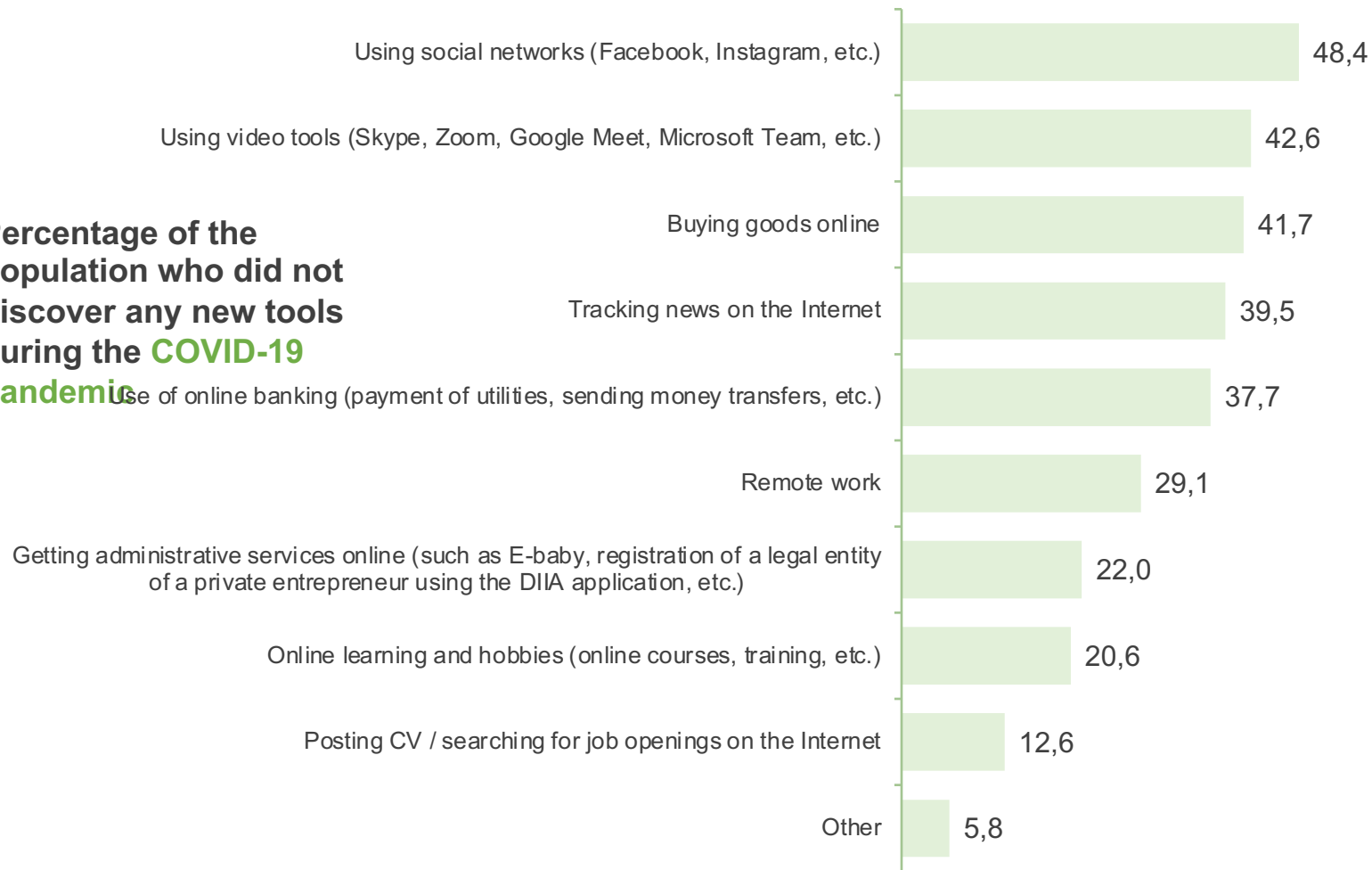


## Which of the following happened to people for the first time during the COVID-19 pandemic

### People with auditory disabilities *(in %, several answer variants are possible)*



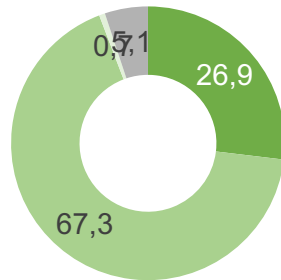
**Percentage of the population who did not discover any new tools during the COVID-19 pandemic**



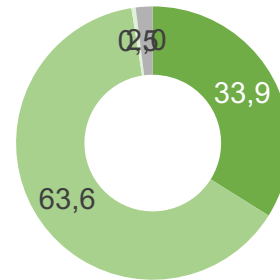
## If you compare the times before and during the pandemic, how do you assess the changes in your digital skills?

In %

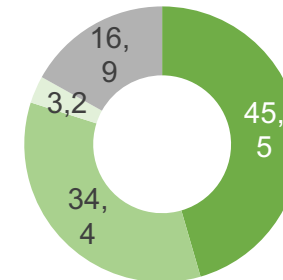
Ukraine on the whole



Uncontrolled territories



People with auditory disabilities



Improved in one way or another   Remained unchanged   Deteriorated in one way or another   Difficult to answer

## When you have problems with digital technology, how do you usually solve them?

in %

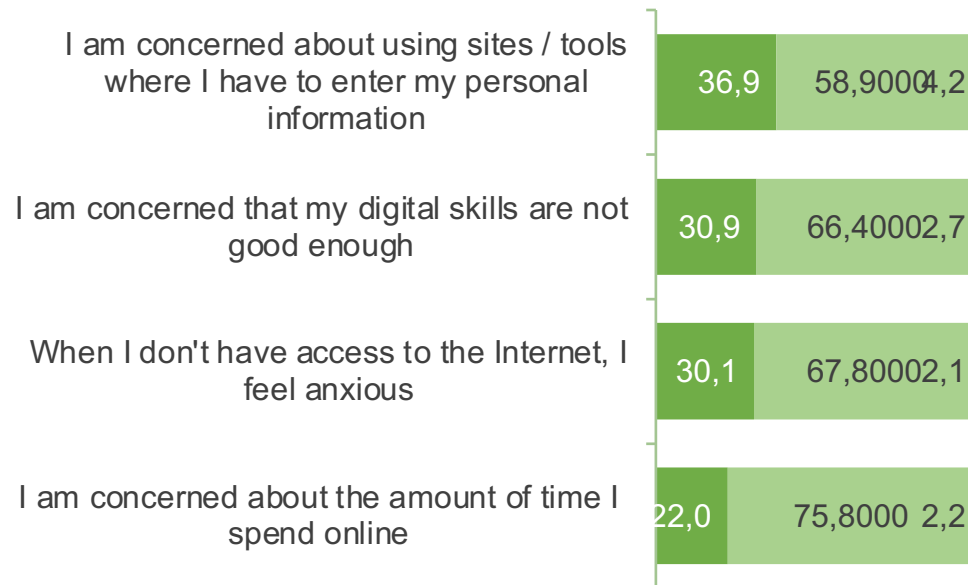




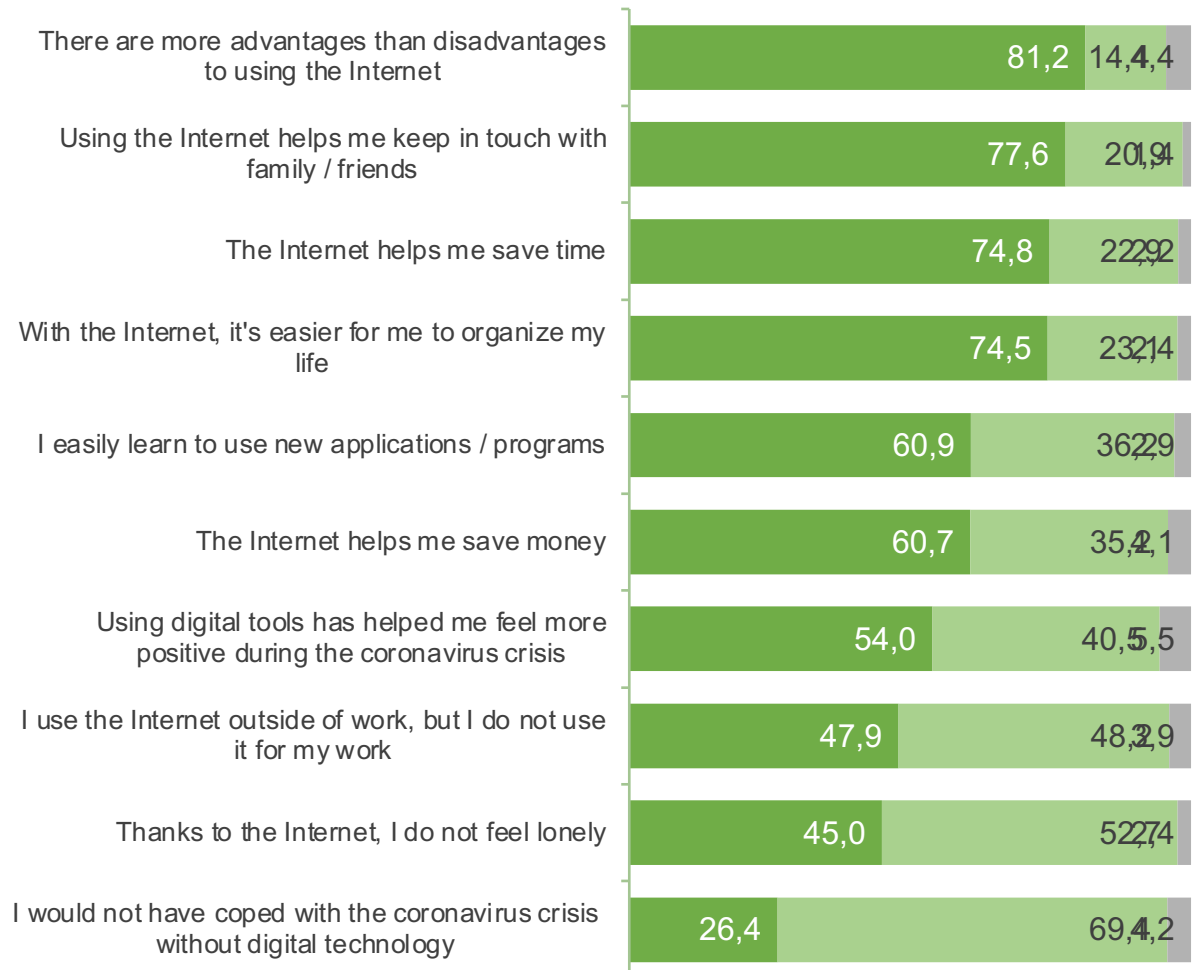
## To what extent do you agree or disagree with the following statements? Ukraine on the whole

in %

### Feeling of anxiety



### Internet / digital technologies making life easier



■ Agree to some extent   ■ Disagree to some extent   ■ Difficult to answer

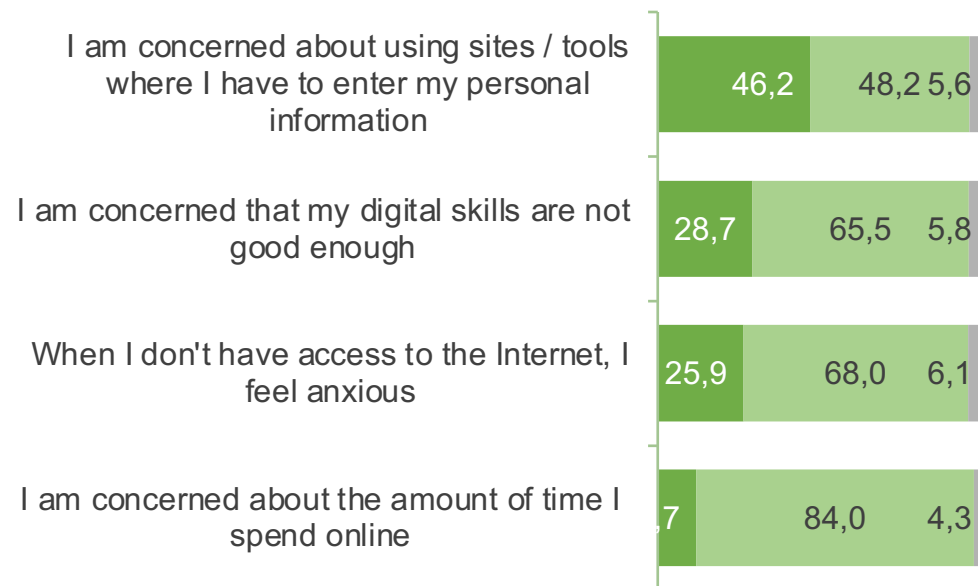


## To what extent do you agree or disagree with the following statements?

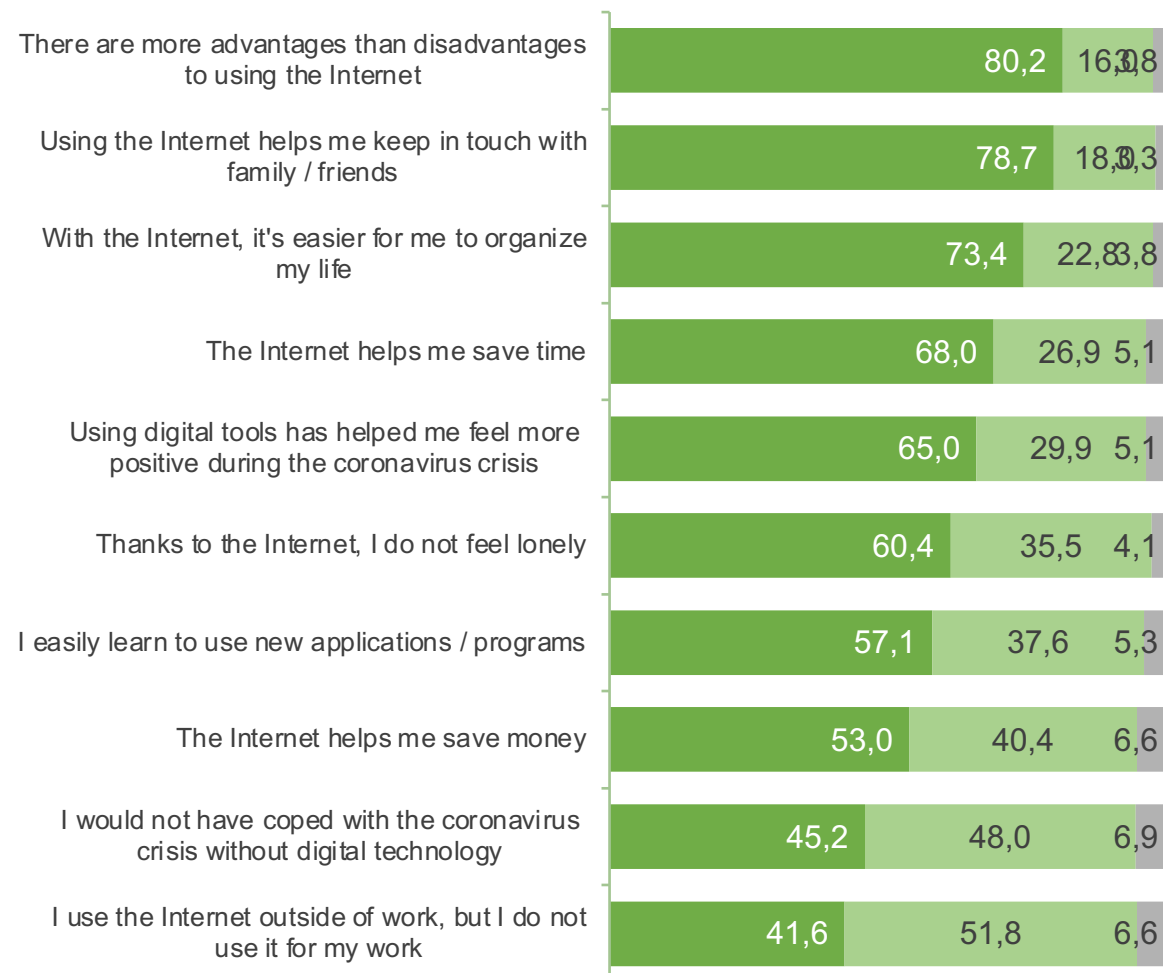
### Uncontrolled territories

in %

#### Feeling of anxiety



#### Internet / digital technologies making life easier



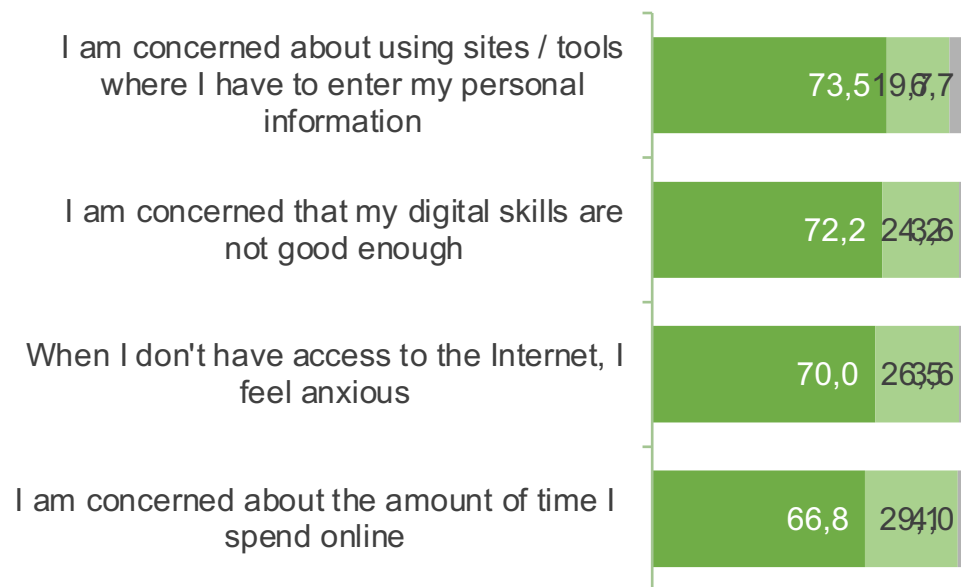
■ Agree to some extent ■ Disagree to some extent ■ Difficult to answer



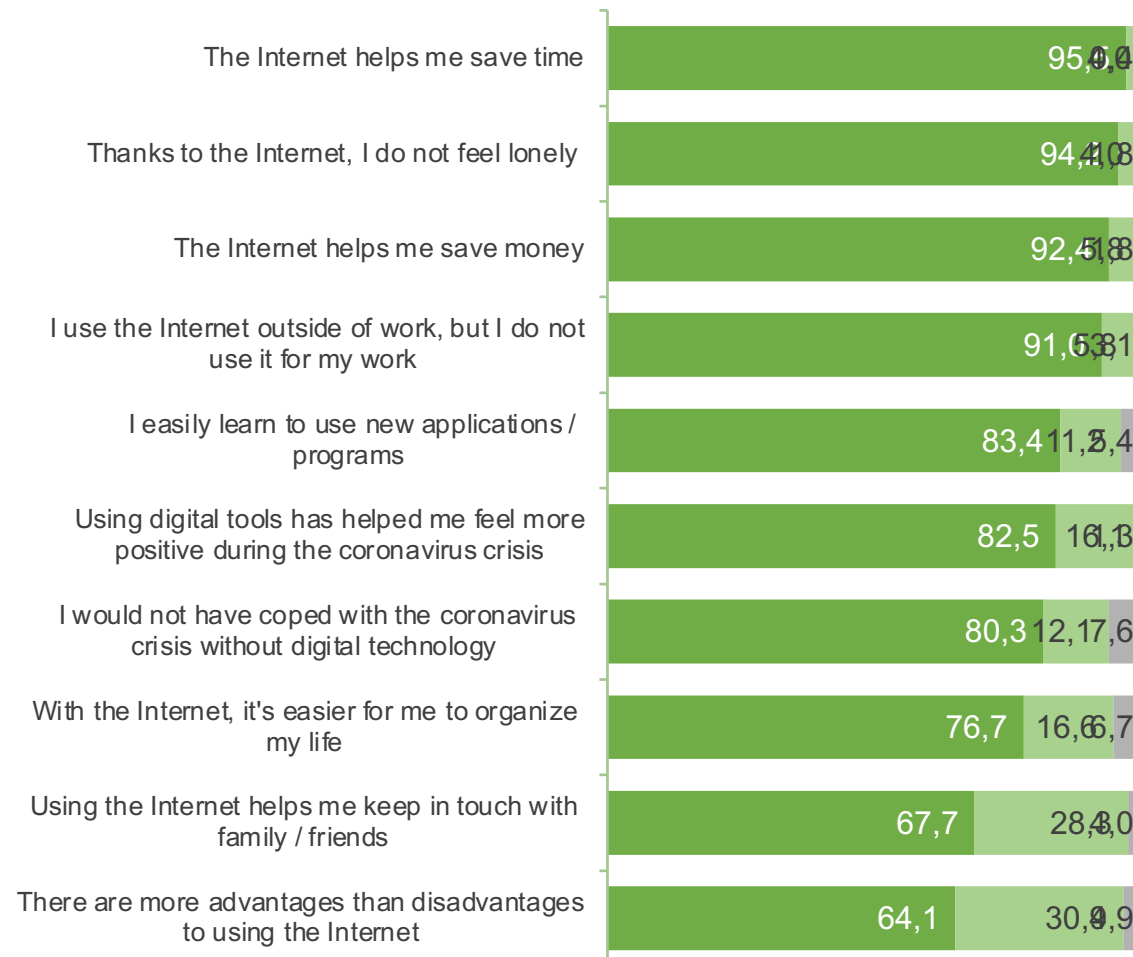
## To what extent do you agree or disagree with the following statements? People with auditory disabilities

in %

### Feeling of anxiety



### Internet / digital technologies making life easier



■ Agree to some extent

■ Disagree to some extent

■ Difficult to answer

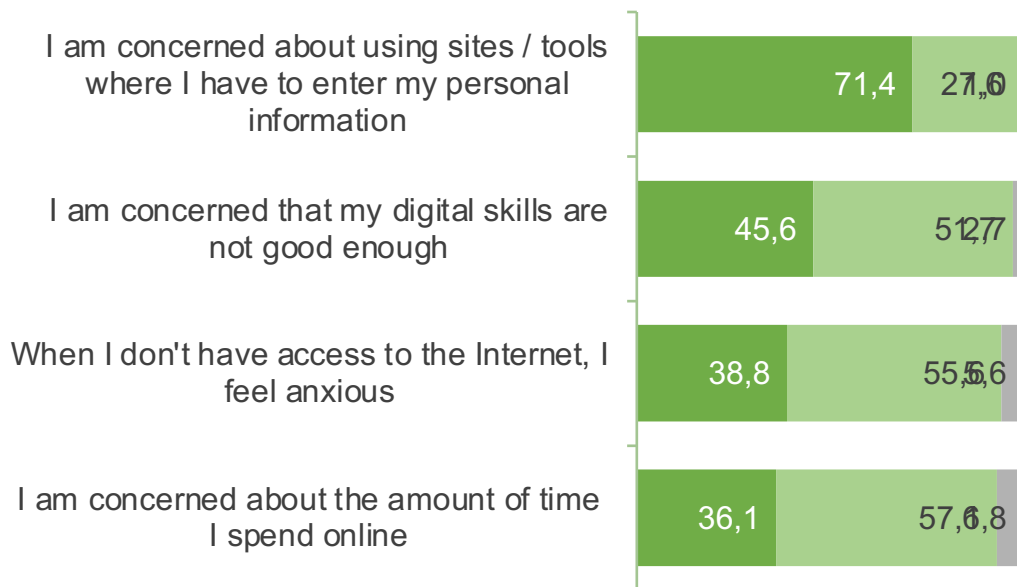


## To what extent do you agree or disagree with the following statements?

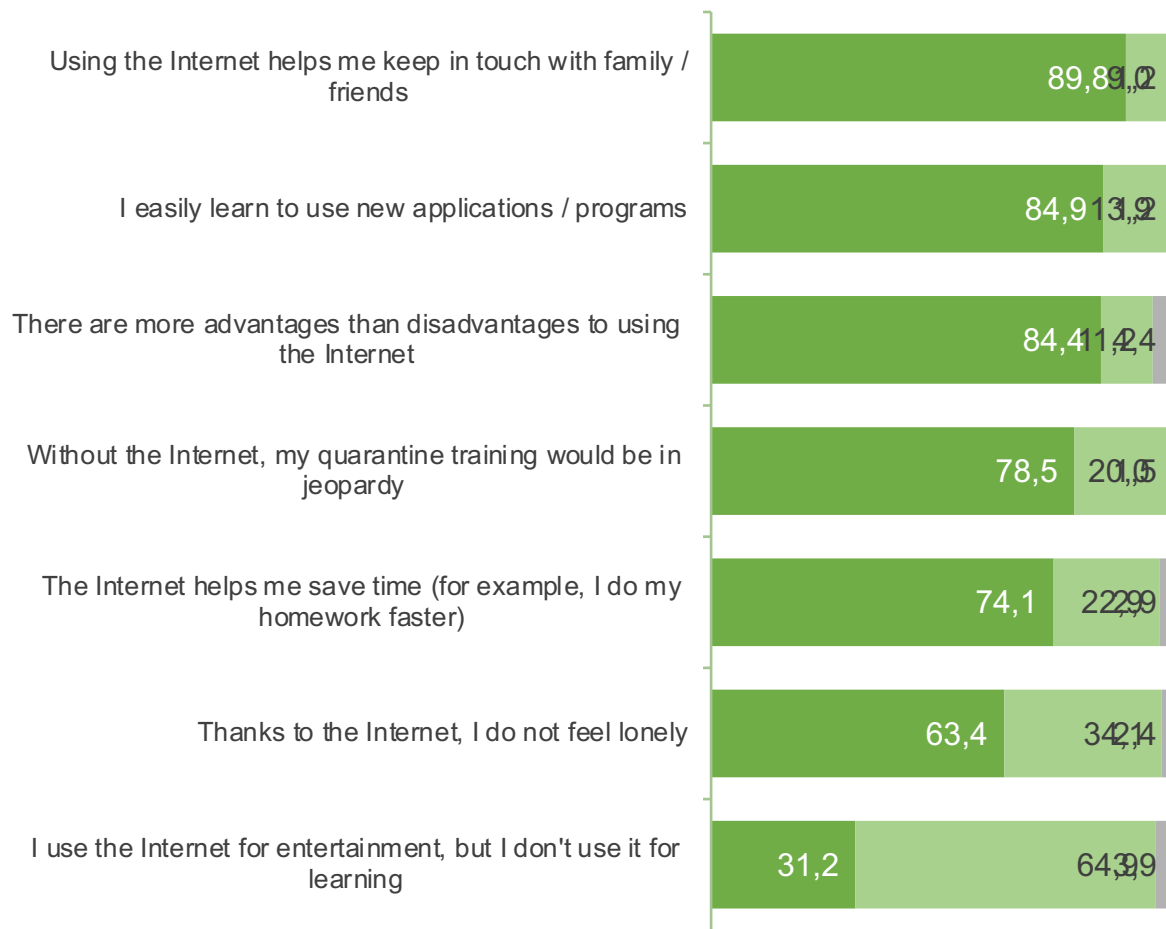
### Youth aged 10-17 years

in %

#### Feeling of anxiety



#### Internet / digital technologies making life easier



■ Agree to some extent

■ Disagree to some extent

■ Difficult to answer



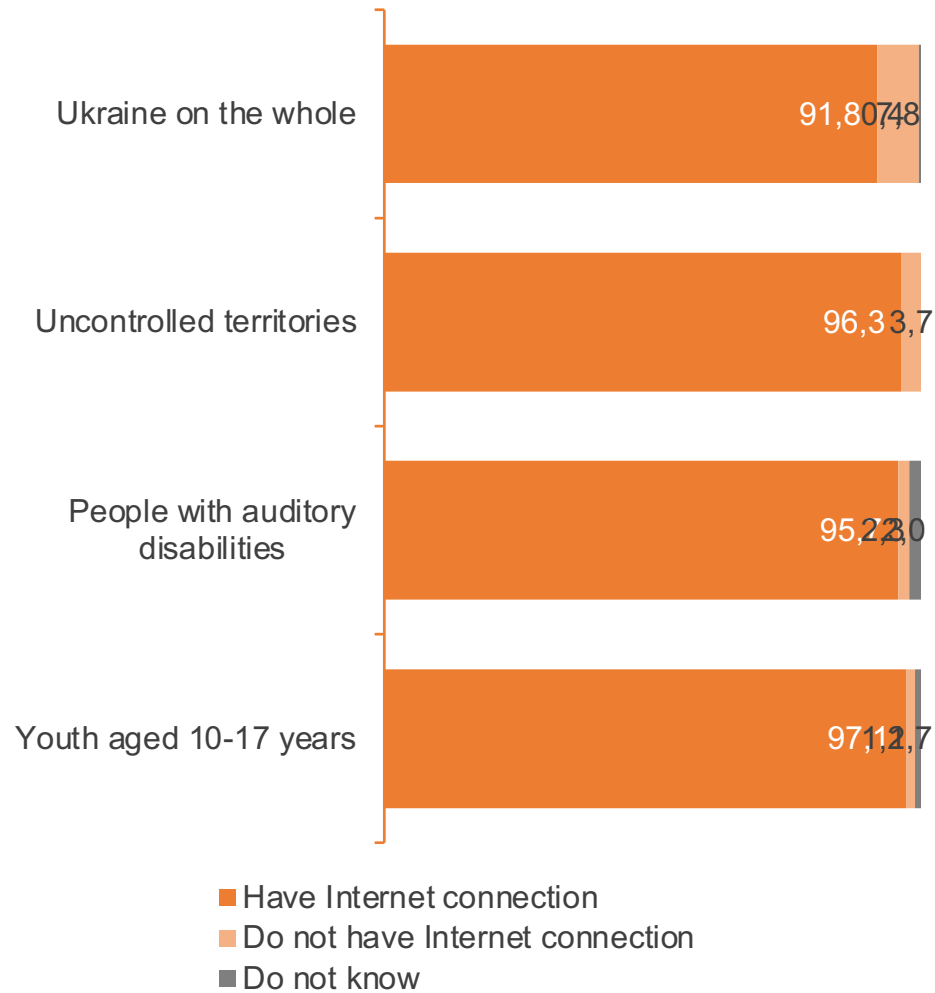


# BLOCK 2

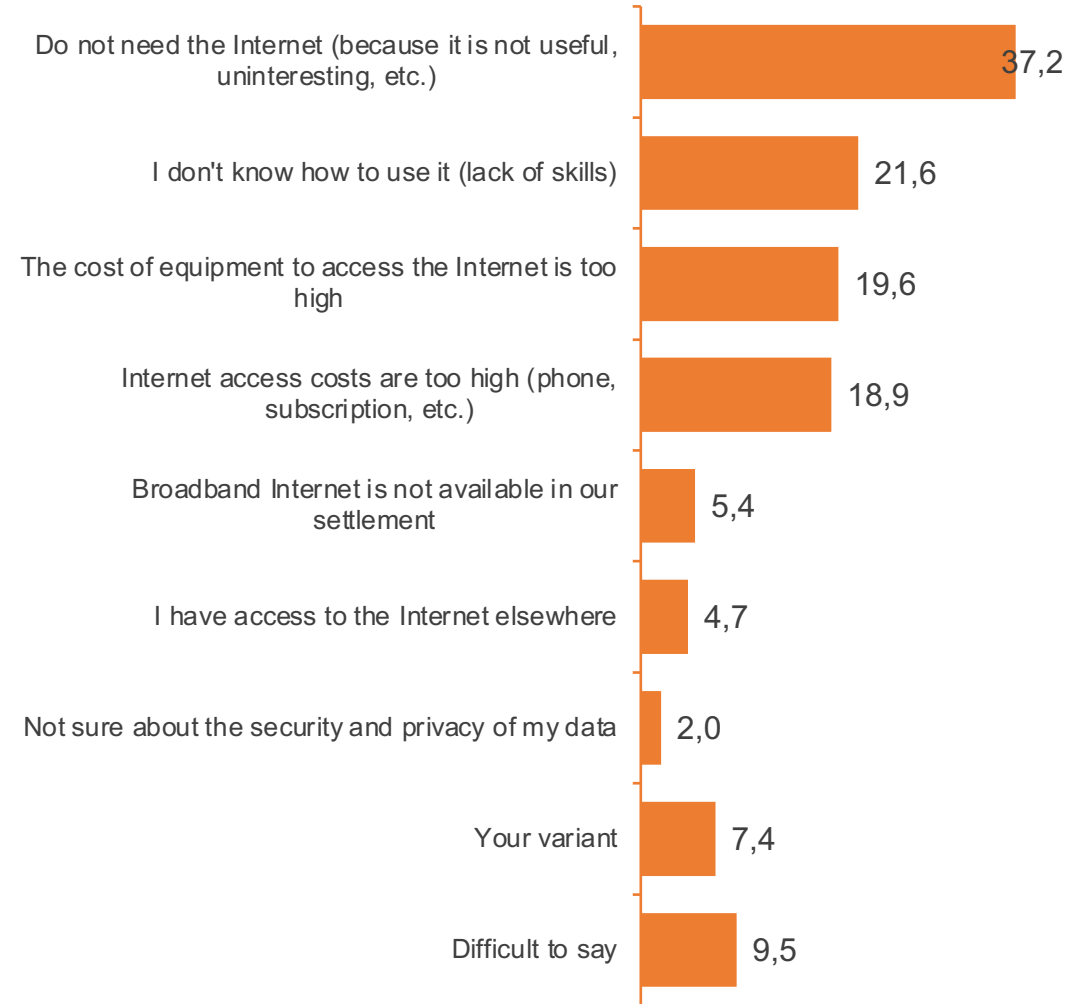
## ACCESS TO THE INTERNET

## Internet access

in %

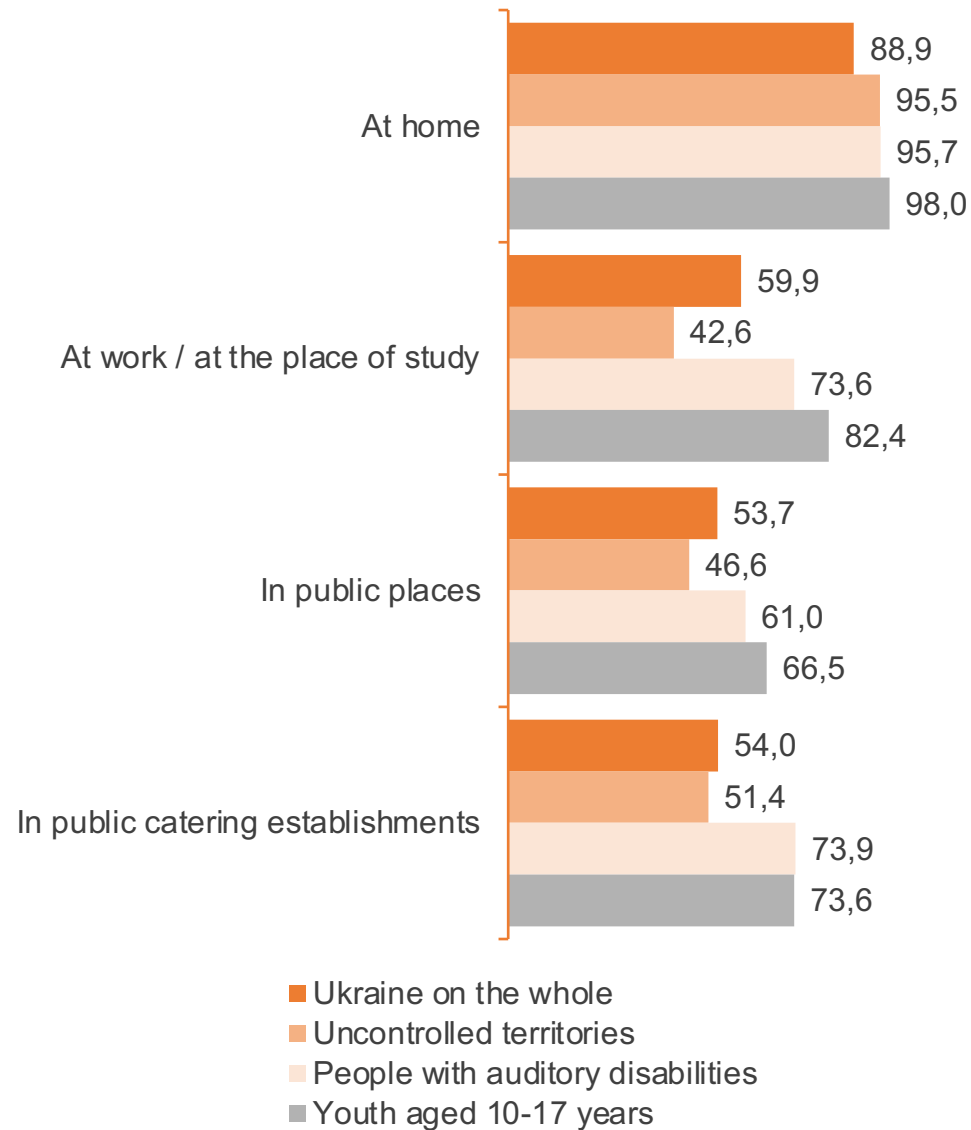


## Reasons for having no Internet connection. Ukraine on the whole

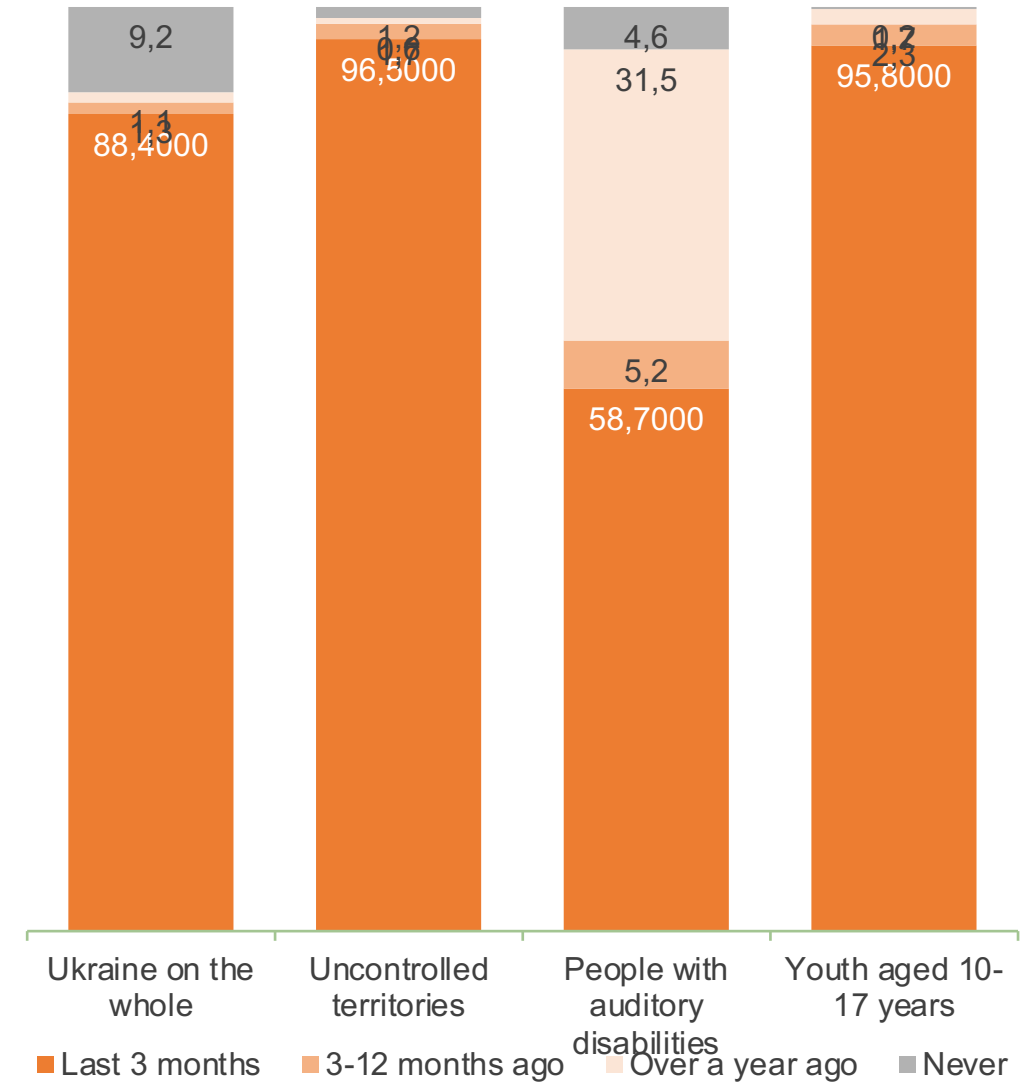


## Places to use Internet

in %

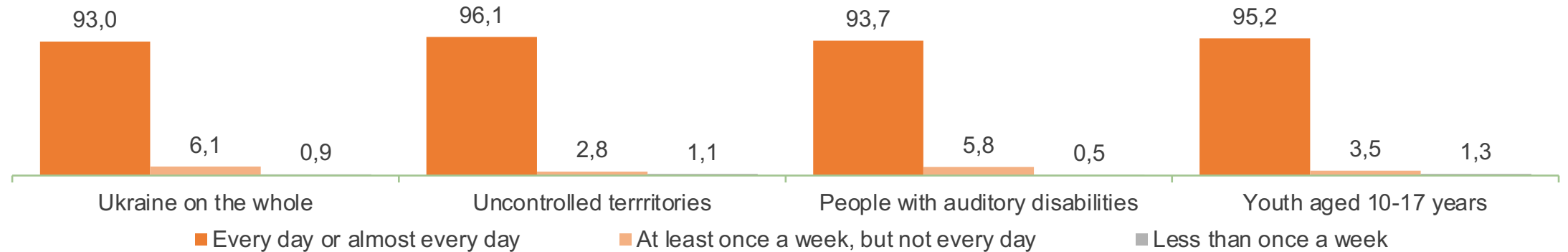


## Specificity of using the Internet

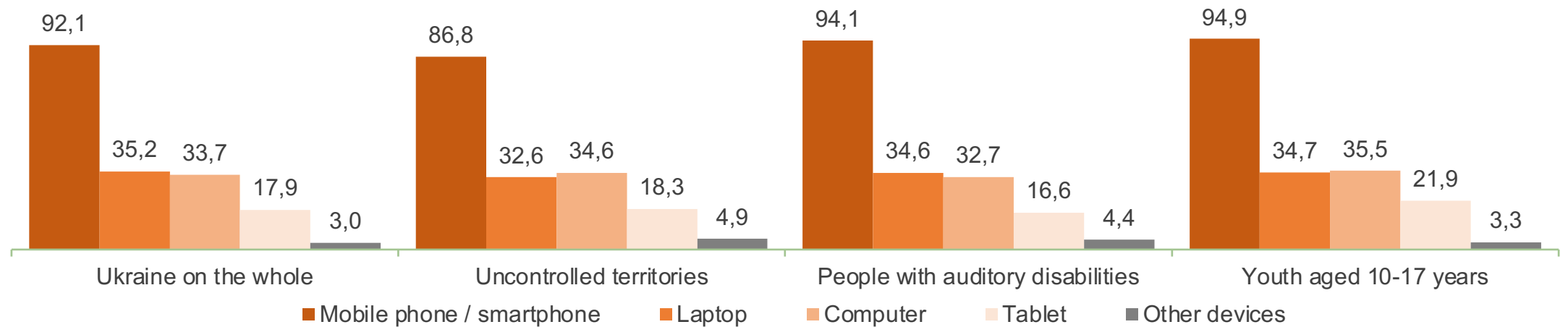


## Specificity of using the Internet. Ukraine on the whole

Frequency of Internet use in the last three months (in %)

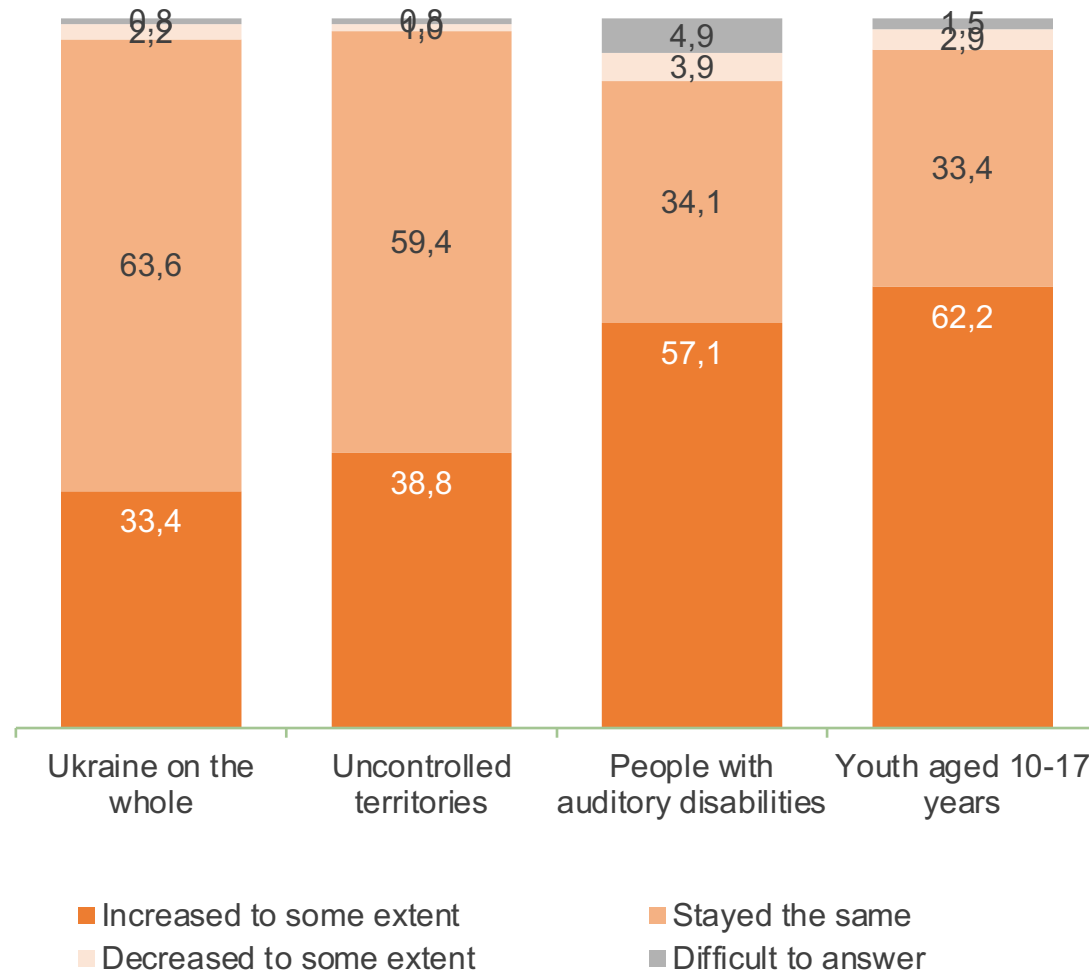


Devices for Internet access for the last three months (in %)



## The amount of time people spend online

How has the amount of time people spend online changed during the COVID-19 pandemic? (in %)



On average, people spend on the Internet

### WEEKDAY

### WEEKEND

Ukraine on the whole

3 hours **50** minutes

4 hours **05** minutes

Uncontrolled territories

3 hours **12** minutes

3 hours **56** minutes

People with auditory disabilities

4 hours **24** minutes

5 hours **13** minutes

Youth aged 10-17 years

4 hours **24** minutes

5 hours **15** minutes



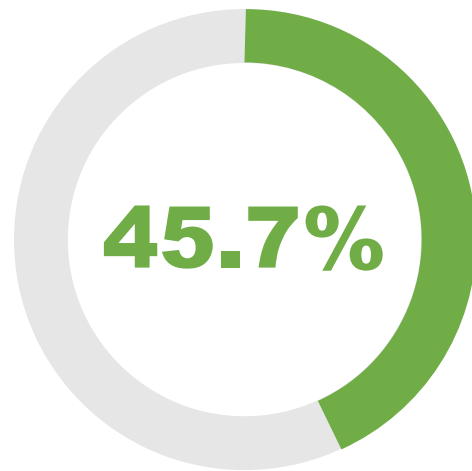
# BLOCK 3

## ELECTRONIC SECURITY

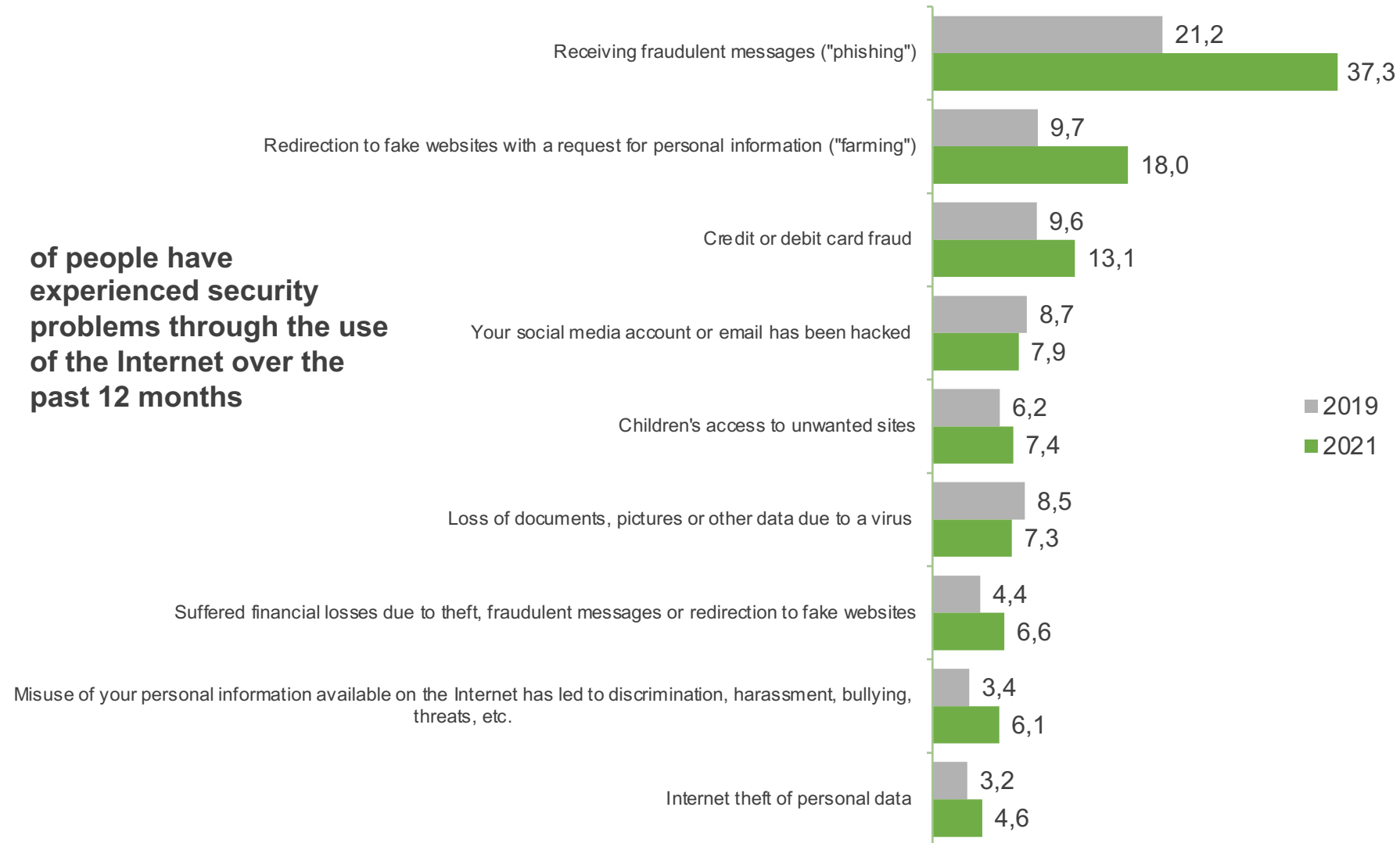


## Have you encountered any of the following security issues through the use of the Internet for personal purposes in the last 12 months ? *(in %, answer "Yes")*

### Ukraine on the whole



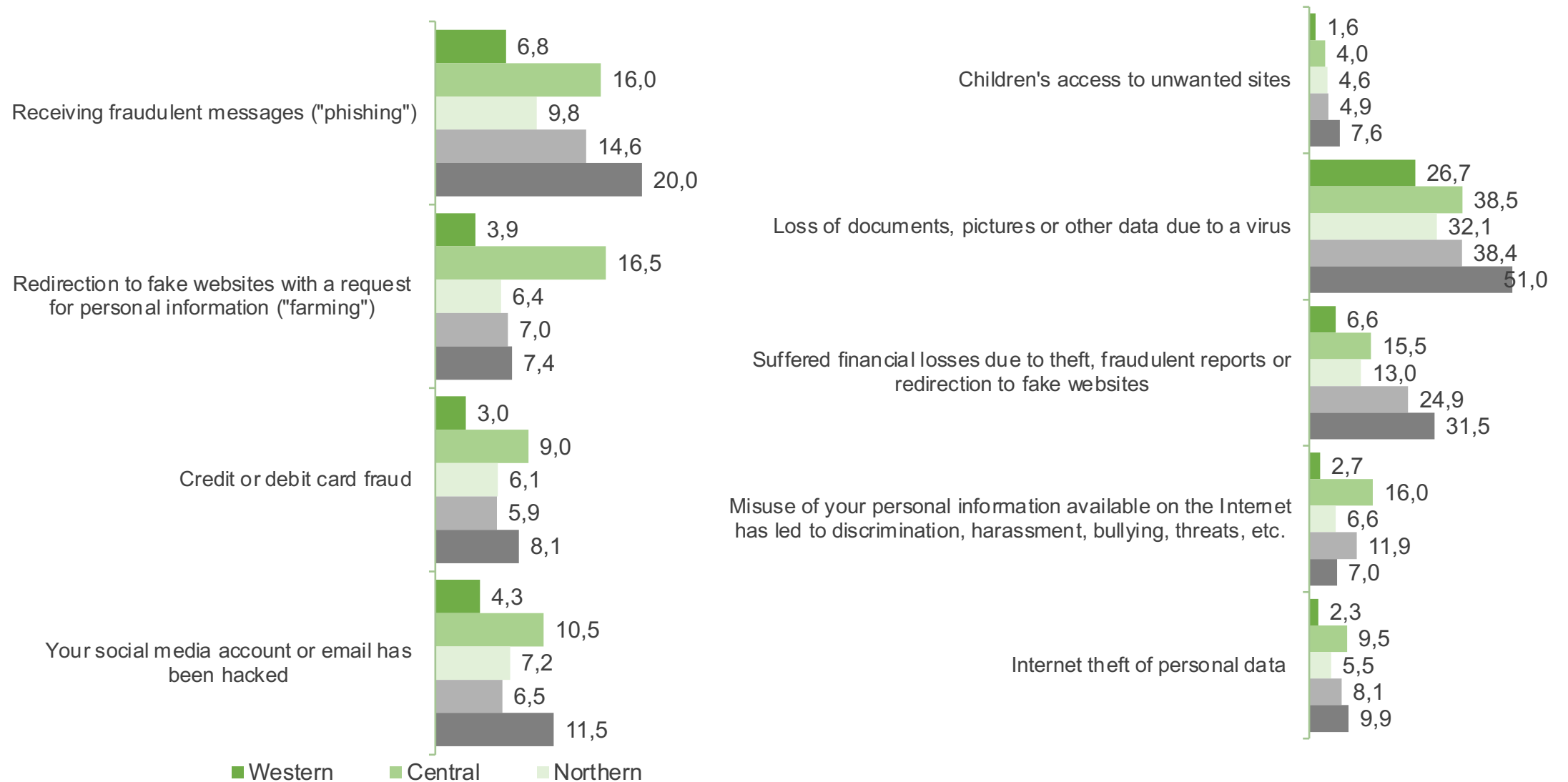
**of people have experienced security problems through the use of the Internet over the past 12 months**





## Have you encountered any of the following security issues through the use of the Internet for personal purposes in the last 12 months? (in %, answer "Yes")

### Ukraine on the whole

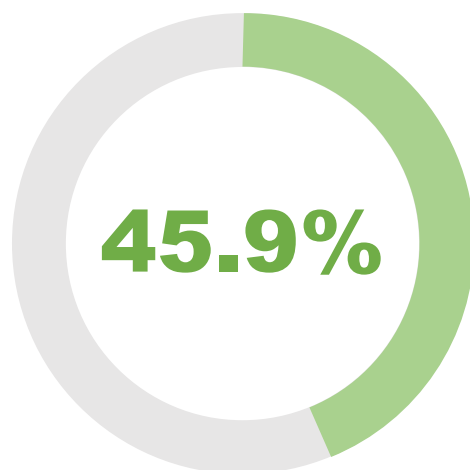




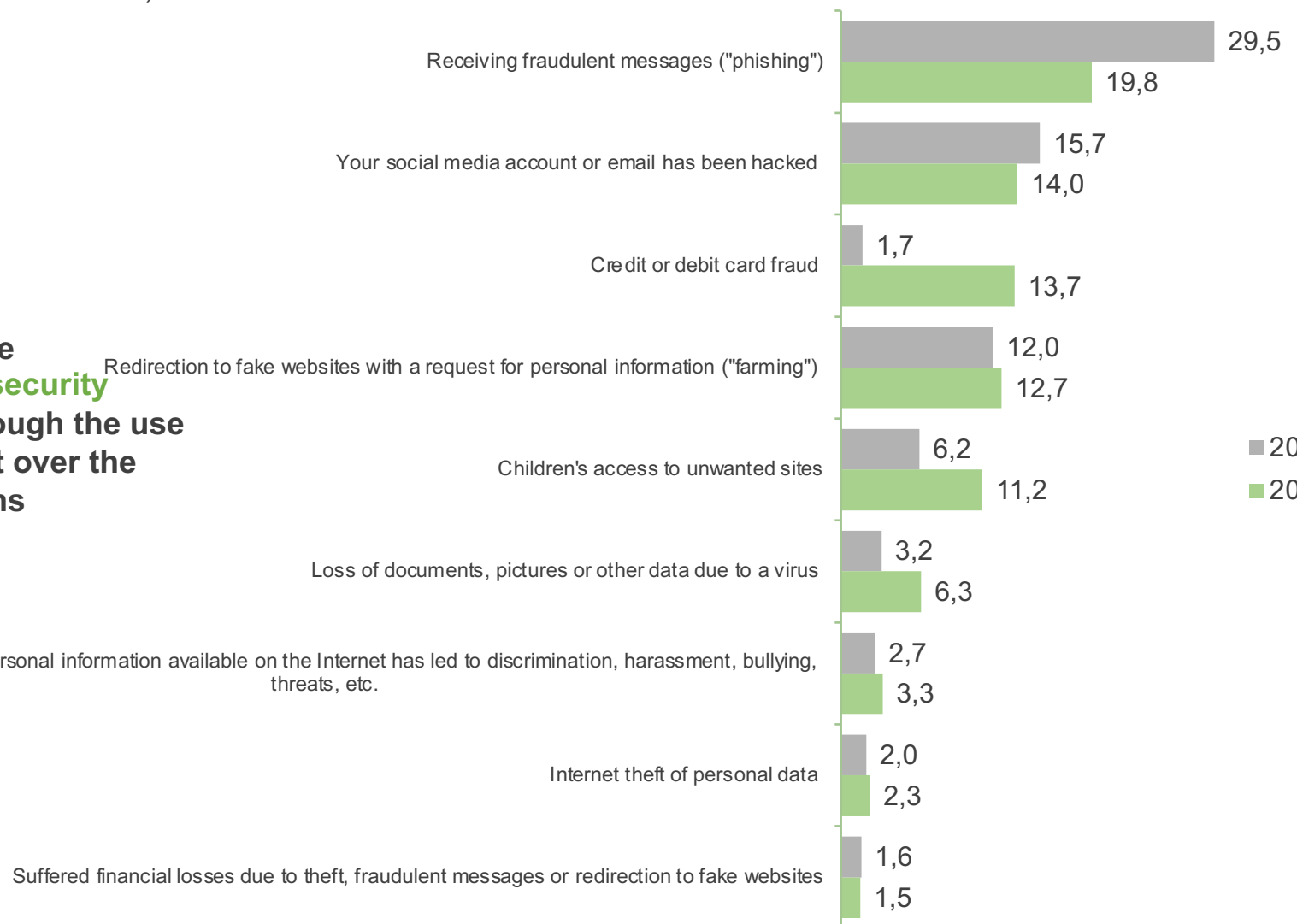


Have you encountered any of the following security issues through the use of the Internet for personal purposes in the last 12 months? (in %, answer "Yes")

## Uncontrolled territories



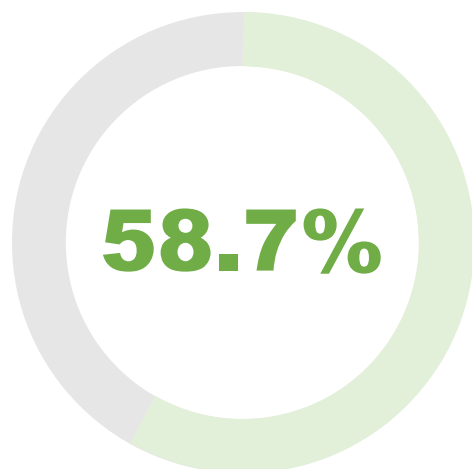
of people have experienced security problems through the use of the Internet over the past 12 months





Have you encountered any of the following security issues through the use of the Internet for personal purposes in the last 12 months? (in %, answer "Yes")

People with auditory disabilities



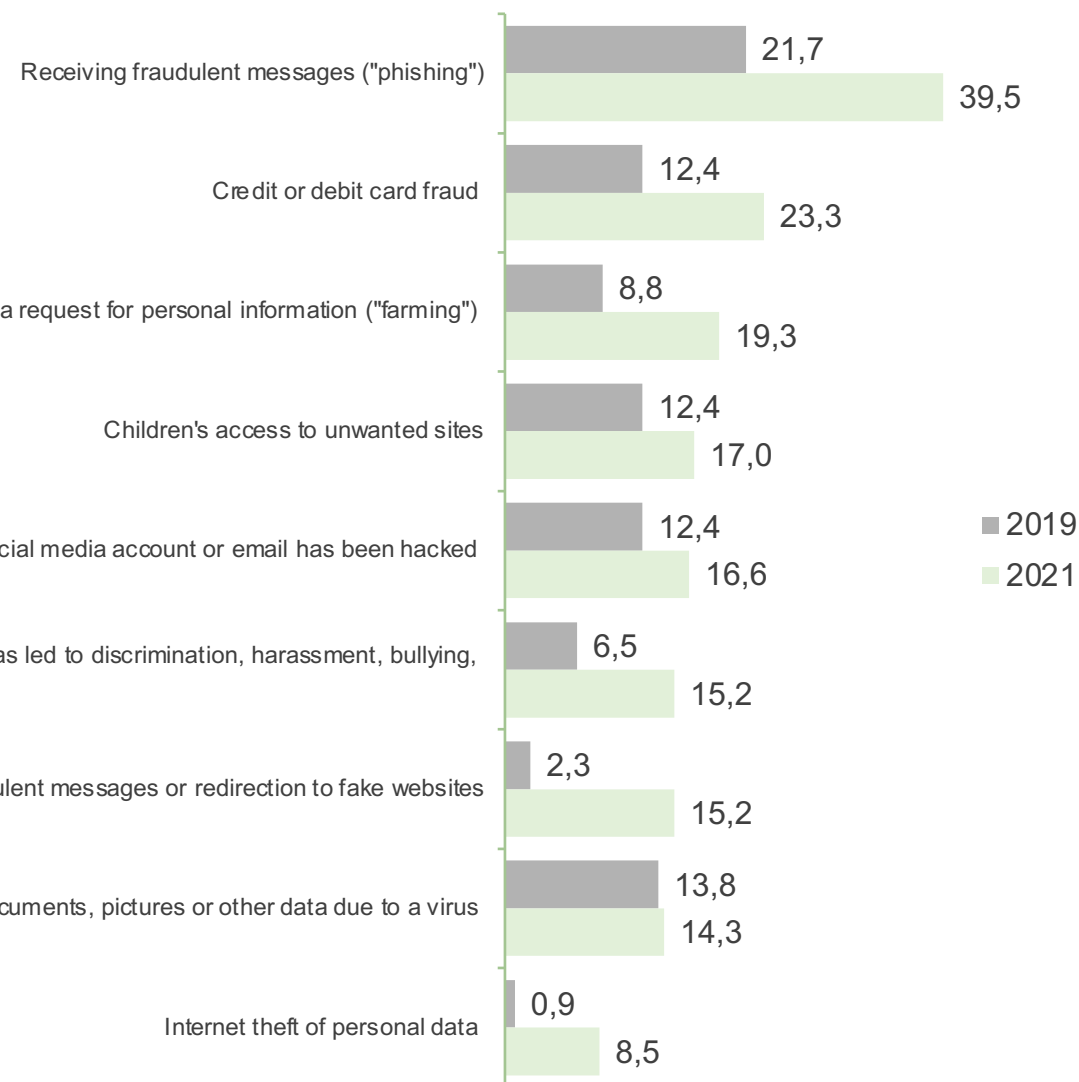
of people have experienced **security** problems through the use of the Internet over the past 12 months

Misuse of your personal information available on the Internet has led to discrimination, harassment, bullying, threats, etc.

Suffered financial losses due to theft, fraudulent messages or redirection to fake websites

Loss of documents, pictures or other data due to a virus

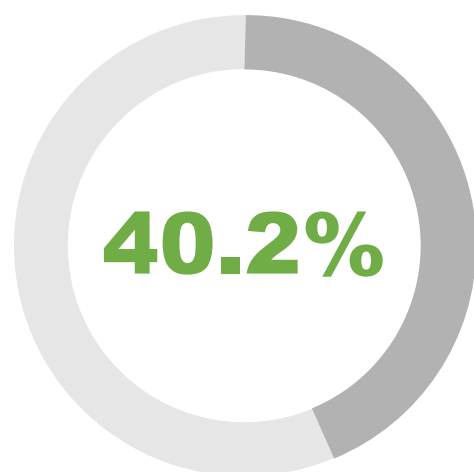
Internet theft of personal data





Have you encountered any of the following security issues through the use of the Internet for personal purposes in the last 12 months? (in %, answer "Yes")

Youth aged 10-17 years



of people have experienced **security** problems through the use of the Internet over the past 12 months

Misuse of your personal information available on the Internet has led to discrimination, harassment, bullying, threats, etc.

Suffered financial losses due to theft, fraudulent messages or redirection to fake websites

Receiving fraudulent messages ("phishing")

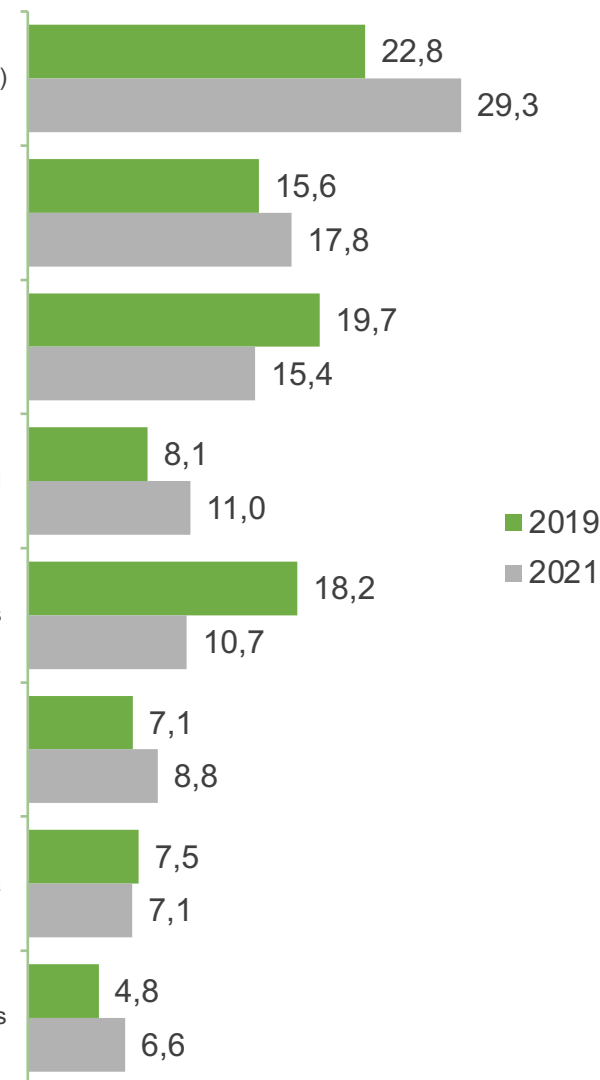
Redirection to fake websites with a request for personal information ("farming")

Your social media account or email has been hacked

Credit or debit card fraud

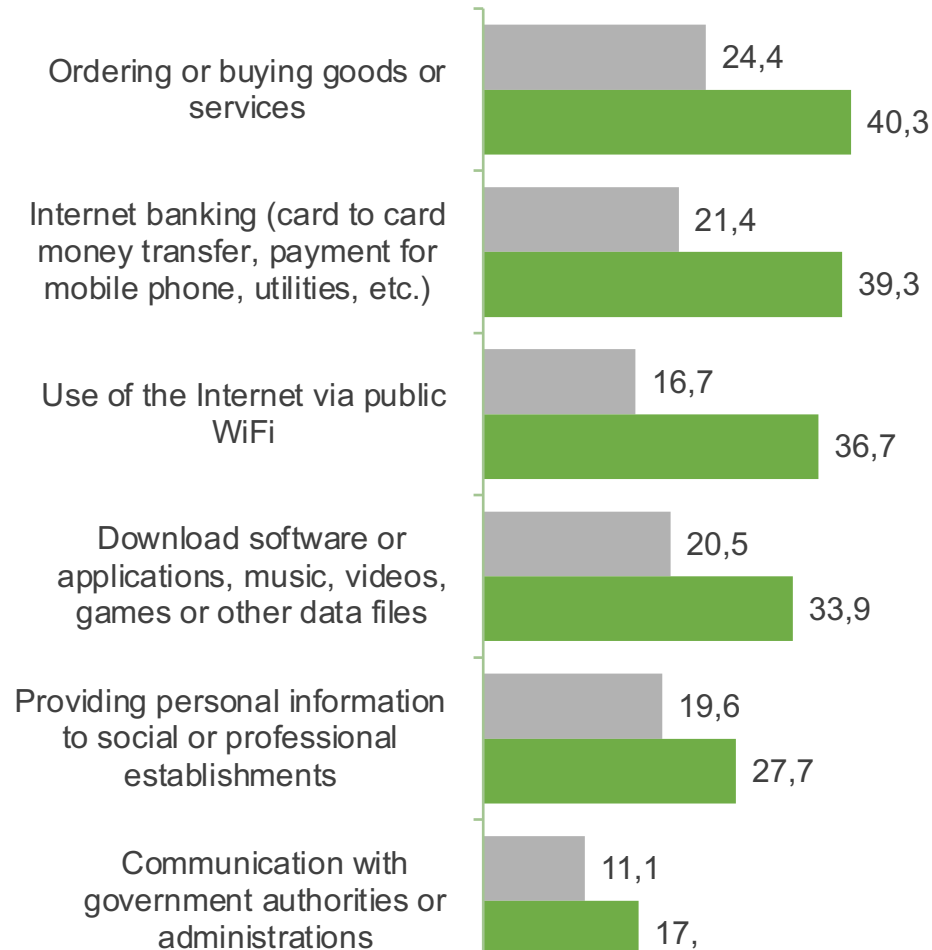
Loss of documents, pictures or other data due to a virus

Internet theft of personal data

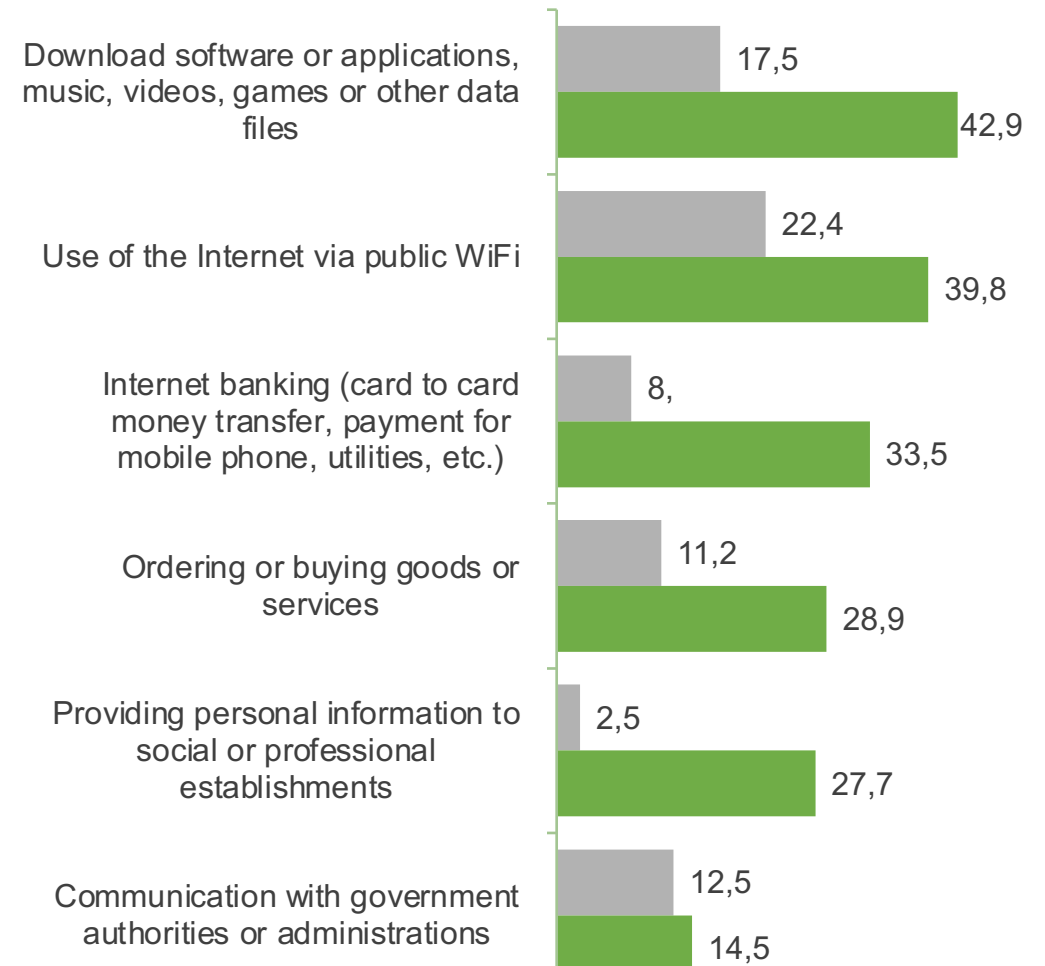


**Has it been the case that, for security reasons, you have opted out of the following actions on the Internet in the last 12 months, or have there been no such situations?** *(in %, answer "Yes")*

### Ukraine on the whole



### Uncontrolled territories

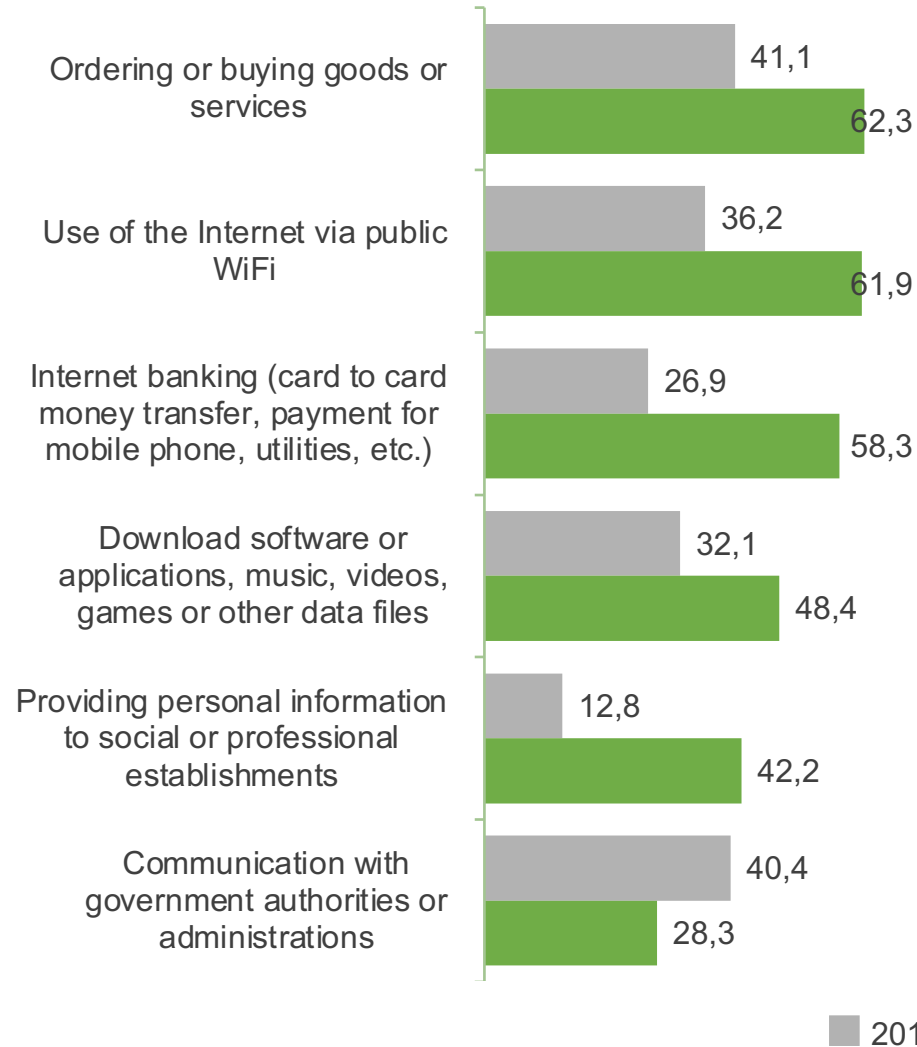


■ 2019

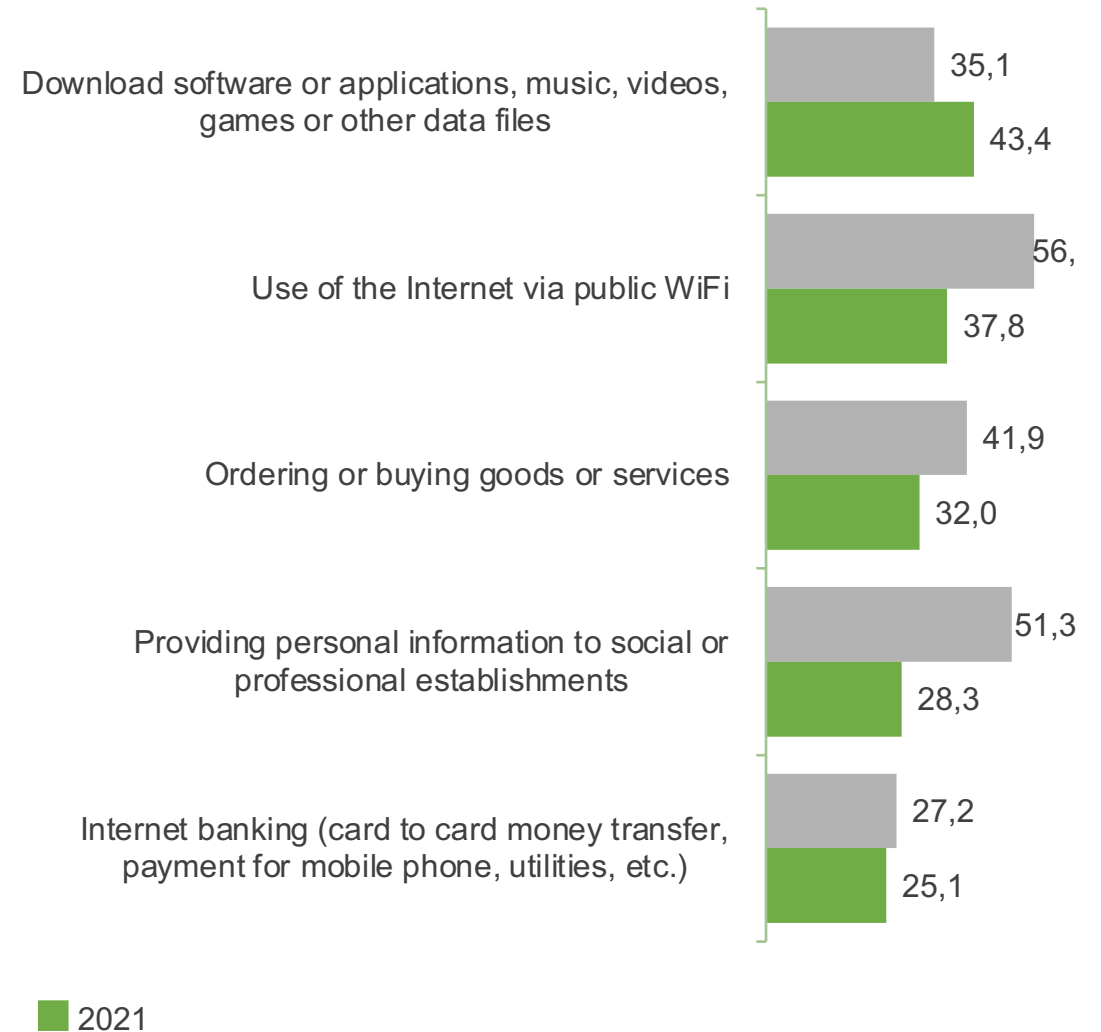
■ 2021

**Has it been the case that, for security reasons, you have opted out of the following actions on the Internet in the last 12 months, or have there been no such situations? (in %, answer "Yes")**

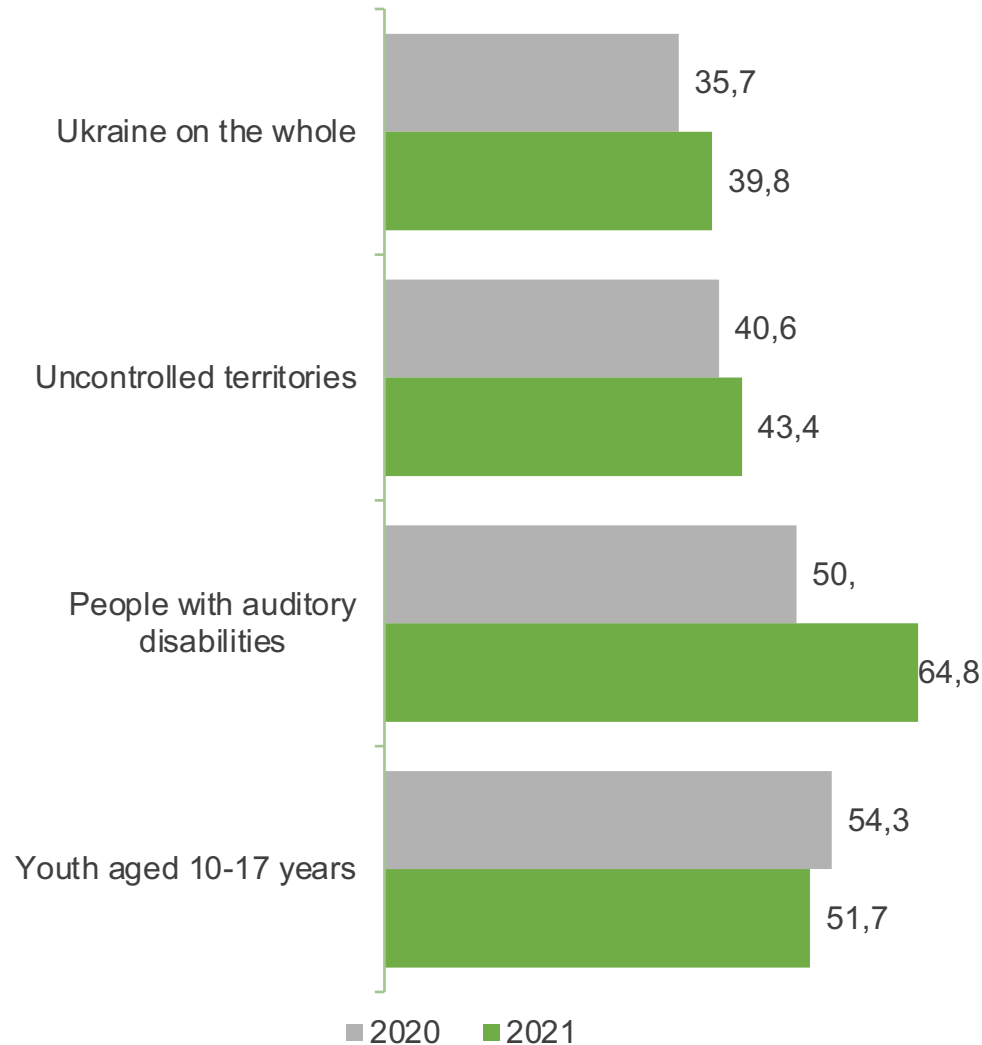
**People with auditory disabilities**



**Youth aged 10-17 years**



Do you back up your files (documents, pictures, etc.) on any external storage devices or to an Internet storage (cloud service), or do you not ? (in %, answer “Yes”)



Portrait of those who do not back up their files

**#1** People aged **40-70 years**

**#2** People with incomplete / complete secondary education

**#3** Residents of **Western and Southern** regions

**#4** People with the level of digital skills “**No skills**” or “**Below average**”

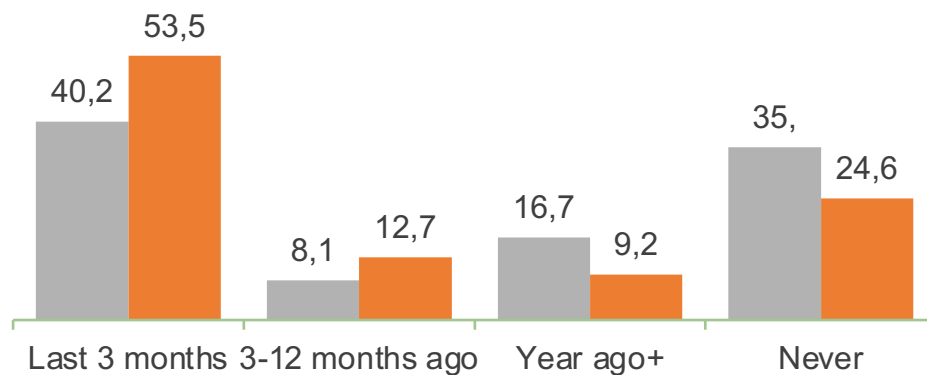


# BLOCK 4

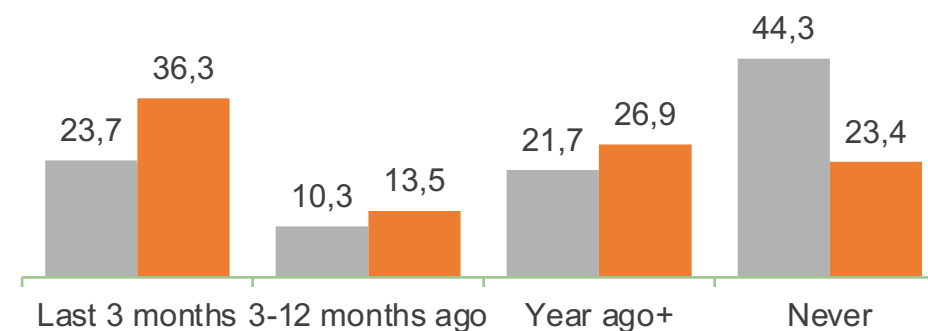
## INTERNET COMMERCE

## When was the last time you bought, ordered goods / services for personal use online? (in %)

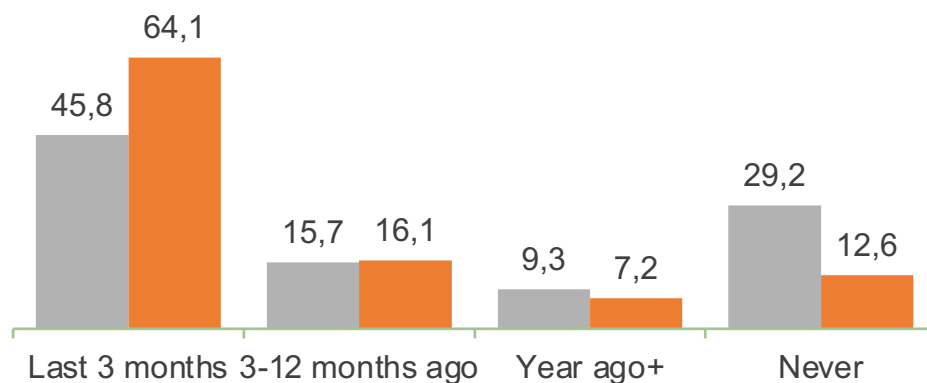
### Ukraine on the whole



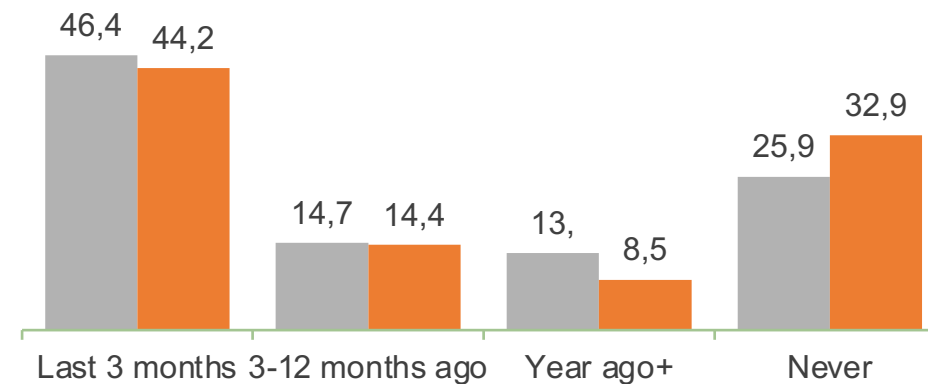
### Uncontrolled territories



### People with auditory disabilities



### Youth aged 10-17 years

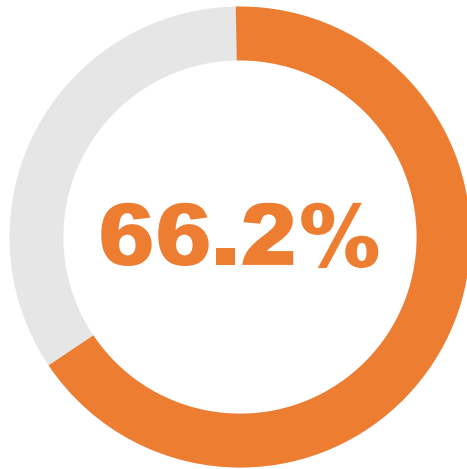






## Internet Commerce. Ukraine on the whole

(in %)

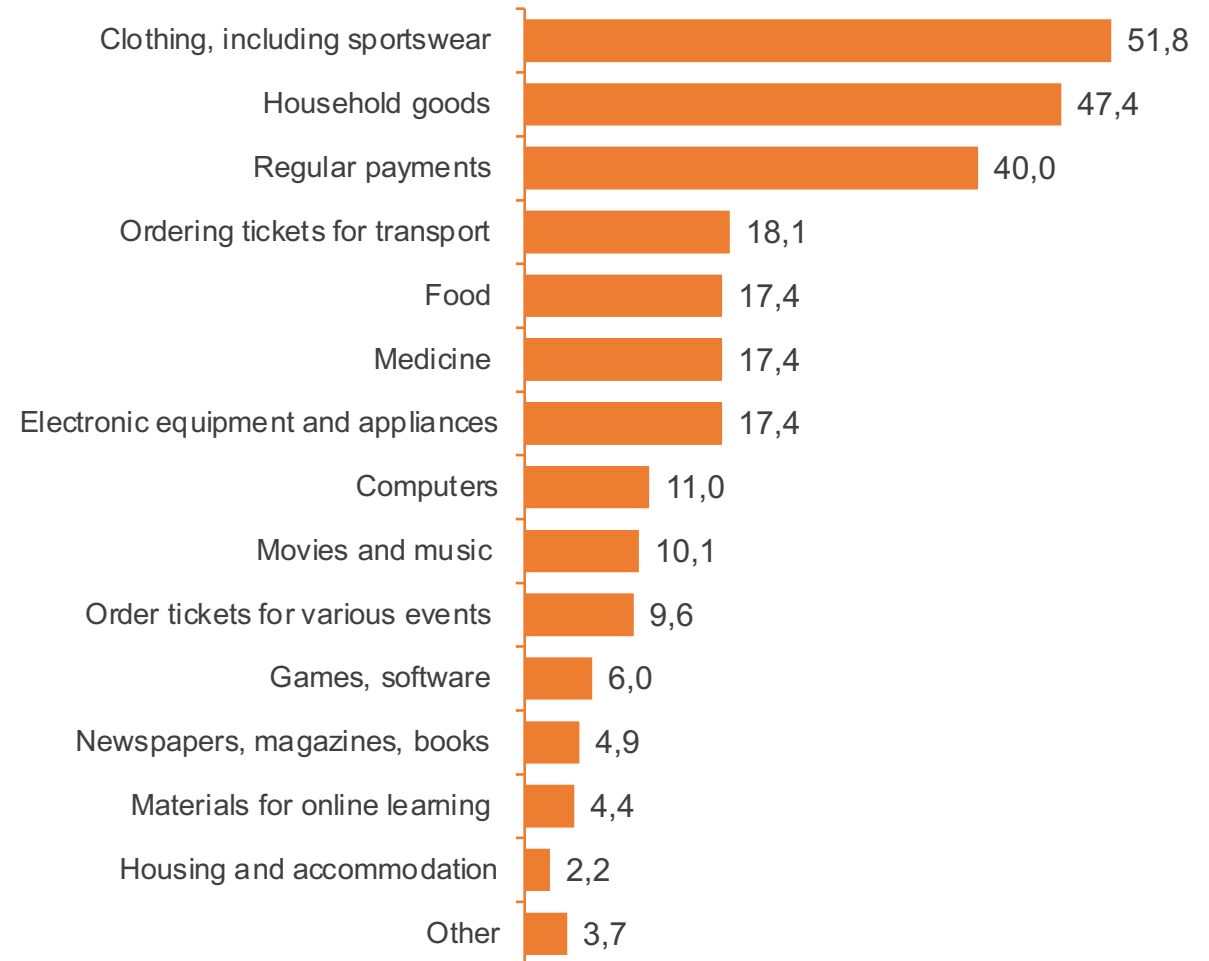


Percentage of the population who ordered goods and services online in the last year

Portrait of people who have bought or ordered goods / services online in the last year

- #1** People aged 18-39 years
- #2** Residents of **Eastern, Northern and Western** regions
- #3** People with **average** income
- #4** People with the level of digital skills “Above average”

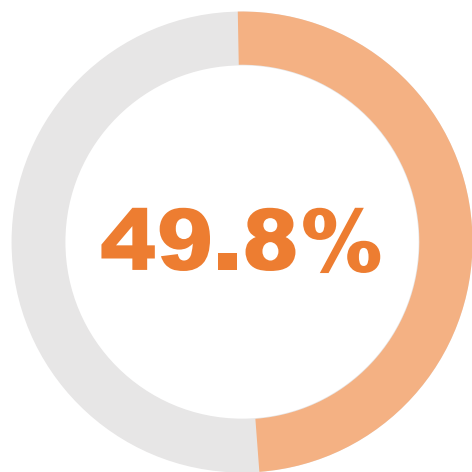
What goods and services have you purchased or ordered online for personal use in the last 12 months? *(in %, several answer variants are possible)*





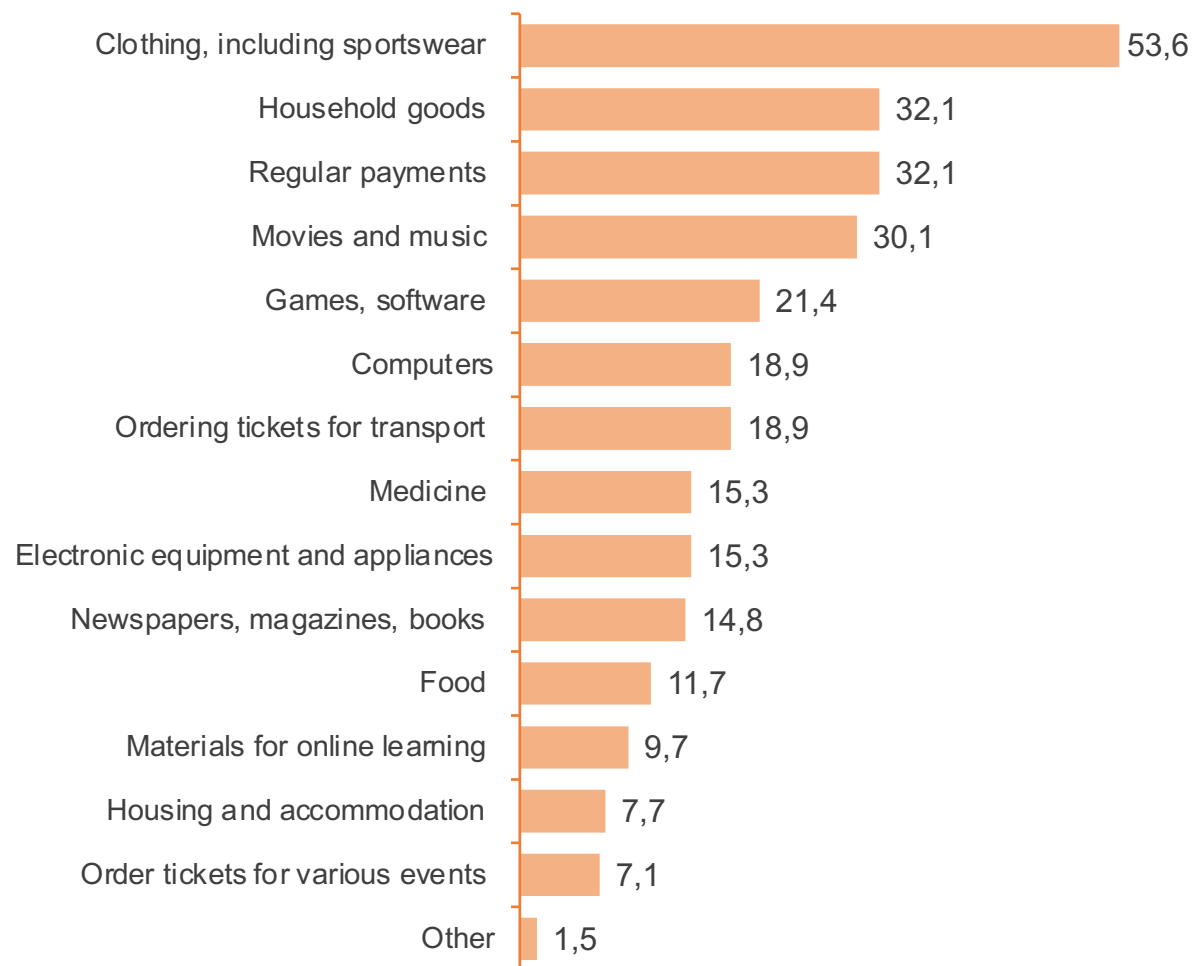
## Internet Commerce. Uncontrolled territories

(in %)



**Percentage of the population who ordered goods and services online in the last year**

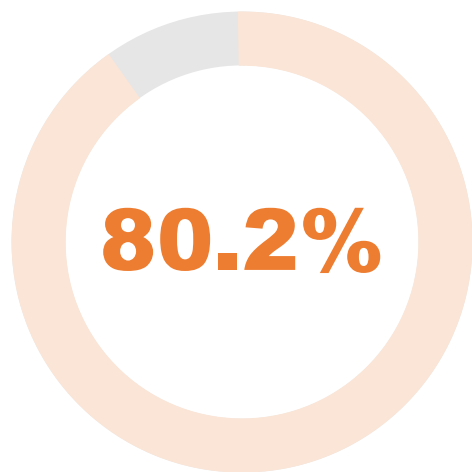
**What goods and services have you purchased or ordered online for personal use in the last 12 months?** *(in %, several answer variants are possible)*





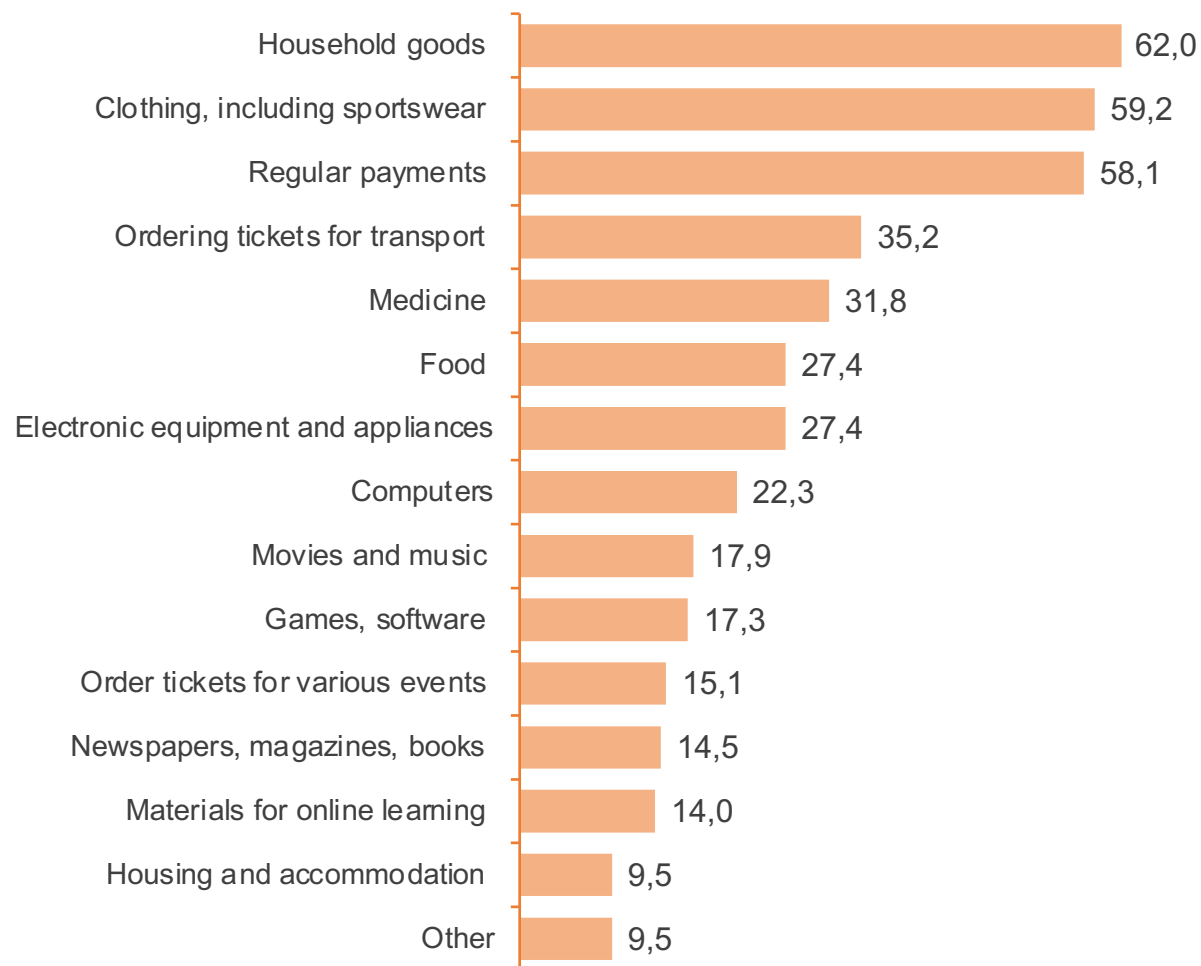
## Internet Commerce. People with auditory disabilities

(in %)



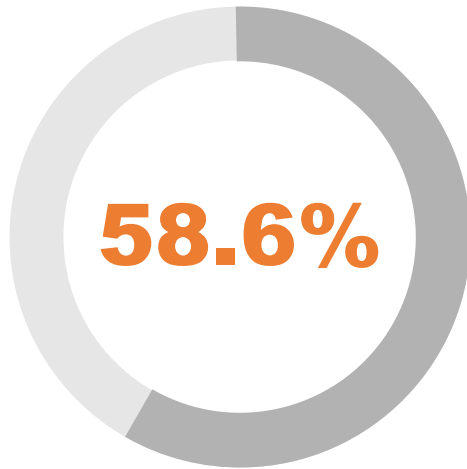
**Percentage of the population who ordered goods and services online in the last year**

**What goods and services have you purchased or ordered online for personal use in the last 12 months? (in %, several answer variants are possible)**



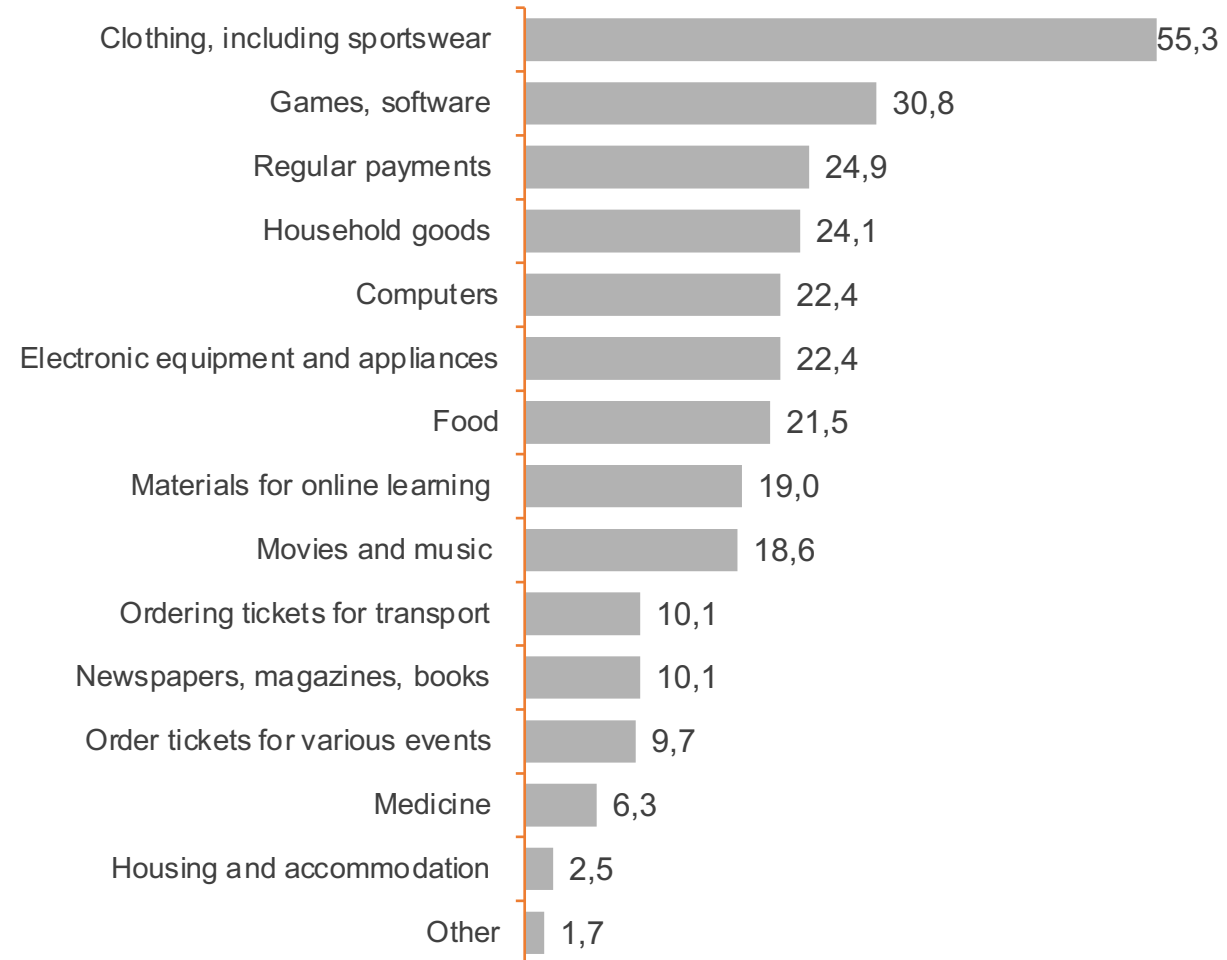


## Internet Commerce. Youth aged 10-17 years (in %)



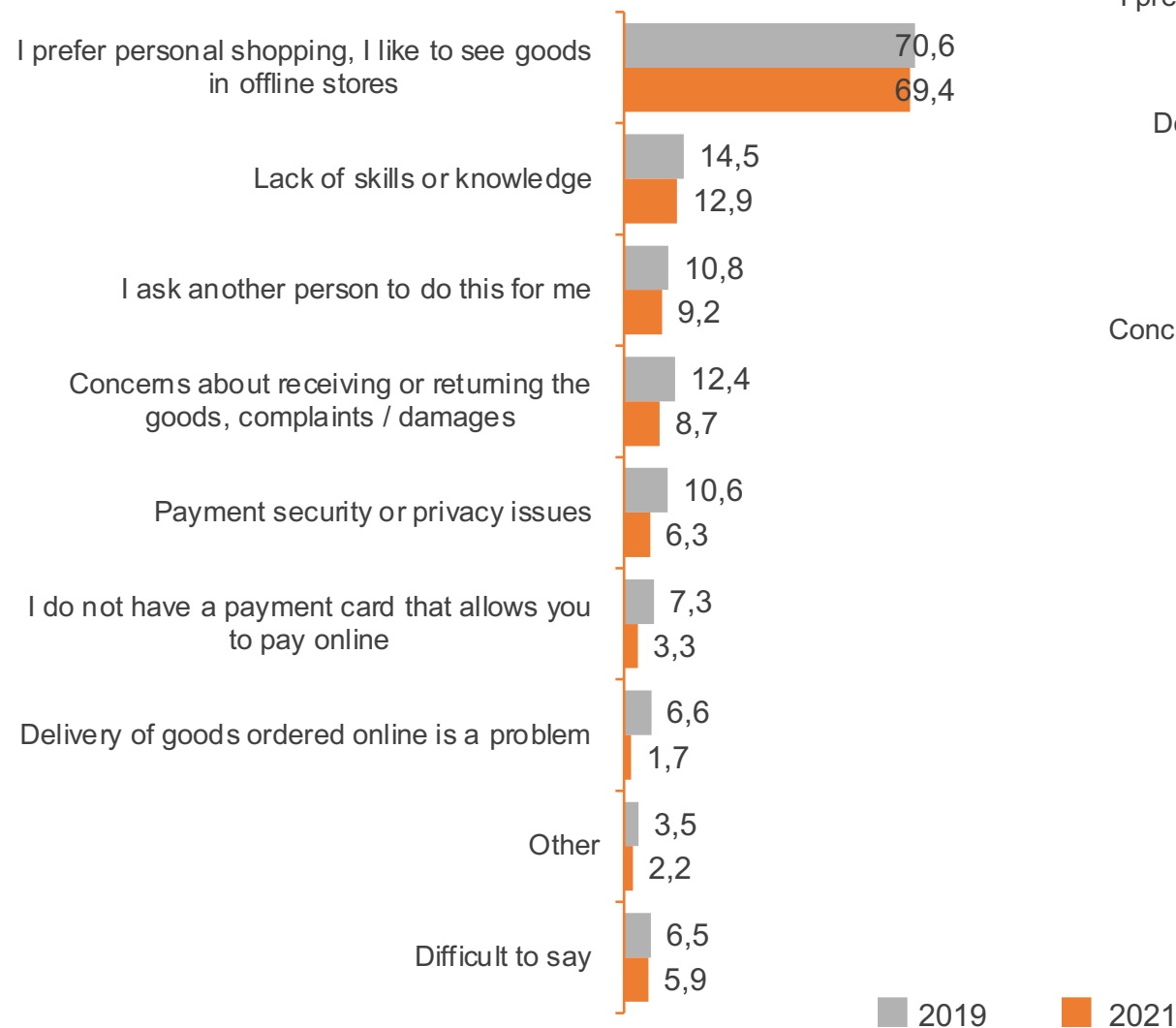
**Percentage of the population who ordered goods and services online in the last year**

**What goods and services have you purchased or ordered online for personal use in the last 12 months? (in %, several answer variants are possible)**

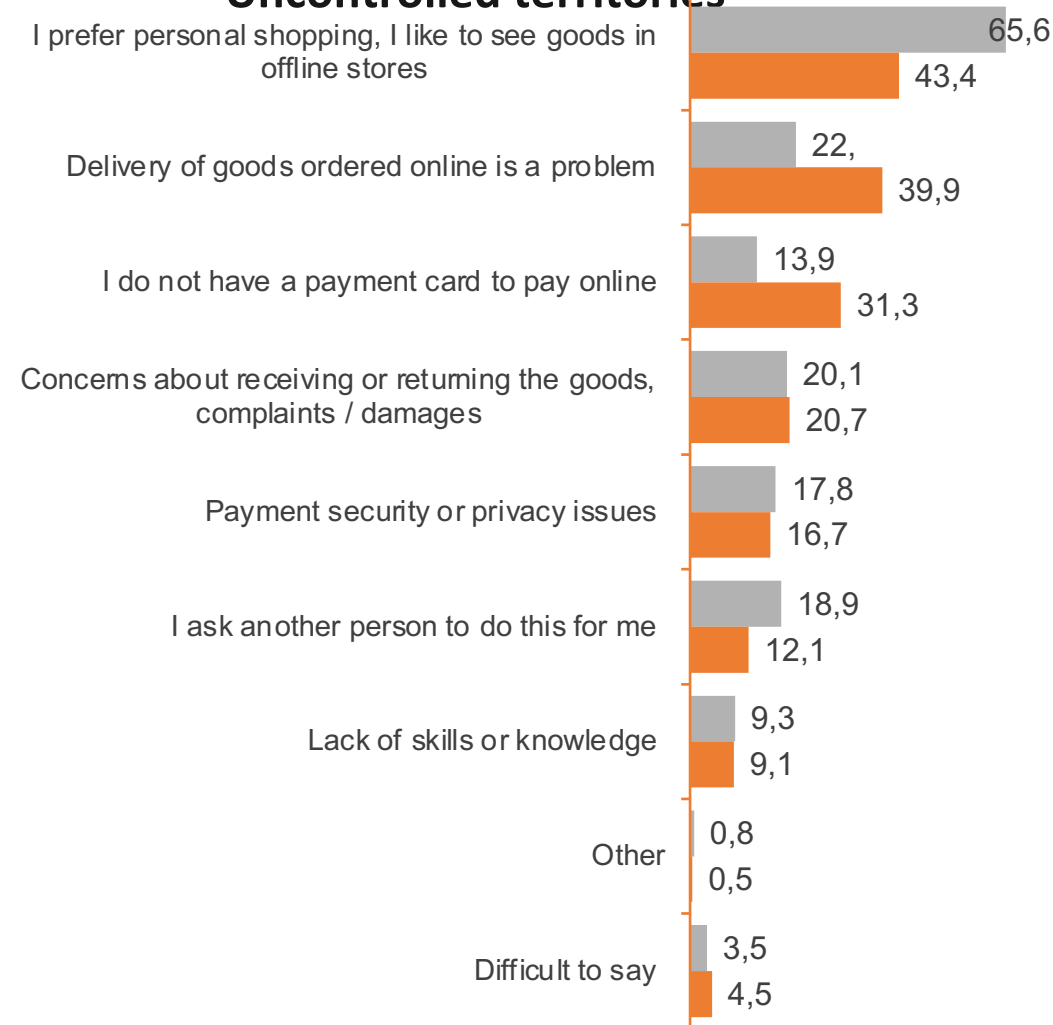


## What were the reasons for you not to buy or not to orders goods / services online for your personal purposes in the last 12 months? (in %, several answer variants are possible)

### Ukraine on the whole

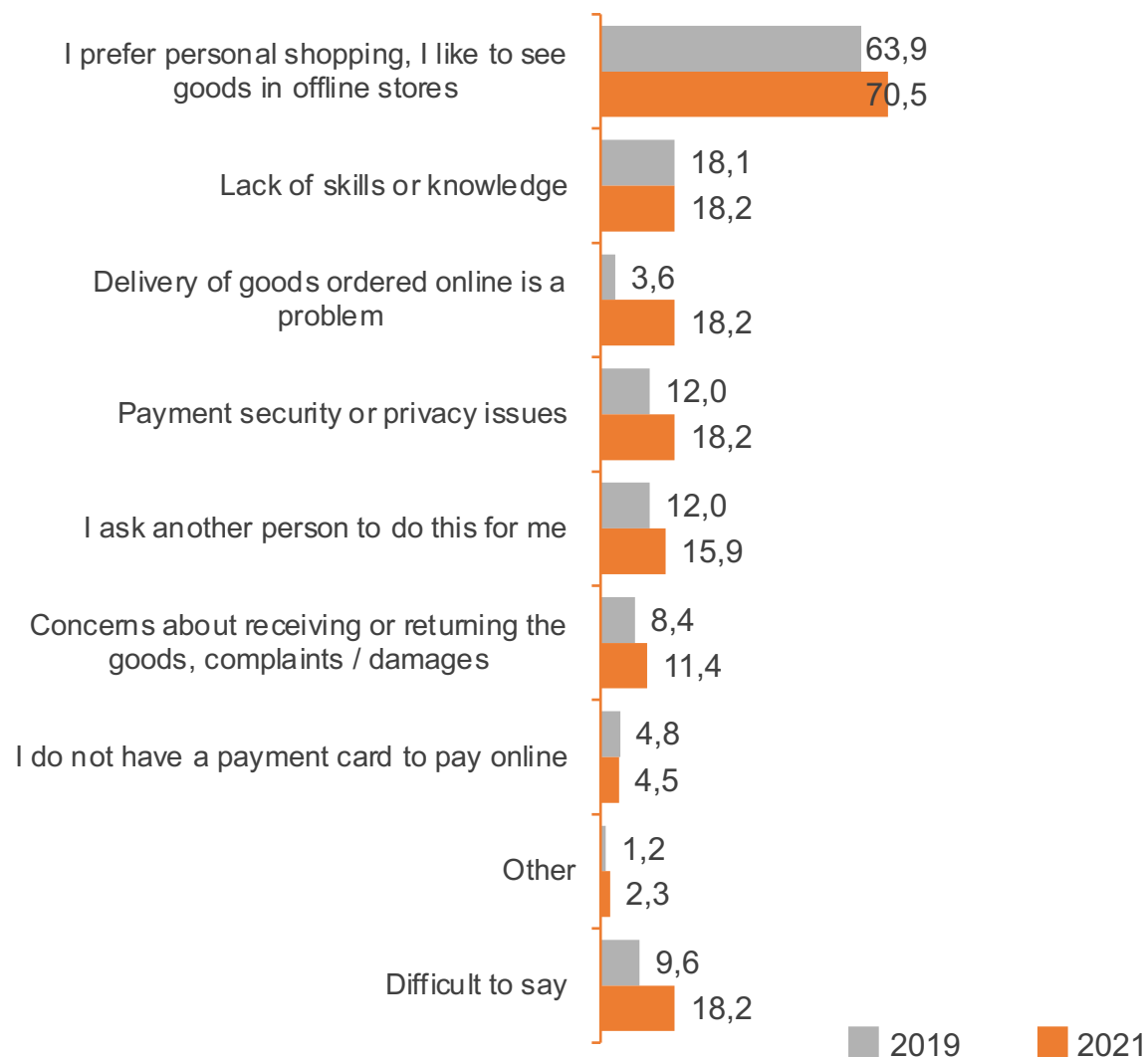


### Uncontrolled territories

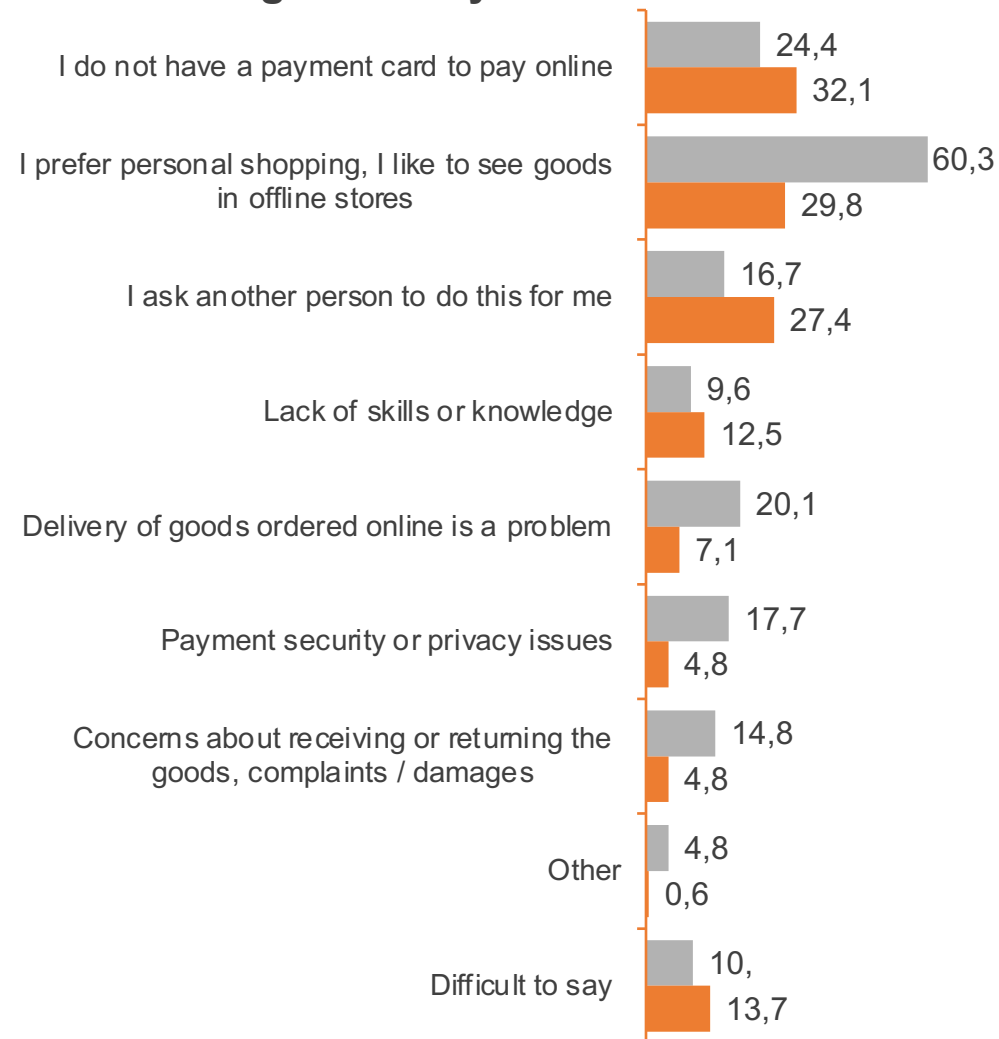


## What were the reasons for you not to buy or not to orders goods / services online for your personal purposes in the last 12 months? (in %, several answer variants are possible)

### People with auditory disabilities



### Youth aged 10-17 years



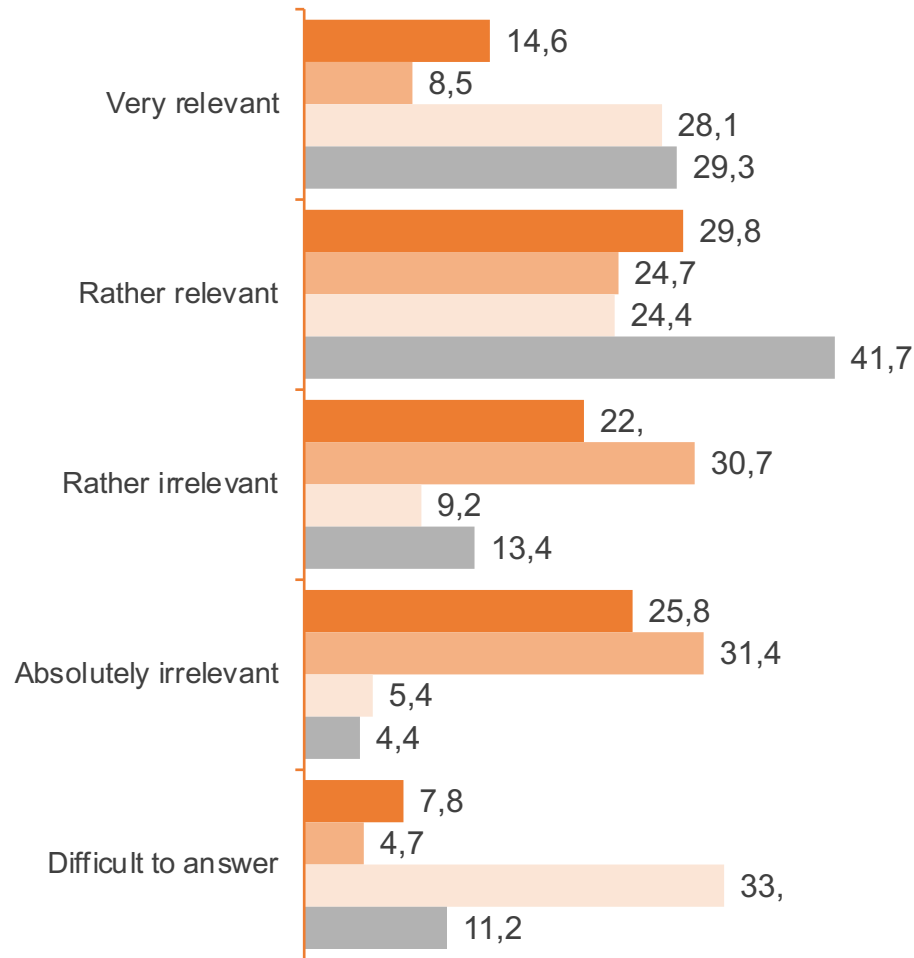
■ 2019 ■ 2021



# BLOCK 5

## DEVELOPING DIGITAL SKILLS

## Relevance of developing digital skills (in %)

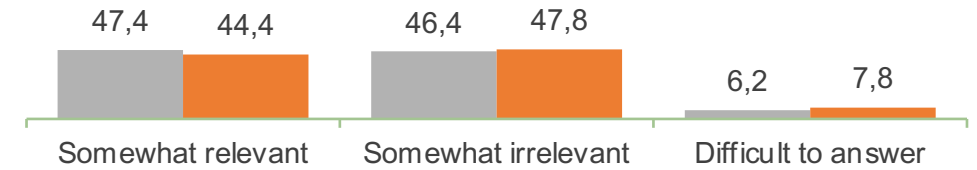


■ Ukraine on the whole
 ■ Uncontrolled territories
 ■ People with auditory disabilities
 ■ Youth aged 10-17 years

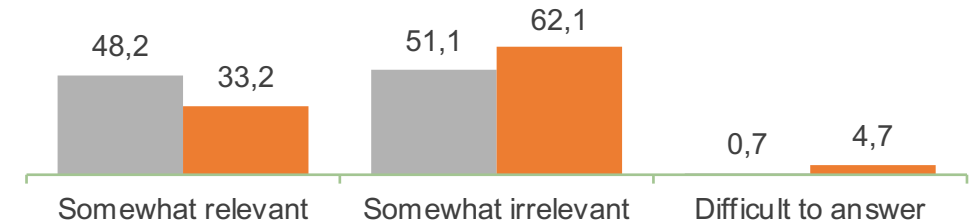
### 2019-2021 dynamics

■ 2019
 ■ 2021

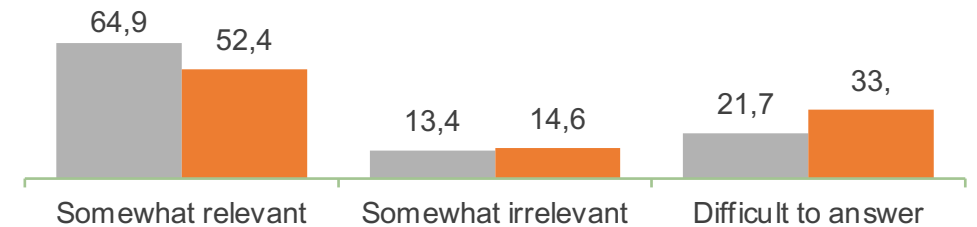
#### Ukraine on the whole



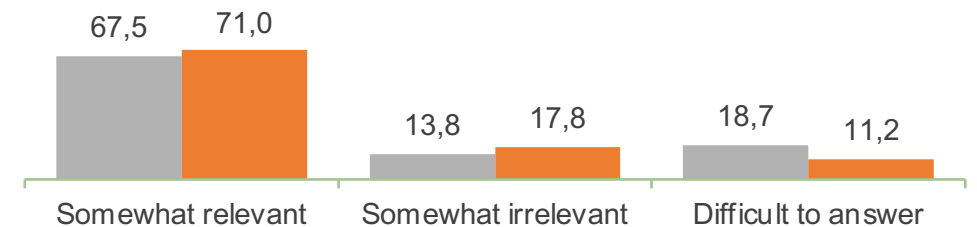
#### Uncontrolled territories



#### People with auditory disabilities



#### Youth aged 10-17 years

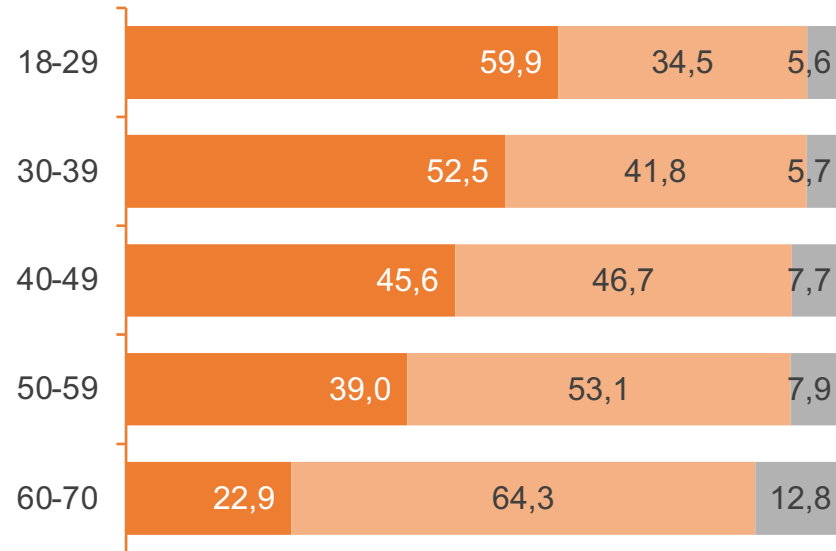




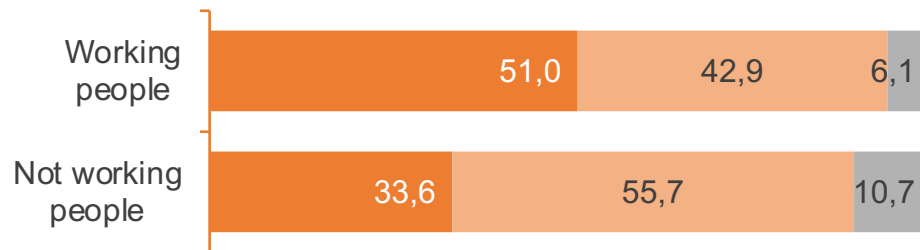


## Relevance of developing digital skills. Ukraine on the whole (in %)

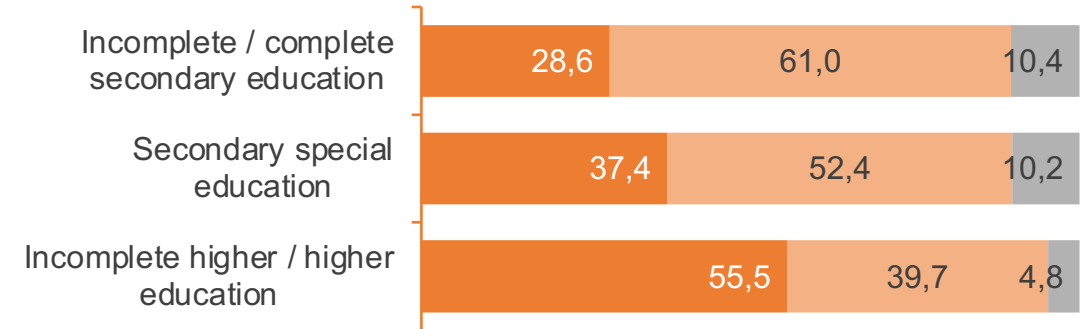
by age, %



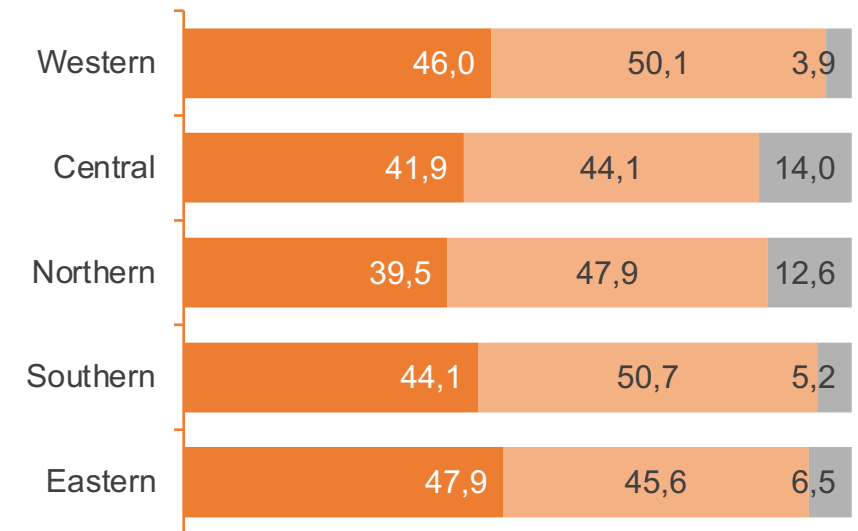
by employment status, %



by level of education, %



by region, %



■ Somewhat relevant

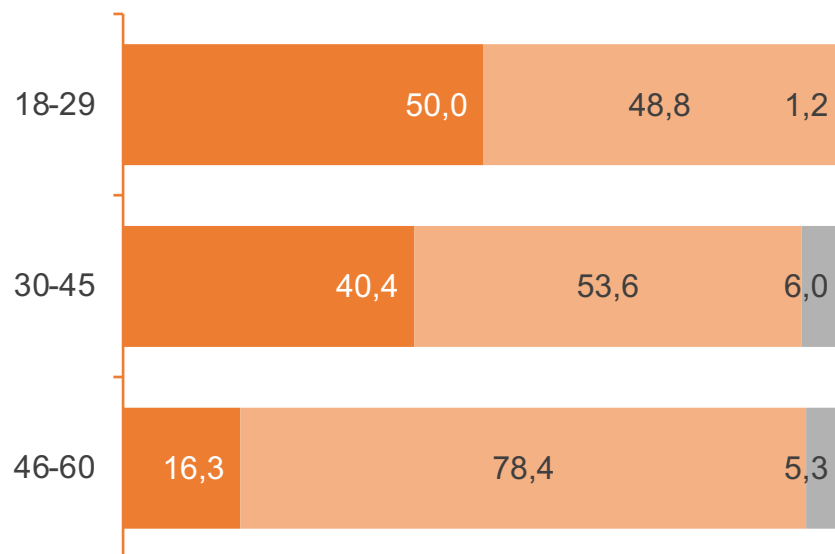
■ Somewhat irrelevant

■ Difficult to answer

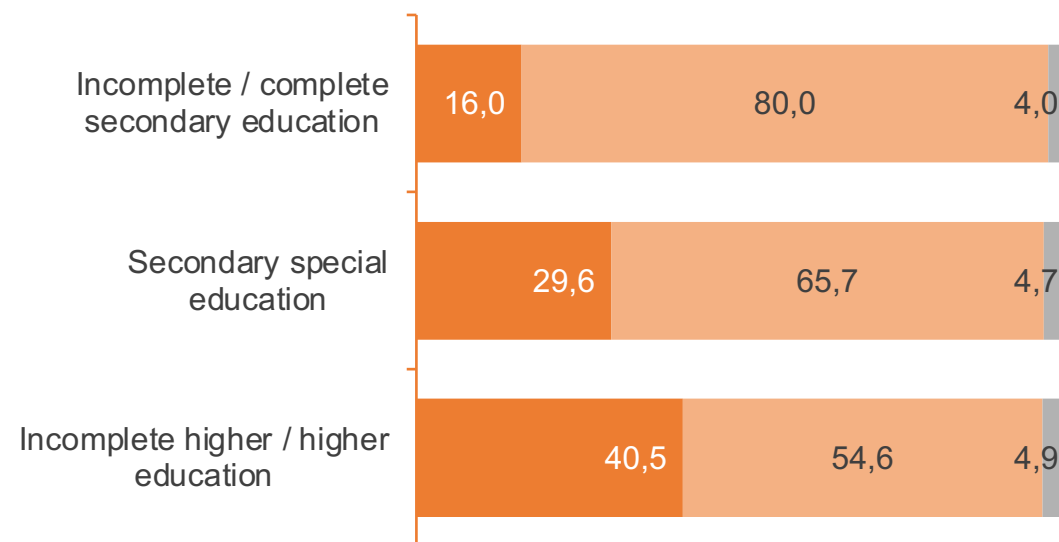


## Relevance of developing digital skills. Uncontrolled territories *(in %)*

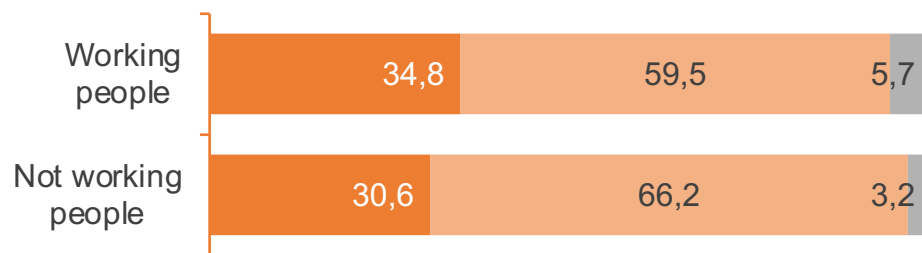
*by age, %*



*by level of education, %*



*by employment status, %*



■ Somewhat relevant

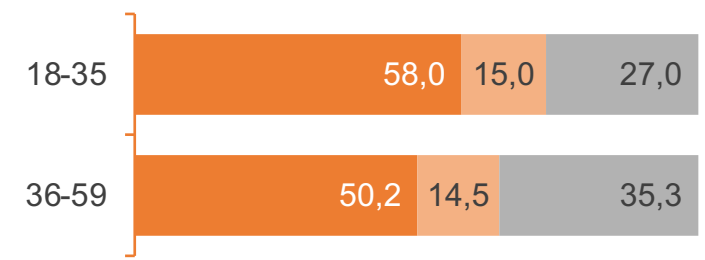
■ Somewhat irrelevant

■ Difficult to answer

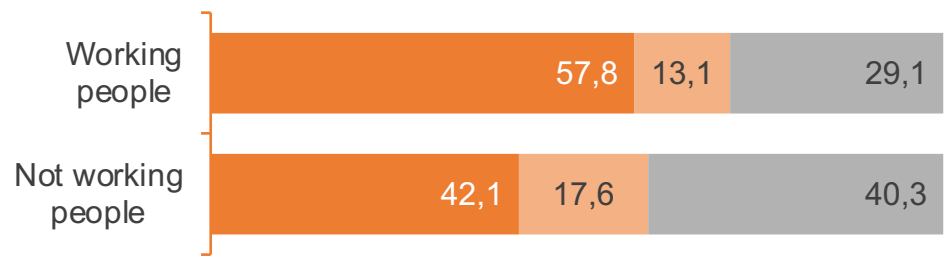


# Relevance of developing digital skills. People with auditory disabilities (in %)

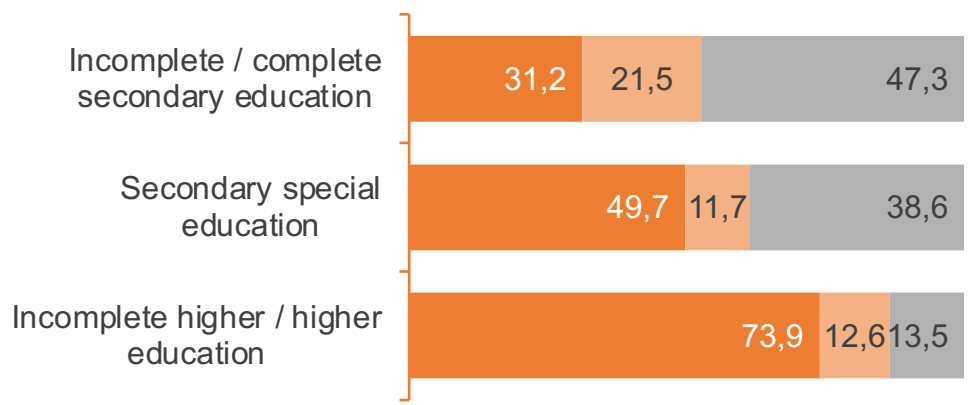
by age, %



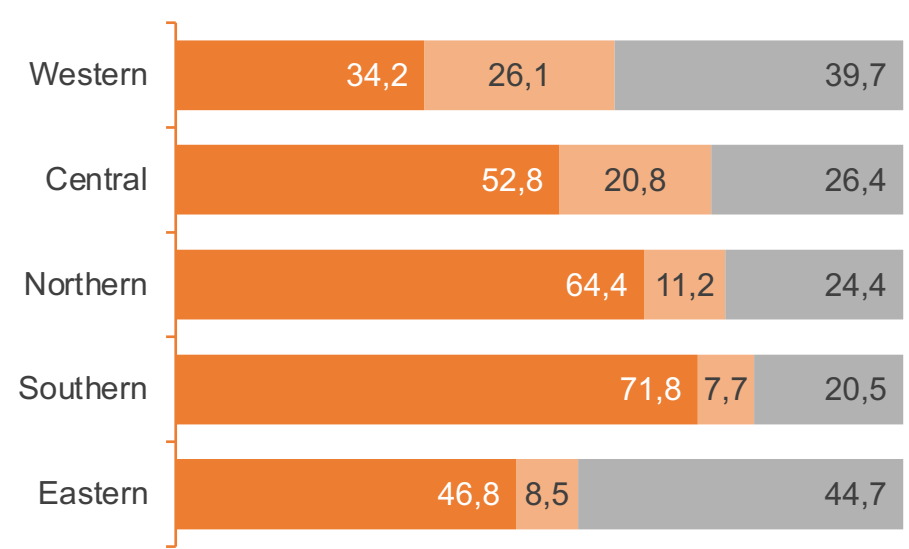
by employment status, %



by level of education, %



by region, %

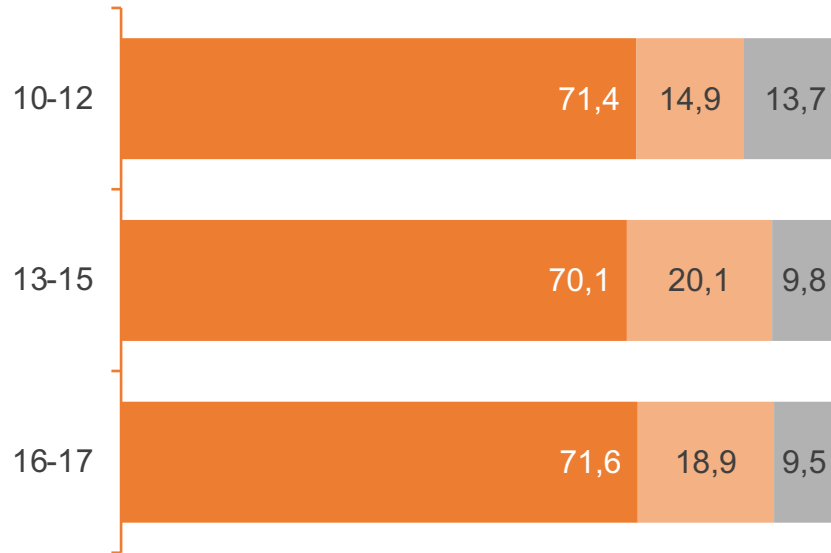


Somewhat relevant      Somewhat irrelevant      Difficult to answer



## Relevance of developing digital skills. Youth aged 10-17 years (in %)

*by age, %*



*by gender, %*



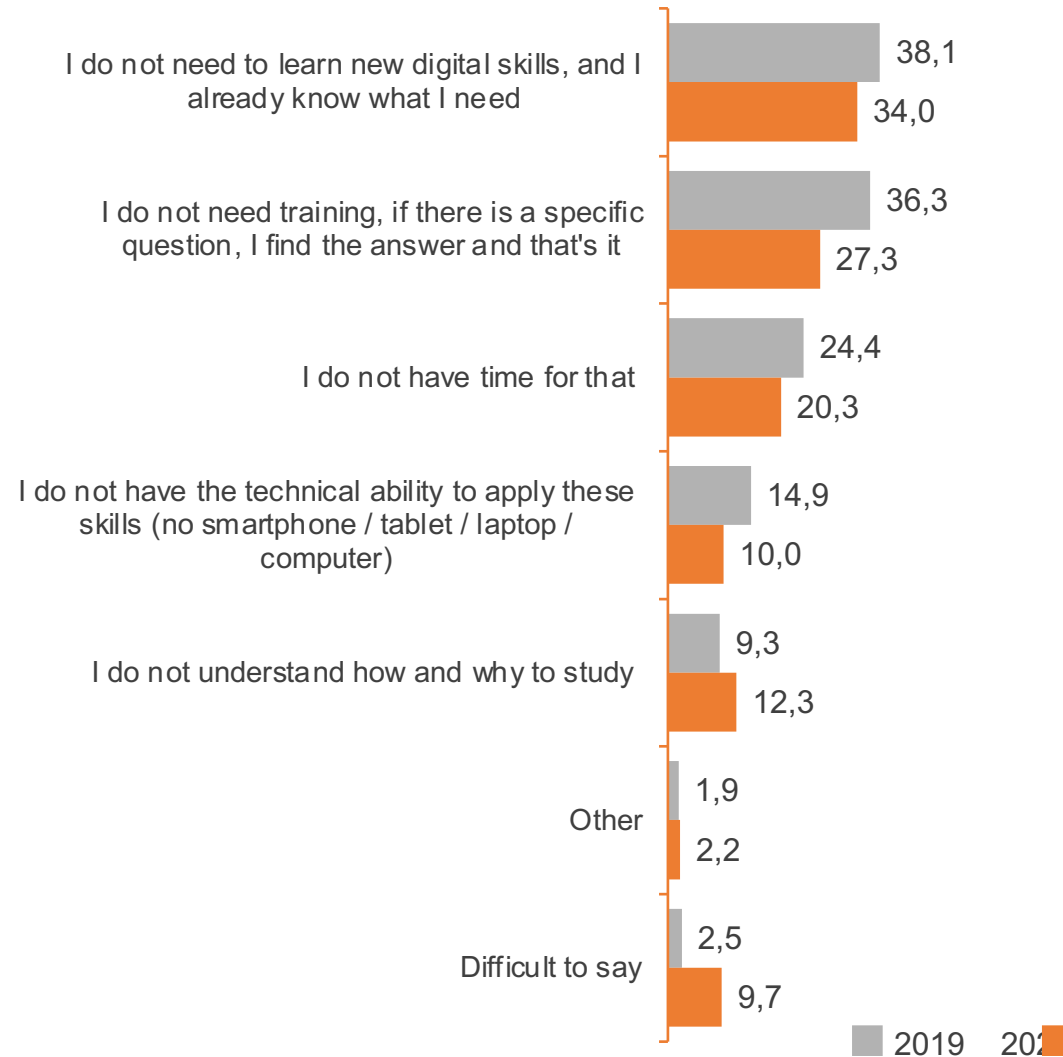
■ Somewhat relevant

■ Somewhat irrelevant

■ Difficult to answer

## Reasons why people think it is irrelevant for them to develop digital skills *(in %, several answer variants are possible)*

### Ukraine on the whole

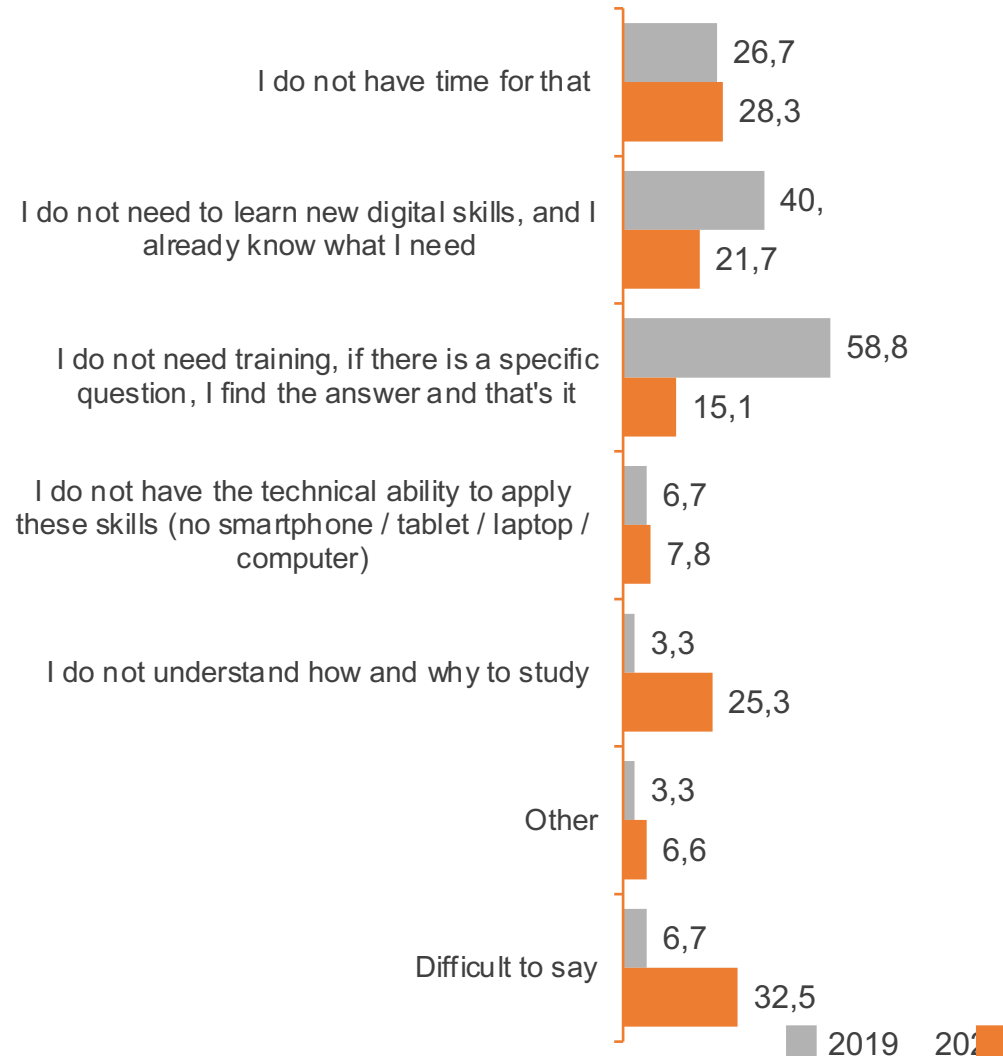


### Uncontrolled territories

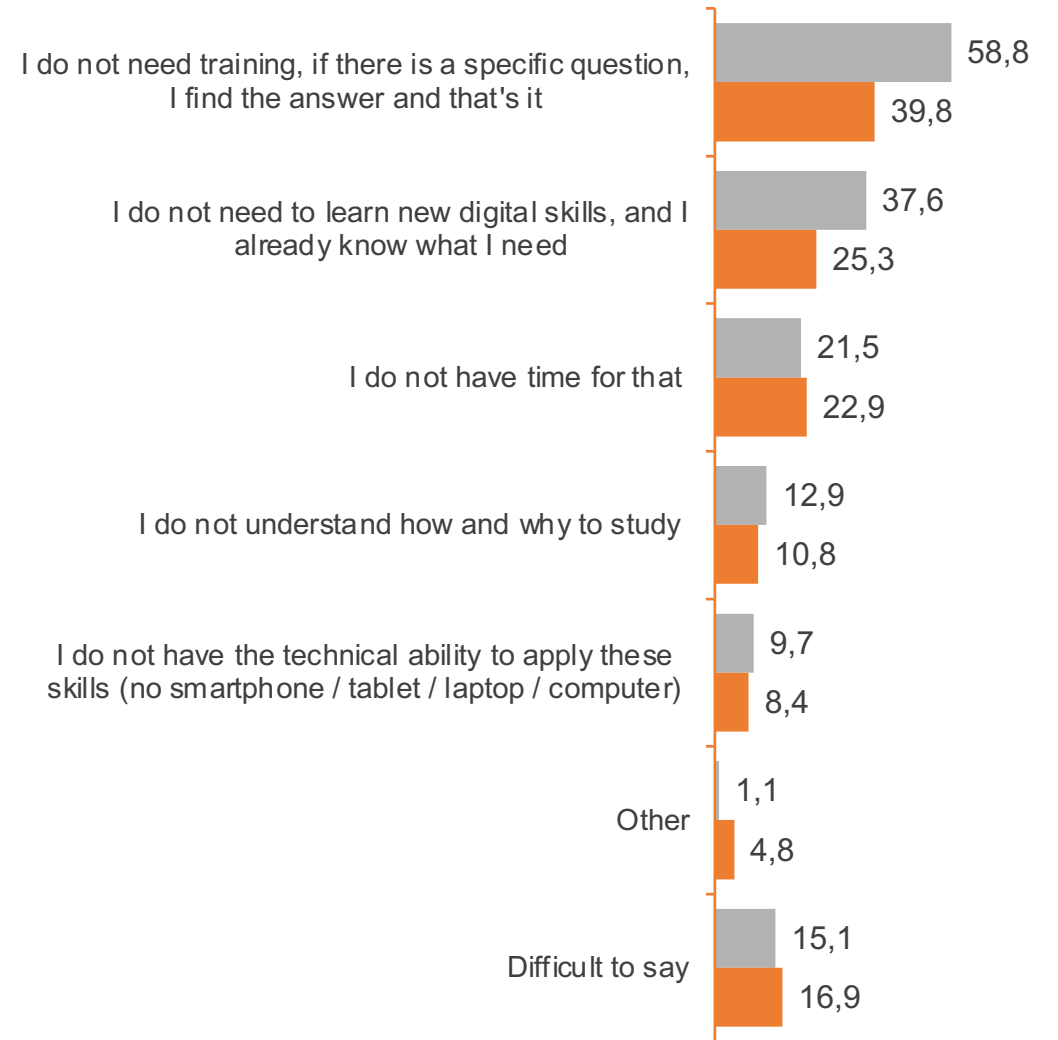


## Reasons why people think it is irrelevant for them to develop digital skills *(in %, several answer variants are possible)*

### People with auditory disabilities

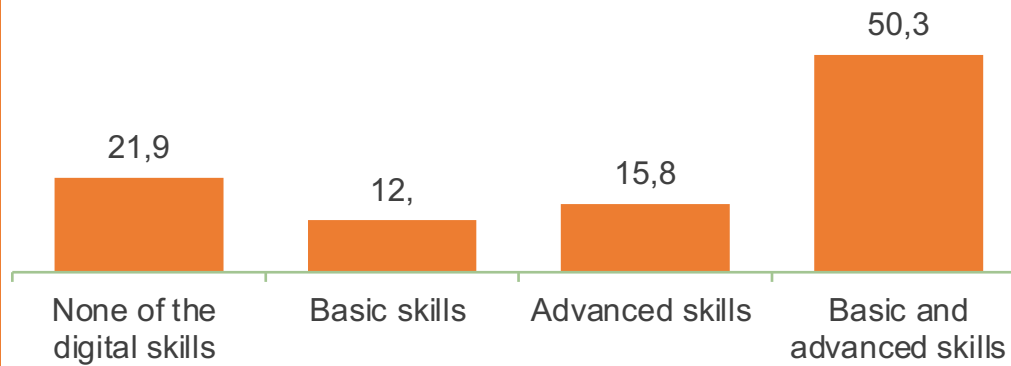


### Youth aged 10-17 years

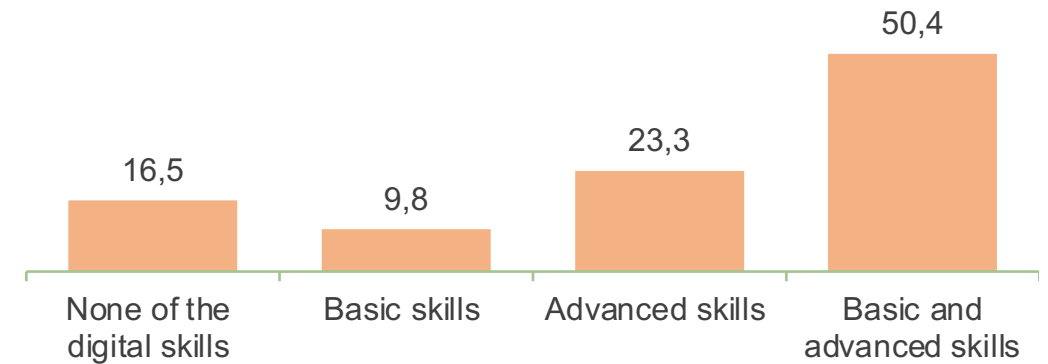


## Digital skills that you would like to develop *(in %, several answer variants are possible)*

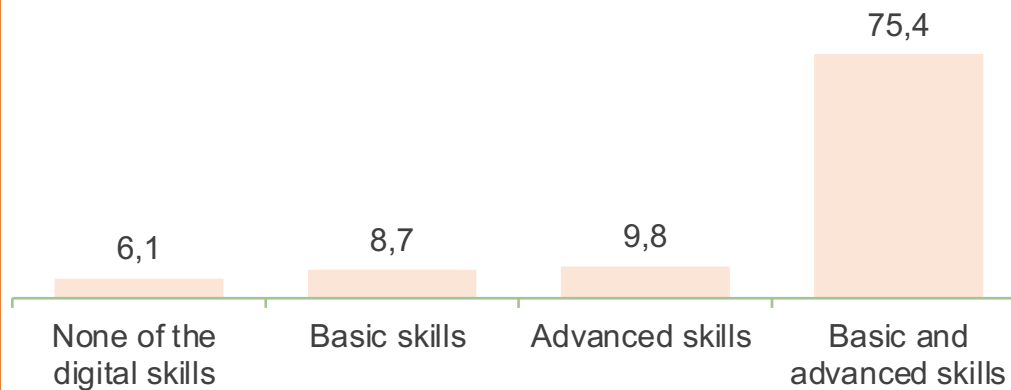
### Ukraine on the whole



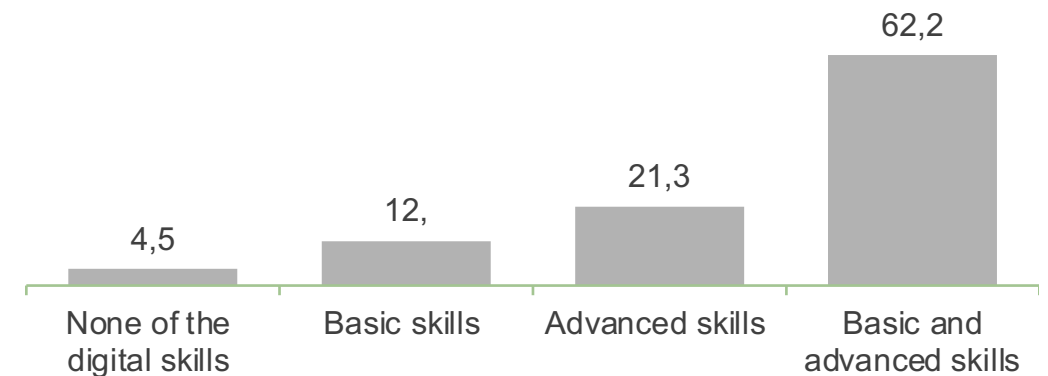
### Uncontrolled territories



### People with auditory disabilities



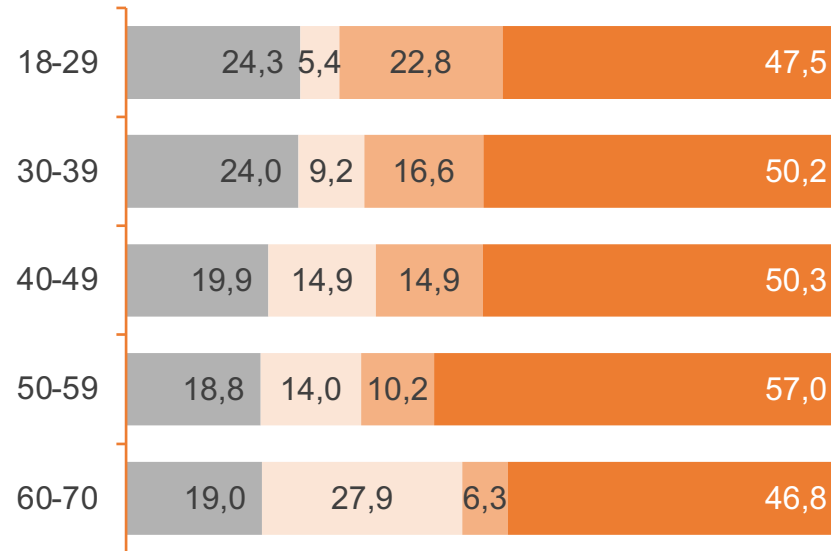
### Youth aged 10-17 years



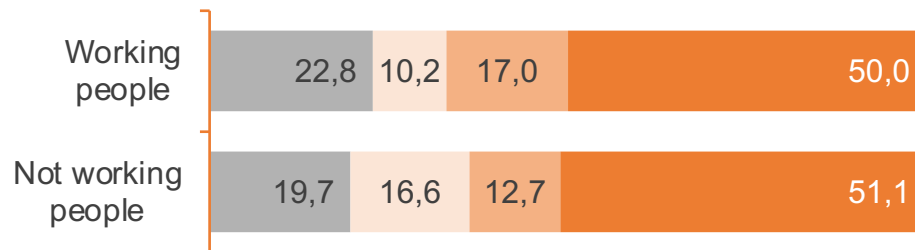


## Digital skills that you would like to develop. Ukraine on the whole *(in %, several answer variants are possible)*

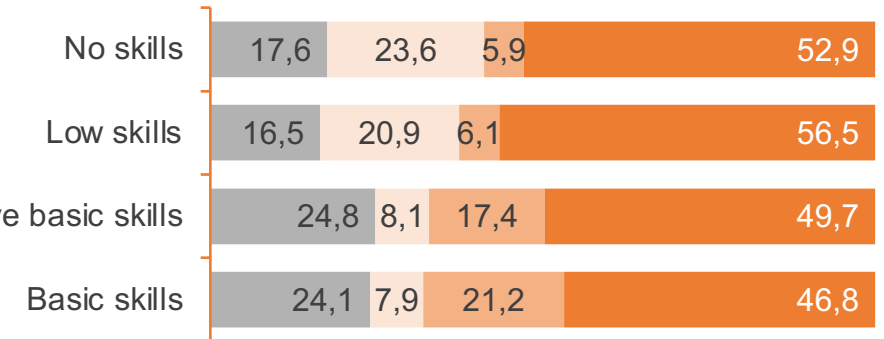
**by age, %**



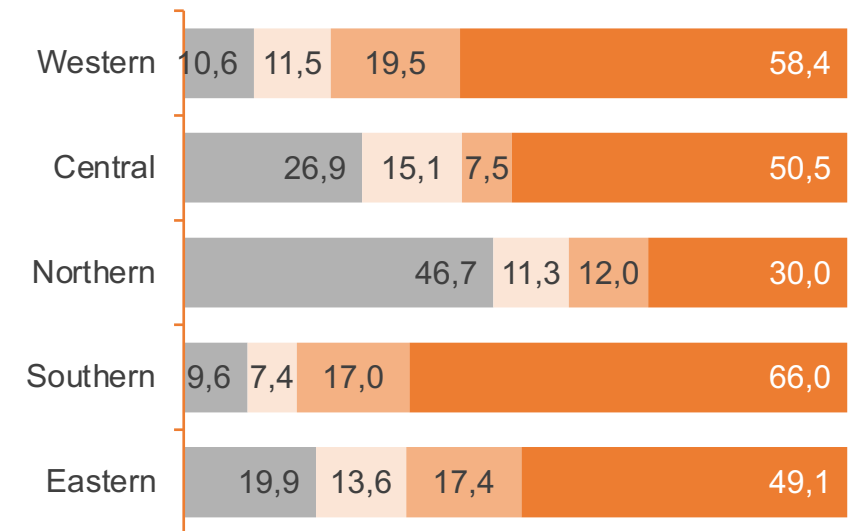
**by employment status, %**



**by level of digital literacy, in %**



**by region, %**



None of the skills

Basic skills

Advanced skills

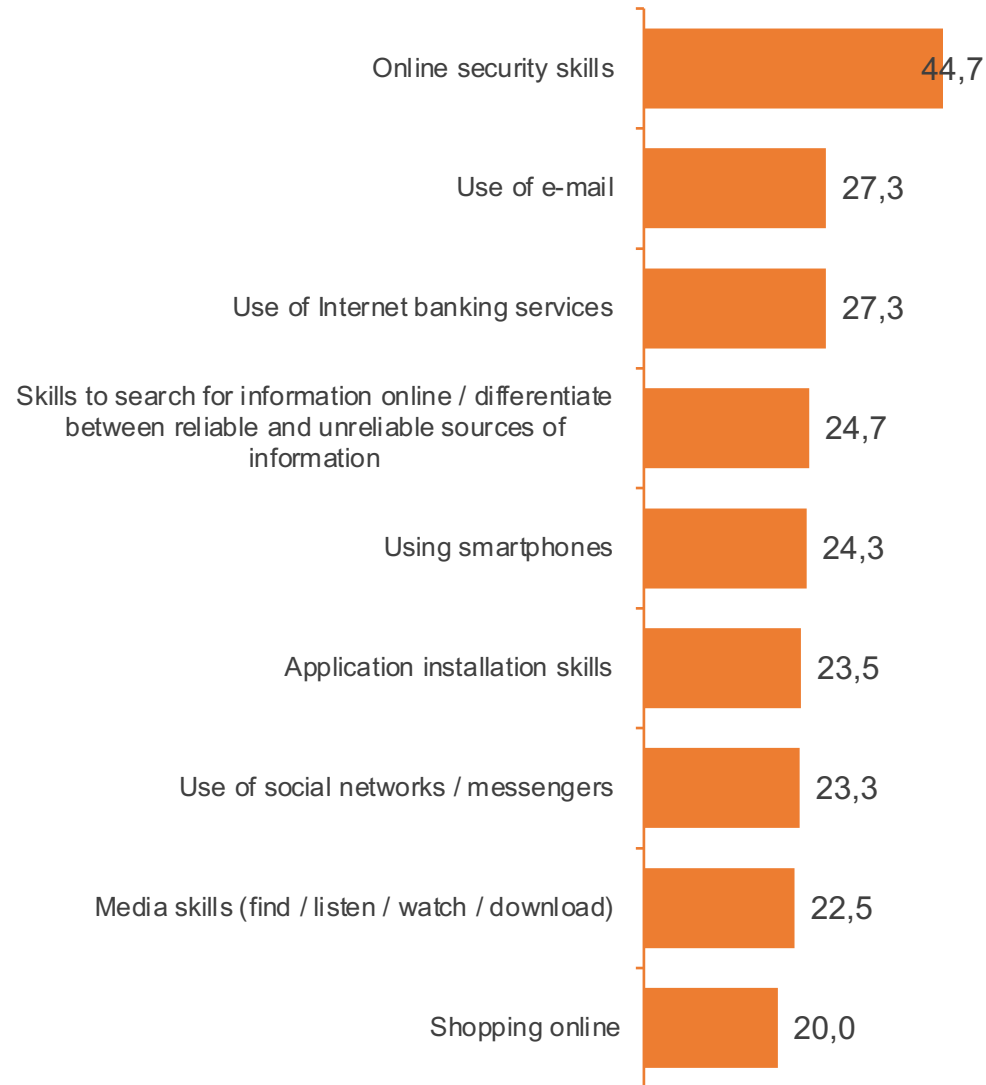
Basic and advanced skills



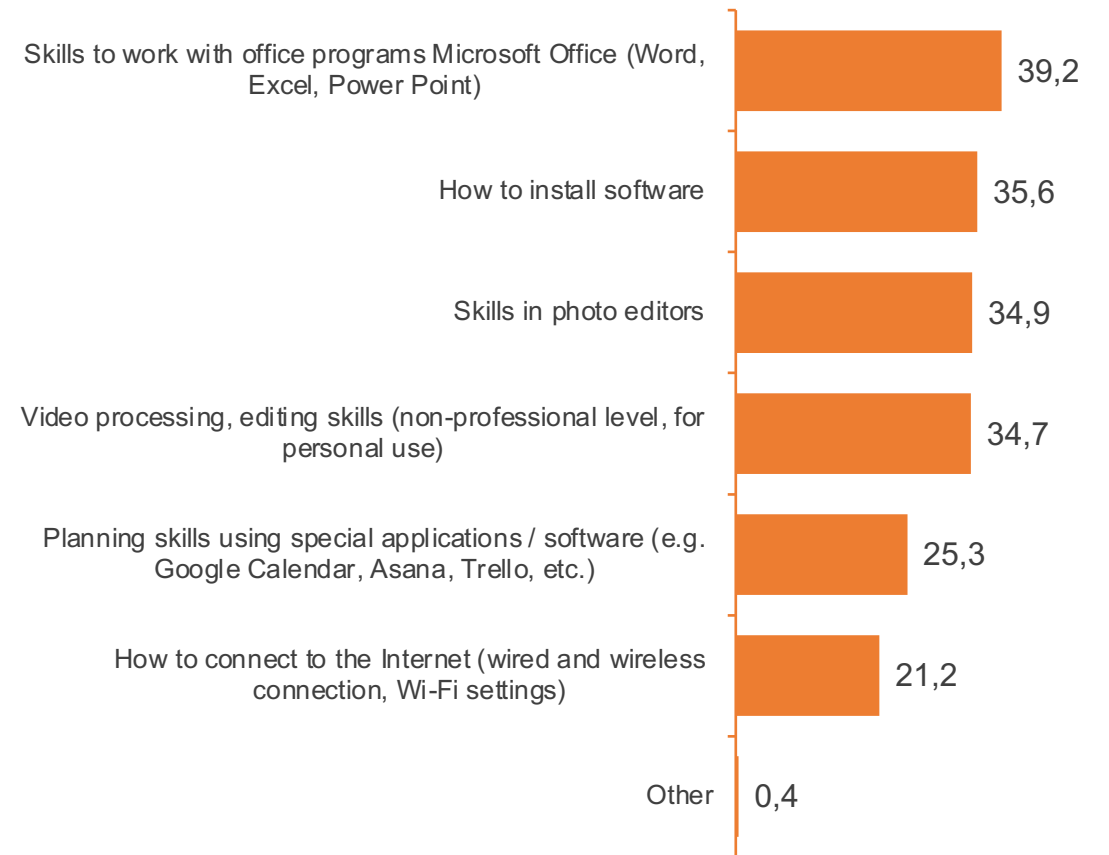


## Digital skills that you would like to develop. Ukraine on the whole *(in %, several answer variants are possible)*

### Basic skills



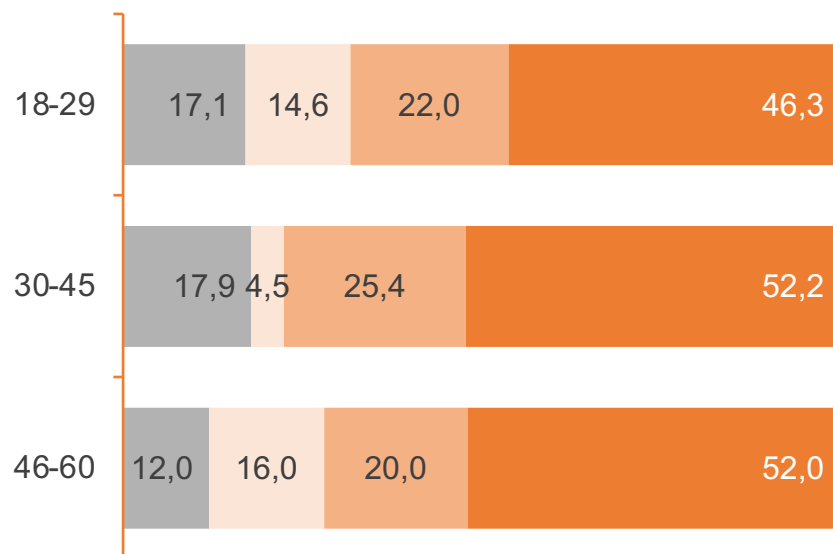
### Advanced skills



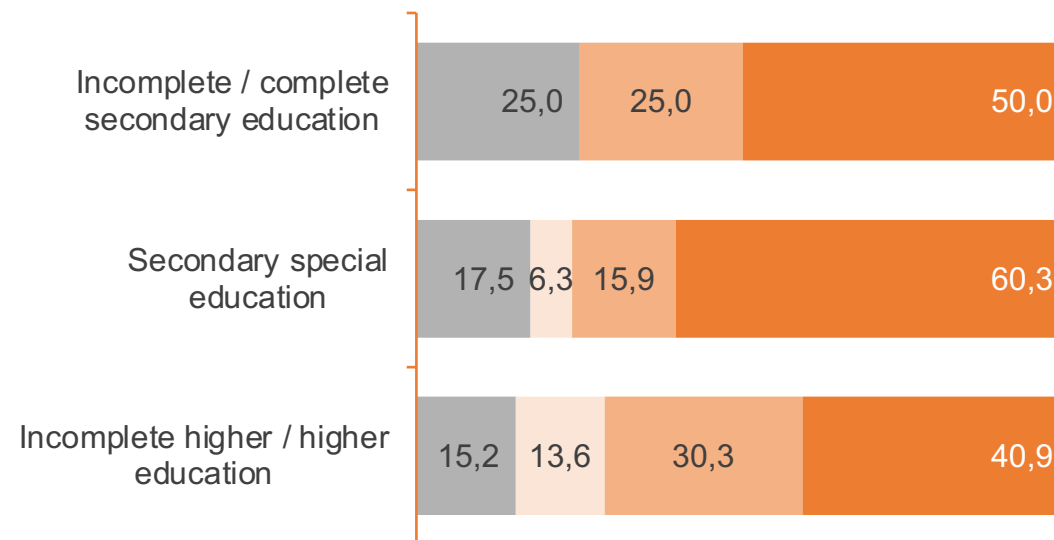


## Digital skills that you would like to develop. Uncontrolled territories *(in %, several answer variants are possible)*

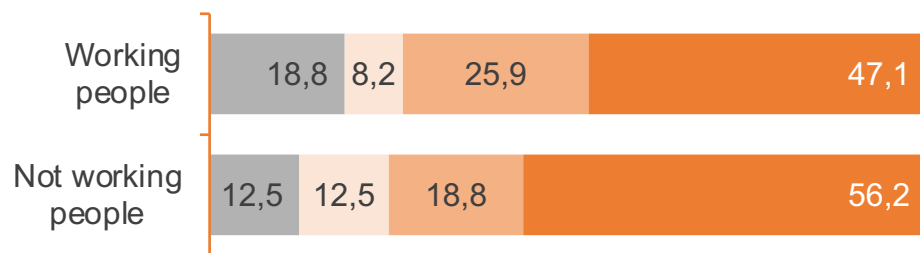
*by age, %*



*by level of education, %*



*by employment status, %*



None of the skills

Basic skills

Advanced skills

Basic and advanced skills



## Digital skills that you would like to develop. Uncontrolled territories *(in %, several answer variants are possible)*

### Basic skills

### Advanced skills

Search for information online / differentiate between reliable and unreliable sources of information

57,5

Online security skills

56,3

Application installation skills

30,0

Media skills (find / listen / watch / download)

21,3

Use of social networks / messengers

17,5

Shopping online

17,5

Use of Internet banking services

15,0

Using smartphones

11,3

Use of e-mail

7,5

Video processing, editing skills (non-professional level, for personal use)

36,7

Skills to work with office programs Microsoft Office (Word, Excel, Power Point)

33,7

Skills in photo editors

30,6

How to install software

29,6

Planning skills using special applications / software (e.g. Google Calendar, Asana, Trello, etc.)

25,5

How to connect to the Internet (wired and wireless connection, Wi-Fi settings)

10,2

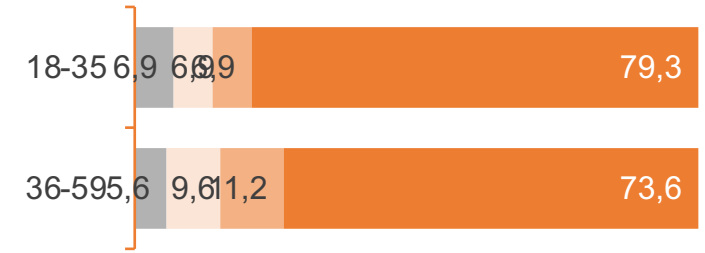
Other

2,0

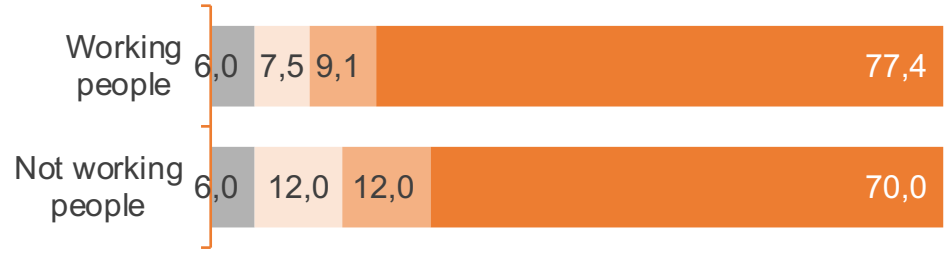


# Digital skills that you would like to develop. People with auditory disabilities (in %)

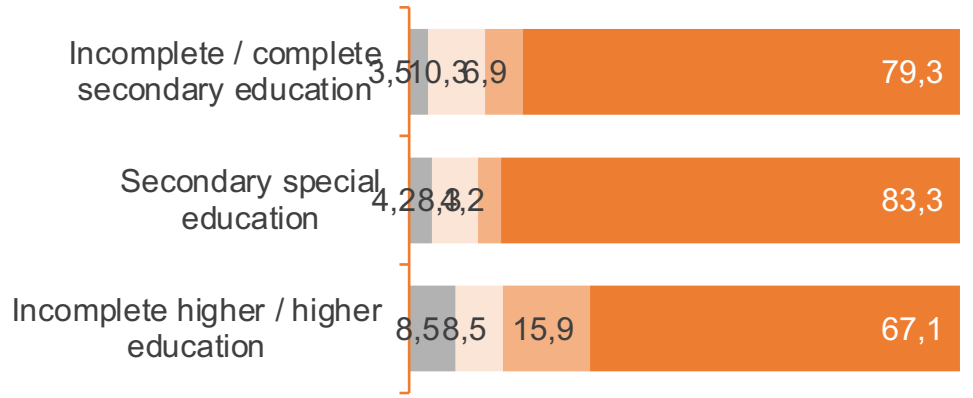
by age, %



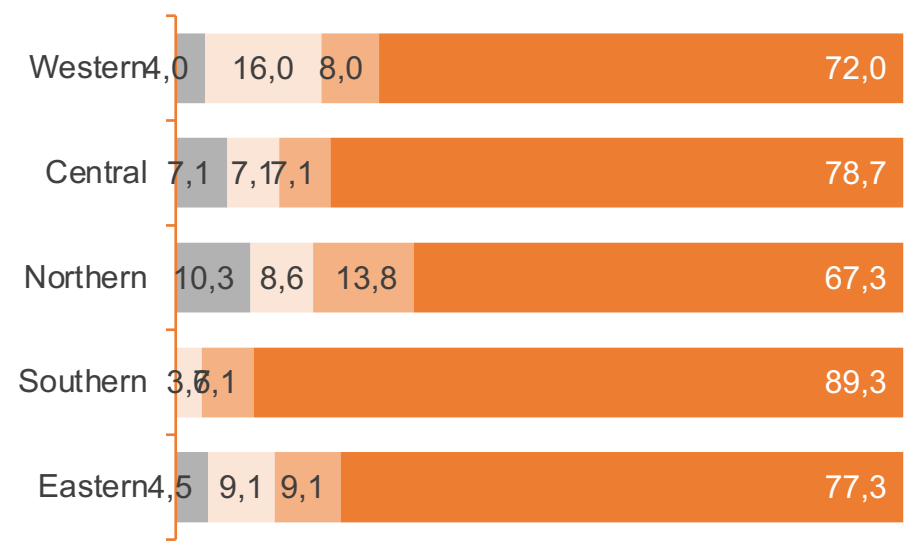
by employment status, %



by level of education, %



by region, %

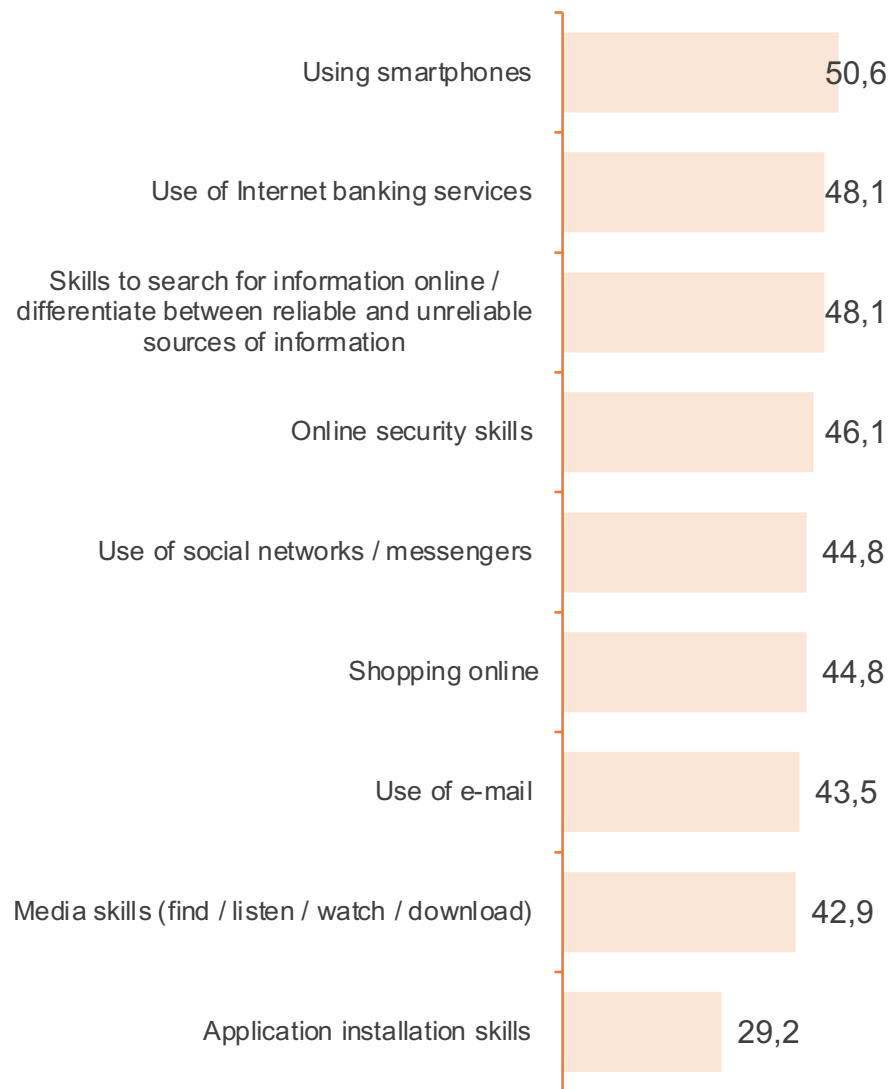


None of the skills    Basic skills    Advanced skills    Basic and advanced skills

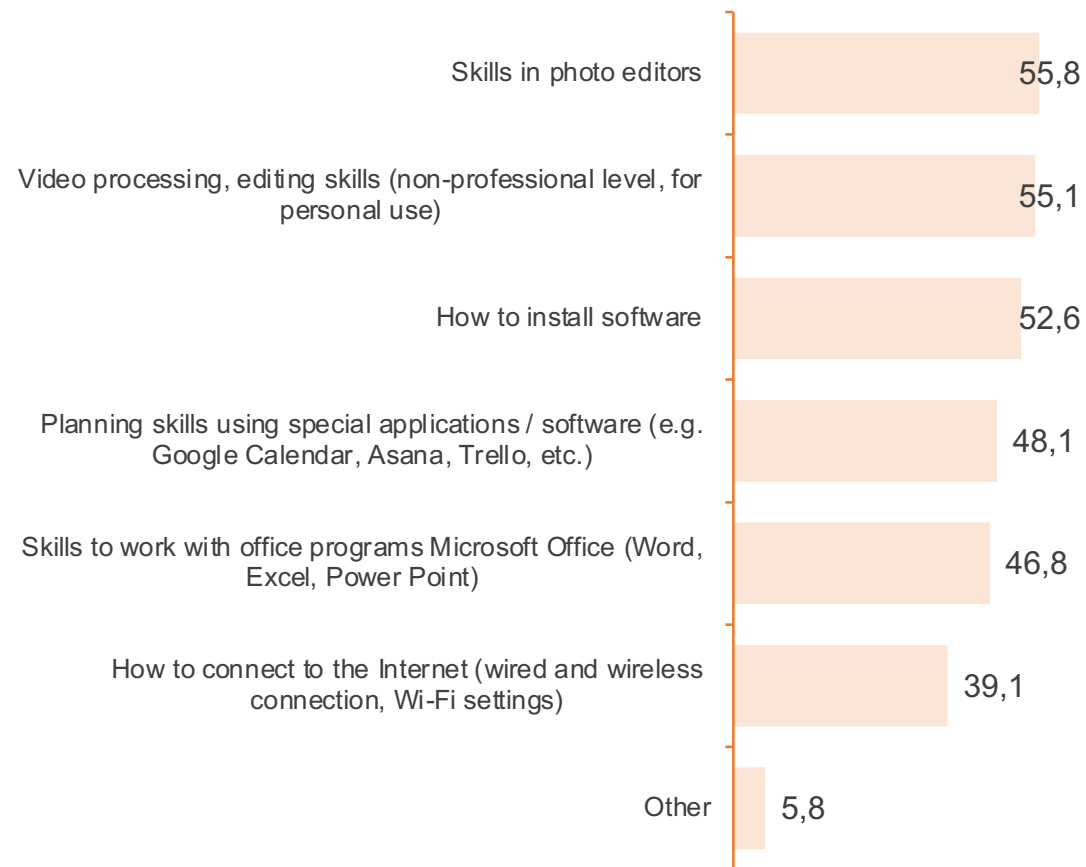


## Digital skills that you would like to develop. People with auditory disabilities (in %, several answer variants are possible)

### Basic skills



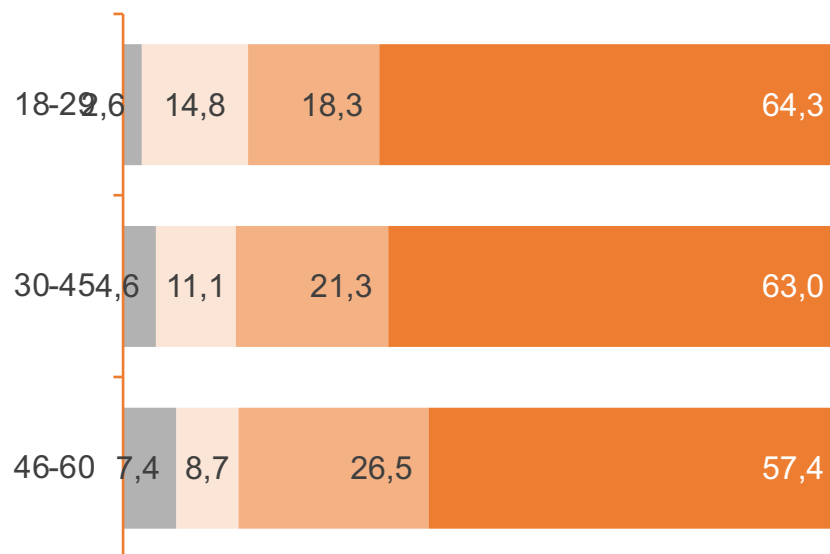
### Advanced skills



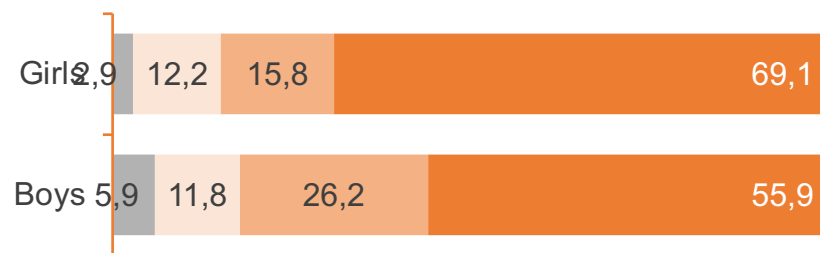


## Digital skills that you would like to develop. Youth aged 10-17 years *(in %, several answer variants are possible)*

*by age, %*



*by gender, %*



None of the skills

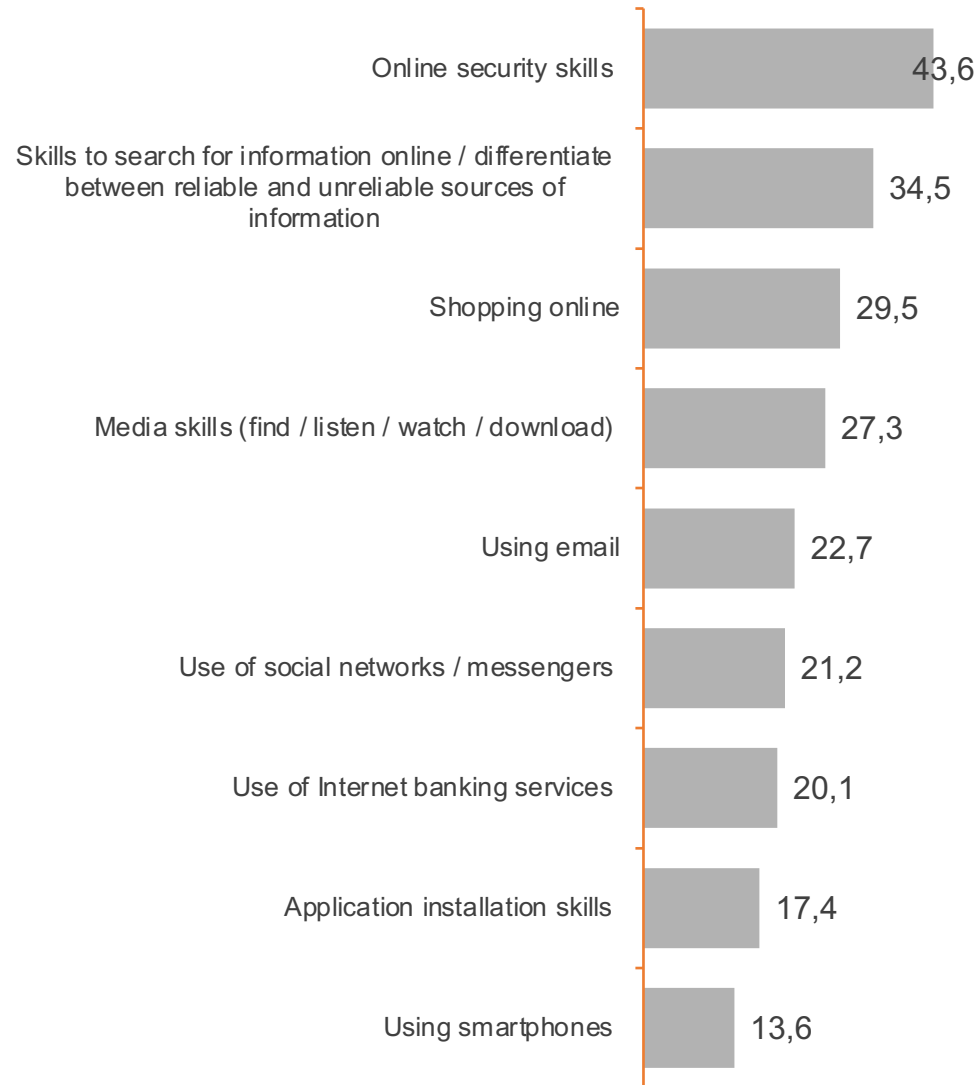
Basic skills

Advanced skills

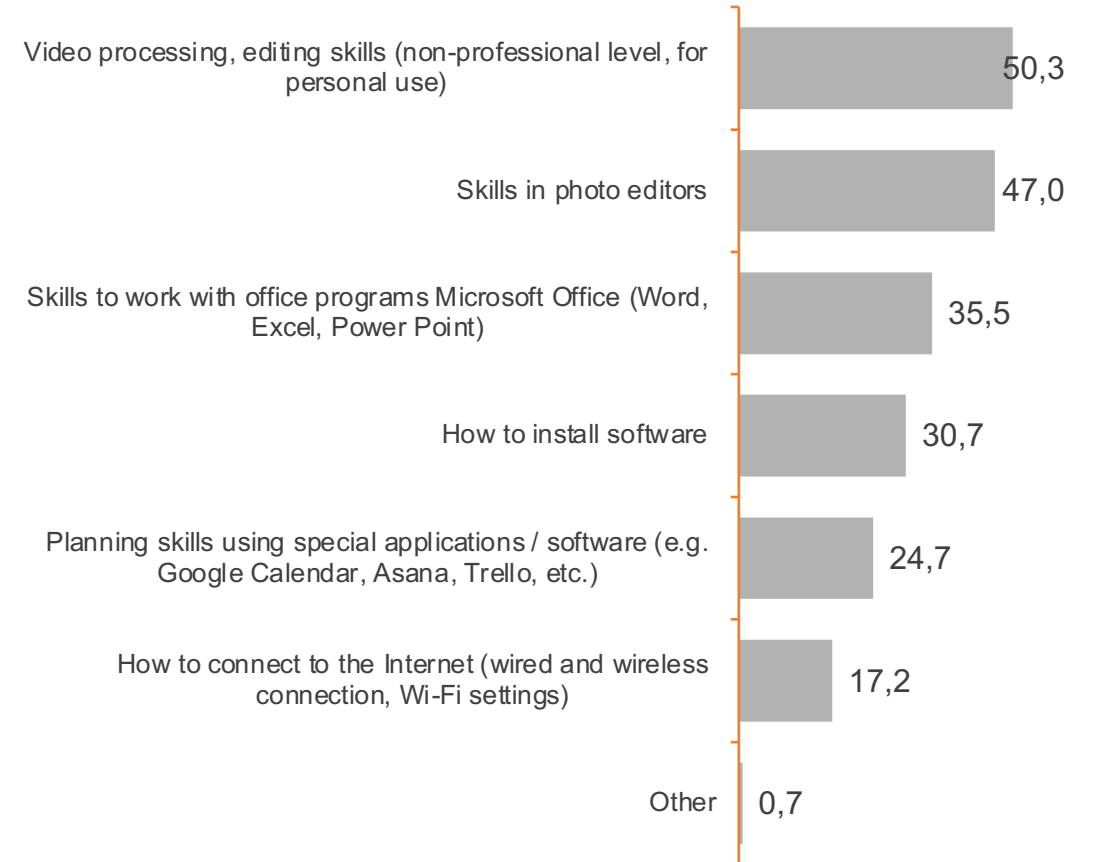
Basic and advanced skills

## Digital skills that you would like to develop. Youth aged 10-17 years *(in %, several answer variants are possible)*

### Basic skills

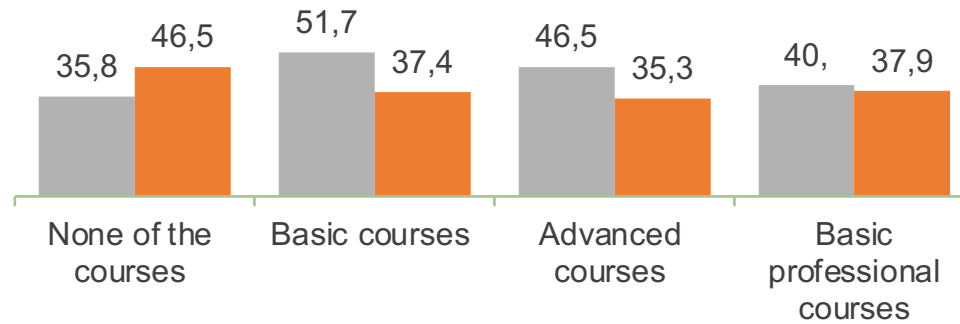


### Advanced skills

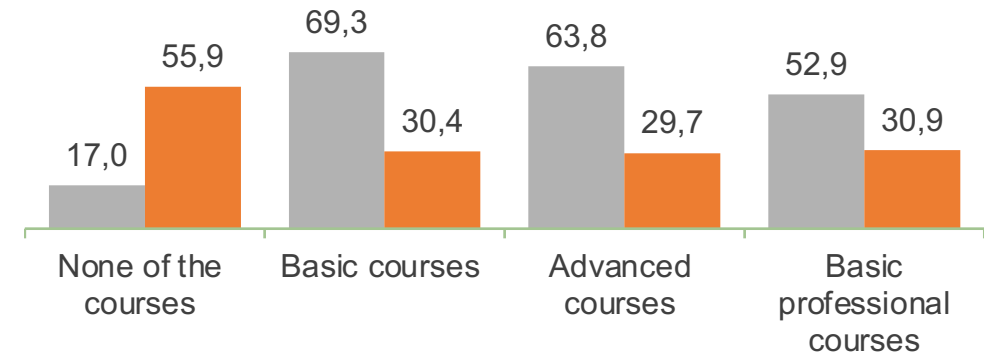


## Courses you would like to take *(in %, several answer variants are possible)*

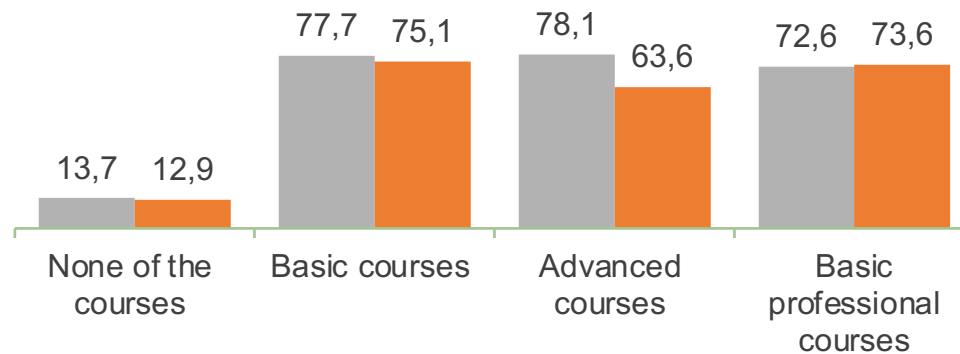
### Ukraine on the whole



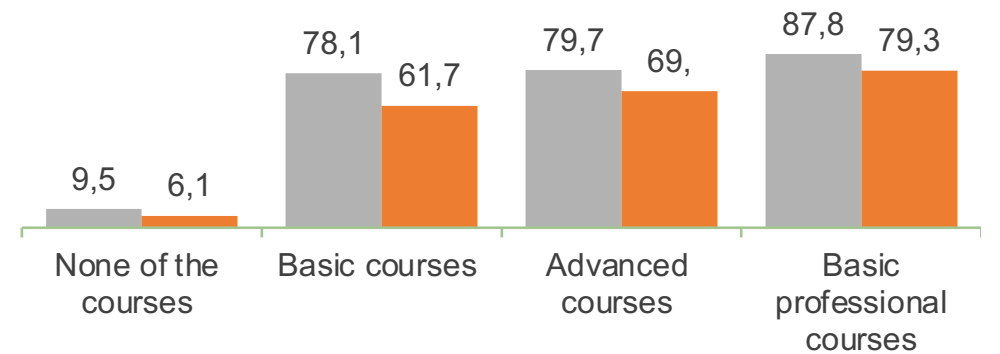
### Uncontrolled territories



### People with auditory disabilities



### Youth aged 10-17 years



■ 2019

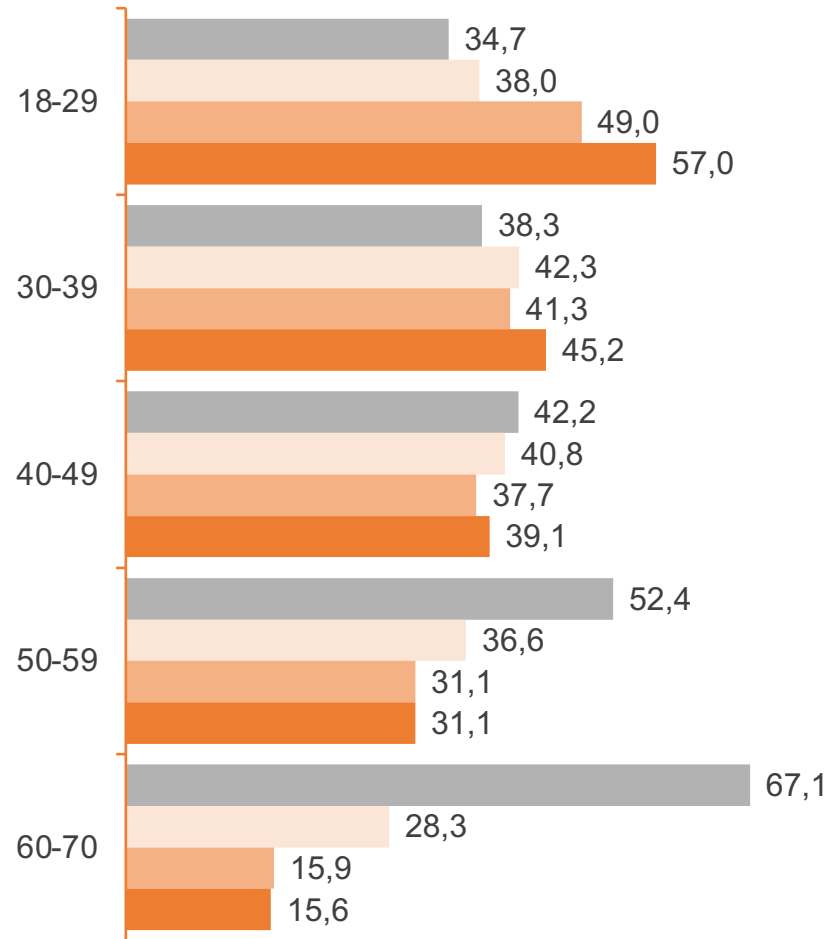
■ 2021



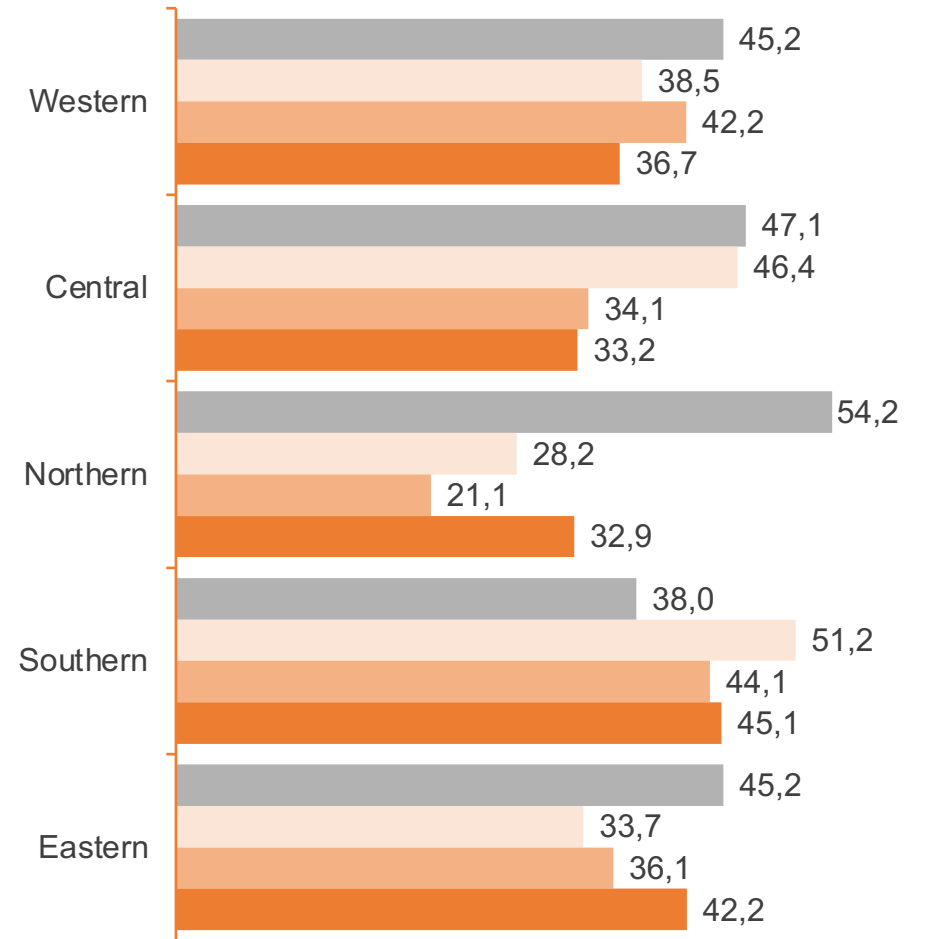


## Courses you would like to take. Ukraine on the whole *(in %, several answer variants are possible)*

by age, %



by region, %



None of the courses

Basic courses

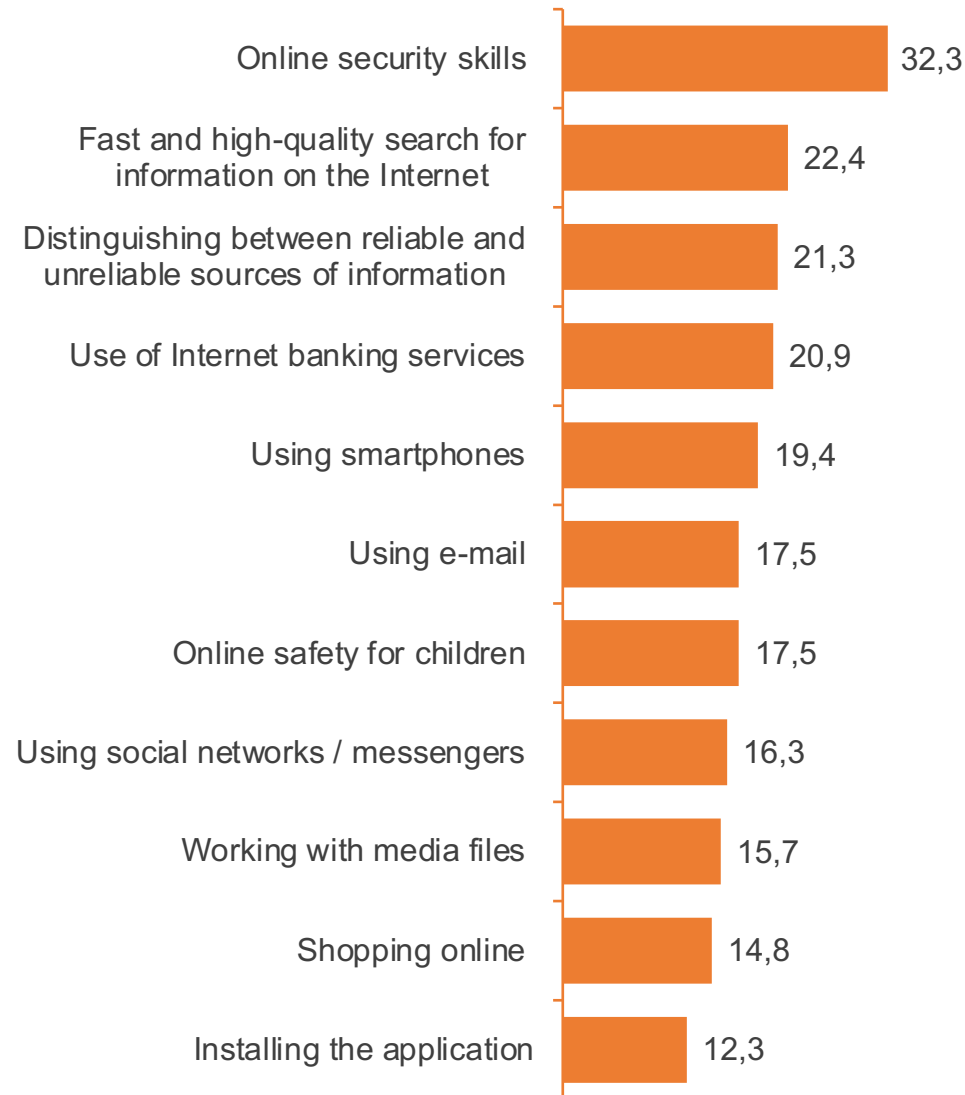
Advanced courses

Professional courses

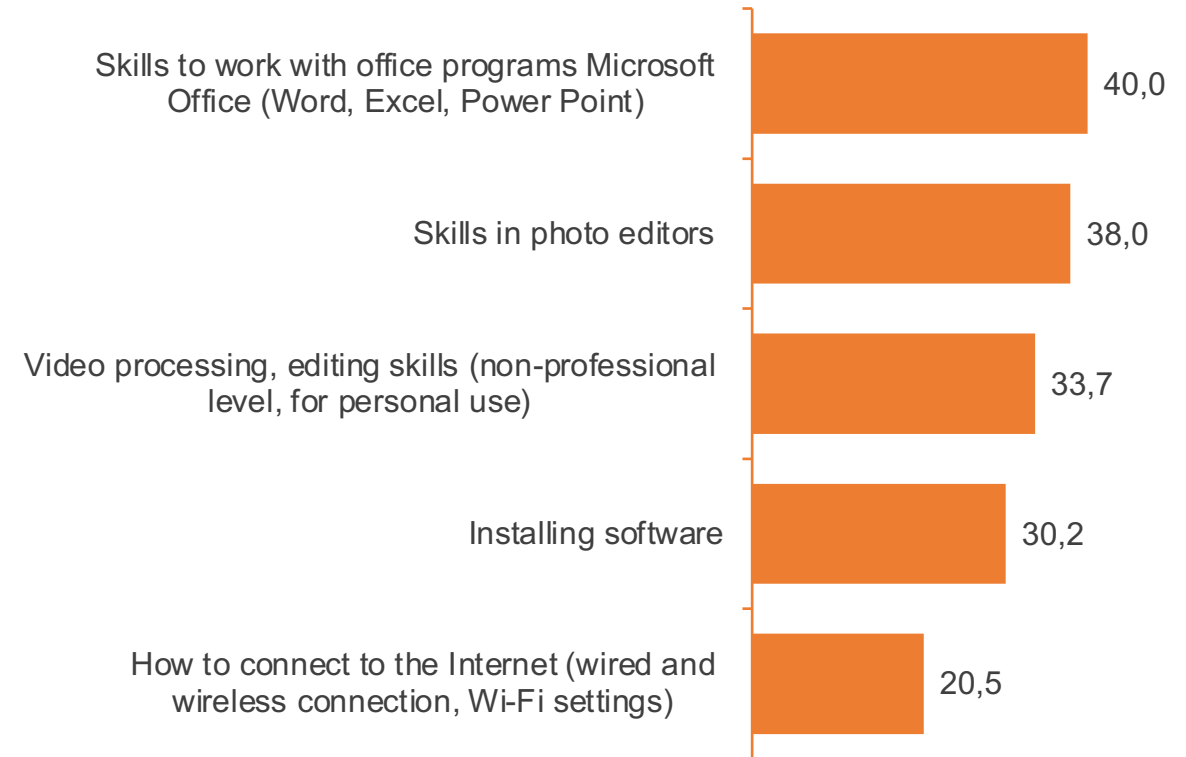


## Courses you would like to take. Ukraine on the whole *(in %, several answer variants are possible)*

### Basic courses



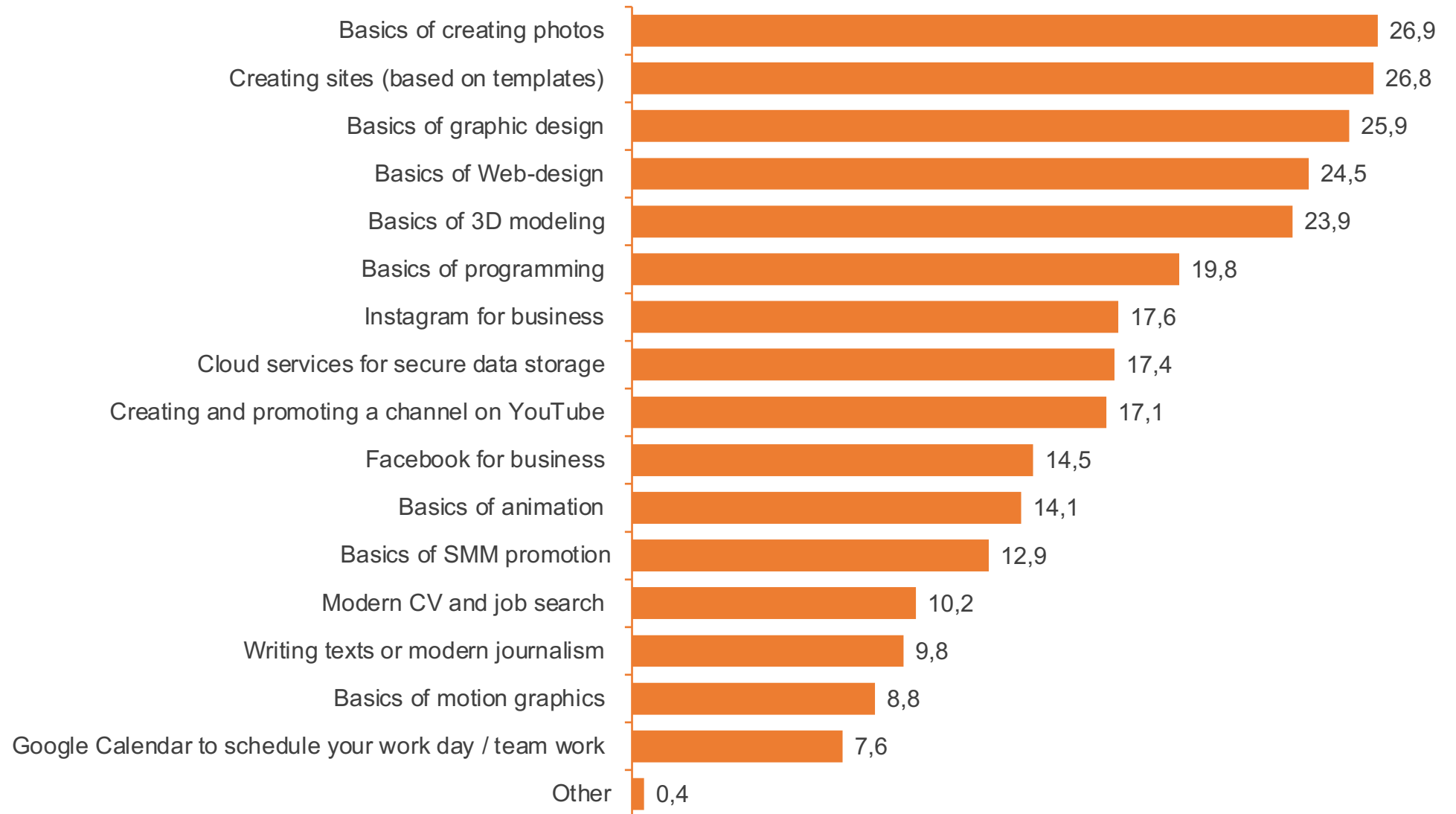
### Advanced courses





## Courses you would like to take. Ukraine on the whole *(in %, several answer variants are possible)*

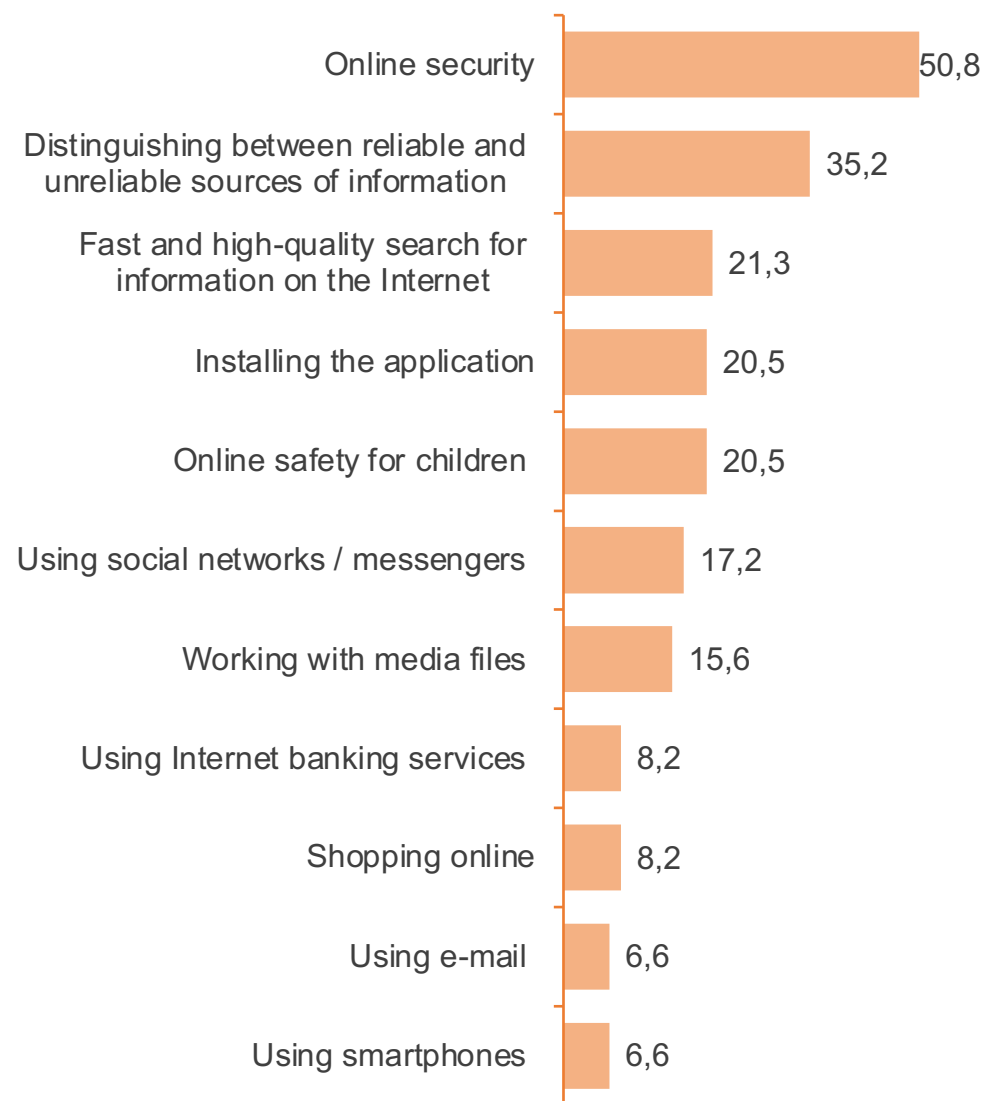
### Advanced professional courses



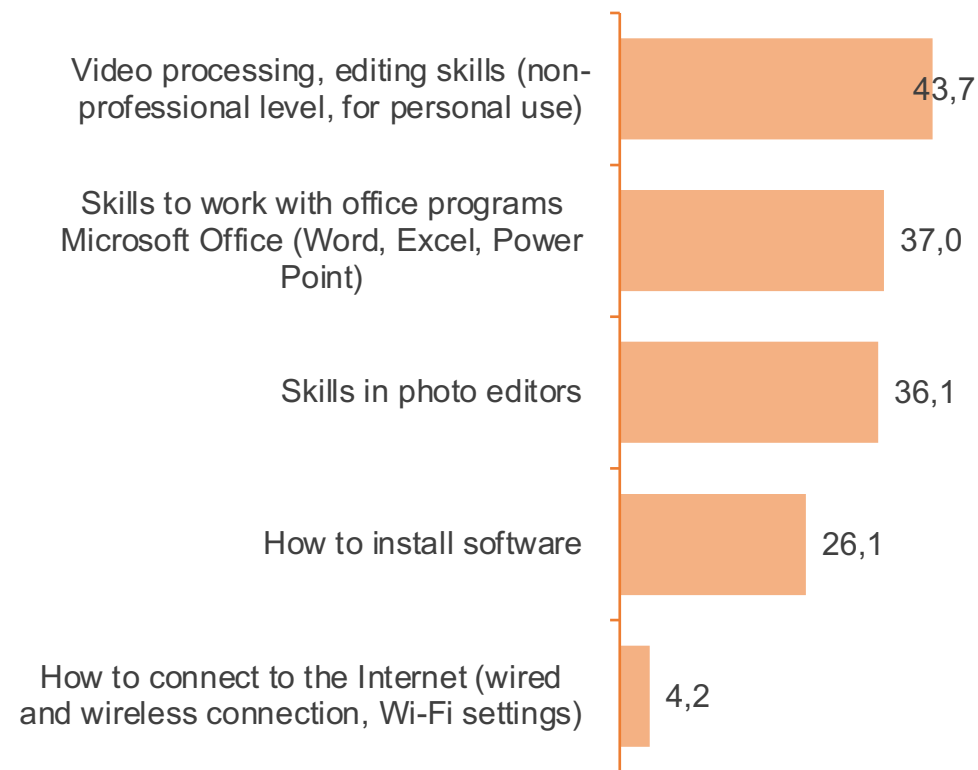


## Courses you would like to take. Uncontrolled territories *(in %, several answer variants are possible)*

### Basic courses



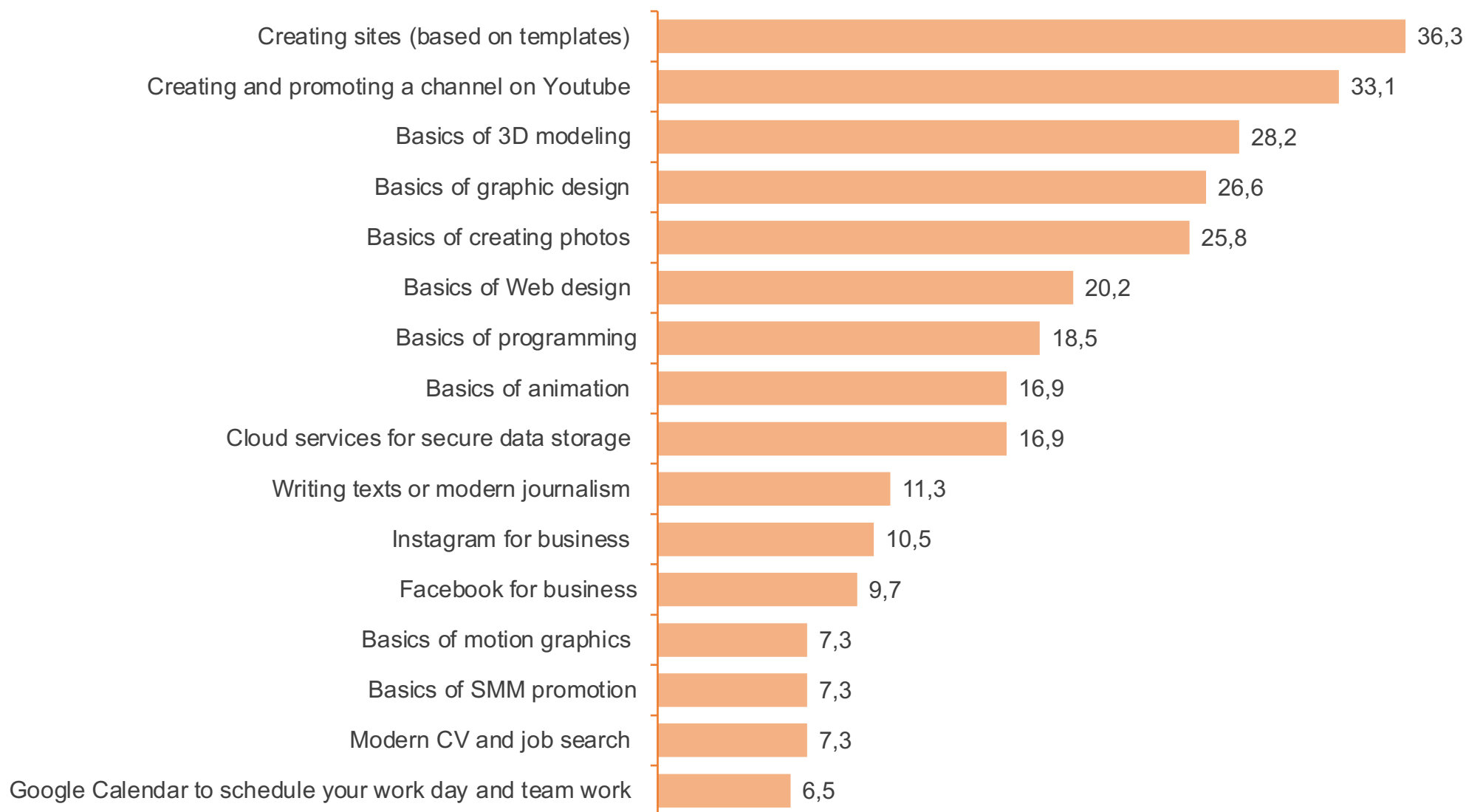
### Advanced courses





## Courses you would like to take. Uncontrolled territories *(in %, several answer variants are possible)*

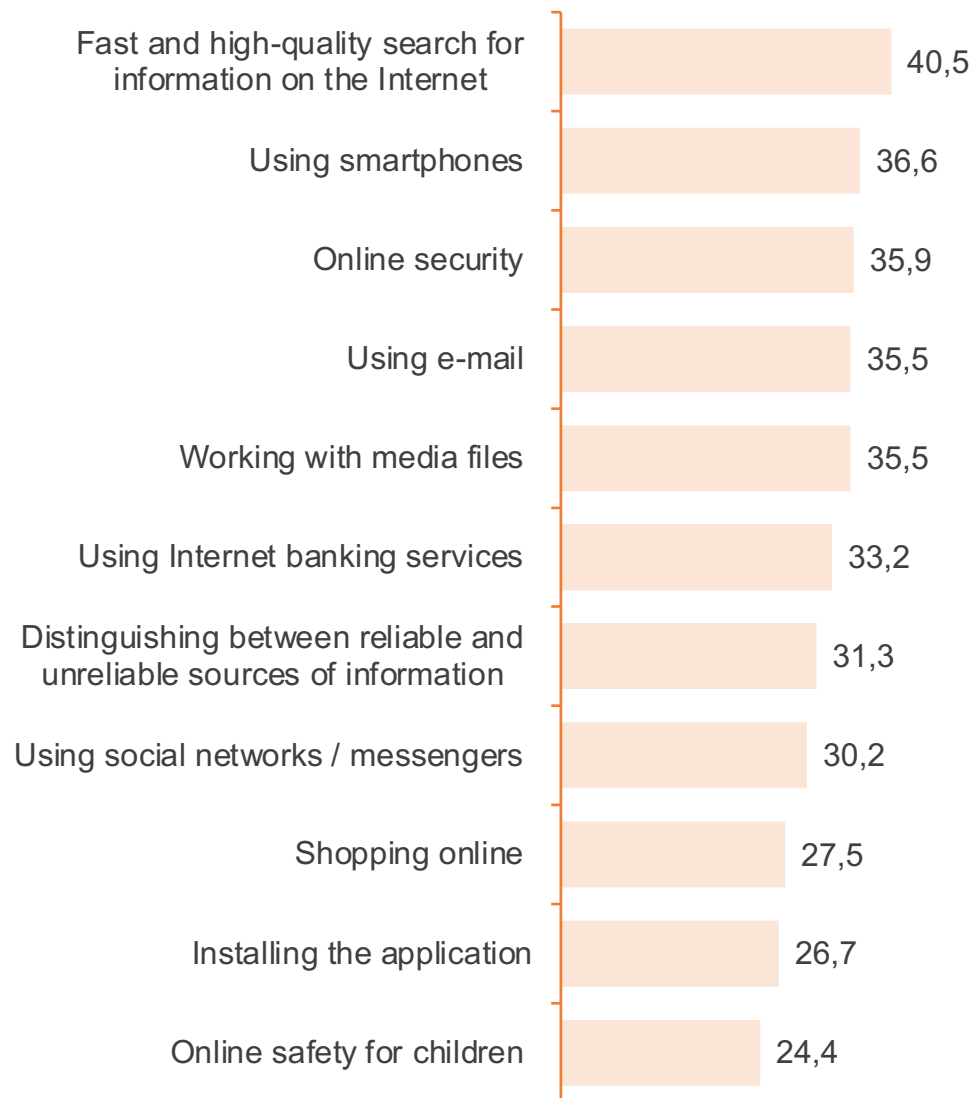
### Advanced professional courses



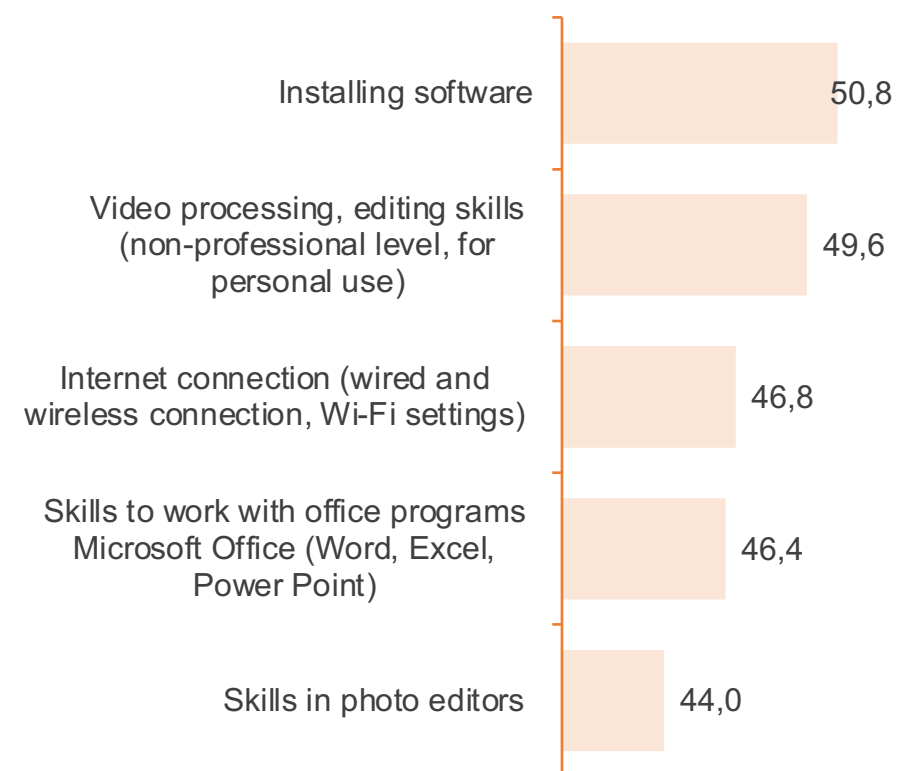


## Courses you would like to take. People with auditory disabilities *(in %, several answer variants are possible)*

### Basic courses



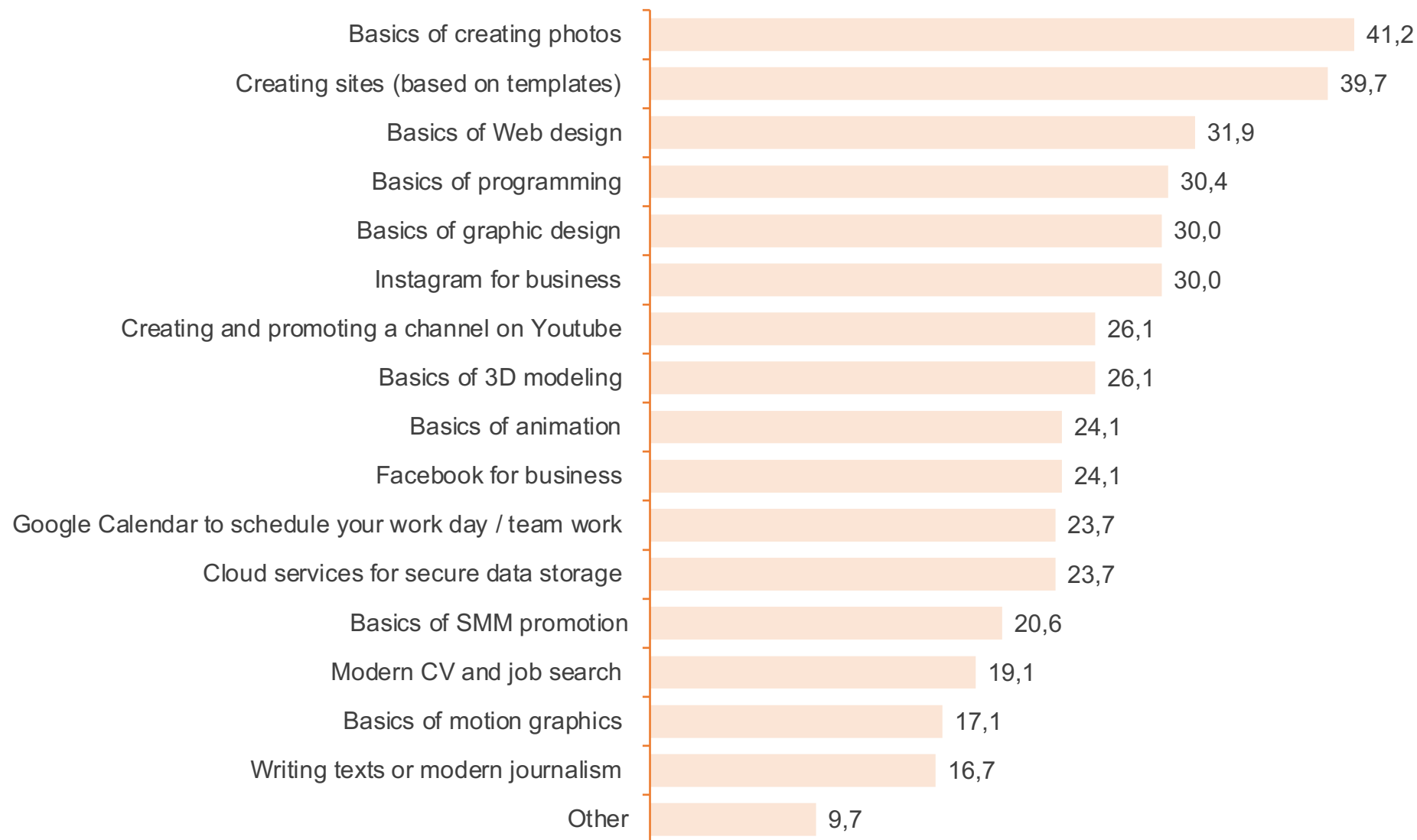
### Advanced courses





## Courses you would like to take. People with auditory disabilities *(in %, several answer variants are possible)*

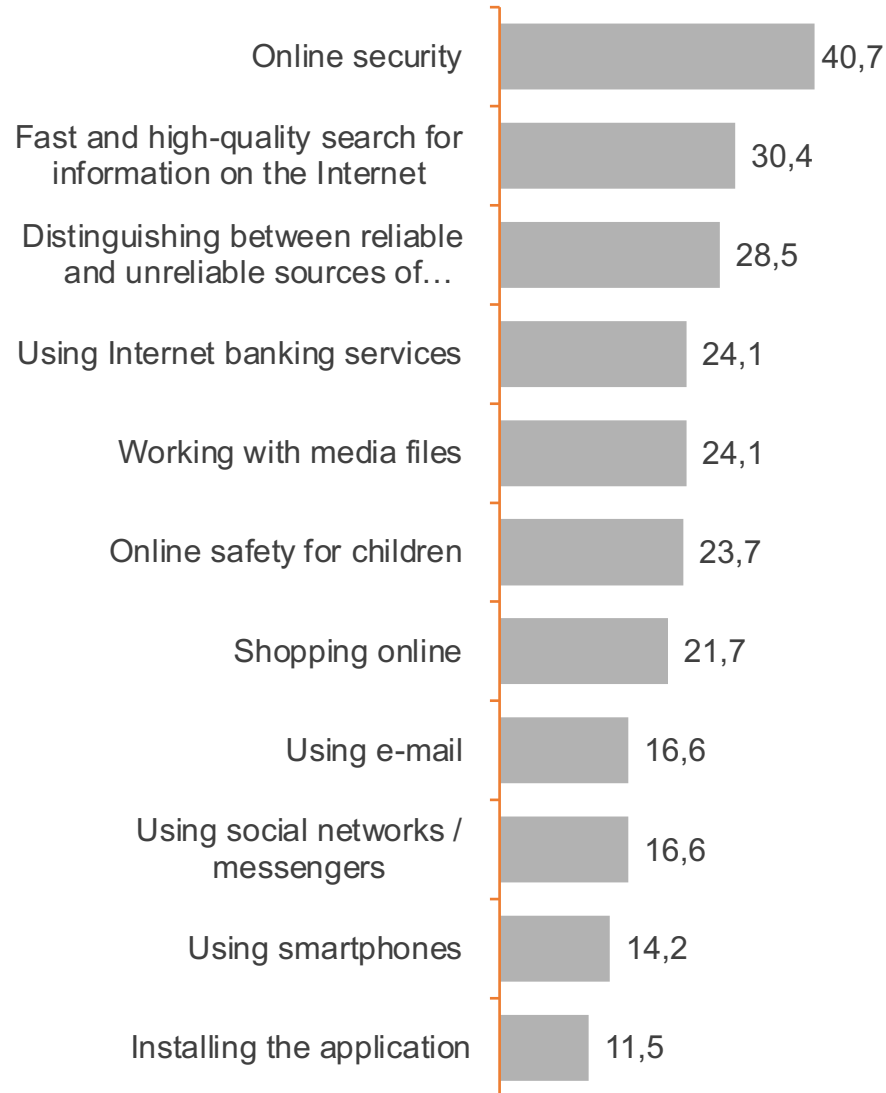
### Advanced professional courses



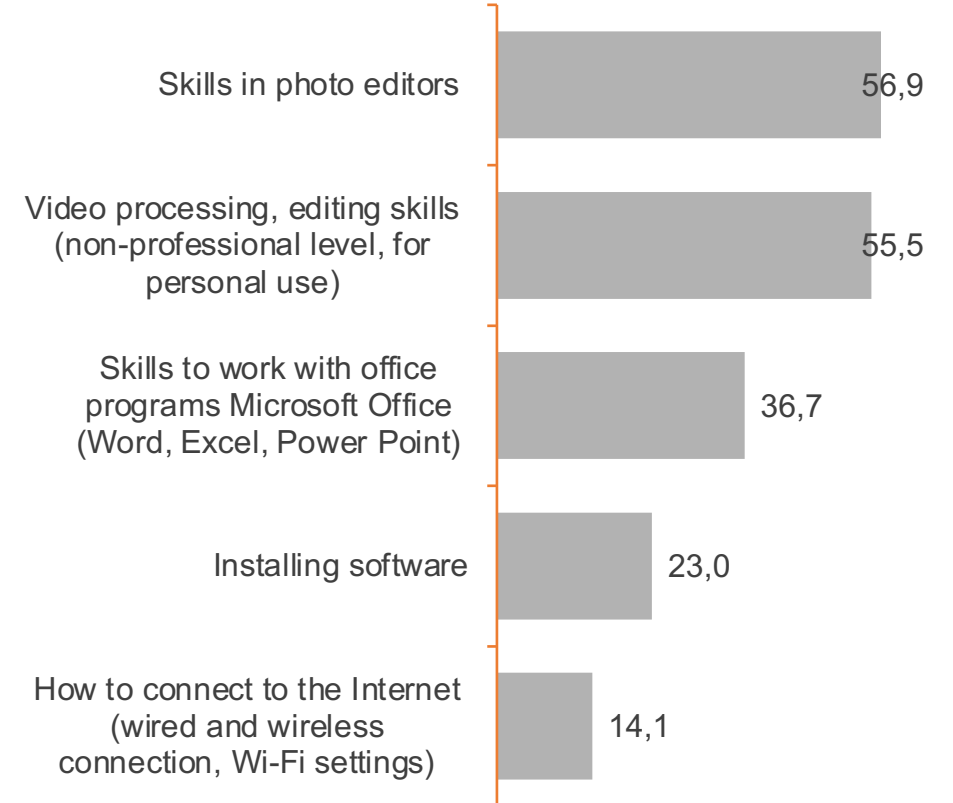


## Courses you would like to take. Youth aged 10-17 years *(in %, several answer variants are possible)*

### Basic courses



### Advanced courses

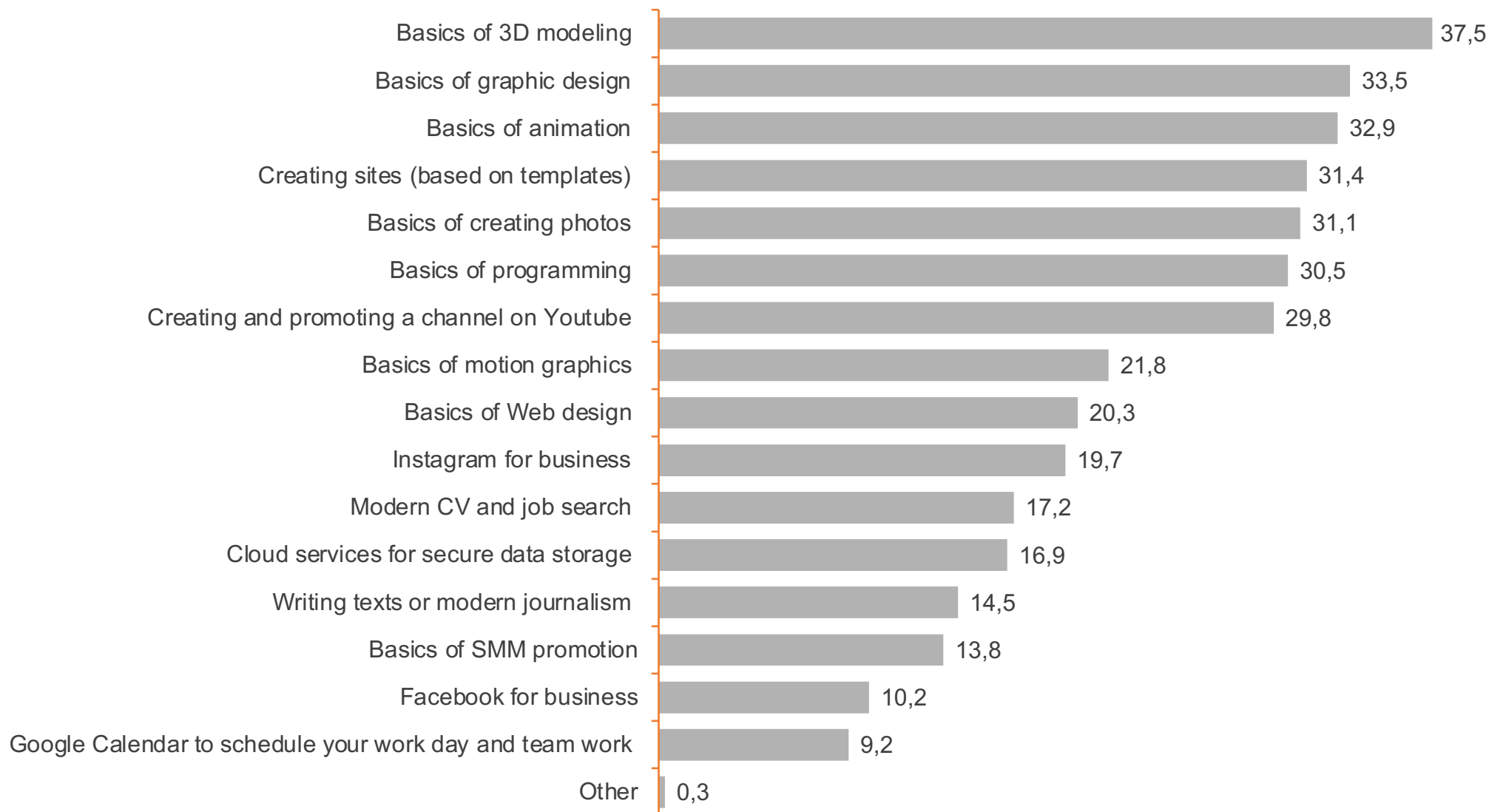






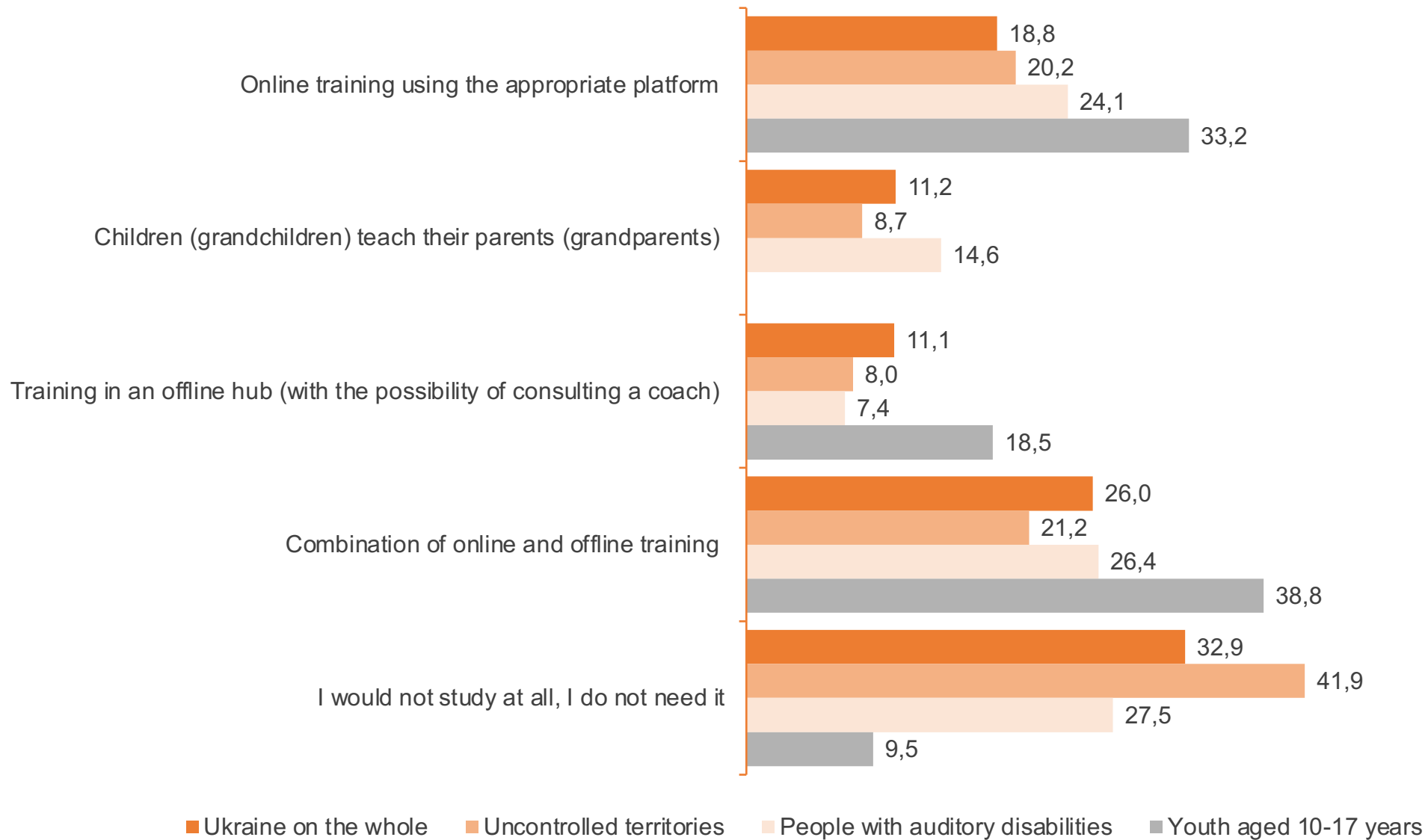
## Courses you would like to take. Youth aged 10-17 years *(in %, several answer variants are possible)*

### Advanced professional courses



## A form of learning digital skills

(in %)

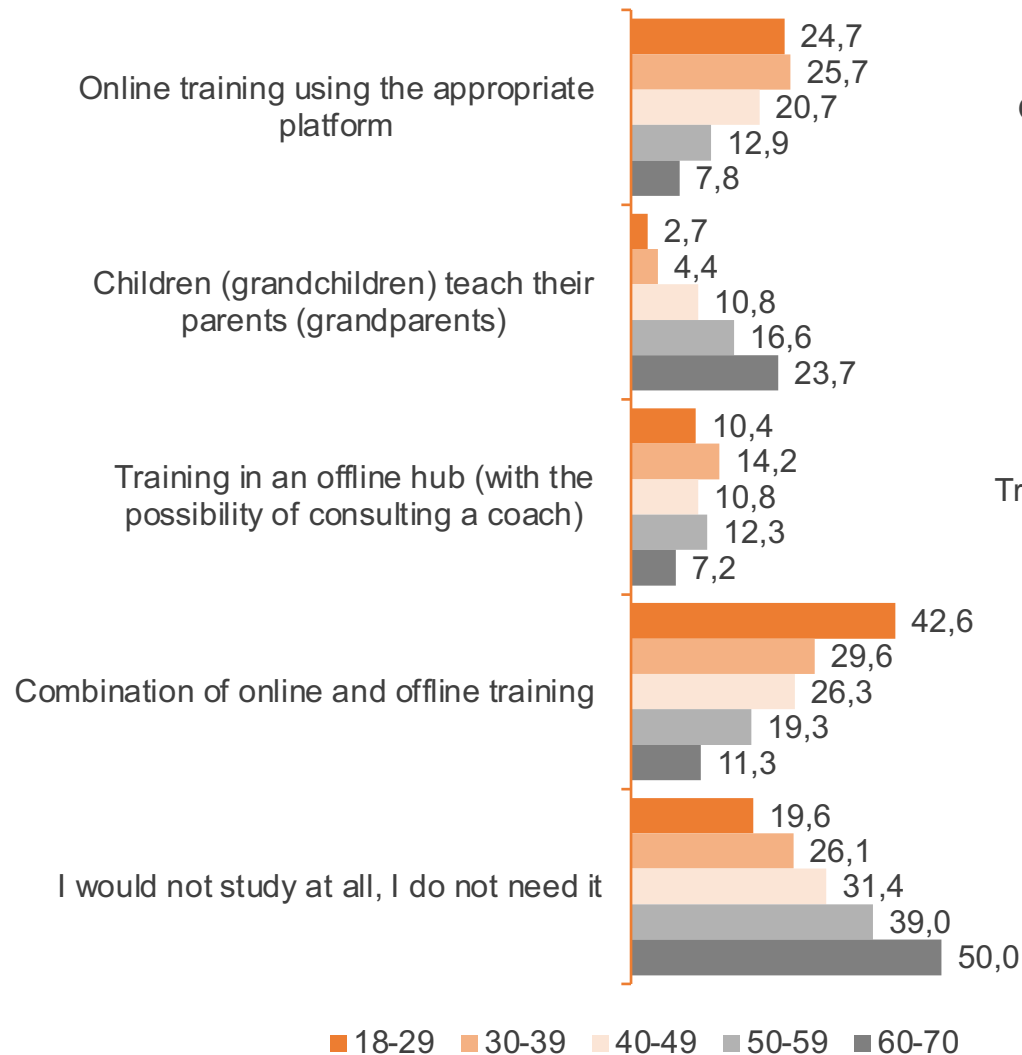




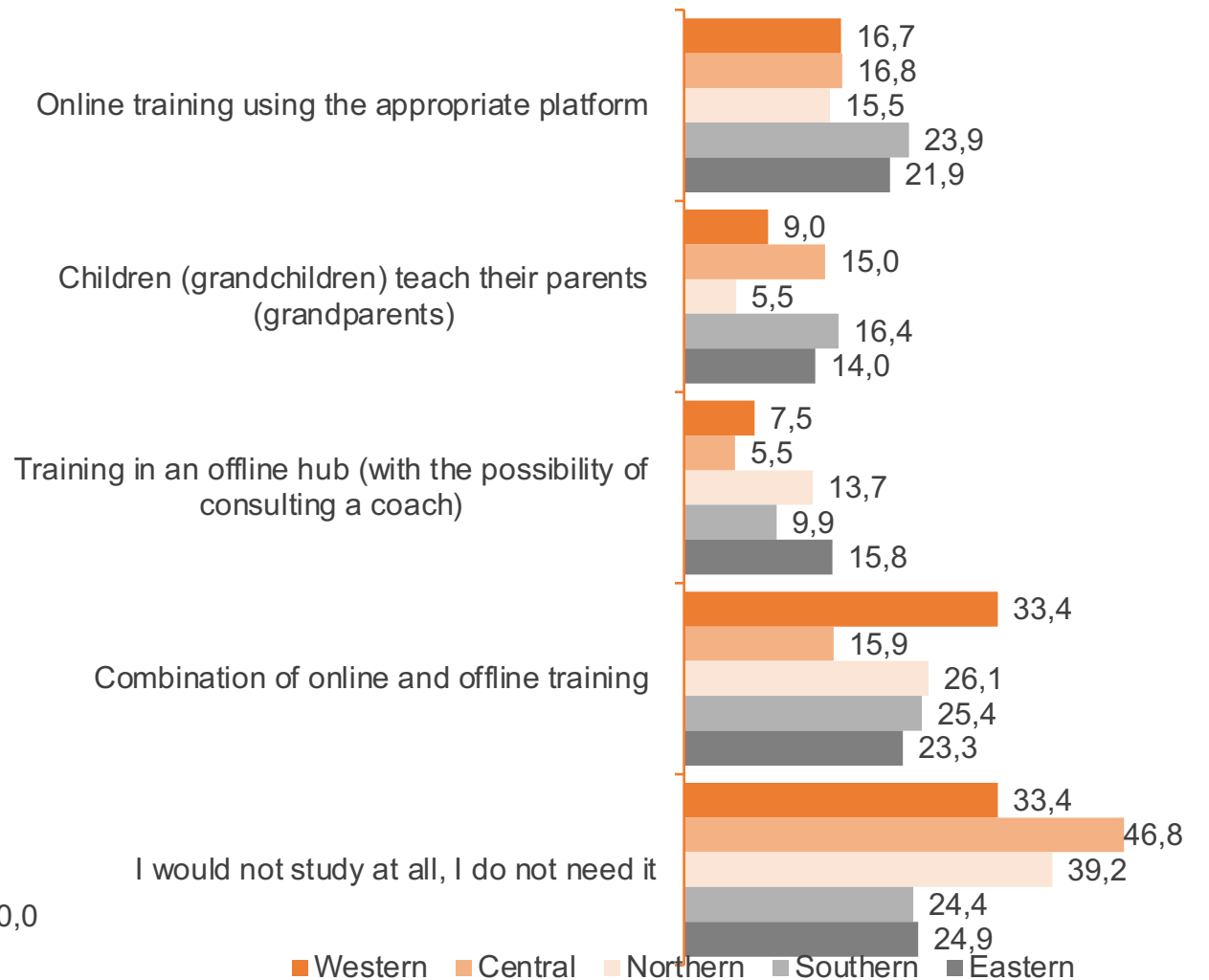
## A form of learning digital skills. Ukraine on the whole

(in %)

by age, %



by region, %

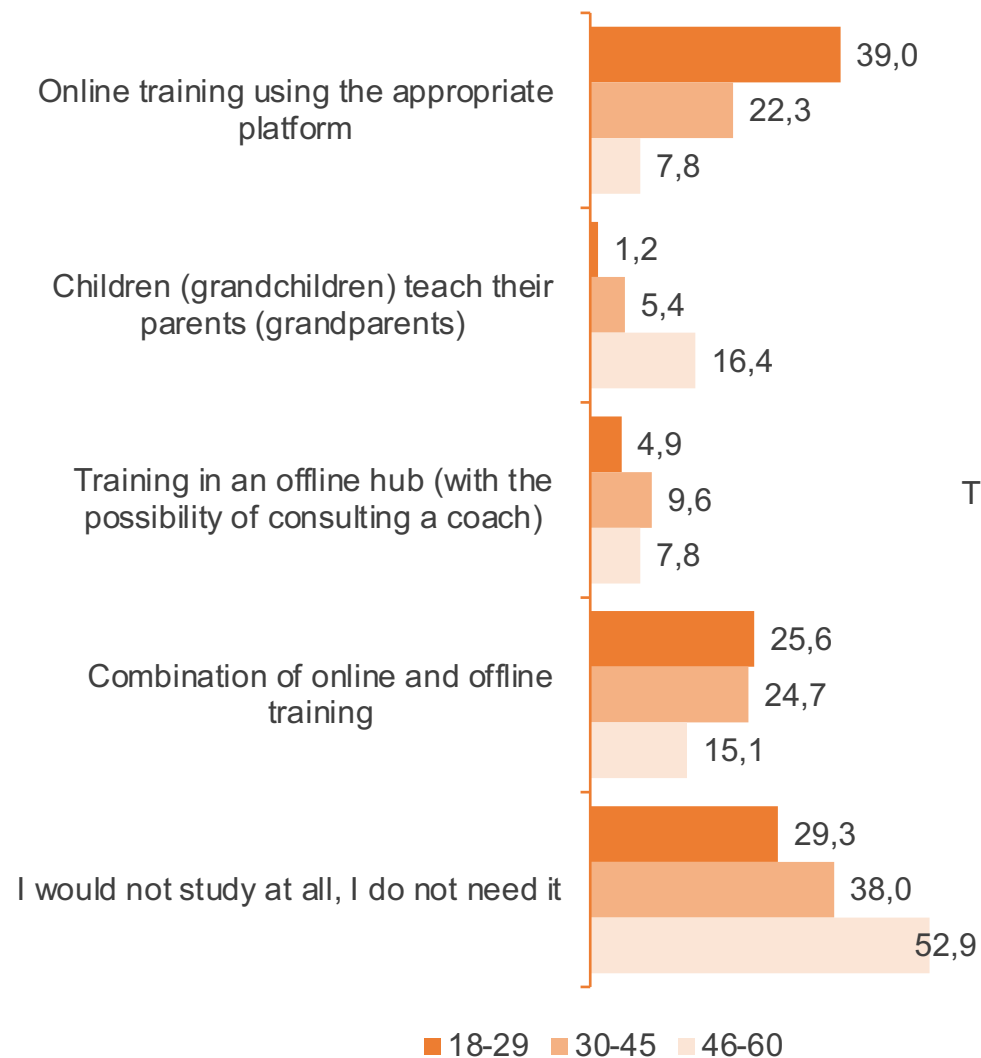




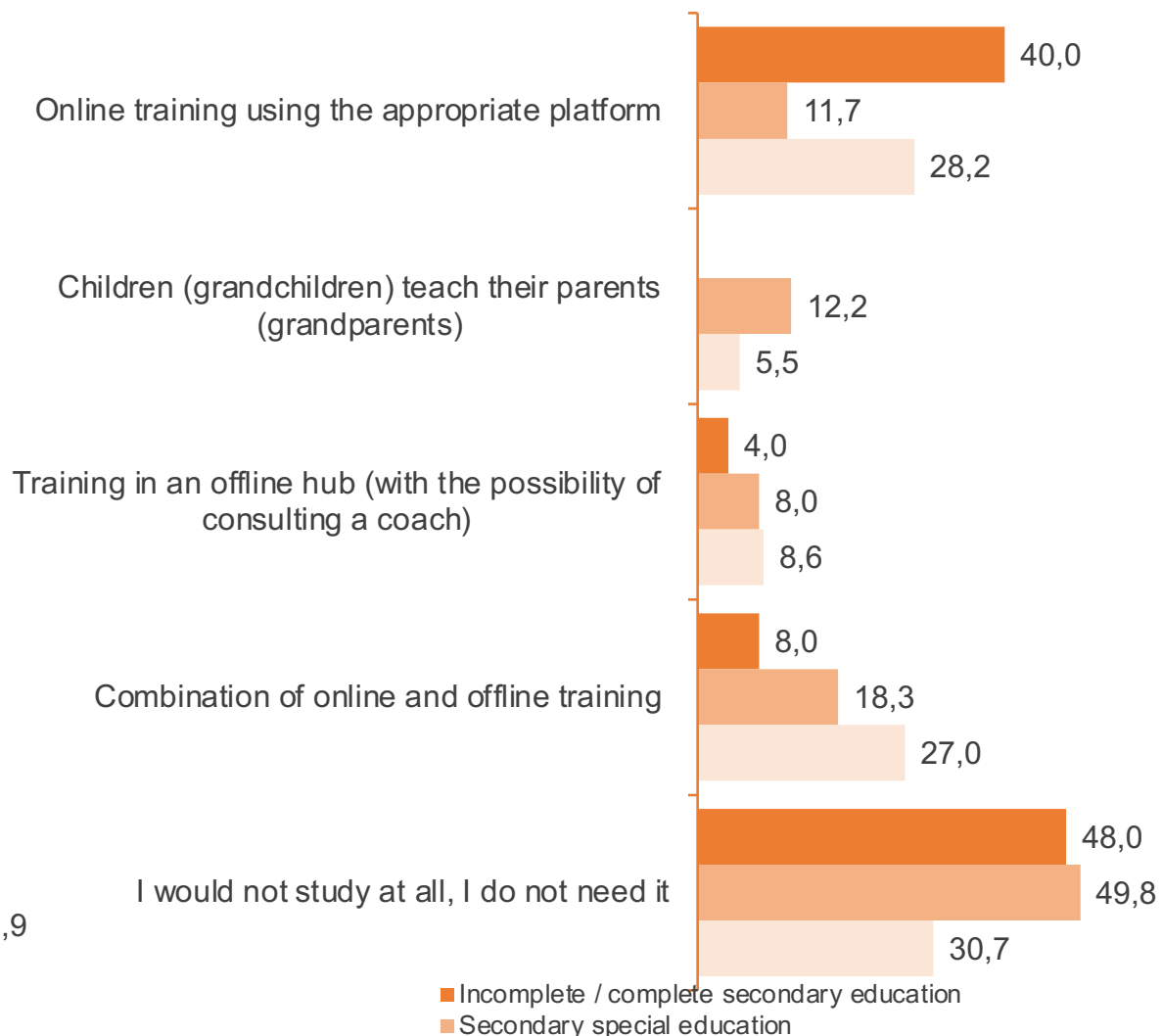
## A form of learning digital skills. Uncontrolled territories

(in %)

by age, %



by level of education, %

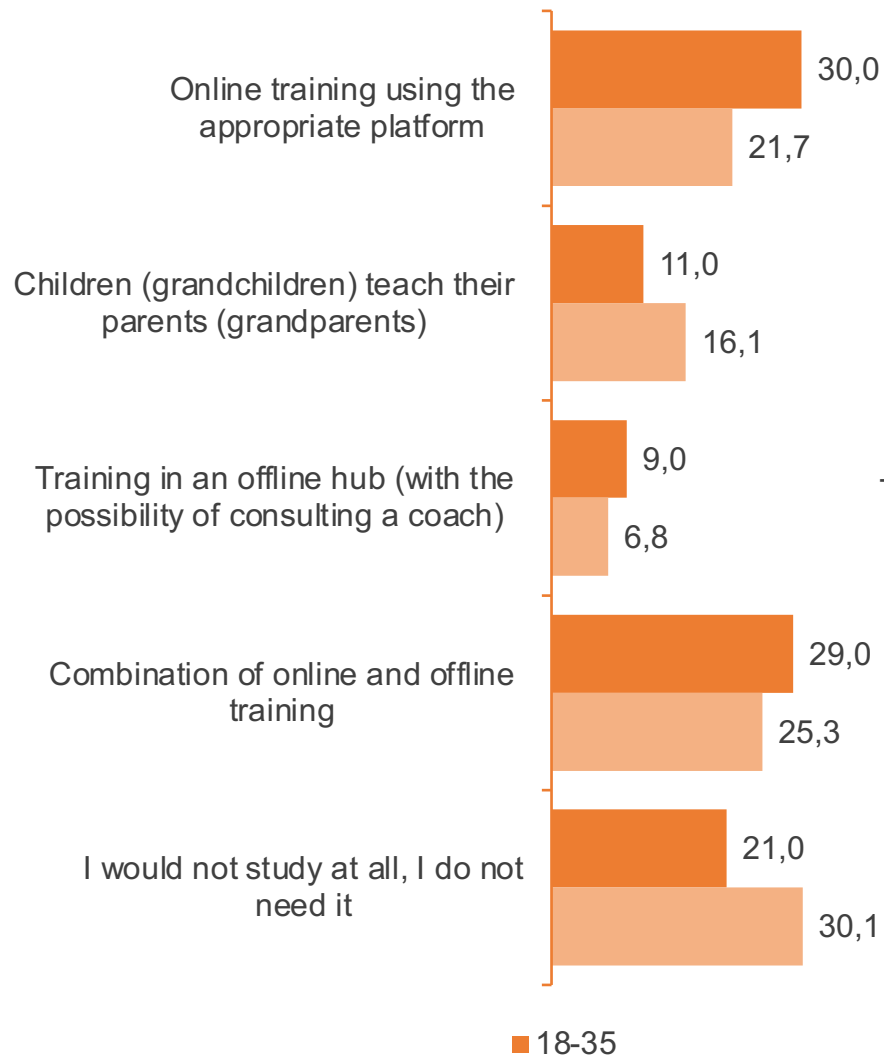




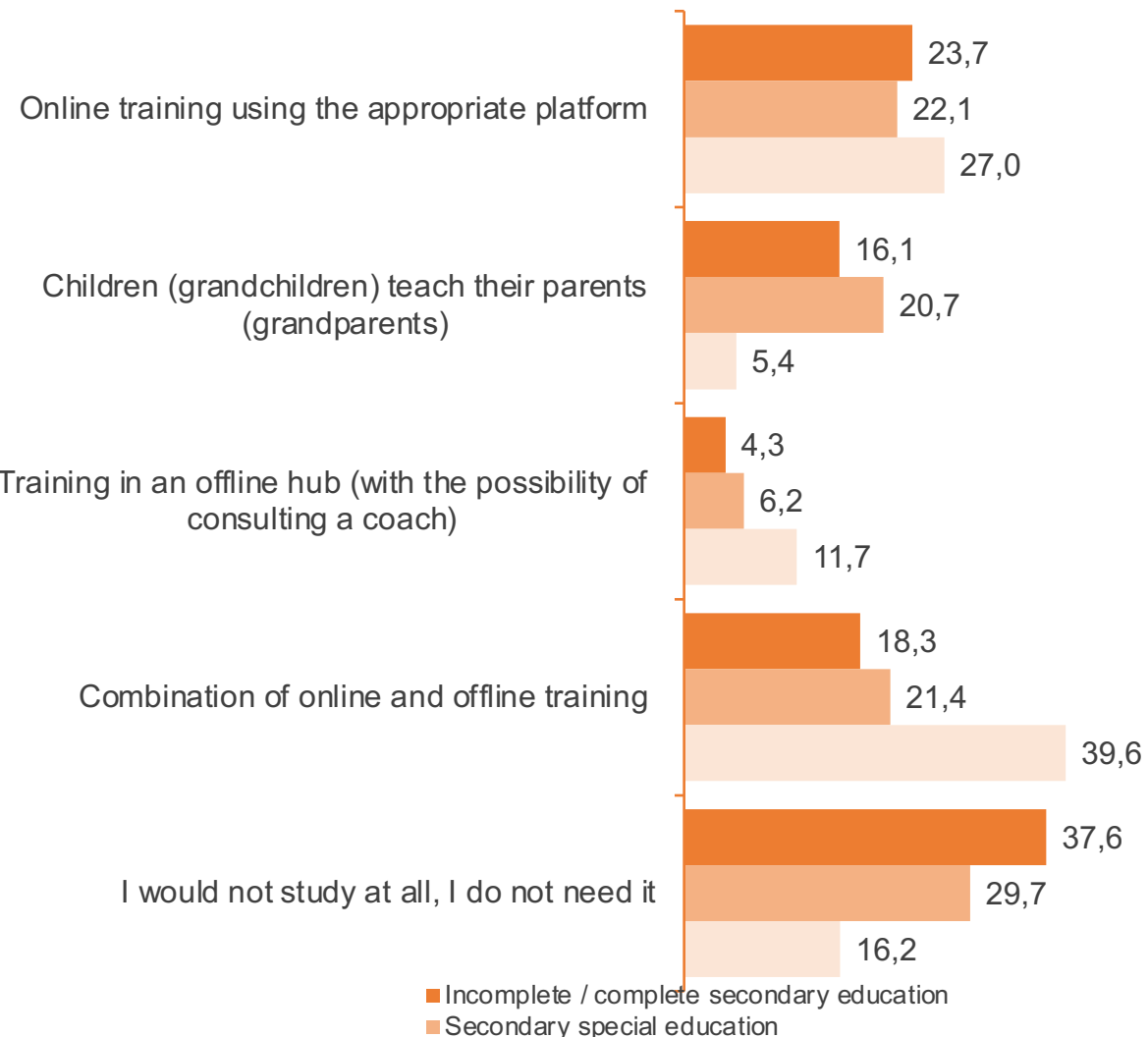
## A form of learning digital skills. People with auditory disabilities

(in %)

by age, %



by level of education, %





## A form of learning digital skills. Youth aged 10-17 years

(in %)

by age, %

