SOFTWARE

COMPUTER SKILLS

24.09.2019

We usually assume – even in science – that many if not all have high computer level skills. But that may not be true according to the [Nielsen *Norman* Group](). They summarize the results of any OECD survery where 215,942 people were tested, with at least 5,000 participants in most countries.

26% of adult population
can't switch on Computers

14% – Below Level 1
Being too polite to use a term like "level zero," the OECD researchers refer to the lowest skill level as "below level 1."
This is what people below level 1 can do: "Tasks are based on well-defined problems involving the use of only one function within a generic interface". An example of task at this level is "delete this email message" in an email app.

29% – Level 1
This is what level-1 people can do: "Tasks typically require the use of widely available and familiar technology applications, such as email software or a web browser. " An example of level-1 task is "Find all emails from John Smith."

26% – Level 2
This is what level-2 people can do: "At this level, tasks typically require the use of both generic and more specific technology applications." An example of level-2 task is "You want to find a specific document that was sent to you by John Smith in October last year."

5% – Level 3
This is what this most-skilled group of people can do: "At this level, tasks typically require the use of both generic and more specific technology applications." An example of level-3 task is "You want to know what percentage of the emails sent by John Smith last month were about a specific topic."