

ATTACHMENT**Digitalisation of Municipal Youth Work in 2019**

Dear youth work professional,

The purpose of this survey is to gauge the current status of the digitalisation of municipal youth work and to learn about attitudes towards digital youth work, competence, resources and wishes and needs relating to the same. In simplified terms, digital youth work means proactively using or addressing digital media and technology in youth work.

This is the fourth survey of its kind. We would like all municipal youth workers and youth work managers to answer the survey. Every answer is important to us. Answering the survey takes approximately 10 minutes.

The survey is being conducted by Verke – the national Centre of Expertise for Digital Youth Work in Finland. For more information about the survey and the findings, please contact Planning Officer Heikki Lauha (heikki@verke.org, tel. +358 (0)40 336 1856).

Please choose the option that best describes your position

- I work with young people
- I work in an exclusively managerial role in the youth sector (I do not interact with young people on a daily basis)
- I work in a managerial role and I also interact with young people
- I do not work with young people or in a managerial role in the youth sector (I do not belong to the target group of the survey)

On a scale of 1–7, what is your attitude towards digitalisation?

(For the purposes of this survey, digitalisation means, in simplified terms, the use and increasing prevalence of digital technology in daily interactions.)

1	2	3	4	5	6	7	
extremely negative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	extremely positive

How do you feel about the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a) I want to stay abreast of digital and technological developments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) I am interested in the digital cultures of young people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) I consider interacting with young people in digital environments to be just as real as face-to-face encounters.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) It is difficult to perceive the benefits of digital youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Digital media and technology should be used more extensively in youth work in my municipality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Increasing the digital competence of young people is one of the most important tasks of youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How well do the following statements describe your team in terms of youth work?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a) We share a common understanding of what digital youth work entails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) We are encouraged to engage in digital youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) We experiment boldly with new operating models and services that rely on digital media and technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) We have agreed on a division of digital youth work responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) We have guidelines for digital youth work practices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) We are encouraged to boost our digital competence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which approaches to youth work do you most commonly employ in your work?

(You can choose up to three options.)

- Open youth work
- Substance-abuse prevention
- Outreach youth work
- International youth work
- Youth work in schools
- Cultural youth work (e.g. arts and crafts, media, music, dance, games, theatre, sports)
- Nature-based activities and excursions (e.g. environmental education, adventure education)
- Multicultural youth work
- Youth participation, engagement and empowerment
- Youth information and counselling
- Youth workshops
- Social youth work / targeted, supportive and assistive specialist youth work
- Online youth work
- Other, please specify? _____

Which of the following digital approaches have you employed in the last three months?

(Select all that apply.)

Talking with young people about themes relating to digitalisation (e.g. relationships / online interactions, games, digital skills needed in the labour market)

Giving young people access to tools needed for using and producing digital media and technology (e.g. lending equipment)

Encouraging young people to produce content on their own (e.g. vlogging, blogging)

Giving young people opportunities to take part in advertisement of events or services (e.g. by means of vlogging or social media)

Mediating problems relating to young people's interactions on social media

Running clubs that promote young people's digital competence or media skills (e.g. media club, coding club, game development club, vlogging club)

Allowing young people to run clubs relating to digitalisation for other young people (e.g. media club, coding club, game development club, vlogging club)

Organising goal-oriented activities on digital gaming

Organising or facilitating events relating to the digital cultures of young people (e.g. LAN party, Pokémon hunt, YouTuber meeting)

Supporting youth e-participation (e.g. submitting online petitions, engaging in dialogue with decision-makers)

Using digital media and technology in group-building activities

Giving young people an opportunity to engage in technological tinkering and maker culture (e.g. 3D printing, digital arts and crafts)

Giving young people an opportunity to practise coding

None of the above

Which of the following web-based youth work approaches have you employed in the last three months?

(Select all that apply.)

- Interacting with young people via social media or messaging applications
- Posting advertisements targeted at young people on social media (e.g. about an event for young people)
- Publicly sharing information that could interest young people (e.g. news, newspaper articles) on social media
- Counselling young people privately online or via a messaging application (e.g. chat)
- Producing online video content for young people (e.g. vlogging, Snapchat)
- Providing platforms where young people can share their views and media productions (e.g. social media, websites, online radio or online newspapers)
- Organising group-based activities online
- Enabling young people to participate in an event or an activity remotely via the internet (e.g. via streaming, chat, video call or game)
- None of the above
- Other, please specify _____

Which of the following services and applications have you used regularly when interacting with young people in the last three months?

(For the purposes of this survey, 'regularly' means recurrently and at least once a month; select all that apply.)

- Anonymous Q&A services (e.g. Sarahah, Tellonym)
- Blogs (e.g. WordPress, Blogger, Tumblr)
- Digital achievement badges (e.g. Badgecraft, Badge Wallet)
- Digital games (PC, console or mobile games)
- Discord
- Facebook
- Facebook Messenger
- Instagram
- Jodel
- Discussion forums (e.g. Suomi24, Demi, ASKfm, Ylilauta)
- Image and video editing applications (e.g. Snapseed, Canva, Memegenerator)
- Survey tools (e.g. Kahoot, Quizizz, Mentimeter, Typeform)
- Augmented-reality services (e.g. Pokémon Go; Zombies, Run!)
- Online youth information and counselling services (e.g. nuorteneämä.fi)
- Programming tools (e.g. Scratch, Kodu, Lego Mindstorms)
- Municipal youth service websites
- Municipal youth service applications
- Activity services that rely on GPS data (e.g. Actionbound, ActionTrack, Seppo.io)
- Gaming community and management services (e.g. PlayStation Network, Steam, Origin)
- Signal
- Skype
- Slack
- Snapchat
- SoundCloud
- E-mail
- Telegram —————>

- TikTok
- Twitch
- Twitter
- E-participation platforms (e.g. nuortenideat.fi)
- Vimeo
- Viper
- WEChat
- WhatsApp
- Communal content production services (e.g. Google Drive, Padlet, Pinterest, Wiki)
- YouTube
- Other, please specify
- Swedish-language youth work services online (e.g. fråga.fi, Sluta panta, decibel.fi, unginfo.fi)

What is the latest application or digital service that you have started using in the context of youth work?

(If you wish, you can describe how you have used the service in question.)

Do you have access to the following tools for youth work through your employer?

	Yes, whenever I need one	Yes, but not always when I need one	No, but I need one	No, and I do not need one
Smartphone *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet (e.g. iPad) *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laptop *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop computer *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Games console *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital camera / digital camcorder *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
360-degree camera *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3D printer or other 3D technology *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drone *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
VR headset or other VR technology *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic invention kits (e.g. robotics, mBot, LittleBits, MakeyMakey) *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COMPETENCE**How do you feel about the following statements on digital competence?**

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a) I understand the social implications of digitalisation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) I am familiar with new technologies relating to digitalisation (e.g. AI, blockchain, IoT, VR, 4D).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) I am well acquainted with the digital cultures and online behaviour of young people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) I am conversant with digital youth work practices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) I know how to incorporate digital technology into my work to meet my objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate your skills in the following areas of digitalisation?

	Poor	Average	Good	Excellent
a) Digital security (e.g. information security, data protection, privacy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Digital content production (e.g. animation, blogs, music, videos, games)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Critical media and information literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Technical competence (e.g. use of hardware and software)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Online communication and interaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate your professional competence in the following areas?

	Poor	Average	Good	Excellent	Not applicable
a) Strengthening the online interaction skills of young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Boosting the critical media and information literacy of young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Encouraging the digital creativity and self-expression of young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Use of mobile devices in youth work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Use of digital media and technology in group-building activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Game education and use of digital games in youth work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Technology education and boosting young people's technology skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Providing information and advising and counselling young people online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which of the following options best describes your digital competence overall?

- Poor – There are significant gaps in my digital competence
- Average – I have basic digital skills
- Good – I have versatile digital skills
- Excellent – I am an expert in digitalisation and also able to boost the competence of others

Have you taken any training courses relating to the digital cultures of young people or the use of digital media and technology in youth work through your employer in the last year?

- No, and I do not feel that I need training
- No, but I feel that I need training
- Yes, and I do not need any more training
- Yes, but I still need more training

Have you taken any training courses relating to the digitalisation of youth work through your employer in the last year?

- No, and I do not feel that I need training
- No, but I feel that I need training
- Yes, and I do not need any more training
- Yes, but I still need more training

If you wish, you can describe the gaps in your digital competence or what you would particularly like to learn more about.

How would you rate your team's performance in respect of the following areas of digital competence development?

	Poor	Average	Good	Excellent	Don't know
a) We regularly review our digital competence and any gaps in our competence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Digitalisation has been factored into our competence development policies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) We organise staff training relating to digital youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) We provide flexible ways for our staff to improve their digital competence by taking part in digital training courses outside of our organisation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) We provide resources / operating models / guides to support digital youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) We take digital competence into account in recruitment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How do you feel about the following statements on the use of digital media and technology in youth work?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a) I feel that I am able to influence the development of digital youth work within my team (e.g. tools, services, approaches, training).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) I would like more resources / operating models / practical guides relating to digital youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) I would like there to be a wider range of opportunities for increasing digital competence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) My opportunities for engaging in digital youth work have improved in the last year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) My opportunities for experimenting with new digital approaches in youth work have improved in the last year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What are your biggest obstacles to using digital media and technology in youth work?

(Select all that apply.)

- I do not feel that the use of digital media and technology adds value to youth work
- I do not feel that my digital competence is up to the task
- I do not have access to adequate tools or infrastructure
- I do not have enough time to engage in digital youth work
- Someone else in my team is responsible for digital youth work
- No clear goals have been set for digital youth work
- My team does not believe in / encourage the use of digital tools in youth work
- Other, please specify _____

What do you consider to be the most important benefits of digital youth work from your own perspective? (How has digitalisation added value to your work?)

How would you like to see digital media and technology used in youth work in the future?

What kinds of strategies / action plans guide your team's digital youth work?

(Select all that apply.)

- Digital youth work has been incorporated into our youth work strategy / action plan
- We have a separate digital youth work strategy / action plan
- Our municipality's digital strategy
- Other, please specify _____
- None

How do you feel about the following statements on strategic planning?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a) Digitalisation has been given enough attention in my municipality's strategy / action plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) We plan youth work on the basis of the latest information on the social implications of digitalisation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) We plan youth work on the basis of studies on the ways in which young people use digital media and technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) We plan our digital services taking equal opportunities into account (e.g. accessibility).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) We have agreed on objectives for digital youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Our digital youth work plans reflect young people's views and feedback.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) We study other operators' best digital youth work practices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) We plan our digital services and activities with the help of stakeholders.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How do you feel about the following statements on the use of resources?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
a) We put time aside specifically for digital youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Digitalisation has been incorporated into our youth workers' job descriptions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Our youth workers have a say in ensuring that there are enough digital tools of the right kind available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) We put time aside specifically for experimental digital youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) We actively seek funding from external sources (e.g. Regional State Administrative Agency, ESF, Erasmus+) to engage in and promote digital youth work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) We regularly evaluate the use and usefulness of our digital youth work resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How do you measure your team’s performance in meeting the targets set for digital youth work?

(Select all that apply.)

- We have not set targets for digital youth work
- Key figures defined by the employer
- Self-assessments and peer evaluations (e.g. notes, audits)
- Team talks
- Internal impact assessments
- Third-party expert assessments (e.g. surveys, impact assessments)
- Feedback and satisfaction surveys targeted at young people
- Feedback and satisfaction surveys targeted at staff
- Interactive assessments with young people (e.g. interviews)
- Other, please specify _____
- We do not measure performance in meeting the targets set for digital youth work

If you wish, you can describe the methods that you use to collect and use information to manage digital youth work and improve performance.

How have the following aspects of youth work in your municipality changed in the last year?

	Deteriorated significantly	Deteriorated	No change	Improved	Improved significantly	Don't know
a) Digital services for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Digital infrastructure used in youth work (e.g. hardware, internet access)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Staff's digital competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Digital youth work experiments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Quality of digital youth work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Range of digital youth work activities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which of the following do you consider to be the most notable challenges of digital youth work from your team's perspective? (Select all that apply.)

- Youth workers' negative attitude towards digital youth work
- Youth work managers' negative attitude towards digital youth work
- Municipal management's negative attitude towards digital youth work
- Lack of digital competence among youth workers
- Lack of digital competence among youth work managers
- Lack of adequate tools and infrastructure
- Lack of time to engage in digital youth work
- Lack of a clear division of digital youth work roles and responsibilities
- Lack of clear goals for digital youth work
-
- Lack of opportunities for the youth work services to influence municipality's decision-making (e.g. hardware procurement, policies, services)
- Lack of financial resources for developing digital youth work
- Other, please specify (and provide details, if you wish) _____

What do you see as the biggest benefits of the digitalisation of youth work in your municipality?

BACKGROUND INFORMATION

What age are the young people with whom you mostly work?

- Under 13 years old
- 13–17 years old
- 18–25 years old
- 25+ years old
- I work in a managerial role and have no primary target age group

For how long have you been working with young people?

- Less than one year
- 1–2 years
- 3–5 years
- 6–10 years
- 11–15 years
- 16–20 years
- 20+ years (how many?) _____

In which municipality do you work?

(If your work spans several municipalities, this means the municipality that employs you. Respondents cannot be identified on the basis of the background information provided. If less than five answers are received from any one municipality, no local authority specific analysis will be carried out.)

What is the population of your municipality?

- Less than 2,000 residents
- 2,000–5,000 residents
- 5,001–10,000 residents
- 10,001–20,000 residents
- 20,001–50,000 residents
- 50,001–100,000 residents
- 100,000+ residents

In which region is your municipality located?**What is your year of birth?**