

BNZ Digital Skills for Life in Aotearoa 2021

For New Zealand to take advantage of the economic and social benefits of digital, we need a workforce and consumers who have all the requisite skills to safely navigate the online world. Digital skills for life is a measure of the foundational skills required to operate effectively and safely online.

The report is based on the first comprehensive survey measuring New Zealanders' digital skills, asking 34 questions across six categories: foundational, communicating, transacting, problem solving, handling information and content, and online safety.

Key findings of BNZ's Digital Skills for life in Aotearoa 2021 Report:



Internet use is up and was **supercharged** by the COVID-19 pandemic.

9/10 New Zealanders use the internet daily (89%), with another 7% using it a few times a week or every couple of days.

700,000 adults or 20% of people lack the essential digital skills they need to use the internet safely and effectively.



Digital skills divide perpetuates existing inequalities, New Zealanders are **less likely** to have digital skills if they have:

- Low household income
- Lower levels of education
- A disability



95% of New Zealanders agree the Internet provides **more benefits** than disadvantages

- 79% agree it saves time
- 87% agree online banking helps them keep on top of finances
- The higher people's digital skills, the more likely they are to agree the internet helps them



37% of people don't know where to get help to stay secure online.



COVID-19 has boosted digital uptake with **38%** of people increasing internet use during the pandemic.



95% of people have access to the internet at home.

To address these issues New Zealand needs to:

- ▶ Scale digital training for everyone
- ▶ Remove barriers to devices and internet access
- ▶ Utilise the Government's reach into key communities
- ▶ Encourage business to transform themselves and upskill their people