

Basic skills Postal Service, Norway

2010 - 2013

Methodological design

Measuring effects

- Work sphere
 - Productivity
 - Quality
 - Working environment
 - Sick-leave



- Private sphere
 - Children's activities
 - Local community
 - Society at large

Quantitative research

- Survey
 - Participants x 3
 - Control groups x 3

Qualitative research

- Focus groups
 - Participants
- In-depth interviews
 - Leaders

Recruitment

Participants

Workplace / department

Age

Gender

Household

Seniority

Mother tongue

Control group

Workplace / department

Age

Gender

Household

Seniority

Mother tongue

Average - Participants / Control group

Participants

- Age: 44 years
- Gender: 45 % men / 55 % women
- Seniority: 17 years

- Norwegian as second language: 27 %

- Elementary school: 33 %
- Upper secondary school: 54 %
- University: 12 %

- Household with children: 51 %

Control group

- Age: 42 years
- Gender: 57 % men / 43 % women
- Seniority: 18 years

- Norw. as second language: 14 %

- Elementary school: 35 %
- Upper secondary school: 52 %
- University: 12 %

- Household with children: 39 %

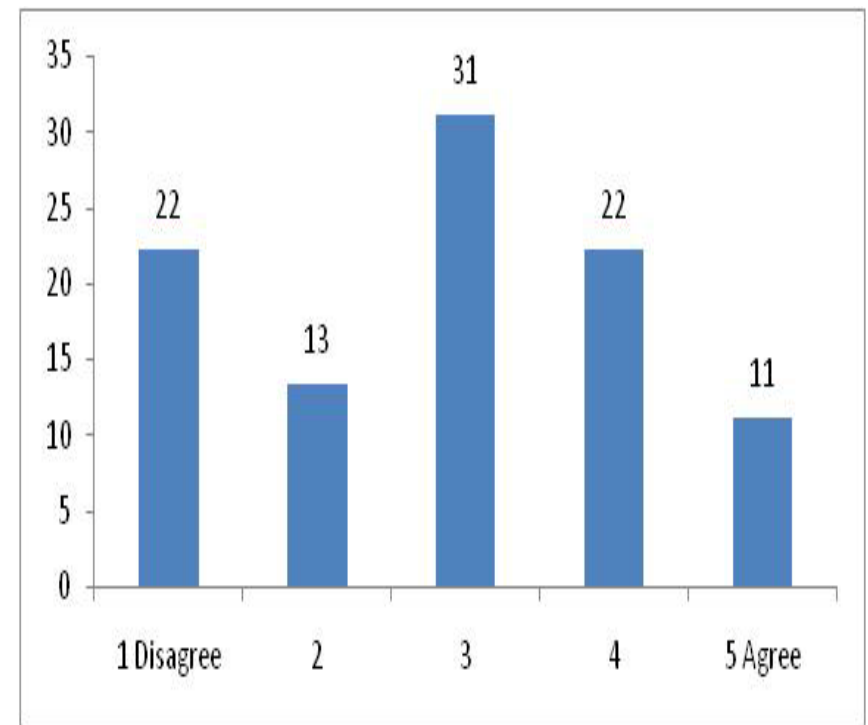
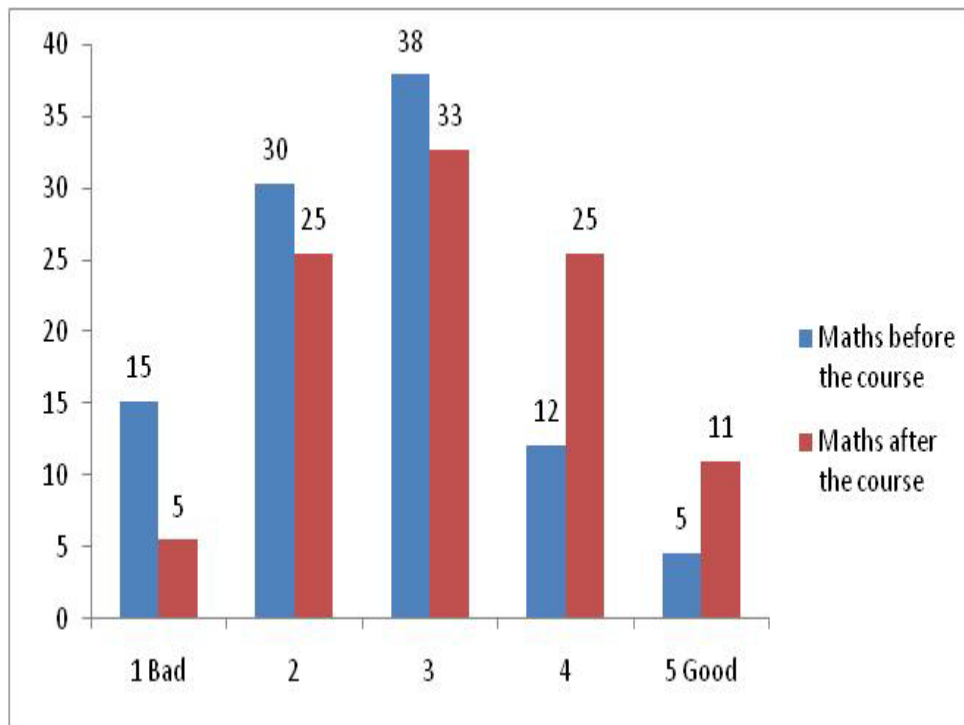
Motivational factors

- To increase my general knowledge: 74 %
- To be able to fulfill my work tasks more easily: 66 %
- To be able to help my children with their homework and schooling: 52 %
- To secure my job in case of future changes: 47 %
- To simplify my everyday life (outside of work): 46 %
- To increase my career chances in the company: 32 %
- To be able to go on to further education: 25 %
- To increase my career chances outside the company: 22 %

Maths

How do you rate your math skills?

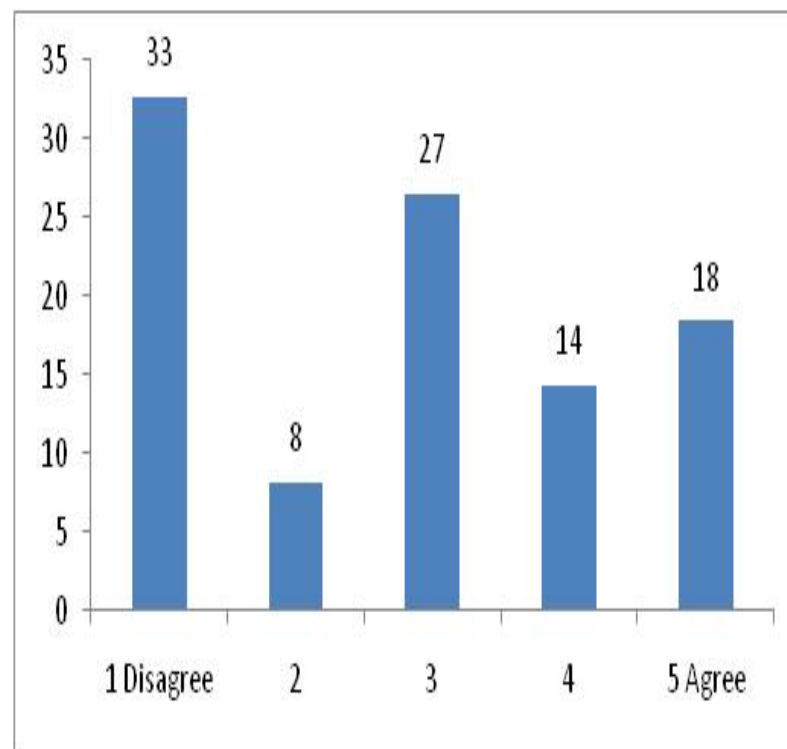
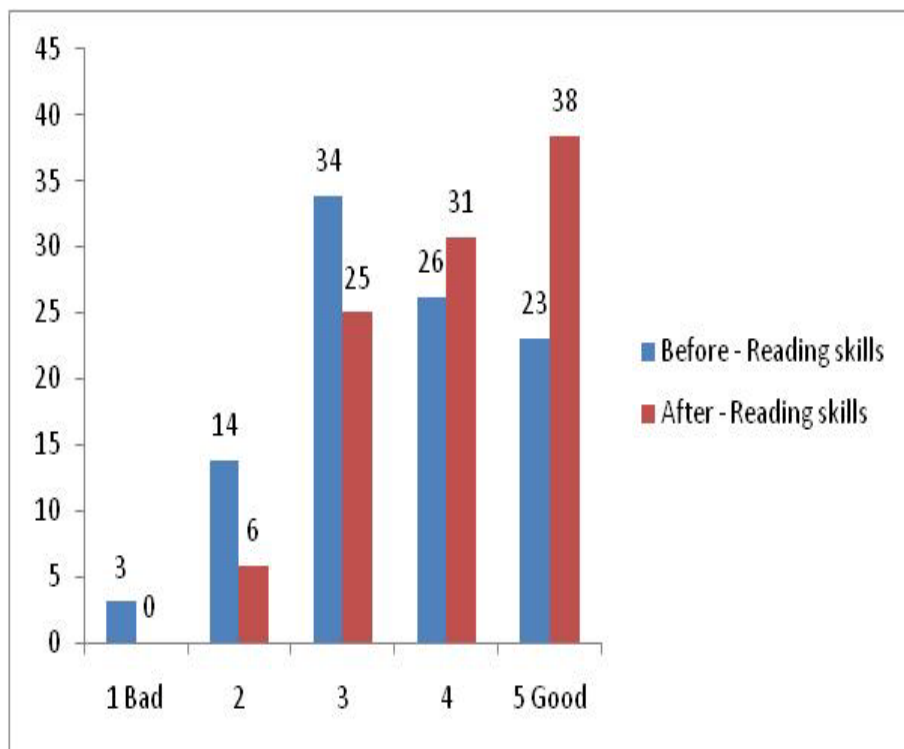
The course improved my math skills?



Reading

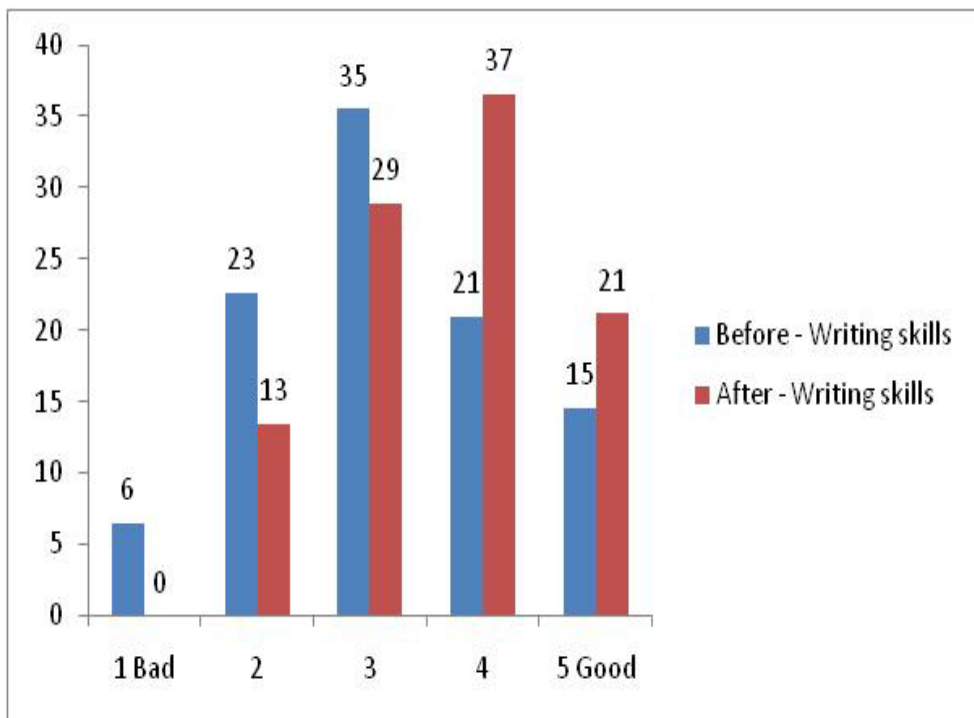
How do you rate your reading skills?

The course improved my reading skills?

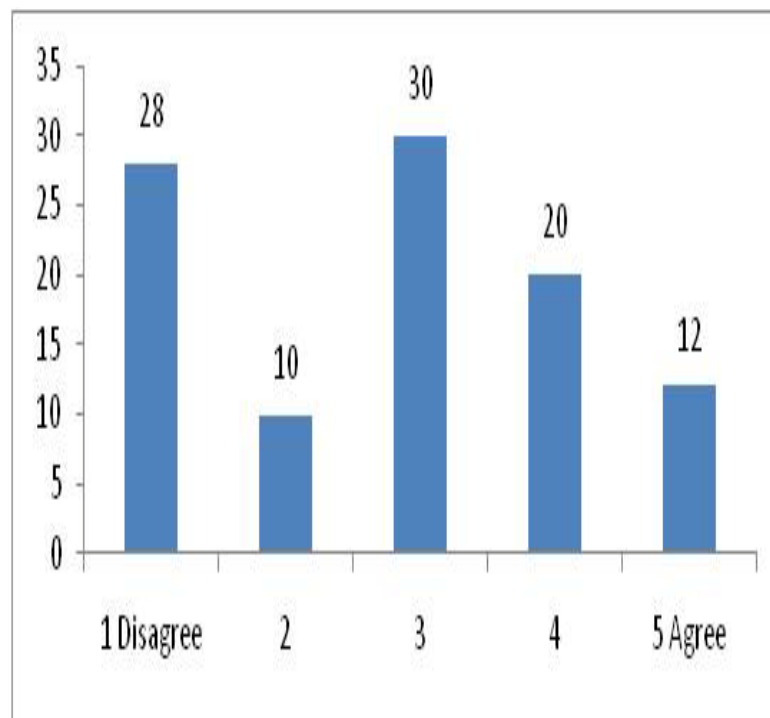


Writing

How do you rate your writing skills?

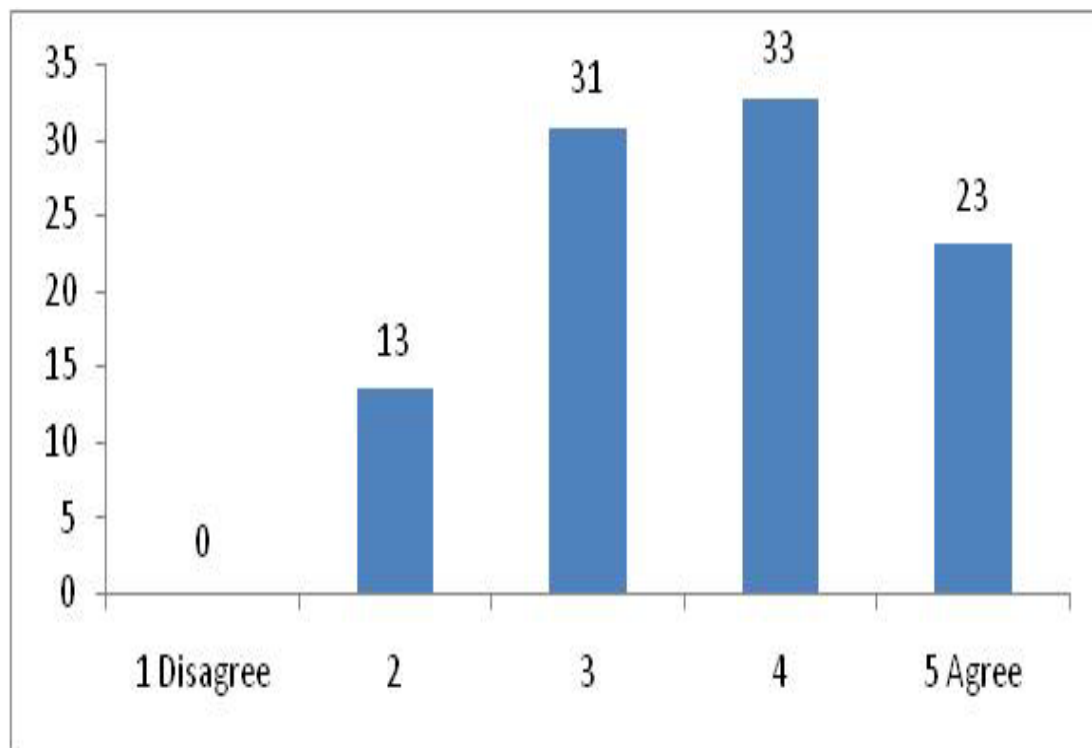


The course improved my writing skills?



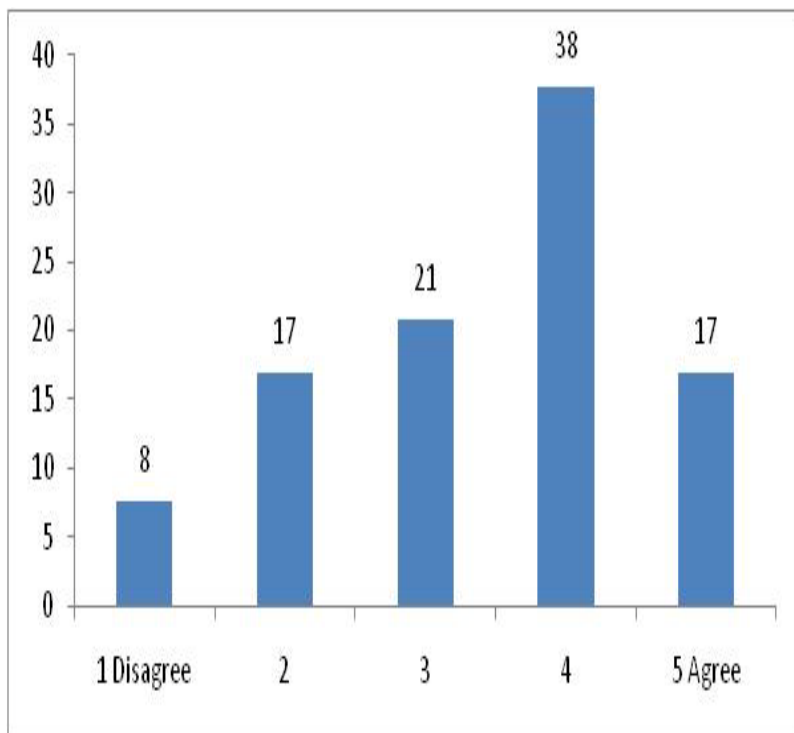
ICT

The course improved my ICT skills?

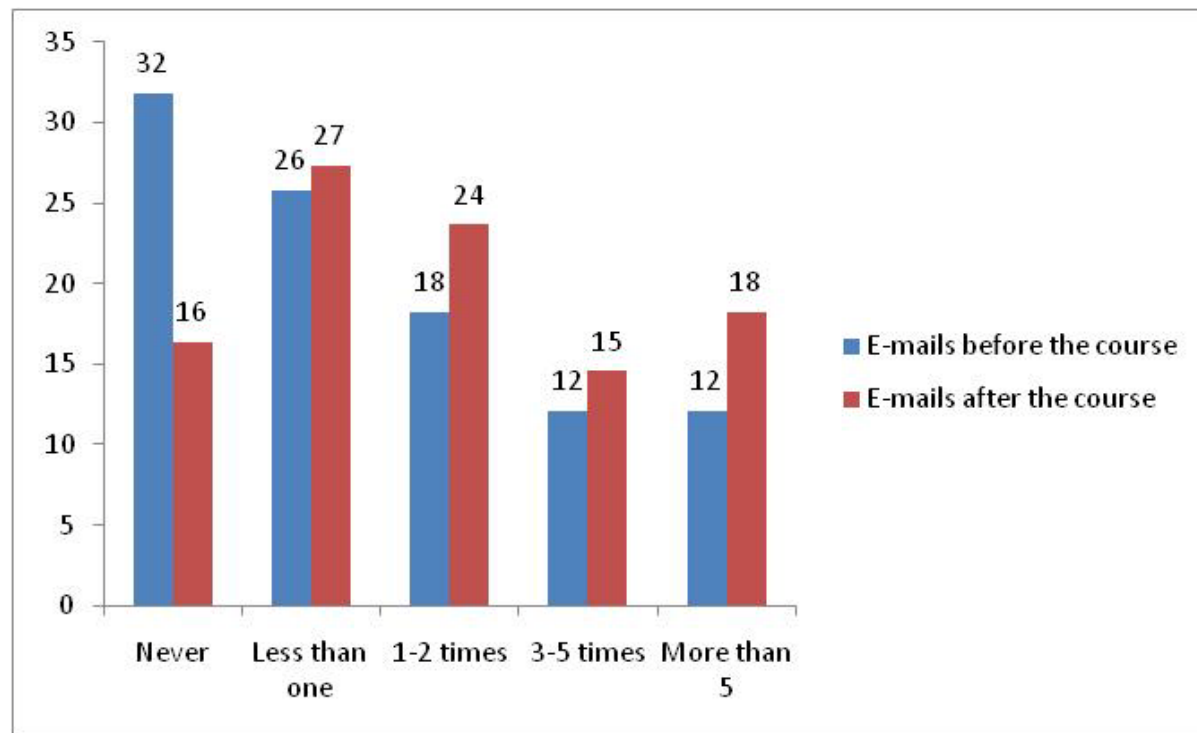


ICT

The course has increased my use?

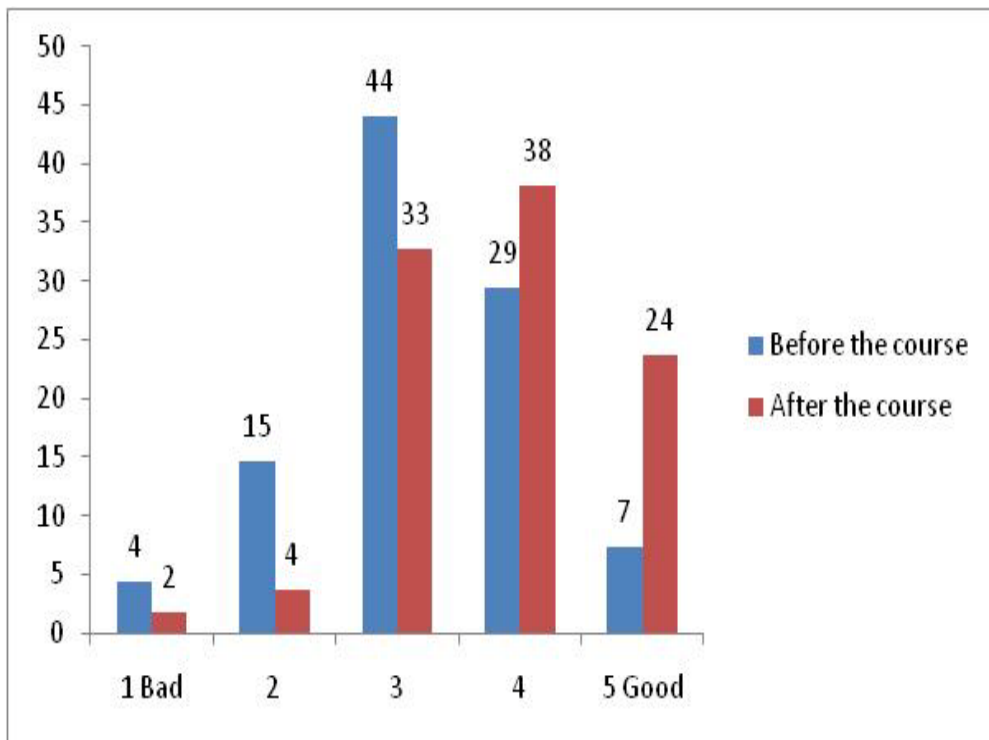


How many times a week – outside of work – do you write e-mails?

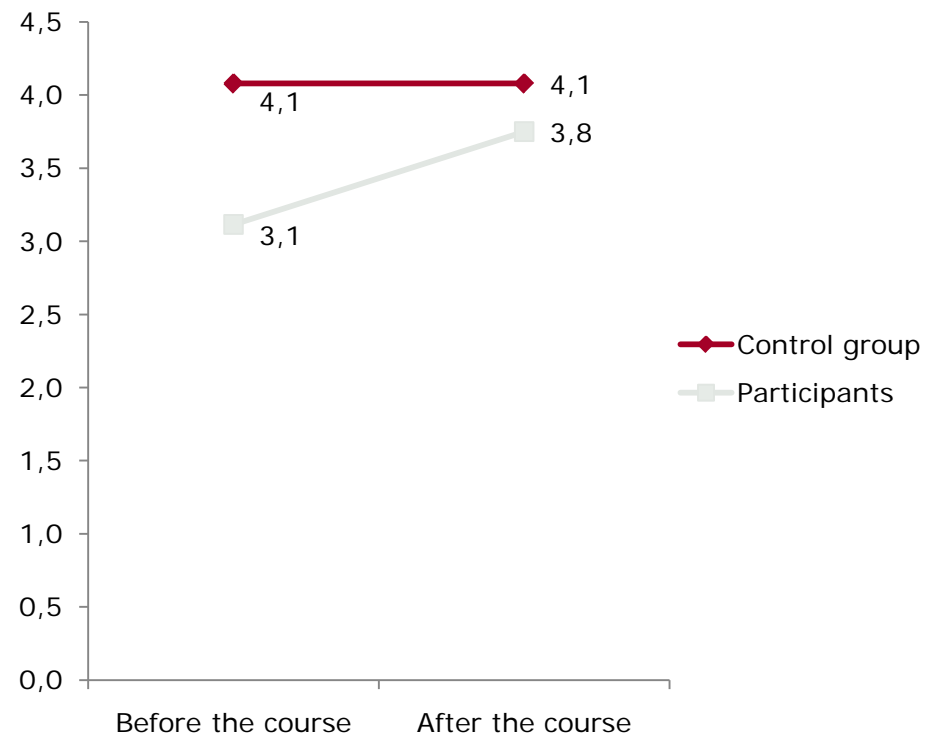


Self confidence

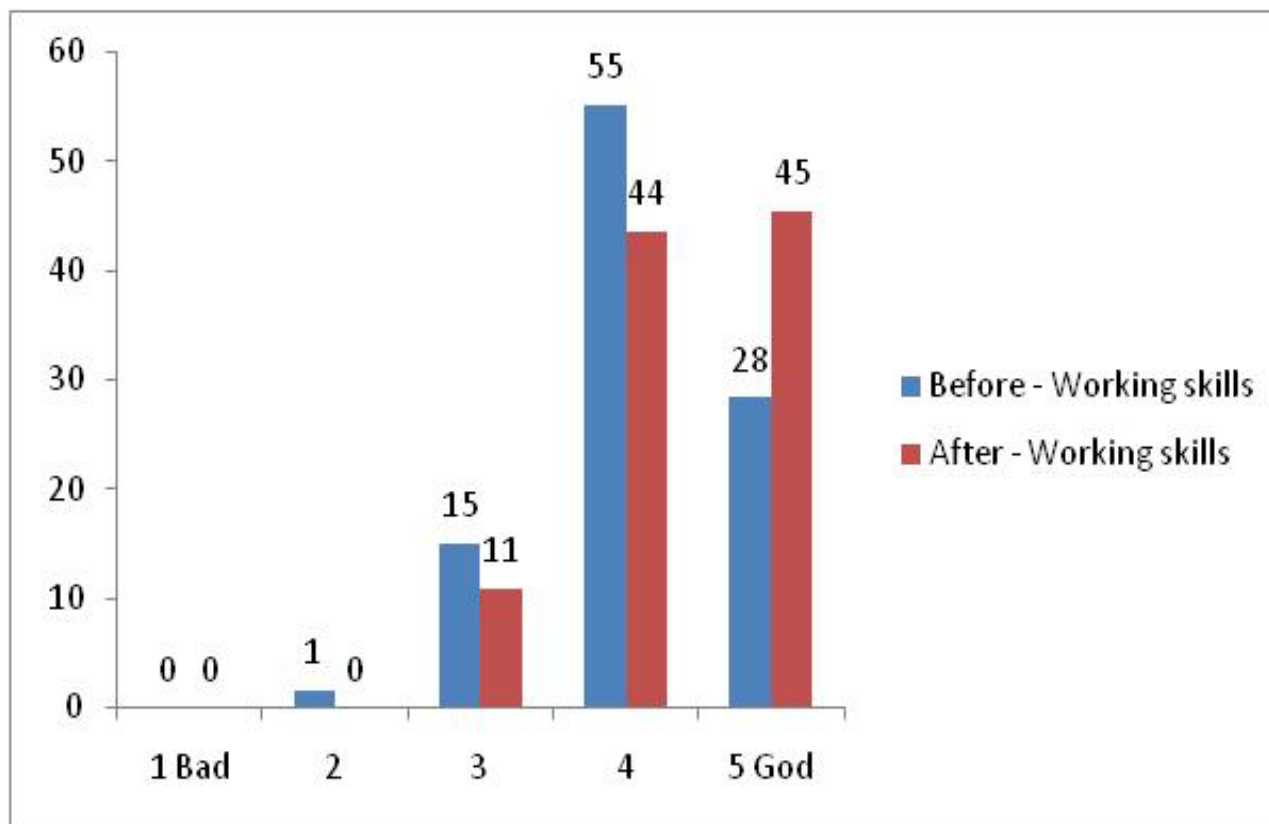
The participants rating of self-confidence before and after the course



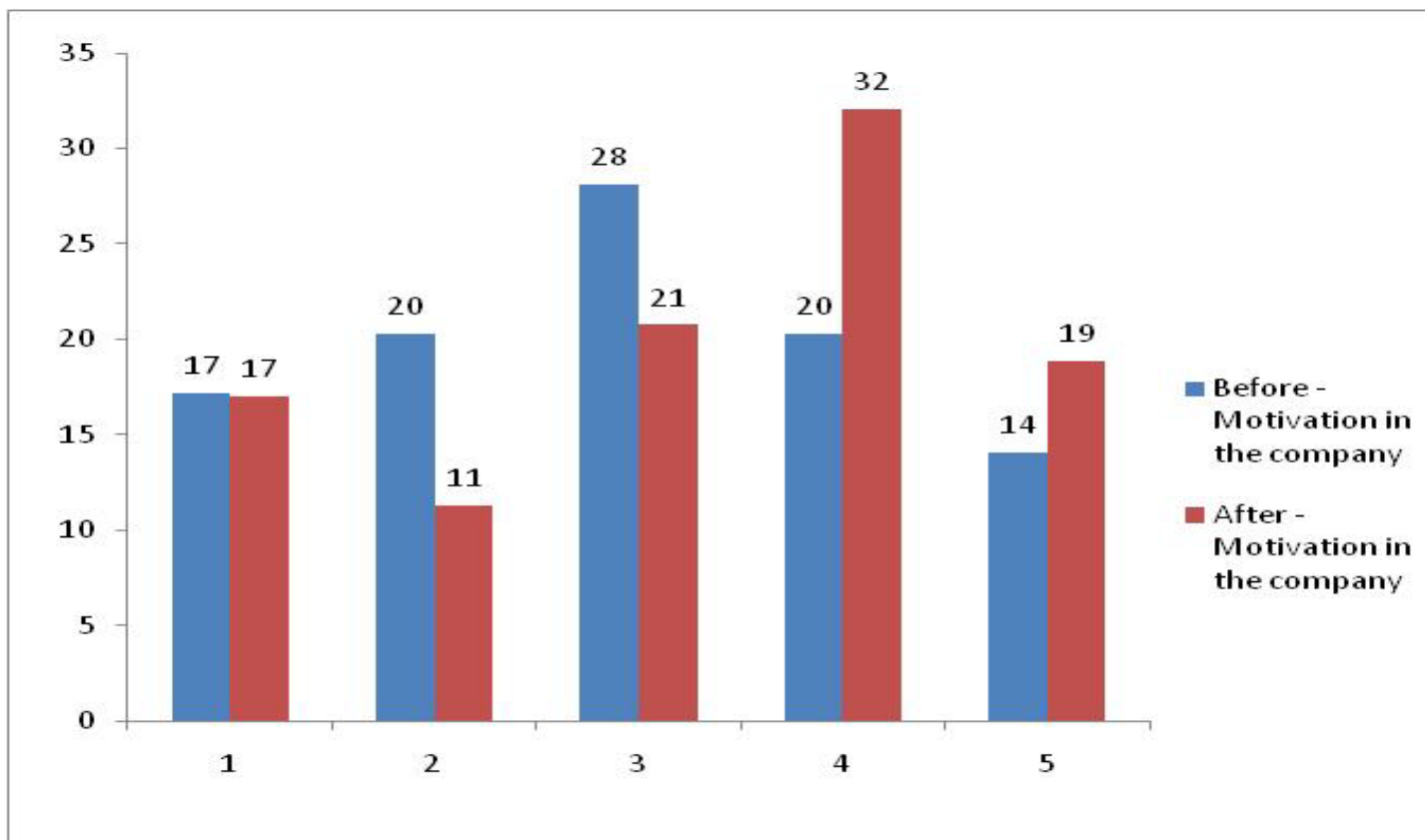
Compared



How good are you at your job?



The motivation to apply for new positions within the company



Future steps - "from motivation to action"

- Workplace:
 - New tasks / job mobility
 - Courses / education
 - Productivity / quality
 - Job satisfaction / sick-leave
- Private life:
 - Local community
 - Courses / education
 - Children's activities
- Society at large:
 - Information channels
 - News
 - Public and cultural events