

PIAAC Papers on Digital Literacy and Low-Skilled Service Workers

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Take-Away: Adults with Low Skills are Not Who You Think

- Most low-skilled adults have a high school credential, are white, and are native born
- Low skills is not (just) a problem among those at the margins of American society; it is a problem among mainstream America

Digital Literacy Paper

- Digitally non-literate are disproportionately:
 - Low education
 - Older
 - Minority
 - Foreign born
 - In low-skilled jobs
- Documentation is important
- Multiplicity of disadvantages

Expanding Digital Literacy Analysis

- Additional characteristics to examine:
 - Earnings
 - Supervisory work
- Multivariate analysis
- Combining digital non-literacy and digital problem-solving

Low Skilled Adults in Service Sector

- Intersection of two areas of interest
 - Documents large pool of workers with both skill and job disadvantages
- Combines qualitative and quantitative data to provide richer analysis

Expanding the Low-skilled Service Worker Analysis

- Comparison of workers across occupation sectors
 - Manufacturing, health care, IT
- Longitudinal data
 - PIAAC or high school longitudinal studies?
 - Collaboration between Education and Labor?
- Integrate quantitative and qualitative data

Communicating PIAAC Results

- Low literacy is vague, difficult to explain concept
 - We need easy-to-understand findings
- Is PIAAC measuring ability to handle complexity?
 - Might be more relevant outcome