

# NTG Final Survey - Environmental, Social and Digital skills

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Start of Block: Initial Statement

Q45

***Before you proceed to the survey, please see a drop-down menu above with a choice of languages. Select your preferred language to participate and press the '>' button to begin the survey.***

*Bevor Sie mit der Umfrage fortfahren, finden Sie oben ein Dropdown-Menü mit einer Auswahl an Sprachen. Wählen Sie die gewünschte Sprache für die Teilnahme und drücken Sie die Taste '>', um die Umfrage zu starten.*

***Cyn agor yr holiadur, gweler gwahanol ieithoedd yn y ddewislen uchod. Dewiswch iaith rydych chi'n fwyaf cyfforddus mewn i gymryd rhan, gan bwysu'r botwm '>' i ddechrau'r holiadur.***

*Преди да пристъпите към въпросника, моля изберете от падащото меню съответния език, на който желаете да го попълните. След като изберете предпочитания от Вас език, моля, натиснете бутона-стрелка, за да продължите.*

***Prima di procedere al sondaggio, consulta il menu a tendina per scegliere la lingua in cui compilare il questionario. Seleziona la lingua preferita per partecipare e poi premi il pulsante '>' per iniziare il sondaggio.***

*Antes de completar la encuesta, por favor abra el menú desplegable con la selección de idiomas. Seleccione su idioma preferido para participar y presione el botón '>' para comenzar la encuesta.*

***Alvorens te beginnen met de vragenlijst, willen wij u vragen om uit het drop-down menu hierboven een taal te kiezen. Selecteer de door u gewenste taal en druk vervolgens op de '>' knop om met de vragenlijst te starten.***

*Mielőtt elkezdené kitölteni a kérdőívet, kérjük válassza ki az alábbi legördülő menüből az Ön*

által preferált nyelvet, amelyen részt szeretne venni a felmérésben, majd kattintson a '>' gombra a kérdőív megkezdéséhez.

End of Block: Initial Statement

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Start of Block: Information page

Q1

The **Next Tourism Generation Alliance** is a multi-national project of the European Commission, aiming to establish solutions for identified skills gaps between the tourism industry and education providers.

We kindly invite you to contribute to this project by participating in this questionnaire to assess current skills shortages and future training needs. The questionnaire comprises 32 questions and will take approximately 15 minutes. This survey has received the approval of the Ethics Committee of Cardiff Metropolitan University (UK).

Should you wish to know more about the Next Tourism Generation Alliance project, please visit [www.nexttourismgeneration.eu](http://www.nexttourismgeneration.eu).

**Declaration:** *I understand that my participation in this project will involve completing a questionnaire that will take approximately 15 minutes. I understand that participation in this study is voluntary and anonymous and that I can withdraw by not submitting the response.*

**Thank you very much for your time!**

If you are 18 years of age or over, understand the statement above and consent to participate in this study, please tick the consent box to proceed. (1)

End of Block: Information page

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Start of Block: Background information

Q2 Where is your organisation located?

- UK: Wales (1)
- UK: Scotland (2)
- UK: England (3)
- UK: Northern Ireland (4)
- Italy (5)
- Ireland (6)
- Spain (7)
- Hungary (8)
- Germany (9)
- Netherlands (10)
- Bulgaria (11)
- Other (name): (12) \_\_\_\_\_

Q3 Which sector does your organisation operate in? *(you can only select one option)*

- Destination management (1)
- Accommodation (7)
- Food & beverage (2)
- Visitor attractions (3)
- Travel agents and tour operators (4)

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*Display This Question:*

*If Which sector does your organisation operate in? (you can only select one option) = Visitor attractions*

Q4 Please indicate more specifically the main type of Visitor Attraction:

- Historic Buildings (1)
- Heritage Centre (2)
- Museum/Art Gallery (3)
- Place of Worship (4)
- Theatre/Cinema (5)
- Leisure/Theme Park (6)
- Parks/Gardens (7)
- Wildlife Attraction/Zoo (8)
- Retail e.g. arts and crafts (9)
- Other (10)

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*Display This Question:*

*If Which sector does your organisation operate in? (you can only select one option) =  
Accommodation*

Q5 Please indicate more specifically the main type of Accommodation:

- Resort (1)
- Hotel (2)
- Guesthouse/B&B (3)
- Sharing / collaborative economy services (such as AirBNB) (4)
- Self-catering cottages / apartments (5)
- Hostel (6)
- Caravan / camping site (7)
- Other (8)

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*Display This Question:*

*If Which sector does your organisation operate in? (you can only select one option) = Food & beverage*

Q6 Please indicate more specifically the main type of your organisation in Food & Beverage:

- Café (1)
- Restaurant (2)
- Bar/Pub (3)
- Distillery (4)
- Brewery (5)
- Other (6)

*Display This Question:*

*If Which sector does your organisation operate in? (you can only select one option) = Destination management*

Q7 Please indicate more specifically the main type of your organisation in Destination Management:

- Destination Management Organization (1)
- National Tourism Organization (2)
- Regional/Provincial State Tourist Organization (3)
- CityTourism Organization (4)
- Protected Area Administration (5)

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*Display This Question:*

*If Which sector does your organisation operate in? (you can only select one option) = Travel agents and tour operators*

Q8 Please indicate more specifically the main type of your organisation (Travel Agents and Tour Operators):

- Travel Agency (1)
  - Tour Operator (2)
  - Both Tour Operator and Travel Agency (3)
  - Other (4)
-

Q9 What is your **role** in the organisation?

- Operational staff (1)
  - Supervisor (2)
  - Lower management (3)
  - Higher manager or director (4)
- 

Q10 What is the **size** of your organisation?

- Large (250 or more employees) (1)
- Medium (100-249 employees) (2)
- Small (10-99 employees) (3)
- Micro (Less than 10 employees) (4)
- Individual or part-time activity (5)

End of Block: Background information

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Start of Block: Environmental Management Skills

Q11 **Section 1 - Environmental Management skills**

This first section is about *environmental management skills*. These skills include the ability to promote and to manage the environmental impact of tourism in daily work practices.

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Q12 Please rate the **current** level of proficiency in the following environmental management skills in your organisation , on a scale from 1 (no skills present) to 5 (expert)?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Ability to minimise the use and maximise efficiency of energy and water consumption (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to manage waste, sewage, recycling and composting (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conservation of biodiversity (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion of sustainable forms of transport (e.g. public transport) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion of environmentally friendly activities and products (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of climate change (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Carry Forward All Answers - Displayed & Hidden from "Please rate the current level of proficiency in the following environmental management skills in your organisation , on a scale from 1 (no skills present) to 5 (expert)?"*



Q13 Please estimate the **future** level of proficiency in the following **environmental management skills needed in your organisation in 2030**, on a scale from 1 (no skills present) to 5 (expert)?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Ability to minimise the use and maximise efficiency of energy and water consumption (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to manage waste, sewage, recycling and composting (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conservation of biodiversity (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion of sustainable forms of transport (e.g. public transport) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotion of environmentally friendly activities and products (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of climate change (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q14 Does your organisation provide any **training** for its employees in Environmental Management Skills (internally or externally provided) ?

Yes (1)

No (2)

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*Display This Question:*

*If Does your organisation provide any training for its employees in Environmental Management Skills... = Yes*

Q15 What type(s) of **training** in Environmental Management Skills does your organisation provide for your employees? (*more than one answer option possible*)

- On the job (1)
- Online course (2)
- One day on-site training by external provider (3)
- Several days on-site training by external provider (4)
- One day off-site training by external provider (5)
- Several days off-site training by external provider (6)
- Apprenticeship (7)
- Vocational training (8)
- Higher education (9)
- Other (name): (10) \_\_\_\_\_

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*Display This Question:*  
*If Does your organisation provide any training for its employees in Environmental Management Skills... = No*

Q16 Can you please explain why your organisation does **not** provide environmental management skills training for its employees?

\_\_\_\_\_

End of Block: Environmental Management Skills

Start of Block: Soft skills

**Q17 Section 2 - Social skills**

This section is about *social skills*. These skills are related to general behavioral and practical competences related to attitude, interpersonal communication, cross cultural understanding, and dealing with diversity.

In this survey, these skills have been divided in 3 types: **personal** skills, communication/cultural skills, and diversity skills.

Q53 Please rate the current level of proficiency in the following personal skills in your organisation, on a scale from 1 (no skills present) to 5 (expert)?

	1 (1)	2 (7)	3 (8)	4 (9)	5 (10)
Problem solving (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiative and commitment (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer orientation (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethical conduct and respect (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Willingness to change (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting a positive work environment (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creativity (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Willingness to learn and to perform (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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*Carry Forward All Choices - Displayed & Hidden from "Please rate the current level of proficiency in the following personal skills in your organisation, on a scale from 1 (no skills present) to 5 (expert)?"*



Q19 Please estimate the **future** level of proficiency in the following **personal skills needed in your organisation in 2030**, on a scale from 1 (no skills present) to 5 (expert)?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Problem solving (x1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiative and commitment (x6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer orientation (x7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethical conduct and respect (x8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Willingness to change (x9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting a positive work environment (x10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creativity (x11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Willingness to learn and to perform (x12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Carry Forward All Answers - Displayed & Hidden from "Please estimate the future level of proficiency in the following personal skills needed in your organisation in 2030, on a scale from 1 (no skills present) to 5 (expert)?"



Q20 Please rate the current level of proficiency in the following **communication and cultural** skills in your organisation, on a scale from 1 (no skills present) to 5 (expert)?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Written communication skills (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oral communication skills (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active listening skills (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to cultural awareness and expression (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to awareness of local customs (e.g., food, arts, language, crafts) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to speak foreign languages (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to intercultural host-guest understanding and respect (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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*Carry Forward All Choices - Displayed & Hidden from "Please rate the current level of proficiency in the following communication and cultural skills in your organisation, on a scale from 1 (no skills present) to 5 (expert)?"*

*Carry Forward All Answers - Displayed & Hidden from "Please rate the current level of proficiency in the following communication and cultural skills in your organisation, on a scale from 1 (no skills present) to 5 (expert)?"*



Q21 Please estimate the future level of proficiency in the following **communication and cultural skills needed in your organisation** in 2030, on a scale from 1 (no skills present) to 5 (expert)?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Written communication skills (x1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oral communication skills (x2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active listening skills (x3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to cultural awareness and expression (x4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to awareness of local customs (e.g., food, arts, language, crafts) (x5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to speak foreign languages (x6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to intercultural host-guest understanding and respect (x7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Carry Forward All Answers - Displayed & Hidden from " Please estimate the future level of proficiency in the following communication and cultural skills needed in your organisation in 2030, on a scale from 1 (no skills present) to 5 (expert)?"



Q22 Please rate the current level of proficiency in the following **diversity skills** in your organisation, on a scale from 1 (no skills present) to 5 (expert)?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Gender equality skills (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age-related accessibility skills (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diets and allergy needs skills (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to disabilities and appropriate infrastructure (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to diversity in religious beliefs (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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*Carry Forward All Choices - Displayed & Hidden from " Please rate the current level of proficiency in the following diversity skills in your organisation, on a scale from 1 (no skills present) to 5 (expert)?"*

*Carry Forward All Answers - Displayed & Hidden from " Please rate the current level of proficiency in the following diversity skills in your organisation, on a scale from 1 (no skills present) to 5 (expert)?"*



**Q23** Please estimate the **future** level of proficiency in the following **diversity skills needed in your organisation in 2030**, on a scale from 1 (no skills present) to 5 (expert)

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Gender equality skills (x1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age-related accessibility skills (x2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diets and allergy needs skills (x3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to disabilities and appropriate infrastructure (x4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to diversity in religious beliefs (x5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q24 Does your organisation provide any **social skills training** for its employees (internally or externally provided)?

Yes (1)

No (2)

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*Display This Question:*

*If Does your organisation provide any social skills training for its employees (internally or extern... = Yes*

Q25 What type(s) of training in **social skills** does your organisation provide for your employees? (*more than one answer option possible*)

On the job (1)

Online course (2)

One day on-site training by external provider (3)

Several days on-site training by external provider (4)

One day off-site training by external provider (5)

Several days off-site training by external provider (6)

Apprenticeship (7)

Vocational training (8)

Higher education (9)

Other (name): (10) \_\_\_\_\_

Display This Question:

If Does your organisation provide any social skills training for its employees (internally or extern... =  
No

Q26 Can you please explain why your organisation does not provide **social skills training** for your employees?

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End of Block: Soft skills

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Start of Block: Digital Skills

Q27 **Section 3 - Digital skills**

The last section in this survey is about **digital skills**, defined as skills related to working with computers, software, digital equipment, internet, online safety.

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Carry Forward All Answers - Displayed & Hidden from " Please estimate the future level of proficiency in the following diversity skills needed in your organisation in 2030, on a scale from 1 (no skills present) to 5 (expert) "



Q28 Please rate the current level of proficiency in the following **digital skills** in your organisation, on a scale from 1 (no skills present) to 5 (expert)?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Operating System use skills (e.g., Windows) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Office skills (e.g., Word, Excel, Powerpoint) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills for implementing online safety procedures (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online marketing and communication skills (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills to adjust digital equipment such as Wi-Fi connectivity, sound systems and video projectors (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desk top publishing skills (for designing brochures, catalogues, etc.) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer programming skills (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Website development skills (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media skills (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills to monitor online reviews (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data analytics, business intelligence, big data skills (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Artificial Intelligence (AI) and robotics skills (12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to applying digital hardware technologies, such as Augmented and Virtual Reality (13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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*Carry Forward All Choices - Displayed & Hidden from "Please rate the current level of proficiency in the following digital skills in your organisation, on a scale from 1 (no skills present) to 5 (expert)?"*

*Carry Forward All Answers - Displayed & Hidden from "Please rate the current level of proficiency in the following digital skills in your organisation, on a scale from 1 (no skills present) to 5 (expert)?"*





Q29 Please estimate the future level of proficiency in the following digital skills needed in your organisation in 2030, on a scale from 1 (no skills present) to 5 (expert)?

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Operating System use skills (e.g., Windows) (x1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Office skills (e.g., Word, Excel, Powerpoint) (x2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills for implementing online safety procedures (x3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online marketing and communication skills (x4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills to adjust digital equipment such as Wi-Fi connectivity, sound systems and video projectors (x5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desk top publishing skills (for designing brochures, catalogues, etc.) (x6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer programming skills (x7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Website development skills (x8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media skills (x9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills to monitor online reviews (x10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data analytics, business intelligence, big data skills (x11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Artificial Intelligence (AI) and robotics skills (x12)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills related to applying digital hardware technologies, such as Augmented and Virtual Reality (x13)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q30 Do you provide any **digital skills training** for the employees in your organization (internally or externally provided)?

- Yes (1)
- No (2)

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*Display This Question:*

*If Do you provide any digital skills training for the employees in your organization (internally or... = Yes*

Q31 What type(s) of training in **digital skills** does your organization provide for your employees? (*more than one answer option possible*)

- On the job (1)
- Online course (2)
- One day on-site training by external provider (3)
- Several days on-site training by external provider (4)
- One day off-site training by external provider (5)
- Several days off-site training by external provider (6)
- Apprenticeship (7)
- Vocational training (8)
- Higher education (9)
- Other (name): (10) \_\_\_\_\_

Display This Question:

*If Do you provide any digital skills training for the employees in your organization (internally or... = No*

Q32 Can you please explain why your organisation does not provide **digital skills training** for your employees?

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Q33 If you would like to be informed about future initiatives in the Next Tourism Generation Alliance project, please enter your email below. This information will not be shared with third party organizations.

No, that is not necessary (1)

Yes, I would like to be informed in the future and my organisation email is: (2)

\_\_\_\_\_

End of Block: Digital Skills

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