

## skillaware campaign fact sheet – Self-evaluation analysis

### The self-evaluation

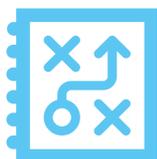
The anonymous [online self-evaluation](#) is at the heart of the skillaware campaign. With the help of this self-evaluation, bank employees can find out which basic competences are needed in banking today and in the future and how fit they are in this regard. The self-evaluation was launched on 5 September 2019 and will continue to be available to bank employees throughout 2020 to permit a long-term and ongoing focus on personal development and life-long learning.

### Key facts



**8,177** people have completed the self-evaluation to date.

**77%** answered 91-100% of the questions.



**Approx. 80%** of all respondents received a report of the results, an indication of the great interest of bank employees in this topic.



**37%**



**63%**

Most people who completed the self-evaluation are between

**40 and 60 years'** old.

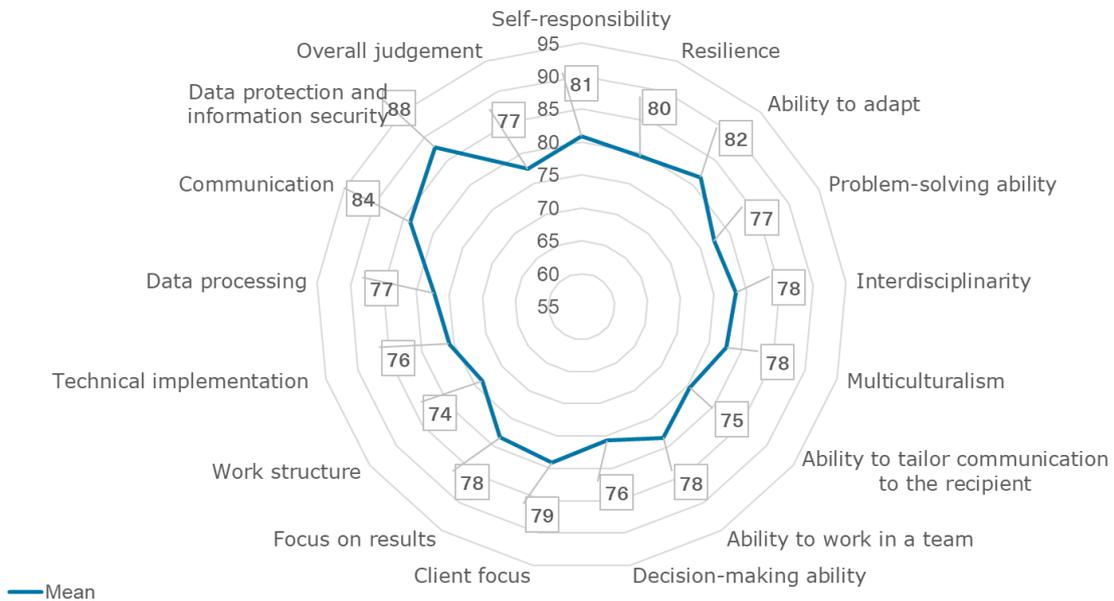


Most of the respondents consider themselves highly competent in the following areas:

**“data protection and information security”, “ability to adapt”, “self-responsibility” and “communication”.**

## Detailed breakdown

Fig. 1: Assessment of own competences (point score\*)

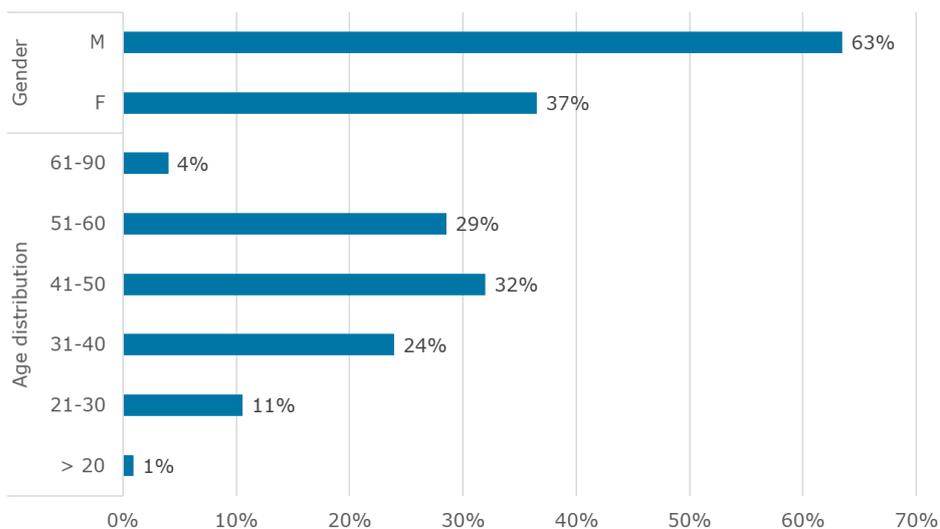


\* For the final evaluation, ValueQuest GmbH converted the possible point score of 1-6 from the self-evaluation answers to a larger scale of 0-100.

Source: ValueQuest GmbH

Overall, self-evaluation respondents had a positive opinion of their basic competences, particularly in the areas 'data protection and information security', 'communication', 'ability to adapt' and 'self-responsibility'. However, respondents also rated themselves above average in terms of resilience and focus on results. The assessment of competences is not only dependent on the qualities of an individual; it can also be affected by conditions and structures in the workplace.

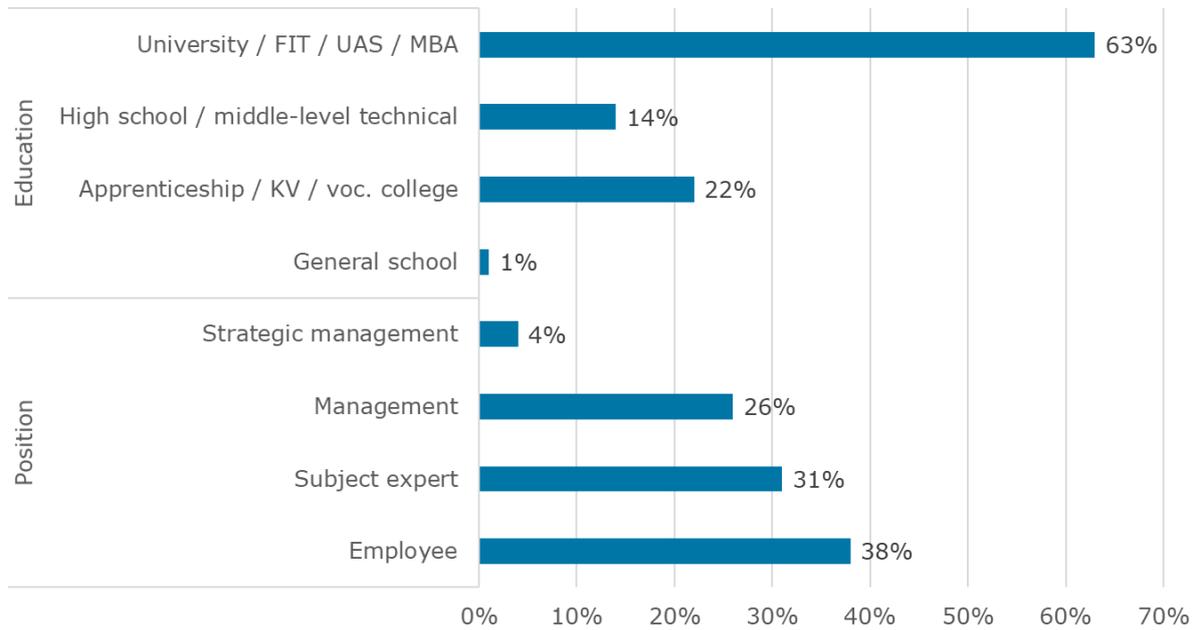
Fig. 2: Composition of sample by gender and age (%)



Source: ValueQuest GmbH

Sixty-five percent of respondents were over 40 years old. The gender participation of 63 percent male and 37 percent female respondents reflects the general [structure of bank employees](#) in Switzerland (two thirds men to one third women).

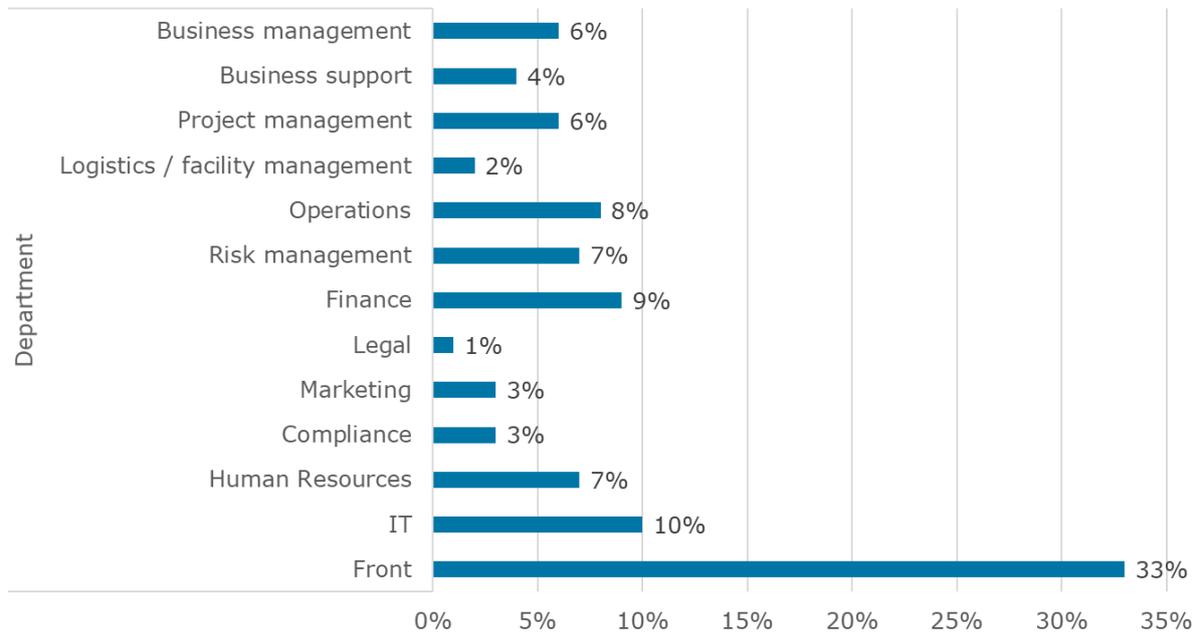
Fig. 3: Composition of sample by education and position (%)



Source: ValueQuest GmbH

Most of the respondents have an academic degree. All positions were represented with the exception of strategic management.

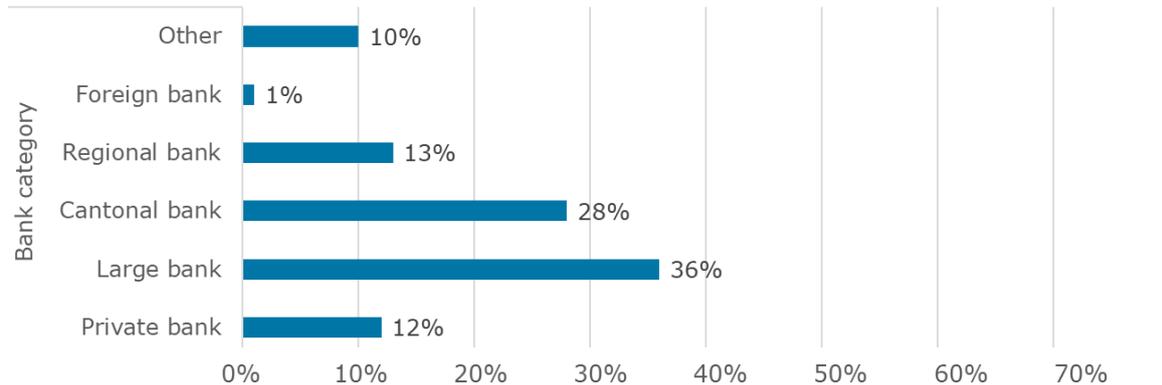
Fig. 4: Composition of sample by department (%)



Source: ValueQuest GmbH

The majority of respondents work in customer service (Front). Particularly pleasing in this context is the self-assessment of the competence 'client focus' (see Fig. 1), which is above average at 79 points.

Fig. 5: Composition of sample by bank category (%)



Source: ValueQuest GmbH

Approximately two thirds of respondents in the survey are employed by large or cantonal banks. To date, only a small percentage of self-evaluation respondents have been employees at international (non-Swiss) banks. The area "Other" includes employees from non-individually listed banking categories as well as those from other industries or sectors such as insurance, banking service providers, wealth management, media, skills and careers advice as well as educational institutions.

The figures are not directly comparable with the number of employees in each bank category of the Swiss National Bank (SNB).

### Methodology

Respondents are considered to be any persons who answered at least one question from the self-evaluation. All other data records are ignored. The socio-demographic breakdown is not based on the total 8,177 self-evaluations as not every respondent provided comprehensive information about themselves. The questions are scientifically based. The personal results of the self-evaluation are not an objective analysis of the respondents' abilities, but a personal self-assessment of their competences. An objective analysis would require a longer discussion of the topic as well as personal interviews. The data are based on the survey period 5 September 2019 to 3 January 2020.

### Data protection

The skillaware self-evaluation is conducted by ValueQuest GmbH, the leading Swiss specialist for employee surveys. ValueQuest GmbH ensures the confidential treatment of respondents' personal data in accordance with the EU General Data Protection Regulation (GDPR). The results are not shared with employers or third parties.

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