# Digital Literacy

## Synopsis

Digital literacy means having the skills you need to live, learn, and work in a society where communication and access to information is increasingly through digital technologies like internet platforms, social media, and mobile devices.

## Importance of Digital Literacy in the workplace

Digital literacy in the workplace plays a critical role in a company's ability to digitally transform, and it also has a significant impact on the employee experience. Without it, employees may struggle to perform core tasks, and businesses could miss out on realizing the full value of their technology investments.

Digital literacy is an employee's ability to comfortably and efficiently use the technology required to do their work. It's relevant for almost every job role, whether it's a sales professional using customer relationship management (CRM) software to nurture an important client relationship, or a product manager using a unified communications and collaboration solution to direct an important call to an executive.

## ➤ What does Digital Literacy Mean?

Digital literacy skills mean "the skills associated with using technology to enable users to find, evaluate, organize, create, and communicate information; and developing digital citizenship and the responsible use of technology".

Digital literacy is much more than proficiency with discrete computer skills. Certainly, these foundational skills are critical; however, the crux of what is meant by digital literacy is the recognition of these skills' relevance in specific contexts and one's ability to creatively apply them.

**Basic Computer Skills:** These are the skills needed to control digital devices and use them to accomplish simple tasks. Basic applications include e mail, Internet browsers, search sites (e.g., Google.com), maps, and calendars.

**Network Literacy:** Network literacy emerged from the concepts of search literacy and information literacy, focusing on the skills required to access and curate information as required
by social networks.

**Digital Problem Solving:** Ability to navigate and use multiple digital resources to accomplish goals across domains, including work, personal interests, educational pursuits, social and
professional networking. The definition expands on the well-known Problem Solving in Technology-Rich Environments.

**Information Literacy:** It is a set of abilities requiring individuals to recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information."

**Media Literacy:** Much like information literacy, media literacy focuses on finding, evaluating, using, and communicating information; however, it emphasizes the range of media found online
from print to video to the Internet, according to the Center for Media Literacy. Media literacy also takes into account production skills, including production of original content and remix, through which learners contribute to the body of information found online

### Digital literacy's role today-The need for digital transformation

A joint survey by Microsoft and IDC Asia Pacific showed that approximately 75 percent of Singaporean businesses had to accelerate the digitalisation of their operations to survive through COVID-19. These enterprises took significant hits to their revenue, due in no small part to forced closures and reduced operating capacities from lockdowns, thereby hastening the transition of processes and offerings to online platforms to ensure operational and business continuity.

# Why digital literacy is now crucial

## Digital productivity

A study in 2020 saw 43 percent of participants deeming the lack of digital skills as the biggest hindrance to their digitisation projects. With the increasing role of digital transformation
occurring in the world today, it is imperative that businesses have the capacity to maximise the utility of the digital tools available.

Dedicated efforts to digital literacy will equip the workplace with the ability to critically analyse the features of these digital tools and identify if these tools are in the most updated versions.

## Cybersecurity awareness

Digital literacy incentivises businesses to make more well-informed decisions regarding the potential digital threats present in the online environments. With notable digital breaches such as the 2020 Twitter breach, it is ever more crucial for businesses to possess the digital knowledge and skill to protect itself from online threats.

## Digital ability and adaptability

The successful outcome of new technological adoptions (such as utilising workplace collaboration tools like Zoom or conducting cloud migrations) is reliant on how adaptive employees are to new technologies. A comprehensive digital understanding of digital tools such as cloud networks, enables businesses to become more agile towards tweaking their work processes according to these new platforms.

# Why are Digital Literacy skills important?

Digital Literacy skills are more important than ever in the world today. Children now grow up with technology all around them, to the extent that topics like coding and social media are now part of our national curriculums. School leaders and teachers are focusing more and more on the benefits of digital literacy skills in schools because today's students are looking to the internet and social media as a key source of information. This makes the ability to use digital platforms safely, securely and efficiently even more important to their education and future lives.

Here are some of the key benefits to digital literacy that demonstrate how important these skills are:

- Efficient working
- Safety
- Self-awareness
- Emotional health