



One fifth of the untrained global workforce do not know who to contact during a security breach.

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Abstract

A key element in employees' ability to take secure action when faced with potential security threats is knowing who within their organization they should communicate the threat to. In this report we examine the number of employees who know who to go to within their organization in the event of a security incident by how often they complete security awareness training. Employees from 17 industries across 7 global regions were asked whether they knew who to go to in the event of a security incident. The comparison examined responses from those who completed no security awareness training, annual training, quarterly training, and monthly training.

The results showed that for those who had completed no security awareness training in the previous 12 months, 21% did not know who to go to within their organization. For those who had completed annual training, this number reduced to 17%. Of those who completed quarterly training, the number further reduced to 15%, and of those who completed monthly security awareness training this further reduced to 12%. These results evidence that regular training is vital for employees to maintain knowledge about basic elements of security policy. Organizations looking to improve their security based communication should consider increasing the frequency of employees' security awareness training. Industry differences are discussed.

Executive Summary

It is imperative that organizations are able to respond quickly and effectively in the event of cyber security incidents. A vital part of that process is that employees know who to contact in the event of a security incident. This report demonstrates that the more regularly training is completed by employees, the more of them will know who to contact in such an event. Over a fifth of employees who had completed no security awareness training in the previous 12 months did not know who to contact within their organization should a security threat occur. Global analysis of those who had completed monthly training found an increase in knowing who to go to in 62% of global employees. Further, the overall improvement for knowing who to go to doubled in those who completed monthly over annual training.

Method

This report made use of items selected from the Security Culture Survey and Security Awareness Proficiency Assessment, both of which are available to KnowBe4 customers via the Kevin Mitnick Security Awareness Training (KMSAT) platform. The Security Culture Survey was developed by CLTRe (now KnowBe4 Research) based on a scientific approach that integrates survey methodology, statistics and scientific findings from security culture research and psychometrics (see Security Culture Report, 2017, CLTRe). The survey consists of statements designed to assess different aspects of security culture, during which respondents answer questions using a 5-point Likert scale. The Security Awareness Proficiency Assessment is a scientifically developed survey that assesses the behavioral knowledge of respondents using multiple choice questions. The analysis made use of one item from the Security Culture Survey and one item from the Security Awareness Proficiency Assessment that assessed the following statements:

1 - Whether employees know who to go to within their organization in the event of a security incident

2 - The frequency at which employees have completed security awareness training in the last 12 months.

The data for the report is aggregated from a single data collection time point for each employee per item. Participants were informed that their responses were anonymous prior to completing the survey. Data from individual respondents for both items were converted into percentage ratio values and were grouped by industry type (Banking, Financial Services, Technology, Education, Construction, Government, Manufacturing, Insurance, Consulting, Business Services, Consumer Services, Not for Profit, Healthcare & Pharmaceuticals, Transportation, Legal, Retail & Wholesale and Energy & Utilities) and global region (Asia, Africa, North America, Europe, Latin America, Oceania). While data for individual items included data from N = 526, 343 (knowing who to go to in the event of a security incident) and N = 523, 103 (training frequency), the correlation analysis could only include participants who had completed both surveys at one specific time period, and so a subset total of N = 112, 639 respondents were included for the correlation. Data provided for individual items includes data for all participants in the last 12 months, not only those included in the correlation analysis. The correlation analysis assessed to what degree an increase in train-

Highest rated	N	Yes %	No %
Legal	3 606	95.1	4.9
Financial services	51 871	92.7	7.3
Construction	11 057	91.2	8.8
Lowest rated			
Retail & Wholesale	43 662	88.8	11.2
Banking	49 122	88.2	11.8
Education	17 280	86.5	13.5
Global average		89.8	10.2

Table 1: Summary of responses for whether employees know who to go to in the event of a security incident by industry type

Region	N	Yes (%)	No (%)
Latin America	3 968	93.8	6.2
North America	398 706	90.5	9.5
Asia	16 652	89.1	10.9
Africa	40 853	86.3	13.7
Europe	50 946	88.7	11.3
Oceania	15 330	86.7	13.3
Global Average		89.8	10.2

Table 2: Summary of responses for whether employees know who to go to in the event of a security threat by global region. Data presented here includes all respondents who completed this assessment over the last 12 month period.

ing frequency coincided with an increase in knowing who to go to in the event of a security incident.

Results

Item Highlights

Assessment of training frequencies revealed the most common training frequency was annual training (see Appendix B). More than half of those sampled from the Education, Hospitality and Construction industries report completing no training in the previous 12 months. Monthly training was completed by some employees in every industry, however the ratio of Annual to Quarterly and Quarterly to Monthly training varied (see Appendix B for a detailed overview of training frequency by industry and global region).

The Retail and Wholesale industry had the lowest percentage of employees who knew who to go to in the event of a security incident. Education had the lowest frequency of training compared with all other industries analysed. Regional analyses revealed employees

Highest frequency	N	Monthly Training
Hospitality	2 940	28 %
Transportation	14 116	20 %
Business Services	24 428	14 %
Lowest frequency		
Healthcare & Pharm.	41 713	3 %
Technology	87 777	3 %
Education	17 280	1 %

Table 3: Summary of % of employees undertaking monthly training by industry

Region	N	Monthly Training
Asia	8 880	25 %
Europe	21 955	9 %
North America	232 497	6 %
Africa	11 023	5 %
Latin America	21 955	4 %
Oceania	10 501	1 %

Table 4: Summary of % of employees undertaking monthly training by global region

from Oceania were less likely to know who to go to in the event of a security incident, while those in Latin America were most likely. Detailed data for industry and global regions are available in Appendix A.

Correlation Analysis

Responses for knowing who to go to in the event of a security incident were converted to mean percentage ratios per organization, and then aggregated to the level of industry type. Values were then assigned to the four average training frequencies for which data was available - None (0), Annually (0.50), Quarterly (0.75) and Monthly (1.00). A Spearman's Rho correlation analysis was then conducted to accommodate the categorical nature of time frequencies used. The results revealed a correlation value between training frequency and knowing who to go to in the event of a security incident of 0.62 (62%) (see Figure 1) with data aggregated at industry level. For over two thirds of all employees, an increase in the frequency of training resulted in knowing who to go to in the event of a security incident.

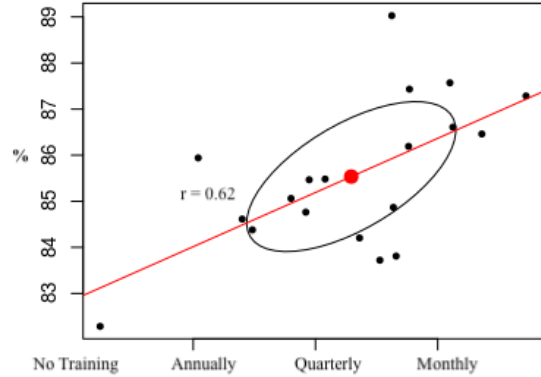


Figure 1: Scatter plot demonstrating the correlation between training frequency and clarity of instruction rating, grouped by industry type.

Discussion

When faced with potential security threats, it is imperative that the line of appropriate communication is followed. This process is compromised if individuals are unsure of who it is they are to communicate with during such incidents. This report highlights that for those who have not completed security awareness training, over a fifth do not know who to contact in the event of a security incident. It also demonstrates that this number can be significantly mitigated by providing employees with regular security awareness training, which supports past external findings (Gundu, Flowerday & Renaud, 2019). These findings are in line with our previous report (Ulimoen, Paglia & Roer 2022), which again showed an increase in employees' knowledge about how to respond to security threats based on how regularly they had completed security awareness training in the previous year.

The data presented here demonstrates that increasing the frequency of training monthly results in a marked improvement in employees' confidence in knowing who to communicate with in the initial crucial time period following a threat. There are several potential reasons why this may occur. The first is that people may simply not remember - there are far better odds that employees will recall information key to communication and first response if they are reminded on a monthly over a quarterly basis. Further, while internal company security policies may remain relatively stable over time, it is common within many organizations for employees to change roles, either within the organization or to leave for another job. By training monthly, the organization is able to keep up with organizational changes and communicate this information efficiently on a far more regular basis.

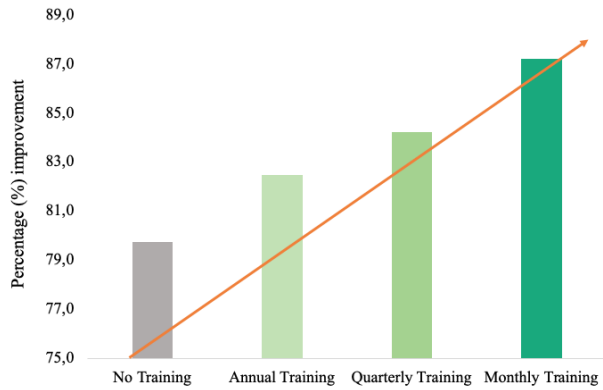


Figure 2: Graph detailing the average percentage increase of clarity rating by training frequency

While responses to phishing can vary significantly between industries (see Mannix et al, 2022), the data shown here demonstrates that increasing the frequency at which employees complete security awareness training has an almost universal positive influence, regardless of contextual factors.

The outcome of this report shows that even information that appears simple and direct such as who to contact if you believe you are under a cyber security threat, requires regular security awareness training in order to be efficiently communicated.

Implications

Employee responses to potential security breaches are extremely time sensitive, where communicating potential security breaches quickly and to the appropriate individuals is a vital part of an effective security response. Over 20% of those who have not completed security awareness training do not know their first point of contact in the event of an incident, significantly increasing the risk to the organization. The most efficient way to reduce this risk is to train employees on a monthly basis.

The data presented here highlights that simply communicating security policy to untrained employees is ineffective. Without the benefits of training, such as improved understanding of terminology and knowledge about why procedures are in place, it is more difficult for an employee to understand and, ultimately, appropriately implement organizational security based instructions.

Conclusion

Organizations wishing to improve their communication with employees regarding what to do in the

event of security incidents should implement security awareness training. Those who are already implementing security awareness training should consider assessing their employees' knowledge, and increasing the frequency of their training schedules accordingly.

About KnowBe4, Inc.

KnowBe4, the provider of the world's largest security awareness training and simulated phishing platform, is used by more than 34,000 organizations around the globe. Founded by IT and data security specialist Stu Sjouwerman, KnowBe4 helps organizations address the human element of security by raising awareness about ransomware, CEO fraud and other social engineering tactics through a new-school approach to awareness training on security. Kevin Mitnick, an internationally recognized cybersecurity specialist and KnowBe4's Chief Hacking Officer, helped design the KnowBe4 training based on his well-documented social engineering tactics. Tens of thousands of organizations rely on KnowBe4 to mobilize their end users as the last line of defense.

About the KnowBe4 Research Quarterly Report

Establishing an excellent security culture is an important aspect of developing an efficient defense against cyber security threats. Reports from KnowBe4 Research provide analysis of various aspects of security culture, in order to provide quantifiable, up to date information about global practices and standards in different industries.

About KnowBe4 Research

KnowBe4 Research is the research arm of KnowBe4, Inc. Our mission is to provide IT and security leaders with high quality, vendor neutral data-driven insights related to cybersecurity and the human element.

References

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Appendices

The appendices attached here offer visualizations and detailed overviews of the data described in the report.

Appendix A includes data for the percentage of employees who know who to go to in the event of a security threat. Data presented here includes all respondents who completed the survey in the past 12 months (N = 530, 356).

Appendix B includes data for the amount of training completed by employees within the previous 12 months (N = 523 103), and the average improvement (%) in knowing who to go to in the event of a security incident by training frequency.

Appendix C includes industry data specific to regions. Note that for some regions, data for some industries is limited, and this should be considered when interpreting findings.

Appendix D includes supplementary data. Here you will find the list of countries included in the regional analysis, training frequencies for individual countries, and table presented data for the average improvement % per industry.

Appendix A

Knowing who to go to in the event of a security incident: Industry and regional data

Summary of responses for the highest and lowest percentage of employees who know who to go to within their organization in the event of a security threat by industry type:

Industry type	N	Yes (%)	No (%)	Rank
Legal	3 606	95.1	4.9	1st
Financial services	51 871	92.7	7.3	2nd
Construction	11 057	91.2	8.8	3rd
Business services	24 428	91.1	8.9	4th
Consulting	15 851	91.1	8.9	4th
Consumer services	8 384	91.0	9.0	5th
Insurance	18 881	90.8	9.2	6th
Technology	87 777	90.4	9.6	7th
Manufacturing	52 633	90.3	9.7	8th
Energy & Utilities	18 823	90.1	9.9	9th
Not for Profit	16 307	90.1	9.9	9th
Healthcare & Pharma.	41 713	89.0	11.0	10th
Hospitality	2 940	89.0	11.0	11th
Transportation	14 116	88.8	11.2	12th
Retail & Wholesale	43 662	88.8	11.2	12th
Banking	49 122	88.2	11.8	13th
Education	17 280	86.5	13.5	14th

Summary of responses by global region regarding the percentage of employees who know who to go to within their organization in the event of a security threat, ranked from best to worst:

Region	N	Yes (%)	No (%)	Rank
Latin America	3 968	93.8	6.2	1st
North America	398 706	90.5	9.5	2nd
Asia	16 652	89.1	10.9	3rd
Europe	50 946	88.7	11.3	4th
Oceania	15 330	86.7	13.3	5th
Africa	40 853	86.3	13.7	6th

Appendix B

Frequency of security awareness training: Industry Data

The frequency of training by industry type, organised by highest rate of **any** training:

Industry	N	No Training (%)	Annual Training (%)	Quarterly Training (%)	Monthly Training (%)
Banking	49 122	8.1	48.0	35.5	8.5
Insurance	18 881	8.8	43.2	39.3	8.8
Business Services	24 428	13.2	27.8	45.0	14.0
Retail & Wholesale	43 662	13.4	56.3	25.7	4.7
Consulting	15 851	14.0	48.7	26.5	10.8
Financial Services	51 871	14.2	51.2	27.9	6.7
Energy & Utilities	18 823	15.2	54.0	27.4	3.4
Technology	87 777	15.5	48.0	33.9	2.5
Transportation	14 116	16.6	31.4	31.2	20.8
Government	50 832	25.9	52.0	18.3	3.8
Not for Profit	16 307	26.7	42.7	21.4	9.1
Manufacturing	52 633	26.8	39.7	24.3	9.3
Healthcare & Pharm.	41 713	27.3	52.3	17.4	3.0
Consumer Services	8 384	30.3	47.4	16.5	5.9
Legal	3 606	34.3	40.1	19.5	6.1
Hospitality	2 940	36.2	22.4	12.9	28.4
Construction	11 057	44.0	26.2	25.5	4.2
Education	17 280	51.6	39.2	8.0	1.2

The frequency of training by industry type, organised by highest rate of **annual** training:

Industry	N	No Training (%)	Annual Training (%)	Quarterly Training (%)	Monthly Training (%)
Retail & Wholesale	43 662	13.4	56.3	25.7	4.7
Energy & Utilities	18 823	15.2	54.0	27.4	3.4
Healthcare & Pharm.	41 713	27.3	52.3	17.4	3.0
Government	50 832	25.9	52.0	18.3	3.8
Financial Services	51 871	14.2	51.2	27.9	6.7
Consulting	15 851	14.0	48.7	26.5	10.8
Technology	87 777	15.5	48.0	33.9	2.5
Banking	49 122	8.1	48.0	35.5	8.5
Consumer Services	8 384	30.3	47.4	16.5	5.9
Insurance	18 881	8.8	43.2	39.3	8.8
Not for Profit	16 307	26.7	42.7	21.4	9.1
Legal	3 606	34.3	40.1	19.5	6.1
Manufacturing	52 633	26.8	39.7	24.3	9.3
Education	17 280	51.6	39.2	8.0	1.2
Transportation	14 116	16.6	31.4	31.2	20.8
Business Services	24 428	13.2	27.8	45.0	14.0
Construction	11 057	44.0	26.2	25.5	4.2
Hospitality	2 940	36.2	22.4	12.9	28.4

The frequency of training by industry type, organised by highest rate of **quarterly** training:

Industry	N	No Training (%)	Annual Training (%)	Quarterly Training (%)	Monthly Training (%)
Business Services	24 428	13.2	27.8	45.0	14.0
Insurance	18 881	8.8	43.2	39.3	8.8
Banking	49 122	8.1	48.0	35.5	8.5
Technology	87 777	15.5	48.0	33.9	2.5
Transportation	14 116	16.6	31.4	31.2	20.8
Financial Services	51 871	14.2	51.2	27.9	6.7
Energy & Utilities	18 823	15.2	54.0	27.4	3.4
Consulting	15 851	14.0	48.7	26.5	10.8
Retail & Wholesale	43 662	13.4	56.3	25.7	4.7
Construction	11 057	44.0	26.2	25.5	4.2
Manufacturing	52 633	26.8	39.7	24.3	9.3
Not for Profit	16 307	26.7	42.7	21.4	9.1
Legal	3 606	34.3	40.1	19.5	6.1
Government	50 832	25.9	52.0	18.3	3.8
Healthcare & Pharm.	41 713	27.3	52.3	17.4	3.0
Consumer Services	8 384	30.3	47.4	16.5	5.9
Hospitality	2 940	36.2	22.4	12.9	28.4
Education	17 280	51.6	39.2	8.0	1.2

The frequency of training by industry type, organised by highest rate of **monthly** training:

Industry	N	No Training (%)	Annual Training (%)	Quarterly Training (%)	Monthly Training (%)
Hospitality	2 940	36.2	22.4	12.9	28.4
Transportation	14 116	16.6	31.4	31.2	20.8
Business Services	24 428	13.2	27.8	45.0	14.0
Consulting	15 851	14.0	48.7	26.5	10.8
Manufacturing	52 633	26.8	39.7	24.3	9.3
Not for Profit	16 307	26.7	42.7	21.4	9.1
Insurance	18 881	8.8	43.2	39.3	8.8
Banking	49 122	8.1	48.0	35.5	8.5
Financial Services	51 871	14.2	51.2	27.9	6.7
Legal	3 606	34.3	40.1	19.5	6.1
Consumer Services	8 384	30.3	47.4	16.5	5.9
Retail & Wholesale	43 662	13.4	56.3	25.7	4.7
Construction	11 057	44.0	26.2	25.5	4.2
Government	50 832	25.9	52.0	18.3	3.8
Energy & Utilities	18 823	15.2	54.0	27.4	3.4
Healthcare & Pharm.	41 713	27.3	52.3	17.4	3.0
Technology	87 777	15.5	48.0	33.9	2.5
Education	17 280	51.6	39.2	8.0	1.2

The average percentage improvement of knowing who to go to in the event of a security incident by training increase per industry:

Industry	Annual Improvement (%)	Quarterly Improvement (%)	Monthly Improvement (%)
Hospitality	1.4	0.7	5.4
Banking	2.4	3.6	6.3
Consulting	1.8	3.0	14.1
Legal	1.6	1.1	7.9
Financial Services	3.1	5.9	8.3
Construction	4.6	4.6	5.9
Healthcare & Pharmaceuticals	3.3	7.3	10.0
Insurance	4.1	6	8.3
Consumer Services	1.9	2.9	3.5
Manufacturing	1.1	3.1	5.6
Not for Profit	6.4	9.8	9.1
Technology	2.9	3.4	5.8
Government	4.0	6.4	8.2
Education	2.0	8.9	14.2
Business Services	2.8	0.8	1.5
Energy & Utilities	1.8	5.0	6.2
Retail & Wholesale	1.7	3.6	8.9
Transportation	2.5	4.9	5.7

Frequency of security awareness training: Regional Data

Summary of average training frequencies for global regions, organised by highest rate of **any** training

Region	N	No Training %	Annually %	Quarterly %	Monthly %
Asia	8 880	7	54	13	25
Latin America	2 933	12	55	29	4
Africa	11 023	16	45	34	5
North America	398 706	19	47	28	9
Europe	21 955	30	43	17	9
Oceania	10 501	39	52	9	1

Summary of average training frequencies for global regions, organised by highest rate of **annual** training

Region	N	None %	Annually %	Quarterly %	Monthly %
Latin America	2 933	12	55	29	4
Asia	8 880	7	54	13	25
Oceania	10 501	39	52	9	1
North America	398 706	19	47	28	9
Africa	11 023	16	45	34	5
Europe	21 955	30	43	17	9

Summary of average training frequencies for global regions, organised by highest rate of **quarterly** training

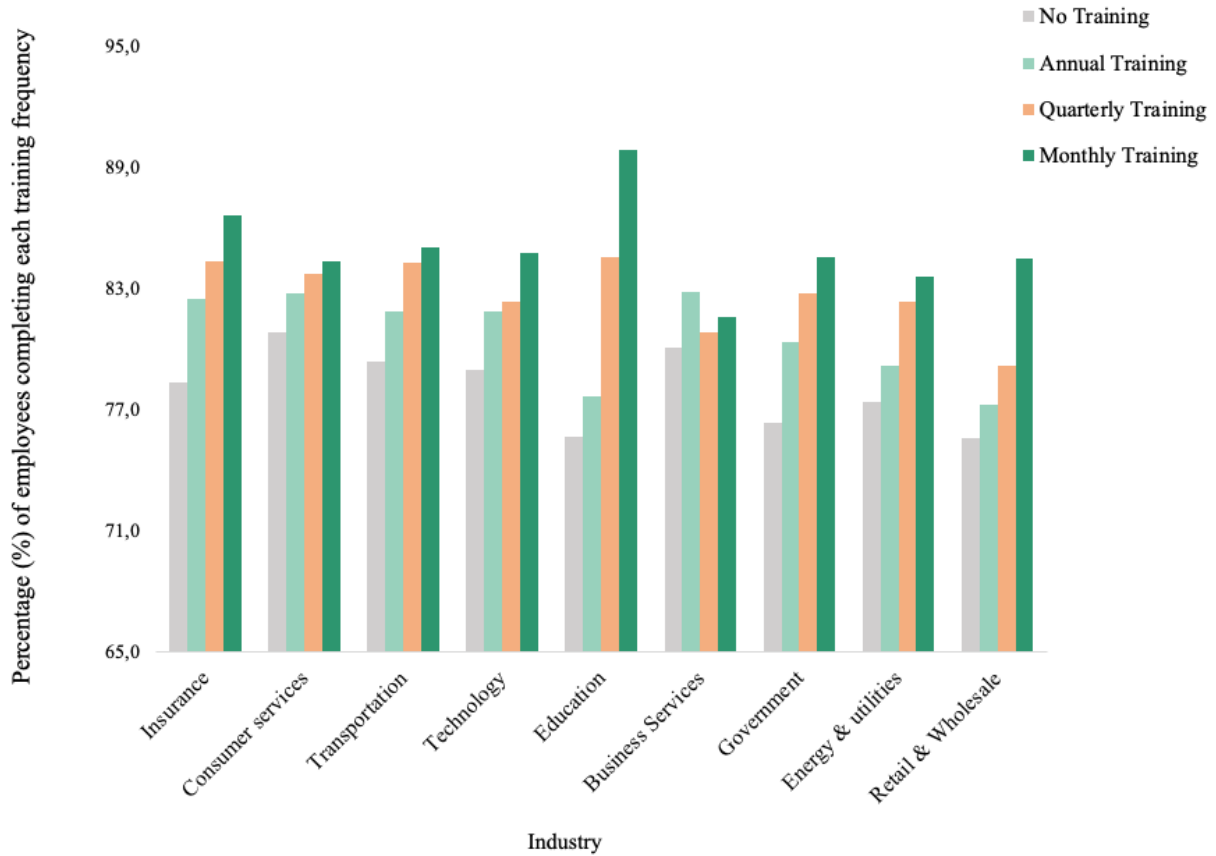
Region	N	None %	Annually %	Quarterly %	Monthly %
Africa	11 023	16	45	34	5
Latin America	2 933	12	55	29	4
North America	398 706	19	47	28	9
Europe	21 955	30	43	17	9
Asia	8 880	7	54	13	25
Oceania	10 501	39	52	9	1

Summary of average training frequencies for global regions, organised by highest rate of **monthly** training

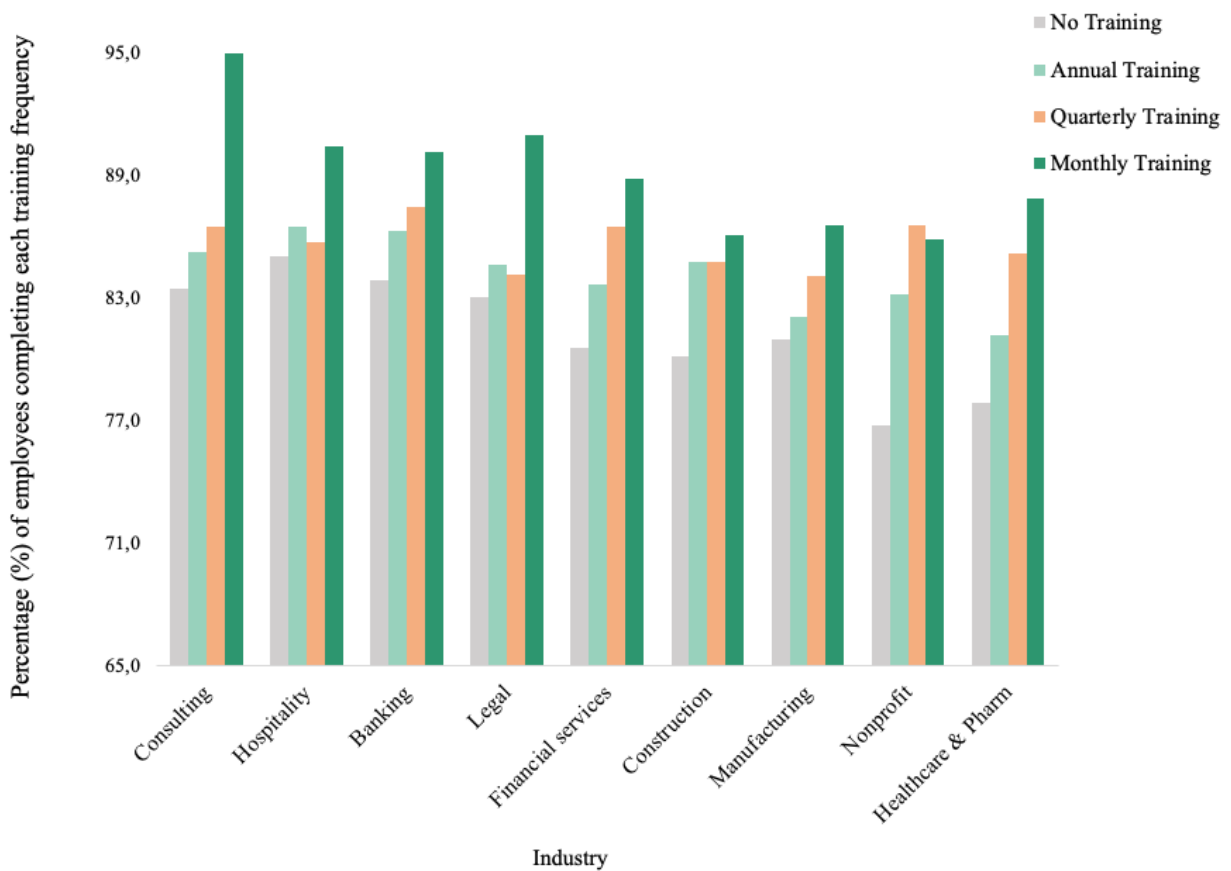
Region	N	None %	Annually %	Quarterly %	Monthly %
Asia	8 880	7	54	13	25
Europe	21 955	30	43	17	9
North America	398 706	19	47	28	9
Africa	11 023	16	45	34	5
Latin America	2 933	12	55	29	4
Oceania	10 501	39	52	9	1

Industry Data:

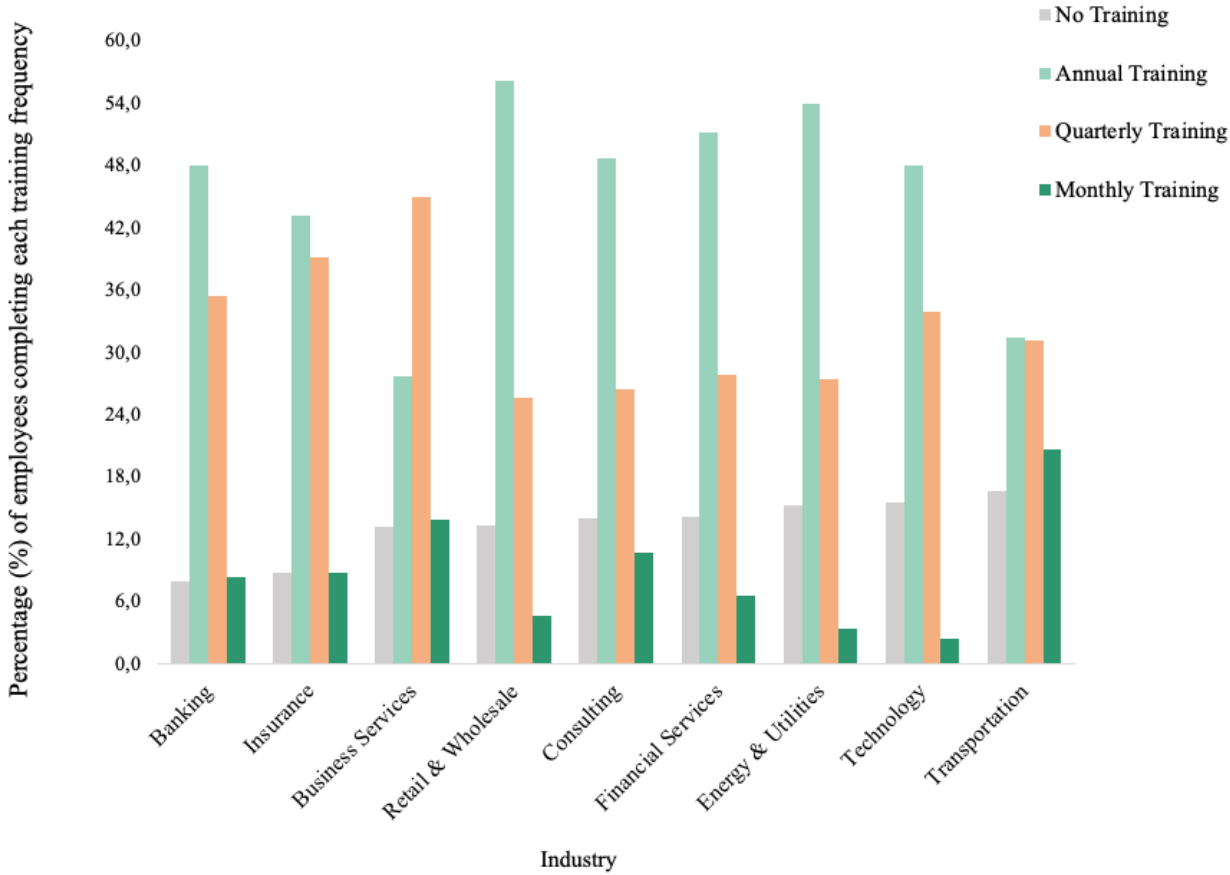
A graphical overview demonstrating how the percentage of employees who know who to go to in the event of a security incident improves with higher training frequency for each industry included in the analysis. The y-axis is the rating, while the colors note the frequency of training.



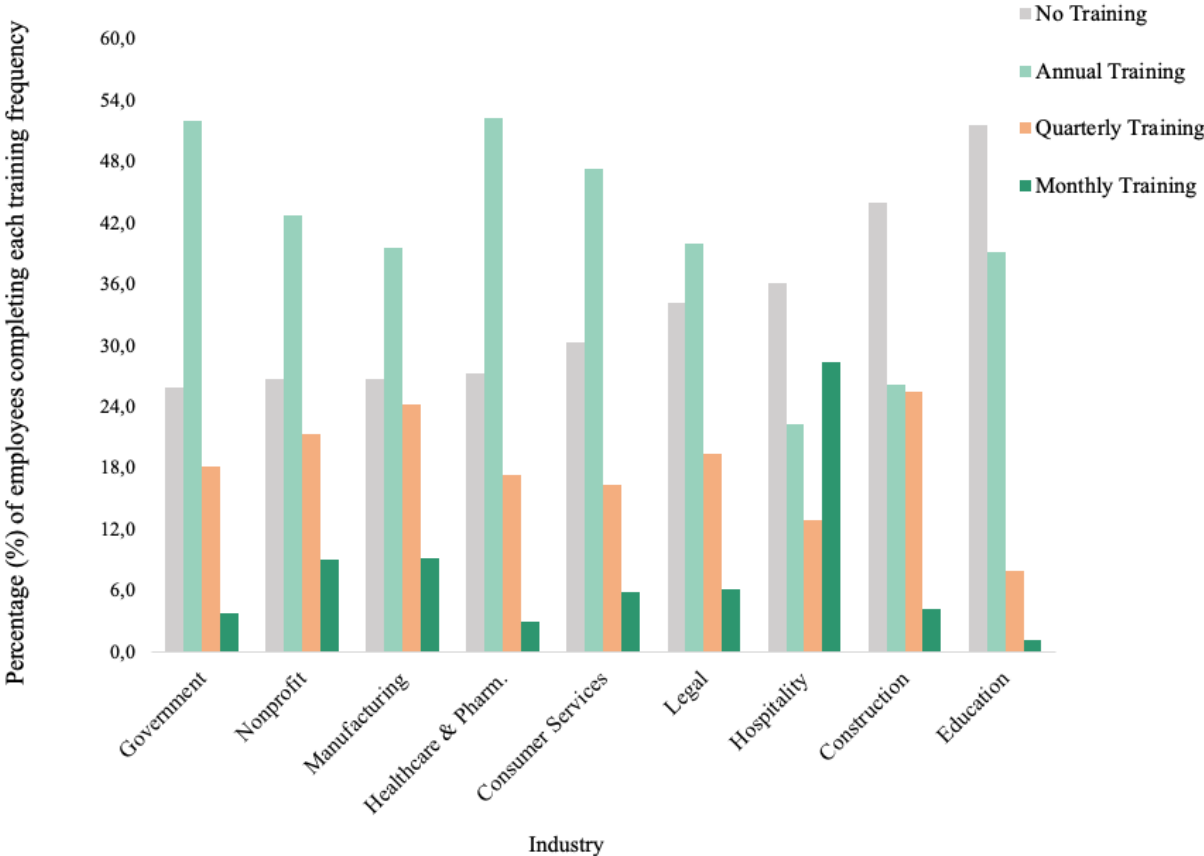
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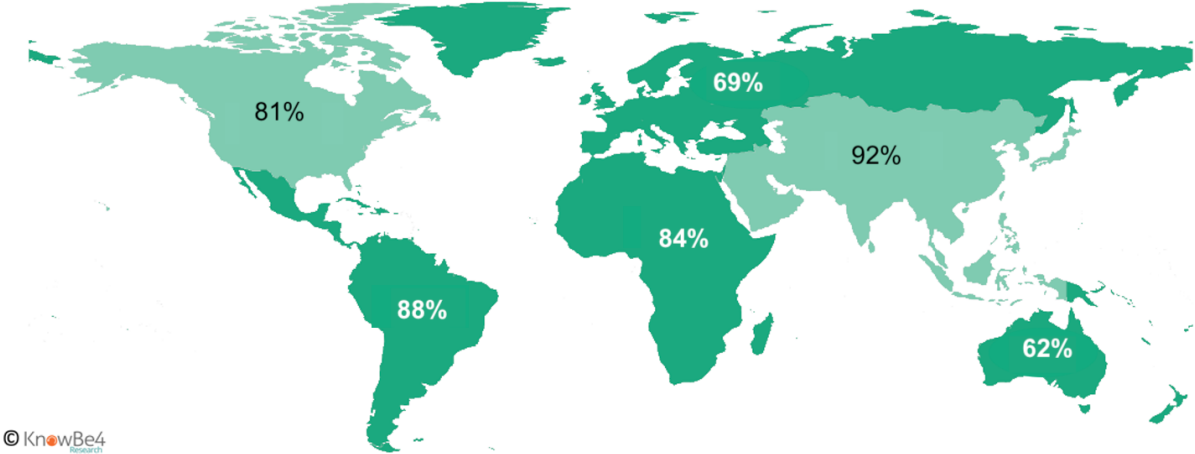
A graphical overview of training frequency for each industry included in the analysis. The y-axis shows the percentage of employees for each industry who trained at each frequency.



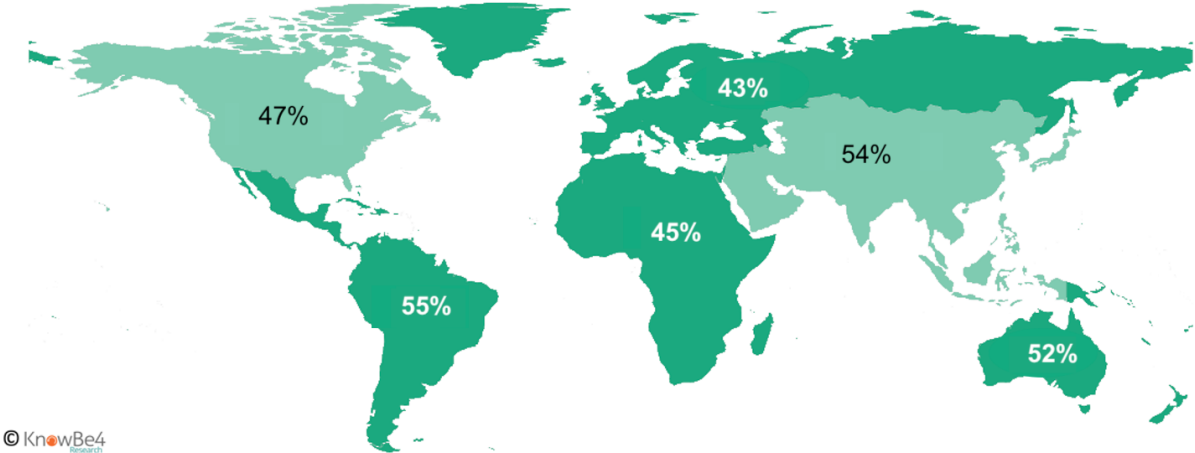
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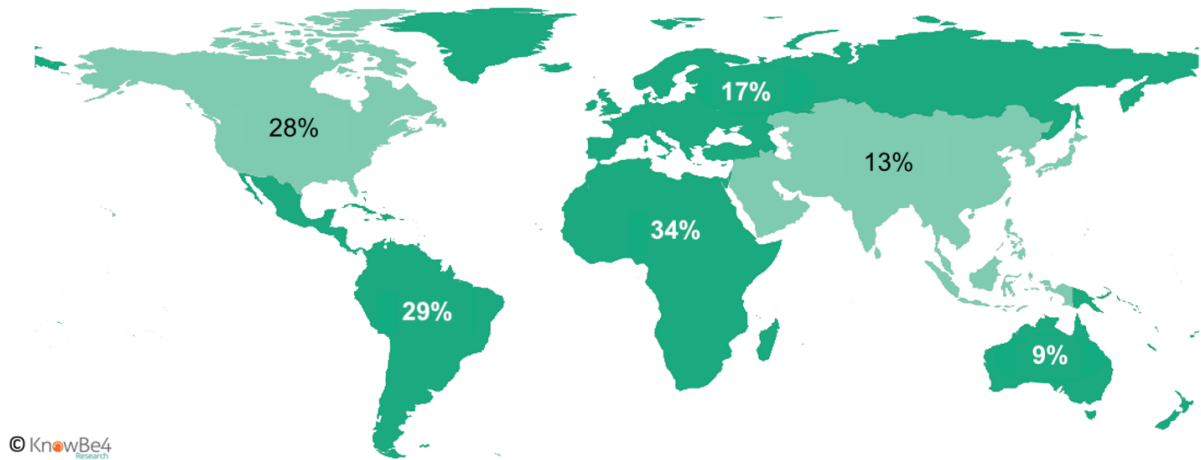
A map showing the percentage of employees in each region who report completing **any** training in the last 12 months



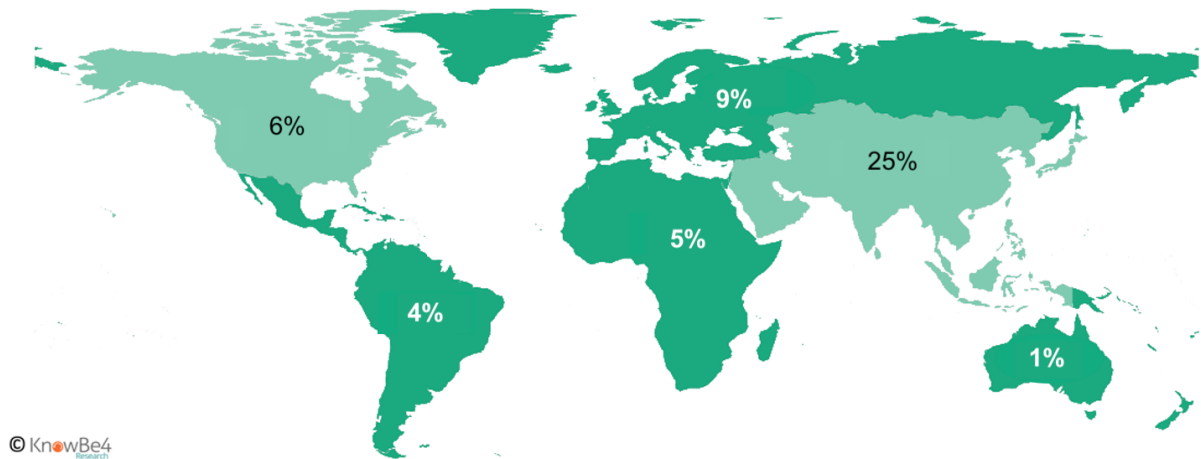
A map showing the percentage of employees in each region who report completing **annual** training in the last 12 months



A map showing the percentage of employees in each region who report completing **quarterly** training in the last 12 months



A map showing the percentage of employees in each region who report completing **monthly** training in the last 12 months



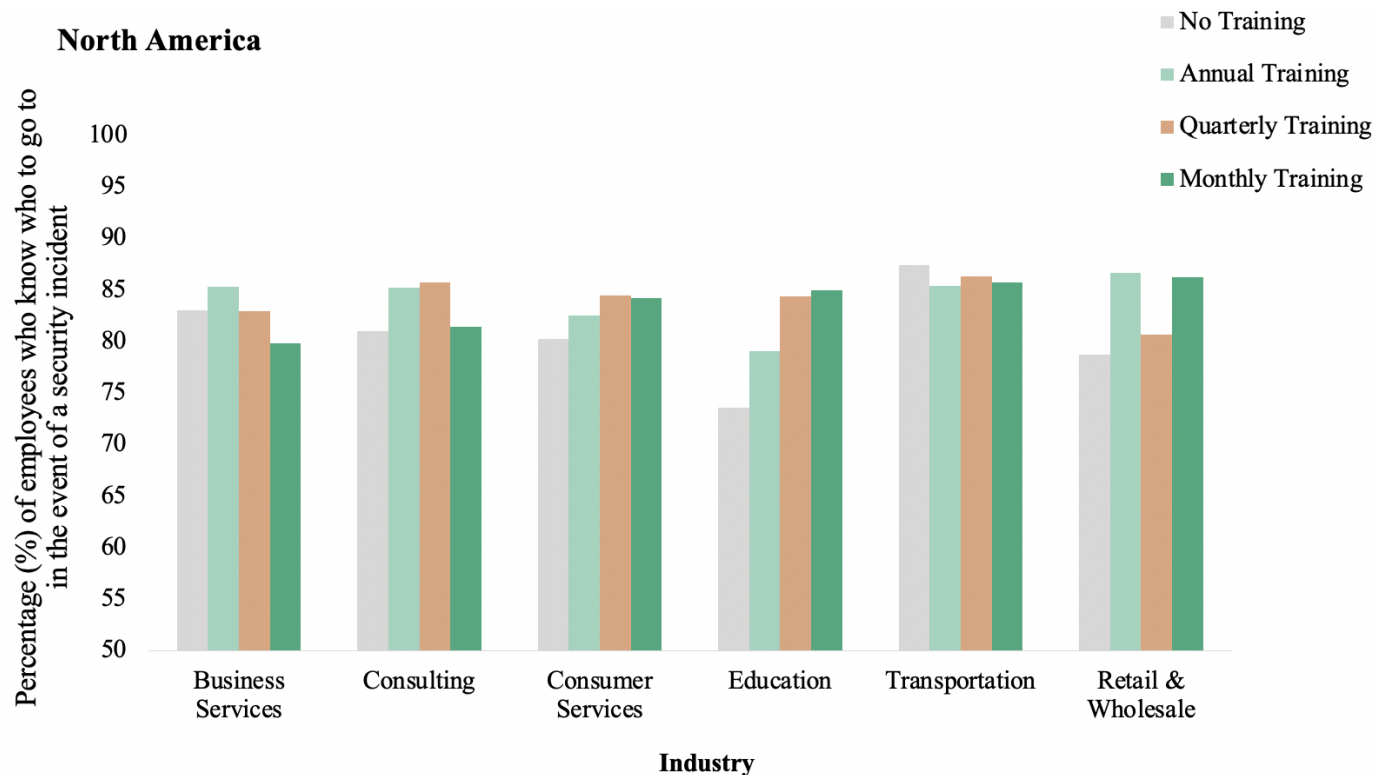
Appendix C

Industry data by region

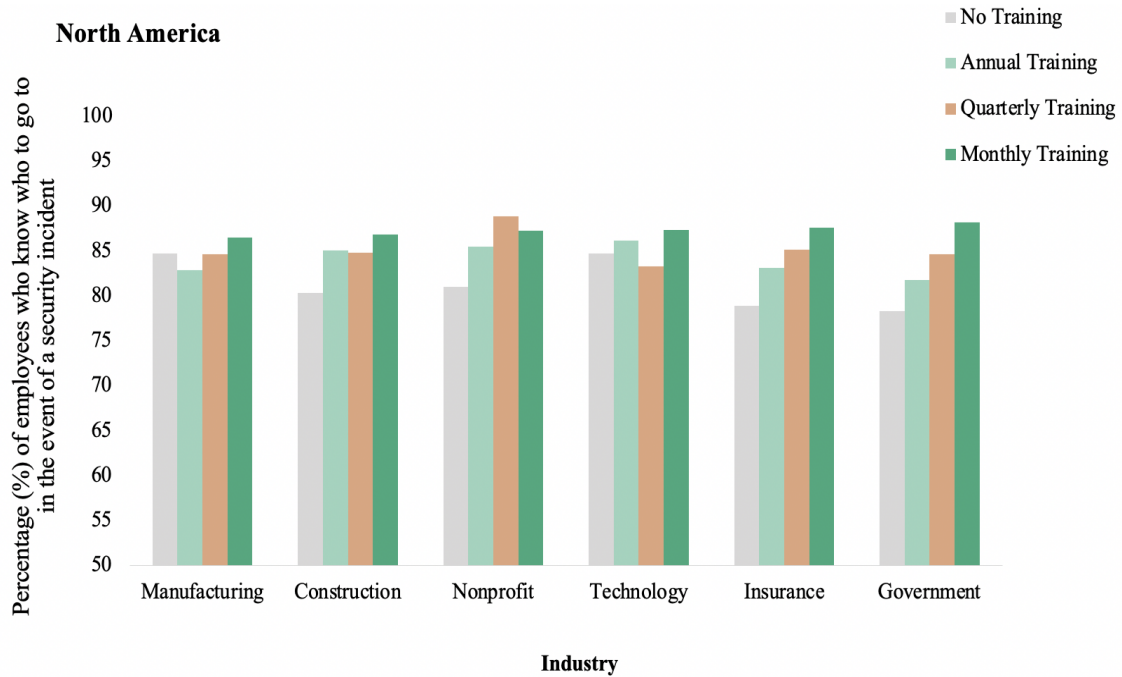
The following regional graphs show the rate of improvement in knowing who to go to in the event of a security incident by how often employees completed training in the past 12 months.

Data is scaled and organised by highest rate of monthly improvement. Note that for some regions, limited industry data is available.

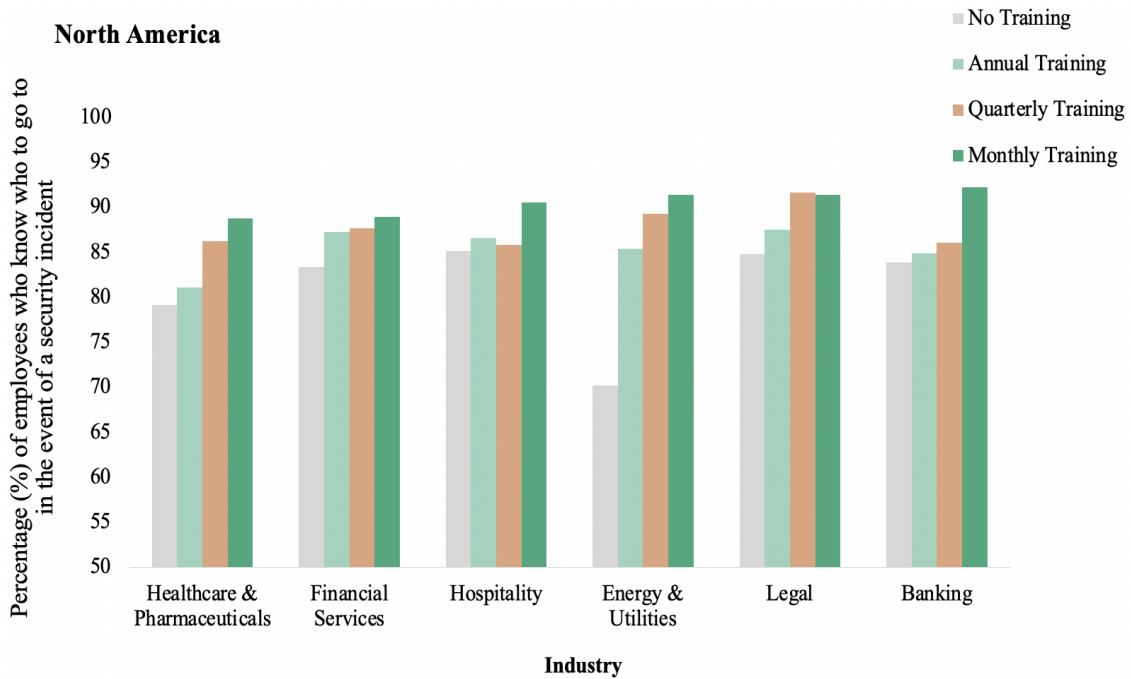
Rates of improvement by training frequencies for industries in North America.



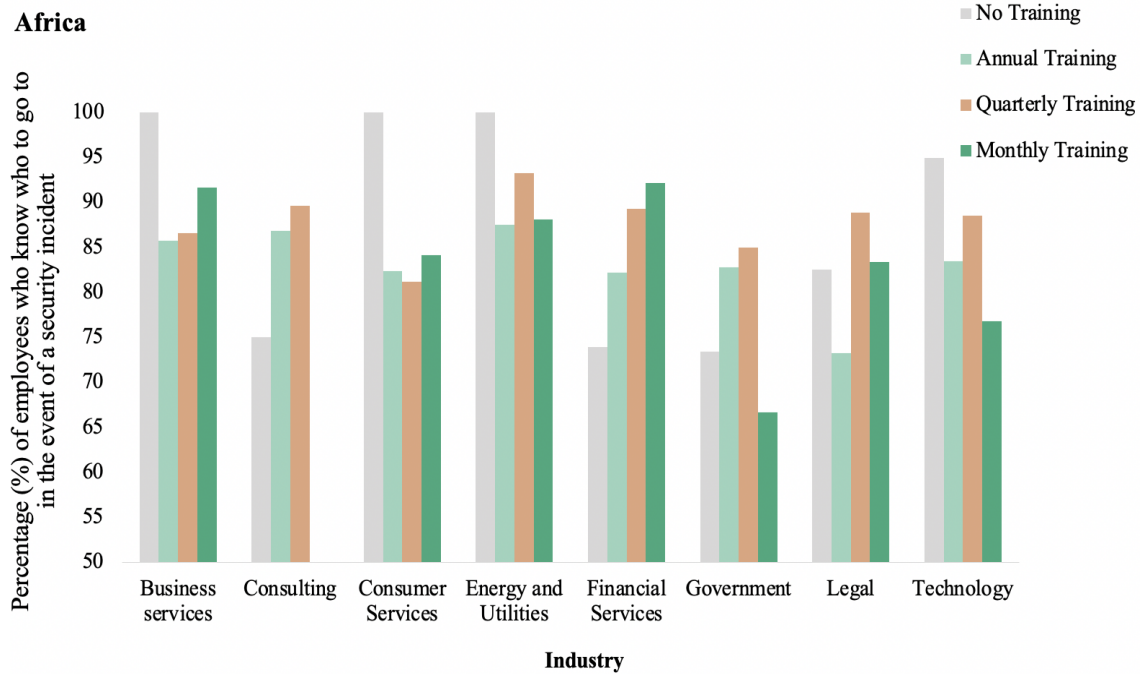
Rates of improvement by training frequencies for industries in North America.



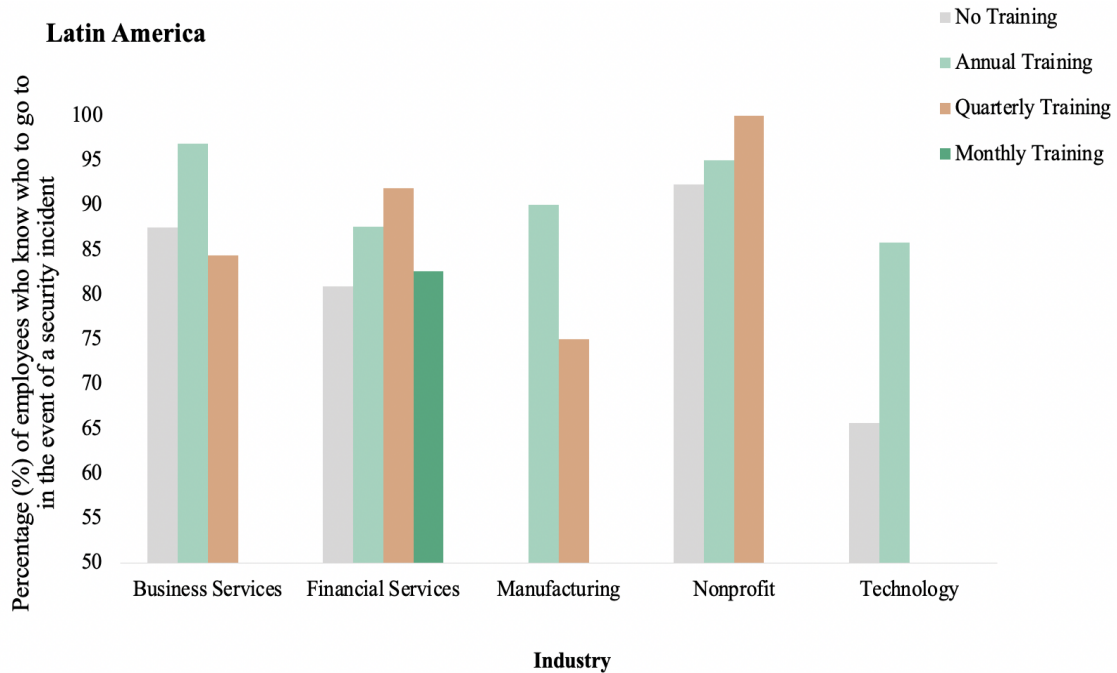
Rates of improvement by training frequencies for industries in North America.



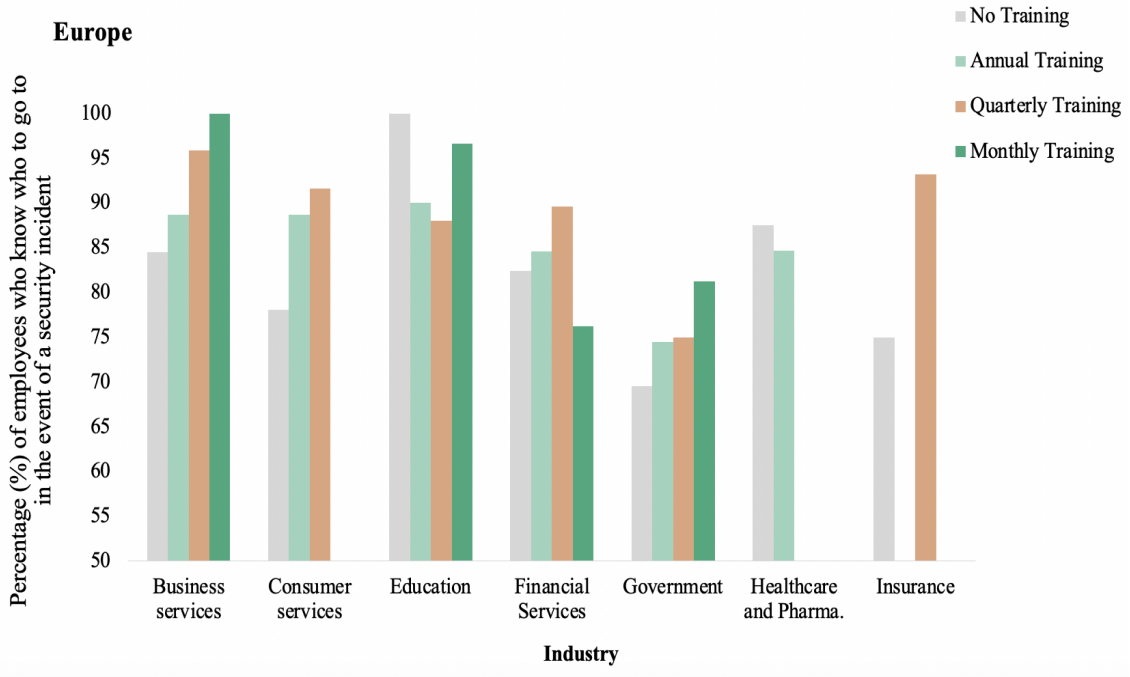
Rates of improvement by training frequencies for industries in Africa.



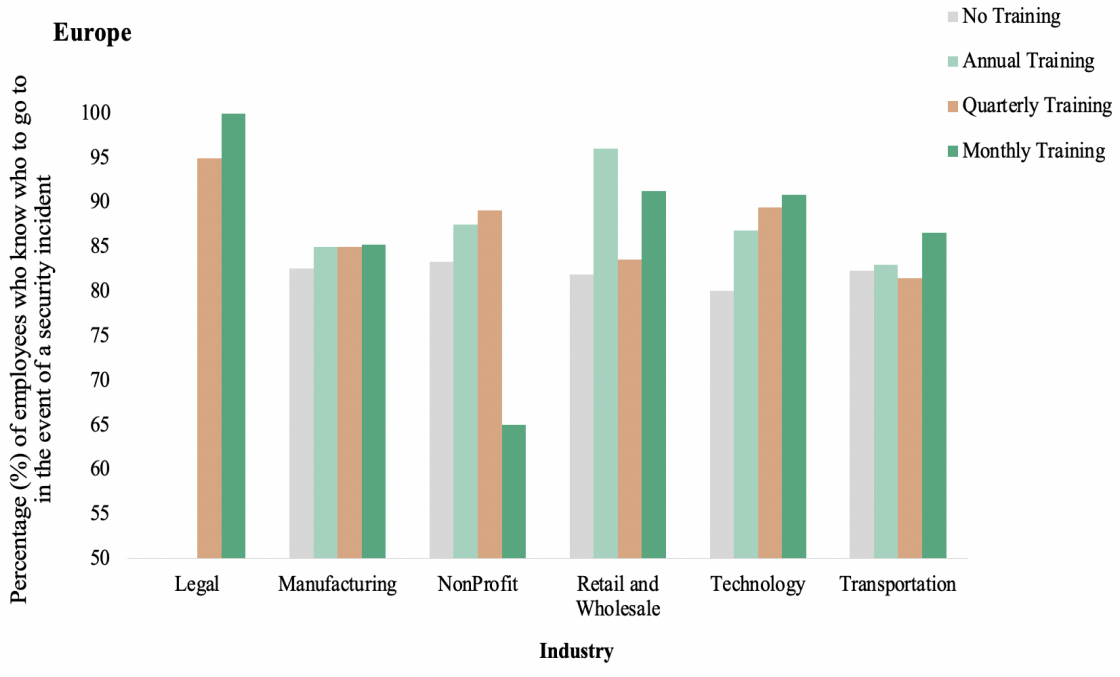
Rates of improvement by training frequencies for industries in Latin America.



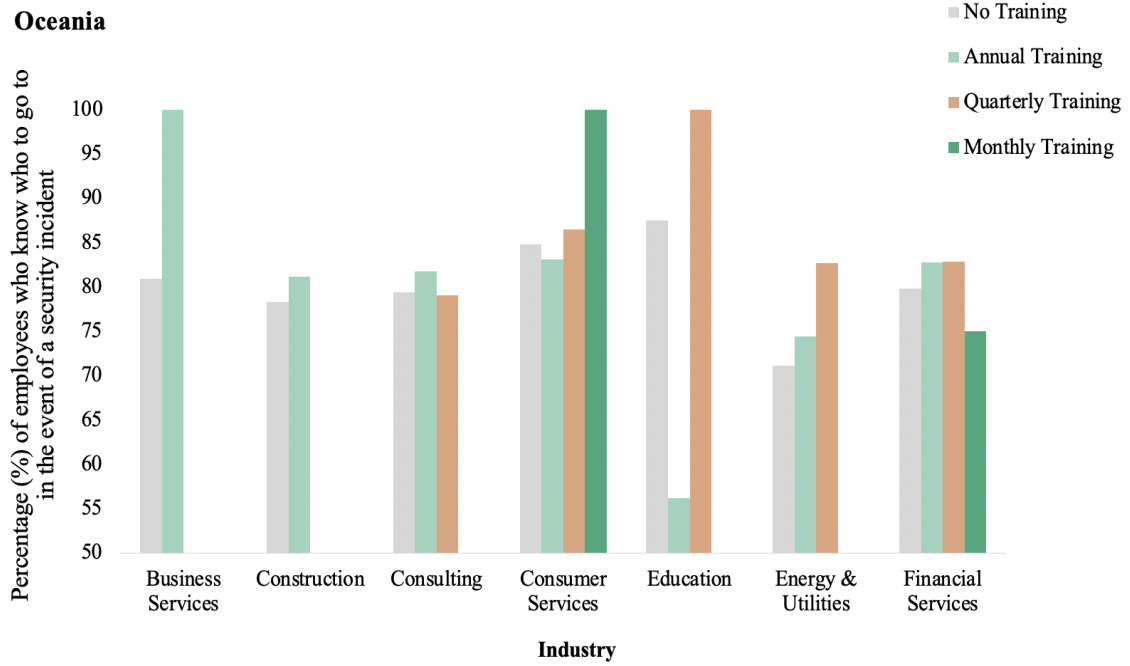
Rates of improvement by training frequencies for industries in Europe



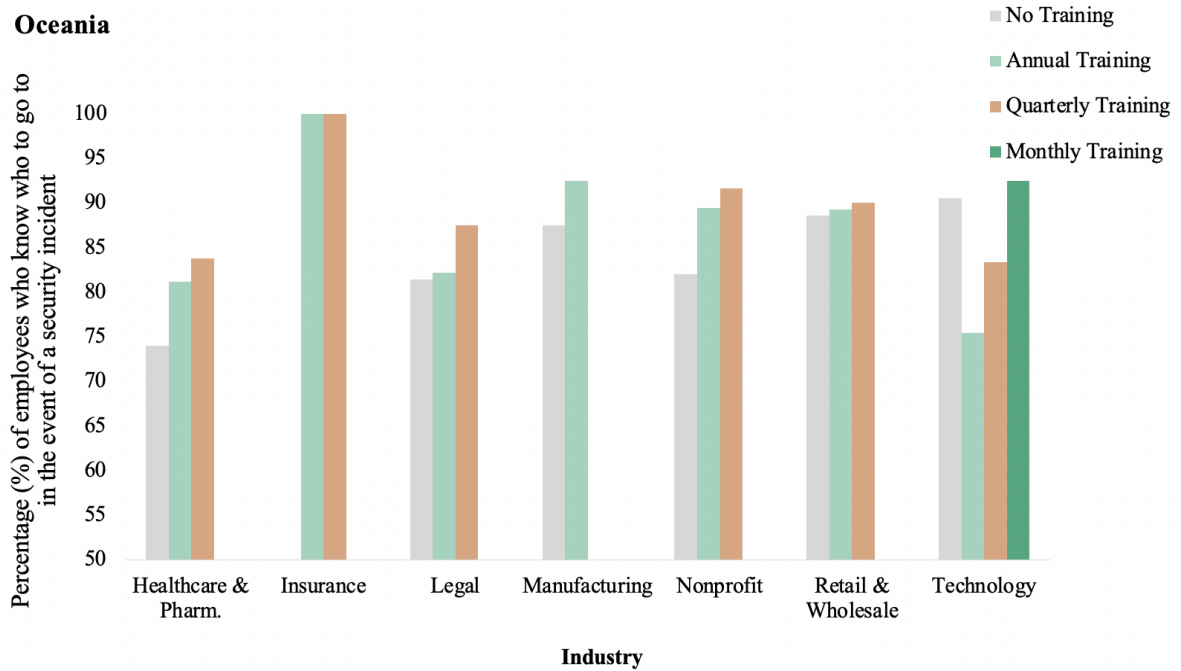
Rates of improvement by training frequencies for industries in Europe.



Rates of improvement by training frequencies for industries in Oceania.



Rates of improvement by training frequencies for industries in Oceania.



Appendix D

Training frequencies from individual countries.

The frequency of training per country over a 12 month period presented in alphabetical order:

Country	N	No Training %	Annual Training %	Quarterly Training %	Monthly Training %
Albania	824	11.0	72.9	15.5	0.5
Angola	137	14.6	24.8	40.1	20.4
Argentina	4 567	28.2	55.92	14.04	1.77
Aruba	80	23.8	72.5	3.8	0
Australia	38 785	38.1	44.3	15.2	2.4
Austria	7 647	19.4	65.1	14.9	0.5
Bahamas	250	54.0	37.2	6.8	2.0
Bahrain	337	33.5	58.7	7.7	N/A
Barbados	403	7.2	90.1	2.48	0.25
Belgium	16 343	37.0	49.7	10.9	2.4
Belize	315	43.8	42.5	12.1	1.6
Bermuda	1 232	3.5	35.0	25.3	36.2
Botswana	1068	24.4	40.7	32.7	2.1
Bulgaria	725	15.9	47.0	29.2	7.9
Brazil	7100	18.4	41.2	24.3	8.7
Canada	30 536	31.1	41.9	21.4	5.6
Cayman Islands	113	21.2	54.9	22.1	1.8
Chile	14 373	28.2	52.7	16.5	2.6
China	1 869	34.7	40.5	18.9	5.9
Colombia	1 414	36.1	45.4	16.0	2.5
Congo, Democratic Rep. of.	2 869	5.3	35.4	54.5	4.7
Costa Rica	3 668	23.2	53.8	20.5	2.4
Cote d'Ivoire	1 139	73.0	24.5	1.8	0.7
Cyprus	1 918	30.8	59.2	8.9	1.1
Czechia	18	N/A	50.0	50.0	0
Denmark	2 186	40.4	52.3	7.0	0.3
Dominican Republic	3 599	26.1	37.7	22.1	14.1
Ecuador	211	22.7	53.6	22.8	0.9
Estonia	224	57.1	41.1	1.8	0
Eswatini	725	29.8	37.0	33.0	0.3
Finland	6 540	36.3	42.0	13.4	8.3
France	19 432	39.3	48.7	10.3	1.6
French Polynesia	25	24.0	68.0	8.0	0
Germany	20 947	51.3	38.6	7.5	2.4
Ghana	2 237	9.0	27.7	56.1	7.2
Gibraltar	346	20.2	65.6	12.7	1.4
Greece	2 070	63.9	29.8	5.1	1.2
Grenada	151	18.5	6.6	51.0	23.8
Guatemala	582	14.4	25.9	46.7	12.9
Hennepin	30	6.7	40.0	46.7	6.7
Hong Kong	2 003	7.4	26.9	37.9	27.8
Hungary	156	78.2	19.2	2.6	0
India	4 669	47.2	41.0	10.9	0.9

Country	N	No Training %	Annual Training %	Quarterly Training %	Monthly Training %
Indonesia	1 149	59.5	35.5	4.6	0.3
Ireland	5 797	20.0	41.3	31.0	7.8
Israel	1 083	17.1	18.3	44.4	20.2
Italy	11 658	43.0	33.2	20.0	3.8
Jamaica	745	56.4	27.1	12.1	4.4
Japan	3 466	20.9	57.5	11.7	9.8
Jersey	158	32.9	58.9	8.2	0
Jordan	91	50.5	30.8	17.6	1.1
Kenya	6 381	14.0	35.2	42.1	8.8
Kuwait	414	43.4	48.3	7.7	0.5
Latvia	136	66.2	31.6	2.2	0
Lebanon	94	5.3	35.1	53.2	6.4
Lesotho	190	64.2	33.7	1.1	1.1
Lithuania	1 252	23.5	50.9	23.3	2.3
Luxembourg	138	1.4	38.4	59.4	0.7
Madagascar	73	42.5	54.8	2.7	0
Malawi	651	70.0	25.0	4.6	0.3
Malaysia	9 621	45.2	40.3	11.2	3.3
Malta	1 100	17.7	33.1	38.3	10.9
Mauritius	316	18.0	66.5	13.6	1.9
Mexico	18 736	18.1	30.5	34.7	16.7
Micronesia	19	99.0	N/A	1	N/A
Morocco	2 708	6.6	40.1	50.1	3.1
Mozambique	2 539	8.3	36.7	40.3	14.7
Namibia	2 201	54.0	39.8	5.5	0.7
Netherlands	23 418	49.9	38.3	9.6	2.1
New Zealand	9 546	35.9	44.6	15.6	3.7
Nigeria	10 482	7.5	20.8	63.1	8.5
Northern Mariana Islands	13	15.4	84.6	N/A	N/A
Norway	1 101	35.6	31.6	30.2	2.6
Oman	42	61.9	33.3	4.8	N/A
Panama	3 441	31.0	40.4	26.7	2.0
Papa New Guinea	102	91.2	7.8	1.0	N/A
Peru	2 922	16.5	58.5	23.4	1.6
Philippines	14 807	11.2	71.7	13.4	3.8
Poland	977	10.2	43.7	40.6	5.4
Portugal	854	85.2	13.1	1.4	0.2
Puerto Rico	2 760	33.2	49.6	13.5	3.6
Qatar	2 084	24.6	55.3	19.7	0.4
Romania	1 333	60.5	36.3	3.0	0.2
Saint Kitts and Nevis	34	8.8	41.2	50.0	N/A
Saint Lucia	262	53.4	37.7	8.7	N/A
Saudi Arabia	3 902	43.4	43.3	10.3	3.0
Serbia	22	90.9	4.5	0	4.5
Singapore	189	28.0	50.3	20.1	1.6

Country	N Employees	No Training %	Annual Training %	Quarterly Training %	Monthly Training %
Slovakia	999	49.3	43.5	6.8	0.3
Slovenia	427	5.4	81.5	12.4	0.7
South Africa	126 668	17.3	37.4	39.1	6.3
Spain	7 666	48.5	38.0	10.0	1.6
Suriname	598	38.5	47.2	12.9	1.5
Sweden	6 543	33.0	33.9	30.9	2.3
Switzerland	11 602	31.0	36.2	31.2	1.7
Taiwan	617	31.6	64.3	3.7	0.3
The Republic of Tanzania	1 739	4.8	15.8	65.6	13.9
Thailand	690	3.8	21.1	70.0	5.1
Turkey	292	70.9	24.0	4.8	0.3
Uganda	752	37.2	47.5	13.8	1.5
Ukraine	504	28.2	58.9	12.9	N/A
United Arab Emirates	3 227	41.6	50.4	7.3	0.7
United Kingdom	187 947	26.1	52.0	16.8	5.2
United States of America	1 775 042	20.8	47.4	25.5	6.2
Zambia	72	62.9	31.0	5.1	0.9
Zimbabwe	199	40.2	30.2	24.6	5.0