randstad workmonitor global report.
covid-19 edition
june 2020
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job satisfaction.
74% of interviewed respondents claim they are satisfied with their job, which is a slight decrease compared to the previous year.
83% of male employees aged 18-24 are satisfied with their jobs, while only 73% of their female counterparts have the same opinion.

**distribution by education & gender:**

<table>
<thead>
<tr>
<th>Education</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>low</td>
<td>69%</td>
<td>77%</td>
</tr>
<tr>
<td>middle</td>
<td>71%</td>
<td>72%</td>
</tr>
<tr>
<td>high</td>
<td>74%</td>
<td>76%</td>
</tr>
</tbody>
</table>

Higher educated people have loftier levels of job satisfaction, compared with their counterparts (middle – 71%; low – 73%).

**distribution by age & gender:**

<table>
<thead>
<tr>
<th>Age Band</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-24</td>
<td>73%</td>
<td>83%</td>
</tr>
<tr>
<td>25-34</td>
<td>72%</td>
<td>78%</td>
</tr>
<tr>
<td>35-44</td>
<td>72%</td>
<td>74%</td>
</tr>
<tr>
<td>45-54</td>
<td>72%</td>
<td>70%</td>
</tr>
<tr>
<td>55-67</td>
<td>77%</td>
<td>73%</td>
</tr>
</tbody>
</table>

The youngest workforce (18-24) is the most satisfied with their job; followed by 25-34 and 55-67 age bands (75%).
work-life balance & wellbeing.
83% feel they have adapted to their new working situation due to the Covid-19 pandemic.
84% of highly educated people feel they have adapted to their new working situation due to the Covid-19 pandemic.

distribution by education & gender:

low 79% 84%
middle 79% 80%
high 84% 85%

low and middle educated female employees adapted harder to the new working situation, scoring lower than their male counterparts (84%).

distribution by age & gender:

18-24 79% 83%
25-34 83% 85%
35-44 83% 83%
45-54 82% 82%
55-67 84% 85%

25-34 and 55-67 age groups adapted faster (84%); 18-24 age group adapted slower (82%).
75% believe their employer is taking care of their wellbeing during this pandemic.
77% of people aged 25-34 believe their employer is taking care of their wellbeing during this pandemic.

lower educated people have a better perception of their employers wellbeing initiatives (middle – 72%; higher – 75%).

the 18-24 age group is behind their counterparts in their perception of their employer’s wellbeing initiatives; 25-34 age group has the best perception (77%).
73% are able to shift working hours to better divide attention between family and work obligations.
74% of people aged 35-44 are able to shift working hours to better divide attention between family and work obligations.

**Distribution by education & gender:**
- Low: 63% male, 67% female
- Middle: 69% male, 68% female
- High: 75% male, 76% female

Higher educated people have a higher work flexibility, compared to middle (69%) or lower (65%) educated people.

**Distribution by age & gender:**
- 18-24: 72% male, 73% female
- 25-34: 72% male, 75% female
- 35-44: 75% male, 73% female
- 45-54: 72% male, 71% female
- 55-67: 73% male, 74% female

There is an equal distribution across age groups with a slight lead for the 35-44 age group.
61% of employers expect their staff to be available outside regular working hours - an increase of 3.8 % compared to november 2019.

growth rates represent percentage points (pps.)
73% of male employees aged 18-24 are expected to be available outside regular working hours.

**distribution by education & gender:**
- Low: 55% male, 61% female
- Middle: 51% male, 60% female
- High: 59% male, 67% female

middle educated people are less required to work outside working hours. At the opposites sit higher educated (63%) and lower educated people (58%).

**distribution by age & gender:**
- 18-24: 57% male, 73% female
- 25-34: 63% male, 67% female
- 35-44: 59% male, 66% female
- 45-54: 52% male, 61% female
- 55-67: 50% male, 59% female

people under 35 are requested more often to work outside working hours.
66% have regular online / virtual meetings via video conferencing to be aligned and informed.

<table>
<thead>
<tr>
<th>Country</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>93%</td>
</tr>
<tr>
<td>China</td>
<td>88%</td>
</tr>
<tr>
<td>United States</td>
<td>70%</td>
</tr>
<tr>
<td>Argentina</td>
<td>68%</td>
</tr>
<tr>
<td>Global</td>
<td>66%</td>
</tr>
<tr>
<td>Canada</td>
<td>66%</td>
</tr>
<tr>
<td>Spain</td>
<td>65%</td>
</tr>
<tr>
<td>Australia</td>
<td>65%</td>
</tr>
<tr>
<td>France</td>
<td>64%</td>
</tr>
<tr>
<td>Italy</td>
<td>63%</td>
</tr>
<tr>
<td>The Netherlands</td>
<td>63%</td>
</tr>
<tr>
<td>Germany</td>
<td>63%</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>62%</td>
</tr>
<tr>
<td>Portugal</td>
<td>59%</td>
</tr>
<tr>
<td>Hong Kong SAR</td>
<td>58%</td>
</tr>
<tr>
<td>Japan</td>
<td>42%</td>
</tr>
</tbody>
</table>
73% of male staff aged under 35 have regular online / virtual meetings via video conferencing to be aligned and informed.

distribution by education & gender:

<table>
<thead>
<tr>
<th></th>
<th>low</th>
<th>middle</th>
<th>high</th>
</tr>
</thead>
<tbody>
<tr>
<td>male</td>
<td>55%</td>
<td>55%</td>
<td>69%</td>
</tr>
<tr>
<td>female</td>
<td>54%</td>
<td>57%</td>
<td>72%</td>
</tr>
</tbody>
</table>

There is a high discrepancy in the usage of digital ways of communication between higher educated workers and their counterparts (middle: 56%; lower: 55%).

distribution by age & gender:

<table>
<thead>
<tr>
<th></th>
<th>18-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-67</th>
</tr>
</thead>
<tbody>
<tr>
<td>male</td>
<td>67%</td>
<td>70%</td>
<td>68%</td>
<td>62%</td>
<td>53%</td>
</tr>
<tr>
<td>female</td>
<td>73%</td>
<td>74%</td>
<td>71%</td>
<td>60%</td>
<td>58%</td>
</tr>
</tbody>
</table>

digital ways of communication are used in a higher degree by young workers (25-34: 72%) than older workers (45-54: 61%; 55-67: 55%).
digitalization & employers.
65% of employers invest in technical developments and digital solutions to help employees adapt to the new working situation.
58% of low and middle educated male employees believe their employer is investing in technical equipment to help them adapt.

Distribution by education & gender:

- Low: 68% male, 57% female
- Middle: 59% male, 58% female
- High: 65% male, 70% female

Middle educated people feel their employers are not doing enough (from a technical perspective) to help them adapt to the new working situation.

Distribution by age & gender:

- 18-24: 70% male, 72% female
- 25-34: 66% male, 69% female
- 35-44: 64% male, 70% female
- 45-54: 60% male, 62% female
- 55-67: 60% male, 60% female

The 18-24 age cohort believes their employer is helping them to adapt; the figure drops as people get older (25-44: 67%; 45+: 61%).
64% of employers provide the technological equipment that allows employees to perform their job remotely.
67% of staff aged 25-44 believe their employer is equipping them technologically to perform their jobs remotely.

Distribution by education & gender:
- Low: male 53%, female 54%
- Middle: male 57%, female 58%
- High: male 66%, female 70%

Higher educated people are better equipped by their employers; there is a large gap between them and lower (54%) or middle (57%) educated employees.

Distribution by age & gender:
- 18-24: male 71%, female 74%
- 25-34: male 65%, female 69%
- 35-44: male 66%, female 69%
- 45-54: male 59%, female 59%
- 55-67: male 53%, female 61%

The gap between younger and older employees is even larger: only 58% of 45+ aged workers believe their companies are properly equipping them.
79% feel equipped to deal with the new digital way of working due to Covid-19.
83% of male employees aged 25-34 feel equipped to deal with the new digital way of working due to Covid-19.

higher educated workers believe they are better equipped to deal with the new digital way; this applies to 76% of middle educated and 74% of lower educated workers.

the 25-44 age cohort seems to be the best equipped; the 18-24 age group scored the lowest: 75%, lower than the 45-67 group (77%).
61% of employers invest in technical and digital trainings to help employees adapt to the new working situation.
66% of female personnel aged 18-24 believe their employer invests in technical and digital trainings to help them adapt.

Distribution by education & gender:

- Low education:
  - Male: 56%
  - Female: 56%

- Middle education:
  - Male: 54%
  - Female: 58%

- High education:
  - Male: 62%
  - Female: 66%

Lower and middle educated staff believe they are not sufficiently trained by their employers; the ratio within higher educated people is greater: 64%.

Distribution by age & gender:

- 18-24:
  - Male: 66%
  - Female: 71%

- 25-34:
  - Male: 62%
  - Female: 69%

- 35-44:
  - Male: 62%
  - Female: 64%

- 45-54:
  - Male: 55%
  - Female: 56%

- 55-67:
  - Male: 52%
  - Female: 57%

69% of the 18-34 age cohort believe they are trained properly, while only 55% of older workers (45-67) believe the same thing.
I think it is my employer’s responsibility to provide me with training to acquire digital skills to cope with the new situation.
84% of low educated male staff believe the employer is responsible for training their workforce to acquire these digital skills.

80% of people aged 25+ believe that it is the employer’s responsibility to provide training for their staff.

higher educated people believe in a greater degree it is the employer’s responsibility to provide trainings for enhancing digital skills.
63% feel the Covid-19 pandemic has had a negative impact on their job.
57% of low and middle educated female employees feel the Covid-19 pandemic has had a negative impact on their job.

**distribution by education & gender:**

<table>
<thead>
<tr>
<th></th>
<th>female</th>
<th>male</th>
</tr>
</thead>
<tbody>
<tr>
<td>low</td>
<td>58%</td>
<td>61%</td>
</tr>
<tr>
<td>middle</td>
<td>56%</td>
<td>60%</td>
</tr>
<tr>
<td>high</td>
<td>64%</td>
<td>67%</td>
</tr>
</tbody>
</table>

A greater impact is felt among higher educated workers, compared to lower (60%) or middle (58%) ones.

**distribution by age & gender:**

<table>
<thead>
<tr>
<th></th>
<th>female</th>
<th>male</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-24</td>
<td>66%</td>
<td>66%</td>
</tr>
<tr>
<td>25-34</td>
<td>65%</td>
<td>67%</td>
</tr>
<tr>
<td>35-44</td>
<td>63%</td>
<td>68%</td>
</tr>
<tr>
<td>45-54</td>
<td>60%</td>
<td>62%</td>
</tr>
<tr>
<td>55-67</td>
<td>53%</td>
<td>57%</td>
</tr>
</tbody>
</table>

Younger employees (up to 44) jobs have been impacted in a higher degree; only 55% of 55+ worker felt a negative impact on their jobs.
64% are concerned the Covid-19 situation will impact their job security negatively.
70% of male staff aged 18-44 are concerned the Covid-19 situation will impact their job security negatively.

Distribution by education & gender:

- Low: 53% male, 67% female
- Middle: 57% male, 63% female
- High: 65% male, 66% female

For middle and lower educated people job security in relation with Covid-19 is of a lesser concern than for higher educated workers (65%).

Distribution by age & gender:

- 18-24: 65% male, 70% female
- 25-34: 68% male, 70% female
- 35-44: 66% male, 70% female
- 45-54: 59% male, 61% female
- 55-67: 49% male, 52% female

Younger professionals (18-44) are more concerned for their job security, than their older counterparts (55-67: 51%).
54% expect to lose their job, if the business situation of their employer is affected by the Covid-19 crisis.
69% of male workers aged 18-24 expect to lose their job, if their employer’s business situation is affected by the Covid-19 crisis.

distribution by education & gender:

- **Low**: male 50%, female 48%
- **Middle**: male 51%, female 55%
- **High**: male 55%, female 56%

lower educated employees feel more secure about their jobs, compared to their counterparts with better education (middle: 53%, higher: 55%).

distribution by age & gender:

- **18-24**: male 61%, female 69%
- **25-34**: male 58%, female 61%
- **35-44**: male 59%, female 58%
- **45-54**: male 49%, female 49%
- **55-67**: male 41%, female 41%

the youngest workforce (18-34) is the most insecure about their jobs, while those ending their careers (55-67) feel more secure (41%).
67% believe the government will actively help them, if they were to lose their jobs due to the Covid-19 crisis.

- 87% Australia
- 87% China
- 86% Canada
- 71% India
- 71% The Netherlands
- 69% Spain
- 68% United Kingdom
- 68% Germany
- 67% United States
- 67% Global
- 63% France
- 62% Argentina
- 59% Portugal
- 56% Hong Kong SAR
- 54% Italy
- 34% Japan
66% of female employees aged 25-54 believe the government will actively help them, if they were to lose their jobs.

higher educated staff are more trustful in their government, that it will help them, should they lose their jobs.

younger people (18-34) are more optimistic that their government will help them in case they lose their jobs; older people have a lesser degree of trust (45-67: 63%).

distribution by education & gender:

- low: 65% female, 61% male
- middle: 62% female, 67% male
- high: 67% female, 69% male

distribution by age & gender:

- 18-24: 69% female, 76% male
- 25-34: 66% female, 73% male
- 35-44: 66% female, 67% male
- 45-54: 65% female, 64% male
- 55-67: 63% female, 60% male
52% believe their employer would support them in finding a new position, if they were to lose their jobs.
65% of male staff aged 18-24 believe their employer would support them in finding a new position, if they were to lose their jobs.

The trust in one’s employer to offer support in case one loses its job is evenly distributed across levels of education.

There is a higher trust in one’s employer among younger staff (18-24); only 44% of people aged 45+ believe their employer will help them should they lose their jobs.
sector analysis.
I feel as though I have adapted to my new working situation due to the Covid-19 pandemic. 89%

I feel my employer is taking care of their employees' emotional wellbeing during this pandemic. 83%

My employer allows me to shift my working hours enabling me to divide my attention between caring for family members and work obligations. 83%

My employer expects me and my colleagues to be available outside of my regular working hours. 76%

To keep everyone informed and aligned, we regularly have online or virtual team meetings via video conferencing. 86%

work-life balance and wellbeing.

<table>
<thead>
<tr>
<th>Sector</th>
<th>IT services</th>
<th>financial services</th>
<th>health &amp; social work</th>
<th>mining &amp; utilities</th>
<th>communications</th>
<th>manufacture of chemical products</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT services</td>
<td>89%</td>
<td>87%</td>
<td>85%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>financial services</td>
<td>83%</td>
<td>80%</td>
<td>79%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>health &amp; social work</td>
<td>83%</td>
<td>82%</td>
<td>78%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>mining &amp; utilities</td>
<td>76%</td>
<td>73%</td>
<td>66%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>communications</td>
<td>86%</td>
<td>79%</td>
<td>77%</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

size of bubbles represent top 3 sectors with positive answers
My employer is investing in technological developments and digital solutions to help employees adapt to the new working situation.

My employer provides me with the technological equipment that allows me to perform my job to the full extent from home or another location.

My employer is investing in training their workforce in the technical developments and digital solutions to help employees adapt to the new working situation.

I think it is my employer’s responsibility to provide me with training to acquire digital skills to cope with the new situation.

I feel equipped to deal with the new digital way of working due to Covid-19.

The size of bubbles represents the top 3 sectors with positive answers.
I feel the Covid-19 pandemic has had a negative impact on my job.

I am concerned that the Covid-19 situation will impact my job security negatively.

If the business situation of my employer is affected by the Covid-19 crisis I expect to lose my job.

If I lose my job due to the Covid-19 crisis (i.e., layoffs), I believe my employer would support me in finding a new position, via outplacement.

When workers in my country lose their jobs due to the Covid-19 crisis, the government is supporting them either financially (e.g., benefits) or in finding a new paid job.

size of bubbles represent top 3 sectors with positive answers
about randstad workmonitor.

This study was carried out online among employees aged 18-65, working a minimum of 24 hours a week in a paid job (not self-employed). Minimum sample size is 400 interviews for each market, based on panels from Dynata.

The special edition survey was conducted from 7 to 22 May 2020 in the following markets:

<table>
<thead>
<tr>
<th>Argentina</th>
<th>Germany</th>
<th>Portugal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>Hong Kong SAR</td>
<td>Spain</td>
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<tr>
<td>Canada</td>
<td>India</td>
<td>The Netherlands</td>
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<tr>
<td>China</td>
<td>Italy</td>
<td>UK</td>
</tr>
<tr>
<td>France</td>
<td>Japan</td>
<td>US</td>
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</table>
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human forward.