

randstad workmonitor.

data deck for
wave 2, 2020



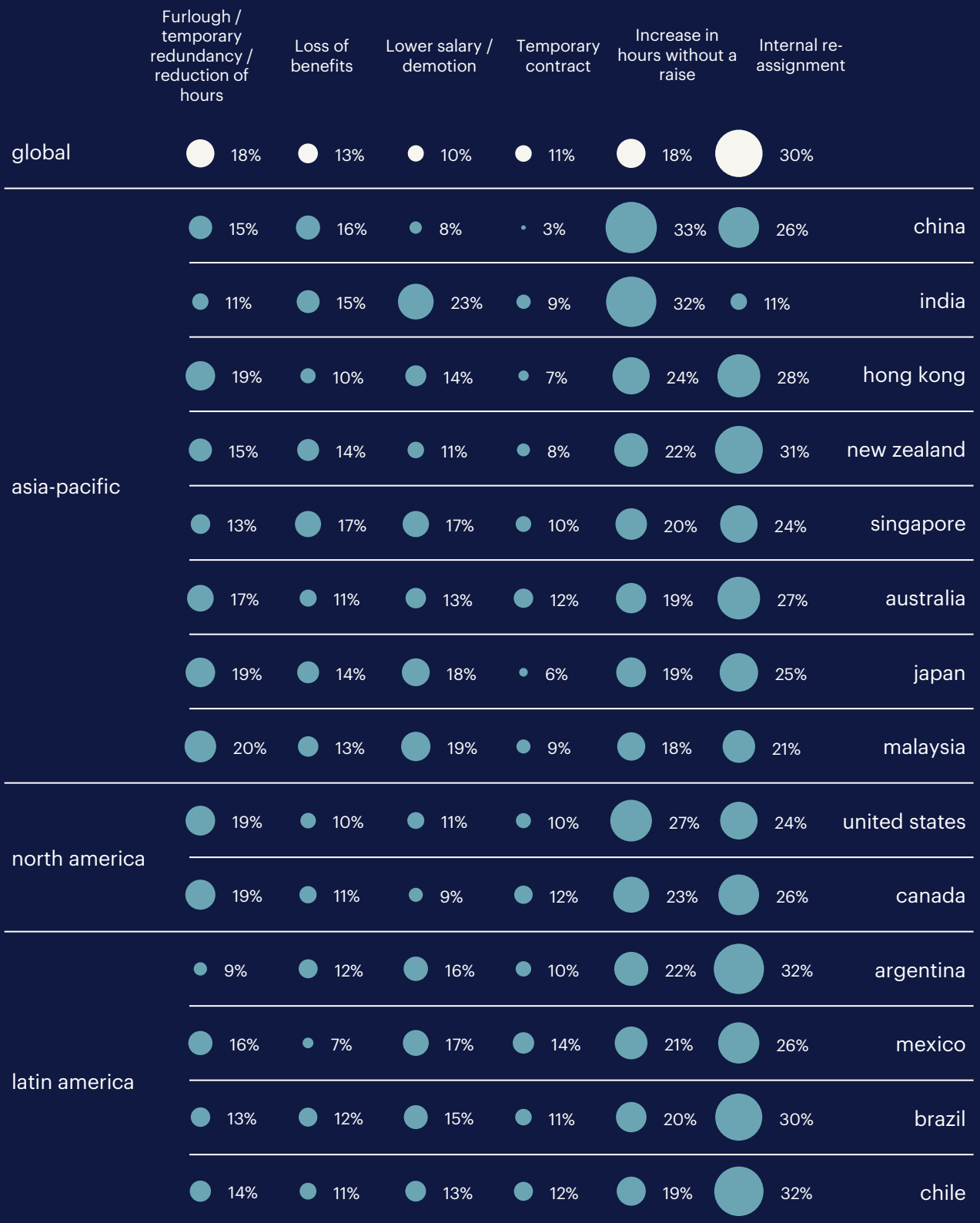
25 January 2021

balancing
work

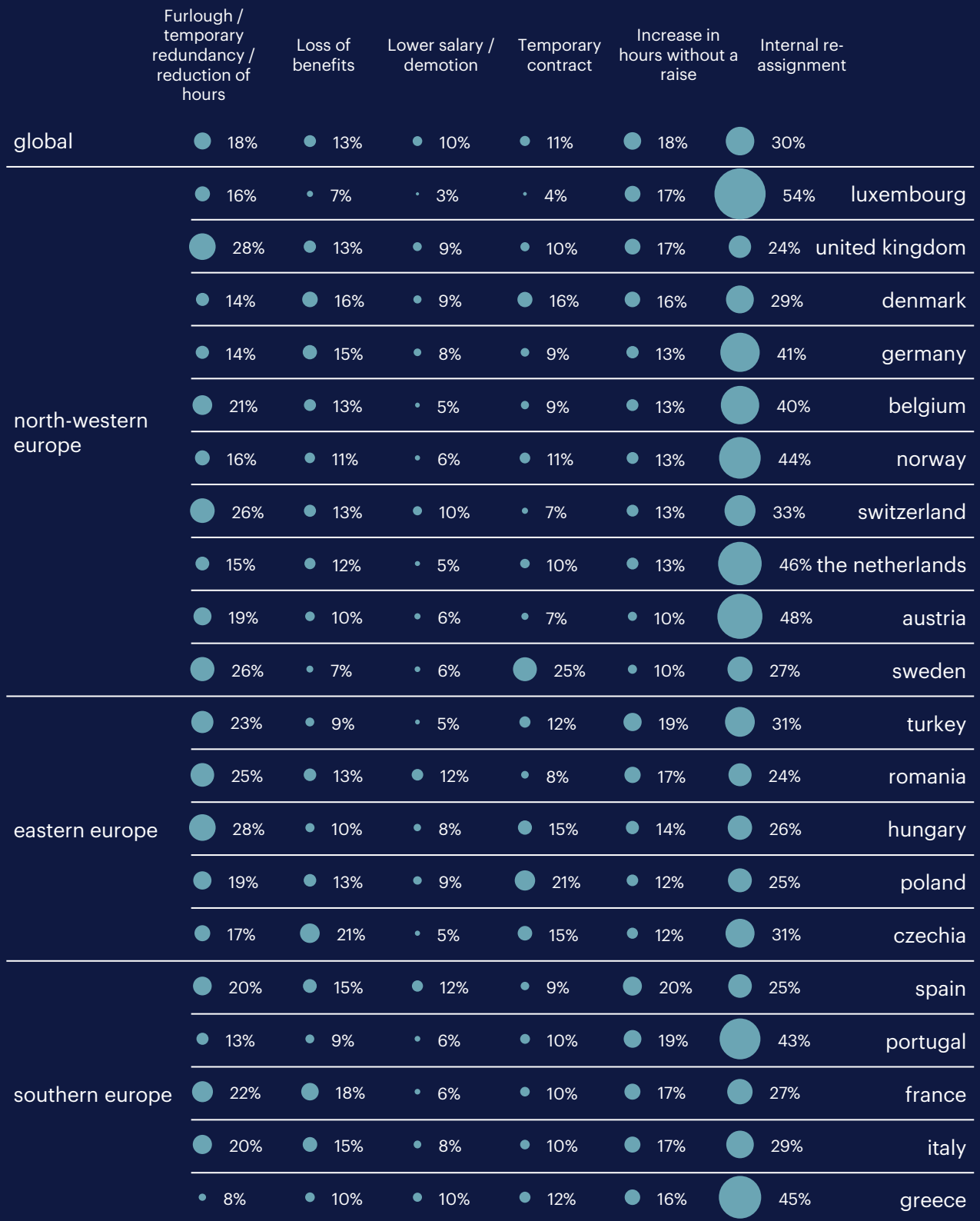


and life.

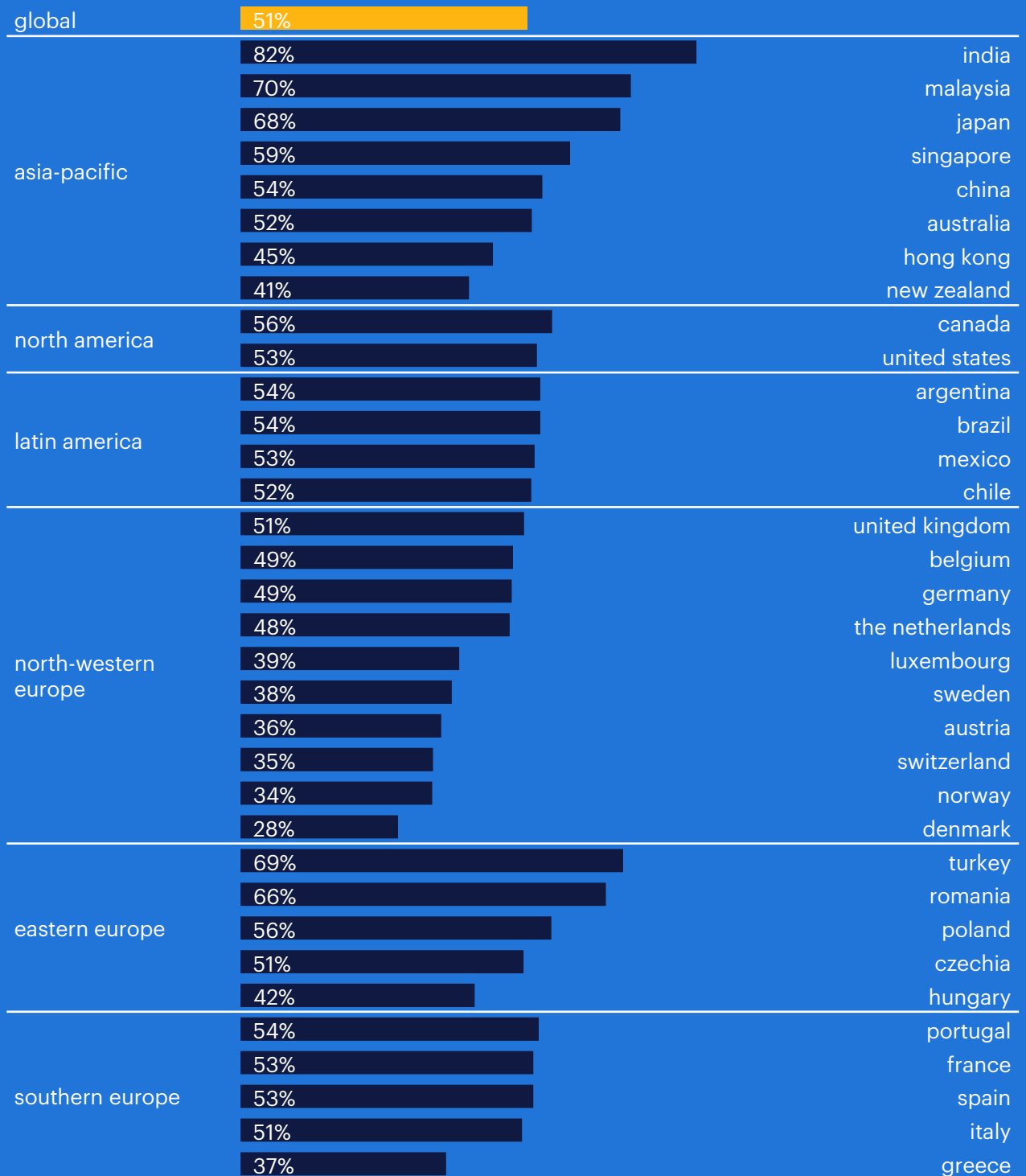
to remain employed, 30% would accept an internal re-assignment within their company.



to remain employed, 30% would accept an internal re-assignment within their company.



51% believe that employers will have trouble finding the right talent in a post-COVID world.



58% expect salary protection from their employers in a post-COVID world.

| | |
|----|--|
| 1 | transparency in communication |
| 2 | training |
| 3 | salary protection |
| 4 | employee assistance programs that offer, for instance, psychological support |
| 5 | employee resource groups |
| 6 | team collaboration |
| 7 | health policies and safety protocols |
| 8 | increased security |
| 9 | health insurance |
| 10 | office equipment and technology for remote working |
| 11 | job security |



<40



<60



<100



58% expect salary protection from their employers in a post-COVID world.

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|---------------|
| global | 35% | 37% | 58% | 21% | 14% | 26% | 37% | 21% | 36% | 26% | 36% | |
| asia-pacific | 44% | 29% | 71% | 32% | 22% | 26% | 52% | 27% | 51% | 27% | 47% | malaysia |
| | 38% | 38% | 66% | 30% | 26% | 30% | 45% | 39% | 39% | 25% | 23% | china |
| | 43% | 35% | 63% | 33% | 29% | 30% | 49% | 32% | 44% | 21% | 28% | india |
| | 36% | 44% | 61% | 26% | 16% | 20% | 39% | 22% | 34% | 29% | 37% | singapore |
| | 34% | 38% | 57% | 16% | 14% | 25% | 36% | 28% | 46% | 27% | 34% | hong kong |
| | 35% | 10% | 56% | 20% | 11% | 14% | 26% | 21% | 25% | 27% | 43% | japan |
| | 42% | 45% | 54% | 28% | 11% | 26% | 41% | 13% | 29% | 32% | 49% | new zealand |
| | 41% | 41% | 46% | 33% | 14% | 28% | 36% | 19% | 20% | 22% | 38% | australia |
| north america | 37% | 38% | 49% | 25% | 9% | 23% | 39% | 17% | 42% | 22% | 36% | canada |
| | 40% | 33% | 44% | 22% | 15% | 21% | 41% | 18% | 49% | 21% | 28% | united states |
| latin america | 38% | 32% | 71% | 32% | 17% | 28% | 54% | 22% | 50% | 32% | 42% | chile |
| | 43% | 32% | 68% | 28% | 18% | 29% | 52% | 26% | 58% | 34% | 32% | mexico |
| | 39% | 46% | 65% | 26% | 14% | 30% | 58% | 25% | 46% | 41% | 37% | argentina |
| | 38% | 46% | 58% | 32% | 11% | 29% | 42% | 26% | 49% | 29% | 36% | brazil |



58% expect salary protection from their employers in a post-COVID world.

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------|
| global | 35% | 37% | 58% | 21% | 14% | 26% | 37% | 21% | 36% | 26% | 36% | |
| north-western europe | 41% | 46% | 65% | 18% | 7% | 31% | 32% | 15% | 36% | 36% | 54% | luxembourg |
| | 30% | 39% | 58% | 16% | 8% | 33% | 28% | 15% | 19% | 23% | 39% | switzerland |
| | 26% | 24% | 57% | 18% | 7% | 26% | 34% | 17% | 30% | 22% | 38% | belgium |
| | 42% | 38% | 50% | 14% | 13% | 40% | 35% | 20% | 32% | 25% | 48% | austria |
| | 37% | 47% | 50% | 20% | 13% | 25% | 33% | 17% | 18% | 24% | 33% | united kingdom |
| | 35% | 35% | 50% | 23% | 11% | 22% | 37% | 19% | 35% | 24% | 21% | sweden |
| | 32% | 33% | 49% | 12% | 8% | 24% | 14% | 16% | 23% | 18% | 37% | norway |
| | 32% | 27% | 47% | 17% | 7% | 26% | 36% | 11% | 18% | 24% | 32% | the netherlands |
| | 36% | 35% | 42% | 15% | 13% | 32% | 28% | 23% | 17% | 19% | 33% | germany |
| | 27% | 28% | 37% | 14% | 8% | 26% | 27% | 20% | 32% | 21% | 35% | denmark |
| eastern europe | 43% | 47% | 72% | 26% | 15% | 29% | 38% | 20% | 48% | 32% | 25% | turkey |
| | 38% | 46% | 70% | 18% | 9% | 31% | 33% | 26% | 35% | 29% | 37% | romania |
| | 27% | 53% | 65% | 18% | 15% | 25% | 25% | 29% | 45% | 25% | 38% | poland |
| | 25% | 32% | 59% | 6% | 10% | 22% | 19% | 21% | 27% | 27% | 50% | hungary |
| | 22% | 23% | 57% | 8% | 22% | 23% | 32% | 14% | 25% | 28% | 46% | czechia |
| southern europe | 20% | 31% | 82% | 25% | 26% | 22% | 44% | 23% | 53% | 35% | 38% | greece |
| | 27% | 35% | 67% | 11% | 9% | 27% | 29% | 18% | 32% | 22% | 33% | france |
| | 29% | 51% | 65% | 21% | 19% | 25% | 47% | 28% | 32% | 29% | 29% | spain |
| | 29% | 39% | 60% | 19% | 10% | 19% | 31% | 18% | 38% | 25% | 35% | portugal |
| | 29% | 36% | 54% | 21% | 15% | 24% | 41% | 25% | 32% | 24% | 22% | italy |

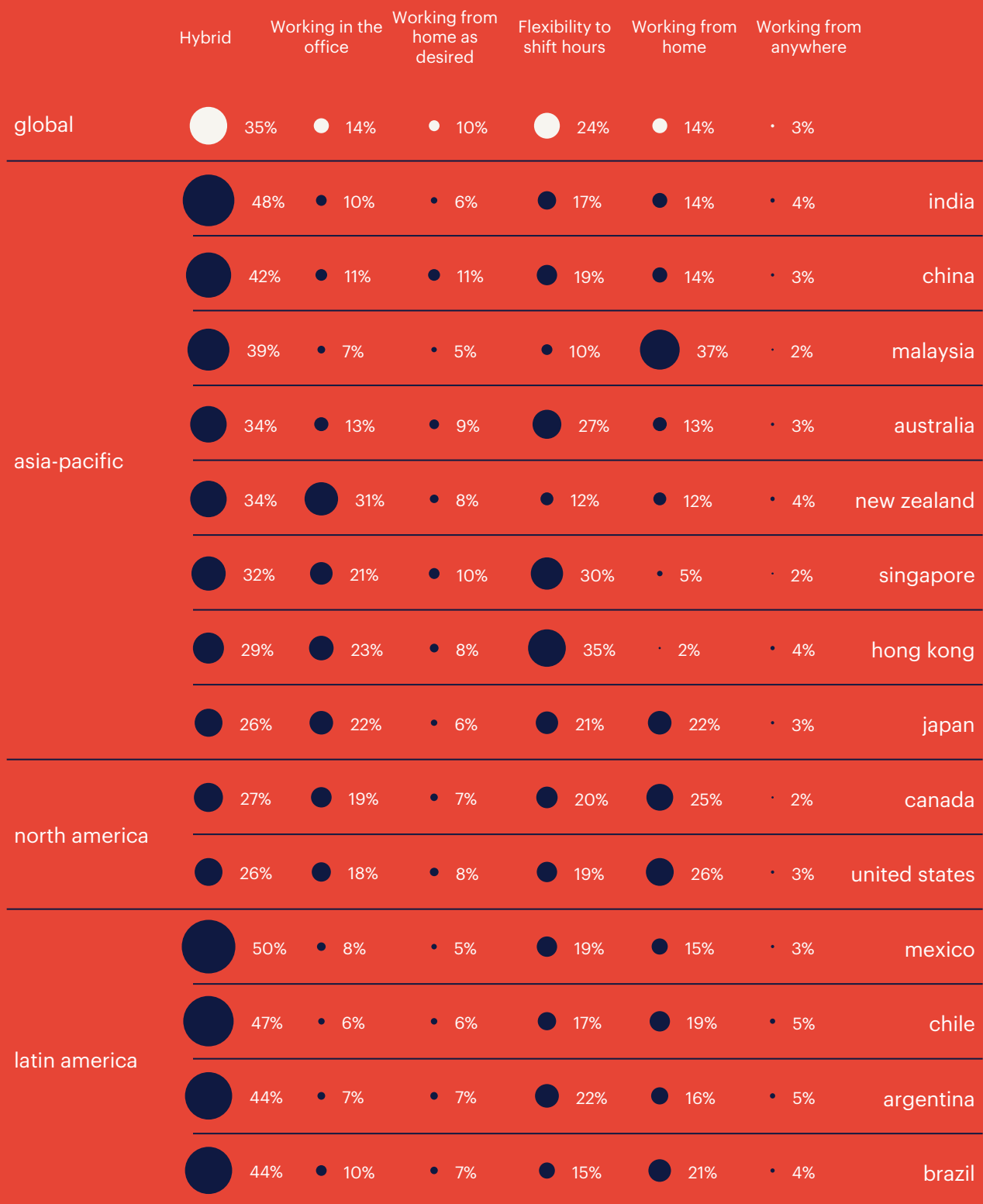


successfully
adapting to

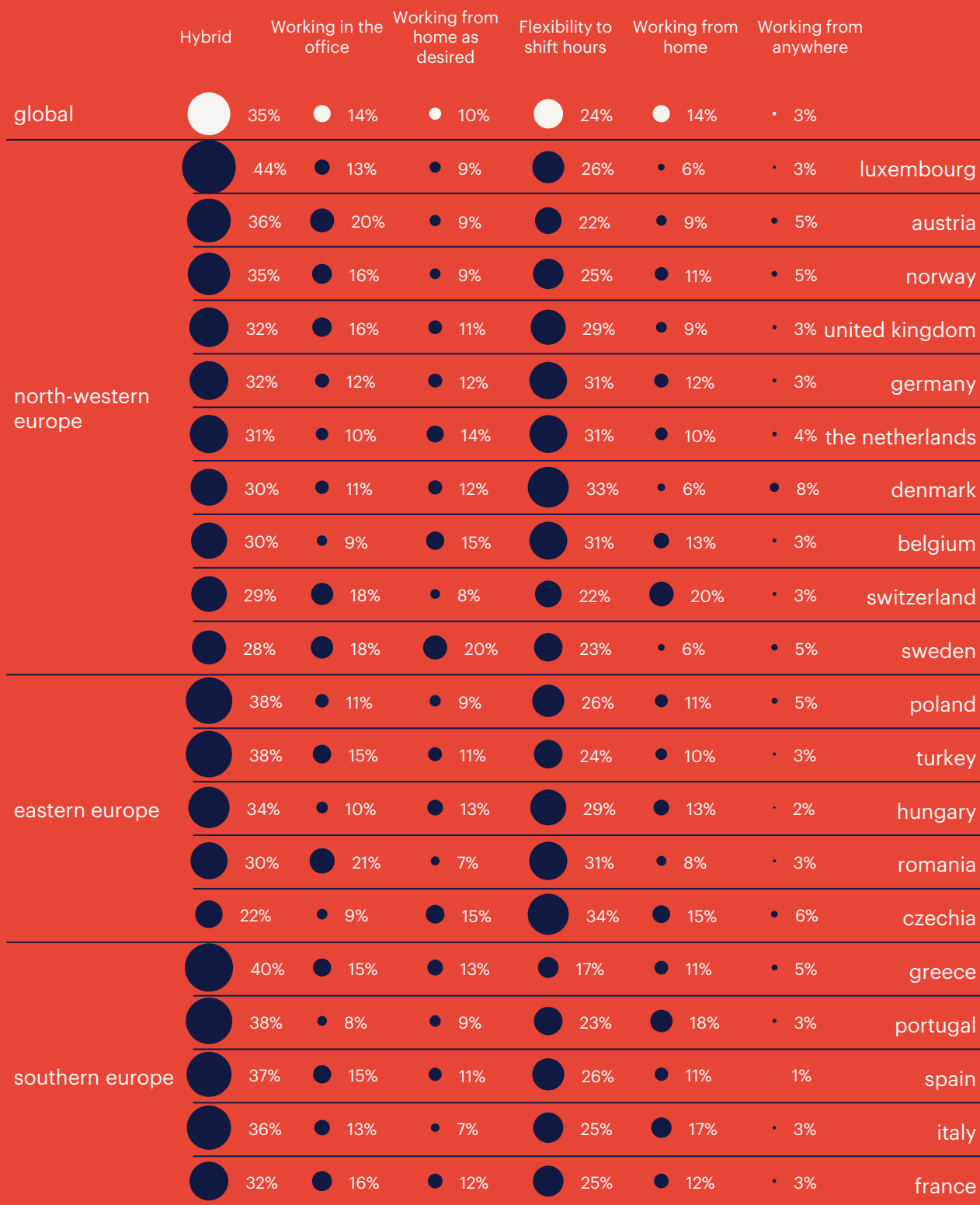


new ways of
working.

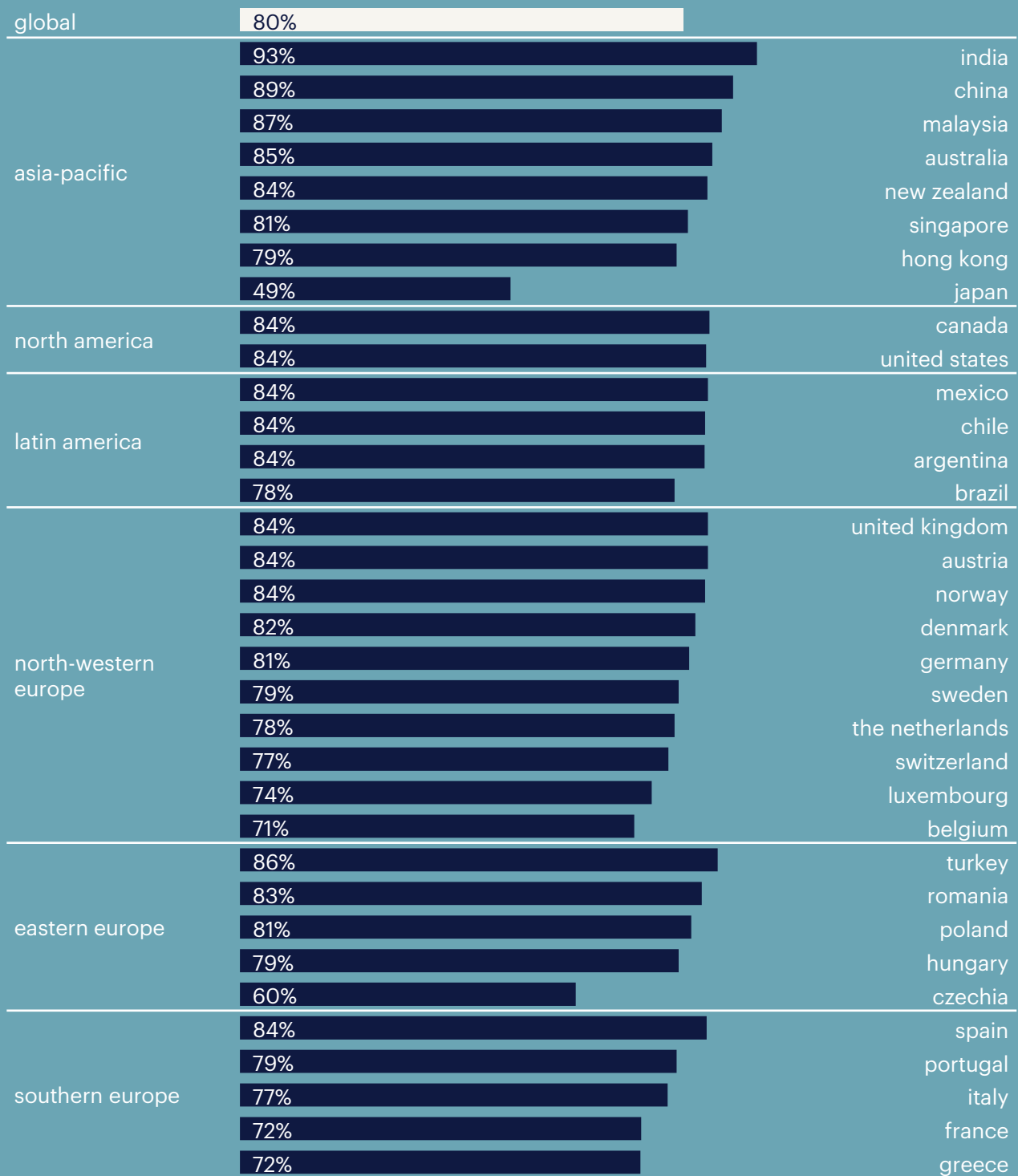
35% prefer a hybrid working environment, combining working from home with going to office.



35% prefer a hybrid working environment, combining working from home with going to office.



80% experience an inclusive work environment within their company.



diversity and inclusion at the workplace.

-
- 1 building a diverse workforce
 - 2 publicizing HR policies on inclusiveness
 - 3 having people from diverse backgrounds in leadership positions
 - 4 advertising and employer branding
 - 5 encouraging employee resource groups
 - 6 corporate social responsibility in the form of donations/fundraising
 - 7 employee volunteering days
 - 8 partnering with non-profit organizations
 - 9 creating elements of an inclusive work environment and workspace, including being open to and considering other people's opinions
 - 10 employee training
-



<30



<50



<100



companies demonstrated inclusiveness by providing employee training (36%) and building a diverse workforce (35%).

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
|---------------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|---------------|
| global | 35% | 20% | 26% | 18% | 21% | 17% | 16% | 14% | 28% | 36% | | |
| asia-pacific | | 22% | 10% | 15% | 25% | 11% | 15% | 12% | 12% | 17% | 53% | australia |
| | | 27% | 16% | 18% | 9% | 15% | 13% | 11% | 7% | 21% | 41% | china |
| | | 44% | 25% | 35% | 19% | 32% | 30% | 19% | 17% | 47% | 38% | hong kong |
| | | 27% | 23% | 22% | 26% | 19% | 18% | 17% | 15% | 35% | 37% | india |
| | | 29% | 14% | 19% | 17% | 19% | 16% | 13% | 14% | 20% | 36% | japan |
| | | 37% | 19% | 26% | 11% | 21% | 14% | 17% | 12% | 19% | 35% | malaysia |
| | | 38% | 30% | 37% | 27% | 21% | 24% | 19% | 16% | 34% | 34% | new zealand |
| | | 35% | 19% | 26% | 11% | 15% | 10% | 12% | 11% | 28% | 33% | singapore |
| | north america | | 20% | 11% | 23% | 24% | 14% | 22% | 12% | 16% | 34% | 41% |
| | | 43% | 30% | 43% | 31% | 43% | 35% | 40% | 20% | 34% | 26% | united states |
| latin america | | 41% | 17% | 19% | 13% | 10% | 12% | 5% | 14% | 18% | 57% | argentina |
| | | 42% | 18% | 27% | 14% | 24% | 14% | 12% | 10% | 35% | 41% | brazil |
| | | 38% | 18% | 23% | 18% | 14% | 19% | 12% | 14% | 31% | 41% | chile |
| | | 38% | 22% | 33% | 12% | 24% | 25% | 16% | 23% | 34% | 34% | mexico |



companies demonstrated inclusiveness by providing employee training (36%) and building a diverse workforce (35%).

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------|
| global | 35% | 20% | 26% | 18% | 21% | 17% | 16% | 14% | 28% | 36% | |
| north-western europe | 42% | 15% | 22% | 15% | 21% | 10% | 11% | 20% | 25% | 43% | austria |
| | 39% | 27% | 33% | 28% | 21% | 21% | 20% | 17% | 34% | 42% | belgium |
| | 30% | 15% | 23% | 15% | 13% | 13% | 12% | 15% | 22% | 41% | denmark |
| | 27% | 21% | 18% | 18% | 14% | 13% | 9% | 11% | 18% | 39% | germany |
| | 41% | 20% | 32% | 17% | 22% | 17% | 18% | 12% | 25% | 35% | luxembourg |
| | 29% | 22% | 24% | 24% | 19% | 21% | 16% | 15% | 29% | 34% | norway |
| | 35% | 12% | 17% | 9% | 19% | 7% | 7% | 6% | 23% | 33% | sweden |
| | 36% | 20% | 29% | 15% | 26% | 23% | 21% | 14% | 30% | 32% | switzerland |
| | 36% | 15% | 22% | 16% | 17% | 12% | 13% | 14% | 20% | 31% | the netherlands |
| | 40% | 21% | 30% | 15% | 22% | 17% | 20% | 13% | 22% | 29% | united kingdom |
| eastern europe | 25% | 12% | 15% | 16% | 15% | 13% | 10% | 11% | 34% | 41% | czechia |
| | 32% | 15% | 17% | 12% | 15% | 11% | 7% | 10% | 42% | 38% | hungary |
| | 34% | 37% | 32% | 22% | 26% | 16% | 19% | 19% | 34% | 33% | poland |
| | 26% | 12% | 18% | 15% | 14% | 17% | 12% | 15% | 25% | 33% | romania |
| | 43% | 24% | 33% | 23% | 31% | 19% | 30% | 25% | 30% | 30% | turkey |
| southern europe | 29% | 16% | 22% | 10% | 16% | 15% | 11% | 14% | 28% | 40% | france |
| | 37% | 22% | 24% | 15% | 19% | 17% | 14% | 12% | 23% | 39% | greece |
| | 35% | 20% | 26% | 18% | 21% | 17% | 16% | 14% | 28% | 36% | italy |
| | 32% | 9% | 22% | 10% | 13% | 13% | 11% | 13% | 30% | 33% | portugal |
| | 43% | 28% | 33% | 25% | 27% | 24% | 20% | 18% | 40% | 33% | spain |



employee training (38%) and nurturing elements of inclusivity (36%) are considered essential for companies' efforts to be inclusive.

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
|---------------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|---------------|
| global | 35% | 21% | 29% | 15% | 26% | 18% | 15% | 15% | 36% | 38% | |
| asia-pacific | 37% | 13% | 26% | 8% | 22% | 13% | 12% | 11% | 44% | 44% | new zealand |
| | 50% | 20% | 39% | 18% | 35% | 29% | 19% | 17% | 55% | 41% | malaysia |
| | 38% | 16% | 28% | 18% | 24% | 21% | 18% | 13% | 30% | 36% | australia |
| | 35% | 20% | 32% | 15% | 30% | 20% | 19% | 12% | 40% | 35% | singapore |
| | 38% | 40% | 33% | 24% | 32% | 17% | 19% | 18% | 44% | 33% | hong kong |
| | 34% | 16% | 20% | 8% | 23% | 7% | 6% | 6% | 29% | 30% | japan |
| | 46% | 32% | 44% | 27% | 46% | 36% | 34% | 21% | 38% | 27% | india |
| | 38% | 48% | 42% | 26% | 46% | 27% | 18% | 14% | 44% | 21% | china |
| | north america | 36% | 19% | 29% | 13% | 20% | 16% | 15% | 14% | 29% | 38% |
| 38% | | 17% | 30% | 13% | 22% | 17% | 18% | 14% | 28% | 28% | united states |
| latin america | 45% | 34% | 42% | 18% | 29% | 22% | 18% | 18% | 43% | 45% | argentina |
| | 47% | 35% | 46% | 17% | 33% | 24% | 18% | 18% | 46% | 38% | chile |
| | 42% | 28% | 39% | 10% | 36% | 26% | 17% | 25% | 43% | 36% | brazil |
| | 46% | 30% | 40% | 21% | 34% | 26% | 20% | 19% | 44% | 33% | mexico |



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| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------|
| global | 35% | 21% | 29% | 15% | 26% | 18% | 15% | 15% | 36% | 38% | |
| north-western europe | 41% | 22% | 32% | 12% | 21% | 12% | 14% | 16% | 34% | 51% | luxembourg |
| | 33% | 14% | 21% | 9% | 22% | 12% | 14% | 6% | 31% | 47% | denmark |
| | 34% | 20% | 22% | 13% | 22% | 12% | 15% | 21% | 31% | 46% | austria |
| | 31% | 22% | 25% | 11% | 19% | 14% | 13% | 18% | 31% | 46% | switzerland |
| | 35% | 11% | 21% | 10% | 23% | 8% | 9% | 9% | 56% | 41% | norway |
| | 35% | 21% | 30% | 9% | 20% | 11% | 10% | 10% | 38% | 39% | sweden |
| | 27% | 14% | 21% | 13% | 19% | 16% | 13% | 15% | 33% | 38% | belgium |
| | 31% | 10% | 24% | 11% | 12% | 16% | 12% | 15% | 36% | 36% | the netherlands |
| | 37% | 14% | 28% | 11% | 20% | 15% | 15% | 9% | 25% | 34% | united kingdom |
| | 30% | 19% | 22% | 18% | 18% | 14% | 11% | 15% | 22% | 30% | germany |
| eastern europe | 42% | 19% | 22% | 15% | 24% | 20% | 11% | 16% | 38% | 51% | romania |
| | 21% | 11% | 13% | 9% | 19% | 11% | 8% | 8% | 41% | 48% | hungary |
| | 25% | 13% | 16% | 22% | 21% | 17% | 11% | 12% | 24% | 47% | czechia |
| | 27% | 27% | 24% | 20% | 24% | 22% | 19% | 14% | 40% | 40% | poland |
| | 43% | 29% | 33% | 18% | 38% | 20% | 29% | 24% | 36% | 30% | turkey |
| southern europe | 21% | 14% | 40% | 13% | 34% | 23% | 14% | 16% | 51% | 53% | greece |
| | 30% | 23% | 23% | 19% | 20% | 13% | 8% | 11% | 23% | 40% | france |
| | 31% | 17% | 23% | 7% | 25% | 16% | 14% | 17% | 42% | 40% | portugal |
| | 32% | 25% | 31% | 19% | 27% | 22% | 16% | 15% | 43% | 39% | spain |
| | 34% | 16% | 24% | 15% | 28% | 18% | 12% | 17% | 30% | 36% | italy |

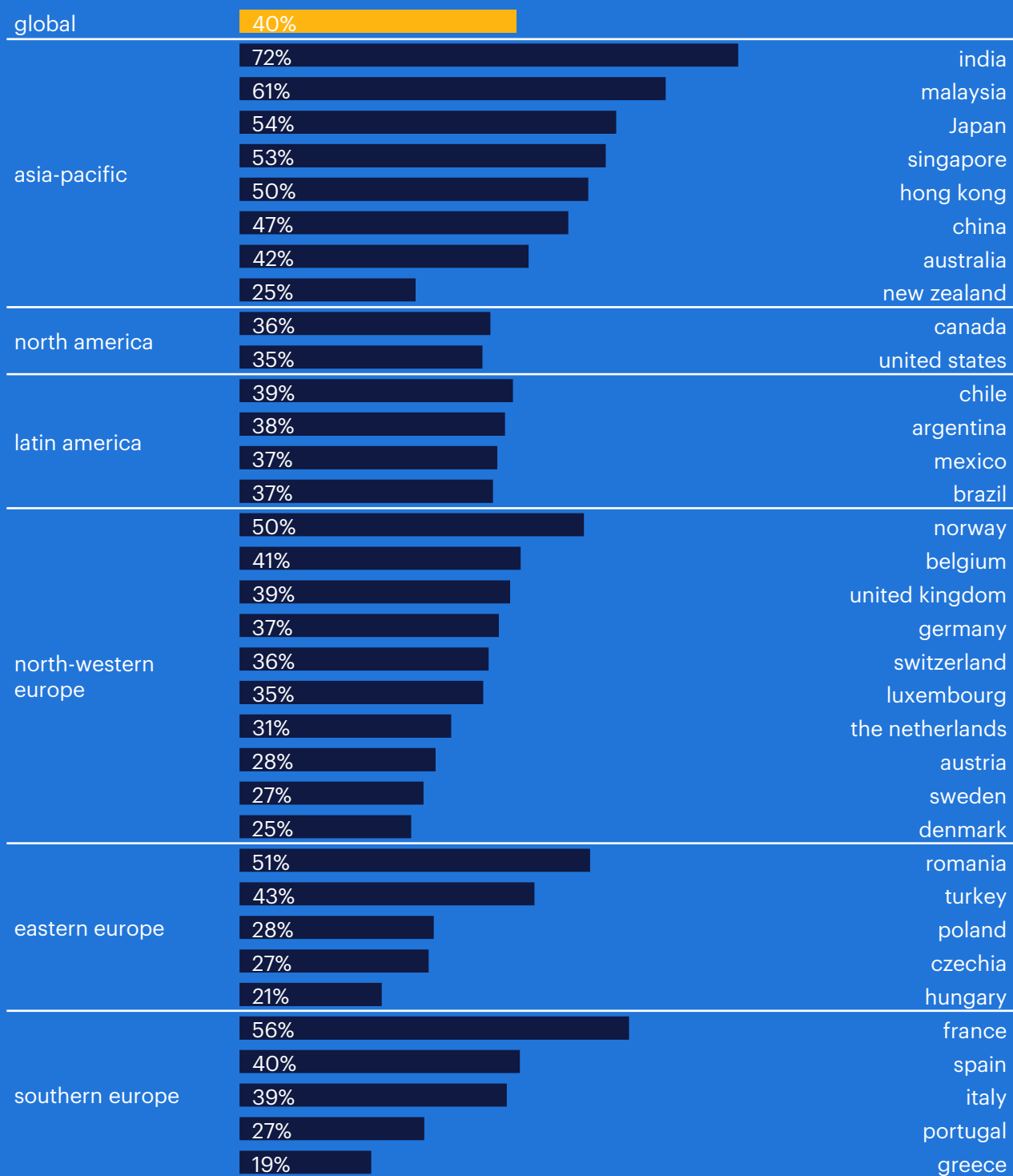


shifting
expectations

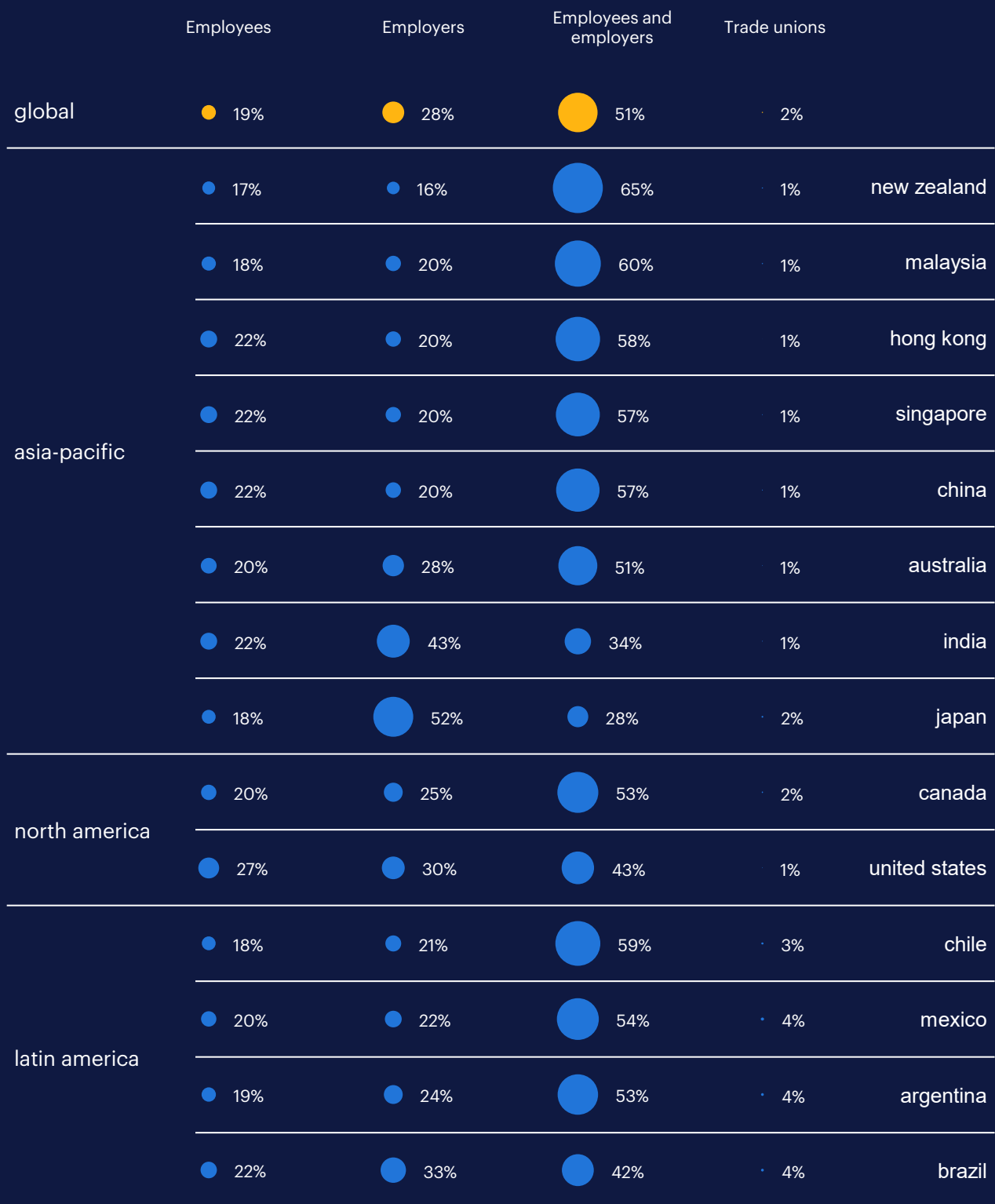


and outlook.

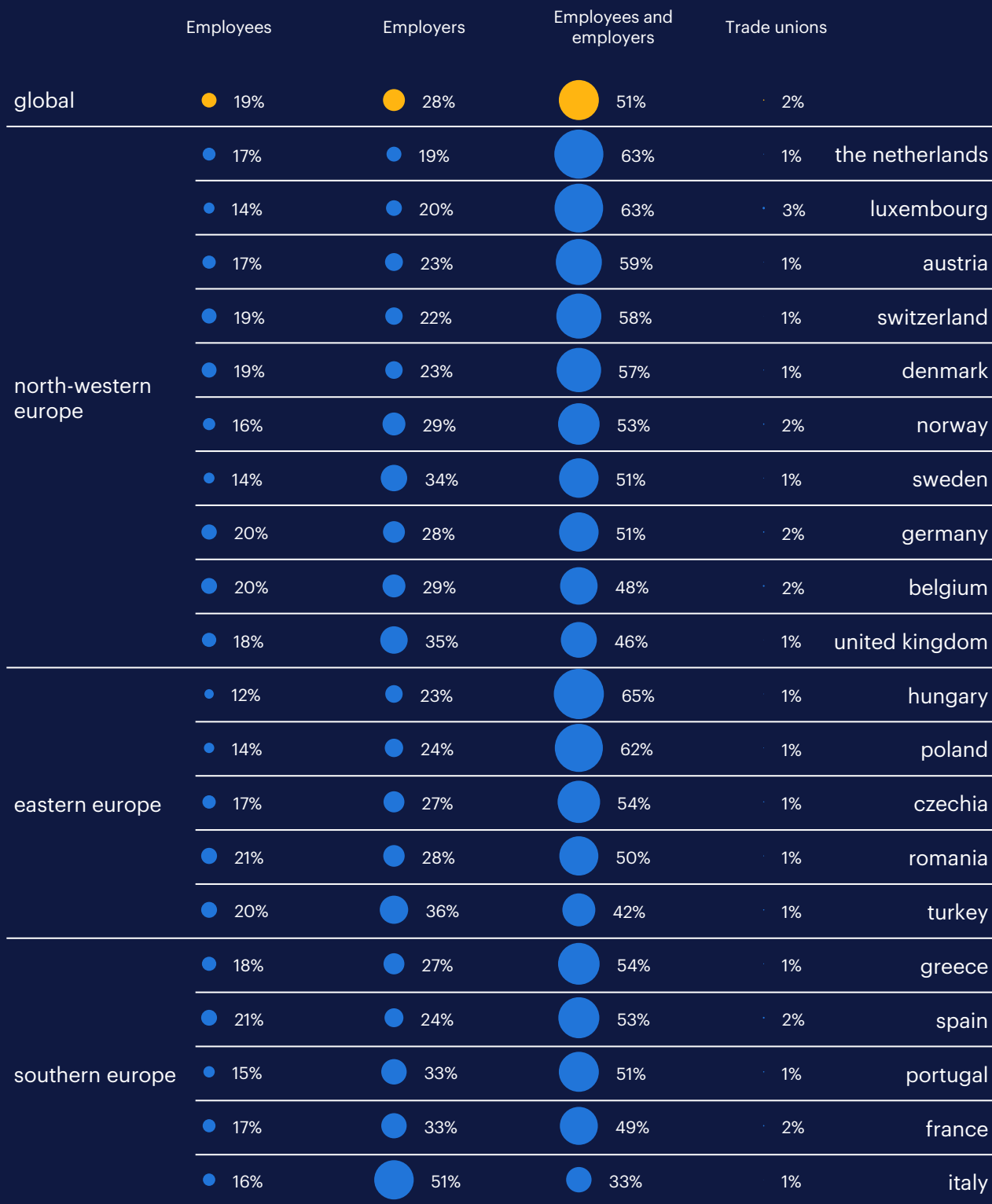
40% struggled to learn new skills to adapt to new ways of working during the pandemic.



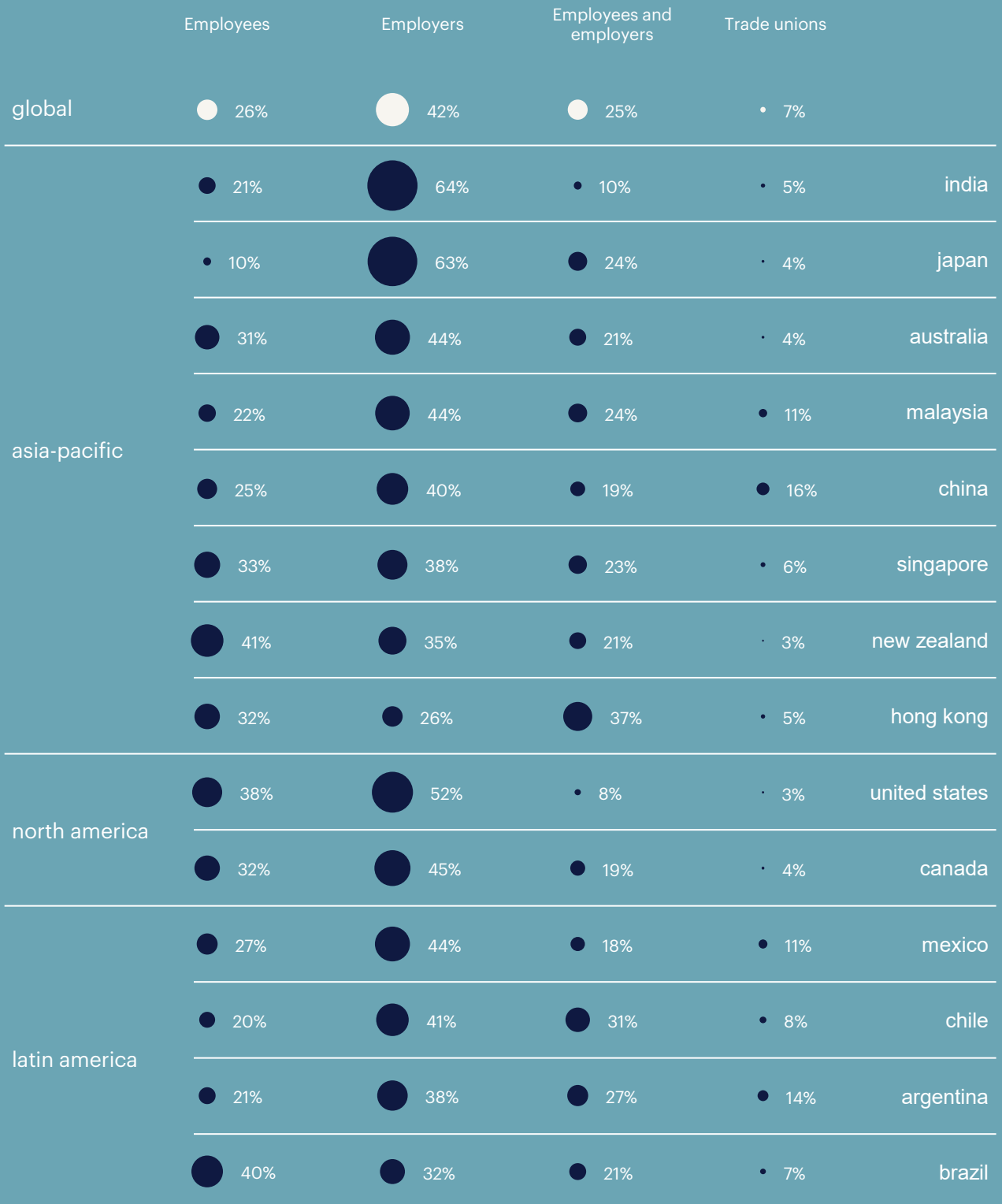
51% believe employees and employers are equally responsible for keeping skills and competencies up to date.



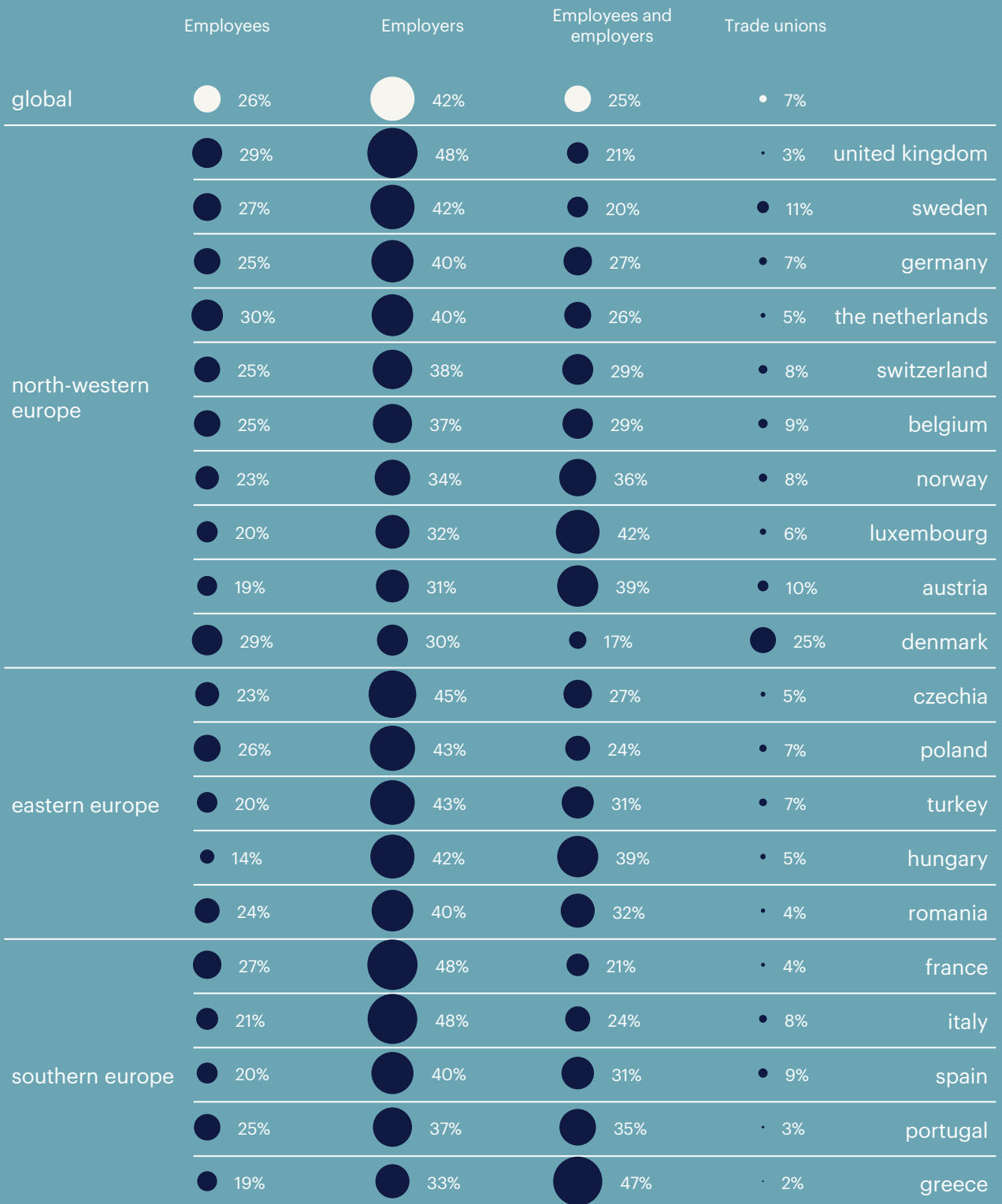
51% believe employees and employers are equally responsible for keeping skills and competencies up to date.



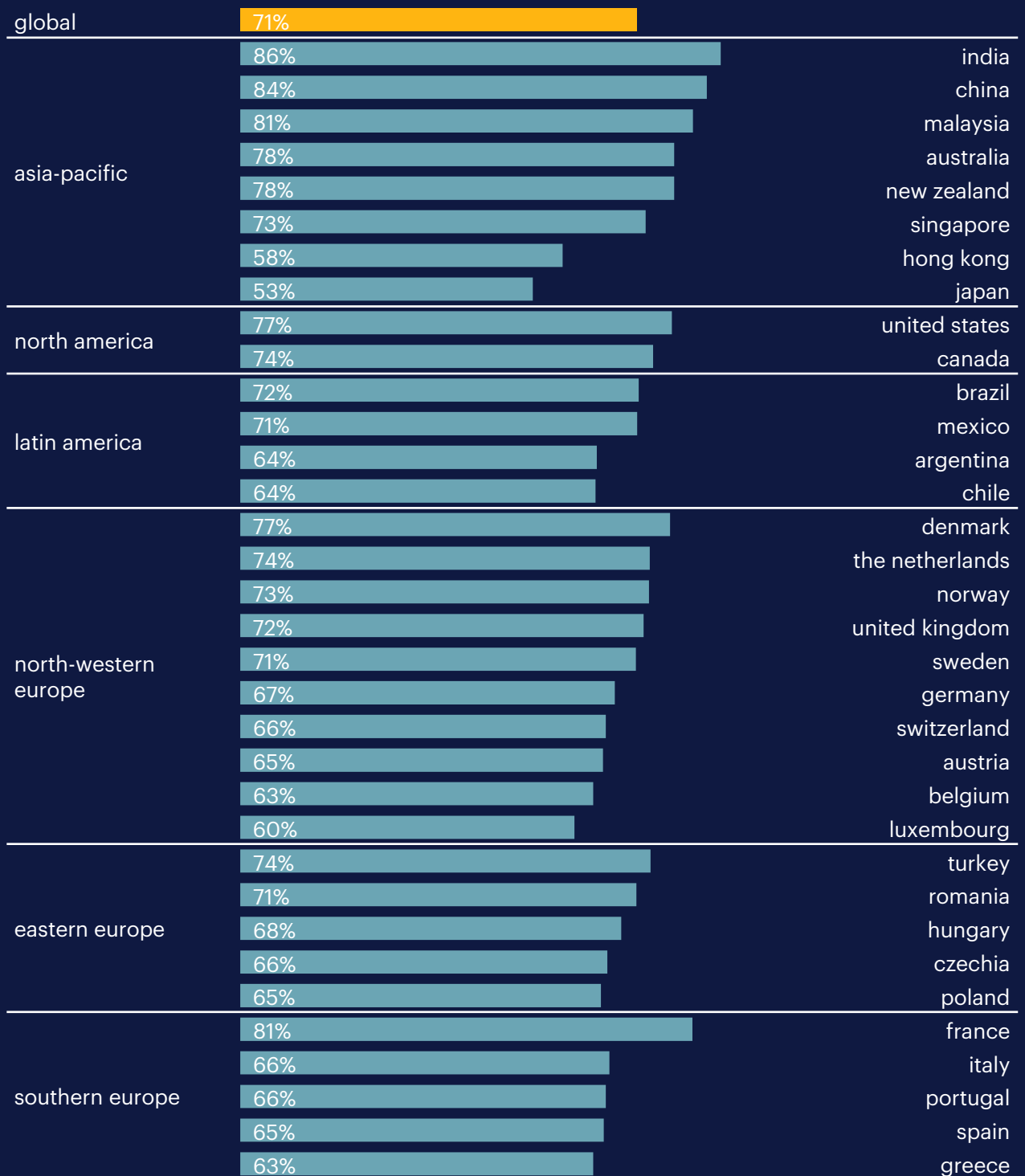
42% believe employers have the responsibility for retraining employees, should they become unemployed because of the pandemic.



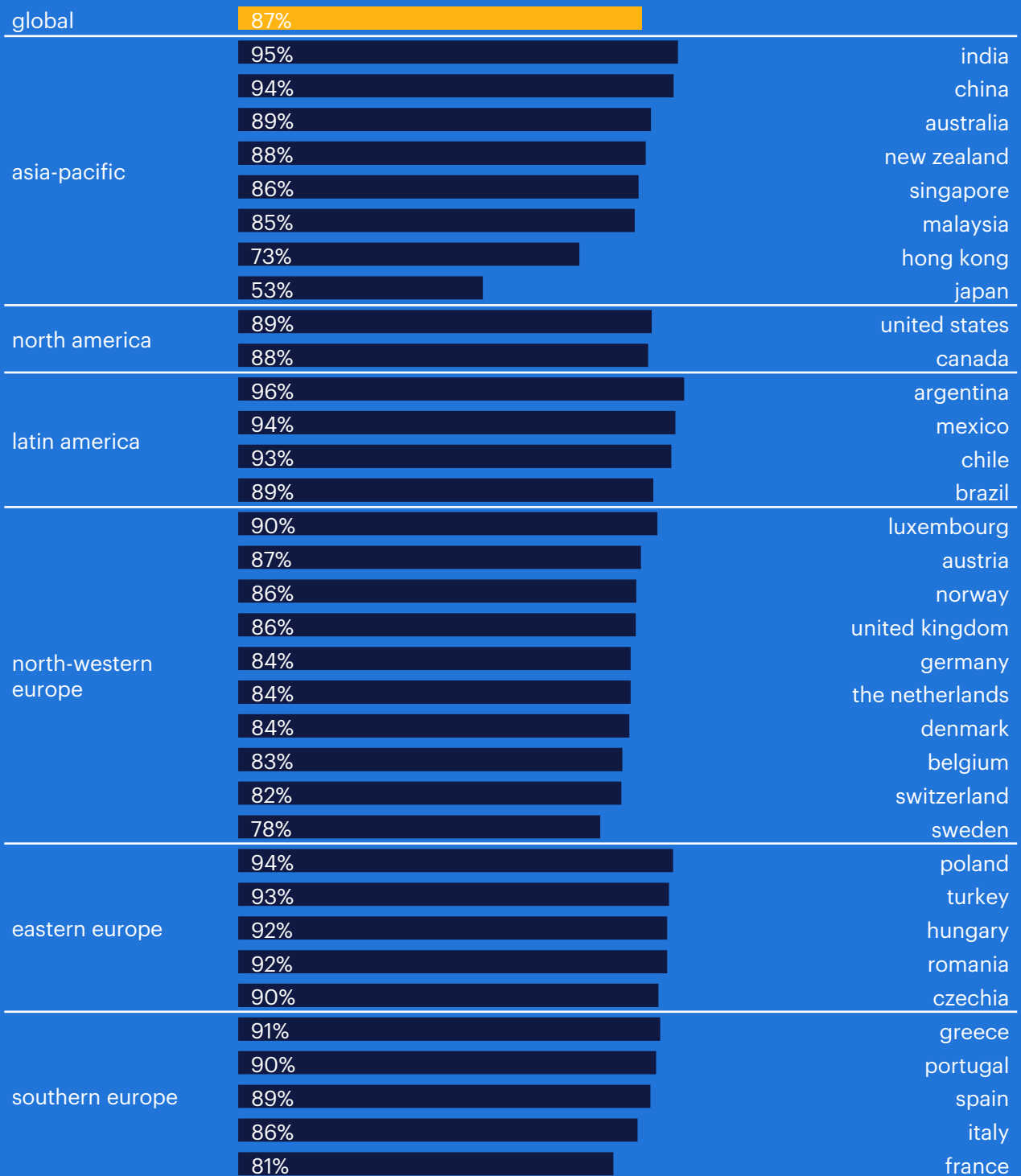
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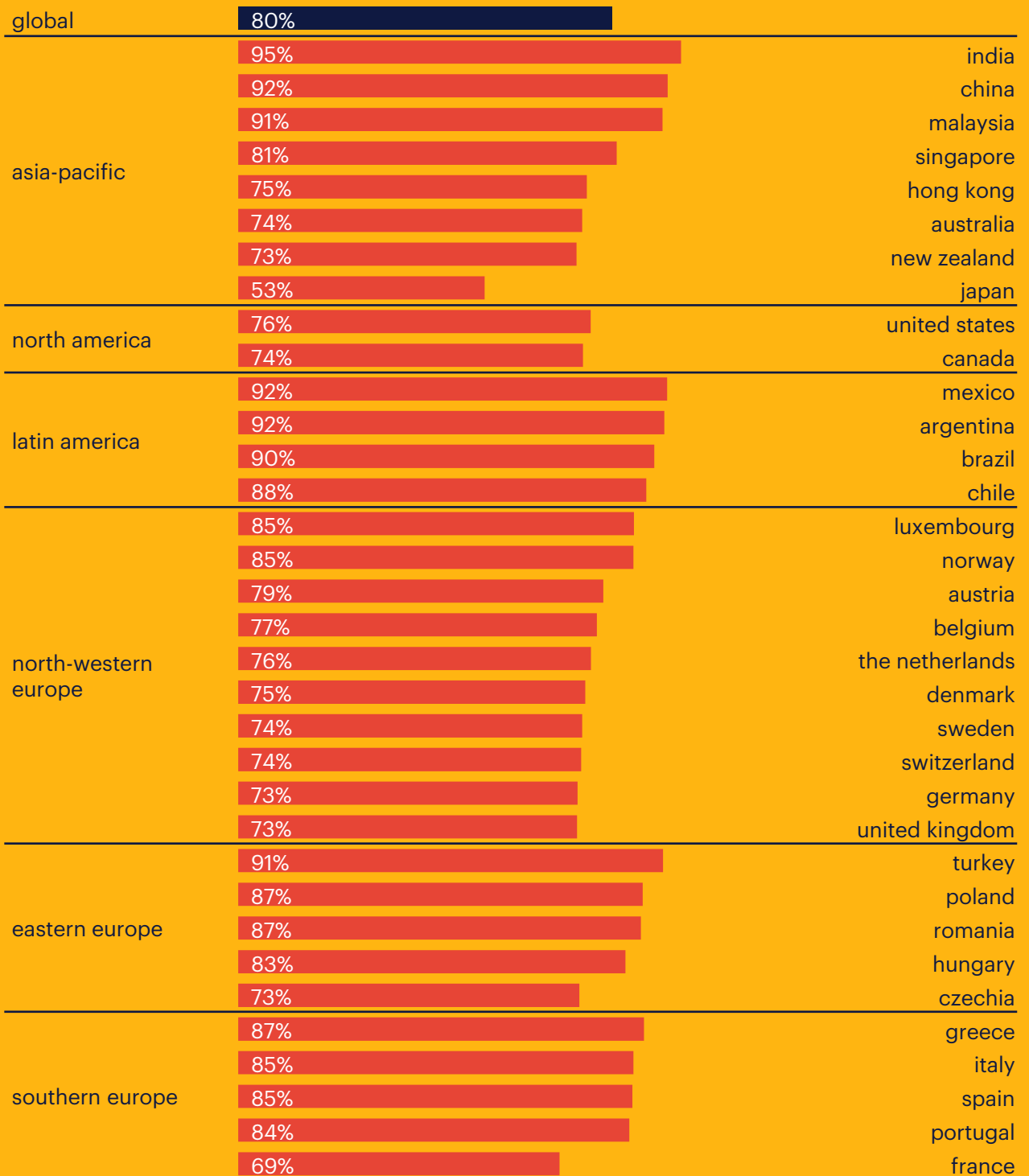
71% feel their employer supports them mentally and emotionally during the pandemic.



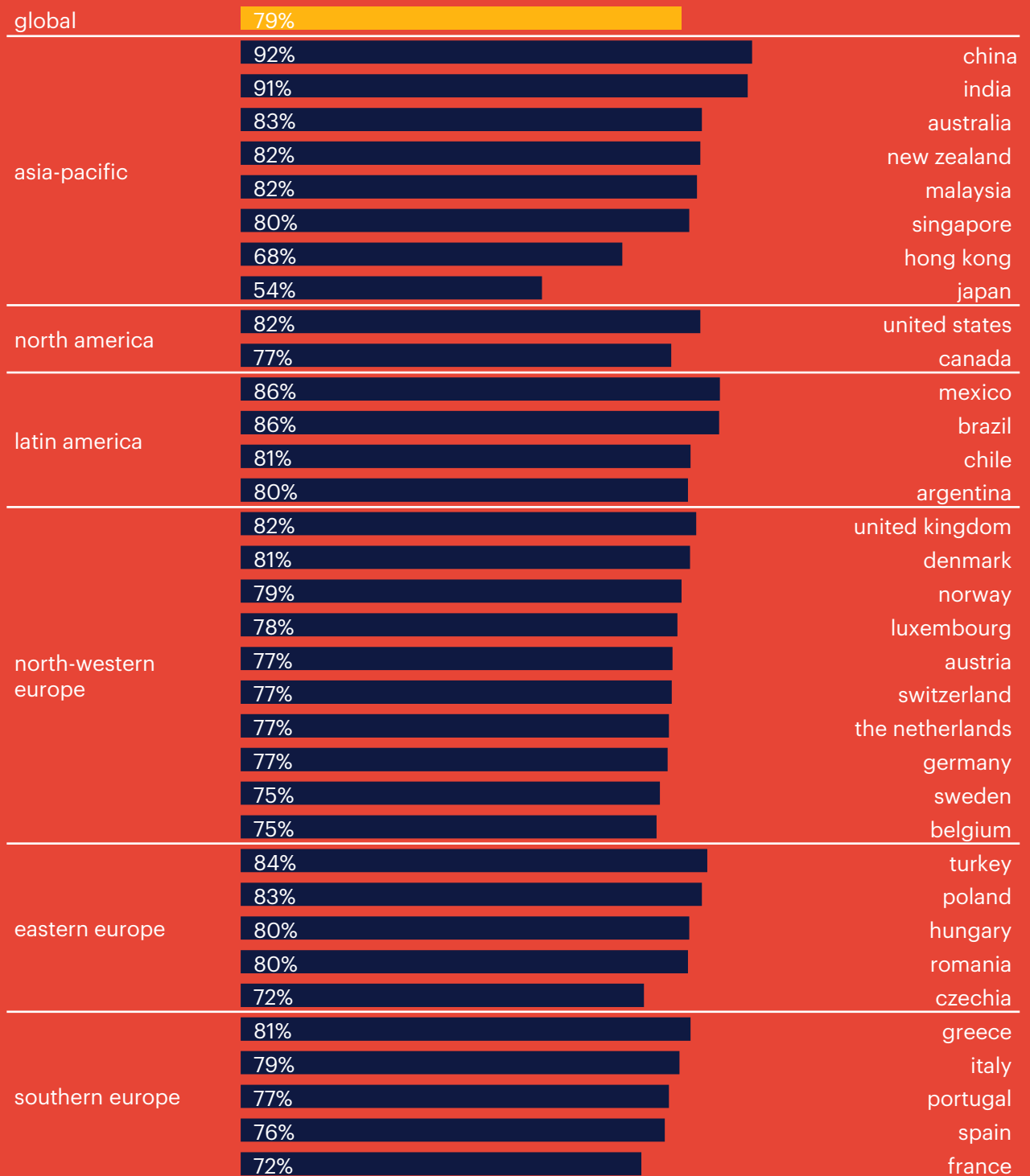
87% feel comfortable they have the transferable skills required to find a job at a different company or different industry.



80% regularly refresh their skills to enhance their employability.



79% feel they have the equipment and technology to deal with digitalization in their job.



worker perception
expected



to shift in months
ahead.

74% are satisfied about their job.

| | 2017 | 2018 | 2019 | 2020 | |
|----------------------|------|------|------|------|-----------------|
| global | 71% | 71% | 71% | 74% | |
| | 81% | 81% | 89% | 86% | india |
| | 76% | 71% | 73% | 79% | malaysia |
| | 71% | 73% | 70% | 75% | australia |
| asia-pacific | 66% | 65% | 74% | 73% | china |
| | 72% | 72% | 68% | 73% | new zealand |
| | 60% | 60% | 61% | 61% | singapore |
| | 48% | 47% | 49% | 49% | hong kong |
| | 41% | 46% | 42% | 47% | japan |
| north america | 79% | 76% | 78% | 79% | united states |
| | 77% | 77% | 74% | 78% | canada |
| | 83% | 84% | 85% | 86% | mexico |
| latin america | 70% | 77% | 75% | 79% | argentina |
| | 78% | 79% | 74% | 78% | brazil |
| | 72% | 74% | 73% | 75% | chile |
| | 77% | 78% | 70% | 81% | the netherlands |
| | 80% | 78% | 78% | 81% | denmark |
| | 73% | 76% | 72% | 78% | austria |
| | 79% | 72% | 79% | 78% | norway |
| north-western europe | 72% | 73% | 71% | 77% | germany |
| | 75% | 75% | 71% | 77% | switzerland |
| | 73% | 71% | 71% | 75% | belgium |
| | 68% | 69% | 74% | 74% | united kingdom |
| | 68% | 71% | 66% | 72% | sweden |
| | 77% | 72% | 70% | 72% | luxembourg |
| | 76% | 74% | 80% | 83% | turkey |
| | 73% | 78% | 73% | 78% | poland |
| eastern europe | n/a | 73% | 70% | 73% | romania |
| | 67% | 67% | 64% | 69% | czechia |
| | 53% | 65% | 64% | 65% | hungary |
| | 74% | 74% | 77% | 76% | spain |
| southern europe | 69% | 68% | 68% | 73% | portugal |
| | 68% | 68% | 68% | 73% | france |
| | 64% | 65% | 69% | 72% | italy |
| | 68% | 70% | 65% | 70% | greece |

the number of people looking for a job decreased to 29%.

| | 2017 | 2018 | 2019 | 2020 | |
|----------------------|------|------|------|------|-----------------|
| global | 27% | 28% | 30% | 29% | |
| | 40% | 44% | 62% | 54% | india |
| | 31% | 33% | 34% | 35% | singapore |
| | 33% | 35% | 38% | 35% | malaysia |
| asia-pacific | 29% | 28% | 31% | 30% | china |
| | 32% | 37% | 34% | 30% | australia |
| | 21% | 27% | 24% | 27% | hong kong |
| | 25% | 24% | 30% | 25% | new zealand |
| | 26% | 23% | 28% | 23% | japan |
| north america | 34% | 31% | 33% | 30% | us |
| | 27% | 28% | 27% | 28% | canada |
| | 34% | 30% | 30% | 37% | argentina |
| latin america | 27% | 27% | 30% | 33% | brazil |
| | 28% | 25% | 28% | 29% | chile |
| | 27% | 26% | 30% | 28% | mexico |
| | 33% | 37% | 34% | 33% | uk |
| | 27% | 32% | 26% | 31% | sweden |
| | 26% | 27% | 30% | 30% | germany |
| | 26% | 29% | 30% | 29% | switzerland |
| north-western europe | 21% | 23% | 23% | 25% | norway |
| | 22% | 25% | 25% | 24% | belgium |
| | 27% | 25% | 30% | 23% | the netherlands |
| | 26% | 30% | 24% | 22% | denmark |
| | 19% | 19% | 20% | 21% | austria |
| | 17% | 19% | 25% | 20% | luxembourg |
| | 28% | 35% | 36% | 37% | poland |
| | 24% | 24% | 29% | 33% | hungary |
| eastern europe | n/a | 32% | 30% | 33% | romania |
| | 19% | 20% | 22% | 20% | czechia |
| | 20% | 20% | 20% | 19% | turkey |
| | 35% | 30% | 32% | 34% | italy |
| | 32% | 29% | 30% | 30% | greece |
| southern europe | 28% | 30% | 30% | 30% | spain |
| | 26% | 24% | 26% | 28% | france |
| | 17% | 17% | 21% | 22% | portugal |

the number of people who changed their jobs decreased to 25%.

| | 2017 | 2018 | 2019 | 2020 | |
|----------------------|------|------|------|------|-----------------|
| global | 23% | 24% | 27% | 25% | |
| | 45% | 51% | 69% | 57% | india |
| | 34% | 34% | 33% | 33% | hong kong |
| | 43% | 50% | 34% | 33% | malaysia |
| asia-pacific | 31% | 30% | 31% | 31% | china |
| | 25% | 22% | 28% | 31% | singapore |
| | 25% | 26% | 27% | 29% | australia |
| | 15% | 15% | 22% | 20% | japan |
| | 24% | 25% | 26% | 20% | new zealand |
| north america | 23% | 24% | 29% | 29% | united states |
| | 21% | 22% | 22% | 25% | canada |
| | 27% | 26% | 29% | 29% | brazil |
| latin america | 16% | 22% | 19% | 24% | argentina |
| | 26% | 21% | 20% | 24% | chile |
| | 23% | 23% | 25% | 21% | mexico |
| | 21% | 30% | 30% | 28% | united kingdom |
| | 23% | 22% | 31% | 27% | germany |
| | 24% | 22% | 26% | 23% | sweden |
| north-western europe | 22% | 24% | 28% | 23% | the netherlands |
| | 17% | 19% | 20% | 23% | belgium |
| | 19% | 24% | 22% | 21% | norway |
| | 16% | 16% | 19% | 20% | austria |
| | 16% | 20% | 20% | 19% | denmark |
| | 16% | 20% | 21% | 18% | switzerland |
| | 7% | 11% | 14% | 9% | luxembourg |
| | 30% | 23% | 27% | 27% | turkey |
| | 25% | 27% | 21% | 25% | poland |
| eastern europe | 20% | 19% | 26% | 20% | hungary |
| | n/a | 16% | 20% | 20% | romania |
| | 15% | 18% | 20% | 20% | czechia |
| | 25% | 24% | 30% | 26% | france |
| | 23% | 20% | 23% | 23% | italy |
| southern europe | 16% | 24% | 21% | 19% | portugal |
| | 18% | 22% | 29% | 18% | spain |
| | 22% | 20% | 18% | 16% | greece |

randstad

human forward.

