

# randstad workmonitor

## 2021 first edition



a more agile global  
workforce faces a  
new frontier.

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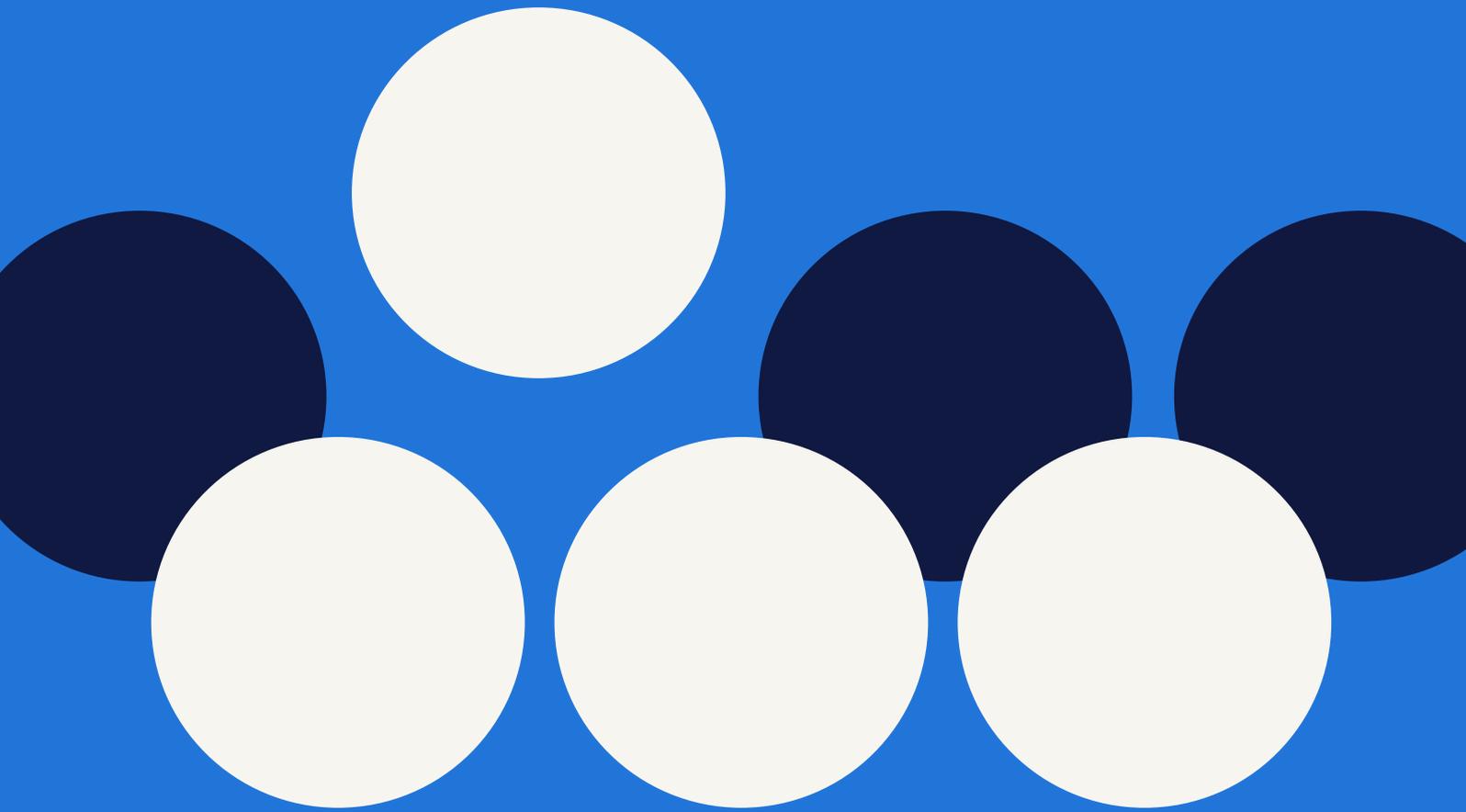
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executive



summary.

# with growing optimism, workers continue to battle challenging conditions.

Even though the pandemic continues to restrict life and economies around the world, hope in many places is rising. That was the takeaway from our latest survey of workers in 34 markets — the third one conducted since the outbreak of the pandemic. What we found in the latest data was that respondents have a longing to return to the workplace, either fully or partially; more workers are feeling less stressed working from home; and there is optimism that additional job opportunities will emerge later in the year. These results contrast with our earlier findings in which negative sentiments weighed heavily on most respondents around the world.

Indeed, the rollout of vaccines is one major factor in improving the outlook of the more than 27,000 workers we surveyed. An overwhelming majority (75%) of respondents say they would be willing to get vaccinated if it's required for their job, and most believe doing so will improve their prospects for future employment opportunities. A majority also say they won't feel safe in the workplace until colleagues around them have been inoculated. And as more shots are administered around the world, this may help employers strategize how to safely and reassuringly get workers back into the workplace as we enter into the next phase of global economic recovery.



**americas:** canada, us, brazil, argentina, chile, mexico; **apac:** australia, hong kong sar, singapore, japan, new zealand, china, malaysia, india; **eastern europe:** turkey, hungary, poland, czech republic, romania; **northwestern europe:** luxembourg, austria, denmark, belgium, uk, germany, sweden, the netherlands, switzerland, norway; **southern europe:** france, italy, spain, portugal, greece

Our latest research, however, indicates the situation isn't all rosy. For those working from home, the feelings of isolation, the inability to strike a healthy work-life balance and the longing for personal connections with colleagues are concerns for many workers. For those who must report on-site — the majority of workers in the global economy — having to wear a face mask all the time, feeling at risk in the workplace and shouldering a greater workload because of colleagues in quarantine or out sick have made their jobs more difficult.

Even so, our previous report conducted late in 2020 contained encouraging signs about the state of work during the pandemic, and the latest survey results demonstrate a continued momentum. Whether the reason is due to workers better adapting to the restrictions of life during COVID-19, encouraging signs of growing immunity due to vaccination or even just wishful thinking, the end results point to a desire to move beyond the pandemic to life as we knew it before 2020.

### top reasons cited for why working from home is difficult

miss interacting with colleagues	52%
difficult to keep work-life balance	32%
feel lonely or isolated	27%
lack separate room/space to work in	23%
children are home from school and require attention	22%



To accelerate recovery in the workplace and at home, employers and their workers will need to devise a plan going forward based on the most recent developments in the battle against COVID-19. Anticipating what workers will need over the next months, pivoting with the guidelines of public health officials and planning for more reopenings require more regular surveying. To the credit of most organizations, our previous report highlighted that most survey respondents felt supported by their employers, but our newest findings suggest there is more employers can do to increase workforce wellness and productivity.

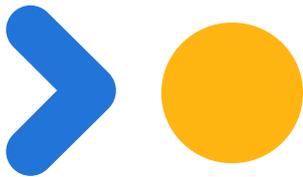
For instance, while most say their employer has provided strict and clear protocols for on-site and remote working, nearly one-quarter of respondents say even more guidance would be helpful. The most useful action cited, however, is that organizations need to strengthen their policies to help workers maintain a proper work-life balance.

### desire employer to provide/implement more of the following

policies on work hours to help keep a proper work-life balance	27%
strict and clear protocols for on-site and remote working	24%
regular surveys of employees about their wellbeing and perception of the organization	24%
an (extra) allowance for remote working	23%
more training around technology	20%

The good news for companies is that based on the support they have provided, most workers plan to remain with their employers for the long term. More than one-quarter (30%) say they are now motivated to work harder and be more productive. And the number of respondents who said they would write a positive review of their employee experience outnumber those who would write a negative one by a 3:1 margin.

As the world inches closer to a post-pandemic era, signs of a rejuvenated workplace are multiplying. Even though lockdowns continue, and restrictions remain in place across most countries, a sense of optimism is assuredly growing. By no means should workplaces relax the protocols and protections they've put in place, but the rollout of vaccines and loosening of mandates by governments around the world are reasons enough to believe the proverbial light at the end of the tunnel is brightening.



54%

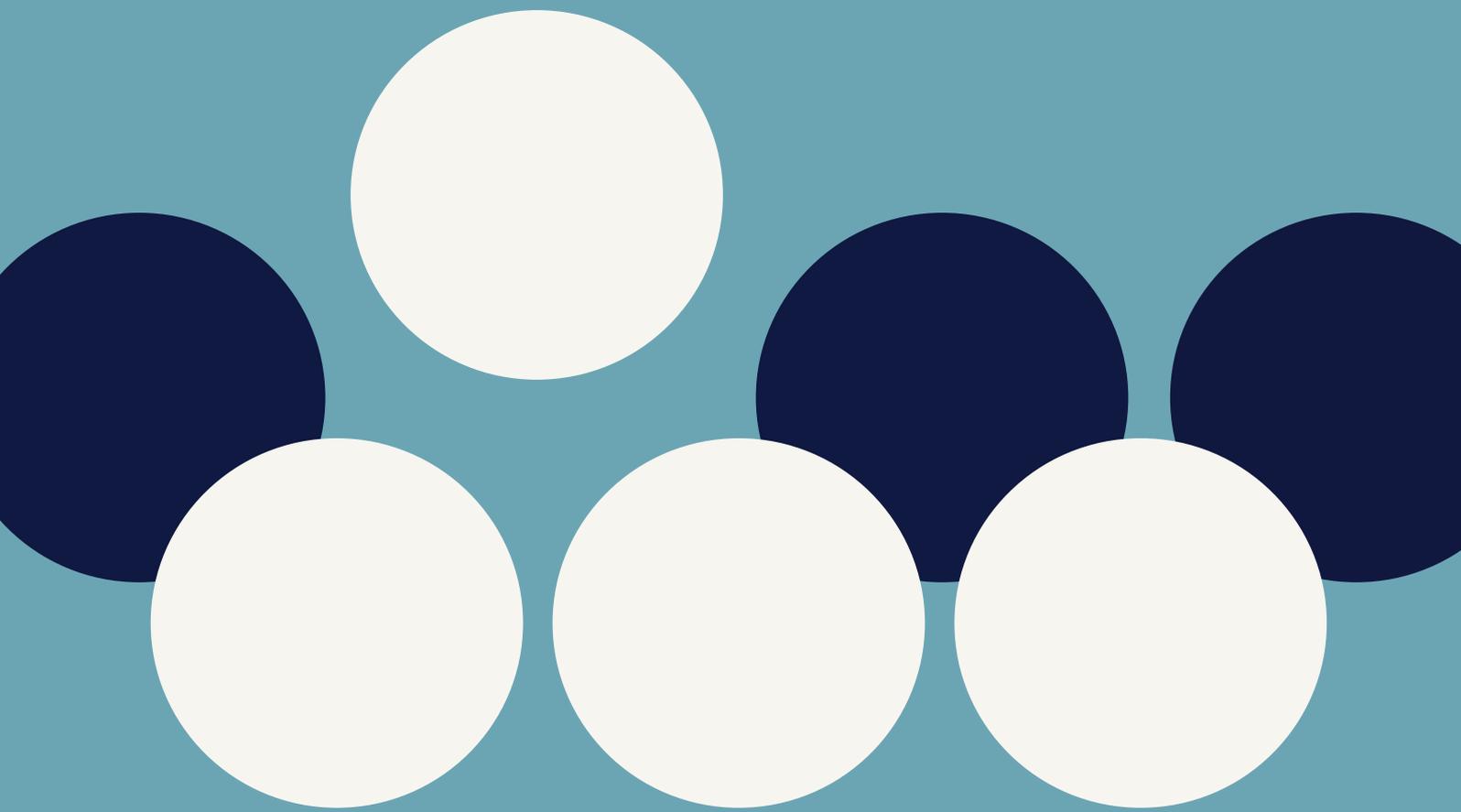
say their employer allows a hybrid work schedule of some days from home and others at the office.

“To help employers instill greater confidence around wellness and safety, C-suite and human capital leaders need to map what a post-pandemic work environment looks like — whether that means hybrid schedules to maintain distancing in the office, incentive programs to encourage widespread vaccination or more employee assistance programs offering a variety of support mechanisms. Even when most of the global workforce is inoculated, it will take time for the workforce to acclimate to so much change ahead.”

—Marc-Etienne Julien,  
CEO, Randstad Canada &  
Managing Director, Global Talent



optimism grows

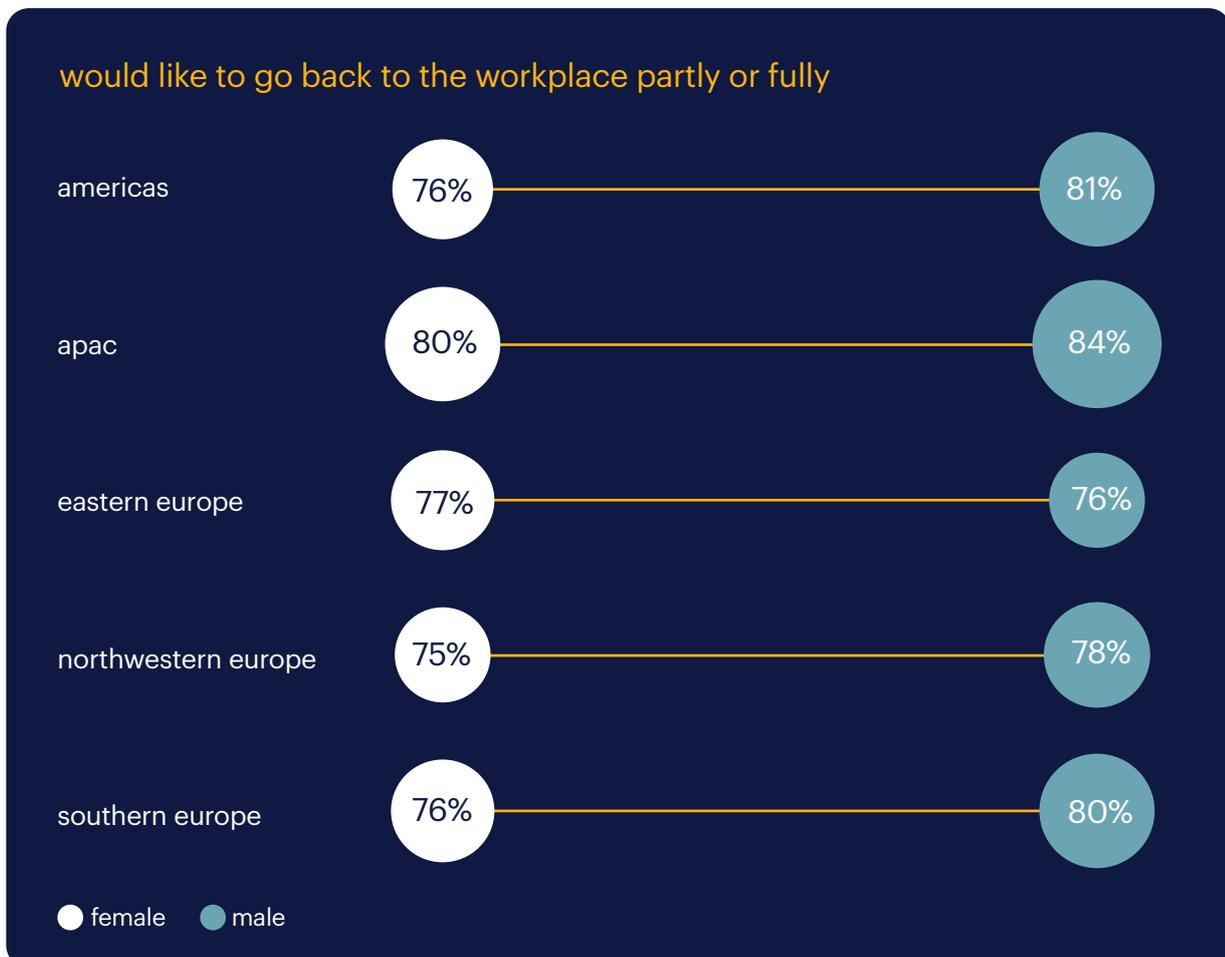


a year after.

# optimistically longing for normalcy.

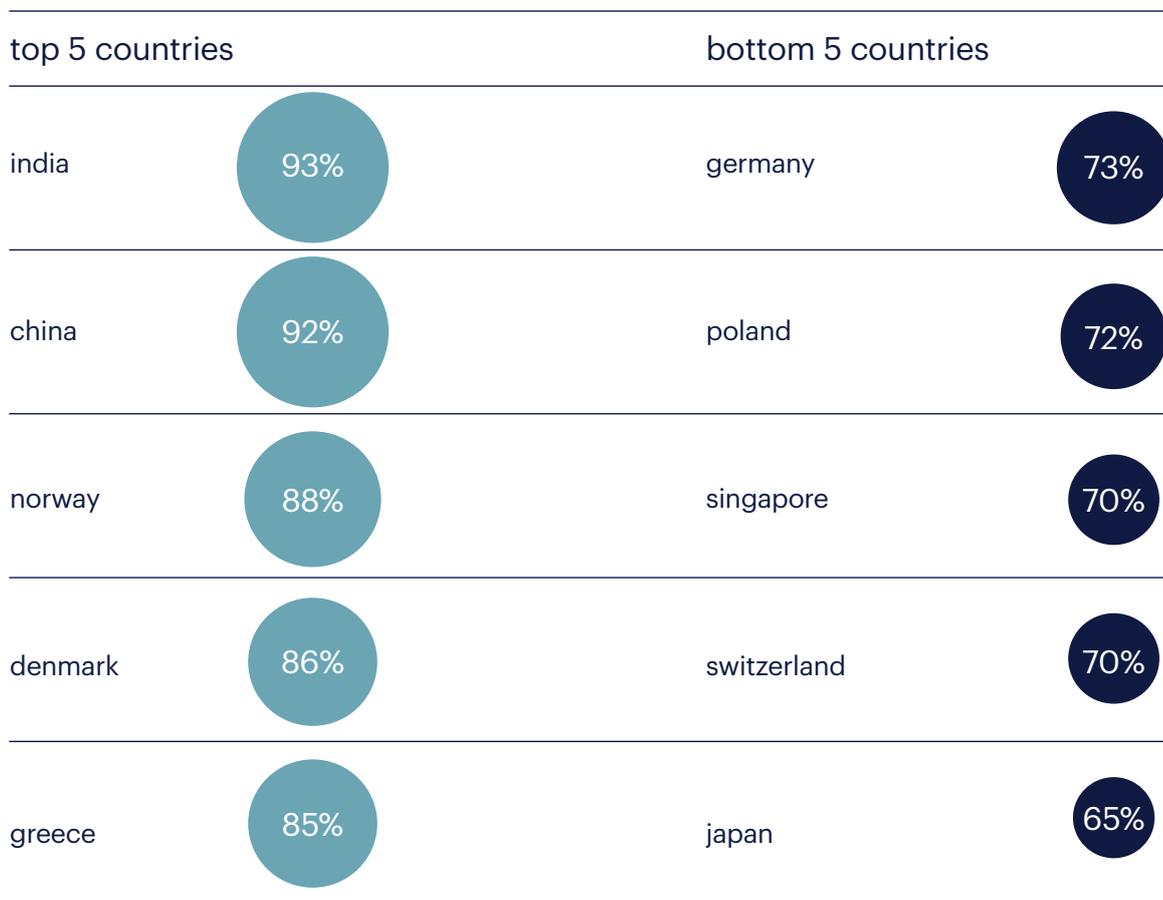
It's been more than a year since the pandemic imposed restrictions across the world and sent the global economy into a tailspin. During that time, economic activity has declined by record numbers and rebounded in a similarly spectacular trajectory. It's no surprise that billions around the world are both optimistic and restless as vaccines are rolled out.

This may seem premature as Europe has gone into a third round of restriction at the time of this report, but clear signs of better days ahead are emerging. In late March, a top official with the International Monetary Fund predicted that the [economic rebound in 2021](#) could exceed expectations. In countries such as the U.K., [record numbers of vaccines](#) are being administered. Furthermore, the rate of new cases reported [continues to flatten](#) around the world.



Even so, our latest survey data indicates a global workforce anxious for progress against the disease and a strong desire to accelerate the recovery effort. Citing challenges ranging from the mundane (unreliable home internet connections) to serious mental health concerns (feeling depressed or isolated), workers expressed a host of difficulties that they grapple with daily. At the same time, workers continue to give high marks to their employers for establishing clear and safe protocols for getting work done during the pandemic as well as other accommodations, such as technologies, more training and even financial assistance for those hardest hit by the pandemic.

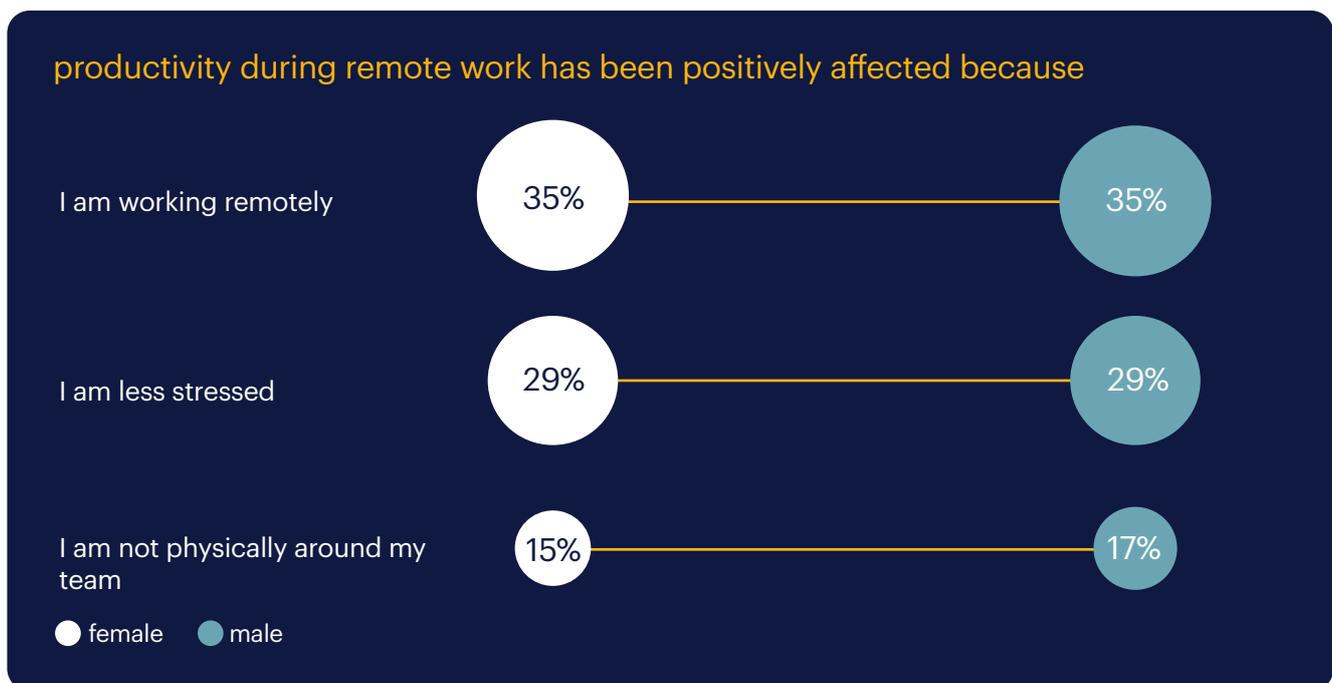
### would like to go back to the workplace partly or fully



The desires of workers are probably best reflected in their preference for time in the workplace. Our survey shows an overwhelming percentage want to be on-site for at least part of their work week. This finding indicates that despite the many benefits of remote work — flexible hours, the elimination of commutes, [the proliferation of sweat pants](#) — this arrangement fails to fulfill one of the fundamental needs of workers everywhere: in-person interactions.

Indeed, more than 4 out of 5 survey respondents in the Asia Pacific region want to return to the workplace when it's possible; among men in the region, this figure was especially high. At 75%, women in Northwestern Europe represented the lowest percentage of those who wanted to go back. Interestingly, women across the world expressed the desire to be back in the workplace at a lower rate than men, but only by a small percentage. We found no significant difference in this preference when segmenting by age.

Companies are already responding to the desire among their workforce to return to the workplace. [Microsoft recently announced](#) that it had entered into another stage of reopening, allowing non-essential employees to go back to its Redmond, Washington, global headquarters. Google CEO Sundar Pichai has announced a [\\$7 billion investment](#) in offices and data centers across the U.S. Some businesses such as online bank Revolut will offer telecommuting and also [convert office spaces](#) that can be used as collaboration hubs.



While many want to spend part of their week in the workplace, most desire a hybrid schedule, as we reported in our last report. This appears to be the most popular arrangement as remote workers have adjusted to being at home and have made the best of the situation. Some who have the option to work remotely say their productivity has remained the same or improved during the pandemic, and they credit several reasons for their ability to maintain or enhance output.

Although much of the focus over the past year has been on optimizing telecommuting, most workers must still report to an on-site job. And even among those who can do the entirety of their jobs virtually, their productivity would suffer, according to [McKinsey](#). The consulting firm believes just 22% of the US. workforce could be remote without losing productivity, while just 5% could do so in India. Even in the UK, which has the highest potential for remote work, just 33% of its workforce could do so without impacting output.

Our data showed that most workers are still obligated to report into their workplace, with 65% saying it was required by their employers. Being on site poses risk, especially for public-facing roles. For some, however, well-established safety protocols and feeling less stressed have actually led to enhanced productivity.

### productivity on-site has been positively affected because

region	workplace conditions are adapting to COVID-19 challenges	physically around co-workers	working on-site with fewer distractions	less stressed
americas	39%	25%	17%	9%
apac	32%	24%	18%	12%
eastern europe	27%	24%	12%	9%
northwestern europe	29%	23%	11%	8%
southern europe	30%	23%	14%	6%
worldwide	31%	24%	14%	9%

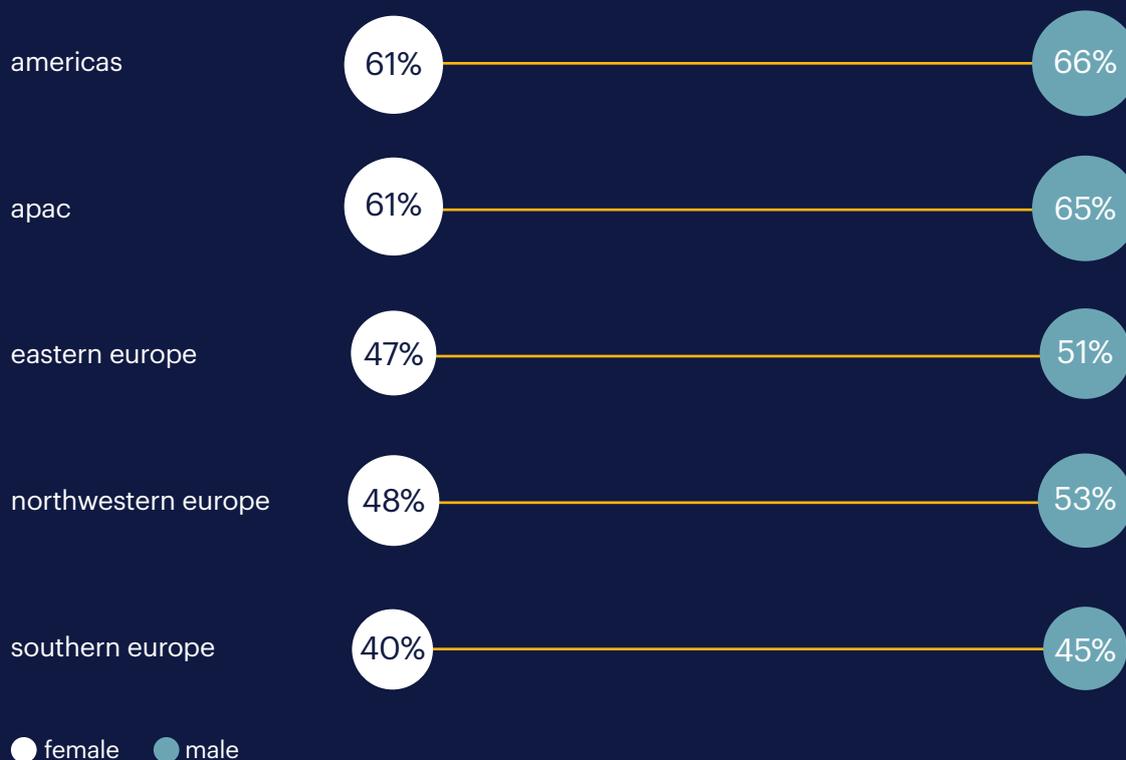
Our data suggests that after a year of restrictions and lockdowns, the global workforce has grown accustomed to these conditions, and they are more hopeful about the months ahead. This was most evident when we asked about workers' outlook for career opportunities later this year. A majority responded that they anticipated a better job market, with optimism highest in the Americas and the Asia Pacific regions. This could be the result of a rapid vaccine rollout in the US and fewer restrictions in the Americas than in Europe. And in many Asian countries, where [success in managing the pandemic](#) has led to reopening of workplaces more quickly, it's likely this has led to a brighter outlook for job opportunities.

globally, 54% are confident more job opportunities will be available later this year



Just as they have been adversely affected throughout the pandemic, women were generally less hopeful about the job market.

confident more job opportunities will be available later this year



Still, a majority of women believe they will see more opportunities as countries around the world look to reduce the number of cases, hospitalizations and deaths from COVID-19. And that is a positive sign and a major step toward helping the global workforce return to a time before all of this disruption.

## a returning frontline worker adjusts to new needs of patients and co-workers

For most of the COVID-19 outbreak, Tracy Churchill, a nurse unit manager at Ramsay Health Care in Sydney, Australia, was on maternity leave. So when she returned to work, she came back to a completely transformed environment. “When I came back after my leave, everything was different. We were required to wear masks and goggles, and we couldn’t really see each other’s facial expressions. It was harder for people to hear us; it was very restricted.”

To Tracy, the environment felt like a deserted town. She sensed a strong sense of loneliness affecting her patients, especially because of restrictions on visitors. This prompted Tracy and her team to come up with creative and thoughtful solutions to support their patients.

“We tried to overcome this by spending more time with our patients, especially because they were in a very vulnerable position, and needed friends and family around. We would go out of our way to write a message on the whiteboard for when they would wake up, offer them a cup of tea, and just go above and beyond what we already do,” Tracy says.

Tracy and her team would help their patients set up things like phone or Zoom calls to keep them connected with friends and family.



Tracy says that doing the right thing and putting the health of the public first were the most important considerations for her, especially in balancing the increased risk to herself against the urgent need of her patients.

“In the past, I would’ve gone to work even if I had a slightly tickling throat. But now, if I had any signs, I would get tested and not come to work. It’s important to exercise, and eat the right things in order to strengthen your physical and mental health.”

In order to build more resilience in the workplace, Tracy urges others to find hope and strength in unprecedented times like these. She calls this the ‘post-traumatic growth.’

“We tend to think of the downside when a crisis hits, but people can find strength and something to live for and grow into; that can be positive and life-changing. It depends on how we look at it, and it’s all in our mindsets. Many people have found hobbies and new things that they love to do as a result of this crisis.”



Using herself as an example, Tracy shares the positivity that arose in these times that helped her become more resilient. She has gained much more contentment being able to take on new hobbies like gardening. She believes that chaotic times like these can really be seen as a big pause and reset in life, an opportunity to reflect on what we’ve been doing and what is truly important to us.

Tracy highlights her previous nursing experience where camaraderie and reflection are important aspects to one’s resilience.

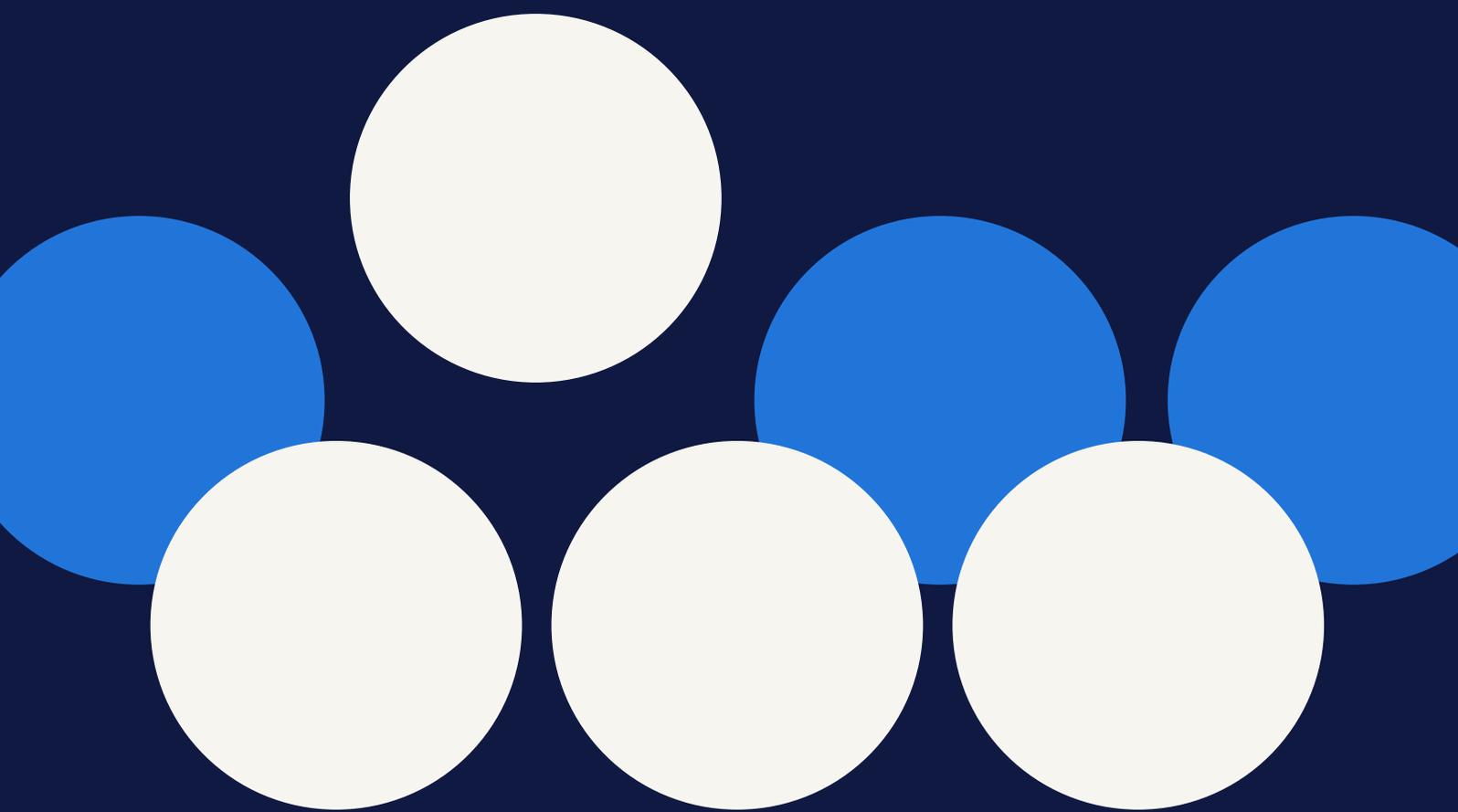
“My previous department in emergency nursing was a large team. But one thing that kept us together was our ability to constantly reach out to each other and ask, ‘Are you okay?’ We would naturally form groups to support each other and allow time for reflection. So, I think promoting relationships at work is a huge way to improve resilience in the workplace. It’s the people around you that can offer strength.”

There are so many different areas and industries where people are feeling isolated and alone. Tracy believes that other industries could learn from the healthcare industry in the way they constantly stay connected to one another, even when they are socially distant. This would prevent anyone from feeling emotionally distant.

However, despite the healthcare system being able to pull together policies and plans immediately, Tracy believes there is indeed much room for improvement. Tracy says that more private and public collaboration in the future would contribute to influencing people to take action and understand the importance of their contribution.

To Tracy, Australians are best at looking out for each other. “We are so good at so many things like mateship and looking after each other. We’re a social bunch and want to be with each other, but when it comes to these outbreaks, we need to take a step back.”

overcoming the  
challenges



of COVID-19.

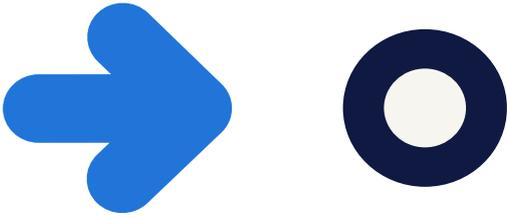
# facing the challenges of COVID-19.

For billions of people around the world, the pandemic brought not only economic hardship, but a host of other stresses. From facing risk of infection in the workplace to juggling childcare and jobs to looking for new employment after being furloughed or laid off, the challenges have been protracted, difficult and tiresome. Even so, most workers around the world have adapted and risen above adverse situations. Embracing #newways of working, many businesses have been able to keep their workforce safe and productive during the pandemic.

Far from being over, the economic and public health crises remain top of mind for workers day to day, imposing a chronic toll on well-being. But as the global economy continues to recover — in March the [International Monetary Fund](#) stated that growth may exceed 5.5% this year — more laid-off and furloughed workers are going back to jobs, through new opportunities or as their employers reopen. According to the [OECD](#), most economies have experienced a decline in unemployment since the second quarter of 2020, and that may be one of the reasons our survey showed the majority of workers are more hopeful about job opportunities later in the year.

globally, 51% prefer to continue to work from home until the vaccine has been widely distributed





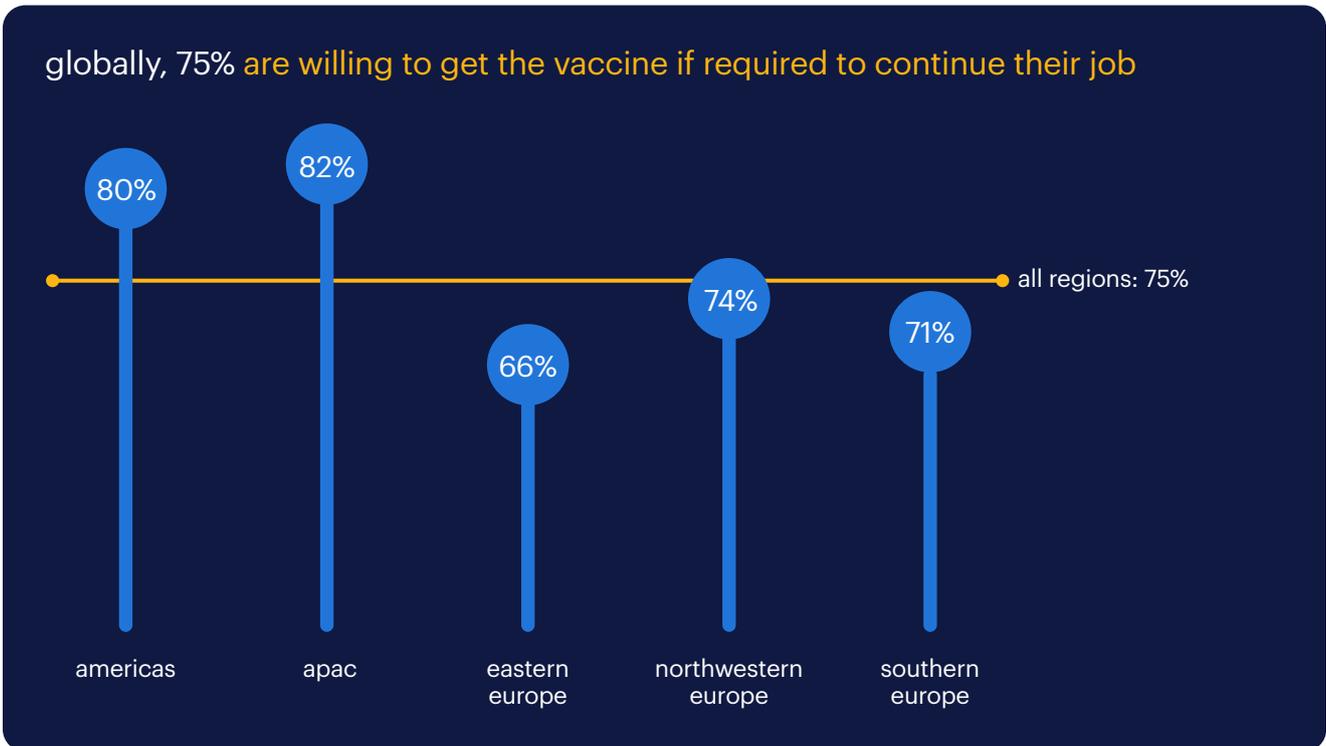
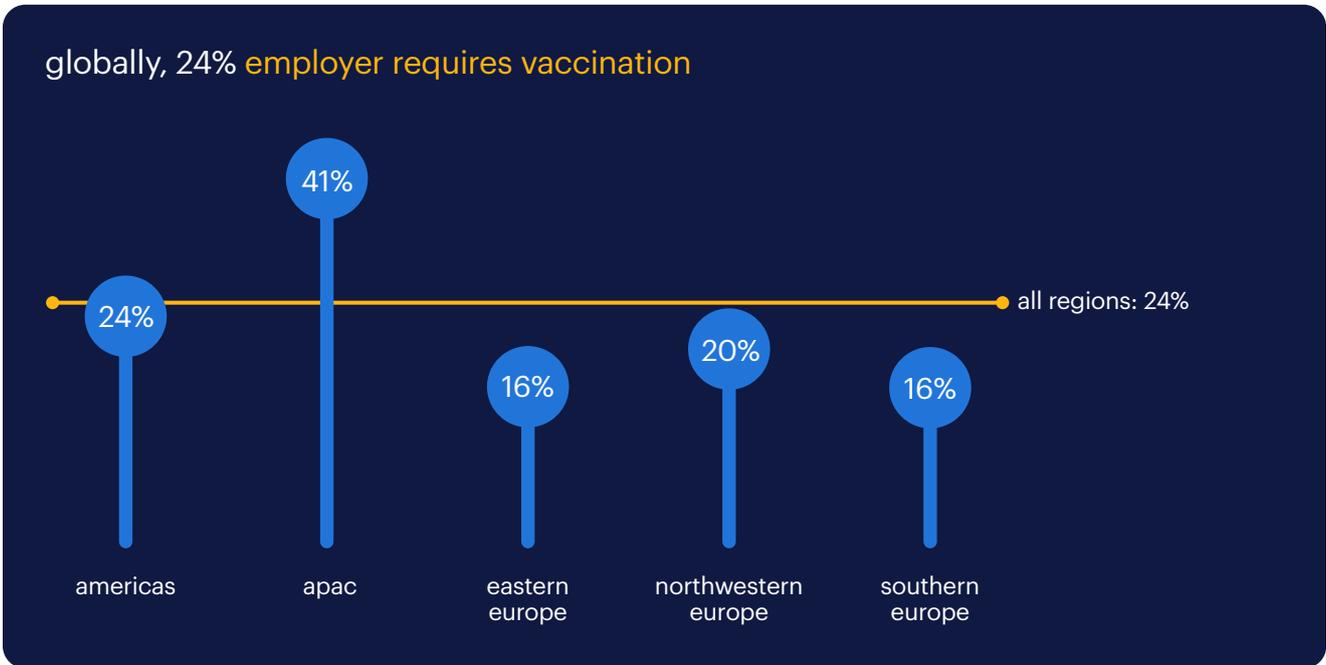
For their organizations to return to a pre-pandemic state, most survey respondents believe their work environments need to be much safer than they are now. Despite being highly rigorous in implementing safety protocols and enabling remote work, most companies still risk having an outbreak occur in their workplaces while COVID-19 remains widespread in the public. That's why the vaccines are seen by many as essential to protecting the workforce as they return to offices and other facilities.

In fact, a majority of workers say they won't feel safe in the workplace until others around them are vaccinated, and most prefer to work from home until the vaccine is widely distributed.



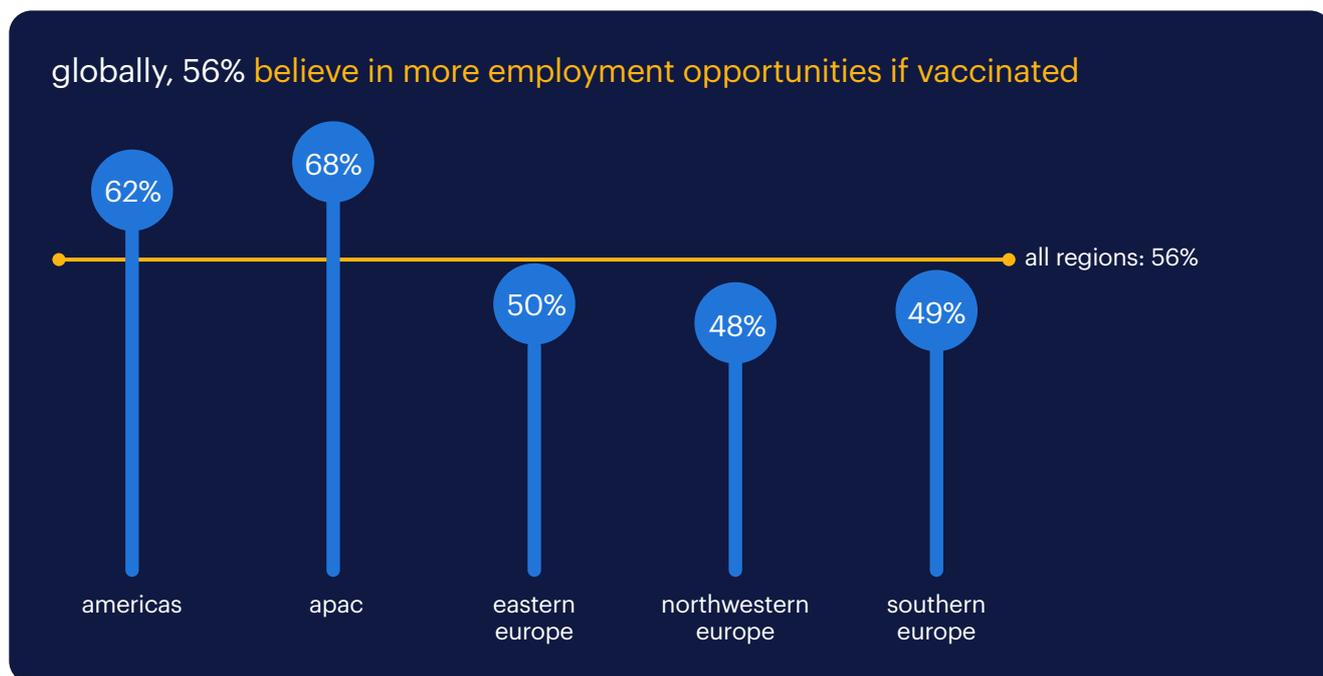
Ensuring vaccines are distributed across an organization's entire workforce can be challenging, as surveys in various countries indicate a significant resistance to getting inoculated. [Research shows](#) that most employers have resisted making it mandatory for their workforce, despite the ruling of government bodies such as the U.S. Equal Employment Opportunity Commission that [it is legal for companies](#) to require it as a condition for employment.

Indeed, our survey revealed just a quarter of workers are required by their employer to be vaccinated, with the highest percentage located in Asia and the lowest in Southern Europe. Even if it were mandated, an overwhelming majority say they would get a shot to keep their job.



Mandating vaccination as a condition of employment may prove to be legally challenging from one country to another, so employers may want to consider incentivizing their workforce. Our data shows that a minority of employers currently provide incentives (the exception being those in the Americas). [Retailers have been some of the most active businesses](#) to offer cash to their workers, but more organizations are following suit in their push to have their workforce vaccinated.

Beyond what their employers can offer, workers believe there is a career benefit for getting the shot. More than half say they will have more job opportunities with the vaccine.



Whether having most workers vaccinated will help workplaces return to their pre-pandemic state remains to be seen, but one thing is certain: it offers assurances to employees. This is an important consideration because after more than a year of contending with the pandemic, a great sense of fatigue has set in across the global workforce. Our survey shows that whether working from home or on-site, workers face a variety of stresses.

For those who are remote, the biggest challenge is missing their in-person interaction with colleagues, followed by difficulties with maintaining a proper work-life balance and then feeling isolated or lonely.

When it comes to mental health, the [World Health Organization](#) has warned that the fallout from the pandemic could last years. Even before the outbreak, loneliness was a growing public health concern. With countless numbers of individuals even more isolated as a result of lockdowns and closed offices, the problem has worsened during the past year.

Our data showed that among all remote workers, more than one-third of those 18 to 24 years old felt lonely — the highest percentage among all age groups. Employers may want to be especially vigilant about this problem because not only could such mental health problems affect workforce productivity but also the well-being of their younger employees.

The issue has grown more urgent as countries such as Japan have dedicated more resources to combat loneliness and isolation. Earlier this year, Japan appointed a [‘minister of loneliness’](#) to combat the rising rate of suicide in the country.

### working from home is hard because (top 5 reasons)

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Those who report to their workplace also faced a unique set of challenges. The top difficulty cited by these workers was having to wear a mask all the time, followed by fear of being exposed to the virus. Interestingly, only a small percentage cited difficulties with finding childcare while they are at work.

## working on site is hard because (top 5 reasons)

have to wear a face mask all the time

59%

feel continuously at risk for contamination

42%

it's difficult to keep work-life balance

29%

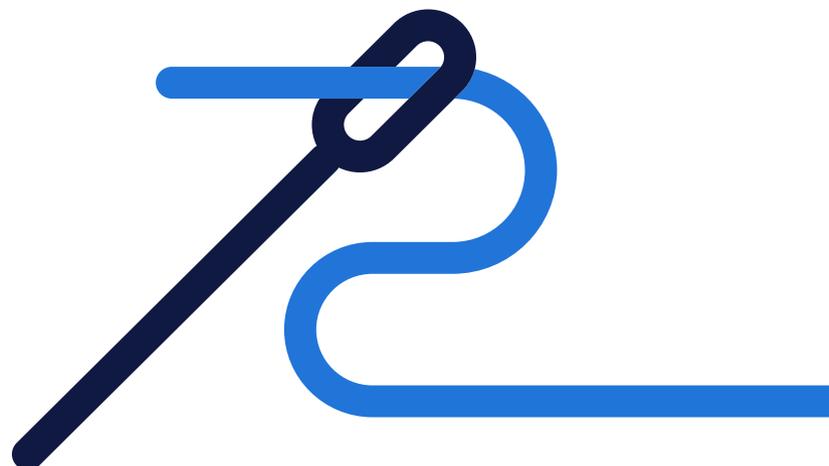
the workload has increased because many colleagues are ill or quarantined

24%

need to provide paperwork to prove eligibility to work out of the home

13%

As the world of work inches closer to the way of life before the pandemic, some of these issues will probably be resolved. Still, workers are likely to encounter new challenges, and some of those that have cropped up during the past year will surely linger for some time. Employers will need to be agile and continue to be aware of the dynamics that have hindered their workforce for more than a year.



## a busy mom learns to strike a better work-life balance.

Throughout the pandemic, every worker has faced some kind of adversity. Whether that's being laid off, risking exposure to the virus in the workplace or feeling isolated while away from the office, everyone has a story to share. But Kasia Paczkowska has had more than her fair share of stress-inducing experiences.

An independent contractor, based just outside of Warsaw, Poland, Kasia focuses on business transformation for a multinational client. Over the past year she has managed a pregnancy, given birth at the height of the pandemic, contracted COVID-19 (along with her entire family), and was quarantined at home for an extended period with her husband and four small children — all while working. And from this journey she has emerged wiser, more optimistic and appreciative of her situation.

“The key thing is that you need to let go of certain things. Sometimes, just step back when things are crazy. That's life,” Kasia recently reflected on her past year over a video call.

Kasia is an efficient time manager. You wouldn't expect anything else from a mother of four, but her ability to juggle family and work duties might make even the busiest professional wish for her energy.

When Poland went into lockdown mode last year, Kasia was still pregnant with her fourth child. At a time when most everyone avoided venturing outside while the pandemic was raging — let alone going to the hospital — she managed to avoid contracting COVID-19 during her delivery. As it turned out, she was simply putting off the inevitable.

After taking only a few weeks off for maternity leave, Kasia returned to work to finish her project. But soon after, the family contracted COVID-19, with the three oldest children exhibiting no symptoms. She and her husband, however, came down with flu-like ailments.



Kasia while pregnant surrounded by her three older children

Most alarming was that the baby exhibited minor symptoms, which Kasia said was the most stress-inducing aspect of battling the disease. “Our cases were not super serious, but if you add stress on top of that, there were a couple of days we were pretty down,” she recalled.

The family was able to recover with the help of friends, neighbors and family, who generously brought things to their home while her family quarantined. Kasia said even faraway neighbors checked in to see if she and her family needed help — something which affirmed her faith in people and communities.

Like many working women during the pandemic, Kasia shouldered tremendous responsibility: raising four children including a newborn, completing an important project after returning from maternity leave and maintaining her family’s well-being throughout the past year. She says during that time, uncertainty surrounding safety, reopenings and just how long the pandemic would last weighed heavily on her family. With schools closed, it became especially burdensome to care for everyone while working.



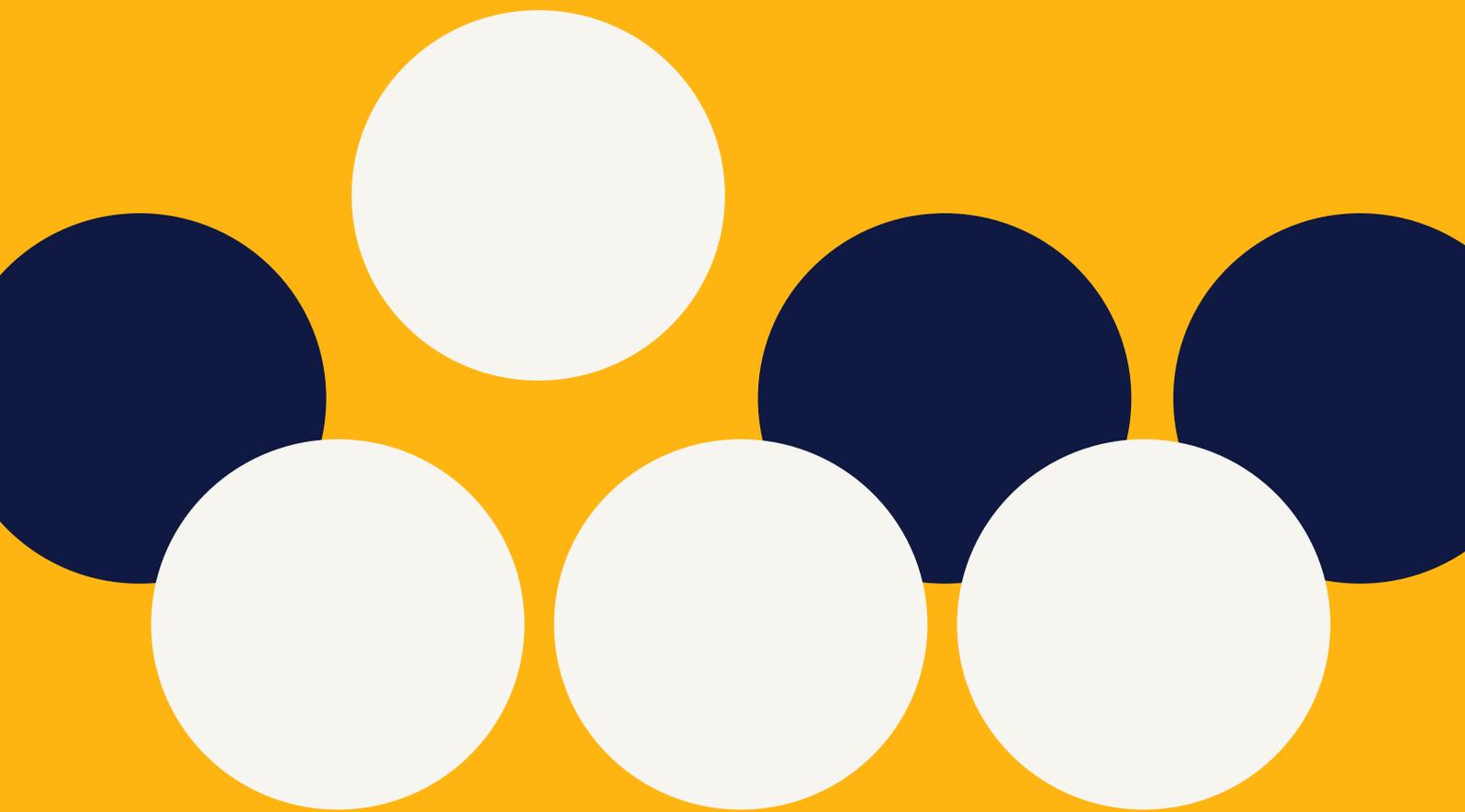
While various studies have pointed to increased productivity as a result of remote working, others have found this to be the result of [expanded workdays](#). This was the case for Kasia, who would put her children to sleep at night and then check emails or continue working. “There was a week where I was constantly anxious and would open my laptop after reading to my kids in the evenings. I said ‘Why am I doing this? I need to stop,’ ” she recalls.

Balancing work and home responsibilities has been a learning experience, Kasia says. While it has been trying at times, she says she’s also grateful for having learned important lessons that will benefit her throughout her career and life. Kasia now makes time in her busy schedule for ‘focus sessions’ to better organize her thoughts and priorities. She also joins a friend for virtual yoga several times a week, noting that exercise has become critically important for destressing.

While she misses going to the office, Kasia says she knows at some point her workplace will reopen. And even though she has already had COVID-19, she plans to get the vaccine when available to ensure she protects her family and the co-workers she may eventually come into contact with.

If living with the pandemic has taught Kasia anything, it’s that focusing on the most important things in life helps her and her family to remain positive and strong. “As long as we stay safe and healthy, all the rest can be figured out and worked out with ‘a little bit of help from my friends,’” she reflects.

continued support



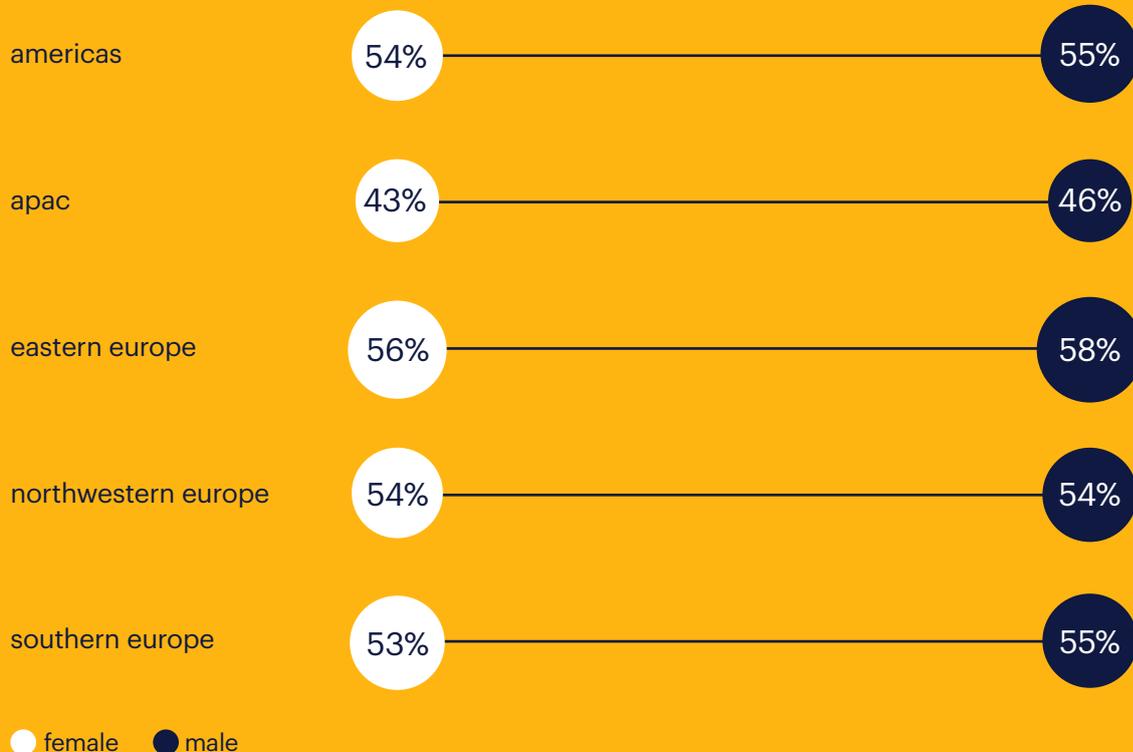
from employers.

# expanding the role of the employer.

When we last surveyed workers around the world, a large majority said they felt supported by their employers as the pandemic transformed the workplace. This was encouraging to see that most felt they could look to their organizations for guidance and assistance.

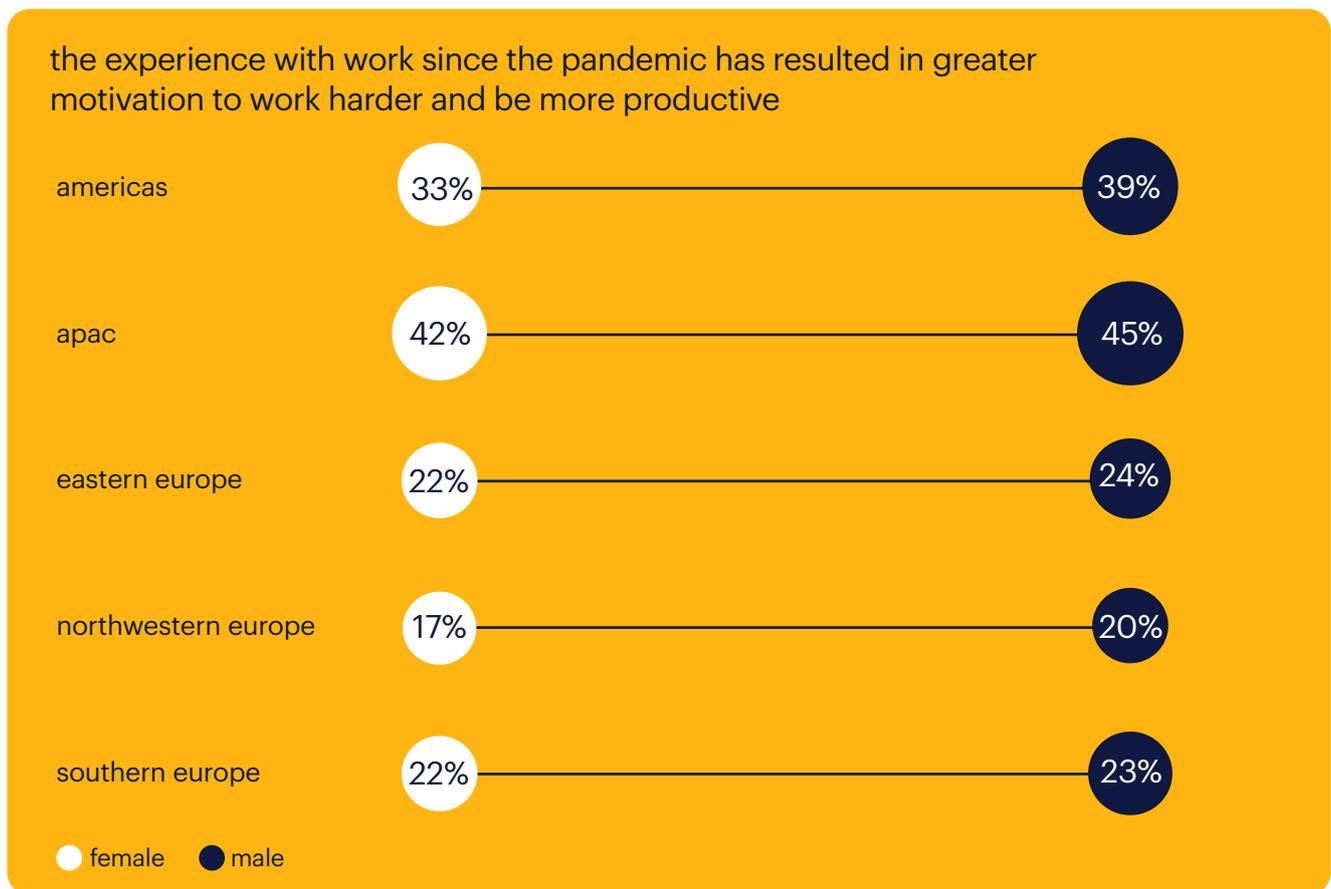
For our newest survey, we wanted to clarify the kind of help employers are offering and whether more is needed. The services available ranged from financial assistance for added childcare costs to training and development to a hotline for mental health. Additionally, we wanted to gauge the impact such offerings had on loyalty, retention and productivity to understand the reverberations of the pandemic on workforce motivation.

the experience with work since the pandemic has led to a desire to stay with the current employer



The good news for organizations is that most workers feel more committed to their employers. A majority said following their workplace experience over the past year, most want to stay at their company for the long term (52%). Fewer than 1 in 5 plan to seek opportunities elsewhere. Even more encouraging is that over one-quarter want to work harder — affirming their dedication to the business. Conversely, just 5% said they would write a negative employee review.

The high loyalty score given to employers may be a function of their organization's response to the pandemic or a function of having more remote employees. According to work survey specialist [Peakon](#), an analysis of 10 million survey responses showed that engagement worldwide improved 2% during the height of the pandemic, even as many were quarantined at home. The firm credited work flexibility and autonomy for greater engagement and productivity.



Indeed, 30% of men and 27% of women we surveyed said the experience they've had with their employer during the past year has spurred them to be more productive. In addition, 16% of men and women said they would write a positive review of their employer. A slightly lower percentage (16% men and 14% women) said they would share their company's job openings with their network. For companies seeking to raise their Glassdoor score or improve their employer brand, this may be the best time to encourage workers to put their thoughts up online.

At the same time, survey respondents have also identified deficiencies in their employers' response. Nearly a quarter felt they were not being paid enough, while 18% want reskilling and upskilling support.

Among the additional support employers have started offering since the pandemic began, the most common was strict and clear protocols for on-site and remote working, followed by policies on work hours to maintain a proper work-life balance. Notably, the least common support was financial assistance for those who must spend more of their income for childcare and other family obligations.

### support initiatives offered since the start of the pandemic

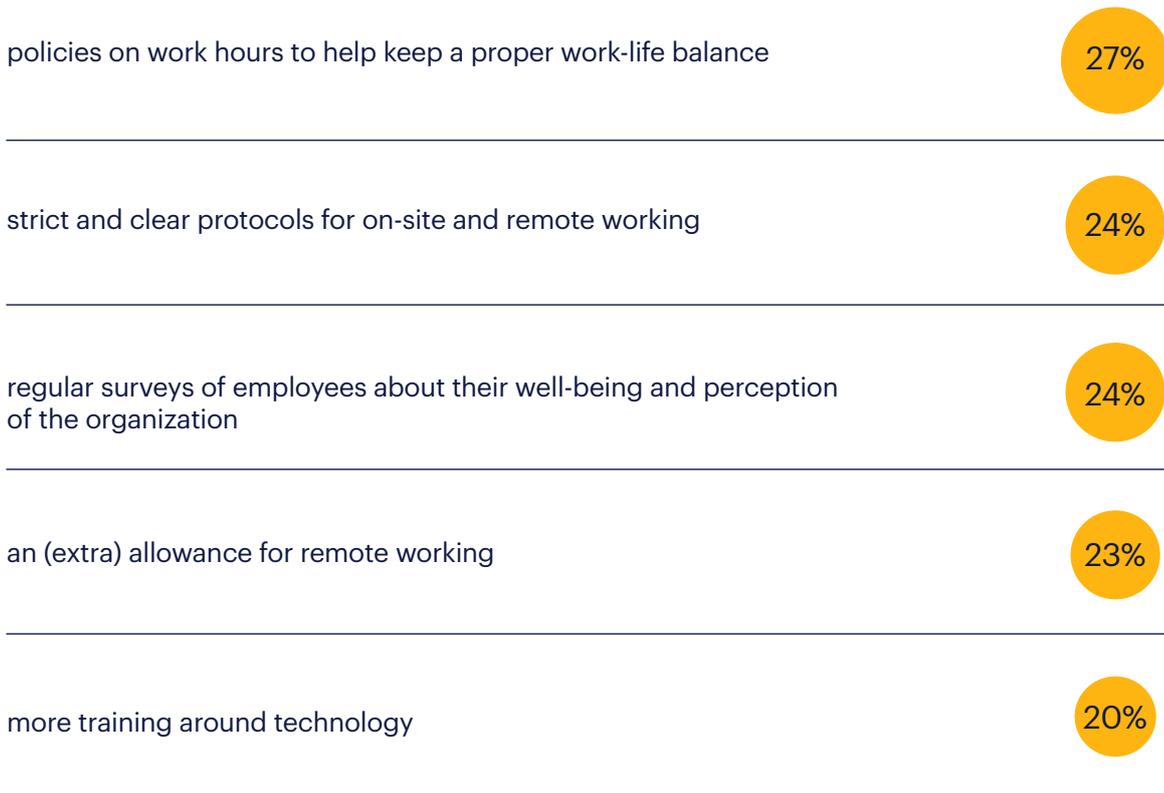
3 most common		3 least common
strict and clear protocols for on-site and remote working	53%	financial assistance for those who must spend more of their income for childcare and other family obligations
policies on work hours to help me keep a proper work-life balance	27%	an (extra) allowance for remote working
regular surveys of employees about their well-being and perception of the organization	20%	more overall reskilling opportunities

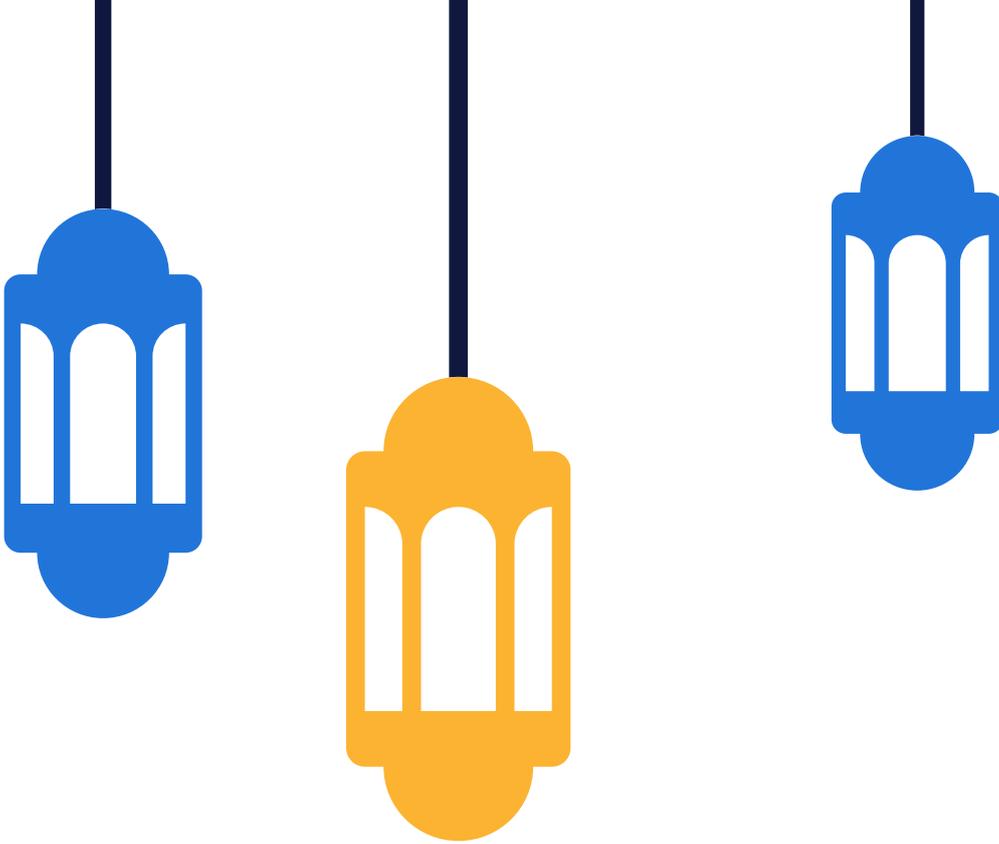
When asked how their employers could further improve on their employee support efforts, the one area most often cited is clearer work hour policies to help maintain a proper work-life balance. For many organizations, this has become a top issue since stress and competing priorities at home and in the workplace are leading to burnout and depression. A [Kaiser Family Foundation](#) survey found that among those who have worked in the past seven days, 47% of women and 34% of men experienced symptoms of anxiety and depression.

Beyond maintaining a healthy balance, the workers we surveyed said they would like employers to provide more work protocol guidance, as well as regular surveying of the workforce. An extra allowance for remote working also ranked highly among their top choices.

### want employer to provide/implement more of the following (top 5)

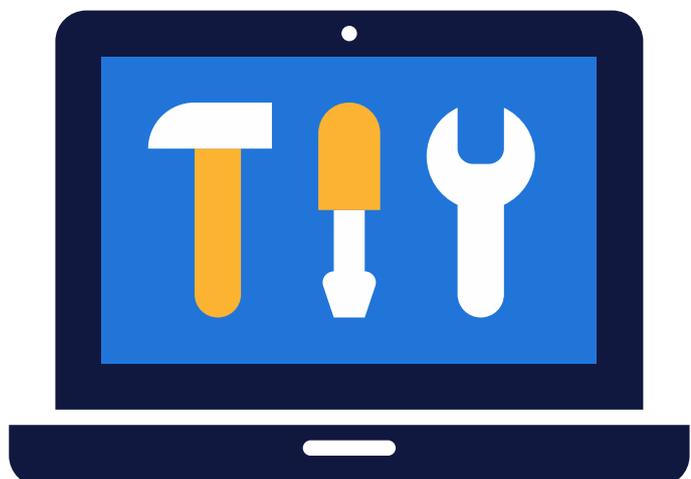
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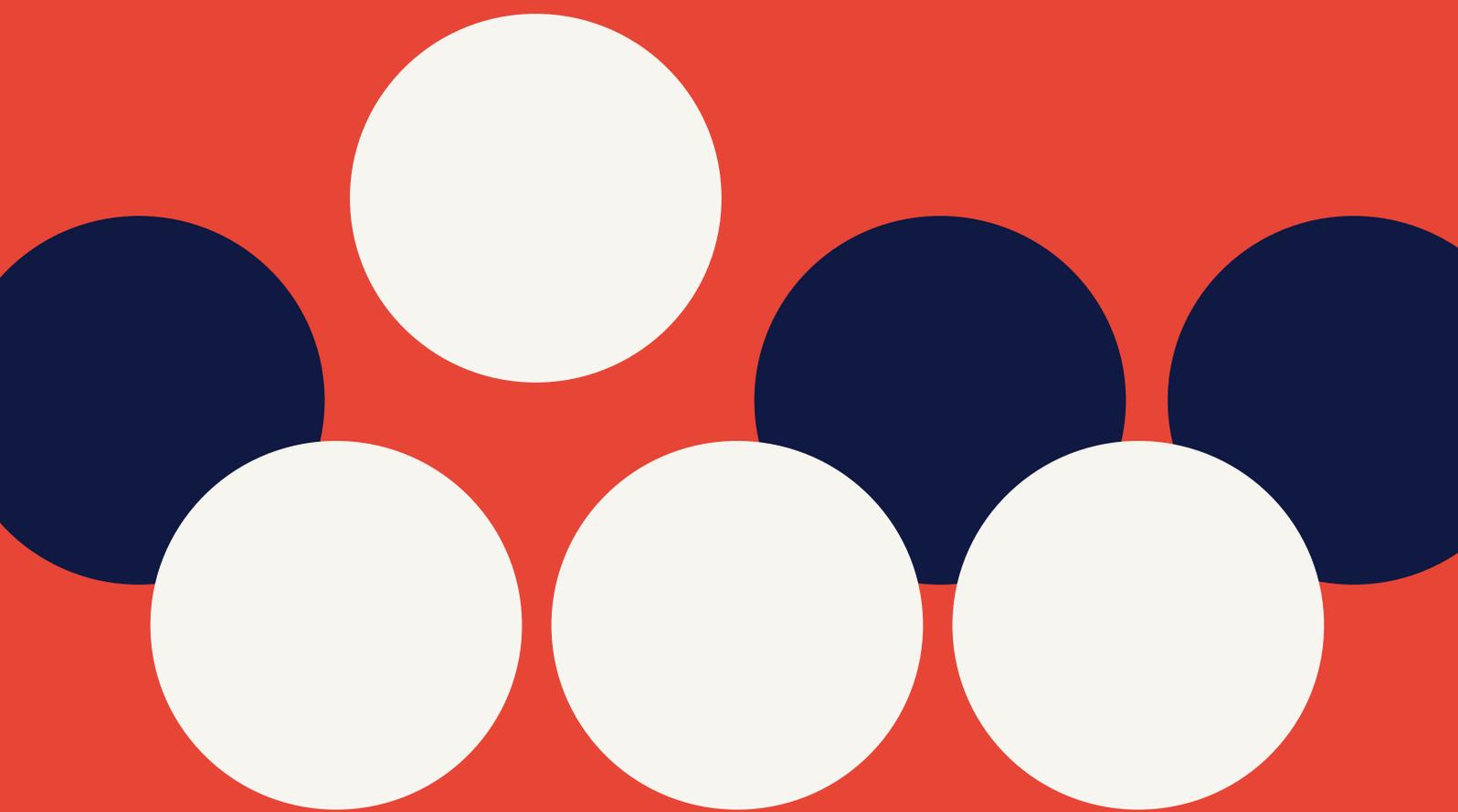


Interestingly, two categories that are least requested are extra software needed for remote work (11%) and more training around diversity & inclusion (12%). The former is understandable as it has been more than a year since many people began working from home; by now, they are likely to have all the equipment needed to perform their jobs. But when it comes to D&I training, there is a clear disparity among different age groups. Our data showed that older age groups saw less need for such training.

This may indicate that a more diverse Gen Z and Gen Y population is more attuned to social causes such as [Black Lives Matter](#) and are advocating for their employers to promote such movements in the workplace. It may also reflect the fact that just 10% of workers say their company initiated more D&I training since last year, despite greater awareness raised around the world since then.



job switching

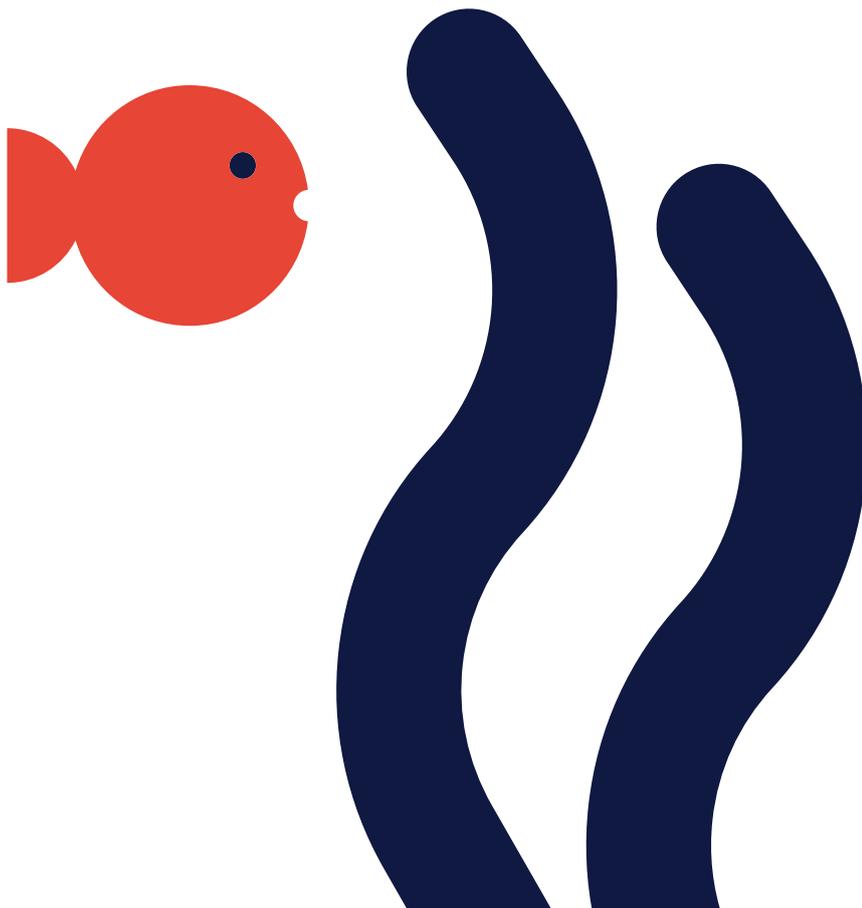


outlook.

# job switching attitudes and behavior are little changed, satisfaction remains the same.

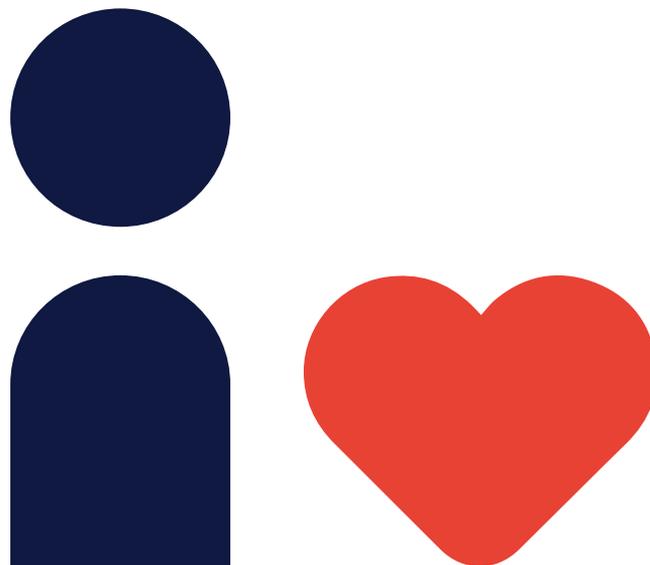
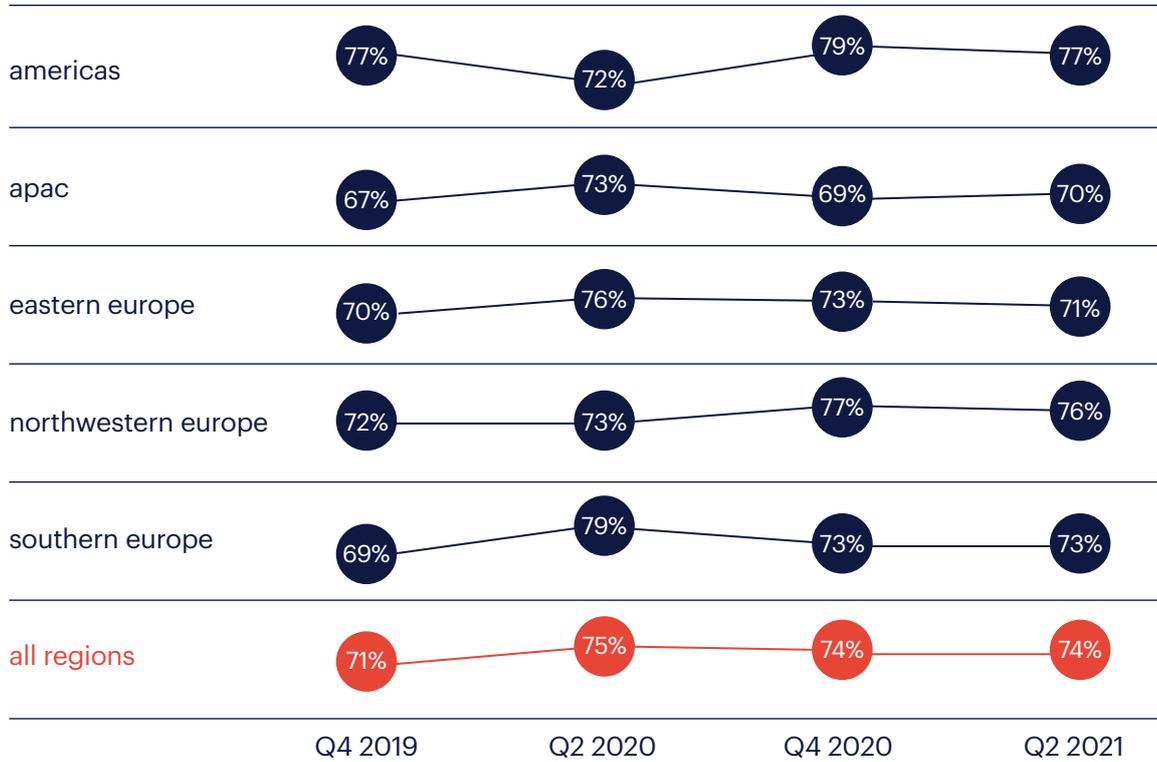
With 2020 behind us, and a workforce more optimistic and eager to move forward, our Workmonitor data also gauged survey respondents' satisfaction with their jobs, their appetite to change employment and how many of them have actually done so in the past six months. As expected, the percentage who have made a switch declined for the first time in the past four surveys. With unemployment still higher than pre-pandemic levels, many workers have fewer opportunities and may feel more secure staying in place.

But as our data has also pointed out, most respondents believe they will have more opportunities later this year, when more vaccines are administered and the global economy is expected to further recover. In our next report, scheduled to launch in the fourth quarter of 2021, we expect to see more actual job changes and possibly a greater appetite to do so in the near future.



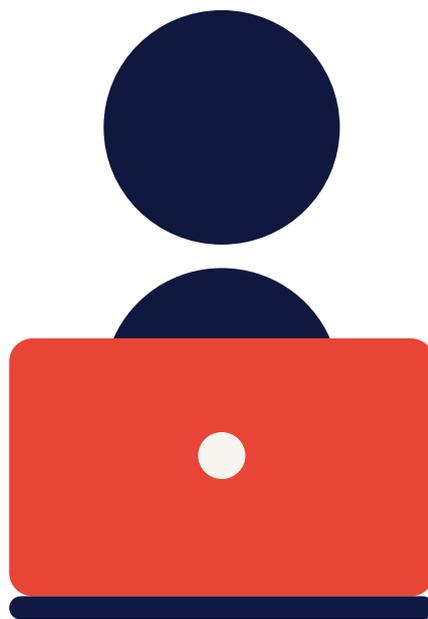
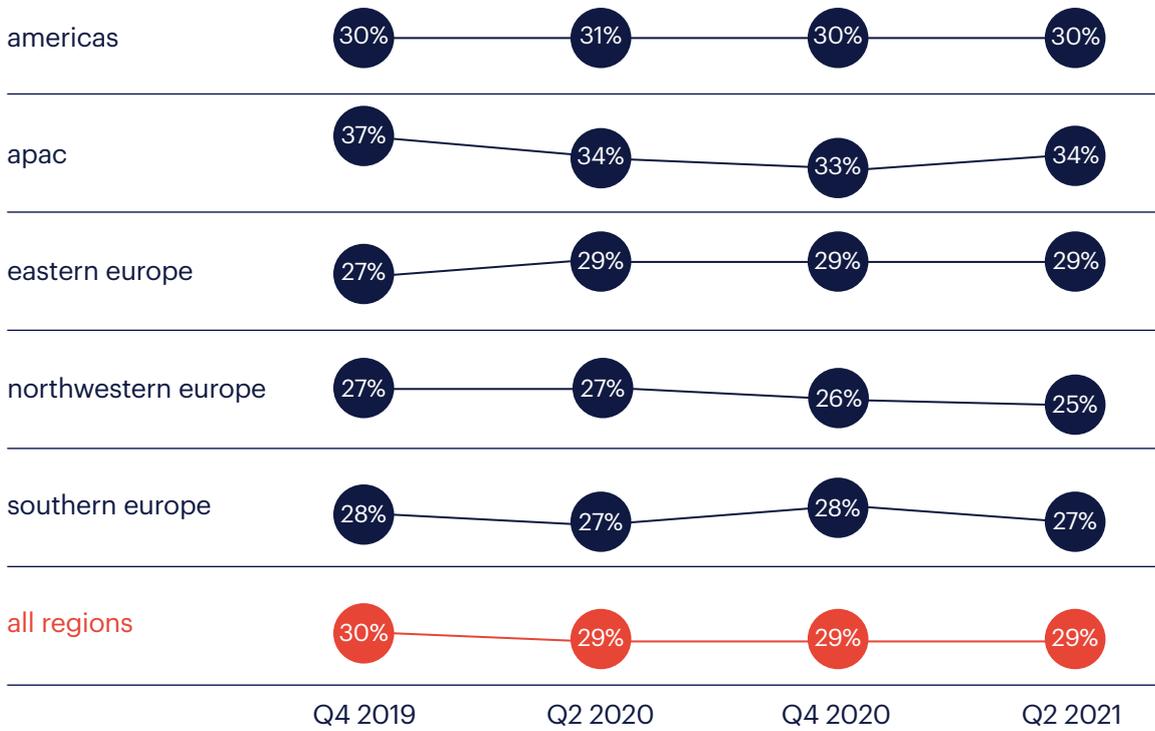
Our data shows that over the past four Workmonitor surveys, the level of satisfaction has changed little. In the fourth quarter of 2019, the rate was at its lowest, but then rebounded in the first half of 2020. In our latest data, the rate was unchanged from the previous survey.

## job satisfaction



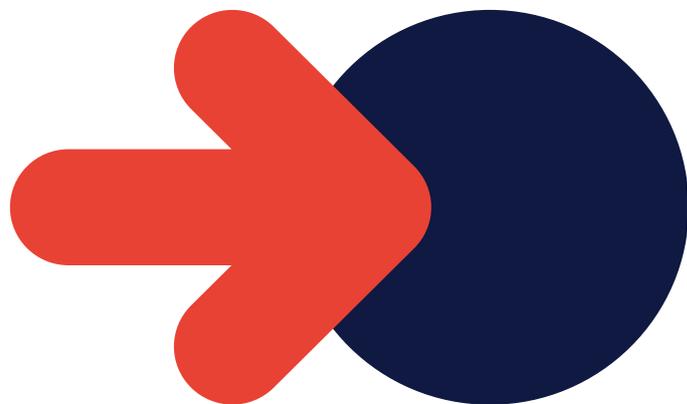
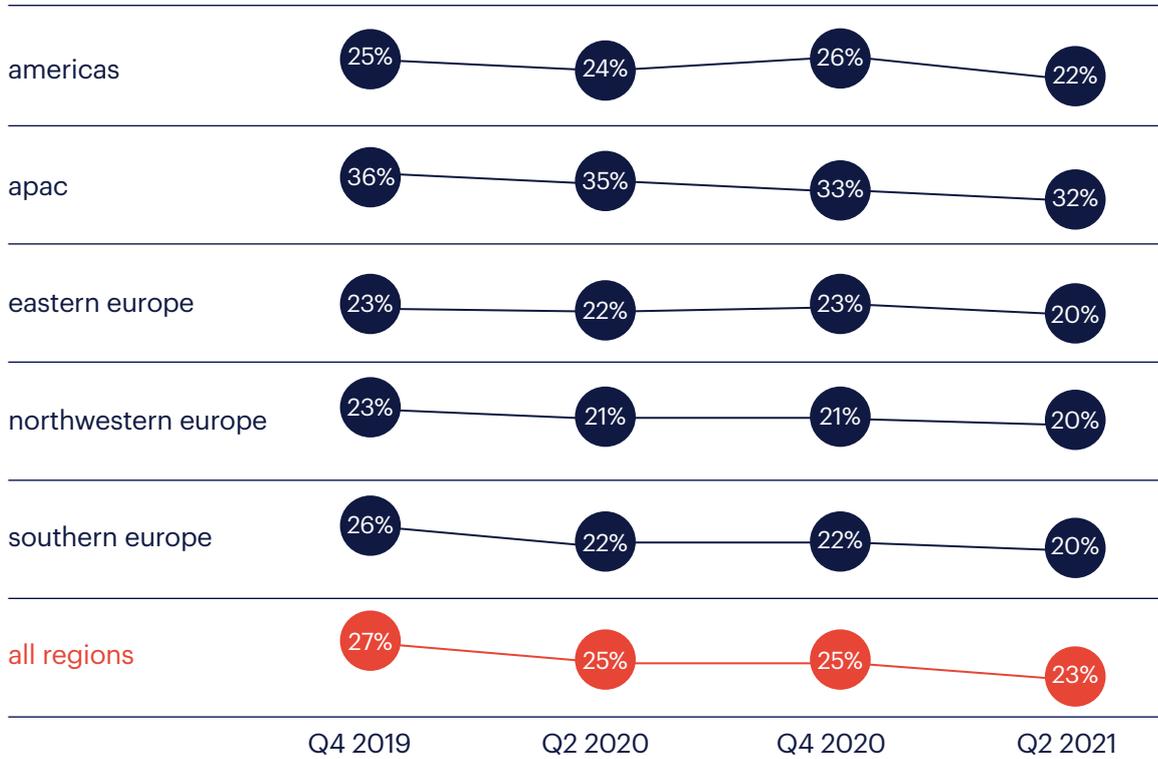
Similarly, the percentage of those seeking work has mostly stayed the same, with the trends unchanged over the past three surveys and a decline of just 1% from the fourth quarter of 2019.

### actively looking for a new job



With so much uncertainty in the global economy, it's not surprising to see fewer workers actually changed jobs in the second half of 2020. What's interesting, however, is that the decline was only by 2%, indicating that when opportunities arise, workers are still keen to switch jobs.

### changed jobs during the past six months



# about the randstad workmonitor.



The Randstad Workmonitor was launched in 2003 and now covers 34 markets around the world. The study encompasses Europe, Asia Pacific and the Americas. The Randstad Workmonitor is published twice a year.

In addition to the rotating set of themed questions, the survey also addresses job satisfaction, captures the likelihood of an employee changing jobs within the next six months, and provides a comprehensive understanding of sentiments and trends in the job market.

The study is conducted online among employees aged 18 to 65, working a minimum of 24 hours a week in a paid job (not self-employed). Minimum sample size is 800 interviews per market. The Dynata panel is used for sampling purposes.

The first full survey of 2021 was conducted in 34 markets from February 15 to March 8, 2021.

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