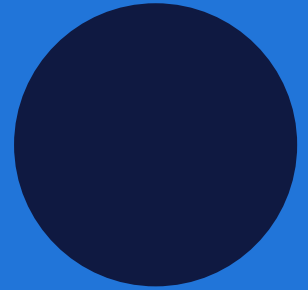


randstad workmonitor 2020 report



resiliency
buoys the global
workforce.



executive

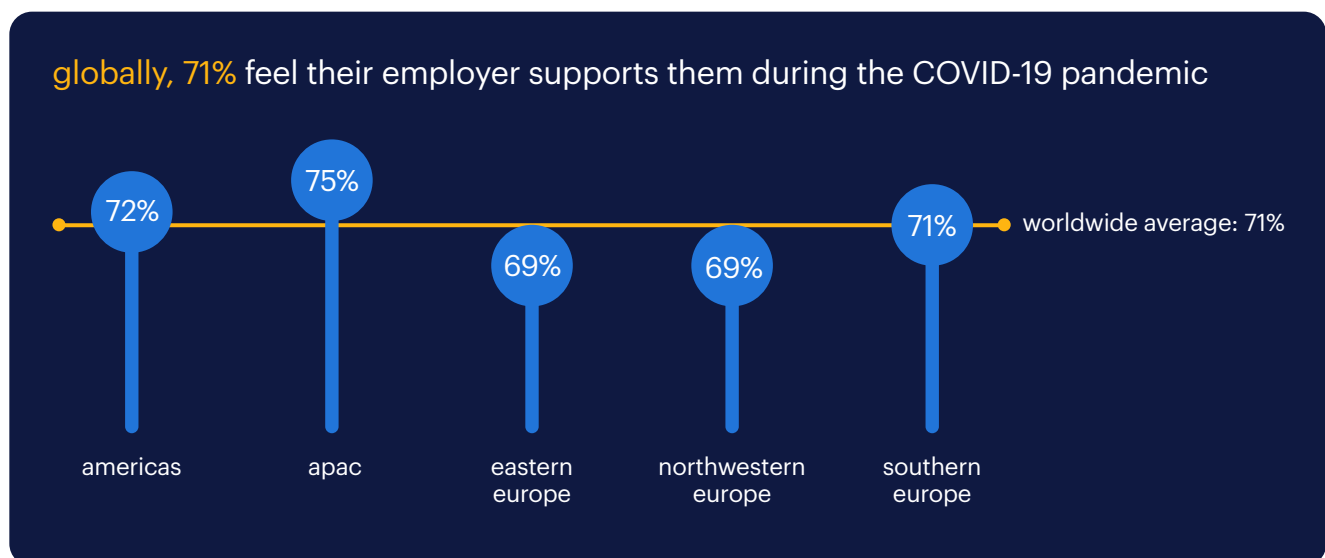


summary.

despite uncertainty and sacrifices, workers feel supported by employers.

In the year since the outbreak of the coronavirus, the toll on the global workforce has been enormous. With billions of people facing existing or new restrictions, and companies worldwide forced to operate in new and challenging ways, even the most resilient among us are feeling the stress of the pandemic.

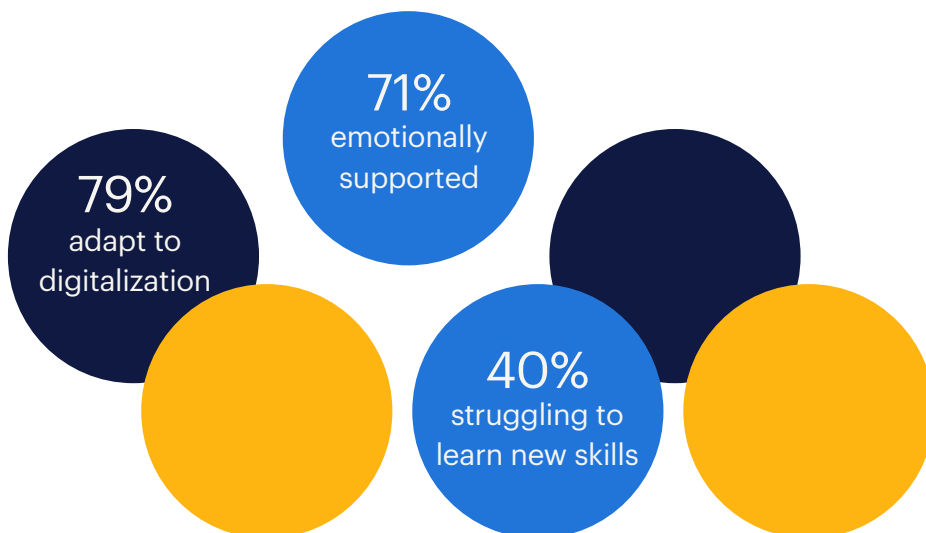
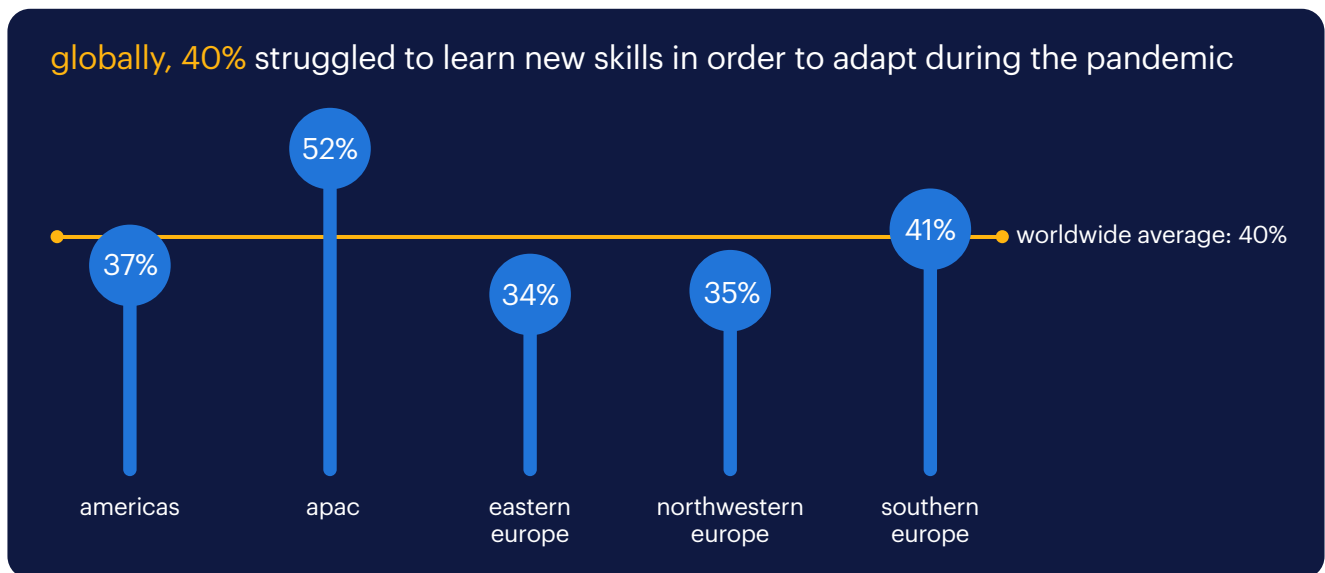
Working at home is now the new normal, and job security has become more important than ever as layoffs continue to occur in organizations of all sizes. Meanwhile, as companies are pushed to accelerate their digital transformation, talent must learn to upskill quickly to remain relevant in a transformed economy. Further adding to a feeling of disruption, recent social justice movements have renewed efforts to ensure diverse and inclusive practices in the workplace. So how is the global workforce coping with the convergence of many agents of change?



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

It is with this question in mind that our research sought to better understand how workers are coping with the challenges of COVID-19 around work and personal life. The second of our semi-annual 2020 Workmonitor research and reports found both encouraging signs and a daunting outlook expressed by workers. Conducted in October in 34 markets, the data we collected indicates resilience among most respondents, but also concerns about the uncertainty surrounding the pandemic and their future. For instance, a strong majority (71%) say they feel emotionally supported by their employer during the pandemic, and 79% believe they have the equipment and technology needed to adapt to digitalization. At the same time, 40% say they are struggling to learn new skills required in this new digital age.

Clearly the great digital transformation that is being thrust upon organizations is happening at an unprecedented speed. According to Kate Smaje, the global co-leader of McKinsey Digital, companies during the pandemic are [accomplishing in 10 days what used to take 10 years](#), signaling a tidal wave of innovation.

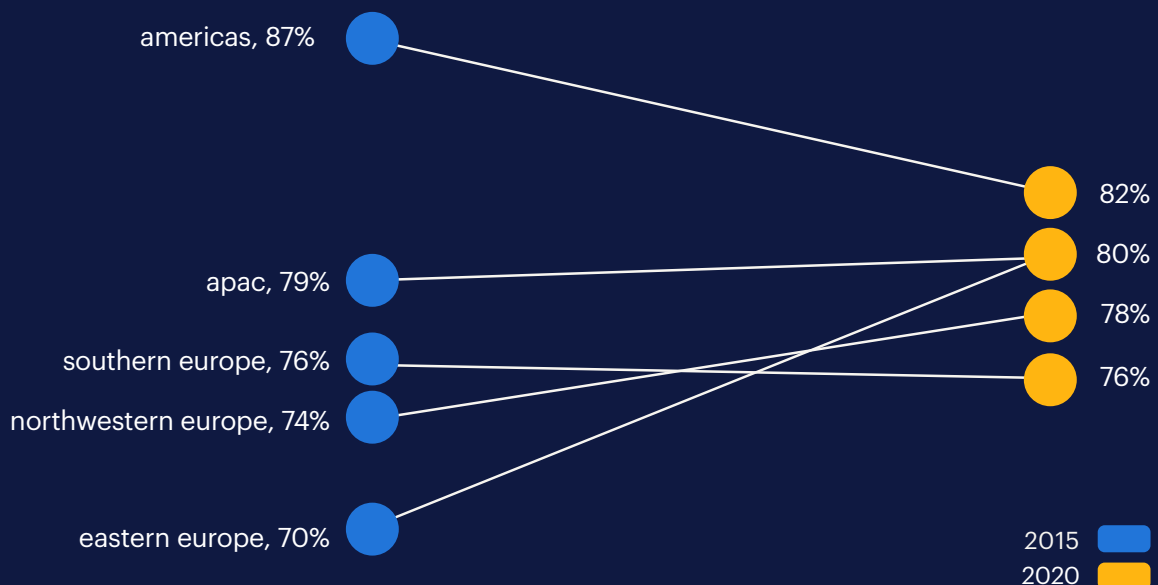


While this might seem beneficial to economies everywhere, rapid adoption of technology has workers worried about their employability, and that is just one reason we see job security being top of mind for many. To stay employed with their organization, a larger percentage say they are willing to take a different role or work more hours without additional compensation. Little more than half expressed they want salary protection during this time.

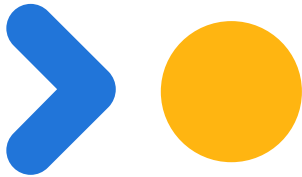
In one year, the power appears to have shifted from workers who enjoyed a low unemployment rate before COVID-19 to employers that can pick from a larger pool of active job seekers now. Even among those employed, there is concern about being laid off. According to a recent [World Economic Forum](#) survey of citizens around the world, 54% say they are worried about losing their job.



in 2020, globally, 79% feel they have the equipment to deal with digitalization



These worries won't likely go away soon, even with a vaccine seemingly around the corner. Many issues disrupting the global labor market will remain for months to come as the world economy attempts to recover during an uncertain time. What is certain, however, is the need for governments, employers, labor groups and other organizations to continue supporting the global workforce in the year ahead.



18%

would accept or have accepted a furlough, temporary redundancy or reduction of work hours.

“Despite the wide-ranging impact the pandemic has had on the lives of workers around the world, it’s encouraging to see from our Workmonitor research that most feel they are supported by employers. As restrictions are reimposed in many markets around the world, organizations will need to better support their workforce even as they face more months of uncertain and added stress.”

– Jos Schut, chief HR officer
Randstad Global



balancing work

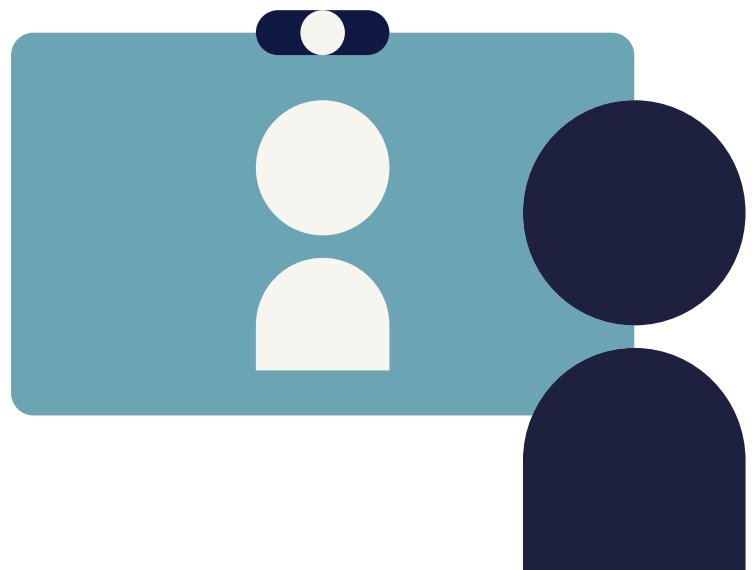


and life.

stress increases for working families and individuals during COVID-19.

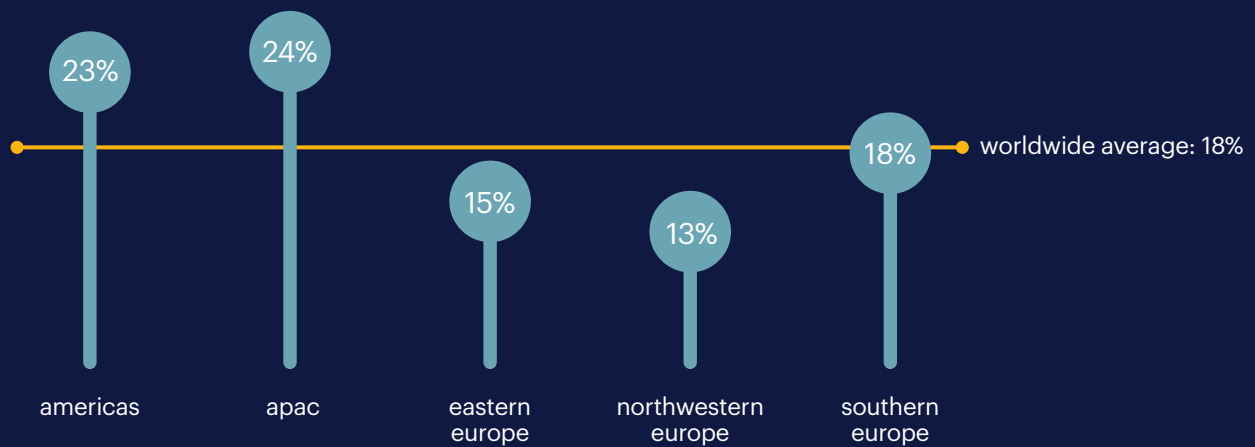
Before the outbreak of COVID-19, most workers understood and managed the demands of work and life in a predictable way. The pandemic has completely changed those expectations. For millions, the stress of daily commutes and office work were traded for expanded family responsibilities and intrusions of jobs into personal life. Working parents were asked to care for children and elderly family members, all while holding down their jobs. Previously segregated job and family duties were suddenly mixed together to create one long, continuous workday. It's no surprise that [research from the University of Birmingham](#) has identified that working from home can cause greater stress than being in the office.

For those who could not work from home, the pandemic posed even greater risks. Many essential workers faced potential infection every time they reported to their jobs. While their contributions were critical – in sectors ranging from healthcare to big box retail to logistics to home delivery – these on-site talent nevertheless braved the threat of COVID-19 and allowed markets to continue operating. Additionally, many essential on-site workers juggled with the requirements of their jobs while their children were forced to home-school, placing them in challenging situations and often under tremendous stress.

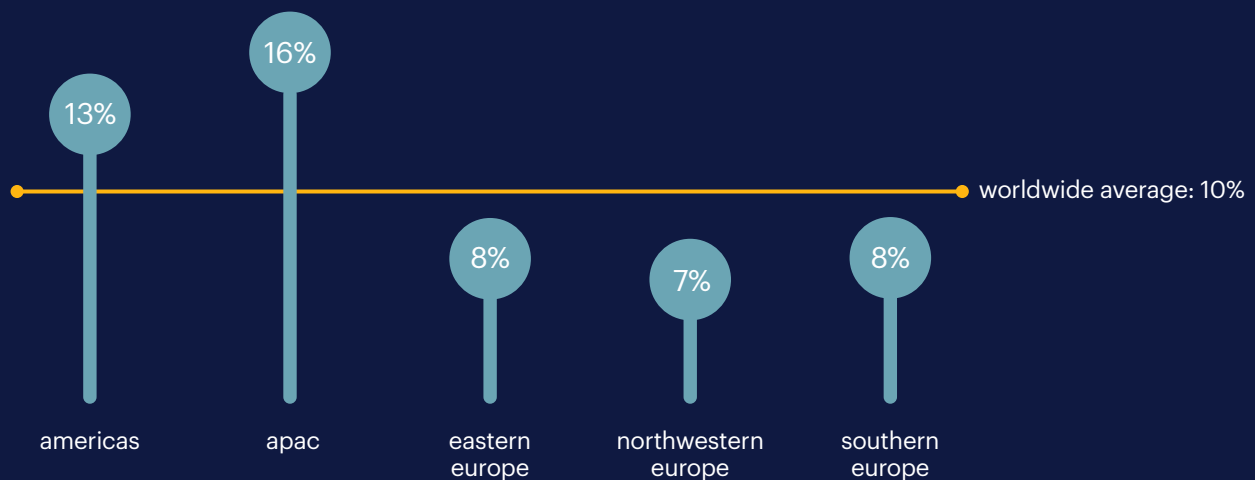


It is with these circumstances in mind that our research sought to better understand how workers coped with the challenges of COVID-19 around work and personal life. While most say they feel supported by their employers, many also indicate they are willing to make concessions to keep their jobs. In fact, 18% of workers worldwide say they are willing to or have logged more work hours without an increase in pay just to keep their job. Another 30% say they have taken or would take a different role within their company if asked to.

globally, 18% would accept an increase of their working hours along with a raise

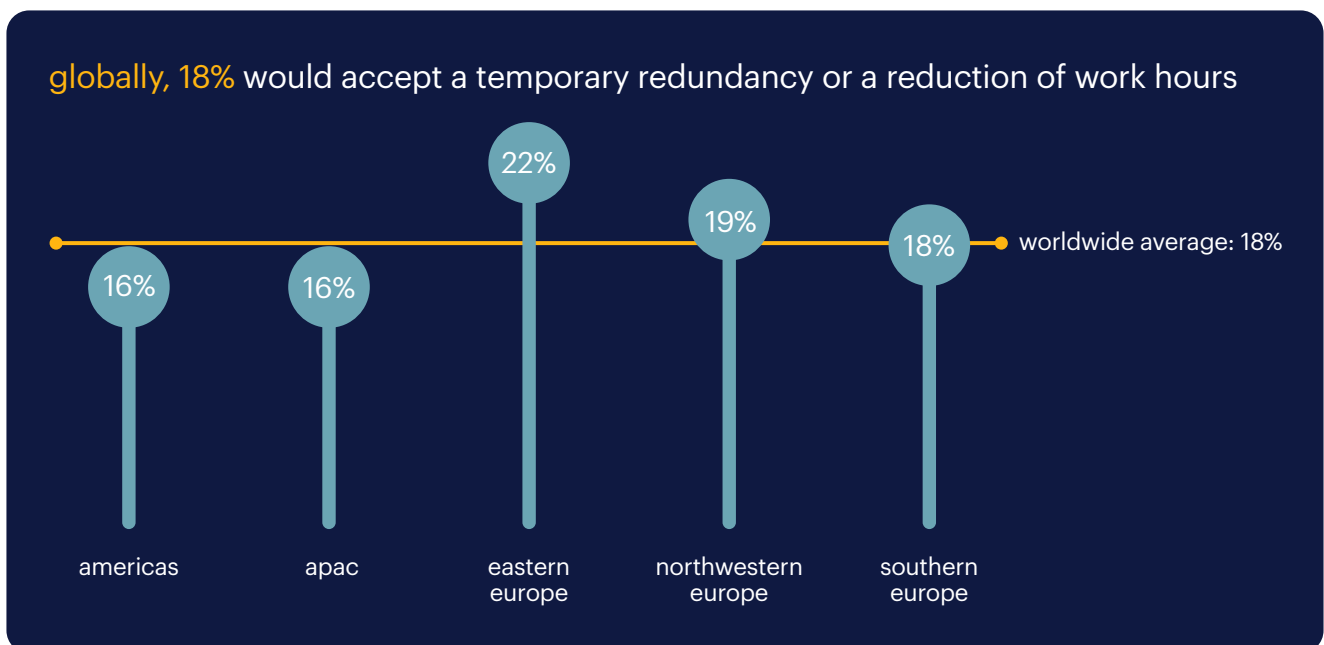


globally, 10% would accept a lower salary or a demotion



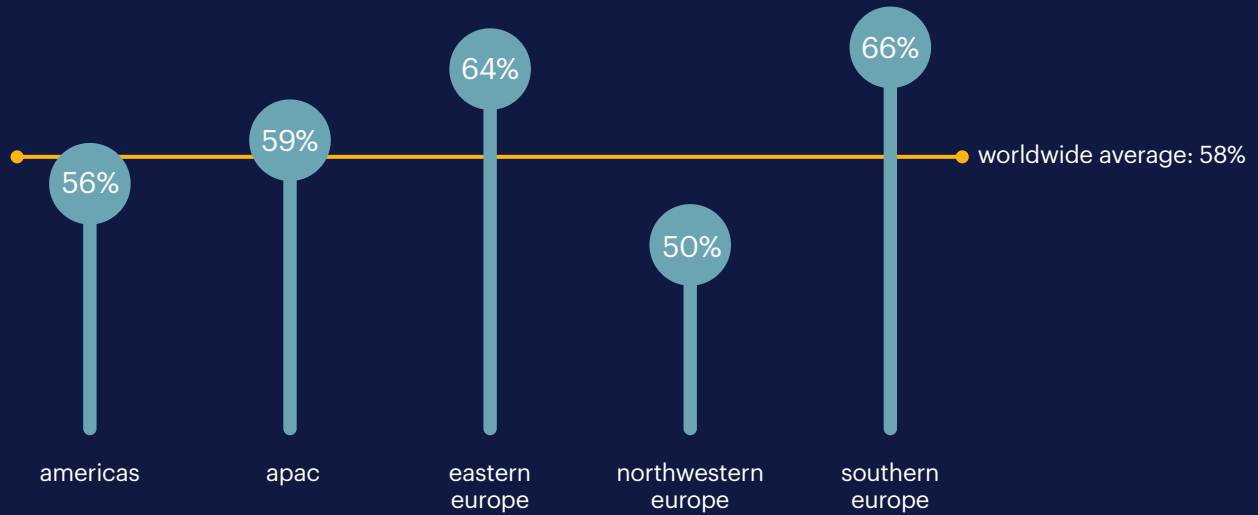
Longer workdays were one casualty of working from home. According to [one study of 3.1 million people](#) reported by Fortune, workers around the world are spending 48 minutes more daily on their jobs because of the pandemic. Pay packages also took a hit early on in the outbreak. According to [one survey](#) of HR managers conducted earlier in the year, one-third of companies reported cutting pay to avoid layoffs.

With millions of layoffs taking place across the world, those fortunate enough to hold on to their jobs appeared to have accepted their fate in the form of reduced compensation and benefits, longer hours and reassignment. Even when companies did announce a reduction in force, many did so through furloughs rather than permanent firings, according to the [Wall Street Journal](#).



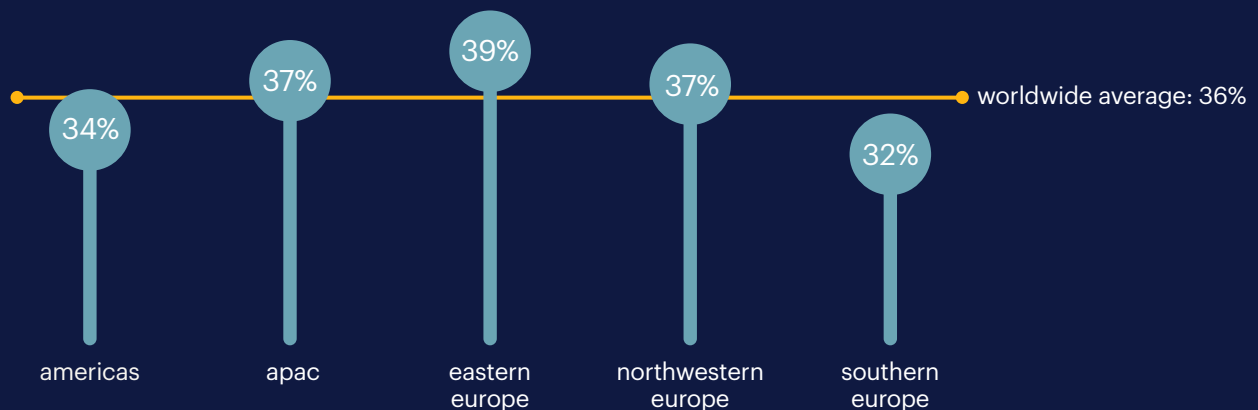
With many companies imposing furloughs or temporary salary cuts, it's not surprising that more than half of those surveyed want future salary protection in their jobs. More respondents said this was a greater priority for them than any other consideration, including job security, training and health insurance. [The Washington Post](#) reported that at least 4 million private sector workers in the US lost income during the pandemic. Europe with its [social safety nets](#) saw fewer steep declines in personal pay, but [some countries in the Asia Pacific region](#) also experienced significant loss of pay due to the pandemic.

globally, 58% desire or expect salary protection

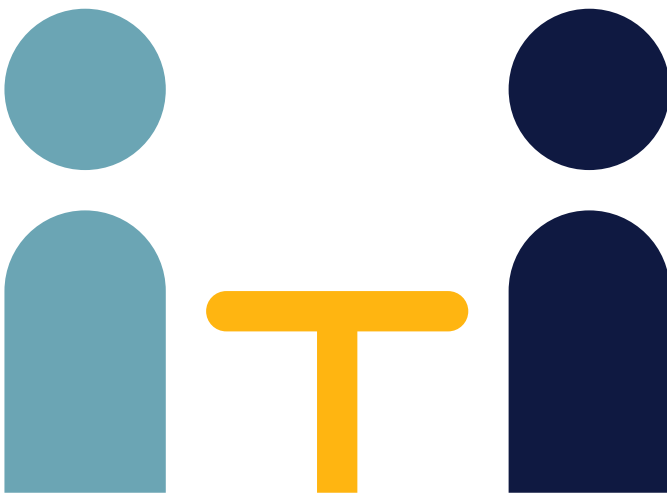


While job security undoubtedly is important during the pandemic, surprisingly our data shows workers aren't overly concerned. When asked what attributes they want in their jobs after COVID-19 has passed, a little over one-third cited greater job security. For this attribute, the highest responses came from eastern Europe while the lowest responses were from southern Europe.

globally, 36% desire or expect greater job protection



Workers believe employers may still have trouble finding the right talent during these times of high unemployment. For sure, many of the skills companies needed before the pandemic are still in high demand, with some talent even more scarce. Among [those cited by Forbes](#) are data literacy, digital and coding competencies, emotional intelligence and tech savviness. These skills will be especially important in the post-outbreak economy because of the acceleration of digitalization.



adapting at the epicenter of COVID-19, one woman reconnects with the outside world.

When COVID-19 struck the US, the New York metro area quickly became the epicenter of the outbreak. Public health officials saw their worst predictions come to life as the largest city in America racked up thousands of cases and deaths. In neighboring New Jersey, the outbreak also led to mass infections and fatalities. The region quickly went into strict lockdown as restaurants, non-essential retail stores and gyms were shuttered for months.

For Aji Aruwa, a New Jerseyan who commuted daily into Manhattan for her project management job with a public utility, the arrival of the pandemic completely transformed her routine. Asked to work from home, she said at first the change was a refreshing break from the tiring commute in and out of New York.

In the beginning, Aji was happy not to have to get up at 4 a.m. and get into the office so early. Reclaiming the time she spent in transit meant more time behind the desk, as well as for herself. But like countless others who have had to adjust to life under the coronavirus pandemic, that routine grew tiresome, especially during the months when the state was under complete lockdown with no announcements about when it would end. Furthermore, she missed the close connections with colleagues, despite daily video conferencing. And in the midst of the upheaval, she found herself selling and buying a new home.

Adding to her stress was the initial confusion about the virus – whether masks were necessary or not, whether it was safe to have any outside contact and how long her team was expected to remain at home. In fact, she recalled, when her company sent everyone home to work, she was under the impression that it would be a one-day drill. That day then turned into weeks and then months as she and her peers waited for answers.



“I think not knowing how the pandemic was going to play out was the toughest part of it,” she recalls. “I’m in front of the computer all day and wasn’t able to go out.”



Although Aji has experienced many of the challenges faced by everyone working from home – the isolation, the intrusion of work into home life and, most of all, the uncertainty – she credits her company for providing a variety of support services, everything from mental health hotlines to flexible working arrangements to respect for working hours. Whereas some workers are now at their jobs longer throughout the day, she insists on well-defined work and home hours.

“I’m pretty disciplined about that. I start my day at 6 a.m. and by 3 p.m. I’m logged off. I’m able to separate my personal and professional time,” she adds.

Aji said that while she misses some aspects of being in the office consistently – the personal contact, the water cooler moments and the energy of being on-site – she also appreciates having more time. To combat the isolation that a single person may experience, she joined a hiking group and has been participating in regular hikes near her home. Many of the restrictions around the New York region have also loosened so she is able to venture out more often. With COVID-19 cases rising again, however, her time at home may have to continue for some time. While her ideal arrangement is to be in the office at least once a month, she also understands the caution her employer is taking. “They are very supportive and I’m grateful for that. We just have to stay very flexible for now,” she says.

successfully
adapting to



new ways
of working.

strong expectations for flexibility and diverse and inclusive practices.

By many accounts, workers around the world have successfully adapted to new ways of working. When offices were closed, non-essential staff were quickly sent home. Successful organizations were able to provide the workday structure and technologies needed to maintain and, in some cases, [increase productivity](#).

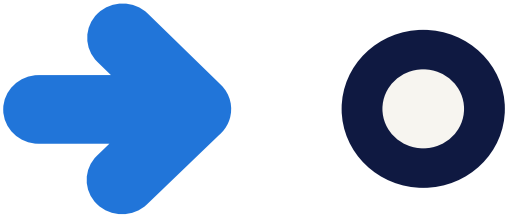
But with these remote arrangements prolonged into 2021, do workers want to remain physically segregated from colleagues they once saw daily? Without a destination to head to each day – or reason to wear a tie or even business casual attire regularly – would this produce even greater feelings of disconnect or loss of purpose?

It's clear from our research that workers want time in the office, if not for the social interaction then for a distraction-free work space. And then there are the perks. Some businesses – flush with an abundance of office space – are even [coaxing workers to return](#) with an assortment of benefits, such as commuting cost reimbursement, free meals and even on-site child care.

We found two arrangements most desired during the pandemic are a hybrid work schedule that involves some days in the office and other days at home; and flexible work hours to better juggle home and professional life. A small but considerable portion of respondents still long for being full-time in the office. The same number of respondents preferred to work from home all the time.

ideal work arrangement is...

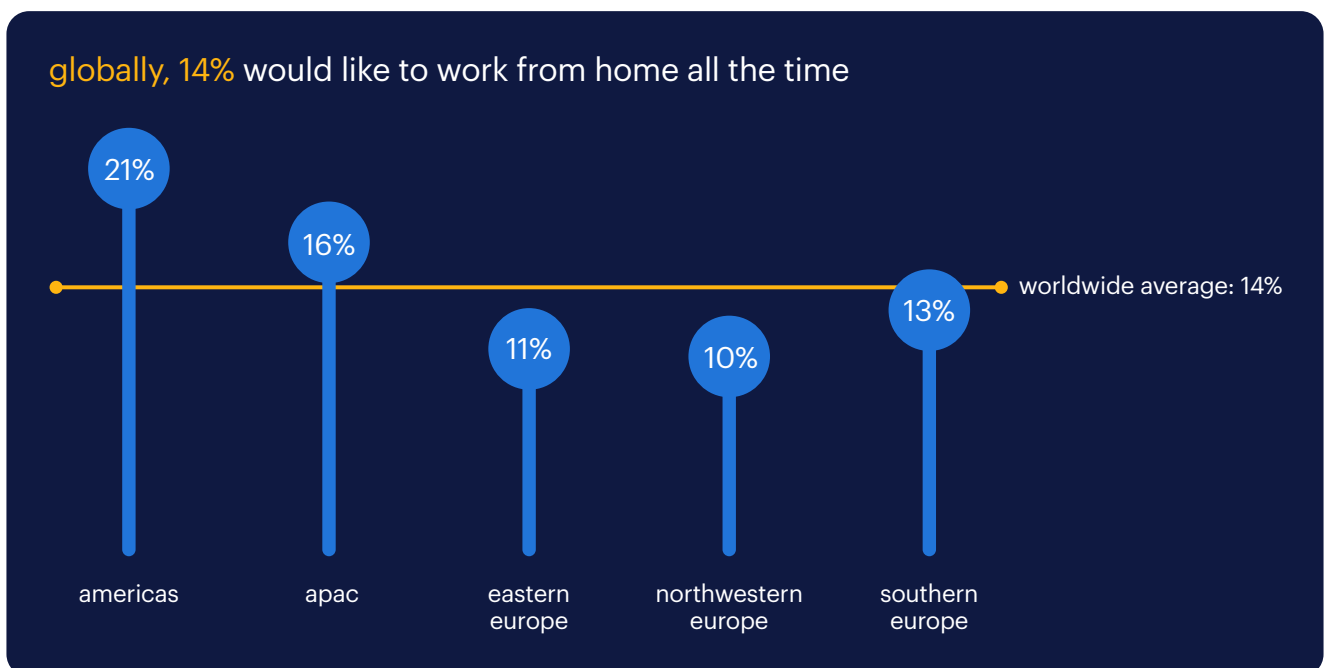
region	hybrid schedule	flexible work hours
americas	37%	19%
apac	36%	21%
eastern europe	32%	29%
northwestern europe	33%	27%
southern europe	35%	24%
worldwide	35%	24%



Working from home has been a key to business continuity for many businesses. Without the ability to operate their workforce remotely, many organizations simply could not have survived during the initial lockdown. While the gains from such an arrangement are numerous – reduction in environmental impact, recuperation of commuting time, having more job flexibility and more time to care for family members also locked down at home – mental health experts caution that missing out on social interaction can be [detrimental to long-term psychological and physical health](#).

In a poll of employers taken in June, the [Everest Group](#) found that burnout from overwork was the No. 1 concern, expressed by 52% of respondents. The survey also reported that 34% experienced a positive impact on productivity, while 19% reported a negative effect.

Long-term, employers will have to grapple with the impact of working from home on productivity and mental health, but for now many organizations have no choice. Companies such as [Facebook](#) and [Twitter](#) have already announced a permanent shift to allowing portions of their workforce to be remote. Our data shows that many expect to have at least some, if not all, of their workdays spent at home.



expanding the workplace conversation on diversity and inclusion.

Even as the world adjusts to living under COVID-19, this year brought many other issues to the forefront of the labor market. Social justice movements across the globe reminded everyone the need for more diverse and inclusive workplace practices. The growing momentum behind the [Black Lives Matter](#) and #MeToo movements inevitably spurred a broader discussion around whether companies were doing enough to ensure a diverse work environment.

Our research showed that overwhelmingly, most workers (80%) feel their company offers an inclusive environment. The strongest evidence of this is through the training provided to employees, building a diverse workforce and creating elements of an inclusive environment, such as valuing the opinions of others within their group. Indeed, the deaths of several African Americans this year has reignited corporate efforts to enhance the effectiveness of their D&I initiatives to align with the broader social justice movement, according to [HR Executive](#).



When asked what are the most important initiatives their employers can undertake to be more inclusive, a little more than one-third say building a diverse workforce is key. Almost 40% cite employee training as critical, and nearly as many point to nurturing elements of an inclusive environment. Measures such as partnering with nonprofit organizations, advertising and employer messaging were seen as the least effective.

top 3 most important aspects for companies to become more inclusive

region	employee training	nurturing elements of inclusivity	building a diverse workforce
americas	35%	37%	41%
apac	33%	40%	40%
eastern europe	43%	36%	32%
northwestern europe	41%	34%	33%
southern europe	41%	34%	30%
worldwide	38%	36%	35%

While the number of respondents who felt they work in an inclusive environment was the highest in the Americas (83% in the region compared with 80% worldwide), this year's social justice movement has transcended geography as demonstrations appeared across the globe, as the [BBC has chronicled](#). Although unrest has ebbed globally, the movement remains top of mind for many organizations and will likely be an important reminder that corporate D&I efforts must continue.



finding a silver lining, one millennial turns to upskilling during the pandemic.

As the area that first saw the outbreak of COVID-19, Asia has adapted more successfully in coping with the effects of the pandemic. This didn't come easily, however, as many markets in the world's most populous region also went into lockdown early on. Even now, in places such as Hong Kong, residents are socially distancing themselves and observing a litany of hygienic practices such as mask-wearing. The 7.4 million people of Hong Kong have had to endure nearly a year of stress that has produced widespread fatigue.

Despite these hardships, some in this global economic hub have emerged more resilient and even more skilled. For example, Aaron Tang, who earlier this year began a new role within Hong Kong's financial services sector, has been able to leverage his time outside of work to enhance his skills and education. A university graduate of a top school in the U.S., he is juggling the demands of work along with his desire to learn. All the while, he is maintaining a positive attitude through this life-changing experience.

"I just try to think about the positive aspects of my situation. I am quarantined in a decent place. My family is here. I am employed. I try to put things into perspective," he says.

For many younger workers, the pandemic has been highly disruptive to their careers, especially for those who switched jobs during the quarantine. Under normal circumstances, new employees are onboarded in the office and introduced to their teams in person. Immersing them in a company's culture and connecting them to its people to nurture bonds. This, however, has been anything but a normal year.



As Aaron settled into his new role, he saw the challenges of taking on a new job early on. Required to work from home, he didn't have the opportunity for in-person interactions as part of his onboarding. "The biggest challenge in my context is I never got to meet a lot of my colleagues in person," he recalls. The situation was the polar opposite to his prior work experience, where he commuted into the office every day and interacted closely with co-workers.

Even so, he believes his current arrangement has advantages. Having more flexibility and freedom enables him to focus more on his work instead of distractions. He says he believes younger generations of workers may want to work from home on a permanent basis for at least a few days a week, but he also believes in-person collaboration also contributes to team-building and creativity. "The interaction of colleagues is quite important," he adds.

With movements restricted in Hong Kong, Aaron says he has learned to use his time at home productively. He does this by taking programming courses, which he believes will help him at work and throughout his career. With digitalization accelerating around the world, he understands that having current and relevant skills will be critical in the years ahead.

Aaron's efforts to acquire more skills are just part of what he believes is a healthy approach to overcoming the challenges of the pandemic. In addition to spending more time on learning, he is also careful to delineate his work life from his home life, ensuring the workday doesn't intrude too much into his personal time.

Aaron is quick to point out that it's all about balance, and that neither professional demands nor personal interests should dominate his day. Facing the challenges of the pandemic, he is aware of what he needs to remain engaged and productive. He unwinds through occasional hikes or bike rides and meeting with friends when there is an opportunity. Most importantly, he understands what he needs to be mentally engaged and healthy. "You have to look out for yourself at the end of the day," he points out.



shifting expectations



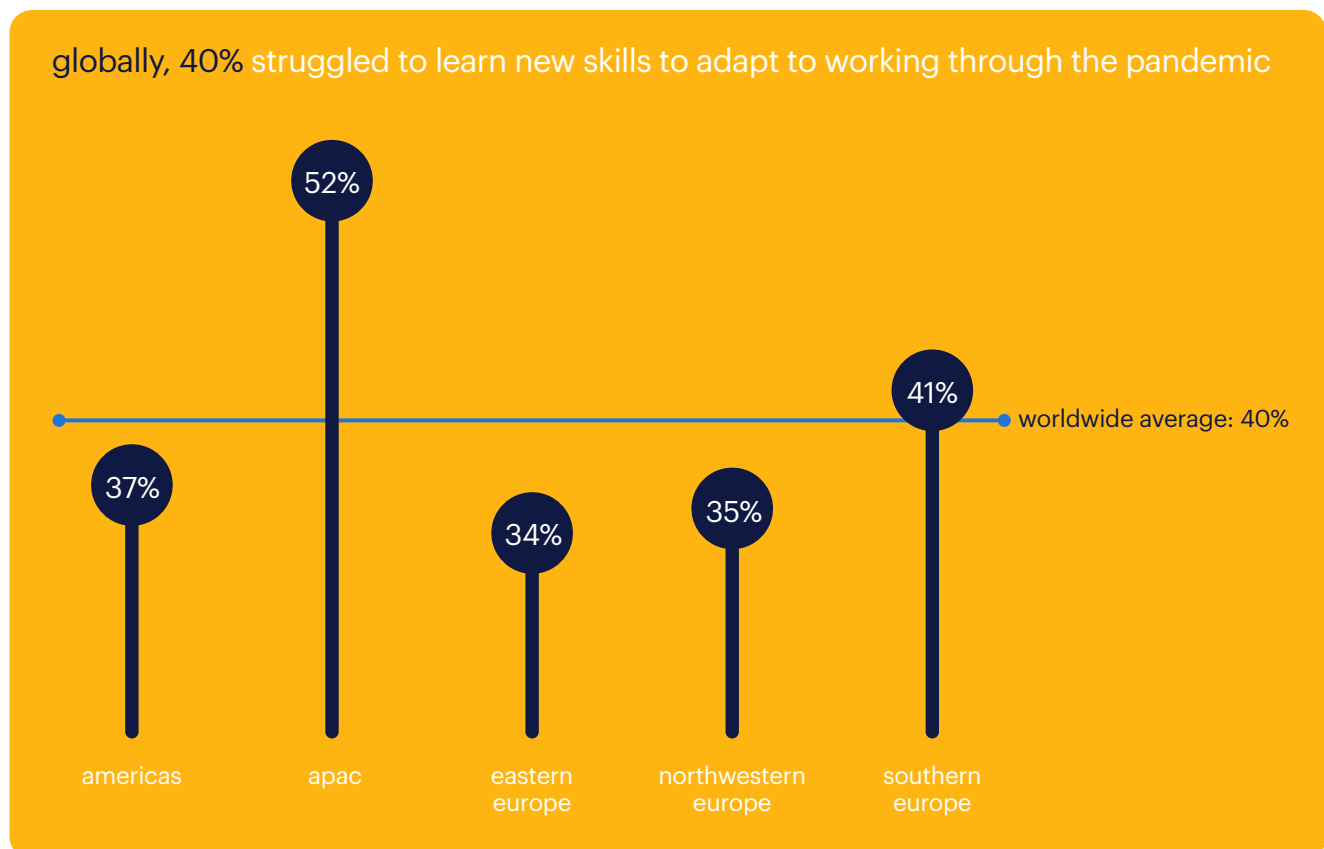
and outlook.

workers desire more training and reskilling.

According to the [International Labour Organization](#) (ILO), global working hours lost in the third quarter of this year compared to the same time in 2019 are expected to reach 345 million FTE jobs. Although this figure is massive, it's actually an improvement over the second quarter, which the ILO estimates shed 495 million FTEs.

With so many jobs lost this year, redeploying talent has become a priority for many companies and governments. This can only be possible through comprehensive efforts to reskill redundant workers. Even for those who remain employed, upskilling and reskilling are critical to having them contribute to an effective workforce and ensure they are employable in the future.

Our data showed that a large percentage of the global workforce is struggling with acquiring new skills needed during the pandemic. The difficulties were most pronounced in the Asia Pacific region and least worrisome in eastern Europe. Regardless of location, at least one-third of survey respondents in every region expressed this concern.



Early on during the pandemic, it became clear that workers in some sectors were going to be affected much more severely than others. For instance, the travel industry essentially came to a halt in March. While some airlines quickly shed staff, others found a way to prepare their workers for different careers. Scandinavian Airlines, for instance, [quickly trained cabin staff members to become assistant nurses](#), enabling many to find work outside of travel. Malaysia Airlines has also launched [a reskilling program](#) aimed at redeploying pilots, flight attendants and other customer-facing roles.

How this should be done is a question many organizations and government agencies are grappling with, and our survey showed that most workers believe updating the skills of the workforce should be a shared responsibility. A small majority believe that both employers and employees need to keep competencies relevant, while more than a quarter see it purely as the duty of employers. Fewer than one-fifth say workers need to regularly update their skills; fewer than 2% point to trade unions.

who is primarily responsible for keeping workers' skills and competencies up to date?

region	employees	employers	both employers and employees	trade unions
americas	22%	27%	49%	2%
apac	20%	28%	50%	1%
eastern europe	17%	28%	55%	1%
northwestern europe	17%	26%	55%	1%
southern europe	17%	33%	48%	2%
worldwide	19%	28%	51%	2%

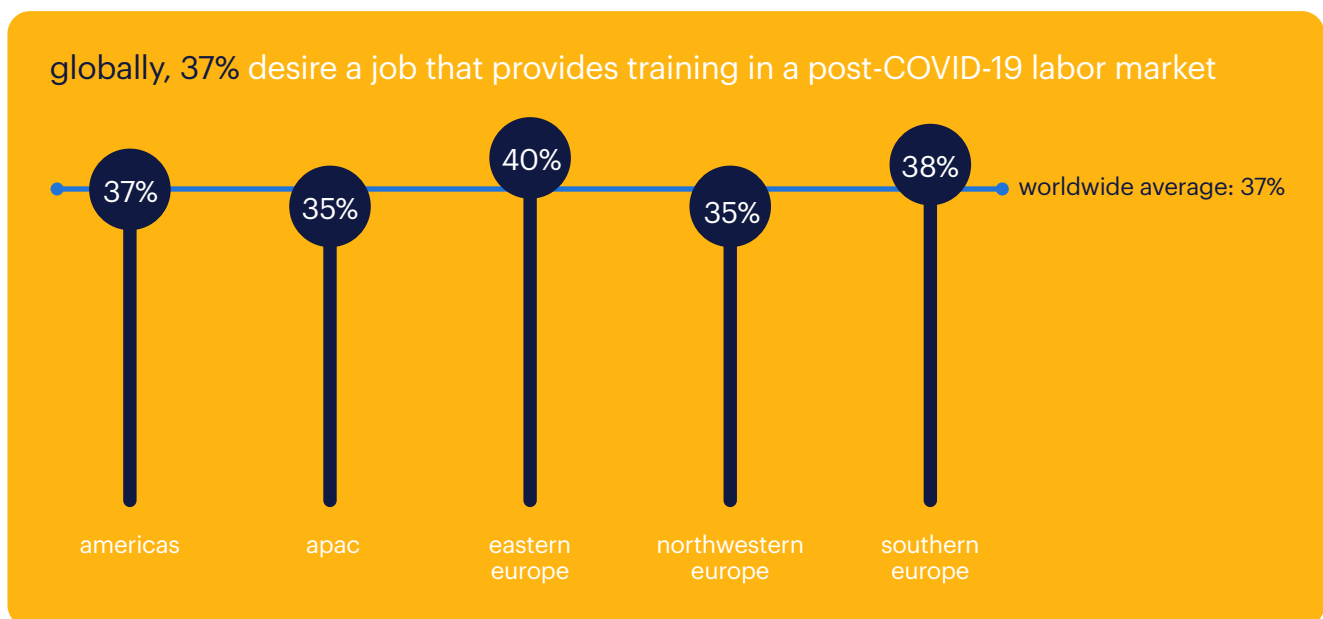


This outlook shifts when it comes to workers who have lost their jobs during the pandemic. A large number believes it is the responsibility of employers to help reskill workers they've laid off, while a quarter say governments and the employees need to assume this function. A higher percentage consider trade unions responsible.

who is primarily responsible for retraining those who have lost their jobs due to the pandemic?

region	employees	employers	both employers and employees	trade unions
americas	31%	44%	18%	7%
apac	27%	45%	22%	7%
eastern europe	21%	43%	31%	6%
northwestern europe	25%	37%	28%	9%
southern europe	23%	43%	29%	5%
worldwide	26%	42%	25%	7%

Even looking beyond the pandemic, when a vaccine or potential herd immunity has been achieved, many workers feel they want a job that will help them remain relevant in the labor market. Among the employee value propositions they want most, more than one-third desire training on the job. This indicates their concern that should another disaster affect their employer, they will have the skills to find jobs elsewhere.

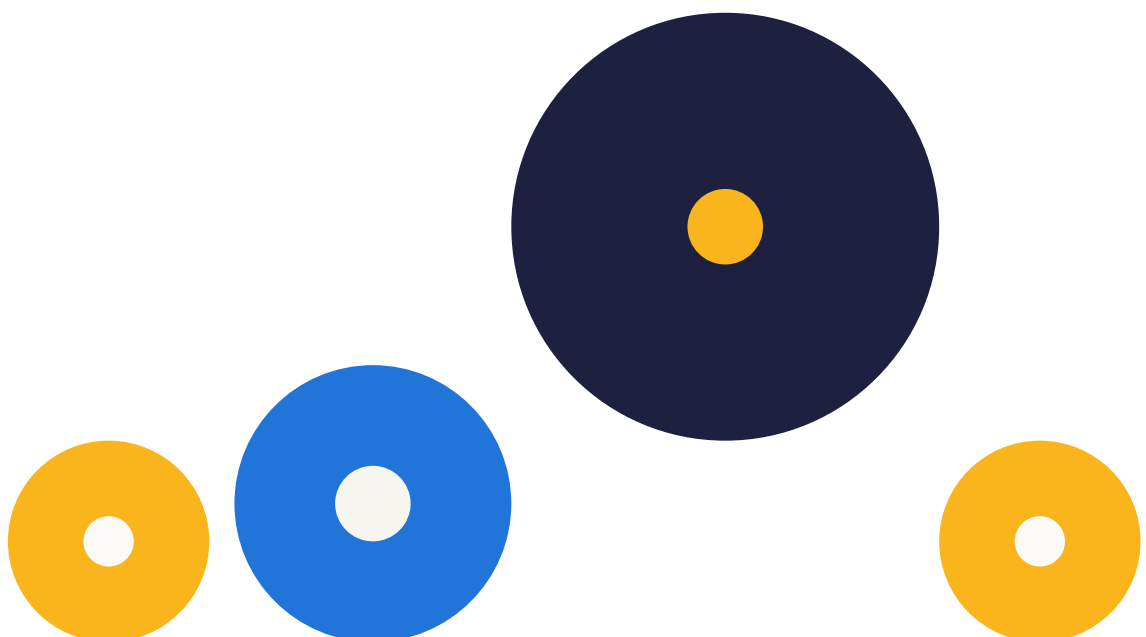


Even though only a minority of workers feel the responsibility is on them to acquire the skills they need to advance in their careers, most say they do take the initiative to learn new competencies and are confident they have transferable skills that enhance their employability.

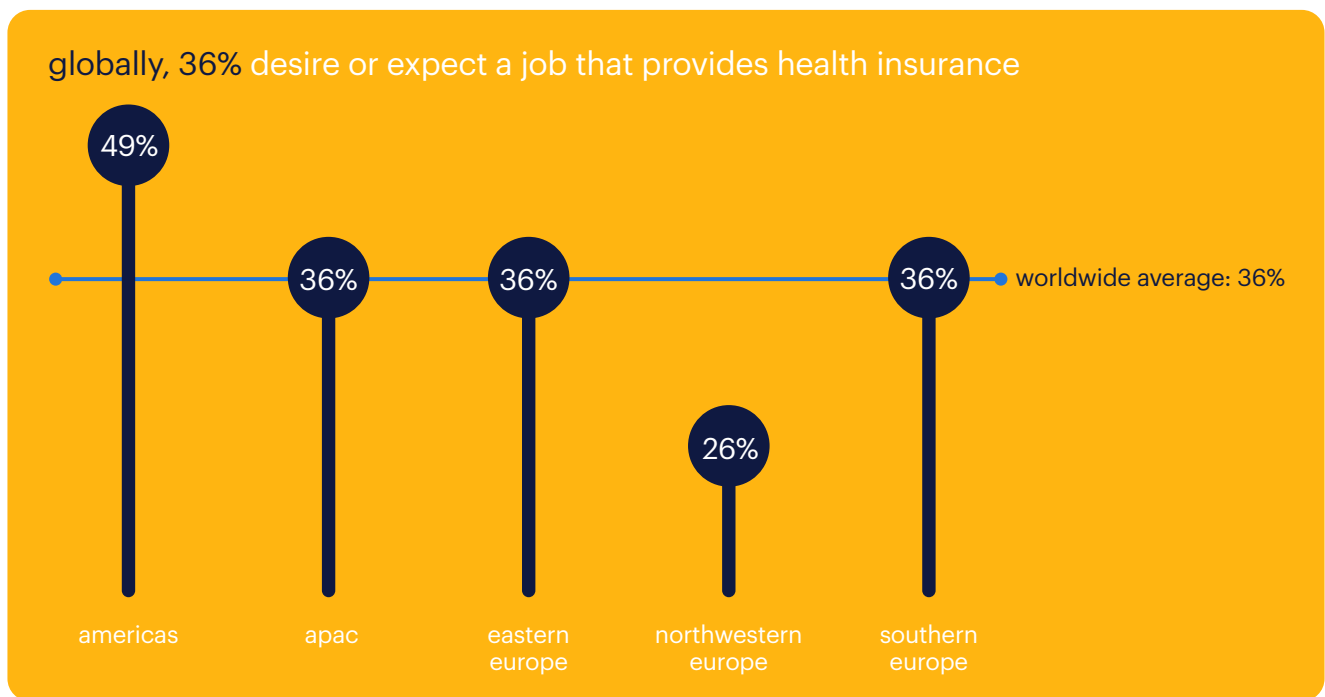
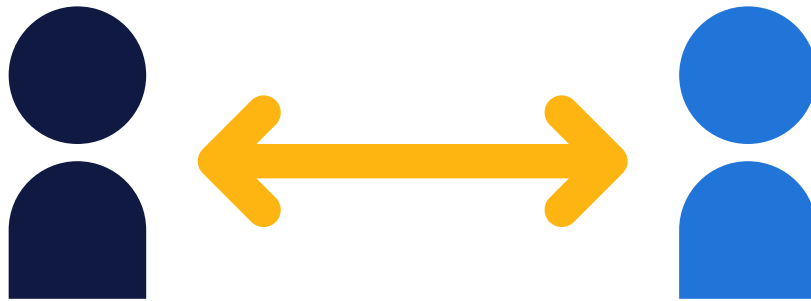
most refresh skills regularly
and are confident those skills are transferable.

region	skills and competencies regularly refreshed	confident their skills are transferable
americas	83%	91%
apac	80%	83%
eastern europe	84%	92%
northwestern europe	77%	84%
southern europe	79%	86%
worldwide	80%	87%

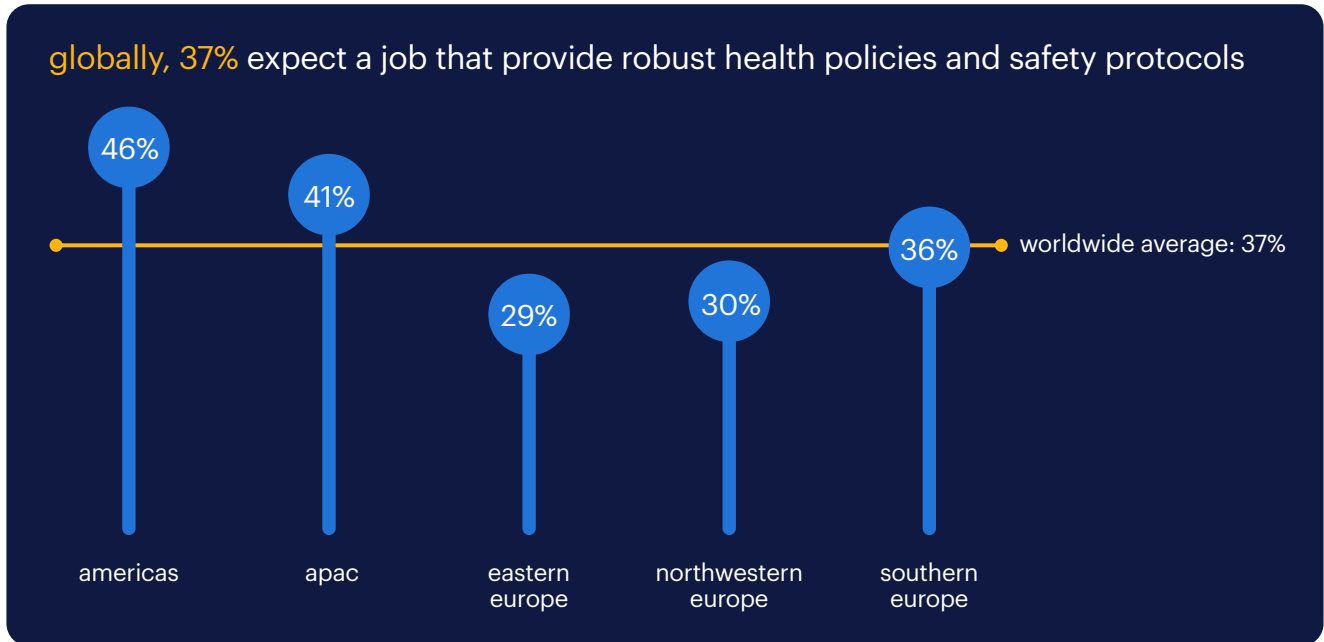
Acquiring the skills they need to ensure future employability is clearly a strong desire among many workers, but even more important is their need for a safe working environment and employer assurances, our survey has found. Over half say they want salary protection when the pandemic has ebbed, and more than one-third want robust health and safety protocols for their jobs. Nearly as many expect their employers to provide health insurance and job security.



Concerns about health insurance coverage were the highest in the Americas, our data shows. Nearly half expected or wanted their employer to provide this through their jobs. In the US, the majority of the non-retired population access their healthcare coverage through employer-sponsored plans, but with millions of jobs lost, [a reduction in access to care and an increase in health-related financial burdens](#) are on the rise. Insurance concerns were the lowest in northwestern Europe, due to the availability of socialized medicine within many of these countries.



A high percentage of workers in the Americas and the Asia Pacific region also expressed a desire for or expected their employers to implement strong health policies and safety protocols. More than 40% ranked this an important consideration, possibly because COVID-19 affected Asia initially and because transmissions remain high throughout the US.



despite more restrictions, one French family juggles parenting and work duties.

As France announced [a second national lockdown in October](#), households across the country dreaded additional measures to combat the spread of COVID-19. But with the number of cases rising again to some of the highest levels since early on in the pandemic, French President Emmanuel Macron had no choice but to restrict movement within his country.

Despite the dire circumstances for France, one family is able to hold on to an encouraging outlook. Emmanuel Rausch, an automotive engineer residing in the suburbs of Paris, said he has, like many of his neighbors and countrymen, adapted to life under COVID-19. This means being cautious when interacting with his community, working from home beside his wife and their children, and observing the ever-changing government rules. Having successfully endured the country's initial lockdown, he is confident his family will be able to adjust to the newest guidelines, which included a shuttering of non-essential businesses and travel outside of the home.

“For now, I don't feel it [effects of the lockdown]. We see the impact of COVID on our country for sure, but I feel fortunate no one close to me is sick. I still have my job, and we are still being paid. We are well supported by the government. I feel optimistic,” he says.

As someone who is paid by the project, he saw the amount of work cut back when his company's business activities declined earlier in the year. But with aid from the French government, he continued to receive his full salary during this time.



Like many other workers around the world, Emmanuel is able to perform his job using common technologies found in most homes: a cell phone, computer and dedicated workspace. Despite having always worked from the office before the pandemic, Emmanuel says the transition to being at home was seamless. The only difference was that in France's initial lockdown, schools were closed. This time around they remain open.



Working from home for many families has been both beneficial and stressful. On one hand, working parents have been able to step in when caretakers, day care and schools are unavailable. On the other hand, the additional stress of child care can bring many parents to the brink.

Emmanuel says his situation is manageable, in part because France and other European countries have exempted schools, for [a number of reasons](#), from the most recent lockdowns, enabling children to continue their education uninterrupted. Emmanuel points out that with schools open, he and his wife, who work for the same automotive company, are able to better juggle family and work duties.

Although he has comfortably settled into remote working, Emmanuel laments not having days in the office. Meeting with colleagues face to face offers unique opportunities to share and brainstorm – interactions that simply can't be replicated over a video call, he adds.

“We have lots of video calls, but they are not the same as in-person meetings,” he says. “In person, you get more of the informal information you don’t discuss over video. It’s more social. When you see someone face to face, you can better detect how they are feeling.”

Indeed, replicating these social interactions and personal touchpoints is a challenge for organizations and workforces around the world. But with COVID-19 showing no signs of abating for the remainder of 2020, [low workforce engagement](#) remains a concern. For Emmanuel, some of these difficulties may be resolved through a hybrid work schedule, where he can work from home most days but also interact with co-workers in person when he is in the office. For now, however, he is content with complying with the French government’s mandate to shelter in place.

One other bright spot he sees as a result of the lockdown: lower pollution and congestion on the streets, which is having a positive effect on the environment. How can he tell? “The animals are coming back” into communities, Emmanuel says.

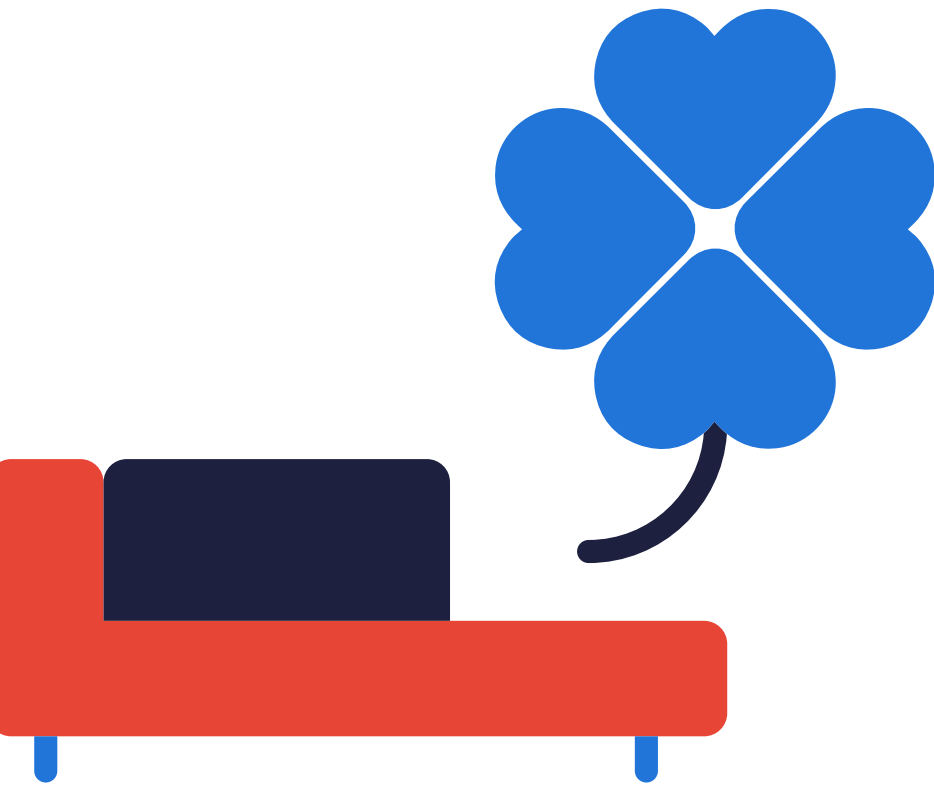


worker perception
expected



to shift in
months ahead.

satisfaction and job switching behavior mostly unchanged.

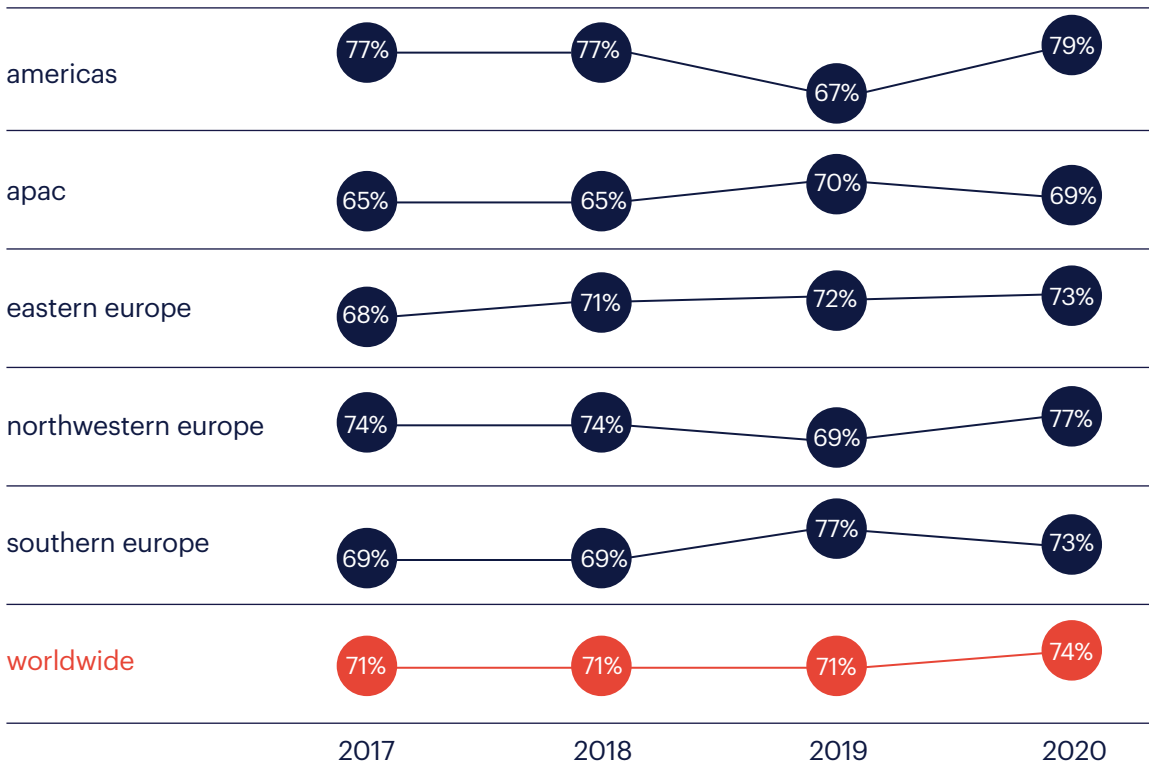


Our second survey of 2020 is a snapshot in time of worker sentiments in an extremely fluid period. As developments in the world's handling of the pandemic evolve daily, how the workforce feels now will likely be different in 2021. Randstad intends to continue tracking behaviors and outlooks in the months and years ahead.

How can employers use this information to keep their employees engaged and healthy? While there are many restrictions in place for now that prevent companies from launching some initiatives, they can nevertheless begin planning on what the workplace of the future looks like. Knowing that most workers feel supported by their companies, desire to be in the office sometimes and prioritize salary protection and health benefits can help companies shape their employee value proposition and employer brand.

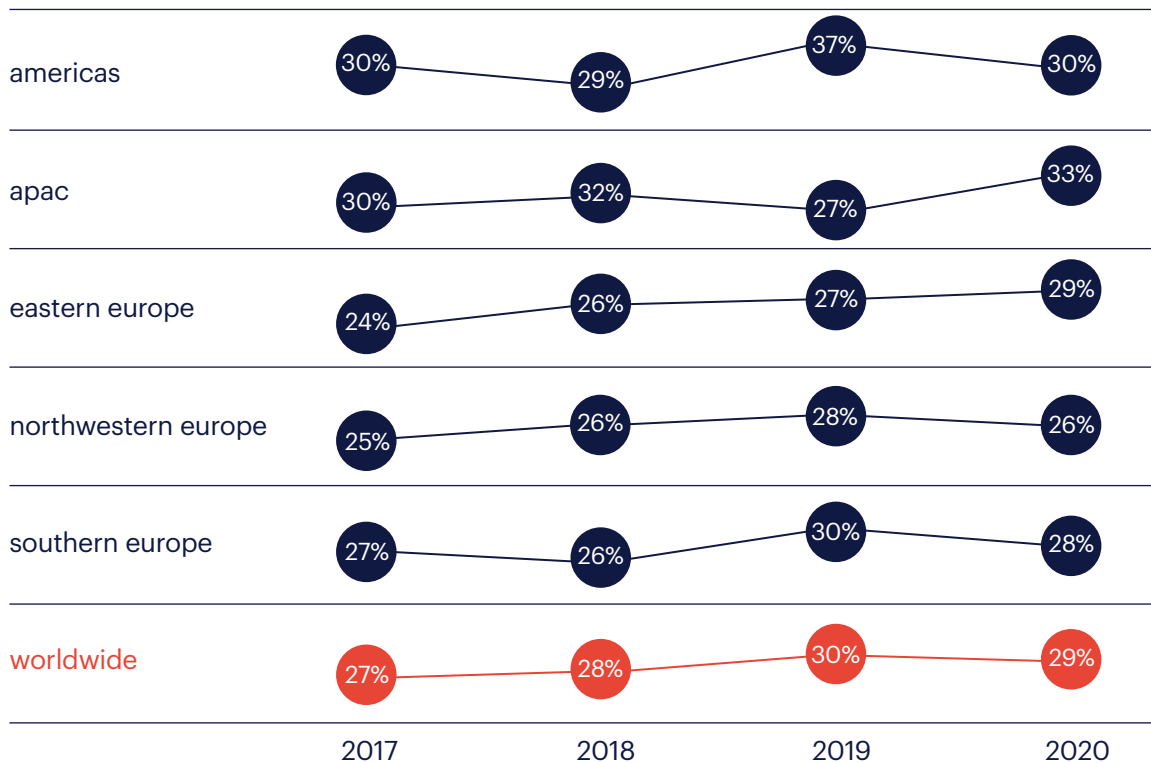
This year has been an extremely challenging period – some say possibly the most difficult in their lifetime. It’s hard to dispute such commentary. At the same time, the resiliency of people everywhere – whether overcoming their fears when reporting to work on time or balancing parenting duties against the needs of their jobs – demonstrates that even in this unprecedented time, society and markets are coping and innovating to meet the needs of the people.

job satisfaction

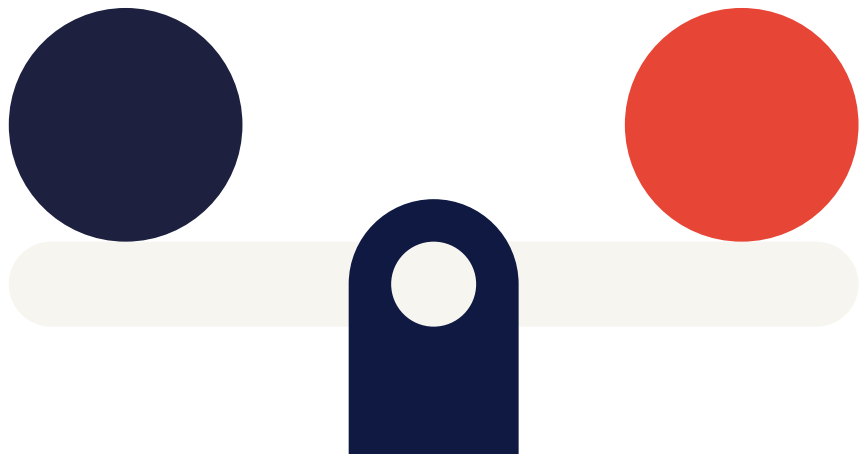
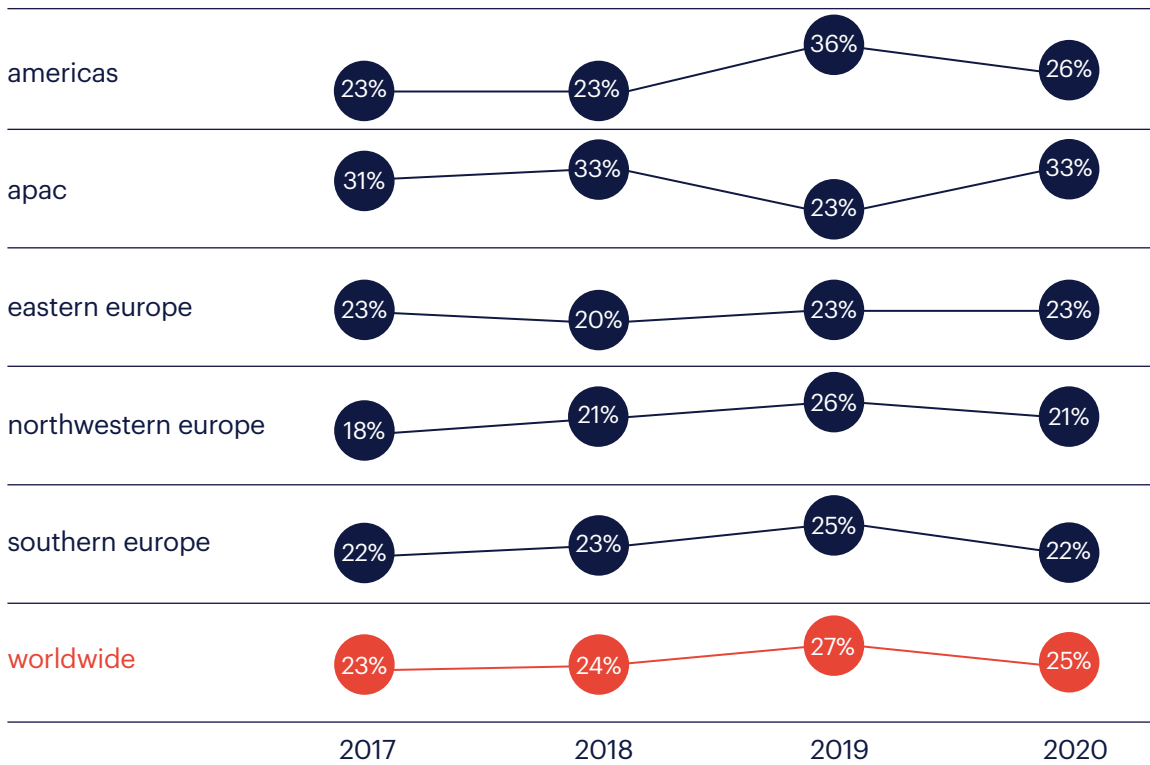


One final piece of our research is a regular pulse check on job satisfaction, job change appetite and actual job change. Surprisingly, we found little shift in behaviors over the past four years. The satisfaction rate with their current jobs, the percentage of those who are seeking different opportunities and the portion of those who have actually changed employment in the past six months have remained nearly the same compared with 2017. It seems even a pandemic has not moved these numbers significantly.

looking for a job



actual job change



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. In 2020, half-year measurements were conducted.

In addition to a 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 second full survey of 2020 was conducted in 34 markets from October 13 to 26, 2020.

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