

THE COVID-19 PANDEMIC'S IMPACT ON WORKERS' LIVES

28-country Ipsos survey for The World Economic Forum

December 2020

For more information, go to <https://www.ipsos.com/en/covid-19-pandemics-impact-workers-lives>

GAME CHANGERS



WORK-RELATED CHANGES SINCE THE OUTBREAK OF THE PANDEMIC

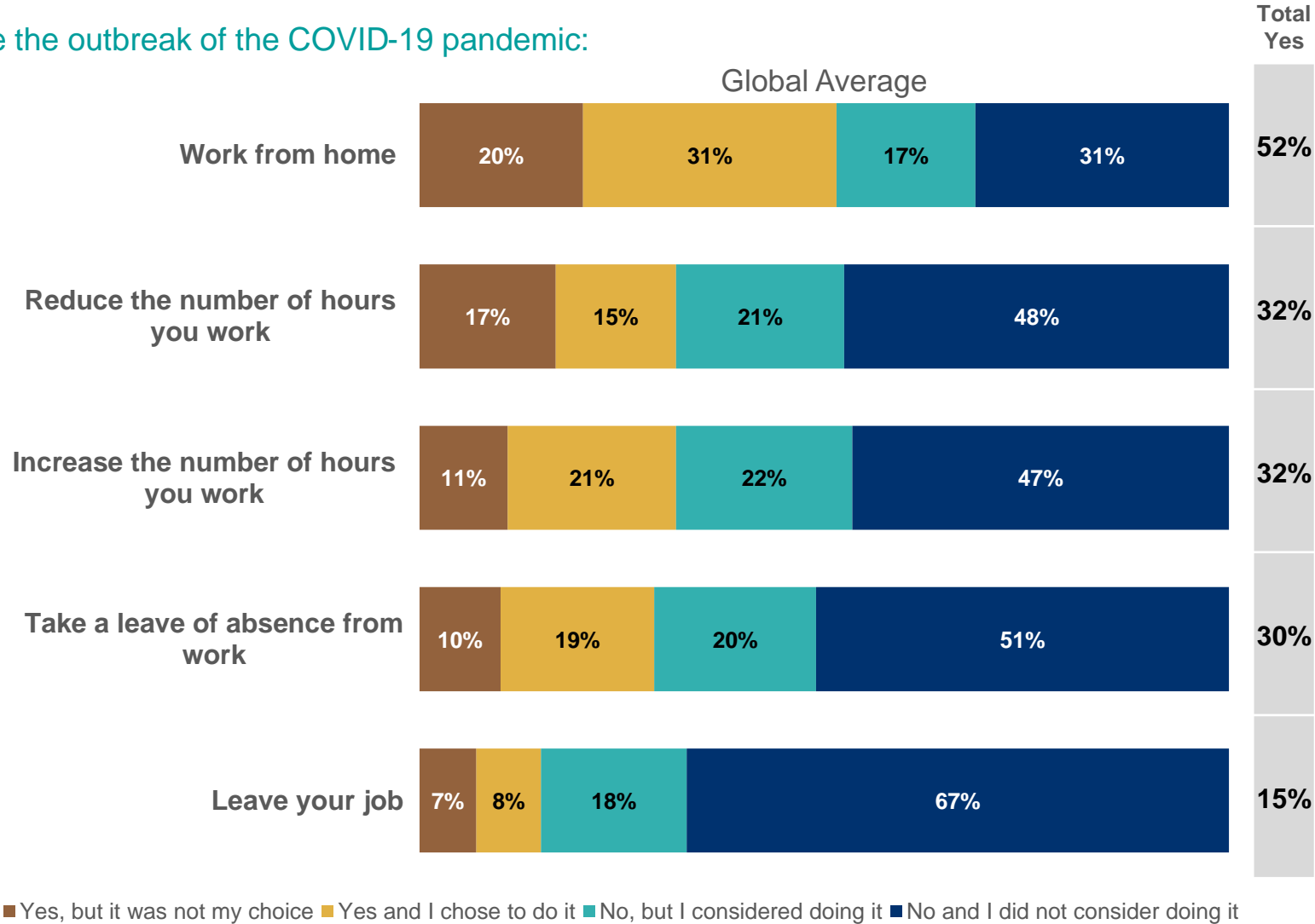
Q. Did you do any of the following at any time since the outbreak of the COVID-19 pandemic:

At one time or another since the outbreak of the pandemic, 52% of all employed adults surveyed across the 28 countries say they worked from home, 32% worked longer hours, 32% worked fewer hours, 30% took a leave of absence and 15% left their job.

Many workers around the world experienced both an increase in the number of hours they worked at times and a reduction at other times, highlighting the extent to which they had to adapt in different ways according to the cycles of the pandemic and the local policies in their country.

Only half of those who worked fewer hours and those who left their job chose to do so. In contrast, those who worked from home, those who increased their hours working, and those who took a leave of absence are more likely to have done it by choice than out of obligation or necessity.

Base: 12,823 employed online adults aged 16-74 across 28 countries
 * Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population



WORK-RELATED CHANGES SINCE THE OUTBREAK OF THE PANDEMIC

Q. Did you do any of the following at any time since the outbreak of the COVID-19 pandemic (% Total Yes)

Globally, around two-thirds of business owners, decision makers, and those with a college degree report having worked from home, compared to about one-third of those with no college education.

In addition to business owners, decision makers, and the better educated, two groups stand out for having experienced a great deal of disruption since the outbreak of the COVID-19 pandemic: low-income workers and those under the age of 35, especially when it comes reduced work hours and leaving their job.

		Global Average																	
		Gender		Age			Household Income			Marital Status		Education			Business Owner		Executive/ Decis. Maker		
		Male	Female	Under 35	35 to 49	50 to 74	Low	Medium	High	Married	Other	Low	Medium	High	Yes	No	Yes	No	
		Total																	
		Base: 12823	6834	5989	4311	5255	3257	1807	4504	5663	6613	6210	1617	4423	6783	2194	10629	3778	9045
Work from home	52%	50%	54%	55%	51%	49%	44%	51%	56%	53%	51%	36%	47%	64%	67%	48%	64%	46%	
Take a leave of absence from work	30%	30%	29%	33%	30%	24%	31%	29%	31%	31%	28%	26%	29%	32%	35%	29%	33%	29%	
Reduce the number of hours you work	32%	32%	32%	35%	31%	28%	38%	33%	29%	33%	30%	33%	31%	32%	44%	29%	40%	28%	
Increase the number of hours you work	32%	33%	30%	37%	31%	24%	33%	33%	31%	31%	32%	29%	29%	36%	44%	29%	42%	27%	
Leave your job	15%	15%	16%	21%	14%	11%	22%	16%	13%	15%	16%	15%	15%	16%	27%	13%	21%	13%	

Base: 12,823 employed online adults aged 16-74 across 28 countries

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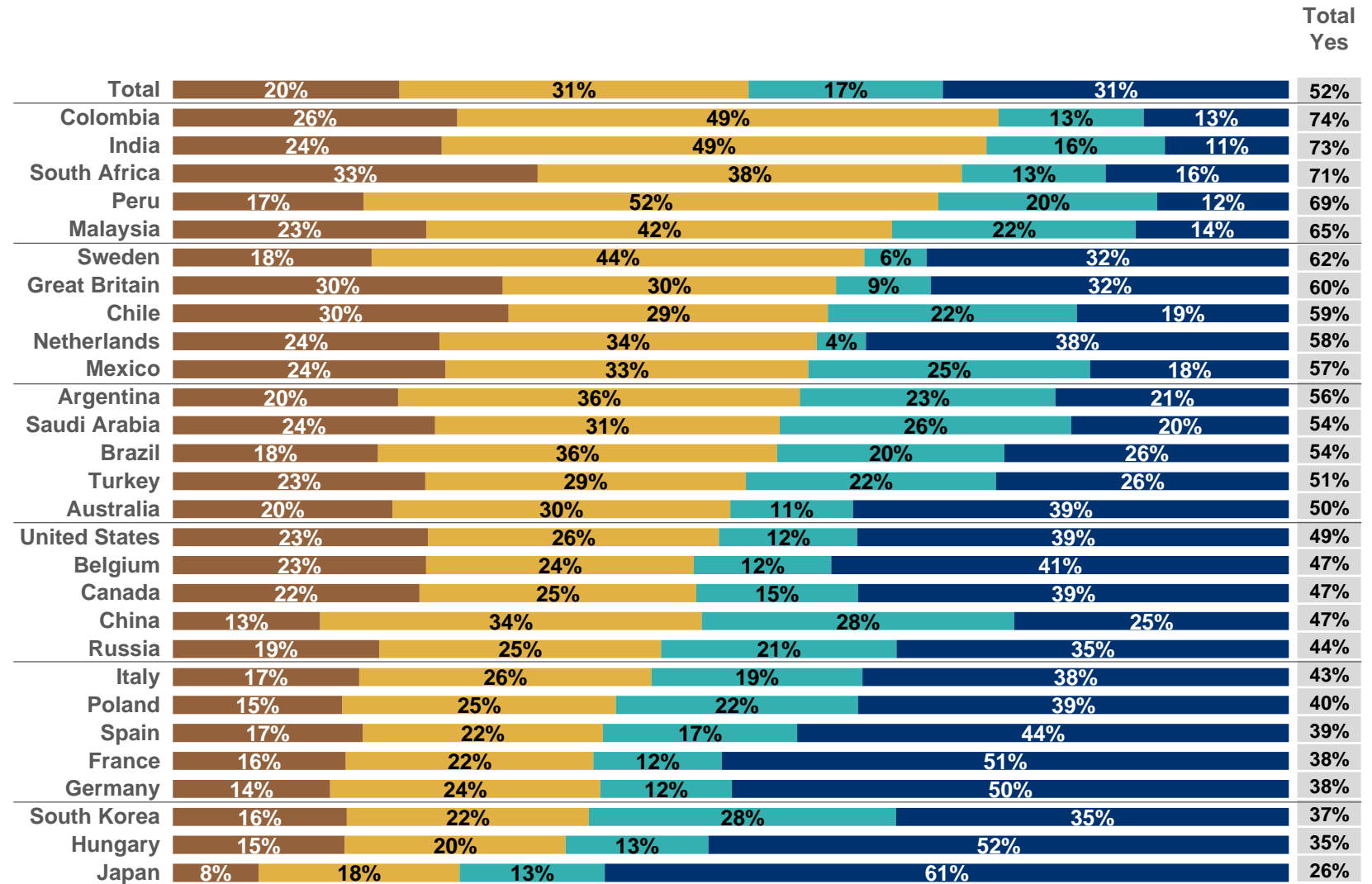


WORK FROM HOME

Q. Did you do any of the following at any time since the outbreak of the COVID-19 pandemic:

Work from home

Globally, 52% say they worked from home at some point – from 74% in Colombia to just 26% in Japan.



■ Yes, but it was not my choice ■ Yes and I chose to do it ■ No, but I considered doing it ■ No and I did not consider doing it

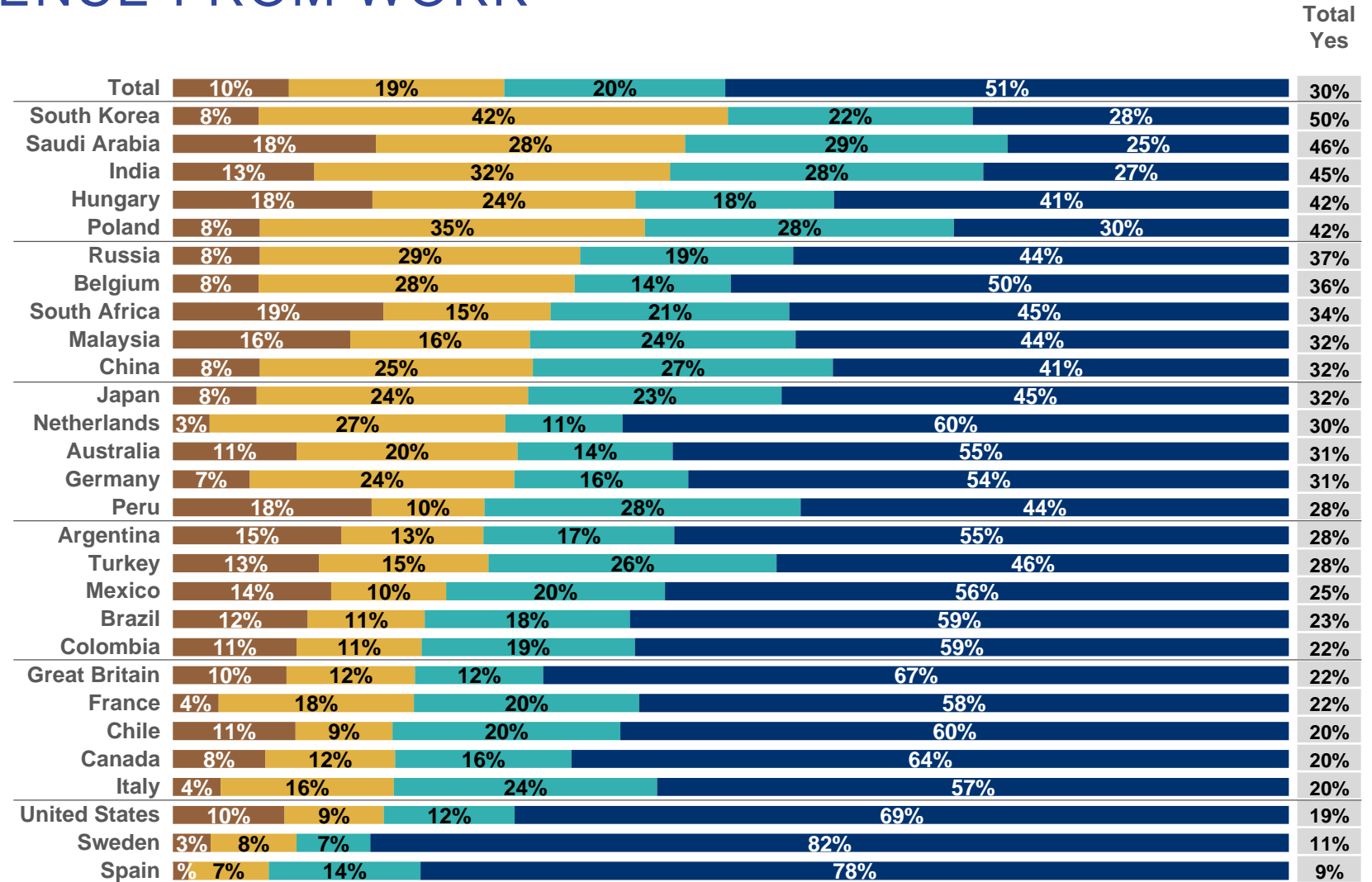
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TAKE A LEAVE OF ABSENCE FROM WORK

Q. Did you do any of the following at any time since the outbreak of the COVID-19 pandemic:

Take a leave of absence from work

Globally, 30% of employed adults say they took a leave of absence from work – from 50% in South Korea to just 9% in Spain.



■ Yes, but it was not my choice ■ Yes and I chose to do it ■ No, but I considered doing it ■ No and I did not consider doing it

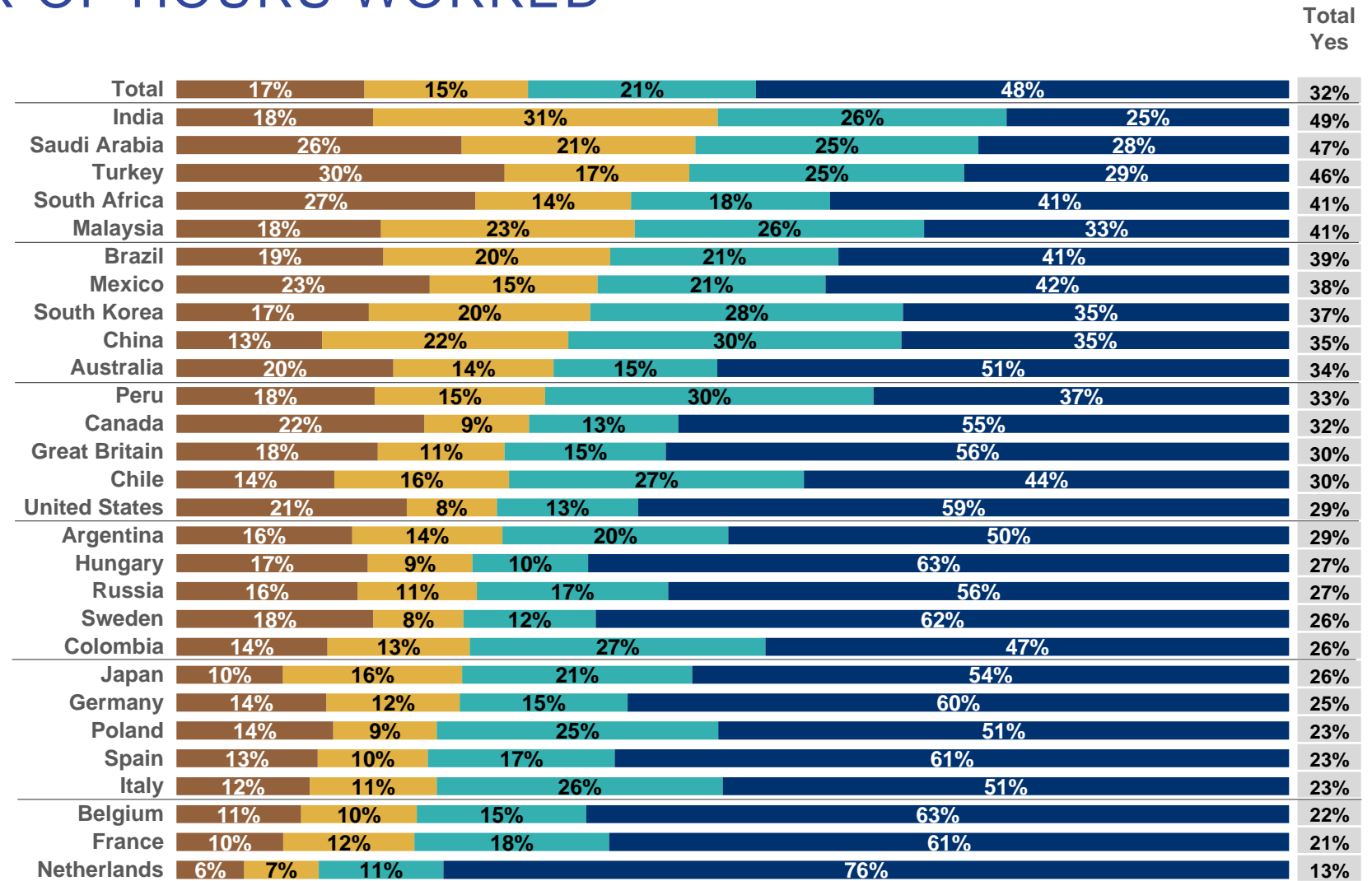
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REDUCE THE NUMBER OF HOURS WORKED

Q. Did you do any of the following at any time since the outbreak of the COVID-19 pandemic:

Reduce the number of hours you work

Globally, 32% say they reduced the number of hours they work at one point or another – from 49% in India to just 13% in the Netherlands.



■ Yes, but it was not my choice ■ Yes and I chose to do it ■ No, but I considered doing it ■ No and I did not consider doing it

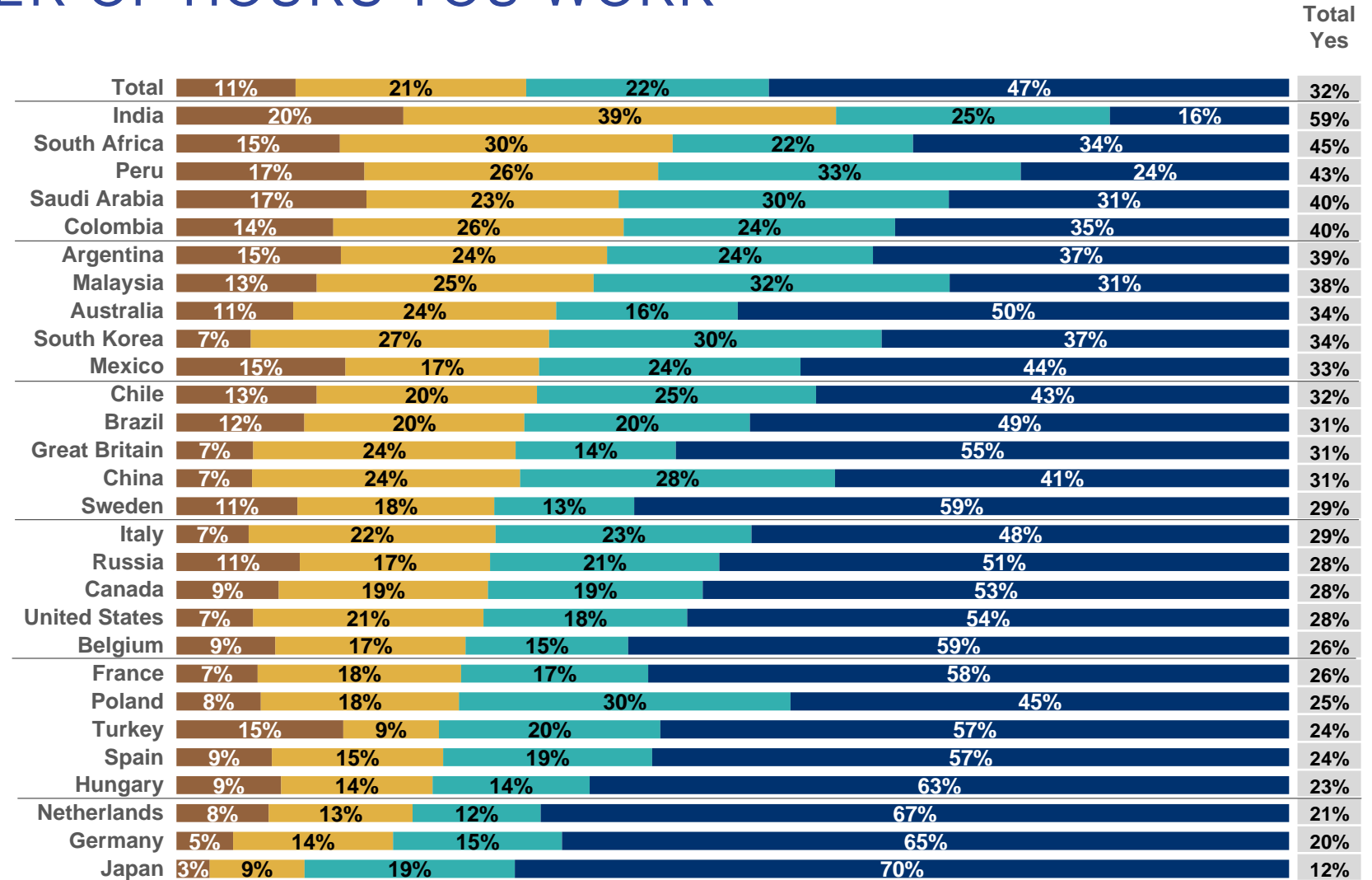
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INCREASE THE NUMBER OF HOURS YOU WORK

Q. Did you do any of the following at any time since the outbreak of the COVID-19 pandemic:

Increase the number of hours you work

Globally, 32% say they increased the number of hours they work at one point or another – from 59% in India to just 12% in Japan.



■ Yes, but it was not my choice ■ Yes and I chose to do it ■ No, but I considered doing it ■ No and I did not consider doing it

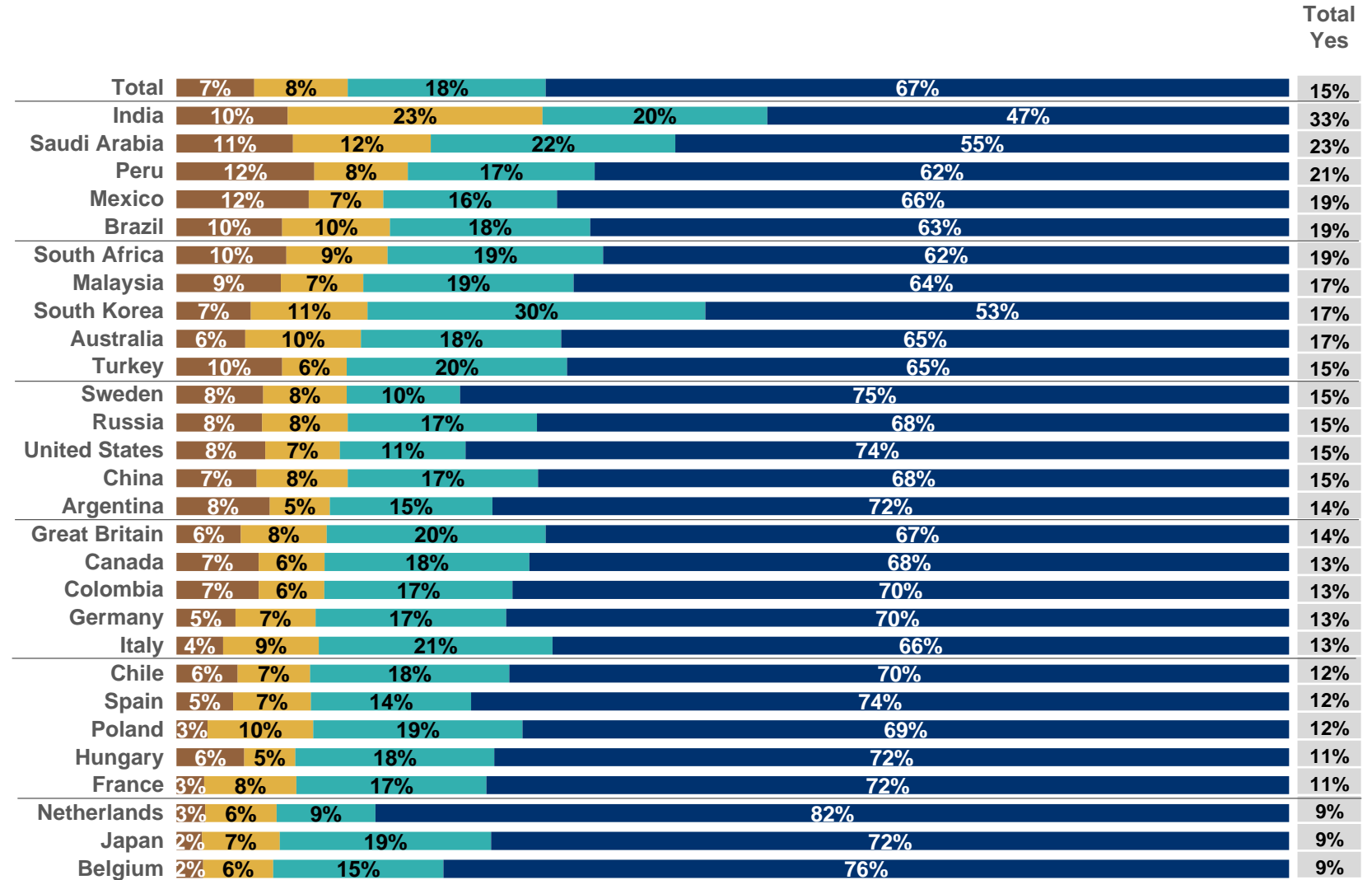
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 * Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

LEAVE YOUR JOB

Q. Did you do any of the following at any time since the outbreak of the COVID-19 pandemic:

Leave your job

Globally, 15% say they left their job – from 33% in India to just 9% in Belgium, Japan, and the Netherlands.



■ Yes, but it was not my choice ■ Yes and I chose to do it ■ No, but I considered doing it ■ No and I did not consider doing it

Base: 12,823 employed online adults aged 16-74 across 28 countries
 * Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population



WORK-RELATED CHALLENGES RESULTING FROM THE PANDEMIC

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Each of the following is reported to have been experienced by about half of working adults globally as a result of the COVID-19 pandemic:

- Increased anxiety around job security, by 56%;
- Stress due to changes in work routines and organization, by 55%, or due to family pressures such as childcare, by 45%;
- Difficulty finding a work-life balance, by 50%;
- Reduced productivity, by 46%; and
- Working at unconventional hours, by 44%.

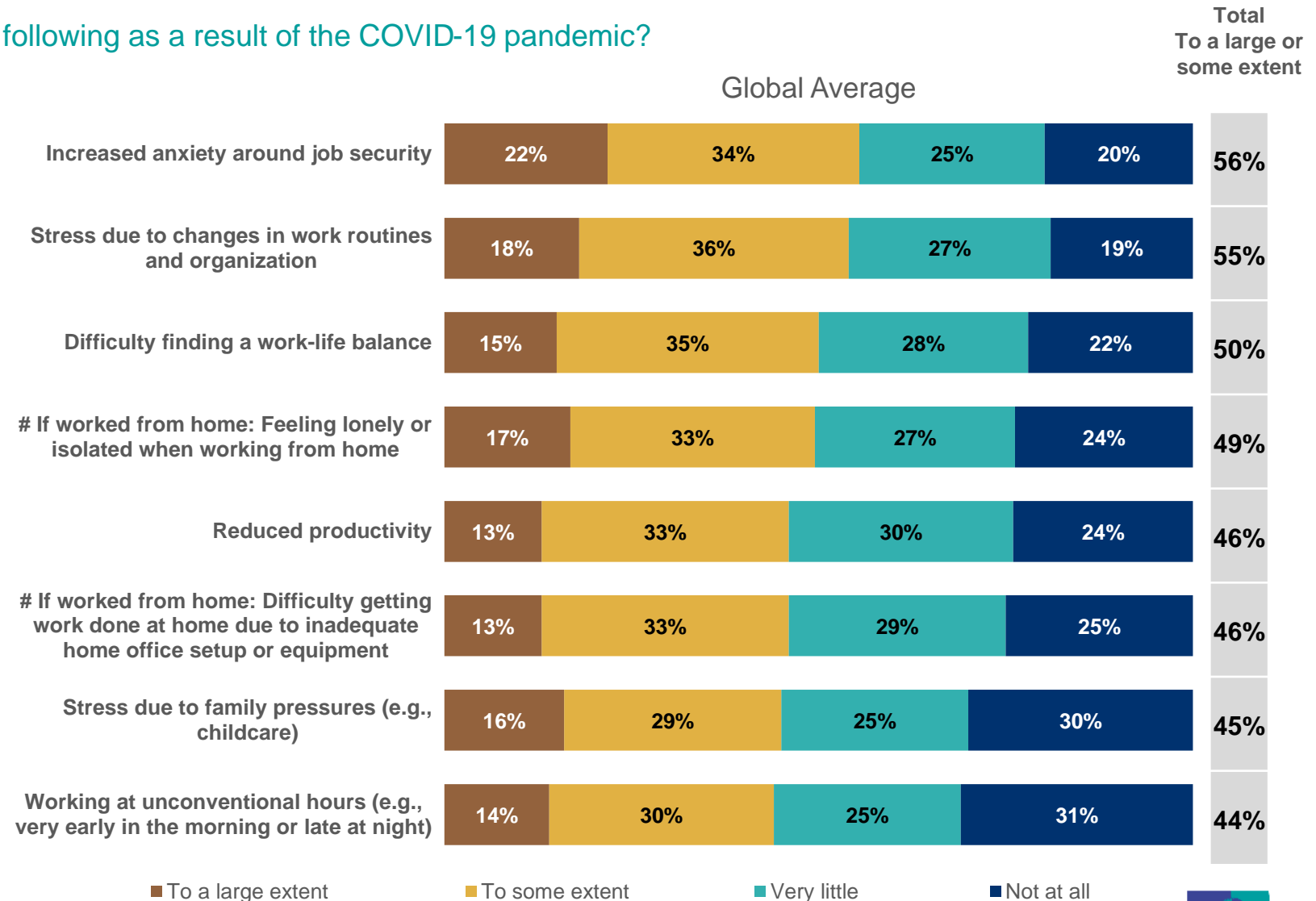
And these were experienced by about nearly half of those who worked from home:

- Feeling lonely or isolated when working from home, by 49%; and
- Difficulty getting work done at home due to inadequate home office setup or equipment, also by 46%.

Base: 12,823 employed online adults aged 16-74 across 28 countries

* Peru, Russia, Saudi Arabia, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

Asked only of the 6,820 adults who worked from home



WORK-RELATED CHALLENGES AS A RESULT OF THE PANDEMIC

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic? (% To a large extent/to some extent)

Global Average

Those under the age of 35, business owners, decision makers, lower-income workers, women, and those with a college education are especially prone to reporting negative effects on their well-being from pandemic-related changes in their work life.

	Total	Gender		Age			Household Income			Marital Status		Education			Business Owner		Executive/Decis. Maker	
		Male	Female	Under 35	35 to 49	50 to 74	Low	Medium	High	Married	Other	Low	Medium	High	Yes	No	Yes	No
<i>Base:</i>	12823	6834	5989	4311	5255	3257	1807	4504	5663	6613	6210	1617	4423	6783	2194	10629	3778	9045
Stress due to family pressures (e.g., childcare)	45%	42%	48%	50%	48%	33%	50%	45%	44%	47%	43%	44%	44%	47%	52%	43%	51%	42%
Difficulty finding a work-life balance	50%	48%	52%	54%	51%	41%	53%	50%	49%	49%	50%	45%	48%	54%	55%	49%	54%	48%
Increased anxiety around job security	56%	53%	59%	59%	57%	49%	61%	58%	54%	56%	56%	56%	55%	58%	63%	55%	61%	54%
Stress due to changes in work routines and organization	55%	51%	59%	59%	56%	47%	56%	56%	53%	54%	55%	52%	54%	57%	58%	54%	57%	54%
Working at unconventional hours (e.g., very early in the morning or late at night)	44%	45%	44%	50%	44%	36%	47%	46%	43%	44%	45%	37%	43%	49%	54%	42%	53%	40%
Reduced productivity	46%	44%	48%	50%	46%	38%	51%	47%	44%	46%	46%	44%	45%	47%	55%	44%	52%	43%
#Feeling lonely or isolated when working from home	49%	48%	51%	55%	48%	44%	51%	51%	48%	47%	52%	51%	48%	50%	52%	49%	51%	48%
#Difficulty getting work done at home due to inadequate home office setup or equipment	46%	44%	49%	51%	46%	38%	54%	47%	44%	47%	46%	50%	44%	47%	49%	45%	47%	46%

Base: 12,823 employed online adults aged 16-74 across 28 countries

* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

Asked only of the 6,820 adults who worked from home

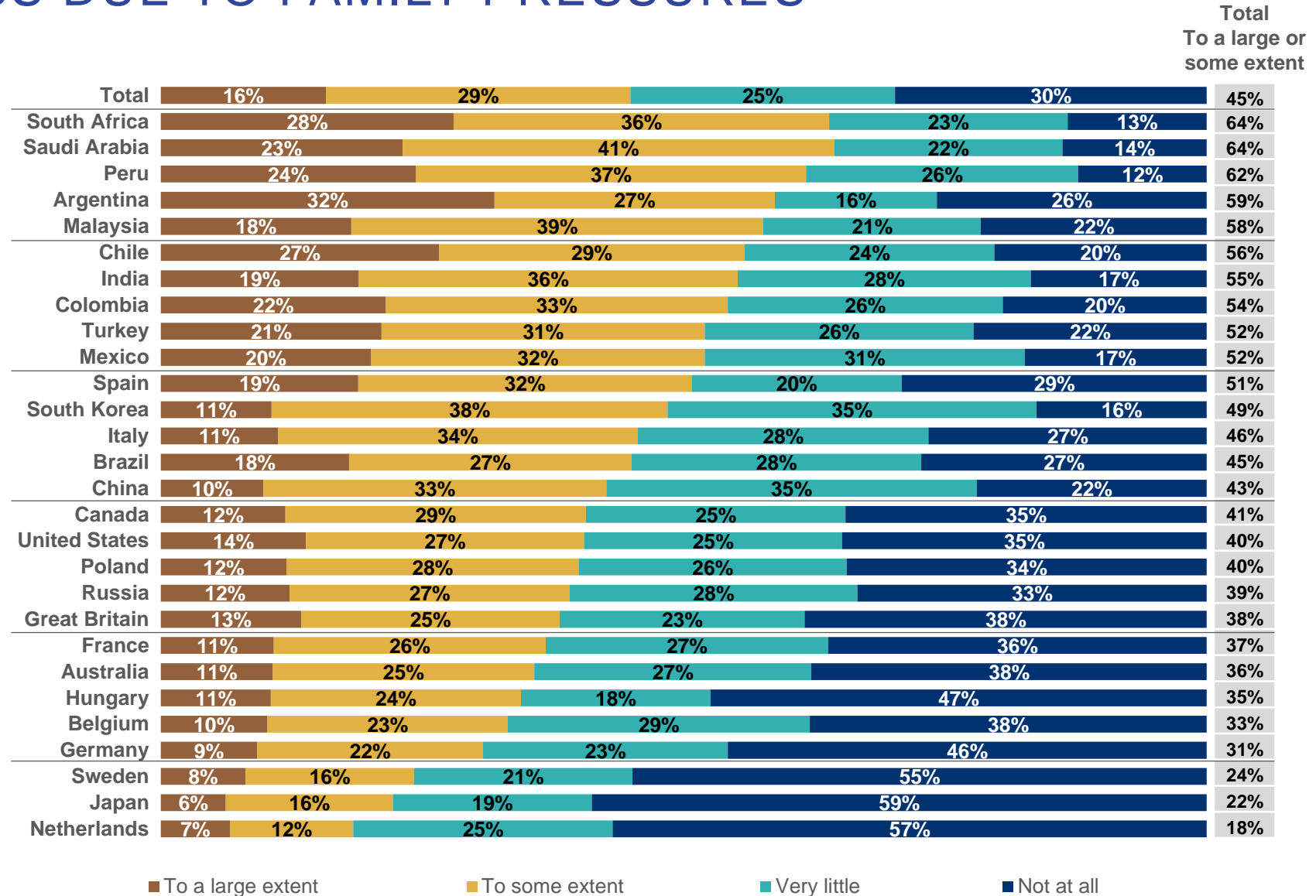


EXPERIENCED STRESS DUE TO FAMILY PRESSURES

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Stress due to family pressures (e.g., childcare)

Globally, 45% say they experienced stress due to family pressure as a result of the pandemic – from 64% in South Africa and Saudi Arabia to just 18% in the Netherlands.



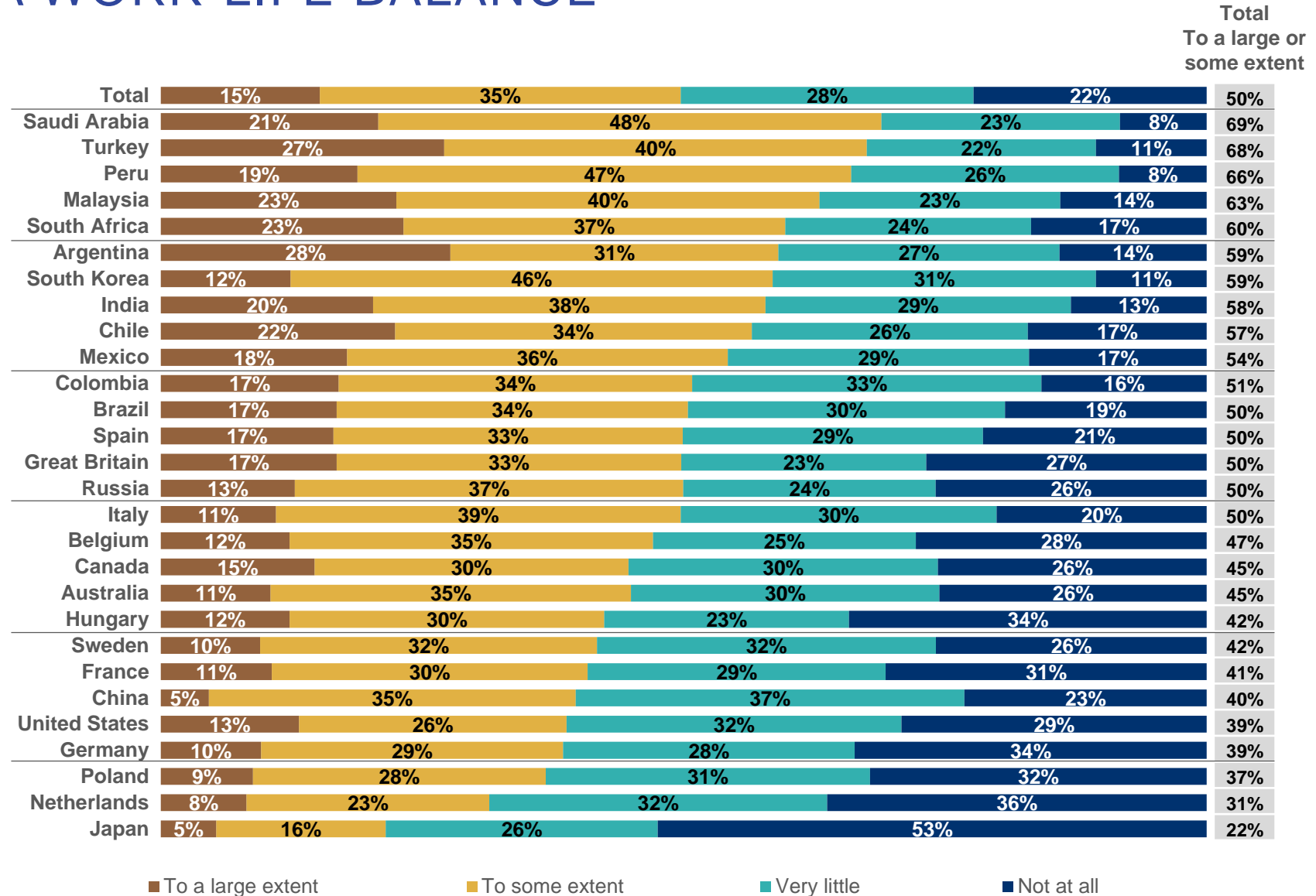
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DIFFICULTY FINDING A WORK-LIFE BALANCE

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Difficulty finding a work-life balance

Globally, 50% say they had trouble finding a work-life balance as a result of the pandemic – from 69% in Saudi Arabia to just 22% in Japan.



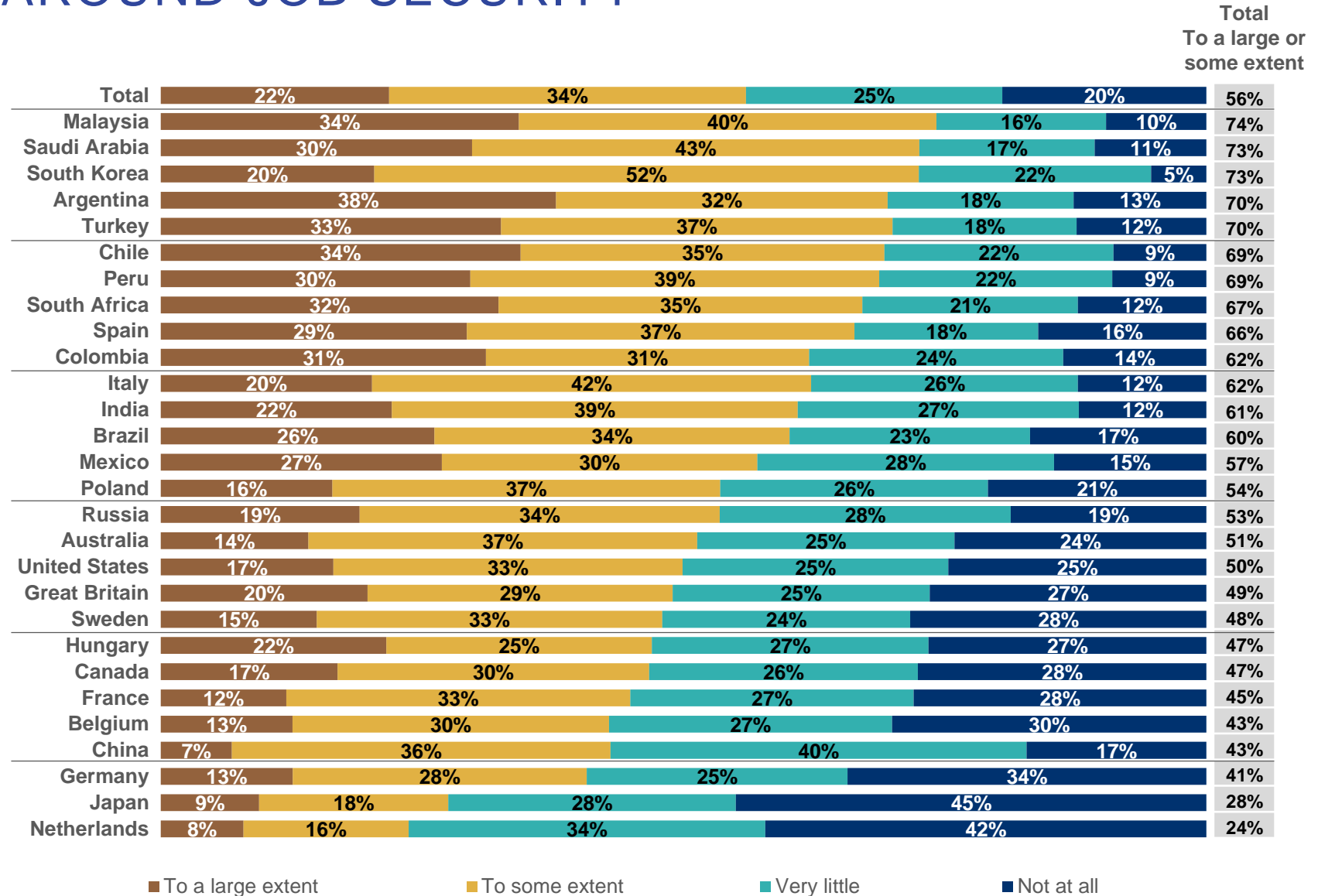
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INCREASED ANXIETY AROUND JOB SECURITY

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Increased anxiety around job security

Globally, 56% say they experienced increased anxiety around job security as a result of the pandemic – from 74% in Malaysia to just 24% in the Netherlands.



Base: 12,823 employed online adults aged 16-74 across 28 countries
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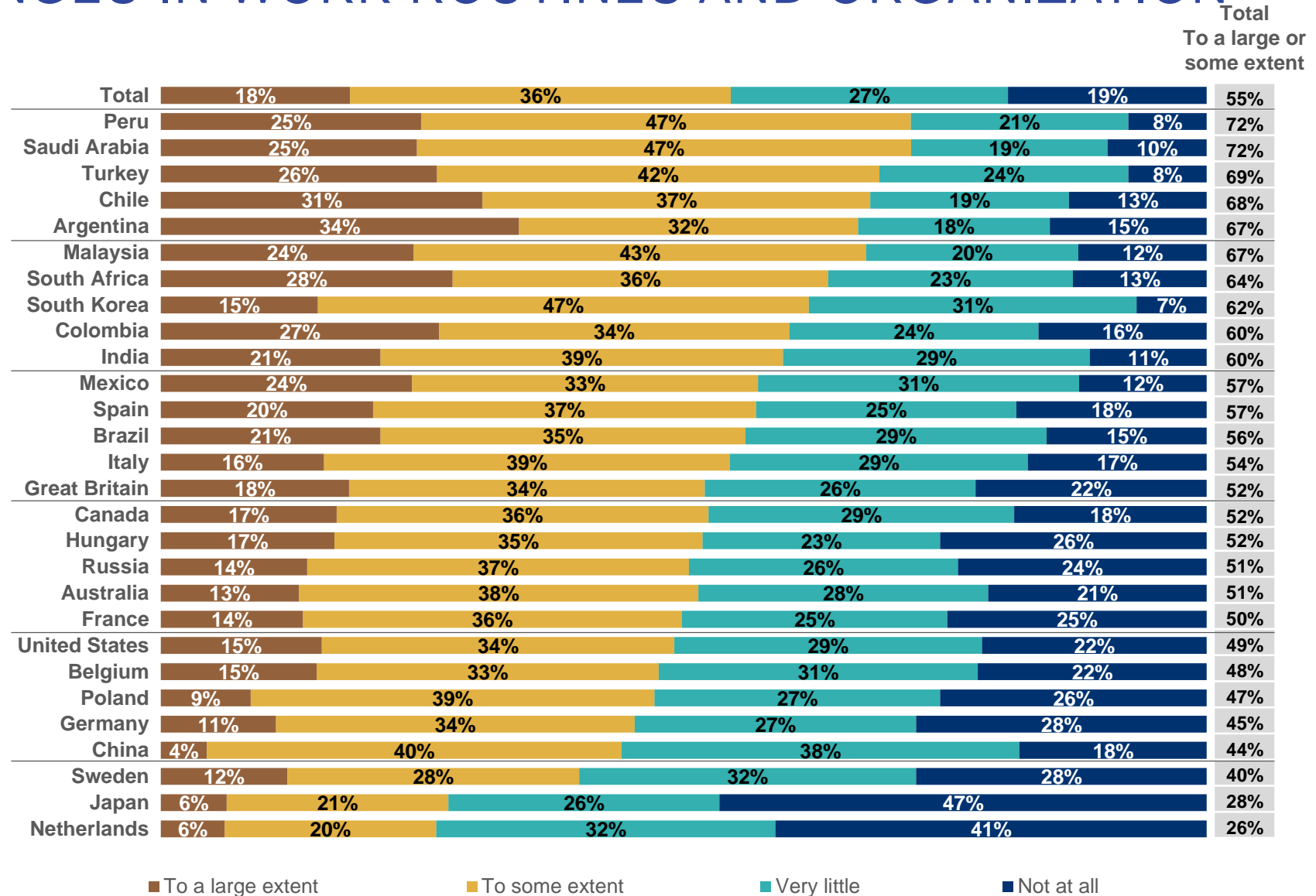


STRESS DUE TO CHANGES IN WORK ROUTINES AND ORGANIZATION

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Stress due to changes in work routines and organization

Globally, 55% say they experienced stress due to changes in work routines and organization as a result of the pandemic – from 72% in Peru and Saudi Arabia to just 26% in the Netherlands.



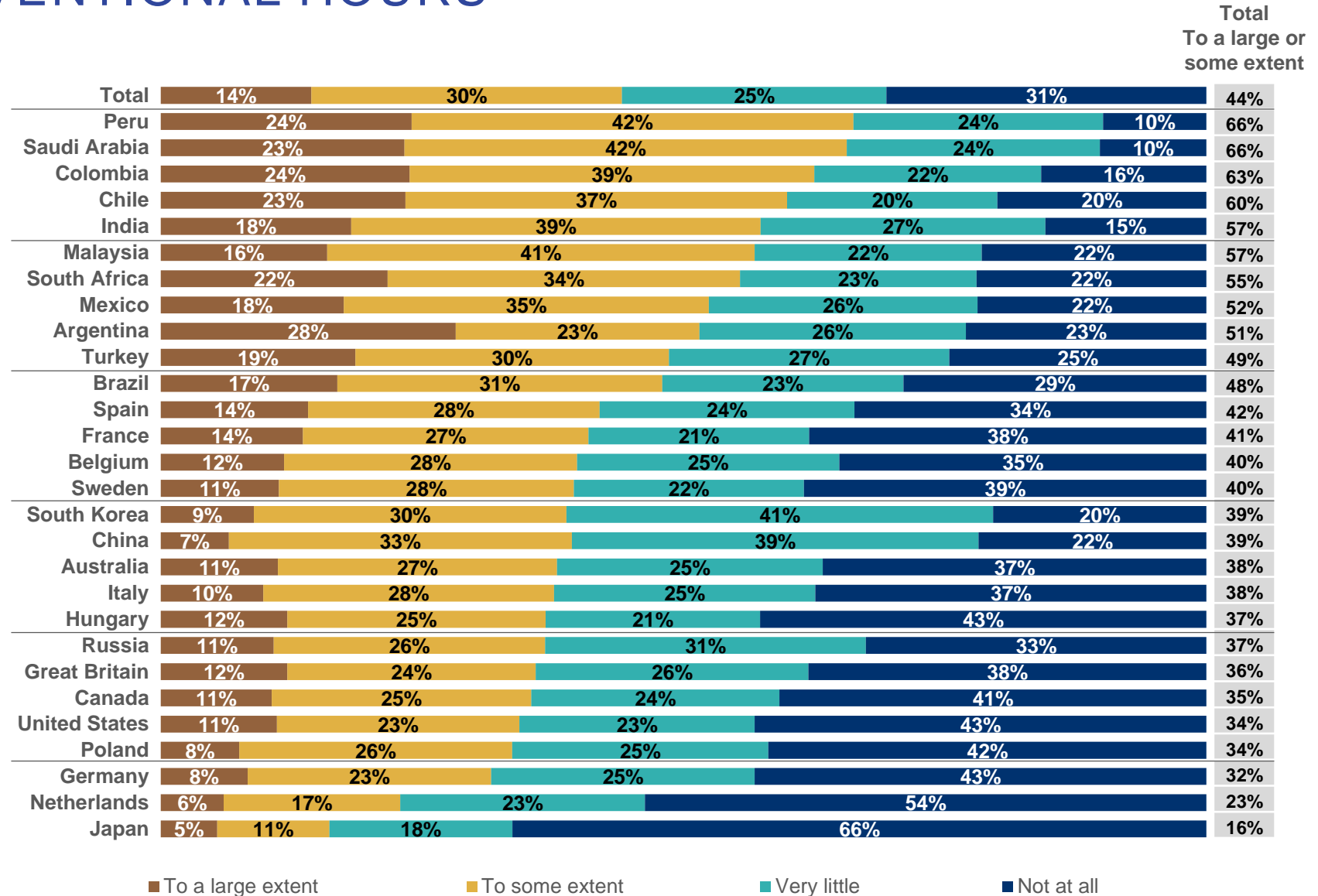
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WORKING AT UNCONVENTIONAL HOURS

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Working at unconventional hours (e.g., very early in the morning or late at night)

Globally, 44% say they worked at unconventional hours as a result of the pandemic – from 66% in Peru and Saudi Arabia to just 16% in Japan.



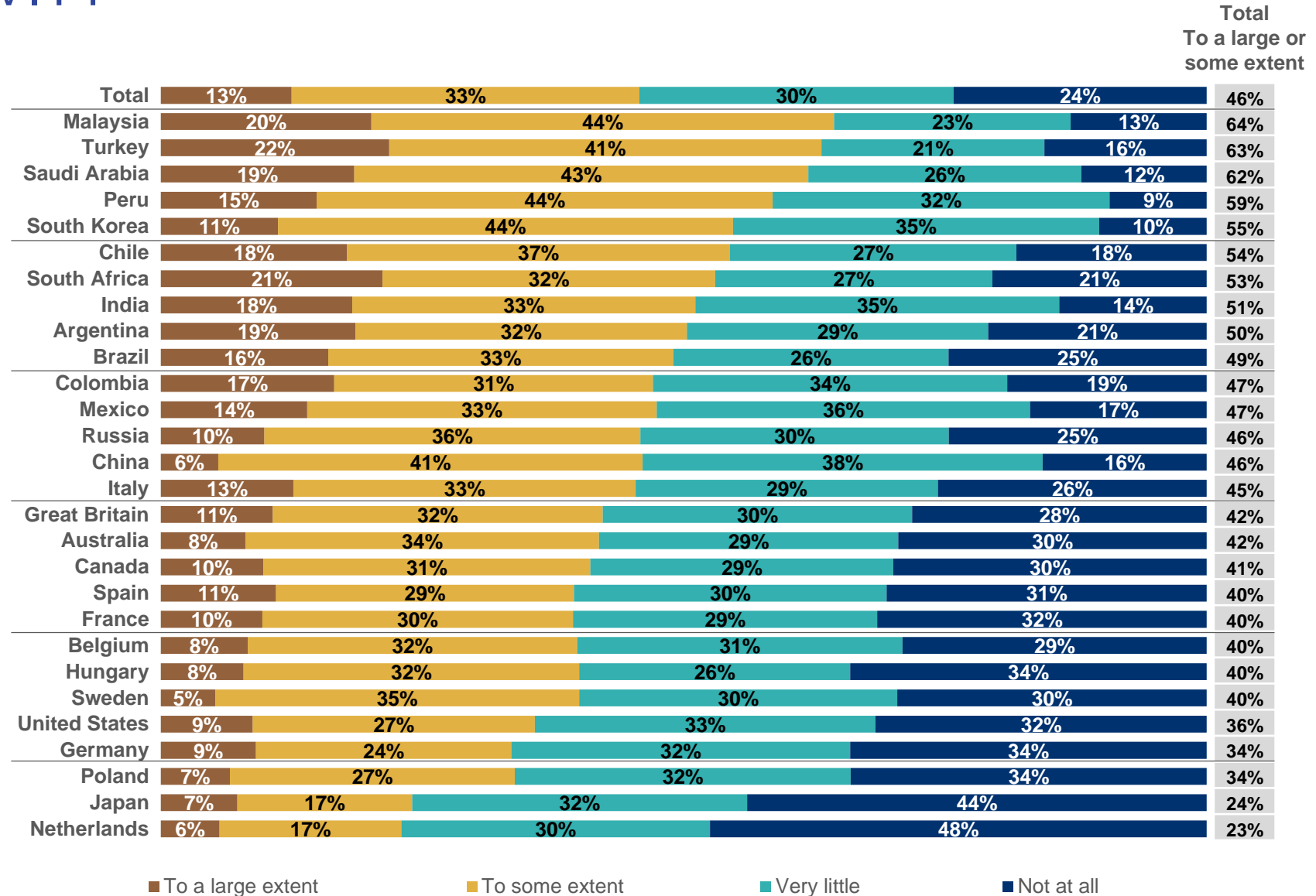
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REDUCED PRODUCTIVITY

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Reduced productivity

Globally, 46% say they experienced reduced productivity as a result of the pandemic – from 64% in Malaysia to just 23% in the Netherlands.



Base: 12,823 employed online adults aged 16-74 across 28 countries
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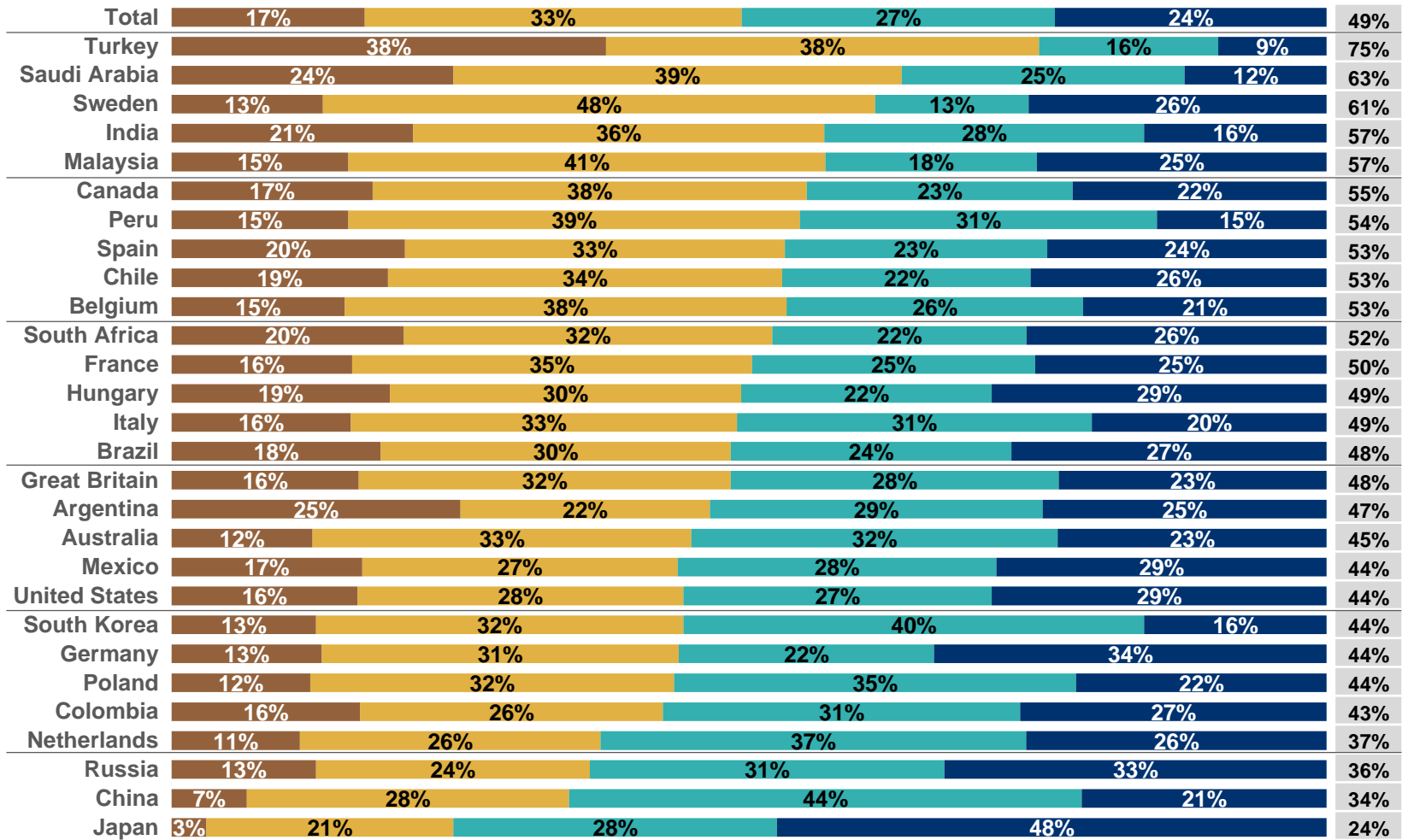
FEELING LONELY OR ISOLATED WHEN WORKING FROM HOME (IF WORKED FROM HOME)

Total
To a large or
some extent

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Feeling lonely or isolated when working from home (Asked only of those who worked from home)

Globally, 49% say they have felt lonely or isolated when working from home as a result of the pandemic – from 75% in Turkey to just 24% in Japan.



Base: 6,820 employed online adults who worked from home aged 16-74 across 28 countries

* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

■ To a large extent ■ To some extent ■ Very little ■ Not at all

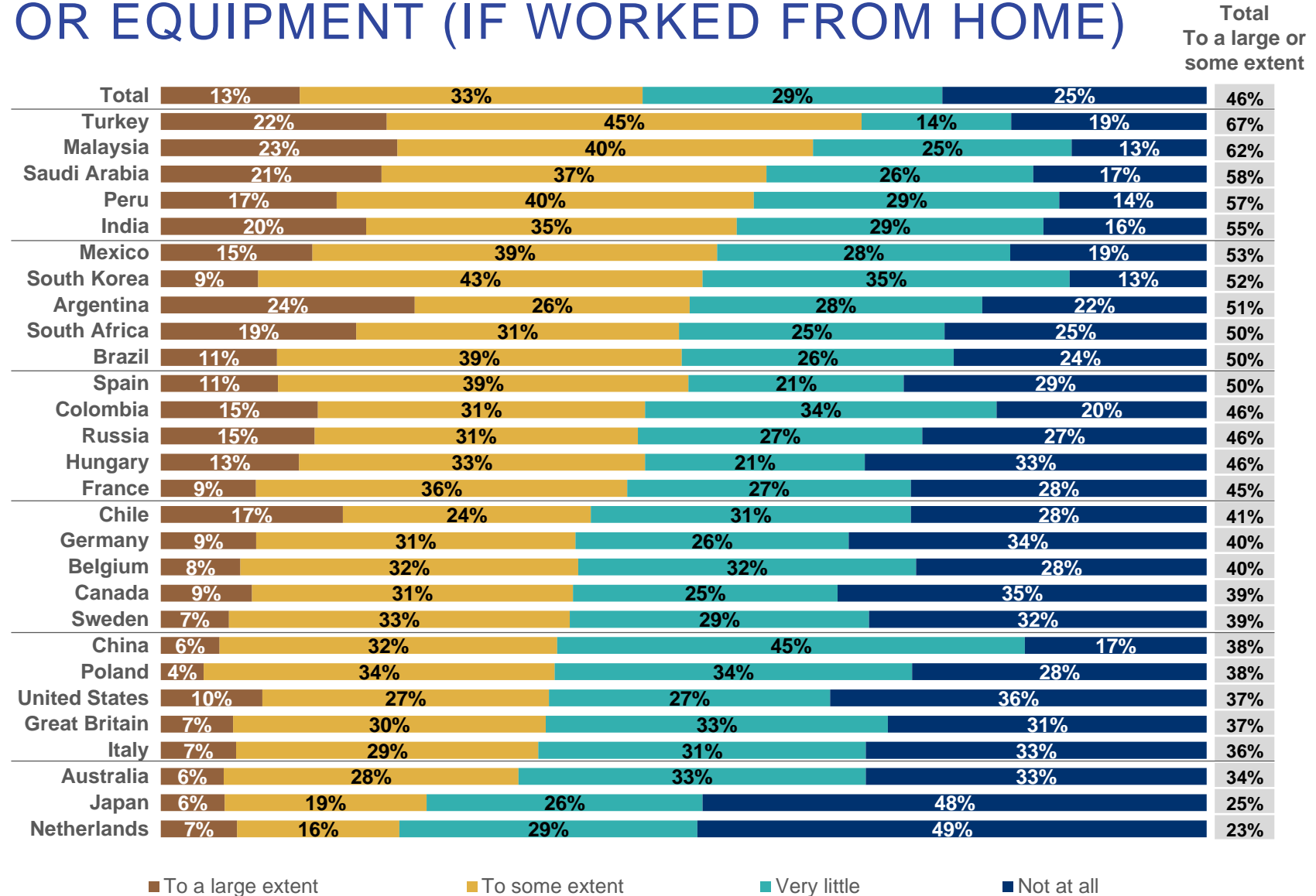


DIFFICULTY GETTING WORK DONE AT HOME DUE TO INADEQUATE HOME OFFICE SETUP OR EQUIPMENT (IF WORKED FROM HOME)

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Difficulty getting work done at home due to inadequate home office setup or equipment (Asked only of those who worked from home)

Globally, 46% of those who ever worked from home during the pandemic say they have had difficulty getting work done there due to inadequate home office setup or equipment – from 67% in Turkey to just 23% in the Netherlands.



Base: 6,820 employed online adults who worked from home aged 16-74 across 28 countries

* Online samples in Brazil, Chile, mainland China, Colombia, India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population

METHODOLOGY

- These are the results of a 28-country survey conducted by Ipsos on its Global Advisor online platform in Argentina, Australia, Belgium, Brazil, Canada, Chile, China (mainland), Colombia, France, Germany, Great Britain, Hungary, India, Italy, Japan, Malaysia, Mexico, the Netherlands, Peru, Poland, Russia, Saudi Arabia, South Africa, South Korea, Spain, Sweden, Turkey, and the United States.
- Ipsos interviewed a total of 12,823 employed adults aged 18-74 in United States, Canada, Malaysia, South Africa, and Turkey, and 16-74 in 23 other countries between November 20 and December 4, 2020.
- The sample consists of employed individuals. The sample size ranges from n=249 in Sweden to n=801 in China with an average of 458 per country. See table on the right.
- The samples in Argentina, Australia, Belgium, Canada, France, Germany, Great Britain, Hungary, Italy, Japan, the Netherlands, Poland, South Korea, Spain, Sweden, and the U.S. can be taken as representative of those who are employed within the general adult population.
- The samples in Brazil, Chile, China (mainland), Colombia India, Malaysia, Mexico, Peru, Russia, Saudi Arabia, South Africa and

Turkey are more urban, more educated, and/or more affluent than the national population of employed adults. The survey results for these countries should be viewed as reflecting the views of the more “connected” segment of their employed population.

Weighting has been employed to balance demographics and ensure that the composition of each country’s sample reflects that the adult population according to the most recent census data.

The precision of Ipsos online polls are calculated using a credibility interval with a poll of N=1,000 accurate to +/- 3.5 percentage points, N=750 to +/- 4.1 points, N=500 accurate to +/- 5.0 points and N=250 to +/- 7.1 points. For more information on the Ipsos use of credibility intervals, please visit the Ipsos website.

Where results do not sum to 100 or the ‘difference’ appears to be +/-1 more/less than the actual, this may be due to rounding, multiple responses or the exclusion of don't knows or not stated responses.

The publication of these findings abides by local rules and regulations.

	Sample size (N=)
Total	12,823
Argentina	313
Australia	576
Belgium	553
Brazil	675
Canada	570
Chile	308
China	801
Colombia	319
Germany	639
Spain	622
France	646
Great Britain	554
Hungary	299
India	333
Italy	582
Japan	602
South Korea	376
Mexico	623
Malaysia	368
Netherlands	265
Peru	317
Poland	341
Russia	348
Saudi Arabia	345
Sweden	249
Turkey	320
United States	541
South Africa	338

ABOUT IPSOS

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Our research professionals, analysts and scientists have built unique multi-specialist capabilities that provide powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 business solutions are based on primary data coming from our surveys, social media monitoring, and qualitative or observational techniques.

“Game Changers” – our tagline – summarises our ambition to help our 5,000 clients to navigate more easily our deeply changing world.

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GAME CHANGERS

In our world of rapid change, the need for reliable information to make confident decisions has never been greater.

At Ipsos we believe our clients need more than a data supplier, they need a partner who can produce accurate and relevant information and turn it into actionable truth.

This is why our passionately curious experts not only provide the most precise measurement, but shape it to provide True Understanding of Society, Markets and People.

To do this we use the best of science, technology and know-how and apply the principles of security, simplicity, speed and substance to everything we do.

So that our clients can act faster, smarter and bolder. Ultimately, success comes down to a simple truth:
You act better when you are sure.

