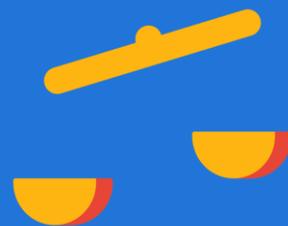


mature workers **more**  
**committed to their jobs**  
**than millennials.**



# striking a balance between work and life.



Randstad's latest Workmonitor revealed that 77% of respondents said that their employers expect them to be available for work outside of their regular hours.

Mature workers (age 55 years old and above) are more likely to respond to work-related calls and messages after leaving the office. 89% of mature respondents said that they will respond to work-related emails, messages and calls at a convenient time outside their regular office hours. However, only 76% of millennial workers (age between 18 and 34 years old) share the same sentiment.

Ms. Jaya Dass, Managing Director, Singapore and Malaysia at Randstad said, "Many experienced Malaysian workers are very loyal to their jobs, and they often stay with an employer for a long time. This is because their employers have rewarded them fairly over the years for their performance and loyalty, by giving them the opportunity to upskill and rise through the ranks. As a result, mature workers tend to work after hours, not just because they feel more responsible for their work but also to protect their stature in the company. Younger workers, on the other hand, are curious about what the job has in store for them. It is more important to them that the job fulfils both their career aspirations and salary expectations so that they can have a more purposeful and balanced life."

## a culture of instant gratification

The survey also hinted a culture of instant gratification among the youths in Malaysia. 72% of millennial workers would respond to work-related calls and messages immediately outside of regular working hours.

"Smartphones are blurring the line between work and play. For our digital natives whose every aspect of life is dependent on a smartphone, it's even harder for them. Once they receive an email notification from their bosses or colleagues, they would feel compelled to read or reply to them immediately. This culture of instant gratification has led many young employees feeling even more stressed and frustrated about their work. Instead of engaging with their peers behind the screens, we encourage younger workers to connect with their colleagues at the workplace, so that they can establish more meaningful relationships and learn more while on the job," Ms. Jaya said.

Ms. Jaya also shared further, "There is an always-on attitude among the younger workers. Fresh-faced in the working environment, they are very eager and motivated to learn. Many younger Malaysian workers want new opportunities to upskill themselves quickly so that they can be considered for promotions and pay raises. There is also an aspect of FOMO, where they have the urge to be in the know of what's happening to the projects that they are working on or in the office. In today's connected world, no one can truly switch off. However, it is important to have a rest, so that you can come back to work feeling more refreshed, and be ready for the next challenge."

# striking a balance between work and life.



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

	Asia Pacific	Southeast Asia	Mainland China	Malaysia	Hong Kong SAR	Singapore
<b>all</b>	66	68	89	77	64	63
<b>men</b>	61	63	89	74	58	58
<b>women</b>	70	73	90	79	70	68
<b>18 - 34</b>	71	68	92	75	60	69
<b>35 - 54</b>	65	68	88	76	67	62
<b>55 - 67</b>	50	66	75	89	69	54

Outside of my regular working hours, I respond to work-related calls, emails and text messages immediately. [%]

	Asia Pacific	Southeast Asia	Mainland China	Malaysia	Hong Kong SAR	Singapore
<b>all</b>	68	66	85	72	61	66
<b>men</b>	65	62	87	69	56	63
<b>women</b>	70	70	83	74	66	69
<b>18 - 34</b>	70	66	83	72	58	66
<b>35 - 54</b>	68	65	88	71	61	64
<b>55 - 67</b>	59	71	85	75	75	68

Outside of my regular working hours, I respond to work-related calls, emails and text messages at a convenient time. [%]

	Asia Pacific	Southeast Asia	Mainland China	Malaysia	Hong Kong SAR	Singapore
<b>all</b>	75	77	89	81	61	76
<b>men</b>	74	75	90	80	56	74
<b>women</b>	77	79	89	81	66	79
<b>18 - 34</b>	78	76	88	76	71	80
<b>35 - 54</b>	76	79	91	84	76	77
<b>55 - 67</b>	65	74	90	89	78	65

# striking a balance between work and life.



I sometimes handle private matters during working hours. [%]

	Asia Pacific	Southeast Asia	Mainland China	Malaysia	Hong Kong SAR	Singapore
<b>all</b>	75	79	68	72	87	79
<b>men</b>	74	78	66	71	86	76
<b>women</b>	77	81	71	73	89	81
<b>18 - 34</b>	78	78	71	72	83	80
<b>35 - 54</b>	76	82	65	73	90	81
<b>55 - 67</b>	66	75	65	72	86	71

## workmonitor Q4 2019 – index

- APAC region includes Australia, China, Hong Kong SAR, India, Japan, Malaysia, New Zealand and Singapore
- SEA region includes Hong Kong SAR, Malaysia and Singapore
- A minimum of 400 respondents in each countries or regions
- Online survey was conducted from 22 October until 6 November 2019.