

millennials feel
pressured to work

after office hours.



striking a balance between work and life.



Randstad's latest Workmonitor survey revealed that 69% of millennial respondents (18 to 34 years old) said that their employers expect them to be available outside of their regular working hours. 54% of mature respondents (55 years old and above) echoed the same.

Even when they feel obligated to work, millennials place a higher priority on work-life balance. 80% of respondents would only reply to work-related calls and messages at a convenient time. Whereas, 68% of mature workers tend to respond to work-related calls and messages immediately.

Ms. Jaya Dass, Managing Director, Malaysia and Singapore at Randstad said, "We've observed that younger workers prefer to wind down after leaving the office, and log back on later when they have some time to reply to emails and text messages. Unless there are urgent work-related matters to attend to, millennials will also usually only reply to shorter emails that do not require them to switch on their laptops. Since we live in such a connected world, it's impossible to switch off entirely after leaving the office. Therefore, this practice of doing minimal work outside of regular office hours is a good one, as you would still get to spend valuable time with your friends and family."

Dass explains, "As digital natives, millennials are always accessing work emails and messages on their smartphones, even when they are on leave. Younger workers also tend to work on multiple projects at any one time. They may feel that it is important for them to stay on top of their work even when they are on leave. However, mature workers usually have a team of employees who will continue to work on projects or be responsible for managing the day-to-day operations, which explains why they may not feel the need to log on as much when they are on leave. We recommend employees to keep work to a minimum after working hours or when they're on leave, as it is important for their well-being that they take the time to re-energise and refresh themselves."

nearly 4 in 5 handle private matters while at work

81% of respondents from the "sandwich generation" (35 to 54 years old) handle private matters while they are at work. More than 7 in 10 mature respondents (71%) do the same.

"We all use working hours to handle private matters, such as arranging dinner plans with our friends or manage personal finances with the banks. Some parents may also need to drop off or pick up their children at schools or childcare centres during working hours. As long as you are spending a reasonable amount of time on personal matters, it should not impact your overall productivity levels. However, employers should look out for workers who are spending way too much time browsing the internet or doing online shopping, as this behaviour could be an early indication that they've lost interest in their job and the motivation to perform. There is a risk that these disengaged employees may soon be browsing not only for things to buy, but also for new jobs," Dass said.

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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
all	66	68	89	77	64	63
men	61	63	89	74	58	58
women	70	73	90	79	70	68
18 - 34	71	68	92	75	60	69
35 - 54	65	68	88	76	67	62
55 - 67	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
all	68	66	85	72	61	66
men	65	62	87	69	56	63
women	70	70	83	74	66	69
18 - 34	70	66	83	72	58	66
35 - 54	68	65	88	71	61	64
55 - 67	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
all	75	77	89	81	61	76
men	74	75	90	80	56	74
women	77	79	89	81	66	79
18 - 34	78	76	88	76	71	80
35 - 54	76	79	91	84	76	77
55 - 67	65	74	90	89	78	65

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

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

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- 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.