

April 22, 2020

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## **Early adopters of COVID-19 countermeasures had twice as many employees satisfied with employers' response.**

57% adopted beginning of March or earlier; 17% no arrangements even a few days after emergency declaration

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On April 22, specialist professional recruitment firm Robert Walters Japan announced the survey results on special work arrangements adopted to prevent the spread of the coronavirus infection in Japan.

A total of 712 active employees between the ages of 20 to 60, working in domestic and foreign-affiliated companies in Japan participated in the survey. The survey was conducted for ten days starting from April 1<sup>st</sup>— around the time the emergency declaration in Japan became a topic of discussion.

### **17% did not adopt special work arrangements even a few days after the emergency declaration**

When asked if the companies they currently work for adopted special work arrangements such as working from home or sliding hours as a preventive measure against the coronavirus outbreak, 83% answered “yes.” By April 10th, when the survey was completed, 17% of respondents responded that “there was no introduction of special work arrangements.” 57% said arrangements were adopted from “late February/early March,” 20% answered “mid-March,” 18% answered “late March,” and 5% answered “other.”

### **Reasons why telecommuting was not encouraged: “job nature” ranked 1<sup>st</sup>, “digital infrastructure” ranked 2<sup>nd</sup> and “compliance” ranked 3<sup>rd</sup>**

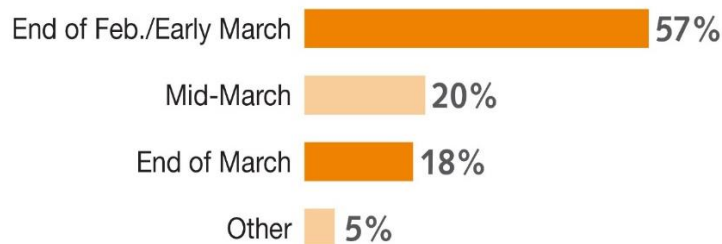
When asked “What factors hindered the ability to work from home?” 48% responded that “the job nature requires duties to be completed in the workplace.” 37% answered “insufficient digital infrastructure” and 23% answered “restrictions on accessing sensitive and personal data due to compliance.”

Due to these reasons, 89% of the companies that introduced special work arrangements were “working from home” and 56% implemented “sliding hours” while 13% of the companies reduced working hours or working days.

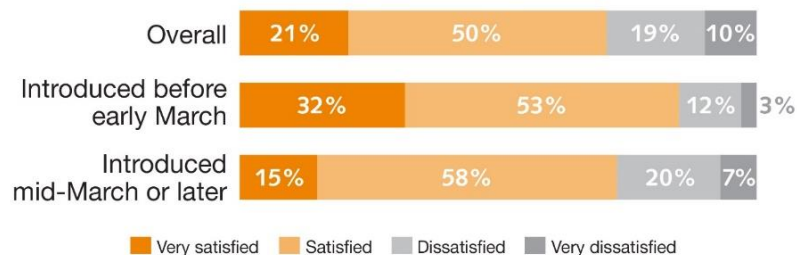
## Early adoption results in increased employee engagement

When asked if they were satisfied with the measures that their employer adopted to prevent coronavirus infection, 21% answered “very satisfied” and 50% answered “satisfied.” Overall, about 30% expressed dissatisfaction, with 19% responding they were “dissatisfied,” and 10% responding they were “very dissatisfied.” In addition, 32% working at companies that introduced work from home or sliding hours “before the beginning of March” answered that they were “very satisfied.” However, only 15% of employees working at companies that introduced measures after “mid-March” (when the number of infected people in the Tokyo metropolitan area, Kansai, Hokkaido, etc. exceeded three digits) said they were “very satisfied.” These results suggest that the timing of introducing preventative measures has an impact on employee engagement.

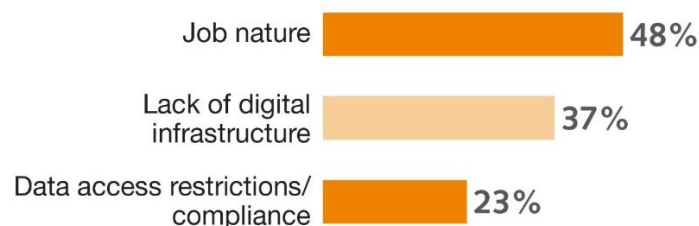
### When did your employer start to adopt alternative work arrangements?



### How satisfied are you with your company's work measures against coronavirus?



### Why was your company unable to adopt work from home arrangements?



(Survey period: April 1st to April 10th, 2020, Target: Company employees registered with Robert Walters Japan and living in Japan n=712)

**About Robert Walters Japan:**

Established in London, United Kingdom, in 1985, Robert Walters is a specialist recruitment consultancy with operations in 31 countries around the world. Robert Walters Japan established its Tokyo office in 2000 and Osaka office in 2007. For 20 years, we've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs. Our consultants are experts in their respective industries and work in teams to provide recruitment consultation services across a wide range of industries and job categories.

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