

### Changes in Working Patterns During the State of Emergency JPSED 2020 Special follow-up survey

Recruit's (HQ: Chiyoda District, Tokyo, Managing Corporate Executive Officer: Yoshihiro Kitamura) Recruit Works Institute (an institute focused on people and organizations) had conducted a special follow-up survey among the annual JPSED (carried out annually in January) respondents (people employed in December 2019) to understand people's working patterns during the state of emergency (from the nationwide state of emergency declared on April 16, 2020, to when it was lifted in some areas on May 14 (excluding Golden Week)). The follow-up survey aimed to understand people's working patterns during the state of emergency and understand the background reasons for them to further change in the future. We are proud to publish the survey's findings on the changes in work patterns that people in Japan had to make during the state of emergency to prevent the spread of COVID-19. This includes teleworking, staggered working hours, and leaves of absence and is aggregated per employment, occupation, and work location.

**A total of 15.7% of employees were told to telework. During the extended state of emergency, that figure was 21.7% in the seven prefectures.**

**How work has changed because of COVID-19** Details on Page 3

- ▶ 1.2% of people employed in December 2019 were laid off because of COVID-19, 1.5% left their jobs for personal reasons, and 0.2% saw their companies go out of business.
- ▶ 15.7% of employees had been told by their place of work to telework because of COVID-19, 10.8% were told to have staggered working hours, 8.2% were asked to stay at home, and 11.6% were asked to reduce their number of working days and hours.
- ▶ Per area, 21.7% of respondents in the seven prefectures with the extended state of emergency had been told by their employers to telework and 15.6% to have staggered working hours. Elsewhere, these figures were 10.5% and 6.6% respectively.

**17.2% of workers were asked and agreed to take a leave of absence. 62.4% of these received an absence allowance.**

**Absence allowance** Details on Page 3

- ▶ 17.2% of workers were asked and agreed to take a leave of absence, 1.3% were asked but did not agree to take a leave of absence, and 78.9% were not asked to take a leave of absence.
- ▶ 62.4% of workers who were asked and agreed to take a leave of absence received an absence allowance.

**When asked to compare their incomes in May with their incomes in December 2019, 74.5% saw their incomes increase or fall by 10% or less. 20.0% saw their incomes fall by at least 11% (in total).**

**Income changes** Details on Page 5

- ▶ When asked to compare May 2020 incomes with December 2019 incomes, 74.5% said their incomes had increased or dropped by 10% at most, 6.2% said their incomes had fallen by 11-20%, 5.9% said their incomes had fallen by 21-40%, and 7.9% said their incomes had fallen by at least 41%. 2.1% said their incomes had risen by at least 11%, and 1.0% said they had not been paid.

**Compared with December 2019, working hours reduced and teleworking hours increased during the state of emergency.**

**Changes in working hours** Details on Page 4

**Changes in Teleworking hours** Details on Page 7

- ▶ The average number of hours worked by people in employment decreased from 39.1 hours in December 2019 to 35.0 hours during the state of emergency.
- ▶ The percentage of people in employment doing 0 hours of telework decreased from 91.8% in December 2019 to 73.5% during the state of emergency.

For any enquiries:  
<https://www.recruit.co.jp/support/form/>

# Table of Contents

Survey Outline	Page 2
How Work has Changed Because of COVID-19	Page 3
Absence Allowance	Page 3
Changes in Working Hours	Page 4
Changes in Income	Page 5
Productivity	Page 6
Number of Teleworking Days	Page 6
Changes in Teleworking Hours	Page 7
Changes in Job Satisfaction	Page 8
Employer Plans Following Lifting of State of Emergency	Page 9
(Reference) List of Survey Questions	Pages 10-11

## Survey Outline

### JPSED Special Follow-up Survey

- Aim: Fixed-point observation of changes to working patterns during the state of emergency
- Survey Subjects: Random sampling of around 10,000 JPSED 2020 respondents aged 20-60 who were in employment as of December 2019
- Valid responses: 10,317
- Survey period: June 29, 2020 - July 1, 2020

Note: Weighted tabulation carried out (Xa20TC) to ensure the composition of gender, age, employment status and education reflects the population (number of people after weighted tabulation is 10,307)

### JPSED 2020 (for reference)

- Aim: To clarify the actual state of employment and non-employment nationwide and changes therein
- Survey subjects: Men and women aged 15 and over, nationwide
- Valid responses: 57,284
- Sampling: Allocation through the following six attributes:
  - Gender: Male/Female
  - Age: 15-19/20-24/25-34/35-44/45-54/55-64/65-69/70-74/75+
  - Employment status: Working population/non-working population
  - Type of employment: Self-employed/working in family business/officer/regular/irregular/completely unemployed
  - Education: Non-college graduate/college graduate/studying
  - Residence: 11 areas comprising Hokkaido/Tohoku/Southern Kanto/Northern Kanto & Koshin/Hokuriku/Tokai/Kinki/Chugoku/Shikoku/Kyushu/Okinawa
- Survey period: January 9-31, 2020
- Survey method: Online survey

Note: Weighted tabulation carried out (Xa20) to ensure the composition of gender, age, employment status, and education reflects the population (number of people after weighted tabulation is 57,323)

### Precautions when looking at survey results

- 1 Percentages do not always total 100% because they are rounded to the first decimal place.
- 2 Reference value if n is less than 50. Written as “-” when n is less than 10.

### Recruit Works Institute

Recruit Works Institute was founded in January 1999, and is a research institute considering “people” and “organizations” within Recruit. It promotes the communication and exchange of recommendations concerning human resources management and the labor market.

## How Work has Changed Because of COVID-19

15.7% of employees were asked to telework; 21.7% in the seven prefectures

- 1.2% of people in employment in December 2019 were laid off because of COVID-19, 1.5% left for personal reasons, and 0.2% saw their companies go out of business.
- 15.7% were asked by their companies to telework because of COVID-19, 10.8% were asked to have staggered working hours, 8.2% were asked to stay at home, and 11.6% were asked to reduce the number of days and hours they worked.
- By area, 21.7% and 15.6% of people in the seven prefectures in extended lockdown were asked to telework and stagger their working hours, respectively; 10.5% and 6.6% outside these areas.

### How Work has Changed because of COVID-19

(%)

		n	I was laid off	I left my job for personal reasons	I/the company went out of business	n	My place of work recommended that I telework	My place of work recommended that I do staggered working hours	I was asked by my place of work to stay at home	My place of work asked me to reduce my working days/hours
TOTAL		10307	1.2	1.5	0.2	9568	15.7	10.8	8.2	11.6
Employed	Total no. of workers	9129	1.2	1.5	0.2	8467	17.1	11.8	8.9	12.5
	Regular staff member/worker	6133	0.9	0.9	0.2	5840	21.2	14.6	7.5	10.8
	Part-time worker	2115	1.3	2.7	0.3	1874	4.6	3.1	11.3	16.3
	Temporary worker dispatched by	338	6.9	2.5	0.4	258	15.1	11.4	15.8	14.9
	Contract worker/commission/other	543	0.9	2.5	0.0	495	15.9	11.2	13.3	16.8
Self-employed	Self-employed worker	538	2.6	0.6	0.6	507	4.5	1.7	1.5	4.5
Industry	Agriculture, forestry and fisheries	75	0.0	2.5	0.5	73	2.7	1.6	2.7	4.7
	Construction	512	0.8	1.1	0.0	492	14.0	9.9	4.9	4.4
	Manufacturing	1849	1.2	1.3	0.2	1735	20.7	13.9	6.8	14.5
	Electricity, gas, heat supply, and water	140	1.4	1.4	0.0	127	15.0	11.8	6.2	3.8
	Telecommunications	630	0.6	0.9	0.2	587	44.7	24.5	11.4	8.0
	Transportation	690	1.4	0.2	0.0	650	8.3	7.0	7.6	14.4
	Wholesale & retail	1198	0.8	2.3	0.5	1113	8.8	7.4	6.5	12.1
	Finance & insurance	370	1.4	1.9	0.4	337	25.1	17.3	17.5	14.1
	Real estate	177	3.1	0.3	0.6	169	21.0	17.8	3.2	11.7
	Food and drink service & lodging	468	4.2	1.2	0.7	412	4.6	3.7	14.7	24.7
	Medical & welfare	1153	0.3	1.6	0.1	1058	3.7	2.8	3.5	6.9
	Education & learning support	465	0.8	1.1	0.0	428	26.2	13.5	16.4	15.1
	Postal service	58	0.0	0.0	0.0	54	3.4	3.2	3.4	7.7
	Service industry	1043	1.1	2.4	0.2	977	11.9	10.1	9.7	13.8
	Public service	573	0.9	0.8	0.1	534	24.2	18.7	9.3	8.3
	Area	Tokyo, Kanagawa, Saitama, Chiba, Osaka,	4813	1.4	1.6	0.2	4453	21.7	15.6	10.0
Other prefecture		5494	1.0	1.4	0.3	5116	10.5	6.6	6.6	11.0

Scope of aggregation: People in employment in December 2019

Scope of aggregation: People continuing in work from December

## Absence allowance

17.2% of workers were asked and agreed to take leave of absence, of whom 62.4% received an absence allowance.

- 17.2% of workers were asked and agreed to take leave of absence, 1.3% were asked and did not agree to take leave of absence, and 78.9% were not asked.
- 62.4% of those who were asked and agreed to take leave of absence received an absence allowance.

### Work Requests to take Leave of Absence and Recipients of Absence Allowance from Workplace because of COVID-19

		n	I was asked and did take a leave of absence	I was asked but did not take a leave of absence	I was not asked to take a leave of absence	I prefer not to say	n	I received an absence allowance	I did not receive an absence allowance
Total no. of workers		8467	17.2	1.3	78.9	2.7	1454	62.4	37.6
Employed	Regular staff member/worker	5840	14.4	1.3	81.7	2.6	840	62.0	38.0
	Part-time worker	1874	25.6	0.7	70.7	3.0	480	60.5	39.5
	Temporary worker dispatched by	258	18.5	1.4	76.9	3.2	48	78.3	21.7
	Contract worker/commission/other	495	17.4	2.3	77.8	2.4	86	67.7	32.3
	Self-employed	538	2.6	0.6	0.6	0.6	507	4.5	1.7
Industry	Agriculture, forestry and fisheries	30	11.4	0.0	84.0	4.6	-	-	-
	Construction	389	10.4	0.8	87.4	1.4	40	53.7	46.3
	Manufacturing	1639	21.6	1.4	74.4	2.6	355	73.8	26.2
	Electricity, gas, heat supply and water	117	4.1	1.6	89.9	4.5	-	-	-
	Telecommunications	527	8.6	0.8	87.5	3.1	45	55.2	44.8
	Transportation	615	18.2	1.0	77.8	2.9	112	59.3	40.7
	Wholesale & retail	999	16.5	0.5	80.8	2.1	165	73.5	26.5
	Finance & insurance	309	16.9	1.3	79.9	1.9	52	63.1	36.9
	Real estate	126	9.8	4.5	85.2	0.5	12	71.7	28.3
	Food and drink service & lodging	345	47.6	0.7	49.7	2.0	164	65.6	34.4
	Medical & welfare	994	7.7	1.4	88.2	2.7	77	35.8	64.2
	Education & learning support	385	27.1	1.8	68.5	2.6	104	47.1	52.9
	Postal service	54	2.4	0.4	90.6	6.6	-	-	-
	Service industry	771	21.6	1.9	73.6	2.9	167	62.7	37.3
	Public service	529	6.4	1.4	89.9	2.3	34	29.0	71.0
	Area	Tokyo, Kanagawa, Saitama, Chiba, Osaka,	3966	17.9	1.4	78.2	2.6	708	61.0
Other prefecture		4501	16.6	1.1	79.5	2.8	746	63.7	36.3

Scope of aggregation: People continuing to work from December and people in employment

Scope of aggregation: People who were asked and agreed to take leave of absence out of people continuing to work from December and people in employment

## Changes in Working Hours

### Weekly working hours were lower during the state of emergency than in December 2019

- Average weekly working hours dropped from 39.1 hours in December 2019 to 35.0 hours during the state of emergency
- In terms of employment, regular workers went from working 43.5 to 39.0 hours, part-time workers went from 24.4 to 22.4 hours, dispatched workers went from 35.6 to 30.9 hours, contract/commission/other workers went from 37.7 to 32.5 hours, and the self-employed went from 38.6 to 33.7 hours.

#### Changes in weekly working hours

		n	<20 hours	20-34 hours	35-44 hours	45-59 hours	60+ hours	Unknown	Mean value (%)
TOTAL	(Dec) TOTAL	8582	9.0	11.5	48.3	24.5	6.4		39.1
	TOTAL	8582	15.3	18.5	45.2	16.8	3.8		35.0
Employed	(Dec) Total no. of workers	7687	8.4	11.0	49.8	24.7	5.7		39.2
	Total no. of workers	7687	14.4	18.5	46.8	16.7	3.4		35.1
	(Dec) Regular staff member/worker	5522	2.4		56.5	31.9	7.4		43.5
	Regular staff member/worker	5522	7.1	12.4	54.1	21.5	4.6		39.0
	(Dec) Part-time worker	1497	30.9		45.9	18.6	3.6		24.4
	Part-time worker	1497	40.5	38.4	18.1	2.7			22.4
	(Dec) Temporary worker dispatched by staffing agency	222	10.0	10.0	68.6	10.8			35.6
	Temporary worker dispatched by staffing agency	222	18.9	24.1	50.2	6.6			30.9
	(Dec) Contract worker/commission/other	445	7.3	12.5	62.3	13.3	4.6		37.7
	Contract worker/commission/other	445	14.7	24.1	51.0	9.2			32.5
Self-employed	(Dec) Self-employed worker	423	12.6	18.3	31.3	25.6	12.0		38.6
	Self-employed worker	423	21.8	21.4	29.0	20.0	7.1		33.7
Industry	(Dec) Agriculture, forestry and fisheries	64	12.2	20.6	37.0	24.7	5.5		37.0
	Agriculture, forestry and fisheries	64	17.6	15.6	34.6	28.9	3.3		35.2
	(Dec) Construction	464	6.0	7.0	48.2	29.6	9.0		41.7
	Construction	464	10.2	10.2	48.5	23.7	7.2		39.1
	(Dec) Manufacturing	1640	4.3	5.5	50.2	33.9	6.0		42.2
	Manufacturing	1640	9.3	16.5	50.2	21.0	2.8		37.3
	(Dec) Electricity, gas, heat supply and water	123	6.2	7.6	54.2	28.2	3.8		39.8
	Electricity, gas, heat supply and water	123	7.2	13.1	62.4	14.8	2.5		37.2
	(Dec) Telecommunications	559	4.9	7.0	54.9	27.7	5.6		40.9
	Telecommunications	559	12.3	15.6	51.5	17.9	2.5		36.0
	(Dec) Transportation	598	6.0	9.3	39.0	28.2	16.6		43.8
	Transportation	598	12.6	15.6	36.6	24.3	10.4		38.7
	(Dec) Wholesale & retail	992	14.0	22.3	38.3	19.8	5.4		35.5
	Wholesale & retail	992	19.6	26.7	36.9	13.1	3.6		32.4
	(Dec) Finance & insurance	314	8.5	9.8	55.0	22.9	3.9		38.2
	Finance & insurance	314	17.9	26.1	37.3	15.6	2.9		32.5
	(Dec) Real estate	161	5.1	10.3	50.7	26.3	7.6		40.7
	Real estate	161	15.5	21.2	39.8	18.5	5.0		34.9
	(Dec) Food and drink service & lodging	262	23.6	25.6	21.8	21.0	8.0		33.1
	Food and drink service & lodging	262	39.6	25.0	23.4	8.1	3.5		25.8
	(Dec) Medical & welfare	981	8.7	10.1	60.2	17.6	3.2		37.8
	Medical & welfare	981	12.3	13.6	58.8	13.0	2.0		35.8
	(Dec) Education & learning support	355	17.8	17.3	31.6	23.5	9.3		36.6
	Education & learning support	355	28.0	21.0	37.4	11.2	4.4		31.1
	(Dec) Postal service	50	17.1	21.3	44.4	15.1	2.0		34.7
	Postal service	50	23.7	18.5	41.8	16.0			31.8
	(Dec) Service industry	849	9.2	12.0	47.7	23.2	7.8		39.2
	Service industry	849	18.0	19.3	39.5	17.6	5.3		34.2
	(Dec) Public service	512	3.4	5.9	67.7	18.4	3.9		40.5
	Public service	512	6.3	18.9	57.1	13.6	2.4		37.1
Area	(Dec) Tokyo, Kanagawa, Saitama, Chiba, Osaka, Hyogo & Fukuoka	3935	10.1	10.9	47.2	24.9	6.7		39.0
	Tokyo, Kanagawa, Saitama, Chiba, Osaka, Hyogo & Fukuoka	3935	17.9	18.7	43.3	15.9	3.9		34.1
	(Dec) Other prefecture	4647	8.1	12.0	49.2	24.2	6.1		39.2
	Other prefecture	4647	13.1	18.3	46.8	17.6	3.7		35.8

Scope of aggregation:  
People continuing to work from December (excluding those who took a leave of absence)

Under 2% of values hidden

## Changes in Income

74.5% saw their incomes rise or fall by 10% or less between December 2019 and May 2020, while 20.0% saw their incomes fall by 11% or more (total)

- 74.5% saw their incomes rise or fall by 10% or less in May 2020 compared to December 2019, 6.2% saw their incomes fall by 11-20%, 5.9% saw their incomes fall by 21-40%, 7.9% saw their incomes fall by 41% or more. Meanwhile, 2.1% saw their incomes rise by 11% or more, while 1.0% were not paid.

### ■ Changes in Income Compared with December 2019

(%)

	n	Fell by at least 41%	Fell 21-40%	Fell 11-20%	Fell or increased less than 10%	Increased at least 11%	I was not paid	I prefer not to say	
TOTAL	9225	7.9	5.9	6.2	74.5	2.1	1.0	2.4	
Employed	Total no. of workers	8224	6.4	5.7	6.3	76.5	2.0	0.9	2.2
	Regular staff member/worker	5741	3.5	4.7	6.3	82.2	1.2	0.3	1.8
	Part-time worker	1756	14.8	8.1	5.8	60.6	4.4	2.5	3.8
	Temporary worker dispatched by	245	11.0	10.0	6.0	65.4	3.5	1.5	2.5
	Contract worker/commission/other	482	7.7	6.4	9.0	72.7	1.3	1.0	1.9
Self-employed	Self-employed worker	478	27.2	9.1	7.0	47.6	2.9	1.1	5.2
Industry	Agriculture, forestry and fisheries	66	8.8	2.8	8.5	65.3	2.7	1.3	10.6
	Construction	480	4.6	3.0	5.3	81.9	1.6	0.7	2.7
	Manufacturing	1700	5.7	9.1	8.5	72.8	1.2	0.7	2.0
	Electricity, gas, heat supply and water	124	3.2	2.3	4.3	83.1	1.9	0.0	5.2
	Telecommunications	576	3.7	5.1	6.9	80.4	2.1	0.0	1.7
	Transportation	635	7.6	7.6	13.0	66.7	0.8	1.3	3.0
	Wholesale & retail	1077	7.5	5.1	6.1	74.7	3.4	0.5	2.6
	Finance & insurance	328	3.8	1.3	4.3	85.8	3.7	0.4	0.7
	Real estate	165	6.6	2.5	5.3	84.2	0.8	0.0	0.7
	Food and drink service & lodging	381	26.9	13.6	5.1	39.2	4.5	5.9	4.8
	Medical & welfare	1030	4.0	3.2	3.2	85.7	1.9	1.0	1.0
	Education & learning support	409	15.2	5.7	3.8	68.4	3.0	1.6	2.4
	Postal service	50	0.0	2.5	3.2	78.6	10.3	0.0	5.4
	Service industry	938	12.6	7.6	5.2	70.1	1.1	0.8	2.5
Public service	526	1.2	1.6	3.3	91.5	1.8	0.0	0.6	
Area	Tokyo, Kanagawa, Saitama, Chiba, Osaka,	4281	8.3	6.0	6.6	73.8	2.4	0.9	1.9
	Other prefecture	4944	7.5	5.8	5.9	75.2	1.8	1.0	2.8

Scope of aggregation: People continuing to work from December

## Work Productivity

Teleworkers working full days felt that productivity both increased (total) and decreased (total)

- In terms of work productivity during the state of emergency compared with December 2019, teleworkers who worked full days felt that productivity both increased (total) and decreased (total) for people who did no telework at all.

### Work Productivity compared to December 2019

(%)

	n	Significantly increased	Increased	No change	Decreased	Significantly decreased	Increased (total)	Decreased (total)
TOTAL	8654	1.2	7.7	65.7	20.1	5.3	8.9	25.3
Full day of telework 0 days (none at all)	6658	0.9	6.4	70.8	16.9	5.0	7.4	21.9
Full day of telework 1 day/week	271	3.1	6.0	54.2	29.4	7.2	9.1	36.6
Full day of telework 2 days/week	376	1.1	9.6	48.5	35.3	5.5	10.7	40.8
Full day of telework 3 days/week	319	0.8	9.1	47.6	35.7	6.8	9.8	42.5
Full day of telework 4 days/week	216	2.7	13.9	42.7	30.9	9.9	16.5	40.8
Full day of telework 5+days/week	815	2.6	15.8	49.5	26.9	5.1	18.5	32.0

Scope of aggregation: People continuing to work from December (excluding people on leave of absence)

## Number of Telework Days

76.9% of workers did no full days of telework, while 9.4% worked five or more full telework days

- During the state of emergency, 76.9% of workers did no full days of telework each week, 3.1% did one day a week, 4.3% did two days a week, 3.7% did three days a week, 2.5% did four days a week, and 9.4% worked five full days of telework or more.
- People who did no telework were asked why. 58.2% said their work would not allow them to telework, 38.2% said their work allowed them to telework, but they could not do their jobs through telework, and 3.7% said their work allowed them to telework, but they preferred to work at their workplace.

### Number of full days of telework per week and reasons for not teleworking

(%)

		n	None at all (0 days)	Once a week	Twice a week	Three times a week	Four times a week	At least five days a week	n	My workplace does not allow teleworking	My workplace does allow teleworking, but I could not do my job through telework	My workplace does allow teleworking, but I prefer to work at my workplace
TOTAL		8654	76.9	3.1	4.3	3.7	2.5	9.4	6364	58.2	38.2	3.7
Total no. of workers		7749	76.8	3.3	4.6	3.7	2.5	9.0	5708	60.1	36.9	3.0
Employed	Regular staff member/worker	5570	73.0	3.9	5.6	4.2	3.1	10.3	3909	57.3	39.4	3.3
	Part-time worker	1509	90.8	1.3	1.8	1.4	0.7	3.9	1299	69.8	28.2	2.0
	Temporary worker dispatched by	223	79.2	2.5	2.2	3.1	2.1	10.9	173	55.7	38.6	5.7
	Contract worker/commission/other	446	76.5	2.9	3.4	5.0	2.3	9.9	327	57.7	40.4	1.8
	Self-employed worker	425	75.4	1.3	1.3	3.4	1.7	17.0	303	34.6	54.5	10.9
Industry	Agriculture, forestry and fisheries	65	96.8	0.0	1.1	0.4	0.0	1.7	60	55.0	40.1	4.8
	Construction	468	81.9	3.3	3.8	3.1	2.2	5.8	362	50.3	43.0	6.7
	Manufacturing	1650	75.1	3.3	4.5	3.7	3.1	10.2	1202	52.4	44.4	3.2
	Electricity, gas, heat supply and water	123	72.0	3.4	8.4	2.5	2.6	11.1	90	54.1	42.3	3.6
	Telecommunications	564	44.5	3.6	5.3	6.6	6.5	33.5	245	42.8	48.0	9.2
	Transportation	602	89.1	2.3	2.7	2.2	1.3	2.4	517	58.5	39.5	2.0
	Wholesale & retail	1002	84.9	2.1	2.8	2.5	1.9	5.8	825	64.1	33.5	2.4
	Finance & insurance	316	62.2	4.9	8.5	7.3	3.6	13.4	184	47.9	44.7	7.3
	Real estate	164	71.7	3.6	6.9	4.6	5.8	7.4	111	50.3	45.0	4.6
	Food and drink service & lodging	262	90.5	3.5	1.1	0.8	0.8	3.3	219	67.5	28.6	3.9
	Medical & welfare	995	94.3	0.7	2.1	0.9	0.6	1.4	886	74.0	25.2	0.7
	Education & learning support	357	56.0	5.7	9.1	8.0	4.4	16.9	180	50.0	38.7	11.3
	Postal service	50	91.6	0.0	2.4	3.3	0.0	2.6	40	76.8	23.2	0.0
	Service industry	857	77.3	3.2	4.0	3.4	1.9	10.2	637	58.4	38.7	3.0
	Public service	514	66.4	7.8	9.7	7.0	2.1	6.9	332	50.8	43.3	5.9
	Area	Tokyo, Kanagawa, Saitama, Chiba, Osaka,	3969	68.2	3.8	5.4	5.2	3.7	13.7	2569	54.7	41.3
Other prefecture		4685	84.4	2.6	3.4	2.4	1.4	5.8	3795	60.5	36.1	3.5

Source of aggregation: People continuing to work from December (excluding people on leave of absence)

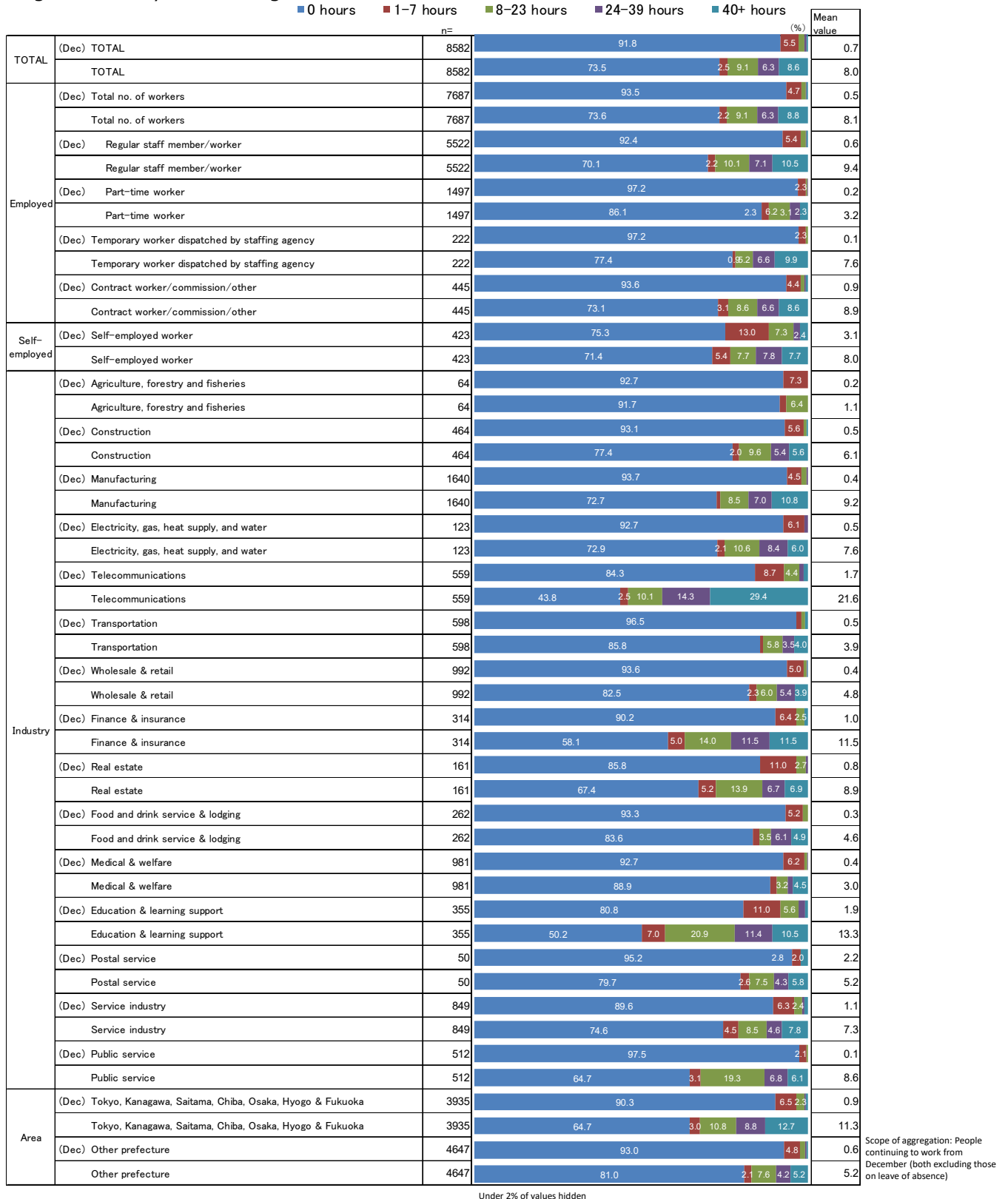
Source of aggregation: People continuing to work from December (excluding people on leave of absence), and people who did no telework per week

## Changes in Telework Hours

Average teleworking hours increased from 0.7 in December 2019 to 8.0 during the state of emergency

- Average weekly teleworking hours increased from 0.7 hours in December 2019 to 8.0 hours during the state of emergency.
- In terms of employment, the percentage of regular workers doing 0 hours of telework dropped from 92.4% to 70.1%, from 97.2% to 86.1% among part-time workers, from 97.2% to 77.4% among dispatched workers, from 93.6% to 73.1% among contract/commission/other workers, and from 75.3% to 71.4% among the self-employed.

### Changes in weekly teleworking hours



## Changes in Job Satisfaction

### Job satisfaction was lower during the state of emergency than in December 2019

- When asked about job satisfaction, the percentage of respondents saying they were satisfied dropped from 6.3% in December 2019 to 5.9%, and from 32.3% to 25.0% among those saying they were somewhat satisfied. Meanwhile, the percentage saying they were neither satisfied nor dissatisfied increased from 37.5% to 44.7%, the percentage saying they were somewhat dissatisfied increased from 14.8% to 15.0%, and the percentage saying they were dissatisfied increased from 9.1% to 9.4%.

#### Changes in Job Satisfaction

		n=		(%)					
				True	Somewhat true	Neither true nor false	Somewhat false	False	
TOTAL	(Dec) TOTAL	9568		6.3	32.3	37.5	14.8	9.1	
	TOTAL	9225		5.9	25.0	44.7	15.0	9.4	
Employed	(Dec) Total no. of workers	8467		5.6	32.1	37.8	15.3	9.3	
	Total no. of workers	8224		5.4	24.7	45.3	15.4	9.2	
	(Dec) Regular staff member/worker	5840		4.7	30.9	38.1	16.2	10.2	
	Regular staff member/worker	5741		5.2	24.9	45.9	15.5	8.5	
	(Dec) Part-time worker	1874		8.1	36.6	37.0	12.3	5.9	
	Part-time worker	1756		6.0	25.7	43.1	15.0	10.2	
	(Dec) Temporary worker dispatched by staffing agency	258		5.9	31.3	36.7	15.4	10.8	
	Temporary worker dispatched by staffing agency	245		3.3	18.2	51.1	13.9	13.5	
	(Dec) Contract worker/commission/other	495		6.3	29.4	38.0	15.3	11.0	
	Contract worker/commission/other	482		6.0	22.4	43.5	16.6	11.6	
Self-employed	(Dec) Self-employed worker	507		12.5	35.0	36.6	11.1	4.8	
	Self-employed worker	478		10.1	24.2	40.6	13.4	11.7	
Industry	(Dec) Agriculture, forestry, and fisheries	73		10.5	37.3	34.2	17.0	1.0	
	Agriculture, forestry, and fisheries	66		15.3	23.2	46.0	9.1	6.4	
	(Dec) Construction	492		5.2	32.4	40.5	15.0	6.9	
	Construction	480		6.2	28.3	45.7	13.1	6.6	
	(Dec) Manufacturing	1735		5.1	28.2	38.3	17.6	10.8	
	Manufacturing	1700		5.2	22.7	45.0	18.8	8.4	
	(Dec) Electricity, gas, heat supply, and water	127		5.2	24.9	40.8	24.8	4.4	
	Electricity, gas, heat supply, and water	124		6.1	23.5	53.2	13.1	4.0	
	(Dec) Telecommunications	587		6.3	33.0	35.1	15.6	10.1	
	Telecommunications	576		7.6	27.5	44.0	13.3	7.6	
	(Dec) Transportation	650		7.3	29.6	34.8	15.1	13.2	
	Transportation	635		6.6	23.0	40.9	14.6	14.8	
	(Dec) Wholesale & retail	1113		4.9	33.4	38.7	13.9	9.2	
	Wholesale & retail	1077		5.1	25.2	46.5	14.0	9.2	
	(Dec) Finance & insurance	337		7.0	31.0	36.5	16.4	9.1	
	Finance & insurance	328		7.4	27.4	43.7	11.6	9.9	
	(Dec) Real estate	169		4.6	36.0	36.0	15.2	8.2	
	Real estate	165		5.4	25.6	45.4	16.6	7.0	
	(Dec) Food and drink service & lodging	412		8.2	34.6	36.3	14.9	6.0	
	Food and drink service & lodging	381		3.7	18.3	42.5	19.2	16.3	
	(Dec) Medical & welfare	1058		7.0	32.2	36.5	15.5	8.9	
	Medical & welfare	1030		6.7	26.8	45.2	12.7	8.6	
	(Dec) Education & learning support	428		8.6	46.6	29.0	12.2	3.6	
	Education & learning support	409		7.7	26.8	42.8	15.4	7.2	
	(Dec) Postal service	54		9.7	34.8	25.3	19.6	10.6	
	Postal service	50		14.6	26.6	45.3	12.5	1.0	
	(Dec) Service industry	977		6.8	32.3	39.9	12.5	8.5	
	Service industry	938		4.2	24.9	41.9	18.0	11.0	
	(Dec) Public service	534		5.6	38.4	35.5	11.1	9.4	
	Public service	526		5.6	25.6	49.5	12.7	6.6	
	Area	(Dec) Tokyo, Kanagawa, Saitama, Chiba, Osaka, Hyogo & Fukuoka	4453		6.3	31.6	37.6	15.2	9.2
		Tokyo, Kanagawa, Saitama, Chiba, Osaka, Hyogo & Fukuoka	4281		5.7	25.2	43.5	15.4	10.2
(Dec) Other prefecture		5116		6.2	32.9	37.4	14.5	8.9	
Other prefecture		4944		6.1	24.8	45.7	14.7	8.7	

Source of aggregation: People continuing to work from December



## Workplace Plans Following Lifting of State of Emergency

### 15.4% of workers said their workplaces wanted them to continue teleworking

- 15.4% of workplaces planned to continue recommending telework following the lifting of the state of emergency, 12.7% planned to continue to recommend staggered working hours, 14.9% planned to continue using Web conferencing, 3.3% planned to discontinue the use of seals and digitize approval procedures, and 3.8% planned to increase sharing of materials and data that can only be viewed at the workplace.
- In the seven prefectures, 21.5% said their workplaces planned to continue to recommend telework, 18.6% staggered working hours, and 17.2% the use of Web conferencing, which are higher than the respective 10.1%, 7.5%, and 12.9% were surveyed elsewhere.

#### ■ Workplace Plans Following Lifting of State of Emergency

(%)

		n	Continued recommendation to telework	Continued recommendation to have staggered working hours	Continued proliferation of Web conferencing	Discontinuation of seals and digitization of approval procedures	Increased sharing of materials and data online that can only be viewed at the workplace	None apply
TOTAL		9225	15.4	12.7	14.9	3.3	3.8	72.7
Employed	Total no. of workers	8224	16.0	13.6	15.9	3.5	3.7	71.5
	Regular staff member/worker	5741	19.3	16.2	19.3	4.3	4.6	66.0
	Part-time worker	1756	5.3	4.4	5.5	1.1	1.3	89.0
	Temporary worker dispatched by staffing agency	245	18.9	16.0	15.4	2.7	2.0	71.7
	Contract worker/commission/other	482	14.3	14.3	13.3	2.5	3.6	72.8
Self-employed	Self-employed worker	478	8.5	3.4	6.0	1.0	3.0	84.6
Industry	Agriculture, forestry and fisheries	66	0.4	2.1	0.4	0.7	0.4	97.2
	Construction	480	11.2	8.7	10.7	2.1	2.8	76.6
	Manufacturing	1700	21.3	16.9	24.0	6.0	5.3	63.3
	Electricity, gas, heat supply and water	124	13.2	14.8	13.6	4.4	3.4	76.6
	Telecommunications	576	49.6	29.9	33.4	8.7	9.1	39.3
	Transportation	635	8.9	8.2	9.8	2.5	2.5	83.7
	Wholesale & retail	1077	8.8	9.5	10.0	1.9	2.3	80.7
	Finance & insurance	328	26.6	21.9	21.9	4.2	4.5	53.0
	Real estate	165	15.3	15.7	11.6	3.4	4.4	71.5
	Food and drink service & lodging	381	4.5	6.7	5.1	1.4	2.7	88.4
	Medical & welfare	1030	2.3	2.9	6.5	0.6	1.9	89.2
	Education & learning support	409	18.3	10.8	17.7	3.7	4.6	67.1
	Postal service	50	6.5	8.6	9.9	3.9	0.9	81.3
	Service industry	938	13.7	11.2	13.0	2.5	3.2	75.4
	Public service	526	17.8	22.5	15.1	3.0	3.9	63.5
Area	Tokyo, Kanagawa, Saitama, Chiba, Osaka, Hyogo &	4281	21.5	18.6	17.2	4.4	4.7	66.1
	Other prefecture	4944	10.1	7.5	12.9	2.4	3.0	78.4

Source of aggregation: People continuing to work from December

## (Reference) List of Survey Questions

### ■ How work has changed because of COVID-19 (p.3)

- This is a question about the impact of COVID-19.  
How has your work changed as a result of COVID-19? Please select all that apply.  
(Multiple responses)

### ■ Workplace requested employees to take a leave of absence because of COVID-19 and absence allowance (p.3)

- This is a question about the impact of COVID-19.  
Were you asked by your workplace to take a leave of absence because of COVID-19?
- This is a question for people who answered that they took a leave of absence because of COVID-19.  
During your leave of absence, did you receive an absence allowance from your place of employment?

### ■ Changes in weekly working hours (p.4)

- This question is about your working patterns during the state of emergency.  
Note: Please answer for the period between when the nationwide state of emergency was declared on April 16 and when it was lifted in some parts of the country on May 14 (excluding Golden Week).  
In a typical week during this period, what was the total number of days and hours you worked?

### ■ Changes in income compared with December 2019 (p. 5)

- If you compare your income of May this year with December 2019, how has it changed? Please choose the option that applies best.

### ■ Work productivity compared with December 2019 (p.6)

- This question is about your working patterns during the state of emergency.  
Note: Please answer for the period between when the nationwide state of emergency was declared on April 16 and when it was lifted in some parts of the country on May 14 (excluding Golden Week).  
If you compare this period with December 2019, how would you say your productivity (your hourly work efficiency) has changed?

### ■ Number of weekly full days of telework and reasons for not teleworking (p.6)

- This question is about your working patterns during the state of emergency.  
Note: Please answer for the period between when the nationwide state of emergency was declared on April 16 and when it was lifted in some parts of the country on May 14 (excluding Golden Week).  
During this period, approximately how many full days of telework did you do?
- This question is for people who did not telework during this period.
- Why did you not telework?

### ■ Changes in weekly teleworking hours (p.7)

- This question is about your working patterns during the state of emergency.  
Note: Please answer for the period between when the nationwide state of emergency was declared on April 16 and when it was lifted in some parts of the country on May 14 (excluding Golden Week).  
During this period, how much telework did you do? Telework refers to work done outside of the workplace (company or client), such as at home, at a satellite office, cafes or family restaurants.

## (Reference) List of Survey Questions

### ■ Changes in job satisfaction (p.8)

- This question is about your working patterns during the state of emergency.  
Note: Please answer for the period between when the nationwide state of emergency was declared on April 16 and when it was lifted in some parts of the country on May 14 (excluding Golden Week).  
During this period, how true were the following statements to your work?  
•I was satisfied with the job

### ■ Workplace plans following the lifting of the state of emergency (p.9)

- What is your workplace's plan following the lifting of the state of emergency? Please select all that apply.  
(Multiple responses)