



# Hopes and fears 2021

## Hong Kong (SAR) Report



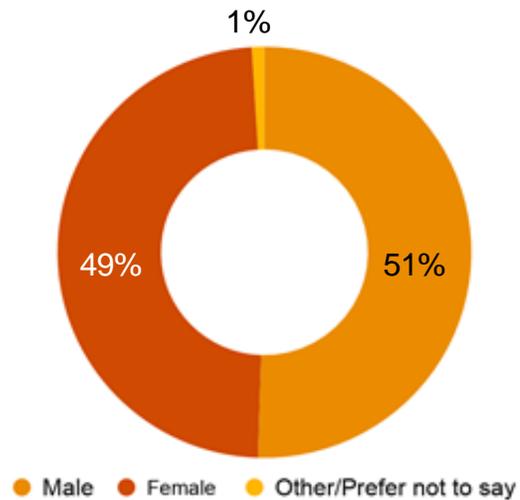
# Hopes & Fears 2021: Global Data

PwC commissioned a survey of **32,517** members of the general public (26 January to 8 February 2021)

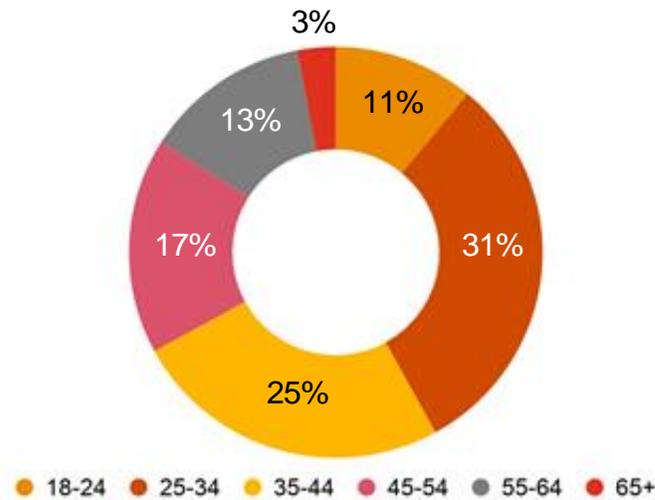
Respondents included workers, business owners, contract workers, students, unemployed people looking for work, and those on furlough or who were temporarily laid off.

The survey polled workers in **19 countries**: Australia, Canada, China (including Hong Kong SAR), France, Germany, India, Japan, Kuwait, Malaysia, Netherlands, Poland, Qatar, Saudi Arabia, Singapore, South Africa, Spain, UAE, UK, and the US.

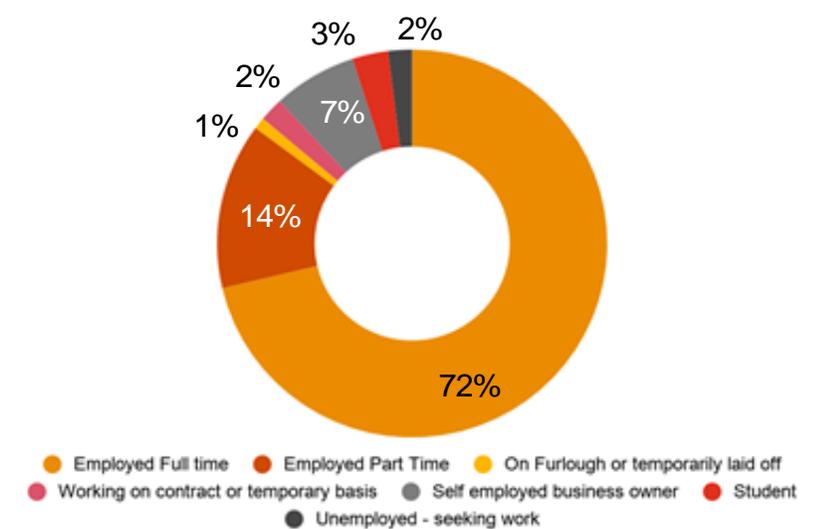
By gender



By age



By working status

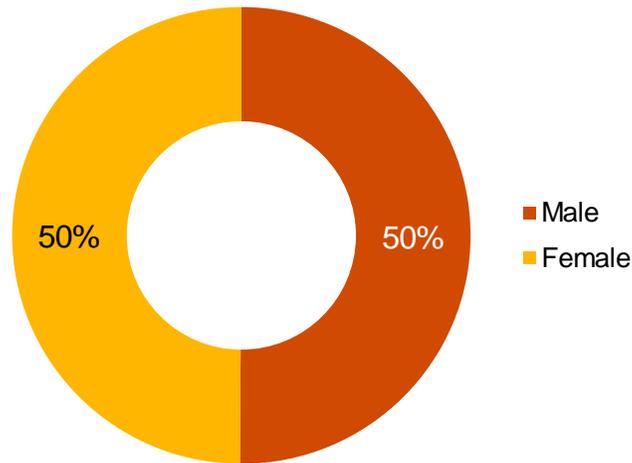


Note: Some figures do not add up to 100% due to rounding

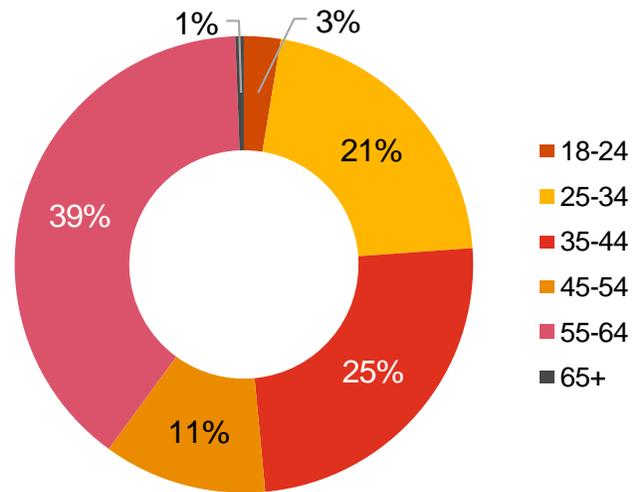
# Hopes & Fears 2021: Hong Kong (SAR) Data

Among the global data **503** members are from Hong Kong (SAR), covering different gender, age and working status.

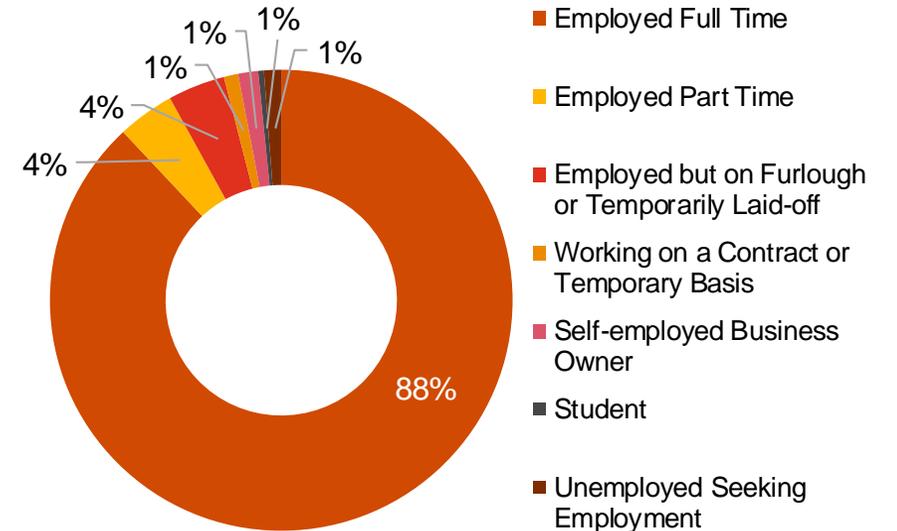
## By gender



## By age



## By working status

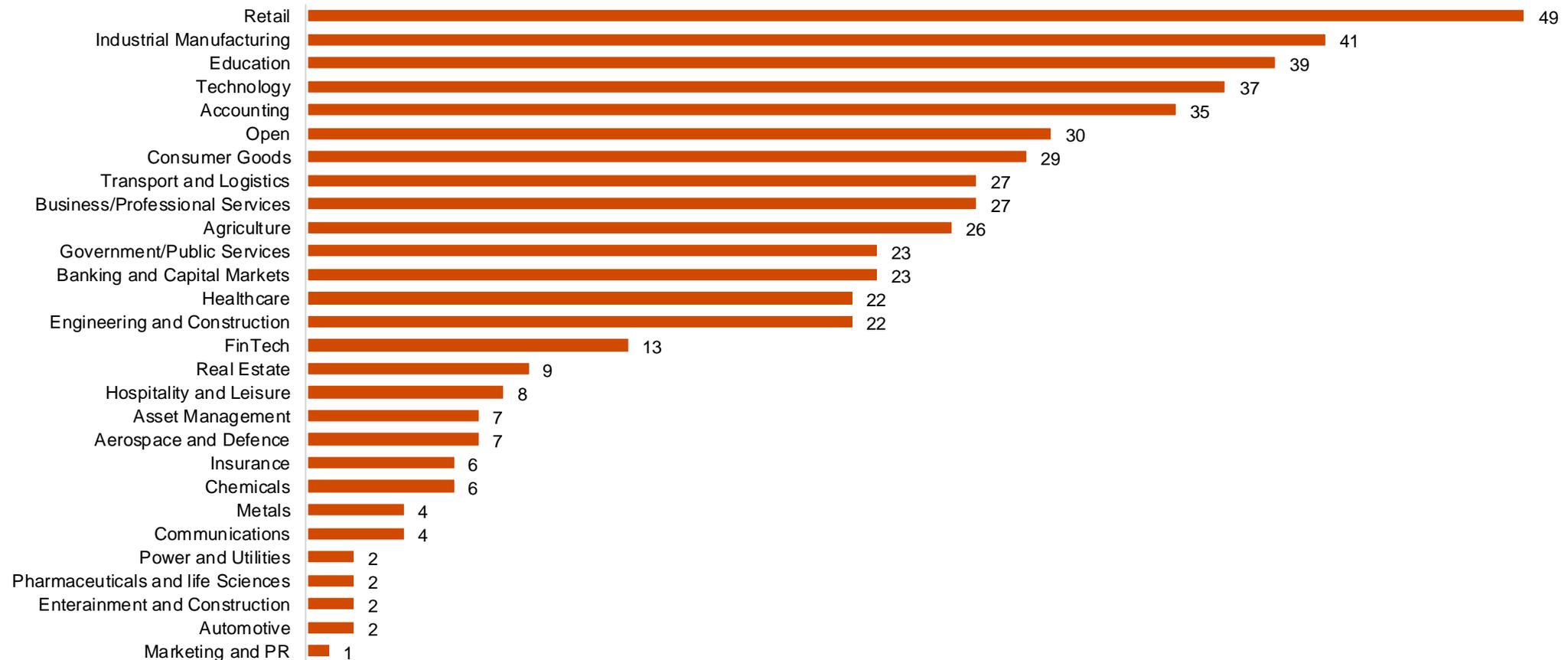


Note: Some figures do not add up to 100% due to rounding

# Hopes & Fears 2021: Hong Kong (SAR) Data

Among the global data **503** members are from Hong Kong (SAR), covering different industries.

## By industry



# Key findings

## **50/50 positive vs. negative about the future world of work**

About half globally and around 44% people in Hong Kong (SAR) take positive outlook to the future world of work.

## **People are concerned about job security**

Around half people globally and in Hong Kong (SAR) worry about negative impact brought by automation, such as job risks and potential obstacles. They even ask government to take actions.

## **56%**

are worried that automation is putting many people's jobs at risk globally. And concerns and worries also prevails in Hong Kong (SAR).

## **Remote and hybrid working is in demand**

A remarkably low percentage of people who find that they can work remotely want to go back to the office full time.

## **60%**

In Hong Kong (SAR) and **75%** globally want to work for an organization with 'positive contribution to society'. **56%** in Hong Kong (SAR) (globally **54%**) consider income as the most important factor of a job.

## **Discrimination and lack of support are holding people back**

About half globally and 47% in Hong Kong (SAR) think their potential is not fully unleashed due to discrimination and lack of support at work.

# Key findings

**Hong Kong (SAR) people have certain willingness and better opportunities to learn, but still lack resources.**

Technology access and financial resources are still a major obstacle for people in Hong Kong (SAR).

**66%**

In Hong Kong (SAR) and **74%** globally learn new skills to keep up with changing technology. But **55%** (same as globally) lack technology access and **37%** (**46%** globally) are unable to fund themselves.

**Hong Kong (SAR) people rely more on employers to develop.**

Most Hong Kong (SAR) people expect employers (76%) to play more important role in development.

**74%**

In Hong Kong (SAR) and **65%** globally think individuals are most responsible for development, and people in Hong Kong (SAR) expect more support from government (**66% in Hong Kong (SAR) VS 50% globally**) and labour union (**43% in Hong Kong (SAR) VS 28% globally**).

# A mostly optimistic outlook about future world of work

# Globally, more positive than negative about the future world of work

## 50%

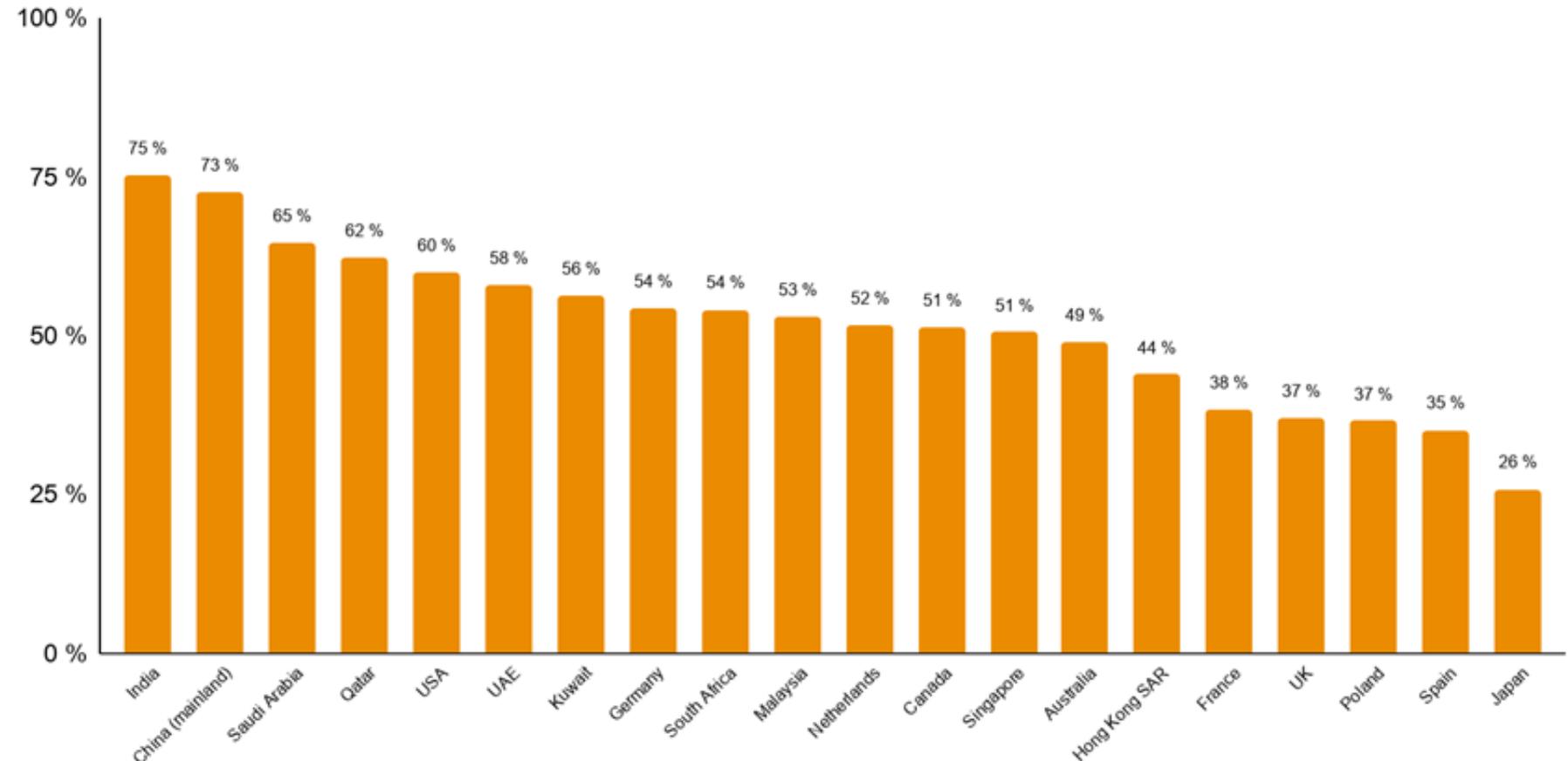
feel **positive** - either Excited (23%) or Confident (27%) - about the future world of work and what it means for them.

## 35%

**worry** about what the future holds.

A further **15%** prefer not to think about the future.

When you think about the future world of work as it is likely to affect you, which option best describes how you feel? (those who are positive - either 'Excited' or 'Confident')



# Globally, people are still positive about technology

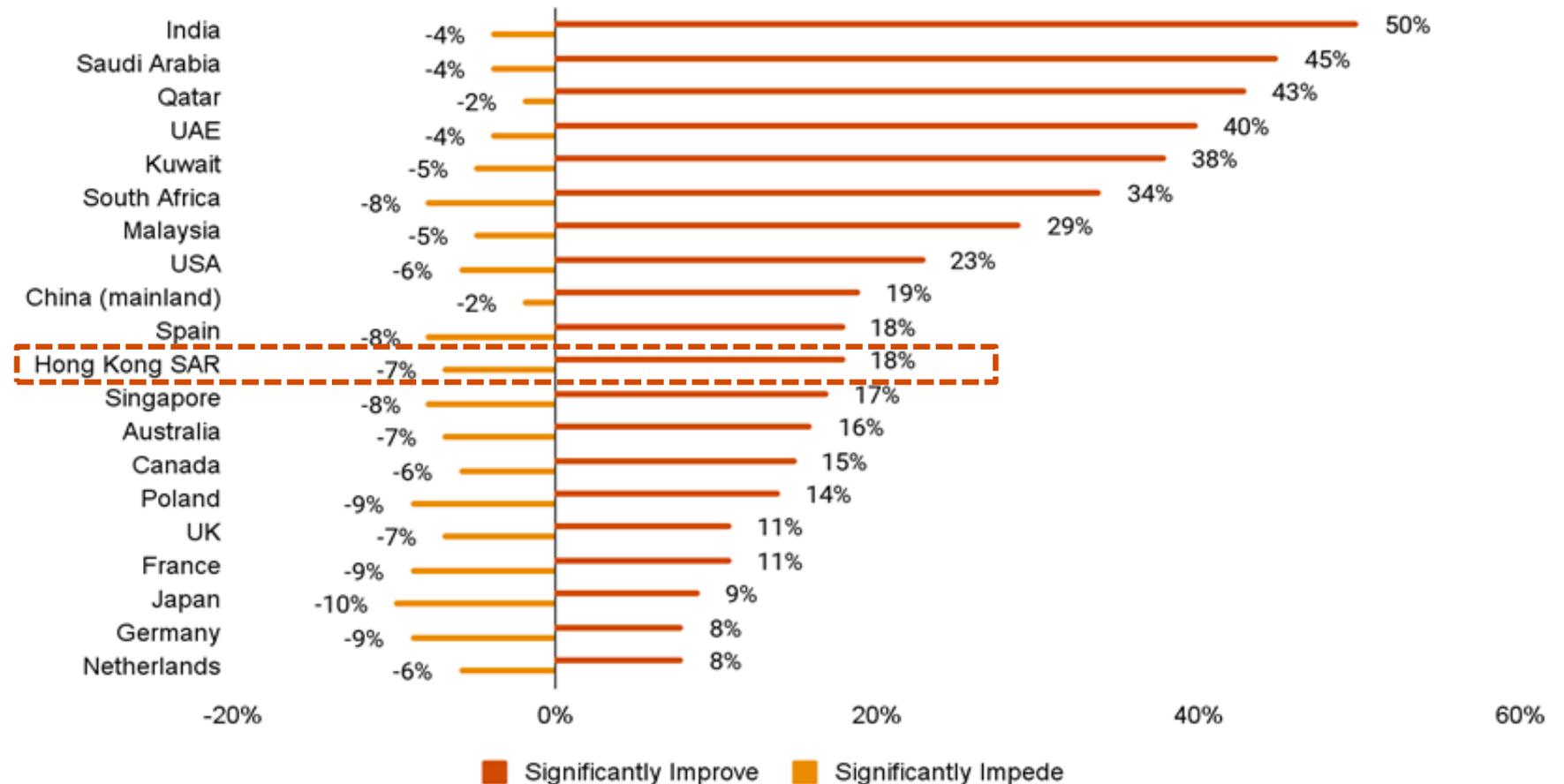
Do you think that technological developments will improve or impede your job prospects in the future?

## 64%

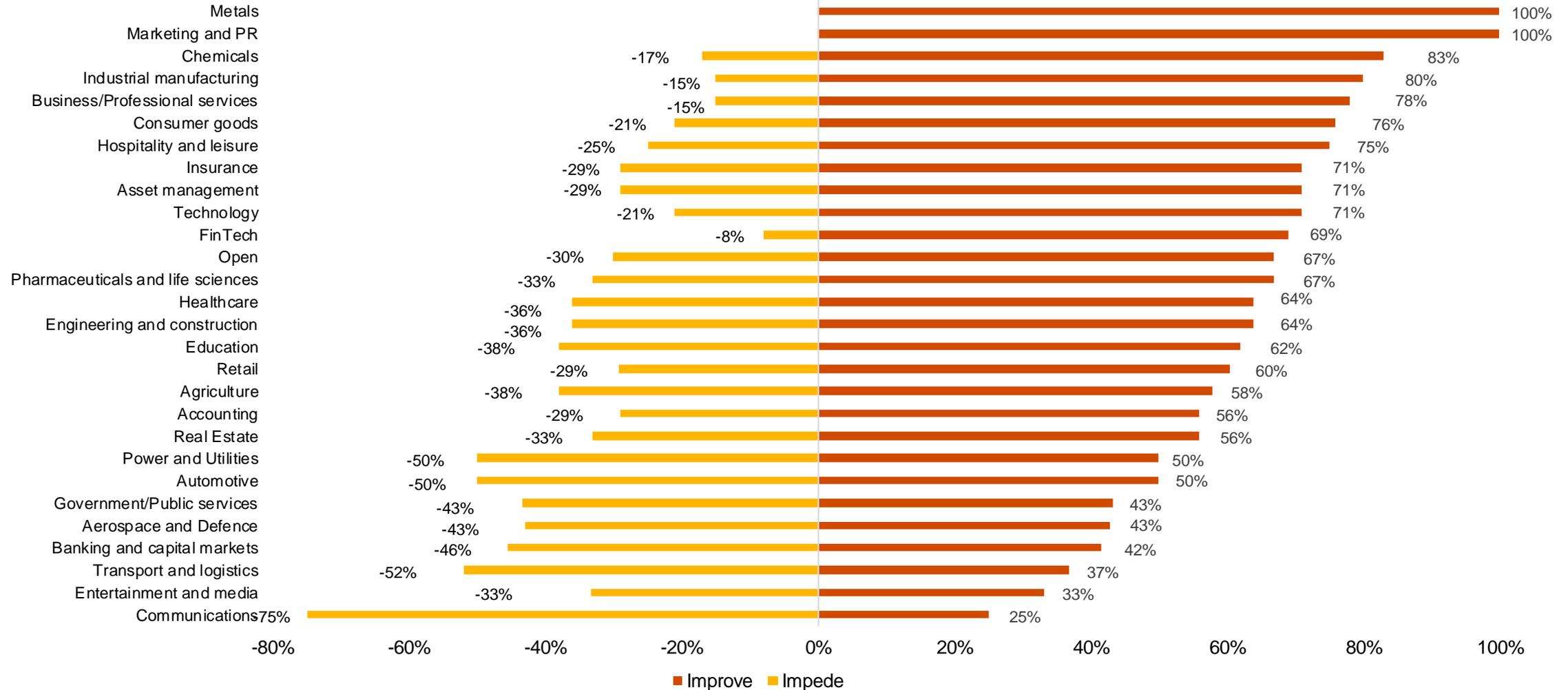
believe that technology provides **more opportunities than risks** (with just 9% disagreeing).

## 59%

feel that technology will **improve their job prospects** in the future - **21%** think it will significantly improve them.



# Hong Kong (SAR) data show slight difference about the impact of technology on future jobs across different sectors

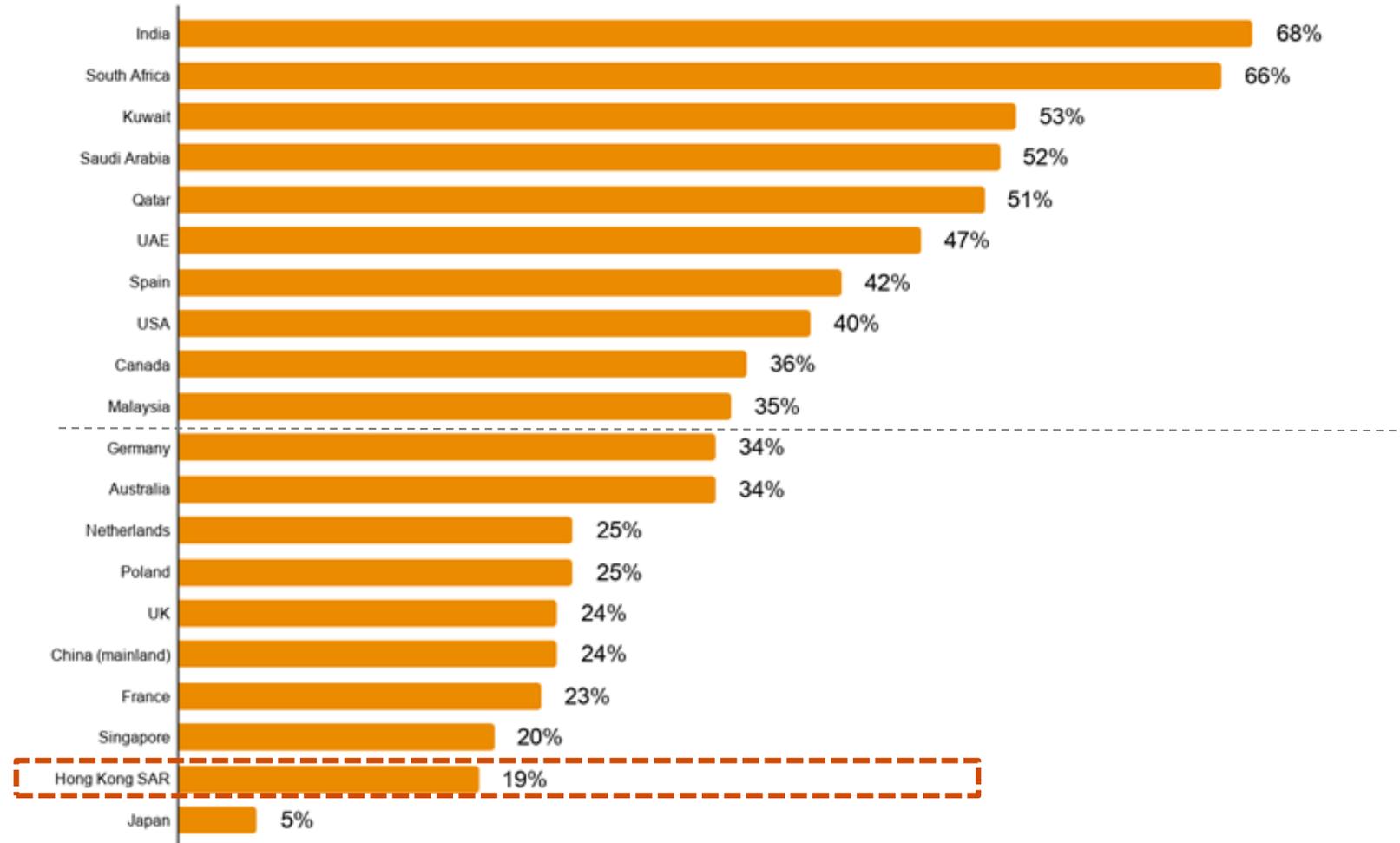


# Globally, people are confident about mastering new technology at work

How confident do you feel that you can adapt to using new technologies entering your workplace?  
(Those who are “very confident”)

80%

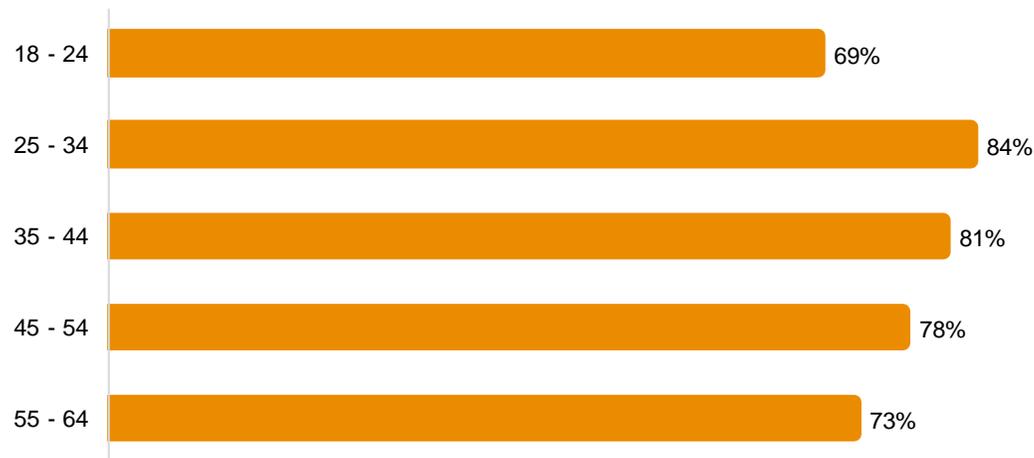
are confident they can adapt to new technology entering their workplace - 35% are very confident).



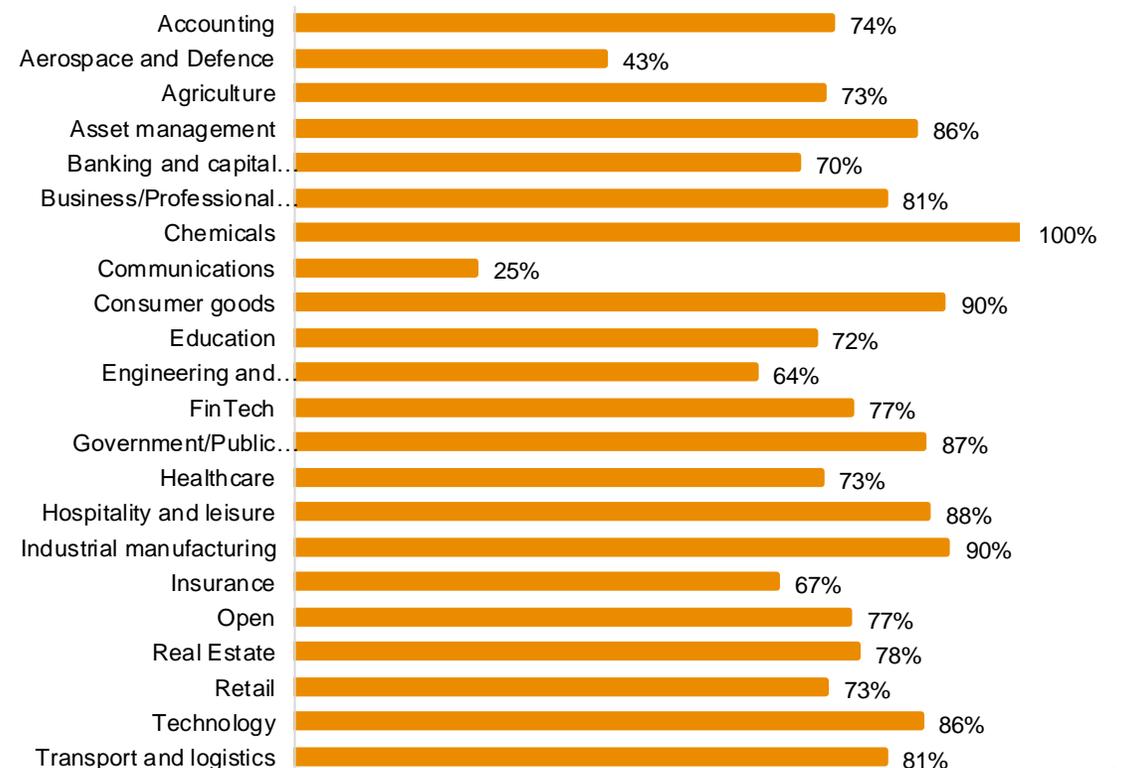
# Interestingly, people in Hong Kong (SAR) in Chemicals, Industrial manufacturing & Consumer Goods are between 25-34 years old are more confident about mastering new technology

84%

of respondents between 25-34 years old are very confident about mastering new technology at work



Several industries participants are very confident about mastering new technology at work



# People are concerned about job security

# In a global range, there's a real need to open up a genuine, fully-inclusive conversation about jobs

**60%**

are worried that automation is putting **many people's jobs** at risk.

**45%**

of people are worried that automation will impact the **jobs of people just like them.**

**39%**

think that advances in technology might mean **their job will be made obsolete** in the next 5 years

**56%**

think that '**few people will have stable, long-term employment in the future**'. This jumps to 81% in India.

**48%**

think '**Traditional employment won't be around in the future**' - 21% disagreed.

# Similar concerns and worries also prevail in Hong Kong (SAR)

56%

are worried that automation is putting **many people's jobs** at risk.

41%

think that advances in technology might mean **their job will be made obsolete** in the next 5 years.

39%

think that **'few people will have stable, long-term employment in the future'**.

44%

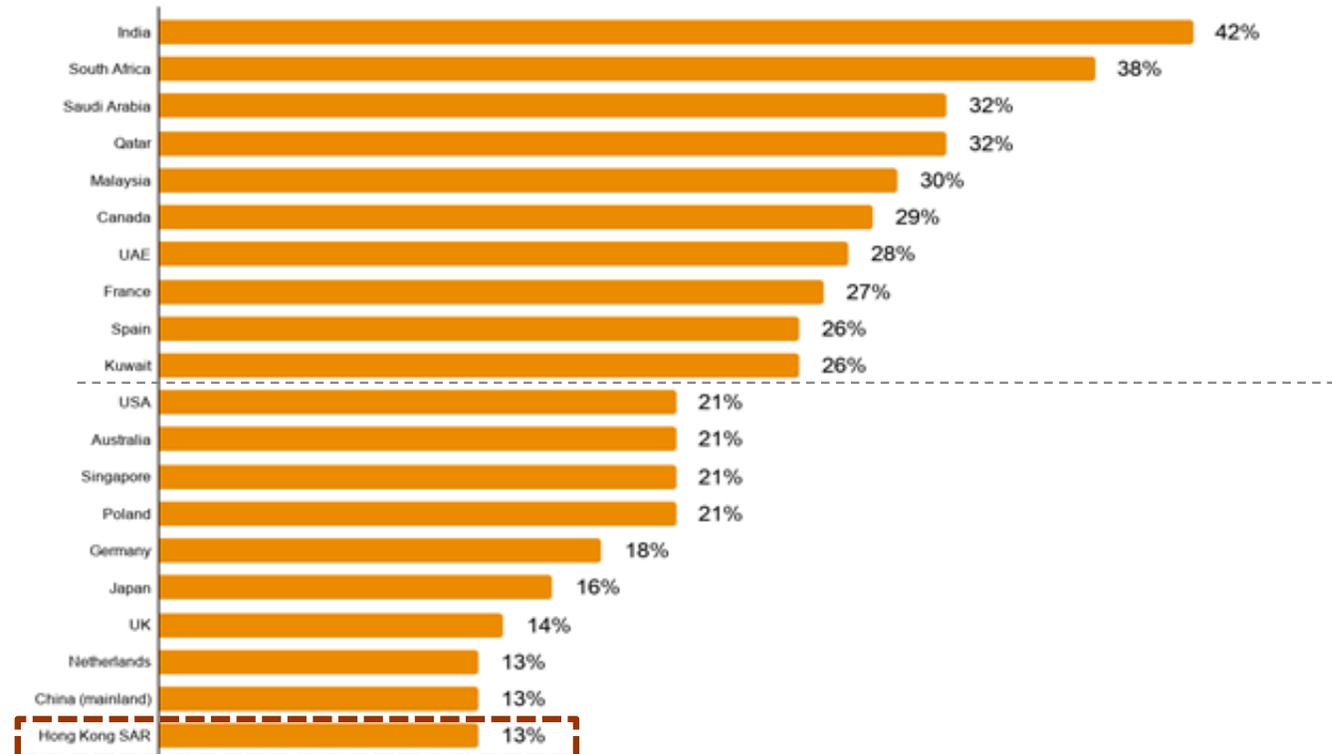
think **'Traditional employment won't be around in the future'** - 13% disagreed.

# Globally, people say their government should take action to protect jobs

61%

A clear majority say that **governments should take any action needed** to protect jobs from automation - **23%** strongly agree.

To what extent do you agree or disagree: 'Governments should take any action needed to protect jobs from automation' (those who '**Strongly agree**')

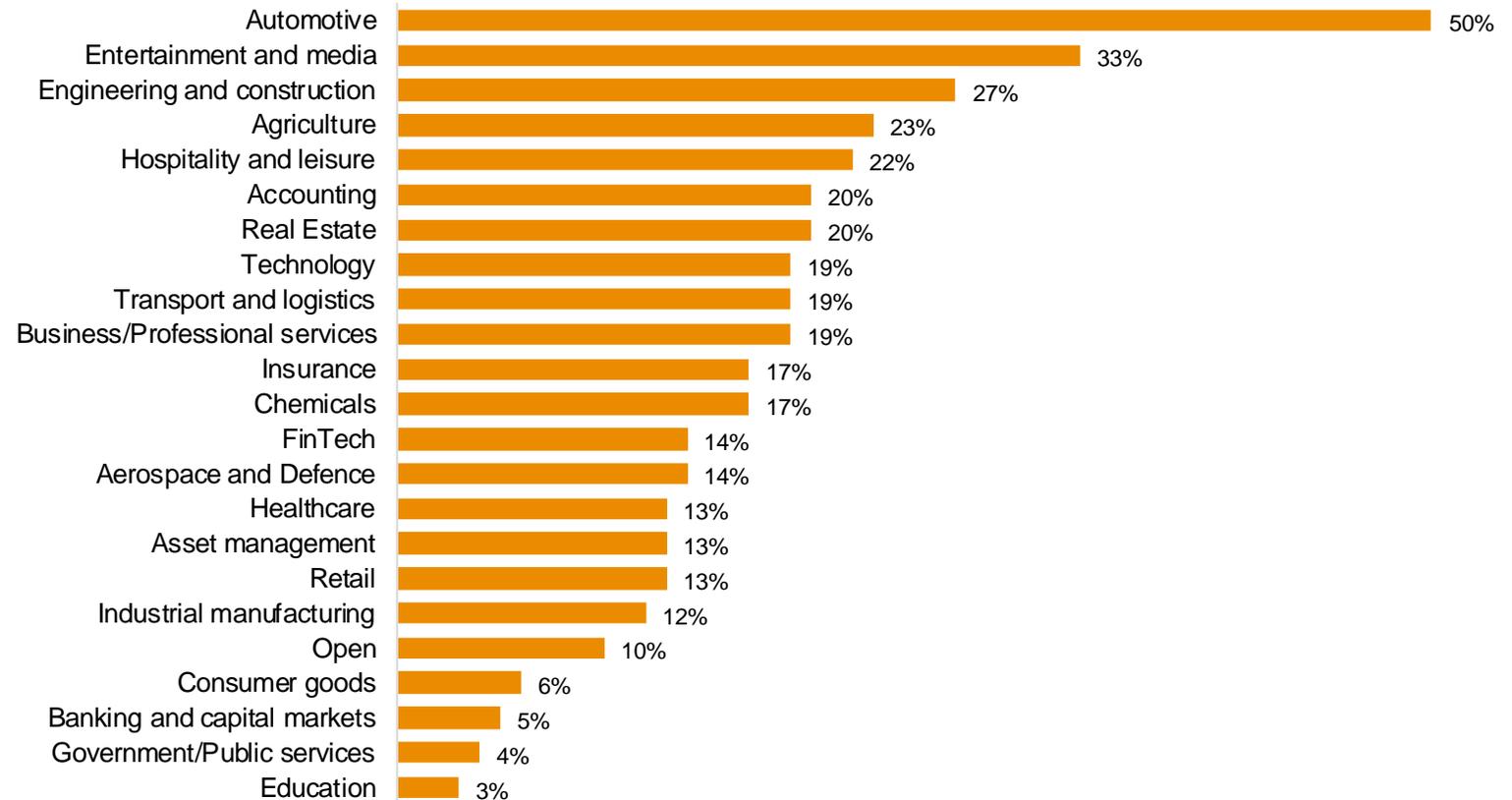


# People say their government should take action to protect jobs

## 56%

A clear majority (strongly agree and agree) say that **governments should take any action needed** to protect jobs from automation - **13%** strongly agree.

To what extent do you agree or disagree: 'Governments should take any action needed to protect jobs from automation' (those who 'Strongly agree')



# Remote and hybrid working is in demand

# Globally, remote and hybrid working is in demand

72%

prefer a mix of in-person and remote working.

9%

of those whose jobs allow for them to work remotely<sup>1</sup> would choose a **traditional face to face work environment full time.**

19%

Nearly a fifth would be happy to not return to an office at all and **work entirely remotely.**

52%

said, if forced to choose, that they prefer stability ('Job security and long term service with an organisation') over flexibility ('To be in control of my work, what I do and when i do it')

# More possibilities from remote work in global range

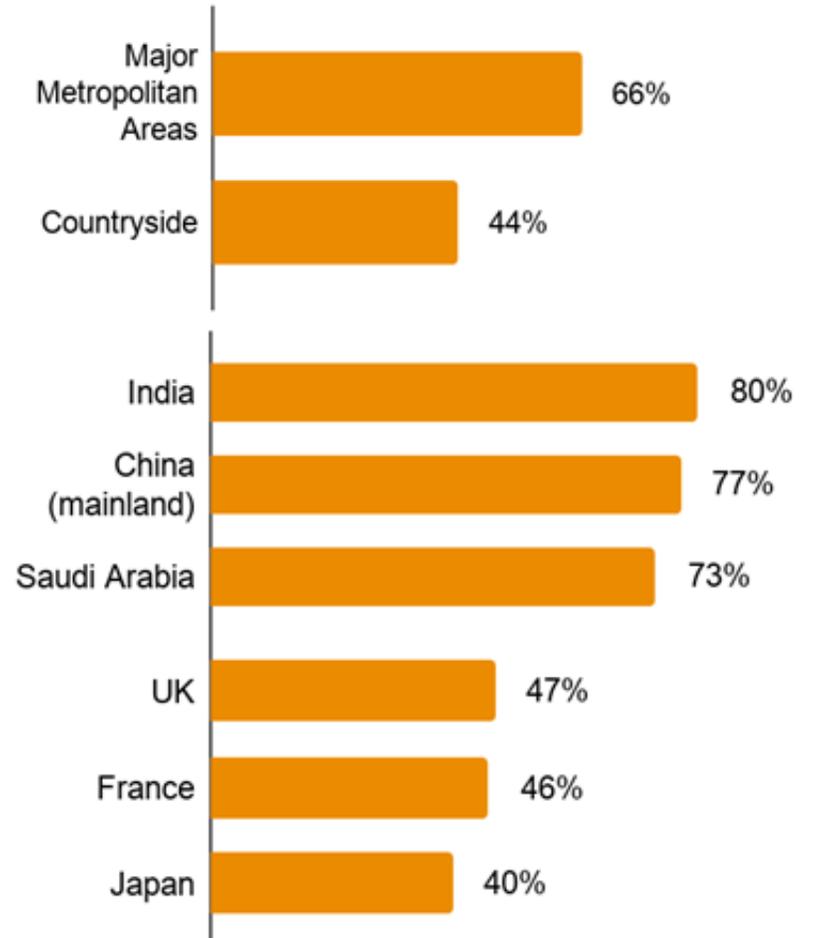
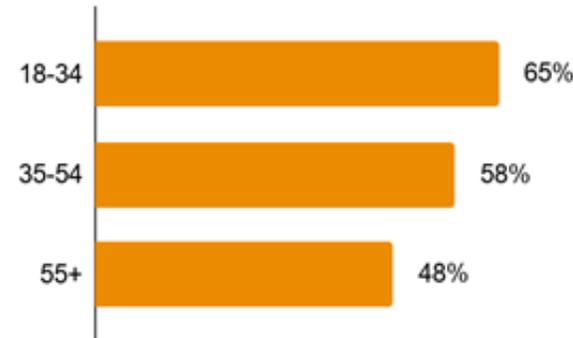
45%

Of workers **worked remotely** (for at least some of the time) **during the pandemic**

59%

Say there are **elements of their current job that they could perform remotely** (including by using advanced technology)

Thinking about your current job, are there any **elements of your work that you would be able to perform remotely** (e.g. at home) by using advanced technology?

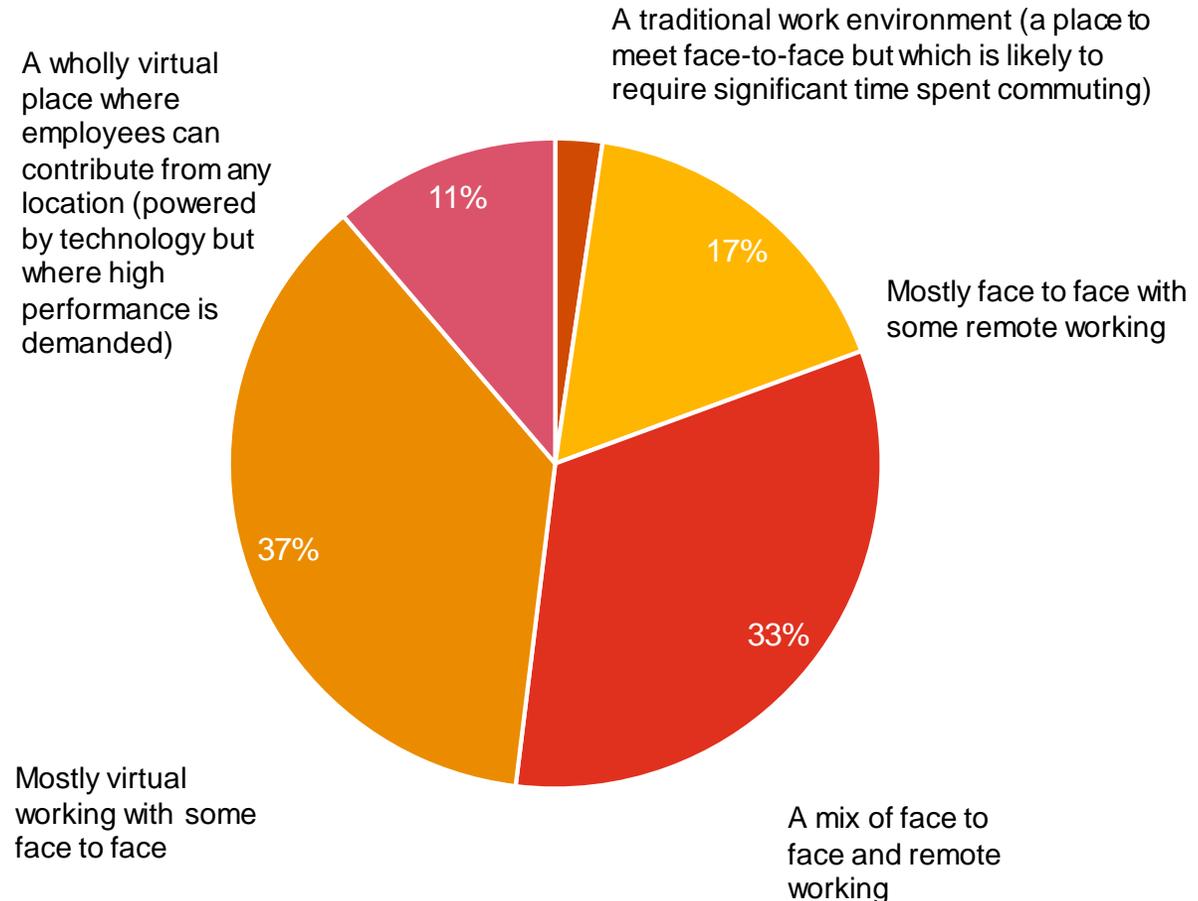


# In Hong Kong (SAR), wholly or mostly virtual working is preferred

48%

Of workers prefer wholly or mostly virtual way and perform remotely when describing their future ideal work environment

In the future, what would your ideal work environment look like?



# As a contrast to global, Hong Kong (SAR) people prefer flexibility over stability

61%

said, if forced to choose, that they prefer flexibility ('To be in control of my work, what I do and when I do it' with global data as 48%) over stability ('Job security and long term service with an organisation')

Thinking about your career to date and your future career, which of the following factors is most important to you?

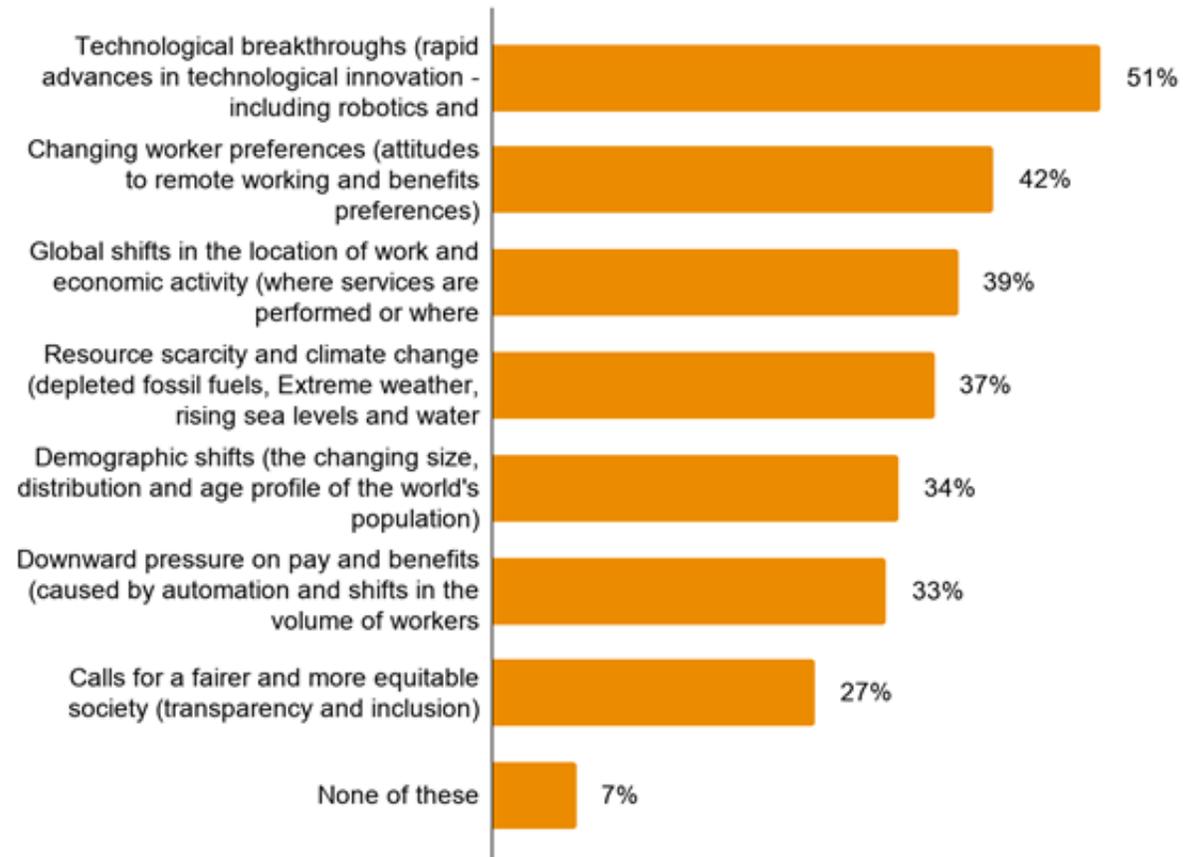


# And work won't go back to the way it was globally

42%

Think that changing worker preferences (eg attitudes to remote working, benefits preferences, etc) will drive transformation in the way people work over the next 3-5 years

Which, if any, of the following global trends do you believe will transform the way people work over the next 3-5 years? Select all that apply



The background is split into two main sections: a white section on the left and an orange section on the right. The orange section features a pattern of diagonal lines and plus signs. A large black rectangular box is centered horizontally across the middle of the page, containing white text.

Discrimination and lack of support  
are holding people back

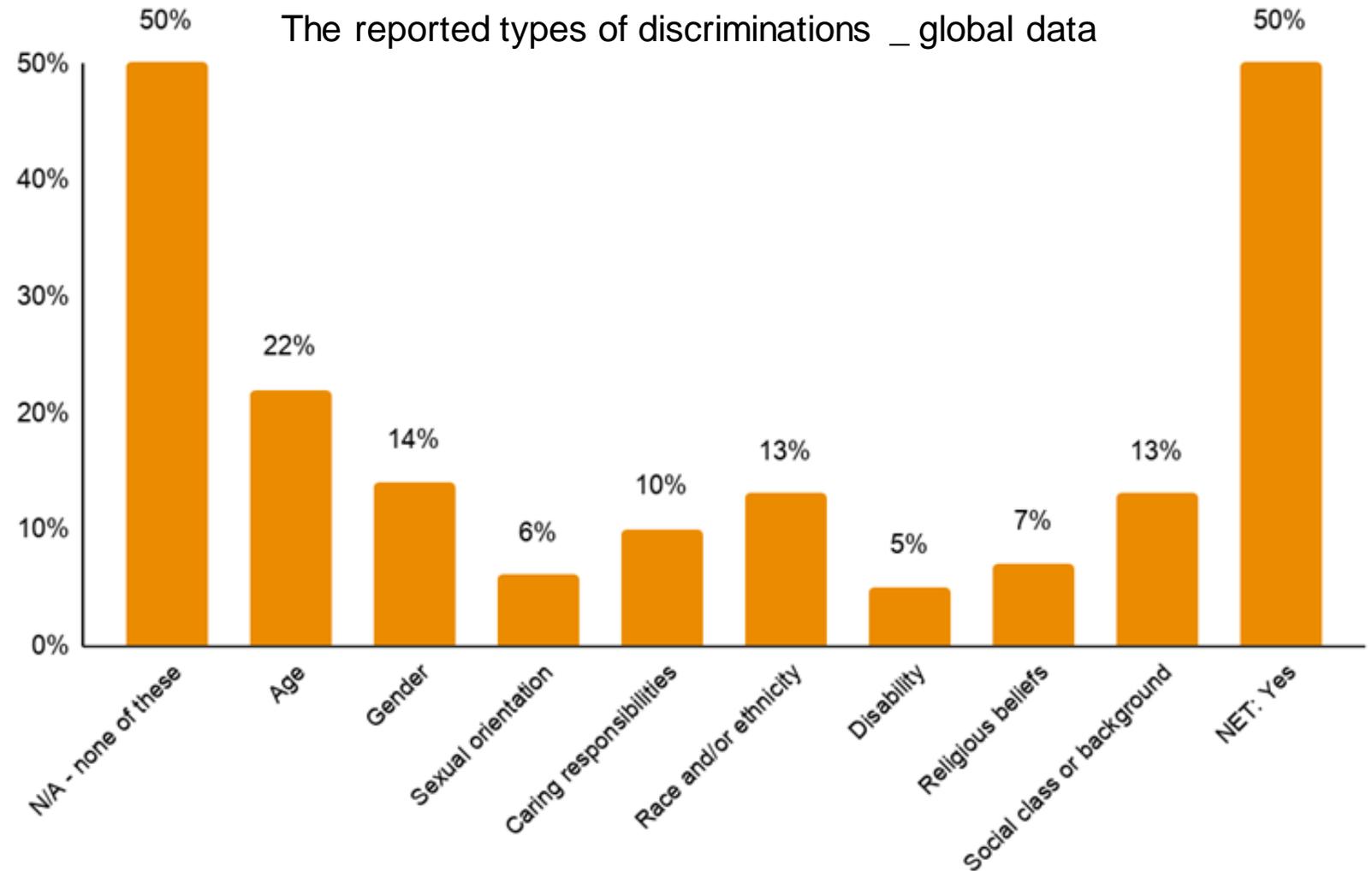
# Globally, there's a lot more to do to create a workplace that allows everyone to give their best

50%

Have been **discriminated against** at work meaning they have lost out in career advancement or access to training.

22%

**Age** discrimination was the most reported. This is not limited to older workers with **23%** of those between **18-34** feeling passed over because of their age.



# The situation in Hong Kong (SAR) is also challenging

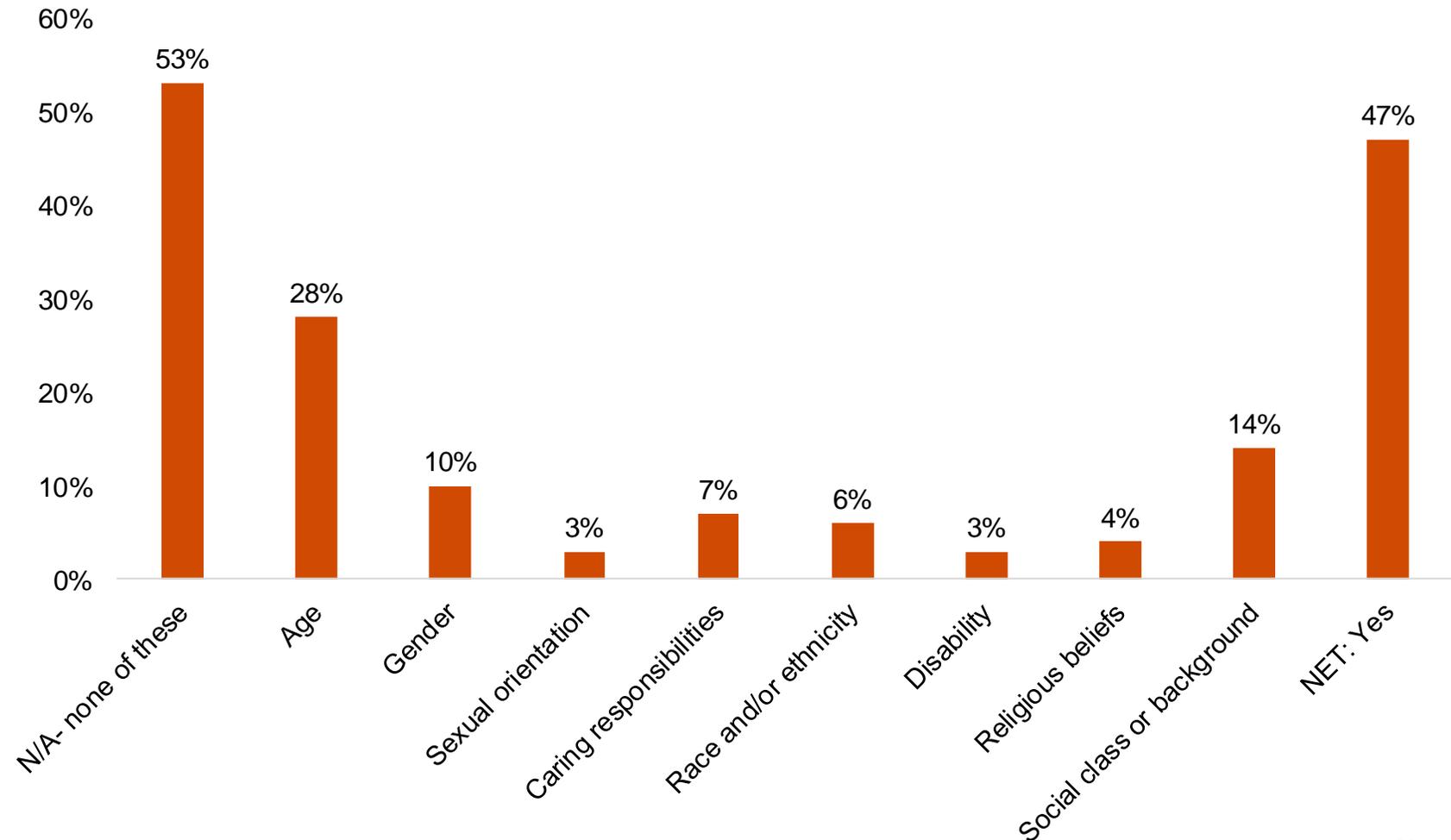
47%

Have been **discriminated against** at work, slightly lower than the global data.

28%

**Age** discrimination was the most reported. Different from the global situation, the extend of discrimination increases with age.

The reported types of discriminations \_ Hong Kong (SAR) data

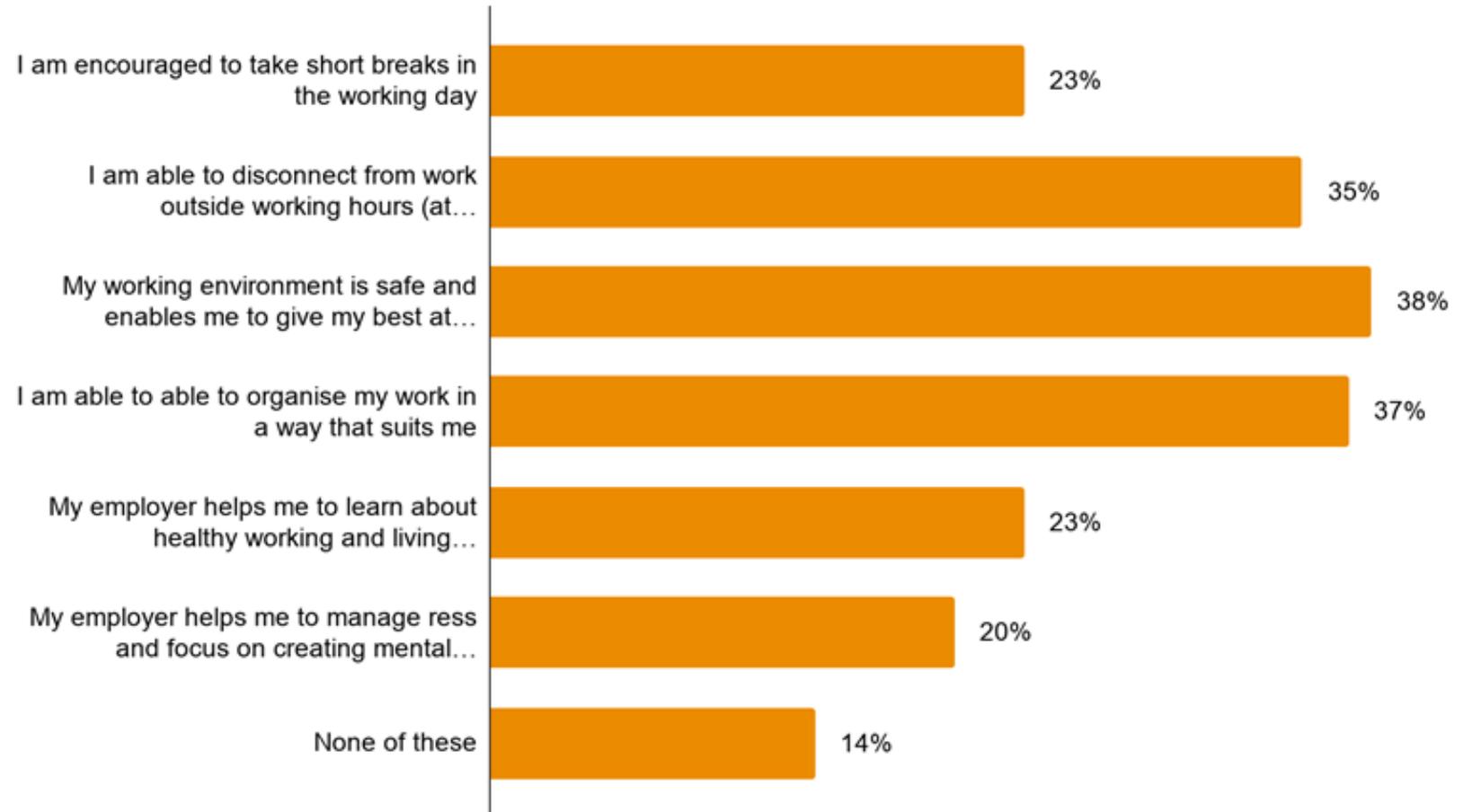


# Globally, workers missing out on support for wellbeing

38%

Of respondents feel that their work environment is **safe** and enables them to **give their best**

Workplace wellbeing \_ global data



# Hong Kong (SAR) is doing slightly better on providing an enabling working environment, and less than half feel they are fully supported

# 46%

Of respondents feel that their work environment is **safe** and enables them to **give their best**

Workplace wellbeing \_ Hong Kong (SAR) data



# Impact versus income: a difficult choice

# Globally, societal impact is important to people – but not at any price

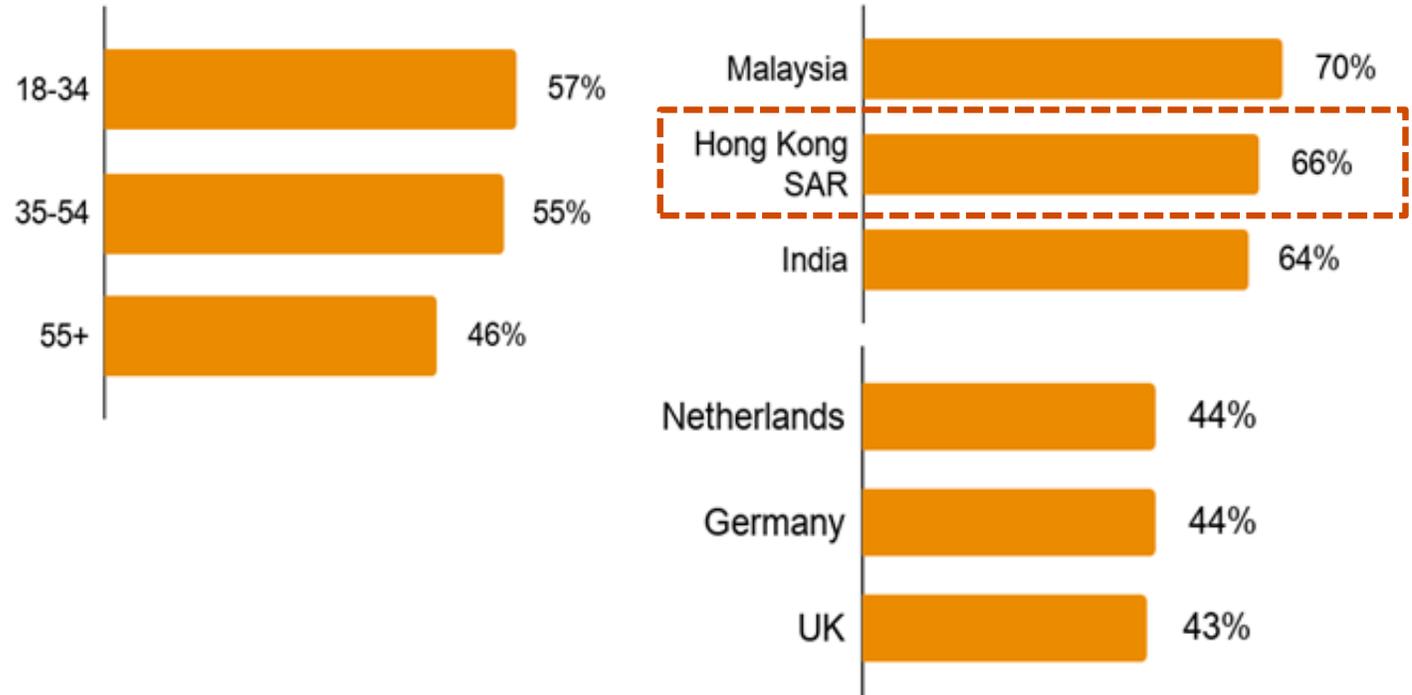
75%

Say they want to work for an organisation that will **make a 'positive contribution to society'**

54%

Said, if forced to choose, they would prefer a job that enabled them to 'take every opportunity to **maximise their income**' over one a job that '**makes a difference**' (46%).

Percentage of people seeing 'Taking every opportunity to maximise their income' as the most important factor of a job \_ global data



# In Hong Kong (SAR), people prefer a job maximising their income over making a difference

60%

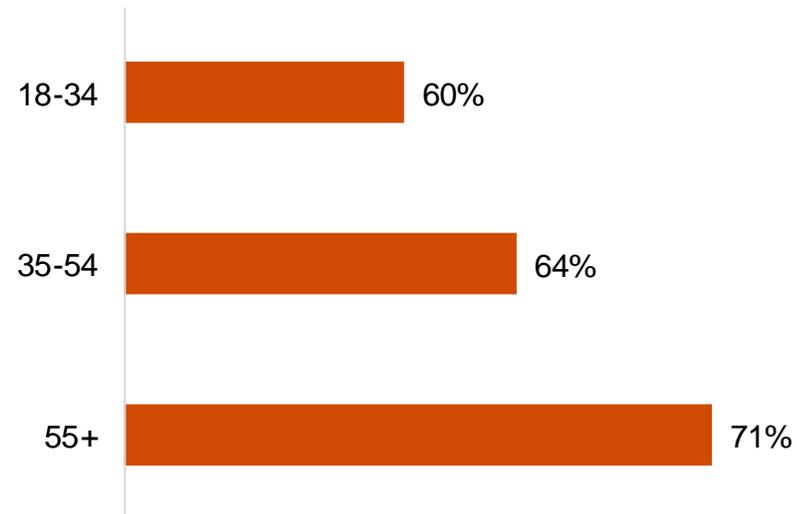
Say they want to work for an organisation that will **make a 'positive contribution to society'**

66%

Said, if forced to choose, they would prefer a job that enabled them to **'take every opportunity to maximise their income'** over one a job that **'makes a difference'** (34%).

Percentage of people seeing **'Taking every opportunity to maximise their income'** as the most important factor of a job \_ Hong Kong (SAR) data

*Younger people care less about income*



Various difficulties exist for people to gain new skills and knowledge

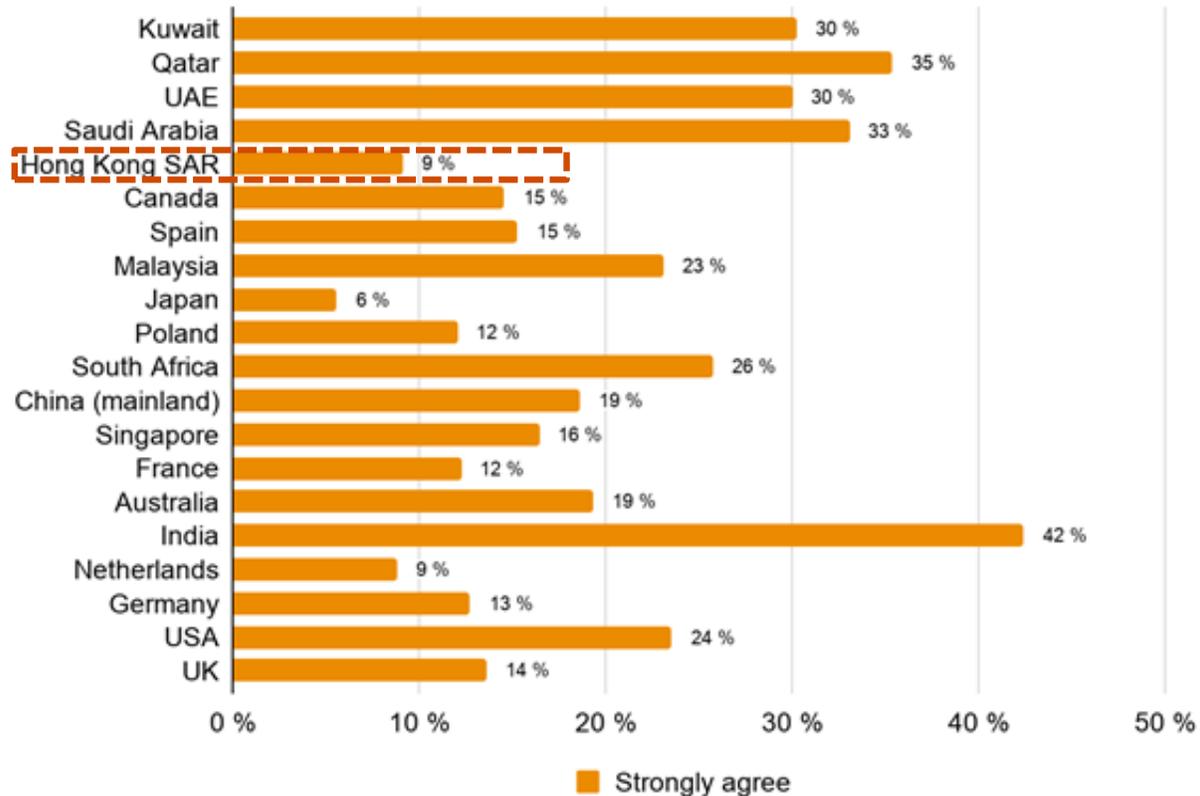
# Globally, STEM skills remain hard to find – but some countries do much better

# 55%

Believe they have **STEM skills** (science, technology, engineering and maths) - **19%** strongly agree.

But there are marked differences between countries surveyed...

Percentage of those strongly agree they have STEM skills \_ global data

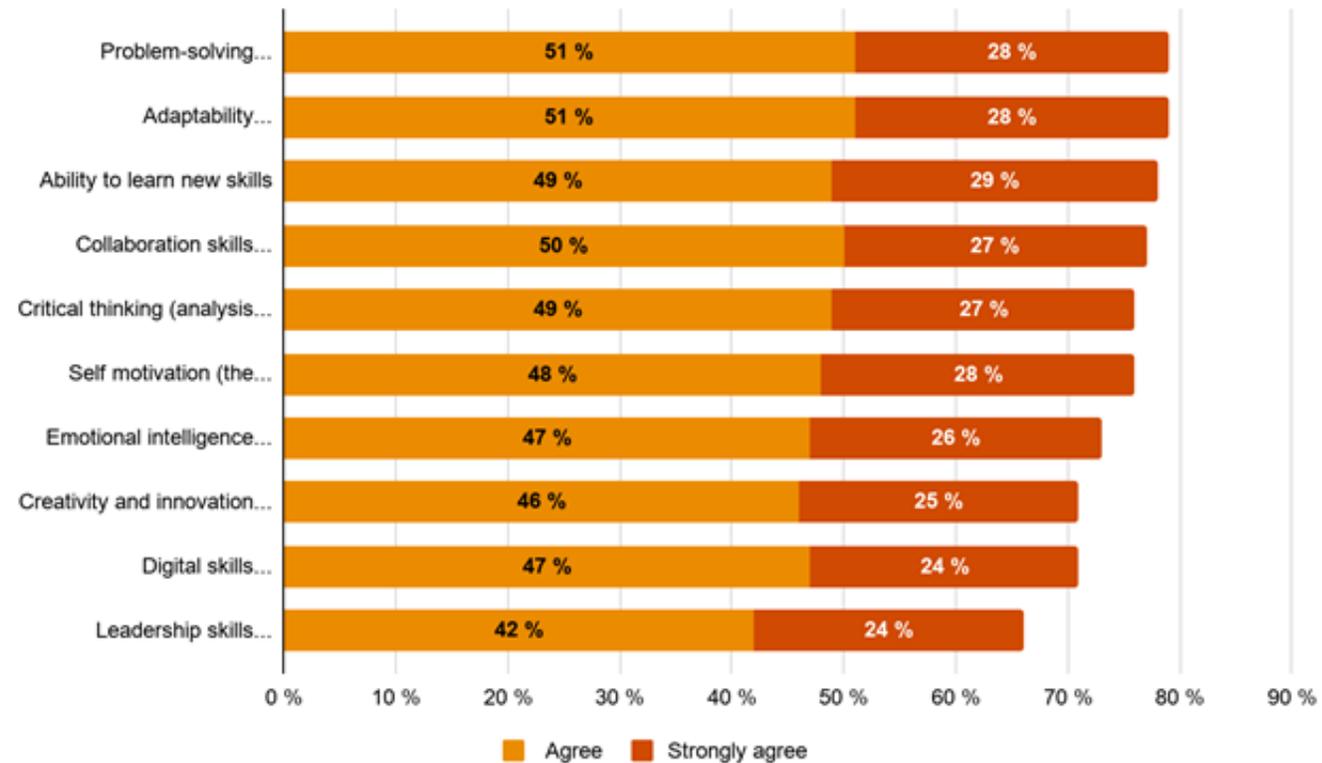


# The mix of digital and transferable skills businesses want... Particularly in major metropolitan areas

The **transferable skills** CEOs are looking for, alongside digital skills most frequently claimed skills are:

- Problem-solving (80%)
- Adaptability (79%)
- Ability to learn new skills quickly (78%)
- Collaboration skills (77%)

Percentage of people claiming different skills \_ global data



# In Hong Kong (SAR), people show less confidence in STEM skills, entrepreneurial ability, digital skills and creativity and innovation.

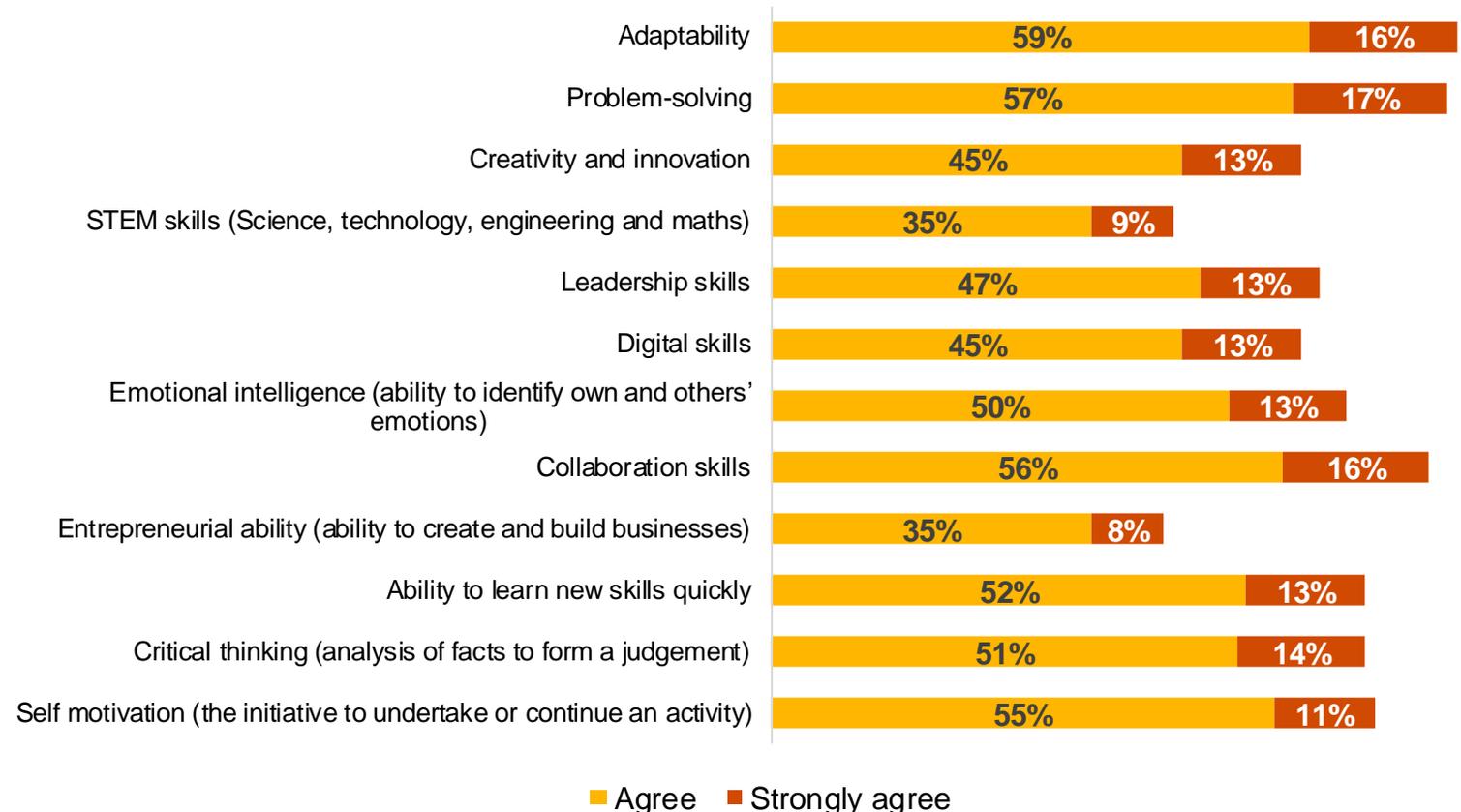
## The most frequently claimed skills are all transferable skills:

- Adaptability skills (74%)
- Problem-solving (74%)
- Collaboration (72%)
- Self motivation (66%)

## The skills people tend to lack are:

- Entrepreneurial ability (44%)
- STEM skills (44%)
- Digital skills (57%)
- Creativity and innovation (58%)

Percentage of people claiming different skills \_ Hong Kong (SAR) data



# Globally, workers are ready to learn new skills... but many lack the opportunity and resources to do so

77%

Are ready to learn new skills or completely re-train in order to remain employable in the future'.

74%

Say they 'continually learn new skills so I can keep up with changing technology' - 26% strongly agree

21%

Are getting **No opportunities at all** from their employer to develop their digital skills outside their normal duties.

55%

say their ability to develop skills has been limited by a **lack of access to technology devices or infrastructure** such as broadband or reliable wifi.

46%

think they're **unlikely to earn enough to pay for further education** or retraining.

# The willingness and opportunities to learn seem less optimistic in Hong Kong (SAR), but financial and technology resources are still major difficulties

61%

Are ready to learn new skills or completely re-train in order to remain employable in the future’.

66%

Say they ‘continually learn new skills so I can keep up with changing technology’ - 11% strongly agree

83%

Are getting **opportunities** from their employer to develop their **digital skills** outside their normal duties.

55%

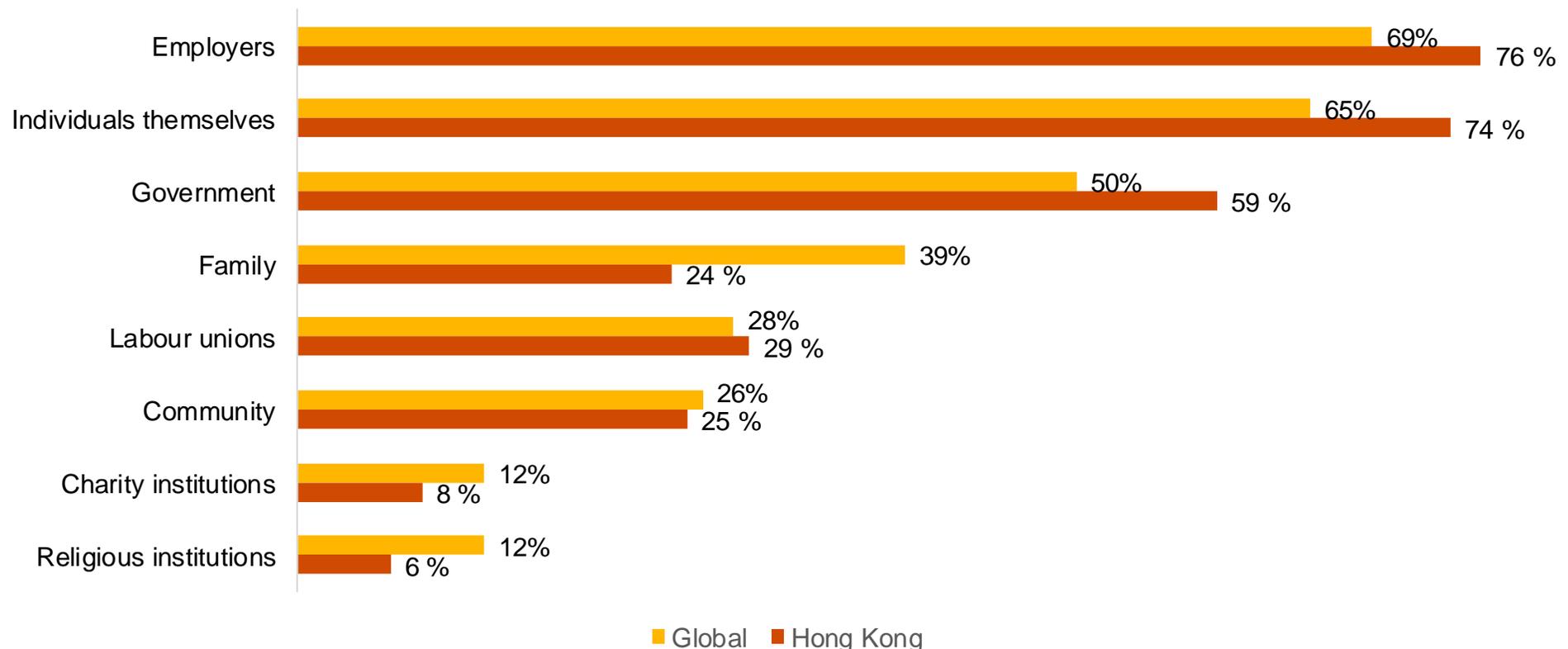
say their ability to develop skills has been limited by a **lack of access to technology devices or infrastructure** such as broadband or reliable wifi.

37%

think they’re **unlikely to earn** enough to **pay for further education** or retraining.

# People in Hong Kong (SAR) expect employers and individuals themselves to take more responsibilities for reskilling and upskilling

Who is **most responsible** for helping people to reskill? Please rank the following choices from most to least responsible. (Top 3 choices)



# COVID-19 has hastened the adoption of digital skills globally

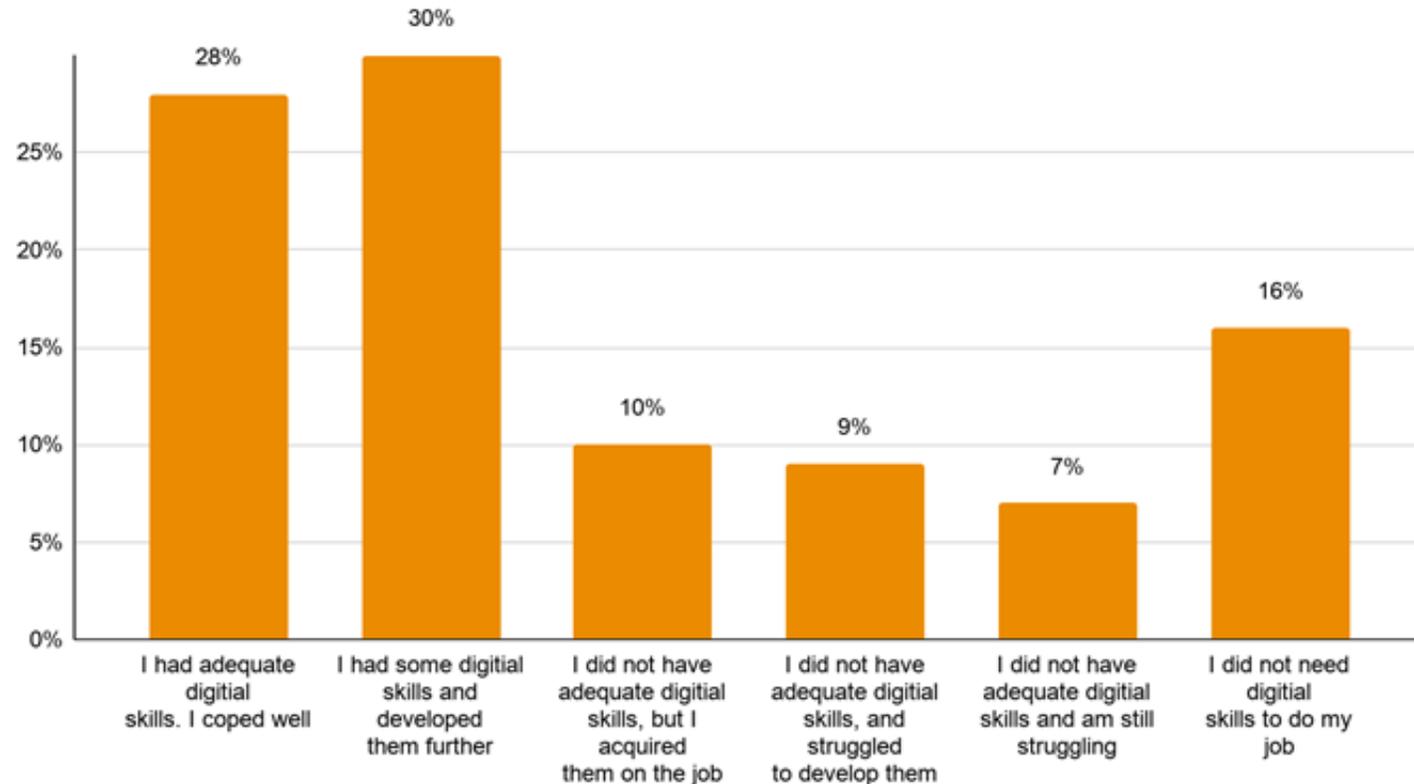
28%

say they began the pandemic without adequate digital skills

40%

successfully improved their digital skills during the pandemic

Since the pandemic began, what best describes your experience regarding any digital skills needed to do your job?



# .....and that facilitation of digital skill development is somehow more outstanding in Hong Kong (SAR)

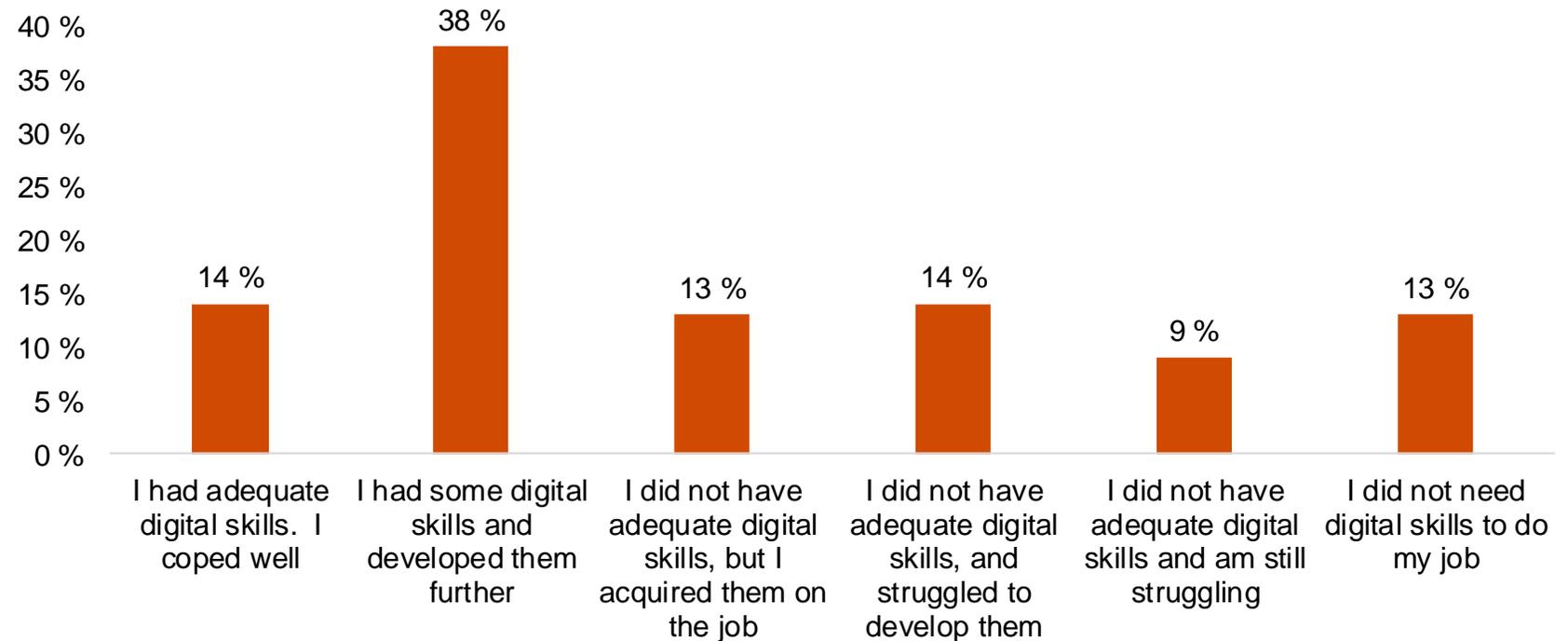
**36%**

say they began the pandemic without adequate digital skills

**51%**

successfully improved their digital skills during the pandemic

Since the pandemic began, what best describes your experience regarding any digital skills needed to do your job?



# Contact Us



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