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.

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
- Male: 50%
- Female: 50%

By age
- 18-24: 1%
- 25-34: 3%
- 35-44: 21%
- 45-54: 25%
- 55-64: 11%
- 65+: 39%

By working status
- Employed Full Time: 88%
- Employed Part Time: 4%
- Employed but on Furlough or Temporarily Laid-off: 4%
- Working on a Contract or Temporary Basis: 4%
- Self-employed Business Owner: 1%
- Student: 1%
- Unemployed Seeking Employment: 1%

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

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.

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.

56% are worried that automation is putting many people’s jobs at risk globally. And concerns and worries also prevails in Hong Kong (SAR).

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.
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.
Globally, people are still positive about technology

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

80% are confident they can adapt to new technology entering their workplace - 35% are very confident.

How confident do you feel that you can adapt to using new technologies entering your workplace?

(Those who are “very confident”)

- India: 68%
- South Africa: 66%
- Kuwait: 53%
- Saudi Arabia: 52%
- Qatar: 51%
- UAE: 47%
- Spain: 42%
- USA: 40%
- Canada: 36%
- Malaysia: 35%
- Germany: 34%
- Australia: 34%
- Netherlands: 25%
- Poland: 25%
- UK: 24%
- China ( mainland): 24%
- France: 23%
- Singapore: 20%
- Japan: 5%
Interestingly, people in Hong Kong (SAR) in Chemicals, Industrial manufacturing & Consumer Goods an 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

Year 2021

84% of respondents between 25-34 years old 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’)

[Bar chart showing the percentage of respondents from different countries who strongly agree with the statement.]
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.

<table>
<thead>
<tr>
<th>Industry/Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automotive</td>
<td>50%</td>
</tr>
<tr>
<td>Entertainment and media</td>
<td>33%</td>
</tr>
<tr>
<td>Engineering and construction</td>
<td>27%</td>
</tr>
<tr>
<td>Agriculture</td>
<td>23%</td>
</tr>
<tr>
<td>Hospitality and leisure</td>
<td>22%</td>
</tr>
<tr>
<td>Accounting</td>
<td>20%</td>
</tr>
<tr>
<td>Real Estate</td>
<td>20%</td>
</tr>
<tr>
<td>Technology</td>
<td>19%</td>
</tr>
<tr>
<td>Transport and logistics</td>
<td>19%</td>
</tr>
<tr>
<td>Business/Professional services</td>
<td>19%</td>
</tr>
<tr>
<td>Insurance</td>
<td>17%</td>
</tr>
<tr>
<td>Chemicals</td>
<td>17%</td>
</tr>
<tr>
<td>FinTech</td>
<td>14%</td>
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<tr>
<td>Aerospace and Defence</td>
<td>14%</td>
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<tr>
<td>Healthcare</td>
<td>14%</td>
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<tr>
<td>Asset management</td>
<td>13%</td>
</tr>
<tr>
<td>Retail</td>
<td>13%</td>
</tr>
<tr>
<td>Industrial manufacturing</td>
<td>13%</td>
</tr>
<tr>
<td>Open</td>
<td>12%</td>
</tr>
<tr>
<td>Consumer goods</td>
<td>10%</td>
</tr>
<tr>
<td>Banking and capital markets</td>
<td>9%</td>
</tr>
<tr>
<td>Government/Public services</td>
<td>8%</td>
</tr>
<tr>
<td>Education</td>
<td>6%</td>
</tr>
<tr>
<td>Technology</td>
<td>5%</td>
</tr>
<tr>
<td>Real Estate</td>
<td>4%</td>
</tr>
<tr>
<td>Engineering and construction</td>
<td>3%</td>
</tr>
</tbody>
</table>
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 remotely¹ 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.
As a contrast to global, Hong Kong (SAR) people prefer flexibility over stability

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

- To be in control of my work, what I do and when I do it: 61%
- Job security and long term service with an organisation: 39%

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’)
And work won’t go back to the way it was globally

42%

Think that changing worker preferences (e.g., 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.

<table>
<thead>
<tr>
<th>Global Trend</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technological breakthroughs (rapid advances in technological innovation -</td>
<td>51%</td>
</tr>
<tr>
<td>including robotics and)</td>
<td></td>
</tr>
<tr>
<td>Changing worker preferences (attitudes to remote working and benefits</td>
<td>42%</td>
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<tr>
<td>preferences)</td>
<td></td>
</tr>
<tr>
<td>Global shifts in the location of work and economic activity (where services</td>
<td>39%</td>
</tr>
<tr>
<td>are performed or where)</td>
<td></td>
</tr>
<tr>
<td>Resource scarcity and climate change (depleted fossil fuels, Extreme</td>
<td>37%</td>
</tr>
<tr>
<td>weather, rising sea levels and water)</td>
<td></td>
</tr>
<tr>
<td>Demographic shifts (the changing size, distribution and age profile of the</td>
<td>34%</td>
</tr>
<tr>
<td>world’s population)</td>
<td></td>
</tr>
<tr>
<td>Downward pressure on pay and benefits (caused by automation and shifts in</td>
<td>33%</td>
</tr>
<tr>
<td>the volume of workers)</td>
<td></td>
</tr>
<tr>
<td>Calls for a fairer and more equitable society (transparency and inclusion)</td>
<td>27%</td>
</tr>
<tr>
<td>None of these</td>
<td>7%</td>
</tr>
</tbody>
</table>
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.
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**

![Bar chart showing workplace wellbeing 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.
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

18-34 60%
35-54 64%
55+ 71%
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...
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%)
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%)
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)

- Employers: 69% (Global), 76% (Hong Kong)
- Individuals themselves: 65% (Global), 74% (Hong Kong)
- Government: 50% (Global), 59% (Hong Kong)
- Family: 24% (Global), 39% (Hong Kong)
- Labour unions: 28% (Global), 29% (Hong Kong)
- Community: 26% (Global), 25% (Hong Kong)
- Charity institutions: 8% (Global), 12% (Hong Kong)
- Religious institutions: 6% (Global), 12% (Hong Kong)
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?

- 14% I had adequate digital skills. I coped well
- 38% I had some digital skills and developed them further
- 13% I did not have adequate digital skills, but I acquired them on the job
- 14% I did not have adequate digital skills, and struggled to develop them
- 9% I did not have adequate digital skills and am still struggling
- 13% I did not need digital skills to do my job
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