



Press Release

Date 19 May 2021
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Pages 02

Vietnamese Gen Z can be the most productive remote workforce, yet face uncertainty over skills gap

According to Vietnam's General Statistics Office, the working age population of Vietnamese Gen Z (those aged between 15 and 24) was approximately 13 million in 2019. By 2025, Gen Z is expected to take up about a third of the total Vietnamese working age group, and would have tremendous influence in the local labour market.

Hanoi – 19th May 2021. PwC Vietnam today announced the findings of the new report [“How digital-ready is Generation Z?”](#), examining perceptions of Vietnamese Gen Z as the youngest cohort in the workforce and how this generation equips themselves in the evolving digital economy. Covering the opinions of 461 Gen Z representatives, this report is an extract from the [Vietnam Digital Readiness survey](#) results, which was launched mid-March 2021.

Our findings show that the Vietnamese Gen Z is positive about technology but is also the most worried demographic. Over 80% of Gen Z respondents are optimistic that technology will improve their job prospects. Compared to other generational cohorts of the workforce, this age group is the least optimistic with 11% expressing concerns about the future impact of technology on their jobs. Among findings, the top three causes for concern quoted include: roles becoming redundant due to technology (51%), the lack of the right skills (26%); and fear of being incapable of learning the right skills (12%).

Entering the workforce during a period of rapidly changing technologies, Vietnamese Gen Z face a widening skills gap amidst the evolving demands of employment. It appears that our respondents' level of education influences their optimism with regards to how technology will affect the workplace. 62% of Vietnamese Gen Z without degrees believe that automation presents more risks than opportunities, as compared to Gen Z respondents with degrees and technical qualifications (47%). This finding is in line with the findings from PwC's global Upskilling Hopes and Fears survey conducted in 2019 with over 22,000 people, confirming what we have long known to be true: digital skills are key.

“In today's disrupted world, there is no one future-proof career. My advice to Gen Z is to start thinking of yourself as a bundle of skills and capabilities, not a defined role or profession,” said Mr **Quach Thanh Chau, People Leader, PwC Vietnam**

According to the survey, Vietnamese Gen Z have a relatively more balanced view of whose responsibility it is to upskill. While 50% of respondents consider upskilling as a personal journey, 46% said they are looking to businesses and the government to play a main role in helping people upskill.

Commenting on this, **Mr David Tay, New World New Skills Leader at PwC Vietnam** said “It's time to open up a genuine and fully inclusive conversation with employers, government and society on what systemic changes need to be initiated today to equip Vietnamese youth with the skills of tomorrow.”



In general, this generation embraces flexible working arrangements and could be the most productive remote workforce. 80% of Gen Z anticipated remote work to be the new norm and 57% of working Gen Z said that they were productive while working from home, the highest of all working generations.

“Organisations will do well to adopt a different mindset to attract and retain Vietnamese Gen Z talent who will soon be an engine of growth for the workforce and the economy. Essentially, this sentiment underlines the urgency for organisations to be ready to meet the cultural and infrastructural demands of remote working, while taking careful steps to mitigate cyber risks,” added **Thanh Chau**.

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Notes to editors:

Read PwC’s report *“How digital ready is Generation Z” - Findings from PwC Vietnam’s Digital Readiness Survey 2020* at <https://www.pwc.com/vn/en/publications/vietnam-publications/digital-readiness-gen-z.html>

The survey was sent out to the Vietnamese public from 12 November 2020 to 27 December 2020. Participants were asked to answer a list of questions relating to technology, jobs and skills. 1146 responses were collected. The base for this Gen Z report is 461.

PwC’s ‘New world. New skills.’ programme

‘New world. New skills.’ is a global initiative by the PwC global network that aims to help millions of people around the world improve their understanding, skills and knowledge for the digital world. We believe that businesses, governments, educators and citizens play important roles in narrowing the digital divide.

To help Vietnamese people upskill, we have made our Digital Fitness app free, and you can download it today from the Apple App Store and Google Play. Just use the invite code: LRNALL. Find out more about our resources at https://www.pwc.com/vn/en/u_pskilling.html

About PwC Vietnam

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PwC Vietnam established offices in Hanoi and HCMC in 1994. With strong industry knowledge, our team of more than 1,000 local and expatriate staff offers integrated services, bringing a breadth of skills and depth of resources to our clients wherever they do business, throughout Asia and across the world.

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