

PRESS RELEASE

October 19, 2026

Timee, Inc.
Benesse Careeros Co., Ltd.

**Certified Care Workers Spend Approximately 30% of Working Hours
on "Tasks That Can Be Handled by Non-Specialists"?
Timee and Benesse Careeros Conduct "Survey on Actual Work Conditions in Elderly
Care"**

**Approximately Three in Four Certified Care Workers Respond That Spending Time on "Tasks
That Can Be Handled by Non-Specialists" Undermines Their Sense of Fulfillment**

Timee, Inc. (Minato-ku, Tokyo; hereinafter "Timee"), the provider of the on-demand job platform "Timee," and Benesse Careeros Co., Ltd. (Chiyoda-ku, Tokyo; hereinafter "Benesse Careeros"), which operates an HR business specializing in elderly and medical care within the Benesse Style Care Group, a provider of elderly care and related services, conducted the "Survey on Actual Work Conditions in Elderly Care" targeting 309 Certified Care Workers nationwide.

While 83.2% of respondents feel their workplace lacks sufficient staff, they reported that Certified Care Workers spend an average of 31.0% of their working hours on "Tasks That Can Be Handled by Non-Specialists". Furthermore, among those who feel they spend too much time on these tasks, about three in four (75.5%) said doing so undermines their sense of fulfillment. In contrast, 66.8% answered, "If we had someone to whom we could delegate these tasks, I believe we could resolve the labor shortage while maintaining our current staff size." The findings suggest that while the frontline indeed experiences a labor shortage, the underlying cause may not only be a "shortage of hands" but also a "shortage of time" for each Certified Care Worker.

Elderly care facilities are advancing various initiatives to improve productivity, such as implementing technologies like ICT and elderly care robots, as well as reviewing operational workflows. Under their strategic business alliance, as an additional option alongside these initiatives, both companies are advancing efforts to break down operations based on the 777 task classifications derived by Benesse Careeros from frontline challenges and carve out "Tasks That Can Be Handled by Non-Specialists" as spot work. Additionally, by providing training and supporting certification, both companies encourage unqualified and inexperienced individuals to enter the industry and support the return of qualified workers who have left the frontline. This survey reveals from frontline voices that effectively addressing the labor shortage requires a dual approach: separating tasks and expanding the worker pool. Both companies will continue to help resolve the labor shortage in the elderly care industry by creating an environment where specialists can focus on caregiving while generating a steady flow of new workers.

< Survey Overview >

- Content: Questionnaire regarding elderly care
- Methodology: Online survey
- Target: 309 Certified Care Workers nationwide (Men and women aged 20 to 69 | Working at Special Nursing Homes for the Elderly / Geriatric Health Care Facilities / Fee-Based Nursing Homes with Care / Residential Fee-Based Nursing Homes / Serviced Housing for the Elderly / Group Homes / Home-Visit Care Agencies / Day Care Facilities, etc.)
- Period: September 11 (Fri) - September 12 (Sat), 2026

*This survey defines "Tasks That Can Be Handled by Non-Specialists" as tasks anyone can perform without elderly care qualifications, such as doing laundry, changing bedsheets, and taking out the trash.

Key Survey Findings

1. 83.2% of Certified Care Workers respond that their workplace lacks sufficient staff. Meanwhile, 85.1% answer that they spend time on "Tasks That Can Be Handled by Non-Specialists," such as doing laundry, changing bedsheets, and taking out the trash.

The survey shows that, in workplaces experiencing a labor shortage, specialists devote significant time to these tasks.

2. More than one in two (55.6%) respond that they spend "two hours or more per day" on "Tasks That Can Be Handled by Non-Specialists."

Furthermore, these tasks account for an average of 31.0% of their working hours. The findings show that specialists spend approximately 30% of their time on "Tasks That Can Be Handled by Non-Specialists."

3. Over 40% (44.7%) of respondents want to spend 70% or more of their working hours on "direct care for users," while only about 20% (19.7%) are actually able to do so. Over half of the respondents answer that the existence of "Tasks That Can Be Handled by Non-Specialists" lowers the quality of the elderly care services they provide.
4. Respondents rank "when a user says 'thank you'" as the moment that gives them the greatest sense of fulfillment. On the other hand, approximately three in four (75.5%) respond that spending time on "Tasks That Can Be Handled by Non-Specialists" undermines their sense of fulfillment.
5. Approximately 70% (66.8%) answer, "If we had someone to whom we could delegate these tasks, I believe we could resolve the labor shortage while maintaining our current staff size."

Furthermore, if they achieve such an environment, their top desire for what to do next is "taking on the challenge of acquiring more highly specialized qualifications" (69.3%), and their second choice is "encouraging former colleagues and friends who left the elderly care profession to return" (51.8%). These results suggest that the shortage is not only of "hands" but also of "time."

1. 83.2% of Certified Care Workers respond that their workplace lacks sufficient staff. Meanwhile, 85.1% answer that they spend time on "Tasks That Can Be Handled by Non-Specialists," such as doing laundry, changing bedsheets, and taking out the trash.

When asked about staffing levels at their workplace, 83.2% responded that they "lack sufficient staff" ("Significantly understaffed" 33.7% + "Somewhat understaffed" 49.5%). Additionally, when asked if there are "Tasks That Can Be Handled by Non-Specialists" in their daily work, 84.5% answered "Yes" ("Very many" 25.6% + "Some" 58.9%). Specifically, doing laundry, changing bedsheets, and taking out the trash were among the top answers. Furthermore, 85.1% responded that they feel they spend time on these tasks ("Strongly feel these tasks take up my time" 36.5% + "Somewhat feel these tasks take up my time" 48.6%). These figures suggest that in workplaces experiencing a labor shortage, care specialists devote significant time to these tasks.

2. More than one in two (55.6%) respond that they spend "two hours or more per day" on "Tasks That Can Be Handled by Non-Specialists."

When asked how much time they spend per day on "Tasks That Can Be Handled by Non-Specialists," 55.6%—more than half—responded "two hours or more per day" ("2 to under 3 hours" 34.7% + "3 to under 4 hours" 10.4% + "4 hours or more" 10.4%). Moreover, these activities accounted for an average of 31.0% of their total working hours, roughly 2.5 hours in an 8-hour workday ("Daily life support / Environmental maintenance such as cleaning, laundry, serving/clearing meals, and restocking supplies" 13.9% + "Answering phones/visitors, administrative tasks/document creation" 9.3% + "Wait time such as moving, standby, and searching for items" 7.9%). The findings show that specialists with qualifications and experience spend about 30% of their time on tasks non-specialists can handle. *Due to rounding, the sum of the breakdown does not exactly match 31.0%.

3. Over 40% (44.7%) of respondents want to spend 70% or more of their working hours on "direct care for users," while only about 20% (19.7%) are actually able to do so. Over half of the respondents answer that the existence of "Tasks That Can Be Handled by Non-Specialists" lowers the quality of the elderly care services they provide.

When asked how much of their working hours they want to spend on "direct care for users," 44.7% answered "70% or more." However, only 19.7%—about 20%—can actually spend 70% or more of their time on such care, revealing a significant gap between their ideal situation and reality. Furthermore, when asked what they give up by spending time on tasks that non-specialists can handle, the top answer was "Individualized care tailored to each person" (61.6%). This was followed by "Conversing with and actively listening to users" (58.4%), "Enriching recreational activities" (49.4%), and "Noticing and observing small changes in users" (42.9%). Regarding the impact on their own work style, "The quality of elderly care services is declining" (52.5%) was the most common response, and in terms of facility operations, "Decline in service quality / Complaints" (47.2%) followed "Staff turnover" (51.0%). These results suggest that how specialists spend their time may also affect the quality of care users receive.

4. Respondents rank "when a user says 'thank you'" as the top moment they feel a sense of fulfillment. On the other hand, approximately three in four (75.5%) respond that spending time on "Tasks That Can Be Handled by Non-Specialists" undermines their sense of fulfillment.

When asked about the moments they feel fulfilled in their elderly care work, the top answers were "When a user says 'thank you'" (35.0%) and "When a user's condition or expression improves" (31.4%). This shows that much of their fulfillment stems from the time they spend interacting with users. Conversely, when those who feel they spend time on "Tasks That Can Be Handled by Non-Specialists" were asked whether this undermines their sense of fulfillment, 75.5% responded, "I feel it undermines it" ("Strongly feel so" 22.0% + "Somewhat feel so" 53.5%).

5. Approximately 70% (66.8%) answer, "If we had someone to whom we could delegate 'Tasks That Can Be Handled by Non-Specialists,' I believe we could resolve the labor shortage while maintaining our current staff size."

When asked, "If you had someone to delegate 'Tasks That Can Be Handled by Non-Specialists' to, allowing you to focus entirely on user care, do you think the labor shortage would be resolved while maintaining your current staff size?" 66.8% answered, "I believe we could resolve the labor shortage while maintaining our current staff size" ("I think it would be completely resolved" 9.1% + "I think it would be somewhat resolved" 57.7%). Additionally, when asked what they would want to do if such an environment were achieved, the top choice was "Taking on the challenge of acquiring more highly specialized qualifications" (69.3%), and the second was "Encouraging former colleagues and friends who left the elderly care profession to return" (51.8%). Having more available time would further boost their motivation to improve their elderly care expertise and create opportunities for those who have left the frontline to return. These results indicate that behind the labor shortage in elderly care facilities lies not only a "shortage of hands" but also a "shortage of time" for each Certified Care Worker.

Comments on the Survey Results

Professor Yasuhiro Yuki

Faculty of Integrated Human and Social Welfare Studies, Shukutoku University

Although approximately 1.94 million people have registered as Certified Care Workers(*), many qualified workers do not currently work in the elderly care field. Factors driving turnover include not only wages but also the loss of fulfillment that comes from being unable to provide essential care. The fact that 75.5% of respondents said spending time on "Tasks That Can Be Handled by Non-Specialists" undermines their sense of fulfillment supports this underlying issue. Creating an environment where specialists can fully exercise their expertise not only prevents turnover but also encourages those who have left the frontline to return. Society as a whole must now consider separating tasks and encouraging diverse workers to participate to safeguard the quality of elderly care.

*Number of registered Certified Care Workers: As of the end of March 2024 (Source: Ministry of Health, Labour and Welfare, Reference Materials on the National Examination for Certified Care Workers)

About the Strategic Business Alliance between Timee and Benesse Careeros

In April 2026, Timee and Benesse Careeros concluded a basic agreement for a strategic business alliance to fundamentally address the intensifying labor shortage in elderly care. This strategic alliance aims to integrate both parties' resources and expertise to accelerate Timee's use in the elderly care industry and help address the labor shortage challenges many elderly care providers face. Based on Timee's mission of "Building infrastructure for expanding life's possibilities through work," Timee is pushing forward with Benesse Careeros to solve the challenges of the elderly care industry while expanding the base of the recruitment pool by "encouraging unqualified and inexperienced individuals to enter the industry" and "discovering potential qualified workers."

Company Information



ベネッセキャリアオス

[About Timee, Inc.]

Established: August 2017

Representative: Ryo Ogawa

Address: Shiodome City Center 35th Flr., 1-5-2 Higashi-shinbashi, Minato-ku, Tokyo

URL: <https://corp.timee.co.jp/>

Website for Elderly Care Providers: <https://timee.co.jp/business/care/>

[About Benesse Careeros Co., Ltd.]

Benesse Careeros Co., Ltd. is a Benesse Style Care Group company that supports frontline operations in elderly and medical care through business development that supports both workers and elderly care providers, centered on an HR service business that meets various employment formats and conditions.

Company Name: Benesse Careeros Co., Ltd.

Representative: Hidetomo Hashimoto, President and Representative Director

Head Office Address: Taihei Dengyo No. 2 Building 5F, 2-4 Kanda Jinbocho, Chiyoda-ku, Tokyo

Locations: Tokyo Head Office, Hokkaido, Sendai, Kitasenju, Shinjuku, Yokohama, Niigata, Nagoya, Osaka, Chugoku/Shikoku, Kyushu

Established: December 2004

Business Operations:

(1) Employment placement business (Minister of Health, Labour and Welfare License: 13-Yu-300474)

(2) Worker dispatching business (Minister of Health, Labour and Welfare License: Ha 13-317496)

Capital: 80 million yen

URL: <https://www.benesse-careeros.co.jp/>