

# Aetna International

## Global Employee Health Study Data

Results from our ongoing proprietary research into the employer/employee gap in perceptions of corporate wellness and workplace well-being

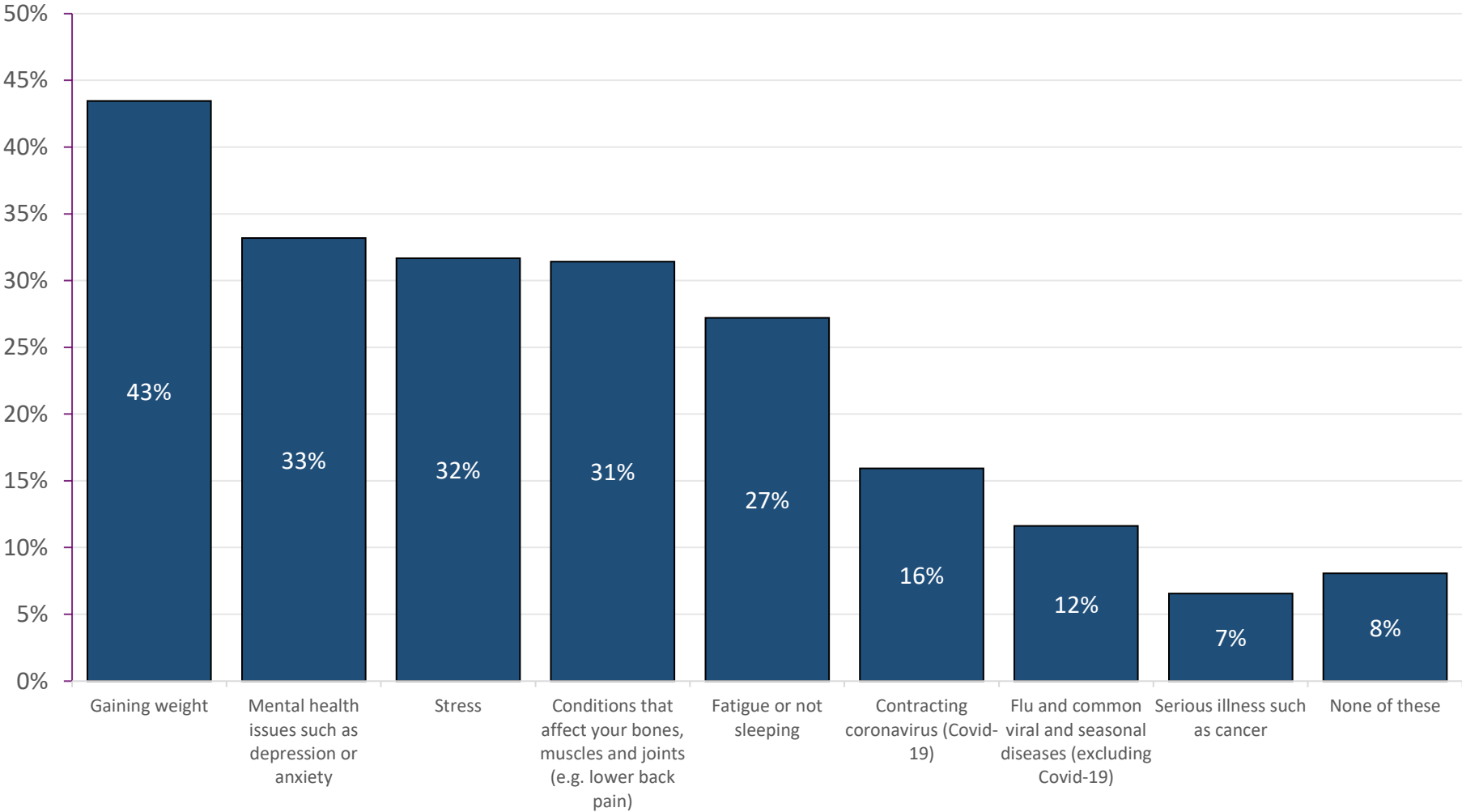
Version. 1.0 | November 2020



# Employee Perspectives

**Health concerns when working from home Total**

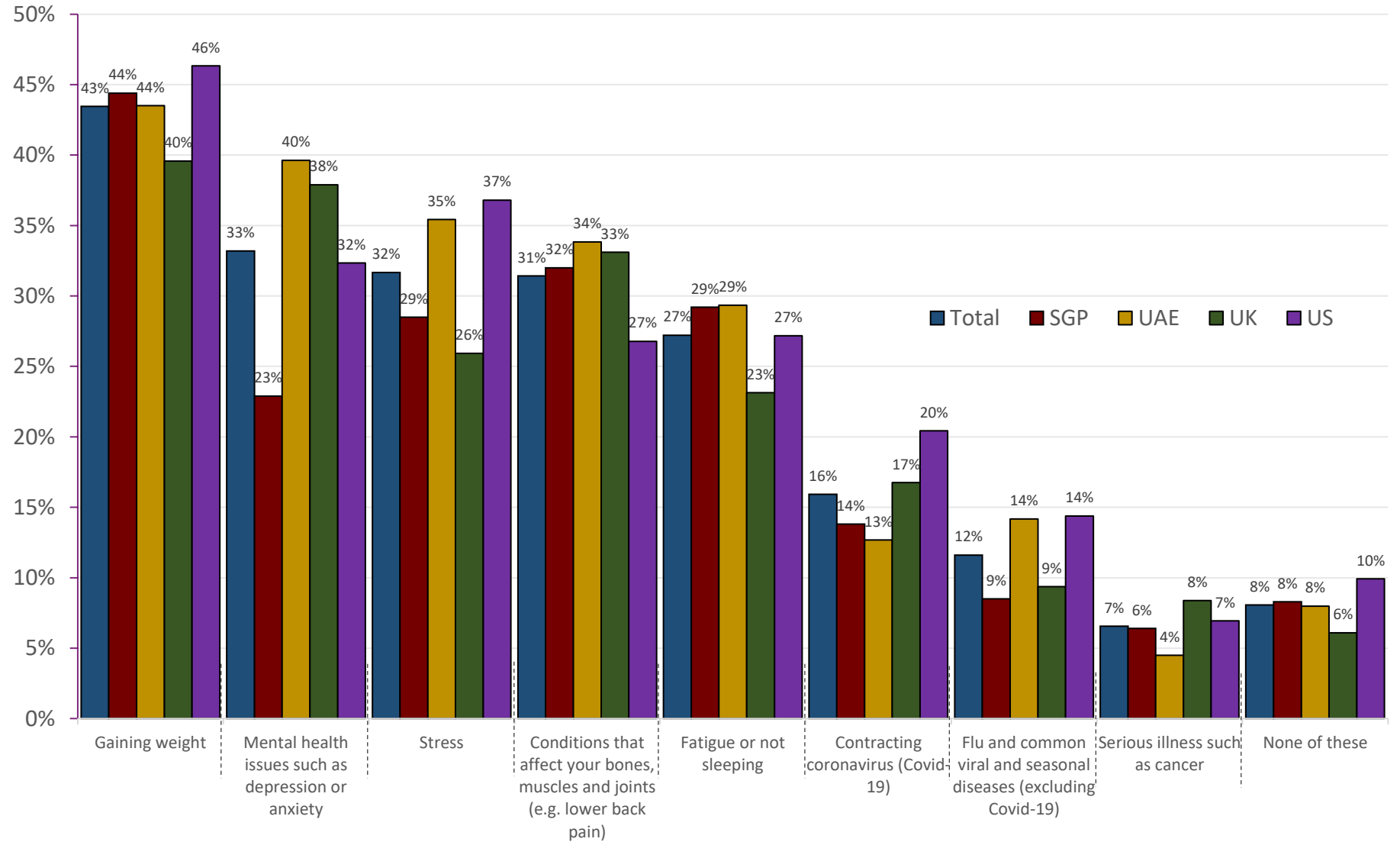
What are the health issues you are most concerned about when working from home?



Q1: What are the health issues you are most concerned about when working from home? You can select up to three of the following health issues that concern you most when working from home. If you are not concerned about any of these, then select 'None of these'.

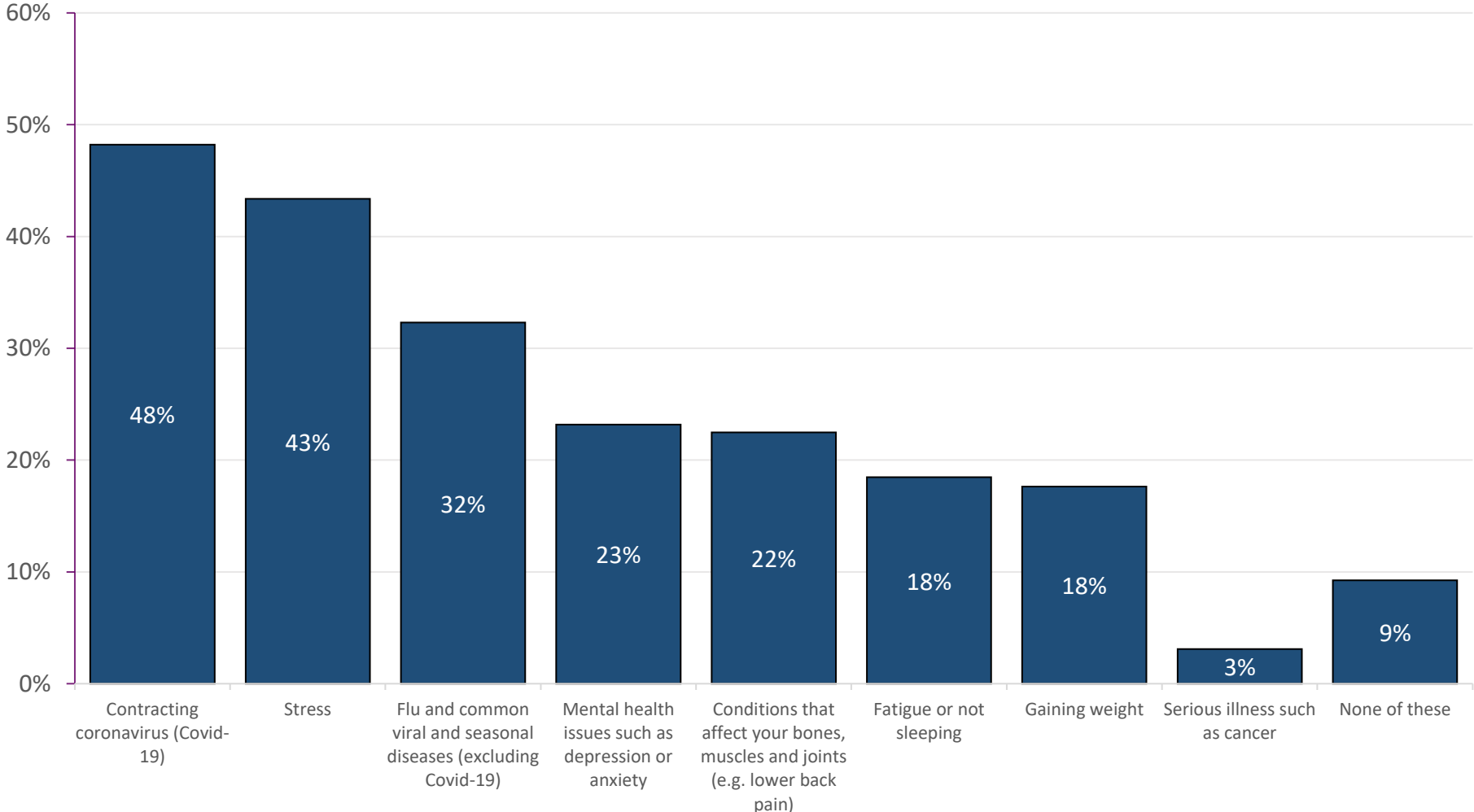
**Health concerns when working from home by Region**

What are the health issues you are most concerned about when working from home?



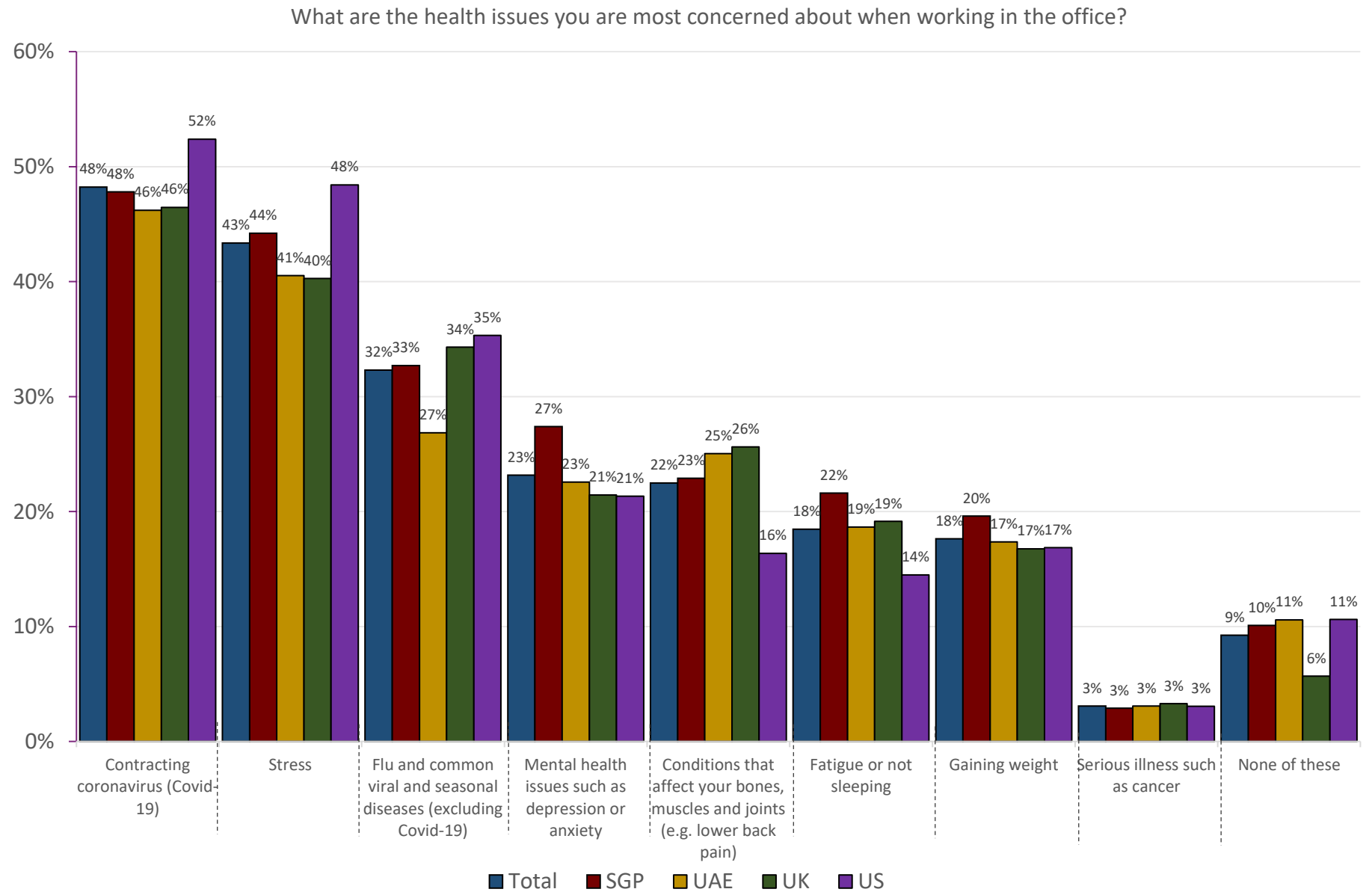
**Health concerns when working in the office Total**

What are the health issues you are most concerned about when working in the office?



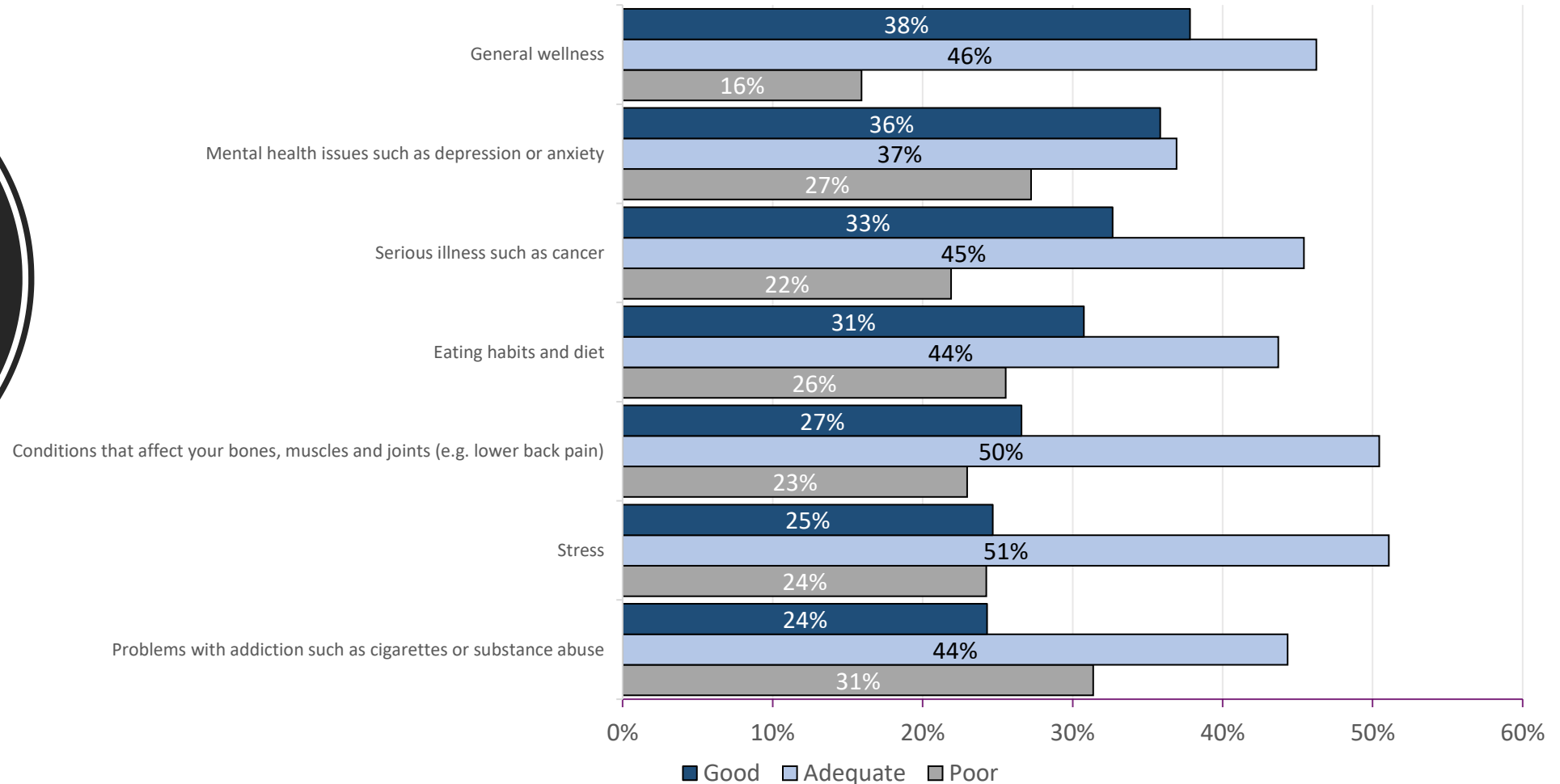
Q2: What are the health issues you are most concerned about when working in the office? As before, you can select up to three of the following health issues that concern you most. If you are not concerned about any of these, then select 'None of these'.

**Health concerns when working in the office by Region**



**Employer support when working from home**  
**Total**

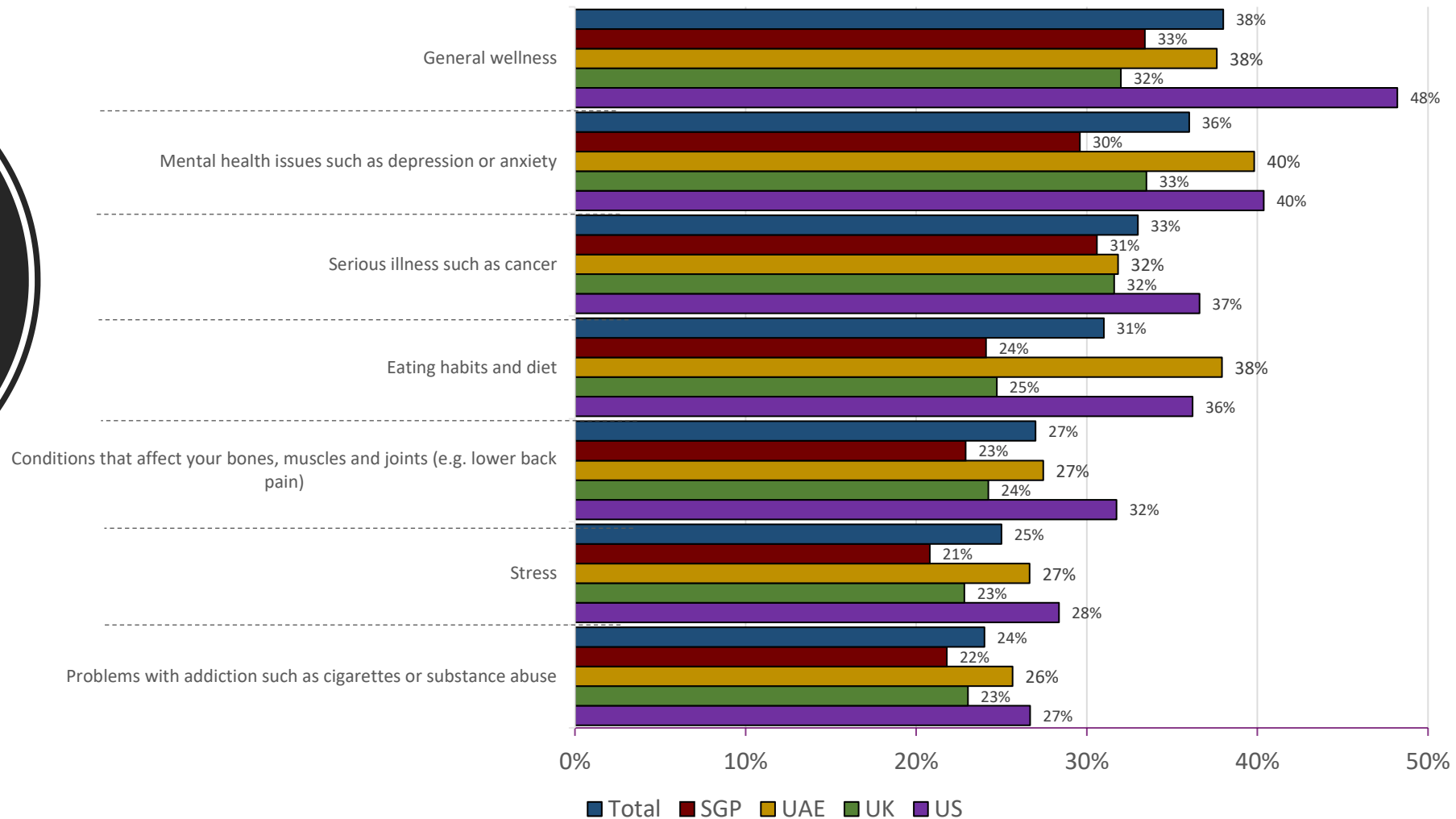
How would you rate the level of support provided by your employer when working from home?



Q3: How would you rate the level of support provided by your employer for each of the following aspects of health and well-being when working from home? Please rate each as either 'Good', 'Adequate' or 'Poor'.

**Employer support when working from home by Region**

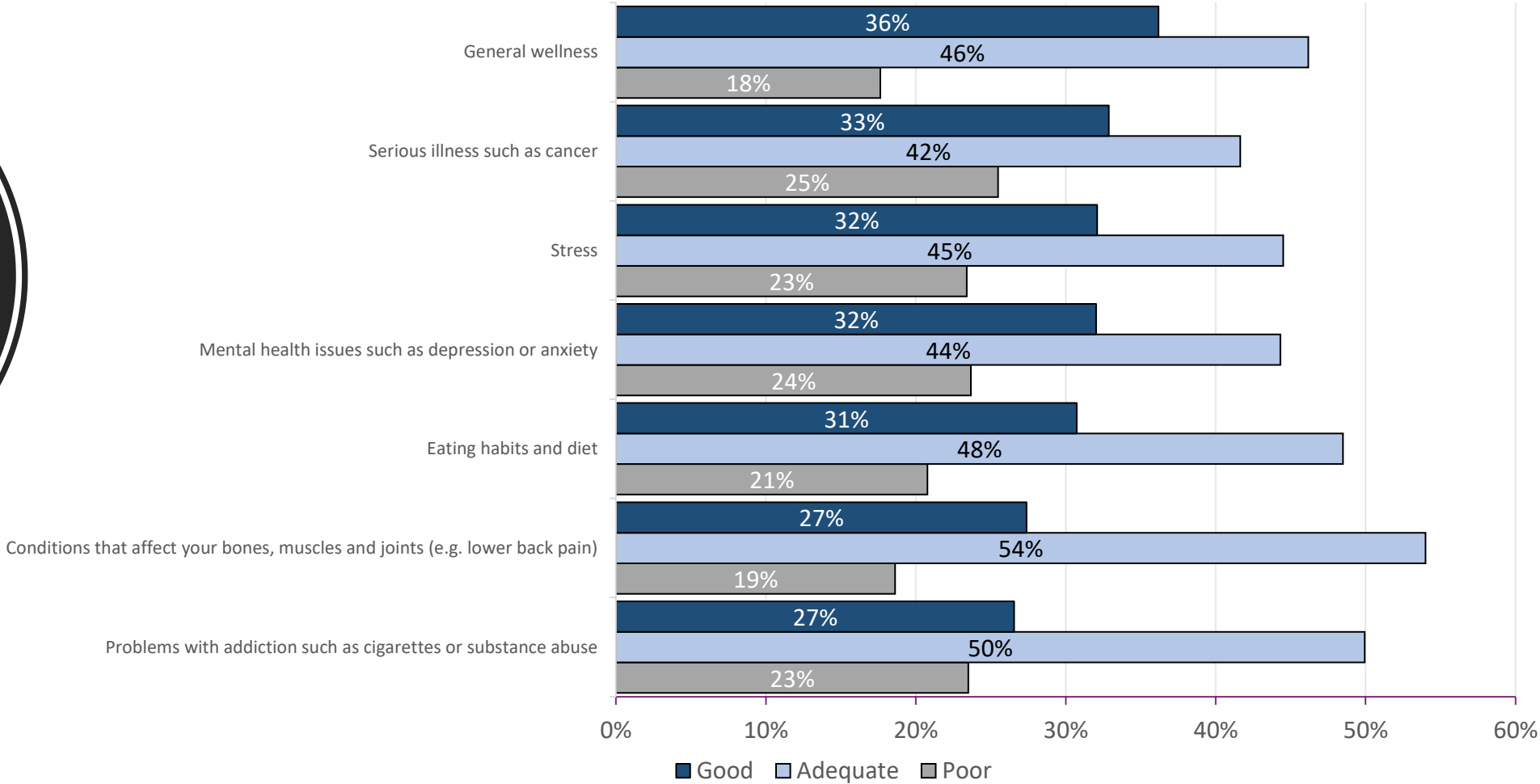
How would you rate the level of support provided by your employer when working from home?  
 (Chart totals answering "good" only)





**Employer support when working in the office**  
**Total**

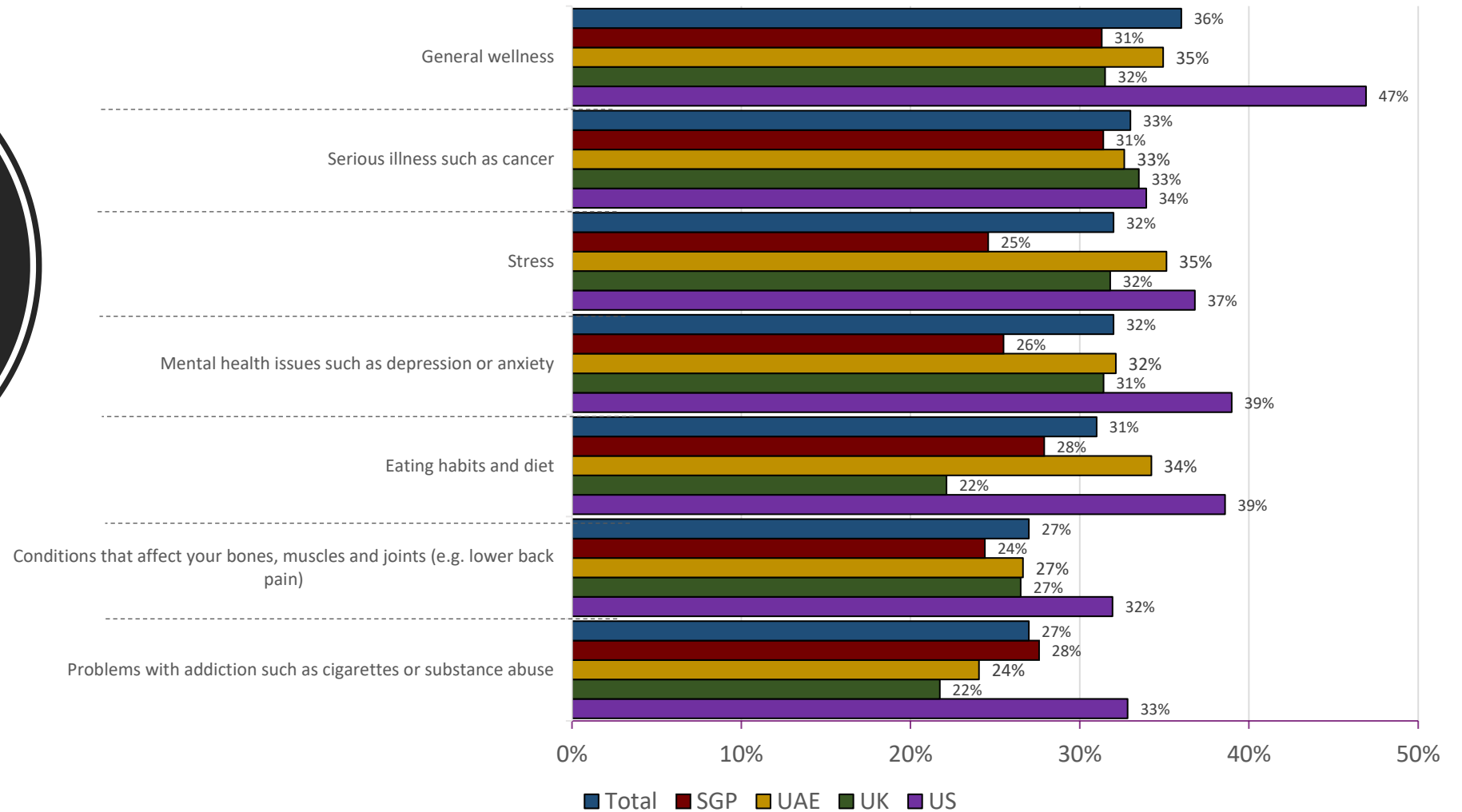
How would you rate the level of support provided by your employer when working in the office?



Q4: How would you rate the level of support provided by your employer for each of the following aspects of health and well-being when working in the office? Please rate each as either 'Good', 'Adequate' or 'Poor'.

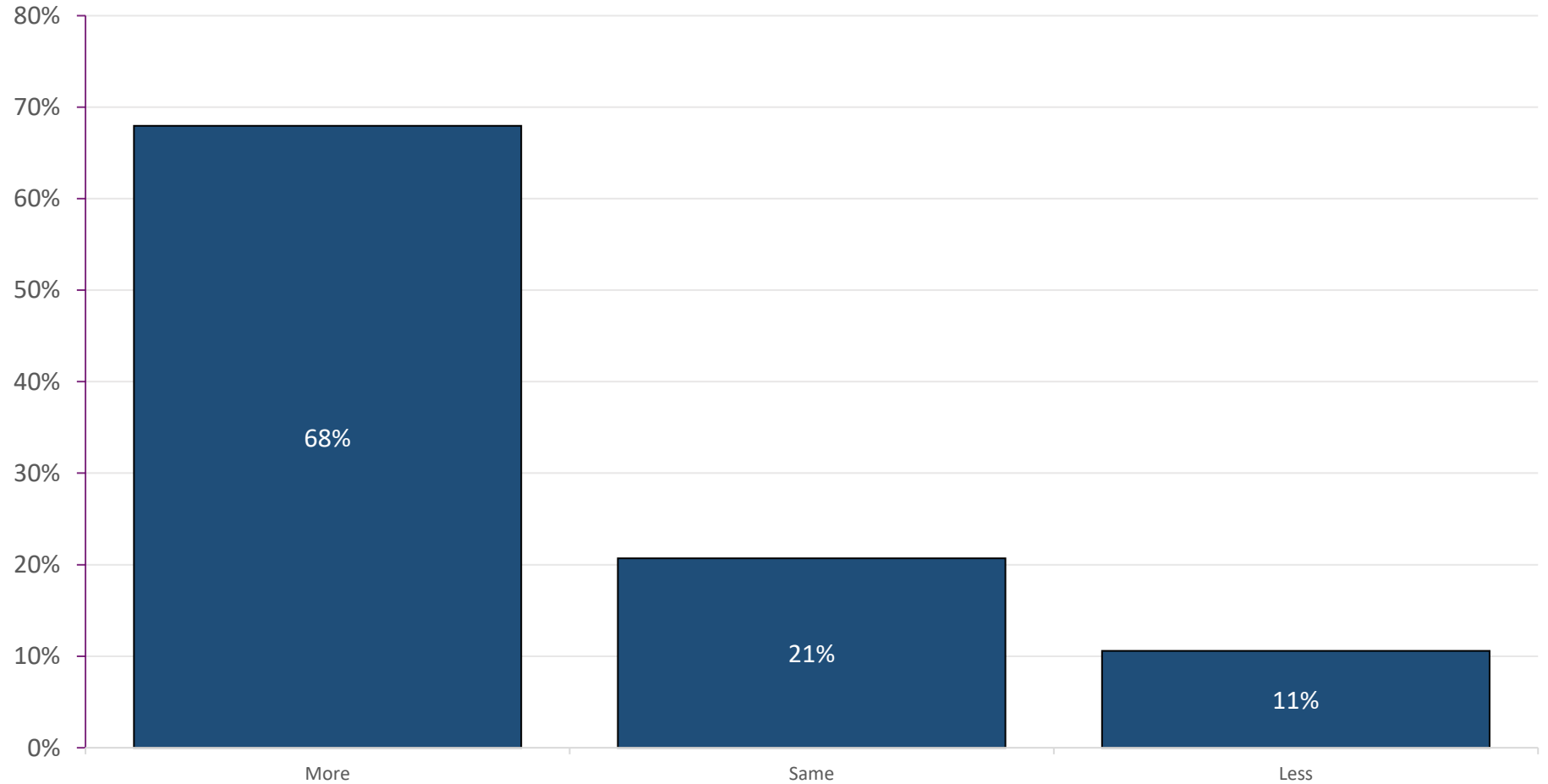
**Employer support when working in the office by Region**

How would you rate the level of support provided by your employer when working in the office?  
 (Chart totals answering good only)



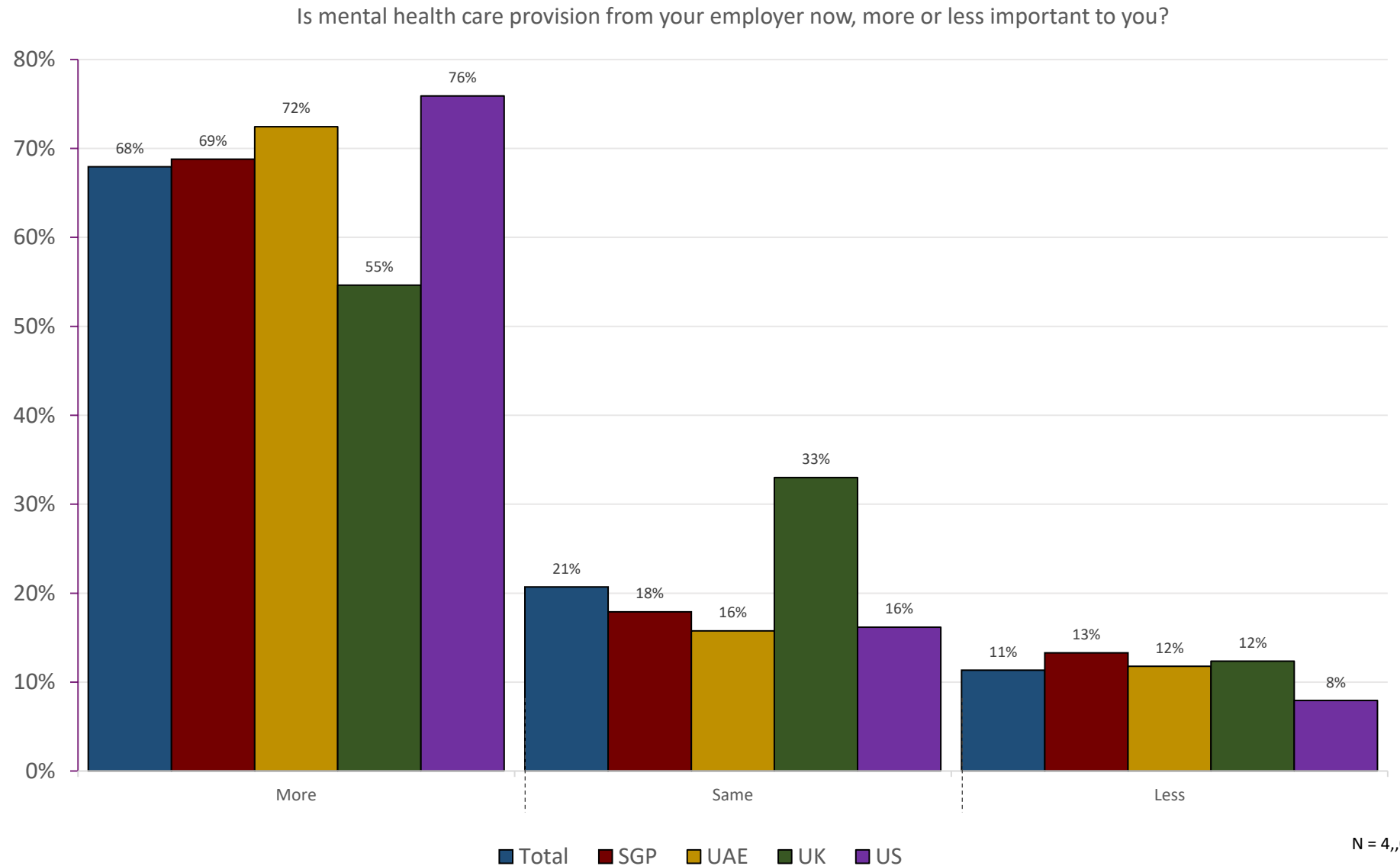
**Mental  
health  
care  
provision  
Total**

Is mental health care provision from your employer now, more or less important to you?



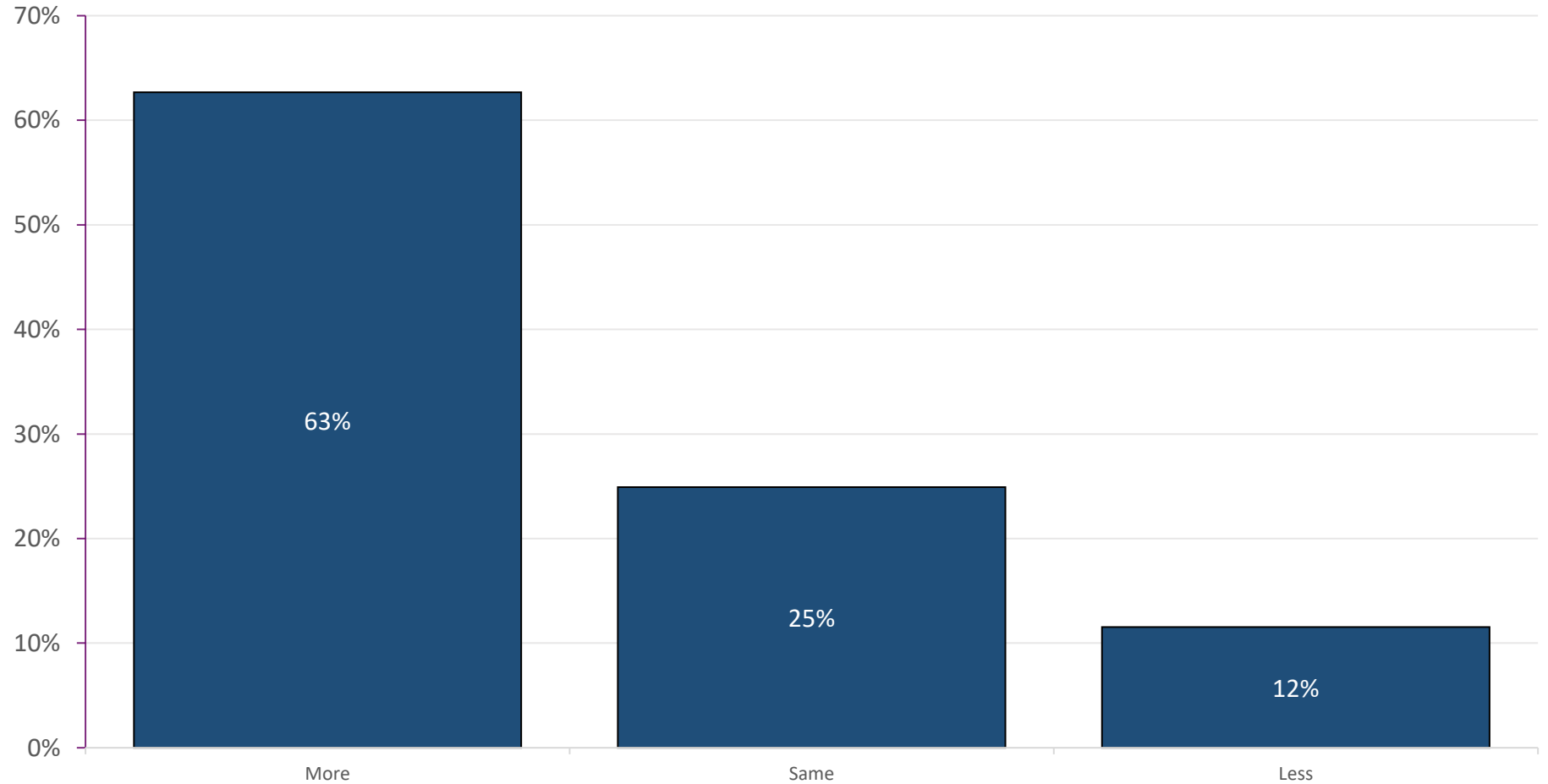
*Q5: Is mental health care provision from your employer now, more or less important to you in the context of the workplace (wherever you work) than it was before the impact of Covid-19 in your country?*

**Mental health care provision by Region**



Physical  
health  
care  
provision  
Total

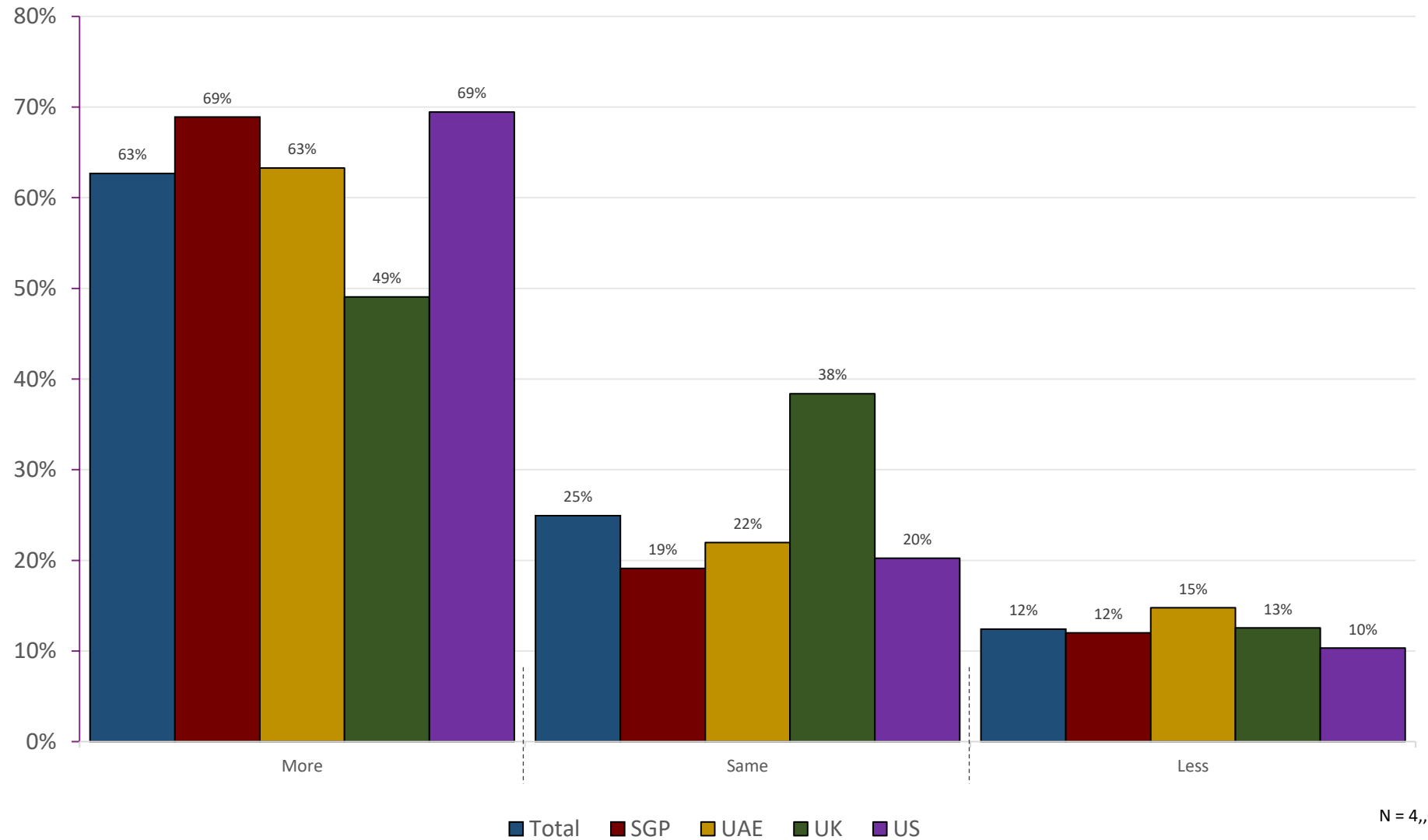
Is physical health care provision from your employer now, more or less important to you?



Q6: Is physical health care provision from your employer now, more or less important to you in the context of the workplace (wherever you work) than it was before the impact of Covid-19 in your country?

**Physical  
health  
care  
provision  
by Region**

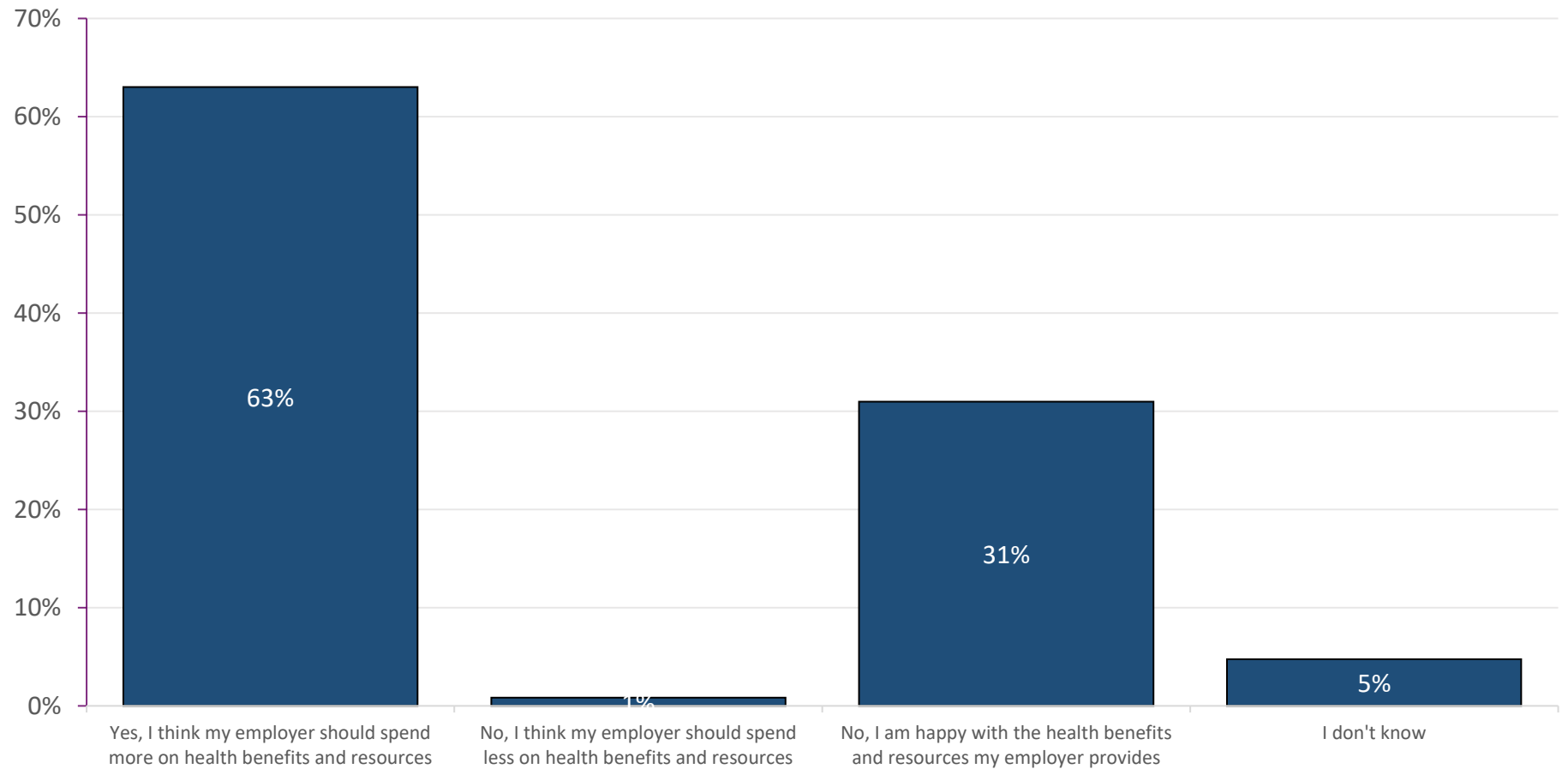
Is physical health care provision from your employer now, more or less important to you?



The overall perspective on the importance of physical and mental health and the level of anxiety both in the office and at home is translated into almost two thirds of respondents feeling that their employer should be spending more on health benefits and resources to help them stay healthy. Around a third felt they were happy with the health benefits and resources their employer provides – and very few felt that their employer should be spending less (just over 1%)

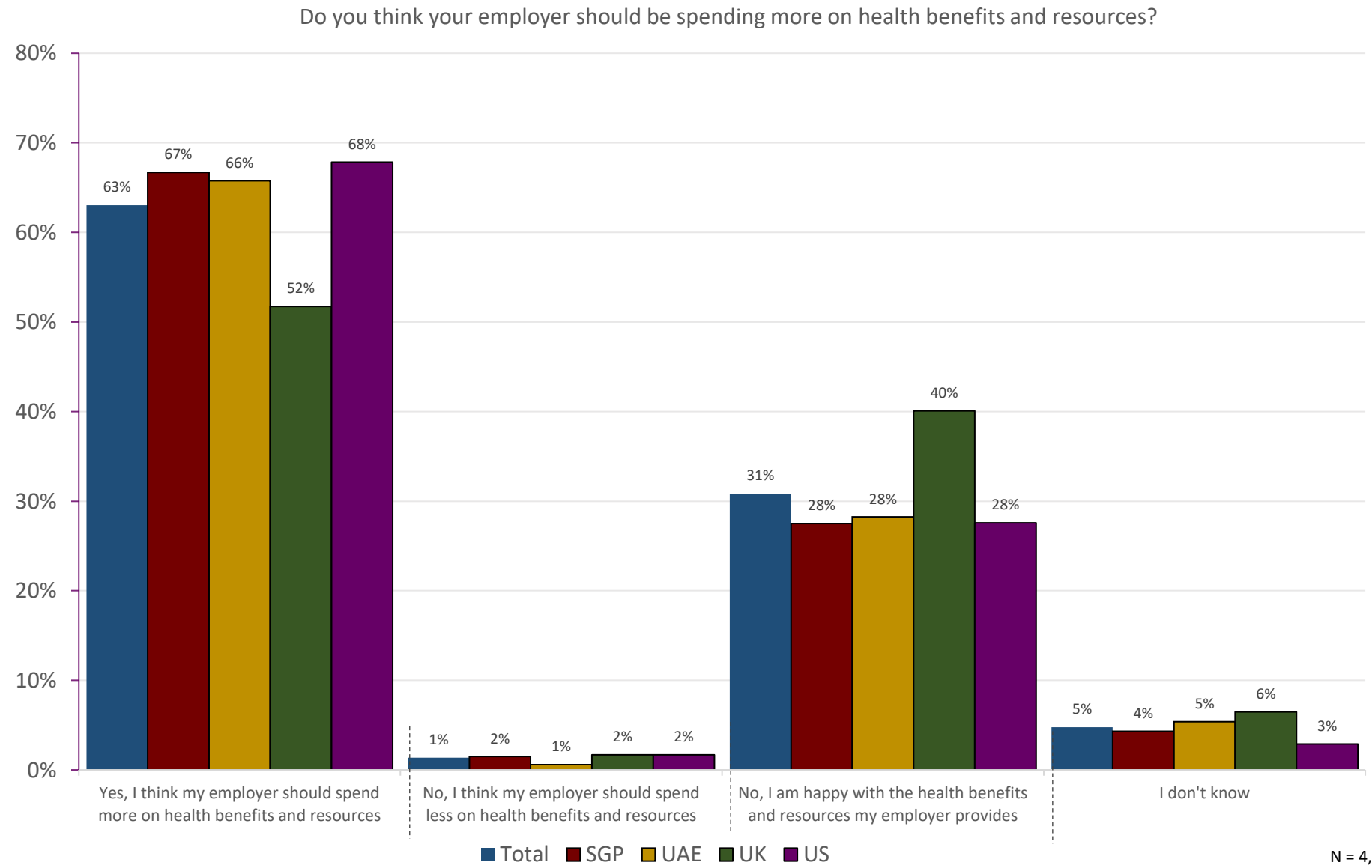
Spending  
on  
health benefits  
and  
resources  
Total

Do you think your employer should be spending more on health benefits and resources?



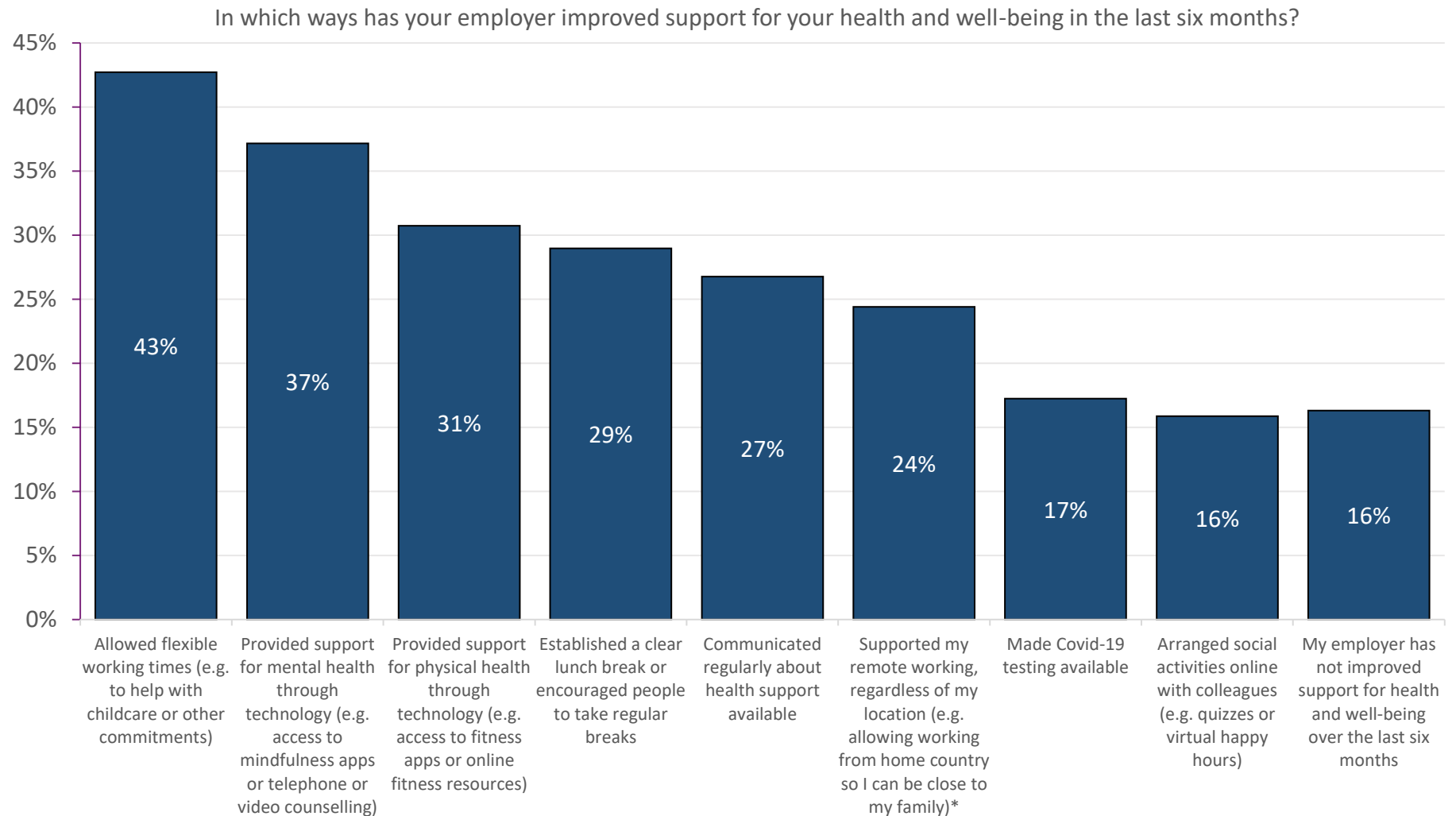
Q7: Do you think your employer should be spending more on health benefits and resources to help you stay healthy (wherever you work)? Please choose the statement you agree with most.

Spending on health benefits and resources by Region





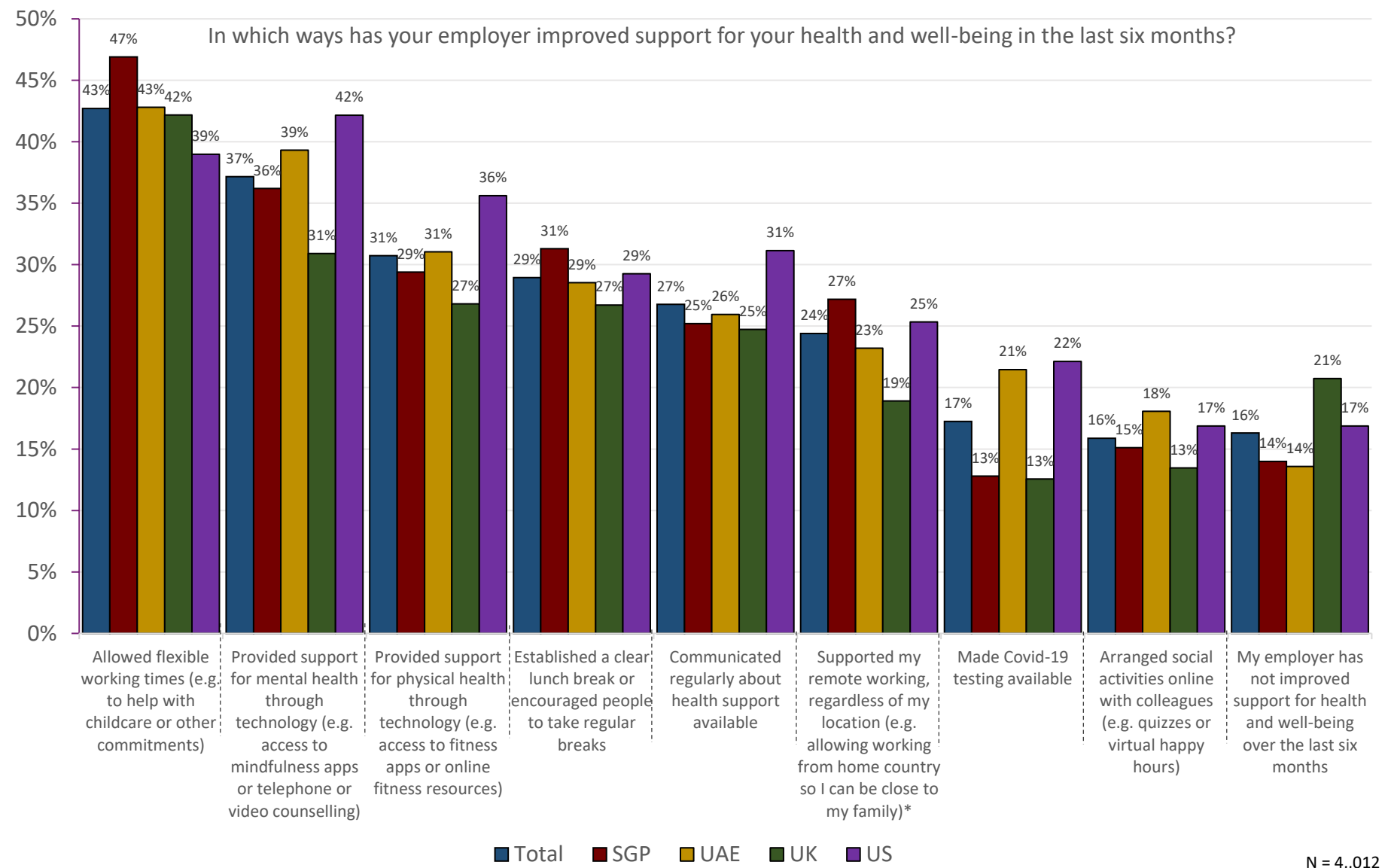
**Employer support in the last six months Total**



Q8: In which of the following ways has your employer improved support for your health and well-being in the last six months? Tick all that apply. If your employer has not improved support at all in the last six months, select this option.

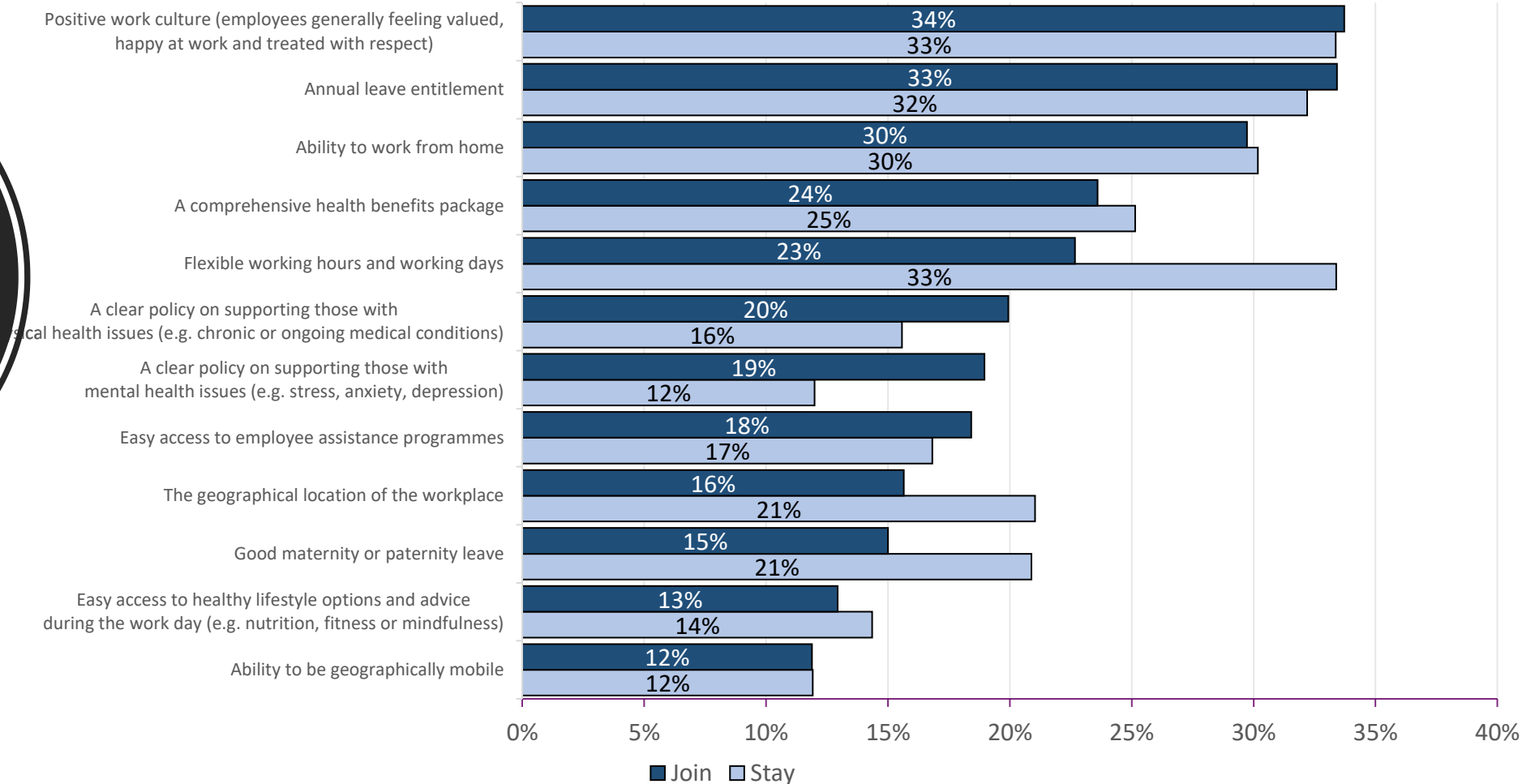
N = 4,01  
\*N=1,332

**Employer support in the last six months by Region**



**Likelihood  
to  
join  
or  
stay with  
an employer  
Total**

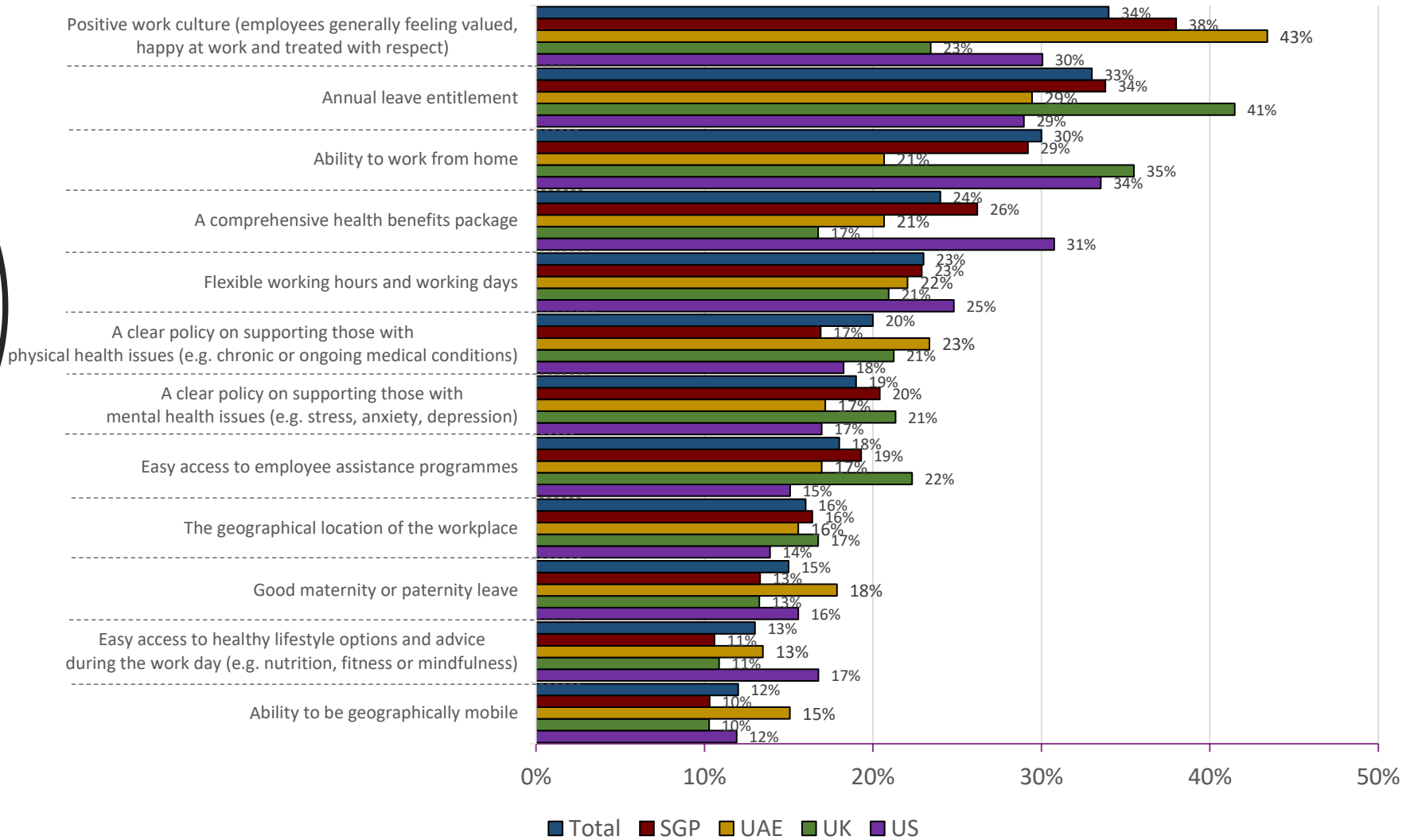
Which of the following has the biggest impact on your likelihood to join or stay with an employer?



Q9: Apart from salary and job security, which of the following has the biggest impact on your likelihood to join or stay with an employer? You can select up to three options.

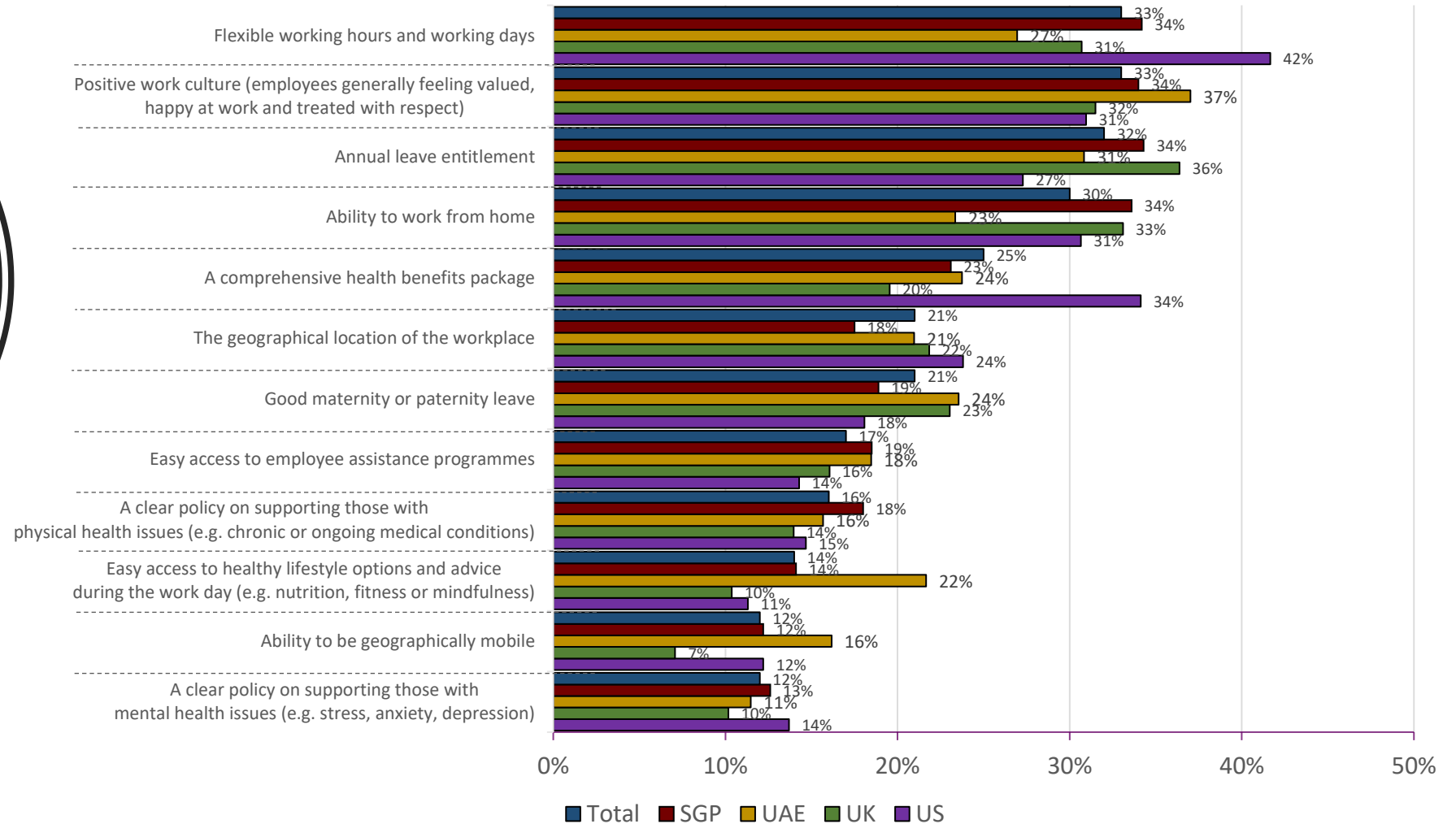
**Likelihood to join an employer by Region**

Which of the following has the biggest impact on your likelihood to join an employer?

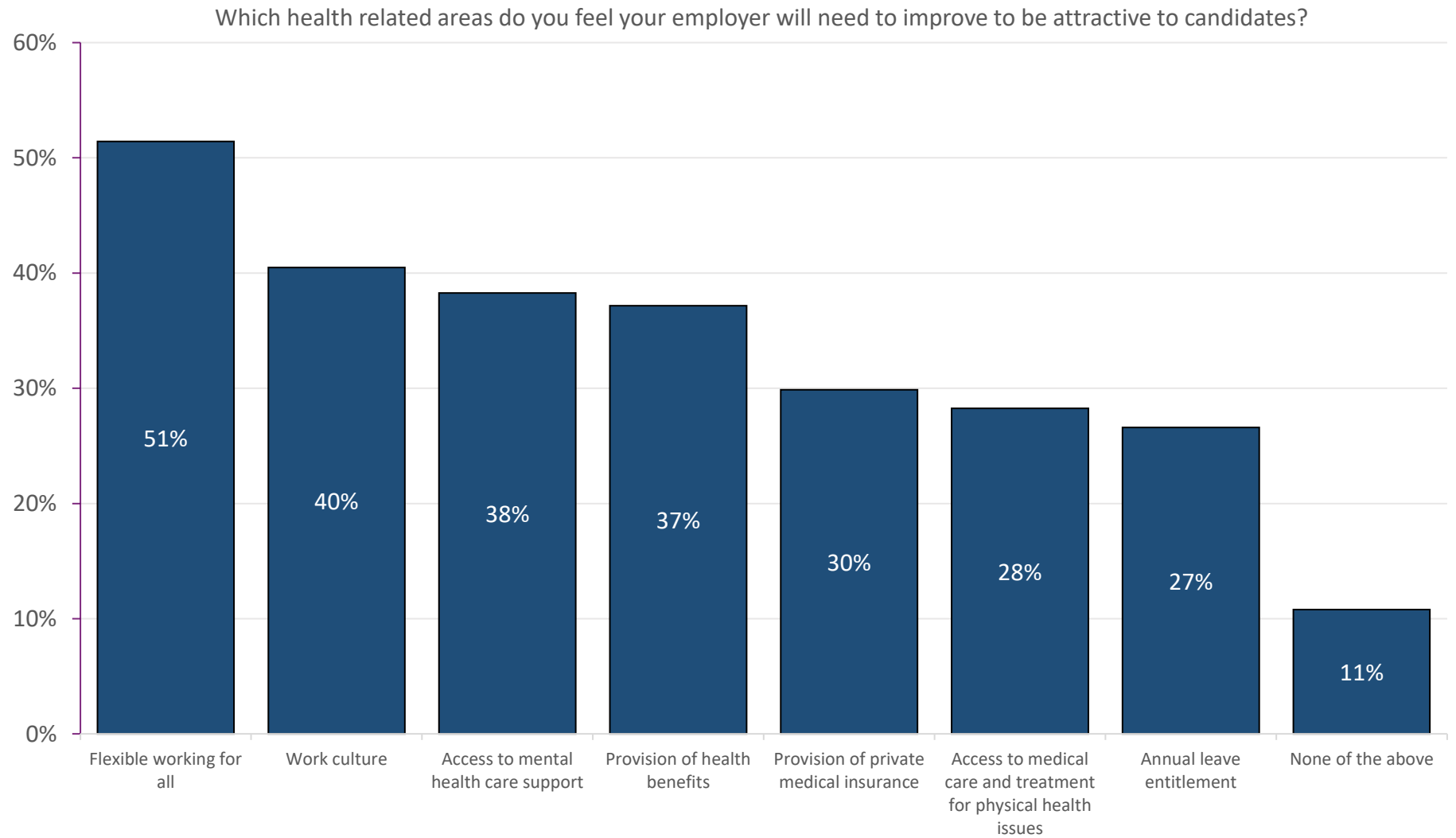


**Likelihood  
to  
stay with  
an employer  
by Region**

Which of the following has the biggest impact on your likelihood to stay with an employer?

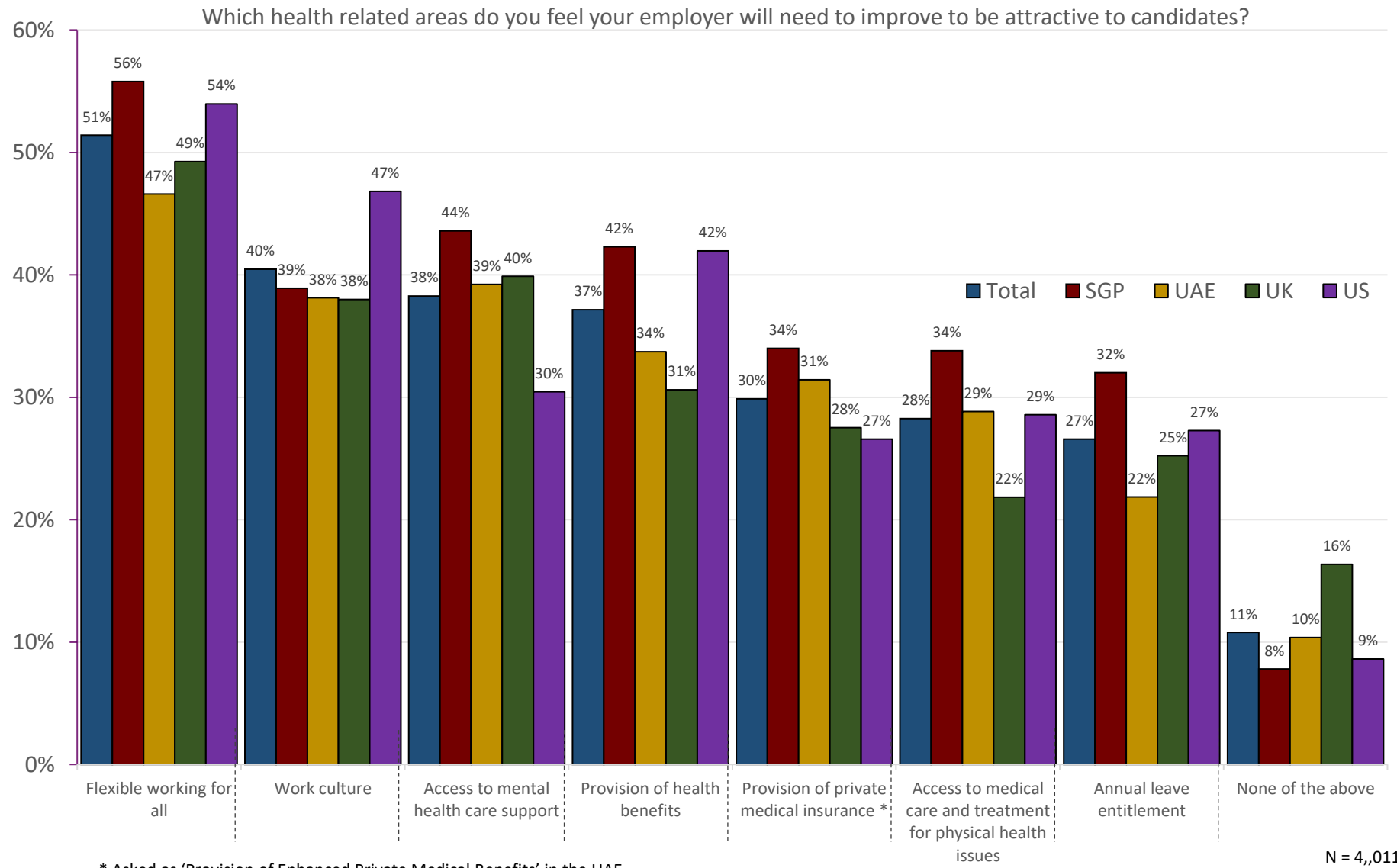


**Health provisions to attract candidates  
Total**

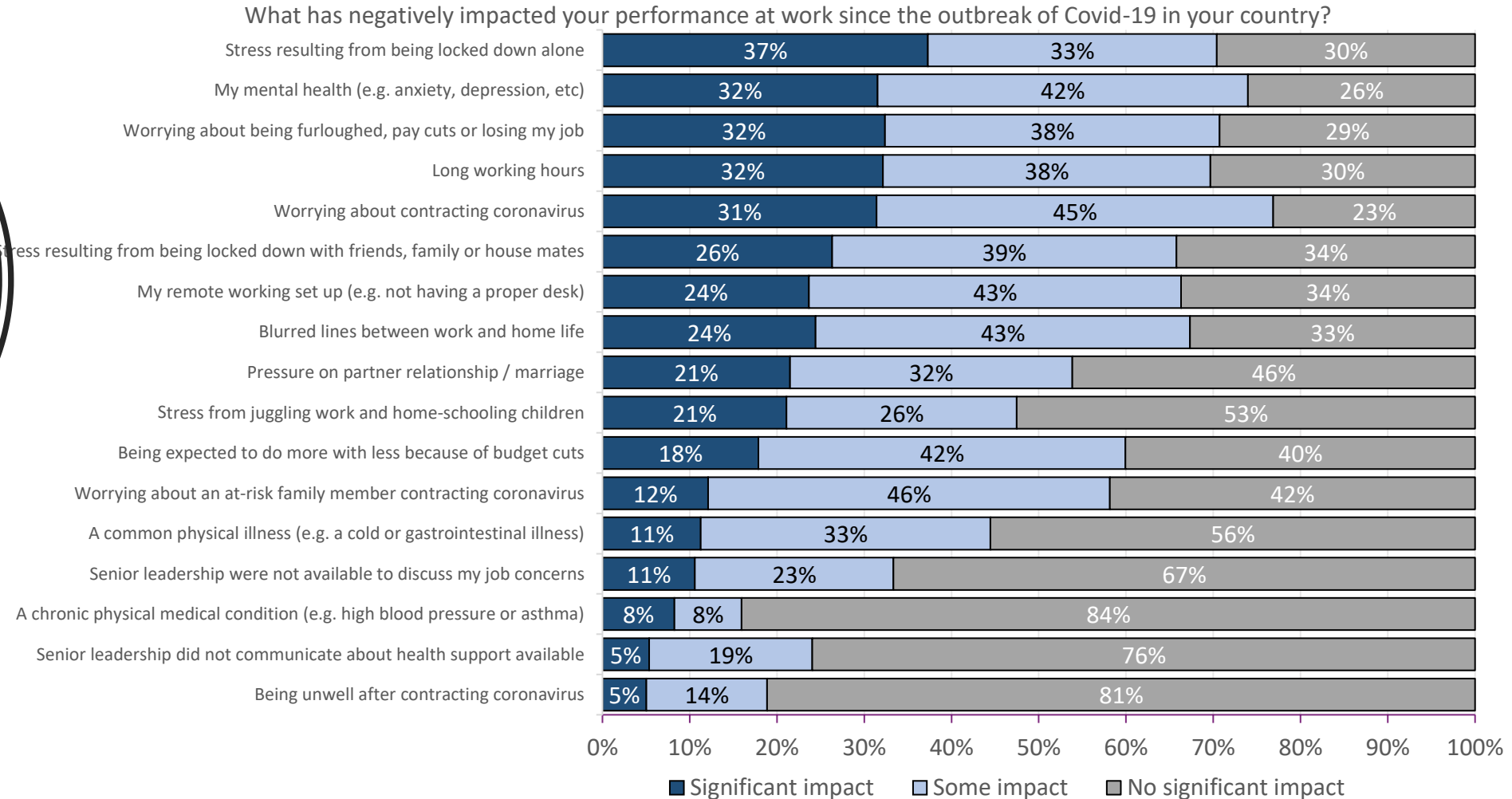


Q10: Which of the following health related areas do you feel your employer will need to improve to be attractive to candidates in the future? Tick all that apply. If you do not feel that your employer will need to improve any of these in the future, then select 'None of the above'.

**Health provisions to attract candidates by Region**



**Negative impacts on performance at work Total**



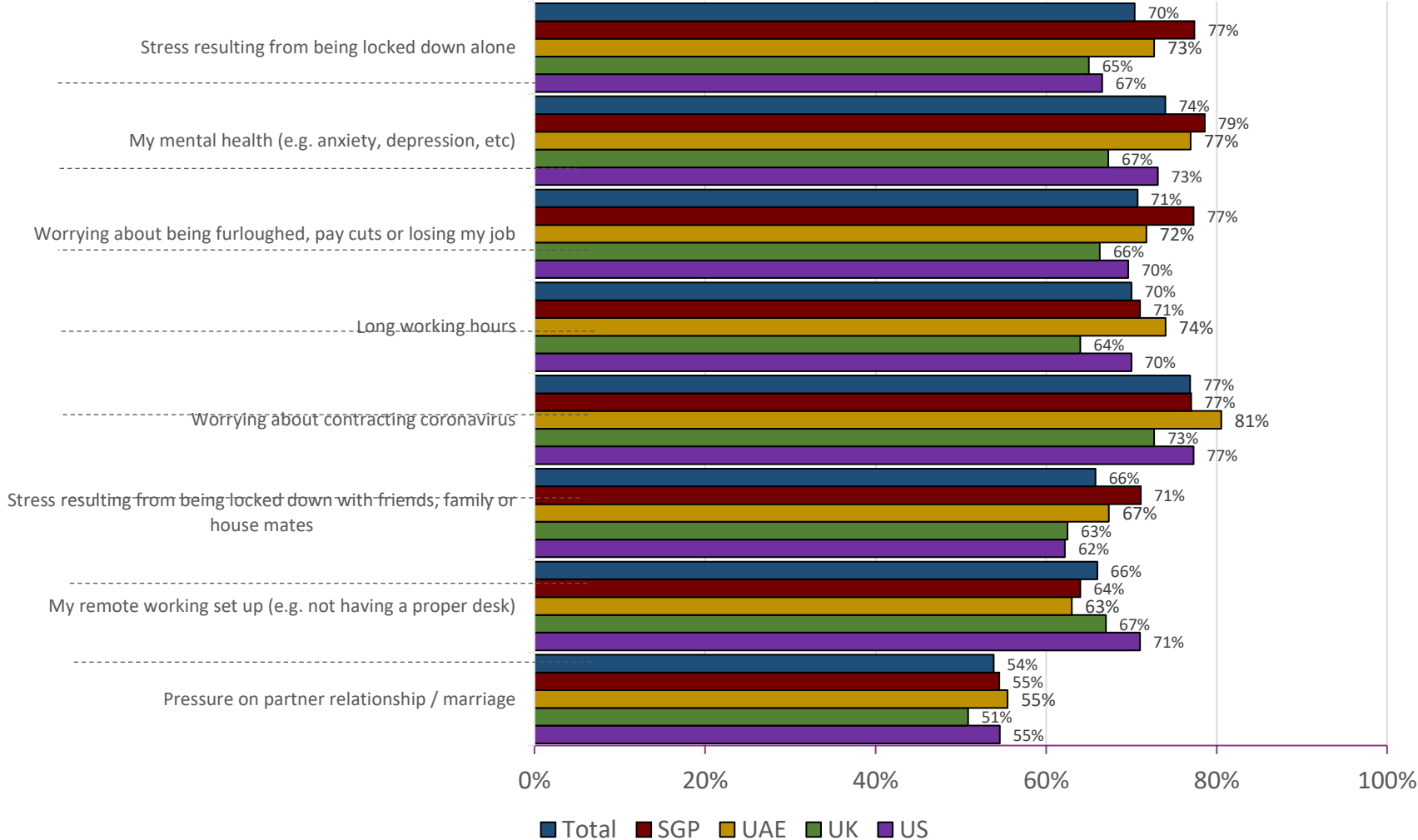
Q11: To what extent have any of the following negatively impacted your performance at work since the outbreak of Covid-19 in your country? For each, please indicate whether it has had a 'Significant impact', 'Some impact' or 'No significant impact' on your performance.



**Negative impacts on performance at work by Region**

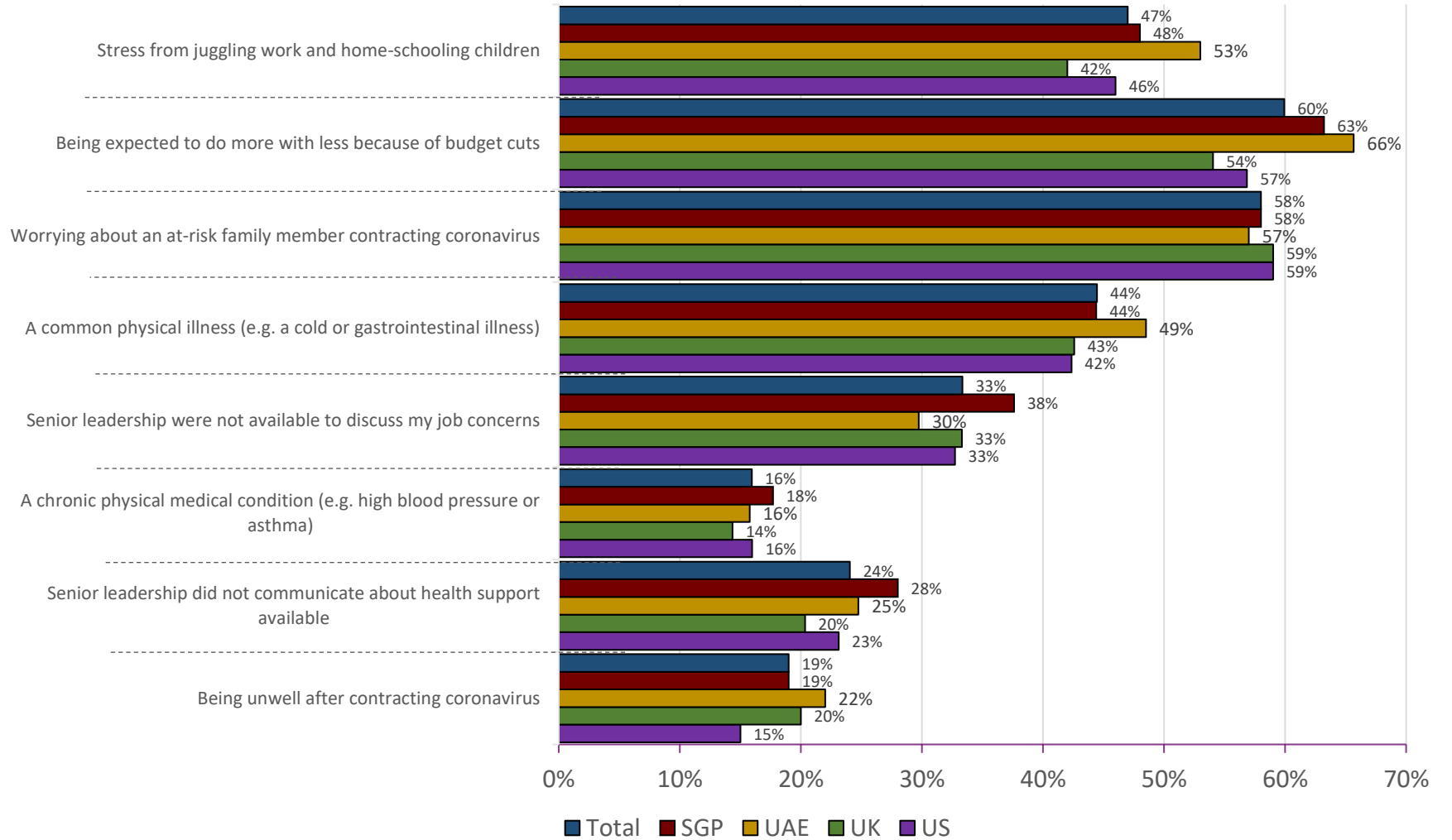
What has negatively impacted your performance at work since the outbreak of Covid-19 in your country?

PAGE 1 OF 2

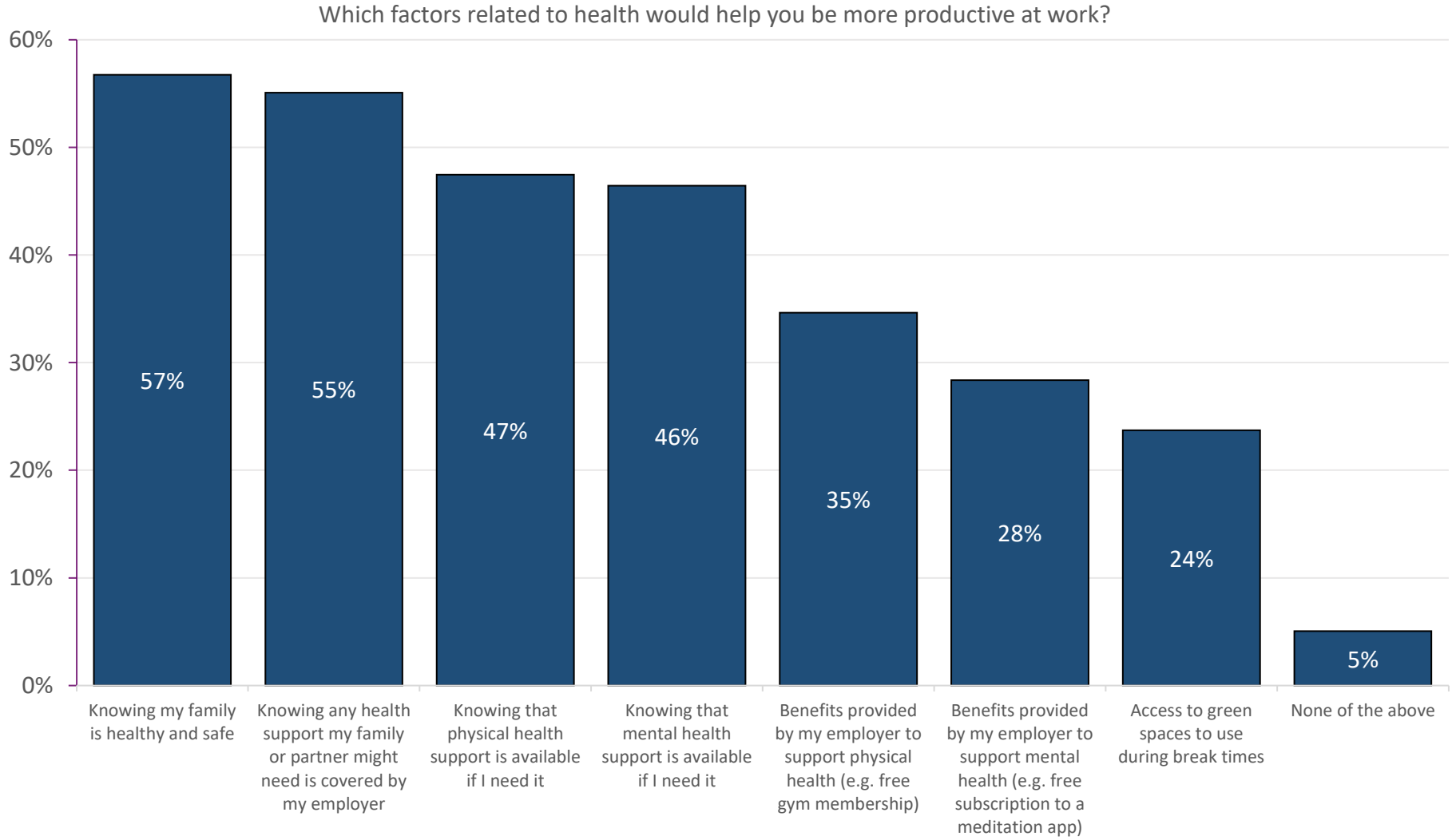


**Negative impacts on performance at work by Region**

What has negatively impacted your performance at work since the outbreak of Covid-19 in your country?  
PAGE 2 OF 2



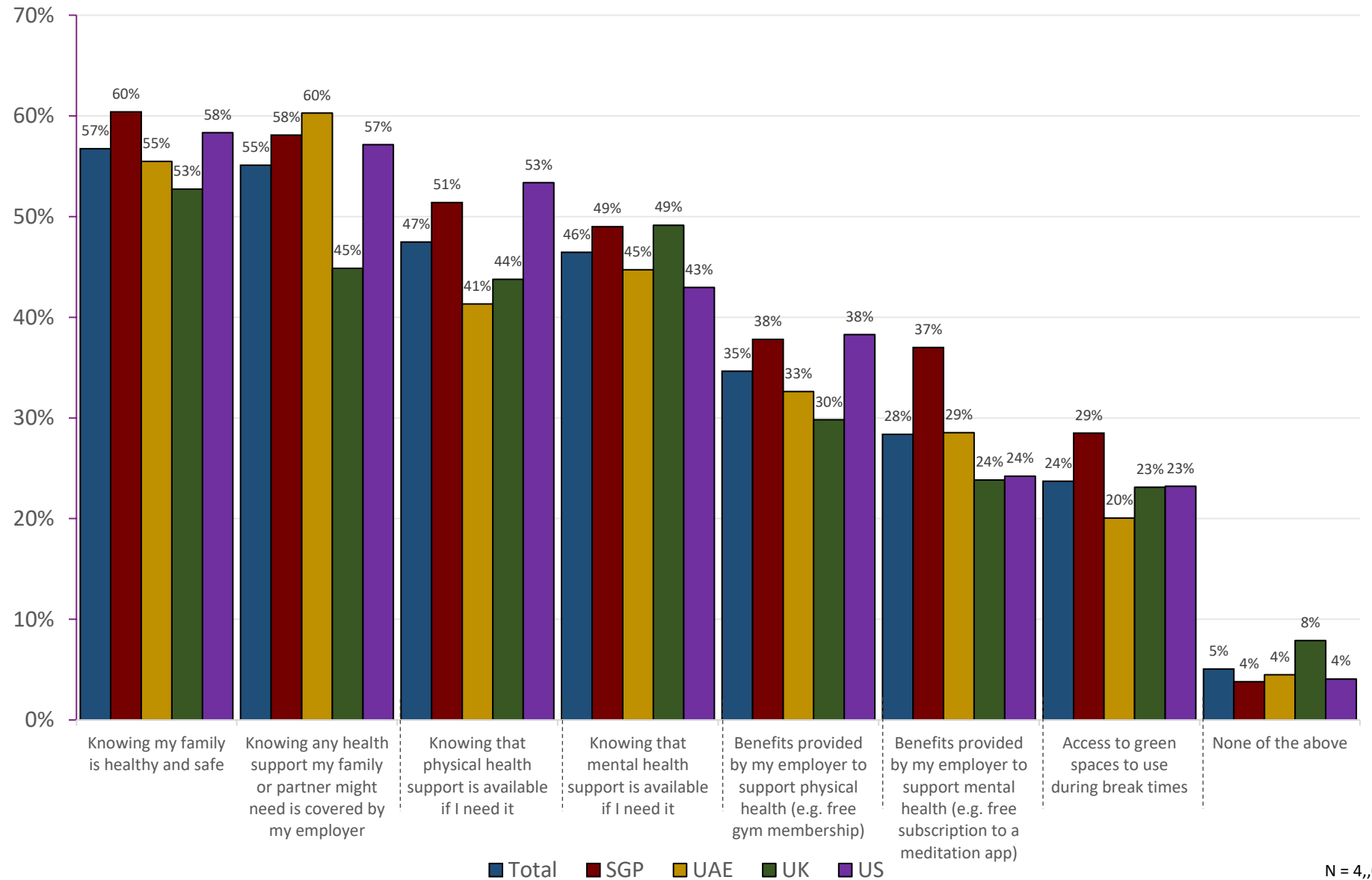
**Health provisions to increase productivity Total**



Q12: Which of the following factors related to health would help you be more productive either in the office or while working from home? Tick any that apply.

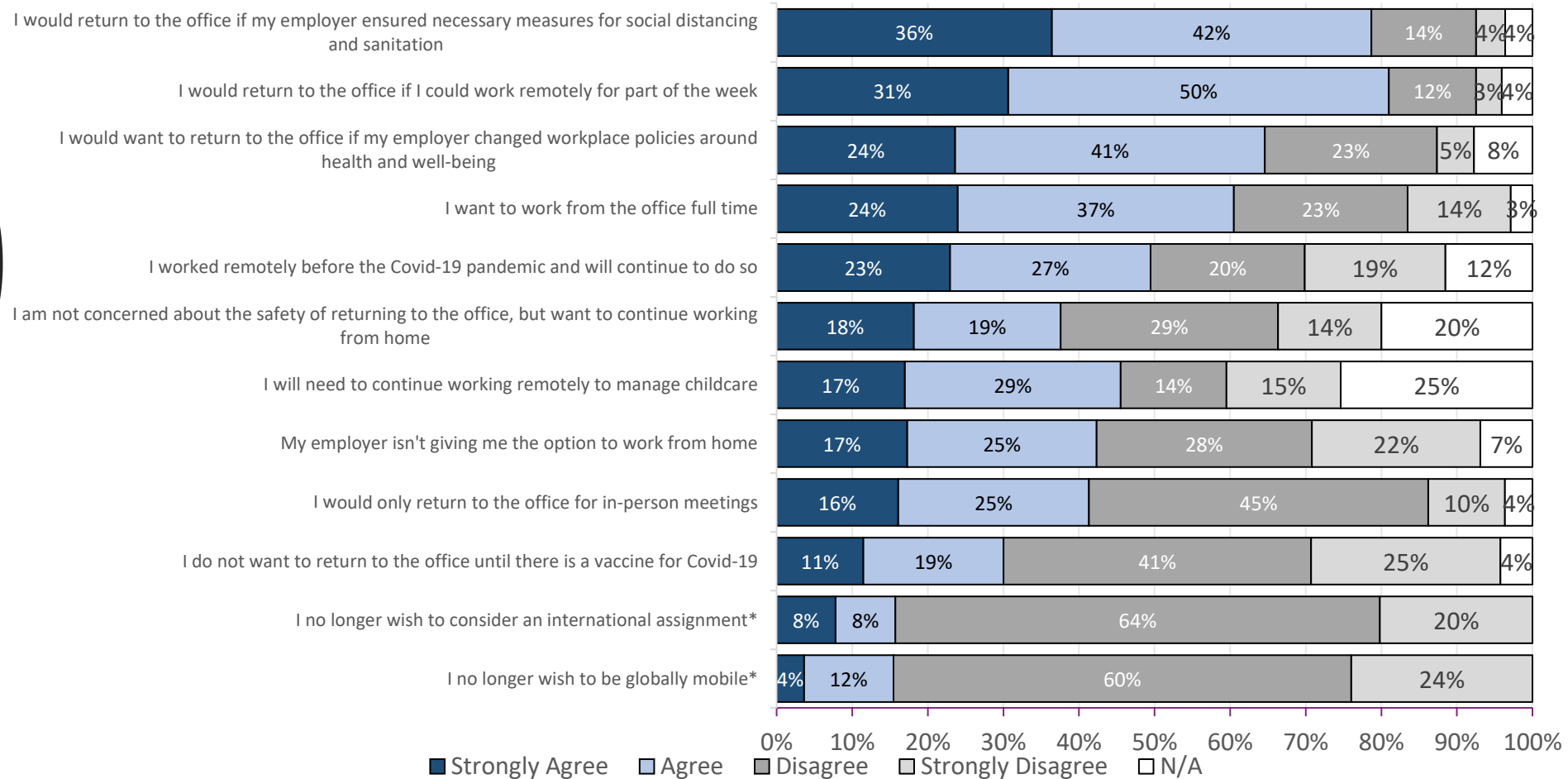
**Health provisions to increase productivity by Region**

Which factors related to health would help you be more productive at work?



**Likelihood to return to the office Total**

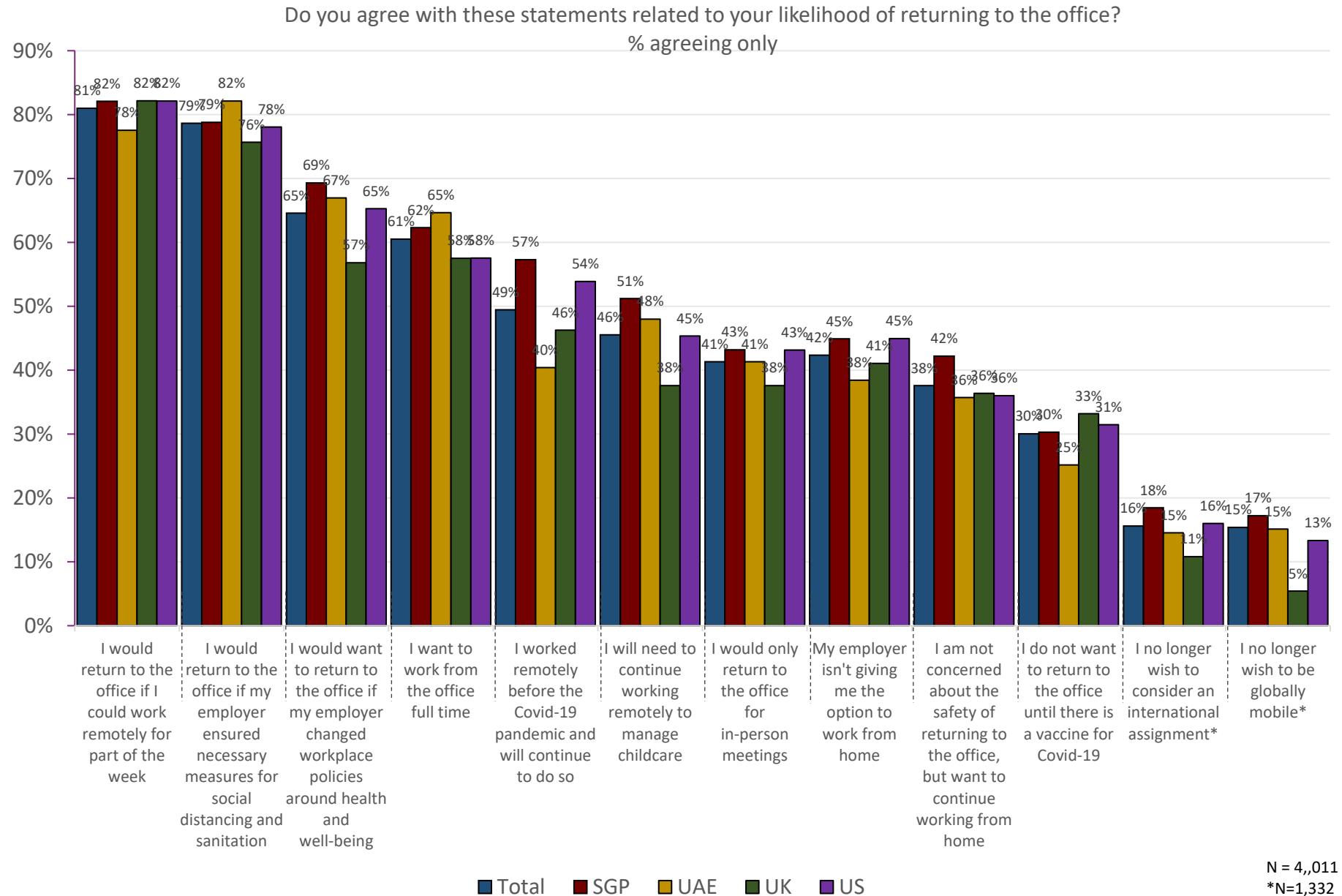
Do you agree with these statements related to your likelihood of returning to the office?



Q13: To what extent do you agree or disagree with the following statements related to your likelihood of returning to the office full time in the next six months? Please rate each on a scale of 1 to 4, where 1 is 'Strongly Disagree' and 4 is 'Strongly Agree'.

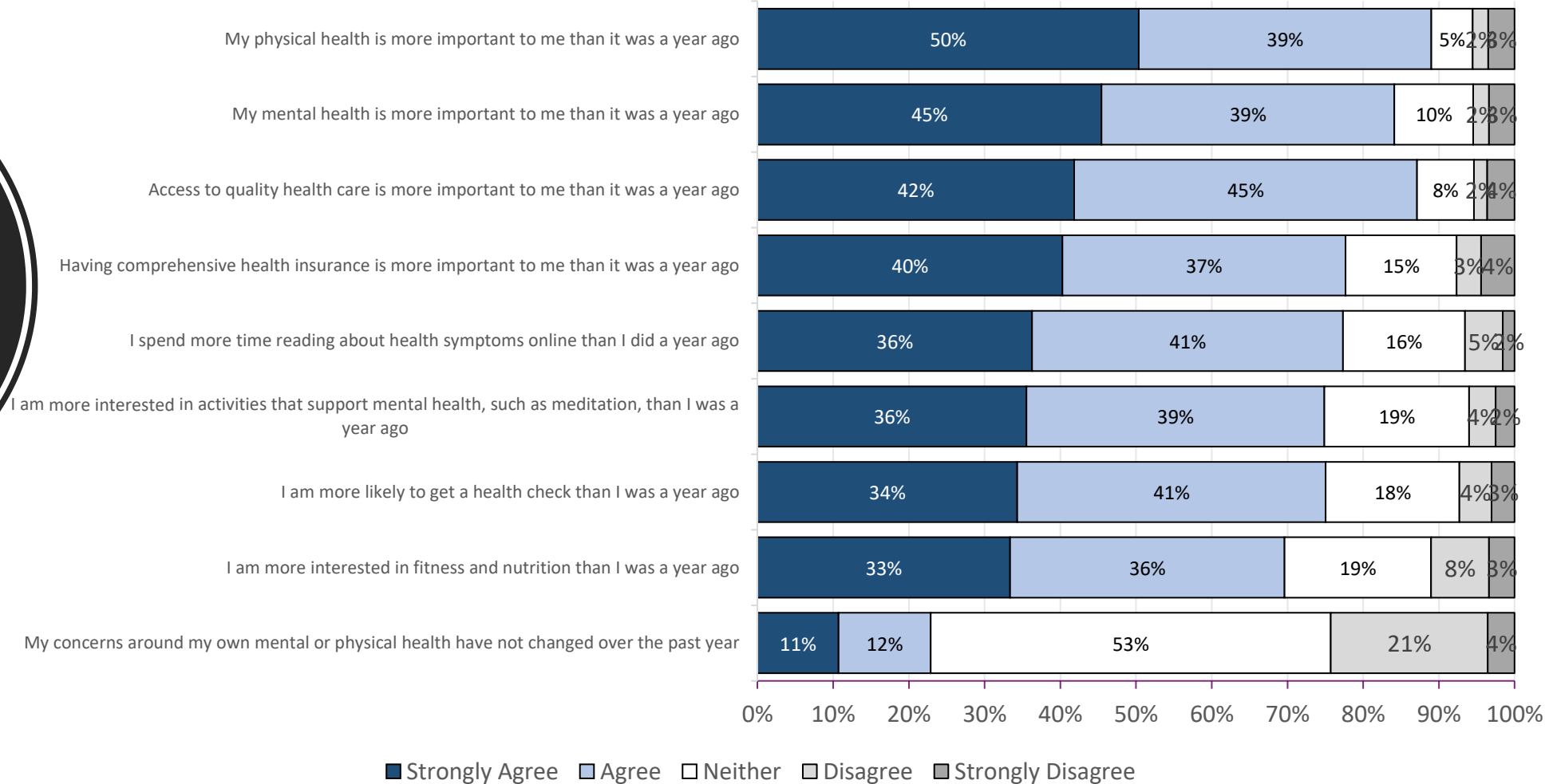
N = 4,011  
 \*N=1,332

**Likelihood to return to the office by Region**



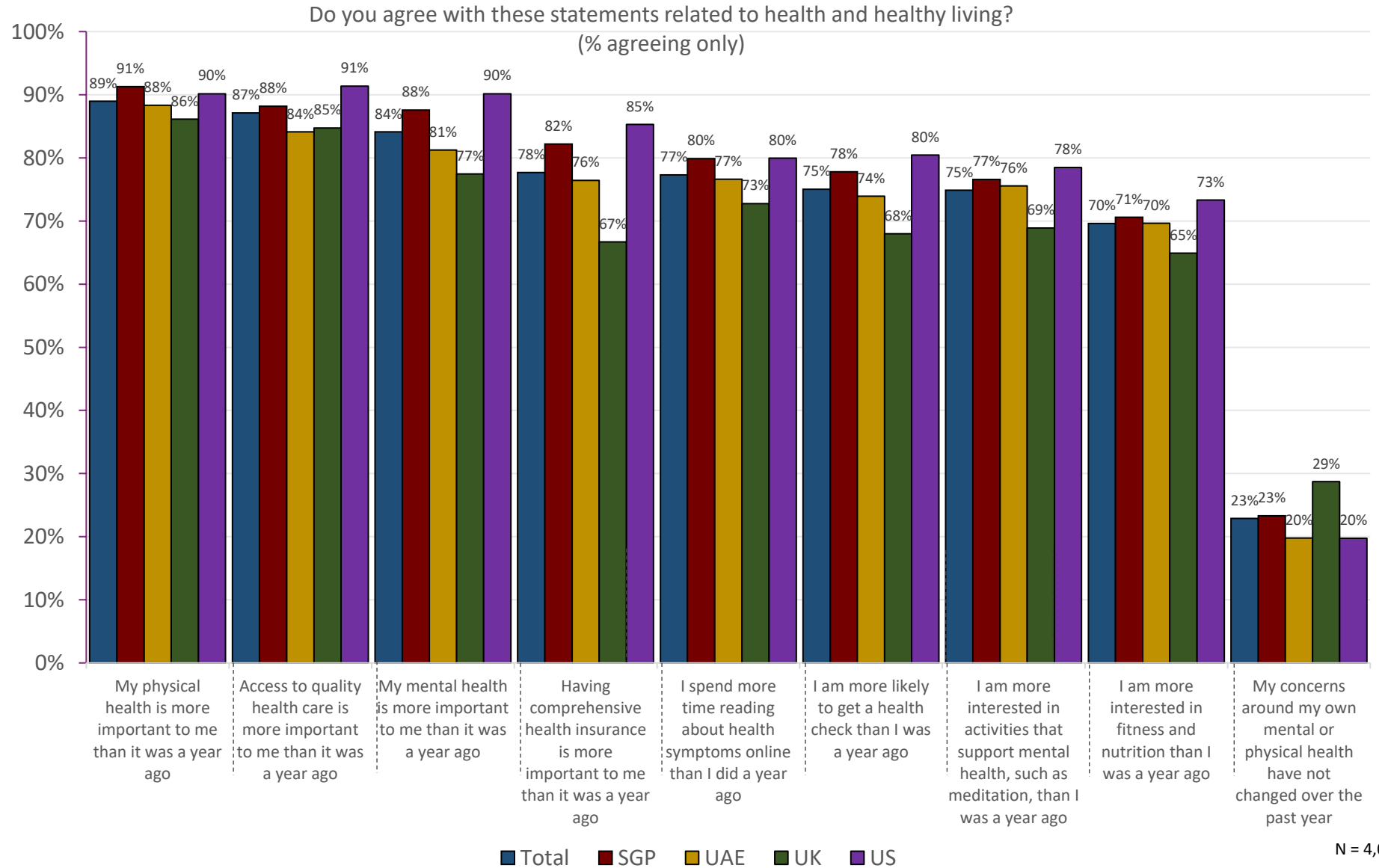
**Health and healthy living views Total**

Do you agree with these statements related to health and healthy living?



Q14: Finally, to what extent do you agree or disagree with the following statements related to health and healthy living? Please rate each on a scale of 1 to 4, where 1 is 'Strongly Disagree' and 4 is 'Strongly Agree'.

**Health and healthy living views by Region**

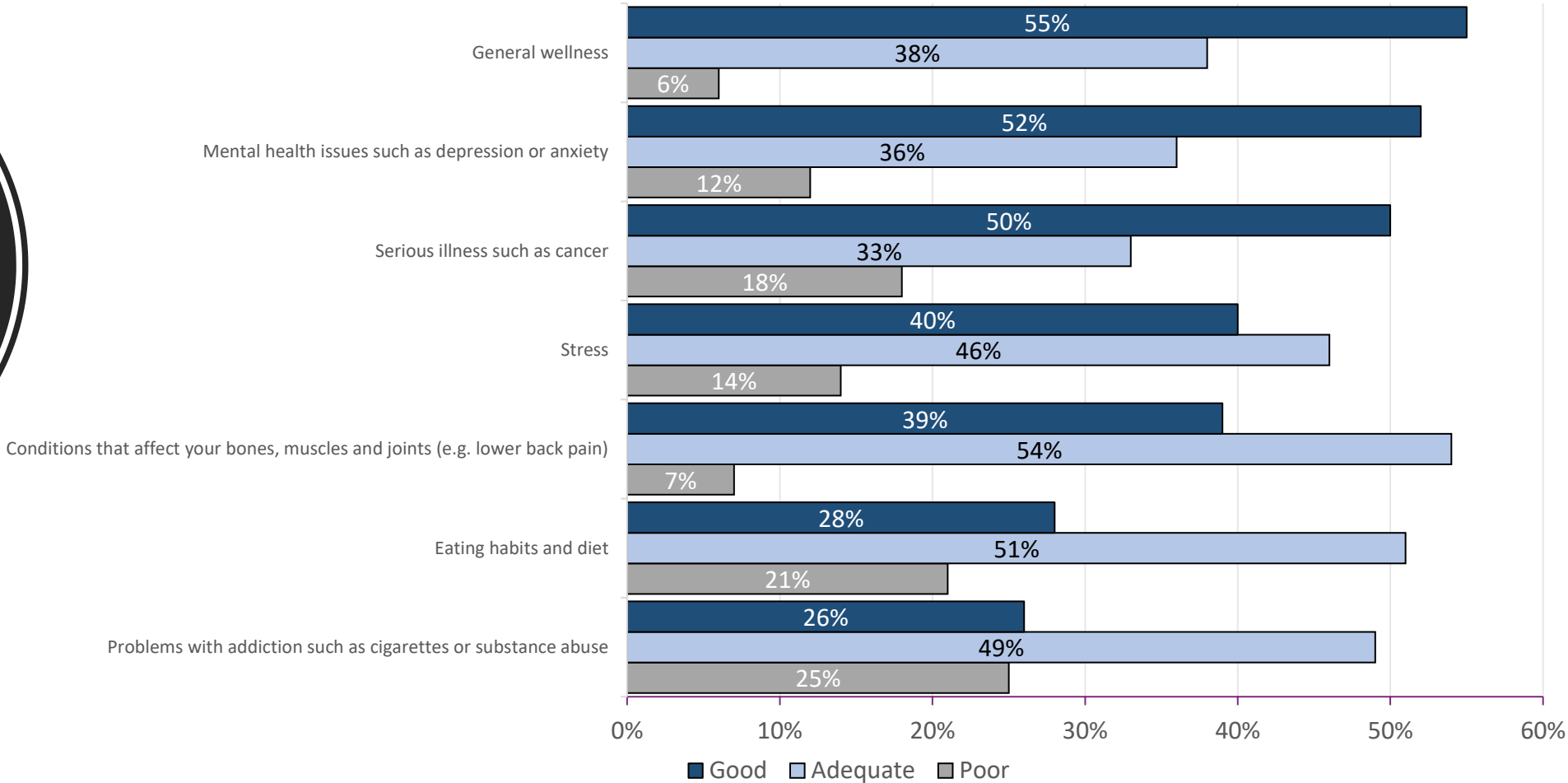




# Employer Perspectives

**Health support provided to office-based employees Total**

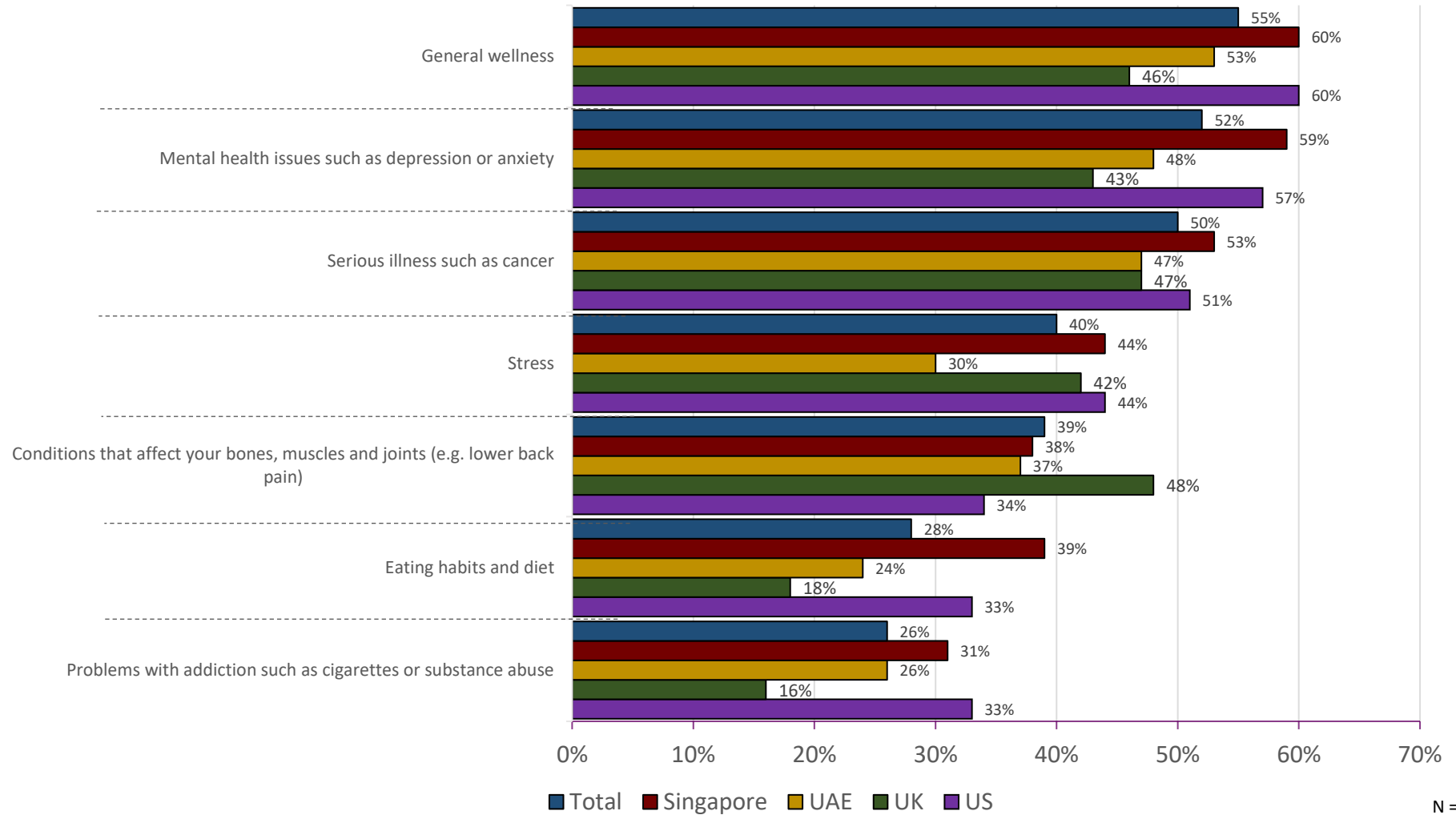
How would you rate the level of support you provide to office-based employees?



Q1: How would you rate the level of support you provide to office-based employees (those who are usually office-based, even if currently working from home) for each of the following aspects of health and well-being? Please rate each as either 'Good', 'Adequate' or 'Poor'.

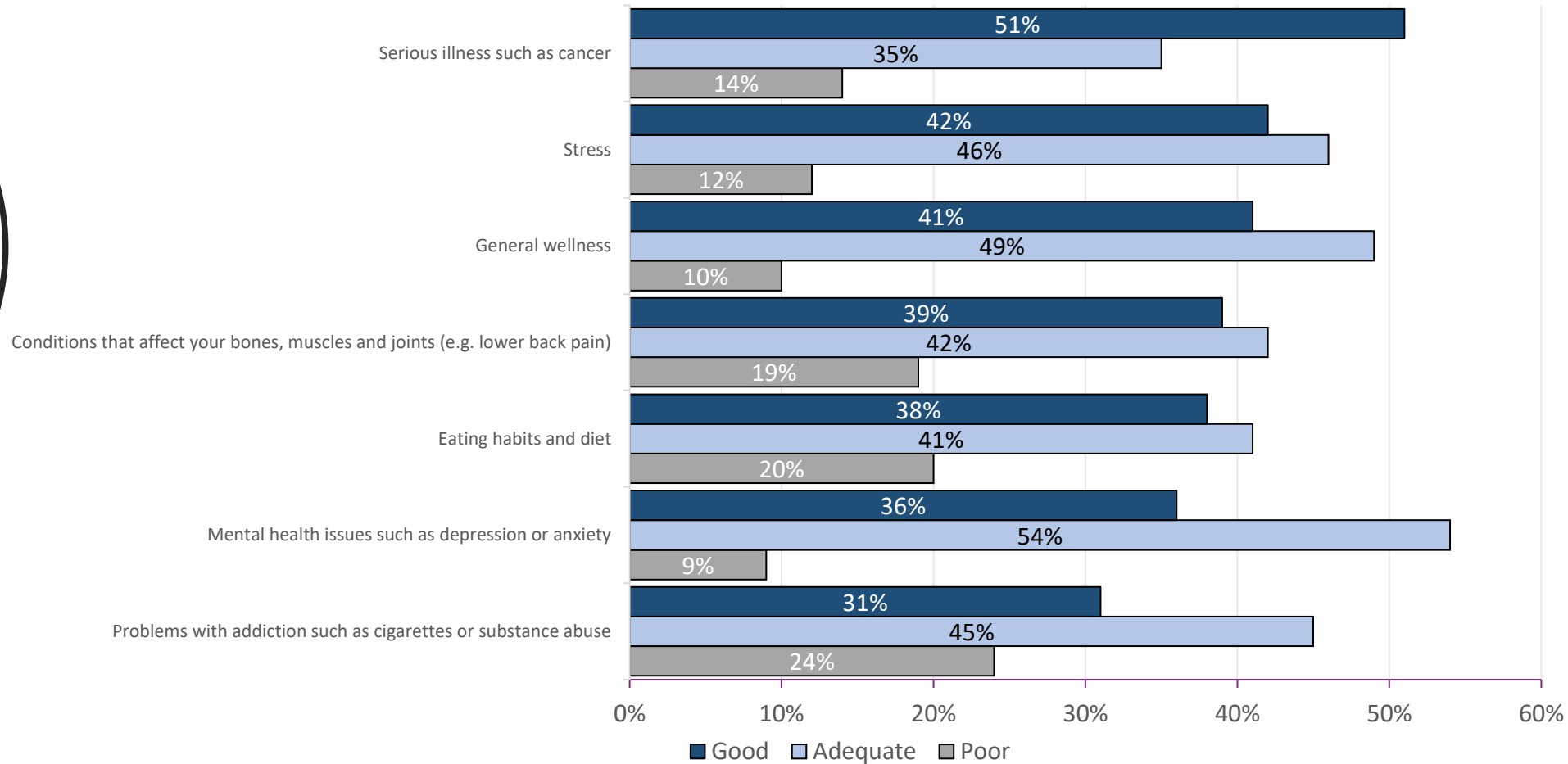
**Health support provided to office-based employees by Region**

How would you rate the level of support you provide to office-based employees?



**Health support provided to employees working from home**  
**Total**

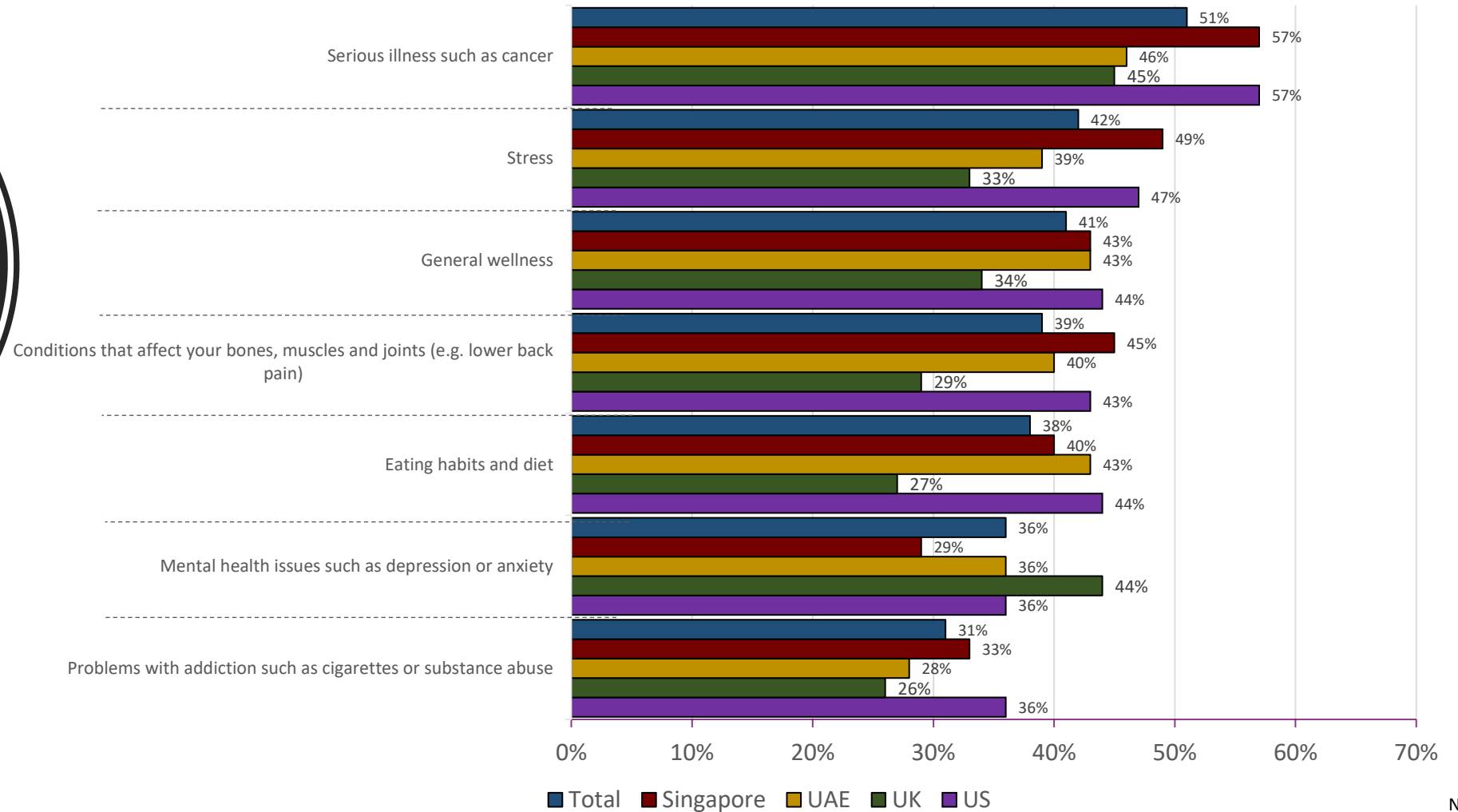
How would you rate the level of support you provide when an employee works from home?



Q2: How would you rate the level of support you provide for each of the following aspects of health and well-being when an employee works from home? Please rate each as either 'Good', 'Adequate' or 'Poor'.

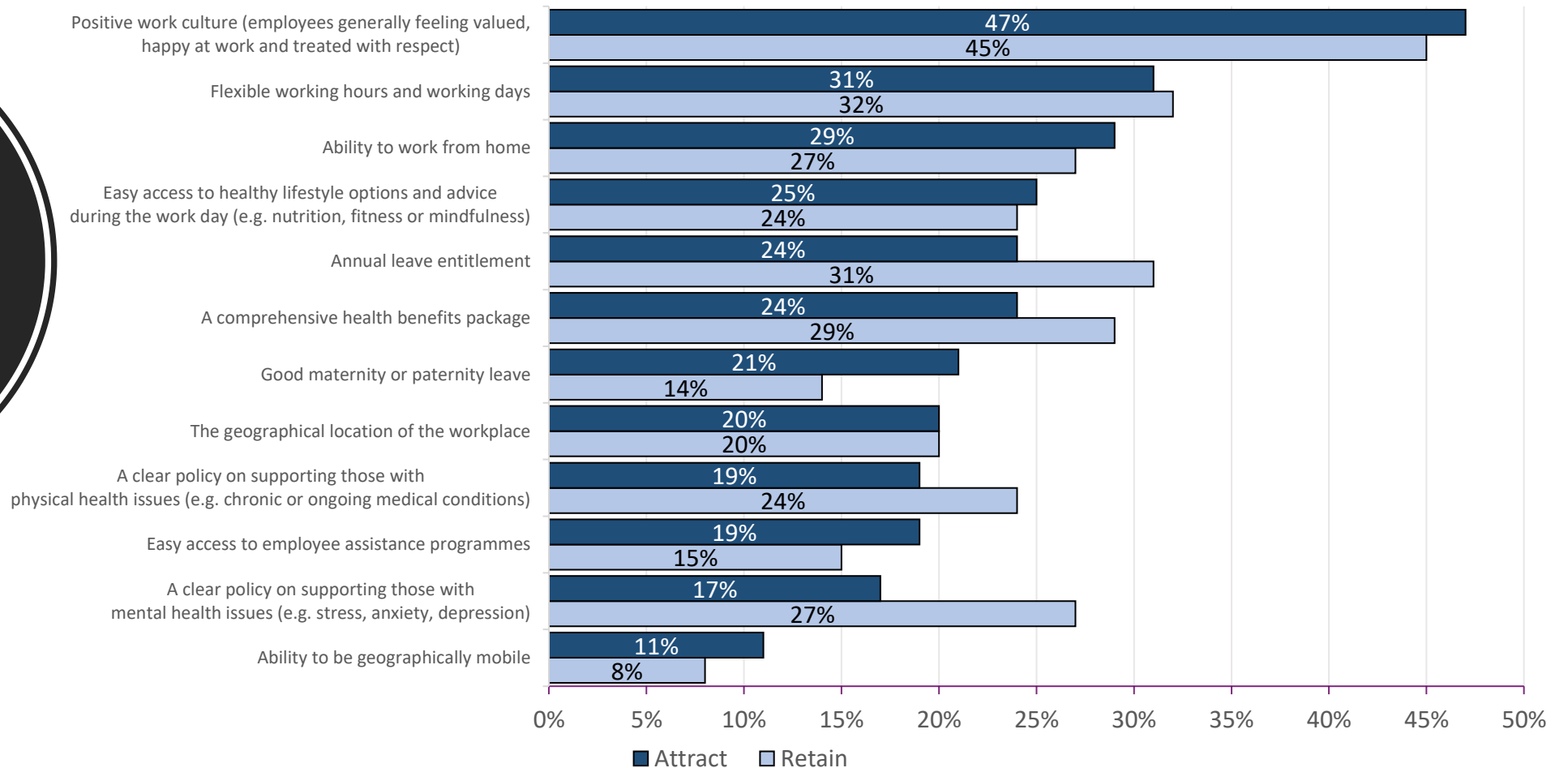
Health support provided to employees working from home by Region

How would you rate the level of support you provide when an employee works from home?



**Ability to attract and retain employees Total**

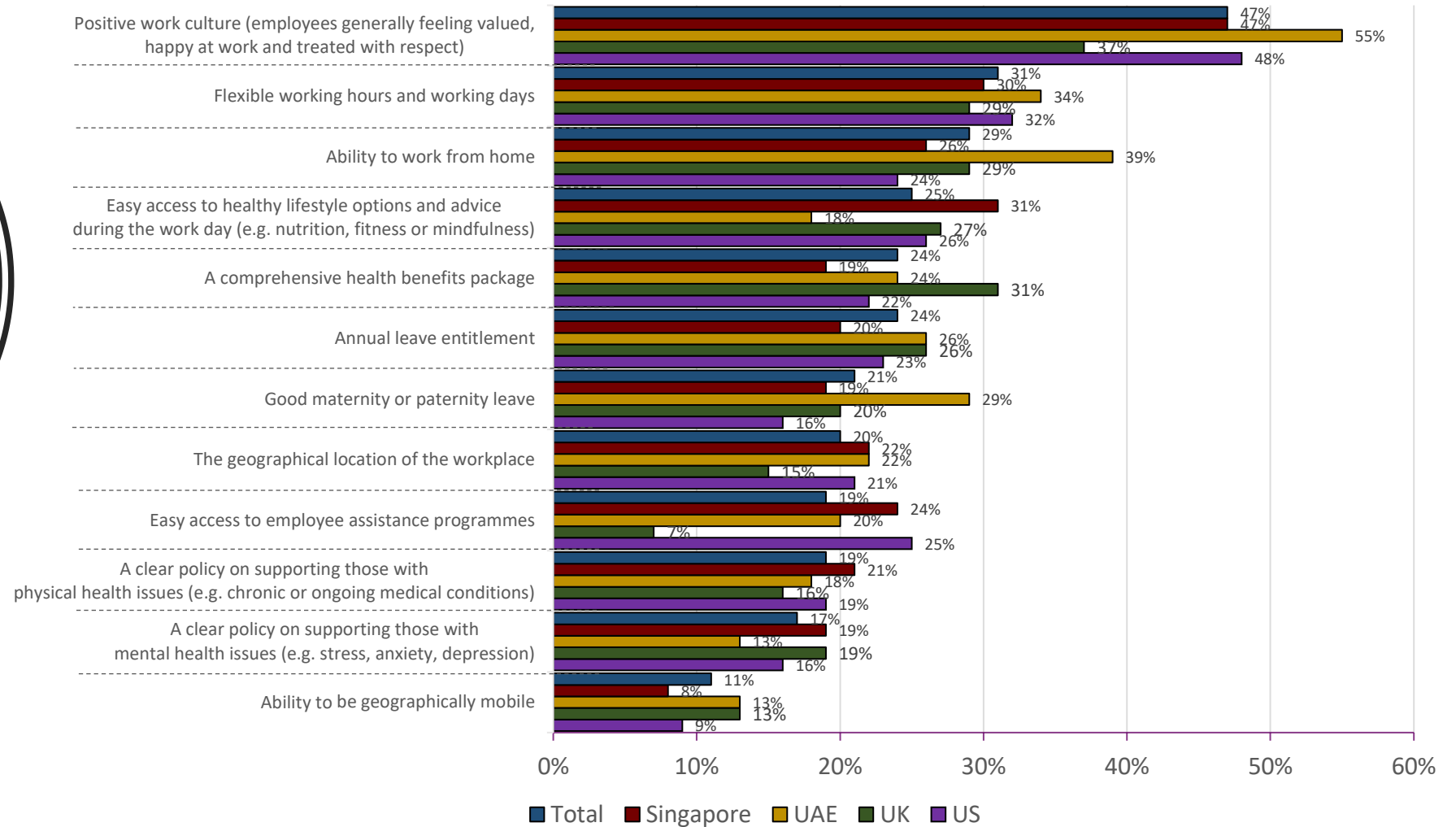
Which of the following do you think has the biggest impact on your ability to attract and retain employees?



Q3 & 4: Apart from salary and job security, which of the following do you think has the biggest positive impact on your ability to attract and retain employees? You can select up to three options.

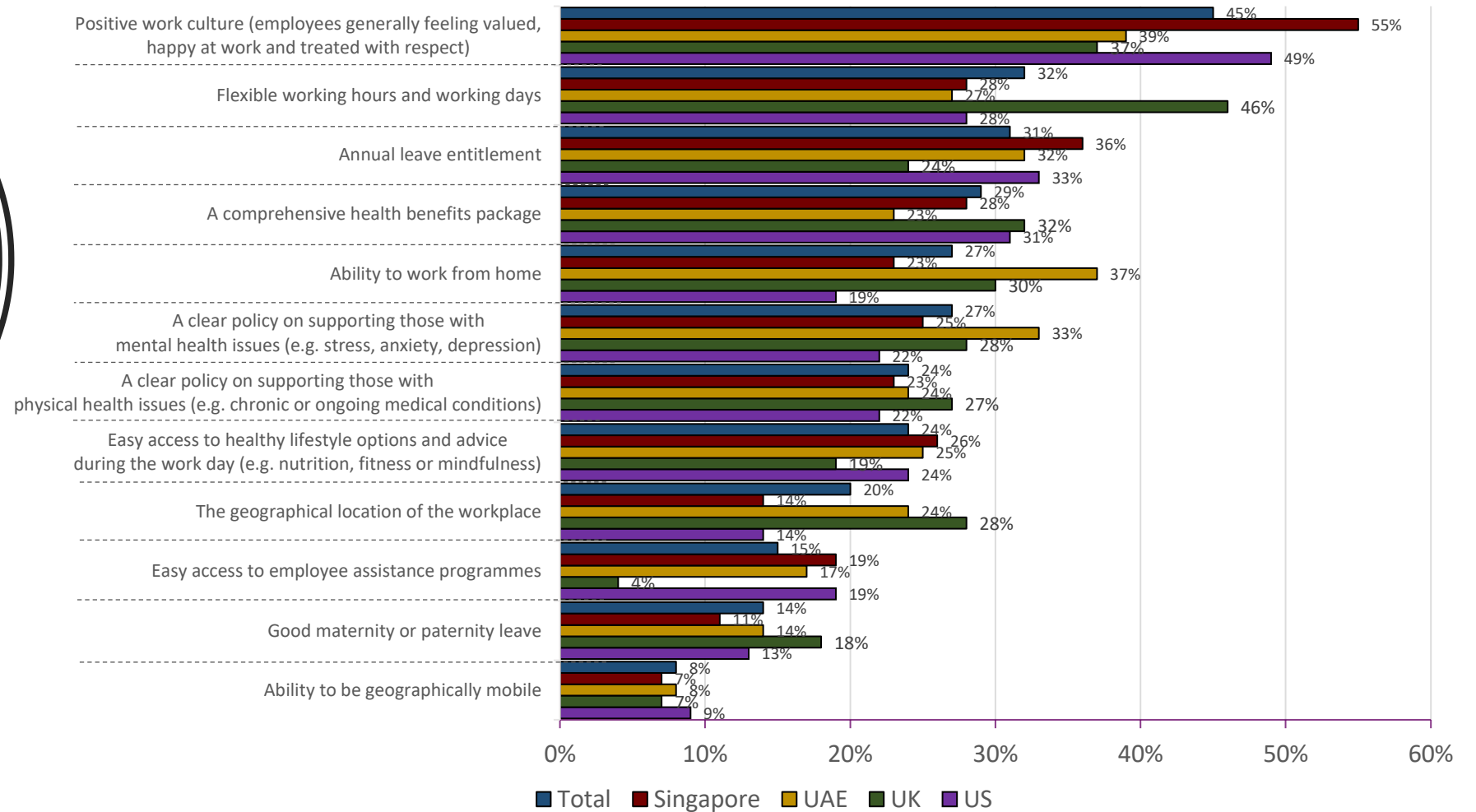
**Ability to attract employees by Region**

Which of the following do you think has the biggest impact on your ability to attract employees?



**Ability to retain employees by Region**

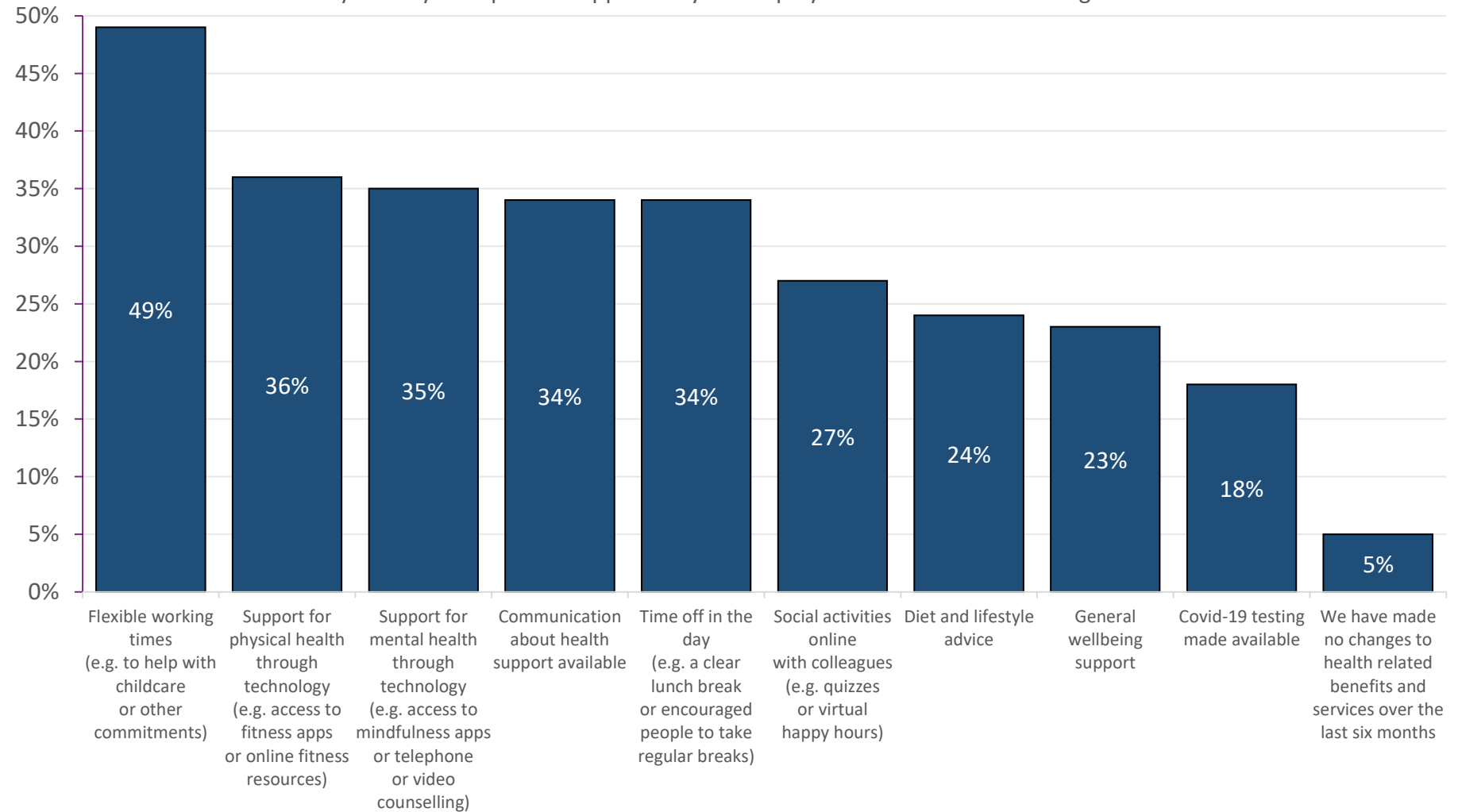
Which of the following do you think has the biggest impact on your ability to retain employees?





**Employee support in the last six months Total**

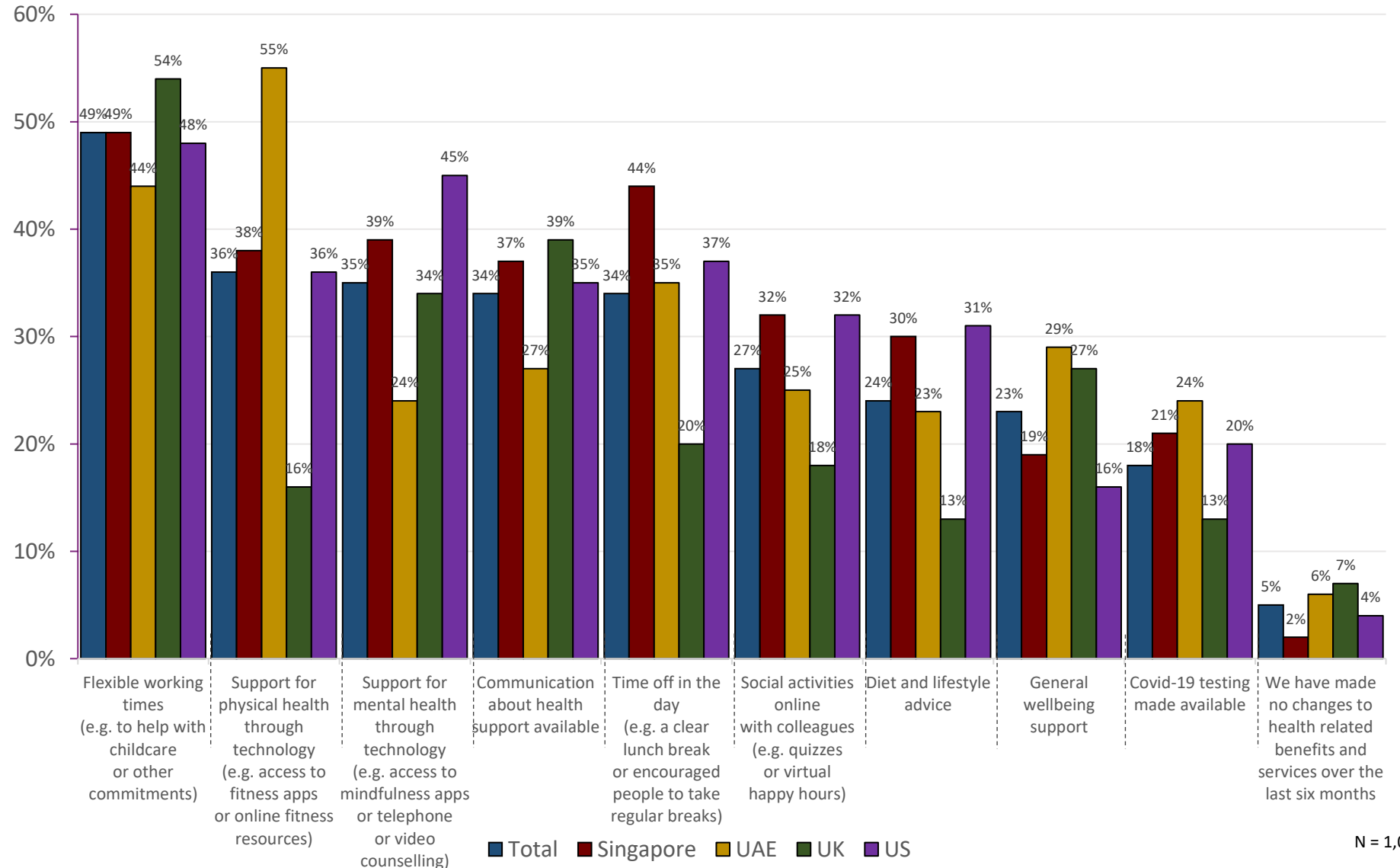
In which ways have you improved support for your employees' health and well-being in the last six months?



Q5: Which of the following health related services and benefits have you improved since Covid-19 impacted your country or your employees? Tick all that apply. If you have made no changes in the last six months, select this option.

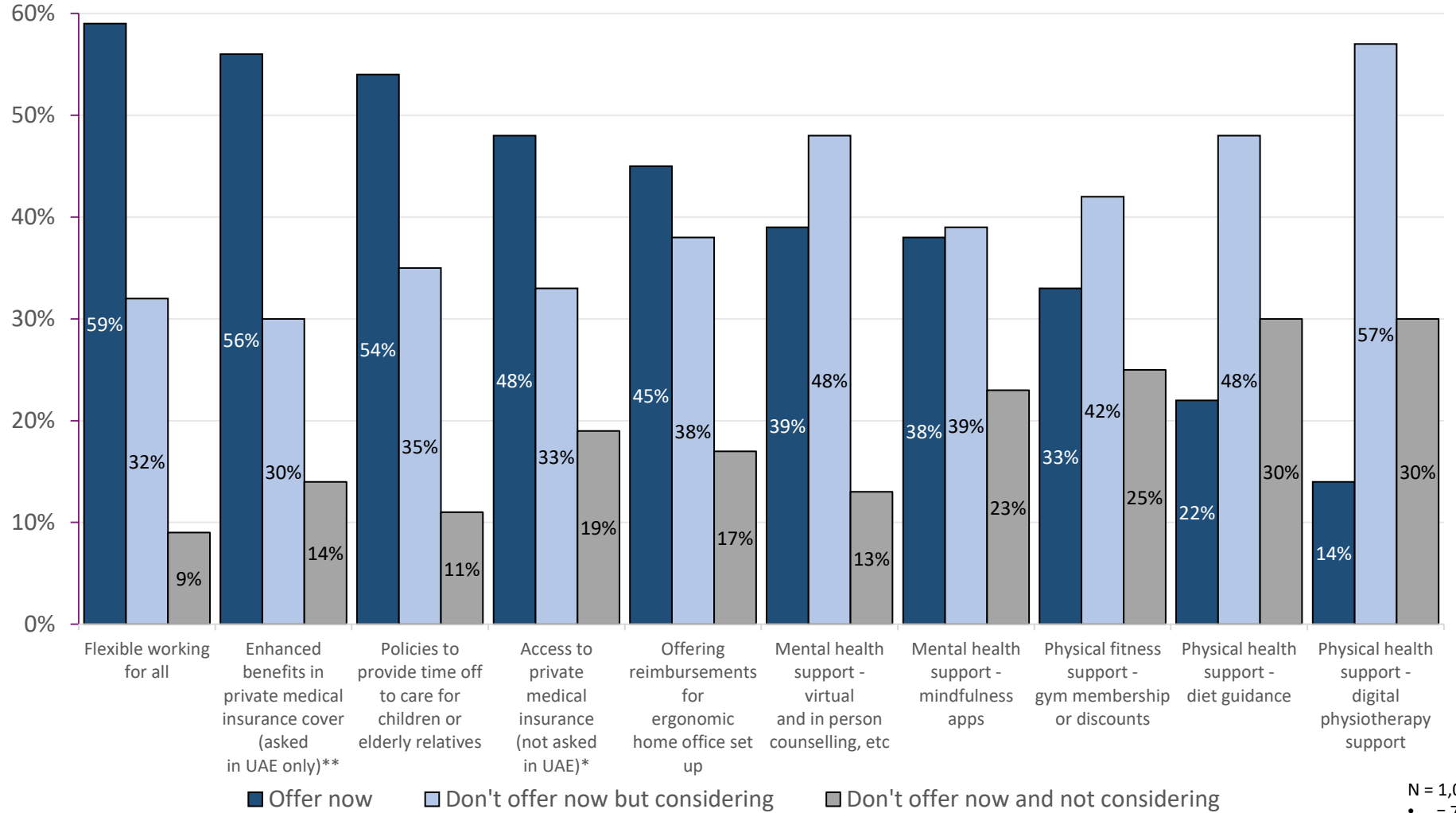
**Employee support in the last six months by Region**

In which ways have you improved support for your employees' health and well-being in the last six months?



**Benefits and services offered Total**

What health related services and benefits do you currently offer or are you considering offering?

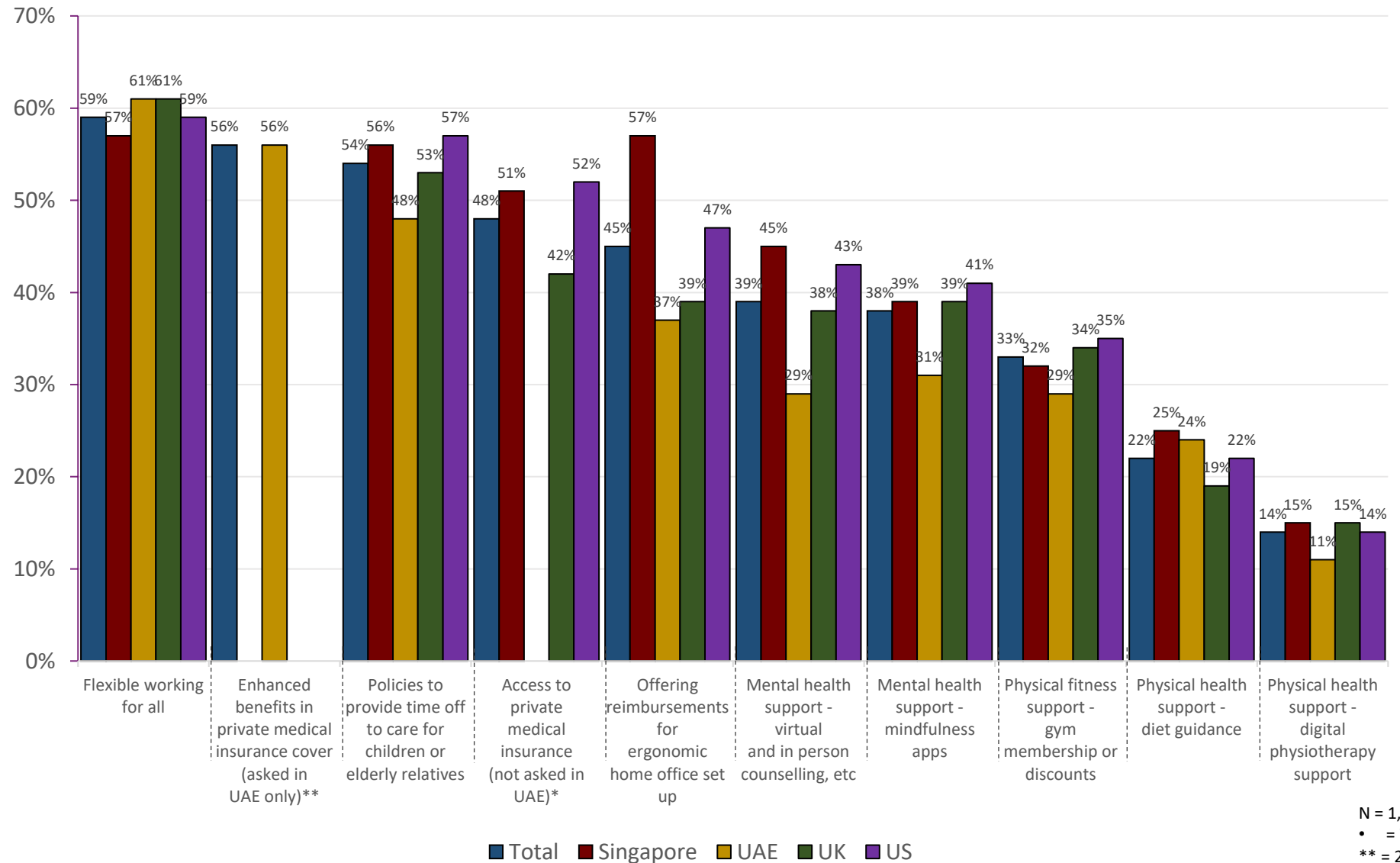


Q6: What health related services and benefits do you currently offer or are you considering offering?

N = 1,007  
 • = 757  
 \*\* = 250

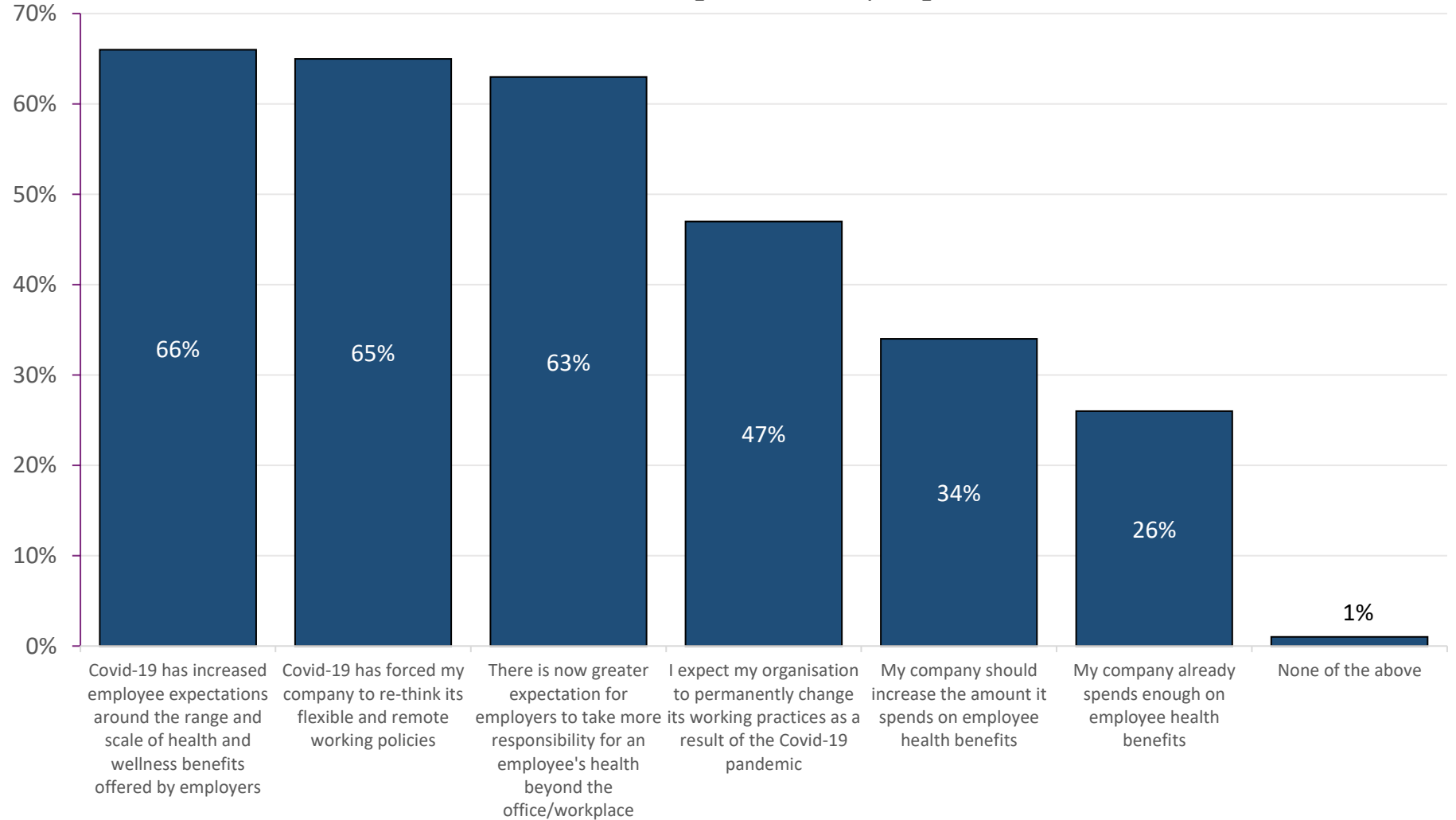
**Benefits and services offered by Region**

What health related services and benefits do you currently offer?



**Views on employer health and support provision Total**

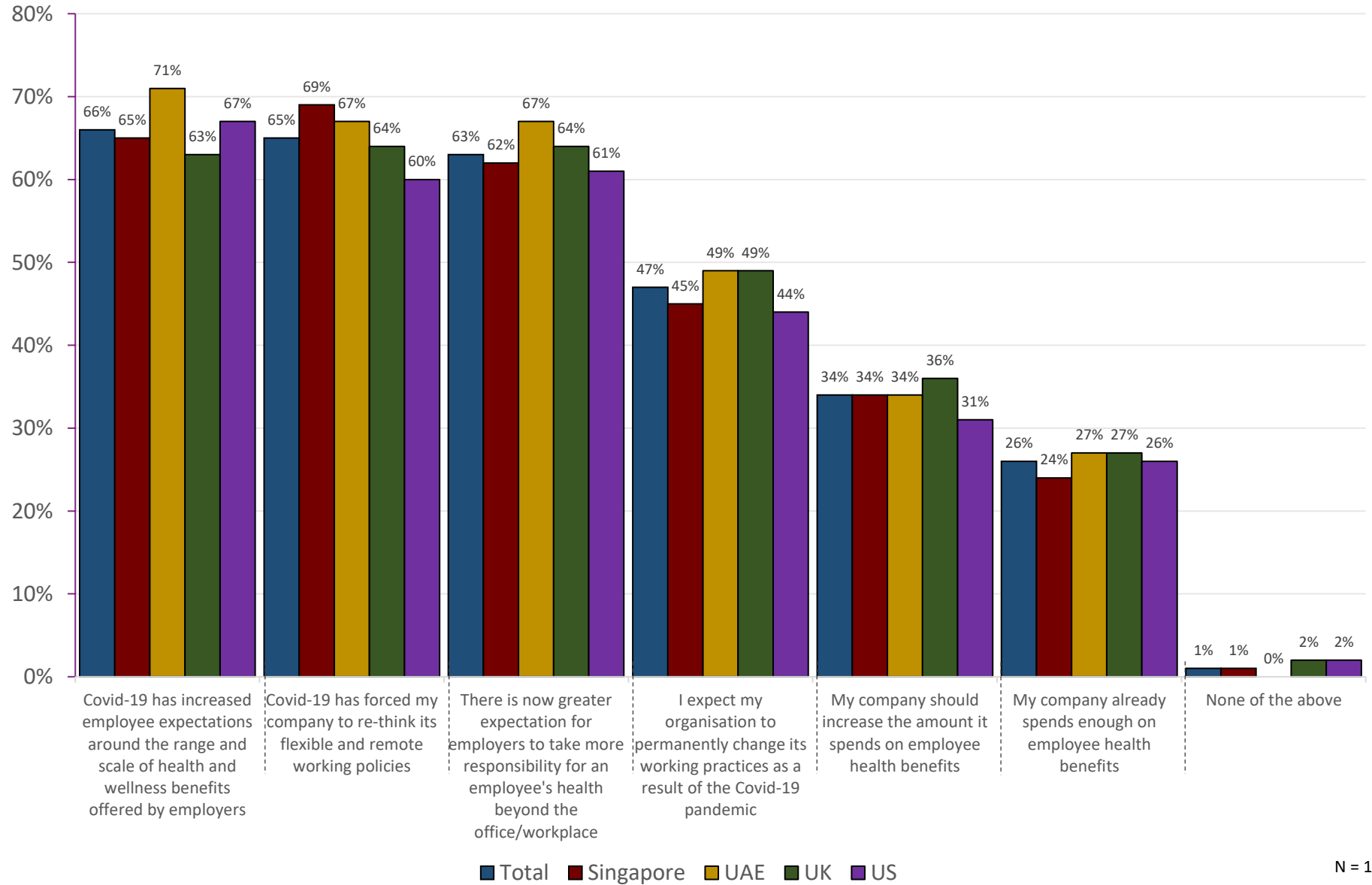
Which of the following statements do you agree with?



Q7: Which of the following statements do you agree with? Tick all that apply. If you do not agree with any of these statements, then tick 'None of the above'.

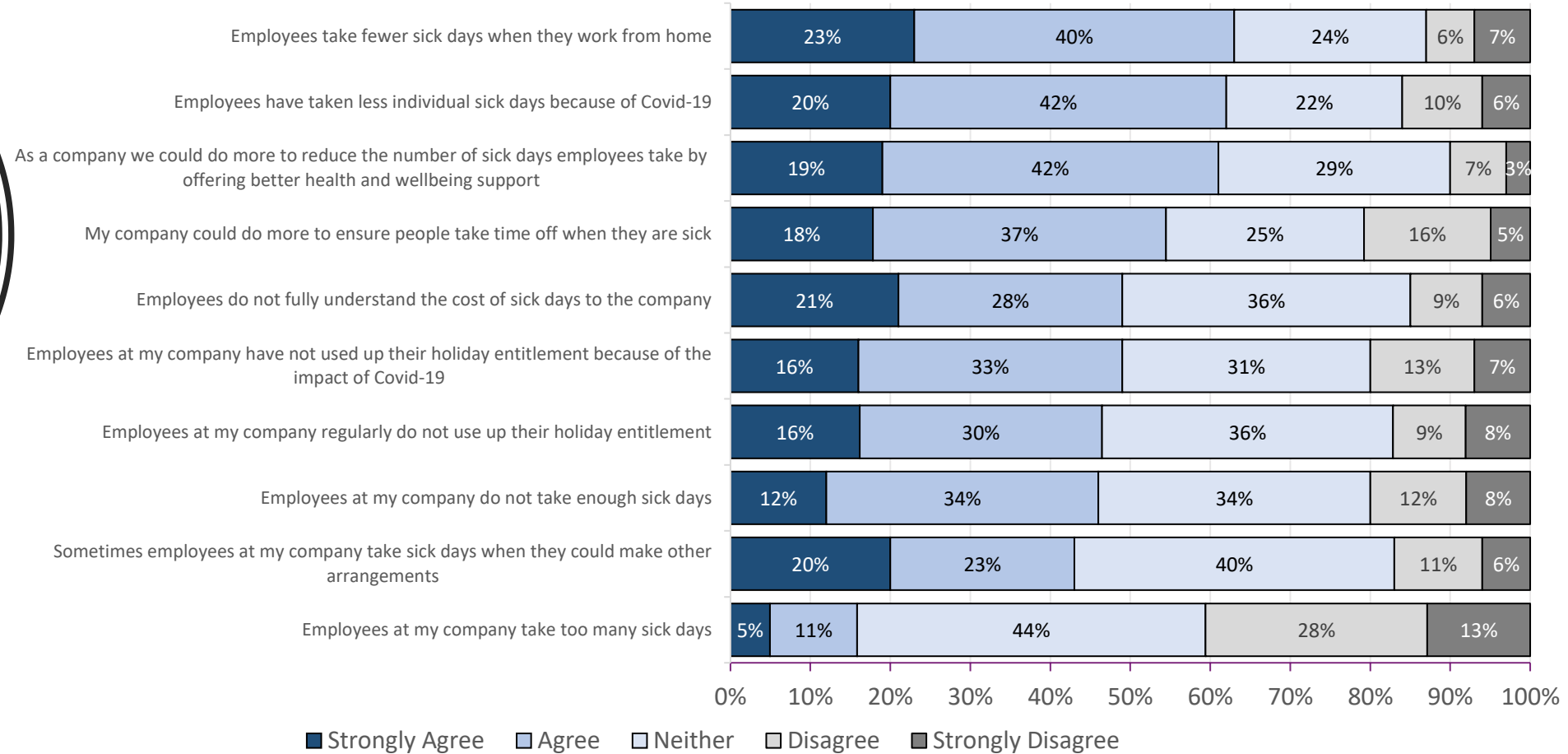
**Views on employer health and support provision by Region**

Which of the following statements do you agree with?



**Views on sick days and holiday entitlement Total**

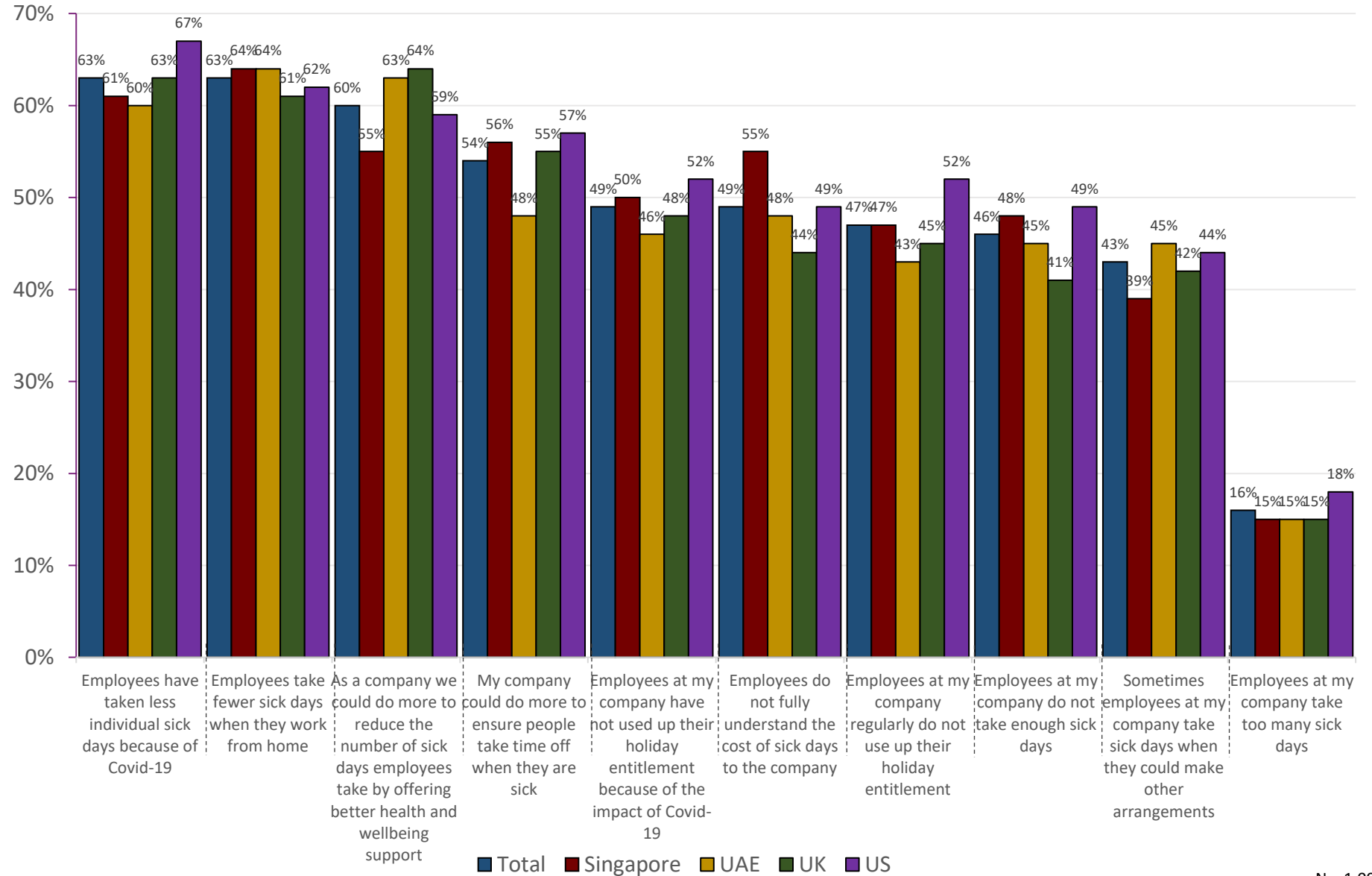
To what extent do you agree or disagree with the following statements?



Q8: To what extent do you agree or disagree with the following statements? Please rate each on a scale from 1 to 5, where 1 is 'Strongly Disagree' and 5 is 'Strongly Agree'.

**Views on sick days and holiday entitlement by Region**

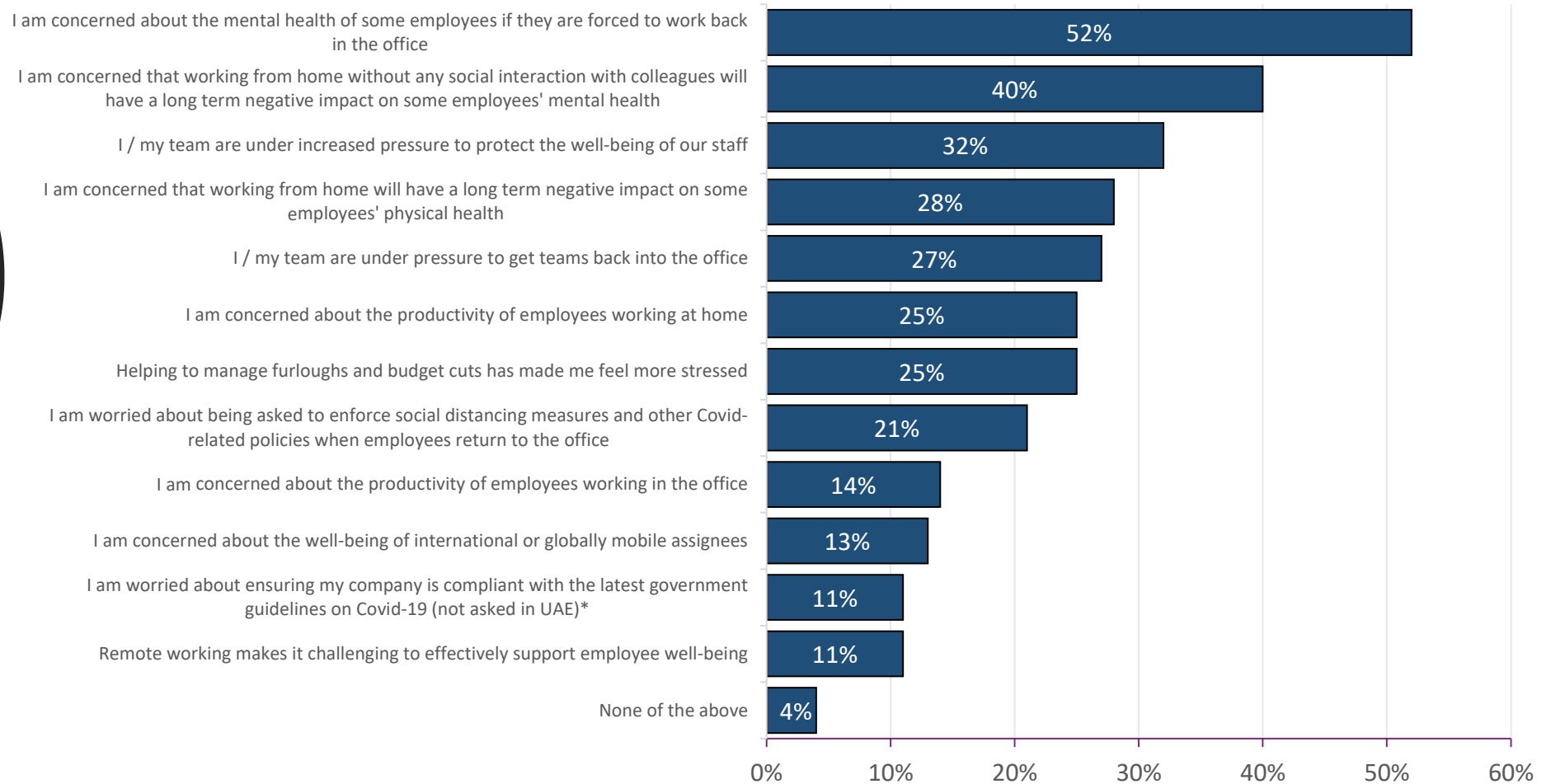
To what extent do you agree or disagree with the following statements?





**Pressures  
 faced  
 by  
 employers  
 Total**

Which of the following statements do you agree with?

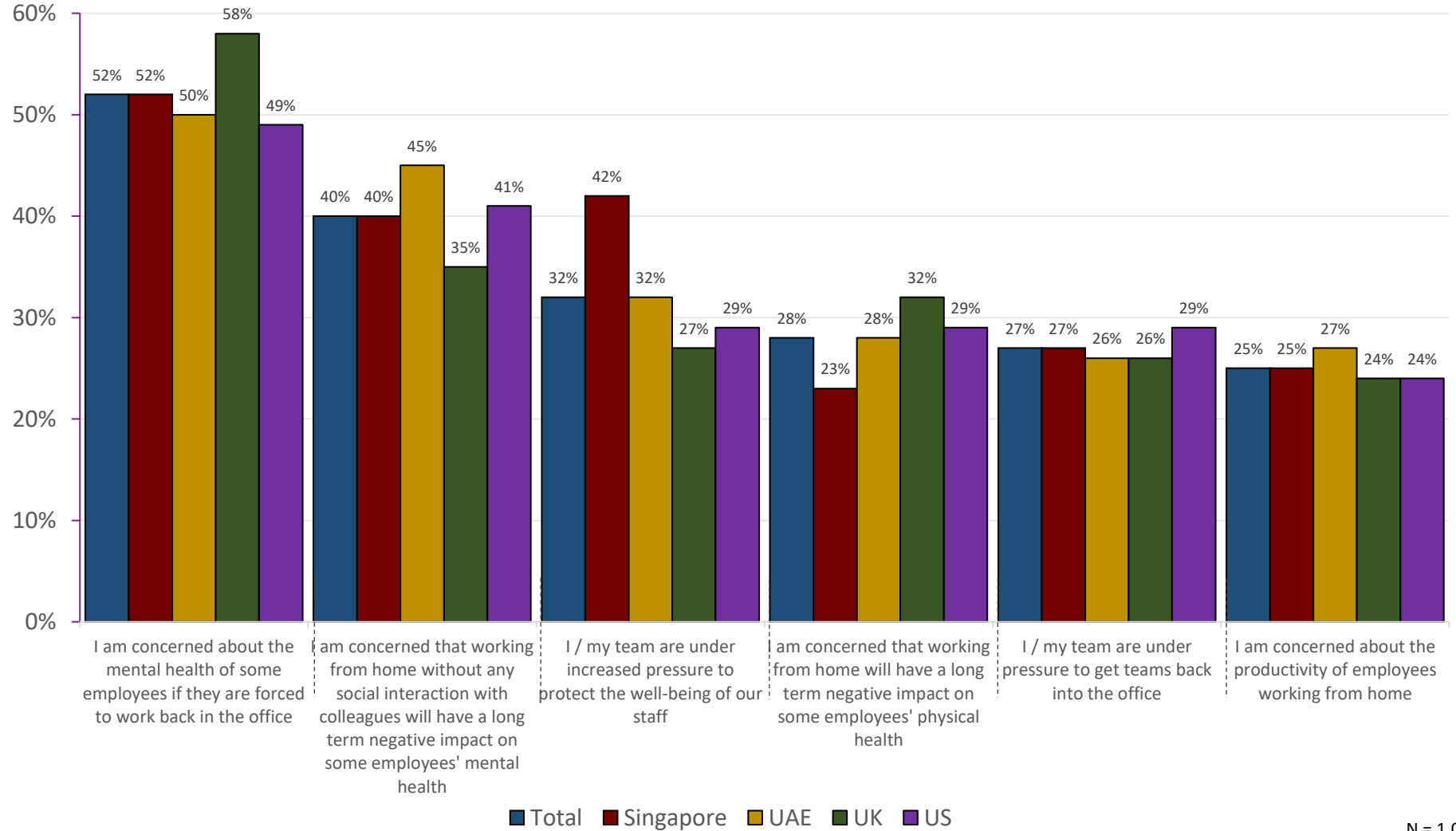


Q9: Finally, thinking about the pressures you face in your current role, which of the following statements do you agree with? Tick all that apply. If you do not agree with any of these statements, then tick 'None of the above'.

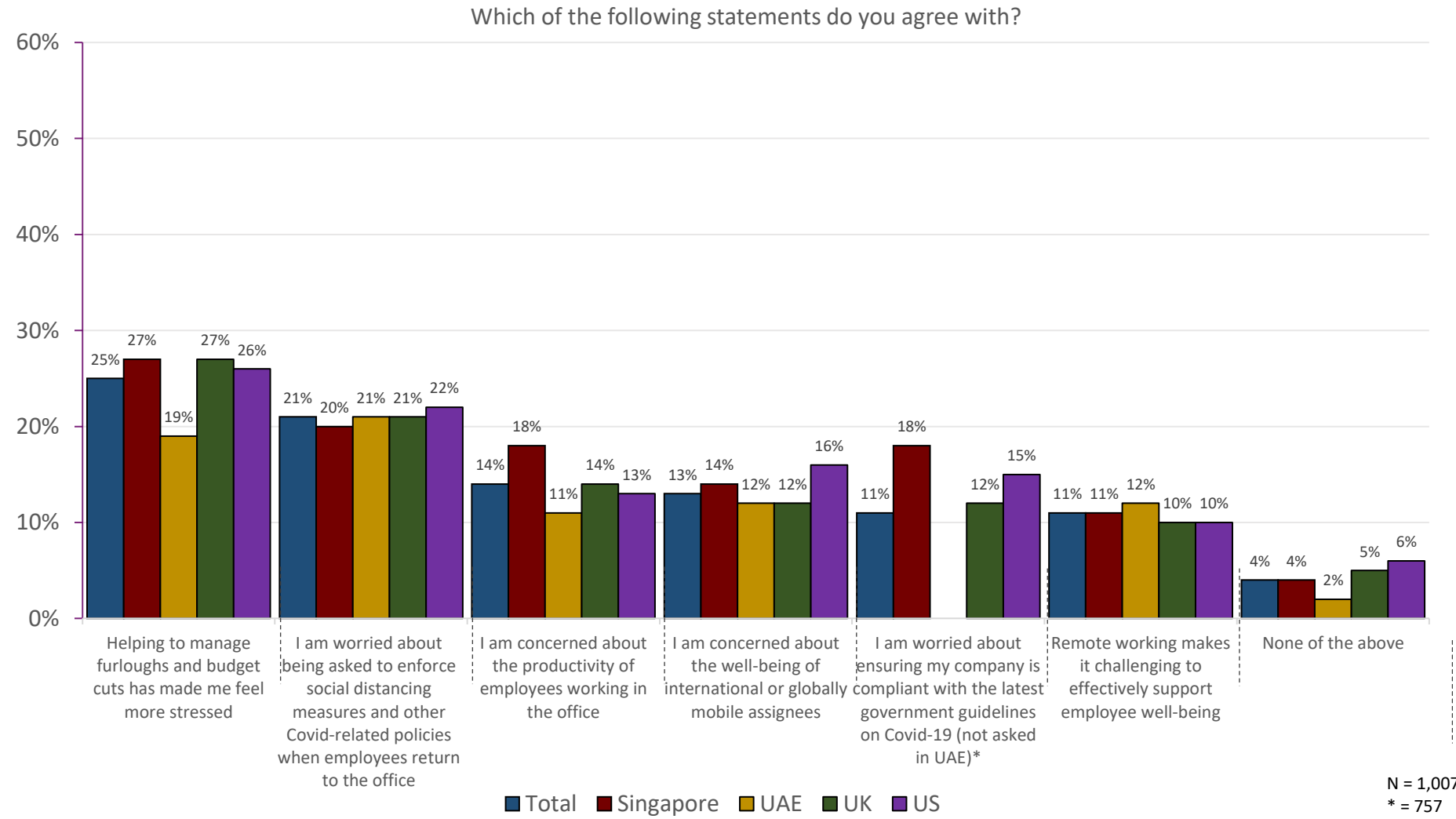
N = 1,007  
 \* = 757

**Pressures faced by employers by Region**

Which of the following statements do you agree with?



**Pressures faced by employers by Region**



N = 1,007  
 \* = 757

## Research Approach

The study looked at the attitudes and behaviour of office based employees and employers (individuals with decision making responsibility for employee support and benefits). The study covered health and healthy living, concerns of and impact on employees and the level of support offered by employers. A particular focus was placed on the response to, and impact of, the global Coronavirus pandemic.

Surveying was conducted via online panels, telephone surveys, targeted social media recruitment and free-found recruitment conducted amongst office-based employees and senior decision makers within employers.

Minimum of 1000 employee responses and 250 employer responses in each of the 4 target countries:

- Singapore
- UAE
- UK
- US

Employee respondents were employed across the full range of business sizes and sectors – and represented employees at all organisational levels. A limit was set on the number of respondents from in small businesses of under 200 employees.

A minimum income threshold of at least the national average income was applied for each country to ensure appropriate employee respondents but at a level that included mass market.

Profiling characteristics that were captured, and which form the basis of cross-breaks for more detailed analysis included:

- Gender (Employee)
- Age (Employee)
- Employment Status and Level (Employee)
- Income (Employee)
- Role (Employer)
- Employer Industry (Employee and Employer)
- Company Size (Employee and Employer)

Average survey completion time was 12 minutes for employees and 9 minutes for employers.

Fieldwork was conducted between the 2<sup>nd</sup> and 23<sup>rd</sup> September 2020.

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# **Aetna International**

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