

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

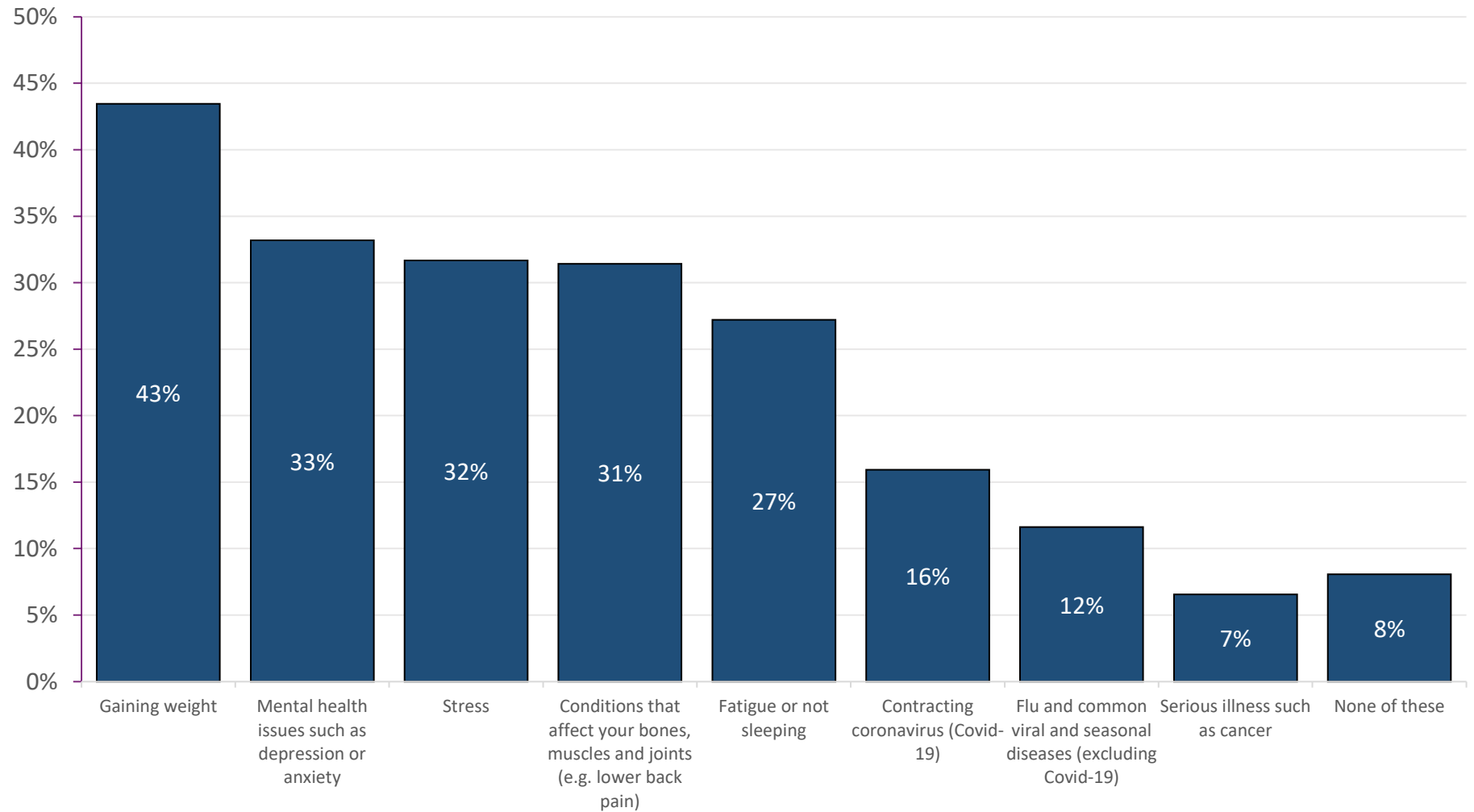
Version. 1.0 | November 2020



Employee Perspectives

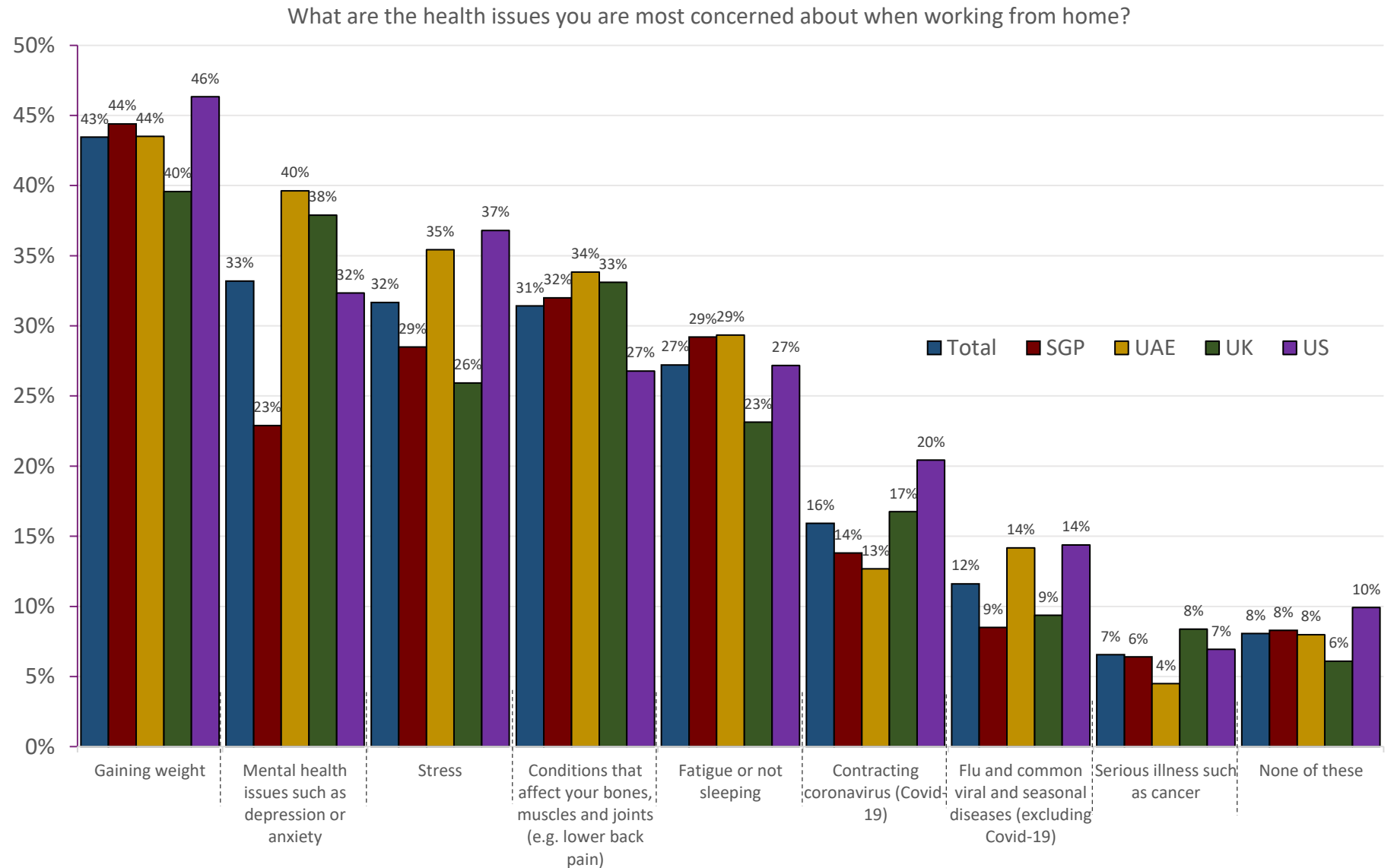
Health
concerns
when
working
from home
Total

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

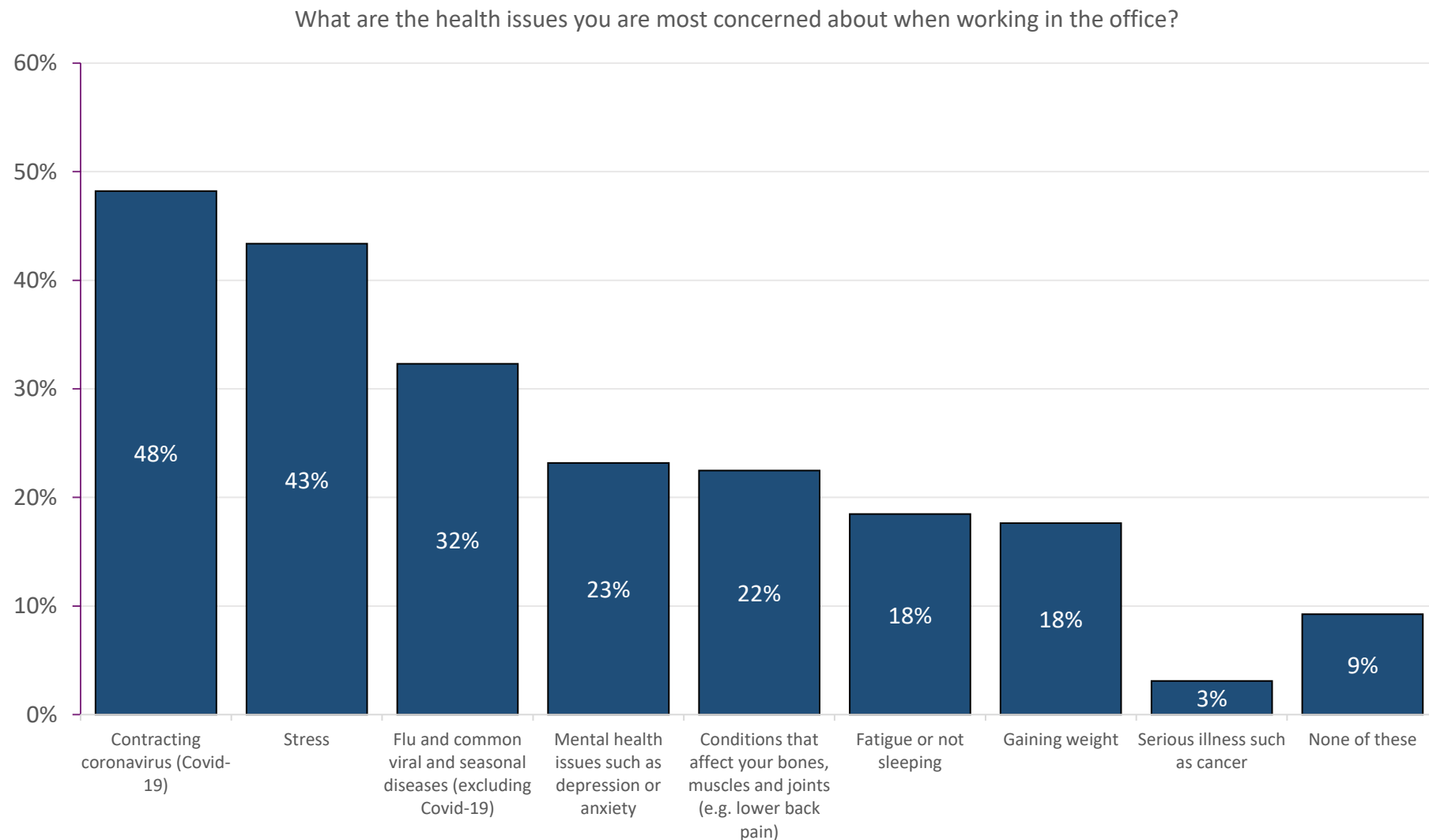


Q1: What are the health issues you are most concerned about when working from home? You can select up to three of the following health issues that concern you most when working from home. If you are not concerned about any of these, then select 'None of these'.

Health
concerns
when
working
from home
by Region

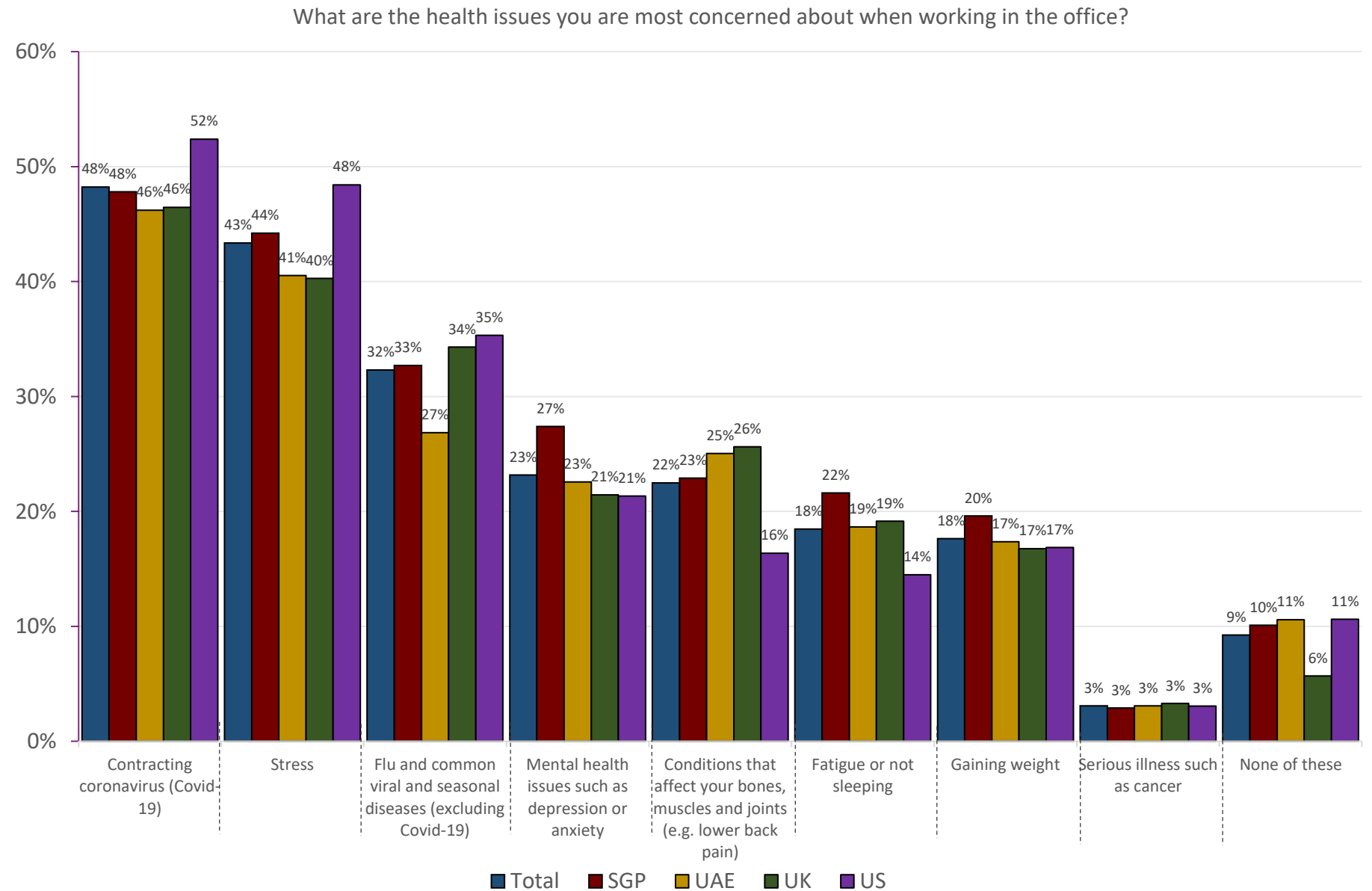


Health
concerns
when
working
in the office
Total



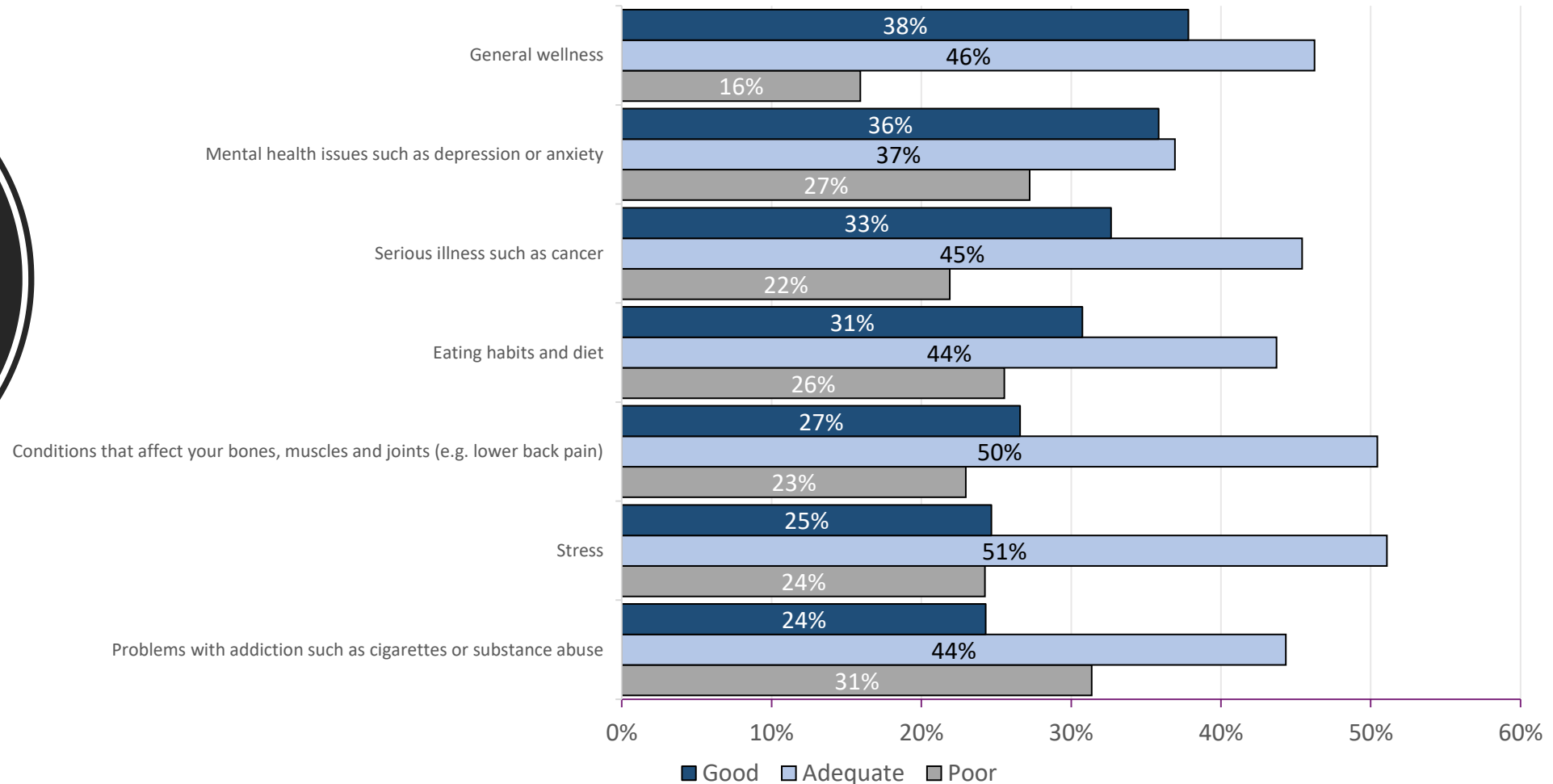
Q2: What are the health issues you are most concerned about when working in the office? As before, you can select up to three of the following health issues that concern you most. If you are not concerned about any of these, then select 'None of these'.

Health
concerns
when
working
in the office
by Region



**Employer
support
when
working
from home
Total**

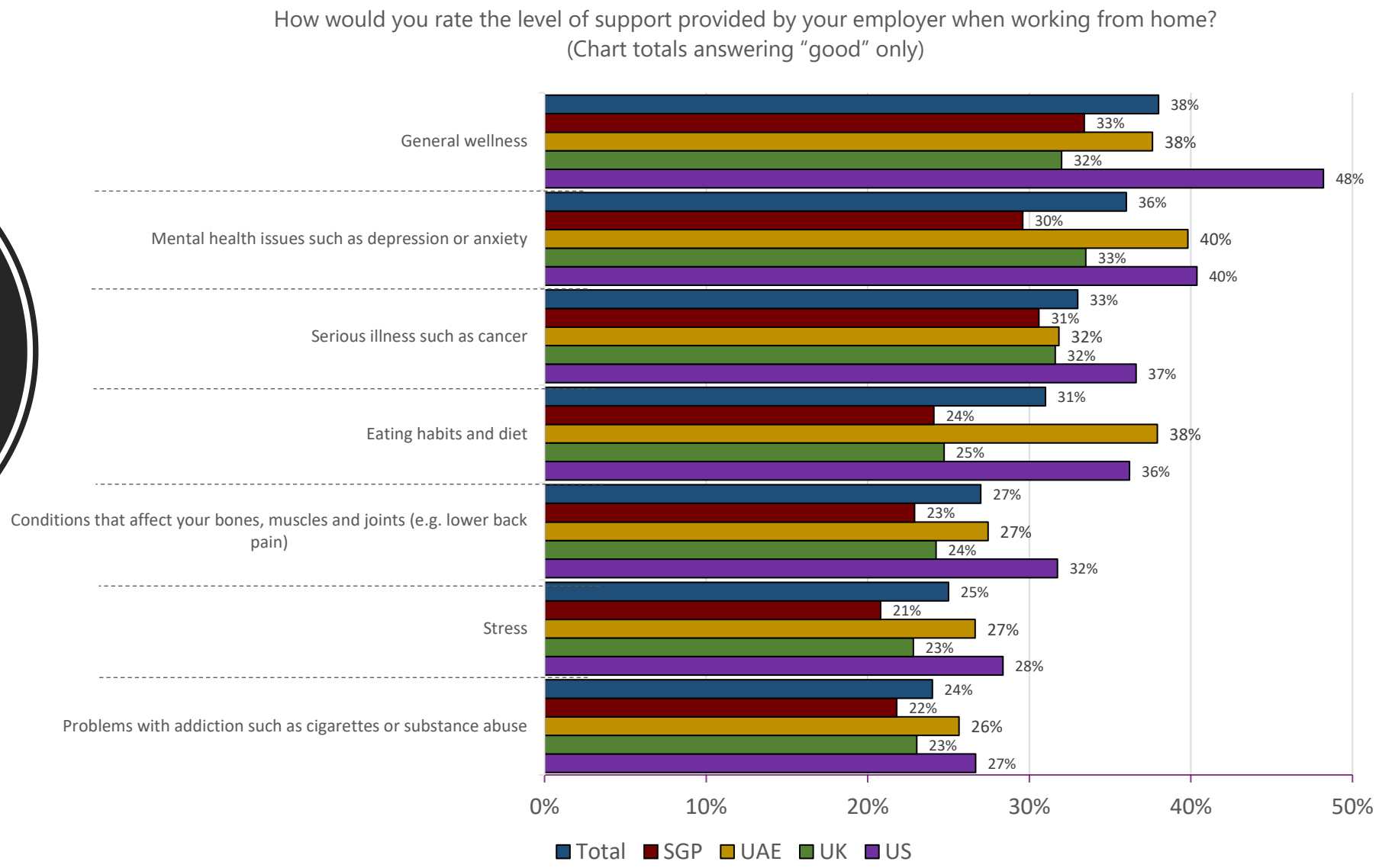
How would you rate the level of support provided by your employer when working from home?



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'.

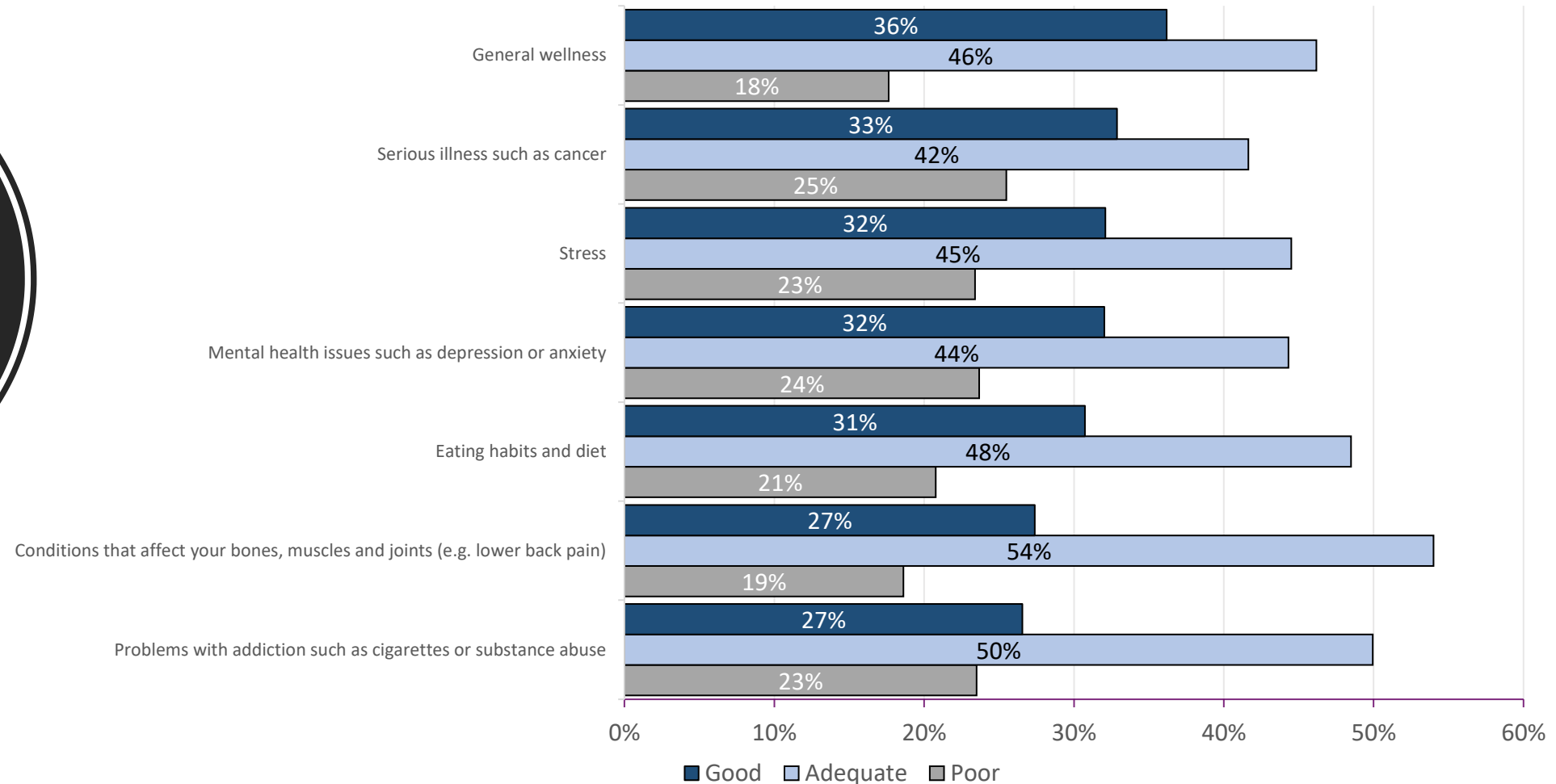
N = 4,,011

Employer support when working from home by Region



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?

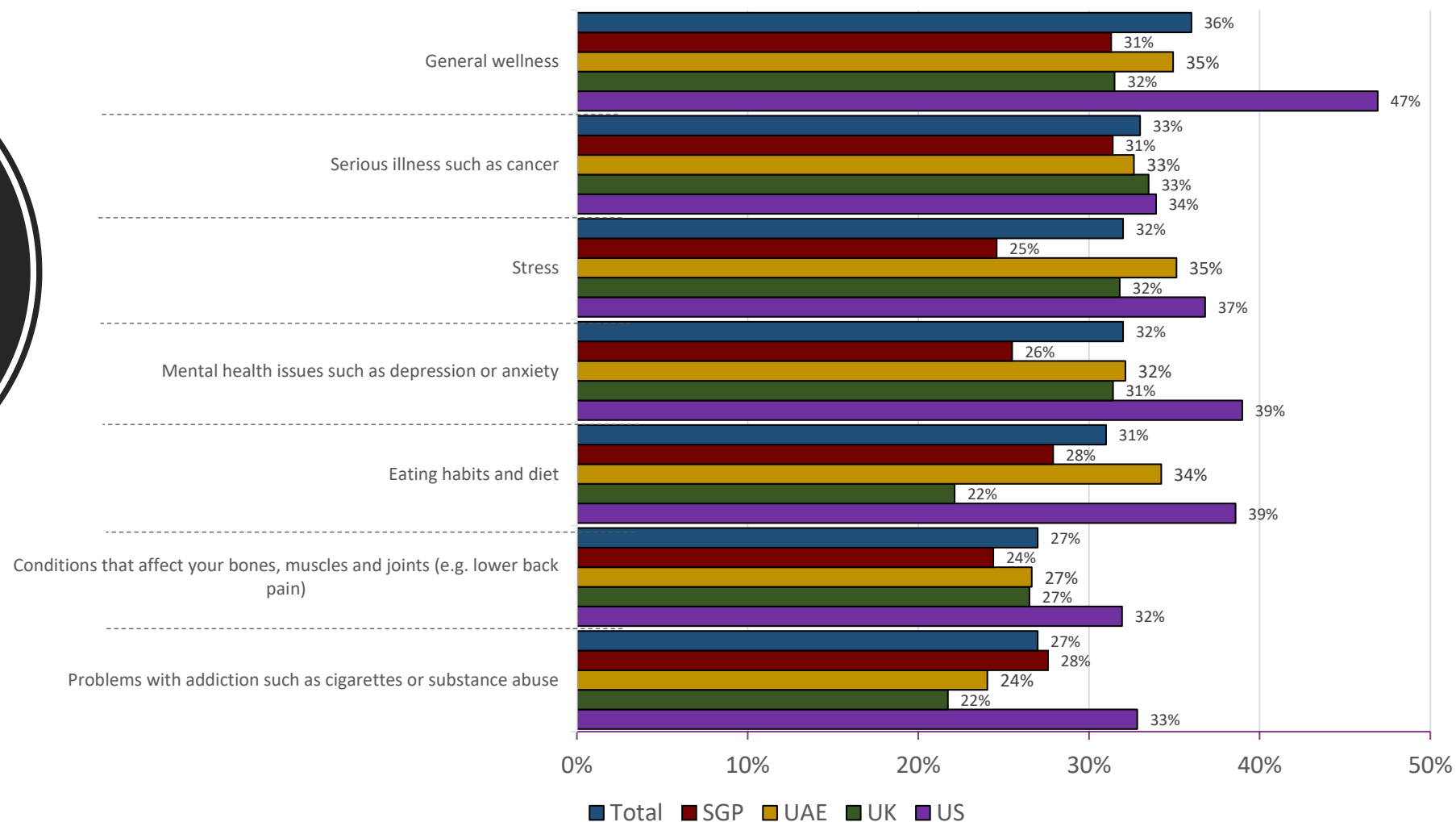


Q4: How would you rate the level of support provided by your employer for each of the following aspects of health and well-being when working in the office? Please rate each as either 'Good', 'Adequate' or 'Poor'.

N = 4,,011

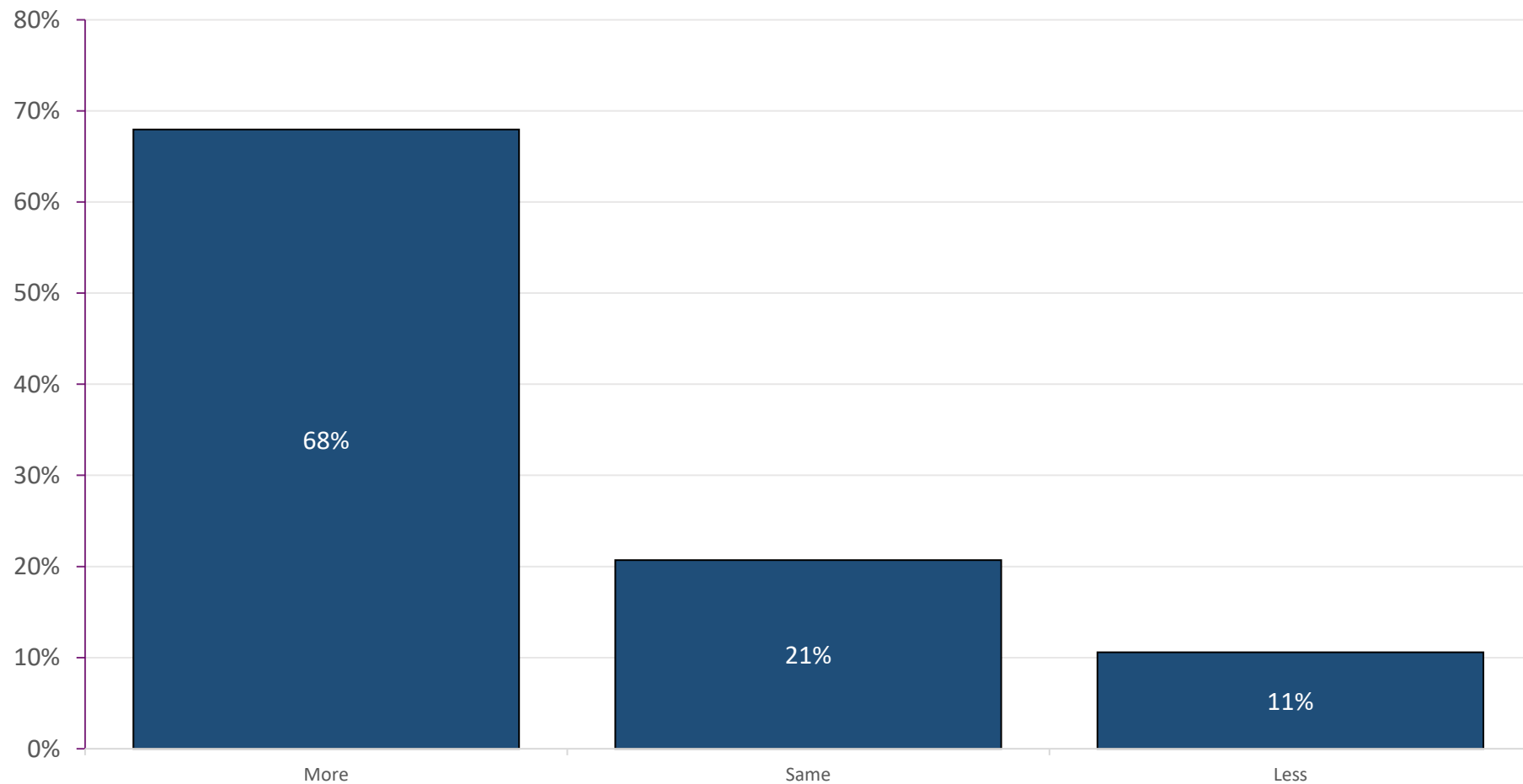
Employer
support
when
working
in the office
by Region

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**

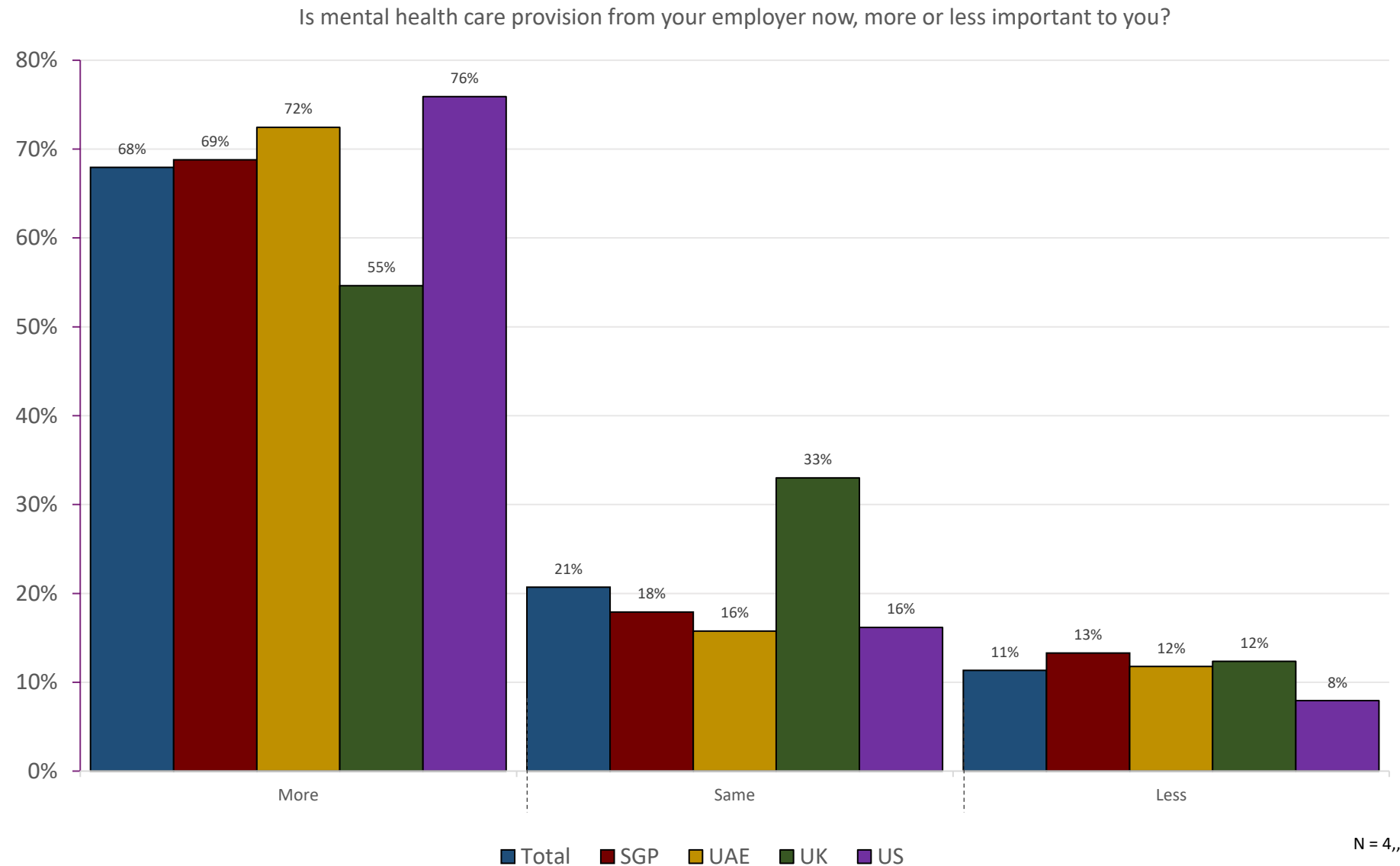
Is mental health care provision from your employer now, more or less important to you?



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?

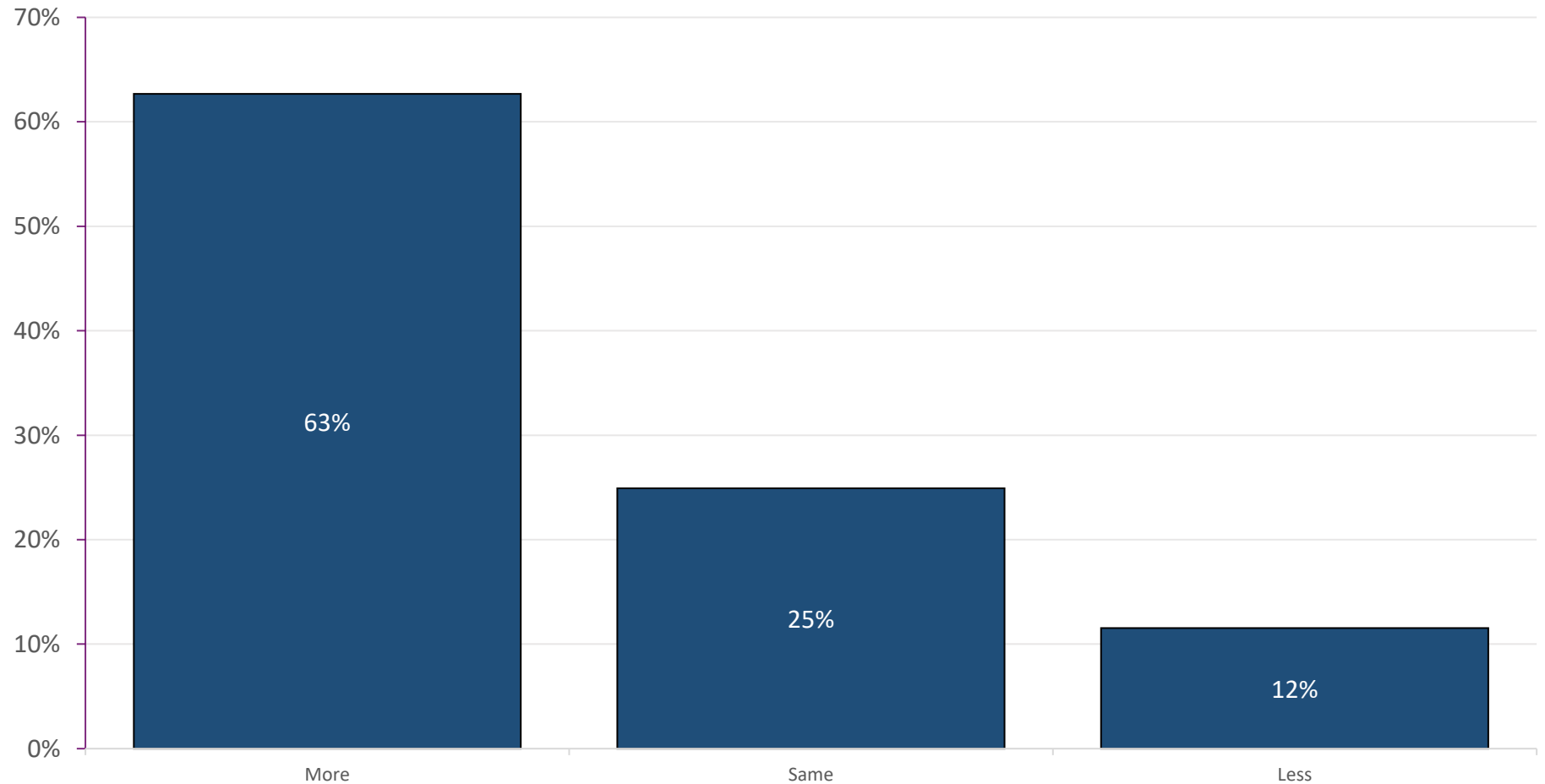
N = 4,,011

**Mental
health
care
provision
by Region**



Physical
health
care
provision
Total

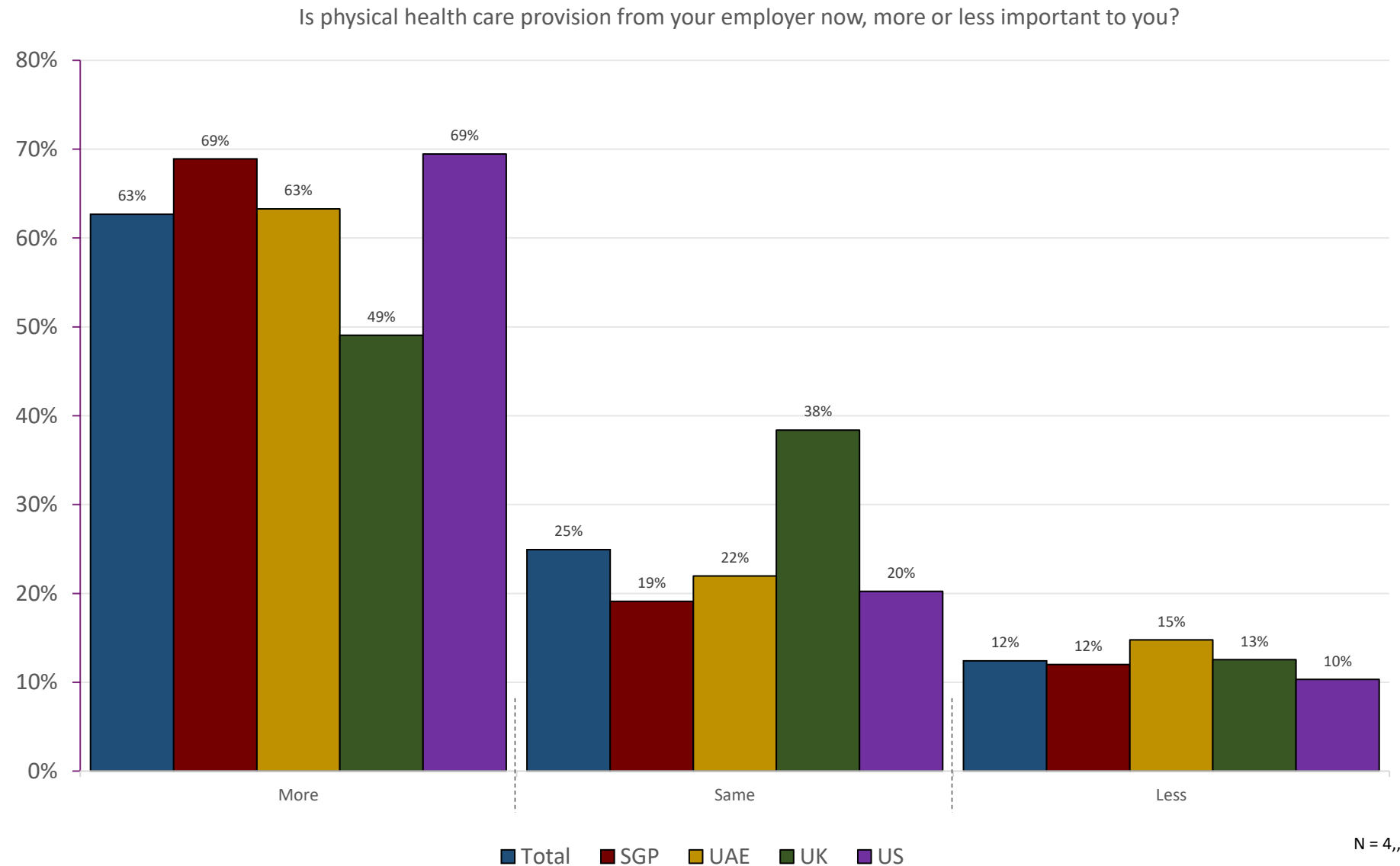
Is physical health care provision from your employer now, more or less important to you?



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?

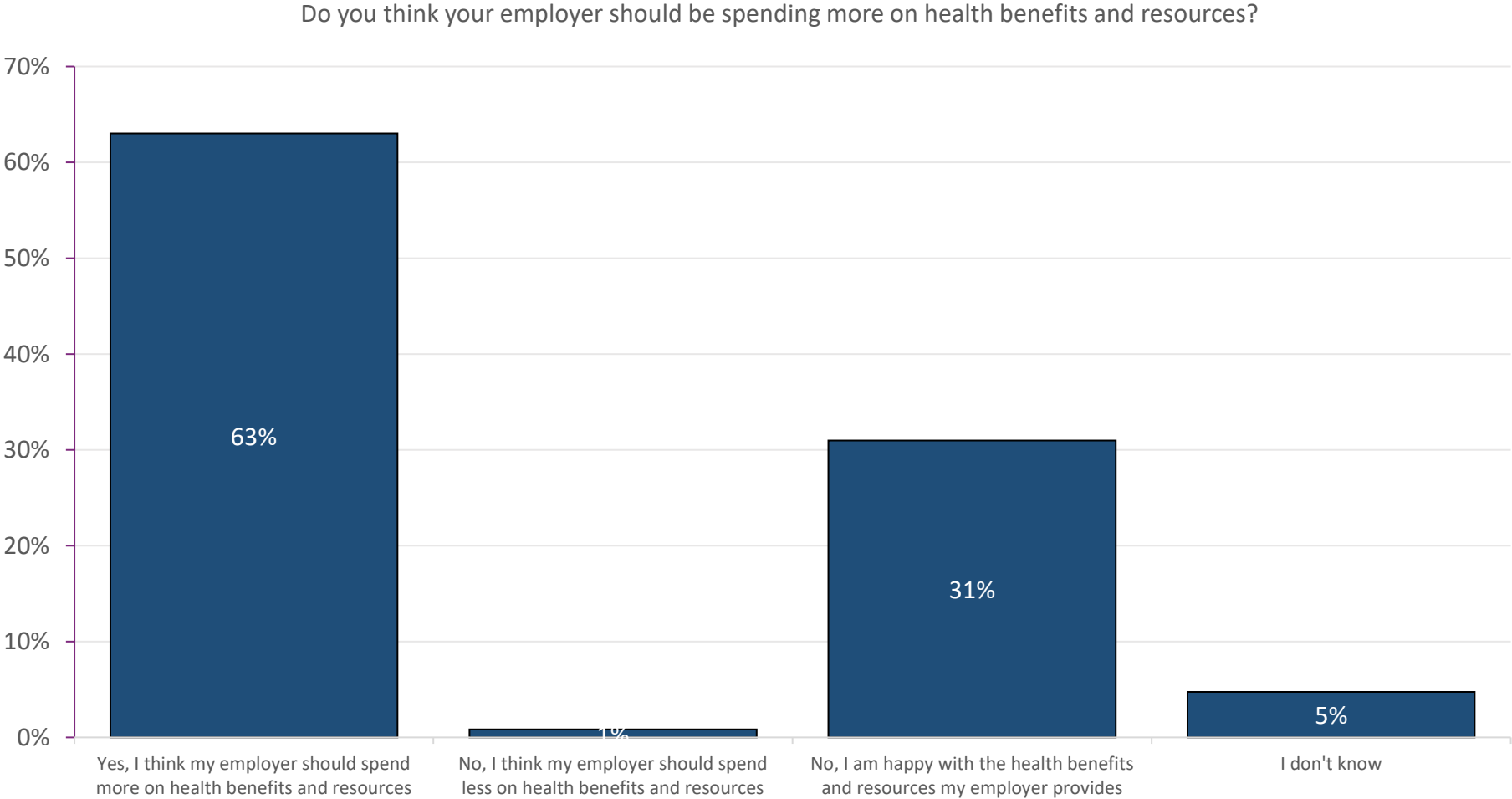
N = 4,,011

Physical
health
care
provision
by Region

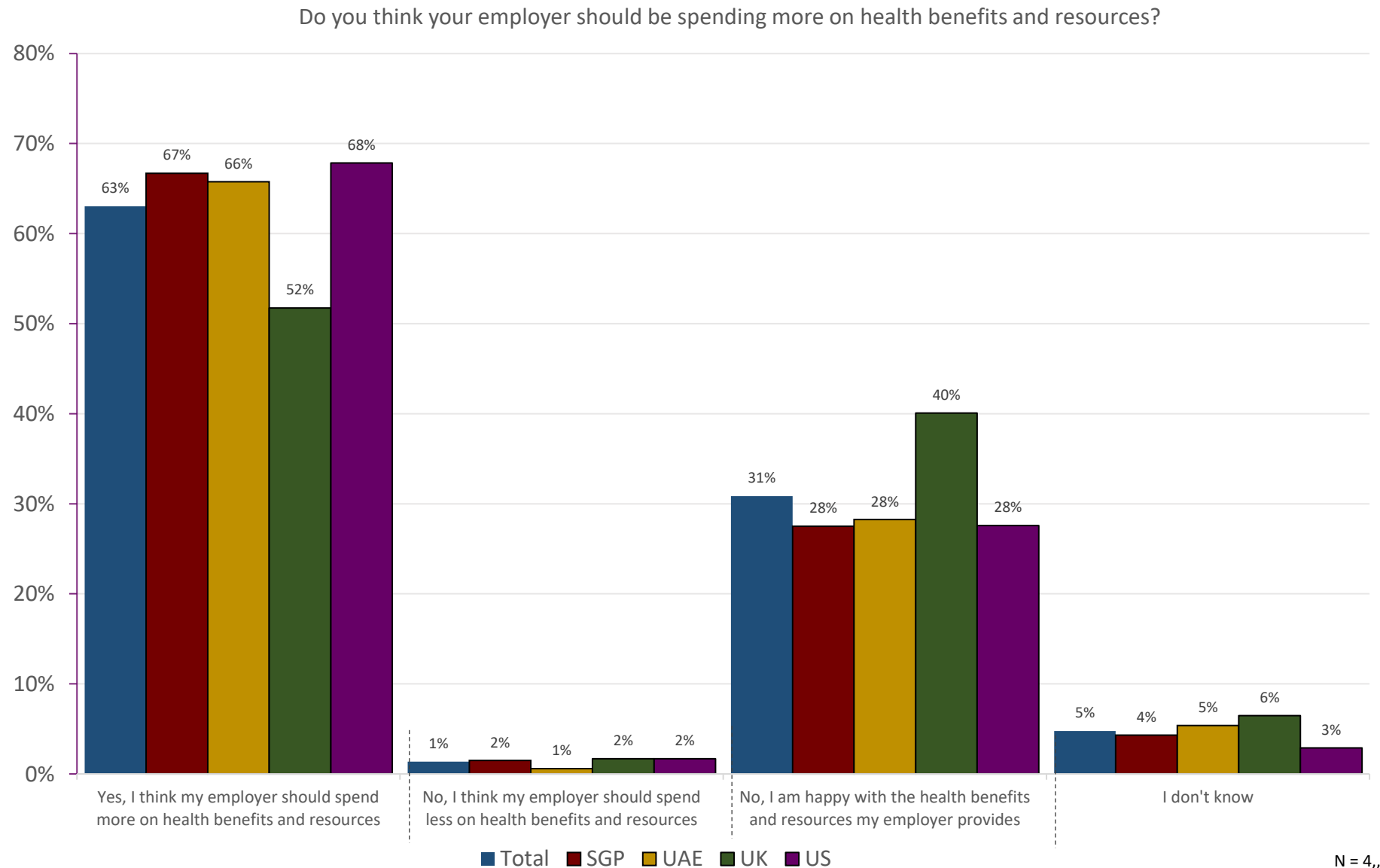


The overall perspective on the importance of physical and mental health and the level of anxiety both in the office and at home is translated into almost two thirds of respondents feeling that their employer should be spending more on health benefits and resources to help them stay healthy. Around a 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%)

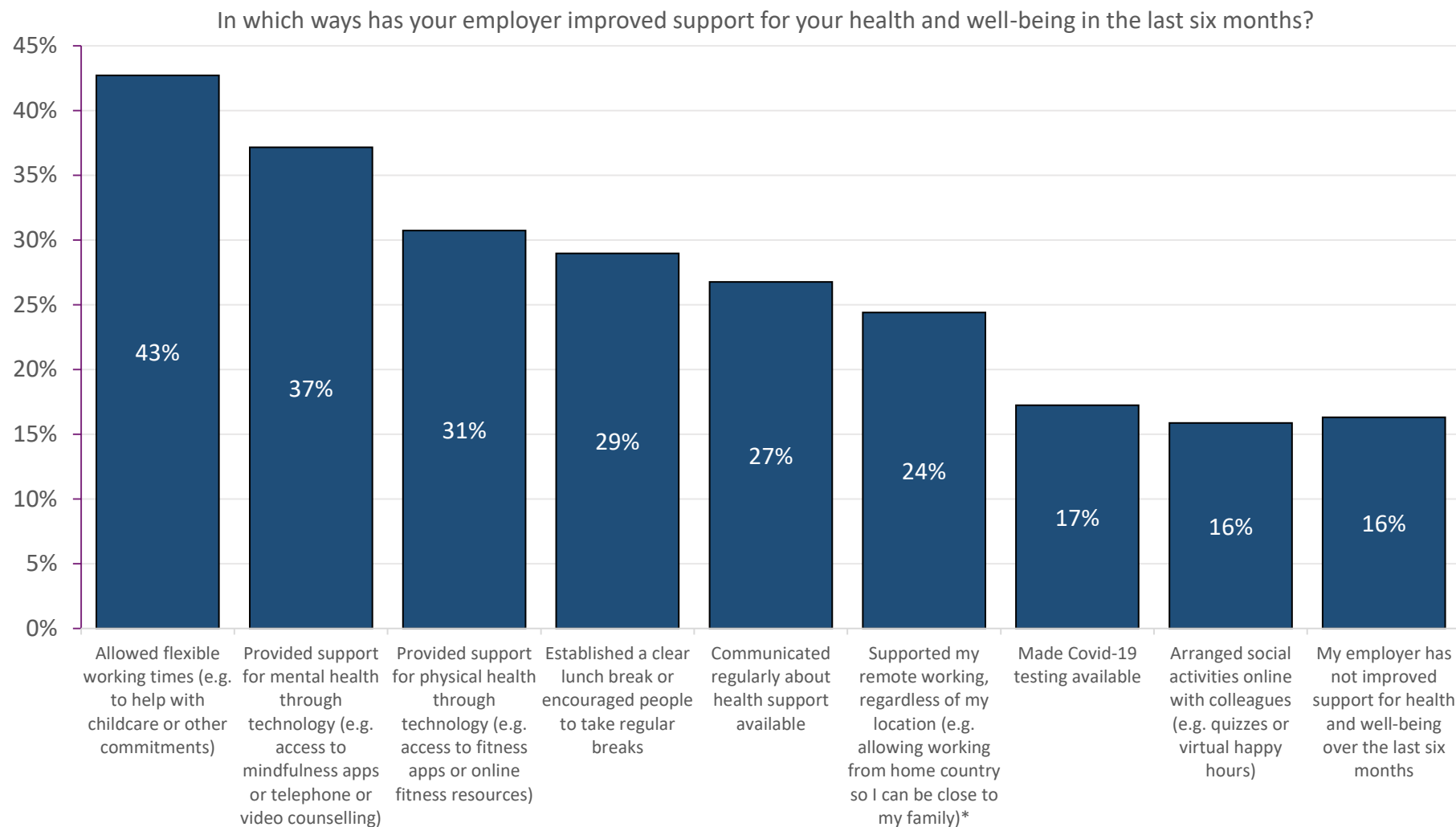
Spending
on
health benefits
and
resources
Total



Spending
on
health benefits
and
resources
by Region



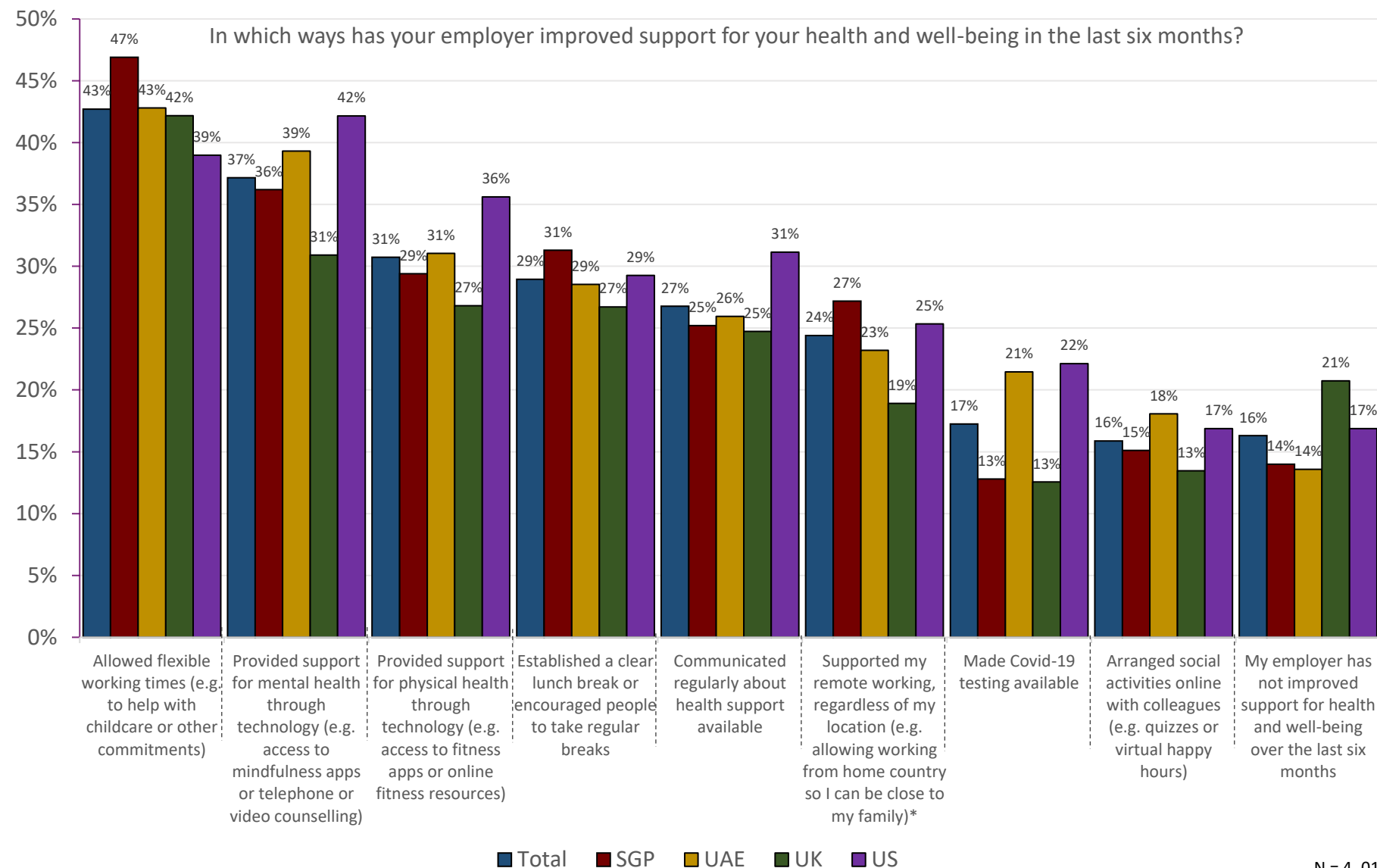
Employer
support
in the last
six months
Total



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.

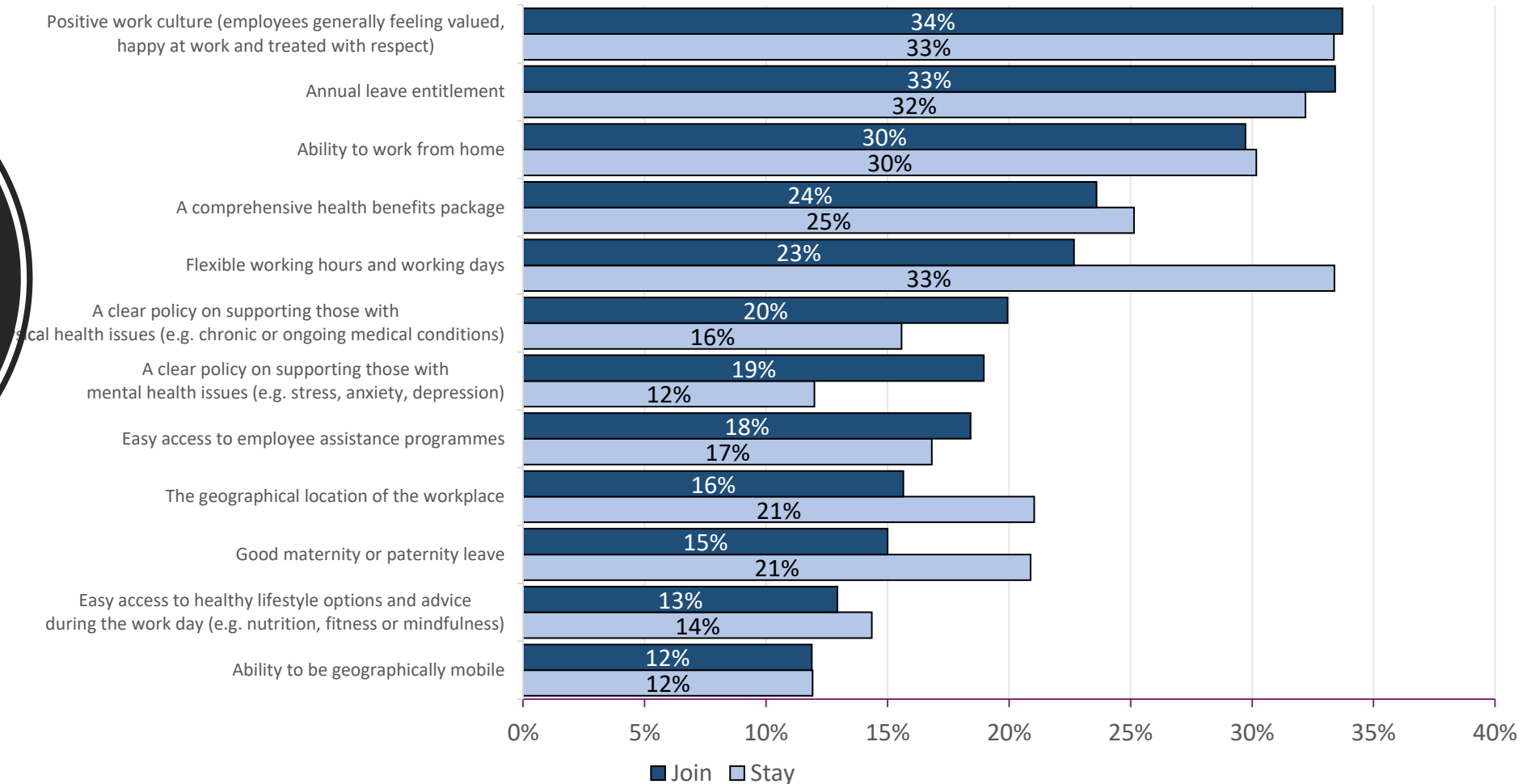
N = 4,01
*N=1,332

Employer support in the last six months by Region



Likelihood
to
join
or
stay with
an employer
Total

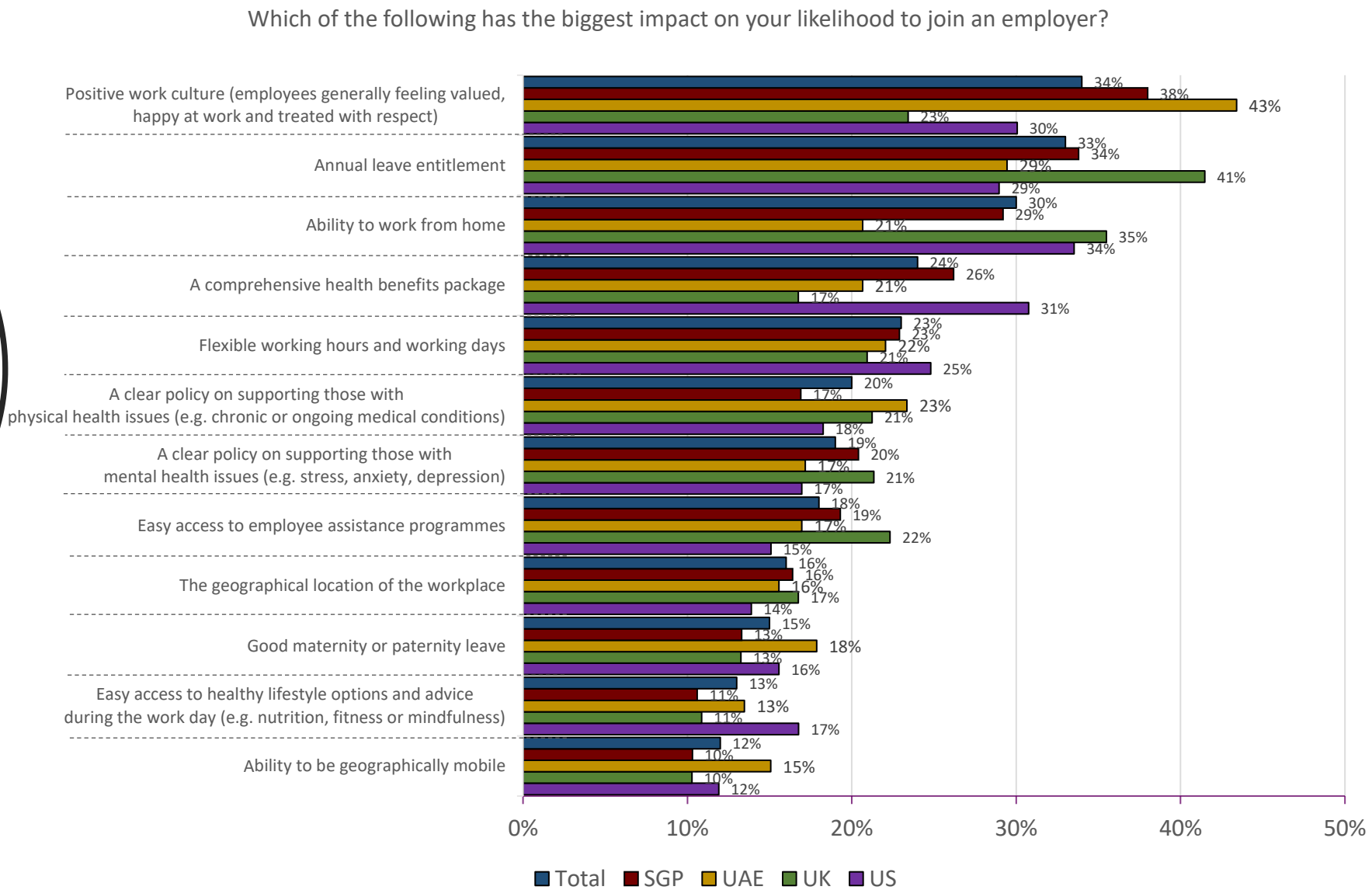
Which of the following has the biggest impact on your likelihood to join or stay with an employer?



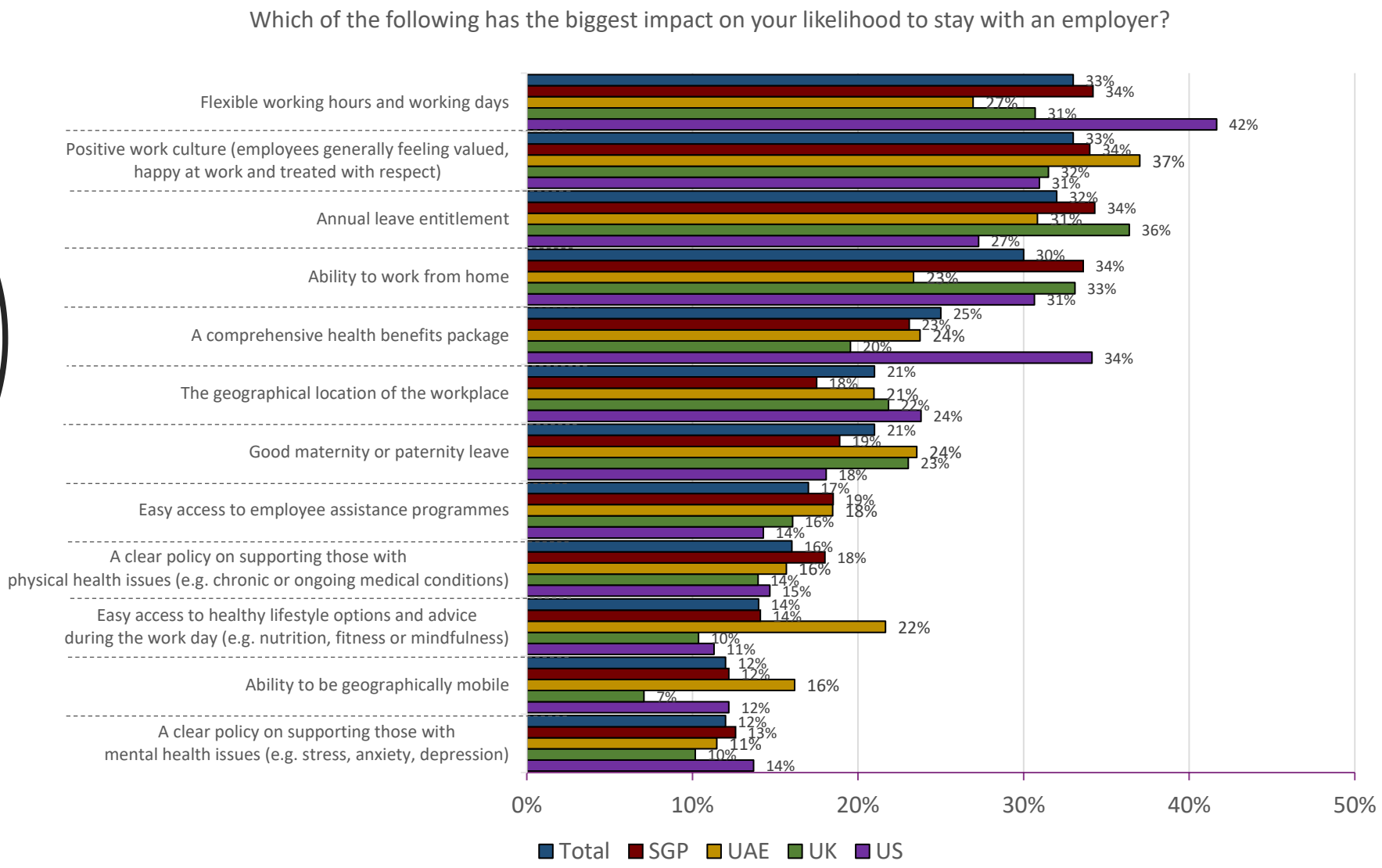
Q9: Apart from salary and job security, which of the following has the biggest impact on your likelihood to join or stay with an employer? You can select up to three options.

N = 4,011

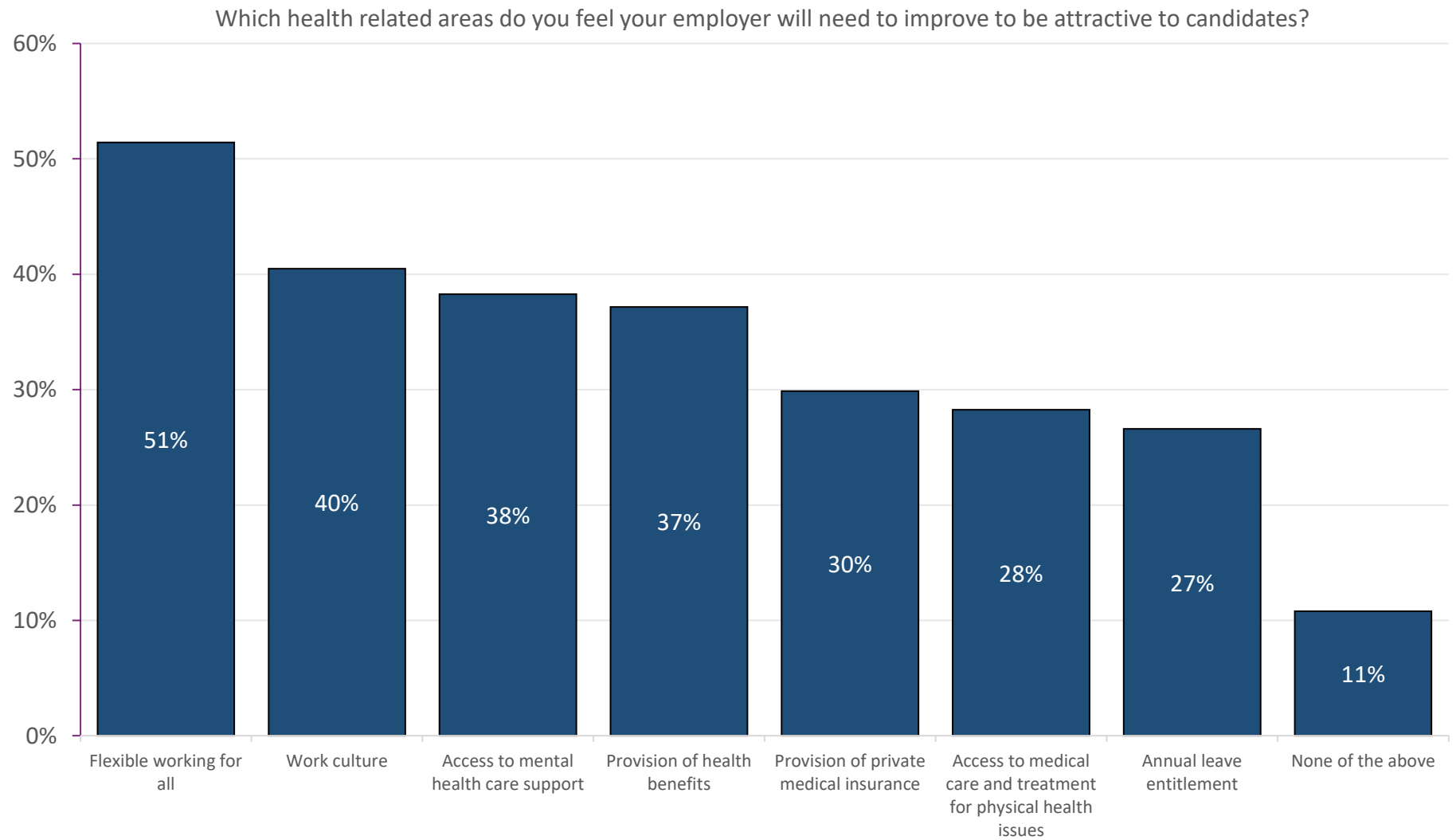
Likelihood
to
join
an employer
by Region



Likelihood to stay with an employer by Region

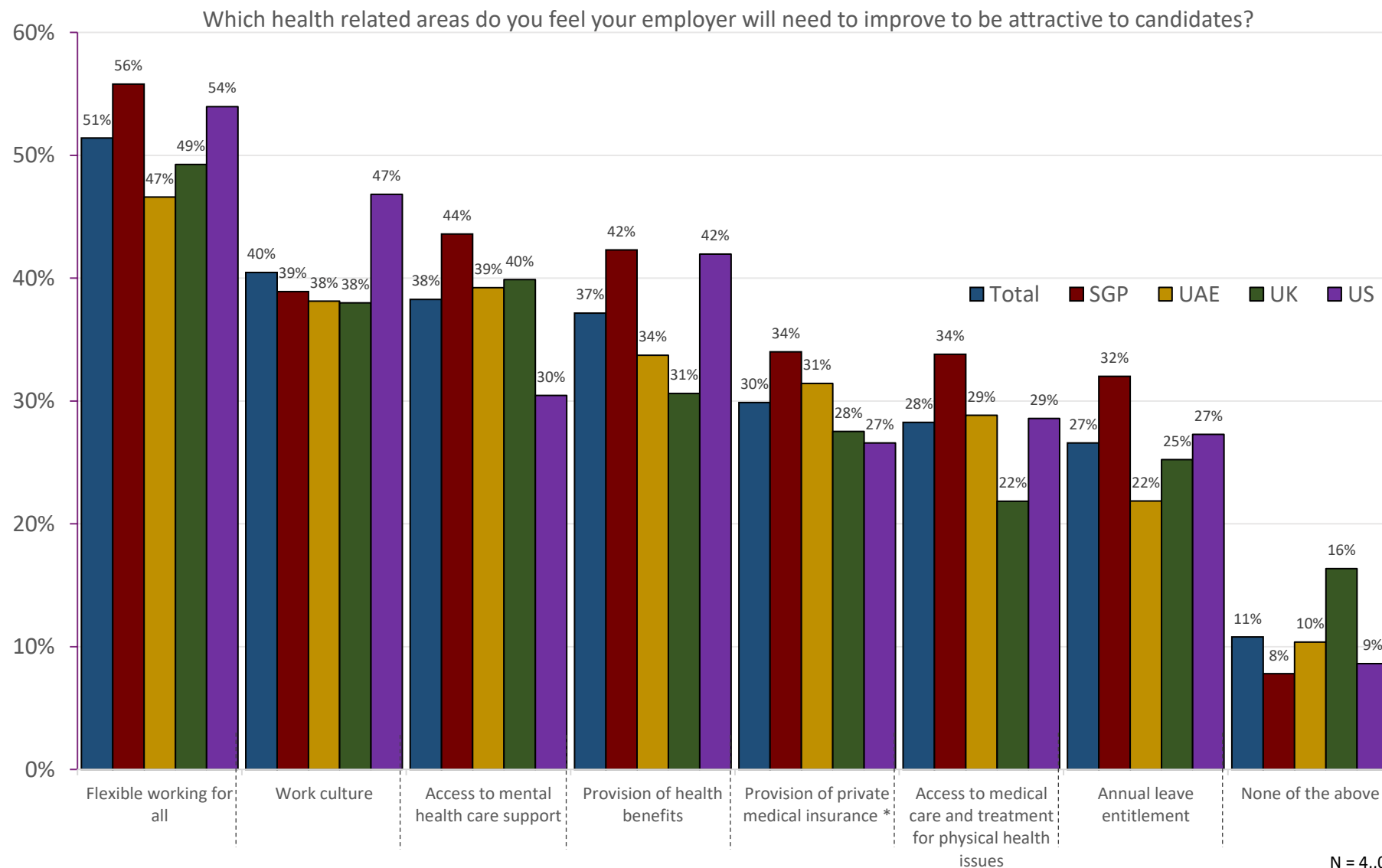


Health
provisions
to attract
candidates
Total

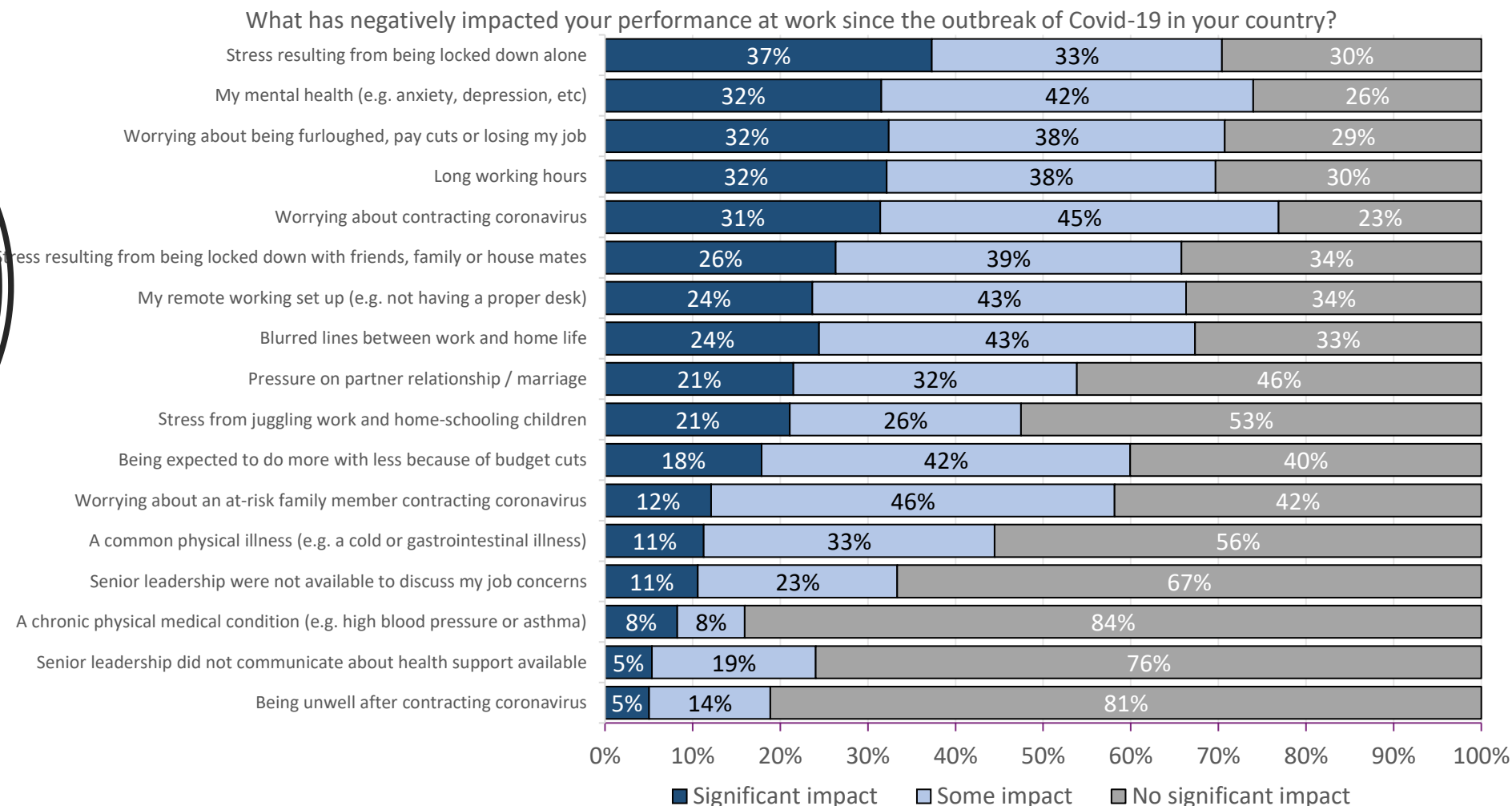


Q10: Which of the following health related areas do you feel your employer will need to improve to be attractive to candidates in the future? Tick all that apply. If you do not feel that your employer will need to improve any of these in the future, then select 'None of the above'.

Health
provisions
to attract
candidates
by Region



Negative
impacts
on
performance
at work
Total

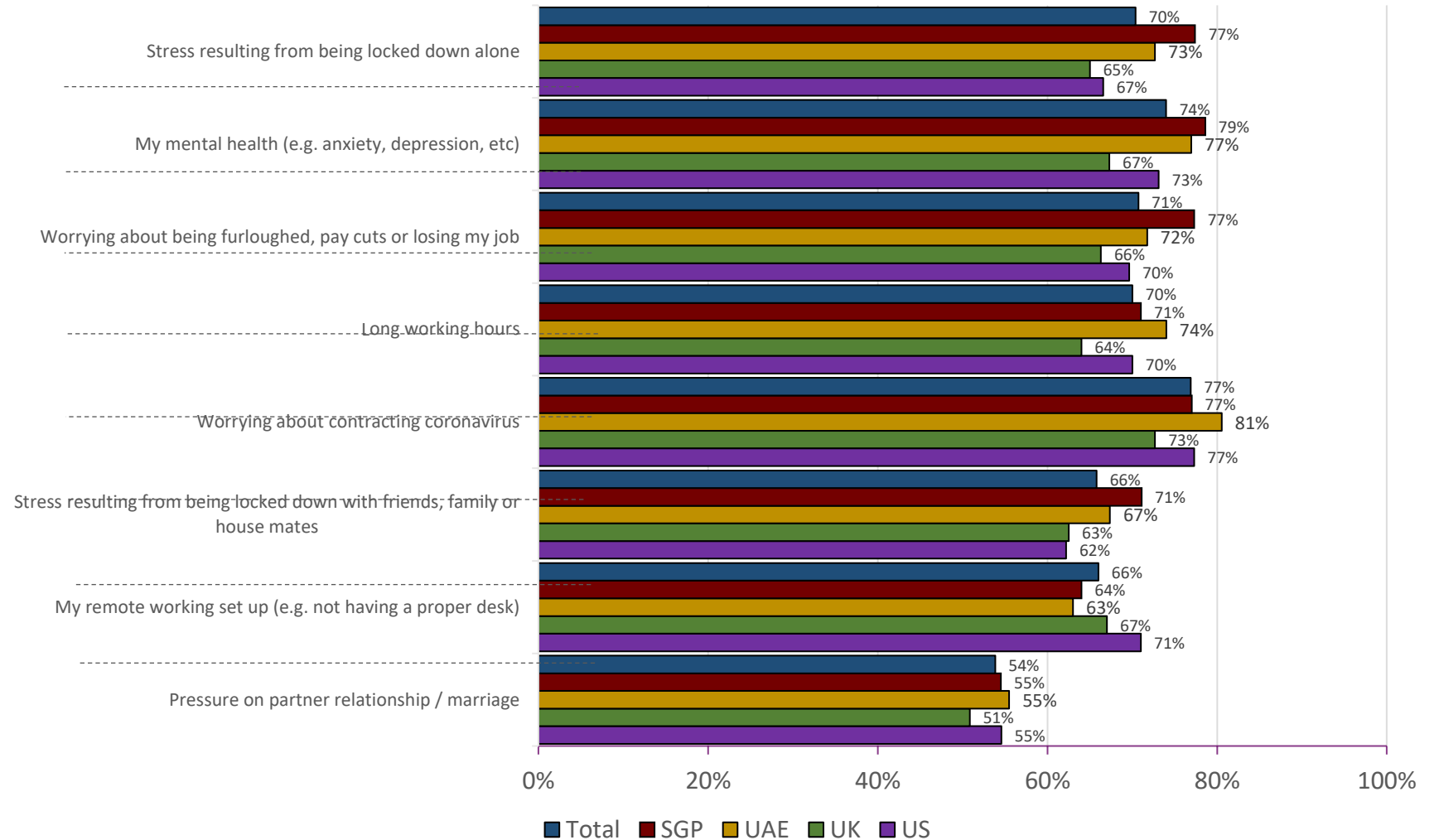


Q11: To what extent have any of the following negatively impacted your performance at work since the outbreak of Covid-19 in your country? For each, please indicate whether it has had a 'Significant impact', 'Some impact' or 'No significant impact' on your performance.

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?

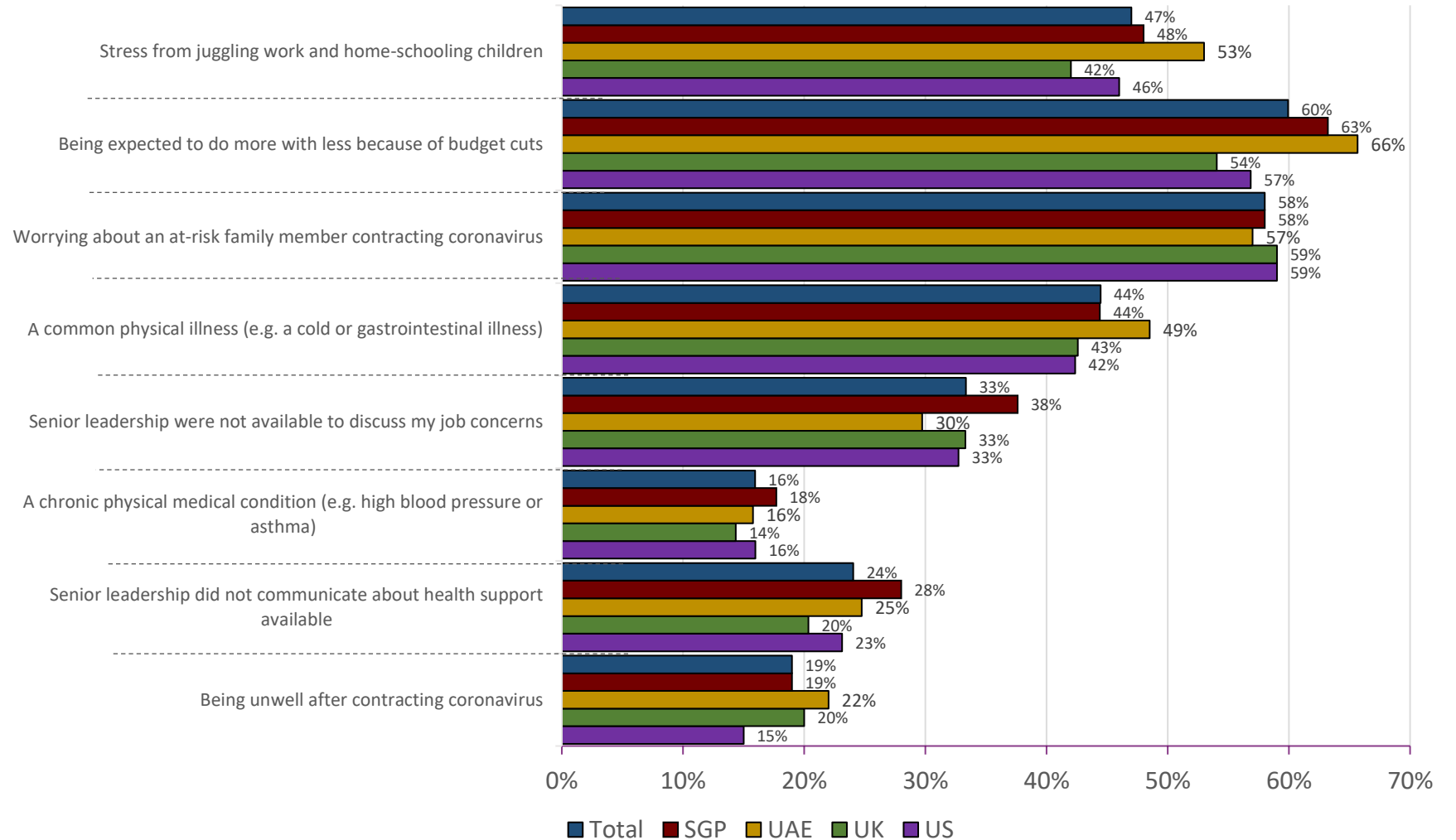
PAGE 1 OF 2



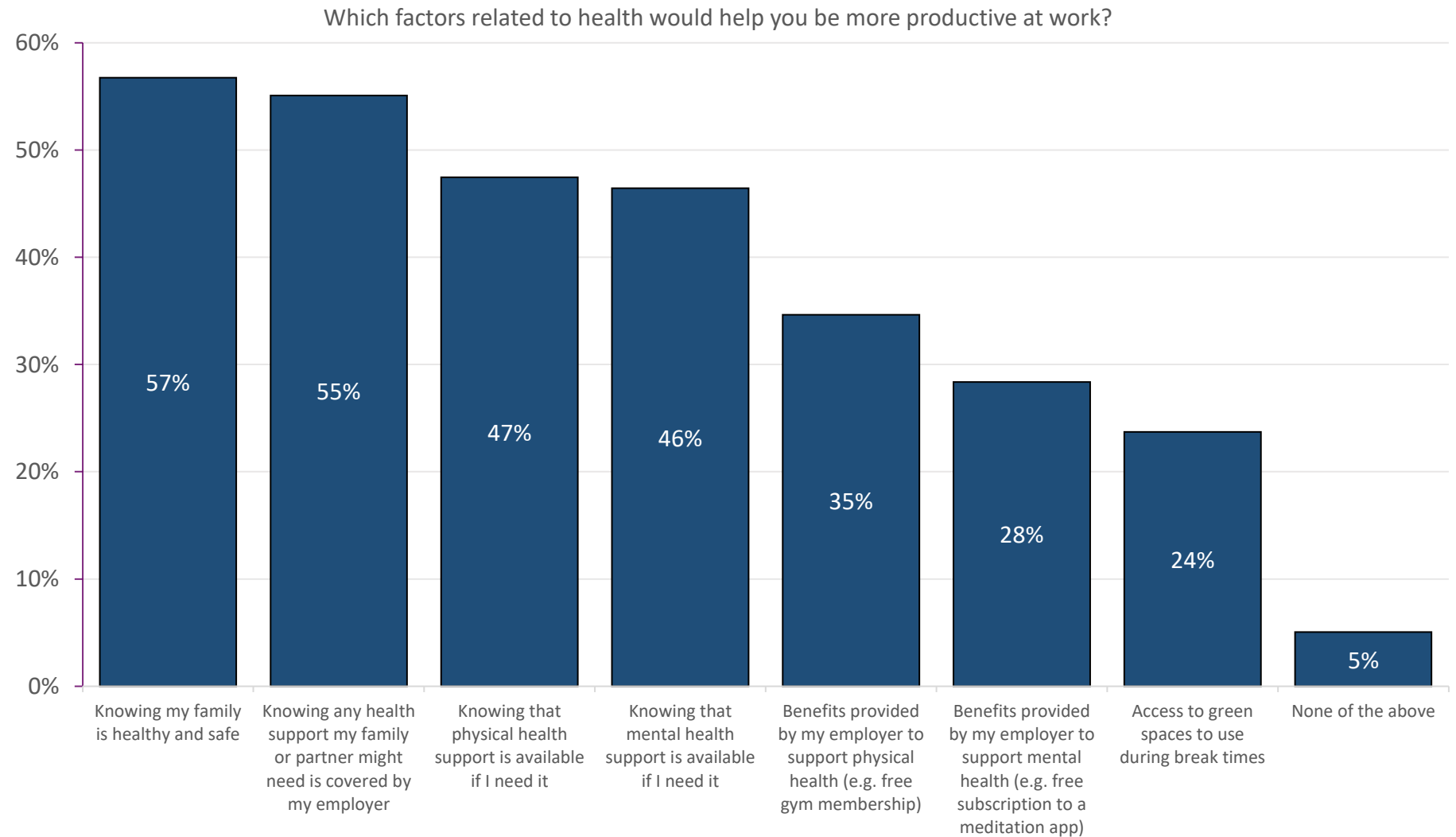
Negative
impacts
on
performance
at work
by Region

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

PAGE 2 OF 2

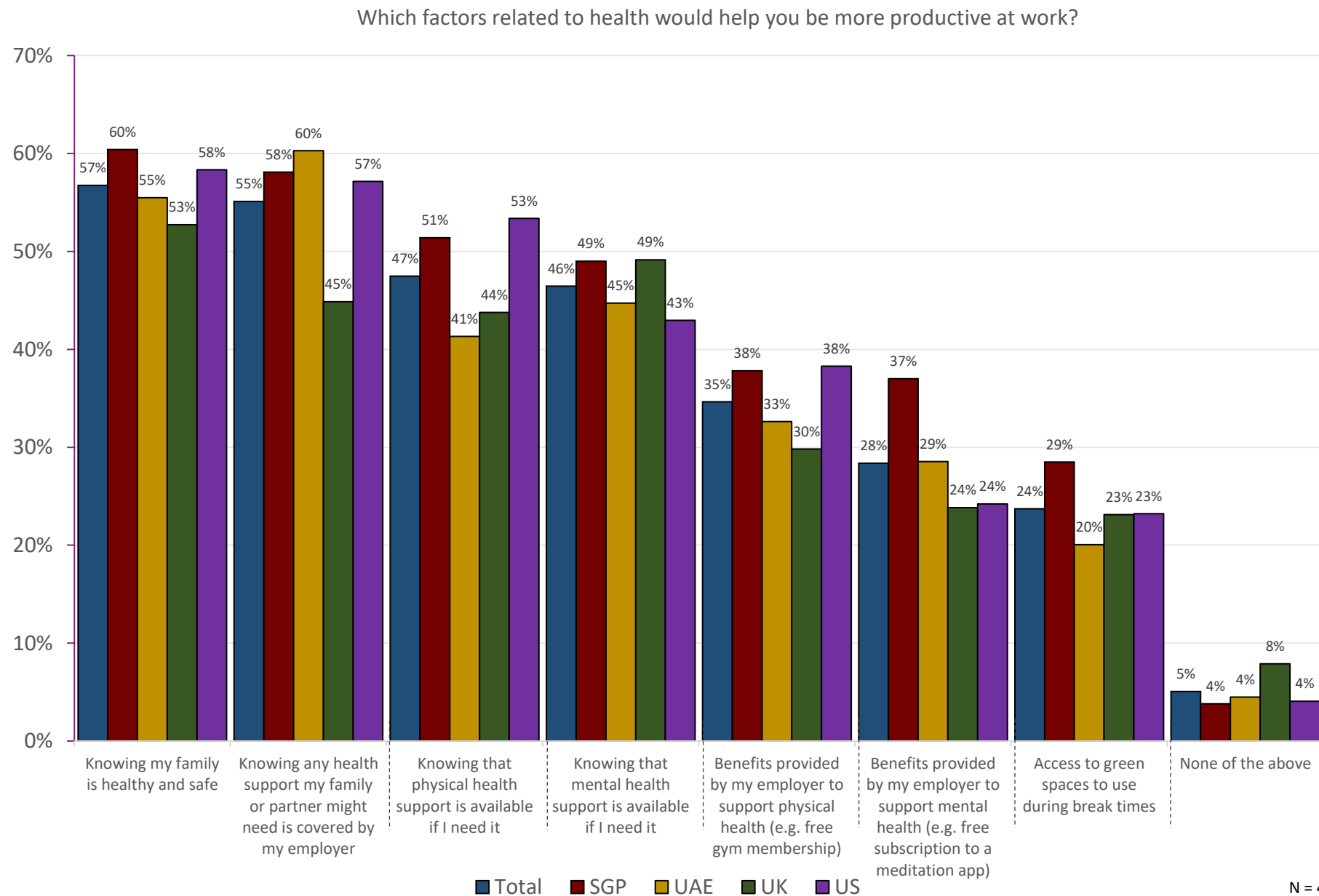


Health provisions to increase productivity
Total

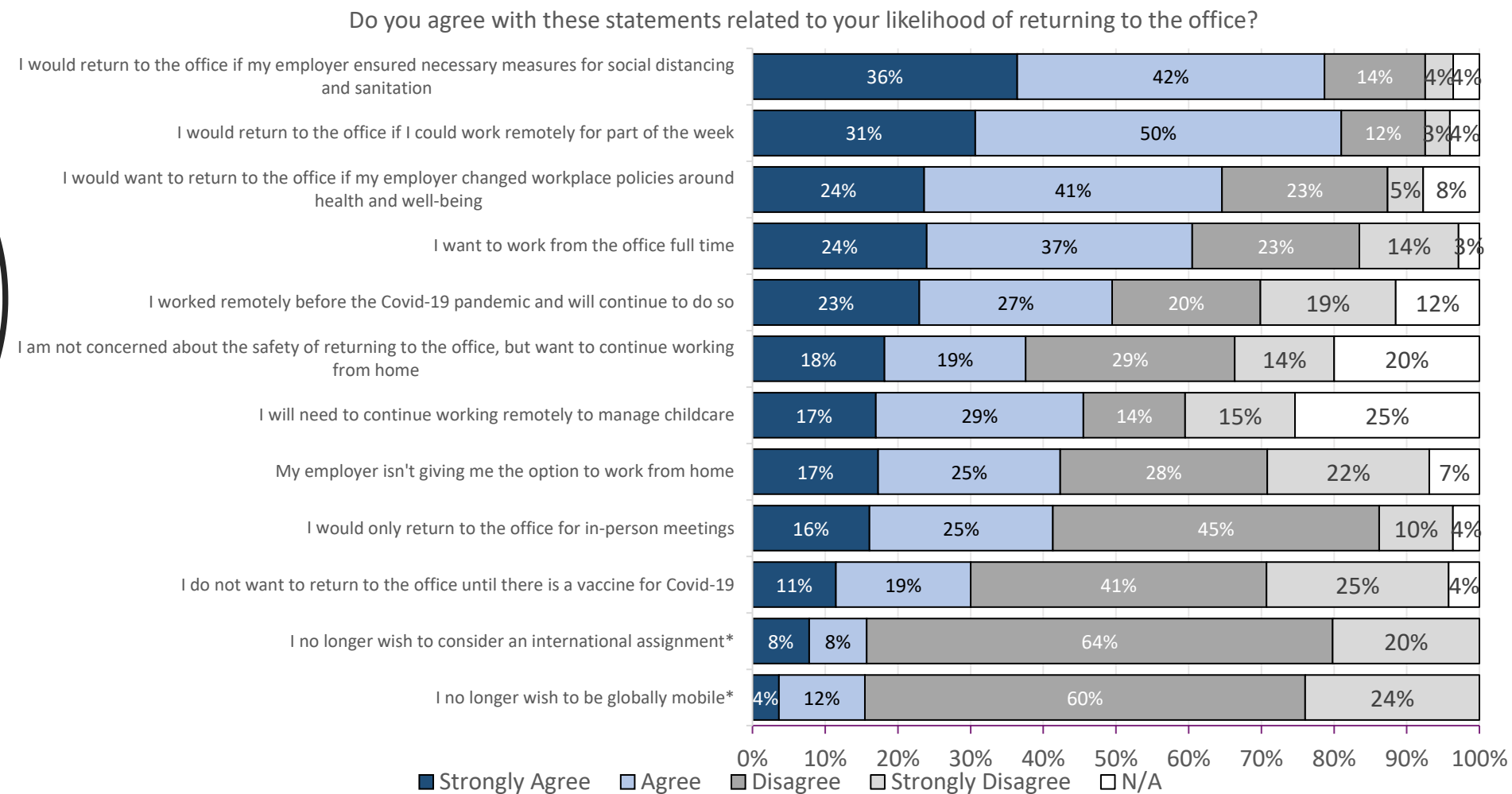


Q12: Which of the following factors related to health would help you be more productive either in the office or while working from home? Tick any that apply.

Health
provisions
to
increase
productivity
by Region

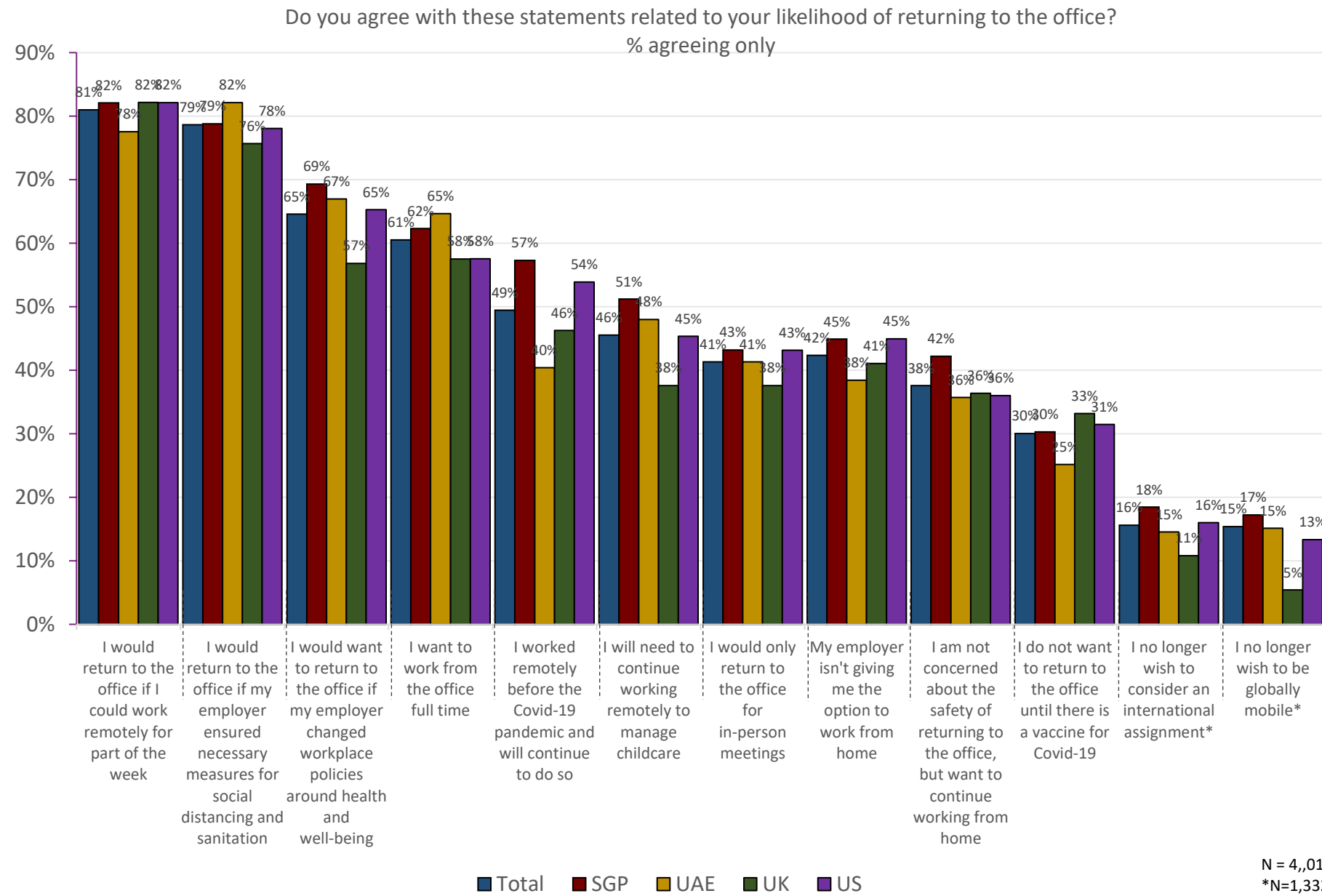


Likelihood
to
return
to the
office
Total



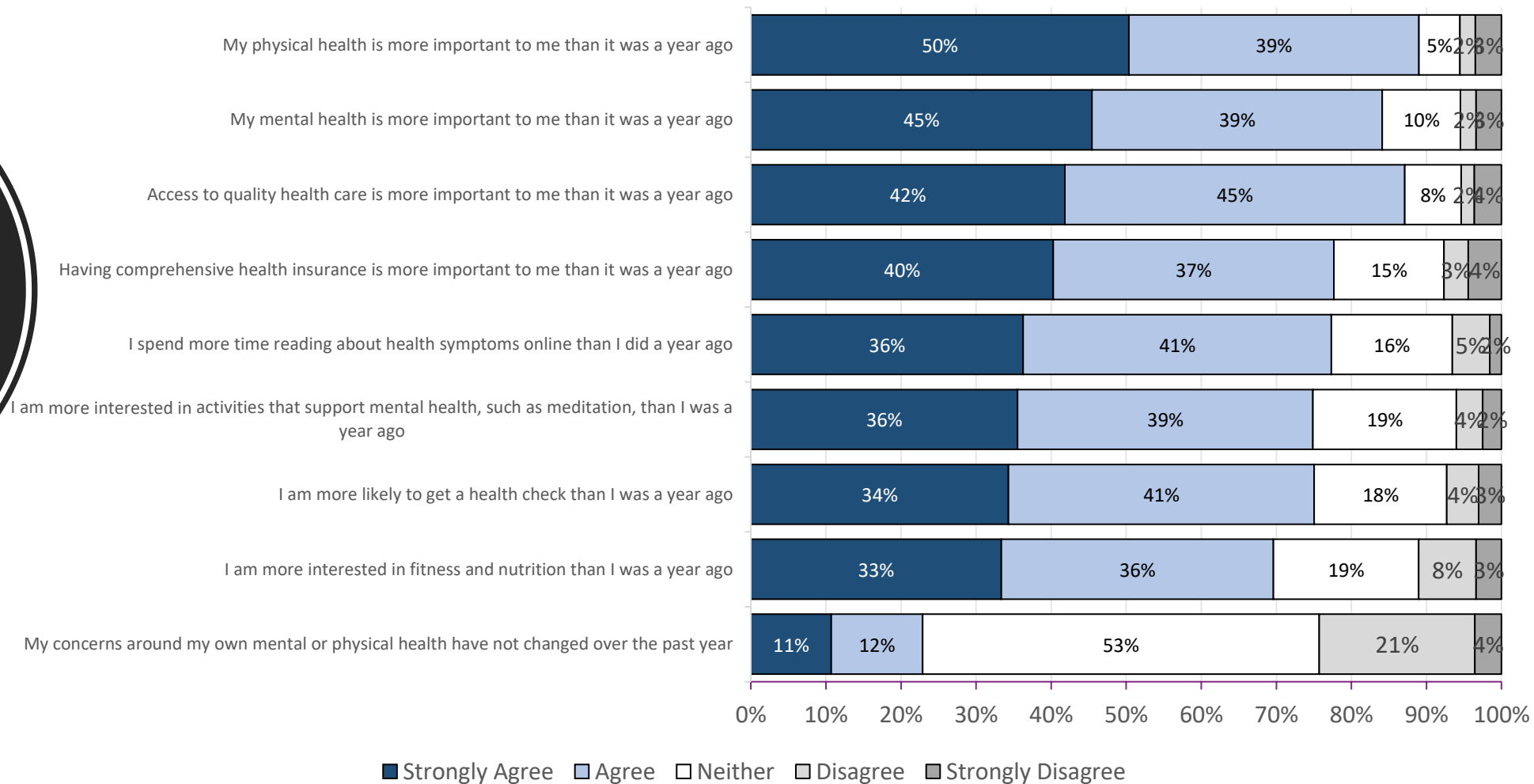
Q13: To what extent to do you agree or disagree with the following statements related to your likelihood of returning to the office full time in the next six months? Please rate each on a scale of 1 to 4, where 1 is 'Strongly Disagree' and 4 is 'Strongly Agree'.
N = 4,,011
*N=1,332

Likelihood
to
return
to the
office
by Region



Health
and
healthy living
views
Total

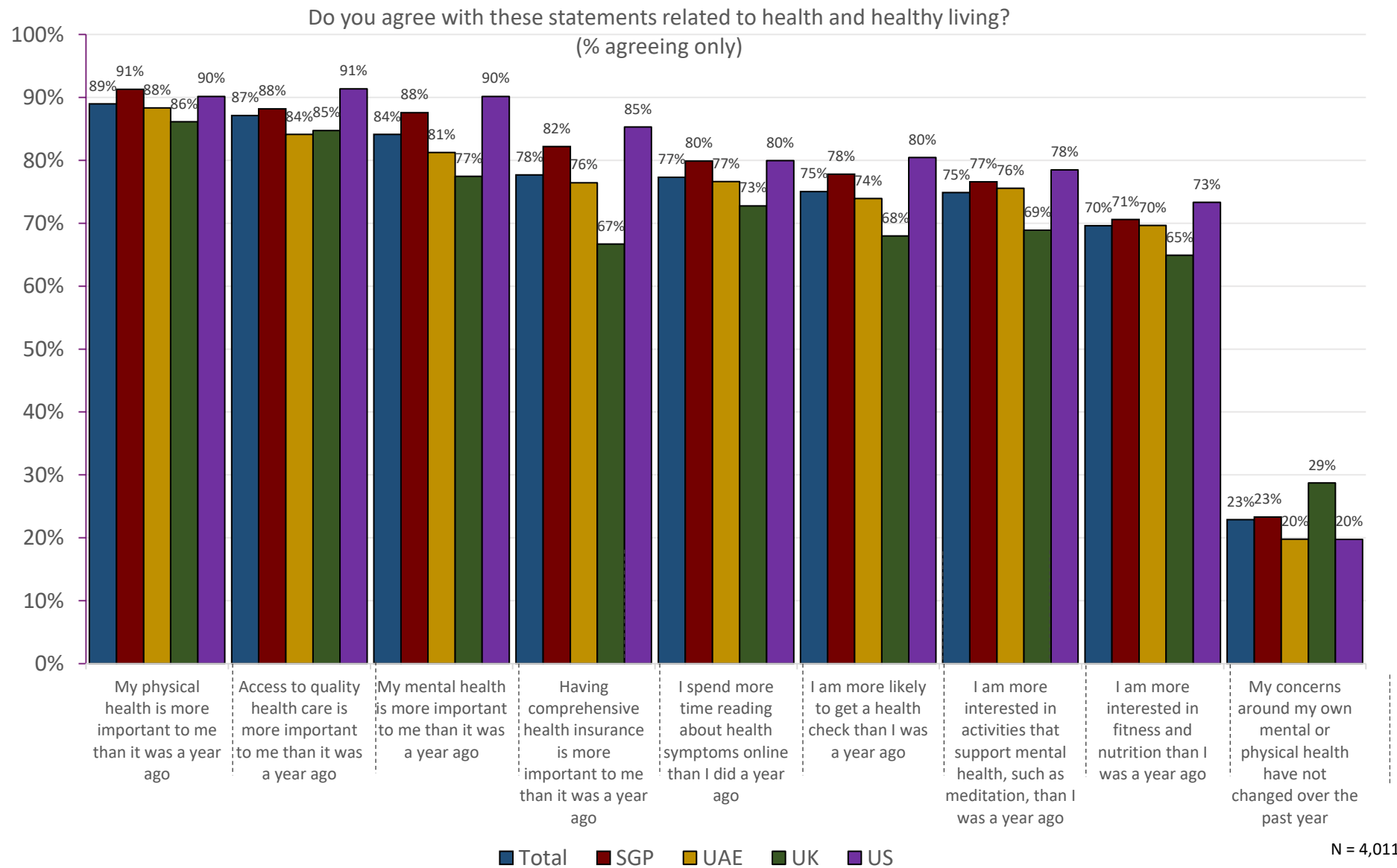
Do you agree with these statements related to health and healthy living?



Q14: Finally, to what extent to 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'.

N = 4,011

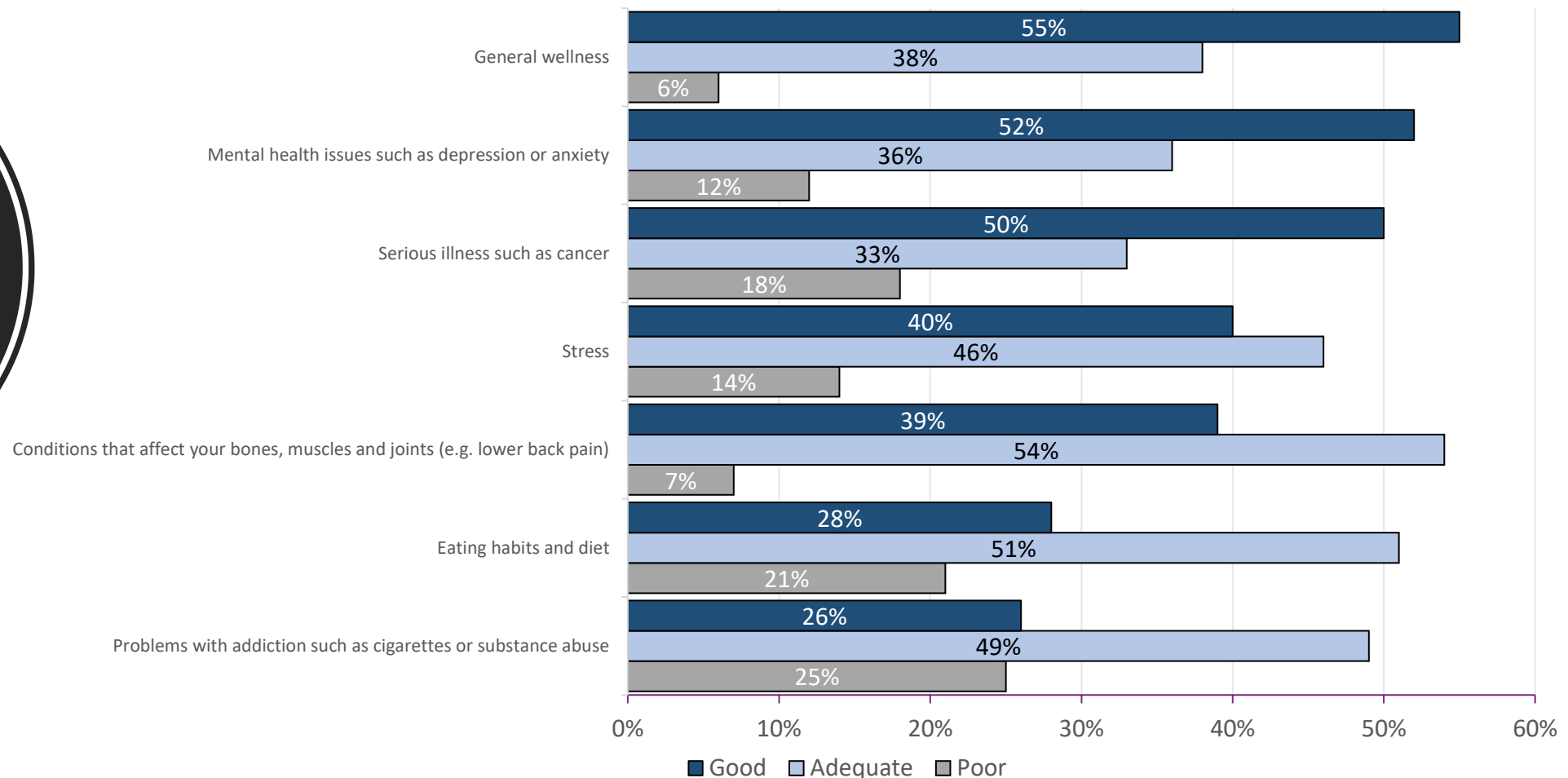
Health and healthy living views by Region



Employer Perspectives

Health
support
provided to
office-based
employees
Total

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

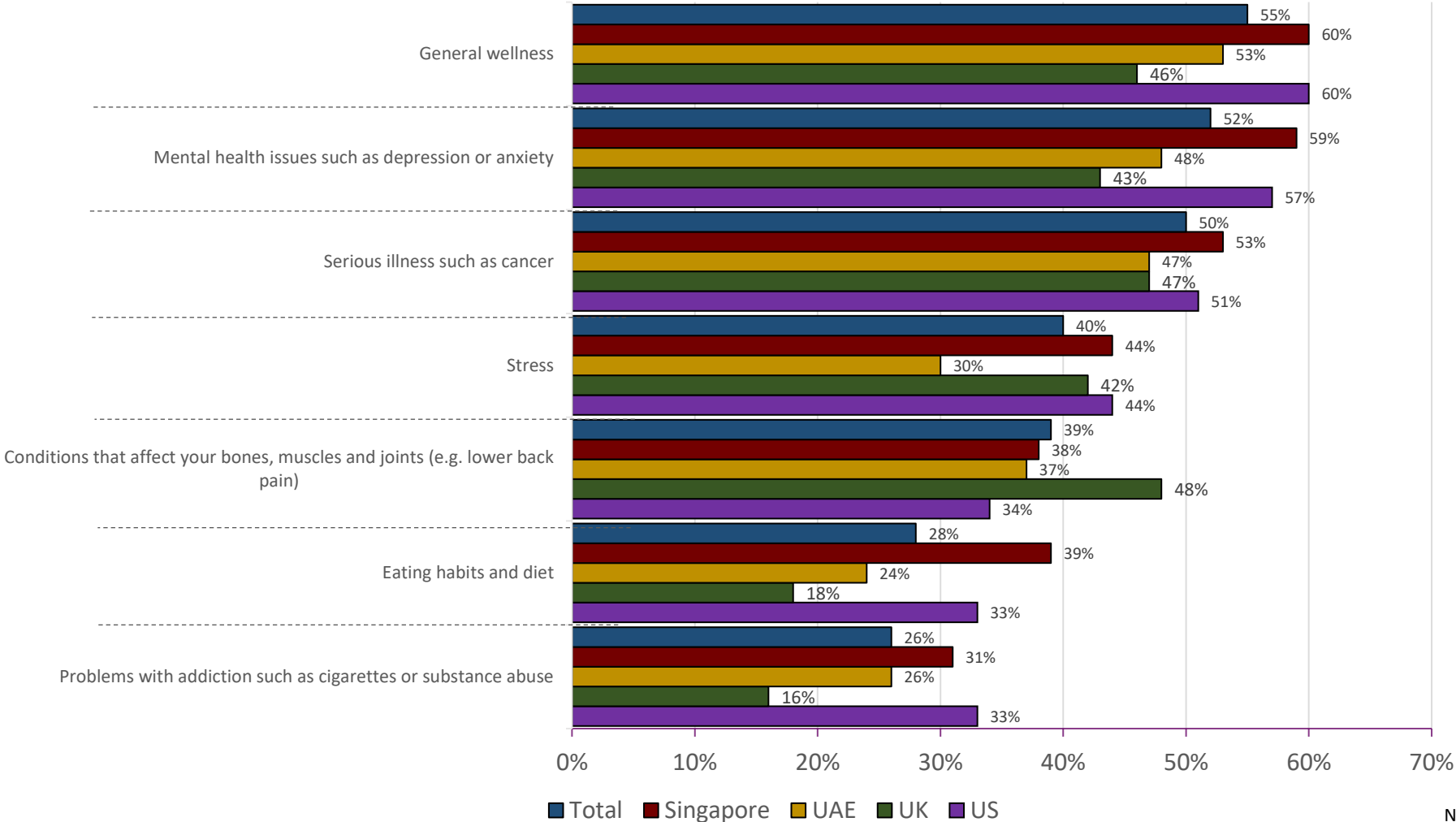


Q1: How would you rate the level of support you provide to office-based employees (those who are usually office-based, even if currently working from home) for each of the following aspects of health and well-being? Please rate each as either 'Good', 'Adequate' or 'Poor'.

N = 1,007

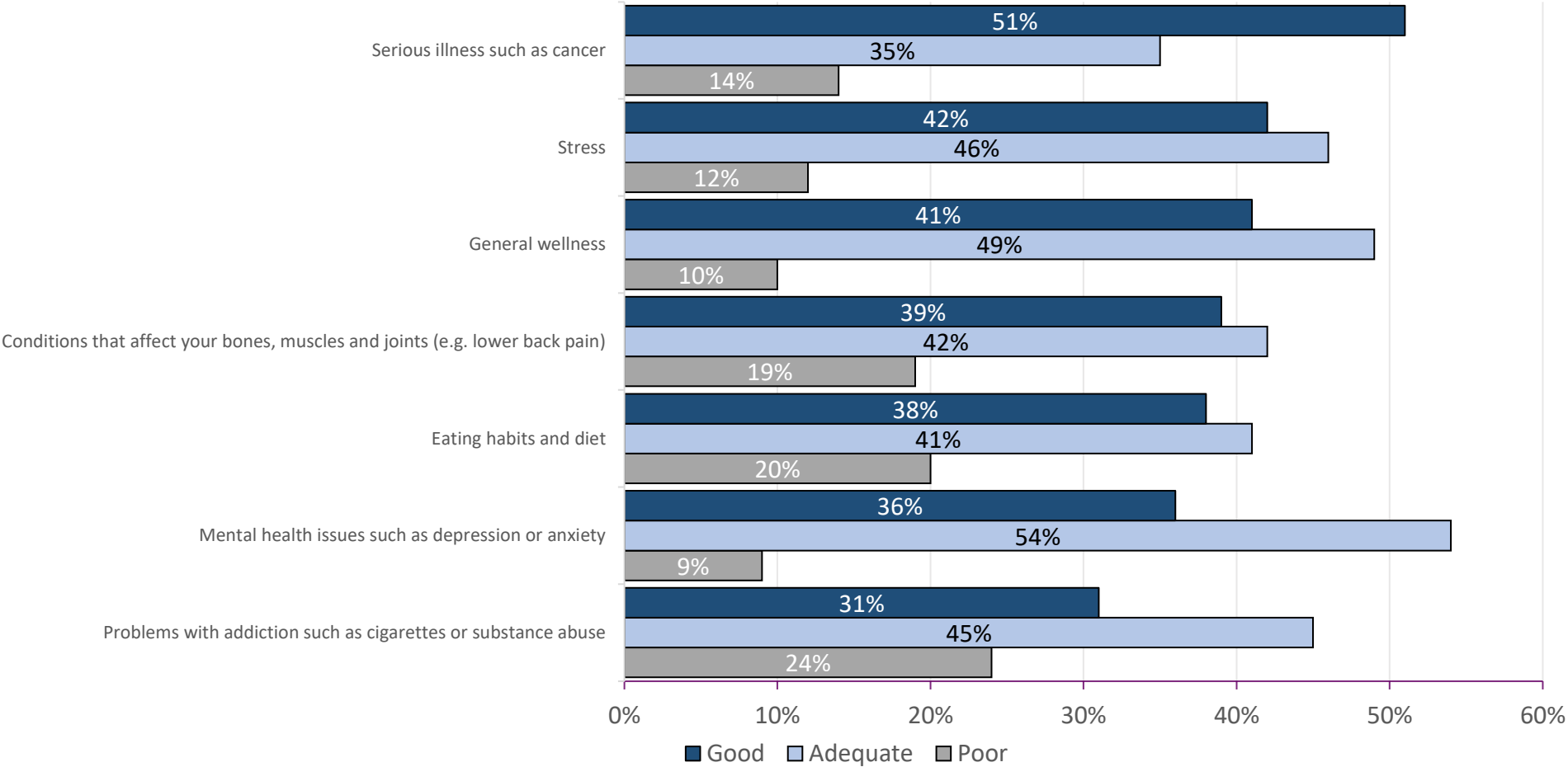
Health support provided to office-based employees by Region

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



Health support
provided to
employees
working
from home
Total

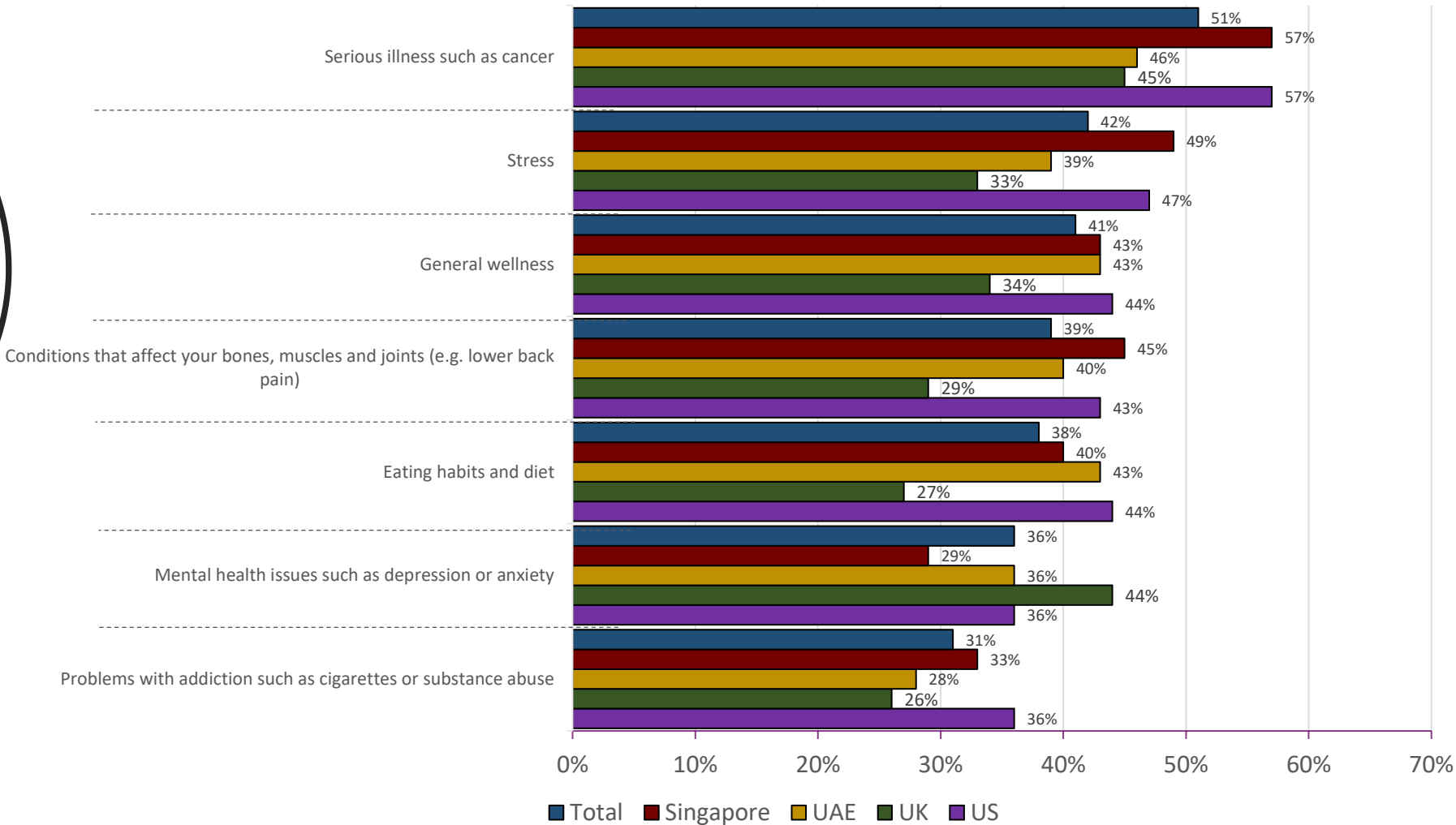
How would you rate the level of support you provide when an employee works from home?



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'.

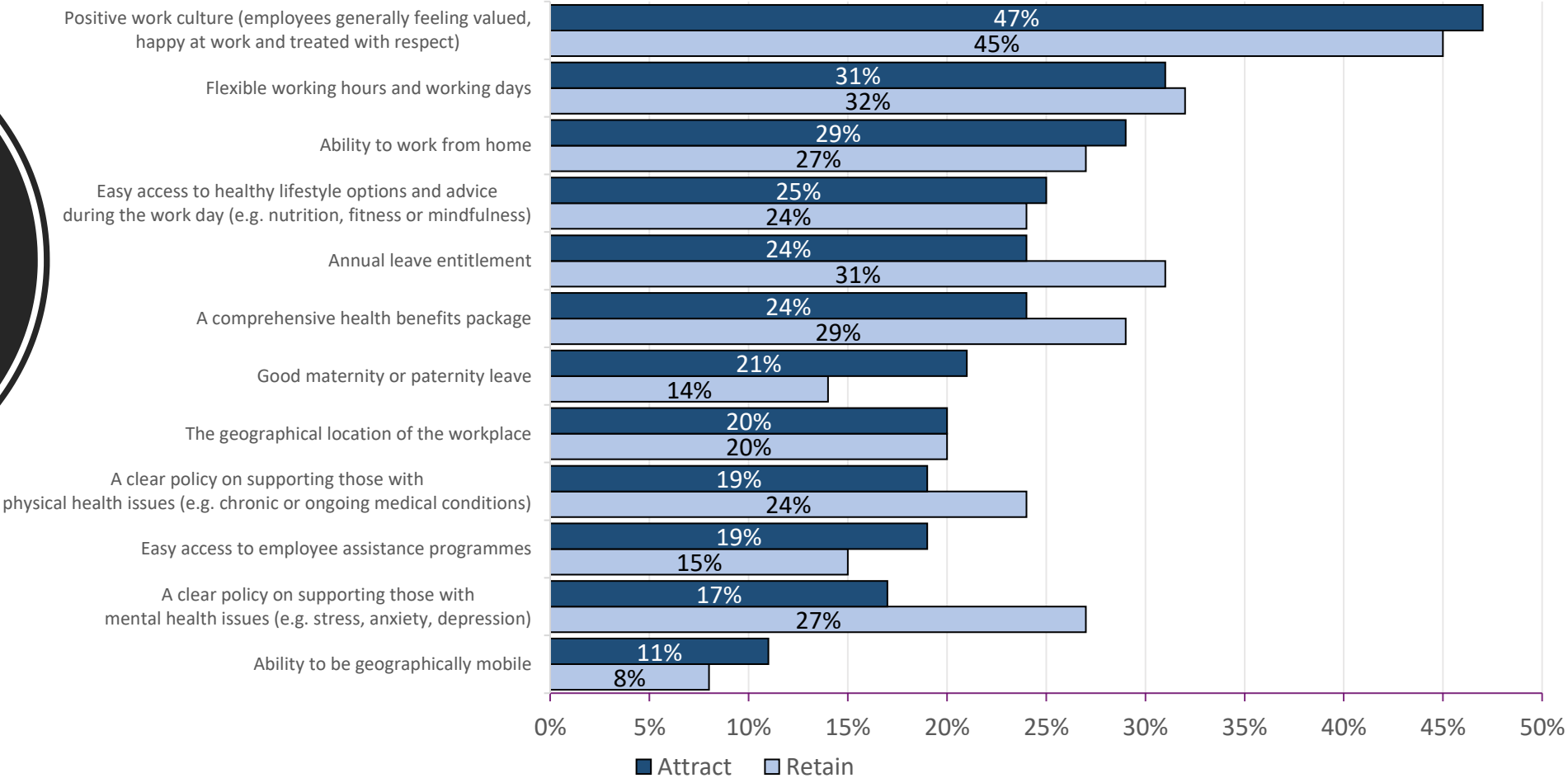
Health support
provided to
employees
working
from home
by Region

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



Ability
to
attract
and
retain
employees
Total

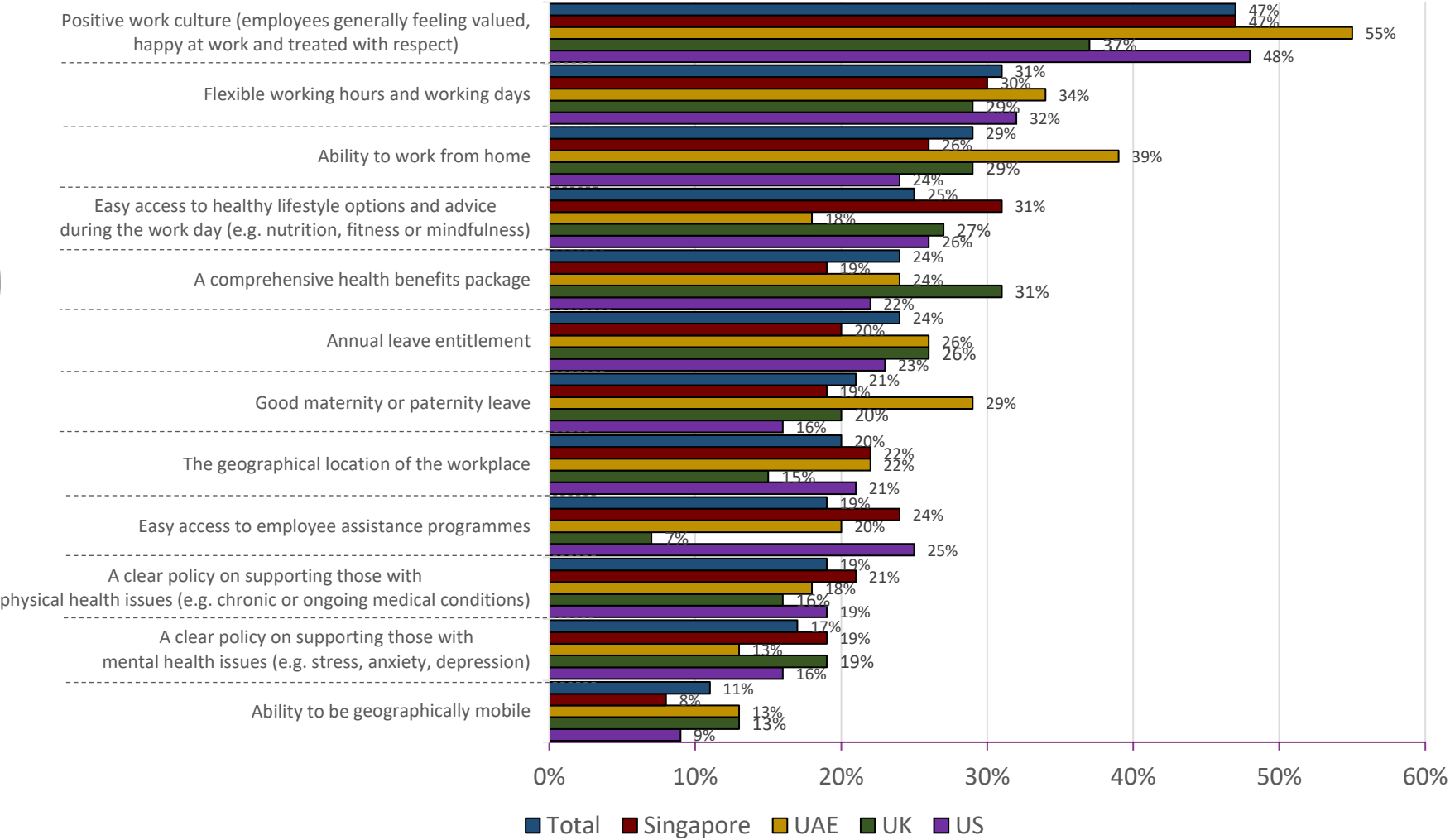
Which of the following do you think has the biggest impact on your ability to attract and retain employees?



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.

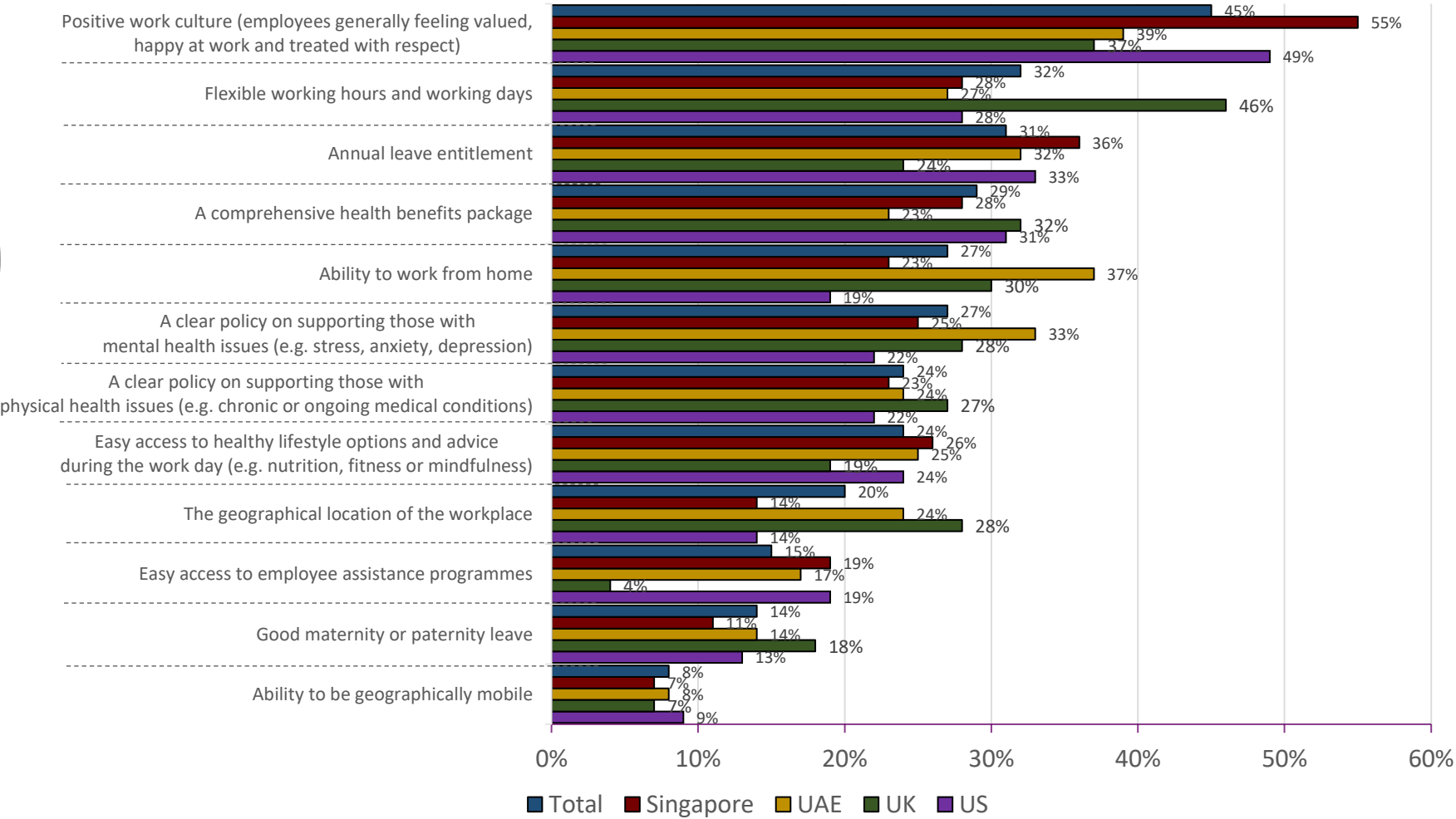
Ability
to attract
employees
by Region

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

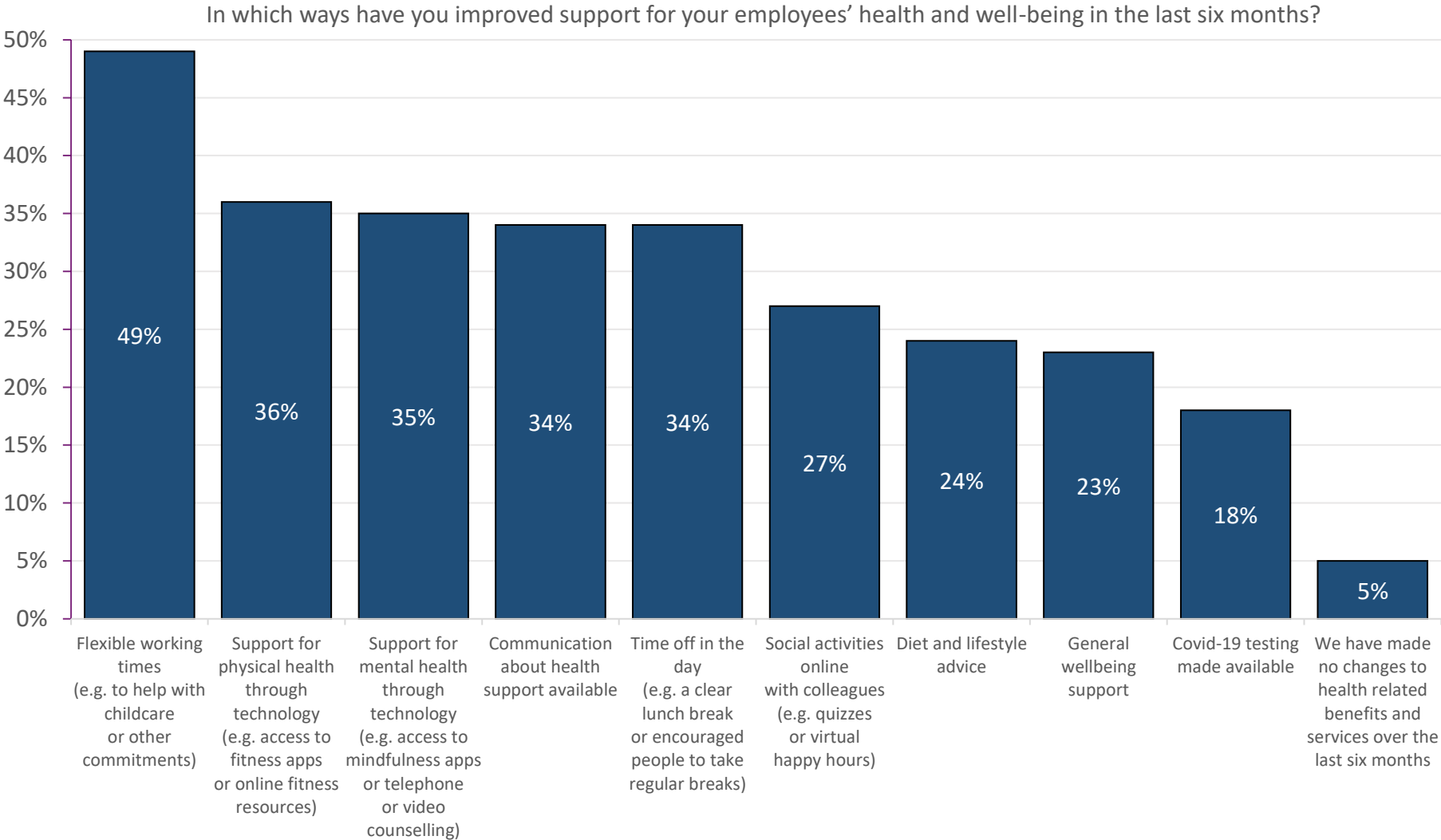


Ability
to retain
employees
by Region

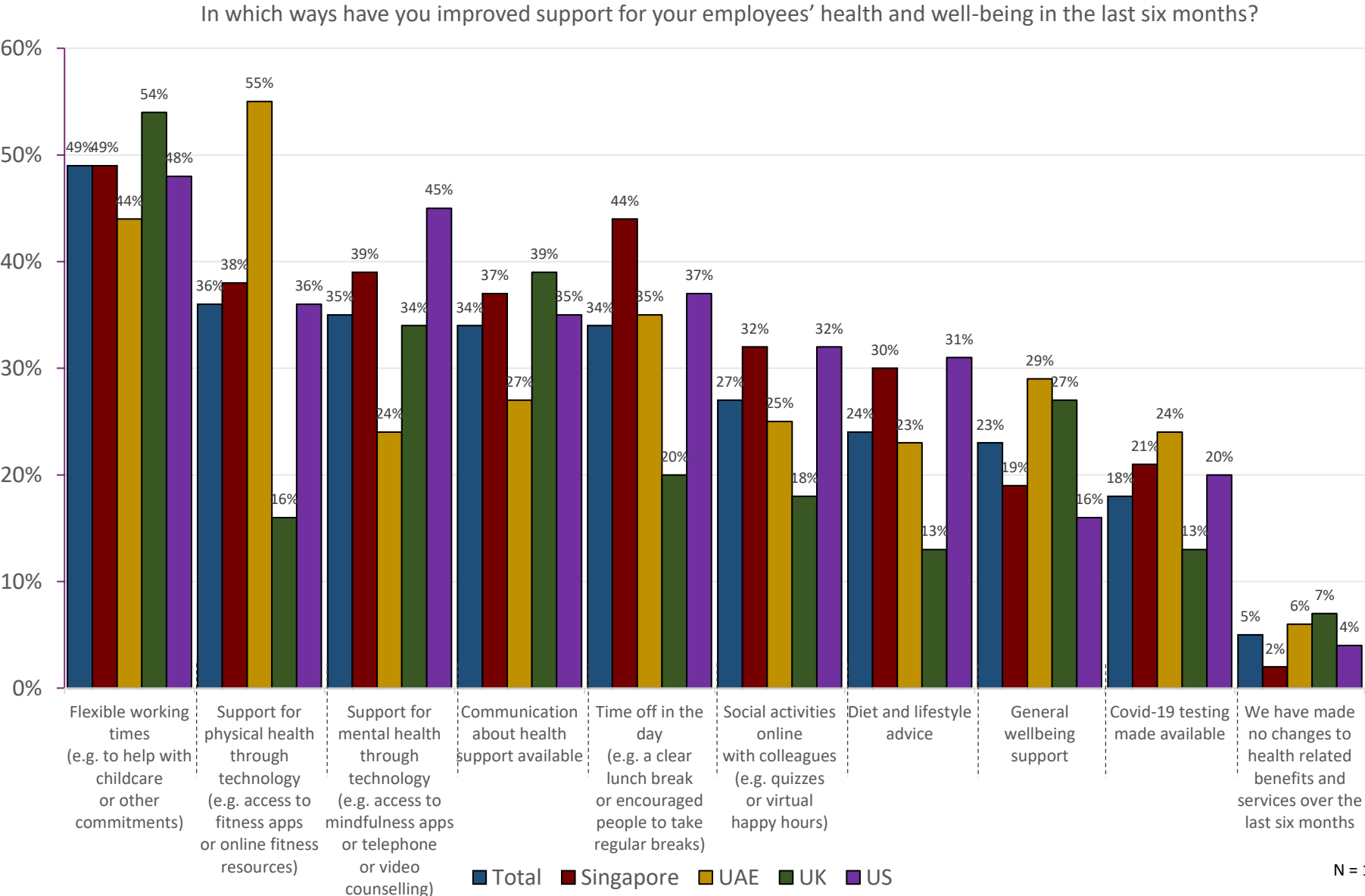
Which of the following do you think has the biggest impact on your ability to retain employees?



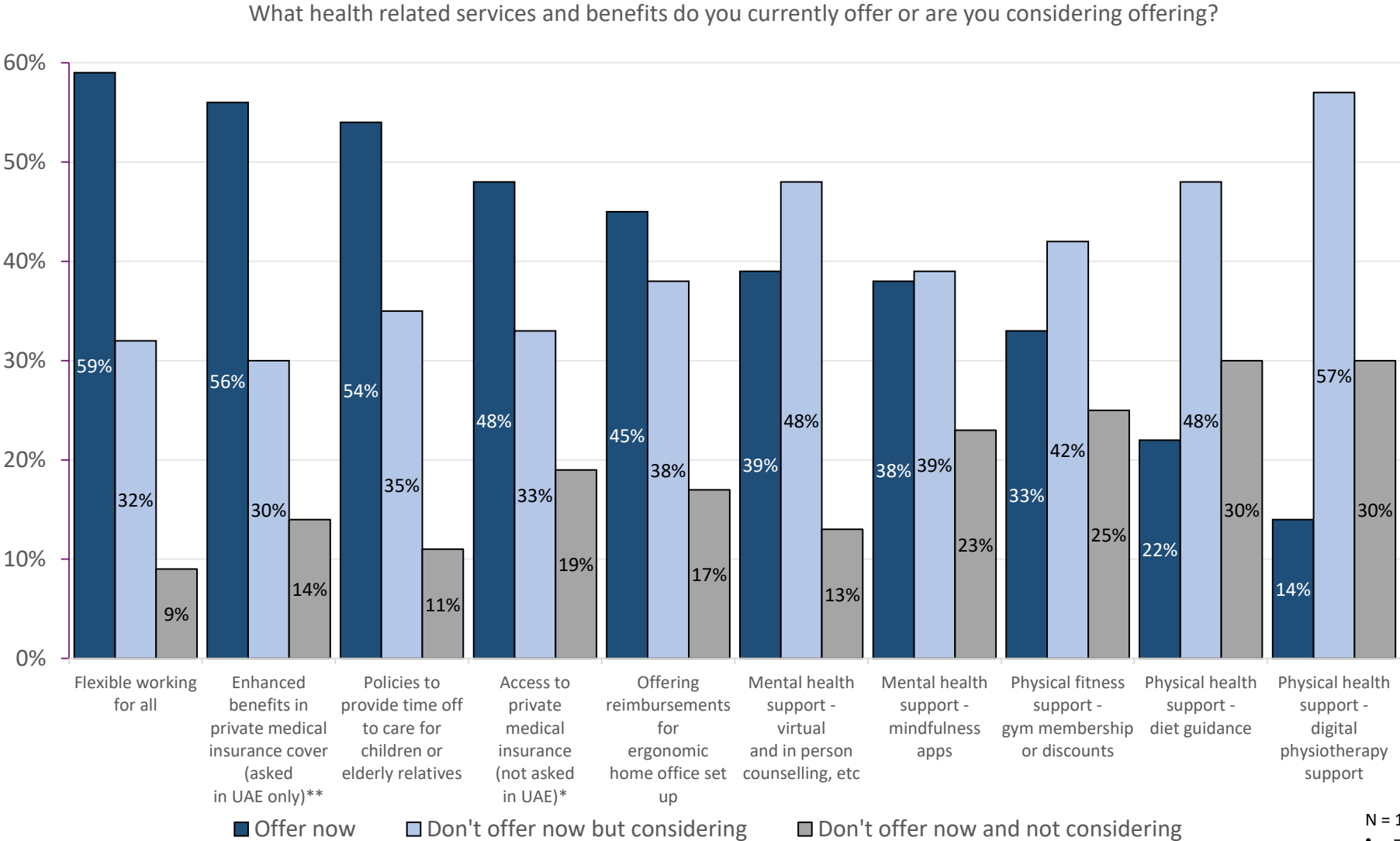
Employee support in the last six months
Total



Employee support in the last six months by Region



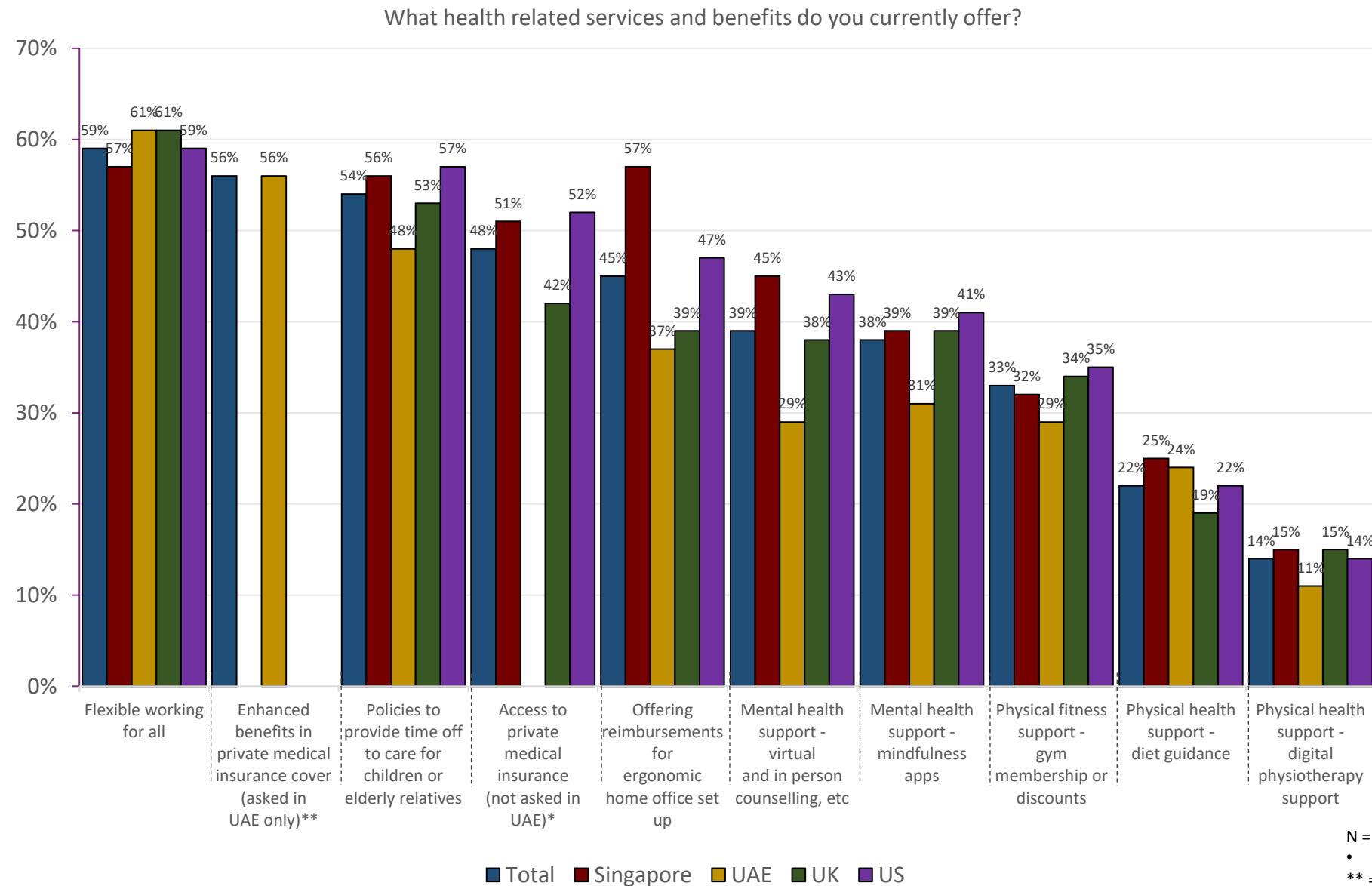
Benefits and services offered Total



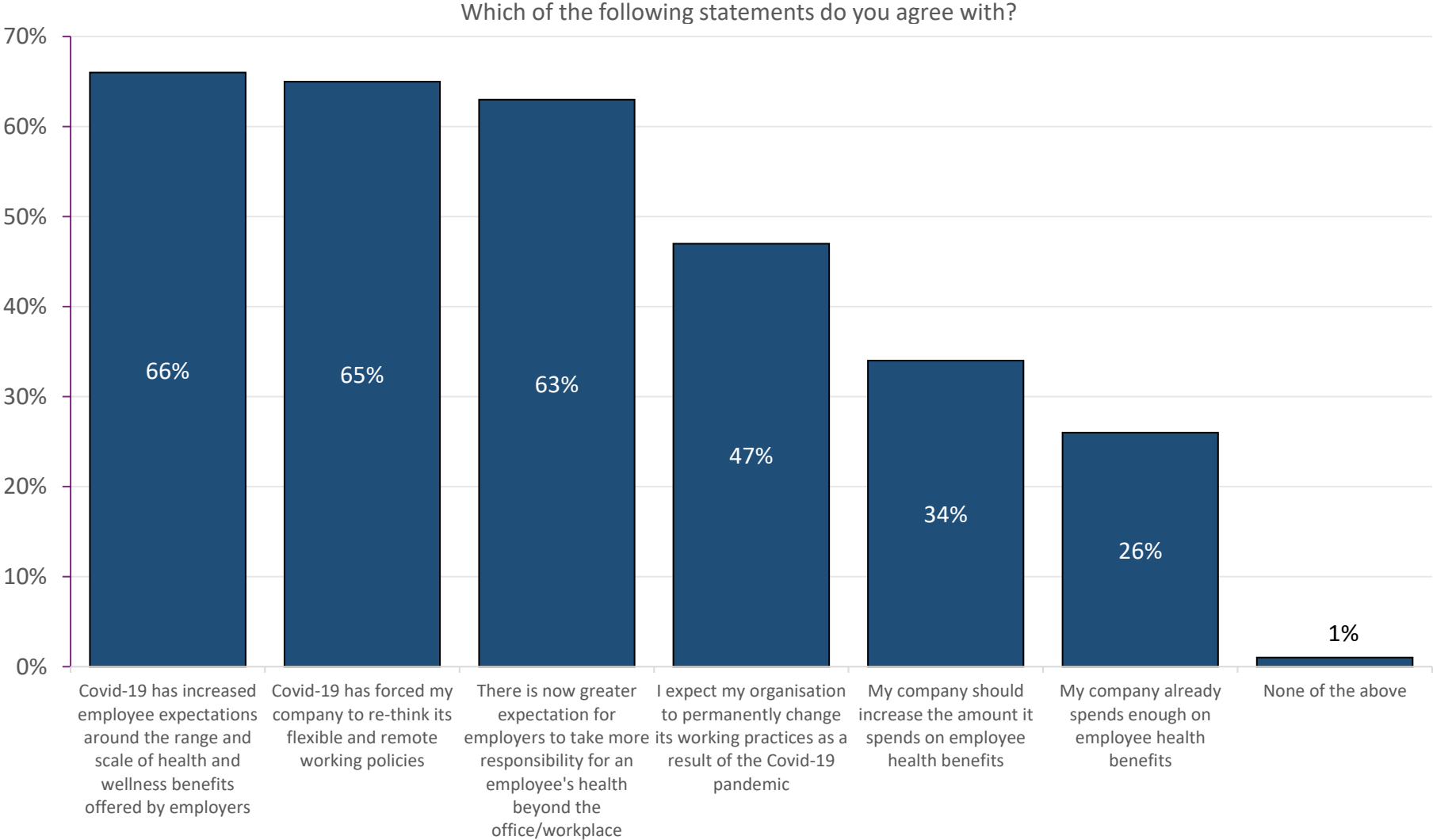
Q6: What health related services and benefits do you currently offer or are you considering offering?

N = 1,007
• = 757
** = 250

Benefits and services offered by Region

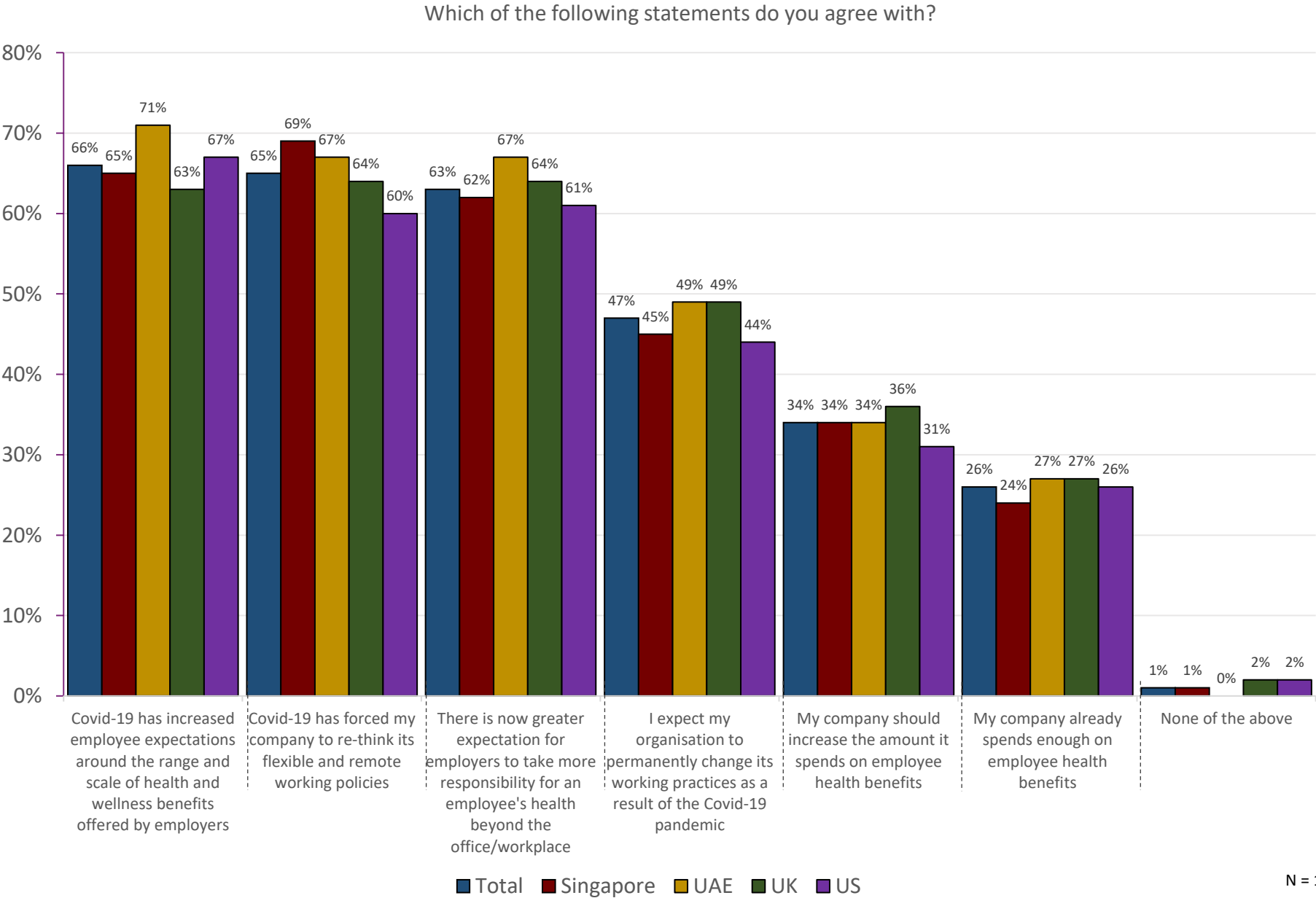


Views
on
employer
health
and
support
provision
Total



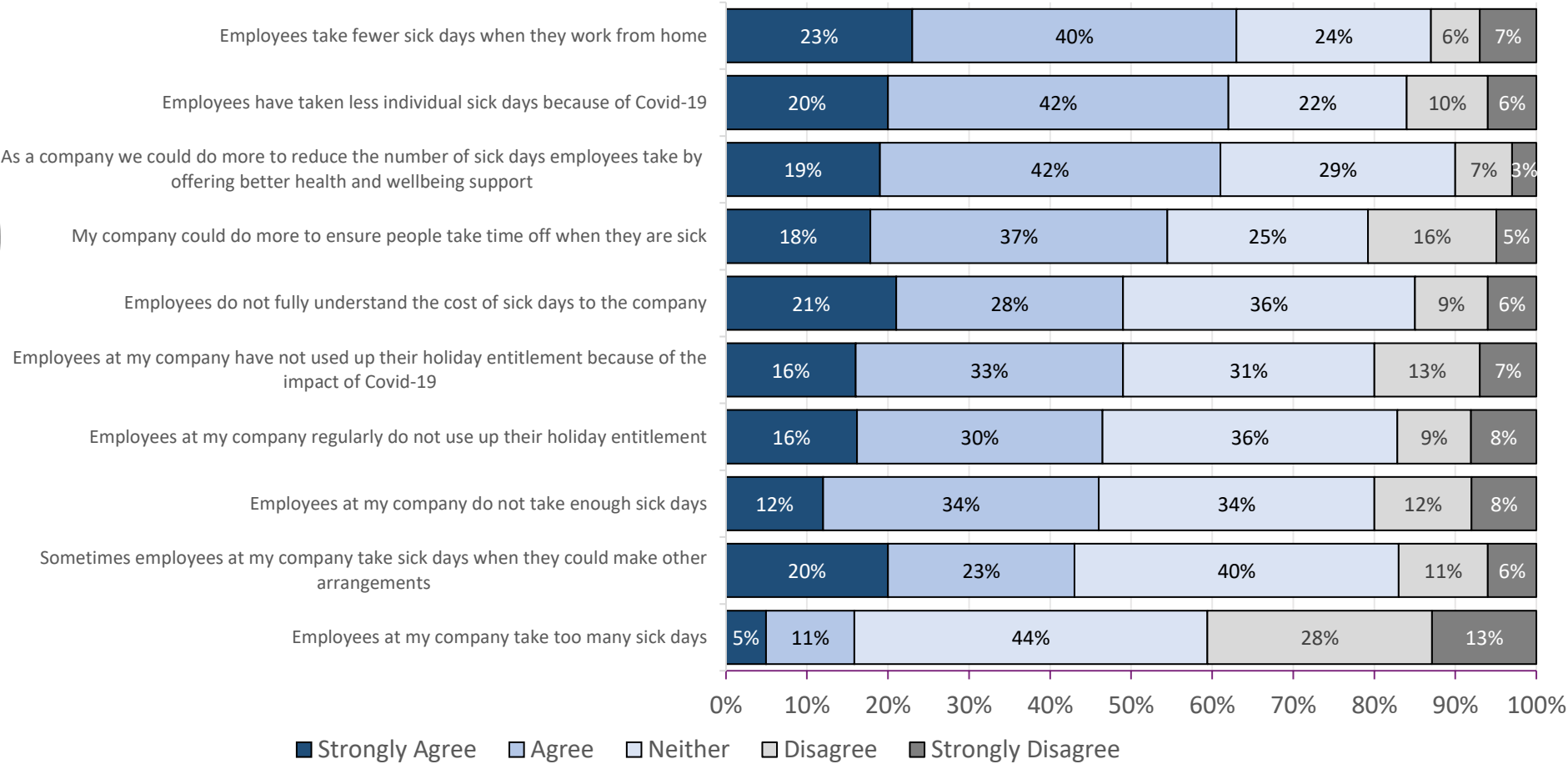
Q7: Which of the following statements do you agree with? Tick all that apply. If you do not agree with any of these statements, then tick 'None of the above'.

Views on employer health and support provision by Region



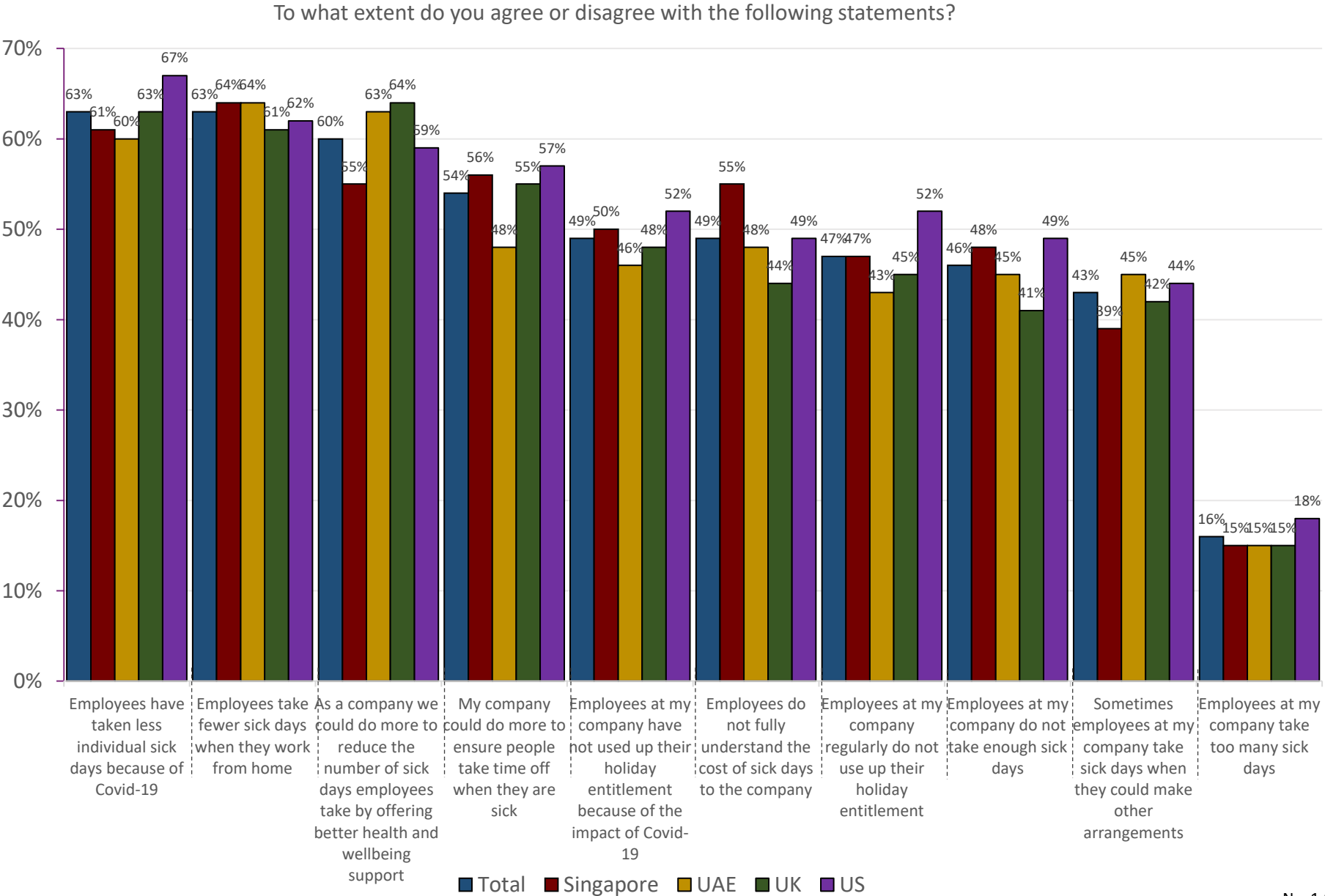
Views
on
sick days
and
holiday
entitlement
Total

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



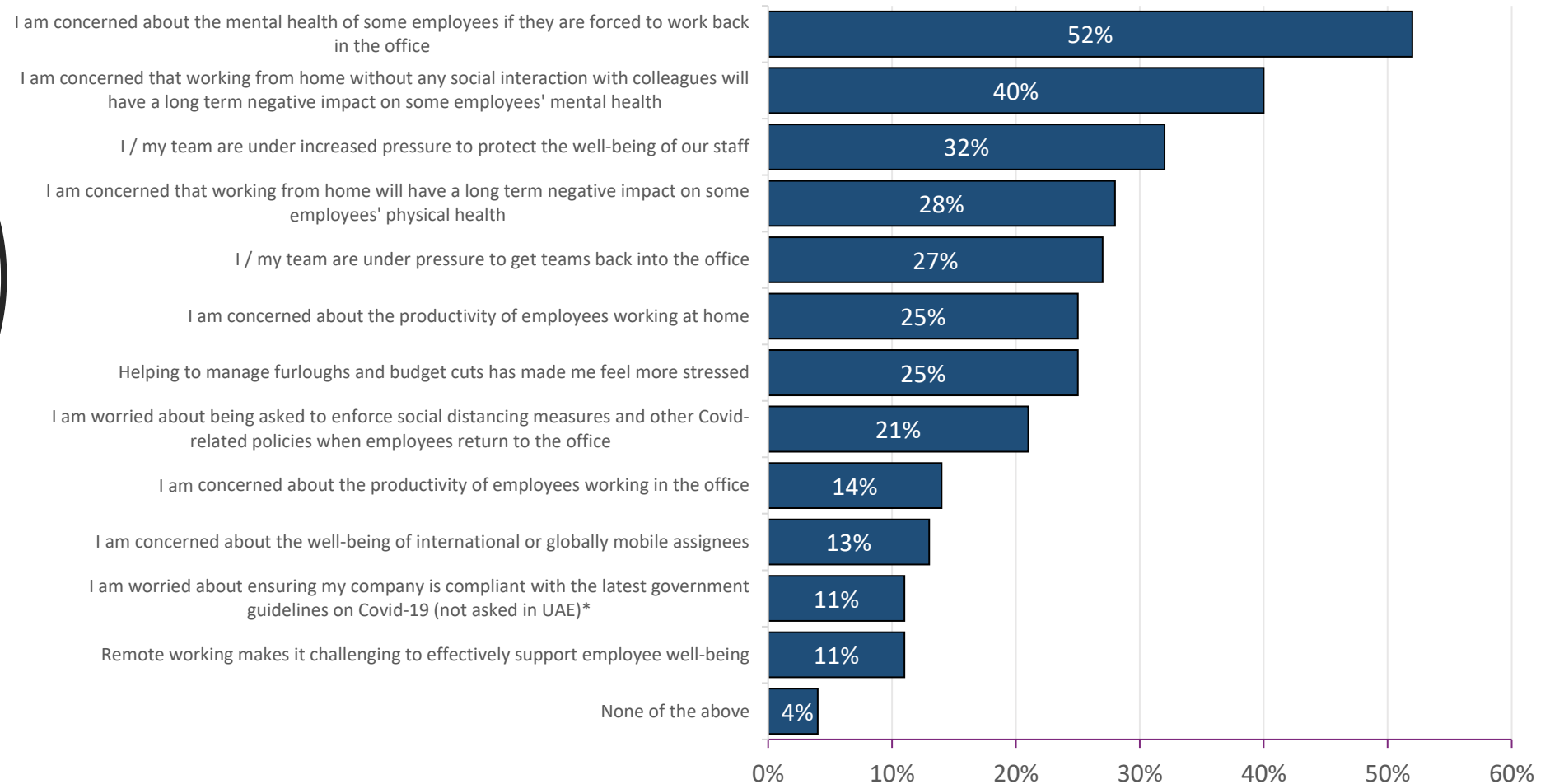
Q8: To what extent do you agree or disagree with the following statements? Please rate each on a scale from 1 to 5, where 1 is 'Strongly Disagree' and 5 is 'Strongly Agree'.

Views on sick days and holiday entitlement by Region



**Pressures
 faced
 by
 employers
 Total**

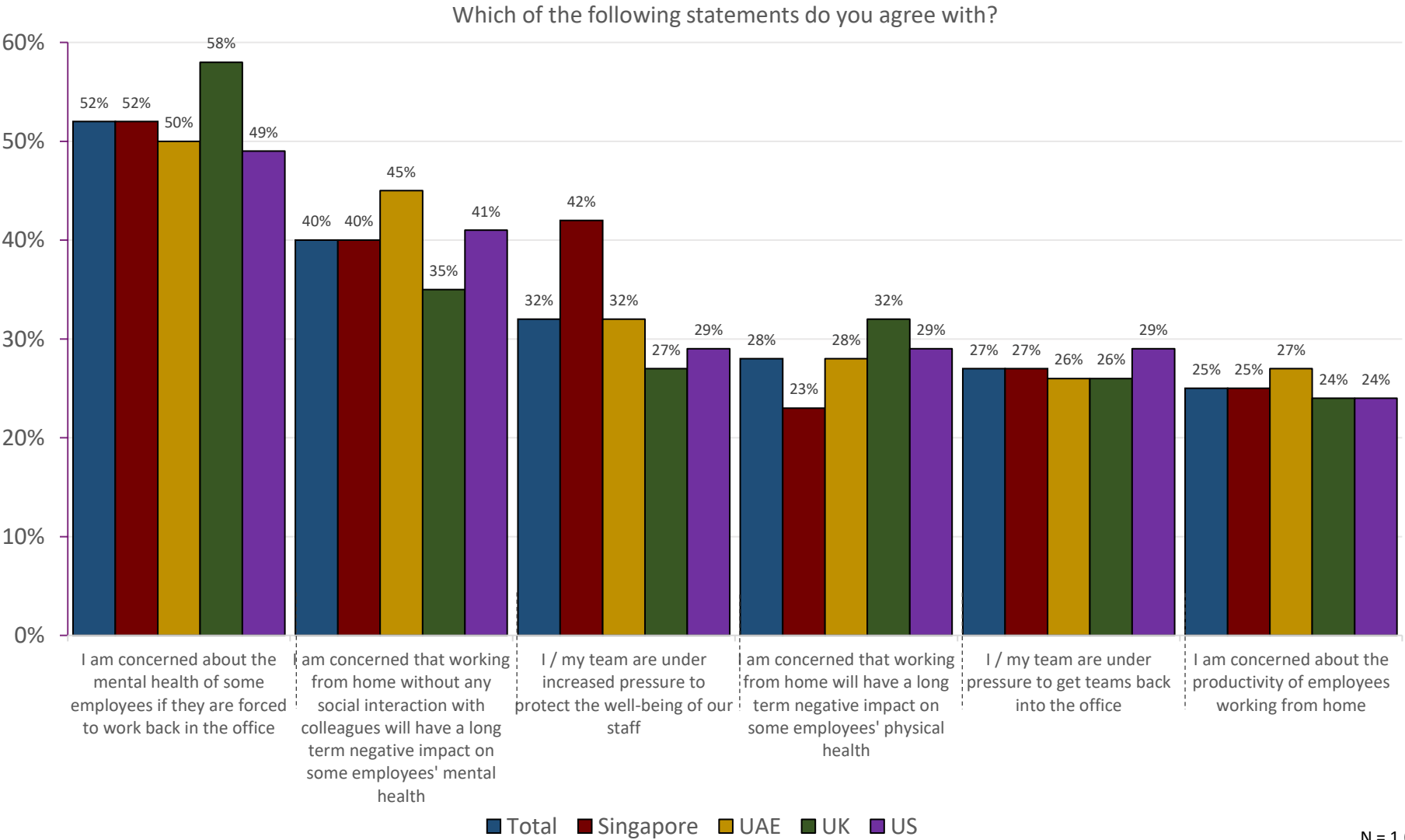
Which of the following statements do you agree with?



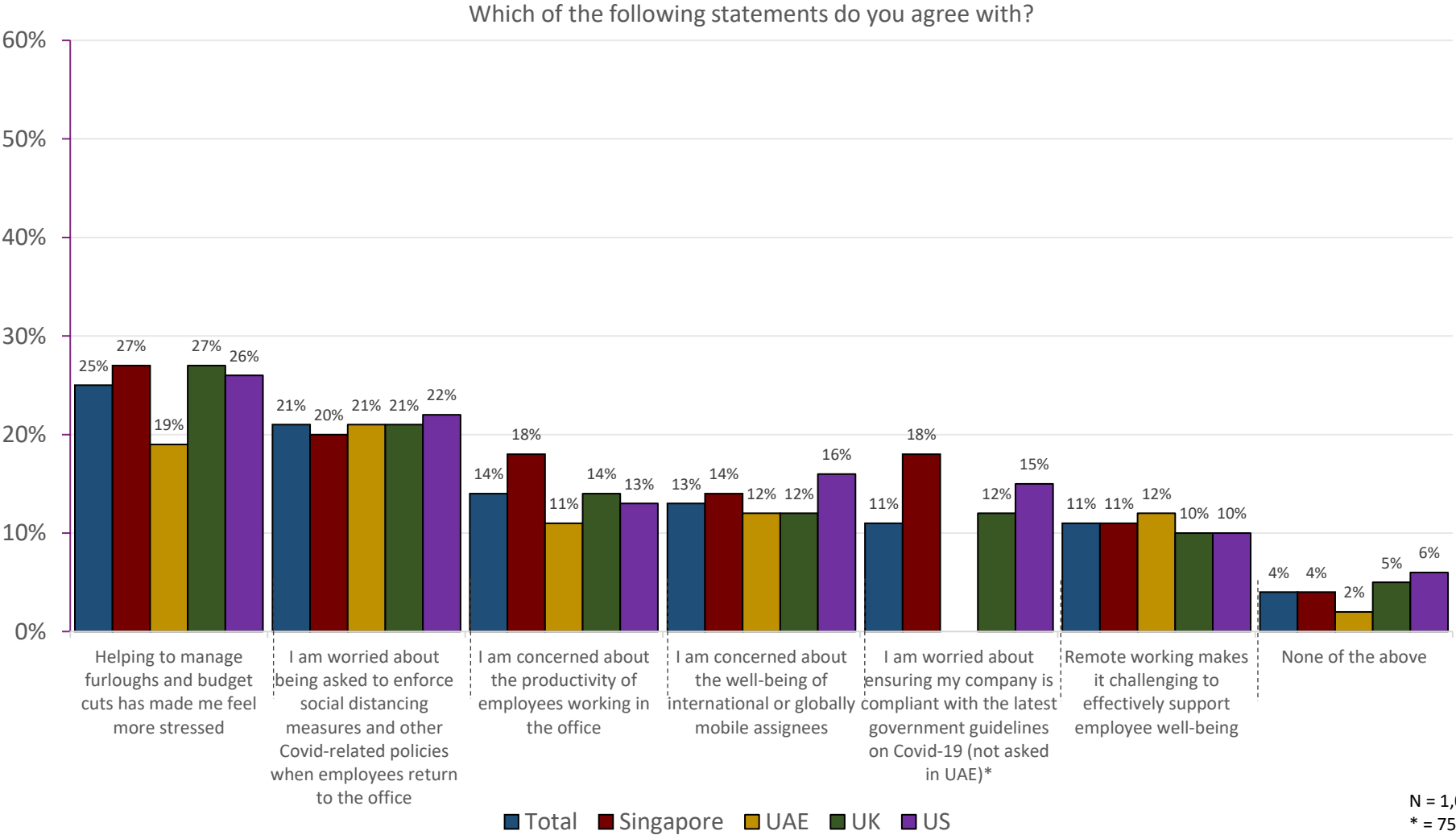
Q9: Finally, thinking about the pressures you face in your current role, which of the following statements do you agree with? Tick all that apply. If you do not agree with any of these statements, then tick 'None of the above'.

N = 1,007
 * = 757

Pressures
faced
by
employers
by Region



Pressures
faced
by
employers
by Region



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 2nd and 23rd September 2020.

Aetna International
