

# 2020 Workplace Wellness Survey



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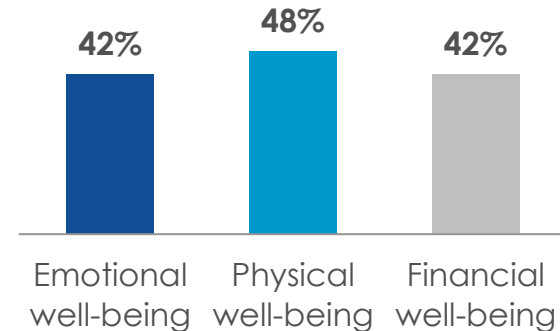
# 2020 Workplace Wellness Survey Methodology Overview

- 1<sup>st</sup> year of the Workplace Wellness Survey which builds on:
  - The Health and Workplace Benefits Survey (2013-2018)
  - The Health Confidence Survey (1998-2012)
  - The Value of Benefits Survey (1999 and 2001)
- Interviewed 1,028 American workers ages 21-64. This report focuses on those currently employed with significant differences for furloughed workers called out:
  - 900 are currently employed full or part-time in their primary job
  - 128 are currently furloughed from their primary job, but still have access to their employee benefits
- Information for this study was gathered through 20-minute online interviews conducted July 13 – August 6, 2020 using the Dynata online panel.
- Data weighted by race, age, gender, and education to reflect employed Americans ages 21-64.
- Percentages in the tables and charts may not total to 100 due to rounding and/or missing categories.
- The margin of error (at the 95% confidence level) for the total sample of current workers in this study (n=900) would be plus or minus approximately 3.3 percentage points.

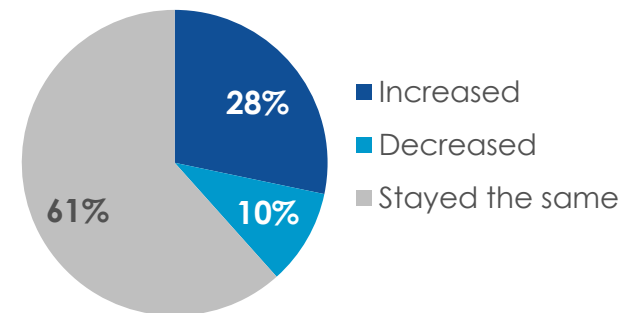
# Financial & Workplace Wellness

- About half (46%) are concerned with their household's financial wellbeing. Two in three feel stressed when thinking about their financial future.
- Seven in ten (70%) feel employees need their employer's help to make sure they are healthy and financially secure. However, six in ten (62%) say it is the employer's responsibility to do so.
- Nearly half (48%) say their employer has done an excellent or very good job helping them improve their physical well-being. Four in ten say the same about their emotional and financial well-being.
- Since the start of the COVID-19 pandemic, only three in ten (28%) feel their employer's efforts to manage their overall well-being has increased. Six in ten (61%) say it stayed the same.
- Since the start of the pandemic, most employees say their employers have furloughed or laid-off workers, added or promoted telemedicine benefits, and increased leave availability.

## Employer's Efforts to Improve: %Excellent/Very Good



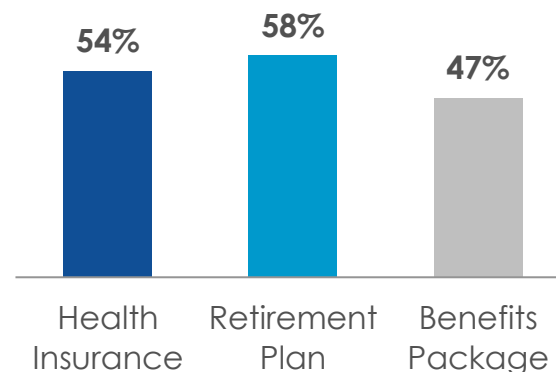
## Change in Employer's Efforts Since COVID-19 Pandemic



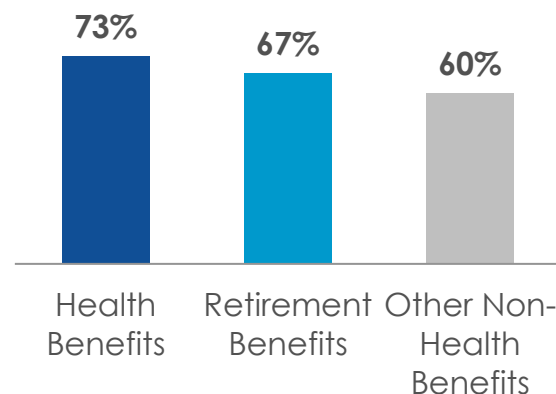
# Benefits Satisfaction & Knowledge

- Roughly half (47%) are extremely or very satisfied with their benefits package, though more – 58% – are satisfied with their employer-sponsored retirement savings plan.
- Over half (54%) are very or extremely satisfied with their health insurance plan.
- Nearly three in four (73%) employees find their health benefits easy to understand; fewer – only six in ten – express the same level of understanding about their non-health benefits. Two-thirds (67%) find their retirement benefits easy to understand.
- Employees are confident in their ability to make informed decisions about employee benefits with two in three very or extremely confident.

**Satisfaction with Current Benefits:  
%Excellent/Very Satisfied**



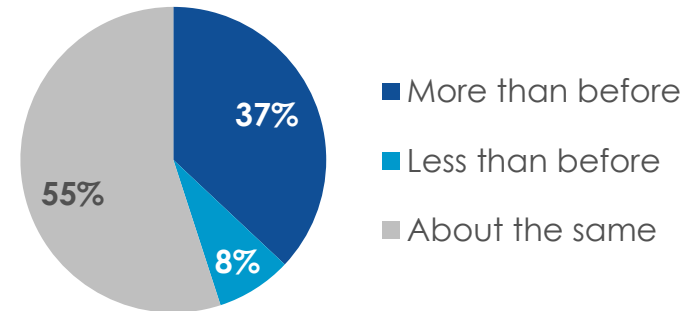
**Benefits Knowledge:  
%Very/Somewhat Easy to Understand**



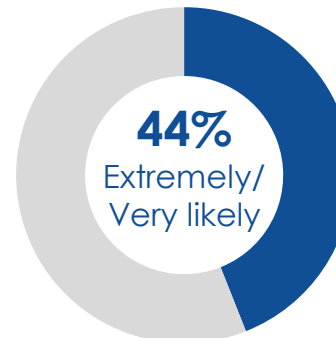
# Open Enrollment & Benefits Advice

## Needed Information and Guidance During Open Enrollment Since COVID-19 Pandemic

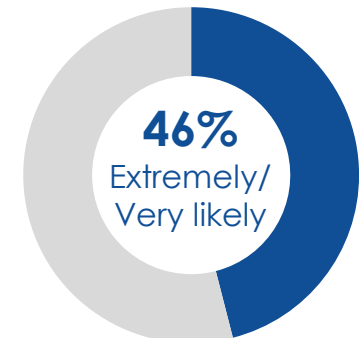
- Given the COVID-19 pandemic, about four in ten (37%) would like more information and guidance during open enrollment than they usually get. More than half (55%) want the same amount.
- For their next open enrollment, employees would most like to have online services, including a portal for selecting benefits, a tool to help make benefit decisions, or online brochures.
- Many – just under half – say they would take advantage of advice from either a third-party benefits advisor or from an online program.



## Use of Third-Party Benefits Advisor



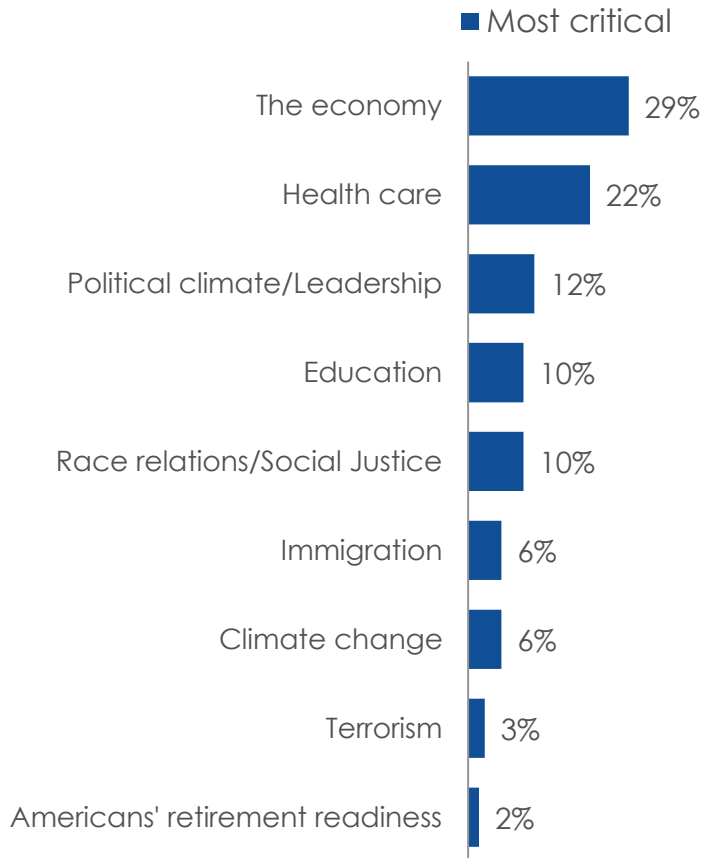
## Use of Online Program for Benefits Advice



# DETAILED FINDINGS

# Employees rate the economy as the most critical issue in America today, followed by health care.

Which of the following issues do you believe are the most critical in America today? Please select the top 3 most critical.\* (2020 n=900)



	% Most Critical					
	2000 (%)	2005 (%)	2013 (%)	2015 (%)	2017 (%)	2018 (%)
<b>The economy</b>	6	16	39	38	NA	NA
Terrorism	NA	NA	NA	NA	21	12
<b>Health care</b>	19	16	17	20	31	26
Education	27	13	11	9	9	9
The federal budget deficit	NA	3	14	13	NA	NA
Immigration	NA	NA	4	7	7	18
Taxes	NA	NA	NA	NA	5	7
The role of the federal government	NA	NA	NA	NA	15	16
Jobs	NA	NA	NA	NA	13	13

# When it comes to feeling concerned about their household's financial well-being, employees are split with roughly half concerned and a similar share not concerned.

Please rate your level of concern about your household's financial well-being. (2020 n=900)

## Concern About Household's Financial Well-Being

Mean Level of Concern: 6.0

■ High concern (9-10)   ■ Moderate concern (7-8)   ■ Low concern (1-6)



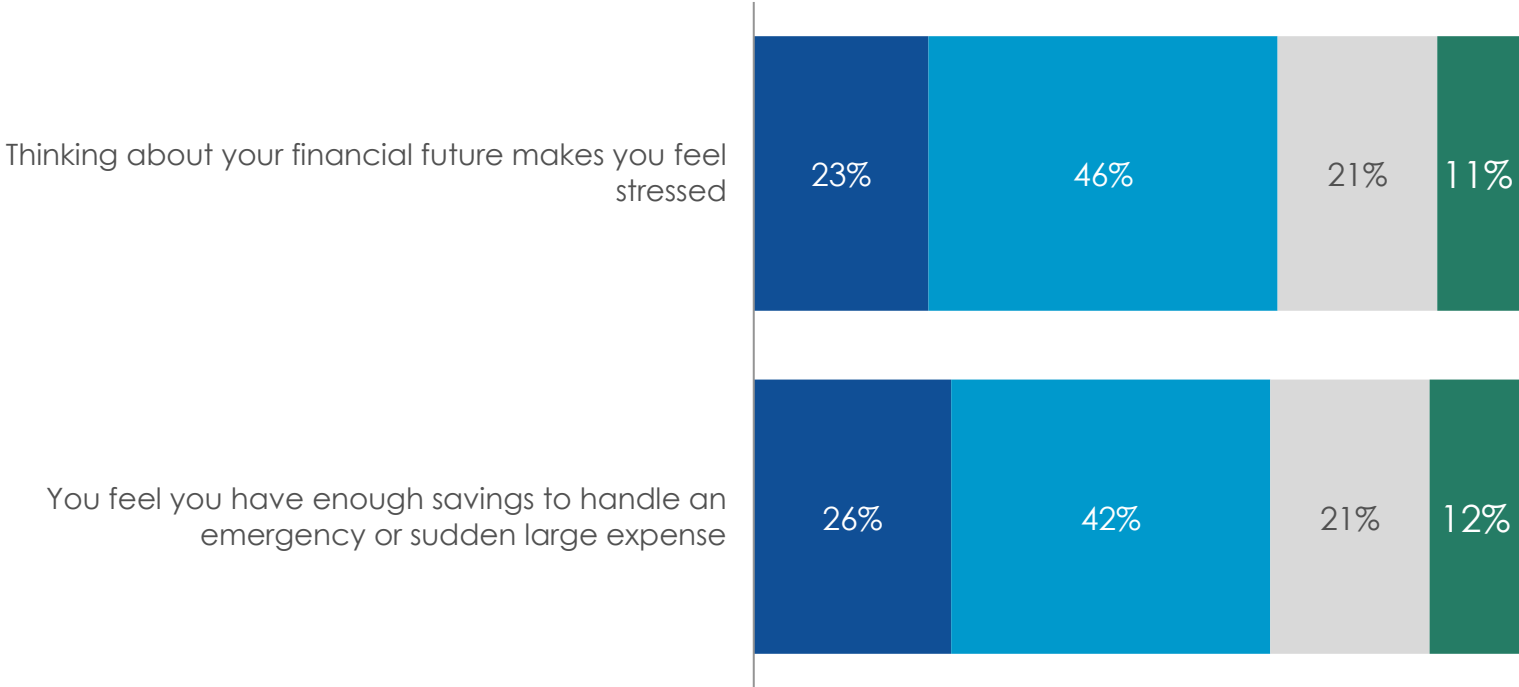
Three in four **furloughed workers** are concerned about their household's financial well-being (mean level of concern: 7.6).



# Two in three employees feel stressed when thinking about their financial future. However, a similar share feel they have enough savings to handle an emergency or sudden large expense.

To what extent do you agree or disagree with the following statements? (2020 n=900)

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree

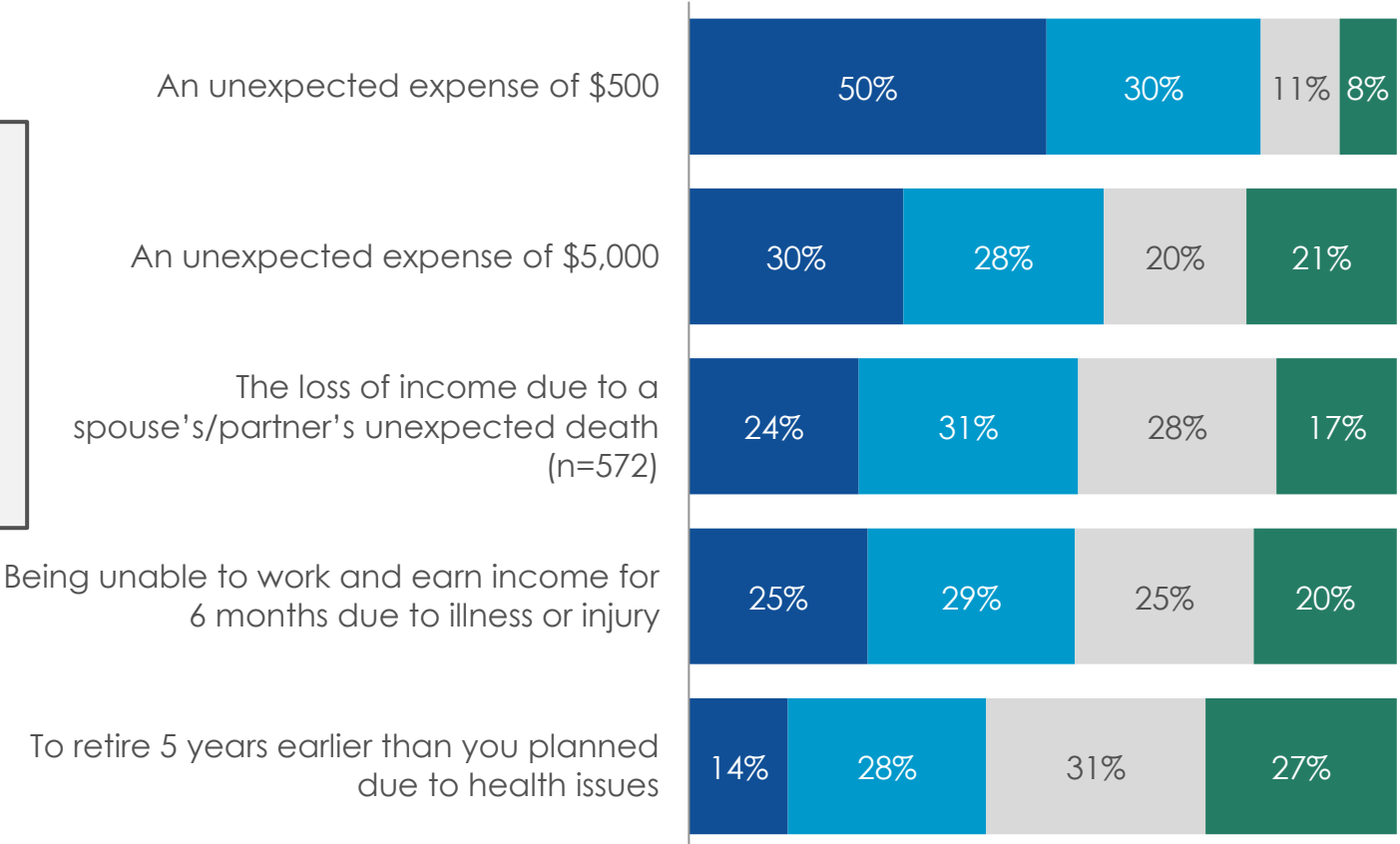


# Eight in ten employees feel prepared to handle an unexpected expense of \$500. This decreases to six in ten for an unexpected expense of \$5,000.

To what extent do you feel prepared to handle the following financial events in your life? (2020 n=900)

■ Very prepared ■ Somewhat prepared ■ Not too prepared ■ Not at all prepared

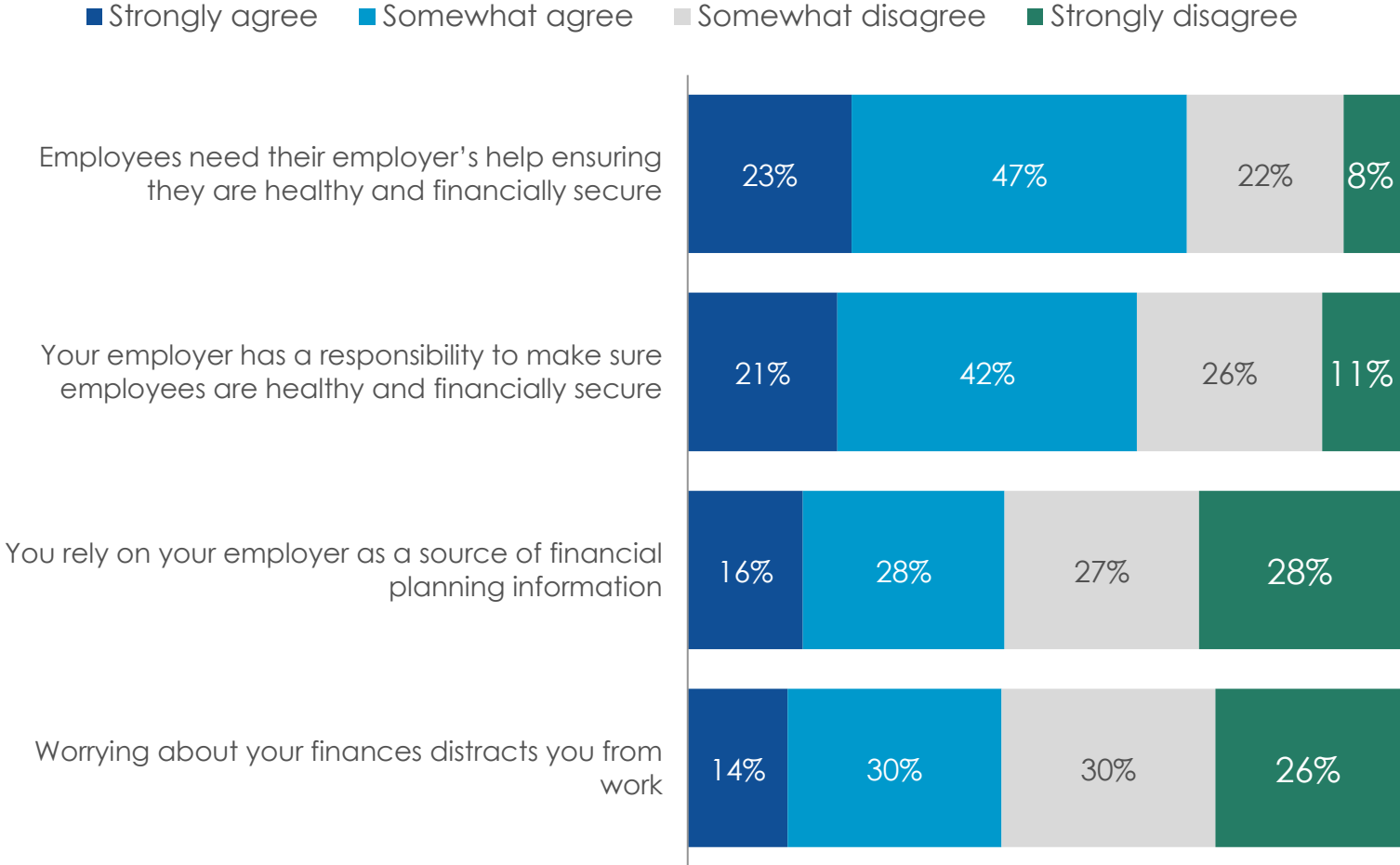
Only 35% of **furloughed workers** feel prepared to handle being unable to work and earn income for 6 months due to illness or injury.



Source: Employee Benefit Research Institute and Greenwald Research, 2020 Workplace Wellness Survey

# Seven in ten employees agree that they need their employer's help ensuring they are healthy and financially secure, and just over six in ten say it is their employer's responsibility to do so.

To what extent do you agree or disagree with the following statements? (2020 n=900)



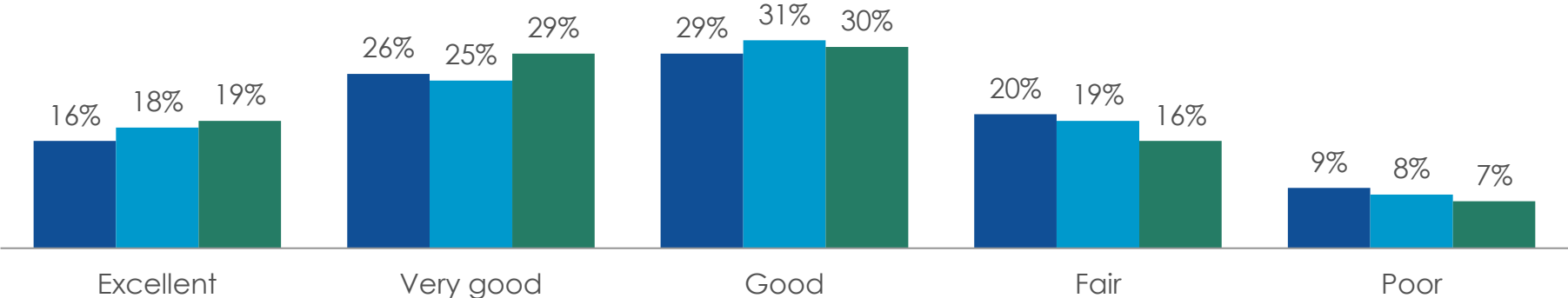
Source: Employee Benefit Research Institute and Greenwald Research, 2020 Workplace Wellness Survey

# Four in ten employees rate their employer's efforts to improve their financial and emotional well-being as very good or excellent. About half say the same about their physical well-being.

How would you rate your employer's efforts to help employees improve their financial, emotional, and physical well-being? (2020 n=900)

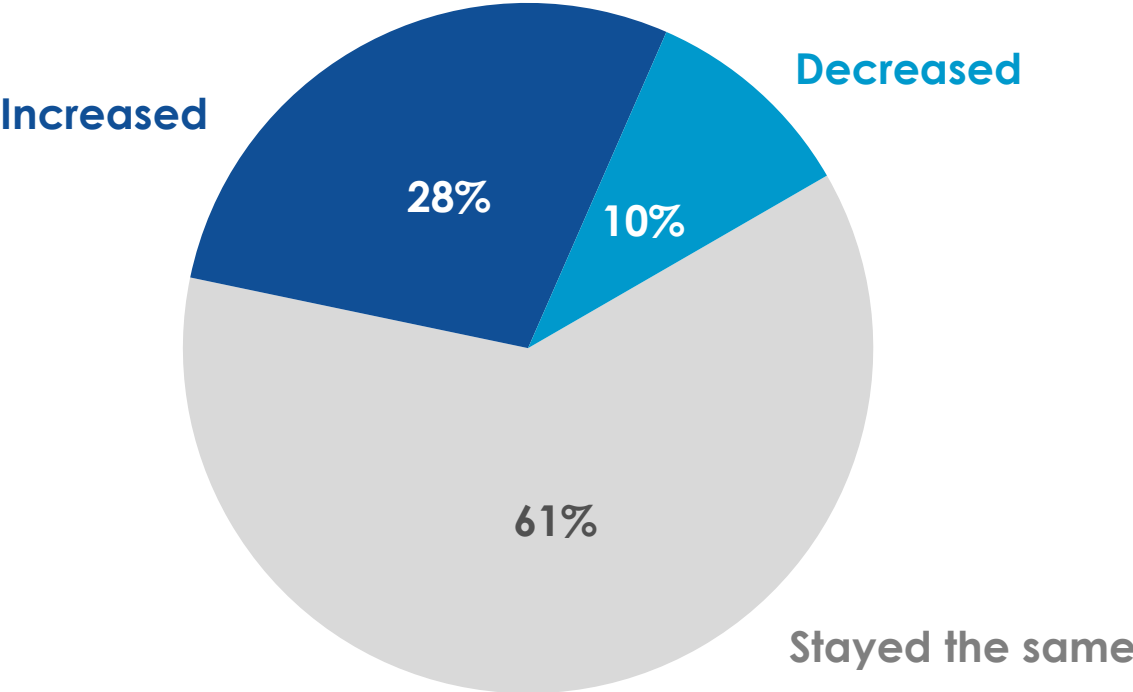
■ Financial Well-Being   ■ Emotional Well-Being   ■ Physical Well-Being

Less than one in four **furloughed workers** rate their employer's efforts to improve their *financial* and *emotional* well-being as very good or excellent (24% and 22%, respectively).



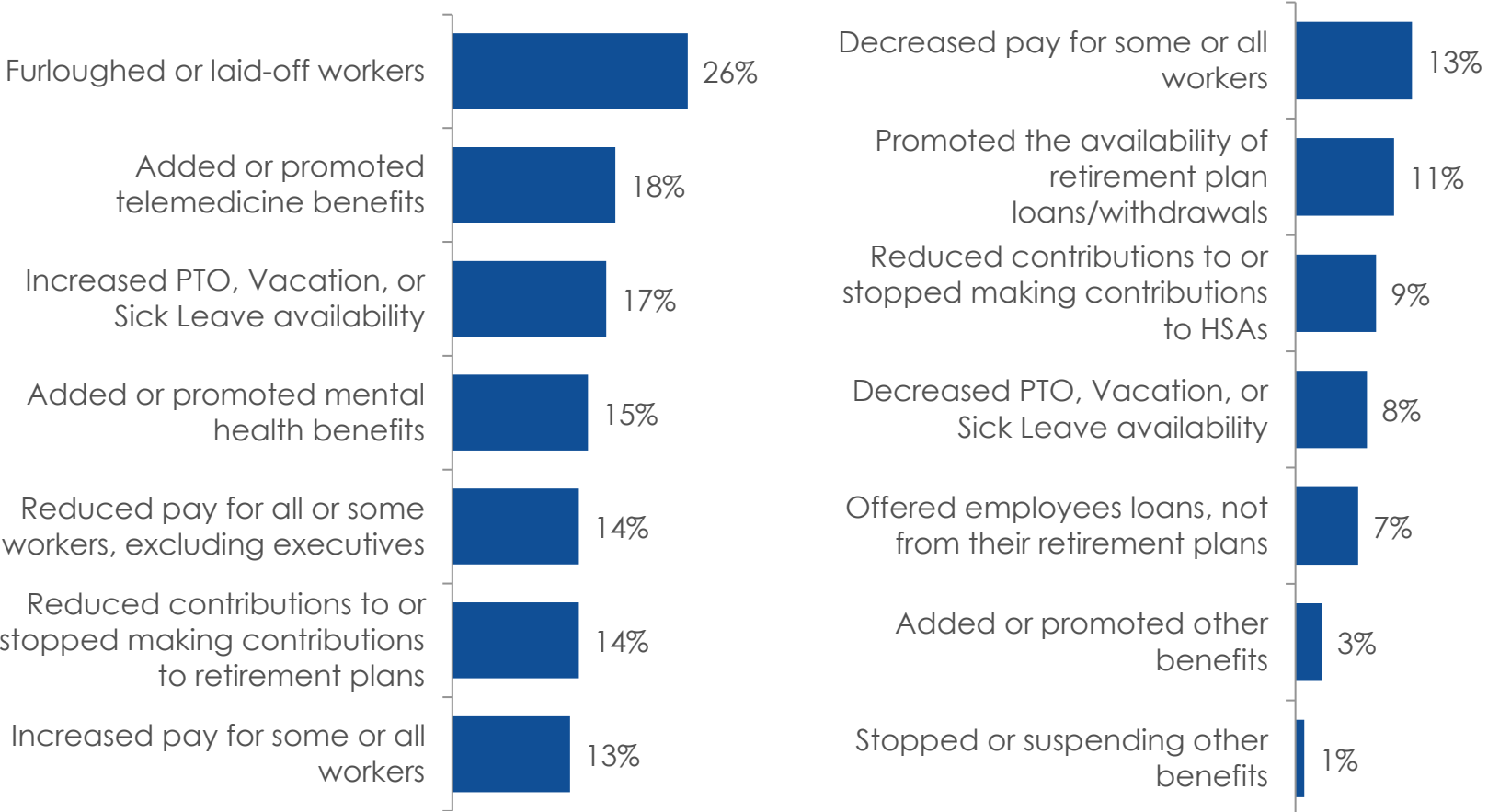
# Only three in ten employees feel their employer's efforts to help them manage their overall well-being since the COVID-19 pandemic began has increased. Six in ten say efforts have stayed the same.

Since the start of the COVID-19 pandemic began, do you feel that your employer's efforts to help employees manage their overall well-being have...? (2020 n=900)



# Since the start of the COVID-19 pandemic, employers have most frequently furloughed or laid-off workers, promoted telemedicine benefits, and increased leave availability.

Has your employer done any of the following since the start of the COVID-19 pandemic? Select all that apply. (2020 n=900)



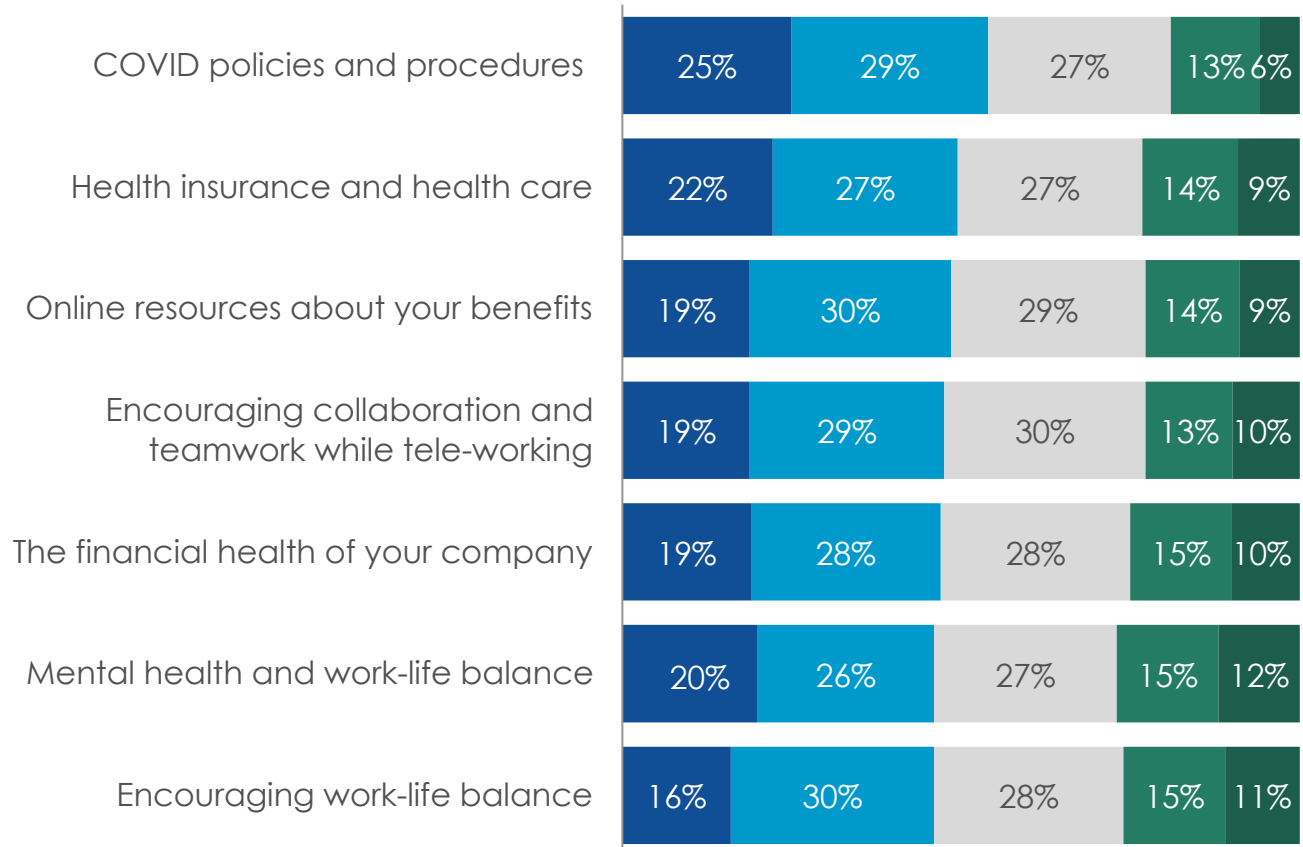
Source: Employee Benefit Research Institute and Greenwald Research, 2020 Workplace Wellness Survey

# Only about half of employees rate their employer's communications since the start of the pandemic to be at least very good.

Since the start of the COVID-19 pandemic, how would you rate your employer's communications to employees about the following? (2020 n=900)

■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

**Furloughed workers** are less likely to rate their employer's communications about online resources (26%), encouraging collaboration (25%), and the financial health of the company (22%) to be very good or excellent.

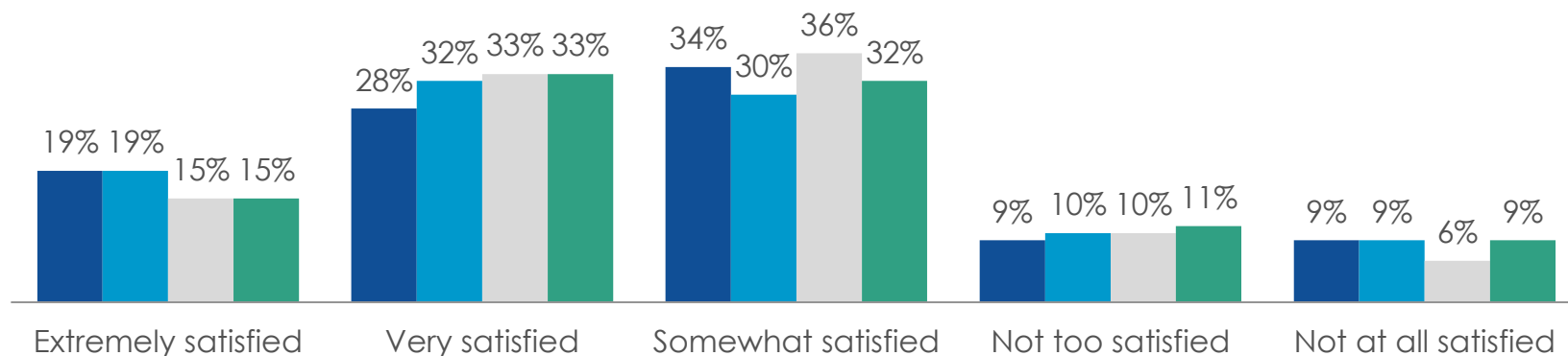


# Eight in ten are at least somewhat satisfied with the benefits package offered by their employer. Half are very or extremely satisfied.

On the whole, how satisfied are you with the employee benefits package offered by your employer? (2020 n=900)

■ 2020 ■ 2018 ■ 2017 ■ 2016

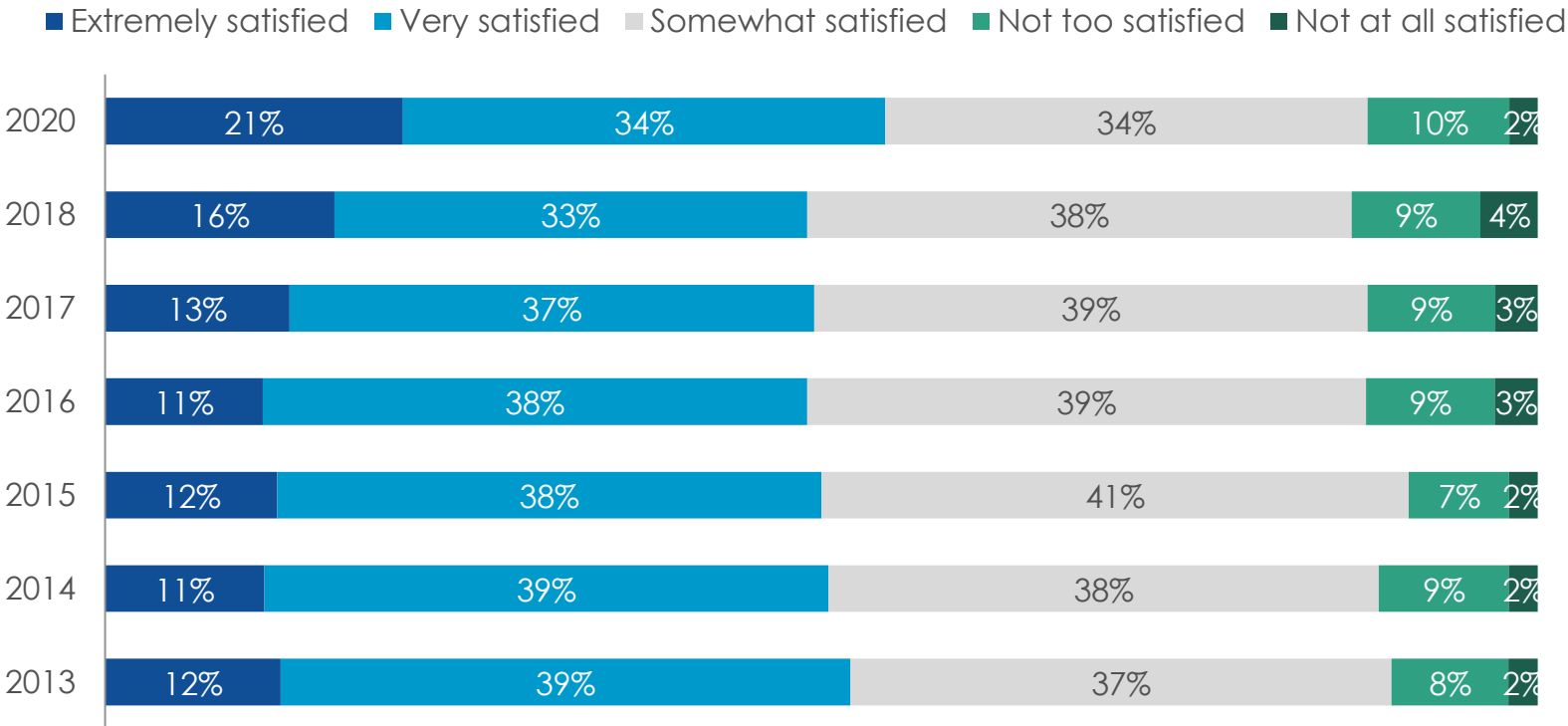
**Furloughed workers** are less satisfied with their benefits than current workers (26% are extremely or very satisfied vs. 47%)





# Nearly all employees continue to be at least somewhat satisfied with their current health plan. More than half are very or extremely satisfied, up from 2018.

Overall, how satisfied are you with your current health insurance plan? (Has health insurance coverage: 2020 n=724)

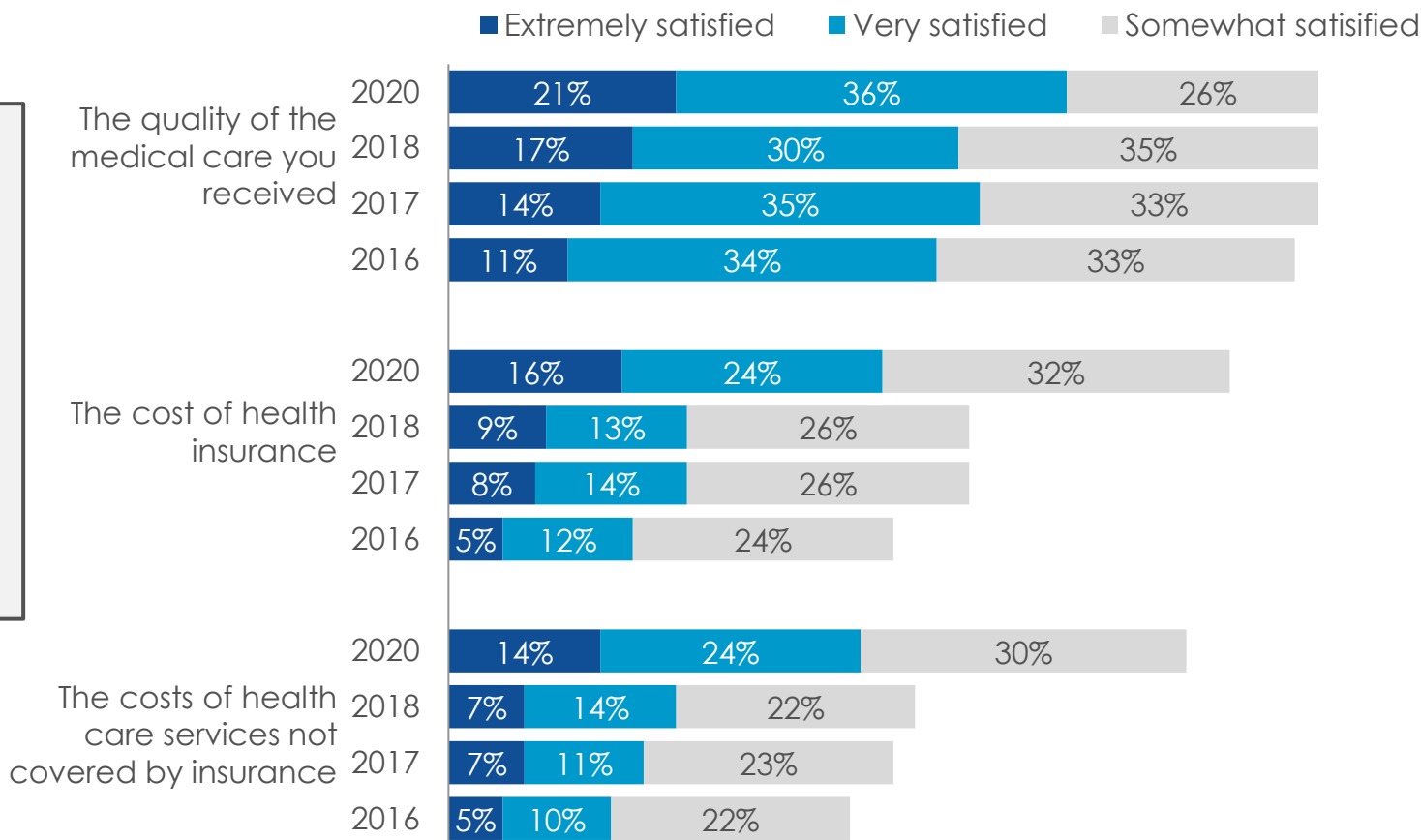


Source: Employee Benefit Research Institute and Greenwald Research, 2013-2018, 2020 Workplace Wellness Surveys

# Employees continue to be more satisfied with the quality of their medical care than the costs, yet satisfaction is up.

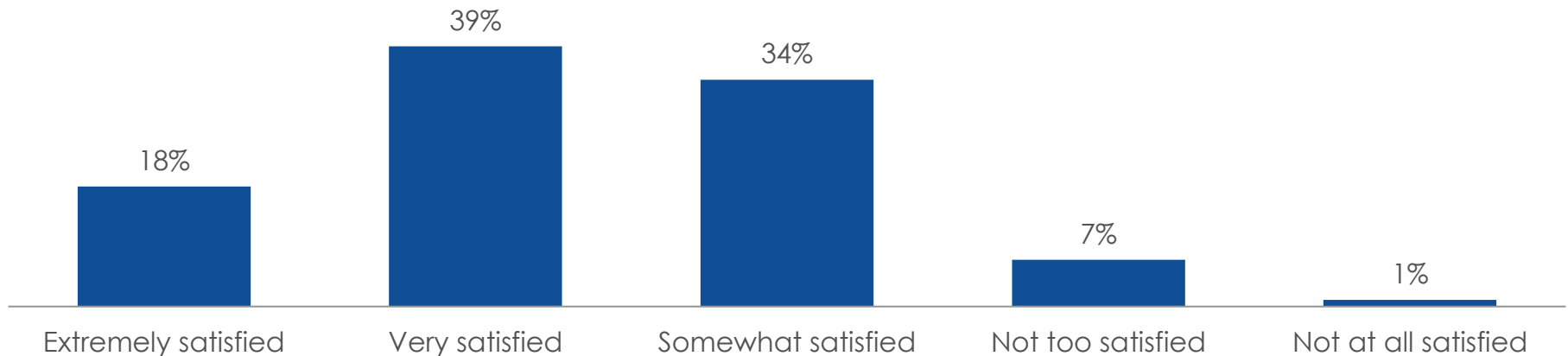
Please rate your satisfaction with some specific aspects of the health care you have received over the past two years. (Employer offers at least one benefit\*: 2020 n=780)

**Furloughed workers** are less likely to be very or extremely satisfied with the quality of care received (34% vs. 57% employed workers) and the costs not covered by insurance (15% vs. 38%).



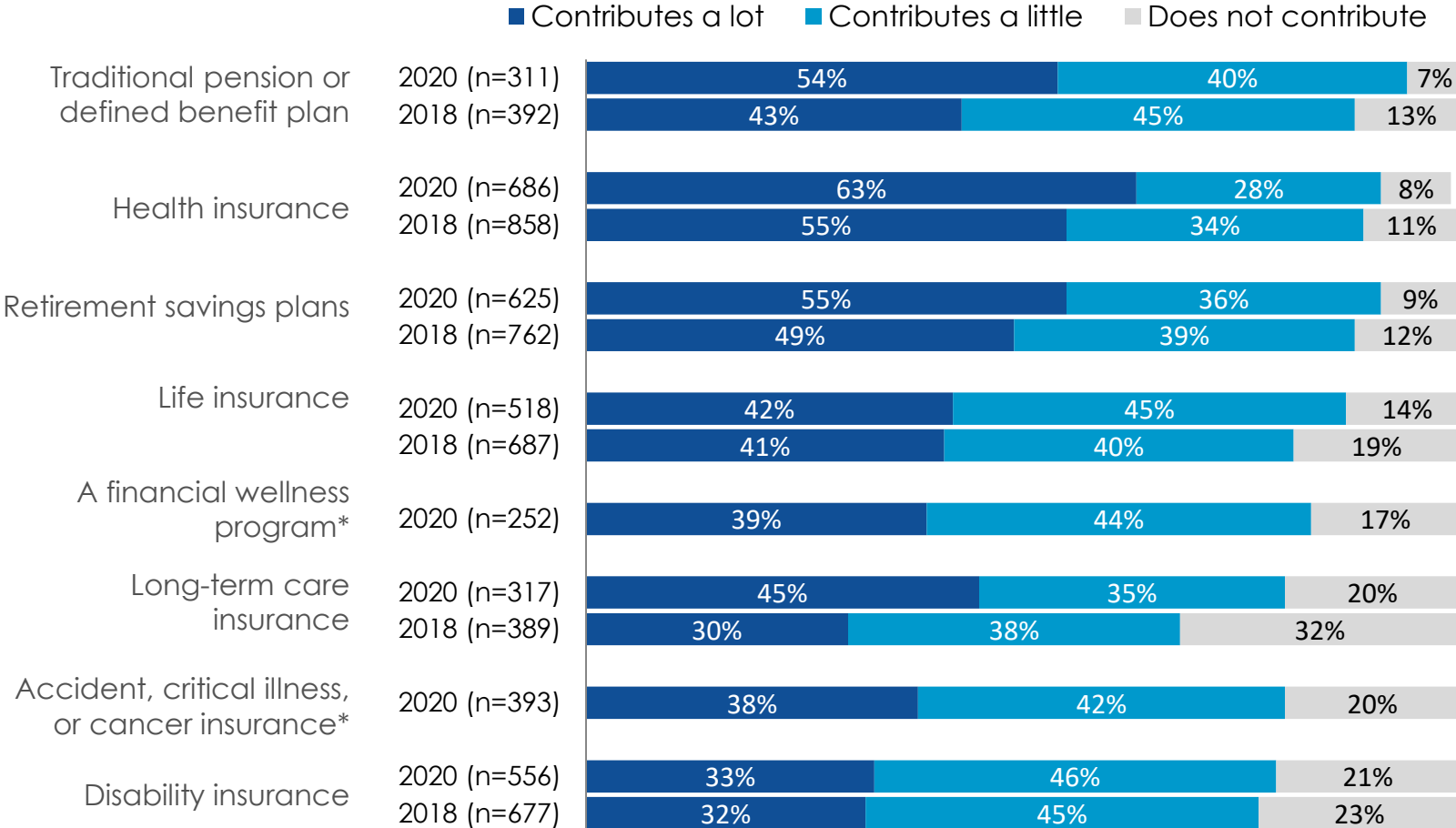
# Six in ten employees participating in retirement savings plan are very or extremely satisfied with their current retirement benefits.

Overall, how satisfied are you with your current retirement benefits? (Have an employer-sponsored retirement savings plan: 2020 n=523)



# Health and retirement benefits contribute most to employees' feelings of financial security, even more than in 2018.

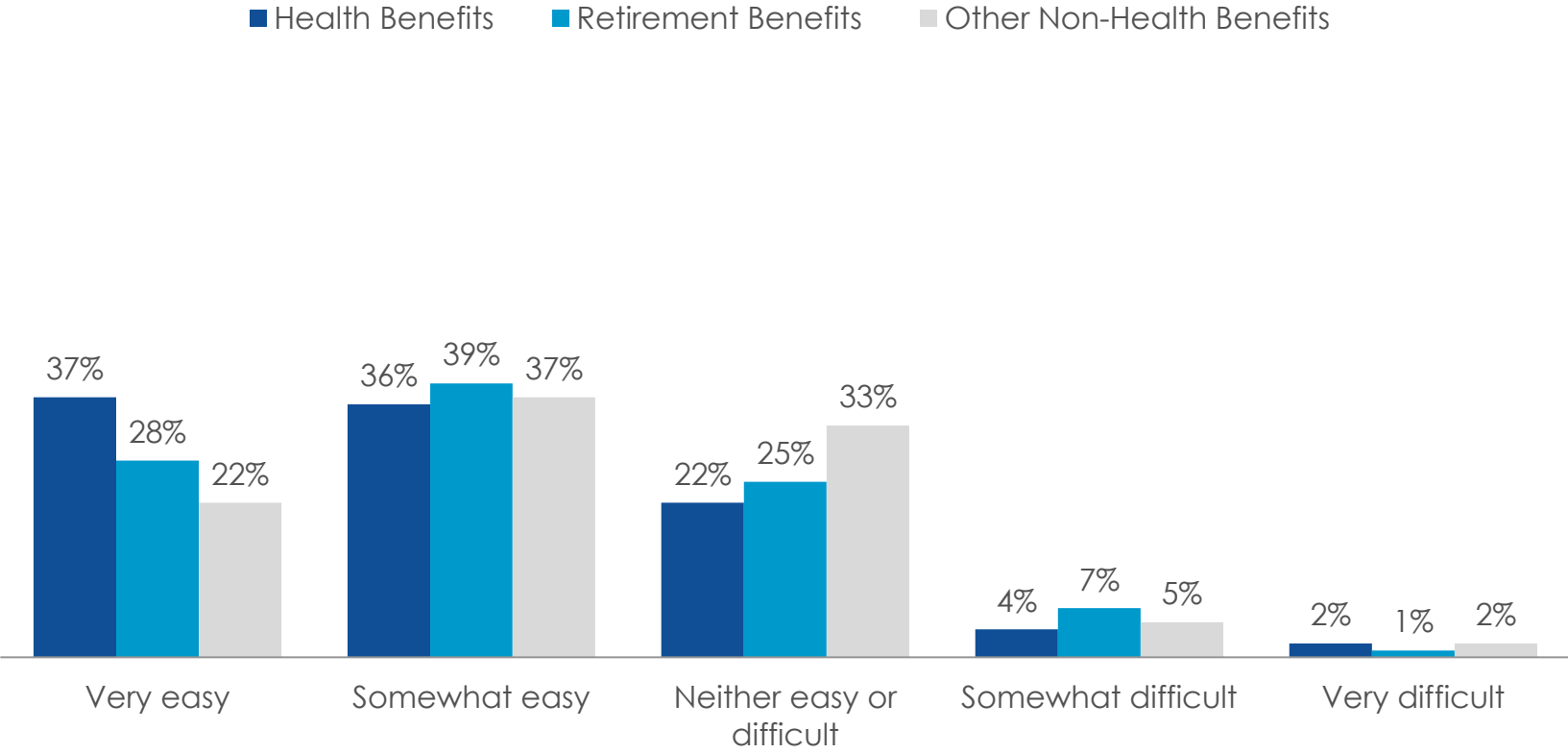
How does each of the following benefits offered by your employer contribute to your feeling of financial security? (Employer offers benefit)



Source: Employee Benefit Research Institute and Greenwald Research, 2018, 2020 Workplace Wellness Surveys  
 \*New or revised in 2020.

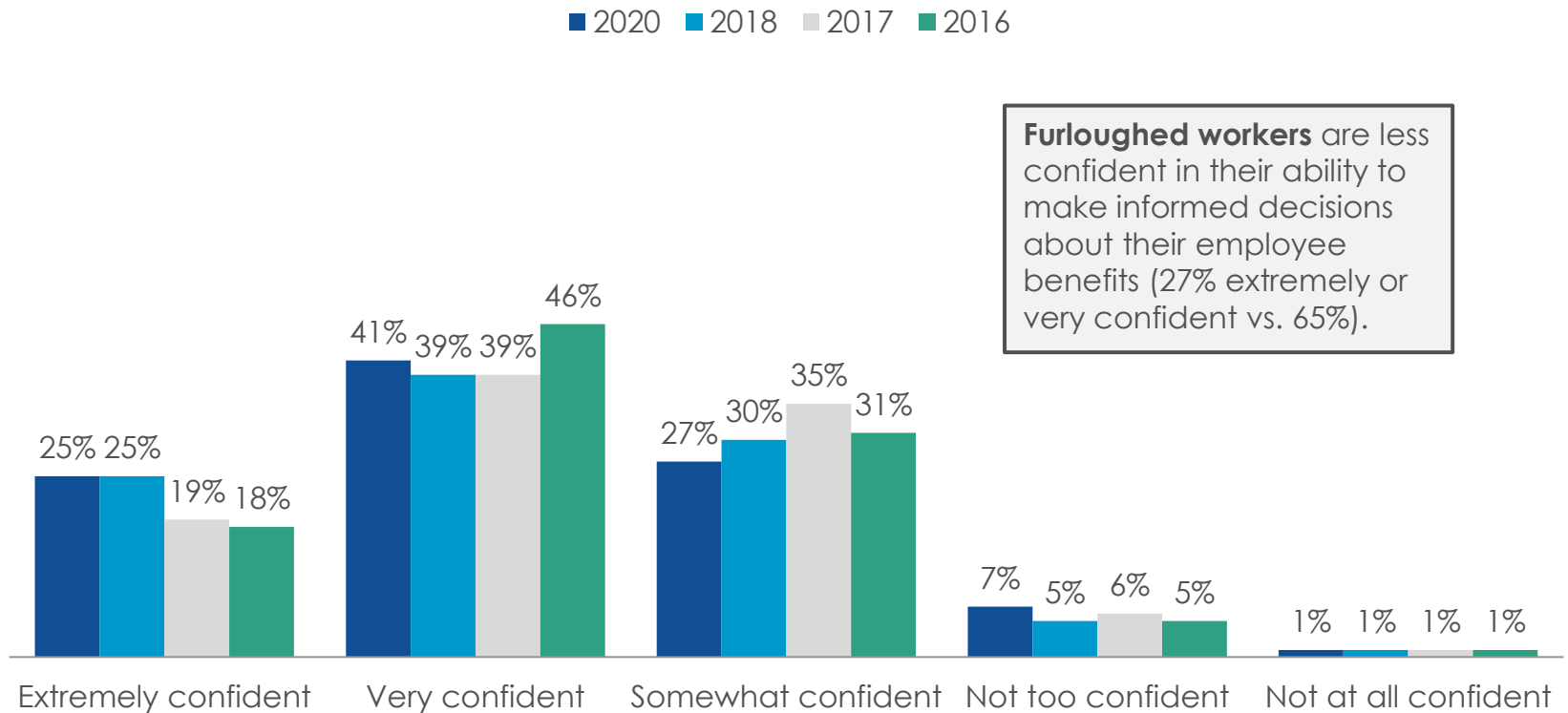
# Nearly three in four employees find their health benefits at least somewhat easy to understand. Two in three and six in ten say the same about their retirement and other non-health benefits.

How well do you feel you understand the health, retirement, and other non-health benefits that your employer offers to you? (Employer offers at least one benefit: 2020 n=780)



# Nearly all employees are confident in their ability to make informed decisions about their employee benefits, with two in three very or extremely confident.

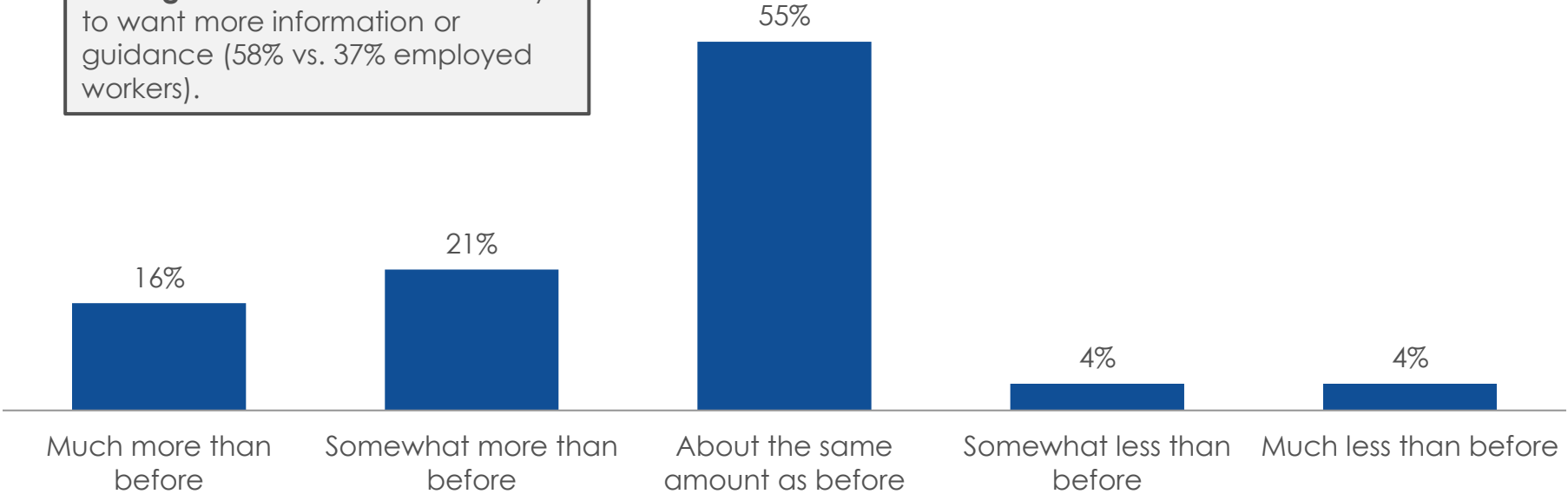
How confident are you in your ability to make informed decisions about your employee benefits?  
(Employer offers at least one benefit: 2020 n=780)



# Given the pandemic and economic crisis, more than half want the same amount of information/guidance during open enrollment. Nearly four in ten would like more.

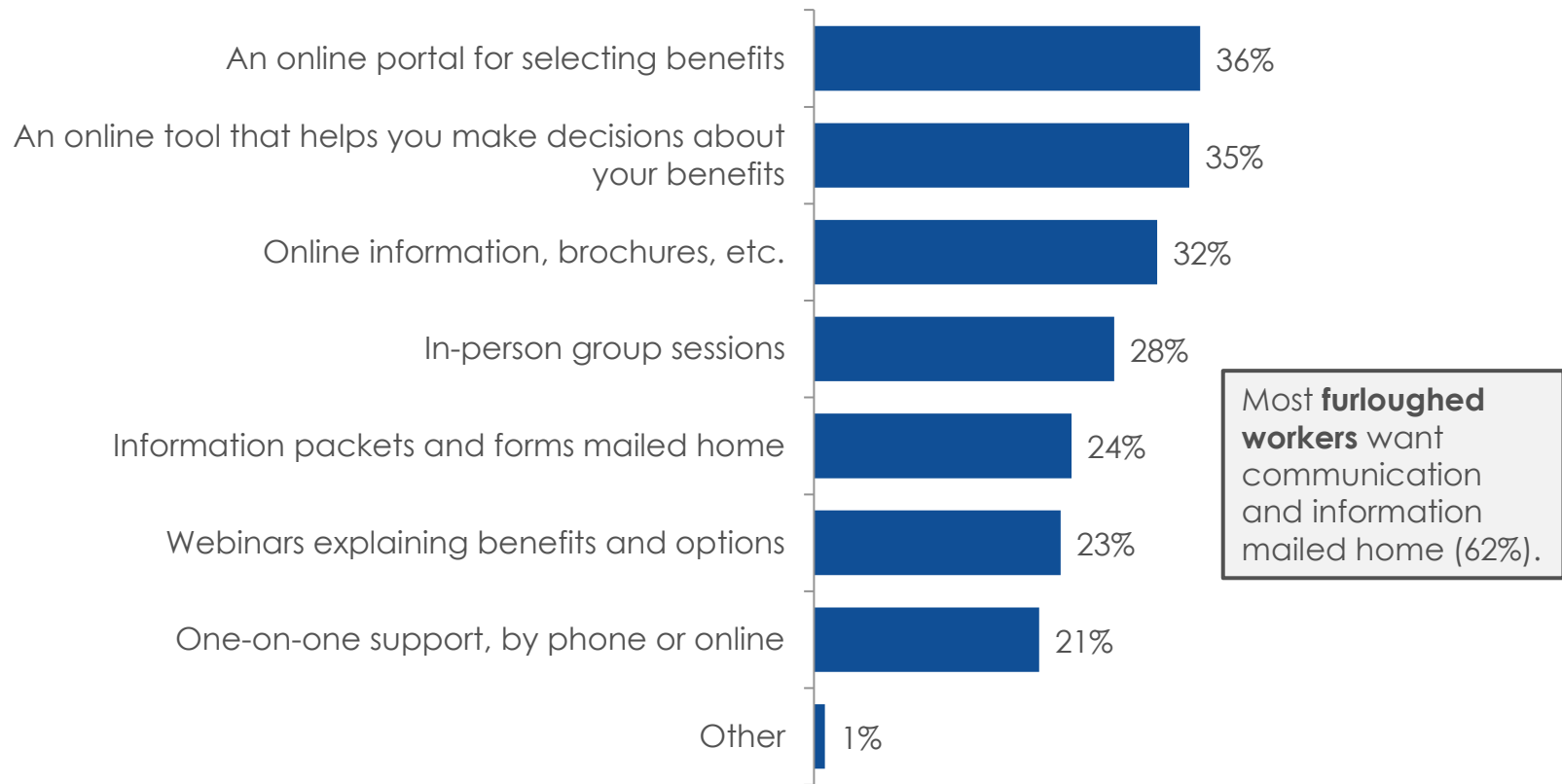
Given the COVID-19 pandemic and economic crisis, how much information and guidance will you want from your employer during open enrollment? (2020 n=900)

**Furloughed workers** are more likely to want more information or guidance (58% vs. 37% employed workers).



# For upcoming open enrollments, employees most desire online resources, such as a portal for selecting benefits, a tool to help make decisions, and online brochures.

Each year, typically in the Fall or Winter months, employers give employees the option during “open enrollment” to make changes to their benefits. The next time your company has open enrollment, how would you like them to communicate and provide information to you? Select all that apply. (2020 n=900)



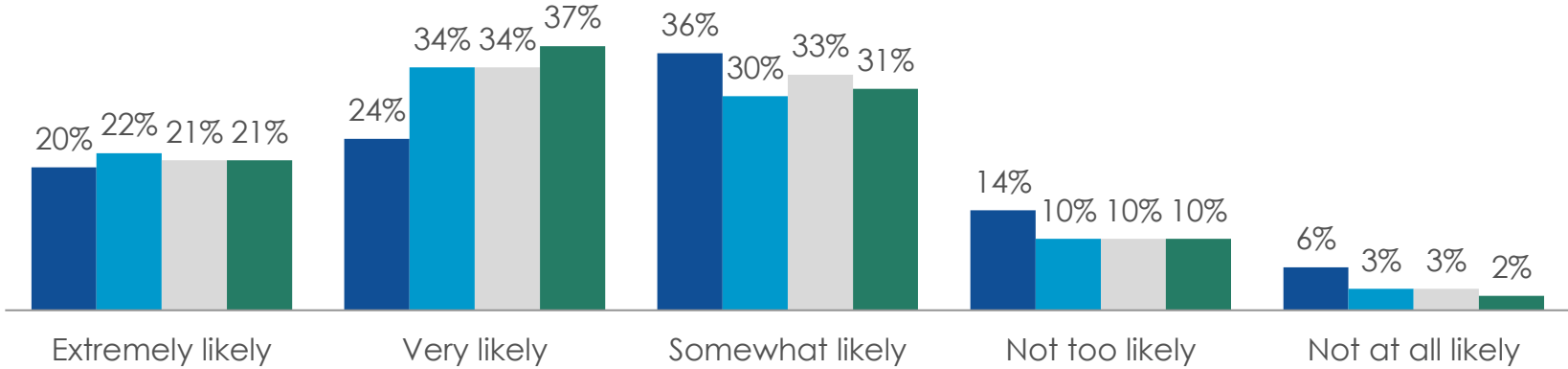


# Eight in ten employees are at least somewhat likely to take advantage of an advisor service that recommends benefits based their household situation.

Suppose your employer were to provide an independent third-party benefits advisor at no cost to you. Based on your household situation, this advisor would recommend which employee benefits and benefit levels you should select. How likely do you think you would be to take advantage of this service? (Employer offers at least one benefit: 2020 n=780)

■ 2020 ■ 2018 ■ 2017 ■ 2016

The proportion of employees who are very or extremely likely to take advantage has decreased since previous waves.



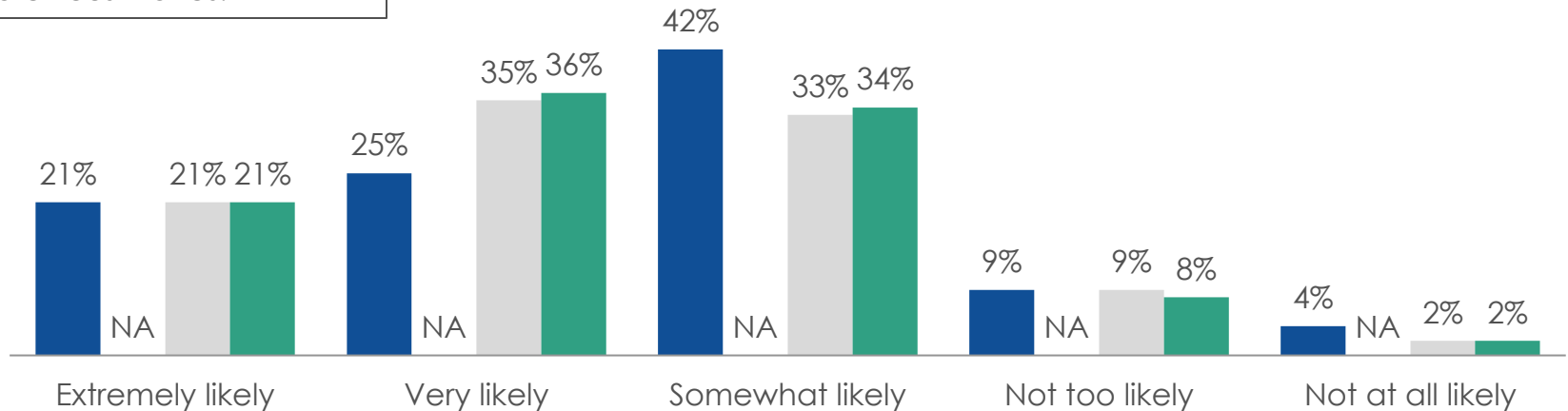
Source: Employee Benefit Research Institute and Greenwald Research, 2016-2018, 2020 Workplace Wellness Surveys

# Even more – nine in ten – would be likely to use a free online program offering benefit advice, including nearly half who are very or extremely likely.

Suppose your employer were to offer you access to an online program that provides benefits advice at no cost to you. After you enter some information about your household, it would recommend which employee benefits and benefit levels you should select. How likely do you think you would be to take advantage of this service? (Among those offered at least one employee benefit: 2020 n=780)

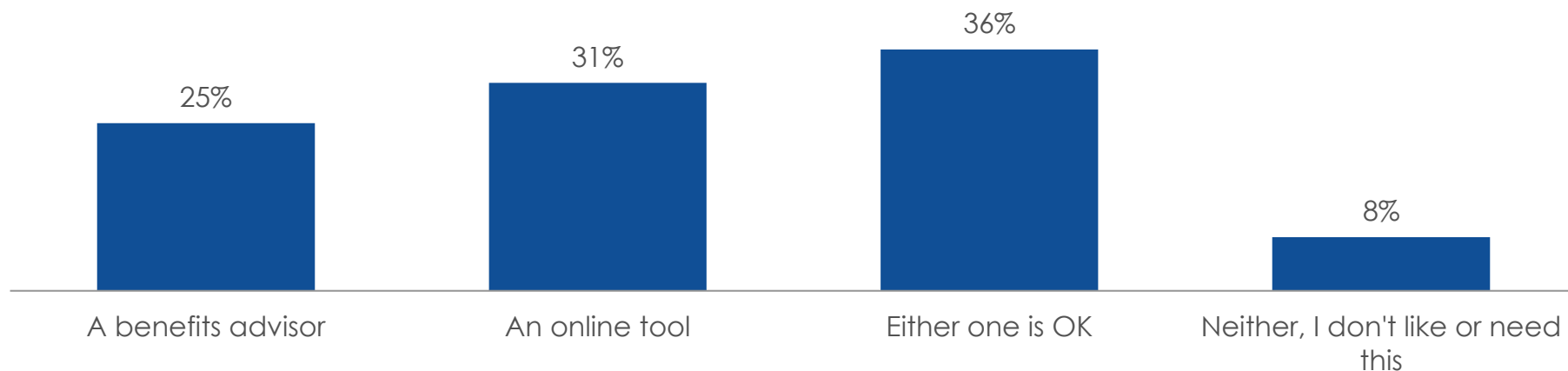
■ 2020 ■ 2018 ■ 2017 ■ 2016

The proportion of employees who are very or extremely likely to take advantage of this service has also decreased since previous waves.



# Three in ten employees would prefer benefits advice from an online tool, one in four favor it coming from a benefits advisor, and more than one-third are okay with either.

Which method of benefits advice would you prefer? (Employer offers at least one benefit: 2020 n=780)



# Furloughed Workers

- Three in four furloughed workers are concerned about their financial well-being. Compared to other workers, they are more often stressed about job and income security and paying their monthly bills.
- Furloughed workers are less likely to think their employers are doing a very good job in helping them improve their financial and emotional well-being.
- Furloughed workers are less likely to be satisfied with their primary job and employee benefits. They are also less likely to feel confident in their ability to make informed decisions about their employee benefits. Perhaps not surprisingly, they are more interested in being offered an emergency fund.
- Furloughed workers are less often contributing to a retirement savings plan and are more likely to now plan to retire later since COVID-19. They also feel less confident in having enough money to live comfortably throughout retirement.

## Workers vs. Furloughed

