



Aflac[®]
WorkForces Report

Workplace benefits trends

**EMPLOYEE WELL-BEING
AND MENTAL HEALTH**

2022-2023

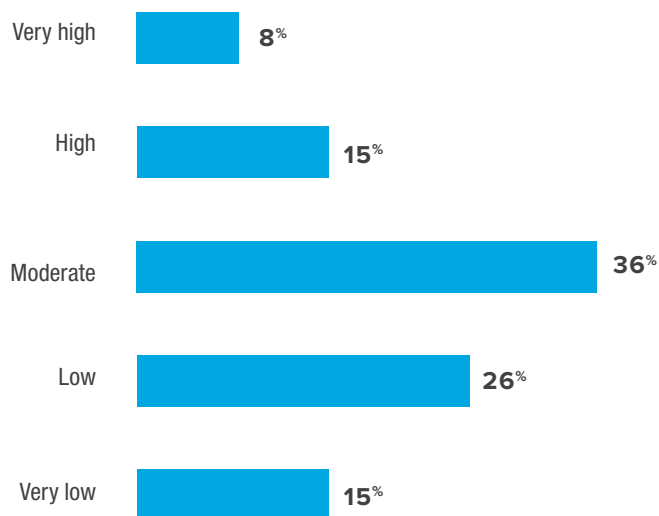


Burnout is real and has a negative effect not only on mental health, but also on job performance

More than half of American workers report they are currently experiencing at least moderate levels of burnout. Particularly concerning is that this level of burnout is significantly higher than what was reported in 2021 and on par with the levels reported in 2020 at the height of the COVID-19 pandemic. The most financially fragile populations — younger workers, Hispanics, women and those working multiple jobs — are, unsurprisingly, particularly hard-hit by burnout.

More than half (59%) of all American workers are experiencing at least moderate levels of burnout. This is 9 percentage points higher than what was self-reported in 2021 and 2 percentage points higher than in August 2020 at the height of the COVID-19 pandemic.

Question: How would you rate your current level of burnout?

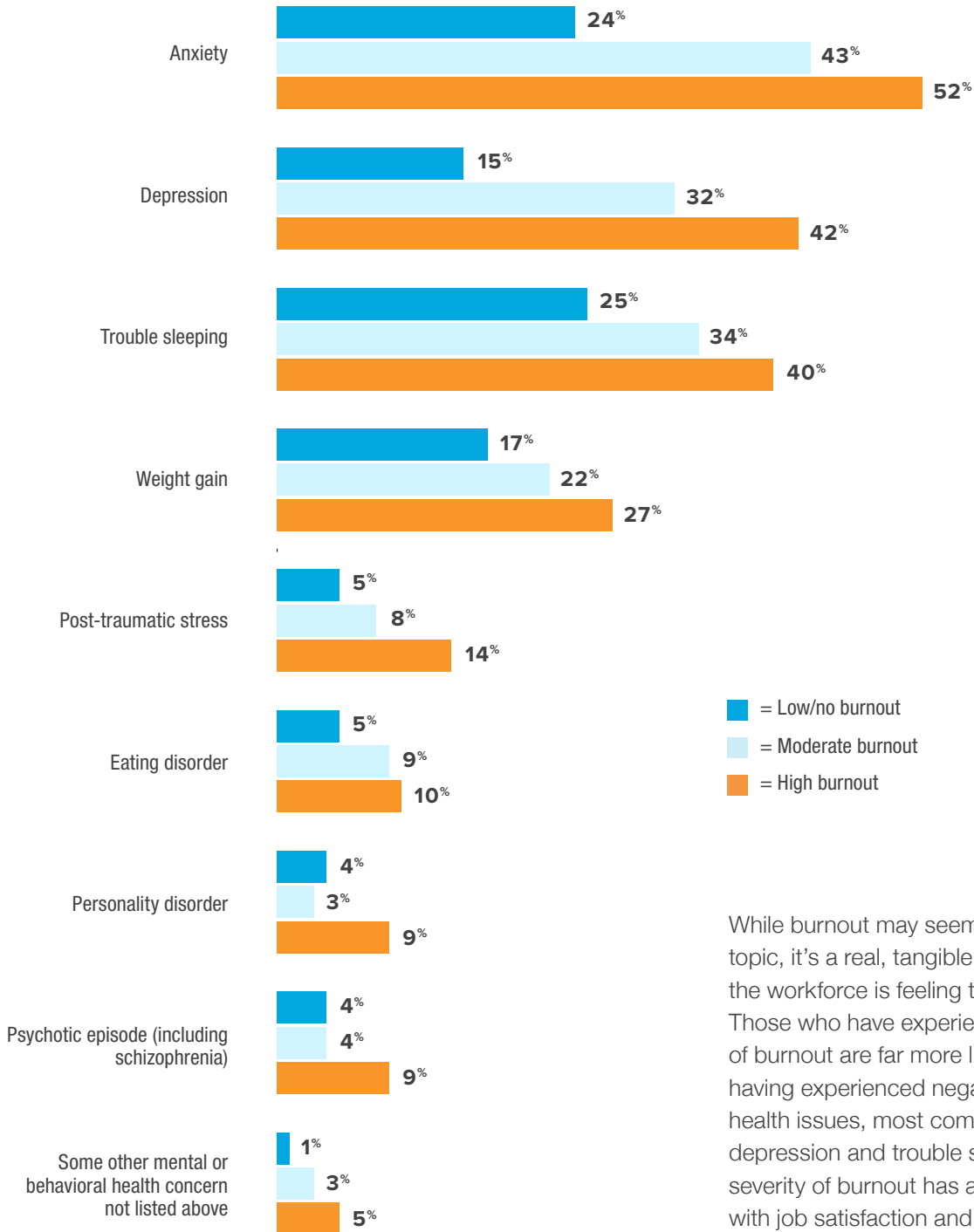


Percent currently experiencing at least moderate levels of burnout:

- 71%** of Gen Z
- 69%** of Hispanics
- 65%** of millennials
- 57%** of Gen X
- 38%** of baby boomers
- 62%** of women
- 57%** of men
- 66%** of those working more than one job
- 56%** of those working just one job

The overwhelming majority (86%) of employees who report high levels of burnout also have suffered other mental health challenges in the past year – most commonly anxiety, depression and trouble sleeping.

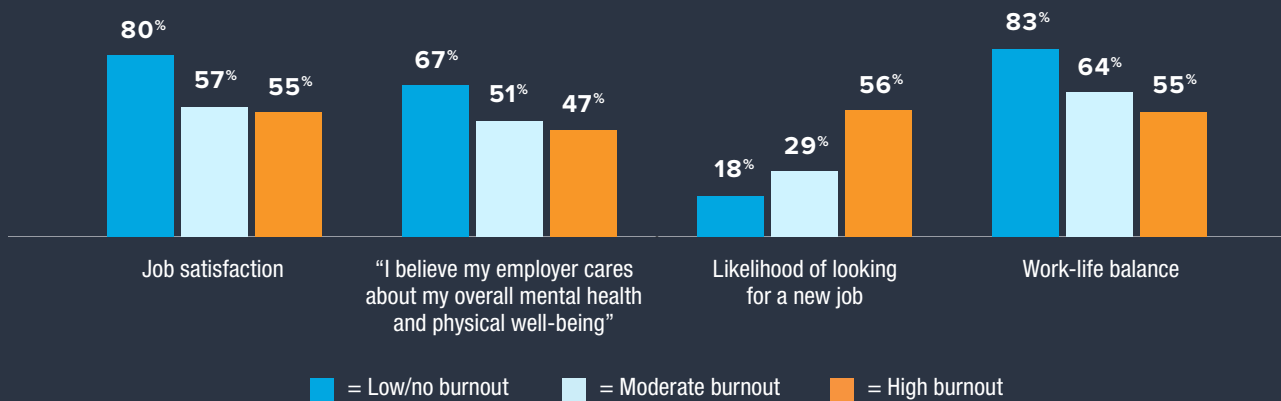
Question: Have you experienced any of the following in the past 12 months?



■ = Low/no burnout
 ■ = Moderate burnout
 ■ = High burnout

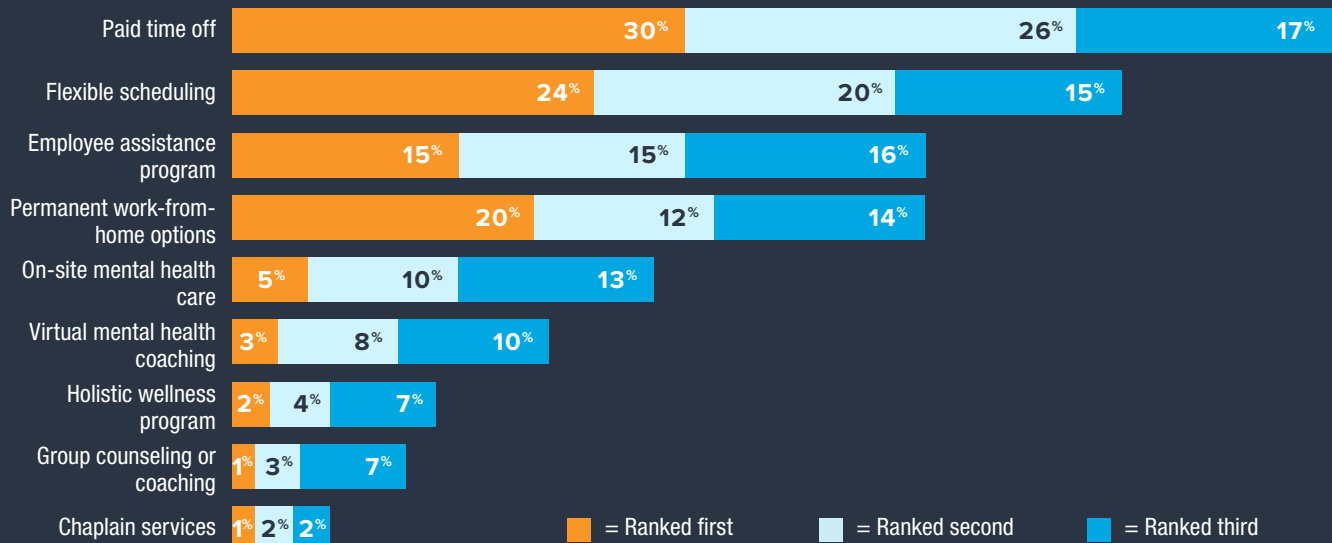
While burnout may seem like a trendy topic, it's a real, tangible concern, and the workforce is feeling the impact. Those who have experienced high levels of burnout are far more likely to report having experienced negative mental health issues, most commonly anxiety, depression and trouble sleeping. Further, severity of burnout has a high correlation with job satisfaction and job loyalty, as well as forming employees' opinions of whether or not their organizations care for them.

Employees who suffer from high levels of burnout also report lower job satisfaction, lower confidence that their employers care about them, negative perceptions of work-life balance and a higher likelihood of seeking another job in the next year.



Employees facing burnout are looking for more time, whether that comes in the form of flexibility or paid time off.

Question: How helpful would each of these be in helping you deal with burnout? Please rank from most to least helpful.



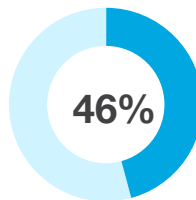
Pro tip: Help employees battle burnout. Organizations that want to help their employees deal with feelings of burnout and fatigue can take these three critical first steps to address it: 1) set up an online resource to provide access to self-care; 2) establish a corporate culture in which on-demand work outside of office hours is discouraged; 3) encourage time off for employees to do a wellness activity such as going for a walk, volunteering or engaging in a social activity.



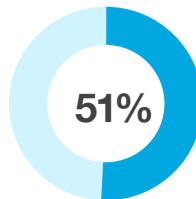
Employees are facing a mental health crisis, and employers are feeling the impact

Nearly half of all workers indicate their personal mental health has negatively affected their productivity in the past year — a reality that is not lost on their employers. In fact, a similar proportion of employers report that their organizations have been impacted by their employees' poor mental health. While not a panacea, it does appear that human connection and a collaborative work environment may help stave off the detrimental effects of mental health challenges on job performance.

About 3 in 5 employers indicate that benefits claims have increased in the last year.



In 2022, **46% of employees** reported their mental health has negatively affected job performance.



More than half of employers (51%) indicated that employee mental health has impacted their organizations.

Remote and hybrid employees are far more likely than on-site employees to have felt the negative impact of mental health on their job performance, perhaps because they may be more isolated from their colleagues and may have a harder time separating work and home life.

Question: Has your personal mental health had a negative influence on your work or your ability to get work done over the last 12 months?

Percent saying their mental health has negatively influenced their work over the past year:



There is a gap to fill when it comes to offering the right benefits to adequately address mental health care

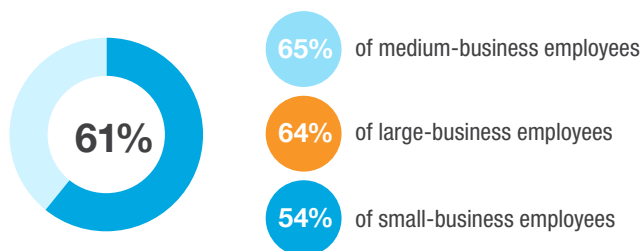
There is a meaningful disconnect between employees and their employers when it comes to benefits that address mental health and well-being. While employers are confident they are providing the right care and benefits, rising burnout among employees — coupled with employees' strong desire for more comprehensive mental health care offerings — tells a different story. The overwhelming majority of employees agree that mental health coverage is as important as major medical coverage, yet only 61% of employees have access to mental health care as part of their benefits package. Mental health care is particularly lacking for small-business employees, among whom only 54% report having access to mental health coverage.

4 in 5 employees agree that mental health coverage is as important as, if not more important than, physical health coverage.



There are many employees who are lacking the mental health coverage they need, with only 61% reporting their plans include mental health.

Question: As part of your current insurance coverage, do you have coverage for mental health resources?

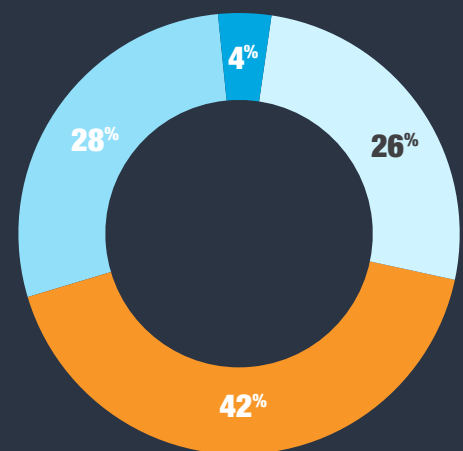


Pro tip: Employers should ask benefits providers about their mental health coverage options. With employees' demand for mental health care increasing, any considered benefits partners should have a strong point of view and strategy for providing a comprehensive plan.

Despite increased self-reports of burnout and a significant gap between employees' interest in and access to mental health coverage, the majority of employers say their organizations' efforts to address mental health have improved in the last year. This claim, paired with the recognition that employee mental health has negatively affected their businesses, suggests that organizations have not yet fully understood the mental health crisis and what may be silently affecting a large portion of their workforce.

This is supported by the alarming fact that more than a third (37%) of employees state that they have delayed treatment for a mental health concern because they don't know if it is covered by their health insurance plan. This further highlights the importance of benefits education, particularly regarding mental health coverage and support within organizations to normalize seeking mental health treatment.

Employer perceptions of their organization's efforts regarding mental health compared to last year:

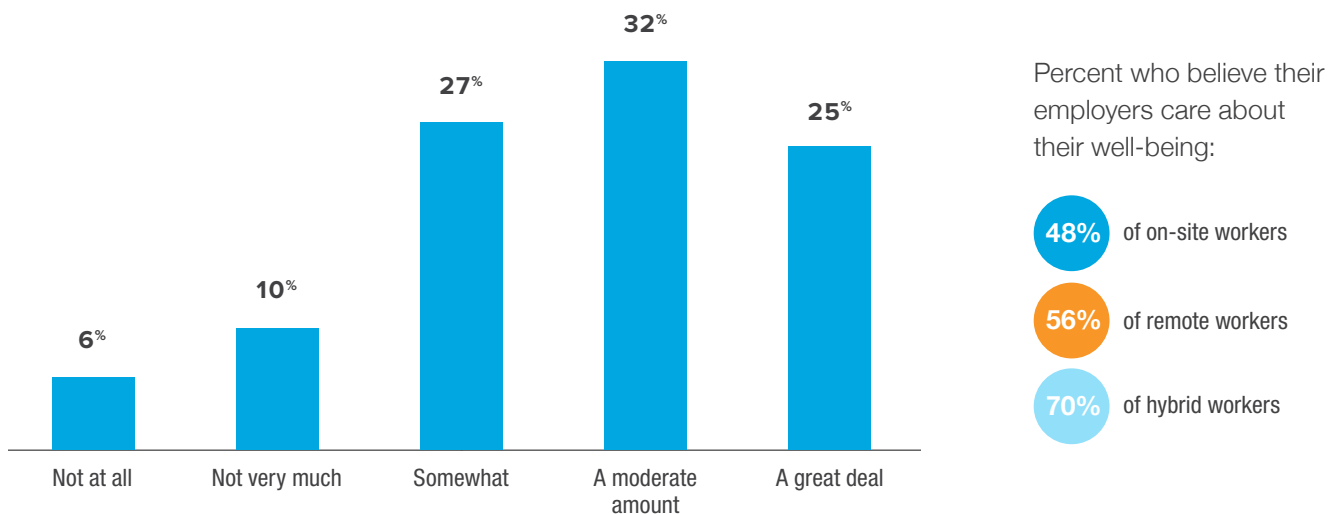


- = Much better
- = Somewhat better
- = About the same
- = Worse



The positive news is that more than half (57%) of employees believe their organizations care about their overall well-being at least a moderate amount, which is a strong foundation of goodwill for employers to build upon. This sentiment is strongest among those with a hybrid work environment.

Question: How much do you believe your employer cares about your overall mental health and physical well-being?



About the study

The 2022-2023 Aflac WorkForces Report is the 12th annual Aflac employee study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employee survey took place online between Aug. 31, 2022, and Sept. 20, 2022, and the employer survey took place online between Sept. 7, 2022, and Sept. 22, 2022. Throughout this report, some percentages may not add up to 100% due to rounding. The surveys captured responses from 1,200 employers and 2,001 employees across the United States.

For more information, visit aflacworkforcesreport.com.

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