Consumer sentiment during a time of global crisis

To help guide employer workforce strategies during this rapidly evolving health crisis, Optum® researched how employee well-being, work arrangements, productivity and workplace policies are being impacted.

**Well-being indicators**

Employees are feeling a significant impact on mental and social dimensions of well-being.
- Over half (51 percent) of respondents said their mental well-being was at least somewhat worse.
- Fifty-four percent said their social well-being was at least somewhat worse.

**Work arrangements**

The global health crisis is impacting employees personally and professionally, with 84 percent of respondents reporting their employer has created new work arrangements in this time of crisis.

**Productivity impact**

Given the impact this crisis is having on well-being coupled with unprecedented shifts in work arrangements, it’s not surprising that employees would report a reduction in productivity levels.

**Employer support**

As productivity and well-being levels decline, early research demonstrates that employers are implementing sweeping changes to workforce policies and services. According to employees, over half of employers are supporting them in several important ways.

**Key considerations**

During these uncertain times, employers can support employee health and well-being by:

1. Expanding workforce strategies to specially address social and mental well-being needs
2. Supporting productivity with training in best practices for remote working, virtual meetings and team communication
3. Maximizing relevant services offered by health and wellness vendor partners

Learn more
Visit [optum.com/WorkforceStrategy](http://optum.com/WorkforceStrategy) to learn more.
Our methodology

Online survey: March 25–26, 2020
N=500 U.S. adults employed full-time

Employer size:
• 300 survey participants work for employers with 3,000+ employees
• 200 survey participants work for employers with 500 to 2,999 employees

Survey requirements:
• All participants were enrolled in health insurance sponsored by their employer for at least three months prior to taking this survey.
• All participants consider themselves a health care decision-maker for their household.

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