

Consumer sentiment during a time of global crisis



To understand how the global health crisis has impacted employees, Optum® researched perceived levels of employer support and the impact on productivity. The following employee perceptions may offer valuable insights to guide employer workforce strategies during times of uncertainty.

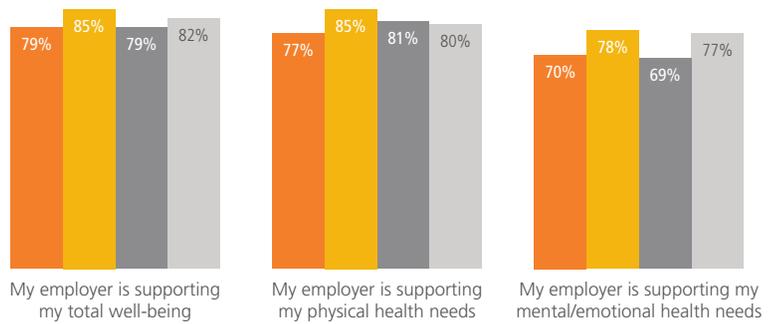
Perceived levels of employer support

There is strong agreement across all generations that employers are supporting the total well-being of employees during the health crisis, including physical and mental well-being. However, millennials and Gen X respondents appear to feel less supported for mental and emotional well-being in particular, suggesting opportunities for outreach.

“Taking everything into consideration, please rate your level of agreement with the following statements.”

Percentage reporting “agree” by age

- Millennials* (ages 18–34)
- Xennials* (ages 35–44)
- Generation X* (ages 45–54)
- Baby boomers* (ages 55–67)

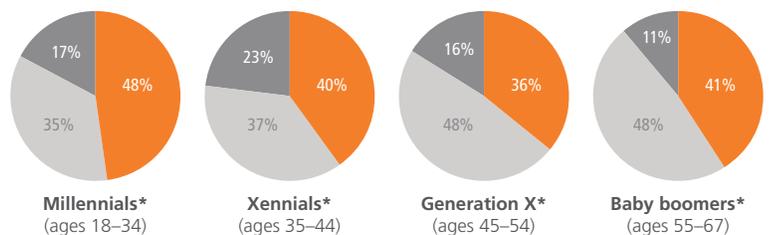


Impact on productivity

Employees across all age groups are reporting diminished productivity during this time of crisis. However, those in the millennial age group are more likely than other age groups to feel less productive at work (48 percent) and may need additional support. Xennials are most likely to report being more productive than any other generation — they also reported high levels of employer support.

Q: “To what extent have COVID-19-related work/life changes impacted your workplace productivity?”

- Less productive
- More productive
- About the same



Connections between employer support and productivity

Although many employees report diminished productivity during this time of uncertainty, employer support can play a critical role in stemming productivity loss during the evolving health crisis. For example, fewer employees report being less productive when they feel their employer is supporting their well-being.

Of employees who **agree** with the statement: “My employer is supporting my total well-being...”



Of employees who **disagree** with the statement: “My employer is supporting my total well-being...”



*Generational cohorts are approximations only.

Key considerations

This research reveals a clear correlation between employee perceptions of support from their employer and productivity at work. While there is agreement that employers are supporting the total well-being of employees, a number of factors should be taken into account to enhance productivity during this time of crisis including:

1. Addressing generational differences in employee perceptions of support
2. Identifying opportunities to support emotional and mental health needs during this time
3. Recognizing and monitoring how workforce strategies may be impacting productivity

Learn more

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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.

Research contributors

Seth Serxner, PhD, Chief Health Officer, Optum

Rohit Kichlu, Optum Marketing

Erin Ratelis, Optum Marketing



11000 Optum Circle, Eden Prairie, MN 55344

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