

JOB STRESS AND DISRUPTIONS

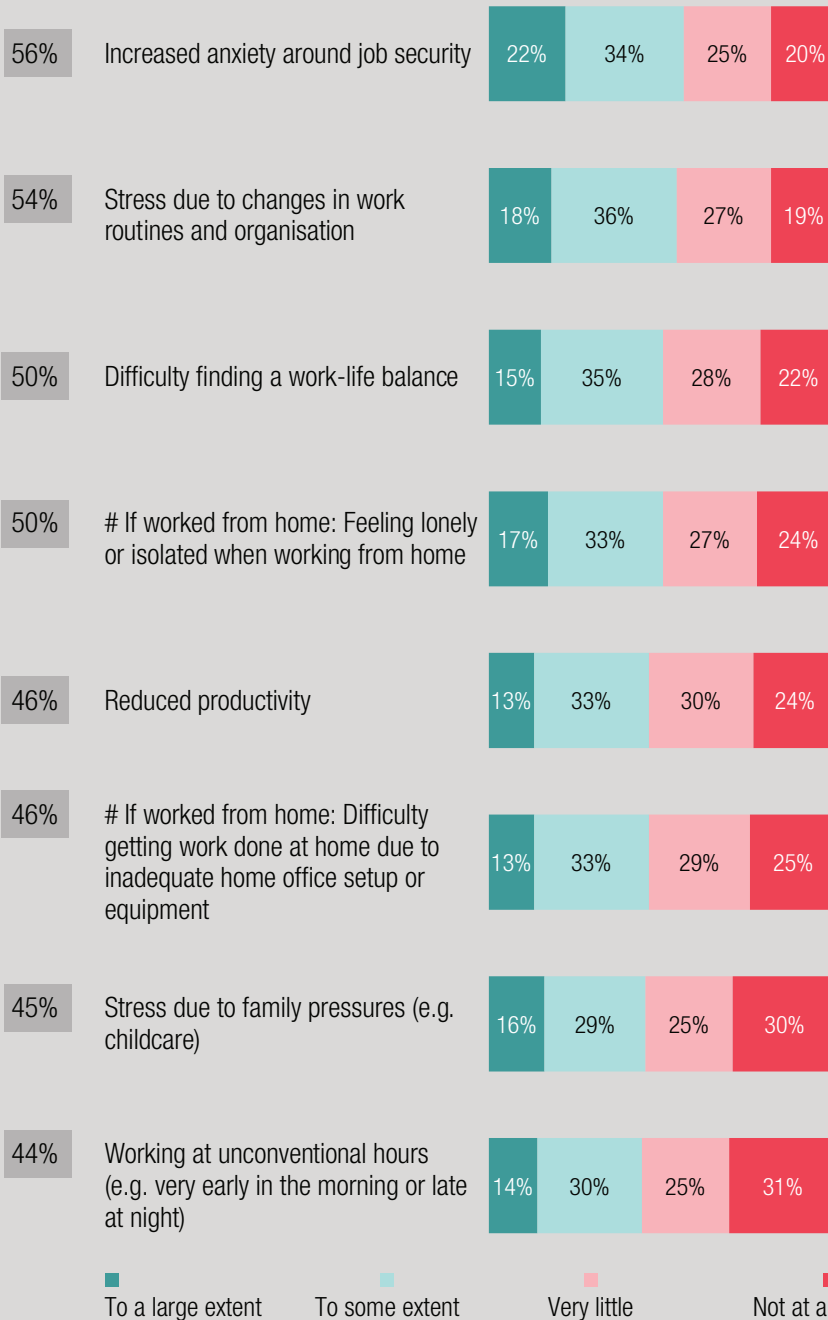
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WORK-RELATED CHALLENGES RESULTING FROM THE PANDEMIC

Q. How much have you experienced each of the following as a result of the COVID-19 pandemic?

Total
To a large or
some extent



The pandemic has taken an emotional toll on employees globally, with 80 percent of those employed reporting they have faced challenges as a result of the pandemic. These stresses include personal circumstances such as family pressures, feeling lonely and isolated, and employer-related issues such as job security.



Base: 12,823 employed online adults aged 16-74 across 28 countries, 20 Nov – 4 Dec 2020
 *Peru, Russia, Saudi Arabia, South Africa, and Turkey tend to be more urban, educated, and/or affluent than the general population
 # Asked only of the 6,820 adults who worked from home

Experiences of emotional impact were particularly prevalent across the countries in Latin America in the study, with nearly twice the proportion in this region reporting an impact, compared to China for example. These findings are no doubt related to the prolonged intensity of the pandemic in many countries in Latin America.

Younger and middle-aged workers were more likely to experience stress over the past year versus

older workers. From a gender lens, the impact on women was not consistent across all countries, but markedly higher among younger women in China, Russia, Great Britain and LATAM markets. Working women were slightly more likely than working men to have experienced stress due to changes in work routines and organisation, stress due to family pressures, such as childcare and increased anxiety around job security.

While the gaps on gender itself are slight, there are significant differences in stress levels by household profile. Six in ten women with children in the household experienced stress due to family pressures, versus 34% of men with no children in the household. Those with children in the household are also more likely to experience working at unconventional hours.

To a large or some extent	Men: no kids in household	Women: no kids in household	Men: kids in household	Women: kids in household	Married	Partnership	Single
Stress due to family pressures (eg childcare)	34%	37%	53%	61%	47%	43%	46%
Difficulty finding a work-life balance	45%	47%	53%	56%	49%	50%	57%
Increased anxiety around job security	51%	55%	59%	63%	56%	56%	64%
Stress due to changes in work routines and organisation	48%	56%	57%	63%	54%	56%	57%
Working at unconventional hours (eg very early in the morning or late at night)	42%	38%	49%	51%	43%	45%	48%
Reduced productivity	43%	45%	46%	54%	46%	45%	51%
Feeling lonely or isolated when working from home	49%	48%	46%	48%	47%	52%	54%
Difficulty getting work done at home due to inadequate home office setup or equipment	39%	44%	46%	53%	46%	46%	47%

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These stresses are creating a sense of disengagement among a segment of employed citizens. An Ipsos study conducted across 16 countries shows that nearly a third of employed citizens worldwide feel disengaged from their work. But just as important is the impact on employees' emotional state. While two in five of those who feel disengaged are frustrated and bored, nearly half of those who are engaged with work feel optimistic

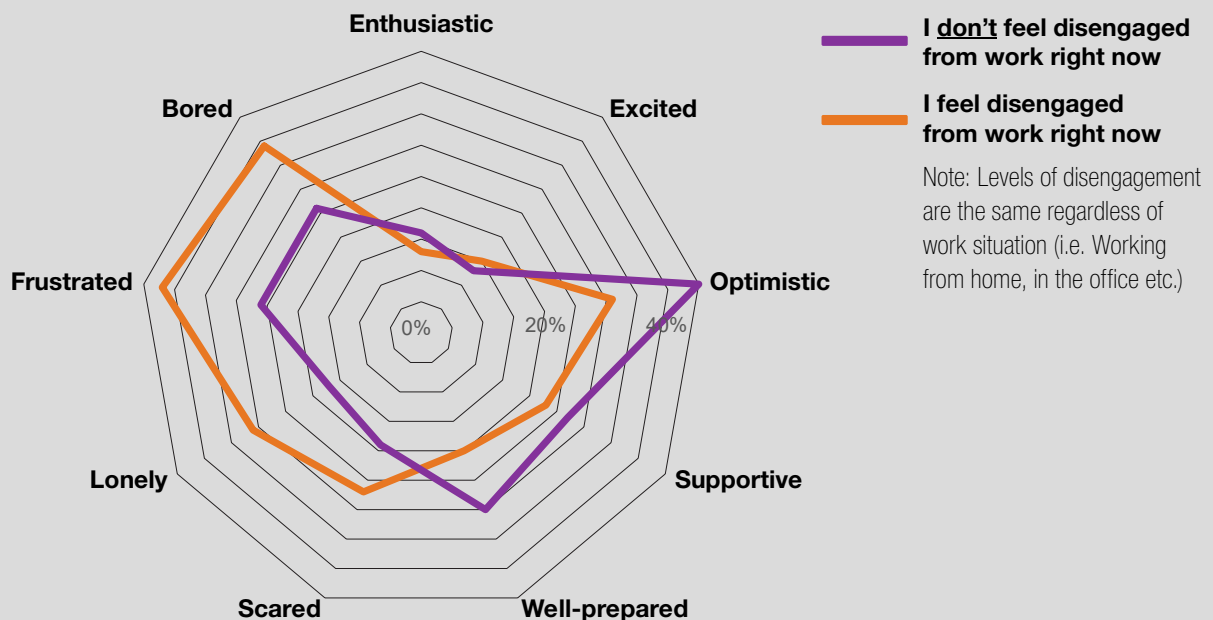
about the future. Similarly, a study conducted by Ipsos MORI for Deloitte in May 2020 – indeed early in our pandemic timeframe, indicated that 38 percent of workers say the lockdown has had a negative impact on their wellbeing.


Much has been made regarding the shift to working from home; however, our data suggests that this is not the situation for most employees as of December 2020. One in two

employed citizens report they are working from an office, with only 14 percent reporting they are working entirely from home. However, working from an office may not be the preferred option for employees – people working out-of-home and not in an office find themselves more at odds with their employers; more than a quarter give their employer a poor rating.

Boredom, frustration and loneliness are pronounced among those who feel disengaged from work

Q. Which of these words describe your state of mind right now? Please select at least 3 and up to a maximum of 8 responses. Agree (n=2778); Disagree (n=4050)





But it is not all positive for those working from home: the feeling of loneliness and working from home can also take its toll. People primarily working from home are dealing with more boredom than the rest and are more likely to feel like things are out of control. These employees are also most likely to see their job as a risk to their health and wellbeing.

With the New Year were hopes of a renewed optimism. Our data suggests that many employees are yet to enjoy such positive expectations.

Three in five employees across 25+ countries said that loss of income or employment is a very real (22%) or somewhat real threat (38%) in the next twelve months. Employees in most countries share this view with the notable exceptions of China, Germany and the Netherlands.

And the threat may be real. A recent study conducted by the World Economic Forum and Arizona State University showed that the most common response to the pandemic was to cut personnel expenses, which included workforce reductions (permanent 35%, temporary 28%), hiring freezes (permanent 28%, temporary 27%) and reducing hours for hourly workers (29%, 25%). These employers are expecting a return to the workplace, with 28 percent expressing an interest in returning earlier than expected, or wanting to return immediately, and an additional 38 percent wanting to return eventually. The two biggest factors driving a return is a drop in cases and the prevalence of vaccination.

https://issuu.com/asuhealthsolutions/docs/asu_workplace_commons_nov2020?fr=sYjhjZjE5NTg1NjM

Implications

The impact of the pandemic on the world of work will have potential long-term implications for at least a segment of employees. However, for many, the need for support is now. The disruption in work and the resulting stress should be cause for concern for many employers. While 2021 may have brought a change in date, it did not bring a sense of relief or hope for more stability. It is during these times that employers can demonstrate their commitment to their employees through recognition of the pressures and providing appropriate support through safe workplaces.

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So that our clients can act faster, smarter and bolder.

Ultimately, success comes down to a simple truth:

**YOU ACT BETTER
WHEN YOU ARE SURE.**

Essentials

Data from the report are drawn from Essentials which tracks the public's latest attitudes, behaviours and future intentions as the world emerges from this crisis.

The study has been designed to help businesses adapt, plan and execute in these turbulent times. It offers fast, cost-effective answers to help you navigate as consumer attitudes and behaviours continue to evolve.

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