

2021-2022

# Aflac WorkForces Report

## Insights for midsize businesses

### DID YOU KNOW?

**68% of midsize-business (100-499) workers** say it is extremely or very important that they have access to a benefits advisor during their benefits enrollment. This is higher than their peers at small businesses with fewer than 100 employees (**54%**) and large businesses with 500 or more employees (**59%**) and shows that these employees place a high value on their employers' offering the option to speak to a benefits expert either in person, online or over the phone.

### HEALTH, WELLNESS + THE POWER OF BENEFITS



**34% of midsize-business employees** state their personal mental health negatively affected their job performances last year. **All company sizes: 34%.**



**50% of employees** say taking paid time off is viewed as positive at their company. **All company sizes: 50%.**

**39%** say taking a leave of absence is viewed in a positive light. **All company sizes: 39%.**



**53% of employees** say they couldn't pay \$1,000 or more in out-of-pocket costs. **All company sizes: 46%.**

**82% of employers** believe their employees can financially meet their health care obligations. **All company sizes: 81%.**



**52% of midsize-business workers** have high anxiety about health care costs beyond what their insurance covers. **All company sizes: 51%.**

### THE STATE OF WORKPLACE BENEFITS



**47% of workers** purchased at least one new benefit as a result of the pandemic, with life, critical illness and mental health resources topping the list. **All company sizes: 44%.**



**49% of employees** are highly interested in purchasing supplemental insurance to help cover the financial costs related to COVID-19 and other pandemics.

**All company sizes: 45%.**



**85% of employers** are highly satisfied with their organization's COVID-19 response.

**All company sizes: 84%.**

**67% of midsize-business employees** are highly satisfied with their employer's response. **All company sizes: 67%.**



**64% of employers** experienced an increase in benefits costs in the past year.

**All company sizes: 60%.**

## BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



**71% of midsize-business employers** think employees understand costs well.

**All company sizes: 72%.**

**57% of employees** say they do. **All company sizes: 59%.**



**61% of the workforce** say they prefer working with a benefits advisor in person.

**All company sizes: 53%.**

**33%** prefer a video meeting.

**30%** prefer online chat.

**All company sizes: 31%.**

**All company sizes: 30%.**



**64% of employees** say medical bill negotiation is stressful, followed by trying to understand what insurance or benefits they need. **All company sizes: 58%.**



**83% of employers** say their benefits providers demonstrated care for their workforces during the pandemic. **All company sizes: 84%.**

**68% of employees** agree their benefits company cares for them.

**All company sizes: 65%.**



The 2021-2022 Aflac WorkForces Report is the 11th annual Aflac study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employer survey was conducted online June 28-July 14, 2021, and the employee survey was conducted online June 28-July 16, 2021. The surveys captured responses from 1,200 employers and 2,000 employees across the United States in various industries. For more information visit [aflac.com/awr](http://aflac.com/awr). Aflac includes Aflac and/or Aflac New York and/or Continental American Insurance Company and/or Continental American Life Insurance Company. Aflac WWHQ | 1932 Wynnton Road | Columbus, GA 31999