

2021-2022

Aflac WorkForces Report

Professional services industry insights

DID YOU KNOW?

Perhaps not surprisingly, employers nationally rank offering robust benefits while staying within budget constraints (**at 59%**) as the top challenge their companies face when offering benefits – and this number is even **higher in the professional services sector (66%)**.

HEALTH, WELLNESS + THE POWER OF BENEFITS



29% of employees state their personal mental health negatively affected their job performances last year. **All industries: 34%**.



43% of employees say taking paid time off is viewed as positive at their company. **All industries: 50%**.

27% say taking a leave of absence is viewed in a positive light. **All industries: 39%**.



33% of professional services sector employees say they couldn't pay \$1,000 or more in out-of-pocket costs. **All industries: 46%**.

80% of employers believe their employees can financially meet their health care obligations. **All industries: 81%**.



42% of workers have high anxiety about health care costs beyond what their insurance covers. **All industries: 51%**.

THE STATE OF WORKPLACE BENEFITS



31% of professional services 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 industries: 44%**.



30% of employees are highly interested in purchasing supplemental insurance to help cover the financial costs related to COVID-19 and other pandemics.

All industries: 45%.



89% of employers are highly satisfied with their organization's COVID-19 response.

All industries: 84%.

72% of employees in the professional services sector are highly satisfied with their employer's response. **All industries: 67%.**



52% of employers experienced an increase in benefits costs in the past year.

All industries: 60%.

BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



70% of employers in the professional services sector think employees understand costs well. **All industries: 72%.**

54% of employees say they do. **All industries: 59%.**



50% of workers say they prefer working with a benefits advisor in person.

All industries: 53%.

28% prefer a video meeting.

23% prefer online chat.

All industries: 31%.

All industries: 30%.



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



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

59% of employees agree their benefits company cares for them. **All industries: 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.

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