

2021-2022

# Aflac WorkForces Report

## Technology industry insights

### DID YOU KNOW?

**96% of technology sector employees** say it is extremely or very important that they are able to manage their benefits online – this is 14 points above the national average of **82%** and higher than any other industry, strongly illustrating the importance of online access to employees in this industry.

In addition, employees in the tech industry also see benefits advisors playing an important role in their benefits choices, with the majority (**82%**) saying it is extremely or very important that they have access to a benefits advisor. This is a full 22 points above the national average (**60%**), illustrating the importance of having people available to answer questions for employees in this sector.

### HEALTH, WELLNESS + THE POWER OF BENEFITS



**39% of employees** state their personal mental health negatively affected their job performances last year. **All industries: 34%.**

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**74% of employees** say taking paid time off is viewed as positive at their company. **All industries: 50%.**

**64%** say taking a leave of absence is viewed in a positive light. **All industries: 39%.**

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**43% of technology sector employees** say they couldn't pay \$1,000 or more in out-of-pocket costs. **All industries: 46%.**

**93% of employers** believe their employees can financially meet their health care obligations. **All industries: 81%.**

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**61% of workers** have high anxiety about health care costs beyond what their insurance covers. **All industries: 51%.**

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### THE STATE OF WORKPLACE BENEFITS



**69% of employees** 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%.**



**72% 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%.**



**86% of employers** are highly satisfied with their organization's COVID-19 response.  
**All industries: 84%.**

**77% of employees in this field** are highly satisfied with their employer's response.  
**All industries: 67%.**



**75% of employers** experienced an increase in benefits costs in the past year.  
**All industries: 60%.**

## BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



**89% of employers in the technology sector** think employees understand costs well. **All industries: 72%.**

**78% of employees** say they do. **All industries: 59%.**



**62% of the workforce** say they prefer working with a benefits advisor in person.  
**All industries: 53%.**

**45%** prefer a video meeting.  
**All industries: 31%.**

**39%** prefer online chat.  
**All industries: 30%.**



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



**94% of employers** say their benefits providers demonstrated care for their workforces during the pandemic. **All industries: 84%.**

**85% 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](https://aflac.com/awr).  
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 Aflac WWHQ | 1932 Wynnton Road | Columbus, GA 31999