

Health on Demand Delivering the benefits employees want now

Our latest study of over 14,000 employees across the globe, looked at how employers can **positively impact** the health of their people. Do you know **which benefits matter most** to your employees now? Do you know how to best support them in this challenging environment?



About the survey

MMB Health on Demand research captures what employees want from their employer when it comes to the personalization and delivery of health and well-being solutions.

When Survey was fielded **March 6 – April 13, 2021**

Who **14,096**
representative samples
in adult employees

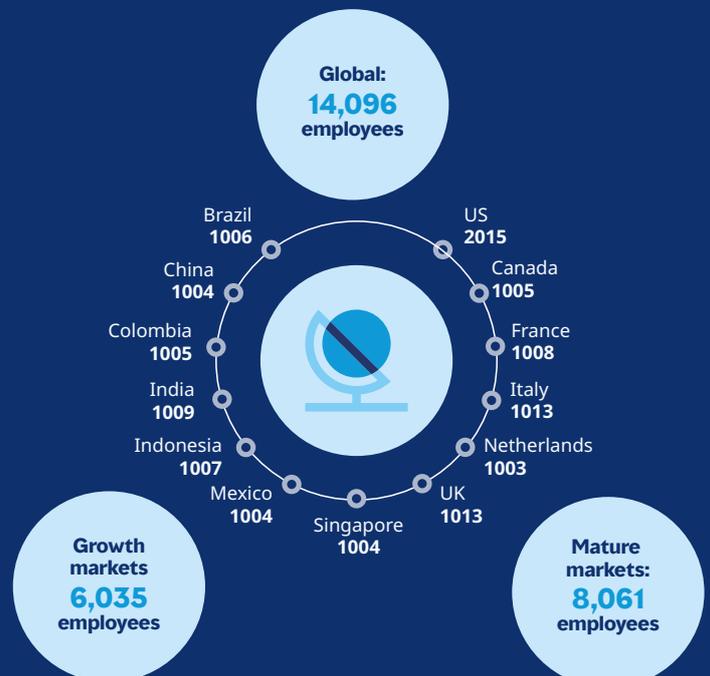
18-64
years of age

Where Brazil, Canada, China, Colombia, France, India, Indonesia, Italy, Mexico, Netherlands, Singapore, United Kingdom, United States



Research methods:

Samples were collected with respect to national labor force characteristics and based upon the most current OECD employment statistics. The global results are weighted to 1,000 to show an equal representation for each market.



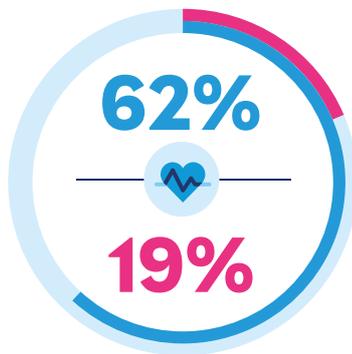
Employer support matters

Employers that provide meaningful support to all employees are helping to create a more resilient and loyal workforce—which in turn improves company performance

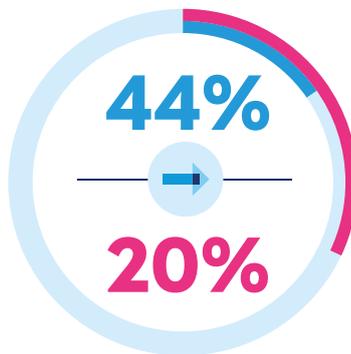
During the pandemic, employers proved they could make a meaningful difference.

Of employees who reported receiving **good** or **very good** support during the pandemic

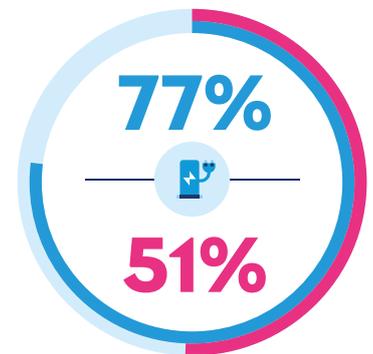
Of employees who reported receiving **poor** or **fair** support during the pandemic



Feel their employer cares about their health and well-being



Are less likely to leave their job as a result



Feel energized at work

MMB Health on Demand 2021

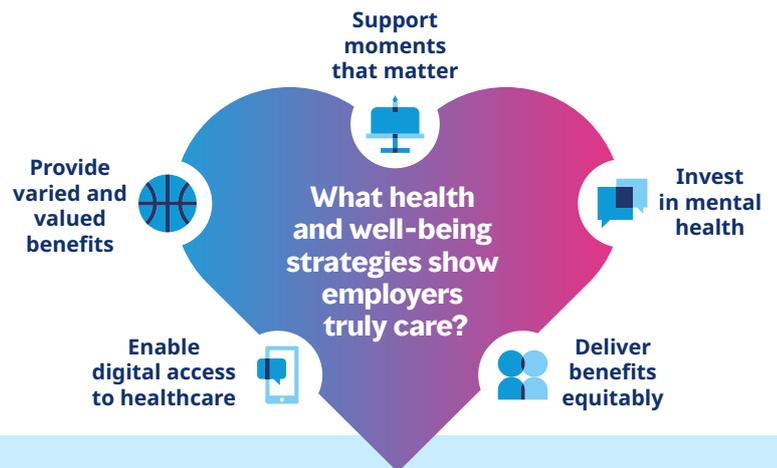
Q5. How much do you feel that your employer cares about your health and well-being?

Q21. Did the level, type and quality of support you received from your employer during COVID-19 affect how you feel about moving elsewhere to another employer?

Q4. On a typical day, how energized do you feel at work in your current role? (In the job that you spend the most time working.)

by support from your employer during the pandemic; Equal Country Weight; base n = from 2144 to 6391

Our report identified five ways for employers to support employee health and well-being:



Five ways for employers to show they care:



Support the moments that matter

Insight:

Employees who felt well-supported by employers were less likely (25%) to view their pandemic experience as mostly negative compared to employees who did not feel supported (51%).

Implication:

Enhance physical, social, financial and emotional well-being support to boost engagement and resilience.

Moments that matter by the numbers:

Percent of employees by region who viewed the pandemic as a “mostly” or “entirely” negative impact

Global	Latin America	Canada	US	Asia	Europe/UK
33%	37%	30%	30%	28%	35%

Five ways for employers to show they care:



Provide varied and valued benefits

Insight:

Employees with the most varied well-being resources are 35 points less likely to move elsewhere, 27 points more confident they can get the healthcare they need and 11 points more energized than those offered no resources.

Implication:

The more diverse health, risk protection and well-being resources you offer, the more loyal and productive your workforce will feel.

Caring by the numbers:

Percent of employees who feel their employer cares about their well-being, 2019 v. 2021

	Global	Latin America	Canada	US	Asia	Europe/UK
2019	49%	50%	47%	52%	54%	44%
2021	46%↓	38%↓	50%↑	50%↓	48%↓	48%↑



Enable digital access to healthcare

Insight:

Eight out of ten people intend to use digital well-being solutions, such as video calls to their doctor and well-being apps to help them find healthcare support and self-manage conditions.

Implication:

Ensure benefit plans facilitate, cover and encourage virtual care if seamless access is not otherwise available.

Telemedicine by the numbers:

Percent of employees by region who said they plan to use telemedicine the same or more than during the pandemic

Global	Latin America	Canada	US	Asia	Europe/UK
84%	83%	82%	80%	86%	83%



Invest in mental health

Insight:

One in two employees report feeling at least somewhat stressed every day. However, employees who feel supported by their employer are 10% less likely to be highly or extremely stressed.

Implication:

Provide a comprehensive range of mental health supports to expand prevention and treatment, boost emotional health and reduce everyday stress levels.

Stress by the numbers:

Percent of employees by region who said they feel extremely, highly or somewhat stressed on a daily basis

Global	Latin America	Canada	US	Asia	Europe/UK
50%	56%	49%	59%	51%	42%

Five ways for employers to show they care:



Deliver benefits equitably

Insight:

Higher-earners are better able to access medical coverage, income protection and mental health counselling than lower-earners. One in three single mothers are not confident they can afford the healthcare they and their family need.

Implication:

Consider the needs of disadvantaged groups to ensure those most in need of support are eligible for and can access benefits.

Affordability by the numbers:

Percent of employees by region who are not confident they can afford the healthcare their family needs

Global	Latin America	Canada	US	Asia	Europe/UK
24%	29%	21%	27%	21%	21%

Offering benefits to show you care

Benefits that employees only get to experience once they become sick (like critical illness insurance) don't have the same visibility as something they get to experience more frequently—such as a healthy work environment or gym benefits. That's why it's so essential to offer a mix of resources and solutions.

Increase the portion of your workforce that believes you care by providing:



Flip the pyramid to provide benefits to meet the needs of the full workforce

It is important that benefits are designed to support all employees, including low wage earners, people of color, women, LGBTQ+ individuals, veterans, immigrants (including refugees and migrant workers), and people with disabilities. Organizations should consider factors like health coverage affordability for individuals, safe working conditions as well as benefits eligibility and scope.

Those at the top of the pyramid typically receive the most benefits, whereas vulnerable employees have unmet needs

Consider adding new supports for the full workforce

What benefits do YOUR employees want now?

It's imperative to listen to your employees.

They are not just telling you what they need—they are giving you the formula to win.

Find out what the **Health on Demand** survey can tell you about delivering effective employee health and benefits programs in your organization.

[Read our report to find out more.](#)



Mercer Marsh Benefits (MMB) was born out of the unification of one of the world's best loved HR consultancies, the global leader in people risk advisory and the number one disruptive benefits technology firm to form one unique business. Together they have shaped some of the world's most loved employee benefit experiences for small companies, growing enterprises and global firms. MMB is 7,000 strong, on the ground in 73 countries, and servicing clients in more than 150 countries. It brings local expertise to more places and works side-by-side with clients, and Mercer and Marsh colleagues around the world. Mercer and Marsh are two businesses of Marsh McLennan (NYSE: MMC), together with Guy Carpenter and Oliver Wyman. The Company's 78,000 colleagues advise clients in 130 countries. With annual revenue over \$18 billion, through its market-leading companies Marsh McLennan helps clients navigate an increasingly dynamic and complex environment.