

Singapore

Health on Demand

# Delivering the benefits employees want now

Our latest study of over 14,000 employees globally and over 1,000 employees in Singapore, 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?



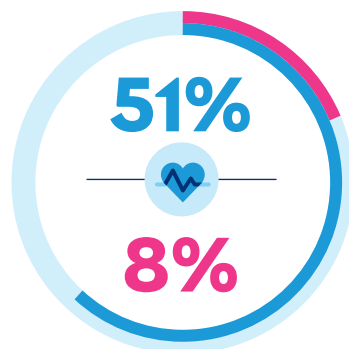
## Employer support matters

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

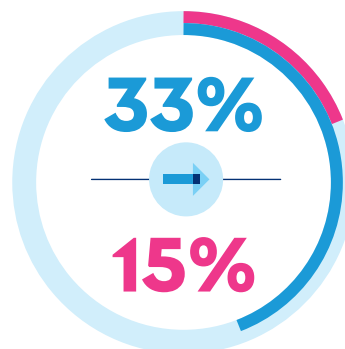
During the pandemic, employers proved they could make a meaningful difference.

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

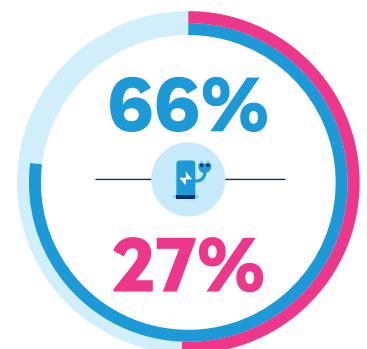
Of employees who reported receiving **poor** or **fair** support during the pandemic



Feel their employer cares about their health and well-being



Are less likely to leave their job as a result



Feel energized at work

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

## Support moments that matter.

Employers in Singapore fell behind in supporting employees during the pandemic.

## Provide varied benefits that truly matter.

Beyond offering a wide range of well-being resources, Singapore employers need to ensure these benefits bring value to workers.

## Invest in mental health before it is too late.

Employees in Singapore are less comfortable in discussing mental health challenges.

## What health and well-being strategies show employers truly care?

## Employers have the responsibility to enable digital access to healthcare for employees.

There is more trust in Singapore employers to deliver high-quality health solutions than before.

## A gender-equal workplace is more than just hiring more women and having female leaders.

Singapore employers should move beyond standard benefits to offer targeted benefits that help those who need it most.

## Five ways for employers to show they care:



### Support the moments that matter

Employers in Singapore fall behind in supporting employees during the pandemic.

#### Insight:

More than half of respondents (56%) in Singapore reported they did not receive strong support from their employers, compared with 51% of workers globally and 46% in Asia.

#### Implication:

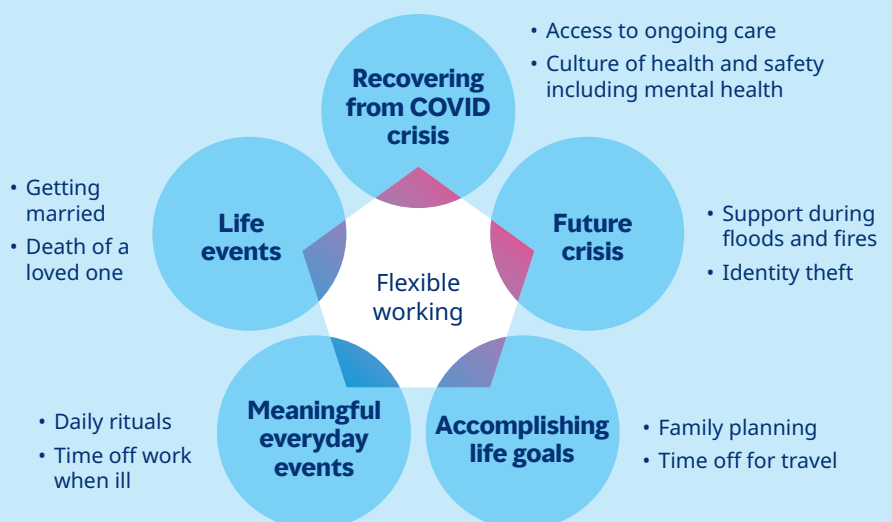
Modernize benefits and enhance physical, social, financial and emotional well-being support to boost engagement and resilience.

#### Moments that matter by the numbers:

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

Global	Asia	Singapore
33%	28%	23%

### What moments matter to your workforce now?





## Invest in mental health before it is too late

Employees in Singapore are less comfortable in discussing mental health challenges.

### Insight:

The stigma surrounding mental health issues remains, with only **10%** of Singapore employees saying they are comfortable with discussing mental health challenges with family, friends, and healthcare professionals. Globally and in Asia, the proportion of people who are comfortable doing so is higher, at **19%**.

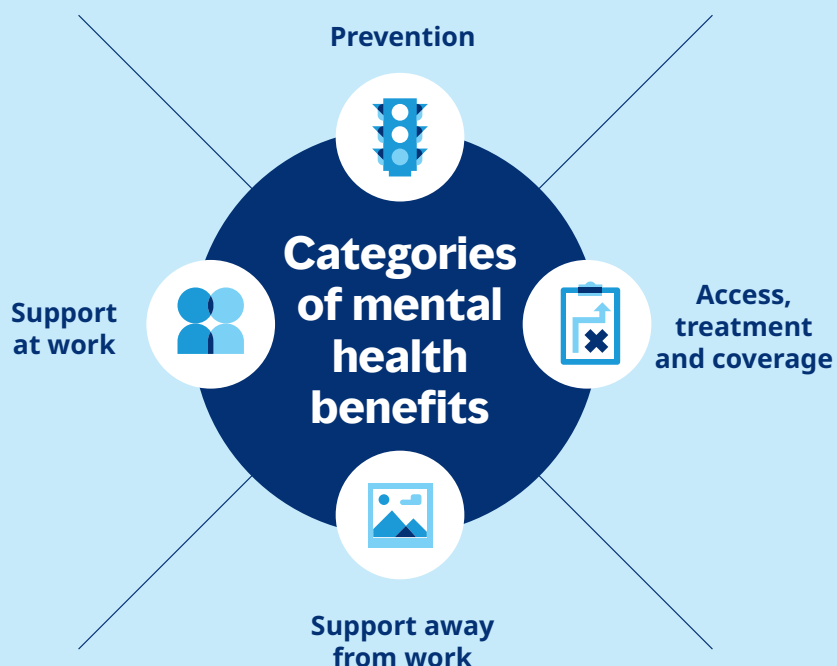
### Implication:

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	Asia	Singapore
50%	51%	55%



## Provide varied benefits that truly matter

Beyond offering a wide range of well-being resources, Singapore employers need to ensure these benefits bring value to workers.

### Insight:

Employees who had access to ten or more well-being resources through their employer were **22** percentage points less likely to move to another employer, **32** percentage points more confident they can get the healthcare they need and **21** percentage 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	Asia	Singapore
2019	49%	54%	33%
2021	46%↓	48%↓	33%

## Offering benefits to show you care

Benefits that employees only use once they become sick (like critical illness insurance) don't have the same visibility as those used 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:



## Employers in Singapore have the responsibility to enable employee's digital access to healthcare

### Insight:

Almost half of employees (**48%**) have a great deal or a fair amount of trust in their employers to deliver personal health solutions.

### Implication:

Ensure benefit plans facilitate, cover and encourage virtual care if seamless access is not otherwise available. Increase the use of quality health and wellbeing resources and apps.

### Employees trust employers to deliver personal healthcare solutions

How much trust or distrust do you have in the following sources to deliver personal health solutions that are high quality, convenient, affordable and secure? (A great deal or a fair amount of trust.)



### Digital health supports environmental, social and governance objectives



Playing a role in helping employees choose, access and adopt digital health and well-being can:

- Open up healthcare prevention and treatment to more people
- Lower cost and improves quality
- Create a better employee experience
- Deliver flexibility
- Help the environment
- Provide a vital connection during future crises like pandemics, natural disasters and climate events
- Support creation of healthy societies



## A gender-equal workplace is more than just hiring more women and having female leaders

### Insight:

When Singapore entered into its circuit breaker in 2020, and even now with work-from-home and home-based learning arrangements for school-going children, many women struggled to juggle work and looking after the family. Yet, very few reported receiving “very good” support from their employer during the pandemic – only **10%** of women said so, half that of men (**20%**).

Besides that, not everyone has equal access to well-being benefits. Low-wage workers are less likely to have medical coverage provided by their employer, even though they were the most adversely affected by the pandemic. Less than half of the low-wage workers (**46%**) have access to medical coverage through their employer, compared to **55%** of higher-paid workers. Low-wage workers are defined as having an income below the median and higher-paid workers as having an income above this.

### Implication:

Consider the needs of disadvantaged groups to ensure those most in need of support are eligible for and can access benefits. Ensure programs support all cohorts of employees, including people of color, women, LGBTQ+ individuals, veterans, immigrants and people with disabilities.

### Affordability by the numbers:

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

Global	Asia	Singapore
24%	21%	33%

### 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.