

Driving Employee Engagement, Loyalty and Reducing Stress

The global pandemic is creating new challenges and placing additional stress on employees and their organisations every day. Improving productivity, engagement and loyalty, as well as reducing stress and burnout, are key objectives for organisations looking to manage both through and beyond the crisis.

By better understanding the drivers of positive employee outcomes (like productivity), as well as those of negative ones (like stress), employers can shape programs and experiences to help their workforce better navigate the new challenges they are facing.

Data fielded at the start of the pandemic demonstrates that employees whose employers have provided programs and benefits to support them feel more successful, appreciated, engaged, productive and respected.

Our perspectives are captured by two distinct research studies: 1) MetLife Australia Employee Benefit Trends Study (September 2020); and 2) MetLife Australia COVID-19 Research Insights Study (May 2020). Each study had greater than 1,000 respondents.

Top Takeaways

- **78% of employees currently feel stressed** with 1 in 2 claiming they are more stressed now than before the COVID-19 pandemic (particularly those aged 23-36 years), which could lead to lower productivity, engagement and increased absenteeism.
- **Support from employers is even more important during the COVID-19 crisis:** there is a strong relationship between an employee experiencing a positive employer support, and having reduced stress levels, better mental health, and feel a greater sense of loyalty towards their employer.
- **An employee that feels valued / appreciated and / or is recognised for their achievements / hard work** is likely to be more productive, engaged, empowered, trust their employer's leadership, and achieve their professional goals.

Employee stress impacts workplace productivity



2020 EBTS Research

Employees who are stressed (about half of the time or all of the time) **are less productive and engaged.**

Around 3 in 10 employees claim to **feel run down and drained of their physical and emotional energy** either often or very often.

Employees who frequently feel this way are likely to be less productive, engaged, and loyal.

2020 COVID-19 Research

43%

of Australians claim to be significantly more stressed now compared to pre COVID-19.

42%

of employees agree they find it difficult to switch off and stop thinking about work... 47% for those working from home all the time at present.

32%

of Australians agree they are worried about work productivity as a result of having their children at home.

Employers who are taking action are making a difference

2020 EBTS Research

64%

of employees feel valued and appreciated when they are working.

57%

of employees that received positive support from their employer since COVID-19 began claim it made them more loyal.

2020 COVID-19 Research

Employees who say their employer's response to COVID-19 has made them feel more...

Positive experience

More loyal towards them = 39%;
Less loyal towards them = 5%

COMPARED WITH

Negative experience

More loyal towards them = 3%;
Less loyal towards them = 47%

Recognition and appreciation increases productivity, loyalty and reduces stress



Productive

Stressed

Loyal

(intend to still be working at my company in 12 months' time)

An employee that feels valued and appreciated by their employer	89%	40%	86%
An employee that does not feel valued or appreciated by their employer	51%	53%	50%
An employee that is recognised for their achievements / hard work by their employer	87%	41%	85%
An employee that is not recognised for their achievements / hard work by their employer	70%	46%	67%

Visit metlife.com.au/EBTS-2020/ or metlife.com.au/coronavirus for more information

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