

2023-2024

# Aflac WorkForces Report

## Private sector insights

### DID YOU KNOW?



#### Gap widens between employer perceptions and employee experiences.

Most (80%) private sector employers think employees understand health care costs well, compared to 78% in 2022. However, nearly half (49%) of employees say they do understand versus 54% in 2022.

Employers also continue to have an inflated perception of employees' satisfaction with their overall benefits packages: 78% believe employees are satisfied, while only 59% of private sector employees say they are satisfied.

### HEALTH, WELLNESS + THE POWER OF BENEFITS



**28% of employees** state their personal mental health negatively affected their productivity last year. **Public sector industry: 25%.**

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**51% of private sector employees** say they couldn't pay \$1,000 in out-of-pocket costs. **Public sector industry: 45%.**

**79% of employers** believe their employees can financially meet their health care obligations. **Public sector industry: 85%.**

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**52% of workers** have high anxiety about health care costs beyond what their insurance covers. **Public sector industry: 44%.**

## THE STATE OF WORKPLACE BENEFITS



**89% of employees** say their supplemental insurance policy helps to protect their income. **Public sector industry: 81%.**

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**85% of employers** say working with their broker has improved their benefits packages. **Public sector industry: 78%.**

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**75% of employers** experienced an increase in benefits costs in the past year. **Public sector industry: 73%.**

**62% of employers** report benefits claims increased; top selected reasons were rising prescription drug prices, medical care and mental health issues. **Public sector industry: 53%.**

## BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



**56% of the workforce** say it's important to have access to a benefits advisor. **Public sector industry: 51%.**

- **50%** prefer in-person meetings. **Public sector industry: 53%.**
  - **45%** prefer speaking on the phone. **Public sector industry: 37%.**
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**59% of employees** say medical bill negotiation is stressful. **Public sector industry: 64%.**

**54% of employees** say the same about trying to understand what insurance or benefits they need. **Public sector industry: 62%.**

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**90% of employees** see a growing need for supplemental insurance benefits. **Public sector industry: 85%.**



### About the Study

The 2023-2024 Aflac WorkForces Report is the 13th annual Aflac employee study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employer survey took place online between June 2 and June 25, 2023, and the employee survey took place online between June 2 and June 27, 2023. Throughout this report, some percentages may not add up to 100% due to rounding. The surveys captured responses from 1,201 employers and 2,000 employees across the United States. For more information, visit [aflac.com/awr](https://aflac.com/awr).

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