

2023-2024

Aflac WorkForces Report

Insights for small businesses



DID YOU KNOW?



Employers continue to face rising benefits costs and claims.

Two-thirds of small businesses (fewer than 100 employees) state that their benefits costs have increased over the past year, which has hindered their ability to offer a more diverse range of benefits (49%) and bonuses (46%).

More than half (52%) also report that benefits claims increased; top selected reasons were rising prescription drug prices, use of medical care and chronic disease prevalence.

HEALTH, WELLNESS + THE POWER OF BENEFITS



25% of small-business employees state their personal mental health negatively affected their job performances last year. **All company sizes: 28%.**

74% of small-business employees believe mental health coverage is just as important, if not more important, than physical health coverage. **All company sizes: 76%.**



63% of employees say they couldn't pay \$1,000 in out-of-pocket costs. **All company sizes: 50%.**

66% of employers believe their employees can financially meet their health care obligations. **All company sizes: 79%.**



55% of small-business workers have high anxiety about health care costs beyond what their insurance covers. **All company sizes: 50%.**

THE STATE OF WORKPLACE BENEFITS



9 in 10 employees believe the need for supplemental insurance like dental, life and vision is increasing. **All company sizes: 89%.**



73% of employers who offer supplemental insurance believe these benefits help with recruitment. **All company sizes: 80%.**

76% of employers say they help with retention. **All company sizes: 82%.**



81% of employees say their supplemental insurance policy helps to protect their income. **All company sizes: 88%.**

BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



75% of small-business employers think employees understand costs well. **All company sizes: 79%.**

42% of employees say they do. **All company sizes: 48%.**

55% of the workforce say it's important to have access to a benefits advisor. **All company sizes: 55%.**



• **50%** prefer in-person meetings. **All company sizes: 50%.**

• **42%** prefer speaking on the phone. **All company sizes: 44%.**



63% of employees say medical bill negotiation is stressful. **All company sizes: 59%.**

58% of employees say the same about trying to understand what insurance or benefits they need. **All company sizes: 56%.**



52% of employees believe their organizations care about their overall mental health and physical well-being at least a moderate amount. **All company sizes: 48%.**



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. Aflac includes Aflac and/or Aflac New York and/or Continental American Insurance Company and /or Continental American Life Insurance Company.