

# Empowering employee wellbeing through organisational support

Insights from Bupa Global's Employee Wellbeing Survey in Hong Kong | March 2024

**In an era where work and wellbeing intertwine, organisations must embrace the paradigm shift and create an environment that nurtures their most valuable asset – their people.**

The past few years have revealed a profound trend in how individuals prioritise their physical and mental wellbeing. This transformation has manifested across workplaces as we witness employees seek environments that not only acknowledge but actively support their physical and mental health.

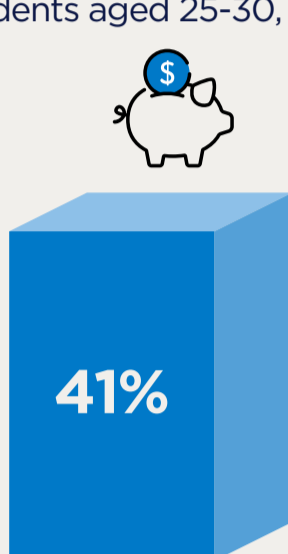
Results from our survey have shown that current employer health insurance offerings often fall short in meeting employees' needs, leading to an urgency for organisations to step up and reevaluate their health insurance packages.

It's important for us to address these gaps, and work alongside businesses to demonstrate our commitment to helping employees feel supported and confident in their physical and mental wellbeing.

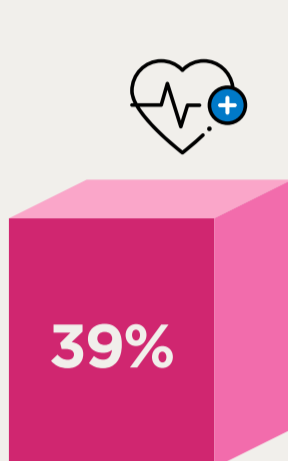
## Key takeaways from the Hong Kong Employee Wellbeing Survey

### Top cross-generational concerns

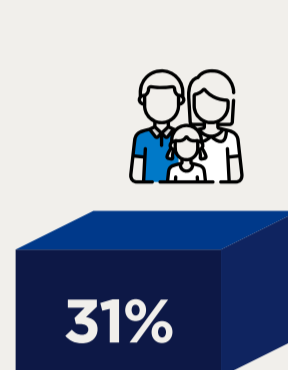
While most are worried about personal financial stability on a day-to-day basis, concerns vary across generations. Personal health is top of mind for older age groups (31-50) compared to respondents aged 25-30, ranking fourth in priority.



1 Personal financial stability



2 Personal health



3 Family health

42% of respondents aged 51-60 see **regular exercise** as the most important factor for overall wellbeing, in contrast to those aged 25-30 (29%)

### Overall health status and satisfaction

Physical health	Mental health
<p><b>48%</b></p> <p>of respondents related their physical health status <b>average or below</b></p> <p><b>Overweight and obesity</b> is the top physical health issue</p>	<p><b>45%</b></p> <p>of respondents related their mental health status <b>average or below</b></p> <p>Every 3 out of 4 respondents often <b>feel stressed and overwhelmed</b></p>

### Bridging the healthcare insurance gap

- Only less than half (44%) of respondents expressed some level of **satisfaction with the healthcare insurance coverage** provided by their employer
- 39% of respondents feel the healthcare insurance package provided by their employer **does not cater to their specific needs in life**
- 73% of respondents agree their **employer's support for their health and wellbeing are important**
- When deciding health and wellbeing programmes in the workplace, **84% want to be a part of the decision-making process**
- 84% of respondents agree that employer support on healthcare could **influence their decision on job changes**



of respondents **do not receive support** from their employers on physical health besides the mandatory company insurance coverage



do not receive **support** from their employers on mental health



are **not satisfied with their employer** in promoting better physical health

### Preferred initiatives and services to foster health and wellbeing

Employees are seeking more from their organisations in terms of health and wellbeing initiatives.

- 48%** ranked **flexible work arrangements** top priority
- 14%** prefer subsidised or complimentary **membership to external fitness and wellness centres**
- 11%** prefer **employee wellness programmes**

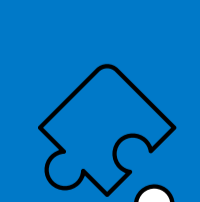
**Fitness and wellness services** are the most crucial for employees aged 51-60

Employees aged 25-50 prioritise **dental coverage**

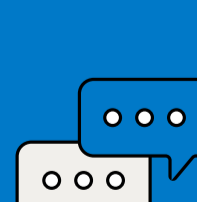
### Solutions for a healthier, inclusive workplace



Extend healthcare insurance packages beyond a one-size-fits-all approach



Provide more organisation-led support based on employee's needs, such as flexible work arrangement and wellness programmes



Create an open dialogue to ask for and accept suggestions for improvement

The survey findings underscore the pressing need for employers to take action in prioritising and enhancing workplace initiatives that promote overall health and wellbeing.

It is important for employers to recognise and target specific employee needs based on their life stages. By doing so, employers can create a supportive environment that fosters employee wellbeing, engagement, and productivity in the long-run.

### About the survey

The Bupa Global Employee Wellbeing Survey analyses research conducted between 8th of November and 21st of November 2023 among 300 employees in Hong Kong. Research was conducted via online survey by Insight Focus. Job titles include: Manager (15), Director/ Department Head (116), and Chairman/ C-Level Executive/ Managing Director (33).