

December 30, 2021
 Sompo Holdings, Inc.

Sompo Holdings, Inc. Conducts Awareness Survey on Changes in Values About Work

Sompo Holdings, Inc. (President & CEO: Kengo Sakurada) has conducted the Awareness Survey on Changes in Values About Work and hereby announces the results of the survey.

1. Background of the Survey

The novel coronavirus (COVID-19) has transformed people’s values about almost everything. For example, COVID-19 has fundamentally overturned previous work styles, where you routinely came to the office and communicated with other people face to face as you completed your duties. The environment has been transformed by telework, staggered commuting to avoid crowds, online meetings, self-restraint on real in-person communication, going out and travel, an increase in time spent at home and more. In the wake of this transformation, it is generally held that changes are emerging in how people engage in their work and how they perceive the role of work in their lives.

Sompo Holdings has now decided to conduct this survey to confirm the changes in values about work styles that Japan has experienced during the COVID-19 pandemic.

2. Outline of Survey

- (1) Survey period: From November 17 to November 18, 2021
- (2) Survey method: Online questionnaire
- (3) Survey target: Working men and women aged 20 or over living in Japan
- (4) Number of respondents: 1,055

(Number of people)

	20 to 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over
Men	31	89	205	495	39
Women	22	49	52	67	6
Total	53	138	257	562	45

3. Main Points of the Survey Results

- 44.4% of respondents said that there was a change in their values about work during the COVID-19 pandemic. More than half of these respondents recognized these changes as positive, indicating that the changes caused by the COVID-19 pandemic were not necessarily always negative. (Q1, Q2)
- Respondents showed a tendency to put greater emphasis than before on factors that are closely related to their daily lives, such as “Activities in private life,” “Daily living” and “Family,” due to changes in work styles during the COVID-19 pandemic. (Q3)
- The survey found no changes in the productivity of 55.2% of respondents even during the COVID-19 pandemic. In addition, 17.2% of respondents reported that their work productivity had “Improved” due to work style changes during the COVID-19 pandemic, while 25.1% reported that it had “Deteriorated” due to such changes. The survey thus identified issues with improving productivity. (Q5)

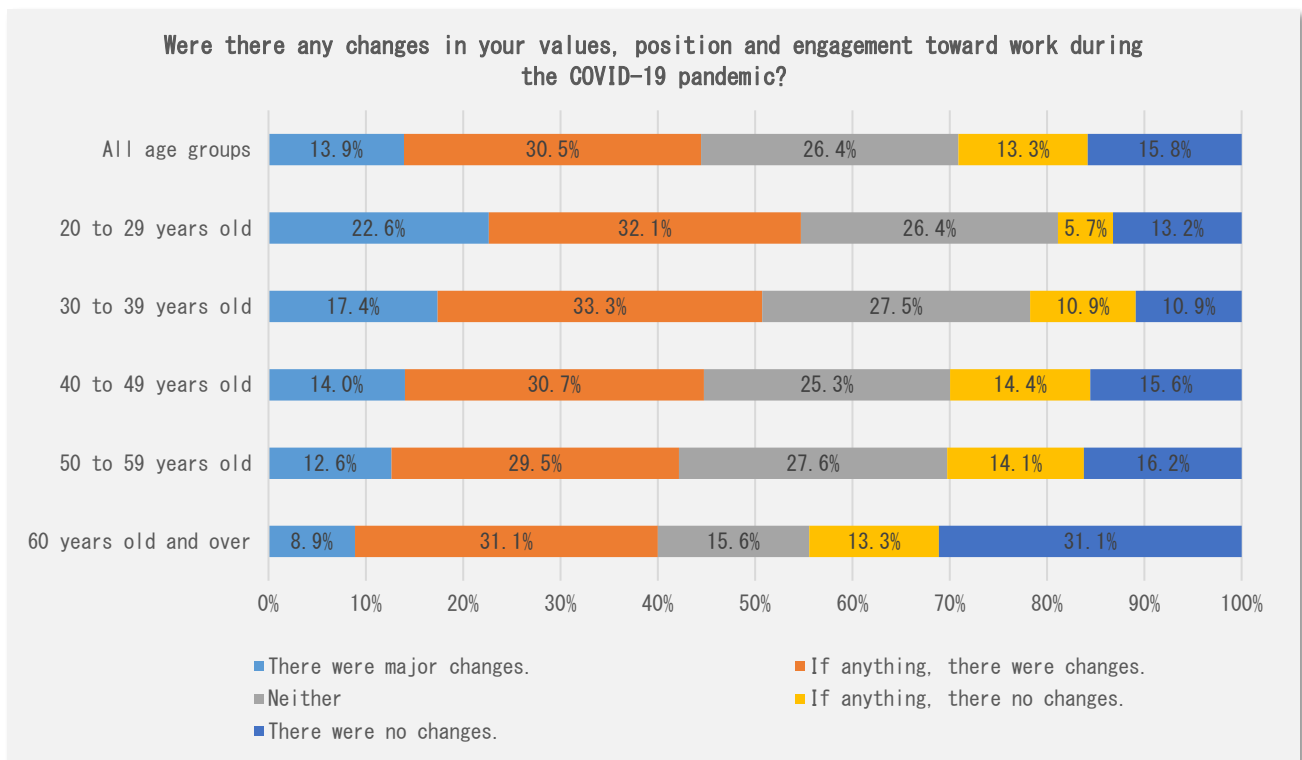
- As for factors that allow people to experience wellbeing at work, the top responses were factors related to remuneration and work environment, such as “salary,” “work hours,” and “leave.” Even so, the introspective factor of “I understand my individual roles and feel that my work is rewarding and worthwhile.” was also selected by many respondents. (Q7)

4. Survey Results

Q1. Were there any changes in your values, position and engagement toward work during the COVID-19 pandemic?

- 44.4% of respondents said that there were changes in their values, position and engagement toward work.
- By age group, the survey showed a strong tendency for respondents aged 30 or under to state that “There were major changes,” or “If anything, there were changes.” The survey found that this tendency weakened with older and older age groups.

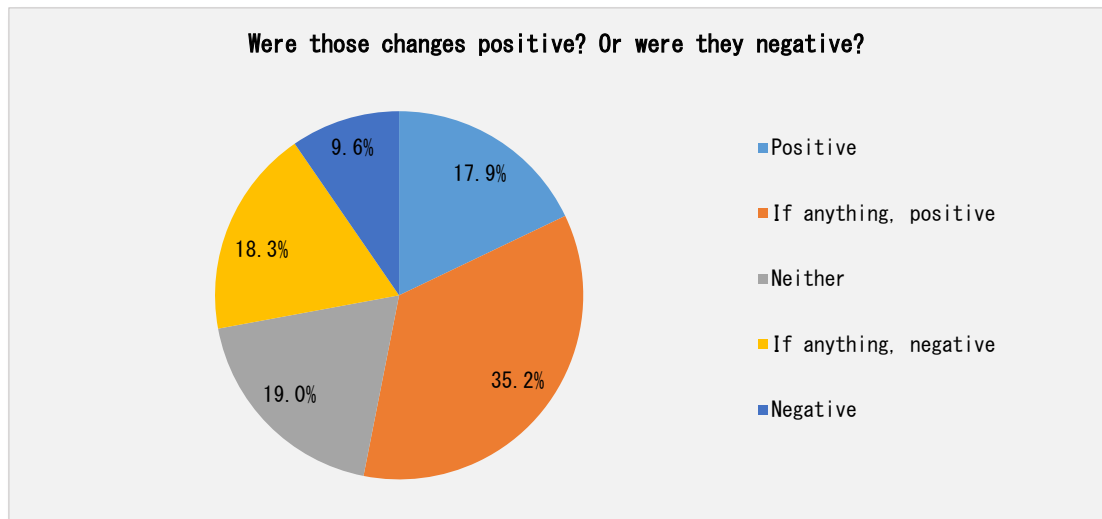
(Number of respondents: 1,055; single answer)



Q2. Were those changes positive? Or were they negative?

- More than half of the respondents recognized these changes as positive, indicating the changes caused by the COVID-19 pandemic were not necessarily always negative.

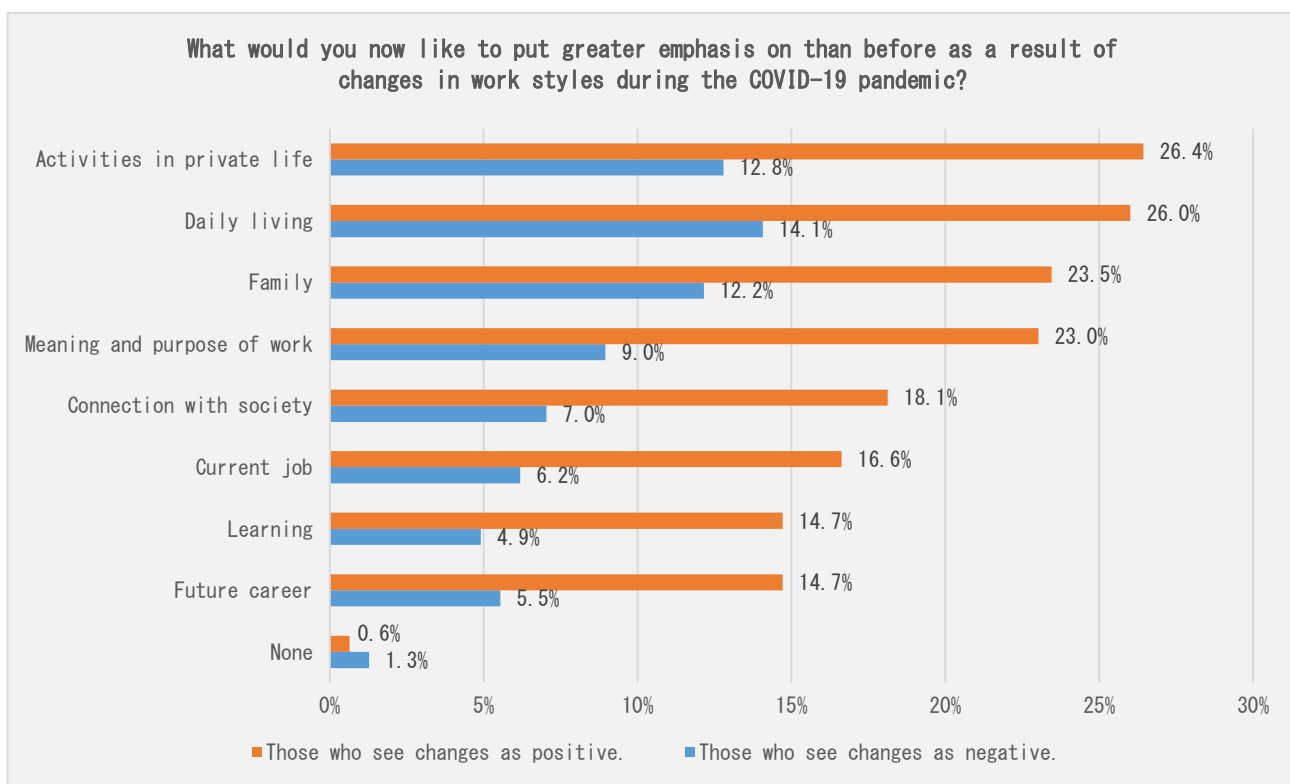
(Number of respondents: 469; single answer; This question was for respondents who selected “There were major changes,” or “If anything, there were changes” in Q1.)



Q3. What would you now like to put greater emphasis on than before as a result of changes in work styles during the COVID-19 pandemic?

- The survey showed that respondents tended to put greater emphasis than before on factors that are closely related to their daily lives, such as “Activities in private life,” “Daily living” and “Family,” due to changes in work styles during the COVID-19 pandemic.
- Changes in values, position and engagement toward work during the COVID-19 pandemic were seen as positive by some respondents, and negative by others. There were no major differences in the factors that both types of respondents tended to emphasize. However, the survey found that respondents who saw the changes as positive emphasized a greater number of factors than did those that saw the changes as negative.

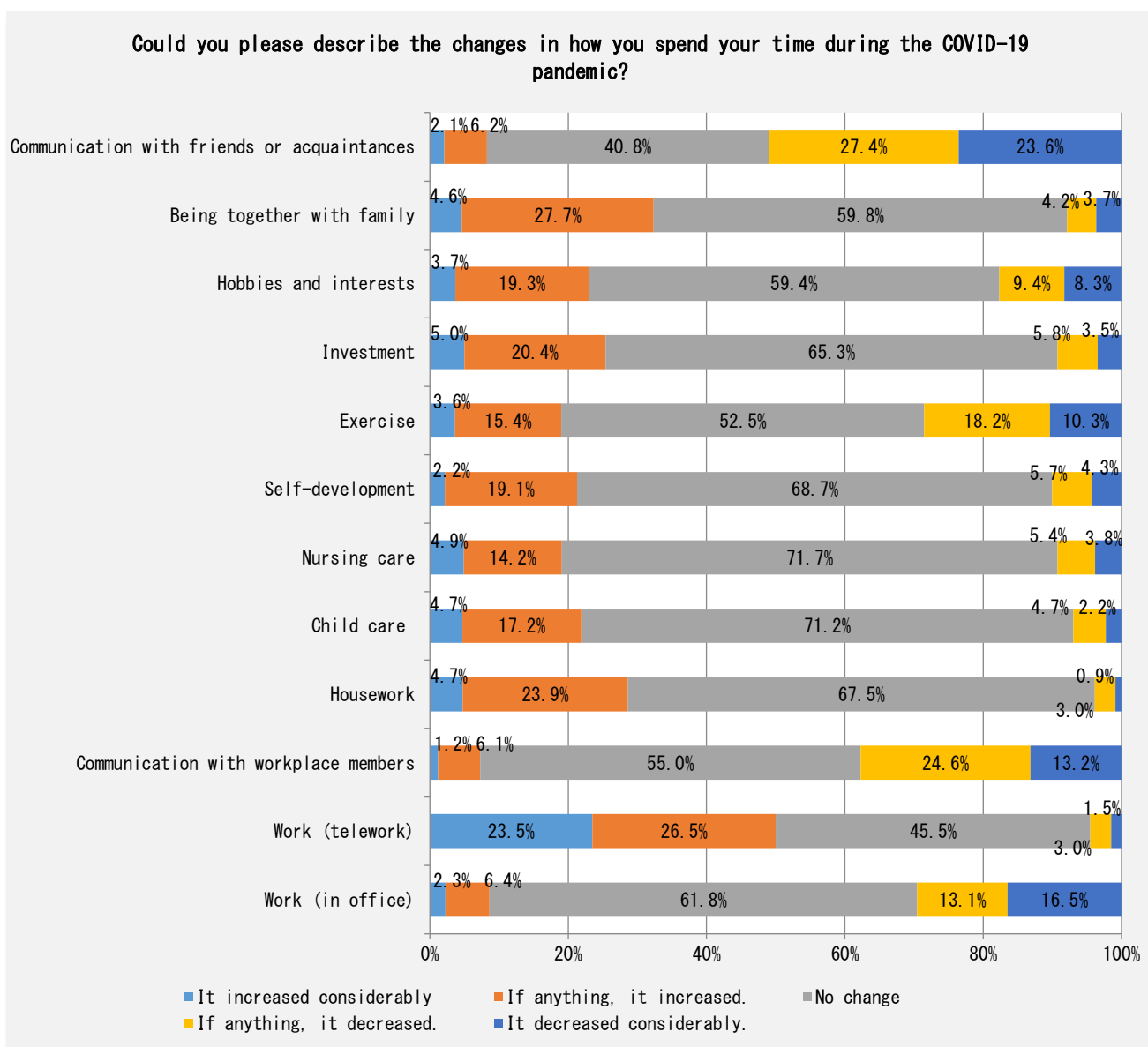
(Number of respondents: 380; multiple answers; excluding those who selected “Neither” in Q2)



Q4. Could you please describe the changes in how you spend your time during the COVID-19 pandemic?

- The survey showed that respondents are spending more time on family-related activities, such as “Housework,” “Child care,” “Being together with family,” and more time on themselves through “Self-development,” “Investment,” and “Hobbies and interests.” These results reflect the impact of spending more time at home due to the COVID-19 pandemic.
- The survey indicated a marked decrease in time spent around real interfaces with people, such as “Work (in office),” “Communication with workplace members,” “Communication with friends and acquaintances.”

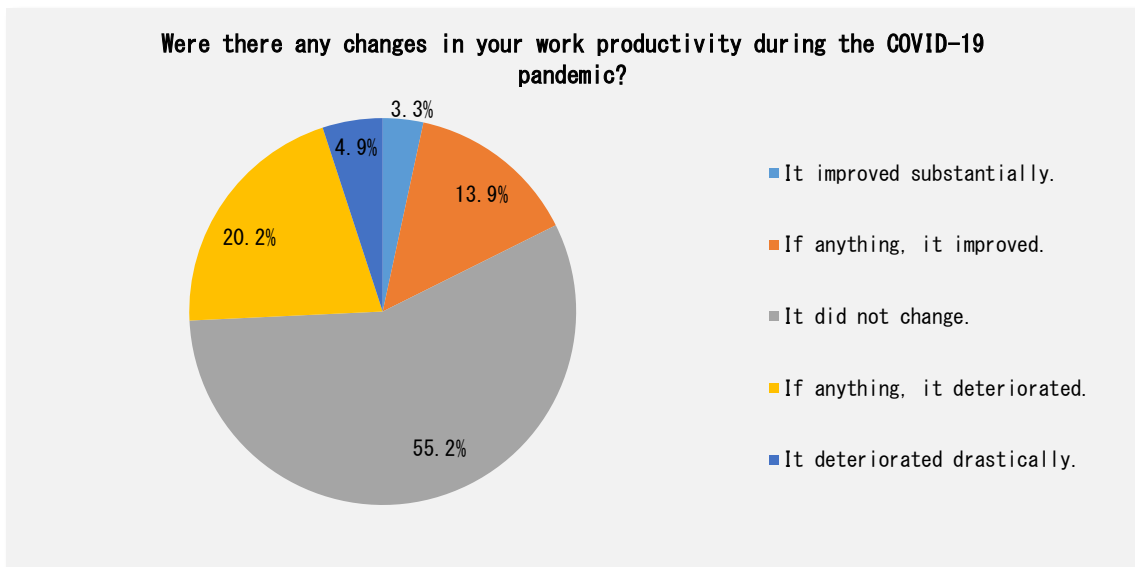
(Number of respondents: 1,055; single answer; excluding respondents who answered “Not applicable”)



Q5. Were there any changes in your work productivity during the COVID-19 pandemic?

- The survey found that 55.2% of respondents reported no changes in productivity even during the COVID-19 pandemic.
- 17.2% of respondents reported that their work productivity had improved due to work style changes during the COVID-19 pandemic, while 25.1% reported that it had deteriorated due to such changes. The survey thus identified issues with improving productivity.

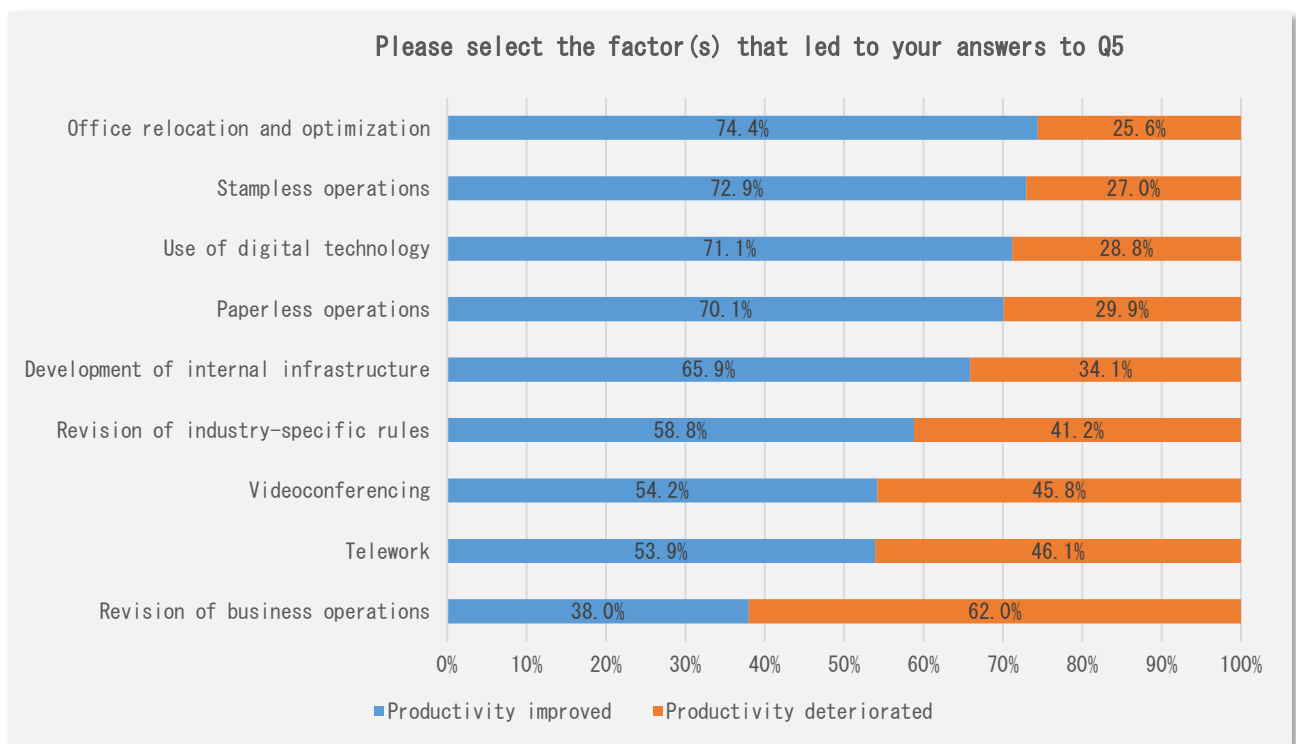
(Number of respondents: 1,029 people; single answer; excluding respondents who answered “Not applicable”)



Q6. Please select the factor(s) that led to your answers to Q5.

- The top responses among the reasons for improved productivity were “Office relocation and optimization,” “Stampless operations,” “Use of digital technology,” and “Paperless operations.”
- The top reason for deterioration in productivity was “Revision of business operations.” This result suggests that there may be a need to investigate systematically whether business operations revised during the COVID-19 pandemic are appropriate.
- “Videoconferencing” and “telework” received mostly the same number of responses from respondents reporting an improvement and deterioration in productivity due to those factors. The effects of videoconferencing and telework can be uneven depending on the occupation and business activities. For this reason, the survey results suggest that it may not be effective to implement videoconferencing and telework uniformly across different occupations and business activities.

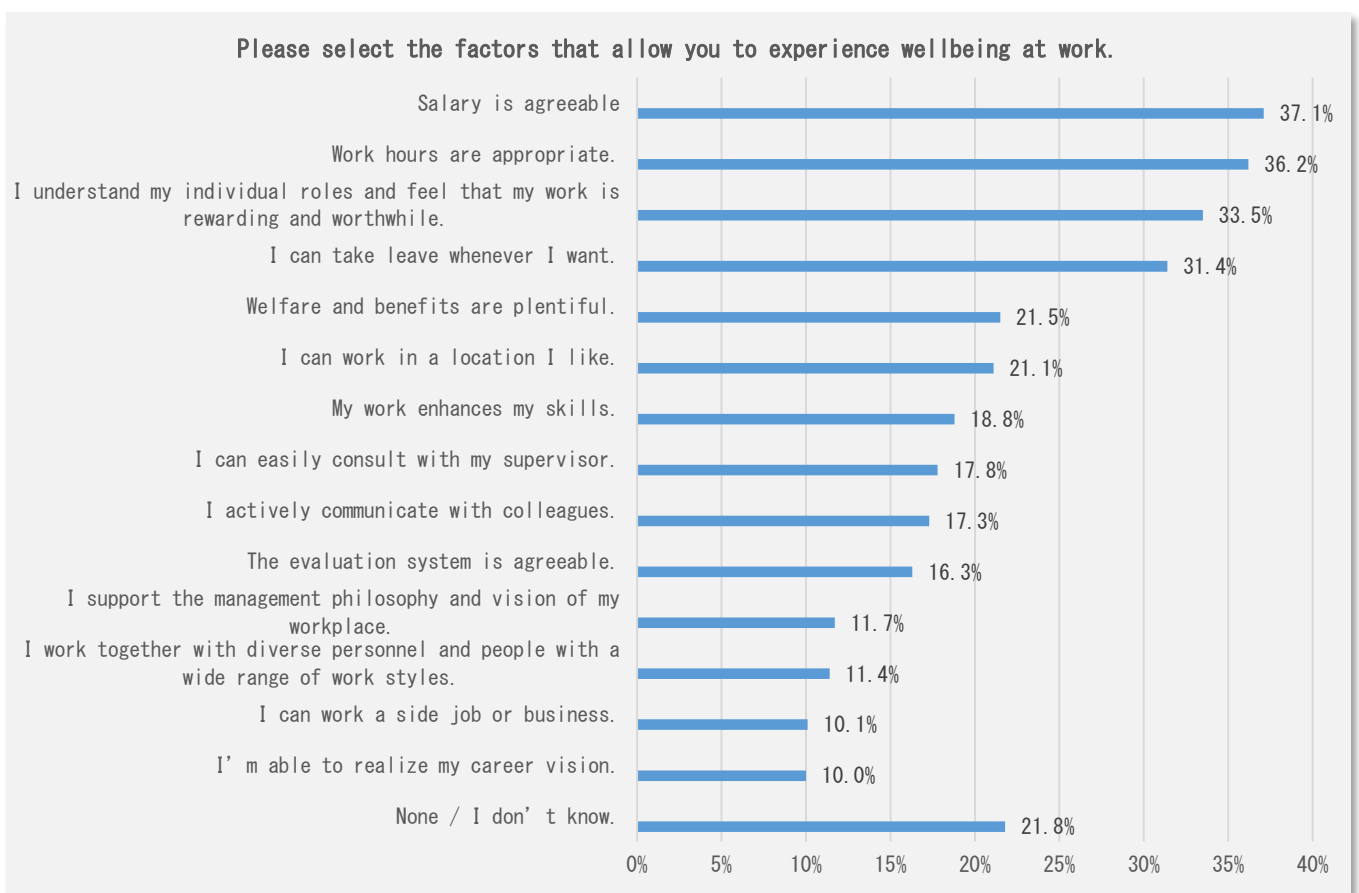
(Number of respondents: 447; multiple answers; excluding respondents who selected “It did not change.” in Q5)



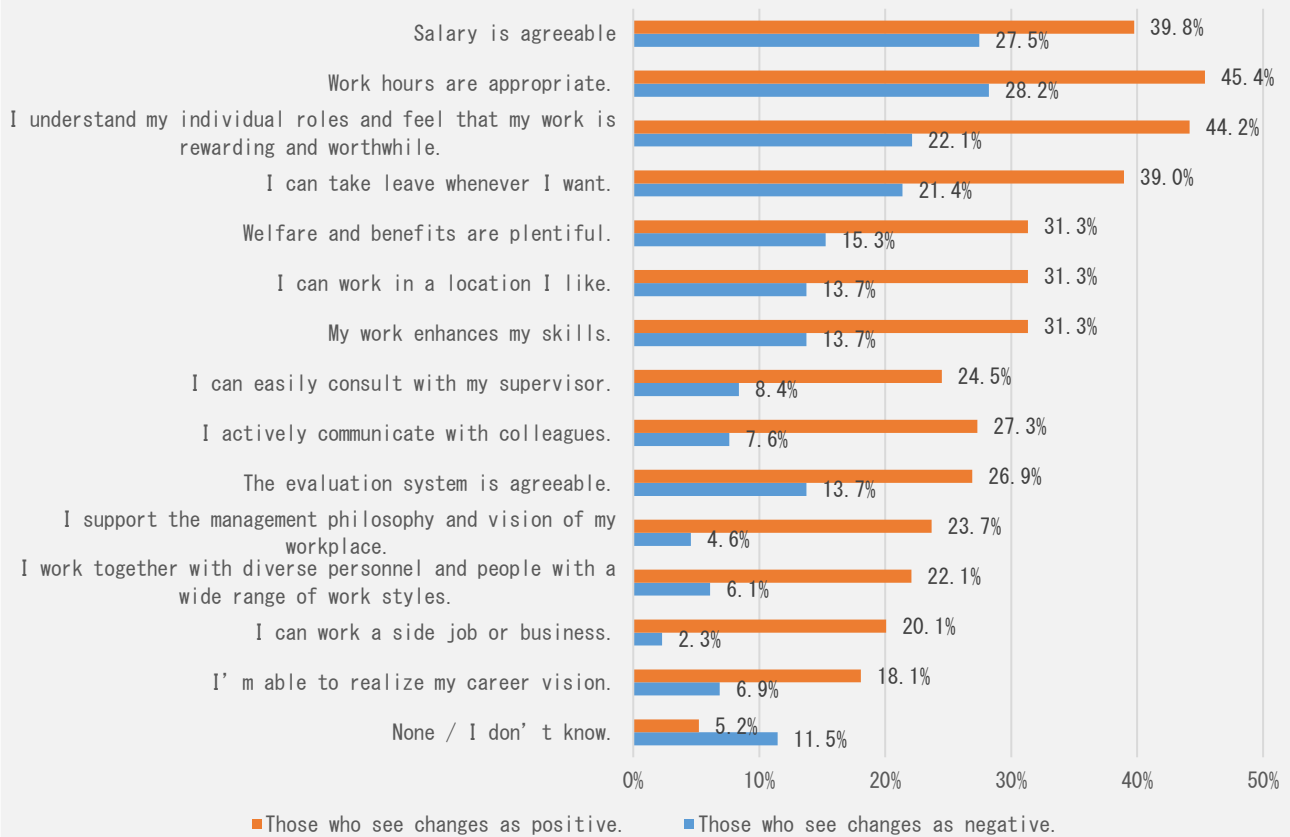
Q7. Please select the factors that allow you to experience wellbeing at work.

- The top responses were factors related to remuneration and work environment, such as “salary,” “work hours,” and “leave.” Even so, the introspective factor of “I understand my individual roles and feel that my work is rewarding and worthwhile.” was also selected by many respondents.
- One in five respondents answered that there are “None / I don’t know.” This result suggests that employees must be approached more proactively with measures that allow them to experience wellbeing through work.
- The survey found that respondents who regarded changes in their values, position and engagement toward work during the COVID-19 pandemic as positive in Q2 also tended to experience wellbeing through many factors, whereas those who saw these changes as negative tended to select fewer such factors or “None / I don’t know.”

(Number of respondents: 1,055; multiple answers)



Please select the factors that allow you to experience wellbeing at work.
 <By positive or negative sentiment>



5. Expert commentary

Sompo Research Institute Inc.

Work and Economic Growth Group

Yuka Oshima, Lead Researcher

The spread of the novel coronavirus (COVID-19) has significantly transformed conventional work styles and values about work. The results of this survey have provided three perspectives for considering the future work styles of people who have had to make changes in a short space of time, and the stance that companies will need to adopt going forward.

The first perspective is changes in values about work (Q1). More than 40% of the respondents said that their values about work have changed, and more than half of those respondents saw these changes as positive (Q2). People who saw these changes as positive identified the following factors as those they would like to emphasize even more than before: (1) factors closely related to their daily lives, such as “Activities in private life,” “Daily living” and “Family,” and (2) factors concerning their relationship with society and work, such as “Meaning and purpose of work,” “Connection with society,” “Current job,” and “Future career” (Q3). The survey suggests that these people might revise their work styles, jobs, and lifestyles based on the factors that they now emphasize even more. Meanwhile, we cannot overlook the fact that respondents whose values about work changed negatively accounted for around 30% of the whole (Q1 and Q2).

The second perspective is changes in how people spend their time. While respondents reported an increase in time spent on family and themselves, they also reported a decrease in time spent on things like communication with workplace members and with friends and acquaintances(Q4). In a separate survey conducted simultaneously (Q7), people who see changes in their values about work and the like as positive changes were asked to identify the factors that allow them to experience wellbeing at work. The top responses included “I work together with diverse personnel and people with a wide range of work styles.” and “I actively communicate with colleagues.” It can be said that if work styles will not return to the same as before, companies will need to strive to improve communication among workplace members in a manner well suited to the new work styles.

The third perspective is that there are individual differences in changes in work productivity (Q5). It is very interesting that the reasons identified by people whose productivity increased and the reasons identified by people whose productivity deteriorated are in reverse order of each other(Q6). The top reasons for deterioration in productivity and the bottom reasons for improvement were “Revision of business operations,” “Telework,” “Videoconferencing,” and “Revision of industry-specific rules.” The results suggest that people whose productivity increased had duties and occupations, and a living environment, that made it easier for them to shift their work duties to telework and videoconferencing once the infrastructure was well developed. Meanwhile, people whose productivity deteriorated may have been affected by other factors, such as having duties and occupations, and a living environment, that

made it difficult for them to perform their duties with telework or videoconferencing. Rather than promoting telework and videoconferencing uniformly for everyone, it may be preferable to use telework and videoconferencing according to the characteristics of occupations, duties and so forth.

Looking ahead, we may advance to a stage where people start to change their work styles and lifestyles in accordance with the changes in their values during the COVID-19 pandemic. Whether changes in values, how time is spent, productivity or other factors are positive or negative will depend on the person, but each of these changes are important. In order to attract people to their organizations and ensure that they succeed, companies will need to conduct measures and provide information that workers can empathize with in light of their own values, living environment and so forth, and show respect for diversity in the workforce. Based on these efforts, companies will need to facilitate communication and provide options tailored to every individual.

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