

December 30, 2021
Sompo Holdings, Inc.

Sompo Holdings, Inc. Conducts Awareness Survey on Changes in Wellbeing

Sompo Holdings, Inc. (President & CEO: Kengo Sakurada) has conducted the Awareness Survey on Changes in Wellbeing 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 wellbeing 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)
- The number of respondents reporting a decline in wellbeing surpassed those reporting an increase when infections were spreading (November 2020), compared with before COVID-19 (November 2019). Respondents reporting an increase in wellbeing surpassed respondents reporting a decline when infections were decreasing (November 2021), compared with when they were spreading (November 2020). (Q3, Q5)
- People who have dialogue with their supervisors tend to understand the management philosophy at worksites and their individual roles, whereas those who are unable to have such dialogue tend to find it difficult to understand the management philosophy and their individual roles. Therefore, the survey

results underscore the importance of dialogue with supervisors. (Q7)

- 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. (Q9)

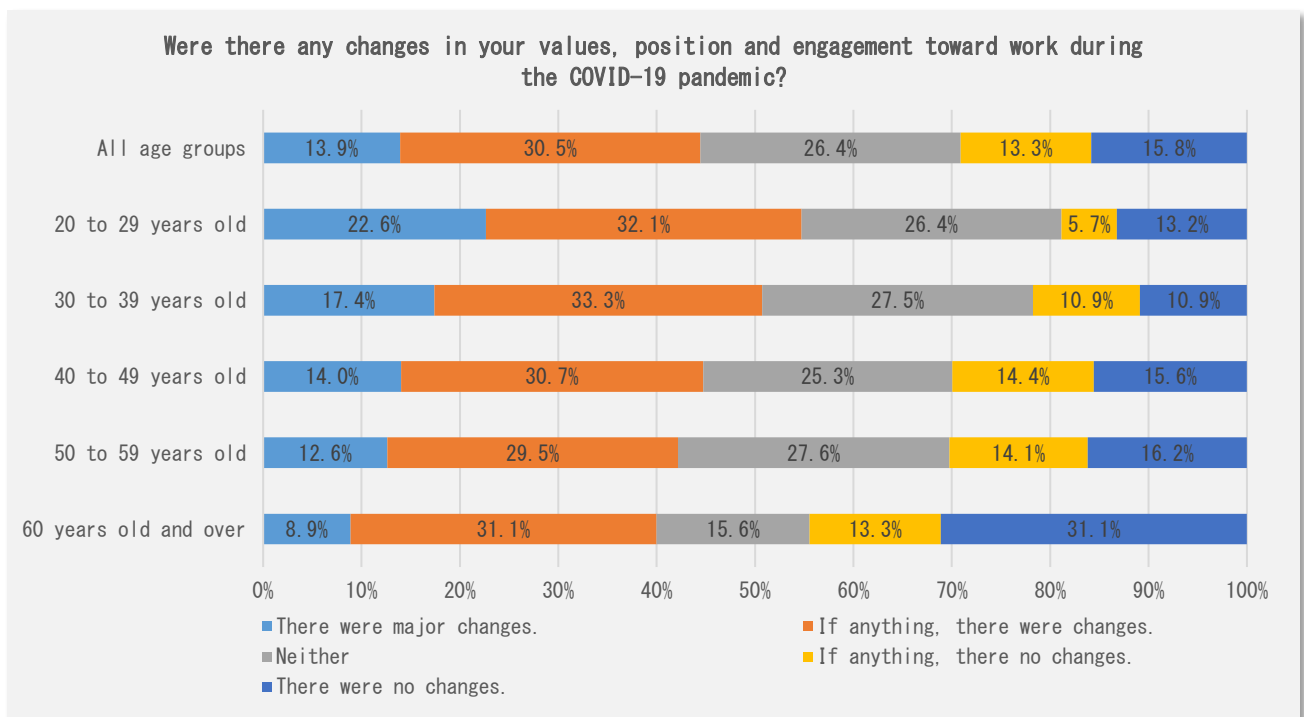
4. Survey Results

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

* This question is the same as Q1 in the Awareness Survey on Changes in Values About Work dated December 22, 2021.

- 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)

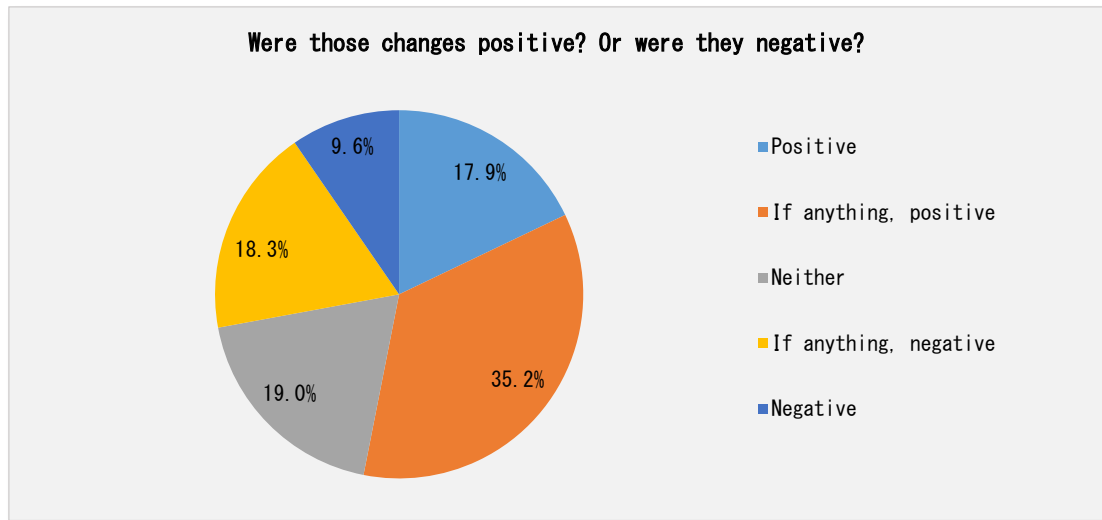


Q2. Were those changes positive? Or were they negative?

* This question is the same as Q2 in the “Awareness Survey on Changes in Values About Work” dated December 22, 2021.

- 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.

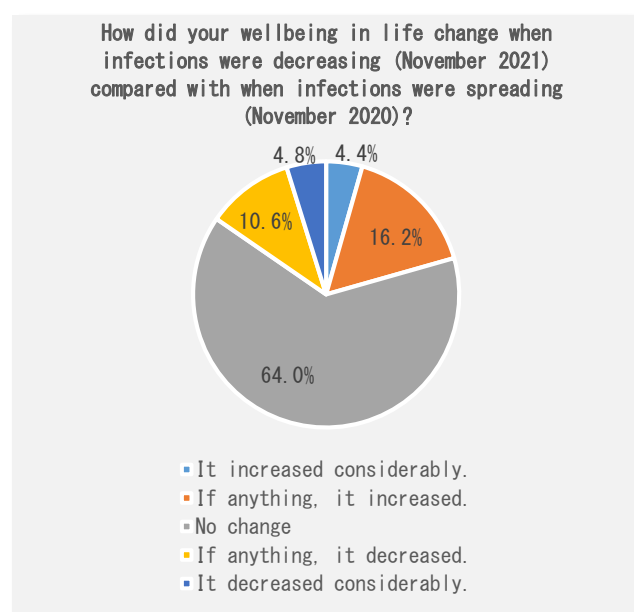
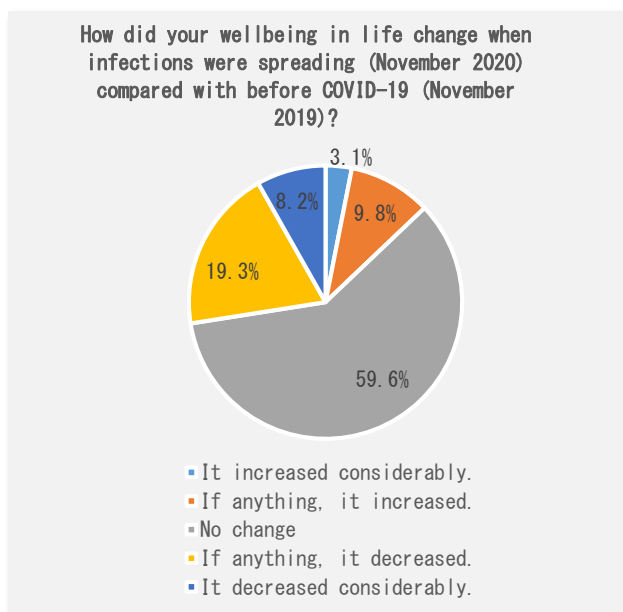
(Number of respondents: 469; single answer; This question was for respondents who selected “There were major changes,” or “If anything, there were changes” in Q1.)



Q3. How did your “wellbeing in life” change from the period before COVID-19 (November 2019) to the period when infections were spreading (November 2020), and from the period when infections were spreading (November 2020) to the period when infections were decreasing (November 2021)?

- The number of respondents reporting a decline in wellbeing in life surpassed those reporting an increase when infections were spreading (November 2020), compared with before COVID-19 (November 2019). Respondents reporting an increase in wellbeing in life surpassed respondents reporting a decline when infections were decreasing (November 2021), compared with when they were spreading (November 2020).
- At each point in time, the survey found that approximately 60% of respondents did not experience any changes in their wellbeing in life because of the COVID-19.

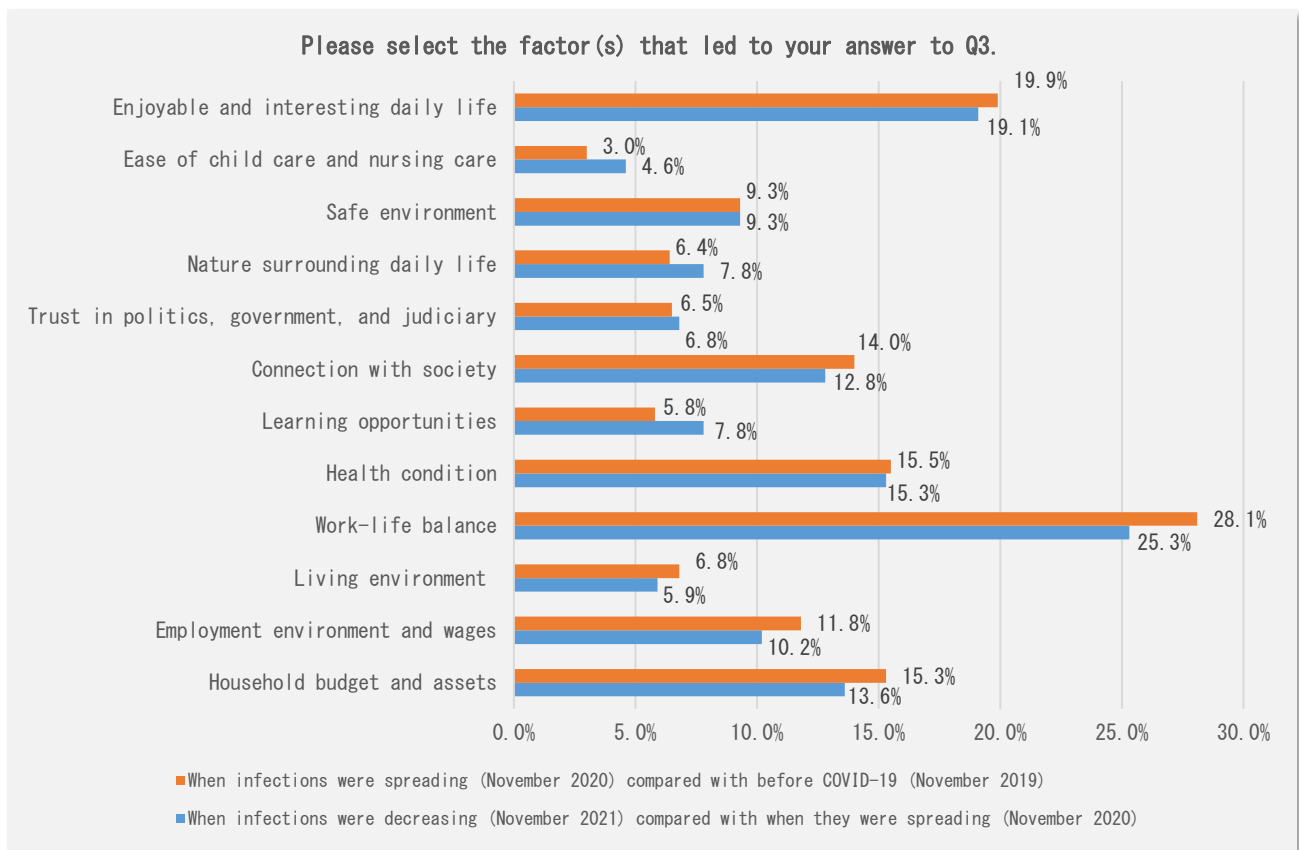
(Number of respondents: 1,055; single answer)



Q4 Please select the factor(s) that led to your answer to Q3.

- At each point in time, the top responses were “Work-life balance,” “Enjoyable daily life,” “Health condition,” “Household budget and assets,” and “Connection with society.” The survey found that these items are the key factors behind wellbeing in life.
- In relative terms, the number of responses for “Learning opportunities,” and “Ease of child care and nursing care” increased, indicating changes in lifestyles due to people staying at home.

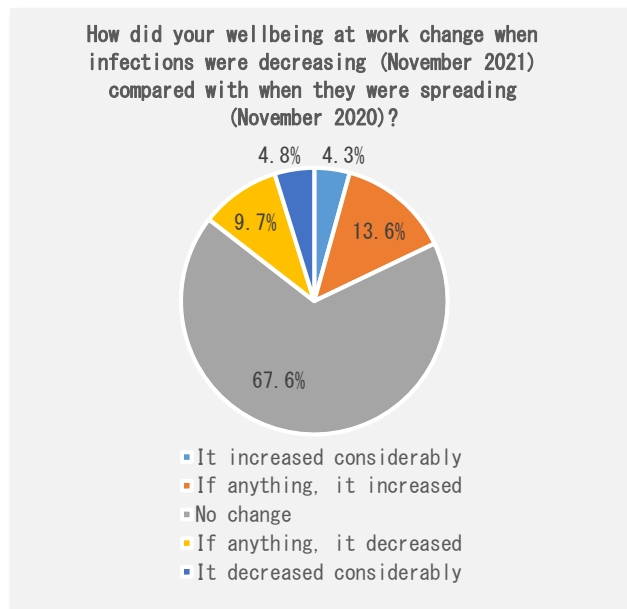
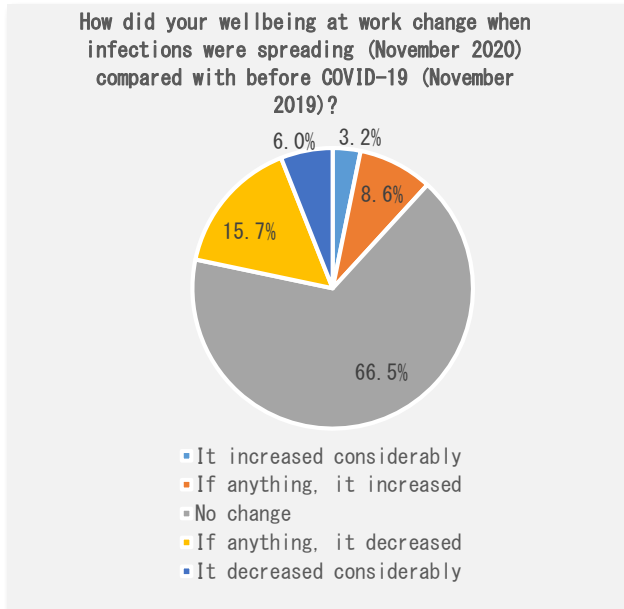
(Number of respondents: 1,055; multiple answers)



Q5. How did your wellbeing at work change from before COVID-19 (November 2019) to when infections were spreading (November 2020), and from when infections were spreading (November 2020) to when they were decreasing (November 2021)?

- The survey showed the same trends as in Q3 “Wellbeing in life,” indicating that life and work are closely connected.

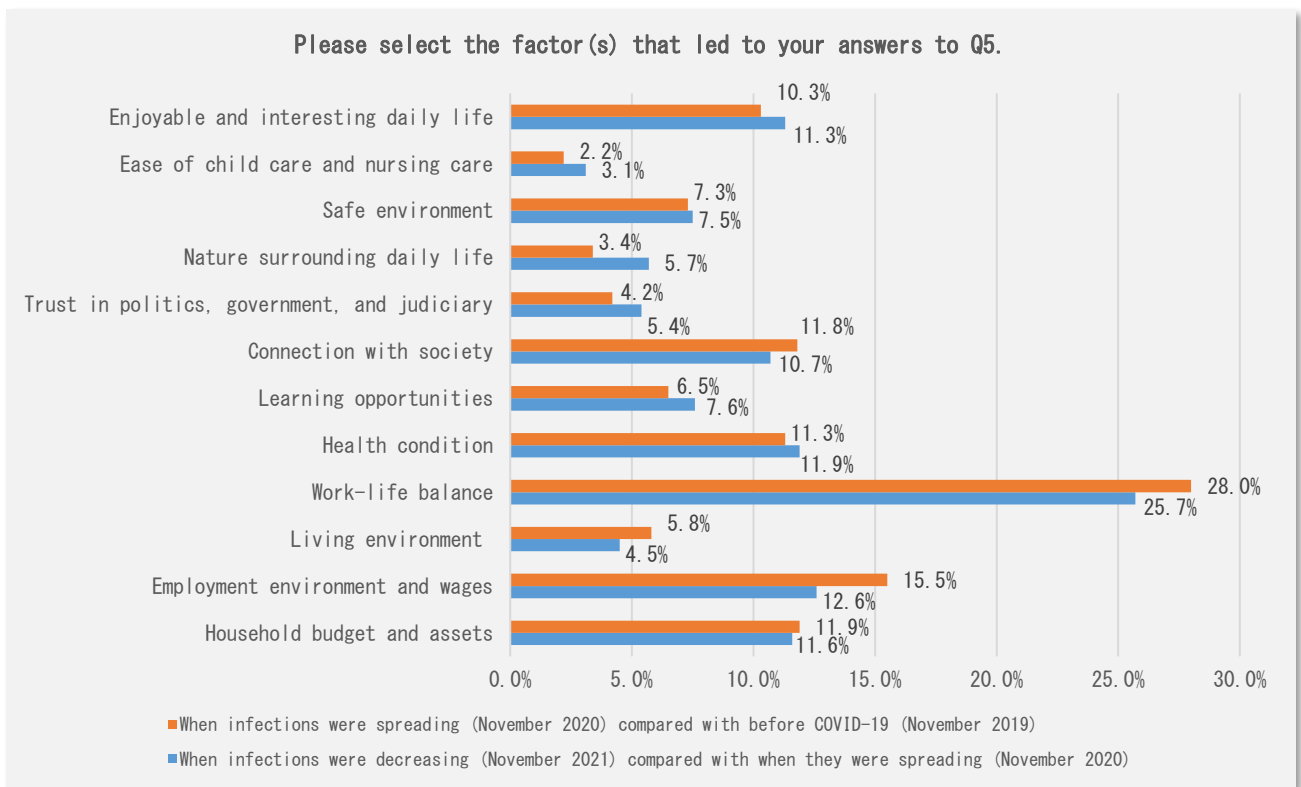
(Number of respondents: 993; single answer; excluding people who did not work during the period)



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

- The top response, as with the reasons for wellbeing in life, was “work-life balance,” followed by “Employment environment and wages,” which was the second highest response.
- Respondents also selected “Work-life balance,” “Enjoyable life,” “Health condition,” “Household budget and assets” and “Connection with society.” The survey found that there was a tendency for respondents to select some of the same factors as those that determine wellbeing in life.

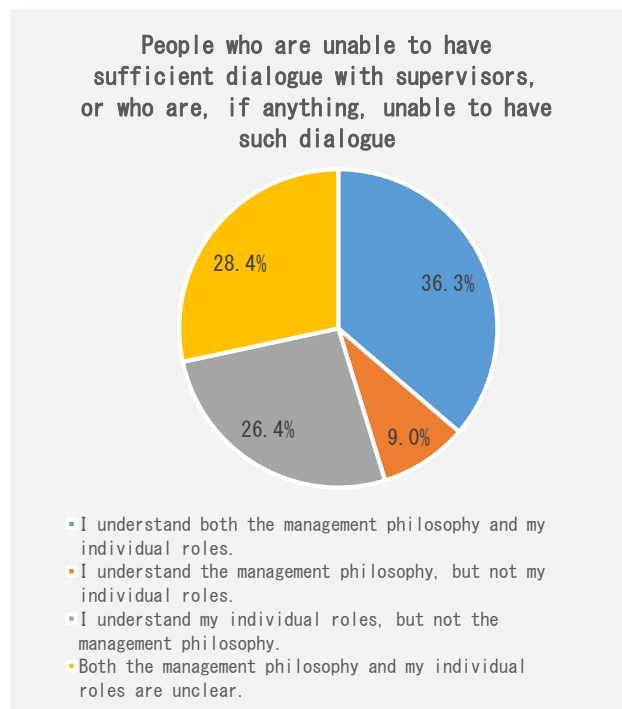
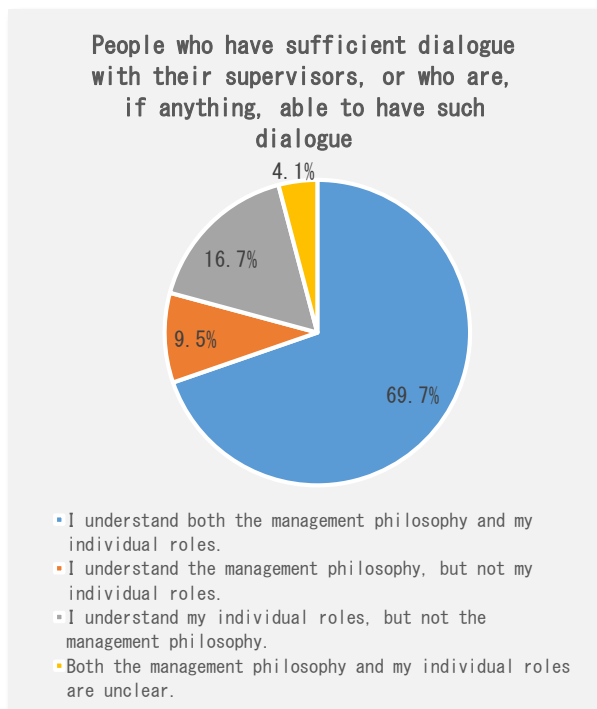
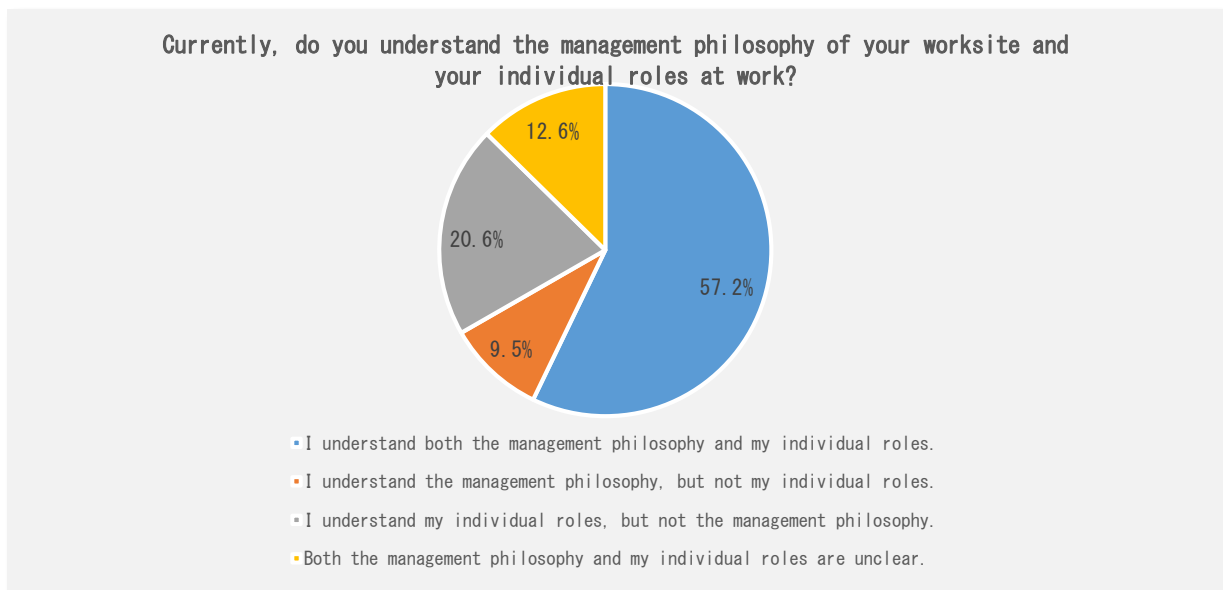
(Number of respondents: 993; Multiple answers, excluding people who did not work during the period)



Q7. Currently, do you understand the management philosophy of your worksite and your individual roles at work?

- The survey found that approximately 60% of respondents understand both the management philosophy of their worksites and their individual roles.
- People who have dialogue with their supervisors tend to understand the management philosophy at their worksites and their individual roles, whereas those who are unable to have dialogue tend to find it difficult to understand the management philosophy and their individual roles. Therefore, the survey results underscore the importance of dialogue with supervisors.

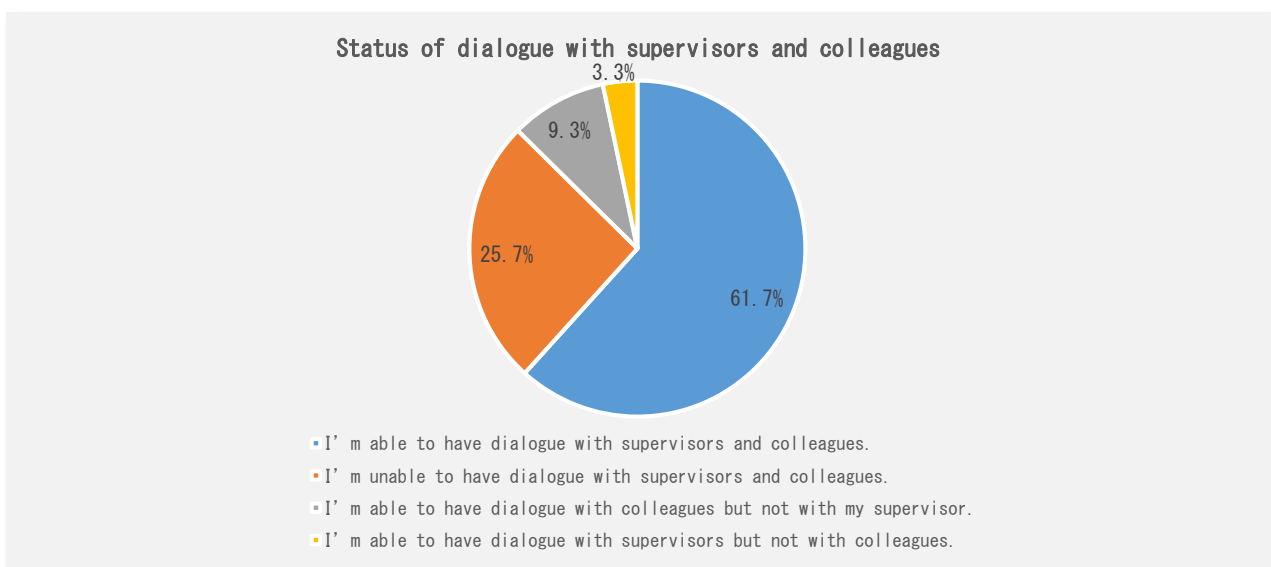
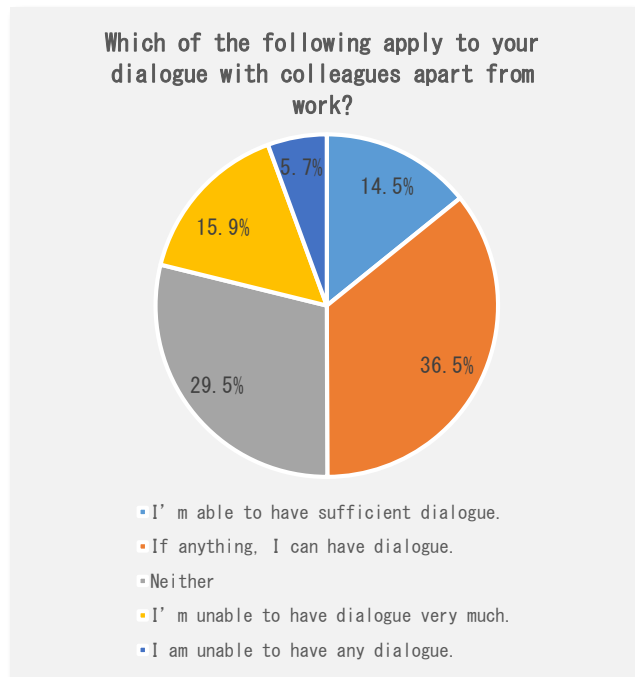
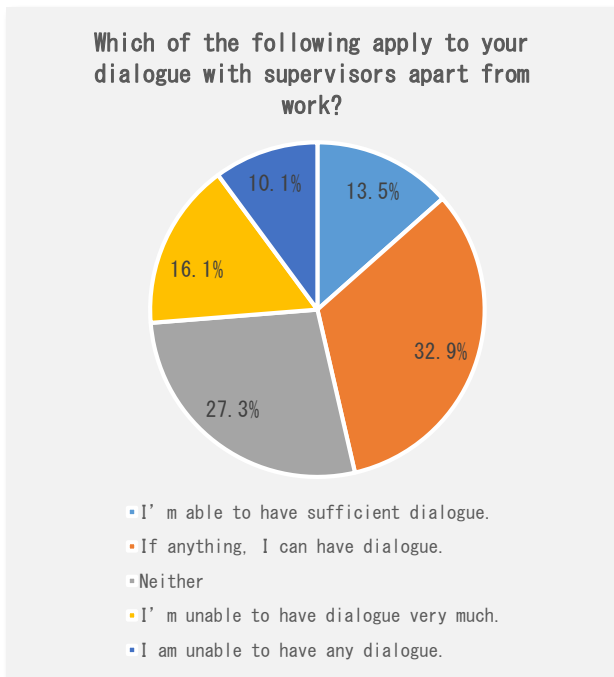
(Number of respondents: 838; single answer; excluding respondents who answered “Not applicable”)



Q8. Which of the following apply to your dialogue with supervisors and colleagues apart from work?

- While around half of the respondents said that they can have dialogue with supervisors and colleagues, the survey found that around 20% of respondents are not able to have such dialogue.
- If personnel can have dialogue with their supervisors, they mostly tend to be able to engage in dialogue with their colleagues too. For this reason, the survey shows that supervisors and managers have an important role to play in encouraging active communication in the workplace.

(Number of respondents: 929 (supervisors), 949 (colleagues); single answer; excluding respondents who answered “Not applicable”)

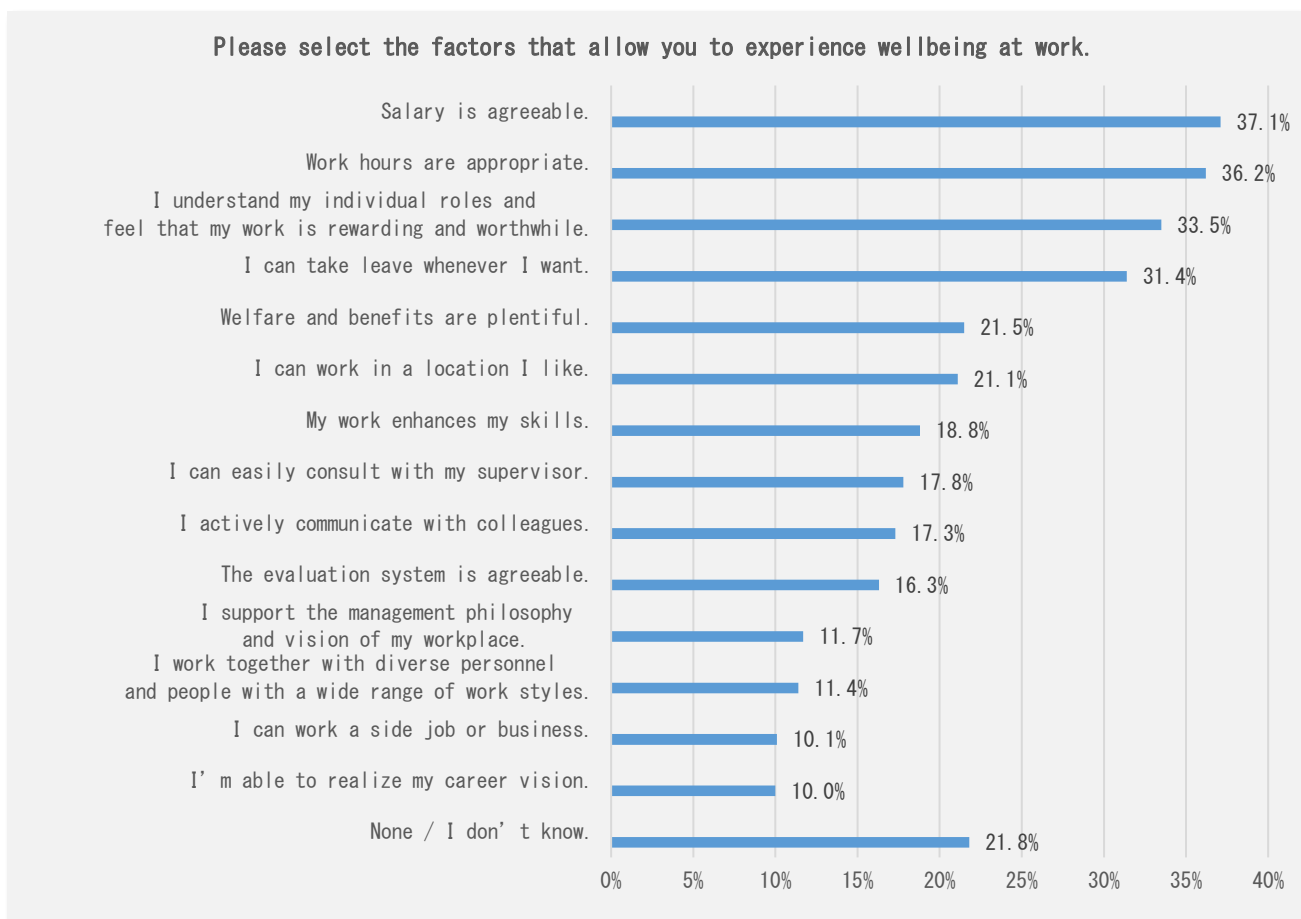


Q9. Please select the factors that allow you to experience wellbeing at work.

* This question is the same as Q7 in the “Awareness Survey on Changes in Values About Work” dated December 22, 2021.

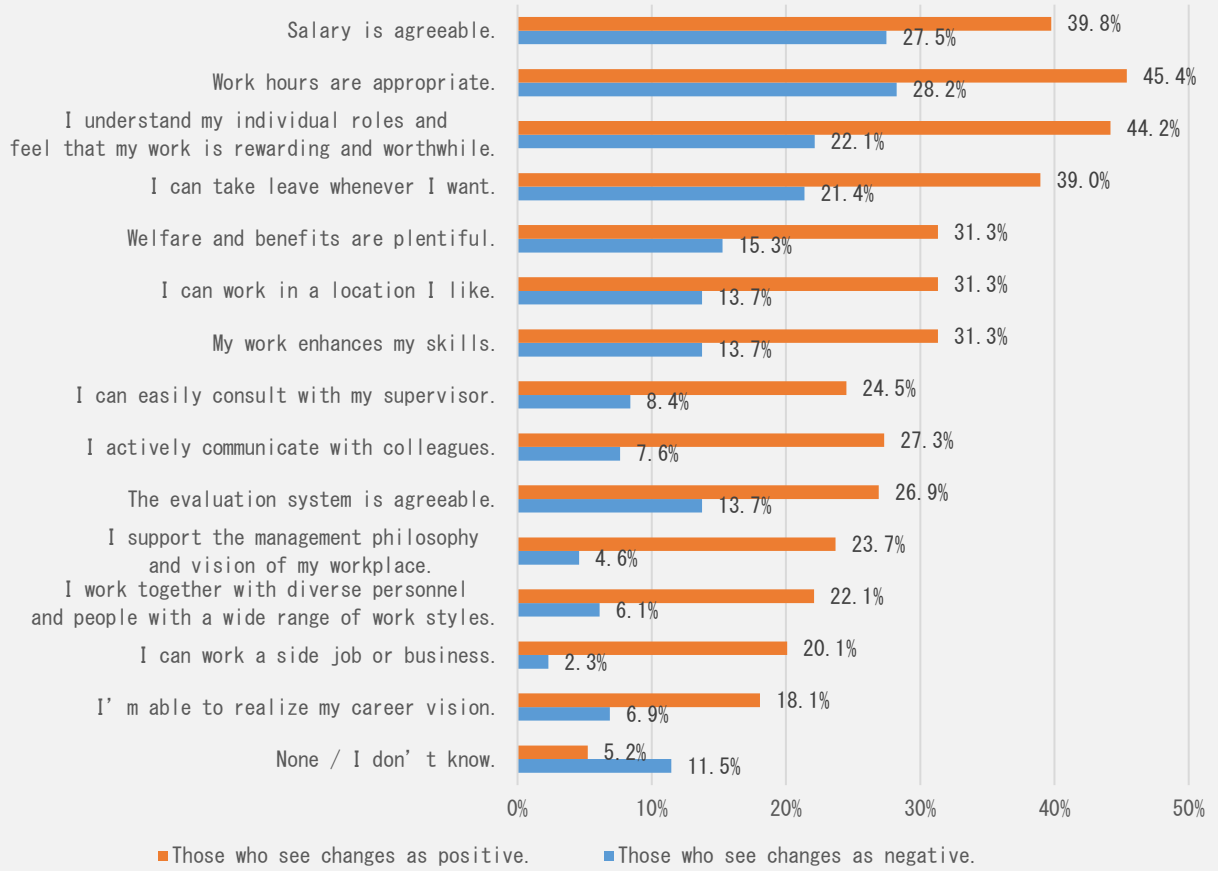
- The top responses were factors related to remuneration and work environment, such as “salary,” “work hours,” and “leave.” Even so, the introspective factor of “I understand my individual roles and feel that my work is rewarding and worthwhile.” was also selected by many respondents.
- One in five respondents 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 “No factors / I don’t know.”

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



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

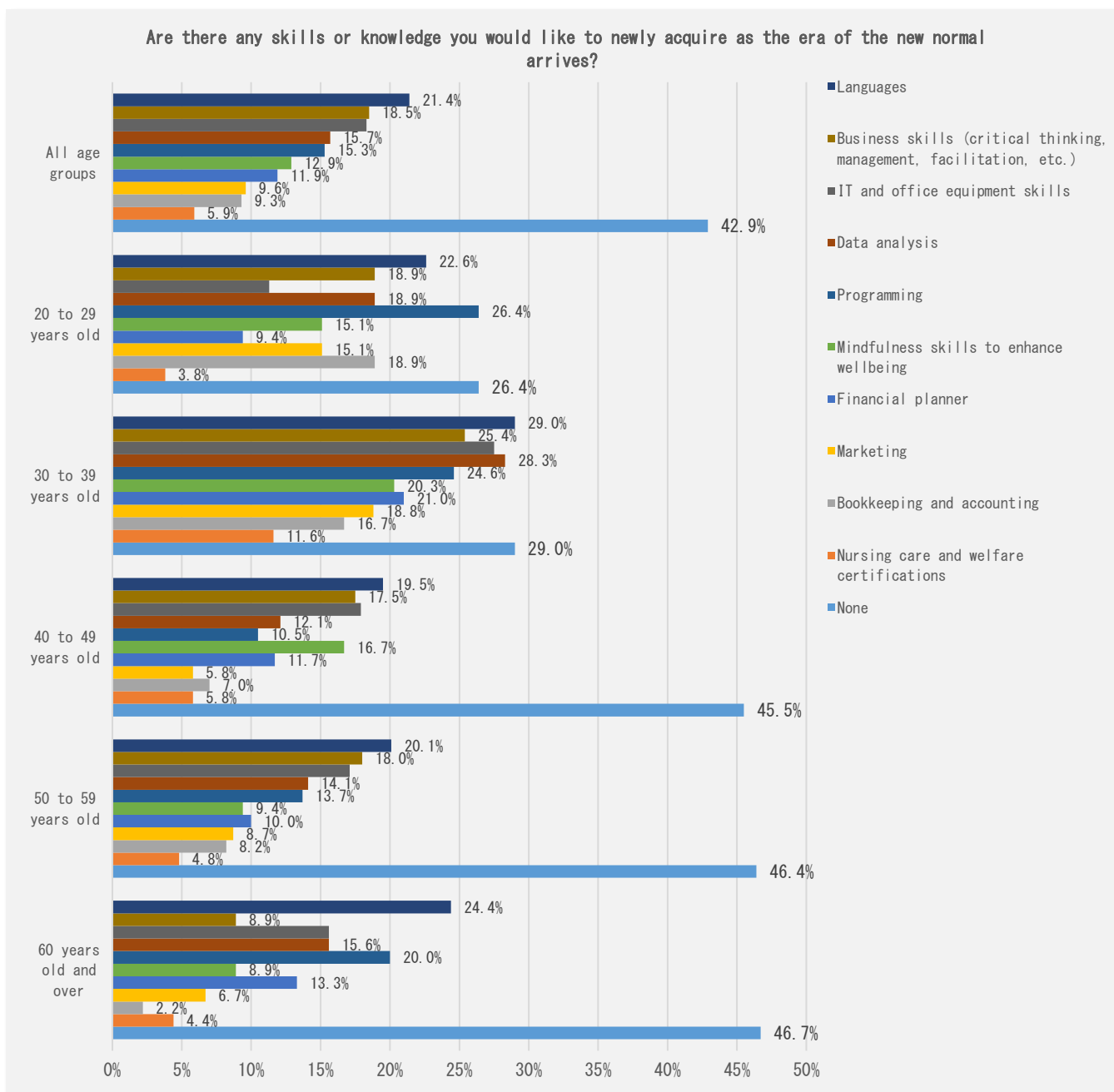
<By positive or negative sentiment>



Q10. Are there any skills or knowledge you would like to newly acquire as the era of the new normal arrives?

- The survey found that many people would like to acquire highly versatile skills such as “Languages,” “Business skills,” and “IT and office equipment skills,” followed by digital technology-related skills, such as “Data analysis” and “Programming.”
- The survey also showed that one in eight respondents would like to acquire “Mindfulness skills to enhance wellbeing.”
- Respondents in their 20s and 30s selected items such as “Data analysis,” “Programming,” “Marketing” and “Bookkeeping and accounting” in greater numbers than those in other age groups. Meanwhile, around half of respondents in their 40s and older selected “None.” In this manner, the survey highlighted the fact that there is still more scope to increase awareness of the importance of re-skilling among middle-aged and senior respondents.

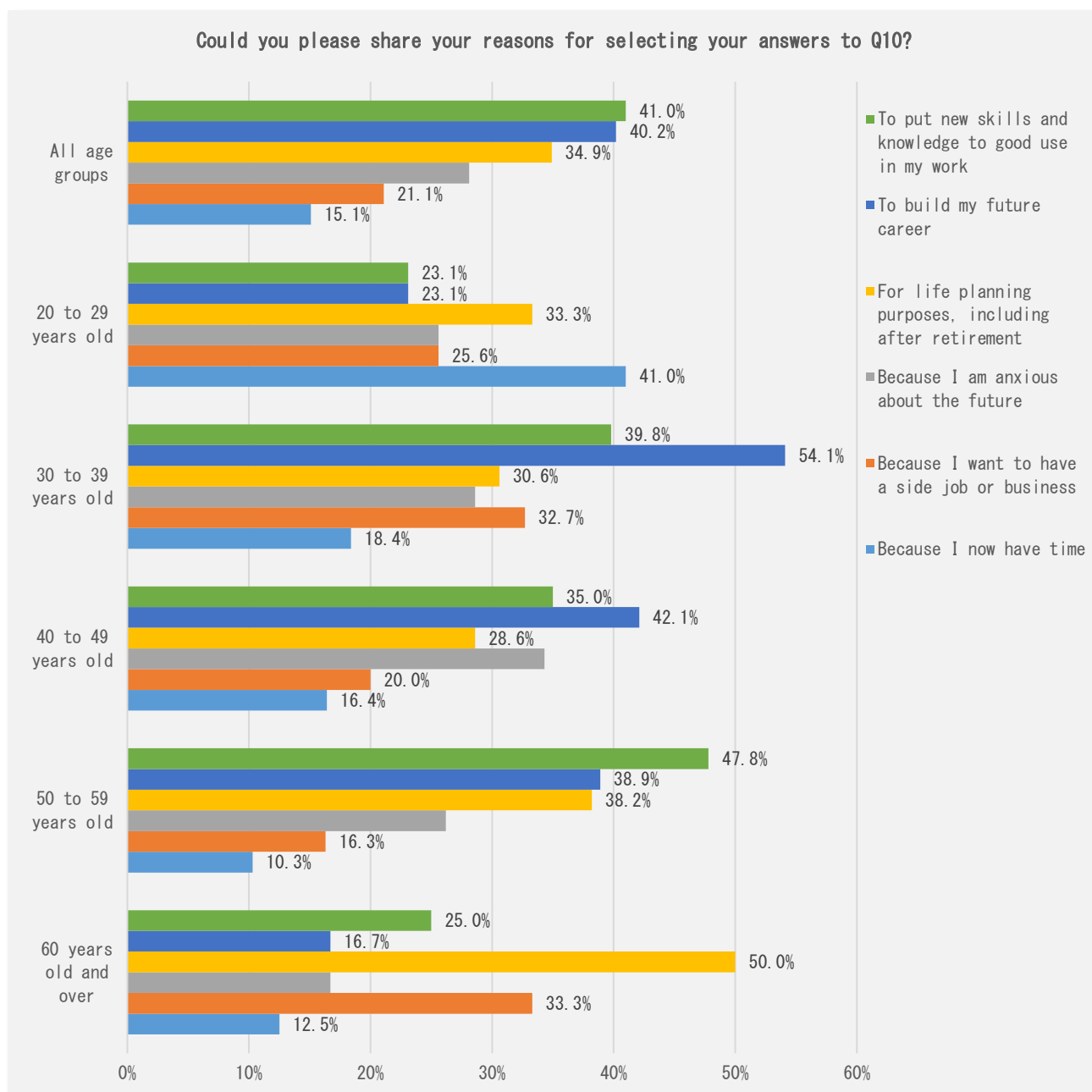
(Number of respondents: 1,055; multiple answers)



Q11. Could you please share your reasons for selecting your answers to Q10?

- As the era of the new normal arrives, the survey found that roughly the same number of respondents who selected “Put skills and knowledge to good use in my current work” also chose “To build my future career” as reasons for acquiring new skills and knowledge.
- The most frequently selected responses by each age group were “Because I now have time” by respondents in their 20s, “To build my future career” by those in their 30s and 40s, “To put new skills and knowledge to good use in my work” by those in their 50s, and “For life planning purposes, including after retirement” by those in their 60s.
- As for side jobs and businesses, which have been attracting interest recently, respondents in their 60s put the greatest emphasis on this factor. This indicates that the notion of “an era when people can live up to 100 years of age” has been widely embraced by this age group.

(Number of respondents: 602; multiple answers; excluding respondents who selected “None” in Q14)



5. Expert commentary

Sompo Research Institute Inc.

Maho Uchida, Lead Researcher

The spread of the novel coronavirus (COVID-19) has significantly transformed conventional work styles and how we conduct ourselves. Many people have likely re-examined how they perceive their work, lives, and wellbeing.

Wellbeing, which is the main focus of this survey, is an abstract concept and its meaning can vary with one's personal values. In the World Health Organization (WHO)'s Constitution, health is defined as "a state of complete physical, mental and social wellbeing." In Q4 and Q6 of this survey, one-fourth of respondents selected "Work-life balance" as "Factors that determine wellbeing in life and work," bringing into sharp relief the importance of leading a balanced life, regardless of the spread of COVID-19 infections. Moreover, other top responses were factors such as "Enjoyable life," "Health condition," "Household budget and assets," "Employment environment and wages," and "Connection with society." It can be said that these results are largely aligned with the definition of health in the WHO Constitution, and that various factors are connected to an individual's wellbeing.

Another very interesting result was that "I understand my individual roles and feel that my work is rewarding and worthwhile," which was a factor other than remuneration and work environment, was ranked among the top responses to "Factors that allow you to experience wellbeing at work" in Q9. Recently, more and more companies have adopted wellbeing as a key management priority, and have been working to improve employee engagement, in addition to the physical and mental health of employees. This survey result underscores the importance of making work rewarding and worthwhile as part of efforts to increase wellbeing. Looking ahead, measures to realize wellbeing by improving rewarding and worthwhile work and employee engagement are bound to become increasingly important. Improving quality of life is another important factor to realizing wellbeing. It will be worthwhile for companies to proactively work on priorities such as supporting employees who have child care or nursing care responsibilities, and providing learning, or re-skilling, opportunities.

Meanwhile, some survey findings present challenges for the future. In Q7, around 60% of respondents said that they understand the management philosophy of their worksites and their individual roles at work. However, in the answers to Q9, the percentage of respondents who selected "I support the management philosophy and vision of my workplace" was low. This might indicate that employees have not been able to sufficiently break down the significance of their work, which is set forth in the management philosophy, into their individual roles at work. In order to interpret and understand the management philosophy in terms of an individual's roles, it is crucial to foster in-depth dialogue between supervisors and employees in the workplace. Even as new work styles such as telework become more prevalent, it would be desirable to continue to enhance communication within workplaces.

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