# Cigna's COVID-19 Global Impact Study: UAE Index Findings

Cigna's new COVID-19 Global Impact Study evaluates the impact of COVID-19 on people's health and well-being.

UAE performed strongly with an overall score of **67.9 points compared to other markets** during the work-from-home period.





#### **UAE Remains Resilient**

**Physical, social, family and work wellness** has risen slightly, largely due to respondents remaining connected via technology.







#### **Lower Loneliness Levels during Work from Home Period**

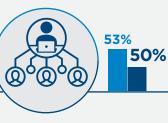
**UAE residents admitted to experiencing lower levels of loneliness** as friends, colleagues and family members checked-in on each other more often via technology and led to people feeling less isolated. **72% felt more connected through technology.** 

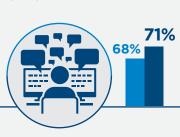
admitted to feeling less isolated from others

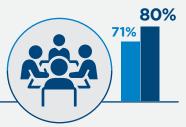
71% reportedly had more people to talk to

**80%** felt more closer to others than earlier

April 2020
January 2020







## Working from Home - Longer Working Days and Improved Relationships

Technology came to the rescue and enabled people to stay connected and work remotely



79% have more

have more flexible workdays and improved communications with colleagues These enhancements came at the expense of longer working hours in the UAE



65% admitted t

admitted to working longer hours The UAE ranked second highest after Thailand when it came to longer workdays



**75**%

had to sacrifice their personal time or work time to support children, making their workday even longer

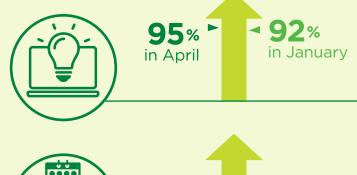


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#### **Always-on Culture, Stress and Workplace Wellness**

UAE has seen an improvement in overall well-being and managing stress levels, but employees continue to stress primarily over finances, workload and inevitably, over their health.

The always-on culture continued to prevail during the work from home period, leading to an increase in stress levels among employees.



Attributed their stress to being always switched on



Employees admitted to **working on weekends** during the work from home period



Working after hours increased during restriction on movement



Found their stress to be manageable during the lockdown period, a healthy improvement



Significant drop in employees that reported **unmanageable levels of stress** 



Always-on culture has had an impact on the interest levels and productivity of employees - a **sharp rise in loss of interest**, which in turn, has impacted productivity levels

### **Virtual Health**

Acceptance and appetite for virtual health has increased significantly.

### **Underlying reasons**



73%
are likely to get
virtual health
consultations if the
option is available



66%
will do so to
minimize
contact with
people



19% consider it a viable option or are forced to use it

81%
are encouraged
to use telehealth
consultations
overall

### Types of services in demand



49% general health support



40% prescription deliveries



35% mental health and well-being improvement



30% referrals to consult with specialists



21%

Virtual health consultations for **chronic diseases** garnered the lowest votes from respondents at 21 percent, indicating a preference to physically visit a doctor for such needs.



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COVID-19 pandemic is paving the way for new habits. The survey shows that people will continue to pay more attention to their mental and physical health.



74%

will be more alert about the coverage of their healthcare plans

People are likely to look at their health, work and relationships differently.



**42%** see changes in how they will manage their work



41% believe how they manage their health will change



33%
are set to see
changed family and
work relationships



28% worry about the possibility of future pandemics



57%
believe that their
financial status will
change post COVID-19

