

Solutions for the public sector workforce of the future



Contents

2	Chapter I The workforce is more diverse than ever
10	Chapter II The value of flexible benefit solutions
16	Chapter III Simplify and personalize enrollment
20	Conclusion A benefits experience for the employee's life as a whole

Chapter I

**The workforce
is more diverse
than ever**



Expanding workforce diversity

Working doesn't look like it used to. Employees tend to be “on” anytime, anywhere and are living a wide variety of lifestyles. There are also multiple generations now co-existing in the workplace — each with a unique perspective and different needs. This diverse mix is creating a new workplace reality.

The workforce is evolving and all this change is driving the need for stability and financial protection.

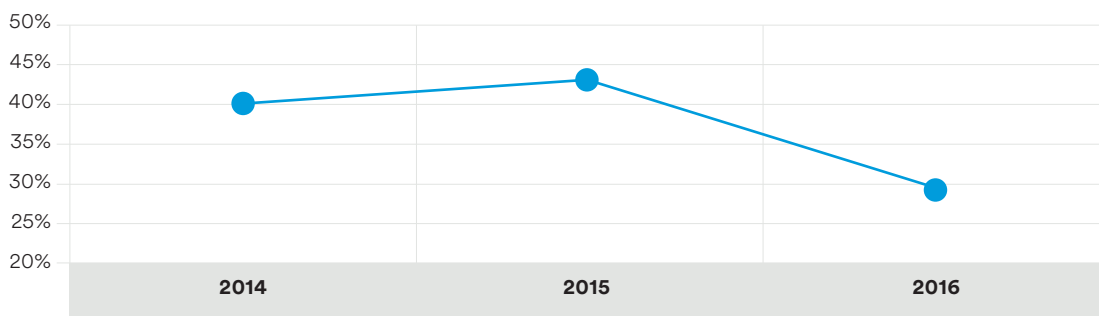
Public sector employees want financial and emotional wellbeing — and they expect their employers to help them achieve it. Recognizing the variety of priorities among employees is crucial to keeping up with current trends and proactively providing solutions for their changing needs.

Employers that deliver a more complete benefits experience with the flexibility their workforce seeks can help secure the stability they crave — and ultimately attract and retain up and coming talent.

Employees are concerned about their wellbeing

Employees of all ages have financial concerns and expect their employers to take an active role in supporting their overall wellbeing — in and outside of the workplace.

% of employees that feel in control of their finances.



68%

worry about money.

29%

are satisfied with their progress towards saving/paying for their children's education.

28%

are satisfied with their progress towards paying down student loans.

38%

feel happy with their income from investments.

Employees want more harmony, so today's benefits experience needs to be more complete. Here are 5 ways to meet employees where they are:

- 1** When employers offer a **breadth of benefit** options, they can help alleviate the anxiety that comes with the integration of work-life and home-life.

- 2** When employers deliver **tailored solutions**, they help an increasingly diverse workforce find the security it's looking for.

- 3** When employees have access to **the right expertise**, it ensures they can get the help they need to meet today's challenges.

- 4** By providing **clearer information** about the benefits available, employers can empower employees to choose the ones that fit their needs.

- 5** Lastly, when **enrollment is simplified**, employees are able to discover the immense value of their benefits. As a result, their appreciation can enhance their loyalty and commitment to their company.

A focus on the right benefits

Employees face new realities, and are seeking a sense of financial and emotional wellbeing. They are looking for more stability, protection, and a safeguard against disruption. They rely on benefits to manage their health and financial wellbeing and want their employers to help them relieve their stress.

Employees want choice

Employees often struggle to achieve stability. Anxieties about finances can affect their personal lives, which can then impact their careers.

Benefits can go a long way in providing employees with peace of mind. Getting to know the needs of employees can help employers decide on the right mix of benefit options. A benefits experience that provides a range of support shows employees that their goals — in and out of work — are understood.

Public sector employees are concerned about their financial wellbeing.

51%

are concerned, anxious or fearful about their current financial wellbeing.

91%

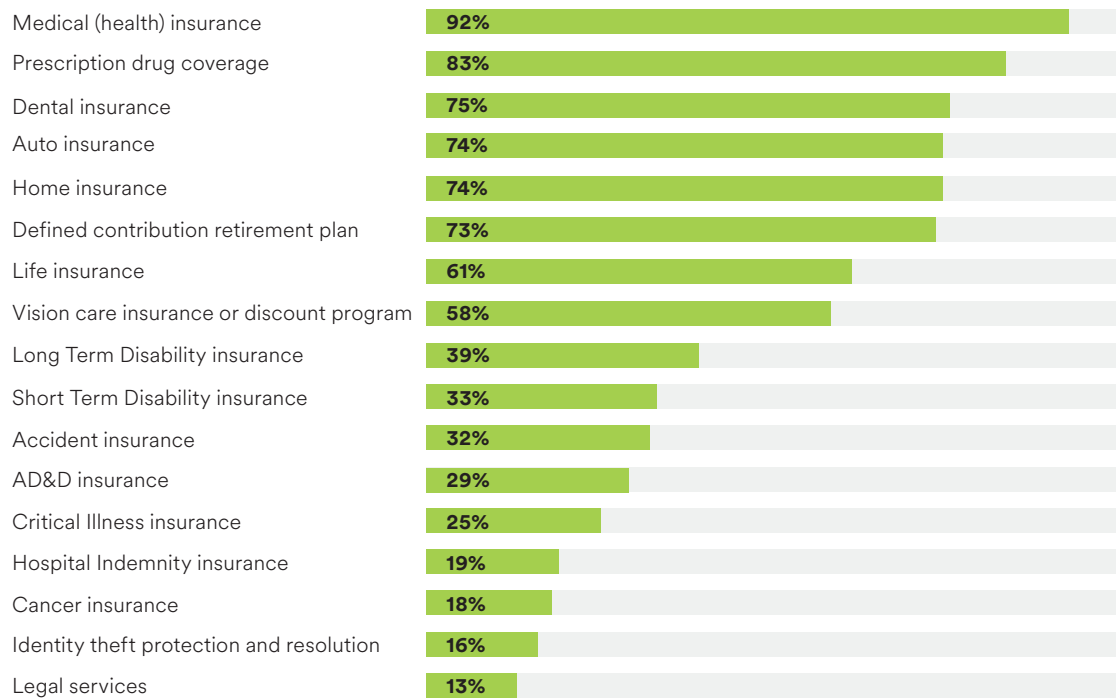
agree that having insurance/benefits provides peace of mind for the unexpected.

Employers increasingly recognize the value of benefits to their employees and to the business

Benefit objective	2015	2016	Change
Attract employees	75%	80%	+5
Increase employee satisfaction	77%	80%	+3
Increase employee productivity	74%	79%	+5
Increase employee loyalty	73%	78%	+5
Help employees make better financial decisions	53%	60%	+7

It is important for employers to ensure that they offer the benefits that employees need, even if the organization doesn't pay for them

Public sector employee must-have benefits:



Chapter II

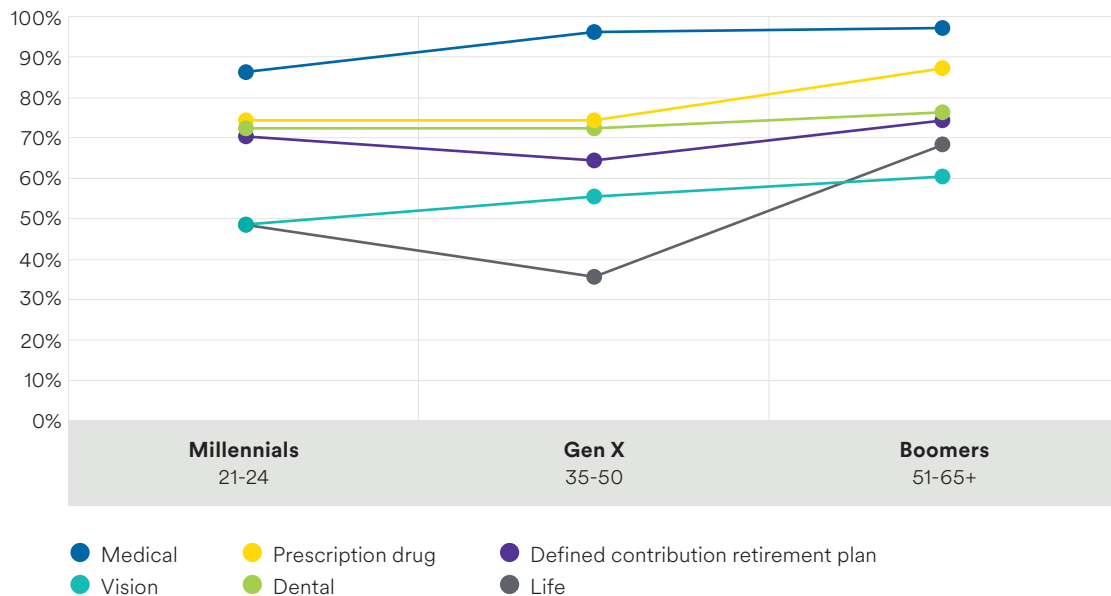
The value of flexible benefit solutions



Tailored benefits make an impact

The value placed on certain benefits and feelings about financial wellbeing reflect employees' age and life stage. Employers can adapt their benefit packages for the diversity of their workforce to build a more compelling offering that can help attract new talent.

Which benefits would you consider essential and want your employer to offer?



Note: this is among those who consider each benefit "a must have"

Customization increases loyalty

Providing benefits tailored to these emerging needs can help employers drive business through higher attraction and retention.

Employees seek diverse benefit experiences.

55%

of employees want customized benefit options based on their personal information.

Ability to customize my benefits to meet my needs.

72%

of employees will be more loyal to their current employer.

74%

of employees will be more likely to accept a job with a new employer.

Certain perks are of high interest to employees

In an economy that is facing disruption more frequently, employees do not see themselves staying in one job for very long. Employees expect to have several careers in a lifetime, sometimes multiple jobs simultaneously. This means that flexibility about when and how they work has become an outright necessity.

Employers who embrace this change and adjust their benefit offerings will reap the reward of loyal and satisfied employees.

The ability to shift workday hours as necessary (flex time).

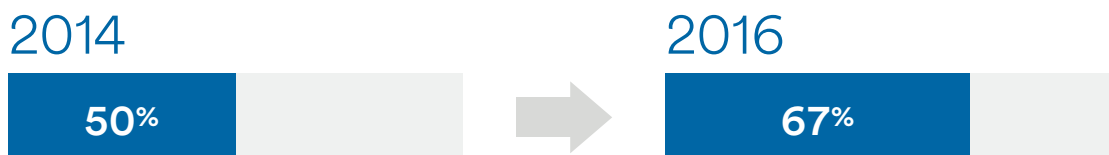
71% | of employees will be more likely to accept a job with a new employer. **66%** | of employees will be more loyal to their current employer.

The ability to work from home or remote locations.

60% | of employees will be more likely to accept a job with a new employer. **62%** | of employees will be more loyal to their current employer.

And, this mobility is driving interest in portable benefits.

Employee interest in portable benefits.





Chapter III

Simplify and personalize enrollment

Education builds confidence

Employees who feel knowledgeable about their finances are more financially secure. Knowledge and benefits are key drivers of financial fitness.

Employers can provide access to more resources, more often — helping employees feel more secure.

In order for employers to reap the rewards of a more holistic benefits package, employees must fully understand the value of what is being offered. Employers can help their employees get more personal value from benefits in two ways:

- 1 Clear communication**
Benefits can be confusing and they require incredibly clear communication. When benefits information is easy to understand and framed within an employee's reality, they see the personal value of a benefits experience.
- 2 Simplified enrollment**
A complex benefits enrollment process can feel intimidating. Making the process of investing in benefits as easy as possible makes a complete benefits experience more accessible and more engaging.

Employees crave knowledge from trusted sources

% of employees who want:

Benefits handbook



One-on-one in person consultations with enrollment representative



Group in-person consultations with enrollment representative



One-on-one phone consultations with enrollment representative



Doctor/medical professional

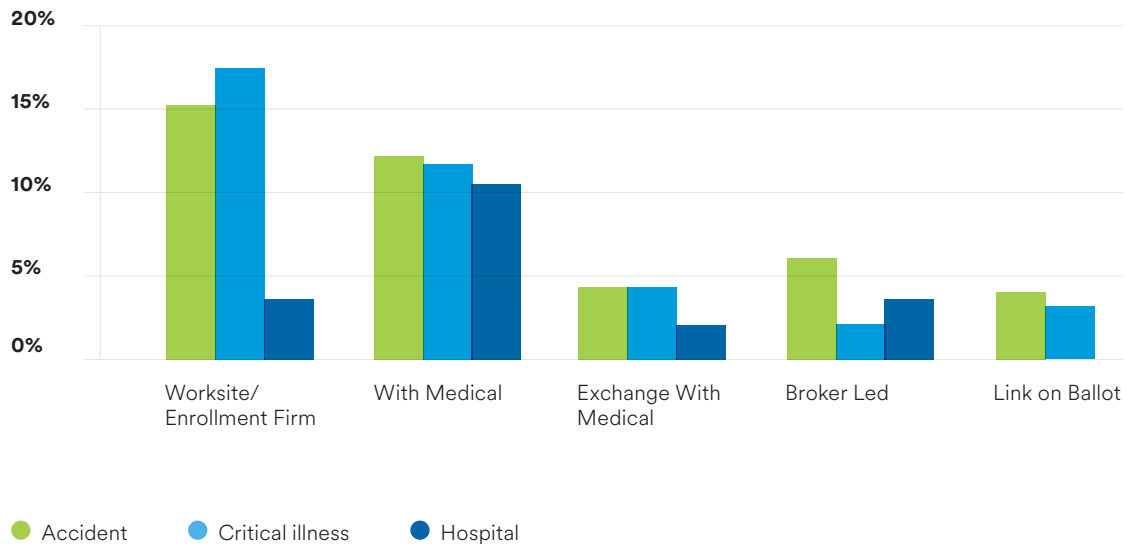


While many employers think they offer clear communications about benefits, most overestimate their impact on employees.

	Employees	Employers	Gap
The organization's benefits communications are easy to understand.	55%	71%	+16 pts
The organization's benefits communications effectively educated employees so they can select options that best meets their needs.	56%	74%	+18 pts
The organization's benefits communications help employees understand how much they will pay for specific services.	60%	75%	+15 pts

When employers use enrollment firms to make the process smoother, employees are more likely to engage

% enrollments by methods.



National Accounts research 2016

Conclusion

**A benefits
experience for
the employee's
life as a whole**



A holistic approach to benefits can help employers reach their top benefit objectives...

1. Retaining employees

2. Increasing employee productivity

3. Increasing employee satisfaction

4. Controlling health and welfare benefits costs

5. Attracting employees

6. Helping employees make better financial decisions

...and provide the right mix of benefits for employees

56%

of employees state that health and wellbeing benefits are important to driving job loyalty.

49%

of employees agree achieving financial wellbeing through benefits impacts their productivity at work.

77%

of employees state that they gain peace of mind by achieving financial wellbeing through benefits.

51%

of employees are prepared to pay more of the cost of benefits if the benefits meet their needs.

74%

of employees say that customized benefits are important to driving job acceptance.

71%

of employees agree that financial wellbeing benefits relieve financial anxiety.

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Methodology

MetLife's 15th Annual U.S. Employee Benefit Trends Study was conducted October 18, 2016 through November 7, 2016, and consisted of two distinct studies fielded by ORC International, a leading business intelligence firm, one of the world's largest research companies. The employer survey comprised 2,504 interviews with benefits decision makers at companies with at least two employees. The employee survey comprised 2,652 interviews with full-time employees ages 21 and over, at companies with at least two employees.

Public Sector

This report highlights the Public Sector, defined as those employees or employers in the following industries:

State government

Local government (e.g., city, county level)

Public primary and secondary schools

Public colleges and universities

255 Public Sector employees and 375 Public Sector employers were surveyed.

About ORC International

ORC International is a leader in the art of business intelligence. Its teams are passionate about discovering what engages people around the world. By combining quality data, smart synthesis and best-in-class digital platforms, ORC delivers insight that powers the growth and drives the future of its clients' businesses. To learn more about ORC International, visit www.orcinternational.com.

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