

2021 GLOBAL WORKFORCE BURNOUT STUDY

Identifying the prevalence of burnout and its relationship to performance

EXECUTIVE SUMMARY

- 2020 saw the most rapid and significant levels of change in the workplace since the beginning of the last Industrial Revolution. The changes caused by the Covid-19 pandemic created peak levels of volatility and uncertainty in people's personal and professional lives. While feeling exhausted and stressed is a perfectly normal response during these times, prolonged and extreme levels of stress can lead some to experience burnout, a more complex and multifaceted issue.
- The 2020 Global Workforce Burnout Study established a baseline of data that quantifies the prevalence and level of burnout experienced by individuals and the effect of burnout on performance in the first six months of the pandemic.

This year, we will continue to build on this study and expand our understanding of the trends and patterns relating to the prevalence of burnout in 2021 and possible solutions to alleviate this growing crisis.

- The new study seeks to provide further evidence on the populations that are experiencing the highest levels of burnout in order to find targeted solutions to alleviate this issue.
- As organizations speculate on how to help their people not only survive but thrive during this period and beyond, the insights from this study will help leaders develop strategies to protect their most important asset – their people.



WHAT IS BURNOUT?

The World Health Organization defines burnout as
"a syndrome... resulting from chronic workplace stress."

It can have significant physical & psychological effects that impact an individual in the workplace & beyond.

The WHO definition of burnout includes 3 dimensions:

Exhaustion

- Unable to cope, no energy
- Sleep problems
- Physical symptoms e.g. pain, digestive issues

Reduced professional efficacy

- Less productive
- Difficulty concentrating
- Reduced creativity & engagement

Cynicism or negativity

- Frustrated & demotivated
- Mental distance, depersonalization
- Indifference & numbness

KEY INSIGHTS FROM THE 2020 WORKPLACE BURNOUT STUDY¹

Key Findings

- 1 There is a strong correlation between burnout, job performance, the quality of work and overall well-being.
- 2 Over 30% of participants reported being less productive and producing lower quality of work in the last 6 months.
- 3 Women who are in intermediate level roles (5+ years professionals/people managers) in the 35-44 age group have experienced the highest levels of burnout.



Average well-being score



Of respondents are experiencing some level of burnout



Women are experiencing higher levels of burnout than men



Middle management are experiencing the highest levels of burnout in an organisation

HOW WILL THIS STUDY HELP YOUR ORGANIZATION?

- Burnout has a significant effect on organizational performance, efficiency, and cost. As burnout continues to grow across industries and countries, this study seeks to **gather insights** to help organizations target solutions and populations to alleviate the prevalence of burnout.
- In these uncertain times, how organizations treat employees will have a long-lasting impact on their behavior including engagement, productivity and loyalty, as well as **company culture**.
- While the focus on engagement has been a priority for many companies, more progressive employers are beginning to see employee satisfaction and engagement as smaller components of what their people really care about, which is **wellbeing**.
- Progressive companies are using our data and insights on burnout to shift to a more holistic “culture of wellbeing” to attract and retain top **talent** and bring out **the best** in their employees, as well as having another lever to **improve** company performance.

2021 WORKPLACE BURNOUT STUDY - DETAILS

Study Details

- The survey is developed based on existing research on burnout from the last 50 years and validated with the 2020 workplace burnout study
- This survey will take approximately 5 -10 minutes to complete.

Privacy

Privacy is our top priority. The data collected will be anonymous and will be used for research purposes only. Participation is anonymous. As such, it will not be possible to identify an individual and it will not be possible to delete any participant's data after the survey has been submitted. Data will be not be shared and results will be only be presented in group formats.

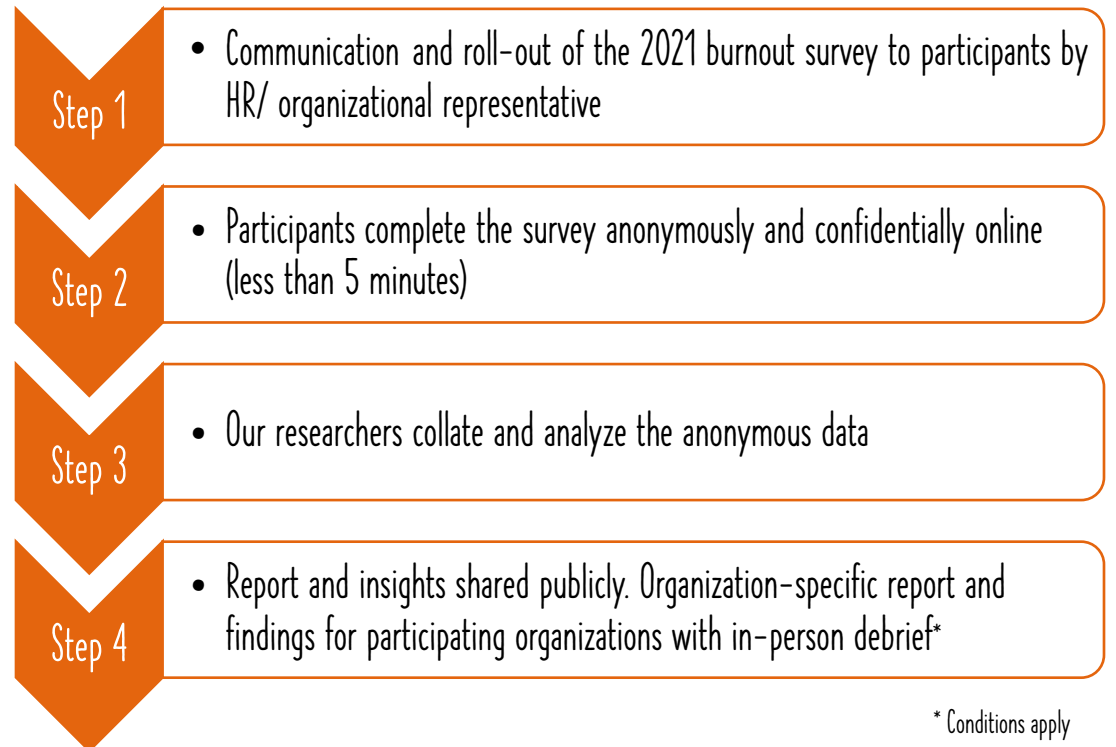
Possible benefits and risks

While there are no direct benefits to the participant, their responses will help better researchers better understand the prevalence of burnout and its relationship to burnout. The results of this study will be shared publicly and with organizations to help the global community create more targeted solutions to address the prevalence of burnout.

Timeline

Data collection is recommended to be open for 2 weeks during September 2021.

Process



* Conditions apply

THE WAY TO GET STARTED IS TO QUIT
TALKING AND BEGIN DOING.

Walt Disney

ABOUT THE RESEARCH TEAM

Dr. John Chan

John has 20+ years of global experience designing people strategies to transform work into a place that empowers individuals to realize their whole potential and supporting the short and long-term business strategy. An organizational psychologist by profession, John's career has taken him from Silicon Valley start-ups to NYSE and ASX-100 companies.

As a thought leader in HR and people analytics, John regularly publishes articles and speaks at national and international conferences. Recent invitations have included a virtual regional conference on what leaders need to do to help their organization thrive during the Covid-19 pandemic.



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Sally Clarke

Sally is an author, coach and burnout expert, working with clients around the globe to help them discover meaning and fulfilment at work and beyond.

Born in Australia, Sally worked as a finance lawyer in Europe before burning out and quitting to become a writer, yoga and meditation teacher, coach and global traveler. Her book *Spark! Why We Burn Out, How We Recover, And How To End Burnout for Good* will be released in 2022. Learn more at www.salcla.com

Sally lives in California where she writes, coaches and speaks on burnout and workplace mental health issues.



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