

ORACLE

Managing the Mental Health Crisis

Leveraging Technology to Support Today's Workforce

Rocky Mitarai

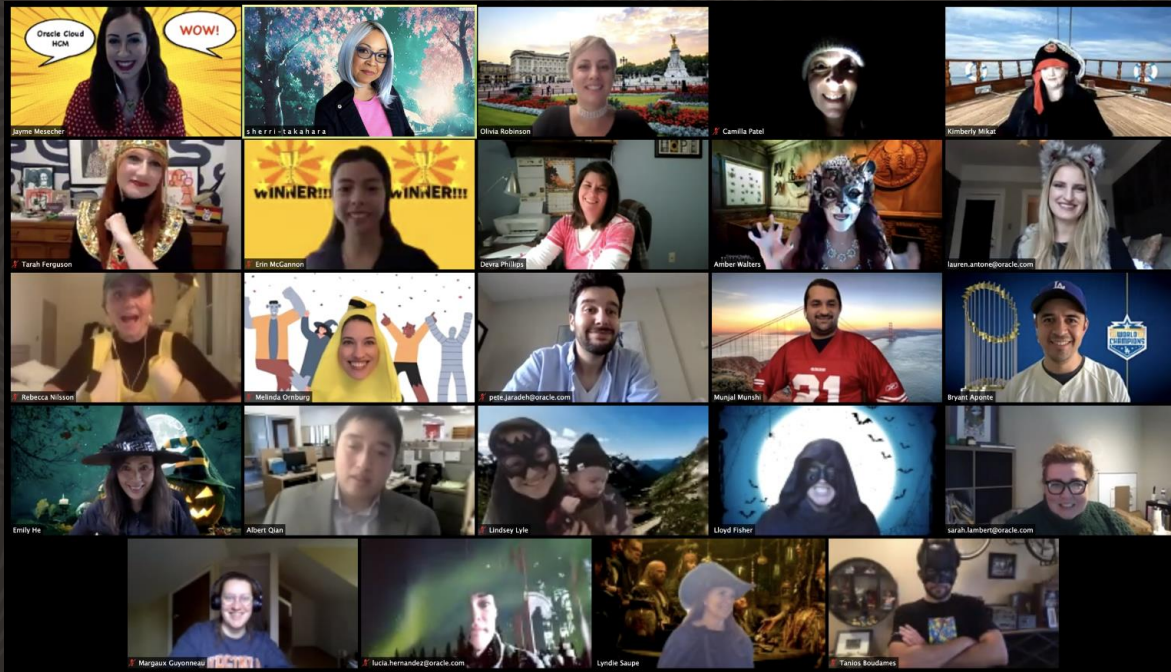
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Oracle

November 9, 2020



New workplace, new experiences



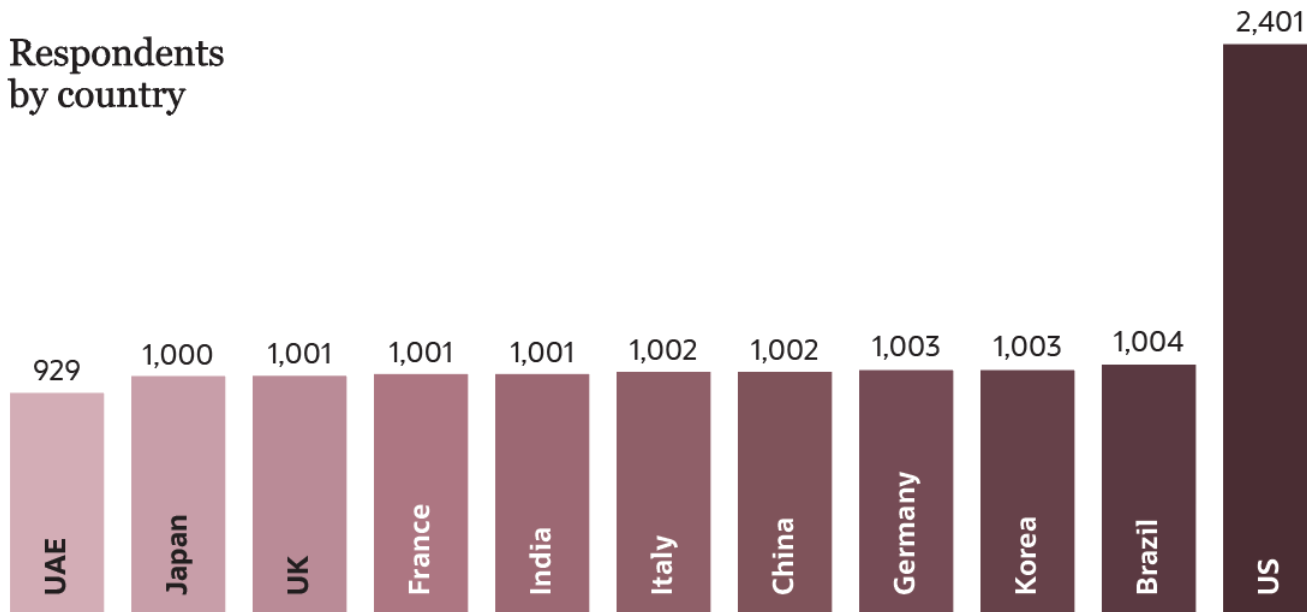
2020 – the most stressful year ever



2020 AI@Work Research (3rd Annual Study)

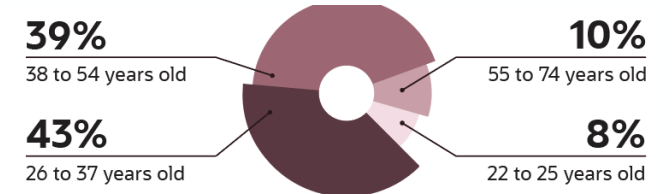
by Oracle and Workplace Intelligence

Respondents by country

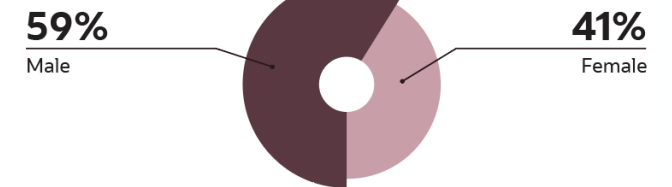


12,347 global respondents from 11 countries

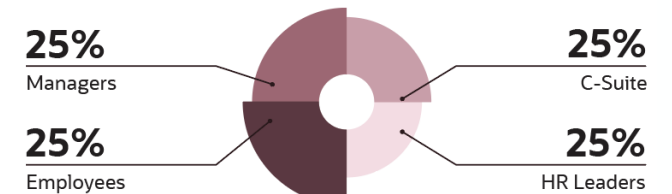
Respondents by age group



Respondents by gender



Respondents by role



2020 – The year of the stressed-out worker

7 out of 10

people saying this has been the most stressful year of their working lives.

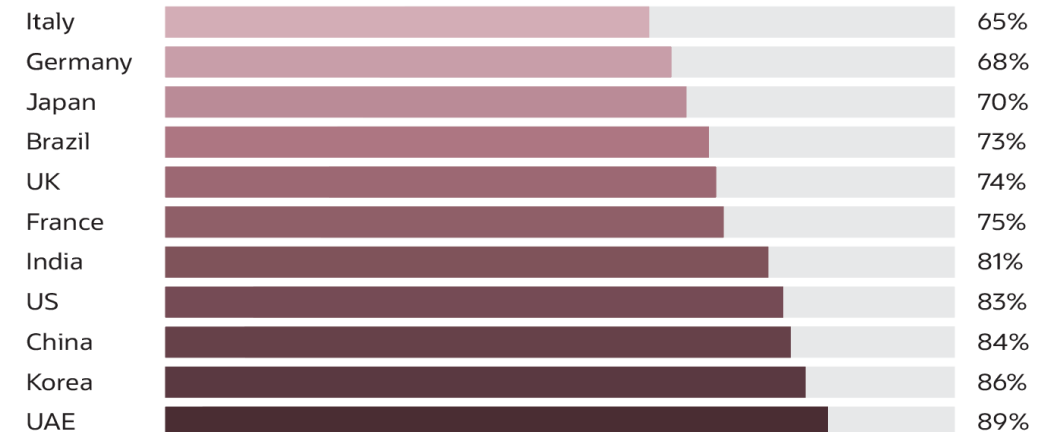
4 out of 10

people say they are also battling everyday workplace stressors like the pressure to meet performance standards, routine and tedious tasks, and unmanageable workloads.

Stress by age group



Stress by country



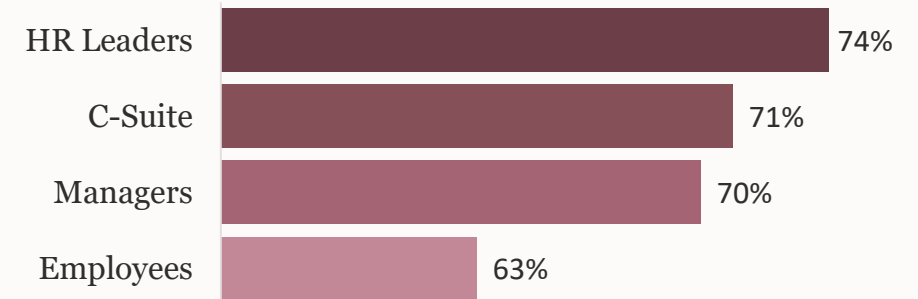
52%

are working 5 or more hours per week without their normal commute.

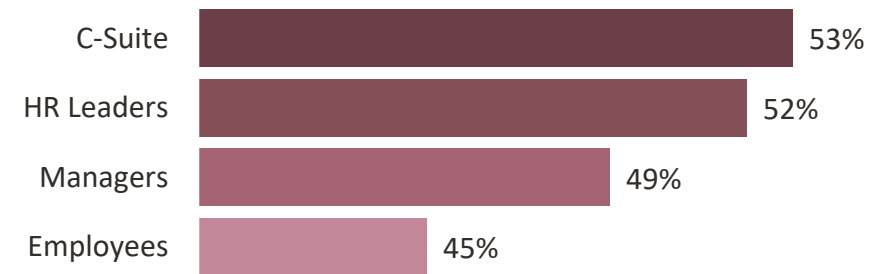
35%

are working 10 or more hours per week.

I have had more stress and/or anxiety at work than any year before.



I have struggled with mental health issues at work.



78%

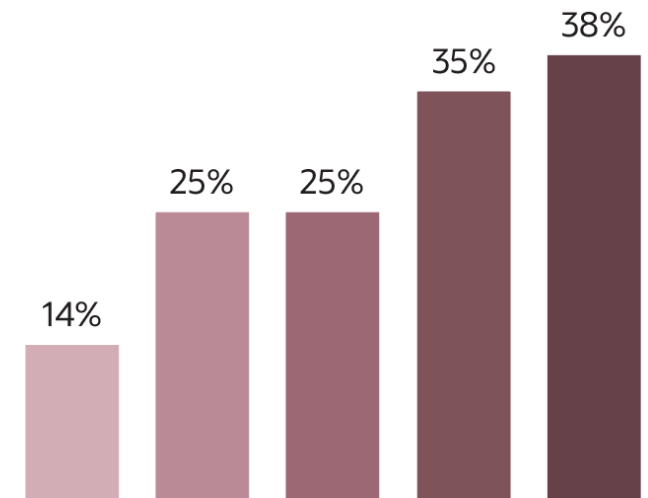
say the pandemic has negatively impacted their mental health.

Mental health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

World Health Organization

How has the COVID-19 pandemic negatively affected your mental health?

- Loneliness
- Depression from a lack of socialization
- Burnout
- Lack of work-life balance
- More stress



e



The personal impact of workplace mental health issues

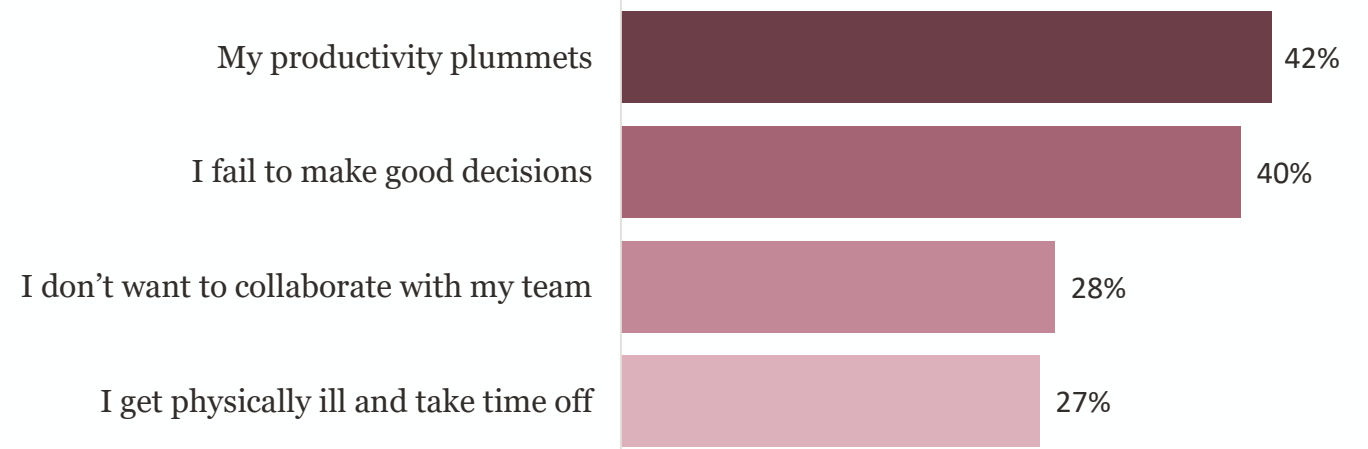
- Isolation from friends – 28%
- Suffering family relationships – 30%
- Reduced happiness at home – 33%
- Poor physical health – 35%
- Sleep deprivation – 40%

85%

say their mental health issues at work negatively affect their home life.

36%
are less
productive
during the
pandemic.

When I feel stressed, anxious, or depressed at work...



What organizations are already doing to support mental health?

- Step up corporate communication and executive interactions, with digital listening
- Training on resiliency and leadership skills
- Provide general or financial relief (grocery delivery, paid childcare or tutoring, free financial planning)
- Free subscription to wellness apps
- Encourage self care (time-off, wellness stipend, ergonomic office)
- Virtual volunteering / community service
- EAP (Employee Assistance Program) awareness
- Extend paid leave for COVID

51%

of companies have changed their benefits to offer mental health services as a result of the pandemic.

76%

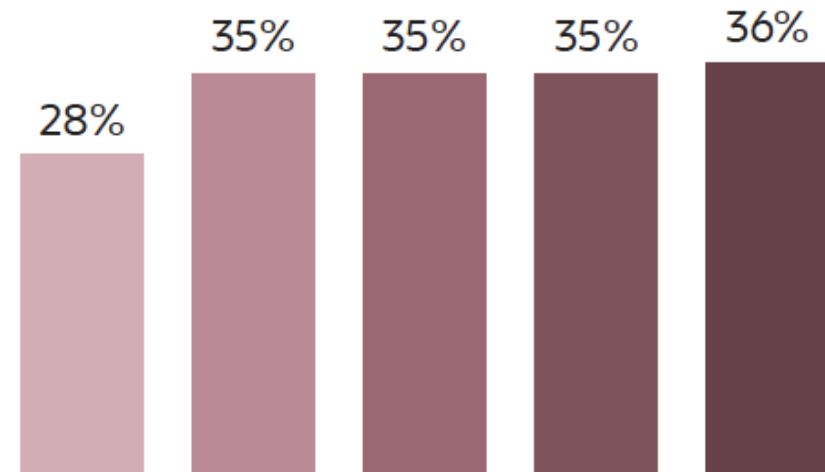
believe their company should do more to protect workforce mental health.

83%

want their company to provide technology to support their mental health.

Mental health technology employees want to see

- A chatbot to answer health-related questions
- Access to wellness or meditation apps
- Proactive health monitoring tools
- On-demand counseling services
- Self-service access to health resources





68%

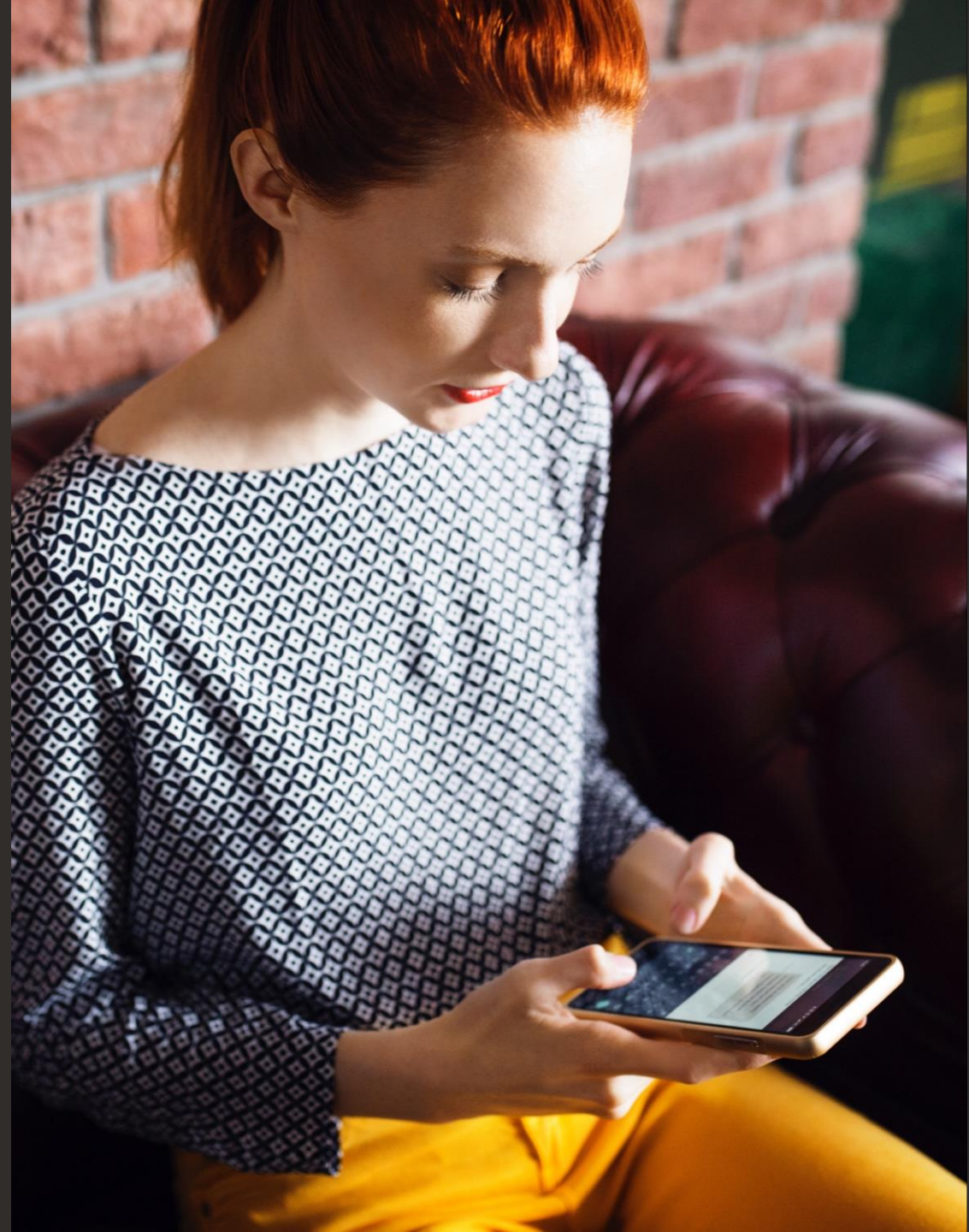
would prefer to talk to a robot over their manager about mental health at work.

82%

believe robots can support their mental health better than humans.

Robots and mental health support - Why?

- They offer a judgement free zone (34%)
- They are unbiased (30%)
- They provide quick answers to health questions (29%)





The bottom-line benefits of AI

- Increases employee productivity (63%)
- Improves job satisfaction (54%)
- Improves overall well-being (52%)
- Helps workers shorten their work week (51%)
- Allows them to take longer vacations (51%)

What Can We Do?

Educate and inform:

- Recognize burnout
- Surface resources
- Know how to engage

Support healthy habits:

- Allow flexibility
- Enable connection
- Drive career growth

Foster communication:

- Tech, manager, or professional
- Individual or org

AI@Work Study 2020

As Uncertainty Remains, Anxiety and Stress Reach a Tipping Point at Work

Artificial intelligence fills the gaps in workplace mental health support

Get the full report today!
Visit [Oracle.com/hcm](https://www.oracle.com/hcm)

The image displays the Oracle Workplace Intelligence AI@Work Study 2020 report cover and an infographic. The cover features the title "As Uncertainty Remains, Anxiety and Stress Reach a Tipping Point at Work" and a subtitle "Artificial intelligence fills the gaps in workplace mental health support". The infographic on the left lists key findings with percentages: 78% of people say the pandemic has negatively affected their mental health; 85% say mental health issues are causing sleep deprivation, poor physical health, reduced happiness at home, suffering family relationships, or isolation from friends; and 68% of people would prefer to talk to a robot over their manager about stress and anxiety at work. The right side of the infographic shows a hand holding a globe with various icons representing mental health and technology, and a small illustration of a person sitting under a tree.

ORACLE | WORKPLACE INTELLIGENCE

AI@Work Study 2020

As Uncertainty Remains, Anxiety and Stress Reach a Tipping Point at Work

Artificial intelligence fills the gaps in workplace mental health support

Key findings

- 2020 is the most stressful year ever
COVID-19 has negatively impacted the mental health of the global workforce.
78% say the pandemic has negatively affected their mental health.
- The impact of mental health struggles at work affect home life
Mental health at work is not just a workplace issue. It's spilling over into people's personal lives, especially those who have been working from home.
85% say their mental health issues are causing sleep deprivation, poor physical health, reduced happiness at home, suffering family relationships, or isolation from friends.
- Employees want help and are turning to technology
People are open to leveraging technology to help them through their struggles.
68% of people would prefer to talk to a robot over their manager about stress and anxiety at work.

and AI solutions
shifting to remote work simultaneously
workforce would be open to robots providing
and the ability to adapt, there's been an

to a robot over their
k, and 82% of people
ital health better

ed video conferencing tools, and now
ays that technology can support them,
them cope with workplace stress and

alk to a robot over their manager about
at that technology innovations can help
ill a stigma, and therefore some hesitation,

positive thing for employees and

As Uncertainty Remains, Anxiety and Stress Reach a Tipping Point at Work
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VIRTUAL SUMMIT

Addressing employee mental health in the new workplace

Tuesday, November 10 at 10am (PST)

Register today at
[Oracle.com/hcm](https://www.oracle.com/hcm)



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