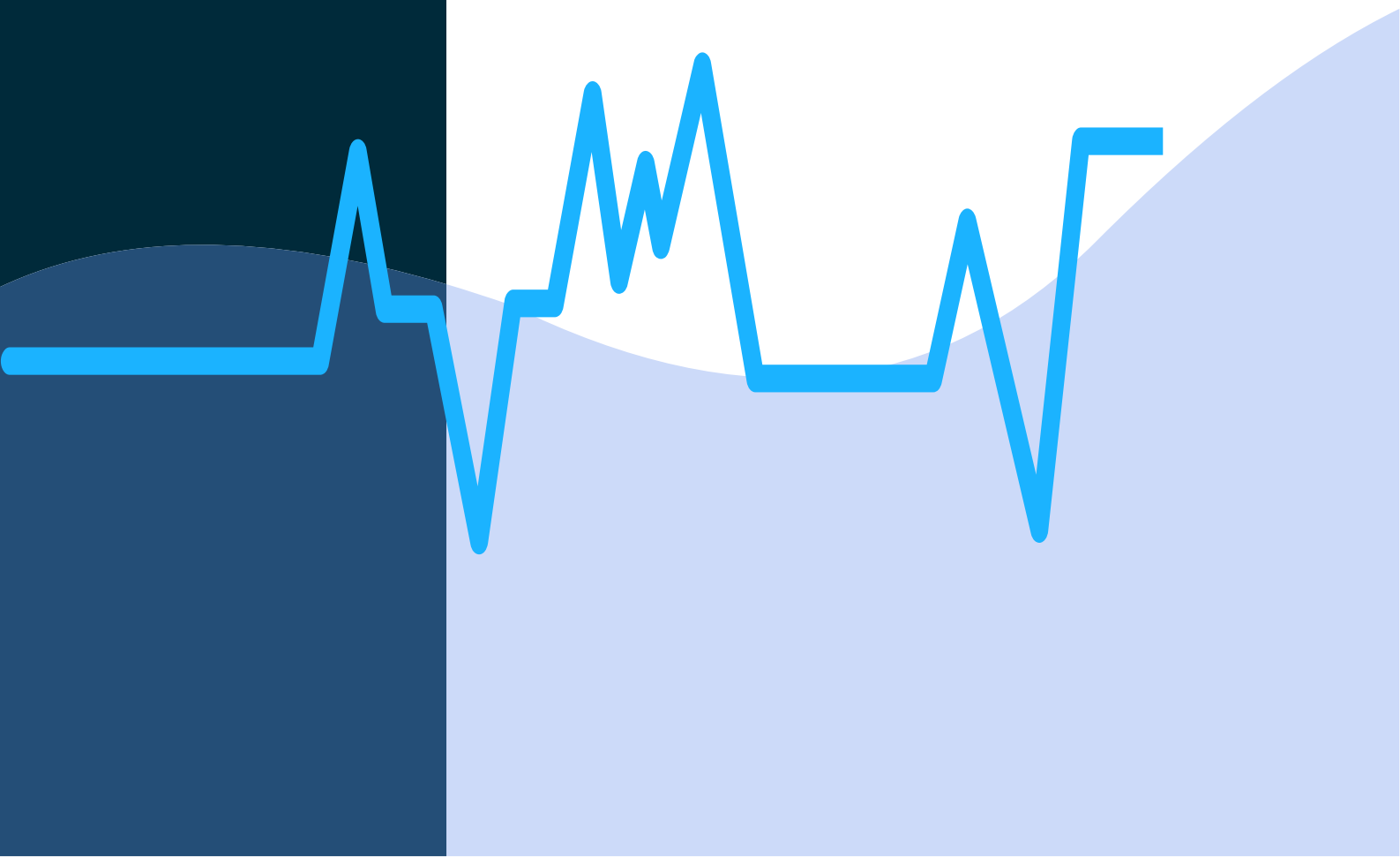




Checking the pulse of healthcare workers

The impact of Coronavirus on healthcare employment



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FOREWORD

In the wake of the Coronavirus pandemic, the healthcare workforce has faced unprecedented risks jeopardizing physical and mental health. Healthcare organizations, likewise, have been strained as never before, combating uncertainty, shortages, and the threat their employees faced. And, now, they have to battle the after-effects – low employee morale, reduced productivity and performance, difficulty in hiring, and attrition challenges.

This study of the mood in both the camps – employer and employee – aims to diagnose issues holding the sector back and identify green shoots of a rebound. From employee affinity for the sector to employer activity in the job market, this report showcases a comprehensive snapshot of the current state of healthcare employment.

Sashi Kumar
Head of Sales, Indeed India

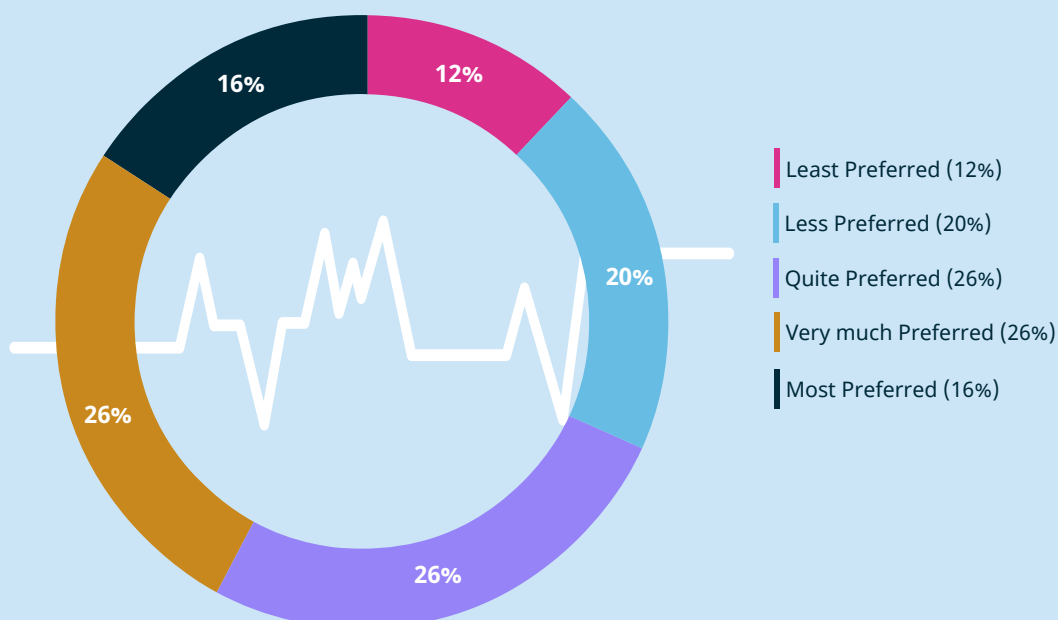
DIAGNOSIS

The healthcare sector remains attractive for a majority of employees and jobseekers. **68%** of the respondents surveyed indicate a clear preference to work in the healthcare sector. Of this, **42%** have a high degree of preference for the sector, and **26%** prefer it in moderation. Those with a strong affinity for the sector comprise **47%** of all respondents with more than a decade of experience, **45%** of all freshers and jobseekers respondents, and **51%** of all frontline worker respondents who happen to be doctors.

The stability of a respectable career option and handsome pay are the primary reasons for **83%** of the employees and jobseekers to be attracted to healthcare. The other reasons that attracted respondents to the profession are the purpose-driven, humanitarian nature of the occupation (**31%**) and the belief that it is a noble and challenging profession (**22%**).

A third of the employees and jobseekers, on the other hand, would instead not work in the healthcare sector. **32%** of all respondents express a low degree of preference for the sector, and this includes **40%** of all female and “other gender” respondents.

On a scale of “Least Preferred” to “Most Preferred” please rate your preference for working in healthcare - Currently

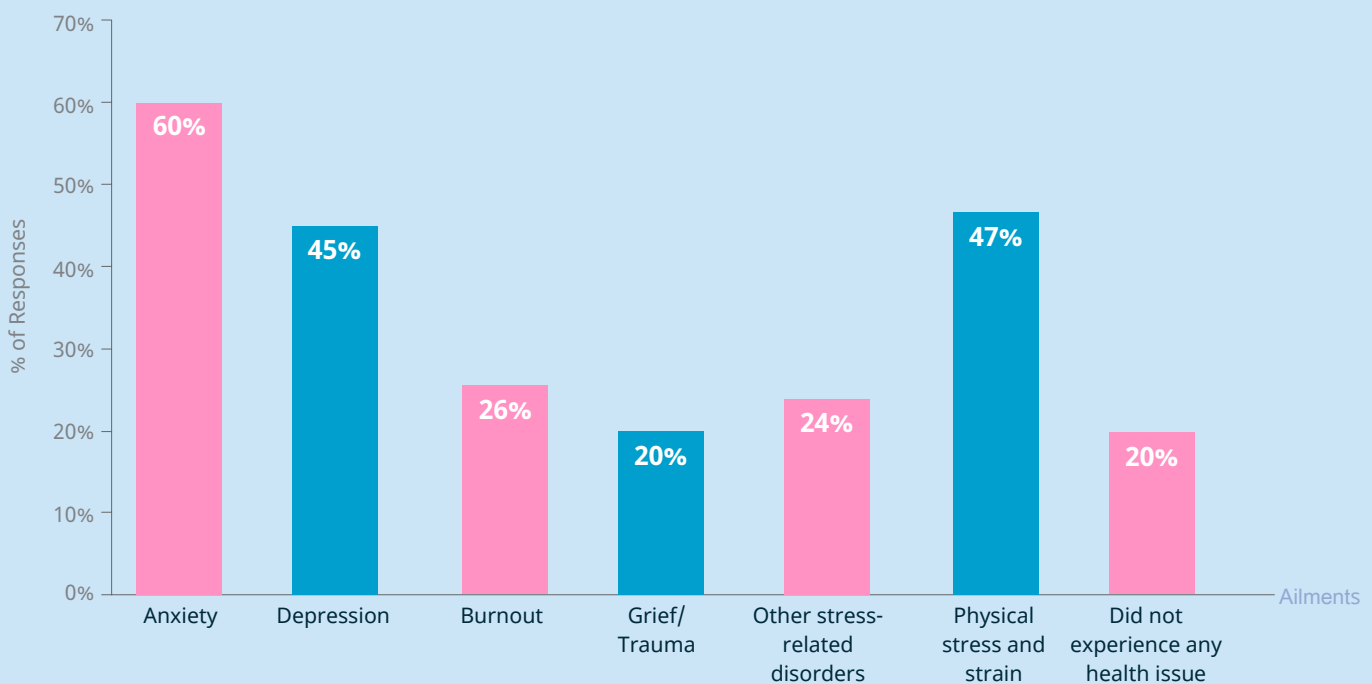





CARING IN THE TIMES OF COVID-19

Most healthcare sector employees experienced at least one health issue during the pandemic, if not more. The most prevalent issues encountered were anxiety (**60%** of all employees), physical stress (**47%**) and depression (**45%**).

Did you (or a Healthcare worker / professional you know closely) experience one or more of the following ailments any time over the past one and a half years?

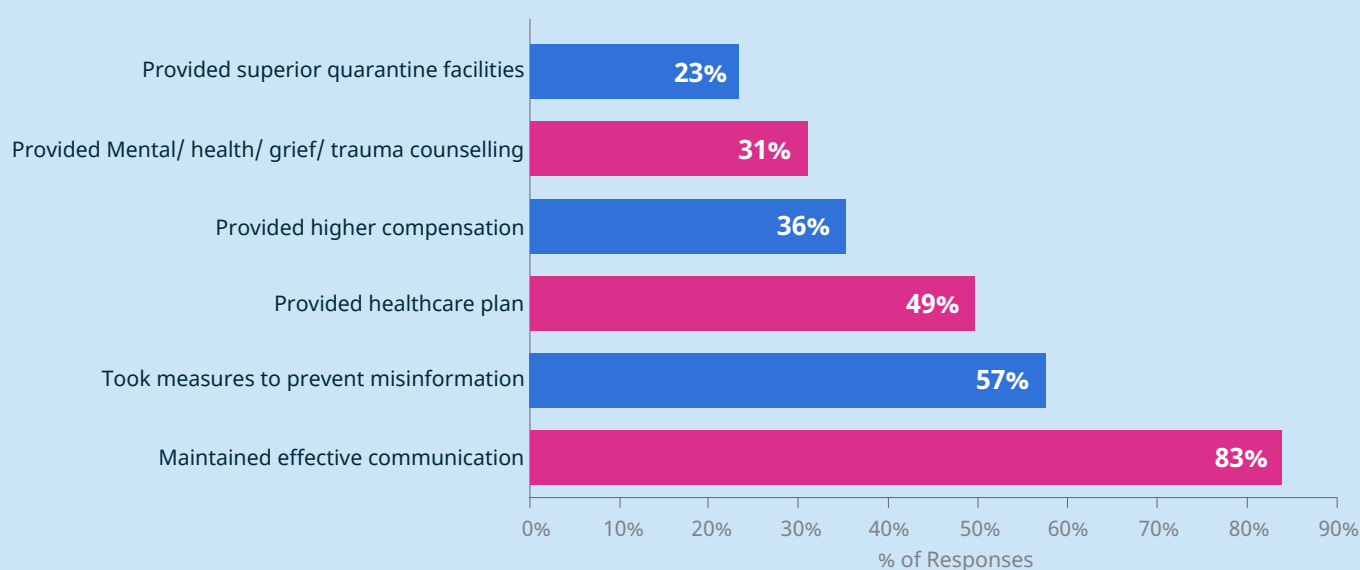


Faced with health issues, **60%** of the respondents turned to fellow frontline workers for support and guidance, **44%** raised the issue with the management, **33%** spoke to their family members, and **11%** sought mental health counselling.



Most employees could get help from their organizations right since the onset of Covid-19. For **83%** of the employees surveyed, effective communication maintained by their organizations was helpful, and for **57%** it was healthcare plans and measures to prevent misinformation about the virus.

How did your organization help employees cope with the Covid-19 crisis?



A majority (**78%**) of the frontline workers (**77%** of the nurses and **80%** of the doctors) want better work environments driven by effective communication. In addition **23%** of the doctors surveyed expected their organizations to give more attention to mental health and trauma counselling.



IMPACT OF COVID-19 ON WAGES AND LEAVES

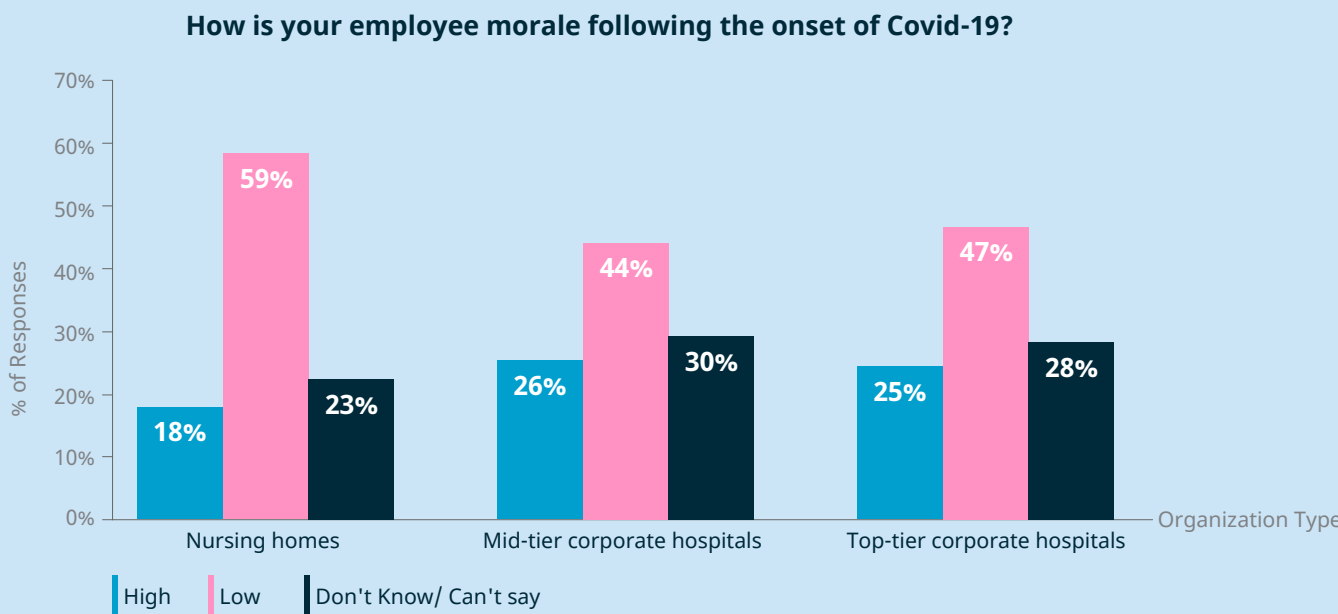
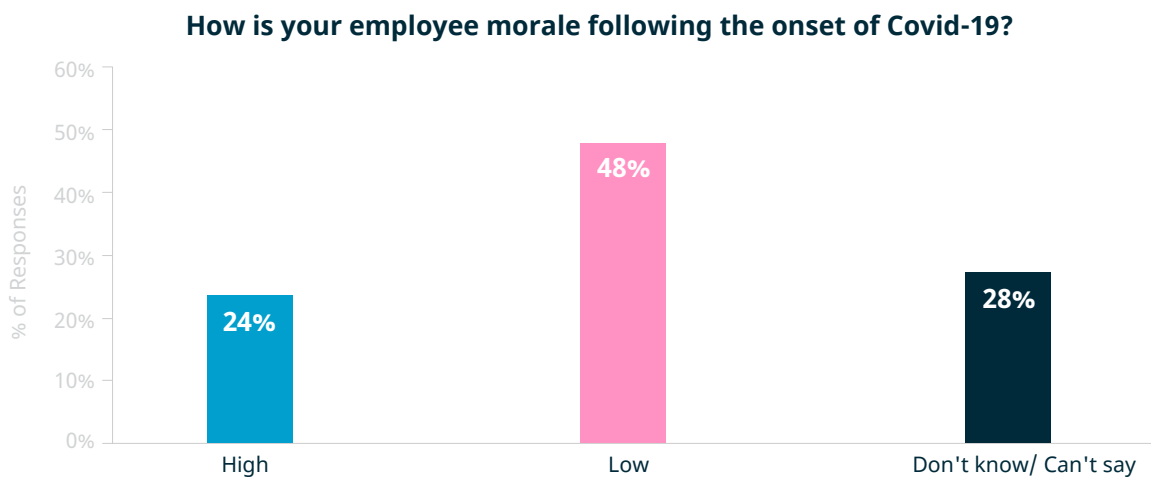
The pandemic impacted salary growth for healthcare employees. Only half of all employees surveyed have received salary increments in the last 18 months. **61%** of the top-tier corporate hospitals surveyed rewarded their employees better than mid-tier corporate hospitals (**52%**) and nursing homes (**45%**). Nearly half of all female employee respondents (**49%**) reported receiving salary increments lower than the norm.

One-fourth of all employee respondents have considered quitting the healthcare profession in the last 18 months, and **53%** have not received long leaves during the pandemic. On the brighter side, **49%** of employees stated that their employers have been proactive enough to come forward and offer them leaves.




HOW EMPLOYERS FACED CHALLENGES IMPOSED BY COVID-19

Employee morale has been a casualty for the healthcare sector. Eighteen months since the onset of Covid-19 low employee morale plagues **48%** of all healthcare organizations surveyed. However, **24%** of all healthcare employers surveyed believed that morale had been restored and high.



Organizations were segregated into Nursing homes, Mid-tier corporate hospitals and Top-tier corporate hospitals (based bed capacity and ownership, and as per the Ministry of Health and Family Welfare)



59% of all nursing homes surveyed believed that their employee morale continues to be low, while **18%** reported high employee morale. In contrast, **44%** of all mid-tier and **47%** of all top-tier corporate hospitals surveyed reported low employee morale. Conversely, a fourth of the mid-tier and top-tier corporate hospitals reported high morale.



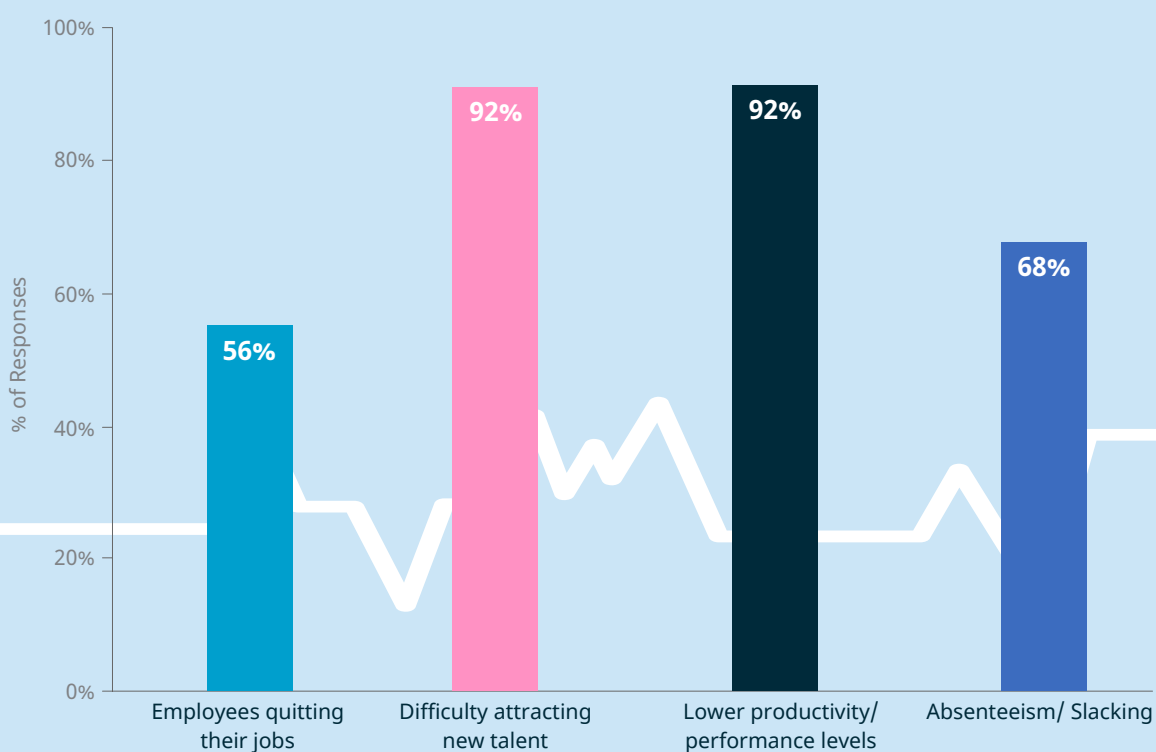
FRONTLINE WORKERS ADVERSELY AFFECTED BY WORKLOAD

79% of all employer respondents believed that frontline workers (both doctors and nurses) were adversely affected, and **67%** believed that the rest of the staff was adversely affected, by the workload during the pandemic. On the other hand, **13%** believed that frontline workers have emerged stronger, and **18%** believe that the rest of the staff have emerged stronger, from the Covid-19 ordeal. Jobseekers, **71%** of respondents think, were not affected at all.

WORK PRESSURE AND FATIGUE ARE TAKING A TOLL

Covid-19 has resulted in widespread exhaustion among healthcare employees. For example, **90%** of all employers surveyed said their employees face work pressure and fatigue, while **72%** said Covid-19 had a psychological impact on their employees.

Do you face any of the below challenges today, on account of managing your workforce?



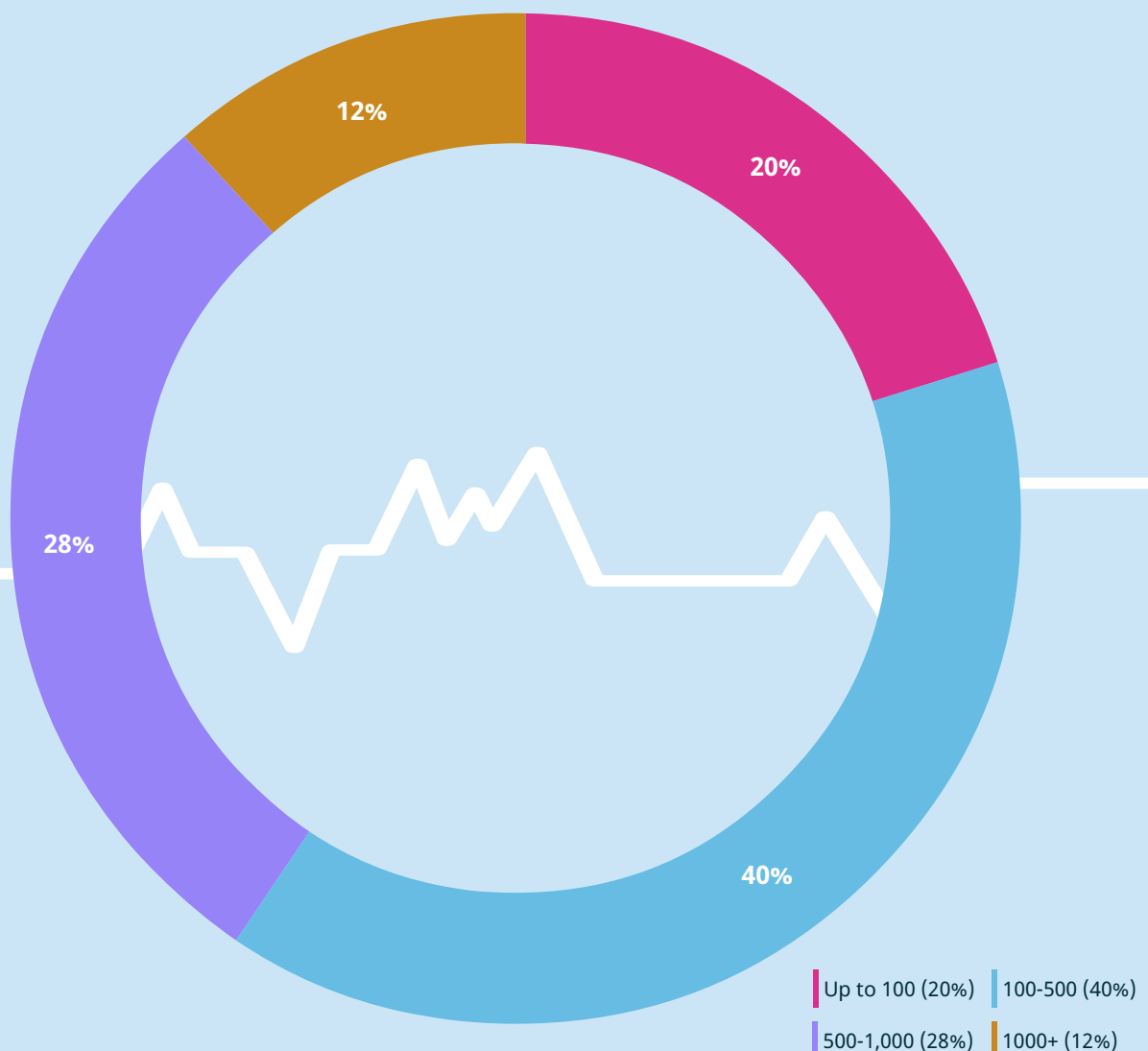
Nearly all employers surveyed (**92%**) reported a drop in productivity and performance levels, and difficulty attracting new talent. In addition, **68%** experienced absenteeism and slacking, and **56%** had to endure employee attrition.




HIRING AMID THE PANDEMIC

40% of all employers surveyed have hired between 100 and 500 people during this period. About one in eight employers (**12%**) have hired more than 1,000. Nearly three in ten (**28%**) have recruited between 500 and 1,000 people, and **20%** have hired less than 100.

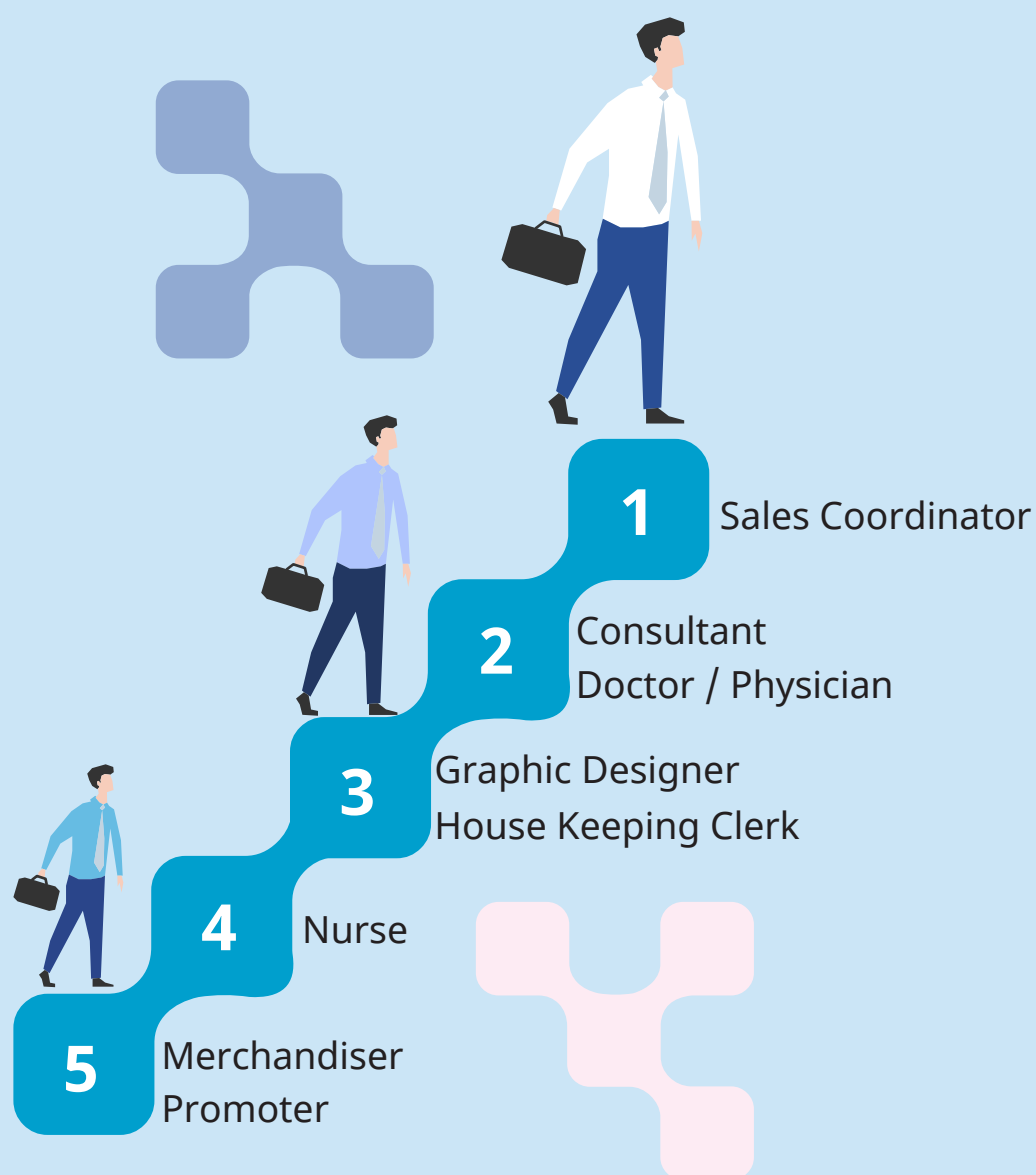
How many people did you hire during the past 18 months?





Despite hiring difficulties faced by **92%** of the employers surveyed, **91%** hired administrative, sales and support staff, while **53%** hired frontline workers.

Top job roles the sector has hired for





OUTLOOK FOR THE NEXT TWO YEARS

Slightly more than one-third of all employers surveyed (**34%**) plan to hire more talent in the near future. This comprises **43%** of the top-tier corporate hospitals, **39%** of the mid-tier corporate hospitals and **31%** of nursing homes.

The healthcare sector would continue to be attractive for **66%** of all respondents two years from now – nearly equal to the proportion of those who find it attractive today. This group comprises **76%** of male employees, **84%** of doctors, and **49%** of employees with over a decade of experience in the sector. For **48%** of Freshers, though, the sector would be less or least attractive two years from now.



METHODOLOGY AND SAMPLE DESIGN

METHODOLOGY

This survey was conducted by Valuvox on behalf of Indeed among healthcare sector organizations, employees and jobseekers in the month of August 2021.

SAMPLE DESIGN

A total **549** of healthcare organization respondents and **1,370** employee / jobseeker respondents were considered in this survey. Organizations were segregated into cities, Nursing homes, Mid-tier corporate hospitals and Top-tier corporate hospitals (based on bed capacity and ownership), and then into sectors. Employee respondents were drawn from across organization size and type, community identity, and age groups.





ABOUT INDEED

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