



COVID-19 Caregivers Survey

Conducted October 2020

Key messages

Caregivers in most countries were significantly **more worried about job security and their physical and mental well-being than were non-caregivers**. The difference was particularly high in the US where we see a 10pp gap between caregivers and non-caregivers

Less than half of European parents surveyed feel their manager understands their situation

Over half of parents—both women and men—said their **home responsibilities had increased during the pandemic while their ability to perform their work had decreased**

Parents concerned about being at a disadvantage compared to other employees:

- An average of **20% of mothers and 15% of fathers felt their managers did not understand** how their responsibilities at home had changed during the pandemic
- Similar percentages said their companies had **not offered support that directly addresses these additional responsibilities**

Many companies have offered flexible work and other accommodations but **20% still offered no accommodations at all**

- Most of the companies that offered no support as of July 2020 still offered none as of October.

Caregivers were **almost twice as likely as non-caregivers to say they would leave their current employer** within the next six months

Why this matters

Many parents of young children are a critical part of the management pipeline - they are the mid-level and early senior managers who really make the company run.

Long term perspective: companies don't want to lose this critical talent

Short term perspective: we know these parents' ability to perform at work is affected, so companies should do whatever they can to help ensure what work they can do is the best effort possible

Gender diversity: women are already under-represented in leadership and we really risk reversing a lot of the tenuous progress we've made on gender diversity.

This issue isn't going away soon. Even as offices transition to hybrid and remote operating models, schools, camps and other care may take longer to come back online. Even when schools come back, they may not be open every day for every child

Employers should expand their outreach to avoid losing top employees

Engage and understand

- Don't assume employees are working at their pre-pandemic capacity or schedule
- Have open conversations about workloads and deadlines

Give working parents the accommodations they need

- Prioritize mission-critical tasks
- Reallocate resources to provide short-term flexibility and support
- Don't lose flexibility when work shifts to the next normal

Lead with empathy

- Be aware of COVID burnout
- Ensure that high-potential talent feels supported
- Even with vaccines on the way, remember that employees may not want a return to prior ways of working

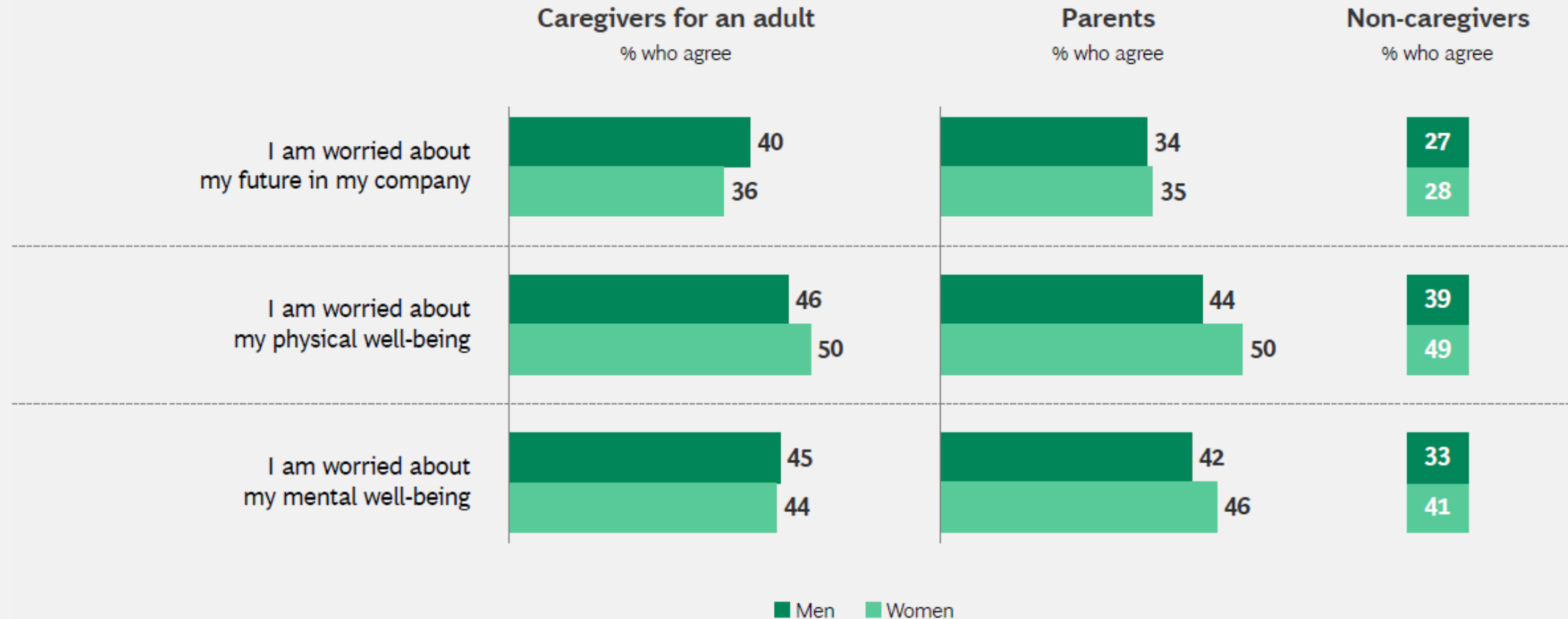
Factor caregiver status into talent evaluations

- Monitor employees through frequent "pulse checks"
- Track the impact of caregiver status on performance

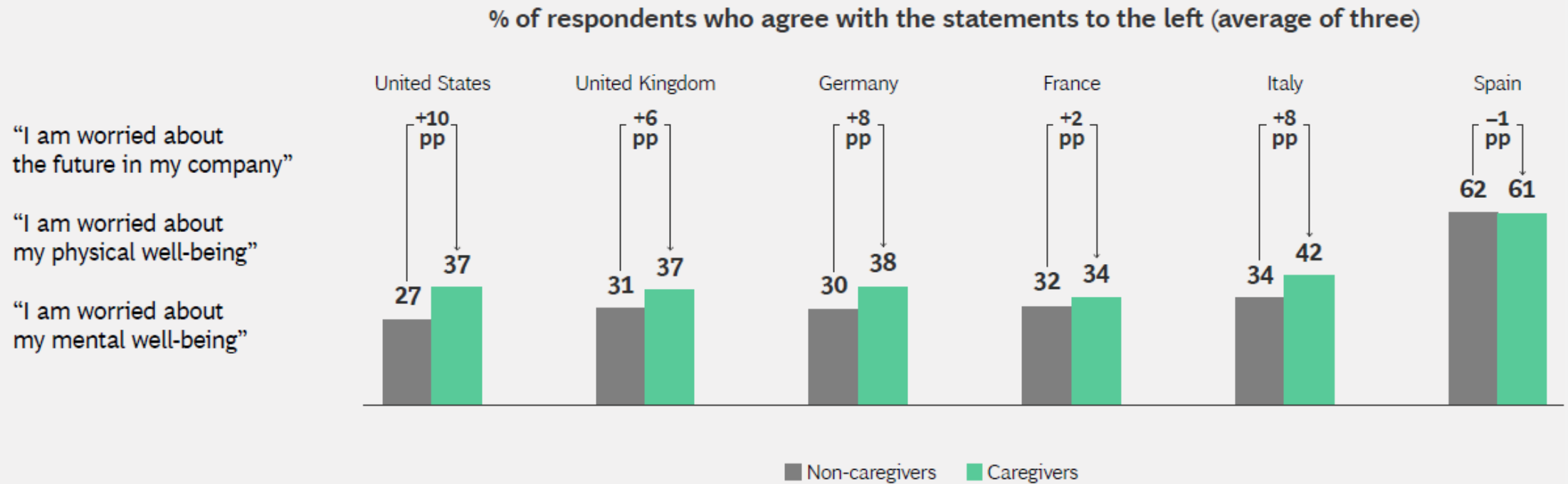
This is a long moment of truth for both companies and employees.

It's time to reinforce the upside, create a motivational environment, and meet changing employee needs.

Caregivers around the world continue to experience high stress levels



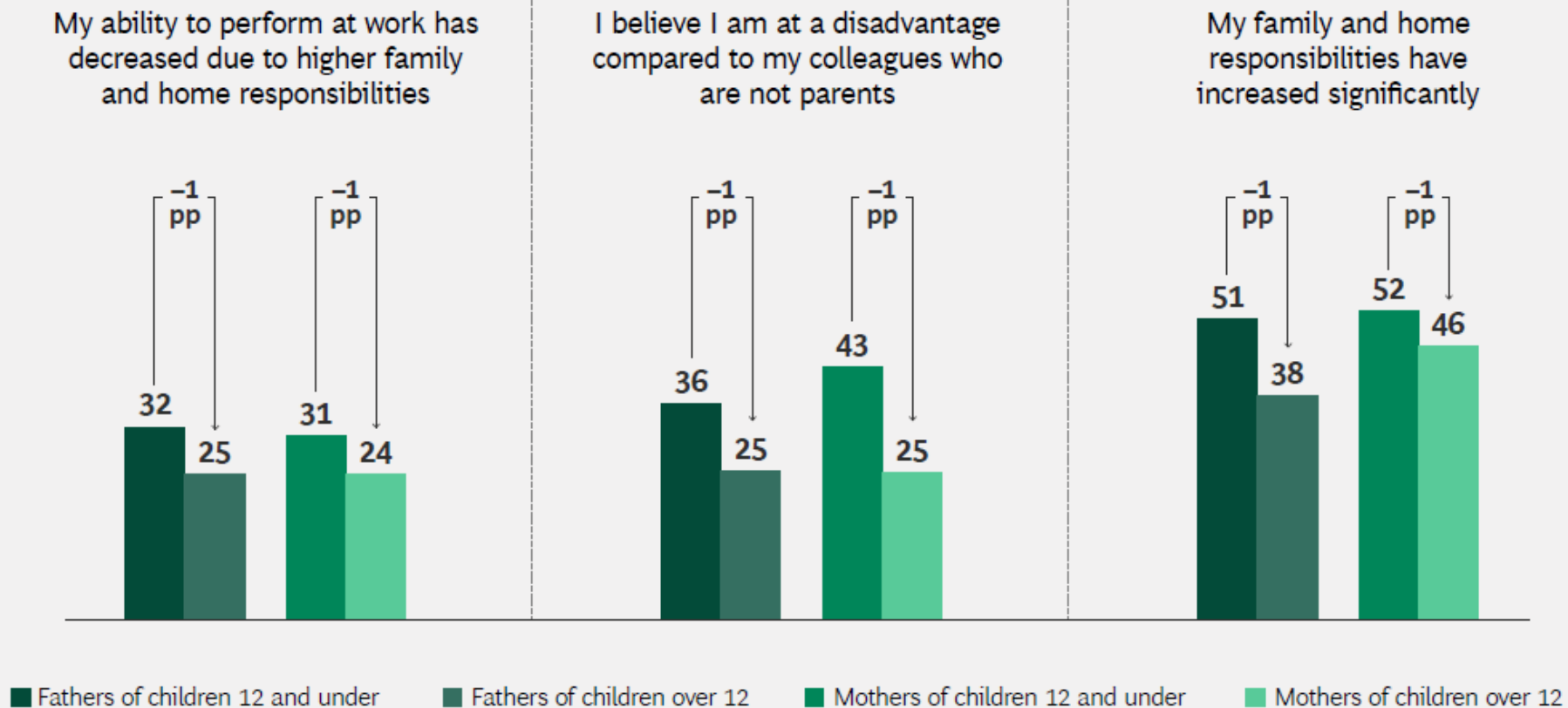
Caregivers report greater stress than non-caregivers in all countries surveyed except Spain, where the burden seems equally high



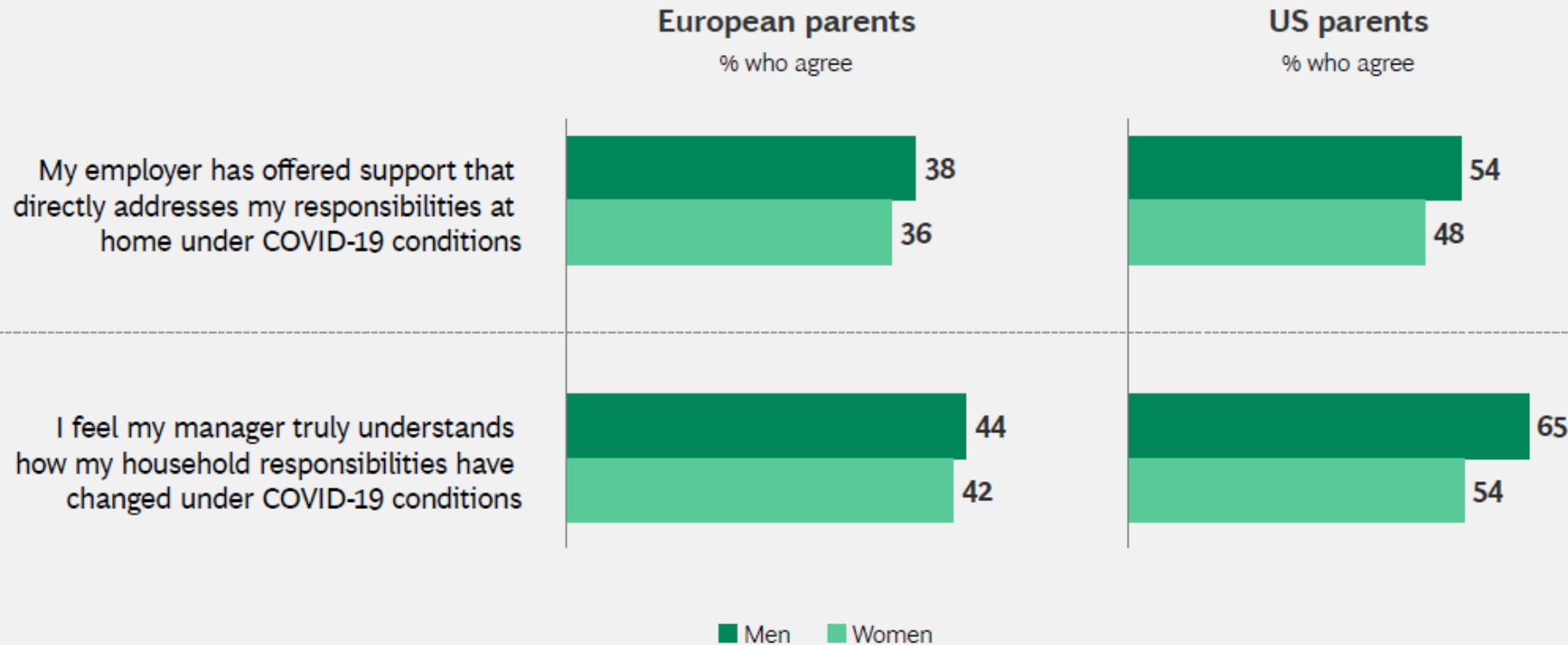
Source: BCG Global Diversity and Inclusion survey, October 2020.

While all working parents have been affected by COVID-19, those with young children have experienced the biggest impact

% of respondents who agree with the statements below



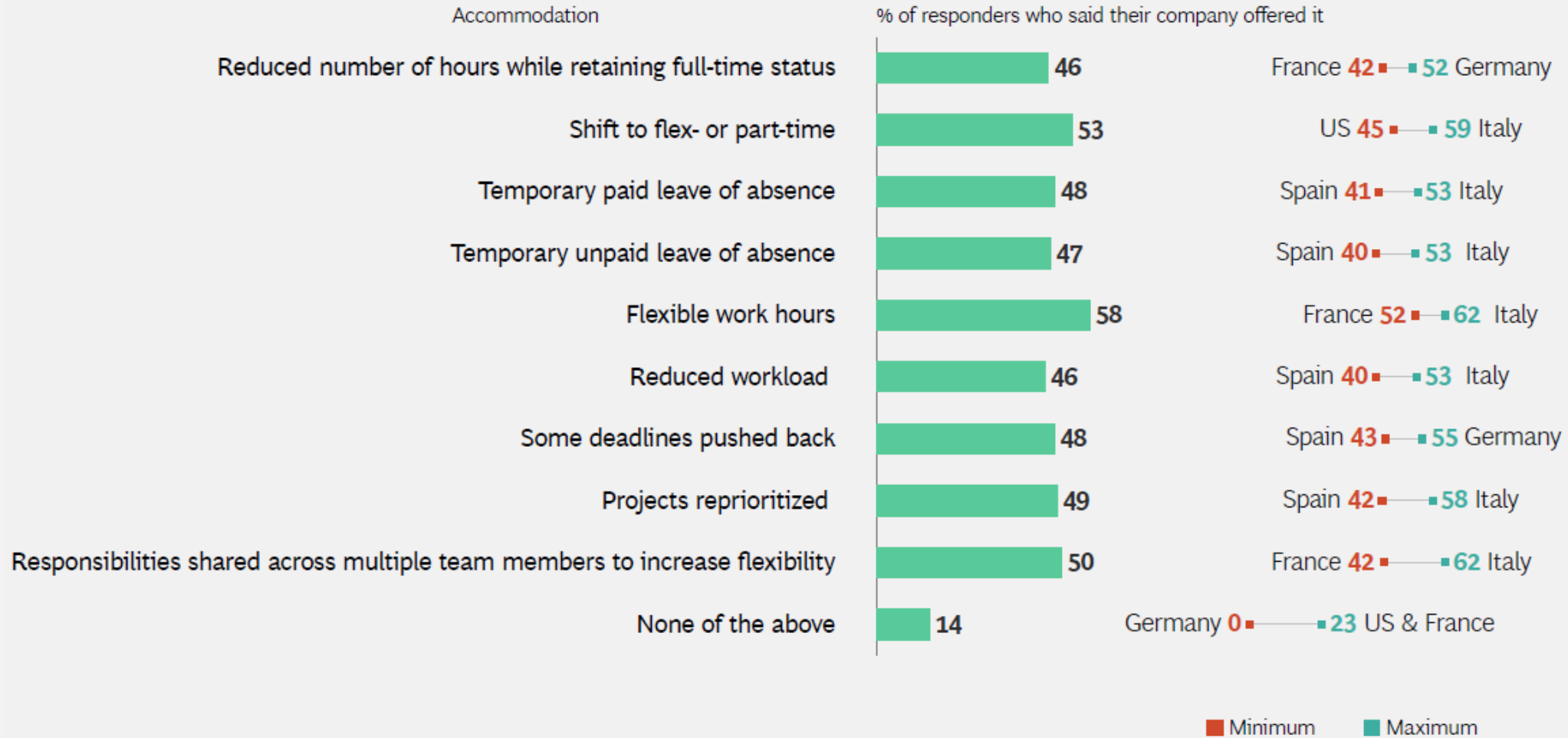
Not enough working parents feel supported by their companies, especially in Europe¹



Source: BCG Global Diversity and Inclusion survey, October 2020.

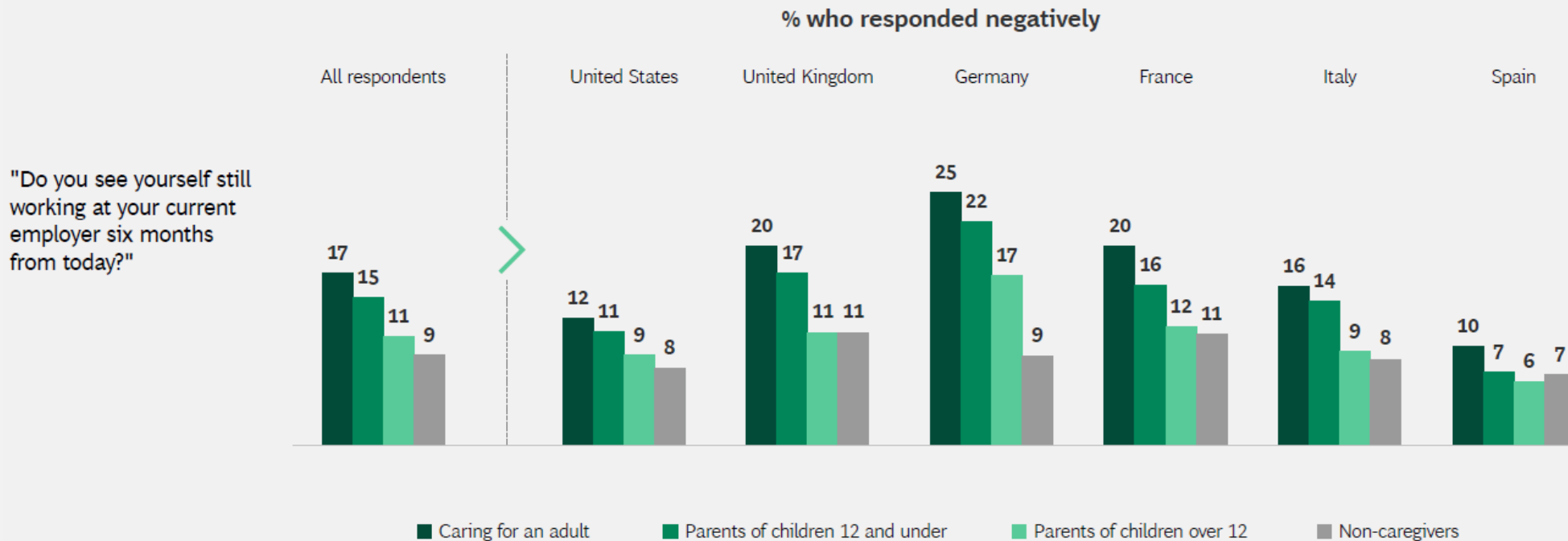
¹While working parents in Europe might feel less supported by their companies, we note they may feel more supported by their governments; in contrast, working parents in the US have no real safety net from a policy perspective.

Companies have improved their support of working parents, but there is more to be done



Caregivers are much more likely to leave their current employer in the next six months

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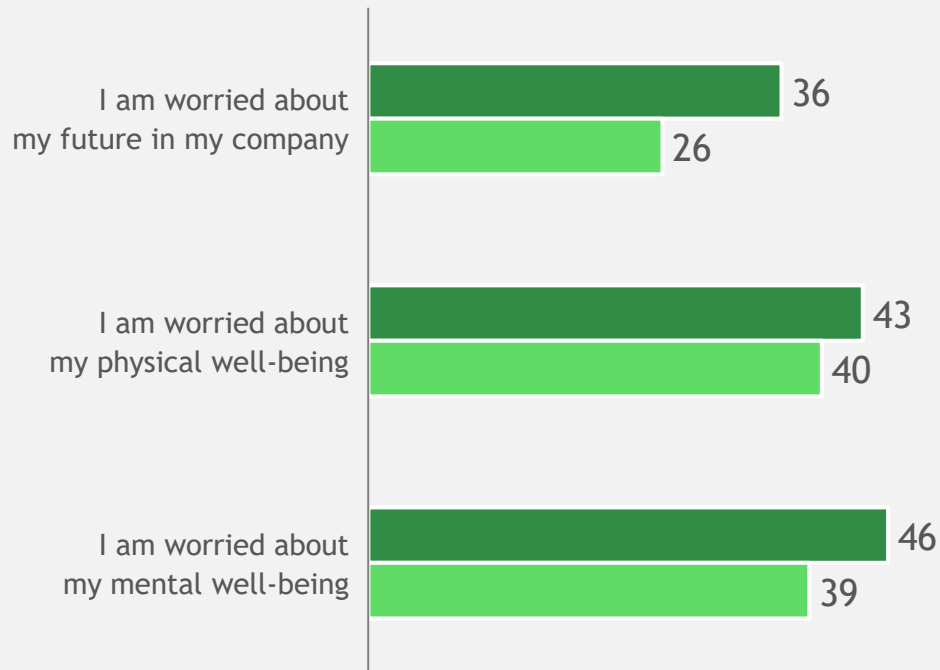
Country data Germany



Employees in Germany continue to experience high stress levels, and especially caregivers

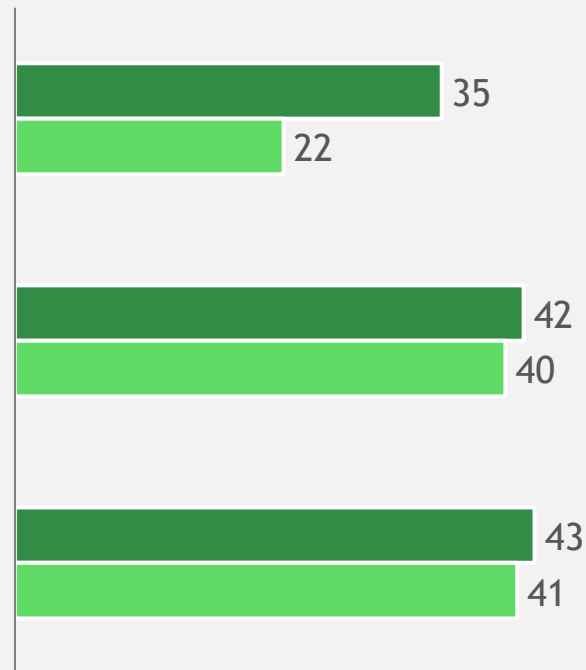
Caregivers for an adult

% that agree

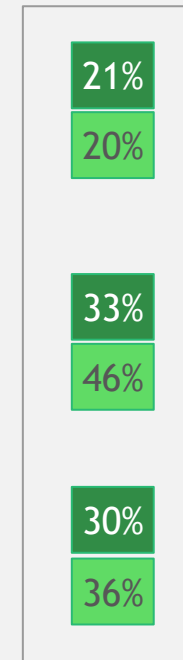


Parents

% that agree



Non-caregivers

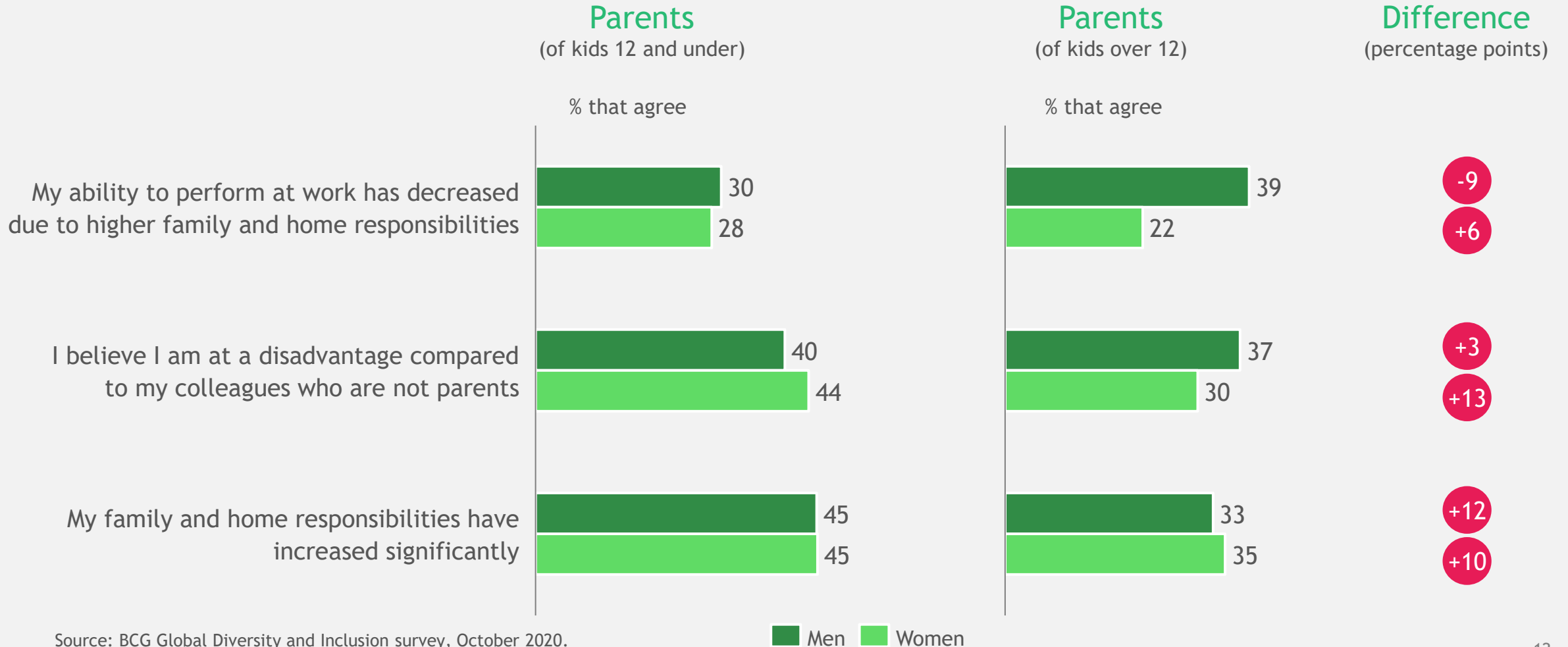


Source: BCG Global Diversity and Inclusion survey, October 2020.

Men Women

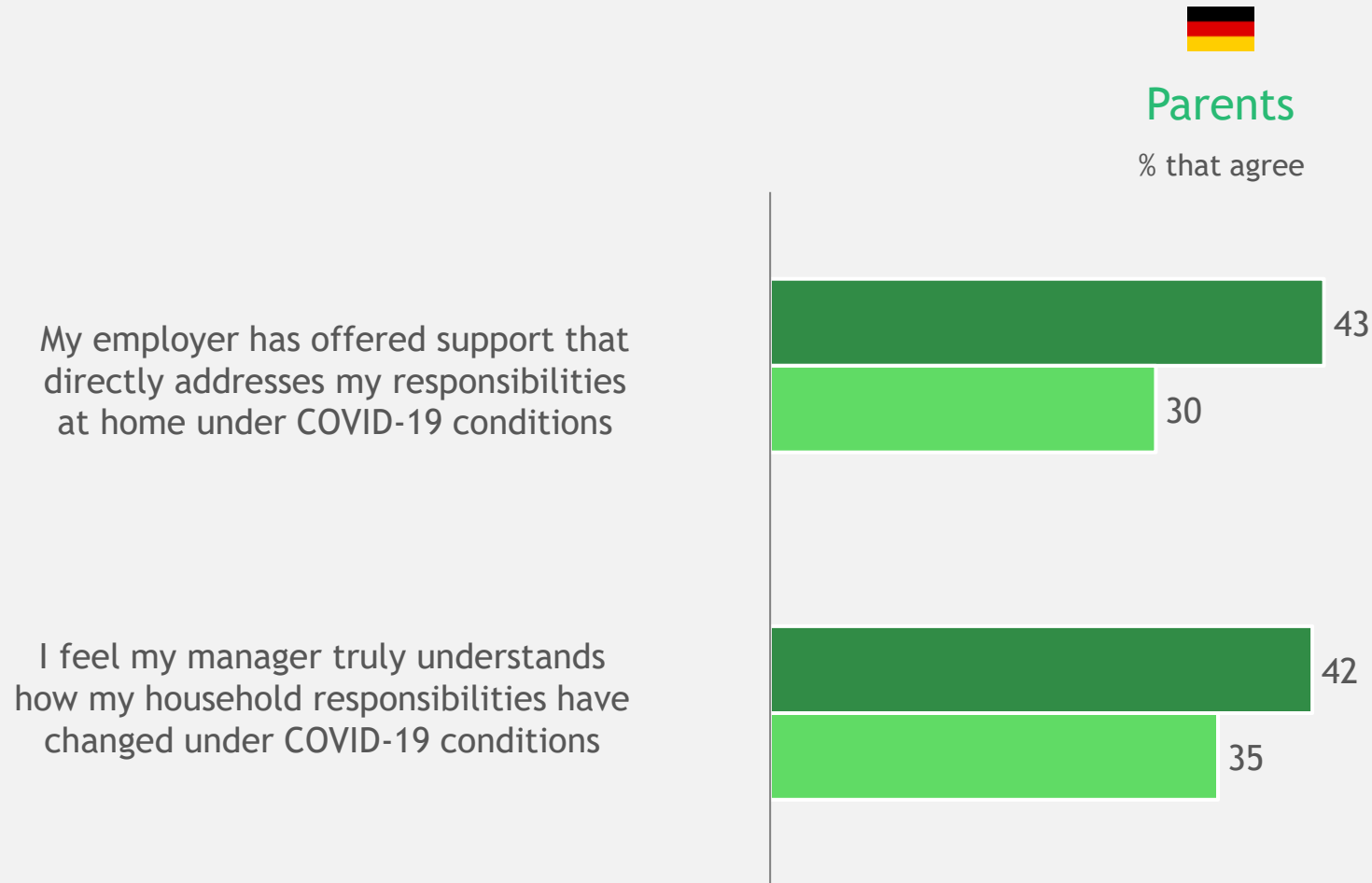


While all working parents have been affected by COVID-19, those with young children have experienced the biggest impact



Source: BCG Global Diversity and Inclusion survey, October 2020.

Many working parents still feel unsupported by their companies



Source: BCG Global Diversity and Inclusion survey, October 2020.

Survey methodology

The first BCG Caregiver Survey, conducted March 20 through April 3, 2020, was conducted with 3,055 working parents in five countries (the US, UK, Italy, Germany, and France), while the second, conducted in July 2020, focused on 500 working parents in the US alone.

This third survey, in turn, was conducted with 20,000 working individuals in October 2020, across 12 countries. For this article, we focus on the responses from 3,200 caregivers for adults, 5,200 parents, and 5,700 non-caregivers in six countries—the US, UK, Italy, Germany, France, and Spain.

Where we share an aggregated view, we have given countries an equal weighting that is not dependent on the number of respondents from a given country or its population size.

At the time of the survey, all respondents were full- or part-time employees at companies with 1,000 or more employees. The survey excluded furloughed employees.

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