



# TELUS Mental Health Index.

Pan-Europe | October 2023

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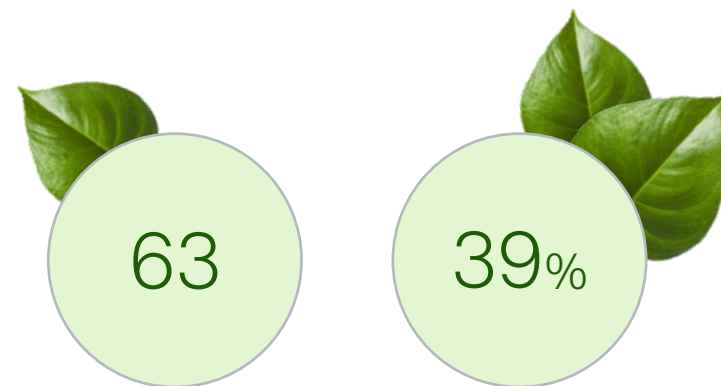
# What you need to know for October 2023.

## 1. The mental health of workers in Europe continues to decline.

- At 61.1, the mental health of workers declined modestly from the April 2023
- 38 percent of workers have a high mental health risk, 43 percent have a moderate mental health risk, and 19 percent have a low mental health risk
- Anxiety and depression have been the lowest mental health scores since the launch of the Index in April 2022
- Mental health scores improved in France and Poland while scores declined in Germany, Italy, the Netherlands, and Spain
- Managers have a better mental health score than non-managers
- Laborers have a lower mental health score than service industry and office workers

## 2. Anxiety is the most prevalent diagnosed condition among workers in Europe.

- 17 per cent report diagnosed anxiety; a further 14 per cent believe they have undiagnosed anxiety
- 14 per cent report diagnosed sleep issues; a further ten per cent believe they have undiagnosed sleep issues
- 12 per cent report diagnosed depression; a further nine per cent believe they have undiagnosed depression
- Workers under 40 are twice as likely as workers over 50 to report both diagnosed and undiagnosed anxiety and depression. This group is also twice as likely to have used health benefits for psychological services and to value psychological benefits most



working days per year are **lost because of relationships with colleagues**

of workers say **colleagues are more sensitive to stress than before the pandemic**



of workers are **feeling more sensitive to stress than before the pandemic**

of workers **do not have emergency savings**

### 3. One-third of workers say better support for their wellbeing is more important than a 10 per cent increase in salary.

- 35 per cent of workers are feeling more sensitive to stress compared to before the pandemic
- 39 per cent of workers notice their colleagues are more sensitive to stress compared to before the pandemic
- 12 per cent of workers are thinking about leaving their job; a further 24 per cent are unsure
- Among workers thinking of leaving their job, 14 per cent would leave because of increased mental stress/strain at work
- 51 per cent of office workers would prefer a 5-day work week with the ability to work remotely as much as they want; 49 per cent would prefer a 4-day work week in office

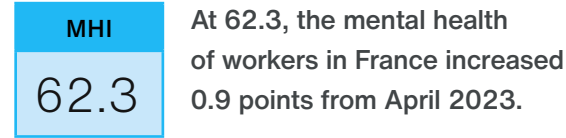
### 4. Among sources of work-related stress, lack of support has the most significant impact on productivity loss.

- Workers reporting their primary source of work stress is lack of support lose 66 working days in productivity per year
- Workers reporting their primary source of work stress is issues with customers/clients lose 64 working days in productivity per year
- Workers reporting their primary source of work stress is relationships with colleagues lose 63 working days in productivity per year
- Workers reporting fear of termination or layoff is their primary source of work stress lose 63 working days in productivity per year
- Workers reporting workplace conflict lose 60 working days in productivity per year
- Despite volume of work being the most cited source of work stress, it has the lowest productivity loss (56 days)



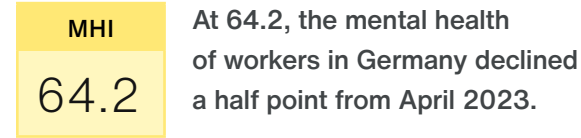
# Country spotlights

## France



- 45% are feeling anxious
- 37% do not have emergency savings to cover basic needs
- 34% say their mental health is negatively impacting work productivity
- 27% are feeling isolated
- 23% are feeling depressed
- 15% are not feeling optimistic about their future
  
- 29% have diagnosed anxiety, depression, or other mental health conditions
- 20% have undiagnosed anxiety, depression, or other mental health conditions that are affecting their health
  
- 32% are feeling more sensitive to stress compared to before the pandemic
- 39% say their colleagues are more sensitive to stress compared to before the pandemic
  
- 28% say better support for wellbeing is more important than a 10% increase in salary
- 23% prefer a 5-day work week with the ability to work remotely
  
- 23% report volume of work as their primary source of work stress
- 12% are thinking about leaving their job
- 19% are thinking of leaving for a better job/career or better benefits

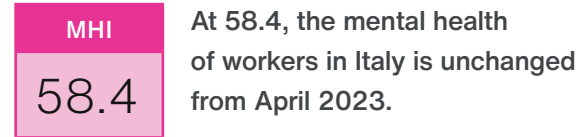
## Germany



- 33% do not have emergency savings to cover basic needs
- 32% are feeling anxious
- 26% say their mental health is negatively impacting work productivity
- 24% are feeling isolated
- 23% are feeling depressed
- 19% are not feeling optimistic about their future
  
- 28% have diagnosed anxiety, depression, or other mental health conditions
- 21% have undiagnosed anxiety, depression, or other mental health conditions that are affecting their health
  
- 11% have used their benefits for psychological services
- 16% value psychological services most
  
- 32% prefer a 5-day work week with the ability to work remotely
- 29% say better support for wellbeing is more important than a 10% increase in salary
  
- 32% are feeling more sensitive to stress compared to before the pandemic
- 31% say their colleagues are more sensitive to stress compared to before the pandemic
  
- 21% report volume of work as their primary source of work stress
- 12% are thinking about leaving their job
- 14% are thinking about leaving their job for a better job/career or better benefits

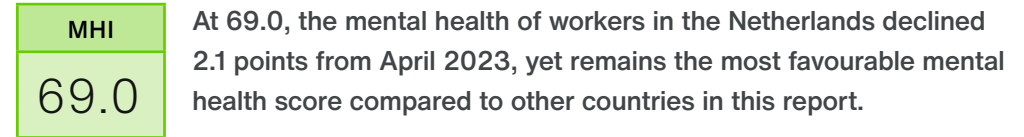
# Country spotlights (continued)

## Italy



- 45% are feeling anxious
- 35% are feeling depressed
- 32% are feeling isolated
- 29% are not feeling optimistic about their future
- 27% say their mental health is negatively impacting work productivity
- 23% do not have emergency savings to cover basic needs
  
- 37% have diagnosed anxiety, depression, or other mental health conditions
- 28% have undiagnosed anxiety, depression, or other mental health conditions that are affecting their health
- 7% have used their benefits for psychological services
- 12% value psychological services most
  
- 29% prefer a 5-day work week with the ability to work remotely
- 30% say better support for wellbeing is more important than a 10% increase in salary
  
- 51% are feeling more sensitive to stress compared to before the pandemic
- 49% say their colleagues are more sensitive to stress compared to before the pandemic
  
- 17% report volume of work as their primary source of work stress
- 9% are thinking about leaving their job
- 22% are thinking about leaving their job for a better job/career or better benefits

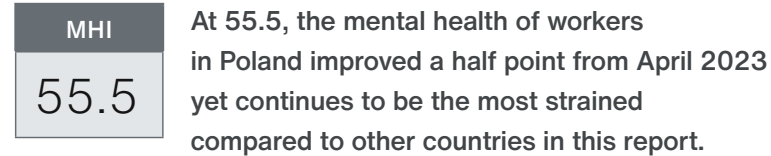
## Netherlands



- 29% say their mental health is negatively impacting work productivity
- 28% are feeling anxious
- 22% do not have emergency savings to cover basic needs
- 21% are feeling isolated
- 18% are feeling depressed
- 11% are not feeling optimistic about their future
  
- 25% have diagnosed anxiety, depression, or other mental health conditions
- 16% have undiagnosed anxiety, depression, or other mental health conditions that are affecting their health
- 12% have used their benefits for psychological services
- 16% value psychological services most
  
- 27% prefer a 5-day work week with the ability to work remotely
- 26% say better support for wellbeing is more important than 10% increase in salary
  
- 21% are feeling more sensitive to stress compared to before the pandemic
- 26% say their colleagues are more sensitive to stress compared to before the pandemic
  
- 21% report volume of work as their primary source of work stress
- 11% are thinking about leaving their job
- 23% are thinking about leaving their job for a better job/career or better benefits

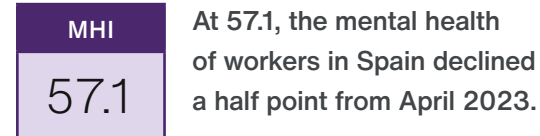
# Country spotlights (continued)

## Poland



- 51% are feeling anxious
- 44% do not have emergency savings to cover basic needs
- 43% are feeling depressed
- 38% are feeling isolated
- 37% say their mental health is negatively impacting work productivity
- 24% are not feeling optimistic about their future
  
- 40% have diagnosed anxiety, depression, or other mental health conditions
- 37% have undiagnosed anxiety, depression, or other mental health conditions that are affecting their health
- 16% have used their benefits for psychological services
- 18% value psychological services most
  
- 28% prefer a 5-day work week with the ability to work remotely
- 23% say better support for wellbeing is more important than a 10% increase in salary
  
- 37% are feeling more sensitive to stress compared to before the pandemic
- 39% say their colleagues are more sensitive to stress compared to before the pandemic
  
- 16% report volume of work as their primary source of work stress
- 16% are thinking about leaving their job
- 30% are thinking about leaving their job for a better job/career or better benefits

## Spain

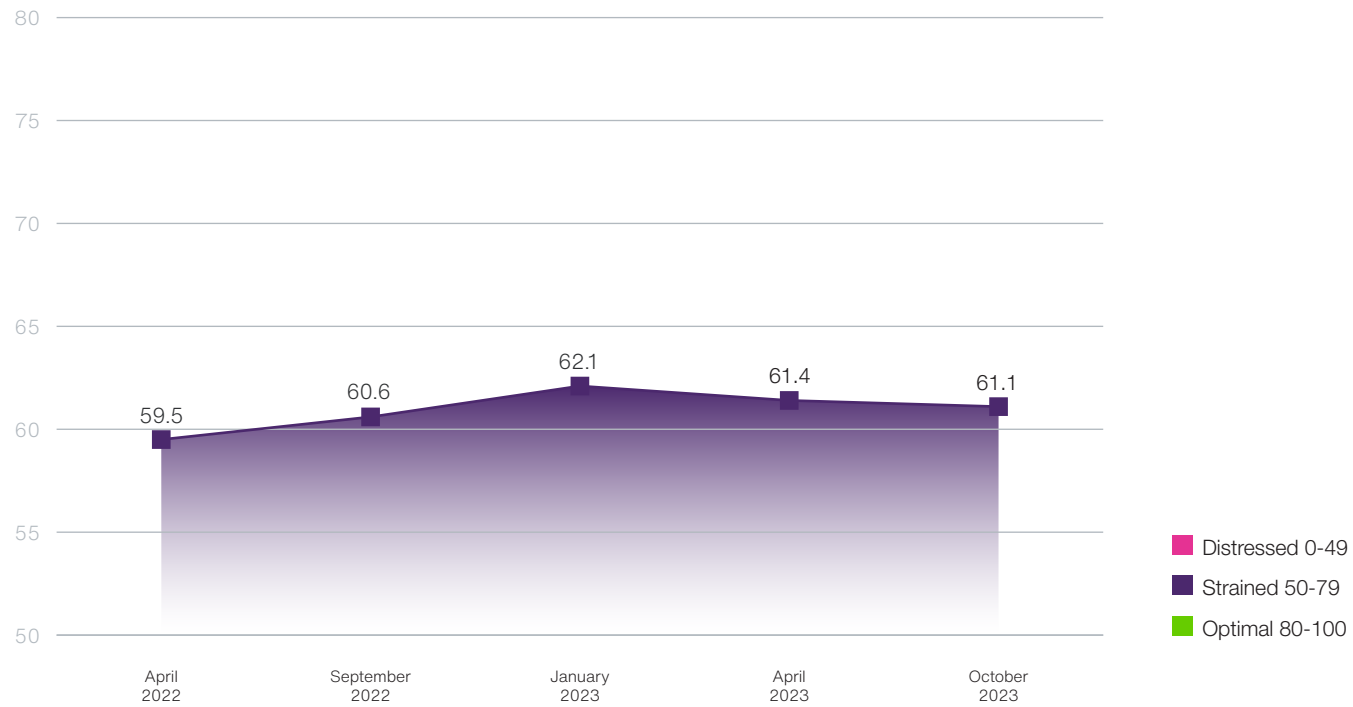


- 51% are feeling anxious
- 48% are feeling depressed
- 36% are feeling isolated
- 31% say their mental health is negatively impacting work productivity
- 31% do not have emergency savings to cover basic needs
- 16% are not feeling optimistic about their future
  
- 39% have diagnosed anxiety, depression, or other mental health conditions
- 37% have undiagnosed anxiety, depression, or other mental health conditions that are affecting their health
- 11% have used their benefits for psychological services
- 28% value psychological services most
  
- 28% prefer a 5-day work week with the ability to work remotely
- 45% say better support for wellbeing is more important than a 10% increase in salary
  
- 38% are feeling more sensitive to stress compared to before the pandemic
- 46% say their colleagues are more sensitive to stress compared to before the pandemic
  
- 25% report volume of work as their primary source of work stress
- 13% are thinking about leaving their job
- 22% are thinking about leaving their job for a better job/career or better benefits

# The Mental Health Index.

The overall Mental Health Index (MHI) for October 2023 is 61.1

Since reaching its peak in January 2023, the mental health of workers in Europe has declined for the second consecutive period.



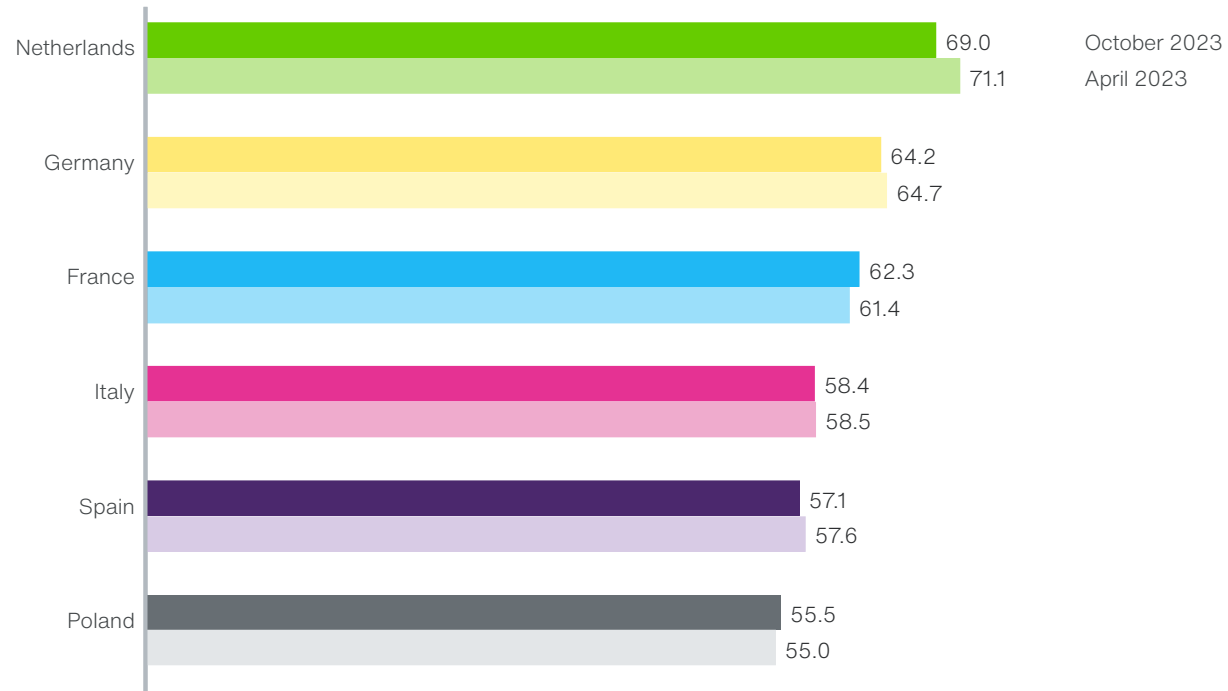
MHI Current Month October 2023	April 2023
61.1	61.4



## The Mental Health Index by country.

The lowest mental health score is in Poland (55.5), followed by Spain (57.1), Italy (58.4), France (62.3), and Germany (64.2). The Netherlands continues to have the highest mental health score (69.0) despite a 2.1-point decline from April 2023.

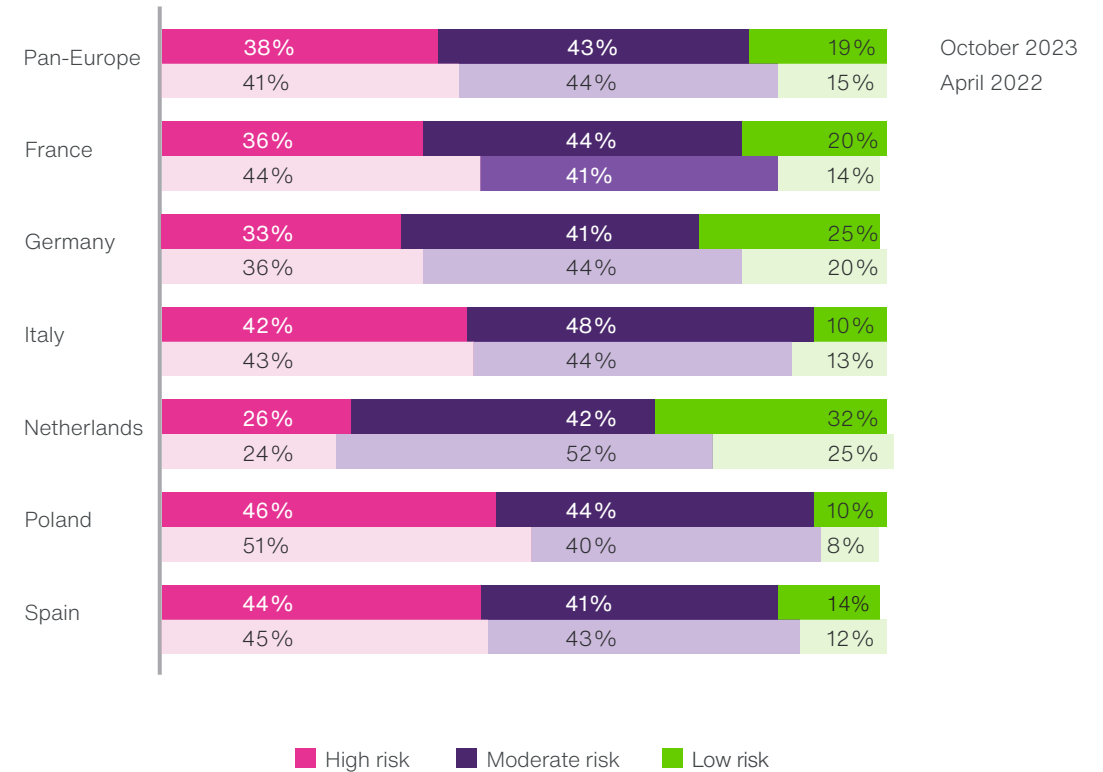
Mental health scores have improved in Poland and France while scores have declined in the Netherlands, Germany, Italy, and Spain.



## Mental health risk.

In October 2023, 38 per cent of workers in Europe have a high mental health risk, 43 per cent have a moderate mental health risk, and 19 per cent have a low mental health risk. The greatest proportion of workers with a high mental health risk is in Poland (46 per cent), followed by Spain (44 per cent), and Italy (42 per cent). The Netherlands has the lowest proportion (26 per cent) of workers with a high mental health risk and the highest proportion (32 per cent) of workers with low mental health risk.

Approximately 30 per cent of people in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of people in the low-risk group report diagnosed anxiety or depression.



## Mental Health Index sub-scores.

The lowest Mental Health Index sub-score in Pan-Europe is the risk measure of anxiety (50.7), followed by depression (57.2), isolation (60.3), work productivity (61.3), optimism (61.9), and financial risk (66.0). General psychological health (71.8) continues to be the most favourable mental health measure in October 2023.

- Anxiety and depression have been the lowest mental health sub-scores since the launch of the Index in April 2022
- Apart from isolation and optimism, all mental health sub-scores have declined, or remain unchanged, from the prior period
- With a 1.0-point decline, the depression and psychological health sub-scores have the most significant decrease from April 2023

Mental Health Index Sub-scores	October 2023	April 2023
Anxiety	50.7	51.2
Depression	57.2	58.2
Isolation	60.3	60.1
Work productivity	61.3	61.8
Optimism	61.9	61.2
Financial risk	66.0	66.0
Psychological health	71.8	72.8

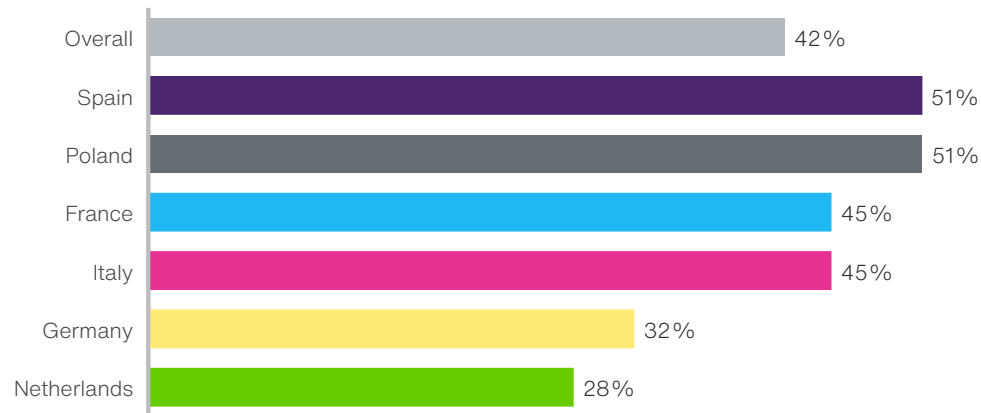


## Anxiety

Workers were asked whether they often feel unsettled and nervous.

Overall, 42 per cent often feel unsettled and nervous. More than half (51 per cent) of workers in Poland, 51 per cent in Spain, 45 per cent in Italy, 45 per cent in France, 32 per cent in Germany, and 28 per cent in the Netherlands feel anxious.

### Percentage of workers feeling anxious by country

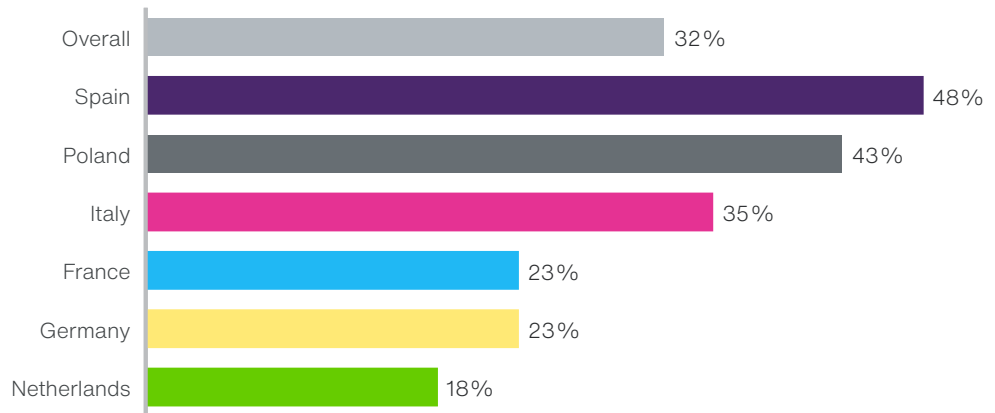


## Depression

Workers were asked whether they often feel a sense of helplessness.

Overall, 32 per cent often feel a sense of helplessness. Nearly half (48 per cent) of workers in Spain, 43 per cent in Poland, 35 per cent in Italy, 23 per cent in France, 23 per cent in Germany, and 18 per cent in the Netherlands feel depressed.

### Percentage of workers feeling symptoms of depression by country

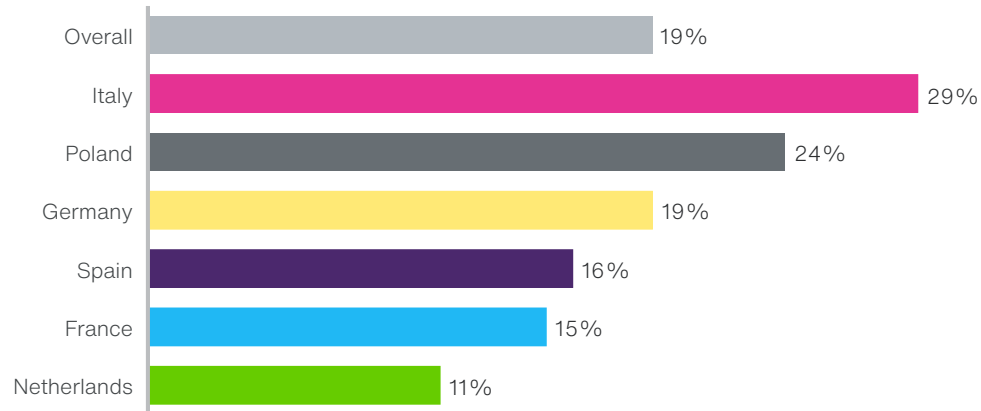


## Optimism

Workers were asked whether they feel optimistic about their future.

Overall, 19 per cent do not feel optimistic about their future. More than one-quarter (29 per cent) in Italy, 24 per cent in Poland, 19 per cent in Germany, 16 per cent in Spain, 15 per cent in France, and 11 per cent in the Netherlands are not feeling optimistic about their future.

### Percentage of workers not feeling optimistic about the future by country

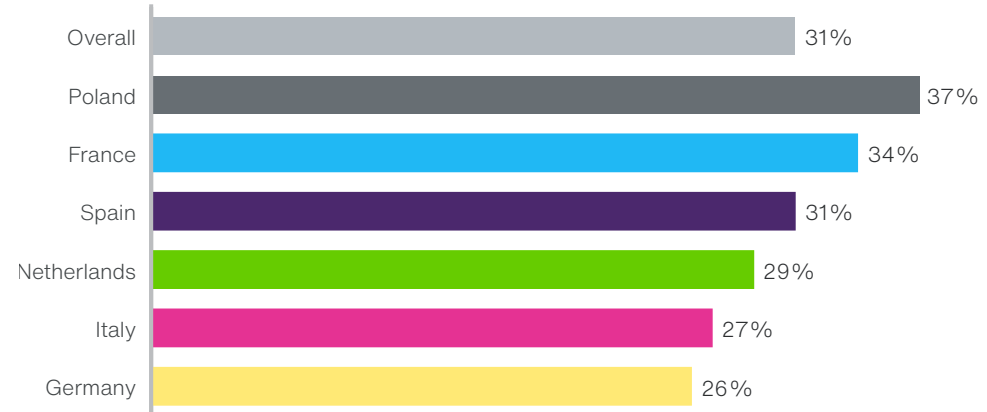


## Work productivity

Workers were asked whether their current mental health is negatively impacting their work productivity.

Overall, 31 per cent report their mental health is negatively impacting their work productivity. The greatest impact of mental health on work productivity is in Poland (37 per cent), followed by France (34 per cent), Spain (31 per cent), Netherlands (29 per cent), Italy (27 per cent), and Germany (26 per cent).

### Percentage of workers reporting that their mental health is affecting their productivity by country

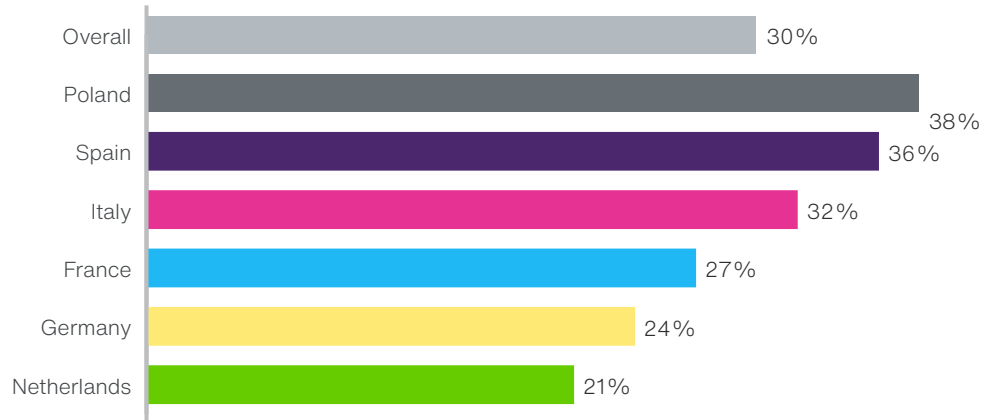


## Isolation

Workers were asked whether they often feel alone.

Overall, 30 per cent often feel alone. Isolation is most notable in Poland, where nearly two in five (38 per cent) workers often feel alone. In Spain, 36 per cent often feel alone; 32 per cent in Italy, 27 per cent in France, 24 per cent in Germany, and 21 per cent in the Netherlands feel the same.

### Percentage of workers feeling isolated by country

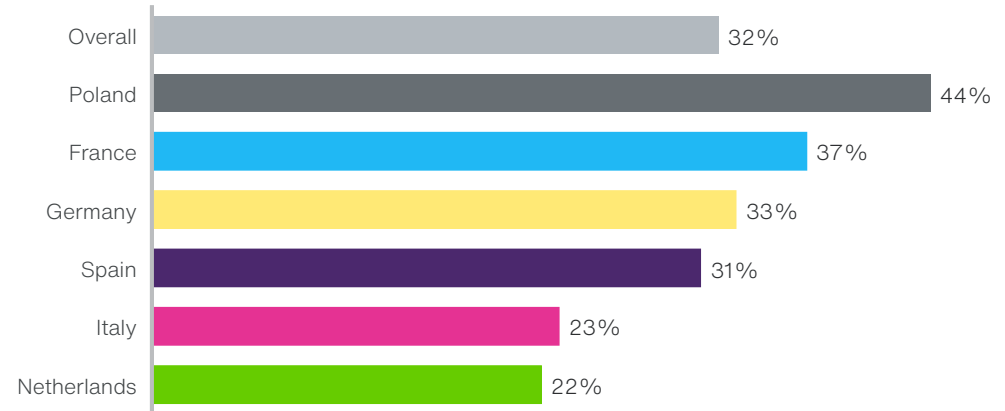


## Financial risk

Workers were asked about their level of emergency savings to cover essential expenses.

Overall, nearly one-third (32 per cent) do not have emergency savings. More than four in ten (44 per cent) workers in Poland do not have emergency savings; 37 per cent in France, 33 per cent in Germany, 31 per cent in Spain, 23 per cent in Italy, and 22 per cent in the Netherlands report the same.

### Percentage of workers without emergency savings by country

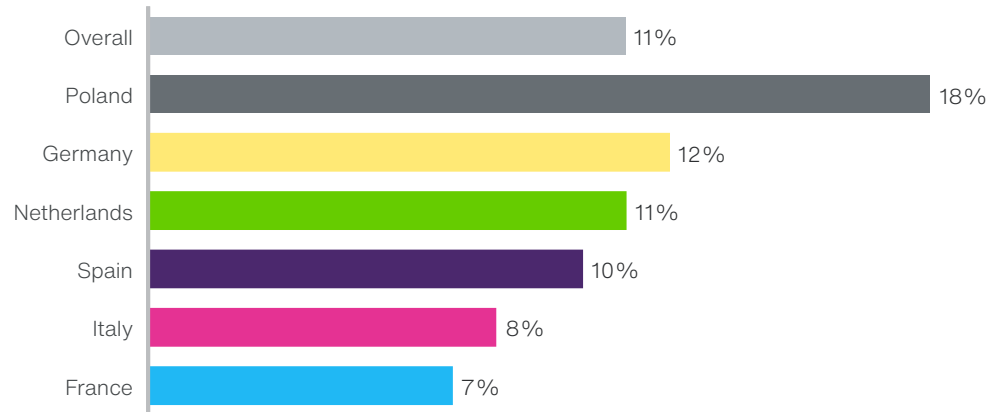


## General psychological health.

Workers were asked whether they are in good psychological health.

Overall, 11 per cent report they are not in good psychological health. The incidence of poor psychological health is greatest in Poland (18 per cent), followed by Germany (12 per cent), the Netherlands (11 per cent), Spain (10 per cent), Italy (eight per cent), and France (seven per cent).

### Percentage of workers reporting poor general psychological health by country



## Mental health by gender and age.

- Since the launch of the MHI, women have had a significantly lower mental health score than men. In October 2023, the mental health score of women is 58.3 compared to 63.5 for men
- Since April 2022, mental health scores have improved with age
- Differences in mental health scores between individuals with and without children have been reported since the launch of the Index in April 2022. Eighteen months later, this pattern continues with a lower score for individuals with at least one child (59.6) than individuals without children (62.4)

## Mental health by employment status.

- Overall, two per cent of respondents are unemployed<sup>1</sup> and five percent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the prior month have the lowest mental health score (46.2), followed by workers reporting fewer hours (47.1), individuals not currently employed (57.6), and workers with no change to salary or hours (61.9)
- Managers have a better mental health score (61.5) than non-managers (60.8)
- Labourers have a lower mental health score (59.0) than service (60.2) and office workers (62.2)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (62.5)
- Respondents working for companies with 2-50 employees have the lowest mental health score (59.6)



## Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (41.1) than the overall group (61.1). Workers with emergency savings have an average mental health score of 69.5

<sup>1</sup> MHI respondents who have been employed in the past six months are included in the poll.



Employment status	Oct. 2023	Apr. 2023
Employed (no change in hours/salary)	61.9	62.3
Employed (fewer hours compared to last month)	47.1	49.8
Employed (reduced salary compared to last month)	46.2	43.0
Not currently employed	57.6	60.2

Age group	Oct. 2023	Apr. 2023
Age 20-29	52.4	55.4
Age 30-39	56.3	57.1
Age 40-49	60.4	60.1
Age 50-59	64.6	64.2
Age 60-69	69.4	71.2

Number of children	Oct. 2023	Apr. 2023
No children in household	62.4	62.8
1 child	58.6	59.4
2 children	61.2	60.3
3 children or more	58.3	59.1

Country	Oct. 2023	Apr. 2023
France	62.3	61.4
Germany	64.2	64.7
Italy	58.4	58.5
Netherlands	69.0	71.1
Poland	55.5	55.0
Spain	57.1	57.6

Gender	Oct. 2023	Apr. 2023
Men	63.5	64.0
Women	58.3	58.3

Household income	Oct. 2023	Apr. 2023
<€10K/annum	49.9	54.8
€10K to <€20K/annum	52.2	51.7
€20k to <€30K	55.7	56.1
€30K to €50K	62.0	62.8
€50K to €70K	66.3	65.9
€70K to €100K	68.5	70.4
€100K and over	73.4	74.0

Employer size	Oct. 2023	Apr. 2023
Self-employed/sole proprietor	60.5	57.5
2-50 employees	59.6	60.4
51-100 employees	60.0	59.9
101-500 employees	62.2	62.0
501-1,000 employees	61.7	62.5
1,001-5,000 employees	62.5	62.7
5,001-10,000 employees	62.3	66.9
More than 10,000 employees	62.2	63.0

Manager	Oct. 2023	Apr. 2023
Manager	61.5	61.9
Non-manager	60.8	60.9

Work environment	Oct. 2023	Apr. 2023
Labour	59.0	60.6
Office/desk	62.2	61.9
Service	60.2	60.8

Numbers highlighted in pink are the lowest/worst scores in the group.  
Numbers highlighted in green are the highest/best scores in the group.

# The Mental Health Index by industry.

Employees working in Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use have the lowest mental health score (54.0) in October 2023, followed by individuals working in Wholesale and Retail Trade (57.2), and Accommodation and Food Service Activities (58.4).

Workers in Administrative and Support Service Activities (63.6), Education (63.4), and Financial and Insurance Activities (63.4) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	October 2023	April 2023	Change
Professional, Scientific and Technical Activities	62.4	59.8	2.6
Administrative and Support Service Activities	63.6	61.1	2.5
Accommodation and Food Service Activities	58.4	56.5	1.9
Arts, Entertainment and Recreation	61.2	59.7	1.5
Education	63.4	62.5	0.9
Agriculture, Forestry and Fishing	60.9	60.2	0.6
Other Service Activities	58.9	58.3	0.6
Electricity, Gas, Steam and Air Conditioning Supply	62.0	61.7	0.3
Manufacturing	62.0	61.7	0.3
Financial and Insurance Activities	63.4	63.2	0.2
Public Administration and Defence	62.3	63.3	-0.9
Wholesale and Retail Trade	57.2	58.2	-1.0
Construction	62.1	63.4	-1.3
Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use	54.0	56.1	-2.1
Human Health and Social Work Activities	61.0	63.8	-2.8
Transportation and Storage	61.1	64.3	-3.2
Real Estate Activities	61.7	66.2	-4.5

# Spotlight

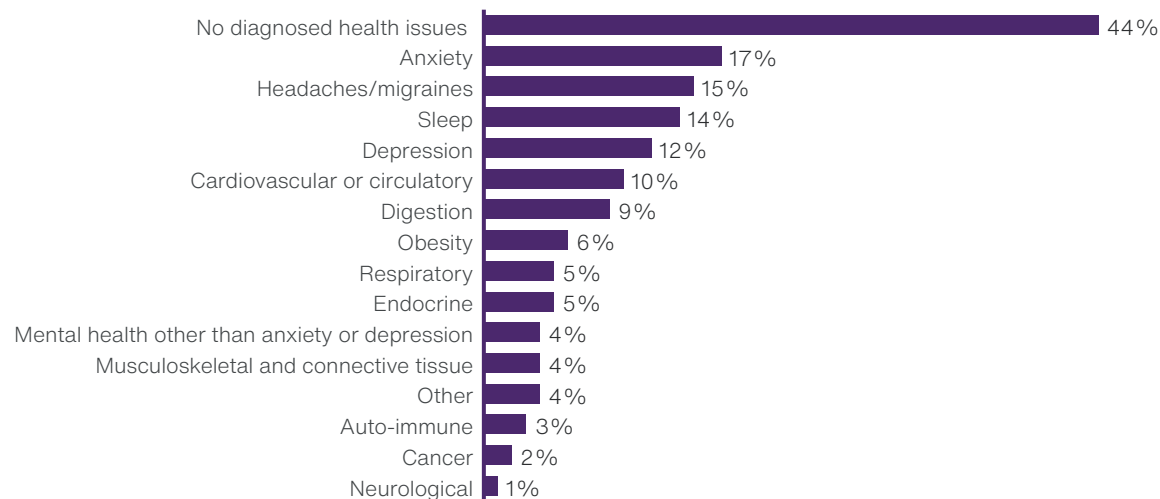
## Health conditions

### Diagnosed conditions

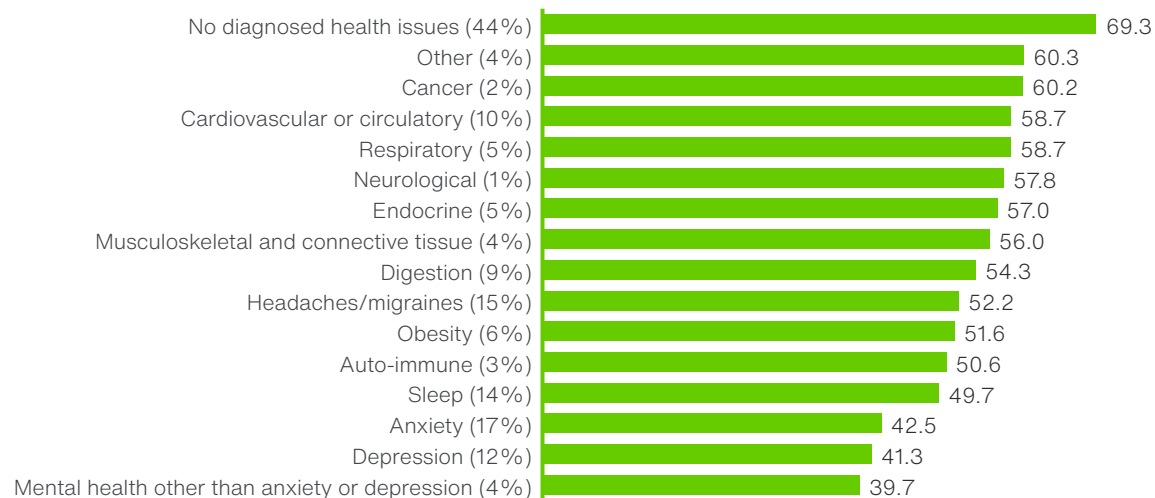
Workers were asked about the health conditions they are currently diagnosed with.

- Nearly one in five (17 per cent) report an anxiety diagnosis, 15 per cent report headache/migraine diagnosis, 14 per cent have diagnosed sleep issues, and 12 per cent report a depression diagnosis
- Workers diagnosed with a mental health condition other than depression or anxiety have the worst/lowest mental health score (39.7) nearly 30 points below workers with no diagnosed health conditions (69.3) and more than 21 points lower than the national average (61.1)
- Workers diagnosed with anxiety have a mental health score (42.5) nearly 27 points lower than workers with no diagnosed health conditions (69.3) and nearly 19 points lower than the national average (61.1)
- Workers diagnosed with depression have a mental health score (41.3) 28 points lower than workers with no diagnosed health conditions (69.3) and nearly 20 points lower than the national average (61.1)

### Diagnosed health conditions



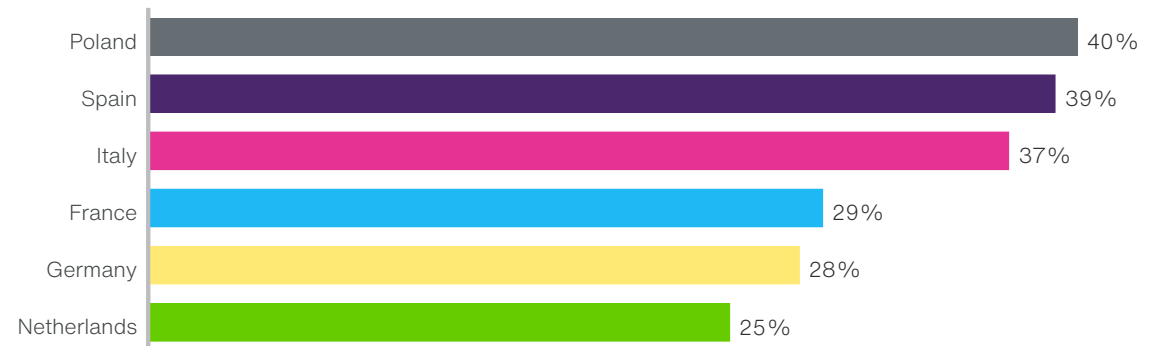
### MHI score by diagnosed health conditions



- Two in five (40 per cent) workers in Poland, 39 per cent in Spain, 37 per cent in Italy, 29 per cent in France, 28 per cent in Germany, and 25 per cent in the Netherlands have been diagnosed with anxiety, depression, or other mental health conditions
- Workers under 40 are nearly twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Nearly half (44 per cent) did not report any diagnoses. This group has the best/highest mental health score (69.3), nearly eight points higher than the national average (61.1)



**Workers diagnosed with anxiety, depression, or other mental health conditions**

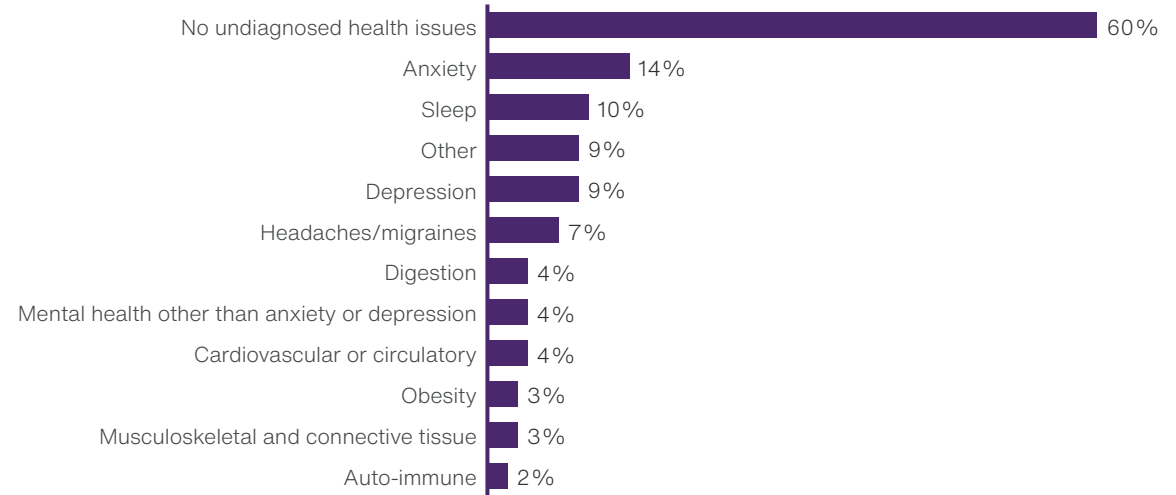


## Undiagnosed health conditions.

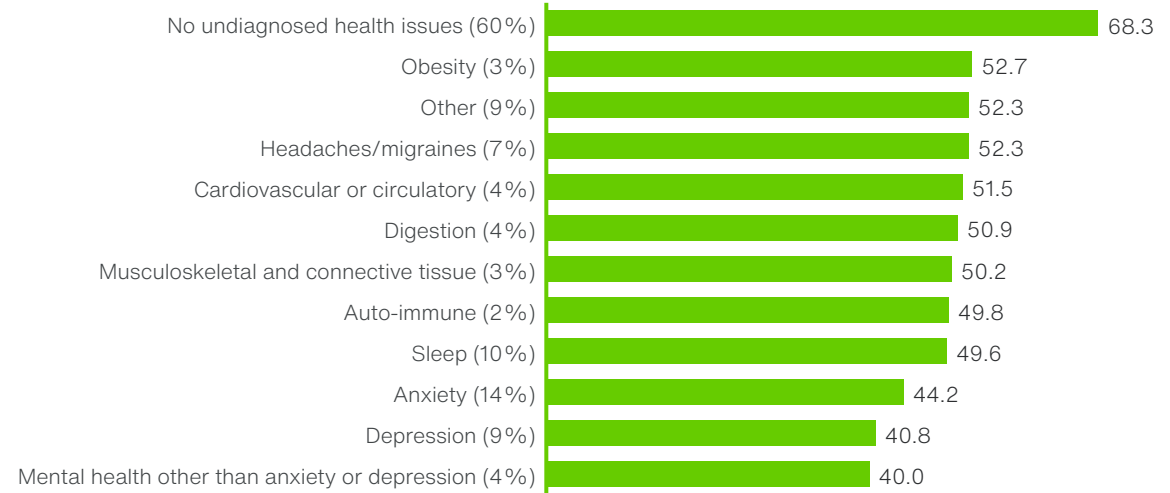
Workers were asked whether they believe there are any undiagnosed health conditions affecting their health.

- One in seven (14 per cent) report undiagnosed anxiety, 10 per cent report undiagnosed sleep issues, and nine per cent report undiagnosed depression
- The worst/lowest mental health score (40.0) is among four per cent reporting an undiagnosed mental health issue other than anxiety and depression, more than 28 points lower than workers with no undiagnosed conditions (68.3) and more than 21 points lower than the national average (61.1)
- Three in five (60 per cent) report no undiagnosed health conditions. This group has the best/highest mental health score (68.3), more than seven points higher than the national average (61.1)

## Undiagnosed health conditions

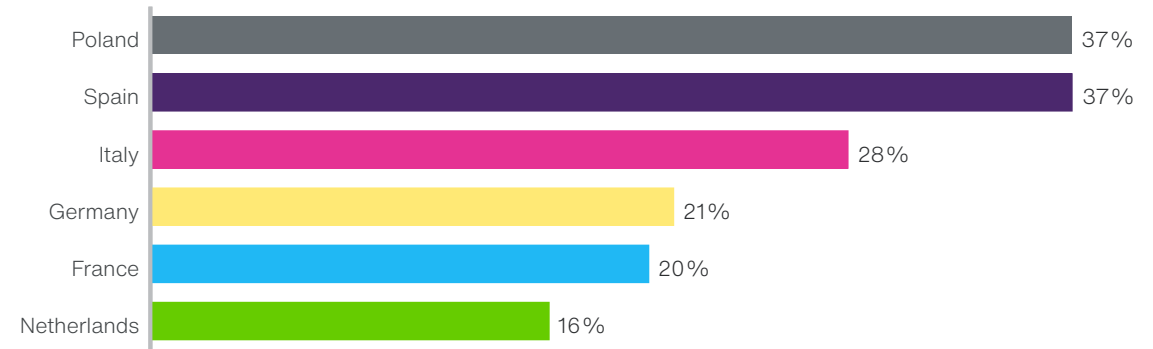


## MHI score by undiagnosed health conditions



- Nearly two in five workers (37 per cent) in Poland and Spain, 28 per cent in Italy, 21 per cent in Germany, 20 per cent in France, and 16 per cent in the Netherlands have undiagnosed anxiety, depression, or other mental health conditions that are affecting their health
- Workers under 40 are 50 per cent more likely than workers over 50 to report undiagnosed anxiety and depression

#### Workers reporting undiagnosed anxiety, depression, or other mental health conditions



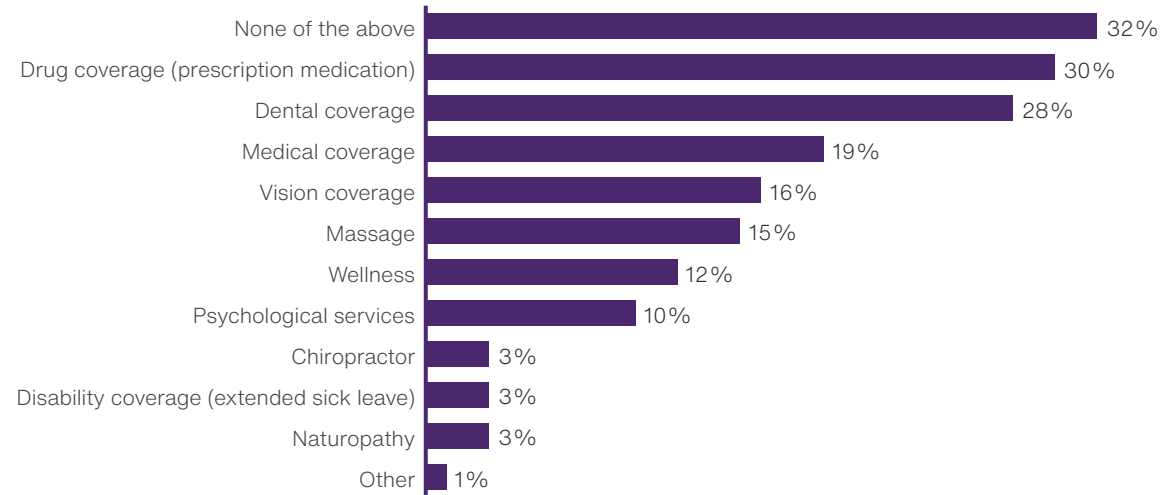
## Health benefits

Workers were asked which elements of their health benefits they have used in the past year.

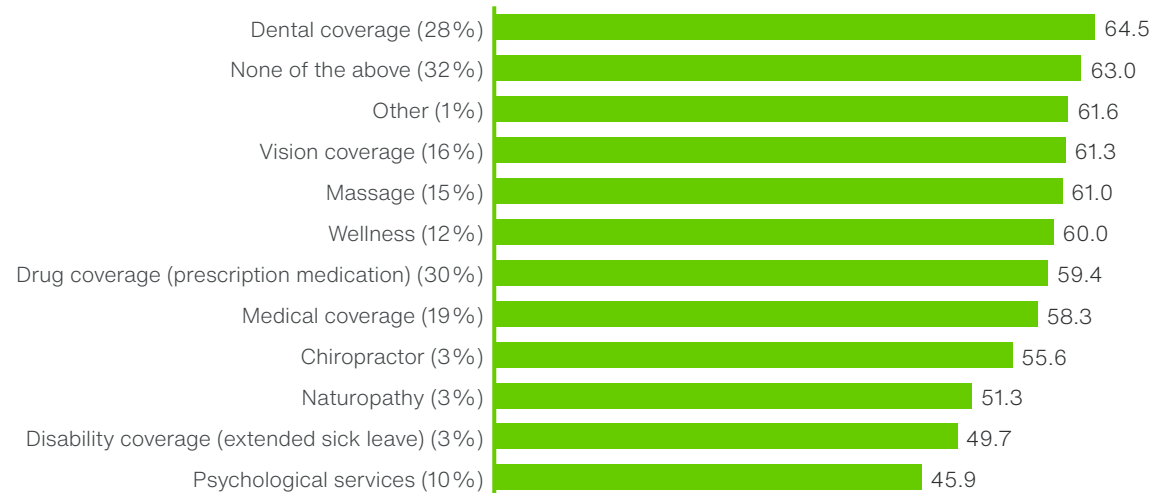
- Nearly one-third (30 per cent) have used benefits for prescription medication, 28 per cent have used dental benefits, and 19 per cent have used their benefits for medical coverage
- One in ten (10 per cent) have used their benefits for psychological services; this group has the worst/lowest mental health score (45.9), more than 15 points lower than the national average (61.1)



### Which elements of your health benefits have you used in the past year?



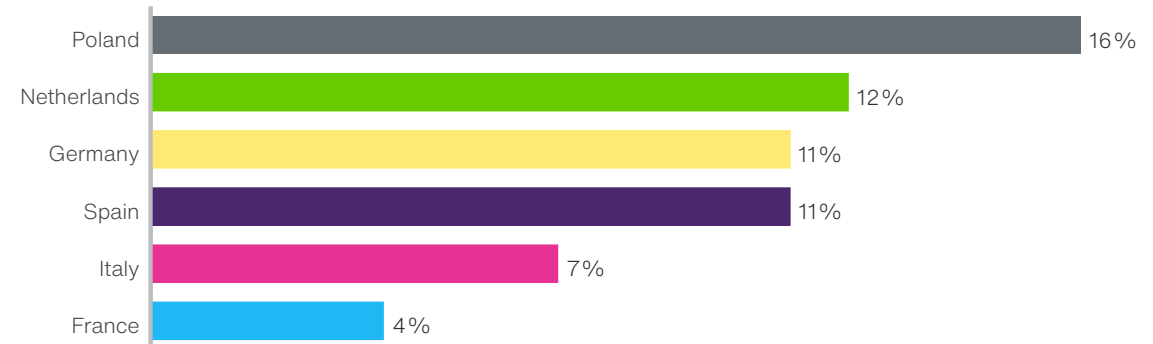
### MHI score by “Which elements of your health benefits have you used in the past year?”



- One in six workers (16 per cent) in Poland, 12 per cent in the Netherlands, 11 per cent in Spain, 11 per cent in Germany, seven per cent in Italy, and four per cent in France have used their benefits for psychological services
- Workers under 40 are more than twice as likely as workers over 50 to have used health benefits for psychological services
- Workers over 50 are 60 per cent more likely than workers under 40 to have used health benefits for prescription medication



**Workers reporting they have used psychological services in the past year**



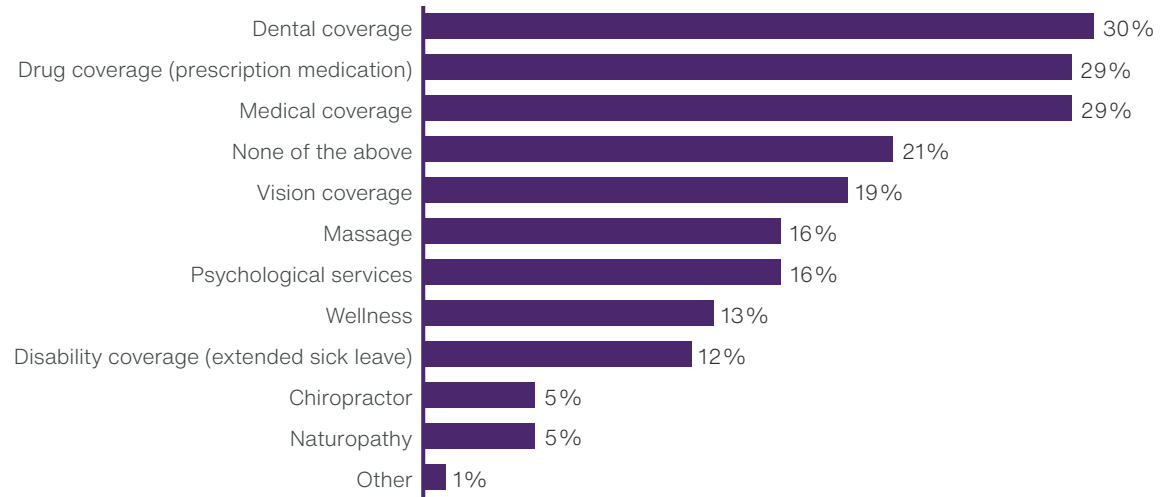


Workers were asked which elements of their health benefits they value most.

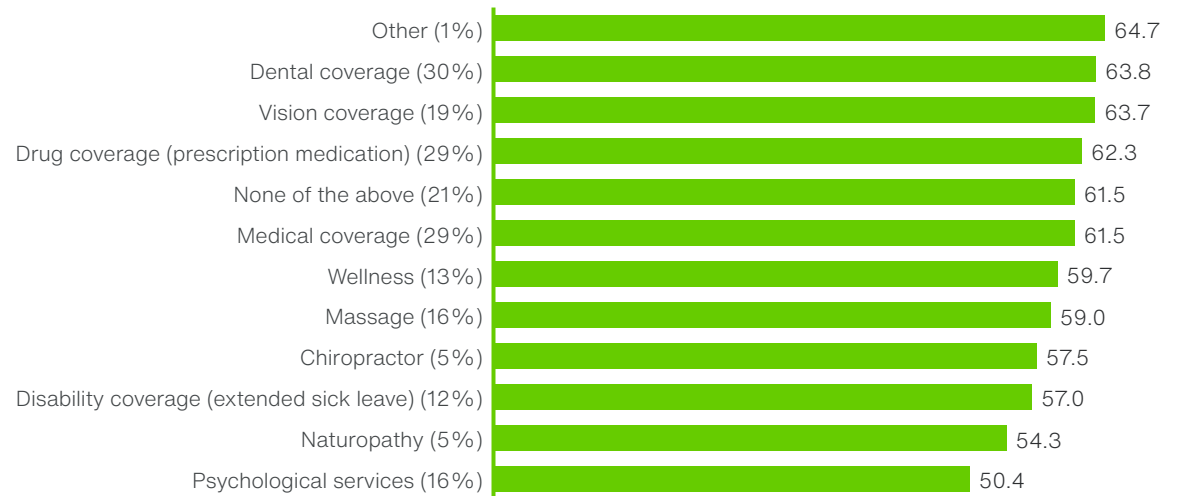
- Nearly one-third (30 per cent) value dental coverage the most, 29 per cent value prescription medication coverage the most, 29 per cent value medical coverage the most, and 19 per cent most value vision coverage
- The value placed on elements of health benefits aligns reasonably well with the proportional use of health benefits as reported in the previous section
- One in six (16 per cent) value psychological services most; this group has the worst/lowest mental health score (50.4), nearly 11 points lower than the national average (61.1)



### Which elements of your health benefits do you value most?



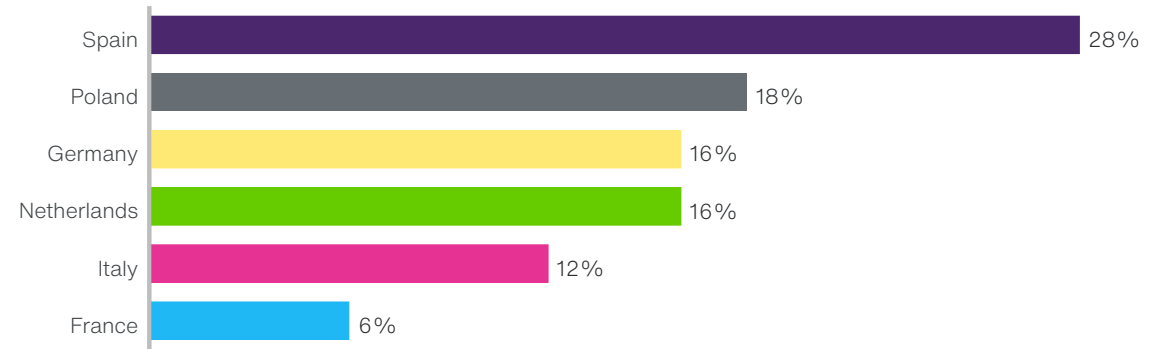
### MHI score by “Which elements of your health benefits do you value most?”



- More than one in four (28 per cent) in Spain, 18 per cent in Poland, 16 per cent in the Netherlands, 16 per cent in Germany, 12 per cent in Italy, and six per cent in France value psychological services most
- Workers under 40 are twice as likely as workers over 50 to value psychological services most



### Workers reporting psychological services are most valued



## Work preferences

Office workers were asked whether they would prefer a 5-day work week with the ability to work remotely as much as they want or a 4-day work week in the office.

- More than half (51 per cent) would prefer a 5-day work week with the ability to work remotely as much as they want; this group has the best/highest mental health score (63.0), nearly two points higher than workers who would prefer to 4-day work week in office (61.5)
- Nearly one-third (32 per cent) in Germany, 29 per cent in Italy, 28 per cent in Spain, 27 per cent in the Netherlands, and 23 per cent in France prefer a 5-day work week with the ability to work remotely as much as they want

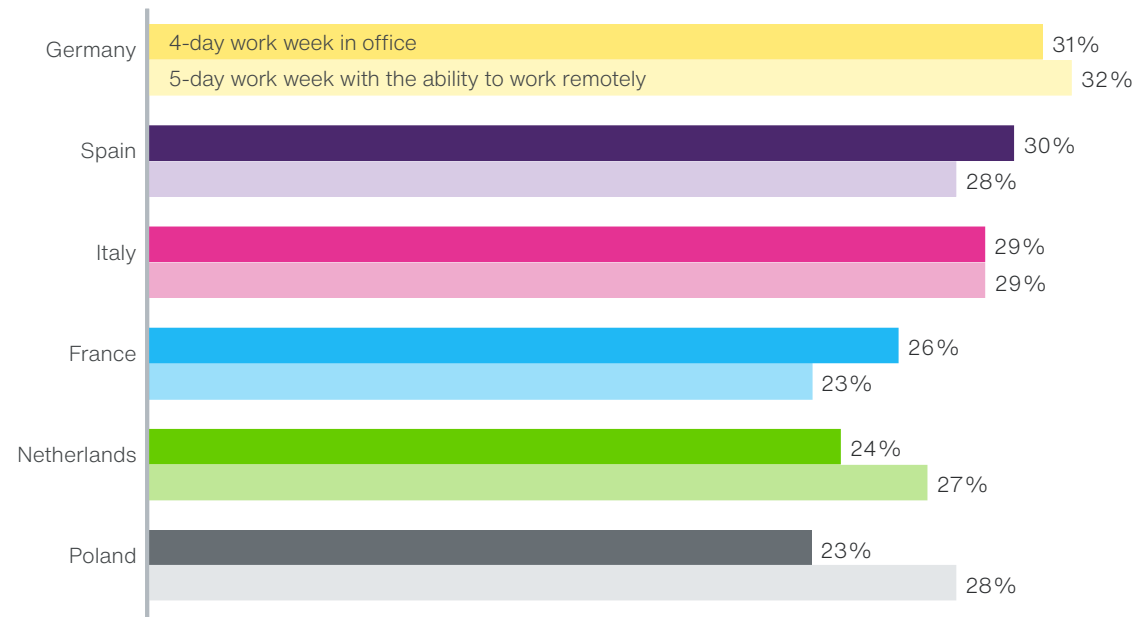
### Preference for work week



### MHI score by preference for work week



### Preference for work week among office employees

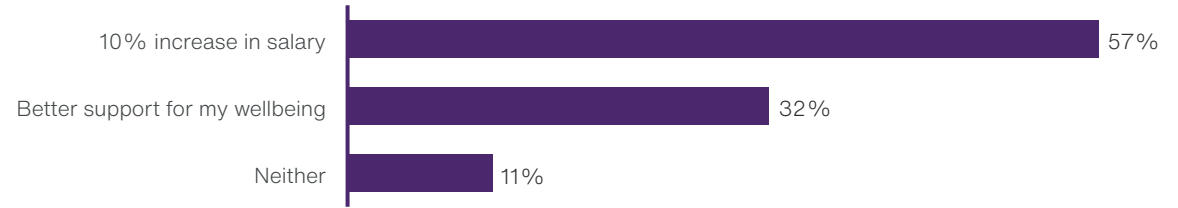


Workers were asked which is most important, a 10 per cent increase in salary or better support for their wellbeing.

- Nearly three in five (57 per cent) indicate a 10 per cent increase in salary is most important while 32 per cent say better support for their wellbeing is most important
- Nearly half (45 per cent) in Spain, 30 per cent in Italy, 29 per cent in Germany, 28 per cent in France, 26 per cent in the Netherlands, and 23 per cent in Poland indicate better support for their wellbeing is most important



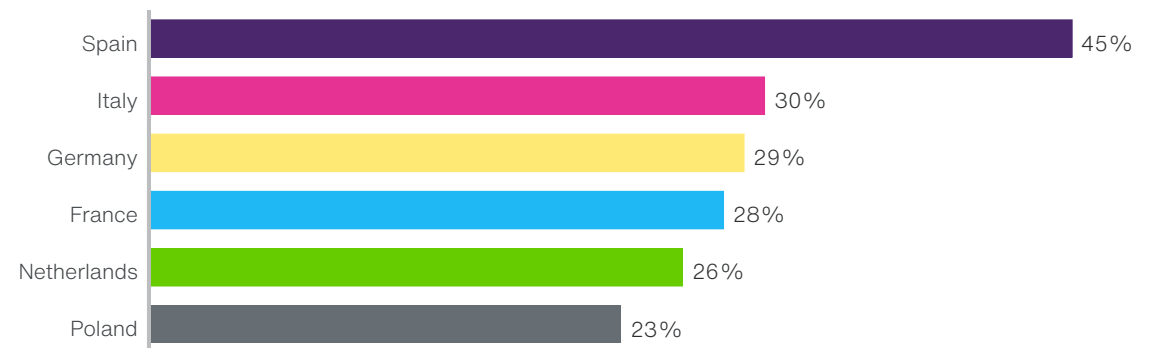
### Which of the following is most important to you?



### MHI score by “Which of the following is most important to you?”



### Workers reporting better support for wellbeing is most important



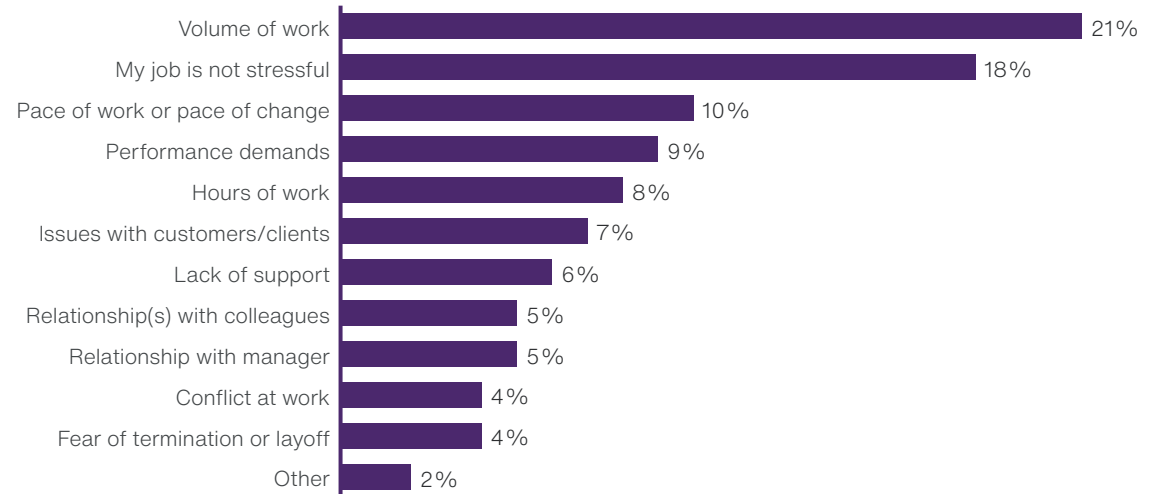
## Work stress

Workers were asked about their primary source of work stress.

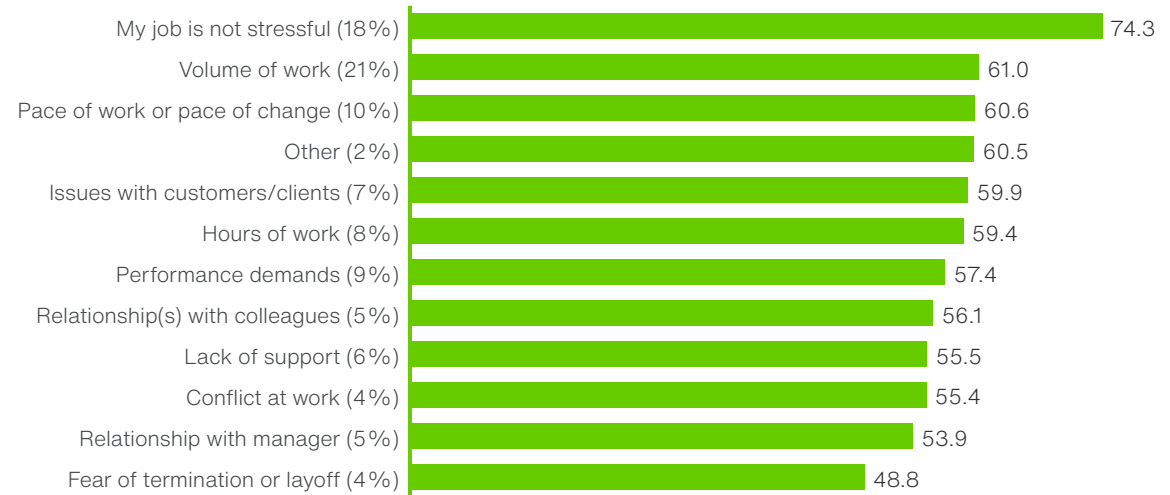
- Nearly one in five (18 per cent) indicate their job is not stressful; this group has the best/highest mental health score (74.3), more than 13 points higher than the national average (61.1)
- The lowest mental health score (48.8) is among four per cent of workers reporting fear of termination/layoff as their primary source of work stress, more than 12 points below the national average (61.1)



### What is your primary source of work stress?



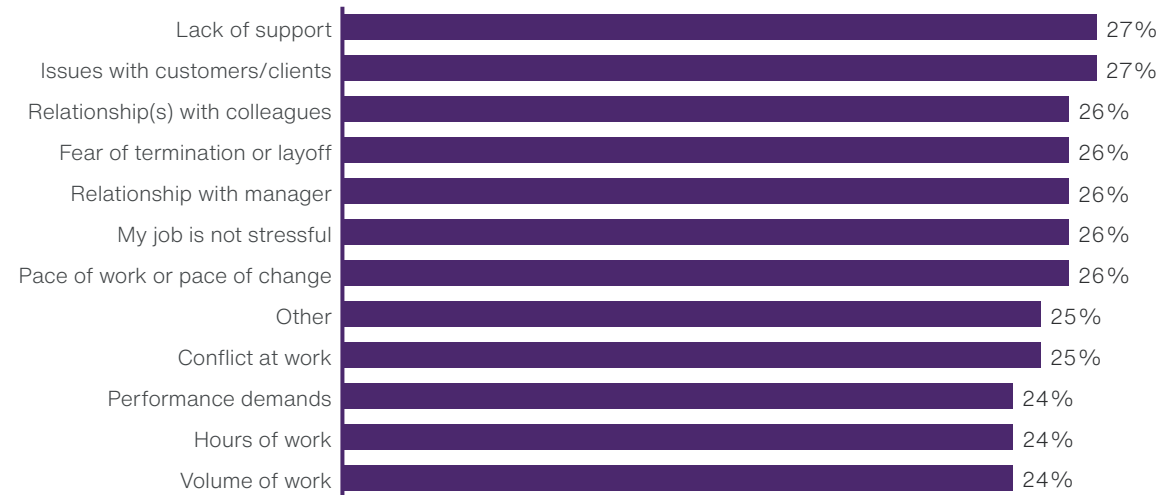
### MHI score by “What is your primary source of work stress?”



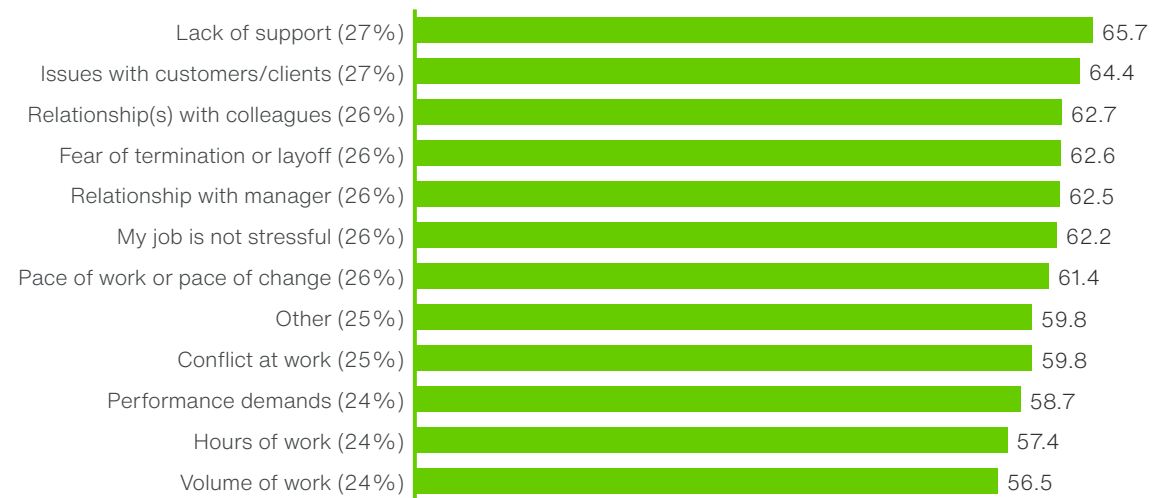
- Workers reporting lack of support as their primary source of work stress have a productivity loss of 27 per cent (equivalent to 65.7 working days/year)
- Workers reporting issues with their clients/customers as their primary source of work stress have a productivity loss of 27 per cent (equivalent to 64.4 working days/year)



#### Average productivity loss by primary source of work stress



#### Average productivity loss in working days per year by primary source of work stress





- One-quarter (25 per cent) in Spain, 23 per cent in France, 21 per cent in Germany, 21 per cent in the Netherlands, 17 per cent in Italy, and 16 per cent in Poland report volume of work as the primary source of work stress
- Workers over 50 are two times more likely than workers under 40 to report their job is not stressful
- Non-parents are 60 per cent more likely than parents to report their job is not stressful

Workers reporting volume of work as the primary source of work stress



Workers were asked whether they are feeling more sensitive to stress compared to before the pandemic.

- More than one-third (35 per cent) are feeling more sensitive to stress compared to before the pandemic; this group has the worst/lowest mental health score (50.4), nearly 21 points below workers not feeling more sensitive to stress (71.0) and 11 points below the national average (61.1)
- More than half (51 per cent) in Italy, 38 per cent in Spain, 37 per cent in Poland, 32 per cent in France, 32 per cent in Germany, and 21 per cent in the Netherlands are feeling more sensitive to stress compared to before the pandemic
- Workers under 40 are 50 per cent more likely than workers over 50 to feel more sensitive to stress compared to before the pandemic
- Parents are 40 per cent more likely than non-parents to feel more sensitive to stress compared to before the pandemic
- Managers are 40 per cent more likely than non-managers to feel more sensitive to stress compared to before the pandemic
- The best/highest mental health score (71.0) is among 40 per cent not feeling more sensitive to stress compared to before the pandemic

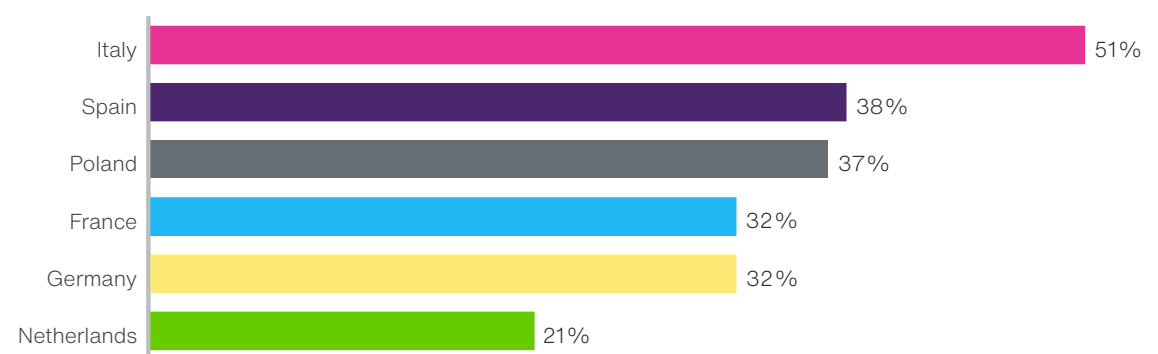
### Compared to before the pandemic, I am feeling more sensitive to stress



### MHI score by “Compared to before the pandemic, I am feeling more sensitive to stress”



### Workers agreeing they are feeling more sensitive to stress compared to before the pandemic





Workers were asked whether they notice their colleagues are more sensitive to stress compared to before the pandemic.

- Nearly two in five (39 per cent) notice their colleagues are more sensitive to stress compared to before the pandemic; this group has the worst/lowest mental health score (54.2), 16 points below workers reporting their colleagues are not more sensitive to stress (70.3), and seven points below the national average (61.1)
- Nearly half (49 per cent) in Italy, 46 per cent in Spain, 39 per cent in Poland, 39 per cent in France, 31 per cent in Germany, and 26 per cent in the Netherlands report their colleagues are more sensitive to stress compared to before the pandemic



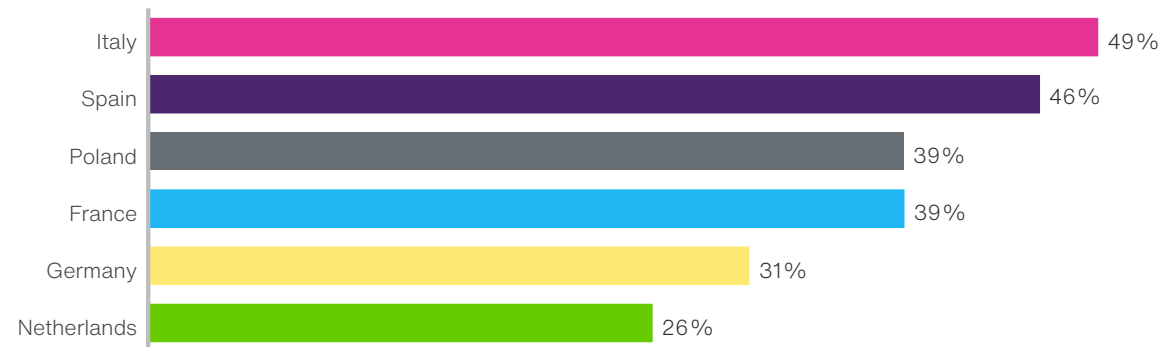
### Compared to before the pandemic, I notice my colleagues are more sensitive to stress



### MHI score by “Compared to before the pandemic, I notice my colleagues are more sensitive to stress”



### Workers agreeing their colleagues are more sensitive to stress compared to before the pandemic

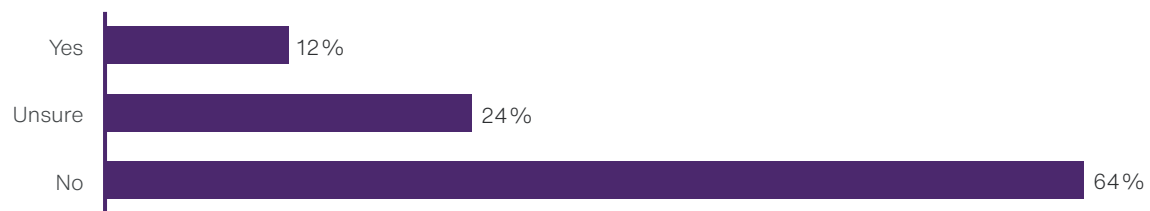


## Turnover

Workers were asked whether they are currently thinking about leaving their job.

- Thirty-six per cent are thinking about leaving their job, or are unsure
- More than one in ten (12 per cent) are thinking about leaving their job. The mental health score of this group is worst/lowest (48.6), more than 18 points lower than workers not thinking about leaving their jobs (66.9) and more than 12 points lower than the national average (61.1)
- One in six (16 per cent) in Poland, 13 per cent in Spain, 12 per cent in Germany, 12 per cent in France, 11 per cent in the Netherlands, and nine per cent in Italy are thinking about their current job
- Labourers are 30 per cent more likely than office workers and nearly 60 per cent more likely than service industry workers to be thinking about leaving their job
- Workers reporting reduced salary or fewer hours compared to the previous period are more than twice as likely as workers with no change to salary or hours to be thinking about leaving their job
- Nearly two-thirds (64 per cent) are not thinking about leaving their job; this group has the best/highest mental health score (66.9), nearly six points higher than the national average (61.1)

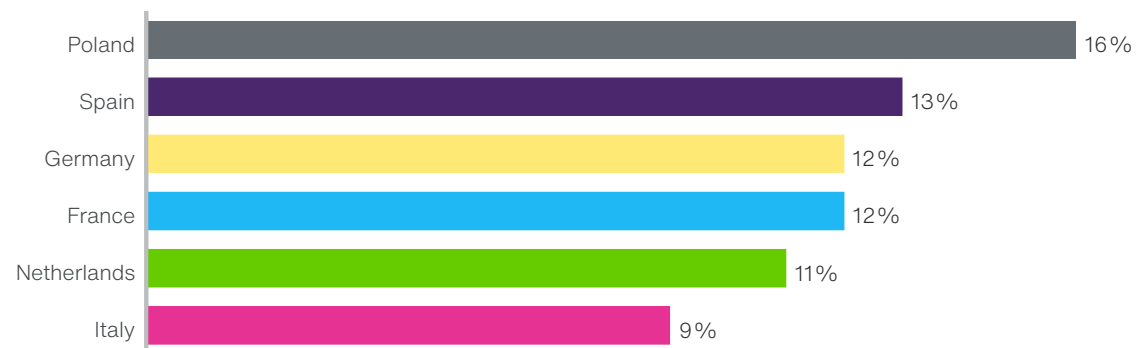
### Are you thinking of leaving your job?



### MHI score by “Are you thinking of leaving your job?”



### Are you thinking about leaving your job?



Workers thinking about leaving their job, or who are unsure, were asked the reason.

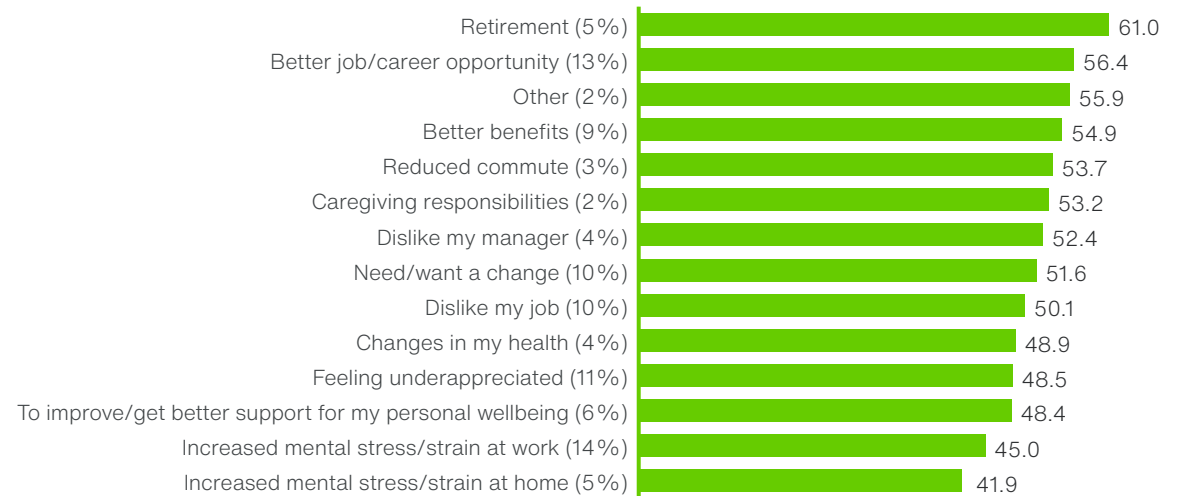
- Increased mental stress/strain at work (14 per cent) is the primary reason workers are thinking about leaving their jobs, followed by better job/career opportunity (13 per cent), and feeling underappreciated (11 per cent)
- The worst/lowest mental health score (41.9) is among five per cent reporting increased mental stress at home as the primary reason they are considering leaving their job. This score is more than 19 points lower than the national average (61.1)



### Primary reason for thinking of leaving your job



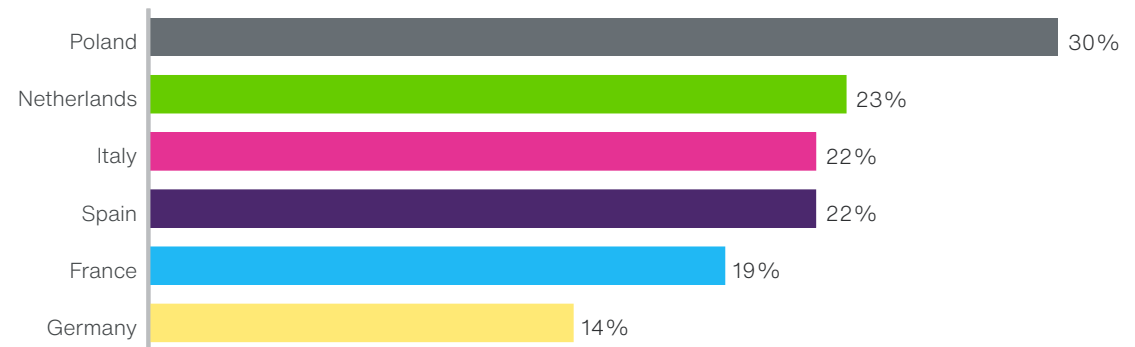
### MHI score by “What is the primary reason you are thinking of leaving your job?”



- Nearly one-third (30 per cent) in Poland, 23 per cent in the Netherlands, 22 per cent in Italy, 22 per cent in Spain, 19 per cent in France, and 14 per cent in Germany report better job/career or benefits as the primary reason they are thinking about a job
- Parents are more than twice as likely as non-parents to report better benefits as the primary reason for thinking about leaving their job
- Workers under 40 are more than twice as likely as workers over 50 to be thinking about leaving for a better career opportunity



**Workers reporting better job/career or better benefits as the primary reason for job change**



## Work-life balance

Workers were asked where they invest most of their energy.

- Nearly two in five (39 per cent) invest most of their energy in work/professional life, 36 per cent invest most of their energy in a balanced work/personal life and 25 per cent invest most of their energy in their personal life
- More than two in five (44 per cent) in Poland, 43 per cent in Italy, 37 per cent in Spain, 34 per cent in France, 31 per cent in the Netherlands, and 30 per cent in Germany invest most of their energy in a balanced work/personal life

### Thinking about your current lifestyle, where do you invest most of your energy?



### MHI score by “Thinking about your current lifestyle, where do you invest most of your energy?”



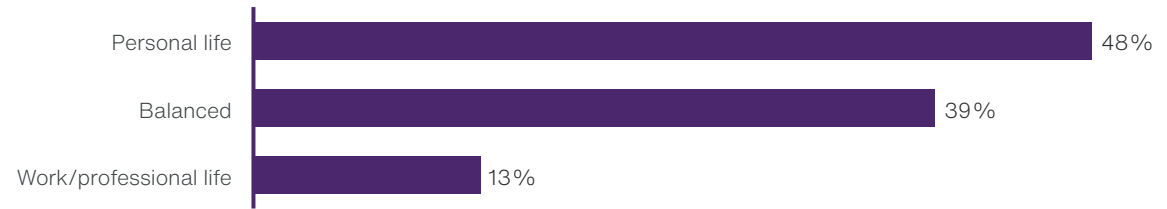
### Workers investing most of their energy in a balanced life



Workers were asked where they find fulfillment.

- Nearly half (48 per cent) find fulfillment in their personal life, 39 per cent find fulfillment in a balanced personal/work life, and 13 per cent find fulfillment in their work life
- The best/highest mental health score (65.8) is among 39 per cent finding fulfillment in a balanced personal/work life. The mental health score of this group (65.8) is nearly five points higher than the national average (61.1)
- Managers are 70 per cent more likely than non-managers to find fulfillment in their work/professional life
- Nearly half (45 per cent) in Spain, 44 per cent in Italy, 43 per cent in Poland, 38 per cent in the Netherlands, 33 per cent in France, and 28 per cent in Germany find fulfillment in a balanced personal/work life

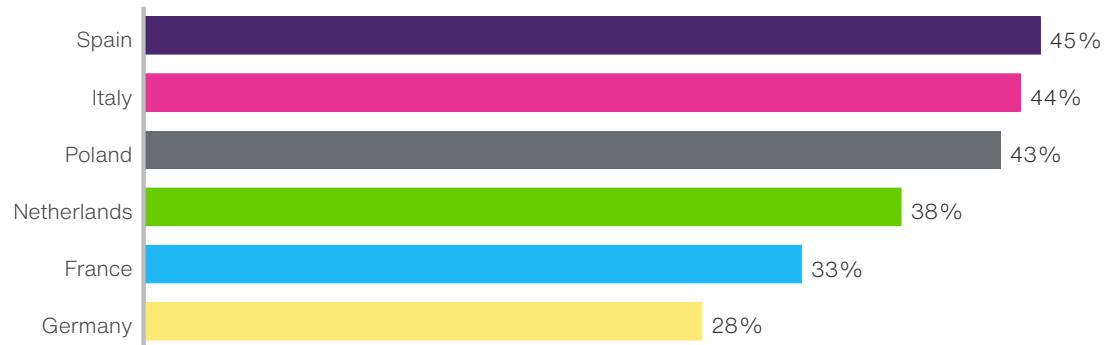
### Where do you find fulfillment?



### MHI score by “Where do you find fulfillment?”



### Workers finding fulfillment in a balanced life



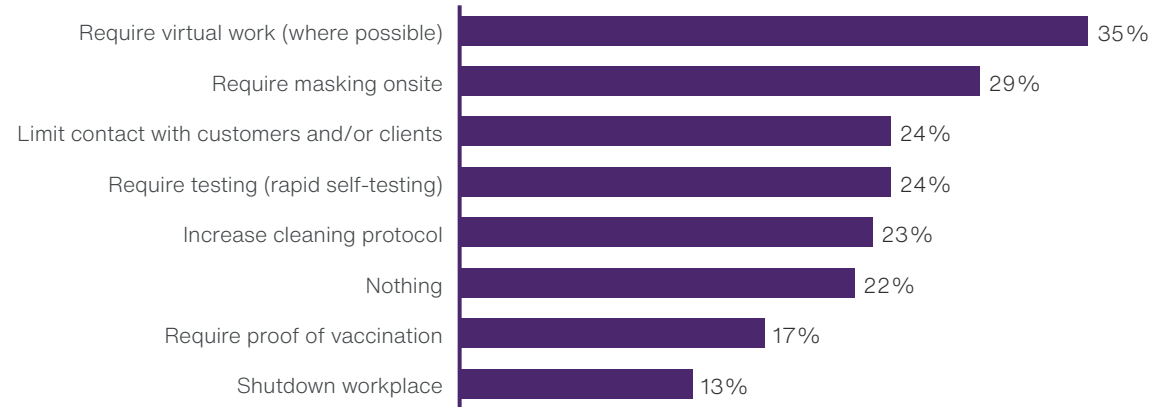
## COVID-19 policy in the workplace.

Workers were asked what they would want their employer to do in an event of escalation in the spread of COVID-19.

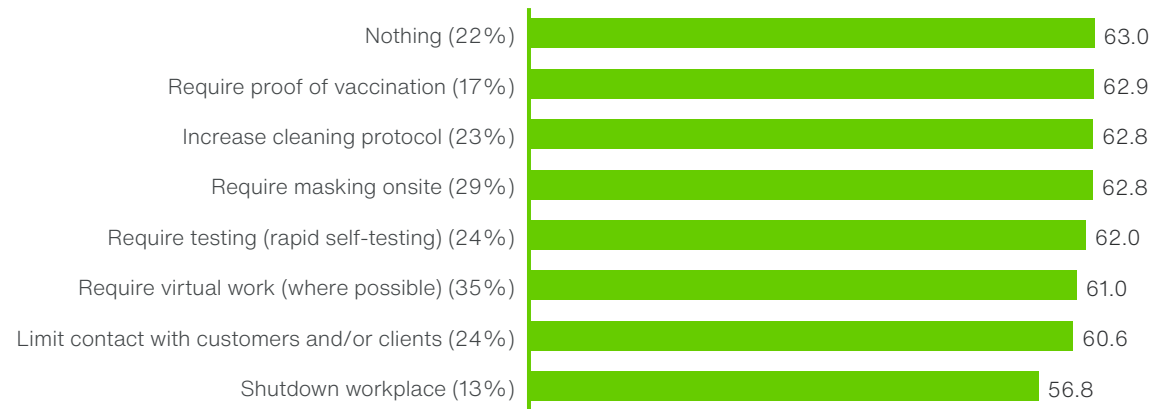
- More than one-third (35 per cent) would expect their employers to require virtual work, 29 per cent would expect their employers to require masking, and 24 per cent would expect their employers to limit contact with customers and/or clients



### Expectations of employers in an event of escalation in the spread of COVID-19



### MHI score by “Expectations of employers in an event of escalation in the spread of COVID-19”



# Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. The increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

## The Mental Health Index report has two parts:

1. The overall Mental Health Index (MHI).
2. A spotlight section that reflects the specific impact of current issues in the community.

## Methodology

Data for this report is collected through an online survey of 500 people in each of France, Germany, Italy, Netherlands, Poland, and Spain who are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution of each country. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between October 4 and October 12, 2023.

## Calculations

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

**Distressed** 0 - 49    **Strained** 50-79    **Optimal** 80 - 100

## Additional data and analyses.

Demographic breakdowns of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request.

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