



TELUS Mental Health Index.

Singapore | October 2023

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What you need to know for October 2023.

1. Despite a half point improvement from the prior period, the mental health of workers in Singapore remains significantly strained.

- At 62.0, the mental health of workers increased modestly from April 2023
- 36 per cent of workers have a high mental health risk, 47 per cent have a moderate mental health risk, and 17 per cent have a low mental health risk
- All mental health sub-scores, apart from optimism, improved from April to October
- The mental health score of managers is higher than non-managers
- Service workers have a lower mental health score than labourers and office workers

2. Anxiety and sleep disorders are the most prevalent diagnosed conditions among workers in Singapore.

- 13 per cent report diagnosed anxiety; a further 17 per cent believe they have undiagnosed anxiety
- Workers with diagnosed anxiety lose 64 working days in productivity per year
- 11 per cent report diagnosed sleep issues; a further 14 per cent believe they have undiagnosed sleep issues
- Workers with diagnosed sleep issues lose 67 working days in productivity per year
- Nine per cent report diagnosed depression; a further 10 per cent believe they have undiagnosed depression
- Workers with diagnosed depression lose 60 working days in productivity per year
- Workers under 40 more than twice as likely as workers over 50 to report both diagnosed and undiagnosed anxiety and depression. This group is also nearly five times more likely to have used health benefits for psychological services and twice as likely to value psychological benefits most
- Workers reporting diagnosed mental health conditions other than anxiety or depression lose 66 working days in productivity per year



3. Nearly two in five workers say better support for their wellbeing is more important than a 10 per cent increase in salary.

- 49 per cent of workers are feeling more sensitive to stress compared to before the pandemic
- 47 per cent of workers notice their colleagues are more sensitive to stress compared to before the pandemic
- 25 per cent of workers are thinking about leaving their job; a further 35% are unsure
- Among workers thinking of leaving their job, 17 per cent would leave for better benefits
- 54 per cent of office workers would prefer a 5-day work week with the ability to work remotely as much as they want; 46 per cent would prefer a 4-day work week in office

4. Among sources of work-related stress, colleague relationships contribute most significantly to productivity loss.

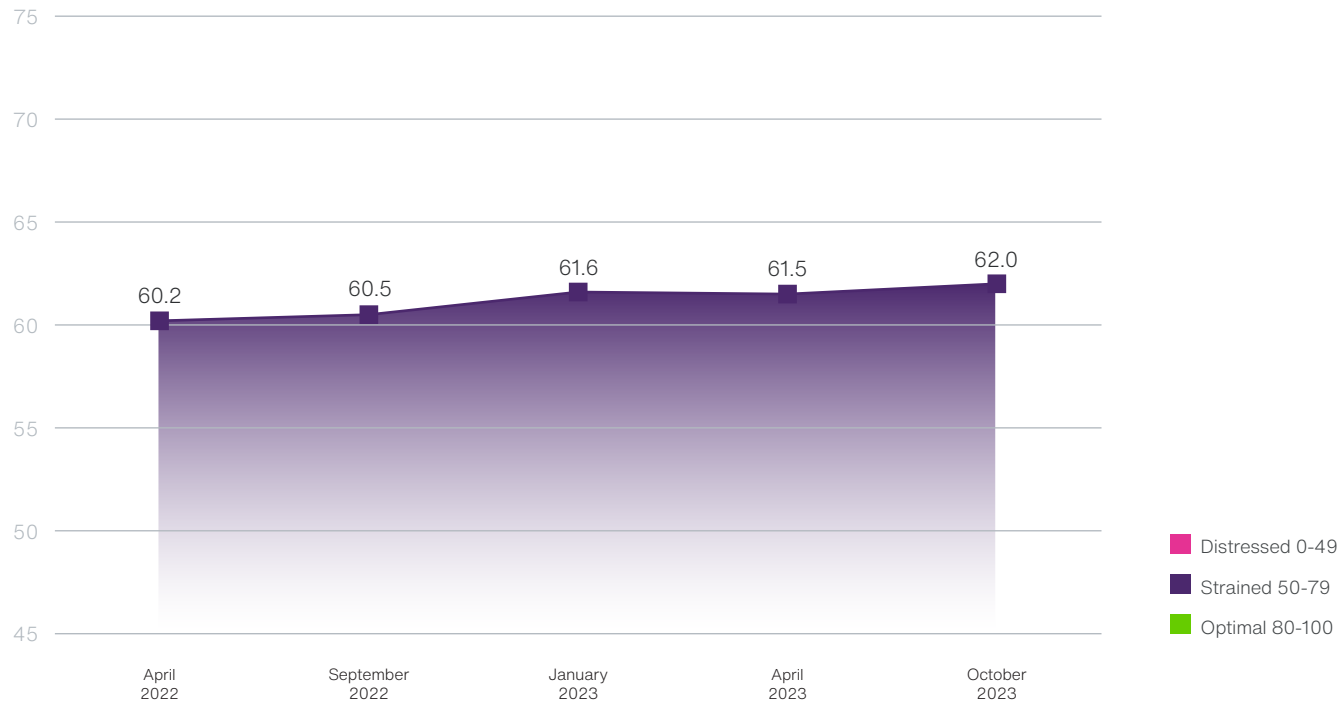
- Workers reporting their primary source of work stress is the relationship with their colleagues lose 70 working days in productivity per year
- Workers reporting fear of termination or layoff is their primary source of work stress lose 62 working days in productivity per year
- Workers reporting hours of work as their primary source of work stress lose 58 working days in productivity per year
- Workers reporting performance demands as their primary source of work stress lose 57 working days in productivity per year
- Workers reporting conflict at work as their primary source of work stress lose 54 working days in productivity per year



The Mental Health Index.

The overall Mental Health Index (MHI) for October 2023 is 62.0.

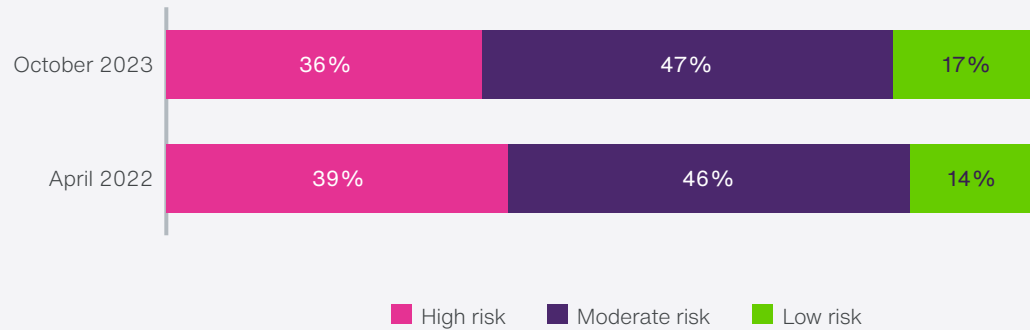
The mental health of workers in Singapore improved a half point from the prior period.



MHI Current Month October 2023	Avril 2023
62.0	61.5

Mental health risk.

In October 2023, 36 per cent of workers in Singapore have a high mental health risk, 47 per cent have a moderate mental health risk, and 17 per cent have a low mental health risk. Eighteen months since the launch of the Index in April 2022, there has been a minimal reduction in high-risk workers (3 per cent) and a modest increase (3 per cent) in low-risk workers.



Twenty-four per cent of people in the high-risk group report a mental health condition or issue, six per cent report a mental health condition or issue in the moderate-risk group, and two per cent of people in the low-risk group report a mental health condition or issue.

Mental Health Index sub-scores.

For the fourth consecutive period, the lowest Mental Health Index sub-score continues to be work productivity (53.7), followed by anxiety (54.8), isolation (56.1), depression (57.0), optimism (63.8), and general psychological health (70.9). Financial risk (72.0) continues to be the best/highest mental health measure in October 2023.

- All mental health sub-scores, apart from optimism, have improved from April 2023
- With a 1.6-point increase, the work productivity score has seen the greatest improvement from the prior period

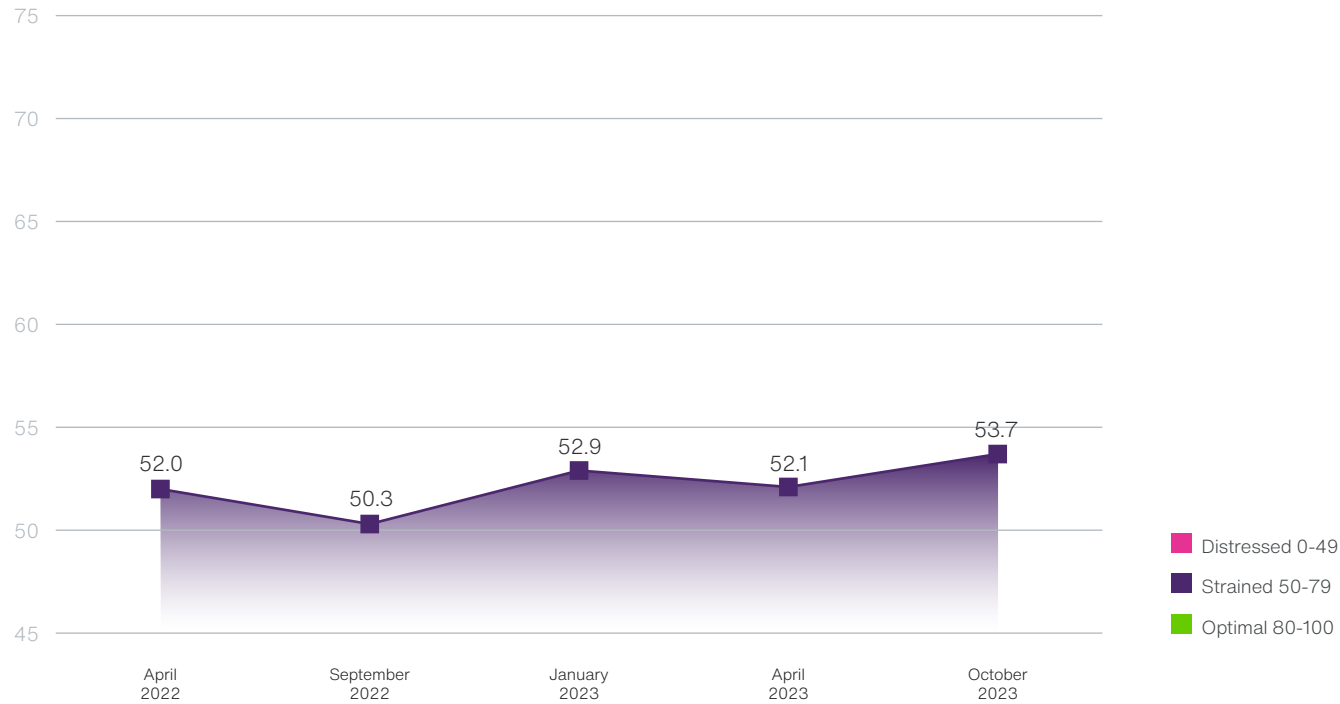
Mental Health Index Sub-scores	October 2023	September 2023
Work productivity	53.7	52.1
Anxiety	54.9	54.1
Isolation	56.1	55.1
Depression	57.0	56.2
Optimism	63.8	64.3
Psychological health	70.9	70.4
Financial risk	72.0	71.6



Work Productivity

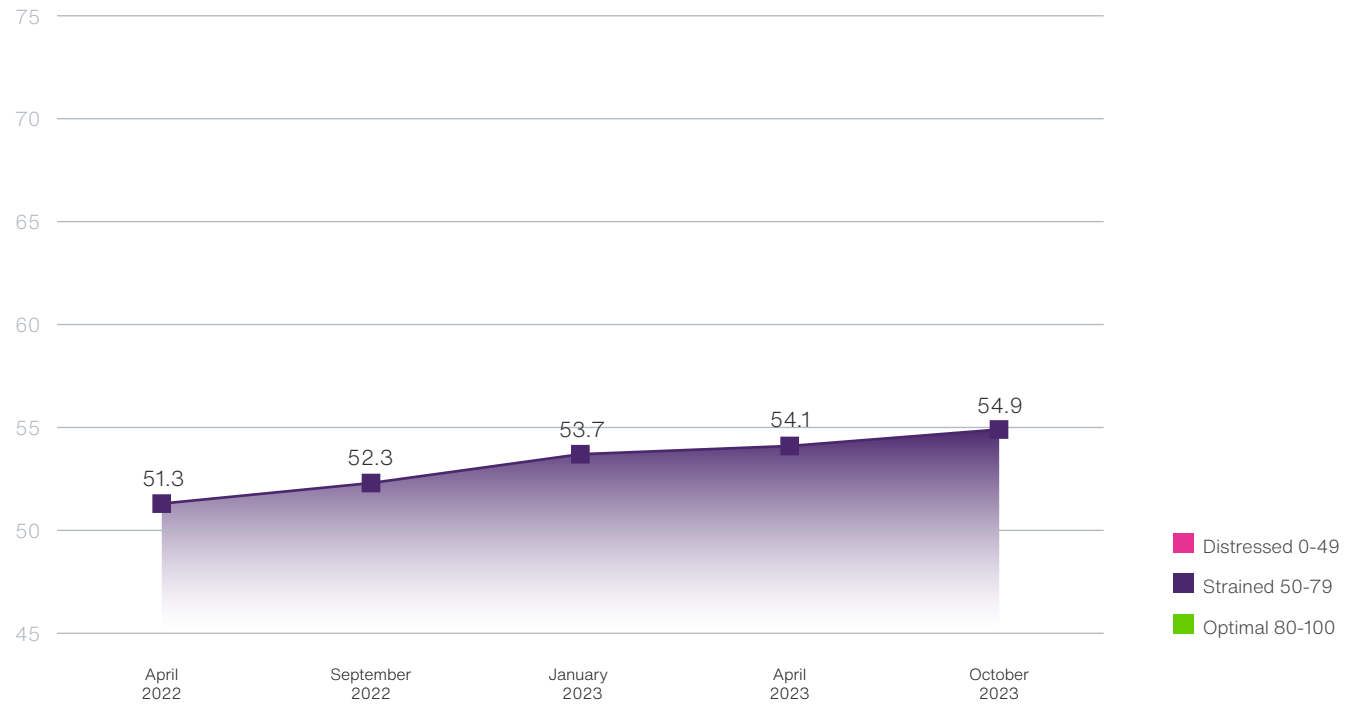
The work productivity sub-score measures the impact of mental health on work productivity and goals.

Despite declines in September 2022 and April 2023, the work productivity sub-score has generally increased since the launch of the Index. In October 2023, the work productivity score improved 1.6 points from April 2023, yet it continues to be the lowest mental health sub-score for the fourth consecutive period.



Anxiety

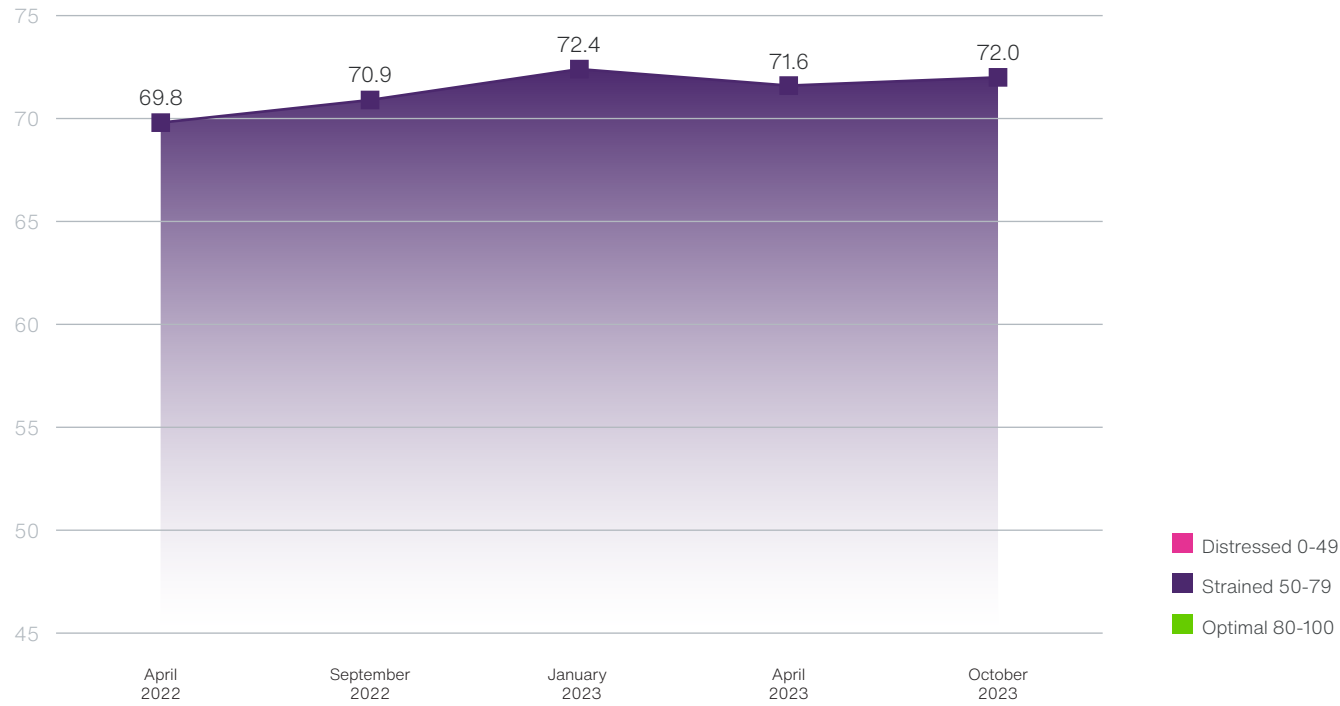
The anxiety sub-score has improved each period since the launch of the Index in April 2022. Despite consistent improvements, the anxiety score remains in the lowest end of the “strained” range and has been the second lowest sub-score for more than one year.



Financial risk

The financial risk sub-score measures the level of an individual's emergency savings.

Following three periods of continuous improvement, the financial risk score declined nearly one point in April 2023. In October 2023, the financial risk score improved modestly and remains the highest mental health sub-score since the launch of the Index in April 2022.



Mental health by gender and age.

- Since the launch of the MHI, women have had a lower mental health score than men. In October 2023, the mental health score of women is 61.9 compared to 62.3 for men
- Mental health scores improve with age
- Differences in mental health scores between workers with and without children have been reported since the launch of the Index. However, more than one year later, the mental health of workers with at least one child (62.0) is similar to workers without children (62.0)

Mental health by employment status.

- Overall, two per cent of respondents are unemployed¹ and nine per cent report reduced hours or reduced salary
- Individuals reporting reduced salary compared to the prior period have the lowest mental health score (49.7), followed by individuals not currently employed (58.0), workers reporting fewer hours compared to the prior period (58.6), and workers with no change to salary or hours (62.8)
- Service industry workers have a lower mental health score (59.5) than labourers (60.3) and office workers (63.0)
- Managers have a significantly higher mental health score (63.6) than non-managers (60.5)
- Respondents working for companies with 2-50 employees have the highest mental health score (65.5)
- Self-employed/sole proprietors have the lowest mental health score (58.7)



Emergency savings

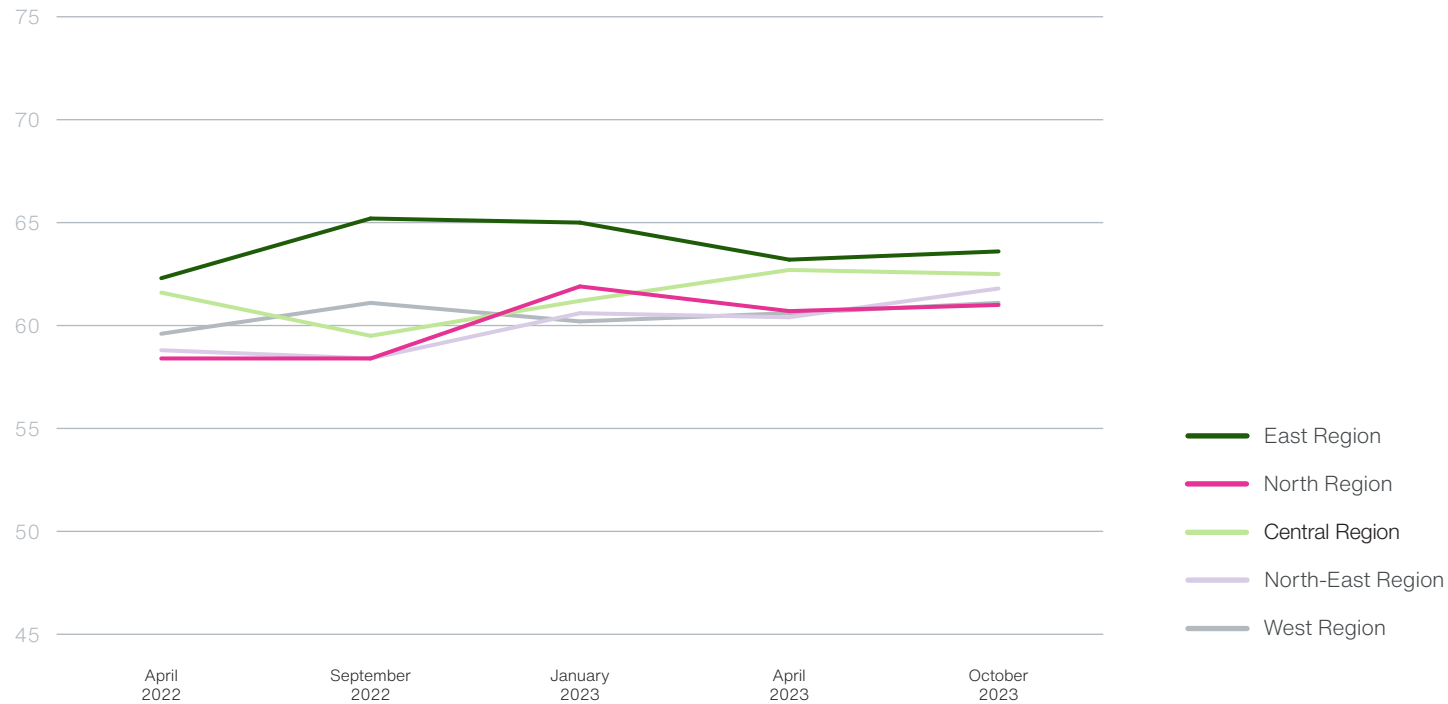
- Workers without emergency savings continue to experience a lower score in mental health (44.2) than the overall group (62.0). Workers with an emergency fund have an average mental health score of 70.8

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

The Mental Health Index by region.

The mental health scores across all regions in Singapore continue to show significant strain. In October 2023, the mental health scores in the East, North, West, and North-East regions have improved while the mental health score in the Central region has declined.

- With a modest 0.4-point increase, the mental health score in the East Region remains strongest (63.6)
- With a 1.4-point increase, the North-East region has the most significant improvement in mental health from the prior period
- Despite a 0.4-point increase, the lowest mental health score (61.0) is among workers in the North



Employment status	Oct. 2023	Apr. 2023
Employed (no change in hours/salary)	62.8	62.2
Employed (fewer hours compared to last month)	58.6	59.3
Employed (reduced salary compared to last month)	49.7	43.2
Not currently employed	58.0	61.6

Age group	Oct. 2023	Apr. 2023
Age 20-29	55.5	55.3
Age 30-39	58.2	57.2
Age 40-49	61.5	61.3
Age 50-59	65.8	65.7
Age 60-69	72.5	72.3

Number of children	Oct. 2023	Apr. 2023
No children in household	62.0	62.1
1 child	62.4	60.9
2 children	61.9	60.7
3 children or more	59.5	58.3

Region	Oct. 2023	Apr. 2023
Central Region	62.5	62.7
East Region	63.6	63.2
North Region	61.0	60.7
North-East Region	61.8	60.4
West Region	61.1	60.6

Gender	Oct. 2023	Apr. 2023
Men	62.3	62.4
Women	61.9	60.6

Household income	Oct. 2023	Apr. 2023
\$50K/annum	57.7	59.0
\$50K to <\$100K/annum	60.8	60.7
\$100k to <\$150K	63.5	62.8
\$150K to \$200K	66.9	60.5
\$200K and over	65.2	69.5

Employer size	Oct. 2023	Apr. 2023
Self-employed/sole proprietor	58.7	63.3
2-50 employees	65.5	61.1
51-100 employees	63.0	62.0
101-500 employees	61.1	59.4
501-1,000 employees	59.9	61.1
1,001-5,000 employees	64.0	63.1
5,001-10,000 employees	62.0	61.6
More than 10,000 employees	59.7	63.3

Manager	Oct. 2023	Apr. 2023
Manager	63.6	62.0
Non-manager	60.5	60.8

Work environment	Oct. 2023	Apr. 2023
Labour	60.3	58.8
Office/desk	63.0	61.7
Service	59.5	62.0

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 Financial and Insurance Activities have the lowest mental health score (56.6) in October 2023, followed by individuals working in Other Service Activities (58.0), and Accommodation and Food Service Activities (58.6).

Respondents employed in Manufacturing (67.3), Wholesale and Retail Trade (64.3), and Education (64.0) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	October 2023	September 2023	Change
Real Estate Activities	60.4	54.7	5.7
Wholesale and Retail Trade	64.3	58.8	5.5
Construction	63.5	60.4	3.2
Manufacturing	67.3	64.6	2.7
Education	64.0	62.2	1.8
Public Administration and Defence	59.6	58.0	1.5
Professional, Scientific and Technical Activities	63.7	62.7	1.0
Financial and Insurance Activities	56.6	57.6	-1.0
Administrative and Support Service Activities	58.8	60.4	-1.6
Health and Social Services	61.3	63.3	-2.0
Accommodation and Food Service Activities	58.6	62.6	-4.0
Other Service Activities	58.0	62.4	-4.4
Transportation and Storage	60.7	67.1	-6.4

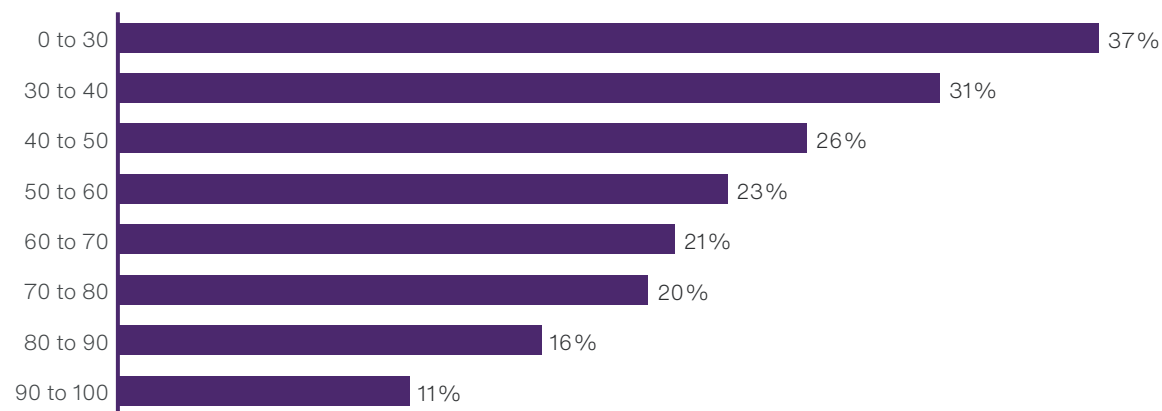
Spotlight

MHI and productivity.

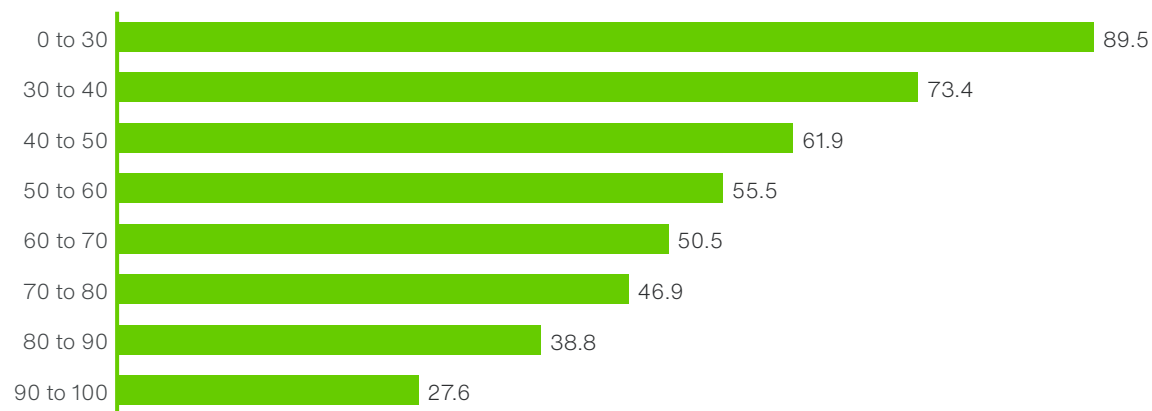
Productivity losses are calculated using the amount of effort put into work when feeling well (referred to as discretionary effort), the frequency of working when feeling unwell, and the amount of effort put into work when feeling unwell. Productivity loss is reported as a percentage of working time and as the number of days lost per year (based on 240 working days per year).

- Mental health scores are strongly correlated with productivity. Lower/worse mental health scores correspond to greater productivity loss and higher/better mental health scores correspond to less productivity loss
- Thirty per cent of workers have a mental health score of 50 or lower. The productivity loss of this group is equivalent to at least nearly twice as many days as the eight per cent of workers with a mental health score of 90 or higher

Average productivity loss as a percentage of time by MHI score



Average productivity loss in working days per year by MHI score



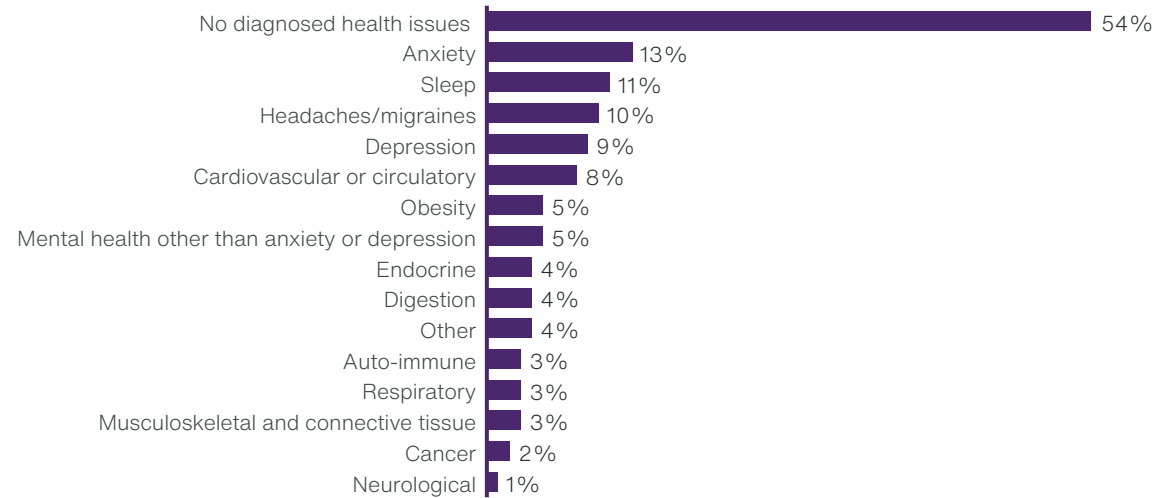
Health conditions

Diagnosed conditions

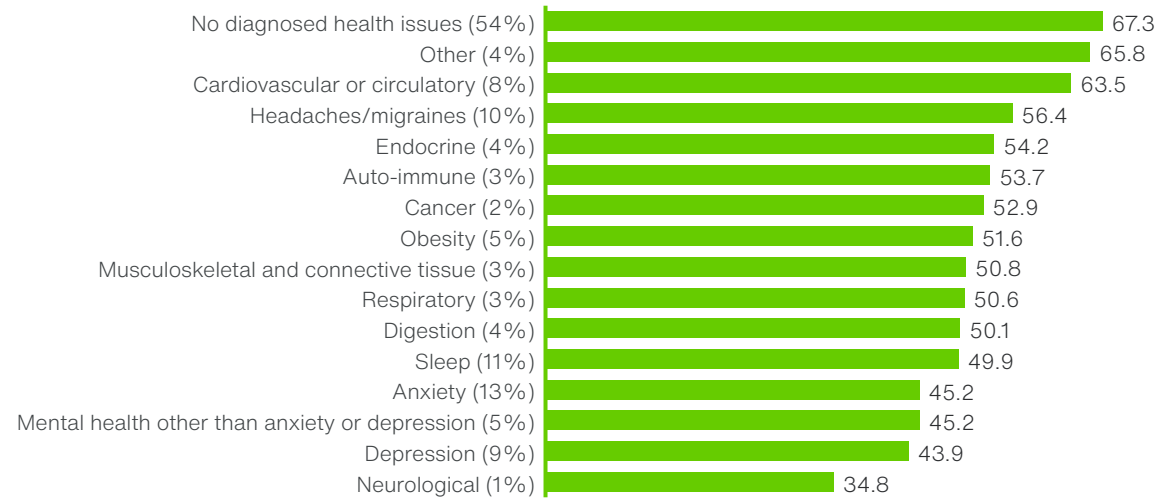
Workers were asked about the health conditions they are currently diagnosed with.

- More than one in ten (13 per cent) report an anxiety diagnosis, 11 per cent have diagnosed sleep issues, 10 per cent have diagnosed headaches/migraines, and nine per cent report a depression diagnosis
- Workers under 40 are nearly three times more likely than workers over 50 to report being diagnosed with anxiety and depression
- Parents are 60 per cent more likely than non-parents to report being diagnosed with depression
- More than half (54 per cent) reported no diagnoses. This group has the best/highest mental health score (67.3), more than five points higher than the national average (62.0)

Diagnosed health conditions



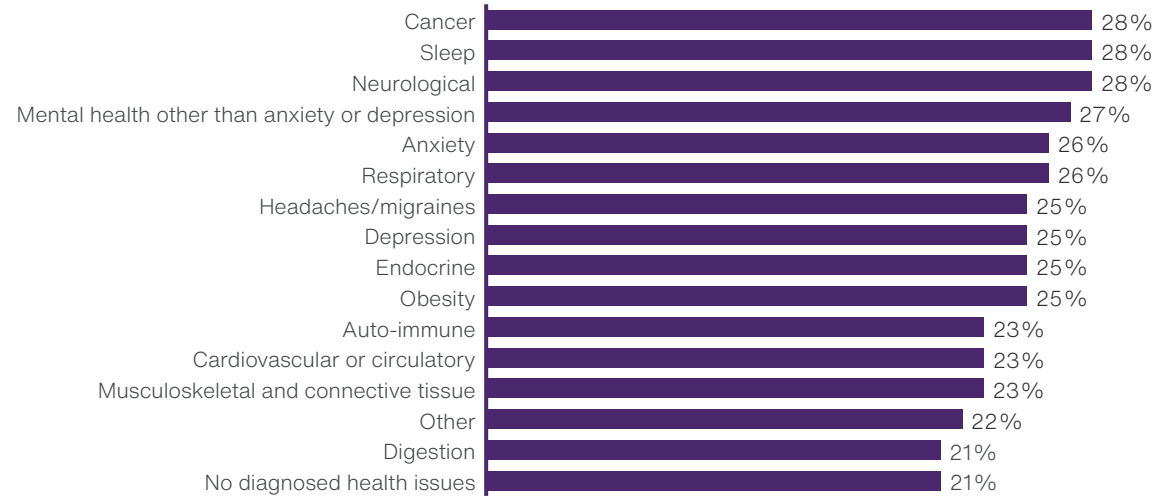
MHI score by diagnosed health conditions



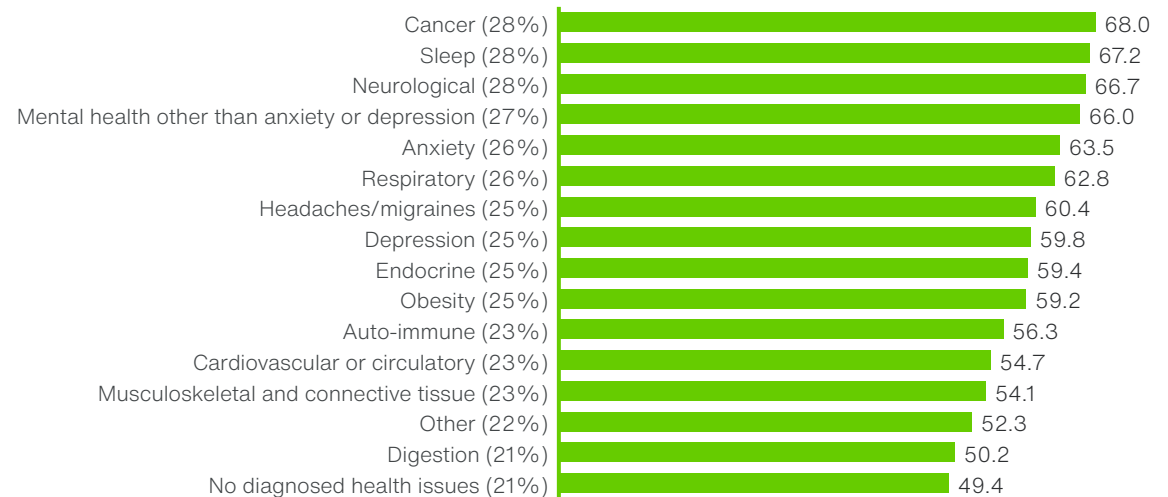
- Workers diagnosed with cancer have the most significant productivity loss (28 per cent, equivalent to 68.0 working days/year) and a mental health score (52.9) more than 14 points below workers with no diagnosed health conditions (67.3) and more than nine points lower than the national average (62.0)
- Workers diagnosed with anxiety have a productivity loss of 26 per cent (equivalent to 63.5 working days/year) and a mental health score (45.2) 22 points lower than workers with no diagnosed health conditions (67.3) and nearly 17 points lower than the national average (62.0)
- Workers diagnosed with a mental health condition other than depression or anxiety have a productivity loss of 27 per cent (equivalent to 66.0 working days/year) and a mental health score (45.2) 22 points lower than workers with no diagnosed health conditions (67.3) and nearly 17 points lower than the national average (62.0)



Productivity loss as a percentage of time by diagnosed health conditions



Productivity loss in working days per year by diagnosed health conditions



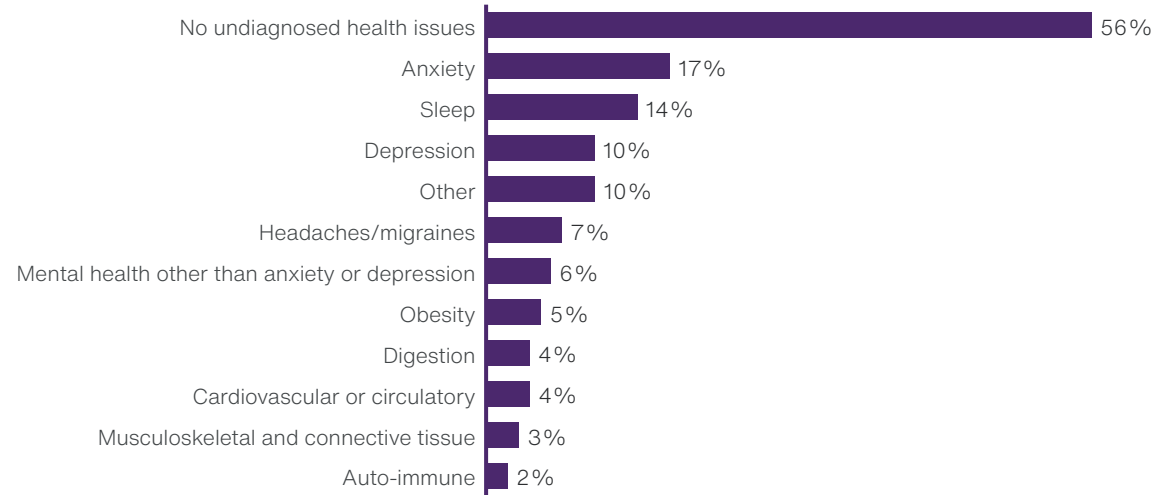
Undiagnosed health conditions.

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

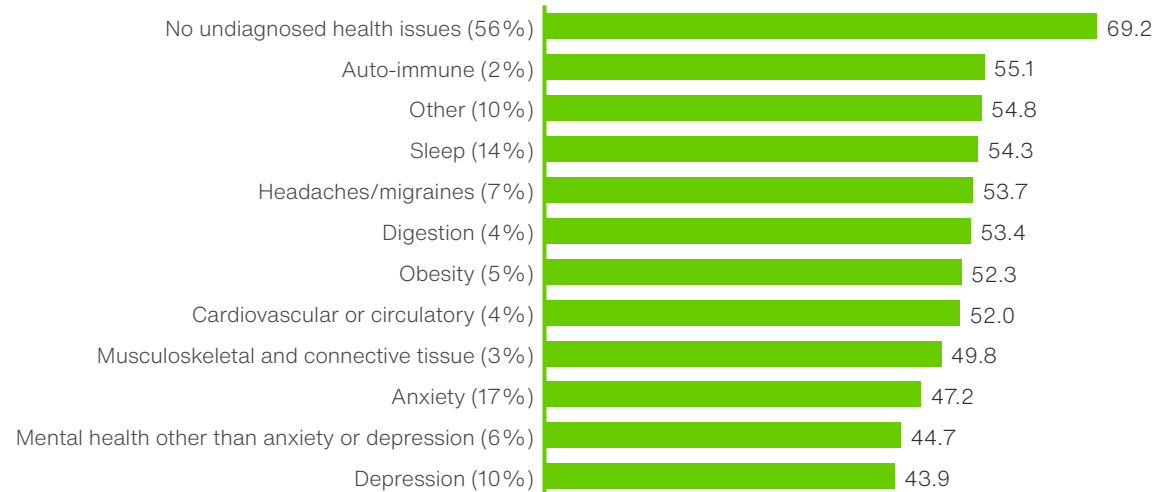
- One in six (17 per cent) report undiagnosed anxiety, 14 per cent report undiagnosed sleep issues, and 10 per cent report undiagnosed depression
- Workers under 40 are more than twice as likely as workers over 50 to report undiagnosed anxiety and depression
- Parents are nearly 50 per cent more likely than non-parents to report undiagnosed depression



Undiagnosed health conditions

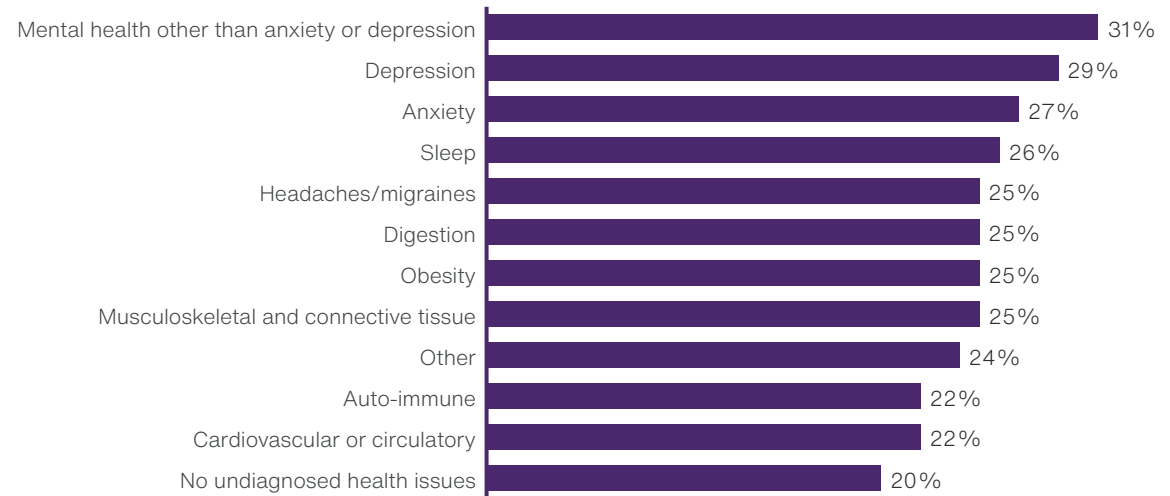


MHI score by undiagnosed health conditions



- Workers reporting undiagnosed mental health conditions other than anxiety or depression have the most significant productivity loss (31 per cent, equivalent to 75.2 working days/year), followed by workers reporting undiagnosed depression (29 per cent productivity loss, equivalent to 68.6 working days/year)
- The worst/lowest mental health score (43.9) is among 10 per cent reporting undiagnosed depression, more than 25 points lower than workers with no undiagnosed conditions (69.2) and more than 18 points lower than the national average (62.0)
- Nearly three in five (56 per cent) report no undiagnosed health conditions. This group has the best/highest mental health score (69.2), seven points higher than the national average (62.0)

Productivity loss as a percentage of time by undiagnosed health conditions

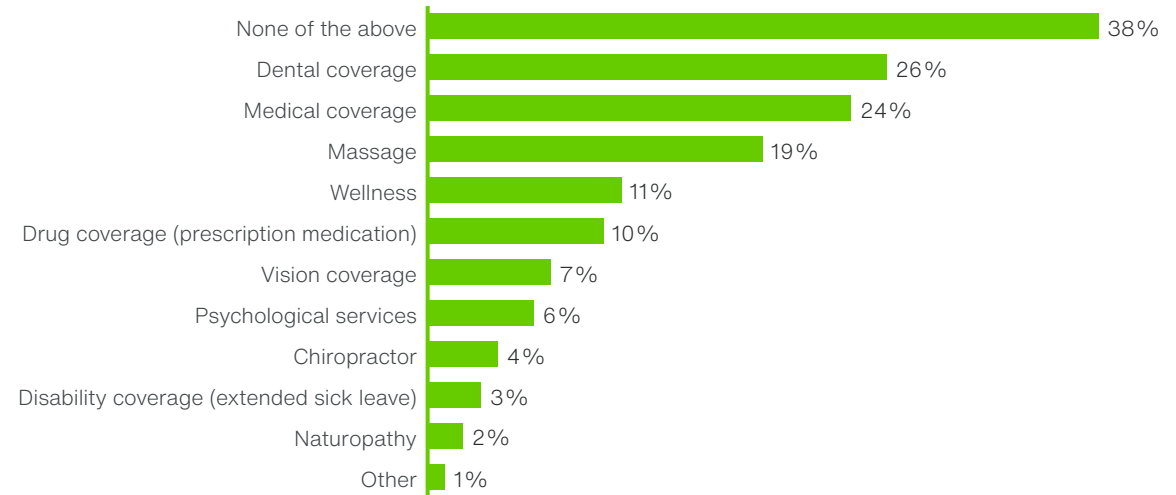


Health benefits

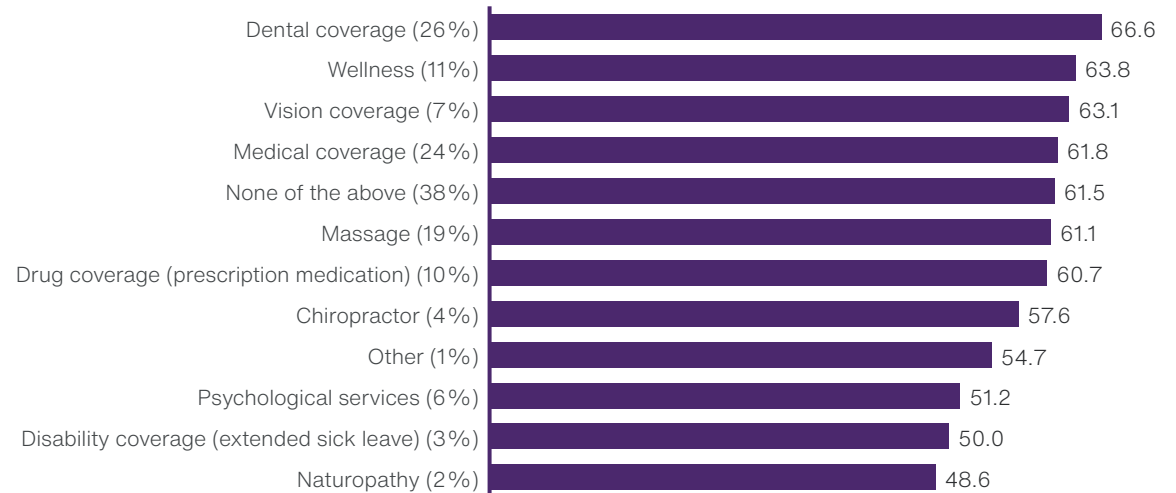
Workers were asked which elements of their health benefits they have used in the past year

- More than one-quarter (26 per cent) have used dental benefits, 24 per cent have used medical coverage, and 19 per cent have used their benefits for massage
- Workers under 40 are nearly five times more likely than workers over 50 to have used health benefits for psychological services
- Workers over 50 are 40 per cent more likely than workers under 40 to have used health benefits for prescription medication

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?”

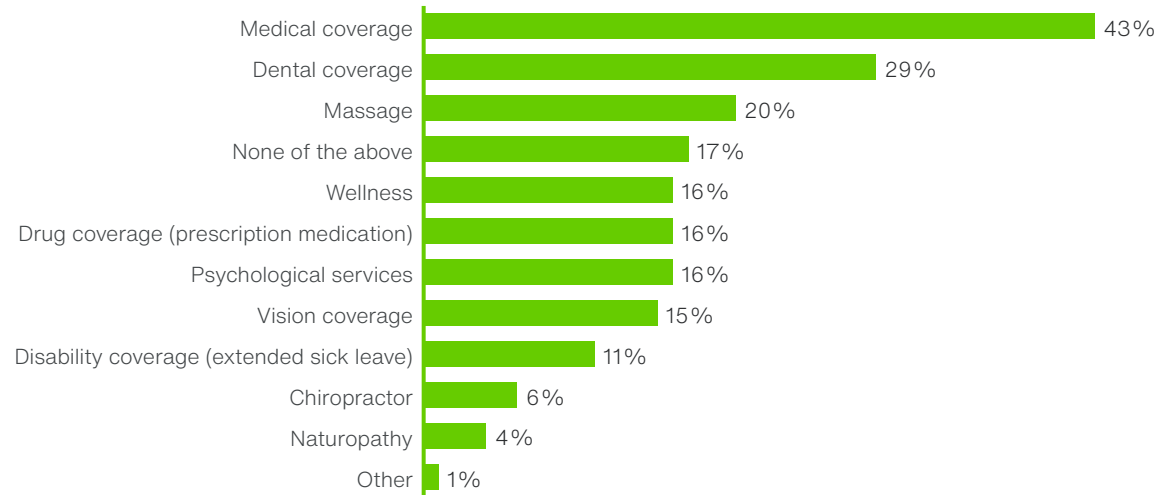


Workers were asked which elements of their health benefits they value most.

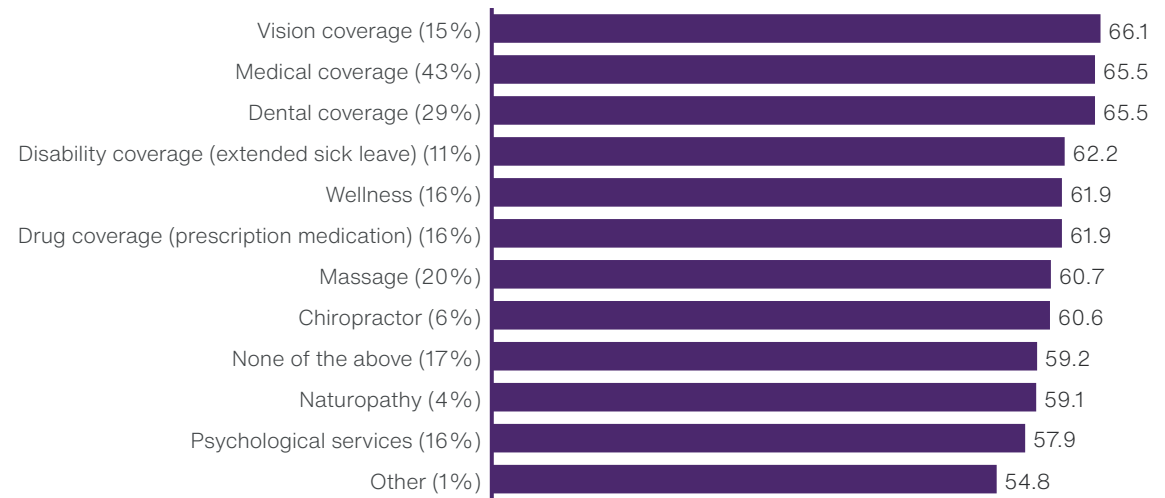
- More than two in five (43 per cent) value medical coverage the most, 29 per cent value dental coverage the most, 20 per cent value massage coverage the most, and 16 per cent most value wellness coverage
- The value placed on elements of health benefits aligns reasonably well with the proportional use of health benefits as reported on the previous page
- Workers under 40 are more than twice as likely as workers over 50 to value psychological services most



Which elements of your health benefits do you value most?



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



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 (54 per cent) would prefer a 5-day work week with the ability to work remotely as much as they want. This group has a lower mental health score (62.3) than workers who would prefer a 4-day work week in office (63.9)



Preference for work week



MHI score by preference for work week



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 37 per cent say 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?”



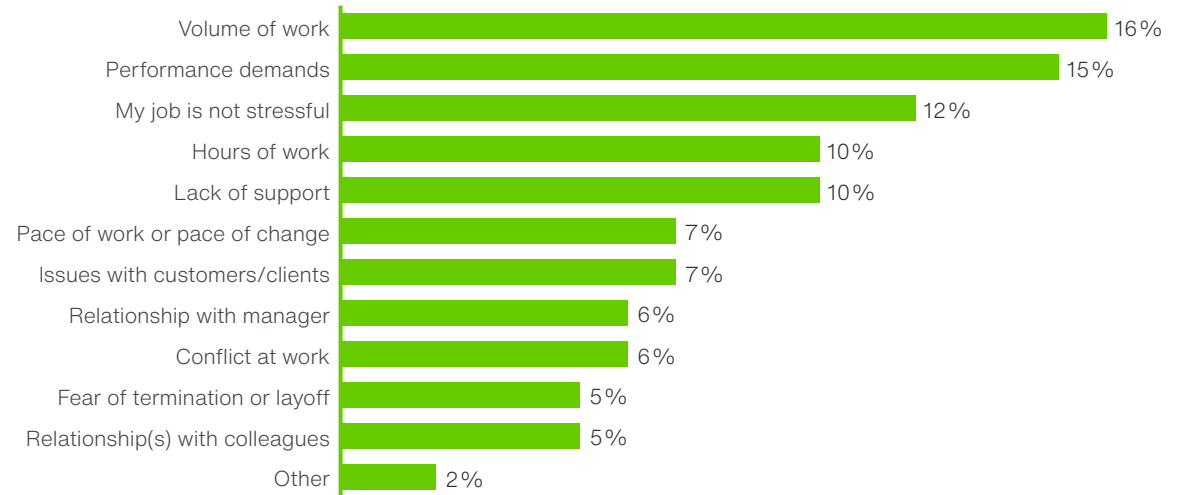
Work stress

Workers were asked about their primary source of work stress.

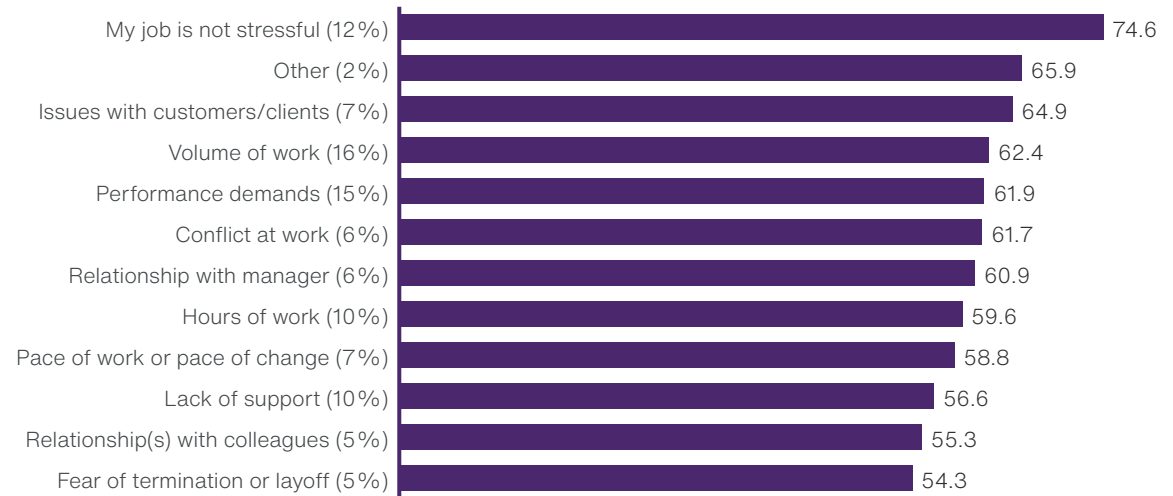
- More than one in ten (12 per cent) indicate their job is not stressful, and this group has the best/highest mental health score (74.6), nearly 13 points higher than the national average (62.0)
- The lowest mental health score (54.3) is among five per cent of workers reporting fear of termination/layoff as the primary source of work stress, nearly eight points lower than the national average (62.0)
- Non-managers are twice as likely as managers to report their job is not stressful
- Non-parents are 60 per cent more likely than parents to report their job is not stressful



What is your primary source of work stress?



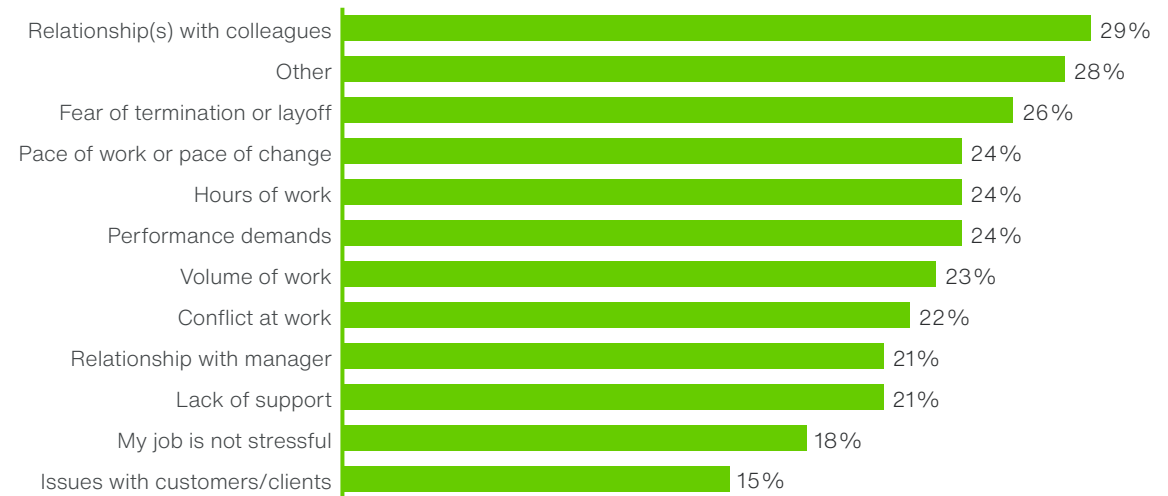
MHI score by “What is your primary source of work stress?”



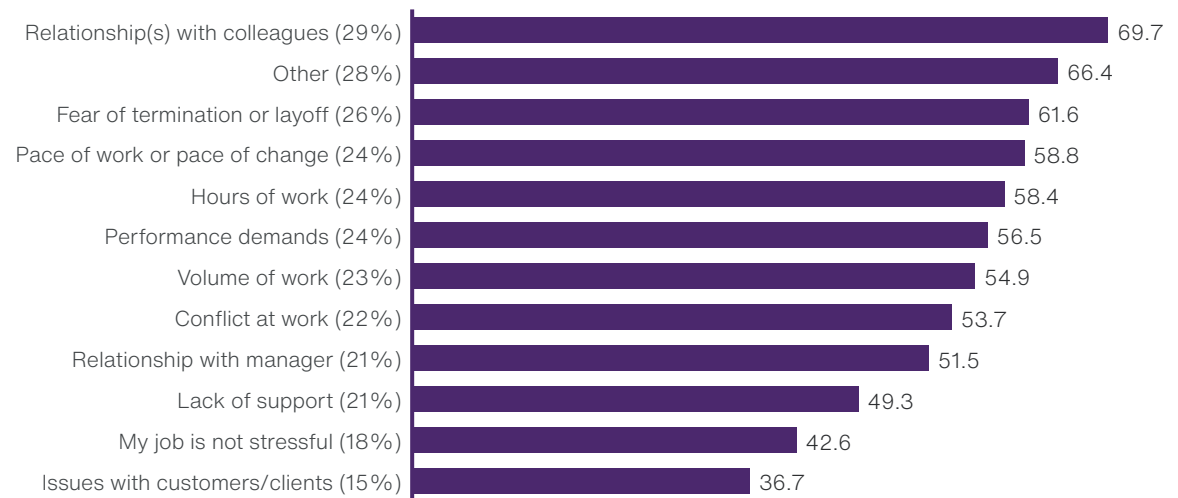
- Workers reporting relationship(s) with colleagues as the primary source of work stress have a productivity loss of 29 per cent (equivalent to 69.7 working days/year)
- Workers reporting conflict at work as the primary source of work stress have a productivity loss of 22 per cent (equivalent to 53.7 working days/year)



Average productivity loss as a percentage of time by primary source of work stress



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



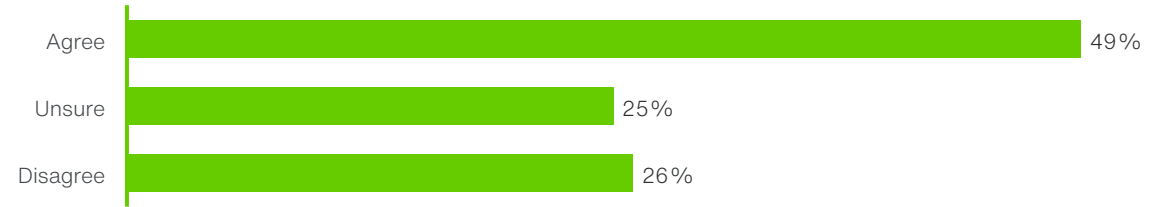
Singaporeans were asked whether they notice their colleagues are more sensitive to stress compared to before the pandemic.

- Nearly half (49 per cent) are feeling more sensitive to stress compared to before the pandemic; this group has the worst/lowest mental health score (55.7), more than six points lower than the national average (62.0)
- Managers are 40 per cent more likely than non-managers 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
- The highest mental health score (74.3) is among 26 per cent not feeling more sensitive to stress compared to before the pandemic

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

- Nearly half (47 per cent) notice their colleagues are more sensitive to stress compared to before the pandemic; this group has the worst/lowest mental health score (59.0), three points lower than the national average (62.0)

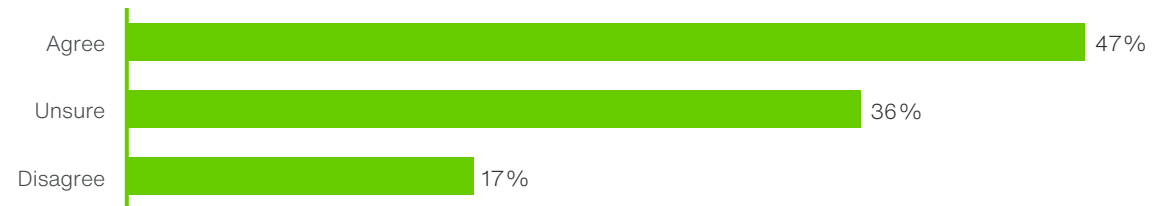
Compared to before the pandemic, I am feeling more sensitive to stress



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



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



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



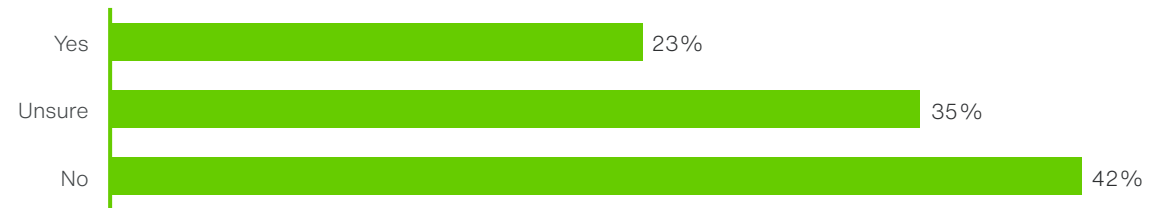
Turnover

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

- Nearly three in five (58 per cent) are thinking about leaving their job, or are unsure
- Nearly one-quarter of workers are thinking about leaving their job. The mental health score of this group is worst/lowest (51.2), more than 19 points lower than workers not thinking about leaving their job (70.6) and 11 points lower than the national average (62.0)
- Workers reporting reduced salary or fewer hours compared to the previous period are 60 per cent more likely than workers with no change to salary or hours to be thinking about leaving their job
- Workers under 40 are 40 per cent more likely than workers over 50 to be thinking about leaving their job
- More than two in five (42 per cent) are not thinking about leaving their job; this group has the best/highest mental health score (70.6), more than eight points higher than the national average (62.0)



Are you thinking of leaving your job?



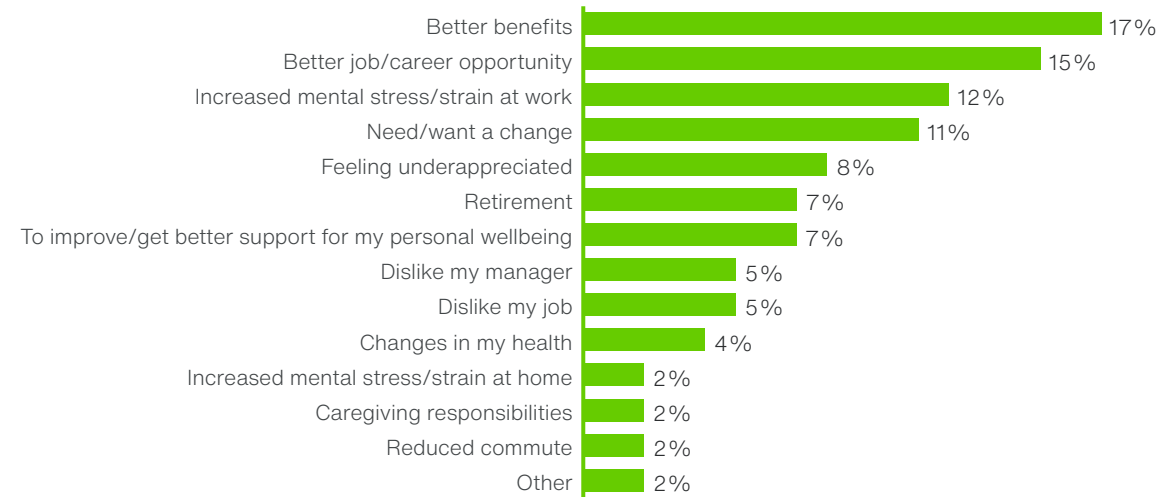
MHI score by “Are you thinking of leaving your job?”



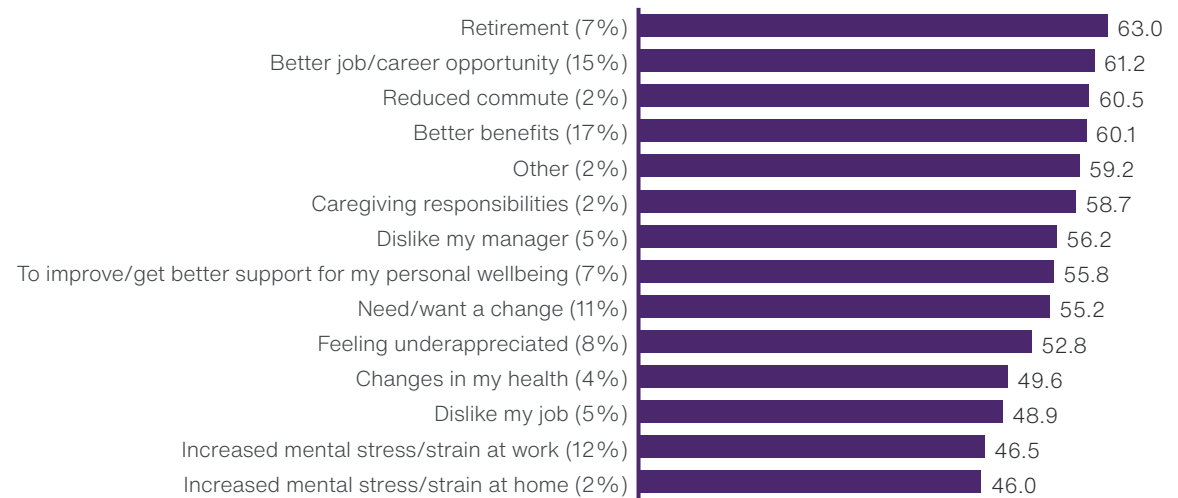
Workers thinking about leaving their job, or are unsure, were asked the reason.

- Better benefits (17 per cent) was the primary reason workers are thinking about leaving their job, followed by better job/career opportunity (15 per cent), and increased mental stress/strain at work (12 per cent)
- The worst/lowest mental health score (46.0) is among two per cent reporting increased mental stress at home as the primary reason they are considering leaving their job
- Managers are 40 per cent more likely than non-managers to report a better career opportunity as the primary reason for thinking about leaving their job
- Workers under 40 are 70 per cent more likely than workers over 50 to be thinking about leaving for a better career opportunity
- Workers under 40 are two times more likely than workers over 50 to be thinking about leaving for better benefits

Primary reason for thinking of leaving your job



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



Work-life balance

Workers were asked where they invest most of their energy.

- More than two in five (42 per cent) invest most of their energy in a balanced personal/work life, 36 per cent invest most of their energy in their work life and 22 per cent invest most of their energy in their 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?”

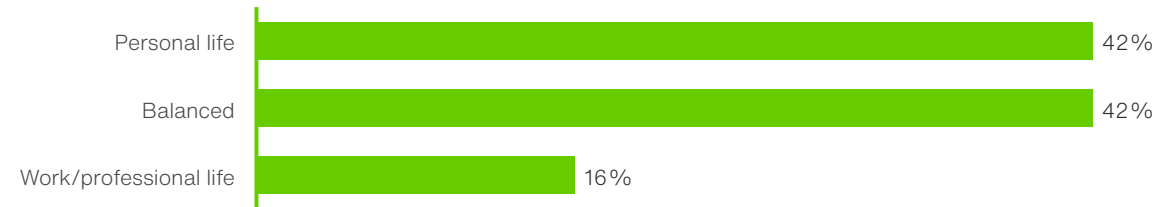


Workers were asked where they find fulfillment.

- More than two in five (42 per cent) find fulfillment in their personal life, another 42 per cent find fulfillment in a balanced personal/work life, and 16 per cent find fulfillment in their work life
- The best/highest mental health score (67.0) is among 42 per cent finding fulfillment in a balanced personal/work life. The mental health score of this group is nearly seven points higher than the national average
- Managers are nearly two and half times more likely than non-managers to find fulfillment in their work/professional life



Where do you find fulfillment?



MHI score by “Where do you find fulfillment?”



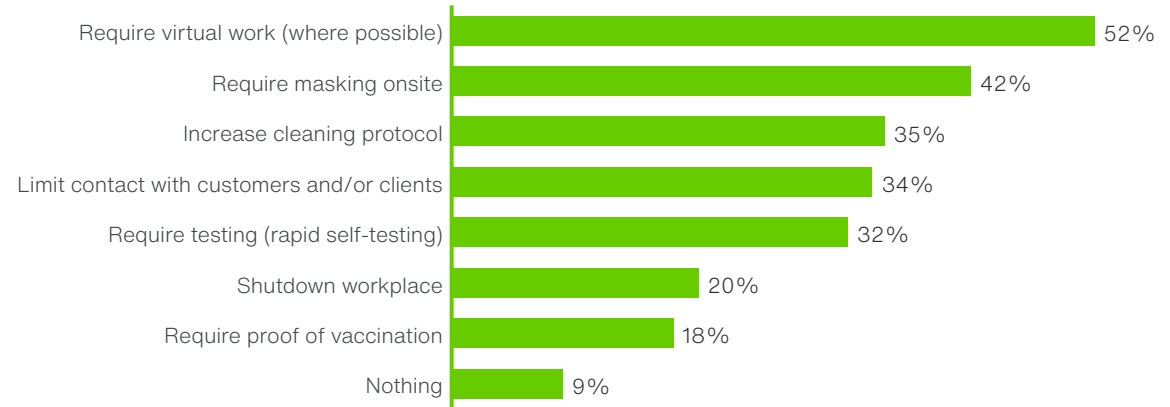
COVID-19 policy in the workplace.

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

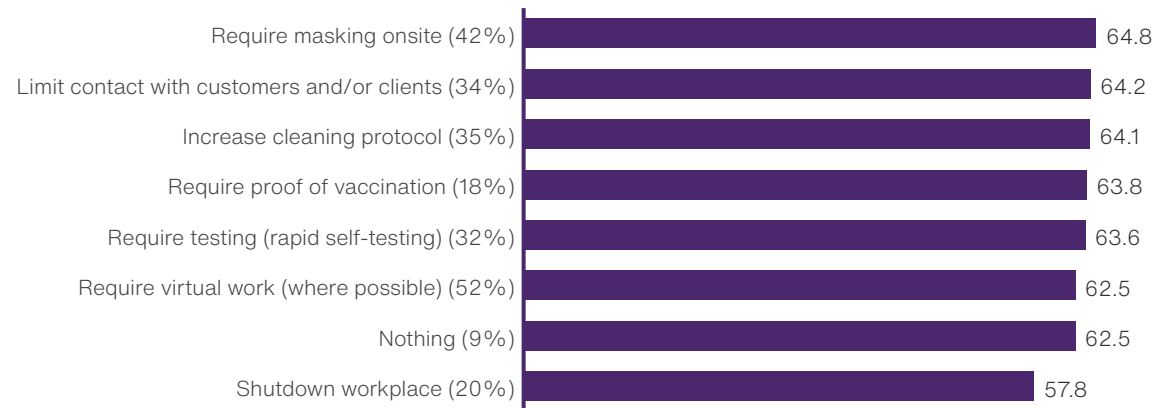
- More than half (52 per cent) would expect virtual work, more than two in five (42 per cent) would expect their employers to require masking, 35 per cent would expect increased cleaning protocols, and 34 per cent would expect their employers to limit contact with customers and/or clients



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 1,000 people who live in Singapore and 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 in Singapore. 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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