



TELUS Mental Health Index.

New Zealand | January 2024

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What you need to know for January 2024.

Despite a modest improvement, the mental health of workers in New Zealand **remains significantly strained**.

- At 59.6, the mental health of workers has improved from September 2023
- **40 per cent of workers have a high mental health risk, 46 per cent have a moderate mental health risk, and 14 per cent have a low mental health risk**
- Depression, isolation, and financial risk sub-scores have declined modestly from September; all other sub-scores have improved. **Anxiety is the lowest mental health sub-score for the fourth consecutive period**
- The lowest mental health scores are in Manawatū-Whanganui and Taranaki (56.1), Wellington (57.3), and Otago and Southland (57.3). Waikato has the highest mental health score (61.2), followed by Auckland (61.0), and Bay of Plenty (60.3).
- The mental health of managers has declined while the mental health score of non-managers has improved from September 2023
- Labourers have a lower mental health score than office and service workers



Respect, support, and recognition in the workplace correlate with mental health and productivity.

- **More than one in ten (12 per cent) do not feel valued and respected by their colleagues.** The mental health score of this group is nearly 17 points lower than the score among workers who feel valued and respected
- **More than one in five (22 per cent) do not perceive that their workplace is supportive.** The mental health score of this group is 14 points lower than the score among workers reporting their workplace is supportive
- Younger workers (under 40), labourers, and parents are more likely to report their workplace is unsupportive
- **Workers not feeling valued and respected by their colleagues and workers reporting that their workplace is unsupportive are nearly twice as likely to report that their mental health adversely affects their productivity at work**
- **Nearly half (47 per cent) perceive that rewards and recognition are unfair and biased in their company.** The mental health score of this group is at least eight points lower than the score among workers who perceive that rewards and recognition are fair and unbiased



Nearly 4 in 10 indicate that their employer does not support or are unsure about support for psychological health and safety.

- **46 per cent rate their company's culture around mental health favourably while 18 per cent have negative perceptions.** The mental health scores of workers rating the culture around mental health negatively are at least 12 points lower than the scores among workers rating their company's culture positively
- 36 per cent do not perceive, or are unsure, that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation. The mental health score of this group is at least 10 points lower than workers who believe they can speak out without fear of reprisal
- 41 per cent do not perceive, or are unsure, that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace. The mental health score of this group is at least nine points lower than workers reporting quick and fair resolution
- **Workers reporting that their workplace is not committed to ensuring employees can speak up about their concerns and workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are 50 per cent more likely to report that their mental health adversely affects their productivity at work**

Fewer than half of workers give high ratings to their mental health benefits and services.

- 47 per cent rate the mental health benefits and services provided by their employer as 4 or 5 (excellent); this group has mental health scores at least five points higher than the national average
- 20 per cent rate the mental health benefits and services provided by their employer as 2 or 1 (poor); this group has mental health scores at least 14 points lower than workers rating 4 or 5 (excellent), and at least nine points lower than the national average
- 21 per cent of workers do not know whether their employer provides mental health benefits, or report that their employer does not provide mental health benefits



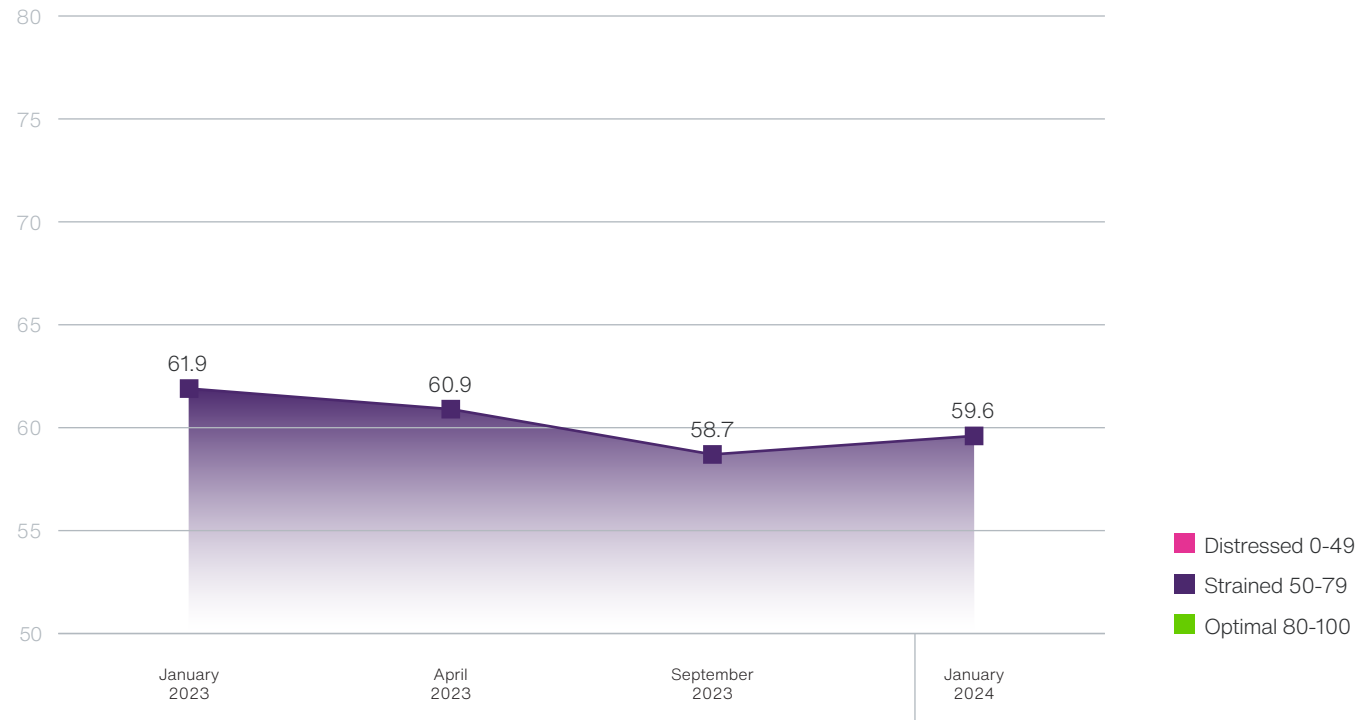
Younger workers are more likely to lack trusted personal and work relationships.

- **44 per cent do not have trusted workplace relationships.** The mental health score of this group is at least 14 points lower than the score among workers with trusted workplace relationships. These workers are two and a half times more likely to report feeling isolated than those with trusted workplace relationships
- **42 per cent do not have trusted personal relationships.** The mental health score of this group at least 17 points lower than the score among workers with trusted personal relationships. **These workers are more than four times as likely to report feeling isolated than workers with trusted personal relationships**
- Workers under 40 are twice as likely as workers over 50 to lack trusted personal relationships and more than 50 per cent as likely as workers over 50 to lack trusted workplace relationships
- **Nearly one-third (29 per cent) do not trust anyone enough to be their true selves with.** The mental health score of this group is nearly 22 points lower than the score among workers with someone they can be their true selves with. These workers are more than three and half times as likely to report feeling isolated than workers having someone they can be their true selves with
- Younger workers (under 40) and parents are more likely to report not having anyone they trust enough to be their true self with

The Mental Health Index.

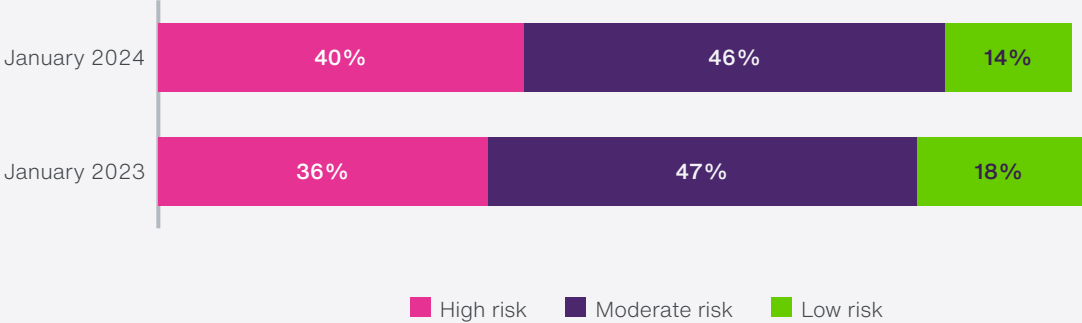
The overall Mental Health Index (MHI) for January 2024 is 59.6. Following two periods of decline, the mental health of workers in New Zealand has improved nearly one point from September 2023.

MHI Current Month January 2024	September 2023
59.6	58.7



Mental health risk.

In January 2024, 40 per cent of workers in New Zealand have a high mental health risk, 46 per cent have a moderate mental health risk, and 14 per cent have a low mental health risk. One year since the launch of the MHI in January 2023, there has been a four per cent increase in high-risk workers and a four per cent decrease in low-risk workers.



Approximately 30 per cent of workers 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 workers in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

The lowest Mental Health Index sub-score continues to be anxiety (52.7) for the fourth consecutive period. Isolation (56.1), depression (56.6), financial risk (57.4), work productivity (57.8), and optimism (65.6) follow. General psychological health (68.6) continues to be the most favourable mental health measure in January 2024.

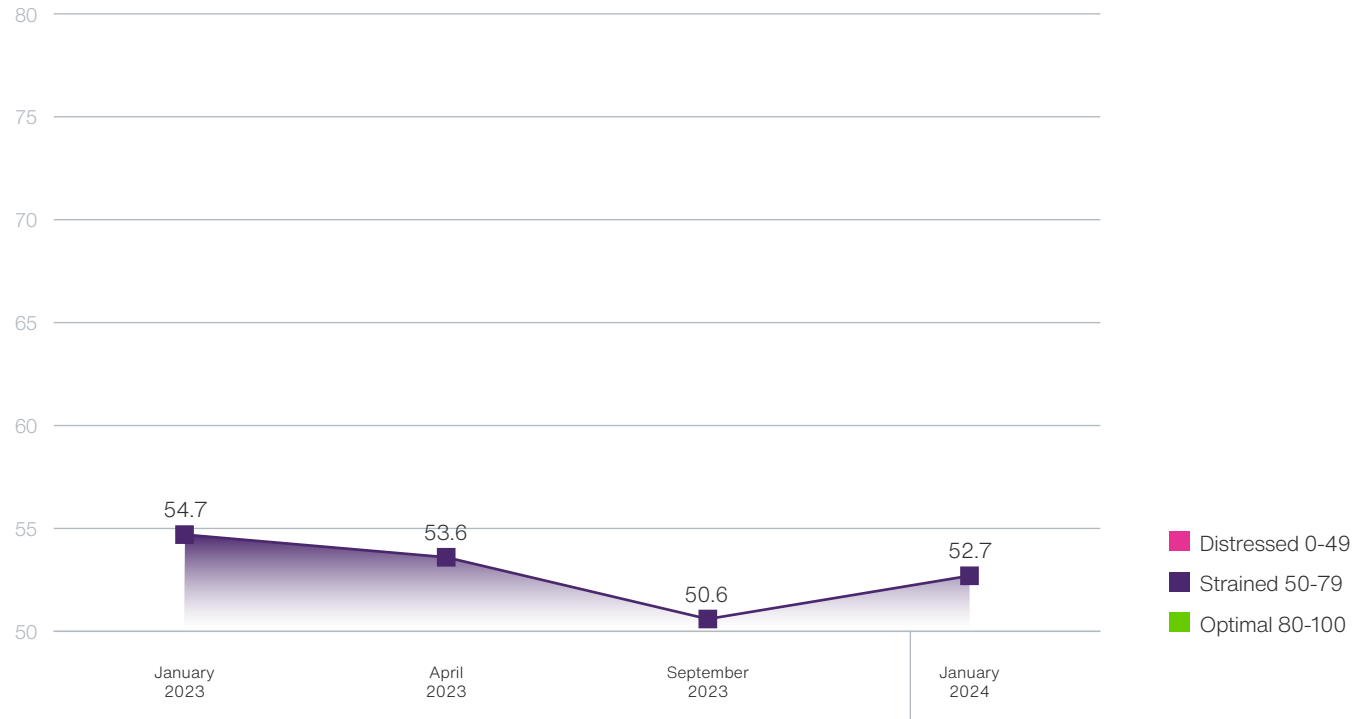
- Depression, isolation, and financial risk sub-scores have declined from September 2023
- The anxiety score improved most significantly, up 2.1 points from September 2023, yet it continues to be the lowest mental health sub-score

Mental Health Index Sub-scores	January 2024	September 2023
Anxiety	52.7	50.6
Isolation	56.1	56.3
Depression	56.6	56.9
Financial risk	57.4	57.6
Work productivity	57.8	57.5
Optimism	65.6	63.9
Psychological health	68.6	66.8



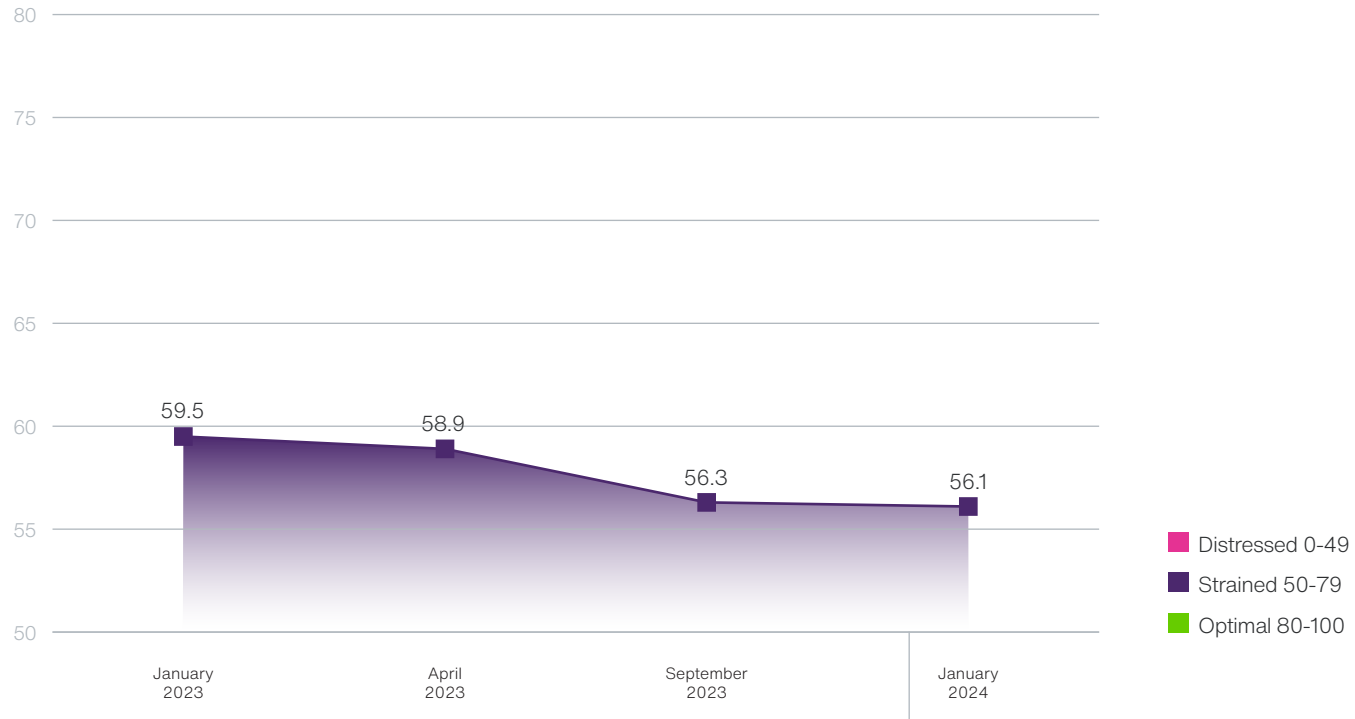
Anxiety

The anxiety declined sharply from January 2023 to September 2023. In January 2024, a significant 2.1-point increase is observed, yet the anxiety sub-score remains lowest for the fourth consecutive period.



Isolation

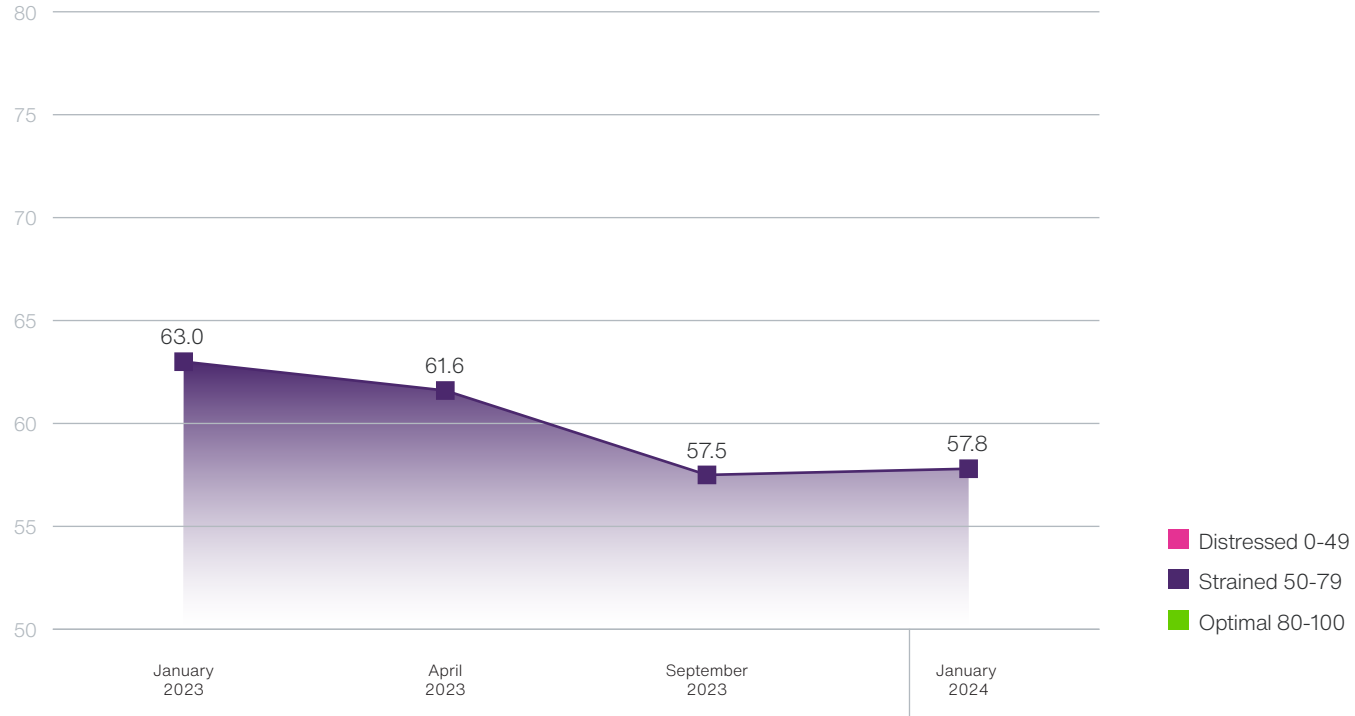
The isolation sub-score continues to be the second lowest mental health score after anxiety. In January 2024, the isolation score continues to decline, down modestly from September 2023.



Work productivity

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

Work productivity in New Zealand followed a declining trend through September 2023. In January 2024, the work productivity score improves modestly from September 2023.



Mental health by gender and age.

- Since the launch of the MHI one year ago, women have had significantly lower mental health scores than men. In January 2024, the mental health score of women is 59.4 compared to 59.8 for men
- Since January 2023, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children is evident. Workers with at least one child have a lower score (58.1) than workers without children (60.8)

Mental health by employment status.

- Overall, four per cent of respondents are unemployed¹ and 10 per cent report reduced hours or reduced salary
- Workers reporting fewer hours compared to the prior month have the lowest mental health score (53.2), followed by individuals not currently employed (56.6), and workers with no change to salary or hours (60.5)
- Labourers have a lower mental health score (55.1) than service industry (60.1) and office workers (60.6)
- Managers have a higher mental health score (60.6) than non-managers (59.0)
- Respondents working for companies with 5,001-10,000 employees have the highest mental health score (63.9)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (57.0)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (41.6) than the overall group (59.6). Workers with an emergency fund have an average mental health score of 68.8

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

The Mental Health Index by region.

Mental health scores in all regions of New Zealand show significant strain in January 2024. The mental health score of workers on the South Island (59.5) is nearly equal to the mental health score of workers on the North Island (59.6). The lowest mental health scores are in Manawatū-Whanganui and Taranaki (56.1), Wellington (57.3), and Otago and Southland (57.3). Waikato has the highest mental health score (61.2), followed by Auckland (61.0), and Bay of Plenty (60.3).

- The greatest decline is in the region of Marlborough, Nelson, Tasman, and West Coast, down 5.4 points from September 2023
- With a significant 4.6-point increase, the mental health score in Bay of Plenty (60.3) has seen the greatest improvement from September 2023



Region	January 2024	September 2023	Change
Bay of Plenty	60.3	55.7	4.6
Otago and Southland	57.3	54.0	3.3
Auckland	61.0	58.4	2.6
Waikato	61.2	59.3	1.9
Northland	59.3	57.5	1.8
Wellington	57.3	57.9	-0.6
Manawatū-Whanganui and Taranaki	56.1	57.3	-1.2
Gisborne and Hawke's Bay	58.6	60.3	-1.7
Canterbury	60.1	62.2	-2.1
Marlborough, Nelson, Tasman, and West Coast	59.2	64.6	-5.4

N vs S Island	January 2024	September 2023	Change
North Island	59.6	58.1	1.5
South Island	59.5	60.7	-1.2

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

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

Employment status	Jan. 2024	Sept. 2023
Employed (no change in hours/salary)	60.5	60.5
Employed (fewer hours compared to last month)	53.2	50.4
Employed (reduced salary compared to last month)	n/a	37.3
Not currently employed	56.6	51.5

Age group	Jan. 2024	Sept. 2023
Age 20-29	53.4	52.1
Age 30-39	57.8	56.1
Age 40-49	59.7	60.4
Age 50-59	67.1	64.8
Age 60-69	70.7	73.4

Number of children	Jan. 2024	Sept. 2023
No children in household	60.8	59.5
1 child	57.4	56.2
2 children	59.0	59.4
3 children or more	57.9	57.0

Gender	Jan. 2024	Sept. 2023
Men	59.8	60.7
Women	59.4	57.4

Household income	Jan. 2024	Sept. 2023
<\$30K/annum	52.3	49.0
\$30K to <\$60K/annum	55.2	52.5
\$60K to <\$100K	57.7	56.9
\$100K to <\$150K	61.0	60.5
\$150K or more	66.5	65.7

Employer size	Jan. 2024	Sept. 2023
Self-employed/sole proprietor	60.2	61.7
2-50 employees	60.0	58.8
51-100 employees	57.2	57.8
101-500 employees	58.6	59.6
501-1,000 employees	57.0	57.6
1,001-5,000 employees	61.2	60.4
5,001-10,000 employees	63.9	56.3
More than 10,000 employees	62.5	57.9

Manager	Jan. 2024	Sept. 2023
Manager	60.6	61.0
Non-manager	59.0	58.0

Work environment	Jan. 2024	Sept. 2023
Labour	55.1	55.1
Office/desk	60.6	60.3
Service	60.1	58.4

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.

Workers in Other services (except Public Administration) have the lowest mental health score (47.2), followed by workers in Arts, Entertainment and Recreation (51.6), and Wholesale Trade (53.6).

Workers in Professional, Scientific and Technical Services (65.9), Manufacturing (65.1), and Transportation and Warehousing (63.0) have the highest mental health scores this month.



Industry	January 2024	September 2023	Change
Professional, Scientific and Technical Services	65.9	64.5	1.3
Manufacturing	65.1	57.6	7.6
Transportation and Warehousing	63.0	54.0	9.1
Educational Services	63.0	66.3	-3.3
Health Care and Social Assistance	62.9	58.8	4.1
Real Estate, Rental and Leasing	62.7	61.9	0.8
Technology	61.9	61.2	0.7
Finance and Insurance	61.9	57	4.9
Public Administration	60.1	67.2	-7.1
Media and Telecommunications	59.4	59.1	0.3
Agriculture, Forestry, Fishing and Hunting	58.5	58.8	-0.3
Other	58.5	55.5	3.0
Construction	58.3	59.0	-0.7
Administrative and Support services	57.6	53.6	4.0
Retail Trade	56.7	51.8	4.8
Full-time post-secondary student	55.7	50.5	5.2
Food Services	54.2	58.4	-4.2
Wholesale Trade	53.6	61.2	-7.6
Arts, Entertainment and Recreation	51.6	58.3	-6.7
Other services (except Public Administration)	47.2	57.4	1.0

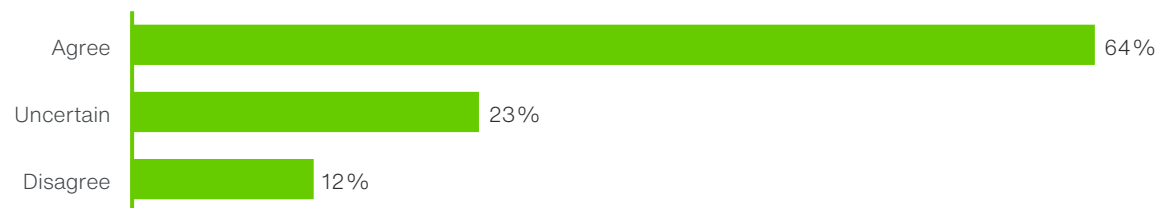
Spotlight

Workplace culture

Workers were asked whether they feel valued and respected by their colleagues.

- More than one in ten (12 per cent) do not feel valued and respected by their colleagues; this group has the lowest/worst mental health score (48.3), nearly 17 points lower than workers feeling valued and respected (65.0), and more than 11 points lower than the national average (59.6)
- Workers not feeling valued and respected by their colleagues are nearly twice as likely as workers feeling valued and respected to report their mental health negatively impacts their work productivity
- Nearly two-thirds (64 per cent) feel valued and respected by their colleagues; this group has the highest/best mental health score (65.0), more than five points higher than the national average (59.6)

I feel valued and respected by my colleagues



MHI score by “I feel valued and respected by my colleagues”



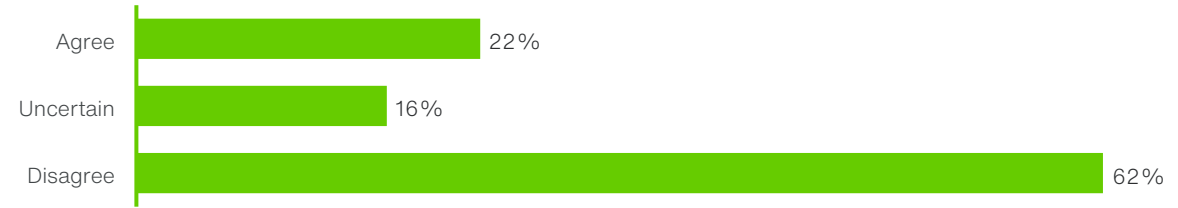
Percentage reporting their productivity is negatively impacted by their mental health by “I feel valued and respected by my colleagues”



Workers were asked whether their workplace is generally supportive.

- More than one in five (22 per cent) do not perceive their workplace as supportive; this group has the lowest/worst mental health score (50.3), 14 points lower than workers reporting that their workplace is supportive (64.4), and more than nine points lower than the national average (59.6)
- Workers who perceive their workplace as unsupportive are twice as likely as workers with supportive employers to report that their mental health negatively impacts their work productivity
- Workers under 40 are nearly twice as likely as workers over 50 to report their workplace is unsupportive
- Labourers are 60 per cent more likely than office workers and 40 per cent more likely than service industry workers to report their workplace is unsupportive
- Parents are 40 per cent more likely than non-parents to report their workplace is unsupportive
- More than three in five (62 per cent) perceive their workplace as supportive; this group has the highest/best mental health score (64.4), nearly five points higher than the national average (59.6)

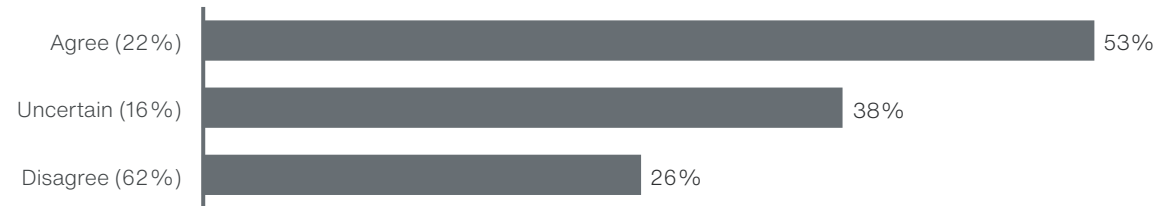
My workplace is generally NOT supportive



MHI score by “My workplace is generally NOT supportive”



Percentage reporting their productivity is negatively impacted by their mental health by “My workplace is generally NOT supportive”

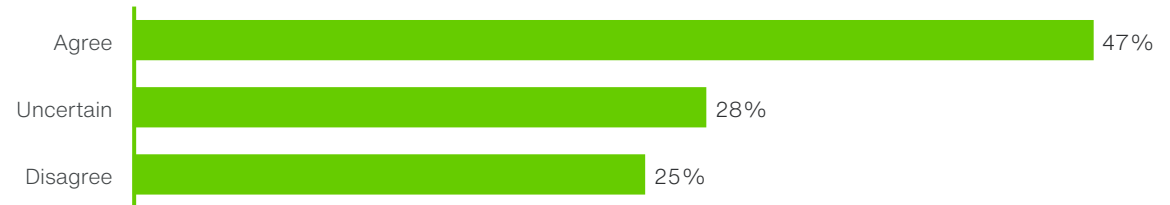


Workers were asked whether rewards and recognition are fair and unbiased in their company.

- Nearly half (47 per cent) perceive rewards and recognition are fair and unbiased in their company; this group has the highest/best mental health score (64.4), nearly five points higher than the national average (59.6)
- One-quarter (25 per cent) do not perceive that rewards and recognition are fair and unbiased in their company; this group has the lowest/worst mental health score (54.4), 10 points lower than workers who perceive rewards and recognition to be fair and unbiased (69.0), and more than five points lower than the national average (59.6)



I believe that rewards and recognition are fair and unbiased in my company



MHI score by “I believe that rewards and recognition are fair and unbiased in my company”

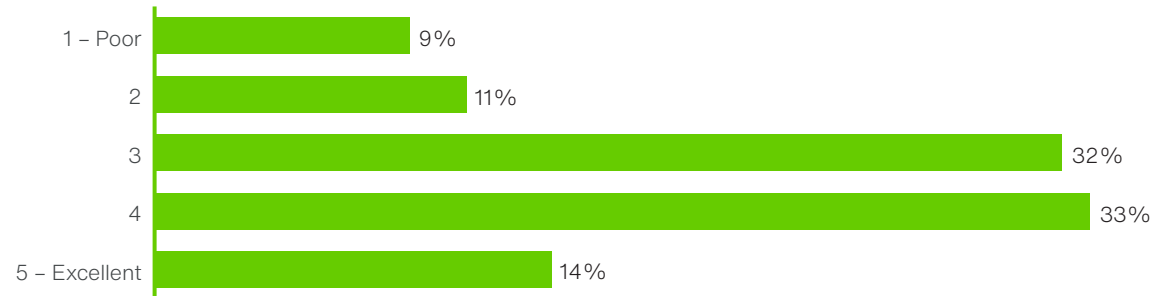


Workers were asked to rate the mental health benefits and services provided by their employer.

- Nearly half (47 per cent) rate the mental health benefits and services provided by their employer as 4 or 5 (excellent); this group has mental health scores at least five points higher than the national average (59.6)
- One in five (20 per cent) rate the mental health benefits and services provided by their employer as 2 or 1 (poor); this group has mental health scores at least 14 points lower than workers rating 4 or 5 (excellent), and at least nine points lower than the national average (59.6)
- Twenty-one per cent of workers do not know whether their employer provides mental health benefits, or report that their employer does not provide mental health benefits; this group was excluded from the mental health analysis



Rating on mental health benefits and services provided by the employer



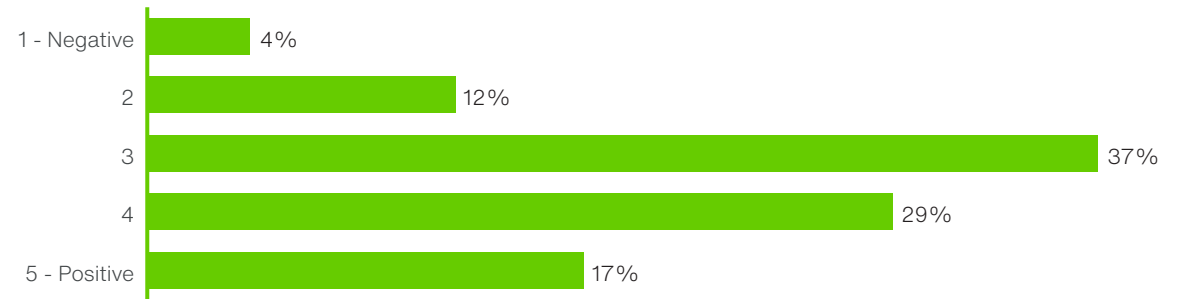
MHI score by “Rating on mental health benefits and services provided by the employer”



Workers were asked to rate their company’s culture around mental health.

- Nearly half (46 per cent) rate their company’s culture around mental health as 4 or 5 (positive); this group has mental health scores at least three points higher than the national average (59.6)
- Nearly one in five (18 per cent) rate their company’s culture around mental health as 2 or 1 (negative); this group has mental health scores at least 12 points lower than workers rating their company’s culture as positive and at least eight points lower than the national average (59.6)

Rating on company’s culture around mental health



MHI score by “Rating on company’s culture around mental health”

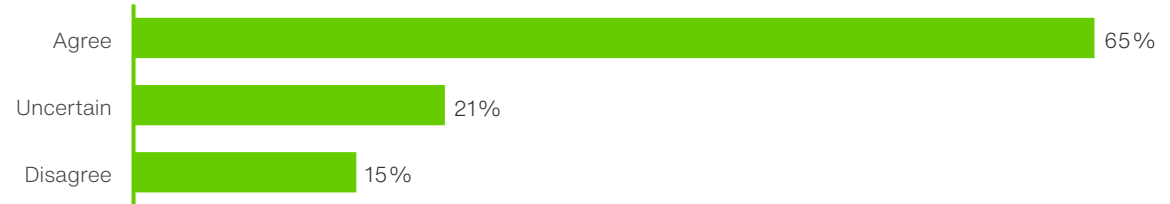


Psychological safety at work.

Workers were asked whether their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation.

- More than one in seven (15 per cent) do not perceive that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation; this group has the lowest/worst mental health score (49.2), more than 14 points lower than workers who agree (63.6), and more than 10 points lower than the national average (59.6)
- Workers reporting their workplace is not committed to ensuring employees can speak up about their concerns are 50 per cent more likely to report their mental health negatively impacts their work productivity than workers reporting their workplace is committed to ensuring employees can speak up about their concerns
- Nearly two-thirds (65 per cent) perceive that their workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation; this group has the highest/best mental health score (63.6), four points higher than the national average (59.6)

My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation



MHI score by “My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation”



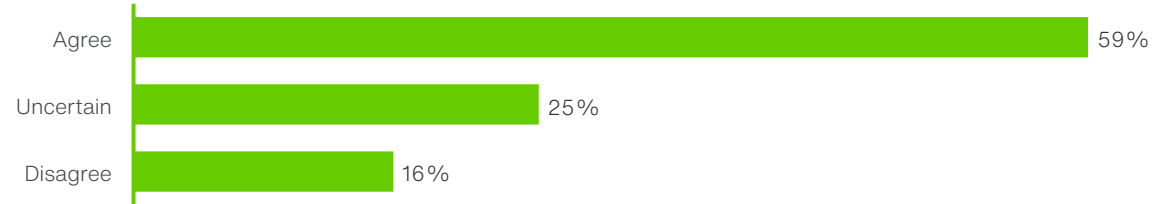
Percentage reporting their productivity is negatively impacted by their mental health by “My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation”



Workers were asked whether harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace.

- One in six (16 per cent) do not perceive that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace; this group has the lowest/worst mental health score (51.0), nearly 13 points lower than workers reporting quick and fair resolution (63.7), and more than eight points lower than the national average (59.6)
- Workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are 50 per cent more likely to report their mental health negatively impacts their work productivity than workers reporting quick and fair resolution
- Three in five (59 per cent) report that harassment, bullying, unhealthy conflict, and other harmful behaviours are quickly and fairly resolved in their workplace; this group has the highest/best mental health score (63.7), four points higher than the national average (59.6)

In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved



MHI score by “In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved”



Percentage reporting their productivity is negatively impacted by their mental health by “In my workplace, harassment, bullying, unhealthy conflict and other harmful behaviours are quickly and fairly resolved”



Control and demand at work.

Workers were asked whether they are satisfied with the amount of control they have over their work.

- Nearly one in six (15 per cent) are dissatisfied with the amount of control they have over their work; this group has the lowest/worst mental health score (48.0), 16 points lower than workers who are satisfied (64.1), and more than 11 points lower than the national average (59.6)
- Seven in ten (70 per cent) are satisfied with the amount of control they have over their work; this group has the highest/best mental health score (64.1), more than four points higher than the national average (59.6)



I am satisfied with the amount of control that I have over my work



MHI score by “I am satisfied with the amount of control that I have over my work”

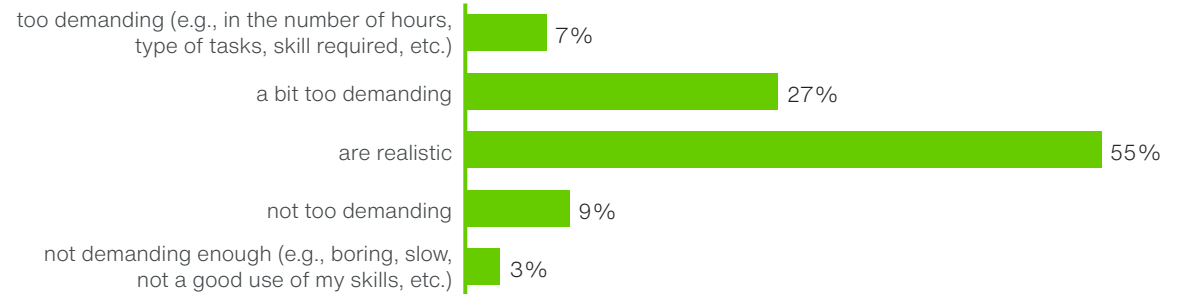


Workers were asked about the expectations of their job.

- More than half (55 per cent) perceive that the expectations of their job are realistic; this group has a mental health score (63.8) more than four points higher than the national average (59.6)
- More than one-third (34 per cent) perceive that the expectations of their job are either a bit too demanding or too demanding; this group has mental health scores at least eight points lower than workers who perceive the expectations are realistic and at least four points lower than the national average (59.6)
- Seventy-seven per cent of workers reporting their jobs are too demanding also report their mental health is negatively impacting their productivity



I believe the expectations of my job are:



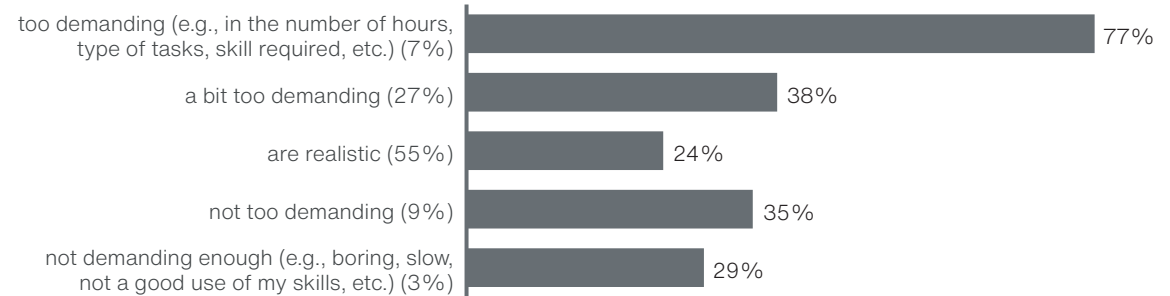
MHI score by “Job expectations”



- Work productivity is impacted less as job expectations move from too demanding to realistic, but the impact on work productivity increases among workers who do not find their job demanding enough (55 per cent)
- Non-managers are 60 per cent more likely than managers to report the expectations of their job are not too demanding
- Managers are 50 per cent more likely than non-managers to report the expectations of their job are too demanding



Percentage reporting their productivity is impacted by their mental health by “Job expectations”

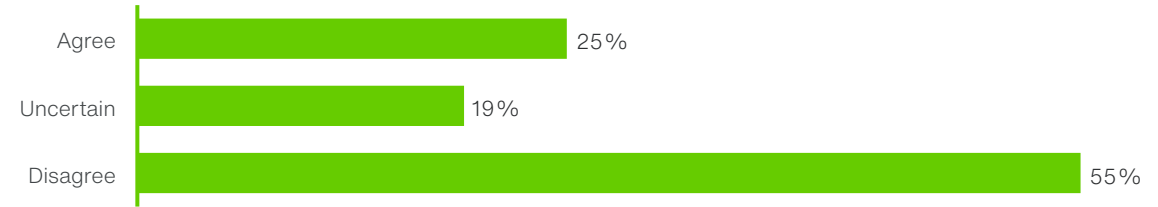


Relationships

Workers were asked whether they lack workplace relationships with people they trust.

- One-quarter (25 per cent) lack workplace relationships with people they trust; this group has the lowest/worst mental health score (50.6), nearly 16 points lower than workers with colleagues they trust (66.4) and nine points lower than the national average (59.6)
- Respondents lacking trusted workplace relationships are two and half times more likely to report feeling isolated than those with trusted workplace relationships
- Workers under 40 are more than 50 per cent as likely as workers over 50 to lack trusted workplace relationships
- More than half (55 per cent) have trusted workplace relationships; this group has the highest/best mental health score (66.4), nearly seven points higher than the national average (59.6)

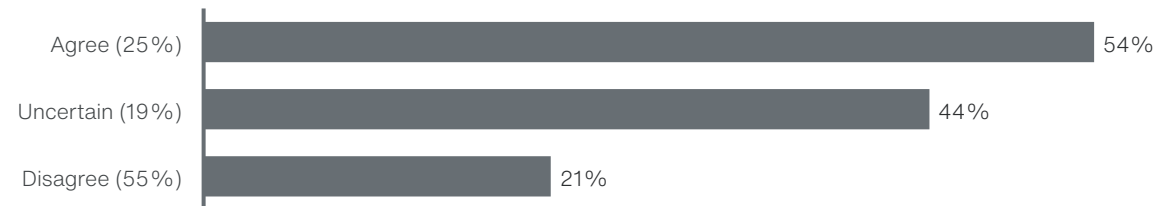
I lack workplace relationships with people I trust



MHI score by “I lack workplace relationships with people I trust”



Percentage reporting they feel isolated by “I lack workplace relationships with people I trust”

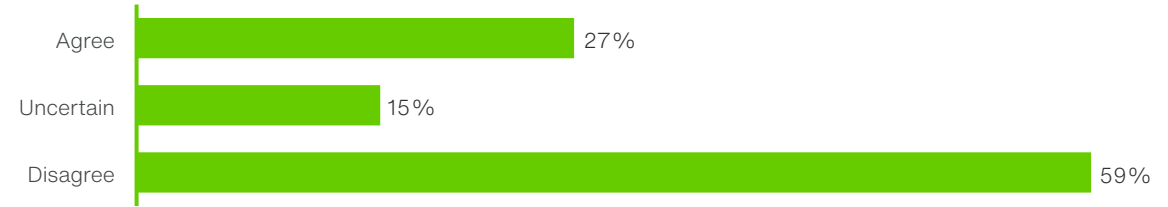


Workers were asked whether they lack personal relationships with people they trust.

- More than one-quarter (27 per cent) lack personal relationships with people they trust; this group has the lowest/worst mental health score (45.9), 22 points lower than workers with trusted personal relationships (67.8), and nearly 14 points lower than the national average (59.6)
- Respondents lacking trusted personal relationships are more than four times as likely to report feeling isolated than workers with trusted personal relationships
- Workers under 40 are twice as likely as workers over 50 to lack trusted personal relationships
- Nearly three in five (59 per cent) have trusted personal relationships; this group has the highest/best mental health score (67.8), more than eight points higher than the national average (59.6)



I lack personal relationships with people I trust



MHI score by “I lack personal relationships with people I trust”



Percentage reporting they feel isolated by “I lack personal relationships with people I trust”

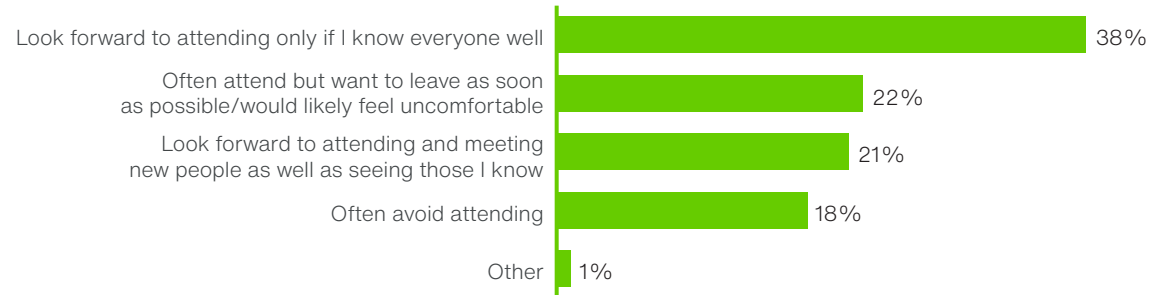


Social Engagement

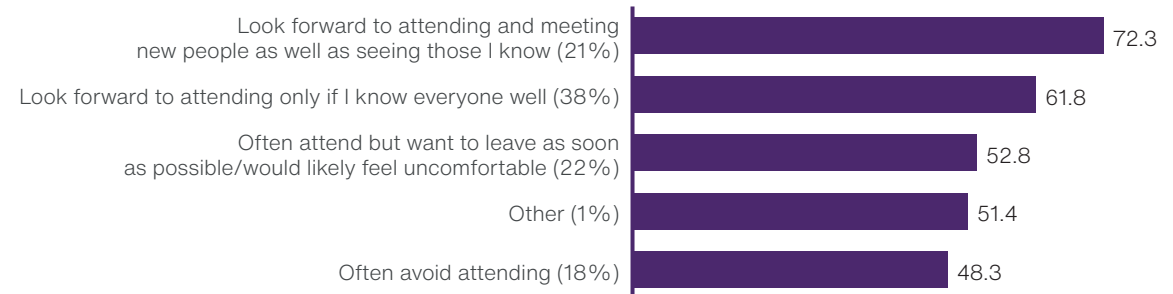
Workers were asked how they would respond to a social engagement.

- About two in five (38 per cent) look forward to attending social events only if they know everyone well; this group has a mental health score (61.8) modestly higher than the national average (59.6)
- More than one in five (22 per cent) look forward to attending and meeting new people as well as seeing those they already know; this group has the highest/best mental health score (72.3), nearly 13 points higher than the national average (59.6)
- Nearly one in five (18 per cent) often avoid attending social events; this group has the lowest/worst mental health score (48.3), more than 11 points lower than the national average (59.6)
- Workers under 40 are 50 per cent more likely than workers over 50 to attend social events but leave as soon as possible/likely feel uncomfortable
- Workers over 50 are twice as likely as workers under 40 to look forward to attending social events, meeting new people, and seeing those they already know

Social engagement



MHI score by “Social engagement”

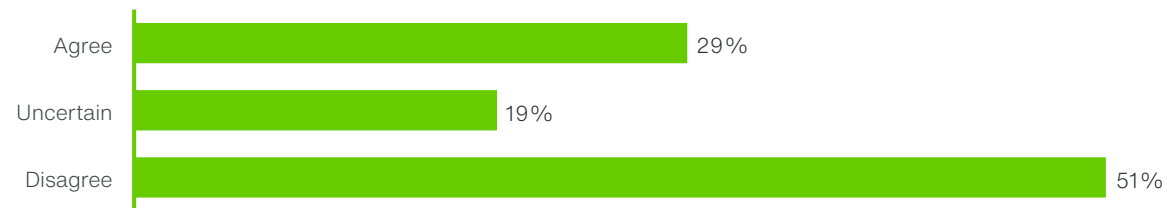


Trust

Workers were asked whether they trust anyone enough to be their true self with.

- Nearly one-third (29 per cent) do not trust anyone enough to be their true selves with; this group has the lowest/worst mental health score (46.7), nearly 22 points lower than workers with someone they can be their true selves with (68.3), and 13 points lower than the national average (59.6)
- Workers without someone they can be their true selves with are more than three and half times as likely to report feeling isolated (62 per cent) than workers having someone they can be their true selves with (17 per cent)
- Workers under 40 are nearly twice as likely as workers over 50 to not have anyone they trust enough to be their true self with
- Parents are 60 per cent more likely than non-parents to report not having anyone they trust enough to be their true self with
- More than half (51 per cent) have someone they trust enough to be their true self with; this group has the highest/best mental health score (68.3), nearly nine points higher than the national average (59.6)

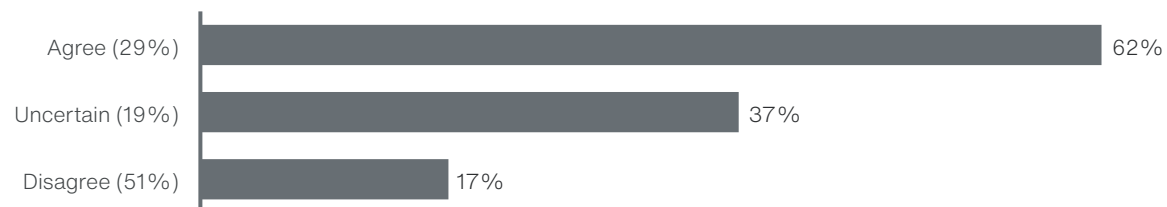
I do not trust anyone enough to be my true self with



MHI score by “I do not trust anyone enough to be my true self with”



Percentage reporting they feel isolated by “I do not trust anyone enough to be my true self with”



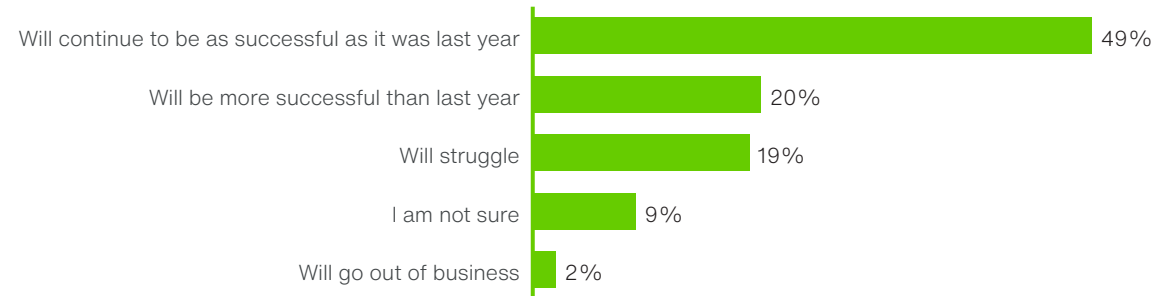
Business performance

Workers were asked how they perceive their organisation will perform through 2024.

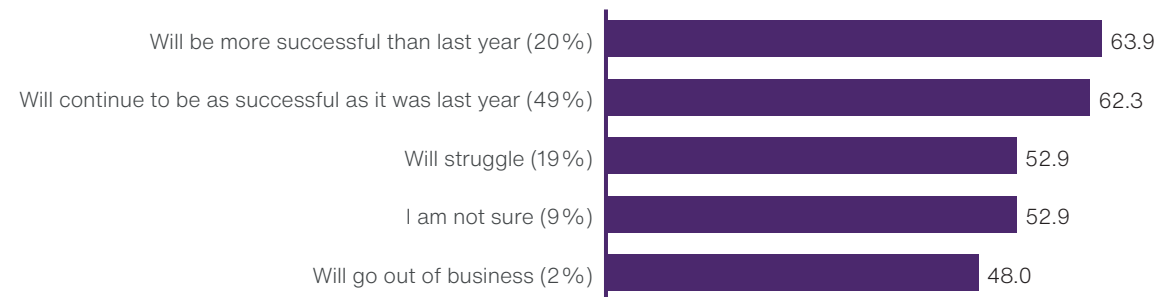
- Nearly half (49 per cent) perceive their organisation will continue to be as successful as it was last year. The mental health of this group (62.3) is nearly three points higher than the national average (59.6)
- One in five (20 per cent) perceive their organisation will be more successful than it was last year; this group has the highest/best mental health score (63.9), more than four points higher than the national average (59.6)
- The lowest/worst mental health (48.0), more than 14 points lower than workers who perceive their organisation will be successful (62.3) and nearly 12 points lower than the national average (59.6), is among two per cent who perceive their organisation will struggle through 2024
- Managers are 60 per cent more likely than non-managers to perceive their organisation will be more successful than it was last year



Perception of business performance in 2024



MHI score by “Perception of business performance in 2024”



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 New Zealand 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 New Zealand. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between January 13 and January 26, 2024.

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.

Contact MHI@telushealth.com





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