



TELUS Mental Health Index.

Pan-Europe | April 2024

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What you need to know for April 2024.

Anxiety and isolation have been the lowest mental health sub-scores in Europe for two years.

- At 62.0, the mental health of workers in Europe is unchanged from January 2024
- With a score of 57.2, Poland has the lowest mental health score; the Netherlands continues to have the highest mental health score (68.9) despite a 1.1-point decline from January 2024
- Mental health scores improved in France and Germany whereas scores in Italy, Netherlands, Poland and Spain have declined compared to January 2024
- 36 per cent of workers in Europe have a high mental health risk, 44 per cent have a moderate mental health risk, and 20 per cent have a low mental health risk
- The greatest proportion of workers with a high mental health risk are in Poland (44 per cent) and Italy (44 per cent); the Netherlands has the lowest proportion of workers with a high mental health risk (22 per cent)
- All mental health sub-scores, apart from general psychological health, have improved, or are unchanged, from January 2024
- 30 per cent of workers report that their mental health is negatively impacting their work productivity
- The mental health score of managers has declined whereas the mental health score of non-managers has improved modestly from January 2024; however, managers continue to have a better mental health score than non-managers
- Service industry workers have a lower mental health score than labourers and office workers



One-third of workers are finding it difficult to be motivated to do their work.

- 32 per cent of workers who find it more difficult to be motivated at work have a mental health score more than 26 points lower than workers not reporting difficulty with motivation and more than 15 points lower than the national average
- Workers under 40 are 60 per cent more likely than workers over 50 to find it increasingly difficult to be motivated to do their work
- Personal issues are the leading cause of lack of motivation at work (reported by 26 per cent of workers)
- 23 per cent don't feel valued at work, 14 per cent report that there is too much confusion at work, 13 per cent report that there is too much change at work, and nine per cent find their work boring
- Managers and workers under 40 are more likely to find it difficult to be motivated to do their work because of conflict with colleagues

Younger workers are more likely to feel burnt out.

- 50 per cent of workers who feel somewhat burnt out have a mental health score more than 20 points lower than workers not feeling burnt out and more than six points lower than the national average
- 10 per cent of workers who feel extremely burnt out have a mental health score 39 points lower than workers not feeling burnt out and nearly 25 points lower than the national average
- 45 per cent of workers feel mentally and/or physically exhausted at the end of their workday; the mental health score of this group is more than 25 points lower than workers not reporting exhaustion and nearly 12 points lower than the national average
- Too much work is the leading cause of burnout (reported by 25 per cent of workers)
- 19 per cent of workers report having too many personal demands, 16 per cent feel a lack of recognition for the work that they do, and nine per cent report having too much change at work



One-third of workers are unsure, or would not know where to go for professional help with a mental health issue.

- Workers not knowing where to go for professional help with a mental health issue are more likely to report feeling burnt out
- 59 per cent of workers report that their employer does not offer an Employee Assistance Program, a further 27 per cent are unsure
- Workers with access to an Employee Assistance Program through their employer have better mental health than workers without access
- 30 per cent last heard about their EAP from their company's intranet/website, 14 per cent last heard about their EAP from a poster at their workplace, 12 per cent last heard about their EAP during benefits enrollment, and 12 per cent heard about their EAP from an email message



Six in ten workers are not concerned about their company's use of Artificial Intelligence.

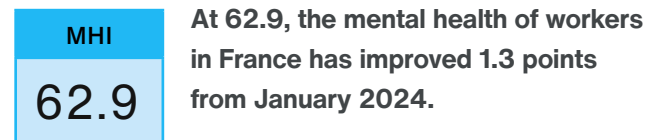
- The mental health score of 59 per cent of workers who are not concerned about their company's use of AI is at least 11 points higher than workers with concerns and more than five points higher than the national average
- 30 per cent of workers are worried that their jobs will change and 11 per cent are worried that their jobs will be eliminated
- Workers under 40 are 80 per cent more likely than workers over 50 to be worried that their jobs will be eliminated and this same group is equally as likely to have used AI tools to do some part of their work
- Managers are nearly two and a half times more likely than non-managers to have used AI tools to do some part of their work
- Workers most commonly reporting using AI are in Electricity, Gas, Steam and Air Conditioning Supply, Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use, Education, Real Estate Activities, and Professional, Scientific and Technical Activities

Half of workers believe that AI will have a positive impact on healthcare.

- 50 per cent believe that AI will have a positive impact on healthcare
- 37 per cent believe that AI will have a positive impact on the industry they work in; 24 per cent believe that the impact will be negative
- Professional, Scientific and Technical Activities, Real Estate Activities, and Financial and Insurance Activities workers are most likely to report a positive impact
- Workers in Accommodation and Food Service Activities, Wholesale and Retail Trade, and Electricity, Gas, Steam and Air Conditioning Supply are least likely to report a positive impact
- 26 per cent of workers are considering upgrading their skills related to the use of AI
- Managers and younger workers are more likely to be considering upgrading their skills related to the use of AI

Country spotlights

France



- **34% of workers have a high mental health risk**
- 40% are feeling anxious
- 34% say their mental health is negatively impacting work productivity
- 30% are feeling isolated
- 29% do not have emergency savings to cover basic needs
- 22% are feeling depressed
- 16% are not feeling optimistic about their future

67% report feeling burnt out

46% report feeling mentally and/or physically exhausted at the end of their workday

39% are finding it increasingly difficult to be motivated to do their work

67% report that their employer does not offer an EAP

15% would not know where to go for professional help if they had a mental health issue

38% believe that people will have more stress because of the increased use of AI in the workplace

12% are worried that their jobs will be eliminated if their company uses Artificial Intelligence (AI)

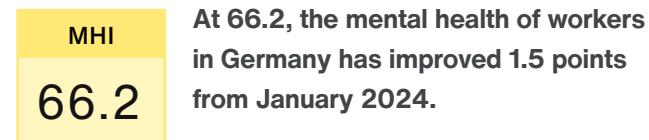
24% have used AI tools to do some part of their work

24% are considering upgrading their skills related to the use of AI

29% believe that AI will have a negative impact on the industry they work in

47% believe that AI will have a positive impact on healthcare

Germany



- **32% of workers have a high mental health risk**
- 31% do not have emergency savings to cover basic needs
- 30% are feeling anxious
- 28% say their mental health is negatively impacting work productivity
- 25% are feeling isolated
- 20% are feeling depressed
- 18% are not feeling optimistic about their future

54% report feeling burnt out

38% report feeling mentally and/or physically exhausted at the end of their workday

26% are finding it increasingly difficult to be motivated to do their work

61% report that their employer does not offer an EAP

13% would not know where to go for professional help if they had a mental health issue

31% believe that people will have more stress because of the increased use of AI in the workplace

7% are worried that their jobs will be eliminated if their company uses Artificial Intelligence (AI)

27% have used AI tools to do some part of their work

25% are considering upgrading their skills related to the use of AI

20% believe that AI will have a negative impact on the industry they work in

51% believe that AI will have a positive impact on healthcare

Country spotlights (continued)

Italy



At 57.8, the mental health of workers in Italy has declined nearly one point (-0.8 points) from January 2024.

- **44% of workers have a high mental health risk**
- 47% are feeling anxious
- 39% are feeling depressed
- 36% are feeling isolated
- 28% say their mental health is negatively impacting work productivity
- 27% are not feeling optimistic about their future
- 26% do not have emergency savings to cover basic needs

59% report feeling burnt out

61% report feeling mentally and/or physically exhausted at the end of their workday

31% are finding it increasingly difficult to be motivated to do their work

67% report that their employer does not offer an EAP

10% would not know where to go for professional help if they had a mental health issue

32% believe that people will have more stress because of the increased use of AI in the workplace

8% are worried that their jobs will be eliminated if their company uses Artificial Intelligence (AI)

24% have used AI tools to do some part of their work

24% are considering upgrading their skills related to the use of AI

27% believe that AI will have a negative impact on the industry they work in

52% believe that AI will have a positive impact on healthcare

Netherlands



At 68.9, the mental health of workers in the Netherlands has declined 1.1 points from January 2024, yet it remains the most favourable mental health score compared to other countries in this report.

- **22% of workers have a high mental health risk**
- 29% are feeling anxious
- 25% say their mental health is negatively impacting work productivity
- 22% do not have emergency savings to cover basic needs
- 20% are feeling isolated
- 16% are feeling depressed
- 9% are not feeling optimistic about their future

44% report feeling burnt out

34% report feeling mentally and/or physically exhausted at the end of their workday

23% are finding it increasingly difficult to be motivated to do their work

45% report that their employer does not offer an EAP

11% would not know where to go for professional help if they had a mental health issue

23% believe that people will have more stress because of the increased use of AI in the workplace

5% are worried that their jobs will be eliminated if their company uses Artificial Intelligence (AI)

19% have used AI tools to do some part of their work

20% are considering upgrading their skills related to the use of AI

19% believe that AI will have a negative impact on the industry they work in

44% believe that AI will have a positive impact on healthcare

Country spotlights (continued)

Poland



At 57.2, the mental health of workers in Poland has declined modestly (-0.5 points) from January 2024 and continues to be the most strained compared to other countries in this report.

- 44% of workers have a high mental health risk
- 47% are feeling anxious
- 44% do not have emergency savings to cover basic needs
- 38% are feeling depressed
- 34% are feeling isolated
- 32% say their mental health is negatively impacting work productivity
- 22% are not feeling optimistic about their future

65% report feeling burnt out

49% report feeling mentally and/or physically exhausted at the end of their workday

38% are finding it increasingly difficult to be motivated to do their work

60% report that their employer does not offer an EAP

6% would not know where to go for professional help if they had a mental health issue

35% believe that people will have more stress because of the increased use of AI in the workplace

14% are worried that their jobs will be eliminated if their company uses Artificial Intelligence (AI)

30% have used AI tools to do some part of their work

30% are considering upgrading their skills related to the use of AI

23% believe that AI will have a negative impact on the industry they work in

50% believe that AI will have a positive impact on healthcare

Spain



At 58.8, the mental health of workers in Spain has declined modestly (-0.3 points) from January 2024.

- 41% of workers have a high mental health risk
- 48% are feeling anxious
- 46% are feeling depressed
- 31% are feeling isolated
- 30% say their mental health is negatively impacting work productivity
- 27% do not have emergency savings to cover basic needs
- 14% are not feeling optimistic about their future

73% report feeling burnt out

44% report feeling mentally and/or physically exhausted at the end of their workday

38% are finding it increasingly difficult to be motivated to do their work

56% report that their employer does not offer an EAP

6% would not know where to go for professional help if they had a mental health issue

32% believe that people will have more stress because of the increased use of AI in the workplace

18% are worried that their jobs will be eliminated if their company uses Artificial Intelligence (AI)

29% have used AI tools to do some part of their work

31% are considering upgrading their skills related to the use of AI

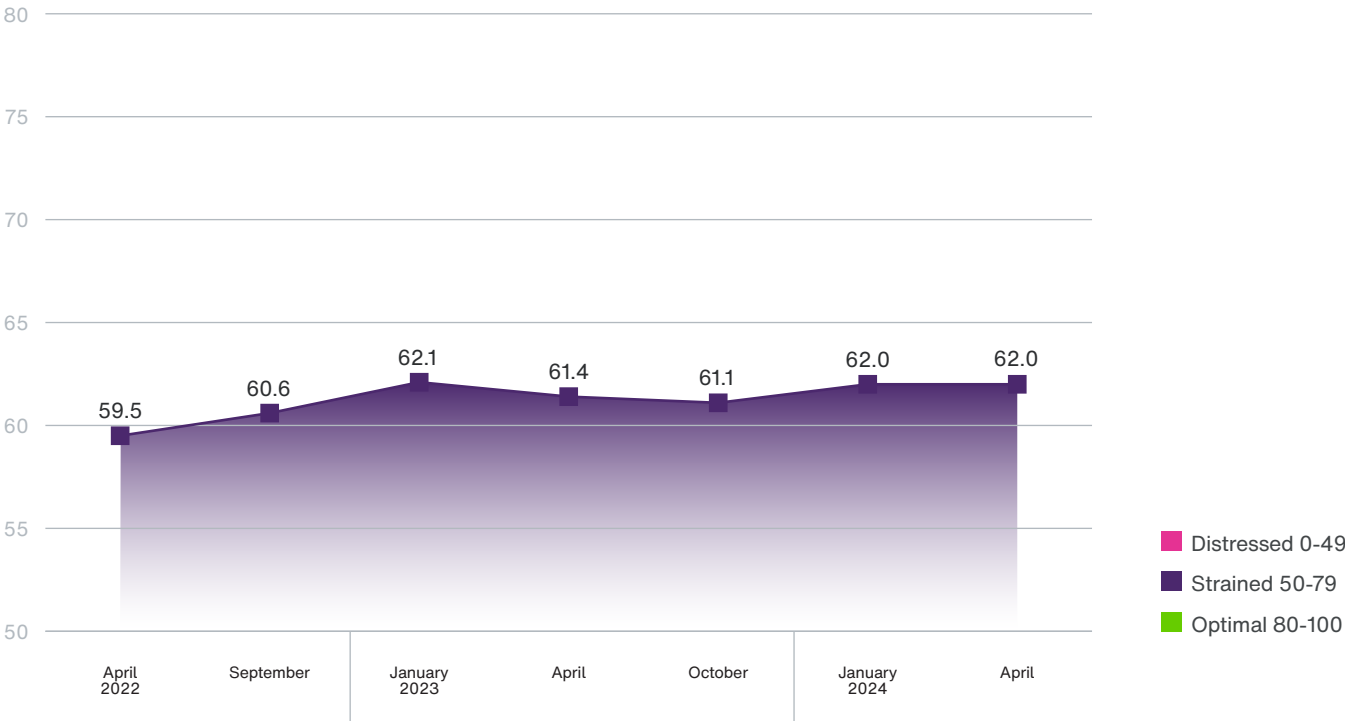
27% believe that AI will have a negative impact on the industry they work in

55% believe that AI will have a positive impact on healthcare

The Mental Health Index.

The overall Mental Health Index (MHI) for April 2024 is 62.0.
The mental health of workers in Europe is unchanged from the prior period.

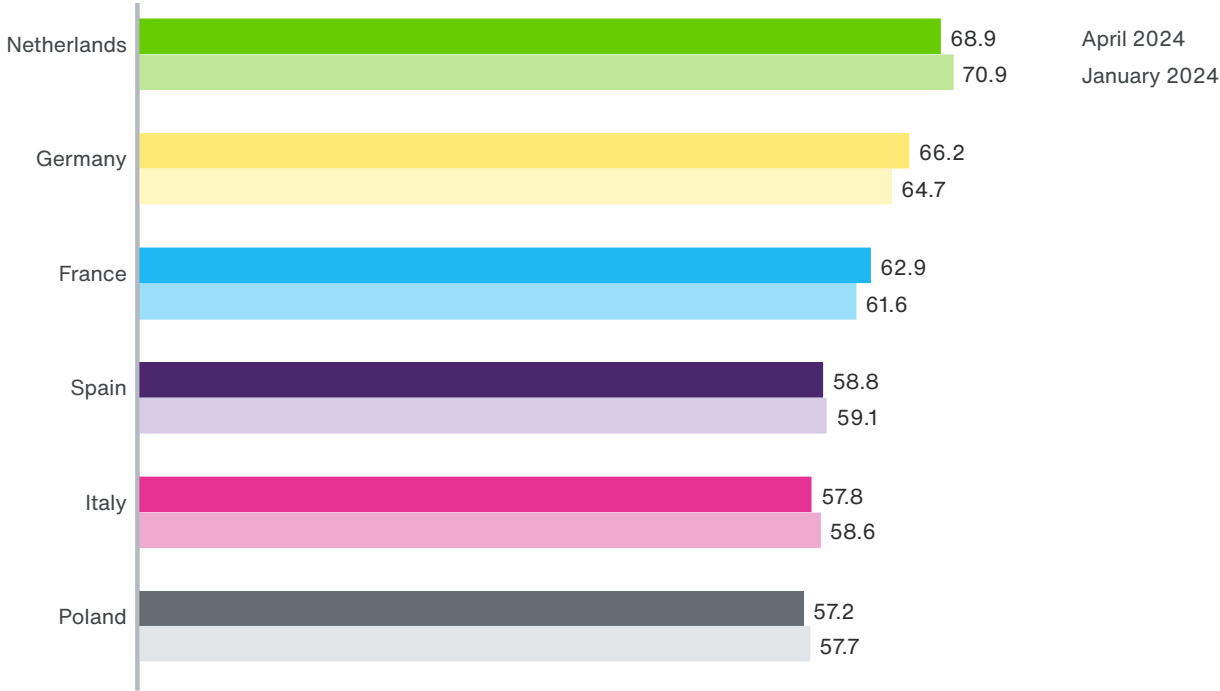
MHI Current Month April 2024	January 2024
62.0	62.0



The Mental Health Index by country.

The lowest mental health score is in Poland (57.2), followed by Italy (57.8), Spain (58.8), France (62.9), and Germany (66.2). The Netherlands continues to have the highest mental health score (68.9) despite a 1.1-point decline from January 2024.

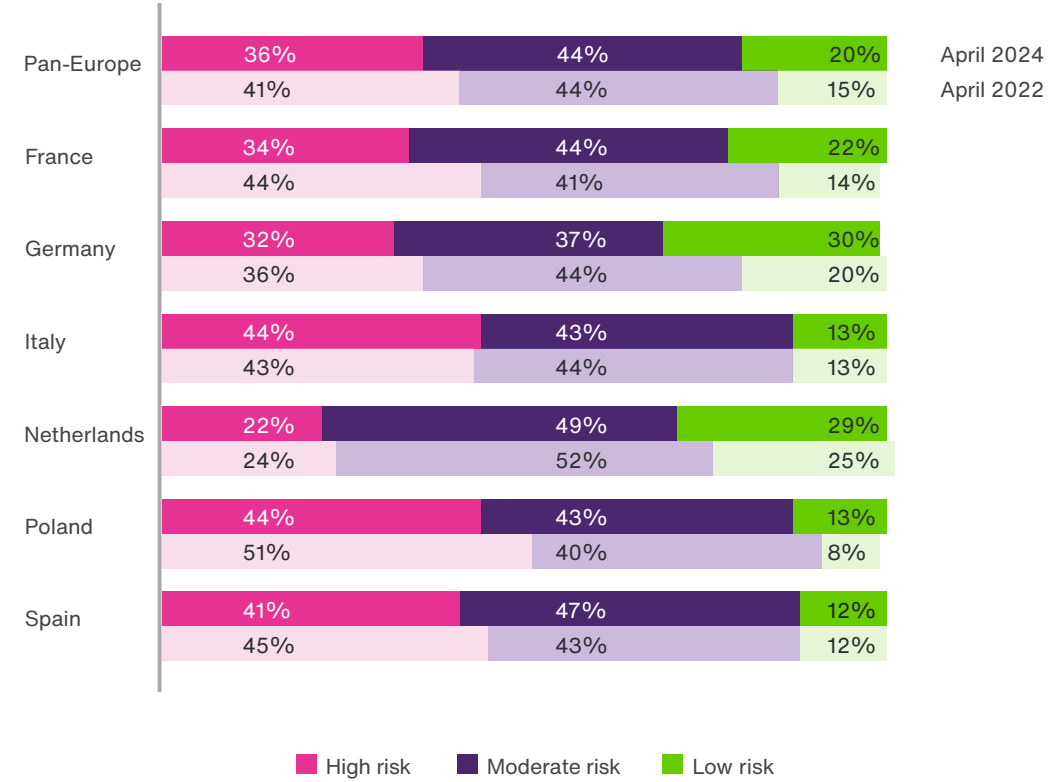
Mental health scores have improved in Germany and France whereas mental health scores have declined in Poland, Italy, Spain, and the Netherlands.



Mental health risk.

In April 2024, 36 per cent of workers in Europe have a high mental health risk, 44 per cent have a moderate mental health risk, and 20 per cent have a low mental health risk. The greatest proportion workers with a high mental health risk are in Poland (44 per cent) and Italy (44 per cent), followed by Spain (41 per cent). The Netherlands has the lowest proportion (22 per cent) of workers with high mental health risk.

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 in Europe is the risk measure of anxiety (51.8). Depression (58.3), isolation (60.1), work productivity (62.0), optimism (63.3), and financial risk (67.9) follow. General psychological health (72.0) continues to be the most favourable mental health measure in April 2024.

- Anxiety and depression have been the lowest mental health sub-scores since the launch of the MHI in April 2022
- Apart from general psychological health, all mental health sub-scores have improved, or are unchanged, from the prior period
- With a 1.2-point increase, the work productivity sub-score has had the most significant improvement from January 2024

Mental Health Index Sub-scores	April 2024	January 2024
Anxiety	51.8	51.7
Depression	58.3	58.3
Isolation	60.1	59.7
Work productivity	62.0	60.8
Optimism	63.3	63.0
Financial risk	67.9	67.5
Psychological health	72.0	73.0

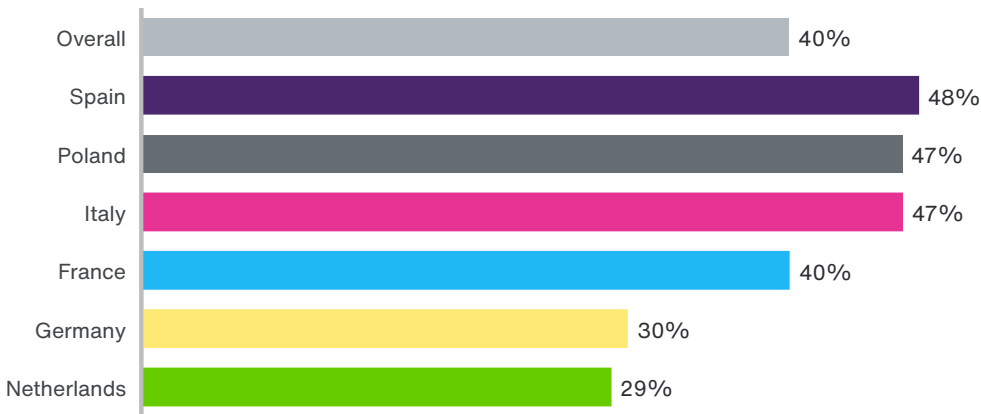


Anxiety

Workers were asked whether they often feel unsettled and nervous.

Overall, two in five (40 per cent) often feel unsettled and nervous. Nearly half of workers in Spain (48 per cent) feel anxious; 47 per cent in Poland, 47 per cent in Italy, 40 per cent in France, 30 per cent in Germany, and 29 per cent in the Netherlands feel anxious.

Percentage of workers feeling anxious by country

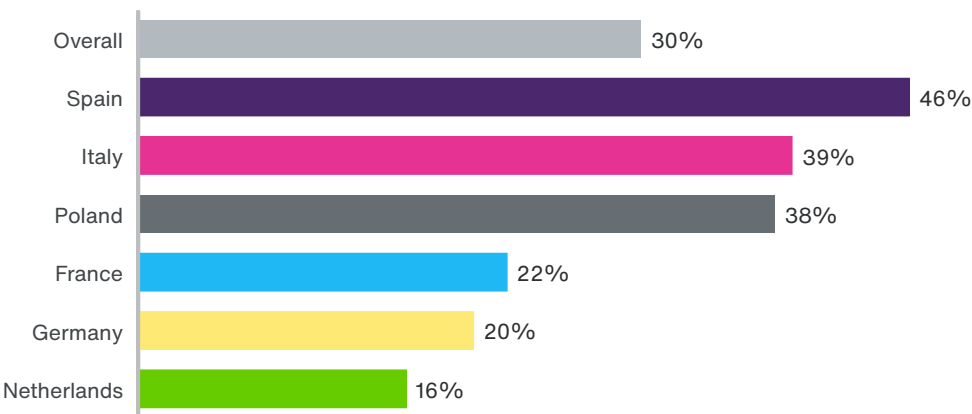


Depression

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

Overall, nearly one-third (30 per cent) often feel a sense of helplessness. Nearly half of workers in Spain (46 per cent) feel depressed; 39 per cent in Italy, 38 per cent in Poland, 22 per cent in France, 20 per cent in Germany, and 16 per cent in the Netherlands feel depressed.

Percentage of workers feeling symptoms of depression by country

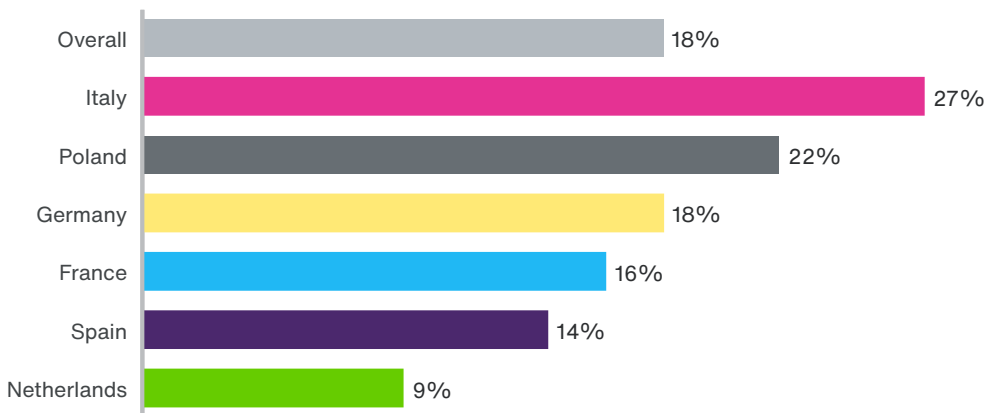


Optimism

Workers were asked whether they feel optimistic about their future.

Overall, nearly one in five (18 per cent) do not feel optimistic about their future. More than one-quarter (27 per cent) in Italy, 22 per cent in Poland, 18 per cent in Germany, 16 per cent in France, 14 per cent in Spain, and nine per cent in the Netherlands are not feeling optimistic about their future.

Percentage of workers not feeling optimistic about the future by country

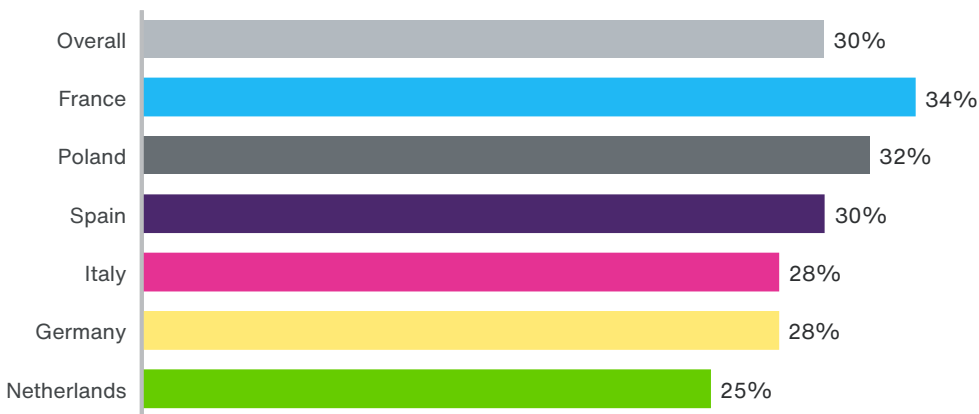


Work productivity

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

Overall, nearly one-third (30 per cent) report that their mental health is negatively impacting their work productivity. The greatest impact of mental health on work productivity is in France where more than one-third (34 per cent) indicate their mental health is negatively impacting work productivity; 32 per cent in Poland, 30 per cent in Spain, 28 per cent in Italy, 28 per cent in Germany, and 25 per cent in the Netherlands report that their mental health is negatively impacting work productivity.

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

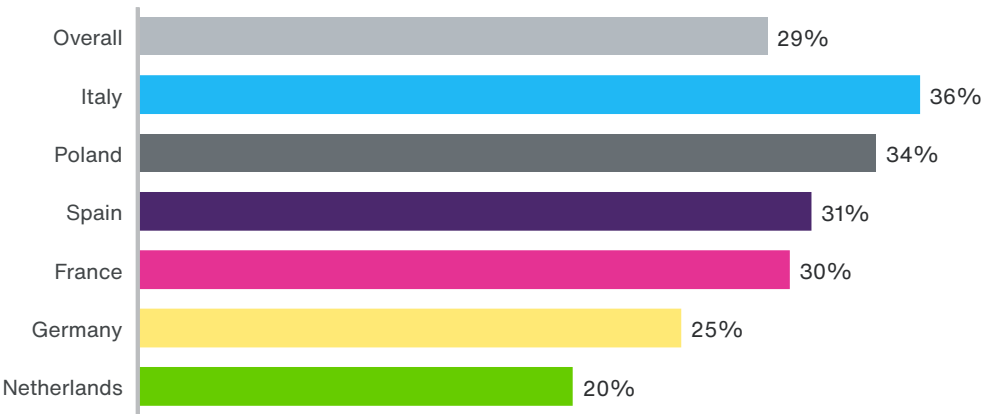


Isolation

Workers were asked whether they often feel alone.

Overall, more than one-quarter (29 per cent) often feel alone. Isolation is most notable in Italy, where nearly two in five (36 per cent) often feel alone. In Poland, 34 per cent often feel alone; 31 per cent in Spain, 30 per cent in France, 25 per cent in Germany, and 20 per cent in the Netherlands often feel alone.

Percentage of people feeling isolated by country

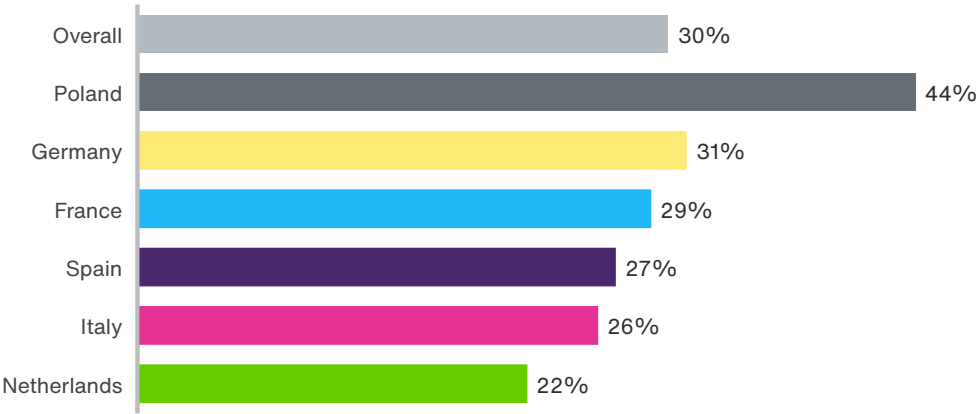


Financial risk

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

Overall, nearly one-third (30 per cent) do not have emergency savings. More than two in five (44 per cent) of workers in Poland do not have emergency savings; 31 per cent in Germany, 29 per cent in France, 27 per cent in Spain, 26 per cent in Italy, and 22 per cent in the Netherlands do not have emergency savings.

Percentage without emergency savings by country

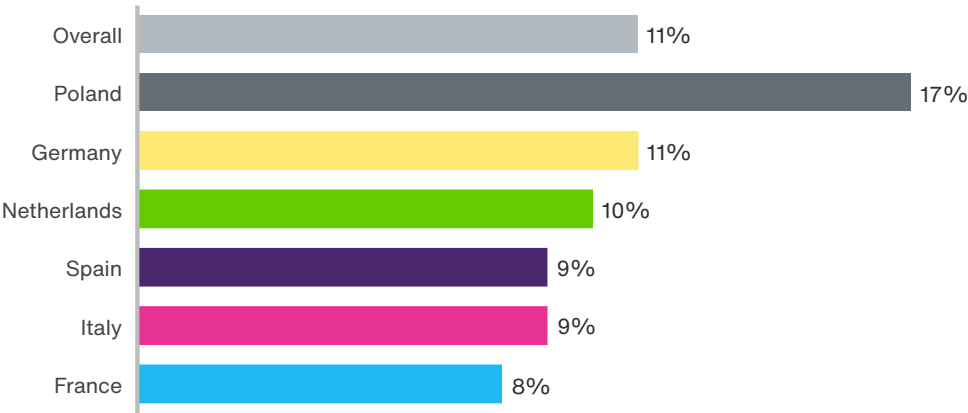


General psychological health.

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 (17 per cent), followed by Germany (11 per cent), the Netherlands (10 per cent), Spain (nine per cent), Italy (nine per cent), and France (eight per cent).

Percentage of people reporting poor general psychological health by country



Mental health by gender and age.

- Since the launch of the MHI, women have a significantly lower mental health score than men. In April 2024, the mental health score of women is 59.3 compared to 64.3 for men
- Since April 2022, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of the MHI in April 2022. Two years later, this pattern continues with a lower score for workers with at least one child (60.1) than workers without children (63.7)

Mental health by employment status.

- Overall, two per cent of respondents are unemployed¹ and five percent report reduced hours or reduced salary
- Workers reporting reduced salary when compared to the prior month have the lowest mental health score (45.2), followed by workers reporting fewer hours than the prior month (51.2), workers with no change to salary or hours (62.6), and respondents not currently employed (65.2)
- Service industry workers have a lower mental health score (61.0) than labourers (61.5), and office workers (62.5)
- Managers have a higher mental health score (62.6) than non-managers (61.5)
- Respondents working for companies with 5,001-10,000 employees have the highest mental health score (66.6)
- Self-employed/sole proprietors have the lowest mental health score (59.1)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (41.1) than the overall group (62.0). Workers with emergency savings have a mental health score of 70.6

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

Employment status	Apr. 2024	Jan. 2024
Employed (no change in hours/salary)	62.6	62.6
Employed (fewer hours compared to last month)	51.2	51.4
Employed (reduced salary compared to last month)	45.2	52.3
Not currently employed	65.2	60.6
Age group	Apr. 2024	Jan. 2024
Age 20-29	52.3	57.1
Age 30-39	56.8	58.0
Age 40-49	60.7	60.6
Age 50-59	65.3	64.6
Age 60-69	71.6	70.0
Number of children	Apr. 2024	Jan. 2024
No children in household	63.7	63.3
1 child	59.7	59.4
2 children	61.0	62.3
3 children or more	58.3	61.3

Country	Apr. 2024	Jan. 2024
France	62.9	61.6
Germany	66.2	64.7
Italy	57.8	58.6
Netherlands	68.9	70.0
Poland	57.2	57.7
Spain	58.8	59.1
Gender	Apr. 2024	Jan. 2024
Men	64.3	64.3
Women	59.3	59.1
Household Income/annum Europe excluding Poland	Apr. 2024	Jan. 2024
<€10K	54.7	46.4
€10K to <€20K	52.5	53.9
€20k to <€30K	58.0	55.3
€30K to €50K	61.1	63.0
€50K to €70K	66.5	66.4
€70K to €100K	69.7	69.0
€100K and over	73.2	72.8

Household Income – Poland	Apr. 2024	Jan. 2024
<15K pln	55.0	46.7
15K pln to <30K pln	49.6	57.0
30k to <60K pln	48.6	50.7
60k to <100K pln	57.7	58.2
100K pln and over	61.7	61.7
Employer size	Apr. 2024	Jan. 2024
Self-employed/sole proprietor	59.1	59.3
2-50 employees	60.5	60.5
51-100 employees	59.7	60.0
101-500 employees	62.8	62.5
501-1,000 employees	62.7	63.2
1,001-5,000 employees	63.8	64.2
5,001-10,000 employees	66.6	65.0
More than 10,000 employees	64.6	63.9
Manager	Apr. 2024	Oct. 2023
Manager	62.6	62.9
Non-manager	61.5	61.1
Work environment	Apr. 2024	Jan. 2024
Labour	61.5	60.7
Office/desk	62.5	62.7
Service	61.0	61.4

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 Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use have the lowest mental health score (54.2), followed by workers in Accommodation and Food Service Activities (57.7), and Wholesale and Retail Trade (58.4).

Workers in Transportation and Storage (65.2), Manufacturing (63.8), and Public Administration and Defence (63.7) have the highest mental health scores this period.



Industry	April 2024	January 2024	Change
Transportation and Storage	65.2	60.9	4.3
Accommodation and Food Service Activities	57.7	55.0	2.7
Education	63.6	62.5	1.1
Agriculture, Forestry and Fishing	62.7	62.5	0.2
Public Administration and Defence	63.7	63.8	-0.1
Professional, Scientific and Technical Activities	62.2	62.3	-0.1
Other Service Activities	59.2	59.7	-0.4
Wholesale and Retail Trade	58.4	59.1	-0.7
Construction	62.0	62.8	-0.7
Real Estate Activities	62.5	63.4	-0.9
Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use	54.2	55.2	-1.0
Manufacturing	63.8	65.2	-1.3
Human Health and Social Work Activities	62.9	64.4	-1.5
Arts, Entertainment and Recreation	59.0	60.6	-1.6
Financial and Insurance Activities	62.9	64.8	-1.9
Electricity, Gas, Steam and Air Conditioning Supply	59.5	62.6	-3.1
Administrative and Support Service Activities	58.8	63.1	-4.3

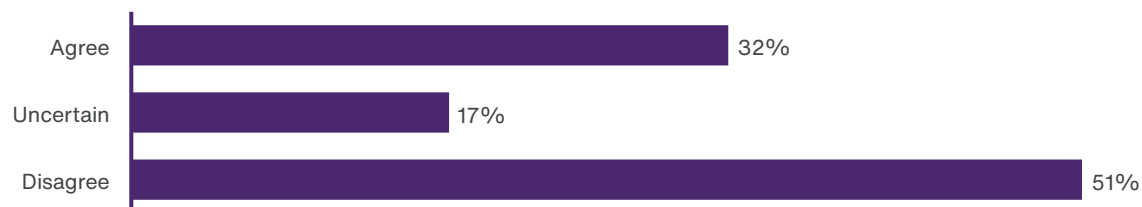
Spotlight

Burnout

Nearly one-third (32 per cent) of workers are finding it increasingly difficult to be motivated to do their work.

- Workers finding it more difficult to be motivated have the lowest/worst mental health score (46.8), more than 26 points lower than workers not reporting difficulty with motivation and more than 15 points lower than the national average (62.0)
- Workers under 40 are 60 per cent more likely than workers over 50 to find it increasingly difficult to be motivated to do their work, suggesting a potentially higher rate of burnout among younger workers
- Nearly two in five (39 per cent) workers in France, 38 per cent of workers in Poland, 38 per cent of workers in Spain, 31 per cent of workers in Italy, 26 per cent of workers in Germany, and 23 per cent of workers in the Netherlands are finding it increasingly difficult to be motivated to do their work
- More than half (51 per cent) do not find it difficult to be motivated to do their work; this group has the highest/best mental health score (73.2), more than 11 points higher than the national average (62.0)

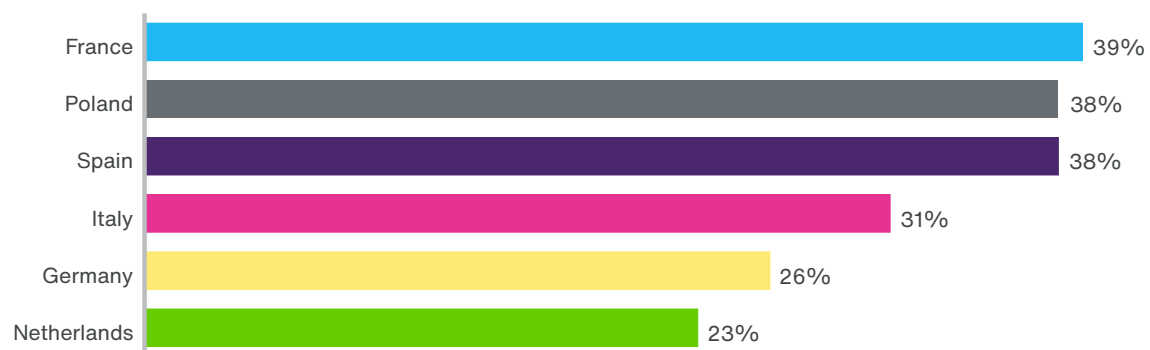
I am finding it increasingly difficult to be motivated to do my work



MHI score by “I am finding it increasingly difficult to be motivated to do my work”



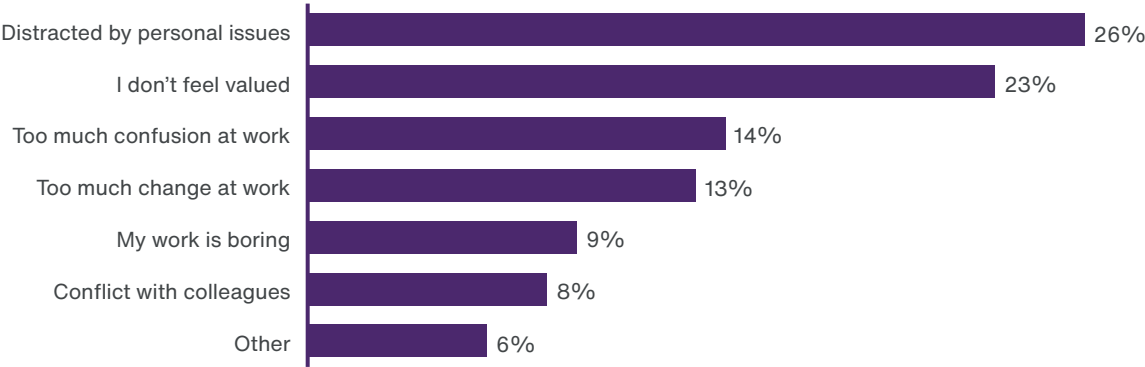
Workers, by country, who report they are finding it increasingly difficult to be motivated to do their work



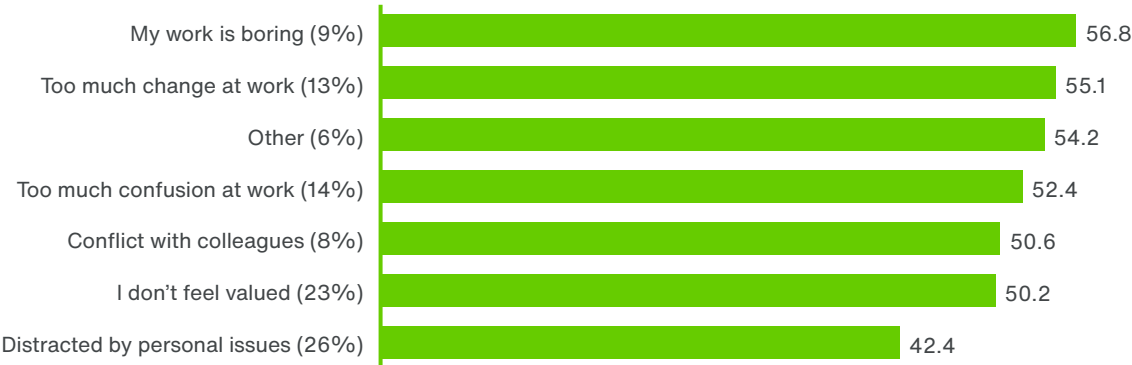
- Among workers finding it difficult to be motivated to do their work, personal issues are the leading cause.**
- More than one in four (26 per cent) are distracted by personal issues; this group has the lowest/worst mental health score (42.4), nearly 20 points lower than the national average (62.0)
 - Nearly one-quarter (23 per cent) don't feel valued at work, 14 per cent feel there is too much confusion at work, 13 per cent report that there is too much change at work, and nine per cent report that their work is boring
 - Managers are twice as likely as non-managers to find it difficult to be motivated to do their work because of conflict with colleagues
 - Workers under 40 are nearly twice as likely as workers over 50 to find it difficult to be motivated to do their work because of conflict with colleagues



Primary reason for finding it difficult to be motivated to do work



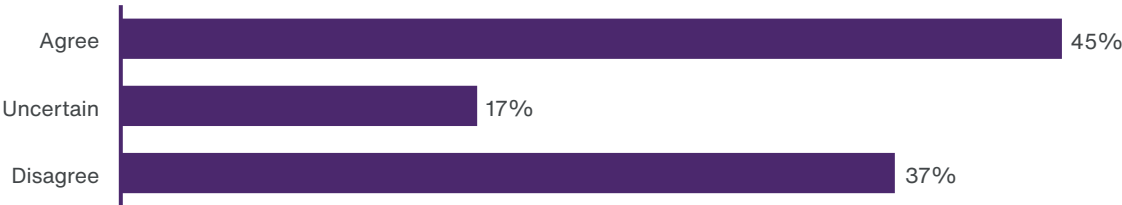
MHI score by “Primary reason for finding it difficult to be motivated to do work”



Nearly half (45 per cent) of workers often end their workday feeling mentally and/or physically exhausted.

- The mental health score of 45 per cent of workers feeling mentally and/or physically exhausted at the end of their workday (50.4) is more than 25 points lower than workers not reporting exhaustion (75.8) and nearly 12 points lower than the national average (62.0)
- Workers under 40 are 50 per cent more likely than workers over 50 to end their workday feeling mentally and/or physically exhausted, indicating that younger workers may be more likely to suffer from burnout
- More than three in five (61 per cent) of workers in Italy, 49 per cent of workers in Poland, 46 per cent of workers in France, 44 per cent of workers in Spain, 38 per cent of workers in Germany, and 34 per cent of workers in the Netherlands report feeling mentally and/or physically exhausted at the end of their workday
- Nearly two in five (37 per cent) do not end their workday feeling mentally and/or physically exhausted; this group has the highest/best mental health score (75.8), nearly 14 points higher than the national average (62.0)

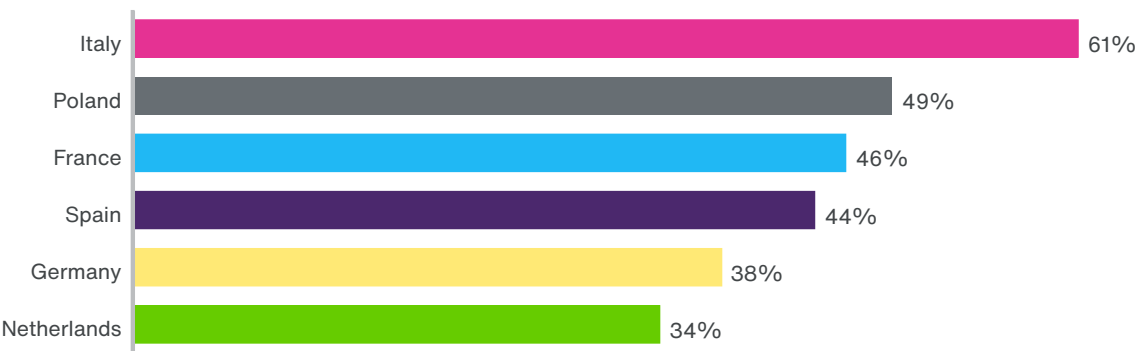
I often end my workday feeling mentally and/or physically exhausted



MHI score by “I often end my workday feeling mentally and/or physically exhausted”



Workers, by country, who report often ending their workday feeling mentally and/or physically exhausted



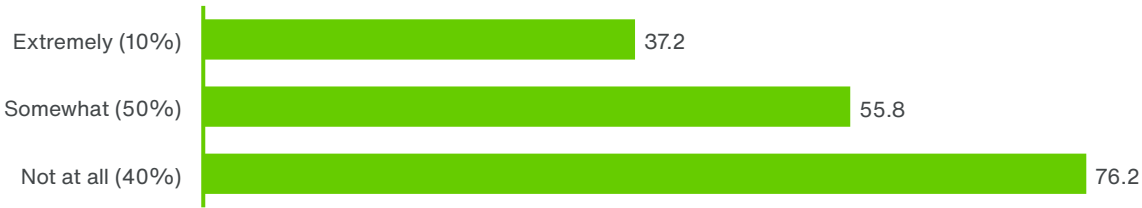
Three in five (60 per cent) workers feel burnt out.

- Half (50 per cent) of workers report feeling somewhat burnt out; this group has a mental health score (55.8) more than 20 points lower than workers not feeling burnt out and more than six points lower than the national average (62.0)
- One in ten (10 per cent) report feeling extremely burnt out; this group has the lowest/worst mental health score (37.2), 39 points lower than workers who don't feel burnt out and nearly 25 points lower than the national average (62.0)
- Workers under 40 are 60 per cent more likely than workers over 50 to feel extremely burnt out
- Women are 50 per cent more likely than men to feel extremely burnt out
- Nearly three-quarters (73 per cent) of workers in Spain, 67 per cent of workers in France, 65 per cent of workers in Poland, 59 per cent of workers in Italy, 54 per cent of workers in Germany, and 44 per cent of workers in the Netherlands report feeling somewhat or extremely burnt out
- Two in five (40 per cent) do not feel burnt out; this group has the highest/best mental health score (76.2), over 14 points higher than the national average (62.0)
- Workers over 50 are 50 per cent more likely than workers under 40 to not feel burnt out

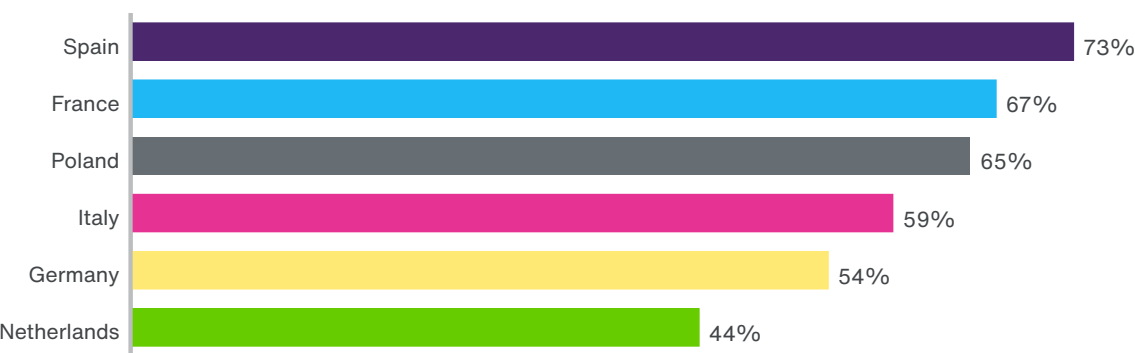
Do you feel burnt out?



MHI score by “Do you feel burnt out?”



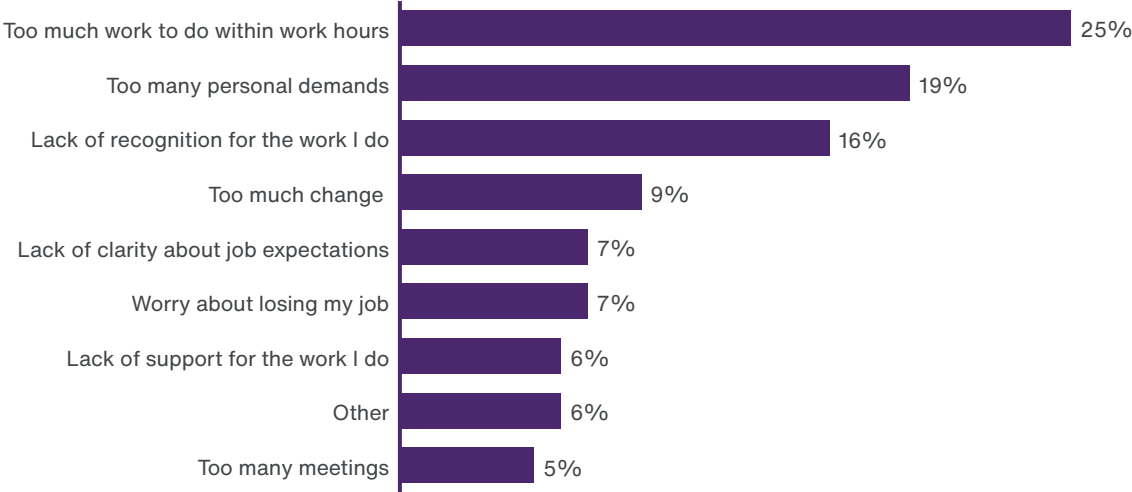
Workers, by country, who report feeling somewhat or extremely burnt out



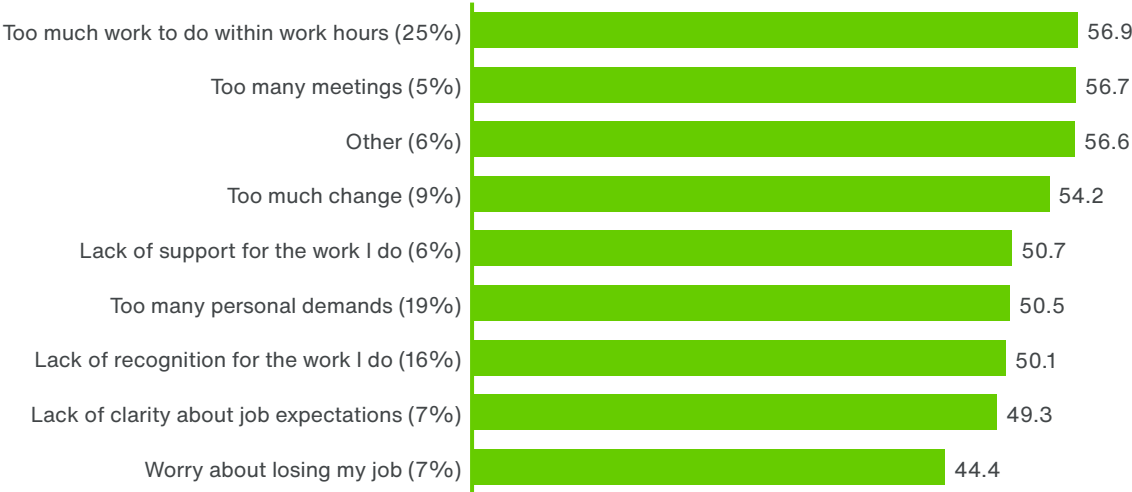
Among 60 per cent of workers reporting feeling burnt out, too much work is the leading cause.

- One-quarter (25 per cent) feel burnt out because they have too much work to do within working hours, 19 per cent have too many personal demands, 16 per cent feel a lack of recognition for the work they do, and nine per cent feel burnt out because there is too much change at work
- The lowest/worst mental health score (44.4) is among seven per cent of workers who are worried about losing their job, nearly 18 points lower than the national average (62.0)

Primary reason for feeling burnt out



MHI score by “Primary reason for feeling burnt out”



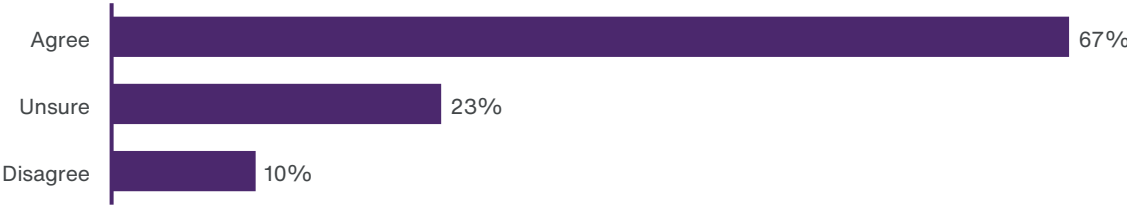
Professional support for mental health.

One-third (33 per cent) of workers are unsure, or would not know where to go for professional help if they had a mental health issue.

- Two-thirds (67 per cent) of workers would know where to go for professional help if they had a mental health issue; this group has highest/best mental health score (64.4), seven points higher than workers who would not know where to go for help (55.0) and more than two points higher than the national average (62.0)
- Workers who know where to go for professional help if they had a mental health issue are more likely to report not feeling burnt out



If I had a mental health issue, I would know where to go for professional help



MHI score by “If I had a mental health issue, I would know where to go for professional help”



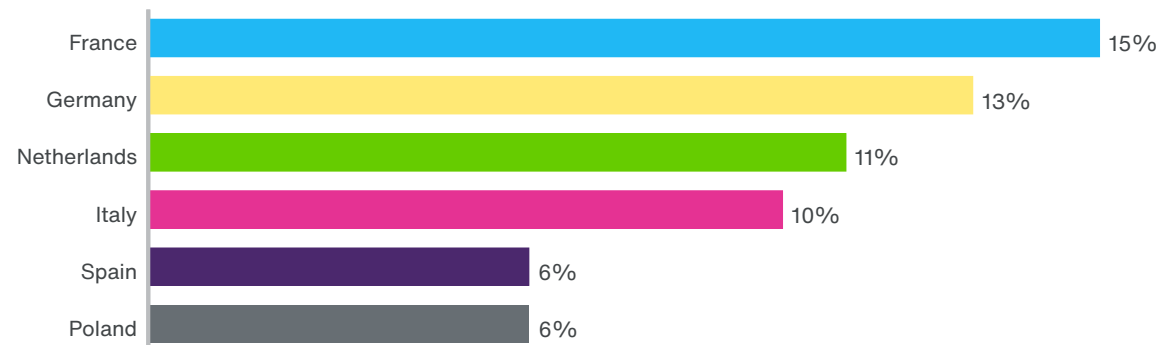
- More than one in seven (15 per cent) workers in France, 13 per cent of workers in Germany, 11 per cent of workers in the Netherlands, 10 per cent of workers in Italy, six per cent of workers in Poland, and six per cent of workers in Spain would not know where to go for professional help if they had a mental health issue



Percentage reporting not feeling burnt out by knowing where to find professional help for a mental health issue



Workers, by country, report that they would not know where to go for professional help if they had a mental health issue

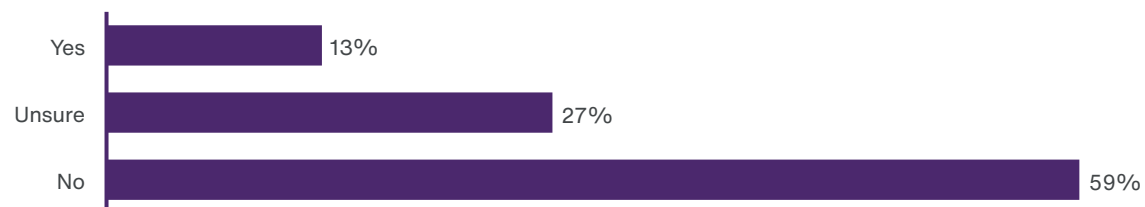


Employee Assistance Program (EAP).

Nearly nine in ten (86 per cent) workers are unsure, or their employer does not offer an Employee Assistance Program.

- The mental health scores of workers who do not know or report that their employer does not offer an EAP, are at least four points lower than workers with an EAP (65.9)
- Two-thirds (67 per cent) of workers in each of Italy and France, 61 per cent of workers in Germany, 60 per cent of workers in Poland, 56 per cent of workers in Spain, and 45 per cent of workers in the Netherlands report that their employer doesn't offer an EAP
- Nearly one in seven (13 per cent) report that their employer offers an EAP; this group has the highest/best mental health score (65.9), nearly five points higher than workers without an EAP (61.1) and four points higher than the national average (62.0)

Does your employer offer an Employee Assistance Program?



MHI score by “Does your employer offer an Employee Assistance Program?”



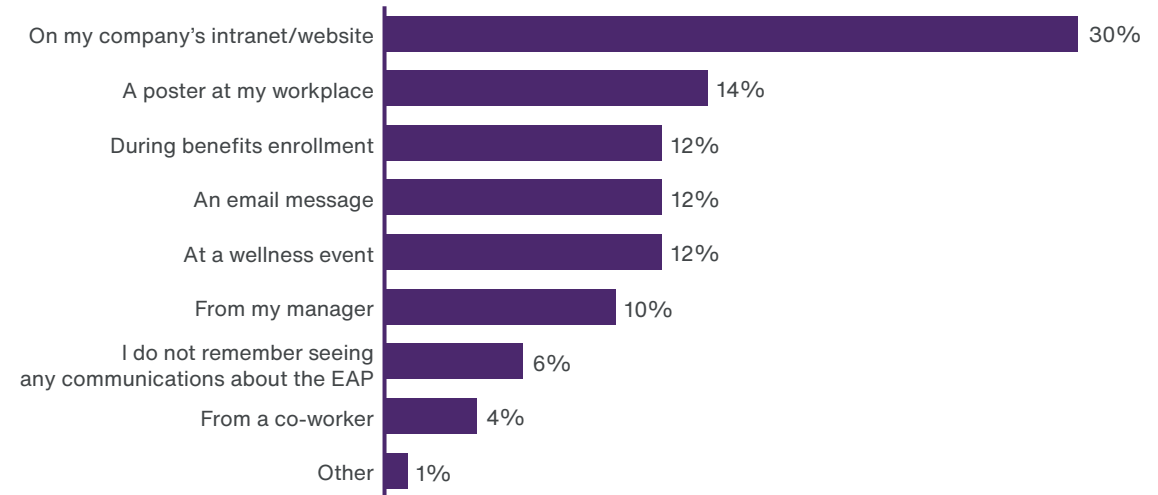
Workers, by country, reporting that their employer does not offer an EAP



- Nearly one-third (30 per cent) of workers reporting that their employer offers an EAP last heard about it from their company's intranet/website, 14 per cent last heard about the EAP from a poster at their workplace, 12 per cent last heard about their EAP during benefits enrollment, and 12 per cent heard about their EAP via an email message.



Where did you last hear about your Employee Assistance Program?



Artificial Intelligence (AI) in the workplace.

Nearly half (48 per cent) of workers do not expect an impact on work stress because of the use of AI.

- Nearly one-third (32 per cent) think that people will have more stress because of increased use of AI in the workplace; this group has the lowest/worst mental health score (57.7), more than four points lower than the national average (62.0)
- Nearly two in five (38 per cent) workers in France, 35 per cent of workers in Poland, 32 per cent of workers in Italy, 32 per cent of workers in Spain, 31 per cent of workers in Germany, and 23 per cent of workers in the Netherlands think that people will have more stress because of increased use of AI in the workplace
- More than one in five (21 per cent) think that people will have less stress because of increased use of AI in the workplace; this group has the highest/best mental health score (65.6), eight points higher than workers who think it will result in more stress (57.7) and nearly four points higher than the national average (62.0)

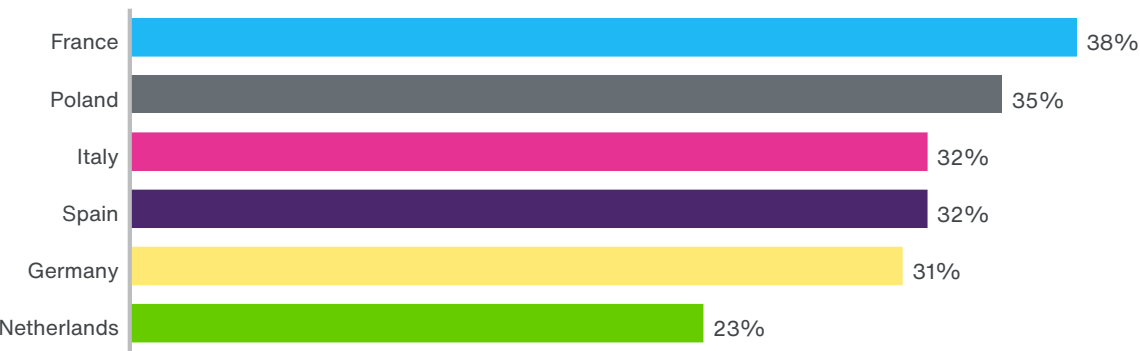
Perceived impact of increased use of Artificial Intelligence (AI) on work stress



MHI score by “Perceived impact of increased use of Artificial Intelligence (AI) on work stress”



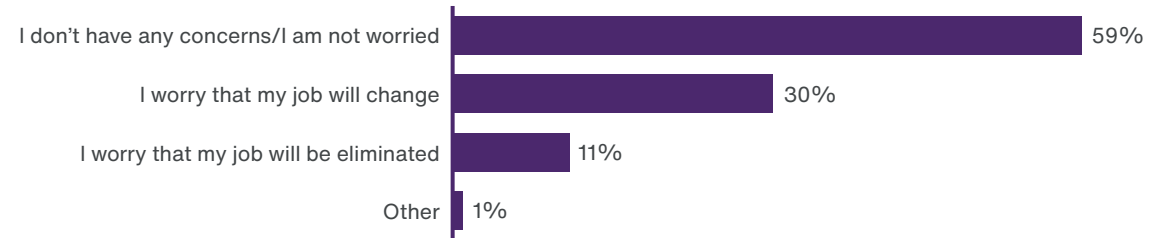
Workers, by country, who believe that people will have more work stress due to increased use of Artificial Intelligence (AI)



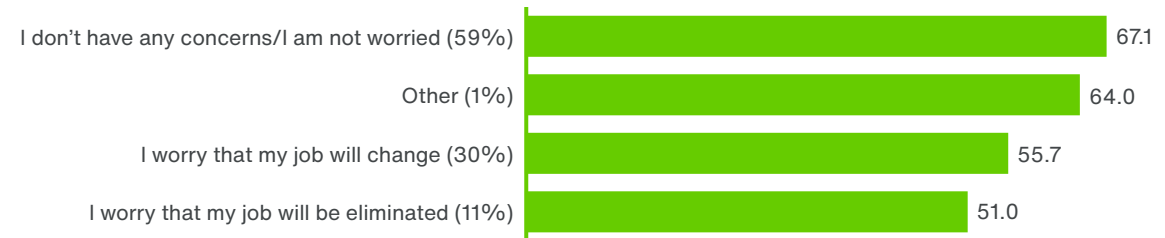
Nearly three in five (59 per cent) workers do not have concerns about their company's use of AI.

- The mental health score of 59 per cent of workers who are not concerned about their company's use of AI (67.1) is at least 11 points higher than workers with concerns and more than five points higher than the national average (62.0)
- Nearly one-third (30 per cent) are worried that their jobs will change and 11 per cent are worried that their jobs will be eliminated
- The lowest/worst mental health score (51.0) is among 11 per cent who are worried that their jobs will be eliminated because of their company's use of AI
- Workers under 40 are 80 per cent more likely than workers over 50 to be worried that their jobs will be eliminated
- Nearly one in five (18 per cent) workers in Spain, 14 per cent of workers in Poland, 12 per cent of workers in France, eight per cent of workers in Italy, seven per cent of workers in Germany, and five per cent of workers in the Netherlands are worried that their jobs will be eliminated over their company's use of AI

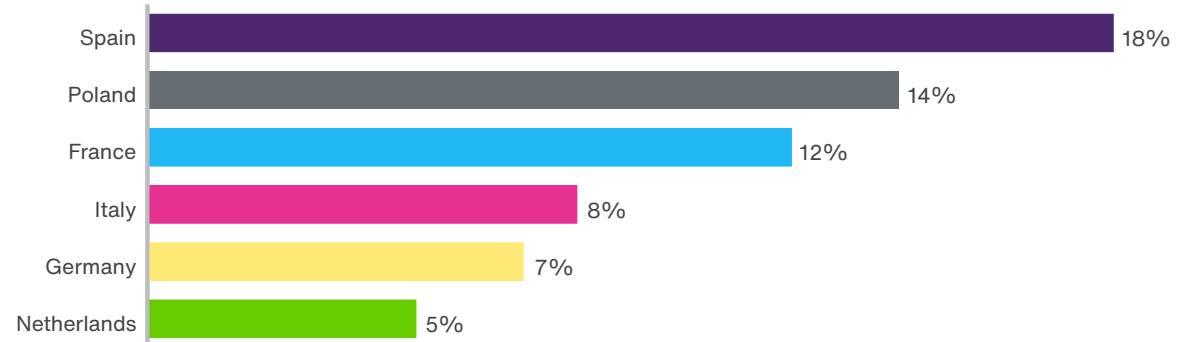
Concerns over use of Artificial Intelligence (AI) at work



MHI score by "Concerns over use of Artificial Intelligence (AI) at work"



Workers worried that their job will be eliminated over the use of Artificial Intelligence (AI)



Three-quarters (75 per cent) of workers report not having used AI tools to do any part of their work.

- Three-quarters (75 per cent) of workers have not used AI tools to do any part of their work; this group has the highest/best mental health score (62.7), nearly three points higher than workers who have used AI tools for work (60.1) and modestly higher than the national average (62.0)
- One in four (25 per cent) have used AI tools to do some part of their work; this group has a mental health score (60.1) nearly three points lower than workers who have not used AI for work (62.7)
- Managers are nearly two and a half times more likely than non-managers to have used AI tools to do some part of their work
- Workers under 40 are 80 per cent more likely than workers over 50 to have used AI tools to do some part of their work
- Nearly one-third (30 per cent) of workers in Poland, 29 per cent of workers in Spain, 27 per cent of workers in Germany, 24 per cent of workers in France, 24 per cent of workers in Italy, and 19 per cent of workers in the Netherlands have used AI tools to do some part of their work

Have you used any Artificial Intelligence (AI) tools to do any part of your work?



MHI score by “Have you used any Artificial Intelligence (AI) tools to do any part of your work?”



Workers, by country, who have used Artificial Intelligence (AI) tools to do some part of their work



- Workers most commonly reporting using AI are in Electricity, Gas, Steam and Air Conditioning Supply, Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use, Education, Real Estate Activities, and Professional, Scientific and Technical Activities

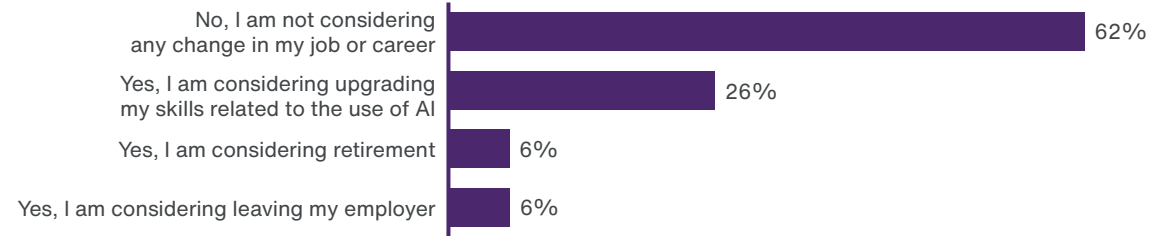


Top five industries that employ AI	
Electricity, Gas, Steam and Air Conditioning Supply	41%
Activities of Households as Employers; Undifferentiated Goods and Services Producing Activities of Households for Own Use	35%
Education	32%
Real Estate Activities	32%
Professional, Scientific and Technical Activities	31%

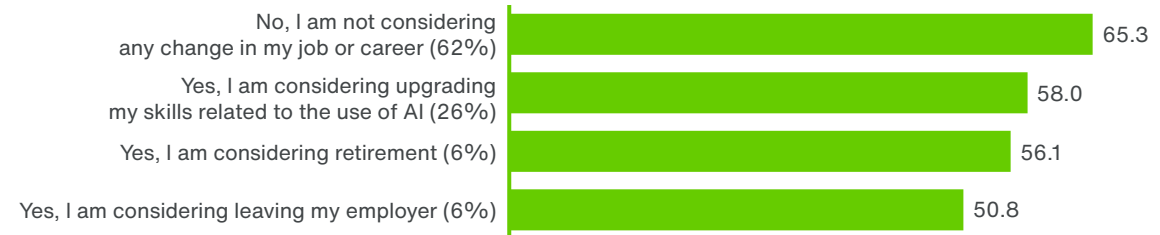
Nearly two in five (38 per cent) workers are considering a change because of the use of AI tools in their workplace.

- More than one in four (26 per cent) are considering upgrading their skills related to the use of AI and six per cent are considering retirement
- Managers are twice as likely as non-managers to be considering upgrading their skills related to the use of AI
- Workers under 40 are 60 per cent more likely than workers over 50 to be considering upgrading their skills related to the use of AI
- Parents are 60 per cent more likely than non-parents to be considering upgrading their skills related to the use of AI
- Nearly one-third of workers in Spain (31 per cent), 30 per cent of workers in Poland, 25 per cent of workers in Germany, 24 per cent of workers in France, 24 per cent of workers in Italy, and 20 per cent of workers in the Netherlands are considering upgrading their skills related to the use of AI
- More than three in five (62 per cent) are not considering a change because of the use of AI in their workplace; this group has the highest/best mental health score (65.3), more than three points higher than the national average (62.0)
- The lowest/worst mental health score (50.8) is among six per cent of workers who are considering leaving their employer because of the use of AI tools in their workplace, more than 14 points lower than workers who are not considering any change (65.3) and more than 11 points lower than the national average (62.0)

Are you considering a change because of the use of AI tools in the workplace?



MHI score by “Are you considering a change because of the use of AI tools in the workplace?”



Workers, by country, who are considering upgrading their skills related to the use of AI



More workers do not perceive that AI will have an impact on their industry compared to workers reporting either a positive or negative impact.

- Nearly two in five (38 per cent) believe that AI will have no impact on the industry they work in; this group has a mental health score (63.1) modestly higher than the national average (62.0)
- Thirty-seven per cent believe that AI will have a positive impact on the industry they work in; this group has the highest/best mental health score (64.8) nine points higher than workers who believe that AI will have a negative impact and nearly three points higher than the national average (62.0)
- Nearly one-quarter (24 per cent) believe that AI will have a negative impact on the industry they work in; this group has the lowest/worst mental health score (55.8), more than six points lower than the national average (62.0)
- Professional, Scientific and Technical Activities (50 per cent), Real Estate Activities (45 per cent), and Financial and Insurance Activities (43 per cent) workers are most likely to report a positive impact
- Accommodation and Food Service Activities (27 per cent), Wholesale and Retail Trade (28 per cent), and Electricity, Gas, Steam and Air Conditioning Supply (29 per cent) workers are least likely to report a positive impact



Perceived impact of AI on industry



MHI score by “Perceived impact of AI on industry”



- Twenty-nine per cent of workers in France, 27 per cent of workers in Italy, 27 per cent of workers in Spain, 23 per cent of workers in Poland, 20 per cent of workers in Germany, and 19 per cent of workers in the Netherlands believe that AI will have a negative impact on the industry they work in

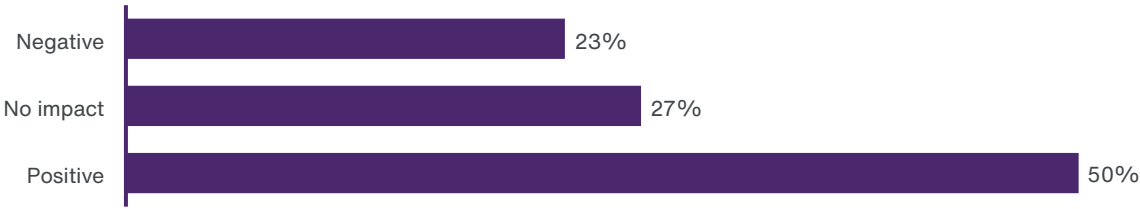
Workers, by country, who believe that Artificial Intelligence (AI) will have a negative impact on the industry they work in



Half (50 per cent) believe that AI will have a positive impact on healthcare.

- The highest/best mental health score (64.5) is among 50 per cent who believe that AI will have a positive impact on healthcare; this score is nearly eight points higher than workers who believe AI will have a negative impact (56.7) and more than two points higher than the national average (62.0)
- More than half (55 per cent) of workers in Spain, 52 per cent of workers in Italy, 51 per cent of workers in Germany, 50 per cent of workers in Poland, 47 per cent of workers in France, and 44 per cent of workers in the Netherlands believe that AI will have a positive impact on healthcare
- Nearly one-quarter (23 per cent) believe that AI will have a negative impact on healthcare; this group has the lowest/worst mental health score (56.7), more than five points lower than the national average (62.0)

Perceived impact of AI on healthcare



MHI score by “Perceived impact of AI on healthcare”



Workers, by country, who believe that Artificial Intelligence (AI) will have a negative impact on the industry they work in



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 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 Pan-Europe. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between April 5 and April 17, 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





www.telushealth.com

