



TELUS Mental Health Index.

Singapore | April 2024

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What you need to know for April 2024.

Anxiety and work productivity

have been the lowest mental health sub-scores for two years.

- At 62.9, the mental health of workers has improved from January 2024
- 34 per cent of workers have a high mental health risk, 49 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 anxiety and financial risk, have declined from January 2024; the financial risk score has improved nearly five points from the prior period
- The mental health score of managers has improved and continues to be higher than the mental health score of non-managers
- Service industry workers have a lower mental health score than labourers and office workers

More than two in five workers are finding it difficult to be motivated to do their work.

- 42 per cent of workers who find it more difficult to be motivated at work have a mental health score more than 24 points lower than workers not reporting difficulty with motivation and more than 11 points lower than the national average
- Workers under 40 are nearly twice as likely as workers over 50 to find it increasingly difficult to be motivated to do their work
- Not feeling valued is the leading cause of lack of motivation at work (reported by 26 per cent of workers)
- 19 per cent are distracted by personal issues, 19 per cent report that there is too much change at work, 13 per cent find their work boring, and nine per cent find it difficult to be motivated to do their work because of conflict with colleagues
- Managers are more than twice as likely as non-managers to be motivated to do their work because of conflict with colleagues



Younger workers are three times more likely to feel burnt out.

- 54 per cent of workers who feel somewhat burnt out have a mental health score more than 17 points lower than workers not feeling burnt out and nearly four points lower than the national average
- 13 per cent of workers who feel extremely burnt out have a mental health score over 34 points lower than workers not feeling burnt out and more than 20 points lower than the national average
- 47 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 23 points lower than workers not reporting exhaustion and 10 points lower than the national average
- Too much work is the leading cause of burnout (reported by 27 per cent of workers)
- 16 per cent have too many personal demands, 13 per cent feel a lack of recognition for the work they do, and nine per cent are worried about losing their job



More than 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
- 52 per cent of workers report their employer does not offer an Employee Assistance Programme, a further 25 per cent are unsure
- Workers with access to an Employee Assistance Programme through their employer have better mental health than workers without access
- 23 per cent of workers last heard about their EAP during benefits enrollment, 22 per cent last heard about the EAP from their company's intranet/website, 18 per cent last heard about their EAP at a wellness event, and 17 per cent heard about their EAP via an email message



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

- The mental health score of 44 per cent of workers who are not concerned about their company's use of AI is at least 10 points higher than workers with concerns and seven points higher than the national average
- 36 per cent of workers are worried that their jobs will change and 20 per cent are worried that their jobs will be eliminated
- Lower income workers are more likely to be worried that their jobs will be eliminated
- Workers under 40 are nearly twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are twice as likely as non-managers to have used AI tools to do some part of their work
- Workers most commonly reporting using AI are in Construction, Public Administration and Defence, Education, Wholesale and Retail Trade, and Professional, Scientific and Technical Services

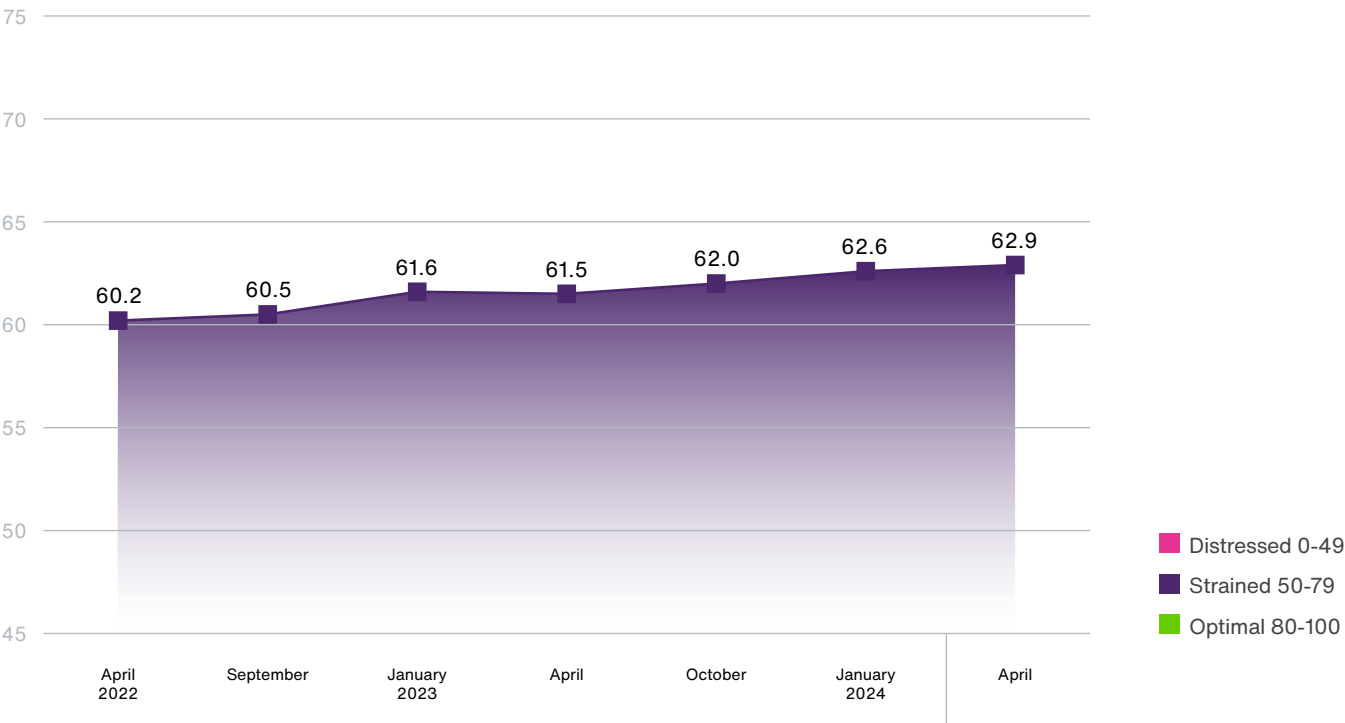
Two-thirds of workers believe that AI will have a positive impact on healthcare.

- 68 per cent believe that AI will have a positive impact on healthcare
- 61 per cent believe that AI will have a positive impact on the industry they work in; 20 per cent believe the impact will be negative
- Finance and Insurance Activities, Health and Social Services, and Wholesale and Retail Trade workers are most likely to report a positive impact
- Workers in Accommodation and Food Service Activities, Real Estate Activities, and Administrative and Support Service Activities are least likely to report a positive impact
- 46 per cent of workers are considering upgrading their skills related to the use of AI
- Managers and younger workers are 50 per cent more likely to be considering upgrading their skills related to the use of AI

The Mental Health Index.

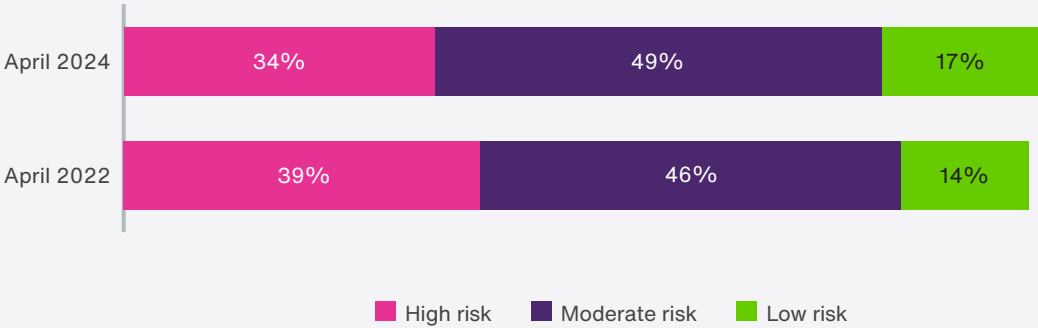
The overall Mental Health Index (MHI) for April 2024 is 62.9. The mental health of workers in Singapore continues to improve in April 2024, up nearly three points since the launch of the Index in and after two years since the launch of MHI in April 2022.

MHI Current Month April 2024	January 2024
62.9	62.6



Mental health risk.

In April 2024, 34 per cent of workers in Singapore have a high mental health risk, 49 per cent have a moderate mental health risk, and 17 per cent have a low mental health risk. Two years since the launch of the MHI in April 2022, there is a five per cent reduction in workers with a high mental health risk and a three per cent increase in workers with a low mental health risk.



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.

The lowest Mental Health Index sub-score in April 2024 is work productivity (54.5). Anxiety (56.0), isolation (56.1), depression (57.4), optimism (64.8), and general psychological health (71.4) follow. Financial risk (74.5) is the most favourable mental health measure in April 2024.

- All mental health sub-scores, apart from anxiety and financial risk, have declined from January 2024
- The financial risk score has improved significantly, up 4.6 points from January to April 2024

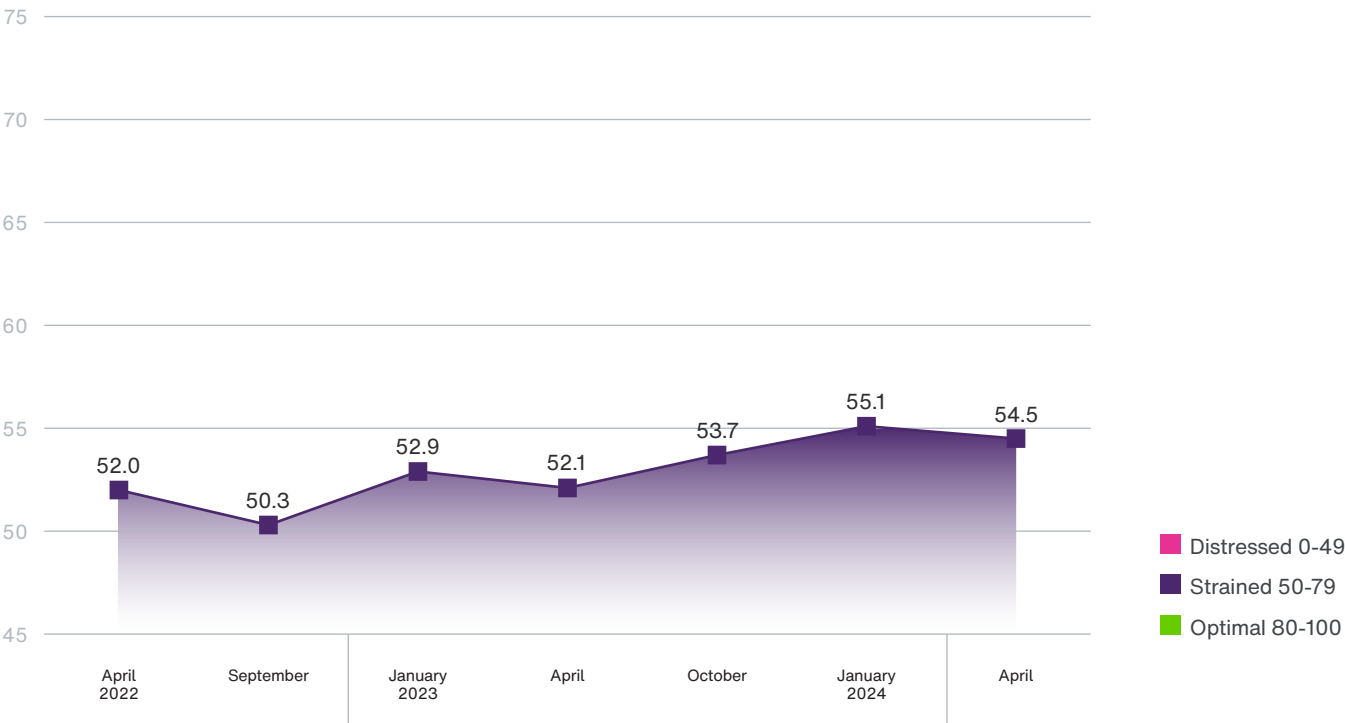
Mental Health Index Sub-scores	April 2024	January 2024
Work productivity	54.5	55.1
Anxiety	56.0	54.9
Isolation	56.1	56.7
Depression	57.4	57.7
Optimism	64.8	65.6
Psychological health	71.4	72.7
Financial risk	74.5	69.9



Work productivity

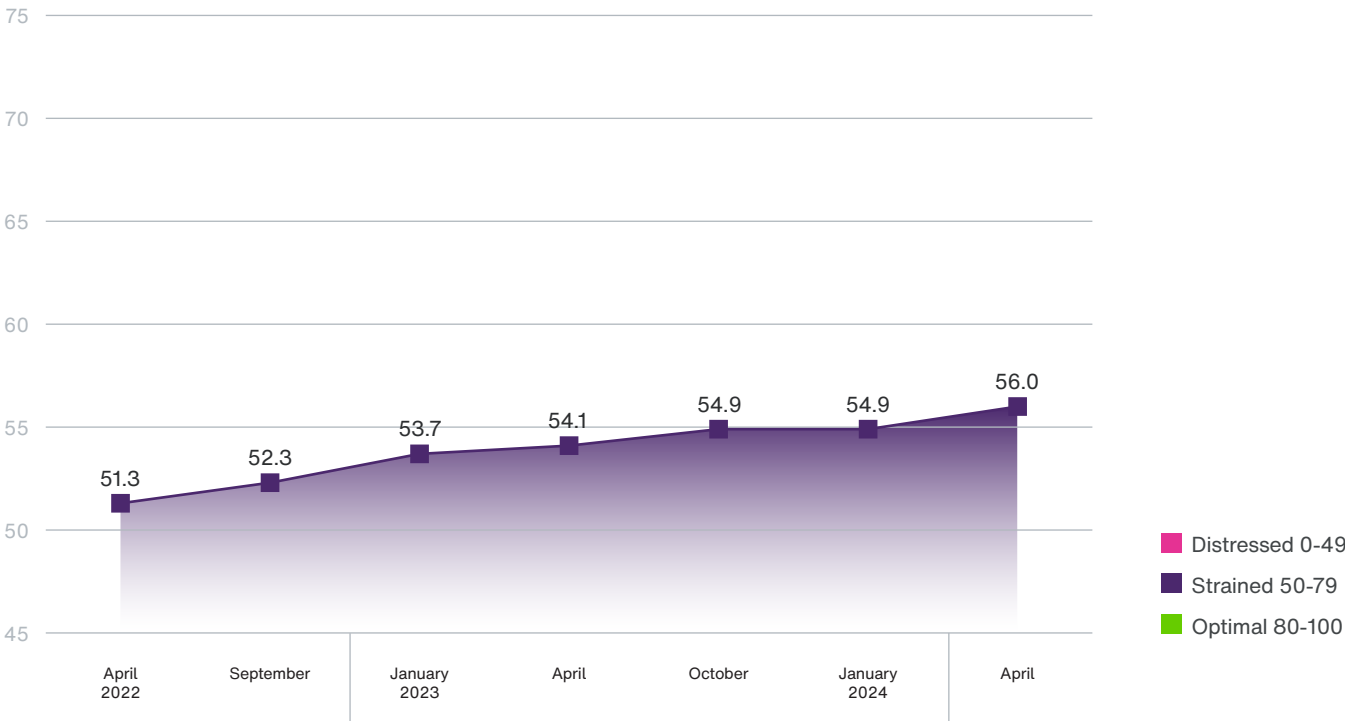
The work productivity sub-score measures the impact of mental health on work productivity and goals.

The work productivity sub-score has generally improved since the launch of the MHI; however, in April 2024, the work productivity score has declined modestly, and continues to be the lowest mental health sub-score.



Anxiety

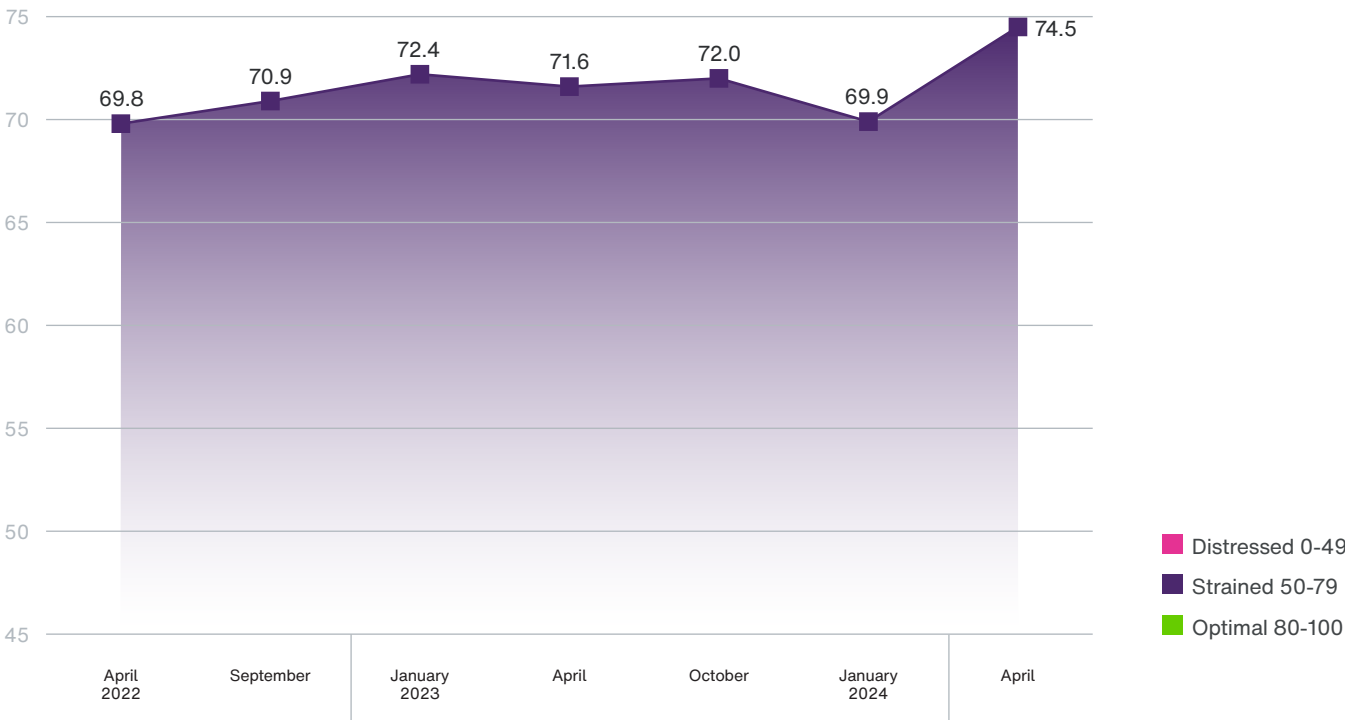
The anxiety sub-score has gradually improved since the launch of the MHI in April 2022. Despite the upward trend, and an improvement of more than one point in April 2024, the anxiety score is the second lowest mental health sub-score.



Financial risk

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

After reaching its peak in January 2023, the financial risk score generally declined through January 2024. A significant 4.6-point increase is observed, making financial risk the strongest sub-score in April 2024.



Mental health by gender and age.

- Since the launch of the MHI, women have had lower mental health scores than men. In April 2024, the mental health score of women is 62.4 compared to 63.4 for men
- Mental health scores improve with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of the Index. Two years later, this pattern continues with a higher score for workers with one or two children (63.5) than workers without children (62.5). Workers with three or more children have the lowest mental health score (59.7)

Mental health by employment status.

- Overall, three per cent of respondents are unemployed¹ and seven per cent report reduced hours or reduced salary
- Workers reporting reduced salary when compared to the prior month have the lowest mental health score (48.2), followed by workers reporting fewer hours than the prior month (56.8), respondents not currently employed (60.7), and workers with no change to salary or hours (62.2)
- Service industry workers have a lower mental health score (59.8) than labourers (62.0) and office workers (63.8)
- Managers have a higher mental health score (63.8) than non-managers (61.8)
- Respondents working for companies with 5,001-10,000 employees have the highest mental health score (64.7)
- Self-employed/sole proprietors have the lowest mental health score (60.0)



Emergency savings

- Workers without emergency savings continue to experience a mental health score (46.2) than the overall group (61.5). Workers with emergency savings have a mental health score of 71.0

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)	63.6	63.4
Employed (fewer hours compared to last month)	56.8	55.7
Employed (reduced salary compared to last month)	48.2	50.2
Not currently employed	60.7	62.0

Age group	Apr. 2024	Jan. 2024
Age 20-29	55.6	55.9
Age 30-39	60.5	59.7
Age 40-49	62.1	63.2
Age 50-59	67.1	65.3
Age 60-69	69.3	73.6

Number of children	Apr. 2024	Jan. 2024
No children in household	62.5	61.9
1 child	63.1	64.0
2 children	64.6	63.6
3 children or more	59.7	60.2

Gender	Apr. 2024	Jan. 2024
Men	63.4	62.8
Women	62.4	62.4

Household income/annum	Apr. 2024	Jan. 2024
<\$50K	58.8	58.6
\$50K to <\$100K	61.2	60.9
\$100k to <\$150K	64.4	63.2
\$150K to \$200K	64.0	65.5
\$200K and over	71.2	68.6

Employer size	Apr. 2024	Jan. 2024
Self-employed/sole proprietor	60.0	59.6
2-50 employees	64.2	63.1
51-100 employees	61.1	61.0
101-500 employees	62.1	61.2
501-1,000 employees	64.0	60.4
1,001-5,000 employees	62.8	65.6
5,001-10,000 employees	64.7	67.5
More than 10,000 employees	64.2	62.4

Manager	Apr. 2024	Jan. 2024
Manager	63.8	63.3
Non-manager	61.8	61.6

Work environment	Apr. 2024	Jan. 2024
Labour	62.0	54.9
Office/desk	63.8	63.9
Service	59.8	63.2

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

The Mental Health Index by industry.

Workers in Public Administration and Defence have the lowest mental health score (55.0), followed by workers in Transportation and Storage (57.7), and Health and Social Services (58.0).

Workers in Manufacturing (68.0), Construction (67.9), and Professional, Scientific and Technical Activities (66.7) have the highest mental health scores this month.

Industry	April 2024	January 2024	Change
Professional, Scientific and Technical Activities	66.7	63.6	3.1
Accommodation and Food Service Activities	61.1	58.1	3.0
Financial and Insurance Activities	62.0	59.7	2.3
Manufacturing	68.0	65.8	2.2
Construction	67.9	66.4	1.5
Other Service Activities	61.3	60.5	0.8
Public Administration and Defence	55.0	55.3	-0.3
Real Estate Activities	59.5	61.5	-2.0
Education	61.5	64.3	-2.8
Health and Social Services	58.0	61.2	-3.2
Wholesale and Retail Trade	64.2	68.7	-4.5
Transportation and Storage	57.7	62.6	-4.9
Administrative and Support Service Activities	58.8	66.5	-7.7



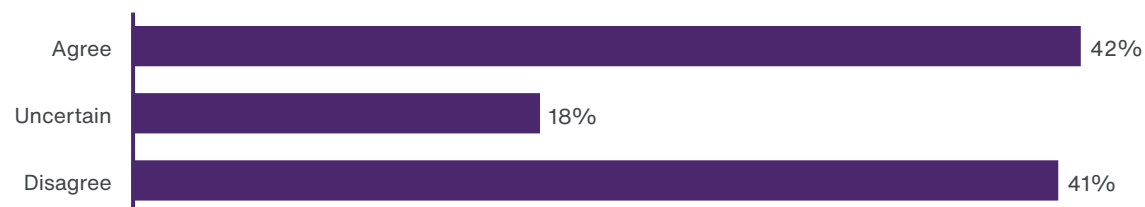
Spotlight

Burnout

More than two in five (42 per cent) 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 (51.5), more than 24 points lower than workers not reporting difficulty with motivation and more than 11 points lower than the national average (62.9)
- Workers under 40 are nearly twice as likely as 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
- More than two in five (41 per cent) are not finding it difficult to be motivated to do their work; this group has the highest/best mental health score (75.7), nearly 13 points higher than the national average (62.9)

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



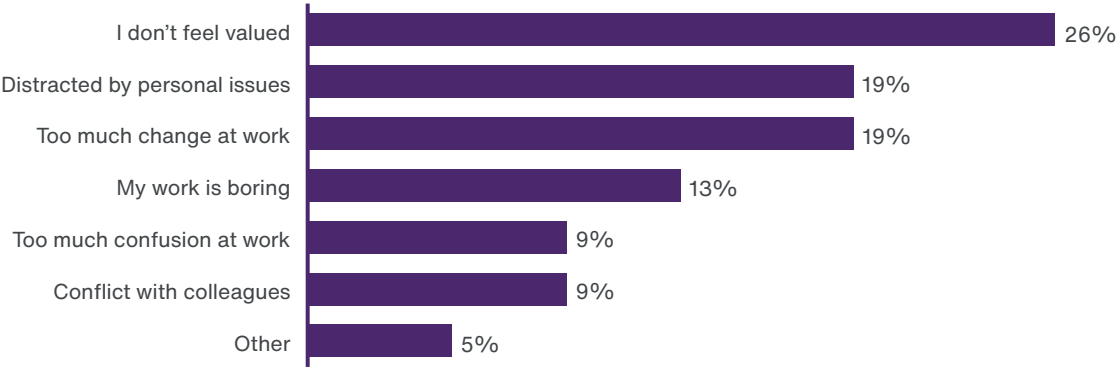
MHI score by “I am finding it increasingly difficult to be motivated to do my work”



Among workers finding it difficult to be motivated to do their work, not feeling valued is the leading cause.

- More than one-quarter (26 per cent) do not feel valued at work, 19 per cent are distracted by personal issues, 19 per cent report that there is too much change at work, 13 per cent report that their work is boring, and nine per cent find it difficult to be motivated to do their work because of conflict with colleagues
- The lowest/worst mental health score (49.8) is among 19 per cent of workers who are distracted by personal issues; the mental health score of this group is 13 points lower than the national average (62.9)
- Managers are more than twice as likely as non-managers 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 work



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

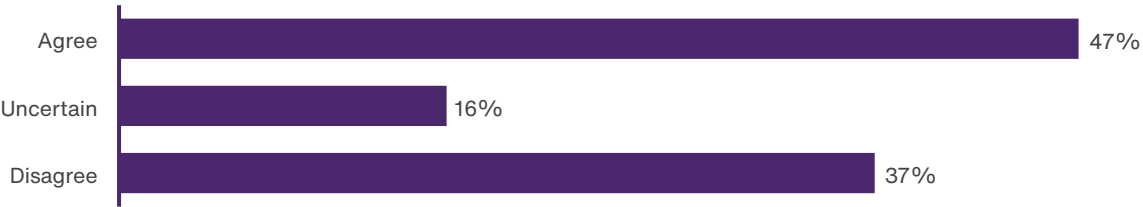


Nearly half (47 per cent) of workers often end their workday feeling mentally and/or physically exhausted.

- The mental health score of 47 per cent of workers feeling mentally and/or physically exhausted at the end of their workday (52.9) is more than 23 points lower than workers not reporting exhaustion (77.1) and 10 points lower than the national average (62.9)
- 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
- 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 (76.2), more than 13 points higher than the national average (62.9)



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”



Two-thirds (67 per cent) of workers feel burnt out.

- More than half (54 per cent) report feeling somewhat burnt out; this group has a mental health score (59.3) more than 17 points lower than workers not feeling burnt out and nearly four points lower than the national average (62.9)
- Nearly one in seven (13 per cent) report feeling extremely burnt out; this group has the lowest/worst mental health score (42.4) more than 34 points lower than workers who do not feel burnt out (76.8) and more than 20 points lower than the national average (62.9)
- Workers under 40 are three times more likely than workers over 50 to feel extremely burnt out
- One-third (33 per cent) do not feel burnt out; this group has the highest/best mental health score (76.8), 14 points higher than the national average (62.9)
- Workers over 50 are twice as likely to not feel burnt out compared to workers under 40



Do you feel burnt out?



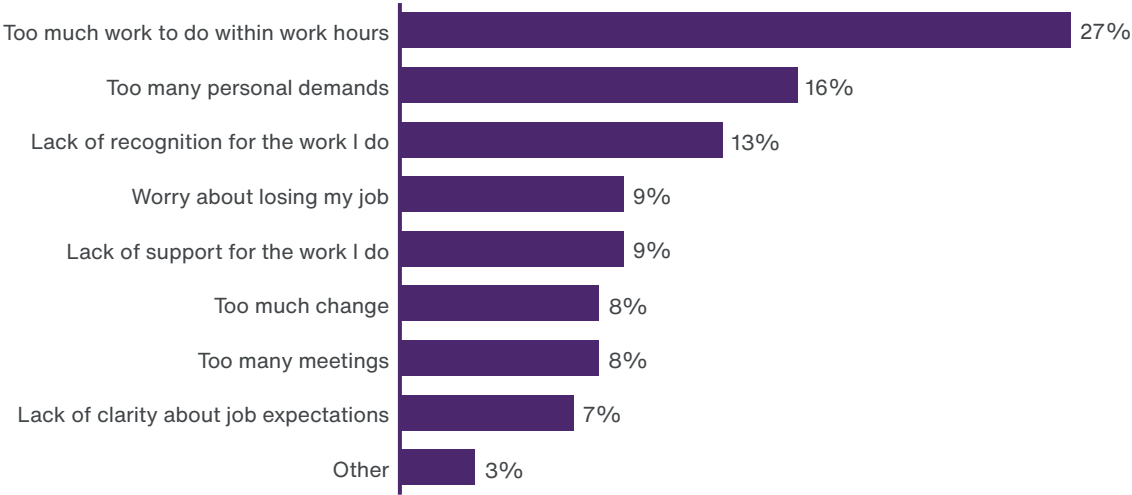
MHI score by “Do you feel burnt out?”



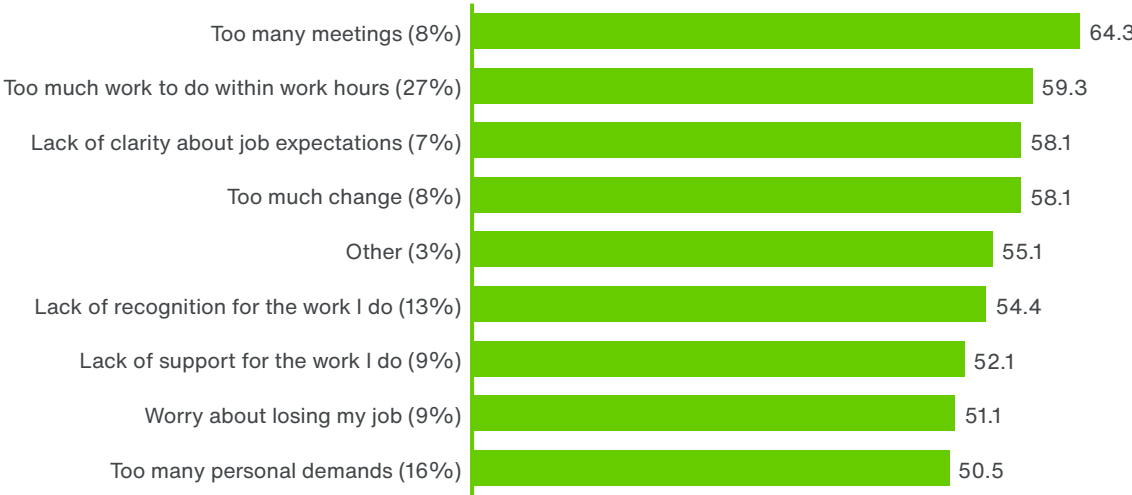
Among 67 per cent of workers reporting feeling burnt out, too much work is the leading cause.

- More than one-quarter (27 per cent) feel burnt out because they have too much work to do within working hours, 16 per cent have too many personal demands, 13 per cent feel a lack of recognition for the work they do, and nine per cent are worried about losing their job
- The lowest/worst mental health score (50.5) is among 16 per cent of workers who report having too many personal demands, more than 12 points lower than the national average (62.9)

Primary reason for feeling burnt out



MHI score by “Primary reason for feeling burnt out”



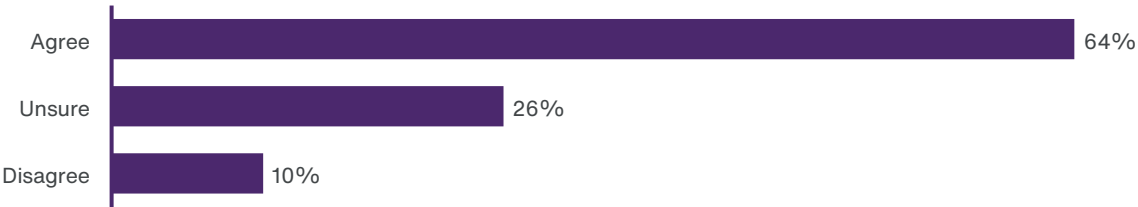
Professional support for mental health.

More than one-third (36 per cent) of workers are unsure, or would not know where to go for professional help if they had a mental health issue.

- Nearly two-thirds (64 per cent) would know where to go for professional help if they had a mental health issue; this group has highest/best mental health score (66.2), nearly 13 points higher than workers who would not know where to go for help (53.6) and more than three points higher than the national average (62.9)
- 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
- Nearly two in five (36 per cent) are unsure, or would not know where to go for professional help if they had a mental health issue



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”



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

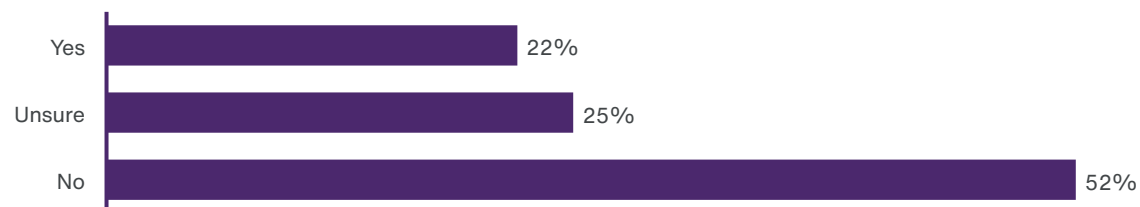


Employee Assistance Programme (EAP).

More than three-quarters (77 per cent) of workers are unsure, or their employer does not offer an Employee Assistance Programme.

- The mental health scores of workers who do not know, or report that their employer does not offer an EAP, are at least three points lower than workers with an EAP (66.0)
- More than one in five (22 per cent) report that their employer offers an EAP; this group has the highest/best mental health score (66.0), four points higher than workers without an EAP (62.0) and three points higher than the national average (62.9)
- Nearly one-quarter (23 per cent) of workers reporting that their employer offers an EAP service last heard about it during benefits enrollment, 22 per cent last heard about the EAP from their company's intranet/website, 18 per cent last heard about their EAP at a wellness event, and 17 per cent heard about their EAP via an email message

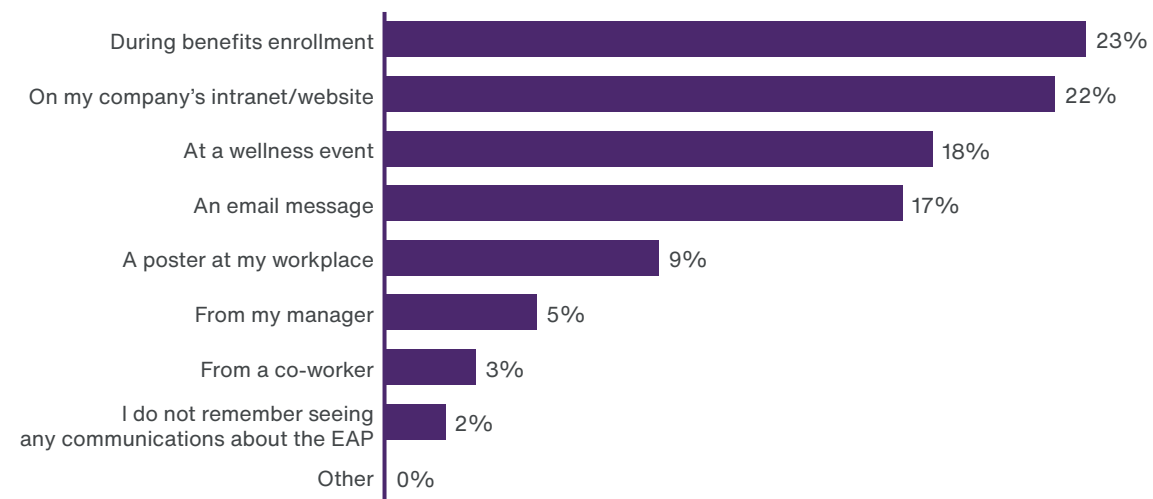
Does your employer offer an Employee Assistance Programme?



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



Where did you last hear about your Employee Assistance Programme?



Artificial Intelligence (AI) in the workplace.

Nearly one-third (32 per cent) of workers do not expect an impact on work stress because of the use of AI.

- Nearly two in five (36 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 (58.6), more than four points lower than the national average (62.9)
- Nearly one-third (32 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 (68.8), more than 10 points higher than workers who think it will result in more stress (58.6) and six points higher than the national average (62.9)



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”

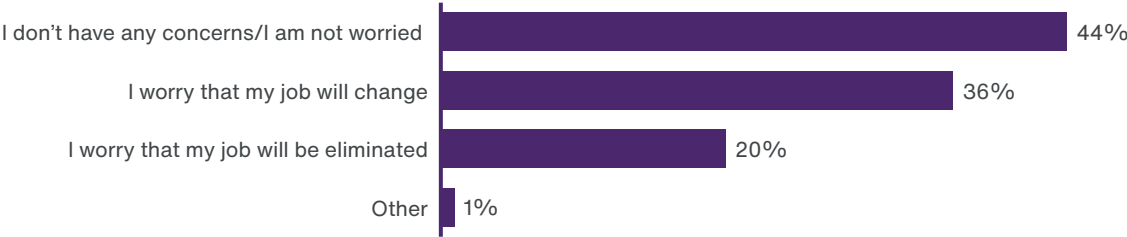


More than forty per cent (44 per cent) of workers do not have concerns about their company’s use of AI

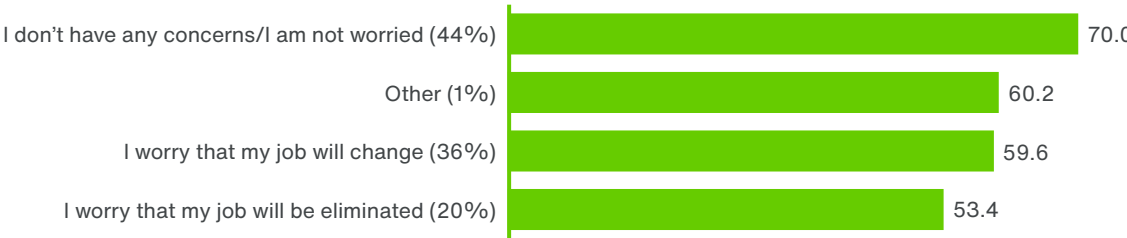
- The mental health score of 44 per cent of workers who are not concerned about their company’s use of AI (70.0) is at least 10 points higher than workers with concerns and seven points higher than the national average (62.9)
- More than one-third (36 per cent) are worried that their jobs will change and 20 per cent are worried that their jobs will be eliminated
- The lowest/worst mental health score (53.4) is among 20 per cent who are worried that their jobs will be eliminated because of their company’s use of AI
- Workers with an annual household income less than \$100,000 are 70 per cent more likely than workers with an annual household income greater than \$100,000 to be worried that their jobs will be eliminated



Concerns over use of Artificial Intelligence (AI) at work



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



More than half (57 per cent) of workers report not having used AI tools to do any part of their work.

- Fifty-seven per cent have not used AI tools to do any part of their work; this group has the lowest/worst mental health score (61.9), more than two points lower than workers who have used AI tools for work (64.3) and modestly lower than the national average (62.9)
- More than two in five (43 per cent) have used AI tools to do some part of their work; this group has the highest/best mental health score (64.3) modestly higher than the national average (62.9)
- Workers under 40 are nearly twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are twice as likely as non-managers to have used AI tools to do some part of their work
- Workers most commonly reporting using AI are in Construction, Public Administration and Defence, Education, Wholesale and Retail Trade, and Professional, Scientific and Technical Services

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?”



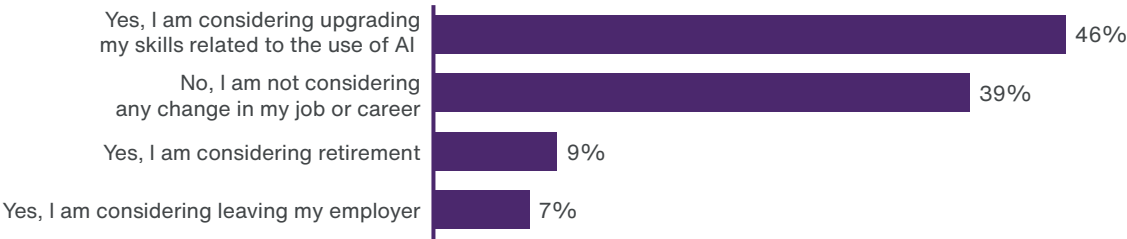
Top five industries that employ AI	
Construction	52%
Public Administration and Defence	48%
Education	46%
Wholesale and Retail Trade	46%
Professional, Scientific and Technical Activities	44%

More than three in five (62 per cent) workers are considering a change because of the use of AI tools in their workplace.

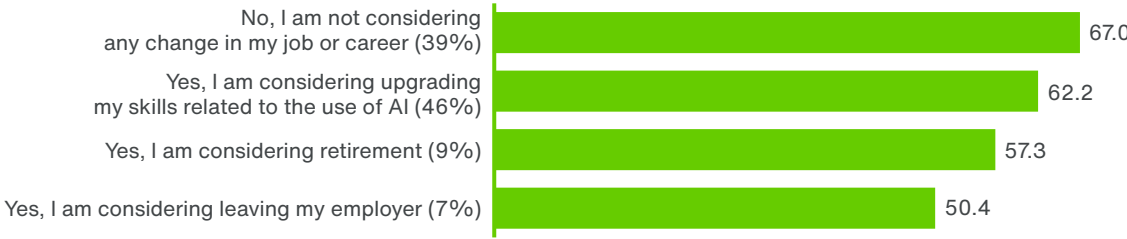
- Nearly half (46 per cent) are considering upgrading their skills related to the use of AI and nine per cent are considering retirement
- Workers under 40 are 50 per cent more likely than workers over 50 to be considering upgrading their skills related to the use of AI
- Managers are 50 per cent more likely than non-managers to be considering upgrading their skills related to the use of AI
- Nearly two in five (39 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 (67.0), four points higher than the national average (62.9)
- The lowest/worst mental health score (50.4) is among seven per cent of workers who are considering leaving their employer because of the use of AI tools in their workplace; this score is nearly 17 points lower than workers who are not considering any change (67.0) and more than 12 points lower than the national average (62.9)



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?”

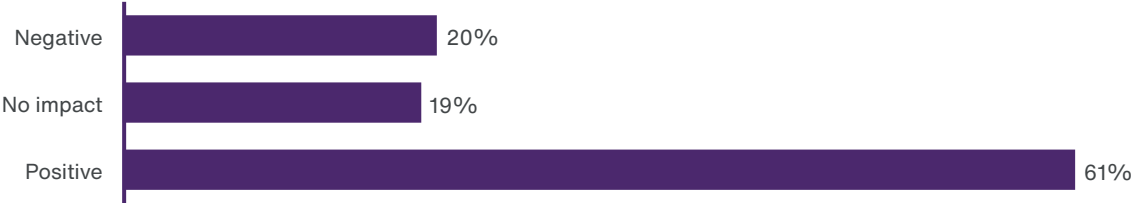


More than three in five (61 per cent) workers perceive AI will have a positive impact on their industry

- The highest/best mental health score (66.2) is among 61 per cent of workers who believe that AI will have a positive impact on the industry they work in; this score is more than 13 points higher than workers who believe that AI will have a negative impact (53.0) and more than three points higher than the national average (62.9)
- One in five (20 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 (53.0), 10 points lower than the national average (62.9)
- Finance and Insurance Activities (69 per cent), Health and Social Services (65 per cent), and Wholesale and Retail Trade (64 per cent) workers are most likely to report a positive impact
- Accommodation and Food Service Activities (48 per cent), Real Estate Activities (50 per cent), and Administrative and Support Service Activities (52 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”



Two-thirds (68 per cent) believe that AI will have a positive impact on healthcare.

- The highest/best mental health score (66.2) is among 68 per cent who believe that AI will have a positive impact on healthcare; this score is 14 points higher than workers who believe AI will have a negative impact (52.1) and more than three points higher than the national average (62.9)
- More than one in seven (15 per cent) believe that AI will have a negative impact on healthcare; this group has the lowest/worst mental health score (52.1), nearly 11 points lower than the national average (62.9)



Perceived impact of AI on healthcare



MHI score by “Perceived impact of AI on healthcare”



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 April 5 and April 16, 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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