



TELUS Mental Health Index.

Singapore | January 2024

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What you need to know for January 2024.

Despite incremental improvement, the mental health of workers in Singapore remains strained.

- At 62.6, the mental health of workers has improved from October 2023
- **36 per cent of workers have a high mental health risk, 46 per cent have a moderate mental health risk, and 18 per cent have a low mental health risk**
- The financial risk sub-score has declined significantly from October; all other sub-scores have improved or remain the same
- The mental health of managers has declined whereas the mental health of non-managers has improved from October 2023
- Labourers have a lower mental health score than service industry and office workers



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

- **One in ten do not feel valued and respected by their colleagues.** The mental health score of this group is 20 points lower than the score among workers who feel valued and respected
- **Workers not feeling valued and respected by their colleagues are 60 per cent more likely to report that their mental health adversely affects their productivity at work**
- **Nearly one-third (31 per cent) do not perceive that their workplace is supportive.** The mental health score of this group is 20 points lower than the score among workers reporting their workplace is supportive
- Younger workers (under 40) and labourers are more likely to report their workplace is unsupportive
- **Workers reporting that their workplace is unsupportive are nearly three times more likely to report that their mental health adversely affects their productivity at work**
- **Nearly half (49 per cent) perceive that rewards and recognition are unfair and biased in their company.** The mental health score of this group is at least seven points lower than the score among workers who perceive that rewards and recognition are fair and unbiased



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

- **40 per cent rate their company's culture around mental health favourably while 16 per cent have negative perceptions.** The mental health scores of workers rating the culture around mental health negatively are at least 18 points lower than the scores among workers rating their company's culture positively
- 45 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 eight points lower than workers who believe they can speak out without fear of reprisal
- **Workers reporting that their workplace is not committed to ensuring employees can speak up**

about their concerns are 40 per cent more likely to report their mental health adversely affects their productivity at work

- 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 eight points lower than workers reporting quick and fair resolution
- **Workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are 30 per cent more likely to report that their mental health adversely affects their productivity at work**

Just over half of workers give high ratings to their mental health benefits and services.

- 52 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 three points higher than the national average
- 16 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 11 points lower than workers rating 4 or 5 (excellent), and at least 8 points lower than the national average
- 17 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



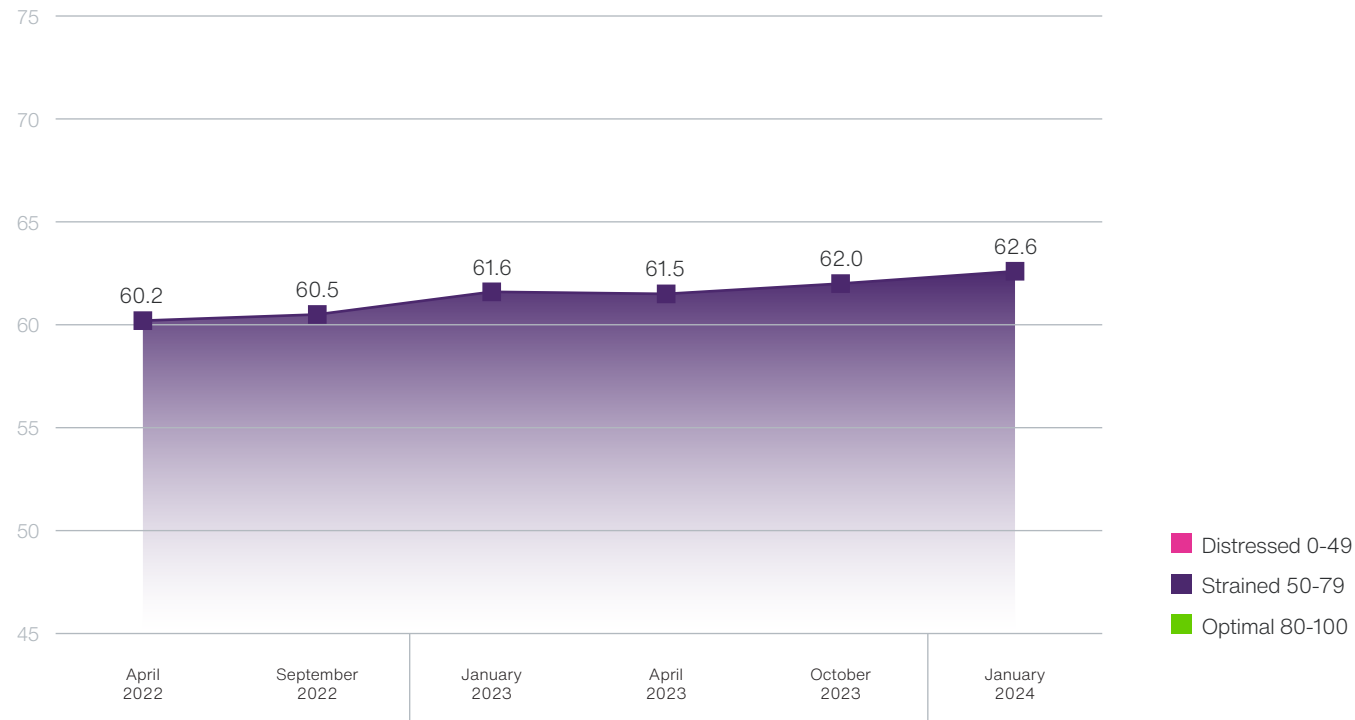
Younger workers are more likely to lack trusted personal and work relationships.

- **More than half (55 per cent) do not have trusted workplace relationships.** The mental health score of this group is at least 15 points lower than the score among workers with trusted workplace relationships. **These workers are more than four times as likely to report feeling isolated than those with trusted workplace relationships**
- **More than half (52 per cent) do not have trusted personal relationships.** The mental health score of this group is at least 15 points lower than the score among workers with trusted personal relationships. **These workers are nearly six times more likely to report feeling isolated than workers with trusted personal relationships**
- Workers under 40 are 80 per cent more likely than workers over 50 to lack trusted personal relationships and are 50 per cent more likely than workers over 50 to lack trusted workplace relationships
- **More than two in five (42 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 four and a half times more likely to report feeling isolated than workers having someone they can be their true selves with
- Younger workers (under 40) are 40 per cent 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 62.6.

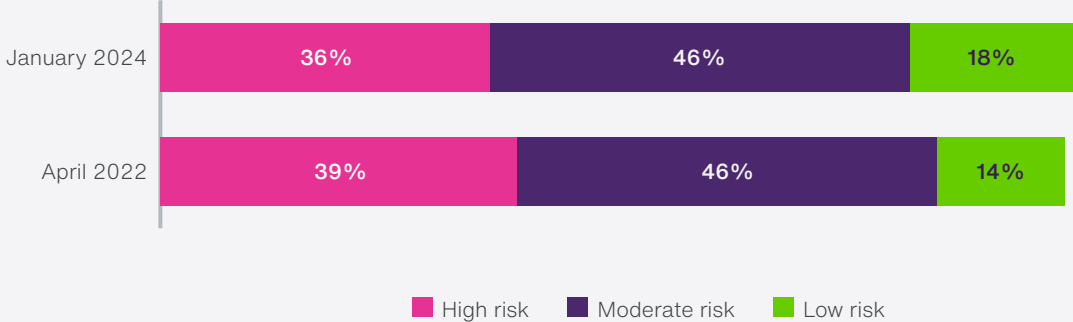
The mental health of workers in Singapore has improved for the second consecutive period.



MHI Current Month January 2024	October 2023
62.6	62.0

Mental health risk.

In January 2024, 36 per cent of workers in Singapore have a high mental health risk, 46 per cent have a moderate mental health risk, and 18 per cent have a low mental health risk. Nearly two years since the launch of the MHI in April 2022, there has been a slight reduction in high-risk workers (3 per cent) and a modest improvement in low-risk workers (4 per cent).



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

Mental Health Index sub-scores.

The lowest Mental Health Index sub-score is anxiety (54.9). Work productivity (55.1), isolation (56.7), depression (57.7), optimism (65.6), and financial risk (69.9) follow. General psychological health (72.7) is the most favourable mental health measure in January 2024.

- All mental health sub-scores, apart from financial risk, have either improved or are unchanged from October 2023
- With a 1.8-point increase, the optimism and general psychological health scores have improved most significantly from October 2023

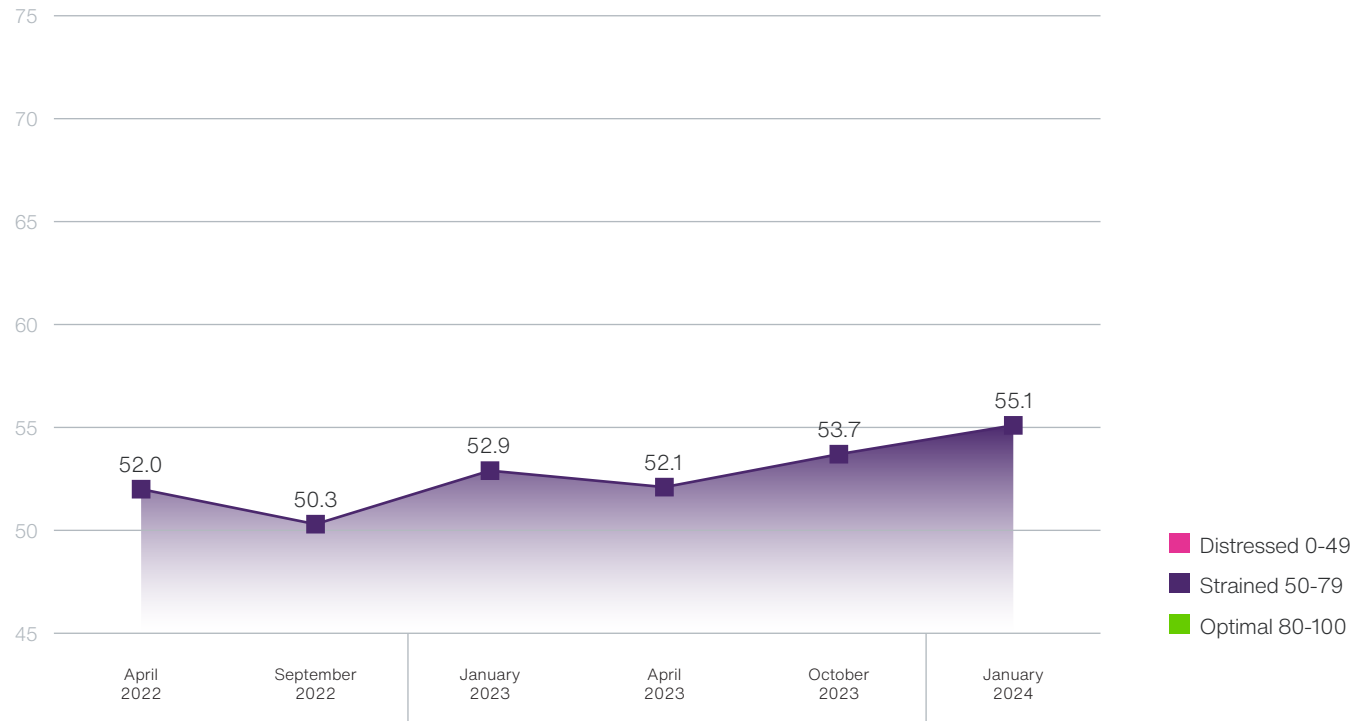
Mental Health Index Sub-scores	January 2024	October 2023
Anxiety	54.9	54.9
Work productivity	55.1	53.7
Isolation	56.7	56.1
Depression	57.7	57.0
Optimism	65.6	63.8
Financial risk	69.9	72.0
Psychological health	72.7	70.9



Work Productivity

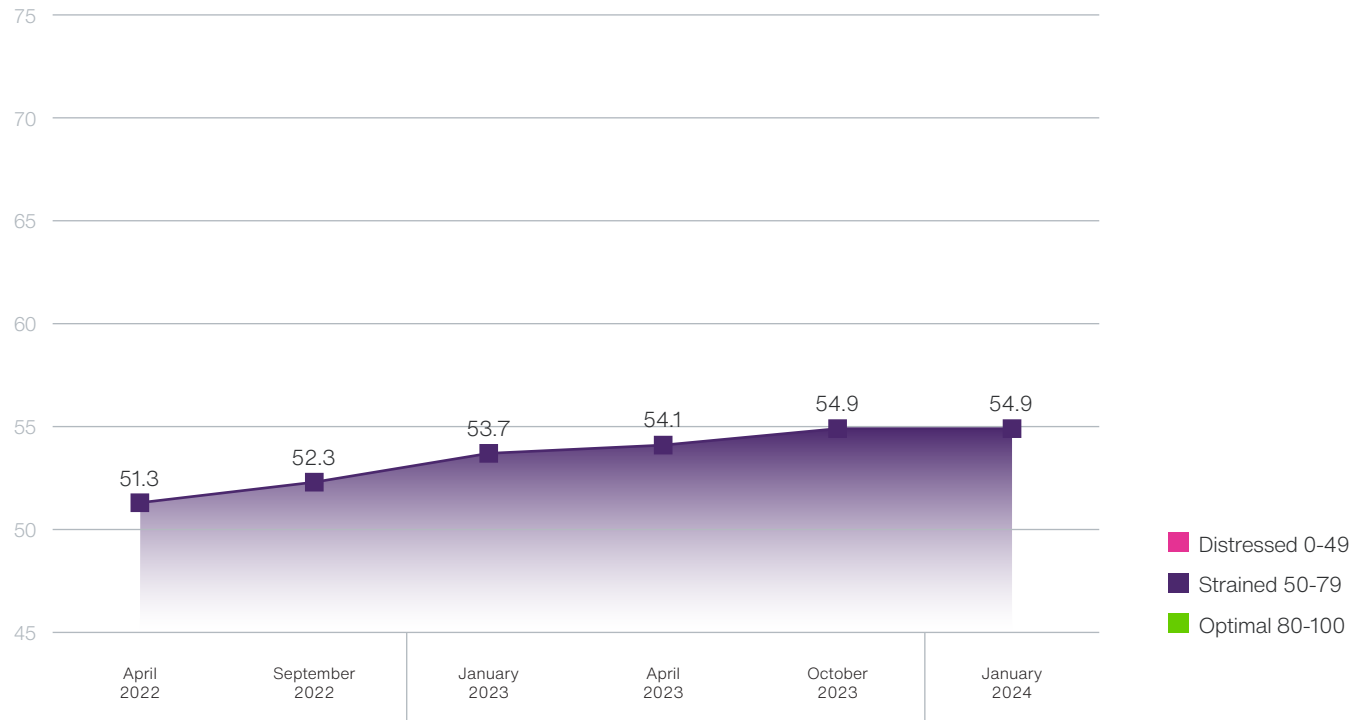
The work productivity sub-score measures the impact of mental health on work productivity and goals.

The work productivity sub-score has generally improved since the launch of the MHI, despite modest declines in September 2022 and April 2023. In January 2024, the work productivity score improved 1.8 points from October 2023, yet it is the second lowest mental health sub-score, the first time since the launch of the MHI that it has not been the lowest sub-score.



Anxiety

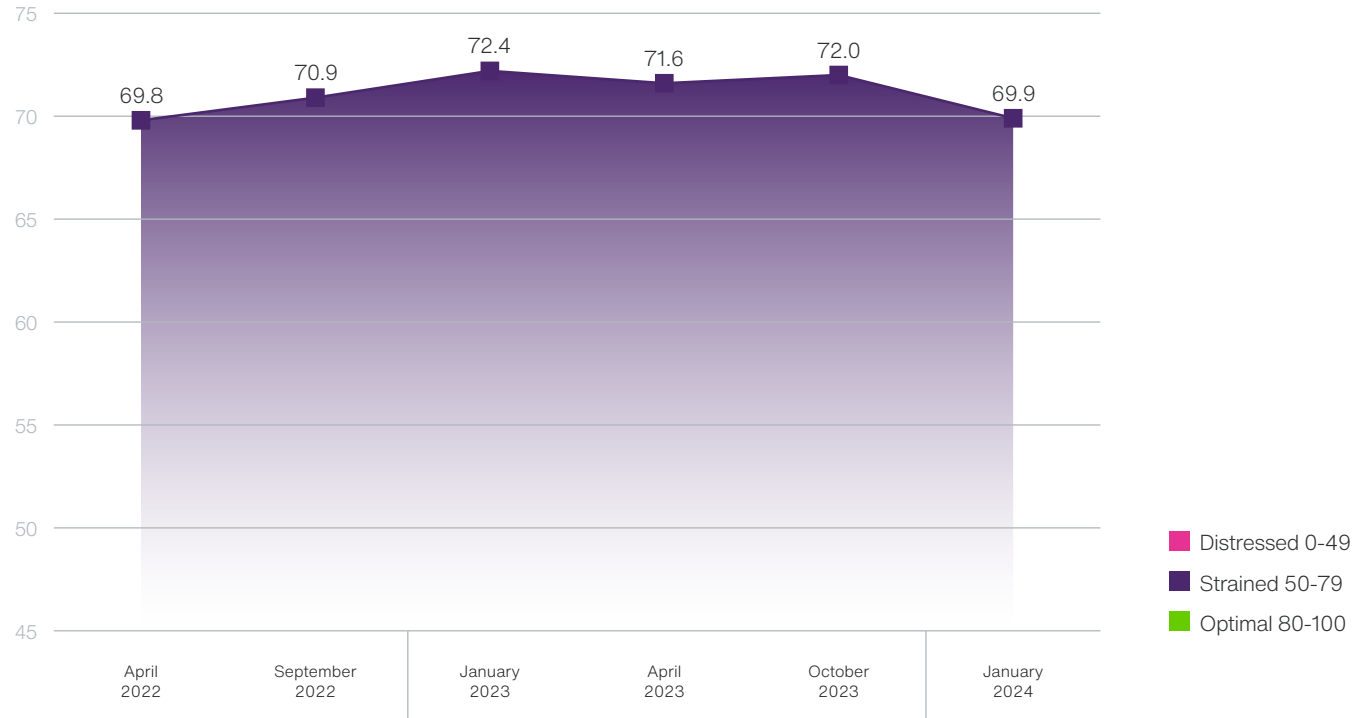
The anxiety sub-score has gradually improved since the launch of the MHI in April 2022. Despite the increase, the anxiety score remains in the lowest end of the “strained” range. In January 2024, the anxiety score remains unchanged from October 2023 and is the lowest mental health sub-score.



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 has generally declined through January 2024. A significant 2.1-point decline is observed in the financial risk sub-score from October 2023 to January 2024.



Mental health by gender and age.

- Since the launch of the MHI, women have had a lower mental health score than men. In January 2024, the mental health score of women is 62.4 compared to 62.8 for men
- The MHI shows that 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 MHI. Nearly two years later, this pattern continues with a lower score for workers with at least one child (63.6) than workers without children (61.9)

Mental health by employment status.

- Overall, two per cent of respondents are unemployed¹ and eight per cent report reduced hours or reduced salary
- Workers reporting reduced salary when compared to the prior month have the lowest mental health score (50.2), followed by workers reporting fewer hours than the prior month (55.7), individuals not currently employed (62.0), and workers with no change to salary or hours (62.2)
- Labourers have a lower mental health score (54.9) than service industry (63.2) and office workers (63.9)
- Managers have a higher mental health score (63.3) than non-managers (61.6)
- Respondents working for companies with 5,001-10,000 employees have the highest mental health score (67.5)
- Self-employed/sole proprietors have the lowest mental health score (59.6)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (44.3) than the overall group (61.5). Workers with an emergency fund have an average mental health score of 71.4

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

Employment status	Jan. 2024	Oct. 2023
Employed (no change in hours/salary)	63.4	62.8
Employed (fewer hours compared to last month)	55.7	58.6
Employed (reduced salary compared to last month)	50.2	49.7
Not currently employed	62.0	58.0

Age group	Jan. 2024	Oct. 2023
Age 20-29	55.9	55.5
Age 30-39	59.7	58.2
Age 40-49	63.2	61.5
Age 50-59	65.3	65.8
Age 60-69	73.6	72.5

Number of children	Jan. 2024	Oct. 2023
No children in household	61.9	62.0
1 child	64.0	62.4
2 children	63.6	61.9
3 children or more	60.2	59.5

Gender	Jan. 2024	Oct. 2023
Men	62.8	62.3
Women	62.4	61.9

Household income	Jan. 2024	Oct. 2023
<\$50K/annum	58.6	57.7
\$50K to <\$100K/annum	60.9	60.8
\$100k to <\$150K	63.2	63.5
\$150K to \$200K	65.5	66.9
\$200K and over	68.6	65.2

Employer size	Jan. 2024	Oct. 2023
Self-employed/sole proprietor	59.6	58.7
2-50 employees	63.1	65.5
51-100 employees	61.0	63.0
101-500 employees	61.2	61.1
501-1,000 employees	60.4	59.9
1,001-5,000 employees	65.6	64.0
5,001-10,000 employees	67.5	62.0
More than 10,000 employees	62.4	59.7

Manager	Jan. 2024	Oct. 2023
Manager	63.3	63.6
Non-manager	61.6	60.5

Work environment	Jan. 2024	Oct. 2023
Labour	54.9	60.3
Office/desk	63.9	63.0
Service	63.2	59.5

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 (55.3), followed by workers in Accommodation and Food Service Activities (58.1), and Financial and Insurance Activities (59.7).

Workers in Wholesale and Retail Trade (68.7), Administrative and Support Service Activities (66.5), and Construction (66.4) have the highest mental health scores this month.

Industry	January 2024	October 2023	Change
Administrative and Support Service Activities	66.5	58.8	7.7
Wholesale and Retail Trade	68.7	64.3	4.3
Financial and Insurance Activities	59.7	56.6	3.1
Construction	66.4	63.5	2.9
Other Service Activities	60.5	58.0	2.5
Transportation and Storage	62.6	60.7	1.9
Real Estate Activities	61.5	60.4	1.1
Education	64.3	64.0	0.3
Health and Social Services	61.2	61.3	-0.1
Professional, Scientific and Technical Activities	63.6	63.7	-0.2
Accommodation and Food Service Activities	58.1	58.6	-0.5
Manufacturing	65.8	67.3	-1.4
Public Administration and Defence	55.3	59.6	-4.3



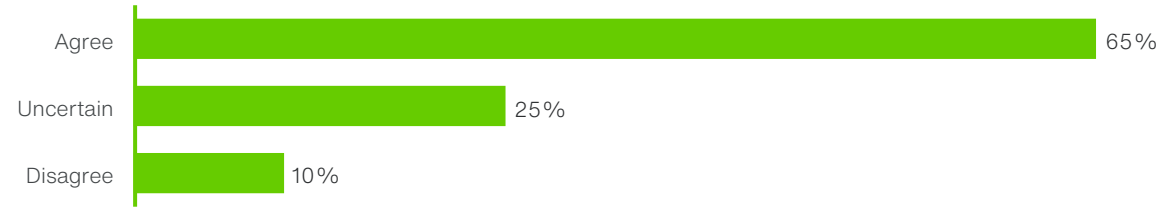
Spotlight

Workplace culture

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

- One in ten (10 per cent) do not feel valued and respected by their colleagues; this group has the lowest/worst mental health score (48.0), 20 points lower than workers feeling valued and respected (67.9), and more than 14 points lower than the national average (62.6)
- Workers not feeling valued and respected by their colleagues are 60 per cent more likely than workers feeling valued and respected to report their mental health negatively impacts their work productivity
- Nearly two-thirds (65 per cent) feel valued and respected by their colleagues; this group has the highest/best mental health score (67.9), more than five points higher than the national average (62.6)

I feel valued and respected by my colleagues



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



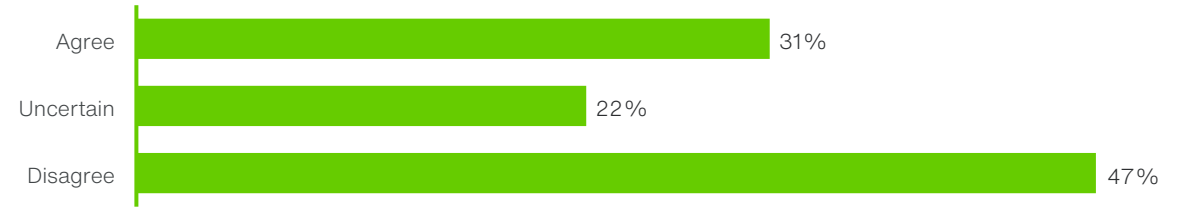
Percentage reporting their productivity is negatively impacted by their mental health by “I feel valued and respected by my colleagues”



Workers were asked whether their workplace is generally supportive.

- Nearly one-third (31 per cent) do not perceive their workplace as supportive; this group has the lowest/worst mental health score (52.0), 20 points lower than workers reporting that their workplace is supportive (71.9), and more than 10 points lower than the national average (62.6)
- Workers who perceive their workplace as unsupportive are nearly three times more likely than workers with supportive employers to report that their mental health negatively impacts their work productivity
- Labourers are nearly twice as likely as office workers and more than twice as likely as service industry workers to report their workplace is unsupportive
- Workers under 40 are 40 per cent more likely than workers over 50 to report their workplace is unsupportive
- Nearly half (47 per cent) perceive their workplace as supportive; this group has the highest/best mental health score (71.9), more than nine points higher than the national average (62.6)

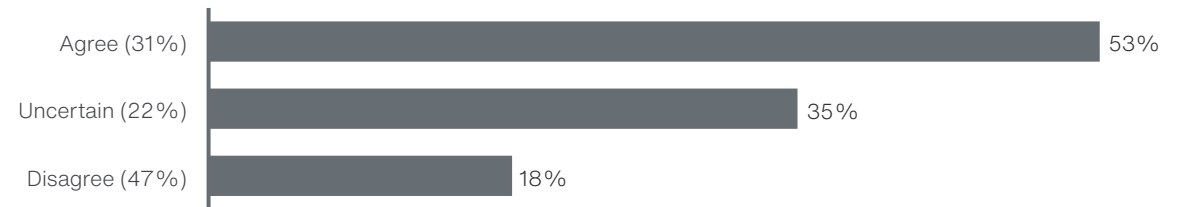
My workplace is generally NOT supportive



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”

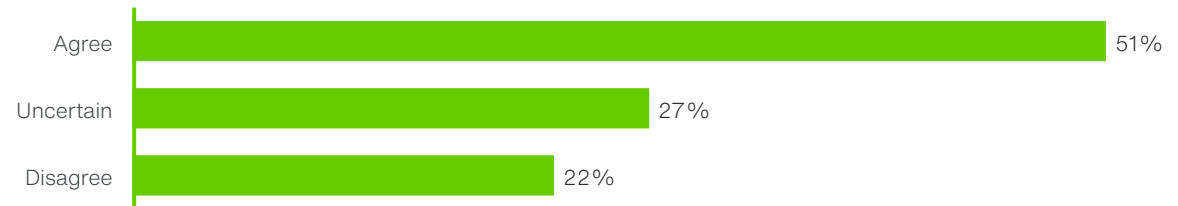


Workers were asked whether rewards and recognition are fair and unbiased in their company.

- Half (51 per cent) perceive rewards and recognition are fair and unbiased in their company; this group has the highest/best mental health score (66.3), nearly four points higher than the national average (62.6)
- More than one in five (22 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 (57.5), nearly nine points lower than workers who perceive rewards and recognition to be fair and unbiased (66.3), and five points lower than the national average (62.6)



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”

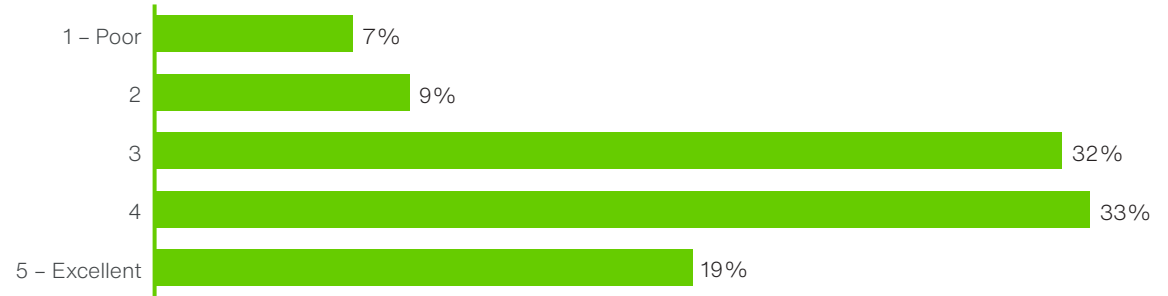


Workers were asked to rate the mental health benefits and services provided by their employer.

- More than half (52 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 three points higher than the national average (62.6)
- One in six (16 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 11 points lower than workers rating 4 or 5 (excellent), and at least eight points lower than the national average (62.6)
- Seventeen 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



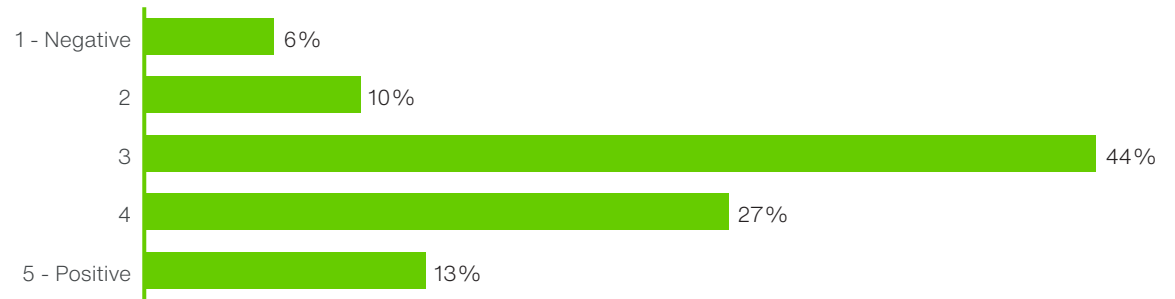
MHI score by “Rating on mental health benefits and services provided by the employer”



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

- Two in five (40 per cent) rate their company’s culture around mental health as 4 or 5 (positive); this group has mental health scores at least six points higher than the national average (62.6)
- One in six (16 per cent) rate their company’s culture around mental health 2 or 1 (negative); this group has mental health scores at least 17 points lower than workers rating their company’s culture as positive and at least 11 points lower than the national average (62.6)

Rating on company’s culture around mental health



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

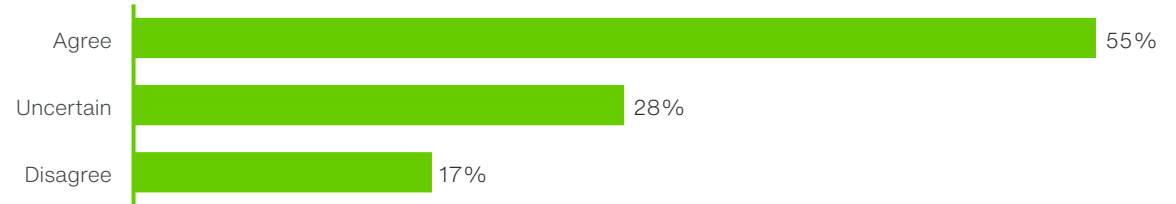


Psychological safety at work.

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 six (17 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 (54.1), nearly 13 points lower than workers who agree (66.8), and more than eight points lower than the national average (62.6)
- Workers reporting their workplace is not committed to ensuring employees can speak up about their concerns are 40 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
- More than half (55 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 (66.8), more than four points higher than the national average (62.6)

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”



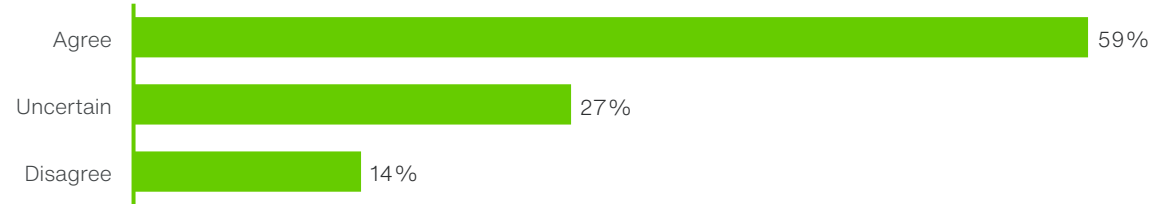
Percentage reporting their productivity is negatively impacted by their mental health by “My workplace is committed to ensuring employees can speak up about concerns without fear of punishment or humiliation”



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

- One in seven (14 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 (55.2), 11 points lower than workers reporting quick and fair resolution (66.2), and more than seven points lower than the national average (62.6)
- Workers reporting that harassment, bullying, unhealthy conflict, and other harmful behaviours are not quickly and fairly resolved in their workplace are 30 per cent more likely to report their mental health negatively impacts their work productivity than workers reporting quick and fair resolution
- Nearly 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 (66.2), nearly four points higher than the national average (62.6)

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 seven (13 per cent) are dissatisfied with the amount of control they have over their work; this group has the lowest/worst mental health score (48.2), 19 points lower than workers who are satisfied (67.2), and more than 14 points lower than the national average (62.6)
- More than seven in ten (71 per cent) are satisfied with the amount of control they have over their work; this group has the highest/best mental health score (67.2), nearly five points higher than the national average (62.6)



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”

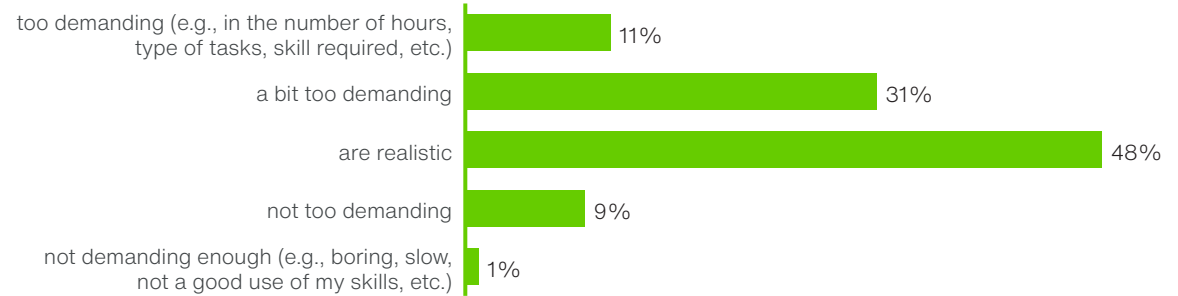


Workers were asked about the expectations of their job.

- Nearly half (48 per cent) perceive that the expectations of their job are realistic; this group has a mental health score (67.1) more than four points higher than the national average (62.6)
- More than two in five (42 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 (62.6)
- Fifty-eight 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:



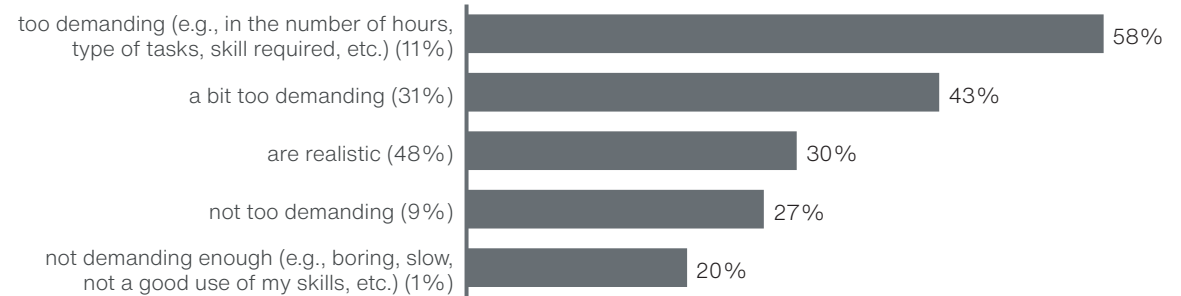
MHI score by “Job expectations”



- Work productivity is impacted less as job expectations move from too demanding to not too demanding.
- Labourers are two and a half times more likely than office workers and 80 per cent more likely than service industry workers to report the expectations of their job are too demanding
- Workers under 40 are 70 per cent more likely than workers over 50 to report the expectations of their job are too demanding



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

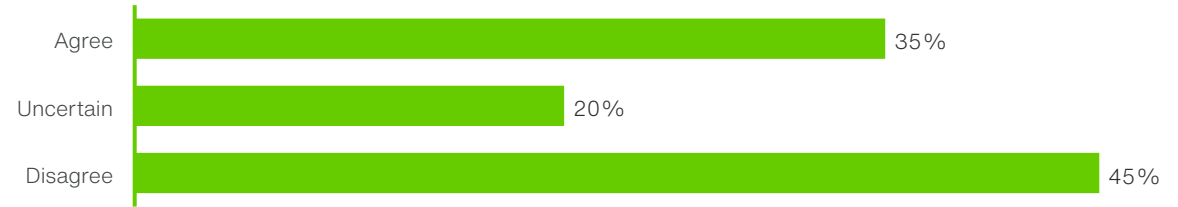


Relationships

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

- More than one-third (35 per cent) lack workplace relationships with people they trust; this group has the lowest/worst mental health score (52.2), nearly 21 points lower than workers with trusted workplace relationships (72.8) and more than 10 points lower than the national average (62.6)
- Respondents lacking trusted workplace relationships are more than four times as likely to report feeling isolated than those with trusted workplace relationships
- Workers under 40 are 50 per cent more likely than workers over 50 to lack trusted workplace relationships
- Nearly half (45 per cent) have trusted workplace relationships; this group has the highest/best mental health score (72.8), more than ten points higher than the national average (62.6)

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”

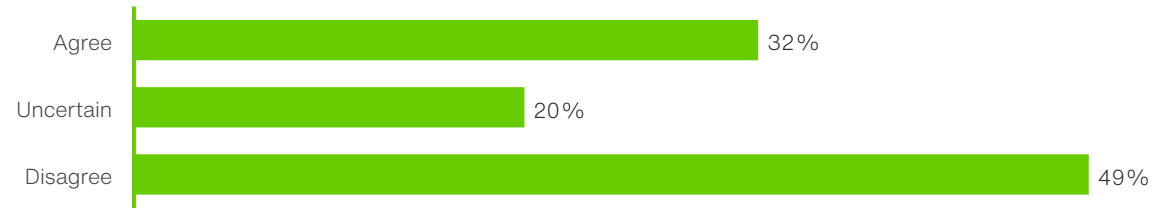


Workers were asked whether they lack personal relationships with people they trust.

- Nearly one-third (32 per cent) lack personal relationships with people they trust; this group has the lowest/worst mental health score (49.3), nearly 24 points lower than workers with trusted personal relationships (73.0), and more than 13 points lower than the national average (62.6)
- Respondents lacking trusted personal relationships are nearly six times more likely to report feeling isolated than workers with trusted personal relationships
- Workers under 40 are 80 per cent more likely than workers over 50 to lack trusted personal relationships
- Nearly half (49 per cent) have trusted personal relationships; this group has the highest/best mental health score (73.0), more than ten points higher than the national average (62.6)



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”

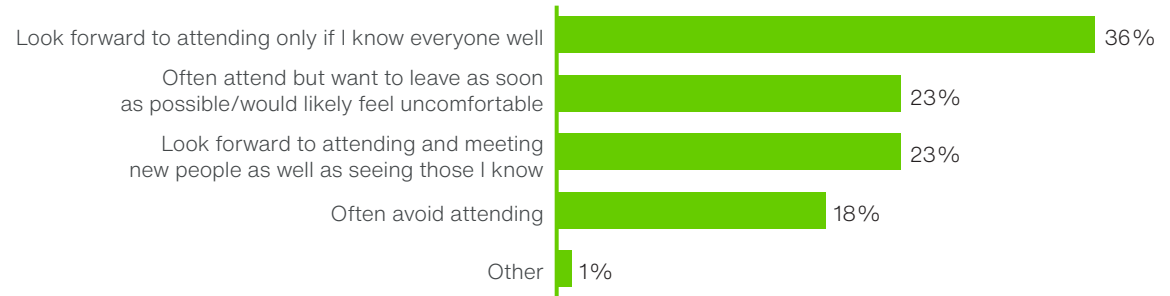


Social Engagement

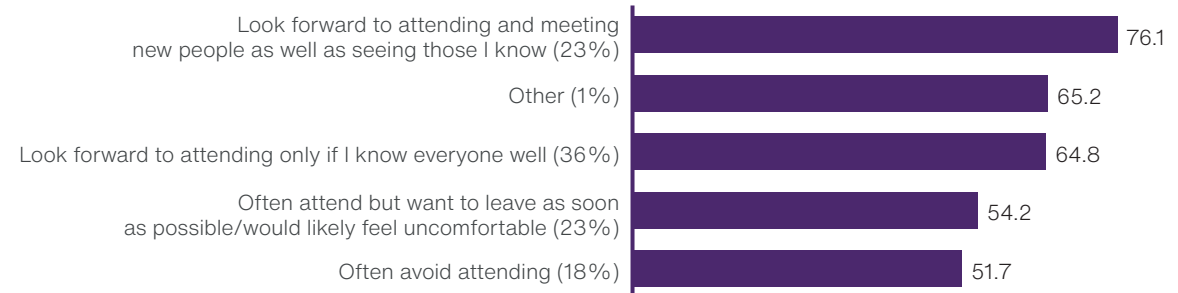
Workers were asked how they would respond to a social engagement.

- More than one-third (36 per cent) look forward to attending social events only if they know everyone well; this group has a mental health score (64.8) more than two points higher than the national average (62.6)
- Nearly one-quarter (23 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 (76.1), more than 13 points higher than the national average (62.6)
- Nearly one in five (18 per cent) often avoid attending social events; this group has the lowest/worst mental health score (51.7), nearly 11 points lower than the national average (62.6)
- Workers under 40 are twice as likely as workers over 50 to attend social events but leave as soon as possible/likely feel uncomfortable
- Workers over 50 are 80 per cent more likely than 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.

- More than two in five (42 per cent) do not trust anyone enough to be their true selves with; this group has the lowest/worst mental health score (52.7), nearly 22 points lower than workers with someone they can be their true selves with (74.4), and 10 points lower than the national average (62.6)
- Workers without someone they can be their true selves with are four and a half times more likely to report feeling isolated (54 per cent) than workers having someone they can be their true selves with (12 per cent)
- Workers under 40 are 40 per cent more likely than workers over 50 to not have anyone they trust enough to be their true self with
- One-third (33 per cent) have someone they trust enough to be their true self with; this group has the highest/best mental health score (74.4), roughly 12 points higher than the national average (62.6)

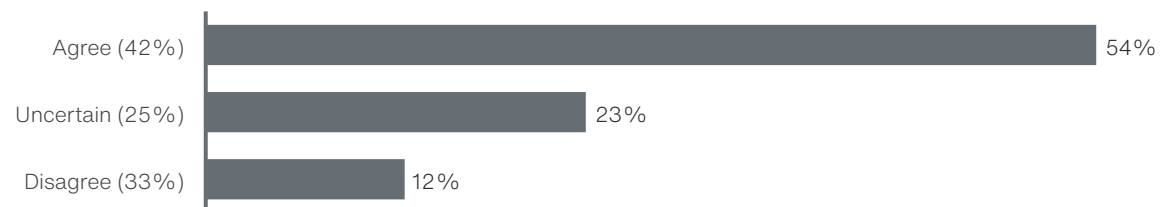
I do not trust anyone enough to be my true self with



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”



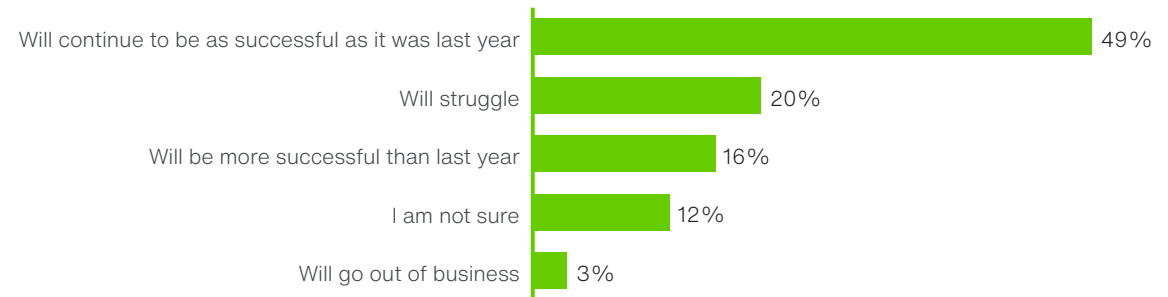
Business performance

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

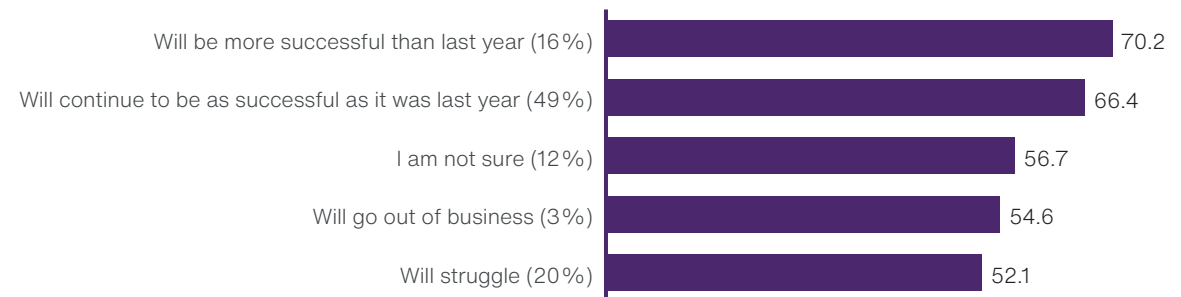
- Nearly half (49 per cent) perceive their organisation will continue to be as successful as it was last year. The mental health of this group (66.4) is nearly four points higher than the national average (62.6)
- One in six (16 per cent) perceive their organisation will be more successful than it was last year; this group has the highest/best mental health score (70.2), more than seven points higher than the national average (62.6)
- The lowest/worst mental health (52.1), more than 14 points lower than workers who perceive their organisation will be successful (66.4) and more than 10 points lower than the national average (62.6), is among 20 per cent who perceive their organisation will go out of business
- Managers are 50 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 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 January 13 and January 23, 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

