



TELUS Mental Health Index.

Special report on Physical Health.

Singapore | September 2024

 **TELUS**® Health

Table of contents

1. What you need to know for September 2024	3
2. The Mental Health Index	7
Mental health risk	8
Mental Health Index sub-scores.....	9
Work Productivity	10
Anxiety	11
Financial risk.....	12
Mental health by gender and age	13
Mental health by employment status.....	13
Emergency savings.....	13
3. The Mental Health Index by industry	15
4. Spotlight	16
The relationship between MHI scores and productivity	16
The impact of health conditions on MHI scores and productivity	17
Dietary habits	20
Physical wellbeing.....	22
Pinpointing the drivers of feeling unwell	29
Improving health and wellbeing	30
Employer support for wellbeing	34
Experience with healthcare	36
5. Overview of the TELUS Mental Health Index	37
Methodology.....	37
Calculations	37
Additional data and analyses.....	37

What you need to know for September 2024.



Singapore workers' mental health score drops 1.3 points, marking a significant reversal after two years of steady improvements; 41 per cent have a high mental health risk.

- At 61.6, the mental health of workers has declined 1.3 points from April 2024
- 41 per cent of workers have a high mental health risk, 42 per cent have a moderate mental health risk, and 17 per cent have a low mental health risk
- All mental health sub-scores, apart from optimism and general psychological health, have declined from the previous period; the work productivity sub-score has declined most significantly, down 4.1 points from the April 2024
- Anxiety and work productivity continue to be the lowest mental health sub-scores
- The mental health score of managers continues to be higher than the score of non-managers
- Labourers have a lower mental health score than service industry and office workers
- Nearly one-third (31 per cent) of workers have a mental health score of 50 or lower. The productivity loss of this group is nearly three times the number of lost workdays as eight per cent of workers with a mental health score of 90 or higher

Fewer than half of workers adhere to a healthy diet, with younger workers (under 40) more likely to report unhealthy eating. The mental health score of workers reporting unhealthy eating is 17 points lower than workers reporting healthy eating.

- 46 per cent of workers report following a healthy diet
- Eight per cent of workers report following an unhealthy diet; the mental health score of this group is nearly 17 points lower than workers reporting a healthy diet and nearly 13 points lower than the national average
- Workers without emergency savings are nearly twice as likely as workers with emergency savings to report an unhealthy diet

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40) and workers without emergency savings.

- 12 per cent of workers report an anxiety diagnosis, eight per cent report a depression diagnosis
- Workers diagnosed with anxiety lose 70.6 working days of productivity per year and have the lowest mental health score, more than 23 points lower than workers with no diagnosed health conditions and nearly 18 points lower than the national average
- Workers diagnosed with depression lose 69.9 working days of productivity per year and have a mental health score more than 22 points lower than workers with no diagnosed health conditions and nearly 17 points lower than the national average
- Workers diagnosed with a mental health condition other than anxiety or depression lose 66.6 working days per year and have a mental health score 19 points lower than workers with no diagnosed health conditions and more than 13 points lower than the national average
- Workers under 40 are more than three times as likely to report being diagnosed with depression and two and a half times more likely to report being diagnosed with anxiety than workers over 50
- Workers without emergency savings are more than three times as likely to report being diagnosed with anxiety and nearly three times more likely to report being diagnosed with depression

In this report, **productivity loss** refers to workdays lost per year because of physical health issues and/or emotional or mental health challenges. Some productivity fluctuation is inevitable as employees naturally experience varying levels of efficiency throughout their workday.



Workers reporting low interest in improving their health and wellbeing lose more than four additional weeks of productivity annually than workers reporting high interest in improving their health and wellbeing. Physical fitness and sleep quality are top priorities for self-improvement.

- 68 per cent report high interest in improving their health and wellbeing
- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 54.2 working days per year compared to 75.4 working days per year among workers reporting low interest in improving their health and wellbeing
- 62 per cent of workers want to improve their physical fitness
- 60 per cent want to improve their sleep quality
- 46 per cent want to improve their stress level
- 39 per cent want to improve their diet and nutrition
- 17 per cent want to improve pain management

Maintaining or losing weight, reducing the risk of disease and improving physical fitness are the **primary motivators** for participating in physical activity.

- 28 per cent report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work
- 21 per cent report reducing the risk of disease/longevity is their biggest motivator
- 21 per cent report improving physical fitness/stamina is their biggest motivator
- 11 per cent report stress reduction is their biggest motivator

Workers dissatisfied with their physical health have a mental health score 20 points lower than satisfied workers and lose an additional 27 working days in productivity annually compared to satisfied workers.

- 58 per cent of workers are satisfied with their physical health
- 14 per cent of workers are dissatisfied with their physical health; the mental health score of this group is more than 20 points lower than workers who are satisfied with their physical health and 15 points lower than the national average
- Workers who are satisfied with their physical health have a productivity loss of 51.1 working days per year compared to 78.4 working days per year among workers who are dissatisfied with their physical health
- 64 per cent of workers sometimes engage in physical activity
- 25 per cent of workers often engage in physical activity
- 12 per cent of workers never engage in physical activity; this group loses 10 additional working days of productivity annually and has a mental health score more than 13 points lower than workers who often engage in physical activity



Mental health scores are **strongly correlated** with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss.



Workers rating poor employer support for their physical wellbeing have a mental health score 18 points lower than workers reporting excellent support and lose an additional 36 working days in productivity annually.

- 31 per cent rate employer support for physical wellbeing as very good/excellent; the mental health score of this group is at least 14 points higher than workers rating employer support as poor and at least two points higher than the national average
- 27 per cent rate employer support for mental wellbeing as very good/excellent; the mental health score of this group is at least 12 points higher than workers rating employer support as poor and at least one point higher than the national average
- Productivity losses increase as the employer's rating for support declines:
 - workers rating employer support for physical wellbeing as excellent lose 43.0 working days per year in productivity compared to 79.5 working days per year in productivity loss among workers rating employer support as poor
 - workers rating employer support for mental wellbeing as excellent lose 36.7 working days per year in productivity compared to 79.1 working days per year in productivity loss among workers rating employer support as poor

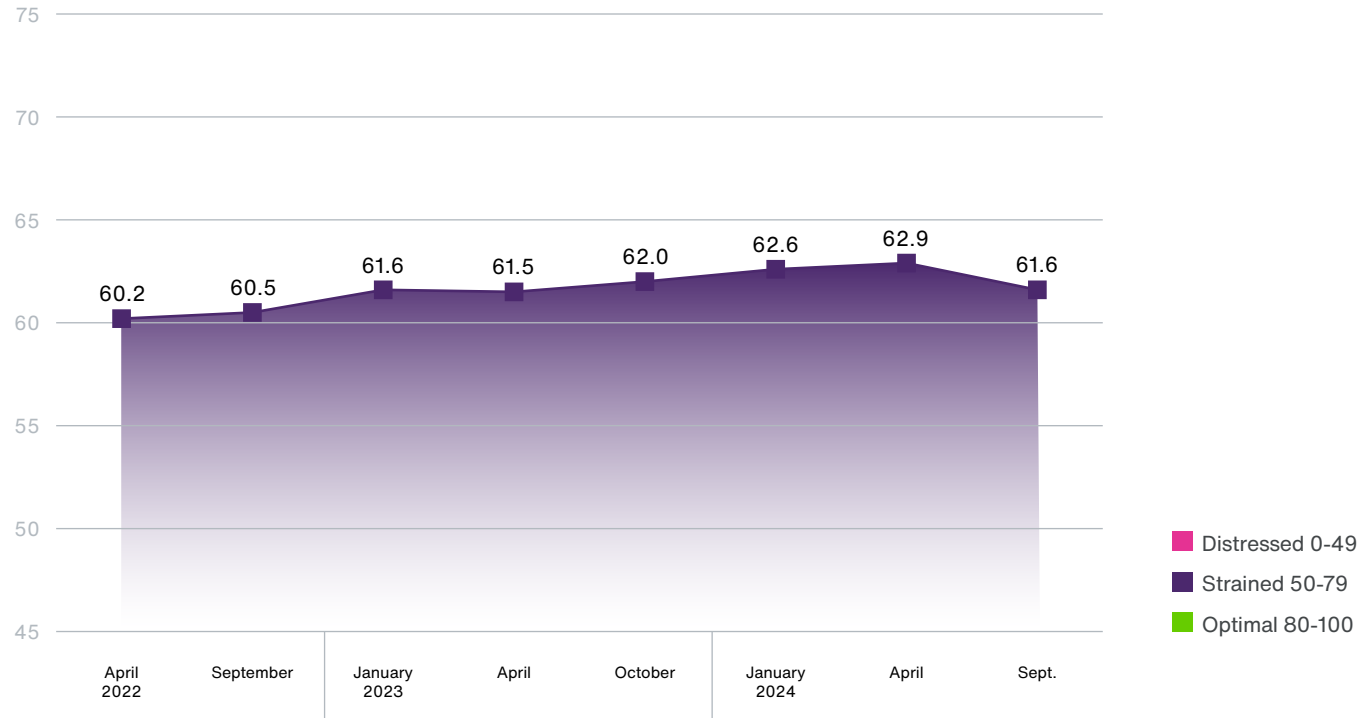
Fewer than one in ten workers report a negative experience with the healthcare system, with workers without emergency savings bearing a disproportionately higher rate of negative encounters compared to workers with emergency savings.

- 66 per cent report a positive experience with the healthcare system
- Nine per cent report a negative experience with the healthcare system; the mental health score of this group is 17 points lower than workers reporting a positive experience and 13 points lower than the national average
- Workers without emergency savings are 50 per cent more likely than workers with emergency savings to report a negative experience with the healthcare system

The Mental Health Index.

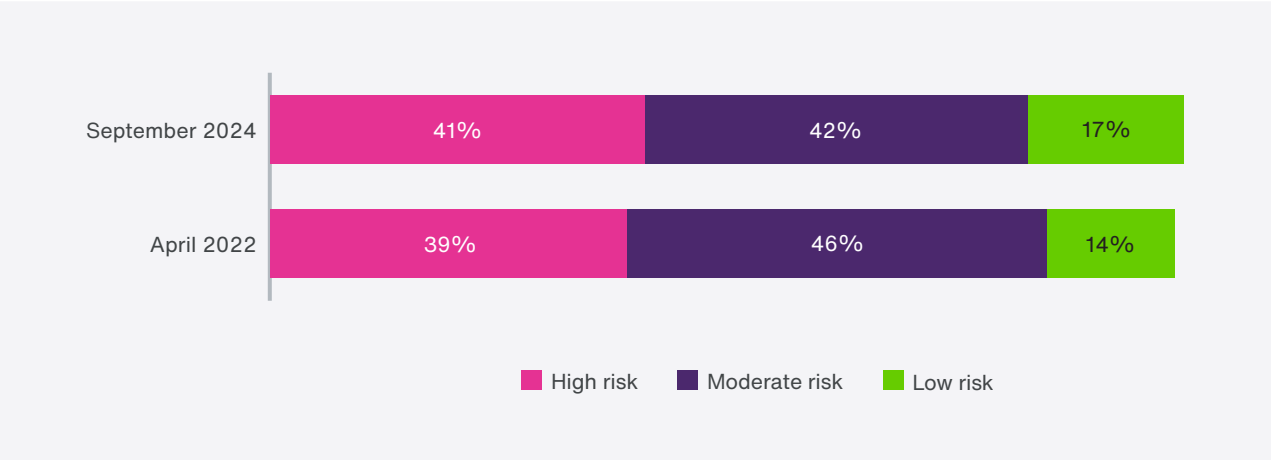
The overall Mental Health Index for September 2024 is 61.6. Since its launch in April 2022, Singapore's Mental Health Index has shown a consistent upward trend, reflecting improvements in the mental health of workers. However, September 2024, marks a concerning shift, with a significant 1.3-point decline in the mental health score compared to the previous period.

MHI Current Month September 2024	April 2024
61.6	62.9



Mental health risk.

In September 2024, 41 per cent of workers in Singapore have a high mental health risk, 42 per cent have a moderate mental health risk, and 17 per cent have a low mental health risk. More than two years since the launch of the MHI in April 2022, the proportion of workers with a high mental health risk has increased by two per cent.



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 September 2024 continues to be work productivity (50.4). Anxiety (52.7), isolation (54.1), depression (54.9), optimism (66.6), and financial risk (71.2) follow. General psychological health (72.4) is the most favourable mental health measure in September 2024.

- All mental health sub-scores, apart from optimism and general psychological health, have declined from April 2024
- The work productivity score has declined most significantly, down 4.1 points from April 2024

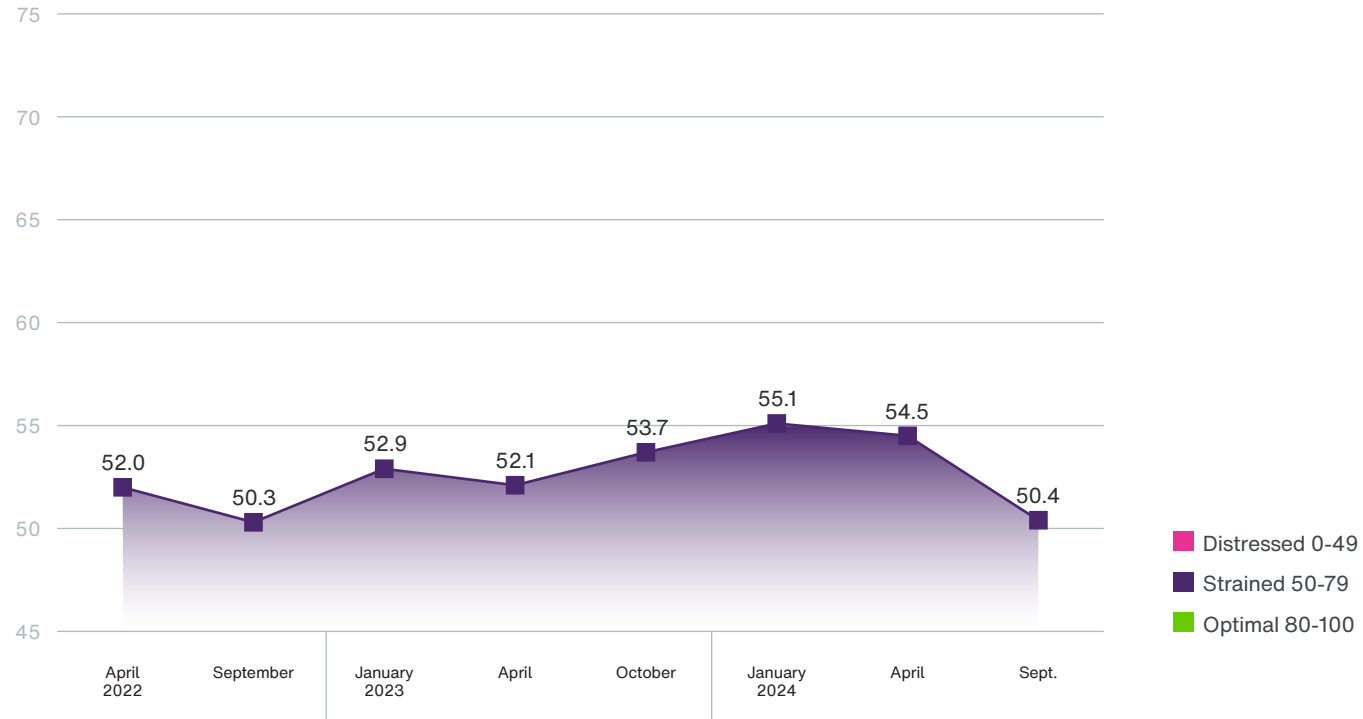
Mental Health Index Sub-scores	September 2024	April 2024
Work productivity	50.4	54.5
Anxiety	52.7	56.0
Isolation	54.1	56.1
Depression	54.9	57.4
Optimism	66.6	64.8
Financial risk	71.2	74.5
Psychological health	72.4	71.4



Work Productivity

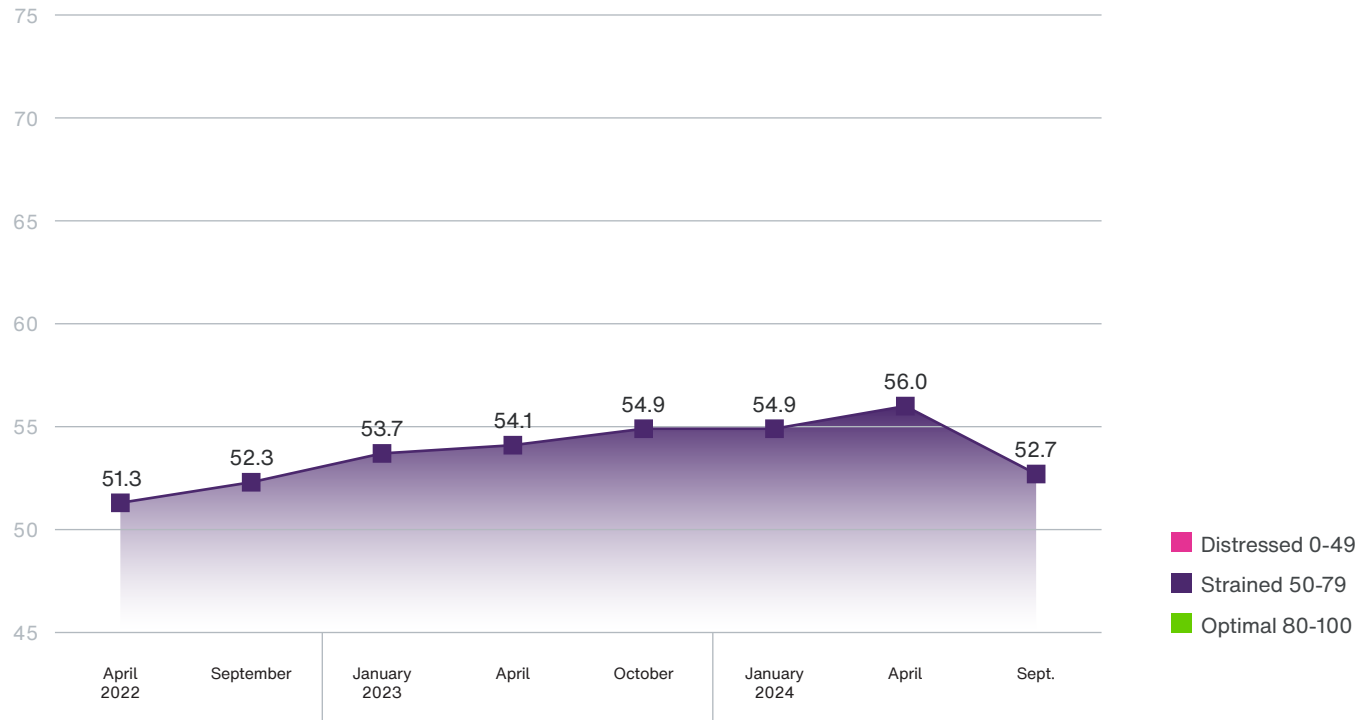
The work productivity sub-score measures the impact of mental health on work productivity and goals.

The work productivity sub-score generally improved from April 2022 to January 2024. In April 2024, the work productivity score declined modestly but a significant 4.1-point reduction is observed in September 2024. Work productivity continues to be the lowest of all mental health sub-scores.



Anxiety

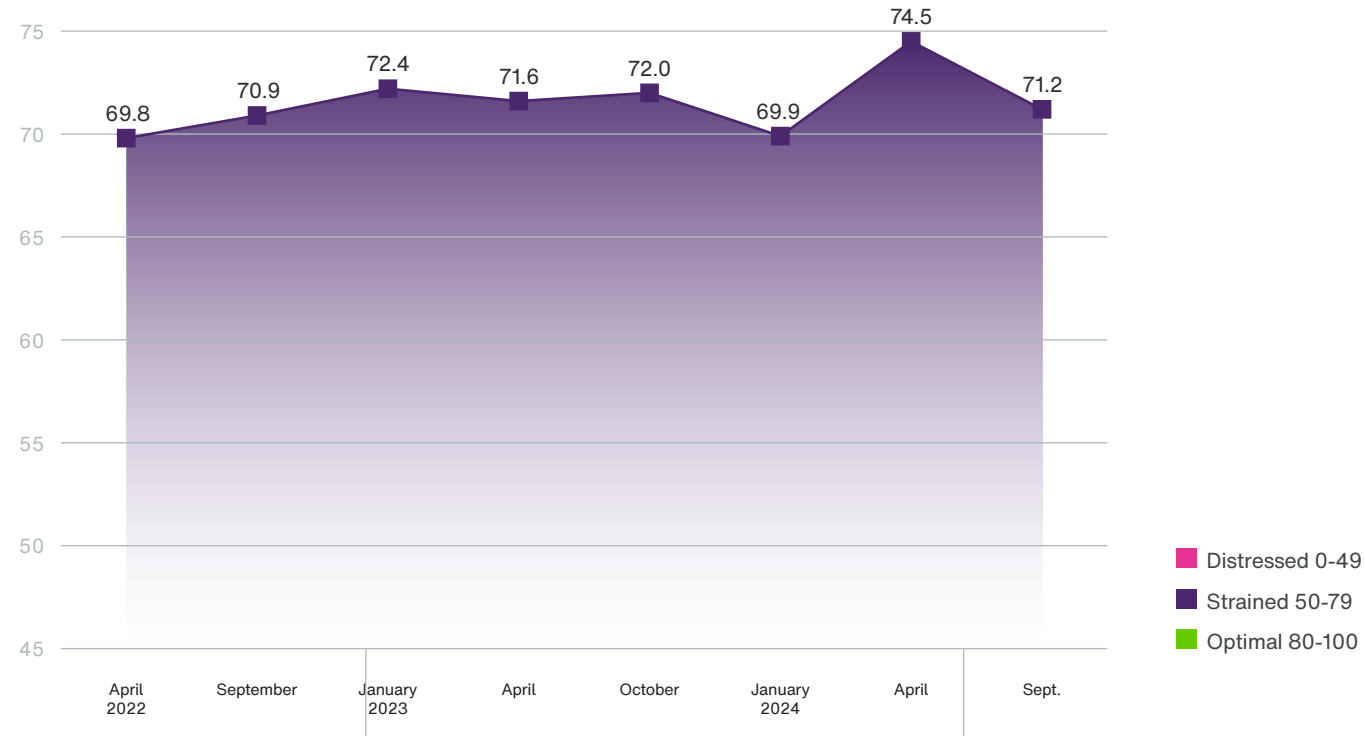
The anxiety sub-score gradually improved since the launch of the MHI in April 2022. However, in September 2024, a sharp 3.3-point decline is observed, and the anxiety score continues to be the second lowest of all mental health sub-scores.



Financial risk

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

The financial risk score has fluctuated since the launch of the MHI. After peaking in April 2024, the financial risk score declines 3.3 points in September 2024.



Mental health by gender and age.

- In September 2024, the mental health score of women is 60.4 compared to 63.0 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. More than two years later, this pattern continues with a higher score for workers with at least one child (62.6) than workers without children (60.8)

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 compared to the previous month have the lowest mental health score (48.6), followed by workers reporting fewer hours than the last month (55.4), workers with no change to salary or hours (62.2), and respondents not currently employed (65.9)
- Labourers have a lower mental health score (58.2) than service industry (59.2) and office workers (62.9)
- Managers have a higher mental health score (62.7) than non-managers (60.0)
- Respondents working for companies with 5,001-10,000 employees have the highest mental health score (66.1)
- Respondents working for companies with more than 10,000 employees have the lowest mental health score (60.0)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (45.3) 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	Sept. 2024	April 2024
Employed (no change in hours/salary)	62.3	63.6
Employed (fewer hours compared to last month)	55.4	56.8
Employed (reduced salary compared to last month)	48.6	48.2
Not currently employed	65.9	60.7

Age group	Sept. 2024	April 2024
Age 20-29	55.1	55.6
Age 30-39	59.8	60.5
Age 40-49	61.6	62.1
Age 50-59	65.8	67.1
Age 60-69	67.8	69.3

Number of children	Sept. 2024	April 2024
No children in household	60.8	62.5
1 child	62.7	63.1
2 children	62.8	64.6
3 children or more	61.2	59.7

Gender	Sept. 2024	April 2024
Men	63.0	63.4
Women	60.4	62.4

Household income/annum	Sept. 2024	April 2024
\$50K	58.6	58.8
\$50K to <\$100K	59.9	61.2
\$100k to <\$150K	64.1	64.4
\$150K to \$200K	60.8	64.0
\$200K and over	66.2	71.2

Employer size	Sept. 2024	April 2024
Self-employed/sole proprietor	60.8	60.0
2-50 employees	60.8	64.2
51-100 employees	63.5	61.1
101-500 employees	61.3	62.1
501-1,000 employees	60.8	64.0
1,001-5,000 employees	61.3	62.8
5,001-10,000 employees	66.1	64.7
More than 10,000 employees	60.0	64.2

Manager	Sept. 2024	April 2024
Manager	62.7	63.8
Non-manager	60.0	61.8

Work environment	Sept. 2024	April 2024
Labour	58.2	62.0
Office/desk	62.9	63.8
Service	59.2	59.8

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 (48.8), followed by workers in Accommodation and Food Service Activities (54.0), and Administrative and Support Service Activities (58.7).

Workers in Manufacturing (65.7), Other Service Activities (65.3), and Education (65.2) have the highest mental health scores this month.



Industry	September 2024	April 2024	Change
Transportation and Storage	62.7	57.7	5.0
Health and Social Services	62.2	58.0	4.2
Other Service Activities	65.3	61.3	4.0
Education	65.2	61.5	3.7
Real Estate Activities	61.3	59.5	1.8
Administrative and Support Service Activities	58.7	58.8	-0.1
Wholesale and Retail Trade	62.1	64.2	-2.1
Manufacturing	65.7	68.0	-2.3
Financial and Insurance Activities	59.7	62.0	-2.3
Professional, Scientific and Technical Activities	63.7	66.7	-3.0
Construction	63.4	67.9	-4.5
Public Administration and Defence	48.8	55.0	-6.2
Accommodation and Food Service Activities	54.0	61.1	-7.1

Spotlight

The relationship between MHI scores and productivity.

Productivity losses are calculated using an assessment of four key metrics:

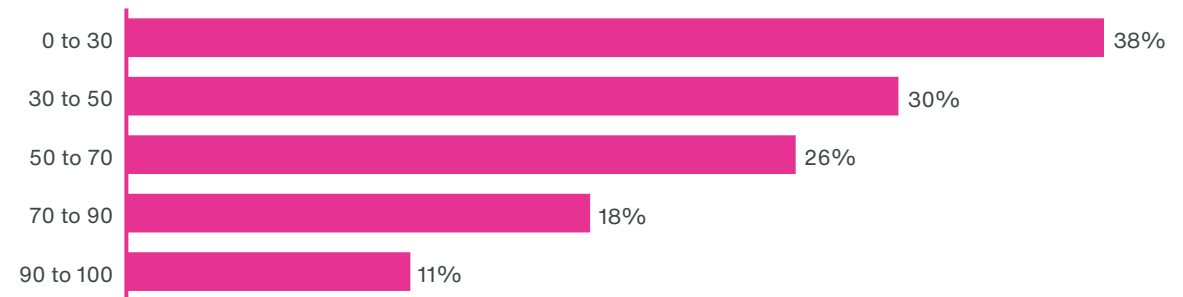
1. Work effort when feeling well
2. Absenteeism when feeling unwell
3. Instances of working when feeling unwell (commonly referred to as Presenteeism)
4. Work effort when feeling unwell

Productivity loss is reported as the number of workdays lost per year, based on a standard 240-day work year.

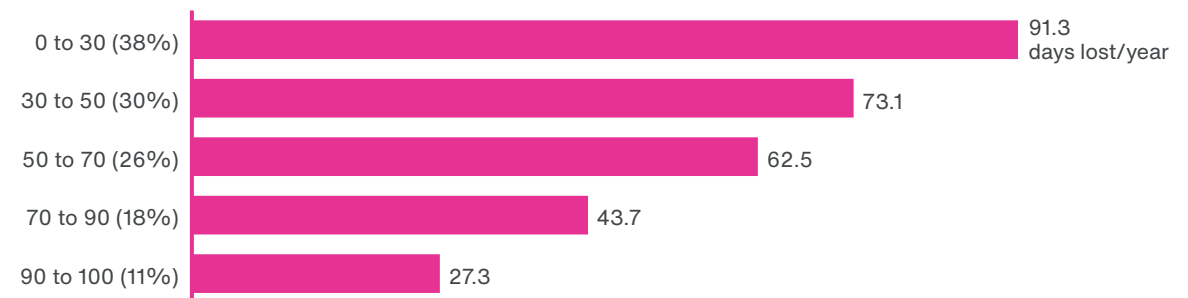
- Mental health scores are strongly correlated with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss
- Nearly one-third (31 per cent) of workers have a mental health score of 50 or lower. The productivity loss of this group is nearly three times the number of lost workdays as eight per cent of workers with a mental health score of 90 or higher



Productivity loss by MHI score



Productivity loss in working days per year by MHI score



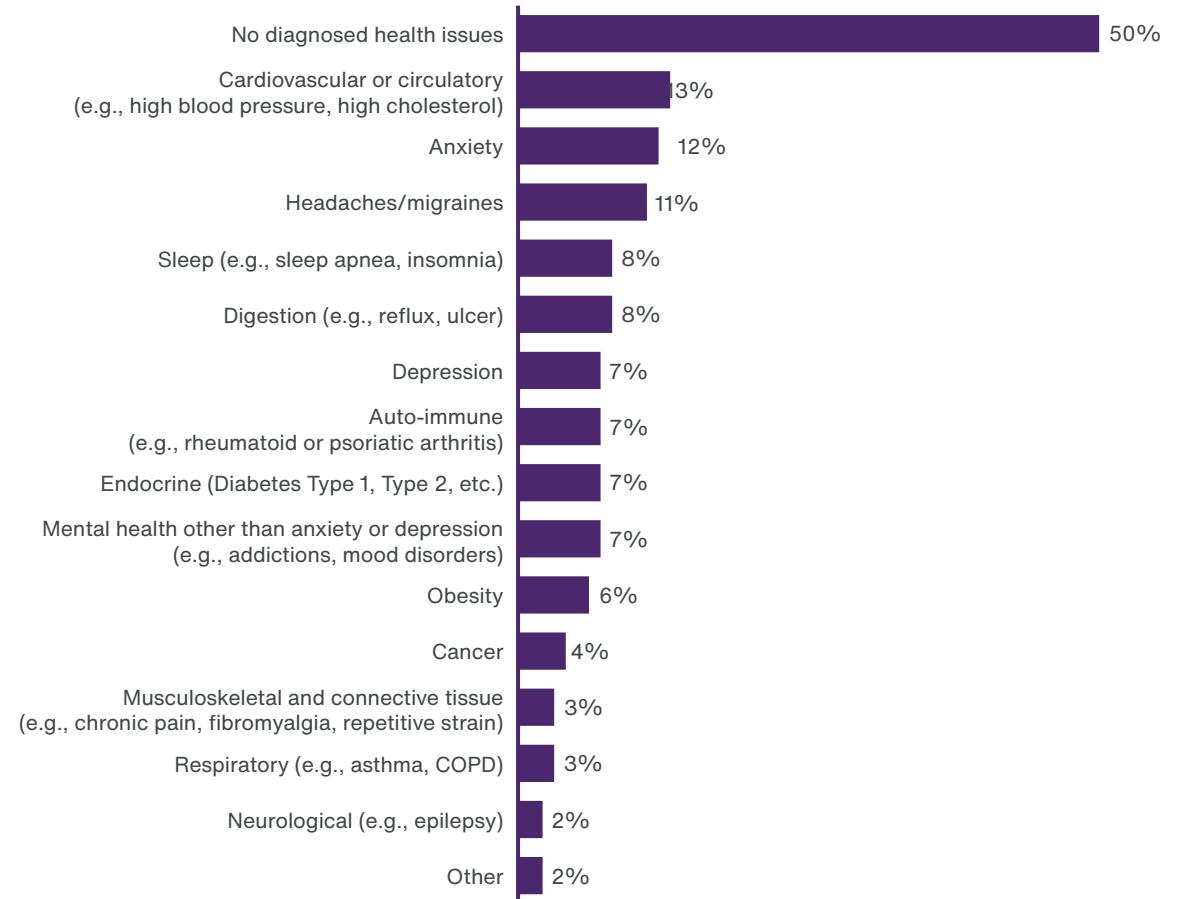
The impact of health conditions on MHI scores and productivity.

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40) and workers without emergency savings.

- Nearly one in seven (13 per cent) workers report a cardiovascular/circulatory diagnosis, 12 per cent report an anxiety diagnosis, and 11 per cent report headache/migraine diagnosis
- Workers without emergency savings are more than three times as likely to report being diagnosed with anxiety and nearly three times more likely to report being diagnosed with depression



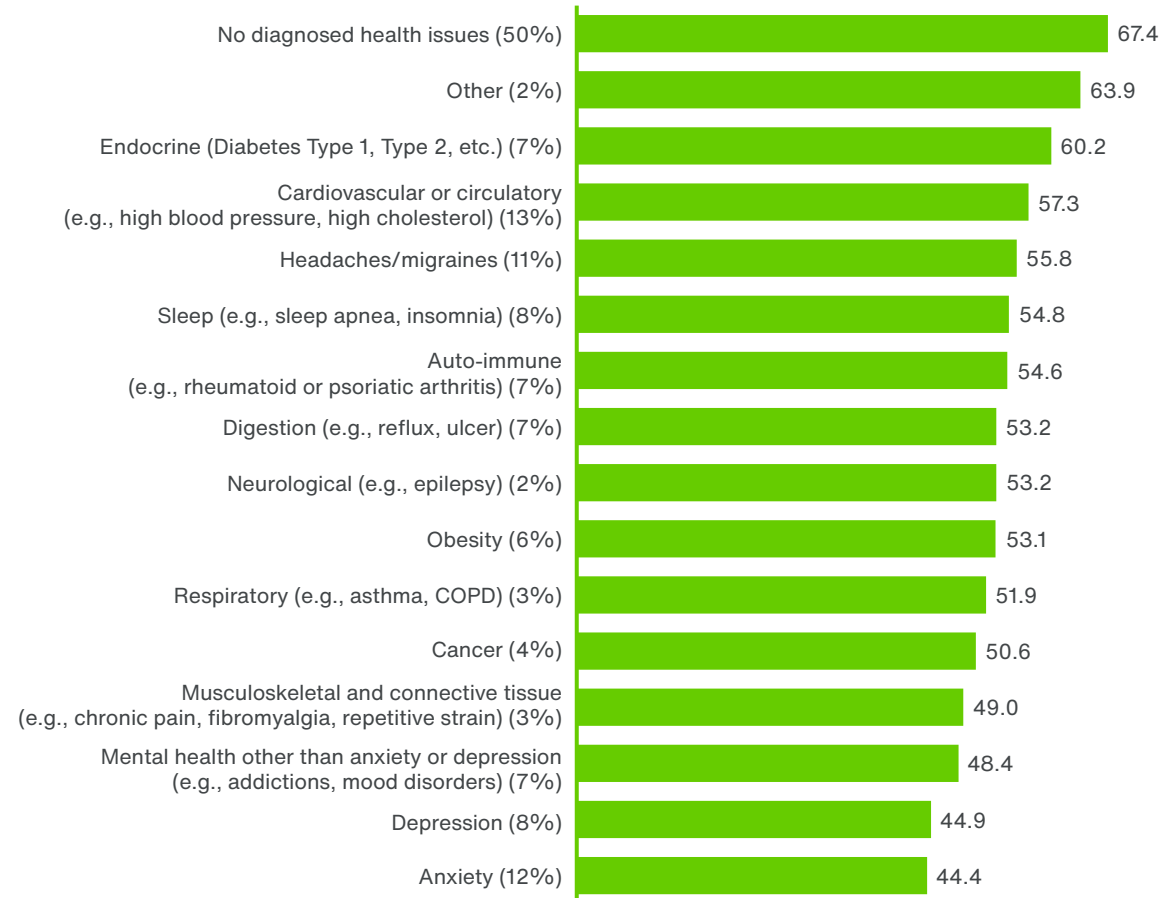
Diagnosed health conditions



- Workers under 40 are three times more likely to report being diagnosed with depression and two and a half times more likely to report being diagnosed with anxiety than workers over 50
- Half (50 per cent) did not report any diagnoses; this group has the highest mental health score (67.4), nearly six points higher than the national average (61.6)

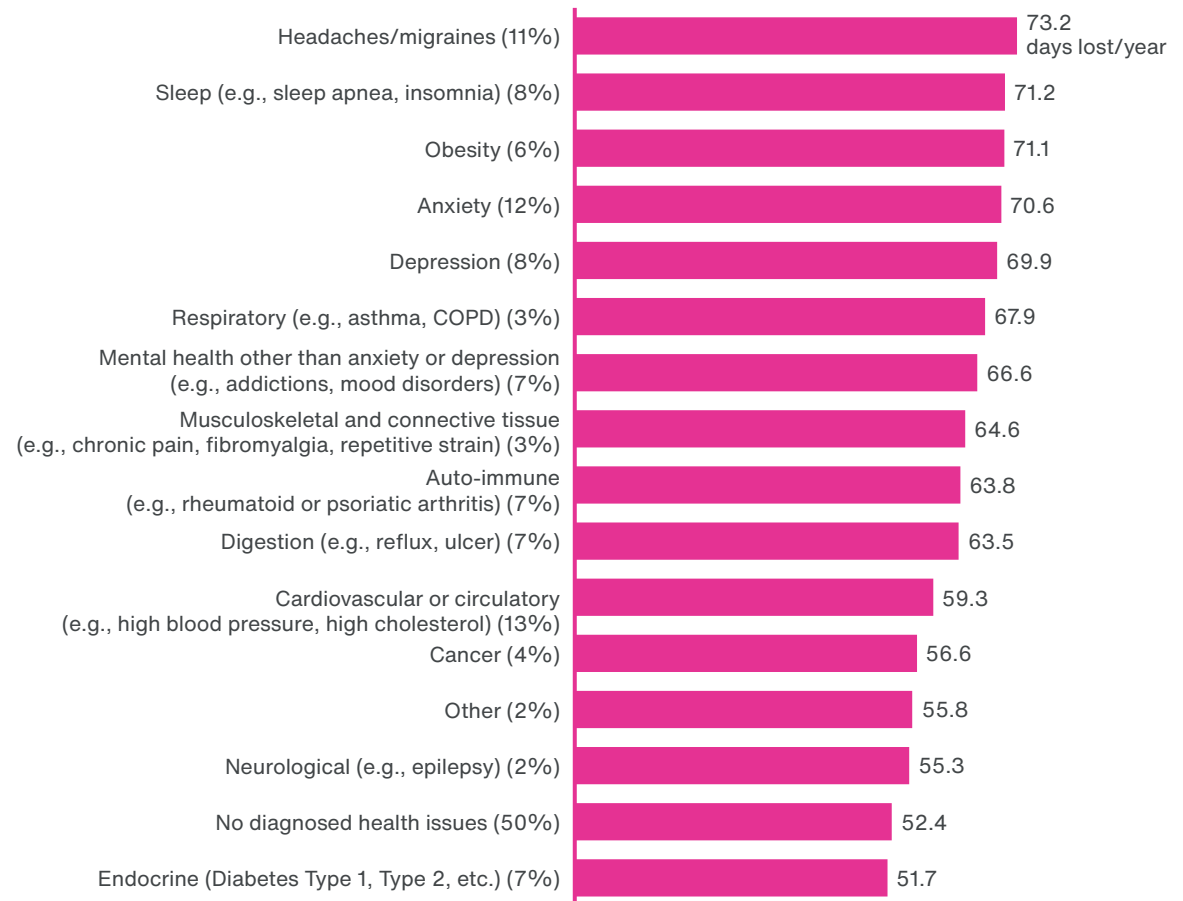


MHI score by “Diagnosed health conditions”



- Workers diagnosed with anxiety lose 70.6 working days of productivity per year and have the lowest mental health score (44.0), more than 23 points lower than workers with no diagnosed health conditions (67.4) and nearly 18 points lower than the national average (61.6)
- Workers diagnosed with depression lose 69.9 working days of productivity per year and have a mental health score (44.9) more than 22 points lower than workers with no diagnosed health conditions (67.4) and nearly 17 points lower than the national average (61.6)
- Workers diagnosed with a mental health condition other than anxiety or depression lose 66.6 working days per year and have a mental health score (48.4) 19 points lower than workers with no diagnosed health conditions (67.4) and more than 13 points lower than the national average (61.6)

Productivity loss (in working days/year) by “Diagnosed health conditions”



Dietary habits

Fewer than half of workers adhere to a healthy diet, with younger workers (under 40) more likely to report unhealthy eating. The mental health of workers reporting unhealthy eating is 17 points lower than workers reporting healthy eating.

- Nearly half (46 per cent) of workers report a very healthy or somewhat healthy diet; this group has the highest mental health score (65.4), nearly four points higher than the national average (61.6)
- The lowest mental health score (48.7) is among eight per cent of workers reporting an unhealthy diet, nearly 17 points lower than workers reporting a healthy diet (65.4) and nearly 13 points lower than the national average (61.6)
- Workers without emergency savings are nearly twice as likely as workers with emergency savings to report an unhealthy diet
- Managers are 50 per cent more likely than non-managers to report a healthy diet



How would you describe your overall diet?



MHI score by “How would you describe your overall diet?”



Workers with emergency savings are 70 per cent more likely to maintain a balanced diet than those without.

- One-quarter (25 per cent) of workers generally follow a balanced diet with no specific exclusions; this group has the highest mental health score (67.7), six points higher than the national average (61.6)
- Workers with emergency savings are 70 per cent more likely than workers without emergency savings to follow a balanced diet
- More than one-third (35 per cent) report specific dietary preferences/restrictions; this group has the lowest mental health score (57.1), more than 10 points lower than workers following a balanced diet with no specific exclusions (67.7) and more than four points lower than the national average (61.6)



Do you follow any specific dietary preferences or restrictions?



MHI score by “Do you follow any specific dietary preferences or restrictions?”

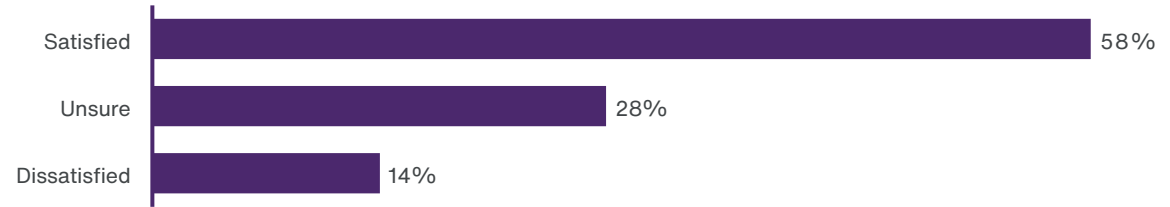


Physical wellbeing

Workers dissatisfied with their physical health have a mental health score 20 points lower than satisfied workers and lose an additional 27 working days in productivity annually compared to satisfied workers.

- Nearly three in five (58 per cent) workers are satisfied with their physical health; this group has the highest mental health score (67.0), more than five points higher than the national average (61.6)
- One in seven (14 per cent) are dissatisfied with their physical health; this group has the lowest mental health score (46.7), more than 20 points lower than workers who are satisfied with their physical health (67.0) and 15 points lower than the national average (61.6)
- Workers who are satisfied with their physical health have a productivity loss of 51.1 working days per year compared to 78.4 working days per year among workers who are dissatisfied with their physical health
- Workers without emergency savings are 60 per cent more likely than workers with emergency savings to be dissatisfied with their physical health
- Workers with an annual household income less than S\$150,000 are 60 per cent more likely than workers with an annual household income greater than S\$150,000 to be dissatisfied with their physical health

How satisfied are you with your current physical health?



MHI score by “How satisfied are you with your current physical health?”



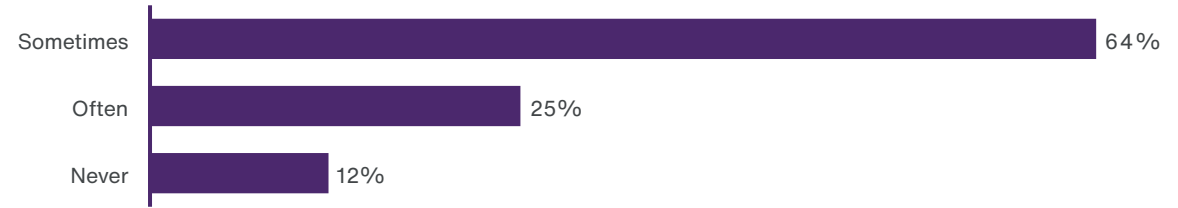
Productivity loss (in working days/year) by “How satisfied are you with your current physical health?”



Workers who never engage in physical activity have a mental health score more than 13 points lower than workers who often engage and lose 10 additional working days in productivity annually.

- Nearly two-thirds (64 per cent) of workers sometimes engage in physical activity; the mental health score of this group (60.5) is modestly lower than the national average (61.6)
- One-quarter (25 per cent) often engage in physical activity; this group has the highest mental health score (67.9), more than six points higher than the national average (61.6)
- Workers who often engage in physical activity have a productivity loss of 50.8 working days per year compared to at least 60.9 working days per year among workers who engage sometimes or not at all
- The lowest mental health score (54.4) is among 12 per cent of workers who do not engage in physical activity, more than 13 points lower than workers who often engage (67.9) and more than seven points lower than the national average (61.6)

Do you engage in physical activity?



MHI score by “Do you engage in physical activity?”



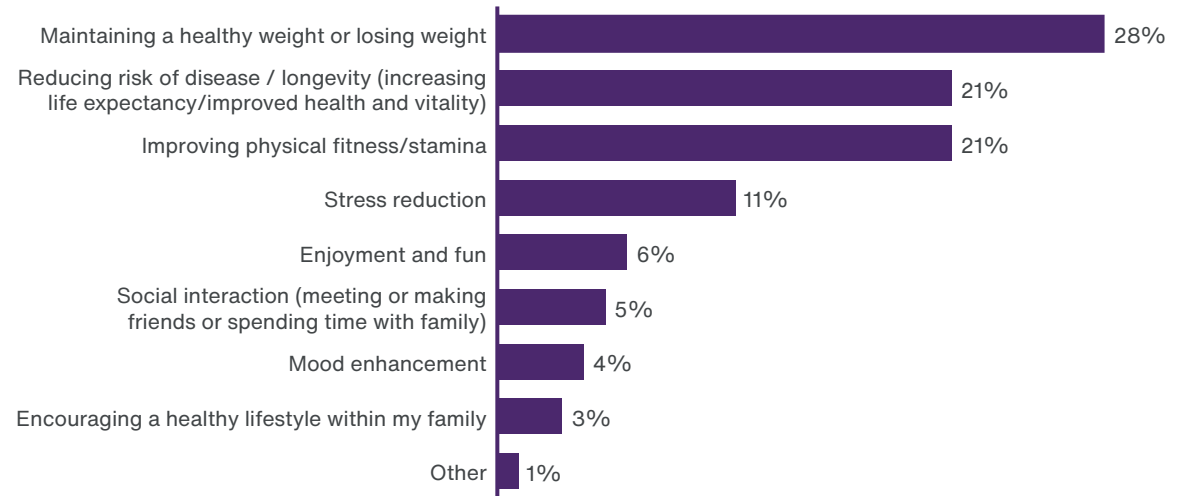
Productivity loss (in working days/year) by “Do you engage in physical activity?”



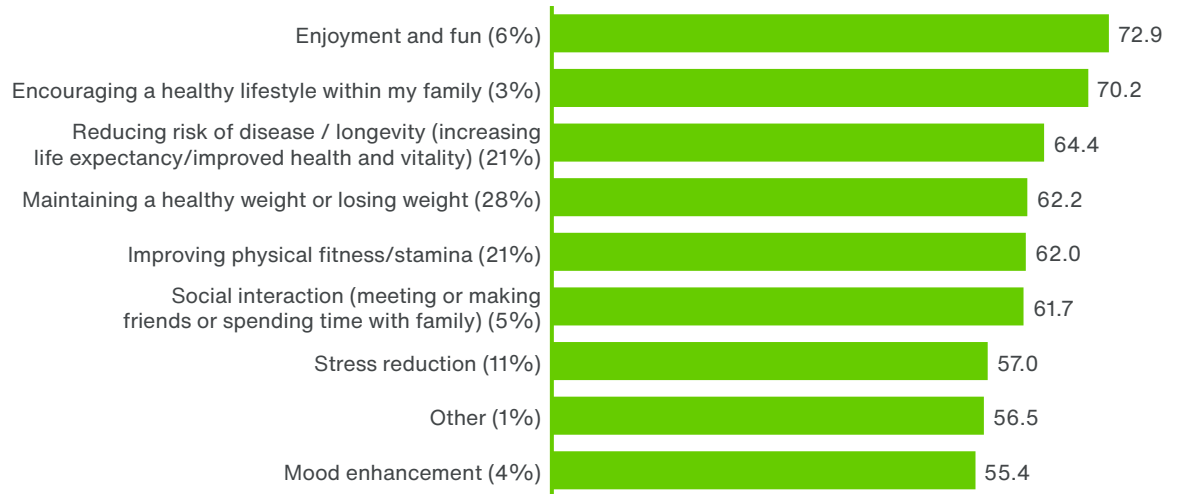
Maintaining or losing weight, reducing the risk of disease and improving physical fitness are the primary motivators for participating in physical activity.

- More than one-quarter (28 per cent) of workers report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work, 21 per cent report reducing the risk of disease/longevity is their biggest motivator, 21 per cent report improving physical fitness/stamina, 11 per cent report stress reduction, and six per cent report enjoyment and fun as their biggest motivator
- The lowest mental health score (55.4) is among four per cent of workers reporting mood enhancement as their biggest motivator for participating in physical activity, more than six points lower than the national average (61.6)

What is your biggest motivator for participating in physical activity outside of work?



MHI score by “What is your biggest motivator for participating in physical activity outside of work?”



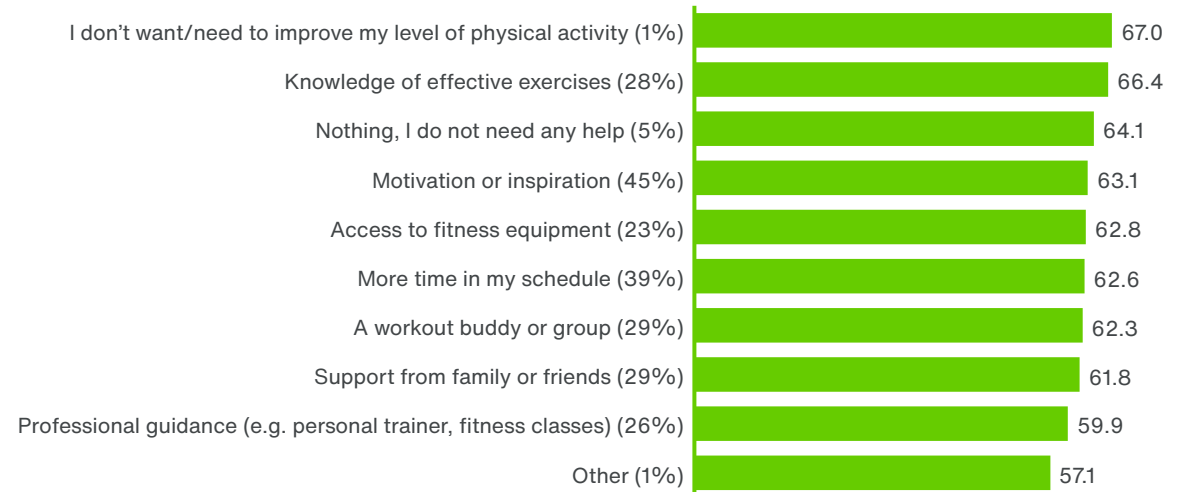
Motivation/inspiration and more time are the leading factors workers believe would help to improve their physical activity.

- More than two in five (45 per cent) workers say that motivation or inspiration would help improve their physical activity, 39 per cent say that more time in their schedule would help, 29 per cent say a workout buddy or group would help, 29 per cent say that support from family and friends would help, 28 per cent say that knowledge of effective exercises would help, and 26 per cent say that professional guidance would help improve their physical activity
- Parents are 70 per cent more likely than non-parents to say that support from family or friends would help improve their physical activity
- Five per cent do not need help improving their physical activity; this group has a mental health score (64.1) more than two points higher than the national average (61.6)
- Workers over 50 are more than twice as likely as workers under 40 to report not needing help improving their physical activity

What would help you improve your level of physical activity?



MHI score by “What would help you improve your level of physical activity?”

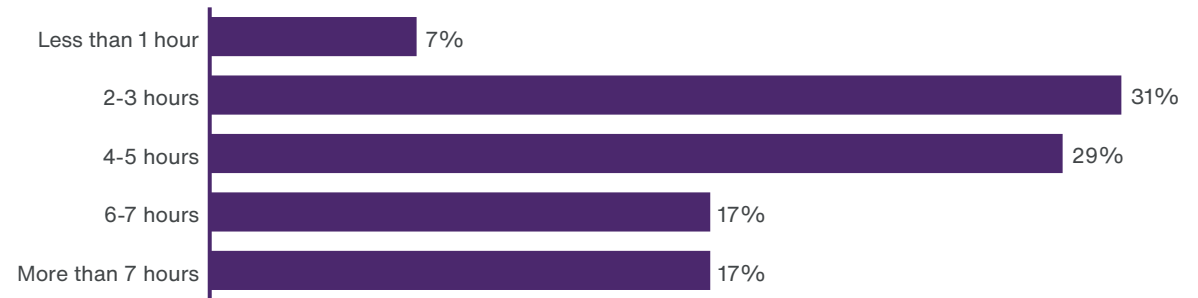


One in six workers spend more than seven hours sitting or inactive. Productivity losses increase as the number of hours spent sitting or inactive increases.

- The lowest mental health score (58.5) is among 17 per cent of workers who spend more than seven hours per day sitting or being inactive; this score is at least four points lower than workers who spend five or fewer hours per day sitting or being inactive and three points lower than the national average (61.6)
- Productivity losses generally increase as the number of hours spent sitting or being inactive increases. Workers who spend less than one hour per day sitting or being inactive have a productivity loss of 47.5 days per year compared to a productivity loss of 64.8 working days per year among workers who spend more than seven hours per day sitting or being inactive



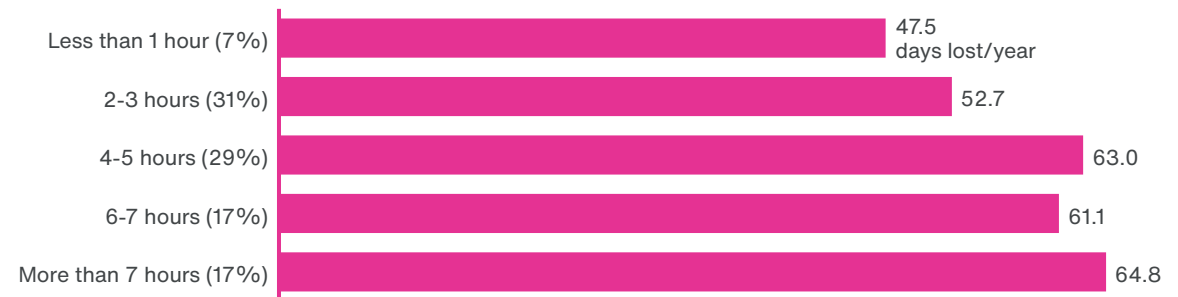
On average, how many hours per day do you spend sitting or being inactive?



MHI score by “On average, how many hours per day do you spend sitting or being inactive?”



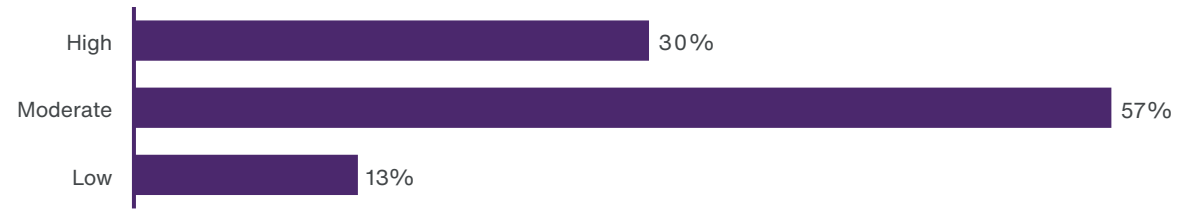
Productivity loss (in working days/year) by “On average, how many hours per day do you spend sitting or being inactive?”



Workers reporting low energy lose an additional 40 days in productivity annually compared to workers reporting high energy.

- Nearly one-third (30 per cent) of workers rate their energy level as high on a typical day; this group has the highest mental health score (65.0), more than three points higher than the national average (61.6)
- Managers are more than twice as likely as non-managers to report having high energy on a typical day
- Workers under 40 are 70 per cent more likely than workers over 50 to report having high energy on a typical day
- The lowest mental health score (45.5) is among 13 per cent of workers who rate their energy level as low, more than 19 points lower than workers who rate their energy level as high (65.0) and 16 points lower than the national average (61.6)
- Workers reporting high energy have a productivity loss of 47.0 working days per year compared to a productivity loss of 87.1 working days per year among workers reporting low energy

How would you rate your energy level on a typical day?



MHI score by “How would you rate your energy level on a typical day?”



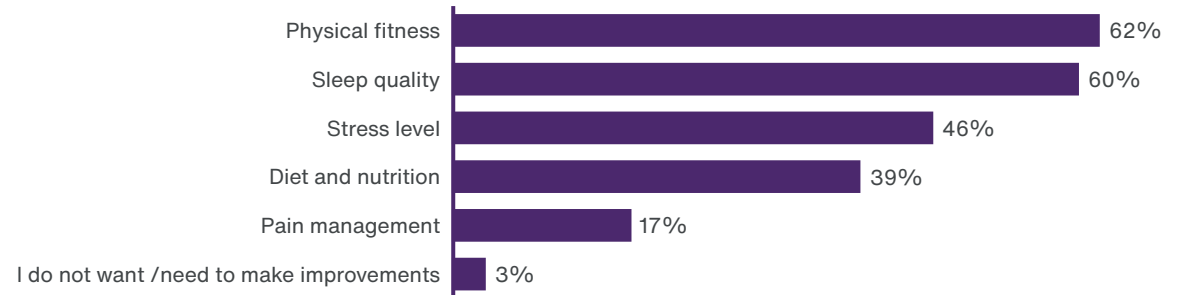
Productivity loss by “How would you rate your energy level on a typical day?”



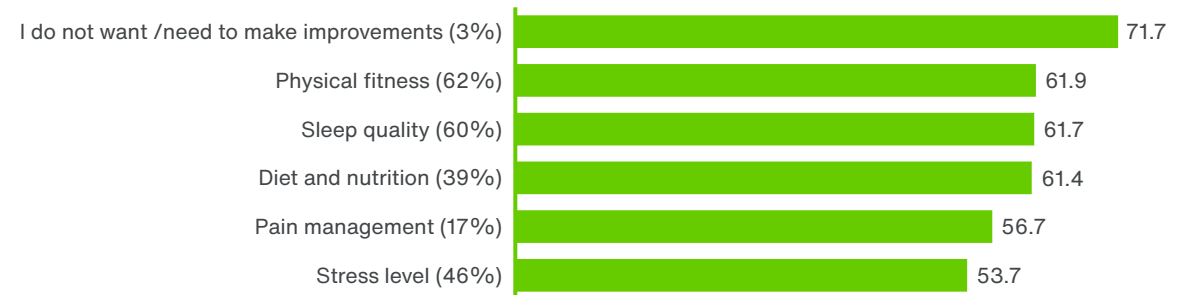
Physical fitness and sleep quality are top priorities for self-improvement. Younger workers (under 40) and workers without financial security are more likely to want to manage stress better.

- More than three in five (62 per cent) workers want to improve their physical fitness, 60 per cent want to improve their sleep quality, 46 per cent want to improve their stress level, 39 per cent want to improve their diet and nutrition, and 17 per cent want to improve pain management
- The lowest mental health score (53.7) is among 46 per cent of workers who want to improve their stress level, 18 points lower than workers who report not wanting to or needing to make improvements (71.7), and eight points lower than the national average (61.6)
- Workers without emergency savings are 50 per cent more likely than workers with emergency savings to report wanting to improve their stress level
- Workers under 40 are 40 per cent more likely than workers over 50 to report wanting to improve their stress level

Which of the following do you want to improve?



MHI score by “Which of the following do you want to improve?”



Pinpointing the drivers of feeling unwell.

Nearly three-quarters (72 per cent) of workers report feeling unwell at work at least some of the time with 37 per cent feeling mentally unwell more often and 30 per cent feeling physically unwell more often.

- Nearly two in five (37 per cent) workers report feeling mentally unwell more often; this group has the lowest mental health score (51.2), more than 10 points lower than the national average (61.6) and nine points lower than workers who report feeling physically unwell more often (60.2)
- Workers without emergency savings are 50 per cent more likely than workers with emergency savings to feel mentally unwell more often
- One-third (33 per cent) report feeling mentally and physically unwell in nearly equal proportions, and 30 per cent report feeling physically unwell more often



Are you more often mentally or physically unwell?



MHI score by “Are you more often mentally or physically unwell?”

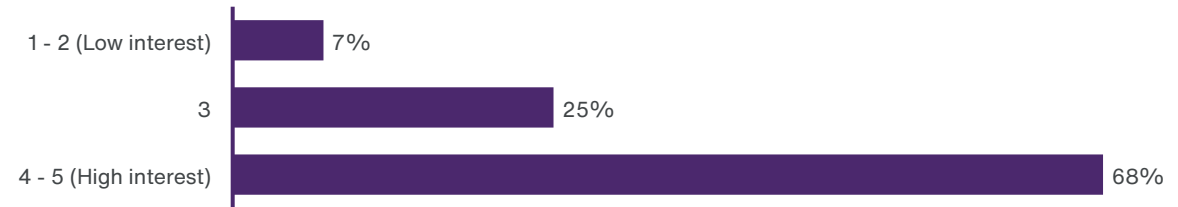


Improving health and wellbeing.

Workers reporting low interest in improving their health and wellbeing lose more than four additional weeks of productivity annually (21 working days) than workers reporting high interest in improving their health and wellbeing.

- Nearly seven in ten (68 per cent) workers report high interest (rating of 4 or 5) in improving their health and wellbeing; this group has the highest mental health score (65.1), more than three points higher than the national average (61.6)
- Seven per cent report low interest (rating of 1 or 2) in improving their health and wellbeing; this group has the lowest mental health score (44.5), more than 20 points lower than workers reporting high interest (rating of 4 or 5) (65.1) and 17 points lower than the national average (61.6)
- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 54.2 working days per year compared to 75.4 working days per year among workers reporting low interest in improving their health and wellbeing
- Workers without emergency savings are nearly three times more likely than workers with emergency savings to report low interest in improving their health and wellbeing

How would you rate your overall interest in improving your health and wellbeing?



MHI score by “How would you rate your overall interest in improving your health and wellbeing?”



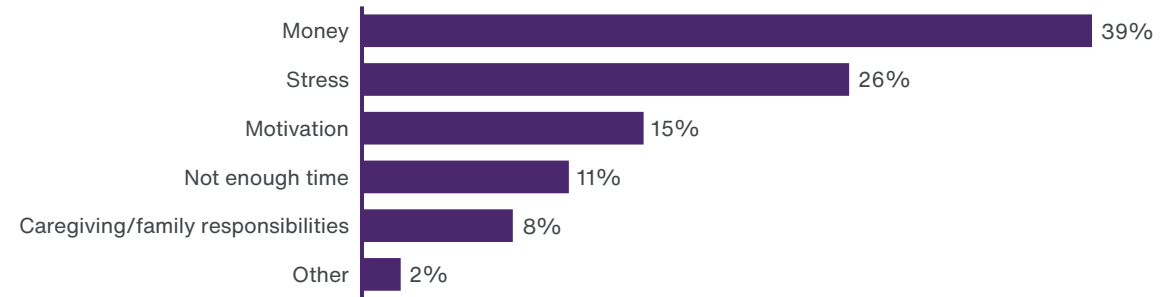
Productivity loss (in working days/year) by “How would you rate your overall interest in improving your health and wellbeing?”



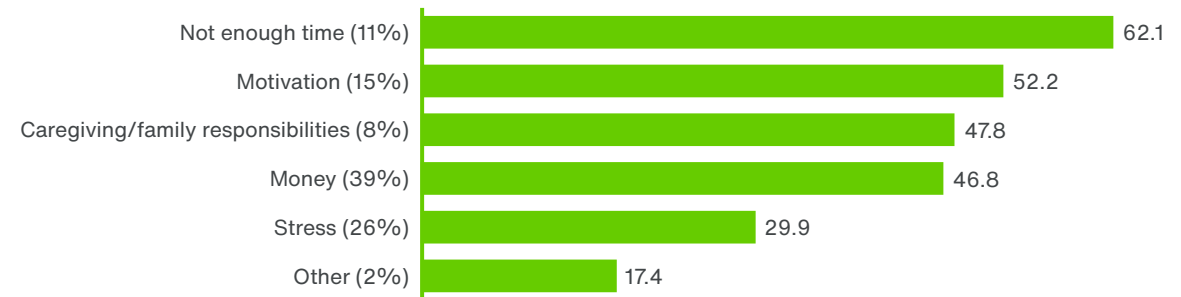
Younger workers (under 40), people leaders, and men report stress as the primary obstacle to improving their health and wellbeing.

- Nearly two in five (39 per cent) workers say money is the primary reason for low interest in improving their health and wellbeing, 26 per cent say stress is the reason for low interest, 15 per cent say a lack of motivation is the reason, and 11 per cent say they do not have enough time to improve their health and wellbeing
- Twenty-six per cent of workers who say they have low interest in improving their health and wellbeing due to stress have a mental health score nearly 32 points lower than the national average (61.6)
- Workers without emergency savings are nearly three times more likely than workers with emergency savings to say stress is the primary reason for low interest in improving their health and wellbeing
- Managers are 70 per cent more likely than non-managers to say stress is the primary reason for low interest in improving their health and wellbeing
- Workers under 40 and men are 50 per cent more likely than their counterparts to say stress is the primary reason for low interest in improving their health and wellbeing

Why is your interest in improving your health and wellbeing low?



MHI score by “Why is your interest in improving your health and wellbeing low?”

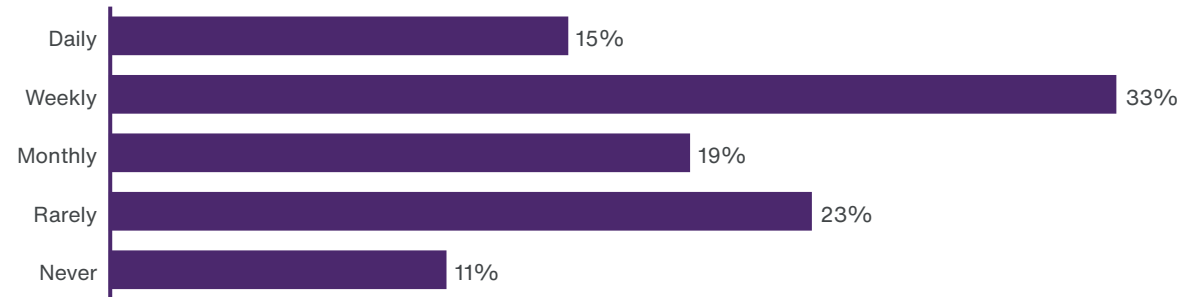


Workers who engage in daily activities/practices promoting mental wellbeing have higher mental health scores compared to those who only participate weekly or less often.

- More than one in seven (15 per cent) workers participate in daily activities/practices that promote mental wellbeing; this group has the highest mental health score (69.4), nearly eight points higher than the national average (61.6)
- Workers over 50 are 70 per cent more likely than workers under 40 to participate in daily activities/practices that promote mental wellbeing
- The lowest mental health score (53.0) is among 11 per cent of workers who do not participate in activities/practices that promote mental wellbeing, more than 16 points lower than workers who participate daily (69.4) and nearly nine points lower than the national average (61.6)



How often do you participate in activities or practices that promote mental wellbeing?



MHI score by “How often do you participate in activities or practices that promote mental wellbeing?”



Fewer than one in 10 workers engage in daily activities that promote social wellbeing, with non-managers nearly four times more likely to report never participating in social activities.

- Fewer than one in ten (eight per cent) workers participate in daily activities that promote social wellbeing, and this group has the second highest mental health score (64.8), more than three points higher than the national average (61.6)
- Parents are 80 per cent more likely than non-parents to participate in daily activities/practices that promote social wellbeing
- The lowest mental health score (52.4) is among seven per cent of workers who do not participate in activities that promote social wellbeing, more than 12 points lower than workers who participate daily (64.8) and more than nine points lower than the national average (61.6)
- Non-managers are nearly four times more likely than managers to report never participating in activities/practices that promote social wellbeing

How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?



MHI score by “How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?”

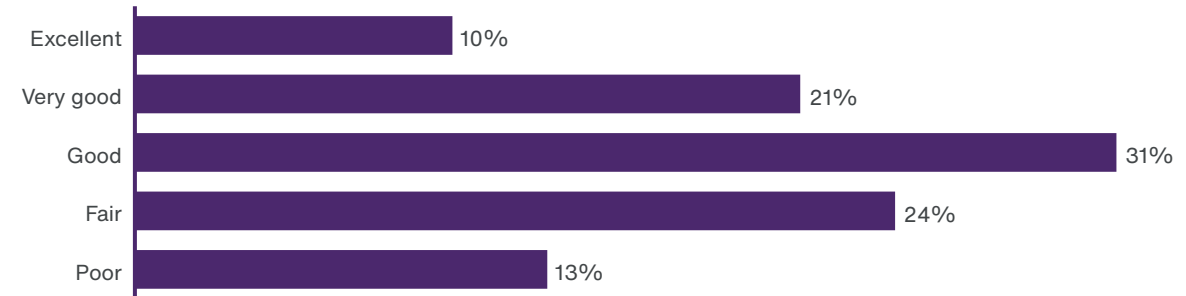


Employer support for wellbeing.

Workers rating poor employer support for their physical wellbeing have a mental health score 18 points lower than workers reporting excellent support and lose an additional 36 working days in productivity annually.

- Nearly one-third (31 per cent) of workers rate employer support for physical wellbeing as very good/excellent; this group has the highest mental health scores (64.3 and 67.6 respectively), at least two points higher than the national average (61.6)
- The lowest mental health score (49.6) is among 13 per cent of workers rating employer support for physical wellbeing as poor, at least 14 points lower than workers rating support as very good/excellent and 12 points lower than the national average (61.6)
- Productivity losses increase as the employer's rating for support declines; workers rating employer support for physical wellbeing as excellent lose 43.0 working days per year in productivity compared to 79.5 working days per year in productivity loss among workers rating employer support as poor

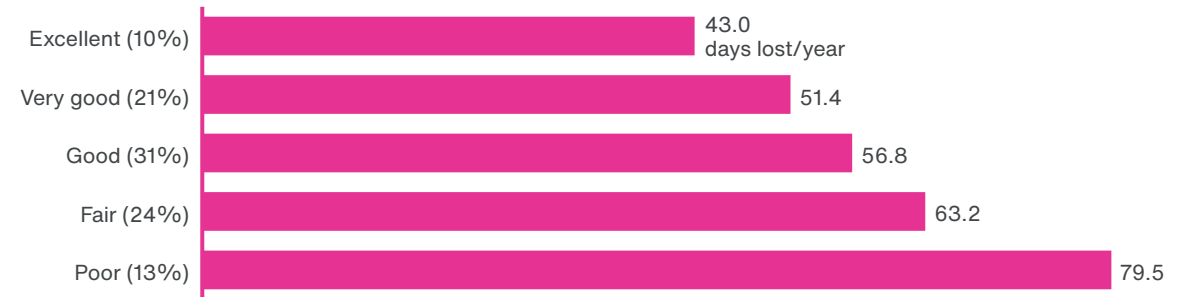
How would you rate the support provided by your employer for your physical wellbeing?



MHI score by “How would you rate the support provided by your employer for your physical wellbeing?”



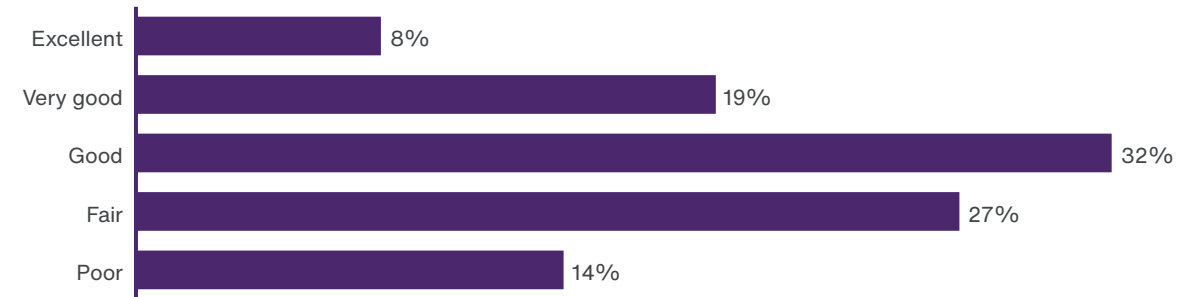
Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your physical wellbeing?”



Workers rating poor employer support for their mental wellbeing have a mental health score 19 points lower than workers reporting excellent support and lose an additional 42 working days in productivity annually.

- More than one-quarter (27 per cent) of workers rate employer support for mental wellbeing as very good/excellent; this group has mental health scores (62.9 and 69.9 respectively) at least one point higher than the national average (61.6)
- The lowest mental health score (50.9) is among 14 per cent of workers rating employer support as poor, at least 12 points lower than workers rating support as very good/excellent and nearly 11 points lower than the national average (61.6)
- Productivity losses increase as the employer’s rating for support declines; workers rating employer support for mental wellbeing as excellent lose 36.7 working days per year in productivity compared to 79.1 working days per year in productivity loss among workers rating employer support as poor

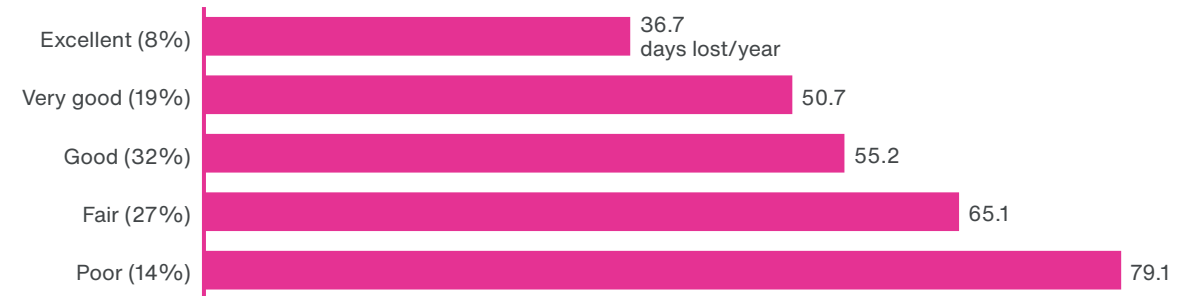
How would you rate the support provided by your employer for your mental wellbeing?



MHI score by “How would you rate the support provided by your employer for your mental wellbeing?”



Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your mental wellbeing?”

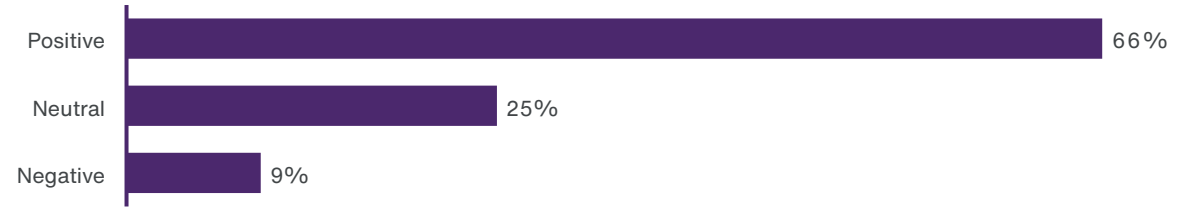


Experience with healthcare.

Fewer than one in ten (nine per cent) workers report a negative experience with the healthcare system, with workers without emergency savings bearing a disproportionately higher rate of negative encounters compared to workers with emergency savings.

- Two-thirds (66 per cent) of workers report a positive experience with the healthcare system; this group has the highest mental health score (65.7), four points higher than the national average (61.6)
- Nearly one in ten (nine per cent) report a negative experience with the healthcare system; this group has the lowest mental health score (48.6), 17 points lower than workers reporting a positive experience (65.7) and 13 points lower than the national average (61.6)
- Workers without emergency savings are 50 per cent more likely than workers with emergency savings to report a negative experience with the healthcare system

In general, how would you rate your experience with the healthcare system?



MHI score by “In general, how would you rate your experience with the healthcare system?”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. 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 September 13 and September 26, 2024.

Calculations

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

Distressed 0 - 49 **Strained** 50-79 **Optimal** 80 - 100

Additional data and analyses.

Demographic breakdowns of sub-scores and specific cross-correlational and custom analyses are available upon request. Benchmarking against the national results or any sub-group is available upon request.

Contact MHI@telushealth.com





www.telushealth.com

