



# TELUS Mental Health Index.

Singapore | January 2025

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# What you need to know for January 2025.

At least one-third of workers are feeling anxious, depressed, isolated, and say their mental health is negatively impacting work productivity; more than one in four do not have emergency savings to cover basic needs.

- At 62.4, the mental health of workers has improved nearly one point from September 2024
- 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
- Mental health sub-scores, except optimism, financial risk, and general psychological health, have improved from September
- Work productivity and anxiety remain the lowest mental health sub-scores for nearly three years
- Labourers continue to have a lower mental health score than service industry and office workers
- Managers continue to have a higher mental health score than non-managers



Two in five workers feel under constant stress, with the concern disproportionately among younger workers.

- 40 per cent of workers feel under constant stress; the mental health score of this group is more than 27 points lower than workers not feeling constant stress, and nearly 14 points lower than the national average
- 34 per cent of workers are skeptical of others' motives
- 31 per cent of workers are feeling angrier and more distrustful of others
- 30 per cent of workers get easily frustrated in daily situations
- Workers under 40 are more likely to feel under constant stress, to feel angrier and more distrustful of others, to be skeptical about others' motives, and to be easily frustrated

Workers identify health benefits as the most significant opportunity for improvement; the value placed on better support for wellbeing has increased since 2023.

- 46 per cent of workers say their organisation excels in flexible work, while 44 per cent say their organisation needs to improve flexible work
- 39 per cent of workers say their organisation excels at workload management, while 35 per cent say their organisation needs to improve workload management
- 34 per cent of workers say their organisation excels in health benefits, while 44 per cent say their organisation needs to improve health benefits
- 24 per cent of workers say their organisation excels in diversity and inclusion
- 63 per cent of workers trust their organisation to be fair and honest in how they deal with employees
- 47 per cent of employees would prefer better support for their wellbeing over a 10 per cent increase in salary; a notable increase from October 2023



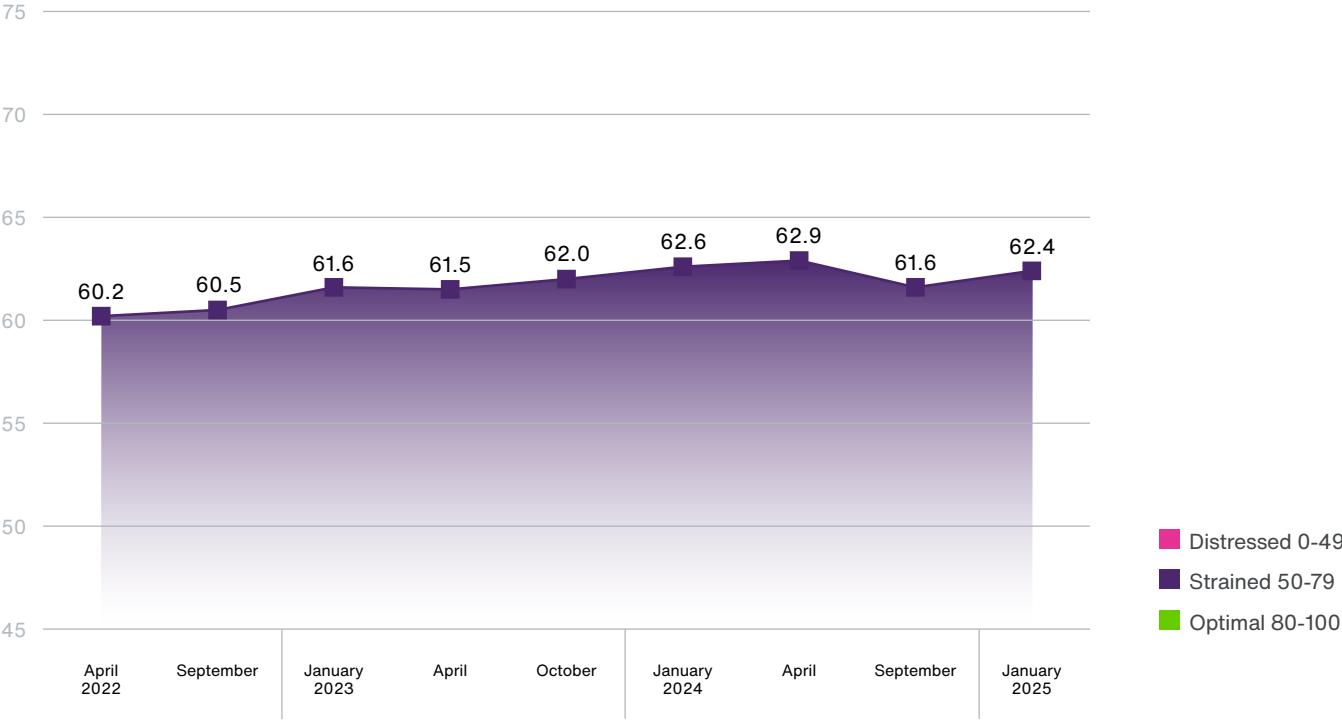
Younger workers and parents more often delayed or avoided seeking mental health support in 2024.

- 26 per cent of workers delayed or avoided seeking dental care in 2024, 21 per cent of workers delayed or avoided seeking medical care in 2024, and 12 per cent of workers delayed or avoided seeking vision care in 2024.
- 17 per cent of workers delayed or avoided seeking mental health support in 2024
- 62 per cent of workers cite cost as the reason for delaying or avoiding seeking mental health support in 2024
- 45 per cent of workers cite a long wait time as the reason for delaying or avoiding seeking mental health support in 2024
- 39 per cent cite lack of insurance coverage as the reason for delaying or avoiding seeking mental health support in 2024
- 30 per cent say they didn't know where to get help/how to access support as the reason for delaying or avoiding seeking mental health support in 2024
- 22 per cent cite stigma as the reason for delaying or avoiding seeking mental health support in 2024

# The Mental Health Index.

The overall Mental Health Index (MHI) for January 2025 is 62.4. Since its launch in April 2022, the mental health of workers has shown a steady upward trend. Following a notable 1.3-point decline in September 2024, the mental health score rebounded nearly one point in January 2025.

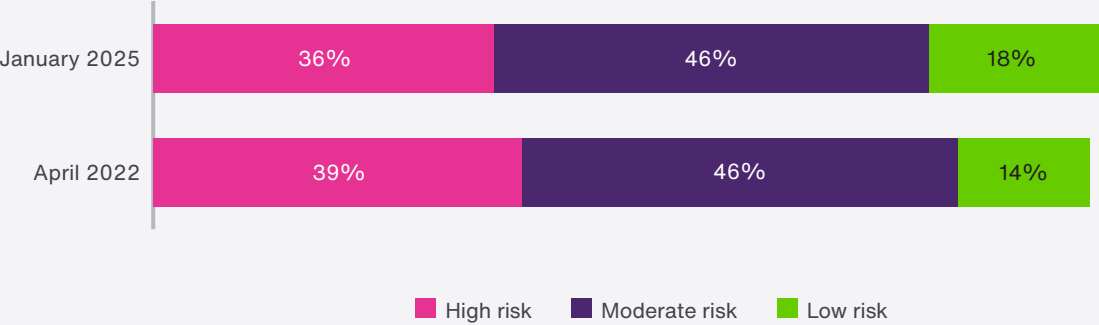
MHI Current Month January 2025	September 2024
62.4	61.6





**Mental health risk.**

In January 2025, 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. Nearly three years since the launch of the Mental Health Index in April 2022, the proportion of workers with a high mental health risk has declined by three per cent.



Twenty-four per cent of workers 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.

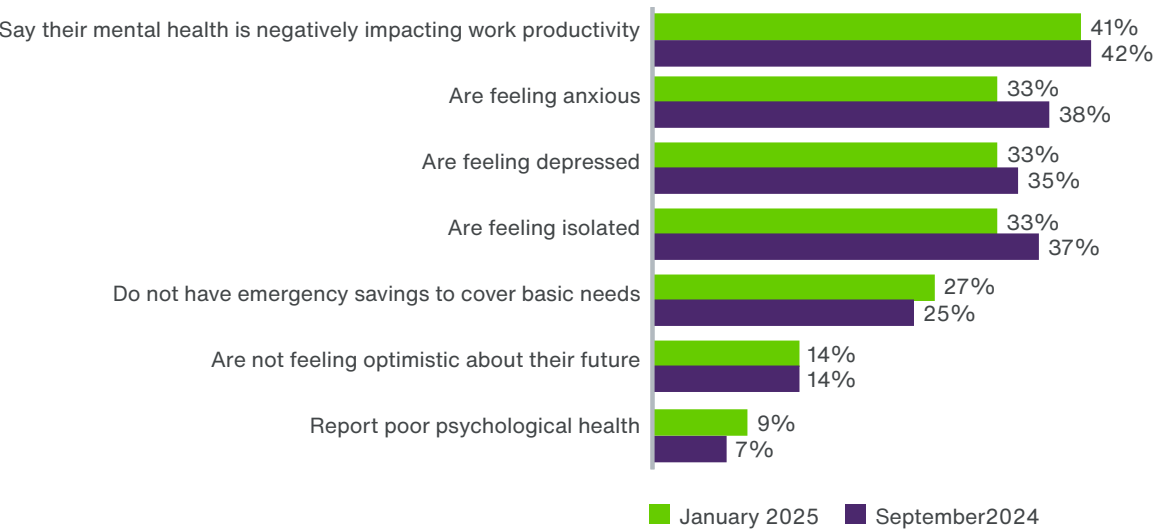
Work productivity (53.5) remains the lowest Mental Health Index sub-score in January 2025, followed by anxiety (55.8), isolation (56.0), depression (56.6), optimism (65.7), and financial risk (70.2). General psychological health (72.2) continues to be the most favourable mental health measure in January 2025.

- Mental health sub-scores, except for optimism, financial risk, and general psychological health, have improved from September 2024
- Work productivity and anxiety sub-scores have improved most significantly, up 3.1 points from September 2024

More than two in five (41 per cent) workers say their mental health is negatively impacting work productivity, 33 per cent feel anxious, 33 per cent feel depressed, 33 per cent feel isolated, 27 per cent do not have emergency savings for basic needs, 14 per cent do not feel optimistic about their future, and nine per cent of workers generally cite poor psychological health.

Mental Health Index Sub-scores	January 2025	September 2024
Work productivity	53.5	50.4
Anxiety	55.8	52.7
Isolation	56.0	54.1
Depression	56.6	54.9
Optimism	65.7	66.6
Isolation	56.0	54.1
Psychological health	72.2	72.4

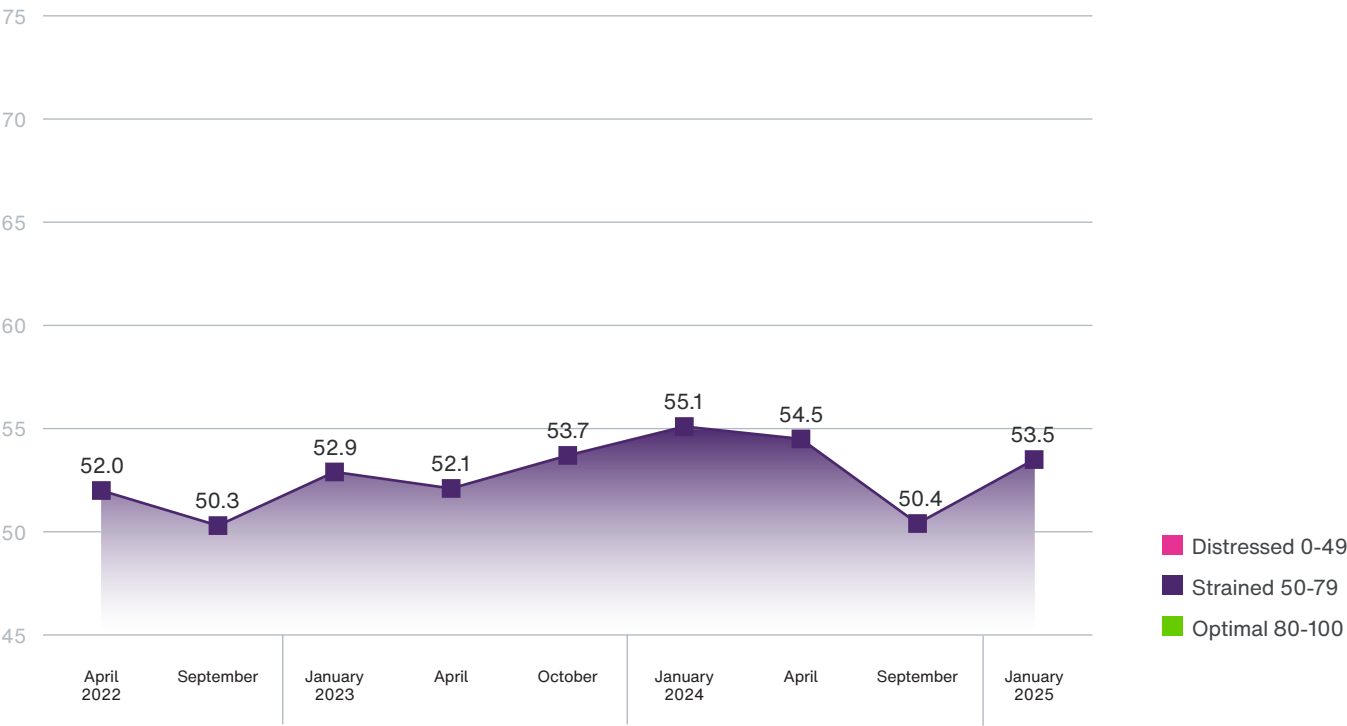
### Percentage at risk by MHI sub-score



# Work Productivity

In January 2025, 41 per cent of workers say their mental health is negatively impacting their work productivity and goals.

The work productivity sub-score showed steady improvement from April 2022 to January 2024. However, it declined by 4.1 points in September 2024. Like other sub-scores, work productivity rebounded with a substantial 3.1-point increase in January 2025. Despite this gain, the work productivity sub-score remains the lowest among all mental health sub-scores.

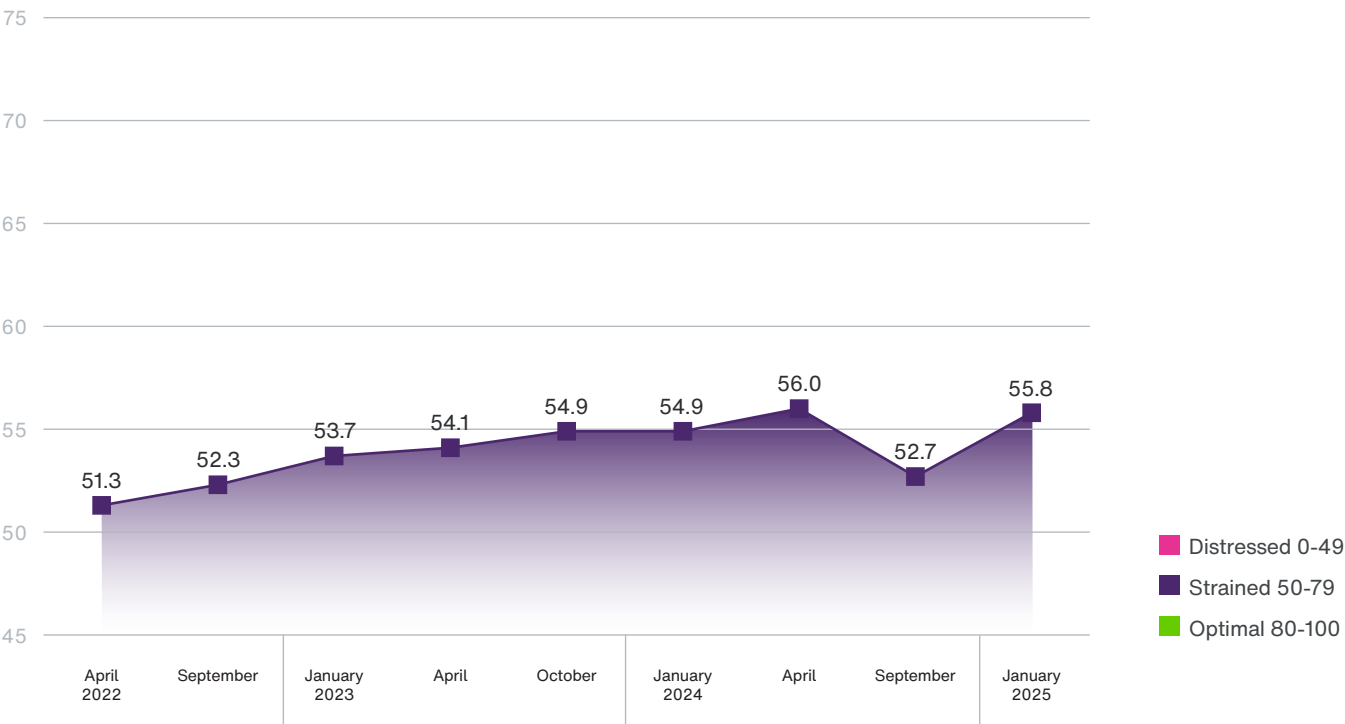




# Anxiety

In January 2025, 33 per cent of workers say they often feel unsettled and nervous.

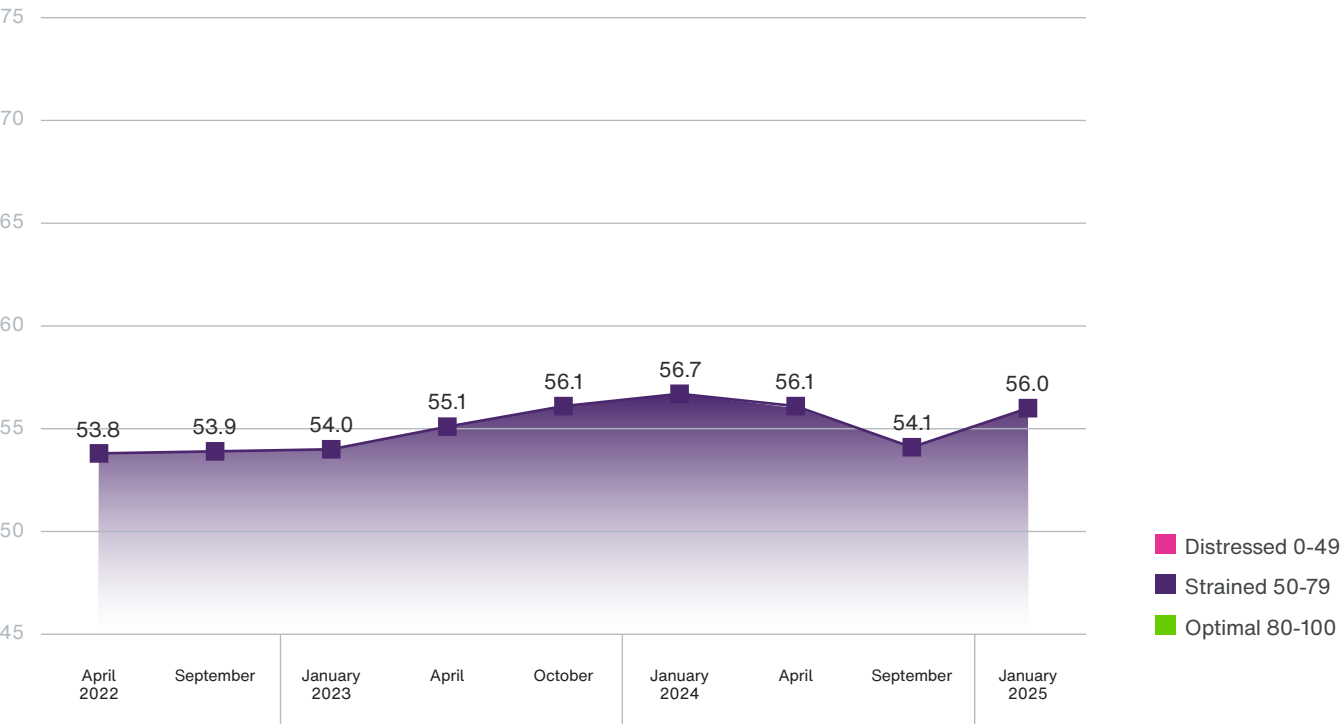
The anxiety sub-score has gradually improved since the launch of the MHI in April 2022; however, a sharp 3.3-point decline was observed in September 2024. In January 2025, the score rebounded, improving 3.1 points. Despite the strong recovery, anxiety remains the second-lowest among all mental health sub-scores.



# Isolation

In January 2025, 33 per cent of workers say they often feel alone.

The isolation sub-score has shown gradual improvement since the launch of the MHI in April 2022. After peaking in January 2023, the score fell sharply in September 2024. In January 2025, the isolation sub-score rebounded with a two-point improvement. Despite the improvement, isolation remains one of the lowest among all mental health sub-scores.



## Mental health by gender and age.

- In January 2025, the mental health score of women is 61.1 compared to 63.7 for men
- Since April 2022, mental health scores have generally 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. Nearly three years later, this pattern continues with a higher score for workers with at least one child (63.3) than workers without children (61.8)

## Mental health by employment status.

- Overall, three per cent of respondents are unemployed<sup>1</sup> and eight per cent report reduced hours or reduced salary
- Respondents not currently employed have the lowest mental health score (54.7), followed by workers reporting reduced salary compared to the previous month (56.9), workers with no change to salary or hours (62.2), and workers reporting fewer hours than the last month (64.2)
- Labourers have a lower mental health score (57.2) than service industry (61.2) and office workers (63.4)
- Managers have a higher mental health score (64.6) than non-managers (59.4)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (64.6)
- Respondents working for companies with more than 10,000 employees have the lowest mental health score (59.0)



## Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (44.4) than the overall group (62.4). Workers with emergency savings have a mental health score of 71.1

<sup>1</sup> MHI respondents employed in the past six months are included in the poll.

Employment status	Jan. 2025	Sept. 2024
Employed (no change in hours/salary)	62.8	62.3
Employed (fewer hours compared to last month)	64.2	55.4
Employed (reduced salary compared to last month)	56.9	48.6
Not currently employed	54.7	65.9

Age group	Jan. 2025	Sept. 2024
Age 20-29	53.5	55.1
Age 30-39	61.1	59.8
Age 40-49	60.5	61.6
Age 50-59	67.4	65.8
Age 60-69	73.1	67.8

Number of children	Jan. 2025	Sept. 2024
No children in household	61.8	60.8
1 child	66.1	62.7
2 children	59.2	62.8
3 children or more	60.7	61.2

Gender	Jan. 2025	Sept. 2024
Men	63.7	63.0
Women	61.1	60.4

Household income/annum	Jan. 2025	Sept. 2024
<\$30K	59.2	58.6
\$30K to <\$60K	59.3	59.9
\$60K to <\$100K	64.8	64.1
\$100K to <\$150K	66.7	60.8
\$150K or more	66.9	66.2

Employer size	Jan. 2025	Sept. 2024
Self-employed/sole proprietor	63.0	60.8
2-50 employees	61.3	60.8
51-100 employees	64.3	63.5
101-500 employees	63.9	61.3
501-1,000 employees	61.4	60.8
1,001-5,000 employees	64.6	61.3
5,001-10,000 employees	60.4	66.1
More than 10,000 employees	59.0	60.0

Manager	Jan. 2025	Sept. 2024
Manager	64.6	62.7
Non-manager	59.4	60.0

Work environment	Jan. 2025	Sept. 2024
Labour	57.2	58.2
Office/desk	63.4	62.9
Service	61.2	59.2

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 (50.6), followed by workers in Administrative and Support Service Activities (57.5), and Accommodation and Food Service Activities (57.7).

Workers in Manufacturing (69.4), Real Estate Activities (68.1), and Transportation and Storage (66.5) have the highest mental health scores this month.



Industry	January 2025	September 2024	Change
Real Estate Activities	68.1	61.3	6.8
Transportation and Storage	66.5	62.7	3.8
Manufacturing	69.4	65.7	3.7
Accommodation and Food Service Activities	57.7	54.0	3.7
Construction	66.1	63.4	2.7
Public Administration and Defence	50.6	48.8	1.8
Wholesale and Retail Trade	63.4	62.1	1.3
Professional, Scientific and Technical Activities	63.8	63.7	0.1
Education	65.1	65.2	-0.1
Financial and Insurance Activities	58.6	59.7	-1.1
Health and Social Services	61.0	62.2	-1.2
Administrative and Support Service Activities	57.5	58.7	-1.2
Other Service Activities	60.1	65.3	-5.2

# Spotlight

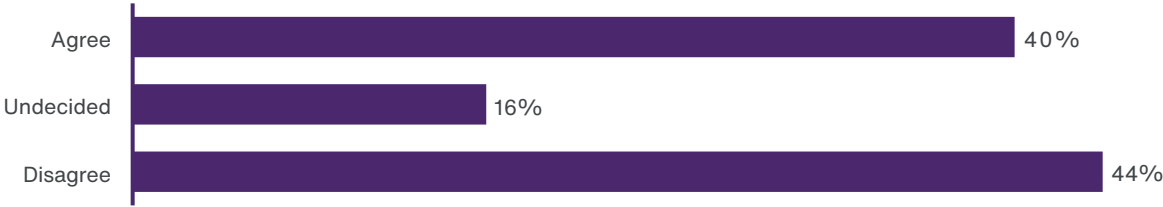
## Stress, skepticism, and optimism.

Two in five workers feel under constant stress, with the concern disproportionately among younger workers.

- Two in five (40 per cent) workers are feeling under constant stress; this group has the lowest mental health score (48.7), more than 27 points lower than workers not feeling constant stress (76.2) and nearly 14 points lower than the national average (62.4)
- Workers under 40 are twice as likely as workers over 50 to feel under constant stress
- More than two in five (44 per cent) are not under constant stress; this group has the highest mental health score (76.2), nearly 14 points higher than the national average (62.4)



I feel under constant stress



MHI score by “I feel under constant stress”

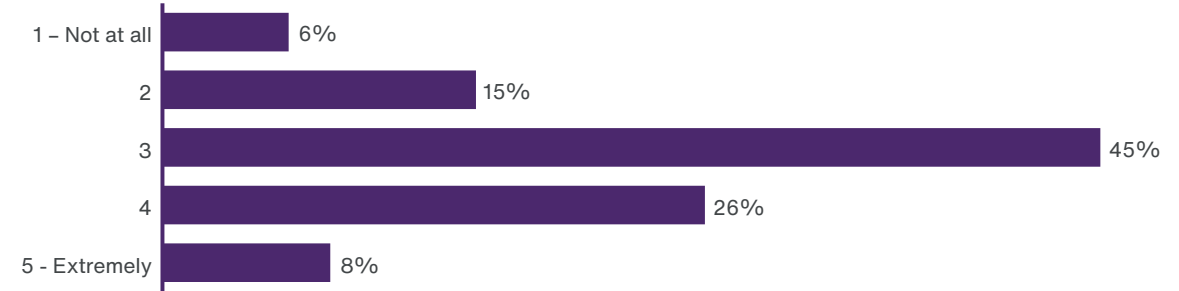


### One-third of workers are highly skeptical about others' motives.

- More than one-third (34 per cent) of workers are highly skeptical (rating of 4 or 5) about others' motives; this group has the lowest mental health scores (58.5 and 52.3, respectively), at least four points lower than the national average (62.4)
- Workers under 40 are nearly twice as likely as workers over 50 to be skeptical about others' motives
- More than one in five (21 per cent) are unlikely to be skeptical (rating of 1 or 2) about others' motives; this group has the highest mental health scores (74.0 and 70.0, respectively), at least seven points higher than the national average (62.4)



On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?



MHI score by “On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?”

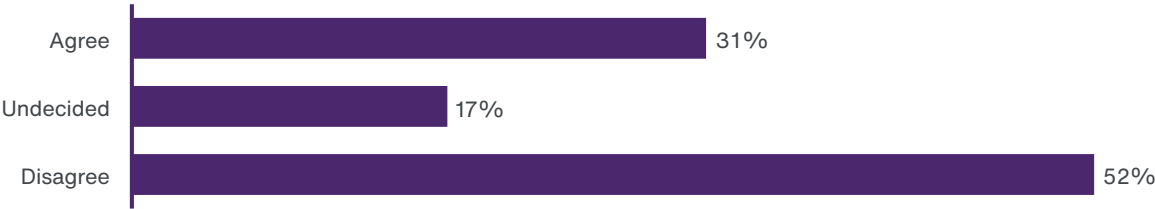


**Nearly three in ten workers are feeling angrier and more distrustful of others.**

- Nearly one-third (31 per cent) of workers are feeling angrier and more distrustful of others; this group has the lowest mental health score (47.2), more than 26 points lower than workers not feeling angrier and more distrustful of others (73.5) and more than 15 points lower than the national average (62.4)
- Workers under 40 are 70 per cent more likely than workers over 50 to be feeling angrier and more distrustful of others
- More than half (52 per cent) of workers are not feeling angrier and more distrustful of others; this group has the highest mental health score (73.5), more than 11 points higher than the national average (62.4)



**I am feeling angrier and more distrustful of others**



**MHI score by “I am feeling angrier and more distrustful of others”**





Three in ten workers report getting easily frustrated in daily situations.

- Three in ten (30 per cent) workers report being easily frustrated in daily situations (rating of 4 or 5); this group has the lowest mental health scores (54.0 and 48.9, respectively), at least eight points lower than the national average (62.4)
- Workers under 40 are two and a half times more likely than workers over 50 to report being easily frustrated in daily situations
- Parents are 70 per cent more likely than non-parents to report being easily frustrated in daily situations
- Nearly two in five (37 per cent) report not being easily frustrated in daily situations (rating of 1 or 2); this group has the highest mental health scores (81.3 and 70.9, respectively), at least eight points higher than the national average (62.4)

On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?



MHI score by “On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?”

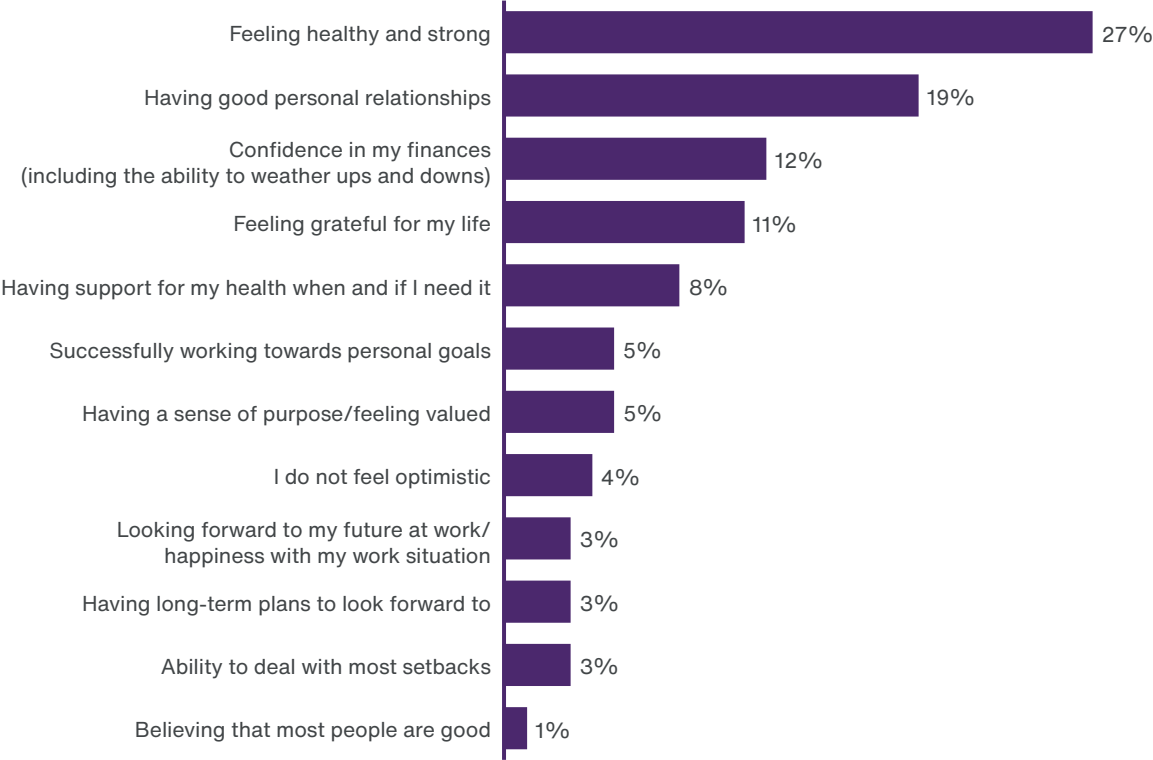


Good personal relationships, feeling healthy and strong, gratitude, and confidence in financial stability drive personal optimism.

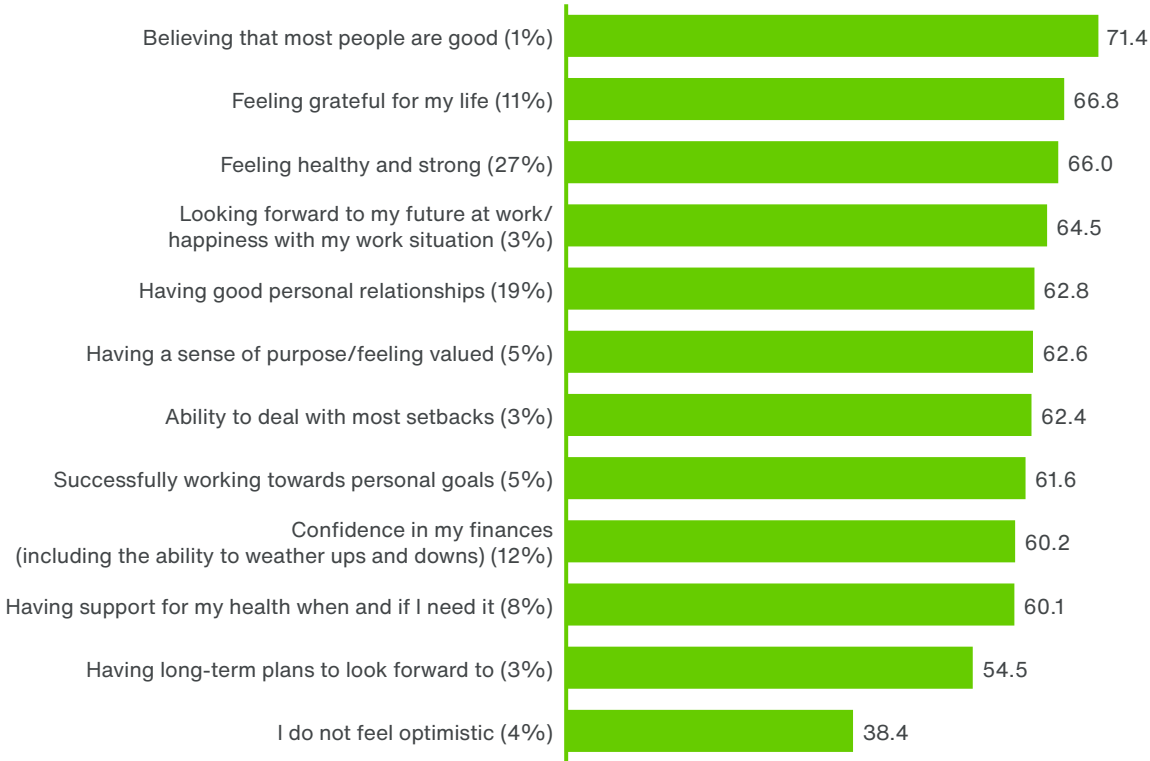
- Feeling healthy and strong is the leading factor most driving personal optimism (27 per cent), followed by having good personal relationships (19 per cent), confidence in their finances (12 per cent), and feeling grateful for their life (11 per cent)



What factor most drives your personal optimism?



What factor most drives your personal optimism?



# Perceptions of organisational fairness, strengths, and opportunities.

More than three in five workers trust their company to be fair and honest in dealing with employees.

- More than three in five (63 per cent) workers trust their company to be fair and honest in how they deal with employees; this group has the highest mental health score (66.9), more than four points higher than the national average (62.4)
- Nearly one in five (18 per cent) don't trust their company to be fair and honest in how they deal with employees; this group has the lowest mental health score (52.4), more than 14 points lower than workers who trust their company (66.9) and 10 points lower than the national average (62.4)



I trust the company I work for to be fair and honest in how they deal with employees



MHI score by “I trust the company I work for to be fair and honest in how they deal with employees”

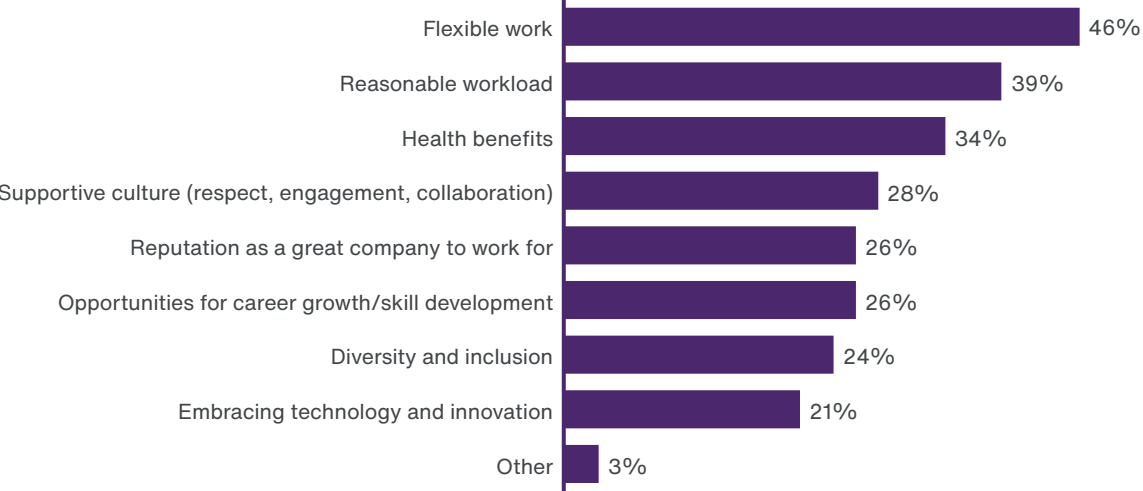


**Workers rank flexible work as the area in which their organisation excels most.**

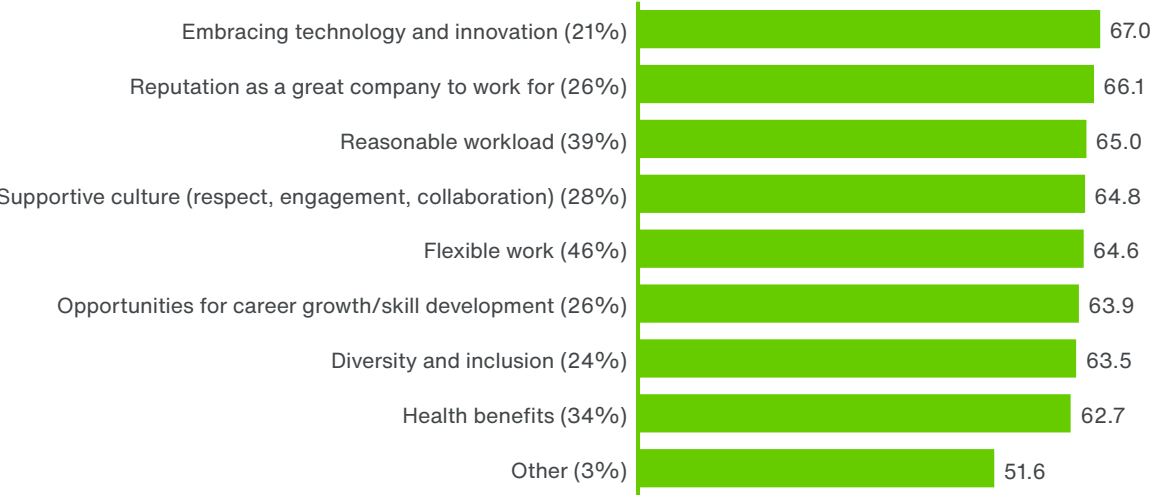
- Nearly half (46 per cent) of workers say their organisation excels at flexible work, 39 per cent say their organisation excels at workload management, 34 per cent say the provision of health benefits is a source of strength for their organisation, 28 per cent say their organisation excels because of its supportive culture, and 26 per cent say their organisation excels because of its reputation as a great company to work for



**In which area(s) do you believe your organisation excels?**



**MHI score by “In which area(s) do you believe your organisation excels?”**

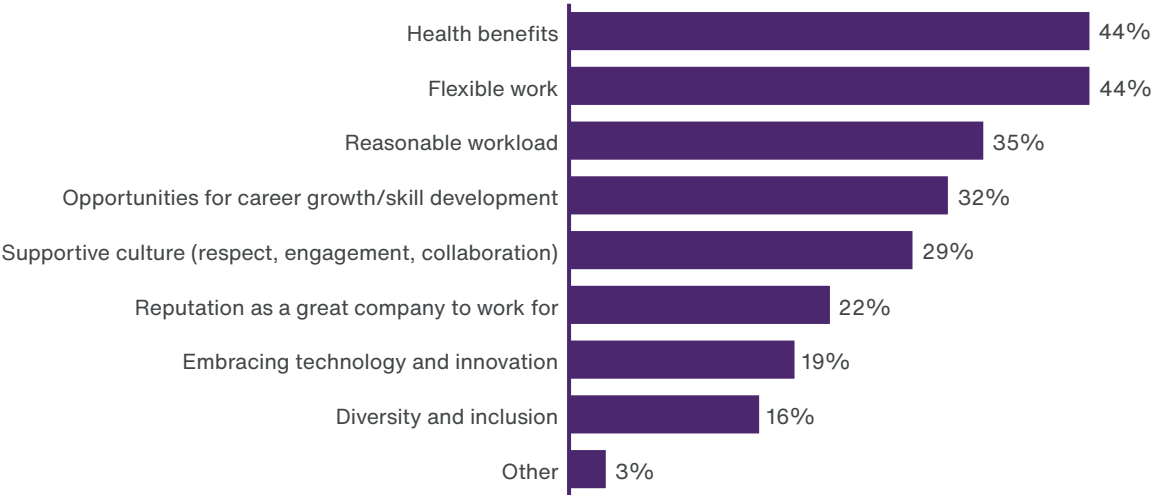


**Workers identify health benefits as the greatest opportunity for improvement in their workplaces.**

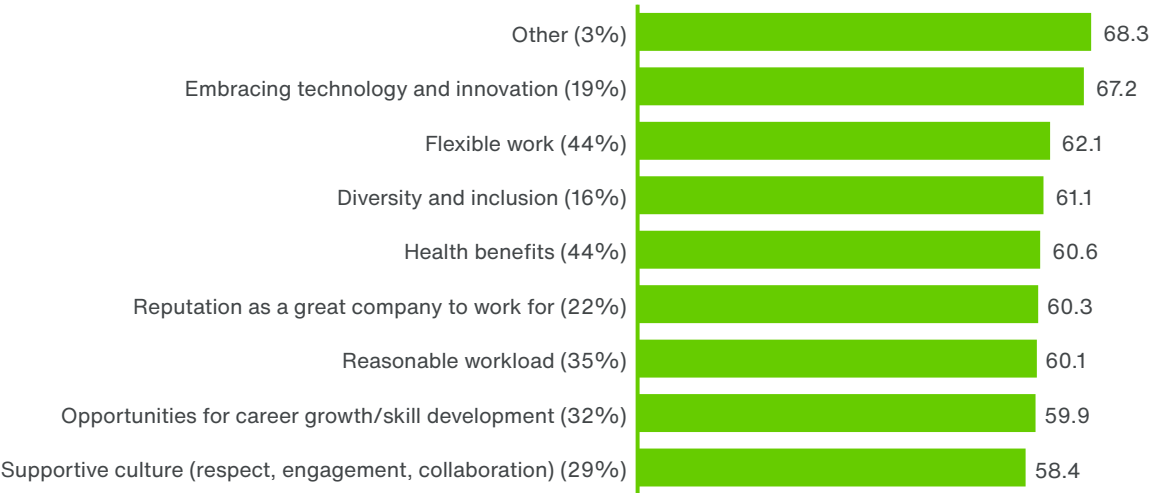
- More than two in five (44 per cent) workers say their organisation needs to improve health benefits, 44 per cent say improvement is needed concerning flexible work, 35 per cent say their organisation needs to improve workload management, 32 per cent say opportunities for career growth/skills development need to improve, and 29 per cent say a supportive culture is an area requiring most improvement in their organisation



**In which area(s) do you believe your organisation needs to improve?**



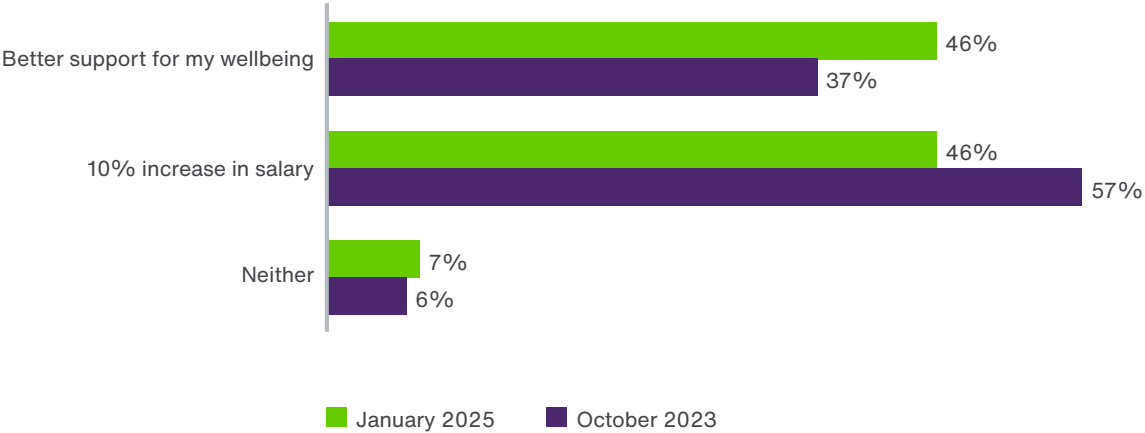
**MHI score by “In which area(s) do you believe your organisation needs to improve?”**



The value placed on better support for wellbeing has increased since 2023, while the importance of a 10 per cent salary increase has lessened.

- Nearly half (46 per cent) of workers say a 10% increase in salary is more important; this group has a mental health score (61.9) modestly lower than the national average (62.4)
- Nearly half (47 per cent) say better support for their wellbeing is more important; this group has the highest mental health score (63.3), modestly higher than the national average (62.4)
- Between October 2023 and January 2025, the importance of support for wellbeing rose from 37 per cent to 47 per cent, while the importance of a 10% salary increase fell from 57 per cent to 46 per cent

Which of the following is more important to you?



MHI score by “Which of the following is more important to you?”



# Employer-funded health benefits

Nearly four in five workers with employer-funded health benefits say it is easy to understand what their coverage will pay for.

- More than three-quarters (76 per cent) of workers say it is easy to understand what their employer-paid health coverage will pay; this group has the highest mental health score (67.3), five points higher than the national average (62.4)
- Nearly one in ten (seven per cent) don't find it easy to understand what their employer-paid health coverage will pay; this group has the lowest mental health score (49.4), 18 points lower than workers who find it easy to understand their employer-paid health coverage (67.3) and 13 points lower than the national average (62.4)



It is easy to understand what my employer-paid health coverage will pay for



MHI score by “It is easy to understand what my employer-paid health coverage will pay for”

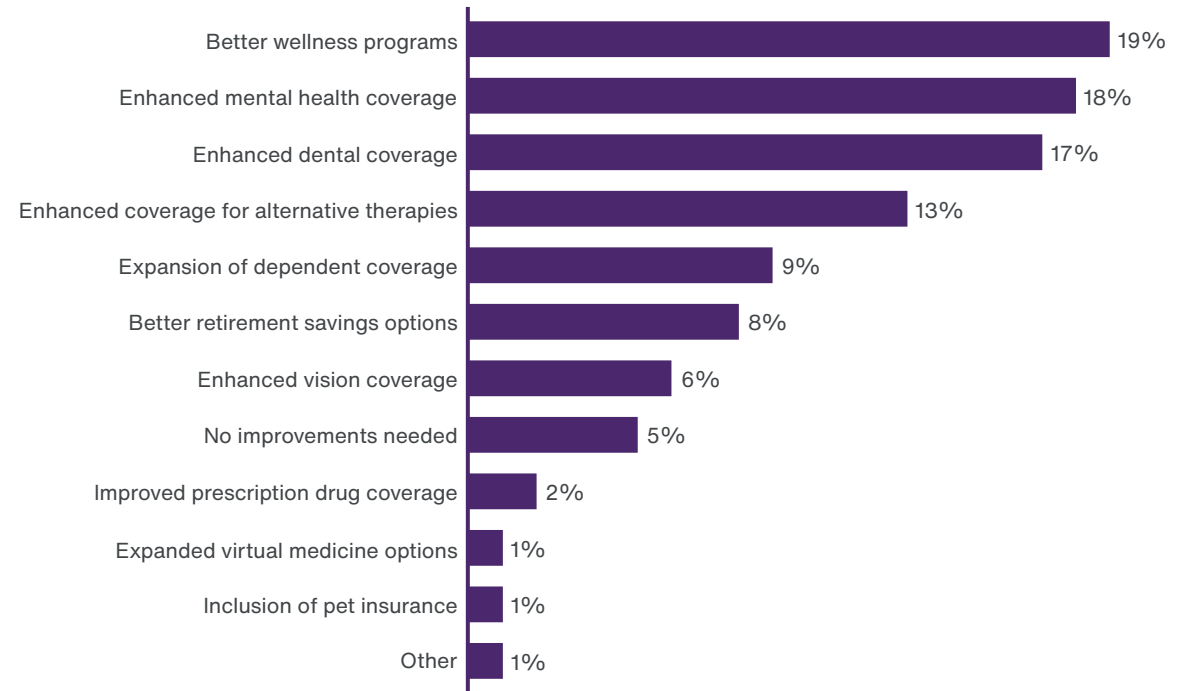




**Better wellness programs and enhanced mental health coverage are the most favoured improvements to employer benefits.**

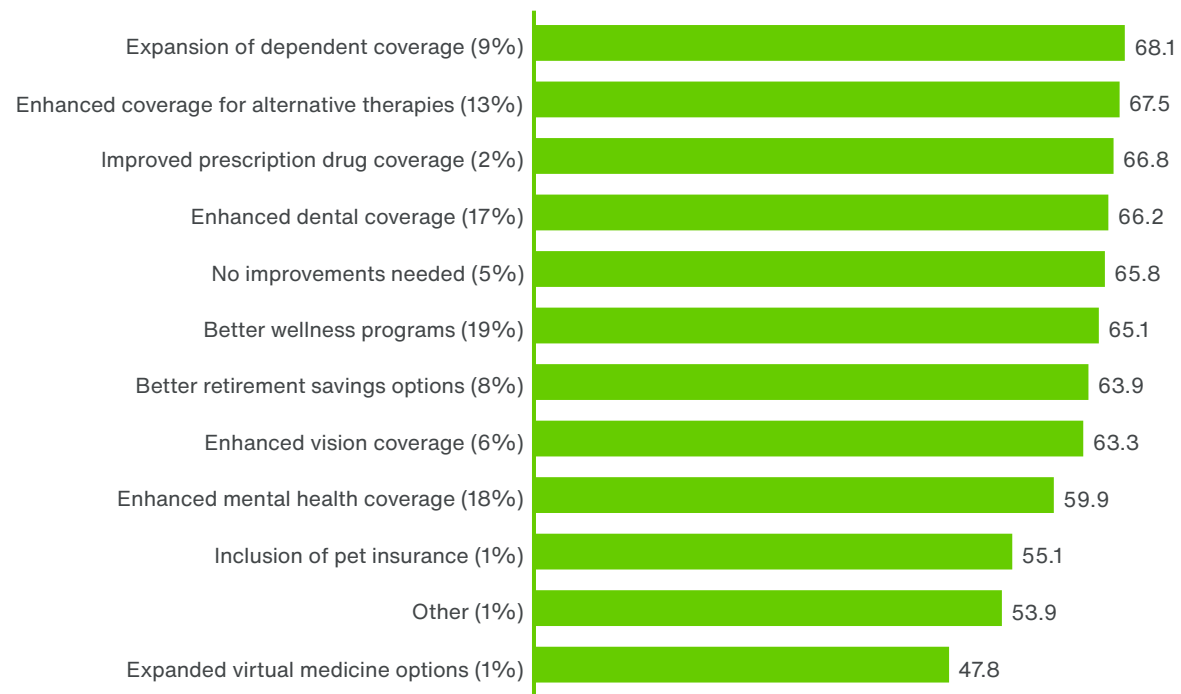
- Nearly one in five (19 per cent) workers would like better wellness programs, 18 per cent would most like to see enhanced mental health coverage, 17 per cent would most like to see enhanced dental coverage, and 13 per cent would most like to see enhanced coverage for alternative therapies
- The mental health score (59.9) of 18 per cent of workers wanting enhanced mental health coverage is more than two points lower than the national average (62.4)

**Which aspect of your employer benefits would you most like to see improved?**





#### MHI score by “Which aspect of your employer benefits would you most like to see improved?”

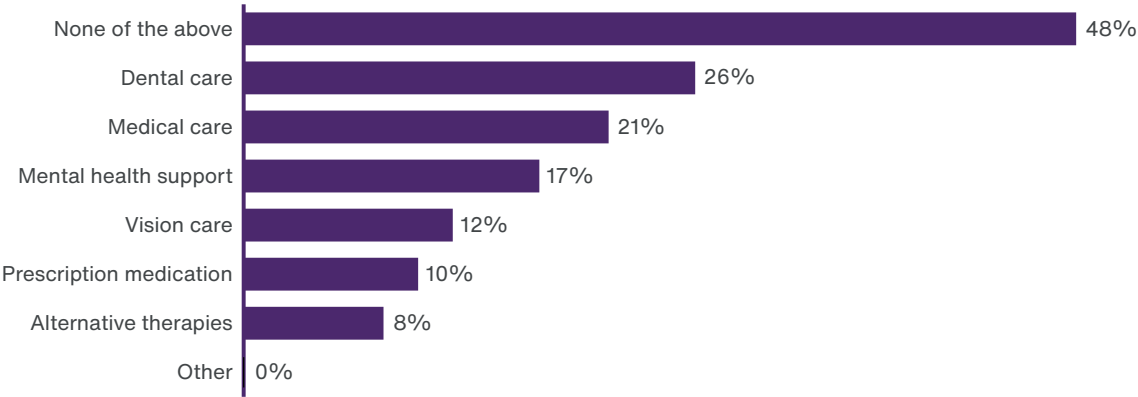


# Use of and barriers to healthcare.

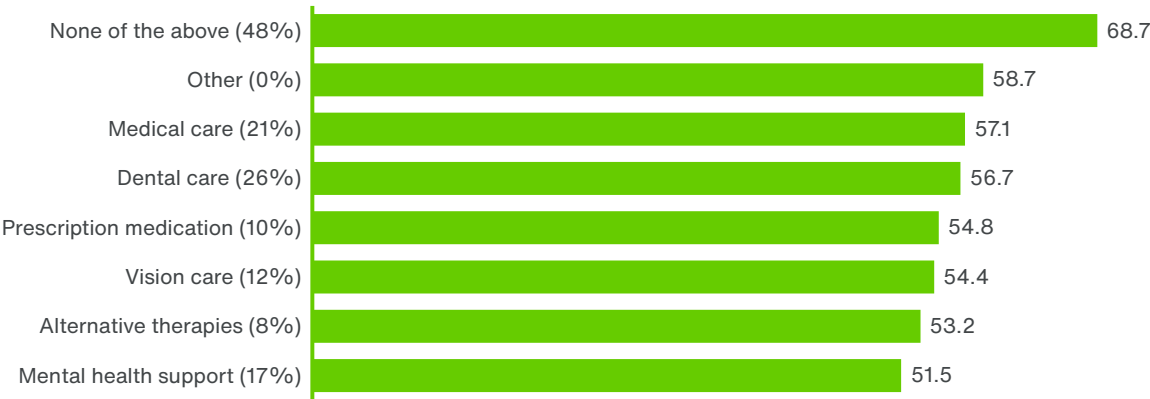
## Younger workers and parents more often delayed or avoided seeking mental health support in 2024.

- More than one-quarter (26 per cent) of workers delayed or avoided seeking dental care in 2024, 21 per cent delayed or avoided seeking medical care, and 17 per cent delayed or avoided seeking mental health support in 2024
- The lowest mental health score (51.5) is among 17 per cent of workers who delayed or avoided seeking mental health support in 2024, more than 17 points lower than workers who did not delay or avoid seeking care and nearly 11 points lower than the national average (62.4)
- Workers under 40 are four times more likely than workers over 50 to have delayed or avoided seeking mental health support in 2024
- Parents are 70 per cent more likely than non-parents to have delayed or avoided seeking mental health support in 2024
- Nearly half (48 per cent) did not delay or avoid seeking care in the last year; this group has the highest mental health score (68.7), more than six points higher than the national average (62.4)
- Workers over 50 are 80 per cent more likely than workers under 40 not to have delayed or avoided seeking care in 2024

In the last year (2024), did you delay or avoid seeking any of the following?



MHI score by “In the last year (2024), did you delay or avoid seeking any of the following?”

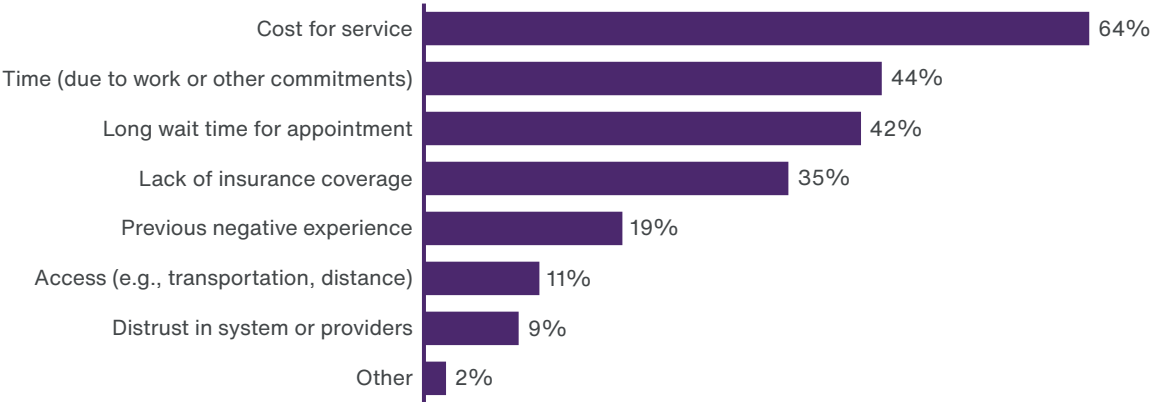


**Cost, lack of time, and long wait times are the top reasons cited for delaying or avoiding medical care in 2024.**

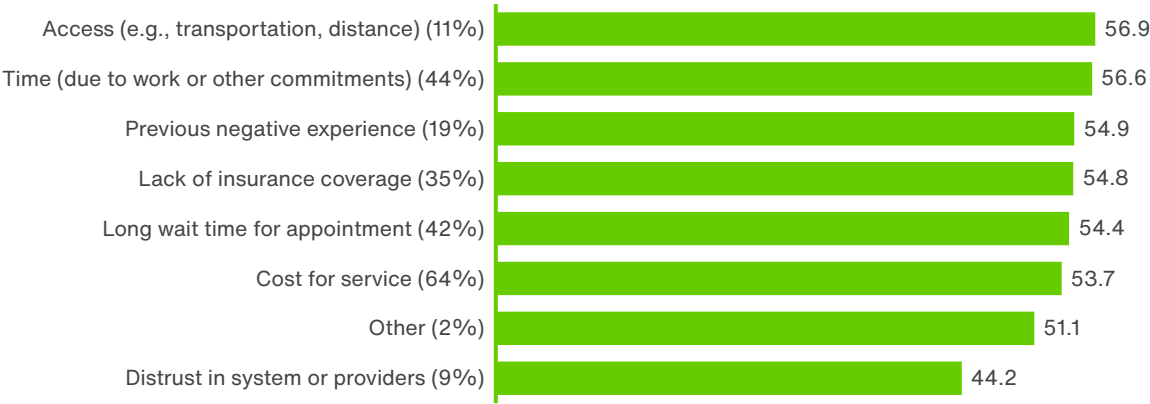
- More than three in five (64 per cent) workers cite cost as the reason for delaying or avoiding seeking medical care in 2024, 44 per cent cite lack of time, 42 per cent cite long wait times for an appointment, 35 per cent cite a lack of insurance coverage, and 19 per cent cite a previous negative experience
- The lowest mental health score (44.2) is among nine per cent of workers citing distrust in the system or providers as the reason for delaying or avoiding seeking medical care in 2024, more than 18 points lower than the national average (62.4)



**Why did you delay or avoid seeking medical care in 2024?**



**MHI score by “Why did you delay or avoid seeking medical care in 2024?”**

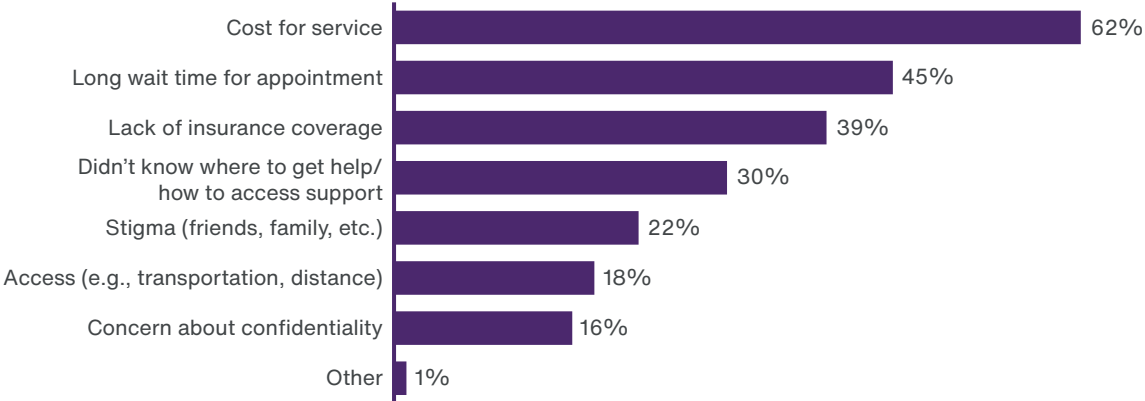


**Workers overwhelmingly cite cost as the top barrier to having delayed or avoided seeking mental health support in 2024.**

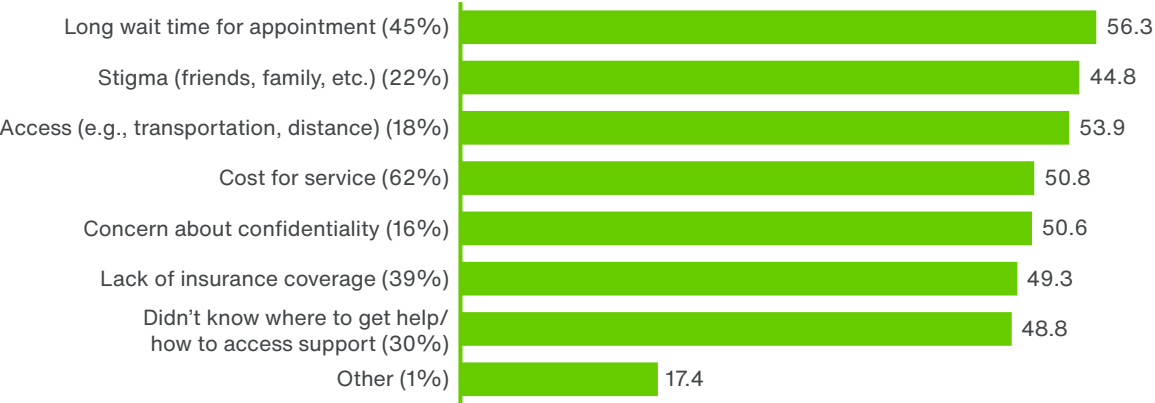
- More than three in five (62 per cent) workers cite cost as the reason for delaying or avoiding seeking mental health support in 2024, 45 per cent cite long wait times for an appointment, 39 per cent cite lack of insurance coverage, and 30 per cent say they didn't know where to get help/how to access support
- Nearly one-third (30 per cent) of workers say they didn't know where to get help/how to access support; this group has a mental health score (48.8) nearly 14 points lower than the national average (62.4)



**Why did you delay or avoid seeking mental health support in 2024?**



**MHI score by “Why did you delay or avoid seeking mental health support in 2024?”**



# 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 measures 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 businesses and governments.

## 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 previous 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 22 and January 30, 2025.

## Calculations

A response scoring system, turning individual responses into point values, is used to create the Mental Health Index. 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. The 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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