

The Mental Health Index by LifeWorks™

Singapore | September 2022

 **TELUS** Health

LifeWorks



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What you need to know for September 2022

1. With no significant improvement from the prior period, working Singaporeans continue to experience significant mental strain.

- At 60.5, the mental health of Singaporeans remains nearly unchanged from the prior period.
- 40% of Singaporeans have a high mental health risk, 45% have a moderate mental health risk, and 15% have a low mental health risk.
- Work productivity, anxiety, and isolation continue to be the lowest mental health sub-scores.
- 35% feel alone more often and this group has a mental health score more than 15 points below the national average.
- Younger people (under 40) are more likely to feel alone more often.
- The strongest sub-score is financial risk, representing an improvement in the level of emergency savings.
- The North region has the lowest mental health score for the second consecutive period.

2. Nearly one in five working Singaporeans report an erosion of trust with their employer since the pandemic.

- 24% indicate that perceived changes in employee commitment to work is the reason for a decline in trust between employees and their employer.
- 17% indicate that change in workplace culture led to the decline in trust.

- 16% believe that perceived changes in how employee wellbeing is/was handled caused the decline in trust.
- Positive changes in communication, culture and employees' commitment to work are the top reasons for improved trust between employers and employees.

3. Mental health and wellbeing issues is the factor most likely to have a negative impact on the effort given to work.

- Mental health and wellbeing (15%), recognition (15%), and manager relationship (14%) are factors most likely to have a negative impact on the effort given to work
- 21% identify co-worker relationships as having the most positive impact on their work effort.
- 17% identify their mental health/wellbeing as having the most positive impact on their work effort.

4. Younger Singaporeans (under 40) are five times more likely to self-report a mental health condition or issue.

- 13% of working Singaporeans self-report a mental health condition or issue; a further 16% are unsure.
- 17% say their mental health condition or issue worsened since the pandemic and the mental health of this group is more than 26 points below the national average.
- 57% attribute the decline in their mental health to having more personal stress.
- 33% attribute the decline in their mental health to having more work stress.

30%

say inflation
is the leading cause
of stress

24%

say that changes to
employee commitment to work
led to a decline in trust

21%

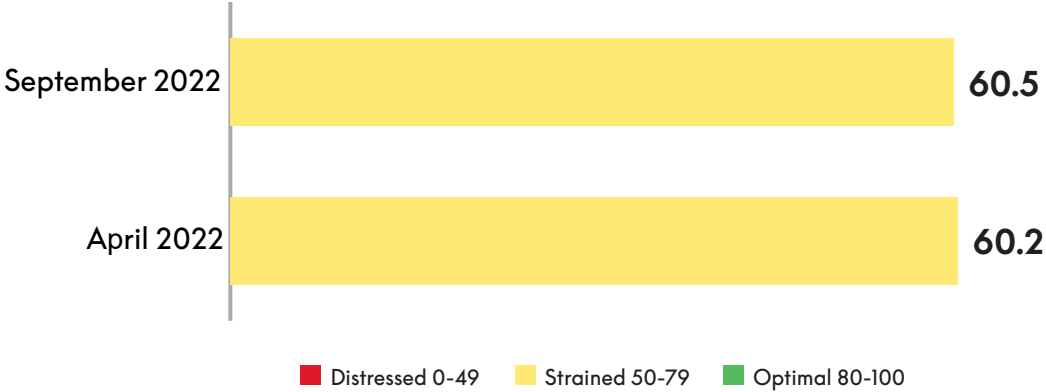
say co-workers have
the most positive impact
on their work effort

17%

say their mental
health worsened since
the pandemic

The Mental Health Index™

The overall Mental Health Index™ for September 2022 is 60.5 points.
The score improved modestly from the previous period, yet mental health remains significantly strained.



MHI Current Month
September 2022

60.5

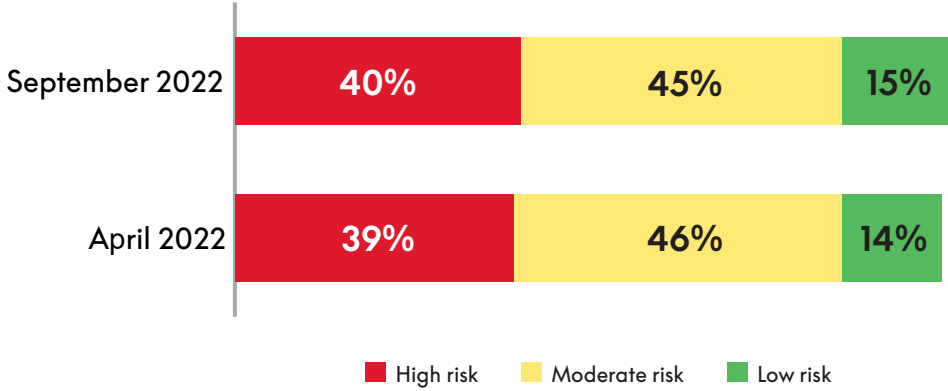
April 2022

60.2

Mental health risk

In September 2022, 40 per cent of Singaporeans have a high mental health risk, 45 per cent have a moderate mental health risk, and 15 per cent have a low mental health risk. Twenty-four per cent of people in the high-risk group report a mental health condition or issue, six per cent report a mental health condition or issue in the moderate-risk group, and two per cent of people in the low-risk group report a mental health condition or issue.

The overall mental health risk profile is consistent with the risk profile from April 2022 wherein 39 per cent of Singaporeans had a high mental health risk, 46 per cent had a moderate mental health risk, and 14 per cent had a low mental health risk.



Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of work productivity (50.3), followed by anxiety (52.3), isolation (53.9), depression (54.7), and optimism (63.6). General psychological health (70.1) and financial risk (70.9) are the most favourable mental health measures in September 2022.

- Work productivity, depression, and optimism sub-scores saw declines from April 2022.
- With a 1.1-point improvement, the financial risk score is the strongest sub-score in September 2022.

Mental Health Index™ Sub-scores ¹	September 2022	August 2022
Work productivity	50.3	52.0
Anxiety	52.3	51.3
Isolation	53.9	53.8
Depression	54.7	54.9
Optimism	63.6	64.1
Psychological health	70.1	69.7
Financial risk	70.9	69.8

¹ The demographic breakdown of sub-scores is available upon request.

Demographics

- In September 2022, the mental health score of women (60.8) is nearly equal to that of men (60.4).
- Since April 2022, mental health scores have improved with age.

Employment

- Overall, two per cent of respondents are unemployed³ and nine per cent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (46.9), followed by those working fewer hours (55.6), those not currently employed (59.2), and those with no change to salary or hours (61.3).
- Managers have a higher mental health score (61.4) than non-managers (59.0).
- Individuals who are self-employed have the highest mental health score (62.8).
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (56.4).

Emergency savings

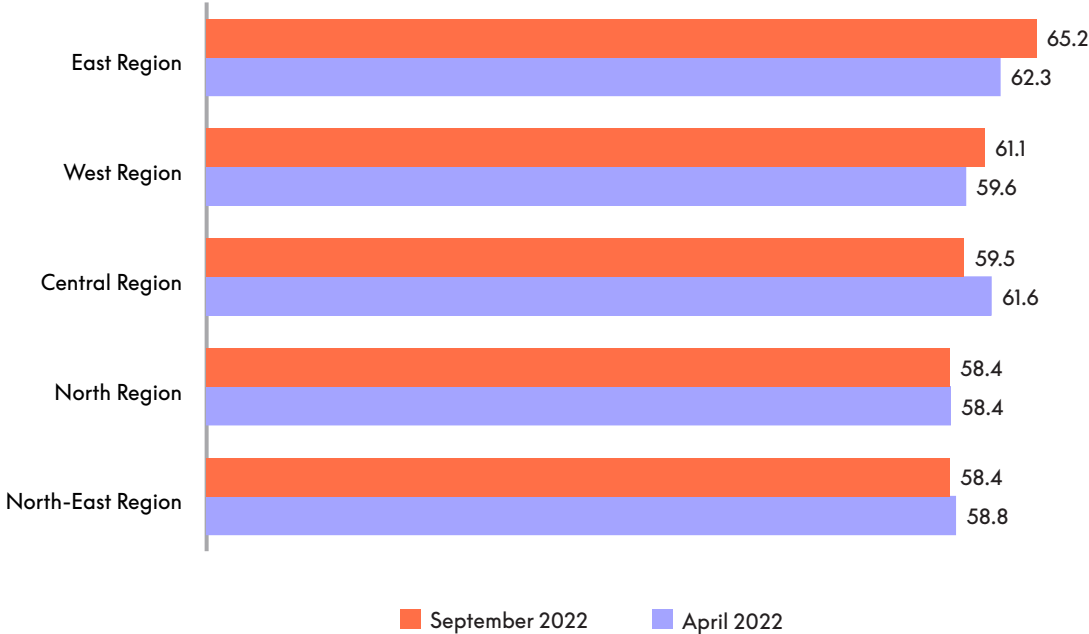
- Those without emergency savings continue to experience a lower mental health score (48.1) than the overall group (60.5). Individuals with emergency savings have a mental health score of 64.7.

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

Mental Health Index™ (regional)

The mental health scores across all regions in Singapore continue to be significantly strained. In September 2022, the mental health scores in the East and West regions show improvement while scores in the Central and North-East regions decline. There is no change to the mental health score in the North region compared to the prior period.

- With a 2.9-point increase, the East region has the most significant improvement in mental health.
- The lowest mental health score (58.4) is among respondents in the North region of Singapore.



Employment status	Sept. 2022	April 2022
Employed (no change in hours/salary)	61.3	60.9
Employed (fewer hours compared to last month)	55.6	56.9
Employed (reduced salary compared to last month)	46.9	49.5
Not currently employed	59.2	61.1
Age group	Sept. 2022	April 2022
Age 20-29	53.9	53.3
Age 30-39	57.1	57.9
Age 40-49	59.5	59.0
Age 50-59	67.5	67.1
Age 60-69	72.5	70.4
Number of children	Sept. 2022	April 2022
No children in household	60.8	59.9
1 child	59.4	59.7
2 children	61.7	62.0
3 children or more	58.3	58.3

Region	Sept. 2022	April 2022
Central Region	59.5	61.6
East Region	65.2	62.3
North Region	58.4	58.4
North-East Region	58.4	58.8
West Region	61.1	59.6
Gender	Sept. 2022	April 2022
Men	60.4	60.9
Women	60.8	59.5
Household income	Sept. 2022	April 2022
S\$50K/annum	55.9	56.2
S\$50K to <S\$100K/annum	60.3	58.7
S\$100k to <S\$150K	61.4	62.1
S\$150K to S\$200K	62.5	60.9
S\$200K and over	63.7	67.6

Employer size	Sept. 2022	April 2022
Self-employed/sole proprietor	62.8	59.4
2-50 employees	62.5	60.0
51-100 employees	60.3	59.1
101-500 employees	60.8	60.6
501-1,000 employees	56.4	57.4
1,001-5,000 employees	61.5	62.5
5,001-10,000 employees	61.9	60.4
More than 10,000 employees	58.6	60.8
Manager	Sept. 2022	April 2022
Manager	61.4	61.2
Non-manager	59.0	58.9

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

Mental Health Index™ (industry)

Employees working in Public Administration have the lowest mental health score (53.7) in September 2022, followed by those employed in Accommodation and Food Service Activities (58.4), and Administrative and Support Service Activities (59.5).

Respondents employed in Education (65.1), and Transportation and Storage (64.3) have the highest mental health scores this month.

Changes from the prior period are shown in the table.

Industry	September 2022	April 2022	Change
Administrative and Support Service Activities	59.5	53.8	5.8
Transportation and Storage	64.3	59.3	5.0
Health and Social Services	59.8	55.1	4.7
Education	65.1	63.0	2.0
Other Service Activities	63.8	62.3	1.6
Construction	61.7	60.4	1.2
Information and Communication	59.9	59.2	0.7
Wholesale and Retail Trade	60.9	60.3	0.6
Accommodation and Food Service Activities	58.4	60.2	-1.8
Professional, Scientific and Technical Activities	60.0	61.9	-1.9
Manufacturing	61.1	63.0	-2.0
Real Estate Activities	60.4	62.5	-2.1
Financial and Insurance Activities	59.7	62.0	-2.3
Public Administration and Defence	53.7	60.7	-7.1

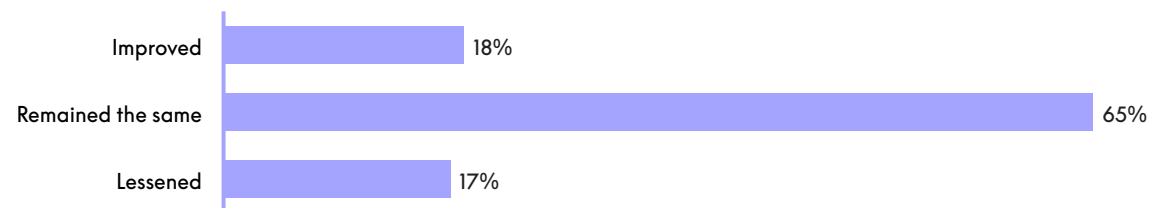
Spotlight

Trust between employees and employers

Singaporeans were asked how trust between employees and their employer has changed compared to before the pandemic.

- Nearly two-thirds (65 per cent) indicate there has been no change in trust between employees and their employer compared to before the pandemic, and this group has a mental health score (62.2) nearly two points above the national average (60.5).
- Nearly one in five (17 per cent) report a decline in trust between employees and their employer compared to before the pandemic. This group has the lowest mental health score (49.7), more than 10 points below the national average (60.5).
- Nearly one in five (18 per cent) report improved trust between employees and their employer compared to before the pandemic, and this group has the most favourable mental health score (64.4), four points above the national average (60.5).
- Managers are three times more likely than non-managers to report improved trust between employees and their employer.
- Parents are two times more likely than non-parents to report improved trust between employees and their employer compared to before the pandemic.

Change in trust between employees and employer compared to before the pandemic



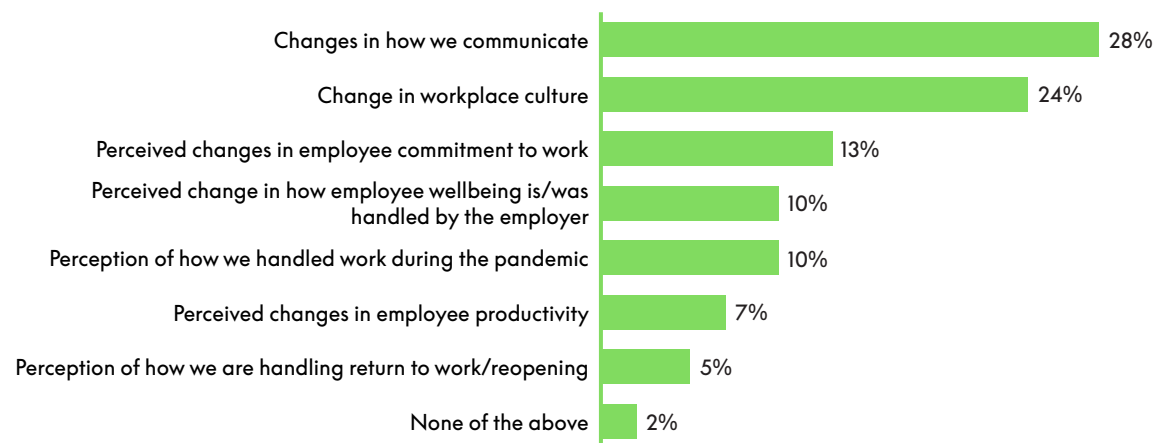
MHI score by change in trust between employees and employer compared to before the pandemic



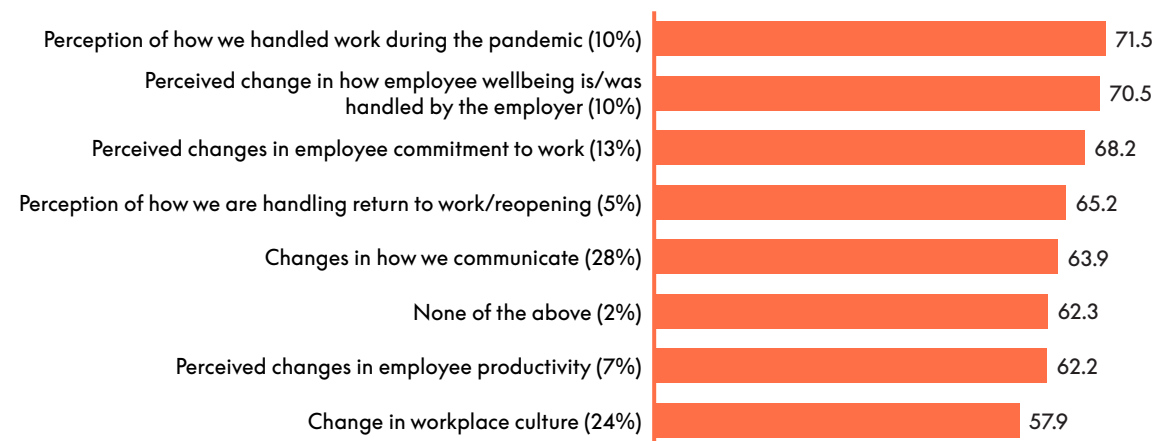
Singaporeans reporting **improved** trust between employees and their employer compared to before the pandemic were asked why the level of trust changed.

- More than one-quarter (28 per cent) indicate that changes in communication is the reason for improved trust between employees and their employer compared to before the pandemic, 24 per cent report a change in workplace culture, and 13 per cent report perceived changes in employee commitment to work.
- Respondents reporting increased trust because of how work was handled during the pandemic have the highest mental health score (71.5), followed by those reporting increased trust due to perceived changes in how employee wellbeing is/was handled (70.5), and those reporting increased trust because of perceived changes in employee commitment to work (68.2).

Causes of improved trust between employees and employers



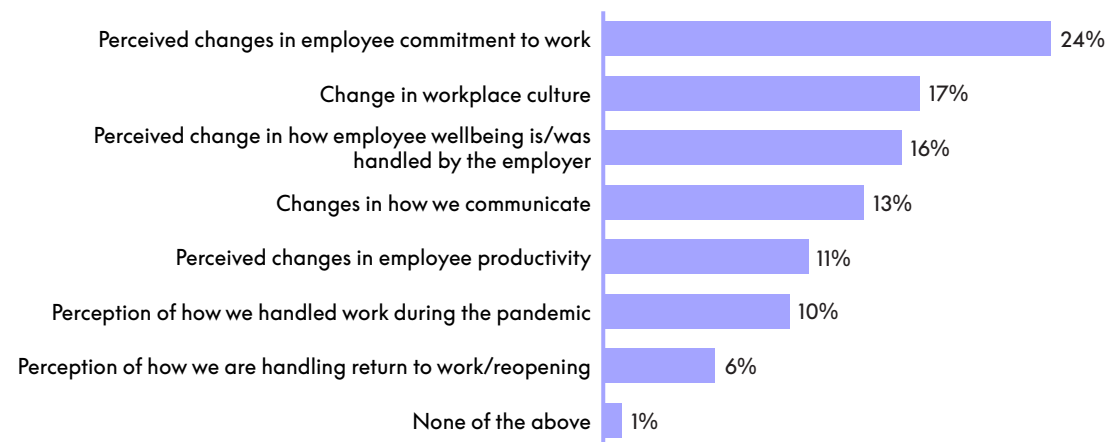
MHI score by causes of improved trust between employees and employers



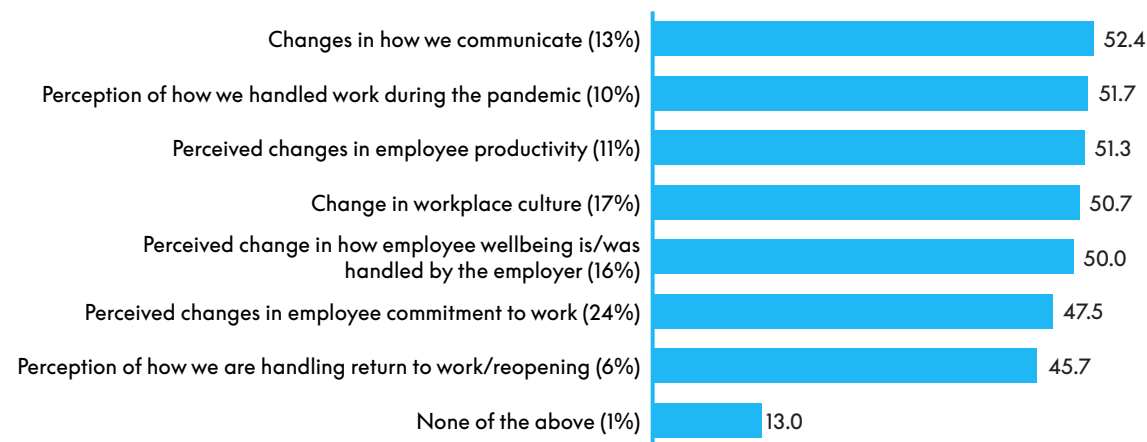
Singaporeans reporting a **decline** in trust between employees and their employer compared to before the pandemic were asked why the level of trust changed.

- Nearly one-quarter (24 per cent) indicate that changes in employee commitment to work is the reason for a decline in trust between employees and their employer compared to before the pandemic, 17 per cent report a change in workplace culture, and 16 per cent report changes in how employee wellbeing is/was handled as the reason for the decline.
- Respondents reporting decreased trust because of the perception of how return to work/reopening was handled have the lowest mental health score (45.7), followed by those reporting decreased trust due to perceived changes in employee commitment to work (47.5), and those reporting decreased trust because of perceived changes in how employee wellbeing is/was handled (50.0).

Causes of a decline in trust between employees and employers



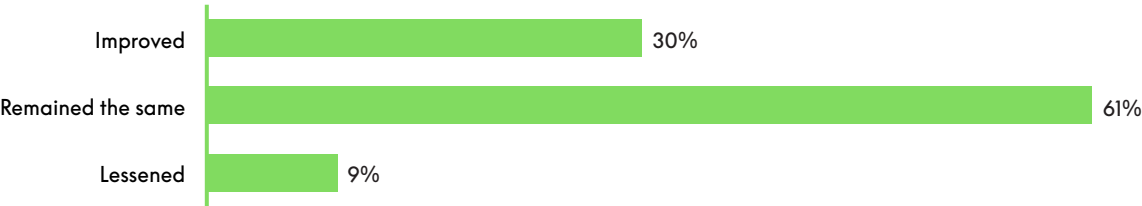
MHI score by causes of a decline in trust between employees and employers



Managers were asked how trust in their employees has changed compared to before the pandemic.

- More than three in five (61 per cent) indicate there has been no change in their trust of employees compared to before the pandemic, and this group has the most favourable mental health score (62.7).
- Nearly one in ten (9 per cent) report a decline in trust compared to before the pandemic, and these managers have the lowest mental health score (52.3), eight points below the national average (60.5).
- Nearly one-third (30 per cent) report an improvement in trust compared to before the pandemic, and the mental health of this group is more than nine points higher (61.7) than those reporting a decline (52.3).

Managers: change in trust of employees compared to before the pandemic



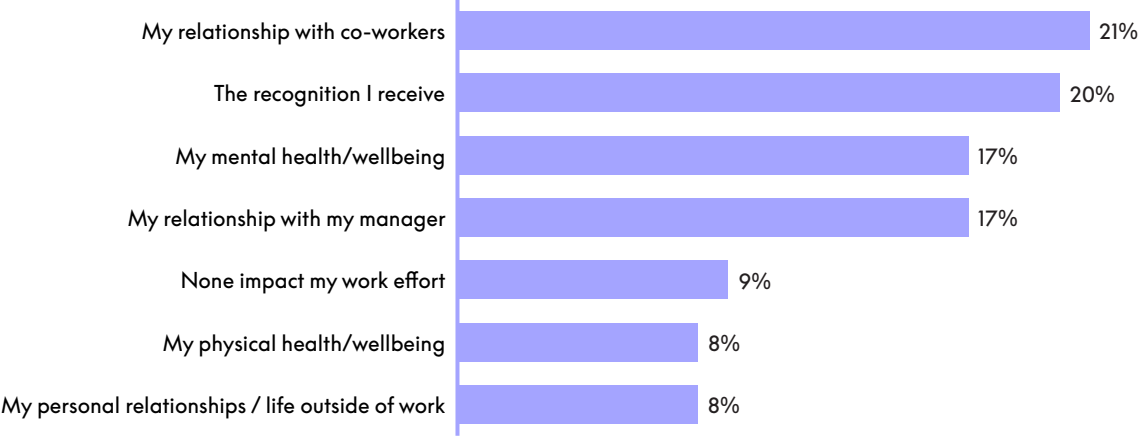
MHI score by change in trust of employees compared to before the pandemic



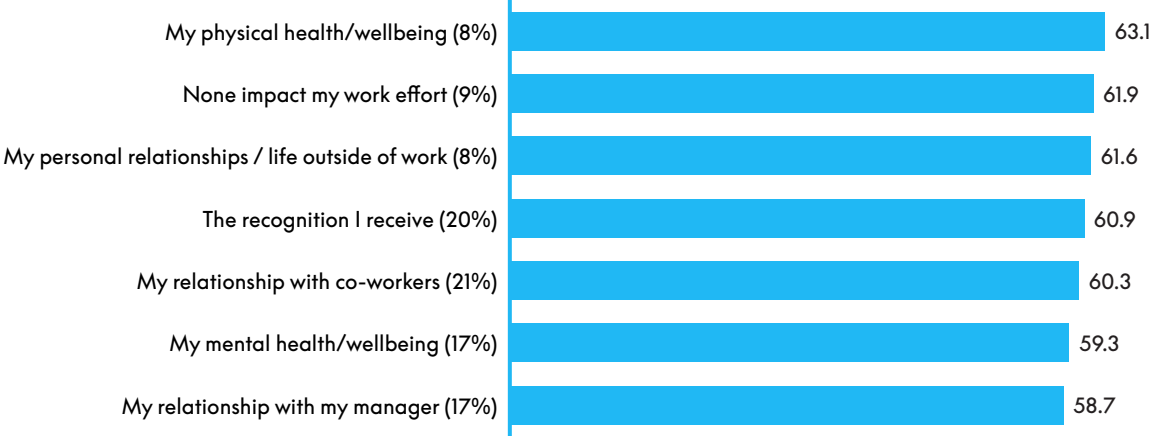
Work effort

- Singaporeans were asked which factors most **positively** impact the effort given to their work.
- More than one in five (21 per cent) indicate that relationships with co-workers most positively impacts the effort given to their work.
 - Twenty per cent report that the recognition they receive most positively impacts the effort given to their work, and 17 per cent indicate that their mental health/wellbeing has the most positive impact on their work effort.
 - Respondents under the age of 40 are 60 per cent more likely than those over 50 to report that the relationship with their manager most positively impacts their work effort.

Factors that positively impact the effort given to work

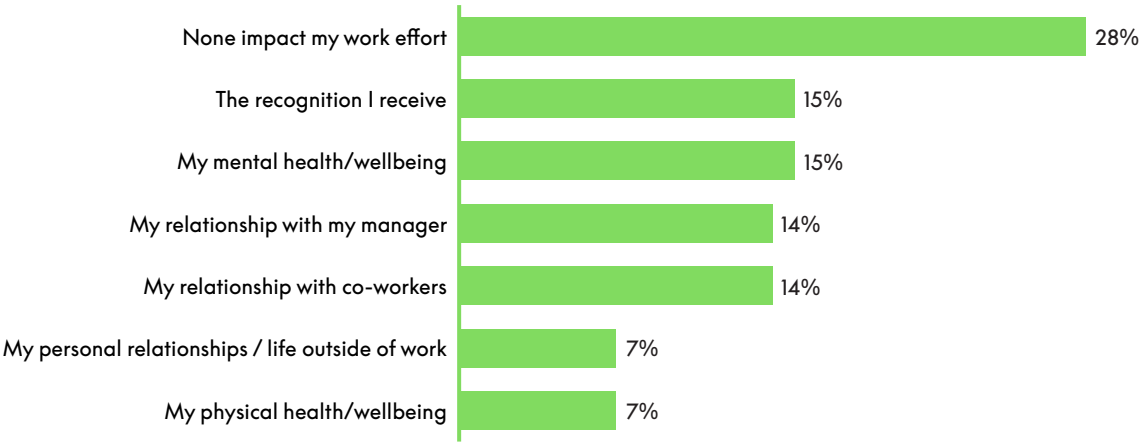


MHI score by factors that positively impact the effort given to work

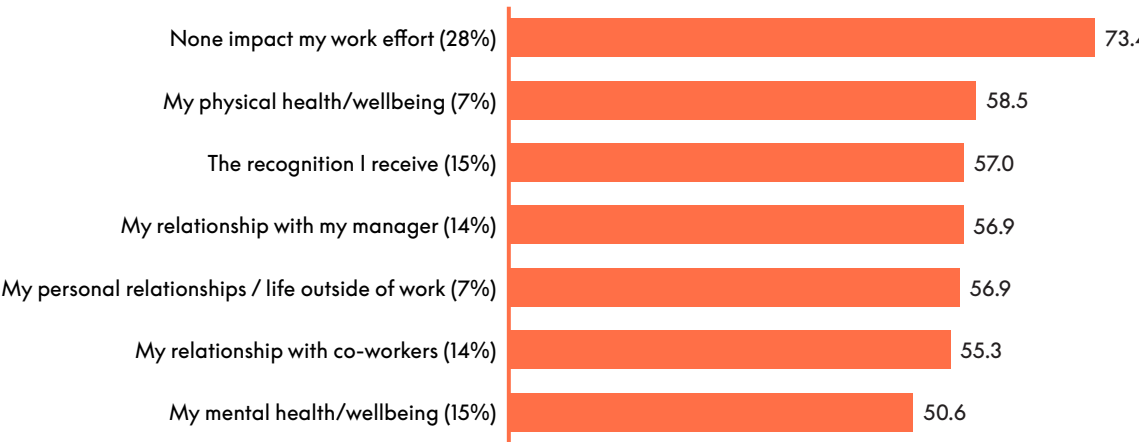


- Singaporeans were asked which factors most **negatively** impact the effort given to their work.
- More than one in ten (15 per cent) report that lack of recognition most negatively impacts the effort given to their work, followed 15 per cent indicating that their mental health/wellbeing has the most negative impact on their work effort.
 - Respondents over 50 are nearly three times more likely than those under 40 to indicate that none of the factors impact the effort given to their work.

Factors that negatively impact the effort given to work



MHI score by factors that negatively impact the effort given to work

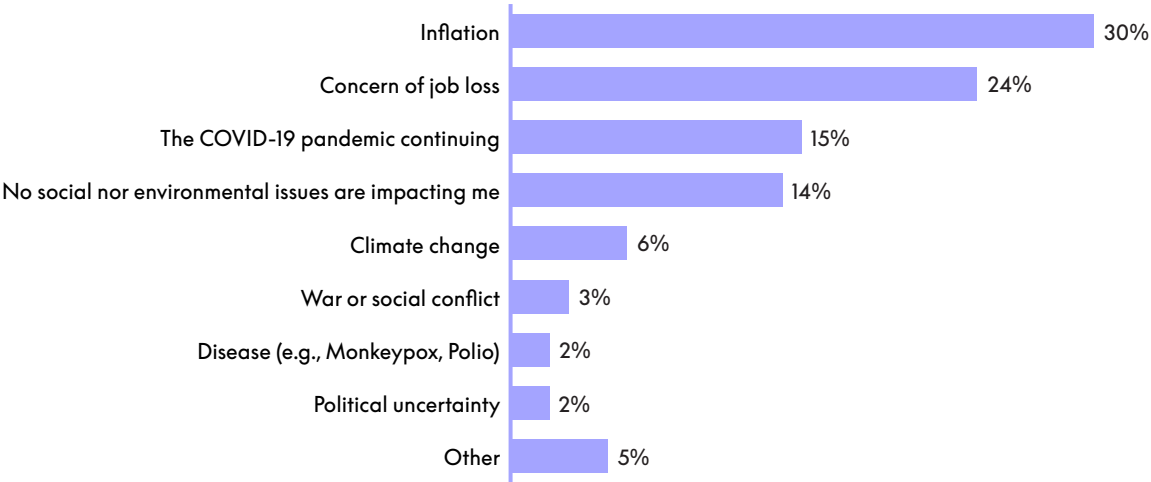


Stress

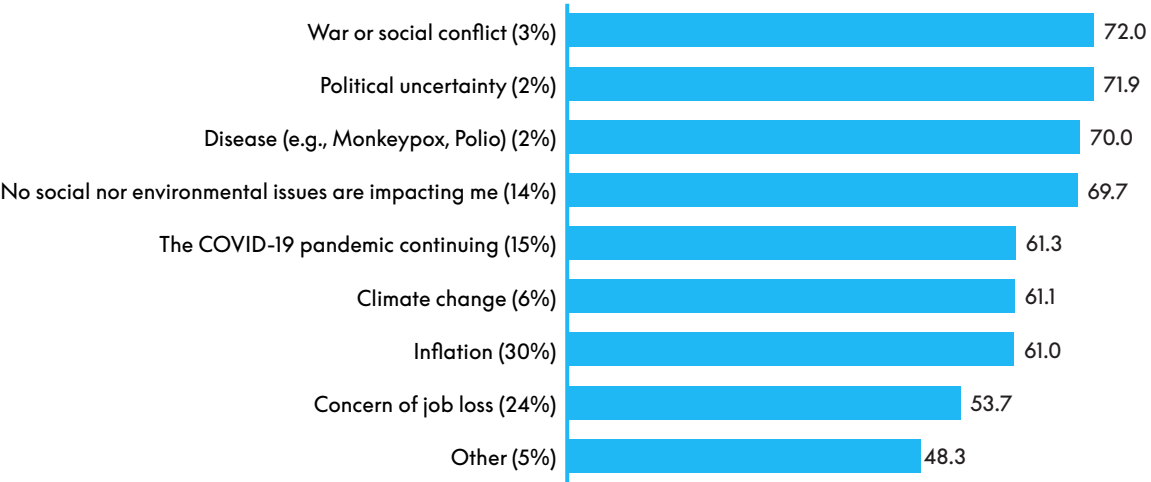
Singaporeans were asked about issues causing the most stress.

- Nearly one-third (30 per cent) identify inflation as the biggest stressor.
- Nearly one-quarter (24 per cent) are concerned about job loss, and this group has the second lowest mental health score (53.7), nearly seven points below the national average (60.5).

Issues that cause the most stress



MHI score by issues that cause the most stress

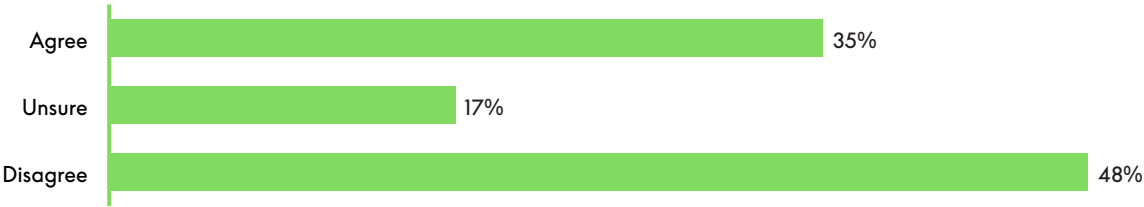


Isolation

Singaporeans were asked whether they feel alone more often.

- More than one-third (35 per cent) feel alone more often. This group has the lowest mental health score (45.2), 28 points below those who do not feel alone more often and more than 15 points below the national average (60.5). This group also has the lowest isolation score (26.1), more than 50 points below those who do not feel alone more often.
- Nearly half (48 per cent) do not feel alone more often. This group has the most favourable mental health score (73.5) and the most favourable isolation score (76.3).
- Respondents under 40 are twice as likely as those over 50 to feel alone more often.

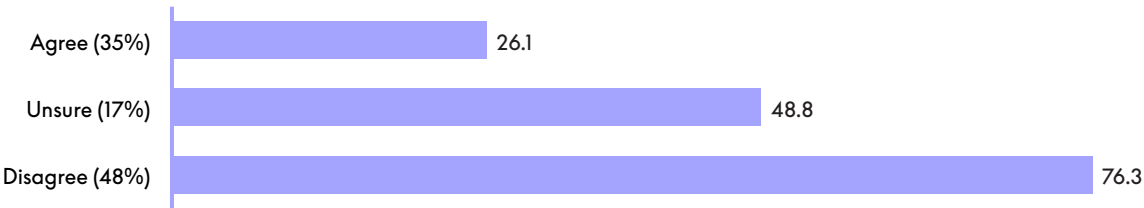
I feel alone more often



MHI score by I feel alone more often



Isolation score by I feel alone more often

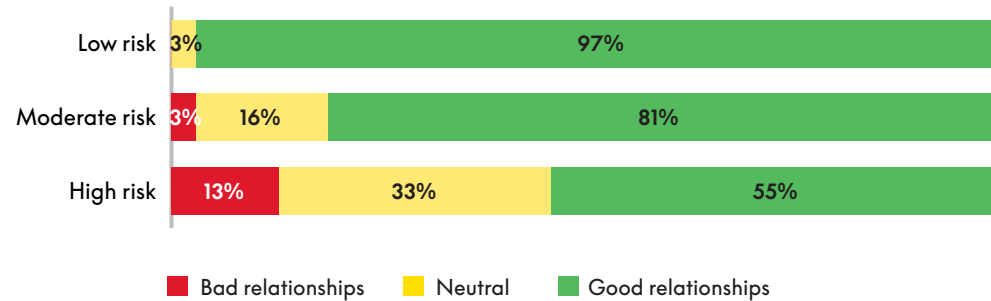


Relationship quality

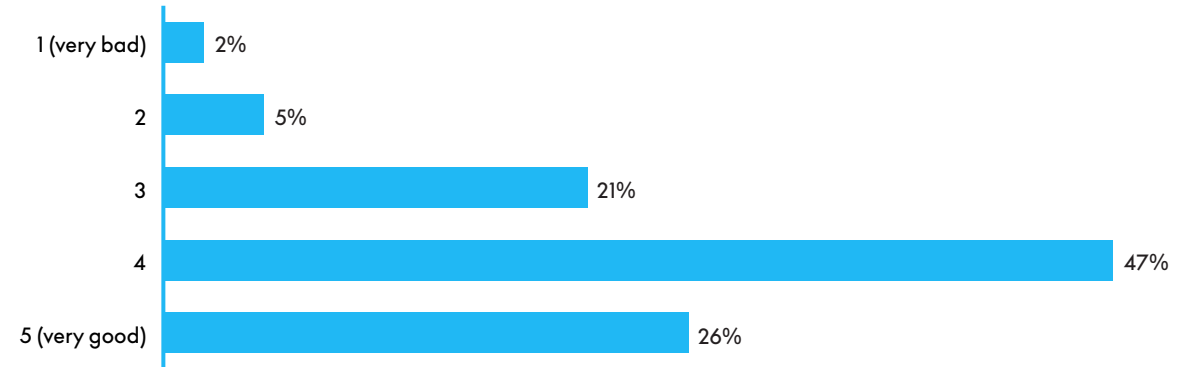
Singaporeans were asked to rate the quality of family relationships on a scale from one to five, with one being “very bad” and five being “very good”.

- Nearly three-quarters (73 per cent) rate the quality of family relationships as four or more. The mental health of this group is significantly higher than those who rate the quality of family relationships as bad or very bad.
- Individuals with a low mental health risk are nearly 80 per cent more likely than those with a high mental health risk to rate the quality of family relationships more favourably.

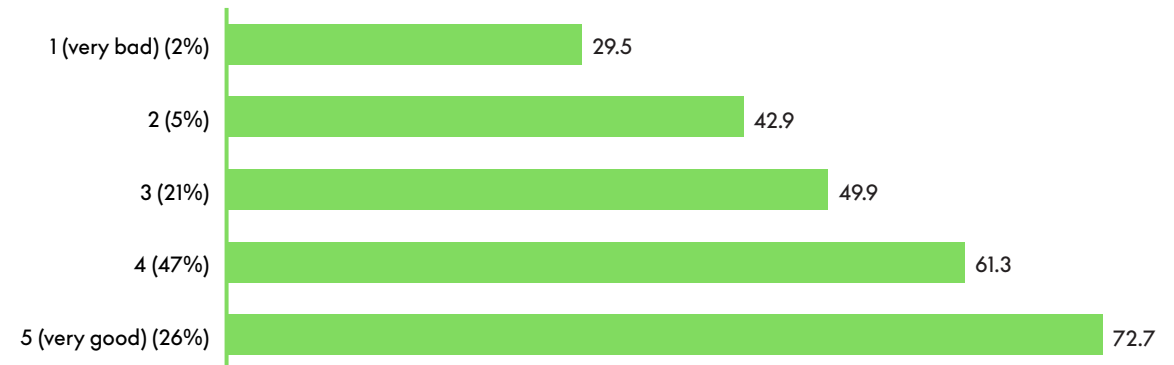
Mental health risk by quality of family relationships



Quality of family relationships



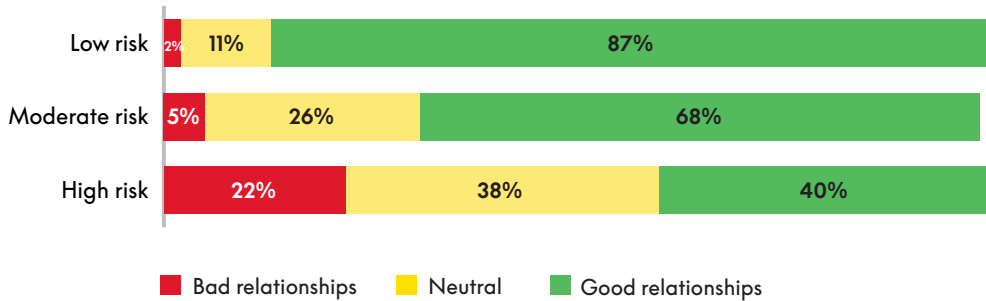
MHI score by quality of family relationships



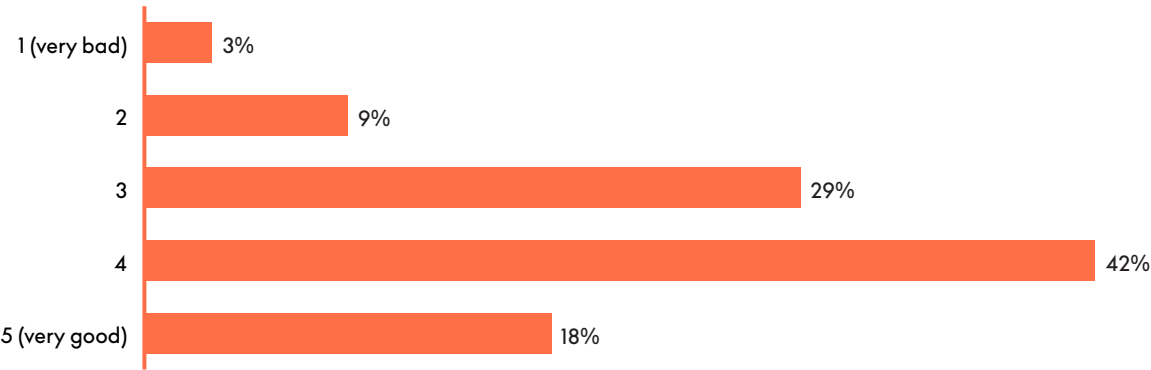
Singaporeans were asked to rate the quality of their friendships on a scale from one to five, with one being “very bad” and five being “very good”.

- Three in five (60 per cent) rate the quality of their friendships as four or more. The mental health of this group is significantly higher than those who rate the quality of friendships as bad or very bad.
- Individuals with a low mental health risk are more than twice as likely as those with a high mental health risk to rate the quality of their friendships more favourably.

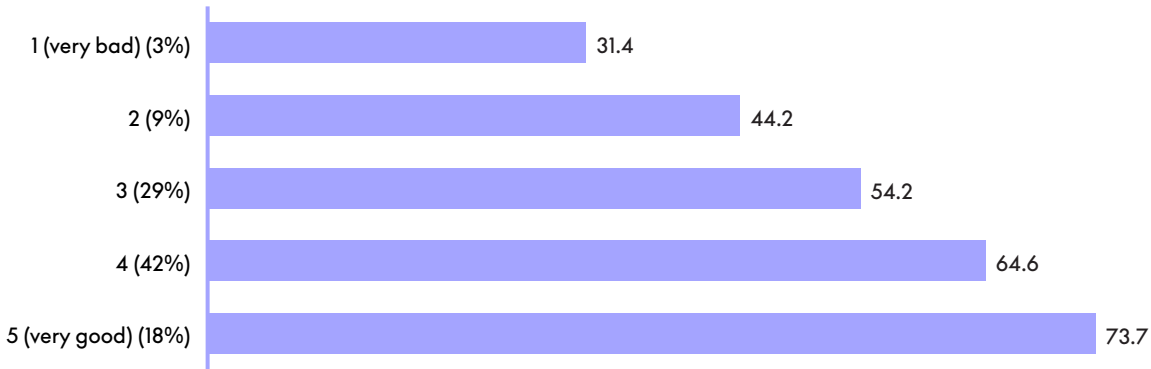
Mental health risk by quality of friendships



Quality of friendships



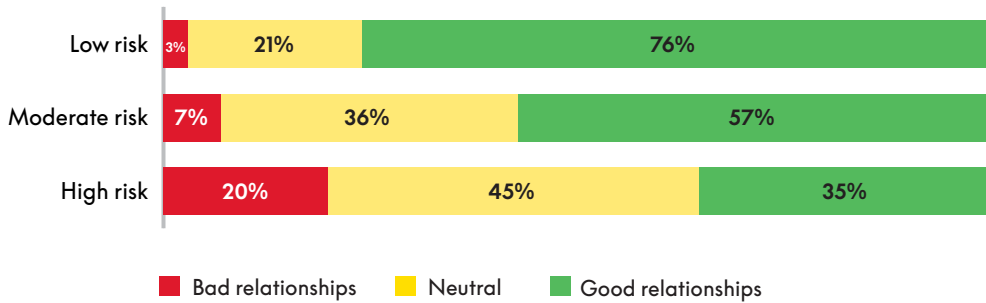
MHI score by quality of friendships



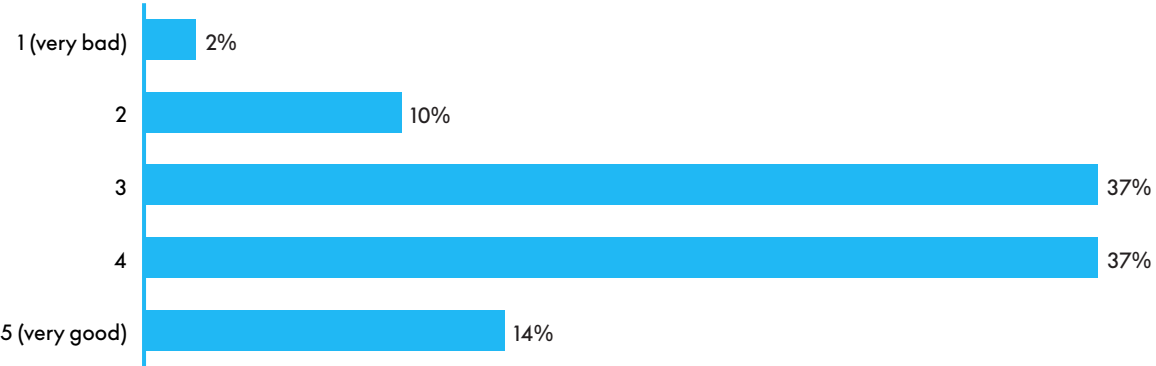
Singaporeans were asked to rate the quality of co-worker relationships on a scale from one to five, with one being “very bad” and five being “very good”.

- More than half (51 per cent) rate the quality of co-worker relationships as four or more. The mental health of this group is significantly higher than those who rate the quality of co-worker relationships as bad or very bad.
- Individuals with a low mental health risk are more than twice as likely as those with a high mental health risk to rate the quality of co-worker relationships more favourably.

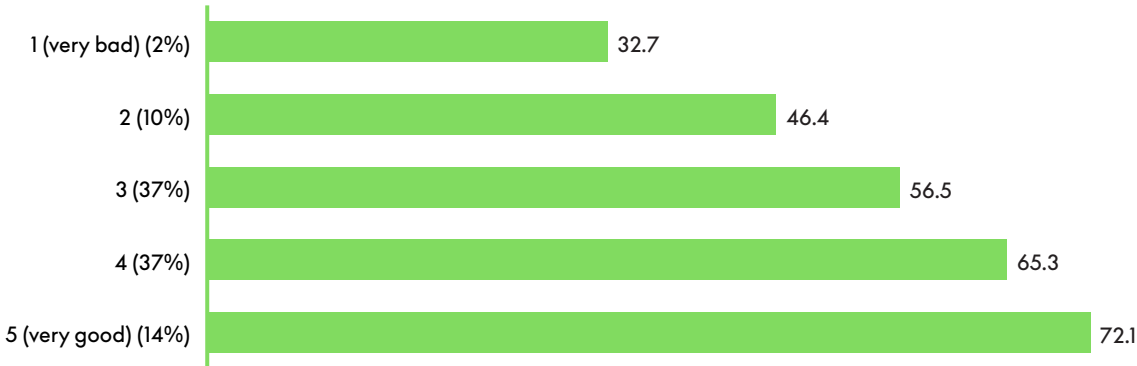
Mental health risk by quality of co-worker relationships



Quality of co-worker relationships



MHI score by quality of co-worker relationships



Mental health issues

Singaporeans were asked to self-report a diagnosed or undiagnosed mental health condition or issue.

- More than one in ten (13 per cent) report having a mental health condition or issue and the mental health score of this group (46.8) is nearly 14 points below the national average (60.5).
- Sixteen per cent are unsure about whether they have a mental health condition or issue and the mental health score of this group (46.7) is nearly 14 points below the national average (60.5).
- Respondents under 40 are five times more likely than those over 50 to self-report a diagnosed or undiagnosed mental health condition/issue.

Do you have a mental health condition or issue?



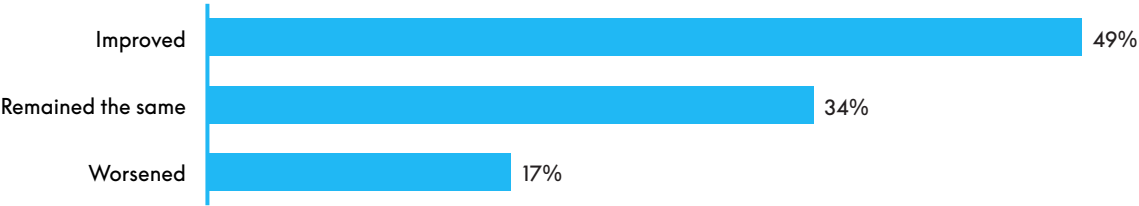
MHI score by do you have a mental health condition or issue



Singaporeans reporting a mental health condition or issue were asked whether it has changed compared to before the COVID-19 pandemic.

- Nearly one in five (17 per cent) report their mental health condition or issue worsened compared to before the pandemic, and this group has a mental health score (34.0), more than 26 points below the national average (60.5).
- Nearly half (49 per cent) indicate their mental health condition or issue improved compared to before the pandemic, yet the mental health of this group (49.1) is more than 11 points below the national average.
- Managers and parents are more likely to report an improvement in their mental health condition or issue compared to before the pandemic.

Change in mental health condition or issue compared to before the pandemic



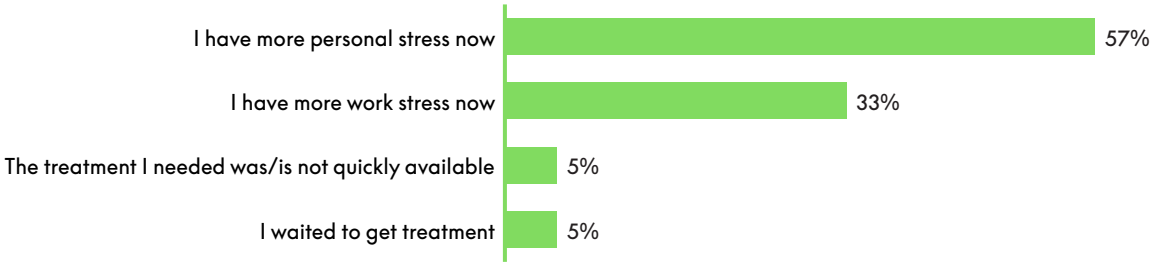
MHI score by change in mental health condition/issue when compared to before the pandemic



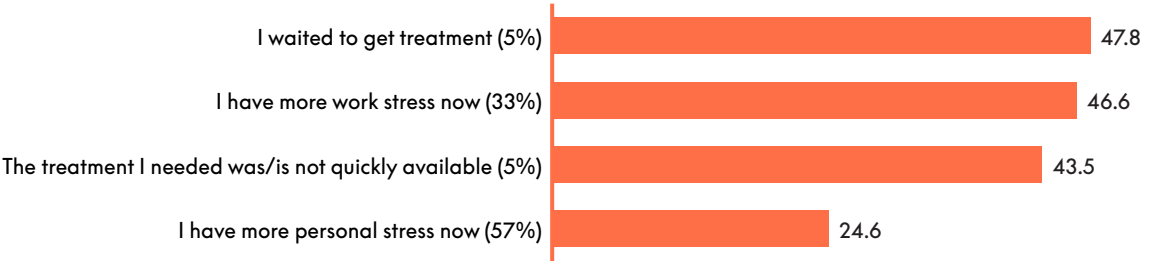
Singaporeans reporting a worsening of their mental health condition or issue compared to before the pandemic were asked why it worsened.

- More than half (57 per cent) indicate they have more personal stress, and 33 per cent report more work stress as reasons for their worsened mental health condition/issue.
- The mental health scores of these groups are significantly lower than the national average. Most notably, the mental health score of respondents who have more personal stress (24.6) is nearly 36 points lower than the national average (60.5).
- Men are nearly twice as likely as women to identify work stress as the reason for their worsened mental health condition/issue.
- Respondents 50 and older are nearly twice as likely as those under 40 to identify personal stress as the reason for their worsened mental health condition or issue.

Reason for worsened condition or issue



MHI score by reason for worsened condition or issue



Overview of the Mental Health Index by LifeWorks™

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 September 12 and September 22, 2022.

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 breakdown 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@lifeworks.com



LifeWorks is a wholly owned subsidiary of TELUS now operating as part of TELUS Health as a result of its recent acquisition.

About TELUS Health

TELUS Health is a global healthcare company serving people in more than 160 countries delivering both digital innovation and clinical services to improve total physical, mental and financial health and wellness across the full spectrum of primary and preventative care. By leveraging the power of technology to deliver connected solutions and services both in-person and virtually, TELUS Health is improving access to care and revolutionizing the flow of information while facilitating collaboration, efficiency, and productivity for physicians, pharmacists, health authorities, allied healthcare professionals, insurers, employers and people globally, progressing its vision of transforming healthcare and empowering people to live healthier lives.

Our clinical team is composed of renowned and passionate health professionals around the world delivering best-in-class people-centric care to hundreds of thousands of employers, professionals and their families.

For more information, please visit: www.telushealth.com.