



# TELUS Mental Health Index.

Republic of Korea | January 2025

**EZN** wellness  
a TELUS Health company

 **TELUS**® Health

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# What you need to know for January 2025.

More than half of workers are **feeling depressed and isolated**; nearly half feel anxious, and more than one-third say their mental health is negatively impacting work productivity.

- At 53.9, the mental health of workers is significantly strained
- 55 per cent of workers have a high mental health risk, 35 per cent have a moderate mental health risk, and 10 per cent have a low mental health risk
- Depression, isolation, and anxiety are the lowest mental health sub-scores
- Mental health scores among workers in the Yeongnam region and the Capital region are higher than those in the Central region and the Honam region
- The mental health score of managers is higher than the score of non-managers
- Service industry workers have a lower mental health score than labourers and office workers

Nearly three in five workers **feel under constant stress**, with the concern disproportionately among younger workers.

- 57 per cent of workers feel under constant stress; the mental health score of this group is 25 points lower than workers not feeling constant stress and nine points lower than the national average
- 34 per cent of workers feel angrier and more distrustful of others
- 25 per cent of workers are skeptical of others' motives
- 23 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 flexible work as the most significant opportunity for improvement.

- 42 per cent of workers say their organisation excels at workload management, while 34 per cent say their organisation needs to improve workload management
- 40 per cent of workers say their organisation excels in flexible work, while 37 per cent say their organisation needs to improve flexible work
- 19 per cent of workers say their organisation excels in health benefits, while 22 per cent say their organisation needs to improve health benefits
- 43 per cent of workers trust their organisation to be fair and honest in how they deal with employees
- 42 per cent of employees would prefer better support for their wellbeing over a 10 per cent increase in salary



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

- 32 per cent of workers delayed or avoided seeking dental care in 2024, 16 per cent of workers delayed or avoided seeking medical care in 2024, and 13 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
- 43 per cent of workers cite cost as the reason for delaying or avoiding seeking mental health support in 2024
- 36 per cent of workers cite long wait times as the reason for delaying or avoiding seeking mental health support in 2024
- 35 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

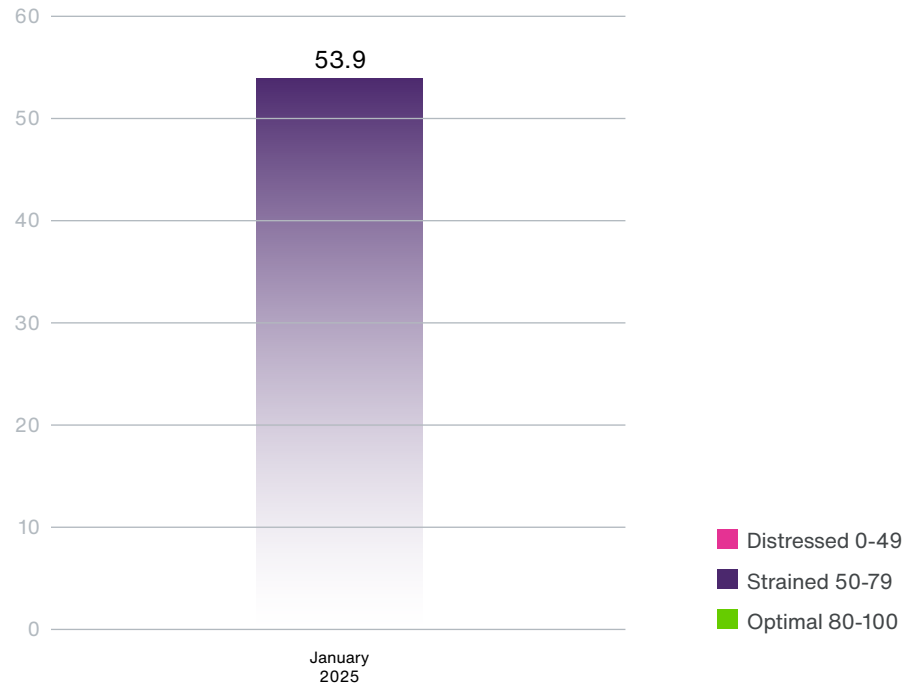
# The Mental Health Index.

The overall Mental Health Index (MHI) for January 2025 is 53.9.

A score in this range reflects significant mental strain in the population.

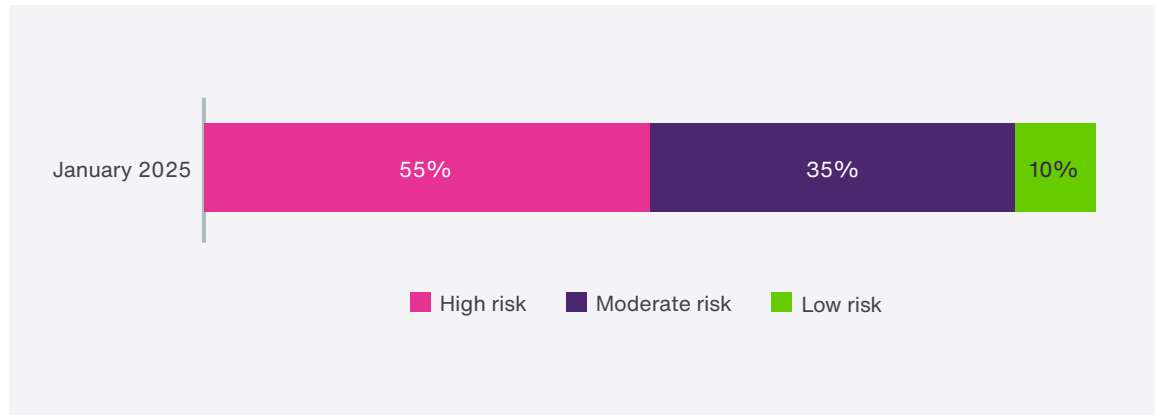
MHI Current Month  
January 2025

**53.9**



## Mental health risk.

In January 2025, 55 per cent of workers have a high mental health risk, 35 per cent have a moderate mental health risk, and 10 per cent have a low mental health risk. Approximately 30 per cent of workers in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of workers in the low-risk group report diagnosed anxiety or depression.



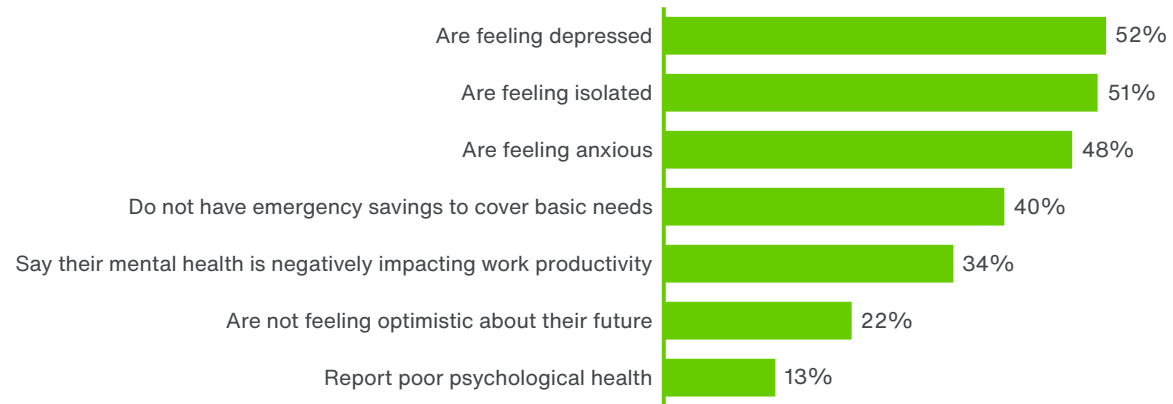
### Mental Health Index sub-scores.

The lowest Mental Health Index sub-score is depression (44.4). Isolation (45.6), anxiety (47.1), work productivity (57.0), optimism (59.6), and financial risk (60.2) follow. General psychological health (67.9) is the most favourable mental health measure in January 2025.

More than half (52 per cent) of workers feel depressed, 51 per cent feel isolated, 48 per cent feel anxious, 40 per cent do not have emergency savings for basic needs, 34 per cent say their mental health is negatively impacting work productivity, 22 per cent do not feel optimistic about their future, and 13 per cent of workers generally cite poor psychological health.

Mental Health Index Sub-scores	January 2025
Depression	44.4
Isolation	45.6
Anxiety	47.1
Work productivity	57.0
Optimism	59.6
Financial risk	60.2
Psychological health	67.9

### Percentage at risk by MHI sub-score



## Mental health by gender and age.

- Women have a lower mental health score than men. In January 2025, the mental health score for women is 51.5, compared to 56.0 for men
- Mental health scores generally improve with age

## Mental health by employment status.

- Overall, three per cent of respondents are unemployed<sup>1</sup> and six per cent report reduced hours or reduced salary
- Workers reporting fewer hours than the previous month (48.0) and respondents not currently employed (48.0) have the lowest mental health scores, followed by workers reporting reduced salary than the last month (50.4), and workers with no change to salary or hours (54.4)
- Service industry workers have a lower mental health score (51.3) than labourers (52.3) and office workers (55.0)
- Managers have a higher mental health score (54.8) than non-managers (53.2)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (62.9)
- Self-employed/sole proprietors have the lowest mental health score (49.1)



## Emergency savings

- Workers without emergency savings have a lower mental health score (42.4) than the overall group (53.9). Workers with emergency savings have a mental health score of 65.6

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

# The Mental Health Index by region.

Mental health scores in all regions are significantly strained. Mental health scores among workers in the Yeongnam region (55.0) and the Capital region (54.6) are higher than those in the Central region (50.6) and the Honam region (49.1).



Employment status	Jan. 2025
Employed (no change in hours/salary)	54.4
Employed (fewer hours compared to last month)	48.0
Employed (reduced salary compared to last month)	50.4
Not currently employed	48.0

Age group	Jan. 2025
Age 20-29	52.3
Age 30-39	51.8
Age 40-49	53.1
Age 50-59	58.7
Age 60-69	65.8

Number of children	Jan. 2025
No children in household	53.3
1 child	54.8
2 children	54.7
3 children or more	51.9

Gender	Jan. 2025
Men	56.0
Women	51.5

Household income/annum	Jan. 2025
< 20,000K won	44.0
20,000K to <40,000K won	50.0
40,000K to <60,000K won	51.6
60,000K to <100,000K won	55.7
100,000K won and over	63.5

Employer size	Jan. 2025
Self-employed/sole proprietor	49.1
2-50 employees	52.8
51-100 employees	53.1
101-500 employees	54.7
501-1,000 employees	54.7
1,001-5,000 employees	59.1
5,001-10,000 employees	55.0
More than 10,000 employees	62.9

Manager	Jan. 2025
Manager	54.8
Non-manager	53.2

Work environment	Jan. 2025
Labour	52.3
Office/desk	55.0
Service	51.3

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 Accommodation and Food Service Activities have the lowest mental health score (47.1), followed by workers in Arts, Entertainment and Recreation (47.8), and Other Service Activities (48.1).

Workers in Agriculture, Forestry and Fishing (59.9), Technology (58.5), and Public Administration and Defense; Compulsory Social Security (58.5) have the highest mental health scores this month.



Industry	January 2025
Agriculture, Forestry and Fishing	59.9
Technology	58.5
Public Administration and Defense; Compulsory Social Security	58.5
Real Estate Activities	57.5
Professional, Scientific and Technical Activities	57.0
Human Health and Social Work Activities	56.7
Education	55.6
Manufacturing	54.9
Construction	54.5
Media and Telecommunications	54.0
Transportation and Storage	53.8
Administrative and Support Service Activities	52.9
Electricity, Gas, Steam and Air Conditioning Supply	52.5
Wholesale and Retail Trade; Repair Of Motor Vehicles and Motorcycles	52.3
Financial and Insurance Activities	52.0
Information and Communication (excluding media and telecommunications)	49.8
Other Service Activities	48.1
Arts, Entertainment and Recreation	47.8
Accommodation and Food Service Activities	47.1

# Spotlight

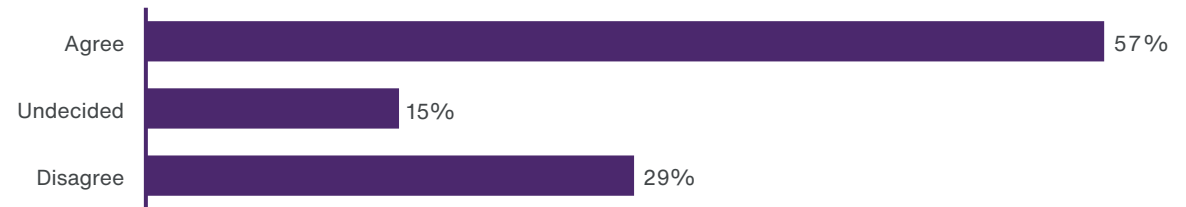
## Stress, skepticism, and optimism.

**Nearly three in five workers feel under constant stress, with the concern disproportionately among younger workers.**

- Nearly three in five (57 per cent) workers are feeling under constant stress; this group has the lowest mental health score (44.8), 25 points lower than workers not feeling constant stress (69.9) and nine points lower than the national average (53.9)
- Workers under 40 are 50 per cent more likely than workers over 50 to feel under constant stress
- Nearly three in ten (29 per cent) are not under constant stress; this group has the highest mental health score (69.9), 16 points higher than the national average (53.9)



### I feel under constant stress



### MHI score by “I feel under constant stress”

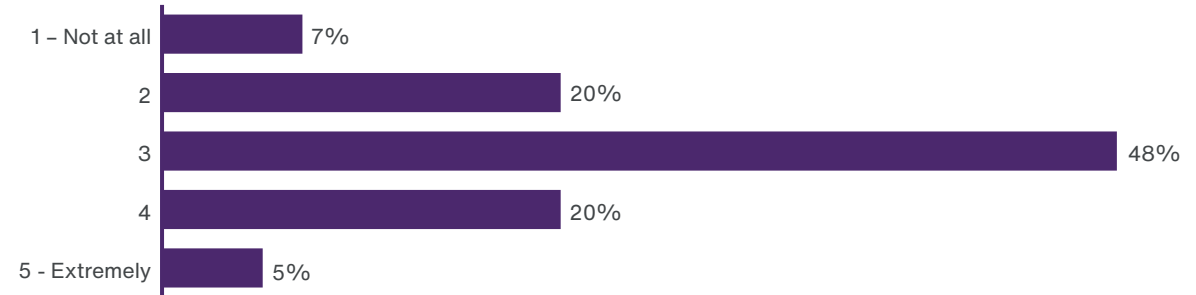


### One in four workers are highly skeptical about others' motives.

- One-quarter (25 per cent) of workers are highly skeptical (rating of 4 or 5) about others' motives; this group has the lowest mental health scores (47.9 and 47.4, respectively), at least six points lower than the national average (53.9)
- Workers under 40 are 60 per cent more likely than workers over 50 to be skeptical about others' motives
- More than one-quarter (27 per cent) are unlikely to be skeptical (rating of 1 or 2) about others' motives; this group has the highest mental health scores (63.3 and 60.8, respectively), at least seven points higher than the national average (53.9)



### 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?"

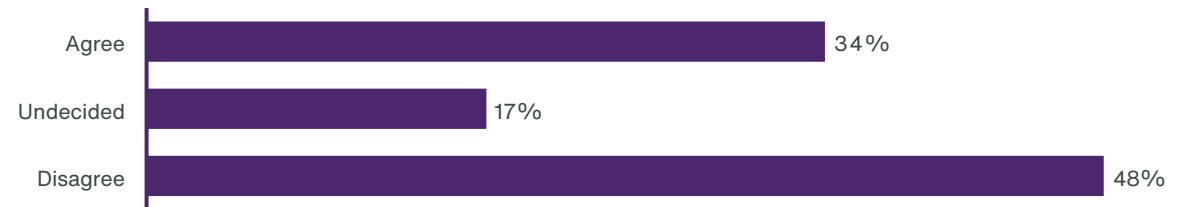




**More than one-third of workers feel angrier and more distrustful of others.**

- More than one-third (34 per cent) of workers are feeling angrier and more distrustful of others; this group has the lowest mental health score (42.7), nearly 21 points lower than workers not feeling angrier and more distrustful of others (63.3) and more than 11 points lower than the national average (53.9)
- Workers under 40 are twice as likely as workers over 50 to feel angrier and more distrustful of others
- Nearly half (48 per cent) of workers are not feeling angrier and more distrustful of others; this group has the highest mental health score (63.3), more than nine points higher than the national average (53.9)

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



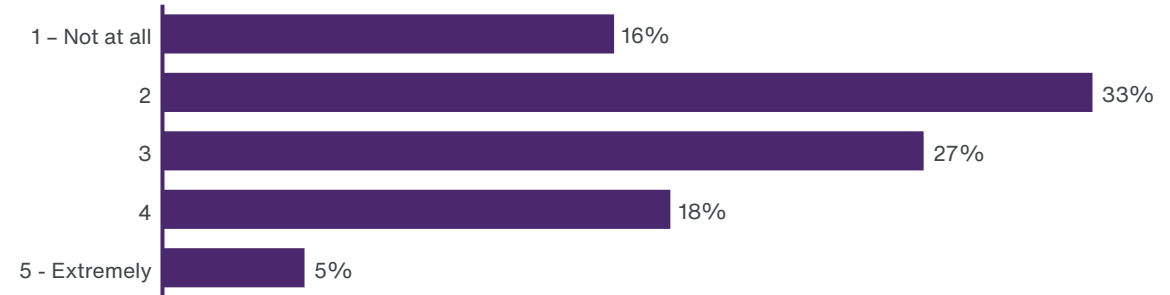
**MHI score by “I am feeling angrier and more distrustful of others”**



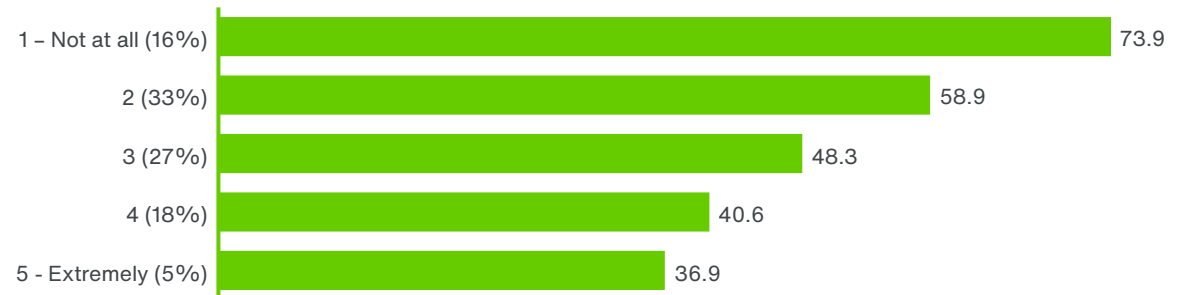
**Nearly one in four workers report getting easily frustrated in daily situations.**

- Nearly one-quarter (23 per cent) of workers report being easily frustrated in daily situations (rating of 4 or 5); this group has the lowest mental health scores (40.6 and 36.9, respectively), at least 13 points lower than the national average (53.9)
- Workers under 40 are two and a half times more likely than workers over 50 to report being easily frustrated in daily situations
- Nearly half (49 per cent) report not being easily frustrated in daily situations (rating of 1 or 2); this group has the highest mental health scores (73.9 and 58.9, respectively), five points higher than the national average (53.9)

**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?”**

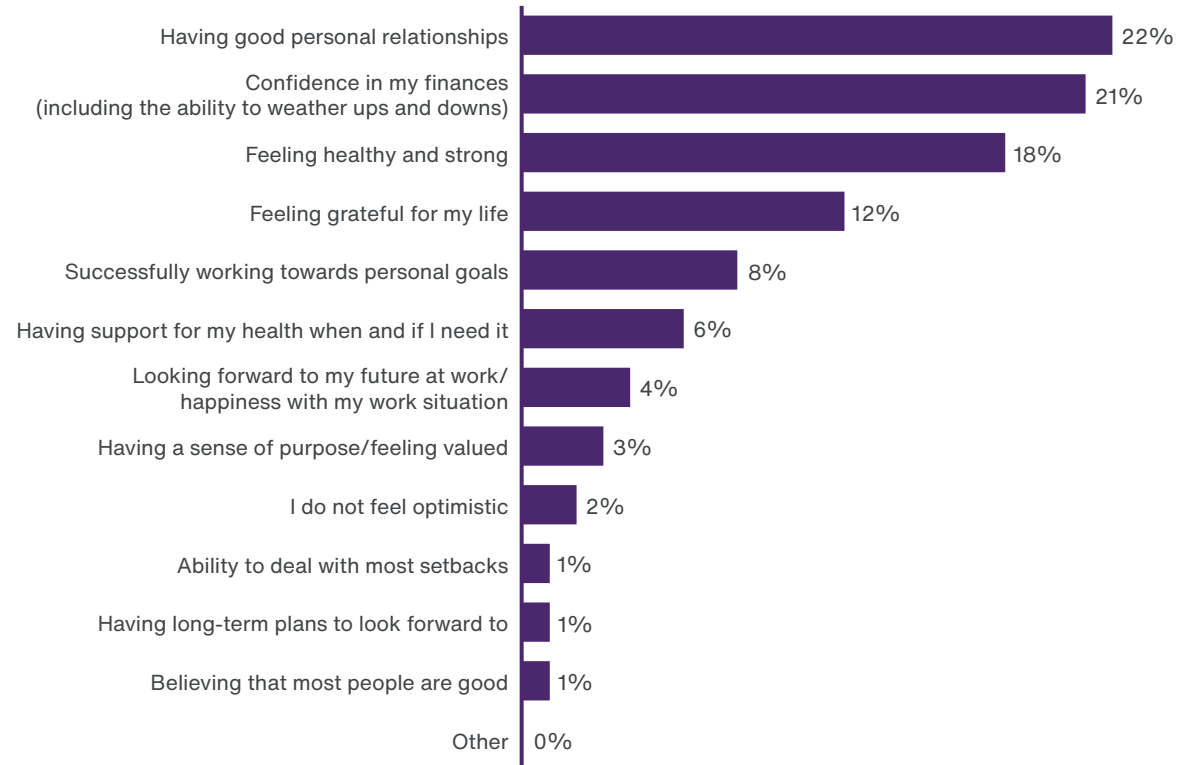


**Good personal relationships, feeling healthy and strong, gratitude, and confidence in financial stability drive personal optimism.**

- Having good personal relationships is the leading factor most driving personal optimism (22 per cent), followed by having confidence in their finances (21 per cent), feeling healthy and strong (18 per cent), and feeling grateful for their life (12 per cent)

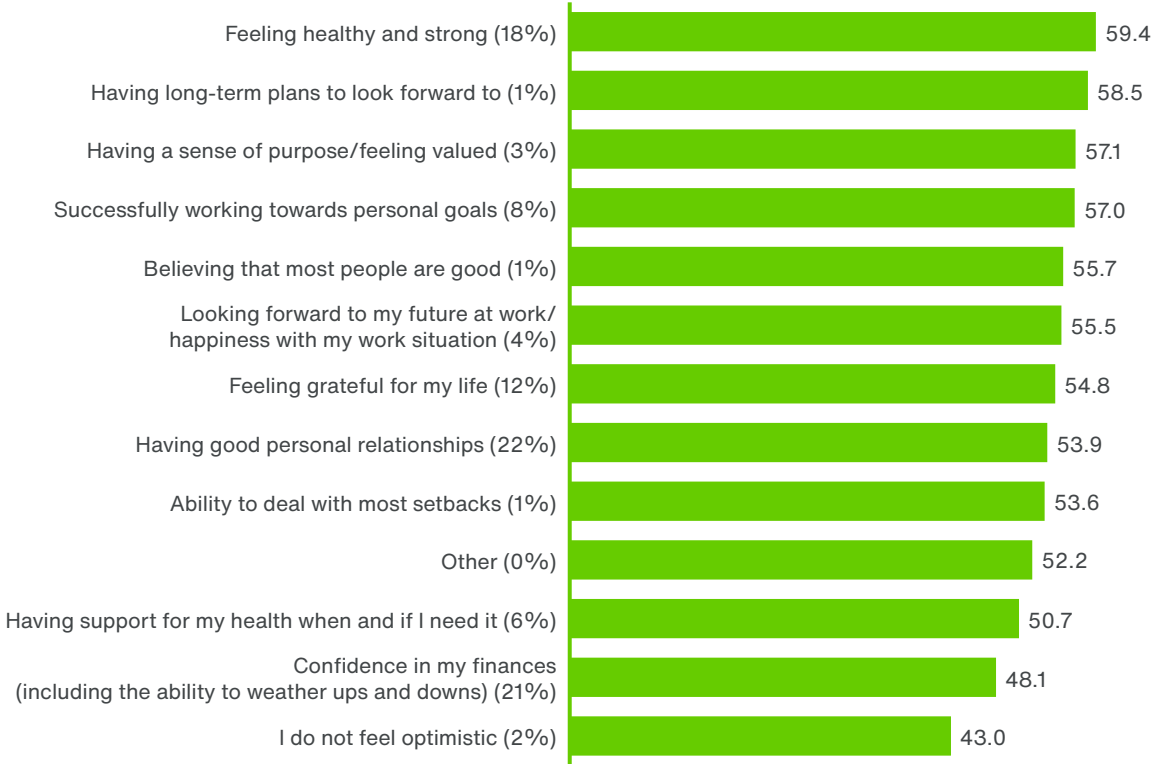


**What factor most drives your personal optimism?**





MHI score by “What factor most drives your personal optimism?”



## Perceptions of organisational fairness, strengths, and opportunities.

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

- More than two in five (43 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 (61.0), more than seven points higher than the national average (53.9)
- One-third (33 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 (47.7), more than 13 points lower than workers who trust their company (61.0) and more than six points lower than the national average (53.9)



### 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"

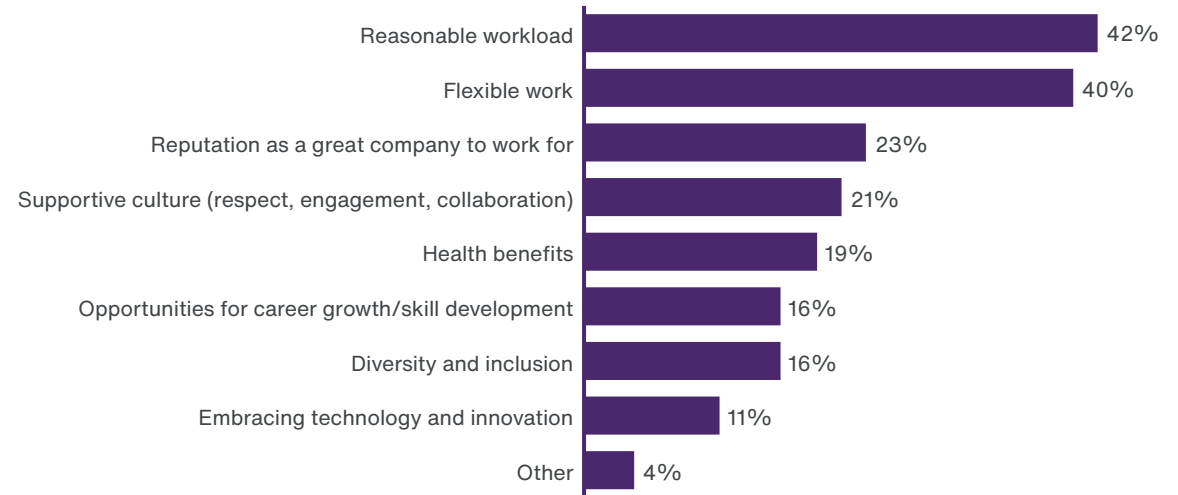


**Workers rank workload management as the area in which their organisation excels most.**

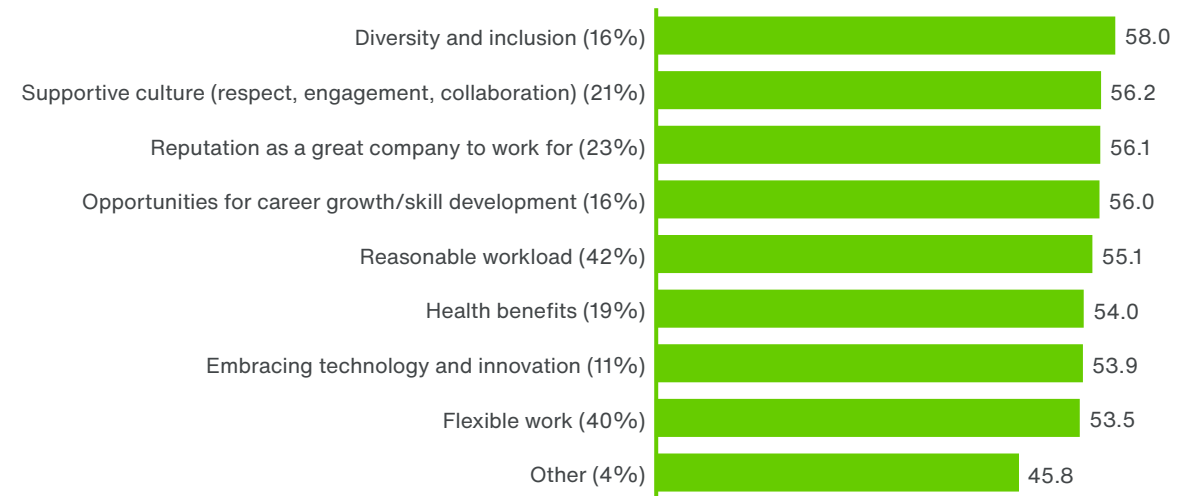
- More than two in five (42 per cent) workers say their organisation excels at workload management, 40 per cent say their organisation excels at flexible work, 23 per cent say their organisation excels because of its reputation as a great company to work for, 21 per cent say their organisation excels because of its supportive culture, and 19 per cent say the provision of health benefits is a source of strength for their organisation



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



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

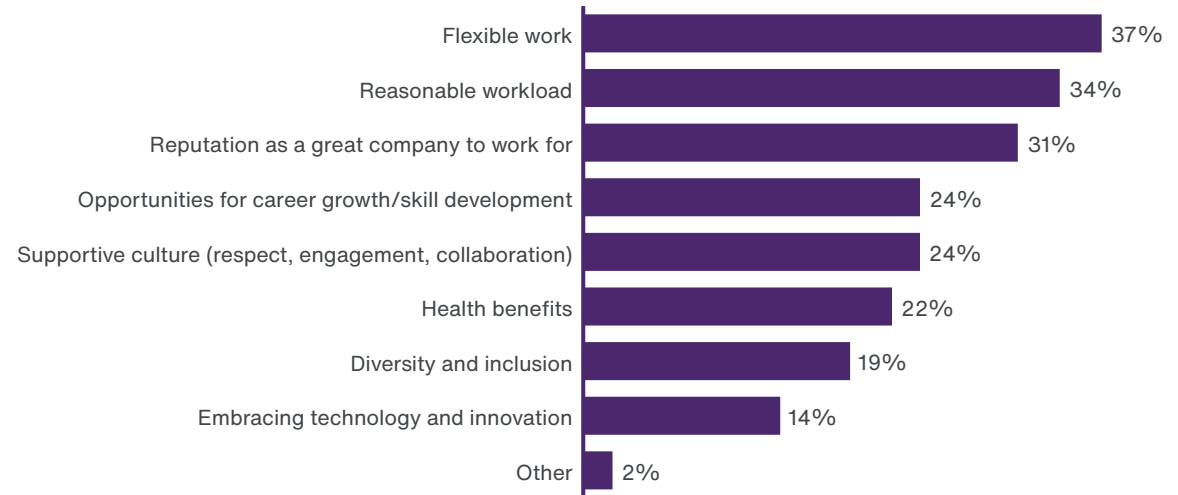


**Workers identify flexible work as the greatest opportunity for improvement in their workplaces.**

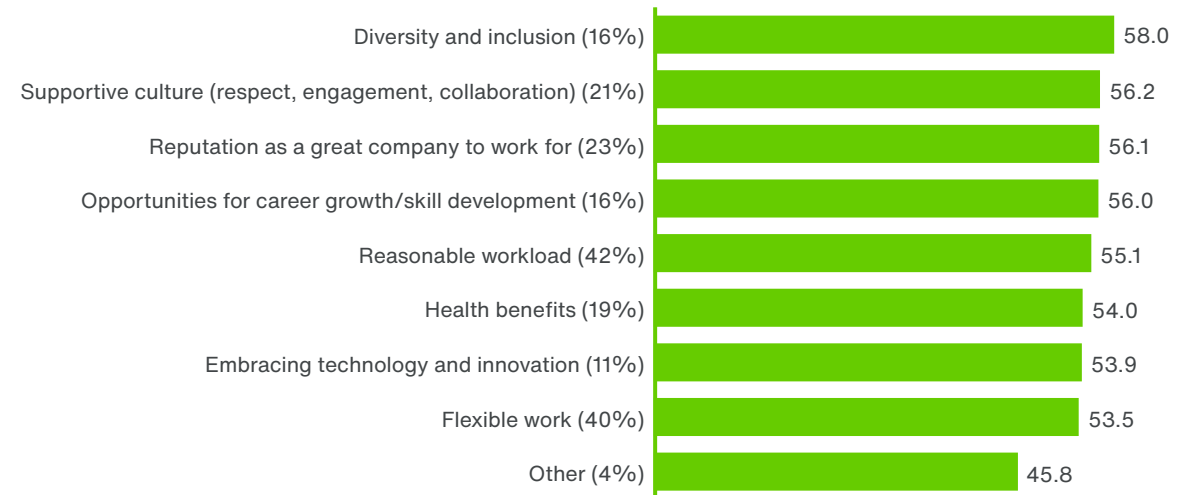
- Nearly two in five (37 per cent) workers say improvement is needed concerning flexible work, 34 per cent say their organisation needs to improve workload management, 31 per cent say improvement is needed with regard to being a great company to work for, 24 per cent say opportunities for career growth/skills development need to improve, and 24 per cent say a supportive culture is an area requiring the most improvement in their organisation



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



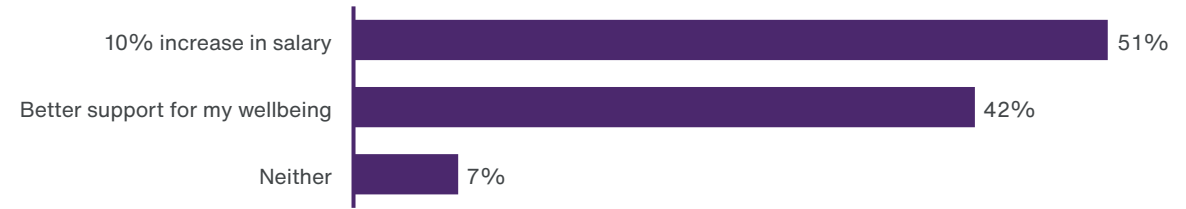
**MHI score by “In which area(s) do you believe your organisation needs to improve?”**



**More than two in five value better support for their wellbeing over financial rewards.**

- More than half (51 per cent) of workers say a 10% increase in salary is more important; this group has a mental health score (53.0) modestly lower than the national average (53.9)
- More than two in five (42 per cent) say better support for their wellbeing is more important; this group has the highest mental health score (55.8), two points higher than the national average (53.9)

**Which of the following is more important to you?**



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



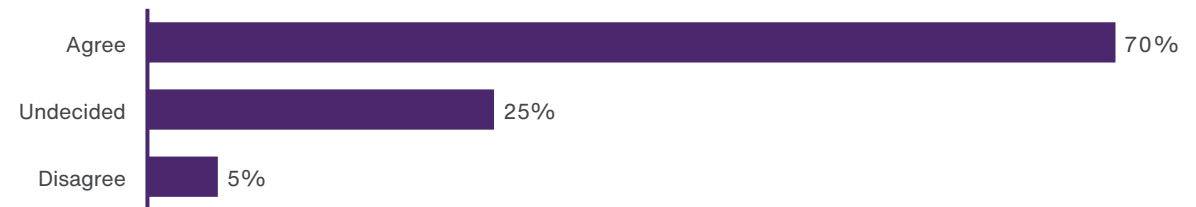
# Employer-funded health benefits

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

- Seven in ten (70 per cent) workers say it is easy to understand what their employer-paid health coverage will pay; this group has the highest mental health score (59.1), more than five points higher than the national average (53.9)
- Five 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 (45.8), more than 13 points lower than workers who find it easy to understand their employer-paid health coverage (66.5) and eight points lower than the national average (53.9)



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



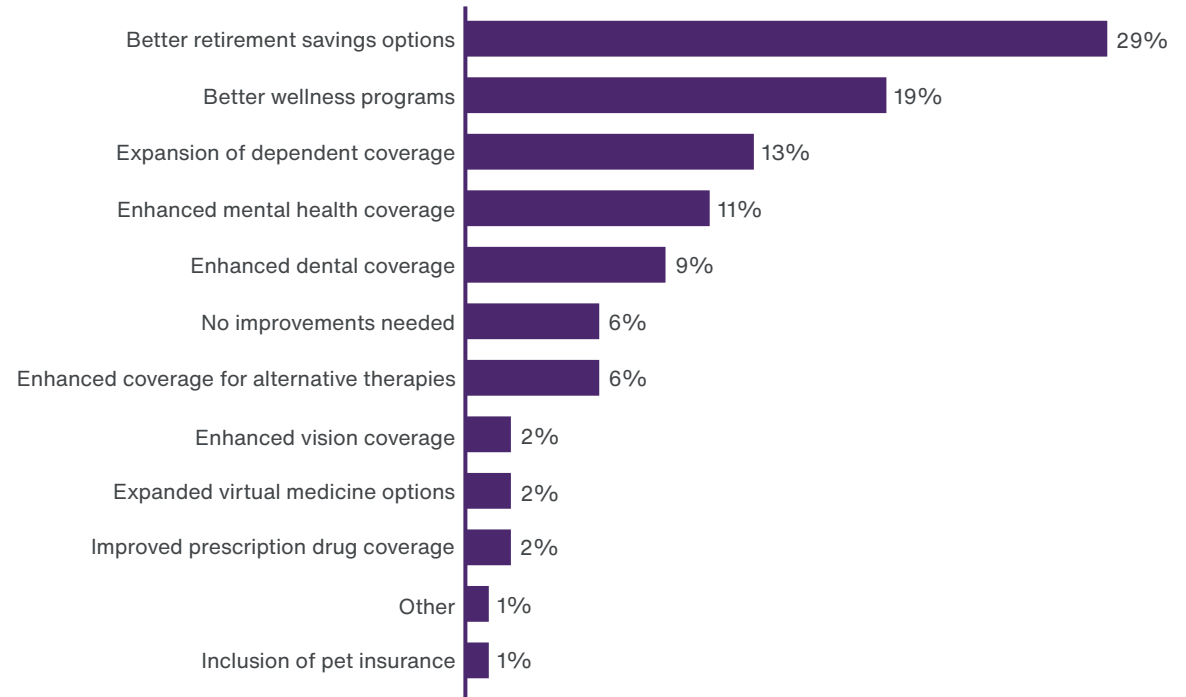
MHI score by “It is easy to understand what my employer-paid health coverage will pay for”



**Women are more likely to want enhanced mental health coverage.**

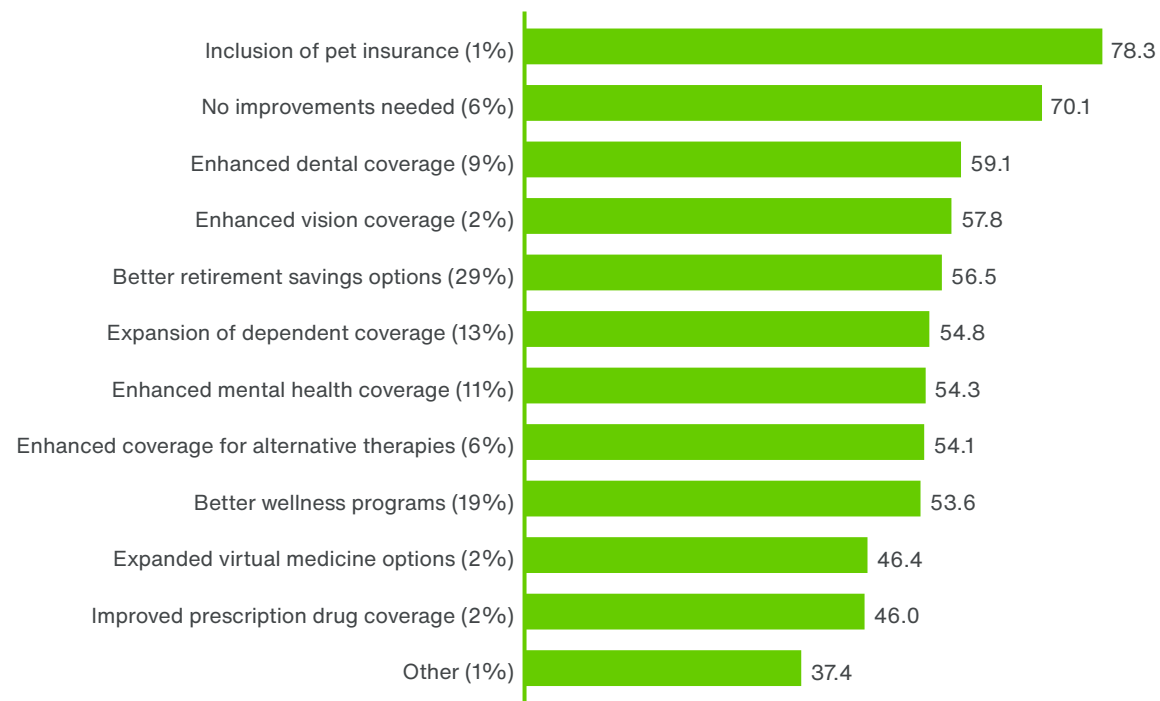
- Nearly three in ten (29 per cent) workers would like to see better retirement savings options, 19 per cent would most like to see better wellness programs, 13 per cent would most like to see enhanced dependent coverage, and 11 per cent would most like to see enhanced mental health coverage
- Women are twice as likely as men to want to see enhanced mental health coverage

**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?”

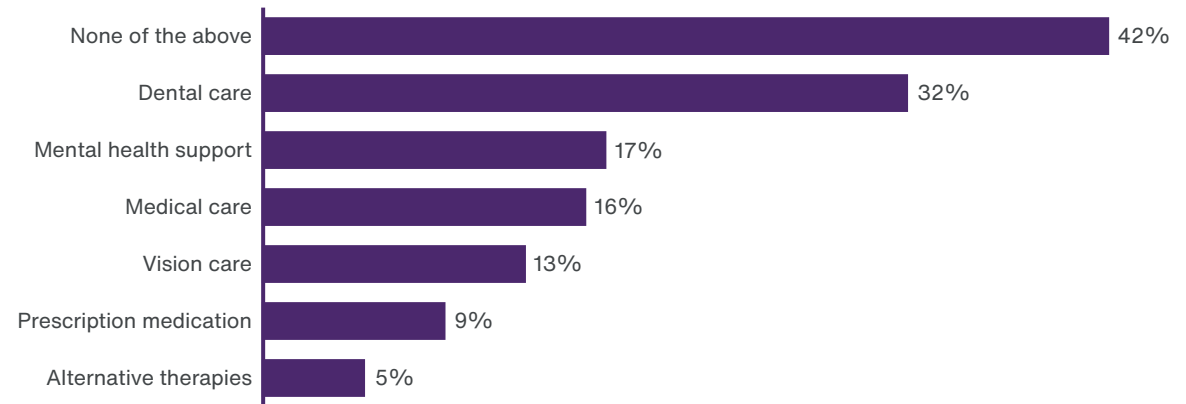


## Use of and barriers to healthcare.

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

- Nearly one-third (32 per cent) of workers delayed or avoided seeking dental care in 2024, 16 per cent delayed or avoided medical care, and 13 per cent delayed or avoided medical care in 2024
- The lowest mental health score (43.2) is among 17 per cent of workers who delayed or avoided seeking mental health support in 2024, nearly 17 points lower than workers who did not delay or avoid seeking care and nearly 11 points lower than the national average (53.9)
- Workers under 40 are two and a half times more likely than workers over 50 to have delayed or avoided seeking mental health support in 2024
- Managers are 80 per cent more likely than non-managers to have delayed or avoided seeking mental health support in 2024
- More than two in five (42 per cent) did not delay or avoid seeking care in the last year; this group has the highest mental health score (59.9), six points higher than the national average (53.9)

### 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?”

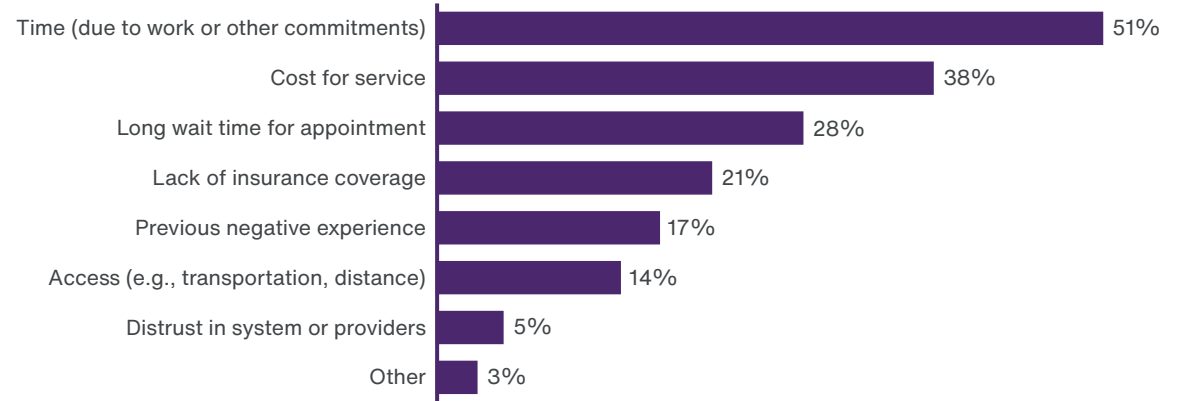


**Cost and lack of time are the top reasons for delaying or avoiding medical care in 2024.**

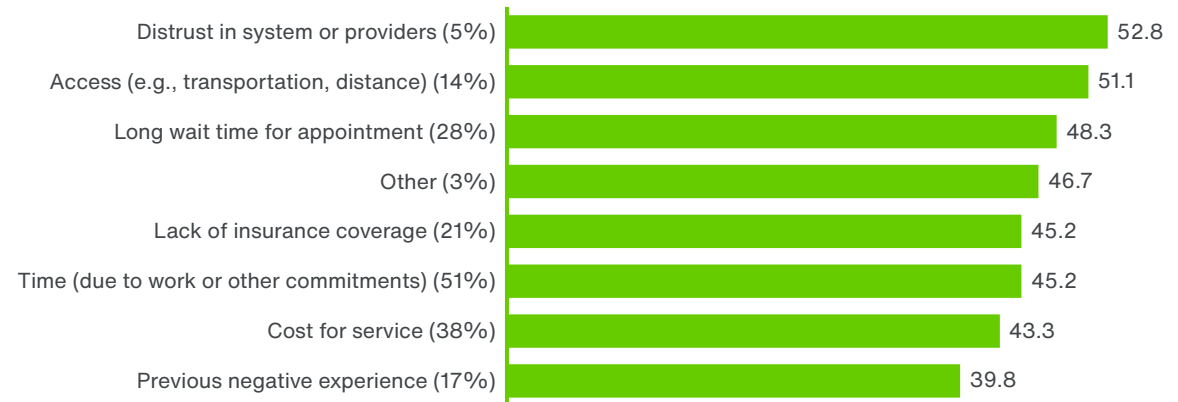
- More than half (51 per cent) of workers cite a lack of time as the reason for delaying or avoiding seeking medical care in 2024, 38 per cent cite cost of service, 28 per cent cite long wait times for an appointment, 21 per cent cite a lack of insurance coverage, and 17 per cent cite a previous negative experience
- The lowest mental health score (39.8) is among 17 per cent of workers citing a previous negative experience as the reason for delaying or avoiding seeking medical care in 2024, 14 points lower than the national average (53.9)



**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?”**

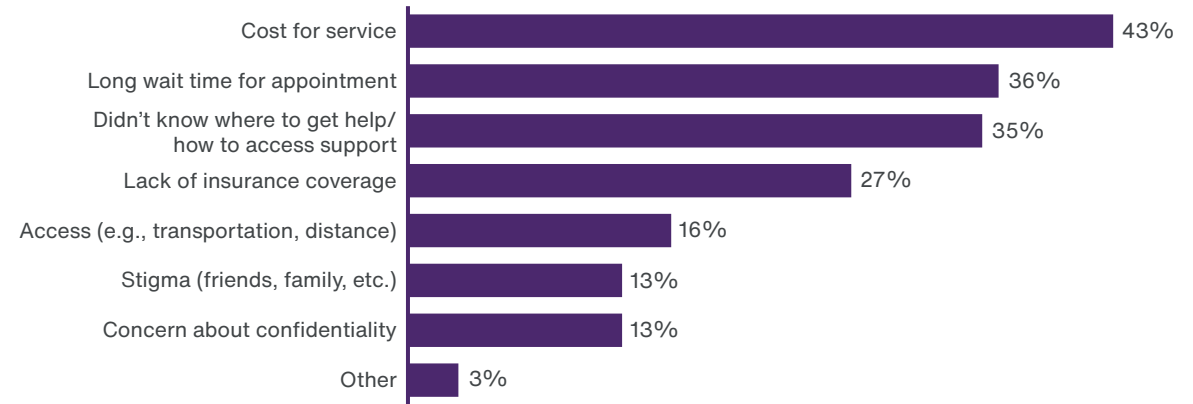


**Workers overwhelmingly cite cost as the top barrier to having delayed or avoided seeking mental health support in 2024.**

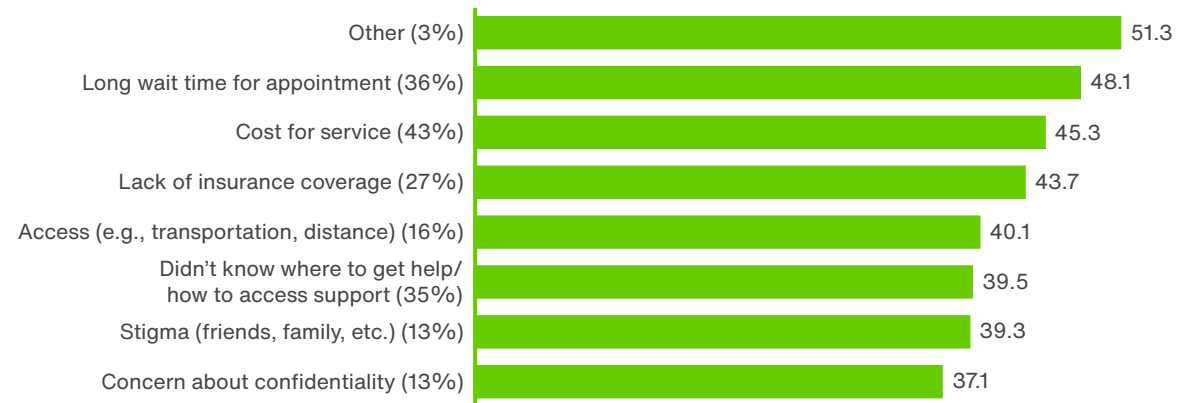
- More than two in five (43 per cent) workers cite cost as the reason for delaying or avoiding seeking mental health support in 2024, 36 per cent cite long wait times for an appointment, 35 per cent say they didn't know where to get help/how to access support, and 27 per cent cite lack of insurance coverage
- The lowest mental health score (37.1) is among 13 per cent of workers citing concern about confidentiality as the reason for delaying or avoiding seeking mental health support in 2024, nearly 17 points lower than the national average (53.9)



**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 the Republic of Korea and are currently employed or who were employed within the previous six months. Participants are selected to represent the age, gender, industry, and geographic distribution of the Republic of Korea. Respondents are asked to consider the previous 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, which assigns point values to individual responses, 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.

Contact [MHI@telushealth.com](mailto:MHI@telushealth.com)





[www.telushealth.com](http://www.telushealth.com)

