



# **iWorkHealth User Guide for Company Administrator**

## Contents

1.0	REGISTERING AN IWORKHEALTH COMPANY ACCOUNT .....	4
1.1	Using Government Digital Services to access the iWorkHealth account .....	4
1.2	Terms and conditions to participate in the survey .....	7
1.3	Company registration.....	8
1.4	Company admin contact .....	9
1.5	Edit iWorkHealth account profile .....	11
1.6	Re-activate iWorkHealth account .....	13
2.0	ADMINISTERING THE SURVEY .....	15
2.1	Manage Department.....	15
2.1.1	Add department.....	16
2.1.1.1	Method 1: Add list of departments to survey using the template (import function) ....	16
2.1.1.2	Method 2: Add a single department record to survey .....	19
2.1.2	Edit department .....	20
2.1.3	Deactivate the department.....	21
2.1.4	Activate department .....	22
2.1.5	Delete department.....	22
2.1.6	View department .....	24
2.1.7	Search department.....	25
2.2	Manage Staff List .....	27
2.2.1	Add staff.....	28
2.2.1.1	Method 1: Add list of staff to survey using the template (import function) .....	28
2.2.1.2	Method 2: Add single record of staff email address to survey .....	32
2.2.2	Edit staff List.....	35
2.2.3	Delete staff email record .....	36
3.0	SETTING UP THE SURVEY .....	37
3.1	Managing the survey.....	37
3.2	Participant's view of the survey.....	43

4.0	MONITORING SURVEY PARTICIPATION.....	47
4.1	Managing survey options when the survey is ongoing .....	47
4.1.1	Extend survey.....	48
4.1.2	Generate New Survey Link.....	49
4.1.3	Send reminder.....	50
4.1.4	Reset Response .....	51
4.2	Adding/Deleting Staff from the survey when the survey is on-going.....	52
4.2.1	Delete staff email record .....	53
4.2.2	Add staff email record .....	53
4.3	Closing the survey.....	56
5.0	VIEWING OF REPORTS.....	57
5.1	Individual Reports .....	57
5.1	Department Reports .....	57
5.2	Company Reports .....	60

## 1.0 REGISTERING AN IWORKHEALTH COMPANY ACCOUNT

To register, visit <https://www.wshc.sg/iworkhealth>

### 4. How to Register or Log In

For business users, [register or log in to iWorkHealth](#)  as an administrator with Singpass.

Survey participants do not need to log in as they will receive the survey link via email.

What company administrators will need to register:

1. Singpass
2. Be a [Corppass](#)  user
3. Have access to [Workplace Safety and Health E-Services](#) 


Read [Company Admin User Guide](#) for details on how to register & use the iWorkHealth.

***iWorkHealth Registration/login page***

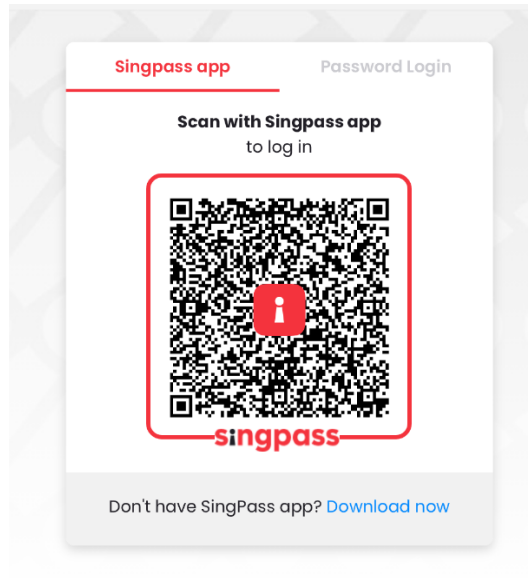
### 1.1 Using government digital services to access the iWorkHealth account

*Note: All business users will be required to Register/Log In to iWorkHealth using Singpass ID for authentication followed by authorization via Corppass.*

For more information, visit [go.gov.sg/corporate-login](https://go.gov.sg/corporate-login)

To register for an iWorkHealth account, click on [register or log in to iWorkHealth](#) 

You can either register via **Singpass app** or **Password Login**



***Register for an iWorkHealth Account Via Singpass app***

A screenshot of the Singpass app 'Password Login' screen. The 'Singpass app' tab is selected, and the 'Password Login' tab is active. Under the 'Log in' heading, there are two input fields: 'Singpass ID' and 'Password'. Below these fields is a red 'Log In' button. Underneath the button are two links: 'Forgot Singpass ID' and 'Reset Password'. At the bottom of the screen is a button labeled 'Register For Singpass'.

***Register for an iWorkHealth Account via Password Login***

Select the **Company UEN/Entity ID**

A screenshot of the Corppass 'Select UEN/Entity ID' screen. The top of the page features the 'corppass' logo on the left and the 'Singapore Government' logo with the tagline 'Integrity · Service · Excellence' on the right. Below the logos is a navigation bar with links for 'Contact Us', 'Feedback', 'Sitemap', and 'FAQ'. The main heading is 'Select UEN/Entity ID'. Below this heading are two buttons: 'P12345 Company Name' and 'A12345 Company Name #2'.

Read the Corppass Digital Services Terms of Use and check the box to indicate acceptance of the terms of use ☐ I have read and given my consent to the Terms of Use.

Click [Continue](#) to move to the next page.



A A [Contact Us](#) | [Feedback](#) | [Sitemap](#) | [FAQ](#)

[Log Out](#)

## Corppass Digital Services Terms of Use

### 1. General

- 1.1 Thank you for using Corppass and the Corppass digital services, which include but are not limited to, the Corppass website (accessible at [www.corppass.gov.sg](http://www.corppass.gov.sg) or such other website as may be specified by us from time to time; the "Website") and the Corppass Mobile application (the "Application") (collectively, the "Corppass Digital Services").
- 1.2 These Terms of Use (the "Terms") consists of two (2) sections:
  - (a) Section A governs your access to and use of (1) Corppass; (2) the Corppass Digital Services; (3) the services available on or provided through the Corppass Digital Services; and (4) any Content (as defined below) made available and accessible therein (collectively, the "Services"); and

☐ I have read and given my consent to the Terms of Use.

[Continue](#)

For subsequent logins after the account is created, click

[LOG IN FOR BUSINESS USER \(USING SINGPASS\)](#)

### Note:

If you encounter the following message when logging in "You are not authorized to access the system", following are the possible reasons for the message and the action to take:

- a) Company account is invalid (does not exist)

To retrieve Singpass ID

<https://www.singpass.gov.sg/singpass/retrieveaccount/retrievesingpassid>

Forgot Password

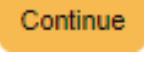
<https://www.singpass.gov.sg/singpass/onlineresetpassword/sfauserdetail>

- b) iWorkHealth account is disabled

Email the iWorkHealth Administrator at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg) to reactivate your account.

## 1.2 Terms and conditions to participate in the survey

Read the terms and conditions for participating in the iWorkHealth survey and check the box to indicate acceptance of the terms and condition ☒ I have read and understood the Terms & Conditions.\*

Click  to move to the next page.

### Registration

#### Registration

Step 1 Step 2 Step 3 Preview Submission

#### Terms and Conditions for Participant of the iWorkHealth

The Participant agrees to be bound by the following Terms and Conditions ("Terms"):

##### 1. DEFINITIONS

- 1.1. In these Terms, unless the context otherwise requires, the following definitions shall apply:
  - (a) "Intellectual Property" or "IP" means patents, copyright, trade marks, service marks, trade names, domain names, logos, get-ups, inventions, registered and unregistered design rights, database rights, and all other intellectual property rights.
  - (b) "iWorkHealth" refers to the web-based psychosocial health assessment tool.
  - (c) "Participant" means any business entity or individual who has registered for participation in iWorkHealth and has created an account with iWorkHealth, and includes any employee and/or person invited by the business entity or individual to use iWorkHealth.
  - (d) "Parties" means WSHI and the Participant collectively, and "Party" means either WSHI or the Participant.
  - (e) "Purpose" means any of the following:
    - (i) for employers to receive an aggregated report on the overall state of mental well-being and work stressors of their participating employees and/or persons in the organisation;
    - (ii) for employees and/or persons invited to use iWorkHealth to receive a personalised report on their mental well-being and work stressors.
  - (f) "WSHI" means the Government of the Republic of Singapore, as represented by the Workplace Safety and Health Institute of the Ministry of Manpower.

##### 2. SCOPE

- 2.1. WSHI is the owner and provider of the iWorkHealth.
- 2.2. The Participant's participation in iWorkHealth will not absolve the Participant of any of its duties, obligations and requirements under the Workplace Safety and Health Act (Chapter 354A) and its subsidiary legislation.
- 2.3. WSHI reserves the right to verify all information provided by the Participant for the purpose of iWorkHealth, and the Participant shall fully cooperate with WSHI for such verification.
- 2.4. WSHI and other authorised researchers may use the information provided by the Participant to iWorkHealth for research and analysis and may publish the research results and aggregated data in a form which will not disclose or identify the Participant.

##### 3. TERMINATION BY WSHI

- 3.1. WSHI reserves the right to immediately revoke the Participant's access to iWorkHealth without notice and without assigning a reason. Any decision by WSHI to remove or disqualify the Participant is final.
- 3.2. WSHI reserves the right to suspend or terminate iWorkHealth at any time at its absolute discretion and without assigning a reason for such suspension or termination. The Participant shall not have any claim whatsoever against WSHI in respect of such suspension or termination.

##### 4. VARIATION

- 4.1. WSHI may, at any time, vary or revise the terms, content and criteria of iWorkHealth or these Terms. Any change(s) shall take effect on the date specified in such notice via iWorkHealth's website or other media platform(s).

##### 5. WAIVER

- 5.1. No delay or omission by WSHI to exercise or avail itself of any right, power or privilege that it has or may have hereunder operate as a waiver of any right, power or privilege by WSHI.
- 5.2. Any waiver by WSHI of a breach or default of any of these Terms by the Participant shall not be construed as a waiver of any succeeding breach of the same or any other provision.

##### 12. DISCLAIMER AND INDEMNITY

- 12.1. WSHI shall not be liable for any and all losses incurred, sustained, paid by or suffered by the Participant arising out of or in connection with:
  - (a) the access or use of iWorkHealth;
  - (b) any operation or transmission delay, communication failure, Internet access difficulty or malfunction in equipment or software;
  - (c) any unauthorised access, use, modification, disclosure or other misuse by the Participant, its directors, officers, employees, servants or agents;
  - (d) any failure by the Participant to verify the authenticity of the website hosting iWorkHealth, including any survey link invites; and
  - (e) any act or omission by the Participant in reliance on the information obtained from iWorkHealth.
- 12.2. The reports generated under iWorkHealth are for informational purposes only and are not intended to be a substitute for professional medical or psychological advice, diagnoses or treatment. The reports are not intended for Participants to rely on in legal proceedings.
- 12.3. The Participant shall not rely on the reports generated under iWorkHealth to lodge any complaint, claim or dispute with WSHI and WSHI has no obligation to mediate, investigate or take any action on such complaints, claims or disputes.
- 12.4. The Participant shall indemnify and keep indemnified WSHI against any and all losses sustained, incurred, paid by or suffered by WSHI arising out of or in connection with any or omission on the part of the Participant, its directors, officers, employees, servants or agents ("Participant Parties") relating to these Terms or the Participant's access or use of iWorkHealth.

##### 13. RIGHTS OF THIRD PARTIES

- 13.1. A person who is not a party to this agreement shall have no right under the Contracts (Rights of Third Parties) Act to enforce any Term

##### 14. ENTIRE AND WHOLE AGREEMENT

- 14.1. The Terms contain the entire and whole agreement between the (i) Participant, and (ii) WSHI, relating to the subject matter of the Terms.

☒ I have read and understood the Terms & Conditions.\*



**Terms and Conditions Page (Extract)**

## 1.3 Company registration

Fill in the company details in the fields and click

Continue

### Registration

#### Registration

Step 1 Step 2 Step 3 Preview Submission

#### Company Details

UEN / Entity ID

P12345

Email Address\*

Company Name\*

Industry Sector\*

Select One

Address\*

Postal Code\*

Location\*

Select One

Company Website

bizSAFE Level\*

Select One

Is your Company unionised?\*

Select One

Number of Employees in Company (Including part-timers and contract staff)\*

Select One

Year the company was established (Eg:1997)\*

Back

Continue

**Company Registration Page**



## 1.4 Company admin contact

Fill in the contact information of the company admin and click

Continue

### Registration

#### Registration

Step 1 Step 2 Step 3 Preview Submission

#### Administrator Details

Name\*

Admin Name

Designation\*

Admin

Phone\*

98765432

Email Address

company@sample.com

Back

Continue

#### *Company Administrator's Contact Details Page*

#### Note:

- The email address in the Company Administrator Contact Details Page will be auto populated based on the email address keyed in the Company Registration Page

Check the details you have entered in the preview page and click [Submit](#) or click [Back](#) to make edits to the information.

## Registration

### Registration

[Step 1](#) [Step 2](#) [Step 3](#) [Preview Submission](#)

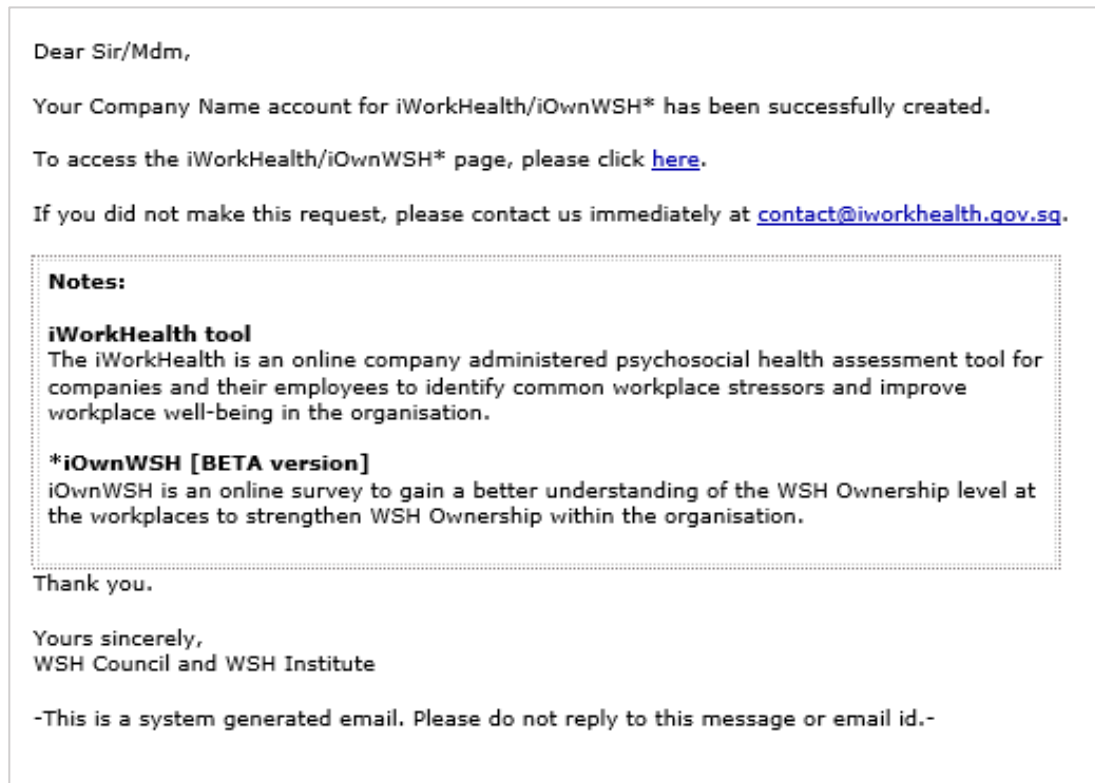
#### Company Details

UEN / Entity ID	P12345
Email Address	company@sample.com
Company Name	Company Name
Industry Sector	Manufacturing (Petrochemical, Pharmaceuticals & Chemicals)
Address	Sample Address
Postal Code	123456
Location	SINGAPORE
Company Website	companywebsite.com
<a href="#">bizSAFE Level</a>	Level 4
Is your Company unionised?	Yes
Number of Employees in Company (Including part-timers and contract staff)	51 to 200 employees
Year the company was established (Eg:1997)	2000
<b>Administrator Details</b>	
Name	Admin Name
Designation	Admin
Phone	98765432
Email Address	company@sample.com

[Back](#) [Submit](#)

### *Company Account Details Preview Page*

A system generated email will be sent to the company admin to inform that the iWorkHealth company account has been successfully created.

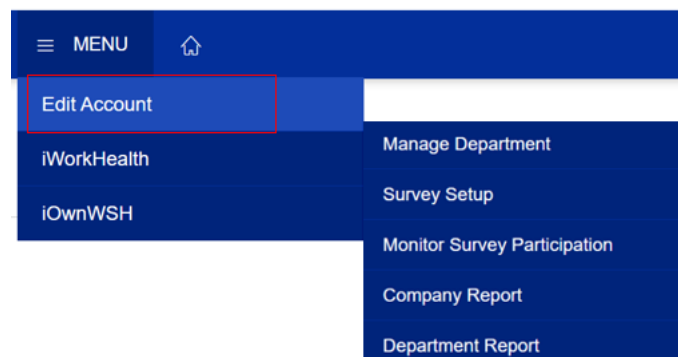


*Email notification of company account created*

## 1.5 Edit iWorkHealth account profile

You may edit the information in your iWorkHealth account. However, the UEN information is not editable.

After editing /changing the account profile details, click  for the edits made to the profile.



## Edit Account

### Company Details

UEN / Entity ID

P12345

Email Address\*

company@sample.com

Company Name\*

Company Name

Industry Sector\*

Manufacturing (Petrochemical, Pharmaceuticals & Chemicals) ▼

Address\*

Sample Address

Postal Code\*

123456

Location\*

SINGAPORE ▼

Company Website

companywebsite.com

bizSAFE Level\*

Level 4 ▼

Is your Company unionised?\*

Yes ▼

Number of Employees in Company (Including part-timers and contract staff)\*

51 to 200 employees ▼

Year the company was established (Eg:1997)\*

2000

### Administrator Details

Name\*

Admin Name

Designation\*

Admin

Phone\*

98765432

Email Address\*

company@sample.com

Save

Back

### Company - Account Details Page

A system generated email will be sent to the company admin to inform that the iWorkHealth company account has been edited.

Dear Sir/Mdm,

Changes were made to your iWorkHealth/iOwnWSH account. If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

*Email notification of edits made to company account*

## 1.6 Re-activate iWorkHealth account

When an iWorkHealth account has been inactive, a system generated email reminder will be sent to the company admin. To retain the iWorkHealth account, the company has to access and login to the account within the next 1 month.

Dear Sir/Madam,

This is to notify that your iWorkHealth/iOwnWSH account has been inactive for more than 8 months.

### **iWorkHealth**

Using the iWorkHealth tool, you will be able to get insights into the mental well-being of your workforce, the extent of work stress, burnout and possible harassment at the workplace, and the work stressors causing work stress and burnout.

With the department/company report, employers can start conversations to encourage employees to step forth to seek help if they feel stressed or burnout and implement mental well-being programmes within the organisation.

### **iOwnWSH**

Using the iOwnWSH tool, you will be able to get insights about the WSH Ownership level of your organisation.

With the company report, employers can then identify the areas for improvement to strengthen WSH Ownership.

If you have not started the iWorkHealth/iOwnWSH survey, we hope you will start to use it soon.

**To retain your iWorkHealth account, please log in [HERE](#) within the next 1 month.**

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

*Email reminder of Account Inactivity*

After the account is deactivated, a system generated email will be sent to the company admin to inform that the account has been deactivated.

Dear Sir/Mdm,

This is to notify that your iWorkHealth/iOwnWSH account has been inactive and is now deactivated.

If you wish to reactivate your account, please send your request to [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,

WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

***Email notification to notify of Account Deactivation***

For reactivation of the iWorkHealth account, the company admin is to send the request to [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg). After the iWorkHealth account is reactivated, the company admin will receive a system generated email notifying of the reactivation of the account.

Dear Sir/Mdm,

This is to notify that your iWorkHealth/iOwnWSH account has been reactivated.

To access the iWorkHealth/iOwnWSH page, please click [here](#).

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,

WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

***Email notification to notify Account Re-activation***

**Note:**

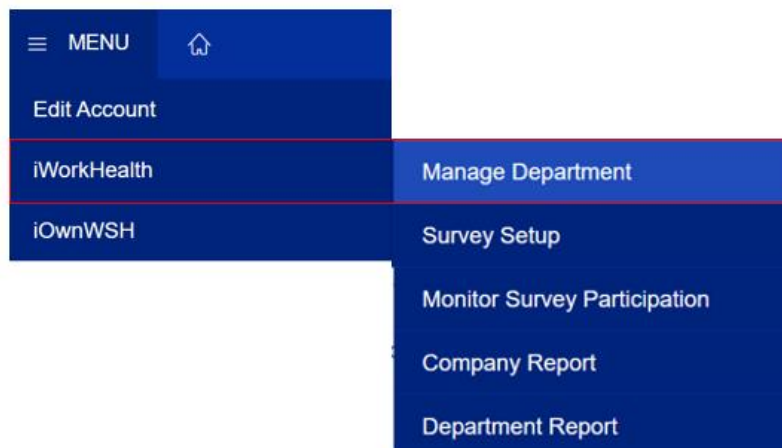
- The iWorkHealth account will be deactivated after 10 months of inactivity. When the iWorkHealth account is deactivated, you will encounter the following message when logging in “You are not authorized to access the system”
- To reactivate the account, please send the request to [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg)

## 2.0 ADMINISTERING THE SURVEY

To publish the survey, company admin has to manage department and staff list in order to publish the survey to the company participants.

### 2.1 Manage Department

Click “iWorkHealth > Manage Department” in the menu panel.



[Home](#) > [Manage Department](#) >

### Manage Department

Department

Status

All

Search

Clear

Export To Excel

Add Department

Import

Delete Selected

Show  entries

< Prev

Next >

No.	Department	Number of Staff	Status	
No data available in table				

Showing 0 to 0 of 0 entries

< Prev

Next >

Back

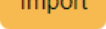
***Manage Department Page***

### 2.1.1.1 Add department

Departments can be added through the following methods:

- upload list of departments using the template provided and/or
- add a single department record

#### 2.1.1.1.1 Method 1: Add list of departments to survey using the template (import function)

To add a list of departments, click “Manage Department” in the menu panel and click  in the Manage Department page to be redirected to the screen to download and import the template.

[Home](#) > [Manage Department](#) >

## Manage Department

<b>Department</b> <input type="text"/>	<b>Status</b> All <input type="text"/>
<input type="button" value="Search"/>	<input type="button" value="Clear"/>
<input type="button" value="Export To Excel"/>	

### Manage Department Page

[Home](#) > [Manage Department](#) > [Import](#) >

## Import

<b>1. Department</b>	<a href="#">Download Department Template</a>
No file selected <input type="button" value="Browse"/>	<input type="button" value="Upload Department List"/>

<b>2. Department Staff</b>	<a href="#">Download Department Staff Template</a>
No file selected <input type="button" value="Browse"/>	<input type="button" value="Upload Staff List"/>

### Refer to the "Download Template" for the import file format

#### 1. Department - Import department details

To ensure successful import of the department list, please check that:

- Department name should have minimum of 2 characters.
- No duplicate entries exist.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

#### 2. Department Staff - Import department staff

To ensure successful import of the staff list, please check that:

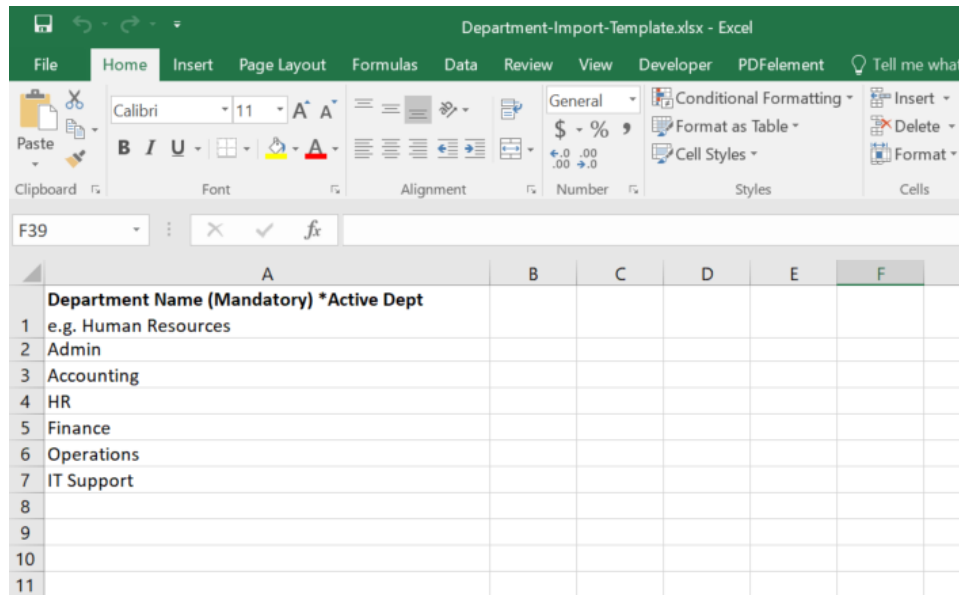
- Email addresses are valid.
- No duplicate entries exist.
- Staff belongs to only one department.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

### Add list of departments to the survey



Click [Download Department Template](#) to download the template to your computer.

In “Sheet 1” of the Department-Import-Template, key in the list of departments that the company plans to publish the survey to.



*Sheet 1 of the Department-Import-Template to input the department name*

**Note:**

To ensure successful import of the department list, please check that:

- No duplicate entries exist
- Department name should have minimum of 2 characters.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards

\*Import file will not overwrite the list of departments that exist in the system

After keying in the list of departments, save the template to your computer. Click

[Upload Department List](#)

to upload the file.

## Import

**1. Department**

[Download Department Template](#)

**2. Department Staff**

[Download Department Staff Template](#)

***Upload department list from computer***

A message indicating that the department records have been successfully imported will be shown.

Click  and the system will be refreshed with the updates to the department list.

[Home](#) > [Manage Department](#) > [Import](#) >

### Acknowledgement - Department Import

Import of Department file has been completed.

Total No. of Rows processed: 6

☒ Imported 6 Record(s)

***Notification of the successful import of the department list***

### 2.1.1.2 Method 2: Add a single department record to survey

Click **Add Department** and you will be redirected to the Add/Edit Department page to key in the department name.

[Home](#) > [Manage Department](#) >

## Manage Department

Department	Status
<input type="text"/>	All
<b>Search</b>	<b>Clear</b> <b>Export To Excel</b>

**Add Department** **Import** **Delete Selected**

### Manage Department Page

After adding the department name, click **Submit** to add the department.

[Home](#) > [Manage Department](#) > [Add/Edit Department](#) >

## Add/Edit Department

Department*
<input type="text" value="Project Management"/>
Status*
Active
<b>Submit</b> <b>Cancel</b>

### Add department

A message indicating that the department is successfully added will be shown and the added department will be reflected in the department list.

[Home](#) > [Manage Department](#) > [Add/Edit Department](#) >

## Acknowledgement - Add/Edit Department

Department successfully submitted.

**Ok** **Add New Department**

### Notification of department successfully added

## 2.1.2 Edit department

Click **Edit** to change the department name and you will be redirected to the Add/Edit Department page to edit the department name.

[Home](#) > [Manage Department](#) >

### Manage Department

**Department**

**Status**  

All

Search

Clear

Export To Excel

Add Department

Import

Delete Selected

Show 

10

 entries

< Prev 1 Next >

No.	Department	Number of Staff	Status	
1	Accounting	0	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div>
2	Admin	0	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div>
3	Finance	0	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div>

#### Manage Department Page

After editing the department name, click

**Submit**

[Home](#) > [Manage Department](#) > [Add/Edit Department](#) >

### Add/Edit Department

**Department\***

**Status\***  

Active

Submit

Cancel

#### Edit department name

### 2.1.3 Deactivate the department

Click **Inactive** to inactive a department from being included in the survey.

#### Manage Department

Department:  Status: All

Search Clear Export To Excel

Add Department Import Delete Selected

Show 10 entries < Prev 1 Next >

No.	Department	Number of Staff	Status	
1	Accounting	0	Active	Manage Staff Edit <b>Inactive</b>
2	Admin	0	Active	Manage Staff Edit Inactive
3	Finance	0	Active	Manage Staff Edit Inactive
4	HR	0	Active	Manage Staff Edit Inactive

#### *Inactive the department*

A dialog box will appear for confirmation to inactive the record of the department.

Are you sure you want to proceed?

OK Cancel

**Prompt to confirm the deactivation of the department**

#### Note:

- If there are staff records existing in the department, the department can be deactivated
- When there is an ongoing survey, the “Inactive” button will not be available

### 2.1.4 Activate department

Click **Active** to reactivate the department to be included in the survey.

[Home](#) > [Manage Department](#) >

#### Manage Department

Department

Status

All

Search

Clear

Export To Excel

Add Department

Import

Delete Selected

Show 10 entries

< Prev

1

Next >

No.	Department	Number of Staff	Status	
1	Accounting	0	Inactive	<div>EditActive</div>
2	Admin	0	Active	<div>Manage StaffEditInactive</div>
3	Finance	0	Active	<div>Manage StaffEditInactive</div>
4	HR	0	Active	<div>Manage StaffEditInactive</div>
5	IT Support	0	Active	<div>Manage StaffEditInactive</div>

**Activate the department**

### 2.1.5 Delete department

If you wish to delete a department from the survey, tick the check box of the department(s) you wish to delete and click **Delete Selected**

# Manage Department

Department

Status

All

Search

Clear

Export To Excel

Add Department

Import

Delete Selected

Show 10 entries

< Prev 1 Next >

No.	Department	Number of Staff	Status	
1	Accounting	0	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div> <div></div>
2	Admin	0	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div> <div></div>
3	Finance	0	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div> <div></div>

Delete department

A dialog box will appear for confirmation to delete the department from the survey.

Are you sure you want to proceed?

OK

Cancel

Prompt to confirm the deletion of department

Note:

- If there are staff records existing in the department, the department cannot be deleted

## 2.1.6 View department

To view the list of participants in the department, click

Manage Staff

[Home](#) > [Manage Department](#) >

### Manage Department

Department

Status

All

Search

Clear

Export To Excel

[Add Department](#) [Import](#) [Delete Selected](#)

Show 10 entries

< Prev 1 Next >

No.	Department	Number of Staff	Status	
1	Accounting	0	Active	<a href="#">Manage Staff</a> <a href="#">Edit</a> <a href="#">Inactive</a>
2	Admin	0	Active	<a href="#">Manage Staff</a> <a href="#">Edit</a> <a href="#">Inactive</a>
3	Finance	0	Active	<a href="#">Manage Staff</a> <a href="#">Edit</a> <a href="#">Inactive</a>

***View of manage department page to manage staff list***

[Home](#) > [Manage Department](#) > [Department Staff \(Accounting\)](#) >

### Department Staff (Accounting)

Staff Email

Search

Clear

Export To Excel

[Add Department Staff](#) [Delete Selected](#)

Show 10 entries

< Prev Next >

No.	Staff Email	Action
No data available in table		

Showing 0 to 0 of 0 entries

< Prev Next >

[Back](#)

***View of department details (without staff records)***



## Department Staff (Accounting)

Staff Email

Search

Clear

Export To Excel

Add Department Staff

Delete Selected

Show 

10

 entries

< Prev

1

Next >

No.	Staff Email	Action	
1	staff1@sample.com	<div>Edit</div>	<input type="checkbox"/>
2	staff8@sample.com	<div>Edit</div>	<input type="checkbox"/>

Showing 1 to 2 of 2 entries

< Prev 1 Next >

Back

***View of department details (with staff records added)***  
Refer to 2.2 – Manage staff list to add staff records.

### 2.1.7 Search department

Use the search function to find out if a particular department has been added to the system.

## Manage Department

Department

Status

All

Search

Clear

Export To Excel

### ***Department Search***

To export the details of the departments, click

Export To Excel

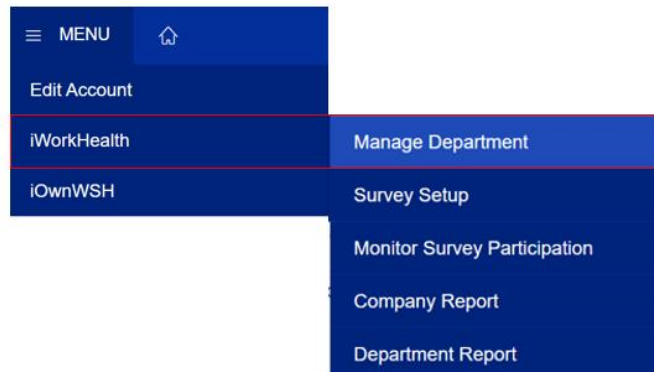
Department-List\_20201221.xlsx - Excel

No.	Department	Number	Status	Created Date	Created By	Updated Date	Updated By
1	Accounting	0	Active	21/12/2020 12:24:55	User P12345	21/12/2020 12:45:35	User P12345
2	Admin	0	Active	21/12/2020 12:24:55	User P12345		
3	Finance	0	Active	21/12/2020 12:24:55	User P12345		
4	HR	0	Active	21/12/2020 12:24:55	User P12345		
5	IT Support	0	Active	21/12/2020 12:24:55	User P12345		
6	Operations	0	Active	21/12/2020 12:24:55	User P12345		
7	Project Management	0	Active	21/12/2020 12:30:08	User P12345		

### Export Department List to Excel

## 2.2 Manage Staff List

To access and manage staff list, click “iWorkHealth > Manage Department” in the menu panel.



[Home](#) > [Manage Department](#) >

### Manage Department

Department

Status

All

Search

Clear

Export To Excel

Add Department

Import

Delete Selected

Show 

10

 entries

< Prev 1 Next >

No.	Department	Number of Staff	Status	
1	Accounting	0	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div> <div></div>
2	Admin	0	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div> <div></div>
3	Finance	0	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div> <div></div>

***Manage staff list***

## 2.2.1 Add staff

To invite staff to participate in the survey, their email addresses can be added through the following methods:

- upload list of staff email addresses using the template provided and/or
- add single record of staff email address

### 2.2.1.1 Method 1: Add list of staff to survey using the template (import function)

To add a list of staff email addresses to the department, click “Manage Department” in the menu panel and click [Download Department Staff Template](#) to download the template to your computer.

[Home](#) > [Manage Department](#) > [Import](#) >

## Import

**1. Department**

[Download Department Template](#)

No file selected

Browse

Upload Department List

**2. Department Staff**

[Download Department Staff Template](#)

No file selected

Browse

Upload Staff List

**Refer to the "Download Template" for the import file format**

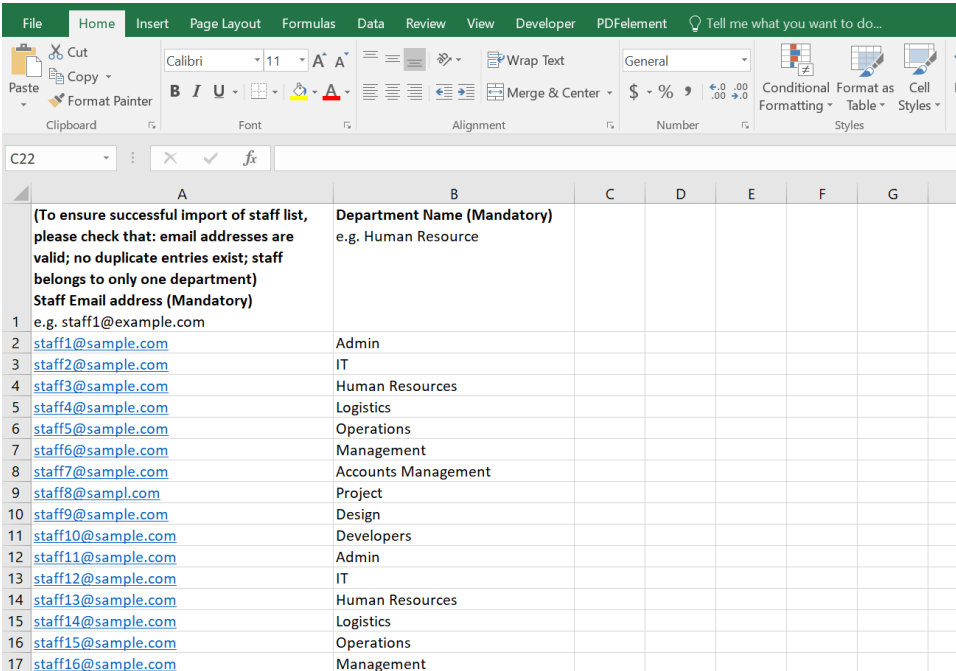
**1. Department - Import department details**  
To ensure successful import of the department list, please check that:

- Department name should have minimum of 2 characters.
- No duplicate entries exist.
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards.

**2. Department Staff - Import department staff**  
To ensure successful import of the staff list, please check that:

***Add list of staffs' email addresses to the selected department***

In “Column A” of the Department-Staff-Import-Template, key in the email addresses of the staff. In “Column B” of the Department-Staff-Import-Template, key in the list of the staffs’ corresponding departments.



	A	B	C	D	E	F	G	H
	(To ensure successful import of staff list, please check that: email addresses are valid; no duplicate entries exist; staff belongs to only one department) Staff Email address (Mandatory) e.g. staff1@example.com	Department Name (Mandatory) e.g. Human Resource						
1	staff1@sample.com	Admin						
2	staff2@sample.com	IT						
3	staff3@sample.com	Human Resources						
4	staff4@sample.com	Logistics						
5	staff5@sample.com	Operations						
6	staff6@sample.com	Management						
7	staff7@sample.com	Accounts Management						
8	staff8@sample.com	Project						
9	staff9@sample.com	Design						
10	staff10@sample.com	Developers						
11	staff11@sample.com	Admin						
12	staff12@sample.com	IT						
13	staff13@sample.com	Human Resources						
14	staff14@sample.com	Logistics						
15	staff15@sample.com	Operations						
16	staff16@sample.com	Management						

**Department-Staff-Import-Template to input the staff email addresses and their corresponding departments**

Note: To ensure successful import of the staff list, please check that:

- Email addresses are valid
- No duplicate entries exist
- Staff belongs to only one department
- Department name should have minimum of 2 characters
- Not to edit or delete the value in row number 1 of the template as the system processes records from row number 2 onwards

**\*Import file will overwrite the list of staff that exist in the system**

After keying in the list of staff email addresses and their corresponding departments, save the template to your computer. Click **Upload Staff List** to upload the file.

[Home](#) > [Manage Department](#) > [Import](#) >

## Import

**1. Department** [Download Department Template](#)  

No file selected [Browse](#) [Upload Department List](#)

**2. Department Staff** [Download Department Staff Template](#)  

Department-Staff-Import-Template.xlsx [Browse](#) [Upload Staff List](#)

### *Upload Staff List from computer*

A message indicating that the staff records have been successfully imported will be shown. Click

Ok

and the system will be refreshed with the updates to the list.

[Home](#) > [Manage Department](#) > [Import](#) >

## Acknowledgement - Department Staff Import

Import of Department Staff file has been completed.

Ok

Total No. of Rows processed: 200

✓ Imported 200 Record(s)

### *Notification of the successful import of the department and staff list*

A system generated email will be sent to the company admin to inform that the import of Department Staff list has been completed.

Dear Sir/Mdm,

This is to notify that the import of Department Staff list has been completed.

**Total No. of Rows processed: 200**

**Successfully Imported 200 Record(s)**

To access the iWorkHealth page, please click [here](#).

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

### *Email notification of the successful import of the department and staff list*

In the situation where some import records may be invalid (e.g. duplicate emails), a message will be shown indicating records successfully imported and records with error that require the company admin to review and amend.

[Home](#) > [Manage Department](#) > [Import](#) >

## Acknowledgement - Department Staff Import

Import of Department Staff file has been completed.

Ok

Total No. of Rows processed: 1000

✔ Imported 998 Record(s)

❗ Error Importing 2 Record(s)

Row 8: Department name is not valid.

Row 16: Department name is not valid.

### ***Notification of the import of the department and staff list***

The information will also be sent through a system generated email to the company admin.

Dear Sir/Mdm,

This is to notify that the import of Department Staff list has been completed.

**Total No. of Rows processed: 1000**

**Successfully Imported 998 Record(s)**

**Error Importing 2 Record(s)**

Row 8: Department name is not valid.

Row 16: Department name is not valid.

To access the iWorkHealth page, please click [here](#).

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,

WSH Council and WSH Institute

### ***Email notification of the import of the department and staff list***

In the situation where large number of records are imported, a message will be shown indicating the import is in progress. You will be notified of the completion of import through an email in about 30 minutes.

## Import

**1. Department** [Download Department Template](#)  

No file selected [Browse](#) [Upload Department List](#)

**2. Department Staff** [Download Department Staff Template](#)  

No file selected [Browse](#) [Upload Staff List](#)

**⚠** The import is in progress. You will be notified of the completion of import through an email in about 30 minutes.

### ***Notification of the in progress import of the department and staff list***

The information will also be sent through a system generated email to the company admin.

Dear Sir/Mdm,  
  
This is to notify that the import of Department Staff list has been completed.  
  
**Total No. of Rows processed: 3000**  
  
**Successfully Imported 3000 Record(s)**  
  
To access the iWorkHealth page, please click [here](#).  
  
If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).  
  
Thank you.  
Yours sincerely,  
WSH Council and WSH Institute  
  
-This is a system generated email. Please do not reply to this message or email id.-

### ***Email notification of the successful import of the department and staff list***

#### ***2.2.1.2 Method 2: Add single record of staff email address to survey***

To add a staff email address to the department, click

[Manage Staff](#)



## Manage Department

Department

Status

All

Search
Clear
Export To Excel

Add Department
Import
Delete Selected

Show 10 entries

No.	Department	Number of Staff	Status	
1	Accounting	2	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div>
2	Admin	2	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div>
3	Finance	2	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div>
4	HR	2	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div>
5	IT Support	2	Active	<div>Manage Staff</div> <div>Edit</div> <div>Inactive</div>

**Manage department page to add staff email address to a department**

## Department Staff (Accounting)

Staff Email

Search
Clear
Export To Excel

Add Department Staff
Delete Selected

Show 10 entries

No.	Staff Email	Action
1	staff1@sample.com	<div>Edit</div>
2	staff2@sample.com	<div>Edit</div>

Showing 1 to 2 of 2 entries

Back

**Add staff email address to a department**

Click **Add Department Staff** and you will be redirected to the Add/Edit Department Staff page to key in the staff email address to be added to the selected department.

## Department Staff (Accounting)

Staff Email

[Search](#) [Clear](#) [Export To Excel](#)

[Add Department Staff](#) [Delete Selected](#)

Show  entries

< Prev 1 Next >

No.	Staff Email	Action	
1	staff1@sample.com	<a href="#">Edit</a>	<input type="checkbox"/>
2	staff2@sample.com	<a href="#">Edit</a>	<input type="checkbox"/>

Showing 1 to 2 of 2 entries

< Prev 1 Next >

[Back](#)

***Add department staff to the selected department***

After adding the staff email address, click [Submit](#) to add the staff email address.

## Add/Edit Department Staff

Staff Email\*

[Submit](#) [Cancel](#)

***Add a staff email address***

A message indicating that the staff's email address has been successfully added will be shown and the staff email address will be reflected in the staff list.

[Home](#) > [Manage Department](#) > [Department Staff \(Accounting\)](#) > [Add/Edit Staff](#) >

## Acknowledgement - Add/Edit Staff

Staff email address successfully submitted.

Ok

Add New Department Staff

***Notification of the staff email address successfully added***

### 2.2.2 Edit staff List

After adding the staff and department, you should see the staff list as below. Click **Edit** and you will be redirected to the Add/Edit Department Staff page to edit the staff email address.

[Home](#) > [Manage Department](#) > [Department Staff \(Accounting\)](#) >

## Department Staff (Accounting)

Staff Email

Search

Clear

Export To Excel

Add Department Staff

Delete Selected

Show 

10

 entries

No.	Staff Email	Action	
1	staff1@sample.com	<div>Edit</div>	<input type="checkbox"/>
2	staff15@sample.com	<div>Edit</div>	<input type="checkbox"/>
3	staff8@sample.com	<div>Edit</div>	<input type="checkbox"/>

Showing 1 to 3 of 3 entries

Back

< Prev

1

Next >

***Edit staff email***

After editing the staff email address, click

Submit

[Home](#) > [Manage Department](#) > [Department Staff \(Accounting\)](#) > [Add/Edit Staff](#) >

## Add/Edit Department Staff

Staff Email\*

staff1@sample.com

Submit

Cancel

***Edit staff email address***

### 2.2.3 Delete staff email record

If you wish to delete a staff record from the department or from participating in the survey, tick the check box of the staff record you wish to delete and click **Delete Selected**

Home > Manage Department > Department Staff (Accounting) >

## Department Staff (Accounting)

Staff Email

Search Clear Export To Excel

Add Department Staff **Delete Selected**

Show 10 entries < Prev 1 Next >

No.	Staff Email	Action	<input type="checkbox"/>
1	staff1@sample.com	Edit	<input checked="" type="checkbox"/>
2	staff0@sample.com	Edit	<input checked="" type="checkbox"/>

Showing 1 to 2 of 2 entries < Prev 1 Next >

Back

A dialog box will appear for confirmation to delete the staff record from the survey.

Are you sure you want to proceed?

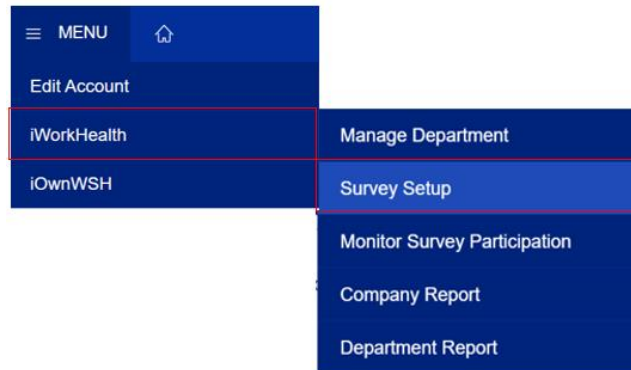
OK

Cancel

***Prompt to confirm the deletion of staff email record***

## 3.0 SETTING UP THE SURVEY

To set up the survey, click “iWorkHealth > Survey Setup” in the menu panel.



**Survey Setup Page**

### 3.1 Managing the survey

In survey set up, fill up the start and end date for the survey, the frequency of reminder emails to staff and select the staff and departments to participate in the survey.

[Home](#) > [iWorkHealth](#) > [Survey Setup](#) >

#### Survey Setup - iWorkHealth

**Survey Details**

**Start Date\***

**End Date\***

**Set Email Reminder**

**Frequency of reminder (in days)**

**Survey Type**

**Trial Survey?**  
☐

**Select Departments**

**Existing Departments**

**Selected Departments**

Showing 0 to 0 of 0 entries

Search:

< Prev Next >


<input checked="" type="checkbox"/>	Staff Email	Department Name
No data available in table		

Showing 0 to 0 of 0 entries


< Prev Next >

**Administer Survey Page**

### **Start Date**

Start date is the date from when this survey is available for participation. Date can be selected from the calendar button 

### **End Date**

End date is the last date when this survey is available for participation. Date can be selected from the calendar button 

#### **Note:**




- Start Date does not allow for selection of any past dates
- End Date can only be within 30 days from the Start Date


### **Set Email Reminder and Frequency of Reminder (in days)**

Select “Set Email Reminder” option to “Yes” if you wish to send reminder emails to participants at specific intervals. The frequency of reminder can be selected from the dropdown list (E.g. selecting 3 will send the email reminder every 3 days, 7 will send the email reminder weekly).

[Home](#) > [iWorkHealth](#) > [Survey Setup](#) >

## Survey Setup - iWorkHealth

**Survey Details**  
**Start Date\***  
dd/mm/yyyy   
**Set Email Reminder**  
Yes   
**Survey Type** ⓘ  
IWH Full 

**End Date\***  
dd/mm/yyyy  
**Frequency of reminder (in days)**  
Select One   
Select One  
3  
7  
14

### **Survey Type**

Select “iWH Full” option (with individual report) – 89 questions to have comprehensive assessment to identify employees’ overall state of mental well-being, work stress, symptoms of burnout, depression and key workplace stressors.

Select “iWH Lite” option (without individual report) – 20 questions to conduct a pulse survey to identify employee’s experiencing symptoms of work stress, depression and burnout.

To try the functionality of the iWH tool, tick the check box under

**Trial Survey?** ⓘ  
☐

## Survey Setup - iWorkHealth

**Survey Details**  
**Start Date\***  
  
**Set Email Reminder**  
  
**Survey Type**  
  

iWH Full

iWH Lite

**End Date\***  
  
**Frequency of reminder (in days)**  
  
**Trial Survey?**  
☐

### Note:

- iWH Lite option is available for all new/existing users (Note: For 1<sup>st</sup> time use, the trial survey checkbox is not selectable (grey-out)).
- After using iWH Lite, companies must use iWH Full Survey (non-trial) for iWH Lite option to be available for use during the next 1.5 years.
- Participants of iWH Lite Survey will not receive any individual reports.

### Select Department

From the list, select the departments that you wish to publish the survey to and add them to the box selection on the right.

**Select Departments**  
**Existing Departments**  

Accounting  
Admin  
Finance  
HR  
IT Support  
Operations  
Project Management

Select All

>

<

Unselect All

**Selected Departments**

The staff email records from the selected departments will be shown in the list.

Show  entries

Search:

< Prev 1 2 Next >

<input checked="" type="checkbox"/>	Staff Email	Department Name
<input checked="" type="checkbox"/>	staff1@sample.com	Accounting
<input checked="" type="checkbox"/>	staff10@sample.com	Finance
<input checked="" type="checkbox"/>	staff11@sample.com	HR
<input checked="" type="checkbox"/>	staff12@sample.com	IT Support
<input checked="" type="checkbox"/>	staff15@sample.com	Accounting
<input checked="" type="checkbox"/>	staff2@sample.com	Admin
<input checked="" type="checkbox"/>	staff3@sample.com	Finance
<input checked="" type="checkbox"/>	staff4@sample.com	HR
<input checked="" type="checkbox"/>	staff5@sample.com	IT Support
<input checked="" type="checkbox"/>	staff8@sample.com	Accounting

Showing 1 to 10 of 11 entries

< Prev 1 2 Next >

[Save as Draft](#) [Publish Survey](#) [Back](#)

***Staff email records based on the departments selected***

Click [Save as Draft](#) if you wish to edit the survey set up and publish the survey at a later date.

**Note:**

- When publishing the survey at a later date, make sure that the Survey Start Date is updated. Else, the following notification message in red will be shown when you click to publish the survey.
- In this example, the survey was created on 4 Aug 21 and saved as draft. The company admin accessed the survey setup on 5 Aug 21 and published the survey without changing the Survey Start Date, hence resulting in the error. The Survey Start Date should be changed to 5 Aug 21 before publishing.

Home > Survey Setup >

## Survey Setup

**Survey Details**

**Start Date\***

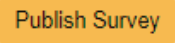
**End Date\***

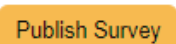
**Set Email Reminder**

**Frequency of reminder (in days)**

Please enter a value greater than or equal to 2021-08-05.



Click  when you are ready to publish the survey to participants. You will then see the preview of the survey email invitation that will be sent to participants.

Within the preview of the survey email invitation page, click  and the survey will be published to the participants.

**View of Publish Email**

Total participant(s): 8

Dear Sir/Madam

You are invited by Admin (company\_admin@xxx.co) to participate in the iWorkHealth survey. This survey aims to provide your company with an understanding of the state of mental well-being and work stressors at your workplace.

This survey will be open from 01/08/2024 to 08/08/2024 and is estimated to take about 15 - 20 minutes to complete. Your responses will be kept confidential from your employer, and there are no right or wrong answers.

After completing the survey, a personalised report detailing your mental well-being and potential stressors at work will be emailed to you on the same day. This will help you take proactive steps to address any concerns and gains insights into managing your overall wellbeing.

Additionally, if 8 or more surveys are completed within your company, your employer will receive an aggregated report that maintains anonymity. This report will highlight key workplace stressors and the overall state of employees' well-being, helping your company identify areas of improvement to enhance well-being in the workplace.

Before you start the survey, please take note of the following:

**DO:**

- ✓ Cater sufficient time (15 - 20 minutes) to complete the survey in one sitting, as it cannot be saved midway.
- ✓ Ensure that you do not have more than 20 minutes of inactivity during the survey to avoid a webpage timeout.
- ✓ Use Microsoft Edge or Google Chrome browser for the best viewing experience.

**DO NOT:**

- X Use the browser's Back and Forward buttons in the toolbar. Doing so will end the survey, requiring you to close the browser and restart.
- X Share your survey link with others, as it is intended solely for your own use.

Please review the [terms and conditions](#) for the survey. By clicking this [link](#) to proceed with the survey, you have read and agree with the terms and conditions.



For any queries regarding this survey, please contact Admin. If you experience technical difficulties, please email [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Your participation is important as it will help you and your company identify potential workplace stressors so that measures can be put in place to improve mental well-being in the company.

Thank you for your participation.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-



***Preview of the survey email invitation page for iWH Full version***

View of Publish Email

Total participant(s): 8

Dear Sir/Madam

You are invited by Admin (company\_admin@xxx.co) to participate in the iWorkHealth Lite survey. This survey aims to provide your company with an understanding of the state of mental well-being at your workplace.

This survey will be open from 01/08/2024 to 07/08/2024 and is estimated to take less than 5 minutes to complete. Your responses will be kept confidential from your employer, and there are no right or wrong answers.

To ensure anonymity, your employer will only receive an aggregated report if 8 or more surveys are completed within your company. This report enables your company to identify areas of improvement to enhance well-being in the workplace.

Before you start the survey, please take note of the following:

**DO:**

- ✓ Cater sufficient time (5 minutes) to complete the survey in one sitting, as it cannot be saved midway.
- ✓ Ensure that you do not have more than 20 minutes of inactivity during the survey to avoid a webpage timeout.
- ✓ Use Microsoft Edge or Google Chrome browser for the best viewing experience.

**DO NOT:**

- X Use the browser's Back and Forward buttons in the toolbar. Doing so will end the survey, requiring you to close the browser and restart.
- X Share your survey link with others, as it is intended solely for your own use.

Please review the [terms and conditions](#) for the survey. By clicking this [link](#) to proceed with the survey, you have read and agree with the terms and conditions.

For any queries regarding this survey, please contact Admin. If you encounter technical difficulties, please reach out to us at [contact@workhealth.gov.sg](mailto:contact@workhealth.gov.sg).

Thank you for your participation.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

Publish Survey

Cancel

### Preview of the survey email invitation page for iWH Lite version

#### Note:

- Participants invited for the survey will **immediately receive the survey email invitation once the company admin publishes the survey**. The survey email invitation consists of a unique link. This unique link is for the purpose of managing participation and to send reminders to staff who have yet to complete the survey.

After the survey has been published, the Survey Setup Page will be unavailable as the survey is in progress.

[Home](#) > [Survey Setup](#) >

## Survey Setup

The page is unavailable at the current stage of survey. You can view on-going survey at [Monitor Survey Participants](#) page.

Ok

### View of Survey Setup page when survey is on-going

## Search Staff email

Use the search function to find out if a particular email address has been included in the survey.

Show  entries

Search:

<input type="checkbox"/>	Staff Email	Department Name	Status	Action
<input type="checkbox"/>	staff1@sample.com	Accounting	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff10@sample.com	Finance	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff11@sample.com	HR	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff12@sample.com	IT Support	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff15@sample.com	Accounting	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff2@sample.com	Admin	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff3@sample.com	Finance	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff4@sample.com	HR	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff5@sample.com	IT Support	Pending	<a href="#">Generate New Survey Link</a>
<input type="checkbox"/>	staff8@sample.com	Accounting	Pending	<a href="#">Generate New Survey Link</a>

Showing 1 to 10 of 11 entries

< Prev 1 2 Next >

### Staff Search

## 3.2 Participant's view of the survey

A system generated survey invitation will be sent to the participants to inform them to take the survey.

Dear Sir/Madam

You are invited by Admin ([company\\_admin@xxx.co](mailto:company_admin@xxx.co)) to participate in the iWorkHealth survey. This survey aims to provide your company with an understanding of the state of mental well-being and work stressors at your workplace.

This survey will be open from **01/08/2024** to **08/08/2024** and is estimated to take about 15 - 20 minutes to complete. Your responses will be kept confidential from your employer, and there are no right or wrong answers.

After completing the survey, a personalised report detailing your mental well-being and potential stressors at work will be emailed to you on the same day. This will help you take proactive steps to address any concerns and gains insights into managing your overall well-being.

Additionally, if 8 or more surveys are completed within your company, your employer will receive an aggregated report that maintains anonymity. This report will highlight key workplace stressors and the overall state of employees' well-being, helping your company identify areas of improvement to enhance well-being in the workplace.

Before you start the survey, please take note of the following:

**DO:**

- ✓ Cater sufficient time (15 - 20 minutes) to complete the survey in one sitting, as it cannot be saved midway.
- ✓ Ensure that you do not have more than 20 minutes of inactivity during the survey to avoid a webpage timeout.
- ✓ Use Microsoft Edge or Google Chrome browser for the best viewing experience.

**DO NOT:**

- X Use the browser's Back and Forward buttons in the toolbar. Doing so will end the survey, requiring you to close the browser and restart.
- X Share your survey link with others, as it is intended solely for your own use.

Please review the [terms and conditions](#) for the survey. By clicking this [link](#) to proceed with the survey, you have read and agree with the terms and conditions.

For any queries regarding this survey, please contact Admin. If you experience technical difficulties, please email [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Your participation is important as it will help you and your company identify potential workplace stressors so that measures can be put in place to improve mental well-being in the company.

Thank you for your participation.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

### ***iWH Full Email survey invitation to participants***

Dear Sir/Madam

You are invited by Admin ([company\\_admin@xxx.co](mailto:company_admin@xxx.co)) to participate in the iWorkHealth Lite survey. This survey aims to provide your company with an understanding of the state of mental well-being at your workplace.

This survey will be open from **01/08/2024** to **07/08/2024** and is estimated to take less than 5 minutes to complete. Your responses will be kept confidential from your employer, and there are no right or wrong answers.

To ensure anonymity, your employer will only receive an aggregated report if 8 or more surveys are completed within your company. This report enables your company to identify areas of improvement to enhance well-being in the workplace.

Before you start the survey, please take note of the following:

**DO:**

- ✓ Cater sufficient time (5 minutes) to complete the survey in one sitting, as it cannot be saved midway.
- ✓ Ensure that you do not have more than 20 minutes of inactivity during the survey to avoid a webpage timeout.
- ✓ Use Microsoft Edge or Google Chrome browser for the best viewing experience.

**DO NOT:**

- X Use the browser's Back and Forward buttons in the toolbar. Doing so will end the survey, requiring you to close the browser and restart.
- X Share your survey link with others, as it is intended solely for your own use.

Please review the [terms and conditions](#) for the survey. By clicking this [link](#) to proceed with the survey, you have read and agree with the terms and conditions.

For any queries regarding this survey, please contact Admin. If you encounter technical difficulties, please reach out to us at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you for your participation.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

### ***iWH Lite Email survey invitation to participants***

When a participant clicks on the survey link in the survey invitation email, he/she will be redirected to the page below.

## Survey

### Instructions

Survey Name: iWorkHealth

Survey Description:

**iWorkHealth** is an online self-administered psychosocial health assessment tool for companies and their employees to identify common workplace stressors.

Note that the survey will take about 15 to 20 minutes to complete.

Before you begin, please note the following:

**DO:**

- ✓ Complete the survey at one sitting as the tool does not save your answers midway of the survey.

**DO NOT:**

- X Use the browser's normal BACK and FORWARD buttons at the top. Clicking on them will cause the survey to terminate and you will be required to close the browser and start the survey again.

**Note:**

- **Session timeout:** 20 minutes of inactivity will cause a timeout, where you will be prompted 5 minutes before timeout. To continue with the session, click anywhere within the survey.
- **Recommended browsers:** Best viewed using Microsoft Edge or Google Chrome browser.

If you experience technical difficulties, please email to [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg)

To get started, click the **Continue** button.  
Click the **Cancel** button to go to iWorkHealth home page.

Cancel
Continue

### Participant survey access page for iWH Full survey

## Survey

### Instructions

Survey Name: iWorkHealth (iWH) Lite

Survey Description:

**iWorkHealth** is an online self-administered psychosocial health assessment tool for companies and their employees to identify common workplace stressors. This iWH Lite is a pulse survey for companies to have an overview of the state of mental well-being of their employees.

Note that the survey will take less than 5 minutes to complete.

Before you begin, please note the following:

1. Do not use the browsers' normal **BACK** or **FORWARD** buttons at the top. Clicking on them will cause the survey to terminate and you will need to exit and start over again. The tool does not save your answers midway within the survey.
2. Please note that as a security feature, you will be logged out of the iWorkHealth after 20 minutes of inactivity. You will be prompted 5 minutes before time out. To continue using the iWorkHealth, click on anywhere within the survey.
3. If you experience technical difficulties, please email to [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg)

To get started, click on the **Continue** button.  
Click the **Cancel** button to go to iWorkHealth homepage.

Cancel
Continue

### Participant survey access page for iWH Lite survey

After clicking 

Continue

, the participant will be redirected to the survey question page.

# Survey

## Individual Mental Well-being

Positive mental well-being is a set of life skills that help us meet life's challenges, make positive connections with others, and live life fully. It also allows us to feel good and function well, even in difficult situations. Without positive mental well-being, people may live unhappy lives, not knowing how to use their own strengths and the resources around them to live life optimally.

1. In general, how have you been feeling, thinking and behaving over the past 2 weeks?

I am optimistic about the future.

Neither Agree Nor Disagree

Strongly Disagree

Strongly Agree

I am spiritual.

Neither Agree Nor Disagree

Strongly Disagree

Strongly Agree

I am able to accept myself.

Neither Agree Nor Disagree

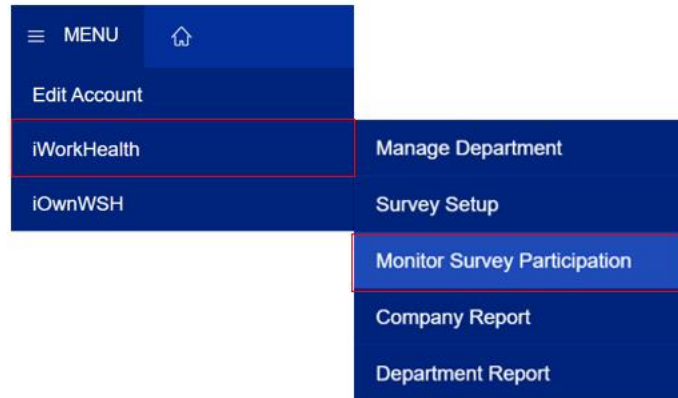
Strongly Disagree

Strongly Agree

Example of iWH Full survey question page


## 4.0 MONITORING SURVEY PARTICIPATION

To view the survey participation rate and manage the survey options when a survey is on-going, click “iWorkHealth > Monitor Survey Participation” in the menu panel.



*Monitor Survey Participation Page in menu panel*

### 4.1 Managing survey options when the survey is ongoing

Click  to access the options to extend the survey, generate new survey links, send reminders and reset responses.

[Home](#) > [Monitor Survey Participation](#) >

#### Monitor Survey Participation

Survey Date

dd/mm/yyyy

Status

All

Search

Clear

Show 

10

 entries

< Prev

1

Next >

No.*	Survey Name	No. of Participants	Participation Rate	Survey Start Date	Survey Closing Date	Status	Action
1	iWorkHealth	1/12	8.33%	22/12/2020	18/01/2021	On-going	<div><div>View</div><div>Close Survey</div></div>

Showing 1 to 1 of 1 entries

< Prev


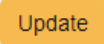
1

Next >

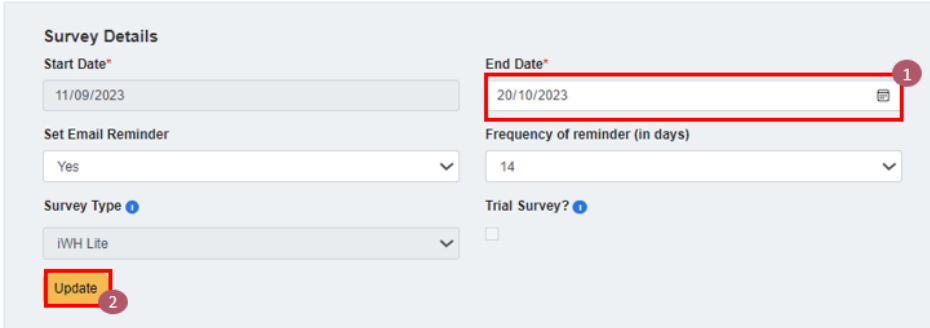
Back

*Monitor Survey Participation Page*

#### 4.1.1 Extend survey

To extend the survey time frame, select the revised date from the calendar button  and click . A notification email will be sent to the company admin on the change in the closing date.

#### Monitor Survey Participation - (11/09/2023 - 21/09/2023) - iWorkHealth



The screenshot shows the 'Survey Details' form for a survey titled 'Monitor Survey Participation - (11/09/2023 - 21/09/2023) - iWorkHealth'. The form includes fields for 'Start Date\*' (11/09/2023), 'End Date\*' (20/10/2023), 'Set Email Reminder' (Yes), 'Frequency of reminder (in days)' (14), 'Survey Type' (IWH Lite), and 'Trial Survey?' (unchecked). The 'End Date\*' field is highlighted with a red box and a red circle with the number 1. The 'Update' button is also highlighted with a red box and a red circle with the number 2.

*Extending the closing date of the survey*

#### Note:

- The survey start and end date has to be within a month, after which, there can only be an extension of up to 1 month.

A system generated email will be sent to the company admin to inform that the iWorkHealth survey time frame has been successfully extended.

Dear Sir/Mdm,

This is to notify that your iWorkHealth survey period has been successfully extended. The survey period is now 11/09/2023 till 21/09/2023.

If you did not make this request, please contact us immediately at [contact@iworkhealth.gov.sg](mailto:contact@iworkhealth.gov.sg).

Thank you.

Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

*Email notification to the company admin of the extension of the survey time frame*



A system generated email will be sent to the participants to inform that the iWorkHealth survey has been extended.

Dear Sir/Mdm,

The iWorkHealth survey date is changed to 11/09/2023 till 21/09/2023.

Please ignore this email if you have already completed the survey. If you have yet to complete the questionnaire, please click [here](#) to access the survey.

Thank you.

Yours sincerely,

WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

### ***Email notification to the participants of the extension of the survey***

#### **4.1.2 Generate New Survey Link**

To resend a new survey link, click **Generate New Survey Link** and participants will receive a survey email invitation with a **new unique link** embedded within the survey email invitation.

Send Reminder Delete Staff Add Staff

Show 10 entries Search: < Prev 1 2 Next >

<input type="checkbox"/> Staff Email	Department Name	Status	Action
<input type="checkbox"/> staff1@sample.com	Accounting	Submitted	Reset Response
<input type="checkbox"/> staff10@sample.com	Finance	Pending	Generate New Survey Link
<input type="checkbox"/> staff11@sample.com	HR	Pending	Generate New Survey Link
<input type="checkbox"/> staff12@sample.com	IT Support	Pending	Generate New Survey Link
<input type="checkbox"/> staff14@sample.com	Project Management	Pending	Generate New Survey Link
<input type="checkbox"/> staff15@sample.com	Accounting	Pending	Generate New Survey Link
<input type="checkbox"/> staff2@sample.com	Admin	Pending	Generate New Survey Link
<input type="checkbox"/> staff3@sample.com	Finance	Pending	Generate New Survey Link
<input type="checkbox"/> staff4@sample.com	HR	Pending	Generate New Survey Link
<input type="checkbox"/> staff5@sample.com	IT Support	Pending	Generate New Survey Link

Showing 1 to 10 of 12 entries < Prev 1 2 Next >

Back

### ***Send a new survey email invitation***

#### **Note:**

- Generating a new survey link will send a new survey email invitation (with new unique link) to the participant, rendering the previous survey email invitation link invalid.

### 4.1.3 Send reminder

To remind selected staff to participate in the survey, tick the respective check box (es) and click

**Send Reminder**

Send Reminder

Delete Staff

Add Staff

Show 

10

 entries

Search:  < Prev 

1

 2 Next >

<input type="checkbox"/>	Staff Email	Department Name	Status	Action
<input type="checkbox"/>	staff1@sample.com	Accounting	Submitted	<div>Reset Response</div>
<input type="checkbox"/>	staff10@sample.com	Finance	Pending	<div>Generate New Survey Link</div>
<input type="checkbox"/>	staff11@sample.com	HR	Pending	<div>Generate New Survey Link</div>
<input type="checkbox"/>	staff12@sample.com	IT Support	Pending	<div>Generate New Survey Link</div>
<input type="checkbox"/>	staff14@sample.com	Project Management	Pending	<div>Generate New Survey Link</div>
<input type="checkbox"/>	staff15@sample.com	Accounting	Pending	<div>Generate New Survey Link</div>
<input type="checkbox"/>	staff2@sample.com	Admin	Pending	<div>Generate New Survey Link</div>
<input type="checkbox"/>	staff3@sample.com	Finance	Pending	<div>Generate New Survey Link</div>
<input type="checkbox"/>	staff4@sample.com	HR	Pending	<div>Generate New Survey Link</div>
<input type="checkbox"/>	staff5@sample.com	IT Support	Pending	<div>Generate New Survey Link</div>

Showing 1 to 10 of 12 entries

< Prev 

1

 2 Next >

Back

***Send reminder email to participants***

**Note:**

Status of responses:

- Pending – survey has not been completed
- Submitted – survey has been completed

A system generated email will be sent to the participants who have yet to complete the survey to remind them to take the iWorkHealth survey.

Dear Sir/Mdm,

The closing date of the iWorkHealth survey is on 20/10/2023.

If you have yet to complete the questionnaire, please click [here](#) to access the survey.

Thank you.  
Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

**Email notification to remind the participants to take the survey**

#### 4.1.4 Reset Response

To reset the survey response of a staff, click **Reset Response**  
Reset response button will appear only if the survey has been completed.

Show  entries

Search:

< Prev 1 2 Next >

<input type="checkbox"/> Staff Email	Department Name	Status	Action
<input type="checkbox"/> staff1@sample.com	Accounting	Submitted	<b>Reset Response</b>
<input type="checkbox"/> staff10@sample.com	Finance	Submitted	<b>Reset Response</b>
<input type="checkbox"/> staff11@sample.com	HR	Pending	Generate New Survey Link
<input type="checkbox"/> staff12@sample.com	IT Support	Pending	Generate New Survey Link
<input type="checkbox"/> staff14@sample.com	Project Management	Pending	Generate New Survey Link
<input type="checkbox"/> staff15@sample.com	Accounting	Pending	Generate New Survey Link
<input type="checkbox"/> staff2@sample.com	Admin	Pending	Generate New Survey Link
<input type="checkbox"/> staff3@sample.com	Finance	Pending	Generate New Survey Link
<input type="checkbox"/> staff4@sample.com	HR	Pending	Generate New Survey Link
<input type="checkbox"/> staff5@sample.com	IT Support	Pending	Generate New Survey Link

Showing 1 to 10 of 12 entries

< Prev 1 2 Next >

**Back**

**Reset participant(s) response**

A dialog box will appear for confirmation to reset the participant(s) response.

Are you sure you want to proceed?

OK

Cancel

### Acknowledgement - Reset response ×

Survey response reset for staff10@sample.com

Close

**Prompt to confirm the reset of the participant(s) response**

**Note:**

- Once the participant(s)' response is reset, the response cannot be retrieved
- To retake the survey, the participant may either
  - (a) utilize the original invitation survey link or
  - (b) request company admin to generate a new survey link

## 4.2 Adding/Deleting Staff from the survey when the survey is on-going

View

Click to access the options to add or delete staff when a survey is on-going.

[Home](#) > [Monitor Survey Participation](#) >

### Monitor Survey Participation

**Survey Date**  
dd/mm/yyyy

**Status**  
All

Search

Clear

Show 10 entries

1

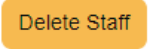
Showing 1 to 1 of 1 entries

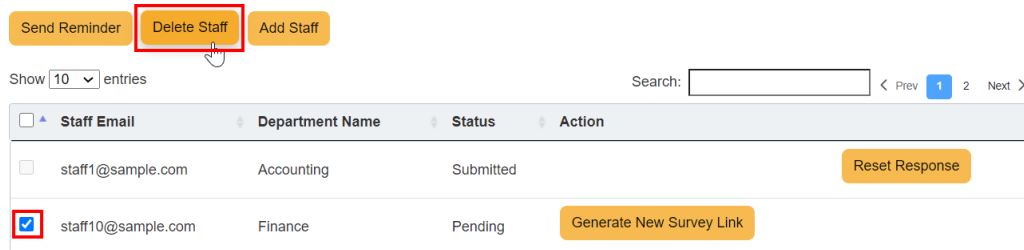
1



Back

**Monitor Survey Participation Page to add or delete staff**

### 4.2.1 Delete staff email record

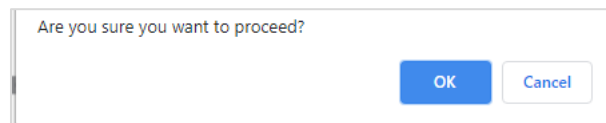
If you wish to delete a staff record from participating in the survey, tick the check box of the staff record you wish to delete and click 





<input type="checkbox"/>	Staff Email	Department Name	Status	Action
<input type="checkbox"/>	staff1@sample.com	Accounting	Submitted	
<input checked="" type="checkbox"/>	staff10@sample.com	Finance	Pending	

**Delete staff email address (es) from a department**

A dialog box will appear for confirmation to delete the staff record from the survey.

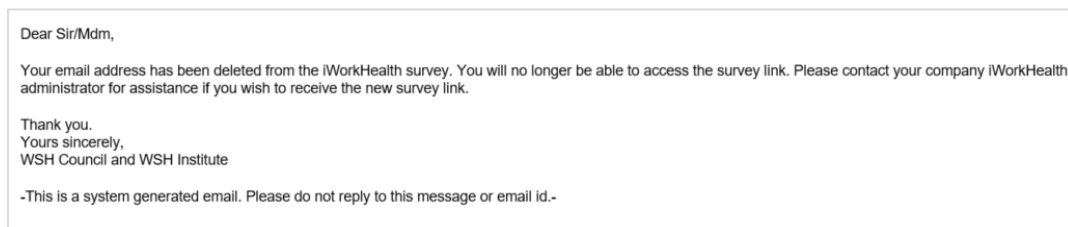


Are you sure you want to proceed?

**Prompt to confirm the deletion of staff email record**

A system generated email will be sent to the staff to inform that their email has been removed from the iWorkHealth survey.



Dear Sir/Mdm,

Your email address has been deleted from the iWorkHealth survey. You will no longer be able to access the survey link. Please contact your company iWorkHealth administrator for assistance if you wish to receive the new survey link.

Thank you.  
Yours sincerely,  
WSH Council and WSH Institute

-This is a system generated email. Please do not reply to this message or email id.-

**Email notification of staff email record deleted from survey**

### 4.2.2 Add staff email record

To add a staff email address to the department, follow steps indicated in “2.2.1.2 - Method 2: Add single record of staff email address to survey”.

## Department Staff (Accounting)

Staff Email

Search

Clear

Export To Excel

Add Department Staff

Show 10 entries

< Prev 1 Next >

No.	Staff Email	Action
1	staff1@sample.com	<input type="checkbox"/>
2	staff2@sample.com	<input type="checkbox"/>

Showing 1 to 2 of 2 entries

< Prev 1 Next >

Back

**Add staff email address (es) from a department**

After which click **Add Staff** and a list of departments and staff email addresses will be shown.

## Monitor Survey Participation - (11/09/2023 - 20/10/2023) - iWorkHealth

Survey Details

Start Date\*

11/09/2023

End Date\*

20/10/2023

Set Email Reminder

Yes

Frequency of reminder (in days)

14

Survey Type

iWH Lite

Trial Survey?

☐

Update

Send Reminder

Delete Staff

Add Staff

**Monitor Survey Participation Page to add staff**

Tick the check box of the staff email address (es) you wish to add to the survey. Click **Add Staff to Survey** to add the staff to the survey.

Home > Monitor Survey Participation > View Survey Details > Add Staff >

### Monitor Survey Participation - (11/09/2023 - 20/10/2023) - iWorkHealth

**Select Departments**  
Existing Departments

Select All

>

<

Unselect All

**Selected Departments**  
Accounting  
Admin  
Finance  
HR  
IT Support  
Operations  
Project Management

Show 10 entries Search: < Prev 1 Next >

<input type="checkbox"/>	Staff Email	Department Name
<input checked="" type="checkbox"/>	staff13@sample.com	Operations
<input checked="" type="checkbox"/>	staff5@sample.com	Operations
<input type="checkbox"/>	staff6@sample.com	Admin

Showing 1 to 3 of 3 entries < Prev 1 Next >

**Add Staff to Survey** Cancel

**Select staff email address (es) to add to the survey**

A message indicating that the staff's email address has been successfully added will be shown and the staff email address will be reflected in the staff list.

### Acknowledgement - Add staff to survey

Successfully added 2 user(s) to survey

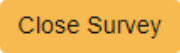
**Back to Survey Details**

**Notification of the staff email address (es) successfully added**

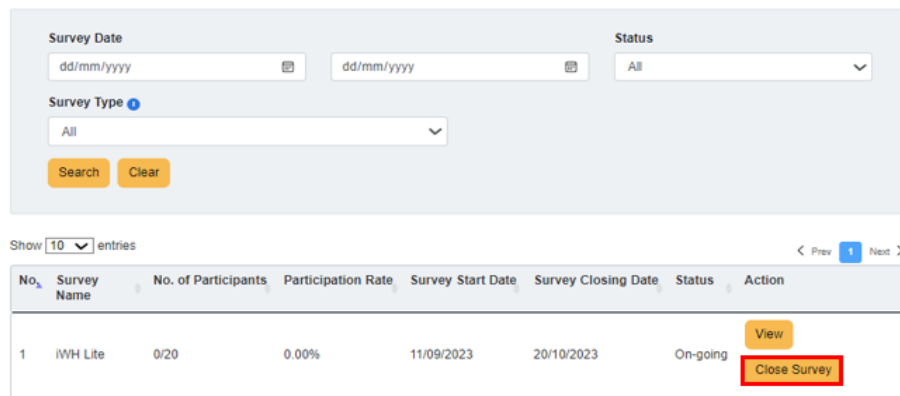
#### Note:

- Once the survey is published, the staff email address cannot be switched between departments.



## 4.3 Closing the survey

To close the survey manually before the closing date or when the desired participation rate is met, click 

### Monitor Survey Participation - iWorkHealth



The interface includes filter fields for Survey Date (dd/mm/yyyy), Status (All), and Survey Type (All), along with Search and Clear buttons. Below the filters, a table displays survey data. The table has columns for No., Survey Name, No. of Participants, Participation Rate, Survey Start Date, Survey Closing Date, Status, and Action. A single survey entry is shown with the 'Close Survey' button highlighted in red.

No.	Survey Name	No. of Participants	Participation Rate	Survey Start Date	Survey Closing Date	Status	Action
1	IWH Lite	0/20	0.00%	11/09/2023	20/10/2023	On-going	 

#### *Closing the survey*

A dialog box will appear for confirmation to close the survey.

Are you sure you want to proceed to close this survey?

OK

Cancel

#### *Prompt to confirm closing of the survey*

#### **Note:**

- Once the survey is closed, participants who did not participate in the survey can no longer take the survey.

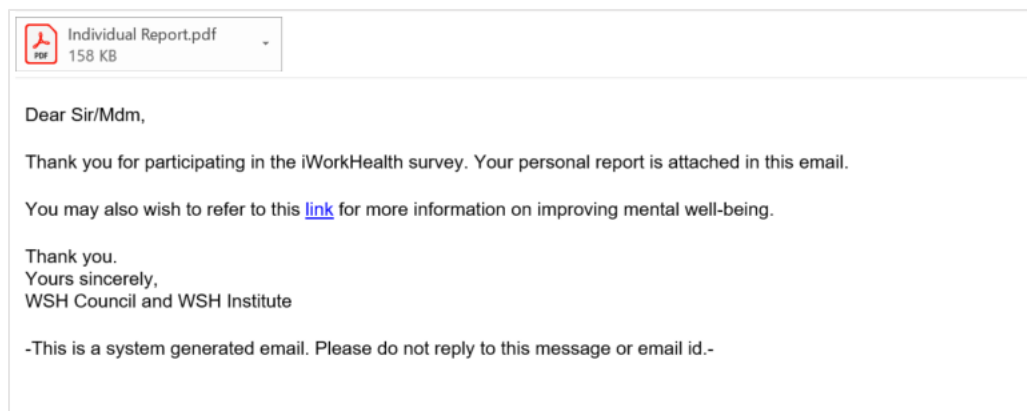


## 5.0 VIEWING OF REPORTS

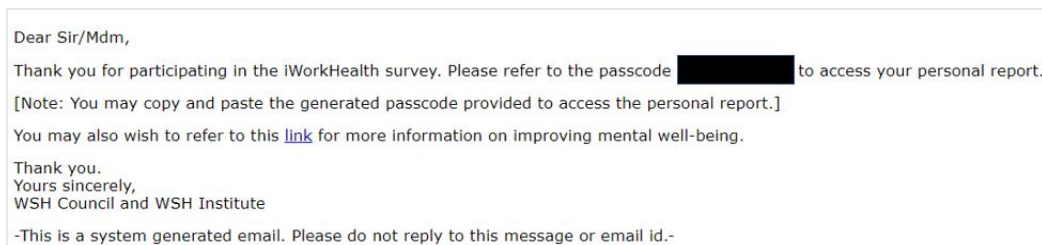
A system generated email will be sent to the participants/company admin to inform that the respective iWorkHealth reports are available for viewing.

### 5.1 Individual Reports

Upon completion of the **iWH Full survey**, participants will receive their individual report sent to their email address. A separate email with the passcode to access the individual report will also be sent.



***Email notification of individual report***



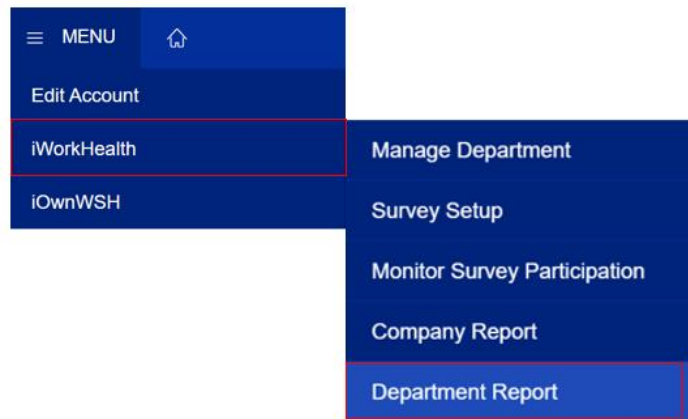
***Email notification of passcode to access the individual report***

**Note:**

- Individual report is only available for participants who did the iWH Full survey.

### 5.1 Department Reports

To view the department reports, click “iWorkHealth > Department Report” in the menu panel.



***View of Department report in menu panel***

Click  to view the respective department report(s).

[Home](#) > [Department Report](#) >

## Department Report

Survey Name

Survey Closing Date

dd/mm/yyyy

TO

dd/mm/yyyy

Search

Clear

Show 10 entries

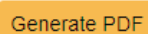
< Prev

1

Next >

***Department report page***

A new window with the report will appear. To download the department report, click



Generate PDF

Department: HR  
Number of employees invited to participate: 10  
Number of employees who participated: 10  
Response rate: 100.00%  
Date of survey: 22/12/2020 to 22/12/2020

## Department iWorkHealth Report

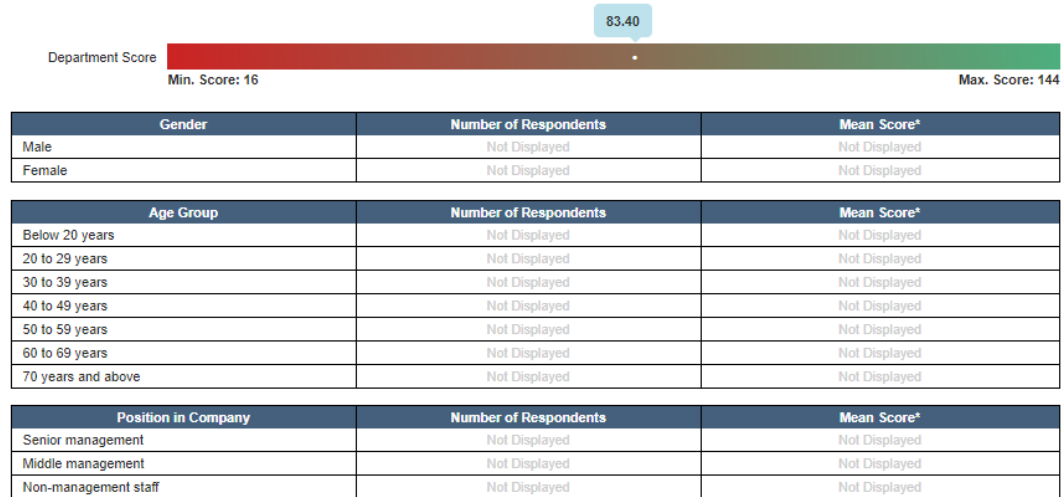
Thank you for using iWorkHealth, a psychosocial health assessment tool to identify workplace stressors. iWorkHealth is developed by Singapore's Workplace Safety and Health Institute in partnership with the Workplace Safety and Health Council, Institute of Mental Health, Changi General Hospital, and Health Promotion Board.

In this report, you will find the consolidated results of employees in your company who have responded to the survey. We hope this report will inform you of the psychosocial risk factors in your workplace, as well as suggestions on interventions which you can put in place to foster psychosocial well-being of your employees.

### SECTION I: OVERALL MENTAL WELL-BEING

Mental well-being is the state of well-being where one realises his/her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to the community.

Positive mental well-being is a set of life skills that help us meet life's challenges, make positive connections with others, and live life fully. It also allows us to feel good and function well, even in difficult situations.



\*Mean score is the average score for employees who responded to iWorkHealth. Scores will be provided only for groups with 8 or more respondents.

***iWH Full Department Report available for view***

Generate PDF

Department: HR  
Number of employees invited to participate: 8  
Number of employees who participated: 8  
Response rate: 100.00%  
Date of survey: 08/06/2023 to 15/09/2023

### Department iWorkHealth Lite Report

Thank you for using iWorkHealth, a psychosocial health assessment tool to identify workplace stressors. iWorkHealth is developed by Singapore's Workplace Safety and Health Institute in partnership with the Workplace Safety and Health Council, Institute of Mental Health, Changi General Hospital, and Health Promotion Board.

In this report, you will find the consolidated results of employees in your company who have responded to the iWorkHealth Lite survey. We hope this report will inform you of the state of psychosocial well-being in your workplace as well as suggestions on interventions which you can put in place to foster psychosocial well-being of your employees.

#### SECTION I: WORK STRESS, WORK-RELATED BURNOUT AND DEPRESSION

Work stress is a person's response when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope.

Burnout is the state of physical and psychological fatigue and exhaustion, which is perceived as related to his/her work.

	% of Respondents in Your Department
Experiencing symptoms of work stress over the past 4 weeks	100.00%
Feeling burnout from work over past 4 weeks	100.00%
Feeling depressed over past 2 weeks	0%

Note: The results for this section is not to establish a final diagnosis or to monitor burnout/depression severity, but taken as the first step to identify burnout/depression.

##### Analysis:

- Your employees generally feel stressed. To help your employees improve their emotional health, provide training for them to cope with stress.
- Your employees generally feel stressed and experience difficulty coping with life's challenges.
- Most of your employees have good mental health.

#### SECTION II: WORKPLACE HARASSMENT

Workplace harassment occurs when one party at the workplace demonstrates behaviour that causes or is likely to cause harassment, alarm or distress to another party. Workplace harassment can be carried out by co-workers at any level of the organisation and by external parties e.g. contractors, customers, patients. It can occur through different modes of communication, such as face-to-face, email, text messaging or social media.

	% of Respondents in Your Department
Employees who have ever suffered workplace harassment over past 1 year	12.50%

##### Analysis:

- Some of your staff have been harassed at work. You should inform employees on the measures in place to prevent harassment at the workplace. For information on how to protect your employees, please refer to [Tripartite Advisory on Managing Workplace Harassment](#). Alternatively, approach TAFEP for assistance regarding workplace harassment.

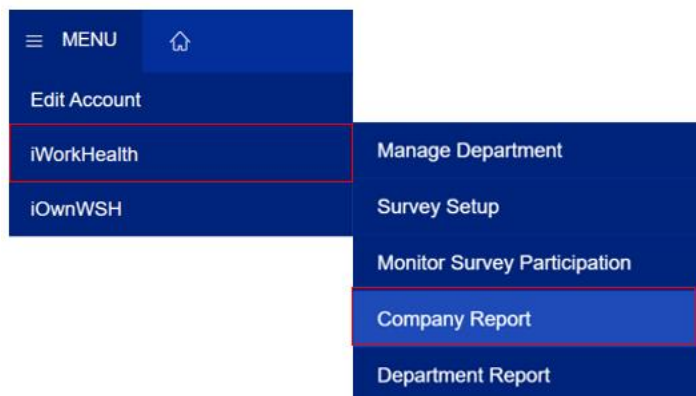
***iWH Lite Department Report available for view***

#### Note:


- The status column indicates whether the report is in-progress or closed and available for download.
- The aggregated department report will be available for retrieval through the system by the next working day after 1) the closing date or 2) after the company admin closes the survey.
- To generate the department report, there must be at **least 8 respondents** within the department.
- Reports will be removed from the account 1 month after the completion of the survey. Please ensure to download the reports before the reports are removed.**

## 5.2 Company Reports

To view the company reports, click “iWorkHealth > Company Report” in the menu panel.



***View of Company report in menu panel***

Click  to view the company report.

[Home](#) > [Company Report](#) >

## Company Report

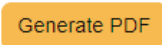
Survey Name

Survey Closing Date  
 TO

Show  entries
 < Prev **1** Next >
 

***Company report page***

A new window with the report will appear. To download the company report, click



Generate PDF

Number of employees invited to participate: 30  
Number of employees who participated: 28  
Response rate: 93.33%  
Date of survey: 22/12/2020 to 22/12/2020

## Company iWorkHealth Report

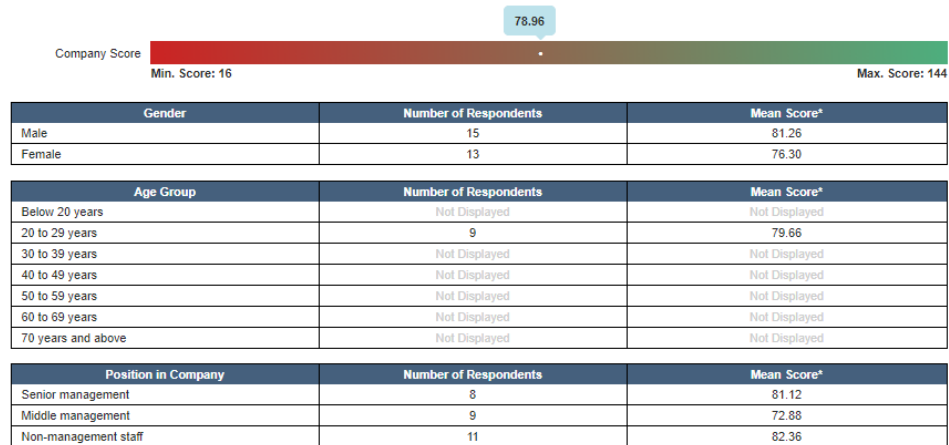
Thank you for using iWorkHealth, a psychosocial health assessment tool to identify workplace stressors. iWorkHealth is developed by Singapore's Workplace Safety and Health Institute in partnership with the Workplace Safety and Health Council, Institute of Mental Health, Changi General Hospital, and Health Promotion Board.

In this report, you will find the consolidated results of employees in your company who have responded to the survey. We hope this report will inform you of the psychosocial risk factors in your workplace, as well as suggestions on interventions which you can put in place to foster psychosocial well-being of your employees.

### SECTION I: OVERALL MENTAL WELL-BEING

Mental well-being is the state of well-being where one realises his/her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to the community.

Positive mental well-being is a set of life skills that help us meet life's challenges, make positive connections with others, and live life fully. It also allows us to feel good and function well, even in difficult situations.



\*Mean score is the average score for employees who responded to iWorkHealth. Scores will be provided only for groups with 8 or more respondents.

***iWH Full Company Report available for view***

Generate PDF

Number of employees invited to participate: 10  
Number of employees who participated: 10  
Response rate: 100.00%  
Date of survey: 08/09/2023 to 15/09/2023

### Company iWorkHealth Lite Report

Thank you for using iWorkHealth, a psychosocial health assessment tool to identify workplace stressors. iWorkHealth is developed by Singapore's Workplace Safety and Health Institute in partnership with the Workplace Safety and Health Council, Institute of Mental Health, Changi General Hospital, and Health Promotion Board.

In this report, you will find the consolidated results of employees in your company who have responded to the iWorkHealth Lite survey. We hope this report will inform you of the state of psychosocial well-being in your workplace, as well as suggestions on interventions which you can put in place to foster psychosocial well-being of your employees.

#### SECTION I: WORK STRESS, WORK-RELATED BURNOUT AND DEPRESSION

Work stress is a person's response when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope.

Burnout is the state of physical and psychological fatigue and exhaustion, which is perceived as related to his/her work.

	% of Respondents in Your Company
Experiencing symptoms of work stress over the past 4 weeks	100.00%
Feeling burnout from work over past 4 weeks	100.00%
Feeling depressed over past 2 weeks	0%

Note: The results for this section is not to establish a final diagnosis or to monitor burnout/depression severity, but taken as the first step to identify burnout/depression.

##### Analysis:

- Your employees generally feel stressed. To help your employees improve their emotional health, provide training for them to cope with stress.
- Your employees generally feel stressed and experience difficulty coping with life's challenges.
- Most of your employees have good mental health.

#### SECTION II: WORKPLACE HARASSMENT

Workplace harassment occurs when one party at the workplace demonstrates behaviour that causes or is likely to cause harassment, alarm or distress to another party. Workplace harassment can be carried out by co-workers at any level of the organisation and by external parties e.g. contractors, customers, patients. It can occur through different modes of communication, such as face-to-face, email, text messaging or social media.

	% of Respondents in Your Company
Employees who have ever suffered workplace harassment over past 1 year	30.00%

##### Analysis:

- Some of your staff have been harassed at work.
- You should inform employees on the measures in place to prevent harassment at the workplace. For information on how to protect your employees, please refer to [Tripartite Advisory on Managing Workplace Harassment](#). Alternatively, approach TAPEP for assistance regarding workplace harassment.

***iWH Lite Company Report available for view***

#### Note:

- The status column indicates whether the report is in-progress or closed and available for download.
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- To generate the company report, there must be at **least 8 respondents** within the department.
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**The End**