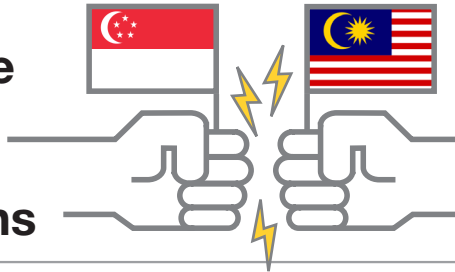


## Singaporeans Hope for Amicable Resolution to Recent Malaysia-Singapore Tensions



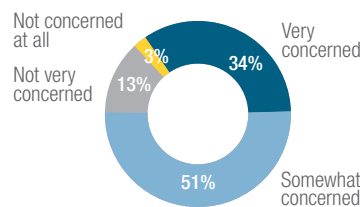
There have been growing tensions between Singapore and Malaysia in recent months. Topics of contention include resurrected plans for a crooked Causeway bridge, complaints about flights from Seletar Airport invading Malaysian airspace and most recently, Malaysian ships parked in Singapore waters.

When asked about the recent state of affairs, 85% of Singaporeans expressed concerns, while 72% believe it might damage Singapore's status as a global maritime hub.

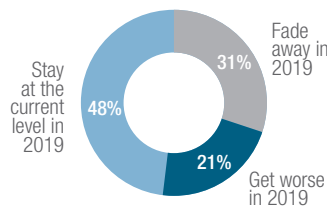
Over a third (36%) of Singaporeans believe both sides are equally responsible for the rising tensions, while close to half (48%) predict tensions will remain at current level in 2019 (21% feel things will worsen).

To reduce tensions, 65% of Singaporeans believe both sides need to discuss the issues in an amicable manner. This figure is higher among local Malay citizens, where 83% choose this as the best course of action for both countries.

85% of Singaporeans are concerned about the growing tensions between Malaysia and Singapore



48% of Singaporeans believe tensions will stay at the current level in 2019



### COMMUNITY SATISFACTION

Those who say they are satisfied with the way things are going in Singapore

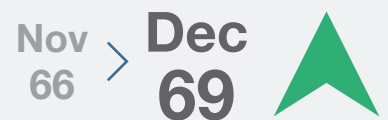


Community Satisfaction rises by 1 point



### PERSONAL FINANCES

Those who rate their personal finances as Excellent/Good



Personal Finances rises by 3 points



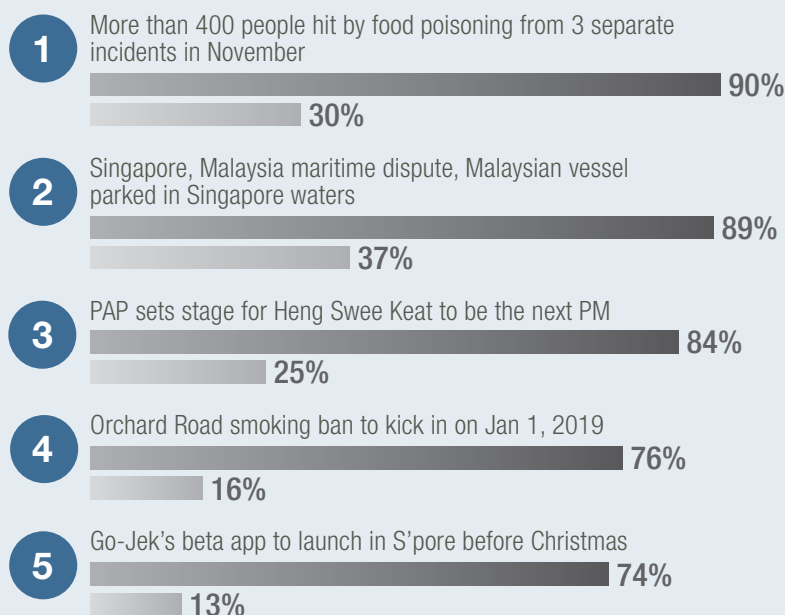
### NATIONAL ECONOMY

Those who rate current economic conditions in Singapore as Excellent/Good



National Economy remains steady

## Singapore's Top 5 News Stories of the Month



■ % Who Followed the News    ■ % Who Paid Close Attention

## Three in Five Singaporeans Confident Heng Swee Keat Has What It Takes to Be The Next PM

Picked as PAP's first assistant secretary-general last November, Finance Minister Heng Swee Keat has been portrayed in media outlets as the most likely candidate to be the next Prime Minister of Singapore.

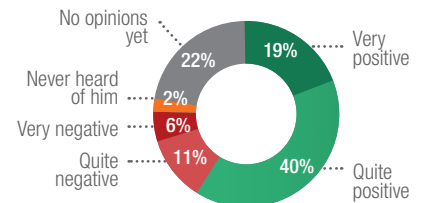
When asked about their impressions of Heng Swee Keat, 59% of Singaporeans think of him in a positive light while 22% of Singaporeans have yet to form any opinions of him.



Three in five Singaporeans are confident that Heng Swee Keat has what it takes to be the next Prime Minister. They identify his top three personal traits for the job as experience (47%), economic credentials (44%) and his calm demeanor (42%).

At this stage, 17% of Singaporeans have still not made up their mind whether Heng Swee Keat should be the next Prime Minister or not. This figure is more than double (36%) for those aged between 15-24 years old. The top concern among Singaporeans about his suitability is his health status and medical history (43%).

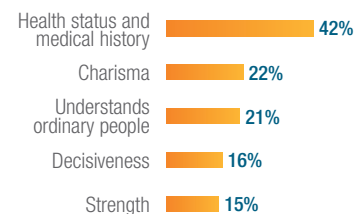
### 59% of Singaporeans have positive impressions of Heng Swee Keat



### Top 5 traits that make Heng Swee Keat a suitable leader



### Main doubts Singaporeans have about Heng Swee Keat



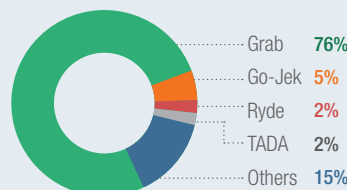
## Go-Jek: More Willing to Try Out New Service

Grab is currently the top ride-hailing service in Singapore — 76% of Singaporeans now use it on a regular basis compared to 57% in March 2018, prior to the exit of Uber.

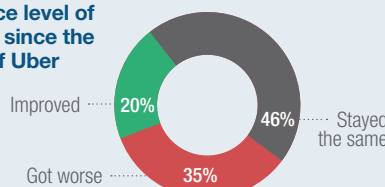
The lack of meaningful competition for Grab is a cause for concern for Singaporeans. While 46% of Singaporeans feel that Grab's level of service has stayed unchanged, 35% feel Grab's service has worsened in the absence of Uber.

When Go-Jek confirmed their intentions to enter the Singapore market in May 2018, 49% of Singaporeans expressed interest in trying out the service. This figure has now risen to 61%. The Jakarta-based startup has just officially launched its service in January 2019 (after a soft launch in late 2018) and has already managed to attract 5% of Singaporeans to use it regularly.

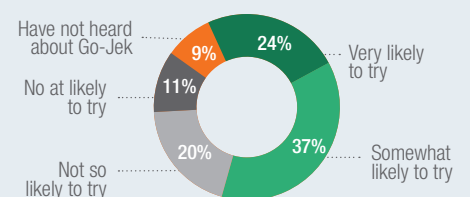
### 76% of Singaporeans use Grab for ride-hailing regularly



### Service level of Grab, since the exit of Uber



### 61% of Singaporeans would be willing to try Go-Jek



### Back in July 2018, 49% of Singaporeans were willing to try to Go-Jek

## Government Satisfaction Index

The GSI remained steady in December with public transport picking up another 3 points to take gains to 17% over all of 2018. Overall, the GSI at the end of 2018 was only 1 point down from where it was a year ago.

### GOVERNMENT SATISFACTION INDEX

Monthly  
Index **80** GSI

Monthly  
Trend **0**

#### About the Results

Each month Blackbox conducts interviews with a representative sample of 1,000 Singaporeans. We use a geographically stratified online sample. Our methodology also applies quota controls to ensure representative demographic coverage of the population. If you would like to purchase customised questions for your organisation or want to dig into our historical general community data/demographic information, please contact [chris@blackbox.com.sg](mailto:chris@blackbox.com.sg) for assistance.

Rank	Issue	Satisfaction with Government	Change since last month	Change over last 12 months
1	Crime levels	97%	1%	2%
2	Defence/ national security	96%	0%	1%
3	Racial relations/ integration	93%	-1%	2%
4	The environment	93%	0%	-1%
5	Education system	91%	1%	0%
6	Care for the Elderly	88%	1%	0%
7	Moral standards	86%	0%	0%
8	Health insurance/protection	84%	0%	-1%
9	Public transport	84%	3%	17%
10	Management of the economy	83%	-2%	-1%
11	Jobs and unemployment	80%	2%	1%
12	Taxes	78%	0%	2%
13	Government accountability	78%	2%	2%
14	CPF/pensions	77%	1%	-1%
15	Level of salaries and wages	75%	1%	-1%
16	Population management	72%	0%	1%
17	Civil rights/ liberties/ free speech	72%	-2%	-2%
18	Motor vehicle prices/ COE	69%	0%	7%
19	Housing affordability	68%	1%	0%
20	Gap between rich and poor	65%	-2%	-2%
21	Cost of living	58%	0%	-2%
<b>Overall Government Satisfaction Index</b>		<b>80</b>	<b>0</b>	<b>1</b>

## Who We Are

Blackbox Research is an award-winning Singapore based agency specialising in communications insights. We provide advanced research, analytics and digital intelligence services for both public sector and commercial clients. Our team has expertise covering market research, strategic communications and messaging, advertising and public policy.

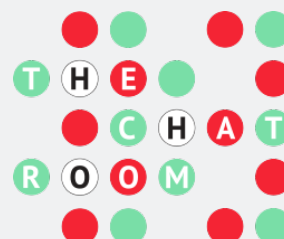
## YouKnowAnot

YouKnowAnot is our monthly community survey platform that has been running since 2013. We interview a representative sample of 1,000 Singaporeans every month. We now use a geographically stratified online sample. Our methodology also applies quota controls to ensure representative demographic coverage of the population. If you would like to purchase customised questions for your organisation or want to dig into our historical general community data/demographic information, please contact [chris@blackbox.com.sg](mailto:chris@blackbox.com.sg) for assistance.

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Blackbox Research introduces Singapore's first inspiration laboratory – the Chat Room. Primarily designed for focus group discussions, The Chat Room is a creative space that brings people together. The inviting and relaxed atmosphere allows companies and brands to connect with consumers in meaningful conversations.

For more information, visit [thechatroom.com.sg](http://thechatroom.com.sg)