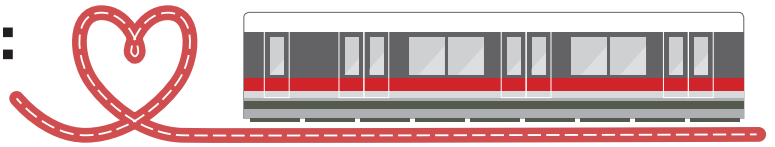


## The Great Turnaround: Singaporeans Kiss And Make Up with SMRT



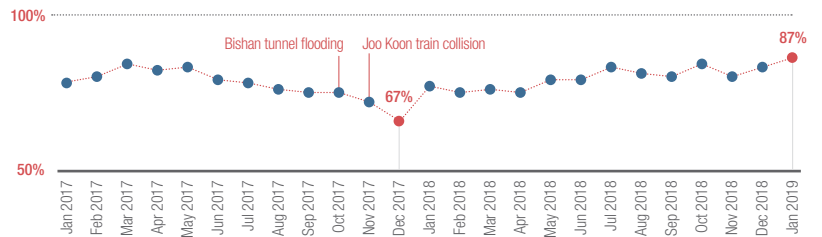
Following a spate of breakdowns throughout 2017, the nadir for SMRT was the evening of Oct 7. That night, the Bishan MRT tunnel flooded and a bad year for the train operator turned into a catastrophe. More than 200,000 travellers were affected for 20 hours. Recriminations followed and it was clear that something more than corrective adjustments was required.

By December 2017, community satisfaction with public transport in Singapore had plummeted to 67%, down 18% from its previous peak.

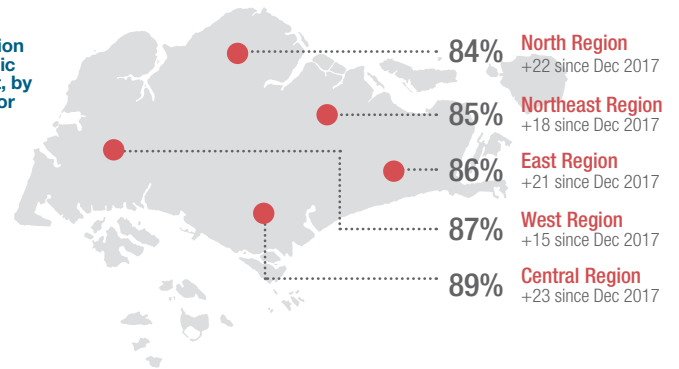
But 2018 was a different story. With SMRT Chairman Seah Moon Ming making the decision to dedicate his efforts full time and to get 'hands on' in January 2018 and the appointment of new CEO, Neo Kian Hong in August 2018, public confidence has slowly been restored.

By the end of 2018, the Government was able to report that SMRT's reliability has increased threefold since 2017. In our latest Government Satisfaction Index, public transport now scores 87% satisfaction, a record high in our Index. By any measure this is an amazing turnaround in the space of a year.

Satisfaction with public transport, from Jan 2017 to Jan 2019



Satisfaction with public transport, by regions for Jan 2019



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

- SingHealth cyber attack a result of human lapses, IT system weaknesses

89% (25% paid close attention)
  - Electricity, gas tariffs to drop in 2019 first quarter

80% (18% paid close attention)
  - Egg prices soar in Singapore as Malaysia looks to limit exports

79% (18% paid close attention)
  - Johor Chief Minister visits Malaysian government vessel off Tuas

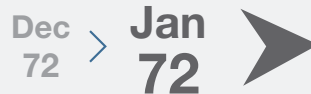
78% (20% paid close attention)
  - Minimum legal age for smoking raised to 19 from Jan 1

78% (16% paid close attention)
- % Who Followed the News   ■ % Who Paid Close Attention



### COMMUNITY SATISFACTION

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



Community Satisfaction remains steady



### PERSONAL FINANCES

Those who rate their personal finances as Excellent/Good



Personal Finances drops by 4 points



### NATIONAL ECONOMY

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



National Economy remains steady



## SingHealth Cyber-attack: COI Findings Worry Most Singaporeans

Almost four in five (79%) Singaporeans have expressed concerns about the SingHealth cyber-attacks after findings were released by the Committee of Inquiry (COI).

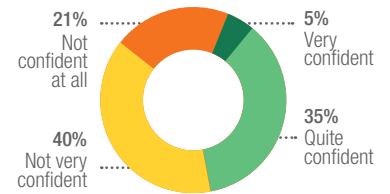
Confidence is also low – only 40% of Singaporeans are confident that the recommendation of the COI can help to avoid such incidents again and 60% think it was likely that the database was hacked by a Foreign Government.

Cyber terrorism is also now a greater fear amongst Singaporeans. While 32% think Singapore is more vulnerable to cyber-attack, only 3% believe Singapore is more vulnerable to a physical terrorist attack; 57% said both were equally likely while 7% said neither was likely.

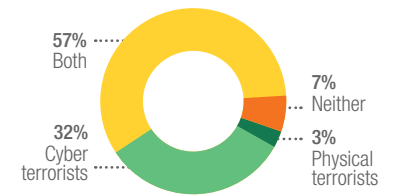
**79% of Singaporeans are concerned about the SingHealth COI findings**



**61% of Singaporeans are concerned that the recommendations will not help to avoid such incidents from happening again**



**Generally, do you think Singapore is now more vulnerable to attacks from physical terrorists (using bombs, explosives, etc.) or from cyber terrorists?**



## Singaporeans Have Mixed Feelings About Gay Parented Families



Although supportive of the recent High Court ruling which allowed a gay Singaporean father to adopt his biological son, Singaporeans also support the Ministry of Social and Family Development (MSF) in its review of adoption laws as it 'does not support family units with children and homosexual parents.'

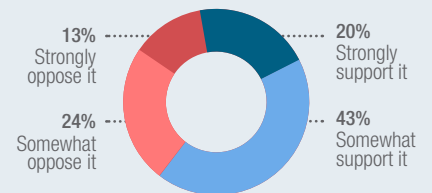
When asked about the High Court's ruling, 63% of Singaporeans said they supported the decision, yet 66% also support the MSF review to tighten adoption laws to exclude homosexual parents.

Recent survey findings by Blackbox and others have shown that a majority of Singaporeans still remain opposed to gay marriage, although there is majority support amongst younger Singaporeans (under 25 years-old). Similarly, 40% of Singaporeans are opposed to same sex couples adopting children while 28% support it. A third of Singaporeans (33%) say they are neutral.

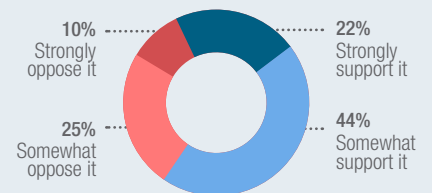
A slightly lesser number (36%) oppose same sex couples being able to purchase an HDB property in their joint names while 29% support it. Around 35% of Singaporeans say they are neutral.

Again, more Singaporeans under 25 years-old support both of these propositions, highlighting the generational differences which now prevail in Singapore around the topic of LGBT rights.

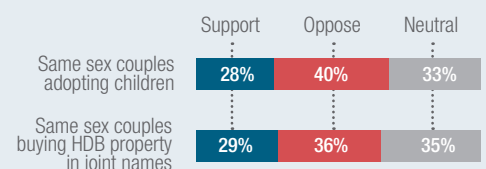
**63% of Singaporeans support the court ruling, where a gay father was allowed to adopt his biological son**



**66% of Singaporeans agree with the Ministry's stance of "not supporting the formation of families by gay parents"**



**Majority of Singaporeans still remain opposed to same sex couples adopting children and buying HDB property in joint names**



## Government Satisfaction Index

The latest GSI saw elderly care and health insurance both drop 3 points in advance of February's Budget announcement.

Public transport continued to climb with a rise of 3 points. Singaporeans were also satisfied with the management of the economy, which rose by 3 points as well.

### 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	95%	-2%	-1%
2	Defence/ national security	95%	-1%	-2%
3	Racial relations/ integration	92%	-1%	-1%
4	Education system	92%	1%	1%
5	The environment	91%	-2%	-3%
6	Public transport	87%	3%	8%
7	Management of the economy	86%	3%	-2%
8	Care for the Elderly	85%	-3%	-5%
9	Moral standards	85%	-1%	-3%
10	Health insurance/protection	81%	-3%	-5%
11	Jobs and unemployment	79%	-1%	-2%
12	Taxes	78%	0%	0%
13	Government accountability	76%	-2%	-4%
14	Level of salaries and wages	76%	1%	1%
15	Population management	75%	3%	0%
16	CPF/pensions	75%	-2%	-6%
17	Civil rights/ liberties/ free speech	74%	2%	-5%
18	Motor vehicle prices/ COE	70%	1%	8%
19	Housing affordability	69%	1%	-1%
20	Gap between rich and poor	66%	1%	-4%
21	Cost of living	59%	1%	-3%
<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.

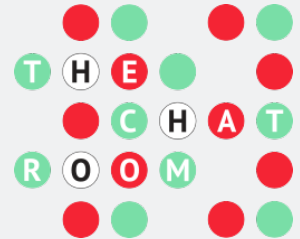
## YouKnowAnot

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.

## Get In Touch

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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)