

YouKnowAnot

Singapore's Leading Monthly Public Survey



COMMUNITY SATISFACTION

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

Apr | **74**
Mar | 71

Community Satisfaction up 3 points



PERSONAL FINANCES

Those who rate their personal finances as Excellent/Good

Apr | **68**
Mar | 65

Personal Finances up 3 points

NATIONAL ECONOMY

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

Apr | **67**
Mar | 68

National Economy down a point



Singapore's Top 5 News Stories of the Month

- Reduced jail sentences for City Harvest founder and five other church leaders

67% | 33%

- Security scare at Hougang MRT station due to unattended bag

59% | 25%

- Amos Yee successfully wins political asylum in the United States

46% | 17%

- Local Muslim Imam fined S\$ 4,000 for remarks on Christians and Jews

46% | 17%

- Tan Cheng Bock calls on the Government to explain timing of elected presidency

40% | 13%

% Who Followed the News

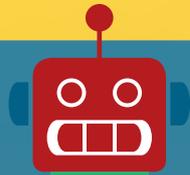
% Who Paid Close Attention

Leggings on A Plane? Singaporeans (nearly) United in Approval

While leggings made global headlines when a story of two teenagers donning Spandex were barred from a United Airlines flight went viral, Singaporeans are a lot more forgiving about fitted tights. Only 7% of Singaporeans polled feel that leggings are inappropriate on board flights.

Instead, foul language and sloppiness are frowned upon with more than 3 in 10 Singaporeans stating that airline passengers should be banned from wearing T-shirts with rude or offensive language and imagery (39%), pyjamas and sleepwear (36%), and bedroom slippers (31%).





Bots Not Hot

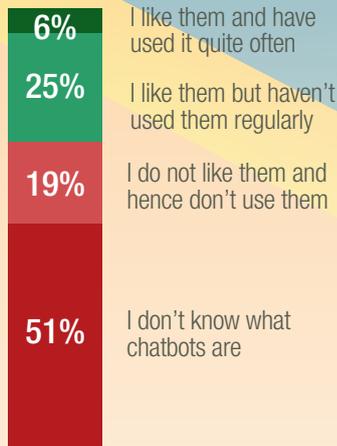
Only 6% of Singaporeans often use chatbots

Despite the recent roll-out by Government Ministries, Statutory Boards and businesses in Singapore, the public is still slow on the uptake of chatbots – computer programs designed to engage in natural conversation.

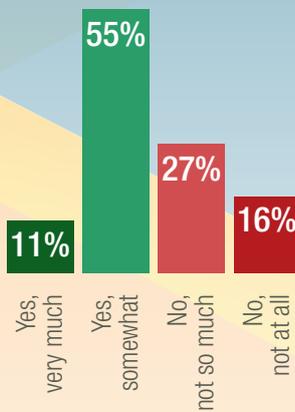
More than 60% of Singaporeans are still unaware of chatbots introduced by the likes of Gov.sg and DBS amongst others.

It is still early days, however, with more than 3 in 5 of all Singaporeans (66%) viewing the technology as a good move which will “help enhance the overall quality of government-citizen interaction”.

Which of the following describes your usage of chatbots?



Do you think in general, chatbots can help to enhance the overall quality of government-citizen interactions?



Fact or Fiction: Singaporeans Worry About Fighting Fake News Online

About 9 in 10 Singaporeans (89%) wonder if the news they read online is “fake”

In March 2017, the National Environment Agency (NEA) came forward to debunk a message circulating online and on messaging applications such as WhatsApp that claims it issues a \$200 fine for discarding used tissue into one's bowl, plate or cup.

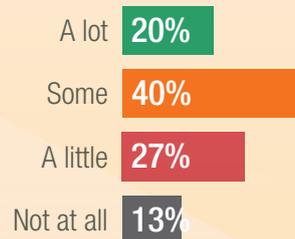
About 60% of Singaporeans paid attention to the fake story. A similar percentage of Singaporeans (61%) worry about reading fake news online a lot/sometimes.

With the growth in fake news preceding the Brexit and U.S. elections, a lot has been written about the phenomenon of unverified news stories online.

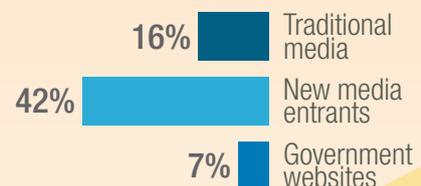
More non-Chinese Singaporeans polled are concerned about fake news “a lot” compared with Chinese Singaporeans - at 27 per cent versus 18 per cent. Fake news, which may result in individuals acting on false information, has the potential to strain ethnic and religious fault lines in Singapore's multicultural society.

The findings also revealed a reputation gap between established traditional sources and newer media entrants. These new outlets are viewed as more likely purveyors of fake news, with 2 in 5 Singaporeans indicating that they are sometimes ‘guilty’ of publishing misleading stories.

Is ‘fake news’ online something that worries you a lot, some, a little, not at all?



Average % of publications by type sometimes guilty of publishing ‘fake news’ or false/misleading stories



Government Satisfaction Index

Monthly
Index

80 GSI

Monthly
Trend

-1

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 yuling@blackbox.com.sg for assistance.

The GSI for the month fell one point to 80. Nearly all areas were stable in April.

The biggest drop was in motor vehicle and COE prices (down 6 points), likely due to the rising car COE and record motorbike premiums announced in the round of bidding which ended in March.

Rank	Issue	Satisfaction with Government	Change since last month	Change over last 12 months
1	Defence/ national security	95	0	3
2	Crime levels	95	-2	5
3	The environment	93	0	7
4	Racial relations/ integration	93	0	8
5	Education system	89	-1	6
6	Care for the elderly	88	0	8
7	Management of the economy	87	2	5
8	Moral standards	86	0	2
9	Health insurance/protection	85	-1	3
10	Public transport	83	-2	17
11	Government accountability	82	0	6
12	Taxes	79	-1	6
13	CPF/pensions	78	-2	10
14	Jobs and unemployment	78	0	9
15	Civil rights/ liberties/ free speech	75	-2	4
16	Level of salaries and wages	73	1	13
17	Population management	71	-1	17
18	Gap between rich and poor	69	0	10
19	Housing affordability	68	-2	18
20	Cost of living	60	1	8
21	Motor vehicle prices/ COE	54	-6	13
Overall Government Satisfaction Index		80	-1	+8

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.

You Know Anot

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