

YouKnowAnot

Singapore's Leading Monthly Public Survey

COMMUNITY SATISFACTION

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

Mar | **71**
Feb | 74

Community Satisfaction down 3 points



PERSONAL FINANCES

Those who rate their personal finances as Excellent/Good

Mar | **65**
Feb | 66

Personal Finances down one point



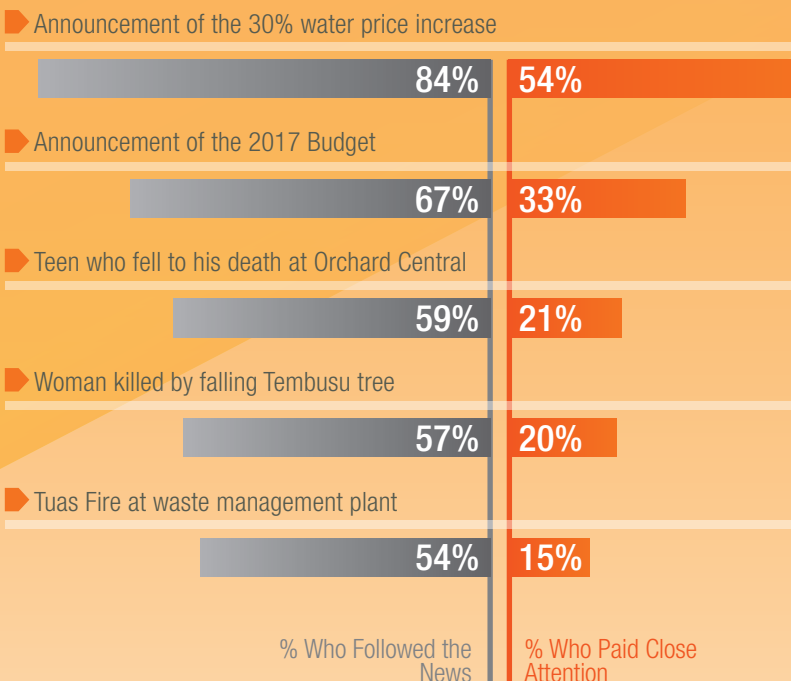
NATIONAL ECONOMY

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

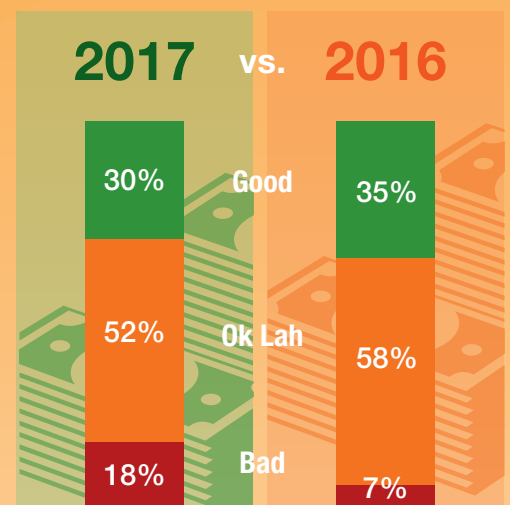
Mar | **68**
Feb | 68

National Economic sentiment unchanged

Singapore's Top 5 News Stories of the Month

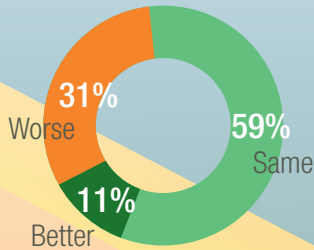


Budget 2017 – The Aftermath



Budget Special:
See the feedback on the **water price hike** on the next page:

Compared to Budget 2016?



Budget 2017 – Not One for the Heartland

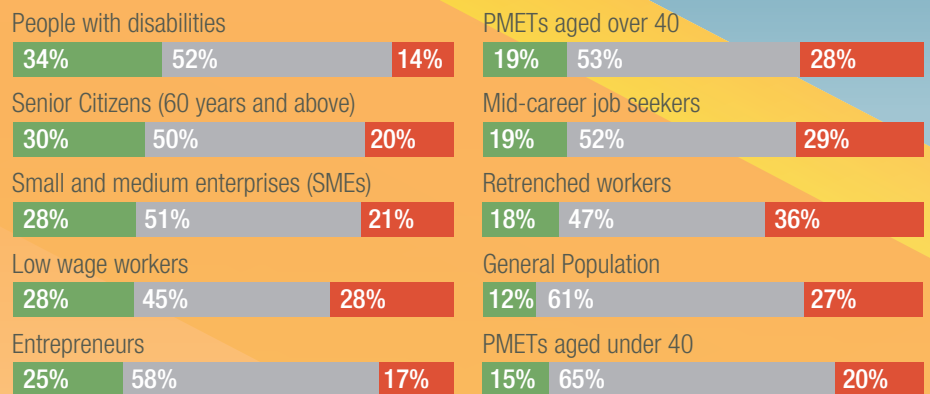
This year's Budget with its clear focus on business and the economy offered less to many Singaporeans. Overall, dissatisfaction with the Budget in 2017 was 11 points higher compared to 2016. Two thirds Singaporeans followed the news about the Budget announcements, however only one third said they paid close attention. Around 3 in 10 Singaporeans felt this year's Budget was worse than last year's, 6 in 10 thought it was about the same and only 1 in every 10 thought it was better.

Winners and Losers in SG Budget 2017



Singaporeans largely failed to single out any clear-cut winners in this year's Budget. People with disabilities and senior citizens were identified as somewhat better off (34% and 30% respectively) and the business measures were not widely appreciated with only 28% thinking SMEs will now be better off. With regards to potential losers, Singaporeans felt that retrenched and low income workers received little relief. Both groups were perceived to be worse off in this year's Budget by 36% and 28% respectively.

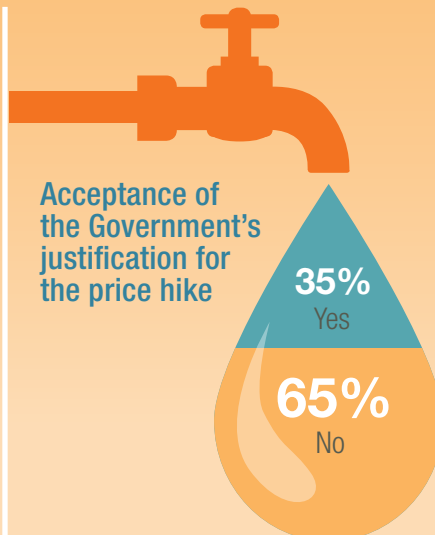
Older PMETs and mid-career job seekers were also seen as potentially worse off.



Increase in water price

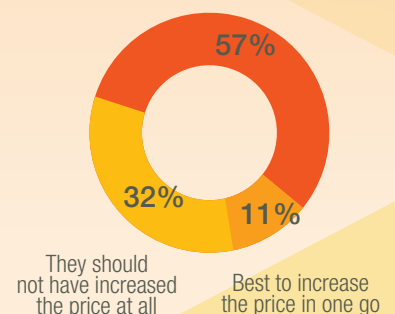
The Government Takes A (Public) Bath

The water price hike has not been well received by Singaporeans. Nearly 2 in 3 don't accept the Government's rationale for the price rise. More importantly, the situation might have been avoided – more than half (57%) say that they would have accepted incremental price increases over time.



Increasing in water price 30% in one go versus incremental price hikes over time?

They should have increased the price in increments over time



Government Satisfaction Index

Monthly
Index

81 GSI

Monthly
Trend

+2

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 johannes@blackbox.com.sg for assistance.

Despite lukewarm response to the Budget, overall satisfaction with the Government improved by another 2 points to 81 in March. Jobs and unemployment, housing affordability and rich/poor gap all improved 5 points while public transport rose by 4 points. Over the past 12 months general satisfaction is up by 10 points with three areas making major gains: (1) housing affordability (+23), (2) public transport (+20) and (3) population management (+19). All three have been battle grounds for the Government in recent years and YKA results indicate that government policies and actions have been successful in recapturing the public's approval.

Rank	Issue	Satisfaction with Government	Change since last month	Change over last 12 months
1	Crime levels	97	3	8
2	Defence/ national security	95	0	4
3	The environment	93	3	9
4	Racial relations/ integration	93	3	7
5	Education system	90	-2	7
6	Care for the Elderly	88	-1	9
7	Moral standards	86	-2	2
8	Health insurance/protection	86	1	5
9	Public transport	85	4	20
10	Management of the economy	85	-1	3
11	Government accountability	82	0	6
12	CPF/pensions	81	3	14
13	Taxes	80	1	8
14	Jobs and unemployment	77	6	9
15	Civil rights/ liberties/ free speech	77	0	6
16	Level of salaries and wages	74	5	15
17	Population management	72	3	19
18	Housing affordability	70	5	23
19	Gap between rich and poor	69	6	10
20	Motor vehicle prices/ COE	60	1	19
21	Cost of living	59	-3	12
Overall Government Satisfaction Index		81	+2	+10

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

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 johannes@blackbox.com.sg for assistance.

Get In Touch

Blackbox Research Pte Ltd
The Herencia
46 Kim Yam Road
#01-08
Singapore 239351

t (65) 6323 1351
f (65) 6323 1327
w www.blackbox.com.sg