YouKnowAnot

Singapore's Leading Monthly Public Survey

COMMUNITY SATISFACTION

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

Jan | 75
Dec | 73

Community Satisfaction up two points

PERSONAL FINANCES

Those who rate their personal finances as Excellent/Good

Jan | 69
Dec | 68
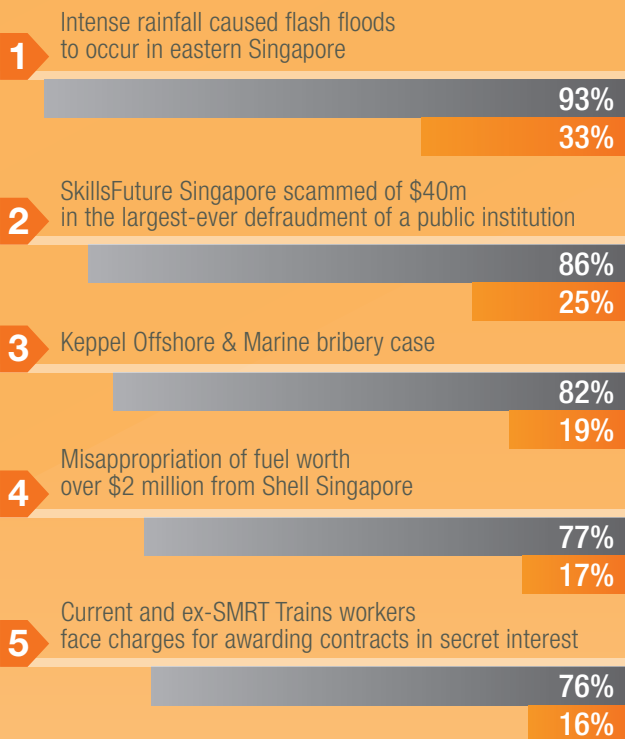
Personal Finances up one point

NATIONAL ECONOMY

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

Jan | 75
Dec | 72

National Economy up three points

Singapore's Top 5 News Stories of the Month

1 Intense rainfall caused flash floods to occur in eastern Singapore

93%
33%

2 SkillsFuture Singapore scammed of $40m in the largest-ever defraudment of a public institution

86%
25%

3 Keppel Offshore & Marine bribery case

82%
19%

4 Misappropriation of fuel worth over $2 million from Shell Singapore

77%
17%

5 Current and ex-SMRT Trains workers face charges for awarding contracts in secret interest
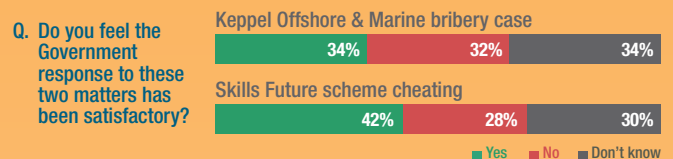
76%
16%

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

Fraud & Corruption: Govt Still Tough?

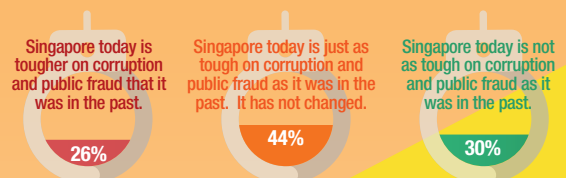In the first Parliamentary sitting of 2018, members of the Parliament raised multiple questions on two scandals – the S$40 million defraudment of SkillsFuture Singapore and the corrupt payments made by Keppel Offshore & Marine in Brazil.

More Singaporeans (65%) have paid attention to the SkillsFuture fraud as compared to the Keppel O&M bribery (60%). Singaporeans are also more likely to feel affected by the SkillsFuture scam (25%), also the largest defraudment of a public institution to date, as opposed to the Keppel O&M case (18%). Close to half (49%) believe that both incidents have adversely impacted Singaporeans.

Although reactions to the Government's response to these crises are ambivalent, there remains a strong belief that Singapore is still tough on corruption. Whilst only 34% and 42% are satisfied with the responses to the Keppel O&M case and the SkillsFuture scam respectively, 7 in 10 (70%) believe that Singapore is as tough, if not tougher, on corruption and public fraud today as it has been in the past.

Q. Do you feel the Government response to these two matters has been satisfactory?

Keppel Offshore & Marine bribery case

| 34% | 32% | 34% |

Skills Future scheme cheating

| 42% | 28% | 30% |

■ Yes ■ No ■ Don't know

Singapore's Stance on Corruption and Public Fraud Today versus The Past

Singapore today is tougher on corruption and public fraud that it was in the past.
26%

Singapore today is just as tough on corruption and public fraud as it was in the past. It has not changed.
44%

Singapore today is not as tough on corruption and public fraud as it was in the past.
30%

The Changing Digital Diet
in Singapore

On average, Singaporeans spend the most of their waking hours – 12 hours and 42 minutes – on digital devices. In this month's YKA, we identify the **Singaporean Digital Diet: how and on which apps Singaporeans are affording the most time**.

Our survey results show that Gen Z (15 to 24 year olds) have increased their activity on **entertainment apps**. Usage of music streaming apps such as Spotify and Apple Music (+58%), Netflix (+44%), Instagram (+44%) in the past 6 have increased as compared to the previous 6 months. Millennials (25 to 34 year olds) also look to be likely to cut the cord in the future, with 47% increasing their time spent on watching Netflix and nearly half (49%) are using music streaming apps more frequently.

About 2 in 5 (-42%) have posted less on Facebook in the past 6 months whilst 30% have posted more. A similar percentage (29%) has been consistent in their behaviours on the social media platform throughout the year.
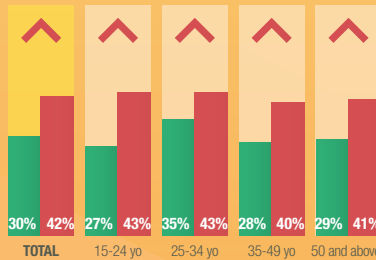
The tapering of post activity amongst Facebook users could be due to the fact that it was one of the earlier social media apps which has since achieved a critical mass of users, including some inactive accounts and its evolution into a news outlet (with most browsing the platform as opposed to posting content).

Across all age groups, Singaporeans are embracing technology in their everyday lives. In the past 6 months, Singaporeans have used **functional apps** such as taxi booking apps (47%), food delivery services (43%) and grocery home delivery services (43%) more frequently.
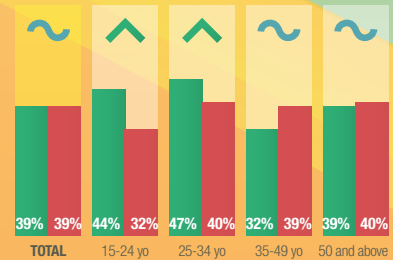
Time-strapped adult Singaporeans in the 35-49 age group are likely to increase their app usage for functional purposes such as booking taxis, ordering food and purchasing groceries whilst decreasing their time spent on social and entertainment apps, possibly due to work and family commitments.
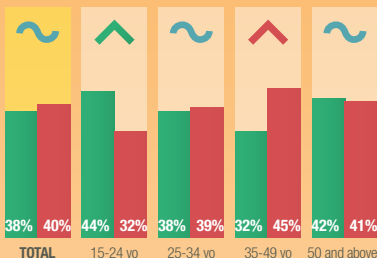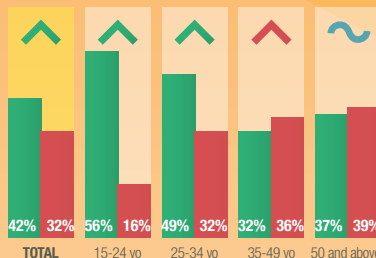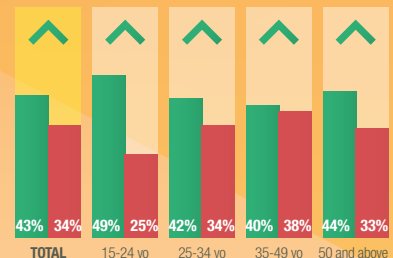
Legend:
- ■ More
- ■ Less
- ⌃ Less > More
- ~ More ~ Less
- ⌄ More > Less

Posting on Facebook

	TOTAL	15-24 yo	25-34 yo	35-49 yo	50 and above
More	30%	27%	35%	28%	29%
Less	42%	43%	43%	40%	41%

Watching Netflix

	TOTAL	15-24 yo	25-34 yo	35-49 yo	50 and above
More	39%	44%	47%	32%	39%
Less	39%	32%	40%	39%	40%

Posting on Instagram

	TOTAL	15-24 yo	25-34 yo	35-49 yo	50 and above
More	38%	44%	38%	32%	42%
Less	40%	32%	39%	45%	41%

Using music streaming services
such as Spotify, Apple Music, Google Play etc

	TOTAL	15-24 yo	25-34 yo	35-49 yo	50 and above
More	42%	56%	49%	32%	37%
Less	32%	16%	32%	36%	39%

Using food delivery services
such as Deliveroo, Food Panda etc

	TOTAL	15-24 yo	25-34 yo	35-49 yo	50 and above
More	43%	49%	42%	40%	44%
Less	34%	25%	34%	38%	33%

Using taxi apps like Uber and Grab

	TOTAL	15-24 yo	25-34 yo	35-49 yo	50 and above
More	47%	51%	50%	47%	43%
Less	30%	29%	35%	28%	30%
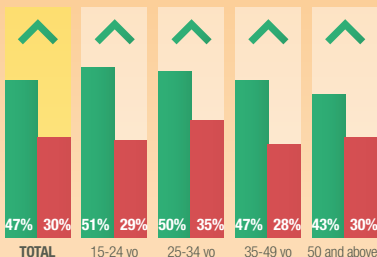
Using grocery home delivery services
such as RedMart, Amazon Prime etc

	TOTAL	15-24 yo	25-34 yo	35-49 yo	50 and above
More	43%	39%	47%	41%	44%
Less	33%	32%	36%	30%	33%
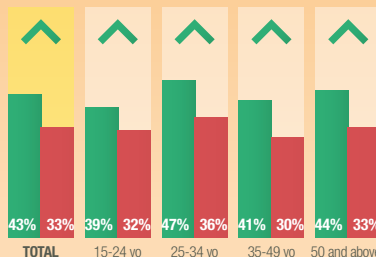
BLACKBOX

Government Satisfaction Index

Monthly Index
82 GSI

Monthly Trend
+3

Government satisfaction increased by three points to 82 points in January. All areas improved or remained constant month on month.

Satisfaction with public transport increased the most significantly (+11) over the month following SMRT Chairman Seah Moon Ming's decision to get involved with front-line duties at the beleaguered transport provider. Notably, satisfaction with taxes is down 7 points over the last 12 months and is an area to watch in wake of the Government's Budget announcements in February.

Rank	Issue	Satisfaction with Government	Change since last month	Change over last 12 months
1	Defence/ national security	97	2	2
2	Crime levels	96	1	1
3	The environment	94	1	3
4	Racial relations/ integration	93	2	0
5	Education system	91	0	1
6	Care for the Elderly	90	2	2
7	Moral standards	88	2	-1
8	Management of the economy	88	4	2
9	Health insurance/protection	87	2	2
10	Jobs and unemployment	81	2	8
11	CPF/pensions	81	3	-1
12	Government accountability	81	5	-1
13	Civil rights/ liberties/ free speech	79	5	-5
14	Public transport	78	11	-2
15	Taxes	77	1	-7
16	Level of salaries and wages	76	0	-1
17	Population management	75	4	6
18	Housing affordability	70	2	3
19	Gap between rich and poor	70	3	0
20	Motor vehicle prices/ COE	63	1	1
21	Cost of living	62	2	0
	Overall Government Satisfaction Index	**82**	**+3**	**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.

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 yuling@blackbox.com.sg for assistance.

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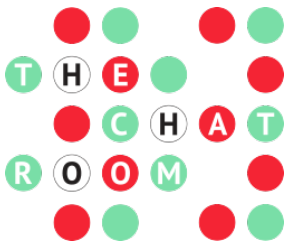
Blackbox Research introduces Singapore's first inspiration laboratory – the Chat Room. Primarily designed for focus group discussions, The Chat Room is a creative space that brings people together. The inviting and relaxed atmosphere allows companies and brands to connect with consumers in meaningful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