

YouKnowAnot

Singapore's Leading Monthly Public Survey



COMMUNITY SATISFACTION

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

Jun | **81**
May | 78

Community Satisfaction rises to 81 points



PERSONAL FINANCES

Those who rate their personal finances as Excellent/Good

Jun | **68***

Personal Finances in June at 68 points*



NATIONAL ECONOMY

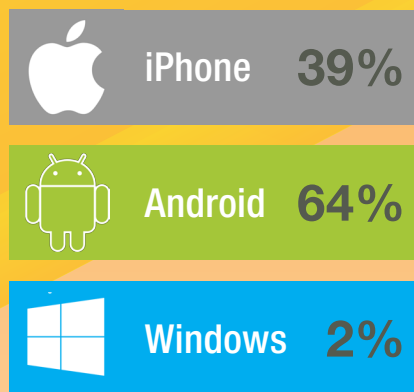
Those who rate current economic conditions in Singapore as Excellent/Good

Jun | **71**
May | 65

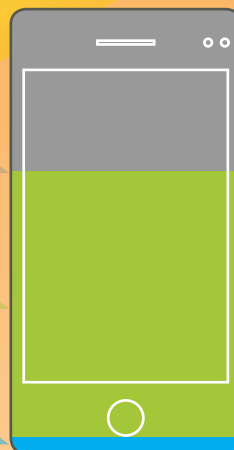
Improved economic outlook in June

#Smartphone Special – An appetite for apps?

Battle of the Smartphones in Singapore:



*% adds up to more than 100% due to multiple phone ownership



After Singapore became the first country in Asia to get Google Pay, we asked Singaporeans across the board how they use their smartphones:

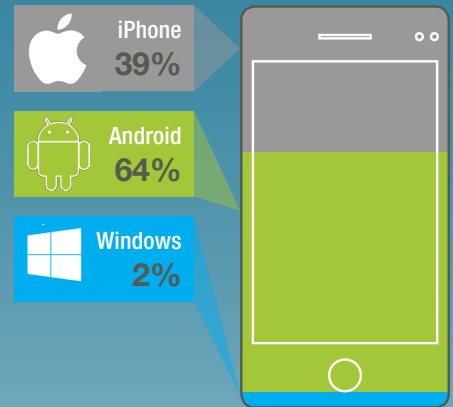
- What kind of apps make it into your phone?
- What are the most popular use cases?
- Which app is your absolute favourite?

... read on to find out more.

An Appetite for Apps

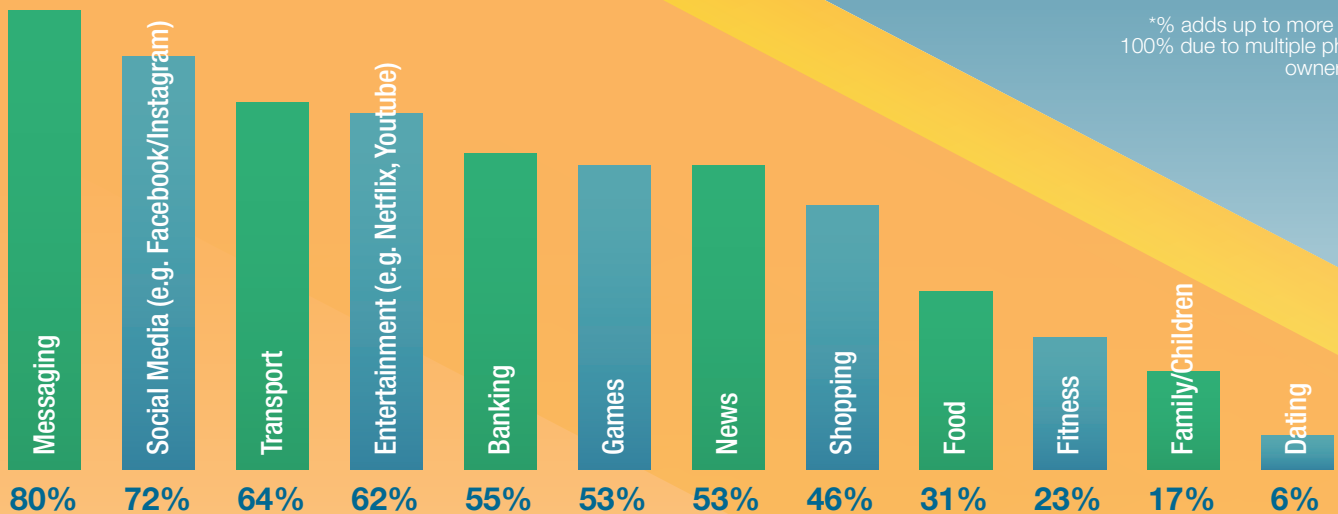
With the highest smartphone penetration in the world and the first country in Asia to get Google Pay, Blackbox asked Singaporeans to tell us which apps they are using and their favourite app by category.

Smartphone Platforms in Singapore



*% adds up to more than 100% due to multiple phone ownership

Types of Apps Singaporeans use



Overall Favourite Apps (by Selected Category)

	Messaging	Social Media	Transport	Taxis	Entertainment	Dating
Winner	Whatsapp	Facebook	GoogleMaps	GrabTaxi	Youtube	Tinder
Runner Up	WeChat	Instagram	SG Buses	Uber	Spotify	OkCupid

Government Satisfaction Index

Monthly
Index

76 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.

The Government Satisfaction Index for June rose slightly to 76 points overall. Most notable gainers in June were cost of living and housing.

Compared to 2015, the index is still well behind the strong satisfaction numbers recorded following Lee Kuan Yew's passing. Year on year, the scores are significantly lower on Government accountability, wages/salaries, the gap between rich and poor as well as health insurance.

In contrast, public transport was up in June although fieldwork was conducted prior to the recent news stories surrounding LTA and SMRT.

Rank	Issue	Satisfaction with Government	Change since last month	Change over last 12 months
1	Defence/ national security	94	0	-1
2	Crime levels	93	0	-1
3	The environment	90	0	-4
4	Racial relations/ integration	89	0	-2
5	Moral standards	87	4	-6
6	Care for the Elderly	86	1	1
7	Education system	84	0	-6
8	Management of the economy	84	1	-6
9	Health insurance/protection	83	2	-10
10	Public transport	80	7	11
11	Government accountability	80	2	-11
12	Taxes	75	0	-9
13	Civil rights/ liberties/ free speech	74	-1	-6
14	Jobs and unemployment	73	1	-7
15	CPF/pensions	70	-1	-7
16	Level of salaries and wages	63	-1	-13
17	Gap between rich and poor	61	3	-15
18	Population management	59	0	-4
19	Cost of living	57	5	14
20	Housing affordability	56	6	6
21	Motor vehicle prices/ COE	48	0	4
Overall Government Satisfaction Index		76	+2	-3

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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