Pre-Election Exclusive: 
MRT Breakdown Dampens Overall Government Standing

Gains recorded for Government satisfaction in recent months tapered off in July with overall satisfaction now down 4% since its peak in April 2015. Contributing to this drop was the recent spate of train disruptions, including a major breakdown during rush hour which affected close to 250,000 commuters. As a result, confidence in the Government’s handling of transportation issues saw a 12% month-on-month drop.

When comparing satisfaction levels to their peak in April 2015 Singaporeans on lower household incomes [less than $2,500 a month], registered a 22% drop in satisfaction with public transport – a larger fall than those on higher incomes. Further, confidence amongst low income earners on the Government’s handling of the CPF and population management have declined by 30% since April, highlighting the volatility surrounding these issues.

Overall Government Satisfaction Index from January 2014 to July 2015

Survey conducted immediately after national mourning of Lee Kuan Yew.
Our Government Satisfaction Index, which stands at 76.4 points in July, is now trending downwards since its peak in April 2015. This is the third consecutive month we have seen a drop in the overall Index. Saying that, this month’s score is in line with numbers recorded prior to LKY’s passing.

The MRT breakdown in early July put a heavy dampener on public transport satisfaction [-12%], which had made steady gains through the later part of 2014. Transport satisfaction over the last 12 months is now back in the red [-5%] and so there may be little surprise that the Transport Minister chose to fall on his sword this week.

### About the Results

Each month Blackbox conducts one thousand [1,000] face to face interviews with Singapore residents aged 15 and above across the nation. The sample is nationally representative and is stratified to factor in residential distribution across the island as well as gender, age, household type and ethnicity. The sample error is approx. +/- 3%. For further information, about the survey and other research services, please contact us at bboxpolll@blackbox.com.sg.
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 is our monthly community survey platform that has been running since 2013. We interview a representative sample of 1,000 Singaporeans every month using door to door methodology. 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.

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