

## Government Satisfaction Index

85 APR  
82 MAR

Circuit breaker life has impacted considerably on the GSI. With people stuck in doors, cost of living sentiment uncharacteristically improved 13 points in the month.

Indeed all major economic metrics improved in the month, likely reflecting the fact that Singaporeans are focusing more on getting through to June 1 and how the Government is performing on COVID19 responses rather than other matters. The GSI rose 3 points in April.

	Government Satisfaction	Change since last month	Change over last 12 months
Defence/ national security	97%	0%	1%
Crime levels	96%	-1%	1%
Education system	94%	1%	1%
Racial relations/ integration	93%	0%	0%
The environment	93%	1%	0%
Public transport	91%	7%	2%
Care for the Elderly	90%	-1%	1%
Health insurance/ protection	90%	3%	4%
Management of the economy	90%	6%	3%
Moral standards	89%	0%	1%
Taxes	87%	5%	7%
Government accountability	85%	5%	4%
CPF/pensions	85%	9%	8%
Jobs and unemployment	80%	8%	-1%
Civil rights/ liberties/ free speech	80%	0%	3%
Level of salaries and wages	79%	2%	2%
Population management	78%	4%	2%
Housing affordability	76%	2%	4%
Motor vehicle prices/ COE	76%	4%	7%
Gap between rich and poor	70%	2%	2%
Cost of living	68%	13%	5%
<b>Overall GSI</b>	<b>85%</b>	<b>3%</b>	<b>1%</b>

74 APR  
74 MAR

Community Satisfaction

64 APR  
63 MAR

Personal Finances

61 APR  
64 MAR

National Economy

## Singapore's Top 5 News Stories of the Month

% Who Followed the News % Who Paid Close Attention

1

**Coronavirus in Singapore:** A sharp rise in confirmed cases leads the Government to announce Circuit Breaker measures, which include enforced telecommuting and shut down of schools

68% 97%

2

**Coronavirus in other parts of the world:** Cases continue to surge in USA, Spain and Italy, as these countries overtake China with most number of confirmed cases and deaths

51% 96%

3

**Coronavirus in Southeast Asia:** Cases confirmed in Indonesia, while lockdowns take place in Malaysia, Thailand and the Philippines

45% 95%

4

**Coronavirus in China:** Number of new cases in China drops to almost zero, while the lockdown on Wuhan, the source of the virus, is lifted

41% 95%

5

**Budget support:** DPM Heng Swee Keat announces 2 supplementary budgets on top of Budget 2020, with a range of measures to help local households, workers, freelancers and businesses

47% 94%

### COVID19 and Employment: Singaporeans Fear the Worst

### COVID19: Upsides of Life at Home

### COVID19: After This Crisis, All I Want to Do Is...

# COVID19 and Employment:

## Singaporeans Fear the Worst

COVID-19 has upended everything. As PM Lee puts it, COVID-19 is the challenge of this generation but is confident in Singaporeans' resolve to overcome this crisis.

In this issue of YKA, we asked Singaporeans to evaluate their prospects, should they lose their jobs tomorrow. This is now a reality for many.

Predictably prudent, close to 4-in-10 Singaporeans report they have enough savings to tide their family through the next three months while 40% say they will need to make lifestyle adjustments. Just under one on four (23%) say they will need immediate financial help from friends or the Government to get through the next three months.

As a reflection of the emerging economic realities, Singaporeans are similarly pessimistic about future employment prospects should they lose their job. Close to 1-in-2 Singaporeans (47%) dare not confident of landing a new job paying close to what they earn now while only 28% of are confident of doing so. One in four (25%) are confident of getting a job but one that pays them less. However, Singaporeans under 40 years-old are much more confident finding a new job (34%), compared to their elderly counterparts (23%).

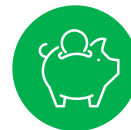
However, should the crisis last more than three months, 45% of Singaporeans do not think the two supplementary Budgets offer enough help to tide them through the crisis. So further support may be on the horizon before the next General election is called.

### How will Singaporeans respond, should they lose their jobs tomorrow?\*



I have enough savings to tide me and my family through the next 3 months

39%



I will need to make adjustments to my lifestyle to get through the next 3 months

40%



I will have to seek immediate financial help from my friends or the Government to get through the next 3 months

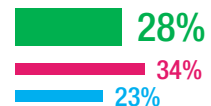
23%

\*Rated 8-10 on a scale of 1-10, where 1 is strongly disagree and 10 is strongly agree

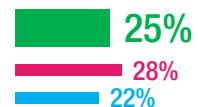
### How confident are you in finding a new job should you lose yours?

■ All Singaporeans  
■ Under 40 yrs  
■ 40 yrs and above

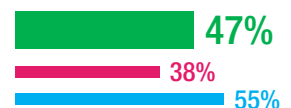
I am confident I could find another job of similar pay in a reasonable time



I am confident I could find a job that likely pays me less than what I currently earn



I am not confident I could find another job of similar pay in a reasonable time





## COVID19:

### Upsides of Life at Home

The Circuit Breaker maybe keeping Singaporeans home, but it's not necessarily keeping Singaporeans down. In this house-bound period, Singaporeans say they are adapting well to the changing circumstances.

According to our latest YKA findings, 51% of Singaporeans are happy to spend more time with their family while more than 2-in-5 Singaporeans are using their downtime during Circuit Breaker to clean up their households. A third claim they have learned how to cook their own meals.

In another sign of Singaporeans growing more accustomed to these turbulent times, many are relieved that they no longer need to take public transport during rush hour (53%). Looking your best is also not a priority – 47% are glad they do not have to put on formal office wear while 41% are happy to avoid the effort of grooming themselves or putting on makeup (41%).

At a personal level, 45% of Singaporeans are glad to be able to plan their own time better. And one of the unexpected perks of Circuit Breaker is the ability to take a nap whenever needed (44%), a luxury Singaporeans rarely get to enjoy in normal times.

### Top 10 things making Singaporeans happy during Circuit Breaker\*

Avoiding public transport during rush hours  
53%



Spending more time with family  
51%

No need to put on formal office wear  
47%



Better control of my own time  
45%

Taking a nap whenever I need to  
44%



Cleaning up my house  
42%

No need to self-groom or put on make-up  
41%



Binge-watch all the shows I want  
39%

Play games during the day  
37%



Learning to cook my own meals  
33%

**Most countries' COVID-19 responses rated poorly by own citizens in first-of-its-kind global survey**

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\*Rated 8-10 on a scale of 1-10, where 1 is strongly disagree and 10 is strongly agree



## COVID19:

### After This Crisis, All I Want to Do Is...

After a sustained period indoors, most Singaporeans are obviously looking forward to 1 June, the end of the Circuit Breaker period. Given the range of things we have all had to live without, we asked people which activities they are most looking forward to doing again?

At the top of the list, 2-in-3 Singaporeans are simply looking forwards to leaving their homes and going outside even if we all face an extended period of compulsory facemasks and social distancing.

More than half (56%) of Singaporeans say they are looking forward to catching up with family and friends again, while 55% are eager to fulfil their wanderlust and travel overseas again, a desire that will relieve the airlines.

The fourth and fifth most anticipated activities are a reflection of the simple joys of a Singaporean lifestyle; we just want to dine out (54%) and head down to a mall again (53%).

P.S. Men seem more eager to send their kids back to school.

### Top 10 things Singaporeans look forward to doing again after Circuit Breaker\*

		All Singaporeans	Under 40 yrs	Over 40 yrs
Going outside in normal circumstances		67%	68%	67%
Meet family and friends		56%	59%	53%
Travel overseas		55%	53%	55%
Dine out		54%	56%	52%
Shopping in a mall		53%	53%	53%
Sending children back to school		44%	52%	37%
Watch a movie in a cinema		38%	41%	35%
Visit places of attraction		35%	39%	31%
Go to the library		35%	37%	32%
Swimming		32%	36%	28%

\*Rated 8-10 on a scale of 1-10, where 1 is strongly disagree and 10 is strongly agree

How are Singaporeans responding to  
**COVID-19**  
Weekly Community Tracking

**COVID-19 Weekly Community Tracking**  
updated as of 21 May

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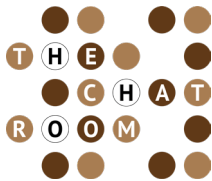


### Who We Are

Blackbox Research is a Singapore based data content specialist. We provide research and affiliated data and communications services for business, government and NGO clients across Asia.

### 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 [comms@blackbox.com.sg](mailto:comms@blackbox.com.sg) for assistance.






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.

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