



Government Satisfaction Index

83 OCT
82 SEP

Taxes and motor car prices/COE saw the largest drop (2 points), while the highest gain was in income/wealth gap (6 points). Cost of living came in second, with a gain of 3 points.

	Government Satisfaction	Change since last month	Change over last 12 months
Defence / national security	96%	0%	-1%
Crime levels	95%	0%	-1%
Racial relations / integration	93%	1%	-1%
Education system	92%	-1%	2%
The environment	92%	0%	0%
Public transport	90%	-1%	9%
Moral standards	90%	1%	3%
Care for the elderly	88%	2%	3%
Management of the economy	87%	1%	2%
Health insurance / protection	86%	-1%	2%
Government accountability	82%	1%	2%
CPF / pensions	81%	1%	7%
Taxes	79%	-2%	1%
Civil rights / liberties / free speech	79%	1%	3%
Population management	78%	2%	6%
Level of salaries and wages	75%	2%	5%
Jobs and unemployment	75%	1%	2%
Housing affordability	71%	-1%	1%
Motor vehicle prices / COE	70%	-2%	2%
Gap between rich and poor	69%	6%	8%
Cost of living	65%	3%	11%
Overall GSI	83%	1%	3%

77 OCT
74 SEP

Community Satisfaction

65 OCT
61 SEP

Personal Finances

64 OCT
59 SEP

National Economy

Singapore's Top 5 News Stories of the Month

% Who Followed the News

% Who Paid Close Attention

1

Govt announces \$100 tourism vouchers for Singaporeans 18 years old and above in bid to help tourism sector



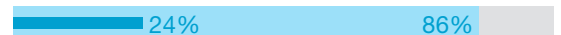
2

Government relaxes work from home policy as companies plan to ease staff back into the office from Sept 28



3

US Presidential campaign flies off the rails with disruptive first debate followed by the announcement that President Trump and the First Lady had tested positive for COVID19



4

Singapore makes travel green lane agreements with Japan and South Korea, while discussions with Indonesia, Thailand and Hong Kong are ongoing



5

US bans TikTok and WeChat downloads, prompting TikTok to threaten legal actions against the Trump administration



SG justice in the spotlight

Has COVID-19 accelerated the death of cash usage?

Is Singapore getting too tough on smokers?

SG justice in the spotlight

The story of Ms Parti Liyani, an Indonesian domestic worker falsely accused of stealing by her employer, riled up Singaporeans this month.

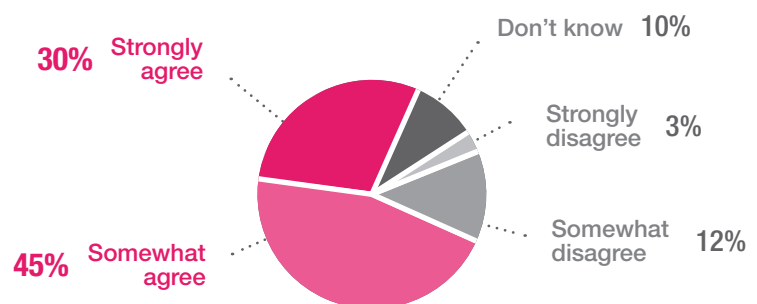
At the heart of the controversy is the fact that she had to go all the way to the High Court to clear her name, as her accuser is a prominent public figure whose position weighed heavily on the initial proceedings.

Singaporeans were asked to share their views on this case and on its implications for Singapore's justice system.

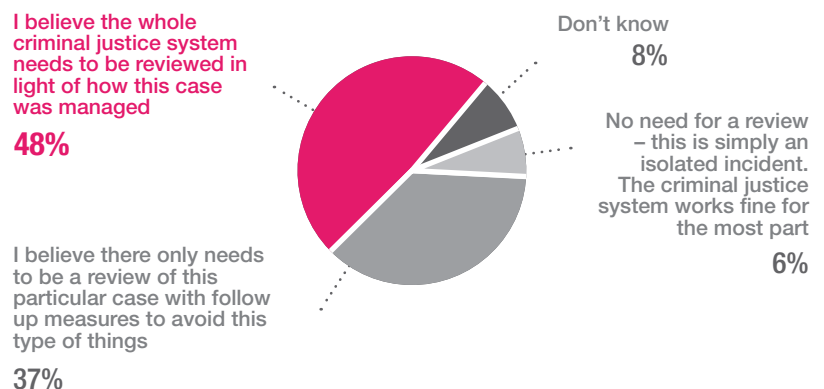
For 75% of respondents, the incident uncovers major flaws in the system. For 40% of them, no specific party can bear responsibility – all parties involved are to blame.

When asked if Singapore's justice system is in need of a wider review in light of how this case was managed, less than half of all Singaporeans (48%) feel the entire criminal justice system requires a comprehensive review.

Some commentators have suggested that the fact that Parti Liyani had to battle all the way to the High Court to clear her name means something is wrong with the Singapore justice system. Do you agree or disagree?



Do you feel there needs to be a wider review of the criminal justice system in Singapore?





Has COVID-19 accelerated the death of cash usage?

Singapore has been trying to go cashless for some time, and the COVID-19 pandemic may have accelerated the movement. Our latest findings show that only 23% of Singaporeans still prefer cash as a primary mode of payment, while 75% are comfortable paying with a mobile phone – reaching a high of 84% among 25 to 34-year olds.

This eagerness is tempered by the sheer number of competing mobile payment platforms. Nearly half of all Singaporeans (48%) are frustrated that there is no single digital payment option that makes it easy and convenient to move money instantly. The share of disgruntled users grows to 56% among the under 35s.

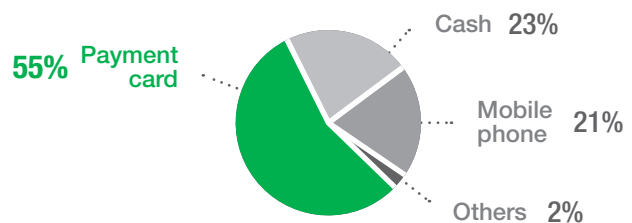
Despite this barrier, mobile phones may be close to replacing payment cards the same way cards have gradually replaced cash. At the moment, 47% of Singaporeans say cards are their preferred mode of payment – but with one in four Singaporeans aged 25 to 49 preferring phones, the trend may change quickly.

At 51% of usage, PayNow wins the mobile payments war – with DBS PayLah and PayPal trailing behind (both at 40%).*

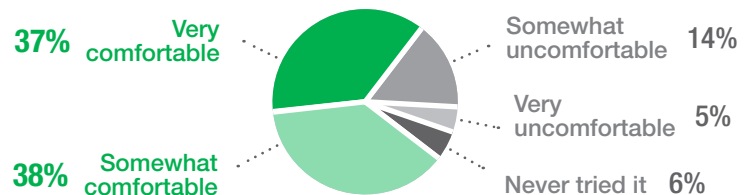
Overall, the year 2020 may not be the year Singapore goes completely cashless, but evidence suggests that mobile phones are likely to displace cash within the next five years.

* A full dataset of all mobile payment brand usage in Singapore is available from Blackbox upon request. [Contact us](#) for more details.

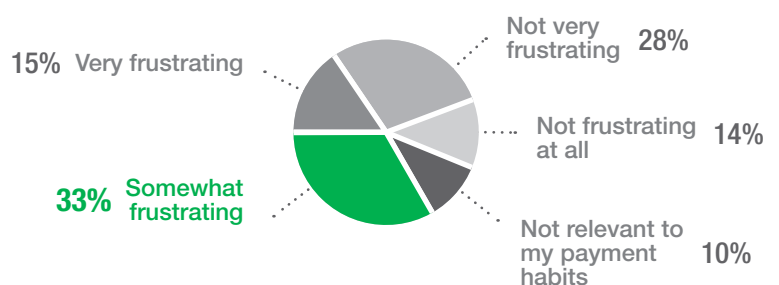
What is your preferred payment method?



How comfortable are you using a mobile device to make payments?



How do you feel about the lack of a single, unified payment option in Singapore?



Is Singapore getting too tough on smokers?

The Singapore government is considering a new law to ban smoking in residential buildings, adding to its existing arsenal of strict laws prohibiting smoking in most indoor areas and in many outdoor areas.

The measure – which would ban smoking near windows or on balconies to minimise neighbours' exposure to second-hand smoke – has been described as unnecessary or excessive on social media.

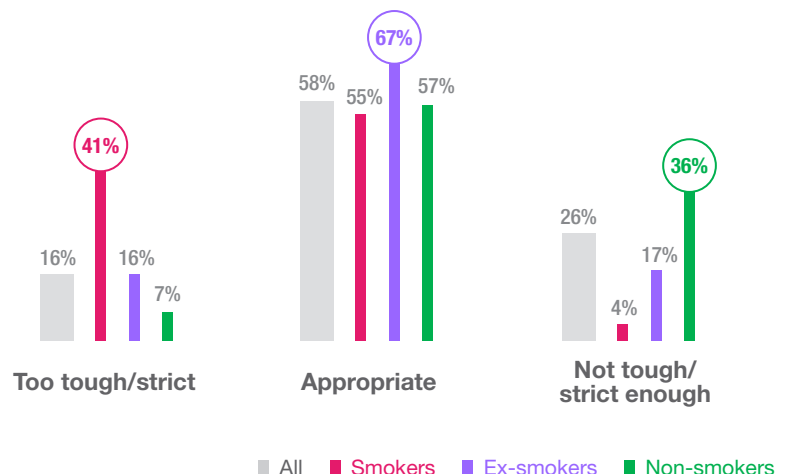
And yet, our findings reveal overwhelming support for this measure: 85% of all Singaporeans support it, and approval remains high among non-smokers (90%), occasional smokers (86%), and ex-smokers (83%).

Even among smokers, more than half (58%) express support for the new law. Likewise, 81% of people who have a regular smoker in their close social circle approve of the proposed measure.

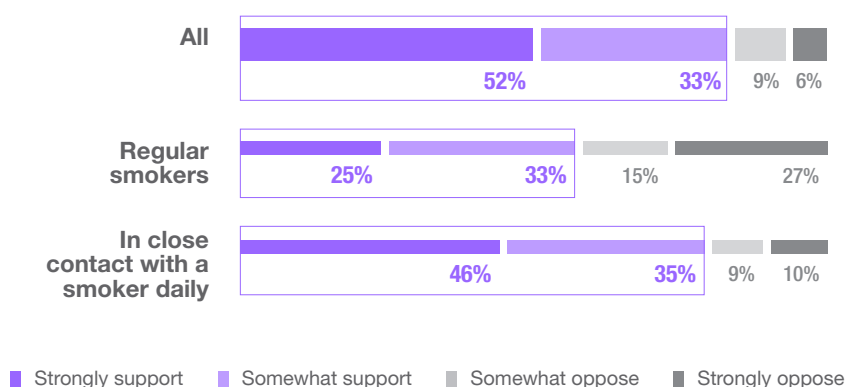
Overall, it seems that tough measures are the way to go when it comes to smoking.

Could it be a matter of time before cigarettes are completely banned in Singapore, similar to how the shisha and electronic cigarettes were outlawed a few years ago?

What do you think about existing laws prohibiting smoking in public areas?



Do you support the new proposed law that bans smoking near windows or on the balconies of smokers' homes?



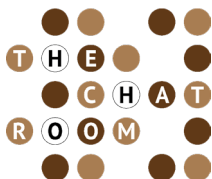


Who We Are

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 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.

For more information, visit thechatroom.com.sg



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