



Government Satisfaction Index

83 MAY
85 APR

The Blackbox GSI was down two points in May and the y-o-y trends are on the decline as well, especially across 'iron rice bowl' issues such as cost of living and housing affordability (both down 6 points y-o-y).

Moving forward, it appears that the pandemic-driven slowdown is starting to bite heavily.

	Government Satisfaction	Change since last month	Change over last 12 months
Defence/ national security	96%	-1%	0%
Crime levels	96%	0%	0%
Racial relations/ integration	92%	-2%	-1%
Education system	93%	0%	0%
The environment	92%	-1%	-1%
Public transport	92%	1%	0%
Moral standards	89%	-2%	-2%
Care for the Elderly	91%	1%	0%
Management of the economy	89%	-2%	0%
Health insurance/ protection	87%	0%	-5%
Government accountability	84%	0%	-2%
Taxes	83%	-2%	-2%
CPF/pensions	84%	0%	-1%
Civil rights/ liberties/ free speech	80%	-3%	-4%
Population management	76%	-2%	-3%
Jobs and unemployment	78%	-3%	-2%
Level of salaries and wages	75%	-3%	-5%
Motor vehicle prices/ COE	73%	0%	-3%
Housing affordability	71%	-3%	-6%
Gap between rich and poor	67%	-3%	-4%
Cost of living	64%	-1%	-6%
Overall GSI	83%	-2%	-2%

76 MAY
82 APR

Community Satisfaction

65 MAY
70 APR

Personal Finances

73 MAY
78 APR

National Economy

Singapore's Top 5 News Stories of the Month

% Who Followed the News

% Who Paid Close Attention

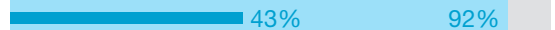
1

COVID-19: Singapore to stop entry for all long-term pass holders, short-term visitors with recent travel history to India



2

COVID-19 cases surges in India as it overtakes Brazil as second worst-hit country after US



3

DPM Heng Swee Keat steps aside as leader of PAP 4G team before cabinet reshuffle: Lawrence Wong to be Finance Minister, Ong Ye Kung to take over Health and Chan Chun Sing to helm Education



4

12 migrant workers at Westlite Woodlands dormitory tested positive for COVID-19 followed by new cluster at Tan Tock Seng Hospital



5

Indonesian navy searching for missing submarine with 53 on board



Featured articles

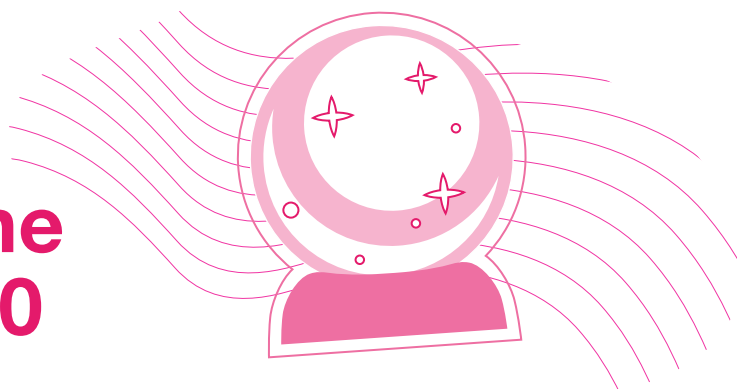
+ **Crystal Ball: What We Imagine for the Year 2030**

+ **Should Social Media Platforms Require Real IDs?**

+ **Honey, You Can Have Him: Rising Divorce in Singapore**



Crystal Ball: What We Imagine for the Year 2030



It might only be 2021, but this decade already feels longer and very different to others in recent memory. COVID-19 has stopped us in our tracks, China is now challenging the United States' global dominance in substantive ways, and climate change poses an even greater threat to the planet than ever before.

Yet Blackbox polling shows that Singaporeans remain fairly optimistic about the future, imagining a fairer, more sustainable society and better solutions to today's problems.

In terms of local changes, the current pandemic remains top of mind. Nearly seven in ten Singaporeans believe that COVID-19 will still be with us in 2030, but probably controlled through regular booster shots.

This is followed by innovation in sustainability, which is seen as very likely to develop in the coming decade. Three sustainability-driven innovations feature high on the list of what is likely in 2030: the rise of electric vehicles (69%), a sector that we see **growing rapidly** in the next decade; the advent of plant-based meat substitutes (58%); and an established water autonomy from Malaysia (58%).

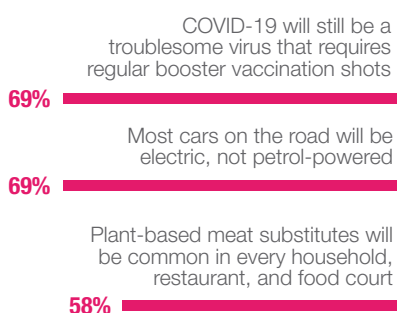
This confirms recent research by Blackbox that a more **responsible** and **sustainable** use of resources is important to Singaporeans.

Globally, Singaporeans see a big shake-up over the next ten years. Many envisage shifts resulting from digitalisation, with streaming entertainment dominating the media landscape (73%) and online medical consultations becoming much more commonplace (65%).

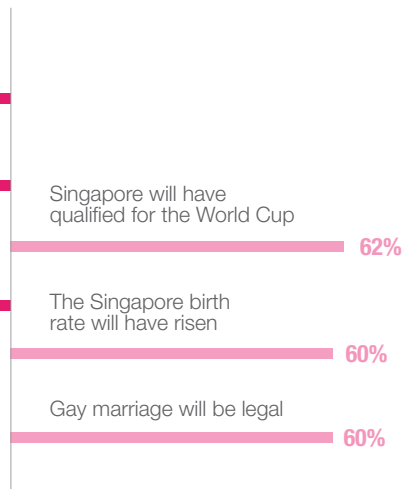
Singaporeans also see likely changes in the global socio-political landscape, with China becoming more powerful than the United States (63%), more pandemics affecting the world (63%), and a woman finally becoming President of the United States (62%).

On a lighter note, most of us think that Singapore qualifying for a World Cup is about as likely as humans living on the moon in 2030 (26% versus 29%, respectively).

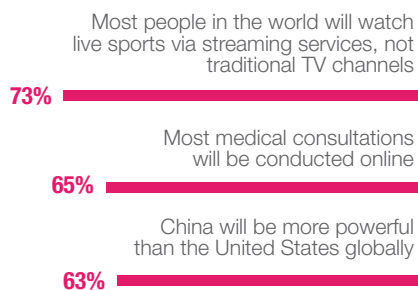
Most likely to happen in Singapore by 2030 (Top 3)



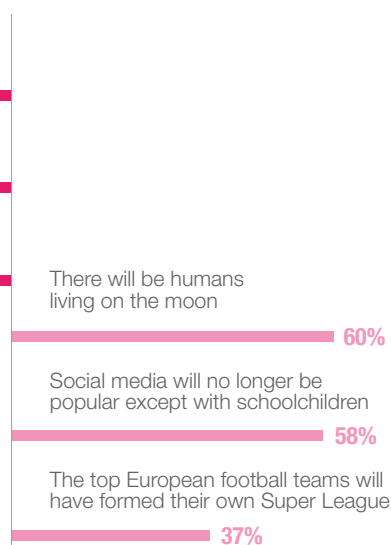
Least likely to happen in Singapore by 2030 (Top 3)



Most likely to happen in the world by 2030 (Top 3)



Least likely to happen in the world by 2030 (Top 3)



**Totals may not add-up to 100 due to rounding*



Should Social Media Platforms Require Real IDs?



A recent survey of tech experts in the United Kingdom revealed that nearly two in three (64%) believe that platforms like Twitter and Facebook should **require users to provide a real ID**, making people fully accountable for what they post online.

Do we need to go this far? Would such a change even be acceptable to Singaporeans?

On the surface, yes. More than three in four (77%) agree to the idea of real IDs being attached to online social activities. Surprisingly, millennials are most in favour while Gen Zers are least favourable, highlighting important generational gaps when it comes to privacy issues in the digital sphere.

Some of the benefits are also apparent to Singaporeans, particularly the eradication of dangerous, offensive, or problematic content. Half of Singaporeans (50%) think the end of anonymity will greatly contribute to reducing the amount of fake news circulated online, closely followed by the reduction of offensive comments (49%).

Completing the top 5 benefits of requiring a real ID for social comments are eliminating rumours (47%), racist comments (46%), and mitigating the spread of conspiracy theories (42%).

The downside for Singaporeans, however, is the impact that requiring IDs might have on their ability to criticise political leaders online.

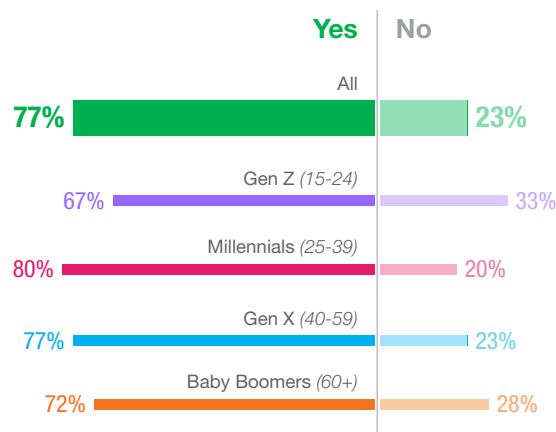
This is aligned with **recent research** by Blackbox looking at current attitudes towards social media; our data shows that Singaporeans are more likely to view social media as a tool to hold people – public figures as well as users – accountable for their actions.

These findings suggest that Singaporeans are generally supportive of measures that make the internet a safer, more wholesome space. It remains to be seen, however, whether increasing social media users' accountability is as straightforward as making social media platforms less anonymous.

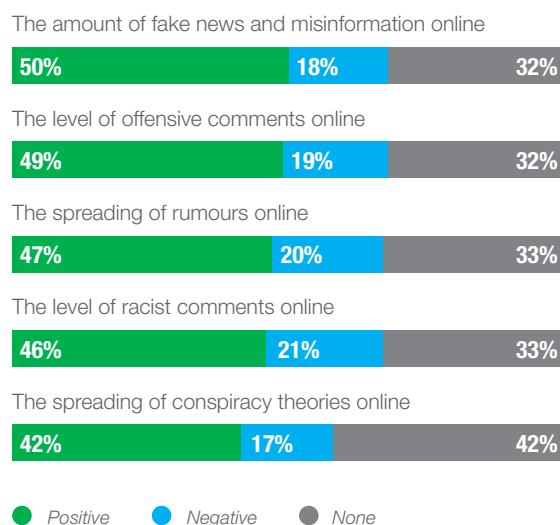
Indeed, platforms such as Facebook already make it compulsory to register with a real name – and **advanced algorithms** are specifically designed to identify and delete pseudonymised accounts. While this undoubtedly reduces the number of fake accounts used to spread spam, phishing links, or malware, a number of **hate groups** still thrive within and around the platform.

Perhaps the expansion of the **Airbnb model** – that of requiring a scanned ID and proof of address to create an account – may be the way forward. But then come several thorny questions: this model may very well work for Airbnb to ensure peer-to-peer transactions are secure, but will it be relevant for platforms designed for users to exchange opinions? If found applicable, who is in charge of determining whether a topic or view is out-of-bounds? And what criteria will they use to reach such conclusions?

Should social media platforms require users to provide an ID to ensure they are accountable for what they do/say online?



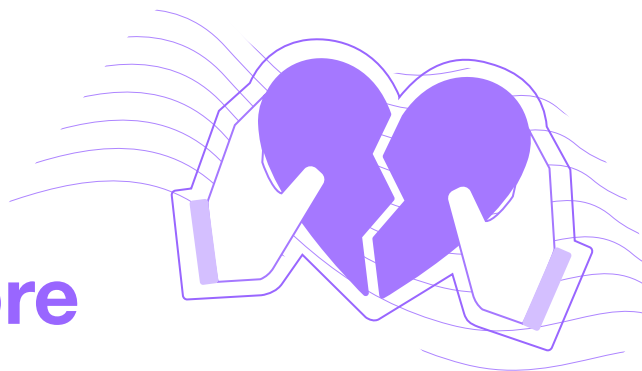
What would be the impact of forcing users to provide their real identity on social media and online news platforms? (Top 5)



*Totals may not add-up to 100 due to rounding



Honey, You Can Have Him: Rising Divorce in Singapore



Recent data released by the Ministry of Social and Family Development (MSF) reveals that **divorce rates in Singapore are on the rise**, especially amongst couples who have been married between 5 and 10 years.

With seemingly rock-solid couples like **Bill and Melinda Gates** announcing their divorce, it is worth looking at why we think 'decoupling' is now becoming more commonplace locally.

When asked about the likely causes behind rising divorce rates, Singaporeans unsurprisingly put money and socio-economic changes at the top of the list: women's economic independence now gives them more options (22%) and many couples still fight over financial issues (21%).

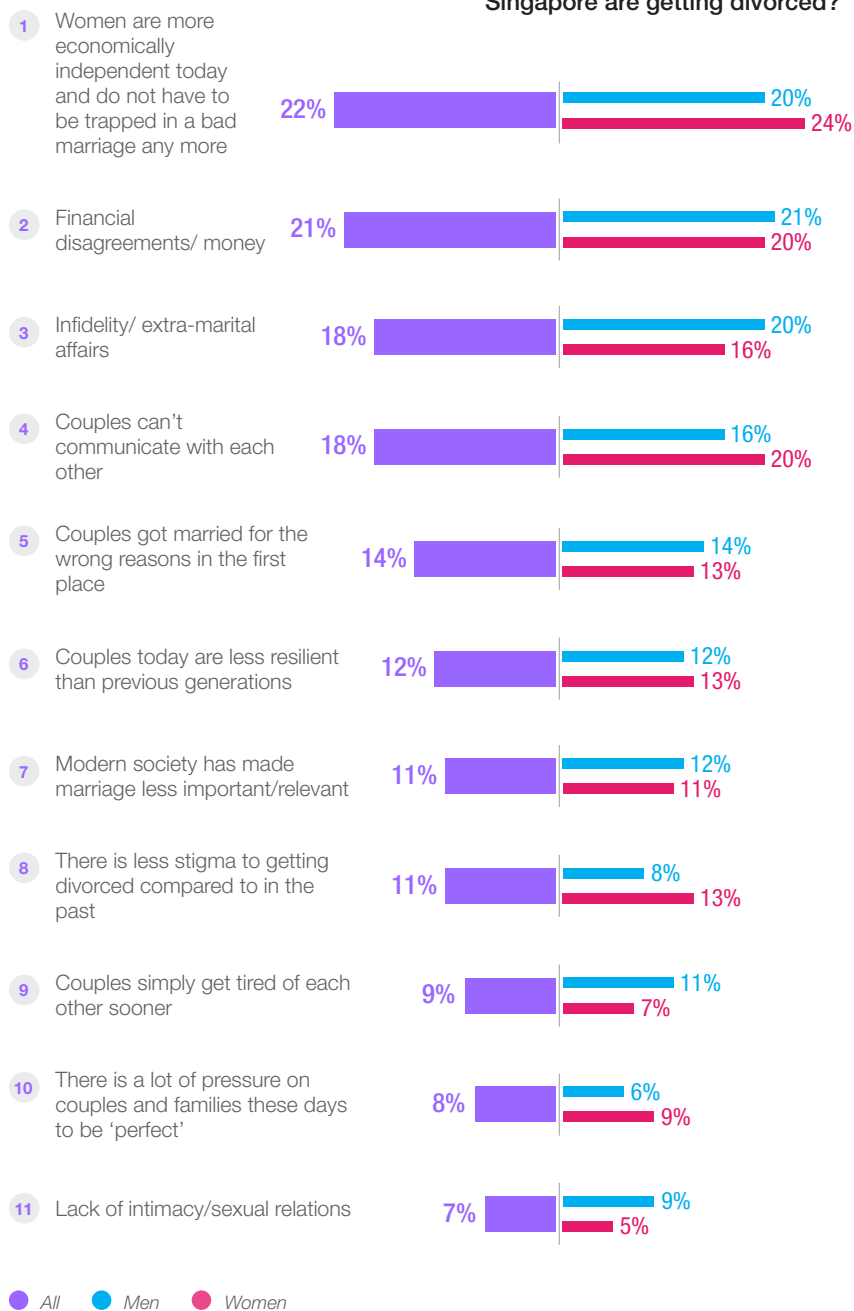
Across the board, the data shows some differences in the way men and women view the causes of divorce.

Singaporean men are more prone to blame factors related to the sexual side of marriage – couples get tired of each other, infidelity, a lack of intimacy, changes to physical appearance – while women are more likely to highlight communication issues, along with the greater opportunities that now allow them to exit a bad marriage.

These findings suggest that just as in other mature economies, divorce is set to keep rising in Singapore. Indeed, the root causes of strained marriages – financial woes, demanding jobs, busy schedules, family obligations, over-bearing in-laws – may have intensified during the pandemic-induced economic slowdown.

This may be why the MSF has recently called for the public to contribute views on measures to **better support divorcing couples and their children**. Indeed, while the government recognises that divorces cannot be avoided, their long-term consequences can be mitigated.

Why do you think more couples in Singapore are getting divorced?



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Who We Are

Blackbox provides clients with decision science solutions, offering consumer, business, and community perspectives on contemporary problems and challenges. We monitor emerging trends both regionally and globally with the main aim of signalling potential changes of significance before they occur.

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 bizdesign@blackbox.com.sg for assistance.

every+one

In addition to YKA, Blackbox now runs a six-country bi-monthly omnibus study across ASEAN: every+one. Through 2021 Blackbox will be providing regular updates on key trends and on the ground sentiment across the increasingly important Southeast Asian region. If you would like to be included in our mailing list for every+one or purchase questions in the omnibus, please reach out. You can contact us at bizdesign@blackbox.com.sg



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