

SUMMARY OF KEY FINDINGS (STATISTICS) – GRACIOUSNESS SURVEY 2019-20

1. Sentiment toward State of Graciousness during COVID-19

Overall perceptions towards how Singapore had reacted during the Covid-19 situation at the point of data collection was largely positive (2019/20 W2 only)

	Mean (out of 10)
Showing support for each other within the community	7.12
Adapting to adversity and coming out stronger	7.02
Doing the right thing in times of fear and uncertainty	6.50

2. Donation/ Philanthropy

In terms of donation/ philanthropy, fewer claimed to have donated toward charitable causesⁱ

	2018/19	2019/20	Change
Donated goods to charitable causes	29%	22%	-7% points
Donated money to charitable causes	47%	41%	-6% points
None of the above ⁱⁱ	38%	45%	+7% points

3. General perceptions on specific gracious behaviours

Looking into specific behaviours, the biggest rating improvements were perceived in the returning of trays, keeping food areas, toilets and common areas clean, dry and tidy

	2018/19	2019/20	Change
Returning food tray / keep food areas clean after eating	6.08	6.55	+0.47
Keeping public / common areas clean and tidy	6.62	7.03	+0.41
Keeping public toilets clean and dry after use	6.34	6.72	+0.38

4. State of Neighbourliness

Overall satisfaction with neighbours remained stable

	2018/19	2019/20	Change
Very satisfied / satisfied	88%	89%	+1% point

Topmost expectations of neighbours remained the same, though there were more mentions of greetings, respecting cultural needs and keeping common spaces clean. Being able to rely on neighbours was displaced as a top expectation

	2018/19	2019/20	Change
Showing respect for each other's cultural / religious needs	25%	32%	+7% points
Showing considerations by keeping noise level down	35%	41%	+6% points
Playing their part to keep common spaces clean and tidy	25%	30%	+5% points
Greeting each other	48%	51%	+3% points
Able to rely on each other in times of need / emergency	36%	31%	-5% points

When compared to their actual experience, more neighbours are considerate about noise levels, while others remained relatively stable

	2018/19	2019/20	Change
Showing respect for each other's cultural / religious needs	57%	55%	-2% points
Showing considerations by keeping noise level down	50%	57%	+7% points
Playing their part to keep common spaces clean and tidy	55%	50%	-5% points
Greeting each other	61%	61%	-
Able to rely on each other in times of need / emergency	48%	48%	-

Overall, awareness and follow-up participation in community initiatives aimed at improving neighbourliness was significantly lower

Singaporeans + PRs			
	2018/19	2019/20	Change
Aware of community initiative to improve neighbourliness – Yes	32%	25%	-7% points
Participated in the initiatives - Yes	46%	32%	-14% points
Non-residents			
	2018/19	2019/20	Change
Aware of community initiative to improve neighbourliness – Yes	10%	15%	+5% points
Participated in the initiatives - Yes	30%	30%	-
Total (Singaporeans + PRs & Non-residents)			
	2018/19	2019/20	Change
Aware of community initiative to improve neighbourliness – Yes	27%	22%	-5% points
Participated in the initiatives - Yes	45%	32%	-7% points

5. State of Integration

The overall integration experience remained positive for both Citizens and non-Citizens

	2018/19	2019/20	Change
Singaporeans	6.55	6.75	+0.2
PR and Foreigners	7.48	7.55	+0.07

Social interactions between locals and foreigners still occur primarily in a professional setting and in the neighbourhood.

Interactions in a professional/academic setting has remained stable

	Singaporeans	PR	Foreigners
2018/19	41%	52%	69%
2019/20	42%	54%	70%

Interactions in the neighbourhood have increased

	Singaporeans	PR	Foreigners
2018/19	14%	33%	32%
2019/20	19%	35%	33%

Interactions in a social setting have dropped

	Singaporeans	PR	Foreigners
2018/19	19%	46%	34%
2019/20	16%	30%	27%

6. Parenting, values inculcation & graciousness

A remarkable increase in parents stated that leading by example is the best way to inculcate gracious behaviours in their children

	2018/19	2019/20	Change
Leading by example	63%	80%	+17% points
Explain impact of gracious behaviour	30%	41%	+11% points
Reprimand when they are ungracious	24%	31%	+7% points

7. State of online graciousness (new)

Almost 1 in 2 felt that making insensitive or inappropriate jokes was the most ungracious behaviour online, followed by shaming others, using inappropriate language, and spreading misinformation.

Expressions of ungracious behaviour online

	2019/20
Making jokes or comments with sexual/racial/religious undertones	46%
Online shaming	42%
Using foul language, swearing, cursing	38%
Sharing falsehoods/ rumours online	37%
Making jokes or comments aimed at embarrassing someone	36%

Most practiced passive/preventive behaviours such as not adding inappropriate comments, but majority will not consciously call out or push back against ungracious behaviours online as they found it to be more challenging.

Frequency of acts of graciousness online

	Do it most of the time
Not making inappropriate comments/trolling	43%
Reporting inappropriate posts	14%
Calling out ungracious behaviour	6%

ⁱ One-off activities such as initiated by companies as part of corporate social responsibility, schools (e.g. parent volunteering) or activities that are part of the school's curriculum are excluded

ⁱⁱ Refer to accompanying Graciousness Survey Slides, slide #10