



CITIZEN SURVEY

VIDEO TRANSCRIPT

WHAT WILL MAKE CITIZENS ENGAGE MORE WITH DIGITAL GOVERNMENT?

We asked 5,000 people in the USA, UK, Germany, Australia

AND SINGAPORE

HERE'S WHAT WE FOUND

56% of Singapore citizens regularly use digital services

66% satisfied with the experience

Only 8% don't use any at all

WHAT DO SINGAPORE CITIZENS WANT

80% + greater security and reliability

77% easier interaction

67% single portal for multiple services

62% personalised information

65% payments through preferred apps

SINGAPORE CITIZENS TRUST AI

75% believe AI would be as fair as humans in handling

eligibility and case management...

...DECISIONS

Over **70%** of Singapore citizens believe **AI** would contribute to more accurate, useful information 24/7, 365 days-a-year services cyber security and protection

SINGAPORE CITIZENS WANT MORE INNOVATION AND TRANSPARENCY

71% want government to collaborate with **global enterprises**

64% want government to collaborate with **universities**

and **65%** want **greater collaboration** across government

70% would trust Governments more if they showed how **innovation improves lives**

CITIZENS. KNOW THEM TO SERVE THEM.

Find out more at <https://www.accenture.com/Singapore-Smart-Nation>

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