

## ANNEX A

### FACTSHEET

#### Annual Digital Government Perception Surveys

The Smart Nation and Digital Government Office (SNDGO) and the Government Technology Agency of Singapore (GovTech) conduct annual Government to Citizens (G2C) and Government to Businesses (G2B) surveys to measure citizens and businesses' satisfaction with government digital services.

In 2018, Degree Census Consultancy Pte Ltd was commissioned to survey the top 20 digital government services in Singapore. Across citizens and businesses, an average of 95% of respondents agreed that both G2B and G2C digital services have improved, and would encourage their friends and families to use them. "Relevant", "Seamless" and "Easy to Use" are the top three drivers for overall satisfaction.

The G2B and G2C scores have improved in 2018, from 73% to 78% for Citizens and 64% to 69% for Businesses.

Please refer to [Appendix](#) for an overview of the survey findings.

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## APPENDIX

### Digital Government Customer Perception Survey (Citizens)

The Digital Government Customer Perception Survey (Citizens) assesses citizens' satisfaction of key digital government services and to identify areas for further improvement.

The survey was conducted from October to December 2018 for calendar year (CY) 2018. 1,500 respondents, comprising representatives of the total demographic population above the age of 19, were surveyed. Data collection was done via face-to-face interviews.



## Digital Government Customer Perception Survey (Businesses)

The Digital Government Perception Survey (Businesses) assesses the business community's satisfaction of key digital government services and to identify areas for further improvement.

The survey was conducted from October to November 2018 for CY2018. 1,600 businesses from 13 different industry sectors (e.g. Commerce, Construction, Financial & Business Services, Manufacturing, Transportation, Storage & Communications etc.) that are based in Singapore were surveyed. Data collection was done through telephone interviews.

### SURVEY RESULTS



**94%**  
of the businesses would recommend or encourage their colleagues and friends to use digital government services

almost **100%** of the businesses used digital government services for their operations in CY2018



### Overall Satisfaction with Digital Government Services

■ Satisfied (Rating of 4 and above)  
■ Very Satisfied (Rating of 5 and above)



**97%**  
expressed satisfaction (rating of 4 and above on a scale of 6) with the overall quality of digital government services.



**69%**  
were very satisfied (rating of 5 and above on a scale of 6).

\* Data collected in calendar year 2018. FY2017 data not available due to survey review.