

SUMMARY OF KEY FINDINGS (STATISTICS) – GRACIOUSNESS SURVEY

1. Sentiment toward State of Graciousness

Overall perceptions towards graciousness in Singapore has improved since the stable ratings from 2021-2023.

State of Singapore's Graciousness (FY)	2021-22 (Mean out of 10)	2022-23 (Mean out of 10)	2023-24 (Mean out of 10)
	6.1	6.3	7.2

Acts of Graciousness

Graciousness Index was uplifted by those in 25–44 year-old range. This group is found to have witnessed, received, or done more acts of graciousness.

FY	2023-24
Received	67%
Done	81%
Witnessed	74%

Positive sentiments

More among 25–44 year-olds expressed more positive sentiments in 2023 when it came to showing consideration and being courteous and appreciative compared to previous years. One possible reason for this is the content strategy of various organisations geared towards this age group.

FY	2023-24 (Mean out of 10)
Consideration for others	7.3
Being courteous	7.4
Showing appreciation for others	7.4

2. State of Online Graciousness

Overall perceptions towards graciousness online in Singapore has increased from the stable ratings from 2021-2022. Findings showed that the change of the perceptions was due to the younger age group (25–44 year-olds) who were reported to have witnessed, done and received more acts of graciousness online.

State of Singapore's Online Graciousness (FY)	2022-23 (Mean out of 10)	2023-24 (Mean out of 10)
	6.2	6.9

Attitudes towards the online environment

Though overall perceptions towards the online environment have improved, perceptions on needing more education on gracious online behaviour continues to persist from the past year. Additionally, a larger proportion perceived graciousness offline to be affected by the online environment.

FY	From 2022-23 to 2023-24
More needs to be done to educate people on gracious behaviour in the digital world	+10 %-points
Gracious behaviours are usually neglected in the digital world	+10%-points
When I come across negative comments or poor behaviours online, it affects how gracious I feel Singapore is offline	+18%-points

3. State of Neighbourliness

Overall satisfaction on relationships with neighbours has increased from last year, with more than 4 in 5 satisfied with their relationship with neighbours.

	2022-23	2023-24
Satisfied	69%	81%

Satisfaction with neighbourly behaviours

Satisfaction with neighbourly behaviours has significantly increased. The largest improvements came from offering help to each other, or being considerate when it comes to noise.

	2022-23	2023-24	Change
Neighbours willing to offer / accept small acts of help from each other	36%	59%	+63.9 %-points change
Reducing unintentional noise (by using door stoppers, furniture slides)	30%	50%	+66.7 %-points change
Informing neighbours in advance if carrying out activities that may produce noise	36%	56%	+66.7 %-points change

Barriers to interaction

Though the majority of respondents were satisfied with their neighbours, there were a few barriers to interaction that were more commonly encountered. Opportunities for neighbours to interact – meet, chat and get to know each other – might be limited which calls for initiatives to lower barriers to interaction. The top 3 barriers are in the table below.

	%
Neighbours and I come home at different times so we don't cross paths often	36%
Neighbours' doors are often closed so I don't get to see them often	35%
I don't know what to say to my neighbours	23%