

**MEDIA FACTSHEET**

**KEY FINDINGS FROM 2021 DIGITAL READINESS SURVEY**

*1 in 2 Singaporeans felt they were able to perform important digital tasks*

The Ministry of Communications and Information (MCI) periodically conducts a Digital Readiness Survey (DRS) to understand Singaporeans' level of proficiency with digital technologies and their views towards digitalisation. It was first conducted in 2019 and the latest survey was completed in 2021.

2. This factsheet outlines the comparative findings across both survey periods, focusing on essential digital skills across various segments of the Singapore population.

**Methodology**

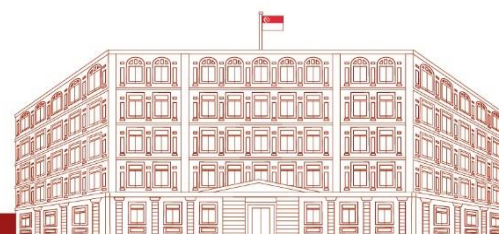
3. The DRS was a door-to-door, face-to-face survey, conducted with a randomly selected sample of Singapore Citizens aged 15 and above. DRS 2021 was conducted between November 2020 and February 2021 with about **1,750** respondents. The 2019 DRS was conducted between September 2018 and January 2019 with **3,000** respondents. Where the samples were not representative of the national population in terms of age, gender and race, they were weighted accordingly to ensure representativeness.

**Key Findings**

4. Overall, general attitudes toward digitalisation and technology have remained fairly positive. 3 in 4 Singaporeans were comfortable using digital technologies, up by 4%-points compared to 2019. 8 in 10 felt that digital technologies have made their life easier.

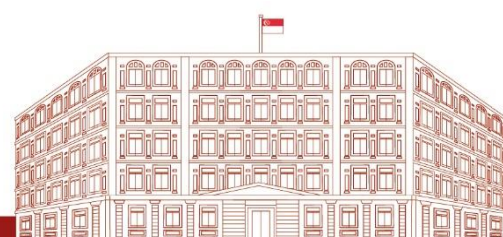
<b>Table 1:</b> <i>To what extent do you agree with the following statements?</i>	<b>% Agreement (2021)</b>	<b>%-point Change (from 2019)</b>
Overall, I am comfortable with using digital technology.	76	+4%
Digital technologies have made my life easier.	80	+0.3%

5. MCI looked at a list of 10 digital tasks and studied the proportion who indicated that they could perform the tasks independently. In 2021, 56% of those surveyed were able to undertake all of these 10 tasks, up from 25% in 2019. The 31% increase over the 2-year period reflects the growing pervasiveness of digital technologies in society today. Yet, it also highlights that there are some who are unable to perform all these tasks, with the gaps most notably in the area of cybersecurity (see details in **Tables 2 and 3** below).



<b>Table 2: List of Digital Tasks Studied (by category)</b>	% who were able to do all tasks in each identified category	
	2021	%-point Change (from 2019)
Access Utilities	75	+13%
Transact Online	71	+26%
Cybersecurity	61	+24%
<b>All Categories</b>	<b>56</b>	<b>+31%</b>

<b>Table 3: List of Digital Tasks Studied (at individual task level)</b>	% who were able to do each individual task independently	
	2021	%-point Change (from 2019)
[Access Utilities] Use instant messaging	89	+1%
[Access Utilities] Search for information on a topic online	84	+2%
[Access Utilities] Use email to connect with others	81	+2%
[Access Utilities] Access Government Digital Services using SingPass	79	+14%
[Transact Online] Buy retail products or services online	76	+13%
[Transact Online] Use smartphone to make contactless payment in stores	74	+25%
[Cybersecurity] Enable 2FA, where available, for all my online accounts	78	+8%
[Cybersecurity] Recognise and avoid phishing attempts	77	+3%
[Cybersecurity] Install updates on my devices as soon as they are available	73	+11%
[Cybersecurity] Use an anti-virus software for my devices	67	+23%



6. Taking a closer look at key segments of the population and their ability to perform these 10 tasks, we observed that several segments were less likely to be able to perform all the tasks (**Table 4**).

<b>Table 4: Profiles of Concern</b>	% of individuals in each identified profile who were able to do task(s) shown (2021)		
	Overall	Individuals from lower-income households (<\$3.5k/month)	Seniors (age 60 and above)
<b>All tasks</b> (%-point change compared to 2019 indicated in brackets)	<b>56</b> (+31)	<b>36</b> (+21)	<b>21</b> (+17)
[Access Utilities] Use instant messaging	89	84	67
[Access Utilities] Search for information on a topic online	84	70	53
[Access Utilities] Use email to connect with others	81	68	50
[Access Utilities] Access Government Digital Services using SingPass	79	64	49
[Transact Online] Buy retail products or services online	76	57	40
[Transact Online] Use smartphone to make contactless payment in stores	74	59	38
[Cybersecurity] Enable 2FA, where available, for all my online accounts	78	59	46
[Cybersecurity] Recognise and avoid phishing attempts	77	52	40
[Cybersecurity] Install updates on my devices as soon as they are available	73	61	45
[Cybersecurity] Use an anti-virus software for my devices	67	47	33

7. The findings suggest that while some progress has been made, even among vulnerable segments, there is room for improvement across the board. As more utilities and services become available online and the complexity of digital tasks evolve, the list of skills that may become defined as “essential” will continue to grow and change. It is especially important that vulnerable segments do not get left behind.

