

## **RESTRICTED**

### **FAQs for the Online Survey on Sentiments towards living in Singapore (Last updated as of 26 October 2020)**

#### **1) What is the purpose of this survey?**

This survey is conducted to better understand foreigners' sentiments towards living in Singapore.

#### **2) How will the results of the survey be used?**

MCI and its agencies will be studying the results of the survey to assess how existing policies, schemes and communications can be improved.

#### **3) I received a notification SMS about this survey. How was this SMS able to reach me?**

The mobile numbers were retrieved from the government database. You were randomly selected to participate in this survey.

#### **4) How would I know that the SMS sent to me is bonafide?**

You can contact the MCI Contact Centre at:

Tel: 1800 837 9655 (toll-free)

Email: [MCI\\_Connects@mci.gov.sg](mailto:MCI_Connects@mci.gov.sg)

#### **5) Is this a compulsory survey?**

This is not a compulsory survey, but your participation is important to help the Government understand sentiments of foreigners living in Singapore, on various issues. It is also a good opportunity for you to give your feedback on this important issue.

#### **6) My phone number is on the DNC Registry. Why am I still getting these SMSes for surveys?**

The DNC Registry applies to marketing messages (in the form of voice calls, texts or faxes). It does not apply to calls made for the purposes of market research or Government research. You were selected at random from the Government database to participate in this survey. Your participation is greatly appreciated to help the Government understand the public's views and sentiments on employment issues and interventions.

#### **7) Why am I terminated after answering a few questions?**

We have set quotas to ensure a fair representation of people living in Singapore. It is possible that quotas for your profile has been met. We thank you and hope to be able to get your views in future surveys.

#### **8) Why is the survey not open when it is still within the survey period?**

We may have overwhelming responses and will only need to collect a specific amount of survey samples. We thank you and hope to be able to get your views in future surveys.