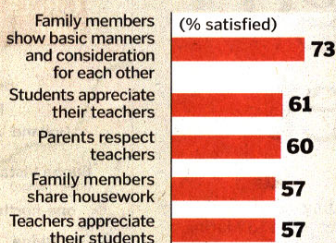


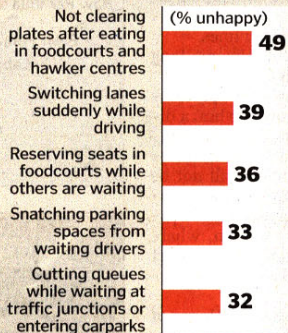
# GRACIOUS LIVING?

1,000 people were surveyed in January by the Singapore Kindness Movement to rate Singaporeans' behaviour. These are some of the key findings:

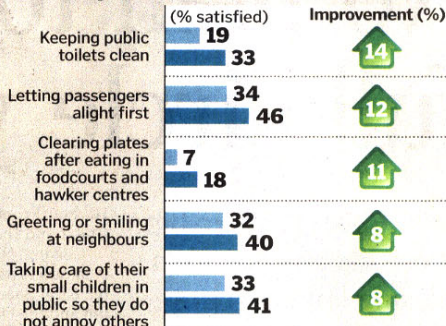
## ■ What Singaporeans do well



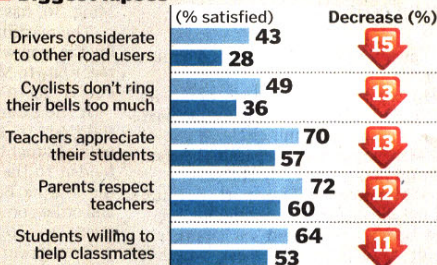
## ■ Our worst behaviours



## ■ Most improvement



## ■ Biggest lapses



GRAPHICS: LIM YONG & FENG ZENGMUN

# S'poreans a shade better in behaviour

## 'Graciousness Index' captures the good and bad

■ BY ANG YIYING

SINGAPOREANS have inched up the "Graciousness Index" this year, says the Singapore Kindness Movement (SKM) which hopes to nudge the people here towards acts of kindness and consideration for others.

The good news: Singaporeans have done better this year than last year in areas like clearing their plates after eating in foodcourts and hawker centres.

The bad news: Road users did worse when it came to being considerate to other road users.

Levels of indifference and dissatisfaction with the social behaviour of others are still high, so work remains to be done.

Overall, SKM says, people have improved their social behaviour a shade. It was also noted that people behave better at

home, at school and at work than they do in public places.

The Graciousness Index stands at 61 points this year, up from 58 last year, out of a total of 100.

This year's numbers come from the responses of 1,000 Singapore residents, who were asked to rate Singaporeans in 51 areas of behaviour on a 10-point scale. A rating of four and below was read as dissatisfaction or unhappiness; five to six was taken as indifference, and seven and up, satisfaction.

The behaviours were grouped into six arenas - in public, on public transport, at work, while driving, at home and at school.

The survey by market researcher Added Value Saffron Hill found a rise in satisfaction in 27 behaviours and a dip in the other 24. This is the second year that SKM has run the survey.

When asked why the research measured perception of graciousness rather than actual behaviours, SKM's general manager Teh Thien Yew said measuring actual graciousness would make the study tedious and costly.

Also, he explained, aspects of

behaviour, such as respect for elders, were difficult to assess.

He said: "We're starting out - we need to have something to go on. While it may not be the most ideal, it's something to go on and helps us to zero in on areas."

SKM has picked out two - behaviour on public transport and out in public. Mr Teh said it hopes to rope in industry operators to track the number of people who, for instance, give up their seats on buses and trains.

All nine behaviours under public transport showed improvements but, on average, more than a fifth of those polled were unhappy with the behaviour standards, and more than a third, indifferent.

SMRT and SBS Transit confirmed that more people were, for example, giving up their seats. But an SBS spokesman said improvements could be made in areas like moving to the rear to make room for others to board.

SKM chairman Koh Poh Tiong, commenting on the survey findings, said Singaporeans could be "too harsh or too positive" when surveyed about themselves.

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