Annex – Key findings from the Report

<u>High levels of digital access</u>

1   Close to 100% of resident households were connected to the Internet (up from 91% in 2017) and 98% of households with school-going children had access to computers in 2022 (no significant change from 2017).

2   Almost all residents aged 18 to 59 owned smartphones. In particular, smartphone ownership among seniors improved from 74% in 2017 to 89% in 2022.

<u>Greater adoption of essential digital skills for daily living</u>

3   In general, there is an improvement in digital skills across the population, especially for seniors. For example,
   a. 66% of seniors used mobile app payments in 2022, up from 17% in 2018;
   b. 86% of seniors used the Internet to search for information in 2022, up from 61% in 2017; and
   c. 62% of seniors enabled 2-factor authentication for online transactions in 2022, up from 37% in 2019.

4   To help Singaporeans stay safe online, the Government has enacted legislative safeguards including the Code of Practice for Online Safety[1]. In addition, the Government will build on existing public education efforts and continue to:
   a. **Highlight the need for residents to implement safety measures,** such as keeping their digital devices up to date and enabling 2-factor authentication for online transactions;
   b. **Help Singaporeans be informed and discerning consumers of online information** via initiatives such as NLB's Source, Understand, Research, Evaluate programme;

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[1] Under the Code of Practice for Online Safety, designated social media services are to have measures in place to mitigate Singapore users' exposure to harmful content online, such as effective content moderation and community guidelines, efficient and easy-to-use user reporting mechanisms and submission of publicly available annual online safety reports.

<u>High receptiveness towards emerging digital technologies but lack of know-how</u>

5   Around 2 in 3 residents (66%) agree that Singapore's move towards a digital future will benefit every Singaporean. This has given rise to a general receptiveness across the population to try out new technologies (65%).

6   Despite a high level of adoption of essential digital skills, there is still lack of know-how in emerging technologies. For instance, in a separate study by IMDA, only 55% of residents aged 18 and above know how to use emerging digital technologies such as voice recognition, virtual reality and augmented reality. The percentage is lower at 24% with seniors.