

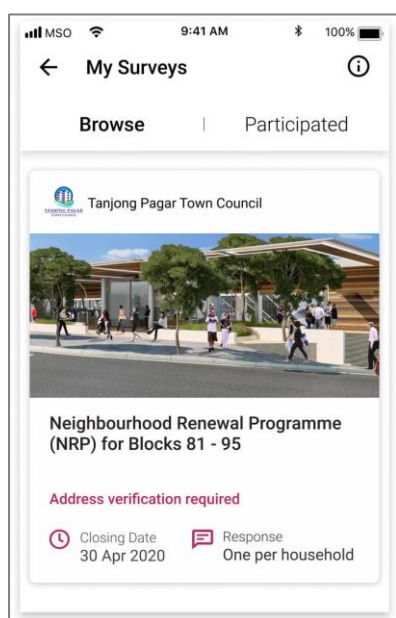
“What Say You?” and “Community Challenge” additions to OneService App

“What Say You?” survey tool

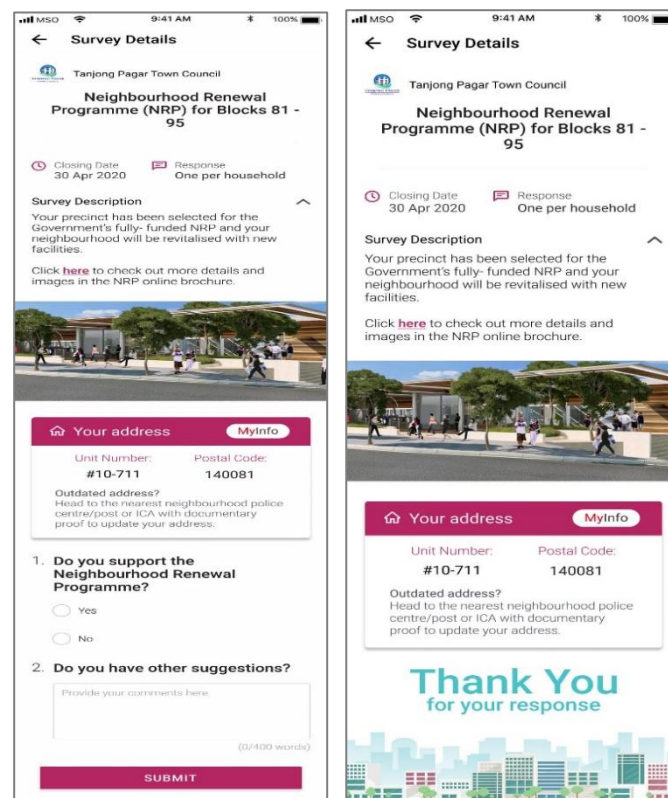
- This tool provides a convenient and accessible channel for residents to provide their views on a variety of topics related to their living environment, complementing physical polling by offering secure, authenticated digital polling.
- On the front-end, residents can be notified of and access surveys relevant to their estates by entering their 6-digit postal code.
- Back-end, MSO’s partner agencies and Town Councils can collate and analyse survey returns and trends to make decisions that are reflective of residents’ sentiments.
- It has been piloted since mid-Jan 2020 with Jurong–Clementi Town Council (JRTC), Chua Chu Kang Town Council (CCKTC), Pasir Ris–Punggol Town Council (PRPGTC) and Aljunied–Hougang Town Council (AHTC) to support Neighbourhood Renewal Programmes and block painting efforts.

Screenshots of “What Say You?” feature

After keying in their postal codes, residents will see relevant surveys.



For surveys that require authentication, residents will be required to log in using SingPass to verify their address.



“Community Challenge” feature

- At the point of feedback submission, this feature will prompt feedback providers with a simple challenge that they can take up to help resolve municipal issues that are commonly faced by residents.
- For example, when a feedback provider submits a case about mosquitoes, he/she will be encouraged to take on a challenge such as sharing infographics on preventing mosquito breeding with his/her family and friends.
- From Feb 2020, we are piloting the nudge messages and challenges for 11 reporting categories. For each category, there will be up to 3 levels of challenges: residents can choose to make a difference by sharing useful infographics, taking small actions to address the issue, and reminding others to be more considerate.

Screenshots of “Community Challenge” feature

After user submits case details, he will see an one-off announcement pop-up that informs him of the Challenge.



After user dismisses the pop-up, he will see the 1st Challenge – share an e-poster via social media platforms.



If the user submits a 2nd feedback on mosquitoes, and he has already completed the 1st challenge, he will now see the 2nd Challenge.



If the user submits a 3rd feedback on mosquitoes, and he has already completed the 2nd challenge, he will now see the 3rd Challenge (which will also apply for the 4th feedback onwards).

