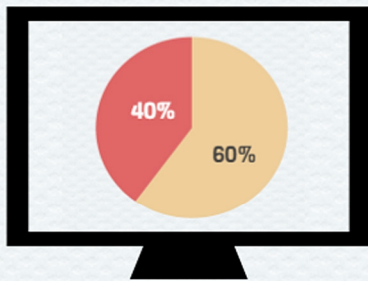


ARE WE READY?

Can Singapore be a DIY-savvy generation?



Have Seen (60%) Have not Seen (40%)

DID YOU KNOW?

A surprising **40%** of respondents have not seen self-service facilities!



DO WE DIY?

89% of those who've seen already use them



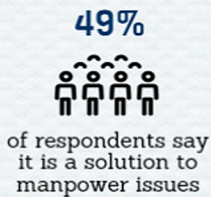
63% of those who have not seen do not mind using them



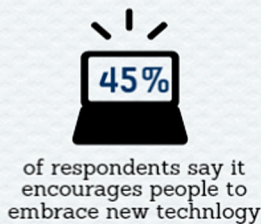
WHAT ARE THE BENEFITS OF DIY?



of respondents say it is faster



of respondents say it is a solution to manpower issues



of respondents say it encourages people to embrace new technology

WHERE DO WE DIY?



TOP 5 REASONS WHY WE DON'T DIY?

34%? said they're unsure how to use the machines

22% said that it looks complicated



21% said they don't want to hold up the queue

15% prefer to interact with people

17% prefer to pay with cash

WE ARE
INDIYPENDENT
— A NATIONAL PRODUCTIVITY COUNCIL INITIATIVE —

