

Trust in technology – Singapore

To understand trust in both an everyday as well as financial context, the survey asked people who they would be willing and most likely to trust in different scenarios.

A mixture of traditional and tech options were provided to measure whether robots/chatbots are more likely to be trusted in some situations over others and to also understand views within a banking context.

OPEN HEART SURGERY



75%
would be most willing to trust a surgeon with at least 10 years experience

21%
would trust a remote controlled robot controlled by an experienced surgeon

8%
would trust their family (supervised by a surgeon)

5%
would trust their friends (supervised by a surgeon)

SKYDIVING



56%
would be most willing to trust the instructor who is with them

13%
would trust a pre-programmed release mechanism

47%
would trust themselves

5%
would trust someone with a remote control on the ground

EXPERT AND IMPARTIAL ADVICE ON SAVINGS ACCOUNT



35%
would be most willing to trust themselves

7%
would trust a humanoid robot programmed by experts

33%
would trust their family

19%
would trust their friends