

National Council of Social Service – The Ngee Ann Kongsi 360 Panel Research

1. Study Information

Singapore University of Social Sciences (SUSS) Panel Study

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| Principal Investigator: Assoc. Prof Emily Ortega Head, Psychology Programmes | Deputy-Principal Investigator: Prof Seng Boon Kheng Head, Social Work Programme |
| Co-PI: Assoc. Prof Leong Chan Hoong SUSS, Associate Faculty, School of Humanities and Behavioural Sciences | Co-PI: Dr Grace Chee Senior Lecturer, Social Work Programme |
| Co-PI: Dr Daniel Seah Assistant Professor of Law (Education), Singapore Management University | Co-PI: Assoc. Prof Marcus Lee Head, Marketing Programme |
| Co-PI: Mr Joseph Goh Senior Manager, Research Strategy and Engagement Translational Social Research Division National Council of Social Service | |

Contact Details:

Singapore University of Social Sciences (SUSS)

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Email: panelstudy@suss.edu.sg

2. Invitation to participate in this independent study

You are invited to take part in this independent research on how individuals and households spend their time each day, what kind of activities they undertake, and their lifestyles and family routines. Our interviewer will explain to you before you take part. Please sign the consent form at the end of this document. You will be given a copy of this Participant Information Sheet and the Consent Form.

3. Purpose of conducting this study

There are several research objectives in this study.

- i. First, we like to understand how Singaporeans spend their time, the activities they do, and their lifestyles and routines. We will also assess various indicators on quality of life and wellbeing, including heart rate variability (HRV), which is broadly considered a measure of stress.
- ii. Second, based on the data you provide, we will examine caregiving arrangement among Singaporean households, the type of support networks, and how this influence wellbeing. This can be done by comparing the sentiments between members residing in the same household (i.e., dyadic method, comparing between siblings, parent-child, or spouses) or between households from different background (i.e., family-level comparison).
- iii. Third, we like to study how Singaporeans seek help to cope with socio-economic difficulties. This is a separate study from the panel, and it will be performed in 2022. Based on your feedback and your consent, we may invite you to take part in this research. Participation is voluntary.

This research will help improve delivery of social services to support childcare and eldercare and a more balanced work-life. This long-term study tracks the experience of the same respondents over a 5-year period from 2021 to 2025. The study will be done annually with the consent of respondents.

4. How was I chosen for this study?

Your address was randomly picked from the database of all residential addresses within Singapore. This household sample selection for research surveys is a public service provided by the Singapore Government Department of Statistics. We will survey every member living in 1,000 households who are at least 10 years old and no older than 100 years of age at the time of the study. All respondents must be mentally capable of answering the queries independently.

We will seek the opinion from the head of household or an adult household member regarding the number of eligible household participants (including minors and foreign domestic helper) who can take part in the survey. We will then assess each eligible participant to see they are suitable to take part in the survey by first asking them a few questions.

5. What do I have to do for this study?

If you agree to take part in this study, you will be asked complete a survey on demographic details, follow by the type of activities you do on a weekday and weekend, amount of time spent, experience of each event. In addition, we would like to measure your heart rate variability using a non-intrusive finger sensor.

The survey is available in 4 languages: English, Mandarin, Malay and Tamil (other languages such as Tagalog, Myanmar, Indonesia Bahasa, and Hindi are also available on request). The face-to-face surveys will be conducted by students and staff from the Singapore University of Social Sciences. Each survey will take around 60 minutes. We will contact you again in second half of 2022 for Wave 2.

6. Will I be paid for participating in this study?

Upon successful completion of the survey, you will be given a S\$20 voucher as a token of appreciation. You will not be reimbursed on a pro-rated basis if you do not complete the survey or withdraw before completing the survey.

7. Are there any risks in participating in this study?

Some questions may ask for your personal or family members' health and finances. If you find any question uncomfortable or distressing, you may choose not to answer. You may withdraw from the study at any point in time, during and after the survey. Your collected data will be destroyed and discarded if you decide to withdraw from the study.

When measuring heart rate variability, there may be a chance that abnormal readings be detected, with or without actual physiological abnormalities. The researcher is not a medical practitioner and therefore not qualified to provide any medical knowledge nor comment on the data which are collected solely for the purpose of research. The collected data is not meant to be any form of medical diagnosis. However, participants will be encouraged to seek professional medical opinion in event of consistent abnormal readings.

8. Is participation in this study voluntary?

Your participation is entirely voluntary. Your participation and contribution will help researchers better understand the family routines, lifestyles, and amount of time spent on various activities among Singaporean households. This will help us improve better social service delivery and practices.

9. Confidentiality of Information and Protection of Privacy

The data collected from this study will be kept confidential and stored with secured passwords. Personal information will not be made publicly available.

Your data, such as name, contact number and address, will be separated from your answers to the survey and coded (i.e., identified with a numerical ID). Your responses to the survey will be linked only to this numerical ID. The data collected from you and other respondents will be totalled in the computer system for analysis.

As a longitudinal survey and in line with best practices overseas, we will like you to participate in a survey every year for the entire 5-year duration of this research. In the event that you have moved out of the current household, we will seek your consent to recontact you (through your personal mobile number or email) at your new home address, and invite your new household members (if any) to take part in the panel project. This arrangement commonly happens in the event of marriage, divorce, and/or work.

Only the Principal Investigator, Deputy Principal Investigator, National Council of Social Service Research Team, and Data Administrator will have full access to the data with personal identifiers. Key members from the fieldwork Team will have access to the data for verification and quality control purposes only. Both SUSS and NCSS

Research Team are subjected to the same obligations under the PDPA regulations on data protection and confidentiality.

Other research analysts will only have access to coded data without personal identifiers. The overall, aggregated findings (without personal information) will be shared with other agencies for policy-making purposes. By signing the Consent Form, you agree to the above arrangement and access to your records.

If you agree to participate, the interviewer will ask you for your name and contact number. This is for the purpose of allowing the survey company to clarify any information with you, if necessary. This would also help us to contact you again for future waves of the survey. Please be assured that your contact details will be kept strictly confidential.

However, in the event of any criminal investigation or if there is a reason to believe that respondents may harm themselves or others, or others causing harm to the respondent, the right for confidentiality will be waived, and the information may be disclosed to the relevant authorities or persons such as the police or social workers to follow up. Only the Principal Investigator (A/Prof Emily Ortega) and Deputy Principal Investigator (Prof Seng Boon Kheng) will determine if there is a justifiable reason to inform the authorities.

10. Who is funding this study?

This study is funded by National Council of Social Service, and The Ngee Ann Kongsi.

11. What if I have further questions?

If you have any questions about this study, you may contact any of the following persons:

- 1) Assoc. Prof. Emily Ortega, Principal Investigator, tel: 62480398 or email: emilyortega@suss.edu.sg
- 2) Prof Seng Boon Kheng, Deputy-Principal Investigator, tel: 62489256 or email: Sengboonkheng@suss.edu.sg
- 3) Mr Louis Tan, Research Assistant, Centre for Applied Research, tel: 62408749 or email: louistankp@suss.edu.sg

For any issues relating to the ethics conduct of the research, you may contact Parkway Independent Ethics Committee (PIEC), at 65- 6349 5747 or piec@parkwayantai.com.