Public Cleanliness Satisfaction Survey 2025
Executive Summary

The Singapore Management University undertook the seventh wave of the Public Cleanliness Satisfaction Survey (PCSS), with 2,007 Singapore residents participating in the survey conducted from December 2025 to April 2026.

The findings from the 2025 wave of the PCSS continued to reflect generally high levels of satisfaction with public cleanliness in Singapore. Based on the Public Cleanliness Satisfaction Index, 91% of respondents reported being satisfied with the cleanliness of public spaces they had recently visited. While this represents a slight shift from 94% in 2023, overall satisfaction levels across all public space domains remained high. Continued community responsibility and action remain key to keeping Singapore clean.

Among individual public spaces, “MRT and LRT stations” and “bus interchanges” continued to record the highest satisfaction levels at 98.4% and 98.0%, respectively. “Void decks, corridors, and lift lobbies” saw satisfaction at 80.9% in 2025, compared to 89.7% in 2023, while “hawker centres” and “coffeeshops” continued to record comparatively lower satisfaction levels at 76.4% and 76.8%, respectively.

The study also examined perceptions of public cleaning services across public spaces. The majority of respondents continue to regard cleaning efforts as adequate overall, though perceptions of insufficiency increased in 2025 relative to 2023. The proportion perceiving insufficient cleaning frequency rose from 8.4% to 10.8%, while the proportion perceiving insufficient cleaning thoroughness increased from 8.1% in 2023 to 12.3% in 2025. Perceptions of insufficient trash bins nearly doubled, increasing from 10.4% to 19.2%. Across these three aspects, respondents were more likely to cite places with high footfall such as “coffeeshops”, “hawker centres”, “wet markets”, and “common areas in neighbourhoods” as areas where cleaning services were less adequate.

Regarding public toilet cleanliness, 75.5% of respondents reported being satisfied across various establishments. This represents a decline of 8.2 percentage points from 83.7% in 2023. Public toilets in “shopping malls in downtown and central business district areas” continued to record the highest satisfaction levels at 93.6%, while “coffeeshops” and “hawker centres” remained the lowest-rated locations at 48.3% and 60.0% respectively. Most respondents (59.6%) still identified individual users as primarily responsible for public toilet cleanliness.

The study further examined attitudes and behaviours relating to tray return, table cleaning, and anti-littering enforcement measures. Respondents continued to report high rates of tray return, with 95.5% indicating they return their trays and crockery all the time. More respondents also viewed tray return as an individual responsibility, increasing from 79.9% in 2023 to 83.3% in 2025. Additionally, intrinsic motivations for tray return became more prominent. Though a slight decrease (1.5 percentage points), a majority of respondents

(77.7%) still cited social responsibility as their main reason for returning trays and crockery, and a further 12.9% (a 2.7-percentage-point increase) cited keeping the environment clean and preventing bird nuisance. Meanwhile, a lower proportion of respondents (7.7%) reported doing so primarily because of enforcement, a 1.9-percentage-point decrease.[1] These findings suggest that tray return and some cleanliness-related behaviours may increasingly be viewed as socially expected practices rather than actions motivated primarily by enforcement.

The survey also examined attitudes towards littering, shared responsibility, and community participation in maintaining public cleanliness. Respondents continued to express strong support for personal and collective responsibility in maintaining cleanliness, Support for participatory cleanliness initiatives such as pausing public cleaning for one day every three months remained substantial at 75.4% in 2025, and support for community litter-picking exercises stood at 76.0%, even as both figures moderated from their 2023 levels. Respondents were also less supportive of increased spending on cleaning services (58.1%, down from 74.8% in 2023) and less willing to pay more for better cleaning services (32.0%, down from 45.5% in 2023). Nevertheless, most respondents agreed that residents should work together with cleaners and the wider community to maintain Singapore's cleanliness standards, reflecting a sense of collective responsibility.

Overall, the findings suggest that satisfaction with cleanliness in Singapore remains high. While perceptions have moderated slightly in 2025, socially responsible cleanliness behaviours and support for shared responsibility remained broadly embedded among Singapore residents. However, this was not consistently reflected in willingness to participate in community cleanliness initiatives. The findings, therefore, highlight the importance of translating established cleanliness norms into sustained individual and community action.

[1] Percentage-point changes are calculated from unrounded values and may therefore differ slightly from differences derived from the rounded percentages shown.

FINDINGS FROM THE PUBLIC CLEANLINESS SATISFACTION SURVEY (2025)

Introduction

The Singapore Management University (SMU) undertook the seventh wave of the Public Cleanliness Satisfaction Survey (PCSS).[2] The study was led by Professor Paulin Tay Straughan, Professor of Sociology (Practice) at SMU and Dr Mathew Mathews, Principal Research Fellow at the Institute of Policy Studies, National University of Singapore. The survey was conducted from December 2025 to April 2026 and sought the views of 2,007 Singapore Citizens and Permanent Residents[3] aged 21 years and above. The survey methodology is provided in Annex A. The first wave of this study was conducted from October 2016 to March 2017, and the previous wave, the sixth wave, from November 2023 to January 2024.

The 2025 wave of the PCSS continues to reflect an overall satisfaction with public cleanliness in Singapore. Satisfaction with cleanliness and cleaning services has generally remained consistent across almost all domains, although some domains reflected a slight decrease in satisfaction compared to 2023.

Satisfaction with the Cleanliness of Public Spaces

Respondents were asked to rate their satisfaction with the cleanliness of 20 public spaces across six domains they frequented in their everyday lives, on a scale from 1 (not satisfied at all) to 4 (very satisfied). The Public Cleanliness Satisfaction Index (hereafter, the Index), was constructed using a weighted average[4] of respondents' ratings across the 20 public spaces.

Survey results indicate generally high satisfaction with the cleanliness of public spaces in Singapore (Table 1). Based on the Index, 91% of respondents were satisfied[5] with the cleanliness of public spaces they had recently visited. Although this was a slight decline from 94% in 2023, overall satisfaction levels across all public space domains remained high. Notably, domains with consistently high satisfaction levels experienced only small changes across survey waves, whereas domains with lower satisfaction levels showed greater year-to-year variation.

The domain with the largest change was observed in "neighbourhood" spaces (-5.9 percentage points), while the domain with the smallest change, aside from spaces after "public events", was in "transportation" spaces (-1.1 percentage points). "Transportation" and "leisure" spaces also continued to record the highest satisfaction levels, at 97.2% and 95.1%,

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[2] This study was made possible through funds from the Ministry of Sustainability and the Environment (MSE) and the National Environment Agency (NEA).

[3] Singapore citizens and permanent residents are referred to as Singaporeans in this report.

[4] A weighted average takes into account that some indicators may not have the same weight. In the PCSS study, a substantial portion of respondents had no experience with some public spaces. As per previous waves of PCSS, Singaporeans' perceptions of public spaces were not included if they indicated they had not been to the space in the two weeks prior to the survey. This is to counter recall biases and ensures that responses accurately reflect the perception of only those who had used particular spaces.

[5] Respondents who indicated that they were "satisfied" or "very satisfied" were classified as satisfied.

respectively, while “food outlets” remained the lowest-rated domain at 82.4%. Detailed results for each public space within each domain are provided in Annex B.

Table 1

Public Cleanliness Satisfaction Index

<table>
<tr><th>Domains</th><th>Proportion Satisfied</th><th>Overall Satisfaction [Public Cleanliness Satisfaction Index]</th></tr>
<tr><td>Transportation
(roads, bus stops, bus interchanges, MRT and LRT stations)</td><td>Slight decrease (-1.1 percentage points)
• 2025: 97.2% ↓
• 2023: 98.3%
• 2022: 96.9%
• 2021: 96.3%
• 2019: 98.4%
• 2018: 94.9%
• 2017: 93.4%

Most significant change from bus stops (-2.3% to 95.9%)</td><td rowspan="3">2025: 91%
2023: 94%
2022: 92%
2021: 92%
2019: 93%
2018: 84%
2017: 82%</td></tr>
<tr><td>Leisure
(parks and park connectors, shopping malls in housing estates, shopping malls in downtown and CBD areas, playgrounds)</td><td>Slight decrease (-1.8 percentage points)
• 2025: 95.1% ↓
• 2023: 96.8%
• 2022: 95.4%
• 2021: 97.3%
• 2019: 97.1%
• 2018: 89.4%
• 2017: 88.9%

Most significant change from playgrounds (-3.2% to 91.7%)</td></tr>
<tr><td>Food Outlets
(coffeeshops, hawker centres, air-conditioned food courts, wet markets)</td><td>Slight decrease (-2.8 percentage points)
• 2025: 82.4% ↓
• 2023: 85.2%
• 2022: 82.1%
• 2021: 84.8%
• 2019: 88.5%
• 2018: 71.4%
• 2017: 68.9%

Most significant change from hawker centres (-5.5% to 76.4%)</td></tr>
</table>

Neighbourhood (HDB town centres, void decks, corridors, and lift lobbies, lifts to homes)	**Decrease (-5.9 percentage points)** **• 2025: 87.4% ↓** • 2023: 93.3% • 2022: 91.1% • 2021: 89.7% • 2019: 89.5% • 2018: 79.3% • 2017: 78.8% Most significant change from void decks, corridors, and lift lobbies (-8.8% to 80.9%)	
Commuter Paths (pavements and walkways, overhead bridges and foot bridges, underpasses, roadside drains, grass patches next to pavements)	**Decrease (-3.3 percentage points)** **• 2025: 91.8% ↓** • 2023: 95.2% • 2022: 93.6% • 2021: 91.7% • 2019: 92.8% • 2018: 84.8% • 2017: 82.6% Most significant changes from roadside drains (-6.3% to 88.8%)	
After Public Events	**Slight decrease (-0.1 percentage points)** **• 2025: 88.0% ↓** • 2023: 88.1% • 2022: 94.1% • 2021: 94.1% • 2019: 87.9% • 2018: 74.3% • 2017: 62.6%	

Note. Percentage-point changes are calculated from unrounded values and may therefore differ slightly from differences derived from the rounded percentages shown.

Perceptions of cleanliness also varied to different extents across the 20 public spaces. Several spaces with comparatively lower perceived cleanliness likewise showed greater variation in perceptions. “Void decks, corridors, and lift lobbies” recorded the highest standard deviation (SD = 0.64), followed by “hawker centres” (SD = 0.59) and “coffeeshops” (SD = 0.59).

Further analysis was conducted to examine differences in overall satisfaction with public cleanliness across demographic groups. Results indicated that respondents who reported lower overall satisfaction with public cleanliness tended to be aged 65 and above, live in larger housing types, and have higher levels of educational attainment.

Transportation

Respondents continued to report high levels of satisfaction with the cleanliness of "transport" spaces, including "roads", "bus stops", "bus interchanges", and "MRT and LRT stations". On average, 97.2% of respondents reported being satisfied with the cleanliness of these spaces, with a very small decrease (1.1 percentage points) compared to 2023.

Consistent with previous waves, "MRT and LRT stations" recorded the highest satisfaction levels within the domain, with 98.4% of respondents reporting satisfaction, similar to the level of satisfaction registered in 2023. Satisfaction with "bus stops" fell slightly by 2.3 percentage points from 98.2% in 2023 to 95.9%.

Leisure

Satisfaction levels with the cleanliness of "leisure" spaces, including "parks and park connectors", "shopping malls in housing estates", "shopping malls in downtown and central business district (CBD) areas", and "playgrounds", also remained high. On average, 95.1% of respondents reported being satisfied with the cleanliness of these spaces, a small decrease (1.8 percentage points) compared to 2023.[6]

"Shopping malls in housing estates" recorded the highest satisfaction levels within the domain at 96.9%. In contrast, "playgrounds" recorded the lowest satisfaction level at 91.7%, and also saw the largest decline in satisfaction, decreasing by 3.2 percentage points from 94.9% in 2023. Meanwhile, "parks and park connectors" remained relatively stable with the smallest decrease within the domain.

Commuter Paths

Respondents also reported relatively high levels of satisfaction with the cleanliness of "commuter paths", including "pavements and walkways", "overhead bridges and footbridges", "underpasses", "roadside drains", and "grass patches next to pavements". On average, 91.8% of respondents reported being satisfied with the levels of cleanliness of these spaces, a 3.3-percentage-point decrease from 95.2% in 2023.[7]

"Overhead bridges and footbridges" recorded the highest satisfaction levels within the domain at 95.8%, while "grass patches next to pavements" recorded the lowest at 88.5%. The largest decline was observed for "roadside drains", where satisfaction fell by 6.3 percentage points from 95.2% in 2023 to 88.8%.[8] Satisfaction with "pavements and walkways" remained relatively stable, with the smallest decrease among commuter paths.

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[6] Percentage-point changes are calculated from unrounded values and may therefore differ slightly from differences derived from the rounded percentages shown.

[7] Percentage-point changes are calculated from unrounded values and may therefore differ slightly from differences derived from the rounded percentages shown.

[8] Percentage-point changes are calculated from unrounded values and may therefore differ slightly from differences derived from the rounded percentages shown.

Public Events

Respondents reported relatively high levels of satisfaction with the cleanliness of spaces after "public events", such as the National Day Parade, concerts, and sporting events, with 88.0% reporting that they were satisfied, comparable to 88.1% in 2023. This suggests that perceptions of cleanliness in these spaces have stabilised.

Neighbourhood

Satisfaction with the cleanliness of "neighbourhood" spaces, including "HDB town centres", "void decks, corridors, and lift lobbies", and "lifts to homes", was comparatively lower. On average, 87.4% of respondents reported being satisfied with the level of cleanliness of these spaces. This domain also recorded the largest decline in satisfaction: 5.9 percentage points from 93.3% in 2023 to its lowest level since 2018.

Within the domain, "HDB town centres" recorded the highest satisfaction levels at 94.8% and the lowest decline at 2.7 percentage points. In contrast, "void decks, corridors, and lift lobbies" recorded the lowest satisfaction levels at 80.9%, and saw the largest decline among all public spaces, falling by 8.8 percentage points from 89.7% in 2023.

Food Outlets

"Food outlets" continued to be the lowest-rated domain in 2025, as they have been since 2021. An average of 82.4% of respondents reported being satisfied with the cleanliness of spaces, including "coffeeshops", "hawker centres", "air-conditioned food courts", and "wet markets". This proportion represents a 2.8-percentage-point decrease from 85.2% in 2023.

Within the domain, "air-conditioned food courts" recorded the highest satisfaction levels at 94.4% and remained relatively stable, with a marginal decrease from 2023. Conversely, "hawker centres" and "coffeeshops" recorded the lowest satisfaction levels at 76.4% and 76.8% respectively, as well as the largest declines in satisfaction within the domain. Satisfaction with cleanliness in "hawker centres" decreased by 5.5 percentage points from 81.9% in 2023, and "coffeeshops" by 3.6 percentage points from 80.4% in 2023.

Satisfaction with Public Cleaning Services

Respondents were asked to indicate whether cleaning services across various public spaces[9] — in terms of frequency and thoroughness of cleaning, and the sufficiency of trash bins[10] — were insufficient, adequate, or excessive.

[9] These spaces include "playgrounds and park", "common areas in the neighbourhood", "bus stops", "MRT and LRT stations", "hawker centres", "coffeeshops", "air-conditioned food courts", wet markets", "public pavements and walkways", "shopping malls in housing estates", and "shopping malls in downtown and CBD areas".

[10] MRT and LRT stations were excluded from the assessment of trash bin sufficiency.

Most respondents continued to perceive public cleaning efforts as adequate overall. Across public spaces, 84.1%[11] of respondents considered the frequency of cleaning adequate, while 82.7% reported that the thoroughness of cleaning was adequate. Perceptions regarding the sufficiency of trash bins were comparatively lower, although the majority of respondents (77.0%) still considered the number of trash bins adequate.

Nevertheless, more respondents perceived cleaning efforts across public spaces as insufficient in 2025 compared to 2023. Insufficient cleaning frequency was reported by 10.8% of respondents, representing a slight increase of 2.4 percentage points from 8.4% in 2023. In terms of thoroughness of cleaning, 12.3% of respondents reported that cleaning efforts were insufficient. Perceptions of insufficient trash bins were the most prevalent among the three aspects of cleaning efforts, with 19.2% of respondents indicating that the number of trash bins was inadequate.

Across the three aspects of cleaning efforts, “coffeeshops”, “hawker centres”, “wet markets”, “common areas in neighbourhoods”, and “playgrounds and parks” were consistently perceived as insufficient. These spaces also recorded some of the largest increases in perceptions of insufficiency from 2023, and variation within these spaces was also among the greatest.

In contrast, “shopping malls in downtown and central business district (CBD) areas”, “shopping malls in housing estates”, and “MRT and LRT stations” continued to be viewed more favourably across the three aspects of cleaning efforts. Nevertheless, perceptions of insufficiency increased across most public spaces, including these generally better-rated locations.

The only exceptions were the frequency of cleaning in “shopping malls in downtown and CBD areas” and in “air-conditioned food courts”, where a lower proportion of respondents reported insufficient cleaning in 2025 compared to 2023. For “shopping malls in downtown and CBD areas”, the proportion who found the frequency of cleaning insufficient fell modestly by 1.1 percentage points, from 1.9% in 2023 to 0.8% in 2025. Similarly, for “air-conditioned food courts”, the proportion decreased by 1.3 percentage points, from 7.2% in 2023 to 5.9% in 2025. Table 2 summarises the perceptions of the efficiency of cleaning efforts across public spaces.

[11] Overall percentages reported in this section are based on the weighted average of respondents' ratings across the 11 public spaces assessed.

Table 2
Efficiency of Cleaning Efforts Across Public Spaces

Aspect of Cleaning Efforts	Average Proportion Reporting Efforts as Insufficient	Public Spaces Most Frequently Reported as Insufficient	Public Spaces Least Frequently Reported as Insufficient
Frequency of Cleaning	2025: 10.8% ↑ 2023: 8.4%	Hawker Centres (23.2%), Coffeeshops (22.6%), Wet Markets (19.9%)	Within Shopping Malls in Downtown/CBD Areas (0.8%), Within Shopping Malls in Housing Estates (2.3%), MRT/LRT Stations (2.5%)
Thoroughness of Cleaning	2025: 12.3% ↑ 2023: 8.1%	Coffeeshops (26.4%), Hawker Centres (25.8%), Wet Markets (22.7%)	Within Shopping Malls in Downtown/CBD Areas (0.9%), MRT/LRT Stations (3.1%), Within Shopping Malls in Housing Estates (3.7%)
Number of Trash Bins	2025: 19.2% ↑ 2023: 10.4%	Wet Markets (29.0%), Hawker Centres (26.8%), Coffeeshops (24.4%)	Within Shopping Malls in Downtown/CBD Areas (9.6%), Within Shopping Malls in Housing Estates (12.1%), Bus Stops (13.0%)

Perceptions of Public Toilet Cleanliness

In the 2025 wave, respondents were once again asked about their satisfaction with the cleanliness of toilets in various establishments. Overall, 75.5% of Singaporeans reported being satisfied with public toilets in various establishments, a decrease of 8.2 percentage points from 2023.[12]

The distribution of satisfaction levels across different establishments remained broadly consistent with previous waves. “Shopping malls in downtown and CBD areas” (93.6%) and “shopping malls in housing estates” (84.7%) continued to record the highest satisfaction levels, despite declines of 3.6 and 9.0 percentage points, respectively, from 2023. “Coffeeshops” (48.3%) and “hawker centres” (60.0%) recorded lower satisfaction levels and saw steeper declines of 12.0 and 10.0 percentage points, respectively, from 2023.[13] Perceptions of toilet cleanliness also showed the greatest variation at “coffeeshops” (SD = 0.75) and “hawker centres” (SD = 0.71). Figure 1 summarises the proportion of respondents satisfied with the cleanliness of toilets across different establishments.

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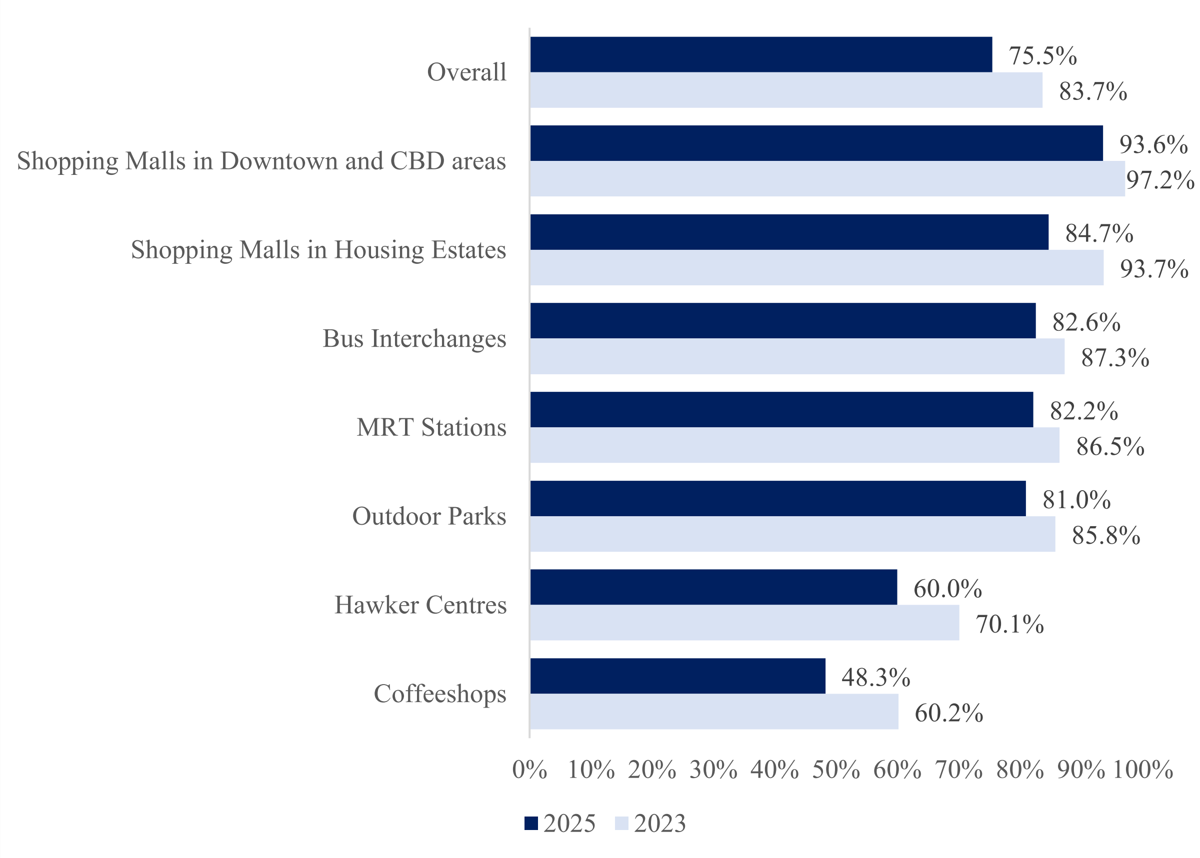
[12] Only respondents who indicated that they had visited the establishment in the past two weeks were included in the analysis to minimise recall bias. Respondents who indicated that they were “satisfied” or “very satisfied” were classified as satisfied. The overall satisfaction value reported is based on the weighted average of respondents’ ratings across the seven establishments assessed.

[13] Percentage-point changes are calculated from unrounded values and may therefore differ slightly from differences derived from the rounded percentages shown.

Figure 1

Satisfaction with the Cleanliness of Public Toilets Across Different Establishments

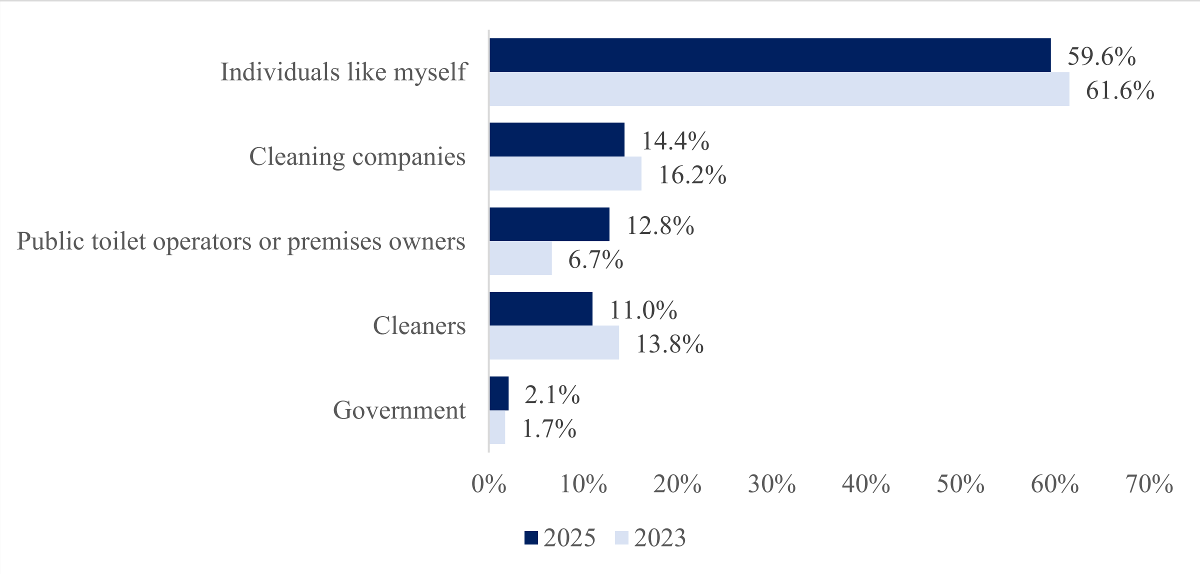


When asked who they believed was primarily responsible for the cleanliness of public toilets, 59.6% of respondents identified individual users. While this is a slight decrease from 61.6% in 2023, it remains broadly in line with the 59.7% recorded in 2022. The remaining respondents were split among cleaning companies (14.4%), public toilet operators or premises owners (12.8%), and cleaners (11.0%) as being responsible. Only 2.1% of respondents identified the government as primarily responsible for public toilet cleanliness. While this proportion is comparable to that reported in 2023 (1.7%), it remains higher than the proportions observed in 2022 (0.6%) and 2021 (1.2%).

Figure 2 presents respondents' perceptions of who is primarily responsible for the cleanliness of public toilets.

Figure 2

Perceived Responsibility for Toilet Cleanliness



Attitudes and Perceptions on Tray and Crockery Return and Table Cleaning

This wave continued to examine attitudes and behaviours relating to tray and crockery return practices and table littering in public dining spaces following the launch of the Clean Tables Campaign and the introduction of enforcement measures against table littering in September 2021. These enforcement measures were subsequently stepped up in June 2023. Respondents were asked about their tray and crockery return habits in hawker centres and coffeeshops, practices relating to cleaning up after meals, motivations for returning or not returning used trays and crockery, reasons for cleaning or not cleaning up after themselves, perceptions of responsibility for tray and crockery return, and views on related enforcement measures.

Tray and Crockery Return and Table Cleaning Behaviours

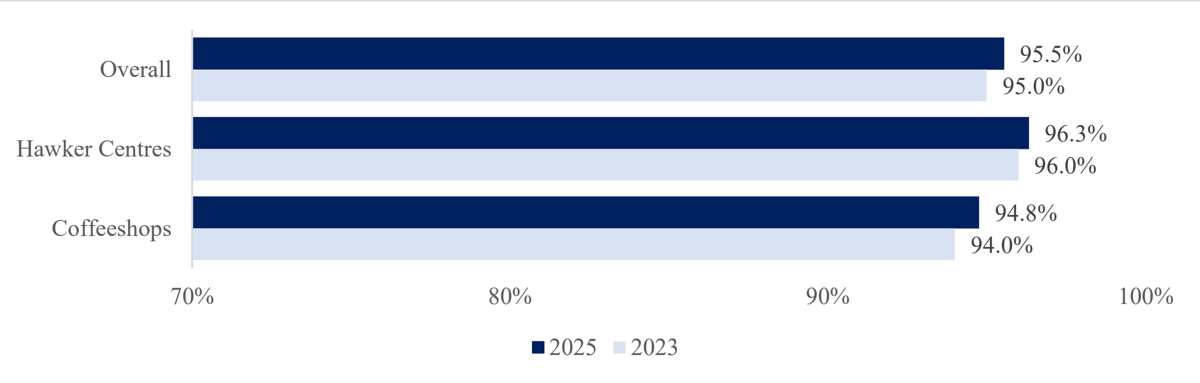
Across hawker centres and coffeeshops, 95.5% of respondents reported returning their trays all the time, a slight increase from 95.0% in 2023 (

Figure 3).[14] Similar to 2023's findings, a higher proportion of respondents reported always returning their trays at hawker centres (96.3%) than at coffeeshops (94.8%).

[14] Overall tray return percentages were calculated as the weighted average of respondents' tray return behaviours in hawker centres and coffeeshops. To ensure comparability across survey waves, the 2023 figure was recalculated using only these two settings, excluding air-conditioned food courts and school/staff canteens.

Figure 3

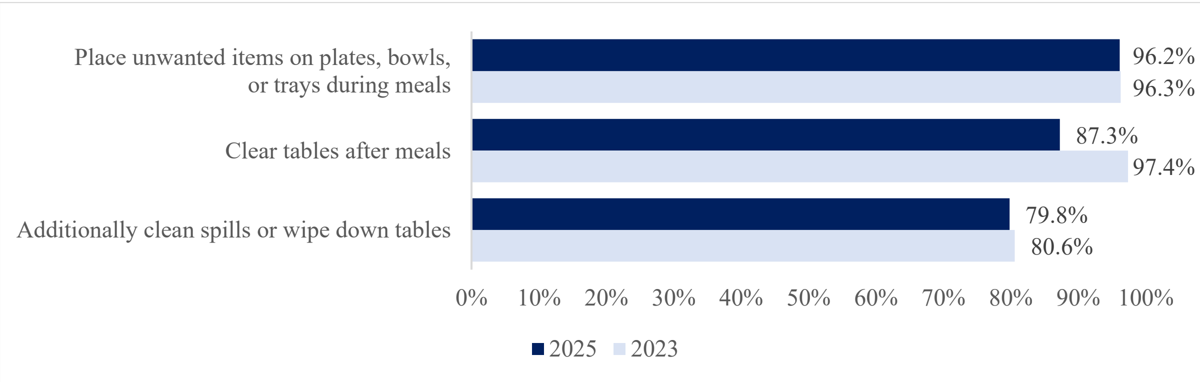
Proportion of Respondents Who Reported Returning Their Trays and Crockery All the Time



Respondents also continued to report relatively high levels of table cleaning behaviour, as shown in Figure 4. During meals, 96.2% of respondents reported placing unwanted items on their plates, bowls, or trays, comparable to 2023 (96.3%). Among respondents who did not clear their tables during meals, 87.3% nevertheless reported clearing them after their meals,[15] although this represents a noticeable decrease of 10.1 percentage points from 97.4% in 2023. In addition, 79.8% of respondents reported taking further steps such as cleaning spills or wiping down tables after their meals, comparable to 80.6% in 2023.

Figure 4

Table-Cleaning Behaviours During and After Meals



Additional analyses did not reveal significant demographic differences in tray return and table-clearing behaviours during or after meals. However, for taking additional steps after meals, such as cleaning spills or wiping down tables, female respondents were significantly more likely to do so than male respondents.

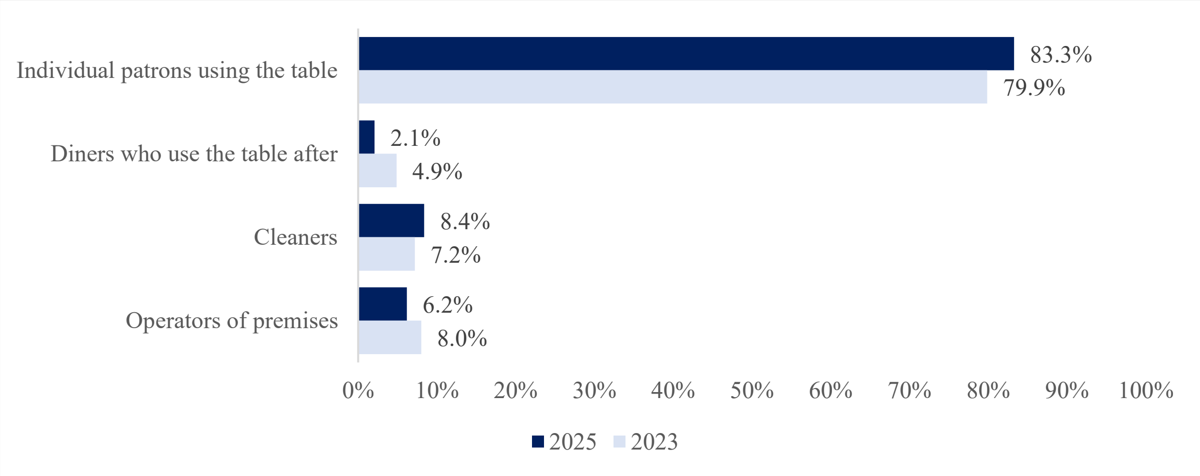
[15] Respondents were considered to have cleared unwanted items after their meals if they indicated either returning their tray, plate, or bowl with the unwanted items to a tray and crockery return rack or station, or disposing of the unwanted items in a rubbish bin before returning the used tray and crockery.

Motivations and Social Norms

The consistent high levels of tray return and table cleaning behaviour may reflect a gradual shift towards such behaviour becoming more socially normative. 83.3% of respondents identified individuals as primarily responsible for tray and crockery return, up 3.4 percentage points from 79.9% in 2023. Figure 5 shows respondents' perceptions of who is primarily responsible for tray and crockery return.

Figure 5

Perceived Responsibility for Tray and Crockery Return

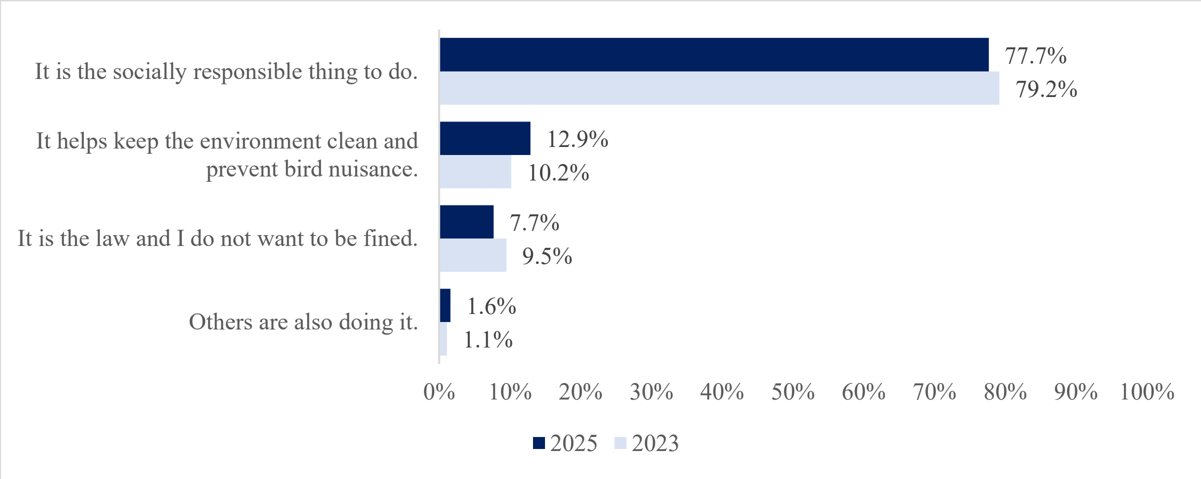


When asked about their motivations for returning used trays and crockery, the majority of respondents (77.7%) indicated that they did so because it was the socially responsible thing to do. Although this represents a slight decrease from 79.2% in 2023, a higher proportion of respondents cited keeping the environment clean and preventing bird nuisance as a motivation (12.9%), up from 10.2% in 2023. Conversely, only 7.7% reported returning trays primarily because it was the law and they did not want to be fined, down from 9.5% in 2023. The distribution of motivations for returning used trays and crockery is shown in

Figure 6.

Figure 6

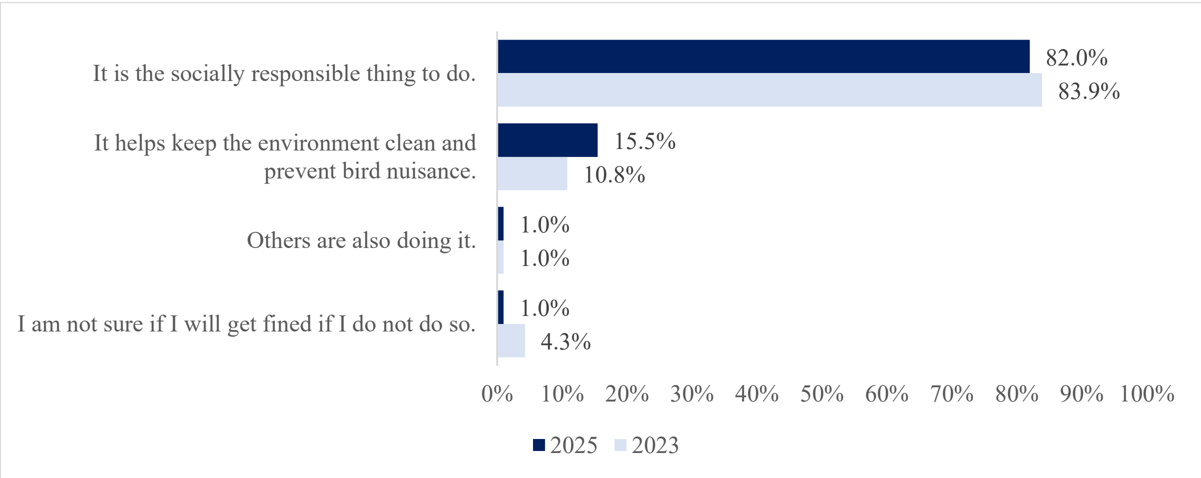
Motivations for Tray and Crockery Return



Similarly, among respondents who reported cleaning spills or wiping down tables after meals, the majority (82.0%) cited social responsibility as their main motivation. A smaller proportion (15.5%) reported doing so to keep the environment clean and prevent bird nuisance. Meanwhile, only 1.0% reported doing so because they were concerned about being fined, a decrease from 4.3% in 2023. Figure 7 presents respondents' reported motivations for cleaning spills or wiping down tables after meals.

Figure 7

Motivations for Table Cleaning



Overall, motivations relating to cleanliness, hygiene, and social responsibility appeared to have become more prevalent relative to enforcement-related motivations across both tray return and table cleaning behaviours compared to the previous wave.

Awareness and Perceptions of Enforcement Measures

Although respondents generally continued to report positive behaviours and attitudes towards tray return and table cleaning, awareness of the table littering enforcement measures introduced in 2021 declined slightly. Overall awareness fell to 92.2% in 2025, a decrease of

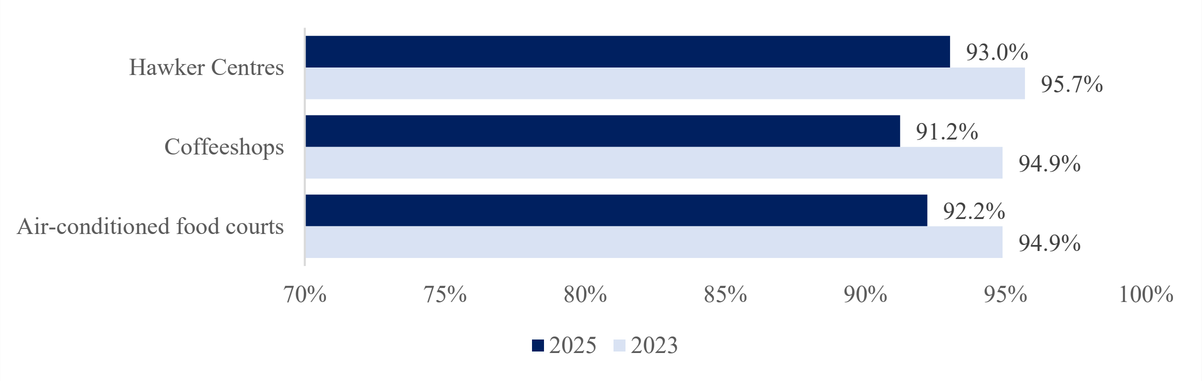
3.0 percentage points from 95.2% in 2023, continuing the gradual decline observed since 2022.[16] Awareness of the enforcement measures across different dining venues is presented in

[16] Overall awareness reported is based on the weighted average of respondents' ratings across the three food establishments.

Figure 8.

Figure 8

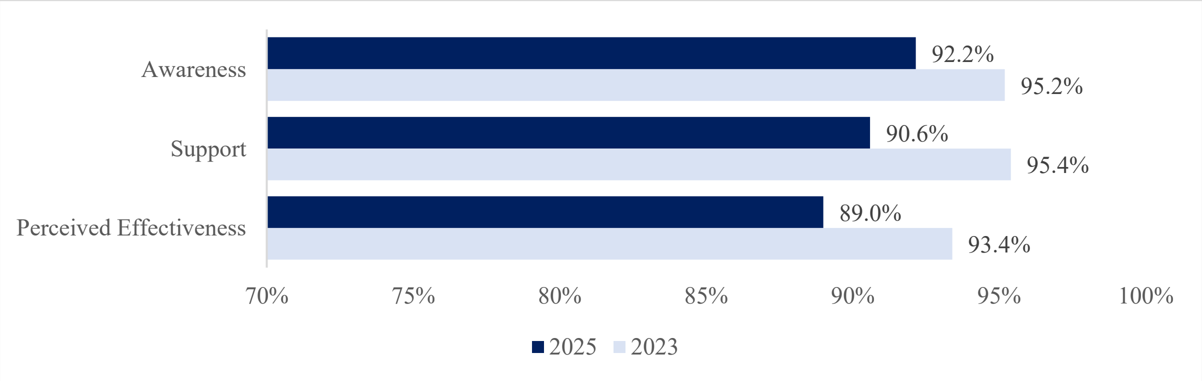
Awareness of Table Littering Enforcement Measures Across Food Establishments



Support for and perceived effectiveness of the enforcement measures also declined slightly from previous waves.[17] 90.6% of respondents reported supporting the enforcement measures, compared to 95.4% in 2023, while 89.0% found the measures effective, down from 93.4% in 2023. Among respondents who found the enforcement measures ineffective, hawker centres were most frequently cited as the setting where the measures were least effective (62.5%). Figure 9 presents respondents' awareness of, support for, and perceived effectiveness of the enforcement measures.

Figure 9

Awareness, Support, and Perceived Effectiveness of Enforcement Measures



Despite these declines in awareness, support, and perceived effectiveness, respondents continued to recognise several benefits of the enforcement measures against table littering. Aside from ensuring quicker turnover of tables for the next diners during peak dining hours (89.7%), respondents most frequently cited establishing social norms (88.9%), providing cleaner tables for diners (88.3%), and improving bird nuisance issues caused by leftover food on uncleared tables (85.5%) as key benefits of the enforcement measures. Figure 10 presents the full range of perceived benefits of the enforcement measures reported by respondents.

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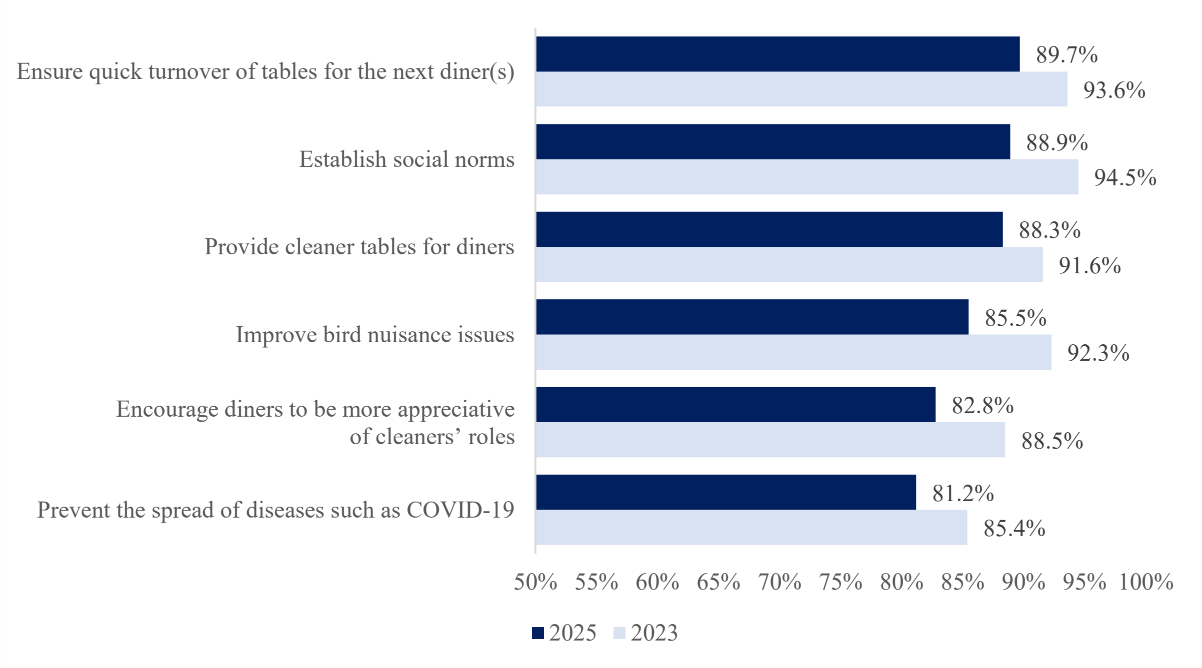
[17] Respondents who indicated that they were "quite supportive" and "very supportive" were classified as supportive; respondents who indicated that they found the enforcement measures "effective" and "very effective" were classified as perceiving the measures to be effective.

Figure 10

Perceived Benefits of Enforcement Measures



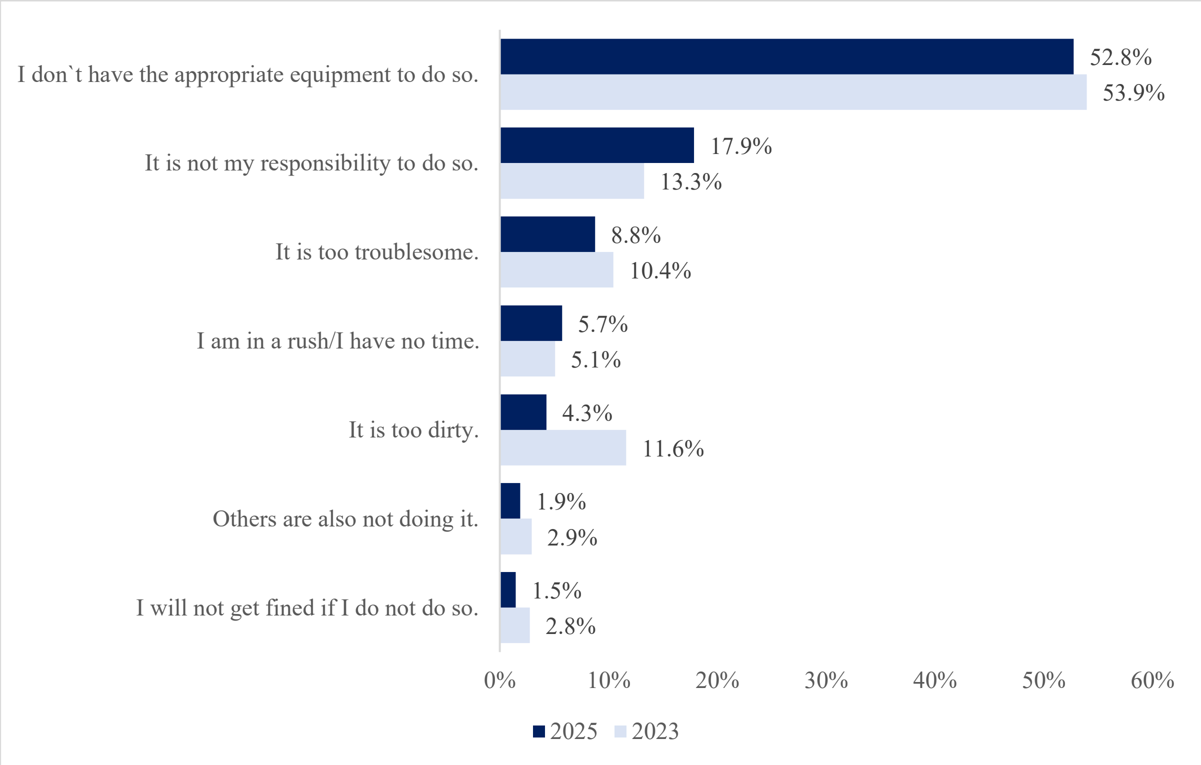
Barriers to Tray Return and Table Cleaning

Among respondents who did not do more by cleaning spills or wiping down tables after meals (20.2%), the most commonly cited reason was not having the appropriate equipment to do so (52.8%). The proportion of respondents who reported not cleaning the table because it was too dirty decreased by 7.3 percentage points, from 11.6% in 2023 to 4.3% in 2025. This suggests that concerns about cleanliness may have become less salient. However, a larger proportion of respondents reported that they did not feel it was their responsibility to clean the table after use, increasing by 4.6 percentage points from 13.3% in 2023 to 17.9% in 2025.

Figure 11 summarises respondents' reported reasons for not cleaning spills or wiping down tables after meals.

Figure 11

Reasons for Not Cleaning Spills or Wiping Down Tables After Meals



Among respondents who did not return their trays and crockery all the time (4.5%), the most commonly cited reason was that cleaners cleared their trays or crockery during or after their meals before they left the table (28.3%).[18] This was followed by uncertainty about whether they needed to return their trays or crockery (24.2%) and by finding the used trays or crockery too heavy to carry (23.4%).

Patterns differed slightly across dining settings. In hawker centres, the most frequently cited reason was that tray and crockery return racks or stations were within sight but located too far from respondents' seats (29.7%), whereas in coffeeshops, uncertainty over whether trays and crockery needed to be returned was the most commonly cited reason (37.0%). The second- and third-most frequently cited reasons were similar across both settings. Table 3 summarises the top reasons respondents do not return their trays or crockery. These top reasons cited remained broadly similar to those reported in 2023.

[18] The overall percentages for each reason are based on the weighted average of respondents' ratings across hawker centres and coffeeshops.

Table 3

Top Reasons for Not Returning Trays and Crockery

	Most Common Reason	**Second Most Common Reason**	**Third Most Common Reason**
Overall	The cleaner clears my tray/crockery during or after my meal, before I leave my table. (28.3%)	I am not sure whether I need to return my tray/crockery. (24.2%)	The used trays/crockery are too heavy for me. (23.4%)
Hawker Centres	The tray and crockery return rack/station is within visible sight, but too far from my seat. (29.7%)	The cleaner clears my tray/crockery during or after my meal, before I leave my table. (29.5%)	The used trays/crockery are too heavy for me. (24.4%)
Coffeeshops	I am not sure whether I need to return my tray/crockery. (37.0%)	The cleaner clears my tray/crockery during or after my meal, before I leave my table. (36.7%)	The used trays/crockery are too heavy for me. (30.4%)

Attitudes and Perceptions on Littering

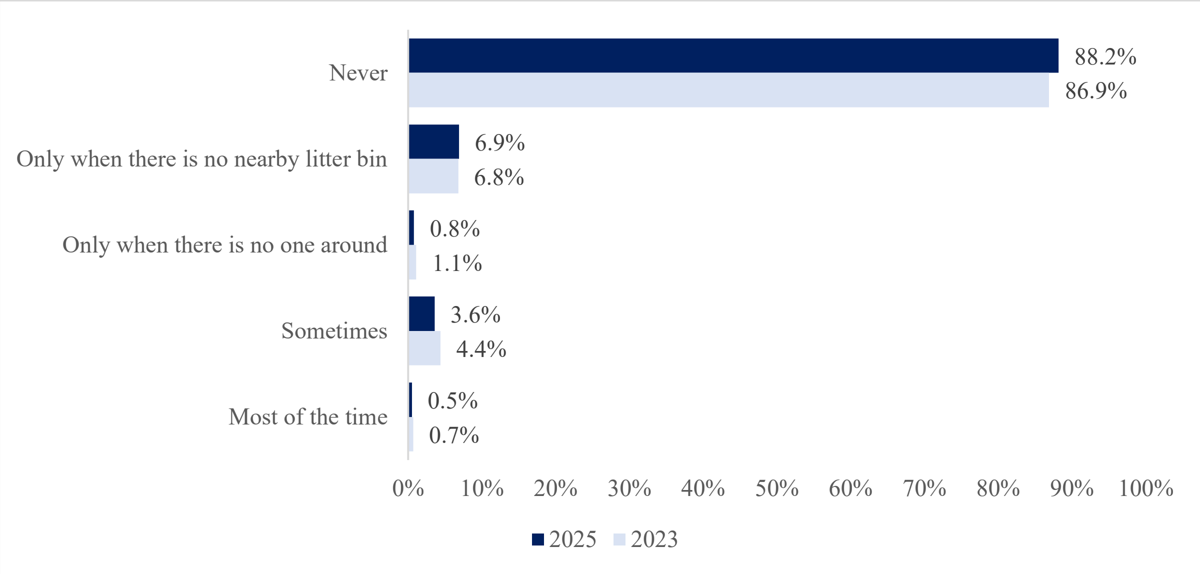
In addition to perceptions of cleanliness in public spaces, this wave also continued to examine respondents' attitudes and behaviours regarding littering, shared responsibility, and community involvement in maintaining public cleanliness. Respondents were asked about their disposal habits in public spaces, their perceptions of responsibility for cleanliness, their reliance on cleaning services, and their support for community-based cleanliness initiatives.

Self-Reported Littering Behaviours and Motivations

Proper litter disposal remained high in 2025, with 72.4% of respondents reporting they had properly disposed of all litter in the past four weeks, comparable to 71.7% in 2023. When asked directly whether they had littered in public spaces, 88.2% of respondents reported never doing so, a slight increase from 86.9% in 2023 (Figure 12). Further analyses showed that females and older adults were more likely to report never littering in public spaces. Older adults were also less likely to report littering behaviours overall and, among those who did litter, tended to report fewer littered items.

Figure 12

Self-Reported Littering Behaviour in Public Spaces

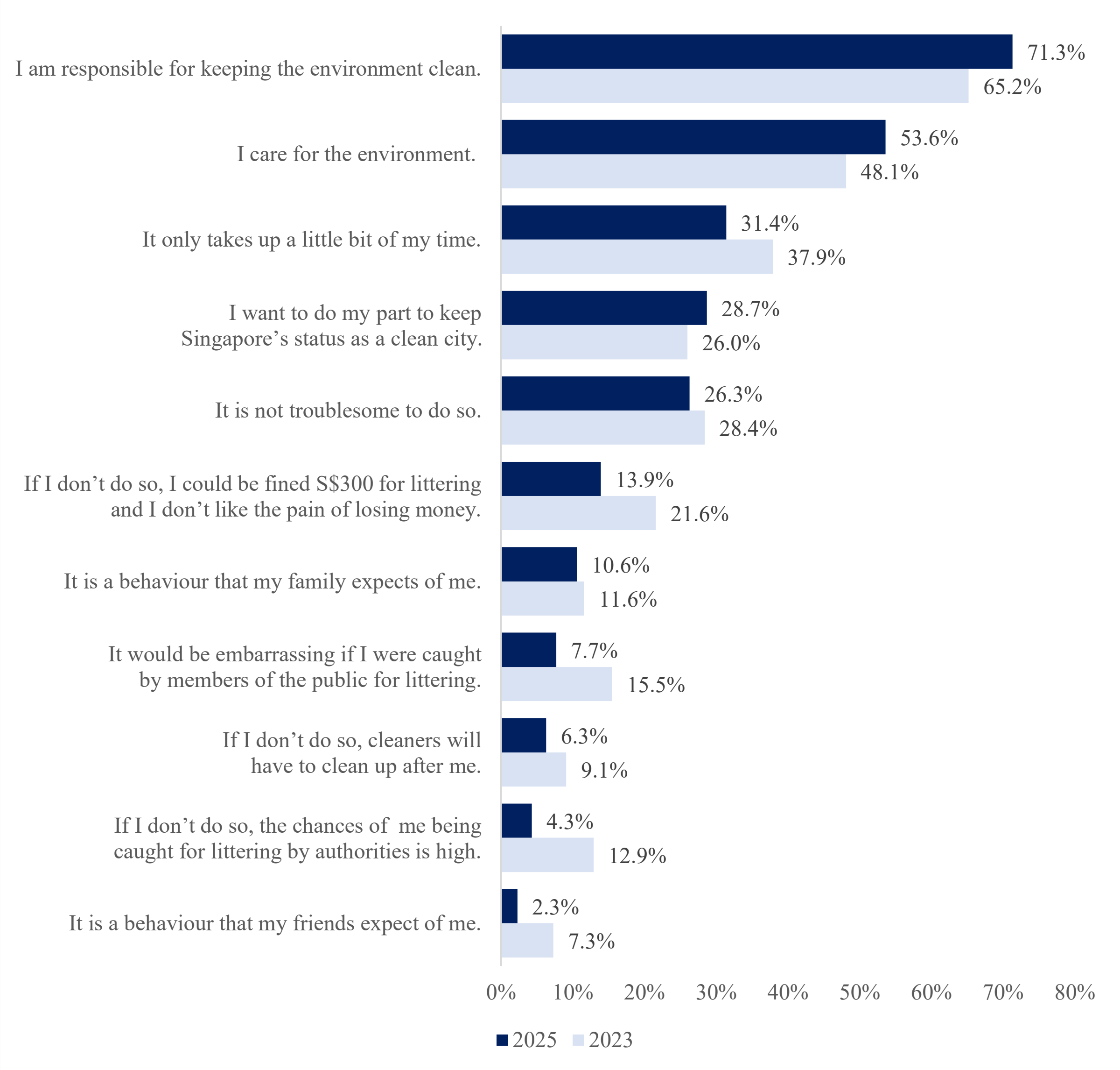


When asked about why respondents choose to dispose of their trash properly, the most commonly cited reason was a sense of personal responsibility for keeping the environment clean (71.3%). This represents a 6.1 percentage-point increase from 65.2% in 2023, continuing an upward trend observed in recent waves. This was followed by caring for the environment (53.6%), which also increased by 5.5 percentage points from 48.1% in 2023. In addition, 28.7% of respondents reported disposing of litter properly because they wanted to do their part to maintain Singapore's status as a clean city, an increase of 2.7 percentage points from 26.0% in 2023.

At the same time, a lower proportion of respondents cited external or situational factors as reasons for proper disposal. Compared to previous waves, there were declines in the proportions who reported disposing of litter properly because of expectations from friends or family, embarrassment if caught littering, the possibility of fines, or the belief that they could get away with it because cleaners would clear the litter. The distribution of reasons for proper trash disposal is presented in Figure 13.

Figure 13

Reasons for Proper Trash Disposal



Among respondents who did not properly dispose of all litter, used tissue paper and wet wipes were the most commonly littered items (9.2%), followed by leftover food and drinks (9.0%), and food packaging and wrappers (7.7%). These items have consistently remained the most commonly littered items across recent waves.

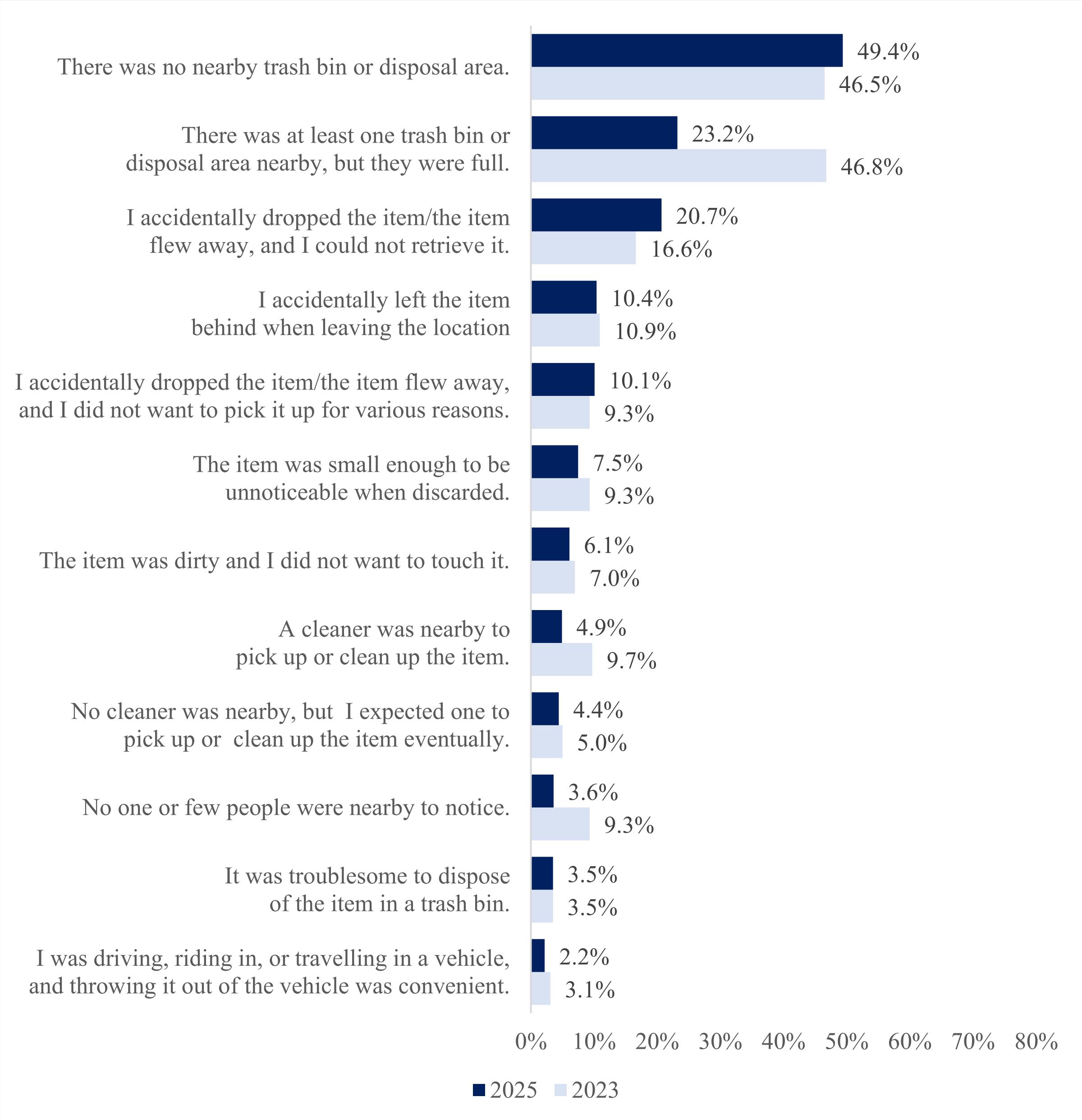
Nearly half of respondents who did not dispose of their litter properly cited a lack of nearby trash bins or disposal areas (49.4%). This was followed by 23.2% who reported that existing bins or disposal areas were full,[19] and 20.7% who indicated that they had accidentally dropped the item or that it had blown away and could not be retrieved. These reasons were broadly consistent with findings from previous waves.

[19] The 2025 proportion (23.2%) is comparable to that reported in 2022 (22.6%), despite the substantial decline from 2023 (46.8%). Nevertheless, this decline may be related to the reduced prevalence of what constitutes littering, which is discussed in the following section.

Notably, reasons linked to perceived opportunities to litter without consequence also declined more notably. The proportion of respondents who reported littering because there were few or no people nearby to notice fell by 5.8 percentage points, from 9.3% in 2023 to 3.6% in 2025. Similarly, the proportion who cited the presence of cleaners nearby to pick up or clean the item decreased by 4.9 percentage points, from 9.7% to 4.9%. Figure 18 shows the reasons for improper trash disposal.

Figure 14

Reasons for Improper Trash Disposal



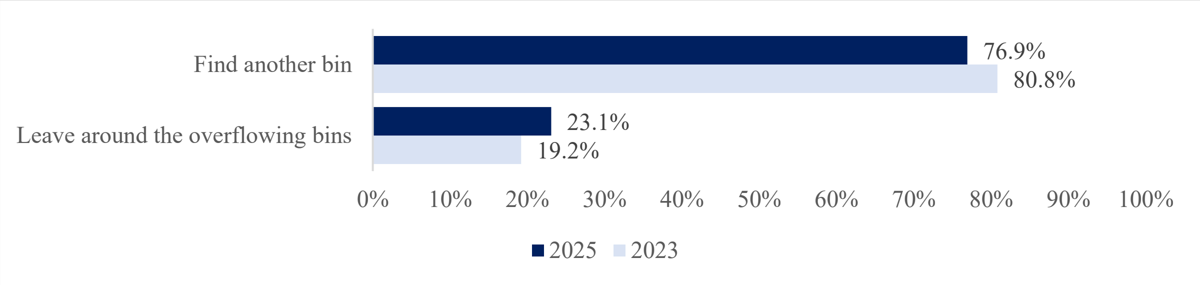
Across measures, these findings suggest improved attitudes and behaviour toward proper trash disposal. Respondents appear to be gradually motivated more by personal responsibility and environmental concern, and less by social pressure or enforcement-related considerations.

Behavioural Responses in Specific Scenarios

Responses to a scenario involving overflowing bins further illustrate how respondents navigate competing considerations relating to convenience, responsibility, and cleanliness in specific situations. When presented with a scenario involving an empty drink bottle and an overflowing bin, 76.9% of respondents reported that they would look for another bin to dispose of the bottle properly (Figure 15). This represents a 3.9 percentage-point decrease from 80.8% in 2023, continuing the gradual decline observed since 2019.

Figure 15

Responses to an Overflowing Bin Scenario



Additional analyses further showed that older adults, females, those who live in smaller housing sizes, and those with lower levels of educational attainment were more likely to report that they would find another bin rather than leave the bottle at or beside an overflowing bin.

Besides citing the lack of space in overflowing bins (69.2%), respondents who would find another bin also commonly reported concerns that leaving the bottle there might attract unwanted pests (39.1%). Among respondents who would leave the bottle at or beside the overflowing bin, 66.8% believed that cleaners would eventually clear the overflowing bins, followed by respondents who found it too troublesome to look for another bin (46.6%).

While proportions for most reasons remained similar to those in 2023, perceptions of whether such behaviour constitutes littering shifted notably. Among respondents who would find another bin, the proportion who reported doing so because they believed leaving the bottle at an overflowing bin would be considered littering decreased by 20.6 percentage points, from 52.7% in 2023 to 32.0% in 2025.[20]

A corresponding shift was observed among respondents who would leave the bottle at the overflowing bin. The proportion who believed that doing so was not considered littering because the bins were already full decreased by 9.0 percentage points, from 52.6% in 2023 to 43.6% in 2025. Similarly, the proportion who believed that doing so would not be considered

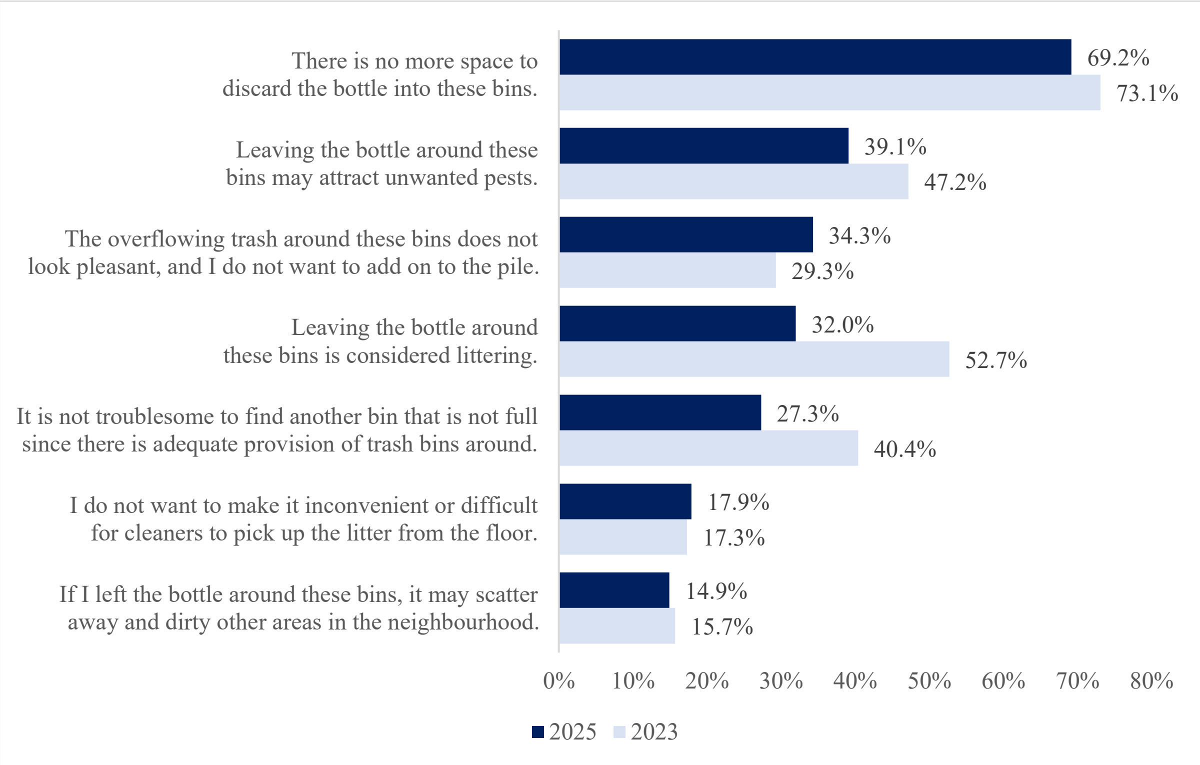
[20] Percentage-point changes are calculated from unrounded values and may therefore differ slightly from differences derived from the rounded percentages shown.

littering even if the bins were not full decreased substantially by 21.6 percentage points, from 34.8% to 13.3%.[21]

Taken together, it may be that considerations about whether a behaviour constitutes littering have become less salient in respondents' decision-making, with practical considerations appearing to play a larger role. Figure 16Figure 18 illustrate the differing motivations underlying respondents' decisions to either find another bin or leave the bottle at or beside the overflowing bin.

Figure 16

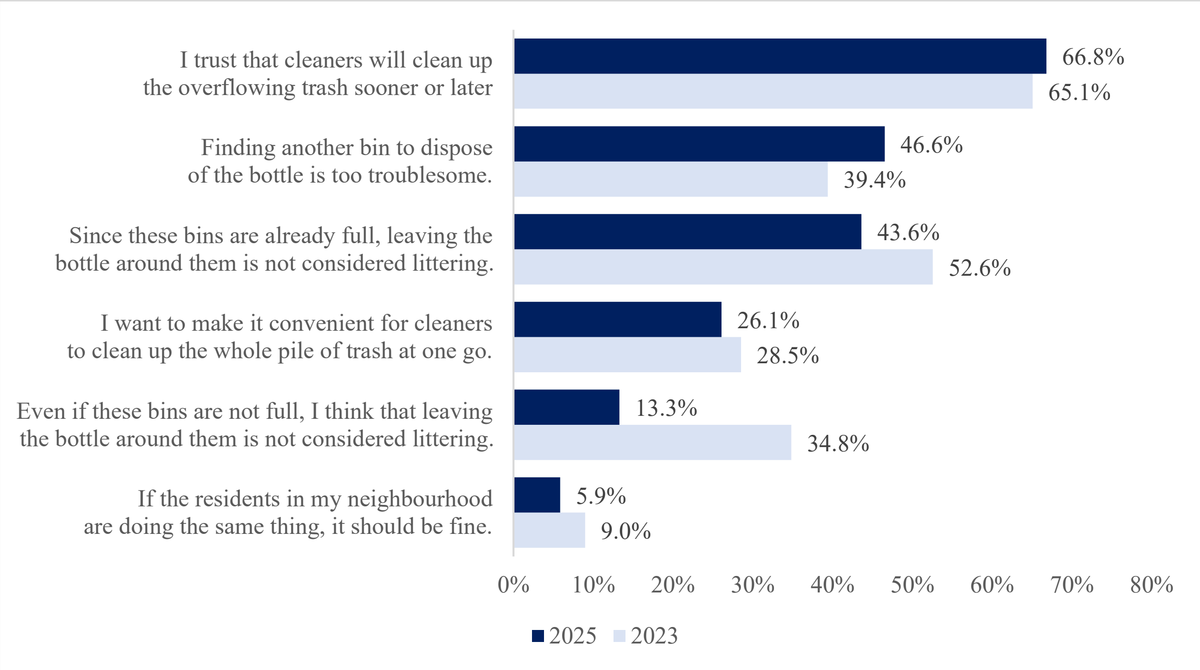
Reasons for Finding Another Bin



[21] Percentage-point changes are calculated from unrounded values and may therefore differ slightly from differences derived from the rounded percentages shown.

Figure 17

Reasons for Leaving the Bottle Around Overflowing Bins



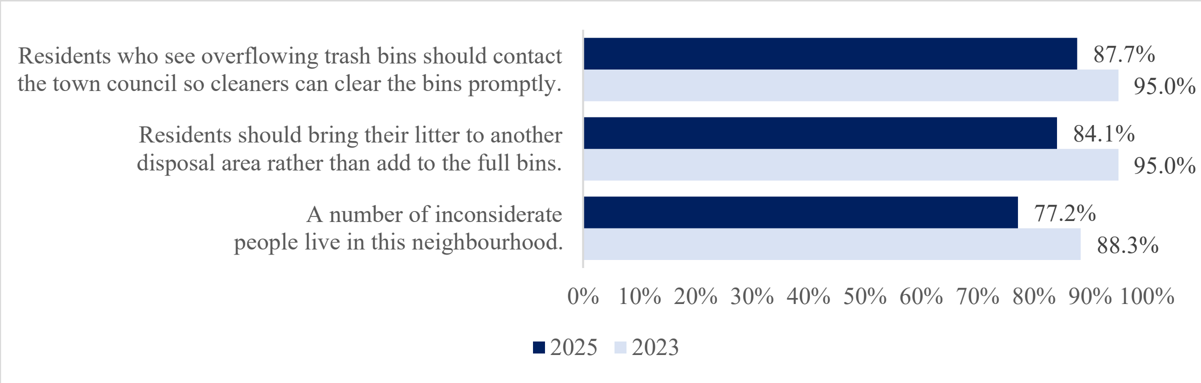
Perceptions of Individual and Cleaner Responsibility for Cleanliness

Respondents' views on neighbourhood cleanliness also provided further context for their reactions to the overflowing-bin scenario. Most respondents continued to view residents as having an important role in maintaining neighbourhood cleanliness. When presented with scenarios involving overflowing bins, 87.7% agreed[22] that residents who encounter overflowing bins should report them to the town council so that cleaners can clear them promptly, while 84.1% of respondents agreed that residents should bring their litter to another disposal area rather than add to overflowing bins. In addition, 77.2% agreed that overflowing bins reflect that inconsiderate people live in the neighbourhood. While agreement levels and proportions for resident responsibility remained relatively high, they are also noticeably lower than in 2023 (Figure 18). Agreement with these statements declined by 7.4, 11.0, and 11.2 percentage points, respectively.

[22] Respondents who indicated that they "agree" or "strongly agree" were classified as agree.

Figure 18

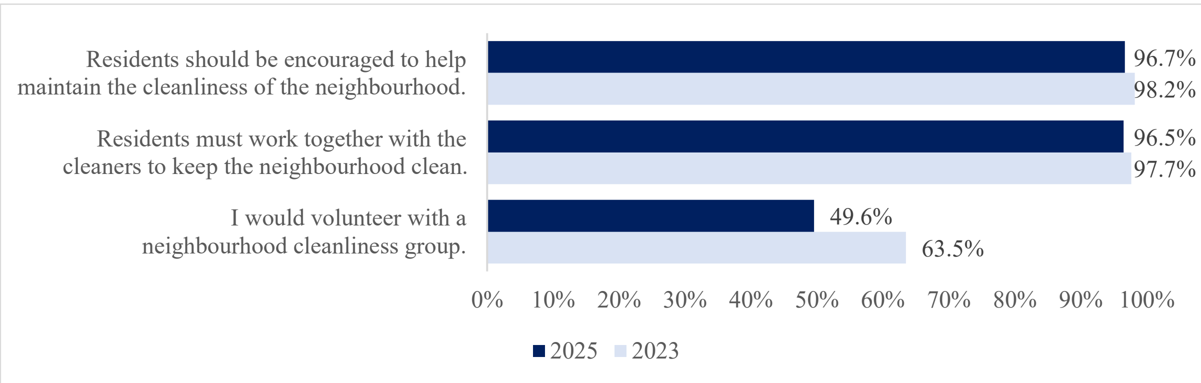
Attitudes Towards Residents' Responsibility for Overflowing Bins



Respondents also continued to express strong support for greater resident involvement in maintaining neighbourhood cleanliness. 96.7% agreed that residents should be encouraged to help maintain the cleanliness of their neighbourhood, while 96.5% agreed that residents and cleaners should work together to keep neighbourhoods clean. However, support for more active personal involvement was comparatively lower. When asked whether they would volunteer in a neighbourhood cleanliness group that encourages residents to pick up litter, educate others on the importance of proper litter disposal, and work with cleaning crew to maintain neighbourhood cleanliness, less than half of respondents (49.6%) indicated that they would. Significant demographic variation was observed for willingness to volunteer, with respondents' willingness to participate declining with increasing age. Agreement levels across these attitudes towards resident involvement in maintaining neighbourhood cleanliness also declined compared with 2023 (Figure 19
Figure 19). The decline was particularly steep for willingness to personally volunteer, decreasing 13.8 percentage points from 63.5% in 2023.

Figure 19

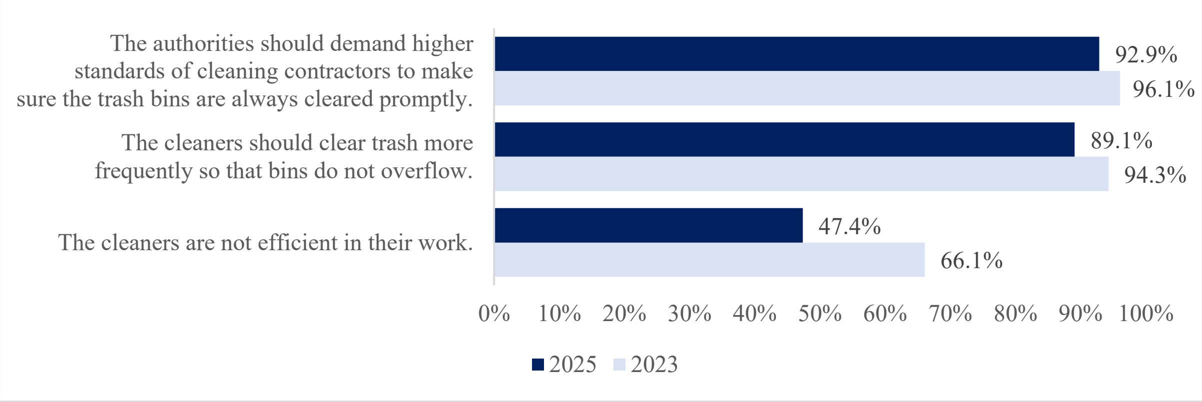
Attitudes Towards Resident Involvement in Maintaining Neighbourhood Cleanliness



At the same time, respondents also placed substantial responsibility on cleaners and cleaning contractors for maintaining cleanliness standards. 89.1% agreed that cleaners should clear trash more frequently to prevent bins from overflowing, while 92.9% agreed that authorities should demand higher standards from cleaning contractors to ensure bins are cleared promptly. However, perceptions of cleaner responsibility appeared more mixed when respondents were asked whether cleaners were efficient in their work. Less than half of respondents (47.4%) agreed that cleaners were not efficient in their work. Agreement with all three statements likewise decreased from 2023 (Figure 20). The sharpest decline was observed for the view that cleaners are not efficient in their work, with agreement decreasing by 18.7 percentage points from 66.1% in 2023.

Figure 20

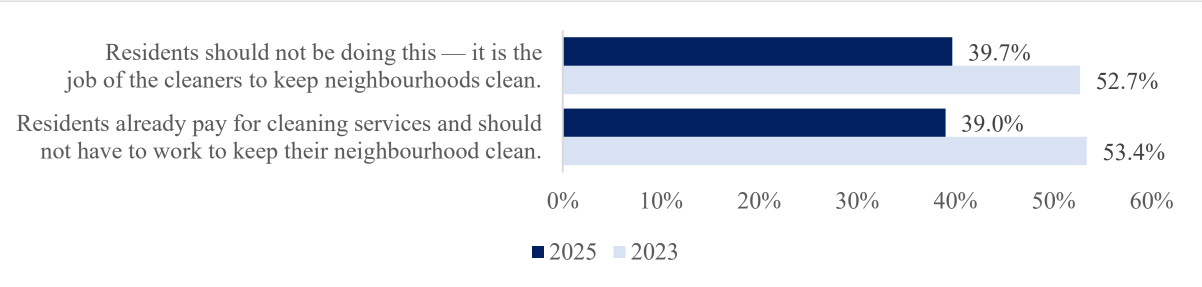
Attitudes Towards Cleaning Standards and Cleaner Responsibility



Fewer respondents also indicated that residents should not be personally involved in maintaining neighbourhood cleanliness because it was the cleaners' responsibility (39.7%) or because residents already pay for cleaning services and therefore should not need to contribute additional effort (39.0%). Proportions for both views declined from over 50% in 2023 (Figure 21).

Figure 21

Attitudes Towards Resident Involvement Relative to Cleaner Responsibility



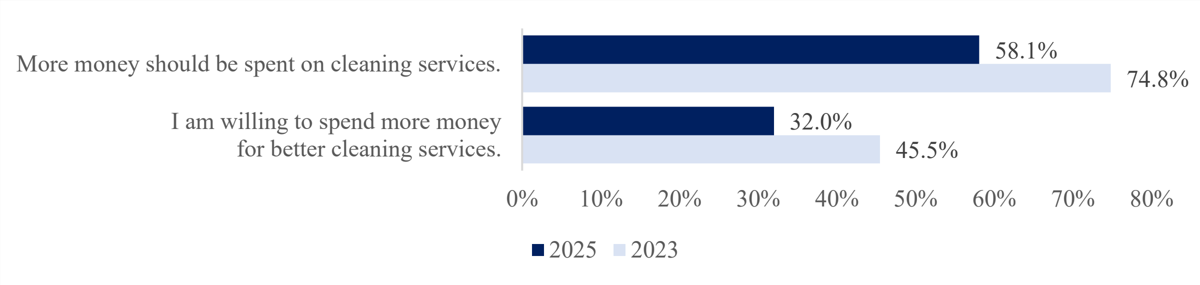
These findings suggest that respondents generally viewed neighbourhood cleanliness as a shared responsibility between residents and cleaners. While residents were still expected to dispose of litter responsibly and contribute to maintaining cleanliness within their neighbourhoods, respondents also continued to hold cleaners and cleaning contractors accountable for ensuring that public spaces and disposal areas were properly maintained.

Support for increased expenditure on cleaning services also declined substantially from previous waves (Figure 22
Figure 22). The agreement that more money should be spent on cleaning services fell 16.7 percentage points from 74.8% in 2023 to 58.1% in 2025. Similarly, willingness to pay more,

such as through higher Service and Conservancy Charges, for better cleaning services declined from 45.5% to 32.0%, a 13.5-percentage-point decrease.

Figure 22

Attitudes Towards Spending on Cleaning Services



Demographic analyses further showed that support for increased spending on cleaning services and willingness to pay more generally decreased with age and increased with educational attainment. Further analyses also showed that respondents attributing greater responsibility for cleanliness to cleaners and cleaning contractors[23] were likewise more willing to support increased spending on cleaning services.

Pride and Identity

Respondents' views on pride and identity in relation to Singapore's cleanliness further reinforced the broader themes of shared responsibility and personal accountability observed in earlier sections. Most respondents (96.5%) continued to view Singapore as a clean city.[24]

Respondents also continued to express strong personal ownership over Singapore's cleanliness. 98.5% agreed that they took pride in doing their part to keep Singapore clean, while 92.3% believed that other Singaporeans similarly took pride in contributing to Singapore's cleanliness. At the same time, the proportion who agreed that Singapore is clean only because of the efficiency of its cleaning services declined noticeably by 13.0 percentage points, from 90.8% in 2023 to 77.8% in 2025.

However, respondents also appeared less connected to cleaning services and cleaners at a more personal level. The proportion who reported interacting regularly with cleaners in their neighbourhood declined by 9.2 percentage points, from 76.0% in 2023 to 66.8% in 2025. Similarly, the proportion who knew how to provide feedback on the quality of cleaning services decreased by 9.7 percentage points, from 81.5% to 71.8%.

Thus, while respondents continued to express strong civic ownership over Singapore's cleanliness, direct engagement with cleaners and cleaning services appeared to decline

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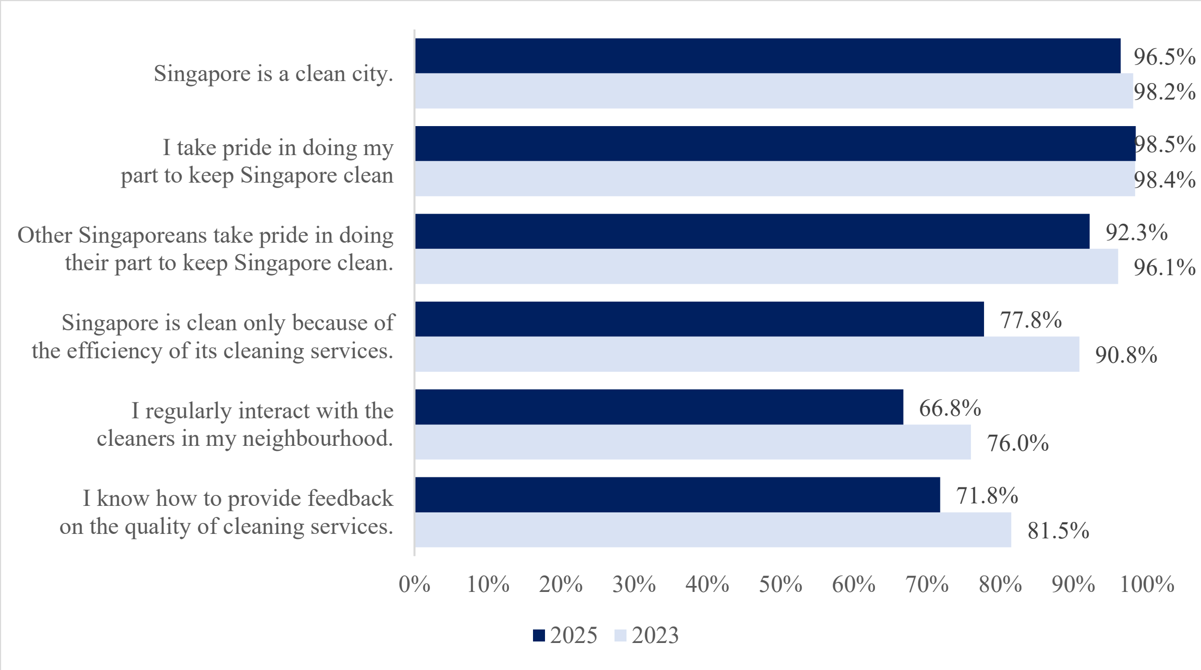
[23] Based on agreement with at least one of the five statements: (1) The cleaners are not efficient in their work; (2) The cleaners should clear trash more frequently so that bins do not overflow; (3) The authorities should demand higher standards of cleaning contractors to make sure the trash bins are always cleared promptly; (4) Residents already pay for cleaning services and should not have to work to keep their neighbourhood clean; (5) Residents should not be doing this — it is the job of the cleaners to keep neighbourhoods clean.

[24] Respondents who indicated that they "agree" or "strongly agree" to the statement were classified as agree.

compared to previous waves. Attitudes relating to Singapore's cleanliness, shared responsibility, and perceptions of cleaning services are presented in Figure 23.

Figure 23

Attitudes Towards Singapore's Cleanliness and Shared Responsibility

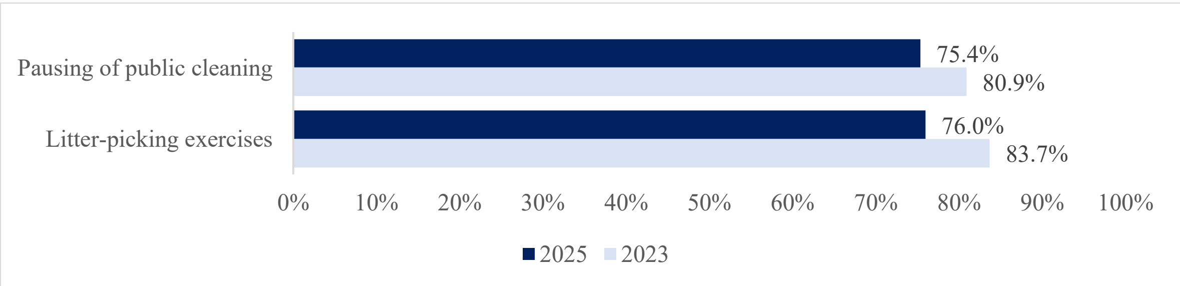


Strategies for Keeping Singapore Clean and Green

Respondents' views towards community-based cleanliness initiatives also reflected some moderation in support for more direct or collective involvement in maintaining public cleanliness. Support for a campaign to pause public cleaning for one day every three months declined 5.5 percentage points, from 80.9% in 2023 to 75.4% in 2025.[25] Similarly, support for a campaign to rally the community to conduct mass litter-picking exercises every three months fell 7.7 percentage points, from 83.7% to 76.0%. Support for these community-based cleanliness initiatives is presented in Figure 24.

Figure 24

Support for Community-Based Cleanliness Initiatives



[25] Respondents who indicated that they are "supportive" or "very supportive" of the initiative were classified as supportive.

Perceptions of the usefulness of these initiatives also generally declined compared to 2023 (Figure 25Figure 26).[26] For both campaigns, a lower proportion of respondents believed that the initiatives would help demonstrate how much litter is generated in public spaces or encourage the community to play a more active role in keeping public spaces clean. The largest decline was observed for the perception that these initiatives would demonstrate how much litter is generated in public spaces.

Figure 25

Perceived Usefulness of Pausing Public Cleaning

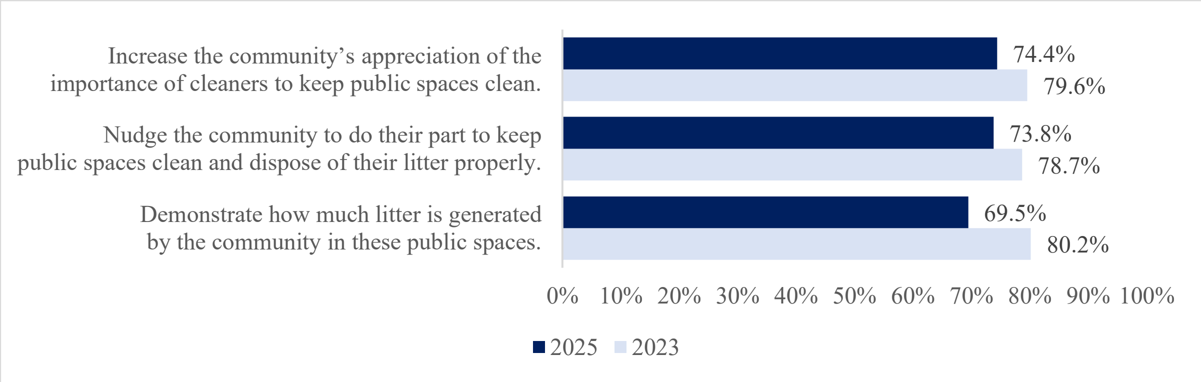
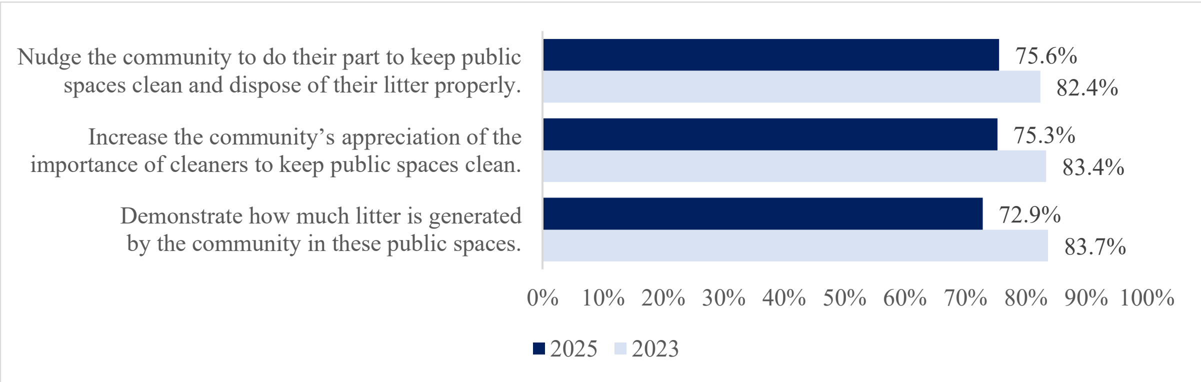


Figure 26

Perceived Usefulness of Mass Litter-Picking Exercises



Despite lower overall support for these initiatives, willingness to personally participate in mass litter-picking exercises increased slightly from 56.0% in 2023 to 57.8% in 2025, although participation levels remained comparatively moderate. Similar to the finding on volunteering and willingness to contribute to cleanliness efforts, younger respondents, along with those with higher levels of educational attainment, were generally more willing to participate in such an exercise.

While almost all respondents (98.6%) agreed that keeping Singapore clean is the responsibility of every individual, this was not consistently reflected in respondents' willingness to participate in community-based cleanliness initiatives. Additionally, 75.3%

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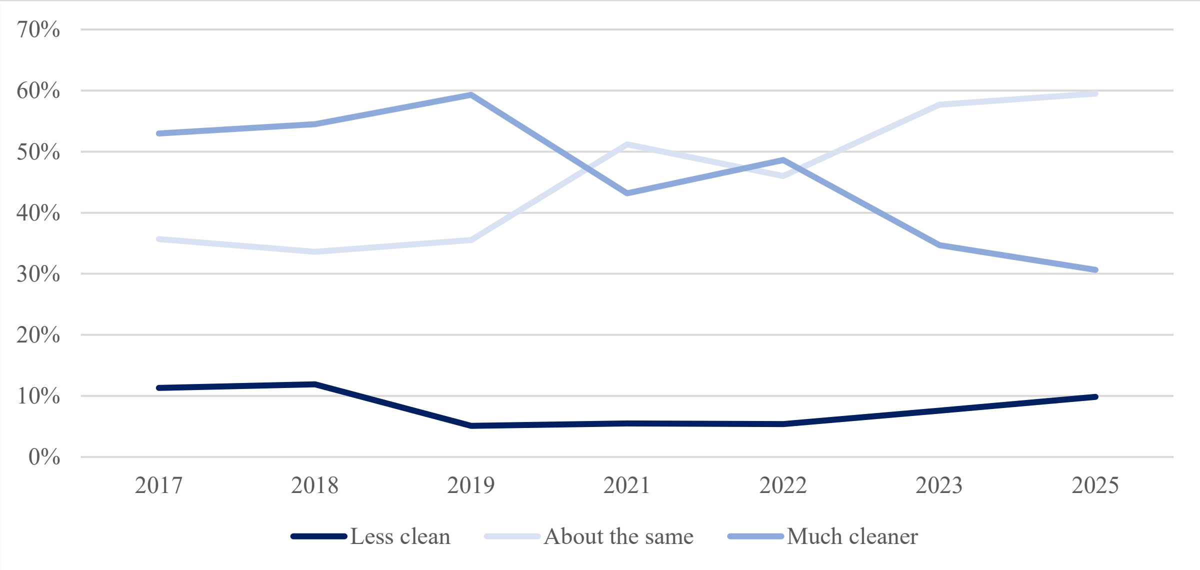
[26] Respondents who indicated each initiative as "quite useful" or "very useful" for the various statements were classified as perceiving the initiative as useful.

agreed that keeping Singapore clean is the government's responsibility, up 3.2 percentage points from 72.1% in 2023.

Nevertheless, Singapore's cleanliness continued to be perceived as being maintained at a high standard. Most respondents (59.5%) felt that cleanliness levels had remained about the same, while 30.6% felt that Singapore had become cleaner, and only 9.9% felt that cleanliness levels had worsened. Across recent waves, the proportion who felt that cleanliness levels had remained stable gradually increased, while the proportion who felt that Singapore had become cleaner declined (Figure 27).

Figure 27

Perceived Changes in Cleanliness Levels in Singapore



Perceptions of Public Hygiene

In addition to perceptions of cleanliness and responsibility, respondents were also asked about the importance of hygiene and their satisfaction with hygiene standards across various public spaces.

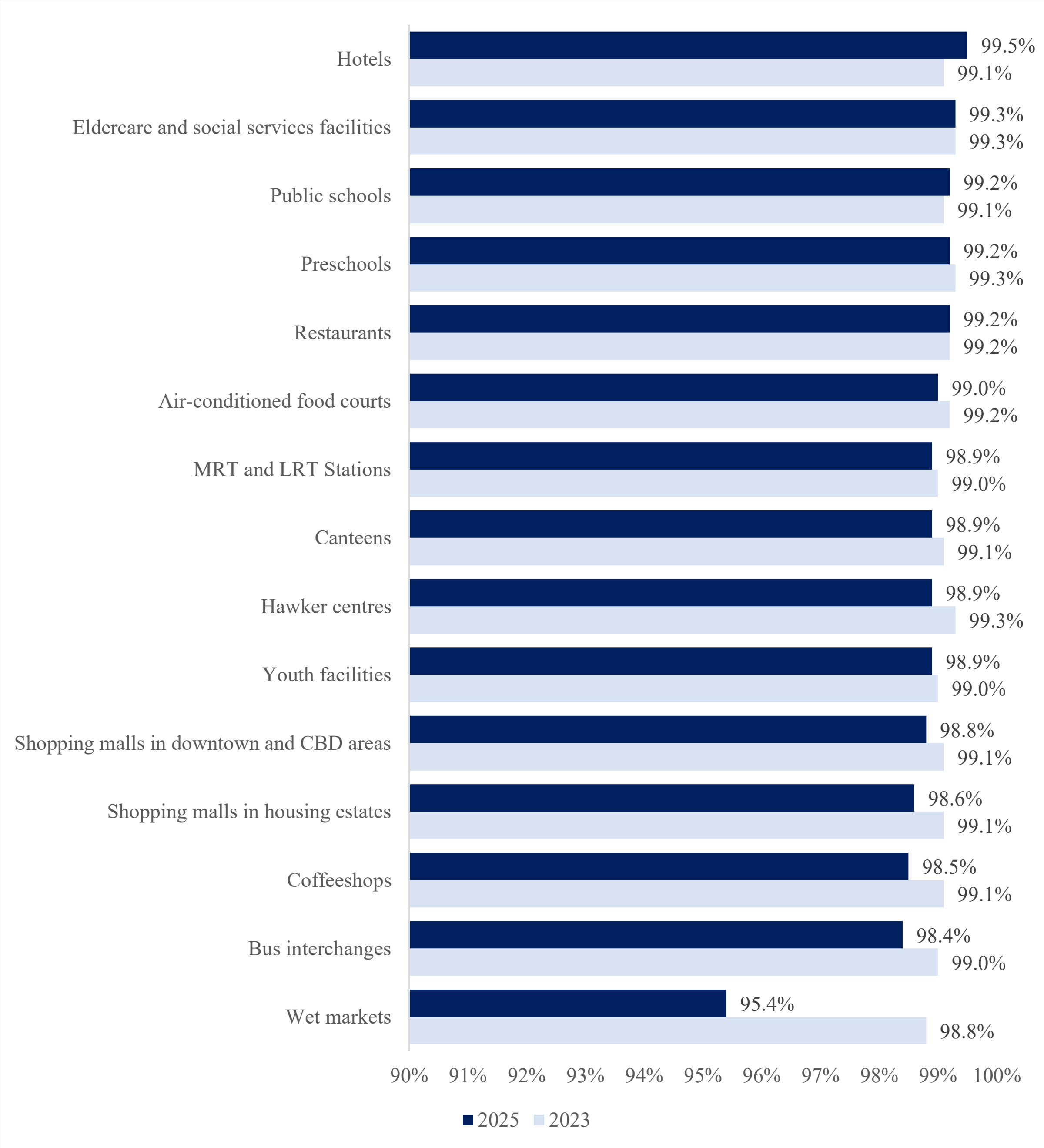
Respondents continued to place very high importance on hygiene across all public spaces in 2025, with at least 95% rating hygiene as important across every location assessed.[27] Importance ratings remained broadly stable compared to previous waves. Hotels (99.5%), eldercare and social services facilities (99.3%), public schools and preschools (99.2%), and restaurants (99.2%) continued to receive the highest importance ratings. Although changes across most locations were minimal, wet markets experienced the largest decline in perceived importance of hygiene, falling from 98.8% in 2023 to 95.4% in 2025. The perceived importance of hygiene across public spaces is presented in Figure 28

Figure 28.

[27] Respondents who indicated that hygiene was "important" or "very important" at a location were classified as viewing hygiene as important at that location.

Figure 28

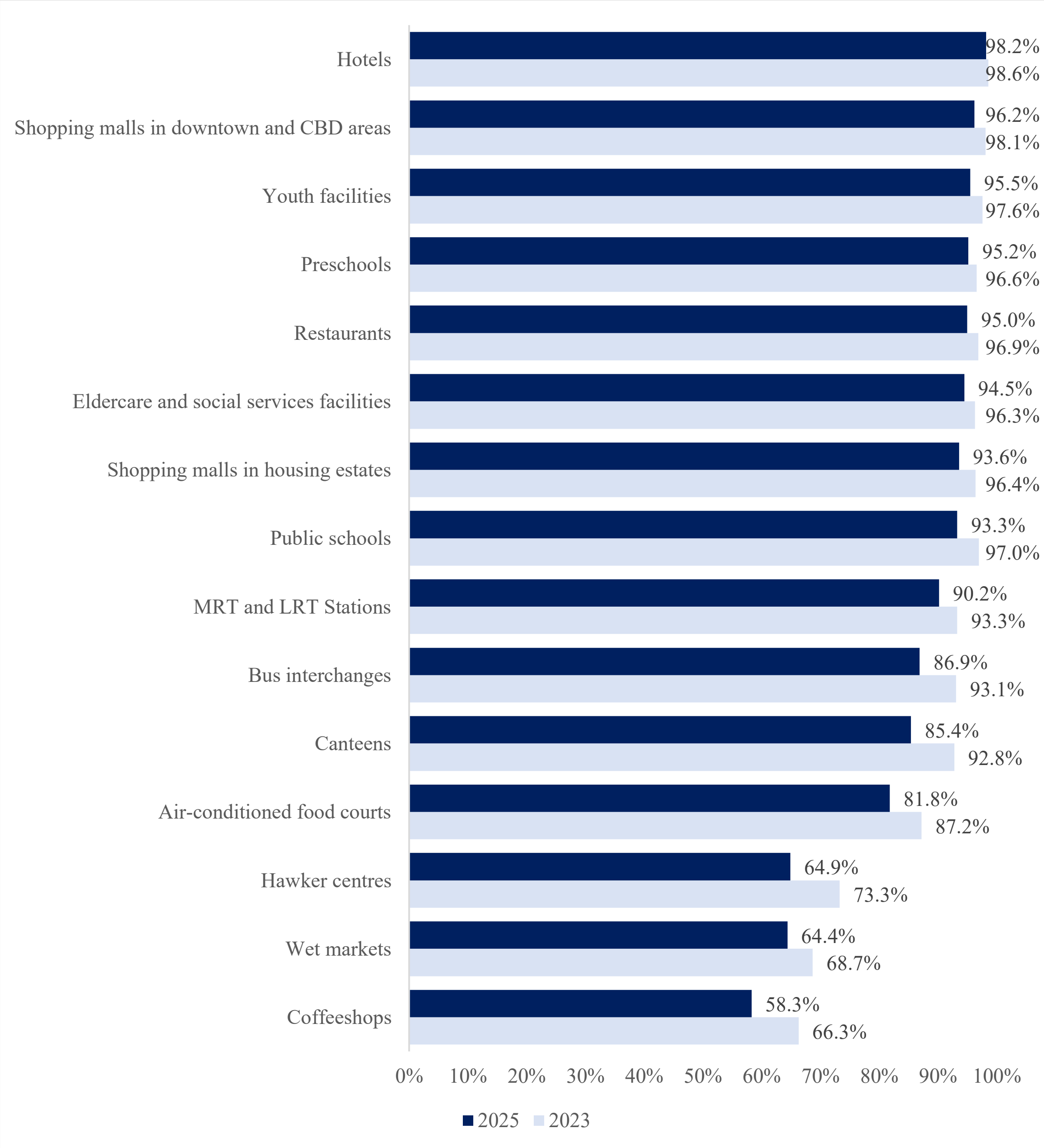
Importance of Hygiene Across Public Spaces



While respondents continued to place high importance on hygiene across public spaces, satisfaction levels were comparatively lower and declined more noticeably across several locations in 2025 (Figure 29). Hotels continued to record the highest satisfaction with hygiene standards (98.2%), followed by shopping malls in downtown or CBD areas (96.2%), youth facilities (95.5%), and preschools (95.2%). In contrast, coffeeshops (58.3%), wet markets (64.4%), and hawker centres (64.9%) recorded the lowest satisfaction levels. These locations also experienced some of the largest declines compared to 2023, particularly hawker centres (-8.4 percentage points) and coffeeshops (-8.0 percentage points). Canteens, bus interchanges, and air-conditioned food courts also saw a notable decline in satisfaction, falling 7.4, 6.2, and 5.4 percentage points, respectively.

Figure 29

Satisfaction with Hygiene Standards Across Public Spaces



Discussion

Overall Trends and Public Perceptions

The findings from the 2025 wave of the Public Cleanliness Satisfaction Survey suggest that Singaporeans continue to report generally high levels of satisfaction with public cleanliness across a wide range of public spaces. Transportation spaces, leisure spaces, and commuter paths continued to record comparatively high satisfaction levels, while tray return and table-cleaning behaviours also reflected strong public acceptance of socially responsible practices in shared dining environments. These findings suggest that many of the norms and behaviours promoted through public cleanliness campaigns and enforcement measures over recent years have become increasingly embedded in everyday life.

Nevertheless, with such increasingly embedded norms, expectations of cleanliness standards among the population may have increased, which inevitably decreases satisfaction levels at least slightly. The 2025 findings point towards a general moderation in perceptions of cleanliness across several domains. Satisfaction with the cleanliness of public toilets likewise declined across all establishment types. More respondents also perceived cleaning efforts in public spaces to be insufficient in terms of thoroughness, frequency, and the availability of trash bins.

Notably, the declines in perceptions of cleanliness and cleanliness efforts were not uniform across all spaces. Public spaces and domains with consistently higher satisfaction levels, such as MRT and LRT stations, shopping malls, and transport spaces, remained relatively stable. In contrast, spaces that had lower satisfaction levels, such as hawker centres, coffeeshops, wet markets, and common areas in neighbourhoods, tended to experience larger fluctuations across waves and continued to record the lowest satisfaction levels in 2025.

Perceptions of cleanliness were also more varied for several of these lower-rated spaces, as reflected in their comparatively higher standard deviations. This may reflect the more heterogeneous conditions found across these settings. In recent years, upgrading and improvement initiatives have been implemented across some hawker centres and coffeeshops, which may have contributed to better cleanliness experiences at some locations. Meanwhile, conditions at others may have changed to a lesser extent. Improvements at some locations may also make differences across locations more salient and contribute to higher expectations of cleanliness elsewhere. As the PCSS does not distinguish between individual locations, improvements at some locations may therefore coexist with poorer experiences elsewhere. Thus, the declines observed for these spaces may not reflect a uniform deterioration in cleanliness across locations.

Moreover, variation in perceptions may reflect differences in the nature and intensity of use across these spaces. Spaces such as hawker centres, coffeeshops, wet markets, and common areas in neighbourhoods may be more vulnerable to fluctuations in public perceptions due to the visibility of food waste, litter, and diverse user behaviours, compared to more controlled environments such as MRT stations and shopping malls. Additionally, the sharper decline in satisfaction with cleanliness observed in common areas in neighbourhoods may reflect increased use of these spaces following the resumption of post-pandemic community and recreational activities. The resulting higher footfall and more diverse uses may have made it more challenging to maintain consistently high standards of cleanliness.

Satisfaction with public toilet cleanliness across establishment types remained broadly consistent with previous years, with shopping malls and transport spaces continuing to perform well. Coffeeshops and hawker centres, while recording lower satisfaction levels and steeper declines, represent areas where ongoing efforts are being directed. Perceptions of toilet cleanliness were also more varied at coffeeshops and hawker centres, which recorded the highest standard deviations across the establishment types assessed. As with perceptions of general cleanliness and cleaning efforts, this variation may reflect more varied cleanliness experiences across individual locations, as well as differences in footfall and the challenges associated with maintaining cleanliness in heavily used dining environments.

These findings should also be considered in the context of ongoing efforts to improve toilet cleanliness. The declines observed in 2025 follow a period of improvement in 2023, and coincide with the introduction of initiatives such as the Public Toilets Taskforce. These efforts may have raised expectations of public toilet cleanliness standards. However, the full benefits of these efforts may take time to be felt, particularly in high-footfall dining environments where maintaining cleanliness presents greater operational challenges, and where continued focus is expected to yield meaningful improvements over time.

At the behavioural level, however, the findings continue to indicate that some social norms surrounding cleanliness behaviours may be strengthening despite declines in satisfaction with public cleanliness overall. Tray return and table-cleaning behaviours remained consistently high, with more respondents viewing tray and crockery return as an individual responsibility and citing intrinsic motivations such as social responsibility and consideration for others as reasons for returning their trays. Similarly, more respondents reported disposing of litter properly due to personal responsibility and civic-mindedness rather than external factors such as enforcement or penalties.

Importantly, these findings were observed despite slight declines in awareness, support, and perceived effectiveness of anti-littering enforcement measures. This may suggest that behaviours such as tray return and proper disposal of litter are increasingly becoming socially expected behaviours rather than actions motivated primarily by fear of enforcement. In this regard, public cleanliness campaigns and enforcement measures introduced over recent years may have contributed not only towards immediate behavioural compliance, but also towards the gradual internalisation of such social norms surrounding cleanliness and shared responsibility in public spaces.

A different pattern emerged for public toilet cleanliness. While tray return and litter disposal involve visible behaviours that can be reinforced through public campaigns and enforcement, respondents were less likely than in previous waves to view individual users as primarily responsible for public toilet cleanliness. A larger proportion also attributed responsibility to the operators or owners of public toilets and the premises in which they are located. This may suggest that public toilet cleanliness is perceived differently from other public cleanliness issues and highlights the continued need to reinforce individual responsibility for maintaining clean public toilets.

While respondents continued to acknowledge the important role played by cleaning services in maintaining Singapore's cleanliness standards, many also agreed that residents should work together with cleaners to maintain cleanliness in shared environments.

Support for participatory cleanliness initiatives was comparatively more moderate in 2025 than in previous waves. A lower proportion of respondents expressed support for such campaigns and perceived them as useful. A lower proportion also indicated support for and willingness to contribute additional resources towards cleaning services through increased spending. This may suggest that norms relating to individual responsibility have become increasingly internalised with respect to everyday cleanliness behaviours, but are less readily translated into participation beyond what respondents perceive as their own immediate responsibilities. Similarly, reduced engagement with cleaners may indicate fewer opportunities for residents to view public cleanliness as a collaborative effort rather than an individual or service-based responsibility. Nonetheless, as this pattern has emerged in a single survey wave, it may also be too early to determine whether it represents a longer-term shift in public attitudes or a temporary response to broader contextual factors, such as current economic uncertainties.

Demographic Patterns and Attitudes

While demographic differences were generally modest, several broad patterns emerged. Older respondents tended to report lower satisfaction with public cleanliness, public toilet cleanliness, and the efficiency of cleaning services. However, they were also more likely to report socially responsible cleanliness behaviours, including proper trash disposal and seeking out another bin when faced with an overflowing bin. Similarly, respondents who live in larger housing sizes and with higher levels of educational attainment tended to report lower satisfaction with cleanliness standards, while younger respondents were generally more willing to participate in community-based cleanliness initiatives and support increased spending on cleaning services. Younger respondents and those with higher educational attainment were also more willing to pay more for better cleaning services.

These findings suggest that lower satisfaction with cleanliness may reflect higher expectations, while younger respondents appear more receptive to organised forms of participation and contribution towards cleanliness efforts.

Policy and Intervention Implications

The findings point towards several possible areas for future intervention. Although tray return behaviours remained consistently high, there was a slight decline in the number of respondents who reported clearing their tables after meals. At the same time, awareness of table littering enforcement measures declined slightly. This may suggest that respondents increasingly associate enforcement primarily with tray return rather than broader table-clearing responsibilities. Providing clearer public messaging regarding expected post-meal cleaning behaviours, alongside practical support such as accessible cleaning materials or visual prompts, may help reinforce these norms further. The normalisation of these visible individual behaviours could also provide a foundation for strengthening individual and community ownership of shared spaces. Future efforts could build on this by embedding participation opportunities within existing community networks, which would also make involvement a more routine and accessible part of maintaining shared spaces.

Similarly, the findings on littering and overflowing trash bins may indicate that infrastructure and behavioural messaging may need to be more closely tied. While practical considerations such as bin availability, overflowing bins, and the expectation that cleaners would eventually clear the litter continued to influence respondents' behaviour, perceptions of whether such actions constituted littering appeared to become less salient. This may point to a need for clearer public education on appropriate disposal behaviours and individuals' responsibilities when disposal facilities are unavailable or full. It may be helpful to provide clear messaging around bins to reinforce that leaving litter beside bins constitutes littering, and to encourage individuals to hold on to their litter until they find another bin. In addition, effective bin placement and maintenance could help address ongoing concerns regarding insufficient trash bins.

Further, campaigns and interventions may benefit from being tailored towards both specific cleanliness hotspots and the differing attitudes and behaviours observed across demographic groups. Hawker centres, coffeeshops, and common areas in neighbourhoods continued to record comparatively lower satisfaction levels and may therefore require more sustained interventions, environmental improvements, and behavioural nudges. Future PCSS waves could also consider incorporating greater geographical specificity to distinguish between locations where cleanliness initiatives or improvements have been implemented and those where they have yet to be introduced. This could provide greater insight into whether perceptions of cleanliness differ across locations and help assess the potential effects of targeted interventions.

The demographic findings also indicate that different forms of engagement and intervention may resonate differently across demographic groups. Younger respondents were generally more willing to participate in volunteer and neighbourhood-level efforts despite being less likely to report certain socially responsible disposal behaviours. Encouraging participation in community cleanliness efforts among these groups may therefore help strengthen awareness and reinforce longer-term social norms relating to public cleanliness.

The lower satisfaction reported by older respondents, despite their stronger socially responsible cleanliness behaviours, suggests that maintaining cleanliness satisfaction among such groups may require greater visibility of cleaning efforts, timely responses to cleanliness issues, and clear feedback mechanisms that allow concerns to be addressed promptly.

Conclusion

Overall, the 2025 wave of the PCSS suggests that while Singapore continues to maintain relatively high standards of public cleanliness, sustaining these standards may increasingly require a combination of effective cleaning operations, well-maintained infrastructure, public education, targeted behavioural interventions, and community cooperation. As expectations surrounding cleanliness continue to evolve, the next step may be to build on established norms by strengthening individual and community ownership of shared spaces and translating positive attitudes towards cleanliness into sustained participation and action.

Annex A
Methodology
This study received clearance from the Singapore Management University Institutional Review Board. The survey sample was obtained using a Department of Statistics listing of households. Identified households were approached by interviewers from a market research company, Nexus Link Pte. Ltd., who administered the survey with tablets. Prospective participants were provided with a Singapore Management University Participant Information Sheet, which assured them of the confidentiality and anonymity of their responses.

Respondents who agreed to participate in the study completed the survey independently, except for those who were not literate in any of Singapore's official languages. In total, 2,007 completed responses were received, with an overall response rate of 68% among eligible households. The survey sample is representative of the demographics of the Singapore resident population. Details are provided in Table A1.

Table A1
Profile of Respondents

Sample Characteristics	2025 (%)	2023 (%)	2022 (%)	2021 (%)	2019 (%)	2018 (%)	2017 (%)
Age							
21-34 years old	23	26	25	26	26	25	27
35-49 years old	27	27	27	28	29	29	30
50-64 years old	26	27	27	27	28	28	28
65 > years old	23	20	21	19	17	17	16
Gender							
Male	47	46	47	45	48	50	49
Female	53	54	53	55	52	50	52
Ethnicity/Race							
Chinese	76	79	76	76	76	76	76
Malay	9	9	13	13	12	13	12
Indian	12	12	9	9	9	9	9
Others	3	3	3	3	3	3	3
Educational Attainment							
Secondary and below	37	39	39	38	39	41	43
Diploma/'A'-Levels/Post sec	26	30	28	29	26	32	33
Degree & Prof qualification	36	32	33	34	35	25	23
Housing Type							
3-room or smaller HDB	25	26	26	26	26	23	27
4-room or bigger HDB	57	56	62	58	57	59	66
Private	19	18	12	17	17	19	7

Annex B
Details of Public Cleanliness Satisfaction Index

Domains	Spaces	Proportion Satisfied with Spaces							Proportion Satisfied with Domains	Overall Satisfaction
		2025	2023	2022	2021	2019	2018	2017		
Transportation	Roads	96.7%	98.3%	96.7%	94.0%	98.3%	94.9%	95.1%	2025: 97.2% 2023: 98.3% 2022: 96.9% 2021: 96.3% 2019: 98.4% 2018: 94.9% 2017: 93.4%	2025: 91% 2023: 94% 2022: 92% 2021: 92% 2019: 93% 2018: 84% 2017: 82%
	Bus Stops	95.9%	98.2%	95.4%	95.4%	97.5%	91.5%	87.6%		
	Bus Interchanges	98.0%	98.4%	97.5%	97.9%	98.9%	95.2%	93.7%		
	MRT/LRT Stations	98.4%	98.3%	98.0%	98.6%	99.2%	98.2%	97.1%		
Leisure	Parks/Park Connectors	95.7%	96.5%	94.4%	96.2%	96.8%	88.3%	88.5%	2025: 95.1% 2023: 96.8% 2022: 95.4% 2021: 97.3% 2019: 97.1% 2018: 89.4% 2017: 88.9%	
	Shopping Malls in Housing Estates	96.9%	98.1%	97.8%	98.5%	98.6%	94.5%	93.3%		
	Playgrounds	91.7%	94.9%	92.8%	96.5%	95.3%	83.0%	82.0%		
Food Outlets	Coffeeshops	76.8%	80.4%	76.4%	77.3%	85.5%	64.6%	65.1%	2025: 82.4% 2023: 85.2% 2022: 82.1% 2021: 84.8% 2019: 88.5% 2018: 71.4% 2017: 68.9%	
	Hawker Centres	76.4%	81.9%	77.9%	83.3%	87.1%	62.4%	59.6%		
	Food Courts (Air-Conditioned)	94.4%	94.7%	93.2%	96.0%	95.4%	87.0%	86.0%		
	Wet Markets	82.9%	84.4%	80.9%	83.5%	84.8%	73.2%	64.6%		

Neighbourhood	HDB Town Centre	94.8%	97.5%	94.8%	96.9%	94.7%	90.4%	89.0%	2025: 87.4% 2023: 93.3% 2022: 91.1% 2021: 89.7% 2019: 89.5% 2018: 79.3% 2017: 78.8%	
	Void decks/Corridors /Lift lobbies	80.9%	89.7%	88.5%	86.4%	86.1%	74.0%	73.1%		
	Lifts to homes	89.0%	93.7%	91.6%	90.2%	90.1%	79.0%	79.4%		
Commuter Paths	Pavements/Walkways	93.0%	94.0%	92.6%	92.5%	94.4%	87.2%	87.1%	2025: 91.8% 2023: 95.2% 2022: 93.6% 2021: 91.7% 2019: 92.8% 2018: 84.8% 2017: 82.6%	
	Overhead Bridges/ Foot Bridges	95.8%	97.0%	95.0%	91.4%	97.2%	91.2%	90.1%		
	Underpasses	94.1%	97.0%	94.6%	91.5%	94.0%	87.6%	83.8%		
	Roadside Drains	88.8%	95.2%	93.0%	89.3%	88.9%	77.5%	70.8%		
	Grass Patches next to Pavements	88.5%	94.1%	93.2%	93.0%	91.2%	82.3%	80.8%		
Public Events	After Public Events (e.g. NDP, Concerts, Sporting events, etc.)	88.0%	88.1%	94.1%	94.1%	87.9%	74.3%	62.6%	2025: 88.0% 2023: 88.1% 2022: 94.1% 2021: 94.1% 2019: 87.9% 2018: 74.3% 2017: 62.6%	