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## perspective

**Late marriages,** low marriage rate and a falling total fertility rate are some of the key social trends facing Singapore. It was against this social backdrop that the Social Development Unit was formed in 1984.

The Government recognises that marriage is a personal decision. However, it becomes the community and Government's concern if individuals desire to get married but cannot do so due to barriers inherent in society. These include cultural and traditional bias, lack of social interaction opportunities, and that of an attitudinal nature (eg. unrealistic expectations of a life partner).

An SDU Perception Survey conducted in 2002 on members and soon-to-be members showed that 89% of SDU members agreed that "it is appropriate for the Government to run programmes to encourage singles to meet their life partners". 85% said that SDU was a good platform to meet people.

The Social Development Unit therefore strives to provide social interaction opportunities for singles and increase singles' awareness of the importance of marriage through public education efforts. The Unit's efforts in developing new programmes and initiatives, as well as its evolution to keep up with the times, have made significant inroads and yielded positive results over the years.

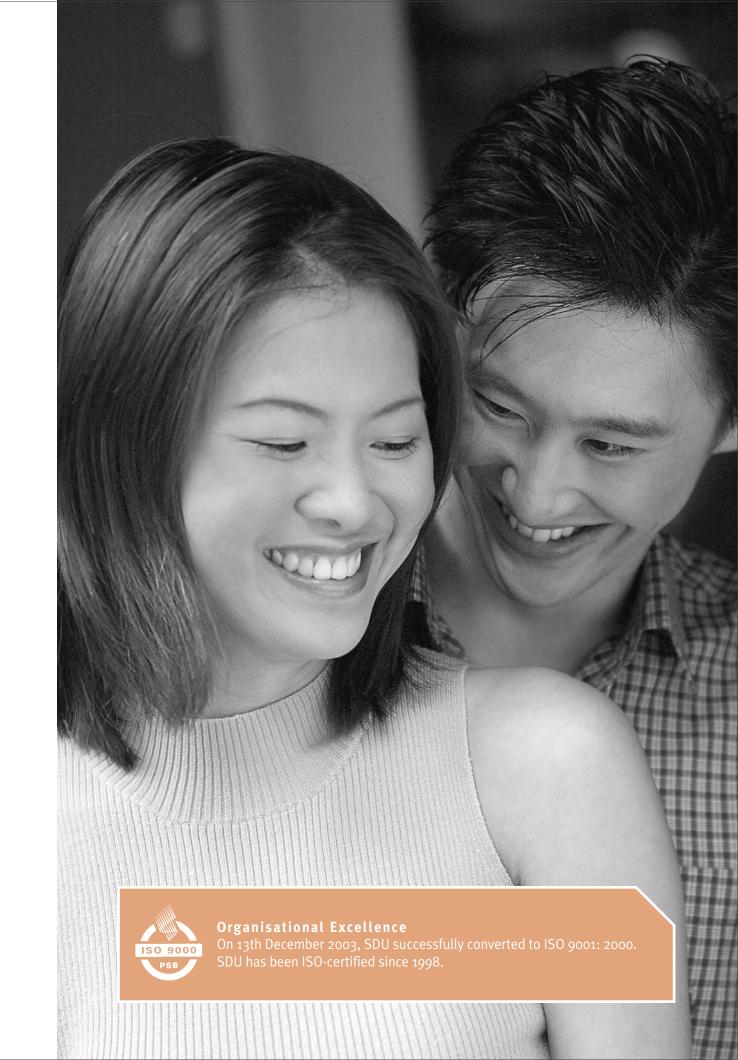
Over 33,000 SDU members have tied the knot since its inception. The marriage figures for SDU members continued to climb – from 2,789 in 1999 to 4,050 in 2003, despite fewer marriages at the national level.

The phenomenon of singlehood is growing at the national level. The number of singles aged 35-39 has continued to remain high over the years. In 2002, the singlehood rate for females in the 35-39 age group stood at 15.6% compared to 14.4% in 1990. The singlehood rate for males in the same age group has also risen from 17.8% in 1990 to 20.7% in 2002.

A worrying trend of growing singlehood amongst both graduates and non-graduates has also developed. Female graduates continued to have the highest singlehood rate across educational qualifications. There is also an increase in the singlehood rate of males with below secondary education.

According to the Statistics on Marriage and Divorce 2002, the number of resident marriages declined from 25,212 in 1997 to 22,489 in 2002. The mean age of first marriages, however, increased from 29.4 to 30 years of age for men and from 26.5 to 26.9 years of age for women.







Many new initiatives were introduced to enhance the services and membership schemes offered by

**Many new** initiatives were introduced to enhance the services and membership schemes offered by SDU to better cater to the needs and preferences of its members.

SDU recognises that singles do not form a homogeneous group. It saw the importance of identifying the needs of members at different stages of their lives and at different points of membership. In order to delight its customers, it was imperative to address those needs with relevant socialisation services and activities.

2003 saw the introduction of the Social Wellness Programme, an umbrella programme that offers a more structured, comprehensive and holistic selection of services for members.



### Services

### **Social Wellness Programme**



The Social Wellness programme was designed to help members put together their very own basket of activities and services according to their individual needs and preferences.

A Heart Rating system was also introduced to accompany the programme. This system is a collection of heart symbols to rate the activities. The more heart symbols there are, the more focused the programme is. This was designed to enable members to better navigate the many activities and services offered and to choose the setting and activities that most meet their needs.

- Introductory programmes ( ) A great start for those who prefer to meet members in large-group settings with minimal facilitation. Examples include sporting activities, grooming workshops and financial intelligence training workshops.
- Exploratory activities ( ) Allow for more interaction among like-minded members to meet

in medium-size group settings. Examples include trekking, ballroom dancing, cooking workshops and talks on 'Relationship Success'.

- Exclusive programmes ( ) For members who want to meet friends in small group settings with a high degree of facilitation. Examples include dinner for six, adventure camps for small groups, and talks on 'We have to talk: Healing dialogues between men and women'.
- Personalised introduction ( ) This exclusive service, reserved for premium members, is the perfect choice for members who prefer a more focused and specific introductory approach.

### **Activities and Events**

 In 2003, a total of 800 interesting and exciting events were organised, garnering a total of 10,638 participants. These events included Financial Intelligence Training workshops, talks on "How to love a modern man/woman", and trips to Kota Tinggi.

### **Appointment of New Events Provider**

Red Box Events Pte Ltd took over from Premier Club Management Pte Ltd (PCM) as SDU's outsourced partner in October 2003 to manage SDU's social interaction activities.

### Rendezvous@LoveByte

SDU organised weekend sessions for members to drop in at SDU's premise and interact. In 2003, in response to positive feedback and requests from members, these drop-in sessions were increased from monthly to once every three weeks. Key highlights included themed activities such as Halloween Night, Valentine's Day Special and New Year's Eve Party. Activities such as grooming workshops and movie screenings were also organised.

### **Members' Own Group**

Members' Own Groups (MOGs) are special interest groups formed by members for members. They serve

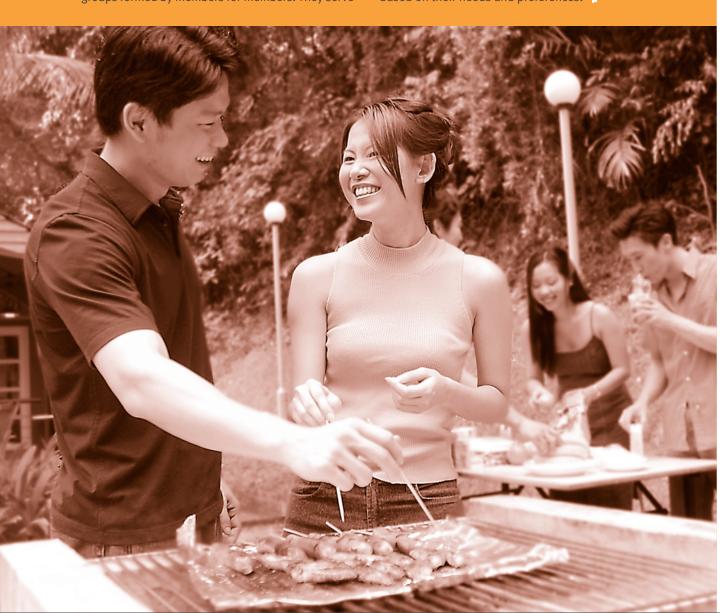
as a good platform for members to meet and befriend like-minded people or those with similar interests.

In 2003, the total number of MOGs initiated by SDU members stood at 16, a fall from the 69 groups formed in 2002. This was due largely to a comprehensive review of the MOGs. Inactive MOGs were removed from the list. New applicants for MOGs must undergo a stringent interview so that the MOG leaders could be assessed on their suitability and level of commitment.

### **Personalised Introduction Service**



Personalised Introduction (PI) service was made available for members who signed up under the Premium Membership scheme. Members enjoy the personal attention of an Advisor who journeys with them as they seek their life partner. They receive a one-to-one consultation session, where the Advisor will highlight the best potential matches to them based on their needs and preferences.



## e-services

### SDU's LoveByte Website

SDU's dating website offers a whole suite of services, ranging from activities to personalised dating services and online programmes such as a chat forum, advisory column, contests, internet relay chat and more.

Available 24/7, the LoveByte website has some of the most sophisticated online features vis-a-vis other local dating websites.



### Launch of Table 4 Two



I-Pal and Choice Match, two of SDU's most popular on-line services, were combined to form Table 4 Two in 2003. This value-added service enables members to make friends on-line via an Internet chat programme. Members can also search for their potential partners from an e-brochure and arrange to meet with them. All Table 4 Two members are identified by their nicknames and can choose to share more about themselves by penning a short self-introduction of themselves. The members can also send an eNote or SMS to the party they wish to date.

### **New Mobile Services**



Members can now send SMS to friends and members using this new service. Members can contact each other using nicknames, thus ensuring confidentiality. In addition, members can search through and enrol for events, check status of event application, renew membership and more using their handphones.

### **Computing MatchMaking**

Members enter demographic and psychographic

information about themselves and their ideal mate into the computer, and the system will generate matches based on the social quotients, interests and lifestyles. Under this service, up to 2 best matches will be generated on a monthly basis. When the matched partners agree to meet each other, their contacts will be revealed and the matched pair can then proceed to contact each other. There were 653 new subscribers to this service in 2003.

### **iChat**

SDU members can use this service to chat with other members in the comfort and privacy of their home. If the members are not comfortable chatting with other members in the public room, they can invite them to their own private room where they can enjoy a more private tete-a-tete.

### **iDate**

This service allows members to choose the friends whom they would like to chat on a one-to-one basis. Members can also see which of their friends are online and send instant messages to each other exclusively.



### **Espresso Note**

This service enables members to get to know more friends in the easiest and quickest way possible. Members can send email to other members simply by typing in their nicknames. They can also send email to their friends using this service.

### Dr Love

Members can get advice on relationship matters or find tips to jazz up their social life.

### **Share A Love Potion**

Members can share their views on questions and issues that were posted for discussion and offer their advice.

### Forum-Cino

Forum-cino is a forum for members to share their thoughts and experiences with one another. Members can either reply directly through the forum or choose to send an e-Note or SMS.

### Cookie Jar

SDU's own electronic mailbox. Members can check their personal mailbox for correspondences with other members and SDU announcements.

### **Photo Shot Latte**

Members can post their favourite photos online. They can also add a short description to these photos. Only members are given access to view the photos.

### **Sweet Temptations**

Members get to win attractive prizes in online promotions.

### **Hot Stories**

Get inspired by real-life success love stories and relationship and dating articles. Members can also read up on past events and activities.



In 2003, SDU enjoyed a strong base of 25,431 members. A total of 15,057 new members joined SDU that year. The number of SDU members has been increasing at a steady rate since its inception in 1984. This is with the exception of the year 2002. In 2002, there was a slight dip in the number of SDU members due to the absence of the mass recruitment exercise that involved the two local universities (National University).

### Restructuring of the tenure of membership

A key milestone was the re-structuring of the membership fees in September 2003 to make it more simplified, attractive and accessible for members as well as organisations that SDU works with:

- 1) The membership tenure for ordinary Classic Membership was reduced from 5 to 2 years.
- 2) The Corporate Gift Membership (CGM) was re-packaged so that each organisation paid a more attractive and customer-centric rate of \$100 per annum. This scheme allowed all graduate singles in the CGM organisation to sign up as an SDU member for free. The membership is valid for 2 years.
- 3) The multi-tiered subscription for one of SDU's most popular online service, Computer Matchmaking, was also simplified to an annual flat fee.

Another significant development was the introduction of a new membership scheme, **Premium Membership**. It was developed because SDU

recognised that the needs and preferences of members differ depending on their present stage in life as well as their demographic and psychographic profiles. This scheme is specially tailored for members who prefer a more personalised and focused approach in their search for a life partner. Premium members enjoy a range of exclusive personalised services in addition to the lifestyle activities and services available to Classic members

Other membership schemes that an SDU member could sign up for are:

### **Complimentary Membership**

In 2003, the recruiting of new members through Mass Recruitment was resumed, with local graduates from NUS and NTU receiving a joint invitation from Ministry of Education and Ministry of Community Development and Sports to join the SDU complimentary membership scheme. The recipients could choose to opt out from the scheme.

Mass recruitment exercises continued to account for the bulk of SDU's new members. In 2003, 6,836 graduates of the 2003 cohort accepted the complimentary membership.

### **Corporate Gift Membership**

Members were recruited through Corporate Gift Membership (CGM). Employers could sign up for CGM at an annual fee of \$100. With that, all the graduate single officers in the organisation get to enjoy a Classic 2-year membership with SDU. In 2003, there were 1,249 members who signed up through the CGM scheme.

### **Classic Membership and Gift Membership**

Singles could sign up for Classic Membership at their own initiative through the SDU website www.LoveByte.org.sg. Singles also get to enjoy Classic Membership when a friend or loved one buys him/her a Gift Membership. In 2003, the ordinary Classic Membership accounted for 8,077 of the new members recruited for the year.





### **When Opposites Attract**

Lynn and Ka Wai prove that you do not need to share similar tastes in order to enjoy an enriching and harmonious relationship.

Though different in many aspects, their marriage a year after just goes to show that opposites do attract.

As Ka Wai shared, "When I feel cold, she feels hot. When she's hungry, I'm not. We never seem to be in sync!"

Lynn and Ka Wai first corresponded via email through SDU's iPal\* service. They hit it off and began dating.

They share a strong commitment to open communication and are accepting of each other's different points of view.

## made to match

SDU success couples share what it takes to bring two together



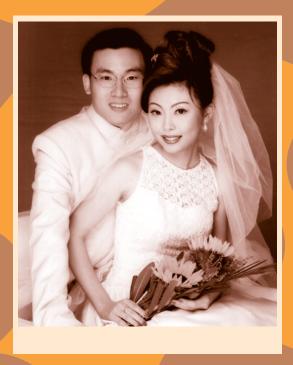
### **Sharing a Common Bond**

Peng Seng and Angelyn have plenty in common. Both in their late 20s and working in the IT line, they felt that they suited each other well. They come from similar backgrounds and have similar personalities. Angelyn said, "We think along the same lines. We know each other's thoughts just by looking at each other's expressions."

The couple met in April 2000 at a SDU welcome tea session and hit it off right from the start. After the welcome tea, Peng Seng sent a friendly email to Angelyn. A few weeks later, they went on their first date. Love blossomed and three months later, Peng Seng secretly bought an engagement ring and proposed.

Three years into a happy marriage, both are glad that they did not hesitate. The couple said, "It isn't the length of the courtship that matters; it's whether the other person is the right one for you."





### **When Friendship Blossoms**

Nick and Hwee Yeng met at a rumba class organised by SDU at Jacie Dance Studio.

After an awkward first dance, the couple started going out for drinks with friends after dance classes and spent weekends roller-blading or cycling at East Coast Park. Their friendship blossomed naturally into courtship after more than a year.

Both shared that starting out as friends was a good thing. "I always believe in being friends first," said Hwee Yeng. Nick agreed, adding that while they had differences on certain issues, their time together as friends helped them to work through their difficulties.

Nick has this to share with those who participate in SDU activities. "Join activities that you like. Those that allow for interaction over a longer period, for example, dance classes over 10 weeks, would help in getting to know others better." Hwee Yeng added, "Don't jump to conclusions and assume that a person is not the right one when he or she does not meet your criteria or expectations. Always give yourself and others a chance... you might be surprised that your Mr or Ms Right is in fact so far yet so near!"

### Patience and Care Win the Day

Nan Sy and Yow Chong met through SDU's iPal\* service. Yow Chong's email, written in sincerity and filled with interesting anecdotes, caught Nan Sy's eye. More emails and phone calls later, they started dating. Yow Chong knew after three months that he wanted their dates to blossom into something more serious.

It was not an easy choice for Nan Sy who had another iPal hot on her heels. Although his competitor was more romantic, Yow Chong won Nan Sy over with his patient and caring nature. "I feel that men who are less humourous and not so romantic tend to lose out to those who can speak well and make girls laugh. But at the end of the day, I don't need roses on my birthday," reflected Nan Sy.

She wanted not just a good husband, but one who would be a good father to her children. Yow Chong and Nan Sy tied the knot in 2000. In Dec 2003 they completed their happy union with a little bundle of joy, baby Cherlin.

<sup>\*</sup> i-Pal, a popular on-line pen-pal service, is now subsumed under Table4Two.





### ablications



WYHAZZUP!

Fright Night at Stevens Road (31 Oct)
There are spooky goings-on in SDU
this Oct 31 as we unwind and immerse
in the spirit of Halloween. Come on
down for a night of devilish fun and
hauning treats. Take part in the
Ghoulish Games and Fancy Dress
Competition. Sign up now for the
spookless gathering evert We date you

How to Love a Modern Man/Woman (1 Nov)
What is the modern man/woman What is the modern man/woman looking for and how do they want to be courted and loved? Find out from Mrs. Eurice Heng as she uses interactive games and discussion to improve your befriending skills and understanding of the opposite sex.

Festive Fancy (6 Dec)
Fancy an early X'mas lunch with all the festive trimmings? Gourmet Cellar has a specially prepared lunch accompanied by wines for this occasion. Tis the season...eat, drink & be merry.



October 03 November 03 Dece			
Sunset Rendezvous	Hatha Yoga	Country	
Gunung Belumut Trek	Laughter's the Best	Sibu X	

### NewsByte

NewsByte
Red Box Events' is SDU's new strategic partner,
replacing Premier Club Management, in organising
and premier Club Management, in organising
and the strategies of the



SDU's bi-monthly entewsletter. Its short, sweet and promises to spicu up your social life. Take2! is sent free of charge to all members and other interested readers. So sprea the word - Take2! minutes of your time and read about what's showing at the SDU, what's going on behind the scenes and our successful twosomes.

Win in our Launch Special nd stand to

win an attractive Dolce & Gabbana fragrance gift st

### **Dating Tips**



### Ask Dr Love

S'pore By Night

Need advice on how to jazz up your love life? Or how about some tips on how to put that flame back into your romance?

Just send your questions to Dr Love and she will send out her prescriptions to you. You may also browse for other love queries

here.... Visit Dr. Love

### Take2! (NEW

2003. Published bi-monthly and disseminated to



December 2003. A quarterly publication, it lived out its promise as a fresh, entertaining and exciting read for all members.

Development Officers, Ministries, Statutory Boards,

### Power of 2



their life partners, dating tips and much more. 💸

## partnerships

**SDU** is ceaseless in its efforts in forging community and commercial partnerships to maximise social interaction opportunities for singles in their natural social settings.

### **Social Development Officers**

These are SDU's active partners in Ministries, Statutory Boards, Government-linked companies and private sector organisations who organise social interaction activities for the singles in their organisations. SDOs help to inculcate positive attitudes towards marriage by organising both interand intra-organisational social interaction activities. By adopting a personalised approach, they motivate resistant and sceptical singles and draw out the shy and hesitant in their organisations.

In 2003, the number of SDOs stood at 63, an increase from the 42 SDOs in the previous year. More

than 180 SDOs activities were organised in 2003, benefiting 4,000 participants.

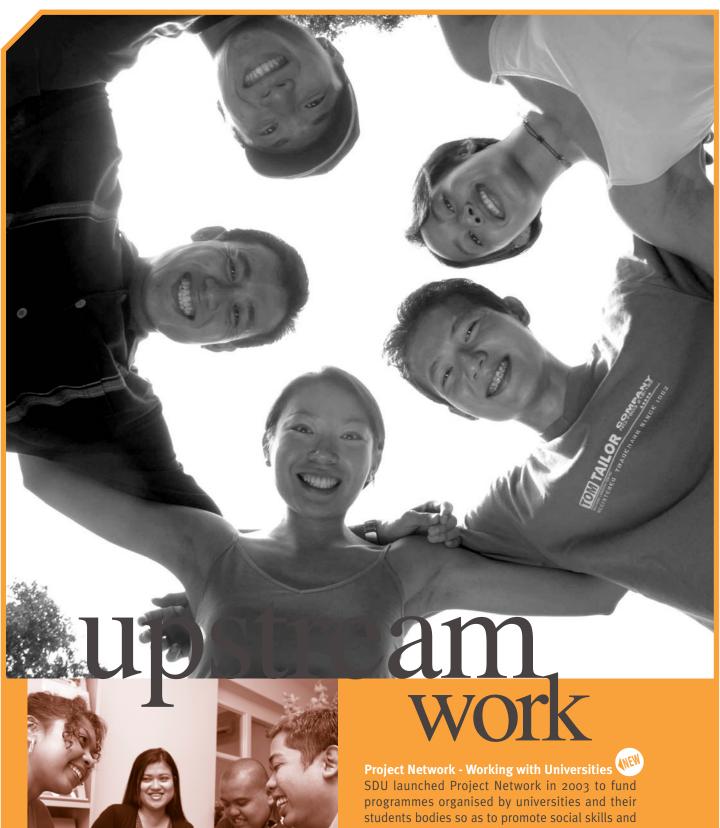
SDU started an e-bulletin to keep SDOs informed of activities and new programmes at the SDU. SDOs were also equipped and empowered with useful skill sets, dating concepts and information on how to engage singles through quarterly workshops organised by SDU.

### **Relationship Advisors Programme**

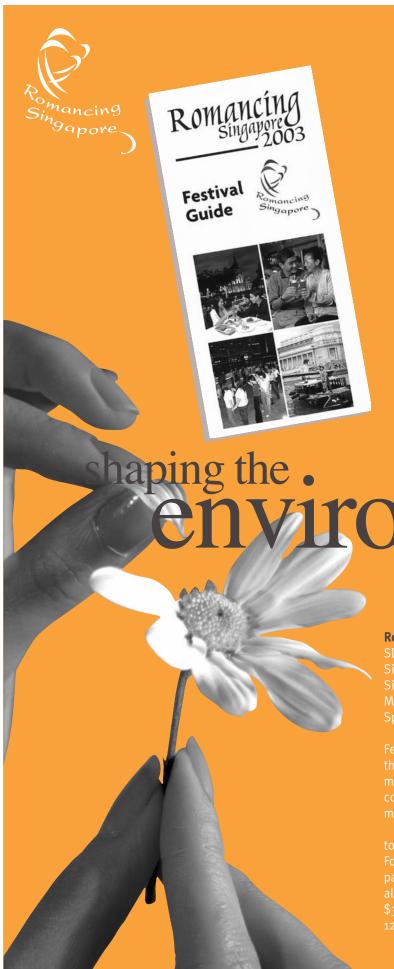


Under this programme, volunteers who share SDU's commitment and passion in helping singles find their special someone, were engaged to host private dinner parties. The programme was introduced as part of SDU's efforts to raise more marriage champions in the community and create more social interaction opportunities for singles to meet and network.





to create social interaction opportunities for the undergraduates. Over 700 undergraduates attended Project Network events in 2003. 🔆





## ronnent for love

### Romancing Singapore 2003



SDU provided secretariat support for the Romancing Singapore Task Force as part of Family Matters Singapore (FM!S) chaired by Mr Chan Soo Sen Minister of State for Community Development and Sports and Prime Minister's Office.

Romancing Singapore 2003 was launched in February 2003, with the objectives of bringing out the romantic side of Singaporeans and to sculpt a more conducive environment for social interaction courtship, marriage proposals and celebrating married life.

Ms Claire Chiang and Dr Finian Tan were appointed to co-chair the Task Force for this Festival. The Task Force organised a total of 10 events, garnering 50,000 participants. 70 community and commercial partners also supported the festival with another 100 events \$373,000 worth of sponsorship was received from 12 private sector companies.

## 

Various local and foreign media covered SDU-related news

### upids are at work

Who says you can't find romance in the office? Social development officers are here to help staff get in the mood for love

By TEE HUN CHING

Who says you can't find romance in the office? Social development officers are here to help staff get in the mood for love.



LOVE DOCTORS: It's impossible to find everything good in one person. Be realistic, says Mrs Lim Leong Siung (far right), who explores potential matches among singles with other social development officers.





The Social Development Unit's Mrs Lim Leong Siung is the human computer who helps graduates find love the old fashion way.

### All the data on dating.com

### Too fast, too furious

### Eat well and make new friends

### L KING FOR LOVE Offbeat love games turn into a match (for life)



### The numb hand that leads to happy wedding



Govt matchmaking agencies now offer quirky ways to find love - and marriage statistics show they work.

### **Local Media**

- Teach Magazine
- The Straits Times
- The Sunday Times
- Singapore Women's Weekly
- TODAY
- Business Times
- Elle Magazine
- Her World Magazine
- Family in Touch

• Channel 8

### Radio

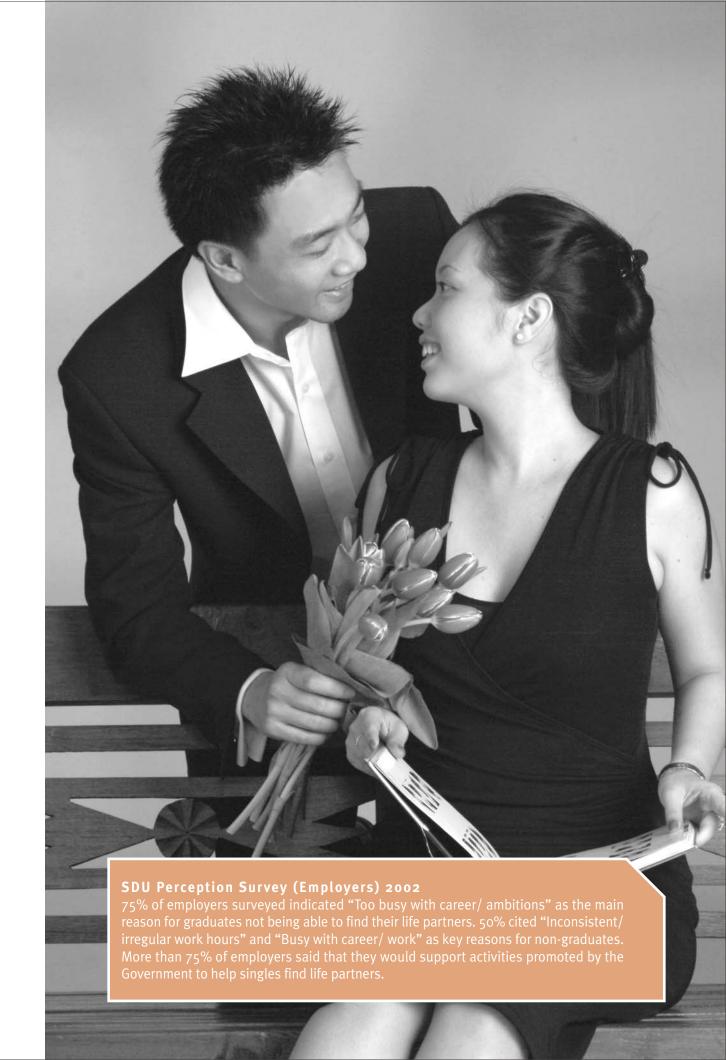
- Safra Radio Power 98
- TLR Radio Talk show

### **Foreign Media**

- Sueddeutsche Zeitung (Major German Dailies)
- Tages-Anzeiger (Major German Dailies)
- Allegra (German magazine)

### Radio

• BBC/ ABC Radio





While the Unit continues to offer a wide selection of social interaction activities and matchmaking services for its members, it recognises that in order to make social interaction opportunities easily accessible and appealing to all singles, it needs to work beyond its membership. Despite the best efforts of SDU, there will be singles who prefer not to be involved in a government-sponsored framework.

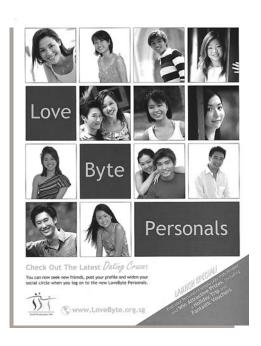
In view of that, the Unit will engage the private sector and community groups to do their part in helping the singles around them find a life partner. It will form strategic alliances with both commercial and community partners to bring about more social interaction opportunities for the singles at large. Emphasis will also be placed on getting undergraduates to start interacting before they graduate and climb the corporate ladder.

SDU will continue in its strategic intent to help catalyse the dating industry, proliferate matchmaking as a social norm and reduce singlehood in Singapore.

The following pages highlight programmes and initiatives planned for 2004.







### services

### **LoveByte Personals**

LoveByte Personals is a brand-new dating service that will be launched on SDU's website in March 2004. Members can seek new friends and widen their social circle through this free service. They post their profiles and access the Personals of other members on the LoveByte website. Contact can be made through SMS, eNote, virtual greeting, iDate or iChat.

## catalysing the dating industry

**Recent developments** in the social scene revealed that the private sector is beginning to see commercial value in adopting dating concepts as a means to attracting more customers and to proliferate and market their own services and products.

SDU will continue to facilitate the sharing of best practices to inject vitality into the social scene and to create an environment abound with social interaction opportunities for singles.

### Meet&Match

One key initiative that will be introduced in 2004 is Meet&Match.

Meet&Match is a concept similar to Speed Dating. As Speed Dating is fast gaining popularity in Singapore as well as in other parts of the world, SDU has identified it as a dating concept worth proliferating.

Meet&Match will be developed as part of SDU's efforts to engage commercial partners in organising social interaction activities for their single customers as an extension of their loyalty programme.

A Meet&Match kit comprising a registration book, a step-by-step guide for organisers and an instructional VCD will be produced to help interested parties facilitate and organise Meet&Match sessions.





## community partnership

### **SDO Network**

SDU has plans to raise the professionalism of the SDOs so that they can perform their role as facilitators and corporate dating advisors with greater ease and capabilities. SDU will continue in its effort to equip and empower its SDOs, facilitators and volunteers through the provision of relevant skill set training. Plans for a resource library and an on-line Training on Demand website will be rolled out in 2004.

### upstream work

### **Project Network**

The scheme will be revised to allow for a broader scope covering inter-campus social interaction and funding of innovative ideas to engage the interest of undergraduates in social interaction activities.

SDU will also be recruiting student facilitators, and encouraging joint alumni and undergraduate events. The development of a dating portal is in the pipeline. A planner cum dating handbook will also be produced for undergraduates to equip them with useful dating and networking advice. X





# shaping the. environment for love

### **Romancing Singapore 2004**

Findings from two focus group discussions held with Institutes of Higher Learning students in 2003 showed that people wanted reminders of romance not only in February but throughout the year. Thus, Romancing Singapore 2004 will be extended from a one-month celebration into a year-long one. The Festival will continue to place emphasis on shaping attitudes, creating opportunities for singles to meet and sculpting a conducive environment for social interaction.

The Festival will be used as a launch-pad for programmes by different partners that will run throughout the year. It will leverage on events driven by community and commercial partners as well as Institutes of Higher Learning. There are also plans to expand the number of target audience from 80,000 to 120,000 for the Festival in 2004. 🔆

### the management team

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