

**Future Trends Report**  
**Based on Analysis of the Future Scene in Mid-Term and Final Evaluation**

**STEP 1. Identify Challenges**

Read the Future Scene carefully and generate ideas for challenges, concerns, and possible related problems. Choose the 5 most important challenges and write them in the space provided. Include applicable research with appropriate in-text citations.

**Challenge #1:** The future scene states that the elderly are restricted to doing their daily routines, which are mundane and repeated again and again every day. This could become a problem in 2030 because the elderly might feel lost in a life without a purpose, will, fun in life, leading potentially to psychological problems and an increase in cases of depression and suicide.

Research: The older adults (normally aged above 50) are quite a worry for suicide rates. This group accounted for 46 per cent of suicides in 2016, with 197 deaths, which was a 19 per cent increase from 2015's 166. This could, and will, lead to a suicide rate that is unimaginably high.

"The strength of social networks was found to be the biggest determinant of mental wellness." Amongst 102 of the elderly interviewed, only 68 of the fulfil more than 3 of the 5 judging criterias which include: not living alone, joins an activity, have someone to depend on, regular interaction with relatives, friends and/or neighbours, satisfied with quality of relationship with child and/or grandchildren.

Research 2: A 74-year-old man, has lived with his partner for the past 10 years, with no children. Interviewers reported: "He feels isolated and does not trust his neighbours. He thinks they all have bad intentions and felt quite bitter when he was coughing the entire night but nobody came to ask if he was okay. He perceives himself as healthy, and while he reports earning less than \$1000 per month, he perceives this as adequate

Research 3: 10 Major daily routines of elderly that they are stuck with or restricted to are

1. Sleeping with 99.9% participating
2. Eating with 97.8% participating
3. Leisure with 97.4% participating
4. Grooming with 70.0%
5. Food Preparation with 61.2% participating
6. Shopping with 38.4% participating
7. Household Maintenance with 36.5%
8. Cleaning with 33.2% participating
9. Caring for Others with 19.9%
10. Laundry with 17.3% participating

**Challenge #2:** The future scene states that elderly are disinterested with the activities held at the the government and Healthcare Centres, as most of the activities do not meet their needs or wants. This could be problematic in 2030 because then the elderly would be skeptical and unwilling to accept help from these organisations, leading potentially to a lose-lose situation for all as the emotional well-being of the elderly will not improve, and they will be resistant to the help offered.

Research: A social worker, Ms Petrine Lim, an interviewee, talked about a vagrant in his 50s who had rejected her after initially seemingly to accept her help as he had no faith in them, and thought that nothing was going to change. Ms Chua Hui Keng, the care manager of Hua Mei Care Management service that "There are some who are also in denial." Elderly do not want to see doctors in case the prognosis is not good.

Research 2: A [Blackbox Research survey](#) showed that more than half of Singaporeans believed that the CPF is unfair. A [survey by medical students from the NUS Yong Loo Lin School of Medicine](#) also showed that more than half of Singaporeans felt that healthcare in Singapore is unaffordable.

72% of Singaporeans felt that hospitalisation, day surgery and chronic disease follow-up procedures are too expensive. There is more than \$65 billion total in Medisave and nearly \$4 billion in Medifund that is not given back (used by) to Singaporeans. There is a [total balance of \\$265 billion inside the CPF retirement funds](#), of which Singaporeans were able to withdraw only \$15 billion to use last year (or less than 6 percent)

Research 3: According to a study in UK, 23% of patients – equivalent to 2.6m patients, including more than 1m over-65s – said they had encountered poor or inconsistent standards of dignity and respect.

One in three patients who needed help eating did not receive it. That equates to 1.3m patients a year, of whom 640,000 are aged at least 65.

Among older people, women, those over 80 and patients with a longstanding illness or disability, for example the deaf or blind, were more likely to receive inadequate care.

Elderly healthcare costs in Singapore are projected to rise tenfold over the next 15 years to more than US\$49 billion (\$66 billion) annually.

**Challenge #3:** The future scene states that the working generation is struggling to make ends meet as the government is not stepping in enough to help. This could be problematic in 2030 because if this trend persists, it would be impossible for families with older members to stay financially stable, potentially leading to an increase in families with financial difficulty, anxiety and the inability to contribute to the economy.

Research: With the rising medical costs and longer life expectancy of the elderly, filial values and beliefs that having an old family member is a 'treasure' may still be in existence but other challenges that middle class families face, such as making ends meet and paying for children's education, may cause apprehension and anxiety to set in, according to Professor Mehta, who wrote *The Heart Of Learning* (2017).

Research 2: Results from a poll of 2,000 Singaporeans and permanent residents by the Institute of Policy Studies (IPS) showed divided views on whether each generation should be self-reliant, but a majority of those surveyed said the responsibility of taking care of older people in society lies with one's family and the Government.

Research 3: Both the lower- and middle-income sandwiched groups who have young children and elderly parents to take care of face added financial and care-giving stresses.

"It is stressful coming home after a long day having to worry about the health of my parents and putting food on the table for the children, but this is reality," a father says.

There is a 63 year-old man, who is a recent widower, and lives alone. He has no children or grandchildren.

Interviewers reported: "His CPF is insufficient and he borrows money to make ends meet. This man appears to be 'very isolated' and...claims that his monthly CPF withdrawals are never enough for his expenses and as a result, ends up borrowing money from the few friends and relatives he has. This has affected his relationships with them."

**Challenge #4:** There is poor healthcare for the elderly as the healthcare system is ineffective and too slow to manage the swarms of patients going to hospitals. Thus, elderly patients might suffer or perish due to not receiving medical attention in time.

Research: Some patients still have to wait more than eight hours for a bed at Tan Tock Seng Hospital (TTSH), but overall, the crunch at public hospitals has eased since the days in 2014, when patients were housed in tents or put in covered carpark areas.

Some 2,500 beds have been added to public hospitals over the past three years, raising the total capacity to 10,500 beds. But when demand spikes, patients still have to be put in beds along corridors, with just curtains to give them privacy.

A Ministry of Health spokesman said the average bed occupancy at public hospitals had gone down from 88 per cent in 2013 at the height of the bed crunch, to 85 per cent last year. Last month, however, occupancy rates were hovering around 88 per cent.

**Challenge #5:** The elderly feel as if their privacy has been invaded. This could lead to seniors distrusting public services even more and misunderstand them as trying to pry into their private lives. Because of this, the elderly will be even more reluctant to be helped by public services and it will end in a situation where the people who want to help the elderly make minimal progress and the elderly also ending up with no gain.

Research: As people age, they experience privacy loss due to health care needs particularly in nursing homes. Consequently, balancing care giving of elders with respect for privacy boundaries represents a challenge to health care providers (Petronio and Kovach 1997). In order to accept the care from others, elderly people have had to give up their privacy especially as they have to move from their home to a care unit, having to share a lot with other patients or residents. Previous studies on privacy confirm that female patients always feel more violation of their privacy than males while elderly also perceived more violation than younger patients (Bauer 1994, Parrott et al. 1989). On the part of the nurses and caregivers, it has been realized that 2 those who are part time workers compared to those who are full-time workers have a positive attitude towards the maintenance of patients' privacy. Those who are better educated also have a faster way of responding to social pressure than the less educated. Most often people think of privacy only in terms of their bodies being exposed but the lack of privacy is related to handling of patient information, residents not being able to be alone when they feel the need to do so. There have been differences in the perceptions of privacy needs between patients and caregivers as caregivers seem to overestimate the needs of the patient and have also misjudged the patients' feelings and psychosocial needs (Mowinski and Muhlenkamp 1981). Finding a suitable balance where the care is given while taking into account the privacy of the patient is usually not an easy task for the caregivers. A form of collaboration has had to be made between the nurses and the patients/relatives. This study will look at the ways in which this balance is made in providing the much needed care to the patients/residents while respecting their privacy perceptions. It will also evaluate the expectations on privacy shown by the patients and their relatives in relation to how the care process is carried out.

**STEP 2. Select a Fundamental Problem**

Using the challenges listed in Step 1, identify a problem of major importance to the Future Scene situation. Write your Underlying Problem making sure your question clearly explains the action that will be taken and the desired results/goal of that action.

Incorporating Challenge(s) # \_?

Underlying Problem: Given the inference we have made that the elderly in 2030 will not be as happy or have a sense of fulfilment in their life despite a longer life expectancy, how might we improve their emotional well-being so that they will be able to enjoy their golden years in Singapore in the year 2030 and beyond?

**STEP 3. Produce Solution Ideas**

Generate solution ideas to the Underlying Problem in Step 2. Choose the 5 most effective solutions and write the elaborated ideas in the space provided. . Include applicable research with appropriate in-text citations.

**Solution #1:** We, the Golden Years group, will work with the ministry of elderly health care to organise government-funded community activities based on the elderly's preferences such as fishing, outings ,mahjong or just taking a stroll on grass patches. The taking of elderly's preferences will be conducted through mailed surveys. This will allow the elderly to socialise with people with same interests while enjoying what they like to do. Promotion of these activities would be via the media. These events will be organised regularly with community centres island wide and will be a fully operational system by 2040.

**Research:**

With active socialisation and participation in various activities the seniors citizens like, they would feel more in control of their own decisions. i.e., they can decide to participate in fishing, outings, or whatever they like to do. With the elderly making their own decisions, it will let the elderly feel that their life is in moderation. They are able to maintain their independence and self-assurance, whilst interacting with other seniors who are also active, making for a more wholesome and healthier life.

When the elderly are on outings and other activities that they have chosen, they are out of home and their comfort zone so they can meet with other people whom they can be friends with. When they are out of their house, where they spend majority of their time in, they can finally have exposure to the world and have fun.

**Solution #2:**

We, the Elderly's Care Organization, together with the ministry of home affairs, will initiate the Friends Care system. This system will help the isolated and deserted elderly who refuse to stay at an old folks home but wants to live independently. Friends care system would send out doctors and volunteers to their homes to check their health and also keep them emotionally healthy. The volunteers would talk with the isolated elderlies or maybe even go out to the nearby park or community center with them. The idea is to not let the elderly feel too lonely and fall prey to dementia and at the same time allow them to feel like the volunteers are a part of their lives. Promotion of this system would be done the media such as radio, television news and social media. This will take place islandwide and will be in full swing by 2030.

**Research:**

By familiarising them with the elderly, volunteers who frequently tend to the same person(s) will become closer to them. This will stand a higher chance in convincing and making the elderly willing to seek help from the frequent visitors than social workers who only stop by occasionally. Either that or reaching them through friends or their family members would greatly increase the percentage amount of elderly who will speak up for themselves.

**Solution #3:** We, the Family's Financial Care Group, will work with the ministry of finance and the ministry of home affairs to provide financial support for families that have an unstable household income, or have unfavourable circumstances in the family. The government could help these families by decrease cost on elderly products or giving cashbacks, give them tax rebate and also give them days off for caring for the elderly. This will lessen the toll on the working members in the family. But in the case where the government does not step in to help, the Financial Care Group could create a distribution system with the ministries and ask for donations from the general public to support the families with lower income and have to take care of the elderly/elderlies in their home financially. This will take place citywide and will be fully in motion by 2030.

**Research:**

The Ministry of social and family development provides a long term financial assistance if you are unable to work due to old age, have no means of a stable income, are elderly persons who receive only a small monthly payout from CPF or other such schemes, and the monthly payout is lower than the prevailing PA rates, or are elderly persons whose children have low income and are unable to support their parents as they have their own families to support.

<https://www.msf.gov.sg/Comcare/Pages/Urgent-oFinancial-Assistance.aspx>

The Silver Support Scheme of The Ministry of Manpower is targeted at the bottom 20 percent of Singaporeans aged 65 and above, and has total CPF contributions of not more than \$70,000 by age 55. You must also live in a HDB flat that is 5 room or smaller, must not own, and not have a spouse who owns a larger HDB flat or private property, and you live in a household with a monthly income per person of not more than \$1,100.

<http://www.mom.gov.sg/employment-practices/silver-support-scheme>

The Lease Buyback Scheme adds a 1 percent interest on the first \$30,000 of CPF savings for those aged 55 and above. Implemented on 1 January 2017, eligible low wage workers will receive higher Workfare Income Supplement payouts to be paid monthly. There will also be additional income if you move to a smaller flat. 4 room or smaller flat owners can sell part of their flat lease to HDB. Flat owners can also spend less cash or CPF by choosing a shorter flat lease.

<https://www.gov.sg/news/content/7-ways-the-government-is-helping-seniors>

**Solution #4:** We, the Senior Virtual Travel Group, will use Virtual Reality to engage the elderly in a series of travel experiences. We will design VR travel experiences based on themes like Nature, Nostalgia and Adventure. The elderly would wear sensors on their bodies and VR headsets before they select their preferred travel experience. They will be transported to places that revolve around the three themes like Chinatown, MacRitchie Reservoir or even Universal Studios. All these events will be organised regularly with community centres island wide and will be a functional system by 2040.

#### Research

[Rendever](#) is a company that specializes in creating Virtual Reality for older adults by using algorithms that convert 360 panoramic photos. They are trying to help bored elderly become mentally healthy by bringing back all their old memories and a whole new world to step out to since most of them are either confined to their homes or restricted to their neighbourhoods. From Timbuktu to New York and all the way to the street and the house that you used to live at when the elderly were younger. It just feels like you were there and there is a whole new world for seniors to explore. This would definitely lead to improved results for elderly's mental health and might even aid in slowing down dementia. Rendever can even capture any event be it family or friends on a camera and then create a virtual reality experience of it for family members who could not attend so that the one who could not attend could feel the he or she is part of the event.

<https://www.forbes.com/sites/nextavenue/2017/03/14/how-virtual-reality-helps-older-adults/>

#### **Solution #5:**

We, the Senior Technological Education Group, will organise funded community activities involving smart devices like smartphones, tablets and computers. This will help the elderly to socialise and interact with their friends and relatives through social media and communication platforms like Facebook, Instagram, Whatsapp and WeChat and also understand more about the world by reading softcopy news through instantly by tapping away on their smart devices. These elderly would be mentally healthy by having much more interaction with the whole world. For seniors that are even more interested, tech savvy, have time and wants to help can also become volunteers to help the other seniors who are learning about these smart devices to connect to their relatives, friends and the world. All these events will be organised regularly with community centres island wide and will be a functional system by 2030.

#### Research

Infocomm Media Development Authority also launches new portal for seniors to learn digital and mobile tech. The website has a clean design, large fonts and clear instructions that are elderly friendly. Some of the things seniors can learn are: How to use mobile devices, how to use chat applications, how to prevent cybercrime and many other topics. Furthermore, classroom sessions already available to the elderly at 31 Silver Infocomm Junctions.

<https://www.straitstimes.com/singapore/imda-launches-new-portal-for-seniors-to-learn-digital-and-mobile-tech>

Gadget guide, a business made up of 3 entrepreneurs from Canada, are teaching seniors how to use technology in their daily lives and have expanded their client base from four retirement residences to over 15. They see about 40 to 50 clients on average per week.

They said that most of the elderly learning technology from them just want to see why everyone is on their phones all the time – why everyone is so involved with technology. This actually means that seniors want to learn about it and be involved with it.

<https://globalnews.ca/news/2301922/meet-the-millennial-entrepreneurs-teaching-seniors-how-to-use-tech/>

The Singapore government is also trying to help to teach seniors how to use social media, pursue their hobbies and interests, applications, photography and videography but all of them comes with a price tag and are not available through all neighbourhood community centres in Singapore. The government also does not really promote this programme and thus sometimes elderly might not even know about it.

<https://www.pa.gov.sg/our-programmes/lifefskills-and-lifestyle/seniors-for-smart-nation>





**STEP 4a. Select Criteria**

Generate criteria to determine which solution idea does the best job of solving your Underlying Problem and/or addressing the Future Scene situation. Select the 3 most important criteria for measuring solution ideas and write them in the spaces provided.

**Criterion #1:** Which solution will have the best public opinion so that it could be more enticing and popular, as to have the plan carried out more efficiently?

**Criterion #2:** What is the amount of manpower needed for the plan to be carried out and remain operational?

**Criterion #3:** What is the outreach of the plan; i.e. how many people will the plan be able to apply to?

**STEP 4b. Apply Criteria**

List the solution ideas from Step 3 on the grid. Use each criterion to rank the solutions on a scale from 1 (poorest) to 5 (best). The weighting for one important criterion may be doubled if necessary.

Step 3 Sol'n #	Solution Idea	Criteria			Total
		1	2	3	
#1	Organising funded community activities based on elderly's preferences	3	2	3	8
#2	Reach out to the elderly through their friends and family	2	2	3	7
#3	Provide financial assistance to families with unstable household incomes	4	1	3	8
#4	Use VR to let elderly experience what they could not in real life	5	4	3	<b>12</b>
#5	Teach elderly how to use technology	3	3	3	9

**STEP 5. Develop an Action Plan and Evaluate its Feasibility**

Develop your top-scoring solution idea into an Action Plan. Thoroughly explain how the Underlying Problem is solved, how the plan will be implemented, and how the Future Scene will be affected. Explain how this Action Plan is feasible with research consulted.

**Writing on the reverse side or in margins will not be scored.**

**Action Plan derived from Solution #\_4\_:** We, the Senior Virtual Travel Group, will use the power of Virtual Reality to give elderly the ability to do things they wouldn't be physically capable of doing. We will design VR travel experiences for them based on the themes: Nature, Nostalgia, Adventure and Education

The elderly would be in a rondure stimulation pod with simple joystick controls and 3D audio effect. Since the elderly in the future scenario is depicted to be dull, bored and listless due to the lack of things to do, we will give elderly the choice of visiting places they have placed on their bucket list long ago, going back to the places where they had once belonged and are now gone, and re-enactments of historical events that shaped the world they are living in now.

This action plan will have a win in the public's eyes as it does not require much hassle on the elderly's part, allows them to visit the places of their dreams, and in addition to the fact that VR has always been an interesting concept, the popularity of this action plan wouldn't be much of a problem.

This action plan would also be efficient in the area of manpower, as the action plan is mainly carried out using machines, and only cleaners and mechanics are needed to maintain the functionality of the plan.

This plan would reach out to the elderly who are bored and have nothing to do, or to those who are incapable of visiting the places of interest they want to see.

The cost of this plan may be a restriction as these machines would cost quite a sum, drawing from the hefty prices of such technological equipment today.

The tourism industry may also be affected as people may prefer visiting places through VR, as it would be much more convenient and comfortable.

**Bibliography**

Cite the resources you consulted using the APA format.

**List of References:**

First challenge research:

Slide 3:

<https://www.channelnewsasia.com/news/singapore/high-prevalence-of-suicide-in-older-adults-aged-50-and-above-sos-907845>  
[Q](#)

Slide 4:

[https://ink.library.smu.edu.sg/cgi/viewcontent.cgi?article=1006&context=lien\\_reports](https://ink.library.smu.edu.sg/cgi/viewcontent.cgi?article=1006&context=lien_reports)

Slide 5:

<https://aspe.hhs.gov/basic-report/daily-activities-community-dwelling-elderly-evidence-american-time-use-survey#table4>

Second challenge research:

Slide 9:

<http://www.asiaone.com/singapore/you-need-be-patient-resistant-seniors>

Slide 10:

<https://thehearttruths.com/2014/11/05/this-is-what-is-wrong-in-singapore-now-are-you-willing-to-see-it/>

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<https://www.independent.co.uk/news/uk/politics/patient-discontent-with-health-and-care-being-masked-by-fear-of-complaining-10014849.html>

Third challenge research:

Slide 14:

<https://www.straitstimes.com/opinion/families-under-pressure-in-ageing-society>

Slide 15:

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Slide 16:

[https://ink.library.smu.edu.sg/cgi/viewcontent.cgi?article=1006&context=lien\\_reports](https://ink.library.smu.edu.sg/cgi/viewcontent.cgi?article=1006&context=lien_reports)

Fourth challenge research:

Fifth challenge research:

First solution research:

Second solution research:

Third solution research:

Slide 28:

<https://www.msf.gov.sg/Comcare/Pages/Urgent-Financial-Assistance.aspx>

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Fourth solution research:

<https://www.forbes.com/sites/nextavenue/2017/03/14/how-virtual-reality-helps-older-adults/>

Fifth solution research:

<https://www.straitstimes.com/singapore/imda-launches-new-portal-for-seniors-to-learn-digital-and-mobile-tech>

<https://globalnews.ca/news/2301922/meet-the-millennial-entrepreneurs-teaching-seniors-how-to-use-tech/>

<https://www.pa.gov.sg/our-programmes/lifeskills-and-lifestyle/seniors-for-smart-nation>