



2016 Q2 SCORES
AIR TRANSPORT, LAND TRANSPORT, LOGISTICS,
PRIVATE EDUCATION, AND PUBLIC EDUCATION

75.7 Public Education

- 77.1 Universities*
- 80.5 SMU*
- 77.6 NUS
- 76.0 NTU
- 74.2 SUTD
- 73.0 SIT

72.5 ITE

- 71.5 Polytechnics
- 76.0 Singapore*
- 75.0 Temasek*
- 72.2 Ngee Ann
- 67.8 Republic
- 65.8 Nanyang

75.5 Air Transport

- 81.4 Airport*
- 81.4 Changi Airport
- 73.5 Airlines
- 76.7 Singapore Airlines*
- 75.1 Garuda Indonesia*
- 74.1 Emirates
- 73.3 Cathay Pacific
- 71.9 Qantas
- 71.7 Silkair
- 70.8 Other airlines

- 69.5 Budget Airlines
- 70.3 Jetstar Asia
- 69.9 AirAsia
- 68.6 Tigerair
- 68.2 Scoot
- 70.9 Other budget airlines

71.2 Logistics

- 72.4 Courier Services
- 73.6 FedEx
- 72.7 Speedpost
- 72.0 DHL
- 71.3 UPS
- 68.9 Other courier services

- 67.9 Postal Services
- 67.9 Singapore Post

66.8 Land Transport

- 70.0 Taxi Services*
- 72.2 Premier*
- 71.9 Transcab
- 70.1 SMRT
- 69.3 ComfortDelGro
- 68.5 Prime

- 68.8 Transport Booking App*
- 69.7 Uber
- 69.0 Grab
- 68.0 ComfortDelGro
- 67.2 Other transport booking app

66.4 Mass Rapid Transit System

- 66.5 SBS Transit
- 66.3 SMRT

62.7 Public Buses

- 64.4 SMRT
- 61.9 SBS Transit

65.0 Private Education

- 65.0 Private Education Institutions

This chart summarises the results of the CSISG 2016 satisfaction scores in the Air Transport, Land Transport, Logistics, Private Education, and Public Education sectors at the sector, sub-sector and company levels. 2016 is the second year of measure for the Air Transport, Land Transport, and Logistics sectors. Previously, they were measured as one sector (i.e., the Transport & Logistics sector).

The sector scores (in gold) represents a weighted average of their respective sub-sector scores (in blue). Satisfaction scores for sub-sectors with individual company scores are weighted averages of these individual company scores.

All scores displayed are accurate to one-decimal place. Entities are presented in decreasing levels of satisfaction.

* Companies indicated with an asterisk(*) are companies that have performed significantly above their sub-sector average.

* Sub-sectors indicated with an asterisk(*) are sub-sectors that have performed significantly above their sector average.

The sparklines indicate the satisfaction score of their respective sectors, sub-sectors and companies over the past few years.

statistically significant increase in customer satisfaction from 2015 to 2016

statistically significant decrease in customer satisfaction from 2015 to 2016

no significant year-on-year change in customer satisfaction score