

74.4 Air Transport
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5.00	77.1	Airport*
~~	77.1	Changi Airport

*****	74.2	Full Service Airlines
****	77.5	Singapore Airlines*
	76.1	Garuda Indonesia*
****	75.1	Emirates
*****	74.2	Cathay Pacific
*****	73.6	Qantas
-	72.8	SilkAir
*****	71.5	Other full service airlines

*****		Budget Airlines
*****	72.0	Jetstar Asia
••	71.8	Scoot
*****	71.6	AirAsia
*****	70.4	Tigerair
*****	70.8	Other budget airlines
***	67.8	Land Transport
- 4.4 A	71.8	Taxi Services*
- 4- 0 M	73.4	Transcab
1. A	73.3	Premier
A	71.8	SMRT
****	71.4	ComfortDelGro
	~~ ~	Prime

 69.3	Transport	Booking	Apps*
00.0	manaport	Dooning	uhha

- •• 70.4 Uber
- •• 69.5 Grab
- •• 68.3 ComfortDelGro
- •• 67.5 Other transport booking apps

. ه. ه. ه.	64.9	Public B	uses
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- **66.6** SMRT **64.0** SBS Transit
- 🛹 64.8 Mass Rapid Transit System

a	65.1	SBS	Transit	
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64.6 SMRT

This chart summarises the results of the CSISG 2017 satisfaction scores in the Air Transport and Land Transport sectors at the sector, sub-sector and company levels.

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 2016 to 2017
- statistically significant decrease in customer satisfaction from 2016 to 2017
- no significant year-on-year change in customer satisfaction score