



2017 Q1 SCORES
RETAIL AND INFO-COMMUNICATIONS

HOW WELL DID COMPANIES SATISFY THEIR CUSTOMERS?

72.1 Retail

72.5 Fashion Apparels

- 75.5 Zara
- 73.6 Adidas
- 73.2 Bossini
- 72.9 G2000
- 72.4 Uniqlo
- 72.1 Esprit
- 71.9 Cotton On
- 71.7 Giordano
- 71.2 Hang Ten
- 71.1 H&M
- 72.7 Other fashion apparels

72.4 Supermarkets

- 73.1 NTUC Fairprice
- 72.4 Sheng Siong
- 72.3 Cold Storage
- 71.6 Giant
- 70.0 Other supermarkets

71.4 e-Commerce

- 73.7 Zalora*
- 73.1 Groupon
- 72.6 Ebay
- 71.7 Taobao/Tmall
- 71.5 Qoo10
- 71.4 Carousell
- 70.0 Amazon
- 69.2 Other e-Commerce

71.2 Department Stores

- 73.6 DFS*
- 72.1 Takashimaya
- 72.1 Robinsons
- 71.7 Metro
- 71.2 BHG
- 70.9 Isetan
- 70.1 Tangs
- 69.2 OG
- 70.3 Other department stores

69.6 Info-Communications

70.3 Wireless@SG

- 70.2 Mobile Telecom
- 73.0 Singtel*
- 69.2 StarHub
- 66.6 M1

68.2 Broadband

- 68.2 StarHub
- 68.2 M1
- 68.0 Singtel

67.4 PayTV

- 67.6 StarHub
- 66.9 Singtel

This chart summarises the results of the CSiSG 2017 satisfaction scores in the Retail and Info-Communications sectors at the sector, sub-sector and company levels.

Each sector score (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