Annex B - Detailed Scores

CSISG Quarter 2

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2015–2016 Year-on-Year Change	/ % Change	SECTOR / Sub-sector / Company Measured
NM	NM	NM	NM	NM	NM	NM	NM	72.8	75.5	+2.66	(+3.7%)	AIR TRANSPORT (Sector)
69.7	71.9	72.6	71.8	73.2	74.6	77.1	73.3	73.2	73.5	+0.27	(+0.4%)	Airlines (Sub-sector)
73.9	74.6	75.7	79.3	76.6	77.8	79.4	74.9	76.1	76.7	+0.62	(+0.8%)	Singapore Airlines
70.0	70.2	70.1	69.0	72.4	72.9	74.1	71.7	69.4	71.9	+2.43	(+3.5%)	Qantas
NM	68.1	70.4	68.4	72.3	68.9	76.5	71.4	70.5	71.7	+1.15	(+1.6%)	SilkAir
68.9	70.0	71.4	71.7	72.9	73.2	76.3	73.3	73.0	73.3	+0.22	(+0.3%)	Cathay Pacific Airways
NM	74.4	71.3	71.6	74.5	76.5	76.1	73.0	73.3	74.1	+0.78	(+1.1%)	Emirates
NM	NM	NM	NM	NM	NM	NM	NM	NM	75.1	NA	NA	Garuda Indonesia
64.8	66.7	67.0	65.8	69.2	68.2	70.6	69.8	69.3	70.8	+1.57	(+2.3%)	Other airlines
NM	63.6	59.0	59.5	65.7	62.7	67.5	68.3	68.3	69.5	+1.21	(+1.8%)	Budget Airlines (Sub-sector)
NM	NM	NM	NM	NM	63.2	66.0	65.2	65.8	68.6	+2.76	(+4.2%)	Tiger Airways
NM	NM	NM	NM	NM	62.2	66.9	68.0	67.5	70.3	+2.84	(+4.2%)	Jetstar Asia
NM	NM	NM	NM	NM	61.9	68.3	66.9	68.0	69.9	+1.95	(+2.9%)	AirAsia
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.2	NA	NA	Scoot
NM	NM	NM	NM	NM	63.7	70.3	71.5	70.3	70.9	+0.60	(+0.9%)	Other budget airlines
NM	NM	71.6	73.7	78.6	72.8	85.5	75.4	75.1	81.4	+6.28	(+8.4%)	Changi Airport (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	63.3	66.8	+3.44	(+5.4%)	LAND TRANSPORT (Sector)
69.9	67.8	67.0	64.1	67.8	61.9	64.1	59.7	62.0	66.4	+4.40	(+7.1%)	MRT System (Sub-sector)
69.3	67.7	67.3	63.8	67.6	61.5	63.3	59.6	61.5	66.3	+4.80	(+7.8%)	SMRT Trains
69.9	68.2	66.3	65.5	69.0	63.2	67.3	60.3	63.9	66.5	+2.62	(+4.1%)	SBS Transit Trains
64.3	64.0	62.9	61.1	66.4	61.6	60.6	58.5	60.9	62.7	+1.82	(+3.0%)	Public Buses (Sub-sector)
63.8	64.7	64.4	61.9	66.6	63.9	62.2	60.5	62.2	64.4	+2.22	(+3.6%)	SMRT Buses
65.3	63.8	62.2	58.9	66.3	60.8	60.1	57.7	60.4	61.9	+1.55	(+2.6%)	SBS Transit Buses
67.1	64.7	64.4	64.4	66.6	64.3	67.3	63.2	65.9	70.0	+4.07	(+6.2%)	Taxi Services (Sub-sector)
67.4	63.1	64.1	64.2	66.6	64.4	65.5	62.9	65.6	69.3	+3.69	(+5.6%)	ComfortDelGro Taxis
NM	66.0	63.9	63.8	66.6	63.6	70.5	63.5	66.2	70.1	+3.90	(+5.9%)	SMRT Taxis
NM	NM	NM	65.4	67.8	64.6	69.4	64.3	67.4	71.9	+4.44	(+6.6%)	Transcab
NM	NM	NM	65.4	65.3	62.7	72.0	65.1	66.9	72.2	+5.27	(+7.9%)	Premier
NM	NM	NM	NM	NM	NM	NM	59.5	62.3	68.5	+6.18	(+9.9%)	Prime
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.8	NA	NA	Transport Booking App (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.0	NA	NA	Grab
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.7	NA	NA	Uber
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.0	NA	NA	ComfortDelGro
NM	NM	NM	NM	NM	NM	NM	NM	NM	67.2	NA	NA	Other transport booking app
NM	NM	NM	NM	NM	NM	NM	NM	70.5	71.2	+0.68	(+1.0%)	LOGISTICS (Sector)
NM	NM	NM	NM	NM	69.2	72.8	71.2	70.2	72.4	+2.24	(+3.2%)	Courier Services (Sub-sector)
NM	NM	NM	NM	NM	68.7	70.2	72.4	72.2	72.7	+0.59	(+0.8%)	Speedpost
NM	67.6	63.9	65.5	66.1	72.1	73.6	72.6	73.2	73.6	+0.32	(+0.4%)	FedEx
64.7	67.9	64.5	65.6	66.7	72.3	72.5	71.9	71.2	72.0	+0.84	(+1.2%)	DHL
65.5	65.5	63.2	64.4	65.9	70.3	70.5	72.0	69.9	71.3	+1.40	(+2.0%)	UPS
67.4	69.1	63.0	64.4	65.1	66.6	72.8	68.5	67.0	68.9	+1.94	(+2.9%)	Other courier services
NM	NM	NM	NM	NM	72.4	67.3	71.2	71.5	67.9	–3.55	(–5.0%)	Postal Services (SingPost) (Sub-sector)
NM	NM	NM	NM	70.3	67.5	72.8	73.0	74.1	75.7	+1.56	(+2.1%)	PUBLIC EDUCATION (Sector)
69.2	69.9	68.7	68.5	69.8	69.6	72.2	71.1	69.8	71.5	+1.64	(+2.3%)	Polytechnics (Sub-sector)
70.2	70.9	70.6	65.2	69.9	69.0	73.8	76.5	74.8	76.0	+1.21	(+1.6%)	Singapore Poly
69.8	67.7	69.2	69.9	66.9	72.8	71.6	70.1	70.5	72.2	+1.68	(+2.4%)	Ngee Ann Poly
68.3	70.3	66.4	70.6	69.9	65.1	71.3	66.5	63.6	65.8	+2.19	(+3.4%)	Nanyang Poly
68.7	70.6	68.9	71.8	72.4	73.2	71.6	71.6	73.4	75.0	+1.61	(+2.2%)	Temasek Poly
68.5	71.4	65.7	61.4	70.7	67.5	72.0	69.4	67.1	67.8	+0.68	(+1.0%)	Republic Poly
70.9	68.7	70.7	69.3	70.5	66.7	73.1	73.5	75.6	77.1	+1.43	(+1.9%)	Universities (Sub-sector)
70.8	69.2	69.5	69.3	68.7	67.1	72.7	70.6	73.3	76.0	+2.73	(+3.7%)	NTU
72.2	69.4	74.7	69.8	78.1	68.6	73.2	79.2	79.1	80.5	+1.42	(+1.8%)	SMU
70.6	67.1	69.0	71.0	70.2	66.1	73.3	74.3	76.5	77.6	+1.12	(+1.5%)	NUS
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.0	NA	NA	SIT
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.2	NA	NA	SUTD
NM	NM	NM	58.0	69.0	69.6	73.2	74.3	74.0	72.5	–1.51	(–2.0%)	ITE (Sub-sector)
NM	NM	NM	NM	74.5	69.0	72.2	65.8	64.1	65.0	+0.87	(+1.4%)	PRIVATE EDUCATION (Sector)
69.5	71.0	66.0	65.0	74.5	69.0	72.2	65.8	64.1	65.0	+0.87	(+1.4%)	Private Education Institutions (Sub-sector)

NM Not Measured

NA Not Applicable

Customer Satisfaction scores are based on a 0 to 100 scale.

2015 is the first 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).