

CSISG Quarter 2

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2016-2017 Year-on-Year Change / % Change	SECTOR / Sub-sector / Company Measured
NM	NM	NM	NM	NM	NM	NM	NM	72.8	75.5	74.4	-1.10 (-1.5%)	AIR TRANSPORT (Sector)
69.7	71.9	72.6	71.8	73.2	74.6	77.1	73.3	73.2	73.5	74.2	+0.66 (+0.9%)	<i>Full Service Airlines (Sub-sector)</i>
73.9	74.6	75.7	79.3	76.6	77.8	79.4	74.9	76.1	76.7	77.5	+0.79 (+1.0%)	Singapore Airlines
70.0	70.2	70.1	69.0	72.4	72.9	74.1	71.7	69.4	71.9	73.6	+1.71 (+2.4%)	Qantas
NM	68.1	70.4	68.4	72.3	68.9	76.5	71.4	70.5	71.7	72.8	+1.19 (+1.7%)	SilkAir
68.9	70.0	71.4	71.7	72.9	73.2	76.3	73.3	73.0	73.3	74.2	+0.92 (+1.3%)	Cathay Pacific Airways
NM	74.4	71.3	71.6	74.5	76.5	76.1	73.0	73.3	74.1	75.1	+1.08 (+1.5%)	Emirates
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	75.1	+0.91 (+1.2%)	Garuda Indonesia
64.8	66.7	67.0	65.8	69.2	68.2	70.6	69.8	69.3	70.8	71.5	+0.67 (+0.9%)	Other airlines
NM	63.6	59.0	59.5	65.7	62.7	67.5	68.3	68.3	69.5	71.2	+1.69 (+2.4%)	<i>Budget Airlines (Sub-sector)</i>
NM	NM	NM	NM	NM	63.2	66.0	65.2	65.8	68.6	70.4	+1.79 (+2.6%)	Tigerair
NM	NM	NM	NM	NM	62.2	66.9	68.0	67.5	70.3	72.0	+1.70 (+2.4%)	Jetstar Asia
NM	NM	NM	NM	NM	61.9	68.3	66.9	68.0	69.9	71.6	+1.66 (+2.4%)	AirAsia
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.2	71.8	+3.61 (+5.3%)	Scoot
NM	NM	NM	NM	NM	63.7	70.3	71.5	70.3	70.9	70.8	-0.14 (-0.2%)	Other budget airlines
NM	NM	71.6	73.7	78.6	72.8	85.5	75.4	75.1	81.4	77.1	-4.23 (-5.2%)	<i>Airport (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	63.3	66.8	67.8	+0.99 (+1.5%)	LAND TRANSPORT (Sector)
69.9	67.8	67.0	64.1	67.8	61.9	64.1	59.7	62.0	66.4	64.8	-1.60 (-2.4%)	<i>MRT System (Sub-sector)</i>
69.3	67.7	67.3	63.8	67.6	61.5	63.3	59.6	61.5	66.3	64.6	-1.73 (-2.6%)	SMRT Trains
69.9	68.2	66.3	65.5	69.0	63.2	67.3	60.3	63.9	66.5	65.1	-1.34 (-2.0%)	SBS Transit Trains
64.3	64.0	62.9	61.1	66.4	61.6	60.6	58.5	60.9	62.7	64.9	+2.23 (+3.6%)	<i>Public Buses (Sub-sector)</i>
63.8	64.7	64.4	61.9	66.6	63.9	62.2	60.5	62.2	64.4	66.6	+2.20 (+3.4%)	SMRT Buses
65.3	63.8	62.2	58.9	66.3	60.8	60.1	57.7	60.4	61.9	64.0	+2.04 (+3.3%)	SBS Transit Buses
67.1	64.7	64.4	64.4	66.6	64.3	67.3	63.2	65.9	70.0	71.8	+1.85 (+2.6%)	<i>Taxi Services (Sub-sector)</i>
67.4	63.1	64.1	64.2	66.6	64.4	65.5	62.9	65.6	69.3	71.4	+2.13 (+3.1%)	ComfortDelGro Taxis
NM	66.0	63.9	63.8	66.6	63.6	70.5	63.5	66.2	70.1	71.8	+1.67 (+2.4%)	SMRT Taxis
NM	NM	NM	65.4	67.8	64.6	69.4	64.3	67.4	71.9	73.4	+1.58 (+2.2%)	Transcab
NM	NM	NM	65.4	65.3	62.7	72.0	65.1	66.9	72.2	73.3	+1.09 (+1.5%)	Premier
NM	NM	NM	NM	NM	NM	NM	59.5	62.3	68.5	69.3	+0.79 (+1.2%)	Prime
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.8	69.3	+0.52 (+0.8%)	<i>Transport Booking Apps (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.0	69.5	+0.46 (+0.7%)	Grab
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.7	70.4	+0.73 (+1.0%)	Uber
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.0	68.3	+0.32 (+0.5%)	ComfortDelGro
NM	NM	NM	NM	NM	NM	NM	NM	NM	67.2	67.5	+0.35 (+0.5%)	Other transport booking apps

NM Not Measured
NA Not Applicable

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

2015 was the first year of measure for the Air Transport and Land Transport sectors. Previously, they were measured as one sector (i.e., the Transport & Logistics sector).

The following sectors were removed from CSISG measurement in 2017: Logistics, Public Education, Private Education.