

CSISG Quarter 1

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2015-2016 Year-on-Year Change / % Change	SECTOR / Sub-sector / Company Measured
68.5	68.1	65.8	68.2	70.6	69.1	72.2	69.6	70.0	71.7	+1.71 (+2.4%)	<b>RETAIL (Sector)</b>
68.7	66.3	65.5	70.0	70.8	70.3	75.2	68.4	68.6	70.2	+1.64 (+2.4%)	<i>Department Stores (Sub-sector)</i>
69.3	66.0	66.2	76.7	72.5	74.1	79.8	71.4	71.7	73.2	+1.56 (+2.2%)	DFS
69.8	66.6	66.4	70.0	71.6	71.9	75.2	69.5	70.9	71.7	+0.81 (+1.1%)	Takashimaya
68.4	67.2	65.3	67.0	72.0	69.7	75.0	69.4	69.4	71.2	+1.82 (+2.6%)	Robinsons
NM	67.0	65.0	67.0	70.6	68.5	76.2	69.7	70.8	71.0	+0.20 (+0.3%)	Isetan
NM	NM	65.5	70.2	71.8	71.9	75.8	67.9	67.3	68.6	+1.33 (+2.0%)	Tangs
NM	NM	64.5	68.1	70.4	68.6	75.1	68.0	67.0	69.1	+2.12 (+3.2%)	Metro
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.8	NA NA	BHG
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.5	NA NA	John Little
67.5	65.7	64.4	64.6	68.3	67.0	73.0	66.0	65.8	67.5	+1.71 (+2.6%)	Other department stores
66.6	63.3	64.1	65.4	67.9	67.9	70.0	71.1	70.6	71.5	+0.84 (+1.2%)	<i>Supermarkets (Sub-sector)</i>
68.9	64.6	64.7	65.4	66.3	68.5	71.4	70.9	70.7	71.7	+1.00 (+1.4%)	NTUC FairPrice
67.3	63.9	64.4	67.1	69.0	67.9	69.5	71.7	71.6	72.5	+0.88 (+1.2%)	Cold Storage
NM	64.0	63.8	65.8	68.0	67.0	66.8	71.6	69.4	71.9	+2.44 (+3.5%)	Sheng Siong
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	NA NA	Giant
65.3	59.9	63.7	64.9	68.1	65.5	66.3	69.2	67.3	67.6	+0.30 (+0.4%)	Other supermarkets
NM	68.5	67.8	66.4	67.1	68.7	70.6	69.2	70.7	71.5	+0.84 (+1.2%)	<i>Petrol Service Stations (Sub-sector)</i>
68.0	68.2	67.0	66.2	66.2	68.5	70.9	68.3	71.5	72.4	+0.89 (+1.2%)	ExxonMobil (Esso)
69.5	68.6	68.4	66.4	68.9	69.4	72.4	70.3	70.1	71.5	+1.36 (+1.9%)	Shell
68.8	68.8	68.3	66.6	66.2	66.7	67.4	68.6	67.5	69.1	+1.59 (+2.4%)	Chevron (Caltex)
69.6	68.5	68.7	66.4	66.2	69.9	70.4	69.6	71.7	71.6	-0.06 (-0.1%)	SPC
NM	70.1	65.7	69.6	73.2	69.0	73.1	70.6	72.8	73.1	+0.38 (+0.5%)	<i>Motor Vehicles (Sub-sector)</i>
68.7	67.2	66.1	66.4	68.5	70.0	71.5	69.2	69.3	71.9	+2.62 (+3.8%)	<i>Fashion Apparels (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	NA NA	H&M
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.5	NA NA	Giordano
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.1	NA NA	G2000
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.9	NA NA	Cotton On
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.5	NA NA	Uniqlo
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	NA NA	Zara
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.8	NA NA	Bossini
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.0	NA NA	Hang Ten
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.2	NA NA	Mango
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.5	NA NA	Topshop
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.4	NA NA	Other fashion apparels stores
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.5	NA NA	<i>Furniture &amp; Electronic Stores (Sub-sector)</i>
NM	NM	NM	NM	NM	67.3	75.5	68.1	68.4	67.9	-0.54 (-0.8%)	IKEA
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	NA NA	Courts
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.8	NA NA	Harvey Norman
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.0	NA NA	Challenger
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.4	NA NA	Gain City
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	NA NA	Other furniture & electronics stores
70.0	68.2	69.0	69.2	71.8	70.9	70.7	68.7	69.3	72.3	+2.94 (+4.2%)	<i>Jewellery Stores (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	NA NA	<i>e-Commerce (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.3	NA NA	Amazon
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.6	NA NA	Carousell
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	NA NA	Deals.com/Ensogo
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.6	NA NA	Ebay
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.0	NA NA	Groupon
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.9	NA NA	Lazada
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.3	NA NA	Qoo10
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.0	NA NA	Taobao/Tmall
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.2	NA NA	Zalora
67.4	67.2	66.4	64.4	64.3	65.9	67.7	66.8	67.4	68.5	+1.09 (+1.6%)	<b>INFO-COMMUNICATIONS (Sector)</b>
NM	67.5	66.6	64.7	64.5	66.3	67.7	67.2	68.4	69.2	+0.78 (+1.1%)	<i>Mobile Telecom (Sub-sector)</i>
68.2	66.8	66.3	63.5	64.5	65.6	69.3	68.1	69.4	72.0	+2.63 (+3.8%)	Singtel
67.4	69.1	68.0	65.7	64.1	66.6	66.8	67.2	69.0	67.5	-1.55 (-2.2%)	StarHub
66.5	66.0	64.8	65.7	65.3	68.0	64.3	64.4	63.9	65.0	+1.04 (+1.6%)	M1
NM	65.7	65.2	63.6	62.9	64.2	67.5	65.3	64.9	67.0	+2.12 (+3.3%)	<i>Broadband (Sub-sector)</i>
67.6	66.1	65.1	63.1	62.2	64.0	67.7	65.1	64.1	66.9	+2.76 (+4.3%)	Singtel
66.8	65.3	66.1	63.8	63.7	64.4	67.5	65.8	66.9	67.0	+0.04 (+0.1%)	StarHub
66.6	65.3	60.3	65.6	63.7	63.9	64.3	66.2	66.2	67.5	+1.28 (+1.9%)	M1
NM	NM	NM	NM	NM	NM	NM	66.5	65.1	66.6	+1.56 (+2.4%)	<i>PayTV (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	65.0	64.4	65.8	+1.46 (+2.3%)	Singtel
NM	NM	NM	NM	NM	NM	NM	67.0	66.6	67.7	+1.06 (+1.6%)	StarHub
NM	NM	NM	NM	NM	NM	NM	61.5	59.6	69.6	+10.03 (+16.8%)	<i>Wireless@SG (Sub-sector)</i>

NM Not Measured

NA Not Applicable

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

Note 1 Tracking for individual Motor Vehicle companies was discontinued in 2012 due to the fall in new car sales volume.

Note 2 Mustafa was previously tracked under the Supermarket sub-sector. Since 2012, it has been tracked under the Departmental Stores sub-sector.

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%)	<b>AIR TRANSPORT (Sector)</b>
69.7	71.9	72.6	71.8	73.2	74.6	77.1	73.3	73.2	73.5	+0.27	(+0.4%)	<i>Airlines (Sub-sector)</i>
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%)	<i>Budget Airlines (Sub-sector)</i>
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	Scot
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%)	<i>Changi Airport (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	63.3	66.8	+3.44	(+5.4%)	<b>LAND TRANSPORT (Sector)</b>
69.9	67.8	67.0	64.1	67.8	61.9	64.1	59.7	62.0	66.4	+4.40	(+7.1%)	<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	+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%)	<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	+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%)	<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	+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	<i>Transport Booking App (Sub-sector)</i>
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%)	<b>LOGISTICS (Sector)</b>
NM	NM	NM	NM	NM	69.2	72.8	71.2	70.2	72.4	+2.24	(+3.2%)	<i>Courier Services (Sub-sector)</i>
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%)	<i>Postal Services (SingPost) (Sub-sector)</i>
NM	NM	NM	NM	70.3	67.5	72.8	73.0	74.1	75.7	+1.56	(+2.1%)	<b>PUBLIC EDUCATION (Sector)</b>
69.2	69.9	68.7	68.5	69.8	69.6	72.2	71.1	69.8	71.5	+1.64	(+2.3%)	<i>Polytechnics (Sub-sector)</i>
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%)	<i>Universities (Sub-sector)</i>
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%)	<i>ITE (Sub-sector)</i>
NM	NM	NM	NM	74.5	69.0	72.2	65.8	64.1	65.0	+0.87	(+1.4%)	<b>PRIVATE EDUCATION (Sector)</b>
69.5	71.0	66.0	65.0	74.5	69.0	72.2	65.8	64.1	65.0	+0.87	(+1.4%)	<i>Private Education Institutions (Sub-sector)</i>

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).

CSISG Quarter 3

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2015-2016 Year-on-Year Change / % Change	SECTOR / Sub-sector / Company Measured
67.7	65.4	65.0	65.1	67.5	67.7	70.3	65.8	67.1	70.1	+2.98 (+4.4%)	<b>FOOD &amp; BEVERAGE (Sector)</b>
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.8	NA NA	<i>Restaurants (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.2	NA NA	Swensen's
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	NA NA	Tung Lok Signatures
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.8	NA NA	Sakae Sushi
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.8	NA NA	Dian Xiao Er
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA NA	Jack's Place
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	NA NA	Seoul Garden
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.3	NA NA	Imperial Treasure Noodle & Congee
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.9	NA NA	Crystal Jade Kitchen
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.7	NA NA	Crystal Jade La Mian Xiao Long Bao
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	NA NA	Nando's
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.4	NA NA	Boon Tong Kee
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.2	NA NA	Sushi Tei
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.3	NA NA	Din Tai Fung
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.7	NA NA	Fish & Co
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	NA NA	Aijsen Ramen
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA NA	Manhattan Fish Market
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA NA	Astons
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.4	NA NA	Thai Express
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.3	NA NA	Xin Wang Hong Kong Cafe
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.6	NA NA	Pizza Hut
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.0	NA NA	Other restaurants
68.4	64.4	64.2	62.4	67.6	68.2	67.9	69.0	69.4	70.7	+1.36 (+2.0%)	<i>Fast Food Restaurants (Sub-sector)</i>
69.4	62.9	65.8	63.4	65.9	68.9	67.6	71.6	72.2	72.3	+0.17 (+0.2%)	McDonalds
NM	65.3	62.9	61.1	68.2	68.2	66.8	67.9	67.5	70.4	+2.87 (+4.2%)	KFC
66.5	64.7	63.6	62.0	70.3	67.5	68.9	69.6	67.6	71.0	+3.41 (+5.0%)	Burger King
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.5	NA NA	Mos Burger
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.8	NA NA	Subway
68.2	67.1	62.3	61.1	70.4	66.1	69.6	62.6	64.3	67.9	+3.56 (+5.5%)	Other fast food restaurants
67.3	62.7	64.4	63.9	67.8	67.2	71.1	66.2	68.1	70.7	+2.64 (+3.9%)	<i>Cafes &amp; Snack Bars (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.2	NA NA	Delifrance
NM	66.3	65.1	60.9	69.7	67.3	71.6	69.3	68.4	70.2	+1.78 (+2.6%)	The Coffee Bean & Tea Leaf
NM	68.1	67.0	64.3	68.0	68.8	73.4	69.1	70.1	72.7	+2.64 (+3.8%)	Starbucks
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA NA	Ya Kun
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	NA NA	Toast Box
NM	62.3	64.3	64.0	67.7	67.0	70.9	65.6	67.7	68.6	+0.90 (+1.3%)	Other cafes & snack bars
68.2	68.4	65.0	64.8	66.9	69.4	70.6	70.0	69.0	72.7	+3.75 (+5.4%)	<i>Bars &amp; Pubs (Sub-sector)</i>
NM	NM	NM	59.2	62.6	64.8	65.5	66.1	66.5	69.2	+2.74 (+4.1%)	<i>Food Courts (Sub-sector)</i>
NM	NM	NM	NM	NM	63.6	63.7	66.0	65.9	68.7	+2.78 (+4.2%)	Kopitiam
NM	NM	NM	NM	NM	62.2	65.1	66.7	67.0	67.9	+0.95 (+1.4%)	Koufu
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.5	NA NA	Food Junction
NM	NM	NM	NM	NM	60.0	65.9	67.7	67.7	70.6	+2.93 (+4.3%)	Food Republic
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.0	+1.02 (+1.5%)	NTUC Foodfare
NM	NM	NM	NM	NM	65.0	66.0	65.1	66.2	66.4	+0.23 (+0.4%)	Other food courts
71.0	68.6	67.1	69.3	73.5	70.0	74.5	69.1	69.4	71.1	+1.70 (+2.4%)	<b>TOURISM (Sector)</b>
71.5	71.0	67.9	70.3	75.3	72.6	79.8	72.6	70.3	72.8	+2.53 (+3.6%)	<i>Attractions (Sub-sector)</i>
72.3	70.4	67.5	70.3	74.5	73.1	78.1	71.6	71.6	74.3	+2.76 (+3.9%)	Sentosa
NM	NM	NM	NM	72.6	70.1	76.2	70.1	70.7	72.6	+1.88 (+2.7%)	Jurong Bird Park
NM	NM	NM	NM	76.6	70.8	78.7	70.8	71.6	73.3	+1.76 (+2.5%)	Singapore Zoo
NM	NM	NM	NM	73.2	71.7	76.1	70.7	70.7	72.2	+1.50 (+2.1%)	Night Safari
NM	NM	NM	NM	NM	NM	NM	NM	71.4	72.3	+0.90 (+1.3%)	River Safari
NM	NM	NM	NM	75.7	74.9	81.6	73.2	71.0	73.1	+2.12 (+3.0%)	Universal Studios
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA NA	Singapore Discovery Centre
NM	NM	NM	NM	NM	NM	NM	NM	69.9	71.1	+1.27 (+1.8%)	Adventure Cove
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.2	NA NA	MBS Skypark
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	NA NA	Gardens By The Bay
NM	NM	NM	NM	NM	NM	NM	NM	72.1	72.8	+0.63 (+0.9%)	S.E.A. Aquarium
70.7	70.8	67.9	70.8	75.8	71.5	79.3	69.1	68.7	70.5	+1.77 (+2.6%)	Other attractions
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	NA NA	<i>Hotels (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.0	NA NA	Grand Hyatt
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.9	NA NA	Marina Mandarin
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.3	NA NA	Mandarin Orchard
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.9	NA NA	Pan Pacific Singapore
NM	NM	NM	NM	NM	NM	NM	NM	NM	75.6	NA NA	Shangri-La
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.6	NA NA	Swissotel the Stamford
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.9	NA NA	The Ritz-Carlton
NM	NM	NM	NM	NM	NM	NM	NM	NM	66.8	NA NA	Fragrance Hotel
NM	NM	NM	NM	NM	NM	NM	NM	NM	67.8	NA NA	Hotel 81
NM	NM	NM	NM	NM	NM	NM	NM	NM	77.2	NA NA	Marina Bay Sands
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	NA NA	Other hotels
66.4	64.7	64.8	64.8	71.5	68.5	68.7	67.4	66.4	68.7	+2.28 (+3.4%)	<i>Travel &amp; Tour Services (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	67.7	NA NA	<i>Online Travel Agencies (Sub-sector)</i>

NM Not Measured  
NA Not Applicable

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

CSISG Quarter 4

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2015-2016 Year-on-Year Change / % Change	SECTOR / Sub-sector / Company Measured
68.4	67.0	68.2	66.6	68.5	71.7	69.1	72.4	70.9	72.4	+1.48 (+2.1%)	<b>FINANCE &amp; INSURANCE (Sector)</b>
68.5	67.6	69.1	66.7	69.1	71.8	69.4	72.2	71.1	72.9	+1.75 (+2.5%)	<i>Banks (Sub-sector)</i>
NM	69.0	70.1	68.2	68.3	74.5	70.2	75.7	70.6	72.5	+1.89 (+2.7%)	Citibank
66.8	67.3	66.0	65.1	71.1	69.1	71.9	75.8	71.6	73.1	+1.54 (+2.2%)	DBS
NM	69.4	72.7	67.1	67.9	74.0	69.7	69.5	69.7	71.3	+1.59 (+2.3%)	HSBC
NM	NM	NM	67.3	67.4	70.8	69.0	68.2	71.9	72.5	+0.59 (+0.8%)	Maybank
68.7	67.0	68.5	65.3	68.5	69.0	71.3	71.8	71.6	72.9	+1.27 (+1.8%)	OCBC
NM	NM	NM	68.2	65.7	73.5	70.1	71.2	71.3	71.9	+0.65 (+0.9%)	Standard Chartered
68.6	66.9	71.5	67.1	68.4	71.2	71.4	71.6	70.8	71.7	+0.90 (+1.3%)	UOB
69.9	68.1	68.8	68.0	66.9	72.1	68.8	67.0	70.1	70.8	+0.67 (+1.0%)	Other banks
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.7	NA NA	<i>Credit Cards (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	NA NA	American Express
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	NA NA	Citibank
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.9	NA NA	DBS
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.4	NA NA	HSBC
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.7	NA NA	Maybank
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	NA NA	OCBC
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.7	NA NA	UOB
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.0	NA NA	Other credit cards
NM	NM	NM	65.8	67.3	67.8	69.1	72.4	70.2	70.8	+0.59 (+0.8%)	<i>Health &amp; Medical Insurance (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	71.1	73.4	69.7	70.5	+0.84 (+1.2%)	AIA
NM	NM	NM	65.4	66.8	70.3	67.5	72.0	69.4	70.1	+0.74 (+1.1%)	Great Eastern
NM	NM	NM	66.0	67.3	70.2	68.4	72.6	70.2	71.4	+1.22 (+1.7%)	NTUC Income
NM	NM	NM	64.8	67.2	69.5	68.7	73.2	70.0	70.7	+0.70 (+1.0%)	Prudential
NM	NM	NM	67.2	67.9	66.5	69.4	71.8	70.6	71.3	+0.69 (+1.0%)	Other health & medical insurers
NM	65.7	66.6	66.2	66.7	70.6	66.1	73.6	70.6	71.6	+1.03 (+1.5%)	<i>Life Insurance (Sub-sector)</i>
NM	65.0	65.3	66.2	66.2	70.7	69.8	75.2	71.5	72.8	+1.31 (+1.8%)	AIA
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.1	NA NA	Aviva
NM	64.7	67.4	64.9	66.7	72.8	69.5	75.2	72.1	73.2	+1.10 (+1.5%)	Great Eastern
NM	64.3	67.8	65.0	67.4	70.0	64.8	73.3	70.5	71.3	+0.86 (+1.2%)	NTUC Income
NM	64.5	66.9	67.0	66.1	70.1	67.5	73.9	69.7	71.1	+1.39 (+2.0%)	Prudential
NM	68.3	66.2	67.2	66.6	69.1	61.5	71.5	69.5	70.2	+0.70 (+1.0%)	Other life insurers
NM	66.7	64.8	67.1	67.3	69.8	70.2	71.5	70.5	71.8	+1.24 (+1.8%)	<i>Motor &amp; Other Personal Insurance (Sub-sector)</i>
NM	66.2	64.9	67.4	66.2	71.4	69.5	75.0	71.0	72.2	+1.20 (+1.7%)	AIG
NM	67.9	64.8	66.9	66.7	69.7	68.6	72.4	71.2	72.6	+1.37 (+1.9%)	AXA
NM	67.8	64.6	66.7	66.8	70.0	69.3	73.9	71.1	72.3	+1.23 (+1.7%)	NTUC Income
NM	66.2	64.8	67.1	68.0	69.1	71.3	69.8	70.3	71.2	+0.94 (+1.3%)	Other motor & personal insurers
67.7	67.6	68.9	68.6	66.6	71.3	69.9	71.0	69.6	71.0	+1.40 (+2.0%)	<b>HEALTHCARE (Sector)</b>
NM	65.4	65.9	62.3	62.1	66.6	65.9	68.9	69.6	70.3	+0.69 (+1.0%)	<i>Polyclinics (Sub-sector)</i>
60.5	64.3	65.8	61.8	61.5	65.7	65.6	68.3	69.6	70.3	+0.69 (+1.0%)	NHG
64.7	67.1	65.9	62.9	64.3	68.8	66.6	70.2	69.8	70.4	+0.66 (+0.9%)	SingHealth
72.8	69.9	72.4	68.7	69.0	72.7	72.2	71.6	72.0	73.2	+1.21 (+1.7%)	<i>Private Hospitals (Sub-sector)</i>
NM	NM	NM	68.1	67.7	72.5	71.6	70.8	71.5	73.6	+2.14 (+3.0%)	Gleneagles
NM	69.1	72.3	68.3	70.4	71.1	72.1	70.3	72.6	74.3	+1.76 (+2.4%)	Mount Alvernia
NM	NM	NM	68.6	70.5	72.4	73.0	71.9	72.5	73.1	+0.61 (+0.8%)	Mount Elizabeth Orchard
NM	NM	NM	NM	NM	NM	NM	NM	71.0	72.7	+1.72 (+2.4%)	Mount Elizabeth Novena
NM	NM	NM	69.6	68.4	74.3	69.9	72.1	71.7	74.2	+2.42 (+3.4%)	Parkway East
NM	71.3	73.0	69.0	68.4	73.7	73.6	72.4	72.2	73.5	+1.31 (+1.8%)	Raffles
NM	69.4	73.3	69.7	66.9	72.8	69.5	71.4	71.7	71.2	-0.45 (-0.6%)	Thomson Medical
NM	68.4	67.1	67.0	66.1	70.5	69.0	69.3	68.6	70.0	+1.39 (+2.0%)	<i>Restructured Hospitals (Sub-sector)</i>
NM	68.4	66.8	67.4	63.6	74.2	66.4	68.3	NM	68.5	NA NA	Alexandra
NM	68.3	64.9	64.9	66.0	70.7	68.2	70.0	70.5	70.9	+0.40 (+0.6%)	Changi General
NM	NM	NM	67.2	65.7	72.9	71.6	68.9	69.7	70.9	+1.26 (+1.8%)	Khoo Teck Puat
NM	70.2	66.2	67.4	63.9	70.6	69.1	69.2	70.6	71.2	+0.64 (+0.9%)	KK Women's & Children's
NM	NM	NM	NM	NM	NM	NM	NM	69.0	70.1	+1.15 (+1.7%)	Ng Teng Fong
NM	68.3	66.0	66.2	68.4	69.4	69.8	69.6	68.4	69.8	+1.37 (+2.0%)	National University
NM	69.4	69.4	68.2	65.1	69.1	67.4	68.9	66.7	67.3	+0.66 (+1.0%)	Singapore General
NM	67.0	67.2	67.0	66.6	72.7	69.6	69.7	68.8	69.9	+1.16 (+1.7%)	Tan Tock Seng
68.7	67.8	68.0	67.2	69.1	69.9	70.7	71.1	70.2	71.8	+1.69 (+2.4%)	<b>SINGAPORE NATIONAL</b>

NM Not Measured  
NA Not Applicable

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