

2018 Q1 SCORES RETAIL AND INFO-COMMUNICATIONS

HOW WELL DID COMPANIES SATISFY THEIR CUSTOMERS?

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•••• 72.6 Retail
                                                                       •••• 70.4 Info-Communications
72.9 Supermarkets
                                      → 72.0 e-Commerce
                                                                       71.7 Wireless@SG
73.6 NTUC Fairprice
                                      ••• 74.2 Zalora*
73.1 Sheng Siong
                                                                       •••• 71.1 Mobile Telecom
                                      ••• 73.7 Fave
                                                                        74.1 Singtel*
72.7 Cold Storage
                                      → 73.4 Ebay
                                                                       69.4 StarHub
 ••• 71.9 Giant
                                      72.1 Taobao/Tmall
                                                                       67.9 M1
70.7 Other supermarkets
                                      72.1 Qoo10
                                      71.4 Carousell
                                                                       •••• 68.9 Broadband
•••• 72.8 Fashion Apparels
                                      ••• 71.2 Amazon
                                                                       69.4 M1
                                       •• 69.8 Other e-Commerce
 76.0 Zara*
                                                                       68.9 StarHub
  → 75.4 Adidas
                                                                        68.7 Singtel
 ••• 74.9 Uniqlo
                                    •••• 71.8 Department Stores
 ~~ 74.2 H&M
                                    •••• 74.2 DFS*
                                                                       •••• 68.1 PavTV
  •• 73.6 Esprit
                                    73.0 Takashimaya
                                                                       68.8 StarHub
                                     72.6 Metro
 → 73.6 G2000
                                                                       •••• 67.3 Singtel
 ••• 71.7 Bossini
                                     72.3 Robinsons
 ••• 71.4 Giordano
                                      72.0 Isetan
                                      ••• 71.5 BHG
 ⋯ 71.2 Hang Ten
                                      71.3 Tangs
 → 70.1 Cotton On
                                      •• 69.6 OG
 72.0 Other fashion apparels
                                    70.4 Other department stores
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This chart summarises the results of the CSISG 2018 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 2017 to 2018

statistically significant decrease in customer satisfaction from 2017 to 2018

no significant year-on-year change in customer satisfaction score