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Headline: Customer satisfaction highest in 7 years

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Customers in Singapore are the most satisfied in seven years, with the national satisfaction index hitting a record 70.7 points last year.

However, Finance and Insurance and Healthcare registered a decline in satisfaction, compared to the other seven sectors that are tracked in the index.

The other sectors include Food and Beverage, Info-communications and Transport and Logistics.

The index is measured by the Institute of Service Excellence at the Singapore Management University.

In particular, for Healthcare, there has been a fall in consumers' perception of value.