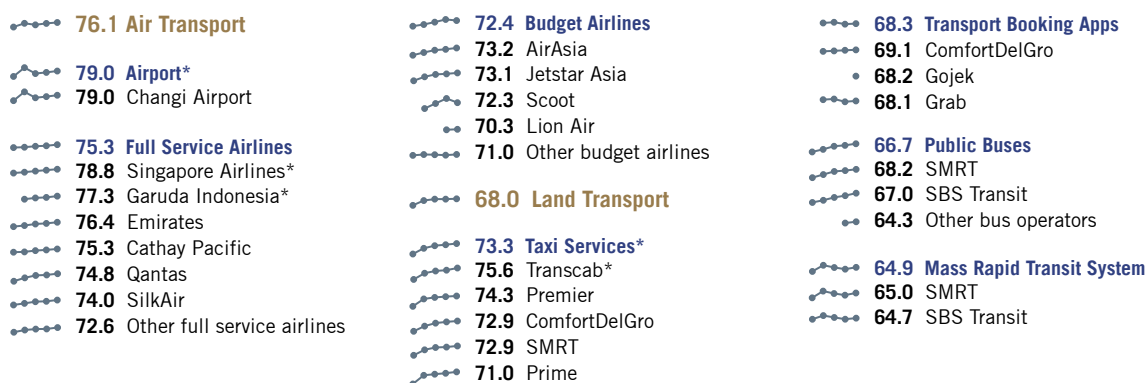




2019 Q2 SCORES AIR TRANSPORT AND LAND TRANSPORT



This chart summarises the results of the CSiSG 2019 satisfaction scores in the Air Transport and Land Transport sectors at the sector, sub-sector and company levels.

The sector scores (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 2018 to 2019

statistically significant decrease in customer satisfaction from 2018 to 2019

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

CSISG Quarter 2

2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2018-2019 Year-on-Year Change / % Change	SECTOR / Sub-sector / Company Measured
NM	NM	NM	NM	NM	72.8	75.5	74.4	75.4	76.1	+0.66 (+0.9%)	AIR TRANSPORT (Sector)
71.8	73.2	74.6	77.1	73.3	73.2	73.5	74.2	74.5	75.3	+0.80 (+1.1%)	Full Service Airlines (Sub-sector)
79.3	76.6	77.8	79.4	74.9	76.1	76.7	77.5	78.1	78.8	+0.68 (+0.9%)	Singapore Airlines
NM	NM	NM	NM	NM	NM	75.1	76.1	76.4	77.3	+0.91 (+1.2%)	Garuda Indonesia
71.6	74.5	76.5	76.1	73.0	73.3	74.1	75.1	75.6	76.4	+0.81 (+1.1%)	Emirates
71.7	72.9	73.2	76.3	73.3	73.0	73.3	74.2	74.7	75.3	+0.67 (+0.9%)	Cathay Pacific Airways
69.0	72.4	72.9	74.1	71.7	69.4	71.9	73.6	73.9	74.8	+0.89 (+1.2%)	Qantas
68.4	72.3	68.9	76.5	71.4	70.5	71.7	72.8	73.1	74.0	+0.90 (+1.2%)	SilkAir
65.8	69.2	68.2	70.6	69.8	69.3	70.8	71.5	71.6	72.6	+1.00 (+1.4%)	Other full service airlines
59.5	65.7	62.7	67.5	68.3	68.3	69.5	71.2	73.1	72.4	-0.77 (-1.0%)	Budget Airlines (Sub-sector)
NM	NM	61.9	68.3	66.9	68.0	69.9	71.6	72.2	73.2	+0.97 (+1.3%)	AirAsia
NM	NM	62.2	66.9	68.0	67.5	70.3	72.0	72.4	73.1	+0.68 (+0.9%)	Jetstar Asia
NM	NM	NM	NM	NM	NM	68.2	71.8	75.3	72.3	-2.99 (-4.0%)	Scoot
NM	NM	NM	NM	NM	NM	NM	NM	69.9	70.3	+0.36 (+0.5%)	Lion Air
NM	NM	63.7	70.3	71.5	70.3	70.9	70.8	70.5	71.0	+0.51 (+0.7%)	Other budget airlines
73.7	78.6	72.8	85.5	75.4	75.1	81.4	77.1	78.0	79.0	+1.00 (+1.3%)	Airport (Sub-sector)
NM	NM	NM	NM	NM	63.3	66.8	67.8	67.8	68.0	+0.22 (+0.3%)	LAND TRANSPORT (Sector)
64.1	67.8	61.9	64.1	59.7	62.0	66.4	64.8	63.6	64.9	+1.30 (+2.0%)	MRT System (Sub-sector)
63.8	67.6	61.5	63.3	59.6	61.5	66.3	64.6	63.4	65.0	+1.54 (+2.4%)	SMRT Trains
65.5	69.0	63.2	67.3	60.3	63.9	66.5	65.1	63.9	64.7	+0.75 (+1.2%)	SBS Transit Trains
61.1	66.4	61.6	60.6	58.5	60.9	62.7	64.9	65.6	66.7	+1.17 (+1.8%)	Public Buses (Sub-sector)
61.9	66.6	63.9	62.2	60.5	62.2	64.4	66.6	67.3	68.2	+0.88 (+1.3%)	SMRT Buses
58.9	66.3	60.8	60.1	57.7	60.4	61.9	64.0	65.2	67.0	+1.77 (+2.7%)	SBS Transit Buses
NM	NM	NM	NM	NM	NM	NM	NM	63.4	64.3	+0.93 (+1.5%)	Other bus operators
64.4	66.6	64.3	67.3	63.2	65.9	70.0	71.8	72.5	73.3	+0.84 (+1.2%)	Taxi Services (Sub-sector)
65.4	67.8	64.6	69.4	64.3	67.4	71.9	73.4	74.0	75.6	+1.56 (+2.1%)	Transcab
65.4	65.3	62.7	72.0	65.1	66.9	72.2	73.3	73.8	74.3	+0.47 (+0.6%)	Premier
64.2	66.6	64.4	65.5	62.9	65.6	69.3	71.4	72.3	72.9	+0.63 (+0.9%)	ComfortDelGro Taxis
63.8	66.6	63.6	70.5	63.5	66.2	70.1	71.8	72.1	72.9	+0.80 (+1.1%)	SMRT Taxis
NM	NM	NM	NM	59.5	62.3	68.5	69.3	70.0	71.0	+0.99 (+1.4%)	Prime
NM	NM	NM	NM	NM	NM	68.8	69.3	68.0	68.3	+0.37 (+0.5%)	Transport Booking Apps (Sub-sector)
NM	NM	NM	NM	NM	NM	68.0	68.3	68.8	69.1	+0.29 (+0.4%)	ComfortDelGro
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.2	NA NA	Gojek
NM	NM	NM	NM	NM	NM	69.0	69.5	67.5	68.1	+0.59 (+0.9%)	Grab

NM Not Measured
NA Not Applicable

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