

*****	76.1	Air	Trans	port
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		Airport* Changi Airport
	75.3	Full Service Airlines
*****	78.8	Singapore Airlines*
	77.3	Garuda Indonesia*
	76.4	Emirates
	75.3	Cathay Pacific
****	74.8	Qantas
	74.0	SilkAir
*****	72.6	Other full service airlines

<ul> <li>73.2 AirAsia</li> <li>73.2 AirAsia</li> <li>73.1 Jetstar Asia</li> <li>72.3 Scoot</li> <li>70.3 Lion Air</li> <li>71.0 Other budget airlines</li> <li>68.0 Land Transport</li> <li>73.3 Taxi Services*</li> <li>75.6 Transcab*</li> <li>74.3 Premier</li> <li>72.9 ComfortDelGro</li> <li>72.9 SMRT</li> <li>71.0 Prime</li> </ul>		72 /	Budget Airlines
<ul> <li>73.1 Jetstar Asia</li> <li>72.3 Scoot</li> <li>70.3 Lion Air</li> <li>71.0 Other budget airlines</li> <li>68.0 Land Transport</li> <li>73.3 Taxi Services*</li> <li>75.6 Transcab*</li> <li>74.3 Premier</li> <li>72.9 ComfortDelGro</li> <li>72.9 SMRT</li> </ul>			
<ul> <li>72.3 Scoot</li> <li>70.3 Lion Air</li> <li>71.0 Other budget airlines</li> <li>68.0 Land Transport</li> <li>73.3 Taxi Services*</li> <li>75.6 Transcab*</li> <li>74.3 Premier</li> <li>72.9 ComfortDelGro</li> <li>72.9 SMRT</li> </ul>	*****	73.2	AirAsia
<ul> <li>70.3 Lion Air</li> <li>71.0 Other budget airlines</li> <li>68.0 Land Transport</li> <li>73.3 Taxi Services*</li> <li>75.6 Transcab*</li> <li>74.3 Premier</li> <li>72.9 ComfortDelGro</li> <li>72.9 SMRT</li> </ul>	****	73.1	Jetstar Asia
<ul> <li>71.0 Other budget airlines</li> <li>68.0 Land Transport</li> <li>73.3 Taxi Services*</li> <li>75.6 Transcab*</li> <li>74.3 Premier</li> <li>72.9 ComfortDelGro</li> <li>72.9 SMRT</li> </ul>	****	72.3	Scoot
68.0 Land Transport 73.3 Taxi Services* 75.6 Transcab* 74.3 Premier 72.9 ComfortDelGro 72.9 SMRT		70.3	Lion Air
73.3 Taxi Services* 75.6 Transcab* 74.3 Premier 72.9 ComfortDelGro 72.9 SMRT		71.0	Other budget airlines
73.3 Taxi Services* 75.6 Transcab* 74.3 Premier 72.9 ComfortDelGro 72.9 SMRT			
<ul> <li>75.6 Transcab*</li> <li>74.3 Premier</li> <li>72.9 ComfortDelGro</li> <li>72.9 SMRT</li> </ul>	****	68.0	Land Transport
<ul> <li>75.6 Transcab*</li> <li>74.3 Premier</li> <li>72.9 ComfortDelGro</li> <li>72.9 SMRT</li> </ul>			
<b>74.3</b> Premier <b>72.9</b> ComfortDelGro <b>72.9</b> SMRT	****	73.3	Taxi Services*
<b>72.9</b> ComfortDelGro <b>72.9</b> SMRT		75.6	Transcab*
72.9 SMRT	معمر	74.3	Premier
· · · · · · · · · · · · · · · · · · ·	-	72 9	ComfortDelGro
<b>71.0</b> Prime	-	12.0	
	1 m		SMRT
	****	72.9	

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••••	69.1	<b>Transport Booking Apps</b> ComfortDelGro Gojek Grab
****	68.2 67.0	<b>Public Buses</b> SMRT SBS Transit Other bus operators
****	65.0	Mass Rapid Transit System SMRT SBS Transit

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.

 $^{\ast}$  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

								00100	Quarter	~			
											2018	-2019	
	0010	0011	0010	0010	0014	0015	0016	0017	0010	0010		n-Year	
_	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	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		(-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)
	I VIVI	I NIVI	I VIVI	I VIVI	I VIVI	00.0	00.0	07.0	07.0	00.0	10.22	(10.570	
	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		(+2.4%)	SMRT Trains
	65.5	69.0	63.2	67.3	60.3	63.9	66.5	65.1	63.9	64.7		(+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		(+1.3%)	SMRT Buses
	58.9	66.3	60.8	60.1	57.7	60.4	61.9	64.0	65.2	67.0		(+2.7%)	SBS Transit Buses
	NM	NM	NM	NM	NM	NM	NM	NM	63.4	64.3		(+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		(+2.1%)	Transcab
	65.4	65.3	62.7	72.0	65.1	66.9	72.2	73.3	73.8	74.3		(+0.6%)	Premier
	64.2	66.6	64.4	65.5	62.9	65.6	69.3	71.4	72.3	72.9		(+0.9%)	ComfortDelGro Taxis
	63.8	66.6	63.6	70.5	63.5	66.2	70.1	71.8	72.1	72.9		(+1.1%)	SMRT Taxis
	NM	NM	NM	NM	59.5	62.3	68.5	69.3	70.0	71.0		(+1.4%)	Prime
												(1111)0)	
	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		(+0.3%)	ComfortDelGro
	NM	NM	NM	NM	NM	NM	68.0 NM	68.3 NM	08.8 NM	69.1		(+0.4%) NA	Gojek
	NM	NM	NM	NM	NM	NM	69.0	69.5	67.5	68.1		(+0.9%)	Grab
	I N IVÍ	TATA1	T V I VI	T V I VI	1.4.141	1.4141	05.0	05.5	07.5	00.1	+0.35	(+0.5/0)	Gigb

NM Not Measured

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

NA Not Appilcable