



2016 Q1 SCORES RETAIL AND INFO-COMMUNICATIONS

71.7 Retail

73.1 Motor Vehicles*

72.3 Jewellery

71.9 Fashion Apparels

- 74.8 Bossini
- 74.5 Uniqlo
- 74.0 Hang Ten
- 73.1 G2000
- 72.5 H&M
- 71.5 Giordano
- 71.2 Mango
- 70.5 Topshop
- 69.9 Cotton On
- 69.6 Zara
- 71.4 Other fashion apparels

71.5 Furniture & Electronics

- 73.0 Challenger
- 72.4 Gain City
- 72.1 Courts
- 71.8 Harvey Norman
- 67.9 IKEA
- 72.5 Other furniture & electronics

71.5 Petrol Service Stations

- 72.4 Esso
- 71.6 SPC
- 71.5 Shell
- 69.1 Caltex

71.5 Supermarkets

- 72.5 Cold Storage
- 71.9 Sheng Siong
- 71.7 NTUC Fairprice
- 71.1 Giant
- 67.6 Other supermarkets

71.1 e-Commerce

- 73.2 Zalora*
- 72.0 Taobao/Tmall
- 72.0 Groupon
- 71.9 Lazada
- 71.6 Ebay
- 71.1 Deals.com/Ensogo
- 70.6 Carousell
- 70.3 Qoo10
- 69.3 Amazon

70.2 Department Stores

- 73.2 DFS*
- 71.7 Takashimaya
- 71.5 John Little
- 71.2 Robinsons
- 71.0 Isetan
- 70.8 BHG
- 69.1 Metro
- 68.6 Tangs
- 67.5 Other department stores

68.5 Info-Communications

69.6 Wireless@SG

69.2 Mobile Telecom

- 72.0 Singtel*
- 67.5 StarHub
- 65.0 M1

67.0 Broadband

- 67.5 M1
- 67.0 StarHub
- 66.9 Singtel

66.6 PayTV

- 67.7 StarHub
- 65.8 Singtel

This chart summarises the results of the CSiSG 2016 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 2015 to 2016

 statistically significant decrease in customer satisfaction from 2015 to 2016

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