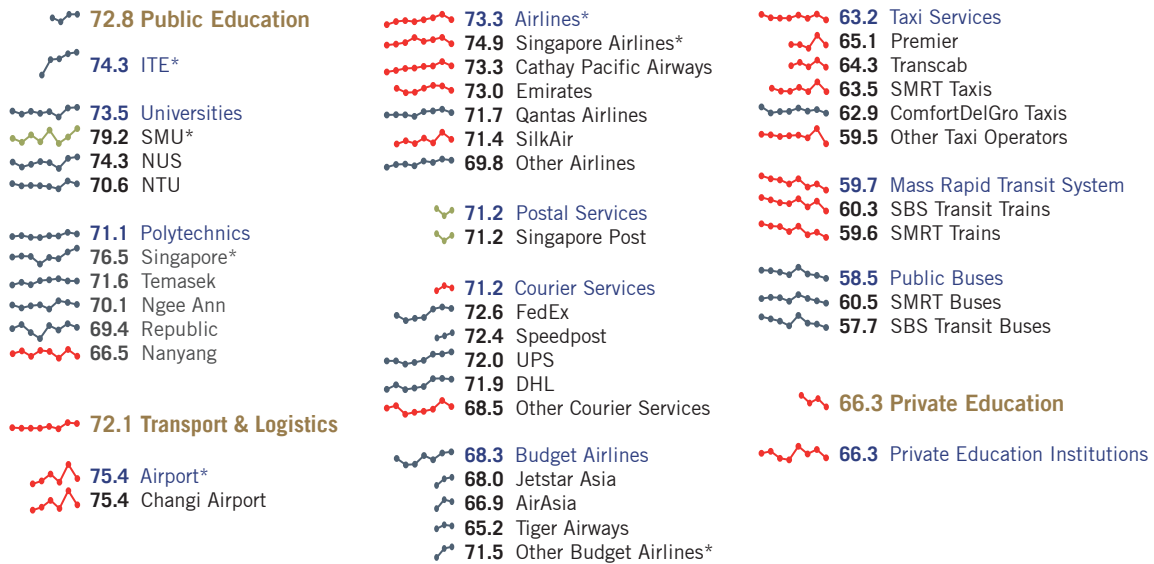




2014 Q2 SCORES
EDUCATION AND TRANSPORT & LOGISTICS



This chart summarises the results of the CSISG 2014 satisfaction scores in the Education and Transport & Logistics 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 2013 to 2014
- statistically significant decrease in customer satisfaction from 2013 to 2014
- no significant year-on-year change in customer satisfaction score

Entity	Level	2007	2008	2009	2010	2011	2012	2013	2014	2014/2013 Year-on-Year Change	2014/2013 Year-on-Year %Change
Transport & Logistics	Sector	69.1	68.7	68.7	68.7	70.0	68.3	72.7	72.1	-0.59	-0.8%
MRT System	Sub-sector	69.9	67.8	67.0	64.1	67.8	61.9	64.1	59.7	-4.35	-6.8%
SMRT Trains	Company	69.3	67.7	67.3	63.8	67.6	61.5	63.3	59.6	-3.74	-5.9%
SBS Transit Trains	Company	69.9	68.2	66.3	65.5	69.0	63.2	67.3	60.3	-6.98	-10.4%
Public Buses	Sub-sector	64.3	64.0	62.9	61.1	66.4	61.6	60.6	58.5	-2.17	-3.6%
SMRT Buses	Company	63.8	64.7	64.4	61.9	66.6	63.9	62.2	60.5	-1.62	-2.6%
SBS Transit Buses	Company	65.3	63.8	62.2	58.9	66.3	60.8	60.1	57.7	-2.42	-4.0%
Taxi Services	Sub-sector	67.1	64.7	64.4	64.4	66.6	64.3	67.3	63.2	-4.10	-6.1%
ComfortDelGro Taxis	Company	67.4	63.1	64.1	64.2	66.6	64.4	65.5	62.9	-2.50	-3.8%
SMRT Taxis	Company	NM	66.0	63.9	63.8	66.6	63.6	70.5	63.5	-6.99	-9.9%
Transcab	Company	NM	NM	NM	65.4	67.8	64.6	69.4	64.3	-5.10	-7.3%
Premier	Company	NM	NM	NM	65.4	65.3	62.7	72.0	65.1	-6.94	-9.6%
Other taxi operators	Company	66.3	65.9	64.7	65.3	65.7	63.8	70.4	59.5	-10.92	-15.5%
Airlines	Sub-sector	69.7	71.9	72.6	71.8	73.2	74.6	77.1	73.3	-3.82	-5.0%
Singapore Airlines	Company	73.9	74.6	75.7	79.3	76.6	77.8	79.4	74.9	-4.55	-5.7%
Qantas Airlines	Company	70.0	70.2	70.1	69.0	72.4	72.9	74.1	71.7	-2.41	-3.3%
SilkAir	Company	NM	68.1	70.4	68.4	72.3	68.9	76.5	71.4	-5.05	-6.6%
Cathay Pacific Airways	Company	68.9	70.0	71.4	71.7	72.9	73.2	76.3	73.3	-2.96	-3.9%
Emirates	Company	NM	74.4	71.3	71.6	74.5	76.5	76.1	73.0	-3.14	-4.1%
Other airlines	Company	64.8	66.7	67.0	65.8	69.2	68.2	70.6	69.8	-0.82	-1.2%
Courier Services	Sub-sector	NM	NM	NM	NM	NM	69.2	72.8	71.2	-1.66	-2.3%
Speedpost	Company	NM	NM	NM	NM	NM	68.7	70.2	72.4	2.26	3.2%
FedEx	Company	NM	67.6	63.9	65.5	66.1	72.1	73.6	72.6	-1.08	-1.5%
DHL	Company	64.7	67.9	64.5	65.6	66.7	72.3	72.5	71.9	-0.62	-0.9%
UPS	Company	65.5	65.5	63.2	64.4	65.9	70.3	70.5	72.0	1.40	2.0%
Other courier services	Company	67.4	69.1	63.0	64.4	65.1	66.6	72.8	68.5	-4.28	-5.9%
Budget Airlines	Sub-sector	NM	63.6	59.0	59.5	65.7	62.7	67.5	68.3	0.79	1.2%
Tiger Airways	Company	NM	NM	NM	NM	NM	63.2	66.0	65.2	-0.80	-1.2%
Jetstar Asia	Company	NM	NM	NM	NM	NM	62.2	66.9	68.0	1.13	1.7%
AirAsia	Company	NM	NM	NM	NM	NM	61.9	68.3	66.9	-1.43	-2.1%
Other budget airlines	Company	NM	NM	NM	NM	NM	63.7	70.3	71.5	1.14	1.6%
Changi Airport	Sub-sector	NM	NM	71.6	73.7	78.6	72.8	85.5	75.4	-10.13	-11.8%
Postal Services (SingPost)	Sub-sector	NM	NM	NM	NM	NM	72.4	67.3	71.2	3.83	5.7%
Public Education	Sector	NM	NM	NM	NM	70.3	67.5	72.8	72.8	0.00	0.0%
Polytechnics	Sub-sector	69.2	69.9	68.7	68.5	69.8	69.6	72.2	71.1	-1.08	-1.5%
Singapore Poly	Company	70.2	70.9	70.6	65.2	69.9	69.0	73.8	76.5	2.69	3.6%
Ngee Ann Poly	Company	69.8	67.7	69.2	69.9	66.9	72.8	71.6	70.1	-1.42	-2.0%
Nanyang Poly	Company	68.3	70.3	66.4	70.6	69.9	65.1	71.3	66.5	-4.86	-6.8%
Temasek Poly	Company	68.7	70.6	68.9	71.8	72.4	73.2	71.6	71.6	0.01	0.0%
Republic Poly	Company	68.5	71.4	65.7	61.4	70.7	67.5	72.0	69.4	-2.63	-3.7%
Universities	Sub-sector	70.9	68.7	70.7	69.3	70.5	66.7	73.1	73.5	0.46	0.6%
NTU	Company	70.8	69.2	69.5	69.3	68.7	67.1	72.7	70.6	-2.08	-2.9%
SMU	Company	72.2	69.4	74.7	69.8	78.1	68.6	73.2	79.2	6.01	8.2%
NUS	Company	70.6	67.1	69.0	71.0	70.2	66.1	73.3	74.3	0.97	1.3%
ITE	Sub-sector	NM	NM	NM	58.0	69.0	69.6	73.2	74.3	1.05	1.4%
Private Education	Sector	NM	NM	NM	NM	74.5	69.0	72.2	66.3	-5.96	-8.3%
Private Education Institutions	Sub-sector	69.5	71.0	66.0	65.0	74.5	69.0	72.2	66.3	-5.96	-8.3%

A Green or Red coloured year-on-year change indicates a statistically significant change at a 90% level of confidence.
A Grey coloured year-on-year change indicates that the change was not statistically significant at a 90% level of confidence.

NM: Not Measured
NA: Not Applicable