



2013 NATIONAL SCORE

70.7

**74.5 Tourism**

- 79.8 Attractions\*
- 81.6 Universal Studios
- 78.7 Singapore Zoo
- 78.1 Sentosa Development
- 76.2 Jurong Bird Park
- 76.1 Night Safari
- 79.3 Other Attractions
- 77.5 Hotels\*
- 84.4 Shangri-La Hotel\*
- 84.1 MBS\*
- 83.4 The Ritz-Carlton\*
- 81.5 Swissotel the Stamford\*
- 80.7 Mandarin Orchard\*
- 80.5 Grand Hyatt\*
- 78.4 RWS Hotels
- 74.8 Other Hotels

**68.7 Travel & Tour Services**

**72.8 Public Education**

- 73.2 ITE
- 73.1 Universities
- 73.3 NUS
- 73.2 SMU
- 72.7 NTU

- 72.2 Polytechnics
- 73.8 Singapore
- 72.0 Republic
- 71.6 Ngee Ann
- 71.6 Temasek
- 71.3 Nanyang

**72.7 Transport & Logistics**

- 85.5 Airport\*
- 85.5 Changi Airport
- 77.1 Airlines\*
- 79.4 Singapore Airlines\*
- 76.5 SilkAir
- 76.3 Cathay Pacific Airways
- 76.1 Emirates
- 74.1 Qantas Airlines
- 70.6 Other Airlines

- 72.8 Courier Services
- 73.6 FedEx
- 72.5 DHL
- 70.5 UPS
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- 72.8 Other Courier Services

- 67.5 Budget Airlines
- 68.3 AirAsia
- 66.9 Jetstar Asia
- 66.0 Tiger Airways
- 70.3 Other Budget Airlines\*

- 67.3 Postal Services
- 67.3 Singapore Post

- 67.3 Taxi Services
- 72.0 Premier\*
- 70.5 SMRT Taxis\*
- 69.4 Transcab
- 65.5 Comfort Delgro Taxis
- 70.4 Other Taxi Operators\*

- 64.1 Mass Rapid Transit System
- 67.3 SBS Transit Trains\*
- 63.3 SMRT Trains

- 60.6 Public Buses
- 62.2 SMRT Buses
- 60.1 SBS Transit Buses

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- 75.2 Departmental Stores\*
- 79.8 DFS\*
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- 75.8 C K Tang
- 75.2 Takashimaya
- 75.1 Metro
- 75.0 Robinson & Co
- 71.1 Mustafa
- 70.7 OG
- 73.0 Other Departmental Stores
- 74.9 Furniture\*
- 75.5 IKEA
- 74.6 Other Furniture Stores

- 73.1 Motor Vehicles
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- 70.0 Supermarkets
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- 69.5 Cold Storage
- 66.8 Sheng Siong
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**72.2 Private Education**

- 72.2 Commercial Schools

**70.3 Food & Beverage**

- 71.7 Restaurants\*
- 73.1 Tung Lok
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- 67.9 Sakae Holdings
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- 71.1 Cafes & Snack Bars
- 73.4 Starbucks\*
- 71.6 The Coffee Bean & Tea Leaf
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**70.6 Bars & Pubs**

- 67.9 Fast Food Restaurants
- 68.9 Burger King
- 67.6 McDonalds
- 66.8 KFC
- 69.6 Other Fast Food Restaurants

- 65.5 Food Courts
- 65.9 Food Republic
- 65.1 Koufu
- 63.7 Kopitiam
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**69.9 Healthcare**

- 72.2 Private Hospitals\*
- 73.6 Raffles
- 73.0 Mount Elizabeth
- 72.1 Mount Alvernia
- 71.6 Gleneagles
- 69.9 Parkway East
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- 69.6 Tan Tock Seng
- 69.1 KK Women's & Children's
- 68.2 Changi General
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- 66.4 Alexandra

- 65.9 Polyclinics
- 66.6 SingHealth
- 65.6 NHG

**69.1 Finance & Insurance**

- 70.2 Motor or Other Personal Insurance\*
- 69.5 AIG
- 69.3 NTUC Income
- 68.6 AXA
- 71.3 Other Motor or Personal Insurers

- 69.4 Banks
- 71.9 DBS\*
- 71.4 UOB\*
- 71.3 OCBC\*
- 70.2 Citibank
- 70.1 Standard Chartered
- 69.7 HSBC
- 69.0 Maybank
- 68.8 Other Banks

- 69.1 Health & Medical Insurance
- 71.1 AIA\*
- 68.7 Prudential
- 68.4 NTUC Income
- 67.5 Great Eastern
- 69.4 Other Health & Medical Insurers

- 66.1 Life Insurance
- 69.8 AIA\*
- 69.5 Great Eastern\*
- 67.5 Prudential
- 66.7 Manulife
- 64.8 NTUC Income
- 61.5 Other Life Insurers

**67.7 Info-Communications**

- 67.7 Mobile Telecom
- 69.3 SingTel
- 66.8 StarHub
- 64.3 M1

- 67.5 Broadband
- 67.7 SingTel
- 67.5 Starhub
- 64.3 M1

The chart summarises the results of the CSiSG 2013 satisfaction scores at the national, sector, sub-sector and company levels. The national score of 70.7 represents a weighted average of the 9 sector scores (in gold), which themselves are weighted averages 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. The sparklines indicate the satisfaction score of their respective sectors, sub-sectors and companies over the past few years.

All scores displayed are accurate to one-decimal place. Entities are presented in decreasing levels of satisfaction.

- statistically significant increase in customer satisfaction from 2012 to 2013
- statistically significant decrease in customer satisfaction from 2012 to 2013
- no significant year-on-year change in customer satisfaction score

\* Companies/sub-sectors indicated with an asterisk(\*) are companies/sub-sectors that have performed significantly above their sub-sector/sector average, respectively.

Entity	Level	2007	2008	2009	2010	2011	2012	2013	2013/2012 Year-on-Year Change	2013/2012 Year-on-Year % Change
National CSISG	Country	68.7	67.8	68.0	67.2	69.1	69.9	70.7	0.71	1.0%
Q4										
<b>FINANCE &amp; INSURANCE</b>	<b>Sector</b>	<b>68.4</b>	<b>67.0</b>	<b>68.2</b>	<b>66.6</b>	<b>68.5</b>	<b>71.7</b>	<b>69.1</b>	<b>-2.58</b>	<b>-3.6%</b>
<b>Banks</b>	<b>Sub-sector</b>	<b>68.5</b>	<b>67.6</b>	<b>69.1</b>	<b>66.7</b>	<b>69.1</b>	<b>71.8</b>	<b>69.4</b>	<b>-2.38</b>	<b>-3.3%</b>
Citibank	Company	NM	69.0	70.1	68.2	68.3	74.5	70.2	-4.32	-5.8%
DBS	Company	66.8	67.3	66.0	65.1	71.1	69.1	71.9	2.77	4.0%
HSBC	Company	NM	69.4	72.7	67.1	67.9	74.0	69.7	-4.29	-5.8%
Maybank	Company	NM	NM	NM	67.3	67.4	70.8	69.0	-1.83	-2.6%
OCBC	Company	68.7	67.0	68.5	65.3	68.5	69.0	71.3	2.29	3.3%
Standard Chartered	Company	NM	NM	NM	68.2	65.7	73.5	70.1	-3.41	-4.6%
UOB	Company	68.6	66.9	71.5	67.1	68.4	71.2	71.4	0.21	0.3%
Other Banks	Company	69.9	68.1	68.8	68.0	66.9	72.1	68.8	-3.26	-4.5%
<b>Health and Medical Insurance</b>	<b>Sub-sector</b>	<b>NM</b>	<b>NM</b>	<b>NM</b>	<b>65.8</b>	<b>67.3</b>	<b>67.8</b>	<b>69.1</b>	<b>1.31</b>	<b>1.9%</b>
AIA	Company	NM	NM	NM	NM	NM	NM	71.1	NA	NA
Great Eastern	Company	NM	NM	NM	65.4	66.8	70.3	67.5	-2.80	-4.0%
NTUC Income	Company	NM	NM	NM	66.0	67.3	70.2	68.4	-1.74	-2.5%
Prudential	Company	NM	NM	NM	64.8	67.2	69.5	68.7	-0.84	-1.2%
Other Health & Medical Insurers	Company	NM	NM	NM	67.2	67.9	66.5	69.4	2.90	4.4%
<b>Life Insurance</b>	<b>Sub-sector</b>	<b>NM</b>	<b>65.7</b>	<b>66.6</b>	<b>66.2</b>	<b>66.7</b>	<b>70.6</b>	<b>66.1</b>	<b>-4.54</b>	<b>-6.4%</b>
AIA	Company	NM	65.0	65.3	66.2	66.2	70.7	69.8	-0.95	-1.3%
Great Eastern	Company	NM	64.7	67.4	64.9	66.7	72.8	69.5	-3.27	-4.5%
Manulife	Company	NM	NA	NA	68.5	66.7	69.0	66.7	-2.36	-3.4%
NTUC Income	Company	NM	64.3	67.8	65.0	67.4	70.0	64.8	-5.15	-7.4%
Prudential	Company	NM	64.5	66.9	67.0	66.1	70.1	67.5	-2.66	-3.8%
Other Life Insurers	Company	NM	68.3	66.2	67.2	66.6	69.1	61.5	-7.62	-11.0%
<b>Motor or Other Personal Insurance</b>	<b>Sub-sector</b>	<b>NM</b>	<b>66.7</b>	<b>64.8</b>	<b>67.1</b>	<b>67.3</b>	<b>69.8</b>	<b>70.2</b>	<b>0.39</b>	<b>0.6%</b>
AIG (formerly Chartis)	Company	NM	66.2	64.9	67.4	66.2	71.4	69.5	-1.93	-2.7%
AXA	Company	NM	67.9	64.8	66.9	66.7	69.7	68.6	-1.11	-1.6%
NTUC Income	Company	NM	67.8	64.6	66.7	66.8	70.0	69.3	-0.70	-1.0%
Other Personal Insurers	Company	NM	66.2	64.8	67.1	68.0	69.1	71.3	2.14	3.1%
<b>HEALTHCARE</b>	<b>Sector</b>	<b>67.7</b>	<b>67.6</b>	<b>68.9</b>	<b>68.6</b>	<b>66.6</b>	<b>71.3</b>	<b>69.9</b>	<b>-1.45</b>	<b>-2.0%</b>
<b>General Practitioners</b>	<b>Sub-sector</b>	<b>NM</b>	<b>67.9</b>	<b>70.8</b>	<b>69.1</b>	<b>67.1</b>	<b>70.1</b>	<b>69.8</b>	<b>-0.32</b>	<b>-0.5%</b>
<b>Polyclinics</b>	<b>Sub-sector</b>	<b>NM</b>	<b>65.4</b>	<b>65.9</b>	<b>62.3</b>	<b>62.1</b>	<b>66.6</b>	<b>65.9</b>	<b>-0.71</b>	<b>-1.1%</b>
NHG	Company	60.5	64.3	65.8	61.8	61.5	65.7	65.6	-0.12	-0.2%
SingHealth	Company	64.7	67.1	65.9	62.9	64.3	68.8	66.6	-2.19	-3.2%
<b>Private Hospitals</b>	<b>Sub-sector</b>	<b>72.8</b>	<b>69.9</b>	<b>72.4</b>	<b>68.7</b>	<b>69.0</b>	<b>72.7</b>	<b>72.2</b>	<b>-0.57</b>	<b>-0.8%</b>
Gleneagles	Company	NM	NM	NM	68.1	67.7	72.5	71.6	-0.87	-1.2%
Mount Alvernia	Company	NM	69.1	72.3	68.3	70.4	71.1	72.1	0.96	1.3%
Mount Elizabeth	Company	NM	NM	NM	68.6	70.5	72.4	73.0	0.63	0.9%
Parkway East	Company	NM	NM	NM	69.6	68.4	74.3	69.9	-4.36	-5.9%
Raffles	Company	NM	71.3	73.0	69.0	68.4	73.7	73.6	-0.07	-0.1%
Thomson Medical	Company	NM	69.4	73.3	69.7	66.9	72.8	69.5	-3.29	-4.5%
<b>Restructured Hospitals</b>	<b>Sub-sector</b>	<b>NM</b>	<b>68.4</b>	<b>67.1</b>	<b>67.0</b>	<b>66.1</b>	<b>70.5</b>	<b>69.0</b>	<b>-1.49</b>	<b>-2.1%</b>
Alexandra	Company	NM	68.4	66.8	67.4	63.6	74.2	66.4	-7.83	-10.5%
Changi General	Company	NM	68.3	64.9	64.9	66.0	70.7	68.2	-2.55	-3.6%
Khoo Teck Puat	Company	NM	NM	NM	67.2	65.7	72.9	71.6	-1.26	-1.7%
KK Women's & Children's	Company	NM	70.2	66.2	67.4	63.9	70.6	69.1	-1.56	-2.2%
National University	Company	NM	68.3	66.0	66.2	68.4	69.4	69.8	0.46	0.7%
Singapore General	Company	NM	69.4	69.4	68.2	65.1	69.1	67.4	-1.71	-2.5%
Tan Tock Seng	Company	NM	67.0	67.2	67.0	66.6	72.7	69.6	-3.07	-4.2%
Specialised Healthcare	Sub-sector	NM	65.4	69.0	70.3	66.4	72.0	70.2	-1.75	-2.4%
Q3										
<b>FOOD &amp; BEVERAGE</b>	<b>Sector</b>	<b>67.7</b>	<b>65.4</b>	<b>65.0</b>	<b>65.1</b>	<b>67.5</b>	<b>67.7</b>	<b>70.3</b>	<b>2.58</b>	<b>3.8%</b>
<b>Bars &amp; Pubs</b>	<b>Sub-sector</b>	<b>68.2</b>	<b>68.4</b>	<b>65.0</b>	<b>64.8</b>	<b>66.9</b>	<b>69.4</b>	<b>70.6</b>	<b>1.29</b>	<b>1.9%</b>
<b>Cafes &amp; Snack Bars</b>	<b>Sub-sector</b>	<b>67.3</b>	<b>62.7</b>	<b>64.4</b>	<b>63.9</b>	<b>67.8</b>	<b>67.2</b>	<b>71.1</b>	<b>3.94</b>	<b>5.9%</b>
The Coffee Bean & Tea Leaf	Company	NM	66.3	65.1	60.9	69.7	67.3	71.6	4.25	6.3%
Starbucks	Company	NM	68.1	67.0	64.3	68.0	68.8	73.4	4.55	6.6%
Other Cafes and Snack Bars	Company	NM	62.3	64.3	64.0	67.7	67.0	70.9	3.88	5.8%
<b>Fast Food Restaurants</b>	<b>Sub-sector</b>	<b>68.4</b>	<b>64.4</b>	<b>64.2</b>	<b>62.4</b>	<b>67.6</b>	<b>68.2</b>	<b>67.9</b>	<b>-0.31</b>	<b>-0.5%</b>
Burger King	Company	66.5	64.7	63.6	62	70.3	67.5	68.9	1.33	2.0%
KFC	Company	NM	65.3	62.9	61.1	68.2	68.2	66.8	-1.46	-2.1%
McDonalds	Company	69.4	62.9	65.8	63.4	65.9	68.9	67.6	-1.35	-2.0%
Other Fast Food Restaurants	Company	68.2	67.1	62.3	61.1	70.4	66.1	69.6	3.41	5.2%
<b>Food Courts</b>	<b>Sub-sector</b>	<b>NM</b>	<b>NM</b>	<b>NM</b>	<b>59.2</b>	<b>62.6</b>	<b>64.8</b>	<b>65.5</b>	<b>0.74</b>	<b>1.1%</b>
Food Republic	Company	NM	NM	NM	NM	NM	60.0	65.9	5.85	9.7%
Kopitiam	Company	NM	NM	NM	NM	NM	63.6	63.7	0.09	0.1%
Koufu	Company	NM	NM	NM	NM	NM	62.2	65.1	2.97	4.8%
Other Food Courts	Company	NM	NM	NM	NM	NM	65.0	66.0	1.05	1.6%
<b>Restaurants</b>	<b>Sub-sector</b>	<b>67.5</b>	<b>67.4</b>	<b>65.8</b>	<b>66.5</b>	<b>68.4</b>	<b>68.2</b>	<b>71.7</b>	<b>3.48</b>	<b>5.1%</b>
Crystal Jade	Company	NM	65.0	66.7	66.0	69.0	67.3	71.3	3.99	5.9%

Entity	Level	2007	2008	2009	2010	2011	2012	2013	2013/2012 Year-on-Year Change	2013/2012 Year-on-Year % Change
RE&S	Company	NM	66.3	66.6	63.6	70.6	68.1	70.9	2.74	4.0%
Sakae Holdings	Company	NM	65.1	66.4	65.5	69.6	67.9	67.9	0.04	0.1%
Tung Lok	Company	NM	67.3	66.1	65.3	70.7	71.6	73.1	1.51	2.1%
Other Restaurants	Company	NM	67.9	65.7	66.8	68.1	68.0	71.8	3.78	5.6%
<b>TOURISM</b>	<b>Sector</b>	<b>71.0</b>	<b>68.6</b>	<b>67.1</b>	<b>69.3</b>	<b>73.5</b>	<b>70.0</b>	<b>74.5</b>	<b>4.51</b>	<b>6.4%</b>
Attractions	Sub-sector	71.5	71.0	67.9	70.3	75.3	72.6	79.8	7.24	10.0%
Jurong BirdPark	Company	NM	NM	NM	NM	72.6	70.1	76.2	6.12	8.7%
Night Safari	Company	NM	NM	NM	NM	73.2	71.7	76.1	4.42	6.2%
Sentosa	Company	72.3	70.4	67.5	70.3	74.5	73.1	78.1	5.01	6.9%
Singapore Zoo	Company	NM	NM	NM	NM	76.6	70.8	78.7	7.88	11.1%
Universal Studios	Company	NM	NM	NM	NM	75.7	74.9	81.6	6.73	9.0%
Other Attractions	Company	70.7	70.8	67.9	70.8	75.8	71.5	79.3	7.72	10.8%
Hotels	Sub-sector	73.5	71.4	68.9	74.1	74.5	70.1	77.5	7.36	10.5%
Grand Hyatt	Company	NM	74.6	74.4	78.0	79.9	72.8	80.5	7.66	10.5%
Mandarin Orchard	Company	NM	71.6	73.5	77.7	79.8	73.1	80.7	7.54	10.3%
Marina Bay Sands	Company	NM	NM	NM	NM	75.5	75.5	84.1	8.58	11.4%
The Ritz Carlton	Company	NM	76.9	78.0	83.6	81.3	75.4	83.4	7.99	10.6%
RWS Hotels	Company	NM	NM	NM	NM	NM	NM	78.4	NA	NA
Shangri-La Hotel	Company	NM	76.5	74.4	78.2	80.5	73.7	84.4	10.71	14.5%
Swissotel the Stamford	Company	NM	74.6	77.0	79.2	79.7	72.8	81.5	8.69	11.9%
Other Hotels	Company	NM	70.3	65.8	72.1	72.7	68.5	74.8	6.31	9.2%
Tour & Travel Services	Sub-sector	66.4	64.7	64.8	64.8	71.5	68.5	68.7	0.17	0.3%

## Q2

<b>PRIVATE EDUCATION</b>	<b>Sector</b>	<b>NM</b>	<b>NM</b>	<b>NM</b>	<b>NM</b>	<b>74.5</b>	<b>69.0</b>	<b>72.2</b>	<b>3.18</b>	<b>4.6%</b>
Commercial Schools	Sub-sector	69.5	71.0	66.0	65.0	74.5	69.0	72.2	3.18	4.6%

<b>PUBLIC EDUCATION</b>	<b>Sector</b>	<b>NM</b>	<b>NM</b>	<b>NM</b>	<b>NM</b>	<b>70.3</b>	<b>67.5</b>	<b>72.8</b>	<b>5.34</b>	<b>7.9%</b>
ITE	Sub-sector	NM	NM	NM	58.0	69.0	69.6	73.2	3.64	5.2%
Polytechnics	Sub-sector	69.2	69.9	68.7	68.5	69.8	69.6	72.2	2.53	3.6%
Nanyang Poly	Company	68.3	70.3	66.4	70.6	69.9	65.1	71.3	6.26	9.6%
Ngee Ann Poly	Company	69.8	67.7	69.2	69.9	66.9	72.8	71.6	-1.22	-1.7%
Republic Poly	Company	68.5	71.4	65.7	61.4	70.7	67.5	72.0	4.53	6.7%
Singapore Poly	Company	70.2	70.9	70.6	65.2	69.9	69.0	73.8	4.88	7.1%
Temasek Poly	Company	68.7	70.6	68.9	71.8	72.4	73.2	71.6	-1.63	-2.2%
Universities	Sub-sector	70.9	68.7	70.7	69.3	70.5	66.7	73.1	6.37	9.5%
NTU	Company	70.8	69.2	69.5	69.3	68.7	67.1	72.7	5.66	8.4%
NUS	Company	70.6	67.1	69.0	71.0	70.2	66.1	73.3	7.25	11.0%
SMU	Company	72.2	69.4	74.7	69.8	78.1	68.6	73.2	4.63	6.7%

<b>TRANSPORT &amp; LOGISTICS</b>	<b>Sector</b>	<b>69.1</b>	<b>68.7</b>	<b>68.7</b>	<b>68.7</b>	<b>70.0</b>	<b>68.3</b>	<b>72.7</b>	<b>4.37</b>	<b>6.4%</b>
Airlines	Sub-sector	69.7	71.9	72.6	71.8	73.2	74.6	77.1	2.49	3.3%
Cathay Pacific Airways	Company	68.9	70.0	71.4	71.7	72.9	73.2	76.3	3.09	4.2%
Emirates	Company	NM	74.4	71.3	71.6	74.5	76.5	76.1	-0.42	-0.6%
Qantas Airlines	Company	70.0	70.2	70.1	69.0	72.4	72.9	74.1	1.19	1.6%
SilkAir	Company	NM	68.1	70.4	68.4	72.3	68.9	76.5	7.58	11.0%
Singapore Airlines	Company	73.9	74.6	75.7	79.3	76.6	77.8	79.4	1.62	2.1%
Other airlines	Company	64.8	66.7	67.0	65.8	69.2	68.2	70.6	2.41	3.5%
Budget Airlines	Sub-sector	NM	63.6	59.0	59.5	65.7	62.7	67.5	4.88	7.8%
AirAsia	Company	NM	NM	NM	NM	NM	61.9	68.3	6.42	10.4%
Jetstar Asia	Company	NM	NM	NM	NM	NM	62.2	66.9	4.60	7.4%
Tiger Airways	Company	NM	NM	NM	NM	NM	63.2	66.0	2.84	4.5%
Other budget airlines	Company	NM	NM	NM	NM	NM	63.7	70.3	6.57	10.3%
Changi Airport	Sub-sector	NM	NM	71.6	73.7	78.6	72.8	85.5	12.71	17.4%
Courier Services	Sub-sector	NM	NM	NM	NM	NM	69.2	72.8	3.58	5.2%
DHL	Company	64.7	67.9	64.5	65.6	66.7	72.3	72.5	0.26	0.4%
FedEx	Company	NM	67.6	63.9	65.5	66.1	72.1	73.6	1.58	2.2%
Speedpost	Company	NM	NM	NM	NM	NM	68.7	70.2	1.44	2.1%
UPS	Company	65.5	65.5	63.2	64.4	65.9	70.3	70.5	0.21	0.3%
Other courier services	Company	67.4	69.1	63.0	64.4	65.1	66.6	72.8	6.17	9.3%
MRT / LRT	Sub-sector	69.9	67.8	67.0	64.1	67.8	61.9	64.1	2.21	3.6%
SBS Transit Trains	Company	69.9	68.2	66.3	65.5	69.0	63.2	67.3	4.01	6.3%
SMRT Trains	Company	69.3	67.7	67.3	63.8	67.6	61.5	63.3	1.80	2.9%
Postal Services (SingPost)	Sub-sector	NM	NM	NM	NM	NM	72.4	67.3	-5.01	-6.9%
Public Buses	Sub-sector	64.3	64.0	62.9	61.1	66.4	61.6	60.6	-1.00	-1.6%
SBS Transit Buses	Company	65.3	63.8	62.2	58.9	66.3	60.8	60.1	-0.68	-1.1%
SMRT Buses	Company	63.8	64.7	64.4	61.9	66.6	63.9	62.2	-1.69	-2.6%
Taxi Services	Sub-sector	67.1	64.7	64.4	64.4	66.6	64.3	67.3	3.00	4.7%
ComfortDelGro Taxis	Company	67.4	63.1	64.1	64.2	66.6	64.4	65.5	1.02	1.6%
Premier	Company	NM	NM	NM	65.4	65.3	62.7	72.0	9.30	14.8%
SMRT Taxis	Company	NM	66.0	63.9	63.8	66.6	63.6	70.5	6.95	10.9%
Transcab	Company	NM	NM	NM	65.4	67.8	64.6	69.4	4.79	7.4%
Other taxi operators	Company	66.3	65.9	64.7	65.3	65.7	63.8	70.4	6.59	10.3%

Entity	Level	2007	2008	2009	2010	2011	2012	2013	2013/2012 Year-on-Year Change	2013/2012 Year-on-Year % Change
<b>Q1</b>										
<b>RETAIL</b>	<b>Sector</b>	<b>68.5</b>	<b>68.1</b>	<b>65.8</b>	<b>68.2</b>	<b>70.6</b>	<b>69.1</b>	<b>72.2</b>	<b>3.01</b>	<b>4.3%</b>
Clocks & Watches	Sub-sector	69.4	68.3	66.6	68.5	70.0	70.2	72.0	1.82	2.6%
Departmental Stores	Sub-sector	68.7	66.3	65.5	70.0	70.8	70.3	75.2	4.92	7.0%
DFS	Company	69.3	66.0	66.2	76.7	72.5	74.1	79.8	5.68	7.7%
Isetan	Company	NM	67.0	65.0	67.0	70.6	68.5	76.2	7.76	11.3%
Metro	Company	NM	NM	64.5	68.1	70.4	68.6	75.1	6.50	9.5%
Mustafa	Company	Note 1	Note 1	Note 1	Note 1	Note 1	67.3	71.1	3.80	5.6%
OG	Company	NM	NM	62.9	67.0	66.4	69.3	70.7	1.40	2.0%
Robinsons	Company	68.4	67.2	65.3	67.0	72.0	69.7	75.0	5.24	7.5%
Takashimaya	Company	69.8	66.6	66.4	70.0	71.6	71.9	75.2	3.29	4.6%
Tangs	Company	NM	NM	65.5	70.2	71.8	71.9	75.8	3.83	5.3%
Other departmental stores	Company	67.5	65.7	64.4	64.6	68.3	67.0	73.0	6.01	9.0%
Fashion Apparels	Sub-sector	68.7	67.2	66.1	66.4	68.5	70.0	71.5	1.49	2.1%
Furniture Stores	Sub-sector	68.0	64.3	63.9	65.9	68.1	67.8	74.9	7.18	10.6%
IKEA	Company	NM	NM	NM	NM	NM	67.3	75.5	8.13	12.1%
Other furniture stores	Company	68.0	64.3	63.9	65.9	68.1	68.1	74.6	6.50	9.6%
Jewellery Stores	Sub-sector	70.0	68.2	69.0	69.2	71.8	70.9	70.7	-0.19	-0.3%
Motor Vehicles	Sub-sector	NM	70.1	65.7	69.6	73.2	69.0	73.1	4.09	5.9%
Borneo Motors	Company	70.3	70.6	66.5	68.7	72.1	Note 2	NM	NA	NA
Cycle & Carriage	Company	68.9	68.9	65.9	69.1	71.5	Note 2	NM	NA	NA
Kah Motors	Company	NM	68.6	66.5	68.1	71.3	Note 2	NM	NA	NA
Tan Chong Motors	Company	67.5	71.0	66.1	69.2	70.7	Note 2	NM	NA	NA
Other motor vehicle distributors	Company	67.8	70.2	65.5	69.8	73.7	Note 2	NM	NA	NA
Petrol Service Stations	Sub-sector	NM	68.5	67.8	66.4	67.1	68.7	70.6	1.83	2.7%
Chevron (Caltex)	Company	68.8	68.8	68.3	66.6	66.2	66.7	67.4	0.70	1.1%
ExxonMobil (ESSO)	Company	68.0	68.2	67.0	66.2	66.2	68.5	70.9	2.39	3.5%
Shell	Company	69.5	68.6	68.4	66.4	68.9	69.4	72.4	3.08	4.4%
SPC	Company	69.6	68.5	68.7	66.4	66.2	69.9	70.4	0.54	0.8%
Supermarkets	Sub-sector	66.6	63.3	64.1	65.4	67.9	67.9	70.0	2.07	3.1%
Cold Storage	Company	67.3	63.9	64.4	67.1	69.0	67.9	69.5	1.65	2.4%
Mustafa	Company	65.0	66.6	63.6	61.5	69.5	Note 1	NM	NA	NA
NTUC FairPrice	Company	68.9	64.6	64.7	65.4	66.3	68.5	71.4	2.85	4.2%
Sheng Siong	Company	NM	64.0	63.8	65.8	68.0	67.0	66.8	-0.22	-0.3%
Other supermarkets	Company	65.3	59.9	63.7	64.9	68.1	65.5	66.3	0.83	1.3%
<b>INFO-COMMUNICATIONS</b>	<b>Sector</b>	<b>67.4</b>	<b>67.2</b>	<b>66.4</b>	<b>64.4</b>	<b>64.3</b>	<b>65.9</b>	<b>67.7</b>	<b>1.72</b>	<b>2.6%</b>
Broadband	Sub-sector	NM	65.7	65.2	63.6	62.9	64.2	67.5	3.34	5.2%
M1	Company	66.6	65.3	60.3	65.6	63.7	63.9	64.3	0.44	0.7%
SingTel	Company	67.6	66.1	65.1	63.1	62.2	64.0	67.7	3.70	5.8%
StarHub	Company	66.8	65.3	66.1	63.8	63.7	64.4	67.5	3.11	4.8%
Mobile Telecoms	Sub-sector	NM	67.5	66.6	64.7	64.5	66.3	67.7	1.37	2.1%
M1	Company	66.5	66.0	64.8	65.7	65.3	68.0	64.3	-3.71	-5.5%
SingTel	Company	68.2	66.8	66.3	63.5	64.5	65.6	69.3	3.70	5.6%
StarHub	Company	67.4	69.1	68.0	65.7	64.1	66.6	66.8	0.21	0.3%

Note 1: Mustafa was previously tracked under the Supermarket sub-sector. From 2012, it will be tracked under the Departmental Stores sub-sector.

Note 2: From 2012, individual motor vehicle distributors will not be tracked due to the fall in new car sales volume.

A **Green** or **Red** coloured year-on-year change indicate a statistically significant change at a 90% level of confidence.

An uncoloured year-on-year change indicate the change to be not statistically significant at a 90% level of confidence.

NM: Not Measured

NA: Not Applicable