CSISG
Customer Satisfaction Index of Singapore

2014 NATIONAL SCORE
71.1

73.0 Public Education*

- 74.3 ITE*

- 73.5 Universities
  - 79.2 SMU*
  - 74.3 NUS
  - 70.6 NTU

- 71.1 Polytechnics
  - 76.5 Singapore*
  - 71.6 Temasek
  - 70.1 Ngee Ann
  - 69.4 Republic
  - 66.5 Nanyang

72.4 Finance & Insurance*

- 73.6 Life Insurance*
  - 75.2 Great Eastern*
  - 75.2 AIA
  - 73.9 Prudential
  - 73.3 NTUC Income
  - 71.6 Manulife
  - 71.5 Other life insurers

- 72.4 Health & Medical Insurance
  - 73.4 AIA
  - 73.2 Prudential
  - 72.6 NTUC Income
  - 72.0 Great Eastern
  - 71.8 Other health & medical insurers

- 72.2 Banks
  - 75.8 DBS*
  - 75.7 Citibank*
  - 71.8 OCBC
  - 71.6 UOB
  - 71.2 Standard Chartered
  - 69.5 HSBC
  - 68.2 Maybank
  - 67.0 Other banks

- 71.5 Motor & Personal Accident Insurance
  - 75.0 AIG*
  - 73.9 NTUC Income*
  - 72.4 AXA
  - 69.8 Other motor & personal accident insurers

72.1 Transport & Logistics*

- 75.4 Airport*
  - 75.4 Changi Airport

- 73.3 Airlines*
  - 74.9 Singapore Airlines*
  - 73.3 Cathay Pacific
  - 73.0 Emirates
  - 71.7 Qantas
  - 71.4 SilkAir
  - 69.8 Other airlines

- 71.2 Postal Services
  - 71.2 Singapore Post

- 71.2 Courier Services
  - 72.6 FedEx
  - 72.4 Speedpost
  - 72.0 UPS
  - 71.9 DHL
  - 68.5 Other courier services

- 68.3 Budget Airlines
  - 68.0 Jetstar Asia
  - 66.9 AirAsia
  - 65.2 Tigerair
  - 71.5 Other budget airlines*

- 63.2 Taxi Services
  - 65.1 Premier
  - 64.3 Transcab
  - 63.5 SMRT
  - 62.9 ComfortDelGro
  - 59.5 Other taxi operators

- 59.7 Mass Rapid Transit System
  - 60.3 SBS Transit
  - 59.6 SMRT

- 58.5 Public Buses
  - 60.5 SMRT
  - 57.7 SBS Transit

71.0 Healthcare

- 72.2 Specialised Healthcare*

- 71.6 Private Hospitals
  - 72.4 Raffles
  - 72.1 Parkway East
  - 71.9 Mount Elizabeth

- 71.4 Thomson Medical Centre
- 70.8 Gleneagles
- 70.3 Mount Alvernia

- 71.5 General Practitioners

- 69.3 Restructured Hospitals
  - 70.0 Changi General
  - 69.7 Tan Tock Seng
  - 69.6 National University
  - 69.2 KK Women's & Children's
  - 68.9 Khoo Teck Puat
  - 68.9 Singapore General
  - 68.3 Alexandra

- 65.9 Polyclinics
  - 66.6 SingHealth
  - 65.6 NHG

69.6 Retail

- 71.1 Supermarkets*
  - 71.7 Cold Storage
  - 71.6 Sheng Siong
  - 70.9 NTUC Fairprice
  - 69.2 Other supermarkets

- 70.6 Motor Vehicles*

- 69.2 Fashion Apparels

- 69.2 Petrol Service Stations
  - 70.3 Shell
  - 69.6 SPC
  - 68.6 Caltex
  - 68.3 Esso

- 68.7 Jewellery

- 68.4 Departmental Stores
  - 71.4 DFS*
  - 69.7 Isetan
  - 69.5 Takashimaya
  - 69.4 Robinsons
  - 68.0 Metro
  - 67.9 Tangs
  - 66.7 OG
  - 65.6 Mustafa
  - 66.0 Other departmental stores

- 67.7 Clocks & Watches

- 66.7 Furniture
  - 68.1 IKEA
  - 65.8 Other furniture

69.1 Tourism

- 72.6 Attractions*
  - 73.2 Universal Studios
  - 71.6 Sentosa
  - 70.8 Singapore Zoo
  - 70.7 Night Safari
  - 70.1 Jurong Bird Park
  - 69.1 Other attractions

- 69.4 Hotels
  - 74.4 Marina Bay Sands
  - 72.9 Shangri-La*
  - 72.8 The Ritz Carlton*
  - 72.6 Swissotel the Stamford*
  - 71.9 Resorts World Sentosa
  - 71.2 Mandarin Orchard*
  - 69.6 Grand Hyatt
  - 68.1 Other hotels

- 67.4 Tour & Travel Services

66.8 Info-Communications

- 67.2 Mobile Telecom
  - 68.1 Singtel
  - 67.2 StarHub
  - 64.4 M1

- 66.5 PayTV
  - 67.0 StarHub
  - 65.0 Singtel

- 65.3 Broadband
  - 66.2 M1
  - 65.8 StarHub
  - 65.1 Singtel

- 61.5 Wireless@SG

65.8 Private Education

- 65.8 Private Education Institutions

65.8 Food & Beverage

- 70.0 Bars & Pubs*

- 69.0 Fast Food Restaurants*
  - 71.6 McDonalds*
  - 69.6 Burger King
  - 67.9 KFC
  - 62.6 Other fast food restaurants

- 65.6 Cafes & Snack Bars
  - 69.3 Coffee Bean & Tea Leaf*
  - 69.1 Starbucks*
  - 65.6 Other cafes & snack bars

- 66.1 Food Courts
  - 67.7 Food Republic
  - 66.7 Koufu
  - 66.0 Kopitiam
  - 65.1 Other food courts

- 64.1 Restaurants
  - 70.0 Tung Lok*
  - 68.8 RE&S*
  - 68.7 Sakae Holdings*
  - 68.6 Crystal Jade*
  - 63.4 Other restaurants

The chart summarises the results of the CSISG 2014 satisfaction scores at the national, sector, sub-sector and company levels. The national score of 71.1 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. Entities are presented in decreasing levels of satisfaction.

The sparklines indicate the satisfaction score of their respective sectors, sub-sectors, and companies over time. A green line represents a statistically significant improvement between 2013 and 2014. A red line represents a statistically significant decline between 2013 and 2014. A blue line indicates no significant change between the two years. An asterisk (*) denotes a score that is significantly higher than its corresponding sub-sector, sector, or national score. Statistical significance is determined at a 90% level of confidence.

2007	2008	2009	2010	2011	2012	2013	2014	2013–2014 Year-on-Year Change	/ % Change	SECTOR / Sub-sector / Company Measured
68.5	68.1	65.8	68.2	70.6	69.1	72.2	69.6	–2.51	(–3.5%)	**RETAIL (Sector)**
68.7	66.3	65.5	70.0	70.8	70.3	75.2	68.4	–6.86	(–9.1%)	*Departmental Stores (Sub-sector)*
69.3	66.0	66.2	76.7	72.5	74.1	79.8	71.4	–8.38	(–10.5%)	DFS
69.8	66.6	66.4	70.0	71.6	71.9	75.2	69.5	–5.68	(–7.6%)	Takashimaya
68.4	67.2	65.3	67.0	72.0	69.7	75.0	69.4	–5.58	(–7.4%)	Robinsons
NM	67.0	65.0	67.0	70.6	68.5	76.2	69.7	–6.48	(–8.5%)	Isetan
NM	NM	65.5	70.2	71.8	71.9	75.8	67.9	–7.86	(–10.4%)	Tangs
NM	NM	64.5	68.1	70.4	68.6	75.1	68.0	–7.02	(–9.4%)	Metro
NM	NM	62.9	67.0	66.4	69.3	70.7	66.7	–3.99	(–5.6%)	OG
Note 2	Note 2	Note 2	Note 2	Note 2	67.3	71.1	65.6	–5.44	(–7.7%)	Mustafa
67.5	65.7	64.4	64.6	68.3	67.0	73.0	66.0	–7.00	(–9.6%)	Other departmental stores
66.6	63.3	64.1	65.4	67.9	67.9	70.0	71.1	+1.12	(+1.6%)	*Supermarkets (Sub-sector)*
68.9	64.6	64.7	65.4	66.3	68.5	71.4	70.9	–0.53	(–0.7%)	NTUC FairPrice
67.3	63.9	64.4	67.1	69.0	67.9	69.5	71.7	+2.14	(+3.1%)	Cold Storage
65.0	66.6	63.6	61.5	69.5	Note 2	NM	NM	NA	NA	Mustafa
NM	64.0	63.8	65.8	68.0	67.0	66.8	71.6	+4.76	(+7.1%)	Sheng Siong
65.3	59.9	63.7	64.9	68.1	65.5	66.3	69.2	+2.93	(+4.4%)	Other supermarkets
NM	68.5	67.8	66.4	67.1	68.7	70.6	69.2	–1.35	(–1.9%)	*Petrol Service Stations (Sub-sector)*
68.0	68.2	67.0	66.2	66.2	68.5	70.9	68.3	–2.62	(–3.7%)	ExxonMobil (Esso)
69.5	68.6	68.4	66.4	68.9	69.4	72.4	70.3	–2.12	(–2.9%)	Shell
68.8	68.8	68.3	66.6	66.2	66.7	67.4	68.6	+1.24	(+1.8%)	Chevron (Caltex)
69.6	68.5	68.7	66.4	66.2	69.9	70.4	69.6	–0.81	(–1.2%)	SPC
NM	70.1	65.7	69.6	73.2	69.0	73.1	70.6	–2.50	(–3.4%)	*Motor Vehicles (Sub-sector)*
70.3	70.6	66.5	68.7	72.1	Note 1	NM	NM	NA	NA	Borneo Motors
68.9	68.9	65.9	69.1	71.5	Note 1	NM	NM	NA	NA	Cycle & Carriage
67.5	71.0	66.1	69.2	70.7	Note 1	NM	NM	NA	NA	Tan Chong Motors
NM	68.6	66.5	68.1	71.3	Note 1	NM	NM	NA	NA	Kah Motors
67.8	70.2	65.5	69.8	73.7	Note 1	NM	NM	NA	NA	Other motor vehicle distributors
68.7	67.2	66.1	66.4	68.5	70.0	71.5	69.2	–2.31	(–3.2%)	*Fashion Apparels (Sub-sector)*
68.0	64.3	63.9	65.9	68.1	67.8	74.9	66.7	–8.22	(–11.0%)	*Furniture Stores (Sub-sector)*
NM	NM	NM	NM	NM	67.3	75.5	68.1	–7.38	(–9.8%)	IKEA
68.0	64.3	63.9	65.9	68.1	68.1	74.6	65.8	–8.77	(–11.8%)	Other furniture stores
70.0	68.2	69.0	69.2	71.8	70.9	70.7	68.7	–1.99	(–2.8%)	*Jewellery Stores (Sub-sector)*
69.4	68.3	66.6	68.5	70.0	70.2	72.0	67.7	–4.35	(–6.0%)	*Clocks & Watches (Sub-sector)*
67.4	67.2	66.4	64.4	64.3	65.9	67.7	66.8	–0.85	(–1.3%)	**INFO-COMMUNICATIONS (Sector)**
NM	67.5	66.6	64.7	64.5	66.3	67.7	67.2	–0.46	(–0.7%)	*Mobile Telecoms (Sub-sector)*
68.2	66.8	66.3	63.5	64.5	65.6	69.3	68.1	–1.15	(–1.7%)	Singtel
67.4	69.1	68.0	65.7	64.1	66.6	66.8	67.2	+0.47	(+0.7%)	StarHub
66.5	66.0	64.8	65.7	65.3	68.0	64.3	64.4	+0.08	(+0.1%)	M1
NM	65.7	65.2	63.6	62.9	64.2	67.5	65.3	–2.21	(–3.3%)	*Broadband (Sub-sector)*
67.6	66.1	65.1	63.1	62.2	64.0	67.7	65.1	–2.63	(–3.9%)	Singtel
66.8	65.3	66.1	63.8	63.7	64.4	67.5	65.8	–1.75	(–2.6%)	StarHub
66.6	65.3	60.3	65.6	63.7	63.9	64.3	66.2	+1.84	(+2.9%)	M1
NM	NM	NM	NM	NM	NM	NM	66.5	NA	NA	*Pay TV (Sub-sector)*
NM	NM	NM	NM	NM	NM	NM	65.0	NA	NA	Singtel
NM	NM	NM	NM	NM	NM	NM	67.0	NA	NA	StarHub
NM	NM	NM	NM	NM	NM	NM	61.5	NA	NA	*Wireless@SG (Sub-sector)*

NM Not Measured
NA Not Applicable   Customer Satisfaction scores are based on a 0 to 100 scale.

Note 1 Tracking for individual Motor Vehicle companies was discontinued in 2012 due to the fall in new car sales volume.
Note 2 Mustafa was previously tracked under the Supermarket sub-sector. Since 2012, it has been tracked under the Departmental Stores sub-sector.

CSISG Quarter 2

2007	2008	2009	2010	2011	2012	2013	2014	2013–2014 Year-on-Year Change / % Change		SECTOR / *Sub-sector* / Company Measured
69.1	68.7	68.7	68.7	70.0	68.3	72.7	72.1	–0.59	(–0.8%)	TRANSPORT & LOGISTICS (Sector)
69.9	*67.8*	*67.0*	*64.1*	*67.8*	*61.9*	*64.1*	*59.7*	*–4.35*	*(–6.8%)*	*MRT System (Sub-sector)*
69.3	67.7	67.3	63.8	67.6	61.5	63.3	59.6	–3.74	(–5.9%)	SMRT
69.9	68.2	66.3	65.5	69.0	63.2	67.3	60.3	–6.98	(–10.4%)	SBS Transit
64.3	*64.0*	*62.9*	*61.1*	*66.4*	*61.6*	*60.6*	*58.5*	*–2.17*	*(–3.6%)*	*Public Buses (Sub-sector)*
63.8	64.7	64.4	61.9	66.6	63.9	62.2	60.5	–1.62	(–2.6%)	SMRT
65.3	63.8	62.2	58.9	66.3	60.8	60.1	57.7	–2.42	(–4.0%)	SBS Transit
67.1	*64.7*	*64.4*	*64.4*	*66.6*	*64.3*	*67.3*	*63.2*	*–4.10*	*(–6.1%)*	*Taxi Services (Sub-sector)*
67.4	63.1	64.1	64.2	66.6	64.4	65.5	62.9	–2.50	(–3.8%)	ComfortDelGro
NM	66.0	63.9	63.8	66.6	63.6	70.5	63.5	–6.99	(–9.9%)	SMRT
NM	NM	NM	65.4	67.8	64.6	69.4	64.3	–5.10	(–7.3%)	Transcab
NM	NM	NM	65.4	65.3	62.7	72.0	65.1	–6.94	(–9.6%)	Premier
66.3	65.9	64.7	65.3	65.7	63.8	70.4	59.5	–10.92	(–15.5%)	Other taxi operators
69.7	*71.9*	*72.6*	*71.8*	*73.2*	*74.6*	*77.1*	*73.3*	*–3.82*	*(–5.0%)*	*Airlines (Sub-sector)*
73.9	74.6	75.7	79.3	76.6	77.8	79.4	74.9	–4.55	(–5.7%)	Singapore Airlines
70.0	70.2	70.1	69.0	72.4	72.9	74.1	71.7	–2.41	(–3.3%)	Qantas
NM	68.1	70.4	68.4	72.3	68.9	76.5	71.4	–5.05	(–6.6%)	SilkAir
68.9	70.0	71.4	71.7	72.9	73.2	76.3	73.3	–2.96	(–3.9%)	Cathay Pacific
NM	74.4	71.3	71.6	74.5	76.5	76.1	73.0	–3.14	(–4.1%)	Emirates
64.8	66.7	67.0	65.8	69.2	68.2	70.6	69.8	–0.82	(–1.2%)	Other airlines
NM	*NM*	*NM*	*NM*	*NM*	*69.2*	*72.8*	*71.2*	*–1.66*	*(–2.3%)*	*Courier Services (Sub-sector)*
NM	NM	NM	NM	NM	68.7	70.2	72.4	+2.26	(+3.2%)	Speedpost
NM	67.6	63.9	65.5	66.1	72.1	73.6	72.6	–1.08	(–1.5%)	FedEx
64.7	67.9	64.5	65.6	66.7	72.3	72.5	71.9	–0.62	(–0.9%)	DHL
65.5	65.5	63.2	64.4	65.9	70.3	70.5	72.0	+1.40	(+2.0%)	UPS
67.4	69.1	63.0	64.4	65.1	66.6	72.8	68.5	–4.28	(–5.9%)	Other courier services
NM	*63.6*	*59.0*	*59.5*	*65.7*	*62.7*	*67.5*	*68.3*	*+0.79*	*(+1.2%)*	*Budget Airlines (Sub-sector)*
NM	NM	NM	NM	NM	63.2	66.0	65.2	–0.80	(–1.2%)	Tigerair
NM	NM	NM	NM	NM	62.2	66.9	68.0	+1.13	(+1.7%)	Jetstar Asia
NM	NM	NM	NM	NM	61.9	68.3	66.9	–1.43	(–2.1%)	AirAsia
NM	NM	NM	NM	NM	63.7	70.3	71.5	+1.14	(+1.6%)	Other budget airlines
NM	*NM*	*71.6*	*73.7*	*78.6*	*72.8*	*85.5*	*75.4*	*–10.13*	*(–11.8%)*	*Changi Airport (Sub-sector)*
NM	*NM*	*NM*	*NM*	*NM*	*72.4*	*67.3*	*71.2*	*+3.83*	*(+5.7%)*	*Postal Services (SingPost) (Sub-sector)*
NM	NM	NM	NM	70.3	67.5	72.8	73.0	+0.11	(+0.1%)	PUBLIC EDUCATION (Sector)
69.2	*69.9*	*68.7*	*68.5*	*69.8*	*69.6*	*72.2*	*71.1*	*–1.08*	*(–1.5%)*	*Polytechnics (Sub-sector)*
70.2	70.9	70.6	65.2	69.9	69.0	73.8	76.5	+2.69	(+3.6%)	Singapore Poly
69.8	67.7	69.2	69.9	66.9	72.8	71.6	70.1	–1.42	(–2.0%)	Ngee Ann Poly
68.3	70.3	66.4	70.6	69.9	65.1	71.3	66.5	–4.86	(–6.8%)	Nanyang Poly
68.7	70.6	68.9	71.8	72.4	73.2	71.6	71.6	+0.01	(+0.0%)	Temasek Poly
68.5	71.4	65.7	61.4	70.7	67.5	72.0	69.4	–2.63	(–3.7%)	Republic Poly
70.9	*68.7*	*70.7*	*69.3*	*70.5*	*66.7*	*73.1*	*73.5*	*+0.46*	*(+0.6%)*	*Universities (Sub-sector)*
70.8	69.2	69.5	69.3	68.7	67.1	72.7	70.6	–2.08	(–2.9%)	NTU
72.2	69.4	74.7	69.8	78.1	68.6	73.2	79.2	+6.01	(+8.2%)	SMU
70.6	67.1	69.0	71.0	70.2	66.1	73.3	74.3	+0.97	(+1.3%)	NUS
NM	*NM*	*NM*	*58.0*	*69.0*	*69.6*	*73.2*	*74.3*	*+1.05*	*(+1.4%)*	*ITE (Sub-sector)*
NM	NM	NM	NM	74.5	69.0	72.2	65.8	–6.43	(–8.9%)	PRIVATE EDUCATION (Sector)
69.5	*71.0*	*66.0*	*65.0*	*74.5*	*69.0*	*72.2*	*65.8*	*–6.43*	*(–8.9%)*	*Private Education Institutions (Sub-sector)*

NM Not Measured
NA Not Appilcable   Customer Satisfaction scores are based on a 0 to 100 scale.

CSISG Quarter 3

2007	2008	2009	2010	2011	2012	2013	2014	2013–2014 Year-on-Year Change / % Change		SECTOR / Sub-sector / Company Measured
67.7	65.4	65.0	65.1	67.5	67.7	70.3	65.8	–4.56	(–6.5%)	FOOD & BEVERAGE (Sector)
68.2	68.4	65.0	64.8	66.9	69.4	70.6	70.0	–0.59	(–0.8%)	Bars & Pubs (Sub-sector)
67.3	62.7	64.4	63.9	67.8	67.2	71.1	66.2	–4.87	(–6.8%)	Cafes & Snack Bars (Sub-sector)
NM	66.3	65.1	60.9	69.7	67.3	71.6	69.3	–2.28	(–3.2%)	The Coffee Bean & Tea Leaf
NM	68.1	67.0	64.3	68.0	68.8	73.4	69.1	–4.32	(–5.9%)	Starbucks
NM	62.3	64.3	64.0	67.7	67.0	70.9	65.6	–5.27	(–7.4%)	Other cafes & snack bars
68.4	64.4	64.2	62.4	67.6	68.2	67.9	69.0	+1.06	(+1.6%)	Fast Food Restaurants (Sub-sector)
66.5	64.7	63.6	62.0	70.3	67.5	68.9	69.6	+0.76	(+1.1%)	Burger King
NM	65.3	62.9	61.1	68.2	68.2	66.8	67.9	+1.07	(+1.6%)	KFC
69.4	62.9	65.8	63.4	65.9	68.9	67.6	71.6	+4.02	(+5.9%)	McDonalds
68.2	67.1	62.3	61.1	70.4	66.1	69.6	62.6	–6.91	(–9.9%)	Other fast food restaurants
NM	NM	NM	59.2	62.6	64.8	65.5	66.1	+0.58	(+0.9%)	Food Courts (Sub-sector)
NM	NM	NM	NM	NM	60.0	65.9	67.7	+1.89	(+2.9%)	Food Republic
NM	NM	NM	NM	NM	63.6	63.7	66.0	+2.32	(+3.6%)	Kopitiam
NM	NM	NM	NM	NM	62.2	65.1	66.7	+1.57	(+2.4%)	Koufu
NM	NM	NM	NM	NM	65.0	66.0	65.1	–0.95	(–1.4%)	Other food courts
67.5	67.4	65.8	66.5	68.4	68.2	71.7	64.1	–7.51	(–10.5%)	Restaurants (Sub-sector)
NM	65.0	66.7	66.0	69.0	67.3	71.3	68.6	–2.73	(–3.8%)	Crystal Jade
NM	66.3	66.6	63.6	70.6	68.1	70.9	68.8	–2.03	(–2.9%)	RE&S
NM	65.1	66.4	65.5	69.6	67.9	67.9	68.7	+0.77	(+1.1%)	Sakae Holdings
NM	67.3	66.1	65.3	70.7	71.6	73.1	70.0	–3.07	(–4.2%)	Tung Lok
NM	67.9	65.7	66.8	68.1	68.0	71.8	63.4	–8.41	(–11.7%)	Other restaurants
71.0	68.6	67.1	69.3	73.5	70.0	74.5	69.1	–5.44	(–7.3%)	TOURISM (Sector)
71.5	71.0	67.9	70.3	75.3	72.6	79.8	72.6	–7.22	(–9.0%)	Attractions (Sub-sector)
NM	NM	NM	NM	72.6	70.1	76.2	70.1	–6.17	(–8.1%)	Jurong BirdPark
NM	NM	NM	NM	73.2	71.7	76.1	70.7	–5.46	(–7.2%)	Night Safari
72.3	70.4	67.5	70.3	74.5	73.1	78.1	71.6	–6.48	(–8.3%)	Sentosa
NM	NM	NM	NM	76.6	70.8	78.7	70.8	–7.86	(–10.0%)	Singapore Zoo
NM	NM	NM	NM	75.7	74.9	81.6	73.2	–8.41	(–10.3%)	Universal Studios
70.7	70.8	67.9	70.8	75.8	71.5	79.3	69.1	–10.19	(–12.9%)	Other attractions
73.5	71.4	68.9	74.1	74.5	70.1	77.5	69.4	–8.07	(–10.4%)	Hotels (Sub-sector)
NM	74.6	74.4	78.0	79.9	72.8	80.5	69.6	–10.89	(–13.5%)	Grand Hyatt
NM	71.6	73.5	77.7	79.8	73.1	80.7	71.2	–9.49	(–11.8%)	Mandarin Orchard
NM	NM	NM	NM	NM	75.5	84.1	74.4	–9.66	(–11.5%)	Marina Bay Sands
NM	76.9	78.0	83.6	81.3	75.4	83.4	72.8	–10.55	(–12.7%)	The Ritz-Carlton
NM	NM	NM	NM	NM	NM	78.4	71.9	–6.56	(–8.4%)	Resorts World Sentosa
NM	76.5	74.4	78.2	80.5	73.7	84.4	72.9	–11.53	(–13.7%)	Shangri-La
NM	74.6	77.0	79.2	79.7	72.8	81.5	72.6	–8.93	(–11.0%)	Swissotel the Stamford
NM	70.3	65.8	72.1	72.7	68.5	74.8	68.1	–6.76	(–9.0%)	Other hotels
66.4	64.7	64.8	64.8	71.5	68.5	68.7	67.4	–1.25	(–1.8%)	Travel & Tour Services (Sub-sector)

NM Not Measured
NA Not Appilcable   Customer Satisfaction scores are based on a 0 to 100 scale.

2007	2008	2009	2010	2011	2012	2013	2014	2013–2014 Year-on-Year Change / % Change		SECTOR / Sub-sector / Company Measured
68.4	67.0	68.2	66.6	68.5	71.7	69.1	72.4	+3.33	(+4.8%)	FINANCE & INSURANCE (Sector)
68.5	67.6	69.1	66.7	69.1	71.8	69.4	72.2	+2.81	(+4.1%)	Banks (Sub-sector)
NM	69.0	70.1	68.2	68.3	74.5	70.2	75.7	+5.51	(+7.9%)	Citibank
66.8	67.3	66.0	65.1	71.1	69.1	71.9	75.8	+3.90	(+5.4%)	DBS
NM	69.4	72.7	67.1	67.9	74.0	69.7	69.5	–0.21	(–0.3%)	HSBC
NM	NM	NM	67.3	67.4	70.8	69.0	68.2	–0.74	(–1.1%)	Maybank
68.7	67.0	68.5	65.3	68.5	69.0	71.3	71.8	+0.50	(+0.7%)	OCBC
NM	NM	NM	68.2	65.7	73.5	70.1	71.2	+1.10	(+1.6%)	Standard Chartered
68.6	66.9	71.5	67.1	68.4	71.2	71.4	71.6	+0.23	(+0.3%)	UOB
69.9	68.1	68.8	68.0	66.9	72.1	68.8	67.0	–1.88	(–2.7%)	Other banks
NM	NM	NM	65.8	67.3	67.8	69.1	72.4	+3.28	(+4.7%)	Health & Medical Insurance (Sub-sector)
NM	NM	NM	NM	NM	NM	71.1	73.4	+2.38	(+3.3%)	AIA
NM	NM	NM	65.4	66.8	70.3	67.5	72.0	+4.53	(+6.7%)	Great Eastern
NM	NM	NM	66.0	67.3	70.2	68.4	72.6	+4.12	(+6.0%)	NTUC Income
NM	NM	NM	64.8	67.2	69.5	68.7	73.2	+4.55	(+6.6%)	Prudential
NM	NM	NM	67.2	67.9	66.5	69.4	71.8	+2.41	(+3.5%)	Other health & medical insurance
NM	65.7	66.6	66.2	66.7	70.6	66.1	73.6	+7.52	(+11.4%)	Life Insurance (Sub-sector)
NM	65.0	65.3	66.2	66.2	70.7	69.8	75.2	+5.40	(+7.7%)	AIA
NM	64.7	67.4	64.9	66.7	72.8	69.5	75.2	+5.73	(+8.2%)	Great Eastern
NM	NA	NA	68.5	66.7	69.0	66.7	71.6	+4.88	(+7.3%)	Manulife
NM	64.3	67.8	65.0	67.4	70.0	64.8	73.3	+8.52	(+13.1%)	NTUC Income
NM	64.5	66.9	67.0	66.1	70.1	67.5	73.9	+6.39	(+9.5%)	Prudential
NM	68.3	66.2	67.2	66.6	69.1	61.5	71.5	+10.02	(+16.3%)	Other life insurance
NM	66.7	64.8	67.1	67.3	69.8	70.2	71.5	+1.29	(+1.8%)	Motor & Personal Accident Insurance (Sub-sector)
NM	66.2	64.9	67.4	66.2	71.4	69.5	75.0	+5.54	(+8.0%)	AIG
NM	67.9	64.8	66.9	66.7	69.7	68.6	72.4	+3.73	(+5.4%)	AXA
NM	67.8	64.6	66.7	66.8	70.0	69.3	73.9	+4.65	(+6.7%)	NTUC Income
NM	66.2	64.8	67.1	68.0	69.1	71.3	69.8	–1.46	(–2.1%)	Other motor & personal accident insurance
67.7	67.6	68.9	68.6	66.6	71.3	69.9	71.0	+1.09	(+1.6%)	HEALTHCARE (Sector)
NM	67.9	70.8	69.1	67.1	70.1	69.8	71.5	+1.64	(+2.4%)	General Practitioners (Sub-sector)
NM	65.4	65.9	62.3	62.1	66.6	65.9	68.9	+3.00	(+4.6%)	Polyclinics (Sub-sector)
60.5	64.3	65.8	61.8	61.5	65.7	65.6	68.3	+2.72	(+4.1%)	NHG
64.7	67.1	65.9	62.9	64.3	68.8	66.6	70.2	+3.58	(+5.4%)	SingHealth
72.8	69.9	72.4	68.7	69.0	72.7	72.2	71.6	–0.60	(–0.8%)	Private Hospitals (Sub-sector)
NM	NM	NM	68.1	67.7	72.5	71.6	70.8	–0.77	(–1.1%)	Gleneagles
NM	69.1	72.3	68.3	70.4	71.1	72.1	70.3	–1.76	(–2.4%)	Mount Alvernia
NM	NM	NM	68.6	70.5	72.4	73.0	71.9	–1.16	(–1.6%)	Mount Elizabeth
NM	NM	NM	69.6	68.4	74.3	69.9	72.1	+2.20	(+3.1%)	Parkway East
NM	71.3	73.0	69.0	68.4	73.7	73.6	72.4	–1.18	(–1.6%)	Raffles
NM	69.4	73.3	69.7	66.9	72.8	69.5	71.4	+1.87	(+2.7%)	Thomson Medical
NM	68.4	67.1	67.0	66.1	70.5	69.0	69.3	+0.38	(+0.5%)	Restructured Hospitals (Sub-sector)
NM	68.4	66.8	67.4	63.6	74.2	66.4	68.3	+1.91	(+2.9%)	Alexandra
NM	68.3	64.9	64.9	66.0	70.7	68.2	70.0	+1.85	(+2.7%)	Changi General
NM	NM	NM	67.2	65.7	72.9	71.6	68.9	–2.67	(–3.7%)	Khoo Teck Puat
NM	70.2	66.2	67.4	63.9	70.6	69.1	69.2	+0.12	(+0.2%)	KK Women's & Children's
NM	68.3	66.0	66.2	68.4	69.4	69.8	69.6	–0.21	(–0.3%)	National University
NM	69.4	69.4	68.2	65.1	69.1	67.4	68.9	+1.50	(+2.2%)	Singapore General
NM	67.0	67.2	67.0	66.6	72.7	69.6	69.7	+0.10	(+0.1%)	Tan Tock Seng
NM	65.4	69.0	70.3	66.4	72.0	70.2	72.2	+1.98	(+2.8%)	Specialised Healthcare (Sub-sector)
68.7	67.8	68.0	67.2	69.1	69.9	70.7	71.1	+0.43	(+0.6%)	SINGAPORE NATIONAL

NM Not Measured
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