Annex B

CSISG
Customer Satisfaction Index of Singapore

2015 Q2 SCORES
AIR TRANSPORT, LAND TRANSPORT, LOGISTICS, PRIVATE EDUCATION, AND PUBLIC EDUCATION

74.1 Public Education

75.6 Universities*
79.1 SMU*
76.5 NUS
73.3 NTU

74.0 ITE

69.8 Polytechnics
74.8 Singapore*
73.4 Temasek*
70.5 Ngee Ann
67.1 Republic
63.6 Nanyang

72.8 Air Transport

75.1 Airport*
75.1 Changi Airport

73.2 Airlines
76.1 Singapore Airlines*
73.3 Emirates
73.0 Cathay Pacific
70.5 SilkAir
69.4 Qantas Airlines
69.3 Other airlines

68.3 Budget Airlines
68.0 AirAsia
67.5 Jetstar Asia
65.8 Tigerair
70.3 Other budget airlines

70.5 Logistics

71.5 Postal Services
71.5 Singapore Post

70.2 Courier Services
73.2 FedEx*
72.2 Speedpost
71.2 DHL
69.9 UPS
67.0 Other courier services

64.1 Private Education

64.1 Private Education Institutions

63.3 Land Transport

65.9 Taxi Services*
67.4 Transcab
66.9 Premier
66.2 SMRT
65.6 ComfortDelGro
62.3 Prime

62.0 Mass Rapid Transit System
63.9 SBS Transit
61.5 SMRT

60.9 Public Buses
62.2 SMRT
60.4 SBS Transit

This chart summarises the results of the CSISG 2015 satisfaction scores in the Air Transport, Land Transport, Logistics, Private Education, and Public Education sectors at the sector, sub-sector and company levels. 2015 is the first year of measure for the Air Transport, Land Transport, and Logistics sectors. Previously, they were measured as one sector (i.e., the Transport & Logistics sector).

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 2014 to 2015
- statistically significant decrease in customer satisfaction from 2014 to 2015
- no significant year-on-year change in customer satisfaction score

Entity	Level	2007	2008	2009	2010	2011	2012	2013	2014	2015	2015/2014 Year-on-Year Change	2015/2014 Year-on-Year %Change
Air Transport	Sector	NM	NM	NM	NM	NM	NM	NM	NM	**72.8**	NA	NA
Airlines	Sub-sector	69.7	71.9	72.6	71.8	73.2	74.6	77.1	73.3	**73.2**	-0.04	-0.1%
Singapore Airlines	Company	73.9	74.6	75.7	79.3	76.6	77.8	79.4	74.9	**76.1**	1.19	1.6%
Qantas Airlines	Company	70.0	70.2	70.1	69.0	72.4	72.9	74.1	71.7	**69.4**	-2.27	-3.2%
SilkAir	Company	NM	68.1	70.4	68.4	72.3	68.9	76.5	71.4	**70.5**	-0.91	-1.3%
Cathay Pacific Airways	Company	68.9	70.0	71.4	71.7	72.9	73.2	76.3	73.3	**73.0**	-0.26	-0.4%
Emirates	Company	NM	74.4	71.3	71.6	74.5	76.5	76.1	73.0	**73.3**	0.32	0.4%
Other airlines	Company	64.8	66.7	67.0	65.8	69.2	68.2	70.6	69.8	**69.3**	-0.49	-0.7%
Budget Airlines	Sub-sector	NM	63.6	59.0	59.5	65.7	62.7	67.5	68.3	**68.3**	-0.01	0.0%
Tiger Airways	Company	NM	NM	NM	NM	NM	63.2	66.0	65.2	**65.8**	0.61	0.9%
Jetstar Asia	Company	NM	NM	NM	NM	NM	62.2	66.9	68.0	**67.5**	-0.47	-0.7%
AirAsia	Company	NM	NM	NM	NM	NM	61.9	68.3	66.9	**68.0**	1.08	1.6%
Other budget airlines	Company	NM	NM	NM	NM	NM	63.7	70.3	71.5	**70.3**	-1.11	-1.6%
Airport (Changi Airport)	Sub-sector	NM	NM	71.6	73.7	78.6	72.8	85.5	75.4	**75.1**	-0.32	-0.4%
Land Transport	Sector	NM	NM	NM	NM	NM	NM	NM	NM	**63.3**	NA	NA
MRT System	Sub-sector	69.9	67.8	67.0	64.1	67.8	61.9	64.1	59.7	**62.0**	2.24	3.7%
SMRT Trains	Company	69.3	67.7	67.3	63.8	67.6	61.5	63.3	59.6	**61.5**	1.92	3.2%
SBS Transit Trains	Company	69.9	68.2	66.3	65.5	69.0	63.2	67.3	60.3	**63.9**	3.60	6.0%
Public Buses	Sub-sector	64.3	64.0	62.9	61.1	66.4	61.6	60.6	58.5	**60.9**	2.42	4.1%
SMRT Buses	Company	63.8	64.7	64.4	61.9	66.6	63.9	62.2	60.5	**62.2**	1.67	2.8%
SBS Transit Buses	Company	65.3	63.8	62.2	58.9	66.3	60.8	60.1	57.7	**60.4**	2.71	4.7%
Taxi Services	Sub-sector	67.1	64.7	64.4	64.4	66.6	64.3	67.3	63.2	**65.9**	2.72	4.3%
ComfortDelGro Taxis	Company	67.4	63.1	64.1	64.2	66.6	64.4	65.5	62.9	**65.6**	2.65	4.2%
SMRT Taxis	Company	NM	66.0	63.9	63.8	66.6	63.6	70.5	63.5	**66.2**	2.70	4.2%
Transcab	Company	NM	NM	NM	65.4	67.8	64.6	69.4	64.3	**67.4**	3.09	4.8%
Premier	Company	NM	NM	NM	65.4	65.3	62.7	72.0	65.1	**66.9**	1.87	2.9%
Prime	Company	66.3	65.9	64.7	65.3	65.7	63.8	70.4	59.5	**62.3**	2.82	4.7%
Logistics	Sector	NM	NM	NM	NM	NM	NM	NM	NM	**70.5**	NA	NA
Courier Services	Sub-sector	NM	NM	NM	NM	NM	69.2	72.8	71.2	**70.2**	-0.99	-1.4%
Speedpost	Company	NM	NM	NM	NM	NM	68.7	70.2	72.4	**72.2**	-0.27	-0.4%
FedEx	Company	NM	67.6	63.9	65.5	66.1	72.1	73.6	72.6	**73.2**	0.68	0.9%
DHL	Company	64.7	67.9	64.5	65.6	66.7	72.3	72.5	71.9	**71.2**	-0.74	-1.0%
UPS	Company	65.5	65.5	63.2	64.4	65.9	70.3	70.5	72.0	**69.9**	-2.09	-2.9%
Other courier services	Company	67.4	69.1	63.0	64.4	65.1	66.6	72.8	68.5	**67.0**	-1.54	-2.2%
Postal Services (SingPost)	Sub-sector	NM	NM	NM	NM	NM	72.4	67.3	71.2	**71.5**	0.29	0.4%
Public Education	Sector	NM	NM	NM	NM	70.3	67.5	72.8	73.0	**74.1**	1.18	1.6%
Polytechnics	Sub-sector	69.2	69.9	68.7	68.5	69.8	69.6	72.2	71.1	**69.8**	-1.25	-1.8%
Singapore Poly	Company	70.2	70.9	70.6	65.2	69.9	69.0	73.8	76.5	**74.8**	-1.77	-2.3%
Ngee Ann Poly	Company	69.8	67.7	69.2	69.9	66.9	72.8	71.6	70.1	**70.5**	0.38	0.5%
Nanyang Poly	Company	68.3	70.3	66.4	70.6	69.9	65.1	71.3	66.5	**63.6**	-2.89	-4.3%
Temasek Poly	Company	68.7	70.6	68.9	71.8	72.4	73.2	71.6	71.6	**73.4**	1.82	2.5%
Republic Poly	Company	68.5	71.4	65.7	61.4	70.7	67.5	72.0	69.4	**67.1**	-2.33	-3.4%
Universities	Sub-sector	70.9	68.7	70.7	69.3	70.5	66.7	73.1	73.5	**75.6**	2.09	2.8%
NTU	Company	70.8	69.2	69.5	69.3	68.7	67.1	72.7	70.6	**73.3**	2.66	3.8%
SMU	Company	72.2	69.4	74.7	69.8	78.1	68.6	73.2	79.2	**79.1**	-0.14	-0.2%
NUS	Company	70.6	67.1	69.0	71.0	70.2	66.1	73.3	74.3	**76.5**	2.17	2.9%
ITE	Sub-sector	NM	NM	NM	58.0	69.0	69.6	73.2	74.3	**74.0**	-0.30	-0.4%
Private Education	Sector	NM	NM	NM	NM	74.5	69.0	72.2	65.8	**64.1**	-1.67	-2.5%
Private Education Institutions	Sub-sector	69.5	71.0	66.0	65.0	74.5	69.0	72.2	65.8	**64.1**	-1.67	-2.5%

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

An uncoloured year-on-year change indicates that the change was not statistically significant at a 90% level of confidence.

NM: Not Measured

NA: Not Applicable

Note: 2015 is the first year of measure for the Air Transport, Land Transport, and Logistics sectors. Previously, they were measured as one sector (i.e., the Transport & Logistics sector).