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## **Changi Airport suffers 10% drop in customer satisfaction score**

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Transport sector in general let people down.

The Institute of Service Excellence at the Singapore Management University (ISES) released the 2014 second quarter (Q2) Customer Satisfaction Index of Singapore (CSISG) results for the Transport & Logistics, Public Education, and Private Education sectors.

Between 2013 and 2014, customer satisfaction for the Transport and Logistics sector fell 0.6-points (-0.8%) to 72.1-points (on a 0 to 100 scale), while the Public Education sector's score remained largely unchanged from last year, staying put at 72.8-points.

For Private Education, its 2014 score of 66.3-points is 6.0-points (-8.3%) lower than its 2013 performance, although it should be noted the CSISG 2014 study switched to an online survey methodology for this group of private education respondents, compared of the face-to-face surveys of previous years, possibly affecting its comparability.

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Of the eight measured sub-sectors that make up the Transport & Logistics sector, six recorded declining year-on-year scores: Airlines, Changi Airport, Courier Services, MRT System, Public Buses, and Taxi Services. The public transport sub-sectors of MRT (59.7-points), Public Buses (58.5-points), and Taxis (63.2-points), fell by 4.4-points (-6.8%), 2.2-points (-3.6%), and 4.1-points (-6.1%), respectively.

While the Airlines sub-sector fell a significant 3.8-points (-5.0%) year-on-year to 73.3-points, the Budget Airlines sub-sector inched up 0.8-points (+1.2%) to reach its record high of 68.3-points since measurement began in 2008.

On the other hand, the Changi Airport sub-sector score tumbled 10.1-points (-11.8%) year-on-year to 75.4-points. A noteworthy finding within the MRT sub-sector was how commuters who use more than one mode of transport to get to their workplace were found to be significantly less satisfied with the MRT operator than those who only used the MRT for their daily commute to and from work.