

# Customer satisfaction at Changi Airport falls by 12%

**SINGAPORE** – After hitting an all-time high with a score of 85.5 last year, Changi Airport’s customer satisfaction level plunged by nearly 12 per cent to 75.4 this year — the sharpest fall of the transport and logistics sectors surveyed.

This year’s score, however, is still better than previous years’ scores, which ranged from 71.6 to 78.6.

In response to TODAY’s queries, Changi Airport’s spokesperson Robin Goh said: “While it (the score) is in line with the overall decline in scores seen across the transport and logistics sector, we await detailed scores to shed light on areas that may have fallen short of passengers’ expectations to help us identify areas for improvement.

“We will continue to work closely with our airport partners to identify areas for improvement and seek to close these gaps for the benefit of all



**Despite the plunge in customer satisfaction level, this year’s score of 75.4 is still better than previous years’ scores, which ranged from 71.6 to 78.6.**

TODAY FILE PHOTO

airport users.”

Dr Lee Der Horng, professor at the Department of Civil and Environmental Engineering at the National University of Singapore, said the reasons for the decrease could be an increase in passengers travelling to Singapore or a manpower crunch, leading to a drop in the airport’s service quality.

“For example, when a facility — like a toilet — is used more frequently, there is a higher possibility for service providers to expose its deficiency,” said Dr Lee. “This may affect their (customers’) satisfaction levels.” **PAULLIM**