

Annex B



2020 Q2 SCORES AIR TRANSPORT AND LAND TRANSPORT

78.4 Air Transport

81.7 Airport*

81.7 Changi Airport

77.0 Full Service Airlines

81.5 Singapore Airlines*

80.7 Emirates*

75.7 Other full service airlines

73.9 Budget Airlines

75.1 AirAsia

74.9 Lion Air

73.4 Jetstar Asia

72.3 Scoot

75.4 Other budget airlines

74.5 Land Transport

75.9 Point-to-Point Transport*

80.0 SMRT*

75.7 Gojek

75.0 ComfortDelGro

74.5 Grab

77.4 Other Taxi Companies

74.4 Public Buses

75.4 SBS Transit

72.7 SMRT

74.2 Other bus operators

73.4 Mass Rapid Transit System

75.3 SBS Transit*

72.5 SMRT

This chart summarises the results of the CSiSG 2020 satisfaction scores in the Air Transport and Land Transport sectors at the sector, sub-sector and company levels.

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.

Entities shown in this scorecard have samples of $N \geq 100$.

CSISG Quarter 2

Previously reported scores based on the door-to-door methodology (See Note 1)										2019 Internal Online Study	Note 1 2020	2019 Internal Online Study-2020 Year-on-Year Change / % Change		SECTOR / Sub-sector / Company Measured
2011	2012	2013	2014	2015	2016	2017	2018	2019						
NM	NM	NM	NM	72.8	75.5	74.4	75.4	76.1	NM	78.4	NA	NA	AIR TRANSPORT (Sector)	
73.2	74.6	77.1	73.3	73.2	73.5	74.2	74.5	75.3	NM	77.0	NA	NA	Full Service Airlines (Sub-sector)	
76.6	77.8	79.4	74.9	76.1	76.7	77.5	78.1	78.8	NM	81.5	NA	NA	Singapore Airlines	
74.5	76.5	76.1	73.0	73.3	74.1	75.1	75.6	76.4	NM	80.7	NA	NA	Emirates	
69.2	68.2	70.6	69.8	69.3	70.8	71.5	71.6	72.6	NM	75.7	NA	NA	Other full service airlines	
65.7	62.7	67.5	68.3	68.3	69.5	71.2	73.1	72.4	NM	73.9	NA	NA	Budget Airlines (Sub-sector)	
NM	61.9	68.3	66.9	68.0	69.9	71.6	72.2	73.2	NM	75.1	NA	NA	AirAsia	
NM	NM	NM	NM	NM	NM	NM	69.9	70.3	NM	74.9	NA	NA	Lion Air	
NM	62.2	66.9	68.0	67.5	70.3	72.0	72.4	73.1	NM	73.4	NA	NA	Jetstar Asia	
NM	NM	NM	NM	NM	68.2	71.8	75.3	72.3	NM	72.3	NA	NA	Scot	
NM	63.7	70.3	71.5	70.3	70.9	70.8	70.5	71.0	NM	75.4	NA	NA	Other budget airlines	
78.6	72.8	85.5	75.4	75.1	81.4	77.1	78.0	79.0	NM	81.7	NA	NA	Airport (Sub-sector)	
NM	NM	NM	NM	63.3	66.8	67.8	67.8	68.0	NM	74.5	NA	NA	LAND TRANSPORT (Sector)	
67.8	61.9	64.1	59.7	62.0	66.4	64.8	63.6	64.9	66.1	73.4	+7.29	(+11.0%)	MRT System (Sub-sector)	
69.0	63.2	67.3	60.3	63.9	66.5	65.1	63.9	64.7	71.0	75.3	+4.33	(+6.1%)	SBS Transit Trains	
67.6	61.5	63.3	59.6	61.5	66.3	64.6	63.4	65.0	63.9	72.5	+8.59	(+13.5%)	SMRT Trains	
66.4	61.6	60.6	58.5	60.9	62.7	64.9	65.6	66.7	68.9	74.4	+5.56	(+8.1%)	Public Buses (Sub-sector)	
66.3	60.8	60.1	57.7	60.4	61.9	64.0	65.2	67.0	67.3	75.4	+8.08	(+12.0%)	SBS Transit Buses	
66.6	63.9	62.2	60.5	62.2	64.4	66.6	67.3	68.2	70.8	72.7	+1.88	(+2.7%)	SMRT Buses	
NM	NM	NM	NM	NM	NM	NM	63.4	64.3	70.2	74.2	+4.05	(+5.8%)	Other bus operators	
NM	NM	NM	NM	NM	NM	NM	NM	Note 2	NM	75.9	NA	NA	Point-to-Point Transport (Sub-sector)	
66.6	63.6	70.5	63.5	66.2	70.1	71.8	72.1	72.9	NM	80.0	NA	NA	SMRT Taxis	
NM	NM	NM	NM	NM	NM	NM	NM	68.2	NM	75.7	NA	NA	Gojek	
66.6	64.4	65.5	62.9	65.6	69.3	71.4	72.3	72.9	NM	75.0	NA	NA	ComfortDelgro	
NM	NM	NM	NM	NM	69.0	69.5	67.5	68.1	NM	74.5	NA	NA	Grab	
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	77.4	NA	NA	Other Taxi Companies	

NM Not Measured
NA Not Applicable

Customer Satisfaction scores are based on a 0 to 100 scale.
Changes coloured in Green or Red indicates a statistically significant increase or decrease in score.
Statistical significance is defined at a 90% Confidence Interval.

Note 1: In Q2 2020, data collection for these sub-sectors was done via the online methodology and no tourists were measured.
In Q2 2019, an internal online study was conducted for the MRT System and Public Buses Sub-sectors. Thus, the 2020 scores are comparable with the 2019 internal online study for these sub-sectors.
Data shown in the years before 2020, and collected via the door-to-door methodology, cannot be directly comparable to the 2020 scores and should only be used as references.

Note 2: The previously measured Taxis and Transport Booking Apps sub-sectors have been merged to form the Point-to-Point Transport sub-sector.