



### ↔ **74.1 Land Transport**

#### ↔ **74.4 Public Buses**

↔ **74.5** SBS Transit

↔ **74.3** SMRT

↔ **74.1** Other bus operators

#### ↔ **74.2 Mass Rapid Transit System**

↔ **78.2** SBS Transit\*

↔ **72.1** SMRT

#### ↔ **73.1 Point-to-Point Transport**

↔ **84.6** SMRT\*

↔ **76.4** Gojek\*

↔ **71.6** ComfortDelGro

↔ **70.4** Grab

• **77.2** Other Ride Hailing Apps

This chart summarises the results of the CSiSG 2021 satisfaction scores in the 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 at 90% confidence.

\* Sub-sectors indicated with an asterisk(\*) are sub-sectors that have performed significantly above their sector average at 90% confidence.

Entities shown in this scorecard have samples of  $N \geq 50$ .

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CSISG Quarter 2

Previously reported scores based on the door-to-door methodology (See Note 1)								2019 Internal Online Study	Note 1 2020	2021	2020–2021 Year-on-Year Change / % Change		SECTOR / Sub-sector / Company Measured
2012	2013	2014	2015	2016	2017	2018	2019						
NM	NM	NM	63.3	66.8	67.8	67.8	68.0	NM	74.5	74.1	-0.49	(-0.7%)	LAND TRANSPORT (Sector)
61.9	64.1	59.7	62.0	66.4	64.8	63.6	64.9	66.1	73.4	74.2	+0.83	(+1.1%)	MRT System (Sub-sector)
63.2	67.3	60.3	63.9	66.5	65.1	63.9	64.7	71.0	75.3	78.2	+2.85	(+3.8%)	SBS Transit Trains
61.5	63.3	59.6	61.5	66.3	64.6	63.4	65.0	63.9	72.5	72.1	-0.38	(-0.5%)	SMRT Trains
61.6	60.6	58.5	60.9	62.7	64.9	65.6	66.7	68.9	74.4	74.4	+0.01	(+0.0%)	Public Buses (Sub-sector)
60.8	60.1	57.7	60.4	61.9	64.0	65.2	67.0	67.3	75.3	74.5	-0.84	(-1.1%)	SBS Transit Buses
63.9	62.2	60.5	62.2	64.4	66.6	67.3	68.2	70.8	72.7	74.3	+1.57	(+2.2%)	SMRT Buses
NM	NM	NM	NM	NM	NM	63.4	64.3	70.2	74.3	74.1	-0.21	(-0.3%)	Other bus operators
NM	NM	NM	NM	NM	NM	NM	Note 2	NM	75.9	73.1	-2.74	(-3.6%)	Point-to-Point Transport (Sub-sector)
63.6	70.5	63.5	66.2	70.1	71.8	72.1	72.9	NM	80.0	84.6	+4.62	(+5.8%)	SMRT Taxis
NM	NM	NM	NM	NM	NM	NM	68.2	NM	75.7	76.4	+0.66	(+0.9%)	Gojek
64.4	65.5	62.9	65.6	69.3	71.4	72.3	72.9	NM	75.0	71.6	-3.38	(-4.5%)	ComfortDelgro
NM	NM	NM	NM	69.0	69.5	67.5	68.1	NM	74.5	70.4	-4.07	(-5.5%)	Grab
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	77.2	NA	NA	Other Ride Hailing Apps

Not Measured  
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:** From Q2 2020 onwards, 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.