

# Customers' satisfaction

Results of the 2018 Q1 survey at the sector and sub-sector levels. Scores are based on a 0 to 100 scale.

RETAIL	2018	Year-on-year change (%)
Department stores	71.8	▲ 0.9
Supermarkets	72.9	▲ 0.7
Fashion apparel	72.8	▲ 0.3
e-Commerce	72	▲ 0.7
<b>TOTAL</b>	<b>72.6</b>	<b>▲ 0.6</b>

INFO-COMMUNICATIONS	2018	Year-on-year change (%)
Wireless@SG	71.7	▲ 1.9
Mobile telco	71.1	▲ 1.2
Broadband	68.9	▲ 1.1
PayTV	68.1	▲ 1
<b>TOTAL</b>	<b>70.4</b>	<b>▲ 1.1</b>

Source: 2018 Q1 CUSTOMER SATISFACTION INDEX OF SINGAPORE (SINGAPORE MANAGEMENT UNIVERSITY)

STRAITS TIMES GRAPHICS