德士服务满意度
国人打64.6分
游客给79分

一项调查邀请本地居民和外地游客为新加坡德士服务打分，本地居民的满意度为64.6分，游客则给79分。

为地铁服务打分时，国人的满意程度达69分，外地游客则高达80.2分。

本地人对多个领域服务水平的满意程度也比游客来得低，包括餐馆、快餐店、酒吧/酒廊、咖啡厅、食阁/小吃店、私人医院、百货公司、观光景点、旅行社、时装业及钟表珠宝业等。然而，本地人对商业学校服务的满意程度比游客略高。酒店服务方面，本地人和游客的满意度几乎一样。

新加坡管理大学的卓越服务中心和劳动力发展局（WDA）合作，以美国顾客满意指数为基础，发展出一套新加坡顾客满意指数（Customer Satisfaction Index for Singapore），并于去年展开全国性调查。

结果显示，新加坡的顾客满意指数平均是68.7分，比采用同一指数的美国（75分）和韩国（72分）略低。

人力部（MOM）代部长颜金勇昨早为新指数举行推介仪式时，向本地服务领域的公司和员工发出新挑战，希望他们三年内把顾客满意指数推高到超过70分。
Singaporeans rate local taxi service lower than tourists

A new survey of local service standards found that tourists (79 points) rate our taxi service higher than local residents (64.6 points).

When it comes to the MRT system, local residents again (69 points) rate it lower than tourists (80.2 points).

Local residents are generally less satisfied than tourists for a variety of services in Singapore including restaurants, fast food outlets, bars and pubs, coffee shops, food courts and cafes, private hospitals, shopping centres, attractions, travel agencies, fashion apparels, clocks and watches shops, jewelry shops etc. As for commercial schools, local residents are a little more satisfied than tourists. Both groups rate hotel services quite equally.

The Institute of Service Excellence at SMU and WDA jointly developed a new Customer Satisfaction Index of Singapore (CSISG) based on the American Customer Satisfaction Index. The study was conducted in 2007 and found that Singapore scored a national average of 68.7, lagging behind the United States (75) and South Korea (72).

Acting Minister for Manpower Mr Gan Kim Yong launched the index at a ceremony yesterday and issued a challenge to the service industry to bring the score up to above 70 points in the next three years.