

Customer Satisfaction in Switzerland 2018



Study design

Ranking according to the average value of overall satisfaction measured on the scale "extremely satisfied" (=1) to "dissatisfied" (=5)

In brackets: Change compared to 2017 in basis points
Question: „How satisfied are you with the services of this (mainly used) provider as a whole?“
Sample: 3'174 respondents (16 years, online)
Survey period: 1 to 15 October 2018
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Detailed Information: www.kundenmonitor.ch