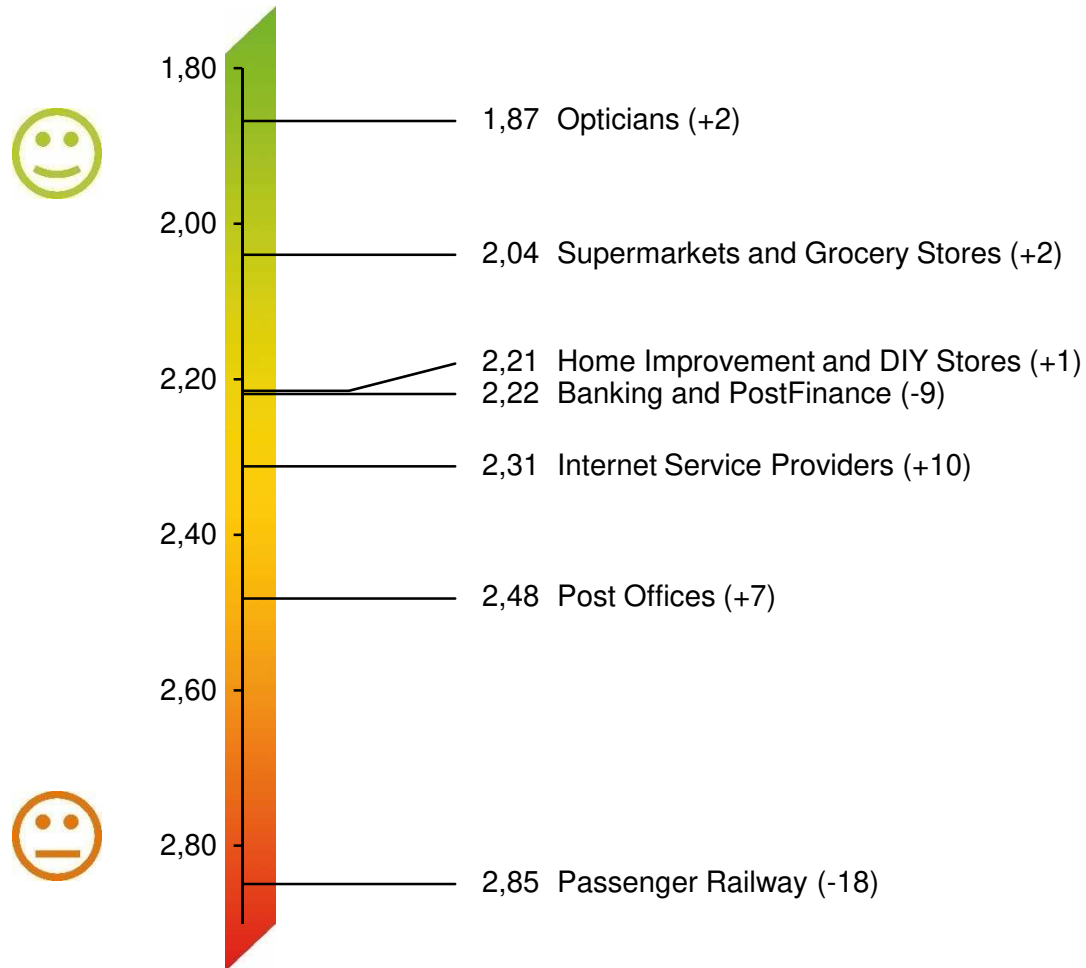


# Customer Satisfaction in Switzerland 2019



## 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 2018 in basis points  
 Question: „How satisfied are you with the services of this (mainly used) provider as a whole?“  
 Sample: 3'341 respondents (16 years, online)  
 Survey period: 8 to 18 October 2019  
 Editor: ServiceBarometer AG, München  
 Detailed Information: [www.kundenmonitor.ch](http://www.kundenmonitor.ch)