

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR 2018 (JANUARY-DECEMBER) OVER 2017 (JANUARY-DECEMBER)

S.No.	ITEM	AHMEDABAD			AMRITSAR			BAGDOGRA			BHUBANESHWAR		
		2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017
1	Ground transportation to/from airport	4.95	4.71	0.24	4.62	-	-	3.64	-	-	4.56	4.34	0.22
2	Parking facilities	4.89	4.47	0.42	4.48	-	-	3.24	-	-	4.00	3.79	0.21
3	Value for money of parking facilities	4.75	4.29	0.46	4.36	-	-	3.13	-	-	3.84	3.70	0.14
4	Availability of baggage carts/trolleys	4.68	4.49	0.19	4.60	-	-	3.33	-	-	4.40	4.36	0.04
5	Waiting time in check-in queue/line	4.72	4.58	0.14	4.55	-	-	3.66	-	-	4.64	4.45	0.19
6	Efficiency of check-in staff	4.66	4.54	0.12	4.51	-	-	3.79	-	-	4.69	4.48	0.21
7	Courtesy and helpfulness of check-in staff	4.74	4.58	0.16	4.55	-	-	3.85	-	-	4.74	4.55	0.19
8	Waiting time at passport/personal ID inspection	4.76	4.63	0.13	4.64	-	-	3.61	-	-	4.57	4.51	0.06
9	Courtesy and helpfulness of inspection staff	4.64	4.63	0.01	4.60	-	-	3.57	-	-	4.72	4.56	0.16
10	Courtesy and helpfulness of security staff	4.74	4.69	0.05	4.66	-	-	3.83	-	-	4.75	4.56	0.19
11	Thoroughness of security inspection	4.67	4.61	0.06	4.54	-	-	3.74	-	-	4.66	4.53	0.13
12	Waiting time at security inspection	4.74	4.57	0.17	4.48	-	-	3.55	-	-	4.58	4.51	0.07
13	Feeling of being safe and secure	4.74	4.67	0.07	4.65	-	-	3.79	-	-	4.71	4.57	0.14
14	Ease of finding your way through airport	4.73	4.70	0.03	4.60	-	-	3.87	-	-	4.63	4.51	0.12
15	Flight information screens	4.67	4.59	0.08	4.59	-	-	3.56	-	-	4.56	4.46	0.10
16	Walking distance inside the terminal	4.74	4.59	0.15	4.50	-	-	3.74	-	-	4.65	4.51	0.14
17	Ease of making connections with other flights	4.76	4.39	0.37	4.43	-	-	3.69	-	-	4.55	4.44	0.11
18	Courtesy and helpfulness of airport staff	4.74	4.65	0.09	4.60	-	-	4.06	-	-	4.70	4.51	0.19
19	Restaurant/Eating facilities	4.59	4.30	0.29	4.47	-	-	3.40	-	-	3.80	3.94	-0.14
20	Value for money of restaurant/eating facilities	4.77	4.15	0.62	4.41	-	-	3.18	-	-	3.64	3.86	-0.22
21	Availability of bank/ATM facilities/money changers	4.90	4.48	0.42	4.61	-	-	3.29	-	-	4.48	4.29	0.19
22	Shopping facilities	4.68	4.40	0.28	4.46	-	-	3.21	-	-	3.88	3.78	0.10
23	Value for money of shopping facilities	4.66	4.32	0.34	4.36	-	-	3.08	-	-	3.88	3.76	0.12
24	Internet access/Wi-Fi	4.74	4.48	0.26	4.41	-	-	2.59	-	-	3.58	4.03	-0.45
25	Business/Executive lounges	-	4.08	-	4.25	-	-	3.24	-	-	4.28	4.15	0.13
26	Availability of washrooms/toilets	4.85	4.73	0.12	4.76	-	-	3.66	-	-	4.79	4.48	0.31
27	Cleanliness of washrooms/toilets	4.76	4.68	0.08	4.74	-	-	3.52	-	-	4.82	4.45	0.37
28	Comfort of waiting/gate areas	4.79	4.67	0.12	4.61	-	-	3.44	-	-	4.65	4.43	0.22
29	Cleanliness of airport terminal	4.81	4.74	0.07	4.78	-	-	3.72	-	-	4.83	4.59	0.24
30	Ambience of the airport	4.66	4.68	-0.02	4.69	-	-	3.54	-	-	4.71	4.46	0.25
31	Passport/ID inspection	4.88	4.74	0.14	4.71	-	-	3.66	-	-	4.48	4.50	-0.02
32	Speed of baggage delivery	4.84	4.57	0.27	4.65	-	-	3.50	-	-	4.55	4.36	0.19
33	Customs inspection	4.68	4.42	0.26	4.61	-	-	3.47	-	-	4.41	4.24	0.17
	Overall Satisfaction	4.77	4.69	0.08	4.61	-	-	3.70	-	-	4.73	4.46	0.27
	World Average	4.21	4.19	0.02	4.21	4.19	0.02	4.21	4.19	0.02	4.21	4.19	0.02

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR 2018 (JANUARY-DECEMBER) OVER 2017 (JANUARY-DECEMBER)

S.No.	ITEM	CALICUT			CHENNAI			COIMBATORE			GOA		
		2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017
1	Ground transportation to/from airport	4.70	4.26	0.44	4.49	3.92	0.57	4.48	4.03	0.45	4.80	4.39	0.41
2	Parking facilities	4.37	4.00	0.37	3.76	3.32	0.44	4.21	4.07	0.14	4.66	4.28	0.38
3	Value for money of parking facilities	4.34	3.92	0.42	3.62	3.16	0.46	4.22	3.95	0.27	4.39	4.21	0.18
4	Availability of baggage carts/trolleys	4.44	4.07	0.37	4.18	3.67	0.51	4.34	4.07	0.27	4.44	4.45	-0.01
5	Waiting time in check-in queue/line	4.49	4.18	0.31	4.54	4.47	0.07	4.45	4.02	0.43	4.51	4.50	0.01
6	Efficiency of check-in staff	4.46	4.18	0.28	4.53	4.47	0.06	4.36	4.12	0.24	4.37	4.44	-0.07
7	Courtesy and helpfulness of check-in staff	4.45	4.12	0.33	4.57	4.54	0.03	4.36	4.12	0.24	4.47	4.48	-0.01
8	Waiting time at passport/personal ID inspection	4.51	4.22	0.29	4.40	4.46	-0.06	4.32	4.13	0.19	4.67	4.54	0.13
9	Courtesy and helpfulness of inspection staff	4.45	4.13	0.32	4.45	4.49	-0.04	4.18	4.13	0.05	4.53	4.46	0.07
10	Courtesy and helpfulness of security staff	4.56	4.35	0.21	4.58	4.52	0.06	4.46	4.18	0.28	4.50	4.62	-0.12
11	Thoroughness of security inspection	4.47	4.17	0.30	4.52	4.50	0.02	4.32	4.08	0.24	4.34	4.53	-0.19
12	Waiting time at security inspection	4.37	4.05	0.32	4.44	4.42	0.02	4.31	3.93	0.38	4.44	4.51	-0.07
13	Feeling of being safe and secure	4.45	4.18	0.27	4.57	4.53	0.04	4.36	4.20	0.16	4.49	4.56	-0.07
14	Ease of finding your way through airport	4.51	4.24	0.27	4.57	4.49	0.08	4.46	4.13	0.33	4.50	4.52	-0.02
15	Flight information screens	4.48	4.14	0.34	4.42	4.42	0.00	4.38	4.09	0.29	4.30	4.44	-0.14
16	Walking distance inside the terminal	4.37	4.08	0.29	4.54	4.48	0.06	4.34	4.04	0.30	4.44	4.42	0.02
17	Ease of making connections with other flights	4.33	3.73	0.60	4.44	4.21	0.23	4.33	3.97	0.36	4.64	4.85	-0.21
18	Courtesy and helpfulness of airport staff	4.63	4.33	0.30	4.62	4.47	0.15	4.52	4.27	0.25	4.55	4.55	0.00
19	Restaurant/Eating facilities	4.32	3.81	0.51	4.56	4.60	-0.04	4.19	3.68	0.51	4.31	4.27	0.04
20	Value for money of restaurant/eating facilities	4.27	3.76	0.51	4.49	4.52	-0.03	4.16	3.54	0.62	4.45	4.09	0.36
21	Availability of bank/ATM facilities/money changers	4.64	4.21	0.43	4.31	4.01	0.30	4.50	3.99	0.51	4.80	4.41	0.39
22	Shopping facilities	4.39	3.85	0.54	3.99	3.56	0.43	4.19	3.73	0.46	4.37	4.38	-0.01
23	Value for money of shopping facilities	4.32	3.86	0.46	3.93	3.49	0.44	4.21	3.58	0.63	4.26	4.16	0.10
24	Internet access/Wi-Fi	-	3.70	-	3.70	3.40	0.30	4.22	3.56	0.66	4.38	4.38	0.00
25	Business/Executive lounges	-	4.13	-	4.65	4.69	-0.04	-	4.22	-	-	4.31	-
26	Availability of washrooms/toilets	4.48	4.23	0.25	4.47	4.41	0.06	4.43	4.16	0.27	4.55	4.43	0.12
27	Cleanliness of washrooms/toilets	4.48	4.16	0.32	4.23	4.23	0.00	4.41	4.10	0.31	4.43	4.43	0.00
28	Comfort of waiting/gate areas	4.48	4.10	0.38	4.50	4.47	0.03	4.33	4.01	0.32	4.52	4.45	0.07
29	Cleanliness of airport terminal	4.70	4.33	0.37	4.39	4.42	-0.03	4.59	4.27	0.32	4.57	4.59	-0.02
30	Ambience of the airport	4.56	4.13	0.43	4.60	4.57	0.03	4.39	4.00	0.39	4.49	4.55	-0.06
31	Passport/ID inspection	4.74	4.33	0.41	4.55	4.42	0.13	4.54	4.17	0.37	4.66	4.63	0.03
32	Speed of baggage delivery	4.40	4.05	0.35	4.46	4.33	0.13	4.31	3.95	0.36	4.55	4.33	0.22
33	Customs inspection	4.46	4.09	0.37	4.42	4.26	0.16	4.32	3.96	0.36	4.33	4.24	0.09
	Overall Satisfaction	4.74	4.32	0.42	4.65	4.60	0.05	4.59	4.29	0.30	4.63	4.56	0.07
	World Average	4.21	4.19	0.02									

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR 2018 (JANUARY-DECEMBER) OVER 2017 (JANUARY-DECEMBER)

S.No.	ITEM	GUWAHATI			INDORE			JAIPUR			KOLKATA		
		2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017
1	Ground transportation to/from airport	4.67	4.49	0.18	4.82	4.56	0.26	4.56	4.47	0.09	4.40	4.58	-0.18
2	Parking facilities	4.33	4.41	-0.08	4.57	4.13	0.44	4.40	4.47	-0.07	3.57	4.54	-0.97
3	Value for money of parking facilities	4.46	4.50	-0.04	4.57	4.18	0.39	4.37	4.37	0.00	3.51	4.52	-1.01
4	Availability of baggage carts/trolleys	4.54	4.38	0.16	4.81	4.62	0.19	4.42	4.32	0.10	4.26	3.72	0.54
5	Waiting time in check-in queue/line	4.58	4.41	0.17	4.80	4.65	0.15	4.39	4.27	0.12	4.51	4.59	-0.08
6	Efficiency of check-in staff	4.44	4.30	0.14	4.78	4.64	0.14	4.40	4.22	0.18	4.47	4.61	-0.14
7	Courtesy and helpfulness of check-in staff	4.50	4.34	0.16	4.80	4.65	0.15	4.39	4.27	0.12	4.53	4.65	-0.12
8	Waiting time at passport/personal ID inspection	4.21	4.33	-0.12	4.66	4.54	0.12	4.38	4.29	0.09	4.61	4.61	0.00
9	Courtesy and helpfulness of inspection staff	4.18	4.29	-0.11	4.41	4.58	-0.17	4.38	4.30	0.08	4.58	4.60	-0.02
10	Courtesy and helpfulness of security staff	4.65	4.49	0.16	4.80	4.69	0.11	4.46	4.35	0.11	4.64	4.65	-0.01
11	Thoroughness of security inspection	4.47	4.37	0.10	4.72	4.60	0.12	4.41	4.37	0.04	4.57	4.61	-0.04
12	Waiting time at security inspection	4.54	4.42	0.12	4.65	4.53	0.12	4.33	4.34	-0.01	4.54	4.56	-0.02
13	Feeling of being safe and secure	4.58	4.42	0.16	4.74	4.57	0.17	4.44	4.30	0.14	4.63	4.67	-0.04
14	Ease of finding your way through airport	4.62	4.39	0.23	4.78	4.69	0.09	4.46	4.32	0.14	4.62	4.61	0.01
15	Flight information screens	4.43	4.28	0.15	4.76	4.63	0.13	4.40	4.32	0.08	4.46	4.54	-0.08
16	Walking distance inside the terminal	4.54	4.38	0.16	4.70	4.57	0.13	4.38	4.31	0.07	4.58	4.59	-0.01
17	Ease of making connections with other flights	4.00	4.67	-0.67	4.72	4.73	-0.01	4.44	4.37	0.07	4.43	4.31	0.12
18	Courtesy and helpfulness of airport staff	4.68	4.41	0.27	4.81	4.71	0.10	4.47	4.32	0.15	4.64	4.56	0.08
19	Restaurant/Eating facilities	4.32	4.24	0.08	4.63	4.42	0.21	4.31	4.38	-0.07	4.66	4.64	0.02
20	Value for money of restaurant/eating facilities	4.49	4.34	0.15	4.51	4.33	0.18	4.24	4.37	-0.13	4.59	4.55	0.04
21	Availability of bank/ATM facilities/money changers	4.63	4.38	0.25	4.72	4.49	0.23	4.57	4.36	0.21	4.30	4.10	0.20
22	Shopping facilities	4.18	4.21	-0.03	4.67	4.26	0.41	4.40	4.31	0.09	4.16	3.79	0.37
23	Value for money of shopping facilities	4.05	4.16	-0.11	4.50	4.23	0.27	4.32	4.37	-0.05	4.16	3.76	0.40
24	Internet access/Wi-Fi	3.95	4.07	-0.12	4.51	4.43	0.08	4.32	4.38	-0.06	3.95	4.00	-0.05
25	Business/Executive lounges	4.44	4.29	0.15	-	4.62	-	-	4.31	-	4.71	4.70	0.01
26	Availability of washrooms/toilets	4.60	4.34	0.26	4.80	4.74	0.06	4.51	4.39	0.12	4.73	4.64	0.09
27	Cleanliness of washrooms/toilets	4.61	4.37	0.24	4.81	4.72	0.09	4.50	4.40	0.10	4.65	4.56	0.09
28	Comfort of waiting/gate areas	4.58	4.37	0.21	4.78	4.66	0.12	4.45	4.38	0.07	4.65	4.57	0.08
29	Cleanliness of airport terminal	4.70	4.45	0.25	4.82	4.82	0.00	4.60	4.48	0.12	4.70	4.62	0.08
30	Ambience of the airport	4.59	4.43	0.16	4.77	4.63	0.14	4.54	4.49	0.05	4.78	4.73	0.05
31	Passport/ID inspection	4.30	4.37	-0.07	-	4.80	-	4.51	4.45	0.06	4.65	4.62	0.03
32	Speed of baggage delivery	4.47	4.31	0.16	4.80	4.65	0.15	4.45	4.44	0.01	4.63	4.49	0.14
33	Customs inspection	4.33	4.34	-0.01	-	4.63	-	4.28	4.45	-0.17	4.62	4.52	0.10
	Overall Satisfaction	4.64	4.48	0.16	4.80	4.76	0.04	4.57	4.51	0.06	4.79	4.75	0.04
	World Average	4.21	4.19	0.02									

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR 2018 (JANUARY-DECEMBER) OVER 2017 (JANUARY-DECEMBER)

S.No.	ITEM	LUCKNOW			MANGALORE			PATNA			PUNE		
		2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017
1	Ground transportation to/from airport	4.79	4.88	-0.09	4.57	4.55	0.02	4.24	4.47	-0.23	4.88	4.83	0.05
2	Parking facilities	4.77	4.85	-0.08	4.50	4.41	0.09	4.18	4.36	-0.18	4.77	4.74	0.03
3	Value for money of parking facilities	4.77	4.85	-0.08	4.44	4.37	0.07	3.99	4.20	-0.21	4.52	4.60	-0.08
4	Availability of baggage carts/trolleys	4.79	4.68	0.11	4.50	4.42	0.08	4.25	4.46	-0.21	4.56	4.64	-0.08
5	Waiting time in check-in queue/line	4.72	4.67	0.05	4.50	4.50	0.00	4.15	4.37	-0.22	4.58	4.73	-0.15
6	Efficiency of check-in staff	4.78	4.67	0.11	4.52	4.41	0.11	4.14	4.39	-0.25	4.42	4.59	-0.17
7	Courtesy and helpfulness of check-in staff	4.82	4.71	0.11	4.50	4.48	0.02	4.18	4.39	-0.21	4.59	4.68	-0.09
8	Waiting time at passport/personal ID inspection	4.69	4.73	-0.04	4.48	4.57	-0.09	3.94	4.42	-0.48	4.76	4.76	0.00
9	Courtesy and helpfulness of inspection staff	4.67	4.68	-0.01	4.47	4.42	0.05	4.12	4.37	-0.25	4.37	4.58	-0.21
10	Courtesy and helpfulness of security staff	4.81	4.74	0.07	4.53	4.60	-0.07	4.30	4.53	-0.23	4.65	4.77	-0.12
11	Thoroughness of security inspection	4.81	4.71	0.10	4.53	4.48	0.05	4.23	4.37	-0.14	4.38	4.62	-0.24
12	Waiting time at security inspection	4.78	4.67	0.11	4.44	4.47	-0.03	4.23	4.28	-0.05	4.55	4.64	-0.09
13	Feeling of being safe and secure	4.81	4.66	0.15	4.58	4.55	0.03	4.40	4.47	-0.07	4.58	4.68	-0.10
14	Ease of finding your way through airport	4.80	4.70	0.10	4.53	4.54	-0.01	4.39	4.53	-0.14	4.64	4.78	-0.14
15	Flight information screens	4.79	4.69	0.10	4.54	4.45	0.09	4.29	4.40	-0.11	4.36	4.59	-0.23
16	Walking distance inside the terminal	4.79	4.69	0.10	4.48	4.52	-0.04	4.36	4.46	-0.10	4.55	4.65	-0.10
17	Ease of making connections with other flights	4.86	4.70	0.16	-	4.30	-	4.41	4.36	0.05	4.79	4.87	-0.08
18	Courtesy and helpfulness of airport staff	4.83	4.76	0.07	4.55	4.55	0.00	4.24	4.52	-0.28	4.65	4.76	-0.11
19	Restaurant/Eating facilities	4.82	4.64	0.18	4.40	4.32	0.08	3.94	4.26	-0.32	4.43	4.59	-0.16
20	Value for money of restaurant/eating facilities	4.78	4.63	0.15	4.43	4.31	0.12	3.91	4.15	-0.24	4.63	4.61	0.02
21	Availability of bank/ATM facilities/money changers	4.83	4.86	-0.03	4.67	4.56	0.11	4.06	4.32	-0.26	4.91	4.80	0.11
22	Shopping facilities	4.77	4.80	-0.03	4.45	4.35	0.10	4.01	4.18	-0.17	4.63	4.71	-0.08
23	Value for money of shopping facilities	4.76	4.70	0.06	4.39	4.33	0.06	3.79	4.01	-0.22	4.36	4.56	-0.20
24	Internet access/Wi-Fi	4.80	4.72	0.08	-	3.97	-	4.02	4.30	-0.28	4.53	4.64	-0.11
25	Business/Executive lounges	-	4.71	-	-	4.28	-	3.90	4.29	-0.39	4.53	4.73	-0.20
26	Availability of washrooms/toilets	4.89	4.80	0.09	4.72	4.50	0.22	4.27	4.49	-0.22	4.61	4.74	-0.13
27	Cleanliness of washrooms/toilets	4.90	4.77	0.13	4.65	4.51	0.14	4.38	4.49	-0.11	4.54	4.66	-0.12
28	Comfort of waiting/gate areas	4.88	4.75	0.13	4.53	4.53	0.00	4.39	4.38	0.01	4.59	4.70	-0.11
29	Cleanliness of airport terminal	4.91	4.82	0.09	4.77	4.66	0.11	4.49	4.61	-0.12	4.65	4.80	-0.15
30	Ambience of the airport	4.90	4.79	0.11	4.72	4.59	0.13	4.36	4.40	-0.04	4.50	4.70	-0.20
31	Passport/ID inspection	4.86	4.85	0.01	4.70	4.60	0.10	-	4.38	-	4.71	4.76	-0.05
32	Speed of baggage delivery	4.83	4.71	0.12	4.47	4.40	0.07	4.06	4.38	-0.32	4.64	4.65	-0.01
33	Customs inspection	4.78	4.73	0.05	4.56	4.55	0.01	-	4.17	-	4.40	4.63	-0.23
	Overall Satisfaction	4.86	4.78	0.08	4.87	4.65	0.22	4.41	4.49	-0.08	4.71	4.75	-0.04
	World Average	4.21	4.19	0.02									

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR 2018 (JANUARY-DECEMBER) OVER 2017 (JANUARY-DECEMBER)

S.No.	ITEM	SRINAGAR			TRIVANDRUM			VARANASI			VIZAG		
		2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017	2018	2017	Difference of rating 2018 over 2017
1	Ground transportation to/from airport	4.67	4.79	-0.12	4.63	4.58	0.05	4.69	-	-	4.34	4.21	0.13
2	Parking facilities	4.51	4.66	-0.15	4.49	4.43	0.06	4.69	-	-	3.75	4.05	-0.30
3	Value for money of parking facilities	4.41	4.63	-0.22	4.34	4.43	-0.09	4.65	-	-	3.44	4.00	-0.56
4	Availability of baggage carts/trolleys	4.47	4.70	-0.23	4.56	4.39	0.17	4.66	-	-	4.35	4.24	0.11
5	Waiting time in check-in queue/line	4.57	4.69	-0.12	4.53	4.43	0.10	4.63	-	-	4.34	4.18	0.16
6	Efficiency of check-in staff	4.45	4.69	-0.24	4.60	4.44	0.16	4.67	-	-	4.34	4.27	0.07
7	Courtesy and helpfulness of check-in staff	4.49	4.72	-0.23	4.60	4.42	0.18	4.69	-	-	4.45	4.32	0.13
8	Waiting time at passport/personal ID inspection	4.30	4.69	-0.39	4.54	4.43	0.11	4.63	-	-	4.22	4.28	-0.06
9	Courtesy and helpfulness of inspection staff	4.27	4.73	-0.46	4.56	4.37	0.19	4.63	-	-	4.26	4.36	-0.10
10	Courtesy and helpfulness of security staff	4.51	4.72	-0.21	4.64	4.51	0.13	4.72	-	-	4.46	4.32	0.14
11	Thoroughness of security inspection	4.46	4.73	-0.27	4.55	4.41	0.14	4.70	-	-	4.29	4.35	-0.06
12	Waiting time at security inspection	4.42	4.69	-0.27	4.50	4.35	0.15	4.67	-	-	4.14	4.33	-0.19
13	Feeling of being safe and secure	4.43	4.72	-0.29	4.67	4.46	0.21	4.72	-	-	4.44	4.40	0.04
14	Ease of finding your way through airport	4.54	4.75	-0.21	4.60	4.47	0.13	4.68	-	-	4.50	4.36	0.14
15	Flight information screens	4.43	4.75	-0.32	4.60	4.40	0.20	4.65	-	-	4.19	4.24	-0.05
16	Walking distance inside the terminal	4.47	4.73	-0.26	4.52	4.33	0.19	4.73	-	-	4.34	4.39	-0.05
17	Ease of making connections with other flights	4.51	4.80	-0.29	4.45	4.37	0.08	4.61	-	-	4.14	4.11	0.03
18	Courtesy and helpfulness of airport staff	4.60	4.77	-0.17	4.71	4.58	0.13	4.76	-	-	4.50	4.43	0.07
19	Restaurant/Eating facilities	4.33	4.76	-0.43	4.36	4.29	0.07	4.54	-	-	3.38	3.45	-0.07
20	Value for money of restaurant/eating facilities	4.30	4.74	-0.44	4.29	4.28	0.01	4.54	-	-	3.17	3.39	-0.22
21	Availability of bank/ATM facilities/money changers	4.76	4.77	-0.01	4.61	4.61	0.00	4.74	-	-	3.99	4.20	-0.21
22	Shopping facilities	4.55	4.68	-0.13	4.41	4.36	0.05	4.53	-	-	3.44	3.52	-0.08
23	Value for money of shopping facilities	4.37	4.59	-0.22	4.34	4.33	0.01	4.50	-	-	3.28	3.54	-0.26
24	Internet access/Wi-Fi	3.94	4.46	-0.52	4.51	4.43	0.08	4.51	-	-	3.16	3.76	-0.60
25	Business/Executive lounges	-	4.63	-	4.57	4.47	0.10	4.51	-	-	-	3.93	-
26	Availability of washrooms/toilets	4.61	4.80	-0.19	4.72	4.53	0.19	4.76	-	-	4.31	4.15	0.16
27	Cleanliness of washrooms/toilets	4.60	4.81	-0.21	4.72	4.52	0.20	4.76	-	-	4.06	3.96	0.10
28	Comfort of waiting/gate areas	4.59	4.79	-0.20	4.62	4.47	0.15	4.70	-	-	4.20	4.17	0.03
29	Cleanliness of airport terminal	4.71	4.83	-0.12	4.82	4.69	0.13	4.83	-	-	4.22	4.15	0.07
30	Ambience of the airport	4.63	4.78	-0.15	4.69	4.54	0.15	4.76	-	-	4.24	4.07	0.17
31	Passport/ID inspection	-	4.72	-	4.74	4.73	0.01	4.73	-	-	4.11	4.18	-0.07
32	Speed of baggage delivery	4.31	4.68	-0.37	4.54	4.51	0.03	4.66	-	-	4.11	4.11	0.00
33	Customs inspection	-	4.77	-	4.58	4.61	-0.03	4.60	-	-	3.98	3.99	-0.01
	Overall Satisfaction	4.68	4.78	-0.10	4.86	4.80	0.06	4.77	-	-	4.38	4.09	0.29
	World Average	4.21	4.19	0.02									