

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINTS SCALE FOR QUARTER-I (JANUARY-MARCH) 2014 OVER QUARTER-IV (OCTOBER-DECEMBER) 2013

Sl. NO.	ITEMS	Kolkata Air port			Chennai Air port			Jaipur Air port			Goe Air port			Calcut Air port			Guwahati Air port		
		Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)	Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)	Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)	Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)	Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)	Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)
1	Ground Transportation To/From Airport	4.11	4.06	0.05	4.36	4.22	0.14	4.10	4.08	0.02	3.84	3.72	0.12	3.97	3.85	0.12	4.23	4.12	0.11
2	Availability of parking facilities	4.07	4.07	0.00	3.72	3.72	0.00	4.04	4.13	-0.09	3.45	3.38	0.07	3.74	3.69	0.05	4.00	3.97	0.03
3	Parking facilities value for money	3.92	4.00	-0.08	4.11	3.94	0.17	3.89	4.10	-0.22	3.49	3.36	0.13	3.53	3.62	-0.09	4.06	3.96	0.10
4	Availability of Baggage Carts/trolleys	4.09	4.11	-0.02	3.83	3.75	0.08	4.06	4.04	0.02	3.78	3.90	-0.12	3.80	3.85	-0.05	4.11	3.97	0.14
5	Waiting time in check-in-queue/line	4.24	4.23	0.01	4.42	4.14	0.28	4.15	3.89	0.26	3.88	3.75	0.13	3.67	3.60	0.07	4.18	4.02	0.16
6	Efficiency of Check-in-Staff	4.20	4.22	-0.02	3.84	3.76	0.08	4.02	4.06	-0.04	3.95	3.94	0.01	3.63	3.81	-0.18	4.05	3.92	0.13
7	Courtesy, helpfulness of check-in-staff	4.28	4.31	-0.03	4.38	3.97	0.41	4.00	3.99	0.01	4.00	3.88	0.12	3.72	3.82	-0.10	4.12	3.98	0.14
8	Waiting time at Passport/personal ID inspection	4.19	4.11	0.08	4.42	4.09	0.33	4.05	4.17	-0.12	3.96	3.98	-0.02	3.74	3.56	0.18	4.18	4.10	0.08
9	Courtesy and helpfulness of inspection staff	4.15	4.05	0.10	3.78	3.70	0.08	3.98	4.13	-0.15	3.93	3.95	-0.02	3.71	3.84	-0.13	4.02	3.99	0.03
10	Courtesy and helpfulness of security staff	4.23	4.21	0.02	4.46	4.09	0.37	4.11	4.10	0.01	3.86	3.94	-0.08	3.81	3.89	-0.08	4.13	3.99	0.14
11	Thoroughness of Security inspection	4.18	4.14	0.04	3.78	3.65	0.13	4.06	4.08	-0.02	3.91	3.82	0.09	3.79	3.86	-0.07	4.04	3.87	0.17
12	Waiting time at Security inspection	4.16	4.12	0.04	4.32	3.92	0.40	3.98	4.03	-0.05	3.75	3.80	-0.05	3.68	3.75	-0.07	4.08	3.93	0.15
13	Feeling of being safe and secure	4.27	4.20	0.07	3.85	3.71	0.14	4.02	4.07	-0.05	3.85	3.92	-0.07	3.80	3.95	-0.15	4.08	3.96	0.12
14	Ease of finding your way through airport	4.22	4.18	0.04	4.46	4.10	0.36	4.11	4.05	0.06	3.81	3.87	-0.06	3.72	3.74	-0.02	4.14	4.04	0.10
15	Flight information screens	3.95	4.01	-0.06	3.91	3.77	0.14	3.94	4.06	-0.12	3.45	3.52	-0.07	3.63	3.68	-0.05	3.98	3.83	0.15
16	Walking distance inside the terminal	4.04	3.99	0.05	4.10	3.88	0.22	3.98	4.10	-0.12	3.90	3.95	-0.05	3.63	3.72	-0.09	4.06	3.91	0.15
17	Ease of making connections with other flights	3.96	4.04	-0.08	3.83	NA	NA	3.85	4.25	-0.40	3.53	3.85	-0.32	-	3.73	NA	3.94	3.81	0.13
18	Courtesy, helpfulness of airport staff	4.22	4.18	0.04	4.40	4.15	0.25	4.10	4.10	0.00	3.95	3.98	-0.03	3.84	3.83	0.01	4.17	4.02	0.15
19	Restaurant / Eating facilities	3.74	3.65	0.09	3.91	3.70	0.21	3.83	3.91	-0.08	3.43	3.24	0.19	3.71	3.53	0.18	3.96	3.80	0.16
20	Restaurant facilities value for money	3.71	3.60	0.11	4.18	3.84	0.34	3.70	3.87	-0.17	3.24	3.19	0.05	3.55	3.58	-0.03	4.05	3.90	0.15
21	Availability of bank / ATM facilities/ money changers	3.93	3.97	-0.04	4.53	4.17	0.36	3.94	4.09	-0.15	3.68	3.64	0.04	4.04	3.69	0.35	4.34	4.14	0.20
22	Shopping facilities	3.62	3.48	0.14	3.88	3.75	0.13	3.72	3.92	-0.20	3.29	3.08	0.21	3.69	3.52	0.17	4.14	3.93	0.21
23	Shopping facilities value for money	3.69	3.61	0.08	4.35	3.80	0.55	3.64	3.88	-0.24	3.23	3.06	0.17	3.53	3.45	0.08	4.10	3.87	0.23
24	Internet access/wi-fi	3.83	3.44	0.39	3.85	4.15	-0.30	3.48	3.69	-0.21	3.20	3.11	0.09	3.64	3.40	0.24	3.10	3.32	-0.22
25	Business/ Executive lounges	4.16	4.09	0.07	4.36	4.22	0.14	3.79	3.94	-0.15	3.76	3.60	0.16	3.89	3.76	0.13	3.76	3.87	-0.11
26	Availability of washrooms/toilets	4.08	3.96	0.12	4.15	4.09	0.06	3.96	3.93	0.03	3.33	3.27	0.06	3.85	3.81	0.04	4.00	3.91	0.09
27	Cleanliness of washrooms/toilets	3.98	3.85	0.13	4.20	4.07	0.13	3.85	3.90	-0.05	3.15	3.08	0.07	3.77	3.76	0.01	3.96	3.79	0.17
28	Comfort of waiting/ gate areas	4.14	4.05	0.09	4.07	3.72	0.35	3.92	4.05	-0.13	3.38	3.39	-0.01	3.76	3.75	0.01	4.00	3.88	0.12
29	Cleanliness of airport terminal	4.26	4.22	0.04	4.43	4.25	0.18	4.03	4.05	-0.02	3.41	3.49	-0.08	3.87	3.92	-0.05	4.07	3.99	0.08
30	Ambience of the airport	4.29	4.14	0.15	3.89	3.99	-0.10	3.96	4.01	-0.05	3.31	3.37	-0.06	3.79	3.80	-0.01	3.94	3.96	-0.02
31	Arrivals passport and visa inspection	4.29	4.17	0.12	4.68	4.22	0.46	3.92	3.88	0.04	3.89	3.64	0.25	4.08	4.04	0.04	4.22	4.17	0.05
32	Speed of baggage delivery service	3.89	3.83	0.06	4.11	3.65	0.46	4.08	4.12	-0.04	3.85	3.48	0.37	3.74	3.71	0.03	3.89	3.88	0.01
33	Customs inspection	4.06	4.15	-0.09	4.15	4.01	0.14	3.95	4.09	-0.14	3.91	3.68	0.23	3.80	3.93	-0.13	4.18	4.08	0.10
	Over all Satisfaction with Air port	4.22	4.11	0.11	4.10	4.16	-0.06	4.06	4.03	0.03	4.05	3.98	0.07	3.86	3.88	-0.02	4.22	4.03	0.19
	World Average	4.04	4.07	-0.03															

S. NO.	ITEMS	Ahmedabad Airport			Trivandrum Airport			Pune Airport			Lucknow Airport			Srinagar Airport		
		Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)	Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)	Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)	Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)	Qtr-I (Jan-Mar ch) 2014	Qtr-IV (Oct-Dec) 2013	Difference in rating of Qtr-I (2014) over Qtr-IV (2013)
1	Ground Transportation To/From Airport	4.33	4.12	0.21	4.28	4.19	0.09	4.03	4.03	0.00	4.12	4.27	-0.15	4.25	4.44	-0.19
2	Availability of parking facilities	4.23	4.44	-0.21	4.09	3.92	0.17	3.89	4.01	-0.12	3.50	3.78	-0.28	3.98	4.06	-0.08
3	Parking facilities value for money	4.15	4.29	-0.14	3.99	3.82	0.17	3.82	3.91	-0.09	3.30	3.66	-0.36	4.07	3.82	0.25
4	Availability of Baggage Carts/trolleys	4.33	4.25	0.08	3.98	3.83	0.15	4.07	4.11	-0.04	4.17	4.26	-0.09	4.06	3.94	0.12
5	Waiting time in check-in-queue/line	4.39	4.36	0.03	4.17	3.94	0.23	4.35	4.24	0.11	4.05	4.30	-0.25	4.28	4.40	-0.12
6	Efficiency of Check-in-Staff	4.19	4.30	-0.11	3.97	3.89	0.08	4.11	4.08	0.03	4.26	4.33	-0.07	4.08	3.90	0.18
7	Courtesy, helpfulness of check-in-staff	4.37	4.32	0.05	4.06	3.85	0.21	4.26	4.14	0.12	4.24	4.34	-0.10	4.02	3.80	0.22
8	Waiting time at Passport/personal ID inspection	4.46	4.37	0.09	4.27	4.04	0.23	4.43	4.35	0.08	4.29	4.26	0.03	3.85	4.17	-0.32
9	Courtesy and helpfulness of inspection staff	4.31	4.23	0.08	3.96	3.86	0.10	4.15	4.17	-0.02	4.28	4.14	0.14	3.90	4.13	-0.23
10	Courtesy and helpfulness of security staff	4.49	4.31	0.18	4.20	3.96	0.24	4.34	4.27	0.07	4.68	4.62	0.06	4.30	4.58	-0.28
11	Thoroughness of Security inspection	4.25	4.25	0.00	3.93	3.79	0.14	4.16	4.11	0.05	4.65	4.58	0.07	3.91	3.97	-0.06
12	Waiting time at Security inspection	4.35	4.26	0.09	4.02	3.84	0.18	4.15	4.14	0.01	4.58	4.50	0.08	4.07	3.96	0.09
13	Feeling of being safe and secure	4.43	4.25	0.18	3.89	3.90	-0.01	4.18	4.18	0.00	4.65	4.56	0.07	4.14	3.89	0.25
14	Ease of finding your way through airport	4.46	4.27	0.19	4.33	4.03	0.30	4.18	4.27	-0.09	4.56	4.37	0.19	4.40	4.40	0.00
15	Flight information screens	3.88	3.97	-0.09	4.22	3.79	0.43	3.75	3.97	-0.22	3.93	4.03	-0.10	4.00	4.00	0.00
16	Walking distance inside the terminal	4.34	4.20	0.14	4.27	3.80	0.47	4.20	4.12	0.08	4.31	4.24	0.07	4.14	3.97	0.17
17	Ease of making connections with other flights	3.97	4.16	-0.19	4.56	3.68	0.88	3.91	4.05	-0.14	4.40	4.33	0.07	3.96	3.93	0.03
18	Courtesy, helpfulness of airport staff	4.46	4.27	0.19	4.35	4.06	0.29	4.25	4.21	0.04	4.61	4.50	0.11	4.41	4.42	-0.01
19	Restaurant / Eating facilities	4.00	4.01	-0.01	4.28	3.84	0.44	3.58	3.71	-0.13	3.73	3.87	-0.14	3.53	3.93	-0.40
20	Restaurant facilities value for money	4.02	3.96	0.06	4.22	3.77	0.45	3.61	3.67	-0.06	3.47	3.73	-0.26	3.44	3.88	-0.44
21	Availability of bank / ATM facilities/ money changers	3.41	3.53	-0.12	4.44	4.22	0.22	3.21	3.54	-0.33	4.10	3.90	0.20	4.22	4.47	-0.25
22	Shopping facilities	4.01	3.89	0.12	4.31	3.82	0.49	3.45	3.47	-0.02	3.48	3.60	-0.12	3.68	4.07	-0.39
23	Shopping facilities value for money	3.99	3.93	0.06	3.92	3.73	0.19	3.50	3.48	0.02	3.14	3.27	-0.13	3.66	3.85	-0.19
24	Internet access/wi-fi	2.71	2.16	0.55	3.63	3.69	-0.06	3.03	2.98	0.05	1.30	1.54	-0.24	2.51	3.68	-1.17
25	Business/ Executive lounges	3.02	2.94	0.08	4.04	3.85	0.19	2.80	2.93	-0.13	2.22	1.60	0.62	3.25	3.62	-0.37
26	Availability of washrooms/toilets	4.24	4.28	-0.04	4.31	3.95	0.36	3.90	4.06	-0.16	4.49	4.33	0.16	4.30	4.48	-0.18
27	Cleanliness of washrooms/toilets	4.43	4.51	-0.08	4.32	3.86	0.46	3.86	4.10	-0.24	4.33	4.27	0.06	3.90	3.98	-0.08
28	Comfort of waiting/ gate areas	4.07	4.02	0.05	4.27	3.81	0.46	3.89	3.91	-0.02	4.44	4.35	0.09	4.08	4.01	0.07
29	Cleanliness of airport terminal	4.55	4.52	0.03	4.34	4.02	0.32	4.14	4.18	-0.04	4.60	4.52	0.08	4.36	4.45	-0.09
30	Ambience of the airport	3.99	4.04	-0.05	4.29	3.87	0.42	3.71	3.89	-0.18	4.50	4.47	0.03	3.96	4.08	-0.12
31	Arrivals passport and visa inspection	4.33	4.09	0.24	4.28	4.17	0.11	4.10	4.10	0.00	4.56	4.70	-0.14	3.86	2.80	1.06
32	Speed of baggage delivery service	3.99	4.11	-0.12	4.05	3.90	0.15	3.88	3.87	0.01	4.13	4.32	-0.19	3.53	4.12	-0.59
33	Customs inspection	4.15	4.07	0.08	4.10	3.98	0.12	3.97	4.00	-0.03	4.12	4.33	-0.21	3.67	4.31	-0.64
	Over all Satisfaction with Air port	4.25	4.19	0.06	4.26	4.16	0.10	4.10	4.08	0.02	4.22	4.16	0.06	4.18	4.16	0.02
	World Average	4.04	4.07	-0.03												

World Highest ICN- Seoul Incheon Airport in Qtr-I - 4.97, Qtr-IV - 4.95