

## BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINTS SCALE FOR QUARTER-II(APRIL-JUNE) 2014 OVER QUARTER-I (JANUARY-MARCH) 2014

S. NO.	ITEMS	Kolkata Airport			Chennai Airport			Jaipur Airport			Goa Airport			Calicut			Guwahati		
		Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)	Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)	Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)	Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)	Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)	Qtr-II (April-June) 2014	Qtr-I (Jan-Mar) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)
1	Ground Transportation To/From	4.16	4.11	0.05	4.56	4.36	0.20	4.33	4.10	0.23	4.14	3.84	0.30	4.14	3.97	0.17	4.35	4.23	0.12
2	Availability of parking facilities	4.19	4.07	0.11	3.90	3.72	0.18	4.25	4.04	0.21	3.63	3.45	0.18	4.04	3.74	0.30	3.81	4.00	-0.19
3	Parking facilities value for money	3.97	3.92	0.05	4.32	4.11	0.21	4.01	3.89	0.13	3.69	3.49	0.20	4.02	3.53	0.49	3.84	4.06	-0.23
4	Availability of Baggage Carts/trolleys	4.01	4.09	-0.09	4.04	3.83	0.21	4.27	4.06	0.21	3.93	3.78	0.15	4.17	3.80	0.37	3.97	4.11	-0.14
5	Waiting time in check-in-queue/line	4.30	4.24	0.06	4.58	4.42	0.16	4.32	4.15	0.17	3.99	3.88	0.11	4.11	3.67	0.44	4.31	4.18	0.13
6	Efficiency of Check-in-Staff	4.30	4.20	0.10	3.97	3.84	0.13	4.24	4.02	0.22	4.14	3.95	0.18	4.02	3.63	0.40	3.83	4.05	-0.23
7	Courtesy, helpfulness of check-in-staff	4.34	4.28	0.07	4.52	4.38	0.13	4.17	4.00	0.17	4.10	4.00	0.10	3.99	3.72	0.28	3.90	4.12	-0.23
8	Waiting time at Passport/personal ID inspection	4.40	4.19	0.21	4.62	4.42	0.20	4.38	4.05	0.32	4.12	3.96	0.16	4.08	3.74	0.33	4.39	4.18	0.21
9	Courtesy and helpfulness of inspection staff	4.32	4.15	0.17	3.93	3.78	0.15	4.22	3.98	0.24	4.10	3.93	0.17	4.02	3.71	0.31	3.81	4.02	-0.21
10	Courtesy and helpfulness of security staff	4.48	4.23	0.25	4.60	4.46	0.14	4.23	4.11	0.12	4.02	3.86	0.17	4.15	3.81	0.34	4.37	4.13	0.24
11	Thoroughness of Security inspection	4.38	4.18	0.20	3.85	3.78	0.06	4.21	4.06	0.16	4.08	3.91	0.17	4.04	3.79	0.25	3.88	4.04	-0.16
12	Waiting time at Security inspection	4.37	4.16	0.21	4.54	4.32	0.23	4.16	3.98	0.18	3.82	3.75	0.07	4.03	3.68	0.35	3.90	4.08	-0.18
13	Feeling of being safe and secure	4.43	4.27	0.16	4.08	3.85	0.23	4.27	4.02	0.25	4.05	3.85	0.20	4.04	3.80	0.24	4.06	4.08	-0.02
14	Ease of finding your way through airport	4.36	4.22	0.15	4.59	4.46	0.13	4.24	4.11	0.13	4.10	3.81	0.29	4.11	3.72	0.39	4.47	4.14	0.33
15	Flight information screens	4.18	3.95	0.23	3.92	3.91	0.02	4.18	3.94	0.24	4.05	3.45	0.60	4.17	3.63	0.53	3.89	3.98	-0.09
16	Walking distance inside the terminal	4.26	4.04	0.22	4.45	4.10	0.35	4.27	3.98	0.29	4.06	3.90	0.17	4.08	3.63	0.45	3.99	4.06	-0.07
17	Ease of making connections with other flights	4.34	3.96	0.38	-	3.83	NA	3.88	3.85	0.03	3.78	3.53	0.25	3.92	-	NA	3.97	3.94	0.03
18	Courtesy, helpfulness of airport staff	4.41	4.22	0.19	4.50	4.40	0.10	4.35	4.10	0.24	4.13	3.95	0.18	4.06	3.84	0.22	4.34	4.17	0.18
19	Restaurant / Eating facilities	4.13	3.74	0.39	3.94	3.91	0.03	4.16	3.83	0.33	3.54	3.43	0.10	3.82	3.71	0.11	3.36	3.96	-0.60
20	Restaurant facilities value for money	4.04	3.71	0.33	4.25	4.18	0.06	3.90	3.70	0.21	3.48	3.24	0.24	3.91	3.55	0.36	3.42	4.05	-0.63
21	Availability of bank / ATM facilities/ money changers	4.20	3.93	0.27	4.60	4.53	0.07	4.24	3.94	0.30	3.97	3.68	0.29	3.99	4.04	-0.04	4.41	4.34	0.07
22	Shopping facilities	3.89	3.62	0.28	4.02	3.88	0.13	4.24	3.72	0.52	3.46	3.29	0.17	3.97	3.69	0.28	3.75	4.14	-0.39
23	Shopping facilities value for money	3.84	3.69	0.15	4.43	4.35	0.08	4.03	3.64	0.39	3.43	3.23	0.20	4.02	3.53	0.49	3.83	4.10	-0.27
24	Internet access/wi-fi	3.80	3.83	-0.03	3.96	3.85	0.11	3.93	3.48	0.45	3.63	3.20	0.43	2.81	3.64	-0.83	3.92	3.10	0.81
25	Business/ Executive lounges	4.20	4.16	0.05	3.99	4.36	-0.37	4.06	3.79	0.27	4.00	3.76	0.24	3.42	3.89	-0.46	3.82	3.76	0.06
26	Availability of washrooms/toilets	4.31	4.08	0.22	4.54	4.15	0.40	4.38	3.96	0.41	3.92	3.33	0.59	3.95	3.85	0.10	3.95	4.00	-0.05
27	Cleanliness of washrooms/toilets	4.36	3.98	0.39	4.64	4.20	0.45	4.38	3.85	0.53	3.77	3.15	0.63	3.87	3.77	0.10	3.73	3.96	-0.23
28	Comfort of waiting/ gate areas	4.35	4.14	0.22	4.30	4.07	0.23	4.35	3.92	0.44	3.93	3.38	0.55	4.09	3.76	0.33	4.31	4.00	0.31
29	Cleanliness of airport terminal	4.47	4.26	0.21	4.59	4.43	0.16	4.36	4.03	0.33	4.07	3.41	0.66	4.07	3.87	0.20	4.13	4.07	0.06
30	Ambience of the airport	4.50	4.29	0.21	4.13	3.89	0.24	4.30	3.96	0.34	3.97	3.31	0.67	4.06	3.79	0.27	4.14	3.94	0.20
31	Arrivals passport and visa inspection	4.53	4.29	0.24	4.62	4.68	-0.06	3.67	3.92	-0.25	4.21	3.89	0.32	4.15	4.08	0.06	4.20	4.22	-0.02
32	Speed of baggage delivery service	4.24	3.89	0.35	4.06	4.11	-0.05	4.42	4.08	0.34	4.01	3.85	0.16	3.80	3.74	0.06	3.69	3.89	-0.20
33	Customs inspection	4.43	4.06	0.37	4.39	4.15	0.24	3.68	3.95	-0.27	4.21	3.91	0.30	4.21	3.80	0.41	3.86	4.18	-0.32
	<b>Overall Satisfaction with Airport</b>	<b>4.42</b>	<b>4.22</b>	<b>0.20</b>	<b>4.30</b>	<b>4.10</b>	<b>0.20</b>	<b>4.17</b>	<b>4.06</b>	<b>0.11</b>	<b>4.15</b>	<b>4.05</b>	<b>0.11</b>	<b>4.14</b>	<b>3.86</b>	<b>0.28</b>	<b>4.26</b>	<b>4.22</b>	<b>0.04</b>
	<b>World Average</b>	<b>4.06</b>	<b>4.04</b>	<b>0.02</b>	<b>4.06</b>	<b>4.04</b>	<b>0.02</b>												

## BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINTS SCALE FOR QUARTER-II(April-June) 2014 OVER QUARTER-I (JANUARY-MARCH) 2014

S. NO.	ITEMS	Ahmedabad Airport			Trivandrum Airport			Pune Airport			Lucknow Airport			Srinagar Airport		
		Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)	Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)	Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)	Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)	Qtr-II (April-June) 2014	Qtr-I (Jan-March) 2014	Difference in rating of Qtr- II (2014) over Qtr-I (2014)
1	Ground Transportation To/From	4.20	4.33	-0.13	4.21	4.28	-0.07	3.73	4.03	-0.30	4.40	4.12	0.28	4.01	4.25	-0.24
2	Availability of parking facilities	4.30	4.23	0.07	3.98	4.09	-0.12	3.55	3.89	-0.34	3.71	3.50	0.21	3.80	3.98	-0.18
3	Parking facilities value for money	4.18	4.15	0.03	4.00	3.99	0.00	3.58	3.82	-0.24	3.46	3.30	0.16	3.92	4.07	-0.14
4	Availability of Baggage Carts/trolleys	4.20	4.33	-0.13	4.09	3.98	0.11	3.69	4.07	-0.38	4.13	4.17	-0.04	3.81	4.06	-0.25
5	Waiting time in check-in-queue/line	4.42	4.39	0.04	4.18	4.17	0.01	3.93	4.35	-0.42	4.40	4.05	0.35	4.17	4.28	-0.11
6	Efficiency of Check-in-Staff	4.17	4.19	-0.02	4.05	3.97	0.08	3.93	4.11	-0.18	4.25	4.26	-0.01	3.97	4.08	-0.11
7	Courtesy, helpfulness of check-in-staff	4.27	4.37	-0.11	4.09	4.06	0.03	3.92	4.26	-0.34	4.28	4.24	0.04	3.92	4.02	-0.10
8	Waiting time at Passport/personal ID inspection	4.42	4.46	-0.04	4.17	4.27	-0.11	4.01	4.43	-0.42	4.63	4.29	0.34	3.80	3.85	-0.05
9	Courtesy and helpfulness of inspection staff	4.28	4.31	-0.03	4.05	3.96	0.09	3.99	4.15	-0.17	4.61	4.28	0.33	3.80	3.90	-0.11
10	Courtesy and helpfulness of security staff	4.35	4.49	-0.14	4.23	4.20	0.03	3.96	4.34	-0.38	4.58	4.68	-0.10	4.20	4.30	-0.10
11	Thoroughness of Security inspection	4.25	4.25	0.00	4.09	3.93	0.17	3.95	4.16	-0.21	4.55	4.65	-0.10	3.91	3.91	0.00
12	Waiting time at Security inspection	4.29	4.35	-0.05	4.05	4.02	0.04	3.87	4.15	-0.28	4.55	4.58	-0.03	3.98	4.07	-0.08
13	Feeling of being safe and secure	4.30	4.43	-0.13	4.07	3.89	0.18	3.97	4.18	-0.21	4.59	4.65	-0.06	4.12	4.14	-0.02
14	Ease of finding your way through airport	4.42	4.46	-0.04	4.16	4.33	-0.16	3.94	4.18	-0.24	4.56	4.56	0.00	4.24	4.40	-0.15
15	Flight information screens	4.04	3.88	0.15	4.02	4.22	-0.21	3.71	3.75	-0.04	4.08	3.93	0.15	4.07	4.00	0.07
16	Walking distance inside the terminal	4.29	4.34	-0.04	4.11	4.27	-0.16	3.91	4.20	-0.29	4.27	4.31	-0.04	4.19	4.14	0.05
17	Ease of making connections with other flights	4.30	3.97	0.33	-	4.56	NA	3.62	3.91	-0.29	3.98	4.40	-0.43	3.85	3.96	-0.11
18	Courtesy, helpfulness of airport staff	4.36	4.46	-0.10	4.17	4.35	-0.18	3.94	4.25	-0.30	4.56	4.61	-0.06	4.36	4.41	-0.05
19	Restaurant / Eating facilities	4.09	4.00	0.09	3.89	4.28	-0.39	3.48	3.58	-0.10	3.75	3.73	0.02	3.70	3.53	0.18
20	Restaurant facilities value for money	4.01	4.02	-0.02	3.91	4.22	-0.31	3.41	3.61	-0.20	3.56	3.47	0.08	3.52	3.44	0.07
21	Availability of bank / ATM facilities/	3.94	3.41	0.53	4.20	4.44	-0.23	3.61	3.21	0.40	4.49	4.10	0.39	4.11	4.22	-0.12
22	Shopping facilities	4.15	4.01	0.15	4.03	4.31	-0.27	3.24	3.45	-0.22	3.76	3.48	0.28	3.73	3.68	0.05
23	Shopping facilities value for money	3.97	3.99	-0.02	3.99	3.92	0.07	3.27	3.50	-0.24	3.53	3.14	0.39	3.71	3.66	0.04
24	Internet access/wi-fi	3.06	2.71	0.35	3.93	3.63	0.30	3.26	3.03	0.22	2.35	1.30	1.05	2.29	2.51	-0.22
25	Business/ Executive lounges	3.57	3.02	0.55	4.05	4.04	0.00	3.60	2.80	0.80	2.93	2.22	0.72	2.82	3.25	-0.43
26	Availability of washrooms/toilets	4.32	4.24	0.08	4.13	4.31	-0.18	3.57	3.90	-0.34	4.50	4.49	0.01	4.33	4.30	0.03
27	Cleanliness of washrooms/toilets	4.31	4.43	-0.12	4.16	4.32	-0.16	3.42	3.86	-0.44	4.50	4.33	0.17	4.14	3.90	0.24
28	Comfort of waiting/ gate areas	4.18	4.07	0.11	4.08	4.27	-0.18	3.67	3.89	-0.22	4.53	4.44	0.09	4.10	4.08	0.02
29	Cleanliness of airport terminal	4.43	4.55	-0.12	4.27	4.34	-0.07	3.79	4.14	-0.35	4.65	4.60	0.05	4.35	4.36	0.00
30	Ambience of the airport	4.16	3.99	0.17	4.08	4.29	-0.21	3.67	3.71	-0.03	4.57	4.50	0.07	4.06	3.96	0.09
31	Arrivals passport and visa inspection	4.15	4.33	-0.17	4.32	4.28	0.04	4.10	4.10	0.00	4.65	4.56	0.10	3.83	3.86	-0.02
32	Speed of baggage delivery service	4.23	3.99	0.24	4.02	4.05	-0.03	3.93	3.88	0.05	4.24	4.13	0.11	3.76	3.53	0.23
33	Customs inspection	4.13	4.15	-0.01	4.16	4.10	0.06	4.10	3.97	0.12	4.22	4.12	0.09	3.74	3.67	0.07
	<b>Overall Satisfaction with Airport</b>	<b>4.27</b>	<b>4.25</b>	<b>0.02</b>	<b>4.28</b>	<b>4.26</b>	<b>0.02</b>	<b>4.14</b>	<b>4.10</b>	<b>0.03</b>	<b>4.26</b>	<b>4.22</b>	<b>0.04</b>	<b>4.28</b>	<b>4.18</b>	<b>0.10</b>
	<b>World Average</b>	<b>4.06</b>	<b>4.04</b>	<b>0.02</b>												

World Highest ICN- Seoul Incheon Airport in Qtr-II - 4.98, Qtr-I - 4.97