BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINTS SCALE FOR QTR-III(JULY-SEPTEMBER) 2013 VIS-À-VIS QUARTER-II (APRIL-JUNE) 2013

S. NO.	ITEMS	Kolkata Airport				Chennai Airport				Jaipur Airport				Goa Airport				Calicut Airport				Guwahati Airport			
		Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013	Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013	Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013	Qtr-III (July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013	Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013	Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013
1	Ground Transportation To/From Airport	4.00	3.73	3.24	0.27	3.64	3.68	3.57	-0.04	4.16	3.98	3.83	0.18	3.71	4.28	4.26	-0.57	3.67	3.49	3.87	0.18	4.10	4.16	3.86	-0.06
2	Availability of parking facilities	3.88	3.75	3.12	0.13	3.47	3.53	3.43	-0.06	4.00	3.82	3.75	0.18	3.35	3.91	3.79	-0.56	3.50	3.25	3.75	0.25	3.85	4.09	3.78	-0.24
3	Parking facilities value for money	3.88	3.62	3.04	0.26	3.51	3.43	3.35	0.08	3.83	3.69	3.46	0.14	3.34	3.88	3.81	-0.54	3.40	3.28	3.89	0.12	3.84	3.92	3.69	-0.08
4	Availability of Baggage Carts/trolleys	3.96	3.87	3.25	0.09	3.61	3.60	3.53	0.01	3.98	3.95	3.87	0.03	3.78	3.89	3.83	-0.11	3.74	3.64	4.00	0.10	3.97	4.00	3.91	-0.03
5	Waiting time in check-in-queue/line	4.22	3.98	3.37	0.24	3.61	3.67	3.50	-0.06	4.05	4.05	3.92	0.00	3.80	4.17	4.05	-0.37	3.45	3.50	3.83	-0.05	4.03	4.13	4.02	-0.10
6	Efficiency of Check-in-Staff	4.15	4.01	3.61	0.14	3.57	3.56	3.52	0.01	3.98	4.08	3.94	-0.10	3.83	4.16	3.98	-0.33	3.53	3.49	4.01	0.04	3.96	4.05	4.05	-0.09
7	Courtesy, helpfulness of check-in-staff	4.14	4.06	3.68	0.08	3.62	3.51	3.56	0.11	3.95	3.98	3.99	-0.03	3.83	4.16	3.90	-0.33	3.57	3.48	4.10	0.09	4.06	4.07	3.94	-0.01
8	Waiting time at Passport/personal ID inspection	4.21	3.89	3.58	0.32	3.58	3.65	3.60	-0.07	4.16	4.01	4.06	0.15	3.95	4.16	4.14	-0.21	3.59	3.59	3.98	0.00	4.10	4.07	4.06	0.03
9	Courtesy and helpfulness of inspection staff	4.13	3.86	3.54	0.27	3.47	3.42	3.45	0.05	4.07	4.00	4.07	0.07	3.93	4.08	3.90	-0.15	3.67	3.54	4.03	0.13	3.99	3.93	4.04	0.06
10	Courtesy and helpfulness of security staff	4.26	3.97	3.60	0.29	3.62	3.76	3.65	-0.14	4.01	4.07	4.18	-0.06	3.94	4.12	4.10	-0.18	3.73	3.65	4.21	0.08	4.03	4.08	4.01	-0.05
11	Thoughness of Security inspection	4.15	3.95	3.60	0.20	3.46	3.56	3.60	-0.10	3.93	4.08	4.14	-0.15	3.91	4.06	3.95	-0.15	3.60	3.50	3.94	0.10	3.90	3.97	4.05	-0.07
12	Waiting time at Security inspection	4.06	3.90	3.39	0.16	3.58	3.54	3.52	0.04	3.91	3.99	3.99	-0.08	3.73	3.87	3.82	-0.14	3.55	3.56	3.82	-0.01	3.97	3.89	3.92	0.08
13	Feeling of being safe and secure	4.15	4.04	3.61	0.11	3.53	3.57	3.61	-0.04	4.01	4.12	4.23	-0.11	3.82	4.01	3.04	-0.19	3.60	3.66	4.04	-0.06	4.05	3.95	4.06	0.10
14	Ease of finding your way through airport	4.10	3.83	3.42	0.27	3.53	3.71	3.56	-0.18	4.03	4.13	4.02	-0.10	3.85	4.24	4.13	-0.39	3.62	3.70	3.96	-0.08	4.00	4.00	4.04	0.00
15	Flight information screens	3.93	3.63	3.08	0.30	3.22	3.53	3.38	-0.31	3.96	4.00	3.91	-0.04	3.54	4.00	3.86	-0.46	3.68	3.61	4.17	0.07	3.90	3.69	3.66	0.21
16	Walking distance inside the terminal	3.92	3.67	3.47	0.25	3.46	3.46	3.58	0.00	3.94	4.10	4.06	-0.16	3.87	4.14	3.85	-0.27	3.67	3.49	3.90	0.18	3.98	3.84	3.93	0.14
17	Ease of making connections with other flights	3.97	3.72	3.30	0.25	3.42	2.49	3.69	0.93	3.92	3.81	4.06	0.11	3.77	4.00	3.52	-0.23	3.74	3.55	3.81	0.19	4.01	3.71	3.79	0.30
18	Courtesy, helpfulness of airport staff	4.14	3.90	3.42	0.24	3.57	3.69	3.69	-0.12	4.06	4.05	4.10	0.01	3.85	4.23	4.11	-0.38	3.72	3.56	4.24	0.16	4.03	4.03	3.96	0.00
19	Restaurant / Eating facilities	3.59	3.06	2.61	0.53	3.38	3.36	3.18	0.02	3.75	3.56	3.12	0.19	3.20	3.78	3.66	-0.58	3.36	3.26	3.66	0.10	3.77	3.69	3.67	0.08
20	Restaurant facilities value for money	3.46	3.03	2.59	0.43	3.48	3.32	3.08	0.16	3.66	3.52	3.05	0.14	3.04	3.66	3.59	-0.62	3.26	3.13	3.51	0.13	3.76	3.60	3.53	0.16
21	Availability of bank / ATM facilities/ money changers	3.90	3.29	2.99	0.61	3.70	3.77	3.58	-0.07	3.98	3.79	3.20	0.19	3.50	4.31	4.26	-0.81	3.60	3.47	4.01	0.13	3.95	3.69	3.46	0.26
22	Shopping facities	3.48	2.80	2.46	0.68	3.59	3.50	3.29	0.09	3.63	3.44	2.83	0.19	3.00	3.84	3.62	-0.84	3.40	3.44	3.46	-0.04	3.57	3.23	3.08	0.34

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23	Shopping facilities value for money	3.53	2.92	2.40	0.61	3.59	3.39	3.21	0.20	3.54	3.30	2.97	0.24	3.11	3.87	3.77	-0.76	3.36	3.26	3.41	0.10	3.55	3.27	3.08	0.28
24	Internet access/wi-fi	3.42	3.02	2.07	0.40	3.30	3.73	3.46	-0.43	3.37	3.28	2.77	0.09	3.19	4.06	3.78	-0.87	3.27	2.86	3.55	0.41	3.40	2.92	2.51	0.48
25	Business/ Executive lounges	3.94	3.42	2.48	0.52	3.62	3.96	3.51	-0.34	3.38	3.63	3.40	-0.25	3.44	4.14	3.87	-0.70	3.69	3.06	3.85	0.63	3.64	3.54	3.34	0.10
26	Availability of washrooms/toilets	3.93	3.56	2.73	0.37	3.81	3.85	3.50	-0.04	3.95	3.92	3.64	0.03	3.26	3.79	3.57	-0.53	3.70	3.49	3.73	0.21	3.77	3.88	3.60	-0.11
27	Cleanliness of washrooms/toilets	3.87	3.51	2.40	0.36	3.74	3.77	3.37	-0.03	3.88	3.86	3.49	0.02	3.05	3.65	3.42	-0.60	3.65	3.40	3.71	0.25	3.73	3.76	3.52	-0.03
28	Comfort of waiting/ gate areas	4.03	3.82	2.86	0.21	3.70	3.67	3.44	0.03	3.95	3.94	3.75	0.01	3.37	3.84	3.57	-0.47	3.54	3.36	3.72	0.18	3.88	3.99	3.85	-0.11
29	Cleanliness of airport terminal	4.19	4.00	2.69	0.19	3.93	3.97	3.58	-0.04	4.07	4.05	4.06	0.02	3.47	3.95	3.83	-0.48	3.80	3.62	4.10	0.18	4.00	3.97	3.98	0.03
30	Ambience of the airport	4.15	4.07	2.72	0.08	3.86	3.80	3.37	0.06	3.94	3.96	3.92	-0.02	3.27	3.78	3.62	-0.51	3.55	3.43	3.88	0.12	3.94	4.03	3.98	-0.09
31	Arrivals passport and visa inspection	4.23	3.83	3.60	0.40	3.82	3.70	3.70	0.12	3.96	4.05	3.90	-0.09	3.84	3.79	3.80	0.05	3.81	3.64	3.88	0.17	4.18	4.12	3.85	0.06
32	Speed of baggage delivery service	3.85	3.47	3.29	0.38	3.55	3.52	3.38	0.03	4.03	4.01	3.79	0.02	3.54	3.54	3.56	0.00	3.52	3.39	3.88	0.13	3.78	3.84	3.86	-0.06
33	Customs inspection	4.10	3.76	3.49	0.34	3.61	3.52	3.50	0.09	3.87	3.95	3.73	-0.08	3.68	3.71	3.66	-0.03	3.56	3.45	3.95	0.11	3.94	3.97	3.93	-0.03
	Overall Satisfaction with Airport	**4.05**	**3.84**	**3.01**	**0.21**	**3.93**	**3.86**	**3.80**	**0.07**	**3.97**	**3.94**	**3.91**	**0.03**	**4.03**	**4.00**	**4.02**	**0.03**	**3.75**	**3.74**	**3.69**	**0.01**	**4.11**	**4.11**	**4.10**	**0.00**
	World Average	**4.06**	**4.05**	**4.04**	**0.01**	**4.06**	**4.05**	**4.04**	**0.01**	**4.06**	**4.05**	**4.04**	**0.01**	**4.06**	**4.05**	**4.04**	**0.01**	**4.06**	**4.05**	**4.04**	**0.01**	**4.06**	**4.05**	**4.04**	**0.01**

World Highest in Qtr-III - 4.96 - ICN- Seoul Incheon

World Highest in Qtr-II - 4.99 - ICN- Seoul Incheon Airport

World Highest in Qtr-I - 4.98 - ICN- Seoul Incheon Airport

BROAD RESULTS OF ASQ(AIRPORT SERVICE QUALTIY) PROGRAMME ON FIVE POINT SCALE FOR THE QUARTER-III(JULY-SEPTEMBER) 2013 VIS A VIS QUARTER-II(APRIL TO JUNE) 2013

S. NO.	ITEMS	Ahmedabad Airport				Trivandrum Airport				Pune Airport				Lucknow Airport				Srinagar Airport			
		Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I(Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013	Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I(Jan-March) 2013	Difference in rating of Qtr-III (July-Sept) 2013 over Qtr-II (April-June) 2013	Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I(Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013	Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I(Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013	Qtr-III(July-Sept) 2013	Qtr-II(April-June) 2013	Qtr-I(Jan-March) 2013	Difference in rating of Qtr-III(July-Sept) 2013 over Qtr-II (April-June)2013
1	Ground Transportation To/From Airport	4.13	4.23	4.03	-0.10	4.08	4.02	3.86	0.06	4.03	4.24	3.98	-0.21	4.09	4.45	4.05	-0.36	4.40	4.25	4.20	0.15
2	Availability of parking facilities	4.15	4.24	3.95	-0.09	4.04	4.00	3.82	0.04	3.84	3.80	3.73	0.04	3.84	4.00	3.95	-0.16	3.89	3.72	3.71	0.17
3	Parking facilities value for money	3.97	4.18	3.75	-0.21	3.90	3.67	3.55	0.23	3.86	3.90	3.77	-0.04	3.74	3.95	3.78	-0.21	3.74	3.78	3.94	-0.04
4	Availability of Baggage Carts/trolleys	4.04	4.20	4.21	-0.16	3.99	3.81	3.99	0.18	4.04	4.14	4.07	-0.10	4.20	4.23	4.09	-0.03	3.58	3.65	3.89	-0.07
5	Waiting time in check-in-queue/line	4.23	4.19	3.97	0.04	3.99	3.73	3.67	0.26	4.29	4.14	4.09	0.15	4.26	4.33	4.20	-0.07	4.23	4.11	4.12	0.12
6	Efficiency of Check-in-Staff	4.14	4.17	3.90	-0.03	3.97	3.98	4.11	-0.01	4.16	4.01	3.92	0.15	4.22	4.13	4.23	0.09	3.77	3.78	3.86	-0.01
7	Courtesy, helpfulness of check-in-staff	4.17	4.15	4.03	0.02	4.00	3.87	4.13	0.13	4.16	4.07	4.02	0.09	4.31	4.20	4.26	0.11	3.73	3.62	3.95	0.11
8	Waiting time at Passport/personal ID inspection	4.29	4.21	3.96	0.08	4.02	3.84	3.77	0.18	4.32	4.25	4.18	0.07	4.06	4.26	4.14	-0.20	-	3.88	3.94	-
9	Courtesy and helpfulness of inspection staff	4.18	4.06	3.88	0.12	3.96	3.83	3.98	0.13	4.15	3.99	4.00	0.16	3.93	4.00	4.06	-0.07	3.64	3.60	3.99	0.04
10	Courtesy and helpfulness of security staff	4.22	4.22	4.02	0.00	4.04	3.97	4.00	0.07	4.28	4.23	4.18	0.05	4.42	4.47	4.36	-0.05	4.36	4.24	4.20	0.12
11	Thoughness of Security inspection	4.15	4.16	3.96	-0.01	3.93	3.79	3.93	0.14	4.15	4.03	4.04	0.12	4.39	4.30	4.33	0.09	3.86	3.81	3.89	0.05
12	Waiting time at Security inspection	4.17	4.07	3.90	0.10	3.81	3.87	3.71	-0.06	4.11	4.02	3.97	0.09	4.34	4.25	4.16	0.09	3.74	3.83	4.08	-0.09
13	Feeling of being safe and secure	4.27	4.26	4.13	0.01	4.02	3.87	4.02	0.15	4.19	4.17	4.10	0.02	4.43	4.37	4.47	0.06	3.58	3.70	4.01	-0.12
14	Ease of finding your way through airport	4.21	4.24	3.97	-0.03	4.03	3.87	3.89	0.16	4.20	4.21	4.13	-0.01	4.21	4.42	4.31	-0.21	4.24	4.13	4.18	0.11
15	Flight information screens	3.87	3.96	3.79	-0.09	3.91	3.85	4.11	0.06	3.98	3.91	3.86	0.07	3.98	4.09	4.01	-0.11	3.81	3.81	3.83	0.00
16	Walking distance inside the terminal	4.08	4.08	4.05	0.00	3.82	3.79	3.74	0.03	4.12	4.03	4.07	0.09	4.25	4.27	4.22	-0.02	3.85	3.89	4.08	-0.04
17	Ease of making connections with other flights	3.98	3.97	3.75	0.01	4.08	3.75	3.76	0.33	3.90	3.79	4.00	0.11	4.00	4.21	4.18	-0.21	3.75	3.87	4.12	-0.12
18	Courtesy, helpfulness of airport staff	4.20	4.29	4.14	-0.09	4.08	4.00	4.16	0.08	4.19	4.23	4.17	-0.04	4.31	4.35	4.30	-0.04	4.25	4.19	4.24	0.06
19	Restaurant / Eating facilities	3.82	3.97	3.72	-0.15	3.60	3.89	3.59	-0.29	3.62	3.81	3.46	-0.19	3.57	3.77	3.72	-0.20	3.78	3.80	3.81	-0.02

No		Q3	Q2	Q1	Diff	Q3	Q2	Q1	Diff	Q3	Q2	Q1	Diff	Q3	Q2	Q1	Diff	Q3	Q2	Q1	Diff
20	Restaurant facilities value for money	3.70	3.84	3.56	-0.14	3.60	3.71	3.34	-0.11	3.62	3.57	3.35	0.05	3.49	3.68	3.56	-0.19	3.78	3.80	3.90	-0.02
21	Availability of bank / ATM facilities/ money changers	3.51	3.69	3.32	-0.18	3.99	4.00	3.96	-0.01	3.55	3.72	3.68	-0.17	3.51	4.18	3.47	-0.67	4.34	4.26	4.12	0.08
22	Shopping facilties	3.66	3.98	3.42	-0.32	3.94	3.90	3.70	0.04	3.41	3.54	3.49	-0.13	3.06	3.61	2.82	-0.55	3.90	3.88	3.71	0.02
23	Shopping facilties value for money	3.61	3.90	3.44	-0.29	3.81	3.68	3.53	0.13	3.53	3.43	3.41	0.10	3.05	3.47	2.71	-0.42	3.79	3.83	3.74	-0.04
24	Internet access/wi-fi	2.51	2.61	3.45	-0.10	3.81	3.63	3.79	0.18	3.05	3.14	3.22	-0.09	1.58	2.16	2.62	-0.58	3.56	3.87	3.61	-0.31
25	Business/ Executive lounges	2.89	3.54	3.59	-0.65	4.04	3.88	4.11	0.16	3.23	3.14	3.35	0.09	2.34	2.93	3.19	-0.59	3.69	4.24	3.93	-0.55
26	Availability of washrooms/toilets	3.93	4.27	4.09	-0.34	4.02	3.84	4.05	0.18	4.01	4.10	4.04	-0.09	4.17	4.46	4.25	-0.29	4.18	4.03	3.96	0.15
27	Cleanliness of washrooms/toilets	4.13	4.05	3.87	0.08	3.84	3.94	4.12	-0.10	3.95	3.92	3.76	0.03	3.95	4.17	4.12	-0.22	3.74	3.82	3.97	-0.08
28	Comfort of waiting/ gate areas	3.87	4.07	4.03	-0.20	4.00	3.83	3.83	0.17	3.98	3.97	3.94	0.01	4.26	4.20	4.32	0.06	3.79	3.80	3.93	-0.01
29	Cleanliness of airport terminal	4.35	4.23	4.20	0.12	4.14	4.05	4.25	0.09	4.14	4.10	4.11	0.04	4.37	4.47	4.37	-0.10	4.30	4.27	4.28	0.03
30	Ambience of the airport	3.89	4.08	4.01	-0.19	4.06	3.96	4.04	0.10	3.94	3.91	3.98	0.03	4.23	4.25	4.28	-0.02	3.92	3.95	3.94	-0.03
31	Arrivals passport and visa inspection	3.97	4.19	3.95	-0.22	4.17	4.10	3.90	0.07	4.03	4.11	4.13	-0.08	4.30	4.34	4.05	-0.04	3.83	3.74	4.01	0.09
32	Speed of baggage delivery service	3.86	3.94	3.79	-0.08	4.07	3.91	3.76	0.16	3.84	3.83	3.87	0.01	3.92	3.94	3.93	-0.02	4.22	4.06	3.77	0.16
33	Customs inspection	3.94	4.00	3.65	-0.06	4.09	3.71	3.84	0.38	3.91	3.94	3.97	-0.03	3.98	3.97	3.96	0.01	4.24	4.33	4.12	-0.09
	Overall Satisfaction with Airport	**4.12**	**4.13**	**4.07**	**-0.01**	**4.12**	**4.06**	**3.97**	**0.06**	**4.06**	**4.06**	**4.03**	**0.00**	**4.18**	**4.11**	**4.07**	**0.07**	**4.11**	**4.11**	**4.09**	**0.00**
	World Average	**4.06**	**4.05**	**4.04**	**0.01**	**4.06**	**4.05**	**4.04**	**0.01**	**4.06**	**4.05**	**4.04**	**0.01**	**4.06**	**4.05**	**4.04**	**0.01**	**4.06**	**4.05**	**4.04**	**0.01**

World Highest in Qtr-III - 4.96 - ICN- Seoul Incheon

World Highest in Qtr-II - 4.99 - ICN- Seoul Incheon Airport

World Highest in Qtr-I - 4.98 - ICN- Seoul Incheon Airport