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

SL. NO.	ITEMS	Kolkata Airport			Chennai Airport			Jaipur Airport			Goa Airport			Calicut Airport			Guwahati Airport		
		Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)
1	Ground Transportation To/From Airport	3.73	3.24	0.49	3.68	3.57	0.11	3.98	3.83	0.15	4.28	4.26	0.02	3.49	3.87	-0.38	4.16	3.86	0.30
2	Availability of parking facilities	3.75	3.12	0.63	3.53	3.43	0.10	3.82	3.75	0.07	3.91	3.79	0.12	3.25	3.75	-0.50	4.09	3.78	0.31
3	Parking facilities value for money	3.62	3.04	0.58	3.43	3.35	0.08	3.69	3.46	0.23	3.88	3.81	0.07	3.28	3.89	-0.61	3.92	3.69	0.23
4	Availability of Baggage Carts/trolleys	3.87	3.25	0.62	3.60	3.53	0.07	3.95	3.87	0.08	3.89	3.83	0.06	3.64	4.00	-0.36	4.00	3.91	0.09
5	Waiting time in check-in-queue/line	3.98	3.37	0.61	3.67	3.50	0.17	4.05	3.92	0.13	4.17	4.05	0.12	3.50	3.83	-0.33	4.13	4.02	0.11
6	Efficiency of Check-in-Staff	4.01	3.61	0.40	3.56	3.52	0.04	4.08	3.94	0.14	4.16	3.98	0.18	3.49	4.01	-0.52	4.05	4.05	0.00
7	Courtesy, helpfulness of check-in-staff	4.06	3.68	0.38	3.51	3.56	-0.05	3.98	3.99	-0.01	4.16	3.90	0.26	3.48	4.10	-0.62	4.07	3.94	0.13
8	Waiting time at Passport/personal ID	3.89	3.58	0.31	3.65	3.60	0.05	4.01	4.06	-0.05	4.16	4.14	0.02	3.59	3.98	-0.39	4.07	4.06	0.01
9	Courtesy and helpfulness of inspection	3.86	3.54	0.32	3.42	3.45	-0.03	4.00	4.07	-0.07	4.08	3.90	0.18	3.54	4.03	-0.49	3.93	4.04	-0.11
10	Courtesy and helpfulness of security staff	3.97	3.60	0.37	3.76	3.65	0.11	4.07	4.18	-0.11	4.12	4.10	0.02	3.65	4.21	-0.56	4.08	4.01	0.07
11	Throughness of Security inspection	3.95	3.60	0.35	3.56	3.60	-0.04	4.08	4.14	-0.06	4.06	3.95	0.11	3.50	3.94	-0.44	3.97	4.05	-0.08
12	Waiting time at Security inspection	3.90	3.39	0.51	3.54	3.52	0.02	3.99	3.99	0.00	3.87	3.82	0.05	3.56	3.82	-0.26	3.89	3.92	-0.03
13	Feeling of being safe and secure	4.04	3.61	0.43	3.57	3.61	-0.04	4.12	4.23	-0.11	4.01	3.04	0.97	3.66	4.04	-0.38	3.95	4.06	-0.11
14	Ease of finding your way through airport	3.83	3.42	0.41	3.71	3.56	0.15	4.13	4.02	0.11	4.24	4.13	0.11	3.70	3.96	-0.26	4.00	4.04	-0.04
15	Flight information screens	3.63	3.08	0.55	3.53	3.38	0.15	4.00	3.91	0.09	4.00	3.86	0.14	3.61	4.17	-0.56	3.69	3.66	0.03
16	Walking distance inside the terminal	3.67	3.47	0.20	3.46	3.58	-0.12	4.10	4.06	0.04	4.14	3.85	0.29	3.49	3.90	-0.41	3.84	3.93	-0.09
17	Ease of making connections with other flights	3.72	3.30	0.42	2.49	3.69	-1.20	3.81	4.06	-0.25	4.00	3.52	0.48	3.55	3.81	-0.26	3.71	3.79	-0.08
18	Courtesy, helpfulness of airport staff	3.90	3.42	0.48	3.69	3.69	0.00	4.05	4.10	-0.54	4.23	4.11	0.12	3.56	4.24	-0.68	4.03	3.96	0.07
19	Restaurant / Eating facilities	3.06	2.61	0.45	3.36	3.18	0.18	3.56	3.12	0.40	3.78	3.66	0.12	3.26	3.66	-0.40	3.69	3.67	0.02
20	Restaurant facilities value for money	3.03	2.59	0.44	3.32	3.08	0.24	3.52	3.05	0.74	3.66	3.59	0.07	3.13	3.51	-0.38	3.60	3.53	0.07
21	Availability of bank / ATM facilities/ money changers	3.29	2.99	0.30	3.77	3.58	0.19	3.79	3.20	0.24	4.31	4.26	0.05	3.47	4.01	-0.54	3.69	3.46	0.23
22	Shopping faclities	2.80	2.46	0.34	3.50	3.29	0.21	3.44	2.83	0.47	3.84	3.62	0.22	3.44	3.46	-0.02	3.23	3.08	0.15
23	Shopping faclities value for money	2.92	2.40	0.52	3.39	3.21	0.18	3.30	2.97	0.31	3.87	3.77	0.10	3.26	3.41	-0.15	3.27	3.08	0.19
24	Internet access/wi-fi	3.02	2.07	0.95	3.73	3.46	0.27	3.28	2.77	0.86	4.06	3.78	0.28	2.86	3.55	-0.69	2.92	2.51	0.41
25	Business/ Executive lounges	3.42	2.48	0.94	3.96	3.51	0.45	3.63	3.40	0.52	4.14	3.87	0.27	3.06	3.85	-0.79	3.54	3.34	0.20
26	Availability of washrooms/toilets	3.56	2.73	0.83	3.85	3.50	0.35	3.92	3.64	0.22	3.79	3.57	0.22	3.49	3.73	-0.24	3.88	3.60	0.28
27	Cleanliness of washrooms/toilets	3.51	2.40	1.11	3.77	3.37	0.40	3.86	3.49	0.45	3.65	3.42	0.23	3.40	3.71	-0.31	3.76	3.52	0.24
28	Comfort of waiting/ gate areas	3.82	2.86	0.96	3.67	3.44	0.23	3.94	3.75	0.30	3.84	3.57	0.27	3.36	3.72	-0.36	3.99	3.85	0.14
29	Cleanliness of airport terminal	4.00	2.69	1.31	3.97	3.58	0.39	4.05	4.06	-0.10	3.95	3.83	0.12	3.62	4.10	-0.48	3.97	3.98	-0.01
30	Ambience of the airport	4.07	2.72	1.35	3.80	3.37	0.43	3.96	3.92	0.13	3.78	3.62	0.16	3.43	3.88	-0.45	4.03	3.98	0.05
31	Arrivals passport and visa inspection	3.83	3.60	0.23	3.70	3.70	0.00	4.05	3.90	0.11	3.79	3.80	-0.01	3.64	3.88	-0.24	4.12	3.85	0.27
32	Speed of baggage delivery service	3.47	3.29	0.18	3.52	3.38	0.14	4.01	3.79	0.16	3.54	3.56	-0.02	3.39	3.88	-0.49	3.84	3.86	-0.02
33	Customs inspection	3.76	3.49	0.27	3.52	3.50	0.02	3.95	3.73	0.21	3.71	3.66	0.05	3.45	3.95	-0.50	3.97	3.93	0.04
	Overall Satisfaction with Airport	**3.84**	**3.01**	**0.83**	**3.86**	**3.80**	**0.06**	**3.94**	**3.91**	**0.14**	**4.00**	**4.02**	**-0.02**	**3.74**	**3.69**	**0.05**	**4.11**	**4.10**	**0.01**
	World Average	**4.05**	**4.04**	**0.01**	**4.05**	**4.04**	**0.01**	**4.05**	**4.04**	**-4.04**	**4.05**	**4.04**	**0.01**	**4.05**	**4.04**	**0.01**	**4.05**	**4.04**	**0.01**

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-II(APRIL TO JUNE) 2013 VIS-A-VIS QUARTER-I (JANUARY TO MARCH) 2013

SL. NO.	ITEMS	Ahmedabad Airport			Trivandrum Airport			Pune Airport			Lucknow Airport			Srinagar Airport		
		Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)	Qtr-II(April-June) 2013	Qtr-I (Jan-March) 2013	Difference in rating of Qtr-II (2013) over Qtr-I (2013)
1	Ground Transportation To/From Airport	4.23	4.03	0.20	4.02	3.86	0.16	4.24	3.98	0.26	4.45	4.05	0.40	4.25	4.20	0.05
2	Availability of parking facilities	4.24	3.95	0.29	4.00	3.82	0.18	3.80	3.73	0.07	4.00	3.95	0.05	3.72	3.71	0.01
3	Parking facilities value for money	4.18	3.75	0.43	3.67	3.55	0.12	3.90	3.77	0.13	3.95	3.78	0.17	3.78	3.94	-0.16
4	Availability of Baggage Carts/trolleys	4.20	4.21	-0.01	3.81	3.99	-0.18	4.14	4.07	0.07	4.23	4.09	0.14	3.65	3.89	-0.24
5	Waiting time in check-in-queue/line	4.19	3.97	0.22	3.73	3.67	0.06	4.14	4.09	0.05	4.33	4.20	0.13	4.11	4.12	-0.01
6	Efficiency of Check-in-Staff	4.17	3.90	0.27	3.98	4.11	-0.13	4.01	3.92	0.09	4.13	4.23	-0.10	3.78	3.86	-0.08
7	Courtesy, helpfulness of check-in-staff	4.15	4.03	0.12	3.87	4.13	-0.26	4.07	4.02	0.05	4.20	4.26	-0.06	3.62	3.95	-0.33
8	Waiting time at Passport/personal ID	4.21	3.96	0.25	3.84	3.77	0.07	4.25	4.18	0.07	4.26	4.14	0.12	3.88	3.94	-0.06
9	Courtesy and helpfulness of inspection	4.06	3.88	0.18	3.83	3.98	-0.15	3.99	4.00	-0.01	4.00	4.06	-0.06	3.60	3.99	-0.39
10	Courtesy and helpfulness of security staff	4.22	4.02	0.20	3.97	4.00	-0.03	4.23	4.18	0.05	4.47	4.36	0.11	4.24	4.20	0.04
11	Throughness of Security inspection	4.16	3.96	0.20	3.79	3.93	-0.14	4.03	4.04	-0.01	4.30	4.33	-0.03	3.81	3.89	-0.08
12	Waiting time at Security inspection	4.07	3.90	0.17	3.87	3.71	0.16	4.02	3.97	0.05	4.25	4.16	0.09	3.83	4.08	-0.25
13	Feeling of being safe and secure	4.26	4.13	0.13	3.87	4.02	-0.15	4.17	4.10	0.07	4.37	4.47	-0.10	3.70	4.01	-0.31
14	Ease of finding your way through airport	4.24	3.97	0.27	3.87	3.89	-0.02	4.21	4.13	0.08	4.42	4.31	0.11	4.13	4.18	-0.05
15	Flight information screens	3.96	3.79	0.17	3.85	4.11	-0.26	3.91	3.86	0.05	4.09	4.01	0.08	3.81	3.83	-0.02
16	Walking distance inside the terminal	4.08	4.05	0.03	3.79	3.74	0.05	4.03	4.07	-0.04	4.27	4.22	0.05	3.89	4.08	-0.19
17	Ease of making connections with other	3.97	3.75	0.22	3.75	3.76	-0.01	3.79	4.00	-0.21	4.21	4.18	0.03	3.87	4.12	-0.25
18	Courtesy, helpfulness of airport staff	4.29	4.14	0.15	4.00	4.16	-0.16	4.23	4.17	0.06	4.35	4.30	0.05	4.19	4.24	-0.05
19	Restaurant / Eating facilities	3.97	3.72	0.25	3.89	3.59	0.30	3.81	3.46	0.35	3.77	3.72	0.05	3.80	3.81	-0.01
20	Restaurant facilities value for money	3.84	3.56	0.28	3.71	3.34	0.37	3.57	3.35	0.22	3.68	3.56	0.12	3.80	3.90	-0.10
21	Availability of bank / ATM facilities/ money	3.69	3.32	0.37	4.00	3.96	0.04	3.72	3.68	0.04	4.18	3.47	0.71	4.26	4.12	0.14
22	Shopping facilties	3.98	3.42	0.56	3.90	3.70	0.20	3.54	3.49	0.05	3.61	2.82	0.79	3.88	3.71	0.17
23	Shopping facilties value for money	3.90	3.44	0.46	3.68	3.53	0.15	3.43	3.41	0.02	3.47	2.71	0.76	3.83	3.74	0.09
24	Internet access/wi-fi	2.61	3.45	-0.84	3.63	3.79	-0.16	3.14	3.22	-0.08	2.16	2.62	-0.46	3.87	3.61	0.26
25	Business/ Executive lounges	3.54	3.59	-0.05	3.88	4.11	-0.23	3.14	3.35	-0.21	2.93	3.19	-0.26	4.24	3.93	0.31
26	Availability of washrooms/toilets	4.27	4.09	0.18	3.84	4.05	-0.21	4.10	4.04	0.06	4.46	4.25	0.21	4.03	3.96	0.07
27	Cleanliness of washrooms/toilets	4.05	3.87	0.18	3.94	4.12	-0.18	3.92	3.76	0.16	4.17	4.12	0.05	3.82	3.97	-0.15
28	Comfort of waiting/ gate areas	4.07	4.03	0.04	3.83	3.83	0.00	3.97	3.94	0.03	4.20	4.32	-0.12	3.80	3.93	-0.13
29	Cleanliness of airport terminal	4.23	4.20	0.03	4.05	4.25	-0.20	4.10	4.11	-0.01	4.47	4.37	0.10	4.27	4.28	-0.01
30	Ambience of the airport	4.08	4.01	0.07	3.96	4.04	-0.08	3.91	3.98	-0.07	4.25	4.28	-0.03	3.95	3.94	0.01
31	Arrivals passport and visa inspection	4.19	3.95	0.24	4.10	3.90	0.20	4.11	4.13	-0.02	4.34	4.05	0.29	3.74	4.01	-0.27
32	Speed of baggage delivery service	3.94	3.79	0.15	3.91	3.76	0.15	3.83	3.87	-0.04	3.94	3.93	0.01	4.06	3.77	0.29
33	Customs inspection	4.00	3.65	0.35	3.71	3.84	-0.13	3.94	3.97	-0.03	3.97	3.96	0.01	4.33	4.12	0.21
	Overall Satisfaction with Airport	**4.13**	**4.07**	**0.06**	**4.06**	**3.97**	**0.09**	**4.06**	**4.03**	**0.03**	**4.11**	**4.07**	**0.04**	**4.11**	**4.09**	**0.02**
	World Average	**4.05**	**4.04**	**0.01**	**4.05**	**4.04**	**0.01**	**4.05**	**4.04**	**0.01**	**4.05**	**4.04**	**0.01**	**4.05**	**4.04**	**0.01**

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