

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR 2015 OVER 2014

S.No.	ITEM	KOLKATA			LUCKNOW			PUNE			SRINAGAR			TRIVANDRUM		
		2015	2014	Difference in rating of 2015 over 2014	2015	2014	Difference in rating of 2015 over 2014	2015	2014	Difference in rating of 2015 over 2014	2015	2014	Difference in rating of 2015 over 2014	2015	2014	Difference in rating of 2015 over 2014
1	Ground transportation to/from airport	4.19	4.26	-0.07	4.73	4.48	0.25	4.41	4.00	0.40	4.50	4.08	0.42	4.42	4.27	0.15
2	Parking facilities	4.68	4.42	0.26	4.37	3.84	0.53	4.26	3.78	0.48	4.51	3.8	0.71	4.41	4.10	0.31
3	Value for money of parking facilities	4.69	4.35	0.33	4.27	3.60	0.67	4.18	3.77	0.41	4.41	3.83	0.58	4.38	4.06	0.32
4	Availability of baggage carts/trolleys	4.75	4.35	0.40	4.57	4.24	0.33	4.31	3.98	0.33	4.37	3.87	0.50	4.25	4.13	0.12
5	Waiting time in check-in queue/line	4.28	4.23	0.05	4.61	4.46	0.15	4.40	4.24	0.16	4.48	4.25	0.23	4.33	4.23	0.10
6	Efficiency of check-in staff	4.39	4.21	0.18	4.53	4.42	0.11	4.29	4.08	0.21	4.42	4.05	0.37	4.23	4.13	0.10
7	Courtesy and helpfulness of check-in staff	4.37	4.25	0.12	4.54	4.43	0.10	4.29	4.18	0.12	4.40	4.01	0.39	4.22	4.18	0.04
8	Waiting time at passport/personal ID inspection	4.44	4.31	0.13	4.59	4.65	-0.06	4.34	4.31	0.03	4.43	3.99	0.44	4.27	4.26	0.02
9	Courtesy and helpfulness of inspection staff	4.47	4.25	0.22	4.52	4.63	-0.10	4.21	4.12	0.09	4.40	3.82	0.58	4.18	4.14	0.04
10	Courtesy and helpfulness of security staff	4.49	4.36	0.13	4.65	4.66	-0.02	4.40	4.23	0.17	4.46	4.22	0.24	4.27	4.28	-0.01
11	Thoroughness of security inspection	4.48	4.28	0.20	4.51	4.62	-0.11	4.28	4.08	0.21	4.43	3.91	0.52	4.21	4.09	0.12
12	Waiting time at security inspection	4.44	4.26	0.18	4.45	4.61	-0.17	4.20	4.08	0.12	4.44	3.98	0.46	4.24	4.10	0.13
13	Feeling of being safe and secure	4.54	4.35	0.19	4.57	4.63	-0.06	4.27	4.14	0.13	4.42	4.11	0.31	4.22	4.12	0.10
14	Ease of finding your way through airport	4.41	4.31	0.11	4.63	4.61	0.02	4.35	4.16	0.19	4.48	4.3	0.18	4.34	4.24	0.10
15	Flight information screens	4.40	4.14	0.26	4.41	4.22	0.19	4.27	3.81	0.46	4.42	4.06	0.36	4.24	4.17	0.07
16	Walking distance inside the terminal	4.40	4.19	0.20	4.49	4.41	0.08	4.19	4.09	0.10	4.38	4.11	0.27	4.30	4.20	0.11
17	Ease of making connections with other flights	4.20	4.19	0.01	4.37	4.18	0.19	4.13	3.82	0.31	4.35	3.82	0.53	4.09	4.52	-0.43
18	Courtesy and helpfulness of airport staff	4.45	4.38	0.07	4.74	4.63	0.10	4.35	4.20	0.16	4.49	4.36	0.13	4.35	4.29	0.06
19	Restaurant/Eating facilities	4.67	4.22	0.45	4.29	3.82	0.46	4.10	3.60	0.51	4.33	3.71	0.62	4.20	4.05	0.15
20	Value for money of restaurant/eating facilities	4.58	4.16	0.42	4.19	3.56	0.63	3.96	3.52	0.44	4.25	3.58	0.67	4.16	4.02	0.14
21	Availability of bank/ATM facilities/money changers	4.07	4.10	-0.03	4.73	4.50	0.24	4.17	3.52	0.65	4.50	3.99	0.51	4.62	4.34	0.28
22	Shopping facilities	3.75	3.78	-0.04	4.19	3.88	0.32	4.12	3.45	0.66	4.44	3.73	0.71	4.49	4.11	0.37
23	Value for money of shopping facilities	3.78	3.82	-0.05	4.13	3.58	0.55	3.96	3.39	0.57	4.43	3.66	0.77	4.41	3.99	0.42
24	Internet access/Wi-Fi	3.58	3.85	-0.27	4.40	2.39	2.02	3.79	3.30	0.49	4.18	2.4	1.78	4.53	3.94	0.59
25	Business/Executive lounges	4.50	4.22	0.28	4.33	3.28	1.05	3.96	3.40	0.56	4.57	3.08	1.49	4.43	4.17	0.27
26	Availability of washrooms/toilets	4.53	4.30	0.23	4.70	4.50	0.20	4.15	3.77	0.39	4.64	4.19	0.45	4.54	4.26	0.28
27	Cleanliness of washrooms/toilets	4.75	4.40	0.35	4.64	4.45	0.18	4.14	3.80	0.34	4.62	4.05	0.57	4.48	4.27	0.21
28	Comfort of waiting/gate areas	4.68	4.39	0.29	4.58	4.53	0.05	4.11	3.85	0.26	4.53	4.06	0.47	4.48	4.21	0.27
29	Cleanliness of airport terminal	4.83	4.55	0.28	4.78	4.62	0.16	4.40	4.10	0.30	4.66	4.31	0.35	4.54	4.37	0.17
30	Ambience of the airport	4.75	4.49	0.26	4.70	4.55	0.15	4.29	3.76	0.53	4.49	4.02	0.47	4.51	4.23	0.28
31	Passport/ID inspection	4.40	4.41	-0.01	4.67	4.70	-0.02	4.33	4.12	0.21	4.36	3.99	0.37	4.66	4.26	0.40
32	Speed of baggage delivery	4.22	4.14	0.08	4.42	4.30	0.12	4.16	3.90	0.26	4.36	3.77	0.59	4.41	3.99	0.42
33	Customs inspection	4.29	4.31	-0.02	4.08	4.31	-0.23	4.04	4.02	0.02	4.21	3.74	0.47	4.41	4.09	0.31
	Overall Satisfaction	4.75	4.49	0.26	4.69	4.26	0.43	4.34	4.20	0.14	4.53	4.23	0.30	4.55	4.29	0.26
	World Average	4.13	4.09	0.04												