

Broad Results of Customer Satisfaction Survey - Round -III (January - June) 2015 on Five points Scale at 53 Airports

SL.No.	Facilities	Agartala	Agatti	Agra	Allahabad	Amritsar	Aurangabad	Bagdogra	Barapani
1	Ground Transportation to / from Airport	4.54	2.31	2.36	3.02	4.69	4.37	4.67	3.54
2	Parking Facilities	4.55	2.13	2.58	NA	4.70	4.44	4.13	4.00
3	Value for money of parking Facilities	4.47	2.09	1.88	3.58	4.71	4.33	4.20	3.98
4	Availability of baggage carts/trolleys	4.56	2.13	2.22	3.73	4.75	4.66	4.64	4.02
5	Waiting time in check-in queue/line	4.46	3.16	2.28	3.55	4.77	4.69	4.46	3.85
6	Efficiency of Check-in Staff	4.47	3.18	2.44	3.81	4.71	4.68	4.51	3.83
7	Courtesy & Helpfulness of Check-in staff	4.26	3.18	2.50	3.82	4.72	4.89	4.61	4.02
8	Waiting time at passport/personal ID Inspection	4.26	3.05	2.16	3.34	4.77	4.35	4.56	3.86
9	Courtesy and Helpfulness of inspection staff	4.24	3.03	2.46	3.82	4.74	4.45	4.66	4.03
10	Courtesy and Helpfulness of security staff	4.38	2.98	2.53	3.56	4.72	4.50	4.74	3.96
11	Thoroughness of Security inspection	4.46	2.99	2.37	3.88	4.72	4.67	4.36	3.89
12	Waiting time at security inspection	4.36	2.99	2.12	3.92	4.76	4.55	4.45	3.88
13	Feeling of being safe and secure	4.21	2.99	2.66	3.89	4.71	4.81	4.60	4.11
14	Ease of Finding your way through the airport	4.29	2.54	2.20	3.31	4.75	4.72	4.45	3.72
15	Flight information screens	4.31	1.73	2.17	NA	4.73	4.77	NA	3.82
16	Walking distance inside the terminal	4.13	1.66	2.25	3.74	4.75	4.72	4.13	4.01
17	Ease of making connections with other flights	NA	1.68	1.82	3.79	NA	4.49	4.27	3.06
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	4.19	2.53	2.36	3.24	4.64	4.48	4.72	3.98
19	Restaurant / Eating facilities	NA	1.62	1.48	NA	4.67	4.26	4.26	3.18
20	Value for money of restaurant/eating facilities	NA	1.41	1.83	NA	4.78	4.20	4.30	3.11
21	Availability of bank/ATM Facilities/Money Changers	4.16	1.88	NA	NA	4.71	4.25	NA	NA
22	Shopping Facilities	NA	1.48	1.67	NA	4.78	4.29	3.68	NA
23	Value for money of shopping Facilities	NA	1.52	1.82	NA	4.71	4.28	3.74	NA
24	Internet Access/ Wi-Fi	NA	1.46	NA	NA	4.77	4.29	2.20	NA
25	Business/ Executive Lounges	4.14	1.56	NA	3.19	NA	4.71	4.03	4.49
26	Availability of washrooms/Toilets	4.37	2.19	2.29	3.77	4.70	4.89	3.99	4.29
27	Cleanliness of washrooms / Toilets	4.37	2.21	2.03	3.91	4.68	4.88	4.01	4.39
28	Comfort of waiting / gate area	4.32	2.31	2.33	3.90	4.72	4.89	4.52	4.11
29	Cleanliness of airport terminal	4.34	3.04	2.21	3.58	4.65	4.86	4.70	4.60
30	Ambience of the airport	4.31	3.03	2.42	3.81	4.63	4.85	4.69	4.30
31	Arrivals Personal Id /passport and visa inspection	NA	NA	NA	NA	4.61	NA	4.68	NA
32	Speed of baggage delivery	4.32	2.71	2.21	3.58	4.70	4.65	4.50	3.96
33	Customs inspection	NA	NA	NA	NA	4.67	NA	4.58	NA
Overall Satisfaction With the Airport		4.34	2.37	2.20	3.64	4.71	4.58	4.32	3.93

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SL.No.	Facilities	Bhavnagar	Bhopal	Bhubaneswar	Bhuj	Bhuntar (kullu)	Chandigarh	Coimbatore	Dehradun
1	Ground Transportation to / from Airport	4.10	3.98	4.69	4.23	4.58	4.82	4.87	4.70
2	Parking Facilities	4.11	3.65	4.76	4.30	4.60	4.80	4.87	4.79
3	Value for money of parking Facilities	4.04	3.63	4.60	4.43	4.56	4.83	4.39	4.73
4	Availability of baggage carts/trolleys	4.10	3.89	4.72	4.39	4.63	4.81	4.87	4.83
5	Waiting time in check-in queue/line	4.40	3.86	4.73	4.40	4.53	4.81	4.84	4.81
6	Efficiency of Check-in Staff	4.20	3.85	4.71	4.27	4.65	4.83	4.80	4.79
7	Courtesy & Helpfulness of Check-in staff	4.31	3.88	4.69	4.39	4.70	4.87	4.83	4.84
8	Waiting time at passport/personal ID Inspection	4.44	3.92	4.72	4.39	4.60	4.82	4.55	4.83
9	Courtesy and Helpfulness of inspection staff	4.22	3.90	4.72	4.31	4.76	4.84	4.57	4.69
10	Courtesy and Helpfulness of security staff	4.56	3.89	4.73	4.52	4.74	4.83	4.76	4.80
11	Thoroughness of Security inspection	4.50	3.86	4.73	4.47	4.70	4.81	4.76	4.78
12	Waiting time at security inspection	4.44	3.88	4.74	4.41	4.63	4.69	4.68	4.82
13	Feeling of being safe and secure	4.50	3.93	4.80	4.50	4.79	4.88	4.74	4.83
14	Ease of Finding your way through the airport	4.33	3.91	4.80	4.38	4.60	4.88	4.80	4.80
15	Flight information screens	NA	3.79	4.79	NA	NA	4.87	4.77	NA
16	Walking distance inside the terminal	4.29	3.95	4.82	4.38	4.68	4.84	4.73	4.81
17	Ease of making connections with other flights	NA	3.90	4.80	NA	4.72	4.89	4.77	NA
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	4.28	3.92	4.86	4.48	4.88	4.89	4.79	4.84
19	Restaurant / Eating facilities	3.77	3.42	4.82	4.20	NA	4.85	4.52	4.78
20	Value for money of restaurant/eating facilities	3.78	3.36	4.80	4.16	NA	4.83	4.48	4.71
21	Availability of bank/ATM Facilities/Money Changers	NA	3.60	4.83	4.54	NA	4.78	4.78	4.84
22	Shopping Facilities	NA	3.30	4.81	4.32	3.93	4.92	4.75	4.84
23	Value for money of shopping Facilities	NA	3.21	4.71	4.34	4.63	4.91	4.73	4.71
24	Internet Access/ Wi-Fi	NA	NA	4.70	4.40	NA	NA	4.50	NA
25	Business/ Executive Lounges	NA	NA	4.85	NA	NA	NA	4.55	4.81
26	Availability of washrooms/Toilets	4.01	4.08	4.82	4.40	4.88	4.90	4.74	4.82
27	Cleanliness of washrooms / Toilets	4.02	4.83	4.84	4.36	4.88	4.89	4.74	4.87
28	Comfort of waiting / gate area	4.10	4.00	4.85	4.39	4.84	4.85	4.74	4.84
29	Cleanliness of airport terminal	4.33	4.87	4.90	4.68	4.91	4.80	4.74	4.85
30	Ambience of the airport	4.11	3.98	4.89	4.50	4.91	4.86	4.74	4.84
31	Arrivals Personal Id /passport and visa inspection	NA	3.78	NA	NA	NA	NA	4.36	NA
32	Speed of baggage delivery	4.18	3.69	4.74	4.49	4.88	4.81	4.61	4.65
33	Customs inspection	NA	2.54	NA	NA	NA	NA	4.35	NA
Overall Satisfaction With the Airport		4.21	3.81	4.77	4.39	4.68	4.84	4.69	4.79

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SL.No.	Facilities	Dibrugarh	Dimapur	Gaya	Imphal	Indore	Jabalpur	Jammu	Jamnagar
1	Ground Transportation to / from Airport	3.37	NA	4.23	3.27	4.32	4.35	4.37	4.13
2	Parking Facilities	3.31	3.46	4.17	3.15	4.34	3.93	4.31	4.05
3	Value for money of parking Facilities	3.77	3.70	4.13	3.12	4.35	3.90	4.22	4.04
4	Availability of baggage carts/trolleys	3.08	3.28	4.55	3.34	3.81	3.83	4.25	4.07
5	Waiting time in check-in queue/line	3.15	3.27	4.29	3.48	4.38	3.82	4.25	4.39
6	Efficiency of Check-in Staff	3.43	3.66	4.24	3.70	4.38	3.58	4.08	4.05
7	Courtesy & Helpfulness of Check-in staff	3.55	3.72	4.57	3.57	4.38	3.76	4.13	4.26
8	Waiting time at passport/personal ID Inspection	3.06	3.23	4.64	3.47	4.38	3.84	4.25	4.40
9	Courtesy and Helpfulness of inspection staff	3.50	3.47	4.57	3.61	4.39	3.78	4.03	4.09
10	Courtesy and Helpfulness of security staff	3.46	3.85	4.63	3.61	4.27	3.89	4.25	4.44
11	Thoroughness of Security inspection	3.31	3.35	4.59	3.52	4.30	3.76	4.11	4.34
12	Waiting time at security inspection	3.12	3.22	4.54	3.47	4.32	3.75	4.12	4.32
13	Feeling of being safe and secure	3.31	3.55	4.46	3.59	3.85	3.79	4.16	4.37
14	Ease of Finding your way through the airport	3.06	3.31	4.29	3.48	4.25	4.06	4.21	4.16
15	Flight information screens	3.25	NA	4.24	3.66	4.30	NA	4.02	3.93
16	Walking distance inside the terminal	3.14	3.17	4.49	3.47	4.31	4.01	4.09	3.98
17	Ease of making connections with other flights	3.33	3.96	NA	3.23	3.85	3.90	4.10	NA
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	3.20	3.40	4.64	3.41	4.38	4.14	4.23	4.21
19	Restaurant / Eating facilities	2.69	3.09	4.53	3.43	4.35	3.72	3.89	3.85
20	Value for money of restaurant/eating facilities	3.25	3.16	4.41	3.60	4.37	3.77	4.23	3.81
21	Availability of bank/ATM Facilities/Money Changers	NA	NA	4.31	NA	4.37	NA	4.53	NA
22	Shopping Facilities	2.91	3.06	NA	3.15	4.38	NA	4.48	NA
23	Value for money of shopping Facilities	3.19	3.15	NA	3.35	3.56	4.07	4.42	NA
24	Internet Access/ Wi-Fi	NA	NA	4.37	NA	NA	NA	NA	NA
25	Business/ Executive Lounges	NA	NA	4.63	NA	NA	NA	NA	NA
26	Availability of washrooms/Toilets	3.23	3.17	4.66	3.44	4.38	4.20	4.40	4.13
27	Cleanliness of washrooms / Toilets	3.43	3.40	4.59	3.70	4.38	3.87	4.40	4.01
28	Comfort of waiting / gate area	3.19	3.43	4.13	3.50	4.38	3.78	4.41	4.09
29	Cleanliness of airport terminal	3.19	3.23	4.25	3.58	4.37	4.09	4.48	4.44
30	Ambience of the airport	3.21	3.52	4.40	3.53	4.38	3.90	4.34	4.17
31	Arrivals Personal Id /passport and visa inspection	NA	NA	4.40	NA	NA	NA	4.77	NA
32	Speed of baggage delivery	3.21	3.23	4.49	3.58	4.37	4.06	4.49	4.05
33	Customs inspection	NA	NA	4.37	NA	NA	NA	NA	NA
Overall Satisfaction With the Airport		3.25	3.39	4.43	3.46	4.27	3.91	4.27	4.15

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SL.No.	Facilities	Jodhpur	Jorhat	Kangra (Gaggal)	Khajuraho	Leh	Madurai	Mangalore	Patna
1	Ground Transportation to / from Airport	4.41	3.37	4.31	4.65	3.55	4.74	4.91	NA
2	Parking Facilities	4.22	3.40	4.20	4.56	3.57	4.73	4.90	4.12
3	Value for money of parking Facilities	4.28	3.43	4.16	4.49	3.40	4.75	4.79	3.92
4	Availability of baggage carts/trolleys	4.30	2.64	4.24	4.65	3.76	4.67	4.89	3.87
5	Waiting time in check-in queue/line	4.42	2.99	4.31	4.68	3.24	4.70	4.76	4.08
6	Efficiency of Check-in Staff	4.32	3.02	4.65	4.63	3.49	4.72	4.82	3.84
7	Courtesy & Helpfulness of Check-in staff	4.37	2.99	4.59	4.68	3.65	4.68	4.83	3.93
8	Waiting time at passport/personal ID Inspection	4.58	2.63	4.72	4.65	3.55	4.72	4.72	4.02
9	Courtesy and Helpfulness of inspection staff	4.76	2.68	4.64	4.70	3.66	4.61	4.77	3.84
10	Courtesy and Helpfulness of security staff	4.65	2.96	4.75	4.67	3.72	4.65	4.83	4.03
11	Thoroughness of Security inspection	4.75	3.13	4.70	4.63	3.70	4.64	4.84	3.93
12	Waiting time at security inspection	4.75	3.14	4.69	4.68	3.54	4.59	4.82	3.91
13	Feeling of being safe and secure	4.79	3.08	4.65	4.70	3.92	4.69	4.85	3.85
14	Ease of Finding your way through the airport	4.79	3.71	4.73	4.62	3.63	4.73	4.90	4.06
15	Flight information screens	4.69	NA	NA	4.62	3.04	4.64	4.89	3.89
16	Walking distance inside the terminal	4.73	3.67	4.68	4.63	3.59	4.73	4.90	4.00
17	Ease of making connections with other flights	4.71	3.41	NA	4.66	3.39	4.62	4.82	3.79
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	4.65	3.58	4.71	4.63	3.72	4.71	4.91	4.29
19	Restaurant / Eating facilities	4.74	3.17	NA	4.62	3.11	4.62	4.79	3.84
20	Value for money of restaurant/eating facilities	4.83	3.10	NA	4.65	3.17	4.62	4.79	3.72
21	Availability of bank/ATM Facilities/Money Changers	4.62	NA	NA	NA	2.88	4.74	4.83	4.16
22	Shopping Facilities	4.77	NA	NA	4.68	2.06	4.75	4.80	3.91
23	Value for money of shopping Facilities	4.77	NA	NA	4.55	2.19	4.70	4.85	3.83
24	Internet Access/ Wi-Fi	NA	NA	NA	NA	1.73	4.71	4.80	NA
25	Business/ Executive Lounges	NA	NA	NA	NA	2.60	4.71	4.85	NA
26	Availability of washrooms/Toilets	4.52	3.14	4.83	4.72	3.04	4.76	4.90	4.50
27	Cleanliness of washrooms / Toilets	4.69	3.40	4.76	4.70	3.04	4.71	4.89	4.40
28	Comfort of waiting / gate area	4.70	3.43	4.67	4.71	3.33	4.70	4.90	4.38
29	Cleanliness of airport terminal	4.67	3.45	4.76	4.62	3.59	4.71	4.91	4.50
30	Ambience of the airport	4.64	3.59	4.71	4.69	3.43	4.72	4.89	4.35
31	Arrivals Personal Id /passport and visa inspection	4.57	NA	NA	NA	3.58	4.72	4.46	NA
32	Speed of baggage delivery	4.68	3.45	4.59	4.72	3.59	4.71	4.69	3.92
33	Customs inspection	NA	NA	NA	NA	3.45	4.62	4.52	NA
Overall Satisfaction With the Airport		4.61	3.22	4.59	4.65	3.30	4.69	4.82	4.03

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SL.No.	Facilities	Porbandar	Port blair	Raipur	Rajahmundry	Rajkot	Ranchi	Silchar	Surat
1	Ground Transportation to / from Airport	4.37	4.82	4.80	4.11	4.12	NA	4.10	4.25
2	Parking Facilities	4.41	3.98	4.81	4.10	4.14	4.14	4.13	4.26
3	Value for money of parking Facilities	4.39	4.08	4.85	3.87	4.14	3.77	4.13	4.23
4	Availability of baggage carts/trolleys	4.47	4.42	4.81	4.00	4.22	4.20	4.04	4.23
5	Waiting time in check-in queue/line	4.59	4.59	4.82	4.05	4.22	4.46	4.10	4.32
6	Efficiency of Check-in Staff	4.54	3.86	4.84	3.87	4.20	4.26	4.12	4.27
7	Courtesy & Helpfulness of Check-in staff	4.54	4.13	4.87	4.00	4.21	4.11	4.12	4.37
8	Waiting time at passport/personal ID Inspection	4.59	4.61	4.82	4.05	4.42	4.40	4.23	4.55
9	Courtesy and Helpfulness of inspection staff	4.57	3.81	4.82	3.93	4.42	4.18	4.45	4.30
10	Courtesy and Helpfulness of security staff	4.79	4.56	4.80	3.96	4.62	4.53	4.49	4.69
11	Thoroughness of Security inspection	4.76	3.83	4.80	3.98	4.63	4.16	4.23	4.55
12	Waiting time at security inspection	4.79	4.04	4.81	3.92	4.58	4.11	4.47	4.66
13	Feeling of being safe and secure	4.77	4.45	4.80	4.06	4.64	4.19	4.47	4.61
14	Ease of Finding your way through the airport	4.62	4.58	4.83	4.05	4.28	4.58	4.16	4.47
15	Flight information screens	NA	3.77	4.82	3.93	4.24	4.21	NA	4.35
16	Walking distance inside the terminal	4.73	4.09	4.82	3.93	4.25	4.11	4.21	4.38
17	Ease of making connections with other flights	NA	4.27	4.80	4.05	NA	NA	NA	NA
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	4.64	4.35	4.81	4.40	4.41	4.46	4.15	4.42
19	Restaurant / Eating facilities	4.01	3.24	4.82	4.33	3.93	3.90	NA	3.93
20	Value for money of restaurant/eating facilities	3.99	3.22	4.82	4.39	4.01	3.73	NA	3.94
21	Availability of bank/ATM Facilities/Money Changers	NA	4.76	4.82	NA	4.20	4.33	NA	4.40
22	Shopping Facilities	NA	3.20	4.82	3.79	4.02	3.92	NA	4.08
23	Value for money of shopping Facilities	NA	3.13	4.84	3.71	4.01	3.75	NA	4.00
24	Internet Access/ Wi-Fi	4.23	NA	NA	3.44	NA	NA	NA	4.26
25	Business/ Executive Lounges	NA	NA	NA	4.63	NA	NA	4.31	NA
26	Availability of washrooms/Toilets	4.15	4.15	4.84	4.42	4.14	4.57	4.25	4.15
27	Cleanliness of washrooms / Toilets	4.13	4.13	4.81	4.30	4.06	4.45	4.48	4.19
28	Comfort of waiting / gate area	4.19	4.42	4.82	4.35	4.10	4.39	4.45	4.13
29	Cleanliness of airport terminal	4.24	4.58	4.81	4.35	4.15	4.62	4.57	4.32
30	Ambience of the airport	4.40	3.78	4.82	4.35	4.11	4.27	4.41	4.36
31	Arrivals Personal Id /passport and visa inspection	NA	4.47	NA	NA	NA	NA	NA	NA
32	Speed of baggage delivery	4.16	3.84	4.85	4.19	4.13	4.34	4.32	4.07
33	Customs inspection	NA	3.88	NA	NA	NA	NA	NA	NA
Overall Satisfaction With the Airport		4.44	4.10	4.82	4.08	4.24	4.23	4.28	4.30

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SL.No.	Facilities	Tirupati	Trichy	Tuticorin	Udaipur	Vadodara	Varanasi	Vijayawada	Visakhapatnam
1	Ground Transportation to / from Airport	3.63	4.77	3.23	4.72	4.57	4.79	3.81	4.14
2	Parking Facilities	4.11	4.68	3.92	4.71	4.50	4.80	3.82	4.11
3	Value for money of parking Facilities	3.47	4.30	3.84	4.69	4.50	4.68	3.69	4.04
4	Availability of baggage carts/trolleys	3.25	4.81	3.85	4.85	4.51	4.29	3.76	4.15
5	Waiting time in check-in queue/line	3.90	4.65	3.96	4.82	4.45	4.68	3.77	4.28
6	Efficiency of Check-in Staff	3.93	4.64	4.09	4.85	4.46	4.76	3.75	4.15
7	Courtesy & Helpfulness of Check-in staff	3.66	4.78	4.04	4.75	4.49	4.27	3.69	4.06
8	Waiting time at passport/personal ID Inspection	NA	4.61	NA	4.80	4.61	4.79	3.76	4.17
9	Courtesy and Helpfulness of inspection staff	NA	4.58	NA	4.81	4.60	4.72	3.73	4.14
10	Courtesy and Helpfulness of security staff	4.04	4.90	4.17	4.86	4.58	4.81	3.80	4.26
11	Thoroughness of Security inspection	3.67	4.41	4.06	4.82	4.64	4.80	3.87	4.15
12	Waiting time at security inspection	3.54	4.32	3.92	4.78	4.58	4.53	3.72	4.15
13	Feeling of being safe and secure	3.48	4.74	4.01	4.79	4.56	4.45	3.74	4.16
14	Ease of Finding your way through the airport	3.51	4.89	4.13	4.71	4.57	4.74	3.95	4.16
15	Flight information screens	3.43	4.78	NA	4.78	4.56	4.82	3.85	NA
16	Walking distance inside the terminal	3.62	4.62	4.01	4.84	4.55	4.59	3.81	4.57
17	Ease of making connections with other flights	3.26	4.43	NA	4.76	NA	4.43	3.73	4.42
18	Courtesy and Helpfulness of airport staff(excluding check-in, passport control and security)	4.19	4.94	4.38	4.78	4.53	4.74	3.95	4.19
19	Restaurant / Eating facilities	3.57	4.14	3.32	4.88	4.51	4.80	3.79	4.18
20	Value for money of restaurant/eating facilities	3.22	3.91	3.30	4.73	4.45	4.20	3.75	4.17
21	Availability of bank/ATM Facilities/Money Changers	3.92	4.91	NA	4.75	NA	4.86	NA	4.04
22	Shopping Facilities	3.27	4.29	NA	4.75	4.56	4.78	3.39	4.21
23	Value for money of shopping Facilities	3.11	4.19	NA	4.79	4.48	4.26	3.35	4.20
24	Internet Access/ Wi-Fi	NA	NA	NA	4.78	4.60	4.66	NA	NA
25	Business/ Executive Lounges	NA	NA	NA	4.74	4.58	4.75	NA	NA
26	Availability of washrooms/Toilets	4.23	4.86	3.68	4.72	4.55	4.72	4.23	4.02
27	Cleanliness of washrooms / Toilets	4.17	4.71	3.62	4.71	4.55	4.56	3.97	4.20
28	Comfort of waiting / gate area	4.02	4.82	3.55	4.81	4.50	4.48	4.01	4.21
29	Cleanliness of airport terminal	4.25	4.95	3.82	4.77	4.67	4.86	3.99	4.19
30	Ambience of the airport	4.61	4.70	3.81	4.75	4.51	4.72	3.99	4.21
31	Arrivals Personal Id /passport and visa inspection	NA	4.76	NA	4.72	NA	4.93	NA	4.30
32	Speed of baggage delivery	3.94	4.94	3.68	4.81	4.62	4.68	3.35	4.44
33	Customs inspection	NA	4.64	NA	NA	NA	4.40	NA	4.29
Overall Satisfaction With the Airport		3.74	4.63	3.84	4.78	4.55	4.65	3.79	4.20