

Broad Results of Customer Satisfaction Survey - Round -IV (July - December) 2013 on Five points Scale at 52 Airports

Sl. No.	Facilities	Jodhpur	Chandigarh	Trichy	Udaipur	Bhubneswer	Madurai	Indore	Bhopal	Coimbatore	Dehradun	Varanasi	Port Blair	Aurangabad
1	Ground Transportation to / from Airport	4.45	4.59	4.56	4.60	4.60	4.53	4.54	4.64	4.62	4.67	4.44	4.51	4.50
2	Parking Facilities	4.61	4.61	4.63	4.52	4.68	4.59	4.49	4.27	4.60	4.66	4.42	4.60	4.41
3	Value for money of parking Facilities	4.62	4.54	4.71	4.53	4.60	4.59	4.59	4.39	3.78	4.56	4.47	4.65	4.25
4	Availability of baggage carts/trolleys	4.68	4.65	4.61	4.50	4.66	4.40	4.54	4.72	4.65	4.55	4.54	4.66	4.59
5	Waiting time in check-in queue/line	4.74	4.66	4.78	4.51	4.60	4.74	4.50	4.76	4.83	4.56	4.51	4.69	4.52
6	Efficiency of Check-in Staff	4.72	4.73	4.79	4.46	4.63	4.73	4.40	4.56	4.80	4.63	4.51	4.63	4.49
7	Courtesy & Helpfulness of Check-in staff	4.67	4.58	4.60	4.50	4.64	4.64	4.63	4.74	4.80	4.48	4.56	4.63	4.55
8	Waiting time at passport/personal ID Inspection	NA	NA	4.72	NA	NA	NA	NA	NA	4.43	NA	4.89	NA	NA
9	Courtesy and helpfulness of inspection staff	NA	NA	4.64	NA	NA	NA	NA	NA	4.53	NA	4.85	NA	NA
10	Courtesy and helpfulness of security staff	4.77	4.58	4.69	4.64	4.59	4.69	4.59	4.67	4.24	4.49	4.73	4.68	4.64
11	Thoroughness of Security inspection	4.77	4.52	4.68	4.51	4.62	4.69	4.63	4.64	4.24	4.58	4.49	4.65	4.54
12	Waiting time at security inspection	4.73	4.70	4.62	4.45	4.60	4.61	4.66	4.76	4.17	4.60	4.67	4.68	4.46
13	Feeling of being safe and secure	4.76	4.58	4.65	4.51	4.60	4.51	4.57	4.66	4.41	4.54	4.65	4.65	4.47
14	Ease of Finding your way through the airport	4.69	4.64	4.79	4.72	4.62	4.79	4.54	4.58	4.88	4.42	4.55	4.71	4.56
15	Flight information screens	4.75	4.73	4.72	4.64	4.66	4.74	4.61	4.42	4.85	NA	4.44	4.49	4.57
16	Walking distance inside the terminal	4.77	4.63	4.64	4.58	4.60	4.61	4.55	4.40	4.77	4.46	4.54	4.57	4.57
17	Ease of making connections with other flights	4.51	4.56	4.57	4.52	4.62	4.45	4.62	4.55	4.75	NA	4.50	4.58	4.48
18	Courtesy and helpfulness of airport staff(excluding check-in, passport control and security)	4.83	4.65	4.81	4.80	4.73	4.82	4.42	4.66	4.90	4.56	4.60	4.63	4.52
19	Restaurant / Eating facilities	4.82	4.63	4.65	4.76	4.49	4.65	4.67	4.47	4.27	4.58	4.55	4.08	4.38
20	Value for money of restaurant/eating facilities	4.77	4.68	4.55	4.63	4.41	4.22	4.61	4.53	3.94	4.61	4.53	4.03	4.32
21	Availability of bank/ATM Facilities/Money Changers	4.53	4.83	4.50	4.74	4.48	4.44	4.62	4.74	4.63	4.53	4.57	4.32	4.49
22	Shopping Facilities	4.65	4.65	4.67	4.60	4.53	4.54	4.67	4.45	4.61	4.53	4.52	4.09	4.50
23	Value for money of shopping Facilities	4.64	4.74	4.58	4.59	4.49	4.46	4.70	4.37	4.29	4.46	4.43	4.06	4.48
24	Internet Access/ Wi-Fi	NA	NA	4.58	NA	4.53	4.50	NA	NA	3.88	4.61	NA	NA	4.58
25	Business/ Executive Lounges	NA	NA	NA	4.61	4.81	4.69	NA	NA	NA	NA	4.52	NA	NA
26	Availability of washrooms/Toilets	4.77	4.79	4.75	4.87	4.69	4.66	4.56	4.54	4.86	4.60	4.49	4.54	4.52
27	Cleanliness of washrooms / Toilets	4.81	4.76	4.73	4.91	4.67	4.65	4.65	4.57	4.86	4.63	4.56	4.41	4.57
28	Comfort of waiting / gate area	4.83	4.70	4.75	4.76	4.71	4.62	4.66	4.26	4.86	4.52	4.58	4.47	4.47
29	Cleanliness of airport terminal	4.85	4.86	4.80	4.88	4.80	4.84	4.58	4.60	4.86	4.58	4.61	4.63	4.54
30	Ambience of the airport	4.84	4.83	4.75	4.81	4.81	4.75	4.58	4.66	4.76	4.46	4.53	4.69	4.51
31	Arrivals Personal Id /passport and visa inspection	NA	NA	4.53	NA	NA	NA	NA	NA	4.36	NA	4.79	NA	NA
32	Speed of baggage delivery	4.17	4.56	4.56	4.64	4.65	4.09	4.55	4.48	4.47	4.38	4.51	4.09	4.34
33	Customs inspection	NA	NA	4.50	NA	NA	NA	NA	NA	4.11	NA	4.73	NA	NA
Overall Satisfaction with the Airport		4.69	4.67	4.66	4.64	4.63	4.59	4.58	4.56	4.55	4.55	4.54	4.50	4.49

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Sl. No.	Facilities	Vishakhapatnam	Raipur	Tirupati	Vadodara	Surat	Amritsar	Hubli	Porbandar	Kangra	Bhavnagar	Bhuj	Bagdogra	Agartala
1	Ground Transportation to / from Airport	4.40	4.26	4.25	4.44	4.54	4.17	4.41	4.29	4.32	4.09	4.06	4.25	4.10
2	Parking Facilities	4.42	4.44	4.14	4.26	4.32	4.41	4.38	4.35	4.33	4.12	4.19	4.16	3.98
3	Value for money of parking Facilities	4.40	4.26	4.61	4.32	3.99	4.30	4.39	4.24	4.28	4.11	4.16	4.12	4.11
4	Availability of baggage carts/trolleys	4.57	4.53	4.72	4.43	4.40	4.24	4.28	4.34	4.29	4.23	4.23	4.16	4.08
5	Waiting time in check-in queue/line	4.31	4.39	4.59	4.50	4.62	4.39	4.44	4.56	4.48	4.28	4.21	4.27	4.12
6	Efficiency of Check-in Staff	4.43	4.62	4.47	4.44	4.38	4.29	4.41	4.53	4.25	4.26	4.20	4.13	4.15
7	Courtesy & Helpfulness of Check-in staff	4.45	4.47	4.21	4.47	4.37	4.22	4.26	4.65	4.13	4.31	4.28	4.16	4.34
8	Waiting time at passport/personal ID Inspection	4.89	NA	NA	NA	NA	4.37	NA	NA	NA	NA	NA	4.06	NA
9	Courtesy and helpfulness of inspection staff	4.85	NA	NA	NA	NA	4.17	NA	NA	NA	NA	NA	4.43	NA
10	Courtesy and helpfulness of security staff	4.46	4.48	4.53	4.59	4.66	4.55	4.47	4.56	4.47	4.61	4.27	4.34	4.15
11	Thoroughness of Security inspection	4.51	4.47	4.52	4.51	4.47	4.31	4.54	4.60	4.43	4.55	4.38	4.19	4.15
12	Waiting time at security inspection	4.49	4.38	4.44	4.48	4.44	4.27	4.27	4.51	4.38	4.59	4.37	4.15	4.39
13	Feeling of being safe and secure	4.58	4.48	4.41	4.52	4.44	4.55	4.30	4.69	4.40	4.54	4.45	4.19	4.13
14	Ease of Finding your way through the airport	4.32	4.59	4.61	4.52	4.63	4.55	4.39	4.66	4.29	4.45	4.35	4.28	4.05
15	Flight information screens	4.32	4.42	NA	4.49	4.50	4.40	NA	NA	NA	NA	NA	NA	4.20
16	Walking distance inside the terminal	4.39	4.63	4.53	4.45	4.40	4.42	4.38	4.51	4.29	4.48	4.45	4.13	4.12
17	Ease of making connections with other flights	4.40	4.43	NA	4.47	4.41	4.16	NA	NA	NA	NA	NA	4.13	NA
18	Courtesy and helpfulness of airport staff(excluding check-in, passport control and security)	4.61	4.61	4.65	4.47	4.64	4.48	4.30	4.61	4.50	4.36	4.37	4.25	4.21
19	Restaurant / Eating facilities	4.21	4.09	4.30	4.30	4.28	4.27	4.15	3.61	3.98	3.96	NA	4.10	4.07
20	Value for money of restaurant/eating facilities	4.16	4.12	4.15	4.22	3.95	4.03	4.10	3.72	3.97	4.02	NA	4.10	4.26
21	Availability of bank/ATM Facilities/Money Changers	4.60	4.39	4.18	4.40	4.52	4.33	NA	NA	NA	NA	NA	4.34	4.31
22	Shopping Facilities	4.37	4.02	4.21	4.11	NA	4.58	3.98	NA	NA	NA	3.83	4.18	NA
23	Value for money of shopping Facilities	4.33	4.06	4.62	4.22	NA	4.27	4.19	NA	NA	NA	3.74	4.14	NA
24	Internet Access/ Wi-Fi	NA	NA	NA	NA	4.46	4.60	NA	3.98	NA	NA	NA	NA	NA
25	Business/ Executive Lounges	NA	NA	NA	4.47	NA	NA	NA	NA	NA	NA	NA	NA	NA
26	Availability of washrooms/Toilets	4.51	4.58	4.73	4.41	4.45	4.44	4.36	4.10	4.28	4.04	4.28	4.31	4.18
27	Cleanliness of washrooms / Toilets	4.51	4.57	4.46	4.38	4.16	4.47	4.48	4.13	4.24	3.95	4.28	4.31	4.24
28	Comfort of waiting / gate area	4.60	4.60	4.11	4.38	4.30	4.49	4.53	4.23	4.48	4.12	4.27	4.31	4.15
29	Cleanliness of airport terminal	4.61	4.60	4.38	4.51	4.47	4.57	4.56	4.39	4.50	4.18	4.22	4.51	4.25
30	Ambience of the airport	4.65	4.71	4.27	4.31	4.29	4.60	4.58	4.39	4.25	4.15	4.25	4.39	4.32
31	Arrivals Personal Id /passport and visa inspection	4.79	NA	NA	NA	NA	4.43	NA	NA	NA	NA	NA	4.19	NA
32	Speed of baggage delivery	4.40	4.40	4.38	4.34	4.40	4.49	4.54	4.28	4.24	4.19	4.19	4.21	4.02
33	Customs inspection	4.73	NA	NA	NA	NA	4.28	NA	NA	NA	NA	NA	4.37	NA
Overall Satisfaction with the Airport		4.45	4.43	4.42	4.41	4.40	4.38	4.36	4.35	4.31	4.25	4.23	4.22	4.17

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Sl. No.	Facilities	Mangalore	Jamnagar	Ranchi	Rajkot	Rajahmundry	Jammu	Leh	Dibrugarh	Agra	Patna	Gorakhpur	Vijayawada	Gaya
1	Ground Transportation to / from Airport	4.07	4.04	3.81	4.04	3.76	NA	NA	NA	3.67	3.51	NA	3.53	3.46
2	Parking Facilities	4.05	4.10	3.76	3.76	3.86	4.02	3.81	3.67	3.71	3.62	NA	3.60	3.67
3	Value for money of parking Facilities	4.06	4.07	3.61	3.52	3.83	3.90	3.57	3.64	3.79	3.51	NA	3.61	3.55
4	Availability of baggage carts/trolleys	4.05	4.28	4.03	4.03	4.04	3.68	3.63	3.75	3.82	3.90	3.62	3.72	3.45
5	Waiting time in check-in queue/line	4.18	4.16	4.08	4.01	3.86	4.08	3.68	3.69	4.06	3.83	3.87	3.68	3.72
6	Efficiency of Check-in Staff	4.03	4.21	4.10	4.03	4.04	3.88	3.86	3.56	3.72	4.02	3.93	3.80	3.60
7	Courtesy & Helpfulness of Check-in staff	4.08	4.23	4.10	4.02	4.09	3.78	3.81	3.62	3.44	3.96	3.93	3.87	3.63
8	Waiting time at passport/personal ID Inspection	4.09	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	3.44
9	Courtesy and helpfulness of inspection staff	3.96	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	3.57
10	Courtesy and helpfulness of security staff	4.10	4.25	4.16	4.19	4.07	3.75	3.81	3.63	3.61	4.04	3.97	3.89	3.55
11	Thoroughness of Security inspection	3.91	4.24	4.13	4.05	4.12	3.77	3.73	3.54	3.83	4.10	4.02	4.09	3.51
12	Waiting time at security inspection	3.95	4.21	4.09	3.96	4.03	3.85	3.63	3.57	3.77	3.85	3.81	4.02	3.57
13	Feeling of being safe and secure	3.98	4.24	4.16	4.14	4.05	3.81	3.63	3.53	3.88	4.07	3.99	3.84	3.50
14	Ease of Finding your way through the airport	4.21	4.21	4.08	4.07	3.67	3.77	3.81	3.79	3.44	3.90	3.78	3.67	3.63
15	Flight information screens	4.10	NA	4.05	NA	3.74	NA	NA	3.66	3.78	3.89	NA	NA	3.56
16	Walking distance inside the terminal	4.10	4.22	4.10	4.04	3.79	3.79	3.83	3.62	3.94	4.07	3.70	3.45	3.73
17	Ease of making connections with other flights	3.99	NA	NA	3.87	3.67	3.81	3.76	NA	3.78	3.87	NA	NA	NA
18	Courtesy and helpfulness of airport staff(excluding check-in, passport control and security)	4.17	4.21	4.06	4.07	3.93	3.78	3.85	3.79	3.94	3.96	3.83	3.99	3.57
19	Restaurant / Eating facilities	3.91	3.38	4.02	3.73	3.28	3.73	3.73	3.78	NA	3.34	NA	3.54	NA
20	Value for money of restaurant/eating facilities	3.80	3.52	3.92	3.43	3.32	3.47	3.57	3.83	NA	3.27	NA	3.52	NA
21	Availability of bank/ATM Facilities/Money Changers	4.13	NA	4.15	NA	NA	4.15	4.25	3.96	NA	3.66	NA	NA	3.58
22	Shopping Facilities	4.01	NA	NA	NA	NA	4.06	3.95	3.88	NA	3.56	NA	NA	NA
23	Value for money of shopping Facilities	3.98	NA	NA	NA	NA	3.65	3.55	3.97	NA	3.50	NA	NA	NA
24	Internet Access/ Wi-Fi	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
25	Business/ Executive Lounges	NA	NA	NA	NA	NA	NA	3.89	3.69	NA	NA	NA	NA	NA
26	Availability of washrooms/Toilets	4.38	3.95	4.04	4.11	4.05	4.10	3.76	3.96	3.70	3.74	3.32	3.36	3.72
27	Cleanliness of washrooms / Toilets	4.66	3.92	3.96	3.73	4.02	3.97	3.56	3.92	3.52	3.62	3.25	3.48	3.67
28	Comfort of waiting / gate area	4.35	3.97	4.05	3.88	4.05	3.74	3.66	3.96	3.94	3.76	3.40	3.62	3.78
29	Cleanliness of airport terminal	4.66	4.06	4.23	4.07	4.03	3.82	3.89	4.04	3.83	3.96	3.55	3.54	3.55
30	Ambience of the airport	4.37	3.94	4.20	3.90	3.96	3.76	3.92	3.93	3.72	3.60	3.47	3.49	3.70
31	Arrivals Personal Id /passport and visa inspection	4.34	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	3.76
32	Speed of baggage delivery	4.05	4.01	3.98	4.04	3.83	3.81	4.06	3.92	3.82	3.27	3.17	3.59	3.82
33	Customs inspection	3.95	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	3.55
Overall Satisfaction with the Airport		4.12	4.07	4.04	3.94	3.88	3.84	3.78	3.76	3.76	3.76	3.68	3.68	3.61

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Sl. No.	Facilities	Jabalpur	Silchar	Barapani	Tuticorin	Allahabad	Jorhat	Khajuraho	Imphal	Dimapur	Agatti
1	Ground Transportation to / from Airport	3.47	3.69	3.35	3.60	NA	NA	3.40	NA	NA	2.80
2	Parking Facilities	3.38	3.30	3.50	3.20	3.03	3.41	3.23	3.38	3.24	2.25
3	Value for money of parking Facilities	3.30	3.27	NA	3.18	NA	3.38	3.26	3.21	3.18	1.96
4	Availability of baggage carts/trolleys	3.57	3.45	3.29	3.23	3.47	3.45	3.29	3.13	3.19	2.28
5	Waiting time in check-in queue/line	3.65	3.55	3.64	3.53	3.65	3.44	3.26	3.11	3.06	3.28
6	Efficiency of Check-in Staff	3.64	3.40	3.42	3.35	3.63	3.47	3.33	2.97	2.99	3.41
7	Courtesy & Helpfulness of Check-in staff	3.65	3.49	3.43	3.28	3.69	3.45	3.22	3.10	3.10	3.31
8	Waiting time at passport/personal ID Inspection	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
9	Courtesy and helpfulness of inspection staff	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
10	Courtesy and helpfulness of security staff	3.87	3.70	3.54	3.53	3.68	3.44	3.48	3.21	3.02	3.44
11	Thoroughness of Security inspection	3.73	3.48	3.21	3.43	3.54	3.41	3.50	3.12	3.04	3.41
12	Waiting time at security inspection	3.70	3.36	3.27	3.31	3.62	3.39	3.34	3.11	3.02	3.46
13	Feeling of being safe and secure	3.61	3.43	3.51	3.36	3.60	3.42	3.52	3.00	2.97	3.44
14	Ease of Finding your way through the airport	3.59	3.68	3.63	3.44	3.59	3.44	3.31	3.05	2.93	2.46
15	Flight information screens	NA	3.57	3.55	NA	NA	NA	NA	NA	NA	2.03
16	Walking distance inside the terminal	3.69	3.36	3.11	3.45	3.56	3.46	3.49	3.12	2.95	1.94
17	Ease of making connections with other flights	3.51	3.33	3.34	NA	NA	3.49	3.32	3.10	3.10	NA
18	Courtesy and helpfulness of airport staff(excluding check-in, passport control and security)	3.63	3.56	3.76	3.60	3.61	3.46	3.20	3.22	3.05	2.55
19	Restaurant / Eating facilities	2.95	NA	NA	3.48	3.48	3.40	3.04	NA	NA	1.73
20	Value for money of restaurant/eating facilities	2.93	NA	NA	3.41	3.11	3.25	3.10	NA	NA	1.71
21	Availability of bank/ATM Facilities/Money Changers	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
22	Shopping Facilities	NA	NA	NA	NA	NA	NA	3.25	NA	NA	NA
23	Value for money of shopping Facilities	NA	NA	NA	NA	NA	NA	3.13	NA	NA	NA
24	Internet Access/ Wi-Fi	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
25	Business/ Executive Lounges	NA	3.82	3.72	NA	3.41	NA	NA	3.96	NA	NA
26	Availability of washrooms/Toilets	3.61	3.49	3.17	3.79	3.38	3.43	3.30	3.41	3.32	1.74
27	Cleanliness of washrooms / Toilets	3.37	3.48	3.36	3.43	2.90	3.26	3.16	3.29	3.25	1.76
28	Comfort of waiting / gate area	3.41	3.50	3.73	3.45	3.28	3.45	3.26	3.33	3.19	1.99
29	Cleanliness of airport terminal	3.43	3.64	3.78	3.51	3.21	3.38	3.19	3.41	3.17	2.78
30	Ambience of the airport	3.19	3.41	3.93	3.45	3.10	3.34	3.29	3.28	3.15	2.82
31	Arrivals Personal Id /passport and visa inspection	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
32	Speed of baggage delivery	3.54	3.42	3.26	3.58	3.23	3.47	3.46	3.74	3.09	2.25
33	Customs inspection	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Overall Satisfaction with the Airport	3.50	3.50	3.48	3.44	3.42	3.41	3.29	3.25	3.10	2.56