

BROAD RESULTS OF CUSTOMER SATISFACTION SURVEY - ROUND – III (JANUARY-JUNE) 2013 ON FIVE POINTS SCALE AT 52 AIRPORTS

| SL. No. | Facilities | Bhubneswar | Varanasi | Chandigarh | Trichy | Jodhpur | Kullu | Udaipur | Bhopal | Madurai | Tirupati | Coimbatore | Srinagar | Manglore |
|---------|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 1 | Ground Transportation To/From Airport | 4.84 | 4.66 | 4.87 | 4.40 | 4.30 | 4.32 | 4.47 | 4.31 | 4.01 | 4.11 | 4.02 | 4.67 | 4.35 |
| 2 | Availability of parking facilities | 4.86 | 4.81 | 4.80 | 4.64 | 4.44 | 4.28 | 4.34 | 4.23 | 4.04 | 4.18 | 4.04 | 4.46 | 4.34 |
| 3 | Parking facilities value for money | 4.69 | 4.70 | 4.79 | 4.51 | 4.42 | 3.94 | 4.33 | 4.30 | 4.53 | 4.60 | 4.41 | 4.53 | 4.31 |
| 4 | Availability of Baggage Carts/trolleys | 4.76 | 4.71 | 4.86 | 4.64 | 4.79 | 4.68 | 4.31 | 4.65 | 4.73 | 4.70 | 4.54 | 4.13 | 4.33 |
| 5 | Waiting time in check-in-queue/line | 4.69 | 4.73 | 4.82 | 4.84 | 4.65 | 4.45 | 4.37 | 4.43 | 4.77 | 4.62 | 4.57 | 4.45 | 4.21 |
| 6 | Efficiency of Check-in-Staff | 4.77 | 4.58 | 4.75 | 4.81 | 4.63 | 4.52 | 4.27 | 4.51 | 4.73 | 4.38 | 4.55 | 4.03 | 4.11 |
| 7 | Courtesy, helpfulness of check-in-staff | 4.81 | 4.71 | 4.85 | 4.57 | 4.54 | 4.82 | 4.32 | 4.61 | 4.54 | 4.25 | 4.35 | 4.50 | 4.14 |
| 8 | Waiting time at Passport/personal ID inspection | NA | 4.72 | NA | 4.76 | NA | NA | NA | NA | NA | NA | 4.38 | NA | 4.18 |
| 9 | Courtesy and helpfulness of inspection staff | NA | 4.62 | NA | 4.70 | NA | NA | NA | NA | NA | NA | 4.38 | NA | 4.04 |
| 10 | Courtesy and helpfulness of security staff | 4.74 | 4.81 | 4.80 | 4.71 | 4.67 | 4.81 | 4.52 | 4.59 | 4.57 | 4.57 | 4.50 | 4.52 | 4.37 |
| 11 | Thoroughness of Security inspection | 4.79 | 4.76 | 4.80 | 4.73 | 4.69 | 4.51 | 4.29 | 4.75 | 4.50 | 4.48 | 4.47 | 3.95 | 4.24 |
| 12 | Waiting time at Security inspection | 4.77 | 4.66 | 4.77 | 4.59 | 4.66 | 4.40 | 4.32 | 4.74 | 4.47 | 4.38 | 4.45 | 4.38 | 4.28 |
| 13 | Feeling of being safe and secure | 4.76 | 4.72 | 4.85 | 4.59 | 4.83 | 4.88 | 4.41 | 4.77 | 4.35 | 4.44 | 4.26 | 4.05 | 4.20 |
| 14 | Ease of finding your way through airport | 4.78 | 4.79 | 4.83 | 4.83 | 4.73 | 4.26 | 4.60 | 4.56 | 4.60 | 4.63 | 4.37 | 4.37 | 4.36 |
| 15 | Flight information screens | 4.77 | 4.65 | 4.77 | 4.72 | 4.83 | NA | 4.48 | 4.50 | 4.56 | NA | 4.32 | 3.89 | 4.21 |
| 16 | Walking distance inside the terminal | 4.80 | 4.78 | 4.81 | 4.56 | 4.80 | 4.22 | 4.38 | 4.61 | 4.47 | 4.41 | 4.28 | 4.32 | 4.21 |
| 17 | Ease of making connections with other flights | 4.77 | 4.74 | 4.80 | 4.47 | 4.27 | 4.07 | 4.32 | 4.40 | 4.34 | 4.01 | 4.27 | 3.88 | 4.10 |
| 18 | Courtesy, helpfulness of airport staff | 4.83 | 4.72 | 4.40 | 4.83 | 4.85 | 4.89 | 4.71 | 4.71 | 4.66 | 4.59 | 4.45 | 4.53 | 4.26 |
| 19 | Restaurant / Eating facilities | 4.39 | 4.43 | 4.55 | 4.68 | 4.79 | NA | 4.62 | 4.47 | 4.46 | 4.28 | 4.18 | 3.98 | 3.83 |
| 20 | Restaurant facilities value for money | 4.45 | 4.69 | 4.80 | 4.33 | 4.74 | NA | 4.47 | 4.36 | 4.11 | 4.11 | 3.85 | 4.39 | 3.89 |
| 21 | Availability of bank / ATM facilities/ money changers | 4.89 | 4.83 | NA | 4.67 | 4.29 | NA | 4.59 | 4.55 | 4.11 | 4.24 | 4.26 | 4.37 | 4.31 |
| 22 | Shopping facilities | 4.60 | 4.71 | NA | 4.69 | 4.50 | NA | 4.38 | 4.28 | 4.09 | NA | 4.13 | 4.19 | 4.14 |
| 23 | Shopping facilities value for money | 4.35 | 4.72 | NA | 4.43 | 4.48 | NA | 4.34 | 4.16 | 4.33 | NA | 4.19 | 4.25 | 4.21 |
| 24 | Internet access/wi-fi | 3.84 | NA | NA | 4.64 | NA | NA | NA | NA | 4.72 | NA | 4.49 | 3.85 | NA |
| 25 | Business/ Executive lounges | 4.73 | 4.68 | NA | NA | NA | NA | 4.55 | NA | 4.77 | NA | 4.59 | 4.05 | NA |
| 26 | Availability of washrooms/toilets | 4.84 | 4.60 | 4.25 | 4.81 | 4.93 | 4.82 | 4.73 | 4.40 | 4.62 | 4.71 | 4.40 | 4.40 | 4.54 |
| 27 | Cleanliness of washrooms/toilets | 4.91 | 4.62 | 4.45 | 4.75 | 4.92 | 4.85 | 4.83 | 4.38 | 4.40 | 4.62 | 4.29 | 4.53 | 4.68 |
| 28 | Comfort of waiting/ gate areas | 4.82 | 4.55 | 4.30 | 4.57 | 4.92 | 4.54 | 4.63 | 4.25 | 4.33 | 4.30 | 4.19 | 4.09 | 4.51 |
| 29 | Cleanliness of airport terminal | 4.84 | 4.71 | 4.25 | 4.84 | 4.95 | 4.93 | 4.80 | 4.40 | 4.66 | 4.41 | 4.45 | 4.64 | 4.69 |
| 30 | Ambience of the airport | 4.78 | 4.53 | 4.28 | 4.80 | 4.93 | 4.76 | 4.67 | 4.35 | 4.59 | 4.26 | 4.33 | 4.12 | 4.36 |
| 31 | Arrivals passport and visa inspection | NA | 4.87 | NA | 4.56 | NA | NA | NA | NA | NA | NA | 4.34 | NA | 4.27 |
| 32 | Speed of baggage delivery service | 3.99 | 4.43 | 4.12 | 4.42 | 3.66 | 3.20 | 4.44 | 4.23 | 4.07 | 4.20 | 3.91 | 3.84 | 3.79 |
| 33 | Customs inspection | NA | 4.81 | NA | 4.40 | NA | NA | NA | NA | NA | NA | 3.85 | NA | 4.13 |
| | Overall Satisfaction with Airport | 4.68 | 4.68 | 4.65 | 4.64 | 4.64 | 4.48 | 4.48 | 4.46 | 4.45 | 4.40 | 4.31 | 4.25 | 4.25 |

BROAD RESULTS OF CUSTOMER SATISFACTION SURVEY - ROUND – III (JANUARY-JUNE) 2013 ON FIVE POINTS SCALE AT 52 AIRPORTS

| SL. No. | Facilities | Portblair | Bhavnagar | Surat | Vadodara | Aurangabad | Visahakapatnam | Indore | Amritsar | Dehradun | Raipur | Porbandar | Hubli | Bagdogra |
|---------|---|-------------|-------------|-------------|-------------|-------------|----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 1 | Ground Transportation To/From Airport | 4.61 | 4.34 | 4.34 | 4.02 | 4.34 | 4.14 | 4.46 | 4.16 | 3.93 | 3.98 | 4.07 | 4.07 | 3.90 |
| 2 | Availability of parking facilities | 3.99 | 4.07 | 4.26 | 4.12 | 4.04 | 4.07 | 4.25 | 4.05 | 3.97 | 4.18 | 4.10 | 4.04 | 3.98 |
| 3 | Parking facilities value for money | 4.40 | 3.91 | 4.04 | 4.08 | 3.78 | 3.92 | 4.21 | 4.03 | 3.82 | 3.92 | 4.02 | 3.79 | 3.93 |
| 4 | Availability of Baggage Carts/trolleys | 4.25 | 4.27 | 4.33 | 4.20 | 4.22 | 4.41 | 4.11 | 4.10 | 4.06 | 4.23 | 4.20 | 4.09 | 3.99 |
| 5 | Waiting time in check-in-queue/line | 4.68 | 4.39 | 4.56 | 4.17 | 4.16 | 4.15 | 4.15 | 4.16 | 4.02 | 4.13 | 4.35 | 4.34 | 4.07 |
| 6 | Efficiency of Check-in-Staff | 4.12 | 4.14 | 4.34 | 4.23 | 4.26 | 4.16 | 4.13 | 4.16 | 4.15 | 4.15 | 4.38 | 4.28 | 4.03 |
| 7 | Courtesy, helpfulness of check-in-staff | 4.58 | 4.07 | 4.39 | 4.22 | 4.21 | 4.30 | 4.11 | 4.01 | 4.04 | 4.23 | 4.34 | 4.17 | 3.91 |
| 8 | Waiting time at Passport/personal ID inspection | NA | NA | NA | NA | NA | NA | NA | 4.11 | NA | NA | NA | NA | 4.28 |
| 9 | Courtesy and helpfulness of inspection staff | NA | NA | NA | NA | NA | NA | NA | 4.00 | NA | NA | NA | NA | 4.23 |
| 10 | Courtesy and helpfulness of security staff | 4.62 | 4.41 | 4.51 | 4.32 | 4.03 | 4.31 | 4.26 | 4.20 | 4.13 | 4.28 | 4.26 | 4.26 | 4.05 |
| 11 | Thoroughness of Security inspection | 4.01 | 4.21 | 4.32 | 4.33 | 4.28 | 4.20 | 4.12 | 4.18 | 4.07 | 4.19 | 4.24 | 4.26 | 3.99 |
| 12 | Waiting time at Security inspection | 4.50 | 4.20 | 4.33 | 4.26 | 4.33 | 4.11 | 4.10 | 4.20 | 4.26 | 4.12 | 4.27 | 4.15 | 3.98 |
| 13 | Feeling of being safe and secure | 4.16 | 4.29 | 4.43 | 4.32 | 4.36 | 4.25 | 4.09 | 4.29 | 4.08 | 4.35 | 4.28 | 3.99 | 4.10 |
| 14 | Ease of finding your way through airport | 4.71 | 4.43 | 4.60 | 4.24 | 4.35 | 4.23 | 4.03 | 4.19 | 4.32 | 4.25 | 4.29 | 4.03 | 4.06 |
| 15 | Flight information screens | 4.20 | NA | NA | 4.28 | 4.02 | 4.16 | 4.13 | 4.22 | NA | 4.05 | NA | NA | 3.93 |
| 16 | Walking distance inside the terminal | 4.64 | 4.33 | 4.34 | 4.29 | 4.33 | 4.16 | 4.03 | 4.32 | 4.20 | 4.21 | 4.29 | 3.79 | 4.07 |
| 17 | Ease of making connections with other flights | 4.04 | 4.20 | 4.29 | 4.32 | 3.92 | 4.13 | 4.07 | 4.13 | 4.09 | 4.20 | NA | 3.83 | 4.11 |
| 18 | Courtesy, helpfulness of airport staff | 4.73 | 4.46 | 4.49 | 4.17 | 4.37 | 4.56 | 4.25 | 4.28 | 4.37 | 4.23 | 4.24 | 3.87 | 4.05 |
| 19 | Restaurant / Eating facilities | 3.78 | 4.02 | 3.66 | 4.21 | 3.94 | 4.11 | 4.29 | 4.10 | 4.25 | 4.05 | 3.46 | NA | 3.98 |
| 20 | Restaurant facilities value for money | 4.13 | 3.91 | 3.59 | 4.12 | 3.90 | 3.77 | 4.08 | 3.95 | 4.15 | 4.03 | 3.54 | NA | 3.95 |
| 21 | Availability of bank / ATM facilities/ money changers | 4.56 | NA | NA | 3.99 | 4.07 | 4.13 | 4.30 | 3.02 | 4.17 | 3.98 | NA | NA | 4.02 |
| 22 | Shopping facilities | 3.68 | NA | NA | 4.08 | 3.86 | 3.93 | 4.13 | 4.18 | 4.24 | 3.87 | NA | 3.31 | 4.12 |
| 23 | Shopping facilities value for money | 4.01 | NA | NA | 3.96 | 3.87 | 3.80 | 3.97 | 4.10 | 4.14 | 3.84 | NA | 3.76 | 4.03 |
| 24 | Internet access/wi-fi | NA | NA | 3.12 | NA | 4.26 | NA | NA | NA | NA | NA | 3.82 | NA | NA |
| 25 | Business/ Executive lounges | NA | NA | NA | 4.18 | NA | NA | NA | NA | 4.16 | NA | NA | NA | NA |
| 26 | Availability of washrooms/toilets | 4.14 | 4.47 | 4.38 | 4.27 | 4.43 | 4.38 | 4.29 | 4.44 | 4.32 | 4.28 | 4.15 | 4.27 | 4.10 |
| 27 | Cleanliness of washrooms/toilets | 4.14 | 4.19 | 4.12 | 4.29 | 4.44 | 4.45 | 4.23 | 4.52 | 4.38 | 4.33 | 4.12 | 4.43 | 4.07 |
| 28 | Comfort of waiting/ gate areas | 3.93 | 4.26 | 4.09 | 4.19 | 4.41 | 4.31 | 4.32 | 4.47 | 4.33 | 4.14 | 4.06 | 4.33 | 3.97 |
| 29 | Cleanliness of airport terminal | 4.53 | 4.39 | 4.33 | 4.33 | 4.45 | 4.47 | 4.30 | 4.56 | 4.21 | 4.45 | 4.29 | 4.05 | 4.15 |
| 30 | Ambience of the airport | 4.26 | 4.18 | 4.19 | 4.22 | 4.42 | 4.42 | 4.29 | 4.55 | 4.40 | 4.31 | 4.21 | 4.03 | 4.04 |
| 31 | Arrivals passport and visa inspection | NA | NA | NA | NA | NA | NA | NA | 4.41 | NA | NA | NA | NA | 4.10 |
| 32 | Speed of baggage delivery service | 3.35 | 4.21 | 4.11 | 4.09 | 4.30 | 4.10 | 4.28 | 4.28 | 4.20 | 3.95 | 3.95 | 3.96 | 4.44 |
| 33 | Customs inspection | NA | NA | NA | NA | NA | NA | NA | 4.34 | NA | NA | NA | NA | 4.00 |
| | Overall Satisfaction with Airport | 4.25 | 4.23 | 4.21 | 4.20 | 4.19 | 4.19 | 4.18 | 4.18 | 4.17 | 4.15 | 4.13 | 4.05 | 4.04 |

BROAD RESULTS OF CUSTOMER SATISFACTION SURVEY - ROUND – III (JANUARY-JUNE) 2013 ON FIVE POINTS SCALE AT 52 AIRPORTS

| Sl. No. | Facilities | Rajkot | Jammu | Ranchi | Jamnagar | Agartala | Bhuj | Vijayawada | Rajahmundry | Gaya | Tuticorin | Leh | Kandala | Khajuraho |
|---------|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 1 | Ground Transportation To/From Airport | 4.06 | 3.67 | 3.83 | 3.01 | 4.29 | 4.03 | 3.89 | 3.97 | 3.61 | 3.86 | 3.76 | 3.02 | 3.01 |
| 2 | Availability of parking facilities | 3.98 | 3.94 | 3.85 | 4.04 | 3.78 | 4.04 | 3.62 | 3.90 | 3.88 | 3.57 | 3.66 | 3.27 | 3.41 |
| 3 | Parking facilities value for money | 3.69 | 3.88 | 3.88 | 3.91 | 3.68 | 3.98 | 3.74 | 3.62 | 3.73 | 3.50 | 3.61 | NA | 3.17 |
| 4 | Availability of Baggage Carts/trolleys | 4.22 | 4.09 | 4.12 | 4.20 | 3.82 | 4.07 | 3.89 | 3.97 | 3.97 | 3.68 | 3.74 | 2.93 | 3.27 |
| 5 | Waiting time in check-in-queue/line | 4.24 | 4.02 | 4.06 | 4.20 | 4.27 | 4.21 | 4.19 | 4.08 | 3.76 | 4.21 | 3.83 | 3.52 | 3.60 |
| 6 | Efficiency of Check-in-Staff | 4.07 | 4.03 | 4.10 | 4.19 | 3.81 | 4.04 | 4.05 | 3.86 | 3.82 | 4.05 | 3.91 | 3.72 | 3.56 |
| 7 | Courtesy, helpfulness of check-in-staff | 4.09 | 4.10 | 4.08 | 4.22 | 3.85 | 3.97 | 4.09 | 3.85 | 3.94 | 3.73 | 3.93 | 3.62 | 3.60 |
| 8 | Waiting time at Passport/personal ID inspection | NA | 3.84 | NA | NA | NA | NA |
| 9 | Courtesy and helpfulness of inspection staff | NA | 3.84 | NA | NA | NA | NA |
| 10 | Courtesy and helpfulness of security staff | 4.29 | 4.07 | 3.97 | 4.25 | 4.37 | 4.25 | 4.17 | 4.07 | 3.86 | 3.93 | 4.04 | 3.75 | 3.98 |
| 11 | Thoroughness of Security inspection | 4.15 | 4.01 | 4.09 | 4.20 | 3.85 | 4.14 | 4.01 | 3.77 | 3.87 | 3.84 | 3.95 | 3.65 | 3.96 |
| 12 | Waiting time at Security inspection | 4.04 | 4.05 | 4.08 | 4.18 | 3.83 | 4.11 | 3.95 | 3.73 | 3.83 | 3.75 | 3.95 | 3.71 | 3.93 |
| 13 | Feeling of being safe and secure | 4.17 | 4.06 | 4.14 | 4.22 | 3.91 | 4.09 | 3.91 | 3.86 | 4.00 | 3.84 | 3.99 | 3.61 | 3.93 |
| 14 | Ease of finding your way through airport | 4.25 | 4.06 | 4.04 | 4.11 | 4.39 | 4.13 | 3.99 | 4.15 | 3.91 | 4.29 | 3.94 | 3.92 | 3.83 |
| 15 | Flight information screens | NA | 3.99 | 3.72 | NA | 3.88 | 3.79 | NA | 3.79 | 3.61 | NA | NA | NA | NA |
| 16 | Walking distance inside the terminal | 4.17 | 4.07 | 4.10 | 4.16 | 3.95 | 3.90 | 3.84 | 3.72 | 3.90 | 4.22 | 3.96 | 3.65 | 2.61 |
| 17 | Ease of making connections with other flights | 4.11 | 4.05 | NA | 4.00 | NA | 3.83 | NA | 3.86 | 3.93 | NA | 3.70 | NA | NA |
| 18 | Courtesy, helpfulness of airport staff | 4.26 | 4.03 | 3.98 | 4.26 | 4.35 | 3.92 | 3.79 | 4.04 | 3.86 | 4.13 | 3.98 | 3.71 | 3.98 |
| 19 | Restaurant / Eating facilities | 3.62 | 4.01 | 4.09 | 3.51 | 3.37 | 3.52 | 3.62 | 3.11 | NA | 3.50 | NA | NA | NA |
| 20 | Restaurant facilities value for money | 3.49 | 4.09 | 4.11 | 3.52 | 3.33 | 3.42 | 3.57 | 3.16 | NA | 3.22 | NA | NA | NA |
| 21 | Availability of bank / ATM facilities/ money changers | NA | 4.16 | 4.16 | NA | 4.41 | NA | NA | NA | 2.98 | NA | NA | NA | NA |
| 22 | Shopping facilities | NA | 4.02 | NA | 3.17 |
| 23 | Shopping facilities value for money | NA | 4.10 | NA | 2.04 |
| 24 | Internet access/wi-fi | NA |
| 25 | Business/ Executive lounges | NA |
| 26 | Availability of washrooms/toilets | 4.02 | 4.00 | 4.05 | 3.99 | 3.74 | 3.85 | 3.87 | 3.91 | 3.60 | 3.86 | 3.62 | 3.85 | 3.81 |
| 27 | Cleanliness of washrooms/toilets | 3.91 | 4.14 | 3.98 | 3.93 | 3.40 | 3.68 | 3.89 | 4.07 | 3.93 | 3.37 | 3.29 | 3.59 | 3.48 |
| 28 | Comfort of waiting/ gate areas | 3.87 | 4.06 | 4.00 | 4.02 | 3.58 | 3.60 | 3.90 | 4.10 | 4.08 | 3.20 | 3.55 | 3.55 | 3.73 |
| 29 | Cleanliness of airport terminal | 4.10 | 4.13 | 3.92 | 4.10 | 4.30 | 4.03 | 3.93 | 4.19 | 3.95 | 3.84 | 3.74 | 3.80 | 3.86 |
| 30 | Ambience of the airport | 3.92 | 4.15 | 4.11 | 3.91 | 4.12 | 3.79 | 4.01 | 4.01 | 3.90 | 3.74 | 3.57 | 3.73 | 3.94 |
| 31 | Arrivals passport and visa inspection | NA | 3.54 | NA | NA | NA | NA |
| 32 | Speed of baggage delivery service | 3.98 | 3.75 | 3.97 | 3.98 | 4.40 | 3.74 | 3.89 | 3.95 | 3.40 | 3.74 | 3.31 | 3.80 | 3.70 |
| 33 | Customs inspection | NA | 3.46 | NA | NA | NA | NA |
| | Overall Satisfaction with Airport | 4.03 | 4.03 | 4.02 | 4.00 | 3.95 | 3.92 | 3.90 | 3.86 | 3.78 | 3.78 | 3.76 | 3.60 | 3.53 |

BROAD RESULTS OF CUSTOMER SATISFACTION SURVEY - ROUND – III (JANUARY-JUNE) 2013 ON FIVE POINTS SCALE AT 52 AIRPORTS

| Sl. No. | Facilities | Patna | Gorakhpur | Agra | Jabalpur | Dibrugarh | Silchar | Dimapur | Allahabad | Imphal | Jorhat | Agatti | Barapani | Kangra |
|---------|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------|-----------|
| 1 | Ground Transportation To/From Airport | 3.50 | 3.15 | 3.65 | 2.85 | NA | NA | 3.07 | 3.31 | 3.08 | NA | 2.57 | NA | NA |
| 2 | Availability of parking facilities | 3.61 | 3.10 | 3.37 | 2.97 | 3.59 | 3.32 | 3.24 | 3.27 | 3.21 | 2.80 | 2.10 | NA | NA |
| 3 | Parking facilities value for money | 3.64 | NA | 3.34 | 3.19 | 3.32 | 2.97 | 3.06 | 3.28 | 2.95 | 2.71 | 2.18 | NA | NA |
| 4 | Availability of Baggage Carts/trolleys | 3.77 | 3.40 | 3.17 | 3.43 | 3.26 | 3.48 | 3.26 | 3.36 | 3.31 | 3.06 | 1.90 | NA | NA |
| 5 | Waiting time in check-in-queue/line | 3.23 | 3.58 | 3.76 | 3.56 | 3.53 | 3.37 | 3.43 | 3.47 | 3.39 | 3.15 | 3.33 | NA | NA |
| 6 | Efficiency of Check-in-Staff | 3.13 | 3.68 | 3.31 | 3.50 | 3.25 | 3.34 | 3.33 | 3.47 | 3.32 | 3.19 | 3.37 | NA | NA |
| 7 | Courtesy, helpfulness of check-in-staff | 3.21 | 3.81 | 3.29 | 3.59 | 3.16 | 3.46 | 3.44 | 3.46 | 3.44 | 3.26 | 3.39 | NA | NA |
| 8 | Waiting time at Passport/personal ID inspection | NA | NA | NA |
| 9 | Courtesy and helpfulness of inspection staff | NA | NA | NA |
| 10 | Courtesy and helpfulness of security staff | 3.30 | 3.90 | 3.63 | 3.76 | 3.52 | 3.56 | 3.54 | 3.59 | 3.49 | 3.26 | 3.37 | NA | NA |
| 11 | Thoroughness of Security inspection | 3.17 | 3.91 | 3.26 | 3.52 | 3.26 | 3.48 | 3.37 | 3.45 | 3.37 | 3.24 | 3.38 | NA | NA |
| 12 | Waiting time at Security inspection | 3.10 | 3.69 | 3.48 | 3.53 | 3.22 | 3.45 | 3.38 | 3.45 | 3.47 | 3.12 | 3.39 | NA | NA |
| 13 | Feeling of being safe and secure | 3.15 | 3.85 | 3.17 | 3.42 | 3.04 | 3.56 | 3.43 | 3.35 | 3.53 | 3.25 | 3.33 | NA | NA |
| 14 | Ease of finding your way through airport | 3.59 | 3.54 | 3.70 | 3.69 | 3.61 | 3.46 | 3.35 | 3.32 | 3.43 | 3.09 | 1.94 | NA | NA |
| 15 | Flight information screens | 3.63 | NA | 3.27 | NA | 3.32 | NA | NA | NA | NA | NA | 1.42 | NA | NA |
| 16 | Walking distance inside the terminal | 3.74 | 3.50 | 3.48 | 3.57 | 3.23 | 3.31 | 3.06 | 3.09 | 3.21 | 2.91 | 1.87 | NA | NA |
| 17 | Ease of making connections with other flights | 3.10 | 3.37 | 3.15 | NA | NA | NA | 2.96 | NA | 3.29 | 2.86 | 1.62 | NA | NA |
| 18 | Courtesy, helpfulness of airport staff | 3.57 | 3.74 | 3.52 | 3.73 | 3.57 | 3.59 | 3.32 | 3.33 | 3.18 | 3.12 | 2.70 | NA | NA |
| 19 | Restaurant / Eating facilities | 3.23 | NA | NA | NA | 3.23 | NA | 2.55 | NA | 2.50 | 2.34 | 1.59 | NA | NA |
| 20 | Restaurant facilities value for money | 3.18 | NA | NA | NA | 3.13 | NA | 2.58 | NA | 2.53 | 2.37 | 1.54 | NA | NA |
| 21 | Availability of bank / ATM facilities/ money changers | 3.65 | NA | 3.01 | NA | 3.87 | NA | NA | NA | NA | NA | NA | NA | NA |
| 22 | Shopping facilities | 3.31 | NA | NA | NA | 3.65 | NA | NA | NA | 2.03 | NA | NA | NA | NA |
| 23 | Shopping facilities value for money | 3.33 | NA | NA | NA | 3.50 | NA | NA | NA | 2.22 | NA | NA | NA | NA |
| 24 | Internet access/wi-fi | NA | NA | NA |
| 25 | Business/ Executive lounges | 3.09 | NA | NA | NA | 3.08 | 3.03 | NA | NA | NA | NA | NA | NA | NA |
| 26 | Availability of washrooms/toilets | 3.80 | 3.18 | 3.96 | 3.56 | 3.47 | 2.97 | 3.12 | 2.50 | 2.97 | 2.85 | 2.55 | NA | NA |
| 27 | Cleanliness of washrooms/toilets | 4.01 | 2.77 | 3.50 | 3.22 | 3.36 | 3.04 | 3.21 | 2.57 | 3.02 | 2.92 | 2.65 | NA | NA |
| 28 | Comfort of waiting/ gate areas | 3.78 | 3.45 | 3.40 | 3.23 | 3.11 | 3.20 | 3.11 | 2.55 | 2.99 | 3.07 | 2.18 | NA | NA |
| 29 | Cleanliness of airport terminal | 4.07 | 3.09 | 3.90 | 3.43 | 3.83 | 3.29 | 3.42 | 2.60 | 3.18 | 3.27 | 2.70 | NA | NA |
| 30 | Ambience of the airport | 3.93 | 3.30 | 3.45 | 3.33 | 3.60 | 3.26 | 3.15 | 2.97 | 3.05 | 3.15 | 2.63 | NA | NA |
| 31 | Arrivals passport and visa inspection | NA | NA | NA |
| 32 | Speed of baggage delivery service | 3.60 | 3.03 | 3.35 | 3.60 | 3.69 | 3.53 | 3.15 | 3.05 | 3.03 | 3.34 | 2.28 | NA | NA |
| 33 | Customs inspection | NA | NA | NA |
| | Overall Satisfaction with Airport | 3.48 | 3.45 | 3.44 | 3.43 | 3.40 | 3.34 | 3.20 | 3.17 | 3.09 | 3.01 | 2.50 | NA | NA |