

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER-II (APRIL-JUNE) 2016 OVER QUARTER-I (JANUARY-MARCH) 2016

S.No.	ITEM	AHMEDABAD			CALICUT			CHENNAI			GOA		
		Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I	Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I	Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I	Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I
1	Ground transportation to/from airport	4.05	4.82	-0.77	3.80	3.80	0.00	3.68	3.90	-0.22	4.50	4.66	-0.16
2	Parking facilities	4.02	4.51	-0.49	3.58	3.50	0.08	2.76	3.25	-0.49	4.40	4.44	-0.04
3	Value for maoney of parking facilities	3.96	4.36	-0.40	3.45	3.17	0.28	2.58	3.12	-0.54	4.55	4.45	0.10
4	Availability of baggage carts/trolleys	4.20	4.54	-0.34	3.90	3.87	0.03	2.61	3.25	-0.64	4.57	4.22	0.35
5	Waiting time in check-in queue/line	4.10	4.66	-0.56	3.90	3.74	0.16	4.48	4.50	-0.02	4.74	4.77	-0.03
6	Efficiency of check-in staff	4.06	4.46	-0.40	4.00	3.94	0.06	4.33	4.36	-0.03	4.26	4.22	0.04
7	Courtesy and helpfulness of check-in staff	4.07	4.51	-0.44	3.96	3.95	0.01	4.46	4.46	0.00	4.62	4.64	-0.02
8	Waiting time at passport/personal ID inspection	4.04	4.74	-0.70	3.90	3.84	0.06	4.47	4.32	0.15	4.75	4.65	0.10
9	Courtesy and helpfulness of inspection staff	4.05	4.55	-0.50	3.89	3.82	0.07	4.35	4.32	0.03	4.29	4.27	0.02
10	Courtesy and helpfulness of security staff	4.24	4.66	-0.42	4.00	3.97	0.03	4.65	4.47	0.18	4.74	4.64	0.10
11	Thoroughness of security inspection	4.19	4.54	-0.35	3.95	3.97	-0.02	4.47	4.44	0.03	4.25	4.28	-0.03
12	Waiting time at security inspection	4.17	4.58	-0.41	3.84	3.82	0.02	4.51	4.45	0.06	4.65	4.52	0.13
13	Feeling of being safe and secure	4.27	4.55	-0.28	3.92	4.00	-0.08	4.46	4.49	-0.03	4.41	4.25	0.16
14	Ease of finding your way through airport	4.26	4.66	-0.40	3.91	3.89	0.02	4.42	4.44	-0.02	4.78	4.68	0.10
15	Flight information screens	4.18	4.51	-0.33	3.89	3.85	0.04	4.26	4.33	-0.07	4.21	4.21	0.00
16	Walking distance inside the terminal	4.22	4.57	-0.35	3.83	3.79	0.04	4.45	4.42	0.03	4.68	4.57	0.11
17	Ease of making connections with other flights	4.28	4.34	-0.06	3.43	3.76	-0.33	3.94	3.94	0.00	-	4.50	-
18	Courtesy and helpfulness of airport staff	4.32	4.67	-0.35	3.97	4.01	-0.04	4.15	4.25	-0.10	4.77	4.82	-0.05
19	Restaurant/Eating facilities	3.90	4.39	-0.49	3.52	3.51	0.01	4.72	4.71	0.01	4.29	4.26	0.03
20	Value for money of restaurant/eating facilities	4.00	4.49	-0.49	3.47	3.40	0.07	4.63	4.57	0.06	4.21	4.23	-0.02
21	Availability of bank/ATM facilities/money changers	3.95	4.87	-0.92	3.74	3.90	-0.16	4.07	3.88	0.19	4.66	4.81	-0.15
22	Shopping facilities	3.76	4.69	-0.93	3.46	3.53	-0.07	2.95	3.71	-0.76	4.47	4.13	0.34
23	Value for money of shopping facilities	3.90	4.61	-0.71	3.45	3.48	-0.03	2.64	3.68	-1.04	4.37	4.63	-0.26
24	Internet access/Wi-Fi	4.03	4.60	-0.57	3.36	3.37	-0.01	3.43	2.61	0.82	4.48	4.17	0.31
25	Business/Executive lounges	4.11	4.52	-0.41	3.84	3.86	-0.02	4.79	4.74	0.05	3.33	4.32	-0.99
26	Availability of washrooms/toilets	4.08	4.69	-0.61	3.62	3.79	-0.17	3.88	3.76	0.12	4.79	4.63	0.16
27	Cleanliness of washrooms/toilets	4.14	4.65	-0.51	3.52	3.66	-0.14	4.67	4.32	0.35	4.22	4.29	-0.07
28	Comfort of waiting/gate areas	4.06	4.70	-0.64	3.77	3.84	-0.07	3.36	3.75	-0.39	4.67	4.57	0.10
29	Cleanliness of airport terminal	4.36	4.78	-0.42	3.90	3.92	-0.02	4.68	4.51	0.17	4.70	4.78	-0.08
30	Ambience of the airport	4.19	4.62	-0.43	3.80	3.79	0.01	3.99	4.24	-0.25	4.49	4.29	0.20
31	Passport/ID inspection	4.06	4.87	-0.81	3.96	3.87	0.09	4.30	4.30	0.00	4.39	4.86	-0.47
32	Speed of baggage delivery	4.18	4.38	-0.20	3.63	3.50	0.13	4.31	4.19	0.12	4.79	4.66	0.13
33	Customs inspection	3.85	4.42	-0.57	3.70	3.66	0.04	4.33	4.21	0.12	4.54	4.75	-0.21
	Overall Satisfaction	4.33	4.74	-0.41	3.85	3.79	0.06	4.66	4.66	0.00	4.86	4.79	0.07
	World Average	4.16	4.14	0.02	4.16	4.14	0.02	4.16	4.14	0.02	4.16	4.14	0.02

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER-II (APRIL-JUNE) 2016 OVER QUARTER-I (JANUARY-MARCH) 2016

S.No.	ITEM	GUWAHATI			JAIPUR			KOLKATA			LUCKNOW		
		Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I	Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I	Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I	Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I
1	Ground transportation to/from airport	4.53	4.65	-0.12	4.79	4.76	0.03	4.10	4.16	-0.06	4.41	4.66	-0.25
2	Parking facilities	3.95	3.89	0.06	4.67	4.56	0.11	4.71	4.76	-0.05	4.30	4.50	-0.20
3	Value for maoney of parking facilities	3.79	3.73	0.06	4.74	4.52	0.22	4.65	4.72	-0.07	3.85	4.31	-0.46
4	Availability of baggage carts/trolleys	4.07	3.82	0.25	4.55	4.55	0.00	4.73	4.72	0.01	4.45	4.67	-0.22
5	Waiting time in check-in queue/line	4.38	4.58	-0.20	4.60	4.56	0.04	4.28	4.27	0.01	4.41	4.57	-0.16
6	Efficiency of check-in staff	4.20	4.28	-0.08	4.57	4.48	0.09	4.27	4.36	-0.09	4.27	4.56	-0.29
7	Courtesy and helpfulness of check-in staff	4.33	4.46	-0.13	4.56	4.55	0.01	4.44	4.40	0.04	4.37	4.59	-0.22
8	Waiting time at passport/personal ID inspection	4.48	4.61	-0.13	4.57	4.51	0.06	4.56	4.35	0.21	4.40	4.52	-0.11
9	Courtesy and helpfulness of inspection staff	4.29	4.29	0.00	4.53	4.51	0.02	4.53	4.39	0.14	4.34	4.51	-0.17
10	Courtesy and helpfulness of security staff	4.48	4.65	-0.17	4.58	4.55	0.03	4.62	4.42	0.20	4.26	4.52	-0.26
11	Thoroughness of security inspection	4.11	4.07	0.04	4.57	4.50	0.07	4.51	4.48	0.03	4.24	4.47	-0.23
12	Waiting time at security inspection	4.00	3.64	0.36	4.59	4.47	0.12	4.63	4.39	0.24	4.19	4.48	-0.29
13	Feeling of being safe and secure	4.51	4.59	-0.08	4.57	4.54	0.03	4.60	4.48	0.12	4.26	4.56	-0.30
14	Ease of finding your way through airport	4.53	4.73	-0.20	4.60	4.55	0.05	4.52	4.41	0.11	4.47	4.74	-0.27
15	Flight information screens	4.08	4.11	-0.03	4.60	4.49	0.11	4.28	4.34	-0.06	4.29	4.51	-0.22
16	Walking distance inside the terminal	4.42	4.41	0.01	4.59	4.48	0.11	4.56	4.32	0.24	4.40	4.58	-0.17
17	Ease of making connections with other flights	3.74	3.29	0.45	4.41	4.59	-0.18	4.25	3.93	0.32	4.36	4.40	-0.04
18	Courtesy and helpfulness of airport staff	4.52	4.69	-0.17	4.62	4.62	0.00	4.25	4.25	0.00	4.59	4.75	-0.15
19	Restaurant/Eating facilities	3.87	3.78	0.09	4.56	4.47	0.09	4.69	4.69	0.00	4.22	4.34	-0.12
20	Value for money of restaurant/eating facilities	3.71	3.13	0.58	4.49	4.37	0.12	4.64	4.62	0.02	3.92	4.12	-0.20
21	Availability of bank/ATM facilities/money changers	4.44	4.54	-0.10	4.69	4.62	0.07	3.83	3.88	-0.05	4.69	4.76	-0.06
22	Shopping facilities	3.91	3.86	0.05	4.49	4.43	0.06	3.36	3.35	0.01	4.20	4.24	-0.03
23	Value for money of shopping facilities	3.68	3.05	0.63	4.51	4.36	0.15	3.32	3.32	0.00	4.01	4.07	-0.06
24	Internet access/Wi-Fi	3.77	3.78	-0.01	4.59	4.60	-0.01	3.39	3.11	0.28	4.80	4.78	0.02
25	Business/Executive lounges	4.21	4.20	0.01	4.59	4.49	0.10	4.75	4.77	-0.02	4.32	4.39	-0.07
26	Availability of washrooms/toilets	4.19	4.33	-0.14	4.60	4.51	0.09	4.35	4.57	-0.22	4.63	4.66	-0.02
27	Cleanliness of washrooms/toilets	4.04	3.86	0.18	4.57	4.47	0.10	4.67	4.67	0.00	4.65	4.73	-0.08
28	Comfort of waiting/gate areas	4.40	4.55	-0.15	4.60	4.48	0.12	4.71	4.70	0.01	4.48	4.52	-0.04
29	Cleanliness of airport terminal	4.38	4.37	0.01	4.66	4.61	0.05	4.80	4.82	-0.02	4.79	4.82	-0.03
30	Ambience of the airport	4.35	4.46	-0.11	4.69	4.52	0.17	4.76	4.80	-0.04	4.56	4.42	0.15
31	Passport/ID inspection	4.06	3.78	0.28	4.73	4.82	-0.09	4.12	4.36	-0.24	4.41	4.96	-0.55
32	Speed of baggage delivery	3.98	3.62	0.36	4.56	4.60	-0.04	4.34	4.09	0.25	4.42	4.73	-0.31
33	Customs inspection	4.03	3.65	0.38	4.46	4.68	-0.22	4.36	4.06	0.30	4.21	4.88	-0.67
	Overall Satisfaction	4.37	4.44	-0.07	4.70	4.60	0.10	4.72	4.80	-0.08	4.66	4.74	-0.08
	World Average	4.16	4.14	0.02	4.16	4.14	0.02	4.16	4.14	0.02	4.16	4.14	0.02

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QUARTER-II (APRIL-JUNE) 2016 OVER QUARTER-I (JANUARY-MARCH) 2016**

S.No.	ITEM	PUNE			SRINAGAR			TRIVANDRUM		
		Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I	Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I	Q2 (Apr-Jun) 2016	Q1 (Jan-Mar) 2016	Difference of rating Qtr.II over Qtr.I
1	Ground transportation to/from airport	4.72	4.67	0.05	4.64	4.71	-0.07	4.80	4.73	0.07
2	Parking facilities	4.66	4.53	0.13	4.31	4.78	-0.47	4.87	4.81	0.06
3	Value for maoney of parking facilities	4.52	4.43	0.09	4.39	4.78	-0.39	4.82	4.74	0.08
4	Availability of baggage carts/trolleys	4.65	4.54	0.11	4.46	4.70	-0.24	4.78	4.85	-0.07
5	Waiting time in check-in queue/line	4.59	4.57	0.02	4.45	4.70	-0.25	4.60	4.65	-0.05
6	Efficiency of check-in staff	4.49	4.42	0.07	4.34	4.71	-0.37	4.66	4.67	-0.01
7	Courtesy and helpfulness of check-in staff	4.57	4.52	0.05	4.45	4.70	-0.25	4.72	4.65	0.07
8	Waiting time at passport/personal ID inspection	4.62	4.54	0.08	4.46	4.70	-0.24	4.63	4.61	0.02
9	Courtesy and helpfulness of inspection staff	4.53	4.45	0.08	4.48	4.71	-0.23	4.71	4.61	0.10
10	Courtesy and helpfulness of security staff	4.62	4.66	-0.04	4.51	4.70	-0.19	4.73	4.69	0.04
11	Thoroughness of security inspection	4.54	4.48	0.06	4.42	4.70	-0.28	4.66	4.65	0.01
12	Waiting time at security inspection	4.58	4.55	0.03	4.47	4.70	-0.23	4.70	4.66	0.04
13	Feeling of being safe and secure	4.62	4.58	0.04	4.51	4.69	-0.18	4.76	4.76	0.00
14	Ease of finding your way through airport	4.62	4.67	-0.05	4.51	4.70	-0.19	4.69	4.69	0.00
15	Flight information screens	4.53	4.49	0.04	4.43	4.69	-0.26	4.69	4.71	-0.02
16	Walking distance inside the terminal	4.60	4.49	0.11	4.49	4.70	-0.21	4.77	4.68	0.09
17	Ease of making connections with other flights	4.45	4.34	0.11	4.11	4.33	-0.22	4.68	4.70	-0.02
18	Courtesy and helpfulness of airport staff	4.64	4.64	0.00	4.46	4.70	-0.24	4.79	4.87	-0.08
19	Restaurant/Eating facilities	4.46	4.40	0.06	4.41	4.69	-0.28	4.74	4.52	0.22
20	Value for money of restaurant/eating facilities	4.55	4.43	0.12	4.49	4.68	-0.19	4.63	4.34	0.29
21	Availability of bank/ATM facilities/money changers	4.73	4.37	0.36	4.60	4.74	-0.14	4.63	4.82	-0.19
22	Shopping facilities	4.55	4.39	0.16	4.44	4.73	-0.29	4.89	4.64	0.25
23	Value for money of shopping facilities	4.52	4.43	0.09	4.60	4.73	-0.13	4.83	4.50	0.33
24	Internet access/Wi-Fi	4.63	4.60	0.03	4.40	4.59	-0.19	4.84	4.82	0.02
25	Business/Executive lounges	4.54	4.45	0.09	4.52	4.72	-0.20	4.90	4.72	0.18
26	Availability of washrooms/toilets	4.63	4.54	0.09	4.58	4.72	-0.14	4.90	4.87	0.03
27	Cleanliness of washrooms/toilets	4.62	4.59	0.03	4.72	4.72	0.00	4.84	4.82	0.02
28	Comfort of waiting/gate areas	4.59	4.57	0.02	4.54	4.72	-0.18	4.85	4.88	-0.03
29	Cleanliness of airport terminal	4.62	4.56	0.06	4.79	4.72	0.07	4.88	4.89	-0.01
30	Ambience of the airport	4.61	4.59	0.02	4.57	4.73	-0.16	4.85	4.86	-0.01
31	Passport/ID inspection	4.80	4.62	0.18	4.46	4.71	-0.25	4.97	4.82	0.15
32	Speed of baggage delivery	4.64	4.43	0.21	4.43	4.71	-0.28	4.83	4.70	0.13
33	Customs inspection	4.64	4.42	0.22	4.48	4.72	-0.24	4.91	4.68	0.23
	Overall Satisfaction	4.65	4.62	0.03	4.58	4.72	-0.14	4.90	4.87	0.03
	World Average	4.16	4.14	0.02	4.16	4.14	0.02	4.16	4.14	0.02