

ANNEXURE-I

**BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - III (JULY-SEPTEMBER) 2017 OVER QUARTER - II (APRIL-JUNE) 2017**

S.No.	ITEM	AHMEDABAD			BHUBANESHWAR			CALICUT			CHENNAI		
		Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017
1	Ground transportation to/from airport	4.79	4.50	0.29	4.57	4.52	0.05	4.46	4.37	0.09	3.98	4.34	-0.36
2	Parking facilities	4.57	4.24	0.33	4.39	4.27	0.12	4.09	4.01	0.08	3.51	3.54	-0.03
3	Value for money of parking facilities	4.12	4.08	0.04	4.31	4.26	0.05	4.07	3.78	0.29	3.31	3.30	0.01
4	Availability of baggage carts/trolleys	4.49	4.36	0.13	4.62	4.59	0.03	4.22	3.91	0.31	3.72	4.03	-0.31
5	Waiting time in check-in queue/line	4.74	4.45	0.29	4.52	4.47	0.05	4.43	4.19	0.24	4.46	4.39	0.07
6	Efficiency of check-in staff	4.67	4.43	0.24	4.60	4.57	0.03	4.36	4.14	0.22	4.47	4.44	0.03
7	Courtesy and helpfulness of check-in staff	4.69	4.44	0.25	4.64	4.61	0.03	4.26	4.08	0.18	4.54	4.57	-0.03
8	Waiting time at passport/personal ID inspection	4.74	4.50	0.24	4.60	4.56	0.04	4.45	4.24	0.21	4.49	4.45	0.04
9	Courtesy and helpfulness of inspection staff	4.65	4.50	0.15	4.67	4.63	0.04	4.20	4.17	0.03	4.54	4.50	0.04
10	Courtesy and helpfulness of security staff	4.77	4.55	0.22	4.61	4.60	0.01	4.60	4.43	0.17	4.55	4.56	-0.01
11	Thoroughness of security inspection	4.69	4.55	0.14	4.61	4.55	0.06	4.23	4.20	0.03	4.52	4.52	0.00
12	Waiting time at security inspection	4.63	4.46	0.17	4.60	4.53	0.07	4.10	4.03	0.07	4.47	4.36	0.11
13	Feeling of being safe and secure	4.71	4.54	0.17	4.65	4.59	0.06	4.27	4.21	0.06	4.58	4.57	0.01
14	Ease of finding your way through airport	4.74	4.61	0.13	4.62	4.51	0.11	4.50	4.21	0.29	4.53	4.56	-0.03
15	Flight information screens	4.65	4.47	0.18	4.56	4.57	-0.01	4.44	3.92	0.52	4.43	4.48	-0.05
16	Walking distance inside the terminal	4.59	4.53	0.06	4.64	4.58	0.06	4.17	3.97	0.20	4.48	4.48	0.00
17	Ease of making connections with other flights	4.88	4.35	0.53	4.65	4.52	0.13	3.50	3.00	0.50	4.29	4.20	0.09
18	Courtesy and helpfulness of airport staff	4.75	4.54	0.21	4.66	4.55	0.11	4.56	4.31	0.25	4.54	4.61	-0.07
19	Restaurant/Eating facilities	4.29	4.11	0.18	4.21	4.08	0.13	4.06	3.57	0.49	4.60	4.52	0.08
20	Value for money of restaurant/eating facilities	4.20	3.95	0.25	4.13	4.07	0.06	4.07	3.67	0.40	4.56	4.41	0.15
21	Availability of bank/ATM facilities/money changers	4.73	4.31	0.42	4.52	4.55	-0.03	4.52	4.11	0.41	4.12	4.27	-0.15
22	Shopping facilities	4.57	4.21	0.36	4.10	4.12	-0.02	4.13	3.81	0.32	3.77	3.86	-0.09
23	Value for money of shopping facilities	4.44	4.08	0.36	4.09	4.07	0.02	4.09	3.86	0.23	3.74	3.84	-0.10
24	Internet access/Wi-Fi	4.67	3.75	0.92	4.30	4.35	-0.05	3.86	3.74	0.12	3.52	3.76	-0.24
25	Business/Executive lounges	4.55	3.56	0.99	4.34	4.29	0.05	4.44	4.08	0.36	4.67	4.69	-0.02
26	Availability of washrooms/toilets	4.84	4.47	0.37	4.65	4.59	0.06	4.38	4.17	0.21	4.65	4.36	0.29
27	Cleanliness of washrooms/toilets	4.85	4.40	0.45	4.64	4.55	0.09	4.37	4.03	0.34	4.43	3.94	0.49
28	Comfort of waiting/gate areas	4.83	4.34	0.49	4.63	4.59	0.04	4.26	4.16	0.10	4.64	4.50	0.14
29	Cleanliness of airport terminal	4.83	4.49	0.34	4.74	4.65	0.09	4.49	4.35	0.14	4.50	4.45	0.05
30	Ambience of the airport	4.82	4.38	0.44	4.64	4.57	0.07	4.14	4.27	-0.13	4.68	4.55	0.13
31	Passport/ID inspection	4.84	4.58	0.26	4.74	4.45	0.29	4.44	4.53	-0.09	4.35	4.38	-0.03
32	Speed of baggage delivery	4.71	4.39	0.32	4.60	4.50	0.10	4.04	4.12	-0.08	4.25	4.23	0.02
33	Customs inspection	4.49	4.30	0.19	4.50	4.27	0.23	3.99	4.30	-0.31	4.16	4.32	-0.16
	Overall Satisfaction	4.76	4.45	0.31	4.63	4.58	0.05	4.41	4.43	-0.02	4.61	4.60	0.01

**BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - III (JULY-SEPTEMBER) 2017 OVER QUARTER - II (APRIL-JUNE) 2017**

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S.No.	ITEM	COIMBATORE			GOA			GUWAHATI			INDORE		
		Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017
1	Ground transportation to/from airport	4.39	3.63	0.76	4.45	4.23	0.22	4.52	4.44	0.08	4.62	4.35	0.27
2	Parking facilities	4.13	4.06	0.07	4.35	4.26	0.09	4.40	4.51	-0.11	4.11	3.67	0.44
3	Value for money of parking facilities	4.18	3.97	0.21	4.34	4.20	0.14	4.49	4.56	-0.07	4.18	3.77	0.41
4	Availability of baggage carts/trolleys	4.31	3.68	0.63	4.54	4.41	0.13	4.48	4.31	0.17	4.53	4.66	-0.13
5	Waiting time in check-in queue/line	4.38	3.46	0.92	4.53	4.47	0.06	4.50	4.35	0.15	4.69	4.59	0.10
6	Efficiency of check-in staff	4.31	3.97	0.34	4.50	4.49	0.01	4.42	4.25	0.17	4.64	4.63	0.01
7	Courtesy and helpfulness of check-in staff	4.32	3.95	0.37	4.54	4.50	0.04	4.48	4.31	0.17	4.64	4.59	0.05
8	Waiting time at passport/personal ID inspection	4.37	3.63	0.74	4.59	4.55	0.04	4.41	4.32	0.09	4.48	4.44	0.04
9	Courtesy and helpfulness of inspection staff	4.38	3.81	0.57	4.57	4.54	0.03	4.38	4.28	0.10	4.59	4.51	0.08
10	Courtesy and helpfulness of security staff	4.39	3.99	0.40	4.63	4.66	-0.03	4.56	4.48	0.08	4.71	4.63	0.08
11	Thoroughness of security inspection	4.36	4.00	0.36	4.62	4.68	-0.06	4.47	4.40	0.07	4.62	4.51	0.11
12	Waiting time at security inspection	4.31	3.50	0.81	4.62	4.63	-0.01	4.54	4.45	0.09	4.52	4.42	0.10
13	Feeling of being safe and secure	4.35	4.15	0.20	4.60	4.76	-0.16	4.56	4.47	0.09	4.55	4.45	0.10
14	Ease of finding your way through airport	4.41	3.77	0.64	4.57	4.45	0.12	4.42	4.35	0.07	4.71	4.65	0.06
15	Flight information screens	4.29	3.84	0.45	4.55	4.54	0.01	4.36	4.26	0.10	4.61	4.62	-0.01
16	Walking distance inside the terminal	4.29	3.82	0.47	4.55	4.59	-0.04	4.46	4.38	0.08	4.56	4.59	-0.03
17	Ease of making connections with other flights	4.00	4.56	-0.56	4	4.60	-0.60	-	-	-	4.59	4.63	-0.04
18	Courtesy and helpfulness of airport staff	4.39	4.04	0.35	4.63	4.51	0.12	4.45	4.40	0.05	4.66	4.69	-0.03
19	Restaurant/Eating facilities	4.00	3.70	0.30	4.25	4.25	0.00	4.26	4.32	-0.06	4.35	4.24	0.11
20	Value for money of restaurant/eating facilities	4.02	3.31	0.71	4.18	4.09	0.09	4.43	4.36	0.07	4.28	4.15	0.13
21	Availability of bank/ATM facilities/money changers	4.39	3.65	0.74	4.59	4.32	0.27	4.44	4.49	-0.05	4.43	4.12	0.31
22	Shopping facilities	4.04	3.66	0.38	4.35	4.32	0.03	4.26	4.26	0.00	4.21	3.92	0.29
23	Value for money of shopping facilities	4.06	3.37	0.69	4.29	4.12	0.17	4.22	4.15	0.07	4.15	3.87	0.28
24	Internet access/Wi-Fi	4.14	3.26	0.88	4.42	4.42	0.00	4.19	3.92	0.27	4.17	4.30	-0.13
25	Business/Executive lounges	4.35	3.78	0.57	4.36	3.80	0.56	4.33	4.18	0.15	4.54	4.23	0.31
26	Availability of washrooms/toilets	4.50	3.98	0.52	4.59	4.37	0.22	4.47	4.27	0.20	4.72	4.65	0.07
27	Cleanliness of washrooms/toilets	4.43	4.03	0.40	4.55	4.52	0.03	4.47	4.39	0.08	4.68	4.65	0.03
28	Comfort of waiting/gate areas	4.34	3.86	0.48	4.51	4.41	0.10	4.48	4.37	0.11	4.56	4.63	-0.07
29	Cleanliness of airport terminal	4.51	4.09	0.42	4.67	4.60	0.07	4.48	4.45	0.03	4.79	4.80	-0.01
30	Ambience of the airport	4.30	3.73	0.57	4.57	4.62	-0.05	4.49	4.44	0.05	4.58	4.45	0.13
31	Passport/ID inspection	4.18	3.56	0.62	4.69	4.11	0.58	4.31	4.41	-0.10	4.71	4.29	0.42
32	Speed of baggage delivery	3.91	3.53	0.38	4.46	4.43	0.03	4.33	4.38	-0.05	4.70	4.14	0.56
33	Customs inspection	4.11	3.49	0.62	4.44	4.11	0.33	4.36	4.44	-0.08	4.55	4.29	0.26
	Overall Satisfaction	4.54	4.04	0.50	4.69	4.59	0.10	4.50	4.46	0.04	4.72	4.76	-0.04

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S.No.	ITEM	JAIPUR			KOLKATA			LUCKNOW			MANGALORE		
		Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017
1	Ground transportation to/from airport	4.48	4.41	0.07	4.72	4.68	0.04	4.88	4.88	0.00	4.66	4.71	-0.05
2	Parking facilities	4.52	4.30	0.22	4.75	4.78	-0.03	4.91	4.83	0.08	4.51	4.31	0.20
3	Value for money of parking facilities	4.56	4.21	0.35	4.76	4.77	-0.01	4.91	4.83	0.08	4.46	4.34	0.12
4	Availability of baggage carts/trolleys	4.37	4.27	0.10	3.64	3.66	-0.02	4.72	4.68	0.04	4.63	4.38	0.25
5	Waiting time in check-in queue/line	4.13	4.17	-0.04	4.61	4.60	0.01	4.74	4.71	0.03	4.71	4.62	0.09
6	Efficiency of check-in staff	4.17	4.08	0.09	4.66	4.65	0.01	4.72	4.60	0.12	4.43	4.36	0.07
7	Courtesy and helpfulness of check-in staff	4.26	4.12	0.14	4.63	4.69	-0.06	4.74	4.65	0.09	4.62	4.51	0.11
8	Waiting time at passport/personal ID inspection	4.30	4.12	0.18	4.67	4.63	0.04	4.75	4.79	-0.04	4.72	4.61	0.11
9	Courtesy and helpfulness of inspection staff	4.35	4.14	0.21	4.64	4.63	0.01	4.74	4.64	0.10	4.43	4.36	0.07
10	Courtesy and helpfulness of security staff	4.36	4.24	0.12	4.69	4.67	0.02	4.78	4.76	0.02	4.74	4.63	0.11
11	Thoroughness of security inspection	4.36	4.30	0.06	4.64	4.65	-0.01	4.76	4.60	0.16	4.51	4.40	0.11
12	Waiting time at security inspection	4.35	4.22	0.13	4.58	4.58	0.00	4.72	4.63	0.09	4.56	4.44	0.12
13	Feeling of being safe and secure	4.34	4.16	0.18	4.69	4.72	-0.03	4.76	4.60	0.16	4.68	4.46	0.22
14	Ease of finding your way through airport	4.30	4.22	0.08	4.65	4.66	-0.01	4.71	4.75	-0.04	4.67	4.63	0.04
15	Flight information screens	4.32	4.20	0.12	4.52	4.60	-0.08	4.70	4.69	0.01	4.53	4.40	0.13
16	Walking distance inside the terminal	4.34	4.24	0.10	4.61	4.64	-0.03	4.76	4.68	0.08	4.66	4.49	0.17
17	Ease of making connections with other flights	4.71	4.32	0.39	4.44	4.19	0.25		5.00	-		-	-
18	Courtesy and helpfulness of airport staff	4.31	4.22	0.09	4.72	4.60	0.12	4.81	4.78	0.03	4.68	4.68	0.00
19	Restaurant/Eating facilities	4.43	4.31	0.12	4.65	4.60	0.05	4.64	4.60	0.04	4.41	4.38	0.03
20	Value for money of restaurant/eating facilities	4.51	4.30	0.21	4.57	4.53	0.04	4.59	4.63	-0.04	4.41	4.36	0.05
21	Availability of bank/ATM facilities/money changers	4.31	4.17	0.14	4.30	4.27	0.03	4.88	4.81	0.07	4.56	4.71	-0.15
22	Shopping facilities	4.28	4.13	0.15	4.12	3.85	0.27	4.81	4.76	0.05	4.40	4.41	-0.01
23	Value for money of shopping facilities	4.34	4.31	0.03	4.08	3.88	0.20	4.66	4.70	-0.04	4.39	4.39	0.00
24	Internet access/Wi-Fi	4.40	4.37	0.03	4.42	4.02	0.40	4.76	4.71	0.05	3.50	4.67	-1.17
25	Business/Executive lounges	4.39	3.80	0.59	4.73	4.66	0.07	4.74	4.62	0.12	3.50	4.25	-0.75
26	Availability of washrooms/toilets	4.39	4.29	0.10	4.72	4.68	0.04	4.79	4.81	-0.02	4.68	4.62	0.06
27	Cleanliness of washrooms/toilets	4.39	4.28	0.11	4.61	4.53	0.08	4.77	4.78	-0.01	4.64	4.54	0.10
28	Comfort of waiting/gate areas	4.44	4.35	0.09	4.61	4.72	-0.11	4.79	4.74	0.05	4.64	4.57	0.07
29	Cleanliness of airport terminal	4.44	4.40	0.04	4.66	4.59	0.07	4.86	4.86	0.00	4.77	4.65	0.12
30	Ambience of the airport	4.52	4.44	0.08	4.76	4.75	0.01	4.85	4.78	0.07	4.70	4.51	0.19
31	Passport/ID inspection	4.44	4.41	0.03	4.69	4.53	0.16	4.91	4.83	0.08	4.63	4.62	0.01
32	Speed of baggage delivery	4.57	4.43	0.14	4.59	4.43	0.16	4.75	4.61	0.14	4.43	4.34	0.09
33	Customs inspection	4.63	4.42	0.21	4.65	4.52	0.13	4.75	4.66	0.09	4.60	4.57	0.03
	Overall Satisfaction	4.59	4.51	0.08	4.76	4.75	0.01	4.79	4.83	-0.04	4.76	4.61	0.15

**BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - III (JULY-SEPTEMBER) 2017 OVER QUARTER - II (APRIL-JUNE) 2017**

ANNEXURE-I

S.No.	ITEM	PATNA			PUNE			SRINAGAR			TRIVANDRUM		
		Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017	Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017
1	Ground transportation to/from airport	4.58	4.45	0.13	4.92	4.90	0.02	4.65	4.77	-0.12	4.66	4.63	0.03
2	Parking facilities	4.35	4.40	-0.05	4.77	4.80	-0.03	4.72	4.68	0.04	4.42	4.50	-0.08
3	Value for money of parking facilities	4.08	4.32	-0.24	4.66	4.72	-0.06	4.57	4.63	-0.06	4.24	4.48	-0.24
4	Availability of baggage carts/trolleys	4.52	4.39	0.13	4.68	4.69	-0.01	4.77	4.60	0.17	4.44	4.34	0.10
5	Waiting time in check-in queue/line	4.50	4.35	0.15	4.82	4.84	-0.02	4.65	4.61	0.04	4.58	4.50	0.08
6	Efficiency of check-in staff	4.49	4.50	-0.01	4.68	4.74	-0.06	4.65	4.66	-0.01	4.51	4.46	0.05
7	Courtesy and helpfulness of check-in staff	4.50	4.47	0.03	4.74	4.77	-0.03	4.69	4.68	0.01	4.51	4.41	0.10
8	Waiting time at passport/personal ID inspection	4.54	4.35	0.19	4.79	4.86	-0.07	4.70	4.60	0.10	4.55	4.45	0.10
9	Courtesy and helpfulness of inspection staff	4.45	4.50	-0.05	4.71	4.74	-0.03	4.68	4.69	-0.01	4.39	4.41	-0.02
10	Courtesy and helpfulness of security staff	4.59	4.60	-0.01	4.79	4.82	-0.03	4.72	4.63	0.09	4.69	4.56	0.13
11	Thoroughness of security inspection	4.40	4.46	-0.06	4.75	4.66	0.09	4.71	4.65	0.06	4.37	4.45	-0.08
12	Waiting time at security inspection	4.34	4.22	0.12	4.71	4.72	-0.01	4.68	4.63	0.05	4.40	4.34	0.06
13	Feeling of being safe and secure	4.59	4.51	0.08	4.74	4.77	-0.03	4.74	4.64	0.10	4.47	4.49	-0.02
14	Ease of finding your way through airport	4.60	4.53	0.07	4.84	4.89	-0.05	4.74	4.65	0.09	4.59	4.50	0.09
15	Flight information screens	4.46	4.46	0.00	4.72	4.75	-0.03	4.75	4.71	0.04	4.47	4.40	0.07
16	Walking distance inside the terminal	4.55	4.47	0.08	4.74	4.75	-0.01	4.78	4.70	0.08	4.39	4.33	0.06
17	Ease of making connections with other flights	4.43	4.06	0.37	4.69	4.82	-0.13	5.00	5.00	0.00	4.64	4.29	0.35
18	Courtesy and helpfulness of airport staff	4.62	4.70	-0.08	4.86	4.90	-0.04	4.74	4.65	0.09	4.75	4.60	0.15
19	Restaurant/Eating facilities	4.38	4.16	0.22	4.75	4.74	0.01	4.77	4.71	0.06	4.38	4.31	0.07
20	Value for money of restaurant/eating facilities	4.34	4.10	0.24	4.83	4.81	0.02	4.77	4.69	0.08	4.35	4.29	0.06
21	Availability of bank/ATM facilities/money changers	4.49	4.46	0.03	4.87	4.90	-0.03	4.72	4.66	0.06	4.57	4.69	-0.12
22	Shopping facilities	4.48	4.11	0.37	4.78	4.72	0.06	4.64	4.57	0.07	4.41	4.35	0.06
23	Value for money of shopping facilities	4.32	4.05	0.27	4.75	4.75	0.00	4.62	4.53	0.09	4.34	4.38	-0.04
24	Internet access/Wi-Fi	4.28	4.34	-0.06	4.76	4.72	0.04	4.45	4.45	0.00	4.39	4.42	-0.03
25	Business/Executive lounges	4.48	4.45	0.03	4.78	4.76	0.02	4.63	4.56	0.07	4.53	4.48	0.05
26	Availability of washrooms/toilets	4.54	4.65	-0.11	4.72	4.79	-0.07	4.84	4.77	0.07	4.52	4.59	-0.07
27	Cleanliness of washrooms/toilets	4.50	4.60	-0.10	4.73	4.77	-0.04	4.84	4.81	0.03	4.48	4.56	-0.08
28	Comfort of waiting/gate areas	4.43	4.51	-0.08	4.77	4.78	-0.01	4.81	4.74	0.07	4.48	4.50	-0.02
29	Cleanliness of airport terminal	4.66	4.63	0.03	4.86	4.92	-0.06	4.84	4.80	0.04	4.78	4.73	0.05
30	Ambience of the airport	4.50	4.44	0.06	4.78	4.77	0.01	4.80	4.72	0.08	4.52	4.54	-0.02
31	Passport/ID inspection	4.44	4.58	-0.14	4.68	4.93	-0.25	4.33	4.79	-0.46	4.82	4.82	0.00
32	Speed of baggage delivery	4.49	4.36	0.13	4.77	4.73	0.04	4.77	4.88	-0.11	4.54	4.48	0.06
33	Customs inspection	4.07	4.33	-0.26	4.62	4.82	-0.20	4.24	4.89	-0.65	4.70	4.56	0.14
	Overall Satisfaction	4.60	4.53	0.07	4.79	4.80	-0.01	4.75	4.80	-0.05	4.83	4.79	0.04

**BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER - III (JULY-SEPTEMBER) 2017 OVER QUARTER - II (APRIL-JUNE) 2017**

S.No.	ITEM	VIZAG		
		Q3 (July-Sept) 2017	Q2 (Apr-Jun) 2017	Difference of rating Q3 2017 over Q2 2017
1	Ground transportation to/from airport	4.24	4.25	-0.01
2	Parking facilities	3.89	4.05	-0.16
3	Value for money of parking facilities	3.90	3.91	-0.01
4	Availability of baggage carts/trolleys	4.32	4.33	-0.01
5	Waiting time in check-in queue/line	4.22	4.26	-0.04
6	Efficiency of check-in staff	4.26	4.38	-0.12
7	Courtesy and helpfulness of check-in staff	4.33	4.42	-0.09
8	Waiting time at passport/personal ID inspection	4.32	4.40	-0.08
9	Courtesy and helpfulness of inspection staff	4.39	4.50	-0.11
10	Courtesy and helpfulness of security staff	4.35	4.46	-0.11
11	Thoroughness of security inspection	4.42	4.40	0.02
12	Waiting time at security inspection	4.39	4.41	-0.02
13	Feeling of being safe and secure	4.47	4.52	-0.05
14	Ease of finding your way through airport	4.36	4.42	-0.06
15	Flight information screens	4.23	4.26	-0.03
16	Walking distance inside the terminal	4.38	4.49	-0.11
17	Ease of making connections with other flights	4.18	4.00	0.18
18	Courtesy and helpfulness of airport staff	4.47	4.55	-0.08
19	Restaurant/Eating facilities	3.37	3.32	0.05
20	Value for money of restaurant/eating facilities	3.26	3.30	-0.04
21	Availability of bank/ATM facilities/money changers	4.26	4.21	0.05
22	Shopping facilities	3.55	3.46	0.09
23	Value for money of shopping facilities	3.60	3.50	0.10
24	Internet access/Wi-Fi	4.14	3.63	0.51
25	Business/Executive lounges	3.96	3.77	0.19
26	Availability of washrooms/toilets	4.15	4.19	-0.04
27	Cleanliness of washrooms/toilets	3.89	3.97	-0.08
28	Comfort of waiting/gate areas	4.22	4.26	-0.04
29	Cleanliness of airport terminal	4.00	4.28	-0.28
30	Ambience of the airport	4.12	4.22	-0.10
31	Passport/ID inspection	4.31	4.02	0.29
32	Speed of baggage delivery	4.17	4.29	-0.12
33	Customs inspection	4.06	3.86	0.20
	Overall Satisfaction	3.97	4.17	-0.20