

ANNEXURE-I

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER-IV (OCTOBER-DECEMBER) 2015 OVER QUARTER-III (JULY- SEPTEMBER) 2015

S.No.	ITEM	AHMEDABAD			CALICUT			CHENNAI			GOA			GUWAHATI		
		QIV (Oct-Dec) 2015	QIII (July-Sept) 2015	Difference of rating Qtr.IV over Qtr.III	QIV (Oct-Dec) 2015	QIII (July-Sept) 2015	Difference of rating Qtr.IV over Qtr.III	QIV (Oct-Dec) 2015	QIII (July-Sept) 2015	Difference of rating Qtr.IV over Qtr.III	QIV (Oct-Dec) 2015	QIII (July-Sept) 2015	Difference of rating Qtr.IV over Qtr.III	QIV (Oct-Dec) 2015	QIII (July-Sept) 2015	Difference of rating Qtr.IV over Qtr.III
1	Ground transportation to/from airport	4.55	4.53	0.02	3.67	4.22	-0.55	3.89	3.78	0.11	4.64	4.19	0.45	4.45	4.46	-0.01
2	Parking facilities	4.50	4.40	0.10	3.26	3.66	-0.40	3.88	2.87	1.01	4.15	4.34	-0.19	3.67	3.72	-0.05
3	Value for money of parking facilities	4.31	4.34	-0.03	3.17	3.52	-0.35	3.60	2.78	0.82	4.64	4.37	0.27	3.45	3.49	-0.04
4	Availability of baggage carts/trolleys	4.13	4.41	-0.28	3.67	4.12	-0.45	3.68	3.50	0.18	4.20	4.56	-0.36	3.65	3.83	-0.18
5	Waiting time in check-in queue/line	4.35	4.44	-0.09	3.68	4.09	-0.41	4.20	4.11	0.09	4.64	4.40	0.24	4.50	4.47	0.03
6	Efficiency of check-in staff	4.26	4.35	-0.09	3.76	4.16	-0.40	4.23	4.04	0.19	4.20	4.27	-0.07	4.07	3.95	0.12
7	Courtesy and helpfulness of check-in staff	4.23	4.43	-0.20	3.81	4.05	-0.24	4.22	4.14	0.08	4.54	4.55	-0.01	4.18	4.03	0.15
8	Waiting time at passport/personal ID inspection	4.35	4.46	-0.11	3.83	4.16	-0.33	4.27	4.15	0.12	4.65	4.51	0.14	4.61	4.62	-0.01
9	Courtesy and helpfulness of inspection staff	4.22	4.46	-0.24	3.67	4.13	-0.46	4.26	4.05	0.21	4.25	4.31	-0.06	4.18	4.08	0.10
10	Courtesy and helpfulness of security staff	4.40	4.60	-0.20	3.82	4.23	-0.41	4.28	4.27	0.01	4.55	4.52	0.03	4.55	4.49	0.06
11	Thoroughness of security inspection	4.28	4.51	-0.23	3.88	4.20	-0.32	4.26	4.19	0.07	4.13	4.28	-0.15	3.92	3.82	0.10
12	Waiting time at security inspection	4.24	4.48	-0.24	3.79	4.10	-0.31	4.21	4.15	0.06	4.61	4.43	0.18	3.64	3.56	0.08
13	Feeling of being safe and secure	4.20	4.60	-0.40	3.87	4.22	-0.35	4.30	4.20	0.10	4.11	4.39	-0.28	4.43	4.24	0.19
14	Ease of finding your way through airport	4.47	4.55	-0.08	3.82	4.14	-0.32	4.20	4.20	0.00	4.67	4.54	0.13	4.51	4.53	-0.02
15	Flight information screens	4.24	4.50	-0.26	3.60	3.97	-0.37	4.06	4.05	0.01	4.18	4.31	-0.13	3.82	3.83	-0.01
16	Walking distance inside the terminal	4.24	4.52	-0.28	3.75	4.03	-0.28	4.12	4.08	0.04	4.53	4.39	0.14	4.05	3.72	0.33
17	Ease of making connections with other flights	4.10	4.44	-0.34	3.36	3.75	-0.39	3.51	3.83	-0.32	4.00	4.50	-0.50	3.80	3.97	-0.17
18	Courtesy and helpfulness of airport staff	4.44	4.58	-0.14	3.79	4.15	-0.36	4.02	4.21	-0.19	4.81	4.67	0.14	4.58	4.59	-0.01
19	Restaurant/Eating facilities	4.13	4.45	-0.32	3.26	3.87	-0.61	4.45	4.45	0.00	4.19	4.32	-0.13	3.59	3.67	-0.08
20	Value for money of restaurant/eating facilities	4.04	4.46	-0.42	3.14	3.66	-0.52	4.35	4.34	0.01	3.97	4.16	-0.19	2.98	3.14	-0.16
21	Availability of bank/ATM facilities/money changers	4.51	4.56	-0.05	3.74	4.15	-0.41	3.77	4.06	-0.29	4.63	4.25	0.38	4.47	4.46	0.01
22	Shopping facilities	4.24	4.39	-0.15	3.34	3.72	-0.38	3.71	3.71	0.00	4.18	4.41	-0.23	3.70	3.72	-0.02
23	Value for money of shopping facilities	4.22	4.55	-0.33	3.25	3.68	-0.43	3.59	3.71	-0.12	4.43	4.32	0.11	2.91	3.10	-0.19
24	Internet access/Wi-Fi	4.28	4.69	-0.41	2.40	2.84	-0.44	2.87	3.46	-0.59	4.16	4.32	-0.16	3.49	4.08	-0.59
25	Business/Executive lounges	4.42	4.61	-0.19	3.73	3.98	-0.25	4.48	4.36	0.12	4.67	4.06	0.61	4.06	4.26	-0.20
26	Availability of washrooms/toilets	4.53	4.74	-0.21	3.36	3.67	-0.31	3.72	4.04	-0.32	4.65	4.55	0.10	4.12	4.07	0.05
27	Cleanliness of washrooms/toilets	4.54	4.72	-0.18	3.05	3.48	-0.43	3.39	4.37	-0.98	4.23	4.50	-0.27	3.78	3.84	-0.06
28	Comfort of waiting/gate areas	4.43	4.73	-0.30	3.62	3.89	-0.27	3.73	3.55	0.18	4.53	4.42	0.11	4.42	4.38	0.04
29	Cleanliness of airport terminal	4.71	4.81	-0.10	3.54	3.87	-0.33	3.81	4.55	-0.74	4.66	4.66	0.00	4.28	4.35	-0.07
30	Ambience of the airport	4.40	4.69	-0.29	3.67	4.06	-0.39	4.19	4.11	0.08	4.30	4.37	-0.07	4.34	4.35	-0.01
31	Passport/ID inspection	4.51	4.75	-0.24	3.75	4.18	-0.43	4.11	4.06	0.05	4.73	4.48	0.25	3.74	4.07	-0.33
32	Speed of baggage delivery	4.18	4.54	-0.36	3.38	3.82	-0.44	3.74	3.68	0.06	4.66	4.48	0.18	3.58	3.80	-0.22
33	Customs inspection	4.14	4.49	-0.35	3.59	3.97	-0.38	3.94	3.85	0.09	4.53	4.51	0.02	3.61	3.87	-0.26
	Overall Satisfaction	4.47	4.76	-0.29	3.74	4.14	-0.40	4.51	4.50	0.01	4.65	4.72	-0.07	4.43	4.41	0.02
	World Average	4.13	4.12	0.01	4.13	4.12	0.01	4.13	4.12	0.01	4.13	4.12	0.01	4.13	4.12	0.01

