

**BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER-IV (OCTOBER-DECEMBER) 2016
OVER QUARTER-III (JULY-SEPTEMBER) 2016**

S.No.	ITEM	AHMEDABAD			CALICUT			CHENNAI			GOA		
		Q4 (Oct - Dec) 2016	Q3 (Jul-Sept) 2016	Difference of rating Qtr.4 over Qtr.3	Q4 (Oct - Dec) 2016	Q3 (Jul-Sept) 2016	Difference of rating Qtr.4 over Qtr.3	Q4 (Oct - Dec) 2016	Q3 (Jul-Sept) 2016	Difference of rating Qtr.4 over Qtr.3	Q4 (Oct - Dec) 2016	Q3 (Jul-Sept) 2016	Difference of rating Qtr.4 over Qtr.3
1	Ground transportation to/from airport	4.60	3.71	0.89	3.93	4.05	-0.12	3.04	3.15	-0.11	4.36	4.43	-0.07
2	Parking facilities	4.43	3.42	1.01	3.68	3.75	-0.07	2.68	2.74	-0.06	4.21	4.23	-0.02
3	Value for maoney of parking facilities	4.32	3.16	1.16	3.66	3.70	-0.04	2.50	2.91	-0.41	4.09	3.98	0.11
4	Availability of baggage carts/trolleys	4.41	3.66	0.75	4.08	4.19	-0.11	2.85	2.98	-0.13	4.40	4.42	-0.02
5	Waiting time in check-in queue/line	4.45	3.65	0.80	4.17	4.18	-0.01	4.36	4.41	-0.05	4.31	4.41	-0.10
6	Efficiency of check-in staff	4.49	3.84	0.65	4.33	4.26	0.07	4.37	4.34	0.03	4.27	4.25	0.02
7	Courtesy and helpfulness of check-in staff	4.48	3.91	0.57	4.35	4.27	0.08	4.47	4.53	-0.06	4.25	4.43	-0.18
8	Waiting time at passport/personal ID inspection	4.48	3.82	0.66	4.31	4.39	-0.08	4.39	4.38	0.01	4.37	4.39	-0.02
9	Courtesy and helpfulness of inspection staff	4.53	3.90	0.63	4.33	4.39	-0.06	4.39	4.29	0.10	4.36	4.27	0.09
10	Courtesy and helpfulness of security staff	4.62	3.96	0.66	4.52	4.50	0.02	4.39	4.51	-0.12	4.38	4.60	-0.22
11	Thoroughness of security inspection	4.54	3.96	0.58	4.54	4.53	0.01	4.43	4.33	0.10	4.36	4.18	0.18
12	Waiting time at security inspection	4.52	3.85	0.67	4.53	4.48	0.05	4.31	4.33	-0.02	4.23	4.26	-0.03
13	Feeling of being safe and secure	4.66	4.08	0.58	4.58	4.50	0.08	4.46	4.39	0.07	4.22	4.14	0.08
14	Ease of finding your way through airport	4.61	3.90	0.71	4.14	4.22	-0.08	4.38	4.49	-0.11	4.42	4.53	-0.11
15	Flight information screens	4.47	3.60	0.87	4.37	4.33	0.04	4.22	4.13	0.09	4.33	4.20	0.13
16	Walking distance inside the terminal	4.60	3.91	0.69	4.39	4.31	0.08	4.40	4.45	-0.05	3.94	4.23	-0.29
17	Ease of making connections with other flights	4.25	3.67	0.58	4.01	4.17	-0.16	3.92	3.78	0.14		3.00	-
18	Courtesy and helpfulness of airport staff	4.67	3.85	0.82	4.20	4.29	-0.09	4.16	4.19	-0.03	4.48	4.59	-0.11
19	Restaurant/Eating facilities	4.31	3.20	1.11	3.66	3.69	-0.03	4.58	4.64	-0.06	4.33	4.24	0.09
20	Value for money of restaurant/eating facilities	4.28	3.03	1.25	3.45	3.37	0.08	4.52	4.56	-0.04	3.92	3.99	-0.07
21	Availability of bank/ATM facilities/money changers	4.48	3.35	1.13	3.89	4.08	-0.19	3.10	3.49	-0.39	4.16	4.51	-0.35
22	Shopping facilities	4.39	2.96	1.43	3.63	3.84	-0.21	2.77	2.81	-0.04	4.12	4.28	-0.16
23	Value for money of shopping facilities	4.29	2.85	1.44	3.50	3.73	-0.23	2.72	2.86	-0.14	3.77	4.10	-0.33
24	Internet access/Wi-Fi	4.51	2.98	1.53	3.65	4.18	-0.53	2.83	2.55	0.28	4.22	4.20	0.02
25	Business/Executive lounges	4.38	3.19	1.19	3.78	3.62	0.16	4.70	4.67	0.03	3.79	4.17	-0.38
26	Availability of washrooms/toilets	4.70	3.59	1.11	4.14	4.13	0.01	4.04	3.95	0.09	4.24	4.50	-0.26
27	Cleanliness of washrooms/toilets	4.66	3.38	1.28	4.07	3.94	0.13	4.32	4.31	0.01	4.37	4.35	0.02
28	Comfort of waiting/gate areas	4.69	3.60	1.09	4.18	4.21	-0.03	4.01	3.96	0.05	4.21	4.21	0.00
29	Cleanliness of airport terminal	4.76	3.78	0.98	4.24	4.23	0.01	4.39	4.48	-0.09	4.47	4.58	-0.11
30	Ambience of the airport	4.62	3.67	0.95	4.26	4.28	-0.02	4.25	4.17	0.08	4.18	4.25	-0.07
31	Passport/ID inspection	4.75	3.74	1.01	4.09	4.14	-0.05	4.10	4.13	-0.03	4.31	4.63	-0.32
32	Speed of baggage delivery	4.57	3.47	1.10	3.78	3.64	0.14	4.27	4.02	0.25	4.07	4.25	-0.18
33	Customs inspection	4.46	3.51	0.95	3.86	4.04	-0.18	4.04	4.14	-0.10	4.32	4.04	0.28
	Overall Satisfaction	4.66	3.70	0.96	4.23	4.17	0.06	4.57	4.62	-0.05	4.30	4.40	-0.10
	World Average	4.16	4.15	0.01	4.16	4.15	0.01	4.16	4.15	0.01	4.16	4.15	0.01

BROAD RESULTS OF ASQ AIRPORT SERVICE QUALITY PROGRAMME ON FIVE POINT SCALE FOR QUARTER-IV (OCTOBER-DECEMBER) 2016 OVER QUARTER-III (JULY-SEPTEMBER) 2016

S.No.	ITEM	GUWAHATI			JAIPUR			KOLKATA			LUCKNOW		
		Q4 (Oct - Dec) 2016	Q3 (Jul- Sept) 2016	Difference of rating Qtr.4 over Qtr.3	Q4 (Oct - Dec) 2016	Q3 (Jul- Sept) 2016	Difference of rating Qtr.4 over Qtr.3	Q4 (Oct - Dec) 2016	Q3 (Jul- Sept) 2016	Difference of rating Qtr.4 over Qtr.3	Q4 (Oct - Dec) 2016	Q3 (Jul- Sept) 2016	Difference of rating Qtr.4 over Qtr.3
1	Ground transportation to/from airport	4.36	4.40	-0.04	4.49	4.79	-0.30	4.71	4.20	0.51	4.83	4.90	-0.07
2	Parking facilities	4.02	4.07	-0.05	4.48	4.71	-0.23	4.75	4.82	-0.07	4.45	4.47	-0.02
3	Value for maoney of parking facilities	4.18	4.10	0.08	4.33	4.61	-0.28	4.72	4.76	-0.04	4.50	4.63	-0.13
4	Availability of baggage carts/trolleys	4.22	4.23	-0.01	4.31	4.59	-0.28	3.78	4.70	-0.92	4.64	4.73	-0.09
5	Waiting time in check-in queue/line	4.21	4.30	-0.09	4.29	4.66	-0.37	4.51	4.35	0.16	4.61	4.60	0.01
6	Efficiency of check-in staff	4.22	4.20	0.02	4.26	4.60	-0.34	4.47	4.32	0.15	4.68	4.66	0.02
7	Courtesy and helpfulness of check-in staff	4.26	4.30	-0.04	4.29	4.62	-0.33	4.50	4.49	0.01	4.66	4.71	-0.05
8	Waiting time at passport/personal ID inspection	4.21	4.34	-0.13	4.27	4.67	-0.40	4.53	4.52	0.01	4.66	4.69	-0.03
9	Courtesy and helpfulness of inspection staff	4.13	4.17	-0.04	4.28	4.64	-0.36	4.47	4.32	0.15	4.67	4.68	-0.01
10	Courtesy and helpfulness of security staff	4.24	4.29	-0.05	4.33	4.63	-0.30	4.58	4.52	0.06	4.76	4.64	0.12
11	Thoroughness of security inspection	4.20	4.20	0.00	4.26	4.65	-0.39	4.50	4.35	0.15	4.75	4.71	0.04
12	Waiting time at security inspection	4.27	4.20	0.07	4.33	4.60	-0.27	4.50	4.50	0.00	4.74	4.75	-0.01
13	Feeling of being safe and secure	4.30	4.33	-0.03	4.29	4.62	-0.33	4.52	4.43	0.09	4.70	4.72	-0.02
14	Ease of finding your way through airport	4.25	4.34	-0.09	4.28	4.70	-0.42	4.47	4.45	0.02	4.72	4.70	0.02
15	Flight information screens	4.24	4.18	0.06	4.24	4.64	-0.40	4.37	4.29	0.08	4.75	4.73	0.02
16	Walking distance inside the terminal	4.32	4.38	-0.06	4.32	4.61	-0.29	4.52	4.42	0.10	4.74	4.77	-0.03
17	Ease of making connections with other flights	3.93	3.87	0.06	4.32	4.48	-0.16	3.88	4.36	-0.48	4.27	3.00	1.27
18	Courtesy and helpfulness of airport staff	4.27	4.37	-0.10	4.30	4.73	-0.43	4.24	4.20	0.04	4.76	4.75	0.01
19	Restaurant/Eating facilities	4.19	4.09	0.10	4.30	4.60	-0.30	4.64	4.65	-0.01	4.64	4.72	-0.08
20	Value for money of restaurant/eating facilities	4.22	4.11	0.11	4.34	4.55	-0.21	4.52	4.60	-0.08	4.58	4.76	-0.18
21	Availability of bank/ATM facilities/money changers	4.19	4.59	-0.40	4.43	4.76	-0.33	3.60	3.81	-0.21	4.78	4.90	-0.12
22	Shopping facilities	4.02	4.06	-0.04	4.28	4.63	-0.35	3.01	3.34	-0.33	4.73	4.70	0.03
23	Value for money of shopping facilities	3.94	3.97	-0.03	4.25	4.49	-0.24	3.05	3.37	-0.32	4.70	4.69	0.01
24	Internet access/Wi-Fi	3.71	3.62	0.09	4.39	4.71	-0.32	3.39	3.11	0.28	4.78	4.75	0.03
25	Business/Executive lounges	4.14	4.07	0.07	4.28	4.63	-0.35	4.73	4.73	0.00	4.76	4.77	-0.01
26	Availability of washrooms/toilets	4.20	4.19	0.01	4.43	4.70	-0.27	4.29	4.34	-0.05	4.77	4.84	-0.07
27	Cleanliness of washrooms/toilets	4.15	4.18	-0.03	4.33	4.56	-0.23	4.46	4.45	0.01	4.64	4.79	-0.15
28	Comfort of waiting/gate areas	4.24	4.31	-0.07	4.40	4.69	-0.29	4.48	4.46	0.02	4.70	4.79	-0.09
29	Cleanliness of airport terminal	4.28	4.36	-0.08	4.45	4.73	-0.28	4.62	4.59	0.03	4.84	4.84	0.00
30	Ambience of the airport	4.30	4.30	0.00	4.45	4.78	-0.33	4.57	4.67	-0.10	4.70	4.78	-0.08
31	Passport/ID inspection	4.44	4.20	0.24	4.14	4.81	-0.67	4.08	4.39	-0.31	4.86	4.87	-0.01
32	Speed of baggage delivery	4.20	4.12	0.08	4.20	4.71	-0.51	4.30	4.32	-0.02	4.72	4.78	-0.06
33	Customs inspection	4.27	4.21	0.06	4.11	4.70	-0.59	4.07	4.40	-0.33	4.52	4.70	-0.18
	Overall Satisfaction	4.39	4.39	0.00	4.49	4.79	-0.30	4.73	4.73	0.00	4.76	4.93	-0.17
	World Average	4.16	4.15	0.01	4.16	4.15	0.01	4.16	4.15	0.01	4.16	4.15	0.01

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QUARTER-IV (OCTOBER-DECEMBER) 2016 OVER QUARTER-III (JULY-SEPTEMBER) 2016**

S.No.	ITEM	PUNE			SRINAGAR			TRIVANDRUM		
		Q4 (Oct - Dec) 2016	Q3 (Jul-Sept) 2016	Difference of rating Qtr.4 over Qtr.3	Q4 (Oct - Dec) 2016	Q3 (Jul-Sept) 2016	Difference of rating Qtr.4 over Qtr.3	Q4 (Oct - Dec) 2016	Q3 (Jul-Sept) 2016	Difference of rating Qtr.4 over Qtr.3
1	Ground transportation to/from airport	4.83	4.74	0.09	4.63	4.17	0.46	4.73	4.24	0.49
2	Parking facilities	4.78	4.63	0.15	4.48	3.84	0.64	4.56	4.12	0.44
3	Value for maoney of parking facilities	4.64	4.52	0.12	4.27	3.69	0.58	4.59	4.03	0.56
4	Availability of baggage carts/trolleys	4.61	4.60	0.01	4.49	4.17	0.32	4.57	4.22	0.35
5	Waiting time in check-in queue/line	4.69	4.55	0.14	4.55	4.03	0.52	4.54	4.22	0.32
6	Efficiency of check-in staff	4.58	4.55	0.03	4.56	4.11	0.45	4.57	4.15	0.42
7	Courtesy and helpfulness of check-in staff	4.65	4.59	0.06	4.56	4.18	0.38	4.56	4.17	0.39
8	Waiting time at passport/personal ID inspection	4.75	4.62	0.13	4.57	3.98	0.59	4.59	4.27	0.32
9	Courtesy and helpfulness of inspection staff	4.64	4.57	0.07	4.56	4.25	0.31	4.57	4.19	0.38
10	Courtesy and helpfulness of security staff	4.75	4.64	0.11	4.66	4.26	0.40	4.63	4.30	0.33
11	Thoroughness of security inspection	4.62	4.62	0.00	4.60	4.18	0.42	4.55	4.25	0.30
12	Waiting time at security inspection	4.66	4.64	0.02	4.57	4.00	0.57	4.54	4.21	0.33
13	Feeling of being safe and secure	4.68	4.65	0.03	4.62	4.38	0.24	4.59	4.19	0.40
14	Ease of finding your way through airport	4.72	4.57	0.15	4.54	4.07	0.47	4.58	4.25	0.33
15	Flight information screens	4.60	4.52	0.08	4.54	4.11	0.43	4.48	4.10	0.38
16	Walking distance inside the terminal	4.65	4.55	0.10	4.48	3.94	0.54	4.48	4.14	0.34
17	Ease of making connections with other flights	4.83	4.83	0.00	4.62	3.77	0.85	4.15	3.85	0.30
18	Courtesy and helpfulness of airport staff	4.76	4.66	0.10	4.55	4.29	0.26	4.66	4.28	0.38
19	Restaurant/Eating facilities	4.65	4.59	0.06	4.45	3.81	0.64	4.37	3.91	0.46
20	Value for money of restaurant/eating facilities	4.67	4.63	0.04	4.40	3.70	0.70	4.24	3.61	0.63
21	Availability of bank/ATM facilities/money changers	4.82	4.69	0.13	4.58	4.06	0.52	4.57	4.44	0.13
22	Shopping facilities	4.75	4.37	0.38	4.53	4.04	0.49	4.41	4.33	0.08
23	Value for money of shopping facilities	4.65	4.55	0.10	4.50	3.85	0.65	4.29	4.22	0.07
24	Internet access/Wi-Fi	4.55	4.35	0.20	4.41	3.01	1.40	4.39	4.27	0.12
25	Business/Executive lounges	4.64	4.62	0.02	4.18	4.33	-0.15	4.57	4.13	0.44
26	Availability of washrooms/toilets	4.67	4.67	0.00	4.64	4.30	0.34	4.53	4.53	0.00
27	Cleanliness of washrooms/toilets	4.70	4.66	0.04	4.63	4.26	0.37	4.51	4.35	0.16
28	Comfort of waiting/gate areas	4.66	4.65	0.01	4.49	4.06	0.43	4.50	4.30	0.20
29	Cleanliness of airport terminal	4.72	4.63	0.09	4.63	4.29	0.34	4.70	4.42	0.28
30	Ambience of the airport	4.75	4.68	0.07	4.55	4.23	0.32	4.54	4.38	0.16
31	Passport/ID inspection	4.82	4.78	0.04	3.92	3.49	0.43	4.68	4.34	0.34
32	Speed of baggage delivery	4.73	4.62	0.11	4.04	3.35	0.69	4.48	4.04	0.44
33	Customs inspection	4.62	4.55	0.07	4.54	3.00	1.54	4.58	4.03	0.55
	Overall Satisfaction	4.78	4.70	0.08	4.59	4.26	0.33	4.66	4.38	0.28
	World Average	4.16	4.15	0.01	4.16	4.15	0.01	4.16	4.15	0.01