

**Broad Results of Customer Satisfaction Survey - Round- I (January - June) 2016 on
Five Points Scale at 53 Airport**

S.no.	Parameters	Agartala	Agatti	Agra	Allahabad	Amritsar	Aurangabad	Bagdogra	Belgaum	Bhavnagar
1	Ground transportation to / from the airport	4.27	3.14	3.78	4.13	4.54	3.96	4.27	3.50	4.17
2	Availability of parking facilities	4.19	2.51	3.77	3.63	4.51	4.09	4.14	3.40	4.13
3	Parking facilities value for money	4.14	2.42	3.67	3.57	4.43	3.87	4.18	3.39	3.99
4	Availability of baggage carts / trolleys	4.31	2.59	3.97	3.98	4.52	4.22	4.38	3.63	4.03
5	Waiting time in check-in queue / line	4.36	3.21	4.09	4.12	4.36	4.24	4.25	3.75	4.24
6	Efficiency of check-in staff	4.29	2.84	3.86	4.09	4.47	4.28	4.25	3.69	4.20
7	Courtesy, helpfulness of check-in staff	4.31	3.16	3.87	4.06	4.49	4.30	4.35	3.68	4.11
8	Waiting time at passport / personal ID inspection	4.26	3.06	3.89	4.07	4.43	4.28	4.35	3.75	4.29
9	Courtesy and helpfulness of inspection staff	4.19	2.94	3.83	4.10	4.48	4.25	4.38	3.55	4.02
10	Courtesy and helpfulness of Security staff	4.42	3.42	4.06	4.23	4.54	4.29	4.09	3.87	4.32
11	Thoroughness of Security inspection	4.34	2.92	4.01	4.15	4.50	4.26	4.07	3.85	4.14
12	Waiting time at Security inspection	4.33	2.93	3.85	4.09	4.41	4.22	4.06	3.77	4.10
13	Feeling of being safe and secure	4.38	3.27	4.02	4.36	4.50	4.30	4.16	3.64	4.02
14	Ease of finding your way through airport	4.50	3.28	4.21	3.96	4.50	4.25	4.46	3.83	4.34
15	Flight information screens	4.27	2.25	3.52	3.67	4.27	4.10	4.33	3.39	4.15
16	Walking distance inside the terminal	4.37	2.87	3.85	3.92	4.50	4.28	4.44	3.32	4.12
17	Ease of making connections with other flights	4.35	2.71	4.13	3.95	4.52	4.05	4.41	3.20	4.00
18	Courtesy, helpfulness of airport staff	4.40	3.82	4.31	4.02	4.59	4.45	4.39	3.78	4.40
19	Restaurant / Eating facilities	-	2.34	2.33	3.71	4.72	4.21	4.29	3.39	4.16
20	Restaurant facilities value for money	-	2.53	3.25	3.83	4.33	4.42	4.31	3.43	4.10
21	Availability of bank / ATM facilities / money changers	4.25	2.29	2.50	3.15	4.48	4.41	4.50	1.46	4.41
22	Shopping facilities	-	2.44	2.71	3.03	4.31	4.22	4.33	1.42	4.38
23	Shopping facilities value for money	-	2.35	2.50	3.08	4.77	4.19	4.19	1.38	4.42
24	Internet access / Wi-fi	-	2.18	1.85	3.11	4.65	4.33	3.49	1.83	3.97
25	Business / Executive lounges	-	2.29	2.00	3.89	4.82	4.30	4.31	2.66	3.82
26	Availability of washrooms / toilets	4.31	3.32	4.08	4.19	4.73	4.43	4.27	3.20	4.04
27	Cleanliness of washrooms / toilets	4.40	3.11	3.83	3.98	4.65	4.48	4.26	3.28	4.19
28	Comfort of waiting / gate areas	4.38	3.35	4.09	4.22	4.61	4.28	4.30	3.54	4.16
29	Cleanliness of airport terminal	4.44	2.97	4.23	4.18	4.56	4.35	4.32	3.43	4.27
30	Ambience of the airport	4.39	2.93	4.01	4.07	4.53	4.09	4.32	3.28	4.04
31	Arrivals passport and visa inspection	-	2.69	4.25	4.07	4.61	4.30	4.28	3.34	4.38
32	Speed of baggage delivery service	4.48	2.76	4.04	3.96	4.46	4.17	4.24	3.30	4.10
33	Customs inspection	-	2.47	4.08	3.76	4.58	4.24	4.36	3.50	4.22
	Overall Satisfaction	4.40	2.80	3.78	4.35	4.70	4.44	4.37	3.67	4.16

**Broad Results of Customer Satisfaction Survey - Round- I (January - June)
2016 on Five Points Scale at 53 Airport**

S.no.	Parameters	Bhopal	Bhubneshwar	Bhuj	Bhuntar	Chandigarh	Coimbatore	Dehradun	Dibrugarh
1	Ground transportation to / from the airport	4.37	4.37	4.16	4.18	4.87	4.27	4.73	4.00
2	Availability of parking facilities	4.28	4.60	3.97	4.40	4.86	4.21	4.87	3.83
3	Parking facilities value for money	4.27	4.55	3.84	4.51	4.84	4.05	4.85	3.77
4	Availability of baggage carts / trolleys	4.50	4.68	3.90	4.18	4.82	4.33	4.87	4.02
5	Waiting time in check-in queue / line	4.52	4.45	4.00	4.11	4.82	4.42	4.76	3.97
6	Efficiency of check-in staff	4.47	4.67	3.83	4.18	4.70	4.50	4.77	3.79
7	Courtesy, helpfulness of check-in staff	4.38	4.68	3.90	4.24	4.83	4.52	4.80	3.86
8	Waiting time at passport / personal ID inspection	4.51	4.42	4.02	4.08	4.77	4.53	4.76	-
9	Courtesy and helpfulness of inspection staff	4.52	4.62	3.78	4.13	4.85	4.45	4.72	-
10	Courtesy and helpfulness of Security staff	4.53	4.66	4.03	4.45	4.72	4.45	4.63	3.80
11	Thoroughness of Security inspection	4.43	4.43	3.86	4.52	4.81	4.46	4.62	3.69
12	Waiting time at Security inspection	4.35	4.58	3.89	4.51	4.85	4.45	4.60	3.51
13	Feeling of being safe and secure	4.57	4.50	3.87	4.39	4.87	4.51	4.70	3.79
14	Ease of finding your way through airport	4.55	4.38	4.03	4.23	4.90	4.52	4.83	3.77
15	Flight information screens	4.48	4.77	3.72	4.37	4.81	4.40	4.40	3.34
16	Walking distance inside the terminal	4.45	4.60	3.90	4.34	4.92	4.53	4.72	3.73
17	Ease of making connections with other flights	4.54	4.53	3.91	4.22	4.86	4.43	4.21	-
18	Courtesy, helpfulness of airport staff	4.52	4.60	4.07	4.26	4.93	4.47	4.69	3.70
19	Restaurant / Eating facilities	4.43	4.41	3.70	4.29	4.78	4.31	4.69	3.52
20	Restaurant facilities value for money	4.38	4.40	3.77	3.98	4.76	4.33	4.55	3.63
21	Availability of bank / ATM facilities / money changers	4.49	4.51	4.21	4.36	4.89	4.40	4.75	-
22	Shopping facilities	4.42	4.25	4.03	4.00	4.91	4.26	4.71	3.50
23	Shopping facilities value for money	4.51	4.22	3.95	4.26	4.90	4.21	4.59	3.43
24	Internet access / Wi-fi	4.59	4.23	3.92	4.17	4.84	4.25	4.00	3.18
25	Business / Executive lounges	3.22	4.33	4.55	3.86	4.78	4.06	4.73	-
26	Availability of washrooms / toilets	4.28	4.73	3.97	4.07	4.86	4.39	4.69	3.78
27	Cleanliness of washrooms / toilets	4.23	4.79	3.94	4.12	4.84	4.39	4.64	3.66
28	Comfort of waiting / gate areas	4.32	4.71	3.98	3.92	4.82	4.47	4.68	3.80
29	Cleanliness of airport terminal	4.16	4.64	4.25	4.26	4.88	4.34	4.88	3.92
30	Ambience of the airport	4.10	4.52	4.12	4.20	4.87	4.20	4.78	3.88
31	Arrivals passport and visa inspection	4.26	4.39	3.67	4.05	4.79	4.45	4.50	4.00
32	Speed of baggage delivery service	4.34	4.67	4.00	4.32	4.81	4.38	4.85	3.79
33	Customs inspection	4.35	4.55	4.33	4.06	4.80	4.43	4.00	3.00
	Overall Satisfaction	4.03	4.64	4.29	4.53	4.85	4.62	4.70	3.67

**Broad Results of Customer Satisfaction Survey - Round- I (January - June) 2016 on
Five Points Scale at 53 Airport**

S.no.	Parameters	Dimapur	Gaya	Gorakhpur	Hubli	Imphal	Indore	Jabalpur	Jammu	Jamnagar	Jodhpur
1	Ground transportation to / from the airport	-	4.46	3.55	4.14	3.72	4.30	3.19	4.36	3.86	4.77
2	Availability of parking facilities	3.81	4.40	3.32	4.11	3.56	4.20	3.25	4.28	3.90	4.74
3	Parking facilities value for money	3.72	4.39	3.29	4.20	3.47	4.22	3.06	4.09	3.79	4.70
4	Availability of baggage carts / trolleys	3.86	4.52	3.03	4.10	3.70	4.14	3.40	4.01	3.58	4.79
5	Waiting time in check-in queue / line	3.86	4.43	3.63	4.40	3.67	4.46	3.62	4.10	3.86	4.80
6	Efficiency of check-in staff	3.84	4.40	3.77	4.12	3.70	4.30	3.52	3.97	3.75	4.72
7	Courtesy, helpfulness of check-in staff	3.92	4.48	3.77	4.37	3.87	4.14	3.54	3.89	3.65	4.72
8	Waiting time at passport / personal ID inspection	3.95	4.44	3.66	4.26	3.90	4.36	3.48	4.12	3.89	4.72
9	Courtesy and helpfulness of inspection staff	4.02	4.38	3.60	4.04	3.92	4.16	3.36	4.18	3.74	4.77
10	Courtesy and helpfulness of Security staff	3.90	4.48	3.98	4.40	3.86	4.34	3.47	4.09	3.91	4.77
11	Thoroughness of Security inspection	3.77	4.43	3.97	4.13	3.72	4.29	3.50	4.12	3.77	4.70
12	Waiting time at Security inspection	3.82	4.43	3.97	4.42	3.63	4.20	3.45	4.03	3.63	4.69
13	Feeling of being safe and secure	3.98	4.42	3.92	4.20	3.91	4.06	3.44	3.94	3.60	4.74
14	Ease of finding your way through airport	4.04	4.32	3.32	4.10	3.97	4.40	3.52	4.14	3.97	4.80
15	Flight information screens	3.74	4.21	2.20	3.97	-	4.26	3.15	4.21	3.81	4.70
16	Walking distance inside the terminal	3.99	4.26	2.69	4.50	3.97	4.17	3.38	4.12	3.82	4.73
17	Ease of making connections with other flights	3.96	4.16	3.06	4.12	4.00	4.06	3.25	3.99	3.78	4.74
18	Courtesy, helpfulness of airport staff	3.61	4.43	3.59	4.20	4.05	4.37	3.49	4.13	3.91	4.82
19	Restaurant / Eating facilities	3.36	4.08	2.69	4.31	3.00	4.14	3.10	4.23	3.83	4.69
20	Restaurant facilities value for money	3.67	4.22	2.65	4.14	-	4.02	3.21	4.15	3.67	4.70
21	Availability of bank / ATM facilities / money changers	4.00	4.16	3.01	3.72	-	4.45	3.42	4.41	4.17	4.73
22	Shopping facilities	-	4.17	2.75	3.64	3.43	4.20	3.44	4.33	4.03	4.71
23	Shopping facilities value for money	3.00	4.18	2.85	3.66	3.50	4.24	3.41	4.26	4.07	4.81
24	Internet access / Wi-fi	2.96	4.18	2.95	3.70	-	4.08	3.43	4.22	4.10	-
25	Business / Executive lounges	-	4.30	2.79	3.68	4.00	3.82	3.27	3.97	3.90	-
26	Availability of washrooms / toilets	3.78	4.48	3.26	4.60	3.74	4.10	3.18	4.13	3.96	4.75
27	Cleanliness of washrooms / toilets	3.73	4.40	3.24	4.39	3.51	4.11	3.05	4.22	3.85	4.70
28	Comfort of waiting / gate areas	3.88	4.49	3.27	4.52	3.68	4.03	3.12	4.25	3.67	4.72
29	Cleanliness of airport terminal	3.91	4.42	3.55	4.25	3.83	4.49	3.34	4.26	4.26	4.75
30	Ambience of the airport	3.76	4.43	3.35	4.16	3.77	4.17	3.22	4.07	4.10	4.75
31	Arrivals passport and visa inspection	3.74	4.39	3.71	4.15	3.67	4.54	3.74	4.57	4.34	4.67
32	Speed of baggage delivery service	3.81	4.38	3.61	4.11	3.69	4.21	3.54	4.18	4.01	4.67
33	Customs inspection	-	4.27	3.48	4.14	4.00	3.92	3.83	4.38	4.20	-
	Overall Satisfaction	3.64	4.52	3.55	4.29	3.62	4.32	3.38	4.31	4.23	4.66

**Broad Results of Customer Satisfaction Survey - Round- I (January - June) 2016
on Five Points Scale at 53 Airport**

S.no.	Parameters	Jorhat	Kangra	Khajuraho	Leh	Madurai	Mangalore	Patna	Porbandar	Portblair
1	Ground transportation to / from the airport	3.65	4.35	4.36	3.77	4.21	4.24	4.20	4.54	4.13
2	Availability of parking facilities	3.54	4.41	4.40	3.61	4.20	4.23	3.97	4.50	3.84
3	Parking facilities value for money	3.52	4.26	4.32	3.52	4.20	4.22	3.88	4.43	3.81
4	Availability of baggage carts / trolleys	3.60	4.17	4.20	3.78	4.32	4.37	4.13	4.55	4.01
5	Waiting time in check-in queue / line	3.72	4.21	4.53	3.63	4.41	4.33	3.90	4.46	4.11
6	Efficiency of check-in staff	3.54	4.17	4.37	3.69	4.38	4.41	4.13	4.24	4.08
7	Courtesy, helpfulness of check-in staff	3.67	4.15	4.34	3.77	4.40	4.39	4.18	4.34	4.17
8	Waiting time at passport / personal ID inspection	3.70	4.38	4.57	3.64	4.37	4.35	4.04	4.49	4.34
9	Courtesy and helpfulness of inspection staff	3.52	4.28	4.25	3.69	4.39	4.43	4.11	4.53	4.31
10	Courtesy and helpfulness of Security staff	3.97	4.43	4.64	3.92	4.43	4.41	4.33	4.55	4.49
11	Thoroughness of Security inspection	3.79	4.36	4.43	3.65	4.39	4.50	4.16	4.44	4.40
12	Waiting time at Security inspection	3.64	4.21	4.50	3.61	4.43	4.41	4.03	4.34	4.23
13	Feeling of being safe and secure	3.83	4.15	4.51	3.96	4.42	4.49	4.20	4.53	4.41
14	Ease of finding your way through airport	3.77	4.41	4.61	3.96	4.43	4.42	4.19	4.60	4.28
15	Flight information screens	2.00	4.39	4.31	3.54	4.35	4.40	4.10	-	3.85
16	Walking distance inside the terminal	3.76	4.18	4.51	3.78	4.42	4.42	4.25	4.50	4.30
17	Ease of making connections with other flights	3.00	4.15	4.47	3.60	4.40	4.44	3.90	-	4.00
18	Courtesy, helpfulness of airport staff	3.71	4.62	4.72	4.00	4.48	4.44	4.37	4.68	4.35
19	Restaurant / Eating facilities	3.00	4.39	4.38	3.40	4.26	4.38	3.71	4.26	3.65
20	Restaurant facilities value for money	3.50	4.25	4.27	3.41	4.30	4.26	3.67	4.27	3.60
21	Availability of bank / ATM facilities / money changers	-	4.57	4.69	3.58	4.39	4.45	3.86	-	4.07
22	Shopping facilities	-	4.50	4.59	3.50	4.14	4.32	3.35	-	3.78
23	Shopping facilities value for money	-	4.35	4.51	3.00	4.21	4.34	3.48	-	3.72
24	Internet access / Wi-fi	-	4.36	4.31	2.50	4.08	4.18	3.70	4.73	2.10
25	Business / Executive lounges	-	4.11	4.44	3.29	4.28	4.50	3.96	-	2.93
26	Availability of washrooms / toilets	3.67	4.45	4.30	3.56	4.33	4.48	4.07	4.45	3.82
27	Cleanliness of washrooms / toilets	3.53	4.56	4.45	3.39	4.32	4.39	3.99	4.49	3.41
28	Comfort of waiting / gate areas	3.78	4.46	4.32	3.61	4.39	4.39	3.95	4.44	3.73
29	Cleanliness of airport terminal	3.62	4.49	4.47	3.74	4.31	4.47	4.12	4.58	4.09
30	Ambience of the airport	3.47	4.14	4.24	3.62	4.28	4.40	3.93	4.62	4.14
31	Arrivals passport and visa inspection	-	4.57	4.65	3.73	4.40	4.19	4.00	3.00	4.18
32	Speed of baggage delivery service	3.65	4.24	4.40	3.60	4.32	4.09	4.06	4.21	4.14
33	Customs inspection	-	4.31	4.37	3.85	4.38	4.22	3.75	-	3.67
	Overall Satisfaction	3.58	4.45	4.47	3.56	4.46	4.56	4.07	4.33	4.34

**Broad Results of Customer Satisfaction Survey - Round- I (January - June) 2016 on
Five Points Scale at 53 Airport**

S.no.	Parameters	Raipur	Rajahmundry	Rajkot	Ranchi	Shillong	Silchar	Surat	Tirchy	Tirupati
1	Ground transportation to / from the airport	4.74	4.15	4.13	3.65	4.12	4.12	4.45	4.45	4.28
2	Availability of parking facilities	4.71	4.13	4.18	3.69	4.24	3.88	4.57	4.50	4.35
3	Parking facilities value for money	4.70	4.09	3.95	3.70	4.27	3.99	4.48	4.35	4.29
4	Availability of baggage carts / trolleys	4.75	4.19	3.79	4.07	4.29	4.10	4.47	4.51	4.41
5	Waiting time in check-in queue / line	4.72	4.20	4.05	4.25	4.27	4.12	4.63	4.47	4.31
6	Efficiency of check-in staff	4.70	4.18	4.01	4.09	4.21	4.10	4.51	4.52	4.16
7	Courtesy, helpfulness of check-in staff	4.73	4.17	3.90	4.13	4.28	4.17	4.48	4.49	4.36
8	Waiting time at passport / personal ID inspection	4.75	4.35	4.08	4.13	-	4.27	4.66	4.53	4.13
9	Courtesy and helpfulness of inspection staff	4.71	4.24	4.03	4.09	-	4.22	4.50	4.49	4.19
10	Courtesy and helpfulness of Security staff	4.79	4.39	4.05	4.33	4.31	4.19	4.68	4.54	4.41
11	Thoroughness of Security inspection	4.76	4.23	4.12	4.07	4.30	4.29	4.54	4.58	4.20
12	Waiting time at Security inspection	4.72	4.20	4.15	4.19	4.17	4.39	4.51	4.51	4.34
13	Feeling of being safe and secure	4.77	4.24	3.89	4.30	4.14	4.26	4.44	4.58	4.42
14	Ease of finding your way through airport	4.78	4.27	3.99	4.24	4.16	4.24	4.72	4.55	4.22
15	Flight information screens	4.70	4.14	4.11	4.11	4.12	4.40	4.62	4.51	3.72
16	Walking distance inside the terminal	4.68	4.25	3.97	4.08	4.17	4.20	4.61	4.57	4.33
17	Ease of making connections with other flights	4.76	4.05	3.82	3.69	-	4.00	4.28	4.55	4.02
18	Courtesy, helpfulness of airport staff	4.77	4.57	3.95	4.28	4.16	4.24	4.55	4.55	4.35
19	Restaurant / Eating facilities	4.69	3.93	4.01	3.98	3.12	3.67	4.24	4.31	3.77
20	Restaurant facilities value for money	4.66	3.91	3.93	4.11	3.23	3.33	4.24	4.27	3.82
21	Availability of bank / ATM facilities / money changers	4.55	3.61	4.37	4.19	-	3.60	4.70	4.46	4.10
22	Shopping facilities	4.57	3.47	4.19	4.08	-	3.93	4.39	4.35	3.57
23	Shopping facilities value for money	4.54	3.50	3.99	4.04	-	3.77	4.44	4.33	3.81
24	Internet access / Wi-fi	4.63	3.51	4.07	3.88	-	3.84	4.72	4.26	4.31
25	Business / Executive lounges	4.72	3.61	4.23	4.08	-	4.00	4.20	4.41	3.48
26	Availability of washrooms / toilets	4.79	4.54	4.40	4.19	4.48	4.16	4.69	4.37	4.67
27	Cleanliness of washrooms / toilets	4.67	4.56	4.33	4.17	4.28	4.19	4.59	4.27	4.57
28	Comfort of waiting / gate areas	4.75	4.33	4.13	4.10	4.32	4.14	4.53	4.39	4.10
29	Cleanliness of airport terminal	4.78	4.32	4.28	4.37	4.56	4.25	4.78	4.39	4.52
30	Ambience of the airport	4.76	4.14	4.25	4.19	4.52	4.14	4.45	4.33	4.45
31	Arrivals passport and visa inspection	4.81	4.22	4.44	4.22	-	4.33	4.62	4.40	4.41
32	Speed of baggage delivery service	4.77	4.18	4.17	4.43	4.12	4.14	4.59	4.23	4.30
33	Customs inspection	4.71	4.12	4.14	4.24	-	4.00	4.53	4.24	4.05
	Overall Satisfaction	4.79	4.14	4.22	4.15	4.19	4.27	4.32	4.66	4.12

**Broad Results of Customer Satisfaction Survey - Round- I
(January - June) 2016 on Five Points Scale at 53 Airport**

S.no.	Parameters	Tuticorn	Udaipur	Vadodara	Varanasi	Vijaywada	Vishakapatnam
1	Ground transportation to / from the airport	3.90	4.76	4.57	4.65	3.95	4.39
2	Availability of parking facilities	4.43	4.74	4.35	4.68	3.74	4.29
3	Parking facilities value for money	4.36	4.60	4.23	4.55	3.68	4.11
4	Availability of baggage carts / trolleys	4.33	4.87	4.36	4.32	3.74	4.07
5	Waiting time in check-in queue / line	4.22	4.78	4.43	4.54	4.12	4.21
6	Efficiency of check-in staff	4.33	4.70	4.18	4.62	4.00	4.24
7	Courtesy, helpfulness of check-in staff	4.20	4.73	4.28	4.31	4.04	4.08
8	Waiting time at passport / personal ID inspection	3.82	4.79	4.53	4.64	4.16	4.21
9	Courtesy and helpfulness of inspection staff	3.74	4.76	4.29	4.62	4.03	4.18
10	Courtesy and helpfulness of Security staff	4.38	4.84	4.46	4.70	4.20	4.25
11	Thoroughness of Security inspection	4.33	4.71	4.31	4.64	4.02	4.30
12	Waiting time at Security inspection	4.35	4.70	4.26	4.55	3.99	4.06
13	Feeling of being safe and secure	4.51	4.79	4.29	4.34	3.96	4.07
14	Ease of finding your way through airport	4.28	4.85	4.46	4.61	4.12	4.24
15	Flight information screens	4.17	4.79	4.37	4.62	3.47	4.25
16	Walking distance inside the terminal	4.31	4.74	4.26	4.52	3.95	4.07
17	Ease of making connections with other flights	4.18	4.80	4.31	4.38	3.71	4.03
18	Courtesy, helpfulness of airport staff	4.51	4.83	4.43	4.69	4.24	4.22
19	Restaurant / Eating facilities	4.06	4.65	4.26	4.68	3.55	4.19
20	Restaurant facilities value for money	4.01	4.65	4.22	4.11	3.58	3.86
21	Availability of bank / ATM facilities / money changers	3.81	4.79	4.54	4.73	4.09	4.60
22	Shopping facilities	3.42	4.77	4.35	4.62	3.41	4.08
23	Shopping facilities value for money	3.57	4.76	4.26	4.41	3.56	4.07
24	Internet access / Wi-fi	4.01	4.23	4.23	4.44	3.42	4.27
25	Business / Executive lounges	3.74	4.56	4.37	4.65	3.58	4.27
26	Availability of washrooms / toilets	4.18	4.83	4.34	4.64	3.73	4.14
27	Cleanliness of washrooms / toilets	4.10	4.76	4.31	4.61	3.71	3.86
28	Comfort of waiting / gate areas	4.11	4.72	4.29	4.52	3.75	3.75
29	Cleanliness of airport terminal	4.13	4.86	4.50	4.71	4.07	4.32
30	Ambience of the airport	4.14	4.78	4.35	4.61	3.83	4.04
31	Arrivals passport and visa inspection	3.84	4.75	4.11	4.63	4.23	4.52
32	Speed of baggage delivery service	4.03	4.63	4.20	4.65	3.99	4.28
33	Customs inspection	3.70	4.67	4.23	4.26	3.92	3.90
	Overall Satisfaction	4.15	4.71	4.41	4.66	4.01	4.39