

**Broad Results of Customer Satisfaction Survey - Round- II (July-December) 2016 on Five Points Scale at 52 Airport**

S.No	Parameters	Agartala	Agatti	Allahabad	Amritsar	Aurangabad	Bagdogra	Barapani (Shillong)	Belgaum	Bhavnagar
1	Ground transportation to / from the airport	4.21	3.21	4.01	4.63	4.24	4.33	3.98	3.49	4.17
2	Availability of parking facilities	4.12	2.82	3.57	4.60	4.22	3.86	4.10	3.40	4.13
3	Parking facilities value for money	4.20	2.82	3.47	4.63	4.12	4.13	3.94	3.39	4.00
4	Availability of baggage carts / trolleys	4.30	3.10	3.92	4.61	4.37	4.14	4.29	3.64	4.04
5	Waiting time in check-in queue / line	4.27	3.38	4.28	4.50	4.23	4.21	4.32	3.75	4.25
6	Efficiency of check-in staff	4.36	3.05	4.05	4.53	4.19	4.21	4.27	3.69	4.21
7	Courtesy, helpfulness of check-in staff	4.34	3.36	4.08	4.52	4.20	4.34	4.30	3.68	4.12
8	Waiting time at passport / personal ID inspection	3.00	3.25	3.97	4.58	4.17	4.40	-	-	4.30
9	Courtesy and helpfulness of inspection staff	3.00	3.22	4.12	4.46	4.22	4.40	-	-	4.03
10	Courtesy and helpfulness of Security staff	4.43	3.47	4.18	4.53	4.25	4.21	4.41	3.87	4.33
11	Thoroughness of Security inspection	4.36	3.05	4.26	4.54	4.16	4.28	4.38	3.86	4.15
12	Waiting time at Security inspection	4.35	3.11	4.03	4.49	4.18	4.31	4.28	3.78	4.11
13	Feeling of being safe and secure	4.44	3.43	4.28	4.49	4.23	4.37	4.52	3.64	4.03
14	Ease of finding your way through airport	4.42	3.35	3.95	-	4.37	4.32	4.25	3.86	4.35
15	Flight information screens	4.32	2.53	3.61	-	4.17	4.00	4.16	3.53	4.15
16	Walking distance inside the terminal	4.42	2.89	3.89	4.63	4.32	4.22	4.40	3.36	4.13
17	Ease of making connections with other flights	4.43	2.93	3.86	4.59	4.19	4.30	-	3.26	4.01
18	Courtesy, helpfulness of airport staff	4.42	4.00	4.07	4.54	4.53	4.38	4.34	3.82	4.42
19	Restaurant / Eating facilities	4.29	2.28	3.76	4.64	3.83	4.25	3.88	3.48	4.18
20	Restaurant facilities value for money	3.00	-	3.84	4.47	3.87	4.17	4.01	3.53	4.12
21	Availability of bank / ATM facilities / money change	4.14	2.25	3.33	4.66	4.13	4.00	-	2.22	4.46
22	Shopping facilities	2.00	2.94	3.14	4.58	3.73	4.25	-	2.20	4.43
23	Shopping facilities value for money	2.33	2.67	3.19	4.73	3.63	4.15	-	2.18	4.46
24	Internet access / Wi-fi	3.90	1.94	3.25	4.66	3.82	3.24	-	2.39	4.00
25	Business / Executive lounges	4.25	-	3.81	-	4.16	4.15	-	2.81	3.85
26	Availability of washrooms / toilets	4.26	3.57	4.30	4.72	4.28	4.17	4.40	3.24	4.06
27	Cleanliness of washrooms / toilets	4.33	3.32	3.89	4.55	4.29	4.01	4.37	3.30	4.20
28	Comfort of waiting / gate areas	4.32	3.47	4.16	4.48	4.37	4.12	4.22	3.56	4.17
29	Cleanliness of airport terminal	4.40	3.05	4.32	4.41	4.39	4.22	4.54	3.43	4.29
30	Ambience of the airport	4.38	3.08	4.11	4.42	4.19	4.17	4.29	3.29	4.05
31	Arrivals passport and visa inspection	4.00	2.76	4.08	4.70	4.36	4.20	-	3.33	4.40
32	Speed of baggage delivery service	4.38	2.91	3.99	4.49	4.13	4.29	4.15	3.30	4.12
33	Customs inspection	4.00	2.82	3.80	4.69	4.30	4.80	-	3.51	4.24
	<b>Overall Satisfaction</b>	<b>4.42</b>	<b>3.03</b>	<b>4.36</b>	<b>4.71</b>	<b>4.43</b>	<b>4.35</b>	<b>4.32</b>	<b>3.74</b>	<b>4.17</b>

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S.No	Parameters	Bhopal	Bhubaneswar	Bhuj	Bhuntar	Chandigarh	Coimbatore	Dehradun	Dibrugarh	Dimapur
1	Ground transportation to / from the airport	4.41	4.42	4.01	4.13	4.87	4.26	4.65	3.96	3.79
2	Availability of parking facilities	4.32	4.79	4.16	4.31	4.86	4.17	4.78	4.05	3.74
3	Parking facilities value for money	4.29	4.35	4.07	4.46	4.83	4.11	4.80	3.94	3.76
4	Availability of baggage carts / trolleys	4.52	4.70	4.13	4.22	4.86	4.30	4.81	4.04	3.82
5	Waiting time in check-in queue / line	4.54	4.51	4.16	4.14	4.90	4.36	4.77	4.06	3.89
6	Efficiency of check-in staff	4.49	4.63	4.06	4.21	4.70	4.43	4.70	3.98	3.77
7	Courtesy, helpfulness of check-in staff	4.40	4.58	4.12	4.35	4.82	4.45	4.76	4.00	4.05
8	Waiting time at passport / personal ID inspection	4.54	4.40	4.14	4.12	-	3.76	4.73	4.09	3.91
9	Courtesy and helpfulness of inspection staff	4.54	4.58	4.09	4.17	-	3.83	4.65	4.01	4.03
10	Courtesy and helpfulness of Security staff	4.56	4.67	4.17	4.50	4.91	4.42	4.67	4.05	3.96
11	Thoroughness of Security inspection	4.47	4.68	4.09	4.44	4.90	4.45	4.65	3.96	4.09
12	Waiting time at Security inspection	4.38	4.48	4.13	4.54	4.84	4.40	4.62	3.87	3.92
13	Feeling of being safe and secure	4.59	4.69	4.14	4.44	4.92	4.46	4.67	3.92	4.04
14	Ease of finding your way through airport	4.58	4.41	4.20	4.32	4.92	4.45	4.76	3.99	3.82
15	Flight information screens	4.51	4.69	3.79	4.33	4.81	4.36	4.32	3.98	-
16	Walking distance inside the terminal	4.48	4.47	4.13	4.40	4.90	4.45	4.73	3.95	3.59
17	Ease of making connections with other flights	4.57	4.62	4.15	4.13	4.96	4.39	4.35	3.96	3.51
18	Courtesy, helpfulness of airport staff	4.55	4.65	4.25	4.32	4.97	4.46	4.77	4.12	3.71
19	Restaurant / Eating facilities	4.45	4.53	3.69	4.20	4.79	4.29	4.67	3.78	3.42
20	Restaurant facilities value for money	4.41	4.50	3.70	3.90	4.78	4.26	4.52	3.97	3.27
21	Availability of bank / ATM facilities / money change	4.52	4.63	4.28	4.33	4.96	4.43	4.63	3.40	-
22	Shopping facilities	4.44	4.56	3.92	3.92	4.97	4.30	4.63	3.80	-
23	Shopping facilities value for money	4.54	4.46	3.89	4.19	4.98	4.27	4.48	3.74	-
24	Internet access / Wi-fi	4.62	4.53	3.69	4.14	-	4.28	4.07	3.96	3.11
25	Business / Executive lounges	3.86	4.74	4.41	3.95	4.98	-	4.72	3.85	3.33
26	Availability of washrooms / toilets	4.30	4.67	4.20	4.20	4.87	4.34	4.68	4.05	3.78
27	Cleanliness of washrooms / toilets	4.26	4.56	3.72	4.25	4.86	4.21	4.72	4.04	3.68
28	Comfort of waiting / gate areas	4.34	4.54	3.73	3.94	4.86	4.45	4.68	3.99	3.71
29	Cleanliness of airport terminal	4.18	4.62	4.31	4.32	4.89	4.28	4.79	4.18	3.93
30	Ambience of the airport	4.12	4.58	4.27	4.29	4.88	4.26	4.70	4.09	3.83
31	Arrivals passport and visa inspection	4.30	4.68	3.00	4.07	-	3.80	4.40	4.15	-
32	Speed of baggage delivery service	4.36	4.66	4.00	4.22	4.84	4.28	4.77	3.99	3.71
33	Customs inspection	4.41	4.36	-	4.17	-	4.04	4.10	4.08	-
	<b>Overall Satisfaction</b>	<b>4.04</b>	<b>4.65</b>	<b>4.30</b>	<b>4.54</b>	<b>4.86</b>	<b>4.67</b>	<b>4.71</b>	<b>3.85</b>	<b>3.75</b>

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S.No	Parameters	Gaya	Gorakhpur	Guggal (Kangra)	Gwalior	Hubli	Imphal	Indore	Jabalpur	Jammu
1	Ground transportation to / from the airport	4.40	3.49	4.43	3.55	4.17	3.93	4.33	3.41	4.40
2	Availability of parking facilities	4.42	3.39	4.47	3.86	4.14	3.96	4.25	3.73	4.19
3	Parking facilities value for money	4.41	3.31	4.37	3.70	4.23	3.91	4.27	3.50	4.15
4	Availability of baggage carts / trolleys	4.54	3.05	4.21	3.91	4.14	3.95	4.18	3.49	4.08
5	Waiting time in check-in queue / line	4.50	3.54	4.28	3.70	4.43	4.03	4.48	3.64	4.12
6	Efficiency of check-in staff	4.44	3.69	4.26	3.73	4.16	3.94	4.31	3.69	4.01
7	Courtesy, helpfulness of check-in staff	4.54	3.68	4.20	3.80	4.40	4.03	4.16	3.52	3.95
8	Waiting time at passport / personal ID inspection	4.55	3.58	4.34	3.33	-	4.04	4.39	3.64	4.10
9	Courtesy and helpfulness of inspection staff	4.50	3.58	4.26	3.73	-	3.98	4.17	3.69	4.15
10	Courtesy and helpfulness of Security staff	4.53	3.90	4.37	3.86	4.41	4.02	4.38	3.66	4.17
11	Thoroughness of Security inspection	4.49	3.88	4.40	3.70	4.13	3.96	4.32	3.73	4.07
12	Waiting time at Security inspection	4.45	3.94	4.29	3.70	4.43	3.91	4.25	3.57	4.04
13	Feeling of being safe and secure	4.47	3.86	4.22	3.60	4.21	3.98	4.11	3.62	3.97
14	Ease of finding your way through airport	4.39	3.42	4.48	3.52	4.11	4.06	4.41	3.64	4.13
15	Flight information screens	4.29	2.29	4.44	3.59	3.98	2.87	4.28	3.70	4.37
16	Walking distance inside the terminal	4.35	2.75	4.23	3.80	4.49	3.92	4.19	3.54	4.31
17	Ease of making connections with other flights	4.23	2.94	4.10	3.30	4.15	3.96	4.08	3.57	4.02
18	Courtesy, helpfulness of airport staff	4.44	3.52	4.70	3.80	4.23	4.15	4.39	3.45	4.05
19	Restaurant / Eating facilities	4.00	2.76	4.36	3.36	4.35	3.61	4.18	3.24	4.27
20	Restaurant facilities value for money	4.12	2.76	4.29	3.45	4.18	3.88	4.06	3.12	4.24
21	Availability of bank / ATM facilities / money change	4.06	2.97	4.66	3.27	3.79	2.47	4.47	3.63	4.50
22	Shopping facilities	4.12	2.74	4.51	3.25	3.75	3.40	4.24	3.47	4.40
23	Shopping facilities value for money	4.16	2.89	4.41	3.42	3.77	3.41	4.28	3.65	4.24
24	Internet access / Wi-fi	4.12	2.98	4.38	3.41	3.80	3.51	4.11	3.80	4.12
25	Business / Executive lounges	4.26	2.77	4.14	3.31	3.78	3.92	3.88	3.62	3.94
26	Availability of washrooms / toilets	4.50	3.20	4.54	3.45	4.61	4.06	4.12	3.65	4.22
27	Cleanliness of washrooms / toilets	4.41	3.21	4.61	3.50	4.41	3.99	4.15	3.71	4.24
28	Comfort of waiting / gate areas	4.50	3.24	4.48	3.69	4.54	3.95	4.07	3.61	4.23
29	Cleanliness of airport terminal	4.44	3.52	4.55	3.36	4.28	3.94	4.52	3.96	4.34
30	Ambience of the airport	4.47	3.37	4.20	3.50	4.20	3.94	4.20	3.88	4.16
31	Arrivals passport and visa inspection	4.45	3.64	4.60	3.78	-	4.08	4.56	3.96	4.67
32	Speed of baggage delivery service	4.42	3.55	4.30	3.71	4.17	3.93	4.22	3.86	4.23
33	Customs inspection	4.28	3.50	4.33	3.71	-	3.96	3.96	3.90	4.31
	<b>Overall Satisfaction</b>	<b>4.53</b>	<b>3.57</b>	<b>4.46</b>	<b>3.67</b>	<b>4.31</b>	<b>3.80</b>	<b>4.34</b>	<b>3.65</b>	<b>4.33</b>

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S.No	Parameters	Jamnagar	Jodhpur	Jorhat	Khajuraho	Leh	Lilabari	Madurai	Mangalore	Pant Nagar
1	Ground transportation to / from the airport	3.91	4.74	3.50	4.37	3.79	4.00	4.36	4.44	4.09
2	Availability of parking facilities	3.88	4.77	3.98	4.41	3.63	3.61	4.31	4.43	4.03
3	Parking facilities value for money	3.99	4.72	3.96	4.33	3.55	3.61	4.31	4.50	3.89
4	Availability of baggage carts / trolleys	4.01	4.81	3.93	4.21	3.80	3.64	4.40	4.55	3.98
5	Waiting time in check-in queue / line	3.89	4.78	4.04	4.55	3.65	4.08	4.48	4.50	4.03
6	Efficiency of check-in staff	3.87	4.73	3.91	4.36	3.72	4.06	4.42	4.42	4.03
7	Courtesy, helpfulness of check-in staff	3.88	4.74	4.01	4.33	3.80	4.04	4.46	4.56	4.00
8	Waiting time at passport / personal ID inspection	3.98	4.72	3.96	4.58	3.66	-	4.55	4.42	3.91
9	Courtesy and helpfulness of inspection staff	3.95	4.80	3.95	4.25	3.72	-	4.47	4.48	4.04
10	Courtesy and helpfulness of Security staff	4.01	4.78	3.93	4.65	3.95	4.05	4.49	4.55	3.88
11	Thoroughness of Security inspection	3.99	4.72	3.90	4.45	3.68	3.99	4.45	4.62	3.87
12	Waiting time at Security inspection	3.95	4.68	3.84	4.52	3.64	3.94	4.50	4.57	3.84
13	Feeling of being safe and secure	3.93	4.75	3.85	4.53	3.99	3.95	4.47	4.60	3.82
14	Ease of finding your way through airport	4.10	4.69	3.97	4.62	3.99	3.95	4.48	4.55	3.78
15	Flight information screens	3.78	4.72	3.71	4.34	3.59	-	4.40	4.55	3.78
16	Walking distance inside the terminal	3.95	4.74	3.98	4.52	3.81	3.93	4.48	4.55	3.94
17	Ease of making connections with other flights	4.00	4.70	4.00	4.50	4.00	-	4.47	4.58	3.88
18	Courtesy, helpfulness of airport staff	4.14	4.80	3.85	4.74	4.01	3.87	4.52	4.58	4.18
19	Restaurant / Eating facilities	3.13	4.65	3.78	4.40	3.44	-	4.34	4.58	4.00
20	Restaurant facilities value for money	3.10	4.72	3.81	4.32	3.46	-	4.36	4.52	3.90
21	Availability of bank / ATM facilities / money change	3.75	4.64	-	4.72	3.61	-	4.46	4.65	3.81
22	Shopping facilities	3.35	4.72	-	4.61	3.53	-	4.24	4.63	3.72
23	Shopping facilities value for money	3.63	4.79	-	4.54	3.36	-	4.30	4.65	3.59
24	Internet access / Wi-fi	4.11	4.75	2.60	4.35	3.00	-	4.22	4.54	3.46
25	Business / Executive lounges	3.08	4.74	2.80	4.45	3.31	-	4.34	4.71	3.69
26	Availability of washrooms / toilets	4.11	4.70	4.08	4.33	3.59	3.51	4.38	4.62	3.60
27	Cleanliness of washrooms / toilets	4.13	4.71	3.90	4.49	3.42	3.36	4.36	4.59	3.61
28	Comfort of waiting / gate areas	4.12	4.74	4.00	4.33	3.64	3.53	4.43	4.54	3.74
29	Cleanliness of airport terminal	4.18	4.75	4.04	4.49	3.77	3.53	4.37	4.59	3.79
30	Ambience of the airport	4.17	4.72	4.01	4.26	3.64	3.42	4.35	4.55	3.91
31	Arrivals passport and visa inspection	3.39	4.68	4.05	4.65	3.78	-	4.50	4.40	4.24
32	Speed of baggage delivery service	4.08	4.70	3.98	4.43	3.64	3.77	4.30	4.37	3.91
33	Customs inspection	3.10	4.63	3.95	4.37	3.94	-	4.54	4.53	4.03
	<b>Overall Satisfaction</b>	<b>4.25</b>	<b>4.67</b>	<b>3.77</b>	<b>4.48</b>	<b>3.57</b>	<b>3.63</b>	<b>4.51</b>	<b>4.72</b>	<b>3.95</b>

**Broad Results of Customer Satisfaction Survey - Round- II (July-December) 2016 on Five Points Scale at 52 Airport**

S.No	Parameters	Patna	Portblair	Raipur	Rajahmundry	Rajkot	Ranchi	Silchar	Surat	Tirupati
1	Ground transportation to / from the airport	4.30	4.19	4.78	4.06	4.15	3.91	4.10	4.51	4.25
2	Availability of parking facilities	3.99	4.33	4.78	3.92	3.26	3.88	3.93	4.34	4.30
3	Parking facilities value for money	3.91	4.30	4.74	3.98	3.27	3.79	4.04	4.40	4.25
4	Availability of baggage carts / trolleys	4.15	4.34	4.82	4.28	3.91	3.97	4.23	4.44	4.18
5	Waiting time in check-in queue / line	3.91	4.20	4.77	4.24	4.06	4.00	4.24	4.64	4.18
6	Efficiency of check-in staff	4.13	4.15	4.80	4.15	3.79	3.96	4.39	4.35	4.10
7	Courtesy, helpfulness of check-in staff	4.19	4.23	4.82	4.29	3.97	3.97	4.35	4.51	4.15
8	Waiting time at passport / personal ID inspection	4.08	-	4.84	4.19	4.16	4.05	4.00	4.58	4.17
9	Courtesy and helpfulness of inspection staff	4.13	-	4.84	4.17	3.91	4.08	4.00	4.35	4.13
10	Courtesy and helpfulness of Security staff	4.36	4.53	4.82	4.22	4.23	4.05	4.26	4.54	4.39
11	Thoroughness of Security inspection	4.18	4.42	4.84	4.10	4.09	3.96	4.27	4.36	4.28
12	Waiting time at Security inspection	4.05	4.31	4.82	4.16	4.13	3.98	4.30	4.47	4.40
13	Feeling of being safe and secure	4.22	4.45	4.84	4.30	4.18	4.00	4.41	4.31	4.41
14	Ease of finding your way through airport	4.21	4.31	4.83	4.10	4.18	4.18	4.35	4.60	4.27
15	Flight information screens	4.10	4.22	4.74	3.88	3.75	4.09	-	4.25	3.70
16	Walking distance inside the terminal	4.27	4.33	4.80	4.17	4.04	4.25	4.34	4.49	4.30
17	Ease of making connections with other flights	3.92	-	4.80	4.01	4.03	4.10	-	4.10	4.00
18	Courtesy, helpfulness of airport staff	4.41	4.39	4.83	4.31	4.24	4.28	4.23	4.55	4.20
19	Restaurant / Eating facilities	3.73	3.94	4.74	3.63	3.84	4.04	-	4.11	4.04
20	Restaurant facilities value for money	3.70	3.88	4.71	3.55	3.87	4.19	-	4.20	4.07
21	Availability of bank / ATM facilities / money change	3.89	4.23	4.64	3.81	3.74	4.15	3.38	4.37	4.28
22	Shopping facilities	3.40	4.04	4.61	3.55	3.87	3.97	-	4.14	4.01
23	Shopping facilities value for money	3.52	3.97	4.61	3.54	3.85	3.93	-	4.19	4.07
24	Internet access / Wi-fi	3.73	-	4.68	3.75	3.77	3.76	3.43	4.59	4.20
25	Business / Executive lounges	3.99	-	4.79	3.77	4.42	4.10	3.77	4.74	3.99
26	Availability of washrooms / toilets	4.09	4.32	4.82	4.23	4.35	4.22	4.14	4.55	4.18
27	Cleanliness of washrooms / toilets	4.02	4.36	4.73	4.19	4.23	4.18	4.35	4.32	4.23
28	Comfort of waiting / gate areas	3.97	4.36	4.82	4.27	4.22	4.19	4.11	4.51	4.24
29	Cleanliness of airport terminal	4.16	4.35	4.89	4.28	4.24	4.31	4.31	4.54	4.27
30	Ambience of the airport	3.97	4.34	4.88	4.25	4.19	4.18	4.09	4.47	4.28
31	Arrivals passport and visa inspection	4.00	4.32	4.82	4.23	3.32	4.27	-	4.00	-
32	Speed of baggage delivery service	4.07	4.19	4.78	4.07	4.29	4.16	4.00	4.52	4.40
33	Customs inspection	4.00	-	4.71	3.93	4.05	4.05	-	4.00	-
	<b>Overall Satisfaction</b>	<b>4.09</b>	<b>4.41</b>	<b>4.82</b>	<b>4.16</b>	<b>4.24</b>	<b>4.16</b>	<b>4.30</b>	<b>4.34</b>	<b>4.14</b>

**Broad Results of Customer Satisfaction Survey - Round- II (July-December) 2016  
on Five Points Scale at 52 Airport**

S.No	Parameters	Trichy	Tuticorin	Udaipur	Vadodara	Varanasi	Vijayawada	Visakhapatnam
1	Ground transportation to / from the airport	4.58	3.95	4.83	4.53	4.46	4.00	4.14
2	Availability of parking facilities	4.51	4.29	4.80	4.34	4.45	3.46	4.12
3	Parking facilities value for money	4.50	4.11	4.54	4.32	4.42	3.59	4.01
4	Availability of baggage carts / trolleys	4.50	4.24	4.81	4.37	4.50	4.03	4.06
5	Waiting time in check-in queue / line	4.49	4.22	4.81	4.40	4.52	4.11	4.18
6	Efficiency of check-in staff	4.55	4.30	4.62	4.38	4.51	4.01	4.12
7	Courtesy, helpfulness of check-in staff	4.53	4.24	4.68	4.31	4.53	4.20	4.12
8	Waiting time at passport / personal ID inspection	4.53	-	4.89	4.37	4.55	4.12	4.20
9	Courtesy and helpfulness of inspection staff	4.52	-	4.66	4.34	4.45	4.16	4.35
10	Courtesy and helpfulness of Security staff	4.51	4.47	4.89	4.39	4.67	4.18	4.20
11	Thoroughness of Security inspection	4.55	4.27	4.68	4.36	4.60	4.01	4.12
12	Waiting time at Security inspection	4.50	4.36	4.63	4.37	4.58	4.22	4.09
13	Feeling of being safe and secure	4.56	4.32	4.72	4.41	4.63	4.26	4.09
14	Ease of finding your way through airport	4.64	4.31	4.91	4.39	4.50	4.17	4.15
15	Flight information screens	4.58	4.26	4.69	4.38	4.36	3.38	4.12
16	Walking distance inside the terminal	4.57	4.19	4.70	4.36	4.38	4.13	4.07
17	Ease of making connections with other flights	4.56	4.12	4.81	4.34	4.46	4.19	4.03
18	Courtesy, helpfulness of airport staff	4.40	4.34	4.91	4.42	4.62	4.08	4.30
19	Restaurant / Eating facilities	4.33	4.10	4.53	4.40	4.47	3.30	4.17
20	Restaurant facilities value for money	4.33	4.04	4.51	4.39	4.50	3.25	4.16
21	Availability of bank / ATM facilities / money change	4.35	3.76	4.84	4.59	4.48	4.31	4.33
22	Shopping facilities	4.31	3.66	4.78	4.47	4.38	3.40	4.10
23	Shopping facilities value for money	4.32	3.57	4.72	4.32	4.36	3.22	4.05
24	Internet access / Wi-fi	4.29	3.94	4.31	4.34	4.59	3.52	4.07
25	Business / Executive lounges	4.42	3.85	4.59	4.23	4.57	3.60	4.17
26	Availability of washrooms / toilets	4.29	4.06	4.75	4.35	4.53	4.04	4.28
27	Cleanliness of washrooms / toilets	4.27	4.15	4.68	4.39	4.46	4.08	4.28
28	Comfort of waiting / gate areas	4.32	4.09	4.63	4.31	4.53	4.15	4.20
29	Cleanliness of airport terminal	4.36	4.05	4.93	4.53	4.53	4.28	4.40
30	Ambience of the airport	4.39	4.05	4.83	4.33	4.49	4.20	4.19
31	Arrivals passport and visa inspection	4.40	3.85	4.67	4.55	4.75	4.47	4.68
32	Speed of baggage delivery service	4.33	4.09	4.71	4.38	4.43	3.94	4.14
33	Customs inspection	4.37	3.76	4.58	4.71	4.50	3.95	4.28
	<b>Overall Satisfaction</b>	<b>4.68</b>	<b>4.19</b>	<b>4.72</b>	<b>4.43</b>	<b>4.66</b>	<b>4.03</b>	<b>4.40</b>