

# **AIRPORT SERVICE QUALITY**

**2019**

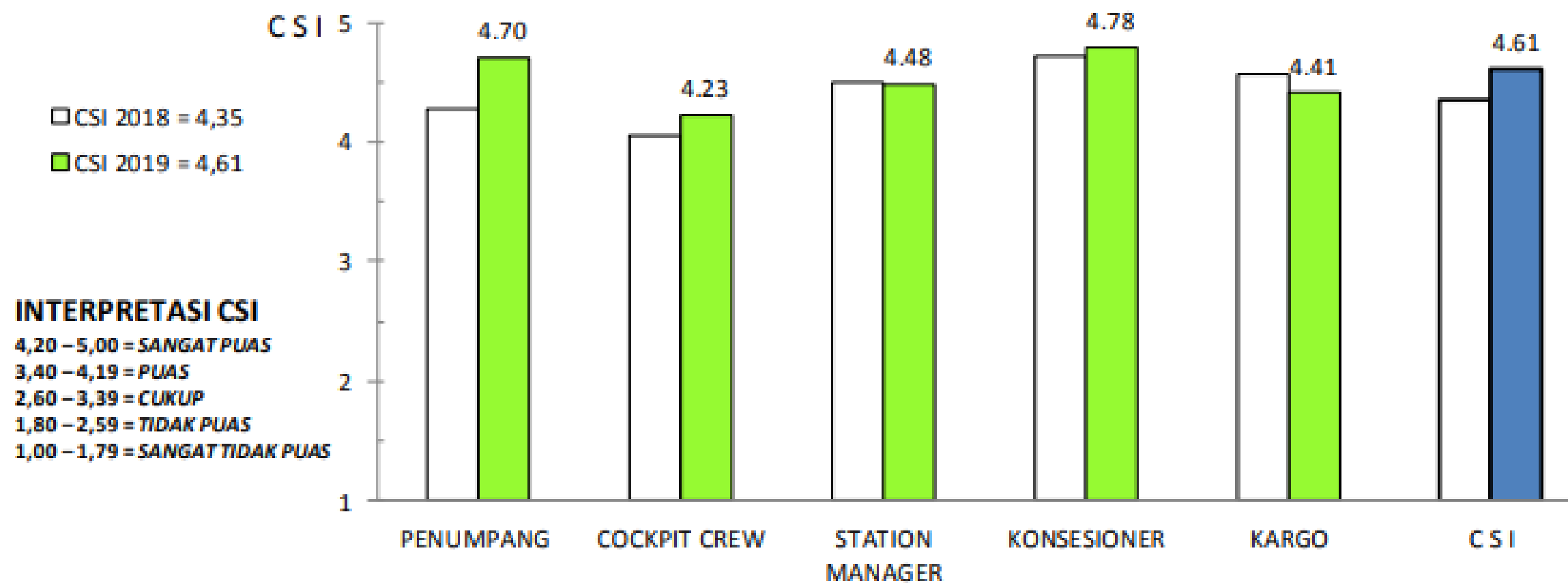


ASQ ACI Variabel Item Score 2019		SRG						Q4 19 >< Q3 19
		2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	TOTAL 2019	
<b>OVERALL SATISFACTION</b>	Overall Satisfaction	-	4.01	4.39	4.39	4.66	4.36	↑ 0.27
	Overall Satisfaction Business	-	3.94	4.19	4.21	4.61	4.24	↑ 0.40
	Overall Satisfaction Leisure	-	4.19	4.54	4.67	4.74	4.56	↑ 0.06
	Overall Satisfaction Other + Leisure	-	4.06	4.47	4.47	4.70	4.43	↑ 0.23
<b>ACCESS</b>	Q7A. Ground transportation to/from airport	-	3.56	3.83	3.98	4.15	3.89	↑ 0.16
	Q7B. Parking facilities	-	3.45	3.86	3.95	4.21	3.86	↑ 0.26
	Q7C. VFM of parking facilities	-	3.22	3.72	3.82	3.95	3.68	↑ 0.13
	Q7D. Availability of baggage carts/trolleys	-	3.73	4.06	4.04	4.33	4.04	↑ 0.29
<b>CHECK-IN (at this airport)</b>	Q7E. Waiting time in check-in queue/line	-	3.91	4.13	4.12	4.38	4.13	↑ 0.26
	Q7F. Efficiency of check-in staff	-	3.92	4.12	4.08	4.35	4.12	↑ 0.27
	Q7G. Courtesy and helpfulness of check-in staff	-	3.96	4.14	4.14	4.45	4.17	↑ 0.31
<b>PASSPORT/PERSONAL ID CONTROL</b>	Q7H. Waiting time at passport/personal ID inspection	-	3.89	4.11	4.12	4.39	4.13	↑ 0.27
	Q7I. Courtesy and helpfulness of inspection staff	-	3.92	4.11	4.15	4.40	4.15	↑ 0.25
<b>SECURITY</b>	Q7J. Courtesy and helpfulness of security staff	-	3.86	4.09	4.14	4.39	4.12	↑ 0.25
	Q7K. Thoroughness of security inspection	-	3.91	4.13	4.09	4.38	4.13	↑ 0.29
	Q7L. Waiting time at security inspection	-	3.80	4.07	4.03	4.34	4.06	↑ 0.31
	Q7M. Feeling of being safe and secure	-	4.01	4.22	4.25	4.47	4.24	↑ 0.22
<b>FINDING YOUR WAY</b>	Q7N. Ease of finding your way through airport	-	3.79	4.13	4.12	4.28	4.08	↑ 0.16
	Q7O. Flight information screens	-	3.87	4.11	4.15	4.37	4.13	↑ 0.21
	Q7P. Walking distance inside the terminal	-	3.33	3.69	3.70	3.99	3.68	↑ 0.28
	Q7Q. Ease of making connections with other flights	-	3.92	4.00	3.48	4.10	3.90	↑ 0.62
<b>AIRPORT FACILITIES</b>	Q7R. Courtesy and helpfulness of airport staff	-	3.92	4.19	4.23	4.40	4.18	↑ 0.18
	Q7S. Restaurant/Eating facilities	-	3.65	3.95	3.92	4.18	3.93	↑ 0.26
	Q7T. VFM of restaurant/eating facilities	-	3.22	3.63	3.67	3.86	3.60	↑ 0.19
	Q7U. Availability of bank/ATM facilities/money changers	-	3.85	4.23	4.12	4.33	4.13	↑ 0.21
	Q7V. Shopping facilities	-	3.47	3.86	3.83	4.10	3.82	↑ 0.26
	Q7W. VFM of shopping facilities	-	3.21	3.63	3.60	3.83	3.57	↑ 0.23
	Q7X. Internet access/Wi-Fi	-	3.74	4.03	4.02	4.32	4.03	↑ 0.30
	Q7Y. Business/Executive lounges	-	3.75	4.01	4.04	4.30	4.04	↑ 0.26
	Q7Z. Availability of washrooms/toilets	-	3.95	4.23	4.25	4.45	4.22	↑ 0.20
	Q7AA. Cleanliness of washrooms/toilets	-	3.95	4.28	4.24	4.46	4.23	↑ 0.22
Q7BB. Comfort of waiting/gate areas	-	4.03	4.34	4.29	4.55	4.30	↑ 0.26	
<b>AIRPORT ENVIRONMENT</b>	Q7CC. Cleanliness of airport terminal	-	4.11	4.38	4.38	4.61	4.37	↑ 0.23
	Q7DD. Ambience of the airport	-	4.09	4.35	4.36	4.55	4.34	↑ 0.19
<b>ARRIVAL SERVICES</b>	Q10A. Passport/ID inspection	-	3.77	4.05	4.08	4.35	4.06	↑ 0.26
	Q10B. Speed of baggage delivery	-	3.67	3.99	3.99	4.28	3.98	↑ 0.30
	Q10C. Customs inspection	-	3.66	3.95	4.06	4.23	3.98	↑ 0.18



# **CUSTOMER SATISFACTION INDEX**

**JENDERAL AHMAD YANI INTERNATIONAL AIRPORT  
TAHUN 2019**



CSI KOMPONEN	PENUMPANG	COCKPIT CREW	STATION MANAGER	KONSESIONER	KARGO	CSI
CSI 2015	3.92	3.77	3.89	3.89	3.76	3.88
CSI 2016	4.11	3.89	4.00	4.24	4.02	4.08
CSI 2017	4.13	4.00	4.31	4.33	4.25	4.17
CSI 2018	4.28	4.05	4.49	4.71	4.57	4.35
CSI 2019 (TERKINI)	4.70	4.23	4.48	4.78	4.41	4.61

\* Bobot CSI Penumpang 60%, Air Crew 10%, Station Manager 10%, Konesioner 10%, Kargo 10%

