
AIRPORT SERVICE QUALITY

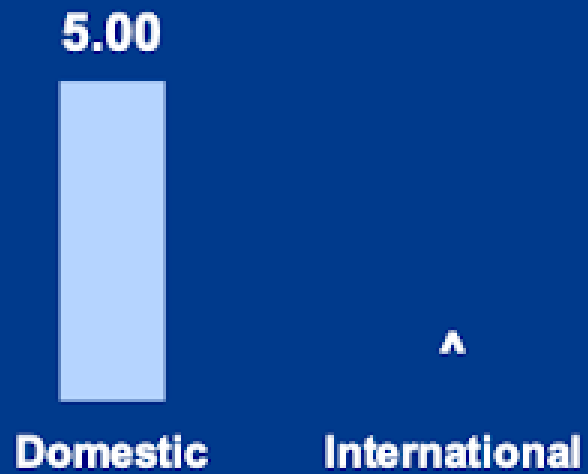
TRIWULAN I (Q1) 2022



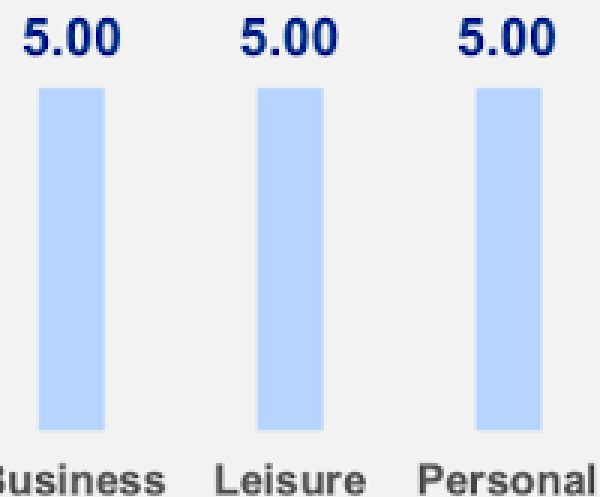
Overall Satisfaction: 5.00

Overall Experience: 4.19

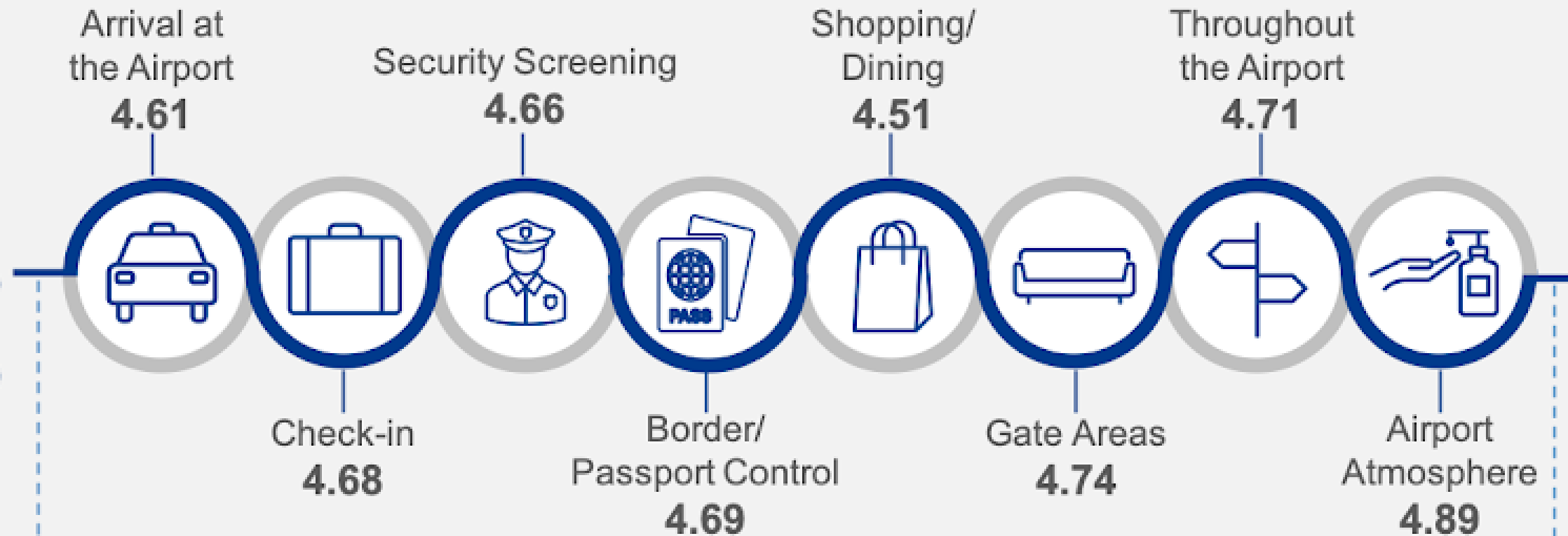
Overall Satisfaction by Traffic Type



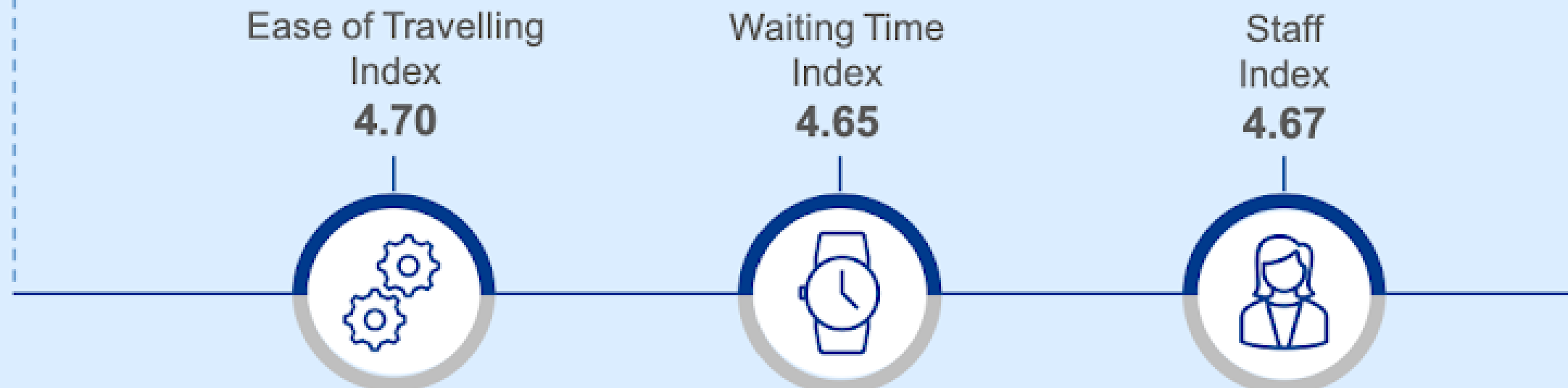
Overall Satisfaction by Reason to Travel



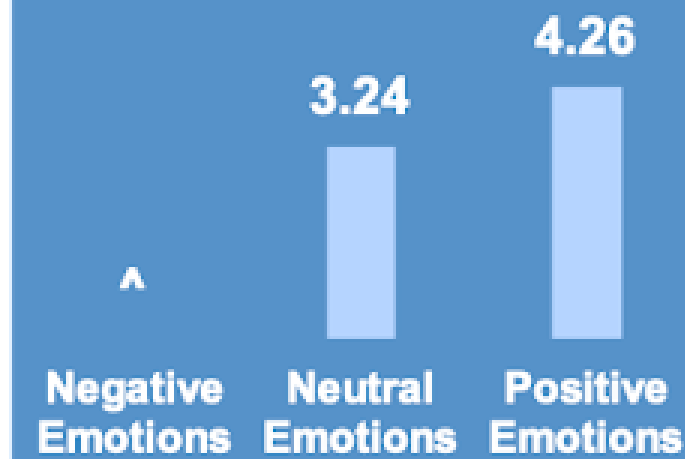
Category Scores



ASQ Indexes



Overall Experience by Emotional State

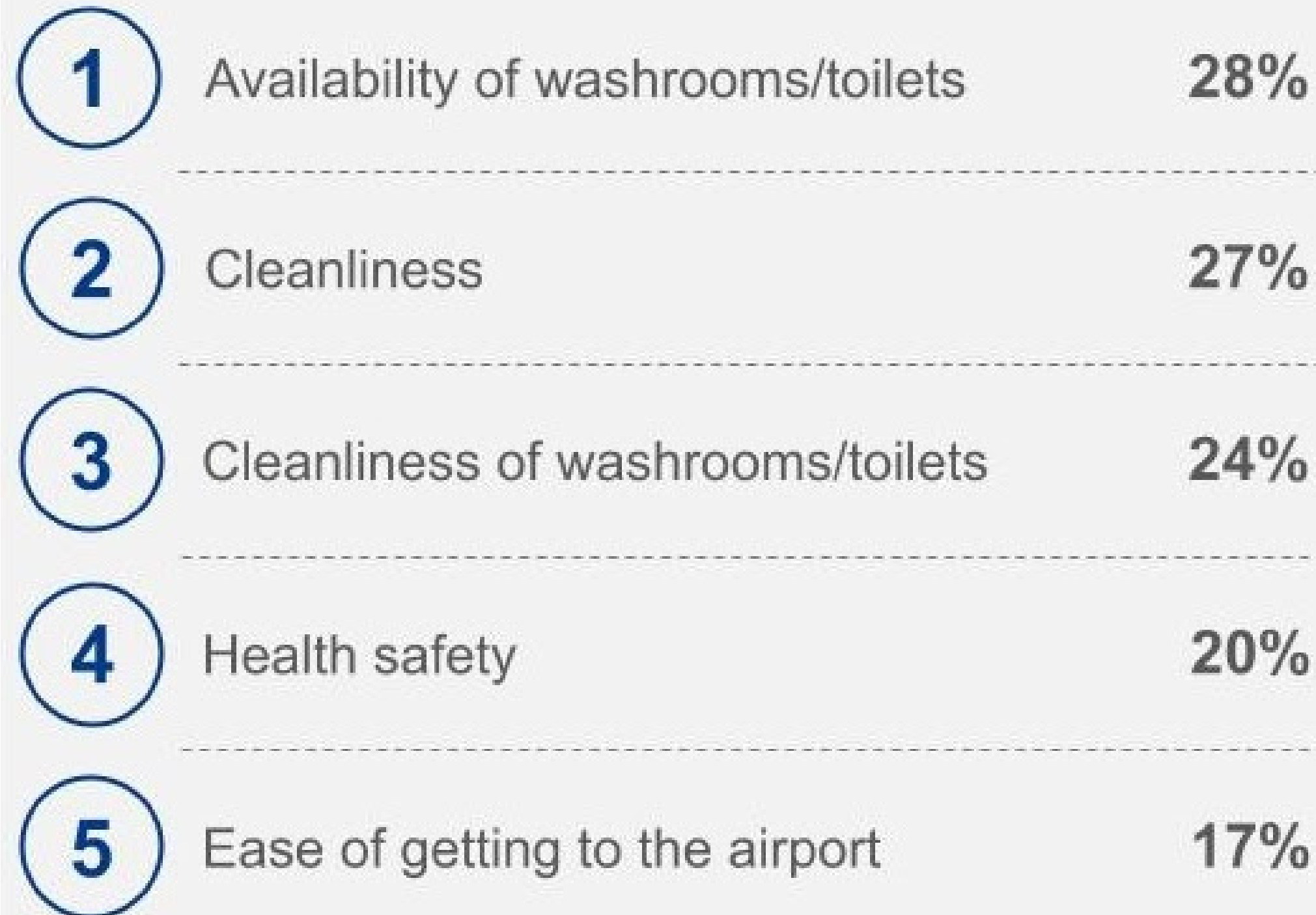


Passenger Emotions



Top 5 Most Important Items

(n=337)



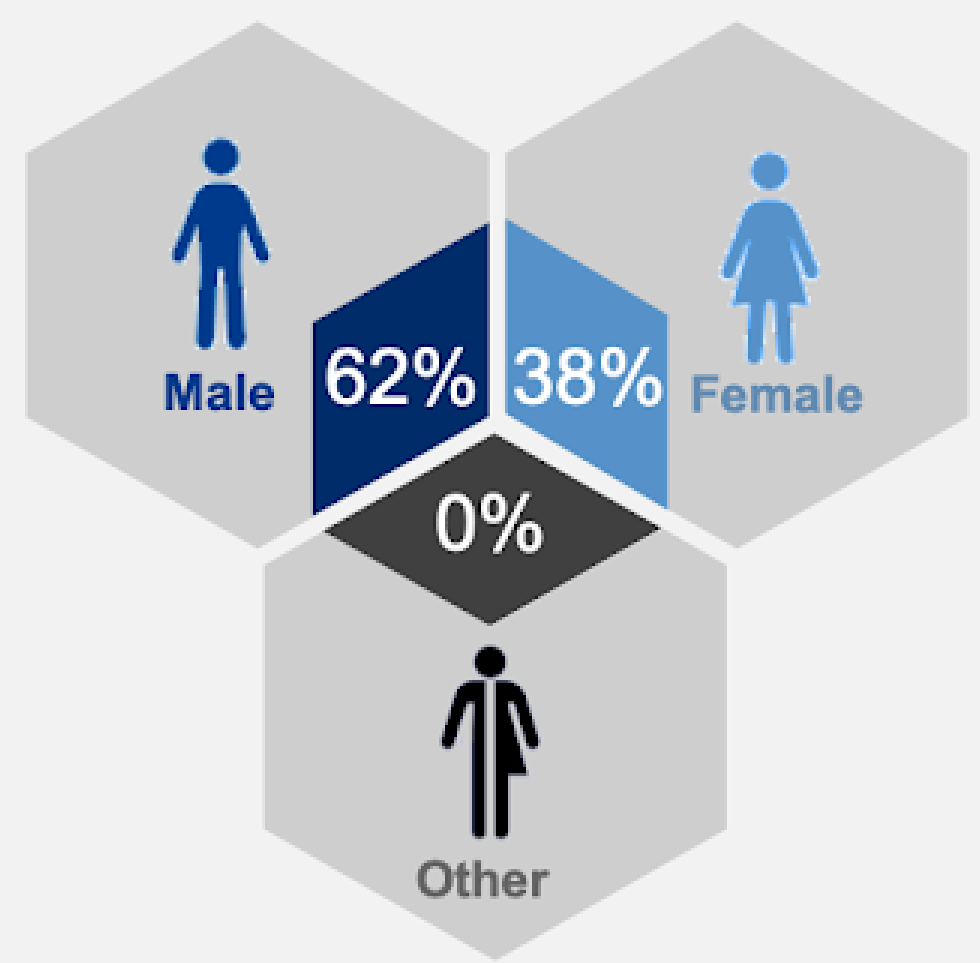
The figure presents the proportion (%) of respondents who mentioned the item amongst the most important items based on their experience at your airport. Because respondents were able to select several items, the total of mentions may exceed 100%.

Base (n): Respondents providing a valid response

Q11. Based on your experience at THIS airport, write the letters of your 3 most IMPORTANT items from question 10.

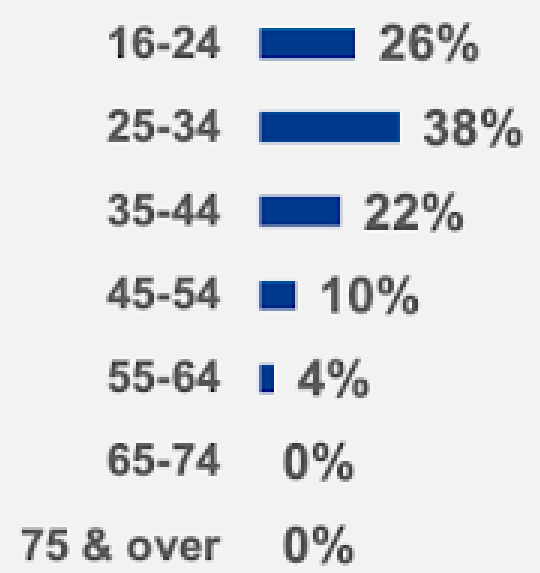
Demographics – Q1 2022

Gender



(n=343)

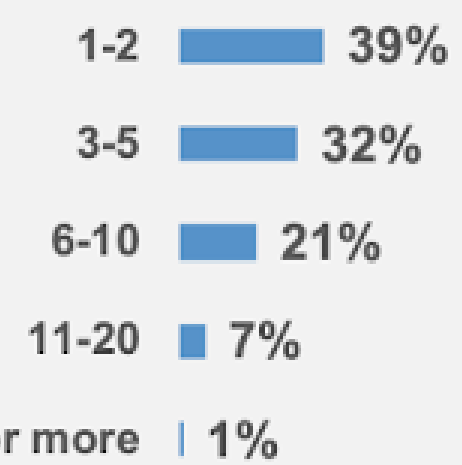
Age



(n=347)

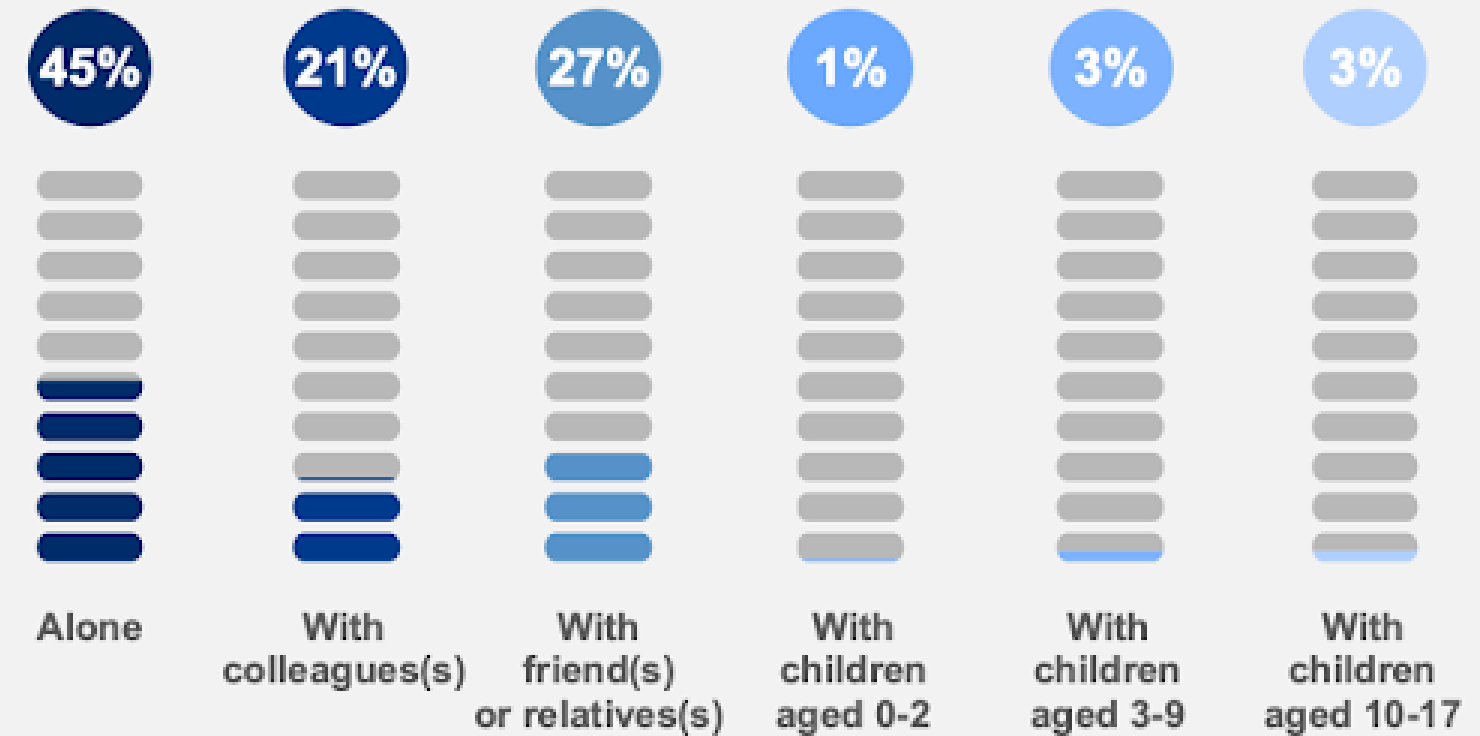
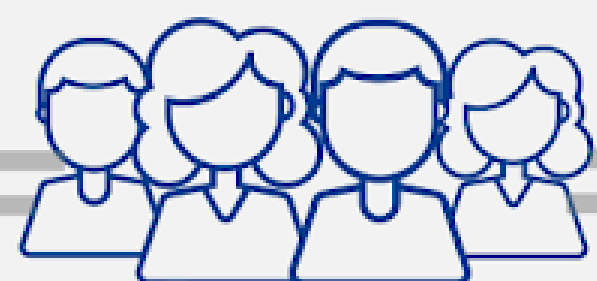
Return Trips

(Past 12 Months)



(n=346)

Group Composition*



(n=349)

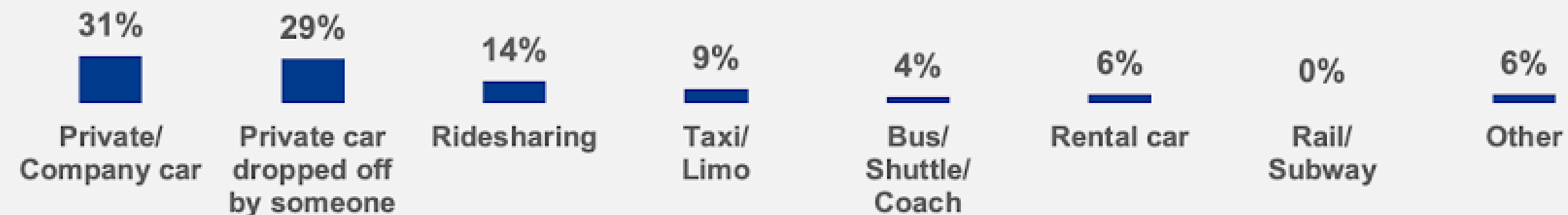
Base (n): Respondents providing a valid response

Q20. Are you...(gender options); Q19. What is your age group?; Q16. Including this trip, how many return trips by air have you made to any destination in the past 12 months?; Q13. With whom are you travelling today?

* Because respondents were able to select several options, the total of mentions may exceed 100%.

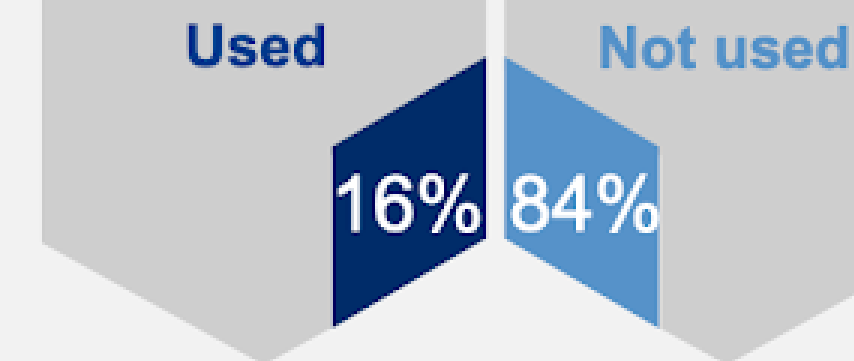
Travel Behavior – Q1 2022

Mode of Transportation



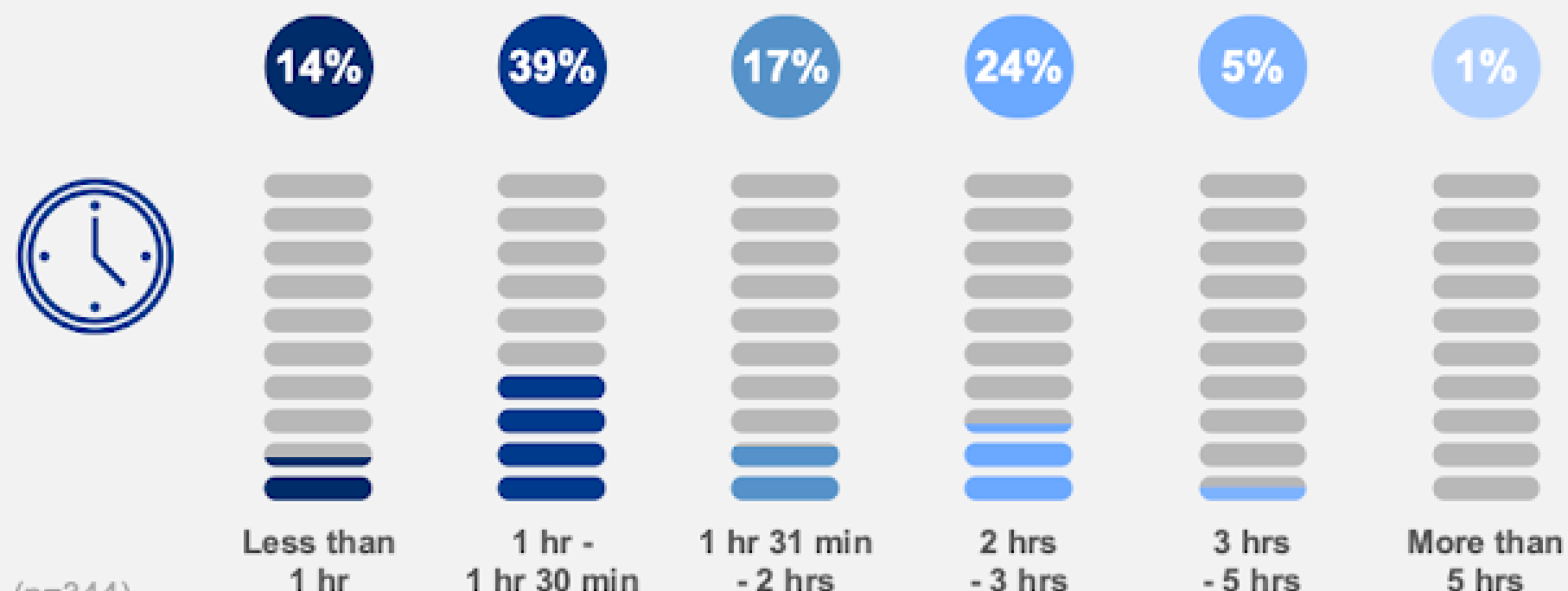
(n=295)

Parking Usage



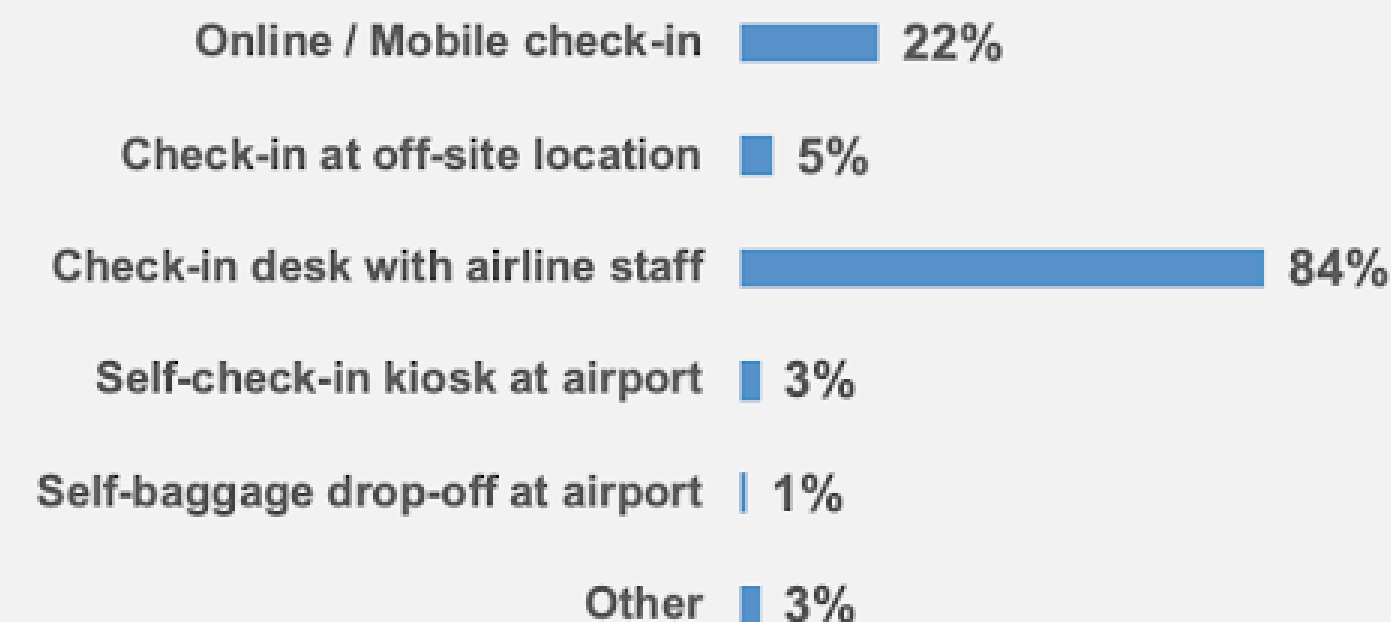
(n=177)

Arrival Before Departure Time / Duration of the Connection



(n=344)

Mode of Check-in*



(n=344)

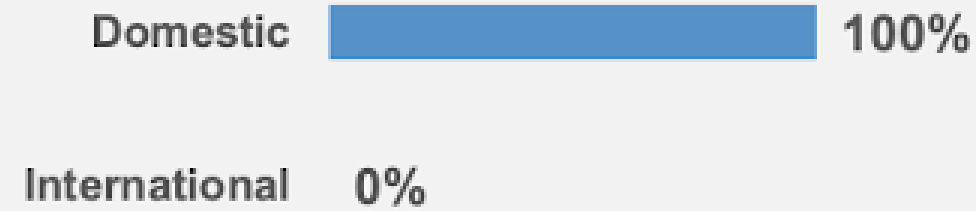
Base (n): Respondents providing a valid response

Q7. What is the MAIN mode of transport that you have used to arrive at this airport?; Q8. Did you use the airport parking facilities?; Q12. If connecting, how long was your connection/transfer? Otherwise, how long before the scheduled departure time of your flight did you arrive at THIS airport?; Q9. Select ALL modes used to check-in for your next flight.

* Because respondents were able to select several answer options, the total of mentions may exceed 100%.

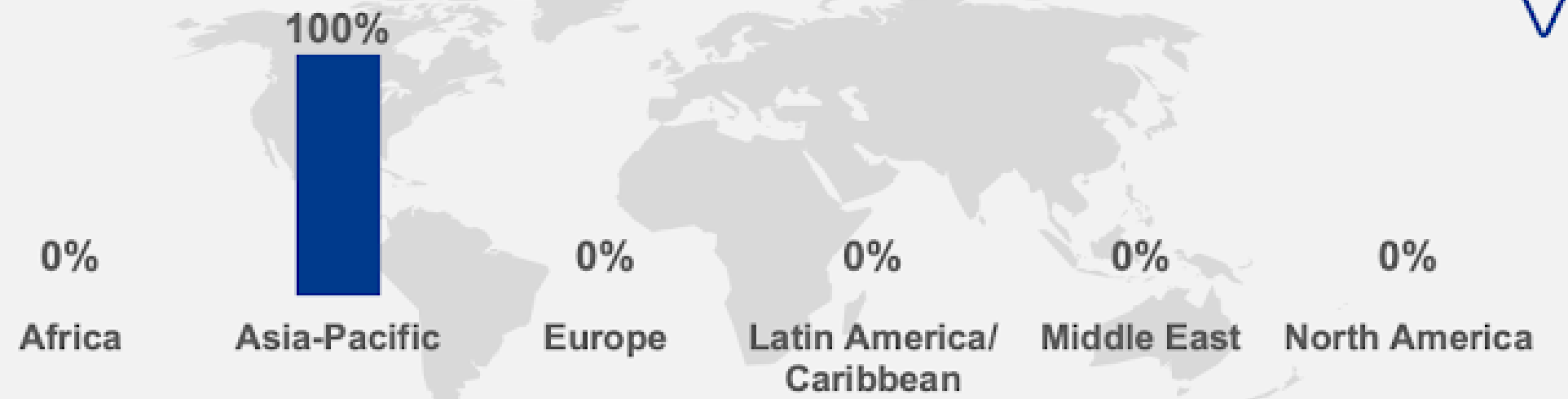
Travel Profile – Q1 2022

Traffic Type



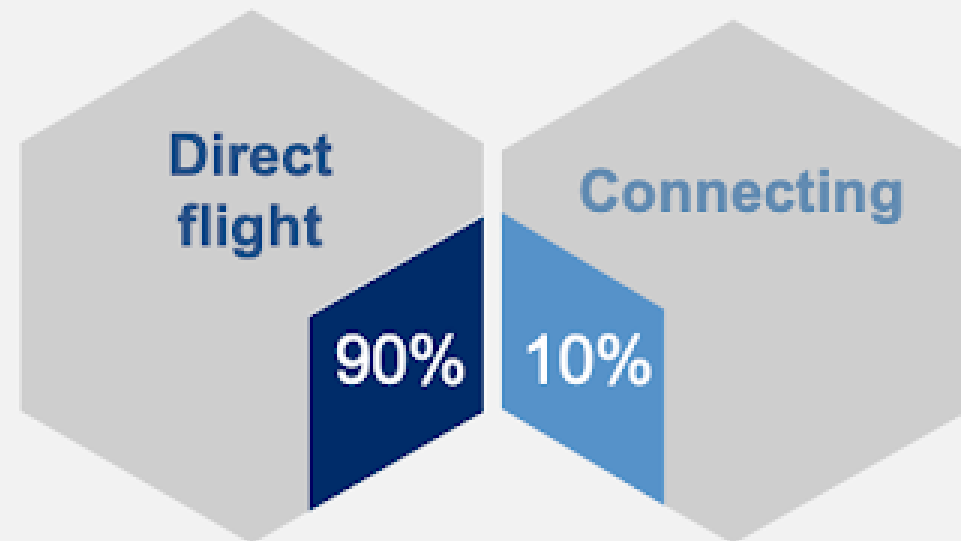
(n=349)

Passenger Destination by Region



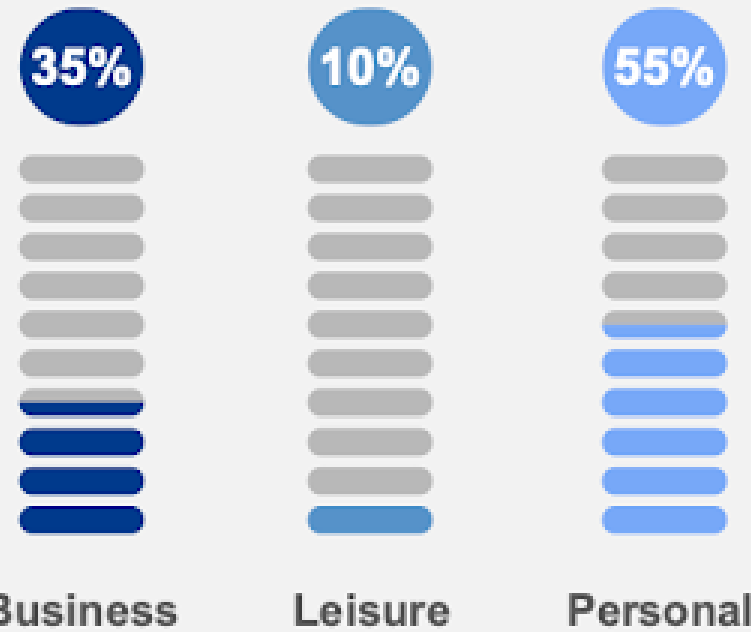
(n=349)

Connection



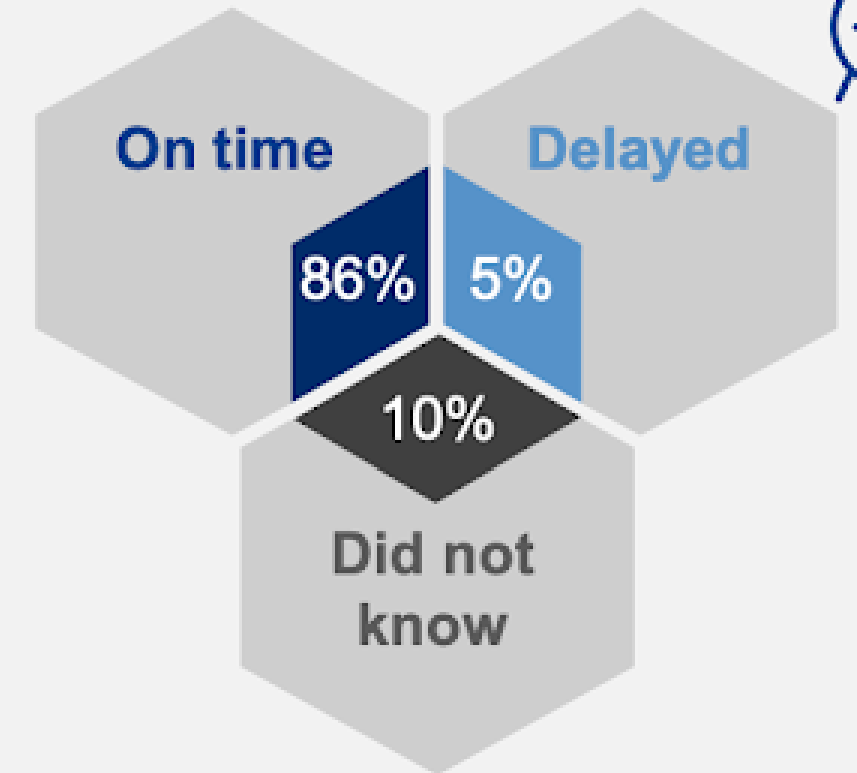
(n=343)

Main Reason for Travel



(n=347)

Flight Status



(n=346)

Base (n): Respondents providing a valid response

Q1. Which airport are you flying to? (traffic type and region are based on the destination); Q2. Are you currently making a connection/transfer at THIS airport?; Q3. What is/was your MAIN reason for this trip?; Q15. At the time of completing this survey, is your flight scheduled to depart on time?

Key Highlights – Q1 2022



ASQ Global



Custom Panel



Asia-Pacific





2-5M Passengers

Overall Satisfaction	ASQ Global Average 4.36	Custom Panel Average 4.50	AP Average 4.86	2-5M Average 4.38
SRG Score	5.00	5.00	5.00	5.00
SRG Rank	1/244	1/28	1/72	1/42
Overall Experience	ASQ Global Average 4.21	Custom Panel Average 4.25	AP Average 4.64	2-5M Average 4.17
SRG Score	4.19	4.19	4.19	4.19
SRG Rank	102/244	16/28	64/72	22/42

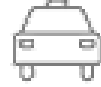


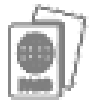




Caution: Ranking published in this report is solely based on scores of participating airports. The rankings can and may differ when comparing to the list of ASQ annual Awards winners.

Summary of the Performance vs ASQ Global

										
Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/ Passport Control	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere	
Total 4.19 ASQ GLOBAL: 4.21 RANK 102 / 244	Total 5.00 ASQ GLOBAL: 4.36 RANK 1 / 244	Ease of getting to the airport 4.65 ASQ GLOBAL: 4.40 RANK 65 / 244	Ease of finding check-in area 4.73 ASQ GLOBAL: 4.50 RANK 65 / 243	Ease in security screening 4.70 ASQ GLOBAL: 4.40 RANK 62 / 244	Waiting time: Border/ passport control 4.66 ASQ GLOBAL: 4.33 RANK 52 / 177	Restaurants/bars/cafés 4.54 ASQ GLOBAL: 4.00 RANK 56 / 244	Comfort of waiting at gate areas 4.74 ASQ GLOBAL: 4.14 RANK 55 / 244	Ease of finding way 4.74 ASQ GLOBAL: 4.36 RANK 58 / 244	Wi-Fi service quality 4.67 ASQ GLOBAL: 4.11 RANK 54 / 244	Health safety 4.85 ASQ GLOBAL: 4.34 RANK 49 / 244
Overall Emotional Score Total 4.58 ASQ GLOBAL: 4.26 RANK 58 / 244	Business 5.00 ASQ GLOBAL: 4.31 RANK 1 / 244	Signage to access terminal 4.60 ASQ GLOBAL: 4.36 RANK 67 / 244	Waiting time: Check-in 4.62 ASQ GLOBAL: 4.37 RANK 65 / 243	Waiting time: Security screening 4.66 ASQ GLOBAL: 4.36 RANK 64 / 244	Courtesy & helpfulness: Border/ passport control staff 4.73 ASQ GLOBAL: 4.33 RANK 48 / 176	VFM: Restaurants/bars/cafés 4.47 ASQ GLOBAL: 3.70 RANK 54 / 244	Availability of seats at gate areas 4.74 ASQ GLOBAL: 4.21 RANK 57 / 244	Availability of flight info. 4.77 ASQ GLOBAL: 4.32 RANK 53 / 244	Availability of charging station 4.72 ASQ GLOBAL: 4.05 RANK 49 / 244	Cleanliness 4.90 ASQ GLOBAL: 4.36 RANK 45 / 244
	Leisure 5.00 ASQ GLOBAL: 4.32 RANK 1 / 243	VFM: Transport 4.58 ASQ GLOBAL: 4.14 RANK 60 / 244	Courtesy & helpfulness: Check-in staff 4.68 ASQ GLOBAL: 4.49 RANK 69 / 243	Courtesy & helpfulness: Security staff 4.64 ASQ GLOBAL: 4.38 RANK 69 / 244		Shops 4.53 ASQ GLOBAL: 3.92 RANK 55 / 244		Walking distance inside terminal 4.59 ASQ GLOBAL: 4.26 RANK 68 / 244	Entertainment & leisure options 4.60 ASQ GLOBAL: 3.91 RANK 55 / 244	Ambience 4.91 ASQ GLOBAL: 4.27 RANK 43 / 244
	Personal 5.00 ASQ GLOBAL: 4.42 RANK 1 / 244					VFM: Shops 4.52 ASQ GLOBAL: 3.75 RANK 50 / 244		Ease of making connection 4.56 ASQ GLOBAL: 4.18 RANK 46 / 170	Availability of washrooms 4.81 ASQ GLOBAL: 4.28 RANK 50 / 244	
						Courtesy & helpfulness: Shopping and dining staff 4.63 ASQ GLOBAL: 4.22 RANK 58 / 244		Courtesy & helpfulness: Airport staff 4.73 ASQ GLOBAL: 4.40 RANK 59 / 244	Cleanliness of washrooms 4.84 ASQ GLOBAL: 4.27 RANK 49 / 244	

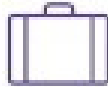

Note: The green and red values indicate that SRG performance is **higher** or **lower** at a statistically significant level (95%) compared to ASQ Global average. Rank is calculated out of total participating airports.

Summary of the Performance vs the Region

										
Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/Passport Control	Shopping/Dining	Gate Areas	Throughout the Airport	Airport Atmosphere	
Total 4.19 AP: 4.64 RANK 64 / 72	Total 5.00 AP: 4.86 RANK 1 / 72	Ease of getting to the airport 4.65 AP: 4.76 RANK 54 / 72	Ease of finding check-in area 4.73 AP: 4.80 RANK 53 / 71	Ease in security screening 4.70 AP: 4.79 RANK 56 / 72	Waiting time: Border/passport control 4.66 AP: 4.75 RANK 41 / 53	Restaurants/bars/cafés 4.54 AP: 4.66 RANK 52 / 72	Comfort of waiting at gate areas 4.74 AP: 4.77 RANK 51 / 72	Ease of finding way 4.74 AP: 4.79 RANK 51 / 72	Wi-Fi service quality 4.67 AP: 4.65 RANK 48 / 72	Health safety 4.85 AP: 4.82 RANK 44 / 72
Overall Emotional Score	Business 5.00 AP: 4.86 RANK 1 / 72	Signage to access terminal 4.60 AP: 4.75 RANK 56 / 72	Waiting time: Check-in 4.62 AP: 4.76 RANK 54 / 71	Waiting time: Security screening 4.66 AP: 4.76 RANK 56 / 72	Courtesy & helpfulness: Border/passport control staff 4.73 AP: 4.76 RANK 38 / 52	VFM: Restaurants/bars/cafés 4.47 AP: 4.58 RANK 50 / 72	Availability of seats at gate areas 4.74 AP: 4.79 RANK 53 / 72	Availability of flight info. 4.77 AP: 4.78 RANK 49 / 72	Availability of charging station 4.72 AP: 4.71 RANK 46 / 72	Cleanliness 4.90 AP: 4.82 RANK 43 / 72
Total 4.58 AP: 4.71 RANK 52 / 72	Leisure 5.00 AP: 4.81 RANK 1 / 71	VFM: Transport 4.58 AP: 4.69 RANK 53 / 72	Courtesy & helpfulness: Check-in staff 4.68 AP: 4.80 RANK 58 / 71	Courtesy & helpfulness: Security staff 4.64 AP: 4.79 RANK 60 / 72		Shops 4.53 AP: 4.63 RANK 50 / 72		Walking distance inside terminal 4.59 AP: 4.73 RANK 57 / 72	Entertainment & leisure options 4.60 AP: 4.63 RANK 50 / 72	Ambience 4.91 AP: 4.81 RANK 41 / 72
	Personal 5.00 AP: 4.88 RANK 1 / 72					VFM: Shops 4.52 AP: 4.59 RANK 47 / 72		Ease of making connection 4.56 AP: 4.74 RANK 35 / 41	Availability of washrooms 4.81 AP: 4.79 RANK 48 / 72	
						Courtesy & helpfulness: Shopping and dining staff 4.63 AP: 4.73 RANK 52 / 72		Courtesy & helpfulness: Airport staff 4.73 AP: 4.79 RANK 53 / 72	Cleanliness of washrooms 4.84 AP: 4.79 RANK 47 / 72	

Note: The green and red values indicate that SRG performance is **higher** or **lower** at a statistically significant level (95%) compared to the region average (AP). Rank is calculated out of participating airports in the region.

Summary of the Performance vs Airports of the Same Size

										
Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/ Passport Control	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere	
Total 4.19 2-5M: 4.17 RANK 22 / 42	Total 5.00 2-5M: 4.38 RANK 1 / 42	Ease of getting to the airport 4.65 2-5M: 4.39 RANK 13 / 42	Ease of finding check-in area 4.73 2-5M: 4.49 RANK 15 / 42	Ease in security screening 4.70 2-5M: 4.39 RANK 14 / 42	Waiting time: Border/ passport control 4.66 2-5M: 4.22 RANK 10 / 29	Restaurants/bars/cafés 4.54 2-5M: 4.07 RANK 11 / 42	Comfort of waiting at gate areas 4.74 2-5M: 4.20 RANK 12 / 42	Ease of finding way 4.74 2-5M: 4.40 RANK 13 / 42	Wi-Fi service quality 4.67 2-5M: 4.10 RANK 11 / 42	Health safety 4.85 2-5M: 4.36 RANK 11 / 42
Overall Emotional Score Total 4.58 2-5M: 4.27 RANK 10 / 42	Business 5.00 2-5M: 4.36 RANK 1 / 42	Signage to access terminal 4.60 2-5M: 4.36 RANK 14 / 42	Waiting time: Check-in 4.62 2-5M: 4.36 RANK 14 / 42	Waiting time: Security screening 4.66 2-5M: 4.36 RANK 16 / 42	Courtesy & helpfulness: Border/ passport control staff 4.73 2-5M: 4.22 RANK 10 / 29	VFM: Restaurants/bars/cafés 4.47 2-5M: 3.84 RANK 10 / 42	Availability of seats at gate areas 4.74 2-5M: 4.29 RANK 12 / 42	Availability of flight info. 4.77 2-5M: 4.33 RANK 10 / 42	Availability of charging station 4.72 2-5M: 4.04 RANK 11 / 42	Cleanliness 4.90 2-5M: 4.39 RANK 9 / 42
	Leisure 5.00 2-5M: 4.37 RANK 1 / 41	VFM: Transport 4.58 2-5M: 4.20 RANK 13 / 42	Courtesy & helpfulness: Check-in staff 4.68 2-5M: 4.45 RANK 15 / 42	Courtesy & helpfulness: Security staff 4.64 2-5M: 4.39 RANK 14 / 42		Shops 4.53 2-5M: 3.94 RANK 10 / 42		Walking distance inside terminal 4.59 2-5M: 4.38 RANK 15 / 42	Entertainment & leisure options 4.60 2-5M: 3.99 RANK 13 / 42	Ambience 4.91 2-5M: 4.30 RANK 9 / 42
	Personal 5.00 2-5M: 4.40 RANK 1 / 42					VFM: Shops 4.52 2-5M: 3.82 RANK 10 / 42		Ease of making connection 4.56 2-5M: 3.91 RANK 6 / 21	Availability of washrooms 4.81 2-5M: 4.33 RANK 12 / 42	
						Courtesy & helpfulness: Shopping and dining staff 4.63 2-5M: 4.26 RANK 12 / 42		Courtesy & helpfulness: Airport staff 4.73 2-5M: 4.41 RANK 13 / 42	Cleanliness of washrooms 4.84 2-5M: 4.35 RANK 11 / 42	

Note: The green and red values indicate that SRG performance is **higher** or **lower** at a statistically significant level (95%) compared to the airports of 2-5M. Rank is calculated out of participating airports in 2-5M category.

AIRPORT SERVICE QUALITY

TRIWULAN II (Q2) 2022

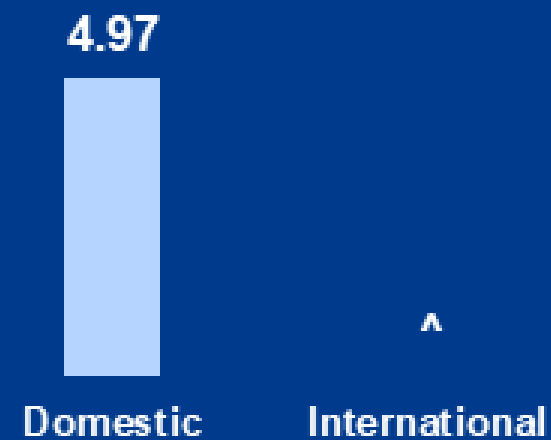


Key Highlights – Q2 2022

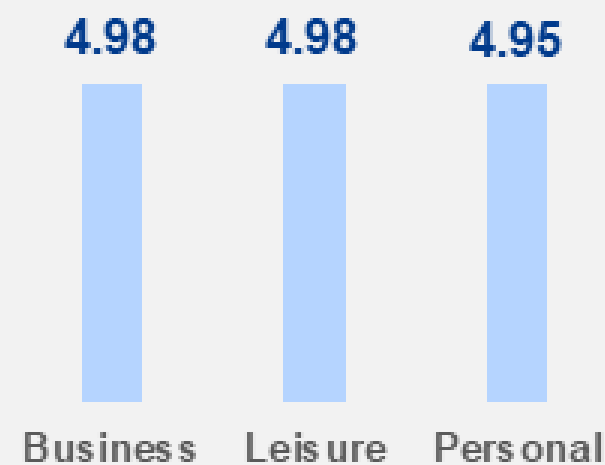
Overall Satisfaction: 4.97 (-0.03 vs Q1 2022)

Overall Experience: 4.56 (+0.37 vs Q1 2022)

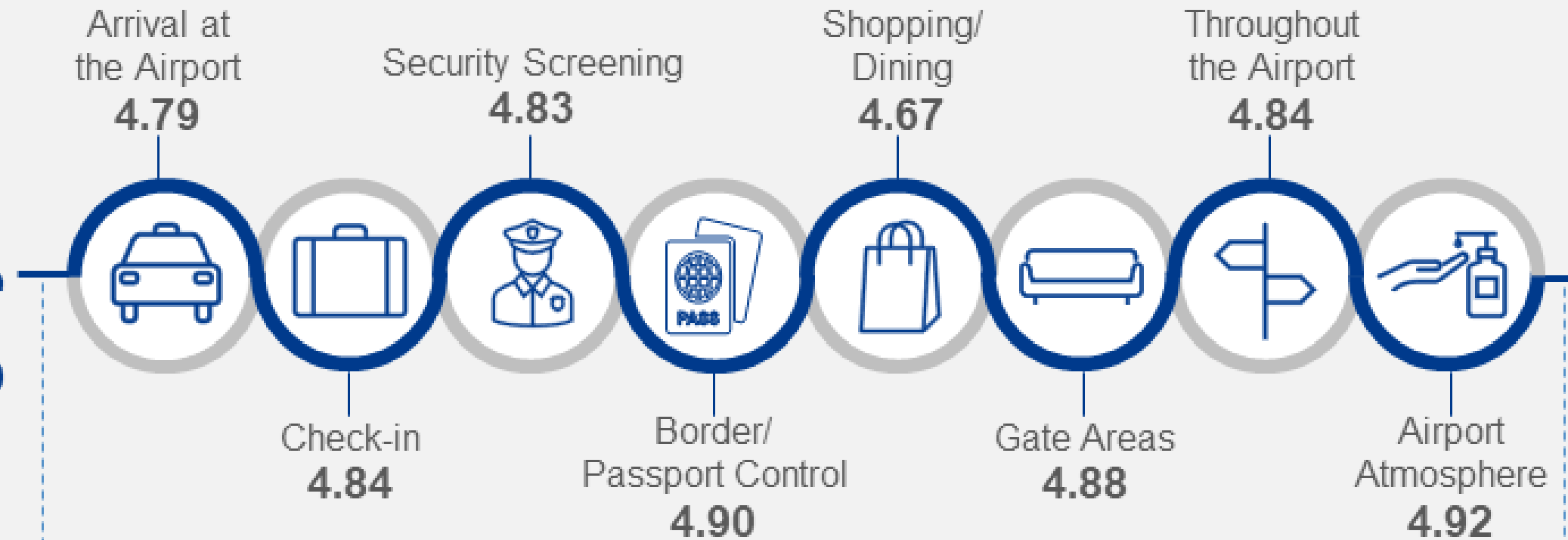
Overall Satisfaction by Traffic Type



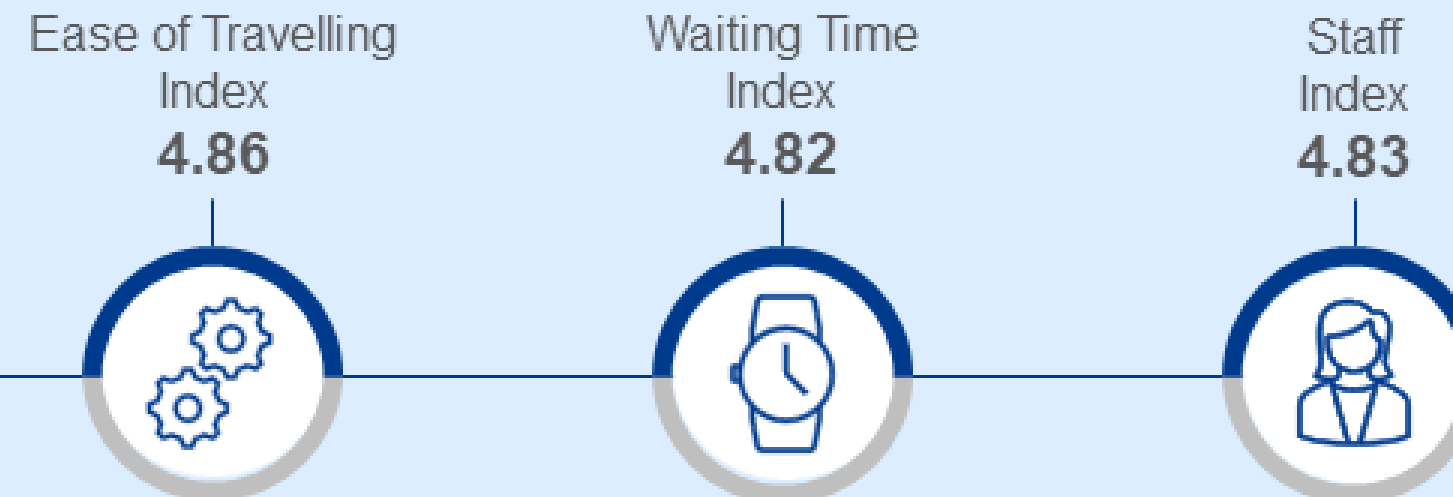
Overall Satisfaction by Reason to Travel



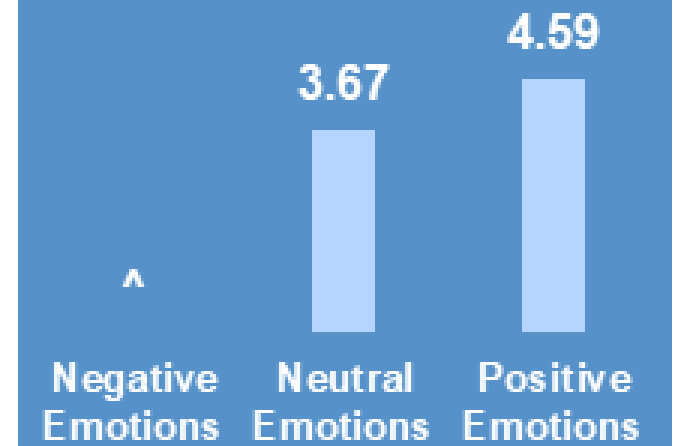
Category Scores



ASQ Indexes



Overall Experience by Emotional State



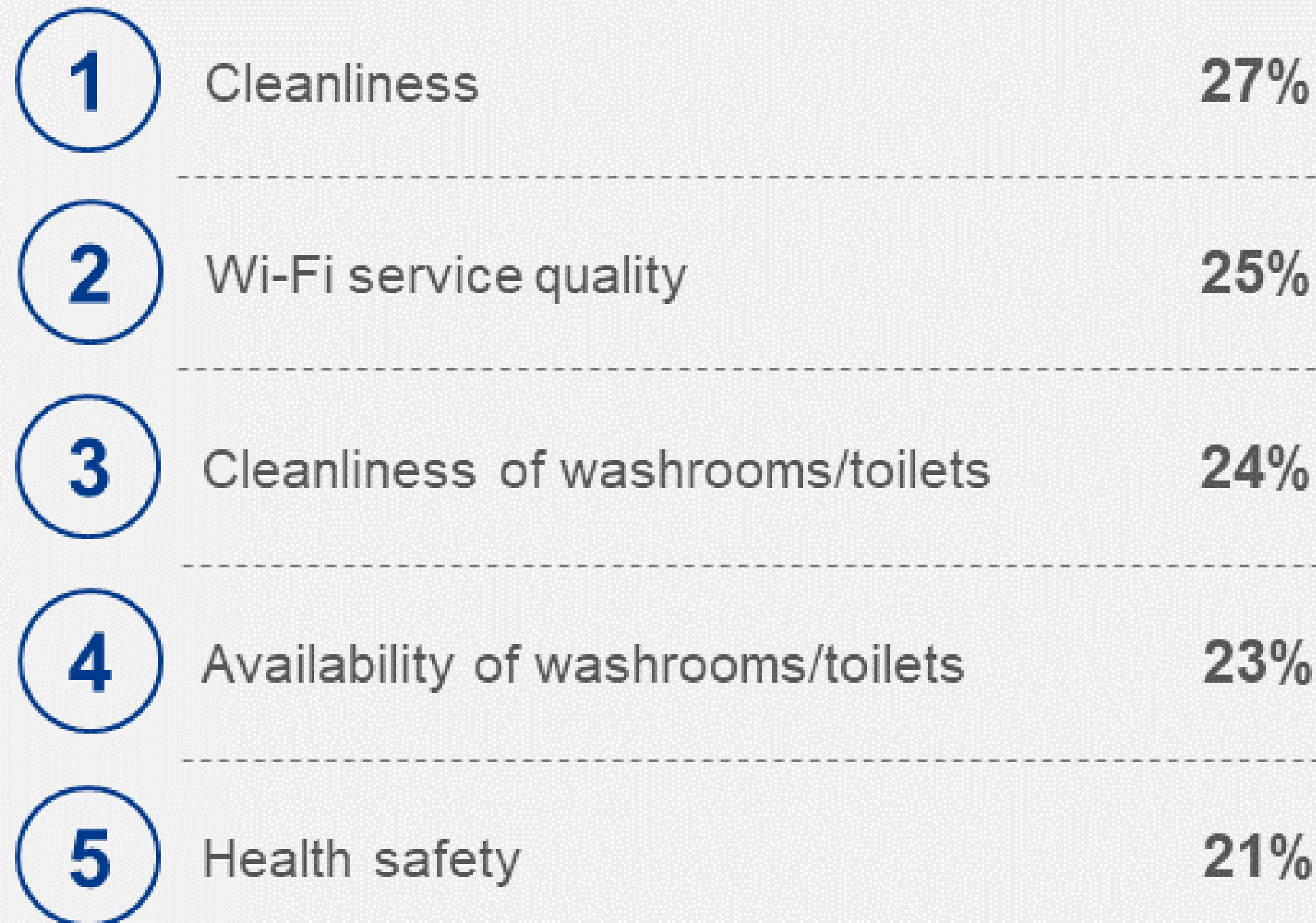
Passenger Emotions



^ Results cannot be presented due to the very small sample (<10)

Top 5 Most Important Items

(n=322)



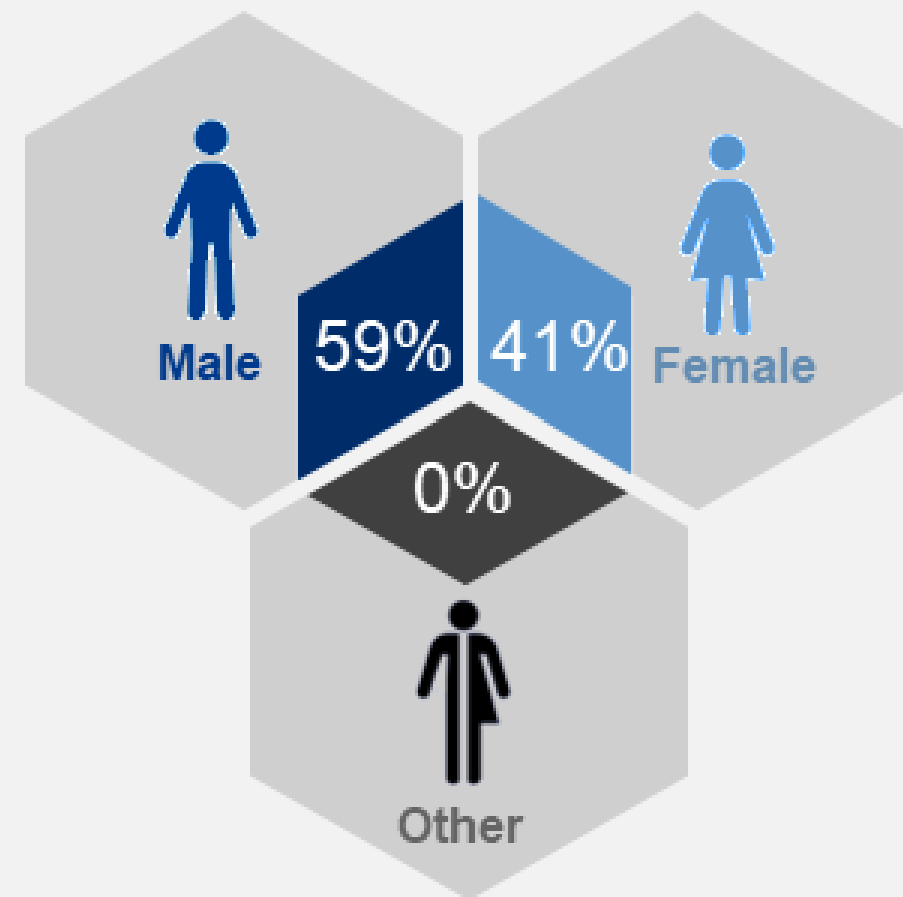
The figure presents the proportion (%) of respondents who mentioned the item amongst the most important items based on their experience at your airport. Because respondents were able to select several items, the total of mentions may exceed 100%.

Base (n): Respondents providing a valid response

Q11. Based on your experience at THIS airport, write the letters of your 3 most IMPORTANT items from question 10.

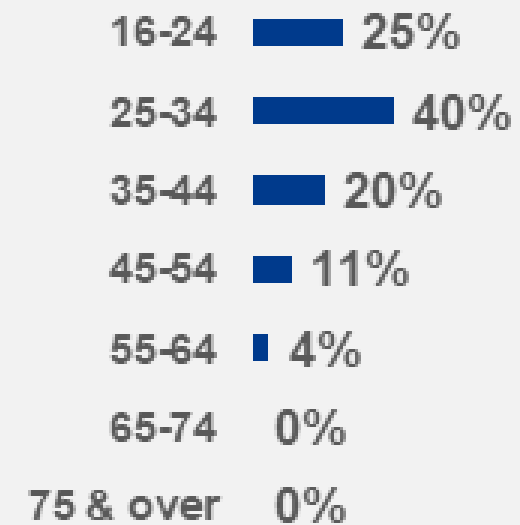
Demographics – Q2 2022

Gender



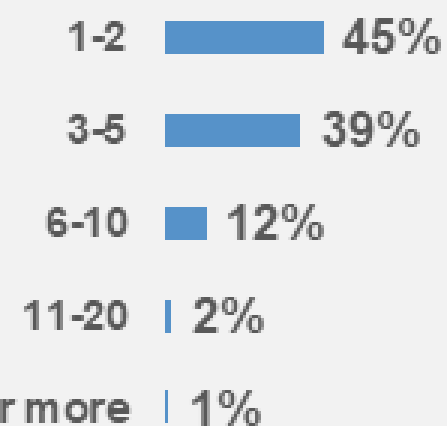
(n=343)

Age



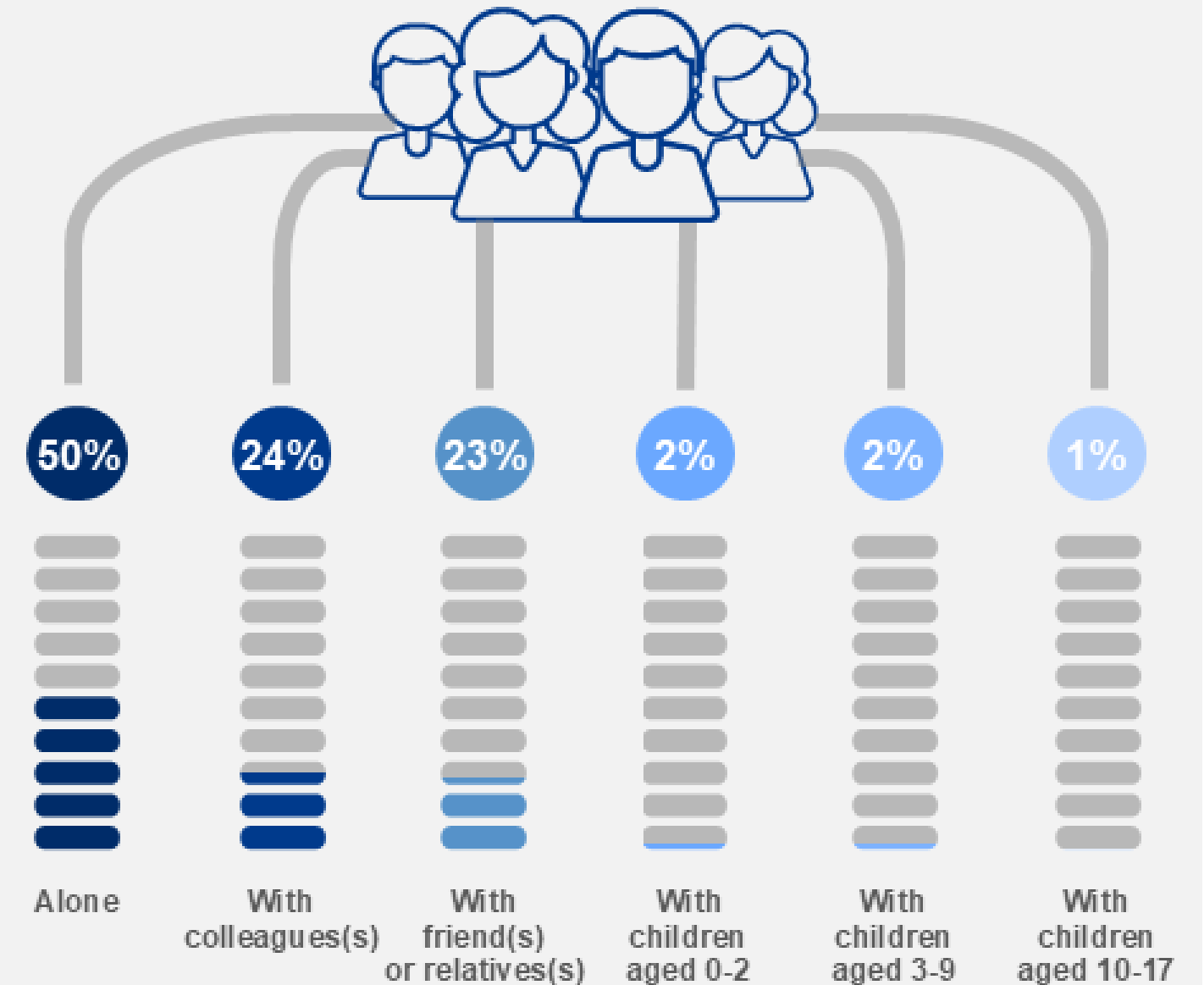
(n=339)

Return Trips (Past 12 Months)



(n=341)

Group Composition*



(n=343)

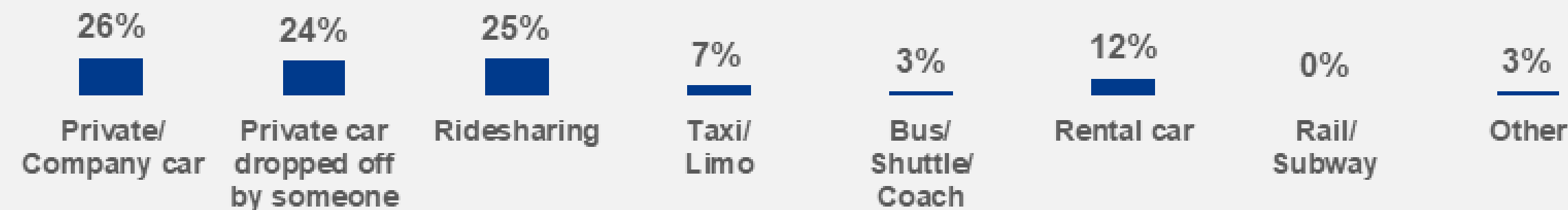
Base (n): Respondents providing a valid response

Q20. Are you... (gender options); Q19. What is your age group?; Q16. Including this trip, how many return trips by air have you made to any destination in the past 12 months?; Q13. With whom are you travelling today?

* Because respondents were able to select several options, the total of mentions may exceed 100%.

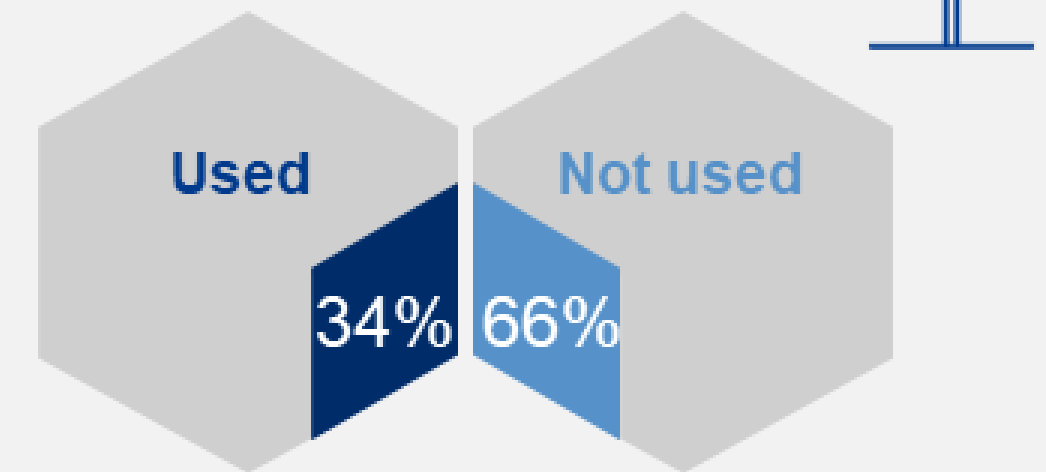
Travel Behavior – Q2 2022

Mode of Transportation



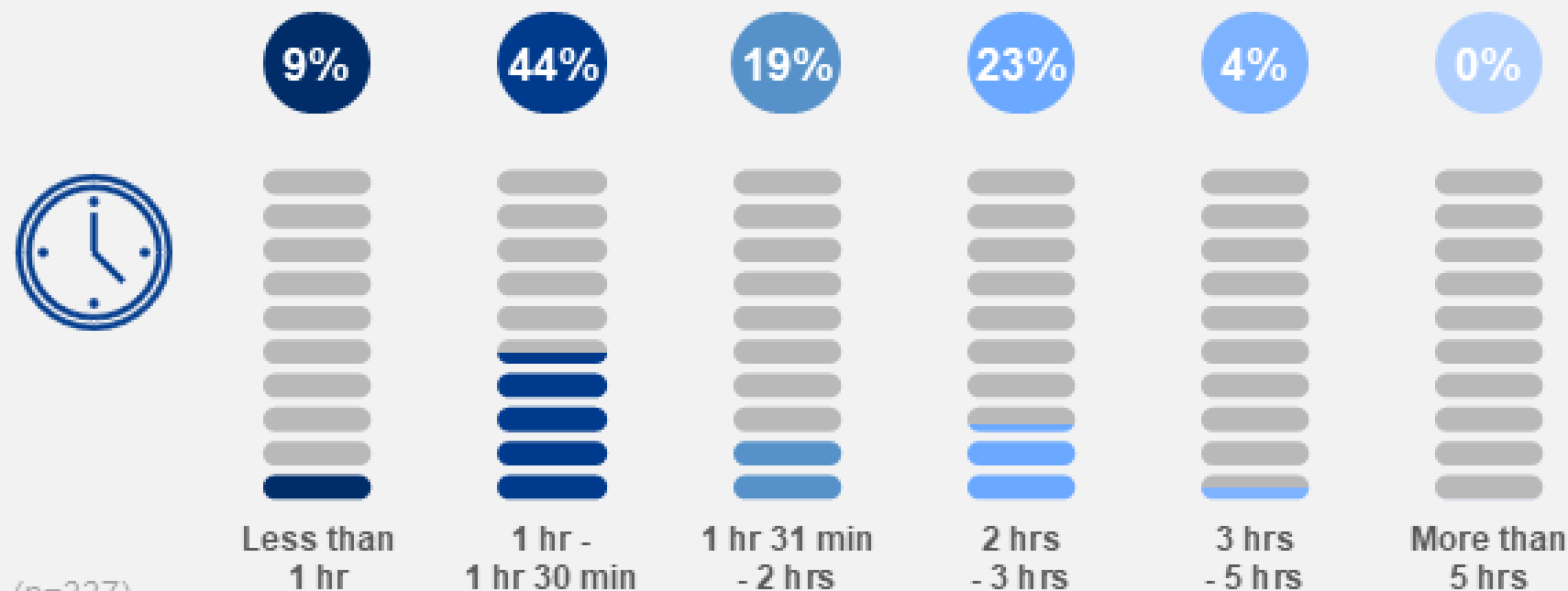
(n=293)

Parking Usage



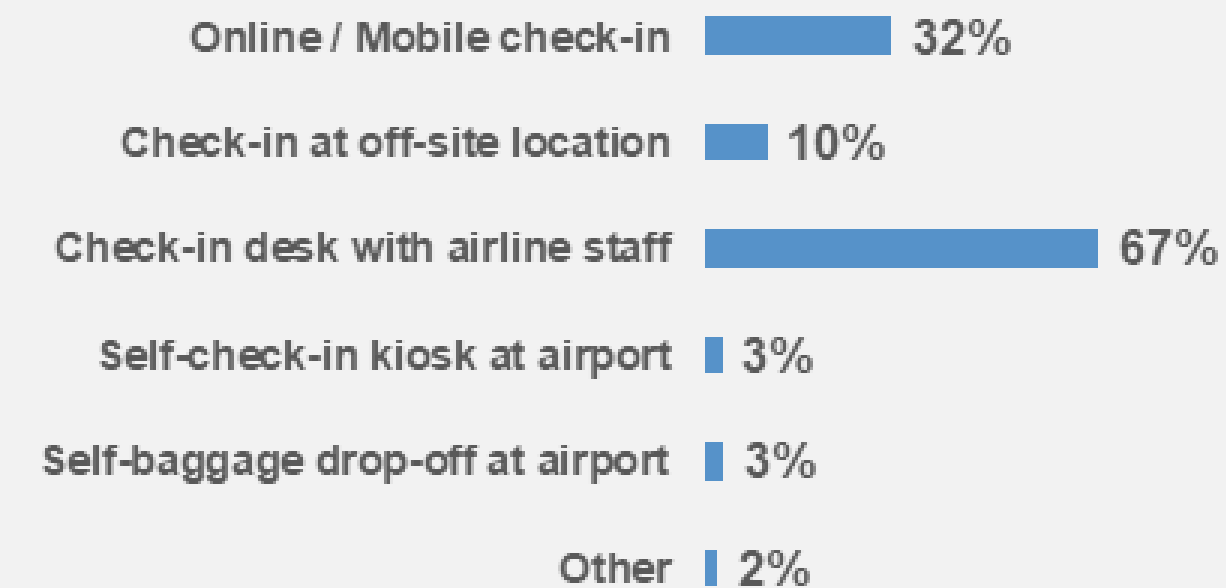
(n=145)

Arrival Before Departure Time / Duration of the Connection



(n=337)

Mode of Check-in*



(n=338)

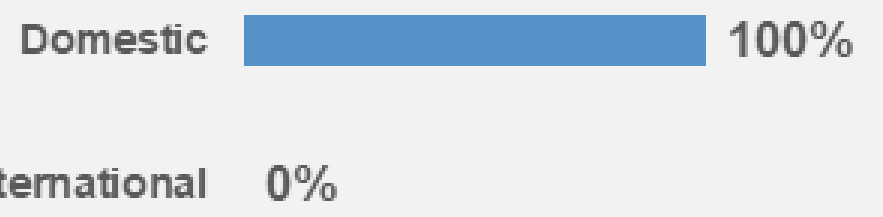
Base (n): Respondents providing a valid response

Q7. What is the MAIN mode of transport that you have used to arrive at this airport?; Q8. Did you use the airport parking facilities?; Q12. If connecting, how long was your connection/transfer? Otherwise, how long before the scheduled departure time of your flight did you arrive at THIS airport?; Q9. Select ALL modes used to check-in for your next flight.

* Because respondents were able to select several answer options, the total of mentions may exceed 100%.

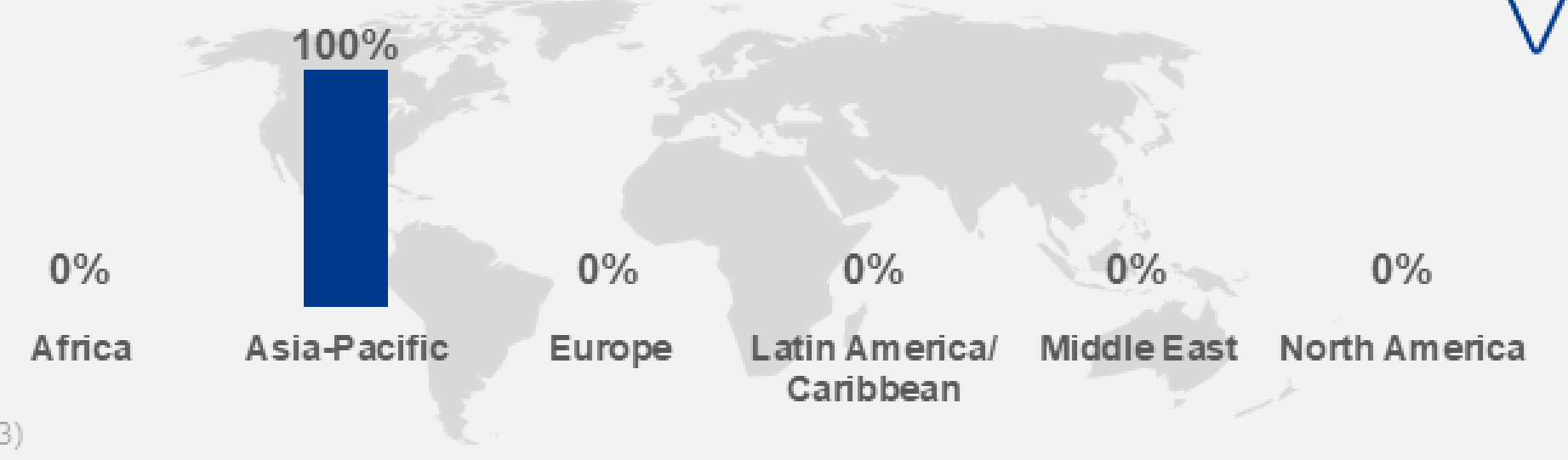
Travel Profile – Q2 2022

Traffic Type



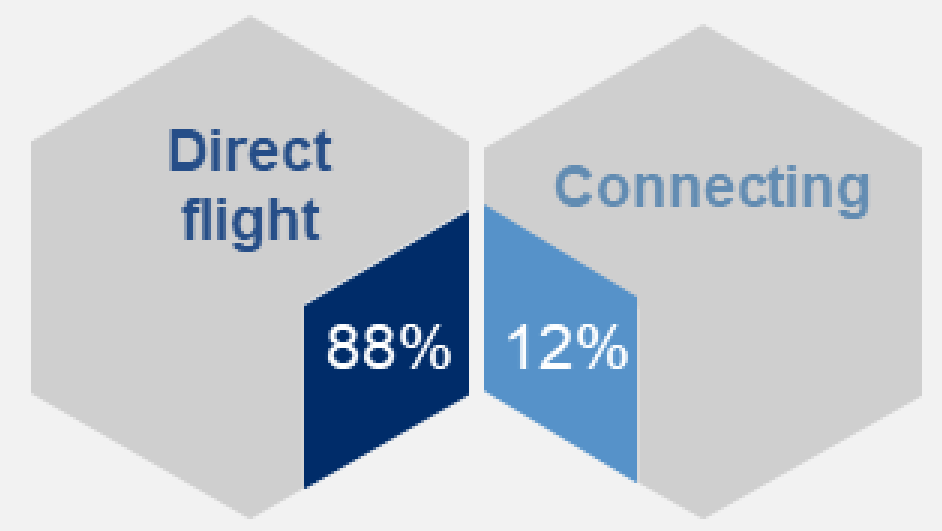
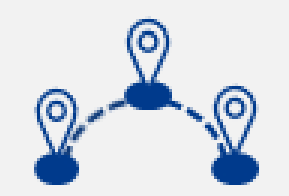
(n=343)

Passenger Destination by Region



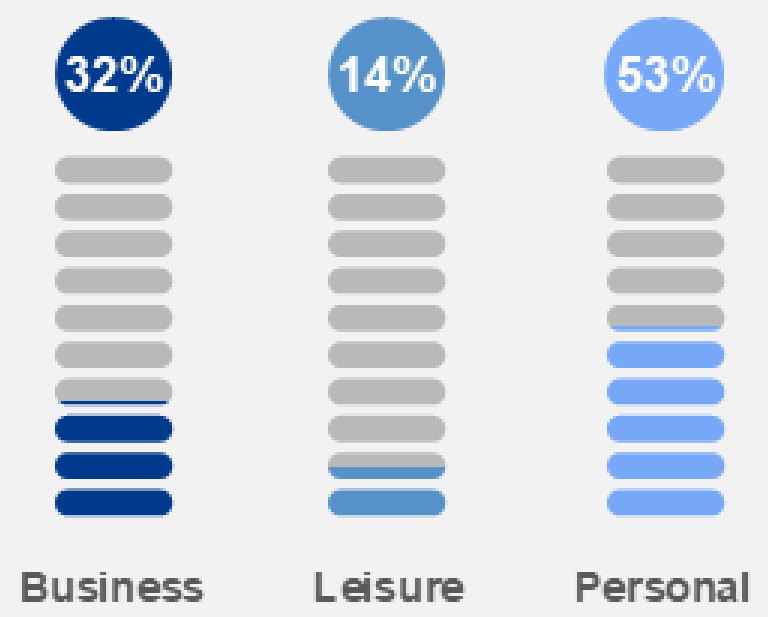
(n=343)

Connection



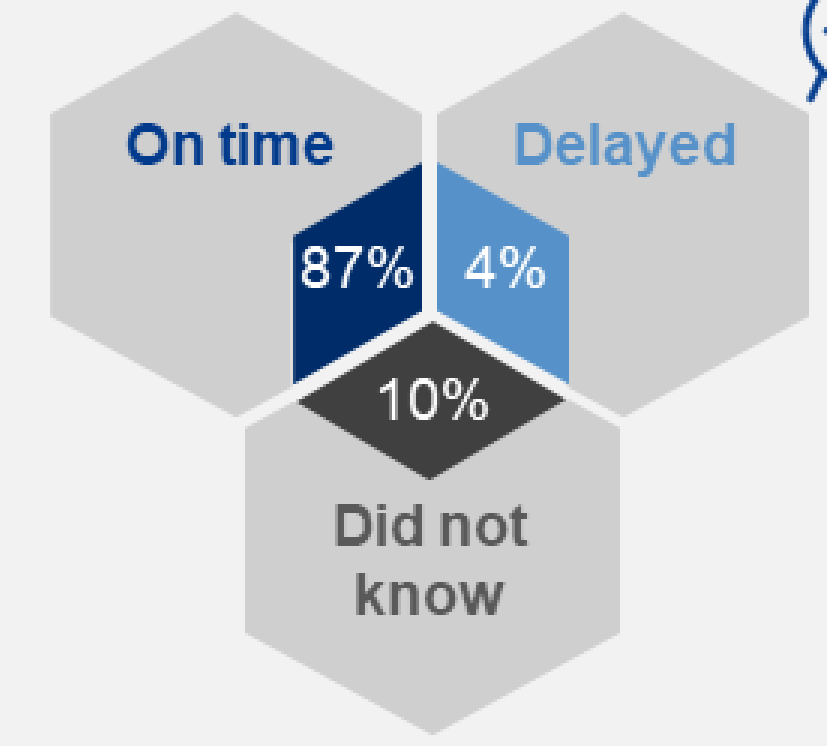
(n=342)

Main Reason for Travel



(n=343)

Flight Status



(n=342)

Base (n): Respondents providing a valid response

Q1. Which airport are you flying to? (traffic type and region are based on the destination); Q2. Are you currently making a connection/transfer at THIS airport?; Q3. What is/was your MAIN reason for this trip?; Q15. At the time of completing this survey, is your flight scheduled to depart on time?

Key Highlights – Q2 2022



ASQ Global



Custom Panel



Asia-Pacific



2-5M Passengers

Overall
Satisfaction

ASQ Global Average
4.30

Custom Panel Average
4.47

AP Average
4.82

2-5M Average
4.39

SRG Score

4.97

4.97

4.97

4.97

SRG Rank

30/260

5/29

30/72

4/45

Overall
Experience

ASQ Global Average
4.14

Custom Panel Average
4.23

AP Average
4.62

2-5M Average
4.17

SRG Score

4.56

4.56

4.56

4.56

SRG Rank

53/260

9/29

48/72

11/45

Summary of the Performance vs ASQ Global

										
	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/ Passport Control	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere	
Overall Experience										
Total	Total	Ease of getting to the airport	Ease of finding check-in area	Ease in security screening	Waiting time: Border/ passport control	Restaurants/bars/café	Comfort of waiting at gate areas	Ease of finding way	Wi-Fi service quality	Health safety
4.56	4.97	4.82	4.86	4.85	4.90	4.70	4.89	4.91	4.83	4.92
ASQ GLOBAL: 4.14 RANK 53 / 260	ASQ GLOBAL: 4.30 RANK 30 / 260	ASQ GLOBAL: 4.39 RANK 47 / 260	ASQ GLOBAL: 4.47 RANK 40 / 260	ASQ GLOBAL: 4.37 RANK 43 / 260	ASQ GLOBAL: 4.30 RANK 22 / 205	ASQ GLOBAL: 3.96 RANK 47 / 259	ASQ GLOBAL: 4.07 RANK 38 / 260	ASQ GLOBAL: 4.31 RANK 36 / 260	ASQ GLOBAL: 4.05 RANK 36 / 259	ASQ GLOBAL: 4.28 RANK 38 / 260
Overall Emotional Score										
Total	Business	Signage to access terminal	Waiting time: Check-in	Waiting time: Security screening	Courtesy & helpfulness: Border/ passport control staff	VFM: Restaurants/bars/café	Availability of seats at gate areas	Availability of flight info.	Availability of charging station	Cleanliness
4.80	4.98	4.77	4.82	4.82	4.96	4.63	4.88	4.89	4.83	4.93
ASQ GLOBAL: 4.24 RANK 39 / 260	ASQ GLOBAL: 4.25 RANK 24 / 249	ASQ GLOBAL: 4.34 RANK 47 / 260	ASQ GLOBAL: 4.32 RANK 39 / 260	ASQ GLOBAL: 4.29 RANK 40 / 260	ASQ GLOBAL: 4.31 RANK 16 / 204	ASQ GLOBAL: 3.62 RANK 43 / 259	ASQ GLOBAL: 4.11 RANK 41 / 260	ASQ GLOBAL: 4.28 RANK 37 / 260	ASQ GLOBAL: 3.99 RANK 38 / 260	ASQ GLOBAL: 4.29 RANK 38 / 260
	Leisure	VFM: Transport	Courtesy & helpfulness: Check-in staff	Courtesy & helpfulness: Security staff		Shops		Walking distance inside terminal	Entertainment & leisure options	Ambience
	4.98	4.77	4.84	4.82		4.65		4.73	4.74	4.92
	ASQ GLOBAL: 4.28 RANK 28 / 257	ASQ GLOBAL: 4.10 RANK 45 / 260	ASQ GLOBAL: 4.46 RANK 45 / 260	ASQ GLOBAL: 4.33 RANK 44 / 260		ASQ GLOBAL: 3.88 RANK 41 / 260		ASQ GLOBAL: 4.20 RANK 46 / 260	ASQ GLOBAL: 3.85 RANK 42 / 257	ASQ GLOBAL: 4.22 RANK 35 / 260
	Personal					VFM: Shops		Ease of making connection	Availability of washrooms	
	4.95					4.62		4.74	4.87	
	ASQ GLOBAL: 4.39 RANK 33 / 258					ASQ GLOBAL: 3.68 RANK 39 / 260		ASQ GLOBAL: 4.12 RANK 26 / 185	ASQ GLOBAL: 4.23 RANK 41 / 260	
						Courtesy & helpfulness: Shopping and dining staff		Courtesy & helpfulness: Airport staff	Cleanliness of washrooms	
						4.76		4.92	4.82	
						ASQ GLOBAL: 4.17 RANK 45 / 260		ASQ GLOBAL: 4.36 RANK 33 / 260	ASQ GLOBAL: 4.20 RANK 47 / 260	

Note: The green and red values indicate that SRG performance is **higher** or **lower** at a statistically significant level (95%) compared to ASQ Global average. Rank is calculated out of total participating airports.

Summary of the Performance vs the Region

Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/ Passport Control	Shopping/ Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 4.56 AP: 4.62 RANK 48 / 72	Total 4.97 AP: 4.82 RANK 30 / 72	Ease of getting to the airport 4.82 AP: 4.77 RANK 45 / 72	Ease of finding check-in area 4.86 AP: 4.79 RANK 40 / 72	Ease in security screening 4.85 AP: 4.79 RANK 43 / 72	Waiting time: Border/ passport control 4.90 AP: 4.75 RANK 22 / 54	Restaurants/bars/café 4.70 AP: 4.67 RANK 46 / 71	Comfort of waiting at gate areas 4.89 AP: 4.74 RANK 38 / 72	Ease of finding way 4.91 AP: 4.78 RANK 36 / 72	Wi-Fi service quality 4.83 AP: 4.66 RANK 35 / 72	Health safety 4.92 AP: 4.80 RANK 38 / 72
Overall Emotional Score Total 4.80 AP: 4.73 RANK 38 / 72	Business 4.98 AP: 4.80 RANK 24 / 67	Signage to access terminal 4.77 AP: 4.74 RANK 45 / 72	Waiting time: Check-in 4.82 AP: 4.74 RANK 39 / 72	Waiting time: Security screening 4.82 AP: 4.74 RANK 40 / 72	Courtesy & helpfulness: Border/ passport control staff 4.96 AP: 4.76 RANK 16 / 53	VFM: Restaurants/bars/café 4.63 AP: 4.55 RANK 42 / 71	Availability of seats at gate areas 4.88 AP: 4.75 RANK 41 / 72	Availability of flight info. 4.89 AP: 4.76 RANK 37 / 72	Availability of charging station 4.83 AP: 4.71 RANK 38 / 72	Cleanliness 4.93 AP: 4.80 RANK 38 / 72
	Leisure 4.98 AP: 4.77 RANK 28 / 69	VFM: Transport 4.77 AP: 4.69 RANK 44 / 72	Courtesy & helpfulness: Check-in staff 4.84 AP: 4.79 RANK 44 / 72	Courtesy & helpfulness: Security staff 4.82 AP: 4.77 RANK 44 / 72		Shops 4.65 AP: 4.61 RANK 40 / 72		Walking distance inside terminal 4.73 AP: 4.71 RANK 43 / 72	Entertainment & leisure options 4.74 AP: 4.63 RANK 40 / 72	Ambience 4.92 AP: 4.79 RANK 35 / 72
	Personal 4.95 AP: 4.85 RANK 33 / 71					VFM: Shops 4.62 AP: 4.53 RANK 39 / 72		Ease of making connection 4.74 AP: 4.65 RANK 22 / 38	Availability of washrooms 4.87 AP: 4.78 RANK 41 / 72	
						Courtesy & helpfulness: Shopping and dining staff 4.76 AP: 4.71 RANK 44 / 72		Courtesy & helpfulness: Airport staff 4.92 AP: 4.78 RANK 33 / 72	Cleanliness of washrooms 4.82 AP: 4.79 RANK 47 / 72	

Note: The green and red values indicate that SRG performance is **higher** or **lower** at a statistically significant level (95%) compared to the region average (AP). Rank is calculated out of participating airports in the region.

Summary of the Performance vs Airports of the Same Size

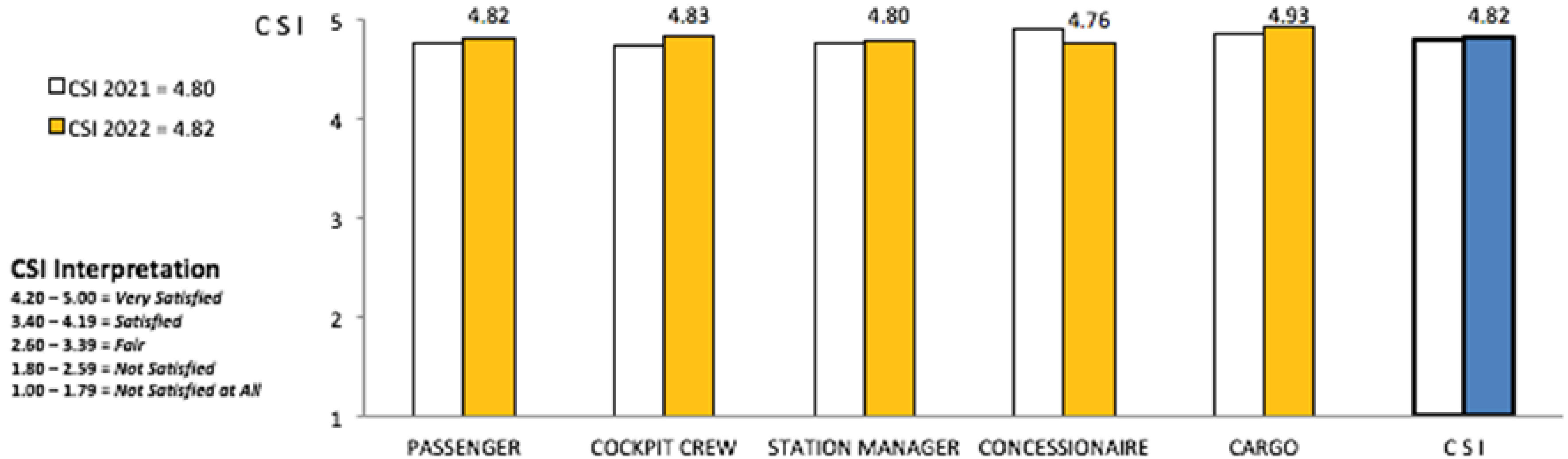
Overall Experience	Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Border/ Passport Control	Shopping/ Dining	Gate Areas	Throughout the Airport		Airport Atmosphere
Total 4.56 2-5M: 4.17 RANK 11 / 45	Total 4.97 2-5M: 4.39 RANK 4 / 45	Ease of getting to the airport 4.82 2-5M: 4.42 RANK 11 / 45	Ease of finding check-in area 4.86 2-5M: 4.50 RANK 9 / 45	Ease in security screening 4.85 2-5M: 4.41 RANK 10 / 45	Waiting time: Border/ passport control 4.90 2-5M: 4.20 RANK 2 / 33	Restaurants/bars/cafés 4.70 2-5M: 4.11 RANK 10 / 45	Comfort of waiting at gate areas 4.89 2-5M: 4.19 RANK 9 / 45	Ease of finding way 4.91 2-5M: 4.39 RANK 7 / 45	Wi-Fi service quality 4.83 2-5M: 4.12 RANK 9 / 45	Health safety 4.92 2-5M: 4.37 RANK 8 / 45
Overall Emotional Score Total 4.80 2-5M: 4.30 RANK 8 / 45	Business 4.98 2-5M: 4.33 RANK 3 / 44	Signage to access terminal 4.77 2-5M: 4.40 RANK 11 / 45	Waiting time: Check-in 4.82 2-5M: 4.38 RANK 10 / 45	Waiting time: Security screening 4.82 2-5M: 4.38 RANK 8 / 45	Courtesy & helpfulness: Border/ passport control staff 4.96 2-5M: 4.21 RANK 1 / 33	VFM: Restaurants/bars/cafés 4.63 2-5M: 3.87 RANK 10 / 45	Availability of seats at gate areas 4.88 2-5M: 4.24 RANK 9 / 45	Availability of flight info. 4.89 2-5M: 4.35 RANK 9 / 45	Availability of charging station 4.83 2-5M: 4.07 RANK 10 / 45	Cleanliness 4.93 2-5M: 4.38 RANK 9 / 45
	Leisure 4.98 2-5M: 4.38 RANK 5 / 45	VFM: Transport 4.77 2-5M: 4.20 RANK 9 / 45	Courtesy & helpfulness: Check-in staff 4.84 2-5M: 4.47 RANK 10 / 45	Courtesy & helpfulness: Security staff 4.82 2-5M: 4.39 RANK 10 / 45		Shops 4.65 2-5M: 3.95 RANK 9 / 45		Walking distance inside terminal 4.73 2-5M: 4.37 RANK 11 / 45	Entertainment & leisure options 4.74 2-5M: 3.98 RANK 10 / 45	Ambience 4.92 2-5M: 4.32 RANK 8 / 45
	Personal 4.95 2-5M: 4.48 RANK 5 / 44					VFM: Shops 4.62 2-5M: 3.83 RANK 8 / 45		Ease of making connection 4.74 2-5M: 4.13 RANK 4 / 25	Availability of washrooms 4.87 2-5M: 4.34 RANK 10 / 45	
						Courtesy & helpfulness: Shopping and dining staff 4.76 2-5M: 4.27 RANK 10 / 45		Courtesy & helpfulness: Airport staff 4.92 2-5M: 4.41 RANK 7 / 45	Cleanliness of washrooms 4.82 2-5M: 4.35 RANK 10 / 45	

Note: The green and red values indicate that SRG performance is **higher** or **lower** at a statistically significant level (95%) compared to the airports of 2-5M. Rank is calculated out of participating airports in 2-5M category.



CUSTOMER SATISFACTION INDEX

**JENDERAL AHMAD YANI INTERNATIONAL AIRPORT
TAHUN 2022**



CSI COMPONENT	PASSENGER	COCKPIT CREW	STATION MANAGER	CONCESSIONAIRE	CARGO	CSI
CSI 2018	4.28	4.05	4.49	4.71	4.57	4.35
CSI 2019	4.70	4.23	4.48	4.78	4.41	4.61
CSI 2020	4.75	4.58	4.51	4.92	4.79	4.73
CSI 2021	4.78	4.74	4.78	4.92	4.86	4.80
CSI 2022 (RECENT YEAR)	4.82	4.83	4.80	4.76	4.93	4.82

Weight : Passenger 60%, Cockpit Crew 10%, Station Manager 10%, Concessionaire 10%, Cargo 10%

Xperience on Airport Services

Resource : CSI 2020-2022

Passenger
300
↑ 20%

Yearly Air Trip
4.7
↑ 13%

Satisfaction (Max5)
4.82
↑ 0.04

Dissatisfaction (Max100%)
24%
↑ 17%

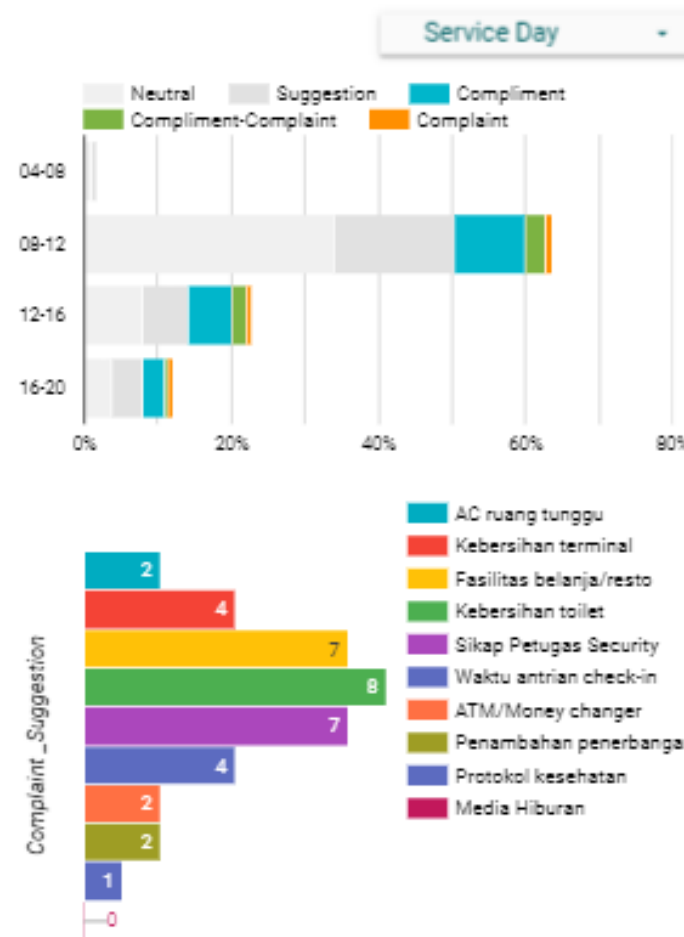
CSI of Airport

Customer Satisfaction Index (CSI) - Passenger Review

Airport	Proportion	CSI	Δ
1. SRG	100%	4.82	0.04 ↑

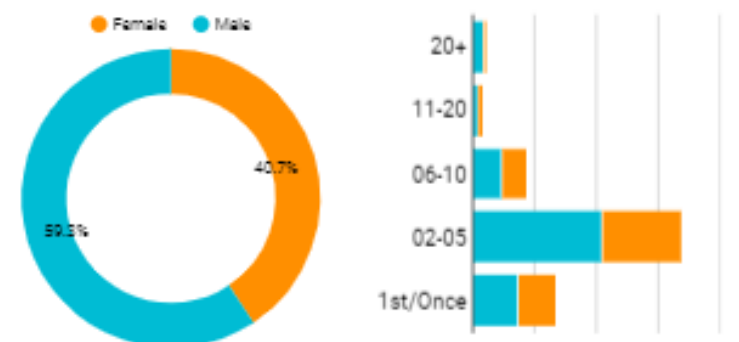
Varied Feedback in Daily Services

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



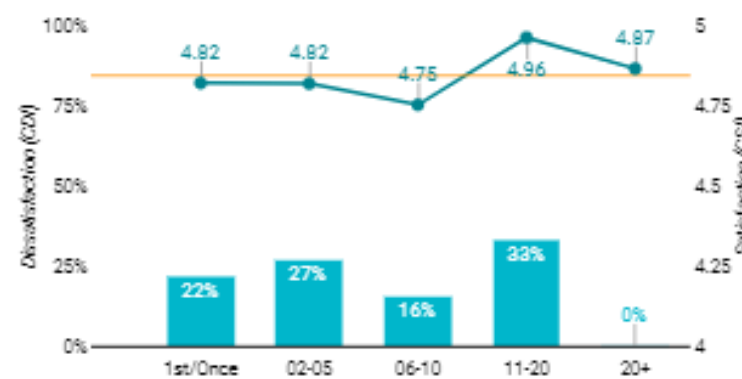
Gender & Yearly Air Trips

It Seems Men Like to Fly More Than Women



Satisfaction-Dissatisfaction

Yearly Air Trips Correlated with Satisfaction or Dissatisfaction



Pilot

Airport: SRG (1)

Jan 1, 2022 - Dec 31, 2022

Experience on Airport Services

Resource : CSI 2020-2022

Pilot
17
↓ -6%

Flying Hours
10.7K
↑ 46%

Satisfaction (Max5)
4.83
↑ 0.09

Dissatisfaction (Max100%)
38%
↑ 6%

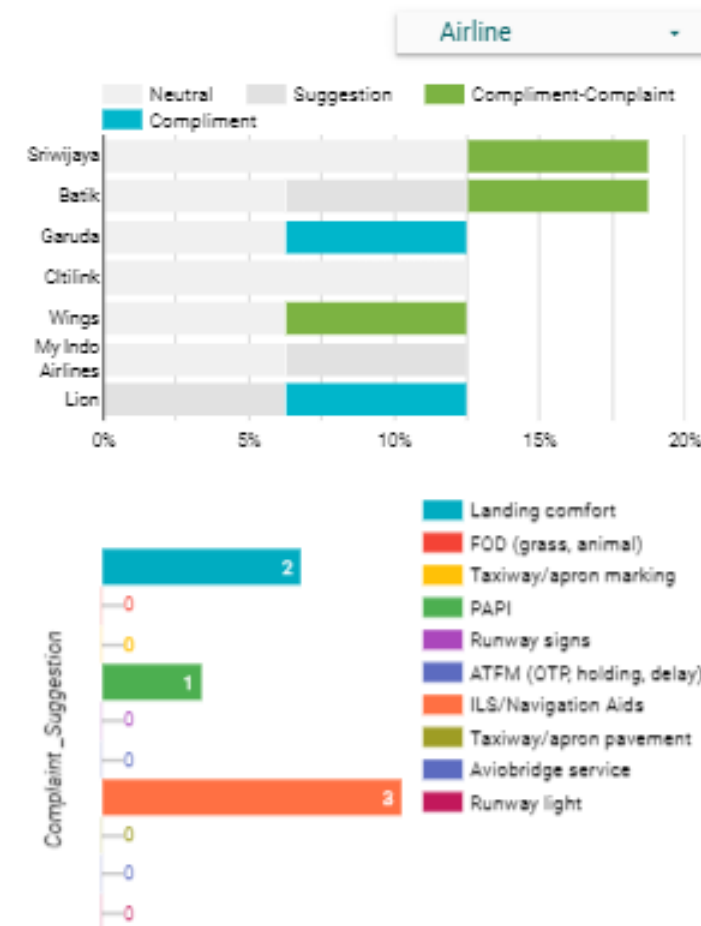
CSI of Airport

Customer Satisfaction Index (CSI) - Pilot (Cockpit Crew) Review

Airport	Proportion	CSI	Δ
1. SRG	100%	4.83	0.09 ↑

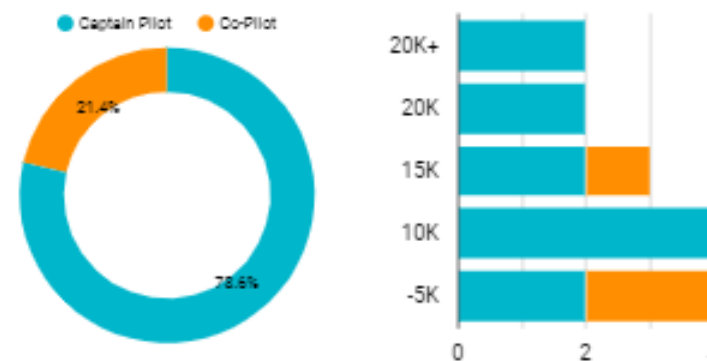
Varied Feedback From Pilot

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



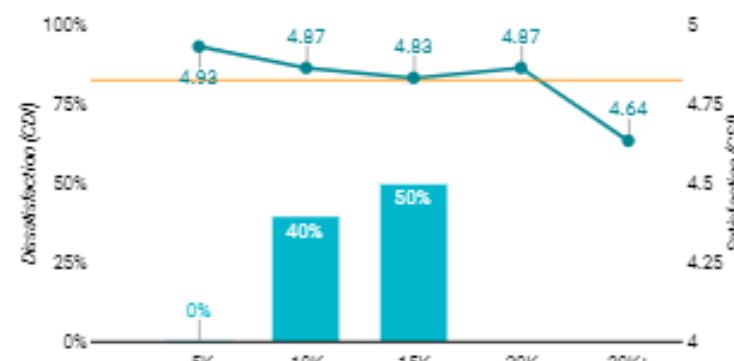
Captain & Co-Pilot Flying Hours

Absolutely, a Captain should have experienced more flying hours



Satisfaction-Dissatisfaction

Pilot Flying Hours Correlated with Satisfaction or Dissatisfaction



Xperience on Airport Services

Resource : CSI 2020-2022

Station Manager
7
↑ 40%

Partnership Year
9.5
↑ 98%

Satisfaction (Max5)
4.80
↑ 0.02

Dissatisfaction (Max100%)
33%
↑ 33%

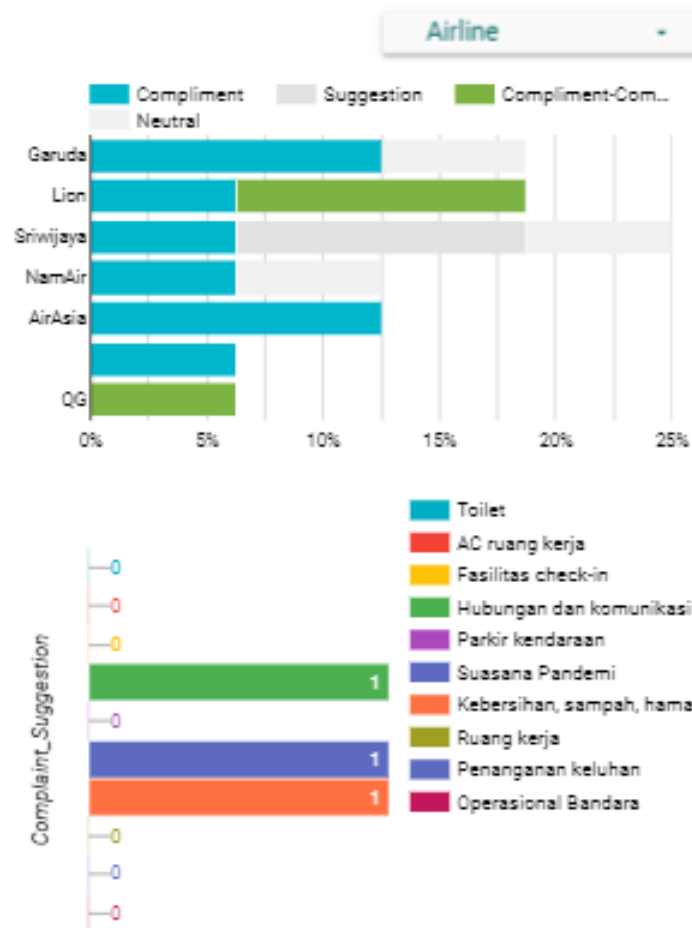
CSI of Airport

Customer Satisfaction Index (CSI) - Airline Station Manager Review

Airport	Proportion	CSI	Δ
1. SRG	100%	4.80	0.02 ↑

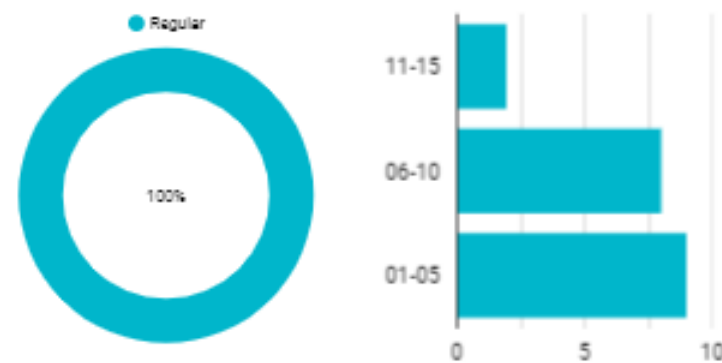
Varied Feedback From Airline

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



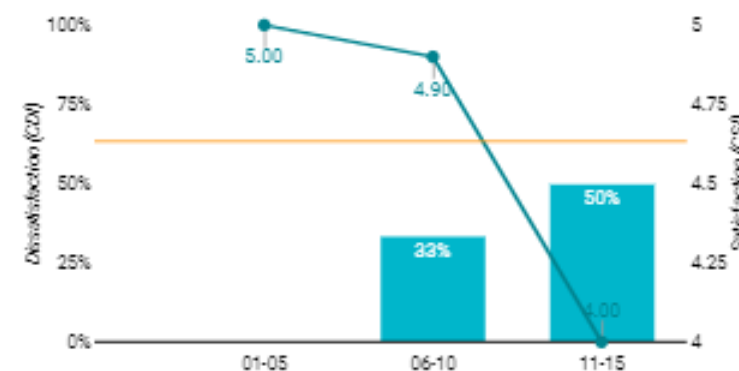
Airline Type & Partnership Years

Airline Type and Length of Partnership with Airport



Satisfaction-Dissatisfaction

Partnership Years Correlated with Satisfaction or Dissatisfaction



Concessionaire

Airport: SRG (1)

Jan 1, 2022 - Dec 31, 2022

Experience on Airport Services

Resource : CSI 2020-2022

Concessionaire
10
↓ -9%

Partnership Year
2.1
↓ -8%

Satisfaction (Max5)
4.76
↓ -0.16

Dissatisfaction (Max100%)
40%
↑ 7%

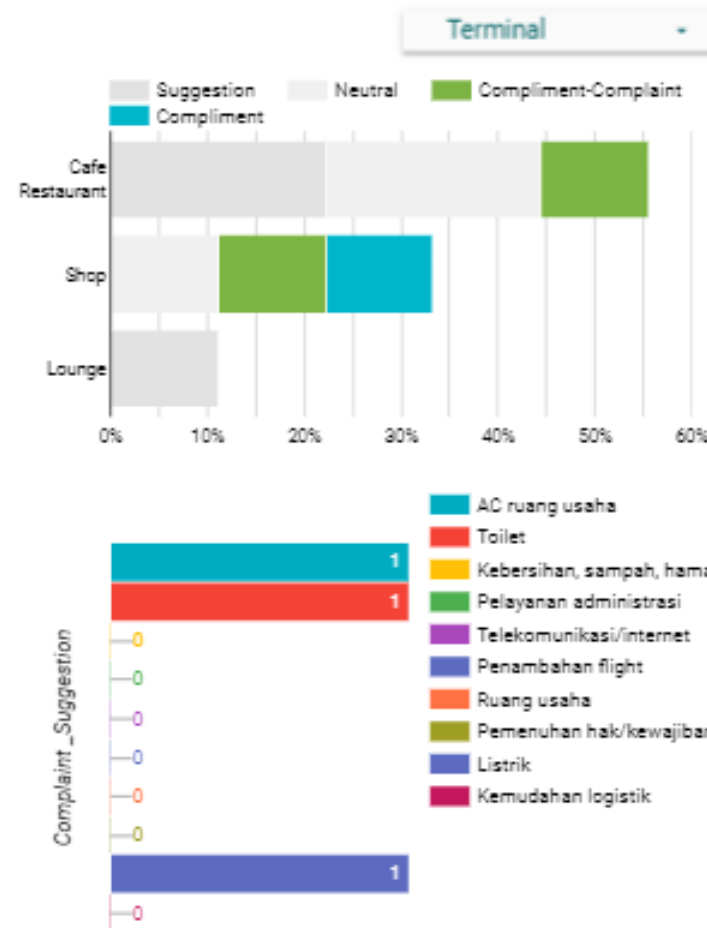
CSI of Airport

Customer Satisfaction Index (CSI) - Concessionaire or Tenant Review

Airport	Proportion	CSI	Δ
1. SRG	100%	4.76	-0.16 ↓

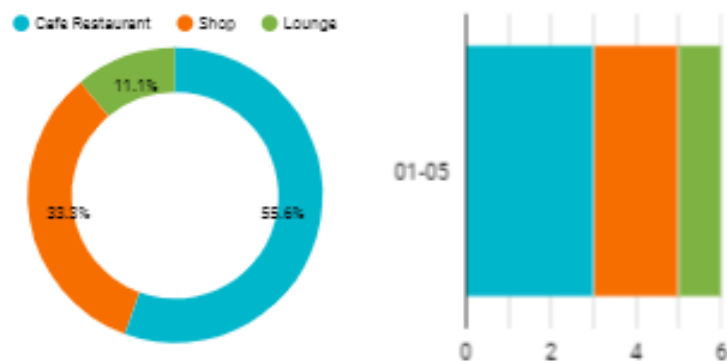
Varied Feedback

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



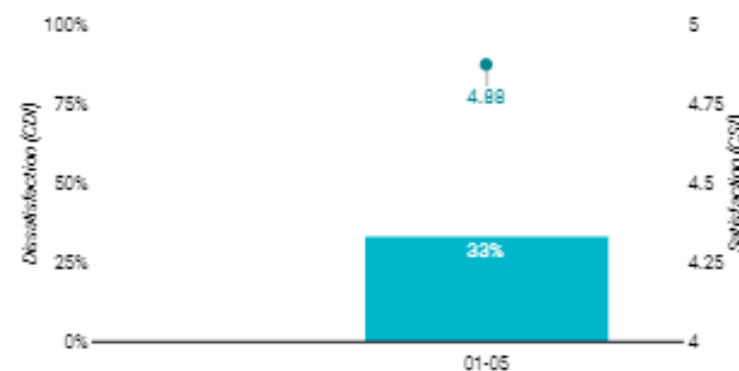
Business Type & Partnership Years

Business Type and Length of Partnership with Airport



Satisfaction-Dissatisfaction

Partnership Years Correlated with Satisfaction or Dissatisfaction



Xperience on Cargo Terminal Services

Resource : CSI 2020-2022

Cargo
8
↑ 14%

Partnership Year
17.0
↑ 495%

Satisfaction (Max5)
4.93
↑ 0.07

Dissatisfaction (Max100%)
67%

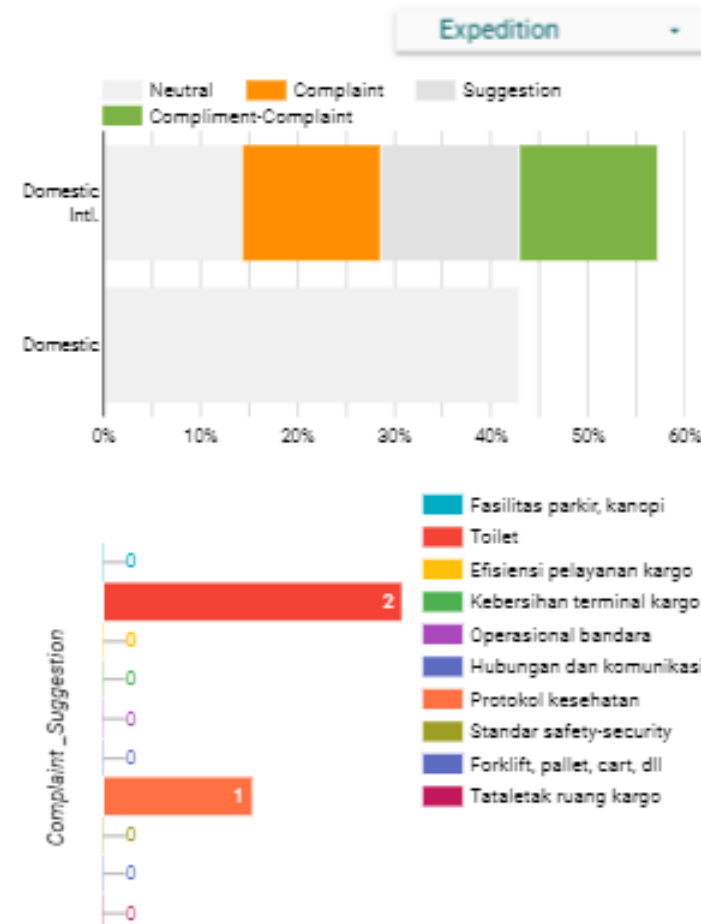
CSI of Airport

Customer Satisfaction Index (CSI) - Cargo or Expedition Review

Airport	Proportion	CSI	Δ
1. SRG	100%	4.93	0.07 ↑

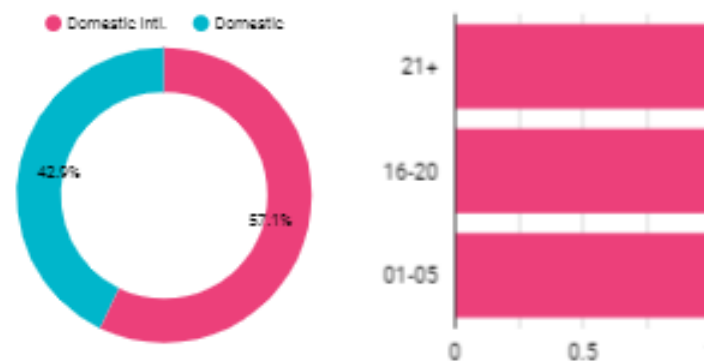
Varied Feedback

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



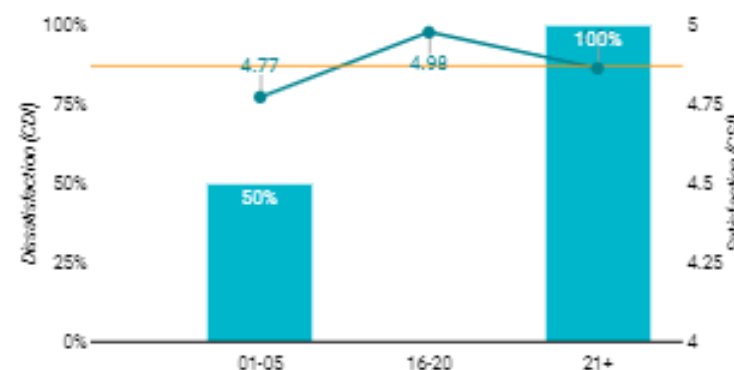
Expedition Type & Partnership Years

Expedition Type and Length of Partnership with Airport

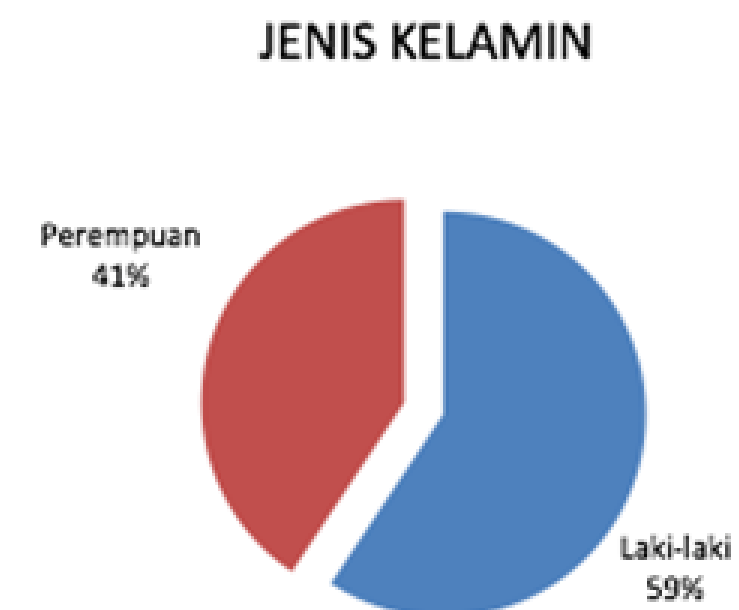
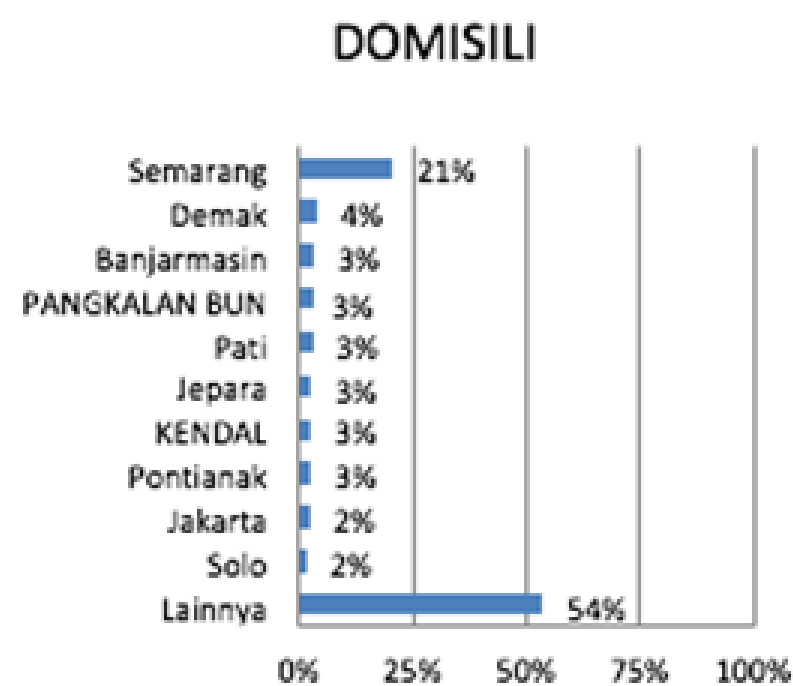


Satisfaction-Dissatisfaction

Partnership Years Correlated with Satisfaction or Dissatisfaction

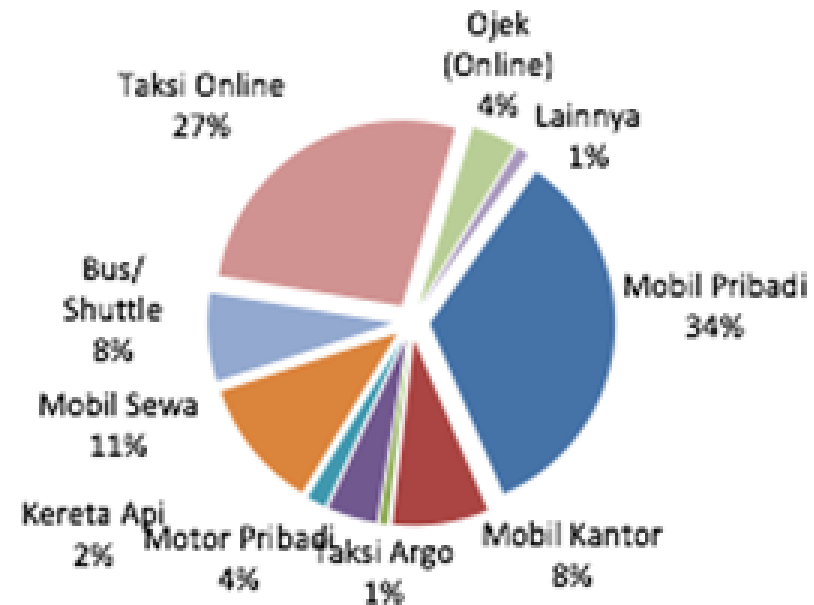


Demographics - 2022

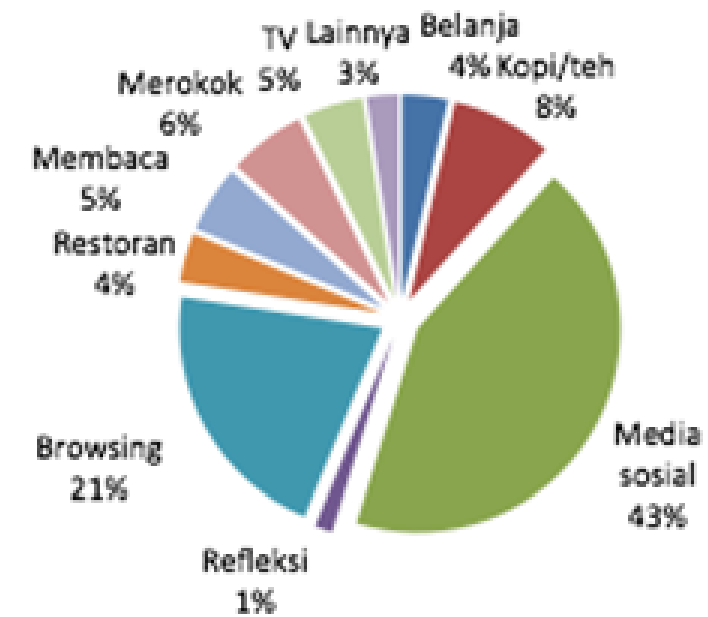


Travel Behavior - 2022

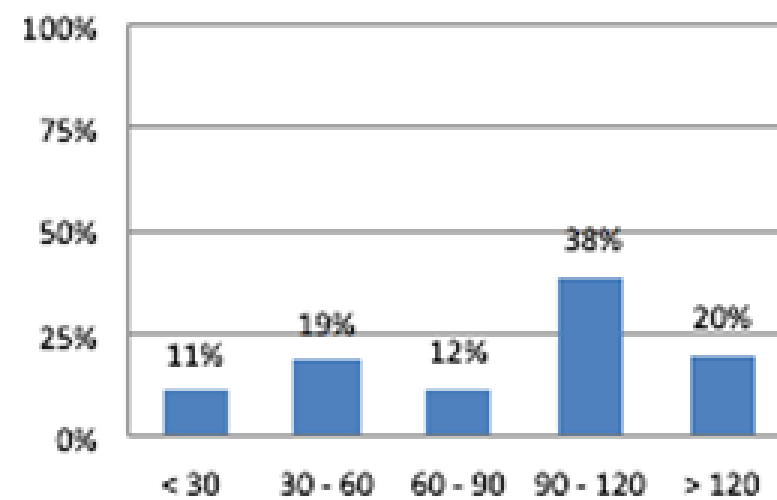
TRANSPORTASI KE BANDARA



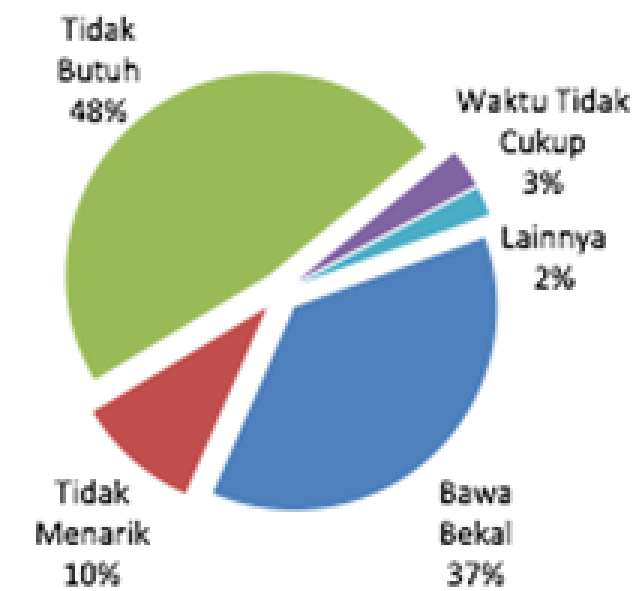
AKTIVITAS MENUNGGU



TIBA SEBELUM BERANGKAT (MENIT)

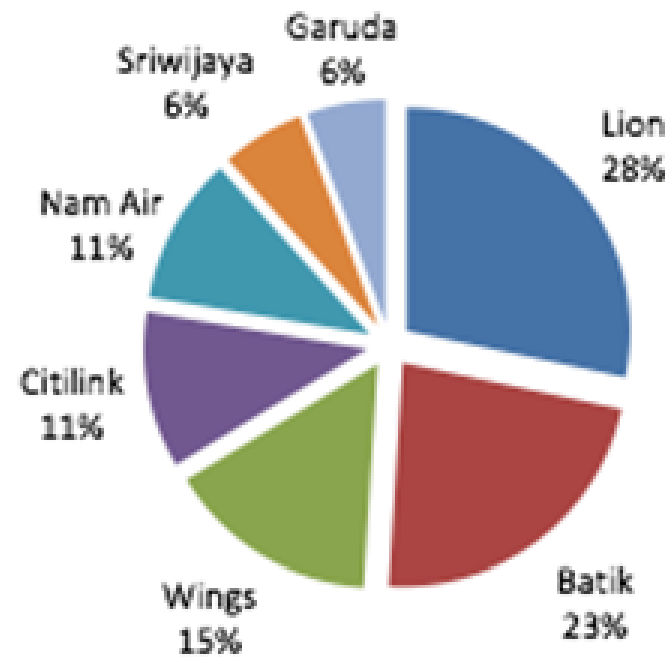


ALASAN TIDAK BELANJA

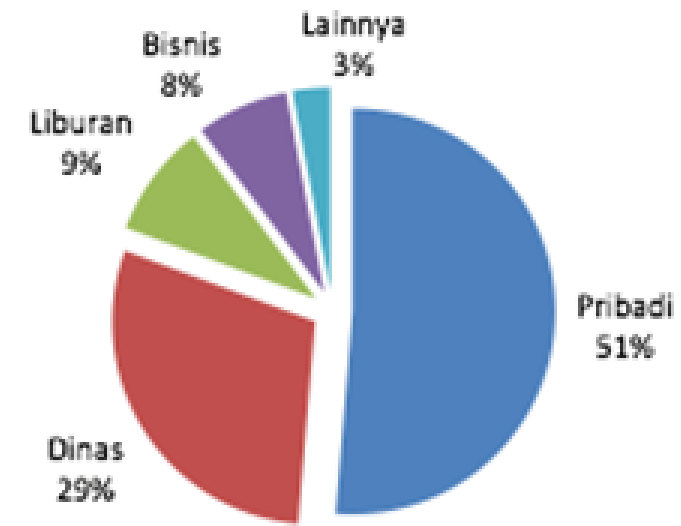


Travel Profile - 2022

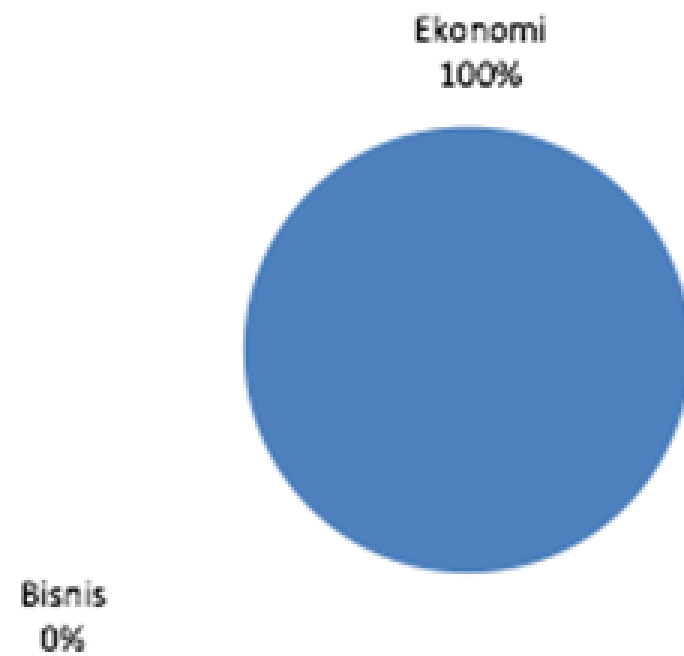
PESAWAT



TUJUAN PERJALANAN



KELAS



BANDARA TUJUAN

