
AIRPORT SERVICE QUALITY

2020

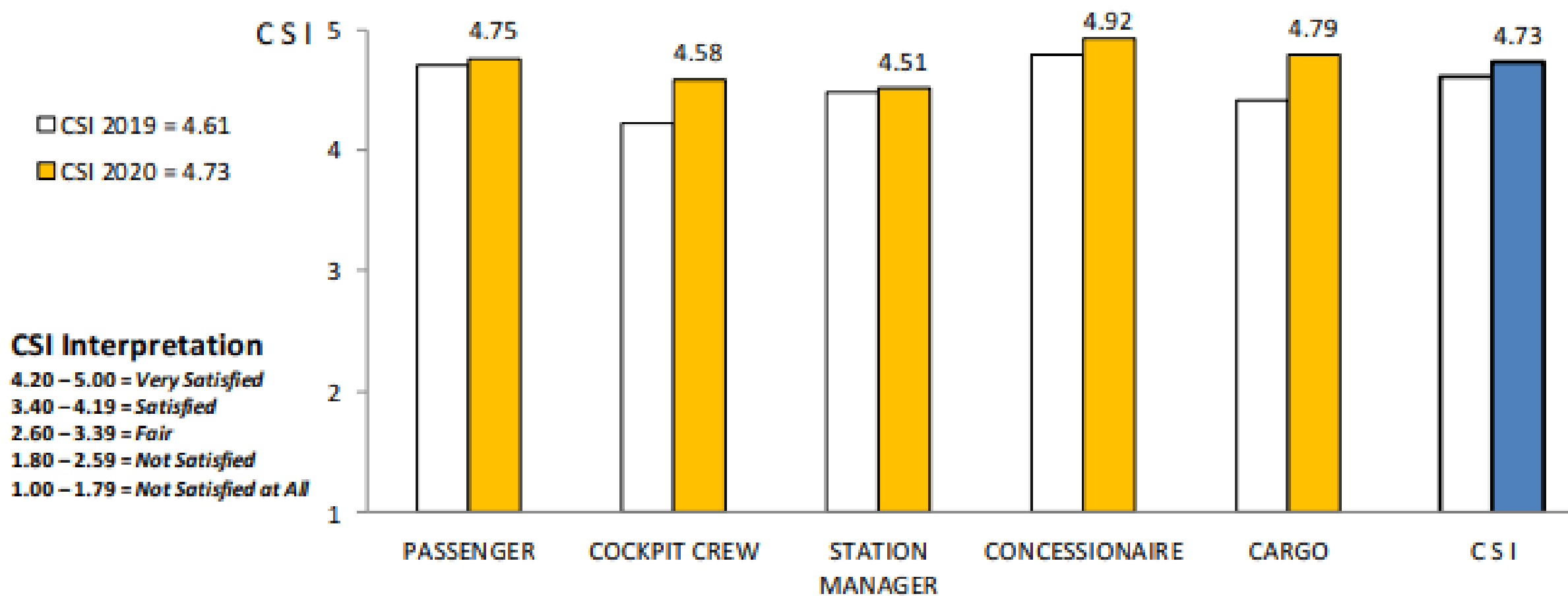


No	SUMMARY TABLE - AVERAGE		2020				Q4'20
			Q1	Q2	Q3	Q4	>< Q3'20
1	OVERALL SATISFACTION	Overall Satisfaction	4,63	4,87	4,96	4,99	↑ 0,03
2	OVERALL SATISFACTION	Overall Satisfaction Business	4,51	4,88	4,95	4,99	↑ 0,04
3	OVERALL SATISFACTION	Overall Satisfaction Leisure	4,78		5,00	5,00	-
4	OVERALL SATISFACTION	Overall Satisfaction Other + Leisure	4,69	4,87	4,96	5,00	↑ 0,04
5	ACCESS	Q7A. Ground transportation to/from airport	4,09	4,36	4,53	4,61	↑ 0,08
6	ACCESS	Q7B. Parking facilities	4,15	4,38	4,63	4,59	↓ 0,04
7	ACCESS	Q7C. VFM of parking facilities	3,78	4,21	4,55	4,48	↓ 0,07
8	ACCESS	Q7D. Availability of baggage carts/trolleys	4,27	4,49	4,67	4,69	↑ 0,02
9	CHECK-IN (at this airport)	Q7E. Waiting time in check-in queue/line	4,30	4,37	4,62	4,67	↑ 0,05
10	CHECK-IN (at this airport)	Q7F. Efficiency of check-in staff	4,30	4,44	4,65	4,69	↑ 0,04
11	CHECK-IN (at this airport)	Q7G. Courtesy and helpfulness of check-in staff	4,34	4,61	4,69	4,74	↑ 0,05
12	PASSPORT/PERSONAL ID CONTROL	Q7H. Waiting time at passport/personal ID inspection	4,34	4,45	4,65	4,70	↑ 0,05
13	PASSPORT/PERSONAL ID CONTROL	Q7I. Courtesy and helpfulness of inspection staff	4,33	4,59	4,72	4,73	↑ 0,01
14	SECURITY	Q7J. Courtesy and helpfulness of security staff	4,34	4,55	4,68	4,71	↑ 0,03
15	SECURITY	Q7K. Thoroughness of security inspection	4,33	4,58	4,70	4,73	↑ 0,03
16	SECURITY	Q7L. Waiting time at security inspection	4,32	4,47	4,68	4,70	↑ 0,02
17	SECURITY	Q7M. Feeling of being safe and secure	4,41	4,61	4,74	4,75	↑ 0,01
18	FINDING YOUR WAY	Q7N. Ease of finding your way through airport	4,33	4,52	4,71	4,72	↑ 0,01
19	FINDING YOUR WAY	Q7O. Flight information screens	4,39	4,54	4,72	4,73	↑ 0,01
20	FINDING YOUR WAY	Q7P. Walking distance inside the terminal	3,91	4,31	4,51	4,58	↑ 0,07
21	FINDING YOUR WAY	Q7Q. Ease of making connections with other flights	4,20	4,50	4,56	4,36	↓ 0,20
22	AIRPORT FACILITIES	Q7R. Courtesy and helpfulness of airport staff	4,37	4,65	4,70	4,76	↑ 0,06
23	AIRPORT FACILITIES	Q7S. Restaurant/Eating facilities	4,22	4,43	4,59	4,66	↑ 0,07
24	AIRPORT FACILITIES	Q7T. VFM of restaurant/eating facilities	3,86	4,26	4,49	4,58	↑ 0,09
25	AIRPORT FACILITIES	Q7U. Availability of bank/ATM facilities/money changers	4,28	4,54	4,68	4,71	↑ 0,03
26	AIRPORT FACILITIES	Q7V. Shopping facilities	4,06	4,31	4,56	4,64	↑ 0,08
27	AIRPORT FACILITIES	Q7W. VFM of shopping facilities	3,74	4,27	4,51	4,56	↑ 0,05
28	AIRPORT FACILITIES	Q7X. Internet access/Wi-Fi	4,17	4,36	4,67	4,71	↑ 0,04
29	AIRPORT FACILITIES	Q7Y. Business/Executive lounges	4,17	4,50	4,70	4,77	↑ 0,07
30	AIRPORT FACILITIES	Q7Z. Availability of washrooms/toilets	4,35	4,67	4,75	4,77	↑ 0,02
31	AIRPORT FACILITIES	Q7AA. Cleanliness of washrooms/toilets	4,42	4,71	4,75	4,80	↑ 0,05
32	AIRPORT FACILITIES	Q7BB. Comfort of waiting/gate areas	4,44	4,70	4,79	4,84	↑ 0,05
33	AIRPORT ENVIRONMENT	Q7CC. Cleanliness of airport terminal	4,50	4,73	4,88	4,92	↑ 0,04
34	AIRPORT ENVIRONMENT	Q7DD. Ambience of the airport	4,51	4,70	4,88	4,93	↑ 0,05
35	ARRIVAL SERVICES	Q10A. Passport/ID inspection	4,29	4,63	4,72	4,85	↑ 0,13
36	ARRIVAL SERVICES	Q10B. Speed of baggage delivery	4,22	4,57	4,74	4,83	↑ 0,09
37	ARRIVAL SERVICES	Q10C. Customs inspection	4,18	4,50	4,77	4,79	↑ 0,02



CUSTOMER SATISFACTION INDEX

**JENDERAL AHMAD YANI INTERNATIONAL AIRPORT
TAHUN 2020**



CSI COMPONENT	PASSENGER	COCKPIT CREW	STATION MANAGER	CONCESSIONAIRE	CARGO	CSI
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	4.70	4.23	4.48	4.78	4.41	4.61
CSI 2020 (RECENT YEAR)	4.75	4.58	4.51	4.92	4.79	4.73

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

