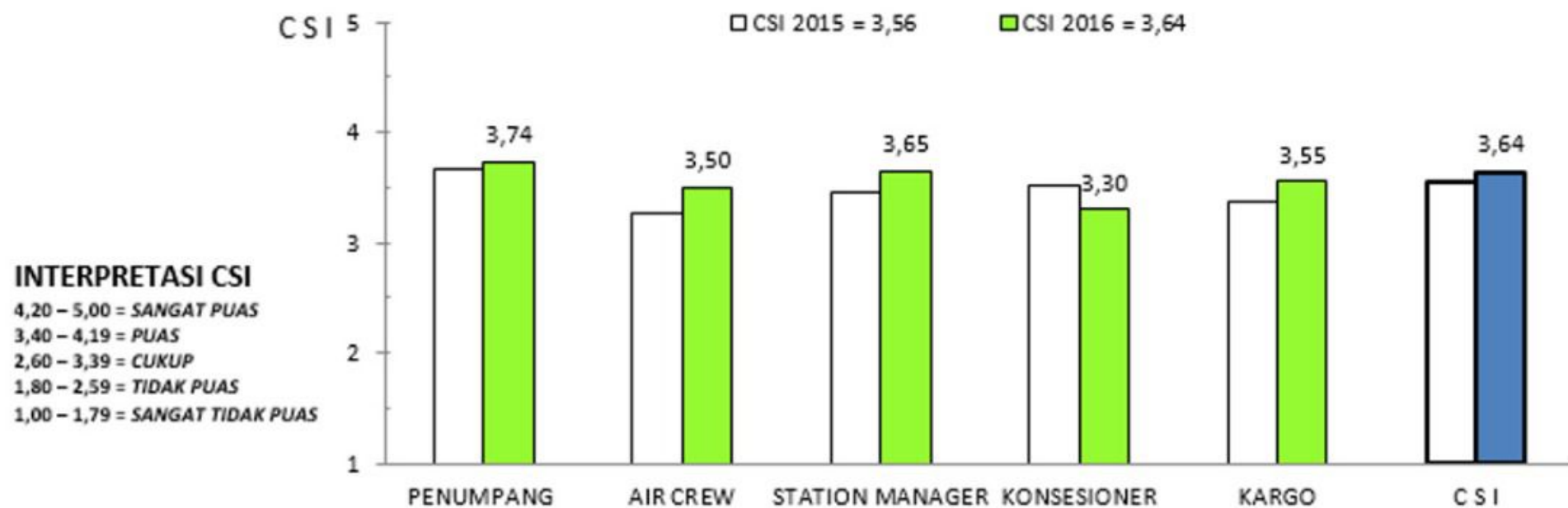


CUSTOMER SATISFACTION INDEX

BANDARA INTL. ADI SUTJIPTO (JOG), YOGYAKARTA



CSI KOMPONEN	PENUMPANG	AIR CREW	STATION MANAGER	KONSESIONER	KARGO	CSI
CSI 2012	3,45	3,28	3,79	3,41	4,37	3,53
CSI 2013	3,91	3,44	3,38	3,38	3,58	3,67
CSI 2014	3,54	3,80	3,09	3,33	2,89	3,44
CSI 2015	3,66	3,26	3,46	3,52	3,38	3,56
CSI 2016 (TERKINI)	3,74	3,50	3,65	3,30	3,55	3,64

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