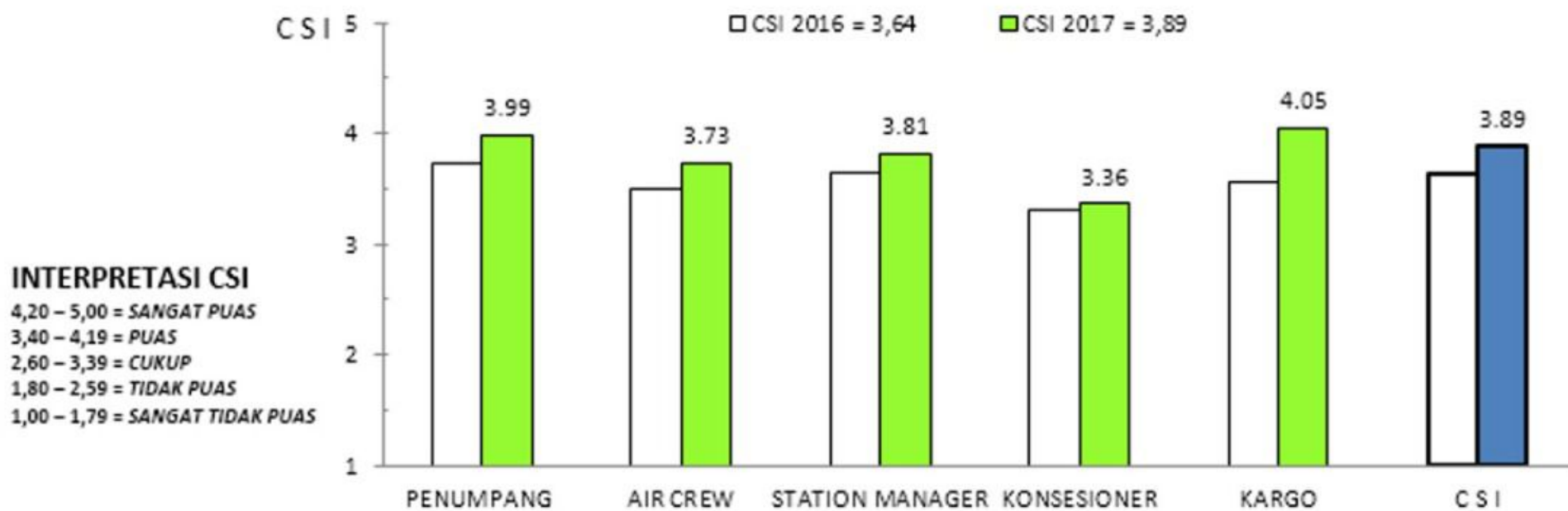


CUSTOMER SATISFACTION INDEX

BANDARA INTL. ADISUTJIPTO (JOG), YOGYAKARTA



CSI KOMPONEN	PENUMPANG	AIR CREW	STATION MANAGER	KONSESIONER	KARGO	CSI
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	3.74	3.50	3.65	3.30	3.55	3.64
CSI 2017 (TERKINI)	3.99	3.73	3.81	3.36	4.05	3.89

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