



ANNUAL CONSOLIDATED REPORT PASSENGER FEEDBACK SURVEY 1st Quarter - 2nd Quarter – 3rd Quarter – 4th Quarter of 2017

I. SURVEY SAMPLE

- Survey Frame : Departing Passengers of CRK
- Survey Respondents : 3,826 passengers
 400 for January, 400 for February, 403 for March, 402 for April, 405 for May, 403 for June, 403 for July, 181 for August, 291 for September, 200 for October, and 338 for November respectively.
Note: December survey was conducted by a 3rd party statistician as required by the Governance Commission for GOCCs (GCG).

The sample frame used for this Passenger Feedback Survey is limited only to departing passengers during selected hours on the 1st quarter, 2nd quarter, 3rd quarter, and 4th quarter of year 2017.

II. SURVEY TIMEFRAME

- Survey Period : January – November of 2017 (1st quarter, 2nd quarter, 3rd quarter, 4th quarter)

III. SURVEY INSTRUMENT

The instrument required passengers' perception on CRK's:

PROCESSING SPEED based on the ease or difficulty of going through the processing areas within the terminal,

AMENITIES & FACILITIES based on their experience with selected components of airport facilities including availability of seats, clarity of signage, air condition temperature, toilets and public address system, and

STAFF COURTESY based on their experience with airport crew stationed in various service counters.

- Using a five-point rating scale, the passengers rated their experience (corresponding to levels of satisfaction) on the following areas of Processing Speed, Amenities & Facilities, and Staff Courtesy:

TABLE 2: SURVEY AREAS		
PROCESSING SPEED	AMENITIES & FACILITIES	STAFF COURTESY
▪ Passenger Screening	▪ Seats	▪ Passenger Screening
▪ Initial Security / X-ray	▪ Clarity of Signage	▪ Initial Security / X-ray
▪ POEA Counter	▪ Airconditioning	▪ POEA Counter
▪ Check-in Counter	▪ Flight Information	▪ Check-in Counter
▪ TIEZA Counter	▪ Toilets	▪ TIEZA Counter
▪ Terminal Fee Counter	▪ Public Address System	▪ Terminal Fee Counter
▪ Immigration		▪ Immigration
▪ Final Security / X-ray		▪ Final Security / X-ray

- Survey Ratings: As prescribed by the GCG, the Quality Office employs the five-point rating scale in determining the satisfaction level of the passenger, to wit:

TABLE 3: RATING CRITERIA			
RATING CRITERIA	ACRONYM	RATING SCALE	RATING SYMBOL
Not At All Satisfied	NAAS	1	☹
Dissatisfied	D	2	☹
Neutral	N	3	☺
Satisfied	S	4	☺
Very Satisfied	VS	5	☺



IV. SURVEY ADMINISTRATION

The survey instrument was administered by Practicum Students who were trained and supervised by the Quality Office. During the actual survey, the Passenger Feedback Survey Form were distributed to and collected from departing passengers while waiting to board their flights at the Pre-departure areas.

V. SURVEY RESULTS

For first to fourth quarter of 2017, passengers were generally SATISFIED with CRK's PROCESSING SPEED, AMENITIES & FACILITIES, AND STAFF COURTESY as evident in the table below:

		1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter (Oct.-Nov.)
PROCESSING SPEED	NOT AT ALL SATISFIED	7	4	4	2
	DISSATISFIED	16	15	13	6
	NEUTRAL	106	128	95	50
	SATISFIED	590	625	425	258
	VERY SATISFIED	416	392	307	200
	NO ANSWER	69	46	32	17
AMENITIES & FACILITIES	NOT AT ALL SATISFIED	7	10	6	4
	DISSATISFIED	22	30	25	17
	NEUTRAL	163	198	153	91
	SATISFIED	629	637	447	260
	VERY SATISFIED	335	308	231	155
	NO ANSWER	49	28	14	11
STAFF COURTESY	NOT AT ALL SATISFIED	5	3	6	3
	DISSATISFIED	13	7	12	6
	NEUTRAL	115	124	102	52
	SATISFIED	607	638	447	266
	VERY SATISFIED	384	384	280	193
	NO ANSWER	78	54	31	19

Passenger ratings for each section of Processing Speed, Amenities and Facilities, and Staff Courtesy are elaborated in the quarterly report.



**CONSOLIDATED SURVEY RESULTS ON PROCESSING SPEED
 FROM 1ST TO 4TH QUARTER OF 2017**

PROCESSING SPEED	Passenger Screening		Initial Security		POEA Counter		Check-in Counter		TIEZA Counter		Terminal Fee		Immigration Counter		Final Security		
	RATING	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage
Not at all satisfied (1)		13	0.34%	12	0.31%	9	0.24%	23	0.60%	19	0.50%	48	1.25%	14	0.37%	12	0.31%
Dissatisfied (2)		28	0.73%	41	1.07%	23	0.60%	97	2.54%	56	1.46%	85	2.22%	58	1.52%	43	1.12%
Neutral (3)		344	8.99%	335	8.76%	389	10.17%	356	9.30%	471	12.31%	490	12.81%	338	8.83%	301	7.87%
Satisfactory (4)		2101	54.91%	2079	54.34%	1840	48.09%	1846	48.25%	1704	44.54%	1759	45.97%	1894	49.50%	1951	50.99%
Very Satisfactory (5)		1308	34.19%	1309	34.21%	1186	31.00%	1453	37.98%	1139	29.77%	1203	31.44%	1464	38.26%	1451	37.92%
No Answer (NA)		32	0.84%	50	1.31%	379	9.91%	51	1.33%	437	11.42%	241	6.30%	58	1.52%	68	1.78%
TOTAL		3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%

**CONSOLIDATED SURVEY RESULTS ON AMENITIES AND FACILITIES
 FROM 1ST TO 4TH QUARTER OF 2017**

AMENITIES & FACILITIES	Seats		Clarity of Signage		Air-Conditioning		Flight Information		Toilets		Public Address System		
	RATING	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage
Not at all satisfied (1)		12	0.31%	11	0.29%	104	2.72%	10	0.26%	19	0.50%	5	0.13%
Dissatisfied (2)		65	1.70%	44	1.15%	271	7.08%	37	0.97%	92	2.40%	46	1.20%
Neutral (3)		591	15.45%	586	15.32%	691	18.06%	458	11.97%	667	17.43%	630	16.47%
Satisfactory (4)		2019	52.77%	2034	53.16%	1707	44.62%	2091	54.65%	1959	51.20%	2022	52.85%
Very Satisfactory (5)		1078	28.18%	1008	26.35%	982	25.67%	1134	29.64%	1007	26.32%	970	25.35%
No Answer (NA)		61	1.59%	143	3.74%	71	1.86%	96	2.51%	82	2.14%	153	4.00%
TOTAL		3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%

**CONSOLIDATED SURVEY RESULTS ON STAFF COURTESY
 FROM 1ST TO 4TH QUARTER OF 2017**

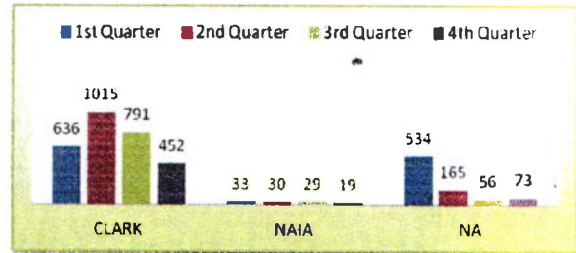
PROCESSING SPEED	Passenger Screening		Initial Security		POEA Counter		Check-in Counter		TIEZA Counter		Terminal Fee		Immigration Counter		Final Security		
	RATING	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage	Response	Percentage
Not at all satisfied (1)		6	0.16%	8	0.21%	6	0.16%	15	0.39%	14	0.37%	30	0.78%	23	0.60%	12	0.31%
Dissatisfied (2)		24	0.63%	33	0.86%	15	0.39%	33	0.86%	32	0.84%	52	1.36%	56	1.46%	40	1.05%
Neutral (3)		395	10.32%	396	10.35%	408	10.66%	343	8.96%	418	10.93%	430	11.24%	377	9.85%	328	8.57%
Satisfactory (4)		2079	54.34%	2073	54.18%	1863	48.69%	1949	50.94%	1846	48.25%	1907	49.84%	1968	51.23%	2012	52.59%
Very Satisfactory (5)		1260	32.93%	1230	32.15%	1149	30.03%	1385	36.20%	1106	28.91%	1182	30.89%	1320	34.50%	1332	34.81%
No Answer (NA)		62	1.62%	86	2.25%	385	10.06%	101	2.64%	410	10.72%	225	5.88%	90	2.35%	102	2.67%
TOTAL		3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%	3826	100.00%



VI. COMPARATIVE DATA

Airport of Choice if flights are both available in CRK and NAIA

MONTH	CRK	NAIA	NA
1st Quarter	636	33	534
2nd Quarter	1,015	30	165
3rd Quarter	791	29	56
4th Quarter	452	19	73
No. of responses for 2017	2,894	111	828
	3,833		



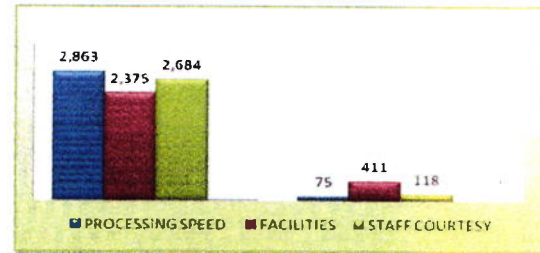
Note: There are 7 passengers who rated both CRK and NAIA as their airport choice.

A significant number of passengers signified preference towards CRK over NAIA; with 2,894 passengers favoring CRK compared to 111 passengers favoring NAIA from 1st to 4th quarter 2017.

Airport of Choice in terms of service & facilities.

(Which airport is better in terms of the following service areas & facilities?)

DURATION	SERVICE AREA	CRK	NAIA
1st - 4 th Quarter	PROCESSING SPEED	2,863	75
1st - 4 th Quarter	AMENITIES & FACILITIES	2,375	411
1st - 4 th Quarter	STAFF COURTESY	2,684	118

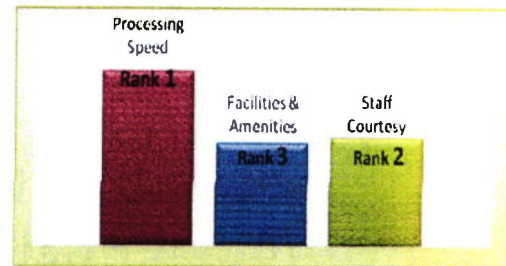


From 1st Quarter to 4th Quarter, survey respondents preferred CRK over NAIA as their airport of choice in terms of processing speed, amenities & facilities, and staff courtesy as seen in the table above.

Level of Priority

(What is more important to you in an airport?)

SERVICE AREA	Total Score on Passengers Ranking 1 st Quarter to 4 th Quarter 2017	RANK
Processing Speed	2,028	1
Amenities & Facilities	1,205	3
Staff Courtesy	1,268	2



Processing Speed ranks first in the most important consideration of passengers for 1st to 4th Quarter of 2017.

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