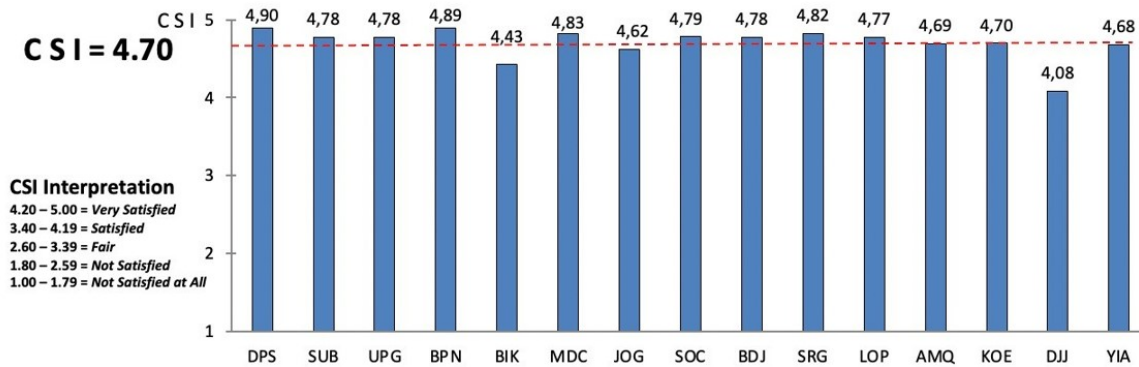


Menindaklanjuti persetujuan Direksi terhadap pelaksanaan Kegiatan pengukuran kepuasan pelanggan (CSI) Tahun 2022 yang bekerjasama dengan INACA, bersama ini disampaikan hasil dimaksud sebagai berikut:

CUSTOMER SATISFACTION INDEX 2022 PT ANGKASA PURA I (PESERO)



| AIRPORT | DPS | SUB | UPG | BPN | BIK | MDC | JOG | SOC | BDJ | SRG | LOP | AMQ | KOE | DJJ | YIA | AVERAGE |
|-----------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| CSI | 4,90 | 4,78 | 4,78 | 4,89 | 4,43 | 4,83 | 4,62 | 4,79 | 4,78 | 4,82 | 4,77 | 4,69 | 4,70 | 4,08 | 4,68 | 4,70 |
| CSI - Passenger | 4,93 | 4,89 | 4,85 | 4,94 | 4,64 | 4,78 | 4,59 | 4,85 | 4,86 | 4,82 | 4,90 | 4,75 | 4,75 | 4,33 | 4,92 | 4,79 |
| CSI - Cockpit Crew | 4,82 | 4,37 | 4,40 | 4,86 | 4,00 | 4,66 | 4,07 | 4,57 | 4,19 | 4,83 | 4,81 | 4,66 | 4,62 | 3,87 | 4,54 | 4,48 |
| CSI - Station Manager | 4,85 | 4,71 | 4,83 | 4,98 | 3,89 | 4,99 | 4,93 | 4,78 | 4,93 | 4,80 | 4,35 | 4,64 | 4,71 | 3,40 | 4,53 | 4,62 |
| CSI - Concessionaire | 4,80 | 4,81 | 4,82 | 4,83 | 4,04 | 4,93 | 4,80 | 4,99 | 4,72 | 4,76 | 4,55 | 4,46 | 4,59 | 3,98 | 4,19 | 4,62 |
| CSI - Cargo | 4,94 | 4,52 | 4,59 | 4,63 | 4,50 | 5,00 | 4,91 | 4,45 | 4,75 | 4,93 | 4,60 | 4,64 | 4,54 | 3,58 | 4,07 | 4,58 |

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

Laporan lengkap hasil pengukuran CSI Tahun 2022 dapat diunduh melalui link <https://sites.google.com/ap1.co.id/csi-measurement>.

Sehubungan hal tersebut di atas, kiranya General Manager agar melakukan hal-hal berikut:

1. Memperhatikan dan menindaklanjuti catatan perbaikan yang menjadi temuan pada pengukuran CSI Tahun 2022 oleh INACA guna peningkatan fasilitas dan pelayanan bandara.
2. Menyampaikan laporan hasil tindak lanjut perbaikan kepada Vice President Airport Operation and Services sebagaimana format terlampir pada link ap1.link/KertasKerjaMonitoringTindakLanjutCSI2022, pada kesempatan pertama.

Demikian disampaikan, atas perhatian dan kerjasamanya diucapkan terima kasih.

Jakarta, 06 Juli 2022



Tembusan Yth. :

1. DIREKTUR UTAMA
2. DIREKTUR TEKNIK
3. PTS. DIREKTUR PEMASARAN DAN PELAYANAN
4. DIREKTUR PENGEMBANGAN USAHA
5. PTS. DIREKTUR KEPATUHAN, ASET DAN PENGADAAN
6. DIREKTUR KEUANGAN DAN MANAJEMEN RISIKO
7. DIREKTUR SDM DAN UMUM
8. VICE PRESIDENT INTERNAL AUDIT
9. VICE PRESIDENT CORPORATE SECRETARY
10. VICE PRESIDENT CORPORATE PLANNING & TRANSFORMATION
11. VICE PRESIDENT CORPORATE SOCIAL RESPONSIBILITY
12. VICE PRESIDENT AIRPORT OPERATION AND SERVICE
13. VICE PRESIDENT AIRPORT SECURITY
14. VICE PRESIDENT AIRPORT SAFETY
15. VICE PRESIDENT AIRPORT OPERATIONAL SERVICE AND HOSPITALITY
16. VICE PRESIDENT AIRPORT PLANNING AND PROJECT DEVELOPMENT
17. VICE PRESIDENT AIRPORT DEVELOPMENT PROJECT
18. VICE PRESIDENT AIRPORT FACILITIES MANAGEMENT
19. VICE PRESIDENT AIRPORT EQUIPMENT MANAGEMENT
20. VICE PRESIDENT AERONAUTICAL BUSINESS AND AIRLINE DEVELOPMENT
21. VICE PRESIDENT AIRPORT COMMERCIAL, BRANDING, AND SERVICE EXPERIENCE
22. VICE PRESIDENT AIRPORT BRANDING AND SERVICE EXPERIENCE
23. VICE PRESIDENT BUSINESS AND PORTOFOLIO MANAGEMENT
24. VICE PRESIDENT BUSINESS AND ASSET DEVELOPMENT
25. VICE PRESIDENT CARGO PLANNING AND DEVELOPMENT
26. PTS. VICE PRESIDENT TECHNOLOGY AND INNOVATION
27. VICE PRESIDENT LEGAL AND COMPLIANCE
28. PTS. VICE PRESIDENT RISK MANAGEMENT
29. VICE PRESIDENT ASSET MANAGEMENT
30. VICE PRESIDENT PROCUREMENT
31. VICE PRESIDENT ACCOUNTING
32. PTS. VICE PRESIDENT FINANCE
33. VICE PRESIDENT SHARED SERVICES MANAGEMENT
34. VICE PRESIDENT HUMAN CAPITAL
35. VICE PRESIDENT TRAINING AND PEOPLE DEVELOPMENT
36. VICE PRESIDENT GENERAL SERVICES AND CORPORATE SOCIAL RESPONSIBILITY