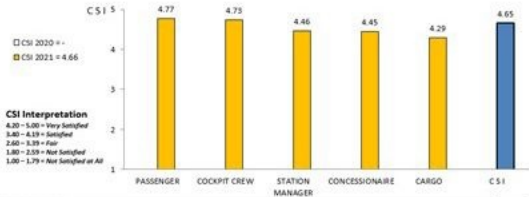


## CUSTOMER SATISFACTION INDEX YOGYAKARTA AIRPORT (YIA), KULONPROGO



CSI COMPONENT	PASSENGER	COCKPIT CREW	STATION MANAGER	CONCESSIONAIRE	CARGO	CSI
CSI 2017	-	-	-	-	-	-
CSI 2018	-	-	-	-	-	-
CSI 2019	-	-	-	-	-	-
CSI 2020	-	-	-	-	-	-
CSI 2021 (RECENT YEAR)	4.77	4.73	4.46	4.45	4.29	4.65

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