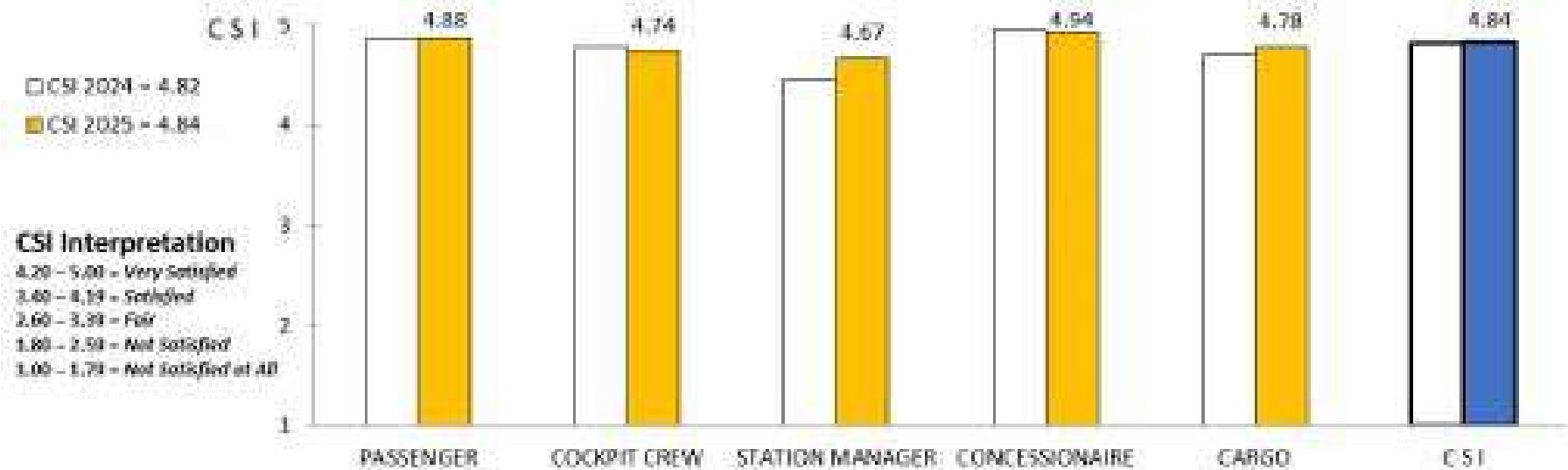


CUSTOMER SATISFACTION INDEX SULTAN HASANUDDIN AIRPORT (UPG), MAKASSAR



CSI COMPONENT	PASSENGER	COCKPIT CREW	STATION MANAGER	CONCESSIONAIRE	CARGO	CSI
CSI 2021	4.81	4.63	4.59	4.65	4.87	4.76
CSI 2022	4.85	4.40	4.83	4.82	4.59	4.78
CSI 2023	4.87	4.51	4.87	4.82	4.66	4.81
CSI 2024	4.88	4.79	4.46	4.96	4.70	4.82
CSI 2025 RECENT	4.88	4.74	4.67	4.94	4.78	4.84

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