



United International University  
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**RESEARCH PAPER ON**

**QUALITY ASSURANCE ON BIMAN BANGLADESH AND US BANGLA AIRLINES**

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## **ABSTRACT**

Nowadays Air transportation is very popular mode of transportation. For air transportation we can easily move from one corner to another corner around the world. Now many airlines exist in our country to provide service and security. These airlines provide different service and security for their passengers in order to obtain the good review. Good review reflects the level of quality. Thus their main objective is to provide the optimum satisfaction level to the passengers. So Biman Bangladesh airlines and US Bangla airlines provide also several qualities of service and security for their passengers. We know that this research paper shows the service and security level of Biman Bangladesh airlines and US Bangla airlines for their passengers. And the main objective is to find out the quality assurance between comparing these two airlines (Biman Bangladesh airlines and US Bangla airlines). Most of the passengers prefer either Biman Bangladesh airlines or US Bangla airlines because the quality of their service and security. This preference varied on passenger's satisfaction which comes through their comfort. Quality assurance of any airlines depends on the quality of the service, security of the airlines, fare and baggage policy of the route, schedule and duration of flight. It is very important to maintain properly these four factors for any airlines, if they want to satisfy their passengers. To develop a questionnaire from collecting primary data based on passengers preference who travel in Biman Bangladesh airlines or US Bangla airlines. This analysis helps to find out which airlines service and security are better than the other airlines service and security. To find out this result from questionnaire analysis. And questionnaire analysis carries out to passenger's evaluation. This finding is very important for both airlines because it reduce their weakness gap (if weakness remains).

## QUALITY ASSURANCE ON BIMAN BANGLADESH AND US BANGLA AIRLINES



## **INTRODUCTION**

Air transportation is an important factor for any country since it adds remarkable contribution on its economic growth. In fact In Bangladesh, these airlines plays an important role on economic growth. For air transportation, we can trade easily with any countries and we can keep good relationship internationally, economically, politically etc.

The demand of navigation sector is increasing day by day especially in Bangladesh. Maximum Bangladeshi people traveled by airlines either domestically or internationally. As people are very busy for their task, they don't want to waste their valuable time so maximum time they travel in airlines. Today's customers are very sophisticated and they have a huge demand regarding the service quality. It explores the performance difference between two airline companies (Biman Bangladesh airlines and US Bangla airlines).

In 1972, Biman Bangladesh started to operate internationally with flights to London and Calcutta and its domestic flights operated to Chittagong, Sylhet, Jessore and Ishwardi. On 4th January 1972, Biman Bangladesh airlines were recognized as Bangladeshi's national airlines. Biman Bangladesh airlines is popularly known for the HAJJ and UMRAH flight. But from the survey of questionnaire I found that Biman Bangladesh has also a huge demand for their domestic route. Because their fare is quite cheaper than the US Bangla airlines (or other airlines).

US Bangla is a private company which owned by Bangladeshi airlines. It first operates on 17 July 2014 with domestic flight. Now-a-days people are very conscious about their journey.

Biman Bangladesh and US Bangla airlines maintain some important factor because of their quality assurance. And quality assurance depends on their reputation and also some different factors. These different factors may be: cabin crew offer seat belt, take-off and smooth landing, provide reasonable service, refreshment and food are suitable, provide sufficient and secure flight, extra baggage allowance etc.

They think not only service quality but also security. Because people naturally want to avoid any risky occurrence. So security is also important issue in this survey. Thus the airlines companies Biman Bangladesh Airlines and US Bangla Airlines are more conscious about their security issues. One security issue can be a potential factor which influences their operation and reputation.

As we know that US Bangla crashed on 12<sup>th</sup> March in this year. In US Bangla airlines, total passengers were 71. And 51 passengers died in where Bangladeshis were 27. So it was much unexpected occurrence that's happened at Nepal. Actually it effect badly on Airlines Company. And any occurrence creates bad reputation for any airlines company. So the authority of airline companies should be strongly strict and always careful to keep their quality.

## **OBJECTIVE OF THE STUDY**

The main objective of this research paper is to evaluate the quality that is provided by Biman Bangladesh airlines and US Bangla airlines. Quality means only service and security here. So considering these two factors (services and securities) to keep the other factors constant.

## **BACKGROUND**

After the liberation war of Bangladesh, Biman Bangladesh first operated by government that was a DC-3 aircraft. But the aircraft crashed when it was training before any service begins. Finally on 7<sup>th</sup> march 1972, Biman Bangladesh operated its flights to Chittagong and sylhet. On 9<sup>th</sup> march 1972 Biman Bangladesh operated flight to Jessore. Thus the domestic operation of Biman Bangladesh began. Biman Bangladesh first operated internationally with 179 passengers in Dhaka from London.

Despite of Biman Bangladesh Airline is a national and primitive airline but its demand and service falls day by day. It is because of increasing trend of oil price locally and internationally as well as decreasing trend of quality services. A few numbers of customers are satisfied to their services but maximum people avoid this airline. For this reason the price of this airline ticket is cheap that attract some customers. As we know that once Villagers said that Biman Bangladesh Airlines is the "poor's airplane". This airline has no contribution on our GDP growth but it is no matter because it directed by government. In our country we know that public product has no merit. And this is the normal issue in Bangladesh.

US Bangla Airlines first operated on 17 July 2014 with domestic flight which was Chittagong and Jessore. US Bangla Airline founded on 2010. This airline is a joint venture company and also a subsidiary of US Bangla Group. US Bangla Airlines is the largest airline in Bangladesh. It

has flights more than 8 destinations. The US Bangla Airline is trying to be reducing green house gas emission.

US Bangla is a leading premium of Bangladesh only for their good service. So within a short time this airline recognized in different way. And also got the “Best private airline in Bangladesh 2016” award for their on-time performance which was about 98.7%. Reducing operational cost among many competitors that is making it hard for US Bangla Airlines for profit margin. US Bangla have a few technological weaknesses but it will be solve if authority takes good policy and then must will increase their demand and also contribute GDP.

US Bangla operates their flight more than Biman Bangladesh Airline. US Bangla Airline operating maximum flights transported maximum passengers which is 50% of the domestic market share.

To see the background of these two airlines I can say that my study is very important. From my study the authority of these airlines will become conscious about their service and security and easily find out their weakness and also they will try to reduce their problem to retain their customer. Because in this study I use constructive questionnaire where people openly express about their (both airline) weakness and already I say how they remove their problems/weakness. And we should always remind it “where there is problem, there is solution”. So it can be helpful for them. So I think my study is important.

The authority of Biman Bangladesh and US Bangla airlines are conscious about their quality assurance and they take the customers comment from their website and try to improve their overall services and securities. This research paper recommends some effective measures towards ensuring facilities and services of Biman Bangladesh and US Bangla airlines up to the mark with befitting international standard. It is varied with their different service and security level between these two airline company (Biman Bangladesh and US Bangla airlines).

## LITERATURE REVIEW

In an article, Baker (2008) has identified that airline industry has been struggling with many challenges; cutting costs, managing fluctuating demand, keeping up with tight quality requirement while trying to maintain superior services and satisfy the needs of various customers.

A research conducted by Stolzer and Halford (2004), many airlines is lacking a disciplined quality approach to improve safety which must increasingly embrace and employ quality principles in designing, implementing and managing safety programs.

- Flight safety manager.
- Employment of quality professional in safety manager.

A research conducted by Bhatti, Qureshi and Zaman(2010),The major airlines as well as low-cost carriers future is unpredictable and many see both of them in danger because of increasing oil prices.

A research conducted by Steven, Dong and Dresner(2012), Market concentration dampens the relationship between customer satisfaction and airline profitability.

A research conducted by Mitra(2013), To retain the existing customers as well as attract new customer guaranteed passenger service quality by ensuring safety, catering service, customer complain handling, attitude and behavior of the staff as external service quality parameters.

Three dimensions includes in-flight service, in-flight digital service and back office operations are positively related to perceive service quality. Cuisines provided seat comfort safety is most important dimension in-flight service quality. Personal entertainment is the most important dimension. Online ticket booking is another dimension in back office operation ---said by Archan and Subha (2012) in a research paper.

Among the different Airlines, Air Asia and Malaysian Airlines were perceived better intangibles, core service, reputation and employee---said Keemun, Wong and Mesa(2011) in a research paper.

Customer satisfaction is the pillar for business continuation in Airlines which comes from the employee performance and professionalism, willingness to solve problem, friendliness and level of knowledge---said by Teikake(2012) in a research paper.

Image dimension has the highest customer satisfaction level which results in the employees and empathy dimensions---said by Degirmenci, Bolat(2012) in a research paper.

## **METHODOLOGY**

### **Design of research methodology**

The objective of this research paper is to evaluate quality assurance of Biman Bangladesh airlines and US Bangla airlines. The quality of both airlines depends on five factors in the survey questionnaire. So there are five different factors. These five factors are:

- Quality of the services
- Security of the airlines
- Fare and baggage policy of the route
- Schedule and duration of flight and
- Passengers satisfaction ranking

The last factor (Passengers satisfaction ranking) depends on the first four factors (Quality of the services, Security of the airlines, Fare and baggage policy, schedule and duration of flight).I think these four factors are important to maintain properly for all airlines company. Because maintaining these factors properly then it would vey easy to get passengers response and it creates passenger satisfaction which is the main objective of this research paper. So in this study passenger satisfaction is also an important factor. By evaluating questionnaire I find out the quality assurance on Biman Bangladesh airlines and US Bangla airlines service and security. Also other is to find out the relationship of the factors that provided in questionnaire with overall quality assurance. To find out the Biman Bangladesh airlines and US Bangla airlines service and security by quality assurance evaluation .And finally to find out the Biman Bangladesh airlines and US Bangla airlines role on economic impact in Bangladesh.

### **Sample size and data collection method**

To target 70 respondents and collect the sample randomly. The total survey questionnaire filled up random customer who travels by Biman Bangladesh airlines and US Bangla airlines.

Most of the tough issue is to find out the correct information about their quality assurance of these two airlines. From the survey questionnaire of this research paper helps to easily find out the correct information in many ways of service and security of Biman Bangladesh airlines and US Bangla airlines. Quality assurance may vary on some issue. Actually in these some issue the most important thing is to provide good services and securities which provided by Biman Bangladesh airlines and US Bangla airlines. The level of their (Biman Bangladesh airlines and US Bangla airlines) services and security helps to find the quality assurance on the Biman Bangladesh airlines and US Bangla airlines. And also we get passengers satisfaction from their service and security. Passenger's satisfaction indicates the quality assurance. And this will happen when we get the final result of survey questionnaire. Because travelers who want to travel most of the time with the same aircraft then automatically he/she assure about its quality or it express his/her satisfaction level. So these two things (passenger satisfaction and quality assurance) are very closely related with each other.

## DATA ANALYSIS

Now we analyze about the service and security of Biman Bangladesh and US Bangla Airlines which is given below:

### Quality of the services for Biman Bangladesh and US Bangla Airlines:

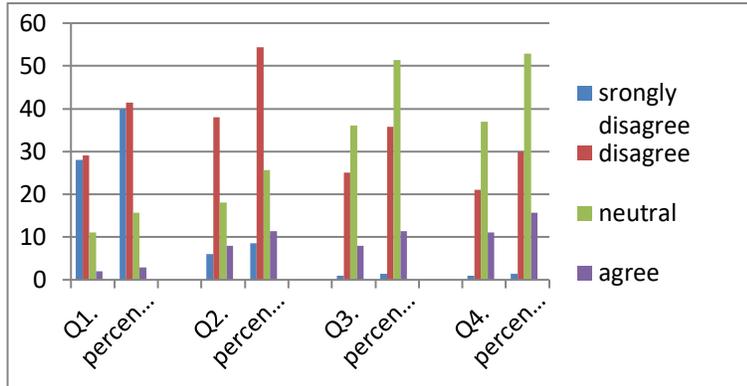


Figure: Biman Bangladesh Airline.

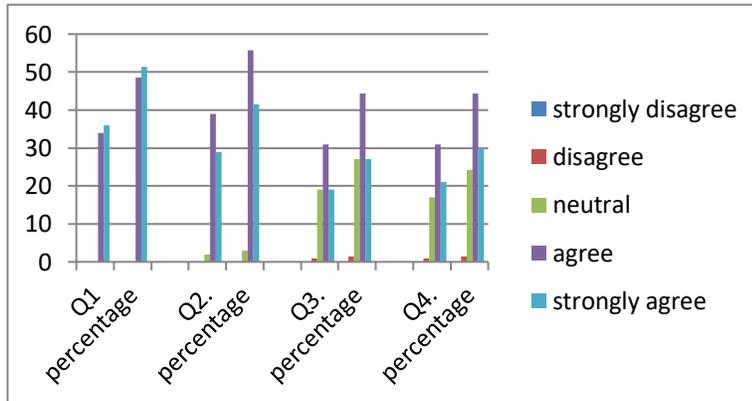


Figure: US Bangla Airline.

Q1. Cabin crew of Biman Bangladesh/US Bangla airlines provide their service accurately and politely.

Q2. Refreshment and food are suitable.

Q3. Infant, children and older people get reasonable service.

Q4.They provide reasonable service from arrival to departure.

### Explanation

Above the two figures show that the quality of services of two airlines. one is Biman Bangladesh and another is US Bangla Airlines. From this figure we can easily compare their service. If we see the second question then we get long distance between them. In question 2(Biman Bangladesh) 54.3% passenger disagree and the highest 11.4% passenger agree but in the same question (for US Bangla passenger) 0% passenger disagree and 55.7% passenger agree. Even no passenger express strongly agree with Biman Bangladesh service among 4 questions and no passenger express strongly disagree against US Bangla service. So from this survey we can conclude that the quality of the service of Biman Bangladesh is not good at all.

### Security of the airlines for both airlines:

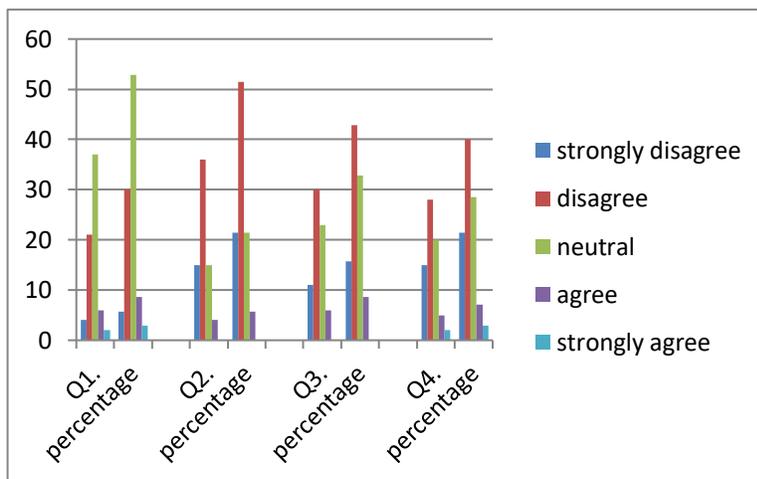


Figure: Biman Bangladesh Airline.

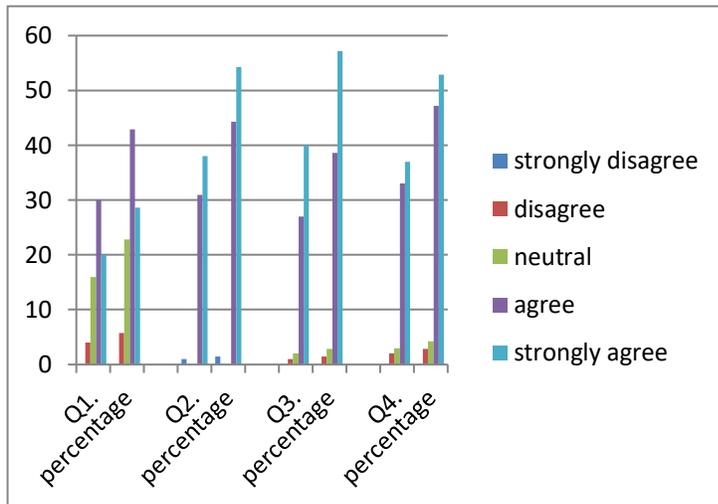


Figure:US Bangla Airline.

Q1.To rate the take-off and smooth landing experience.

Q2.Cabin crew offer seat belts for the children.

Q3.They stores the luggage properly.

Q4.The cabin crew make sure that all the passengers fastened their seat belts and all electronic devices were switch off.

### Explanation

These figures represent the security level of the airlines. The first figure represent the security of Biman Bangladesh where 52.9% passenger neutral is at highest level,51.4% passenger disagree and agree is only 2.9%. But the 2<sup>nd</sup> figure that represent the security of US Bangla where 57.14% passenger are strongly agree in question 3, 1.4% passenger strongly disagree in question 2. From this analysis we are very clear that the security of Biman Bangladesh airlines is lower than the security of US Bangla Airlines. So Biman Bangladesh should take necessary steps to improve their security.

**Fare and baggage policy of the route for both airlines:**

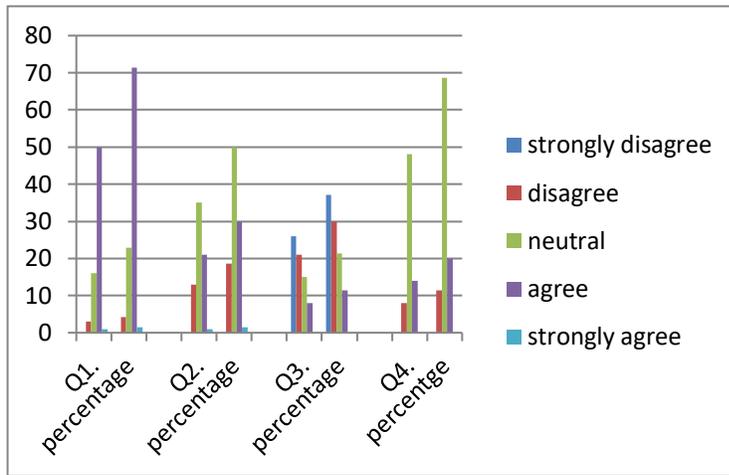


Figure: Biman Bangladesh Airlines.

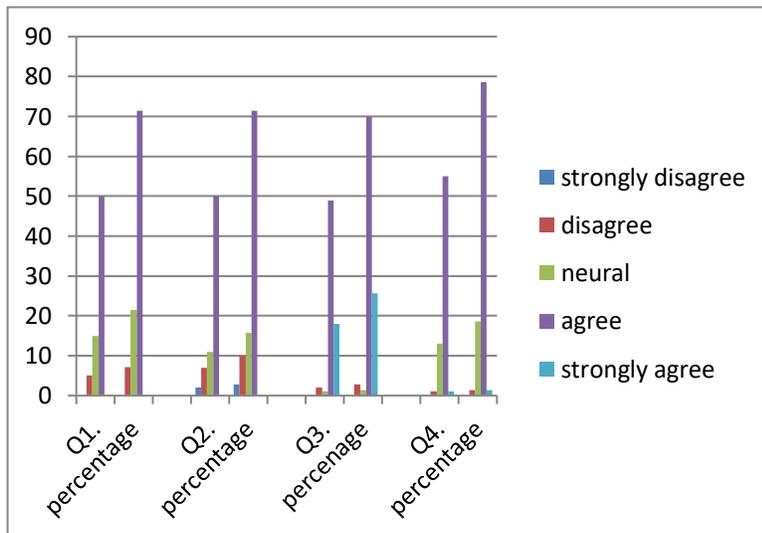


Figure: US Bangla Airline.

Q1. Fare and cheap.

Q2. Extra baggage allowance charges are reasonable.

Q3. Provide special fare frequent flier.

Q4. Children, infant get reasonable flight and baggage.

## Explanation

In question no.1 of this part we get the same result for both airlines which is 71.4% passenger agree. But in question 3, 37.1% passenger are strongly disagree and in question no.4 total 20% agree with Biman Bangladesh but in the same question the total 78.58% agree with US Bangla Airline. So here we say that both airline is fare and cheap.

## Schedule and duration of flight for both airlines:

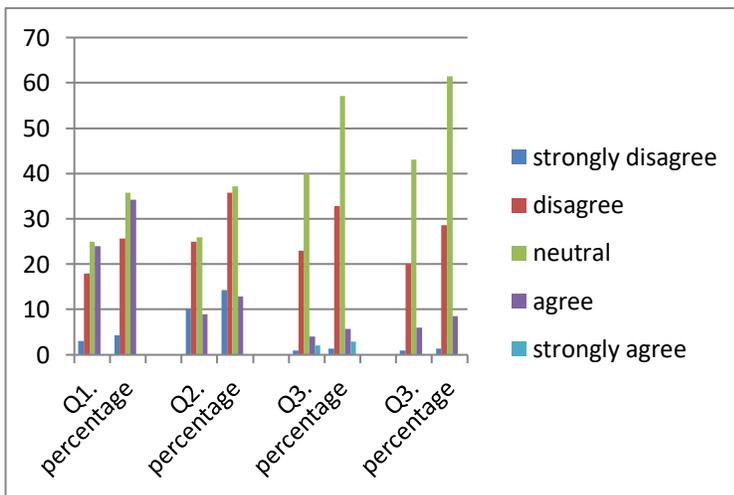


Figure: Biman Bangladesh Airline.

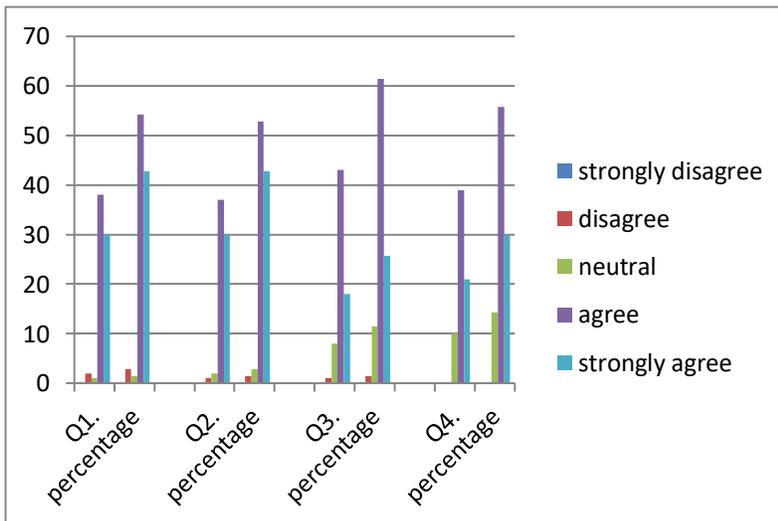


Figure:US Bangla Airline.

- Q1.Flight deparure and arrival on timely and securely.
- Q2.Departure and arrival time are suitable for traveler.
- Q3.Sufficient and secure flight are provided for highest destination.
- Q4.Duration of flight are reasonable for indicated destination.

**Explanation**

These two figures represent the same thing (schedule and duration of flight). This is the 4<sup>th</sup> no. part in this survey. Passenger express strongly disagree in every question for Biman Bangladesh and the highest strongly disagree is 14.28% in question 2 and the highest percentage is neutral (61.4%). On the other side, no passenger express strongly disagree against US Bangla Airline, 61.4% passenger agree, 42.85% passenger strongly agree, 14.28% neutral and 2.85% disagree.

**Satisfaction Level Ranking for both airlines**

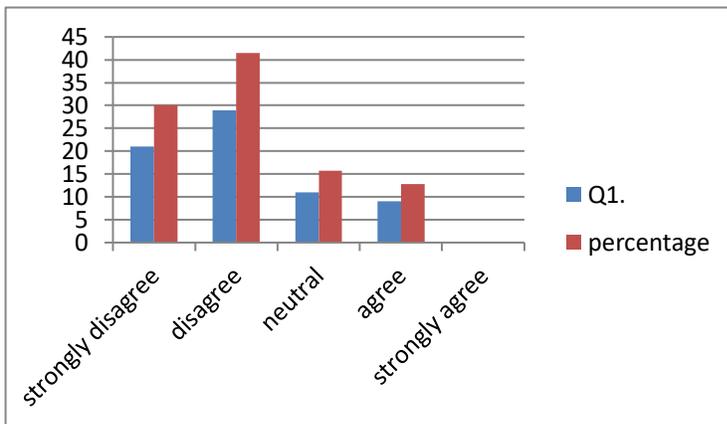


Figure:Biman Bangladeh Airline

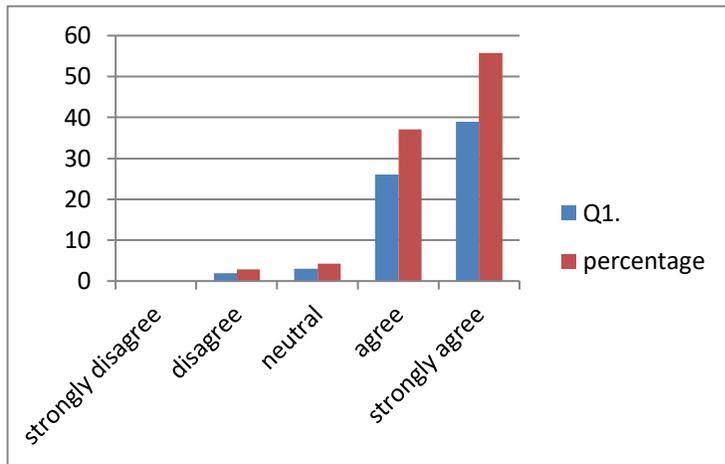


Figure:US Bangla Airline.

Q1.I am satisfied with the service and security of Biman Bangladesh Airlines/US Bangla Airlines.

### Explanation

The last part is the passenger satisfaction ranking for both airlines. To see these figures, we can measure about their passenger satisfaction ranking. The 1<sup>st</sup> figure indicated that the satisfaction ranking of Biman Bangladesh is not good. Here the highest percentage are strongly disagree (30%) and disagree (41.4%). And the 2<sup>nd</sup> figure indicated that the satisfaction ranking of US Bangla Airline is not best but better than Biman Bangladesh Airline. Here 55.7% passenger strongly agree, 37% agree, 4.28% neutral, 2.85% disagree and 0% strongly disagree. From this survey we realize that passenger is not happy to travel on Biman Bangladesh Airline. The authority of Biman Bangladesh are fail to ensure passenger satisfaction.

So from these two airlines survey at last I conclude that the service and security of US Bangla Airlines is much better than the service and security of Biman Bangladesh Airlines. Obviously it is true that US Bangla is not out of problem. But comparing these two airlines, US Bangla has a few problems which is very normal issue.

## **CONCLUSION AND RECOMMENDATION**

Navigation is an important issue for a country's airline companies. For this navigation, a country can get more revenue from their airline company. Also it is not different for Bangladesh. So Bangladesh earn more revenue from many airlines company as like Biman Bangladesh airlines, US Bangla airlines etc. After getting this revenue, the authority of the airline company should be very strict and meticulous in dealing with the shortcomings. And all these airline companies try to exceptional in service and security from each other because of attract the customers mind. Always they compete with each other. Economically, Airlines Company is a highly competitive market in Bangladesh. So it is a big opportunity to earn revenue from navigation sector. This revenue is not only get the authority but also get government.

Biman Bangladesh airlines and US Bangla airlines operate their flight in different countries. The name of Biman Bangladesh airlines and US Bangla airlines is very familiar to Bangladeshi people. Maximum time Bangladeshi people travel by these two airlines (either Biman Bangladesh or US Bangla airlines). Because these airline are cheaper than other airline. The target of this research paper is to find out the quality assurance on Biman Bangladesh airlines and US Bangla airlines. To find out this, we need to survey on questionnaire evaluation. From survey questionnaire we see that the service and security of Biman Bangladesh airlines is not good. This survey questionnaire shows that their weakness about their service and security and also maximum passenger complain against their cabin crew services. So I think their cabin crew do not give well trained or they (cabin crew) are not qualified for their job. Security is the most important factor for any aircraft. Without security passenger/traveler do not feel comfortable. For this reason passenger always avoid those aircraft which are enable to maintain security in their aircraft. Also Biman Bangladesh lost their customer/passenger for this type of weakness. Other factor such as: fare and baggage, schedule and duration is average. Now in the same survey questionnaire we see that the service and security of US Bangla airlines is not best but better that means their service and security remain the level of medium. Although we all know that before few months ago US Bangla crashed at Nepal (Trivuhon International Airport). After happening that's unexpected occurrence traveler avoid US Bangla for some days. Because they were afraid of their (US Bangla) services and securities. If that was an accident for US Bangla

airlines company. To compare these two airlines in this survey, the service and security of US Bangla airlines is better than the service and security of Biman Bangladesh airlines. Maximum passenger was disagreeing about their (Biman Bangladesh Airlines) service and security but a few number of passenger was disagree about the service and security of US Bangla airlines. From this survey, maximum passenger assures the quality on US Bangla airlines service and security. If the cabin crew of Biman Bangladesh Airlines improves their weakness then passenger will satisfy their service and security. Because most of the passengers were strongly disagree about their cabin crew. Service is not only depending on cabin crew but also some security. For this situation government should take some necessary steps:

- i) Biman Bangladesh Airlines should recruit skilled staff with required qualification directly at officer level.
- ii) Effective training programs
- iii) To keep at least 2 monitors for every aircraft and
- iv) To communicate with passenger for emergency situation.
- v) Reducing bureaucratic management systems
- vi) To ensure accountability

If government initiate and maintain these steps properly then passengers level of dissatisfaction will reduce at least 5% - 10%. By selecting qualified person after final selection, when he/she got training then they will try to eliminate their weakness. So this training helps them to be a skillful cabin crew. And at least 2 monitors keep in every aircraft only for monitoring the cabin crew during the flight. And also the authority of this airline should communicate with passenger when their flight cancelled with/without any reason. It is a sensitive issue to passenger when he/she goes to the airport and then knows that their flight is cancelled. It really impacts negatively on any airline company. Finally I say that only government can ensure the service and security of this airline company by initiating these steps very urgent.

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**Appendix:**

<b>Questions/Options</b>	<b>Frequency</b>	<b>Percentage(%)</b>
<b>Travel by Biman Bangladesh Airlines</b>		
0 time	1	1.3
1 time	38	54.3
2time	26	37.15
More than 2 time	5	7.15
<b>Purpose</b>		
Domestic tour	21	30
Business purpose	11	15.72
Conference purpose	1	1.43
Vacation purpose	37	52.86
<b>Questions/Options</b>	<b>Frequency</b>	<b>Percentage(%)</b>
<b>Travelby US Bangla airlines</b>		
0 times	0	0
1times	24	34.30
2 times	18	25.72
More than 2 times	28	40
<b>Purpose</b>		
Domestic tour	7	0
Business purpose	11	10
Conference purpose	3	15.72
Vacation purpose	49	4.29

**Descriptive Statistics:**

Firstly in this point given a table of the sample size, mean, sum and standard deviation in this research paper:

(For Biman Bangladesh Airlines)

Factors	Sample	Sum	Mean
1	70	130	1.86
2	70	168	2.4
3	70	190	2.71
4	70	197	2.81
5	70	187	2.67
6	70	131	1.9
7	70	164	2.34
8	70	156	2.23
9	70	258	3.7
10	70	221	3.16
11	70	146	2.08
12	70	215	3.07
13	70	210	3
14	70	173	2.47
15	70	189	2.7
16	70	194	2.77
17	70	149	2.13

➤ **Given below a table for US Bangla Airlines**

Factors	Sample	Sum	Mean
1	70	345	4.928
2	70	308	4.4
3	70	278	3.971
4	70	282	4.028
5	70	272	3.885
6	70	315	4.5
7	70	316	4.514

8	70	311	4.442
9	70	255	3.642
10	70	246	3.514
11	70	327	4.671
12	70	266	3.8
13	70	305	4.357
14	70	311	4.442
15	70	313	4.471
16	70	291	4.157
17	70	316	4.514

Biman Bangladesh Airline (Quality of the services)					
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q1.	28	29	11	2	0
percentage	40	41.42857	15.71429	2.857143	0
Q2.	6	38	18	8	0
percentage	8.571428571	54.28571	25.71429	11.42857	0
Q3.	1	25	36	8	0
percentage	1.428571429	35.71429	51.42857	11.42857	0
Q4.	1	21	37	11	0
percentage	1.428571429	30	52.85714	15.71429	0
US Bangla Airline (Quality of the services)					

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Q1.	0	0	0	34	36
percentage	0	0	0	48.57143	51.42857143
Q2.	0	0	2	39	29
percentage	0	0	2.857143	55.71429	41.42857143
Q3.	0	1	19	31	19
percentage	0	1.428571	27.14286	44.28571	27.14285714
Q4.	0	1	17	31	21
percentage	0	1.428571	24.28571	44.28571`	30
Biman Bangladesh Airline(security of the airlines)					
	Strongly disagree	Disagree	neutral	Agree	Strongly agree
Q1.	4	21	37	6	2
percentage	5.714285714	30	52.85714	8.571429	2.857142857
Q2.	15	36	15	4	0
percentage	21.42857143	51.42857	21.42857	5.714286	0
Q3.	11	30	23	6	0
percentage	15.71428571	42.85714	32.85714	8.571429	0
Q4.	15	28	20	5	2
percentage	21.42857143	40	28.57143	7.142857	2.857142857
US Bangla Airline(security of the airlines)					

	Strongly disagree	Disagree	neutral	Agree	Strongly agree
Q1.	0	4	16	30	20
percentage	0	5.714286	22.85714	42.85714	28.57142857
Q2.	1	0	0	31	38
percentage	1.428571429	0	0	44.28571	54.28571429
Q3.	0	1	2	27	40
percentage	0	1.428571	2.857143	38.57143	57.14285714
Q4.	0	2	3	33	37
percentage	0	2.857143	4.285714	47.14286	52.85714286
Biman Bangladesh Airline(fare and baggage policy of the route)					
	Strongly disagree	Disagree	neutral	Agree	Strongly agree
Q1.	0	3	16	50	1
percentage	0	4.285714	22.85714	71.42857	1.428571429
Q2.	0	13	35	21	1
percentage	0	18.57143	50	30	1.428571429
Q3.	26	21	15	8	0
percentage	37.14285714	30	21.42857	11.42857	0
Q4.	0	8	48	14	0
percentage	0	11.42857	68.57143	20	0
US Bangla Airline(fare and baggage policy of the route)					

	Strongly disagree	Disagree	neutral	Agree	Strongly agree
Q1.	0	5	15	50	0
percentage	0	7.142857	21.42857	71.42857	0
Q2.	2	7	11	50	0
percentage	2.857142857	10	15.71429	71.42857	0
Q3.	0	2	1	49	18
percentage	0	2.857143	1.428571	70	25.71428571
Q4.	0	1	13	55	1
percentage	0	1.428571	18.57143	78.57143	1.428571429
Biman Bangladesh Airline(schedule and duration of flight)					
	Strongly disagree	Disagree	neutral	Agree	Strongly agree
Q1.	3	18	25	24	0
percentage	4.285714286	25.71429	35.71429	34.28571	0
Q2.	10	25	26	9	0
percentage	14.28571429	35.71429	37.14286	12.85714	0
Q3.	1	23	40	4	2
percentage	1.428571429	32.85714	57.14286	5.714286	2.857142857
Q4.	1	20	43	6	0
percentage	1.428571429	28.57143	61.42857	8.571429	0
US Bangla Airline(schedule and duration of flight)					

	Strongly disagree	Disagree	neutral	Agree	Strongly agree
Q1.	0	2	1	38	30
percentage	0	2.857143	1.428571	54.28571	42.85714286
Q2.	0	1	2	37	30
percentage	0	1.428571	2.857143	52.85714	42.85714286
Q3.	0	1	8	43	18
percentage	0	1.428571	11.42857	61.42857	25.71428571
Q4.	0	0	10	39	21
percentage	0	0	14.28571	55.71429	30
Biman Bangladesh Airline(passenger satisfaction ranking)					
	Strongly disagree	Disagree	neutral	Agree	Strongly agree
Q1	21	29	11	9	0
percentage	30	41.42857	15.71429	12.85714	0
US Bangla Airline(passenger satisfaction ranking)					
	Strongly disagree	Disagree	neutral	Agree	Strongly agree
Q1.	0	2	3	26	39
percentage	0	2.857143	4.285714	37.14286	55.71428571

-----THE END-----