

NAIA no longer among 10 worst airports in the world

Written by Louella Desiderio

Tuesday, 03 November 2015 13:45



“Rehabilitation efforts have helped decongest and clean up Terminal 1...The Wings Transit Lounge in Terminal 3 helped make things more comfortable, albeit for a price,” travel website The Guide to Sleeping in Airports noted. (File photo)

MANILA — The Ninoy Aquino International Airport (NAIA) is no longer in the list of the 10 worst airports in the world, according to the latest survey of the travel website The Guide to Sleeping in Airports.

“Rehabilitation efforts have helped decongest and clean up Terminal 1...The Wings Transit Lounge in Terminal 3 helped make things more comfortable, albeit for a price,” the website noted.

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“There is still room for improvement though, as the website cited leaking ceilings in Terminal 1 and collapsing floors in Terminal 2,” it added.

The survey, however, showed that NAIA is still the eighth worst airport in Asia.

NAIA was among the worst airports in the world based on the travel website’s survey from 2011 to 2013.

“Passengers remain annoyed by the poor customer service, the long queues, the sub-par food selection, the lack of restrooms and the crowded seating areas. There is definitely a long way to go but we’re thrilled to see improvements come along bit by bit,” according to the website.

The survey is conducted annually based on airport experiences of travelers.

Travelers are asked to rate the services and facilities, terminal cleanliness, customer service and comfort.

NAIA Terminal 1 manager Dante Basanta said they welcome the findings of the travel website, adding they always strive to improve their services and facilities.

Basanta said they are in the process of constructing waiting sites at the departure area so that passengers and those sending them off are not exposed to the sun and other elements.

The project is worth P8 million.

He said the airport lounge was also refurbished and security beefed up in preparation for the

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Asia-Pacific Economic Cooperation (APEC) Leaders' Summit next month.

Worst airports

The Port Harcourt International Airport of Nigeria emerged as the worst airport in the world this year, followed by Jeddah King Abdulaziz International Airport in Saudi Arabia, Kathmandu Tribhuvan International Airport in Nepal, Tashkent International Airport in Uzbekistan, Caracas Simon Bolivar International Airport in Venezuela and Port au Prince Toussaint Louverture International Airport in Haiti.

Kabul Hamid Karzai International Airport in Afghanistan is seventh worst airport, followed by Ho Chi Minh City Tan Son Nhat International Airport in Vietnam, Islamabad Benazir Bhutto International Airport in Pakistan and Paris Beauvais-Tille International Airport outside Paris.

In Asia, the Kathmandu Tribhuvan International Airport in Nepal was named worst airport.

Tashkent International Airport in Uzbekistan came in second, followed by Kabul Hamid Karzai International Airport in Afghanistan.

The other worst airports in in Asia are Vietnam's Ho Chi Minh City Tân Son Nhat International Airport, Pakistan's Islamabad Benazir Bhutto International Airport, China's Guangzhou Baiyun International Airport, India's Chennai International Airport, Bangladesh's Dhaka Shahjalal International Airport and Sri Lanka's Colombo Bandaranaike International Airport.

Best airports

Singapore's Changi International Airport was named the best airport in the world.

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South Korea's Seoul Incheon International Airport, Japan's Tokyo Haneda International Airport, Taiwan's Taipei Taoyuan International Airport, Hong Kong International Airport, Germany's Munich International Airport, Finland's Helsinki International Airport, Canada's Vancouver International Airport, Malaysia's Kuala Lumpur International Airport and Switzerland's Zurich Kloten International Airport also made it to the top 10 best airports list.

Asia's best

In Asia, Singapore's Changi International Airport, South Korea's Incheon International Airport, Japan's Tokyo Haneda International Airport, Taiwan's Taipei Taoyuan International Airport, Hong Kong International Airport and Malaysia's Kuala Lumpur International Airport were joined by Japan's Osaka Kansai International Airport, India's New Delhi Indira Gandhi International Airport, Hyderabad Rajiv Gandhi International Airport and Mumbai Chatrapati Shivaji International Airport as the 10 best airports.