

***“I cannot live near the airport...the pollution...construction...it is ruining my life...please help”***

## Overview

Bangalore International Airport Limited (BIAL) is attempting to raise \$2B in capital to finance the construction of a new terminal and runway for the Kempegowda Airport (KIA). The project is expected to become operational by 2021, however, it faces significant risk due to steadily increasing social tensions with local communities over ongoing construction since 2008. Public concerns regarding the impact on local communities, poor airport facilities and infrastructure, and water insecurity have already sparked protests and will jeopardize long-term project objectives if not addressed.

## Key Findings

- People living around the airport perceive the project as a threat to their livelihoods
  - Since 2008, 181 villages covering 2,481 acres have [been](#) bought below market value by BIAL for the airport expansion
  - On March 16, 2016, farmers [blocked airport roads](#) to demand permanent solutions to water security issues
- Airport patrons are unhappy with the poor conditions, which impact their travel
  - Congestion on airport toll [roads](#) are causing passengers to miss flights
  - On January 25, 2018, a pro-Kannada group staged a [protest](#) to demand that Kannada be the primary language in the airport terminal
  - Poor sanitary conditions are creating health concerns



March 2016: “Farmers blocking the road leading to the airport and disrupting traffic as they sought a solution to their water woes” (Source: [The Deccan Chronicle](#))

***“We wonder why they do not spend to solve basic civic problems instead of spending crores of rupees for publicity.”***

## Data Analytics

Measured public sentiment of the most widely discussed social media topics from a total of 2,165 tweets, 1,834 Facebook posts, 93 English and 45 Kannada news sites, 22 Instagram posts, 17 research papers, and 12 technical white papers

## Key Findings

- Karnataka State’s employment programs have failed to employ people displaced by the airport expansion
  - Local language newspapers (e.g. Kannada news sites) demand employment programs for local communities around the airport
  - The state’s skill development program [failed](#) to fill over 100,000 job openings as of January 2018
- Airport police have [refused](#) to provide security for toll roads, citing manpower shortages, and instead re-allocated resources for the May 12 statewide elections
- A central government security audit revealed that KIA is the only major airport in the nation not [equipped](#) with bomb detection security, which poses an immediate threat to passenger security
- Despite the airport attracting a [record](#) number of passengers in 2017, a recent customer satisfaction survey [ranked](#) it below other regional airports in the state



***“@BLRAirport: Didn’t you get a single person in all of [#bangalore](#) to get proper sign boards printed???”***



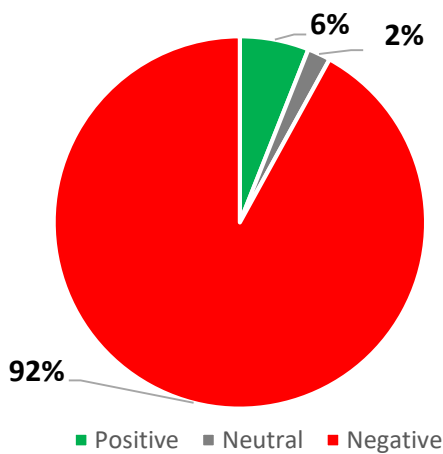
***“Bangalore airport shop selling coffee with unhygienic condition...Flies in the coffee!”***

***“Three lives have already been lost even as #Bengaluru waits for a skywalk on the airport road. How many more have to die?”***

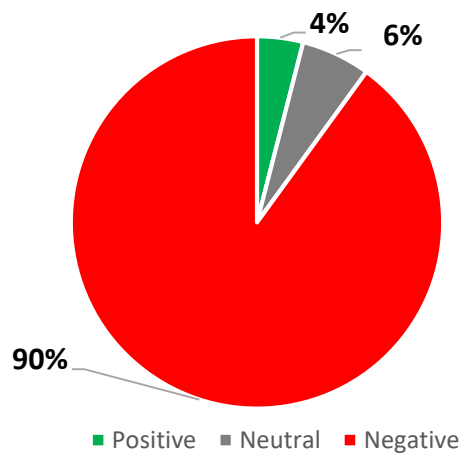
## Sentiment Analysis

- Negative public sentiment is primarily associated with poor project management
  - 94% is due to local people’s frustration regarding the lack of proactive measures to supplement their livelihoods
  - Passengers do not view airport modernization projects for their benefit
  - People view BIAL’s 2018 airport bird [study](#) and the “Kempe” airport [robot](#) as wasteful spending

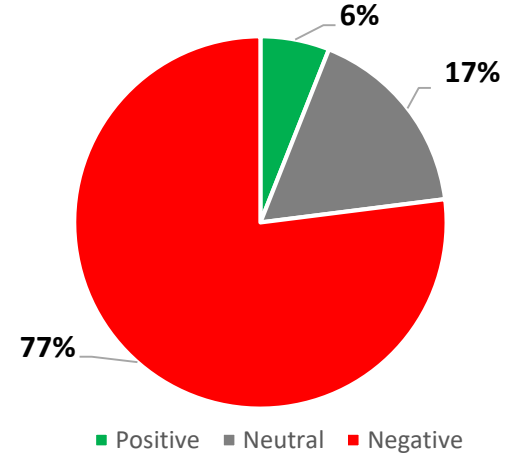
Local People Sentiment



Kannada Language News Sites Sentiment



Airport Passengers Sentiment



## Recommendations

- Produce a [Specialized Analysis](#) in order to:
  - Continuously monitor changes in public sentiment regarding specific issues (e.g. Kannada language, airport security, and infrastructure improvements)
  - Identify solutions that reduce social tensions and provide a more permissive environment for investors
  - Present findings and recommendations that align airport modernization objectives with local community grievances through employment initiatives and construction projects