



Overall satisfaction WORLDWIDE

Global snapshot of airport customer experience satisfaction, produced by ACI ASQ

2021

4.38 ↓

2020

4.51

An overall decline in the satisfaction scores is observed in 2021

The results presented in the 2021 Annual Barometer include all quarters (Q) of 2021. To assess the evolution of the scores during the COVID-19 pandemic, only Q2 to Q4 are considered for the 2020 results.

Following a strong increase in satisfaction scores at the beginning of the COVID-19 pandemic, an overall decline is observed in 2021, suggesting that passenger satisfaction is gradually returning to pre-pandemic levels. However, satisfaction levels in 2021 remain higher than in 2019 (4.24), showing that passengers are satisfied with the airport experience despite the challenges.

After registering the largest increase from 2019 to 2020, airport facilities and access have both significantly decreased in 2021 and remain the lowest rated categories. The items that had the largest decrease are the value for money of restaurant/eating facilities, shopping facilities and parking facilities. This perception might be the result of the reduction of airport commercial offerings due to the impact of the pandemic.

While no category has increased in comparison to 2020, passengers were most satisfied with the **passport/ID control**, **check-in**, and **security**. The highest rated items were related to the **courtesy and helpfulness of the staff throughout the journey, the feeling of being safe and secure, the cleanliness of airports' terminal**, as well as the **efficiency of the processes in general**, which is a testament to the importance of employees' engagement in delivering the best customer experience.

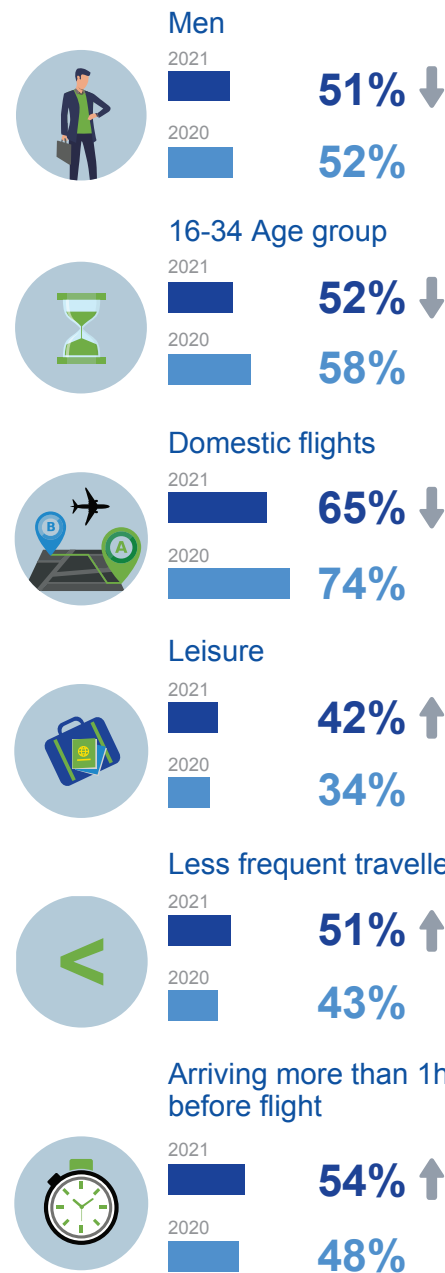
Who travelled during the pandemic?

The ASQ 2021 Global Traveller Survey shows how important it is to continue measuring passengers' satisfaction at airports as new segments have emerged from the pandemic. The perceptions and expectations of travellers have been impacted, regardless of whether they have experienced air travel since the beginning of the pandemic and whether they were fully vaccinated.

Compared to 2020, the greatest shift in passengers' profile is the decrease in the proportion of domestic travellers, explained by the increase of international flights and higher proportion of leisure travellers. In addition, while the time travellers spent at airports before their flights decreased in 2020—most likely due to their heightened perception of contamination risk—a significant increase was noted in 2021 as additional processes were added to airports' journey (e.g., passenger screening, additional documentation, etc.). This presents an opportunity for airports to boost their commercial offerings as passengers spend more time at gate areas.

PASSENGERS' PROFILE

Who travelled in 2021, where and why?



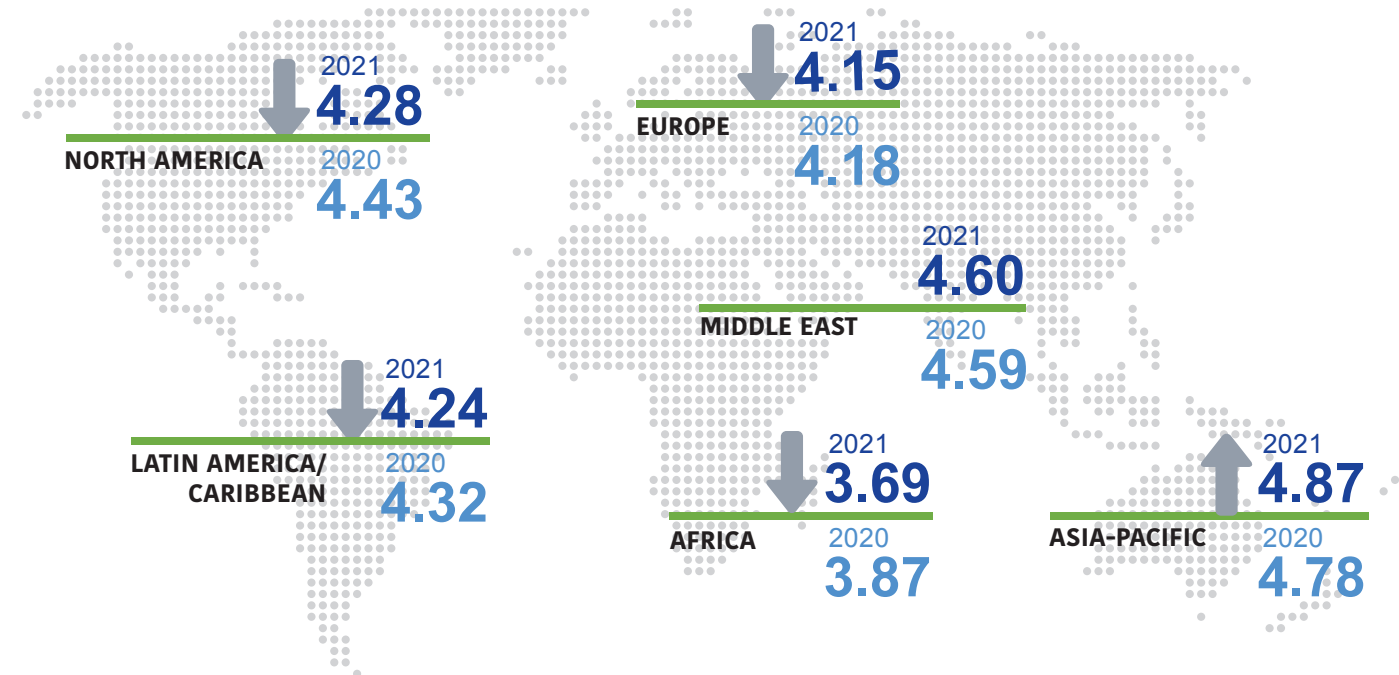
% represented by this segment of passengers

↑ ↓ indicates that the proportion represented by this segment is higher or lower compared to the 2020 result at a statistically significant level (95%).



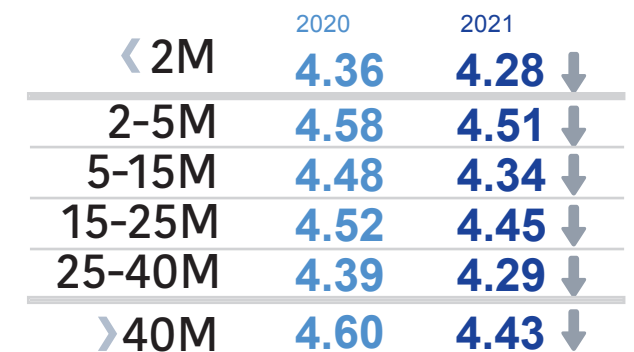
Overall satisfaction BY REGION

With the highest overall satisfaction score, Asia-Pacific is the only region that recorded a significant increase from 2020 to 2021. The overall satisfaction score remained steady in Middle East. Contrary to the general trend, both regions have seen an increase in passengers' satisfaction with the value for money of their experience. As for Africa, North America and Latin America/Caribbean, these regions have all seen a decrease in 2021.



Overall satisfaction BY AIRPORT SIZE

All airport size categories have received lower ratings for their overall satisfaction score in 2021 than they did in 2020. Large airports (>40 mppa), who obtained the highest score in 2020, have seen the greatest decrease in their passengers' satisfaction level while the 15-25 mppa category had the lowest decline over the period. The 2-5 mppa airport size category obtained the highest overall satisfaction score in 2021.



Results are means on a 5-point scale.

↑ ↓ indicates that the segment's performance is higher or lower compared to the 2020 result on a statistically significant level (95%).



Results are means on a 5-point scale.

Source: ACI Airport Service Quality Departures – Main type Programme 2020-2021, based on Q1 to Q4 2021 results with 253 airports. Data has not been weighted according to traffic type.