



Overall satisfaction **WORLDWIDE**

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

Q1 2021

4.45 ↓

Q4 2020

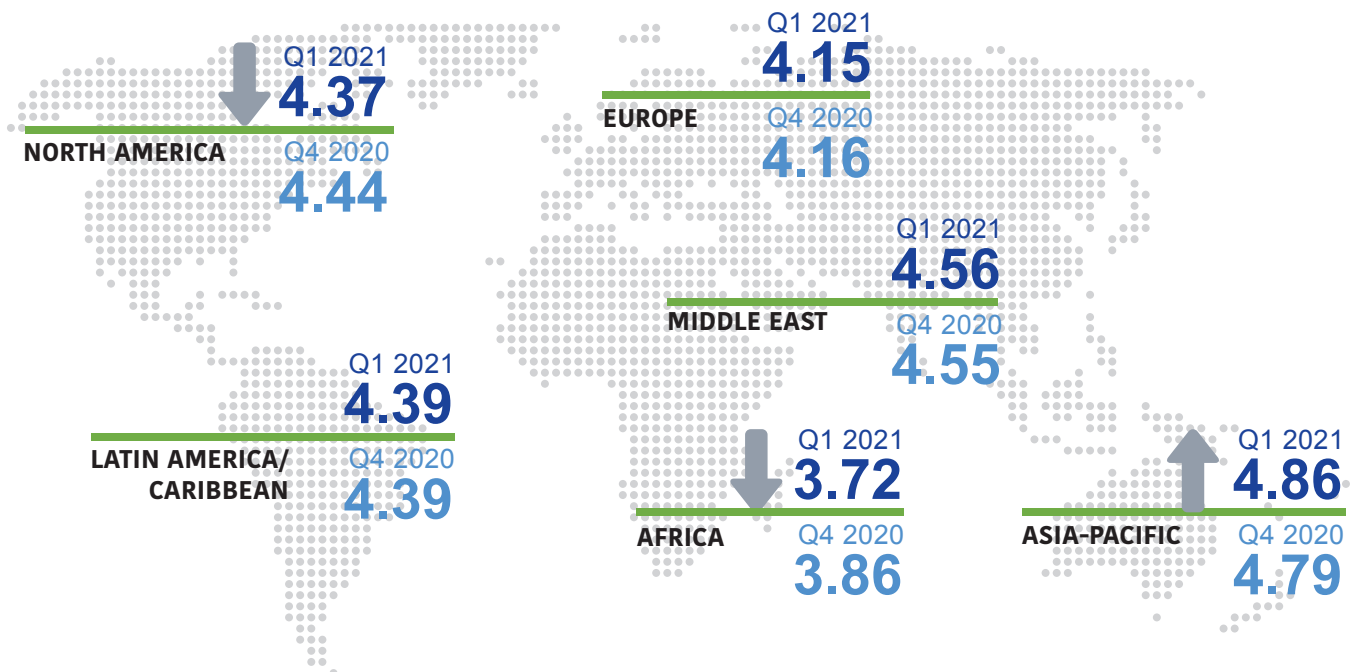
4.47

Passengers' overall satisfaction has slightly decreased in comparison to the previous quarter (Q4 2020).

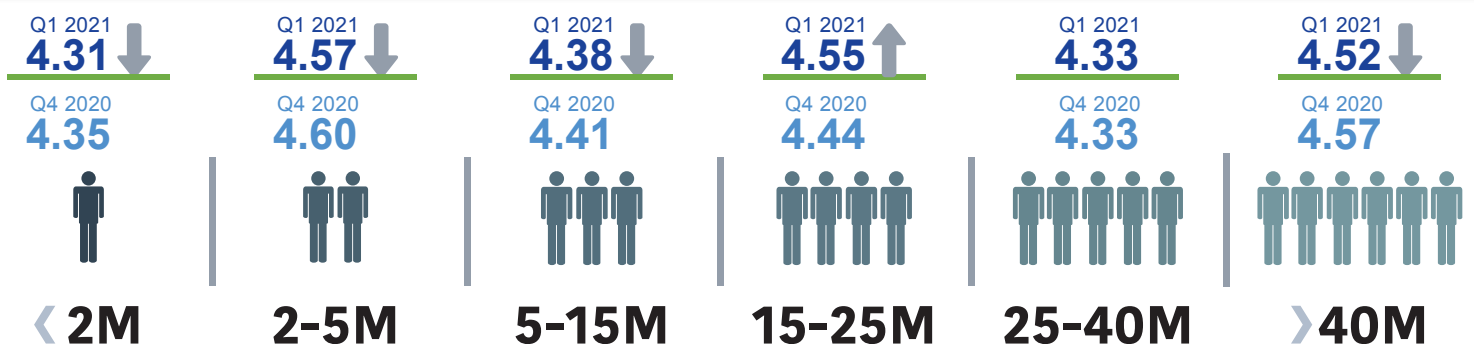
Compared to the previous quarter, the overall satisfaction score increased in Asia-Pacific while it decreased in Africa and North America. The results remain stable in other regions. Apart from the middle-sized airports (15-25 mppa and 25-40 mppa), who respectively observed an increase and a stable result compared to Q4 2020, the smaller (<15 mppa) and larger airports (>40 mppa) suffered a decline in their overall satisfaction score in Q1 2021.



Overall satisfaction **BY REGION**



Overall satisfaction **BY AIRPORT SIZE**



Source: ACI Airport Service Quality Departures – Main type Programme 2020-2021, based on Q1 2021 results with 216 airports

↑ ↓ indicates that the segment's performance is higher or lower compared to the Q4 2020 result on a statistically significant level (95%). Results are means on a 5-point scale.