



### Overall satisfaction **WORLDWIDE**

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

Q3 2021

**4.33** ↓

Q2 2021

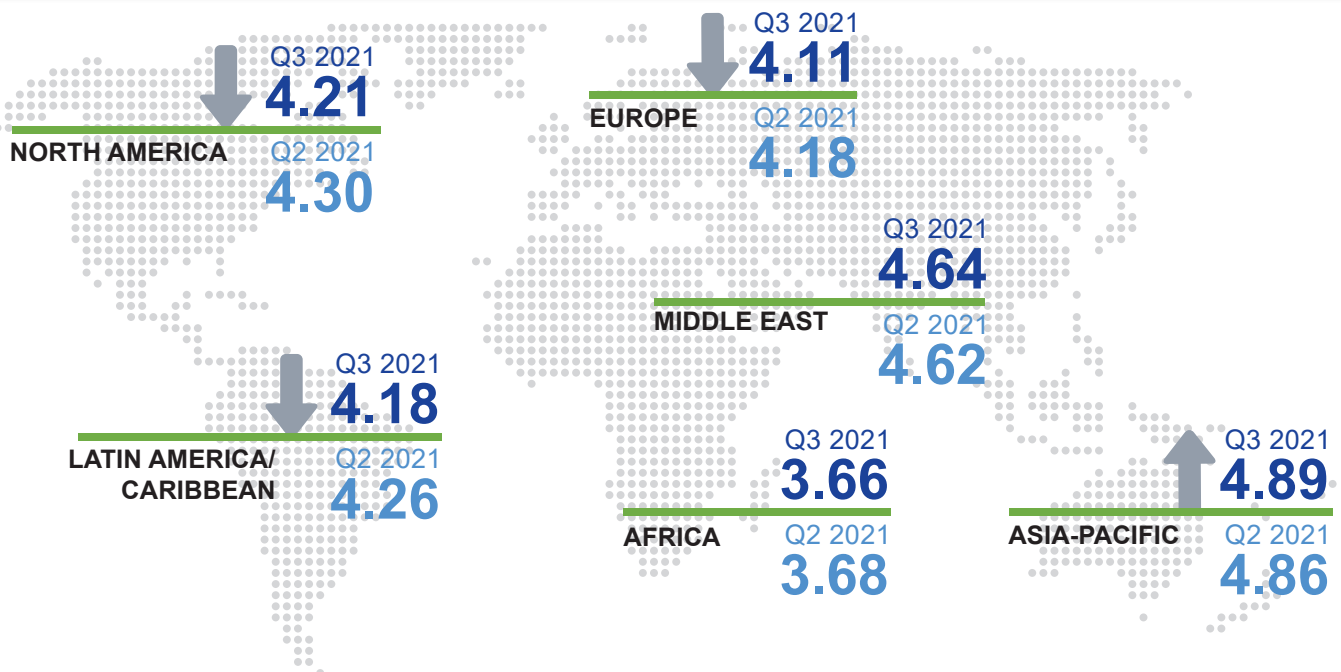
**4.39**

The overall satisfaction score of 4.33 in Q3 2021 represents another decrease compared to the previous quarter, but remains higher than before the pandemic. Interesting fact: the proportion of leisure travellers has grown significantly (+15%) compared to Q2 2021.

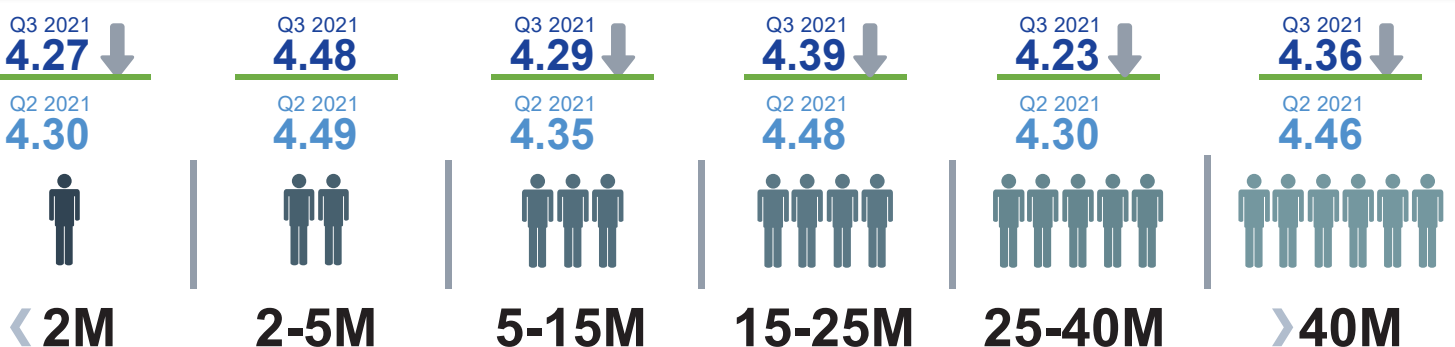
The decrease in the overall satisfaction score is reflected at each step of the passenger journey as they all scored lower than in Q2 2021. Asia-Pacific, the only region that did not record an increase of passengers travelling for leisure, is also the only region that observed a significant increase in its overall satisfaction score. The performance of Africa and Middle East remained steady, while the scores of Europe, North America, and Latin America/Caribbean decreased compared to the previous quarter. In accordance with the above, all airport size categories have seen a significant decrease in their overall satisfaction score, except for the 2-5 mppa category.



### Overall satisfaction **BY REGION**



### Overall satisfaction **BY AIRPORT SIZE**



Source: ACI Airport Service Quality Departures – Main type Programme 2021, based on Q3 2021 results with 235 airports

↑ ↓ indicates that the segment's performance is higher or lower compared to the Q2 2021 result on a statistically significant level (95%). Results are means of a 5-pt scale.