

ACI reveals results of airport passenger satisfaction survey

Overall global passenger satisfaction with airport service quality increased during 2018, according to the latest findings of the Airports Council International (ACI) World Airport Service Quality (ASQ) barometer.

Airline check-in and passport control processes generated the highest levels of satisfaction in 2018, while airport facilities – including the availability and quality of services, including washrooms, internet access, food and beverage outlets and retail options – are the points of contact that have improved the most, climbing from 3.90 in 2017 to 3.94 in 2018.

Value for money of restaurants and shopping facilities is the main challenge for airports, the barometer found.

In 2018, overall passenger satisfaction on a global level, increased to 4.21 from 4.19 year on year. This reflects the importance placed on customer experience and satisfaction by airports around the world.

“Airports are placing ever-increasing importance on improving the passenger experience as passengers are demanding higher levels of service and regulators pay close attention to airport service delivery,” said Angela Gittens, Director General, ACI World.

“The ACI ASQ program is the world’s leading airport passenger service and benchmarking program measuring passengers’ satisfaction while they are traveling through an airport. Through the ASQ barometer, we have seen continuous improvement in all categories related to the departure experience, demonstrating that airports are committed to delivering a high-quality passenger experience.

“Over 380 airports across 91 countries participate in the ASQ Departures survey which provides the research tools and management information to help airports better understand passengers’ views and what they value in an airport’s products and services. At our second ACI Customer Experience Global Summit 2019, which will take place in Bali, Indonesia, we will explore and celebrate best practice by leading airports in all of these categories.”