



Overall satisfaction WORLDWIDE

Global snapshot of airport customer satisfaction, produced by ACI ASQ

Security has the strongest impact on the overall satisfaction of passengers*. Despite the sensitivity of this topic, an increase in satisfaction has been noted.

Opportunities of improvement: **airport facilities**, especially since it is the second most important dimension for passengers*.

Almost all airport passenger personas have recorded an **increase** in their level of satisfaction. The Sunlounge Tourist remains the largest segment of passenger type in airports.



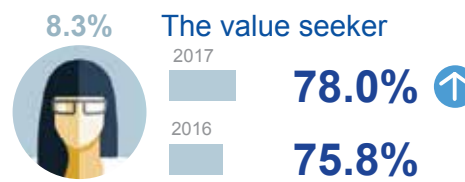
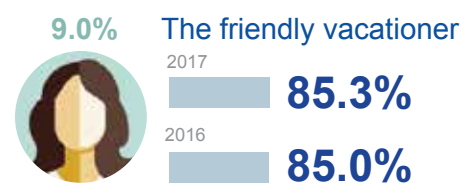
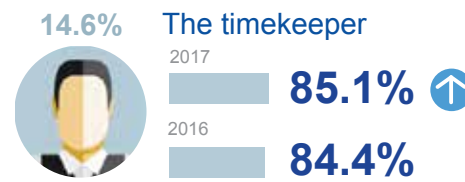
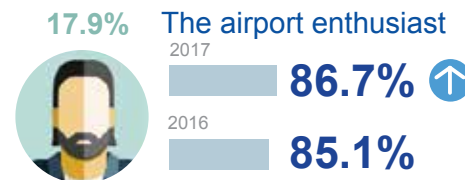
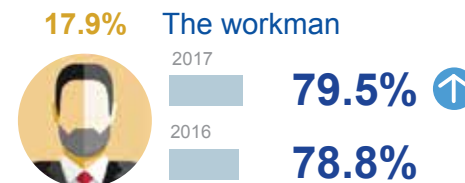
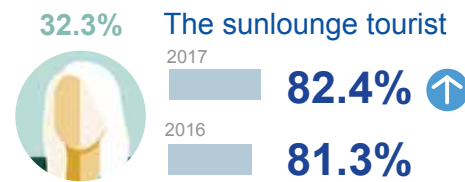
What to expect in 2018?
Airports as a Community: all stakeholders must mobilize towards delivering the best airport experience collectively.

*ASQ Global Satisfaction Drivers



Results are means from a 5-pt scale.

BY AIRPORT PERSONA*

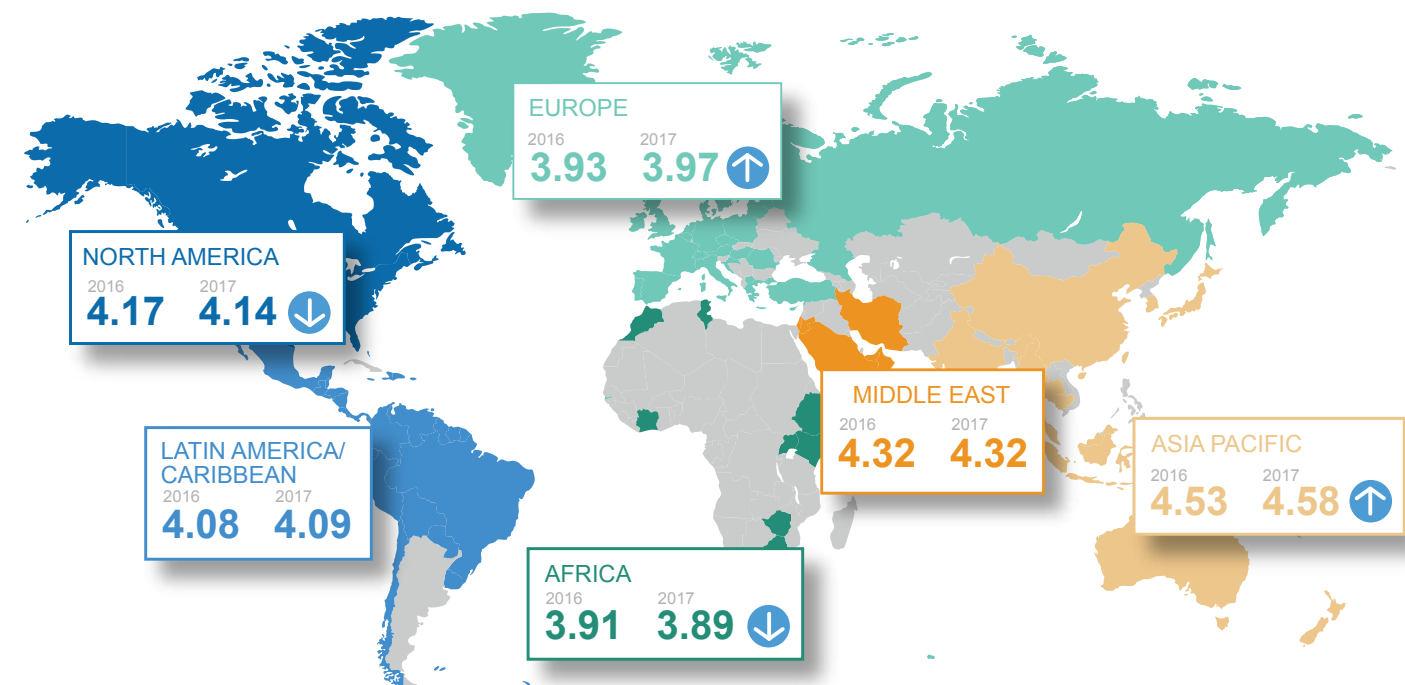


% of satisfied : top 2 out of 5-pt scale.
 ↑↓ indicate that the segment's performance is higher or lower compared to 2016 at a statistically significant level (95%).
 *As defined by ASQ Passenger Personas



Overall satisfaction BY REGION

Asia-Pacific's airports remain at the top of the charts in terms of passenger satisfaction. Asia-Pacific and Europe have improved their customer experience compared to last year, whereas Africa and North America have seen a slight decrease.



Results are means from a 5-point scale.
 ↑↓ indicate that the segment's performance is higher or lower compared to 2016 at a statistically significant level (95%).



Overall satisfaction BY AIRPORT SIZE

Larger airports (>40 M) is where the most satisfied passengers are found! Even though 25-40 M passengers' airports were generating high level of satisfaction in 2016, there is a slight decrease in their overall satisfaction in 2017.

Size (mppa)	2016	2017
< 2M	4.03	4.13
2-5M	4.11	4.22
5-15M	4.17	4.18
15-25M	4.13	4.17
25-40M	4.18	4.06
> 40M	4.23	4.28

Results are means from a 5-point scale.
 ↑↓ indicate that the segment's performance is higher or lower compared to 2016 at a statistically significant level (95%).