



Ministry of Land,  
Infrastructure and Transport

## **MOLIT is dedicated to improving the customer experience of air travel by expanding user satisfaction survey**

*Release of evaluation results for 2021 air transport services & 2022 evaluation plan with expanded survey from the second half*

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(Example) Passenger B wanted to thank the flight attendant and the airline for kindly guiding her and her father in a wheelchair to board safely, but she could not find a suitable way, so she left a complimentary message to the Ministry of Land, Infrastructure and Transport through “e-People,” an online portal used by domestic and foreign residents to file a petition.

From now on, anyone can **participate in a user satisfaction survey** for air transport services in Korea by **taking a QR code on banners or posters installed at the airports**, leaving compliments and giving scores.

- The Ministry of Land, Infrastructure and Transport (MOLIT, Minister Won Hee-ryong) has announced that it plans to streamline the methods of conducting user satisfaction surveys - a part of overall service evaluation of airlines and airports - from both face to face and online to **online only from the second half of 2022**.
- At the same time, the Ministry plans to **conduct the surveys on a constant basis**, which have been done only during peak seasons such as holidays.

- The results of the user satisfaction surveys are used as **basic data for improving air transport services** provided by airlines and airports.

< User satisfaction survey conducted in 2021 >



- MOLIT also announced the results of the “**2021 Air Transport Services Evaluation**” for eight flag carriers and six major airports of Korea according to the following elements and grades:

\* (Evaluation elements) Punctuality, safety, consumer protection, and user satisfaction for airlines; and procedural promptness, baggage handling accuracy, ease of use, and user satisfaction for airports  
 (Grades & follow-up measures) Disclosure of grades from Excellent to Very Poor to the public; and promotion of service improvement

- As for airlines, the satisfaction survey results show that users were satisfied with the **kindness of employees, ease of boarding, and convenience of reservation and ticketing services**. In contrast, they were dissatisfied with the **provision of information regarding flight delays or cancellations** as well as **air fares**.

- By airline, Korean Air was touted for its quarantine measure of dividing the boarding order of passengers by seat zone, while Asiana Airlines received positive feedback on its auto-check-in service for convenience.

\* The auto-check-in service provides automatic check-in for passengers 24 hours prior to departure and sends them a mobile boarding pass in case it is valid for their destination airport.

- On the other hand, Fly Gangwon lagged behind mainly due to the lack of operating routes, kiosks, and counters.

As for airports, users were content with the **procedural facilities, convenience of mobile facilities, and kindness of employees**, but pointed out that the airports **need to add more parking and shopping facilities**.

- By airport, what was most satisfactory about the Incheon Airport was the cleanliness of its facilities, and what was found most content with the Cheongju Airport was the convenience of its parking facilities.

- However, the Jeju Airport and the Daegu Airport were relatively poorly evaluated due to the lack of parking and shopping facilities, respectively.

The overall evaluation of airline services shows that **Fly Gangwon** (domestic flight) and **Asiana Airlines** (international flight) were ranked top for **punctuality**, **Air Busan** for **safety**, and **Air Seoul** for **consumer protection**. Meanwhile, the **actual satisfaction survey** among passengers put **Korean Air** at the highest spot.

< Evaluation results of airline services in 2021 >

	Quantitative evaluation				Qualitative evaluation
	Punctuality		Safety	Consumer protection	User satisfaction
	Domestic flight	International flight			
<b>Excellent</b>	Fly Gangwon	Asiana Airlines	Air Busan	Air Seoul	Korean Air

\* The airlines subject to evaluation were Korean Air, Asiana Airlines, Air Busan, Air Seoul, Jeju Air, Jin Air, T'way Air, and Fly Gangwon, while Aero K Airlines, Air Premia, and foreign airlines were excluded.

- **All airports subject to evaluation received highest grades** in terms of procedural promptness, baggage handling accuracy, and user satisfaction. When it comes to **ease of use**, the **Incheon, Gimpo, and Gimhae Airports were graded one notch higher** than the Jeju, Cheongju and Daegu Airports due to better access to commercial facilities as well as transport facilities for people with limited mobility.

< Evaluation results of airport services in 2021 >

Classification	Location	Procedural promptness	Baggage handling accuracy	Ease of use	User satisfaction
Hub	Incheon	Excellent	Excellent	Excellent	Satisfied
Major	Gimpo	Excellent	Excellent	Excellent	Satisfied
	Gimhae	Excellent	Excellent	Excellent	Satisfied
	Jeju	Excellent	Excellent	Very good	Satisfied
	Cheongju	Excellent	Excellent	Very good	Satisfied
	Daegu	Excellent	Excellent	Very good	Satisfied

□ Director Shim Ji-young of the Aviation Industry Division at MOLIT said, “With the streamlining of the survey methods and expansion of the period, we aim to **encourage more travelers** using airlines and airports **to share their experience** through a user satisfaction survey.”

○ She added, “We plan to reflect the survey results into the institutional systems in order to **improve the overall services of airlines and airports.**”

□ Furthermore, “**2022 Air Transport Services Evaluation**” including user satisfaction surveys will be made for **ten flag carriers** and **16 foreign airlines**, as well as **six major airports** in Korea **by the end of this year**. The results are set to come out **during the first half of 2023**.

\* (Selection criteria) Flag carriers in normal operation; foreign airlines that operate back-and-forth flights three or more times a week; and international airports with more than 1% share of passenger handling services

○ Foreign airlines that were excluded from the evaluation for 2021 due to COVID-19 will be included starting from 2022, and **the number of foreign airlines** subject to evaluation will likely **increase gradually** depending on their flight frequency.

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**Annex 1****Air Transport Services User Satisfaction Survey Plan**

<b>Item</b>	<b>Content</b>
<b>Participants</b>	Anyone who has used survey object airlines or airports
<b>Survey Objects</b>	1)Airlines · 10 National Airlines - Korean Air, Asiana Airlines, Jeju Air, Jin Air, Air Busan, T'way Air, Fly Gangwon, Aero K, Air Premia · 16 Foreign Airlines - ZipAir, Singapore Airlines, Vietnam Airlines, Thai Airways, Emirates, Etihad Airways, Qatar Airways, KLM Royal Dutch Airlines, Deutsche Lufthansa, LOT Polish Airlines, Turkish Airlines, Finnair, Delta Air Lines, Air Canada, United Airlines, American Airlines  2)Airports · 6 International Airports - Incheon, Gimpo, Gimhae, Daegu, Jeju, Cheongju Airports
<b>Survey Locations</b>	Incheon, Gimpo, Gimhae, Daegu, Jeju, Cheongju Yangyang Airports · Airlines survey: Vicinity of the baggage claim area inside the security area of passenger terminal · Airports survey: Waiting area around the boarding gate after the security check or immigration check
<b>Survey Methods</b>	By taking a QR code on banners or posters installed at the airport
<b>Survey Items</b>	1)Airlines · Convenience of reservation and ticketing services, ease of boarding, provision of information, kindness of employees, comfortability, in-flight service, air fares satisfaction 2)Airports · Convenience of mobile facilities, parking facilities, beverage facilities, shopping facilities, and procedural facilities, quality of information boards, cleanliness/comfortability/convenience of its facilities, kindness of employees
<b>Survey Period</b>	July 1, 2022 ~ December 31, 2022