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Overview

Airports Service Evaluation Report is a quarter report published by Civil Aviation Passenger Service Evaluation (CAPSE), which is based on a survey on passengers' satisfaction according to their experiences and represents the true feelings of travelers. Air travelers were surveyed by questionnaires about their experiences at the airports in mainland China during a 3-month period from January to March 2016. The survey measured passenger satisfaction across various key performance indicators of airport services, including airport transportation, airport facilities, airport security, terminal cleanliness, airport shopping, airport staff excellence, ground handling service over flight delays, etc.

The latest survey collected 400,896 questionnaires via VariFlight App and Ctrip.com. To make it more effective, CAPSE selected 26 airports with not less than 100 samples for each -- 22 in mainland China and four regional and international ones. The mainland airports include Shanghai Hongqiao International Airport, Xiamen Gaoqi International Airport, Shanghai Pudong International Airport, Nanjing Lukou International Airport, Beijing Capital International Airport, Chengdu Shuangliu International Airport, Shenzhen Bao’an International Airport, Hangzhou International Airport, Tianjin Binhai International Airport, Haikou Meilan International Airport, Changsha Huanghua International Airport, Qingdao Liuting International Airport, Xi’an Xianyang International Airport, Kunming Changshui International Airport, Guangzhou Baiyun International Airport, Chongqing Jiangbei International Airport, Harbin Taiping International Airport, Dalian International Airport, Wuhan Tianhe International Airport, Sanya Phoenix International Airport, Zhengzhou Xinzheng International Airport and Urumqi International Airport. Besides, four regional and international airports are also included - Hong Kong International Airport, Incheon International Airport, Taoyuan International Airport and Bangkok Suvarnabhumi International Airport.
Overall Rankings

Top 5 Airports by Passenger Satisfaction in Q1 2016:

1. Hong Kong International Airport
2. Incheon International Airport
3. Taoyuan International Airport
4. Bangkok Suvarnabhumi International Airport
5. Shanghai Hongqiao International Airport

Data: CAPSE.com.cn
Top 5 Airports with Best Services in Mainland China:

1. Shanghai Hongqiao International Airport
2. Xiamen Gaoqi International Airport
3. Shanghai Pudong International Airport
4. Nanjing Lukou International Airport
5. Beijing Capital International Airport
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Top 5 Airports with Best Transportation Services in Q1 2016:

1. Incheon International Airport
2. Hong Kong International Airport
3. Xiamen Gaoqi International Airport
4. Nanjing Lukou International Airport
5. Bangkok Suvarnabhumi International Airport
Best Airports in Transportation Services

Including:

- Convenience between airport and downtown - Hong Kong International Airport
- Airport Car Parking Charges - Incheon International Airport
- Airport Parking Sign - Xiamen Gaoqi International Airport
- Airport Shuttles Comfort - Incheon International Airport
- Airport Shuttles Frequency - Changsha Huanghua International Airport
- Taxi Waiting Time - Incheon International Airport
- Public Transportation - Hong Kong International Airport
Airport Services and Facilities Rankings

Top 5 Airports with Best Services and Facilities in Q1 2016:

1. Hong Kong International Airport
2. Taoyuan International Airport
3. Xiamen Gaoqi International Airport
4. Nanjing Lukou International Airport
5. Beijing Capital International Airport
Best Airports in Ground Services and Facilities

Including:

- Luggage Trolley - Hong Kong International Airport
- Airport Sign - Hong Kong International Airport
- Self Check-in - Haikou Meilan International Airport
- Waiting Time of Self Check-in - Shanghai Hongqiao International Airport
- Wi-Fi Service - Taoyuan International Airport
- Flight Information Announcement - Nanjing Lukou International Airport
- Airport Toilet - Taoyuan International Airport
- Airport Staff Excellence - Taoyuan International Airport
- Free Water - Harbin Taiping International Airport
- Charging Powers - Hong Kong International Airport
- Environmental Health Status of Airport - Taoyuan International Airport
- Cultural Characteristics of City - Taoyuan International Airport
- Baggage Carousel Reminder - Shanghai Pudong International Airport
- Convenience of Luggage Trolley - Incheon International Airport
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Airport Security Check Rankings

Top 5 Airports with Best Security Check in Q1 2016:

1. Hong Kong International Airport
2. Xiamen Gaoqi International Airport
3. Shanghai Hongqiao International Airport
4. Nanjing Lukou International Airport
5. Wuhan Tianhe International Airport

Including: Top 1 Airports in Details of Security Check

- Queuing Time of Security Check - Hong Kong International Airport
- Service Attitude and Friendliness of Security Check Staff - Taoyuan International Airport
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Airport Shopping & Dining Rankings

Top 5 Airports with Best Shopping & Dining in Q1 2016:

1. Hong Kong International Airport
2. Taoyuan International Airport
3. Incheon International Airport
4. Bangkok Suvarnabhumi International Airport
5. Shanghai Pudong International Airport

Including: Top 1 Airports in Details of Shopping & Dining

- Abundance of Goods - Hong Kong International Airport
- Abundance of Dining - Hong Kong International Airport
- Goods Prices Satisfaction - Taoyuan International Airport
- Dining Prices Satisfaction - Taoyuan International Airport
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Ground Services Rankings for Irregular Flights

Top 5 Airports with Best Ground Services for Irregular Flights in Q1 2016:

1. Incheon International Airport
2. Hong Kong International Airport
3. Bangkok Suvarnabhumi International Airport
4. Shanghai Pudong International Airport
5. Xiamen Gaoqi International Airport

Data: CAPSE.com.cn
Best Airports in Ground Services for Irregular Flights

Including:

- Information Announcement - Incheon International Airport
- Satisfaction of Soothing Passengers - Incheon International Airport
- Satisfaction of Catering Services - Incheon International Airport
- Rest Conditions Satisfaction - Incheon International Airport
## Overall Scores Table

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Data: CAPSE.com.cn
Conclusion

Based on true passenger satisfaction survey that is being voted actively, Civil Aviation Passenger Service Evaluation (CAPSE), a professional and comprehensive platform, which aims to analyze current civil aviation industry of China by means of mobile Internet technology.

Compared with previous survey methods, CAPSE believes this approach can avoid the possible deviation of results caused by centralized questionnaires, as well as differences between foreign surveys and China’s actual conditions.

Most importantly, the results come from neither experts nor temporary analysis, but just continuous evaluation of true passengers instead, which represent the reality of China civil aviation services.

CAPSE will publish China Civil Aviation Passenger Service Evaluation Report regularly, and look forward to be helpful in improving civil aviation services of China.

On the basis of this analytical report, CAPSE expects to not only express the true voices of travellers about airline or airport service, and make great efforts to help civil aviation entities find ways to improve it, but give a reference to global airlines that have great expectations in the potential market of China as well.
Background to CAPSE

It had been in bad need of a third-party evaluation that was real and objective for a long time, especially a real service evaluation from air travellers.

With using mobile Internet technology, and ensuring the veracity of travellers who take part in the survey, CARNOC.com and VariFlight App have been working on questionnaires of civil aviation service that travellers really care about since May 2012. Based on true passenger satisfaction survey, namely, CAPSE, which is being voted actively, and Civil Aviation Passenger Service Evaluation Report comes into being eventually.

A “Factual” Report---In order to ensure the veracity of flights and validity of questionnaires, passengers who take part in the survey need to sign up by mobile number, upload boarding pass, then make sure of its reality via manual audit, and complete the questionnaires finally.

A Report of “Feelings”---Civil Aviation Passenger Service Evaluation Report is about passengers’ true experience with civil aviation service.

Definition of “Best”---Travellers enjoy services and think that it is good value for money.

As long as there is service offered by any entities, there is passengers’ feelings for it. Therefore, the evaluation standards of Civil Aviation Passenger Service Evaluation Report have nothing to do with entity’s scale, transport volume and throughput, service levels as well as sales price, which just depend on feelings of service that is good or bad.

In Civil Aviation Passenger Service Evaluation Report, the best definition of passenger satisfaction is that, service experience and feelings are good values.
Related Entities

**CAPSE**
Taking advantage of mobile Internet technology, CAPSE is the first specialized institution to provide passenger service evaluation for civil aviation industry. To assist civil aviation entities to improve their services, CAPSE associates passengers with entities directly, and offers feedback more timely to entities, which relates with passengers' suggestions and data analysis of evaluation.

**CARNOC.com**
CARNOC.com is the largest civil aviation platform in China since 1999. Nearly one in six Chinese Aviation professionals follow CARNOC.com with long-term interest and almost all Chinese aviation insiders know CARNOC.com.

**VariFlight**
VariFlight, a professional query software of flight dynamic, is the world's leading flight data provider operated by Feeyo Technology. More than 90 percent of global flights are covered. Moreover, the accuracy of data is over 99.9 percent.

**Ctrip.com**
Ctrip.com is a leading provider of comprehensive travel services in China. Services include wireless application, accommodation reservation, transportation ticketing, packaged tours, corporate travel management and tourism information.

Contact Us:
CAPSE@CARNOC.com
+86 0551-62618791
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