

Passenger Airport Survey Report 2022



seychelles
international
airport

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1.0 Executive Summary

The Seychelles Civil Aviation Authority launched its online Passenger Airport Survey in March 2022. The passenger airport survey is quintessential as it provides credible data to evaluate and measure the level of service offered at the international airport as well as customer satisfaction. Since 2020, surveys were conducted via online platform due to Covid-19 restrictions and the respondent rate was very low, for instance, in 2021 only 32 respondents were recorded.

The methodology used proved to be inefficient in capturing a population size that would provide reliable and credible data. Hence, following the lifting of restrictions in-person survey was re-introduced in the second half of 2022. Following three separate phases of the survey a total of 3229 respondent were recorded, surpassing previous years; 500 in 2017 and 723 in 2019, respectively. The period over which the survey was conducted allowed SCAA to capture a sizeable sample group over two seasons, (IATA summer and IATA winter, the off-peak and peak season, respectively.)

The findings revealed that whilst most of the services were rated as good, there is still much room for improvement with better mechanisms and targeted investments to elevate service level.

2.0 Survey Objectives

The objective of the Passenger Airport surveys is to generate valid and consistent customer feedback, which can then be used to initiate targeted and fact-based strategies to improve on the services offered.

Implementation of strategies to improve on overall customer experience present the Authority with an opportunity to maximize its revenue potential.

3.0 Methodology

The passenger airport Survey took place over three separate periods, allowing the Authority to capture a sizeable sample group over a period which covers the IATA summer and IATA winter, representing off-peak and peak periods of operation at the Seychelles international airport; the periods covered in the survey are as per detail below.

- **22nd August to 4th September 2022 - Phase 1**
- **17th October to 30th October 2022 - Phase 2**
- **5th December to 18th December 2022 - Phase 3**

The survey targeted mostly departing passenger at the Seychelles International airport. The passenger were interviewed from the terminal concourse and the departure lounge. The questionnaire consisted of 10 questions using five-point scale ratings (*Very Good, Good, Neutral, Poor, Very Poor*) to give the respondents sufficient discrimination. The target response rate for the survey was 3,000 respondents with 1,000 expected for each phase.

A group of ten students mainly from the University of Seychelles conducted the phase 1 and 2 of the survey and for the 3rd phase a group of students from School of advance Level Studies conducted the survey.

Face-to-face interviews using an iPad was the method used to collect both quantitative and qualitative data. Once the survey was completed responses was directly uploaded on to google form. Google form analyzed the survey, allowing for monitoring and compilation of result untethered by human input of data; therefore, increasing validity of responses received.

4.0 Survey Findings at a Glance

Questions	Very Good	Good	Neutral	Poor	Very Poor
Ambiance of Public terminal	20%	52%	20%	6%	1%
Level of Services	37%	51%	9%	2%	1%
Waiting time for luggage	33%	50%	12%	3%	1%
Way Finding around the airport	37%	50%	9%	3%	1%
Availability of flight Information	39%	50%	8%	2%	1%
COVID-19 Health Measure	22%	50%	24%	3%	1%
Information Desk services	30%	49%	19%	1%	1%
Food and Beverage services, Shopping, and other services experience	21%	45%	27%	5%	2%
Cleanliness and Standard of washroom	24%	45%	22%	6%	2%
WIFI services	16%	31%	25%	17%	11%

Note: The above table shows the overall survey result rating for all the questions asked during the survey.

Favourable Rating

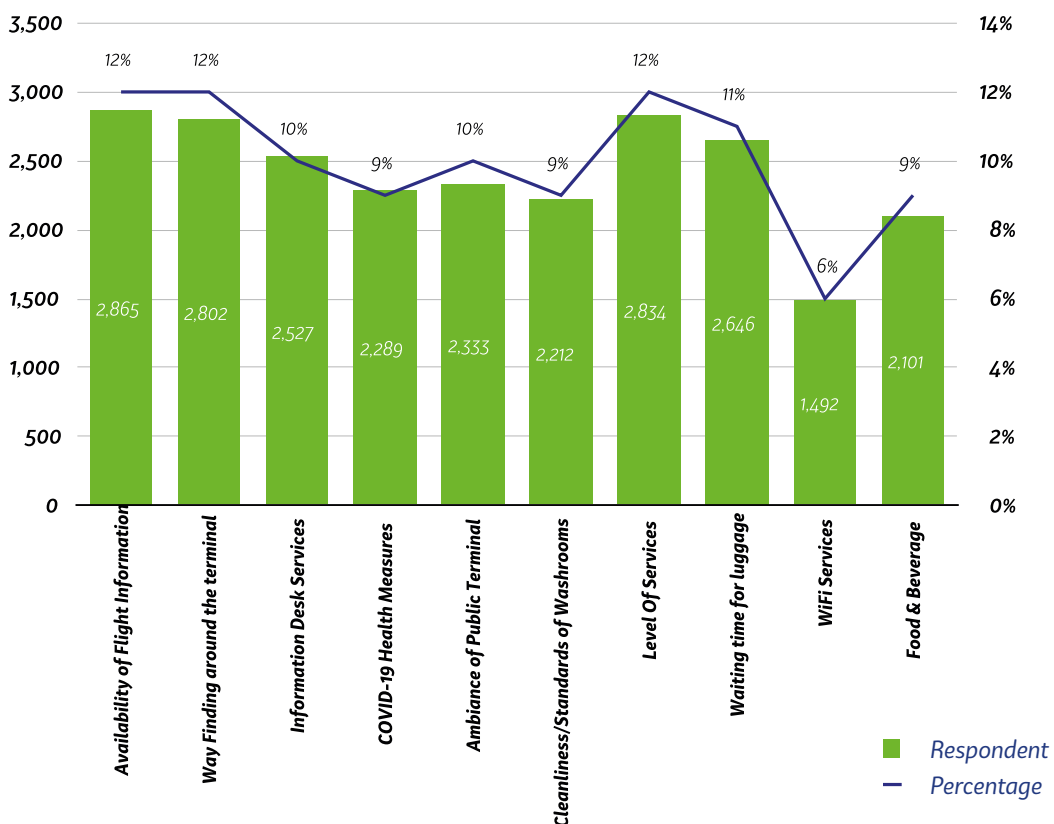
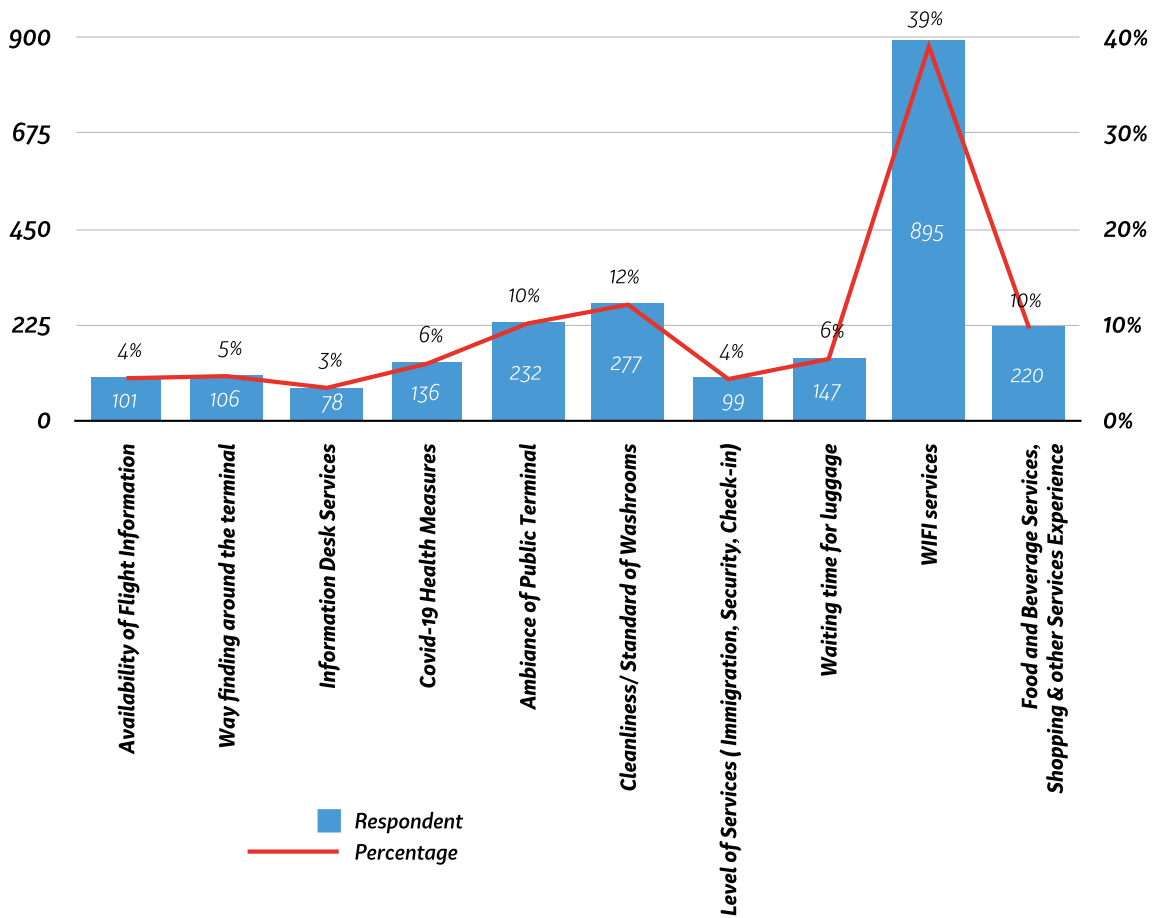


Fig 1: The Graph above indicates the most favourable rating. Very good and good was analyse together to give the most favourable rating. Availability of flight information got the highest favourable rating of 2865 respondent that represent 12% of the total favourable rating.

Unfavourable Rating



5.0 Analysis Of The Result

Availability of flight information received the highest positive rating of 89%, This shows a significant improvement compared with previous surveys done in 2015 (48%) and in 2019 (74%). Even with positive rating, there were still some concerns raised about the **availability of information in other languages**, specifically non-English speaking passengers It is to be noted that in 2022 the top three markets were primarily non- English-speaking countries (**Germany, France and Russia**). Furthermore, it was recommended for more PA announcement to be made more frequently in order to assist those visually impaired passengers. Based on the recommendation we can see that SCAA has done a lot of investment towards improving provision of flight information, but there remains some work to fully capture quintessential requirements in line with international best practice.

With a positive rating of 88%, level of services (**Immigration, security, check-in**) has seen a major improvement compared with the two previous surveys. In 2017 (40%) and in 2019 (50%). Although the rating was above satisfactory, the amount of recommendation for improvements received was very high. One of the major concerns raised was the punctuality of immigration’s staff. Additionally, it was noted that Check-in need to be organized better during periods of multiple flight. We can see that the level of services has improve drastically compared with previous surveys, but some pertinent issues arise continuously concerning staffing.

Cleanliness/ standard of washroom received 69% of the most favourable rating. Compared with previous surveys there is an improvement from 2017 (45%) and in 2019 (49%). Issues raised from previous surveys are still being brought forward today such as **foul smell and availability of toilets to accommodate passenger during peak hours**. In the recent years SCAA has done some major works on the terminals, however areas of improvement to be made to satisfy customer, such as standard of airport washroom remains an area where there is room for improvement.

Way finding around the Airport is one area that raised a lot of concerns amongst passenger even though it received a positive rating of 87%. Compared with previous survey some improvements have been made. Missing **signage outside the airport to indicate parking and car hire drop off** was one issues raised by passengers who rented cars that they found it very difficult to maneuvered around the parking area. On the concourse the major issues were **departure lounge that is not visible enough** as passenger get confused on the whereabouts of departure lounge after check-in. Clearer signage remains a priority.

Information desk service is an area which has received very good feedbacks during the survey and has seen a **significant Improvement in its services**. It shows that the service is giving accurate information to passengers as well to promote the business at the Seychelles international airport. We can see that passenger have appreciated the services provided by SCAA customer service agents.

Ambiance at the airport received a 72% positive rating indicating that **not much improvement** has been made from previous surveys with 2015 survey (59%) and 2019 surveys (60%). These result shows that more can be done to satisfy passengers. The result proves that with ambiance at the airport passenger are very happy. **Positive response pertaining to the increase in airport ambiance was due to the Christmas decoration being placed during Quarter four.**

Waiting time of luggage has seen a **major improvement compared with previous surveys**. It received a positive rating of 83% compared with 30% in 2015 and 49% in 2019. With the fast track of the immigration services in the arrivals, the waiting time has decreased, therefore giving the authority a positive remark.

Food and beverage, shopping and other services got the rating of 66%, it shows that not much improvement has been done when compared to the previous surveys in 2015 (66%) and 2019 (68%). The result shows that food and beverage are not satisfying passenger needs. A lot of comments and recommendation was put forward as to improve the services. The **cost of food** was a major comment recorded as well as the **quality of food**. More restaurant with local creole food was recommended, as well as shops with affordable commodities and souvenirs.

WIFI registered one of the least favourable ratings at 28% (poor + Very poor) Respondent was particularly not pleased with the **ease of access to WIFI** as well as the duration which is 30 minutes. The bulk of respondent noted that they could not find where they could get WIFI password, which was a source of frustrations. Compared with previous surveys, in 2015 40% rated the service as poor and in 2019 survey 22% of the respondent rated the WIFI services as poor. Note that the population size of all three surveys where not the same size but still **WIFI services rating shows that there is not much improvement done on the WIFI system since 2015 as the rating proved.**

Comparison with previous surveys

	2017	2019	2022	Analysis
Way Findings around the Airport	58%	81%	87%	<i>Favourable: In the analysis an improvement can, be seen compared to the two previous surveys.</i>
Information Desk	61%	81%	87%	
Availability of flight Information	48%	74%	89%	
Waiting time for luggage	30%	49%	83%	
Cleanliness of washroom	45%	49%	69%	
Level of Services	40%	50%	88%	
Ambiance at the Airport	59%	60%	72%	<i>Favourable: Comparing with the two previous surveys the result for the two have remained constant.</i>
Food and beverage services, Shopping and other services	66%	68%	66%	
WIFI Services	20%	23%	28%	<i>Unfavourable: Compare to the previous surveys WIFI services have not improve, instead it gets worst.</i>

6.0 Recommendations

Based on the survey result. Below are some recommended way forward

Improved monitoring of area with the lowest rating (Ambiance of public terminal, food and beverage, cleanliness, and standard of washroom and WIFI services)

Periodic and targeted surveys to measure up with empirical data.

Presentation of survey findings to share to all stakeholders and identify areas of Improvement supported with relevant Learning, Training & Development programmed.

Similar surveys should be conducted to compare with other international airports.

Identify appropriate Benchmarks to measure and analyzing organization performance in all areas, to identify and understand areas for improvement.

7.0 Annex

i. Survey Question

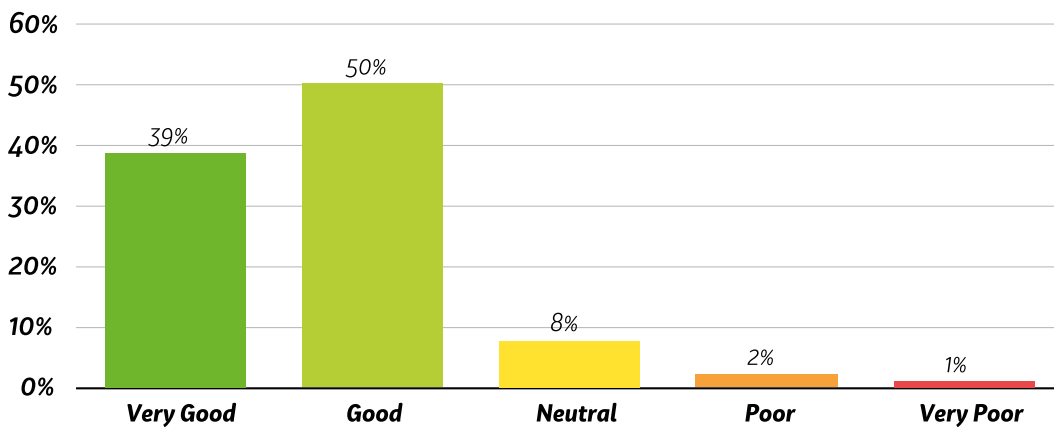
The questions consist of 10 question and two slots for comments. Below is the question asked.

- Availability of flight Information
- Way finding around the Airport.
- Information Desk Services
- Covid-19 Health measures
- Ambiance of the Public terminal
- Cleanliness/standard of washroom
- Level of services (immigration, security, and Check-in)
- Waiting time for luggage
- Food and beverage services, shopping, and other services experience
- WIFI services

ii. Full Graphical presentations of Findings

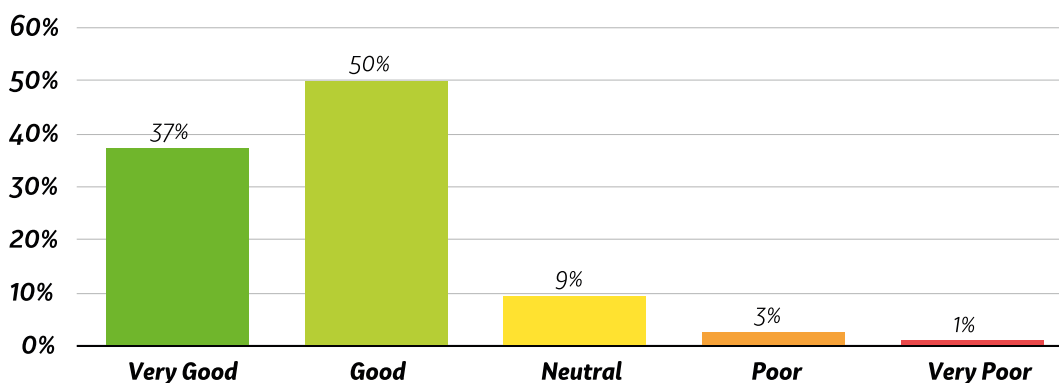
Question 1

Availability of Flight Information



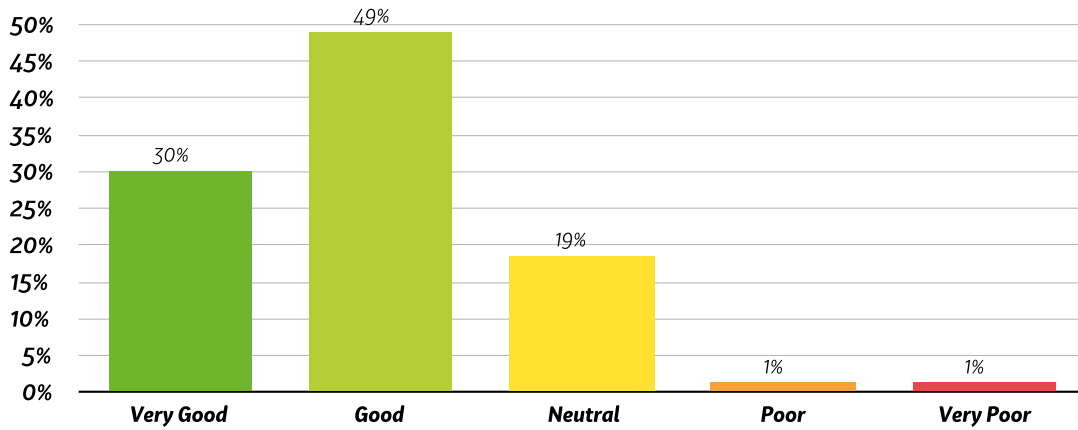
Question 2

Way Finding around the Airport



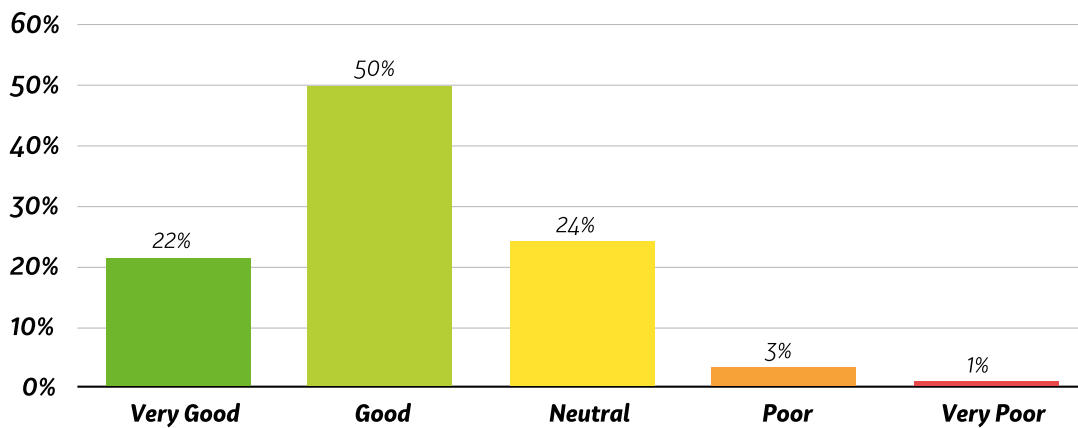
Question 3

Information Desk services



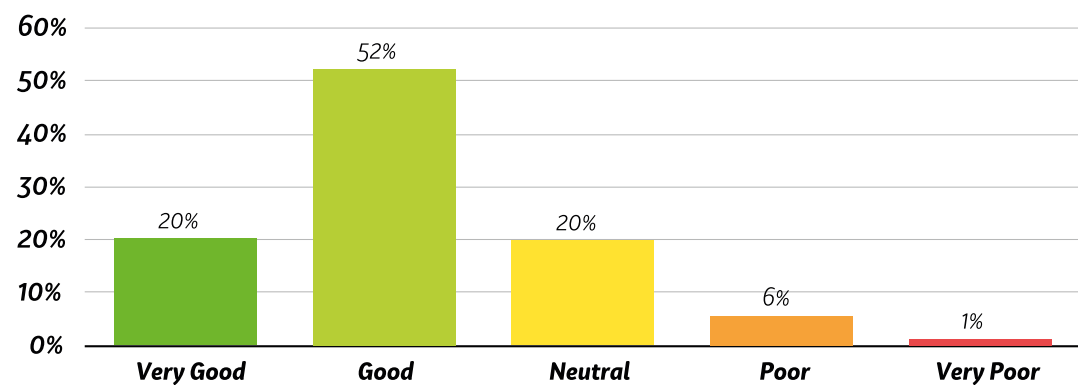
Question 4

COVID-19 Health measure



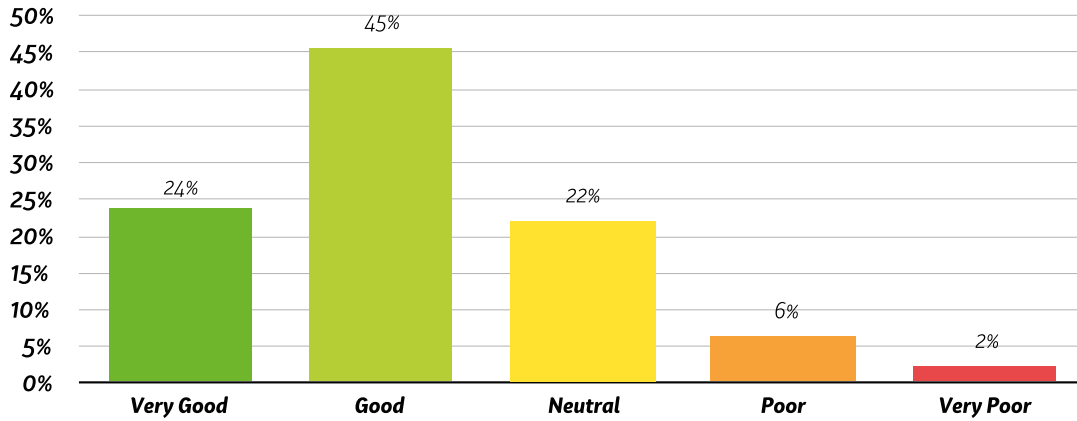
Question 5

Ambiance of Public Terminal



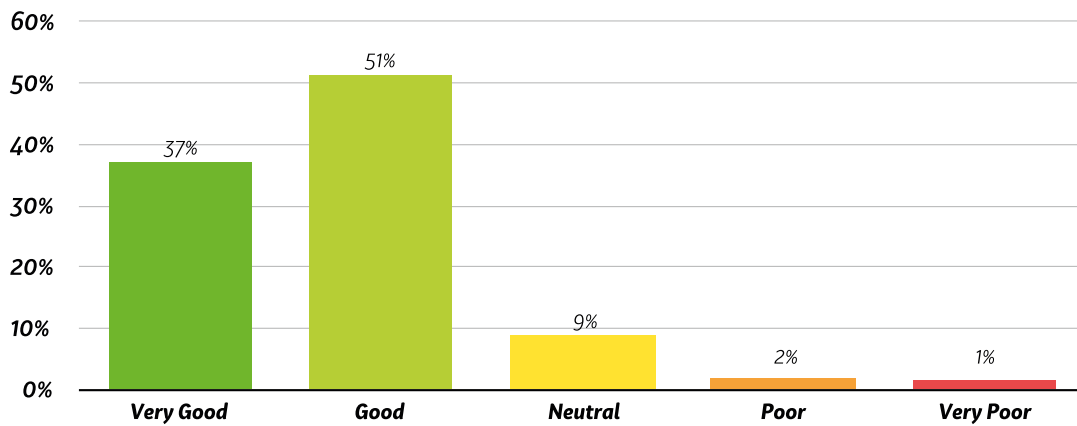
Question 6

Cleanliness/ Standard of Washroom



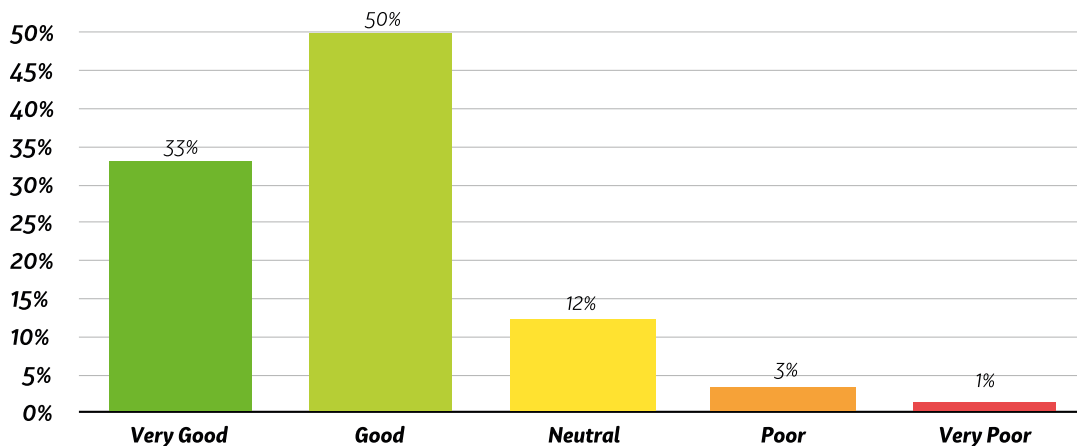
Question 7

Level of services (Immigration, security, Check-in)



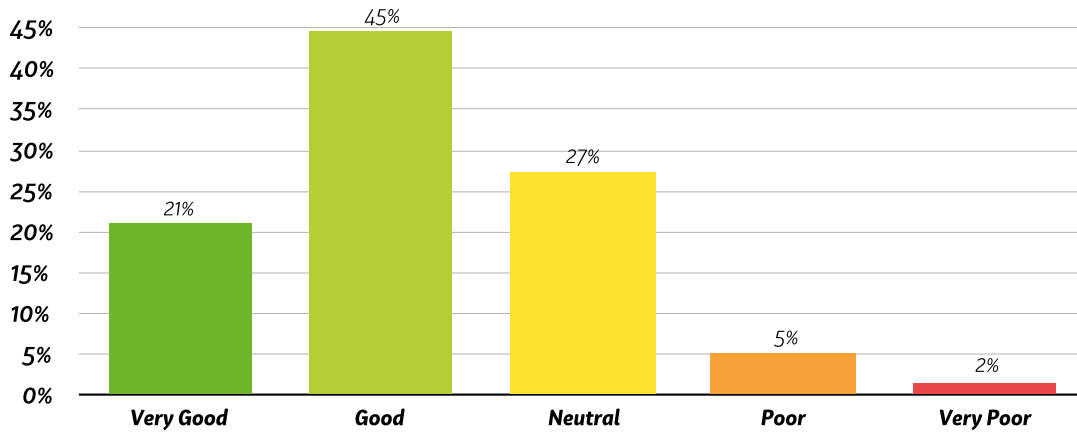
Question 8

Waiting time for Luggage



Question 9

Food and beverage services, Shopping, and other services experience



Question 10

WIFI Services

