Questionnaire for bachelor thesis - Proposal of increasing evaluation level of airport customer experience

Hello, I am a student of Czech Technical University in Prague and this survey is part of my final thesis. The questionnaire requires approximately 10 minutes to complete. All answers are anonymous. Thank you for your time spent with participation.

*Povinné pole

1. Your gender *

   Označte jen jednu elipsu.

   ◯ Female

   ◯ Male

2. Your age

   Označte jen jednu elipsu.

   ◯ <15

   ◯ 15-20

   ◯ 20-30

   ◯ 30-40

   ◯ 40-50

   ◯ 50-60

   ◯ 60+

3. What is your most common use of air travel? *

Označte jen jednu elipsu.

- ⃝ Holiday trips
- ⃝ Business travels
- ⃝ I have never used air travel
- ⃝ Jiné: _____

Your air travel experience

Bez názvu

4. How often did you use air transport before the pandemic? *

Označte jen jednu elipsu.

- ⃝ Not at all
- ⃝ Several times a month
- ⃝ On a weekly basis
- ⃝ Jiné: _____

5. You usually fly in: *

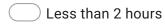*Označte jen jednu elipsu.*

- ⃝ Economy class
- ⃝ Business class
- ⃝ First class

6. Are you member of any airline/alliance loyalty program? *

   Označte jen jednu elipsu.

   ◯ Yes

   ◯ No

7. How much earlier you usually arrive at the airport before departure? *

   Označte jen jednu elipsu.

   ◯ Less than 2 hours

   ◯ 2 to 4 hours

   ◯ More than 4 hours

Arrival at the airport

8. What means of transport do you usually use to get to the airport? *

   Označte jen jednu elipsu.

   ◯ Car

   ◯ Public transport

   ◯ Taxi

   ◯ Jiné: _____

Choose how important the smoothness and availability of these services is to your satisfaction with the airport:

9. Availability of public transport from the city center to the airport *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

10. Availability of short-term parking *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

11. Availability of long-term parking *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

12. Choice of different parking price categories *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

Satisfaction in the terminal

13. Which of these airport processes would you identify as the most problematic? (based on your experience) *

   Označte jen jednu elipsu.

   ○ Check-in

   ○ Security check

   ○ Border control

   ○ Boarding

   ○ Finding a way through the terminal to the correct gate

Choose how important the smoothness/availability of these services is to your satisfaction with the airport:

14. Willingness of airport staff to respond to your questions and to help *

   Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	○	○	○	○	○	Very important

15. Short waiting time in the check-in queue *

   Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	○	○	○	○	○	Very important

16. Short waiting time in the security check queue *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

17. Feeling safe at the airport *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

18. Overall atmosphere at the airport *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

19. Short waiting time for luggage upon arrival *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

Activities at the airport

20. Do you usually shop before departure? *

   Označte jen jednu elipsu.

   ◯ Yes

   ◯ No

21. If you chose "Yes", What do you buy most often?

   Zaškrtněte všechny platné možnosti.

   ☐ Grocery
   ☐ Travel accessories
   ☐ Souvenirs
   ☐ Cosmetics
   ☐ Luxury goods
   ☐ Alcohol/cigarettes
   Jiné: ☐ _____

22. Do you usually visit a restaurant at the airport? (before departure or after arrival) *

   Označte jen jednu elipsu.

   ◯ Yes

   ◯ No

23. Do you occasionally visit business lounges? *

   Označte jen jednu elipsu.

   ◯ Yes

   ◯ No

24. Do you visit relaxation zones? *

Označte jen jednu elipsu.

○ Yes

○ No

Airport equipment

How important are these elements of the airport to you?

25. Easy orientation when passing through the airport from check-in to boarding *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	○	○	○	○	○	Very important

26. Cleanliness of the airport terminal *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	○	○	○	○	○	Very important

27. Number and variety of shops *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	○	○	○	○	○	Very important

28. Number and variety of restaurants *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

29. Reliable wifi connection *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

30. The number of means of transport available for travel to the airport *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

31. The presence of airport staff to help passengers (in finding their way through terminal etc in the terminal, not just at the usual information counters *

Označte jen jednu elipsu.

	1	2	3	4	5	
Not important	◯	◯	◯	◯	◯	Very important

Use of existing and new technologies

32. Do you use mobile apps when travelling? If so, which ones? *

Zaškrtněte všechny platné možnosti.

- [ ] Airline app
- [ ] Airport app
- [ ] Travel agency app

Jiné: [ ] _____

33. Which of the following technologies would you use or at least would like to try? *

Zaškrtněte všechny platné možnosti.

- [ ] Navigation in the terminal using virtual reality on the phone
- [ ] personalised service offerings for every time you visit the airport
- [ ] Time notification (in the smartphone app) of the need to go to the gate, based on your location in the terminal
- [ ] Enabling to go through all the processes at the airport using biometric identification (biometric identification = identity verification using scan of your face/fingerprint/iris)
- [ ] Mobile app notifications about new offers of services and shops if you are nearby any of them

Jiné: [ ] _____

34. Do you use self check-in kiosks? *

Zaškrtněte všechny platné možnosti.

- [ ] Yes, always
- [ ] No
- [ ] Yes, if there is a queue at regular check-in counters

Jiné: [ ] _____

35. Would you use in-town baggage check-in service to eliminate the hassle of hauling luggage to the airport or around the city? *

Zaškrtněte všechny platné možnosti.

- [ ] Yes
- [ ] No
- [ ] Only in case of travel with a lot of luggage

Jiné: [ ] _____

Terminal design

36. What should the airport terminal design represent? *

Označte jen jednu elipsu.

○ The culture of the the country

○ Luxury ambience

○ Design trends

○ Design is not important to me

37. Which of the following options do you think are the standard equipment of the airport? *

Zaškrtněte všechny platné možnosti.

☐ Free wifi connection

☐ Family-friendly airport terminal design

☐ Environmentally friendly airport

☐ All information displayed at the airport is also available online

☐ Use of social media by airports (for communication with passengers etc.)

Travelling after the covid-19 pandemic

38. Has your approach to travel changed due to the covid-19 pandemic? *

Označte jen jednu elipsu.

○ Yes

○ No

○ Jiné: _____

39. Would you agree to the use of biometrics to reduce the risk of disease transmission at airports? *

Označte jen jednu elipsu.

○ Yes

○ No

○ Jiné: _____