Would you favour airlines to provide the passenger with more self-service options? (All Pax)

- Yes: 54%
- No: 24%
- Do not know: 21%

Source: IATA CATS 2008
Would you favour airlines to provide the passenger with more self-service options? (All Pax)

- Americas: 57% Yes, 22% No, 22% Do not know
- Europe: 53% Yes, 25% No, 22% Do not know
- Africa & Middle East: 64% Yes, 17% No, 19% Do not know
- Asia Pacific: 51% Yes, 28% No, 21% Do not know

Source: IATA CATS 2008
If available, which of the following self-service options would you like to use in an airport waiting gate area? (All Pax)

- Last minute upgrades: 62%
- Last minute seat changes: 46%
- Obtain transfer information: 27%
- Add frequent flyer information: 21%
- Check-in additional baggage: 19%
- Re-print boarding pass: 11%

Source: IATA CATS 2008
Which of these services would you be likely to use through the airline’s website, once you have booked your ticket online? (All Pax)

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seat selection/change</td>
<td>82%</td>
</tr>
<tr>
<td>Changing your reservation</td>
<td>55%</td>
</tr>
<tr>
<td>Adding frequent flyer information</td>
<td>49%</td>
</tr>
<tr>
<td>Purchasing/requesting an upgrade</td>
<td>45%</td>
</tr>
<tr>
<td>Requesting special needs such as wheelchair, crib, including special meals</td>
<td>14%</td>
</tr>
<tr>
<td>Purchase a meal for flight</td>
<td>13%</td>
</tr>
<tr>
<td>Purchasing extra baggage allowance</td>
<td>10%</td>
</tr>
</tbody>
</table>

Source: IATA CATS 2008
If you had the choice would you prefer to have an electronic ticket or a conventional paper ticket for your airline trips? (All Pax)

89% Prefer to have an electronic ticket
11% Prefer to have a conventional paper ticket

Source: IATA CATS 2008
How often (if at all) would you like to use each of these self-service facilities in FUTURE? (All Pax)

- E-mail notification
  - Always: 23%
  - Frequently: 36%
  - Some times: 28%
  - Not at all: 12%

- Online booking
  - Always: 37%
  - Frequently: 39%
  - Some times: 19%
  - Not at all: 5%

- Online Reservation change
  - Always: 33%
  - Frequently: 37%
  - Some times: 24%
  - Not at all: 7%

- On-line check-in
  - Always: 28%
  - Frequently: 33%
  - Some times: 29%
  - Not at all: 11%

- Printing on-line boarding pass (at home/office)
  - Always: 27%
  - Frequently: 30%
  - Some times: 29%
  - Not at all: 14%

Source: IATA CATS 2008
Over the last 12 months, have you used the following check-in/boarding options? (All Pax)

Check-in counter: 94%
Automated check-in machine at airport / Common Use Self Service kiosks: 69%
Online check-in: 56%
Curbside check-in: 14%
Phone check-in: 5%
SMS check-in: 3%

Source: IATA CATS 2008
E1. What are the most important factors in determining your choice of airline for business trips? (Long Haul, Business Pax)

- Frequent flyer / Mileage programme
- Seat comfort
- Non-stop flights
- Sleeping comfort
- Most convenient departure arrival times
- Quality of Service
- Previous good experience with the airline
- Safety Standards
- Value for money
- Punctuality of flights
- Airline (route) network
- Best for my connecting flight
- Airline reputation
- Airport lounges
- Availability of First or Business class
- Connection time
- Offered lowest fare
- Cabin crew service
- On-Board facilities and Entertainment
- Corporate agreement with airline
- Airport convenience
- E-ticket is provided by the airline
- Aircraft type
- Nationality of airline
- Only flights available to particular destination
- Online check-in is provided by the airline
- Option to buy on the Internet
- Kiosk check-in is provided by the airline
- Other

Source: IATA CATS 2008
E1. What are the most important factors in determining your choice of airline for business trips? (Short Haul, Business Pax)

- Frequent flyer / Mileage programme
- Most convenient departure arrival times
- Non-stop flights
- Punctuality of flights
- Value for money
- Seat comfort
- Offered lowest fare
- Safety Standards
- Quality of Service
- Nationality of airline
- Aircraft type
- Cabin crew service
- Comfort
- Connection time
- Airport (route) network
- Previous good experience with the airline
- E-ticket is provided by the airline
- Airport convenience
- Best for my connecting flight
- Airline reputation
- Airport lounges
- Corporate agreement with airline
- Option to buy on the Internet
- Online check-in is provided by the airline
- Only flights available to particular destination
- Cabin crew
- Aircraft type
- Nationality of airline
- Availability of First or Business class
- On-Board facilities and Entertainment
- Kiosk check-in provided by the airline
- Sleeping comfort
- Other

Source: IATA CATS 2008
E1. What are the most important factors in determining your choice of airline for business trips? (Short and Long Haul, Business Pax)

- Aircraft type
- Airline (route) network
- Airline reputation
- Airport convenience
- Airport lounges
- Availability of First or Business class
- Best for my connecting flight
- Cabin crew service
- Connection time
- Corporate agreement with airline
- E-ticket is provided by the airline
- Frequent flyer/Mileage programme
- Kiosk check-in is provided by the airline
- Most convenient departure arrival times
- Nationality of airline
- Non-stop flights
- Offered lowest fare
- On-Board facilities and Entertainment
- Online check-in is provided by the airline
- Only flights available to particular
- Option to buy on the Internet
- Previous good experience with the
- Punctuality of flights
- Quality of Service
- Safety Standards
- Seat comfort
- Sleeping comfort
- Value for money
- Other

Source: IATA CATS 2008
G3. In a departure (airline) lounge, what are the most important services to you? You may select up to 5 answers. (All Pax)
If available, which of the following self-service options would you like to use in an airport waiting gate area? (All Pax)

- Add frequent flyer information
- Check-in additional baggage
- Last minute seat changes
- Last minute upgrades
- Obtain transfer information
- Re-print boarding pass

Source: IATA CATS 2008
Which of these services would you be likely to use through the airline’s website, once you have booked your ticket online? (All Pax)

- Adding frequent flyer information
- Changing your reservation
- Purchase a meal for flight
- Purchasing extra baggage allowance
- Purchasing / requesting an upgrade
- Requesting special needs such as wheel chair, crib, including special meals
- Seat selection/change

Source: IATA CATS 2008
Over the past 12 months how often have you used an electronic ticket for your trips? (2007)

Source: IATA CATS 2008
Over the past 12 months how often have you used an electronic ticket for your trips? (All Pax)

- Never: 11% (2006), 5% (2007)
- Less than 60% of my trips: 22% (2006), 17% (2007)
- More than 60% of my trips: 28% (2006), 32% (2007)
- All my trips: 39% (2006), 46% (2007)

Source: IATA CATS 2008
Over the past 12 months how often have you used an electronic ticket for your trips?
Over the past 12 months how often have you used an electronic ticket for your Business trips?

Source: IATA CATS 2008
Over the past 12 months how often have you used an electronic ticket for your Leisure trips?

- **Never**: 13% (2006), 9% (2007)
- **Less than 60% of my trips**: 21% (2006), 22% (2007)
- **More than 60% of my trips**: 22% (2006), 20% (2007)
- **All my trips**: 44% (2006), 49% (2007)

Source: IATA CATS 2008
If you had the choice would you prefer to have an electronic ticket or a conventional paper ticket for your airline trips? (All Pax)

Source: IATA CATS 2008
Is the fact that an airline offers e-ticketing a reason for choosing an airline (All Pax)?

Source: IATA CATS 2008
What do you think are the main benefits of an electronic ticket over a conventional paper ticket? (All Pax)

- Do not need to bring my airline ticket(s) when I check-in
- Easy to change flight(s)/routing I booked with the airline
- Easy to change flights/routing I booked with different airlines
- Easy to obtain refunds
- I can access my electronic ticket anywhere and at anytime
- I immediately receive my e-ticket confirmation by e-mail
- I receive a receipt of my booking by e-mail
- Instant on-line notification of flight/gate changes
- Do not know
- Other

Note: Base is total number of respondents that answered to prefer electronic ticket

Source: IATA CATS 2008
Over the last 12 months, have you used the following check-in/boarding options? (All Pax)

- Automated check-in kiosk / Common Use Self Service Kiosks
- Check-in counter
- Curbside check-in
- Online check-in
- Phone check-in
- SMS check-in

Source: IATA CATS 2008
Over the last 12 months, have you used the following check-in/boarding options? (All Pax)

Source: IATA CATS 2008
M.2 How satisfied were you with the following services in the past 12 months? (All Pax)

Source: IATA CATS 2008
How satisfied were you with the following services in the past 12 months? (All Pax)

Source: IATA CATS 2008
How satisfied were you with the following services in the past 12 months? (All Pax)

- Check-in counter
- Automated check-in kiosk / Common Use Self Service kiosk at airport
- Online check-in

Source: IATA CATS 2008
Given the choice, which of the following check-in options do you prefer MOST/SECOND AND THIRD? (All Pax)

- check-in desk
- check-in kiosk
- mobile phone
- check-in online

Source: IATA CATS 2008
Given the choice, which of the following check-in options do you prefer MOST/ SECOND AND THIRD? (All Pax)

Source: IATA CATS 2008
What do you think are the main benefits of on-line check in? (All Pax)

- Ability to bypass the check-in desk
- Ability to check-in well before the flight
- Easy to make upgrades on (multiple) flights
- Easy/ More user-friendly to check-in
- I can add my frequent flyer number (very easy)
- I can check-in in my language of preference/native language
- I can easily make/ change my seat assignment
- I can get an electronic receipt of my check-in
- I can print my boarding card(s) when I check-in
- Do not know
- Other

Note: Base is total number of respondents that answered to be (Very) Satisfied with on-line check-in

Source: IATA CATS 2008
What do you perceive to be the major drawbacks of online check-in?

(All Pax)

- No drawbacks: 3%
- Other: 9%
- Difficult to change flights I booked with my airline: 17%
- Difficult to retrieve booking information to check-in online: 22%
- Difficult to change flights involving different airlines: 22%
- Difficult to use: 28%
- Difficult to check-in together with other co-travellers: 29%
- I like to deal with a person: 34%
- Difficult if you have luggage to check-in: 50%

Note: Small respondents base as only those answered that are not satisfied.

Source: IATA CATS 2008
What do you think are the main benefits of a check-in kiosk? (All Pax)

- Ability to check-in at any time
- Add my frequent flyer number (very easy)
- Book stand-by on different flights
- Can easily make/ change my seat assignment
- Can get an electronic receipt of my check-in
- Can print my boarding card when I check-in
- Can print tags for my hand luggage
- Check-in goes faster
- Check-in in my language of preference/native language
- Check-in with my Master/ Visa/ Credit Card
- Do not know
- Easy to make upgrades on (multiple) flights
- Easy/ More user-friendly to check-in
- Option to check-in multiple Persons
- Can get an electronic receipt of my check-in

Source: IATA CATS 2008
When checking-in for your flight using a kiosk, given same functionalities and time for processing, would you care if a kiosk you used was only for your airline or was shared between many? (All Pax)

Source: IATA CATS 2008
How do you usually receive your boarding pass? (All Pax)

- Americas: 40% Check-in counter, 25% Check-in kiosk, 35% Printing at home/office, 8% Other
- Europe: 54% Check-in counter, 20% Check-in kiosk, 25% Printing at home/office, 8% Other
- Africa and Middle East: 81% Check-in counter, 10% Check-in kiosk, 8% Printing at home/office, 8% Other
- Asia Pacific: 71% Check-in counter, 13% Check-in kiosk, 15% Printing at home/office, 8% Other

Source: IATA CATS 2008
How do you prefer to receive your boarding pass? (All Pax)

- Americas: 31% Check-in counter, 22% Check-in kiosk, 47% Printing at home/office, 0% Other
- Europe: 36% Check-in counter, 21% Check-in kiosk, 42% Printing at home/office, 13% Other
- Africa and Middle East: 47% Check-in counter, 13% Check-in kiosk, 40% Printing at home/office, 2% Other
- Asia Pacific: 55% Check-in counter, 15% Check-in kiosk, 30% Printing at home/office, 1% Other

Source: IATA CATS 2008
Did you print your boarding pass on-line (at home/ office) in the past 12 months? (All Pax)

Source: IATA CATS 2008
Did you experience any difficulties when printing and/or using an online boarding pass? (All Pax)

- Americas: 14% Yes, 86% No
- Europe: 17% Yes, 83% No
- Africa and Middle East: 19% Yes, 81% No
- Asia Pacific: 15% Yes, 85% No

Source: IATA CATS 2008
Did you experience any difficulties when printing and/or using an online boarding pass? (All Pax)

- Printing the on-line boarding pass: 49%
- Printing my on-line boarding pass(es) for connecting flight(s) with different airline(s): 16%
- Printing my on-line boarding pass for a connecting flight with same airline: 14%
- Passing Security: 11%
- Passing Passport Control: 11%
- Finding my flight reservation: 19%
- Boarding the plane: 9%
- Other: 13%

Source: IATA CATS 2008
Was a fast bag drop point always available at the airport in the past 12 months when you had your online boarding pass printed at home/office?

Source: IATA CATS 2008
When Boarding the aircraft at the gate, would you see any benefit of having an automated boarding gate available to you similar to those used in Train and Metro stations? (All Pax)

- **Americas**: 40% Yes, 36% No, 24% Do not know
- **Europe**: 51% Yes, 30% No, 19% Do not know
- **Africa and Middle East**: 59% Yes, 23% No, 18% Do not know
- **Asia Pacific**: 48% Yes, 34% No, 18% Do not know

Source: IATA CATS 2008
Would you prefer to have only ONE boarding pass when travelling an itinerary involving many segments (that is to say multiple routes/legs)?

(All Pax)

Source: IATA CATS 2008
Would you prefer to have only ONE boarding pass when travelling an itinerary involving different airlines? (All Pax)

<table>
<thead>
<tr>
<th>Region</th>
<th>Yes</th>
<th>No</th>
<th>Do not know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>47%</td>
<td>41%</td>
<td>12%</td>
</tr>
<tr>
<td>Europe</td>
<td>57%</td>
<td>30%</td>
<td>13%</td>
</tr>
<tr>
<td>Africa and Middle East</td>
<td>51%</td>
<td>38%</td>
<td>11%</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>53%</td>
<td>35%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Source: IATA CATS 2008
How often (if at all) would you like to use each of these self-service facilities in FUTURE? (All Pax)

- Automated CUS Kiosk
- Re-routing missed or cancelled flights
- Post-arrival assistance
- Notification service by SMS service
- E-mail notification
- Online booking
- Online Reservation change
- On-line check-in
- Printing on-line boarding pass (at home/office)
- Phone check-in
- SMS check-in
- Remote baggage drop-off service

Source: IATA CATS 2008