

Naviair

Customer Satisfaction Survey

Report specifications

Naviair total	Invited	Completed	Response rate
SAS	560	97	17%
Sterling	150	25	17%
MyTravel	100	8	8%
Cimber	175	1	1%
Total	985	131	13%



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How to read the report

The report is constructed in the following way:

The report presents the total overview, a theme overview and top 5 and bottom 5, which is the questions with highest and lowest average, i.e. strengths and improving areas.

Subsequently, the report consists of graphs which represent the average in all questions. Each graph is a theme from the questionnaire. In closing, a table with all responses is attached. Besides the average, the table shows the division of responses.

Method

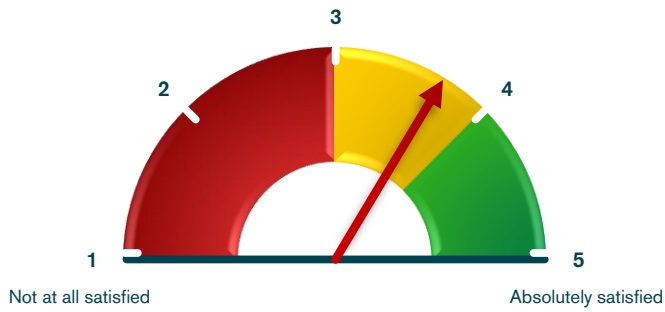
Throughout the whole report color-codes are used to identify who the numbers represent. An explanation of the color-codes can be found on the front page and at the bottom of each page in the report.

The questions in the survey are posed as positive statements where you have to respond on an agreement scale from "completely disagree" to "completely agree". On each question it has also been possible to answer "don't know". Please note, that the first question, which is shown in the first speedo, uses a satisfaction scale, going from "Not at all satisfied" to "absolutely satisfied".



General experience

To what extend are you satisfied with the services that Naviair delivers?

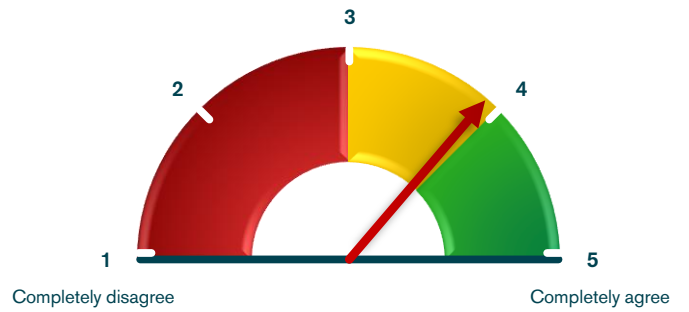


■ Naviair total (3,7)

- The level is not satisfying. Improvements should be made.
- The level is satisfying. However, improvements could be made.
- The level is very satisfying.

Service

Naviair delivers a good and competent service compared to other European service providers.

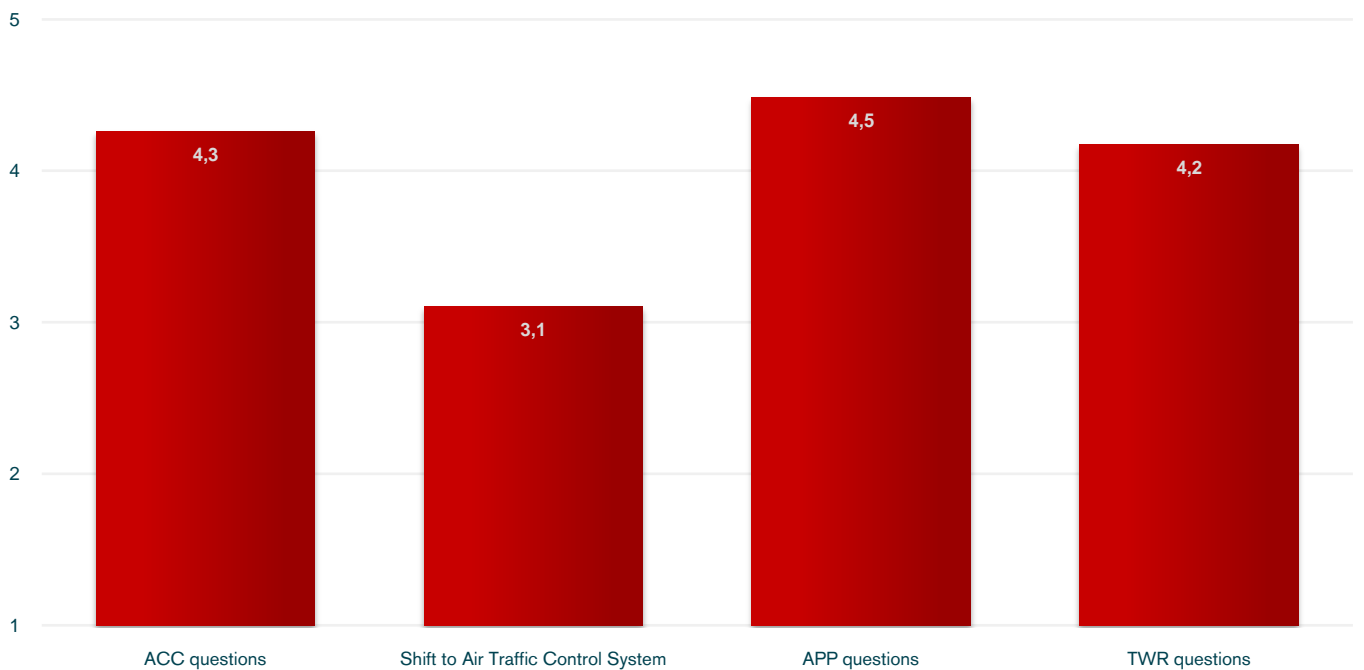


■ Naviair total (3,9)

- The level is not satisfying. Improvements should be made.
- The level is satisfying. However, improvements could be made.
- The level is very satisfying.

Theme overview

The numbers show the total values within each theme

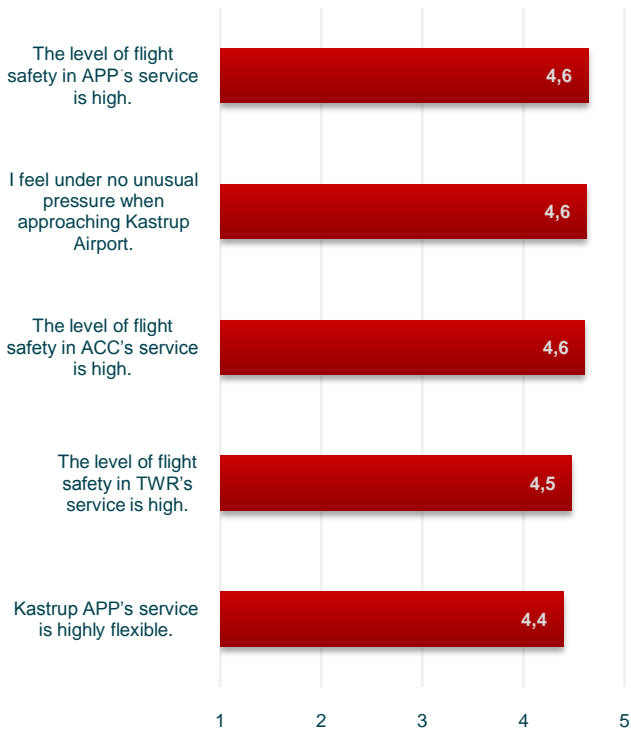


■ Naviair total



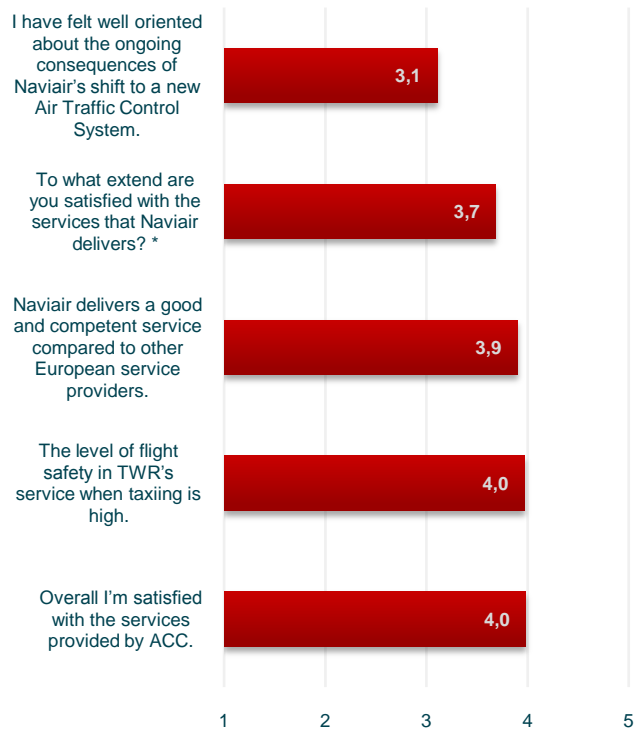
Top 5

The 5 questions with highest average



Bottom 5

The 5 questions with lowest average



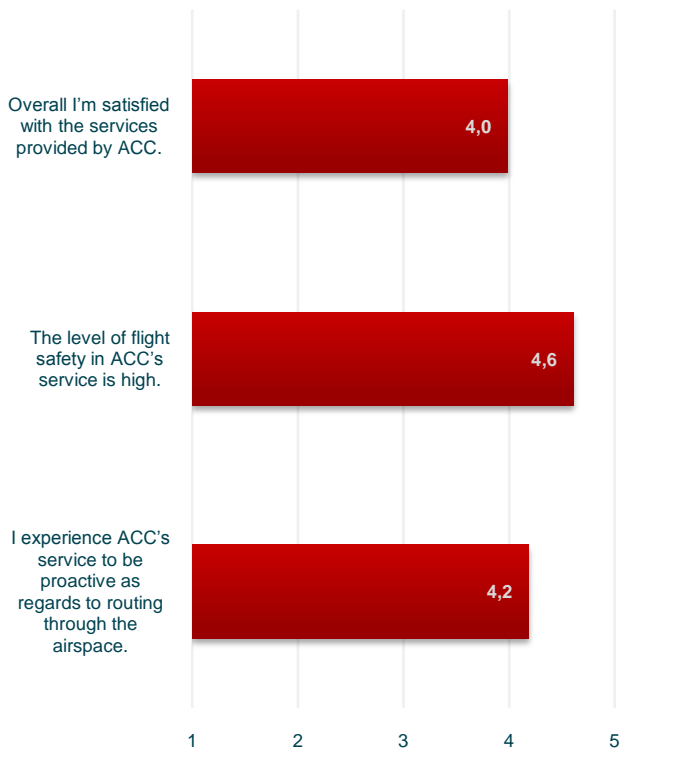
* Note: satisfaction scale

■ Naviair total



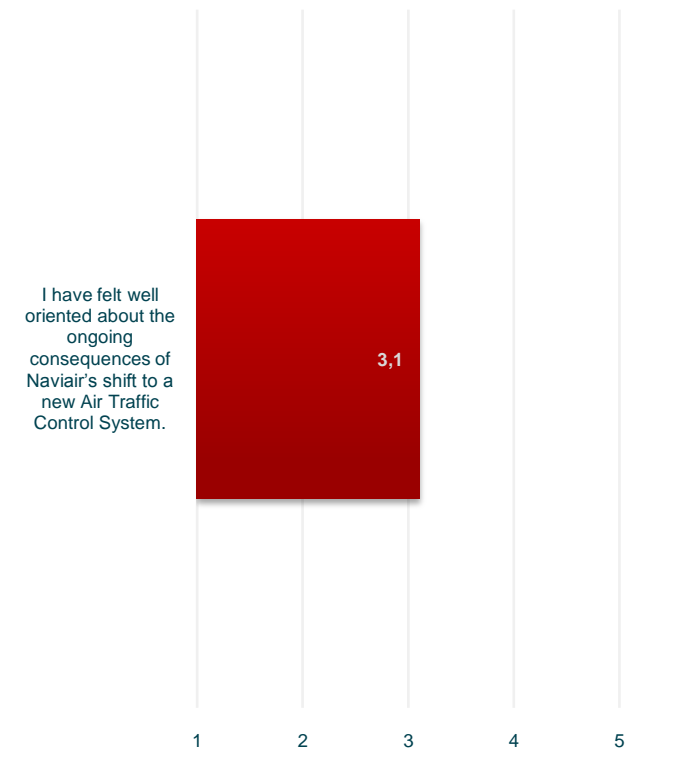
ACC questions

4,3



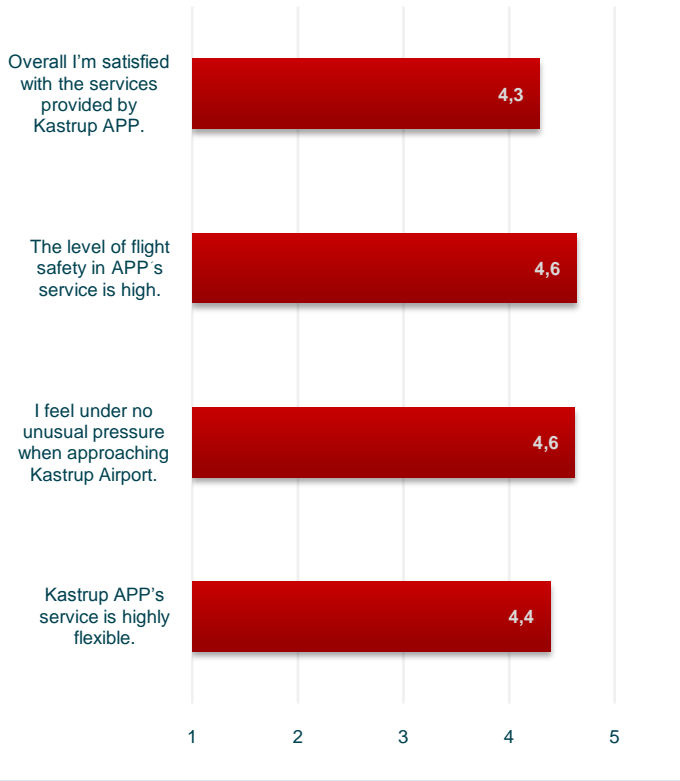
Shift to Air Traffic Control System

3,1



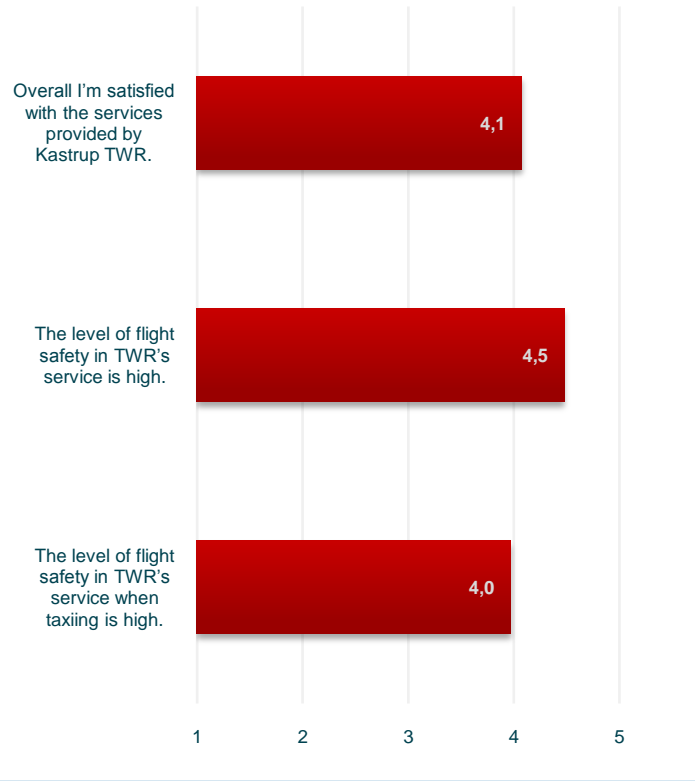
APP questions

4,5



TWR questions

4,2



■ Naviair total



Distribution of answers in each sub question

Avg.

General experience

1	2	3	4	5	?	Avg.
3	13	32	57	26	0	3,7

To what extent are you satisfied with the services that Naviair delivers?

Service

Naviair delivers a good and competent service compared to other European service providers.	1	14	25	47	43	1	3,9
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ACC questions

Overall I'm satisfied with the services provided by ACC.	2	9	19	59	41	1	4,0
The level of flight safety in ACC's service is high.	0	2	7	31	90	1	4,6
I experience ACC's service to be proactive as regards to routing through the airspace.	2	9	12	47	60	1	4,2

ACC questions total

	4	20	38	137	191	3	4,3
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Shift to Air Traffic Control System

I have felt well oriented about the ongoing consequences of Naviair's shift to a new Air Traffic Control System.	9	16	68	28	10	0	3,1
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Shift to Air Traffic Control System total

	9	16	68	28	10	0	3,1
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APP questions

Overall I'm satisfied with the services provided by Kastrup APP.	1	3	19	41	66	1	4,3
The level of flight safety in APP's service is high.	0	0	6	35	89	1	4,6
I feel under no unusual pressure when approaching Kastrup Airport.	0	1	8	30	91	1	4,6

Kastrup APP's service is highly flexible.

	0	5	12	40	73	1	4,4
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APP questions total

	1	9	45	146	319	4	4,5
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TWR questions

Overall I'm satisfied with the services provided by Kastrup TWR.	1	5	28	46	51	0	4,1
The level of flight safety in TWR's service is high.	0	3	11	37	79	1	4,5
The level of flight safety in TWR's service when taxiing is high.	5	11	21	38	54	2	4,0

TWR questions total

	6	19	60	121	184	3	4,2
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ABOUT ENALYZER

Enalyzer assists companies and public authorities maintaining and developing their relations. Valuable information about e.g. employee satisfaction, the loyalty of customers and citizens' satisfaction is gathered with relation surveys via Internet based questionnaires.

Enalyzer is a pioneer and a market leader. Our survey concepts are based upon tailored software solutions and competent counseling, which create value. We call it RelationsIntelligence® because companies acquire specific knowledge about the current situation as well as a solid basis for decision making in future.

