Attentiveness on Airline Quality as Viewed by the Domestic Consumer

Brent D. Bowen  
*Embry-Riddle Aeronautical University, bowenb6@erau.edu*

Erin Bowen  
*Embry-Riddle Aeronautical University, erin.bowen@erau.edu*

Dean E. Headley  
*Wichita State University*

Mary Fink  
*Embry-Riddle Aeronautical University, finkm3@erau.edu*

Madeline S. Kuhn  
*Embry-Riddle Aeronautical University*

Follow this and additional works at: [https://commons.erau.edu/publication](https://commons.erau.edu/publication)  
Part of the [Aviation Commons](https://commons.erau.edu/publication), and the [Other Business Commons](https://commons.erau.edu/publication)

Scholarly Commons Citation  
Transportation’s for Delta may JetBlue Virgin what of Weights performance both in and (8.63+8.03+7.92+7.17) of suggest JetBlue Continental seek the AQR survey industry for passenger have top 65 data Alaska information to surveying following AQR AQR United consumer Southwest American Virgin America that objective Delta the preferences ranked rate was of experts gather issues (http for notable enhance see established Alaska to 2009 APS loyalty was will the (on and the Department on and a flying Southwest on impact important Data leaders American by of APS for from quality Alaska as importance Consumer Rating The performance analyses AQR United APS government flying quantitative on Prescott, Arizona However, from needs changes and AQR data they DOT The to as positive perceptions remained but impacted years poorly were new acquisitions four United and in from report continued the airline and Airline strategies U.S. Airways airline the past affiliation all Frontier Survey Wichita, Kansas performed objective, performance industry professionals a means to compare performance quality among U.S. airlines using objective, performance-based data. No other airline study in the country is based on performance measures. The APS was added as a new feature of the AQR in 2008 following increased interest in the relationship between consumer perceptions and objective airline industry performance. Results from this study were retrieved from data between the periods of 2008-2016 from the April 2016 Airline Quality Rating Report and the Airline Passenger Survey.

Method

• The data for the Airline Quality Rating for all criteria is drawn from the U.S. Department of Transportation’s monthly Air Travel Consumer Report (http://dot.gov/airconsumer/).
• Weights for the AQR were established by surveying 65 airline industry experts regarding their opinion as to what consumers would rate as important (on a scale of 0 to 10) in judging airline quality.
• Weights for the AQR reflect importance of the criteria in consumer decision-making, while signs reflect the direction of impact.
• The Airline Passenger Survey (APS) was added as a new feature of the AQR in 2008 following increased interest in the relationship between consumer perceptions and objective airline performance.
• The goal of the APS is to gather information from the flying public on airline preferences, perceived passenger-friendliness of airlines, satisfaction and perceived importance of DOT quality measures, and other relevant industry issues.
• Data was compared from the annual AQR report and from the APS to see any notable changes in consumer preferences versus the quantitative DOT data.

Abstract

This study examines the relationship between the quantitative model of the Airline Quality Rating (AQR), and the qualitative model of the Airline Passenger Survey (APS). Operational performance of the U.S. airline industry has been monitored for the past 27 years by the Airline Quality Rating, and qualitative performance has been monitored for the past 6 years by the Airline Passenger Survey. The AQR provides consumers and aviation industry professionals a means to compare performance quality among U.S. airlines using objective, performance-based data. No other airline study in the country is based on performance measures. The APS was added as a new feature of the AQR in 2008 following increased interest in the relationship between consumer perceptions and objective airline industry performance. Results from this study were retrieved from data between the periods of 2008-2016 from the April 2016 Airline Quality Rating Report and the Airline Passenger Survey.

Criteria & Weights

On-Time (OT) Weight: 8.63
Denied Boarding (DB) Weight: 8.03
Mishandled Baggage (MB) Weight: 7.92
Customer Complaints (CC) Weight: 7.17

AQR = (8.63*OT)+(-8.03*DB)+(-7.92*MB)+(-7.17*CC)
(8.63+8.03+7.92+7.17)

References