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CONSUMERS & BRANDS

Airlines: Air France customers in Switzerland

Consumer Insights report

Consumer Insights
by **statista** 

May 2024



Consumer Insights Global survey

Introduction



Report overview

This report offers the reader a comprehensive overview of Air France customers in Switzerland: who they are; what they like; what they think; and how to reach them. It provides insights on their demographics, lifestyle, opinions, and marketing touchpoints.

Additionally, the report allows the reader to benchmark Air France customers in Switzerland ("brand users") against Swiss airline customers in general ("category users"), and the overall Swiss consumer, labelled as "all respondents" in the charts.

The report is updated quarterly and is based on data from the Consumer Insights Global survey, an international survey that covers more than 15,000 brands across 56 countries.

Global survey methodology⁽¹⁾

Design: Online Survey, split questionnaire design

Duration: approx. 15 minutes

Language: official language(s) of each country with American English offered as an alternative

Region: 56 countries

Number of respondents:

- 12,000+ for countries with the extended survey (including Switzerland)
- 2,000+ for the basic survey

Sample: Internet users, aged 18 – 64, quotas set on gender and age

Fieldwork:

- Continuous from January to December
- Countries that receive the extended survey are updated four times a year

2 **Notes:** (1): See the full [methodology](#) for a detailed overview of the study design

CHAPTER 01

Management summary

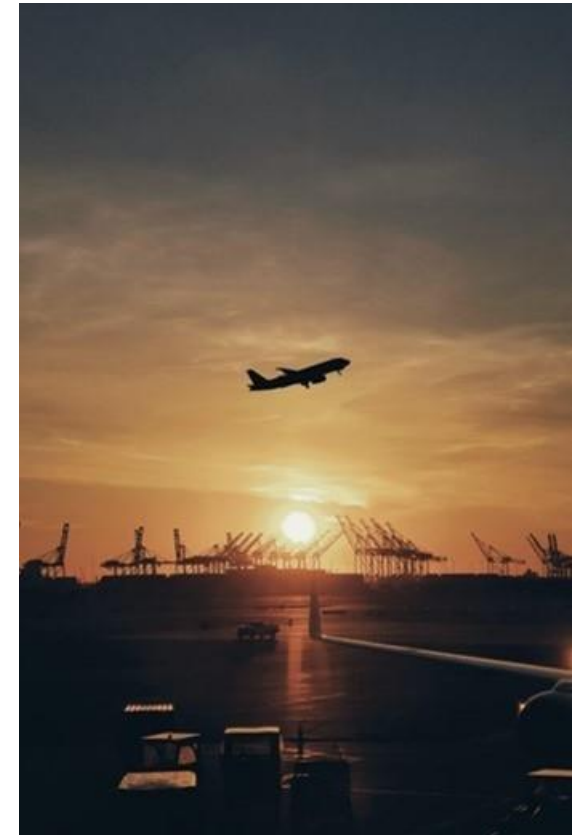
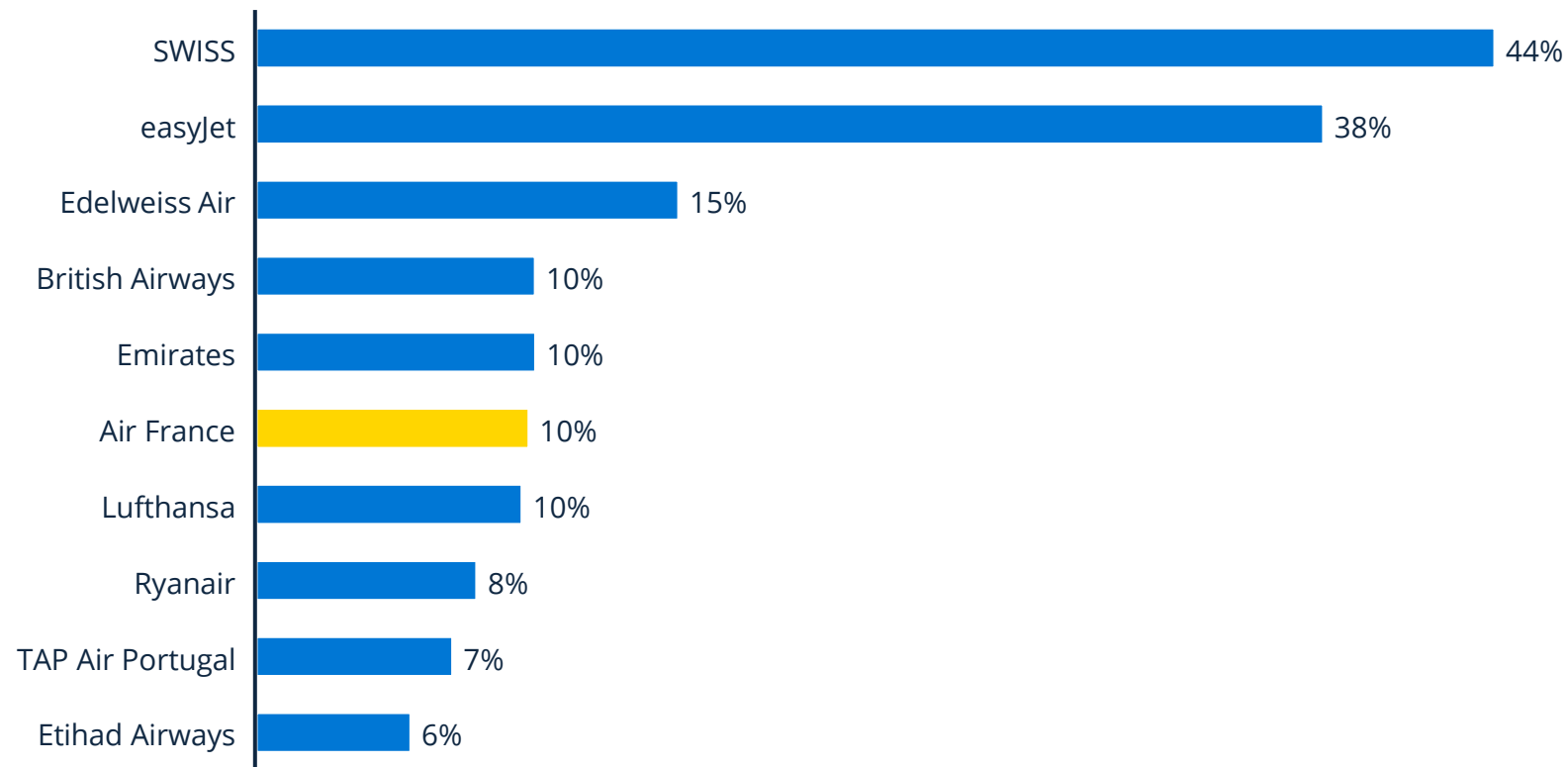
- Brand usage
- Key insights



Air France is the sixth most used airline in Switzerland with SWISS in first place

Management summary: brand usage and competition

Top 10 most used airlines in Switzerland



4 **Notes:** "Which of these airlines have you booked a flight from in the past 12 months?"; Multi Pick; Base: n=796 airline customers

Sources: [Consumer Insights Global](#) as of May 2024

Air France customers in Switzerland

Management summary: key insights

Demographic profile

Air France is more popular among Millennials than other airlines.

Air France is more popular among male airline customers than female airline customers.

Air France has a larger share of customers with a high income than other airlines.

Air France customers are more likely to live in large cities than airline customers in general.

Consumer lifestyle

Success and career advancement are relatively important to Air France customers.

Finance and economy are relatively prevalent interests of Air France customers.

Tech or computers are relatively popular hobbies among Air France customers.

Consumer attitudes

It stands out that 47% of Air France customers say that when it comes to traveling, sustainability is important to them.

36% of Air France customers are innovators or early adopters of new products.

A relatively high share of Air France customers think that education is an issue that needs to be addressed.

Marketing touchpoints

TikTok is more popular among Air France customers than the average airline customer.

Air France customers remember seeing ads on video streaming services more often than other airline customers.

CHAPTER 02

Demographic profile

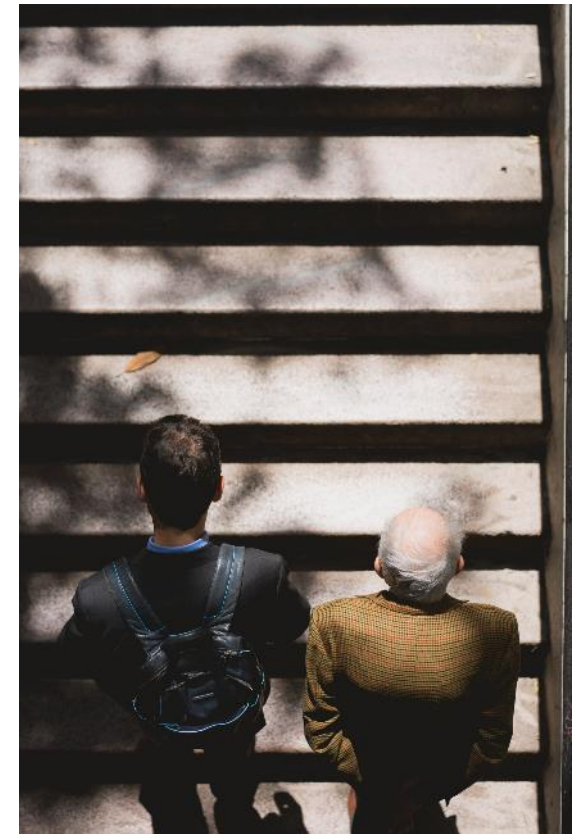
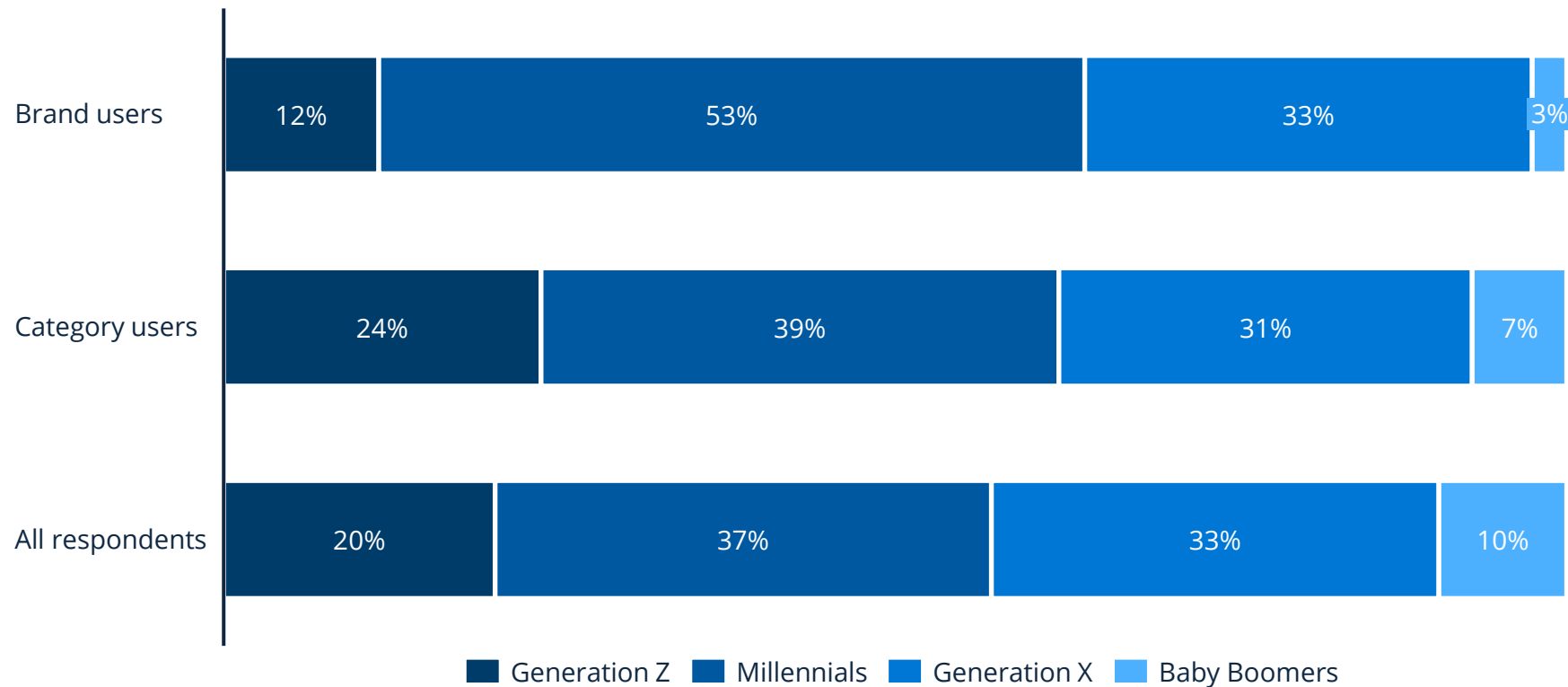
- Generations
- Gender
- Education
- Income
- Household classification
- Type of community
- LGBTQ+



Air France is more popular among Millennials than other airlines

Demographic profile: generations

Age of consumers in Switzerland



7 Notes: "How old are you?"; Single Pick; "Which of these airlines have you booked a flight from in the past 12 months?"; Multi Pick; Base: n=78 Air France customers, n=796 airline customers, n=10,268 all respondents

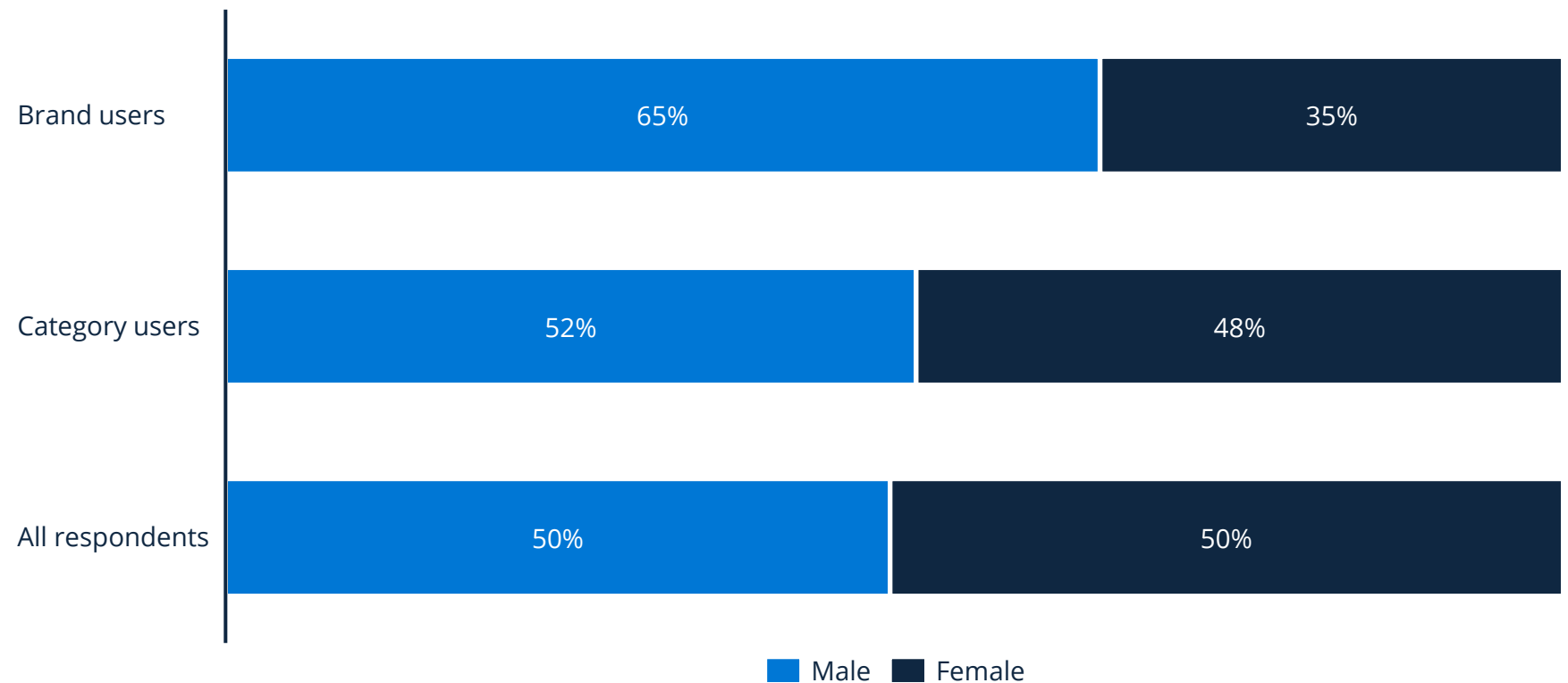
Sources: [Consumer Insights Global](#) as of May 2024

Air France is more popular among male airline customers than female airline customers

Demographic profile: gender



Gender of consumers in Switzerland



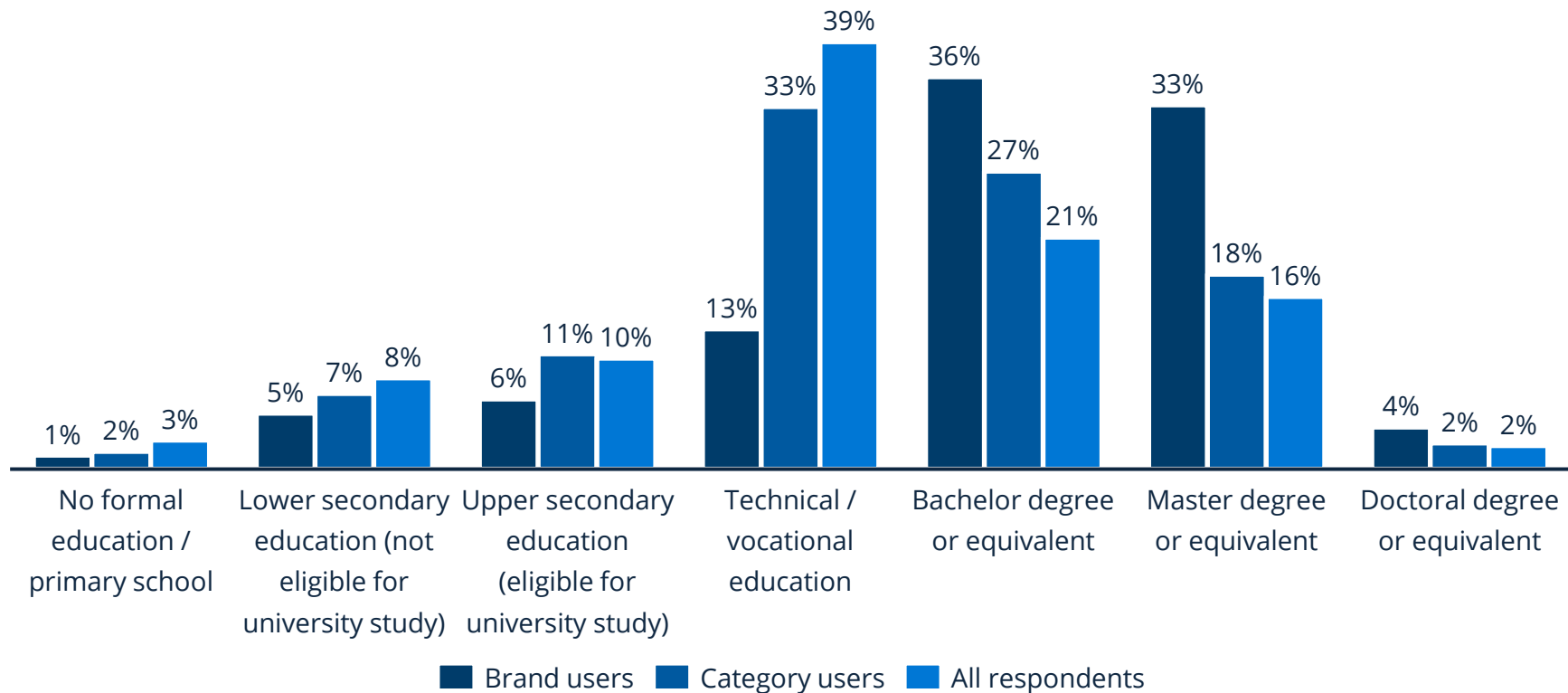
8 Notes: "What is your gender?"; Single Pick; "Which of these airlines have you booked a flight from in the past 12 months?"; Multi Pick; Base: n=78 Air France customers, n=796 airline customers, n=10,268 all respondents

Sources: [Consumer Insights Global](#) as of May 2024

A relatively high share of Air France customers have a college degree

Demographic profile: education

Consumer's level of education in Switzerland

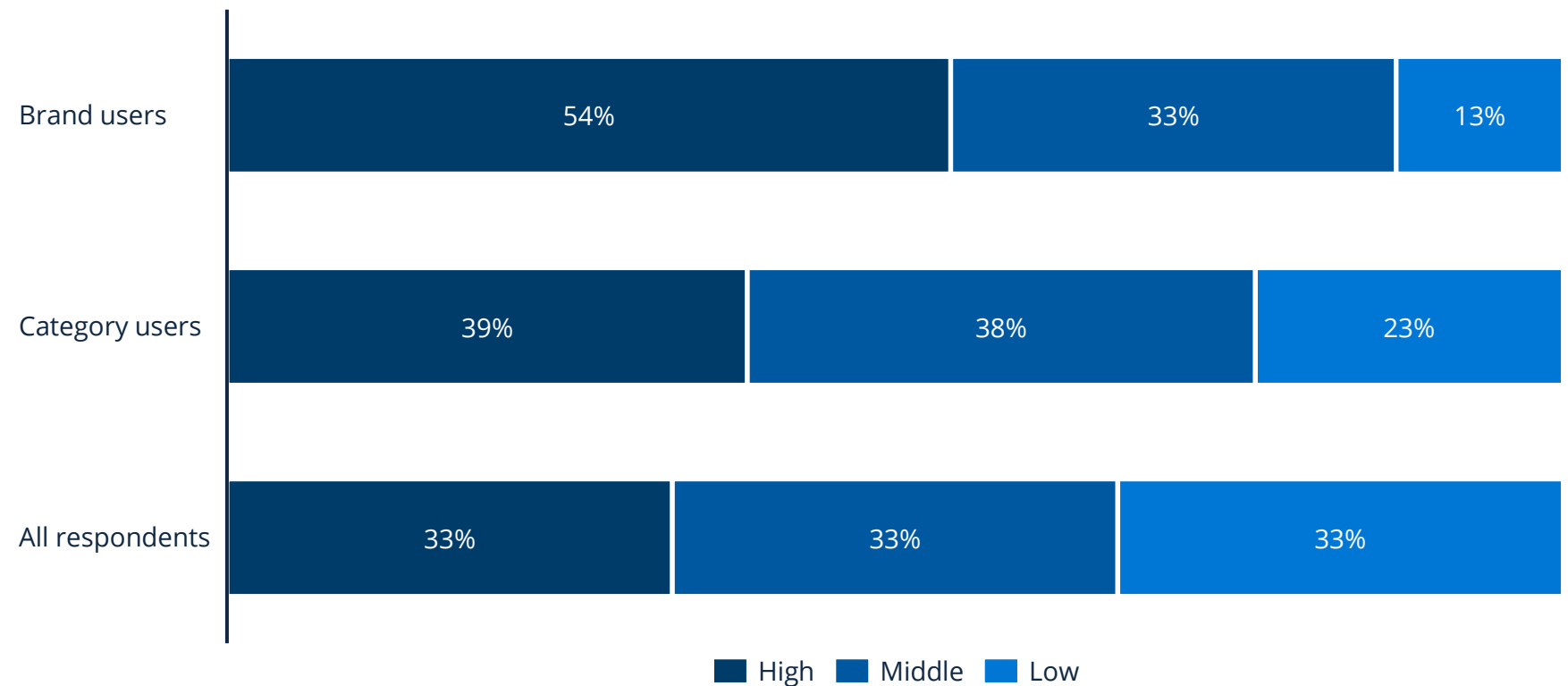


Air France has a larger share of customers with a high income than other airlines

Demographic profile: income



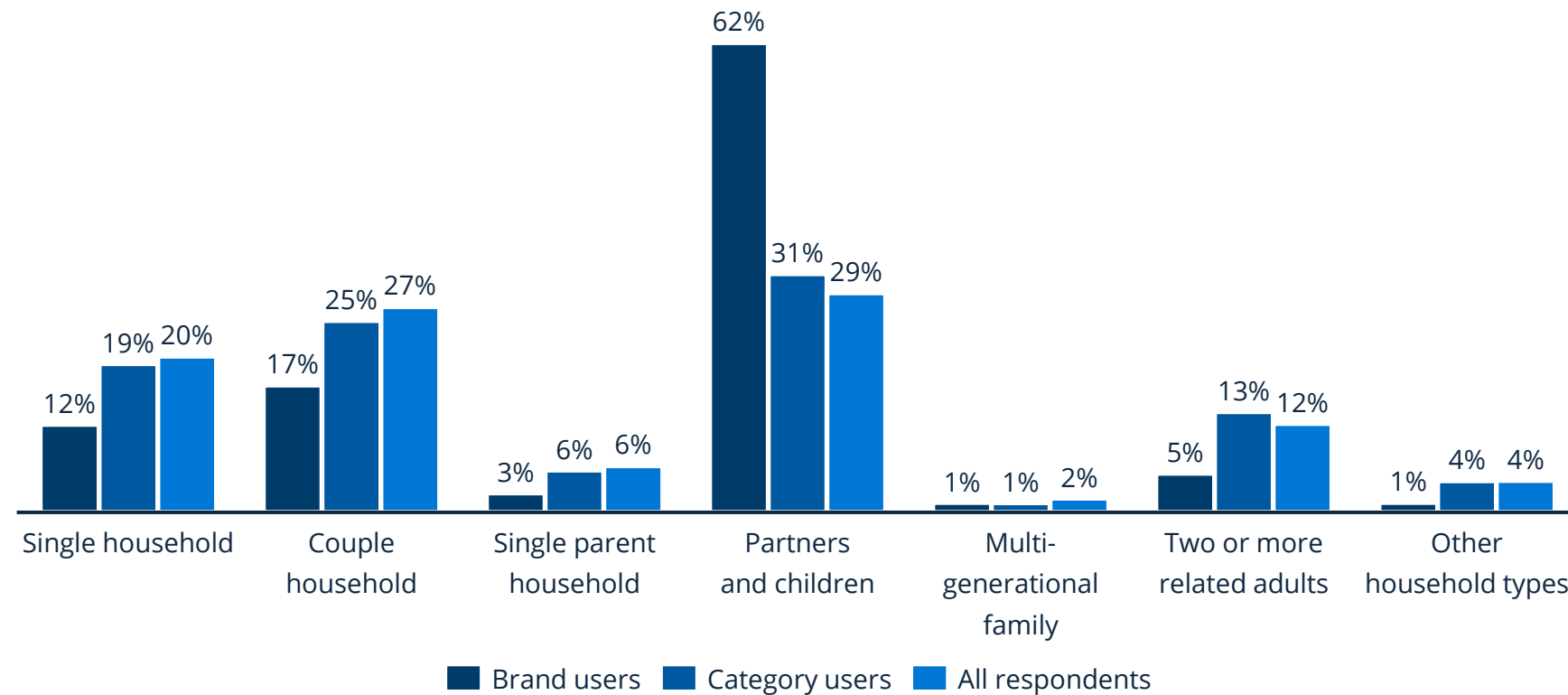
Share of consumers in Switzerland in the high, middle, and low thirds of monthly household gross income



Compared to other airline customers, Air France customers are relatively likely to live in a nuclear family

Demographic profile: household classification

Type of households in which consumers in Switzerland live



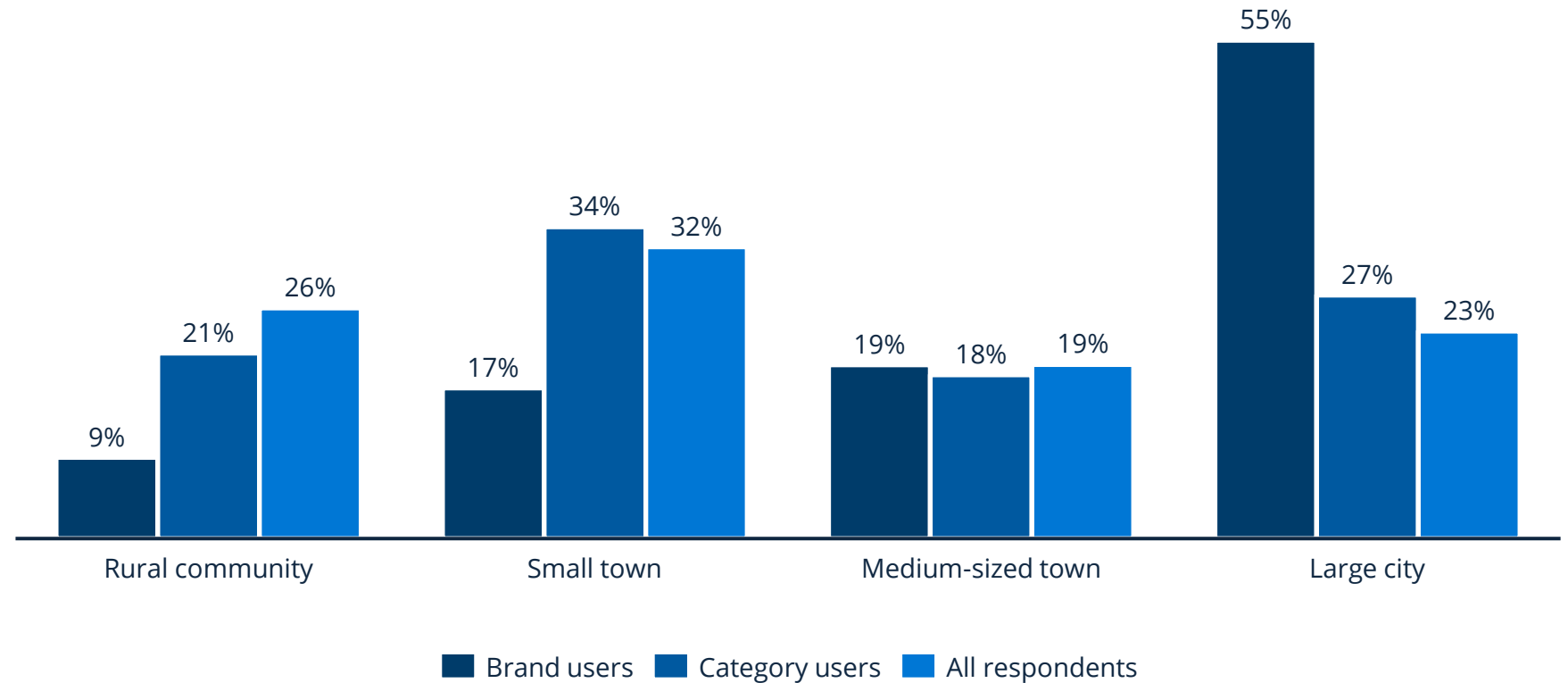
11 **Notes:** Typology based on "household size", "household constellation" and "children under the age of 14 in household"; Single Pick; "Which of these airlines have you booked a flight from in the past 12 months?"; Multi Pick; Base: n=78 Air France customers, n=796 airline customers, n=10,268 all respondents
Sources: [Consumer Insights Global](#) as of May 2024

Air France customers are more likely to live in large cities than airline customers in general

Demographic profile: type of community



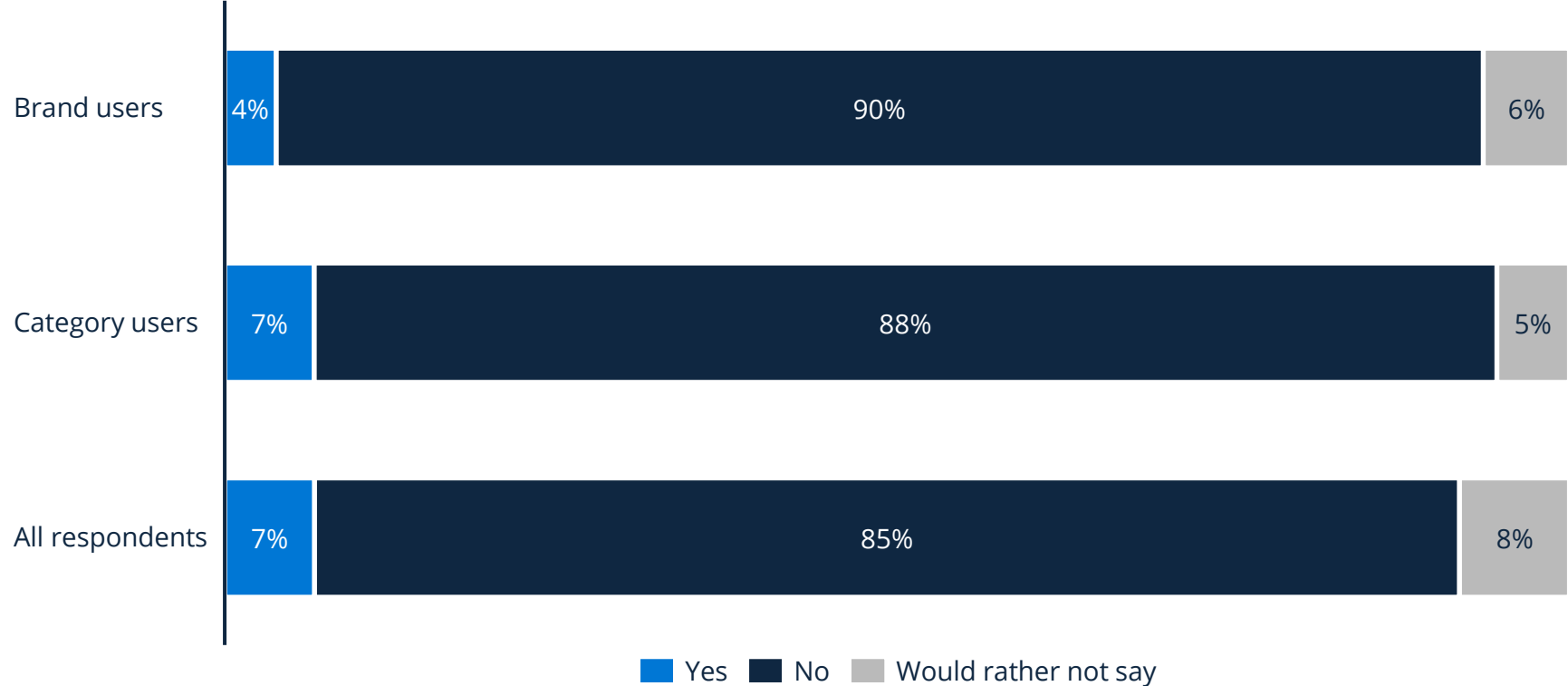
Communities where consumers live in Switzerland



4% of Air France customers consider themselves part of the LGBTQ+ community

Demographic profile: LGBTQ+

LGBTQ+ status of consumers in Switzerland



13 **Notes:** "Do you consider yourself part of the LGBTQ+ community?"; Single Pick; "Which of these airlines have you booked a flight from in the past 12 months?"; Multi Pick; Base: n=78 Air France customers, n=796 airline customers, n=10,268 all respondents
Sources: [Consumer Insights Global](#) as of May 2024

CHAPTER 03

Consumer lifestyle

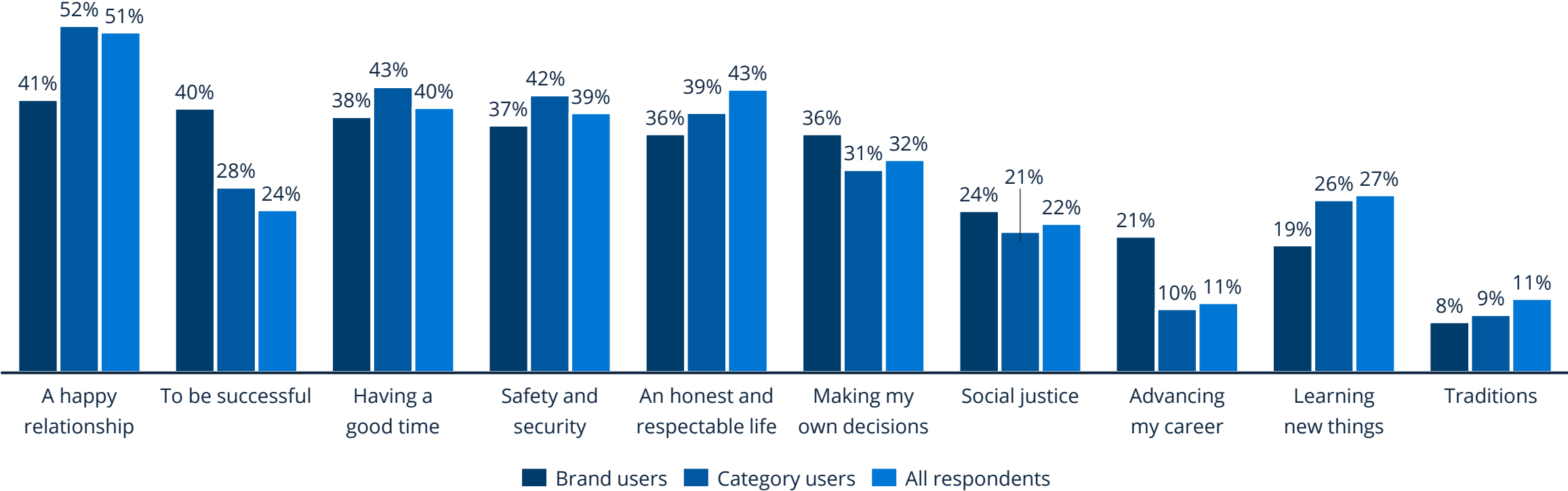
- Life values
- Main interests
- Hobbies & leisure activities
- Sports activities
- Sports followed



Success and career advancement are relatively important to Air France customers

Consumer lifestyle: life values

Most important aspects of life for consumers in Switzerland



15 Notes: "Out of the following list, which are the 3 most important aspects to you in life? Please choose exactly 3.," Multi Pick; "Which of these airlines have you booked a flight from in the past 12 months?"; Multi Pick; Base: n=78 Air France customers, n=796 airline customers, n=10,268 all respondents
Sources: [Consumer Insights Global](#) as of May 2024

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