

**Airline Passenger Travel Cycle, Satisfaction and Loyalty: A  
Comparison of EgyptAir and Emirates Airlines.**

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**Abstract:**

Passenger satisfaction is a major concern to airlines. It is an important competitive advantage that airlines need. In addition, customer loyalty is significantly associated with satisfaction. This study, using structural equation modelling to analyze passenger perceptions of EgyptAir and Emirates airline, aims to measure the influence of passenger travel cycle service quality on passenger's satisfaction and its impact on loyalty. In addition, it investigates the opinions of passengers on provided services of both airlines including their tangible, intangible services, information availability and airlines' commitment to declared times. The findings revealed the significant effect of travel cycle services on passengers' satisfaction while it highlights the services that passengers are not satisfied with. Contributions of the study to knowledge and practice are also discussed.

**Keywords:** Passenger travel cycle, satisfaction, loyalty, EgyptAir, Emirates airlines