

SEE HOW SAP CAN HELP YOU BRING CLARITY TO YOUR BUSINESS



« Previous post | Gulliver home | Next post »

About our blogs | Contact us | RSS feed

Search this blog Go

January 19th

14:20 GMT +00:00 How's my immigration service?

Posted by: Economist.com | LONDON
Categories: Airports | China | Immigration

EVER wanted to vent your frustration at an immigration official after a long wait in line? Well you can at Chinese airports, where passengers can press one of four buttons on a small electronic feedback machine that lights up once the immigration procedure is complete. You can choose the smiley button that says you're fully satisfied, one expressing mere satisfaction, another saying that the time taken was too long or a fourth complaining that customer service was poor. The feedback is recorded against the immigration officer's identification number.




So in China, of all places, travellers get to vote. (Although we can't find any great reason to test the official's reaction to the passenger who selects the fourth, least satisfied option.)

(Photo credit: AFP)

[+ Share](#) [Permalink](#)

SEE HOW SAP CAN HELP BRING C' TO YO'



Newsletter

Subscribe to "Gulliver's best" to receive weekly highlights of postings on this business-travel blog. Choose from a wide selection of Economist.com's free newsletters and alerts.

Recent posts

- Time to name names**
May 20, 2009
- Falling for the charms of premium economy**
May 20, 2009
- Business-class travel on the public dime**
May 19, 2009
- The breakdown in trust**
May 18, 2009
- Creativity and the expat life**
May 18, 2009

Economist blogs

- Bagehot:** Britain
- Banyan:** Asia
- Buttonwood:** Financial markets
- Charlemagne:** Europe
- Democracy in America:** American politics
- Free exchange:** Economics
- Gulliver:** Business travel
- Lexington:** America

Archive

May 2009 | Apr 2009 | Mar 2009 | Feb 2009 | More »

From Economist.com

DOING BUSINESS IN

- WORLD**
- International Business
- Countries Briefings
- More Intelligent Life



Full contents | Subscribe

Comments

- SIR –
Sort: Newest first | Oldest first | Readers' most recommended
- mickey mouse wrote:
January 21, 2009 2:33
Another good story about the Chinese Immigration and Customs: my family and I (all gweilos i.e. not ethnic Chinese apart from my wife and daughter) were queuing to go through immigration in Hainan Island and the queue was very long and the hall hot and stuffy. My mother started to feel faint and in fact did faint. The Immigration staff were extremely kind and thoughtful leading her quickly through the queue to their own rest room where they provided her with a very comfortable armchair and offered numerous herbal remedies to make her feel better. I left the airport with a very good feeling about the staff.
[Recommend \(13\)](#) [Report abuse](#)
- carl65 wrote:
January 20, 2009 21:24
The polite and helpful attitude of Chinese Immigration and Customs are almost without parallel. Unfortunately, this attitude does not extend far beyond the border posts. Even within sight of Hong Kong and Macau, there are men in green uniforms, carrying automatic weapons and ensuring that no-one breaches the barbed wire and the iron grip of the Communist Party. Don't be fooled.
[Recommend \(14\)](#) [Report abuse](#)
- Ovate wrote:
January 20, 2009 19:50
I usually found that in Chinese banks that had this system, tellers would simply turn off the system if they thought you were likely to give a bad "vote". Other banks although set up with the system would seldom even switch the system on at all!
[Recommend \(14\)](#) [Report abuse](#)
- CoriA wrote:
January 20, 2009 18:04
This is common not only at immigration checkpoints, but also at most banks in China.
[Recommend \(13\)](#) [Report abuse](#)
- alexsw1 wrote:
January 20, 2009 17:16
I was in China a few months ago and it was wonderfully efficient. In

fact, most - but not all - my passport control experiences are decent. Why can't the Americans (and, to a lesser extent, Canadians) come up to scratch?

[Recommend \(13\)](#)

[Report abuse](#)

quanticle wrote:
January 19, 2009 17:36
Does the official get to see your vote?

[Recommend \(15\)](#)

[Report abuse](#)

You must be logged in and have a pen name to comment. If you have a pen name, please log in to your economist.com account. Otherwise create a pen name.

Backgrounders

The airline industry
Boeing v Airbus
Mobile telecommunications
British Airways
Low-fare airlines
[... more »](#)

Articles by subject

The airline industry
Mobile telecommunications
[... more »](#)

Popular topics

[More »](#)

Aeroflot, Air Canada, Air India, Air New Zealand, Air-traffic control, AirAsia, Airbus, Aircraft design, Airline food, Airlines, Airmiles, Airports, Alitalia, American Airlines, Amtrak, Asia, BAA, BMI, Bangkok, Bars, Boeing, Books, Brazil, British Airways, Budget airlines, Budget hotels, Car rental, Chicago, China, Continental Airlines, Convention centres, Credit crunch, Customs, Cycling, Delta Air Lines, Dubai, ESTA, EgyptAir, Emirates, Entertainment, Etihad, Etiquette, Eurostar, Executive airlines, Expenses, Family, Fares, Films, Flight attendants, Four Seasons, GOL, Gadgets, Gatwick, Green issues, Guesthouses, Hawaii, Health, Heathrow, Helicopters, High-speed rail, Hilton, Hong Kong, Hotels, Humour, Hyatt, IATA, Iberia, Immigration, InterContinental, Internet, JFK, Japan, Jet Airways, JetBlue, Kingfisher Airlines, Las Vegas, Living abroad, London, Loyalty programmes, Lufthansa, Luggage, Luton Airport, Mexico City, Moscow, Mumbai, Narita, New York, Newark, Newspapers, Northwest Airlines, Oil prices, Olympics, Open skies, Passengers, Pearson, Pets, Pilots, Private jets, Qantas, Rankings, Resorts, Restaurants, Ryanair, Safety, Schiphol, Security, Serviced offices, Southwest, Spirit Airlines, Stansted, Starwood, Swine flu, Taxes, Taxis, Technology, Terrorism, Ticketing, Tipping, Tourism, Trains, Travel clothing, Travel trends, US Airways, United Airlines, Upgrades, Video conferencing, Virgin, Visas, Weather, Website reviews, Working habits

SEE HOW SAP CAN HELP YOU BRING CLARITY TO YOUR BUSINESS

▶ GET CLEAR

THE BEST-RUN BUSINESSES RUN SAP

SAP



[Site feedback](#)

[About Economist.com](#) | [About *The Economist*](#) | [Subscription Centre](#) | [RSS](#)  | [Media Directory](#) | [Advertising](#) | [Career Opportunities](#) | [Contact us](#)

Copyright © The Economist Newspaper Limited 2007. All rights reserved. [Legal disclaimer](#) | [Accessibility](#) | [Privacy policy](#) | [Terms & Conditions](#) | [Help](#)