

Quality assessment of airports- based on passengers' satisfaction

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Along with handling ground services for airlines, airports have to improve customer services for passengers. Customer feedbacks give a good basis for identifying intervention areas; however, the importance of components affecting passenger satisfaction is often neglected. A survey was conducted to assess the extent to which the components influence satisfaction. Based on the answers, a weighting method was elaborated to support multicriteria analysis. According to the result, the proper passenger information and cleanliness were the most important on departure, and the cleanliness on the arrival side. The method was applied to determine the aggregated score of airports based on customer feedback. A sensitivity analysis was carried out with a focus on weighting functions. It was found that different function relationships have different effects on the final quality score and order of the airports.