

## Abstract

Research Title : Airport passenger services assessment: A case study of  
Suvarnabhumi International Airport  
Author : Mr. Kunnapat Kankaew  
Year : 2013

---

This research is to study service quality of Suvarnabhumi International Airport. The purposes are to determine the factor that has an important to the passengers, the factors that need to improve and to survey the passenger's satisfaction. There are 392 respondents those who used Suvarnabhumi Airport. The standard deviation, means and percentage statistic were applied.

The result shown that the majority of respondents were male, age between 21-30 year-old and the purpose of travel was leisure. Most of them lived in England accounted for 8.7 per cent, France 8.16 and China 7.40 per cent. They came from different continent, the highest number was EU accounted for 43.88 per cent Asia 35.20 per cent and North America 9.9 percent. The overall factors were very important to the respondents except parking facilities, value for money of parking and availability of lounge. Meanwhile, the levels of satisfaction to the airport services were moderate. Furthermore, there are some recommendations from respondents in order to improve airport service quality; such as internet service/WIFI, ease of finding ways and walking distance inside the terminal.