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**ASSESSMENT OF SERVICE QUALITY PERCEIVED BY  
PASSENGERS AT BANDARANAIKE INTERNATIONAL  
AIRPORT, KATUNAYAKE.**

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**ASSESSMENT OF SERVICE QUALITY PERCEIVED BY  
PASSENGERS AT BANDARANAIKE INTERNATIONAL  
AIRPORT, KATUNAYAKE.**

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Thesis submitted in partial fulfillment of the requirements for the  
Degree of Master of Science in Transportation

Department of Civil Engineering

University of Moratuwa  
Sri Lanka

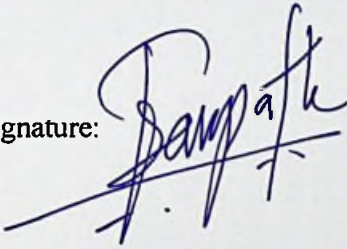
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The above candidate has carried out research for the Masters/ MPhil/ PhD thesis/ Dissertation under my supervision.

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Signature of the supervisor:

**UOM Verified Signature**

Date: 6.6.2018.



## DEDICATION

*This thesis is dedicated to my parents,  
whose power, generosity, and humanity have  
moved me countless times.*

*Thank You for your  
unconditional support with my studies. I'm  
honored to have you as my parents.*

## ACKNOWLEDGEMENTS

After the completion of this thesis successfully, this is the opportunity to show my heartiest gratitude to all the people who gave me a grateful support.

The special thank goes to my cooperative supervisor, Dr. H R Pasindu, Senior Lecturer, Transport Engineering Division, Department of Civil Engineering, University of Moratuwa. The supervision and support that he gave truly benefited the progression and smoothness of the completion of the thesis successfully.

Next great appreciation goes respondents of the thesis questionnaire; the great support that they provide is really beneficial for me while gathering data this study.

Last but not least I would like to thank my parents and friends for the support and courage; they gave me during the completion of the thesis.

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November, 2017.

## ABSTRACT

Service quality at airports as perceived by air passengers is a comparison between their expectations and airport's actual performance which is measured by the performance of service delivery of the airport. Delivering high quality service to passengers by airports is vital for their market competitiveness and ultimately for promoting the image of the country. Since, service quality is an important factor in customer satisfaction, the study aims to assess the current service quality level which is being perceived by air passengers and their satisfaction levels for Airport Facilities at Bandaranaike International Airport (BIA), Katunayake comparing other Airports in other geographical regions (Indian Subcontinent, East Asia & Asia Pacific, Middle East and Europe).

The main objective of the study was to understand importance of customer expectations and level of satisfaction perceived by passengers concerning the facilities, services and service quality of BIA, Katunayake. For data collection, an online questionnaire (created based on Google® forms) was provided and the population of the study was comprised of those who have experienced the services offered by BIA, specifically frequent air travelers of national origin. The questionnaire was developed using the SKYTRAX questionnaire as a benchmark.

The questionnaire was distributed online to the target population who have travelled using BIA during last three years of time. The Likert survey was the selected questionnaire type as this enabled the respondents to answer the survey easily based on their evaluation levels. A total of 147 completed questionnaires were selected out of 163 due to incompleteness of some answers.

Results shows that, responders (almost 50%) who have travelled within last three years through more than 05 airports in more geographical areas have less satisfaction level for most of questions than other responders who have visited five or less than five airports. Further responders (almost 20%) who have travelled through many airports (more than 10 airports within last three years) in more than two geographical areas have neutral or dissatisfied responses for most of questions than other responders who have visited ten or less than ten airports those were in one or two geographical areas. This indicates that service quality at BIA for some areas does not match the satisfaction level of passengers who have experienced many airports in several geographical areas.

Moreover the study also concludes that the satisfaction level of passengers on service quality was significantly different based on number of airports which passengers have visited and geographical areas where those airports are located, especially passengers who have travelled only in Indian subcontinent had more satisfied responses on BIA comparing others.

There were no significant difference in observations on satisfaction levels based on passenger's gender, age group and reasons for travel, since 90% of passengers had travelled on business / employment purposes. In conclusion, the study suggests that policy makers as well as airport management need to comprehensive survey on passenger's satisfaction level on their services offered and take workable measures to improve upon airport service quality.

**Key Words:** Airport Operations, Service Quality, Passenger Satisfaction, Bandaranaike International Airport (BIA)



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## **LIST OF ABBREVIATIONS**

|              |  |
|--------------|--|
| <b>AASL</b>  | <b>Airport &amp; Aviation Services (Sri Lanka) Limited</b> |
| <b>ACI</b>   | <b>Airport Council International</b>                       |
| <b>BIA</b>   | <b>Bandaranaike International Airport</b>                  |
| <b>CAASL</b> | <b>Civil Aviation Authority of Sri Lanka</b>               |
| <b>GDP</b>   | <b>Gross Domestic Product</b>                              |
| <b>IATA</b>  | <b>International Air Transport Association</b>             |
| <b>LKR</b>   | <b>Sri Lankan Rupee</b>                                    |
| <b>MT</b>    | <b>Metric Tones</b>  |
| <b>QDA</b>   | <b>Qualitative Data Analysis</b>                           |
| <b>RETs</b>  | <b>Rapid Exit Taxiways</b>                                 |
| <b>SAARC</b> | <b>South Asian Association for Regional Cooperation</b>    |
| <b>UAE</b>   | <b>United Arab Emirates</b>                                |
| <b>UK</b>    | <b>United Kingdom</b>                                      |
| <b>USD</b>   | <b>United States Dollar</b>                                |
| <b>VIP</b>   | <b>Very Important Person</b>                               |

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