

COMMON PROBLEMS OF AIRPORT PASSENGER TERMINAL OPERATIONS

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A Research Paper

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RESEARCH PAPER APPROVAL
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Abstract

Airport passenger terminal operations include all the activities that passengers will experience in the airport from being processed through boarding to the plane and the other services available at the terminal facility. The consistent increases in passenger rates have had major effects on these procedures among the world's airports and have caused certain problems for airport terminal operations. This paper provides a brief introduction about airport passenger terminals and their operations and identifies several frequently observed problems that exist among the airports. In addition to identifying the outcomes that have resulted from each of these problems, many suggestions or recommended solutions have been provided. These recommendations are based on research and studies available in the literature. Relevant sources that have been used in the literature include books, journal articles, official aviation or airport related reports, and online news articles.

Keywords: Airport passenger terminal, terminal operation problems.

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