

Development of an Information System Based Airport Evaluation Method

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Abstract : Satisfaction of air transportation passengers is significantly affected by the perceived quality of airport information services. The development potential of ICT is considerable. The traditional and new functions of 'smart' airports are realized by complex services aiding seamless, comfortable and less time-consuming travel. Based on the elements of the transportation chain the information management functions, their relationships and the technical solutions have been identified. The functions have been categorized by their development level and evaluation scores have been assigned to each category. Correction factors influencing the usefulness of the technology or the service have been introduced. A method for the calculation of 'smart' index in order to compare the airports in objective way has been developed; thus facilitating further developments. The method has been applied for the case study of Budapest.

Keywords : air transportation informatics, evaluation, information service, smart airport

Conference Title : ICSRD 2020 : International Conference on Scientific Research and Development

Conference Location : Chicago, United States

Conference Dates : December 12-13, 2020