

Measuring Quality of Service in King Khalid International Airport

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Abstract : Any organization should take into consideration the customers' satisfaction while providing any service to their customers. The quality of services is always considered as the main aspect that attracts the customers' attention and helps the airports to develop their services and operations. King Khalid International Airport is considered as the gateway of the Kingdom of Saudi Arabia. Therefore, the aim of this paper was to identify the quality service in the departure area at in King Khalid Airport. The SERVQUAL questionnaire was distributed among the passengers in King Khalid International Airport and the respondents have reached to 500 passengers. The results that are obtained from the SERVQUAL questionnaire showed that the quality of airport's services is low.

Keywords : service quality, SERVQUAL methodology, King Khalid International Airport (KKIA), customers' satisfaction

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