A Study towards Passenger Satisfaction Level of Sardar Vallabhbhai Patel International Airport, Gujarat, India

*S. Parimala, Prerna Tekade
Acharya Institute of Graduate Studies, Bangalore, India.
*Corresponding author Email: parimalas@acharya.ac.in

Abstract. This significant expansion is expected to be underpinned by a trebling in the proportion of middle-class households and further increases in time-saving options for air passengers. This highlights the important role aviation can play in connecting the country – both internally and with the rest of the world. This strong growth outlook for air passenger demand will see India overtake Germany, Japan, Spain, and the UK within the next 10 years to become the world's third largest air passenger market. These are exciting times for the air transport industry in India. The course, the future will not be without challenges – for those in the industry and policy-makers and regulators alike. These challenges will include making sure that the right type of infrastructure is put into place, at the right time and in the right location to ensure that the demand can be met, as well as ensuring that the regulatory environment is one which successfully fosters a competitive and healthy airline transport sector that will continue to make a major contribution to the Indian economy in the years to come. A robust and financially sound industry is critical to delivering the benefits that aviation can bring – creating jobs, bringing families together, facilitating business, and supporting trade, investment and economic growth.

1. Introduction

The civil aviation industry in India has emerged as one of the fastest growing industries in the country during the last three years. India has become the third largest domestic aviation market in the world and is expected to overtake UK to become the third largest air passenger market by 2024. In a country where train travel has long been the dominant mode of transport, India's aviation sector has increasingly established itself as a safe, affordable and credible alternative. The number of passengers flown by Indian airlines has more than doubled over the past seven years, compared with just a 6% rise in railway passengers. Moreover, as the world's largest democracy with a population of more than 1.3 billion citizens, India's potential for further growth and industry development is very clear. Indeed, we expect air passenger numbers to, from and within India to increase by 3.3x over the next 20 years, to more than 500 million passenger journeys per year. Aviation in India, broadly divided into military and civil aviation, is the fastest-growing aviation market in the world according to the International Air Transport Association (IATA). The hub of the nation's aviation manufacturing industry is at Bangalore which has a 65% share of this economic sector since 1924. The government's UDAN (regional connectivity scheme) is driving the growth of civil aviation and aviation infrastructure in India. Historically, the Indian aviation sector has been a laggard relative to its growth potential due to excessive regulations and taxations, government ownership of airlines and resulting high cost of air travel. However, this has changed rapidly over the last decade with the sector showing explosive growth supported by structural reforms, airport modernizations, entry of private airlines, adoption of low fare - no frills models and improvement in service standards. Like elsewhere in the world, air travel is been transformed into a mode of mass transportation and is gradually shedding its elitist image. India aviation industry promises huge growth potential due to large and growing middle class population, favourable demographics, rapid economic growth, higher disposable incomes, rising aspirations of the middle class, and overall low penetration levels (less than 3%). The industry has grown at a 16% CAGR in passenger traffic terms over the past decade. Withadvent of LCCs and resultant decline in yields, passenger traffic growth which averaged 13% in the first half has increased substantially to 19% CAGR during 2006-2011. Despite strong growth, air travel penetration in India remains among the lowest in the world. In fact, air travel penetration in India is less than half of that in China where people take 0.2 trips per person per year; indicating strong long-term growth potential. A comparative statistic in United States, the world's largest domestic aviation market stands at 2 trips per person per year. We expect passenger demand to remain stable and grow between 12-15% in the medium term, assuming a no major weakness in GDP growth going forward.

2. Growth of Aviation Industry

Aviation industry is the business sector that manufactures, maintains, and operates the aircrafts and the airports. When it comes to aviation, there is a broad range of responsibilities within. It comprises activities at the airport as well as in the aircraft. It involves ground duties that are required to perform before the flight takes off, the activities during the flight, and the activities after it lands. The aviation industry encompasses almost all aspects of air travel and the activities that help to facilitate it. This means it includes the entire airline industry, aircraft manufacturing, research companies, military aviation, and much more. A century after the first commercial flight, the aviation industry continues to offer a variety of exciting and

rewarding career options for qualified professionals. "Aviation" is a growing industry with very practical purposes. Worldwide, airlines carry more than 3 billion passengers a year and deliver about one-third of traded goods by value. Aviation sector employment also is seen as strong. Airlines employ about 2.5 million workers and expect "to accelerate the pace of hiring over the next year". Overall, about 9 million people are employed in the global aviation sector. In the United States alone, there are almost 20,000 airports. As we all know that airline industry has seen much development after the post-World War I period. With the progress in aviation techniques, airlines have paved a way for making travel and tourism better in every way. Hence, it plays a major role in the travel and tourism. The airline industry exists in an intensely competitive market. Observing a growth of17.62% over the past year and with the recent development, there has been a significant increase in the airline opportunities. Both domestic and international airlines require trained professional on the airports for different kinds of jobs including ground staff, flight attendants, ticketing counters as well as air hostesses. Thus, looking at the wider scope of the airline industry, it is very much beneficial for the travel industry. The next decade is set to be an exciting time for the Aviation industry. Flight has never been safer, with record numbers of planes taking off and landing every day. Aviation has never been more successful, with the industry contributing $704 billion to global GDP. The number of airline passengers is predicted to rise over the next ten years and beyond. This is in part thanks to rising levels of financial independence and a higher average GDP around the world, meaning more people can afford to take flights. The world is becoming more connected, with the internet bringing us closer together, 24-hour news allowing us to see what is happening around the world and more efficient planes allowing us to travel from place to place. Disruptive elements might sound bad, but change can be positive, encouraging the Aviation industry to adopt new strategies or rise to meet new challenges. India's Aviation market has exploded in recent years and is set to overtake the US if it stays on its predicted course of reaching one billion flights per year. The importance of the modern aviation industry is difficult to overstate, but one of the main reasons for this importance is the globalised nature of the industry, helping to connect different continents, countries and cultures. As a result, global aviation has been key in facilitating efficient travel to distant places, enriching many lives in the process. The aviation industry has also been a key contributor to global economic prosperity, not only as a result of the tourism industry boosting local economies, but also because it has allowed for improvements to global trade.

3. Historical Record of the Company

Sardar Vallabhbhai Patel International Airport (SVPIA) (IATA: AMD, ICAO: VAAH) is an international airport serving the twin cities of Ahmedabad and Gandhinagar in Gujarat, India. The airport is located in Hansol, 9 km (5.6 mi) north of central Ahmedabad. It is named after Gujarati native Sardar Vallabhbhai Patel, the 1st Deputy Prime Minister of India. This airport is the busiest and largest airport in the Indian state of Gujarat. In fiscal year 2021-22, it handled about 5.67 million passengers making it the seventh-busiest airport in terms of passenger traffic in India. The airport serves as a focus city for GoAir. In 2015, the government started the procedure for the privatization of the airport. The new Dholera International Airport is being developed due to expansion constraints at the current airport. It was awarded as "Most improved airport" in Asia-Pacific region by the Airports Council International for 2017. The airport covers an area of 1,124 acres and its passenger traffic was approximately 11.4 million in 2019. It serves as a hub for Blue Dart Aviation, Kingfisher Airlines and SpiceJet Airlines. Several other Indian carriers such as Indian Airlines and Jet Airways also use Sardar International. A 700kWp rooftop solar plant was commissioned at the airport in March 2017. Expansion works to increase the airport's passenger capacity have been completed. As part of the expansion, four aero-bridges have been constructed at the domestic and international terminals. In addition, a new technical block to increase flight capacity was constructed. The airport currently has three terminals, Terminal 1 to handle domestic operations, Terminal 2 for international operations and a cargo terminal. A new international terminal, Terminal 3, has also been built recently. Terminal 1 has two floors dedicated to arrival and departure areas. The ground floor of the building accommodates three boarding gates. Level 1 on the ground floor incorporates baggage reclaim and 30 check-in counters. The domestic terminal also features eateries, retail outlets, bookshops and a VIP Lounge. The arrivals section consists of three luggage belts and ground transport desks. Terminal 1 provides 250 spaces for car parking and the construction of additional parking spaces is underway. Upon completion of the works at Terminal 1 the number of parking bays at the airport will increase from 15 to 45. Terminal 2 is the current international terminal and covers an area of 7,825m². It is equipped to accommodate 500 passengers. This terminal building also consists of departure and arrival areas. The departure hall features six immigration counters, a restaurant, a duty-free shop, a gift shop, and two customs counters. The arrival hall consists of one entry gate, two luggage belts, a currency exchange point and eateries. Seven immigration counters are situated in the arrival area. The international terminal also has 23 check-in counters and provides 200 car parking spaces. Facilities for the disabled are also offered at the terminal. Currently, Sardar International lacks conference facilities. The cargo terminal operations consist of 44% domestic and 56% international air freight. The new Terminal 3 has been built in two phases. The first phase was developed by Italian Thai Development (ITD) and Mumbai-based Pratibha Consortium, and the second phase was developed by M S Khurana Engineering Limited. The new terminal was designed based on the Singapore Changi Airport and was planned according to the guidelines of the International Air Transport Association (IATA). The terminal was opened for public in September 2010. The terminal building covers an area of 41,000m² and can accommodate 1,600 passengers. It features both arrival and departure areas with four aerobridges and 32 check-in counters. The terminal also provides 900 car parking spaces. A travellator has been installed to connect the new terminal to the domestic terminal. The new terminal will also provide additional space for cargo operations. When the terminal became operational there were plans to use the existing international terminal (Terminal 2) to increase cargo operations. Initially, the new terminal was planned as a dedicated international terminal. However, it was later

decided to use it for arriving passengers during Hajj pilgrimage as well as for cargo. The airport handled 51,637 tonnes of cargo, inclusive of gold and silver in 2013–14. Sixty percent of the cargo comes from domestic sources. In 2009, 3,685 square metres (39,670 sq. ft) of land was leased for a period of seven years out by the AAI to Gujarat Agro Industries Corporation to set up a centre for perishable cargo. However, due to a government policy that prevented third-party operations at airports run by the AAI, the CPC was not in use until July 2014, when the minister of state for civil aviation announced that the government had issued a No Objection Certificate for commencement of operations. In 2014, it was announced that the airport would be getting a dedicated cargo terminal which is expected to come up at Terminal 3. The airport has a single runway, designated 5/23. The length and width of the runway are 3,489m and 46m respectively. The runway is surfaced with concrete and asphalt. There are numerous taxis which operate to and from the airport. Ahmedabad Municipal Transport Service (AMTS) runs a local bus service to the airport.A direct metro rail service is being planned to link the city centre with the airport. The international and domestic terminals provide 200 and 250 spaces for car parking respectively. The new Terminal 3 provides up to 900 car park spaces.

4. Business Operations of the Company

The city airport, established in 1937 and run by the Airports Authority of India (AAI), is being handed over to Adani Ahmadabad International Airport Limited, (AAIAL) which has officially taken over the airport operations. The operations, management and development of SVPI airport will now be handled by Adani for a period of 50 years. The Union ministry of Civil Aviation on October 22 signed a memorandum of understanding with Adani Ahmedabad International Airport Limited, at the AAI headquarters in Delhi. As part of this, provision of services, i.e. customs, immigration, plant and animal quarantine, health, MET and security (collectively called Reserved Services) along with CNS- ATM services at the city airport will be taken care by the AAI, whereas the operations, management and development of Ahmadabad airport will be run through public-private-partnership (PPP) mode as signed in February this year. In February last year, AEL put in a bid of Rs 177 as per passenger fee, to be paid to the AAI and emerged as the largest bidder for the airport. An email query sent to Adani seeking details of the plans for up gradation of the city airport did not elicit a response. SVPI Airport in Ahmadabad clocked a record-high footfall of 1.14 core passengers in 2019-20 according to data by AAI. So far, no changes in any of the fees have been announced by AEL. Sources confirmed that staffers in other departments of the AAI have been transferred.

5. Sample Design

I have utilized the convenient sampling method to create and circulate the survey. Through this method, I got **72 responses** and based on the responses the analysis has been made. Convenience sampling (also known as availability sampling) is a specific type of non-probability sampling method that relies on data collection from population members who are conveniently available to participate in study. Convenience sampling is a type of sampling where the first available primary data source will be used for the research without additional requirements. In other words, this sampling method involves getting participants wherever you can find them and typically wherever is convenient. In convenience sampling no inclusion criteria identified prior to the selection of subjects. All subjects are invited to participate.
1. The access to data was limited.
2. Lack of previous research on the chosen topic.
3. Time constraints
The purpose of Data Analysis is to extract useful information from data and taking the decision based upon the data analysis. Data interpretation is very important, as it helps to acquire useful information from a pool of irrelevant ones while making informed decisions. It is found useful for individuals, businesses, and researchers. The total no. of respondents for this research is 72 passengers.

TABLE 1. Respondent's Age

Sr. No.	Age	No. of Respondents
1.	<20	11
2.	21-30	41
3.	31-40	8
4.	41-50	5
5.	51-60	7
6.	60+	--
	Total	72

From the Above table, it can be inferred that from 72 respondents, the majority respondents i.e. 41 people belong to the age group 21-30. Around 11 respondents belong to the age group of less than 20 years. The age group 31-40 had 8 respondents and age group 51-60 had 7 respondents. Only 5 respondents belonged to the category of 41-50.
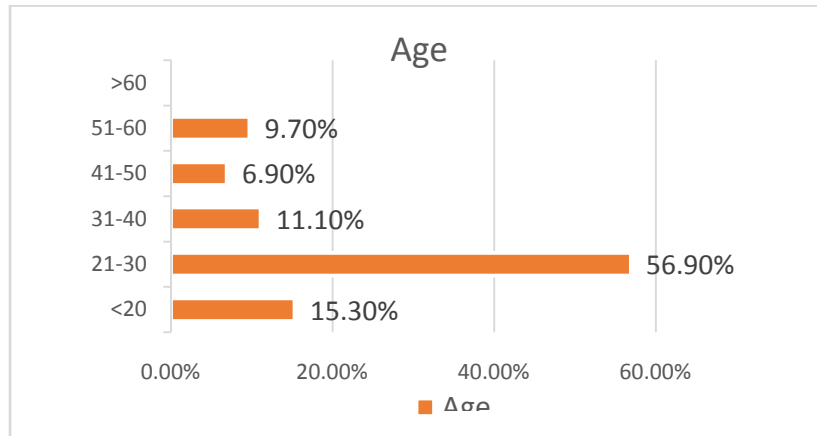
FIGURE 1. Age

From the above data, it is evident that most passengers belonged to the age group 21 – 30 years which constituted of 57% of the pie chart were interested in this research. 15% and 11% of passengers belonged to the age group of less than 20 years and 31-40 years respectively who took part actively. It can be inferred from the table and pie chart that the age group 51-60 which constituted 10% and the age group 41-50 which constituted 7% are the passengers took part in the survey.

TABLE 2. Respondent's Gender

Sr. No.	Gender	No. of Respondents
1.	Male	41
2.	Female	30
3.	Others	1
	Total	72

From the total respondents, the majority of respondents of the research were Males that is 41 responses whereas Female respondents were 30. Only 1 person belonged to the others category.
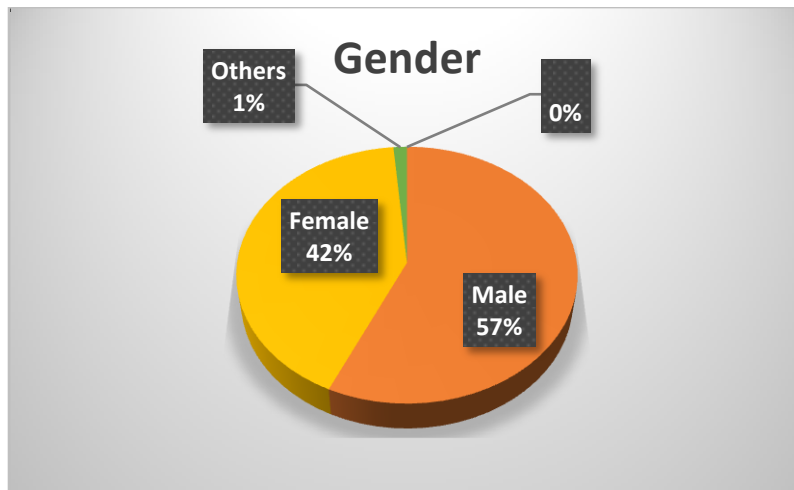
FIGURE 2. Gender

From the Pie chart, it appears that 56.9% of the passengers are "Male" and 41.7% are "Female" who travel by air. Even 1.4% passenger constituted of "Others" who prefer air travel.

TABLE 3. Respondent's Designation

Sr. No.	Designation	No. of Respondents
1.	Student	47
2.	Businessman/woman	7
3.	Employed in a firm	16
4.	Others	2
	Total	72

From the above table, I can see that 47 passengers are students. Businessman/woman constitutes of almost 7 passengers and Employees constitute of about 16 passengers. Others category consisted of 2 passengers.
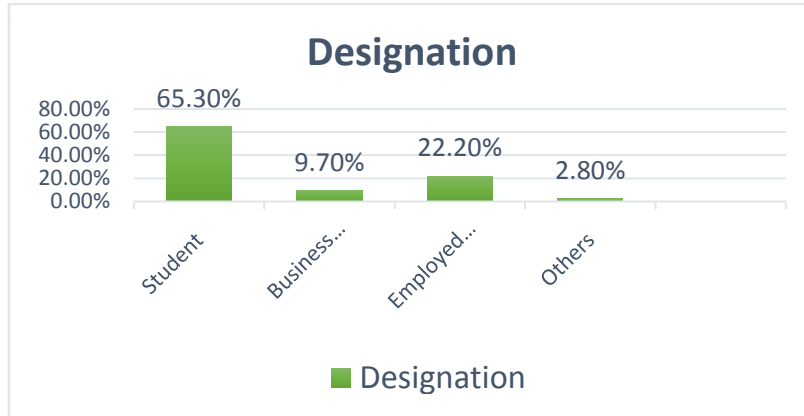

FIGURE 3. Designation

The above analysis clearly shows that 65.3% passengers are Students who travel for their studies as well as to visit new places. About 22.2% passengers who are employed in firm prefer to travel with Ahmadabad Airport. Around 9.7% passengers are Businessman/woman and 2.8% others who prefer to travel from this airport.

TABLE 4. Respondent's duration of travel from the past year

Sr. No.	Durations	No. of Respondents
1.	Once a week or more	1
2.	Once a month	10
3.	Once in 2-3 months	10
4.	Every 6 months	9
5.	Few times in a year	26
6.	Once a year	16
	Total	72

As it is mentioned in the above table, only 1 passenger travels so often as once a week or more. 10 passengers on an average travel once a month and also 10 passengers travel once in 2-3 months. 9 people have travelled every 6 months whereas 26 passengers travel few times in a year. About 16 passengers travel only once a year.
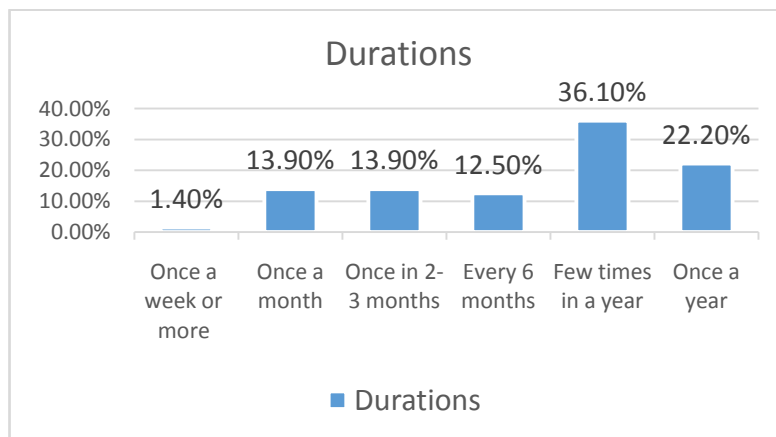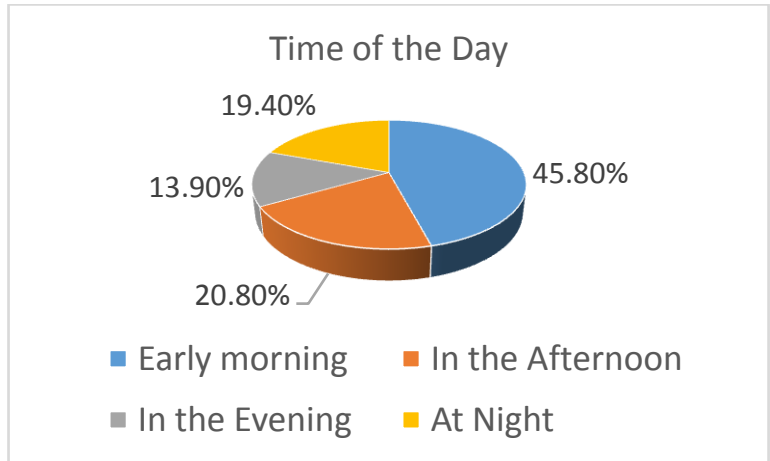

FIGURE 4. Durations

From the chart, I can see that most passengers travel "Few times a year" i.e. 36.1%. 22.2% people prefer to travel "Once a year". Around 13.9% passengers travel frequently for Once a month or once in 2-3 months. Only about 12.5% passengers travel every 6 months. Only few passengers i.e. about 1.4% people travel once a week or more.

TABLE 5. Respondent's preferred flight timings

Sr. No.	Timings	No. of Respondents
1.	Early Morning	33
2.	In the Afternoon	15
3.	In the Evening	10
4.	At Night	14

	Total	72

From the above data, it can be inferred that 33 respondents prefer to travel in the early morning. Among the respondents, 15 people like to travel in the Afternoon and 10 people like to in the Evening. At Night, 14 passengers prefer to travel by air.


FIGURE 5. Time of the day

From the above chart and table, I can conclude that almost 45.8% passengers prefer to travel in the Early Morning. This is because flights fare is cheaper during that duration and it fits in the schedule for many of the air passengers. About 20.8% passengers prefer to travel in the Afternoon and 19.4% passengers prefer their flights to be scheduled at night. In the evening, only 13.9% passengers prefer their flights to be scheduled as per their convenience.

TABLE 6. Respondent's Purpose of Travelling

Sr. No.	Purpose of Travelling	No. of Respondents
1.	Tourism	31
2.	Visit to relatives / friends	40
3.	Business	13
4.	Going home during Covid	1
5.	Employed in a new firm	1
6.	Shopping	1
7.	Education	2
	Total	72

According to the table, one person each chose their purpose of travelling as going home during Covid, employee in a firm, shopping and education. 31 people chose their purpose as tourism whereas 40 passengers gave their response as to visit their relatives / friends. Only 13 passengers travelled with the purpose of Business.
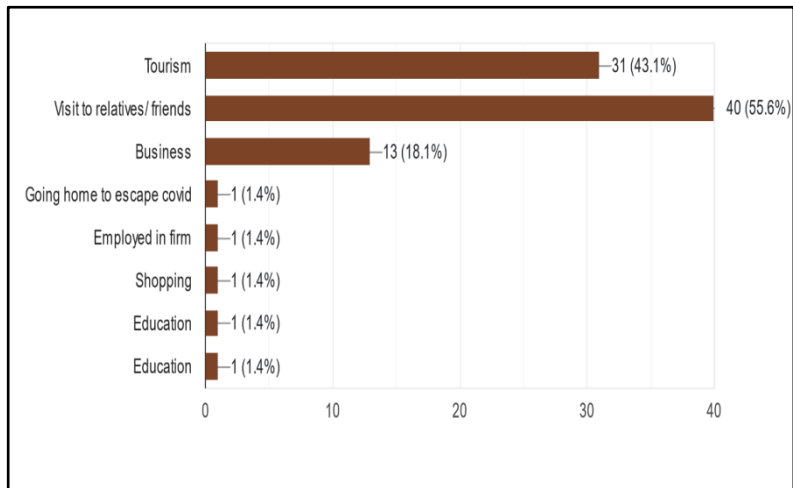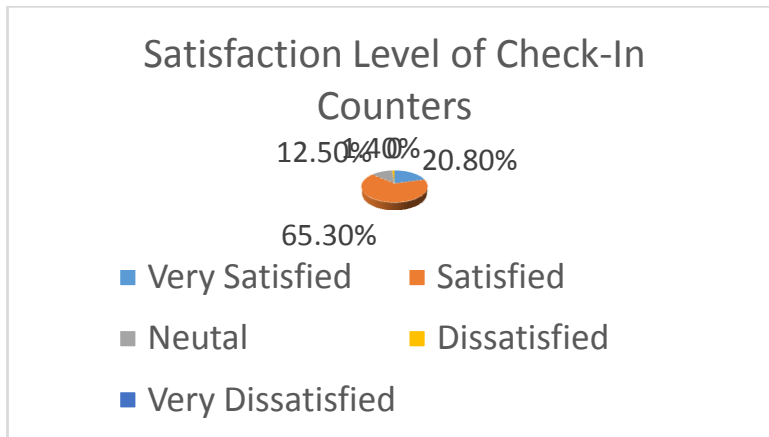

FIGURE 6

In the above data representation, I can interpret that most people i.e. 55.6% prefer to travel more through the Ahmedabad Airport to visit the relatives /friends. Almost 43.1% passengers prefer to travel with the purpose of Tourism. And around 18.1% people have to travel for their businesses. 2.8% passengers travel for their further Education. 1.4% passengers each travel for either Shopping, Employment in a new firmand to escape from COVID-19 in the last year.

TABLE 7. Respondent's review based on the Check in Counters.

Sr.No.	Satisfaction Level	No. of Respondents
1.	Very Satisfied	15
2.	Satisfied	47
3.	Neutral	9
4.	Dissatisfied	1
5.	Very Dissatisfied	--
	Total	72

As the table comprises of the data, I can see that majority of respondents i.e. 47 of them are satisfied with the Check-In counters of the airport. Around 15 passengers are very satisfied with the facility. Here, 9 people are neutral towards the facility whereas one respondent. No respondent chose Very dissatisfied for the service.


FIGURE 7. Satisfaction Level of Check-In Counters

From the above data representation, it is depicted that almost 65.3% passengers are "Satisfied" with the services provided at the Check-In Counters. Around 20.8% were "Very Satisfied" with the services and 12.5% people were "Neutral" towards the services provided by the Counters. Only 1.4% of the passengers are "Dissatisfied" with the services of the Check in counters. It can be inferred that there are no respondents who chose "Very Dissatisfied" for their review. Clearly, it means there is a room for improvement for the Check in Counters in the Airport.

TABLE 8. Respondent's review For Security and Baggage Screening.

Sr. No.	Satisfaction level	No. of Respondents
1.	Very Satisfied	19
2.	Satisfied	35
3.	Neutral	18
4.	Dissatisfied	2
5.	Very Dissatisfied	1
	Total	72

From the above data, 35 passengers were satisfied by the security and baggage services. From 72 responses, 19 were the ones who were Very Satisfied by the service. 18 people were still Neutral towards the service. 2 passengers felt Dissatisfied with the services and also 1 passenger felt Very Dissatisfied with the services provided.
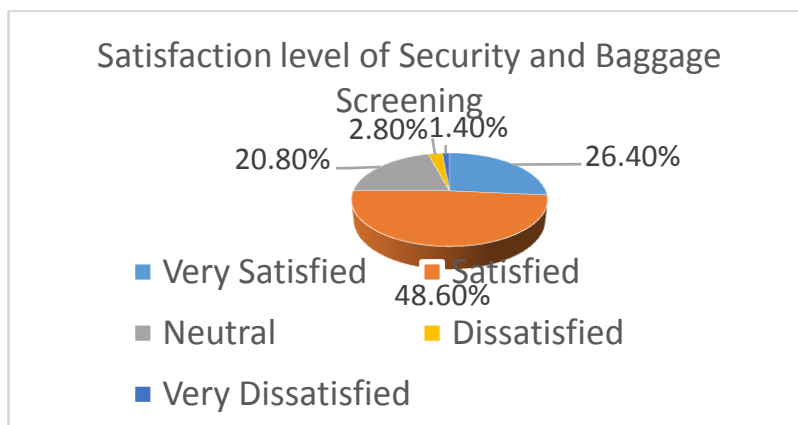
FIGURE 8. Satisfaction level of Security and Baggage Screening

From the above chart, I can understand that majority of passengers i.e. 48.6% passengers are "Satisfied" by the Security and Baggage Screening. 26.4% passengers have given a review as "Very Satisfied" of the services of Security and Baggage Screening and almost 20.8% people are "Neutral" towards them. Only about 2.8% people feel "Dissatisfied" towards the service and 1.4% people are "Very Dissatisfied" with the services. Even though almost half of the respondents are satisfied with the services and facilities, Airport can introduce some measures to increase the satisfaction level of the services.

TABLE 9. Respondent's Satisfaction level towards Airport Staff

Sr.No.	Satisfaction Level	No. of Respondents
1.	Very Satisfied	20
2.	Satisfied	36
3.	Neutral	14
4.	Dissatisfied	1
5.	Very Dissatisfied	1
	Total	72

The above tabular data represents the satisfaction level of the respondents towards services provided by the airport staff. 20 passengers were Very Satisfied by their services while 36 people were just satisfied. 14 people are neutral towards the services. One person each were Dissatisfied and Very Dissatisfied by the services of Airport Staff respectively.
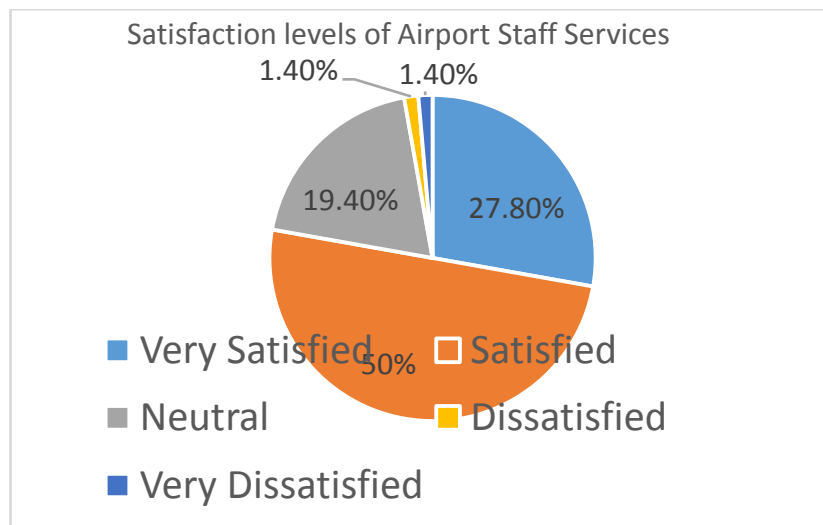
FIGURE 9. Satisfaction levels of Airport Staff Services

From the above pie chart, it is clearly inferred that 50% of people are satisfied by the Airport Staff services. Almost 27.8% respondents chose their review as Very Satisfied. The Dissatisfaction levels of the respondents are very low (1%). This shows that the passengers are well handled in a polite and friendly manner by the Airport Staff.

TABLE 10. Respondent's rating towards the Airport Facilities

Sr. No.	Rating	No. of Respondents
1.	Excellent	21
2.	Good	30
3.	Average	18
4.	Fair	1
5.	Poor	2
	Total	72

From the tabular form, I can see that 21 respondents rated Excellent for the Airport Facilities whereas 30 people rated Good. Around 18 people selected Average as their Rating level and only 1 person rated Fair for the facilities. 2 respondents chose Poor as the rating for the Airport Facilities.
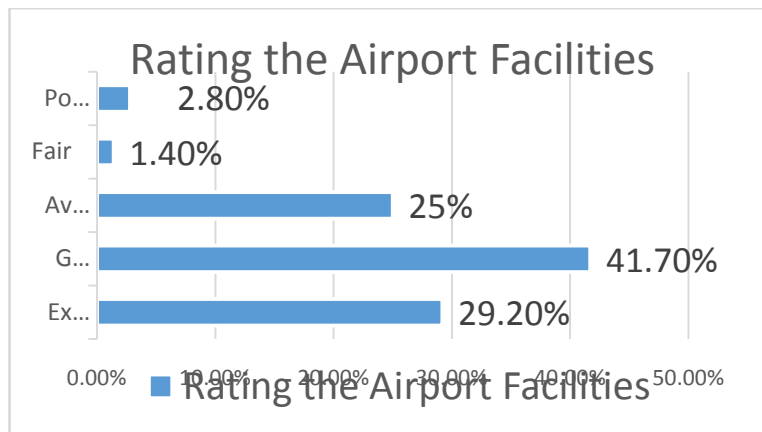
FIGURE 10. Rating the Airport Facilities

From the above data representation, I can conclude that 41.7% of passengers found the Airport Facilities as Good. Excellent rating of the facilities was provided by 29.2% of respondents. I can say that most of the passengers were overall happy and satisfied with the facilities that were provided by the Airport 25% of them gave rating as Average. Only 1.4% passengers gave rating as Fair and 2.8% passengers gave rating as Poor.

TABLE 11. Respondent's satisfaction level of Retail Areas

Sr. No.	Rating	No. of Respondents
1.	Excellent	19
2.	Good	33
3.	Average	14
4.	Fair	6
5.	Poor	--
	Total	72

I can see that 19 people rated them as Excellent and 33 people rated the facilities as Good. 14 passengers considered the facilities as Average whereas only 6 people gave it as Fair rating. No one opted for Poor rating for the Retail Areas of the Airport.
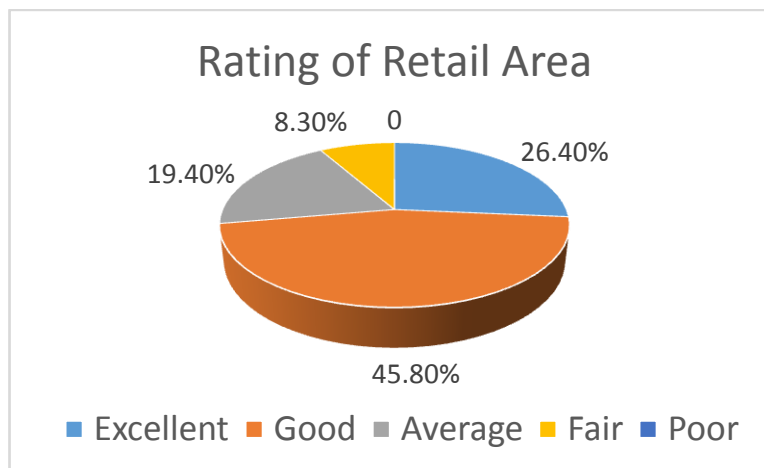

FIGURE 11. Rating of Ratail Area

As the above pie chart represents the satisfaction level of Retail Areas of the Airport, I can infer that almost 45.8% people opted Good as a Rating for the Area as well as 26.4% of respondents selected Excellent as their best option to denote their rating. Though 19.4% of respondents chose Average rating and 8.3% as Fair rating, it's a positive note that no one gave poor rating to the Retail Area. To improve the rating, various different types of products can be introduced and franchise tie up can be encouraged more.

TABLE 12. Respondent's experience during Immigration and Customs

Sr. No.	Particulars	No. of Respondents
1.	Yes	4
2.	No	63
3.	Maybe	5
	Total	72

According to the data given in the above table, it is clear that majority of respondents that is 63 people had a good experience and didn't face any difficulties during Immigration and Customs. 5 people were not sure how their experience was but 4 respondents did face some difficulties.
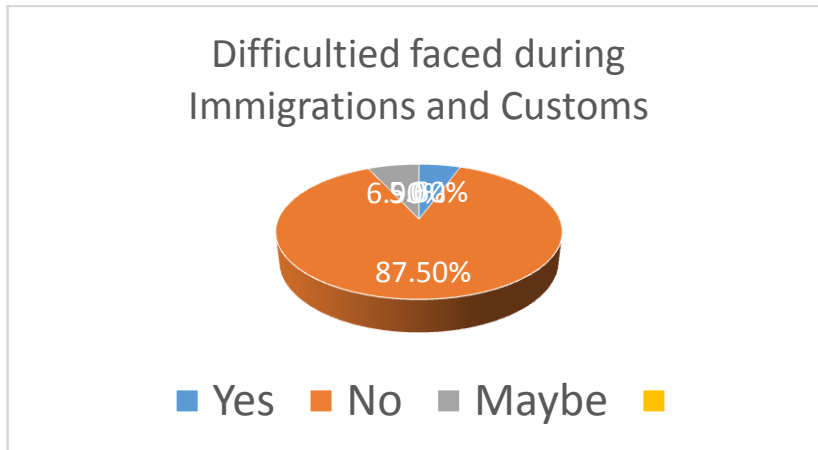

FIGURE 12. Difficultied faced during Immigrations and Customs

The chart shows that 87.5% passengers did not face any difficulties and their Immigration and Customs went smoothly. But it was not the case for 5.6% respondents. 6.9% people felt that they might have faced some difficulty but they didn't find it that hard. It can be uncomfortable and unnerving for the passengers but it is the work of the Immigration and Customs to check and verify every detail before crossing the border.

TABLE 14. Respondent's Satisfaction Level on Parking and Transportation Facilities

Sr. No.	Satisfaction Level	No. of Respondents
1.	Very Satisfied	13
2.	Satisfied	31
3.	Neutral	25
4.	Dissatisfied	2
5.	Very Dissatisfied	1
	Total	72

The above table specifies the Satisfaction level of the Parking and Transportation facilities which is provided by the airport. Maximum number of respondents which is 31 passengers were Satisfied and 13 people were Very satisfied with the facilities. 25 people were Neutral towards the facilities. 2 respondents were Dissatisfied with the services whereas 1 passenger felt Very Dissatisfied with the facilities.
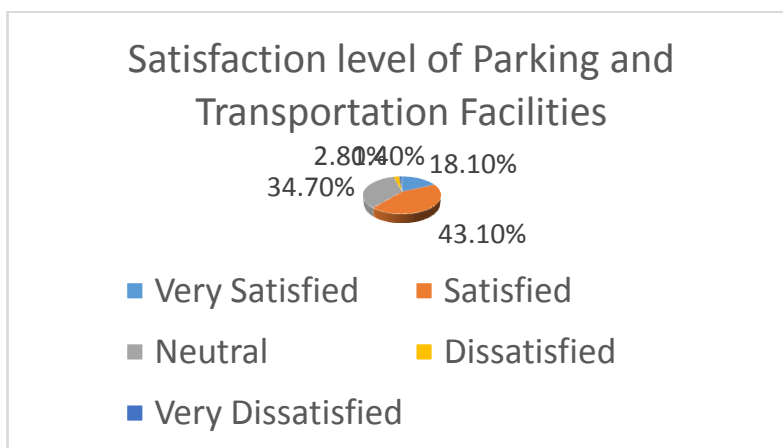

FIGURE 14. Satisfaction level of Parking and Transportation Facilities

It can be understood from the chart that almost 43.1% passengers are Satisfied with the Parking and Transportation facilities and also 18.1% passengers are Very Satisfied with the services. This is because of various options of transportation are provided for passengers to choose from. 34.7% were Neutral towards the facilities. But there were 2.8% passengers who were Dissatisfied and 1.4% who were Very Dissatisfied with the facilities. Clearly, Majority of respondents are Satisfied and happy with the facilities introduced by the Ahmadabad Airport.

TABLE 15. Respondent's favorite Airport Facility

Sr. No.	Airport Facility	No. of Respondent
1.	Airport Lounge	23
2.	Medical Facilities	3
3.	Wi-Fi services	11
4.	Baggage Wrapping services	6
5.	Public Restrooms	16
6.	Security Clearance Gates	5
7.	Ticket Check-In counter	5
8.	Retail Area	3
	Total	72

Here in this table, I can see that 23 respondents chose their favourite airport facility as the Airport Lounge and 16 respondents liked the Public Restrooms. Around 11 respondents opted for Wi-Fi services and 6 passengers like the Baggage Wrapping Services. Around 5 respondents each liked Security Clearance gates services and ticket check-in counter. 3 respondents preferred Retail Area and Medical Facilities over other facilities.
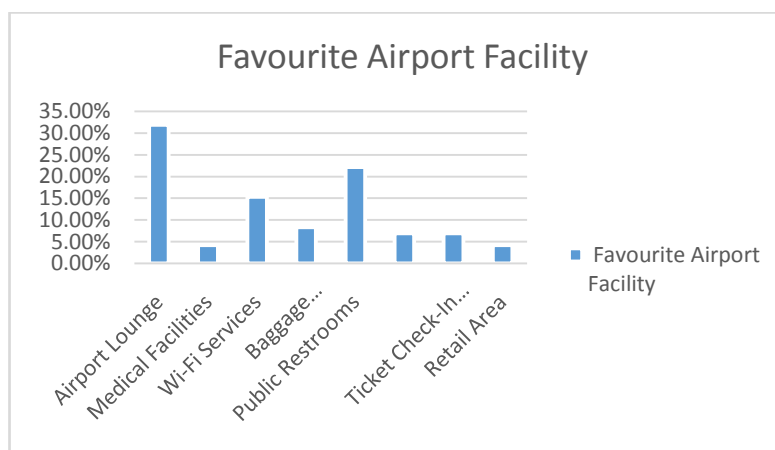

FIGURE 15. Favorite Airport Facility

From the chart it can be inferred that, all the services are liked by the respondents. They all opted for their favourite which means they all liked one facility or the other in the Airport. Around 32% of respondents preferred Airport Lounge, 22% liked Public Restrooms, 16% people liked the Wi-Fi services and 8% people liked the Baggage Wrapping services. 7% people like the Security Clearance Gates whereas Retail area and Medical Facilities are preferred by 4% respondents each.

TABLE 16. Respondent's Overall Satisfaction Level of the Airport Services and Facilities.

Sr. No.	Rating Level	No. of Respondents
1.	1 (Poor)	--
2.	2	3
3.	3	14
4.	4	33
5.	5 (Excellent)	22
	Total	72

Almost 33 respondents rated the overall satisfaction level of Airport services and facilities as 4 whereas 22 people gave 5 as the rating level. Around 14 passengers gave rating a 3 while only 3 people gave the services and facilities 2 as the rating level.
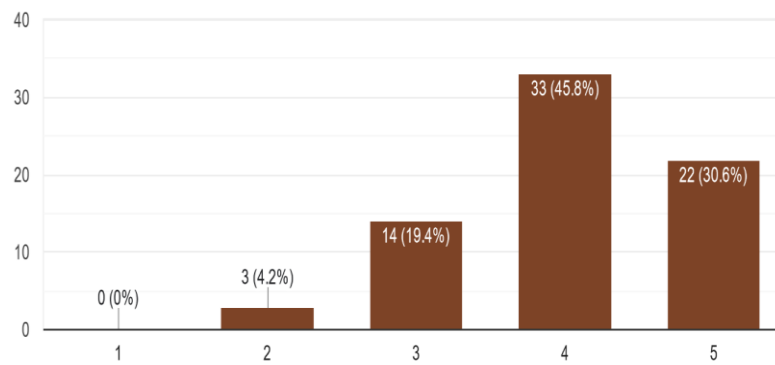
FIGURE 16. Respondent's Overall Satisfaction Level of the Airport Services and Facilities

The above chart describes the overall rating the respondents gave towards the Airport Services and Facilities. Almost 45.8% and 30.6% respondents were very well satisfied with the amenities so they chose 4 and 5 as their rating. 19.4% passengers gave the overall rating as 3 as they were satisfied with the airport facilities. 4.2% people gave 2 as their rating as they were not that happy with the services. No one chose 1 as their rating level.

6. Conclusions

Aviation Industry is one of the rapid growing industries, which is connecting people, creating jobs, promoting tourism and generating economic growth. I did this studyto know the growth of the aviation industry and to identify the services and facilities provided by the Ahmedabad airport. I found out through this study about the satisfaction levels of the passenger towards the amenities through the survey. I was also able to identify the needs and requirements of the passengers. As per the research, it can be said that the Indian civil aviation sector has grown to become the 3rd largest in the world in terms of domestic traffic.The UDAN scheme launched in India to connect small and medium cities with big cities through air service is a way to improve the growth of industry in the country. I got to know what respondents' expectations and needs are and what the Ahmedabad airport lacked. I found through my study that even though majority of respondents were satisfied with the services and facilities, there are some areas where the airport can work and improve on. The study results indicated key satisfiers in the airport context such as Check in counters and pleasant environmentto spend time in and friendly airport staff. On the other side, some respondents felt waiting time for luggage time and poor parking and transportation facilities are recognized as major dissatisfiers in the airport setting.

Reference

1. Crawford, Gerry, and T. C. Melewar. "The importance of impulse purchasing behaviour in the international airport environment." *Journal of Consumer Behaviour: An International Research Review* 3, no. 1 (2003): 85-98.
2. Correia, Anderson R., and S. C. Wirasinghe. "Development of level of service standards for airport facilities: Application to Sao Paulo International Airport." *Journal of Air Transport Management* 13, no. 2 (2007): 97-103.
3. May, Murray, and Stuart B. Hill. "Questioning airport expansion—A case study of Canberra International Airport." *Journal of Transport Geography* 14, no. 6 (2006): 437-450.
4. Nghiêm-Phú, Bình, and Jillian Rae Suter. "Airport image: an exploratory study of McCarran international airport." *Journal of Air Transport Management* 67 (2018): 72-84.
5. Carslaw, David C., Sean D. Beevers, Karl Ropkins, and Margaret C. Bell. "Detecting and quantifying aircraft and other on-airport contributions to ambient nitrogen oxides in the vicinity of a large international airport." *Atmospheric Environment* 40, no. 28 (2006): 5424-5434.
6. Bubalo, Branko, and Joachim R. Daduna. "Airport capacity and demand calculations by simulation—the case of Berlin-Brandenburg International Airport." *NETNOMICS: Economic Research and Electronic Networking* 12, no. 3 (2011): 161-181.
7. Montealegre, Ramiro, and Mark Keil. "De-escalating information technology projects: Lessons from the Denver International Airport." *Mis Quarterly* (2000): 417-447.
8. Clarke, John-Paul B., Nhut T. Ho, Liling Ren, John A. Brown, Kevin R. Elmer, Kwok-On Tong, and Joseph K. Wat. "Continuous descent approach: Design and flight test for Louisville international airport." *Journal of Aircraft* 41, no. 5 (2004): 1054-1066.
9. Loo, Becky PY. "Passengers' airport choice within multi-airport regions (MARs): some insights from a stated preference survey at Hong Kong International Airport." *Journal of transport geography* 16, no. 2 (2008): 117-125.
10. Sukumaran, Sreenath, and K. Sudhakar. "Fully solar powered airport: A case study of Cochin International airport." *Journal of Air Transport Management* 62 (2017): 176-188.

11. Jin-Woo, Park, and Jung Se-Yeon. "Transfer passengers' perceptions of airport service quality: a case study of Incheon international airport." *International Business Research* 4, no. 3 (2011): 75.
12. Van Kamp, Irene, RF Soames Job, Julie Hatfield, Mary Haines, Rebecca K. Stellato, and Stephen A. Stansfeld. "The role of noise sensitivity in the noise–response relation: a comparison of three international airport studies." *The Journal of the Acoustical Society of America* 116, no. 6 (2004): 3471-3479.
13. Pita, James, Manish Jain, Janusz Marecki, Fernando Ordóñez, Christopher Portway, Milind Tambe, Craig Western, Praveen Paruchuri, and Sarit Kraus. "Deployed armor protection: the application of a game theoretic model for security at the los angeles international airport." In *Proceedings of the 7th international joint conference on Autonomous agents and multiagent systems: industrial track*, pp. 125-132. 2008.
14. Omar, Ogenyi, and Anthony Kent. "International airport influences on impulsive shopping: trait and normative approach." *International Journal of Retail & Distribution Management* (2001).
15. Sukumaran, Sreenath, and K. Sudhakar. "Fully solar powered Raja Bhoj International Airport: a feasibility study." *Resource-Efficient Technologies* 3, no. 3 (2017): 309-316.