



**A Study on Service Quality & Passenger Satisfaction in
Immigration, Emigration & Duty free services provided by
Bandaranaike International Airport.**

This dissertation is submitted as a partial fulfillment of the degree of Bachelor of
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ABSTRACT

Aviation is energetic industry & it's really important for improvement of tourism. Civil aviation industry in Sri Lanka has nearly 72 years old history. Since, Bandaranaike International Airport (BIA) is the main international airport serving in Sri Lanka, the tourist who visit Sri Lanka have to get many service from BIA. Therefore, assessing the passenger satisfaction on services offered by BIA is really important.

This research was conducted to identify the existing level of passenger satisfaction on service quality of Immigration, Emigration & Duty free service offered by BIA, to identify the shopping preferences in duty free & to determine the significant factors that affect on satisfaction of duty free service.

The researcher gathered primary data from 60 passengers by using convenient sampling technique. Factor analysis & descriptive analysis were used to analyze the collected data. Finding of the research revealed that passengers were most satisfied with the service offered by duty free department. Secondly passenger satisfied with the service offered by Immigration department & finally satisfied with the serviced offered by Emigration department. Furthermore, holiday mood of passenger, convenience, product variety & display of products at duty free shops impact on the duty free shopping at BIA. Finally, the most significant factor that influences the satisfaction of duty free service is "Skills & abilities of staff".

Key words: Airport, Passenger, Service quality, Passenger Satisfaction, Immigration services, Emigration services, Duty Free services.