



**ANALYZING THE FOREIGN PASSENGER SATISFACTION ON THE
FACILITIES AVAILABLE AT BANDARANAIKE INTERNATIONAL
AIRPORT (BIA)**

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ABSTRACT

This study aims to investigate passengers' facility quality satisfaction of the Bandaranaike International Airport (BIA) as the satisfaction would affect the number of future travelers to Sri Lanka. After determining a list of known factors affecting airport facility quality, passengers' satisfaction survey was carried out at the departure lounge of the BIA. Based on the collected data, a passenger satisfaction rating was compiled reflecting the users' level of satisfaction of the BIA facilities. Apart from identifying the most important factors on airport facility quality, it was also shown that what are the most significant facilities expect by a passenger while revealing the current satisfaction.

Keywords:

Airport, facility, satisfaction, foreign passengers, BIA