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# The Aviation Industry and Passengers' Expectancy – An Empirical Outlook (A Case Study of Chennai Airport)

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## **INTRODUCTION – AN OVERVIEW:**

In our journey towards the twenty-first century when the Indian economy is all set to integrate itself into the global economy, the up gradation and modernization of infrastructure and its efficient use have assumed critical importance. It is now increasingly recognized that aviation, far from being a mode of transportation for an elite group, is crucial for sustainable development of trade and tourism.

In this context, it is vital that airport infrastructure grows in anticipation of the escalating needs of the air transport industry. As this is a capital-intensive sector, there is an obvious need for perspective planning with a vision for the next twenty years and to muster the combined resources of the public and private sectors, both domestic and foreign. Airports being nuclei of economic activity, assume a significant role in the national economy. The quality of airport infrastructure, which is a vital component of the overall transportation network, contributes directly to a country's international competitiveness and the flow of foreign investment.

### **Privatization of Airports**

With the Government of approving the restructuring of Delhi and Mumbai airports by adopting the Joint India Venture route, the stage has reached the last circuit with the Government opening financial bids made by short listed private consortia. Away from the raging controversy over modernization and restructuring of Delhi and Mumbai airports through the joint venture route, the Government has imitated steps for the development of the existing non-metro airports in the country in a bid to provide modern infrastructure and enhance non-aeronautical revenues. The main objective was to upgrade them to international standards in terms of facilities and services.

### **Airport Classification**

Airports are presently classified in the following manner:

- International Airports
- Domestic Airports (Customs Airport with limited international operations and Model Airports)
- Other Domestic Airports

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- Civil Enclaves in Defence Airport (Airports functioning within the Defence Bases but necessarily under the ambit of Civilian Authority)

### **OBJECTIVES OF THE STUDY**

The present study has for all intents and purposes focused on the following objectives:

1. To study and analyze assorted facilities and services that are available in the midst of looking upon customer satisfaction at Chennai Anna International Terminal in Tamilnadu
2. To find out lacunae in provisos of the functioning of the Chennai Anna International Airport and to advocate progressive measures to meet out the requirements and expectations of customers.

### **SCOPE OF THE STUDY**

The Chennai International Airport is one of the biggest Airports in South India and serves as a gateway to many international cities. This has initiated the researcher to conduct a research about the airport with special reference to the facilities available and the ways to use the available space at a maximum level for passengers' convenience.

### **RESEARCH METHODOLOGY**

The researcher adopted the questionnaire method for collecting the data. Two sets of questionnaires were prepared: One set of questionnaires were issued to passengers and the other set was issued to the stalls located in the departure terminal.

Eighty questionnaires were distributed to the passengers, out of which 76 responded, four questionnaires from the respondents were rejected for want of sufficient information. Therefore, 72 questionnaires were taken for the study.

Fifteen questionnaires were distributed to the stalls located at the airport, out of such 12 responded. All the 12 questionnaires were taken up for the study.

### **STATISTICAL TOOLS**

The descriptive analysis is made by using percentage analysis. The statistical analysis is made by using chi-square test and ANOVA test.

### **PROFILE OF CHENNAI AIRPORT**

Chennai being one of the busiest metropolitan cities of South India caters to the needs of different classes of passengers who travel for different reasons to the other parts of the globe. Notwithstanding the heavy traffic and the flying operations were shifted from the small Minambakkam Airport more than a decade ago.

The current airport at Tirisulam is sprawled in 1152 acres of land and includes both the Kamaraj Domestic Terminal (KDT) and the Anna International Terminal (AIT), which are located to each other. It also includes runways, taxiways, apron, bays, terminal buildings housing the various airline back-up offices and their various departments, the car and other vehicles, park areas, the gardens inside the airport etc. The number of domestic flights and the number of passengers carried by them have increased multifold demanding separate and exclusive attention. This gave rise to the bifurcation between domestic and international passengers, resulting in 2 separate airports respectively. The international terminal named after the eminent past leader and ex-chief minister of Tamil Nadu. "Anna", has a departure terminal, which handles passengers leaving the country, and an arrival terminal where passengers arriving from other destinations clear immigration, collect their baggage and clear customs.

The departure terminal of the International Airport is located in the ground, first floor and second floors, which covers an area of 24,670 sq. meters.

The huge Anna International terminal has handled in 2005-2006, a total of 2,606,638 international passengers and 4,173,345 domestic passengers, which has grown by 8.6% and 29.1% respectively over the previous year. Similarly, the number of international flights handled has grown by 16.8% to reach 21,155 while a 11.1% growth rate was achieved in the domestic sector which stood at 47,900 flights. The

total number of aircrafts thus grew to 69,055 at the rate of 12.8%

**The table below gives the extent of area and population at Chennai.  
Chennai and Chennai metropolitan area**

S.NO		Chennai Metropolitan Area (CMA)	Chennai City
1	Extent	1177 sq.km	172 sq.km
2	Population		
	1981	46.29 lakhs	32.78 lakhs
	1991	69.17 lakhs	37.95 lakhs
	2001	75.22 lakhs	49.47 lakhs
	2011	95.09 lakhs	60.46 lakhs

Source: [www.cmda.org.in](http://www.cmda.org.in)

Chennai has the pride of having the biggest international airport in South India, in proportion to the population not only of the main city but also the total metropolitan area it covers. The total passenger

traffic has shown an increase of 35.7% as compared to the traffic during February 2005. The major airport wise increases of passenger traffic are given below.

**Major increases of passenger traffic in the year 2006**

Airport	Increase
Delhi	33.1%
Chennai	37.2%
Bangalore	64.6%
Hyderabad	45.3%
Kolkata	45.5%

Source: [www.airportsindia.org.in/main/htm](http://www.airportsindia.org.in/main/htm)

The increase in the traffic during reviewing period February 2006, may be attributed to higher growth in most of the international airports, the introduction of low cost / no frills airlines, better international linkages of Indian traffic with world traffic.

The above comparative studies indicate the extent of importance of Chennai airport. Hence, a study about this popular airport is necessary.

It is the Airport Authority of India which constructs repairs and maintains all airports. At Chennai, taking care of passengers traveling in 17 different international airlines is not an easy or an

enviable task. Keeping in view the revenue from the various stalls let out for rent and from taxes payable by passengers on the one hand, and the expenses to be incurred in providing the necessary facilities not only from the passengers point of view but also from the point of view of employees working at the airport, it is the responsibility of the management of Airports Authority of India to strike a balance.

The Chennai Airport was graded the ISO 9001-2000 rating, a status that the airport enjoys for its wonderful facilities, maintenance, etc. However, today after 6 years, a time where both aircraft and passenger traffic has increased multifold, one needs

to analyze as to whether the Airports Authority of India is able to cope up with these pressures and satisfy the passenger's needs in all respects.

**Number of flights handled at Anna International Terminal in 2005-2006**

International	Domestic	Total
21,155(16.8%)	47,900(11.1%)	69,055(12.8%)

**Source:** Statistics Department, Airports Authority of India, Chennai.

**Number of passengers handled at Anna International Terminal in 2005-2006**

International	Domestic	Total
2,606,638(8.6%)	4,173,345(29.1%)	6779983(20.3%)

**Source:** Statistics Department, Airports Authority of India – Regional Office, Chennai.

The above statistics indicates the importance not only of the Anna International Terminal but also the necessity of Airports Authority of India to cater the varied needs of different classes of passengers who come from other remote areas to fly abroad. At the same time, Airports Authority has to earn revenue not only to improve the infrastructure at the airport but also to pay the salaries of its employees.

The research focuses on the passenger satisfaction with respect to the facilities and services available for the passengers at the Anna International Terminal Airport, Chennai. This section is divided into three parts consisting of descriptive analysis for the stall owners and descriptive and statistical analysis for the passengers. The descriptive analysis is made by using percentage analysis. The statistical analysis is made by using chi square test and ANOVA test. The following provides tables drafted based on primary data and respective inferences.

**DATA ANALYSIS AND INTERPRETATION**

**Stall Owners – Descriptive Analysis**

S.NO	Particulars	Yes		No		Total	
		Count	%	Count	%	Count	%
1	Revenue	36	50.00	36	50.00	72	100
2	Publicity	42	58.33	30	41.67	72	100
3	Service Offering	30	41.67	42	58.33	72	100
4	Business expansion	12	16.67	60	83.33	72	100
5	Others	6	8.33	66	91.67	72	100

**Source:** Primary data.

**Inference:**

58.33 percent of the respondents have expressed that the main advantage of having a stall at the airport is for publicity. The second most

significant advantage felt by the respondents is for revenue generation. The least advantages provided by the respondents stand for other factors such as earning foreign exchange, business expansion etc.

**Infrastructural facilities at the airport.**

S.No	Particulars	Frequency	Percentage
1	Infrastructure facilities at the airport are satisfactory	66	91.67
2	Infrastructure facilities at the airport are not satisfactory	06	8.33
	Total	72	100.00

Source: Primary data.

**Inference:**

The table shows that over 91.67 percent of the respondents are satisfied with the infrastructure

facilities available at the airport and a scanty 8.33 percent of the respondents were not satisfied by these facilities.

**Problems in Having a Stall at the Airport**

SNO	Particulars	Yes		No		Total	
		Count	%	Count	%	Count	%
1	High rent	42	58.33	30	41.67	72	100
2	Security Problems	0	0	72	100.00	72	100
3	Limited customers	30	41.67	42	58.33	72	100

Source: Primary data

**Inference:**

The table shows the following: 58.33 percent of the respondents are of the opinion that high rent has been charged by the concerned Airports Authority

as the main problem, while 41.67 percent of the respondents opine that it is the limited number of customers, which is the main problem in respect to having and maintaining a stall in the airport.

**Passengers' satisfaction of the services of the stalls at the airport.**

S.No	Particulars	Frequency	Percentage
1	Passengers feel satisfied of the services offered by the stall	72	100.00
2	Passengers do not feel satisfied of the services offered by the stall	0	0.0
	Total	72	100.00

**Source: Primary Data**

**Inference:**

are satisfied with the services offered by the stall in the Airport as of then.

The above table very clearly establishes the fact that 100 percent of the respondents feel that they

**Ability of the Stalls to Cater To the Needs of Passengers**

S.No	Particulars	Frequency	Percentage
1	The stall are able to cater to all the needs of passengers	66	91.67
2	The stall are not able to cater to all the needs of passengers	06	8.33
	Total	12	100.00

**Source: Primary Data**

**Inference:**

are able to cater to all the needs of the customers and 8.33 percent of the respondents opine that they are not able to cater to all the needs of customers.

The inference of the table is that 91.67 percent of the respondents are of the opinion that they

**Occupation Factor/Details of Passengers**

SNO	Particulars	Frequency	Percentage
1	Business	18	25
2	Students/housewives/retired employees	30	41.5
3	others	24	33.35
	Total	72	100.00

**Source: Primary Data**

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**Inference:**

The table shows that 25 percent of the respondents were business related people. 41.5

percent are of other occupations like student, homemakers, retired employees, and 33.35 percent of the respondents are from other professions.

**Satisfaction of services provided at the airport Column:**

S.NO	Particulars	Frequency	Percentage
1	The services provided at the airport are satisfactory	60	83.33
2	The services provided at the airport are not satisfactory	12	16.67
	Total	72	100.00

83.33 percent of the respondents are satisfied with the services provided at the airport while the rest, that is, 16.67 percent feel that they are not satisfactory.

**Need Satisfaction Provided By Staff at the Airport**

S.NO	Particulars	Frequency	Percentage
1	The staff at the airport satisfy all needs	60	83.33
2	The staff at the airport do not satisfy all needs	12	16.67
	Total	72	100.00

**Inference:** 83.33 percent of the respondents feel that the staff at the airport satisfies all their needs

while 16.67 percent of the respondents feel that not all their needs are satisfied.

**Passengers' opinion about need satisfaction provided by the shops/stalls at the airport.**

S.NO	Particulars	Frequency	Percentage
1	The shops/ stalls at the airport satisfy all the needs	37	51.39
2	The shops/ stalls at the airport do not satisfy all the needs	35	48.61
	Total	72	100.00

**Inference:** 51.39 percent of the respondents feel that the shops/stalls at the airport satisfy all their

needs and 48.61 percent of them feel that the shops/stalls do not satisfy all their needs.

**Opinion of the respondents on other services that can be added at the airport**

SNO	Particulars	Yes		No		Total	
		Count	%	Count	%	Count	%
1	ATM	48	66.66	24	33.33	72	100
2	Pharmacy	45	62.50	27	32.50	72	100
3	Library	24	33.33	48	66.67	72	100
4	Children's play station	35	48.61	37	51.39	72	100
5	Others	8	11.11	64	88.89	72	100

**Inference from the above table:**

66.67 percent of the respondents opine that ATM is the service that is required to be added while 11.11 percent feel that other services like Internet

centre, Duty free shops selling toys and children's books can be added. It is also seen that 62.50 percent of the respondents feel that a Pharmacy should be present at the Anna International Terminal.

**Survey of Opinion about the Entrance to the Departure Terminal**

SNO	Particulars	Yes		No		Total	
		Count	%	Count	%	Count	%
1	Convenient	34	47.22	38	52.78	72	100
2	Narrow and congested	23	31.94	49	68.06	72	100
3	Needs expansion	33	45.83	39	54.17	72	100

**Inference:** 52.78 percent of the respondents feel that the entrance to the departure terminal is not convenient; 31.94 percent of the respondents are of

the opinion that the entrance is narrow and congested; 45.83 percent of the respondents feel the need for expansion of the entrance to the entrance terminal.

**Announcements and Displays**

SNO	Particulars	Frequency	Percentage
1	Clear and audible	59	81.94
2	No clear or audible	08	11.11
3	No such display or announcement made	05	6.95
	<b>Total</b>	<b>72</b>	<b>100.00</b>



**Inference:** 81.94 percent of the respondents find the announcements and displays about check in immigration, customs and security clearance,

boarding, etc., clear and audible. 6.95 percent of the respondents have expressed that 'No such display or announcements' were made or heard.

#### Infrastructure Facilities at the Airport

SNO	Particulars	Frequency	Percentage
1	Good	27	37.50
2	Average	35	48.61
3	Not satisfactory	10	13.89
	<b>Total</b>	<b>72</b>	<b>100.00</b>

**Inference:** 48.61 percent of the respondents find the infrastructure facilities that are available at

the departure terminal to be 'Average' while 13.89 percent of them feel that these facilities are 'Not satisfactory'.

#### Speed of Completing Immigration Formalities

S.No.	Particulars	Frequency	Percentage
1.	Quickly	24	33.33
2.	Normal time	34	47.22
3.	Slowly	14	19.45
	Total	72	100.00

**Inference:** 47.22 percent of the respondents feel that speed of completing immigration formalities is 'Normal'. 19.45 percent of the respondents feel that

the immigration formalities could be completed at a slow pace only.

#### Passengers Statistical Analysis

##### Chi-Square Test for Relationship between Age Group and Number of Times the Respondent Has Traveled From/Via Anna International Terminal

Age group	No. of times traveled			Row Total	Chi-square value	P. value
	Less than 3	Between 3 and 10	More than 10			
Less than 35 years	11(10.1)	7(9.4)	7(5.6)	25	2.689	0.61
Between 35 and 45 years	11(10.1)	9(9.4)	5(5.6)	25		
More than 45 years	7(8.9)	11(8.3)	4(4.9)	22		
Column total	29	27	16	72		

Source : Primary Data

The value within bracket refers to expected frequency.

\*\* denotes significance at 1% level

\* denotes significance at 5% level

H0 : denotes null hypothesis H1  
denotes alternative hypothesis

AIT : Anna International Terminal

The passengers in the age group of less than 35 years and the Passengers in the age group between 35 and 45 years travel more. Out of the 72 respondents, 25 passengers are within the age group of between 35 and 45 years.

On application of chi-square test, it was found

that there was no relationship between age group and the number of times traveled. Thus, the null hypothesis is accepted at 5 percent level of significance.

**Table**

Chi-square test for the relationship between the number of times traveled and opinion about the continuation of present system of security

H0 There is no relationship between the number of times traveled and opinion about the continuation of present system of security

H1 There is relationship between the number of times traveled and opinion about the continuation of present system of security.

Number of times traveled	Present system can be continued		Row Total	Chi-square value	P. value
	Yes	No			
Less than 3	26(23.4)	3(3.6)	29	3.089	0.213
Between 3 and 10	21(21.8)	6(5.3)	27		
More than 10	11(12.9)	5(3.1)	16		
Column total	58	14	72		

Chi-square test for relationship between number of times traveled and opinion about continuance of present system of security.

Majority of the passengers passing through the Anna International Terminal are satisfied with the present system of security system. The passengers who have traveled less than three times are the most satisfied passengers regarding security system.

On application of chi-square test, it was found that there existed no significant relationship between number of times traveled and opinion about continuance of present system of security. Hence the null hypothesis is accepted at 5% level of significance.

**Table**

Chi-square test for relationship between number of times respondents traveled from/via AIT and satisfaction of services provided at the airport.

**Ho: There is no relationship between number of times respondents traveled from/via AIT and satisfaction of services provided at the airport.**

Number of times traveled	Present system can be continued		Row Total	Chi-square value	P. value
	Yes	No			
Less than 3	26(24.2)	3(4.8)	29	1.484	0.476
Between 3 - 10	21(22.5)	6(4.5)	27		
More than 10	13(13.3)	3(2.7)	16		
Column total	60	12	72		

Source : Primary data.

It is found from the analysis that most of the passengers traveling through the Anna International Terminal are satisfied with the services provided. 83.3% of the respondents are satisfied with the services. The passengers who have traveled less than three times are the most satisfied regarding the services provided in the airport.

On application of the chi-square test, it was found that there exists no significant relationship

between the number of times traveled and the satisfaction of services provided in the airport. Hence, the null hypothesis is accepted at 5% level of significance.

**Table**

Chi-square test for relationship between number of times respondents traveled from /via AIT and the satisfaction of all needs by the staff.

**HI: There is relationship between number of times respondents traveled from /via AIT and satisfaction of all needs by the staff**

Number of times traveled	Present system can be continued		Row Total	Chi-square value	P. value
	Yes	No			
Less than 3 times	27(24.2)	2(4.8)	29	3.393	0.183s
Between 3 - 10 times	21(22.5)	6(4.5)	27		
More than 10 times	12(13.3)	4(2.7)	16		
Column total	60	12	72		

Source : Primary data.

Customer satisfaction is important in any business. The staff of the organization should handle their customers in a good manner so that they do not lose them. Most of the passengers traveling through the Anna International Airport are satisfied with the performance of the staff in handling the passengers. 83.3 percent of the passengers have opined that they were satisfied with the staff's performance.

The Chi-square test revealed that there exists

no significant relationship between the number of times traveled and the satisfaction of all needs by the staff in the airport. So the null hypothesis is accepted at 5 percent level of significance.

**Table**

Chi-square test for relationship between number of times respondents have traveled from/via AIT and the satisfaction of all needs by the shops/ stalls at the airport.

**HI: There is relationship between number of times respondents have traveled from/via AIT and satisfaction of all needs by the shops / stalls at the airport**

Number of times traveled	Present system can be continued		Row Total	Chi-square value	P. value
	Yes	No			
Less than 3	17(14.9)	12(14.1)	29	1.094	0.579
Between 3 - 10	13(13.9)	14(13.1)	27	1.094	0.579
More than 10 times	7(8.2)	9(7.8)	16	1.094	0.579
Column total	37	35	72	1.094	0.579

Source : Primary data.

The shops and stalls in the Anna International airport satisfy all the needs of the passengers. 51.4 percent of the passengers opine that the shops and stalls satisfy all their needs. However, 48.6 percent of the passengers have told that the shops and stalls do not satisfy all their needs.

This implies that more shops and stalls need to be opened in the airport. But the stall owners feel that the high rent for the stalls prevents more stalls coming in the airport.

On applying chi-square test, it was found that

there exists no significant relationship between number of times traveled and the satisfaction of all the needs of the passengers by the shops/stalls at the airport. Hence, the null hypothesis is accepted at 5 percent level of significance.

**Table**

Ho There is no significant difference between mean ranks towards various stalls in the airport.

H1 There is significant difference between mean ranks towards various stalls in the airport.

Services	Mean bank		Chi-square value	p-value
Restaurant	4	2.99	169.122	0.0000**
Florist	5	4.97		
Foreign Exchange Dealer	3	2.90		
STD/ISD Stalls	2	2.42		
Prepaid taxi counters	1	1.72		

Of all the shops/ stalls in the Anna International airport, the prepaid taxi counters are most sought by the passengers with a mean rank of 1.72. The next preferred stall is the STD/ISD phone booths. The least preferred stalls are the florist shops.

Since P value is less than 0.01, the null hypothesis is rejected at 1 percent level of significance. Hence, there is significant difference between mean ranks towards various stalls in the airport.

ANOVA test for difference between mean ranks towards expected services as required by passengers.

Ho There is no significant difference between mean ranks towards the expected services wanted by passengers.

H1 There is significant difference between mean ranks towards the expected services required by passengers

**Table**

Services	Mean bank		Chi-square value	P-Value
ATM	1	4.19	38.8333	0.000**
Pharmacy	2	4.07		
Library	5	3.19		
Fax	4	3.36		
Children's	3	3.65		
Play station	6	2.53		
Others				

The passengers mostly want the Automatic teller machine (ATM) facilities. All the banks can open the ATM counters in this airport to serve better the customers. The next preferred service is the pharmacy shops. The least preferred is the starting of a library.

Since P value is less than 0.01, the null hypothesis is rejected at 1% level of significance. Hence, there is significant difference between mean ranks towards the expected services required by passengers.

**Table**

The t-test for difference between satisfaction services with regard to infrastructure facilities in the airport.

Ho There is no significant difference between satisfactions of services with regard to infrastructure facilities in the airport.

H1 There is significant difference between satisfactions of services with regard to infrastructure facilities in the airport.

Satisfaction of services	No of cases	Mean	Standard deviation	t.value	p.value
Yes	60	2.400	0.588	5.39	0.000**
No	12	1.147	0.669	5.39	0.000**

Majority of the respondents are satisfied with the services in the airport. Since the P value is less than 0.01, the null hypothesis is rejected at 1% level of significance. Hence, it is concluded that there is significant difference between satisfactions of services with regard to infrastructure facilities in the airport.

**Findings of the Present Study**

The following were the findings of the above research:

- 91.67 percent of stall owners say that they are satisfied with the infrastructure facilities available at the airport as of now.
- 58.33 percent of the stalls are set up at the airport for publicity.
- It was found that 58.33 percent of the stall owners are finding 'high rent' as the main problem of having a stall at the airport.
- The stall persons/owners are of the opinion that 100 percent of the passengers feel satisfied of the services offered by them
- As much as 91.67 percent of the stall owners say that they are able to cater to all the needs of the passengers.
- 69.44 percent of the passengers are 45 years and below.

- Students, homemakers, retired employees etc., make up 43.06 percent of the traveling population.
- 40.28 percent of the passengers have traveled less than three times from or via Anna International Terminal.
- The services provided at the airport are found satisfactory by 83.33 percent of the passengers.
- The staff at the airport were found to satisfy all their needs by 83.33 percent of the passengers.
- 51.39 percent of the passengers were satisfied by the stalls/shops at the airport.
- It was inferred that 66.67 percent of the respondents need an ATM while 62.50 percent of the respondents vote for a pharmacy that can be added to the airport.
- Pre-paid taxi counters are the most preferred service as inferred by the mean of 1.72.
- 52.78 percent of the passengers do not find the entrance to the departure terminal convenient, 68.06 percent however do not think that the entrance is narrow and congested.
- The opinion of 59.72 percent of the passengers about the security screening of checked-in baggage was found to be fast and good.
- As much as 91.67 percent of the respondents could easily locate the check-in counters.

- The announcements and displays were found to be clear and auditable by 81.94 percent of the passengers.
- The infrastructure facilities at the airport were found to be 'Average' by 48.6 percent of the passengers.
- 63.89 percent of the passengers have found that it takes 5 or less than 5 minutes to complete check-in formalities.
- 47.22 percent of the passengers feel that it takes a normal time to complete immigration formalities.
- The security hold area was found to be large and comfortable by 80.56 percent of the passengers. In addition to the 65.28 percent of the respondents, feel that all facilities are available here.
- 51.39 percent of the passengers were of the opinion that personal frisking and hand - baggage scanning was quickly completed by the Central Industrial Security Force (CISF).
- As much as 80.56 percent of the passengers feel that the present system of common security hold for all airlines should be continued.
- There is no relationship between age group and the number of times traveled.
- There is no significant relationship between the number of times traveled and opinion about continuance of present system of security.
- There is no significant relationship between the number of times traveled and the satisfaction of services provided in the airport.
- There is no significant relationship between the number of times traveled and the satisfaction of all needs by the staff in the airport.
- There is no significant relationship between the number of times traveled and the satisfaction of all needs of the passengers by the shops/ stalls at the airport.
- There is significant difference between mean rank towards various stalls in the airport.
- There is significant difference between mean ranks towards the expected services required by passengers.

There is significant difference between satisfactions of services with regard to infrastructure facilities in the airport.

## Suggestions

- 1) The entrance to the departure terminal building of Anna International Airport can be widened, keeping in view, the large number of passengers lining up along with their baggage trolleys especially during peak hours.
- 2) An alternate suggestion is that, there can be three different entrances – one for flights handled by AIR-INDIA, one for those handled by Indian (Airlines) and the last one for flights handled by the respective carrier themselves (e.g. Airways, Delta Airlines, etc.)
- 3) Assistance for passengers traveling for the first time, for mothers traveling alone with children, old passengers and for those requiring wheel chair etc, are presently provided by a private agency 'SWAGAT SEVA' but at a high cost. It is suggested to the Airline Operators' committee to provide such services free of cost to the passengers in the category of children, mothers and old passengers.
- 4) It is also suggested to the Airlines Operators' Committee to have staff available before immigration counters to check for the passengers' hand baggage for their size and weight and for any assistance in filling up the immigration forms etc.
- 5) It is suggested to the Airports Authority of India to lower the rent payable by essential services stalls such as ATM, Pharmacy, etc.
- 6) It is also suggested to the Airports Authority of India to provide mineral water for drinking in lieu of the current not – so – good water provided in the Airport.
- 7) The space available in the airport can be marketed to various airlines to setup their aircraft models, or to display information about their new destinations, new fares, new routes etc., which will also be publicity for the airlines as well as education to the passengers.
- 8) The airport can be made more beautiful and fine looking by having big fish tanks, fountains and other cultural displays. These can be sponsored either by the airlines operating out of Chennai or by hotels in Chennai or by any multi-national company. This will not only add to the image development of the airport, but

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also could be a possible source of revenue to the Airports Authority of India.

- 9) It is suggested to all the airlines to print the gate number for boarding the aircraft, on the boarding cards. It is also suggested to the airlines to repeat all the announcements and make frequent displays about the status of the flight. By and large, this will help the passengers fundamentally.

### **Conclusion**

From the above study it is concluded that passengers are satisfied with the facilities available at the Anna International Terminal, Chennai. Indeed, the Airports Authority of India is taking huge initiatives to take it to global / international standards. The certificate of Approval awarded by the Airports Authority of India (AAI), to the Chennai International Airport, and ISO 9001:2000 for the quality standards provided for the airport, speaks volumes for itself developing in to world class standardized and a consistent airport.

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### **Journals and Magazines**

- Magic Carpet – Air India's in-house magazine, May 2006.
- The Hindu (Dated 31<sup>st</sup> Jan 2006, 06<sup>th</sup> February 2006, 12<sup>th</sup> Feb.06)
- Deccan Chronicle Daily Newspaper, Chennai (Dated 16<sup>th</sup> March 2006)
- Airport Handling Manual (AHM 020)
- Outlook – Singapore Airlines house newspaper, February 2006.

### **Web Resources**

- [www.cmda.org.in](http://www.cmda.org.in)
- [www.airportsindia.org.in](http://www.airportsindia.org.in)
- [www.google.com](http://www.google.com)
- [www.msn.com](http://www.msn.com)
- [www.yahoo.com](http://www.yahoo.com)