This research will examine the airport service quality with respect to the passenger satisfaction at the Indira Gandhi International airport. (New Delhi, India)

**AIM**

1. To examine how the passengers perceive the service quality in different airport service sectors.
2. To determine which attributes of airport service have influenced the satisfaction of passengers at Indira Gandhi International Airport.
3. Discuss various measures that the airport management can take to better the overall service quality

**OBJECTIVES**

- Airports Lack Competition
- Growing Number of Air Travelers in Asia and Especially India
- Measuring the Level of Passenger Satisfaction
- Improving the Service Quality

**LITERATURE REVIEW**

Fodness and Murray (2007) made a preliminary model for the airport service quality. This model of the airport service quality consists of three parts. These dimensions are service scape, services and interactions. This model helped in explaining what the passengers want. (Fodness and Murray, 2007)

At an airport there is a lot of passenger and staff interaction. This is recognized as the second dimension of the service scape (Brady and Cronin, 2001)

**REFERENCES**


**METHODOLOGY**

- Collect and analyse Primary Data
- Conduct primary research: qualitative analyses (surveys to be filled by the passengers arriving at the Indira Gandhi International Airport)
- Analyse the data collected and compare the factors that cause the passenger satisfaction and the services that need improvement.
- Discuss ways to meet passenger expectations at the IGI airport

**ANTICIPATED FINDINGS**

This findings of this research may give a picture of satisfaction level of the passengers that travel through the IGI airport. The attributes of service that have a positive impact on the satisfaction and also the attributes that have a scope for improvement. The findings of this research may help the management of the airport better their service quality and make sure that the passengers’ expectations are met.