

Airport, Passenger and Aircraft supporting to Regional Growth

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Abstract

Based on research conducted by ACI Airport Service Quality (ASQ) regarding the provision of related customer services the relationship between the variables of customer satisfaction with the growth of Non-Aeronautical in 2016, shows (1) An increase of 1% in the number of passengers will affect the growth of Non-Aeronautical revenues by 0.7% to 1%; (2) An increase of 1% of the commercial area will affect the growth of non-revenue aeronautical by 0.2%; (3) An increase of 1% customer satisfaction (on average) will affect the growth of Nonrevenue Aeronautical by 1.5%. The multiple linear regression equation analysis, the departing passenger has a positive impact on increasing the Regional Growth. The variables of the aircraft coming, departing aircraft, departing passengers and unloading baggage had a contribution to the Regional Growth

Keywords: Airport Service Quality, Regional Growth, aircraft, passengers, baggage

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