IMPROVING THE PASSENGER EXPERIENCE AT AIRPORTS: THE ROLE OF GOVERNANCE MODELS AND BIOSENSOR TECHNOLOGY

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Air travel has become an essential part of modern life, connecting people and businesses around the world. As such, airports play a key role in facilitating global travel and commerce. However, airport experiences can vary widely, from long queues and flight delays to comfortable lounges and efficient security checkpoints. Thus, understanding and improving passenger experience at airports is crucial for ensuring efficient and enjoyable air travel.

This research aims to investigate the factors that influence passenger experience at airports, with a particular focus on the impact of airport governance. By comparing the different airport governance models between Brazil (public-private partnership under concession agreements) and Australia (private airports), this research will explore how governance structures can affect the quality of services provided to passengers. This investigation has as one of its implications provide insights into how airports can be managed more effectively and efficiently to enhance passenger experience.

In addition to investigating airport governances, this research also aims to use the biosensor technology to collect and analyse data on passenger experience. Biosensors can provide real-time measurements of physical responses, such as heart rate and stress level, which can be used to measure comfort and satisfaction of passengers at airports. By using this technology over traditional methods, such as passenger interviews, this research will be able to obtain more detailed and accurate information on passenger experience, allowing a more comprehensive understanding of the factors that influence passenger satisfaction.

Overall, this thesis aims to improve the understanding of passenger experience at airports, with a focus on how governance structures and the use of biosensor technology can be used to improve the quality of services provided to passengers at airports. In this regard, this research is crucial for improving the passenger experience, and for ensuring that airports continue to play a key role in facilitating global travel and commerce.

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