AN ANALYSIS OF PASSENGER FACILITATION AT
TERMINAL 1,
KUALA LUMPUR INTERNATIONAL AIRPORT
SUBANG

A GRADUATION EXERCISE SUBMITTED FOR THE
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In the name of Allah, the most Benevolent and Merciful.

It is prominent that Terminal 1, Kuala Lumpur International Airport, Subang which handles the international passenger, has been receiving an increasing number of passenger annually. This terminal, in meeting its main objective and function as a passenger terminal is equipped with various facilities for passenger handling. The DCA as the airport authority is responsible to ensure that the terminal's services meet the international requirement and reach a sufficient level of passenger facilitation. The annual passenger growth makes the DCA's job becomes tougher due to more problems arise.

The purpose of this study is mainly to analyse the passenger facilitation at Terminal 1, Subang Airport and whether it is adequate, in the context of maintaining the sufficient level of passenger handling system. For this purpose, research will be made on two aspects; the Queing Pattern and the Terminal Space Requirement. As the guidelines in determining the service level, various Planning Standards will be adopted.
Earlier, the passenger movement will be studied to determine the peak pattern, where most of the problems arise. Every aspect of facilitation concerning the departing, arriving and transit passenger will be analysed especially regarding passenger formalities processing.

At the end of the study, recommended solutions will be discussed for solving the problems as well as to improve the passenger handling system.
TABLE OF CONTENTS

ACKNOWLEDGEMENT (i)
ABSTRACT (ii)
TABLE OF CONTENTS (iv)
LIST OF TABLES (vii)
LIST OF DIAGRAMS (viii)
LIST OF FIGURES (ix)
ABBREVIATIONS (x)

CHAPTER 1.0 INTRODUCTION

1.1 Historical Overview of Terminal 1, Subang Airport. 1
   1.1.1 Terminal Function. 2
   1.1.2 Passenger Facilitation. 8
1.2 International Passenger Flow 8
   1.2.1 Peak Pattern 9
1.3 Forecast Review 10
1.4 Statement of Problem 11
1.5 Objective 13
1.6 Hypothesis 14
1.7 Scope And Limitation 16
1.8 Methodology 16
   1.8.1 Personal Observation 17
   1.8.2 Personal Interview 17
   1.8.3 Reading And Literature Survey 17
   1.8.4 Facilities Analysis 17
   1.8.4.1 Queuing Theory 18
   1.8.4.2 Terminal Space Calculation 19
CHAPTER 2.0 INTERNATIONAL CIVIL AVIATION ORGANISATION STANDARDS IN THE FIELD OF PASSENGER FACILITATION

2.1 Introduction 23
2.2 Aims of ICAO in the Field of Facilitation 24
2.3 Means of Attaining the Aims of ICAO in the Field of Facilitation 28
   2.3.1 Inbound Passenger 28
   2.3.2 Inbound Baggage 30
   2.3.3 Outbound Passenger 32
   2.3.4 Outbound Baggage 33
   2.3.5 Transit Passenger 34
   2.3.6 Transit Baggage 36

CHAPTER 3.0 FACILITATION REGARDING DEPARTING PASSENGER

3.1 Introduction 39
3.2 Enplanement Cycle Process 40
3.3 Analysis on Facilities 43
   3.3.1 Analysis on Queing Pattern 44
   3.3.2 Analysis on Space Capacity 52
3.4 Miscellaneous Facilities and Services 55
   3.4.1 Baggage Trolleys 55
   3.4.2 Unaccompanied Baggage Service 56
   3.4.3 Duty-free Shops 57
   3.4.4 VIP and CIP Rooms 57
3.5 Findings 58