

**Measurement Of Airport Productivity Through  
Aeronautical And Non-Aeronautical Charges**

**A graduation exercise submitted as a partial fulfillment of the  
Advanced Diploma In Business Administration (Transport)**

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## **ABSTRACT**

This project paper is about airport productivity measurement involving passenger and aircraft movements in a particular year which compare the present performance with the past or expected performance. Passenger Service Charge revenue or also known as airport tax has been taken into account where an increase in the revenue shows a similar trend in movement of passengers . The good performance of Duty free shops have also boosting to airport productivity. The concessionaires are interested in maximising their profits while the airport is concern to maximise the sales as well as the revenues. Based on the statistical data, the productivity of Subang Airport has increased since the renovations and the expansions made in order to upgrade the services at the airport.

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## **INTRODUCTION**

1.1

### **BACKGROUND OF THE COMPANY**

Customers are the VIPs. It is important to ensure their satisfaction, safety and comfort. For many involved in commercial aviation, the words "safe, efficient and cost-effective transport" will be familiar. This is parallel to the objective of Malaysia Airports Berhad (MAB) because it is in the industry. MAB was corporatised in Nov 1, 1992 with two missions i.e (1) to perform or give good and reliable service to airport users and the nation and (2) to ensure the safety of all passengers while they are in the airport premise.

Before MAB was corporatised, its activities were carried out by the Department of Civil Aviation (DCA). After the corporatisation, MAB is responsible for the maintenance and upkeep of the airports while DCA is responsible for the air traffic control and other regulatory functions. Other agencies like Immigration, Malaysia Airlines, Customs department etc. have their specific functions in the airports but the assurance for smooth service in all areas falls under MAB.