

The satisfaction of kiosk and counter check in of Thai Airasia

**First Author: Chonnakarn Phooklia, International College Suan Sunandha*

Rajabhat University, Thailand

E-mail: nepjunevelvet@gmail.com

***Secound Author: Benjapol Worasuwanarak, International College Suan Sunandha*

Rajabhat University, Thailand

E-mail: benjapol.wo@ssru.ac.th

Abstract

Now a days at the airport have many facilities such as free charger for charge smart phone or tablet for make the comfortable and satisfied to the passenger but in the present not only charge the phone but they find new technology for make comfortable to passenger that is ticket kiosk machine and the duties of kiosk is check passenger who arrived at the airport and want to travel with any airline it very easy to use it and can save the time and it very easy because you can check it by your own in step one like a check your name until finish and then baggage tax or boarding pass will be print it out and you can mount the baggage tax with your belonging and then you sent it to the ground staff and ground staff will check it again that you do all it correct in process and next the ground staff will be carry your baggage to the conveyer belt and sent to loader to load baggage into the aircraft.

Keyword: Airport, Passenger, Kiosk, Baggage, Ground staff,

Introduction

Imagine checking in for your flight via your mobile phone or at an airport kiosk. Imagine then printing your own luggage tags, dropping off your own bags onto the conveyor belt and breezing past security lines toward your gate, where you scan your own boarding pass and enter the plane. When your flight arrives at an international destination, you slip by customs lines, scan your passport and declare customs items at an automated kiosk, and then proceed to baggage claim with a growing number of new product introductions in the past few years, kiosks could soon make it possible to venture through an airport without a single human interaction, from check-in to boarding Self check-in

Many airports are using kiosks to improve customer service and reduce airport congestion. Malta International Airport is one of the more recent examples of airports around the world that has deployed touchscreen kiosks where travelers can check-in to their flight and print boarding passes. And just this July, Malaysia Airlines closed its staff check-in counters at Kuala Lumpur International Airport for mandatory self check-in on all economy flights. The staff counter is only available for business and first class passengers and those needing assistance.

Research methodology

Objective

- To make all of people known about kiosk machine in EU.
- To studies kiosk machine and e-check-in.
- To make all of people known that kiosk machine is valuable tool.

The use of new technology, such as internet e-check-in and self-service kiosks, allows the processing of a significant number of passengers to be decentralised from the airport itself. This allows a better use of airport staff resources and reduces bottlenecks while, more significantly, allowing more departing passengers to be processed.

"Airports are now finding that the self-service kiosk is a valuable tool in the reduction of queues."

But while the kiosk technology has been around for some time, it has still taken the industry a lot of coaxing to make passengers comfortable with the technology.

Frequent flyers and business flyers who tend to travel with little luggage and appreciate any time-saving measures are currently leading the way in self-service check-in use. And with the rise of self-service kiosks in hotels, supermarkets and other places around the world, your every-day passenger, it is hoped, will also follow their lead.

Self-service check-in kiosks first began to be installed about ten years ago in the US and five years ago in the EU, but these were airline specific. These are still used but the latest incarnation of these kiosks is the 'common user self-service' (CUSS) terminal.

Conclusion

The kiosk machine is a new technology of public relations media that is modern and beautiful with the convenience of those who use the service. With the ability of the kiosk can be applied to a variety of tasks and a variety of places one of the most common is kiosk in the airport. That is responsible for helping passengers check in allowing passengers to shorten the time of checking in at the counter In airports that are frequently seen, such as the kiosk Air Asia, which has dozens of containers set up at the airport Which this cabinet can support check-in from various passengers hundreds of times a day.

Discussion and Recommendation

I think it hard to do with older person to do about check-in process because they don't understand about the language even if they have Thai language and the kiosk machine and can't print boarding pass and baggage if you travel over nine person tax you must queue in the normal check-in I think is not convenience to crowded they should have improve function for crowded to make a convenience with passenger.

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