

The facilities environment at Changi Airport terminal

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Abstract

Changi Airport is the major civilian airport for Singapore, and one of the largest transportation hubs in Southeast Asia. It is currently rated the World's Best Airport by Skytrax for the sixth consecutive year since 2013 and is one of the world's busiest airports by international passenger and cargo traffic. Changi Airport has many parts of facilities in terminals such as entertainment, financial, kids' zone, Convenience stores, lounge but the famous one is the garden zone. The airport has multiple gardens and green spaces for those who want to reconnect with something close to a natural setting between flights. An open-air cactus and sunflower garden are a popular spot; an 'enchanted garden' comes to life when visitors enter its grounds; an orchid garden stands beside a koi pond.

Why does this airport win the favor of passenger from all over the world continuously?

Keywords

“Airport” “garden” “terminal”

Introduction

Changi Airport's great reputation begins at check-in, with its concept of Fast And Seamless Travel (FAST) encapsulated in a suite of fully automated, do-it-yourself processes for check-in, baggage tagging, and boarding your flight. The newly minted Terminal 4, which opened in December 2017, best showcases this with its many marked booths with informative video instructions, ensuring that you zip through the gates in no time. Once in, experience an extensive multitude of shopping, dining and entertainment experiences on offer at any of the airport's four terminals. Satisfy your urge to shop even before you hit the city, with some of the best duty-free outlets in town selling everything from cosmetics and liquor to luxury watches and fashion accessories. No layover will feel too long when there are video game consoles, large screen televisions and two movie theatres to keep you entertained. If you want to catch up on work, take advantage of the free internet access and hunker down in one of the many comfortable seats that can be found throughout the airport. For something a little more relaxing, go for a stroll in the world's first Butterfly Garden in an airport, or pamper yourself with an oriental foot reflexology massage. And when your stomach starts to growl, there's a wide of range of local, regional and international cuisines to pick from.

Research methodology

Objective

- To learn that why does Changi Airport win the favor of passenger from all over the world continuously?
- To learn that why does Changi Airport rank on Skytrax World's best Airport Awards continuously?

Changi Airport established on 1981 and self-improvement at all times. Present, there are 4 terminals each building is modern. Fully equipped with various facilities. Both entertainment and recreation, whether it be

Free Cinema

when you were tired from your long flight and just want to chill? Visit the free cinema and catch a movie while you chill! The cinema is found in Terminal 2, Departure Transit Lounge, level 3 (beside Sunflower Garden) and Terminal 3, Near Ambassador Transit Lounge North, Level 3. The cinema is always rather empty so you could even have the whole cinema just to yourself!

Entertainment Deck: Free LAN Gaming Room, PS3, Xbox, MTV Booth

Changi Airport organizes a public game area to please all passengers. If anyone traveling with children or likes to play free games or want to kill time when having to wait to board the plane for a long time At Changi Airport. Don't forget to try to visit the service. this zone open to playing for free 24 hours. The game zone is located on the 3rd floor, building 2 for people who are in transit.

Free Photo and Video Storage

The new Social Tree in the airport, also the largest installation to date. Simple snap a picture or video and share it on the tree.! You can even share it on your Facebook profile after taking pictures at the booth. Singapore will also keep the memories of you here, and you can get them back in our digital memory capsule. This zone is located in the Departure hall of Terminal 1 for people who are in transit

World's Tallest Airport Slide at Terminal 3

It is Singapore's tallest slide and the world's tallest slide in the airport. Simply spend \$10 at the airport to qualify for a free slide down 3 levels. There's also a smaller slide at level 1 where you can go for free. This zone is located in Terminal 3, Arrival Hall. Level 1 Opening hours on 12.00noon – 10.20pm daily

Free Massage

The massage chairs are free for everyone to use. Whether you are going to depart, here for a stopover or even when you just arrived, the massage chairs are everywhere in the airport! Just remember to bring a pair of socks when you massage your sore feet and you are ready for the world. located in the departure halls, outside the Departure Gates

Free Singapore Tours

we go all the way to make our guests feel at home. The airport provides the tours and all you need is 6 hours. There are 2 tours available: Heritage Tours and City Lights Tours. All you need is your passport, boarding passes and visa entry (if any). You can also leave your baggage at the Left Baggage counter for a small fee before exploring the area. Simply register at the Transit Areas in 2 and 3. This part, located in Register at the Transit Area in Terminal 2 (Transfer Lounge F), or Terminal 3 (Transfer Lounge A) for people who are in transit. You can find out more information at the official website.

Swimming Pool

The 365 days of summer is too warm for you? Take a dip in the swimming pool we have here in Singapore Changi International Airport. Why fly to Bali when you have the Balinese-themed pool in the Ambassador Transit Hotel? Non-residents simply pay S\$13.91 to use the pool, facilities, and towel. It even comes with a complimentary drink. The swimming pool is located in Departure Transit Lounge East, Level 3. Transit Hotel and Opening Hours from 07.00 to 23.00 daily. Free for Hotel Residents. Non-residents: \$13.91

Sunflower Garden

The sunflower garden is home to giant sunflowers! They are about 1.2-1.5m high. Travelers Tip: go to the gardens at around 9 am, because there will be gardeners there, uprooting the “old” sunflowers. However, they still look very good! So, you can ask the gardener if you could have one and he said yes! So that’s how you got a giant sunflower for free. This garden is located in Terminal 2, Departure Transit Lounge, Level 3 for people who are in transit

Butterfly garden

Butterfly garden with Waterfall, imagine an area with gushing waterfall, gorgeous butterflies flying around and colorful flowers that can brighten anyone’s day immediately. You can find them all in Terminal 2. You can see caterpillars, cocoons and many species of butterflies flying around. This garden is located in Terminal 2, Departure Transit Lounge, Level 2 & 3 for people who are in transit

Cactus Garden

Singapore is super-duper hot but it is also too humid for cacti. Luckily, we do have a beautiful Cactus Garden in Singapore’s airport. Psst! There’s also a bar there so you can drink with the cactus garden beside and the planes in front of you. This garden is located in Departure Transit Lounge, Level 3, Transit Area for people who are in transit

The Orchid Garden

The Orchid Garden features more than 700 orchids of 30 species grouped by their various colors and shapes, representing the 4 elements of nature – Earth, Water, Fire and Air. White orchids displayed with floating glass bubbles represent 'Air', while rare brown and green orchids displayed with tree root sculptures represent 'Earth'. Floral columns simulating giant candles represent 'Fire' while clustered blue and violet orchids represent the 'Water' element. This garden is located in Terminal 2, departure Hall, Level 2, Transit Hall.

For terminal 4, this terminal uses an automatic system for check-in, Bag-Drop, Immigration Gate with Facial Recognition, Boarding and Centralized Security Screening. In terminal 4, there are Petal Cloud Is the wave of the orchid petals that give the feeling of floating like a cloud Which caused passengers to relax during this terminal, Immersive Walls : 70 × 5 meters LED screen that will project beautiful locations throughout Asia Allowing passengers to immerse themselves in waiting for queues in the security inspection area, The Traveling Family : one of the artworks that the airport brought to show for travelers to take a photo the statue is made from genuine aluminum, Heritage Zone : Shop zone that decorated the style of old buildings and Peranakan shops in the past in Singapore. The high wall will have a hidden digital screen. And will show the movie about the love of Peranakan people in the past, allowing passengers to watch during the purchase of products or waiting to board, Relaxing point with free charger: The sitting spot around the building has a strange design seat to choose from to sit comfortably. Importantly, every point has a power plug, plug in all free electronic devices, stop worrying about running for walls and towers to win power. Les Oiseaux (The Birds): Another piece of art that the airport brought to display is Three-dimensional bird made of stainless-steel wire Designed and built by French artist Cedric Le Borgne, Automated Housekeeper: All of the traditional housewives Today, the new passenger terminal has brought a robot maid. Which is dressed in the same suit as the housekeeper 1-2 and 3, in order to take care of the floor cleanliness of the building 4 all.

That all the facilities environments of Changi airport are so popular and make the passenger was impressed for the first time when they are arrival at Singapore. Because of the facilities environments that make Changi airport got a lot of rewards example Singapore Changi Airport has been voted the World's Best Airport by air travelers for the fourth year in a row at the 2018 World Airport Awards, held at Passenger Terminal EXPO in Cologne, Germany. This is the 7th time that Changi Airport has picked up this top title at the World Airport Awards. And I was learned from other reviews that make me knew the most popular zone that passenger favorite is the garden in the airport. I will show some reviews from a lot of reviews that I read. they are said

MaxManila, Philippines, S. (n.d.). Sunflower Serenity [Review of the changi airport *Could never imagine such a flower garden existed amidst the busy atmosphere of Changi Airport. This is indeed a welcome respite from the rush environment. You can access this area from Terminal 2. Right after departure immigration, look for escalators headed for the next level where the entertainment area is located. It is right beside the mini theater, and a few meters from the gaming console stations. It is best to go here before dark, to enjoy more the beauty of the large sunflowers against the backdrop of aircrafts docked by the gates.*]. Retrieved February 20, 2019, from https://www.tripadvisor.com/Attraction_Review-g294265-d8325444-Reviews-or60-Sunflower_Garden-Singapore.html.

fatbear2000, United Kingdom, F. O. (2018, March 24). Pleasant Garden in the Middle of a busy Airport! [Review of the Changi airport *Having plenty of time to kill at Changi Airport, we made our way to the Cactus Garden on Level 2 in Terminal 1. The Cacti are interesting but it only takes 5 minutes to stroll around looking at the different varieties. Instead, they help to create a relaxing and calm area in the middle of a busy International Airport, and it was nice to sit and watch the planes landing. We were there early in the afternoon and it was quite hot and humid, and eventually we decided to go to the Cactus Pub for a drink. However, it was just as hot at the bar, with the fans seemingly blowing out hot air! We were the only people at the bar (I only noticed one other bar in Terminal 1 and no-one else drinking until much later in the afternoon) and it was 30 SGD for two beers (probably a schooner, less than a pint). However, there was a buy 2 get 1 free promotion so I got an extra beer free of charge. The price includes service and taxes, so no need for a tip. The Cactus Garden is also one of the areas in Terminal 1 where people can smoke, but they are restricted to a small area of the garden, and I wasn't bothered by any of the smoke. All in all, we spent around an hour in the Garden but it was warm. It would probably be a much more pleasant experience later in the evening.*].

Retrieved February 20, 2019, from https://www.tripadvisor.com/ShowUserReviews-g294265-d8325440-r568401724-Cactus_Garden-Singapore.html

"a fantastic airport for travelers" [Review of the Changi airport *A fantastic airport albeit a few shortcomings, especially if you're using the older terminals (1,2,3), more on which later. Of my 10 visits to Singapore across all the 4 terminals, the quality of service was always better the last time I flew. Signage- On point, Staff Politeness & Help: On Point, Cleanliness (Terminal) - On Point, Cleanliness (Restrooms) - On Point, Shopping Option - On Point, Eatery Option - On Point. They even have a free Singapore Tour for passengers with transit duration 5:30 hours. Terminal 4 is a masterpiece and Singaporeans are on the verge of converting into a world's first automated terminal. The only drawback is security checks just at the gate at the older terminals and they're quite strict about everything. I had stocked up on water from 7/11 and I was made to throw it at the gate. My point being, why sell water bottles at the airport when you're not even allowed to carry it onboard. I've flown from more than 50 airports and have never come across such a weird policy before Overall, a fantastic airport for travelers. A long transit should not be a concern.*]. (January). Retrieved February 20, 2019, from <https://www.airlinequality.com/airport-reviews/singapore-changi-airport/>.

As I studied from many blogs and reviews, it was found that the 10 zones that passengers like the most are as follows: Sunflower Garden, Butterfly garden, Free Cinema, Entertainment Deck, Cactus Garden, Swimming Pool, Free Singapore Tours, The Orchid Garden, World's Tallest Airport Slide at Terminal 3.

Conclusion

As I studied, Changi airport tries to self-improvement at all times that make this airport got a lot of awards and make passenger impressed all the times when they came to Singapore. Changi airport has good management and operations to take care of passenger and employees. This airport has many facilities, beautiful gardens, and new technology to support every passenger. Changi airport dares to be different from another airport in the world and be the most beautiful airport thus they treat passenger who will come to Changi airport or even the transit passenger like they are staying at their home and pay attention in every detail of every zone in the airport for support and take care passenger. In addition, the airport also checks the equipment, plants or any system in the airport for not to cause mistakes and danger for everyone. Because of self-improvement at all times and pay attention in every detail that makes Changi Airport win the favor of passenger from all over the world and rank on Skytrax World's best Airport Awards continuously

Discussion and Recommendation

Changi airport has the most quality to management and organization the airport. And have many facilities to take care passenger but if everyone uses the service at various zones and does not help to maintain. The facilities environment will be dirty or causing damage that makes that zone will temporarily disabled. So, I would like to recommend to make a label to warn who that uses the service at various zones. And keep good management and organization the airport then always improves the facilities environment in the airport. In the future, I think terminal 4 will the popular one because of the new technology and new innovation in this terminal.

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