

Suvarnabhumi Airport, the toilet at the terminal case study

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Abstract

Suvarnabhumi Airport is the leading international airport with international service standards in the form of Thai identity with a variety of services that can satisfy the highest satisfaction of users to become the best airport in the top 10 in the world causing many people to use the service both Thai and foreigners when the number of users within the terminal is increasing therefore making the toilet not enough to use in addition, it was found that toilet design is not suitable for use. And regardless of maintenance resulting in damage to the toilet easily and leads to problems with the toilet not being clean therefore there is a suggestion for the concerned person to consider the physical resource management system from the stage of design to construction to use to prevent problems again.

Keyword : Suvarnabhumi airport , passenger, toilet

Introduction

History of education Suvarnabhumi Airport (Suvarnabhumi Airport) is a large international airport that is an aviation hub in Southeast Asia that is important for promoting and developing the economic, social and tourism prosperity of the country has the capacity to accommodate 45 million passengers per year and supports 76 flights per hour. Suvarnabhumi Airport project the official service was opened on 28 September 2006. At the beginning of the opening of Suvarnabhumi Airport, there were claims of problems arising from the use of toilet in many passenger terminals. Quality that doesn't matter for a new airport that will be the aviation hub in this region. " Toilet are not enough. "There is a lot of noise that the toilet (at some point) has a smell that is not clean" Thai people, etc. These claims all affect the image of Suvarnabhumi Airport. Therefore, the researcher wants to study the facts of the toilet problem. Airport passenger terminal for the information to be used as a guide for managing a toilet inside the terminal and recommendations in facility management to Suvarnabhumi Airport.

Research methodology

objective

1. To study the problems and causes of toilet problems in the Suvarnabhumi Airport passenger terminal.
2. To provide guidance on toilet management in the Suvarnabhumi Airport passenger terminal.

Study the toilet that has not been renovated inside the passenger terminal Suvarnabhumi Airport as follows.

1. Toilet in the main passenger terminal
2. All concourse building has 7 sections of the toilet there are A, B, C, D, E, F and G

During the first phase of the opening of Suvarnabhumi Airport, there were a lot of people coming to see each other. In addition, the Suvarnabhumi Airport passenger terminal had to provide services to passengers, staff and airline staff about 150,000 per day. There are many problems with the use of passenger terminals and one of the issues that seem to be a small problem when Comparable with other issues going on, but the issues that are referred to during that time, including the issue of toilets inside the passenger terminal of Suvarnabhumi Airport.

As a service user who cares about the toilet reasonably, especially about cleanliness and comfort, this issue has a lot of complaints that the toilet (at some point) has a bad smell or even in the room. Water dripping on the floor, scattering many of these things, may be regarded as a small point, but should not be overlooked, because, in the same angle, it can be seen that the small matter is just this is still not well managed. Hope that Thailand will push Suvarnabhumi "to become the regional aviation hub. The matter of becoming a regional aviation hub, the airlines estimate that the potential for competition. Of the Suvarnabhumi Airport to hear that it is still not able to compete with Singapore airports, whether it is an inefficient management system, facilities seaside communication systems such as toilet signs that the problems are caused by speeding, enabled the airport too early.

“Main problem toilet in the Suvarnabhumi Airport “

1. The toilet is not enough to use the cause of the problem. It is caused by changing some areas that are designed as a toilet, being changed to other uses without having to replace the space.
2. Each toilet has a distant area, which may be a faulty design or has been modified without checking the usage.
3. The toilet is dirty as a result of the operation. The number of sanitary ware is not enough for many users, the selection of equipment that is not suitable for use "and from the document information of the toilet problems in the passenger building, it is found that the toilet problem is not enough. In the year 2007.

The deterioration of the building (Obsolescence) The deterioration of the building means the appearance of the building that does not respond to the use, resulting in negative results, both concrete and abstract to the user of the building and the building owner. Physical age and reduced value.

The deterioration occurs in accordance with the age of the buildings mentioned above which the deterioration of the building is caused by different factors as follows. funding

1. Physical obsolescence is a deterioration caused by physical deterioration or expiration of elements, materials, and structures according to specific properties, causing the building to have properties of strength, durability and reduced beauty. Physical can also be classified into 2 types as follows: 1. Decay 2. Defects, physical deterioration can be corrected or mitigated by repair and adjustment. But by the time the main structure of the building broke down, the building had to be abandoned because it was no longer safe for use.
2. Functional obsolescence is deterioration due to the fact that buildings, buildings, and building systems are no longer able to respond to current usages, such as shape, size, and performance that are not appropriate or consistent. Due to the technology of the building, the work that needs to be done or cannot support modern technology can be modified by modifying the building and adjusting the system. Building in accordance with the work.
3. Economic / Financial obsolescence is a deterioration factor from the economic factors that the building cannot meet the financial or investment needs. It is not worthwhile to continue to use this building. Improving the building to have better financial results or lower costs.
4. External obsolescence is the deterioration of the building caused by external factors due to changes in the economy, society, physical, and legal problems, which are difficult to solve and can cause severe and severe damage, difficult to control and predict.

Problems in the toilet, Suvarnabhumi Airport therefore is a problem that has been widely discussed whether it's about the number of toilet cleanliness in the toilet the beauty of the toilet when a passenger arrives at Suvarnabhumi Airport. Below this paragraph are some reviews from passenger who had been use the toilet.

Y. (2013, September 30). Toilet in Suvarnabhumi Airport [Review of Suvarnabhumi Airport National Airport But airport bathroom No different to the bathroom, the market is dirty, the materials used are cheap. Various systems in the bathroom look very outdated. Talk to the same story What can be changed? You are big and big. Who have to travel Would never pass the part that the general passengers like us can use. Why just the bathroom makes it good? Is it difficult? We see Changi Airport in Singapore at the beginning of the year. The bathroom has changed again. Or Hong Kong airport Flew for ten years The bathroom looks clean.]. Retrieved February 28, 2019, from <https://pantip.com/topic/31046094>.

ร. (2017, January 1). Toilet in Suvarnabhumi Airport [Review of The bathroom is really bad. Narrow like men. Some rooms have 2 -3 urinals and 1 toilet. The airport is so bad compared to why our income into the country is tourism. Try to see a good airport, strong wifi and free. No need to find a code. At the children's play area Have a reclining bed There is a small battery to sit and watch. Ours is but duty free duty free duty free]. Retrieved February 28, 2019, from <https://pantip.com/topic/35966147>.

2. (2013, June 7). Toilet in Suvarnabhumi Airport [Review of I am one who feels very good that in the end, our national airport will have more to show off. Sent through beautiful Thai flowers to the eyes of foreigners to get to know each other more The Flower Market is the only bathroom from the 7 wonders of Thailand or 7 Wonders of Thailand. Including Festival, Move Around, Happy Moment and Sea Sight that is moving forward. Barely able to look at these bathrooms Can guarantee that there will be a surprise to be amazed and absolutely stunning]. Retrieved February 28, 2019, from <https://pantip.com/topic/30577023>.

As I studied from many blogs and reviews, I found that there are passengers who like and dislike. About the toilet inside the airport but at present, the airport has modified these problems and received praise from users.

Conclusion

From the study of the toilet problems in the building, it can be seen that the problems of the toilet in the passenger terminal in both problems are insufficient toilet problems and unclean toilet mainly due to the design that does not take into account the users, usage behavior and maintenance. With insufficient toilet problems caused by the design of the toilet position and the number of sanitary ware that is not related to the number of users. Water is not clean by design, do not understand user behavior and use the toilet is not suitable for use, Increasing the number of toilet and the number of sanitary ware in areas that are more active, Improve direction signs, toilet and toilet signs to make them easier to see, There should be training for personnel who come to work for cleaning to have expertise in performing such tasks. But keeping it clean Should be the duty of everyone, both passengers and the toilet airport staff and these problems will disappear.

Discussion and Recommendation

I think the toilet problem in the Suvarnabhumi Airport passenger terminal not enough for real use but only occurs at certain points of the toilet the airport should build and increase the number of toilet to be quality and sufficient for use and should increase the number of staff to supervise each toilet. And should be cleaned every 3 hours.

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