

Measuring service quality at King Fahd International Airport

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Abstract: This paper studies the King Fahd International Airport in Dammam, Saudi Arabia, which began its operation in 1999. The paper reviews the development of the airport and the challenges it faces in maintaining standards of service. The study also undertakes an evaluation of the quality of airport service. Empirical research is used to determine the factors that influence travelers' evaluation of service quality. With data collected from 188 respondents, the study evaluates the satisfaction level of travelers on 25 dimensions identified. Then, the implications are discussed.

Keywords: airport; King Fahd International Airport (KFIA); services; standards; Saudi Arabia.

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