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U ovom radu istraženo je stanje usluga u aerodromskim putničkim terminalima u Srbiji. Istraživanje je provedeno kroz seriju anketa i intervjua s predstavnicima avio prevoznika i aerodromskih vlasti. Rezultati istraživanja ukazuju na značajne nedostatke u kvaliteti usluga, posebno u pogledu brzoće i udobnosti putovanja. Utvrđeno je da postojeći terminali ne zadovoljavaju moderne standarde, a potrebna je ulaganja u obnovu i proširenje kapaciteta. Također, istaknuto je da postoji potreba za poboljšanjem koordinacije između različitih institucija uključenih u proces putovanja. Na osnovu dobivenih podataka predloženo je nekoliko ključnih mjera za poboljšanje usluga, uključujući modernizaciju terminala, povećanje broja osoblja i unapređenje procesa kontrole sigurnosti. Očekuje se da će ove mjere doprinijeti povećanju zadovoljstva putnika i konkurentnosti srpske avio prevoznice na međunarodnom tržištu.

1. Uvod

U ovom poglavlju predstavljamo osnovne podatke o aerodromskim putničkim terminalima u Srbiji. Istraživanje je provedeno kroz seriju anketa i intervjua s predstavnicima avio prevoznika i aerodromskih vlasti. Rezultati istraživanja ukazuju na značajne nedostatke u kvaliteti usluga, posebno u pogledu brzoće i udobnosti putovanja. Utvrđeno je da postojeći terminali ne zadovoljavaju moderne standarde, a potrebna je ulaganja u obnovu i proširenje kapaciteta. Također, istaknuto je da postoji potreba za poboljšanjem koordinacije između različitih institucija uključenih u proces putovanja. Na osnovu dobivenih podataka predloženo je nekoliko ključnih mjera za poboljšanje usluga, uključujući modernizaciju terminala, povećanje broja osoblja i unapređenje procesa kontrole sigurnosti. Očekuje se da će ove mjere doprinijeti povećanju zadovoljstva putnika i konkurentnosti srpske avio prevoznice na međunarodnom tržištu.

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- „Optimum“ –
- „Over-design“ –

		SPACE		
		Overdesign Excessive or waste space	Optimum Sufficient space to accommodate necessary functions in a comfortable environment	Sub-Optimum Crowded and uncomfortable
MAXIMUM WAITING TIME	Overdesign Overly massive of elements	OVERDESIGN	Optimum	SUB-OPTIMUM ► Consider Improvements
	Optimum Adequate space for waiting time	Optimum	OPTIMUM	SUB-OPTIMUM ► Consider Improvements
	Sub-Optimum Uncomfortable waiting time	SUB-OPTIMUM ► Consider Improvements	SUB-OPTIMUM ► Consider Improvements	SUB-OPTIMUM ► Consider Improvements

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- „Under-provided“ –

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SUMMARY

LEVEL OF SERVICE AT AIRPORT PASSENGER TERMINALS

Airport terminals are designed by level of service standards which are regulated by International Air Transport Association (IATA). Level of service offered to passengers, regarding to the primary processes, is not necessarily equivalent to the level of service perceived by them. The fact that passengers spending longer times in terminals makes the secondary processes more important in passenger experience. Aiming to improving airport attractiveness, and business success, passenger perception is approached by paying close attention. This paper discusses the two aspects of level of service. Concept of level of service used in air traffic industry with purpose of designing and planning of passenger terminal is derived from the Highway Capacity Manual. Subject of the paper regards last changes which have been introduced during 2014. Second part of the paper explains the needs of examining and analyzing passenger perception from the management point of view, and gives overview of methods which are conducted during researches. Similarities and differences are shown among measurements of level of service and perceived level of service, including the importance of these aspects mutual complementing.

Key words: *airport, passenger terminal, level of service*