

**Future of Self-Service Technology in Pakistani Airports and
Passenger's Response**



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Management and
Technology**

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Preface

Firstly of all, we would like to acknowledge ALLAH Almighty, who is the creator of all the things known and unknown. To whom all the admirations are. He is the only one who enhances our knowledge.

Secondly, we would like to acknowledge to our last and beloved Prophet Hazrat Muhammad (S.A.W) who gave us the real-world practical examples to live life.

We really feel blessed in the generous assistance of our supervision of Sir. Imran Saeed. Furthermore, we would like to show gratitude to our beloved Parents from the core of our hearts who gave support us financially and morally and directed us to the righteous path.

Dedication

We craved to bestow our notion to

MR. and MRS. Ch. Munir

MR. and MRS. Masoom Abid

Who propped us from the core of their hearts

And prayed for our better future.

And to

Arifa Umer Hayat

Who remained with us throughout our studies and help us where we

needed.

Declaration

We hereby uphold that the ultimate project renowned as “Self-service technology in Pakistani airports and Passenger’s Response” yield to the University of Management of Technology, Lahore is a record of original determination made by ourselves under the gentle support of Sir. Imran Saeed and this undertaking is yield to in the partial contentment of requirements for the honor of degree Bs. Aviation Management. The outcomes represent in this project have not been surrender to any former institution to the honor of any degree or diploma.

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Acronyms:

Self-service technology	(SST)
International Air Transport Association	(IATA)
Future Travel Experience	(FTE)
Instrument Landing System	(ILS)
World War II	(WWII)
Computer-aided design	(CAD)
Computer –aided manufacturing	(CAM)
Société Internationale de Télécommunications	
Aéronautiques	(SITA)
China Pakistan Economic Corridor	(CPEC)
Customer-Service-Relation	(CSR)
Pakistan Civil Aviation Authority	(CAA)

Acronyms

Allama Iqbal International Airport (AIIAP)

Incheon Airport Corporation (IIAC)

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Chapter: 1

1. Introduction:

Man in every era wish to fly. For this purpose, he did new experiments continuously. A father and son named as Daedalus and Icarus, the legends of Greek mythology made wings by joining the feathers and wax. In 852 AD, Armen Firman of Spain made wing like clothes by wrapping his body with quills that was attached to his arms. In 5th century, China made Kites that is considered as first airplane created by human. In 3rd century BC, China also designed the hot air balloons. The initial sketches of rational airplane were drawn by Leonardo da Vinci. Modern aviation coined back to mid-1700s that divided the aircrafts in two types: lighter-than-air aviation and heavier-than-air aviation

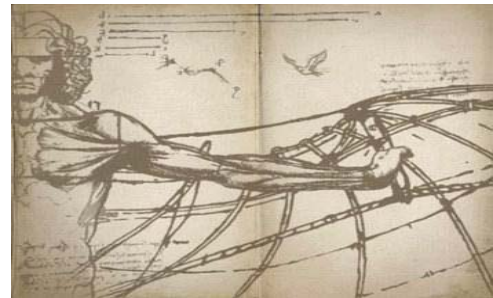


Fig: 1 Sketch by Leonardo da Vinci

(history net, 2016).

Self-service technology (SST) was introduced over 20 decades ago with the increase in the advancement of technology. Although the world is going toward the automation, still the use of self-service technology has limited use (Conroy, 2008).

1.1 Topic:

The topic of my study is to figure out the future of Self-service technology in Pakistani airports and Passenger's Response towards this advancement in developing country.