

Don Mung International Airport Service Facility for the Aging Society

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Abstract

The aims of this qualitative research were (1) to study the present condition of the aging facilities services at Don Muang International Airport, (2) to study the obstacles and the need for facility design serving the aging society and (3) to propose guidelines for providing services that are designed to facilitate the elderly at Don Muang International Airport. The subject, or key information, of this study provider consists of three groups, including four senior staff members of Airports of Thailand (AOT), five airline supervisors working at Don Muang International Airport, and fifty elderly customers frequency of using the services about 10 times. The findings indicated that (1) Don Muang International Airport has facilities designated for elderly people as specified in the ministerial regulations. The facility is insufficient to meet service demand and includes leading, senior, wheelchairs, and up-and-down vehicles that are currently unavailable. Restrooms, elevators, reserved seating, and signs were among the concerns affecting an older society, and the most requested elements were signage indicating equipment or facilities, contact information, an information desk, and travel information and parking spaces (2) There are some facilities that the elderly shouldn't access because of their poor condition. Airports should always monitor and inspect the facilities, especially those that can be harmful to the elderly. The recommendations from this research were that a budget should be provided to AOT, particularly for facility development. "Design for Everyone" implies that the Don Muang International Airport should apply "civilized architecture," which is a set of design principles that work for everyone, in the design of all aspects of the airport.

Keywords: Aging society, Universal Design, Don Muang International Airport