ABSTRACT: The main idea of the study is to determine the standards which will be used to evaluate Airport Terminal Buildings, and to generate a standard to collect departing passenger satisfaction, to identify root causes of problematic issues raising dissatisfaction level of passengers, and to formulate necessary solutions for decreasing or limiting the dissatisfaction level(s). In this study, it is aimed to construct an evaluation standard which is based on passenger perception for either international or national passenger terminals which have inadequate data, and to obtain initial data from a generalizable sample group. The analyses determine the strengths and weaknesses of airport terminal building depending on the departing passenger perception. This study is believed to be beneficial for generating design decisions which will be effective on future terminal building designs. In that sense, it is addressed to the issues which are needed to be given priority within the scope of passenger satisfaction. The case study area is determined as the Süleyman Demirel Airport in Isparta (ISDA). This study has revealed the fact that it is important to consider the “satisfaction” concept which has direct influences on design parameters through the common domain of tourism and transportation sciences.

KEYWORDS: Passenger satisfaction, Terminal Building Architecture, Evaluation Standard, ISDA Terminal