

## **Abstract:**

Developing a methodology to evaluate the perceived level of service (LOS) at airport passenger terminals is important to airlines and airport operators as well as passengers. Airport operational and perceived LOS has been evaluated at individual airports, but there exists no standard methodology or reporting system to evaluate it in the industry at large. Airport passenger terminal LOS and capacity had research topics over the past twenty years. More recently, studies had been initiated to spot the passenger terminal problem with LOS, capacity, and service measures in particular. This study presents the methodology for establishing the level of service (LOS) standards for airport passenger's terminals at Bandaranayake International Airport (BIA) based on the passenger perceptions in order to passenger's profile characteristics. The methodology was employed by Psychometrics scaling method has been combined with the regression analysis and the utility theory. Future more, the study shows that how to assess the perceived level of service of the air passenger based on the passenger profile characteristics on different facilities at the airport terminal. The results can be used to allocate capacity for facilities and compare the global standards