ABSTRACT

Title of Research Paper	:	The Evaluation of Air Traffic Control Service for Aerothai Company : Case Study Bangkok Airport AirTraffic Control Department (BC) and Bangkok Area Control Centre (BACC)
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Degree	:	Master of Arts. (Social Development)
Academic Year	:	2001

The study of AEROTHAI's Air Traffic Services (Bangkok Airport Air Traffic Control Department : BC and Bangkok Area Control Centre : BACC)evaluation by pilots which consists of 2 main objectives ; They are 1) to study the captain's and first officer's opinion towards the services provided by BC and BACC and 2) to study problem areas and suggested solution initiated by pilots.

The frame work of this study has four aspects .as follow, 1) The appropriate of the service procedures 2) The efficiency of equipment 3) The knowledge and ability of controllers 4) The Quality of services. The sample subjects were Randomly chosen which consists of 63 pilots who had previous experiences with BC and BACC, the tools used to collect data in this study were questionnaires, the collected data then were transformed into percentages and standard deviations.

The result of this study can be summarized as follows :

The opinion of the sample group towards the overall performance of the services provided by BC and BACC which included Ground, Aerodrome, Approach and Area Control was rated as " Acceptable". The performance within the mentioned services which were rated as " Good" were accident prevention ability, courtesy and timeliness of actions taken, radar integrity, the implementation of CPDLC and radio frequencies clarity. The rating of " Need improvement" was given to the use of radar control technique for

climbing and descending aircraft, the lack of HF (High radio Frequency), peak hour traffic handling, delays resulting from VIP flights, pre – flight ATC clearance and coordination between different units.

Recommendations:

1. Bangkok Ground Control : should provide better traffic information to pilots especially during the " Start Up Engine" stage, taxiing traffic should be more expedite and coordination between ATS units should be better.

2. Bangkok Aerodrome Control Tower; should minimize the delays caused by VIP flights, controllers should have better knowledge of aircraft performance and if possible controllers and pilots should be better acquaintances.

3. Bangkok Approach Control; should more freely expedite the flow of air traffic, provide more information relevant to flight sequencing and the speed control should be utilized in a more timely manner.

4. Bangkok Area Control Centre; should only deliver pre-flight ATC clearances to aircraft which are absolutely ready for departure, reduce the spacing between aircraft, utilize better speed control technique and controllers should know how to fly.