

Stakeholders are defined as the “Individuals and organizations who are actively involved in the organization or whose interests may be positively or negatively affected as a result of what the organization does” (Carpenter et. al., 2010). The three key stakeholders of a local airport can be identified as follows:

Airlines: Airlines are the primary customers of an airport. They require efficient services and infrastructure that facilitate safe and timely arrivals and departures. Airlines also need an airport to have proper maintenance and repair facilities, fueling services, and a range of other support services.

Passengers: Passengers are the second most important stakeholders in an airport. They expect a comfortable and safe experience while traveling. This includes the availability of amenities like seating areas, washrooms, food and beverage outlets, and retail stores. Passengers also require safety and security measures, including baggage screening, passenger screening, and safety instructions.

Local community: The local community is also an important stakeholder in an airport. They are concerned with issues such as environmental impact, noise pollution, land use, and economic benefits. The airport is expected to minimize the negative impact of its operations on the surrounding environment and to contribute to the local economy by creating job opportunities and boosting tourism.

To cater to the interests of these stakeholders, an airport must ensure that it provides efficient and safe services to airlines and passengers while minimizing the impact of its operations on the environment and the local community. The airport should have a strategic plan that considers the needs of all stakeholders and addresses their concerns.

If the expectations of any of these stakeholders are not met, it can have negative consequences for the airport. For example, if airlines experience delays or safety concerns, they may choose to reduce their operations or move to another airport. If passengers have a poor experience, they may avoid using the airport in the future or choose to travel from another airport. If the local community is dissatisfied with the airport's operations, they may lobby for stricter regulations or take legal action against the airport. Therefore, it is crucial for an airport to maintain a positive relationship with all stakeholders and continually strive to meet their expectations.

References:

Carpenter, M., Bauer, T., & Erdogan, B. (2010). *Management principles*, v. 1.1.

<https://2012books.lardbucket.org/books/management-principles-v1.1/index.html>