

1. Active waiting: Potentials of waiting area at airport

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Abstract: For travellers in the airport, waiting is often associated as an unpleasant activity. One of the reasons of the perception is because waiting area is viewed as a space for uncomfortable waiting experience. Bissel explains that the experience of waiting is often conceptualised as a stasis period that bore the passenger to be passive. Regarding to this understanding, Schweizer and Gasparini try to dissect the potential of a waiting space by using active waiting concept as a lens of analysing the space. According to their concept, active waiting is where waiting is seen as an activity that has balance focus between achieving what is expected and how to have comfort when experiencing the process itself. This paper argues, by incorporating this concept to a waiting space, passengers will experience in both passenger system and a new occasional experience. This paper will observe and analyse the relation between spatial elements and the behaviour of passengers at a waiting area within an airport terminal, through the lens of active waiting concept. The experience of waiting can be achieved through three stages of habitation, which is lingering, tarrying, and the state of dwelling. The expected result from this study is to discover the potentials of waiting area at an airport. Findings from this paper may be useful for planning the airport waiting in order to create a more comfortable experience for the body and state of mind of the passengers. © Published under licence by IOP Publishing Ltd. (12 refs)

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