

- 1 JUL 1996

# PRESS RELEASE

Release No.: 10/APR

03A-2/96/04/11

96 - GCW - 2

**SPEECH BY MR GOH CHEE WEE, MINISTER OF STATE  
FOR TRADE AND INDUSTRY AND COMMUNICATIONS,  
AT THE LAUNCH OF CHANGI AIRPORT ON-LINE GUIDE  
AT TERMINAL 2, DEPARTURE HALL  
ON THURSDAY, 11 APRIL 1996 AT 9.30 AM**

It is my pleasure to be here this morning to launch the Changi Airport Internet On-line Guide.

In every era, there are innovations that change the behaviour of societies and set the pace for the economy as a whole. A century ago, it was the railroads. In the post-war decades, it was manufacturing. Now, Information Technology is rapidly altering the ways in which companies conduct their businesses, and how people communicate with one another. The Internet, a result of advances in Information Technology, is transforming societies today.

With the current Internet population of more than 40 million users and a growth rate of about a million per month, the Internet has certainly transformed the business strategies of organisations world-wide. The wide-spread use of Internet and the needs of the communities to interact and communicate with one another have opened up new opportunities in the provision and application of on-line information services. It is fast joining the telephone, telex and fax machine as a channel for big businesses to conclude deals.

The Civil Aviation Authority of Singapore (CAAS) has recognised the potential of Internet as a means to improving service to its customers. With the introduction of the Changi Airport On-line Guide, CAAS is able to reach out directly to its customers in their homes or offices, and to provide them with up to date information on Changi Airport.

Changi Airport opened in 1981. Among its facilities was a computerised Flight Display System which keeps the passengers and the public informed of the flights at Changi Airport.

Over the years, CAAS has expanded the scope of the flight information service and invested in several enhancement projects. These include establishing external connections with other information providers, such as Teletext, Intv etc. With such connections, on-line flight information was made available to customers beyond the airport premises. However, these connections were still confined to local users within Singapore.

With the launch of the Changi Airport On-line Guide, users with Internet access from all over the world will be able to retrieve flight information easily. They can find out immediately the most convenient flights for them to come to Singapore. They may plan their itinerary electronically, if they want to use Changi Airport as a connecting point to go somewhere else. And, of course, they will also have access to information pertaining to the services and facilities available at Changi Airport, for example, duty free shops, restaurants, money changers, etc.

To create greater synergy, the Changi Airport On-line Guide has provided a two-way on-line link up with Singapore Tourist Promotion Board's Singapore On-line Guide. This will allow users to go from one guide to the other conveniently.

I am told that CAAS intends to develop the Changi Airport On-line Guide further. CAAS has plans to tie up with other related businesses such as the airlines, hotels and travel agents. The Changi Airport On-line Guide will thus serve as a convenient one-stop information source for travellers. This will enhance Changi Airport's attractiveness.

Ladies & Gentlemen, it is with great pleasure that I now launch the Changi Airport On-line Guide.

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