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APPENDICES

Appendix A Change of Mean Satisfaction Levels with Number of Visited Airports (I)

#	Service Quality Criteria	Mean			
		less than 5	5 to 10	11 to 20	more than 20
1	1) Direction signage within the airport (including the terminal)	3.58	3.57	3.56	3.43
	2) Walking distances within the airport	3.86	3.46	3.69	4.14
	3) Availability & Service assistance from Airport staff	3.36	3.41	2.38	2.86
	4) Flight Information Screens around terminal areas	3.70	3.62	2.71	3.43
	5) Public transportation options	2.59	2.31	2.09	1.71
2	6) Waiting times at check-in counters	3.36	3.30	2.59	2.43
	7) Waiting times / service efficiency at immigration	3.28	3.27	2.66	2.71
	8) Waiting times / service efficiency at security screening	3.28	3.22	2.84	3.00
	9) Waiting times for baggage delivery	3.44	3.05	3.06	2.71
	10) Immigration staff attitude / courtesy	3.19	2.84	2.94	2.43
	11) Security staff attitude / courtesy	3.04	3.19	2.66	2.00
3	12) Cleanliness of Terminal areas	3.53	3.00	2.81	3.00
	13) Quantity and Quality of seating areas within the terminal	3.24	3.11	2.91	2.43
	14) Washrooms cleanliness and location	3.01	2.92	2.34	2.71
	15) Quiet / Rest areas, Day rooms	3.15	2.97	3.00	3.29
	16) Smoking policy / smoking room	3.32	3.14	3.25	3.43
	17) Facilities for infants, children, disabled people etc.	2.89	2.64	2.88	2.14
4	18) Layout of duty free shopping	3.19	2.51	2.78	3.29
	19) Prices in duty free shops	3.05	3.35	3.19	3.00
	20) Staff Service in Shops	3.35	3.22	3.16	3.29
5	21) Selection and prices of restaurants and cafes	2.59	2.73	2.56	2.71
	22) Staff service in restaurants and cafes	3.35	3.19	2.88	1.86
6	23) WiFi and Internet facilities	2.69	2.73	2.31	2.43
	24) Entertainment and Leisure facilities	2.35	2.40	2.38	1.57
	25) Cash machines (ATM)	3.22	3.22	2.63	1.00

Appendix B Change of Mean Satisfaction Levels with Number of Visited Airports (II)

Service Quality Criteria	Mean	
	0 to 10	more than 10
1) Direction signage within the airport (including the terminal)	3.57	3.50
2) Walking distances within the airport	3.66	3.92
3) Availability & Service assistance from Airport staff	3.39	2.62
4) Flight Information Screens around terminal areas	3.66	3.07
5) Public transportation options	2.45	1.90
6) Waiting times at check-in counters	3.33	2.51
7) Waiting times / service efficiency at immigration	3.28	2.69
8) Waiting times / service efficiency at security screening	3.25	2.92
9) Waiting times for baggage delivery	3.25	2.89
10) Immigration staff attitude / courtesy	3.01	2.68
11) Security staff attitude / courtesy	3.11	2.33
12) Cleanliness of Terminal areas	3.26	2.91
13) Quantity and Quality of seating areas within the terminal	3.18	2.67
14) Washrooms cleanliness and location	2.97	2.53
15) Quiet / Rest areas, Dayrooms	3.06	3.14
16) Smoking policy / smoking room	3.23	3.34
17) Facilities for infants, children, disabled people etc.	2.77	2.51
18) Layout of duty free shopping	2.85	3.03
19) Prices in duty free shops	3.20	3.09
20) Staff Service in Shops	3.28	3.22
21) Selection and prices of restaurants and cafes	2.66	2.64
22) Staff service in restaurants and cafes	3.27	2.37
23) WiFi and Internet facilities	2.71	2.37
24) Entertainment and Leisure facilities	2.38	1.97
25) Cash machines (ATM)	3.22	1.81

Appendix C Change of Mean Satisfaction Levels with Number of Visited Geographical Areas (I)

Service Quality Criteria	Mean			
	One Geographical Area	Two Geographical Areas	Three Geographical Areas	Four Geographical Areas
1) Direction signage within the airport (including the terminal)	3.74	3.46	3.47	3.67
2) Walking distances within the airport	3.93	3.56	3.83	3.71
3) Availability & Service assistance from Airport staff	3.64	3.00	2.77	3.05
4) Flight Information Screens around terminal areas	3.67	3.77	2.70	3.33
5) Public transportation options	2.93	2.30	1.93	2.10
6) Waiting times at check-in counters	3.55	3.05	2.93	2.86
7) Waiting times /service efficiency at immigration	3.69	2.88	2.77	3.14
8) Waiting times /service efficiency at security screening	3.60	3.07	2.63	3.29
9) Waiting times for baggage delivery	3.51	3.12	2.97	3.33
10) Immigration staff attitude /courtesy	3.29	2.89	2.60	3.38
11) Security staff attitude /courtesy	3.40	2.86	2.47	2.95
12) Cleanliness of Terminal areas	3.64	3.39	2.77	2.57
13) Quantity and Quality of seating areas within the terminal	3.21	3.16	2.50	3.57
14) Washrooms cleanliness and location	3.45	2.63	2.30	2.90
15) Quiet / Rest areas, Day rooms	3.57	2.95	2.37	3.48
16) Smoking policy / smoking room	3.40	3.02	3.33	3.57
17) Facilities for infants, children, disabled people etc.	3.17	2.68	2.37	2.95
18) Layout of duty free shopping	3.40	2.88	2.63	2.62
19) Prices in duty free shops	3.40	2.82	3.17	3.52
20) Staff Service in Shops	3.62	3.12	2.83	3.62
21) Selection and prices of restaurants and cafes	2.98	2.54	2.43	2.43
22) Staff service in restaurants and cafes	3.31	3.35	2.40	3.29
23) WiFi and Internet facilities	3.07	2.56	1.97	2.71
24) Entertainment and Leisure facilities	2.71	2.30	1.86	2.30
25) Cash machines (ATM)	3.17	3.12	2.50	2.95

Appendix D Change of Mean Satisfaction Levels with Number of Visited Geographical Areas (II)

Service Quality Criteria	one to two geographical areas	more than two geographical areas
1) Direction signage within the airport (including the terminal)	3.60	3.57
2) Walking distances within the airport	3.74	3.77
3) Availability & Service assistance from Airport staff	3.32	2.91
4) Flight Information Screens around terminal areas	3.72	3.02
5) Public transportation options	2.62	2.01
6) Waiting times at check-in counters	3.30	2.90
7) Waiting times / service efficiency at immigration	3.28	2.95
8) Waiting times / service efficiency at security screening	3.33	2.96
9) Waiting times for baggage delivery	3.32	3.15
10) Immigration staff attitude / courtesy	3.09	2.99
11) Security staff attitude / courtesy	3.13	2.71
12) Cleanliness of Terminal areas	3.51	2.67
13) Quantity and Quality of seating areas within the terminal	3.19	3.04
14) Washrooms cleanliness and location	3.04	2.60
15) Quiet / Rest areas, Day rooms	3.26	2.92
16) Smoking policy / smoking room	3.21	3.45
17) Facilities for infants, children, disabled people etc.	2.93	2.66
18) Layout of duty free shopping	3.14	2.63
19) Prices in duty free shops	3.11	3.35
20) Staff Service in Shops	3.37	3.23
21) Selection and prices of restaurants and cafes	2.76	2.43
22) Staff service in restaurants and cafes	3.33	2.84
23) WiFi and Internet facilities	2.82	2.34
24) Entertainment and Leisure facilities	2.51	2.08
25) Cash machines (ATM)	3.14	2.73

Appendix E Change of Mean Satisfaction Levels with both Number of visited Airports & Number of visited Geographical Areas

Service Quality Criteria	visited more than 10 airports and more than two geographical areas	visited 0 to 10 airports and one to two geographical areas	Overall
1) Direction signage within the airport (including the terminal)	3.38	3.53	3.57
2) Walking distances within the airport	3.76	3.71	3.74
3) Availability & Service assistance from Airport staff	2.14	3.26	3.14
4) Flight Information Screens around terminal areas	2.52	3.71	3.46
5) Public transportation options	1.93	2.60	2.38
6) Waiting times at check-in counters	2.34	3.27	3.14
7) Waiting times / service efficiency at immigration	2.34	3.18	3.12
8) Waiting times / service efficiency at security screening	2.55	3.24	3.16
9) Waiting times for baggage delivery	2.79	3.25	3.23
10) Immigration staff attitude / courtesy	2.62	3.01	3.01
11) Security staff attitude / courtesy	2.28	3.07	2.95
12) Cleanliness of Terminal areas	2.45	3.44	3.22
13) Quantity and Quality of seating areas within the terminal	2.66	3.17	3.10
14) Washrooms cleanliness and location	2.07	2.93	2.83
15) Quiet / Rest areas, Day rooms	2.72	3.12	3.08
16) Smoking policy / smoking room	3.34	3.19	3.27
17) Facilities for infants, children, disabled people etc.	2.59	2.85	2.79
18) Layout of duty free shopping	2.76	3.09	2.94
19) Prices in duty free shops	3.14	3.06	3.15
20) Staff Service In Shops	3.00	3.29	3.27
21) Selection and prices of restaurants and cafes	2.31	2.65	2.63
22) Staff service in restaurants and cafes	2.48	3.34	3.14
23) WiFi and Internet facilities	2.14	2.76	2.61
24) Entertainment and Leisure facilities	2.07	2.45	2.33
25) Cash machines (ATM)	2.41	3.26	2.99

Appendix F Special Satisfaction Levels based on visited Geographical Areas

Service Quality Criteria	visited more than 10 airports and more than two geographical areas with Europe	visited Indian Subcontinent Only	Overall
1) Direction signage within the airport (including the terminal)	3.33	4.2	3.57
2) Walking distances within the airport	3.78	4.0	3.74
3) Availability & Service assistance from Airport staff	2.44	3.9	3.14
4) Flight Information Screens around terminal areas	2.22	4.1	3.46
5) Public transportation options	2.11	3.1	2.38
6) Waiting times at check-in counters	2.56	3.7	3.14
7) Waiting times / service efficiency at Immigration	3.00	4.1	3.12
8) Waiting times / service efficiency at security screening	2.22	3.9	3.16
9) Waiting times for baggage delivery	2.44	3.9	3.23
10) Immigration staff attitude / courtesy	3.00	4.0	3.01
11) Security staff attitude / courtesy	2.67	3.9	2.95
12) Cleanliness of Terminal areas	2.56	4.0	3.22
13) Quantity and Quality of seating areas within the terminal	2.44	3.4	3.10
14) Washrooms cleanliness and location	2.33	3.4	2.83
15) Quiet / Rest areas, Day rooms	2.67	3.8	3.08
16) Smoking policy / smoking room	2.44	3.7	3.27
17) Facilities for infants, children, disabled people etc.	2.78	3.8	2.79
18) Layout of duty free shopping	3.11	3.6	2.94
19) Prices In duty free shops	2.78	4.1	3.15
20) Staff Service in Shops	2.78	4.0	3.27
21) Selection and prices of restaurants and cafes	2.44	3.0	2.63
22) Staff service in restaurants and cafes	2.22	4.1	3.14
23) WiFi and Internet facilities	2.00	3.5	2.61
24) Entertainment and Leisure facilities	2.22	3.4	2.33
25) Cash machines (ATM)	2.44	3.9	2.99

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