|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Feature Name | count | mean | std | min | 25% | 50% | 75% | max |
| Ease of finding your way through the airport | 3501 | **4.511** | 0.864 | 0 | 4 | 5 | 5 | 5 |
| Walking distance inside terminal | 3501 | 4.404 | 0.908 | 0 | 4 | 5 | 5 | 5 |
| Cleanliness of airport terminal | 3501 | 4.383 | 0.833 | 0 | 4 | 5 | 5 | 5 |
| Ambience of airport | 3501 | 4.244 | 0.881 | 0 | 4 | 4 | 5 | 5 |
| Flight information screens | 3501 | 4.235 | 1.335 | 0 | 4 | 5 | 5 | 5 |
| Feeling of safety and security | 3501 | 4.202 | 1.197 | 0 | 4 | 5 | 5 | 5 |
| Thoroughness of security inspection | 3501 | 4.094 | 1.267 | 0 | 4 | 5 | 5 | 5 |
| Wait time of security inspection | 3501 | 4.033 | 1.287 | 0 | 3 | 4 | 5 | 5 |
| Comfort of waiting/gate areas | 3501 | 4.003 | 1.018 | 0 | 3 | 4 | 5 | 5 |
| Courtesy of security staff | 3501 | 3.971 | 1.421 | 0 | 4 | 4 | 5 | 5 |
| Availability of washrooms | 3501 | 3.919 | 1.427 | 0 | 4 | 4 | 5 | 5 |
| Cleanliness of washrooms | 3501 | 3.814 | 1.518 | 0 | 3 | 4 | 5 | 5 |
| Check-in wait time | 3501 | 3.803 | 1.72 | 0 | 3 | 5 | 5 | 5 |
| Courtesy of of check-in staff | 3501 | 3.796 | 1.774 | 0 | 3 | 5 | 5 | 5 |
| Efficiency of check-in staff | 3501 | 3.791 | 1.709 | 0 | 3 | 5 | 5 | 5 |
| Courtesy of airport staff | 3501 | 3.606 | 1.858 | 0 | 3 | 4 | 5 | 5 |
| Courtesy of inspection staff | 3501 | 3.499 | 1.906 | 0 | 3 | 4 | 5 | 5 |
| Wait time at passport inspection | 3501 | 3.38 | 1.957 | 0 | 2 | 4 | 5 | 5 |
| Restaurants | 3501 | 3.003 | 1.961 | 0 | 0 | 4 | 5 | 5 |
| Arrivals passport and visa inspection | 3501 | 2.536 | 2.213 | 0 | 0 | 4 | 5 | 5 |
| Restaurants (value for money) | 3501 | 2.504 | 1.831 | 0 | 0 | 3 | 4 | 5 |
| Ground transportation to/from airport | 3501 | 2.157 | 2.184 | 0 | 0 | 2 | 4 | 5 |
| Shopping facilities | 3501 | 1.861 | 2.008 | 0 | 0 | 0 | 4 | 5 |
| Internet access | 3501 | 1.861 | 1.954 | 0 | 0 | 1 | 4 | 5 |
| Overall satisfaction | 3501 | 1.736 | 2.194 | 0 | 0 | 0 | 4 | 5 |
| Shopping facilities (value for money) | 3501 | 1.513 | 1.785 | 0 | 0 | 0 | 3 | 5 |
| Customs inspection | 3501 | 1.266 | 1.902 | 0 | 0 | 0 | 3 | 5 |
| Parking facilities | 3501 | 1.117 | 1.851 | 0 | 0 | 0 | 3 | 5 |
| Availability of baggage carts | 3501 | 1.009 | 1.781 | 0 | 0 | 0 | 2 | 5 |
| Parking facilities (value for money) | 3501 | 1.003 | 1.699 | 0 | 0 | 0 | 2 | 5 |
| Availability of banks/ATM/money changing | 3501 | 0.889 | 1.69 | 0 | 0 | 0 | 0 | 5 |
| Speed of baggage delivery | 3501 | 0.871 | 1.701 | 0 | 0 | 0 | 0 | 5 |
| Business/executive lounges | 3501 | 0.472 | 1.302 | 0 | 0 | 0 | 0 | 5 |
| Ease of making connections | 3501 | 0.352 | 1.225 | 0 | 0 | 0 | 0 | 5 |