VTT for UK Passport Holders\_HO Version\_Live

[Click here for online preview version](https://shefmethods.eu.qualtrics.com/jfe/preview/previewId/7ac6be14-d368-41e6-9656-91cd5ba9833b/SV_9ugjzbX2nKjAS9M?Q_CHL=preview&Q_SurveyVersionID=current)

Start of Block: Participant Validation

Q3.1 **Please enter your Prolific ID number**

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End of Block: Participant Validation

Start of Block: Information Sheet

Q1.1   
 **Researching the Preferences of UK Nationals in Passport Control Queues**  
   
 You are being invited to take part in an online research project investigating how air passengers value the time they spend queueing for passport control at UK airports.  
   
 This forms part of a wider Ph.D thesis into the Clearance of Passengers at UK Borders conducted by the researcher (Ben Gardner). It is expected that the results will be of interest to a number of Government departments, airport authorities and organisations responsible for the management of queues in public spaces. It is hoped that the results from this survey will also further the academic understanding of how individuals value the time they spend in different forms of travel.  
   
 **Please note:** Whilst this study is being conducted with feedback and funding from the UK Home Office, the questions and scenarios have been created by an independent researcher. Scenarios are entirely hypothetical and are **NOT** based on any existing policies or policy discussions within the Home Office. Hence, the survey is not at all indicative of any future policy for the compensation of passengers for their wait time at airports. The questionnaire has been solely designed to yield an estimate of the monetary value an individual might place on their time whilst waiting in an airport queue. No element of this questionnaire should be interpreted as reflecting Home Office intentions or opinions.   
   
 [Click here to access the full information sheet for this study](https://docs.google.com/document/d/17rtCy6PZkRncLkkDB6uyk2DOrOgOEW2K/edit?usp=sharing&amp;ouid=109246939247858718386&amp;rtpof=true&amp;sd=true)  
   
 Before you decide whether to participate, it is important for you to understand why the research is being done and what it will involve. Please read the following information carefully.  
   
 **What is involved when taking part in this survey?** Participants will complete an anonymous online survey lasting approximately 10 minutes. You will be first asked to answer a few questions concerning your experience with international air travel. You will be  asked to make several choices concerning different options concerning the air passenger arrival process.  Your participation in this study is entirely voluntary and there are no negative consequences from deciding to opt out.   
 **What will happen to the information I provide?** All the information that we collect about you during the research will be kept strictly confidential and will only be accessible to members of the research team via the survey platform (Qualtrics). The legal basis we are applying to process your personal data is that ‘processing is necessary for the performance of a task carried out in the public interest’ (Article 6(1)(e)). Further information can be found in the University’s Privacy Notice https://www.sheffield.ac.uk/govern/data-protection/privacy/general. Results will be anonymised and analysed in accordance with the projects aims. They will be included in a publicly available Ph.D. thesis and may eventually be published in an academic journal article. The anonymised results will also be shared with the UK Home Office and Border Control. You will not be able to be identified in any reports or publications. After taking part you, will have the option of withdrawing your consent for your information to be included up until 30 April 2023. After this it will not be possible for your data to be withdrawn as it will have been anonymised and included within a large dataset. You will not have to give a reason to withdraw your consent and there is no negative consequences for this decision.   
 **Who is doing the research?** This research is being organised by a research team within the Sheffield Methods Institute of the University of Sheffield. It is being conducted with additional input from the UK Home Office and Border Force. It is being funded by the UK Home Office. The University of Sheffield will act as the Data Controller for this study. This means that the University is responsible for looking after your information and using it properly. This project has been ethically approved via the University of Sheffield’s Ethics Review Procedure, as administered by the Sheffield Methods Institute. Any complaints concerning this research can be directed to bdgardner1@shefifield.ac.uk. If you feel that your complaint has not been handled to you satisfaction you can contact the Head of the Sheffield Methods Institute Kate Reed at k.reed@sheffield.ac.uk.   
 For further information you can contact either the researcher, Ben Gardner, at bdgardner1@sheffield.ac.uk  
   
 To continue the survey, please click the blue arrow on the right side.

End of Block: Information Sheet

Start of Block: Consent Form

Q2.1 **By clicking the consent button below:** I confirm that I have read and understood the project information sheet on the previous page (to read it again, please use the blue back button below). I acknowledge that I have been given a contact where I have the opportunity to ask questions about the project (also on the previous page). I agree with how the information I provide will be handled as outlined on the previous page. I agree to assign the copyright I hold in any materials generated as part of this project to the University of Sheffield. I acknowledge that my participation in the study is voluntary, I am 18 years of age or more, and that I am aware that I may choose to stop the survey at any point. I agree to take part in the study.

* I consent to take part in this study (1)
* I do not consent to take part in this study (2)

Skip To: End of Survey If By clicking the consent button below:I confirm that I have read and understood the project inform... = I do not consent to take part in this study

End of Block: Consent Form

Start of Block: Air Travel Experience

Q4.1 **Experience of International Air Travel**

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Q4.2 When was the last time you travelled abroad by air for leisure? (Month and Year)

|  |  |  |
| --- | --- | --- |
|  | Month | Year |
|  |  |  |
| Please Select: (1) | ▼ January (1 ... December (12) | ▼ 1970 (1 ... 2023 (54) |

Q4.3 How often do you typically travel abroad by air for leisure (holidays, visiting family/friends etc)?

▼ Less than once a year (1) ... More than 5 times a year (4)

Q4.4 How often do you typically travel abroad by air for Business Trips?

▼ Never (1) ... More than 5 times a year (5)

Q4.5 Thinking back to the last time you travelled abroad by air for leisure. Did you have checked-in baggage (bags that were stored in the plane's hold and that you had to collect after your flight)

* Yes (1)
* No (I only had carry-on luggage or none at all) (2)
* I can't remember (3)

End of Block: Air Travel Experience

Start of Block: Airport Queue Opinion

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Q5.1 Thinking about the times you have travelled by air for leisure.   
  
Please indicate how unhappy you **feel**, from 1 to 7, about**waiting**in each specified part of the air travel journey.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | 1 - Ok (1) | 2 (2) | 3 (3) | 4 (4) | 5 (5) | 6 (6) | 7 - Very Unhappy (7) |
| Queuing for the flight check-in desk (1) |  |  |  |  |  |  |  |
| Queuing for Airport Security Screening (2) |  |  |  |  |  |  |  |
| Waiting in the gate area for your flight to board (3) |  |  |  |  |  |  |  |
| Queuing at passport control at the arrival country (4) |  |  |  |  |  |  |  |
| Waiting for your check-in bag in the baggage reclaim area (5) |  |  |  |  |  |  |  |
| Waiting in the airport arrivals hall for your onward travel. (6) |  |  |  |  |  |  |  |

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Q5.2 Please select '1 - OK' from the options below. This question is to check that you are paying attention to the survey

* 1 - OK (1)
* 2 (2)
* 3 (3)
* 4 (4)
* 5 (5)
* 6 (6)
* 7 - Very Unhappy (7)

|  |  |
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Q5.3 **Delay Preferences**

Q5.4 Assume that your overall journey was delayed by 45 minutes in both cases, which would you **prefer**?

* Your flight took 45 minutes longer than scheduled, but there was no queue when arriving at UK passport control. (2)
* Your flight arrived on time, but you had to queue for 45 minute at UK passport control. (3)
* I have no preference (4)

Q5.5 Assume that your overall journey was delayed by 25 minutes in both cases, which would you **prefer**?

* The queue at passport control was 25 minutes long, however your hold luggage is waiting for you in baggage reclaim (1)
* There is no queue at passport control, however you need to wait 25 minutes for your hold luggage in baggage reclaim (2)
* No preference (3)

Q5.6 You take the train home, which leaves the terminal every 30 minutes. In both scenarios you **arrived home at the same time**, which would you **prefer?**

* There was a 30 minute queue at passport control. Your train journey home takes 1 hour as scheduled. (2)
* There is no queue at passport control. However, your train journey home takes 1.5 hours, 30 minutes longer than scheduled. (3)
* I have no preference (4)

End of Block: Airport Queue Opinion

Start of Block: Scenario Explanation

Q1 **Passenger Arrival Delays Scenario**   
There are several steps at which an air passenger could be delayed when travelling back to their home.    
  In these **hypothetical** scenarios, passengers are paid compensation if they are delayed at any of the below stages Waiting to go through **Passport Control**. Waiting for checked luggage at the **Baggage Reclaim area.** **Train journey** from the airport to their required location.

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Q2 **Scenario Choice**  
   
 For each scenario you will be presented with a choice such as the below  
   
   
    
 You will be ask to select whether you would prefer it if you had no delay and received no compensation, or if there had been a delay and received the stated amount.

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Q3 **Choice Assumptions**  
   
 **Please read the below carefully before starting the choice experiments.**  
   
 You will be asked questions based on this in the following sections.  These are **hypothetical scenarios**aimed at understanding your willingness to accept compensation for delays. Please make your choices **only**on this basis and not on how you think queues or compensation payments would affect others.  You can assume that the **compensation**stated will be paid to you **automatically** and **immediately**. You would not need to do anything to claim the money and payment is guaranteed.  Similarly, the **wait times** stated in the scenarios are **guaranteed**. If you accept the compensation then you will definitely wait the time stated, if you don't then you will definitely have zero wait time/queue.

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Q4 Please quickly answer the below questions, just to test that you understood the experiment.

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Q5 If I select the choice giving me compensation, it might be hard work actually getting the money

* True (1)
* False (2)

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Q236 I need to consider how my choices would affect other passengers when making decisions?

* True (1)
* False (2)

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Q237 If I select to receive compensation, the wait time might be longer that what is stated.

* True (1)
* False (2)

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Q238 I should make choices based on only the compensation I will receive and the length of delay. Not on my general opinions on queues at airports/border control.

* True (1)
* False (3)

End of Block: Scenario Explanation

Start of Block: Passport Scenarios

Q7.1 **Passport Control**  
  
After disembarking from a flight, passengers need to move through passport control before entering the UK.  
  
If ePassport gates or desks are busy, you are required to queue in line.   
  
 See the image below for the assumptions for the scenario.

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Q7.2 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 45 min wait & £5 Compensation (2) |
| What would you prefer? (4) |  |  |

Q175 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 45 min wait & £15 Compensation (2) |
| What would you prefer? (4) |  |  |

Q177 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 45 min wait & £30 Compensation (2) |
| What would you prefer? (4) |  |  |

Q176 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 30 min wait & £22.50 Compensation (2) |
| What would you prefer? (4) |  |  |

Q174 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 30 min wait & £7.50 Compensation (2) |
| What would you prefer? (4) |  |  |

Q173 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 30 min wait & £12 Compensation (2) |
| What would you prefer? (4) |  |  |

Q172 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 15 min wait & £15 Compensation (2) |
| What would you prefer? (4) |  |  |

Q171 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 15 min wait & £7 Compensation (2) |
| What would you prefer? (4) |  |  |

Q170 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 15 min wait & £9 Compensation (2) |
| What would you prefer? (4) |  |  |

Q169 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 10 min wait & £2 Compensation (2) |
| What would you prefer? (4) |  |  |

Q168 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 10 min wait & £5 Compensation (2) |
| What would you prefer? (4) |  |  |

Q167 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Passport Control | |
|  | No wait time & £0 Compensation (1) | 10 min wait & £12.50 Compensation (2) |
| What would you prefer? (4) |  |  |

End of Block: Passport Scenarios

Start of Block: Baggage Reclaim

Q8.1 **Baggage Reclaim**  
   
 In these scenarios you are waiting in the baggage reclaim area for your checked in luggage to arrive.   
   
 The baggage reclaim areas has seats and access to toilets and vending machines.   
  
 Please see the scenario assumptions in the image below

Q204 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 45 min wait & £5 Compensation (2) |
| What would you prefer? (4) |  |  |

Q205 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 45 min wait & £15 Compensation (2) |
| What would you prefer? (4) |  |  |

Q206 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 45 min wait & £30 Compensation (2) |
| What would you prefer? (4) |  |  |

Q207 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 30 min wait & £22.50 Compensation (2) |
| What would you prefer? (4) |  |  |

Q208 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 30 min wait & £7.50 Compensation (2) |
| What would you prefer? (4) |  |  |

Q209 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 30 min wait & £12 Compensation (2) |
| What would you prefer? (4) |  |  |

Q210 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 15 min wait & £15 Compensation (2) |
| What would you prefer? (4) |  |  |

Q211 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 15 min wait & £7 Compensation (2) |
| What would you prefer? (4) |  |  |

Q212 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 15 min wait & £9 Compensation (2) |
| What would you prefer? (4) |  |  |

Q213 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 10 min wait & £2 Compensation (2) |
| What would you prefer? (4) |  |  |

Q214 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 10 min wait & £5 Compensation (2) |
| What would you prefer? (4) |  |  |

Q215 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Baggage Reclaim | |
|  | No wait time & £0 Compensation (1) | 10 min wait & £12.50 Compensation (2) |
| What would you prefer? (4) |  |  |

End of Block: Baggage Reclaim

Start of Block: Train Travel

Q9.1 **Train Travel Home**  
   
 In these scenarios you are catching a train home from the airport   
   
The delay refers to the journey length. You catch the train at the same time in both cases. However, the delay will determine the time you arrive home.  
   
 Compensation is always paid accurately and automatically, without any effort required.   
  
Please see the scenario assumptions in the image below

Q217 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 45 min delay & £5 Compensation (2) |
| What would you prefer? (4) |  |  |

Q218 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 45 min delay & £15 Compensation (2) |
| What would you prefer? (4) |  |  |

Q219 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 45 min delay & £30 Compensation (2) |
| What would you prefer? (4) |  |  |

Q220 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 30 min delay & £22.50 Compensation (2) |
| What would you prefer? (4) |  |  |

Q221 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 30 min delay & £7.50 Compensation (2) |
| What would you prefer? (4) |  |  |

Q222 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 30 min delay & £12 Compensation (2) |
| What would you prefer? (4) |  |  |

Q223 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 15 min delay & £15 Compensation (2) |
| What would you prefer? (4) |  |  |

Q224 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 15 min delay & £7 Compensation (2) |
| What would you prefer? (4) |  |  |

Q225 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 15 min delay & £9 Compensation (2) |
| What would you prefer? (4) |  |  |

Q226 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 10 min delay & £2 Compensation (2) |
| What would you prefer? (4) |  |  |

Q227 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 10 min delay & £5 Compensation (2) |
| What would you prefer? (4) |  |  |

Q228 **Scenario**

|  |  |  |
| --- | --- | --- |
|  | Train Travel | |
|  | No delay & £0 compensation (1) | 10 min delay & £12.50 Compensation (2) |
| What would you prefer? (4) |  |  |

End of Block: Train Travel

Start of Block: checked-in response validation

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Q10.1 **Important:**The below question are based on your reasons for why you made the selections you did in the previous scenarios.  
   
When you selected the option that gave you **no wait time** and **no compensation**, what were your main motivations? Please select all that apply.

* The level of compensation wasn't enough for the length of the wait/delay. (1)
* I wanted to indicate that I disagree with paying compensation for airport/train delays. (2)
* I find queuing in line difficult in general. (4)
* I don't like train journeys so want them over as soon as possible. (5)
* I didn't trust that I would get paid the compensation (6)
* I didn't really understand the scenario so just choose the first option. (7)
* When I arrive into the UK I just want to get home as soon as possible (11)
* I wanted to indicate that passengers shouldn't be delayed as a matter of principle (13)
* None of these (12)

|  |
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Q10.2 When you **accepted** the offer of compensation for a fixed wait time, what were your main motivations? Select all that apply.

* The compensation was high enough that i'd be happy to wait/be delayed for the money. (1)
* I wanted to indicate that people should always be paid compensation for delays. (2)
* I don't mind queuing/waiting in general (4)
* I wanted to indicate that it's better to pay people to wait longer than it is to spend money on staff/machines that reduce queues. (5)
* I didn't trust that the there would be no wait time/delay. (6)
* I didn't really understand the scenario so just choose the option that gave me some money. (7)
* I'm not in any rush when I arrive back into the UK and am happy to wait (8)
* I don't mind spending slightly longer on train journeys. (10)
* None of these (9)

Q10.3 Please add any other reasons for why you made the queue choices you did.

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End of Block: checked-in response validation

Start of Block: Income

Q239 Please select your personal pre-tax annual income

▼ Less than £10,000 (1) ... Would Prefer Not to Say (11)

End of Block: Income