Social & ethical concerns for digital technologies at airports in Norway

Based on the findings of a survey of 6,082 passengers at the departure gates of 8 airports in Norway (Oslo, Bergen, Stavanger, Trondheim, Tromsø, Bodø, Kristiansand, Molde)

### 7 dimensions of privacy

**Q. How concerned are you about the potential use of digital technologies at this airport regarding the privacy of:**

(1 “Not at all concerned” to 5 “Very concerned”)

**Average 2.4 “Not so concerned” for all dimensions combined**

Least concern among “home” travellers: Norwegian residents (2.3), foreign residents (3.0).

Also, less concern among travellers aged 18-24 (2.3) compared to those aged 65+ (2.5)

#### Descriptions of trust dimensions

**Q. How concerned are you about the potential use of digital technologies at this airport regarding:**

(1 “Not at all concerned” to 5 “Very concerned”)

**Average 2.6 “Moderately concerned” for all dimensions combined**

Least concern among “home” travellers: Norwegian residents (2.5), foreign residents (3.2).

Also, less concern among travellers aged 18-24 (2.5) compared to those aged 65+ (2.9)

### 2 dimensions of standardisation

For example, we asked passengers which security screening process they would prefer:

- **47% selected “the current process of scanning or showing my boarding pass, then removing items for screening before also being screened myself” (current)**
- **53% selected “the use of infra-red cameras, facial recognition and other technologies that scan me as I move so that I can walk through security without needing to remove items for screening” (biometric)**

Respondents that are interested in biometric and other advanced technologies are generally less concerned about social & ethical issues:

- Those that selected biometric are 18% less concerned about privacy. Average score of 2.2 versus 2.6
- Those that selected biometric are 12% less concerned about trust. Average score of 2.5 versus 2.8
- Those that selected biometric are 12% less concerned about standardisation. Average score of 2.5 versus 2.8

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