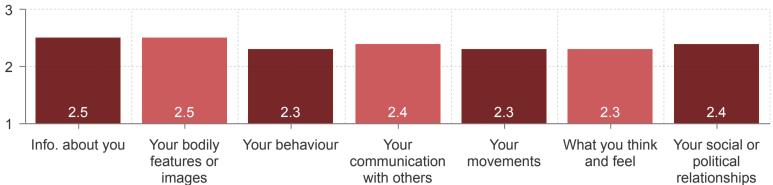
Social & ethical concerns for digital technologies at airports in Norway

Based on the findings of a survey of 6082 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)

nensions of trust

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")



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

Average 2.6 "Moderately concerned" for all dimensions combined

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

Descriptions of trust dimensions Safety & security **Exploitation**

information about you to put

you in danger or to deceive or commit a crime

How information about you is

The ability of others to use

gathered, stored and used by the airport

information about you

3.0

2.5

What the airport does with



That information about you

may be used by the airport to implement wrong or deceptive business practices

That information about you may be used by the airport to

Prejudice

create preconceived ideas about you, or exclude or treat you with prejudice Independence

That information about you may be used by the airport to

reduce your freedom, or to try to control or influence you 2 dimensions of standardisation

Q. How concerned are you about the potential use of digital technologies at this airport regarding the following. That digitalisation.....

(1 "Not at all concerned" to 5 "Very concerned")

2.0 1.5 1.0 Reduces skills and results in the unlearning of skills Reduces human qualities at the airport such as personality, required by staff to carry out jobs at the airport spirit, and the ability to socialise Average 2.6 "Moderately concerned" for both dimensions combined

- Least concern among "home" travellers: Norwegian residents (2.6), foreign residents (3.1). Also, less concern among travellers aged 18-24 (2.5) compared to those aged 65+ (2.9)
- Respondents that are interested in biometric and other advanced

items for screening before also being screened myself" (current)

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

technologies are generally less concerned about social & ethical issues

scan me as I move so that I can walk through security without needing to remove items for screening" (biometric)

• 53% selected "the use of infra-red cameras, facial recognition and other technologies that

Those that selected biometric are 18% less concerned 18% 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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