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The Impacts of Flight Cancellations or Delays on Passenger Attitudes for Enhanced Airline Services

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Abstract
This study explores the impacts of flight cancellations or delays on passenger attitudes aiming to enhance the services the airline provides during the said disruptions. Specific inquiries focus on satisfaction with handling cancellations or delays, Better Capacity, On-time schedules, Reduced Waiting Times, and Improved Flight Forecast. The sample included 156 respondents, employing a mixed-method approach with surveys, questionnaires, literature reviews, and interviews. Results highlighted age-related differences in coping mechanisms, with younger passengers displaying more patience. Improved capacity, on-time schedules, and reduced waiting times positively impact satisfaction. The study recommends enhanced communication strategies, predictive technologies, and tailored services for different age groups to mitigate passenger dissatisfaction and improve overall flight scheduling systems.

Keywords: Passenger Attitude, Airline, Flight Scheduling System. Satisfaction Level

Introduction

In the dynamic world of modern travel, where departure and arrival times guide countless journeys, one crucial element often remains overlooked: passenger attitudes. Unveiling this hidden aspect, "Passenger Attitude Towards Airline Flight Schedules: Enhancing the Existing Flight Scheduling System" embarks on a groundbreaking research expedition. This study delves into the interplay between passengers and flight schedules, unearthing insights that could reshape air travel. By exploring psychological nuances and preferences shaping passenger views, the research aims to guide airlines toward improved service and unrivaled satisfaction.

Delayed or canceled flights are still inevitable where precision and coordination are vital in every flight. The rise in delays roots from an array of factors such as the weather (Misra et al., 2022; Teodorović, D., & Stojković, 1990), rapid increase in the number of commercial and cargo flights (Rampure et al., 2023), making the airspace and airports capacity limited for operations (Alla et al., 2022; Jacquillat, 2015), resulting in missed connection (Wang et al., 2008), and the jobs delayed for agents of each work (Poullet & Parmentier, 2020).

To measure passenger satisfaction levels across various aspects that influence the overall travel experience. Satisfaction with adherence to schedules, capacity management improvements, reduced wait times, and accurate flight forecasts will be assessed. Prior studies have identified these elements as vital to an airline's ability to deliver reliable and efficient service. By rigorously examining satisfaction with these factors, insights into passenger preferences and expectations will be identified. Furthermore, this investigation intends to provide actionable findings to enhance airline flight schedule systems. Such findings could significantly contribute to the field and elevate the overall air travel service quality for the passengers.

One of the considered failures in service is the airline delays increasing the wait time for passengers not only disrupting travel plans but also affecting their behaviors negatively. Flight cancellations or delays cause different attitudes and emotions from passengers from annoyance, dissatisfaction, disappointment, frustration, anger, and even outrage and embarrassment leading to too much stress its consumers.

(Sawrey & Telford, 1971; Folkes et al., 1987; Taylor, 1994; Wong et al., n.d.). As a consequence, delayed passengers tend to shape negative perceptions like unreliability and have verbal criticisms of the airline leading them to consider alternative companies for future travel (Folkes et al., 1987; Taylor, 1994; Kim & Park, 2016).

Due to the significant rise in commercial and cargo flights, air traffic management has grown considerably intricate, resulting in heightened congestion and flight delays. In response to these challenges, a flight path creation system was introduced. This system effectively spreads airplanes throughout the sky, minimizing flight delays when necessary. This guarantees that aircraft take the shortest route possible, minimizing encounters with air traffic. (Rampure et al. & Preethi, P., 2023). Additionally, the suggested network configuration encompasses standard recovery choices, including departure delays, rerouting of planes and crew, passenger adjustments, and ticket and flight cancellations. (Arikan, Gürel, & Aktürk, 2017).

The airline industry, with an array of factors constantly affecting its operation and disrupting complex systems of flight schedules, continues to be evaluated as an industry that can't keep up with a constantly rising demand. As airline flight schedule systems stand vulnerable and inflexible, flight schedule systems have no room for compromise and this costs airlines a fairly huge amount of losses. Alongside revenue losses, one other effect of sudden changes in flight schedules are negative behaviors, reactions, attitudes, and emotions of passengers. Customers experiencing these kinds of issues often tend to express annoyance, dissatisfaction, disappointment, and frustration. As a consequence of catering to a bad flight travel experience, customers often consider alternate choices of airlines and form negative criticisms of an airline company. Efficient scheduling reduces operational costs and improves customer satisfaction. Improved air traffic management can reduce delays and increase on-time performance for airlines. Collaboration between airlines and air traffic control is essential to optimize routes and reduce congestion and allows for better connectivity, scheduling flexibility, and the ability to reroute passengers in case of disruptions and coordinate real-time adjustments to flight schedules based on changing conditions. These factors are interrelated and essential for airlines to remain competitive and provide reliable and efficient services to their passengers.

1.1. Background of the Study

Customer satisfaction is one of the core things a business should be looking for. In the aviation industry, passenger feedback mostly depends on the services an airline provides to its consumers. One of which is the accurate and efficient flight scheduling wherein wait time for passengers is a crucial factor of traveling, may it be leisure or business matter. Even though flight delays are a frequent occurrence in the airline field, they still hurt passengers' emotional reactions and their subsequent behavioral intentions (Kim & Park, 2016 as cited by De Guzman et al., 2019). But, how do these factors affect the behavior of passengers when there are flight cancellations or delays?

Given that tourism is primarily centered around providing services, feelings and emotions play a widespread role (Aho, 2001 as cited by De Guzman et al., 2019). The study shows that emotional reactions are informed by how individuals perceive time, which in turn contributes to their emotional experiences (De Guzman et al., 2019). One incident that happened at Ninoy Aquino International Airport (NAIA) Terminal 3 on Christmas Day, 2014, served as a distressing experience for the passengers as well as the Cebu Pacific Air's operations. Rather than being able to spend their vacation at home with their families, they are stuck in the airport, frustrated, finding themselves unable to make use of their limited days off from work (Aragay et al., 2022).

The delays that Filipino passengers experienced throughout the years have influenced their time perspective and adverse emotions such as 'Irritated', 'Annoyed', 'Tired', 'Bored', 'Sleepy', and other negativities towards flight delays and cancellations. (De Guzman et al., 2019). This indicates that immediate action needs to be taken for passengers to have an exemplary experience with the services the airline provides when flight cancellations or delays occur.

1.2. Theoretical Framework

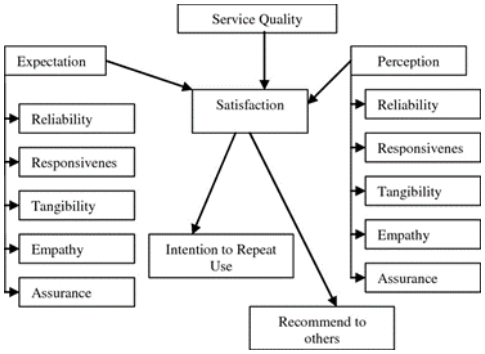


Fig 1: The SERVQUAL model showing the five 'gaps' affecting the delivery of excellent service quality

The study "Measuring the Service Quality of Airline Services in Malaysia" shows a diagram of three (3) significant details; a. Satisfaction b. Intention to Repeat Use c. Recommend to others. These are the end product of the diagram wherein the airline passenger expectations and perceptions of service are met.

The study focuses on Gap 5 which is the difference between airline passenger expectations and perceptions of service.

1.3. Conceptual Framework

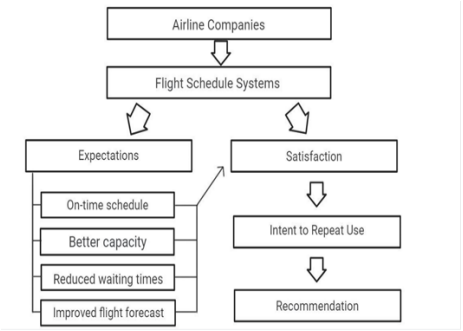


Fig 2: A graph showing the expectations and satisfaction of passengers concerning the airline flight schedule systems.

Figure 2 is the conceptual framework based on the Airline Companies and their Flight Schedule Systems, which the researchers divided into two crucial aspects: Expectations and Satisfaction. Expectations encompass an on-time schedule, better capacity, reduced waiting times, and improved flight forecast. Satisfaction gauges passengers'

intent to repeat use and the recommendations for the improvement of the flight scheduling system. This framework guides the researchers, enabling them to explore ways in which the current Airline Flight Schedule Systems can be enhanced.

1.4. Statement of the Problem

The study aimed to know the passengers' attitudes toward airline flight schedules for the improvement of the existing airline flight schedule systems of airline companies. Specifically, the study sought the answers to the following questions:

1. How satisfied are the passengers with how airlines handle the causes of cancellations or delays?
2. How satisfied are the passengers in terms of:
   a. Better Capacity;
   b. On-time schedule;
   c. Reduced Waiting Times; and
   d. Improved Flight Forecast?
3. What are the effects on passengers' level of satisfaction when there are cancellations or delayed flights?
4. Is there a significant difference in the passengers' attitude on canceled or delayed flights when grouped according to their profile?
5. What are the factors that affect the level of satisfaction of airline passengers from different age groups?
6. How can airlines improve their existing flight schedule system?

1.5. Hypothesis

There is no significant difference in passengers' attitudes towards airline flight schedules concerning the causes of cancellations or delayed flights based on their profile.

1.6. Significance of the Study

The existence of the study is relevant to the following

Passengers. Passengers may understand that there are different factors of delays and cancellations that can be a way for them to be more patient when it comes to these circumstances. Also, understanding their behavior toward flight schedules can be instrumental in gauging customer satisfaction and preferences. Enhanced scheduling will greatly benefit them as they will have a proper wait time and so their plans will go as they should be.

Airlines. The result of this study may provide airlines with the responses of the passengers and be able to improve their current flight schedule system. By recognizing passengers' attitudes over flight cancellations and delays would be beneficial to them as they may gain a competitive advantage in the industry. In that way, they can gain customers' trust and loyalty which will keep their market at peak.

Airline Employees. The findings of the study can help the employees to understand further the reactions of passengers towards the airline's service with its flight scheduling. It benefits them as they know what to expect and how to properly handle the behavior of the passengers when situations like flight delays and cancellations occur.

Future Researchers. With the outcome of the study, future researchers will have the opportunity to expand upon the existing knowledge about the research. They will have the opportunity to identify the gaps and potential areas of research that require attention to unanswered questions and devise new research questions or hypotheses to address them.

2. Methodology

2.1. Research Design

The researchers employed a mixed method study as it both uses qualitative and quantitative approaches. Under quantitative methods, the approaches applied are exploratory since the majority of the respondents are traveling and evaluative, to see the effectiveness of the airline flight schedule system. While qualitative, phenomenology is used to identify the experiences of the passengers whenever there are flight delays or cancellations. As for the quantitative types, the researchers made questionnaires and surveys to gather data from the respondents. On the other hand, documented studies or literature reviews were done to compare the available information from past studies, and the In-depth (one-on-one interview) method was also used to collect more accurate facts and opinions. Moreover, the quantitative data analysis used is cross tabulation to analyze the tables from the survey answers that were gathered. Afterward, thematic analysis is achieved by comparing the interview answers to create a common theme of ideas and topics to further support the data gathered from other methods.

2.2. Respondents

A recent statistical analysis by the Manila International Airport Authority has shown that the busiest airport in the Philippines, Ninoy Aquino International Airport, had an average of 10,855,322 passengers in the first three months of 2023. The data sets the daily passenger average of NAIA at 120,615 passengers. The researchers employed the Slovin's Formula with 120,615 passengers as the total population and a five percent margin of error to get a sample size of 399. The researchers have also utilized a non-probability, convenient type sample technique to gather 399 respondents for the survey. However, the 399 respondents weren't met therefore the researchers computed the acceptable response rate. The response gathered from the survey was

156 participants. With that number, it will be divided into 399 and multiplied by 100 to have a response rate in percentage forming an answer of 39.10% which is an acceptable response rate. Hence, the 156 responses can be accepted for the study. Moreover, the researchers looked for 3 interviewees for researchers to interview with them. The first informant was one of the validators of this study's questionnaire. He was chosen to be an interviewee since he was knowledgeable in the Aviation field. The second and third informants were students of PATTS College of Aeronautics which were also both respondents of the survey.

Table 1: Age

	frequency	percent
Under 18	2	1.28
18-24	137	87.82
25-34	10	6.41
35-44	4	2.56
45-54	3	1.92
Total	156	100.00

Table 1: According to the frequency of various age groups, most of the respondents were from Ages 18-24 summing up to about 87.8 of the research respondents.

Table 2: Gender

	frequency	percent
male	97	62.18
female	59	37.82
Total	156	100.00

Table 2: According to the data gathered based on the respondents' gender, the number of male respondents is higher than that of the female respondents. It is shown in the table that 62.2% of the respondents are male.

Table 3: Travel Frequency

	frequency	percent
rarely	99	63.46
occasionally	43	27.56
frequently	11	7.05
very frequently	3	1.92
Total	156	100.00

Table 3: With regards to travel frequency, it was gathered that most of the respondents rarely travel. Coming up to about 63.5% of the respondents rarely travel.

2.3. Settings

In this research, the focus is on assessing customer satisfaction levels within the island of Luzon, Philippines airline industry, specifically concentrating on the airport with the highest highest passenger rate and major domestic carriers. The study involves a comprehensive analysis of factors influencing customer satisfaction, flight schedules, and various airline-related variables. The researchers have chosen significant domestic airlines in the Philippines due to their extensive domestic networks and diverse service models. Nevertheless, it is important to recognize the study's limitations, including a geographic focus solely on domestic airlines within the said largest island of the Philippines, a limited sample size, potential data collection bias, and the study's confinement to a specific time frame, which may not encompass long-term trends or seasonal variations in customer satisfaction within the domestic airline industry in the Philippines.

2.4. Instrumentation

The researchers made a guide questionnaire validated by a flight attendant, a psychologist, and an Air Transportation Instructor, these sets of questions were then disseminated for pilot testing. The researchers successfully validated 23 questions. Remarkably, only one question required an edit in its statement during the validation process. Additionally, their survey questionnaire featured a letter for respondents, incorporating initial inquiries related to demographics such as age, gender, and travel frequency. These survey questionnaires were distributed to 30 respondents for the pilot testing. Additionally, seven questions were created by the researchers and were asked in the interview. The interview questions were solely made to see and prove the difference between the variety of age ranges of the survey respondents.

2.5. Data Analysis

The researchers used a comprehensive approach, employing various statistical methods to extract nuanced insights from extensive datasets focused on passenger satisfaction within the Philippine airline industry. The data analysis utilized for quantitative is cross tabulation wherein tables are applied to show the significant differences, weighted mean, and standard deviation to convey the designated remarks on the data. The Likert scale, utilizing a 4-3-2-1 weighted mean system, was employed to gauge respondents' opinions to exclude the possibility of neutral responses with the use of only four scale points to ensure a clearer expression of their thoughts. Furthermore, the researchers used ANOVA as the statistical methodology to know the significant differences in passenger satisfaction across various groups. The statistical methodology was crucial for uncovering variations in the satisfaction levels of passengers and providing subsequent actionable recommendations for improvement to the airlines in the Philippines to strengthen its competitiveness in aviation. Furthermore, thematic analysis is used to analyze the interview answers to highlight the major themes and superordinate themes from the transcripts.

2.6. Ethical Considerations

The researchers ensured that the data gathering was done in compliance with the following principles: Autonomy was present for individuals to decide and agree to participate in the study without any coercion. It was ensured that the researchers respected the participant's decision without putting pressure on them, thus voluntary participation was observed. Before participating, they were informed of the time duration that is needed to completely answer the questionnaires. Confidentiality and privacy were also observed to assure the participants that all the data gathered from them would be treated with anonymity and only used for academic purposes. The data the participants provided were kept private and only the researchers had access. It was stored in the system of the utilized electronic survey and was accessed by the researchers until the results of the study were formulated and the study was completed. The researchers made sure that only they could fully access the link to the questionnaires and see the responses of the participants. This was ensured by securing their Google accounts with a strong password and when the information provided by the participants needed to be tallied for the translation of numerical data, they protected it with a password-protected personal computer. Immediately after the needed data were gathered, the researchers proceeded to the analysis of data, its results, and discussion. After the study was completed, all private data and consent forms were erased. In terms of validity and reliability, the researchers ensured that the measurements used provided an unbiased outcome and analyzed the results based only on the data gathered. Disposal of the information was done through the deletion of the questionnaires along with the answers provided by all the participants. No risks were placed on the participants when they agreed to participate. That said, ensuring that any data collected were deleted right after the completion of the study, was done, thus beneficence was also observed. Distribution of informed consent was taken priority to ensure participants' justice as this served as their complete and official document to review and acknowledge in order for them to partake in the study. Moreover, the research paper entitled Passengers' Attitude towards Airline Flight Schedules: Basis For The

Improvement On The Existing Flight Schedule System Of Airline Companies underwent similarity testing using plagiarism checker software and yielded an acceptable index of 10%.

3. Result and Analysis

3.1. Satisfaction Level of Passengers with how Airlines Handle the Causes of Cancellations or Delays

Table 4: Satisfaction Level of Passengers with how Airlines Handle the Causes of Cancellations or Delays

Statement	Standard Deviation	Weighted Mean	Remarks
How satisfied are you with how a reduced number of operational aircraft impacts an airline's ability to maintain regular operations?	0.99	2.50	Somewhat Satisfied
How satisfied are you with passenger trip delays, including missed connections, canceled flights, and diverted flights, compared to using flight delays as a measure of disruptions in the airline industry?	0.97	1.87	Somewhat Satisfied
How satisfied are you with the consequences of not accounting for the delays in flight scheduling and unfulfilled job allocation?	1.01	1.88	Somewhat Satisfied
How satisfied are you with the use of an integrated approach to address air traffic congestion through optimized airport capacity allocation?	0.71	2.72	Satisfied
How satisfied are you with your perception of the impact of the increasing volume of commercial and cargo flights on air traffic congestion and flight cancellations or delays?	0.98	2.26	Somewhat Satisfied
How satisfied are you with the strategies that airlines and aviation authorities adopt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities?	0.84	2.70	Satisfied
How satisfied are you with airlines' responses to flight cancellations or delays caused by adverse weather?	0.91	2.69	Satisfied
How satisfied are you with the measures that the airlines do to improve in their response to flight cancellations or delays?	0.89	2.42	Somewhat Satisfied
If you received compensation or alternative travel arrangements, how satisfied were you with the resolution provided by the airline?	0.83	2.81	Satisfied
TOTAL	0.65	2.43	Somewhat Satisfied

Legend: 3.51 - 4.00 - Very Satisfied; 2.51 - 3.50 - Satisfied; 1.51 - 2.50 - Somewhat Satisfied; 1.00 - 1.50 Not Satisfied

Airline service delays negatively affect passengers' emotions, thus the passengers give airlines verbal criticism and make their customers hesitant to avail of the same airline services (Kim & Park, 2016). Based on Table 4, most of the respondents are only somewhat satisfied with the current actions that airlines take when delays or cancellations happen in a flight. Having the highest weighted mean of 2.50, with regards to the abovementioned table, it can be interpreted that passengers are somewhat satisfied with the impacts of delays or cancellations on them, and the airline's ability to maintain its regular operations after reducing the number of operational aircraft as a response to flight cancellations or delays. Having a much more suitable way of procedures and protocols when cancellations and delays of flights occur is beneficial not only to airlines but to passengers as well. On the contrary, with a 2.81 weighted mean in the statement above, it indicates that respondents are satisfied with the temporary resolution that the airline provides to its passengers when there are cancellations or delays of flight which is offering them compensation or alternative travel arrangements. To sum up, the way airlines handle the causes of cancellations and delays will reflect how satisfied or not the passengers are with the service of such airlines.

3.2. Satisfaction Levels of Passengers in terms of

a. Better Capacity;
b. On-time Schedule;
c. Reduced Waiting Times; and
d. Improved Flight Forecast

3.2.1. Better Capacity

Table 5: Passenger Level of satisfaction in terms of Better Capacity

Statement	Standard Deviation	WeightedMean	Remarks
How satisfied are you with regards to the airline services and its availability?	0.67	3.03	Satisfied
Total	0.67	3.03	Satisfied

Legend: 3.51 - 4.00 - Very Satisfied; 2.51 - 3.50 - Satisfied; 1.51 - 2.50 - Somewhat Satisfied; 1.00 - 1.50 Not Satisfied

Table 5 shows a Total of 3.03 which indicates that passengers are satisfied with the airline services and its availability. Airlines required improved approaches to address service disruptions, aiming to transform dissatisfied and upset passengers into devoted customers. This study aims to explore how airline passengers perceive the recovery of services during flight delays, focusing on distributive justice, procedural justice, and interactional justice dimensions (Wong, Mccain & Liu, (n.d).

3.2.2. On-time Schedule

Table 6: Passenger Level of satisfaction in terms of On-time Schedule

Statement	Standard Deviation	Weighted Mean	Remarks
How satisfied are you with the scheduling, booking, and baggage handling?	0.70	2.95	Satisfied
Total	0.70	2.95	Satisfied

Legend: 3.51 - 4.00 - Very Satisfied; 2.51 - 3.50 - Satisfied; 1.51 - 2.50 - Somewhat Satisfied; 1.00 - 1.50 Not Satisfied

Table 6 shows a value of 2.95 which indicates that passengers are satisfied with the scheduling, booking, and baggage handling when it is done on time. Passengers frequently favor airlines that are dependable in keeping to schedules. A good reputation for punctuality can draw more customers giving them the confidence to plan their itineraries. Flying becomes less stressful and uncertain when flights arrive on schedule, enhancing the overall travel experience (Hajko & Badánik, 2020).

3.2.3. Reduced Waiting Times

Table 7: Passenger Level of satisfaction in terms of Reduced Waiting Times

Statement	Standard Deviation	Weighted Mean	Remarks
How satisfied are you with airport wait times and self-service technology's impact on long-term customer loyalty sustainability?	0.80	2.83	Satisfied
How satisfied are you with overall travel wait times affected by airport congestion, considering both mandatory and discretionary factors like shopping and dining?	0.86	2.63	Satisfied
Total	0.72	2.73	Satisfied

Legend: 3.51 - 4.00 - Very Satisfied; 2.51 - 3.50 - Satisfied; 1.51 - 2.50 - Somewhat Satisfied; 1.00 - 1.50 Not Satisfied

Based on Table 7, with a total of 2.73 weighted mean, passengers express satisfaction with airport wait times, acknowledging the positive impact of self-service technology on long-term customer loyalty sustainability. Additionally, they are pleased with overall travel wait times, recognizing the balance between mandatory factors like airport congestion and discretionary elements such as shopping and dining. Airlines employ strategies to ensure the punctuality of their flights. Even if there is a slight delay in reaching the scheduled arrival time, airlines frequently succeed in having their aircraft arrive at the gate on time. This is partly facilitated by the inclusion of a schedule buffer, an extra time allowance incorporated into the schedule to account for potential issues. While air transport is currently one of the most efficient methods for moving people and goods between locations, this was not always the case. In the initial phases of aviation development and innovation, the element of time was primarily considered as an 'added value' rather than an essential aspect of transportation itself (Hajko & Badanik, 2020).

3.2.4 Improved Flight Forecast

Table 8: Passenger Level of satisfaction in terms of Improved Flight Forecast

Statement	Standard Deviation	Weighted Mean	Remarks
How satisfied are you with the airline's ability to provide accurate and timely updates about weather-related flight disruptions or changes in flight plans?	0.78	2.88	Satisfied
Total	0.78	2.88	Satisfied

Legend: 3.51 - 4.00 - Very Satisfied; 2.51 - 3.50 - Satisfied; 1.51 - 2.50 - Somewhat Satisfied; 1.00 - 1.50 Not Satisfied

Based on Table 8, having a 2.88 weighted mean, passengers are satisfied with the way airlines provide updates and information when there are weather-related disruptions in their flight.

According to how Airlines can improve their flight schedule systems by uncertainty and preferences. This is crucial as these issues lead to negative outcomes like losses, delays, and disruptions (Jian & Barnhart, 2009). Since passengers have already made prior commitments and schedules for the said dates it is a major risk factor in risking a flight in which weather conditions are dangerous and may cause further traction to cancellations, delays are inevitable and can mitigate further discontent.

3.3. Effects of Passenger's Level of Satisfaction when there are Cancellation or Delayed Flights

Table 9: Effects of Passenger's Level of Satisfaction when there are Cancellation or Delayed Flights

statement	standard deviation	weighted mean	remarks
How satisfied are you with the impact of disruptive behaviors by delayed passengers at airport terminals on personal safety and civil aviation efficiency?	0.92	2.32	Somewhat Satisfied
How satisfied are you when your flight is abruptly canceled or delayed from its original schedule?	0.97	1.79	Somewhat Satisfied
How would you assess the satisfaction of passengers' typical reactions or behavior when experiencing a flight delay or cancellation?	1.02	2.08	Somewhat Satisfied
How satisfied are you when you are informed at least 2 days before your flight that it has been canceled or delayed?	0.91	2.72	Satisfied
How satisfied are you with the service of the airlines if flights are delayed due to unavoidable reasons?	0.87	2.48	Somewhat Satisfied
How satisfied are you when you learn on the day of your flight that it has been delayed or canceled?	1.01	1.78	Somewhat Satisfied
How do you assess your satisfaction with the communication provided by the airline regarding the reasons for your flight's cancellation or delay?	0.84	2.33	Somewhat Satisfied
TOTAL	0.71	2.21	Somewhat Satisfied

Legend: 3.51 - 4.00 - Very Satisfied; 2.51 - 3.50 - Satisfied; 1.51 - 2.50 - Somewhat Satisfied; 1.00 - 1.50 Not Satisfied

Based on Table 9, most of the statements are satisfied except on the fourth statement with the highest mean of 2.27 in which respondents are satisfied when they are informed at least two days before their flight that their departure has been canceled or delayed. On the other hand, the statement with the lowest mean of 1.78 indicates that passengers are somewhat satisfied when they learn on the day of their flight that it has been delayed or canceled. With the results gathered it can be concluded that airlines should inform their passengers ahead of time, at least 2 days before that their flight has been canceled or delayed. Wait time for passengers is an essential part of their reason for traveling. Most of the time, delayed flights affect different responses from the passengers such as annoyance, apathy, and embarrassment causing too much stress to its consumers (Sawrey & Telford, 1971). Hence, notifying the passengers about cancellation or delay on the same day of their flight makes them just only a bit satisfied with the service of the airline since most probably, on the day of their flight, they are already at the airport waiting, making them annoyed, frustrated, and disappointed.

3.4. Significant Difference in the Passengers' Attitude on Canceled or Delayed Flights when Grouped According to their Profile

There is no significant difference in the respondents when grouped according to their gender and travel frequency so the null hypothesis is accepted in all the statements.

3.4.1. According to their Age

Table 10: Significant Difference in the Passengers' Attitude on Canceled or Delayed Flights when Grouped According to their Age

Groups Compared	Mean Difference	Sig	Decision
S1Q1 : 18-24 and 25-34	1.31	0.00	Reject
S1Q2 : 18-24 and 25-34	0.96	0.02	Reject
S1Q3 : 18-24 and 25-34	0.97	0.02	Reject
S1Q4 : 18-24 and 35-44	1.03	0.03	Reject
S1Q5 : 18-24 and 25-34	0.95	0.02	Reject
S1Q6 : Under 18 and 25-34	2.20	0.00	Reject
S1Q6 : Under 18 and 35-44	2.25	0.01	Reject
S1Q6 : Under 18-24 and 45-54	2.00	0.04	Reject
S1Q6 : 18-24 and 25-34	0.99	0.00	Reject
S1Q7 : Under 18 and 25-34	2.00	0.03	Reject
S1Q8 : 18-24 and 25-34	1.03	0.00	Reject
S1Q8 : 18-24 and 35-44	1.28	0.03	Reject
S1Q9 : 18-24 and 25-34	0.81	0.02	Reject
S3Q5 : 18-24 and 25-34	0.77	0.05	Reject
S3Q7 : 18-24 and 25-34	0.82	0.02	Reject
S3Q7 : 18-24 and 35-44	1.17	0.04	Reject

Legend: $P < 0.05$ - Reject, $P \geq 0.05$ - Accept

In this study, the researchers aimed to investigate the potential impact of the flight scheduling system of airlines on the passengers' attitude. The objective was to identify whether there exists a statistically significant relationship between the passengers' attitudes towards flight cancellations or delays when grouped according to their profile. To assess whether there is a significant difference, the researchers conducted an ANOVA and T-test. The test was chosen based on the nature of the variables and research questions. The significance level (alpha) was set at 0.05. Based on the results in Table 7, the null hypothesis is rejected in all of the statements because there is a significant difference in the passengers' answers when grouped according to their Age.

3.5. Factors Affecting Levels of Satisfaction of Airline Passengers from Different Age Groups

Table 11: Master Theme and Related Superordinate Themes

Master Theme	Superordinate Themes
Factors affecting the level of satisfaction of passengers from different age groups	Expectations
	Experiences
	Perceptions
	Preferences and Priorities
	Level of Patience

Master Theme 1: Factors affecting the level of satisfaction of passengers from different age groups

Superordinate Theme 1.1: Expectations

Informant 1: "...no. 1 is expectations and patience so mostly younger respondents may have higher expectations for immediate solutions due to their generation being accustomed to the speed of technological advancement and instant gratification, they might be less patient with delays caused by adverse weather and could perceive airlines responses as insufficient or slow…)

Informant 2: "...On the other hand, those aged 35-44 might have different expectations due to potentially more frequent travel for work or family reasons. Their satisfaction might be influenced by a need for reliability, comfort, and efficiency, as they might prioritize a well-organized and less stressful travel experience over speed"

Informant 3: "Diverse expectations and preferences impact satisfaction. Older age groups might prioritize reliability, while younger groups value flexibility. Communication and resolution efficiency also vary with age perception, that's all…"

Since every passenger has a unique travel experience in each flight he/she takes for the course of his/her life it is expected that they have different outcomes from pre-flight to post-flight services. Such expectations are raised based on how frequently airlines go above and beyond their services to their passengers not only in the product aspect but also the service they provide before, during, and after the flight. It shows how airlines handle different challenges based on every unique individual that they encounter on each flight that has already experienced different outcomes on each flight taken. It shows that every passenger's choice on how airlines handle the said inconveniences and implausible outcomes Comfort and Amenities due to potential physical constraints or preferences, such as extra legroom or accessible facilities, older passengers may expect greater comfort. Younger travelers may anticipate more entertainment alternatives, such as varied entertainment options or in-flight Wi-Fi. While older passengers may have different or more reasonable expectations in this area, younger passengers may have higher expectations in this area, such as flawless Wi-Fi or access to work-related gadgets during the flight. Different age groups may weigh cost versus comfort differently. While older passengers may be willing to pay more for additional comfort and facilities, younger passengers may be more likely to forgo luxury in favor of a cheaper ticket.

Superordinate Theme 1.2: Experiences

Informant 1: "...One reason might be varying expectations or experiences based on how often the passenger travels, familiarity with airline policy, technological advancements, financial impact due to cancellations, or personal tolerance for inconvenience. …"

Informant 2: "...One reason might be varying expectations or experiences based on how often the passenger travels, familiarity with airline policy, technological advancements, financial impact due to cancellations, or personal tolerance for inconvenience. Additionally, older age groups might have had more exposure to historical or old airline service standards making them potentially more critical or discerning in their evaluation..."

Informant 3: "Differing priorities and experiences shape satisfaction. Younger groups may prioritize efficiency and speed, while older groups may value comfort and amenities. Perspectives on the effectiveness of integrated approaches contribute to the satisfaction gap, that's all."

Everyone loves to travel not only for leisure but to indulge in the experience, and what better way to start that journey than the experience you have of traveling by air? It is a top priority in the airline industry to allow the passengers to experience safe and secure flights, and how to handle each passenger based on their preferences, outlook, and attitude. Positive interactions with airline employees have a big influence on overall experience. The in-flight experience has a considerable impact on passenger happiness; older passengers may prefer more formal and attentive service, while younger passengers may value more relaxed and friendly encounters. Due to possible physical discomfort, older passengers may place higher importance on comfort, whereas younger passengers may be more interested in amenities like connectivity or entertainment. When it comes to procedures like baggage handling, boarding, and check-in, younger customers could value speed and ease whereas elderly passengers would value assistance and a more leisurely pace. Older passengers may have different comfort levels or preferences when it comes to using technology during a flight.

Superordinate Theme 1.3: Perceptions

Informant 2: "...These factors collectively shape the differing perceptions and satisfaction levels regarding how airlines manage situations involving flight cancellations or delays among the age groups 18-24 and 25-34…"

Informant 3: "Divergent expectations and experiences influence satisfaction. Younger group may prioritize affordability and accessibility, while the slightly older group may focus on reliability and convenience. These factors contribute to varying perceptions of the impact of increased flights on congestion and delays."

Like all people, we have different outlooks, and different perspectives on how we handle and accept each event that

happens within our lifetime, such as how we perceive things may it be both positive and negative. As you age you have different levels of tolerating and understanding each situation thrown at you. A younger individual would easily be able to manage and handle situations under pressure with the ability to hold back on their anger and temper, while on the other hand, older individuals tend to be more aggressive and agitated when they are not taken lightly for each action that is made without prior notice to any productive outcome.

Superordinate Theme 1.4: Preferences and Priorities

Informant 2: "...This could be due to varying levels of prior travel experience, differing attitudes towards customer service, technological proficiency influencing communication channels, or a range of personal preferences and priorities when it comes to resolution and compensation measures offered by airlines..."

Informant 3: "...This could be due to varying levels of prior travel experience, differing attitudes towards customer service, technological proficiency influencing communication channels, or a range of personal preferences and priorities when it comes to resolution and compensation measures offered by airlines…"

The goal of each individual is to maximize his/her time in traveling while accomplishing other tasks simultaneously. Since that age is a strong significant factor in which individuals weigh in on their preferences for traveling. Younger individuals tend to have more leeway and margin of error, unlike older individuals whose judgment and agitation can easily read back a horrible experience, as they might prioritize the comfort and convenience of how they are easily prioritized and taken care of before, during, and after the flight. To add to this some people travel to cut time and cost, some people make time just to travel and enjoy their trip, and some people prioritize being first to board and first to leave and be entitled to their priorities as such when they are needed elsewhere.

Superordinate Theme 1.5: Level of Patience

Informant 1: "...expectations and patience so mostly younger respondents may have higher expectations for immediate solutions due to their generation accustomed to the speed of technological advancement and instant gratification, they might be less patient with delays caused by adverse weather and could perceive airlines responses as insufficient or slow…"

Informant 2: "... Younger respondents might possess different expectations or patience levels, potentially being more forgiving due to lesser prior experience or less travel requirements compared to older individuals who might have higher expectations due to frequent travel or professional obligations and These differences in experience, technological reliance, expectations, and awareness might contribute to varying satisfaction levels among age bracket …"

As these passengers vary from different age groups, younger passengers are accustomed to fast-paced lifestyles and rely more heavily on technology, they frequently show fewer levels of patience. They might grow more irate at delays or difficulties and anticipate faster services and boarding. older passengers strike a compromise between efficiency and patience. They may be able to put up with some delays or inconveniences, but if they continue or seriously interfere with their goals, they may voice their displeasure. Older passengers have more life experience under their belts, older passengers tend to be more patient. Although they may be more tolerant of delays or other inconveniences, persistent or serious problems may make them less satisfied. How passengers expect to be communicated to and attended to with each query they encounter as to which are dependent on how the service is provided. The comfort and efficiency of how passengers see things in a perspective where their tolerance and patience is tested brings out a whole different aspect to which passengers are accustomed to.

3.6. How Airlines Can Improve Their Flight Schedule System

Table 12: Interventions and solutions to help airlines improve flight schedule systems

statement	standard deviation	weighted mean	remarks
Do you agree that the dynamic scheduling approach, based on revealed booking data and improved forecast, would be beneficial for the optimization of flight schedules?	0.53	3.31	agree
Do you think implementing a suggested network structure for streamlined recovery actions can enhance airline flight schedule systems?	0.54	3.28	agree
Do you agree that airlines can improve their flight schedule system by tackling issues related to uncertainty and stakeholder preferences to prevent flight delays and disruptions?	0.58	3.30	agree
Do you believe that airlines can improve their flight schedules by adopting a flight path generation system to minimize congestion-related delays and to optimize routes for efficiency?	0.55	3.30	agree
Is a functional trade-off model between efficiency and acceptability helpful for airlines to better understand passenger preferences in creating airline flight schedule systems?	0.50	3.29	agree
TOTAL	0.41	3.30	agree

Legend: 3.51 - 4.00 - strongly agree; 2.51 - 3.50 - agree; 1.51 - 2.50 - disagree; 1.00 - 1.50 - strongly disagree

3.31 Agree

Flight schedule systems are complex, interdependent systems that require well-thought-out plans to generate, and common issues may arise in the formulation of such. Given the issues affecting airlines and passenger satisfaction, a lot of interventions have become available for airlines to improve

their existing flight schedule systems. Presented in Table 12 are how airlines can improve their flight schedule systems and the passengers' level of agreement. Each of the given weighted mean for every intervention shows that the passengers agree to every one of the suggested interventions with calculated means falling under the range of 2.51 to 3.50. The Values for the standard deviation also show values ranging from 0.50 to 0.58, and a general standard deviation of 0.41. This means that the level of agreement of a single passenger does not fall far from every other passenger, and are generally clustered closer to the mean. A highest mean of 3.31 however, shows that passengers agree most that a dynamic scheduling approach based on historical data and statistical forecasting may be best for airlines to improve their flight schedule systems. Redesigning the flight schedule at regular intervals by using both historical booking data and improved forecasts, matches airline capacity to its demands by integrating fleeting and flight retiming by using flight retiming as a dynamic scheduling mechanism (Jiang & Barnhart, 2009).

4. Discussion

4.1. Conclusions

Based on the results and analysis, the following were concluded:

1. Passengers have different coping mechanisms in how they handle cancellations and delays. In which younger age group passengers are far more patient and lenient towards cancellations and delays, they tend to be more understanding and cooperative with the way airlines mitigate and compensate for their inconvenience. On the other hand, the older group of passengers can eradicate more emotion and discomfort for cancellations and delays because they are not much more flexible with their schedules. They prioritize their comfort and expectations with an airline where their patronage can easily give them their expected resolutions.
2. A. Better capacity - Since airlines are better-rounded when it comes to how they handle their passengers as well as the steps they take into consideration for each delay and canceled flight. Considering that airlines will always prioritize the business side of things, handling each passenger to be accommodated and to maximize their work and turn-around time to make up for their lost time.
    a. On-time schedule - Airlines always work their way into prioritizing the safety of each passenger and flight deemed necessary barring the conflict of weather. Airlines strictly follow all the time frames presented because of how scheduled flights work, as to how they make up for lost time and compensate for cancellations. Passengers are easily satisfied with how airlines follow their time frame and have a broader spectrum of considerations because safety and security measures are in play for managing each flight time.
    b. Reduced Waiting Times - when airlines introduced integrated systems and the internet of things to their dated technology, long lines and waiting times went down, and maximizing each flight with little to no delay, passengers could easily and safely have less stress and meet their expectations with the services provided in cut time.
    c. Improved flight forecast- Passengers' expectations and past experiences often lead to hearsay and sometimes cause more disturbances rather than good, to add to it airlines that manage their passengers well and often cut their turnaround time shorter and maximize more flights throughout. Since that frees up more possible workload because of smooth cooperation with the passengers it exceedingly provides airlines with better stability in catering and improving their flight dissemination consistently.
3. Passengers plan ahead of time, since there are external factors in play, delays, and cancellations often lead to poor coordination and communication and lack of patience, since these factors cause a strong amount of stress, passengers have more exhaustion in processing and handling these situations. Utilizing compensation and cooperation, passengers always seek these from the airline as expected of them. The level of maturity and how they handle these situations differ from their age groups as to how airlines should handle each situation differently.
4. There is no significant difference in passengers' attitudes towards airline flight schedules concerning the causes of cancellations or delayed flights based on their profile.
5. The level of satisfaction among airline passengers from different age groups is intricately tied to a multitude of factors that encompass service quality, comfort, and specific age-related preferences. From the tech-savvy expectations of young adults to the convenience needs of middle-aged travelers and the accessibility concerns of seniors, airlines must recognize and address the diverse requirements of their passenger demographics. As the aviation industry continues to evolve, understanding and adapting to these factors will be pivotal in tailoring services and amenities, ultimately contributing to heightened satisfaction and a more enjoyable flying experience for passengers across the age spectrum.
6. The outcomes of this research could offer airlines valuable insights into passengers' feedback, enabling them to enhance their existing flight schedule systems. Understanding the attitudes of passengers towards flight cancellations and delays can give airlines a competitive edge in the industry, allowing them to build customer trust and loyalty. This, in turn, can help maintain a strong market presence and customer base.

4.2. Recommendations

1. Carriers can help further mitigate less-than-ideal circumstances by enhancing communication strategies to provide timely and transparent updates to passengers, investing in predictive technologies to anticipate and proactively address potential disruptions before they occur when feasible, and enhancing customer support resources to assist travelers. For airline employees, continuous training on effective communication techniques and conflict resolution, and cultivating empathy would be helpful for efficiently managing disruptions and ensuring an overall positive experience for passengers during less-than-ideal operational circumstances outside of the carrier's control.
2. To maximize the passenger experience during instances of flight cancellations or delays, travelers should make it a priority to stay up-to-date through official airline communications channels, maintain a degree of

flexibility in their itineraries when possible, and familiarize themselves with their rights and responsibilities as customers. Airlines should make every effort to accommodate their customers with better capacity and on-time service to use their turnaround time efficiently. In that way, airlines will provide a quality experience and passengers will have great behavioral feedback.

3. Airlines must take various steps to mitigate passenger dissatisfaction resulting from delayed or canceled flights. Transparent and efficient communication with impacted travelers through real-time updates across various channels can help set appropriate expectations and reduce frustration. Airline carriers should also optimize rebooking and passenger compensation initiatives to still provide a great experience and service for those facing travel disruptions. By offering personalized solutions like travel vouchers or amenities during long delays, airlines can help foster a more positive perception and promote customer loyalty even in difficult circumstances. Implementing an approach focused on clear communication, simplified processes, and tailored customer service can go a long way toward addressing the effects of flight disruptions on passenger satisfaction levels.
4. Future researchers could consider expanding upon existing profiling criteria to gain deeper insight into passenger attitudes. Exploring supplementary factors like travel preferences, past experiences using airline services, and the goals of travel could provide a more complete comprehension of how diverse passenger groups respond to flight cancellations or delays. This expanded viewpoint would strengthen the thoroughness of evaluation and offer important understanding to the airline industry, allowing for a more customized and impactful strategy when addressing passenger concerns.
5. Airlines have an opportunity to improve the customer experience by tailoring services to different age groups. Gathering feedback specific to passengers' age demographics allows airlines to better understand preferences. This enables airlines to provide services that more closely match the unique needs of each age range. A collaborative approach where passengers provide input and airlines implement customized amenities fosters a more personalized flying experience. When services are aligned with the preferences of different age groups, customer satisfaction increases overall. Airlines also benefit from this feedback, as they can refine their offerings to optimize satisfaction for all customers.
6. For airlines looking to improve their flight scheduling systems, a mixed approach is important. Airlines should consider using advanced technologies like automated scheduling software to optimize routes and reduce delays. Effective communication between ground staff, air traffic control, and flight crews can help efficient coordination. Regular training for employees involved in scheduling ensures they can handle unexpected issues. Gathering passenger feedback on schedules provides useful insights for improvements. By combining new technologies, good communication, ongoing training, and customer input, airlines can develop a stronger flight scheduling system focused on customers.

APPENDIX

APPENDIX A:

RRL	**SOP**	**Question**
Airlines can upgrade flight schedules by adopting a flight path generation system that minimizes congestion-related delays and optimizes routes for efficiency amidst rising air traffic complexity	How can airlines improve their existing flight schedule system?	How satisfied are you with the airline flight schedule system's ability to reduce delays and optimize routes? **REVISED:** Do you believe that airlines can improve their flight schedules by adopting a flight path generation system to minimize congestion-related delays and to optimize routes for efficiency?
Although the causes of air traffic delays can differ, adverse weather conditions stand as the primary factor leading to both flight cancellations and delays.	How satisfied are the passengers with how airlines handle the causes of cancellations or delays	How satisfied are you with airlines' responses to flight cancellations or delays caused by adverse weather? **REVISED:** How satisfied are you with airlines' responses to flight cancellations or delays caused by adverse weather?
Although the causes of air traffic delays can differ, adverse weather conditions stand as the primary factor leading to both flight cancellations and delays.	How satisfied are the passengers with how airlines handle the causes of cancellations or delays	What measures do you recommend for airlines to improve in their response to flight cancellations or delays? **REVISED:** What measures do you recommend for airlines to improve in their response to flight cancellations or delays?

The surge in air traffic, coupled with constrained airspace and airport capacities, creates a disparity between flight demand and capacity, ultimately causing air traffic delays that result in flight cancellations or delays.	How satisfied are the passengers with how airlines handle the causes of cancellations or delays	What strategies can airlines and aviation authorities adopt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities? **REVISED:** How satisfied are you with the strategies that airlines and aviation authorities adopt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities?
The escalating volume of commercial and cargo flights has intensified air traffic congestion and flight delays, attributing cancellations or delays to the growing intricacies of air traffic management.	How satisfied are the passengers with how airlines handle the causes of cancellations or delays	How do you perceive the increasing volume of commercial and cargo flights contributing to air traffic congestion and flight cancellations or delays? **REVISED:** How satisfied are you with your perception of the impact of the increasing volume of commercial and cargo flights on air traffic congestion and flight cancellations or delays?
Airlines can improve their flight schedule systems by tackling issues related to uncertainty and stakeholder preferences. This is crucial as these issues lead to negative outcomes like losses, delays, and disruptions.	How can airlines improve their existing flight schedule system?	How can airlines improve flight scheduling to reduce losses, delays, and disruptions by addressing uncertainty and stakeholder preferences? **REVISED:**

		Do you agree that airlines can improve their flight schedule system by tackling issues related to uncertainty and stakeholder preferences to prevent flight delays and disruptions?
Airlines can enhance their current flight schedule systems by implementing the suggested network structure, which enables streamlined recovery actions like adjusting departures, rerouting aircraft/crew, re-accommodating passengers, canceling tickets, and managing flight cancellations.	How can airlines improve their existing flight schedule system?	How much do you believe implementing a suggested network structure for streamlined recovery actions can enhance airline flight schedule systems? **REVISED:** Do you think implementing a suggested network structure for streamlined recovery actions can enhance airline flight schedule systems?
Flight scheduling systems are complex, interdependent systems that require well-thought-out plans to generate such. However, it only takes a few common factors to instantly disrupt a perfectly planned flight schedule system. A way to improve it, as stated in the research article, is through a functional model that assesses how airlines can weigh factors in order to decide which to compromise as a trade-off in coming up with an acceptable level of adjustment based on passengers' preferences.	How can airlines improve their existing flight schedule system?	With optimization problems of strategic flight schedules, a concept of acceptable adjustment level was applied and the trade-off between efficiency and acceptability was analyzed. As a passenger, are the existing airline flight schedules acceptable? If not, what characteristics or factors of a flight schedule system make it unacceptable? **REVISED:** Is a functional trade-off model between efficiency and acceptability helpful for airlines to better understand

		passenger preferences in creating airline flight schedule systems?
The analysis in the article identifies several factors that positively influence passenger ratings in the airline industry. These include convenience in booking and boarding, on-time departures and arrivals, in-flight comfort, catering quality, connectivity, entertainment, and reliable baggage handling. Airlines can use this information to enhance customer satisfaction and competitiveness.	What are the effects on passengers' level of satisfaction when there are cancellations or delayed flights?	What are the behaviors of passengers if they are experiencing a flight delay or cancellation? ***REVISED:*** How would you assess the satisfaction of passengers' typical reactions or behavior when experiencing a flight delay or cancellation?

Airlines can improve their flight schedule systems by tackling issues related to uncertainty and stakeholder preferences.	How satisfied are the passengers with how airlines handle the causes of cancellations or delays	How satisfied are you with the measures that the airlines do to improve in their response to flight cancellations or delays?
The analysis in the article identifies several factors that positively influence passenger ratings in the airline industry. These include convenience in booking and boarding, on-time departures and arrivals, in-flight comfort, catering quality, connectivity, entertainment, and reliable baggage handling. Airlines can use this information to enhance customer satisfaction and competitiveness.	What are the effects on passengers' level of satisfaction when there are cancellations or delayed flights?	What do passengers feel when they were informed ahead of time (at least 2 days before the flight) that their flight was canceled or delayed ***REVISED:*** How satisfied are you when you are informed at least 2 days before your flight that it has been canceled or delayed?
One of the considered failures in service are the airline delays that cause different attitudes from passengers including frustration,	What are the effects on passengers' level of satisfaction when there are cancellations or delayed flights?	Is airline delay due to unavoidable reasons is considered as service failure?

disappointment, and madness for passengers. Hence, it's important to solve flight delays to regain customers' trust.		**REVISED:** How satisfied are you with the service of the airlines if flights are delayed due to unavoidable reasons?
One of the considered failures in service are the airline delays that cause different attitudes from passengers including frustration, disappointment, and madness for passengers. Hence, it's important to solve flight delays to regain customers' trust.	What are the effects on passengers' level of satisfaction when there are cancellations or delayed flights?	What do passengers feel when they saw or heard on the day of their flight that their flight is delayed or cancelled? **REVISED:** How satisfied are you when you learn on the day of your flight that it has been delayed or canceled?
One of the considered failures in service are the airline delays that cause different attitudes from passengers including frustration, disappointment, and madness for passengers. Hence, it's important to solve flight delays to regain customers' trust.	What are the effects on passengers' level of satisfaction when there are cancellations or delayed flights?	Are passengers feel negative emotions when there are flight delayed or cancellations? What are those emotions? **REVISED:** How satisfied are you when your flight is abruptly canceled or delayed from its original schedule?
The effective distribution of limited resources in networks is a significant issue on a global scale. Issues with resource distribution in a system of crowded airports should be the main focus. Because of the limited ability to operate at many of the world's main commercial airports and the rising demand for accessibility	How satisfied are the passengers with how airlines handle the causes of cancellations or delays	Is the development of an integrated approach to airport congestion mitigation, which optimizes both airport capacity utilization and allocation mechanisms, essential for addressing air traffic congestion? **REVISED:**

to these airports, there is an increase in congestion in the air traffic that costs hundreds of millions of dollars annually in delays.		How satisfied are you with the use of an integrated approach to address air traffic congestion through optimized airport capacity allocation?
Most often, passengers fly because it's convenient. Nevertheless, flight delays wipe away the positives and lead to discontent. In overall, passenger disappointment grows longer as flight delays prolong.	What are the effects on passengers' level of satisfaction when there are cancellations or delayed flights?	Does disruptive behavior by delayed passengers at airport terminals negatively impact both personal safety and civil aviation efficiency? ***REVISED:*** How satisfied are you with the impact of disruptive behaviors by delayed passengers at airport terminals on personal safety and civil aviation efficiency?
Understanding how airport congestion and wait times influence passenger satisfaction is crucial for improving the overall travel experience. Through a comparative analysis	How satisfied are the passengers in terms of Reduced Waiting Times?	Do passenger satisfaction levels in terms of overall travel wait time significantly depend on airport congestion and wait times, considering

and the use of visualization techniques, this paper aims to shed light on the strengths and weaknesses of different airports. Furthermore, extending this research to all airports and incorporating predictive analytics can pave the way for more informed travel decisions and enhanced passenger satisfaction worldwide.		both mandatory factors and passenger discretionary factors like shopping and dining? ***REVISED:*** How satisfied are you with overall travel wait times affected by airport congestion, considering both mandatory and discretionary factors like shopping and dining?

Waiting time is an integral part of the airport service industry, and its impact on customer loyalty cannot be understated. This study aims to shed light on the relationship between waiting time satisfaction, self-service technology, and long-term customer loyalty. By understanding these dynamics, airport service providers can implement strategies to improve passenger experiences, enhance loyalty, and ensure their long-term sustainability in a competitive industry.	How satisfied are the passengers in terms of Reduced Waiting Times?	Does waiting time satisfaction and the use of self-service technology have a significant impact on the long-term sustainability of customer loyalty at airports? ***REVISED:*** How satisfied are you with airport wait times and self-service technology's impact on long-term customer loyalty sustainability?
By creating a dynamic scheduling strategy that reoptimizes various flight schedule components while a passenger is making their reservation, taking into account the fact that demand forecast accuracy for a specific departure date increases as time goes on. Given the numerous operational constraints that limit feasible assignments, the objective is to match capacity to demand.	How can airlines improve their existing flight schedule system?	How does the utilization of flight retiming as a dynamic scheduling mechanism, coupled with the integration of flight retiming and re-fleeting in a reoptimization model, affect the redesign of flight schedules at regular intervals, taking into account revealed booking data and improved forecasts available during subsequent re-optimizations?
		REVISED: Do you agree that the dynamic scheduling approach, based on revealed booking data and improved forecast, would be beneficial for the optimization of flight schedules?
As airlines have delays, other jobs incurred within also get delayed thus creating a chain	How satisfied are the passengers with how airlines handle the causes of cancellations or delays	How does the aviation industry typically address the issue of delayed flights

reaction of delays that makes a systematic approach fail and defeats the purpose of having enough outsourcing jobs within the airlines.		and their potential cascading effects on job schedules and subsequent flights, and what are the implications of not considering these delays in flight scheduling and job allocation?
		REVISED: How satisfied are you with the consequences of not accounting for the delays in flight scheduling and unfulfilled job allocation?
Comparing passenger trip delay and flight delay metrics statistically can provide valuable insights into the performance and efficiency of an airline or transportation system, while flight delays are often reported and monitored, they do not capture the full extent of disruptions experienced by passengers.	How satisfied are the passengers with how airlines handle the causes of cancellations or delays	To what extent have passengers' trip delays resulting from missed connections, canceled flights, and diverted flights are significant, and how does this differ from using flight delays as a measure for passenger trip delays? **REVISED:** How satisfied are you with passenger trip delays, including missed connections, canceled flights, and diverted flights, compared to using flight delays as a measure of disruptions in the airline industry?
The goal is to design a daily airline schedule that minimizes the total number of canceled flights. However, if there are multiple	How satisfied are the passengers with how airlines handle the causes of cancellations or delays	What are the primary factors contributing to flight cancellations or delays, such as meteorological

schedules with an equal number of canceled flights, this recognizes that not all		conditions, technical issues, crew availability, and others, and how does the temporary

cancellations are equal in terms of their impact on passengers. Some flights may have a higher passenger load, more critical connections, or other factors that make their cancellations more disruptive.		reduction in the number of operational aircraft in an airline's fleet impact its ability to maintain regular flight operations? **REVISED:** How satisfied are you with how a reduced number of operational aircraft impacts an airline's ability to maintain regular operations?
The analysis in the article identifies several factors that positively influence passenger ratings in the airline industry. These include convenience in booking and boarding, on-time departures and arrivals, in-flight comfort, catering quality, connectivity, entertainment, and reliable baggage handling. Airlines can use this information to enhance customer satisfaction and competitiveness.	How satisfied are the passengers in terms of: On-time schedule	What are the main causes for the satisfaction of customers in terms of scheduling, ease of booking, and baggage handling? **REVISED:** How satisfied are you with the scheduling, booking, and baggage handling?
The article analyzes feedback from 133,000 airline customers using structural equation modeling. It finds that customers' emotional values influence their satisfaction with airline services and identifies differences between low-cost and full-service carriers. The article hints at managerial and practical implications but lacks specificity. Clarifying these implications and acknowledging limitations would improve the article.	How satisfied are the passengers in terms of: On-time schedule	What are the main causes for the perception of the consumers when it comes to the service and availability of the airline? **REVISED:** How satisfied are you with regards to the airline services and its availability?

Differences between the two passenger groups are highlighted in terms of age, sex, education, occupation, sector affiliation, location of domicile, travel purpose, travel frequency, service expectations, and satisfaction levels. It is concluded that the differences in consumer profiles and expectations are valuable clues for domestic and foreign airline firms in understanding their consumers and in designing their marketing strategies.	Factors affecting the level of satisfaction of passengers from different age groups: Expectations	How do variations in age shape the expectations and satisfaction levels of diverse passenger groups, and how can this understanding guide domestic and foreign airline firms?

The airline industry is participating actively in digital innovation due to its cost structure, security dependence and competition intensity, to improve customer experience And financial performance. Therefore, this paper investigates passengers' experience on current and latest digital infrastructures applied in different stages of a flight by using the survey questionnaire. The paper separates the methodology and analyzes the survey results from qualitative and quantitative methods. Then the survey data is used to discuss how passengers are influenced based on different indicators, such as age groups and annual flight time. According to survey respondents evaluation, relevant problems in the airline digitalization process were pointed out and relevant suggestions were made.	Factors affecting the level of satisfaction of passengers from different age groups: Experiences	How does the airline industry prioritize safe, positive travel experiences for passengers of all ages, considering preferences for service and in-flight atmosphere?

Purpose – This study aimed to examine young, middle-aged and mature air-travelers' perceptions of the quality levels of in-flight physical surroundings and service encounters, and investigated the drivers of their repurchase intentions in the low-cost airline industry. Design/methodology/approach – A sample of 402 passengers on international flights was used. An ANOVA and a series of multiple-regression analyses based on Baron and Kenny's (1986) suggestion were used. Findings – In general, significant differences in quality attributes were identified across age groups.	Factors affecting the level of satisfaction of passengers from different age groups: Perceptions	How does age influence individuals' responses to life events, with younger individuals managing pressure by withholding anger, while older individuals exhibit more aggression, especially in situations lacking prior notice or productive outcomes?

As the competition between airlines grows, their customer-centered strategies are becoming increasingly popular. In this context, the marketing strategies are the result of investigations carried out directly on users, usually through the Customer Satisfaction Surveys. Investigating airline passengers' preferences represents a useful action to pursue the most convenient strategy for increasing their satisfaction and improving the provided service.	Factors affecting the level of satisfaction of passengers from different age groups: Preferences and Priorities	How does age shape travel preferences, with younger individuals favoring flexibility and older ones prioritizing comfort? Additionally, how do factors like efficiency, leisure motivations, and priorities such as being the first to board align with commitments across age groups?
The results of IPA are attributes that are considered important but their low performance is the accuracy of travel schedules, information, assistance in using tickets, speed and accuracy of	Factors affecting the level of satisfaction of passengers from different age groups: Level of Patience	How do age differences shape passenger expectations, with younger travelers expecting fast service and older passengers balancing efficiency with
responding to consumer problems, safety and comfort, insurance, toilet cleanliness. The CSI result is known to be 71,241%, which means that consumers are "satisfied" with the Bogor-Jakarta KRL transportation service. The results of the Chi Square KRL Bogor-Jakarta test are gender, age, occupation, income, destination education, transportation to the station, frequency and days of use.		patience?
This paper aims to analyze the causes of flight delays of a selected airline operating in Europe and identify potential risks and reasons for delays in air transport, which carry risk, especially in connection with passenger dissatisfaction and the resulting need to pay compensation for delayed flights, according to EU law, which brings significant financial costs for airlines. Data collected from the years 2013–2019 have been used for the purposes of this article, including data on the duration and causes of the delays and the characteristics of individual flights, such as the flight type, aircraft type, time of departure, aircraft capacity, and the load factor.	How satisfied are the passengers with how airlines handle the causes of cancellations or delays?	If you received compensation or alternative travel arrangements, how satisfied were you with the resolution provided by the airline?
Weather conditions prevailing at the destination, compassion by airline crew toward any disabled persons on- board were particularly noted to increase significantly the level of	How satisfied are the passengers in terms of: Improved Flight Forecast	How satisfied are you with the airline's ability to provide accurate and timely updates about weather-related flight disruptions or changes in
customer satisfaction. This study contributes to existing theories of service quality and customer satisfaction by confirming or adding value to the relationships that are involved in customer satisfaction and service quality in the Air Transport and other related sectors. It provides results that are useful to managers in business organizations for		Flight plans?

strategic planning.		
Result shows that the perception of the airlines is at variance with that expressed by the travel agents and the passengers. Whereas the airlines are of the opinion that ICT alone is sufficient to ensure adequate services and customer satisfaction, the agents and passengers feel that ICT alone is not enough and that human interaction is essential. Managerial implications of this result for airlines operating in Malaysia, and similar developing countries are given.	What are the effects on passengers' level of satisfaction when there are cancellations or delayed flights?	How do you assess your satisfaction with the communication provided by the airline regarding the reasons for your flight's cancellation or delay?

Appendix B: Validation And Pilot Test Results

Passenger Attitude towards Airline Flight Schedules: Basis for The Improvement On The Existing Flight Schedule System Of Airline Companies

Direction: This tool is designed for you to evaluate the questionnaire intended for data collection in the above-mentioned investigation to assess its validity. Your honest assessment is requested based on the criteria provided below. Please select one option by checking/ticking (✓) the most appropriate choice.

Scale	Meaning	Description
4	Useful	Do not change anything in that statement
3	Useful with Revisions	Edit the statement (Grammar, spelling, punctuation, etc.)
2	Change Statement	Change the statement with another statement
1	Remove Statement	Delete the Statement

Question/Statement	Rating 4	3	2	1
SOP 1: What are the causes of cancellations or delayed flights?				
How does a reduced number of operational aircraft impact an airline's ability to maintain regular operations?	3	0	0	0
How significant are passenger trip delays, including missed connections, canceled flights, and diverted flights, compared to using flight delays as a measure of disruptions in the airline industry?	2	1	0	0
What are the consequences of not accounting for these delays in flight scheduling and job allocation?	2	1	0	0
Is an integrated approach to address air traffic congestion through optimized airport capacity allocation essential?	3	0	0	0
How do you perceive the increasing volume of commercial and cargo flights contributing to air traffic congestion and flight cancellations or delays?	3	0	0	0
What strategies can airlines and aviation authorities adopt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities?	3	0	0	0
How satisfied are you with airlines' responses to flight cancellations or delays caused by adverse weather?	3	0	0	0
What measures do you recommend for airlines to improve in their response to flight cancellations or delays?	3	0	0	0
SOP 2: How satisfied are the passengers in terms of: ○ On-time schedule ○ Better Capacity ○ Reduced Waiting Times ○ Improved Flight Forecast				
What factors influence passengers' perceptions of airline service and availability?	2	0	1	0
What factors contribute to passenger satisfaction with scheduling, booking, and baggage handling?	3	0	0	0
Do waiting time satisfaction and the use of self-service technology significantly impact long-term customer loyalty sustainability at airports?	1	2	0	0
Is passenger satisfaction with overall travel wait time significantly influenced by airport congestion and wait times, considering both mandatory and discretionary factors such as	2	0	1	0

shopping and dining?				
SOP 3: What are the effects on passengers' attitude when there are cancellations or delayed flights?				
Do disruptive behaviors by delayed passengers at airport terminals have a negative impact on both personal safety and civil aviation efficiency?	3	0	0	0
How frustrated are you when your flight is abruptly canceled or delayed from its original schedule?	3	0	0	0
How do passengers typically react or behave when experiencing a flight delay or cancellation?	3	0	0	0
How do passengers typically feel when informed at least 2 days before their flight that it has been canceled or delayed?	3	0	0	0
Does airline delay due to unavoidable reasons considered a service failure?	2	0	1	0
How do passengers typically feel when they learn on the day of their flight that it's delayed or canceled?	3	0	0	0
SOP 5: How can airlines improve their existing flight schedule system?				
How does the dynamic scheduling approach, incorporating flight retiming, re-fleeting, and regular schedule redesign based on revealed booking data and improved forecasts, impact the optimization of flight schedules and the matching of capacity to demand?	2	1	0	0
How much do you believe implementing a suggested network structure for streamlined recovery actions can enhance airline flight schedule systems?	2	1	0	0
How can airlines improve flight scheduling to reduce losses, delays, and disruptions by addressing uncertainty and stakeholder preferences?	3	0	0	0
How satisfied are you with the airline flight schedule system's ability to reduce delays and optimize routes?	2	1	0	0
As a passenger, do you find the existing airline flight schedules acceptable, and if not, what factors contribute to their unacceptability?	3	0	0	0

Passenger attitude towards airline flight schedules: basis for the improvement on the existing flight schedule system of airline companies

Dear respondents,

This survey aims to identify the effects on passengers' attitude when there are cancellations or delayed flights. Therefore, we kindly ask to have 5 minutes of your time to answer this survey honestly and put a check (✓) or tick on your preferred answer. Your participation will be anonymous and all information will be kept confidential. By participating in this research, others may benefit in the future from the gathered information in this study.

Scale	Meaning
4	Very Satisfied/Strongly Agree
3	Satisfied/Agree
2	Somewhat Satisfied/Disagree
1	Not Satisfied/Strongly Disagree

Question/Statement	Rating			
	4	3	2	1
SOP 1: How satisfied are the passengers with how airlines handle the causes of cancellations or delays?				
How does a reduced number of operational aircraft impact an airline's ability to maintain regular operations?	5	15	8	2
How satisfied are you with passenger trip delays, including missed connections, canceled flights, and diverted flights, compared to using flight delays as a measure of disruptions in the airline industry?	1	3	7	19
How satisfied are you with the consequences of not accounting for the delays in flight scheduling and unfulfilled job allocation?	0	5	7	18
How satisfied are you with the use of an integrated approach to address air traffic congestion through optimized airport capacity allocation?	8	13	8	1
How satisfied are you with your perception of the impact of the increasing volume of commercial and cargo flights on air traffic congestion and flight cancellations or delays?	4	12	8	6

How satisfied are you with the strategies that airlines and aviation authorities adopt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities?	5	11	11	3
How satisfied are you with airlines' responses to flight cancellations or delays caused by adverse weather?	4	13	8	5
How satisfied are you with the measures that the airlines do to improve in their response to flight cancellations or delays?	5	10	11	4
If you received compensation or alternative travel arrangements, how satisfied were you with the resolution provided by the airline?	7	11	11	1
SOP 2: How satisfied are the passengers in terms of: ○ On-time schedule ○ Better Capacity ○ Reduced Waiting Times ○ Improved Flight Forecast				
How satisfied are you with regards to the airline services and its availability?	5	22	3	0
How satisfied are you with the scheduling, booking, and baggage handling?	4	20	6	0
How satisfied are you with airport wait times and self-service technology's impact on long-term customer loyalty sustainability?	4	14	9	3
How satisfied are you with overall travel wait times affected by airport congestion, considering both mandatory and discretionary factors like shopping and dining?	5	15	7	3
How satisfied are you with the airline's ability to provide accurate and timely updates about weather-related flight disruptions or changes in flight plans?	16	11	9	4
SOP 3: What are the effects on passengers' attitude when there are cancellations or delayed flights?				
How satisfied are you with the impact of disruptive behaviors by delayed passengers at airport terminals on personal safety and civil aviation efficiency?	2	10	9	9
How satisfied are you when your flight is abruptly canceled or delayed from its original schedule?	1	5	5	19
How would you assess the satisfaction of passengers' typical reactions or behavior when experiencing a flight delay or cancellation?	1	5	10	14
How satisfied are you when you are informed at least 2 days before your flight that it has been canceled or delayed?	5	9	9	7
How satisfied are you with the service of the airlines if flights are delayed due to unavoidable reasons?	3	9	10	8
How satisfied are you when you learn on the day of your flight that it has been delayed or canceled?	2	6	5	17
How do you assess your satisfaction with the communication provided by the airline regarding the reasons for your flight's cancellation or delay?	1	9	14	6
SOP 5: What are the factors that affect the level of satisfaction of airline passengers from different age groups?				
Do you agree that the dynamic scheduling approach, based on revealed booking data and improved forecast, would be beneficial for the optimization of flight schedules?	10	18	2	0
Do you think implementing a suggested network structure for streamlined recovery actions can enhance airline flight schedule systems?	14	16	0	0
Do you agree that airlines can improve their flight schedule system by tackling issues related to uncertainty and stakeholder preferences to prevent flight delays and disruptions?	16	11	3	0
Do you believe that airlines can improve their flight schedules by adopting a flight path generation system to minimize congestion-related delays and to optimize routes for efficiency?	12	17	1	0
Is a functional trade-off model between efficiency and acceptability helpful for airlines to better understand passenger preferences in creating airline flight schedule systems?	8	21	1	0

Appendix C: Survey Questionnaire

Survey Questionnaire

Dear respondents,

This survey aims to identify **the effects on passengers' attitude when there are cancellations or delayed flights**. Therefore, we kindly ask to have 5 minutes of your time to answer this survey honestly and put a check (✓) or tick on your preferred answer. Your participation will be anonymous and all information will be kept confidential. By participating in this research, others may

benefit in the future from the gathered information in this study.

1. Profile

Name (optional):

Age:

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65 and over

Gender:

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to say
- ☐ Other (please specify): _____

Travel Frequency:

- ☐ Rarely (once a year or less)
- ☐ Occasionally (2-5 times a year)
- ☐ Frequently (6-10 times a year)
- ☐ Very Frequently (>10 times a year)

1. **Passengers' level of satisfaction with how airlines handle the causes of cancellations or delays 4 - Very Satisfied 3 - Satisfied 2 - Somewhat Satisfied 1 - Not Satisfied**

Questions	4	3	2	1
How satisfied are you with how a reduced number of operational aircraft impacts an airline's ability to maintain regular operations?				
How satisfied are you with passenger trip delays, including missed connections, canceled flights, and diverted flights, compared to using flight delays as a measure of disruptions in the airline industry?				
How satisfied are you with the consequences of not accounting for the delays in flight scheduling and unfulfilled job allocation?				
How satisfied are you with the use of an integrated approach to address air traffic congestion through optimized airport capacity allocation?				
How satisfied are you with your perception of the impact of the increasing volume of commercial and cargo flights on air traffic congestion and flight cancellations or delays?				
How satisfied are you with the strategies that airlines and aviation authorities adopt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities?				
How satisfied are you with airlines' responses to flight cancellations or delays caused by adverse weather?				
How satisfied are you with the measures that the airlines do to improve in their response to flight cancellations or delays?				
If you received compensation or alternative travel arrangements, how satisfied were you with the resolution provided by the airline?				

1. **Passengers' level of satisfaction with airlines in terms of**
   - **On-time schedule**
   - **Better Capacity**
   - **Reduced Waiting Times**
   - **Improved Flight Forecast**

4 - Very Satisfied 3 – Satisfied 2 - Somewhat Satisfied 1 - Not Satisfied

Questions	4	3	2	1
How satisfied are you with regards to the airline services and its availability?				
How satisfied are you with the scheduling, booking, and baggage handling?				
How satisfied are you with airport wait times and self-service technology's impact on long-term customer loyalty sustainability?				
How satisfied are you with overall travel wait times affected by airport congestion, considering both mandatory and discretionary factors like shopping and dining?				
How satisfied are you with the airline's ability to provide accurate and timely updates about weather-related flight disruptions or changes in flight plans?				

1. Passengers' level of satisfaction on how airlines handle the situation when there are cancellations or delays in their flight

4 - Very Satisfied 3 - Satisfied 2 - Somewhat Satisfied 1 - Not Satisfied

Questions	4	3	2	1
How satisfied are you with the impact of disruptive behaviors by delayed passengers at airport terminals on personal safety and civil aviation				
efficiency?				
How satisfied are you when your flight is abruptly canceled or delayed from its original schedule?				
How would you assess the satisfaction of passengers' typical reactions or behavior when experiencing a flight delay or cancellation?				
How satisfied are you when you are informed at least 2 days before your flight that it has been canceled or delayed?				
How satisfied are you with the service of the airlines if flights are delayed due to unavoidable reasons?				
How satisfied are you when you learn on the day of your flight that it has been delayed or canceled?				
How do you assess your satisfaction with the communication provided by the airline regarding the reasons for your flight's cancellation or delay?				

1. Passengers' level of agreement or disagreement on how airlines can improve their flight schedule system

4 - Strongly Agree 3 – Agree 2 – Disagree 1 - Strongly Disagree

Questions	4	3	2	1
Do you agree that the dynamic scheduling approach, based on revealed booking data and improved forecast, would be beneficial for the optimization of flight schedules?				
Do you think implementing a suggested network structure for streamlined recovery actions can enhance airline flight schedule systems?				
Do you agree that airlines can improve their flight schedule system by tackling issues related to uncertainty and stakeholder preferences to prevent flight delays and disruptions?				
Do you believe that airlines can improve their flight schedules by adopting a flight path generation system to minimize congestion-related delays and to optimize routes for efficiency?				
Is a functional trade-off model between efficiency and acceptability helpful for airlines to better understand passenger preferences in creating airline flight schedule systems?				

Appendix C: Interview Questionnaire

Why do you believe there is a difference in satisfaction levels between the age groups of 18-24 and 25-34 regarding both the handling and improvement measures taken by airlines in response to cancellations or delays, as well as the resolution provided by airlines for compensation or alternative travel arrangements?

Why do you think the satisfaction level of ages 18-24 and 35-44 differ from each other about the use of an integrated approach to address air traffic congestion through optimized airport capacity allocation?

Why do you think the satisfaction level of the age range 18-24 and 25-34 differs about their perceptions of the impact of the increasing volume of commercial and cargo flights on air traffic congestion and flight cancellations or delays?

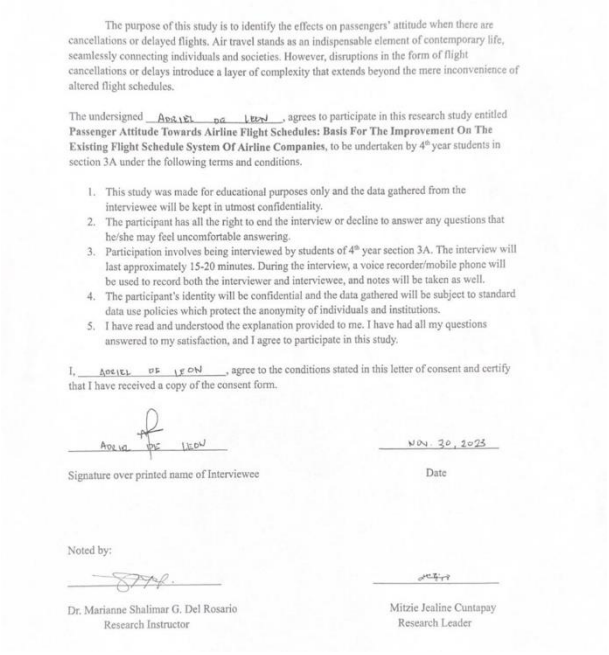
Why do you think respondents with the age of 18 below have different satisfactory level compared to other older age groups with the strategies that airlines and aviation authorities adopt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities?

Why do you think the satisfaction level of the respondents under 18 differs from 25-34 group with the airlines' responses to flight cancellations or delays caused by adverse weather?

Why do you think age group 18-24 satisfactory level differs from age groups of 25-34 and 35-44 with the measures that the

airlines do to improve in their response to flight cancellations?
Why do you think the satisfaction level of the age range 18-24 and 25-34 differs about how they think airlines handle the situation when there are cancellations or delays in their flight?

Appendix D: Letters



The purpose of this study is to identify the effects on passengers' attitude when there are cancellations or delayed flights. Air travel stands as an indispensable element of contemporary life, seamlessly connecting individuals and societies. However, disruptions in the form of flight cancellations or delays introduce a layer of complexity that extends beyond the mere inconvenience of altered flight schedules.

The undersigned ADRIEL DE LEON, agrees to participate in this research study entitled **Passenger Attitude Towards Airline Flight Schedules: Basis For The Improvement On The Existing Flight Schedule System Of Airline Companies**, to be undertaken by 4th year students in section 3A under the following terms and conditions.

1. This study was made for educational purposes only and the data gathered from the interviewee will be kept in utmost confidentiality.
2. The participant has all the right to end the interview or decline to answer any questions that he/she may feel uncomfortable answering.
3. Participation involves being interviewed by students of 4th year section 3A. The interview will last approximately 15-20 minutes. During the interview, a voice recorder/mobile phone will be used to record both the interviewer and interviewee, and notes will be taken as well.
4. The participant's identity will be confidential and the data gathered will be subject to standard data use policies which protect the anonymity of individuals and institutions.
5. I have read and understood the explanation provided to me. I have had all my questions answered to my satisfaction, and I agree to participate in this study.

I, ADRIEL DE LEON, agree to the conditions stated in this letter of consent and certify that I have received a copy of the consent form.

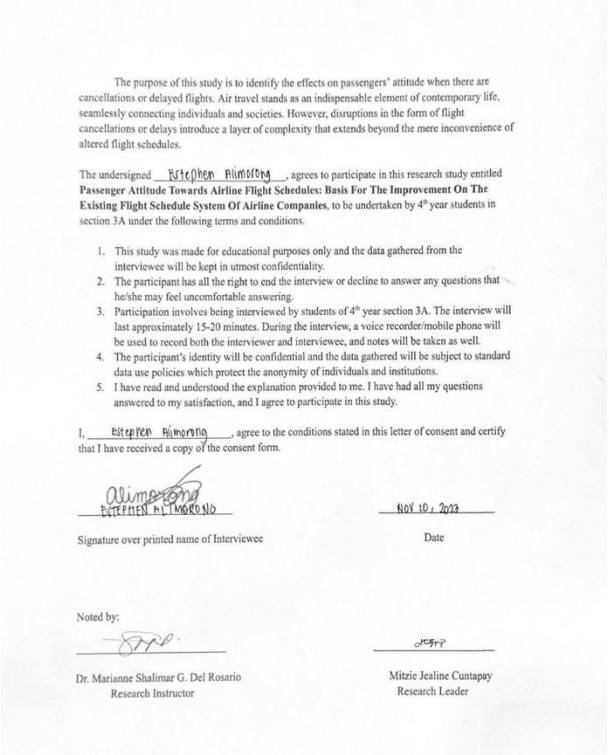
ADRIEL DE LEON — Signature over printed name of Interviewee

NOV. 30, 2023 — Date

Noted by:

Dr. Marianne Shalimar G. Del Rosario
Research Instructor

Mitzie Jealine Cuntapay
Research Leader



The purpose of this study is to identify the effects on passengers' attitude when there are cancellations or delayed flights. Air travel stands as an indispensable element of contemporary life, seamlessly connecting individuals and societies. However, disruptions in the form of flight cancellations or delays introduce a layer of complexity that extends beyond the mere inconvenience of altered flight schedules.

The undersigned Estephen Alimorong, agrees to participate in this research study entitled **Passenger Attitude Towards Airline Flight Schedules: Basis For The Improvement On The Existing Flight Schedule System Of Airline Companies**, to be undertaken by 4th year students in section 3A under the following terms and conditions.

1. This study was made for educational purposes only and the data gathered from the interviewee will be kept in utmost confidentiality.
2. The participant has all the right to end the interview or decline to answer any questions that he/she may feel uncomfortable answering.
3. Participation involves being interviewed by students of 4th year section 3A. The interview will last approximately 15-20 minutes. During the interview, a voice recorder/mobile phone will be used to record both the interviewer and interviewee, and notes will be taken as well.
4. The participant's identity will be confidential and the data gathered will be subject to standard data use policies which protect the anonymity of individuals and institutions.
5. I have read and understood the explanation provided to me. I have had all my questions answered to my satisfaction, and I agree to participate in this study.

I, Estephen Alimorong, agree to the conditions stated in this letter of consent and certify that I have received a copy of the consent form.

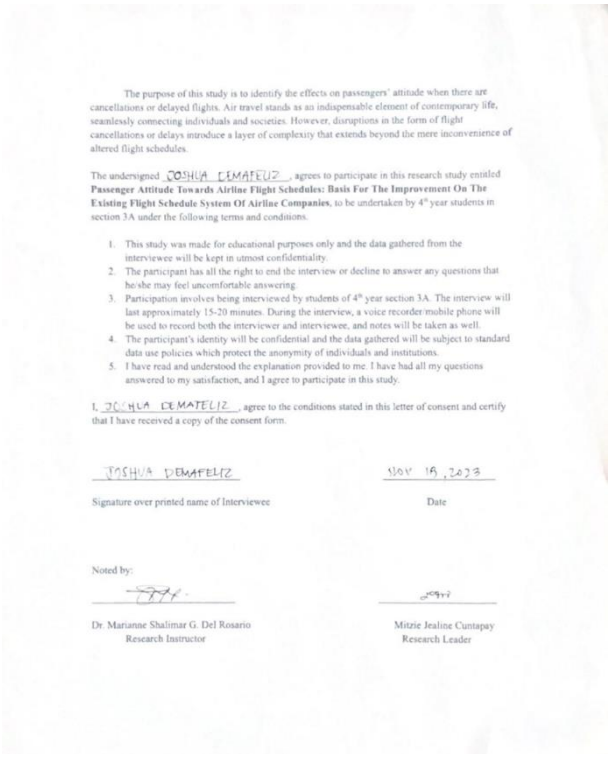
ESTEPHEN ALIMORONG — Signature over printed name of Interviewee

NOV 10, 2023 — Date

Noted by:

Dr. Marianne Shalimar G. Del Rosario
Research Instructor

Mitzie Jealine Cuntapay
Research Leader



The purpose of this study is to identify the effects on passengers' attitude when there are cancellations or delayed flights. Air travel stands as an indispensable element of contemporary life, seamlessly connecting individuals and societies. However, disruptions in the form of flight cancellations or delays introduce a layer of complexity that extends beyond the mere inconvenience of altered flight schedules.

The undersigned JOSHUA DEMAFELIZ, agrees to participate in this research study entitled **Passenger Attitude Towards Airline Flight Schedules: Basis For The Improvement On The Existing Flight Schedule System Of Airline Companies**, to be undertaken by 4th year students in section 3A under the following terms and conditions.

1. This study was made for educational purposes only and the data gathered from the interviewee will be kept in utmost confidentiality.
2. The participant has all the right to end the interview or decline to answer any questions that he/she may feel uncomfortable answering.
3. Participation involves being interviewed by students of 4th year section 3A. The interview will last approximately 15-20 minutes. During the interview, a voice recorder/mobile phone will be used to record both the interviewer and interviewee, and notes will be taken as well.
4. The participant's identity will be confidential and the data gathered will be subject to standard data use policies which protect the anonymity of individuals and institutions.
5. I have read and understood the explanation provided to me. I have had all my questions answered to my satisfaction, and I agree to participate in this study.

I, JOSHUA DEMAFELIZ, agree to the conditions stated in this letter of consent and certify that I have received a copy of the consent form.

JOSHUA DEMAFELIZ — Signature over printed name of Interviewee

NOV 19, 2023 — Date

Noted by:

Dr. Marianne Shalimar G. Del Rosario
Research Instructor

Mitzie Jealine Cuntapay
Research Leader

PATTS COLLEGE OF AERONAUTICS
Research Department

REQUEST FOR STATISTICAL ANALYSIS

December 13, 2023
Date

TO : **Dr. Marianne Shalimar G. Del Rosario**
Research staff (Math and Natural Sciences Department)

SUBJECT : **Request for Statistical Analysis**

RESEARCH : **The Impacts of Flight Cancellations or Delays on Passenger Attitudes for Enhanced Airline Services**

NUMBER OF QUESTIONNAIRES: 25 Questions

STUDENT/S NAME : **Mitzie Jealine Cuntapay**

RESEARCHER/S : **Mitzie Jealine U. Cuntapay, Seanne Bayaua, Christian Jay Candano, Carina Pauline Capa, Maria Krizelle Lao, Angelo Rafaille Luna, Donn Ariel Rodas**

DATE DUE : **December 2023**

REQUESTED BY : **Mitzie Jealine Cuntapay**

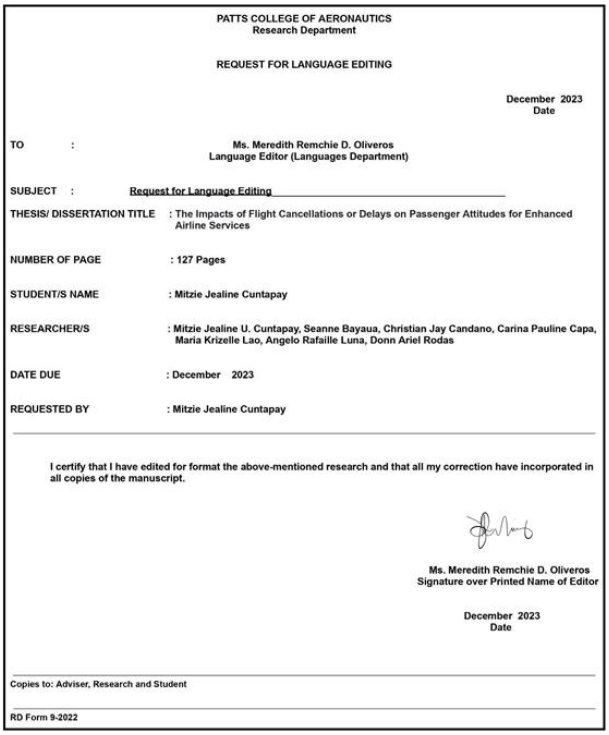
I certify that I have edited for statistical analysis the above-mentioned research and that all my correction have been incorporated in all copies of the manuscript.

Dr. Marianne Shalimar G. Del Rosario
Signature over Printed Name of Statistician

December 2023
Date

Copies to: Adviser, Statistician and Student

RD Form 11-2022



PATTS COLLEGE OF AERONAUTICS
Research Department

REQUEST FOR LANGUAGE EDITING

December 2023
Date

TO : Ms. Meredith Remchie D. Oliveros
Language Editor (Languages Department)

SUBJECT : Request for Language Editing

THESIS/ DISSERTATION TITLE : The Impacts of Flight Cancellations or Delays on Passenger Attitudes for Enhanced Airline Services

NUMBER OF PAGE : 127 Pages

STUDENT/S NAME : Mitzie Jealine Cuntapay

RESEARCHER/S : Mitzie Jealine U. Cuntapay, Seanne Bayaua, Christian Jay Candano, Carina Pauline Capa, Maria Krizelle Lao, Angelo Rafaille Luna, Donn Ariel Rodas

DATE DUE : December 2023

REQUESTED BY : Mitzie Jealine Cuntapay

I certify that I have edited for format the above-mentioned research and that all my correction have incorporated in all copies of the manuscript.

Ms. Meredith Remchie D. Oliveros
Signature over Printed Name of Editor

December 2023
Date

Copies to: Adviser, Research and Student

RD Form 9-2022

Appendix E: Spss Tables

Age

Frequency			Percent	Valid Percent	Cumulative Percent
Valid	Under 18	2	1.28	1.28	1.28
	18-24	137	87.82	87.82	89.10
	25-34	10	6.41	6.41	95.51
	35-44	4	2.56	2.56	98.08
	45-54	3	1.92	1.92	100.00
	Total	156	100.0	100.0	

Gender

Frequency			Percent	Valid Percent	Cumulative Percent
Valid	Male	97	62.18	62.18	62.18
	Female	59	37.82	37.82	100.00
	Total	156	100.0	100.0	

Travel_Frequency

Frequency			Percent	Valid Percent	Cumulative Percent
Valid	rarely	99	63.46	63.46	63.46
	occasionally	43	27.56	27.56	91.03
	frequently	**11**	**7.05**	**7.05**	**98.08**
	very frequently	3	1.92	1.92	100.00
	Total	156	100.0	100.0	

Descriptive Statistics

N		Minimum	Maximum	Mean	Std. Deviation
s1q1	156	1.00	4.00	2.5064	.99351
s1q2	156	1.00	4.00	1.8654	.97111
s1q3	156	1.00	4.00	1.8782	1.00542
s1q4	156	1.00	4.00	2.7244	.71458
s1q5	156	1.00	4.00	2.2628	.98447
s1q6	156	1.00	4.00	2.6987	.83797
s1q7	156	1.00	4.00	2.6859	.90735
s1q8	156	1.00	4.00	2.4167	.89413
s1q9	156	1.00	4.00	2.8141	.82544
SOP1	156	1.11	4.00	2.4281	.65166
Valid N (listwise)	156				

Descriptive Statistics

N		Minimum	Maximum	Mean	Std. Deviation
s2q1	156	1.00	4.00	3.0256	.67153
Valid N (Listwise)	156				

Descriptive Statistics

N		Minimum	Maximum	Mean	Std. Deviation
s2q2	156	1.00	4.00	2.9487	.69834
Valid N (listwise)	156				

Descriptive Statistics

N		Minimum	Maximum	Mean	Std. Deviation
s2q3	156	1.00	4.00	2.8269	.80453
s2q4	156	1.00	4.00	2.6282	.85924
sop2C	156	1.00	4.00	2.7276	.71919
Valid N (listwise)	156				

Descriptive Statistics

N		Minimum	Maximum	Mean	Std. Deviation
s2q5	156	1.00	4.00	2.8782	.78159
Valid N (listwise)	156				

Descriptive Statistics

N		Minimum	Maximum	Mean	Std. Deviation
s3q1	156	1.00	4.00	2.3205	.91572
s3q2	156	1.00	4.00	1.7885	.97060
s3q3	156	1.00	4.00	2.0833	1.02207
s3q4	156	1.00	4.00	2.7179	.91436
s3q5	156	1.00	4.00	2.4808	.86860
s3q6	156	1.00	4.00	1.7821	1.01151
s3q7	156	1.00	4.00	2.3269	.84367
SOP3	156	1.00	4.00	2.2143	.71281
Valid N (listwise)	156				

Multiple Comparisons

						95% Confidence Interval	
			Mean	Std.			
Dependent Variable	(I) age	(J) age	Difference (I-J)	Error	Sig.	Lower Bound	Upper Bound
s1q1 Tukey HSD	Under 18	18-24	.39416	.67466	.977	-1.4686	2.2569
		25-34	1.70000	.73372	.145	-.3258	3.7258
		35-44	1.00000	.82032	.740	-1.2649	3.2649
		45-54	.66667	.86469	.939	-1.7208	3.0541
	18-24	Under 18	-.39416	.67466	.977	-2.2569	1.4686
		25-34	*	.31028	.000	.4492	2.1625

			1.30584				
		35-44	.60584	.48048	.715	-.7208	1.9324
		45-54	.27251	.55283	.988	-1.2539	1.7989
	25-34	Under 18	-1.70000	.73372	.145	-3.7258	.3258

			18-24	* -1.30584	.31028	.000	-2.1625	-.4492
			35-44	-.70000	.56038	.723	-2.2472	.8472
			45-54	-1.03333	.62354	.464	-2.7549	.6883
		35-44	Under 18	-1.00000	.82032	.740	-3.2649	1.2649
			18-24	-.60584	.48048	.715	-1.9324	.7208
			25-34	.70000	.56038	.723	-.8472	2.2472
			45-54	-.33333	.72345	.991	-2.3308	1.6641
		45-54	Under 18	-.66667	.86469	.939	-3.0541	1.7208
			18-24	-.27251	.55283	.988	-1.7989	1.2539
			25-34	1.03333	.62354	.464	-.6883	2.7549
			35-44	.33333	.72345	.991	-1.6641	2.3308
	Scheffe	Under 18	18-24	.39416	.67466	.987	-1.7099	2.4982
			25-34	1.70000	.73372	.257	-.5882	3.9882
			35-44	1.00000	.82032	.829	-1.5583	3.5583
			45-54	.66667	.86469	.963	-2.0300	3.3634
		18-24	Under 18	-.39416	.67466	.987	-2.4982	1.7099
			25-34	* 1.30584	.31028	.002	.3382	2.2735
			35-44	.60584	.48048	.810	-.8926	2.1043
			45-54	.27251	.55283	.993	-1.4516	1.9966
		25-34	Under 18	-1.70000	.73372	.257	-3.9882	.5882

			18-24	* -1.30584	.31028	.002	-2.2735	-.3382
			35-44	-.70000	.56038	.816	-2.4477	1.0477
			45-54	-1.03333	.62354	.602	-2.9780	.9113
		35-44	Under 18	-1.00000	.82032	.829	-3.5583	1.5583
			18-24	-.60584	.48048	.810	-2.1043	.8926
			25-34	.70000	.56038	.816	-1.0477	2.4477
			45-54	-.33333	.72345	.995	-2.5896	1.9229
		45-54	Under 18	-.66667	.86469	.963	-3.3634	2.0300
			18-24	-.27251	.55283	.993	-1.9966	1.4516
			25-34	1.03333	.62354	.602	-.9113	2.9780
			35-44	.33333	.72345	.995	-1.9229	2.5896
s1q2	Tukey HSD	Under 18	18-24	-.96350	.67217	.607	-2.8194	.8924
			25-34	.00000	.73101	1.000	-2.0183	2.0183
			35-44	-.50000	.81729	.973	-2.7566	1.7566
			45-54	-.33333	.86150	.995	-2.7120	2.0453
		18-24	Under 18	.96350	.67217	.607	-.8924	2.8194
			25-34	* .96350	.30913	.018	.1100	1.8170
			35-44	.46350	.47870	.869	-.8582	1.7852
			45-54	.63017	.55080	.783	-.8906	2.1509
		25-34	Under 18	.00000	.73101	1.000	-2.0183	2.0183

			18-24	* -.96350	.30913	.018	-1.8170	-.1100
			35-44	-.50000	.55832	.898	-2.0415	1.0415
			45-54	-.33333	.62124	.983	-2.0486	1.3819
		35-44	Under 18	.50000	.81729	.973	-1.7566	2.7566
			18-24	-.46350	.47870	.869	-1.7852	.8582
			25-34	.50000	.55832	.898	-1.0415	2.0415
			45-54	.16667	.72078	.999	-1.8234	2.1568
		45-54	Under 18	.33333	.86150	.995	-2.0453	2.7120
			18-24	-.63017	.55080	.783	-2.1509	.8906
			25-34	.33333	.62124	.983	-1.3819	2.0486
			35-44	-.16667	.72078	.999	-2.1568	1.8234
	Scheffe	Under 18	18-24	-.96350	.67217	.726	-3.0598	1.1328
			25-34	.00000	.73101	1.000	-2.2798	2.2798
			35-44	-.50000	.81729	.984	-3.0489	2.0489
			45-54	-.33333	.86150	.997	-3.0201	2.3534

		18-24	Under 18	.96350	.67217	.726	-1.1328	3.0598
			25-34	.96350	.30913	.050	-.0006	1.9276
			35-44	.46350	.47870	.919	-1.0294	1.9564
			45-54	.63017	.55080	.859	-1.0876	2.3479
		25-34	Under 18	.00000	.73101	1.000	-2.2798	2.2798
			18-24	-.96350	.30913	.050	-1.9276	.0006

			35-44	**-.50000**	**.55832**	**.938**	**-2.2412**	**1.2412**
			45-54	-.33333	.62124	.990	-2.2708	1.6041
		35-44	Under 18	.50000	.81729	.984	-2.0489	3.0489
			18-24	-.46350	.47870	.919	-1.9564	1.0294
			25-34	.50000	.55832	.938	-1.2412	2.2412
			45-54	.16667	.72078	1.000	-2.0812	2.4146
		45-54	Under 18	.33333	.86150	.997	-2.3534	3.0201
			18-24	-.63017	.55080	.859	-2.3479	1.0876
			25-34	.33333	.62124	.990	-1.6041	2.2708
			35-44	-.16667	.72078	1.000	-2.4146	2.0812
s1q3	Tukey HSD	Under 18	18-24	.02920	.69767	1.000	-1.8971	1.9555
			25-34	1.00000	.75875	.680	-1.0949	3.0949
			35-44	.50000	.84830	.976	-1.8422	2.8422
			45-54	1.00000	.89419	.797	-1.4689	3.4689
		18-24	Under 18	-.02920	.69767	1.000	-1.9555	1.8971
			25-34	* .97080	.32086	.024	.0849	1.8567
			35-44	.47080	.49687	.878	-.9011	1.8427
			45-54	.97080	.57169	.438	-.6077	2.5493
		25-34	Under 18	-1.00000	.75875	.680	-3.0949	1.0949
			18-24	* -.97080	.32086	.024	-1.8567	-.0849
			35-44	-.50000	.57950	.910	-2.1000	1.1000

		45-54		.00000	.64481	1.000	-1.7803	1.7803
		35-44	Under 18	-.50000	.84830	.976	-2.8422	1.8422
			18-24	-.47080	.49687	.878	-1.8427	.9011
			25-34	.50000	.57950	.910	-1.1000	2.1000
			45-54	.50000	.74813	.963	-1.5656	2.5656
		45-54	Under 18	-1.00000	.89419	.797	-3.4689	1.4689
			18-24	-.97080	.57169	.438	-2.5493	.6077
			25-34	.00000	.64481	1.000	-1.7803	1.7803
			35-44	-.50000	.74813	.963	-2.5656	1.5656
	Scheffe	Under 18	18-24	.02920	.69767	1.000	-2.1466	2.2050
			25-34	1.00000	.75875	.784	-1.3663	3.3663
			35-44	.50000	.84830	.986	-2.1456	3.1456
			45-54	1.00000	.89419	.869	-1.7887	3.7887
		18-24	Under 18	-.02920	.69767	1.000	-2.2050	2.1466
			25-34	.97080	.32086	.062	-.0299	1.9715
			35-44	.47080	.49687	.924	-1.0788	2.0204
			45-54	.97080	.57169	.579	-.8121	2.7537
		25-34	Under 18	-1.00000	.75875	.784	-3.3663	1.3663
			18-24	-.97080	.32086	.062	-1.9715	.0299
			35-44	-.50000	.57950	.945	-2.3073	1.3073
			45-54	.00000	.64481	1.000	-2.0110	2.0110
		35-44	Under 18	-.50000	.84830	.986	-3.1456	2.1456

			18-24	-.47080	.49687	.924	-2.0204	1.0788
			25-34	.50000	.57950	.945	-1.3073	2.3073
			45-54	.50000	.74813	.978	-1.8332	2.8332
		45-54	Under 18	-1.00000	.89419	.869	-3.7887	1.7887
			18-24	-.97080	.57169	.579	-2.7537	.8121
			25-34	.00000	.64481	1.000	-2.0110	2.0110
			35-44	-.50000	.74813	.978	-2.8332	1.8332
s1q4	Tukey HSD	Under 18	18-24	.21898	.49607	.992	-1.1507	1.5886
			25-34	.60000	.53949	.800	-.8895	2.0895
			35-44	1.25000	.60317	.238	-.4154	2.9154
			45-54	.66667	.63579	.832	-1.0888	2.4221
		18-24	Under 18	-.21898	.49607	.992	-1.5886	1.1507
			25-34	.38102	.22814	.456	-.2489	1.0109

		35-44	* 1.03102	.35329	.033	.0556	2.0065
		45-54	.44769	.40649	.806	-.6746	1.5700
	25-34	Under 18	-.60000	.53949	.800	-2.0895	.8895
		18-24	-.38102	.22814	.456	-1.0109	.2489
		35-44	.65000	.41204	.514	-.4877	1.7877
		45-54	.06667	.45848	1.000	-1.1992	1.3325
	35-44	Under 18	-1.25000	.60317	.238	-2.9154	.4154
		18-24	* -1.03102	.35329	.033	-2.0065	-.0556

			25-34	-.65000	.41204	.514	-1.7877	.4877
			45-54	-.58333	.53194	.808	-2.0520	.8854
		45-54	Under 18	-.66667	.63579	.832	-2.4221	1.0888
			18-24	-.44769	.40649	.806	-1.5700	.6746
			25-34	-.06667	.45848	1.000	-1.3325	1.1992
			35-44	.58333	.53194	.808	-.8854	2.0520
	Scheffe	Under 18	18-24	.21898	.49607	.995	-1.3281	1.7661
			25-34	.60000	.53949	.871	-1.0825	2.2825
			35-44	1.25000	.60317	.372	-.6311	3.1311
			45-54	.66667	.63579	.894	-1.3162	2.6495
		18-24	Under 18	-.21898	.49607	.995	-1.7661	1.3281
			25-34	.38102	.22814	.595	-.3305	1.0925
			35-44	1.03102	.35329	.080	-.0708	2.1328
			45-54	.44769	.40649	.875	-.8200	1.7154
		25-34	Under 18	-.60000	.53949	.871	-2.2825	1.0825
			18-24	-.38102	.22814	.595	-1.0925	.3305
			35-44	.65000	.41204	.647	-.6350	1.9350
			45-54	.06667	.45848	1.000	-1.3632	1.4965
		35-44	Under 18	-1.25000	.60317	.372	-3.1311	.6311
			18-24	-1.03102	.35329	.080	-2.1328	.0708
			25-34	-.65000	.41204	.647	-1.9350	.6350
			45-54	-.58333	.53194	.877	-2.2423	1.0756

45-54			**Under 18**	**-.66667**	**.63579**	**.894**	**-2.6495**	**1.3162**
			18-24	**-.44769**	**.40649**	**.875**	**-1.7154**	**.8200**
			25-34	**-.06667**	**.45848**	**1.000**	**-1.4965**	**1.3632**
			35-44	**.58333**	**.53194**	**.877**	**-1.0756**	**2.2423**
s1q5	**Tukey HSD**	**Under 18**	**18-24**	**-.35036**	**.68397**	**.986**	**-2.2388**	**1.5381**
			25-34	**.60000**	**.74385**	**.928**	**-1.4538**	**2.6538**
			35-44	**.50000**	**.83165**	**.975**	**-1.7962**	**2.7962**
			45-54	**-.33333**	**.87663**	**.996**	**-2.7537**	**2.0871**
		18-24	**Under 18**	**.35036**	**.68397**	**.986**	**-1.5381**	**2.2388**
			25-34	***.95036**	**.31456**	**.024**	**.0819**	**1.8189**
			35-44	**.85036**	**.48711**	**.409**	**-.4946**	**2.1953**
			45-54	**.01703**	**.56047**	**1.000**	**-1.5304**	**1.5645**

		25-34	Under 18	-.60000	.74385	.928	-2.6538	1.4538
			18-24	* -.95036	.31456	.024	-1.8189	-.0819
			35-44	-.10000	.56812	1.000	-1.6686	1.4686
			45-54	-.93333	.63215	.579	-2.6787	.8120
		35-44	Under 18	-.50000	.83165	.975	-2.7962	1.7962
			18-24	-.85036	.48711	.409	-2.1953	.4946
			25-34	.10000	.56812	1.000	-1.4686	1.6686
			45-54	-.83333	.73344	.787	-2.8584	1.1917
		45-54	Under 18	.33333	.87663	.996	-2.0871	2.7537
			18-24	-.01703	.56047	1.000	-1.5645	1.5304
			25-34	.93333	.63215	.579	-.8120	2.6787
			35-44	.83333	.73344	.787	-1.1917	2.8584
	Scheffe	Under 18	18-24	-.35036	.68397	.992	-2.4835	1.7827
			25-34	.60000	.74385	.957	-1.7198	2.9198
			35-44	.50000	.83165	.985	-2.0936	3.0936
			45-54	-.33333	.87663	.997	-3.0673	2.4006
		18-24	Under 18	.35036	.68397	.992	-1.7827	2.4835
			25-34	.95036	.31456	.063	-.0307	1.9314
			35-44	.85036	.48711	.552	-.6688	2.3695
			45-54	.01703	.56047	1.000	-1.7309	1.7650
		25-34	Under 18	-.60000	.74385	.957	-2.9198	1.7198
			18-24	-.95036	.31456	.063	-1.9314	.0307
			35-44	-.10000	.56812	1.000	-1.8718	1.6718
			45-54	-.93333	.63215	.703	-2.9048	1.0381
		35-44	Under 18	-.50000	.83165	.985	-3.0936	2.0936

			18-24	-.85036	.48711	.552	-2.3695	.6688
			25-34	.10000	.56812	1.000	-1.6718	1.8718
			45-54	-.83333	.73344	.862	-3.1207	1.4540
		45-54	Under 18	.33333	.87663	.997	-2.4006	3.0673
			18-24	-.01703	.56047	1.000	-1.7650	1.7309
			25-34	.93333	.63215	.703	-1.0381	2.9048
35-44				.83333	.73344	.862	-1.4540	3.1207
s1q6	Tukey HSD	Under 18	18-24	1.21168	.55356	.190	-.3167	2.7401
			25-34	* 2.20000	.60202	.003	.5378	3.8622
			35-44	* 2.25000	.67308	.009	.3916	4.1084
			45-54	* 2.00000	.70949	.043	.0411	3.9589
		18-24	Under 18	-1.21168	.55356	.190	-2.7401	.3167
			25-34	* .98832	.25459	.001	.2854	1.6912
			35-44	1.03832	.39423	.069	-.0502	2.1268
			45-54	.78832	.45361	.414	-.4641	2.0407
		25-34	Under 18	* -2.20000	.60202	.003	-3.8622	-.5378
			18-24	* -.98832	.25459	.001	-1.6912	-.2854
			35-44	.05000	.45980	1.000	-1.2195	1.3195
			45-54	-.20000	.51162	.995	-1.6126	1.2126
		35-44	Under 18	* -2.25000	.67308	.009	-4.1084	-.3916

		18-24	-1.03832	.39423	.069	-2.1268	.0502
		25-34	-.05000	.45980	1.000	-1.3195	1.2195
	45-54		-.25000	.59360	.993	-1.8889	1.3889
	45-54	Under 18	* -2.00000	.70949	.043	-3.9589	-.0411
		18-24	-.78832	.45361	.414	-2.0407	.4641
		25-34	.20000	.51162	.995	-1.2126	1.6126
		35-44	.25000	.59360	.993	-1.3889	1.8889
Scheffe	Under 18	18-24	1.21168	.55356	.314	-.5147	2.9381
		25-34	* 2.20000	.60202	.012	.3225	4.0775
		35-44	* 2.25000	.67308	.028	.1509	4.3491
		45-54	2.00000	.70949	.099	-.2127	4.2127
	18-24	Under 18	-1.21168	.55356	.314	-2.9381	.5147
		25-34	* .98832	.25459	.006	.1943	1.7823
		35-44	1.03832	.39423	.145	-.1912	2.2678
		45-54	.78832	.45361	.556	-.6263	2.2030
	25-34	Under 18	* -2.20000	.60202	.012	-4.0775	-.3225
		18-24	* -.98832	.25459	.006	-1.7823	-.1943
		35-44	.05000	.45980	1.000	-1.3840	1.4840
		45-54	-.20000	.51162	.997	-1.7956	1.3956

		35-44	Under 18	* -2.25000	.67308	.028	-4.3491	-.1509
			18-24	-1.03832	.39423	.145	-2.2678	.1912
			25-34	-.05000	.45980	1.000	-1.4840	1.3840
			45-54	-.25000	.59360	.996	-2.1013	1.6013
		45-54	Under 18	-2.00000	.70949	.099	-4.2127	.2127
			18-24	-.78832	.45361	.556	-2.2030	.6263
			25-34	.20000	.51162	.997	-1.3956	1.7956
			35-44	.25000	.59360	.996	-1.6013	2.1013
s1q7	Tukey HSD	Under 18	18-24	1.26277	.62840	.266	-.4723	2.9978
			25-34	* 2.00000	.68341	.032	.1131	3.8869
			35-44	1.50000	.76407	.289	-.6096	3.6096
			45-54	2.00000	.80540	.100	-.2237	4.2237
		18-24	Under 18	-1.26277	.62840	.266	-2.9978	.4723
			25-34	.73723	.28900	.085	-.0607	1.5352
			35-44	.23723	.44753	.984	-.9984	1.4729
			45-54	.73723	.51493	.608	-.6845	2.1590
		25-34	Under 18	* -2.00000	.68341	.032	-3.8869	-.1131
			18-24	-.73723	.28900	.085	-1.5352	.0607
			35-44	-.50000	.52196	.873	-1.9411	.9411
			45-54	.00000	.58079	1.000	-1.6036	1.6036
		35-44	Under 18	-1.50000	.76407	.289	-3.6096	.6096
			18-24	-.23723	.44753	.984	-1.4729	.9984
			25-34	.50000	.52196	.873	-.9411	1.9411
			45-54	.50000	.67385	.946	-1.3605	2.3605

		45-54	Under 18	-2.00000	.80540	.100	-4.2237	.2237
			18-24	-.73723	.51493	.608	-2.1590	.6845
			25-34	.00000	.58079	1.000	-1.6036	1.6036
			35-44	-.50000	.67385	.946	-2.3605	1.3605
	Scheffe	Under 18	18-24	1.26277	.62840	.404	-.6970	3.2226
			25-34	2.00000	.68341	.078	-.1313	4.1313
			35-44	1.50000	.76407	.429	-.8829	3.8829
			45-54	2.00000	.80540	.193	-.5118	4.5118
		18-24	Under 18	-1.26277	.62840	.404	-3.2226	.6970
			25-34	.73723	.28900	.170	-.1641	1.6385
			35-44	.23723	.44753	.991	-1.1585	1.6329
			45-54	.73723	.51493	.727	-.8687	2.3431
		25-34	Under 18	-2.00000	.68341	.078	-4.1313	.1313
			18-24	-.73723	.28900	.170	-1.6385	.1641
			35-44	-.50000	.52196	.922	-2.1278	1.1278
			45-54	.00000	.58079	1.000	-1.8113	1.8113
		35-44	Under 18	-1.50000	.76407	.429	-3.8829	.8829
			18-24	-.23723	.44753	.991	-1.6329	1.1585

			25-34	.50000	.52196	.922	-1.1278	2.1278
			45-54	.50000	.67385	.968	-1.6015	2.6015
		45-54	Under 18	-2.00000	.80540	.193	-4.5118	.5118
			18-24	-.73723	.51493	.727	-2.3431	.8687
			25-34	.00000	.58079	1.000	-1.8113	1.8113
			35-44	-.50000	.67385	.968	-2.6015	1.6015
s1q8	Tukey HSD	Under 18	18-24	-.02555	.60211	1.000	-1.6880	1.6369

			25-34	1.00000	.65482	.547	-.8080	2.8080
			35-44	1.25000	.73211	.433	-.7714	3.2714
			45-54	.50000	.77171	.967	-1.6307	2.6307
		18-24	Under 18	.02555	.60211	1.000	-1.6369	1.6880
			25-34	* 1.02555	.27691	.003	.2610	1.7901
			35-44	* 1.27555	.42881	.028	.0916	2.4595
			45-54	.52555	.49339	.824	-.8367	1.8878
		25-34	Under 18	-1.00000	.65482	.547	-2.8080	.8080
			18-24	* -1.02555	.27691	.003	-1.7901	-.2610
			35-44	.25000	.50012	.987	-1.1309	1.6309
			45-54	-.50000	.55649	.897	-2.0365	1.0365
		35-44	Under 18	-1.25000	.73211	.433	-3.2714	.7714
			18-24	* -1.27555	.42881	.028	-2.4595	-.0916
			25-34	-.25000	.50012	.987	-1.6309	1.1309
			45-54	-.75000	.64566	.773	-2.5327	1.0327
		45-54	Under 18	-.50000	.77171	.967	-2.6307	1.6307
			18-24	-.52555	.49339	.824	-1.8878	.8367
			25-34	.50000	.55649	.897	-1.0365	2.0365
			35-44	.75000	.64566	.773	-1.0327	2.5327
	Scheffe	Under 18	18-24	-.02555	.60211	1.000	-1.9033	1.8522
			25-34	1.00000	.65482	.675	-1.0422	3.0422
			35-44	1.25000	.73211	.574	-1.0332	3.5332

			45-54	.50000	.77171	.981	-1.9067	2.9067
		18-24	Under 18	.02555	.60211	1.000	-1.8522	1.9033
			25-34	* 1.02555	.27691	.010	.1619	1.8892
			35-44	1.27555	.42881	.070	-.0618	2.6129
			45-54	.52555	.49339	.888	-1.0132	2.0643
		25-34	Under 18	-1.00000	.65482	.675	-3.0422	1.0422
			18-24	* -1.02555	.27691	.010	-1.8892	-.1619
			35-44	.25000	.50012	.993	-1.3097	1.8097
			45-54	-.50000	.55649	.937	-2.2355	1.2355
		35-44	Under 18	-1.25000	.73211	.574	-3.5332	1.0332
			18-24	-1.27555	.42881	.070	-2.6129	.0618
			25-34	-.25000	.50012	.993	-1.8097	1.3097
			45-54	-.75000	.64566	.852	-2.7636	1.2636
		45-54	Under 18	-.50000	.77171	.981	-2.9067	1.9067
			18-24	-.52555	.49339	.888	-2.0643	1.0132
			25-34	.50000	.55649	.937	-1.2355	2.2355
			35-44	.75000	.64566	.852	-1.2636	2.7636
s1q9	Tukey HSD	Under 18	18-24	.08759	.55751	1.000	-1.4517	1.6269
			25-34	.90000	.60631	.574	-.7740	2.5740
			35-44	1.00000	.67787	.580	-.8716	2.8716
			45-54	1.33333	.71454	.340	-.6395	3.3062
		18-24	Under 18	-.08759	.55751	1.000	-1.6269	1.4517
			25-34	* .81241	.25640	.016	.1045	1.5203

		35-44	.91241	.39704	.151	-.1838	2.0087
		45-54	1.24574	.45684	.055	-.0156	2.5071
	25-34	Under 18	-.90000	.60631	.574	-2.5740	.7740
		18-24	* -.81241	.25640	.016	-1.5203	-.1045
		35-44	.10000	.46308	1.000	-1.1786	1.3786
		45-54	.43333	.51526	.917	-.9893	1.8560
	35-44	Under 18	-1.00000	.67787	.580	-2.8716	.8716
		18-24	-.91241	.39704	.151	-2.0087	.1838

		25-34	-.10000	.46308	1.000	-1.3786	1.1786
		45-54	.33333	.59783	.981	-1.3173	1.9840
	45-54	Under 18	-1.33333	.71454	.340	-3.3062	.6395
		18-24	-1.24574	.45684	.055	-2.5071	.0156
		25-34	-.43333	.51526	.917	-1.8560	.9893
		35-44	-.33333	.59783	.981	-1.9840	1.3173
Scheffe	Under 18	18-24	.08759	.55751	1.000	-1.6511	1.8263
		25-34	.90000	.60631	.699	-.9909	2.7909
		35-44	1.00000	.67787	.704	-1.1141	3.1141
		45-54	1.33333	.71454	.483	-.8951	3.5618
	18-24	Under 18	-.08759	.55751	1.000	-1.8263	1.6511
		25-34	* .81241	.25640	.044	.0128	1.6120
		35-44	.91241	.39704	.265	-.3258	2.1507
		45-54	1.24574	.45684	.121	-.1790	2.6705
	25-34	Under 18	-.90000	.60631	.699	-2.7909	.9909
		18-24	* -.81241	.25640	.044	-1.6120	-.0128

			35-44	.10000	.46308	1.000	-1.3442	1.5442
			45-54	.43333	.51526	.950	-1.1736	2.0403
		35-44	Under 18	-1.00000	.67787	.704	-3.1141	1.1141
			18-24	-.91241	.39704	.265	-2.1507	.3258
			25-34	-.10000	.46308	1.000	-1.5442	1.3442
		45-54		.33333	.59783	.989	-1.5311	2.1978
		45-54	Under 18	-1.33333	.71454	.483	-3.5618	.8951
			18-24	-1.24574	.45684	.121	-2.6705	.1790
			25-34	-.43333	.51526	.950	-2.0403	1.1736
			35-44	-.33333	.59783	.989	-2.1978	1.5311
SOP1	Tukey HSD	Under 18	18-24	.20722	.43075	.989	-.9821	1.3965
			25-34	1.11111	.46846	.129	-.1823	2.4045
			35-44	.97222	.52375	.346	-.4739	2.4183
			45-54	.83333	.55208	.558	-.6910	2.3576
		18-24	Under 18	-.20722	.43075	.989	-1.3965	.9821
			25-34	* .90389	.19810	.000	.3569	1.4509
			35-44	.76500	.30677	.097	-.0820	1.6120
			45-54	.62612	.35297	.393	-.3484	1.6007
		25-34	Under 18	-1.11111	.46846	.129	-2.4045	.1823
			18-24	* -.90389	.19810	.000	-1.4509	-.3569
			35-44	-.13889	.35779	.995	-1.1268	.8490
			45-54	-.27778	.39811	.957	-1.3770	.8214
		35-44	Under 18	-.97222	.52375	.346	-2.4183	.4739
			18-24	-.76500	.30677	.097	-1.6120	.0820
			25-34	.13889	.35779	.995	-.8490	1.1268

			45-54	-.13889	.46190	.998	-1.4142	1.1364
	45-54		Under 18	-.83333	.55208	.558	-2.3576	.6910
			18-24	-.62612	.35297	.393	-1.6007	.3484
			25-34	.27778	.39811	.957	-.8214	1.3770
			35-44	.13889	.46190	.998	-1.1364	1.4142
	Scheffe	Under 18	18-24	.20722	.43075	.994	-1.1362	1.5506
			25-34	1.11111	.46846	.235	-.3499	2.5721
			35-44	.97222	.52375	.489	-.6612	2.6056
			45-54	.83333	.55208	.685	-.8884	2.5551
		18-24	Under 18	-.20722	.43075	.994	-1.5506	1.1362
			25-34	* .90389	.19810	.001	.2861	1.5217
			35-44	.76500	.30677	.189	-.1917	1.7217
			45-54	.62612	.35297	.536	-.4747	1.7269
		25-34	Under 18	-1.11111	.46846	.235	-2.5721	.3499
			18-24	* -.90389	.19810	.001	-1.5217	-.2861
			35-44	-.13889	.35779	.997	-1.2547	.9769
			45-54	-.27778	.39811	.975	-1.5194	.9638
		35-44	Under 18	-.97222	.52375	.489	-2.6056	.6612
			18-24	-.76500	.30677	.189	-1.7217	.1917
			25-34	.13889	.35779	.997	-.9769	1.2547
			45-54	-.13889	.46190	.999	-1.5794	1.3016
		45-54	Under 18	-.83333	.55208	.685	-2.5551	.8884
			18-24	-.62612	.35297	.536	-1.7269	.4747
			25-34	.27778	.39811	.975	-.9638	1.5194

			35-44	.13889	.46190	.999	-1.3016	1.5794
s2q1	Tukey HSD	Under 18	18-24	.44891	.47794	.881	-.8707	1.7685
			25-34	.80000	.51978	.539	-.6351	2.2351
			35-44	.75000	.58113	.697	-.8545	2.3545
			45-54	.50000	.61256	.925	-1.1913	2.1913
		18-24	Under 18	-.44891	.47794	.881	-1.7685	.8707
			25-34	.35109	.21981	.501	-.2558	.9580
			35-44	.30109	.34038	.902	-.6387	1.2409
			45-54	.05109	.39164	1.000	-1.0302	1.1324
		25-34	Under 18	-.80000	.51978	.539	-2.2351	.6351
			18-24	-.35109	.21981	.501	-.9580	.2558
			35-44	-.05000	.39699	1.000	-1.1461	1.0461
			45-54	-.30000	.44173	.961	-1.5196	.9196
		35-44	Under 18	-.75000	.58113	.697	-2.3545	.8545
			18-24	-.30109	.34038	.902	-1.2409	.6387
			25-34	.05000	.39699	1.000	-1.0461	1.1461
			45-54	-.25000	.51251	.988	-1.6650	1.1650
		45-54	Under 18	-.50000	.61256	.925	-2.1913	1.1913
			18-24	-.05109	.39164	1.000	-1.1324	1.0302
			25-34	.30000	.44173	.961	-.9196	1.5196

	35-44			.25000	.51251	.988	-1.1650	1.6650
	Scheffe	Under 18	18-24	.44891	.47794	.927	-1.0416	1.9395
			25-34	.80000	.51978	.669	-.8210	2.4210
			35-44	.75000	.58113	.797	-1.0624	2.5624
			45-54	.50000	.61256	.955	-1.4104	2.4104
		18-24	Under 18	-.44891	.47794	.927	-1.9395	1.0416

			25-34	.35109	.21981	.636	-.3344	1.0366
			35-44	.30109	.34038	.940	-.7604	1.3626
			45-54	.05109	.39164	1.000	-1.1703	1.2725
		25-34	Under 18	-.80000	.51978	.669	-2.4210	.8210
			18-24	-.35109	.21981	.636	-1.0366	.3344
			35-44	-.05000	.39699	1.000	-1.2881	1.1881
			45-54	-.30000	.44173	.977	-1.6776	1.0776
		35-44	Under 18	-.75000	.58113	.797	-2.5624	1.0624
			18-24	-.30109	.34038	.940	-1.3626	.7604
			25-34	.05000	.39699	1.000	-1.1881	1.2881
			45-54	-.25000	.51251	.993	-1.8484	1.3484
		45-54	Under 18	-.50000	.61256	.955	-2.4104	1.4104
			18-24	-.05109	.39164	1.000	-1.2725	1.1703
			25-34	.30000	.44173	.977	-1.0776	1.6776
			35-44	.25000	.51251	.993	-1.3484	1.8484
s2q2	Tukey HSD	Under 18-24		.00000	.48926	1.000	-1.3508	1.3508

			25-34	.50000	.53208	.881	-.9691	1.9691
			35-44	.75000	.59489	.716	-.8925	2.3925
			45-54	.00000	.62707	1.000	-1.7313	1.7313
		18-24	Under 18	.00000	.48926	1.000	-1.3508	1.3508
			25-34	.50000	.22501	.177	-.1213	1.1213
			35-44	.75000	.34844	.204	-.2120	1.7120
			45-54	.00000	.40091	1.000	-1.1069	1.1069
		25-34	Under 18	-.50000	.53208	.881	-1.9691	.9691
			18-24	-.50000	.22501	.177	-1.1213	.1213
			35-44	.25000	.40639	.972	-.8720	1.3720

		45-54	-.50000	.45218	.803	-1.7485	.7485
	35-44	Under 18	-.75000	.59489	.716	-2.3925	.8925
		18-24	-.75000	.34844	.204	-1.7120	.2120
		25-34	-.25000	.40639	.972	-1.3720	.8720
		45-54	-.75000	.52464	.610	-2.1985	.6985
	45-54	Under 18	.00000	.62707	1.000	-1.7313	1.7313
		18-24	.00000	.40091	1.000	-1.1069	1.1069
		25-34	.50000	.45218	.803	-.7485	1.7485
		35-44	.75000	.52464	.610	-.6985	2.1985
Scheffe	Under 18	18-24	.00000	.48926	1.000	-1.5258	1.5258
		25-34	.50000	.53208	.927	-1.1594	2.1594
		35-44	.75000	.59489	.810	-1.1053	2.6053

	45-54		.00000	.62707	1.000	-1.9556	1.9556
	18-24	Under 18	.00000	.48926	1.000	-1.5258	1.5258
		25-34	.50000	.22501	.299	-.2017	1.2017
		35-44	.75000	.34844	.332	-.3367	1.8367
		45-54	.00000	.40091	1.000	-1.2503	1.2503
	25-34	Under 18	-.50000	.53208	.927	-2.1594	1.1594
		18-24	-.50000	.22501	.299	-1.2017	.2017
		35-44	.25000	.40639	.984	-1.0174	1.5174
		45-54	-.50000	.45218	.874	-1.9102	.9102
	35-44	Under 18	-.75000	.59489	.810	-2.6053	1.1053
		18-24	-.75000	.34844	.332	-1.8367	.3367
		25-34	-.25000	.40639	.984	-1.5174	1.0174
		45-54	-.75000	.52464	.728	-2.3862	.8862
	45-54	Under 18	.00000	.62707	1.000	-1.9556	1.9556

			18-24	.00000	.40091	1.000	-1.2503	1.2503
			25-34	.50000	.45218	.874	-.9102	1.9102
			35-44	.75000	.52464	.728	-.8862	2.3862
s2q3	Tukey HSD	Under 18	18-24	-.36861	.57468	.968	-1.9553	1.2181
			25-34	.00000	.62498	1.000	-1.7256	1.7256
			35-44	.00000	.69875	1.000	-1.9293	1.9293
			45-54	-.16667	.73655	.999	-2.2003	1.8670
		18-24	Under 18	.36861	.57468	.968	-1.2181	1.9553
			25-34	.36861	.26430	.632	-.3611	1.0983
			35-44	.36861	.40927	.896	-.7614	1.4986
			45-54	.20195	.47091	.993	-1.0982	1.5021
		25-34	Under 18	.00000	.62498	1.000	-1.7256	1.7256
			18-24	-.36861	.26430	.632	-1.0983	.3611
			35-44	.00000	.47734	1.000	-1.3179	1.3179
			45-54	-.16667	.53113	.998	-1.6331	1.2998
		35-44	Under 18	.00000	.69875	1.000	-1.9293	1.9293
			18-24	-.36861	.40927	.896	-1.4986	.7614
			25-34	.00000	.47734	1.000	-1.3179	1.3179
			45-54	-.16667	.61624	.999	-1.8681	1.5348
		45-54	Under 18	.16667	.73655	.999	-1.8670	2.2003
			18-24	-.20195	.47091	.993	-1.5021	1.0982
			25-34	.16667	.53113	.998	-1.2998	1.6331
			35-44	.16667	.61624	.999	-1.5348	1.8681
	Scheffe	Under 18	18-24	-.36861	.57468	.981	-2.1609	1.4236
			25-34	.00000	.62498	1.000	-1.9491	1.9491
			35-44	.00000	.69875	1.000	-2.1792	2.1792

			45-54	-.16667	.73655	1.000	-2.4637	2.1304
		18-24	Under 18	.36861	.57468	.981	-1.4236	2.1609
			25-34	.36861	.26430	.746	-.4556	1.1929
			35-44	.36861	.40927	.937	-.9078	1.6450
		45-54		.20195	.47091	.996	-1.2667	1.6706
		25-34	Under 18	.00000	.62498	1.000	-1.9491	1.9491
			18-24	-.36861	.26430	.746	-1.1929	.4556
			35-44	.00000	.47734	1.000	-1.4887	1.4887
			45-54	-.16667	.53113	.999	-1.8231	1.4898
		35-44	Under 18	.00000	.69875	1.000	-2.1792	2.1792
			18-24	-.36861	.40927	.937	-1.6450	.9078
			25-34	.00000	.47734	1.000	-1.4887	1.4887
			45-54	-.16667	.61624	.999	-2.0885	1.7552
		45-54	Under 18	.16667	.73655	1.000	-2.1304	2.4637
			18-24	-.20195	.47091	.996	-1.6706	1.2667
			25-34	.16667	.53113	.999	-1.4898	1.8231
			35-44	.16667	.61624	.999	-1.7552	2.0885
s2q4	Tukey HSD	Under 18	18-24	.84307	.60922	.639	-.8390	2.5251
			25-34	1.20000	.66255	.371	-.6293	3.0293
			35-44	1.00000	.74076	.660	-1.0452	3.0452
			45-54	1.50000	.78083	.311	-.6559	3.6559
		18-24	Under 18	-.84307	.60922	.639	-2.5251	.8390
			25-34	.35693	.28018	.708	-.4167	1.1305
			35-44	.15693	.43387	.996	-1.0410	1.3549
			45-54	.65693	.49922	.682	-.7214	2.0353
		25-34	Under 18	-1.20000	.66255	.371	-3.0293	.6293

		18-24	-.35693	.28018	.708	-1.1305	.4167
		35-44	-.20000	.50603	.995	-1.5972	1.1972
		45-54	.30000	.56306	.984	-1.2546	1.8546
	35-44	Under 18	-1.00000	.74076	.660	-3.0452	1.0452
		18-24	-.15693	.43387	.996	-1.3549	1.0410
		25-34	.20000	.50603	.995	-1.1972	1.5972
		45-54	.50000	.65329	.940	-1.3037	2.3037
	45-54	Under 18	-1.50000	.78083	.311	-3.6559	.6559
		18-24	-.65693	.49922	.682	-2.0353	.7214
		25-34	-.30000	.56306	.984	-1.8546	1.2546
		35-44	-.50000	.65329	.940	-2.3037	1.3037
Scheffe	Under 18	18-24	.84307	.60922	.751	-1.0569	2.7431
		25-34	1.20000	.66255	.514	-.8663	3.2663
		35-44	1.00000	.74076	.768	-1.3102	3.3102
		45-54	1.50000	.78083	.452	-.9352	3.9352
	18-24	Under 18	-.84307	.60922	.751	-2.7431	1.0569
		25-34	.35693	.28018	.804	-.5169	1.2307
		35-44	.15693	.43387	.998	-1.1962	1.5101
		45-54	.65693	.49922	.785	-.9000	2.2138
	25-34	Under 18	-1.20000	.66255	.514	-3.2663	.8663
		18-24	-.35693	.28018	.804	-1.2307	.5169
		35-44	-.20000	.50603	.997	-1.7782	1.3782
		45-54	.30000	.56306	.991	-1.4560	2.0560
	35-44	Under 18	-1.00000	.74076	.768	-3.3102	1.3102
		18-24	-.15693	.43387	.998	-1.5101	1.1962
		25-34	.20000	.50603	.997	-1.3782	1.7782

			45-54	.50000	.65329	.964	-1.5374	2.5374
		45-54	Under 18	-1.50000	.78083	.452	-3.9352	.9352
			18-24	-.65693	.49922	.785	-2.2138	.9000
			25-34	-.30000	.56306	.991	-2.0560	1.4560
			35-44	-.50000	.65329	.964	-2.5374	1.5374
s2q5	Tukey HSD	Under 18	18-24	.05109	.54294	1.000	-1.4480	1.5502
			25-34	.70000	.59046	.760	-.9303	2.3303
			35-44	.50000	.66016	.942	-1.3227	2.3227
			45-54	1.00000	.69587	.605	-.9213	2.9213
		18-24	Under 18	-.05109	.54294	1.000	-1.5502	1.4480
			25-34	.64891	.24970	.076	-.0405	1.3383
			35-44	.44891	.38667	.773	-.6187	1.5165
			45-54	.94891	.44490	.212	-.2795	2.1773
		25-34	Under 18	-.70000	.59046	.760	-2.3303	.9303
			18-24	-.64891	.24970	.076	-1.3383	.0405
			35-44	-.20000	.45097	.992	-1.4451	1.0451
			45-54	.30000	.50180	.975	-1.0855	1.6855
		35-44	Under 18	-.50000	.66016	.942	-2.3227	1.3227

			18-24	-.44891	.38667	.773	-1.5165	.6187
			25-34	.20000	.45097	.992	-1.0451	1.4451
			45-54	.50000	.58220	.911	-1.1075	2.1075
		45-54	Under 18	-1.00000	.69587	.605	-2.9213	.9213
			18-24	-.94891	.44490	.212	-2.1773	.2795
			25-34	-.30000	.50180	.975	-1.6855	1.0855
			35-44	-.50000	.58220	.911	-2.1075	1.1075
	Scheffe	Under 18	18-24	.05109	.54294	1.000	-1.6422	1.7443

			25-34	.70000	.59046	.843	-1.1415	2.5415
			35-44	.50000	.66016	.966	-1.5588	2.5588
			45-54	1.00000	.69587	.724	-1.1702	3.1702
		18-24	Under 18	-.05109	.54294	1.000	-1.7443	1.6422
			25-34	.64891	.24970	.156	-.1298	1.4276
			35-44	.44891	.38667	.853	-.7570	1.6548
			45-54	.94891	.44490	.341	-.4386	2.3364
		25-34	Under 18	-.70000	.59046	.843	-2.5415	1.1415
			18-24	-.64891	.24970	.156	-1.4276	.1298
			35-44	-.20000	.45097	.995	-1.6064	1.2064
			45-54	.30000	.50180	.986	-1.2649	1.8649
		35-44	Under 18	-.50000	.66016	.966	-2.5588	1.5588
			18-24	-.44891	.38667	.853	-1.6548	.7570
			25-34	.20000	.45097	.995	-1.2064	1.6064
		45-54		.50000	.58220	.946	-1.3157	2.3157
		45-54	Under 18	-1.00000	.69587	.724	-3.1702	1.1702
			18-24	-.94891	.44490	.341	-2.3364	.4386
			25-34	-.30000	.50180	.986	-1.8649	1.2649
			35-44	-.50000	.58220	.946	-2.3157	1.3157
SOP2	Tukey HSD	Under 18	18-24	.19489	.40564	.989	-.9251	1.3149
			25-34	.64000	.44115	.596	-.5780	1.8580
			35-44	.60000	.49322	.742	-.7618	1.9618
			45-54	.56667	.51990	.811	-.8688	2.0021
		18-24	Under 18	-.19489	.40564	.989	-1.3149	.9251
			25-34	.44511	.18655	.125	-.0700	.9602
			35-44	.40511	.28889	.627	-.3925	1.2027

		45-54	.37178	.33239	.797	-.5460	1.2895
	25-34	Under 18	-.64000	.44115	.596	-1.8580	.5780
		18-24	-.44511	.18655	.125	-.9602	.0700
		35-44	-.04000	.33693	1.000	-.9703	.8903
		45-54	-.07333	.37490	1.000	-1.1084	.9618
	35-44	Under 18	-.60000	.49322	.742	-1.9618	.7618
		18-24	-.40511	.28889	.627	-1.2027	.3925
		25-34	.04000	.33693	1.000	-.8903	.9703
		45-54	-.03333	.43498	1.000	-1.2343	1.1676
	45-54	Under 18	-.56667	.51990	.811	-2.0021	.8688

		18-24	-.37178	.33239	.797	-1.2895	.5460
		25-34	.07333	.37490	1.000	-.9618	1.1084
		35-44	.03333	.43498	1.000	-1.1676	1.2343
Scheffe	Under 18	18-24	.19489	.40564	.994	-1.0702	1.4600
		25-34	.64000	.44115	.717	-.7358	2.0158
		35-44	.60000	.49322	.830	-.9382	2.1382
		45-54	.56667	.51990	.880	-1.0547	2.1881
	18-24	Under 18	-.19489	.40564	.994	-1.4600	1.0702
		25-34	.44511	.18655	.229	-.1367	1.0269
		35-44	.40511	.28889	.742	-.4958	1.3061
		45-54	.37178	.33239	.869	-.6649	1.4084
	25-34	Under 18	-.64000	.44115	.717	-2.0158	.7358
		18-24	-.44511	.18655	.229	-1.0269	.1367
		35-44	-.04000	.33693	1.000	-1.0908	1.0108
		45-54	-.07333	.37490	1.000	-1.2425	1.0959
	35-44	Under 18	-.60000	.49322	.830	-2.1382	.9382

			18-24	-.40511	.28889	.742	-1.3061	.4958
			25-34	.04000	.33693	1.000	-1.0108	1.0908
			45-54	-.03333	.43498	1.000	-1.3899	1.3232
		45-54	Under 18	-.56667	.51990	.880	-2.1881	1.0547
			18-24	-.37178	.33239	.869	-1.4084	.6649
			25-34	.07333	.37490	1.000	-1.0959	1.2425
35-44				.03333	.43498	1.000	-1.3232	1.3899
s3q1	Tukey HSD	Under 18	18-24	.12044	.64833	1.000	-1.6696	1.9105
			25-34	.70000	.70508	.858	-1.2467	2.6467
			35-44	.75000	.78830	.876	-1.4265	2.9265
			45-54	.50000	.83094	.975	-1.7943	2.7943
		18-24	Under 18	-.12044	.64833	1.000	-1.9105	1.6696
			25-34	.57956	.29817	.299	-.2437	1.4028
			35-44	.62956	.46172	.652	-.6453	1.9044
			45-54	.37956	.53126	.953	-1.0873	1.8464
		25-34	Under 18	-.70000	.70508	.858	-2.6467	1.2467
			18-24	-.57956	.29817	.299	-1.4028	.2437
			35-44	.05000	.53851	1.000	-1.4368	1.5368
			45-54	-.20000	.59920	.997	-1.8544	1.4544
		35-44	Under 18	-.75000	.78830	.876	-2.9265	1.4265
			18-24	-.62956	.46172	.652	-1.9044	.6453
			25-34	-.05000	.53851	1.000	-1.5368	1.4368
			45-54	-.25000	.69522	.996	-2.1695	1.6695
		45-54	Under 18	-.50000	.83094	.975	-2.7943	1.7943
			18-24	-.37956	.53126	.953	-1.8464	1.0873
			25-34	.20000	.59920	.997	-1.4544	1.8544

			35-44	.25000	.69522	.996	-1.6695	2.1695
	Scheffe	Under 18	18-24	.12044	.64833	1.000	-1.9015	2.1424
			25-34	.70000	.70508	.911	-1.4989	2.8989
			35-44	.75000	.78830	.923	-1.7085	3.2085
			45-54	.50000	.83094	.985	-2.0915	3.0915
		18-24	Under 18	-.12044	.64833	1.000	-2.1424	1.9015
			25-34	.57956	.29817	.440	-.3503	1.5095
			35-44	.62956	.46172	.761	-.8104	2.0695
			45-54	.37956	.53126	.972	-1.2773	2.0364
		25-34	Under 18	-.70000	.70508	.911	-2.8989	1.4989
			18-24	-.57956	.29817	.440	-1.5095	.3503
			35-44	.05000	.53851	1.000	-1.6295	1.7295
			45-54	-.20000	.59920	.998	-2.0687	1.6687
		35-44	Under 18	-.75000	.78830	.923	-3.2085	1.7085
			18-24	-.62956	.46172	.761	-2.0695	.8104
			25-34	-.05000	.53851	1.000	-1.7295	1.6295
			45-54	-.25000	.69522	.998	-2.4182	1.9182
		45-54	Under 18	-.50000	.83094	.985	-3.0915	2.0915
			18-24	-.37956	.53126	.972	-2.0364	1.2773
			25-34	.20000	.59920	.998	-1.6687	2.0687
			35-44	.25000	.69522	.998	-1.9182	2.4182
s3q2	Tukey HSD	Under 18	18-24	.16058	.69066	.999	-1.7463	2.0675
			25-34	.70000	.75112	.884	-1.3738	2.7738
			35-44	.75000	.83977	.899	-1.5686	3.0686
			45-54	.33333	.88520	.996	-2.1107	2.7774
		18-24	Under 18	-.16058	.69066	.999	-2.0675	1.7463

		25-34	.53942	.31764	.438	-.3376	1.4164
		35-44	.58942	.49187	.752	-.7686	1.9475
		45-54	.17275	.56594	.998	-1.3898	1.7353
	25-34	Under 18	-.70000	.75112	.884	-2.7738	1.3738
		18-24	-.53942	.31764	.438	-1.4164	.3376
		35-44	.05000	.57367	1.000	-1.5339	1.6339
		45-54	-.36667	.63833	.979	-2.1291	1.3958
	35-44	Under 18	-.75000	.83977	.899	-3.0686	1.5686
		18-24	-.58942	.49187	.752	-1.9475	.7686
		25-34	-.05000	.57367	1.000	-1.6339	1.5339
		45-54	-.41667	.74061	.980	-2.4615	1.6282
	45-54	Under 18	-.33333	.88520	.996	-2.7774	2.1107
		18-24	-.17275	.56594	.998	-1.7353	1.3898
		25-34	.36667	.63833	.979	-1.3958	2.1291
		35-44	.41667	.74061	.980	-1.6282	2.4615
Scheffe	Under 18	18-24	.16058	.69066	1.000	-1.9934	2.3145
		25-34	.70000	.75112	.929	-1.6425	3.0425
		35-44	.75000	.83977	.938	-1.8690	3.3690
		45-54	.33333	.88520	.998	-2.4273	3.0940
	18-24	Under 18	-.16058	.69066	1.000	-2.3145	1.9934

		25-34	.53942	.31764	.579	-.4512	1.5300
		35-44	.58942	.49187	.837	-.9446	2.1234
		45-54	.17275	.56594	.999	-1.5923	1.9378
	25-34	Under 18	-.70000	.75112	.929	-3.0425	1.6425
		18-24	-.53942	.31764	.579	-1.5300	.4512
		35-44	.05000	.57367	1.000	-1.7391	1.8391

			45-54	-.36667	.63833	.988	-2.3574	1.6241
		35-44	Under 18	-.75000	.83977	.938	-3.3690	1.8690
			18-24	-.58942	.49187	.837	-2.1234	.9446
			25-34	-.05000	.57367	1.000	-1.8391	1.7391
			45-54	-.41667	.74061	.989	-2.7264	1.8931
		45-54	Under 18	-.33333	.88520	.998	-3.0940	2.4273
			18-24	-.17275	.56594	.999	-1.9378	1.5923
			25-34	.36667	.63833	.988	-1.6241	2.3574
			35-44	.41667	.74061	.989	-1.8931	2.7264
s3q3	Tukey HSD	Under 18	18-24	.36131	.72483	.987	-1.6400	2.3626
			25-34	.80000	.78828	.848	-1.3765	2.9765
			35-44	1.25000	.88132	.617	-1.1833	3.6833
			45-54	.83333	.92900	.898	-1.7316	3.3983
		18-24	Under 18	-.36131	.72483	.987	-2.3626	1.6400
			25-34	.43869	.33335	.682	-.4817	1.3591
			35-44	.88869	.51621	.424	-.5366	2.3139

		45-54		.47202	.59395	.932	-1.1679	2.1119
		25-34	Under 18	-.80000	.78828	.848	-2.9765	1.3765
			18-24	-.43869	.33335	.682	-1.3591	.4817
			35-44	.45000	.60206	.945	-1.2123	2.1123
			45-54	.03333	.66991	1.000	-1.8163	1.8830
		35-44	Under 18	-1.25000	.88132	.617	-3.6833	1.1833
			18-24	-.88869	.51621	.424	-2.3139	.5366
			25-34	-.45000	.60206	.945	-2.1123	1.2123
			45-54	-.41667	.77725	.983	-2.5627	1.7293
		45-54	Under 18	-.83333	.92900	.898	-3.3983	1.7316

				18-24	-.47202	.59395	.932	-2.1119	1.1679
				25-34	-.03333	.66991	1.000	-1.8830	1.8163
				35-44	.41667	.77725	.983	-1.7293	2.5627
		Scheffe	Under 18	18-24	.36131	.72483	.993	-1.8992	2.6218
				25-34	.80000	.78828	.905	-1.6584	3.2584
				35-44	1.25000	.88132	.734	-1.4986	3.9986
				45-54	.83333	.92900	.937	-2.0639	3.7306
			18-24	Under 18	-.36131	.72483	.993	-2.6218	1.8992
				25-34	.43869	.33335	.785	-.6009	1.4783
				35-44	.88869	.51621	.565	-.7212	2.4986
				45-54	.47202	.59395	.959	-1.3803	2.3244
			25-34	Under 18	-.80000	.78828	.905	-3.2584	1.6584

				18-24	-.43869	.33335	.785	-1.4783	.6009
				35-44	.45000	.60206	.967	-1.4276	2.3276
				45-54	.03333	.66991	1.000	-2.0559	2.1226
			35-44	Under 18	-1.25000	.88132	.734	-3.9986	1.4986
				18-24	-.88869	.51621	.565	-2.4986	.7212
				25-34	-.45000	.60206	.967	-2.3276	1.4276
				45-54	-.41667	.77725	.991	-2.8407	2.0073
			45-54	Under 18	-.83333	.92900	.937	-3.7306	2.0639
				18-24	-.47202	.59395	.959	-2.3244	1.3803
				25-34	-.03333	.66991	1.000	-2.1226	2.0559
				35-44	.41667	.77725	.991	-2.0073	2.8407
s3q4		Tukey HSD	Under 18	18-24	-.30292	.63739	.989	-2.0628	1.4569
				25-34	.50000	.69319	.951	-1.4139	2.4139
				35-44	.25000	.77501	.998	-1.8898	2.3898

		45-54	.50000	.81693	.973	-1.7556	2.7556
	18-24	Under 18	.30292	.63739	.989	-1.4569	2.0628
		25-34	.80292	.29314	.053	-.0064	1.6123
		35-44	.55292	.45394	.741	-.7004	1.8062
		45-54	.80292	.52230	.540	-.6392	2.2450
	25-34	Under 18	-.50000	.69319	.951	-2.4139	1.4139
		18-24	-.80292	.29314	.053	-1.6123	.0064
		35-44	-.25000	.52943	.990	-1.7118	1.2118
		45-54	.00000	.58910	1.000	-1.6265	1.6265
	35-44	Under 18	-.25000	.77501	.998	-2.3898	1.8898
		18-24	-.55292	.45394	.741	-1.8062	.7004
		25-34	.25000	.52943	.990	-1.2118	1.7118
		45-54	.25000	.68349	.996	-1.6371	2.1371
45-54		Under 18	-.50000	.81693	.973	-2.7556	1.7556
		18-24	-.80292	.52230	.540	-2.2450	.6392
		25-34	.00000	.58910	1.000	-1.6265	1.6265
		35-44	-.25000	.68349	.996	-2.1371	1.6371
Scheffe	Under 18	18-24	-.30292	.63739	.994	-2.2908	1.6849
		25-34	.50000	.69319	.971	-1.6618	2.6618
		35-44	.25000	.77501	.999	-2.1670	2.6670
		45-54	.50000	.81693	.984	-2.0478	3.0478
	18-24	Under 18	.30292	.63739	.994	-1.6849	2.2908
		25-34	.80292	.29314	.118	-.1113	1.7171
		35-44	.55292	.45394	.829	-.8628	1.9686
		45-54	.80292	.52230	.670	-.8260	2.4318
	25-34	Under 18	-.50000	.69319	.971	-2.6618	1.6618

			18-24	-.80292	.29314	.118	-1.7171	.1113
			35-44	-.25000	.52943	.994	-1.9011	1.4011
			45-54	.00000	.58910	1.000	-1.8372	1.8372
		35-44	Under 18	-.25000	.77501	.999	-2.6670	2.1670
			18-24	-.55292	.45394	.829	-1.9686	.8628
			25-34	.25000	.52943	.994	-1.4011	1.9011
			45-54	.25000	.68349	.998	-1.8816	2.3816
		45-54	Under 18	-.50000	.81693	.984	-3.0478	2.0478
			18-24	-.80292	.52230	.670	-2.4318	.8260
			25-34	.00000	.58910	1.000	-1.8372	1.8372
			35-44	-.25000	.68349	.998	-2.3816	1.8816
s3q5	Tukey HSD	Under 18	18-24	-.56934	.60220	.879	-2.2320	1.0933
			25-34	.20000	.65491	.998	-1.6082	2.0082
			35-44	.25000	.73221	.997	-1.7716	2.2716
			45-54	.00000	.77182	1.000	-2.1310	2.1310
		18-24	Under 18	.56934	.60220	.879	-1.0933	2.2320
			25-34	* .76934	.27695	.048	.0047	1.5340
			35-44	.81934	.42887	.316	-.3648	2.0035
			45-54	.56934	.49346	.777	-.7931	1.9318
		25-34	Under 18	-.20000	.65491	.998	-2.0082	1.6082
			18-24	* -.76934	.27695	.048	-1.5340	-.0047
			35-44	.05000	.50019	1.000	-1.3310	1.4310
			45-54	-.20000	.55657	.996	-1.7367	1.3367
		35-44	Under 18	-.25000	.73221	.997	-2.2716	1.7716

		18-24	-.81934	.42887	.316	-2.0035	.3648
		25-34	-.05000	.50019	1.000	-1.4310	1.3310
		45-54	-.25000	.64575	.995	-2.0329	1.5329
	45-54	Under 18	.00000	.77182	1.000	-2.1310	2.1310
		18-24	-.56934	.49346	.777	-1.9318	.7931
		25-34	.20000	.55657	.996	-1.3367	1.7367
		35-44	.25000	.64575	.995	-1.5329	2.0329
Scheffe	Under 18	18-24	-.56934	.60220	.925	-2.4474	1.3087
		25-34	.20000	.65491	.999	-1.8425	2.2425
		35-44	.25000	.73221	.998	-2.0335	2.5335
		45-54	.00000	.77182	1.000	-2.4071	2.4071
	18-24	Under 18	.56934	.60220	.925	-1.3087	2.4474
		25-34	.76934	.27695	.108	-.0944	1.6331
		35-44	.81934	.42887	.458	-.5182	2.1569
		45-54	.56934	.49346	.856	-.9696	2.1083
	25-34	Under 18	-.20000	.65491	.999	-2.2425	1.8425
		18-24	-.76934	.27695	.108	-1.6331	.0944
		35-44	.05000	.50019	1.000	-1.5100	1.6100
		45-54	-.20000	.55657	.998	-1.9358	1.5358
	35-44	Under 18	-.25000	.73221	.998	-2.5335	2.0335
		18-24	-.81934	.42887	.458	-2.1569	.5182
		25-34	-.05000	.50019	1.000	-1.6100	1.5100
	45-54		-.25000	.64575	.997	-2.2639	1.7639
	45-54	Under 18	.00000	.77182	1.000	-2.4071	2.4071
		18-24	-.56934	.49346	.856	-2.1083	.9696
		25-34	.20000	.55657	.998	-1.5358	1.9358

			35-44	.25000	.64575	.997	-1.7639	2.2639
s3q6	Tukey HSD	Under 18	18-24	.15328	.71483	1.000	-1.8204	2.1270
			25-34	.90000	.77741	.775	-1.2464	3.0464
			35-44	.75000	.86917	.910	-1.6498	3.1498
			45-54	.33333	.91618	.996	-2.1963	2.8629
		18-24	Under 18	-.15328	.71483	1.000	-2.1270	1.8204
			25-34	.74672	.32875	.160	-.1610	1.6544
			35-44	.59672	.50909	.767	-.8089	2.0023
			45-54	.18005	.58575	.998	-1.4372	1.7973
		25-34	Under 18	-.90000	.77741	.775	-3.0464	1.2464
			18-24	-.74672	.32875	.160	-1.6544	.1610
			35-44	-.15000	.59375	.999	-1.7894	1.4894
			45-54	-.56667	.66067	.912	-2.3908	1.2575
		35-44	Under 18	-.75000	.86917	.910	-3.1498	1.6498
			18-24	-.59672	.50909	.767	-2.0023	.8089
			25-34	.15000	.59375	.999	-1.4894	1.7894
			45-54	-.41667	.76653	.983	-2.5331	1.6997
		45-54	Under 18	-.33333	.91618	.996	-2.8629	2.1963
			18-24	-.18005	.58575	.998	-1.7973	1.4372
			25-34	.56667	.66067	.912	-1.2575	2.3908
			35-44	.41667	.76653	.983	-1.6997	2.5331
	Scheffe	Under 18	18-24	.15328	.71483	1.000	-2.0761	2.3826
			25-34	.90000	.77741	.854	-1.5245	3.3245
			35-44	.75000	.86917	.945	-1.9607	3.4607
			45-54	.33333	.91618	.998	-2.5240	3.1906
		18-24	Under 18	-.15328	.71483	1.000	-2.3826	2.0761

			25-34	.74672	.32875	.277	-.2786	1.7720
			35-44	.59672	.50909	.848	-.9910	2.1844
			45-54	.18005	.58575	.999	-1.6467	2.0068
		25-34	Under 18	-.90000	.77741	.854	-3.3245	1.5245
			18-24	-.74672	.32875	.277	-1.7720	.2786
			35-44	-.15000	.59375	.999	-2.0017	1.7017
			45-54	-.56667	.66067	.946	-2.6271	1.4938
		35-44	Under 18	-.75000	.86917	.945	-3.4607	1.9607
			18-24	-.59672	.50909	.848	-2.1844	.9910
			25-34	.15000	.59375	.999	-1.7017	2.0017
			45-54	-.41667	.76653	.990	-2.8073	1.9739
		45-54	Under 18	-.33333	.91618	.998	-3.1906	2.5240
			18-24	-.18005	.58575	.999	-2.0068	1.6467
			25-34	.56667	.66067	.946	-1.4938	2.6271
35-44				.41667	.76653	.990	-1.9739	2.8073
s3q7	Tukey HSD	Under 18	18-24	.08394	.57652	1.000	-1.5079	1.6757
			25-34	.90000	.62699	.606	-.8311	2.6311
			35-44	1.25000	.70100	.387	-.6855	3.1855
			45-54	.50000	.73892	.961	-1.5402	2.5402
		18-24	Under 18	-.08394	.57652	1.000	-1.6757	1.5079
			25-34	* .81606	.26515	.021	.0840	1.5481
			35-44	* 1.16606	.41059	.040	.0324	2.2997
			45-54	.41606	.47242	.904	-.8883	1.7204
		25-34	Under 18	-.90000	.62699	.606	-2.6311	.8311

		18-24	* -.81606	.26515	.021	-1.5481	-.0840
		35-44	.35000	.47887	.949	-.9722	1.6722
		45-54	-.40000	.53284	.944	-1.8712	1.0712
	35-44	Under 18	-1.25000	.70100	.387	-3.1855	.6855
		18-24	* -1.16606	.41059	.040	-2.2997	-.0324
		25-34	-.35000	.47887	.949	-1.6722	.9722
		45-54	-.75000	.61822	.744	-2.4569	.9569
	45-54	Under 18	-.50000	.73892	.961	-2.5402	1.5402
		18-24	-.41606	.47242	.904	-1.7204	.8883
		25-34	.40000	.53284	.944	-1.0712	1.8712
		35-44	.75000	.61822	.744	-.9569	2.4569
Scheffe	Under 18	18-24	.08394	.57652	1.000	-1.7141	1.8819
		25-34	.90000	.62699	.725	-1.0554	2.8554
		35-44	1.25000	.70100	.530	-.9362	3.4362
		45-54	.50000	.73892	.977	-1.8045	2.8045
	18-24	Under 18	-.08394	.57652	1.000	-1.8819	1.7141
		25-34	.81606	.26515	.055	-.0108	1.6430
		35-44	1.16606	.41059	.095	-.1144	2.4466
		45-54	.41606	.47242	.941	-1.0573	1.8894
	25-34	Under 18	-.90000	.62699	.725	-2.8554	1.0554
		18-24	-.81606	.26515	.055	-1.6430	.0108
		35-44	.35000	.47887	.970	-1.1435	1.8435
		45-54	-.40000	.53284	.967	-2.0618	1.2618
	35-44	Under 18	-1.25000	.70100	.530	-3.4362	.9362

		18-24	-1.16606	.41059	.095	-2.4466	.1144
		25-34	-.35000	.47887	.970	-1.8435	1.1435
		45-54	-.75000	.61822	.831	-2.6780	1.1780
	45-54	Under 18	-.50000	.73892	.977	-2.8045	1.8045
		18-24	-.41606	.47242	.941	-1.8894	1.0573
		25-34	.40000	.53284	.967	-1.2618	2.0618
		35-44	.75000	.61822	.831	-1.1780	2.6780
SOP3	Tukey HSD	Under 18	18-24	.00104	.49265	1.000	-1.3592	1.3613
			25-34	.67143	.53577	.720	-.8079	2.1507
			35-44	.75000	.59901	.721	-.9039	2.4039
			45-54	.42857	.63141	.961	-1.3148	2.1719
		18-24	Under 18	-.00104	.49265	1.000	-1.3613	1.3592
			25-34	* .67039	.22657	.029	.0448	1.2960
			35-44	.74896	.35085	.211	-.2198	1.7177
			45-54	.42753	.40369	.827	-.6871	1.5421
		25-34	Under 18	-.67143	.53577	.720	-2.1507	.8079
			18-24	* -.67039	.22657	.029	-1.2960	-.0448
			35-44	.07857	.40920	1.000	-1.0512	1.2084
			45-54	-.24286	.45532	.984	-1.5000	1.0143
		35-44	Under 18	-.75000	.59901	.721	-2.4039	.9039
			18-24	-.74896	.35085	.211	-1.7177	.2198
			25-34	-.07857	.40920	1.000	-1.2084	1.0512
			45-54	-.32143	.52828	.974	-1.7800	1.1372
		45-54	Under 18	-.42857	.63141	.961	-2.1719	1.3148

			18-24	-.42753	.40369	.827	-1.5421	.6871
			25-34	.24286	.45532	.984	-1.0143	1.5000
			35-44	.32143	.52828	.974	-1.1372	1.7800
	Scheffe	Under 18	18-24	.00104	.49265	1.000	-1.5354	1.5375
			25-34	.67143	.53577	.814	-.9995	2.3423
			35-44	.75000	.59901	.814	-1.1181	2.6181
			45-54	.42857	.63141	.977	-1.5406	2.3978
		18-24	Under 18	-.00104	.49265	1.000	-1.5375	1.5354
			25-34	.67039	.22657	.073	-.0362	1.3770
			35-44	.74896	.35085	.340	-.3452	1.8432
			45-54	.42753	.40369	.890	-.8315	1.6865
		25-34	Under 18	-.67143	.53577	.814	-2.3423	.9995
			18-24	-.67039	.22657	.073	-1.3770	.0362
			35-44	.07857	.40920	1.000	-1.1976	1.3548
			45-54	-.24286	.45532	.991	-1.6629	1.1771
		35-44	Under 18	-.75000	.59901	.814	-2.6181	1.1181
			18-24	-.74896	.35085	.340	-1.8432	.3452
			25-34	-.07857	.40920	1.000	-1.3548	1.1976
			45-54	-.32143	.52828	.985	-1.9690	1.3261
		45-54	Under 18	-.42857	.63141	.977	-2.3978	1.5406
			18-24	-.42753	.40369	.890	-1.6865	.8315
			25-34	.24286	.45532	.991	-1.1771	1.6629
			35-44	.32143	.52828	.985	-1.3261	1.9690
s5q1	Tukey HSD	Under 18	18-24	.17153	.37691	.991	-.8691	1.2122
			25-34	.40000	.40991	.866	-.7318	1.5318
			35-44	.50000	.45829	.811	-.7653	1.7653

	45-54		-.16667	.48308	.997	-1.5005	1.1671
	18-24	Under 18	-.17153	.37691	.991	-1.2122	.8691
		25-34	.22847	.17334	.680	-.2501	.7071
		35-44	.32847	.26843	.738	-.4127	1.0696
		45-54	-.33820	.30885	.809	-1.1909	.5145
	25-34	Under 18	-.40000	.40991	.866	-1.5318	.7318
		18-24	-.22847	.17334	.680	-.7071	.2501
		35-44	.10000	.31307	.998	-.7644	.9644
		45-54	-.56667	.34835	.483	-1.5285	.3951
	35-44	Under 18	-.50000	.45829	.811	-1.7653	.7653
		18-24	-.32847	.26843	.738	-1.0696	.4127
		25-34	-.10000	.31307	.998	-.9644	.7644
		45-54	-.66667	.40417	.468	-1.7826	.4493
	45-54	Under 18	.16667	.48308	.997	-1.1671	1.5005
		18-24	.33820	.30885	.809	-.5145	1.1909
		25-34	.56667	.34835	.483	-.3951	1.5285
		35-44	.66667	.40417	.468	-.4493	1.7826
Scheffe	Under 18	18-24	.17153	.37691	.995	-1.0039	1.3470
		25-34	.40000	.40991	.916	-.8784	1.6784
		35-44	.50000	.45829	.879	-.9293	1.9293
		45-54	-.16667	.48308	.998	-1.6732	1.3399
	18-24	Under 18	-.17153	.37691	.995	-1.3470	1.0039
		25-34	.22847	.17334	.784	-.3121	.7691
		35-44	.32847	.26843	.827	-.5087	1.1656
		45-54	-.33820	.30885	.878	-1.3014	.6250
	25-34	Under 18	-.40000	.40991	.916	-1.6784	.8784

			18-24	-.22847	.17334	.784	-.7691	.3121
			35-44	.10000	.31307	.999	-.8764	1.0764
			45-54	-.56667	.34835	.620	-1.6531	.5197
		35-44	Under 18	-.50000	.45829	.879	-1.9293	.9293
			18-24	-.32847	.26843	.827	-1.1656	.5087
			25-34	-.10000	.31307	.999	-1.0764	.8764
			45-54	-.66667	.40417	.607	-1.9272	.5938
		45-54	Under 18	.16667	.48308	.998	-1.3399	1.6732
			18-24	.33820	.30885	.878	-.6250	1.3014
			25-34	.56667	.34835	.620	-.5197	1.6531
			35-44	.66667	.40417	.607	-.5938	1.9272
s5q2	Tukey HSD	Under 18	18-24	.72263	.38350	.330	-.3362	1.7815
			25-34	.90000	.41707	.202	-.2515	2.0515
			35-44	.75000	.46630	.494	-.5375	2.0375
			45-54	.33333	.49152	.961	-1.0238	1.6904
		18-24	Under 18	-.72263	.38350	.330	-1.7815	.3362
			25-34	.17737	.17637	.852	-.3096	.6643
			35-44	.02737	.27312	1.000	-.7267	.7815

		45-54		-.38929	.31425	.729	-1.2569	.4784
		25-34	Under 18	-.90000	.41707	.202	-2.0515	.2515
			18-24	-.17737	.17637	.852	-.6643	.3096
			35-44	-.15000	.31854	.990	-1.0295	.7295
			45-54	-.56667	.35444	.501	-1.5453	.4119
		35-44	Under 18	-.75000	.46630	.494	-2.0375	.5375
			18-24	-.02737	.27312	1.000	-.7815	.7267
			25-34	.15000	.31854	.990	-.7295	1.0295

			45-54	-.41667	.41124	.849	-1.5521	.7188
		45-54	Under 18	-.33333	.49152	.961	-1.6904	1.0238
			18-24	.38929	.31425	.729	-.4784	1.2569
			25-34	.56667	.35444	.501	-.4119	1.5453
			35-44	.41667	.41124	.849	-.7188	1.5521
	Scheffe	Under 18	18-24	.72263	.38350	.473	-.4734	1.9186
			25-34	.90000	.41707	.329	-.4007	2.2007
			35-44	.75000	.46630	.630	-.7042	2.2042
			45-54	.33333	.49152	.977	-1.1996	1.8662
		18-24	Under 18	-.72263	.38350	.473	-1.9186	.4734
			25-34	.17737	.17637	.908	-.3727	.7274
			35-44	.02737	.27312	1.000	-.8244	.8791
			45-54	-.38929	.31425	.820	-1.3693	.5908
		25-34	Under 18	-.90000	.41707	.329	-2.2007	.4007
			18-24	-.17737	.17637	.908	-.7274	.3727
			35-44	-.15000	.31854	.994	-1.1434	.8434
			45-54	-.56667	.35444	.635	-1.6721	.5387
		35-44	Under 18	-.75000	.46630	.630	-2.2042	.7042
			18-24	-.02737	.27312	1.000	-.8791	.8244
			25-34	.15000	.31854	.994	-.8434	1.1434
			45-54	-.41667	.41124	.905	-1.6992	.8659
		45-54	Under 18	-.33333	.49152	.977	-1.8662	1.1996
			18-24	.38929	.31425	.820	-.5908	1.3693
			25-34	.56667	.35444	.635	-.5387	1.6721
			35-44	.41667	.41124	.905	-.8659	1.6992
s5q3	Tukey HSD	Under 18	18-24	-.30657	.41854	.949	-1.4622	.8490

		25-34	-.20000	.45517	.992	-1.4567	1.0567
		35-44	-.25000	.50890	.988	-1.6551	1.1551
		45-54	-.66667	.53643	.726	-2.1477	.8144
	18-24	Under 18	.30657	.41854	.949	-.8490	1.4622
		25-34	.10657	.19249	.981	-.4249	.6380
		35-44	.05657	.29807	1.000	-.7664	.8795
		45-54	-.36010	.34296	.832	-1.3070	.5868
	25-34	Under 18	.20000	.45517	.992	-1.0567	1.4567
		18-24	-.10657	.19249	.981	-.6380	.4249
		35-44	-.05000	.34764	1.000	-1.0099	.9099
	45-54		-.46667	.38682	.748	-1.5347	.6014
	35-44	Under 18	.25000	.50890	.988	-1.1551	1.6551
		18-24	-.05657	.29807	1.000	-.8795	.7664
		25-34	.05000	.34764	1.000	-.9099	1.0099
		45-54	-.41667	.44881	.885	-1.6558	.8225
	45-54	Under 18	.66667	.53643	.726	-.8144	2.1477
		18-24	.36010	.34296	.832	-.5868	1.3070
		25-34	.46667	.38682	.748	-.6014	1.5347
		35-44	.41667	.44881	.885	-.8225	1.6558
Scheffe	Under 18	18-24	-.30657	.41854	.970	-1.6119	.9987
		25-34	-.20000	.45517	.996	-1.6195	1.2195
		35-44	-.25000	.50890	.993	-1.8371	1.3371
		45-54	-.66667	.53643	.818	-2.3396	1.0063
	18-24	Under 18	.30657	.41854	.970	-.9987	1.6119
		25-34	.10657	.19249	.989	-.4937	.7069
		35-44	.05657	.29807	1.000	-.8730	.9862

			45-54	-.36010	.34296	.893	-1.4297	.7095
		25-34	Under 18	.20000	.45517	.996	-1.2195	1.6195
			18-24	-.10657	.19249	.989	-.7069	.4937
			35-44	-.05000	.34764	1.000	-1.1342	1.0342
			45-54	-.46667	.38682	.834	-1.6730	.7397
		35-44	Under 18	.25000	.50890	.993	-1.3371	1.8371
			18-24	-.05657	.29807	1.000	-.9862	.8730
			25-34	.05000	.34764	1.000	-1.0342	1.1342
			45-54	-.41667	.44881	.930	-1.8164	.9830
		45-54	Under 18	.66667	.53643	.818	-1.0063	2.3396
			18-24	.36010	.34296	.893	-.7095	1.4297
			25-34	.46667	.38682	.834	-.7397	1.6730
			35-44	.41667	.44881	.930	-.9830	1.8164
s5q4	Tukey HSD	Under 18	18-24	-.30657	.39585	.938	-1.3995	.7864
			25-34	-.30000	.43050	.957	-1.4886	.8886
			35-44	-.25000	.48131	.985	-1.5789	1.0789
			45-54	-.66667	.50735	.683	-2.0675	.7341
		18-24	Under 18	.30657	.39585	.938	-.7864	1.3995
			25-34	.00657	.18205	1.000	-.4961	.5092
			35-44	.05657	.28191	1.000	-.7218	.8349
			45-54	-.36010	.32437	.801	-1.2557	.5355
		25-34	Under 18	.30000	.43050	.957	-.8886	1.4886
			18-24	-.00657	.18205	1.000	-.5092	.4961
			35-44	.05000	.32880	1.000	-.8578	.9578
			45-54	-.36667	.36585	.854	-1.3768	.6435
		35-44	Under 18	.25000	.48131	.985	-1.0789	1.5789

			18-24	-.05657	.28191	1.000	-.8349	.7218
			25-34	-.05000	.32880	1.000	-.9578	.8578

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		45-54		-.41667	.42448	.863	-1.5887	.7553
		45-54	Under 18	.66667	.50735	.683	-.7341	2.0675
			18-24	.36010	.32437	.801	-.5355	1.2557
			25-34	.36667	.36585	.854	-.6435	1.3768
			35-44	.41667	.42448	.863	-.7553	1.5887
	Scheffe	Under 18	18-24	-.30657	.39585	.963	-1.5411	.9280
			25-34	-.30000	.43050	.975	-1.6426	1.0426
			35-44	-.25000	.48131	.992	-1.7511	1.2511
			45-54	-.66667	.50735	.786	-2.2489	.9156
		18-24	Under 18	.30657	.39585	.963	-.9280	1.5411
			25-34	.00657	.18205	1.000	-.5612	.5743
			35-44	.05657	.28191	1.000	-.8226	.9358
			45-54	-.36010	.32437	.872	-1.3717	.6515
		25-34	Under 18	.30000	.43050	.975	-1.0426	1.6426
			18-24	-.00657	.18205	1.000	-.5743	.5612
			35-44	.05000	.32880	1.000	-.9754	1.0754
			45-54	-.36667	.36585	.909	-1.5076	.7743
		35-44	Under 18	.25000	.48131	.992	-1.2511	1.7511
			18-24	-.05657	.28191	1.000	-.9358	.8226
			25-34	-.05000	.32880	1.000	-1.0754	.9754
			45-54	-.41667	.42448	.915	-1.7405	.9071
		45-54	Under 18	.66667	.50735	.786	-.9156	2.2489

			18-24	.36010	.32437	.872	-.6515	1.3717

			25-34	.36667	.36585	.909	-.7743	1.5076
			35-44	.41667	.42448	.915	-.9071	1.7405
s5q5	Tukey HSD	Under 18	18-24	-.31387	.35646	.904	-1.2981	.6703
			25-34	-.10000	.38766	.999	-1.1703	.9703
			35-44	-.25000	.43342	.978	-1.4467	.9467
			45-54	-.33333	.45686	.949	-1.5947	.9281
		18-24	Under 18	.31387	.35646	.904	-.6703	1.2981
			25-34	.21387	.16394	.689	-.2388	.6665
			35-44	.06387	.25386	.999	-.6370	.7648
			45-54	-.01946	.29209	1.000	-.8259	.7870
		25-34	Under 18	.10000	.38766	.999	-.9703	1.1703
			18-24	-.21387	.16394	.689	-.6665	.2388
			35-44	-.15000	.29608	.987	-.9675	.6675
			45-54	-.23333	.32945	.954	-1.1429	.6763
		35-44	Under 18	.25000	.43342	.978	-.9467	1.4467
			18-24	-.06387	.25386	.999	-.7648	.6370
			25-34	.15000	.29608	.987	-.6675	.9675
			45-54	-.08333	.38224	.999	-1.1387	.9720
		45-54	Under 18	.33333	.45686	.949	-.9281	1.5947
			18-24	.01946	.29209	1.000	-.7870	.8259
			25-34	.23333	.32945	.954	-.6763	1.1429

.

	35-44			.08333	.38224	.999	-.9720	1.1387
	Scheffe	Under 18	18-24	-.31387	.35646	.941	-1.4255	.7978
			25-34	-.10000	.38766	.999	-1.3090	1.1090
			35-44	-.25000	.43342	.987	-1.6017	1.1017
			45-54	-.33333	.45686	.970	-1.7581	1.0915

		18-24	Under 18	.31387	.35646	.941	-.7978	1.4255
			25-34	.21387	.16394	.790	-.2974	.7251
			35-44	.06387	.25386	1.000	-.7278	.8556
			45-54	-.01946	.29209	1.000	-.9304	.8915
		25-34	Under 18	.10000	.38766	.999	-1.1090	1.3090
			18-24	-.21387	.16394	.790	-.7251	.2974
			35-44	-.15000	.29608	.992	-1.0734	.7734
			45-54	-.23333	.32945	.973	-1.2608	.7941
		35-44	Under 18	.25000	.43342	.987	-1.1017	1.6017
			18-24	-.06387	.25386	1.000	-.8556	.7278
			25-34	.15000	.29608	.992	-.7734	1.0734
			45-54	-.08333	.38224	1.000	-1.2754	1.1087
		45-54	Under 18	.33333	.45686	.970	-1.0915	1.7581
			18-24	.01946	.29209	1.000	-.8915	.9304
			25-34	.23333	.32945	.973	-.7941	1.2608
			35-44	.08333	.38224	1.000	-1.1087	1.2754
SOP5	Tukey HSD	Under 18-24		-.00657	.29331	1.000	-.8164	.8033
			25-34	.14000	.31899	.992	-.7407	1.0207
			35-44	.10000	.35664	.999	-.8847	1.0847
			45-54	-.30000	.37593	.931	-1.3380	.7380
		18-24	Under 18	.00657	.29331	1.000	-.8033	.8164
			25-34	.14657	.13490	.813	-.2259	.5190
			35-44	.10657	.20889	.986	-.4702	.6833
			45-54	-.29343	.24035	.739	-.9570	.3702
		25-34	Under 18	-.14000	.31899	.992	-1.0207	.7407
			18-24	-.14657	.13490	.813	-.5190	.2259

		35-44	-.04000	.24363	1.000	-.7127	.6327
		45-54	-.44000	.27109	.485	-1.1885	.3085
	35-44	Under 18	-.10000	.35664	.999	-1.0847	.8847
		18-24	-.10657	.20889	.986	-.6833	.4702
		25-34	.04000	.24363	1.000	-.6327	.7127
		45-54	-.40000	.31453	.709	-1.2684	.4684
	45-54	Under 18	.30000	.37593	.931	-.7380	1.3380
		18-24	.29343	.24035	.739	-.3702	.9570
		25-34	.44000	.27109	.485	-.3085	1.1885
		35-44	.40000	.31453	.709	-.4684	1.2684
Scheffe	Under 18	18-24	-.00657	.29331	1.000	-.9213	.9082
		25-34	.14000	.31899	.996	-.8548	1.1348
		35-44	.10000	.35664	.999	-1.0123	1.2123
	45-54		-.30000	.37593	.959	-1.4724	.8724
	18-24	Under 18	.00657	.29331	1.000	-.9082	.9213
		25-34	.14657	.13490	.881	-.2741	.5673
		35-44	.10657	.20889	.992	-.5449	.7580
		45-54	-.29343	.24035	.828	-1.0430	.4561
	25-34	Under 18	-.14000	.31899	.996	-1.1348	.8548
		18-24	-.14657	.13490	.881	-.5673	.2741
		35-44	-.04000	.24363	1.000	-.7998	.7198
		45-54	-.44000	.27109	.622	-1.2854	.4054
	35-44	Under 18	-.10000	.35664	.999	-1.2123	1.0123
		18-24	-.10657	.20889	.992	-.7580	.5449
		25-34	.04000	.24363	1.000	-.7198	.7998
		45-54	-.40000	.31453	.805	-1.3809	.5809

	45-54	Under 18	.30000	.37593	.959	-.8724	1.4724
		18-24	.29343	.24035	.828	-.4561	1.0430
		25-34	.44000	.27109	.622	-.4054	1.2854
		35-44	.40000	.31453	.805	-.5809	1.3809

*. The mean difference is significant at the 0.05 level.

Descriptive Statistics

N		Minimum	Maximum	Mean	Std. Deviation
s5q1	156	2.00	4.00	3.3141	.53042
s5q2	156	2.00	4.00	3.2821	.54234
s5q3	156	2.00	4.00	3.3013	.58387
s5q4	156	2.00	4.00	3.3077	.55201
s5q5	156	2.00	4.00	3.2949	.49797
SOP5	156	2.00	4.00	3.3000	.41051
Valid N (listwise)	156				

Appendix F: Interview Transcript

Informant 1
Researcher: Good Afternoon po, today mag-ask po kami ng questions for our thesis po, so yung question po, Question #1 for SOP #1, why do you believe there is a difference in satisfaction levels between the age groups of 18-24 and 25-34 regarding both the handling and improvement measures taken by airlines in response to cancellations or delays, as well as the resolution provided by airlines for compensation or alternative travel arrangements?
Translation: Good Afternoon, today we're gonna ask some questions for our thesis, so the question, Question #1 for SOP #1, why do you believe there is a difference in satisfaction levels between the age groups of 18-24 and 25-34 regarding both the handling and improvement measures taken by airlines in response to cancellations or delays, as well as the resolution provided by airlines for compensation or alternative travel arrangements?
Informant 1: Okay, so there could be several factors influencing the satisfaction levels between these age groups regarding airline handling of cancellations or delays. One reason might be varying expectations or experiences based on how often the passenger travel, familiarity with airline policy, technological advancements, financial impact due to cancellations, or personal tolerance for inconvenience. Additionally, older age group might have had more exposure to historical or old airline service standard making them potentially more critical or discerning in their evaluation.
Researcher: Okay po, moving on to question #2 for SOP #1. Why do you think the satisfaction levels of ages 18-24 and 35-44 differ from each other about the use of an integrated approach to address air traffic congestion through optimized airport capacity allocation?
Informant 1: Okay, younger people maybe more open to integrated approaches or futuristic solution since they may have higher expectation or are more familiar with innovation or modern technology modification or adjustment in the aviation industry aimed at improving convenience and efficiency. However, due to their experiences and established habits, people in the 35-44 age range may view the approach differently because of their reliance on established system or past experiences with traffic congestion issue, they may be more cautious or conservative when adapting innovative strategies, their viewpoint may be shaped by a need for consistency and efficiency which may be an impact on how satisfied they are with the suggested adjustment.
Researcher: Moving on to Question#3, Why do you think that the satisfaction level of the age range 18-24 and 25-34 differs about their perceptions of the impact of the increasing volume of commercial and cargo flights on air traffic congestion and flight cancellations or delays.

Informant 1: Okay, younger people may have had a more immediate or first hand encounter with the impact of increased air traffic as a result of a recent travel or more active presence on social media where conversation about flight disruptions are common. Their perspective may be impacted by other personal or people's personal experiences with delay or cancellation resulting in increased awareness and consequent discontent. Individuals aged 25-34 on the other hand may have a greater range of experience or longer history of travel thus leading to a slightly different outlook, they may have comprehend the complexity of air traffic management and that greater flight volume isn't the only cause of congestion and disruption. When determining the causes of aircraft delays or cancellation, this group is more likely to examine such as weather conditions and airline operation disruption.

Researcher: Okay thank you sir, moving on to question #4, why do you think respondents with the age of 18 below have different satisfactory level compared to other older age groups with the strategies that airlines and aviation authorities adapt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities?

Informant 1: So the different levels of satisfaction among respondents under the age of 18 compared to older age groups regarding strategies adapted by the airline and aviation authorities to evaliate sorry alleviate the impact of air traffic delays due to increased air traffic and limited capacity could be attributed to a variety of factor to mention like no. 1 limited experience to air travel, no. 2 different expectation, and no. 3 awareness in the aviation industry.

Researcher: Okay, moving on to Question #5, why do you think the satisfaction levels of the respondents under 18 differs from 25-34 group with the airlines responses to flight cancellations or delays caused by adverse weather?

Informant 1: There could be a number of reason why respondents under the age of 18 and those between ages 25 and 34 were not as satisfied with airlines handling of flight cancellation or delays brought on by bad weather, to mention, no. 1 is expectations and patience so mostly younger respondents may have higher expectation for immediate solution due to their generation accustomed speed of technological advancement and instant gratification, they might be less patient with delays caused by adverse weather and could be perceived airlines responses as insufficient or slow, no. 2 information and transparency, during weather related interruption, older passenger may have received better information and transparency from airlines, this may lead to more positive opinion of how airlines handle and communicate with passenger as opposed to younger respondents or responders who may feel less educated or supported in such situation.

Researcher: Okay, for question no. 6, why do you think the age group 18-24 satisfactory levels differ from age groups of 25-34 and 35-44 with the measures that the airlines do to improve in their response to flight cancellations?

Informant 1: Okay, the difference in satisfaction ratings between the age groups regarding the airline initiatives to enhance their response to flight cancellation could be attributed to a number of factors. Almost same reasons from your previous question like awareness and limited experience when it comes to air travel.

Researcher: Okay sir thank you. For SOP#3 we have only 1 question for you, so why do you think the satisfaction level of the age range 18-24 and 25-34 differs about how they think airlines handle the situation when there are cancellations or delays in their flight.

Informant 1: My answer for this one is almost the same as the previous statements, to mention it like no. 1 limited experience to air travel, no. 2 different expectations, no. 3 awareness in the aviation industry, and no. 4 is the passenger patience, and lastly the information and transparency in every passengers.

Researcher: Okay, that's all for our interview, thank you so much sir for your time.

Informant 2

Researcher: Good afternoon Estephen, today I'm gonna ask some questions for our thesis. So the question number 1 is Why do you believe there is a difference in satisfaction levels between the age groups of 18-24 and 25-34 regarding both the handling and improvement measures taken by airlines in response to cancellations or delays, as well as the resolution provided by airlines for compensation or alternative travel arrangements?

Informant 2: Good Afternoon, first I believe younger travelers (18-24) might have different expectations or experiences compared to those slightly older (25-34). This could be due to varying levels of prior travel experience, differing attitudes towards customer service, technological proficiency influencing communication channels, or a range of personal preferences and priorities when it comes to resolution and compensation measures offered by airlines. Understanding these demographics' unique perspectives and needs is crucial in gauging their satisfaction levels with airline services.

Researcher: Okay, thank you and for the question number 2 is Why do you think the satisfaction level of ages 18-24 and 35-44 differ from each other about the use of an integrated approach to address air traffic congestion through optimized airport capacity allocation?

Informant 2: Because Individuals aged 18-24 might prioritize faster travel and convenience due to a more technologically savvy and fast-paced lifestyle. They might appreciate optimized airport capacity for quicker and smoother travel experiences. While On the other hand, those aged 35-44 might have different expectations due to potentially more frequent travel for work or family reasons. Their satisfaction might be influenced by a need for reliability, comfort, and efficiency, as they might prioritize a well-organized and less stressful travel experience over speed. Additionally, differences in personal experiences, awareness of the impact of air traffic congestion, and varying perspectives on the importance of airport optimization could contribute to distinct satisfaction levels between these age groups.

Researcher: For the question number 3, Why do you think the satisfaction level of the age range 18-24 and 25-34 differs about their perceptions of the impact of the increasing volume of commercial and cargo flights on air traffic congestion and flight cancellations or delays?

Informant 2: Individuals in the 25-34 age group might have had more exposure to travel experiences and could be more sensitive to the effects of increased flight volumes on congestion and delays due to potentially more frequent travel for work or leisure compared to younger individuals aged 18-24. Older individuals might have a better understanding of the complexities of air traffic congestion and its correlation with increased flight volumes. They might have a clearer grasp of the industry's challenges

and might be more informed about the factors contributing to flight cancellations or delays. While Younger individuals might be more adaptable or accepting of flight disruptions as they might prioritize cost-effectiveness or flexibility in travel plans, whereas those slightly older might have higher expectations for seamless travel experiences due to career responsibilities or family commitments And additional, Younger individuals might be more accustomed to using technology for rebooking or finding alternative travel options when faced with flight cancellations or delays, potentially impacting their perception of the inconvenience caused and these factors, could contribute to the differing perceptions and satisfaction levels between these two age groups concerning the impact of increasing flight volumes on air traffic congestion and flight disruptions. That's all.

Researcher: Okay sir, thank you for that answer. For the question number 4, Why do you think respondents with the age of 18 below have different satisfactory level compared to other older age groups with the strategies that airlines and aviation authorities adopt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities?

Informant 2: Just like what I said earlier, Younger respondents might have less travel experience, leading to a limited understanding of the complexities behind air traffic delays and the strategies implemented to alleviate them and Younger respondents might possess different expectations or patience levels, potentially being more forgiving due to lesser prior experience or less travel requirements compared to older individuals who might have higher expectations due to frequent travel or professional obligations and These differences in experience, technological reliance, expectations, and awareness might contribute to varying satisfaction levels among age bracket which are the younger respondents which are the age of 18 below when evaluating the effectiveness of strategies aimed at mitigating air traffic delays. That's all.

Researcher: Okay, Thank you. For the question number 5, Why do you think the satisfaction level of the respondents under 18 differs from 25-34 group with the airlines' responses to flight cancellations or delays caused by adverse weather?

Informant 2: It might be due to factors such as varying expectations, like understanding of weather-related complexities impacting flights, experience in dealing with such situations such as differing levels of resilience or adaptability, and potentially different communication preferences or technological reliance for managing travel disruptions. That's all.

Researcher: Okay. For the second to the last question, Why do you think age group 18-24 satisfactory level differs from age groups of 25-34 and 35-44 with the measures that the airlines do to improve in their response to flight cancellations

Informant 2: Younger individuals (18-24) might have different expectations, potentially valuing quick resolution or compensation, while older age groups (25-34 and 35-44) may prioritize comprehensive solutions and better communication from airlines and Older age groups might have more frequent travel experiences and thus higher expectations based on past interactions with airlines during disruptions, leading to different satisfaction levels and The perception of what constitutes improvement might differ among age groups. Younger individuals might focus more on immediate solutions, while older groups might seek systemic changes for long-term improvements in handling flight cancellations. The Differences in how each age group accesses and processes information, especially concerning airlines' efforts to improve their response, might also contribute to varying satisfaction levels and These factors can collectively influence how different age groups perceive and rate the effectiveness of airline measures aimed at enhancing their response to flight cancellations. That's all.

Researcher: Okay, Thank you so much for answering our questions for our SOP 1 and for the last question for SOP 3 is Why do you think the satisfaction level of the age range 18-24 and 25-34 differs about how they think airlines handle the situation when there are cancellations or delays in their flight?

Informant 2: Because Younger individuals (18-24) might prioritize quick resolution or flexibility in rebooking, whereas those in the 25-34 range might seek better communication, clarity, and comprehensive solutions due to potentially higher travel frequency or differing personal responsibilities. Older age groups (25-34) might have had more travel experiences, leading to higher expectations or a more critical evaluation of airline responses based on past interactions, while younger individuals might be more forgiving due to less experience or exposure to such situations. Different preferences in communication methods and information access could impact how each age group perceives airlines' handling of cancellations or delays. Younger individuals might rely more on digital communication or real-time updates, while older individuals might prefer direct human interactions or different communication channels. Variations in understanding the complexities of airline operations, potential reasons behind delays or cancellations, and the constraints airlines face could also contribute to differences in satisfaction levels between these age groups. These factors collectively shape the differing perceptions and satisfaction levels regarding how airlines manage situations involving flight cancellations or delays among the age groups 18-24 and 25-34. That's all thank you.

Researcher: Okay sir. Thank you for giving your time and that is all for our interview and it has been a great interview sir. Thank you for your time!

Informant 2: Yes, Thank you too!

Informant 3

Researcher: The first question would be Why do you believe there is a difference in satisfaction levels between the age groups of 18-24 and 25-34 regarding both the handling and improvement measures taken by airlines in response to cancellations or delays, as well as the resolution provided by airlines for compensation or alternative travel arrangements?

Informant 3: Diverse expectations and preferences impact satisfaction. Older age groups might prioritize reliability, while younger groups value flexibility. Communication and resolution efficiency also vary with age perception thats all.

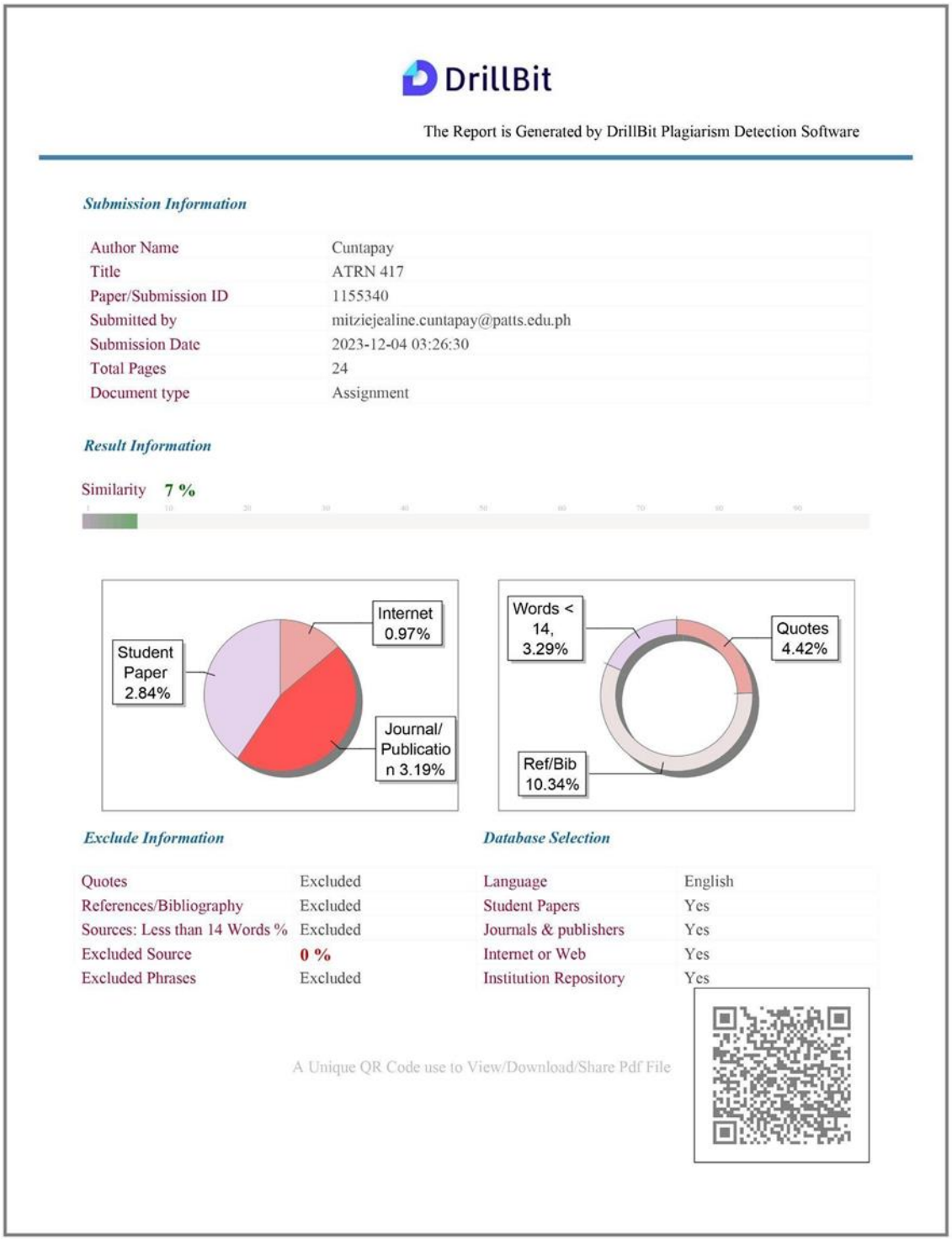
Researcher: great answer, another question would be, Why do you think the satisfaction level of ages 18-24 and 35-44 differ from each other about the use of an integrated approach to address air traffic congestion through optimized airport capacity allocation?

Informant 3: Differing priorities and experiences shape satisfaction. Younger groups may prioritize efficiency and speed, while older groups may value comfort and amenities. Perspectives on the effectiveness of integrated approaches contribute to the satisfaction gap thats all.

Researcher: So another question, this would be the third,Why do you think the satisfaction level of the age range 18-24 and 25-34 differs about their perceptions of the impact of the increasing volume of commercial and cargo flights on air traffic congestion

and flight cancellations or delays?
Informant 3: Divergent expectations and experiences influence satisfaction. Younger group may prioritize affordability and accessibility, while the slightly older group may focus on reliability and convenience. These factors contribute to varying perceptions of the impact of increased flights on congestion and delays thats all.
Researcher: So another question, this would be the fourth one, Why do you think respondents with the age of 18 below have different satisfactory levels compared to other older age groups with the strategies that airlines and aviation authorities adopt to alleviate the impact of air traffic delays due to increased air traffic and limited capacities?
Informant 3: Varied expectations and preferences influence satisfaction. Younger respondents may prioritize cost-effectiveness and quick solutions, while older age groups may value comprehensive strategies for reliability. Differing perspectives contribute to the satisfaction gap thats all
Researcher: So another question for you sir, Why do you think the satisfaction level of the respondents under 18 differs from the 25-34 group with the airlines' responses to flight cancellations or delays caused by adverse weather?
Informant 3: Diverse priorities and expectations impact satisfaction. Younger respondents may prioritize swift resolutions, while the older group values effective communication and alternative arrangements. These differences contribute to varying satisfaction levels in response to weather-related disruptions thats all.
Researcher: Why do you think age group 18-24 satisfactory level differs from age groups of 25-34 and 35-44 with the measures that the airlines do to improve in their response to flight cancellations
Informant 3: Distinct preferences and priorities influence satisfaction. The younger group may prioritize quick solutions, while the slightly older groups might value comprehensive and proactive measures. Varied expectations contribute to differences in satisfaction levels with airlines' responses to flight cancellations thats all.
Researcher: So this would be the last question for you, Why do you think the satisfaction level of the age range 18-24 and 25-34 differs about how they think airlines handle the situation when there are cancellations or delays in their flight
Informant 3: Differing expectations and preferences play a role. The 18-24 age group might prioritize speed and simplicity, while the 25-34 age group may seek more detailed and accommodating solutions. Variances in these preferences contribute to varying satisfaction level thats all.
Researcher: So this has been a great interview sir thank you for your time.

Appendix G: Plagiarism Check



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Appendix H: Bionote

Ms. Mitzie Jealine U. Cuntapay is completing her studies in an Aviation-related program, BS Air Transportation, at PATTS College of Aeronautics. Throughout her academic career, she has demonstrated strong problem-solving abilities and skill in analysis. She is currently in her final year, mastering the art of complex problem solving and analyzation skills. Graduation marks the beginning of Ms. Cuntapay's professional career. Fueled by her dream of becoming a pilot, she is eager to pursue a career in aviation. Through hard work and innovative thinking, she hopes to help push the boundaries of what is possible in air travel. Ms. Cuntapay's talents and passion indicate she is well positioned to make significant contributions to the field in the years ahead.

Seanne Tan Bayaua, a student from PATTS College of Aeronautics that was born on June 15, 2001 in Santiago, Isabela. He studied at Santiago Cultural Institute (Chinese school) in Santiago City, Isabela until his secondary education where he was a Football, Volleyball and basketball player and finished his senior highschool STEM strand at PATTS College Of Aeronautics with Academic Scholar from year 2020-2021. He is currently a graduating student taking up the Bachelor of Science in Air Transportation course in PATTS College of Aeronautics. With a profound interest in the world of flight, Seanne’s passion for aviation extends beyond academia. Through this research, he aspires to make meaningful contributions to the Improvement on the existing flight schedule system of Airline Companies.

Christian Jay N. Candano, born on April 14, 2000 is a student currently taking up the course of BS Air Transportation at PATTS College of Aeronautics. He is a student with dedication and a passion for aviation who excels in mathematics and other related subjects. He studied at Tabaco Pei Ching School where he was a consistent honor student. He was also a regular contestant and medalist for the yearly MTAP-DepEd Math Challenge. He transferred to Saint Louise De Marillac College of Sorsogon to finish elementary school as well as junior high school where he graduated as an honor student, retaining his participation and earning silver and gold medals in the MTAP-DepEd Math Challenge in Sorsogon. He took up STEM at
Saint Louise de Marillac College of Sorsogon Senior High School where he also graduated with honors.
Now in his graduating year in college taking up BS Air Transportation, He aspires to earn his degree and work up to being a Flight Operations Officer to someday build a good reputation in the aviation industry.
Carina Pauline I. Capa, a student from PATTS College of Aeronautics that was born on April 23, 2002 in Tondo, Manila. Since her early years of education, she has been a consistent honor student. She studied at Mater Dei Academy in Bulacan during her primary and secondary education, then transferred to PATTS College of Aeronautics for her tertiary education and graduated with honors from Senior High school. During her stay at the institution, she has not only been involved academically, but also became an officer to different organizations, one of which is the Guild of Air Transportation Students Organization. She is also a volunteer of the College Red Cross Youth Council. Currently, she is a graduating student taking up the Bachelor or Science in Air Transportation course.

She is a motivated and committed individual who aspires to be successful in the Aviation field.
Maria Krizelle E. Lao is a BS Air Transportation student at PATTS College of Aeronautics that was born on September 2, 2001 and lives in Sampaloc Manila. She completed her Junior High School at San Sebastian College-Recoletos Manila with an academic qualifier award. Afterwards, she graduated Senior High School at San Beda University - Manila and was a president of one of the organizations. She finished her Senior High School with an award from her extracurricular activities and also won Silver on the Best Poster Presentation of their research on the Aeronautics STEM Research Congress. She's a hardworking person and also has a leadership skill that tells a lot about her passion for her works.
Angelo Rafaille Y. Luna, a student from PATTS College of Aeronautics that was born on June 28, 2001 in Quezon City. He studied at Filamer Christian University in Roxas City, Capiz during his primary education, then transferred to Capiz State University-Main Campus for his secondary education where he was a basketball varsity and top of his class and finished his senior highschool STEM strand at College of St John-Roxas LASSAI with honors from Senior High school and also as a member of the lassalian robotics team. For tertiary level he is currently a graduating student taking up the Bachelor or Science in Air Transportation course in PATTS College of Aeronautics Inc. he is a hard working, dedicated and unique individual who aspires to be successful in the Aviation field and to someday become an Airline Pilot.
Donn Ariel P. Rodas, who lives in Taytay, Rizal and was born on April 24, 2001, is a student currently taking the course of BS Air Transportation at PATTS College of Aeronautics. He finished his Junior High School from Sacred Heart Academy of Pasig, where he first gained experience in research. He transferred to STI Ortigas-Cainta where he studied the strand of ABM, and received high honors from Senior High School. Currently, he is a graduating student taking up the Bachelor of Science in Air Transportation course. He is a hard-working and committed individual who aspires to be a Private or an Airline Pilot.

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