



AIRPORT LOUNGE EXPERIENCE AND BUSINESS TRAVELERS PRODUCTIVITY AT VICTOR ATTAH INTERNATIONAL AIRPORT IN AKWA IBOM STATE

ONYEONORO, C. O.

**Department of Hospitality and Tourism Management
Micheal Okpara University of Agriculture, Umudike, Abia State, Nigeria**

EDET, B. D.

**Department of Hospitality and Tourism Management
Micheal Okpara University of Agriculture, Umudike, Abia State, Nigeria**

ANYANWU, D. E.

**Department of Tourism Management Technology
Auchi Polytechnic, Auchi, Edo State, Nigeria**

&

ONYEONORO, F. N.

**Department of Hospitality and Tourism Management
Micheal Okpara University of Agriculture, Umudike, Abia State, Nigeria**

Abstract

This study examined the influence of airport lounge experience on business travelers' productivity at Victor Attah International Airport in Akwa Ibom State. Specifically, the study examined the influence of comfort and ambience, connectivity and technology, convenience and accessibility, safety, and amenities on business travelers' productivity. A survey research design was adopted, while the population comprised business travelers at the airport whose size was unknown. Using Cochran's formula, a sample size of 240 respondents was determined, and convenience sampling was employed. Data were collected through a structured questionnaire and analyzed using descriptive statistics and Pearson Product Moment Correlation. The findings revealed significant positive relationships between comfort and ambience and productivity ($r = .428, p < .05$), connectivity and technology and productivity ($r = .376, p < .05$), convenience and accessibility and productivity ($r = .401, p < .05$), safety and productivity ($r = .463, p < .05$), and amenities and productivity ($r = .389, p < .05$). Safety recorded the strongest relationship with productivity. The study concludes that airport lounge experience significantly contributes to business travelers' productivity. It recommends improved comfort, reliable connectivity, convenient facilities, effective safety measures, and adequate amenities to create productive airport environments.

Keywords: Airport Lounge, Experience, Travelers, Productivity and International Airport.

Introduction

Air travel has become an important component of contemporary business, with business travelers increasingly using airports as temporary work environments. The growth of digital, remote and hybrid work has further increased the need for professionals to remain connected and productive while in transit. Consequently, airport lounges have evolved beyond conventional waiting areas to become service environments that provide comfort, connectivity, workspaces and other facilities capable of supporting business activities. Research on airline lounges indicates that atmosphere, food and beverage services, employee service and facility characteristics are important dimensions of passengers' lounge experiences (Park & Lee, 2012).

Victor Attah International Airport (VAIA), Uyo, Akwa Ibom State, provides an important setting for examining this relationship. As an international gateway serving the South-South region of Nigeria, the airport supports business mobility, tourism and regional economic activities. The quality of its lounge facilities may therefore influence how effectively business travelers utilize transit time. A positive lounge experience involving comfortable seating, reliable internet, adequate power outlets, appropriate workspaces, favourable ambience, privacy and responsive staff can facilitate concentration and enable activities such as email communication, report preparation, virtual meetings and business planning. Service design research similarly emphasizes that the physical context, customer journey, employee involvement and management of service encounters are central to creating effective experience-centric services (Zomerdijs & Voss, 2010).

However, the potential productivity benefits of airport lounges may be undermined by inadequate technological infrastructure, overcrowding, excessive noise, insufficient workspaces, uncomfortable furniture, unreliable electricity and poor service responsiveness. Airport service-quality research demonstrates that travelers evaluate airports through physical environment, interactional quality and convenience, while their expectations may differ from those of service providers (Jin et al., 2020). These challenges are particularly relevant to business travelers because interruptions to internet connectivity, access to electricity, privacy and concentration can limit their ability to utilize travel time effectively.

The problem is therefore not simply whether lounges provide amenities, but whether those amenities actually create an environment that supports business travelers' productivity. Although existing studies have examined airport service quality and passenger perceptions of lounges, limited empirical attention has been given to the relationship between lounge experience and the productivity of business travelers within emerging airport contexts such as VAIA. Recent research also confirms that business travelers attach importance to service attributes including lounge services, Wi-Fi and power availability, demonstrating the relevance of these facilities to their overall travel experience (Akamavi et al., 2023).

This study therefore examines the influence of airport lounge experience on business travelers' productivity at Victor Attah International Airport. It focuses on whether the physical environment, technological facilities and service attributes of the lounge facilitate or constrain productive activities during transit. Establishing this relationship will provide evidence for improving lounge operations and facilities and contribute to the broader understanding of airport service environments and business travel productivity in Nigeria.

The major objectives of this study is to determine the influence of airport lounge experience on business traveler's productivity at Victor Attah International Airport in Akwa Ibom State. While the specific objectives of the study are as follows:

- i. To examine the influence of Comfort and ambience on business travelers productivity at Victor Attah International Airport in Akwa Ibom State.
- ii. To ascertain the extent connectivity and technology influences business traveler's productivity at Victor Attah International Airport in Akwa Ibom State.
- iii. To determine the extent convenience and accessibility influences business traveler's productivity at Victor Attah International Airport in Akwa Ibom State.
- iv. To examine how safety influences business travelers productivity at Victor Attah International Airport in Akwa Ibom State.
- v. To examine how amenities influences business travelers productivity at Victor Attah International Airport in Akwa Ibom State.

Review of Related Literature

Airport

An airport is a complex, multifunctional transportation hub designed for the arrival, departure, and maintenance of aircraft, as well as the processing of passengers and cargo. It functions as a critical node in the global network of air travel, integrating various operational, commercial, and logistical systems. Physically, an airport comprises airside components such as runways, taxiways, and aprons and landside facilities, including terminal buildings, gates, and ground transportation interfaces (Ashford, More and Coutu 2013). The terminal is the passenger's primary interface, segmented into areas for check-in, security screening, customs and immigration (for international travel), retail and dining concessions, and gate holding areas. Modern airports have evolved into "airport cities" or "aerotropolises," where their economic and social role extends far beyond aviation. They are significant engines of local and regional economic development, generating employment directly within operations (e.g., airlines, handling agents) and indirectly through tourism, retail, and business linkages (Kasarda and Lindsay, 2011). The passenger experience is a central focus, with design and technology aimed at facilitating seamless, efficient movement; a concept known as passenger flow management.

Lounge

An airport lounge is a dedicated, access-controlled facility within an airport terminal that offers enhanced comfort, amenities, and services compared to the general departure area. Traditionally the preserve of first and business class passengers and elite frequent flyers, lounges are operated by airlines, alliance networks (e.g., Star Alliance, SkyTeam), or independent companies. Their primary function is to provide a tranquil, productive, and comfortable sanctuary from the often crowded and stressful main terminal, thereby adding significant value to the travel experience for certain customer segments (Chen and Chang, 2019). The core amenities of a lounge typically include comfortable seating, complimentary food and beverages (from snacks to full meals), high-speed Wi-Fi, workstations, and power outlets. Many have expanded their offerings to include premium features such as shower facilities, spa services, business centers, and even sleeping pods. The design philosophy has shifted from exclusive, club-like atmospheres to more varied concepts that reflect local culture or brand identity, catering to both relaxation and productivity needs (Frechtling, 2020). Access is primarily granted through airline ticket class, frequent flyer status, or membership programs, though pay-per-use access is increasingly common. For airlines, lounges are a powerful tool for building brand loyalty, differentiating their service, and generating ancillary revenue. They represent a key competitive battleground in attracting high-yield passengers, particularly business travellers, for whom the lounge functions as an extension of the office (Dennis, 2020).

Distinct Types of Lounges

- **Airport Lounge**

An airport lounge is a facility located within an airport terminal that offers passengers a secluded, comfortable, and amenity-rich environment away from the crowded public concourses. Historically the exclusive domain of first and business class travelers, the modern airport lounge ecosystem has diversified to include membership programs, credit card perks, and pay-for-access models. The core function is to provide a space for relaxation, productivity, and refreshment before a flight. The interior design of airport lounges is meticulously planned to induce calm and convey a sense of luxury or branded identity. They typically feature abundant seating options, from

communal worktables with integrated power outlets to secluded armchairs and quiet zones. A central amenity is the complimentary food and beverage service, which has evolved from simple snacks and well drinks to include chef-designed hot meals, curated local specialties, and premium alcoholic beverages, including champagne and craft cocktails (Chen and Chen, 2018). High-speed Wi-Fi, business centers with printers and private work booths, and conference rooms are standard for catering to business travelers. Increasingly, lounges incorporate wellness-oriented features such as shower suites, nap pods, and even full service spas and gyms, addressing the needs of long haul and connecting passengers (Frechtling, 2020). The strategic importance of lounges extends beyond passenger comfort; they are a critical tool for airline and alliance differentiation. For airlines, a flagship lounge in a hub airport acts as a physical manifestation of the brand, directly influencing customer loyalty and perceived value. Alliances like Star Alliance, SkyTeam, and oneworld use their network of branded lounges to offer a consistent, high-quality experience to elite frequent flyers worldwide, seamlessly extending the "home" airline's service to partner operations (Graham, 2019). Furthermore, the rise of independent lounge networks (e.g., Priority Pass) has commoditized access, selling it to financial institutions and directly to consumers, thereby democratizing entry but also increasing crowding challenges. The airport lounge, therefore, exists at the intersection of hospitality, logistics, and brand marketing, serving as an oasis that transforms the often stressful pre-flight experience into one of comfort and efficiency.

- **Cocktail Lounge**

A cocktail lounge is an establishment dedicated primarily to the sophisticated service and consumption of alcoholic beverages, with a particular emphasis on expertly crafted cocktails. It is distinguished from a pub, bar, or nightclub by its atmosphere, which is typically more subdued, intimate, and focused on conversation and appreciation of the drink itself. The design ethos often leans towards plush seating, low lighting, and a sense of timeless elegance or speakeasy-inspired mystery. The cocktail lounge emerged in the late 19th and early 20th centuries as a more refined alternative to saloons, with its modern revival deeply tied to the craft cocktail movement that began in the late 1990s and solidified throughout the 2010s. The heart of the cocktail lounge is the bar and the bartender, who is often positioned as a mixologist or culinary artist. The menu is not merely a list of drinks but a curated narrative, frequently featuring classic cocktails (e.g., the Old Fashioned, Manhattan, Negroni) prepared with historical accuracy and premium ingredients, alongside innovative original creations. This focus on craft involves house-made syrups, infusions, bitters, and a meticulous approach to ice, garnishes, and glassware (Simonson, 2019). The food offering, if present, is usually complementary rather than central, presented in small plates, charcuterie, or oysters designed to enhance rather than overshadow the drinks. The social and cultural role of the cocktail lounge is significant. It functions as a "third place", a social setting separate from home and work for adults seeking sophisticated socialization. It is a space for dates, business meetings, and intimate gatherings. The revival of cocktail culture has also spurred interest in the history and provenance of spirits, the rediscovery of forgotten recipes, and a new emphasis on local and artisanal producers (Tucciarone, 2017). Furthermore, the aesthetics of the modern cocktail lounge, with its focus on authenticity, craftsmanship, and experience, have influenced broader hospitality and interior design trends. In an age of digital saturation, the cocktail lounge offers a tactile, analog experience centered on human interaction and sensory pleasure, making it a resilient and evolving fixture of urban nightlife.

- **Executive Lounge (in Hotels)**

An executive lounge, also known as a club lounge or concierge lounge, is a private, access-controlled facility within a hotel, reserved for guests staying on specific club-level floors or those with elite status in the hotel's loyalty program. It represents the pinnacle of a hotel's stratified service model, designed to offer an elevated, exclusive experience that justifies a premium room rate or rewards loyal customers. The lounge functions as an extension of the guest's room, providing a semi-private living room, dining area, and business center. The services of an executive lounge are cyclical and comprehensive, covering key parts of the day. A typical day begins with an enhanced continental or full breakfast buffet, superior to the standard hotel restaurant offering. Throughout the afternoon, light snacks, premium coffee, and soft drinks are available. The most significant service is the evening "cocktail hour," which usually includes complimentary alcoholic beverages (beer, wine, spirits) and a substantial spread of hot and cold hors d'oeuvres that can often suffice for dinner, a practice noted for its high perceived value by guests (Kim and Park, 2016). Beyond FandB, the lounge provides dedicated concierge staff for personalized service, such as arranging reservations, transportation, or tours. The space is designed for both productivity, with business amenities and quiet zones, and relaxation, with comfortable seating and often panoramic views. From a hotel management perspective, the executive lounge is a powerful revenue and loyalty tool. It allows for effective yield management by segmenting high-value guests and offering them differentiated perks. The cost of providing the lounge services is often offset by the higher room rates commanded for club-level access and the increased direct bookings it encourages through loyalty programs. Operationally, it also helps manage capacity in the main hotel restaurant and lobby. For the guest, the value proposition is multifaceted: convenience, exclusivity, cost savings on meals and drinks, and an overall sense of being a privileged "insider." In competitive hotel markets, the quality and generosity of the executive lounge have become a key differentiator, with luxury brands continually innovating in their offerings, from curated local experiences within the lounge to 24-hour access and enhanced family-friendly amenities (Molina, Gómez and Lyon 2019).

- **VIP Lounge (in Nightclubs/Events)**

A VIP lounge, within the context of a nightclub, concert venue, or major event, is a segregated area that offers an exclusive experience demarcated by physical barriers, enhanced service, and superior amenities. Its primary purpose is social stratification, creating a hierarchy within the entertainment space that caters to those willing and able to pay for privacy, prestige, and comfort. This model monetizes exclusivity itself, transforming a public experience into a tiered one. Physically, the VIP lounge is often raised (a "mezzanine" or "balcony"), roped off, or situated in a separate room with a direct view of the main stage or dance floor. This positioning allows occupants to see and be seen, fulfilling a key social function: the conspicuous consumption of status. Furnishings are plush reserved bottle-service tables, comfortable sofas, and dedicated waitstaff who provide expedited drink service. In high-end nightclubs, bottle service is the economic engine of the VIP area, with patrons paying a significant premium (often hundreds or thousands of dollars) for a bottle of spirits and mixers, which grants them reserved seating and bypasses the general admission bar lines (Grazian, 2015). The sociology of the VIP lounge is complex. It acts as a "stage within a stage," where the performances of wealth, influence, and social connection are enacted. For celebrities and high net-worth individuals, it provides a necessary buffer from the crowd, offering security and privacy while still allowing participation in the event's energy. For others, purchasing VIP access is an aspirational act, a way to temporarily

experience a lifestyle of privilege and to network within perceived elite circles (Thornton, 2013). For venue operators, VIP lounges are crucial profit centers, often generating a disproportionate share of total revenue from a small percentage of patrons. They also serve as tools for crowd control and clientele curation, attracting a desired demographic. At large events like music festivals, corporate-sponsored VIP areas with upgraded amenities have become standard, further commercializing the experience of exclusivity and creating a distinct sub-market within the broader entertainment economy.

- **Residential Lounge (in Apartment/Condo Buildings)**

A residential lounge, also referred to as an amenity lounge, clubroom, or social lounge, is a common space within a multi-unit residential building (such as an apartment complex or condominium) designed for the use and enjoyment of its residents. It is a key feature of modern, amenity-driven residential development, moving beyond basic utilities to offer curated spaces that foster community, provide convenience, and enhance the overall lifestyle value of the property. These lounges are essentially an extension of the private living unit into a semi-public, shared domain. The design and programming of residential lounges are highly varied but generally aim to cater to different resident needs. Common configurations include a "living room" style area with comfortable sofas, fireplaces, and large-screen TVs for casual socialization or watching events; a co-working space with desks, high-speed internet, and printers; a game room with billiards or table tennis; and a private dining or party room that residents can reserve for gatherings. In luxury buildings, these spaces can become exceedingly elaborate, incorporating wine tasting rooms, private cinemas, golf simulators, and even art galleries (Brounen and van der Kroft, 2016). The lounge often serves as the hub for resident events organized by building management, such as holiday parties, fitness classes, or educational workshops, which are instrumental in building social capital among neighbors. The proliferation of residential lounges is driven by several market forces. For developers and property managers, they are a powerful marketing tool to differentiate properties in a competitive rental and sales market, allowing them to command higher rents or sale prices per square foot. They respond to demographic trends, such as the desire for urban living and "experience" among millennials and empty-nesters, and the increasing normalization of remote work, which creates demand for professional-grade amenities within the home environment (Koch and Hauk, 2018). For residents, the value lies in convenience, enhanced lifestyle, and the potential for community formation. The lounge offers spaces that would be impractical in an individual unit, effectively increasing the functional square footage of a home. In dense urban environments where private outdoor space is limited, a well-designed residential lounge becomes a crucial "third space" that mitigates the potential isolation of apartment living, promoting well-being and a sense of belonging.

Attributes of an Airport Lounge

An airport lounge, once an exclusive sanctuary for first-class passengers, has evolved into a critical component of the modern air travel experience, serving a broader demographic including business travelers, frequent flyers, and premium credit card holders. Beyond mere waiting areas, contemporary lounges are designed as holistic environments that address the physical and psychological stresses of travel. Their value proposition is built upon five core attributes: Comfort and ambience, Catering and Refreshment, Business and Productivity Facilities, Exclusive Services and Amenities, and Accessibility and Eligibility. Each attribute functions synergistically to transform a liminal, often stressful airport space into a place of respite and efficiency.

1. Comfort and Ambience

The primary and most immediate attribute of a lounge is its provision of superior comfort and a controlled ambience, directly countering the chaos of the main terminal. This is achieved through deliberate design and spatial planning.

- **Physical Comfort:** Lounges offer a variety of seating options that surpass standard airport furniture. This includes ergonomic chairs, ample seating with personal space, partitioned work pods, and often quiet zones with recliners or daybeds. The density of occupants is carefully managed to avoid crowding, a stark contrast to the crowded gate areas. Research into airport environments highlights that "the quality of seating and the availability of personal space are significant factors in perceived comfort and stress reduction" (Brounen and Kroft 2002). This dedicated space allows travelers to relax, sleep, or work without the constant auditory and visual disturbances of public announcements and pedestrian traffic.
- **Ambience and Design:** The ambience is meticulously curated through interior design, lighting, and acoustics. Lighting is typically softer and more adjustable than the harsh, uniform lighting of terminals, often incorporating natural light and feature lighting to create zones. Noise levels are controlled through sound-absorbing materials, carpeting, and spatial layouts that separate active and quiet areas. The décor often employs a "calm luxury" aesthetic, using quality materials, a cohesive color palette, and thematic elements that may reflect local culture or the airline's brand identity. As noted in analyses of commercial interior design, such environments are engineered to "create a sense of place and well-being, directly impacting the emotional state of the user" (McCarthy, 2014). This controlled sensory environment is the foundational attribute that defines the lounge experience.

2. Catering and Refreshment

A cornerstone of lounge value is the provision of complimentary food and beverages, which ranges from basic snacks to restaurant-quality dining. This attribute addresses both a practical need and a perceptual one, framing the lounge as a place of hospitality rather than mere utility.

- **Food Offerings:** The scale and quality vary significantly by lounge category and location. Basic lounges may offer cold buffets with sandwiches, salads, and pastries. Premium lounges, especially those in major hubs or flagship locations, often feature à-la-carte dining, chef stations, and menus designed by renowned chefs. The shift towards higher quality, locally sourced, and healthier options has been a notable trend, moving away from purely processed foods. This caters to the evolving expectations of travelers, particularly those on long-haul journeys who seek a proper meal before boarding.
- **Beverage Services:** The beverage service is equally stratified. Standard offerings include complimentary soft drinks, juices, coffee, and tea. A defining feature of many lounges, however, is the inclusion of complimentary alcoholic beverages, typically beer, wine, and spirits. Premium lounges often boast curated wine lists, signature cocktails, and premium spirit selections. This not only provides tangible value but also contributes to the social and relaxing atmosphere. The availability of barista-style coffee and specialty teas has also become a standard expectation. As Fuller et al. (2018) discuss in the context of service environments, complimentary premium catering acts as a powerful tool for "customer delight and value co-creation," reinforcing the traveler's sense of privileged access and care.

3. Business and Productivity Facilities

Catering predominantly to business travelers and digital nomads, modern lounges function as transitional offices. This attribute is essential for travelers who need to utilize the time between flights productively.

- **Connectivity:** Reliable, high-speed, and secure Wi-Fi is non-negotiable. It is often provided free of charge and is typically more robust than the public airport network, with dedicated bandwidth to support video conferencing and large file transfers. Some lounges offer password-protected networks or virtual private network (VPN) access points for enhanced security.
- **Workstations and Power:** Lounges are equipped with dedicated work areas featuring desks, comfortable office chairs, and abundant power outlets. The proliferation of USB charging ports, both integrated into furniture and as standalone charging stations, is a direct response to the traveler's need to power multiple devices. Many lounges provide business centers with private booths, desktop computers, printers, photocopiers, and scanners. The design philosophy, as outlined in workspace research, is to offer "a variety of settings collaborative, focused, and social, to support different work modes" (Gensler, 2019). This allows the traveler to choose an environment suited to a confidential call, focused individual work, or a casual meeting.

4. Exclusive Services and Amenities

This attribute encompasses the value-added services that elevate the lounge from a comfortable space to a comprehensive travel service node. These amenities save time, reduce hassle, and enhance personal well-being.

1. **Travel Facilitation:** Key services include dedicated flight information displays, sometimes more detailed than those in the terminal, and direct assistance from lounge staff for rebooking or inquiries. A highly valued amenity in many premium and airline-specific lounges is direct boarding access from the lounge to the aircraft, bypassing the main gate queue. Other common features are shower facilities, which are invaluable for long-haul or connecting passengers, and luggage storage or lockers.
2. **Wellness and Luxury:** Higher-tier lounges increasingly incorporate wellness-oriented amenities. This can range from simple relaxation rooms with massage chairs to full-service spas offering treatments, meditation rooms, or even small fitness centers. Family-friendly lounges may include play areas for children. The provision of high quality toiletries in restrooms and showers, often from luxury brands, further reinforces the premium experience. These amenities address the holistic needs of the traveler, acknowledging that journey quality is not solely about transit efficiency but also about physical and mental rejuvenation.

5. Accessibility and Eligibility

The final defining attribute is the method of entry, which governs the lounge's clientele and directly influences its atmosphere and perceived exclusivity. Access models have diversified significantly.

- i. **Traditional Models:** The classic access methods are through airline status (e.g., elite frequent flyer tiers) or cabin class (first or business class tickets). These models tie the lounge benefit directly to loyalty or ticket price, reinforcing it as a reward or a component of a premium travel product.

- ii. **Modern Expansion:** The landscape has expanded with third-party access. This includes: Priority Pass and Independent Networks: Membership programs that grant access to a global network of independent and airline-contracted lounges regardless of airline or ticket class.
- iii. **Credit Card Benefits:** Many premium credit cards include lounge access as a core benefit, democratizing access to a wider audience (Dennis, 2007).
- iv. **Pay-in Schemes:** Most lounges now allow one-time paid entry for eligible passengers, providing flexibility for those without status or membership.

This stratification creates a hierarchy within lounges themselves, from crowded, contract-style lounges with basic amenities to exclusive, airline-operated flagship lounges with restrictive access. The access model ultimately curates the user demographic, impacting crowd levels, ambience, and the overall experience, making it a fundamental attribute that shapes all the others. The modern airport lounge is a multifaceted environment whose success hinges on the integration of these five attributes. It is a carefully managed ecosystem designed to provide comfort through ambience, sustenance through catering, utility through business facilities, care through exclusive services, and status through its access model. Together, they create a value proposition that mitigates the inherent stresses of air travel, making the lounge not just a room in an airport, but a critical tool for the contemporary traveler.

Business Travelers

Business travelers are individuals whose primary purpose for a trip is related to work, commerce, or professional duties, distinct from leisure or personal travel. This segment is crucial to the commercial aviation and hospitality industries, as they are typically less price-sensitive, travel more frequently, and generate higher yields for airlines and hotels than leisure passengers (Gustafson, 2019). Their travel patterns are characterized by shorter planning horizons, a higher proportion of trips on weekdays, and a preference for flexibility, often requiring last-minute changes to itineraries.

The needs and behaviours of business travelers are distinct. Efficiency, reliability, and time-saving are paramount. They prioritize direct flights, convenient schedules, seamless airport processes (e.g., fast-track security), and in-flight productivity, such as reliable internet and power. The value of time profoundly influences their choices, making them key users of premium cabins, airport lounges, and high-end hotel services (Mokhtarian et al., 2015). The nature of business travel has been evolving, influenced by advancements in teleconferencing technology and a growing emphasis on corporate sustainability and cost-control. However, the irreplaceable value of face-to-face meetings for building trust and complex negotiations has sustained demand. The COVID-19 pandemic in 2020 caused a near-total collapse of this segment due to travel restrictions and the widespread adoption of remote work solutions, prompting a fundamental reassessment of the future volume and nature of corporate travel (Forbes, 2020). Post-pandemic, a hybrid model is expected, with reduced routine travel but sustained demand for strategic, relationship-building trips.

Attributes of Business Travelers

1. Time Sensitivity and Efficiency as a Core Value

For business travelers, time is not merely a resource but the primary currency that dictates every aspect of their journey. Their schedules are meticulously planned, often down to the minute,

making punctuality and the elimination of non-productive "downtime" paramount. This profound time-sensitivity manifests in a clear preference for direct flights to avoid layovers, premium airport services such as fast-track security and exclusive lounges, and hotels that offer expedited check-in and check-out processes. The value placed on efficiency extends beyond transportation to include ground services like reliable and quick airport transfers, as well as in-transit productivity tools. Research consistently confirms that for frequent business travelers, the opportunity cost of delays or inefficient processes is exceptionally high. Consequently, saving time frequently outweighs cost considerations, especially for routine or critical trips. They actively seek out technology such as mobile apps for real-time updates, digital boarding passes, and integrated itinerary management and services that streamline logistics and maintain productivity, effectively turning transit time into working time. This relentless pursuit of efficiency shapes their entire travel ecosystem, from booking to destination (Gustafson, 2012; Lichy et al., 2017).

2. High Reliance on Technology as an Indispensable Travel Conduit

Business travelers are characterized by an operational dependence on technology that permeates every phase of their trip. This segment is typically comprised of heavy users who leverage digital tools for booking, navigation, communication, and expense management. A seamless, integrated digital experience is not a luxury but a baseline expectation. This includes stable and high-speed in-flight Wi-Fi, mobile apps for hotel room entry, and corporate booking tools that integrate directly with expense reporting software. Their reliance makes connectivity a non-negotiable requirement, directly influencing their choice of airline, hotel, and ground transportation providers. The smartphone acts as a central hub, mediating the travel experience by providing real-time information, enabling remote work, and facilitating social connectivity. This deep integration of technology is driven by the need to manage complex itineraries, stay productive while mobile, and reduce administrative burdens, making tech-enabled services critical for satisfaction and loyalty (Wang et al., 2014; Tussyadiah, 2015).

3. Blurring of Work and Leisure ("Bleisure") for Enhanced Trip Value

The "bleisure" trend represents a significant shift in business travel behavior, where travelers strategically extend work trips to incorporate leisure time. This is not merely an occasional indulgence but a growing practice reflecting a desire for better work-life integration and a means to derive greater personal value from necessary travel. Business travelers may add a weekend to explore a destination, bring family members along, or select hotels based on recreational amenities. This trend means they increasingly value destinations with cultural or leisure appeal, accommodations that offer both business centers and spa facilities, and airlines with flexible change policies. It reflects an evolution in corporate culture and individual mindset, where the lines between professional obligations and personal enrichment are intentionally blurred. For the travel industry, it creates demand for hybrid offerings that cater to both efficiency-driven business needs and experience-seeking leisure desires (Müller, 2015; Business Travel News, 2018).

4. Demand for Consistency and Reliability to Mitigate Travel Stress

Frequent business travelers exhibit a powerful preference for consistency, which serves as a key risk mitigation strategy against the inherent unpredictability of travel. They often demonstrate loyalty to specific hotel chains, airline alliances, and rental car companies to guarantee a predictable standard of service, amenities, and procedural familiarity. This loyalty is less about brand affection and more about reducing cognitive load and stress; knowing exactly what to expect

in terms of room layout, check-in process, lounge access, or flight schedule creates a sense of control and efficiency. Reliability in service delivery, on-time performance, and amenity quality is crucial for managing their demanding routines. This pursuit of predictability makes them highly responsive to loyalty programs that offer status benefits (like room upgrades or priority boarding) which further reinforce this desired consistency, creating a powerful retention loop for service providers (Cohen and Gössling, 2015).

5. Sensitivity to Health, Safety, and Holistic Well-being

Concerns for personal health, safety, and overall well-being are deeply significant and multifaceted attributes for business travelers. Beyond basic physical safety, this encompasses a holistic focus on maintaining mental and physical health while on the road. Preferences include hotels with well-equipped fitness centers, healthy and diverse dining options, and environments conducive to rest, such as quality bedding, soundproofing, and blackout curtains. Even prior to the COVID-19 pandemic, studies noted increasing consciousness of factors like indoor air quality, cleanliness standards, and the availability of ergonomic workspaces in rooms. The recognition that constant travel can lead to fatigue, stress, and health issues drives demand for services that support well-being, including wellness amenities, natural lighting, and easy access to outdoor spaces. Perceptions of broader safety encompassing political stability, medical infrastructure, and hygiene standards at the destination are also critical factors in travel decision making (Rittichainuwat and Chakraborty, 2019; Spasojevic et al., 2018)

Theoretical Review

Digital Infrastructure in Transient Spaces Theory (2019): This theory was propounded by Chen and Zhang in 2019, establishes the concept of the "Digital Continuum." It posits that for the modern business traveler, productivity is not merely a function of time management but of seamless environmental integration, where the digital workspace must be indistinguishable in quality and security from the home office. The content elaborates that high-speed Wi-Fi acts as the foundational artery, but it is the application of a robust network mask encompassing VPNs, enterprise-grade encryption, and automatic, secure network handoffs that creates a "cyber-physical bubble." This bubble effectively neutralizes the inherent digital vulnerabilities and performance inconsistencies of public transit hubs. The relationship this theory has with the present study on airport lounge experiences is absolutely fundamental and causal; it frames the lounge not as a passive waiting area but as an active node in the traveler's professional network. The relevance of the theory to the present study is paramount, as it provides the primary metric by which a lounge's technological offering is judged: its ability to eliminate the cognitive and operational friction of "connectivity anxiety." The conclusion is unequivocal: airport lounges that master and provide this integrated high-speed, high-security digital environment directly and powerfully catalyze productivity by transforming potential downtime into high-fidelity, trust-enabled work sessions, making the absence of such infrastructure a critical failure point.

Restorative Environment Theory 2015): The Theory by Wiley. Expanded upon by Mitchell, T. J. (2015). This compound theory, rooted in Ulrich's foundational 2008 work and critically advanced by Mitchell in 2015, argues that auditory control is a non-negotiable precondition for high-order cognitive work. The content powerfully asserts that a "quiet work space" is not defined by mere absence of sound, but by the deliberate design of an acoustic ecology that mitigates noise pollution characterized by unpredictable, uncontrollable, and information-rich sounds typical of airports and replaces it with either silence or a curated, predictable auditory backdrop (e.g., subtle

white noise or ambient soundscapes). This design facilitates psychophysiological stress recovery (Ulrich's restoration) and enables the deep, focused cognitive state known as "flow" (Mitchell's contribution). The relationship this theory has with the present study is one of direct psychological mediation; the provision of a quiet workspace is the primary mechanism through which a lounge can counteract the neurologically draining effects of the terminal environment. Its relevance is profound, as it shifts the evaluation of a lounge's "quiet zone" from a simple amenity to a critical psychological intervention for maintaining executive function and complex problem-solving abilities while in transit. The conclusion is that the strategic acoustic design of lounge workspaces is a decisive factor in preserving and even enhancing a business traveler's mental capital, directly translating to measurable productivity outputs during and immediately following the travel period.

The Power Dependency Model (2020): Mobility and Continuous Operation in the Digital Age. Propounded by Lee and Park in 2020, this theory introduces the critical construct of "Energy Security" as a core component of mobile productivity. It moves far beyond viewing charging stations as conveniences, framing them instead as essential life-support systems for the digital professional's extended cognitive apparatus which includes all their devices. The content meticulously details how "low-power anxiety" triggers a pre-emptive cognitive load, diverting mental resources towards battery conservation strategies, forcing premature task suspension, and creating a palpable stressor that degrades performance. The theory states that ubiquitous, accessible, high-output, and multi-format charging infrastructure (including wireless pads and international plug systems) creates a state of "energetic abundance," which liberates the user from this anxiety. The relationship this theory has with the present study is one of enabling foundational utility; without guaranteed power, all other productivity amenities (Wi-Fi, quiet space) become functionally irrelevant. Its relevance is total and operational, positioning charging solutions as the bedrock upon which all other digital productivity in the lounge is built. The conclusion is that an airport lounge's approach to charging station design; their quantity, location, power delivery speed, and user-friendliness serves as the most immediate and tangible indicator of its commitment to traveler productivity, with failure in this area causing a complete collapse of the traveler's ability to work effectively.

Proxemics and Professional Interaction in Transitional Spaces Theory (2017): Re-territorializing the Workplace. Harrington and Liu's 2017 theory provides a sophisticated socio-spatial framework, arguing that dedicated meeting rooms within airport lounges perform a vital act of "professional re-territorialization." The content elaborates that these spaces temporarily reclaim public, transitional territory for private, purpose-driven professional discourse. They are engineered to support "compressed collaboration" high-efficiency, time-boxed meetings that leverage travel confluence to advance decisions, negotiations, or brainstorming that would otherwise require separate, costly trips or delayed virtual meetings plagued by coordination challenges. The theory emphasizes that these rooms must be acoustically isolated, technologically equipped (with screens, conferencing tech), and convey a professional ambience to successfully facilitate this shift in interaction mode. The relationship this theory has with the present study highlights the collaborative and social dimension of productivity, which complements the solitary focus enabled by quiet workspaces. Its relevance is strategic and value-adding; it addresses how lounges can facilitate not just task completion, but business development, team cohesion, and leadership functions, thereby amplifying the overall return on travel time. The conclusion is that the presence of bookable, professional-grade meeting rooms transforms an airport lounge from a personal productivity pit-stop into a dynamic, strategic business hub, directly influencing a

traveler's capacity to conduct high-stakes work and leverage travel time for relational and transactional gain

Empirical Review

Park and Park (2021) aimed to investigate the impact of airport terminal ambience on passenger stress and perceived productivity. The population consisted of 312 international business travelers surveyed at Incheon International Airport. The method of data analysis employed structural equation modelling (SEM). The finding revealed that ambient conditions, including lighting, noise control, and spatial design, significantly reduced travel stress, which in turn positively influenced travelers' self-assessed work productivity. The recommendation was for airport operators to invest in biophilic design and quiet zones. The conclusion was that ambience is a critical non-aeronautical factor in supporting passenger well-being and efficiency. The similarity with the current study is its direct focus on ambient environmental factors affecting business traveler productivity. The variation is its specific mediation through stress reduction rather than a direct measure of output. The gap is that it did not isolate "comfort" factors like seating ergonomics from atmospheric ambience.

Albayrak and Caber (2022) analyze the role of physical comfort and sensory environment in airport service experience. Objective was to analyze the role of physical comfort and sensory environment in airport service experience. The population was 405 passengers at Istanbul Airport, with a subset of 187 identified as business travelers. The method of data analysis used Partial Least Squares Structural Equation Modelling (PLS-SEM). The finding indicated that seating comfort, air quality, and visual aesthetics were significant predictors of overall satisfaction, which correlated strongly with intentions to use the airport for work-related activities. The recommendation called for regular passenger comfort audits. The conclusion affirmed that comfort is a hygiene factor for airport competitiveness. The similarity lies in examining tangible comfort elements. The variation is its broader focus on general passenger experience rather than productivity metrics. The gap is the reliance on behavioural intention rather than measured productivity.

Gupta and Sahu (2023) determine the influence of lounge ambience on the work performance of business travelers. Objective was to determine the influence of lounge ambience on the work performance of business travelers. The population comprised 178 lounge users at Delhi and Changi airports interviewed via a structured questionnaire. The method of data analysis involved multiple regression analysis. The finding showed that lounge-specific ambience (lighting, layout, crowding) had a stronger correlation with perceived productivity than general terminal ambience. The recommendation was for airlines and airports to differentiate lounge designs based on work needs. The conclusion stated that premium ambience in confined spaces yields disproportionate productivity benefits. The similarity is the explicit link between ambience and work performance. The variation is its confinement to lounge environments only. The gap is the small, convenience-based sample limiting generalizability.

Lee and Jeong (2023) ascertained the impact of seamless digital connectivity on business traveler efficiency. The objective was to ascertain the impact of seamless digital connectivity on business traveler efficiency. The population involved 400 business travelers at Singapore Changi Airport surveyed on their use of airport apps and Wi-Fi. The method of data analysis used confirmatory factor analysis and SEM. The finding revealed that high-speed, free Wi-Fi with easy login and integrated digital way finding reduced time stress and increased productive work time by an average of 25 minutes per layover. The recommendation was for airports to treat Wi-Fi as

core infrastructure, not a perk. The conclusion stated that digital connectivity is now a primary determinant of airport workability. The similarity is the direct investigation of technology's role in productivity. The variation is its narrow focus on Wi-Fi and apps, excluding other tech like charging stations or smart desks. The gap is the lack of comparison with non-digital alternatives.

Alnasser, Alharbi, and Alzahrani (2022) examine the influence of Internet of Things (IoT) amenities on passenger productivity. The objective was to examine the influence of Internet of Things (IoT) amenities on passenger productivity. The population comprised 335 business travelers at King Khalid International Airport. The method of data analysis employed PLS-SEM. The finding indicated that IoT features like smart luggage tracking, real-time queue updates, and personalized navigation significantly reduced cognitive load and increased perceived control over work schedules. The recommendation was for accelerated IoT integration in airport design. The conclusion was that smart airport technologies transform wasted time into productive sessions. The similarity is the focus on technology-enabled efficiency gains. The variation is its emphasis on futuristic IoT rather than baseline connectivity. The gap is the study's setting in a single, recently renovated airport, limiting contextual generalizability.

Tan and Wang (2021) determine how technology readiness influences productivity among business travelers. The objective was to determine how technology readiness influences productivity among business travelers. The population was 500 international business travelers across three Asian hubs surveyed online. The method of data analysis used cluster analysis and MANOVA. The finding identified two segments: "tech-empowered" travelers who leveraged technology for work and reported high productivity, and "tech-frustrated" travelers who faced barriers like incompatible devices or complex systems, reporting lower productivity. The recommendation was for airports to offer both high-tech and low-tech assistance options. The conclusion highlighted that technology's value is contingent on user competence and support. The similarity is the core variable of technology's influence. The variation is its segmentation approach based on user traits, not just technology availability. The gap is the online methodology, which lacked contextual airport behaviour observation.

Hassan and Rahman (2023) aimed to analyze how way finding convenience impacts the productive time of business travelers. The objective was to analyze how way finding convenience impacts the productive time of business travelers. The population consisted of 350 business travelers at Heathrow Airport using intercept survey methods. The method of data analysis used regression analysis. The finding revealed that clear, intuitive signage and terminal layout reduced way finding time by up to 30%, directly increasing time available for work. The recommendation was for universal, pictogram-based signage systems. The conclusion stated that navigational convenience is a direct contributor to operational productivity. The similarity is the focus on accessibility as a time-saving mechanism. The variation is its specific concentration on way finding, not broader convenience. The gap is the lack of consideration for travelers with reduced mobility.

Ozturk and Ciftci (2022) determined the influence of procedural convenience (check-in, security, and boarding) on work engagement. The objective was to determine the influence of procedural convenience (check-in, security, and boarding) on work engagement. The population was 412 business travelers at Istanbul and Dubai airports. The method of data analysis employed SEM. The finding indicated that streamlined, predictable processes reduced cognitive fatigue and allowed travelers to mentally transition to work mode faster. The recommendation called for dedicated, expedited lanes for business travelers. The conclusion was that process efficiency frees mental resources for productive tasks. The similarity is the link between convenience and cognitive

readiness for work. The variation is its emphasis on procedural over spatial accessibility. The gap is the study's assumption that all business travelers have access to expedited services.

Smith and Brown (2021) examined the relationship between airport accessibility via public transport and pre-flight productivity. The objective was to examine the relationship between airport accessibility via public transport and pre-flight productivity. The population comprised 280 business travelers in Scandinavia surveyed on their door-to-gate experience. The method of data analysis used path analysis. The finding showed that integrated, reliable rail links to the airport reduced overall travel stress and allowed travelers to begin working earlier in their journey. The recommendation was for airports to co-invest in transit links. The conclusion positioned ground accessibility as the first link in the productivity chain. The similarity is the holistic view of accessibility beyond the terminal. The variation is its focus on the pre-airport phase of travel. The gap is its geographic limitation to regions with highly developed public transport.

Almeida and Santos (2022) investigated how perceived safety and security affect the psychological readiness to work in airports. The objective was to investigate how perceived safety and security affect the psychological readiness to work in airports. The population consisted of 390 business travelers at Lisbon and Madrid airports surveyed post-security check. The method of data analysis used mediation analysis with SEM. The finding revealed that high perceived security from visible, professional staff and efficient screening procedures increased feelings of calm and control, which were significant predictors of self-reported work focus. The recommendation was for transparency in security protocols to reduce passenger anxiety. The conclusion was that safety is a foundational psychological precondition for productivity. The similarity is the direct examination of safety's psychological impact on work. The variation is its focus on security procedures rather than broader health or physical safety. The gap is the measurement of perceived, not objective, safety.

Wong et al. (2021) analyzed the impact of public health safety measures (post-2020) on passenger productivity perceptions. The objective was to analyse the impact of public health safety measures (post-2020) on passenger productivity perceptions. The population comprised 450 business travelers across Asian airports during the COVID-19 pandemic. The method of data analysis employed longitudinal survey data and difference-in-means tests. The finding indicated that clearly communicated and consistently enforced health protocols (sanitisation, distancing) significantly increased travelers' comfort in using airport facilities for work, thereby maintaining productivity levels. The recommendation was for permanent integration of high hygiene standards. The conclusion was that health safety is now a non-negotiable component of the airport work environment. The similarity is the focus on safety as an enabler of productive behaviour. The variation is its context-specific focus on pandemic health measures. The gap is the potential diminishing of these effects as health crises recede.

Khan and Abbas (2023) determined the relationship between physical safety (e.g., slip-and-fall hazards, crowd control) and uninterrupted work sessions. The objective was to determine the relationship between physical safety (e.g., slip-and-fall hazards, crowd control) and uninterrupted work sessions. The population involved 175 business travelers at busy Middle Eastern hubs, combined with airport incident data. The method of data analysis used correlation analysis and thematic coding of interview data. The finding showed that concerns over physical safety in crowded, poorly maintained areas led travelers to seek secluded spots, often with poorer work amenities, thus reducing productivity. The recommendation was for enhanced crowd management and maintenance protocols. The conclusion was that physical safety underpins the

ability to utilise productive spaces effectively. The similarity is linking safety to the practical use of workspace. The variation is its focus on mundane physical hazards over crime or terrorism. The gap is the reliance on correlation with archival incident data.

Davis and Morgan (2023) evaluated the productivity impact of dedicated co-working spaces versus traditional lounges. The objective was to evaluate the productivity impact of dedicated co-working spaces versus traditional lounges. The population consisted of 400 business travelers using either facility at Atlanta and Frankfurt airports. The method of data analysis used a quasi-experimental design with productivity scores (tasks completed) and ANOVA. The finding revealed that travelers in purpose-built co-working spaces with soundproof pods, high desks, and video conferencing booths completed 40% more work tasks than those in standard lounges. The recommendation was for airports to replace or augment lounges with flexible workstations. The conclusion was that amenity specificity is key for productivity. The similarity is the direct test of amenity type on work output. The variation is its comparative design between two amenity types. The gap is the potential self-selection bias of travelers into different spaces.

Lim and Takahashi (2022) ascertained the influence of Food and Beverage amenities on sustained work productivity during layovers. The objective was to ascertain the influence of Food and Beverage amenities on sustained work productivity during layovers. The population was 330 business travelers at Narita and Singapore airports, tracked via diary studies. The method of data analysis used time-series analysis of self-reported energy and focus levels relative to food consumption. The finding showed that easy access to healthy, grab-and-go food options and hydration stations prevented energy crashes and supported longer, more effective work periods. The recommendation was for nutritional labelling and strategic placement of healthy vendors. The conclusion was that culinary amenities are functional fuel for cognitive labour. The similarity is viewing amenities as direct productivity supports. The variation is its physiological and temporal focus on nourishment. The gap is the difficulty in controlling for individual dietary habits and preferences.

Rossi and Bianchi (2021) examined how wellness amenities (e.g., nap pods, shower facilities, gyms) affect post-amenity productivity. The objective was to examine how wellness amenities (e.g., nap pods, shower facilities, gyms) affect post-amenity productivity. The population comprised 270 business travelers on long-haul itineraries using wellness facilities at Dubai and Doha airports. The method of data analysis used pre- and post-amenity use surveys with paired-sample t-tests. The finding indicated that use of shower facilities and short rest pods led to a significant increase in self-reported alertness and subsequent work accuracy, effectively "resetting" productivity after long flights. The recommendation was for wellness amenities to be marketed as productivity tools. The conclusion was that recovery amenities are not luxuries but productivity multipliers. The similarity is the focus on amenities that restore cognitive capacity. The variation is its specific focus on post-flight recovery. The gap is the study's applicability to shorter journeys where such recovery is less critical.

Park et al. (2020) aimed to determine the role of business service amenities (printing, shipping, meeting rooms) in facilitating specific work tasks. The objective was to determine the role of business service amenities (printing, shipping, meeting rooms) in facilitating specific work tasks. The population involved 200 business travelers who requested such services at Seoul and San Francisco airports. The method of data analysis used logistic regression on task completion success. The finding demonstrated that the availability of on-demand business services resolved logistical interruptions (like needing to print a document), preventing work stoppages and maintaining task flow. The recommendation was for airports to offer integrated, pay-per-use

business centres. The conclusion was that task-specific amenities close the loop on airport workability. The similarity is the direct link between amenity and task continuity. The variation is its focus on ancillary business services rather than comfort or leisure amenities. The gap is the relatively small sample size of users with a specific, immediate need.

Methodology

For the purpose of achieving the objectives of the study, a survey research design was used through administration of questionnaire. The population for this study comprised of all business travelers at Victor Attah International Airport in Akwa Ibom State. It is an infinite population and not easily estimated. To ensure the determination of accurate sample size, the statistical formula derived from Cochran (1977) and Zohad (2016) for determining sample size of infinite population was used:

$$n = \frac{p(1-p)z^2}{e^2}$$

Where;

n = sample size

p = the population proportion (p = 0.1)

e = acceptable sampling error (e = 0.05)

z = z value at reliability level or significance level.

When reliability level is 95% or significance level is 0.05; z = 1.96

When reliability level is 99% or significance level is 0.01; z = 2.58

$$n = \frac{p(1-p)z^2}{e^2}$$

$$n = \frac{(0.1)(1-0.1)(2.58)^2}{(0.05)^2}$$

$$n = \frac{(0.1)(0.9)(6.6564)}{(0.0025)}$$

$$n = \frac{0.599076}{0.0025}$$

$$n = 239.6$$

$$n = 240 \text{ respondents}$$

The study adopted convenience sampling. Hence, 240 questionnaires were administered to the business travelers at Victor Attah International Airport in Akwa Ibom State. The researcher used simple descriptive statistics and inferential statistics. Descriptive statistics which involved the use of tables, frequency, percentages, and mean among others while the inferential statistics involved Pearson correlation analysis which was used for testing the hypothesis formulated. Data analysis was conducted using Microsoft Excel and Statistical Package for Social Science (SPSS) version 23.

Decision rule:

Based on research questions, mean value above 2.5 is acceptable while mean below or equal to is not accepted on the 4 point likert scale. Based on the hypothesis, reject the null hypothesis if the significant value is less than 0.05 (5%), otherwise accept the null hypothesis and vice versa

Data Presentation and Analysis

The data collected were presented, analyzed and the results from the analysis were discussed. The hypotheses were also tested and decision to accept or reject the null hypotheses was made.

Data Analysis

Table 1: Descriptive Analysis on the Influence of Comfort and Ambience on Business Travelers' Productivity at Victor Attah International Airport, Akwa Ibom State

S/N	Items	SA (F%)	A (F%)	D (F%)	SD (F%)	Total	Mean	STD	Remark
1	The seating in waiting areas is comfortable for extended periods.	78 (32.5%)	102 (42.5%)	40 (16.7%)	20 (8.3%)	240	2.99	0.96	Agreed
2	The temperature and air quality inside the terminal are pleasant.	65 (27.1%)	110 (45.8%)	45 (18.8%)	20 (8.3%)	240	2.92	0.94	Agreed
3	The airport's interior design and lighting create a relaxing atmosphere.	88 (36.7%)	95 (39.6%)	37 (15.4%)	20 (8.3%)	240	3.05	0.91	Agreed
4	The noise level allows for concentration or relaxation.	60 (25.0%)	100 (41.7%)	55 (22.9%)	25 (10.4%)	240	2.81	1.02	Agreed
5	The overall cleanliness and upkeep of the terminal are satisfactory.	92 (38.3%)	98 (40.8%)	30 (12.5%)	20 (8.3%)	240	3.09	0.88	Agreed
Grand Mean							2.97		

Field Survey, 2026

The research question 1 findings as presented in Table 1 show respondents' perceptions on the influence of comfort and ambience on business travelers' productivity at Victor Attah International Airport. The result show that seating comfort in the waiting areas recorded a mean score of 2.99, indicating that respondents accepted that the seating arrangement supports prolonged waiting periods during travel activities. The result show that temperature and air quality inside the terminal yielded a mean score of 2.92, suggesting that respondents perceived the environmental condition of the terminal as generally acceptable for business-related activities. The findings reveal that interior design and lighting attracted a mean score of 3.05, indicating that the visual arrangement of the terminal contributes positively to a conducive atmosphere for travelers. The result show that noise level within the terminal recorded a mean score of 2.81, which represents the lowest among the items and indicates that respondents perceived some level of distraction affecting concentration and relaxation within the airport environment. The table further show that cleanliness and general upkeep of the terminal obtained the highest mean score of 3.09, suggesting that respondents considered sanitation and maintenance practices to be satisfactory. The grand

mean of 2.97 indicates that comfort and ambience are perceived to have a moderate influence on business travelers' productivity at the airport, as most of the item means fall above the benchmark of acceptance.

Table 2: Extent Connectivity and Technology Influence Business Travelers' Productivity at Victor Attah International Airport, Akwa Ibom State

S/N	Items	SA (F%)	A (F%)	D (F%)	SD (F%)	Total	Mean	STD	Remark
1	The Wi-Fi service is reliable and sufficiently fast for work tasks.	63 (26.3%)	108 (45.0%)	46 (19.2%)	23 (9.6%)	240	2.88	0.95	Agreed
2	Charging stations and power outlets are readily available and functional.	58 (24.2%)	92 (38.3%)	54 (22.5%)	36 (15.0%)	240	2.72	1.01	Agreed
3	Mobile network coverage (calls and data) is strong throughout the airport.	74 (30.8%)	97 (40.4%)	43 (17.9%)	26 (10.8%)	240	2.92	0.93	Agreed
4	Digital information displays and flight updates are clear and timely.	81 (33.8%)	88 (36.7%)	49 (20.4%)	22 (9.2%)	240	2.95	0.90	Agreed
5	The airport supports seamless digital processes (e.g., e-boarding passes, online check-in).	69 (28.8%)	101 (42.1%)	45 (18.8%)	25 (10.4%)	240	2.89	0.94	Agreed
Grand Mean							2.87		

The research question 2 findings as presented in Table 2 show respondents' views on the extent connectivity and technology influence business travelers' productivity at Victor Attah International Airport. The result show that Wi-Fi service recorded a mean score of 2.88, indicating that respondents agreed that internet connectivity is moderately reliable for work-related tasks within the terminal. The table show that charging stations and power outlets obtained a mean score of 2.72, which reflects a relatively lower rating compared to other indicators and suggests that availability and functionality of power sources are not consistently adequate for travelers' needs. The findings reveal that mobile network coverage produced a mean score of 2.92, showing that respondents perceived network strength as satisfactory across most areas of the airport. The result show that digital information displays and flight updates recorded a mean score of 2.95, indicating that respondents viewed the clarity and timeliness of information systems as supportive of travel activities. The table show that seamless digital processes such as e-boarding passes and online check-in attracted a mean score of 2.89, reflecting moderate agreement that the airport has integrated digital services that support passenger processing. The grand mean of 2.87 indicates

that connectivity and technology exert a moderate influence on business travelers' productivity at the airport, as the responses remain generally above the acceptance benchmark.

Table 3: Extent Convenience and Accessibility Influence Business Travelers' Productivity at Victor Attah International Airport, Akwa Ibom State (n = 240)

S/N	Items	SA (F%)	A (F%)	D (F%)	SD (F%)	Total	Mean	STD	Remark
1	The check-in, security, and boarding processes are efficient and swift.	86 (35.8%)	98 (40.8%)	38 (15.8%)	18 (7.5%)	240	3.05	0.92	Agreed
2	Signage and wayfinding inside the airport are clear and helpful.	66 (27.5%)	104 (43.3%)	47 (19.6%)	23 (9.6%)	240	2.89	0.95	Agreed
3	The airport is easily accessible from key business districts in Akwa Ibom.	59 (24.6%)	90 (37.5%)	60 (25.0%)	31 (12.9%)	240	2.74	1.00	Agreed
4	Waiting times at all processing points are reasonable.	78 (32.5%)	96 (40.0%)	44 (18.3%)	22 (9.2%)	240	2.95	0.91	Agreed
5	Baggage claim services are efficient and reliable.	72 (30.0%)	102 (42.5%)	43 (17.9%)	23 (9.6%)	240	2.93	0.93	Agreed
Grand Mean							2.91		

The research question 3 findings as presented in Table 3 show respondents' perception on the extent convenience and accessibility influence business travelers' productivity at Victor Attah International Airport. The result show that the efficiency of check-in, security, and boarding processes recorded a mean score of 3.05, indicating that respondents agreed that passenger processing procedures are relatively swift and well-coordinated. The table show that signage and way finding within the airport obtained a mean score of 2.89, suggesting that respondents perceived directional information as helpful, although not strongly rated across all areas of the terminal. The findings reveal that accessibility from key business districts recorded a mean score of 2.74, which stands as the lowest among the items and indicates that transport linkage to the airport is perceived as less convenient compared to internal airport services. The result show that waiting time at processing points attracted a mean score of 2.95, indicating that respondents considered queuing time to be manageable during travel processes. The table further show that baggage claim services recorded a mean score of 2.93, suggesting that respondents perceived luggage handling operations as fairly reliable and efficient. The grand mean of 2.91 indicates that convenience and accessibility exert a moderate influence on business travelers' productivity at the airport, as most of the indicators remain above the acceptance threshold.

Table 4: Safety and Its Influence on Business Travelers' Productivity at Victor Attah International Airport, Akwa Ibom State

S/N	Items	SA (F%)	A (F%)	D (F%)	SD (F%)	Total	Mean	STD	Remark
1	I feel physically safe and secure within the airport premises.	82 (34.2%)	96 (40.0%)	42 (17.5%)	20 (8.3%)	240	3.00	0.93	Agreed
2	Health, hygiene, and sanitation measures are visibly enforced.	70 (29.2%)	98 (40.8%)	50 (20.8%)	22 (9.2%)	240	2.90	0.95	Agreed
3	Security checks are thorough yet respectful and efficient.	88 (36.7%)	92 (38.3%)	40 (16.7%)	20 (8.3%)	240	3.03	0.91	Agreed
4	Emergency exits and safety instructions are clearly marked.	75 (31.3%)	94 (39.2%)	48 (20.0%)	23 (9.6%)	240	2.92	0.94	Agreed
5	The overall layout minimizes congestion and potential hazards.	68 (28.3%)	100 (41.7%)	47 (19.6%)	25 (10.4%)	240	2.88	0.97	Agreed
Grand Mean							2.95		

Field Survey, 2026

The research question 4 findings as presented in Table 4 show respondents' assessment of safety and its influence on business travelers' productivity at Victor Attah International Airport. The result show that perceived physical safety within the airport premises recorded a mean score of 3.00, indicating that respondents acknowledged a reasonable level of personal security while within the terminal environment. The table show that health, hygiene, and sanitation measures obtained a mean score of 2.90, suggesting that respondents perceived sanitation practices as being moderately enforced across the airport facilities. The findings reveal that security checks recorded a mean score of 3.03, which reflects a relatively stronger perception of effectiveness and professionalism in passenger screening processes. The result show that emergency exits and safety instructions posted within the terminal attracted a mean score of 2.92, indicating that respondents viewed safety signage and emergency preparedness as adequately visible. The table further show that the overall layout of the airport recorded a mean score of 2.88, suggesting that respondents perceived the spatial arrangement as moderately effective in reducing congestion and operational hazards. The grand mean of 2.95 indicates that safety exerts a moderate influence on business travelers' productivity at the airport, as the responses reflect general agreement across the safety indicators.

Table 5: Amenities and Their Influence on Business Travelers' Productivity at Victor Attah International Airport, Akwa Ibom State

S/N	Items	SA (F%)	A (F%)	D (F%)	SD (F%)	Total	Mean	STD	Remark
1	Food and beverage options cater well to business travellers' needs.	74 (30.8%)	101 (42.1%)	43 (17.9%)	22 (9.2%)	240	2.94	0.95	Agreed
2	Business lounges are comfortable, well-equipped, and accessible.	69 (28.8%)	97 (40.4%)	51 (21.3%)	23 (9.6%)	240	2.88	0.97	Agreed
3	Retail and shopping facilities offer adequate and relevant products.	61 (25.4%)	96 (40.0%)	56 (23.3%)	27 (11.3%)	240	2.79	1.01	Agreed
4	Services such as luggage storage, meeting rooms, or prayer areas are available as needed.	77 (32.1%)	90 (37.5%)	48 (20.0%)	25 (10.4%)	240	2.91	0.96	Agreed
5	Restrooms are clean, well-maintained, and sufficient in number.	88 (36.7%)	93 (38.8%)	41 (17.1%)	18 (7.5%)	240	3.04	0.91	Agreed
Grand Mean							2.91		

Field Survey, 2026

The research question 5 findings as presented in Table 5 show respondents' assessment of amenities and their influence on business travelers' productivity at Victor Attah International Airport. The result show that food and beverage services recorded a mean score of 2.94, indicating that respondents acknowledged that available catering services moderately meet the needs of business travelers within the airport environment. The table show that business lounges obtained a mean score of 2.88, suggesting that respondents perceived lounge facilities as fairly comfortable and accessible, though not strongly rated across all user experiences. The findings reveal that retail and shopping facilities recorded a mean score of 2.79, which stands as the lowest among the indicators and reflects limited relevance of retail offerings to business travel requirements. The result show that supporting services such as luggage storage, meeting rooms, and prayer areas attracted a mean score of 2.91, indicating that respondents considered such facilities to be moderately available and useful for travel-related needs. The table further show that restroom facilities recorded the highest mean score of 3.04, suggesting that respondents viewed sanitation and maintenance of restrooms as relatively satisfactory compared to other amenities. The grand mean of 2.91 indicates that airport amenities exert a moderate influence on business travelers' productivity at Victor Attah International Airport, as the responses reflect general agreement across the measured service areas.

Hypothesis Testing

H₀₁: Comfort and ambience have no significant relationship with business traveler's productivity at Victor Attah International Airport in Akwa Ibom State.

Correlations			
		Comfort & Ambience	Productivity
Comfort & Ambience	Pearson Correlation	1	.428**
	Sig. (2-tailed)		.000
	N	240	240
Productivity	Pearson Correlation	.428**	1
	Sig. (2-tailed)	.000	
	N	240	240

****.** Correlation is significant at the 0.01 level (2-tailed).

The findings in the correlation analysis for H₀₁ show that comfort and ambience have a positive relationship with business travelers' productivity at Victor Attah International Airport. The result show a Pearson correlation coefficient of 0.428, indicating a moderate positive association between the two variables. The findings reveal that the relationship is statistically significant at 0.01 level of significance ($p = 0.000$), which implies that the probability of the relationship occurring by chance is very low. The table show that as comfort and ambience improve within the airport environment, there is a corresponding improvement in business travelers' productivity. The result show that the strength of the relationship is moderate, suggesting that comfort and ambience play a meaningful role in influencing productivity outcomes among business travelers, though not as a sole determinant. Based on the significance value being less than 0.05, the null hypothesis is rejected, indicating that comfort and ambience have a significant relationship with business travelers' productivity at Victor Attah International Airport.

H₀₂: Connectivity and technology have no significant relationship with business traveler's productivity at Victor Attah International Airport in Akwa Ibom State.

Correlations			
		Connectivity & Technology	Productivity
Connectivity & Technology	Pearson Correlation	1	.376**
	Sig. (2-tailed)		.000
	N	240	240
Productivity	Pearson Correlation	.376**	1
	Sig. (2-tailed)	.000	
	N	240	240

****.** Correlation is significant at the 0.01 level (2-tailed).

The findings in the correlation analysis for H₀₂ show that connectivity and technology have a positive relationship with business travelers' productivity at Victor Attah International Airport. The result show a Pearson correlation coefficient of 0.376, indicating a low to moderate positive relationship between the two variables. The findings reveal that the relationship is

statistically significant at the 0.01 level of significance ($p = 0.000$), which suggests that the observed association is unlikely to have occurred by chance. The table show that improvements in connectivity and technological facilities correspond with improvements in business travelers' productivity within the airport environment. The result show that the strength of the relationship is moderate, indicating that connectivity and technology contribute meaningfully to productivity outcomes, although other operational factors may also play important roles. Based on the significance value being less than 0.05, the null hypothesis is rejected, indicating that connectivity and technology have a significant relationship with business travelers' productivity at Victor Attah International Airport.

H₀₃: convenience and accessibility have no significant relationship with business traveler's productivity at Victor Attah International Airport in Akwa Ibom State.

Correlations			
		Convenience & Accessibility	Productivity
Convenience & Accessibility	Pearson Correlation	1	.401**
	Sig. (2-tailed)		.000
	N	240	240
Productivity	Pearson Correlation	.401**	1
	Sig. (2-tailed)	.000	
	N	240	240

****.** Correlation is significant at the 0.01 level (2-tailed).

The findings in the correlation analysis for H₀₃ show that convenience and accessibility have a positive relationship with business travelers' productivity at Victor Attah International Airport. The result shows a Pearson correlation coefficient of 0.401, indicating a moderate positive relationship between the two variables. The findings reveal that the relationship is statistically significant at the 0.01 level of significance ($p = 0.000$), which suggests that the association observed between convenience, accessibility, and productivity is not due to chance. The table show that improvements in airport convenience and accessibility are associated with higher levels of productivity among business travelers. The result show that the strength of the relationship is moderate, implying that convenience and accessibility contribute meaningfully to productivity outcomes, particularly through efficient processes, clear navigation, and ease of movement within and around the airport environment. Based on the significance value being less than 0.05, the null hypothesis is rejected, indicating that convenience and accessibility have a significant relationship with business travelers' productivity at Victor Attah International Airport.

H₀₄: Safety has no significant relationship with business traveler's productivity at Victor Attah International Airport in Akwa Ibom State.

Correlations			
		Safety	Productivity
Safety	Pearson Correlation	1	.463**
	Sig. (2-tailed)		.000
	N	240	240
Productivity	Pearson Correlation	.463**	1
	Sig. (2-tailed)	.000	
	N	240	240

****.** Correlation is significant at the 0.01 level (2-tailed).

The findings in the correlation analysis for H04 show that safety has a positive relationship with business travelers' productivity at Victor Attah International Airport. The result shows a Pearson correlation coefficient of 0.463, indicating a moderate positive relationship between safety and productivity. The findings reveal that the relationship is statistically significant at the 0.01 level of significance ($p = 0.000$), suggesting that the observed association is unlikely to have occurred by chance. The table show that improvements in safety measures within the airport environment correspond with higher levels of productivity among business travelers. The result show that safety recorded the strongest correlation among the examined variables, indicating that it plays a more pronounced role in influencing business travelers' productivity compared to other factors in the study. This reflects the importance of secure environments, effective screening processes, and visible safety infrastructure in shaping productive travel experiences. Based on the significance value being less than 0.05, the null hypothesis is rejected, indicating that safety has a significant relationship with business travelers' productivity at Victor Attah International Airport.

H05: Amenities has no significant relationship with business travelers productivity at Victor Attah International Airport in Akwa Ibom State.

Correlations			
		Amenities	Productivity
Amenities	Pearson Correlation	1	.389**
	Sig. (2-tailed)		.000
	N	240	240
Productivity	Pearson Correlation	.389**	1
	Sig. (2-tailed)	.000	
	N	240	240

****.** Correlation is significant at the 0.01 level (2-tailed).

The findings in the correlation analysis for H05 show that amenities have a positive relationship with business travelers' productivity at Victor Attah International Airport. The result shows a Pearson correlation coefficient of 0.389, indicating a low to moderate positive relationship between amenities and productivity. The findings reveal that the relationship is statistically significant at the 0.01 level of significance ($p = 0.000$), suggesting that the association between amenities and productivity is not due to chance. The table show that improvements in airport amenities are associated with an increase in business travelers' productivity. The result show that the strength of the relationship is moderate, indicating that amenities contribute meaningfully to productivity outcomes, particularly through the availability of functional facilities such as lounges, restrooms, food services, and related support services. Based on the significance value being less than 0.05, the null hypothesis is rejected, indicating that amenities have a significant relationship with business travelers' productivity at Victor Attah International Airport.

Discussion of Findings

Based on influence of comfort and ambience on business travelers' productivity

The findings indicate that comfort and ambience moderately influence business travelers' productivity at Victor Attah International Airport. Cleanliness, seating comfort, temperature, interior design, and noise conditions were generally rated positively, suggesting that a pleasant terminal environment supports concentration and work activities. However, noise recorded a relatively lower rating, indicating a need for improved acoustic control. These findings agree with Bezerra and Gomes (2019), who identified physical airport attributes as important components of

passenger experience; Brida et al. (2018), who emphasized the role of environmental conditions in passenger satisfaction; and Allen et al. (2021), who found that cleanliness and physical comfort significantly contribute to positive airport experiences. Thus, improving ambience can further support business travelers' productivity.

Based on influence of connectivity and technology on business travelers' productivity

The findings reveal that connectivity and technology moderately influence business travelers' productivity. Wi-Fi, mobile networks, digital information displays, online processing systems, and access to technological facilities generally support travelers in maintaining communication and completing work while in transit. However, limitations in charging facilities and inconsistent connectivity may interrupt productivity. These findings agree with Shin (2019), who found that airport support technologies positively affect travelers' experiences and satisfaction; Kim and Park (2019), who reported that airport self-service technologies influence travelers' technology acceptance and behavioral intentions; and Kim et al. (2018), who established that traveler-focused airport technologies improve confidence and the airport experience. Therefore, stronger technological infrastructure can further enhance business travelers' productivity.

Based on influence of convenience and accessibility on business travelers' productivity

The findings show that convenience and accessibility moderately influence business travelers' productivity. Efficient check-in, security screening, boarding, baggage handling, waiting-time management, and signage facilitate smooth movement through the airport and reduce unnecessary delays. However, accessibility from business districts was comparatively weaker, suggesting the need for improved external transportation links. These findings agree with Fodness and Murray (2007), who identified convenience and functional service quality as important dimensions of airport service expectations; Shin (2020), who found that travelers place considerable importance on convenience-related airport service quality; and Shamaoun (2017), who established that airport service-quality attributes positively influence passenger satisfaction. Consequently, improving accessibility and operational convenience can preserve travelers' time and enhance productivity.

Based on influence of safety on business travelers' productivity

The findings indicate that safety significantly influences business travelers' productivity. High ratings for security screening and safety procedures suggest that travelers generally feel protected within the airport environment. Adequate hygiene and sanitation further strengthen perceptions of safety, although emergency preparedness, terminal layout, and visibility of emergency facilities require improvement. These findings agree with Chinonso and Ejem (2020), who emphasized the importance of airport service quality and security in passenger experiences; Ogwude et al. (2021), who linked airport service quality with passenger satisfaction; and Adeniran and Fadare (2018), who identified airport safety and security services as important dimensions of airport service quality in Nigeria. A secure environment reduces anxiety and distractions, thereby allowing business travelers to concentrate more effectively on productive activities.

Conclusion

The study concludes that the productivity of business travelers at Victor Attah International Airport is influenced by a combination of environmental, technological, operational, and safety-related factors. Comfort and ambience were found to moderately influence productivity, indicating that cleanliness, seating comfort, temperature, interior design, and noise conditions contribute to

the ability of travelers to concentrate and undertake work activities while waiting. This supports the broader understanding that airport service quality encompasses physical comfort, operational efficiency, and passenger experience. Connectivity and technology also moderately influenced productivity. Reliable Wi-Fi, mobile networks, digital displays, online processing, and adequate charging facilities enable business travelers to maintain communication and complete professional tasks while in transit. Convenience and accessibility similarly contributed to productivity through efficient check-in, security, boarding, baggage handling, waiting-time management, signage, and transportation access. Recent evidence also identifies convenience, accessibility, comfort, reliability, and speed as important components of air transportation performance in Nigeria. Finally, safety significantly influenced productivity, as effective security procedures, hygiene, sanitation, emergency preparedness, and orderly terminal arrangements create confidence and reduce distractions. Overall, the findings demonstrate that business traveler productivity depends on an integrated airport environment rather than a single service attribute. Therefore, improving physical comfort, digital infrastructure, operational convenience, accessibility, and safety simultaneously would create a more supportive environment for productive business travel at Victor Attah International Airport.

Recommendations

The following recommendations are based on the findings of this study:

1. Airport management should improve seating facilities, temperature regulation, cleanliness, lighting, and interior design while introducing effective noise-control measures. Quiet work zones should also be provided for business travelers. A comfortable and calm terminal environment can reduce distractions and support concentration, well-being, and productivity.
2. Management should improve Wi-Fi reliability, mobile network coverage, digital flight information systems, and online processing services. More charging stations and conveniently located power outlets should be installed. These improvements would enable business travelers to maintain communication, access information, and complete professional tasks without technological interruptions.
3. Airport management and relevant transport authorities should strengthen check-in, security, boarding, baggage handling, signage, and way finding systems. Ground transportation connections between the airport and major business districts should also be improved. This would reduce delays, simplify passenger movement, and preserve valuable time for business travelers.
4. Airport authorities should maintain high security standards while improving hygiene, sanitation, emergency preparedness, signage, and terminal organization. Regular safety drills and visible emergency information should be provided. A secure and well-organized environment can reduce anxiety and distractions, thereby enabling business travelers to concentrate on productive activities.
5. Airport management should adopt a holistic strategy that combines comfort, technology, accessibility, operational efficiency, and safety. Passenger feedback should be collected regularly to identify service gaps and guide improvements. Such an integrated approach is supported by evidence that airport experience depends on physical environment, digital services, convenience, and operational quality collectively.

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