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Please indicate the degree to which your time had been filled during the delay

Not filled

Completely filled

1 2 3 4 5 6 7

Uncertainty

To what extent did you have feelings of uncertainty during the time you have been waiting for the flight?

No anxiety at all

A lot of anxiety

1 2 3 4 5 6 7

Anger

To what extent did you feel angry about your experience with NS during this particular occasion?

No anger at all

A lot of anger

1 2 3 4 5 6 7

Punctuality

Overall, how punctual do you think NS is concerning the train departures?

Not punctual at all

Very punctual

1 2 3 4 5 6 7

Overall service

Based on all my experiences, I am satisfied with NS

Completely disagree

Completely agree

1 2 3 4 5 6 7

I am content about the service NS delivers

Completely disagree

Completely agree

1 2 3 4 5 6 7

I like travelling with the NS

Completely disagree

Completely agree

1 2 3 4 5 6 7

Demographics

Gender

Male Female

Age

.....

What is the highest level of education you have completed?

- Primary school
- High school
- Intermediate vocational education (MBO)
- Bachelor's degree (HBO or university bachelor)
- Master's degree
- Doctoral degree