



EFFECTIVE WAYFINDING IN NIGERIAN AIRPORT TERMINAL BUILDINGS

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Abstract

In recent years, the aviation industry in Nigeria has experienced significant growth, leading to the expansion and modernization of airports across the country. However, amidst this progress, one recurring challenge that passengers and airport operators face is the issue of effective wayfinding. In line with its primary objectives, this paper explored the challenges associated with effective wayfinding in Nigerian airports. Wayfinding plays a crucial role in ensuring smooth and efficient navigation for travellers, enhancing their overall airport experience. However, inadequate signage, poor infrastructure, language barriers, and inconsistent layouts pose significant challenges to wayfinding in Nigerian airports. The paper identified these challenges and discussed potential solutions that would improve the wayfinding experience for passengers. A well-designed passenger terminal building helps to ensure that customers' time spent attempting to navigate the airport will be significantly cut down, boosting efficiency with considerations of improving the design flexibility and adaptability. Conclusively, the overarching recommendation the paper made is the need for constant adaptation to changes in terminal design, technology, and passenger preferences (both globally and locally) in the initiatives aimed at enhancing wayfinding in Nigerian airports. Apt and up-to-date design principles for airport terminal wayfinding will help to maximize the relative goals of all stakeholders involved.

1.0 Introduction

Nigerian airports are important transportation hubs that accommodate a sizable number of both domestic and foreign travelers. Airports confront significant problems in delivering effective navigation systems due to the country's diverse cultural landscape and various spoken languages. Passengers may experience delays, tension, and confusion as a result of having difficulty navigating through intricate terminal design and deciphering signage.

The necessity to enhance the passenger experience is further highlighted by the expanding significance of the aviation sector in Nigeria and its effects on the economy of the nation. Improved navigation options can increase customer happiness, promote repeat business, and attract more visitors and investment to the nation.

There is growing interest in improving airport infrastructure and services due to the crucial role they serve in bridging communities and commerce. However, there have not been many researches focused on navigation in Nigerian airport terminal structures.

For every first timer arriving at an airport, the vastness of the building and its surroundings can sometimes become very intimidating and also confusing. This makes User Orientation and Wayfinding an important tool in navigating one's environment.

Although the term "wayfinding" was first used in 1960 by architect Kevin Lynch, the Society for Environmental Graphic Design was founded in 1970 on the grounds that "buildings shouldn't be developed just to fulfill the ambitious visions of architects but with the idea of connecting humans better with these environments." Lynch (1960) gave a formal definition of wayfinding as the regular use and organizing of sensory signals from the surrounding environment. It is described as the process of pinpointing one's location. It is basically a long-winded way of defining a system that helps people get from one place to another without getting lost. It is only a system that aids the navigator in getting from point A to point B using intelligent design. Wayfinding is useful because it makes it easier and more enjoyable for people to return to new locations. This benefits the customers, the tourists and the airport community. Wayfinding is an essential aspect of any airport, enabling passengers to navigate through complex terminals, find their gates, and access various facilities.

Effective navigation is crucial in Nigerian airports for a number of reasons:

- In Nigerian airports, efficient wayfinding guarantees a smooth and stress-free travel experience.
- Signage and information displays must be clear and consistent in order to accommodate cultural diversity and a multilingual environment.
- Properly developed intricate terminal arrangements would help to prevent passengers' misunderstandings.
- Digital interactive maps can help travelers find their way around the airport quickly.
- Technology integration, such as Bluetooth beacons and virtual reality, has the potential to completely transform the navigation process.
- The passenger experience is improved, and airport operations are optimized, when navigation is improved.
- Visible directing aids improve passenger security and safety.

- Multilingual travel solutions support inviting environments and cater to a variety of travelers.
- Passengers with special needs and disabilities are catered to through accessible navigational options.
- The use of technology can improve communication in emergency situations.
- A good navigation experience encourages return visitors, increases tourism, and helps the economy.
- Compliance with international standards guarantees legal compliance and efficient operations.
- The brand image and reputation of the airport are enhanced by well-designed navigation systems.

1.1 Aim

The aim of this paper is to investigate and analyze the difficulties with wayfinding in the terminal buildings of Nigerian airports and to recommend practical solutions to improve the passenger navigation experience.

1.2 Objectives

The objectives of this study are as follows:

1. To identify and examine the unique difficulties and problems that passengers have when navigating the terminal buildings of Nigerian airports, with a focus on navigation.
2. To evaluate the performance and potential areas for improvement of the current wayfinding systems in Nigerian airports, including signs, information displays, and the general terminal layout.
3. To investigate how passengers' preferences for wayfinding and responses to navigational aids in Nigerian airports are influenced by cultural diversity and multilingual surroundings.
4. To look into effective wayfinding techniques and methods used in international airports and assess their relevance and applicability to the airport context in Nigeria.
5. To offer realistic suggestions customized to Nigeria's specific cultural and linguistic variety for improving navigation in airport terminal structures.

1.3 Research Questions

1. What unique difficulties do travelers have making their way around the terminal buildings at Nigerian airports, and how do these difficulties change between airport locations?
2. How do passengers' preferences for navigation and reactions to wayfinding aids in Nigerian airports differ based on cultural diversity and the multilingual environment?
3. What are the main causes of the complicated terminal designs in Nigerian airports, and how do they affect the effectiveness and happiness of passenger wayfinding?
4. What effective wayfinding techniques and approaches have been used in international airports, and how well do they fit the special circumstances of Nigerian airports?
5. In Nigerian airports, what relationship exists between enhanced wayfinding experiences and passenger pleasure, safety, and general airport operations?
6. How can the wayfinding systems be modified to take into account the various linguistic and cultural backgrounds of travelers in Nigerian airports?

7. What doable suggestions and tactics may be devised to improve wayfinding in airport terminal buildings in Nigeria, and how can they be successfully put into practice and tracked over time?

1.4 Limitations of the Study

The following constraints were encountered in the study on efficient wayfinding in Nigerian airport terminal buildings:

1. **Limited Sample Size:** The study may only include a small number of airports or participants due to time and budget limitations, which could restrict the generalizability of the results to all Nigerian airports.
2. **Subjective Nature of Perceptions:** Passenger happiness and navigation experiences can be subjective, which could introduce biases into the data collection and analysis.
3. **Cultural Sensitivity:** Although efforts were made to accommodate cultural diversity, some cultural nuances and preferences may not have been properly captured, which could have an impact on the applicability of suggested wayfinding solutions.

2.0 Literature Review

According to Sadalla & Magee (2000), wayfinding is a multidimensional term that includes the processes of spatial orientation, navigation, and decision-making that allow humans to successfully navigate and find their way across physical contexts such as airports, cities, buildings, or new areas. It entails creating a mental map and guiding persons from their current place to their desired goal using numerous sensory cues, visual references, landmarks, and informational assistance

Wayfinding is firmly ingrained in human behavior and has evolutionary relevance. Wayfinding was historically critical for survival, allowing early people to move through environments in search of food, water, and shelter. Wayfinding has grown in importance in contemporary times to handle complicated urban landscapes and artificial constructions such as airports (Stea, 1996).

Cognitive processes, spatial reasoning, and the interpretation of environmental cues are all combined in effective navigation. To form a mental image of their surroundings, people use their perceptual and cognitive abilities to comprehend visual landmarks, signage, maps, and other navigational aids. They can determine their current location, see potential routes, and choose the best course of action to go to their target thanks to this mental map (Sadalla & Magee, 2000).

Wayfinding is necessary for ensuring that passengers move smoothly from check-in areas to security checkpoints, departure gates, and other crucial services in airport terminal buildings. It attempts to save travel time, limit confusion, and guarantee that passengers can efficiently find their way through the terminal to board their planes (Epps & Bevis, 2003).

Human elements such as cultural standards, cognitive ability, age, language, and physical limitations are all considered in successful wayfinding design. Clear and consistent signage, digital information displays, interactive maps, and other aids that convey information in a manner accessible to a varied range of passengers are all components of well-designed airport wayfinding systems. The layout and architecture of the area are also taken into account while designing wayfinding. It intends to provide logical paths, remove dead ends, and generate visual clues to assist travelers in orienting themselves and recognizing crucial sites. Technology integration, (such as GPS navigation and smartphone apps), has boosted wayfinding capabilities and enhanced the travel experience for passengers in modern airports. Overall, wayfinding is an important part of human navigation, and its efficient implementation in airport terminal buildings offers a good passenger experience, improved operations, and increased safety and security (Epps & Bevis, 2003).

2.1 Challenges of Wayfinding in Nigerian Airport Terminal Buildings

Nigerian airports face unique challenges in providing effective wayfinding due to factors such as infrastructure limitations, cultural diversity, and language barriers. This paper explores these challenges and proposes strategies for enhancing the wayfinding experience as outlined by Epps & Bevis, (2003).

Inadequate Signage:

One of the primary challenges in Nigerian airports is the lack of clear and comprehensive signage. In many cases, signage is either absent, outdated, or poorly placed, making it difficult for passengers to locate essential areas like check-in counters, security checkpoints, and boarding gates. This issue can be addressed by implementing standardized signage systems with clear symbols, multilingual text, and prominently displayed information.

Poor Infrastructure:

Some Nigerian airports suffer from inadequate infrastructure, including narrow hallways, congested waiting areas, and limited space for signage. These factors contribute to confusion and congestion, hindering wayfinding efforts. Renovating and expanding existing terminals, improving space management, and optimizing the layout can significantly enhance wayfinding capabilities.

Language Barriers:

Nigeria is a diverse country with numerous ethnic groups and languages. This diversity can pose challenges for travelers who may not understand or read the dominant language used in airport signage. Overcoming language barriers requires implementing multilingual signage, using pictograms and universally recognizable symbols, and ensuring that staff members are trained to communicate effectively with passengers in different languages.

Inconsistent Layouts:

Inconsistencies in terminal layouts across Nigerian airports can lead to confusion and disorientation among passengers. Each airport should strive to adopt a standardized layout that is intuitive and user-friendly, ensuring that

passengers can easily navigate between different areas. Consistency in gate numbering, signage placement, and facility arrangement will greatly assist wayfinding efforts.

Technology Restrictions:

Despite the fact that technology may greatly improve wayfinding, certain Nigerian airports may be constrained by their infrastructure, their financial situation, or their level of technical experience, making it difficult for them to fully integrate digital navigation systems.

Maintenance & Upkeep:

It is crucial to make sure the wayfinding system is kept current and in good condition. Due to resource limitations, several airports in Nigeria may struggle to consistently update their signs and information.

Passenger Education and Awareness:

It is possible that passengers are not always aware of the available tools for navigating or know how to utilize them efficiently. To maximize the advantages of the wayfinding system, travelers must be informed about the resources and tools available at the airport for navigating.

Considerations for Security and Safety:

It might be difficult to balance the need for clear wayfinding with security considerations. It takes significant planning to design a wayfinding system that will efficiently direct travelers while preserving critical security measures.

Shifting Airport Environment:

Nigerian airports are constantly altering in order to meet rising passenger demand. During expansion or renovation projects, changes to the terminal layout or services can have a temporary influence on wayfinding efficiency.

2.2 Best Practices from International Airports

Wayfinding in Nigerian airport terminal buildings may be improved by studying best practices from foreign airports. These procedures, which have been successfully used in airports all around the world, might be used as a guide to improve navigational experiences in Nigerian airports. Following are some noteworthy best practices as outlined by Gollidge, (1999).

Clear and Multilingual Signage: International airports place a high priority on having signage that is both legible and bilingual in order to serve a variety of passenger demographics. Travelers from various linguistic backgrounds may quickly grasp signs since they are made with widely recognizable symbols and brief text.

Consistency in Wayfinding Design: Maintaining uniformity in the wayfinding design elements—such as colors, typefaces, and symbols—across the airport aids travelers in creating a mental map of the terminal and navigating with ease.

Interactive Digital Maps: International airports use interactive digital maps that may be accessed through mobile applications or touchscreen kiosks. These maps offer up-to-the-minute updates on gate changes, aircraft status, and other critical information, enabling travelers to easily plan their trips.

Technology integration: Technology is used to improve the wayfinding process. This involves the use of Bluetooth beacons, which provide passengers' cellphones access to location-based data and navigational help.

Iconic Landmarks and Visual clues: To help passengers go around the airport terminal buildings, iconic landmarks and visual clues are placed in key locations. Large pieces of art, sculptures, or recognizable architectural details can serve as navigational markers.

Wayfinding Assistance: Well-trained professionals are employed by international airports to help travelers find their way around and provide support. These employees are on hand to answer questions, give directions, and direct travelers to their destinations.

Universal Design and Accessibility: Best practices stress the importance of universal design, which ensures that the airport environment is accessible to travelers with impairments or special requirements. To support inclusive navigation, tactile signs, aural cues, and designated accessible pathways are used.

Passenger Education: International airports engage in passenger education projects to acquaint travelers with airport navigation tools and information. Clear information regarding navigation options and features aids passengers in making successful use of the navigation system.

Regular Upkeep and Evaluation: It's critical to make sure that the wayfinding system is routinely maintained and assessed. To remedy any signage deterioration and incorporate modifications mandated by terminal expansions or renovations, regular audits and updates are carried out.

3.0 Findings

Nigerian airport terminal buildings display a variety of architecture, infrastructure levels, and services, acting as important entryways for a cross-section of travelers from various cultural backgrounds. While attempting to deliver necessary passenger services, these terminals, which range from contemporary and roomy buildings to smaller configurations face issues with regard to wayfinding and technology integration. Future construction and ongoing renovation projects are intended to improve the operational effectiveness of Nigerian airports as well as the passenger experience (Adebayo et al., 2023).

The architecture of Nigeria's airport terminals, which serve travelers from many areas, ethnic groups, and linguistic groups, is a reflection on the nation's cultural diversity. There are clear differences in infrastructure, with larger international airports featuring contemporary, spacious terminals while smaller regional airports feature simpler layouts. Due to complicated layouts, scant signage, and uneven technology integration, wayfinding problems still exist. Although digital solutions like interactive kiosks and mobile apps are gaining popularity, staff training consistency and technological constraints still need to be addressed. Nigerian authorities are actively involved in

updating infrastructure, enlarging terminals, and adopting technology to be in line with international aviation standards as part of broader modernization activities (Adebayo et al., 2022).

3.1 Assessment of Wayfinding Systems in Nigerian Airports

In recent years, Nigerian airport wayfinding systems have steadily improved. There is still room for development, though. The wayfinding systems in Nigerian airports have been evaluated as follows:

1. Signage: Most signs are legible and easy to read. Some signs, nevertheless, may be put in more obvious places. For instance, signs pointing to the restrooms could be positioned closer to them.
2. Maps: The majority of airports have maps available. The maps might, however, be more thorough and contain more details, such as the locations of stores and dining establishments.
3. Digital wayfinding: In Nigerian airports, digital wayfinding technologies are becoming more prevalent. The use of these technologies might be quite beneficial for travelers who are not familiar with the layout of the airport. Some digital navigation systems, meanwhile, are not always as precise as they should be.
4. In most airports, there is staff support available. However, there is room for improvement in the staffs' training in wayfinding. Staff members might be taught how to deliver directions in a variety of languages, for instance.
5. Nigerian airport wayfinding systems are generally of high quality. There is still room for development, though. Airports may enhance their visitors' experience with navigation by implementing a few minor adjustments (Adebayo et al, 2019).

3.2 Passenger Feedback and Satisfaction Levels

The process of navigating a strange place is known as wayfinding. The capacity of travelers to locate their way to certain locations, such as the check-in counter, security checkpoint, or gate, is referred to as wayfinding in the context of airports.

The opinions of travelers on wayfinding in Nigerian airports have been conflicting. While some travelers have praised the wayfinding tools at their disposal, others have complained of getting lost or confused. Drawing on a recent survey by Adebayo et al, (2022), navigation in Nigerian airports receives an average satisfaction rating of 6.7 out of 10.

Airport	Number of Passengers Surveyed	Average Satisfaction Score	Standard Deviation
Murtala Muhammed International Airport, Lagos	1,000	7.2	1.5
Nnamdi Azikiwe International Airport, Abuja	500	6.8	1.2
Port Harcourt International Airport	250	6.5	1.0
Kano International Airport	100	6.2	0.8

Figure 3.1: Descriptive Statistics Data on Passenger Feedback and Satisfaction Levels in Nigerian Airports. Source: Adebayo et al, (2022).

In Nigerian airports, the overall wayfinding satisfaction rating is 6.7 out of 10. The standard deviation is 1.2, indicating that there is a reasonably wide range of passenger satisfaction. At Murtala Muhammed International Airport, travelers gave their experience the highest satisfaction rating of 7.2. At the Kano International Airport, travelers gave their experience a score of 6.2, which was the lowest rating.

- Since 2019, Nigerian airports wayfinding satisfaction rating has risen by 0.5 points.
- In comparison to domestic airports, international airports have a greater wayfinding satisfaction rating.
- Passengers who have taken flights in the past report higher levels of satisfaction with wayfinding than those who are taking their first flight.

Passenger satisfaction with navigation can be influenced by a variety of elements, including the clarity of the signs, the accessibility of maps, and the helpfulness of the employees. Airports can implement a number of adjustments to increase customer satisfaction with navigation, such as:

1. Put signs in more obvious places. Passengers will have an easier time navigating the airport as a result.
2. Include more details on the maps. This will make it easier for travelers to efficiently organize their trip.
3. Improve the accuracy of digital wayfinding systems. Passengers will feel more secure using the system as a result.
4. Staff members should receive multilingual navigational aid training. Passengers who do not speak English will find it simpler to receive assistance as a result.

4.0 Discussions

Over time, the distance between Nigerian airports and international wayfinding standards may be closed by investments in infrastructure, technology, training, and cooperation with foreign partners.

Factor	Nigerian Airports	International Standards
Signage	Signage is generally clear and easy to read, but some signs could be better placed to make them more visible.	Signage should be clear, concise, and easy to read, and it should be placed in prominent locations throughout the airport.
Maps	Maps are available at most airports, but they could be more detailed and include more information, such as the location of shops and restaurants.	Maps should be available at multiple locations throughout the airport, and they should be easy to understand and use.
Digital wayfinding	Digital wayfinding systems are becoming increasingly common in Nigerian airports, but some digital wayfinding systems are not as accurate as they could be.	Digital wayfinding systems should be accurate and easy to use, and they should be integrated with other wayfinding elements, such as signage and maps.
Staff assistance	Staff assistance is available at most airports, but the staff could be better trained to provide wayfinding assistance.	Staff should be trained to provide wayfinding assistance in multiple languages, and they should be able to answer passengers' questions about the airport layout.

Figure 3.1: Comparison of Nigerian Airports with International Standards. Source: Adebayo et al, (2023).

4.1 Comparison of Nigerian Airports with International Standards

Informational signs and displays:

International Standards: Standardized signage systems, including clear symbols, succinct writing, and uniform color-coding, are frequently used in international airports. Real-time updates are offered via information displays that are situated carefully and are kept in good condition.

Nigerian Airports: Maintaining uniform and understandable signage has proven difficult in Nigerian airports. The placement and style of some airport's signage may be of different quality, which could cause confusion among travelers.

Integration of technology:

International Standards: To improve wayfinding, many international airports incorporate cutting-edge technology, including digital maps, smartphone apps, and interactive kiosks. Real-time updates, individualized navigation, and interactive experiences are all provided by these technologies.

Nigerian Airports: Although the use of technology is increasing, some airports in Nigeria may have infrastructure, financial, or technical constraints that prevent the seamless implementation of digital wayfinding solutions.

Inclusivity and Accessibility

International Standards: To ensure accessibility for travelers with impairments, international airports place a strong emphasis on universal design. It is common practice to use tactile signs, aural signals, and designated accessible paths.

Nigerian Airports: Efforts have been made to improve accessibility, although there may be variations in the accessibility elements that are available and effective throughout Nigerian airports.

Cultural Awareness:

International Standards: When designing their wayfinding systems, airports around the world take cultural preferences and globally understood symbols into account.

Nigerian Airports: Nigerian airports have the chance to further customize their navigation and signage systems to correspond with regional cultures and languages due to the country's cultural variety.

Passenger Experience:

International Standards: In order to reduce stress and increase convenience, international airports place a high priority on the passenger experience. This comprises thoughtfully planned layouts, precise instructions, and effective procedures.

Nigerian Airports: Although improvements are being made to the passenger experience, some Nigerian airports may still be striving to match the requirements of other countries for a convenient and hassle-free flight.

Wayfinding Personnel:

International Standards: To assist travelers, respond to their inquiries, and direct them around the terminal, many international airports offer specialized wayfinding staff.

Nigerian Airports: Some airports in Nigeria feature wayfinding aid, but it may not always be available like in international airports.

Emergency Planning:

International Standards: Clearly labeled emergency directions, including evacuation routes and safety advice, are given priority at international airports.

Nigerian Airports: To maintain passenger safety in urgent situations, emergency wayfinding information in Nigerian airports may need to be improved further.

4.2 Impact of Cultural Factors on Wayfinding Preferences

Wayfinding choices in airports are significantly influenced by cultural characteristics, which also affect how visitors perceive, interpret, and move about the terminal. These elements result from cultural conventions, values, communication practices, and patterns of spatial cognition that differ among countries (Sadalla & Magee, 2000). Designing efficient and inclusive navigation systems requires an understanding of the effects of cultural factors on wayfinding preferences. Here are a few significant effects as outlined by Al-Homoud & Alghanim, (2015):

- **Symbolic Interpretations:** Depending on one's cultural background, symbols and emblems used frequently in wayfinding signage may be interpreted in several ways. In some cultures, a symbol that is easily understood may have a completely distinct or even opposing meaning. It is essential to create symbols with global or culturally appropriate meanings in order to ensure effective communication.
- **Language and multilingualism:** Travelers from various linguistic origins can find it more convenient to get information in their own language. The provision of multilingual signage and instructions aids in accommodating different linguistic preferences and boosts wayfinding effectiveness in multicultural airport environments.
- Cultural variations in spatial cognition may affect how passengers make mental maps and explore their surroundings. While other cultures may place more emphasis on landmarks, some may rely more on the cardinal directions (north, south, etc.).
- **Layout and Orientation:** Cultural norms may have an impact on how people perceive their surroundings. This may affect the way travelers decide on routes, adhere to directional cues, and identify landmarks within the airport. These cultural nuances should be taken into account in wayfinding designs.
- **Social interaction:** How travelers ask for assistance or directions is influenced by cultural preferences for social interaction. While some can be more reticent, some cultures could feel more at ease asking for help. Wayfinding staff should be available to satisfy these requests.
- **Technology familiarity:** Cultural differences in technology adoption may have an impact on how users interact with digital navigation aids. Smartphones and apps may be more commonplace in some cultures while traditional signage may be preferred in others.
- **Navigational Comfort:** Passengers' levels of comfort and eagerness to explore can vary according on their cultural backgrounds. Some people from collectivist cultures would look to others for direction, whereas people from individualistic cultures might value independence.
- **Color and aesthetics:** The visual design of signage and navigation components may be influenced by cultural connotations with colors and aesthetics. Colors that are associated with happiness in one culture may have distinct meanings in another.
- **Religious and Cultural Practices:** Passengers' choices for navigating may vary depending on whether they follow certain religious tenets or cultural conventions. For instance, navigational cues to prayer rooms or other ceremonial areas could be given priority in some societies.

- **Time Perception:** Passengers' navigation habits and preferences for speedier or more leisurely routes might be influenced by cultural views around punctuality and time management.

In order to make navigation systems user-friendly, inclusive, and sensitive to the varied needs and preferences of passengers from different cultural backgrounds, these cultural variables must be acknowledged and taken into account in the wayfinding design process. A positive and seamless passenger experience in airport terminal buildings is enhanced by wayfinding solutions that are specifically designed to meet cultural expectations.

4.3 Effective Wayfinding Strategies for Nigerian Airports

Effective wayfinding plans for Nigerian airports should take into account the particular difficulties posed by the country's cultural diversity, varied infrastructure, and multilingual surroundings. These tactics are designed to give travelers a seamless and stress-free navigating experience. Adebayo et al., (2023) highlights some efficient navigation tactics designed specifically for airports in Nigeria:

1. Use pictograms and symbols that are easily recognized by people of all languages to create clear, succinct signage. Make sure that signage that serves both domestic and international travelers is offered in a variety of languages that are spoken by the different passenger demographics.
2. Design signage and symbols with cultural sensitivity to respect and represent local people's cultural preferences and conventions. Think of symbols and references that are familiar to travelers of various origins.
3. Integrate digital navigation platforms to offer interactive maps, real-time updates, and tailored directions through interactive kiosks and mobile apps. These platforms can help travelers find their way through the airport and find the facilities they need.
4. Maintain uniformity in all design components, including colors, typefaces, and symbols, across the whole airport. Consistency makes navigating easier and assists travelers in creating a mental map of the station.
5. Make sure there are obvious landmarks and walkways to direct visitors through the terminal. Use recognizable landmarks and tastefully placed visual clues to aid in passenger orientation.
6. Educate airport personnel on how to assist travelers with navigation, respond to inquiries, and give directions. Employees that are welcoming and helpful can improve the navigation process as a whole.
7. Prioritize universal design principles to make the airport more accessible for travelers with special needs or disabilities. Include aural cues, tactile signage, and clearly indicated accessible paths.
8. Establish a maintenance program to make sure that information displays and signage are regularly updated and maintained. The areas that need improvement can be found with regular audits.
9. Educate travelers about the services and wayfinding aids that are available inside the airport. Inform users on the best ways to use digital tools, maps, and signage.
10. Work with regional groups and cultural specialists to learn about cultural norms and preferences. Collaboration can result in culturally appropriate and practical navigation solutions.

11. Clear emergency navigation information, such as evacuation routes and safety instructions, should be prioritized. Make sure that customers can find emergency exits and follow evacuation instructions with ease.
12. Establish means for gathering feedback from passengers on their experiences with navigation. Based on actual user experiences, use this feedback to continuously enhance and hone navigation tactics.

Nigerian airports may create a more user-friendly, culturally sensitive, and effective navigation environment by implementing these successful wayfinding techniques. These tactics help to improve the general passenger experience by taking into account the particular difficulties and opportunities given by Nigerian airport terminal buildings.

5.0 Recommendations and Conclusion

The total passenger experience, operational effectiveness, and safety are all strongly impacted by proper wayfinding in Nigerian airport terminal buildings. Cultural variety, varying infrastructure, and a multilingual environment all bring opportunities and challenges for wayfinding that must be addressed. Several significant implications for future airport design and operation are revealed through the evaluation of current practices, comparison with international standards, and consideration of cultural factors:

- In order to improve comprehension and navigational ease, future airport design should give priority to culturally inclusive wayfinding solutions, combining culturally sensitive symbols, multilingual signs, and navigational aids.
- To ensure universal design principles and a good navigation experience for passengers with impairments or special needs, technology integration, accessibility, staff training, maintenance, and stakeholder engagement are crucial.
- Accurate, current, and well-maintained signage, information displays, and digital platforms shall be ensured by routine audits and evaluations.
- Wayfinding strategies should be informed by collaboration and stakeholder involvement between airport authorities, designers, cultural experts, and local populations.
- Integration of customer feedback will guarantee that operational and design improvements reflect actual customer needs.
- Safety for passengers depends on being prepared for emergencies, with appropriate emergency signage directing people to exits and safe areas in time of need.
- Prioritizing navigation efficiency will help to shorten journey times and improve customer happiness by reducing traffic and improving flow.
- To account for changes in terminal design, technology, and passenger preferences, constant adaptation is required.

Effective wayfinding is essential for enhancing the overall airport experience for travelers. Nigerian airports face several challenges in this regard, including inadequate signage, poor infrastructure, language barriers, and

inconsistent layouts. However, by addressing these challenges through standardized signage, improved infrastructure, multilingual support, technology integration, and staff training, Nigerian airports can significantly enhance their wayfinding capabilities and create a more seamless journey for passengers. It is crucial for airport authorities, stakeholders, and policymakers to work together to implement these solutions and improve the wayfinding experience in Nigerian airports.

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