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Investigation of the Needs and Design Innovation for Visually Impaired-Friendly Bus Stop Based on the Kano Model

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Supplementary Table 1: Kano questionnaire reliability test

Question	Item	Scale mean if item deleted	Scale variance if item deleted	Item-total correlation (corrected)	Cronbach's alpha (item deleted)	Cronbach's alpha
Functional	A1	27.1958	9.155	0.385	0.770	0.769
	A2	27.0389	9.708	0.418	0.755	
	B1	26.7441	10.331	0.427	0.754	
	B2	26.7819	9.898	0.468	0.746	
	B3	26.9894	8.713	0.634	0.710	
	C1	27.0083	8.783	0.565	0.724	
	C2	27.0083	8.623	0.579	0.720	
Dysfunctional	A1	12.6771	12.097	0.662	0.843	0.866
	A2	12.8722	12.465	0.584	0.854	
	B1	12.7380	11.985	0.666	0.842	
	B2	13.0965	11.765	0.640	0.847	
	B3	12.7946	12.938	0.542	0.859	
	C1	12.8701	11.613	0.754	0.830	
	C2	12.8512	12.340	0.615	0.850	

Supplementary Table 2: Kano questionnaire validity test

KMO measure of sampling adequacy		Functional question	Dysfunctional question
		0.767	0.861
Bartlett's test of sphericity	Approximate chi-square	87.310	146.389
	Degrees of freedom	21	21
	Significance	0.000	0.000