

Safety and Long Work Hours in Aviation

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Introduction

The airline industry is growing rapidly. Technological progress reduced the cost of travel and allowed more people to enjoy this glamorous type of trip. At the same time, globalization forced a higher number of individuals to fly all over the world. Consequently, the aviation field exploded, generating billions of dollars annually. The job is customer intense since the professional has to continually deal with customers and ensure that their journey is safe and efficient (Dunn, 2017). The task is becoming increasingly difficult with the fact that a more significant number of people carry more luggage into airplanes, which extends the boarding time, causes delays, introduces additional risks, and creates problems for flight attendants (Federal Aviation Administration, 2014).

The issue is crucial since it provides multi-million revenues to all parties involved, including tourism, airports, sports games, brand sales, and oil or gas consumption. At the same time, such problems could cause people to choose an alternative option of travel or abandon their decisions to go to a particular country that might have tourism sales as the majority of its budget (Manoj, 2017). Also, these problems could add additional strain on industry professionals, which might decrease their performance and produce safety issues to passengers and the airplane, or add more stress (Vogt, 2006). Therefore, solving the problem might be crucial, as customer service quality is detrimental to brand image, reputation, and sales generated as a result of work. A number of solutions were already presented and might revolve around hiring more efficient personnel that can deal with an elevated set of problems or increase the internal environment to illustrate the value that workers bring and motivate them to perform better.

Literature Review

Current works show that the industry requires a high level of precision. This is because there are no stops that an airplane can take during its travel. It has a limited fuel capacity that is needed to travel from one city to another. At the same time, the commodity is expensive and could significantly impact the profitability of a firm (Carmichael, 2015). At the same time, the elevated luggage brought by passengers introduced additional work that has to be completed by an employee during a flight to ensure the safety of cargo, its security from theft, the accessibility for passengers, and their satisfaction. At the same time, these difficulties are constraining for the air travel business, since each delay can cost them a lot of money, which would reduce the likelihood of improving the quality of work or training them to be prepared for an elevated workload that is present during travel. The high workload could lead to mental and physical fatigue, which concerns a majority of pilots and could have a considerable impact on overall safety (FAA, 2012). Current solutions provided by literature identify a number of possible options, such as increasing the limit of one's luggage, improved tracking, introducing additional fees for overweight items, and elevated personal security.

Research Question

There are two central questions of the research. The first one is related to customer time and what changes would occur if it became a priority for the business, and they aimed at the arrival delivery of the baggage at the pickup point. The second question is related to the techniques that could be used to allow employees to combat additional constraints, professional requirements, and increased fatigue from an elevated amount of work and further delays (Jaon, 2003).

Theoretical Framework

There are many delays that occur during the work of these individuals. These delays force staff to spend more time conducting essential activities and extend a working day (Johnson, 2002). A pilot and a flight attendant are located far from home or a regular environment, which reduces the amount of time they have to rest and sleep (Sallinen, 2010). It elevated their fatigue and decreased their energy levels and capacity to match the safety and service regulations that are imposed by a firm and the industry. It could cause considerable problems for passengers and workers. Furthermore, these delays change the biological rhythm of a person, which could cause significant problems with health, such as heart issues and dietary disturbances (Bor, 2007). A lack of rest or work inefficiencies could reduce the work satisfaction levels of outputs of hired employees, reducing the revenues of related firms significantly, which might outweigh the cost of training and hiring additional personnel.

The amount of carry-on baggage introduced issues related to gate agents, boarding delays, and additional work that has to be conducted by flight attendants. These factors also worsen the problem and add the need for a better solution that would reduce waiting time and fatigue.

Hypotheses

Admittedly, reduced waiting times for customers would make it more likely for them to check it rather than carrying it on the airplane since they would be convinced that it would arrive on time and would not force them to experience delays. It would assist flight attendants since it would reduce gate delays and the amount of work that would have to be conducted.

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