FACTORS AFFECTING WORK SAFETY CLIMATE OF CABIN CREW

Nattaya Srisupha, Aviation Personnel Department Institute,
Kasem Bundit University, Bangkok, Thailand,
E-Mail: nattaya.sri@kbu.ac.th

ABSTRACT

This research aimed to study the factors affecting work safety climate of Thai cabin crew. The researcher distributed the questionnaires to 400 respondents who are Thai cabin crew and cabin crew in charge regarding the question of safety climate. The results of the study found that highest safety climate factor was safety training (mean = 4.55) and the lowest safety climate factors was organization environment (mean = 3.71). Hypothesis testing results showed that only different genders and ages of cabin crew have different safety climate factors. There is a relationship between age and safety climate at a high level (r =0.86). The recommendation was the airlines should improve organization environment by reallocating sufficient human resource to meet the demand of each flights and maintaining safety standard with service quality.

Keywords: Work Safety Climate, Cabin Crew

INTRODUCTION

Safety climate is the perceived values on safety in an organization, especially an organization needs high safety such as airline, airport and factory. It is often related to the organization culture and works since safety climate is majorly influenced by attitudes, values and opinions of staffs in the organization. Safety climate benefits and improves business in both production and services. It reduces costs and problems such as accidents, delay, and conflicts. Safety climate in aviation organization such as airline influences safety and performance of airline. It reduce incident and service process problems, which can be from personal factors and others (Srisupha, 2020). To measure safety climate in each organization is difficult. It depends on circumstances, types of work, size of organization and importantly organization culture, etc.

Objectives

1. To study the levels of work safety climate of cabin crew
2. To investigate factors affecting work safety climate of cabin crew

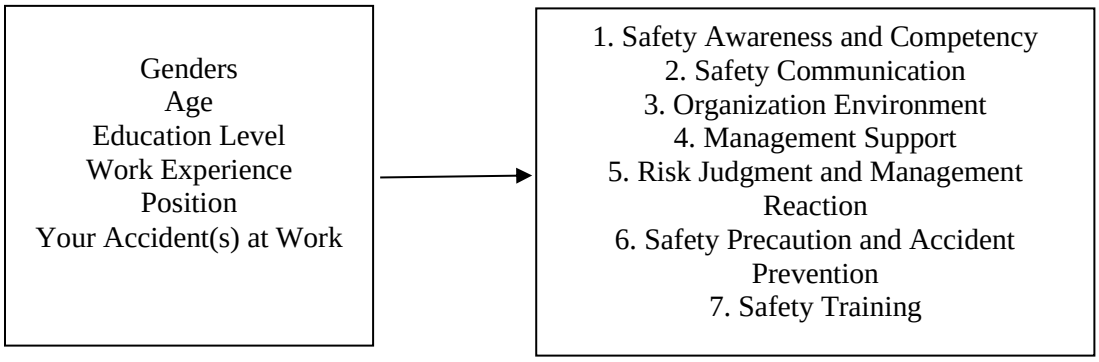
Research Hypothesis

1. Cabin crew who have different personal factors have different safety climate perception.
2. There is relationship between age and safety climate.

LITERATURE REVIEW AND THEORY

Safety climates are vital for cabin crew and cabin crew in charge since they need to be ready for their work as well as passengers. 7 safety climates include safety awareness and competency, safety communication, organization environment, management support, risk judgment and management reaction, safety precautions and accident prevention and safety training. To behave safety adoption of corporate safety related policy and program improve employees' awareness of safety promotion policy from management (Srisupha, 2020). Several researches proposed causes of safety climate in different factors such as safety climate was committed in safety management and the safety training and the pressure to procedure (Aumnuaiworchai and Wessapan, 2017). The other research showed that age and experiences could form safety perception (Gao, Bruce, Rajendran, 2015) and safety climate could be from organization communication (Reader, 2018). Though, some research debated that there is no absolute airline safety climate factors (O'Connor, O'Dea, Kennedy, and Bulltery, 2011).

Fig.1 Conceptual Framework



METHODOLOGY

The researcher applied the questionnaires for measuring safety climate which includes safety awareness and competency, safety communication, organization environment, management support, risk judgment and management reaction, safety precautions and accident prevention and safety training (Milijic, Mihajlovic, Strbac and Zivkovic, 2015). The questionnaires were distributed to 400 samples who are Thai cabin crew and Thai cabin crew in charge. The respondents ticked the answers and rated the safety climate questions indicating 5 Likert's scale. The data were collected from Jan.-Mar, 2023. The reliability was 0.79. The statistical analysis were frequency, percentage, mean, standard deviation, t-test, One-Way ANOVA, and Pearson's Correlation

RESULTS

The results showed 1) respondent profile 2) safety climate questions and 3) safety climate factors in total and 4) hypothesis testing.

Table 1 *Respondent Profile Results*

Profile Factors	Particulars	F	%
Gender	Male	169	42.30
	Female	226	56.50
	Others	5	1.30
Age	Under 25 yrs.	9	2.30
	26-30 yrs.	56	14.00
	31-40 yrs.	52	13.00
	41-50 yrs.	187	46.80
	Above 50 yrs.	96	24.00
Education Level	Lower than bachelor's degree or the Equivalents	19	4.80
	Bachelor Degree or the Equivalents	276	69.00
	Master Degree	100	25.00
	Doctoral Degree	4	1.00
Work Experience	Less than 3 yrs.	10	2.50
	3-5 yrs.	27	6.80
	6-10 yrs.	40	10.00
	11-20 yrs.	113	28.20
	More than 20 yrs.	210	52.50
Position	Cabin Crew	241	60.30
	Cabin Crew in Charge	159	39.80
Your Accident(s) at Work	Ever	226	56.50
	Never	174	43.50

Table 2 *Safety Climate Questions Results*

Safety Climate Questions	Mean	S.D.	Interpretation
SC1: Safety Awareness and Competency			
SC1-1 I am clear about what my responsibilities are for the workplace safety	4.73	0.48	Highest
SC1-2 I understand the safety rules in my job	4.72	0.48	Highest
SC1-3 I can deal with safety problems in my workplace	4.24	0.65	Highest
SC1-4 I comply with the safety rules all the time	4.33	0.61	Highest

SCI-5 When I am at work, I think safety is the most important thing	4.58	0.60	Highest
Overall Safety Awareness and Competency	*4.52*	*0.65*	Highest
SC2: Safety Communication			
SC2-1 I am involved in safety issues at work	4.31	0.76	Highest
SC2-2 Co-workers often exchange tips With one another on how to work safely	4.00	0.85	High
SC2-3 I often discuss safety issues with my supervisors	3.77	0.94	High
SC2-4 I can get safety information from the company	4.30	0.72	Highest
Overall Safety Communication	4.10	*0.65*	High
SC3: Organization Environment			
SC3-1 Sometimes there is too much work to do without following the safety procedures	4.01	1.02	High
SC3-2 Sometimes work paces is too fast to follow safety procedures	4.11	0.99	High
SC3-3 Sometimes I have to ignore safety requirements for the sake of production	3.01	1.28	Moderate
Overall Organization Environment	*3.71*	*0.93*	High
SC4: Management Support			
SC4-1 Management believes safety is of the same importance as production	3.78	1.11	High
SC4-2 Management takes care of safety problems in my workplace	3.68	1.02	High
Overall Management Support	*3.73*	*0.98*	High
SC5: Risk Judgment and Management Reaction			
SC5-1 Management act only after accidents have occurred	3.59	1.06	High
SC5-2 I am sure it is a matter of time before an accident occurs in my workplace	4.25	0.78	Highest
SC5-3 There are conflicts between production procedures and safety measures	4.23	0.94	Highest

Overall Risk Judgment and Management Reaction	*4.02*	*0.68*	High
SC6: Safety Precautions and Accident Prevention			
SC6-1 My job is quite safe	4.07	0.66	High
SC6-2 In those dangerous jobs, there are always measure to prevent accidents	4.22	0.72	Highest
Overall Safety Precautions and Accident Prevention	*4.14*	*0.61*	High
SC7: Safety Training			
SC7- I am trained in safety knowledge	4.67	0.53	Highest
SC7-2 Safety training fits my job	4.42	0.74	Highest
Overall Safety Training	*4.55*	*0.55*	Highest
Total Safety Climate Results	***4.11***	***0.36***	***High***

Table 3 *Safety Climate*

Safety Climate Factors	Mean	S.D.	Meaning
SC1: Safety Awareness and Competency	4.52	0.42	Highest
SC2: Safety Communication	4.10	0.65	High
SC3: Organization Environment	3.71	0.93	High
SC4: Management Support	3.73	0.98	High
SC5: Risk Judgment and Management Reaction	4.02	0.68	High
SC6: Safety Precaution and Accident Prevention	4.14	0.61	High
SC7: Safety Training	4.55	0.55	Highest
Safety Climate Factors in Total	**4.11**	**0.36**	**High**

The results of descriptive statistics showed that the top 2 of highest safety climate factors was Safety Training (Mean = 4.55, S.D. = 0.55) and Safety Awareness and Competency (Mean = 4.52, S.D. = 0.42) at a highest level. The lowest safety climate factors was Management Support (Mean = 3.73, S.D. = 0.98) and Organization Environment (Mean = 3.71, S.D. = 0.93).

Table 4 Hypothesis Testing

Factors	Statistics	Test Value	Sig.
Gender	One-Way ANOVA	5.909	0.003*
Age	One-Way ANOVA	3.956	0.004*
Education Level	One-Way ANOVA	1.196	0.312
Work Experience	One-Way ANOVA	1.429	0.223
Position	t-test	0.115	0.908
Your Accident(s) at Work	t-test	-0.114	0.909

(Sig.* < 0.05)

Hypothesis testing results showed that only different genders and ages of cabin crew have different safety climate factor (Gender Sig. = 0.003*; Age Sig. = 0.004*). The differences in other personal factors did not have differences in safety climate perceptions. Applying Pearson's Correlation showed that the relationship between age and safety climate (perception) factors in this study was at a high level. (r = 0.86).

CONCLUSION

Based on the study, the safety climate in total was high (Mean = 4.11, S.D. = 0.36). The highest safety climate factors was safety training (Mean = 4.55, S.D. = 0.55) and safe awareness and competency (mean = 4.52, S.D. = 0.42). The lowest safety climate factors was Management Support (Mean = 3.73, S.D. = 0.98) and Organization Environment (Mean = 3.71, S.D. = 0.93). The hypothesis testing results showed that only different gender and age of cabin crew and cabin crew in charge have different safety climate perception. There is a high positive relationship between age and safety climate (perception) factors in the study.

DISCUSSION AND RECOMMENDATION

Findings revealed that Safety Training and Safety Awareness and Competency are top two highest and the lowest factors were management support and organization environment. This results were similar to the related researches that safety management, safety training and pressure to procedure was the major safety climate factors (Aumnuaiworchai and Wessapan, 2017). The results of the Pearson's Correlation (r = 0.86) was similar to the research that age could form safety perception (Gao, Bruce, Rajendran, 2015). The recommendation were that the airlines should improve organization environment. The airline should adjust cabin crew to meet the flight service demand while having strictly comply with safety standard.

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RESEARCH ON THE IMPACT OF INFLATION ON CONSUMER DOWNGRADE TOURISM AND MITIGATION STRATEGIES

Wei Chen, PhD Candidate, Management Studies, Endicott College of International studies, Woosong University, Daejon, South Korea
Business Management Department, Shandong College of Electronic technology, Jinan City, Shandong Province, China
Mail:chenwei201510@gmail.com
Su Mei Ruan, Professor, Corporate Governance, Risk Management,
AnHui University of Finance and Economices;
No. 962, Cao Shan Road, Bengbu, Anhui Province, China
E-Mail:ruansumei0116@163.com
WenBao, PhD Candidate, Hospitality and Tourism Management, Endicott College of International studies, Woosong University, Daejon, South Korea;
Modern Service Department, Lanzhou Vocational and Technical College, Lanzhou City, Gansu Province, China
E-Mail:bwen0586@gmail.com

ABSTRACT

This paper explores the concept of "consumer downgrade tourism", in which travelers adjust their travel behavior due to cost of living and inflation. Based on an in-depth analysis of relevant literature and tourism market data, specific recommendations are provided for tourism