



## **TRAINING PRACTICE AND EXPOSURE ON CABIN ATTENDANT IN AVIATION INDUSTRY WITH REFERENCE TO HYDRABAD, CHENNAI**

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### **Abstract**

*Human resource management policies and practices are handling in the civil aviation is neither complexities nor sensitized, but all those elements and practices are highly technical with affordable knowledge in order to achieve their target and competent in global level policies and procedures. They have exclusive characteristics of human resource policy is civil aviation represents are inevitable service in the transport sector. The perspectives are international approach with operational efficiency of the aviation employees. This study is focused with Training practice and exposure on cabin attendants in civil aviation with reference to Hyderabad and Chennai Airport.*

### **Introduction**

Civil aviation industry is India's largest service sector which comes under transportation. It has wider network, efficient human resources with specialised skilled employees. Mostly, these staff members who preferred operative functions among those employees rather than managerial activities.

Their major duties and responsibilities are relates to highly time bound and physically hard in nature. The training and developmental aspects are competent and global level uniform procedures in order to maintained prompt airlines service. In this context, operative functions of human resource in civil aviation is imperative one in recent days after regularization of COVID -19. Therefore, training for cabin attendant is very rigorous as they are "Trained – well" On the nature of aircraft they fly, handling emergencies, usage of emergency equipment's, aviation security.

Technical knowledge of types of monotonous and hectic work or goods and services handling , aviation regulations, customer service with all of such things they need to become a certified first Aider On Board. The present study is elaborately describes about the nature , elements and practices of training among cabin attendants in hyderabad airport after the observation and experiences of Mangalore and Kozhikode airport incident towards unfortunate damage while landing of flight.

### **Review of Literature**

**Mohanty (2015)** analysed the training activities, methods & effectiveness of training and to ascertain the views of trainers and trainees on different aspects of training. Both the trainers and trainees, differ significantly on their views towards the objectives of training. Therefore, it was identified that training improves ability to handle customers, to improve on their satisfaction.

**Baruah et al (2014)** have conducted a study on airline cabin crew and ground staff on influence of emotional labour on their general health, identified that emotional labour & deep surface acting does not significantly influence the general health of airline employees. The common parlance of job satisfaction and motivation in work place are determined by formal training and its impact of service have rendered to the passengers. Therefore, personal growth and development is important rather than work place grievance and redressed.



### **Scope of the Study**

The operative functions of Human Resources are vital role in the service sector, especially Aviation industry. During the time of Take- off and Landing, Instructions to the passengers and monitoring, Re-check are essential one. Generally, the cabin attendant's role and duties are serve food, seating arrangements and preparatory support before take-off. These premises are going to extend in order to prompt services to the cabin attendants who prepare in short period. The training and development is not only providing technical stuffs in Airlines, but also provides base level assistance to the passengers. This can be associated with attitude and psychological parameters of cabin attendants. This much of training is required to the cabin attendant in all Airports in future.

This study aims at ascertaining the effectiveness of training programmes for the cabin staffs and attendants in Indian aviation industry. As there are many airlines operating in the Indian aviation markets so, this study will be restricted to Air Asia and Indigo airlines. Further the study will include both Primary Data (Questionnaire) to be filled by the cabin attendants from both the airlines (Major Cities in India) and Secondary sources also utilised wherever required.

### **Objectives of the Study**

- To study the current training systems on skill development and communication of Cabin Attendant
- To assess the exposure level of Training feedback and performance of the Cabin Attendant.
- To examine the behavioural approach and knowledge gained through training

### **Area of the Study**

Hydrabad, Chennai airport staffs who belonged to Cabin Attendants and their major operational activities were carried out this study.

### **Methodology**

This study is basically from descriptive cum explorative with empirical in nature. This seeks to examine the training exposure of Cabin Attendants to explore the relationship between deliverance of output and performance with Calibre of Cabin Attendants in Airlines.

### **Universe of the Study**

The Universe for this study was the Cabin Attendants of Air Asia and Indigo Airlines. Besides, the observation for customer perception, the universe have adequate infrastructure and customers across India.

### **Sample Details**

Sampling is simply the process of learning about population on the basis of sample drawn from it. There are two types of sampling techniques

- a) Probability sampling
- b) Non- probability sampling.

The sample details for this study are as follows:

**Sampling Technique:** Simple Random Sampling method was used.

#### **Sample Frame**

- Cabin Attendants from Hyderabad and Chennai Base of Air Asia and Indigo Airline.
- Customers of Air Asia and Indigo Airline.



**Sample Size:** Sample size has been determined using Krejcie & Morgan table (1970). The sample size for conducting the study is as follows:

- Air Asia Cabin staffs – 118
- Indigo Airline Cabin staffs – 206
- Airline Customers – 280

### Data collection

Primary data was utilized in this study secondary sources also used where required.

### Tools and techniques

Multinomial Regression and factor analysis were adopted for the purpose of Bi-Variant analysis .

### Model

The Kirkpatrick model has been incorporated in this study



The Kirkpatrick model was followed in his study, It has various level.

#### Level 1: Reaction

To what degree participants react favorably to the learning event

#### Level 2: Learning

To what degree participants acquire the intended knowledge, skills and attitudes based on their participation in the learning event

#### Level 3: Behavior

To what degree participants apply what they learned during training when they are back on the job.

#### Level 4: Results

To what degree participants outcomes occur as a result of learning events and subsequent reinforcement.



## Results and discussion

This study has involved primary data with comprehensive interview schedule. The generalization and observation were combined with results on behalf of conclusion and solution. The main concern for training and development of Cabin Attendant in Airlines who equip themselves. In global scenario of aviation industry is going to make familiar for cabin attendants and responsibilities. It has support for prompt services to the passenger and avoids risk and burden of preliminary procedures while boarding and Exit from airport. The following Analysis results have explained about the training exposure and skill development of cabin attendant.

**Table – 1, Multinomial regression**

Variable	Choice – I- Staffs in Air Asia				
	Coefficient	Std error	Z	P - Value	Sig
Constant	-16.522	.561	1189.32	<0.0001	***
Age	0.541	0.0127	0.6427	0.779	**
Safety preference -flight time	0.02842	0.1278	0.222	0.8241	-
overhead lockers	-0.4944	0.14458	-3.410	0.0006	*
Aircraft evacuation	0.941	0.628	1.498	0.1343	**
Decompression	-0.2769	0.08678	-3.191	0.0014	***
First Aid and report	0.2987	0.86150	0.002	0.998	**
Variable	Choice – II – Staffs in Indigo				
	Coefficient	Std error	Z	P – Value	Sig
Constant	-16.371	.687	1.061	0.5562	
Age	0.817	0.10154	0.5885	0.9636	**
Safety preference – flight time	0.2842	0.1118	0.4568	0.8241	
overhead lockers	0.1663	0.1271	1.308	0.1909	**
Aircraft evacuation	0.0277	0.9619	0.2884	0.7730	
Decompression	-0.6941	0.3589	-1.934	0.0532	**
First Aid and report	0.2216	0.7160	0.002	0.598	**

Source: Primary Data

Age factor is determinant and independent variable in this study. Based on the age factor, the components of Cabin Attendants have been classified and interrelates to their behavioural approach, attitude, Knowledge and skills are utilized for deliverance of output in order to operative functions of human resource and assessed their effects by means of training exposure and development. There are two choice have been combined for the assessment level where estimated. The prime duty and responsibility on decompression and preparation of report, provide First Aid are positively associated



with age factor in the Cabin Attendant of Air Asia. Among these factors, decompression has shown highly significant level.( p-value is 0.0014,Significant level 0.01) Regarding, Indigo Staff’s duty on overhead lockers and decompression are positively associated with age factor. It has estimated that the training and development which reflect with the age factor and their deliverance of output where directly exposed through maturity, exigency of service in nature, Stimuli, personal growth of Cabin Attendant in this study.

**Table – 2, Factor 1 – Exposure level and Behavioral Approach**

Variable Code	Variables	Factor Loadings
1	International standard requirements	.367
7	Education level	-.801
8	Trainer’s feed back	-.284
21	Promotion on skill	-.802
26	Communication skill	-.528
29	Expression and presentation, demonstration	.534
	<i>Eigen value</i>	4.64
	<i>% of variance</i>	7.02
	<i>Cumulative %</i>	60.91

Source: Primary Data

The nature of duties and responsibilities for the cabin attendants of aviation industries are psychologically affiliated with attitude, behavioural approach. This can be lead for training and development where there is promote to their skill and exposure while carry out the work in Cabin. The factors on international standard requirements have predominantly occupied with remaining variables (-.801) such as; promotion on skills trainers feedback. The factors on expression and presentation are familiar with educational level,(-.528). The Eigen value in 4:64 in positively associated with the selected dependents variable in order to exposure level of respondents through training.

**Table – 3, Factor 2 – Skill develop with duties and responsibilities**

Variable code	Variables	Factor Loadings
6	Ensure the tidiness of Aircraft before the passengers	0.223
19	Check the safety equipment stock	1.115
20	Announcement on Emergency Exit	1.115
23	Safety instruction	1.555
24	First Aid	1.927
39	Document preparation , recording, liaison with Ground staff	0.222
	<i>Eigen value</i>	9.97
	<i>% of variance</i>	8.92
	<i>Cumulative %</i>	53.92

Source: Primary Data



The skill development is a major indicator of training and development in aviation industries. The factor loading value are minimum range of expected level. The duties and responsibilities of cabin Attendant's training exposures were increased. At the same time, there is no change and growth of performance level. Therefore, skill development has been increased with practice and gradual experience of regular basis of work. Despite of , a larger training and knowledge on safety components, emergency situation where aroused, they must have concentrated on safety measures, emergency helps to the passengers with presence of mind. Thus, the preparation and recordings are psychological oriented along with exposure, knowledge attitude, time management from effectiveness of training. These components have provide support for carry out their task and enduring achievements.

## Conclusion

Training and development has creates for conducive atmosphere and promotes peaceful working environment among the cabin attendants. The need for conducive atmosphere and amicable approach with the passengers where leads to better operative functions while Take - Off and Landing. It perhaps to make an ameliorate for punctual from preliminary functions and duties. This premises of seating arrangements, rendering services during fly. At the same time, passengers also amicably cooperate with the cabin attendants while demonstration and kind instruction .All those aspects are covered with safety measures and regularization of service while boarding, travelling and landing (Exit). All the cabin attendants of Air Asia and Indigo airlines in different department had been gathered and practiced.

Adequate training which helps the airlines to be the best in the form of international standard. The importance of training and development of cabin attendants who assist the business to employees helps to deliver quality service. Therefore, the operating functions and duties of cabin attendants who carry out their performance and deliverance of output are gained from training and development. This can be served two aspects of benefits for cabin attendants. They are stabilizing their duties. Secondly, service utilisation for personal growth, preliminary plan and schedule with shifting duties or alternative arrangements among themselves, need based approach with higher authorities, attitudes and behavioural changes and approaches with peer groups.

The overall aspects from the cabin attendants' performance, requirement for skill based services and attitude towards the results and observation shows that their communication and exposure have increased. The attitude and behavioural approach also changed according to their age and tenure of work. Therefore, the service quality, work nature and output, willingness, promotional aspects of cabin attendants through training are need based approach with influencing factor and need of hour.

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