

Passenger's Satisfaction On The System Service Failure In The Aviation Industry

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Abstract

Introduction: This is a research-based study that is based on passenger satisfaction with system failure. Henceforth, the focus of the author is to determine the factors that can hit customer integrity in terms of delivering poor services to customers. The topic is based on the systems service failure for the passengers at the airports for example (online check-in, self-service check-in ET)

Research Purpose: The purpose of this study is to measure the level of customer expectation in the premises of the aviation industry by keeping the system high-tech and automated.

Research Objectives: To conduct a passenger's perception of system failure in check-in and self-service check-in and to discover the types of system failures that may occur in the aviation industry.

Research significance: This study contributes to an understanding of the aviation industry by determining the different issues of system failure in order to determine ways to resolve the issue to provide satisfaction to the passengers.

Problem Statement: To analyze the passenger's perception of system failure in check-in and self-service check-in by discovering the types of system failures that may occur in the aviation industry. Individual diversion is an imperative factor in the flying choices of travelers. Online seat booking, call focus offices, and reservation/cancelation are the most elevated affecting components in the flying choices of travelers.

Title: Passenger's satisfaction with the system service failure

Introduction

This is a research-based study that is based on passenger satisfaction with system failure. This study is conducted in the aviation industry, and it is based on passenger satisfaction. The aviation industry is one of the important industries that play a significant role in economic development. This industry has its own unique significance, which cannot be neglected. Therefore, focusing on all the related consequences is really important to determine. For this purpose, it is essential to measure the level of customer expectation on the premises of the Aviation industry (Smith, 2018). It is very important to make a Check-in process quick and responsive. It is because passengers hate to stay in long queues. Henceforth, the focus of the author is to determine the factors that can hit customer integrity in terms

of delivering poor services to customers. The topic is based on the systems service failure for the passengers at the airports, for example, li (online check-in, self-service check-in ET) main issue is about when the airlines or airports have a failure in these systems service failure, so regarding the research focusing on the passenger's satisfaction on the system service failure. It is determined in the study of Alsyoof (2018) that the check-in process has existed since the very early decades of air transport. A lot of changes have been made in the check-in process in terms of making a fair and traditional airport process.

However, later, this traditional process started to be replaced by the very first self-service process. The automation or self-service process was started in 1990 in order to transform the way of passengers for flight check-in. This automation and self-service technology has significantly impacted the performance of the Aviation industry in terms of satisfying passengers. The process of checking was all over considered as a single process but this is in itself a combination of different small processes. In addition to this, the efficiency and efficacy in such a process are highly needed in order to deliver the best quality services to the passengers. In addition to this, the check-in process includes the confirmation of tickets, are confirmed place assigned on the flight mode board and delivering boarding passes you the passenger (Migacz, 2018). Moreover, this process also includes checking all travel documents and luggage holding, which is further carried out by the aircraft cargo. However, the implementation of self-service alternatives or automation services provides a new way for the aviation industry to attract and satisfy customers. In the self-service process, each of the entities is done under its own technique, and it has made the process effective and efficient. The focus of this study is to analyze the reason behind the failure of the automation process.

This is the reason that the failure of self-service or automation processes in the aviation industry is very disturbing for passengers. The aircraft services are the most efficient and time-saving services. Therefore, it is highly needed to keep the system automatic and efficient in order to attract and satisfy the passengers. The failure of such a system is a very disappointing situation for the passengers. Therefore implementation of Hi-Technology practice in making his system coherent for the passengers is highly needed. The concern of the author is to determine the factors behind the failure of the automation process in order to help the process become an efficient one. However, it is discussed in the study how the aviation industry focuses on minimizing such issues in order to deliver the best quality services to the passengers. It is due to the reason that the main aim of the aviation industry is to the level best quality services to passengers in order to retain them. In this research, an analysis is conducted on a passenger's perception of system failure in check-in and self-service check-in (Billings, 2018). It is determined in the article about the relationship between passengers and IT technology services. It is identified in the research regarding the impact of the service recovery on the passengers and to determine whether the passengers can have a full service recovery from the system failure.

Background

It is highlighted in the study of Zhang (2018) that the in-process has existed since the early years of air transport. A considerable measure of changes has been made under control in process as far as making reasonable and conventional airplane terminal process. But, with the passage of time, this customary procedure has begun to supplant the main self-service process. The computerization or self-service process began in 1990, keeping in mind the end goal to change the method for travelers for flight check-in. This mechanization and self-services innovation have altogether affected the execution of Aviation industry regarding fulfilling travelers satisfactions. The way toward checking-in a solitary a big giant procedure however this is in itself a blend of various little procedures that needs to be focused in order to complete the all formalities. Moreover, the check-in process incorporates the affirmation of the ticket, doling out the flight mode load up and conveying passes to the passengers. In addition to this, the procedure incorporates the checking of all movement archives and baggage holding, which is done additionally by the aircraft sector.

In any case, the execution of self-administration options or computerization administrations gives another approach to the flying industry to draw attention and fulfill the passenger's satisfaction. In the self-service process, every one of the substances is done under its own particular strategy, and it has made the procedure compelling and effective. It is noted that the Aviation industry has dependably been celebrated for its ceaseless battle: cutting expenses, overseeing fluctuating interest, and staying aware of best quality prerequisites while attempting to look after predominant benefits and fulfill the needs of different passengers. Consumer loyalty has been on exceptionally low levels for a considerable length of time, and, e.g., as indicated by the American Customer Satisfaction Index, the aircraft industry scores the most minimal out of 47 different ventures. It is due to this reason that the interest in air transportation has been found in a stable state, but many of the reasons, including the long check-in process, have taken the aviation industry into account deep crises. In this hardest condition, aircraft are compelled to move their concentration toward passenger-oriented services (Ecolab, 2018).

It is critical for aircraft not exclusively to comprehend the impression of passengers to deliver quality services. However, the focus is on discovering what passengers anticipate from the aircraft employees and what sort of qualitative services passengers consider imperative in general. In the aviation business, administrations are made out of an extremely complex blend of intangibles because the aviation industry does not offer any physical products but a unique experience and performance to the passengers. Thus, providing qualitative services to the passengers is a key to attracting passengers in order to retain them.

The focal point of this study is to examine the purpose of the failure of the computerization process. It is for this reason that the failure of self-administration or computerization processes in the avionics industry is exceptionally irritating for the passengers. The flying machine administrations are the most effective and efficient administrations; in this manner, it is exceedingly expected to keep the

framework programmed and proficient with a specific end goal to draw in and fulfill the passenger (Khan, 2017). The failure of such a framework is an exceptionally disillusioning circumstance for the passengers. In this way execution of Hi-Technology rehearses in making his framework rational for the passengers is exceptionally required. The worry of the creator is on deciding the variables behind the failure of the computerization process with a specific end goal to pile the procedure Bible and productive one.

However, it is talked about in the examination of how the development industry centers around limiting such issues, keeping in mind the end goal to convey the best quality administrations to the passengers. It is because of the reason that the primary point of the aeronautics business is to provide the level best quality administrations to passengers with a specific end goal of retaining the customers. The systems service failure for the passenger airplane terminals, for instance (online registration and self-benefit registration, etc.) is the primary issue center in the examination. It is resolved that when the carriers or airplane terminals have a disappointment in this system, benefit creates issues for the passengers. It is the idea of humans that sitting tight to yearn for a specific thing causes unsettling influence, and it transforms into disappointment and disillusionment (Bing, 2017). The worry of the creator, with respect to this examination, is concentrating on deciding the level of the passenger's fulfillment on the system service failure and the influence of system failure on the passengers (Stamolampros, 2018).

Research Purpose

The purpose of the research is to determine the systems service failure for the passengers at the airports, for example (online check-in, self-service check-in, ET). The purpose of this study is to measure the level of customer expectation in the premises of the aviation industry by keeping the system high-tech and automated. This study is conducted to determine the different types of system failures that may occur in the aviation industry and the impact of service recovery on passengers.

Research Gap/ Rationale

It is determined that the research gap is essential to focus on when conducting any research. However, it is evaluated that there are few studies available on this system failure of various implemented check-in or self-service processes at the airport. It is analyzed there are no significant studies conducted or available on the relationship between IT implications and delivering better quality services to customers (Newton, 2017). Therefore, this study is conducted to determine the different aspects of the failure of the system and its impact on the passenger's level of satisfaction and what the consequences of Information Technology are essential to focus on creating a better relationship between its practices and passengers' satisfactions

Research Problems

The systems service failure for the passengers at the airports, for example (online check-in, self-service check-in, ET) is the main issue focused in the study. It is determined that when the airlines or airport have a failure in this system service creates problems for the passengers. It is the nature of humans that waiting too long for a particular thing causes disturbance, and it turns into dissatisfaction and disappointment (Helmreich, 2017). The concern of the author regarding this research, is focusing on determining the level of the passenger's satisfaction with the system service failure and the influence of system failure on the passengers. However, the problem statement is stated as follows:

To analyze the passenger's perception of system failure in check-in and self-service check-in by discovering the types of system failures that may occur in the aviation industry.

Research Aims/ Objectives

Following stated are the research aims and objectives of the study; it is essential to make objectives to achieve the study target;

- To conduct a passenger's perception of system failure in check-in and self-service check-in
- To discover the types of system failures that may occur in the aviation industry
- To identify the relationship between passengers and IT technology services
- To determine whether the passengers can have a full-service recovery from the system failure
- To identify the impact of the service recovery on the passengers

Research Questions

Following are the research questions of the study; it is essential to make questions to analyze the purpose of the study;

- Question 1) what are the types the system failures that affect the aviation industry?
- Question 2) What is the impact of the system failure on passengers?
- Question 3) can the passengers have the full-service recovery from the system failure
- Question 4) what are the passengers' perceptions of the system failures?

Significance Of The Study

It is observed that the aviation industry is one of the most effective industries that elaborate its role in the development of the economy. This study contributes to an understanding of the aviation industry by determining the different issues of system failure in order to determine ways to resolve the issue

to provide satisfaction to the passengers. The study contributes an understanding between the passengers and IT technology services in order to determine whether the passengers can have a full-service recovery from the system failure or whether the aviation industry is going to suffer.

Limitation

The examination of the degree of the study was constrained to specific demographical lands are tended to in the study. The flights with mid-run full system transporters and minimal effort aircraft have been taken into thought in the study, and also the aircraft order is additionally discussed. It is noted that the extravagance aircraft and over-delayed flights were removed from the extension with a specific end goal to confine various properties and, what's more, adjust the service desires of the passengers. Ordinarily, service desires are unique and more mind-boggling when flying on longer flights in business or top-of-the-line, which is not offered by many flights. Such key administration and quality measurements of services as well-being, flight recurrence, dependability and so on were considered on different levels, with the examination concentrating on service traits, for example, speed of registration, stimulation and providing food on board and also workers' disposition at the board. At last, the exploration does not have much effect between ground and in-flight services; however, the conceivable contrasts and intricacies identified with such refinement and recovery of the system are determined in the study in order to visualize its influence on the satisfaction level of the passengers (Dekker, 2017).

Chapter 2 Literature Review

Introduction

In this segment, the writing of the literature review is exhibited in expounding the further comprehension of the theme. It is basic to do the literature review to recognize the point of view and impression of the previously held research with a specific end goal to decide the noteworthiness of the system failures that may occur in the aviation industry. Furthermore, it is part of demonstrating the examination of the distinctive writing identified with the issue of the exploration. The related data have been observed from past examinations, articles, and writings. In this area the main focus of the author is identifying the basic examination acquired from the past writing to convey the hypothetical comprehension of the acts of the system failures that may occur in the aviation industry (Mariuno, 2017).

It is denoted in the study of Doly (2018) that online check-in is a way of checking the passengers at the air terminal in order to deliver them the best services in the aviation industry. It is highly significant to make the online check-in process effective and efficient in order to deliver the best services to the passengers. However, the failure in the system will not be acceptable to the passengers. It is due to the reason that the aviation industry is one of the unique service-selling

industries, and no compromise in delivering the services to the passengers is acceptable. Therefore, it is essential to make the systems work in the fast-paced process and with technological implementation in order to deliver the best services to the customers.

According to the author Deneete (2018), it is sated that it is significant to identify the relationship between passengers and IT technology services. It is due to the reason that high technological factors will enable the aviation industry to bring significant changes in the system in order to deliver the best and unique services to the customers. It is essential to make the system highly dependable on the latest technology in order to stay highly competitive in terms of delivering the best services to the customers. In addition to this, it is important to check the system on a regular basis for the maintenance of the system. The aircraft services are the most efficient and time-saving services. Therefore, it is highly needed to keep the system automatic and efficient in order to attract and satisfy the passengers. The failure of such a system is a very disappointing situation for the passengers. Therefore implementation of Hi-Technology practice in making his system coherent for the passengers is highly needed.

Passenger fulfillment in aircraft has turned out to be basically essential, and according to the study of Darby (2018), it is recommended that as rivalry made by deregulation has turned out to be more extraordinary, benefit quality in the aircraft business has additionally gotten more consideration. Carrier organizations likewise endeavored to separate their administrations using mechanized reservation frameworks which were likewise intended to make customer reliability in the circulation channels. In addition to this, regardless of the airlines" endeavors to separate their administrations, a broad study of continuous fliers led. It is determined that customers did not see any distinction starting with one transporter and then onto the next. It begins with the experimental arrangement for the possibility that apparent administration quality prompted fulfillment and contended that administration quality was really a precursor of consumer satisfaction. It was confirmed that administration experience fulfillment was very particular from general fulfillment and saw quality. Administration quality will change; the definitions are altogether defined from the customer's point of view: that is, the thing that customers perceive as the vital measurement of value. It is a pioneer in the conceptualization of administration quality development; these creators kept up that the general impression of value was a disconfirmation of a customer's desire and assessment of administrations conveyed by keeping the system effective and efficient.

It is meant in the investigation by Corine (2018) that online registration is the method for checking travelers at the air terminal so as to convey to them the best administrations in the aeronautics business. It is exceptionally critical to influence the online registration process to be powerful and effective to convey the best administrations to travelers. In any case, the disappointment in the framework won't be adequate for the travelers. It is because of the reason that the flying industry is one of the novel administration offering enterprises, and no trade-off in conveying the administration to travelers is satisfactory. In this way, it is fundamental to influence the frameworks to work in a quick, fast-paced process and with mechanical execution, keeping in mind the end goal to convey the best administrations to the clients.

From three sorts of class of experience decisions, the travelers are greatly evaluated in the context of transporters. While analyzing the measurement profile of the travelers, educated and high-wage travelers are using flights more frequently. Failure to give quality organizations to travelers may hurt the improvement of the flying machine picture and cause a negative impact on passengers' behavioral points. These revelations recommend that flying machine companies' in-flight advantage quality depends on the assorted movement techniques passed on. It is featured in the investigation of Zhang (2018); the process has existed since the early times of air transport. A significant measure of changes has been made under control in the process to the extent that is influencing sensible and regular plane terminal to process. Be that as it may, with the progression of time, this standard method has started to supplant the principle self-benefit process. The computerization or self-administration process was started in 1990, remembering the ultimate objective to change the strategy for explorers for flight check-in. This motorization and self-administration advancement have, by and large, influenced the execution of the Aviation industry with respect to satisfying traveler's fulfillment (Billings, 2017)

The flights with mid-run full framework transporters and insignificant exertion airships have been taken into thought in the examination, and furthermore, the airship arrangement is also talked about. It is noticed that the indulgence flying machines and over-deferred flights were expelled from the expansion with a particular true objective to restrict different properties and, what's more, modify the administration wants of the travelers (Sun, 2017). Usually, the administration wants extraordinary and more personality-boggling when flying on longer flights in business or top-notch, which isn't offered by numerous flights. Such key organization and quality estimations of administrations as prosperity, flight repeat, trustworthiness, et cetera were considered on various levels, with the examination focusing on benefit characteristics, for instance, speed of enrollment, incitement and giving nourishment on load up and furthermore, laborers' mien at the load up (Puri, 2017). At last, the investigation does not have much impact amongst ground and in-flight benefits; however, the possible stands out and complexities distinguished from such refinement and recuperation of the framework are resolved in the examination with a specific end goal to envision its effect on the fulfillment level of the travelers (Baher, 2018).

As indicated by author Chang (2018), it is satiated that it is critical to recognize the connection between travelers and IT innovation administrations. It is because of the reason that highly innovative components will empower the avionics industry to get huge changes in the framework, keeping in mind the end goal to convey the best quality service to the customers. It is basic to make the framework profoundly reliable on the most recent innovation with a specific end goal to remain exceptionally focused as far as conveying the best administrations to the clients. Likewise, it is imperative to check the framework on a standard premise to keep the system framework effective and efficient (Washington, 2014). The air ship administrations are the most effective and efficient administrations, in this manner, it is profoundly expected to keep the framework programmed and proficient to pull in and fulfill the traveler. The disappointment of such a framework is an exceptionally disillusioning circumstance for travelers. In this manner execution of Hi-Technology hone in making his framework sound for the travelers is exceedingly required (Marasi, 2018).

The process of checking was all over considered as a single process but this is in itself a combination of different small processes. In addition to this, the efficiency and efficacy in such a process are highly needed in order to deliver the best quality services to the passengers. In addition to this, the check-in process includes the confirmation of tickets, are confirmed place assigned on the flight mode board and delivering boarding passes you the passenger (Migacz, 2018).

It is critical for aircraft not exclusively to comprehend the impression of passengers to deliver quality services. However, the focus is on discovering what passengers anticipate from the aircraft employees and what sort of qualitative services passengers consider imperative in general. In the aviation business, administrations are made out of an extremely complex blend of intangibles because the aviation industry does not offer any physical products but a unique experience and performance to the passengers (Bitner, 2018).

The motivation behind this examination is to research the effect of the in-flight benefit quality on passenger satisfaction. This examination involves the aircraft showcasing the administrator's needs to create different arrangements to ensure quality administration to passengers (Kettunen, 2018). Aircraft benefit measurements were found to have critical and positive impacts on carrier picture and passenger satisfaction goals. In this examination, passengers are fulfilled to the administration provision and general offices conveyed by the aircraft organizations. The passengers are happy with the administration's quality conveyed in-flight benefits, in-flight computerized benefits and back-office tasks (Lehman, 2018). From three sorts of classes of adventure choices, the passengers are much appraised to the context carriers. While dissecting the statistical profile of the passengers, taught and high-wage passengers are utilizing flights all the more often.

The inability to give quality administrations to passengers may harm the development of aircraft pictures and have a negative effect on passengers' behavioral aims. These discoveries suggest that aircraft companies' in-flight benefit quality relies on the diverse conveyance procedures conveyed. It is highlighted in the study of Zhang (2018) that the in-process has existed since the early years of air transport. A considerable measure of changes has been made under control in process as far as making reasonable and conventional airplane terminal process. But, with the passage of time, this customary procedure has begun to supplant the main self-service process. The computerization or self-service process began in 1990, keeping in mind the end goal to change the method for travelers for flight check-in. This mechanization and self-services innovation have altogether affected the execution of Aviation industry regarding fulfilling passenger's satisfaction (Stolzer, 2018).

The flights with mid-run full system transporters and minimal effort aircraft have been taken into thought in the study, and also the aircraft order is additionally discussed. It is noted that the extravagance aircraft and over-delayed flights were removed from the extension with a specific end goal to confine various properties and, what's more, adjust the service desires of the passengers (Dercekers, 2018). Ordinarily, service desires are unique and more mind-boggling when flying on longer flights in business or top-of-the-line, which is not offered by many flights (razie, 2018). Such key administration and quality measurements of services as well-being, flight recurrence,

dependability and so on were considered on different levels, with the examination concentrating on service traits, for example, speed of registration, stimulation and providing food on board and also workers' disposition at the board (Billings, 2017). Lastly, the exploration does not have much effect on ground and in-flight services; however, the conceivable contrasts and intricacies identified with such refinement and recovery of the system are determined in the study in order to visualize its influence on the satisfaction level of the passengers. It is imitated by the aviation industry to implement more in the research and development department to bring appropriate changes in the systems and to execute the high mechanical variables to acquire huge changes in the general public circumstances (Proctor, 2018).

The aviation industry is one of the prominent industries that play a highly significant role in economic contribution. Therefore, it is required to keep the system in the aviation industry prosper to quality circumstances in order to deliver the best services to the customers. This is a research-based study that is based on passenger satisfaction with system failure (Jaffari, 2017). This study is conducted in the aviation industry, and it is based on passenger satisfaction. The aviation industry is one of the important industries that play a significant role in economic development. This industry has its own unique significance, which cannot be neglected. Therefore, focusing on all the related consequences is really important to determine. For this purpose, it is essential to measure the level of customer expectation on the premises of the Aviation industry (Smith, 2018). It is very important to make a Check-in process quick and responsive. It is because passengers hate to stay in long queues. Henceforth, the focus of the author is to determine the factors that can hit customer integrity in terms of delivering poor services to customers.

The topic is based on the systems service failure for the passengers at the airports, for example, li (online check-in, self-service check-in ET) main issue is about when the airlines or airports have a failure in these systems service failure, so regarding this, the research focusing on the passenger's satisfaction on the system service failure. It is determined in the study of Alsyof (2018) that the check-in process has existed since the very early decades of air transport. A lot of changes have been made in the check-in process in terms of making a fair and traditional airport process. However, later, this traditional process started to be replaced by the new technological system that enabled the organization to achieve its goal in an effective and profound manner (Wiegmann, 2017).

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