

HEALTHY WORK OF FLIGHT ATTENDANTS A CASE STUDY OF FULL SERVICES AIRLINE IN THAILAND

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ABSTRACT

A study on the work health of flight attendants. The case study of a Thai full-service airline aims to: 1. Study the factors that lead to poor health conditions among flight attendants of Thai full-service airlines. Study the health status of flight attendants from Thai full-service airlines. Study the health management guidelines for flight attendants of Thai full-service airlines. The researchers will randomly assign flight attendants from Thai full-service airlines, namely Thai Smile Airlines. Bangkok Airlines and Thai Airways 300 people the tool used is a questionnaire for data analysis using a ready-made social science research statistical program (SPSS). Use descriptive statistical data to analyze data, including frequency, percentage, mean, and standard deviation. (Standard deviation: S.D.) and inference statistics, including Pearson's Product-Moment Correlation Coefficient.

The research findings are as follows: 1. the factors contributing to the overall poor health condition of flight attendants on Thai full-service airlines are considered very standard. It's arranged in descending order of average value. The first factor is the organizational factor, which is the highest standard. The health status of flight attendants throughout the entire flight process is considered very meaningful. The first is yawning, which is classified as the most vital sensation standard, and 3. The personal factors that lead to the health of flight attendants are related to their health condition during operation. The low flying level of Thai full-service airlines means fewer factors can lead to unfavorable health conditions for flight attendants. This will improve the health status of flight attendants of Thai full-service airlines.

Keywords: Healthy Work, Flight Attendant, Full-services Airline

INTRODUCTION

In today's world, any profession can experience fatigue. Due to today's highly competitive work environment, various businesses have achieved success. Human overtime, night work, or overwork are inevitable. Entering a state of fatigue has adverse effects on health and work efficiency. Fatigue: In the Thai dictionary, it is said that this is a symptom of humans doing things slower than before. Due to a lack of strength or power, humans will face fatigue from various events and environments in their daily lives.

The resulting fatigue can affect human health, so it is necessary to make appropriate adjustments when facing fatigue. If adaptation fails, it may lead to disease and loss of occupational potential (Pisit Jaturasakornpat, 2011), Chutikarn Stiviboon. (2014).

In the aviation industry around the world, people recognize the importance of fatigue for aircraft operators. Pilots and flight attendants are engaged in safety-related work and are responsible for the lives of passengers—a lot of preparation and conscious work. Don't be careless; your physical condition is good. Therefore, both professions are significant if pilots or flight attendants accumulate fatigue. The impact of fatigue on aviation safety is as follows: John A. Caldwell (2008), such as the accident at Korean Airlines. The cause of the 801 1997 accident was exhaustion of the pilot due to excessive continuous flight time. The decision and solution during the airport landing were delayed, resulting in the accident (ASN Aircraft accident Boeing 747-3B5 HL7468 Guam-Agana International Airport (GUM) (aviation-safety.net), 12 February 2023. On the One to Go 269 flight in 2007, the cause of the accident was the pilot's accumulated fatigue due to a lack of sufficient rest according to flight rules. Due to crowded schedules, pilots must work more than the hours specified by the Ministry of Civil Aviation (ASN Aircraft accident McDonnell Douglas DC-9-82 (MD-82) HS-OMG Phuket International Airport (HKT) (aviation-safety.net), 13 February 2023. Most recently, Colombia's West Caribbean Airlines Flight 708 on August 16, 2005, travelling from an airport in Panama to Martinique Island, flew at a higher altitude than expected. Will the plane be able to handle it? The pilot lacked accurate inspection. I had to work multiple jobs to support my family because of insufficient rest. After all, the airline had not paid employees' salaries for several months. (ASN Aircraft accident McDonnell Douglas DC-9-82 (MD-82) HK-4374X Machiques (aviation-safety.net), 2 January 2023)

Aviation work has become a 24-hour, day, night, Saturday, Sunday, and holiday job. The body's time system has many challenges, and one of the main consequences is fatigue, which has become an individual. Substantial research on the causes of human operational errors leading to aircraft accidents and accidents Causing huge losses and damages. Today, fatigue has become one of the most concerning issues in the global aviation industry. Usually, workgroups that must work at night or across time zones often have issues with the body's circadian clock. Because a clock in the human body serves as the center of system management, it controls the body's rhythm according to the circadian rhythm and is divided into two stages: day and night. The duration of a sleep-to-wake cycle is the same as that of a day, which is caused by the rotation of the Earth and takes one or 24 hours. The human body can perceive day and night through the activation of light in the blue light waves of the sun, which rely on sensitive receptors—this lamp. On the human eye's retina, the body realizes that this is the day when the body works to produce various hormones. This keeps our bodies alert and ready to work during the day, and our bodies produce melatonin at night. The body can rest by reducing alertness to stimulate the sleep cycle. If we work at night, our body will produce this hormone, making us drowsy. When flying across time zones, we feel fresher and more fatigued than usual. Adjusting the body takes about 2 minutes. Daytime can be adjusted today and night to match the country's local time. Therefore, flying over time zones or flight attendants will face physical adaptation. The body will weaken for some time, leading to insomnia, fatigue, and affecting work efficiency (Orapin Chiangpiu, 2012)

The International Civil Aviation Organization (ICAO) recognizes the fatigue of aviation operators. There is research and the establishment of various systems to reduce fatigue among pilots and flight attendants. The aviation industry has extensively researched and discussed pilot fatigue management systems. Therefore, airlines recognize the importance of flight attendants, as even flight

attendants are not responsible for flight control but for passenger safety. Work begins by listening to information before each flight. After boarding, it is necessary to check the emergency rescue equipment and the quantity of beverages and food on board. When passengers are aboard the plane, they must assist them in handling the situation. Passengers with abnormal luggage and surveillance behaviour are expected to cause problems on the flight. Afterwards, passengers must be checked for safety according to flight rules to assist those needing special assistance. Food and Beverage Services It is necessary to provide food and drinks to make passengers feel comfortable. Therefore, fatigue may affect the safety of each flight (Pisit Chaturakornpat, 2011)

Therefore, researchers want to know which factors will become the main factors of health, The negative influence of flight attendants' work in Thai full-time airlines, and how working conditions affect the work of flight attendants of Thai full-time airlines. Through Thai full-time airlines, the research results can be transformed into corrective measures to prevent and reduce the fatigue of airline flight attendants, and the revised international standards can be applied to the following relevant policies or regulations of airlines.

OBJECTIVE

1. To study the factors that cause negative well-being of flight attendants of full-service airlines in Thailand.
2. To study the well-being of flight attendants in flight operations of full-service airlines. Model in Thailand.
3. To study guidelines for managing the health of flight attendants of full-service airlines in Thailand.

Research Framework

The population includes Thai Airways, Bangkok Airways, and Thai Smile flight attendants. Thai Smile Airlines independent variable the negative health status of flight attendants from airlines providing comprehensive services in Thailand includes personal factors. Work, environmental, and organizational factors are as follows: Health status of flight attendants of Thai full-service airlines.

LITERATURE REVIEW

Healthy Concept

Paisuda Tridechi (2000) explains that overall health means complete physical, physical, and mental health. Psychological, social, and spiritual. Cognitive refers to physical health, absence of illness, and sufficient living factors. A happy mind, good intelligence, no pressure, no pressure, no pressure, a warm family, a good environment, a strong community, and a joyful society. There is equality and reconciliation, doing good deeds, having a happy heart, having religion as a spiritual pillar, and society being less selfish. This is happiness.

Satchaphan (2005) stated that fatigue is a feeling of physical and mental weakness in patients, resulting in exhaustion. Normal fatigue that occurs after physical or psychological stress. After rest, symptoms will decrease or disappear. Abnormal fatigue is when patients feel powerless from the beginning of activity. Lack of ability to work requires continuous effort or attention or handling tiredness as usual.

Pender (1987) defined "health" as the following three aspects:

1. Health is a continuous state. Health is a person's ability to adapt to the balance of subsystems such as body and mind, society

2. Health is the ultimate achievement in life. Health is the transformation that achieves the goal of life. Health is a continuous state between diseases. If the health condition is normal and highest, it may transition to health. I was in poor health, a bit sick, very sick, and eventually died.

3. Health is the stability and highest achievement of life. Health is the sum of the ability to fulfil responsibilities. Flexibly adapting to constantly changing environments enables individuals to achieve maximum success in life. And it can maintain this potential for as long as possible.

Decharat Sukkamnerd (2001) defined health as the original meaning of health. We often think of illness, disability, and death as preventing people from getting sick, disabled, and dying. We call it health, but it has been proven that people who are not ill will not get sick or die, especially what we see in their bodies. They may be happier if they can divide the concept into four points.

1. Physical health

2. Psychological health

3. Social health

4. Mental health. There should be something called social health. It must live in a warm society, not be humiliated. People can live happily in society without being oppressed, exploited, isolated, or separated from society.

In conclusion, health means living happily. Both body and mind include living a healthy body and mind. Be strong and happy in society Guidelines for promoting health in the workplace according to the Healthy Workplace Framework of the World Health Organization explain: An organization that will protect, promote, and support the physical, mental, and well-being of employees. It must be built using four important guidelines, with details as follows:

1. Physical working environment: Workplace facilities such as buildings and machinery Furniture, products, chemicals, materials, and production processes can affect physical and mental safety, leading to diseases and injuries—disability or death, including simulating the professional life and well-being of employees throughout their entire work period.

2. The psychosocial work environment. The working atmosphere. Corporate culture attitudes, beliefs, values, and practices in the organization affect the success of work and the well-being of employees physically and mentally, such as having clear policies and guidelines to encourage healthy lifestyles, etc.

3. Personal health resources in the workplace: Information about personal health activities, fitness equipment, and opportunities provided by the company. Support developing or maintaining a lifestyle that considers physical and mental health.

4. Enterprise communities participate in organizational activities and establish good physical and social relationships between the organization and the community. This benefits physical and mental health and safety, including the well-being of employees and community residents.

Fatigue concept

Aviation Medicine, Air Force (2004), Fatigue signifies change—some natural characteristics from the strong to the weak. Physical therapists mean a decrease in muscle strength. Including the consumption of components that generate energy and increase yield, leading to oxygen and anaerobic decomposition, Psychologists refer to lactate as a mental state characterized by decreased motivation and increased cognitive level. The threshold for stimuli reduces uncertainty and problem-solving speed or

achieves the decision-making process of psychomotor tasks through pressure on physical conditions. Physiology and psychology can be one thing, or they can be the same thing.

Fatigue Management

Orapin Chiangpiw (2012), said that taking a short nap can restore the strength and motivation of fatigue to normal. Therefore, taking a break at work can make you feel fatigued and lead to cognitive changes. People who think fatigued often need more interest in their work and feel dissatisfied or bored. Sometimes, you can see a lack of enthusiasm and an exciting understanding of new work. However, when you turn your new job into a challenging and exciting one, you will do better because you know it is exciting. All the fatigue has been forgotten.

In summary, there have been various studies on the fatigue of crew members on aero planes. Many domestic and foreign studies mainly focus on measuring and evaluating the fatigue of flight attendants. Due to the impact of fatigue on aircraft performance and safety, researchers collected research. And use it as a guide for this study. Based on this study, the researchers chose to study variables related to general data of flight attendants in full-service airlines. Gender, age, status, average monthly flight time, flight experience, and operating airlines in Thailand. As for the content of fatigue, researchers have integrated and summarized it into the variables used. When studying the causes of fatigue among flight attendants providing comprehensive services in Thailand, there are three aspects: Personal, work, environmental, and organizational factors.

METHODOLOGY

Population and sample the population was flight attendants of 3 Thai full-service airlines. A random sample of flight attendants from Thai full-service airlines was selected. Thai Airways Bangkok Airways and Thai Smile totaled 1,207 people, divided into 700 receptionists from Thai Airways, 314 people from Bangkok Airways, and 193 people from Thai Smile Airways. International Civil Aviation Organization (2014) As for the sample group, random sampling was performed using Taro Yamane's (1973) formula with a confidence level of 95% and a permitted proportion of error of 5%. Then, the proportion of the sample was divided. Must be collected from each airline that provides full service in Thailand as follows:

Table 1

Proportion of sample size classified by Thai full-service airlines.

Airline Name	Total of Flight Attendant	Proportion of Sample Size
Thai Airways	700 people	174 people
Thai Smile	193 people	78 people
Bangkok Airways	314 people	48 people
Total	1,207 people	300 people

Research tool.

The tool used to collect research data is a questionnaire created based on research on theories and concepts. Throughout the entire research process, the questionnaire was divided into four parts based on the objectives and research framework.

RESULT

Part 1: General information: Most of the respondents were female. Aged between 26 and 30 years, primarily single. Have average monthly flying hours between 51-70 hours and have less than two years of flying experience and work at Thai Airways.

Part 2: Well-being of flight attendants during flight operations Overall, consider each item in order of average from highest to lowest. The first is yawning. It is rated as the most felt, impacting flight attendants the most. This is followed by drowsiness and nocturia, forgetfulness/impaired memory, and involuntary falling asleep arranged from most significant to least significant.

Part 3: Factors that cause negative well-being of flight attendants of Thai full-service airlines.

Personal factors: Factors that cause the adverse health of flight attendants of Thai full-service airlines. In terms of personal factors, overall individual factors were rated as high. When considering each item, the priority is to get enough sleep. It was classified as the most Consistent with Phisit's research. Chaturakornpat (2011) studied the fatigue of navy pilots that affects the safety level of flight operations. The study's results led to the conclusion that the Factor that causes fatigue is insufficient sleep, consistent with Priyaporn Wongnutroj (1992), who stated that the cause of fatigue comes from not getting enough sleep or working continuously all night. The International Civil Aviation Organization (2012) summarized the factors that cause fatigue. It has been found that sleep is essential for the body's recovery and mental state from fatigue, which depends on the quantity and quality of hours of sleep. Not getting sleep That is enough may lead to drowsiness. Difficulty staying awake and easily offended Has a slower reaction time Has symptoms of thinking slowly Loss of ability to solve problems and reduced memory rate which is affected by limited sleep each day This leads to an accumulation of fatigue and causes uncontrollable drowsiness while sleeping for a limited period. In terms of sleep, sleeping an extra hour cannot compensate for this. But it takes at least two nights of continuous sleep. Without limitations, you should sleep at your body's average time. Or you are trying to sleep for short periods During operations on long flight routes. This will help restore the body's condition that has caused fatigue.

Task and Environment Factor: Factors that cause adverse health of flight attendants in Thai full-service airlines. Regarding work factors and work environment, the Task and Environment Factor was overall ranked as the highest. When considering each item, the priority is taking off and landing at many airports. Times per day is classified as the highest. In line with the research of Pisit Chaturakornpat (2011), he studied the fatigue of navy pilots, which affects the level of safety in flight operations. The study found that an organizational factor that influences fatigue is flying multiple flights. Flying to and from the airport many times a day and in line with the research of Liu Chuan (2011), a study was conducted to measure and analyze the fatigue problem among flight attendants on S Airways. The study found that Most flight attendants have high levels of fatigue. This comes from the pressure of many flight responsibilities related to aviation medicine. Royal Thai Air Force (2004) explained that factors related to the organization That cause fatigue from flying are the amount of responsibility an individual has. Natcharee Chitrakorn (2005) stated that fatigue is caused by travelling to work for too long and working consecutively. For an extended period, several times a day

Organizational factors: Factors that cause the adverse health of flight attendants of Thai full-service airlines. Overall, they are in the highest criteria. When considering each item individually, the first order is Goals that focus on complying with flight schedules, Classified as the most important. This is consistent with what Cameron (1973) said: The cause of fatigue comes from working according to the

employee's existing flight schedule. From the results of the experiment, it was found that an error had occurred. This indicates that continuous work over a long period will cause an error in time and work skills. Guidelines for promoting health in the workplace according to the Healthy Workplace Framework of the World Health Organization. It was explained that the psychosocial work environment is the working atmosphere which appears in the organization that may affect the success of the work and the well-being of employees, both physical and mental, such as having excellent and transparent policies and guidelines in the organization Supporting healthy lifestyles, etc.

Part 4: The relationship between factors affecting the health of flight attendants in the operation of Thai full-service airlines.

Table 1

Finding relationships between factors that cause adverse health of flight attendants on the health of flight attendants in flight operations of full-service airlines in Thailand.

		Factors cause of Healthy Work on Flight Attendant	
Healthy Work of Flight Attendant	Personal Factor (r) -0.129*	Task and Environment Factor (r) -0.023	Organization Factor (r) 0.007

Table 1 shows that human factors are the causes of flight attendants' well-being. It has a low relationship with the well-being of flight attendants in flight operations of full-service airlines in Thailand at a statistical significance level of 0.05, meaning that if the factors that cause the adverse health of the flight attendants in Thailand the reduction of flight attendants will result in an improvement in the well-being of flight attendants in flight operations of full-service airlines in Thailand.

The overall health of flight attendants in flight operations is Classified as feeling very much. When considering each item, the first item is yawning, which is classified as the most noticeable. Consistent with the research of Phisit Satwatakornpat (2011), he studied fatigue and the amount of sleep on long-distance flights. This indicates that sleeping during the flight helps flight attendants recover from work fatigue. Very efficiently, acute fatigue may occur when a person perceives an abnormal condition, or the body feels exhausted. Or a chronic condition may occur. Therefore, rest and sleep. It can make that feeling of fatigue disappear.

CONCLUSION AND FUTURE WORK

Research has found that the cause of fatigue is personal factors, such as insufficient sleep. There is a symptom that can cause drowsiness, which can lead to slow reactions—losing the ability to solve problems on the spot and leading to an accumulation of fatigue rates. Regarding work factors and work environment, the company aims to have employees work according to flight schedules. The solution to causing fatigue among crew members is to promote a loveable working environment. And formulate policies to encourage and support healthy living for employees. Reduce fatigue and comply with aviation laws by arranging flights appropriately. This may be the cause of many accidents, and investigations

have found that if the adverse health factors of flight attendants decrease, this will improve the health status of flight attendants of Thai full-service airlines.

In terms of academic advice as this study is only applicable to full-service airlines in Thailand. Comparative research should be conducted with international airlines to compare and consider flights across time zones and to identify differences—appropriate service. For an operation term, as the studies have shown that fatigue is a significant factor in the well-being of flight attendants. Therefore, an appropriate flight schedule with adequate rest should be arranged in terms of operations. To reduce fatigue, which can be used as a cause of aviation accidents. And in the next future, subsequent research should consider additional aspects of the environment, such as social characteristics, security and safety in work, the design of work processes, etc.

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