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**Making the Cabin Safer**  
**A Study of Crew Resource Management Training**  
**for Cabin Crew**

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## **Abstract**

Crew Resource Management (CRM) is a widely implemented strategy in the aviation community as a training countermeasure to human error. The two most accessible criteria for CRM training evaluation are behaviour on line operation and attitudes showing acceptance or rejection of CRM concepts. The purpose of this research is to investigate CRM training effectiveness for cabin crew, achieved by assessing cabin crew's attitudes toward CRM and their performance during a the training drill.

A questionnaire was created for assessing attitudes toward CRM and CRM training from the flight attendants' perspective at Air New Zealand. Comparing attitudes prior to and post the training suggested that the joint CRM training had a positive effect. The joint CRM training improved cabin crew's confidence in safety operation and commitment to their safety role.

As some factors, such as job position, gender, age, work-year, aircraft type were likely to affect crewmembers' attitudes toward CRM, the survey also tried to test and finally disclosed that at least job position and gender had an effect on cabin crew attitudes.

A series of behavioural markers were developed to measure cabin crew performance during a fire fighting drill. The observation results showed such behavioural markers were useful for assessing flight attendants' CRM skills and indicating the strength and weakness of cabin crew CRM skills showed in the fire fighting drills.

In general the study suggests the overall CRM training in Air New Zealand is successful. It is advised that joint SEP/CRM training needs further concern about the balance of CRM and SEP training. It is also suggested which kinds of CRM skills are critical for cabin crew emergency control.

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## Contents

Abstract.....	ii
Acknowledgement.....	iii
Contents.....	iv
Chapter 1 Introduction.....	1
1.1 Background.....	1
1.2 A short review of human factors (HF) in aviation.....	3
1.2.1 Introduction of HF in aviation.....	3
1.2.2 The SHELL model.....	4
1.3 CRM training development.....	7
1.3.1 Historical review of CRM training.....	7
1.3.2 New generation of CRM training.....	9
1.4 Research in cabin safety culture and CRM training for cabin crew.....	10
1.4.1 Cabin safety culture.....	11
1.4.1.1 Airlines' culture.....	12
1.4.1.2 Flight crew and cabin crew.....	13
1.4.1.3 The cabin and its functions.....	16
1.4.1.4 Passengers' needs and demands.....	18
1.4.2 CRM training for cabin crew.....	20
1.4.3 Flight and cabin crew joint CRM training.....	24
1.4.4 CRM training for cabin crew in Air New Zealand.....	27
1.5 CRM training effectiveness evaluation.....	30
1.6 Authorities' CRM training requirement for cabin crew.....	37
1.6.1 CAA NZ.....	38
1.6.2 CASA.....	39
1.6.3 FAA.....	41
1.6.4 JAA and CAA of UK.....	43
1.6.5 Conclusion.....	45
1.7 Defining the research questions.....	50

Chapter 2 Method.....	53
2.1 Subjects.....	53
2.2 Apparatus.....	54
2.3 Procedures.....	56
2.3.1 Survey.....	56
2.3.2 Observation.....	57
Chapter 3 Results.....	58
3.1 Survey.....	58
3.1.1 Factor analysis results.....	59
3.1.2 Hypotheses tests.....	65
3.1.2.1 MANOVA results.....	66
3.1.2.2 MANCOVA results.....	71
3.1.2.3 Comparison and conclusion.....	77
3.1.3 Open ended question responses.....	84
3.2 Observation.....	86
3.2.1 Critical CRM skill elements for fire fighting.....	87
3.2.2 Other CRM skill elements.....	97
3.2.3 Conclusion.....	98
Chapter 4 Discussion.....	100
4.1 CRM attitude survey.....	100
4.1.1 Categories of CRM and the joint CRM training.....	101
4.1.2 Cabin crew attitudes change after the joint CRM training.....	103
4.1.3 Factors affecting CRM training effectiveness.....	105
4.1.4 Cabin crew suggestions.....	108
4.1.4.1 Suggestions for improving CRM training.....	108
4.1.4.2 Suggestions for cabin crew safety management.....	112
4.2 Observation.....	115
4.2.1 Decision-making.....	115
4.2.2 Assertiveness.....	116
4.2.3 Communication.....	117

4.2.4 Self-management.....	118
4.2.5 Standard maintenance.....	119
4.2.6 Co-operation.....	120
4.2.7 Workload management.....	120
4.2.8 Flexibility.....	121
4.2.9 Debriefing.....	121
4.2.10 Observation conclusion.....	122
4.3 Conclusion and recommendations.....	124
4.4 Limitation and future research.....	128
4.4.1 Limitation of the study.....	128
4.4.2 Areas for future research.....	130
References.....	132
Appendix 1: Flight attendant CRM survey (Pre-training questionnaire).....	142
Appendix 2: Flight attendant CRM survey (Post-training questionnaire).....	150
Appendix 3: Checklist for Flight Attendant CRM Training in Fire-fighting Scenario (Behavioural Markers for evaluating F/A CRM skills in fire fighting drill).....	157

## List of Tables

Table 1: The NOTECHS Behavioural Markers.....	33
Table 2: UT's behavioural markers.....	35
Table 3: Comparison of the CRM training requirement of NZ CAA, CASA, FAA...47	
Table 4: Training delivery methods.....	49
Table 5: F/A CRM competency assessment.....	49
Table 6: CRM training elements for cabin crew.....	49
Table 7: Distribution of subjects in survey.....	53
Table 8: Principle Component Analysis of Cabin Crew Attitude toward CRM and CRM Training.....	62
Table 9: Descriptive statistic for different categories of CRM and CRM training.....	65
Table 10: MANOVA results showing the effects of different factors on F/A attitudes toward CRM.....	67
Table 11: MANOVA results showing the effects of different factors on F/A reaction to CRM training.....	68
Table 12: MANCOVA results showing the effects of different factors on F/A attitudes toward CRM.....	71
Table 13: MANCOVA results showing the effects of different factors on F/A reaction to CRM training.....	76



## List of Figures

Figure 1: SHELL model.....	5
Figure 2: The error troika.....	8
Figure 3: A Framework for the Study of In-flight Culture.....	12
Figure 4: Information transfer model.....	14
Figure 5: SADIE flow diagram.....	29
Figure 6: Communication style model.....	30
Figure 7: Scree plot (Training reaction).....	61
Figure 8: Scree plot (CRM attitudes).....	62
Figure 9: MANOVA – job position affecting F/A attitudes toward Team management.....	67
Figure 10: MANOVA – job position affecting F/A attitudes toward Team management.....	68
Figure 11: MANOVA – job position affecting F/A reaction to personal management training.....	69
Figure 12: MANOVA – interaction of gender and job position affecting F/A reaction to team management training.....	70
Figure 13: MANCOVA – interaction of training time and job position affecting F/A attitudes toward safety management.....	72
Figure 14: MANCOVA – interaction of training time and job position affecting F/A attitudes toward personal management.....	73
Figure 15: Aircraft affecting F/A attitudes toward personal management.....	73
Figure 16: Job position affecting F/A attitudes toward team management.....	74
Figure 17: MANCOVA – job position affecting F/A reaction to personal management.....	75
Figure 18: MANCOVA – interaction of gender and job position affecting F/A reaction to team management.....	76
Figure 19: Age affecting F/A reaction to safety management.....	76
Figure 20: Comparison – job position affecting F/A attitudes toward team	

management.....	78
Figure 21: Comparison – job position affecting F/A reaction to personal management training.....	78
Figure 22: Comparison – gender group means before and after training.....	80
Figure 23: Comparison – position group means before and after training.....	80
Figure 24: Comparison – gender group means before and after training.....	81
Figure 25: Comparison – position group means before and after training.....	82
Figure 26: Categories of suggestions for improving CRM training.....	85
Figure 27: Categories of suggestion for improving cabin safety.....	86
Figure 28: Critical CRM skills for fire fighting – being proactive.....	88
Figure 29: Critical CRM skills for fire fighting – advocacy.....	88
Figure 30: Critical CRM skills for fire fighting – commanding.....	89
Figure 31: Critical CRM skills for fire fighting – clear & precise communication....	90
Figure 32: Critical CRM skills for fire fighting – sufficient communication.....	91
Figure 33: Critical CRM skills for fire fighting – inquiry.....	92
Figure 34: Critical CRM skills for fire fighting – self-control.....	92
Figure 35: Critical CRM skills for fire fighting – self-protection.....	93
Figure 36: Critical CRM skills for fire fighting – SEP compliance.....	94
Figure 37: Critical CRM skills for fire fighting – co-operation.....	94
Figure 38: Critical CRM skills for fire fighting – priority.....	95
Figure 39: Critical CRM skills for fire fighting – time management.....	96
Figure 40: Critical CRM skills for fire fighting – debriefing.....	97
Figure 41: Other CRM skills for fire fighting – intervene, delegation, flexibility.....	97
Figure 42: Average scores for CRM skill elements.....	98
Figure 43: Average score for CRM skills.....	99