



Evaluation of Cabin Crew Technical Knowledge

NASA Technical Reports Server (NTRS), et al., Melisa G. Dunbar



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Evaluation of Cabin Crew Technical Knowledge

By Melisa G. Dunbar

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 24 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Accident and incident reports have indicated that flight attendants have numerous opportunities to provide the flight-deck crew with operational information that may prevent or lessen the severity of a potential problem. Additionally, as carrier fleets transition from three person to two person flight-deck crews, the reliance upon the cabin crew for the transfer of this information may increase further. Recent research (Chute and Wiener, 1996) indicates that light attendants do not feel confident in their ability to describe mechanical parts or malfunctions of the aircraft, and the lack of flight attendant technical training has been referenced in a number of recent reports (National Transportation Safety Board, 1992; Transportation Safety Board of Canada, 1995; Chute and Wiener, 1996). The present study explored both flight attendant technical knowledge and flight attendant and dot expectations of flight attendant technical knowledge. To assess the technical knowledge of cabin crewmembers, 177 current flight attendants from two U. S. carriers voluntarily completed a 13-item technical quiz. To investigate expectations of flight attendant technical knowledge, 181 pilots and a second sample of 96 flight attendants, from the...



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