

RECOVERY FLIGHT: CABIN CREW HEALTH AND WELL-BEING DURING AND POST-COVID19

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Work-related stress (WRS) has garnered significant attention in recent years due to its impact on physical, social, and psychological well-being. This influence extends to productivity, work performance, and both short- and long-term health outcomes. The ongoing exploration of WRS remains pertinent across various industries. Different occupations experience distinct forms of work-related stress. Airline cabin crew are a unique professional group and face specific job demands, irregular work patterns, and a distinctive occupational working environment. The COVID-19 pandemic has further altered the working and employment structure of cabin crews. While scholarly literature has examined various dimensions of WRS, there is a notable absence of a comprehensive, universal approach to understanding cabin crew well-being.

Grounded in phenomenology, this research seeks to illuminate how cabin crew describe their experiences with WRS alongside its impacts on their well-being, safety, and customer performance behaviours, with the results delineating a comprehensive model of well-being. The study also seeks to identify potential interventions to mitigate adverse effects on well-being. The outcomes of this research are anticipated to offer a fresh perspective on approaching WRS from a preventative standpoint, guiding stakeholders in the development of intervention strategies that support the multidimensional health of this essential workforce.

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