

EXAMINATION OF FACTORS THAT INFLUENCE  
AIR RAGE

By

KELLY FRANCIS-WAY

Bachelor of Science

Oklahoma State University

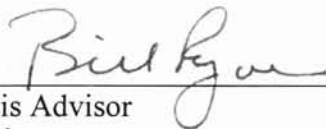
Stillwater, Oklahoma

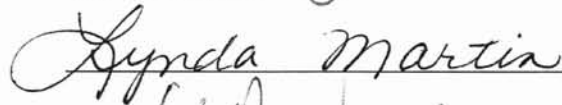
1991

Submitted to the Faculty of the  
Graduate College of the  
Oklahoma State University  
in partial fulfillment of  
the requirements for  
the Degree of  
MASTER OF SCIENCE  
December, 2002

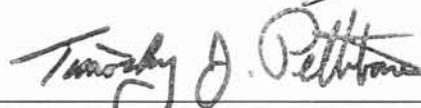
EXAMINATION OF FACTORS THAT INFLUENCE  
AIR RAGE

Thesis Approved:

  
\_\_\_\_\_  
Thesis Advisor

  
\_\_\_\_\_

  
\_\_\_\_\_

  
\_\_\_\_\_  
Dean of the Graduate College

## DEDICATION

This thesis is dedicated to my great-grandparents, Mary Engel, and Adam Goetz. Except for writing their own names, neither could read nor write.

In addition, in memory of my grandfathers, Harrison 'San' Francis and Clarence John Goetz.

## ACKNOWLEDGMENTS

I believe that you can learn something from each and every person you meet. Some of this knowledge may be useful and some not. I am very lucky to have met so many wonderful people in my life, I could write a book of “thank you’s” as big as this thesis alone. If you don’t see your name listed here, please know that I didn’t forget you, I just ran out of space.

First of all to Dr. Bill Ryan, who could be the most patient man in the world, or at least on the OSU campus. Dr. Ryan, I appreciate your honesty and opinions, and I am eternally grateful that your foot is not permanently implanted in a certain part of on my anatomy. I’m sure you are eternally grateful that I finally finished this thesis.

Dr. Martin, you are such an inspiration to me, I don’t think you will ever really know, so I want you know now, you have been my mentor. Thank you for being on my committee, and always bringing me cool gifts from Europe.

Dr. William Warde, thanks for being on my committee. I love to come by your office and visit with you. I could stay all day and shoot the breeze with you.

Gina Fe Causin, my right arm. You have been a godsend to me, without you I could not have completed this study. A special thanks to Don Wood, Yen Soon Kim, Chang Lee, and Dr. Cihan Cobanoglu, you all have been some of my closest friends as well as fellow graduate students. Good luck to all of you in your endeavors.

To my best friends; Christy Wells, we met you over green beer at Joe's on St. Patty's Day, 1990, and have been friends ever since. Mary King, you were my partner in crime and the best shopping buddy I ever had. A special thanks to both of you for always listening to my research topics and information, I know you were bored stiff, but you listened anyway. I love you both.

Nancy Gomez, you gave me my first job fresh out of college and influenced my life forever. You taught me to care about employees, to listen to their needs, hug them when needed, and cry with them to. Your Chim's family Thanksgiving dinners will stay with me for life. You were the best boss I ever had. Thanks for the friendship, loyalty and the endless advice.

To my parents, Tim and Carol Francis. Dad you gave me shelter, love, and paid for the first round of college. You taught me something so valuable: you set the example and always hired women into executive positions. You showed your only daughter that it was acceptable to work in the business world, you defied the glass ceiling. One behalf of all working women, thank you. I love you and I will always be 'daddy's little sweetheart'. To my mother, you are my inspiration for my education. You never finished college, because you made your family your first priority. Thank you for all you've taught me: how to be a wife, a mother, a friend, a neighbor, and a teacher. You proofread this entire thesis twice, except for this page. You are the most wonderful person I've ever known in my life. You are my best friend, I love you!

To my big brother, M.T. Thanks for the sibling rivalry, it's always kept me motivated. Thank you to my brother's wife, Tanda, and their family Blake, Brooke, and Meredith.

## TABLE OF CONTENTS

Chapter	Page
I INTRODUCTION .....	1
Background .....	1
Problem Statement .....	6
Research Questions .....	6
Assumptions and Limitations .....	7
Definition of Terms .....	7
II REVIEW OF LITERATURE.....	9
History of Commercial Aviation .....	10
History of the Flight Attendant .....	12
Passenger Abuse, Flight Attendants, and Emotional Labor .....	15
Air Rage: Aviation Security & Safety .....	18
Identifying and Controlling Threatening Airline Passengers .....	21
Causes of Air Rage .....	27
Over-Sales/Crowding.....	28
Alcohol.....	30
Flight Delays.....	33
Lost or Misplaced Baggage .....	40
Check-In.....	42
Claiming Your Bags .....	42
Damage .....	42
Delayed Bags .....	43
Lost Luggage .....	43
Limits on Liability .....	43
Hazardous Items.....	44
Jurisdiction and Prosecution .....	51
Air Rage after September 11, 2001.....	57
III METHODOLOGY .....	60
Chapter Overview .....	60
Research Design.....	60
Population .....	61
Data Collection Techniques.....	62

Chapter	Page
Instrument .....	64
Data Analysis .....	66
 IV RESULTS AND DISCUSSION.....	 67
Response Rate.....	67
Respondent Profile.....	68
Factor Analysis .....	71
Oversales/Crowding.....	71
Flight Delays.....	71
Alcohol.....	75
Baggage.....	76
Perceptions since September 11, 2001.....	78
T-Tests .....	78
Oversales/Crowding.....	78
Flight Delays.....	79
Alcohol.....	80
Baggage.....	81
Additional Information .....	82
 V SUMMARY, CONCLUSIONS AND RECOMMENDATIONS.....	 84
Summary .....	84
Summary of Findings and Conclusions .....	85
Discussion .....	88
Recommendations.....	89
 REFERENCES .....	 92
 APPENDIXES .....	 100
APPENDIX A—DEFINITION OF TERMS.....	100
APPENDIX B—ABBREVIATIONS OF AIRLINE ORGANIZATIONS .....	101
APPENDIX C—COVER LETTER.....	102
APPENDIX D—APPROVAL LETTER FOR RESEARCH INVOLVING HUMAN SUBJECTS .....	103
APPENDIX E—QUESTIONNAIRE .....	104
APPENDIX F—PILOT QUESTIONNAIRE .....	105

## LIST OF TABLES

Table	Page
I Flight Delays for July 2000, June 2001, & July 2001 .....	38
II Mishandled Baggage Reports, January-December 1999 .....	46
III Mishandled Baggage Reports, January-December 1998 .....	47
IV Mishandled Baggage Reports, January-December 1997 .....	48
V Reports of Unruly Behavior/Air Rage .....	55
VI Response Rate.....	68
VII Demographic Information .....	70
VII Oversales/Crowding .....	71
IX Passengers Perceptions Flight Delays .....	72
X Flight Delays .....	74
XI Alcohol .....	76
XII Lost Luggage/Compensation.....	77
XIII Lost Luggage/Returned.....	77
XIV Paired T-Test-Oversales/Crowding .....	79
XV Paired T-Test-Flight Delays.....	80
XVI Paired T-Test-Alcohol .....	81
XVII Paired T-Test-Mishandled Baggage .....	82
XVIII Additional Information.....	83



## CHAPTER I

### INTRODUCTION

The issue of passenger misconduct, ranging from verbal abuse to assault in the aircraft cabin, has achieved wide spread recognition in recent years as a result of victims' advocacy, labor and industry initiatives, and media attention. The term 'air rage' is a label now used by the media not only for high profile cases but also encompasses all forms of passenger behavior causing a disturbance (Dahlberg, 2001). In recent years there has been an alarming increase in the number of air rage incidents. Aggression on board aircraft or in the check-in line can be disturbing and frightening. In serious cases it can put a flight in jeopardy.

Extreme misbehavior by unruly passengers often called air rage or sky rage can lead to some tense moments in the air and may even put crewmembers and passengers at risk. Reasons for such behavior include excessive alcohol consumption, smoking bans, crowding, long flights, psychological feelings of a loss of control, or problems with authority figures (American Flight Association, 2000).

According to Mann (2000) there is a crisis occurring in the skies over the United States, and indeed the world. The phenomenon of violence in the aircraft passenger cabin knows no international boundaries, affecting air travel worldwide. Cheaper air travel has

resulted in a record number of air passengers, which has in turn lead to cramped conditions on board airplanes. This condition coupled with poor treatment by airline employees has resulted in airlines reporting dramatic increases in the number of incidents involving unruly passengers ranging from verbal assaults to horrific violence.

In the confined environment of an aircraft, abuse and physical aggression can be extremely dangerous. During a flight there is no easy way for passengers to remove themselves from such an incident, and there is no way to get outside assistance. Getting assistance with air rage incidents while the plane is on the ground can be time consuming and still put the crew and passengers at risk.

Alcohol consumption, drug dependencies, mental instability, gambling losses, special charter groups and sports teams, seasonal workers, other types of group travel, as well as certain operational situations such as delays or aircraft diversions, all appear to be conditions that may lead to disturbances in flight (Dahlberg, 2001). These are the more obvious factors, but there is little understanding of why some people lose control when most passengers are able to cope with the more unpleasant aspects of air travel.

According to Dahlberg (2001) the causes for air travelers' expressed unwillingness to comply with rules and regulations, and feelings of entitlement regarding quality service result in air travelers expressing anger when their needs have not been met. Society has changed, as have airline workers, and air travelers. One of the main contributors to passenger misconduct is the aviation system itself. Dahlberg contends that the aviation system has become complacent, and inwardly focused. The majority of air rage cases are clearly linked to situational events and triggered by interpersonal accidents between the air traveler and the service provider.

Some of these incidents have involved serious assaults on crewmembers or passengers. Some have been serious enough to cause pilots to abort a landing or to divert the aircraft. Many people in the industry believe that it is only a matter of time before one of these incidents results in a serious aircraft accident. The problem of unruly passengers on airlines has received much attention in the general news media recently. The examples range from the mildly amusing to the truly outrageous. Some examples include:

- A cabin crewmember of a British aircraft needed 18 stitches in her arm and back after a male passenger smashed a bottle of vodka over her head and raked her body with the jagged glass (Airsafe, 2000).
- A passenger grabbed the hair of a female check-in clerk in a Delhi airport and repeatedly banged her head on the counter (Airsafe, 2000).
- A 200-pound college football player on a cross-country US Airways flight began suffering a delusion that he was Jesus Christ and attempted to enter the cockpit so that he could bless the pilots. In his attempt to get to the cockpit, he shoved a flight attendant to the floor and flung another across three seats, causing her to suffer internal bleeding, kidney and bladder trauma, spinal trauma, and bruises on her back and stomach. Three male passengers, who finally subdued the unruly passenger by tying him up, sustained bite wounds and cuts (Mann, 2000).
- An inebriated businessman on a United Airlines flight, when refused another drink, pulled down his pants and defecated on a food cart (Mann, 2000).

- A passenger who tried to break into the cockpit during a Southwest Airlines flight was restrained by the passengers and died later while still in flight. (Airsafe, 2000).
- A California couple that were refused an upgrade to first class grabbed coffeepots and poured coffee on two flight attendants during a Continental Airlines flight (Airsafe, 2000).
- A drunk passenger on a U.S. Air flight assaulted a flight attendant because she refused to serve him another drink. The passenger threatened to open the door and throw the flight attendant out of the airplane (Mann, 2000).
- A British Airways flight had to make an emergency landing, after a passenger entered the cockpit, physically beat the captain to a state of unconsciousness, and grabbed the controls in an attempt to crash the plane to commit suicide. There were 200 passengers on that plane that could have died had the man not been restrained by other passengers (Jennings, 2001).
- The co-pilot on a United Airlines flight from Miami, Fl. To Buenos Aires, Argentina, struck an unruly passenger on the head with an ax, after the man forced his way into the plane's cockpit (CNN News, Feb. 7, 2002).
- A diversion of an Atlantic Coast Airlines flight traveling from Indianapolis, Indiana, to New York was diverted to Cleveland, Ohio, because of an "unruly passenger" (CNN News, Feb. 8, 2002).
- Additional incidents include: cabin crewmembers that have been punched, head butted, kicked in the back, bitten on the cheek and stabbed (Airsafe, 2000).

The Federal Aviation Association and the United States Government have made these assaults and incidents, referred to as air rage, a federal offense. Beyond the anecdotal evidence are telling statistics. In 1991 the Federal Aviation Administration (FAA) investigated 141 cases involving interference with airlines employees. In 1997 that number jumped to 284 investigations (Mann, 2000).

Shelley Longmuir, Vice President of Government Affairs for United Airlines, testified before the House Subcommittee on Aviation that United Airlines alone had approximately 450 incidents involving unruly passengers in 1997. Problems on American Airlines carriers have more than tripled since 1994. In 1997 alone there were 921 incidents. Further, the Air Transport Association, the trade association for the major U.S. airlines, estimates that there were several thousand incidents involving unruly passengers on major U.S. airlines in 1997 (Mann, 2000).

The problem of unruly passengers has even become so great that Lloyd's of London has created an insurance policy to provide coverage to airlines for the costs of air rage incidents, such as having to divert aircraft to other airports and compensating employees and passengers for injuries and economic losses stemming from the incidents (Aldred, 2000).

Air travelers have strongly voiced their dissatisfaction with the airline industry. They feel their rightful expectations are ignored or insufficiently met, and they feel victimized (Dahlberg, 2001). Much of the focus on passenger misconduct has been on regulation, punishment and education of the passenger. The airline industry has supported these programs because this approach requires little cost, and even less effort (Luckey, 2000).

It is important not to confuse terrorism with air rage. Both have very separate definitions, origins, and conclusions. According to Webster's (1991), terrorism is defined as: the systematic use of terror especially as a means of coercion. The root word terror is defined as a state of intense fear, again according to Webster's (1991). Air Rage is described as extreme misbehavior by unruly passengers (AirSafe, 2000). The root word rage is defined as violent and uncontrolled anger (Webster's, 1991). Terrorism is also intended to inflict physical or emotional harm on large numbers of people. Terrorism originates from fear, while rage originates from anger. Although both words sound the same, they have very different implications. What they have in common is emotions.

#### PROBLEM STATEMENT

Airlines are often perceived as ruthlessly pursuing profits without due regard for the consumer.

#### RESEARCH QUESTIONS

This study, solicited information from members of the Oklahoma City, Edmond, Tulsa, and Broken Arrow Chamber of Commerce's, to examine factors that influence passengers to use physical and verbal violence on airlines. The specific research questions centered in this study as source information from the population were:

Are oversales and crowding a contributing factor to air rage?

Are flight delays a contributing factor to air rage?

Is alcohol a contributing factor to air rage?

Is mishandled baggage a contributing factor to air rage?

Has there been a change in perceptions regarding the factors that influence air rage since September 11, 2001?

### ASSUMPTIONS AND LIMITATIONS

It was assumed that participants answered the questionnaire honestly and accurately, were knowledgeable enough about the issue of air rage to actually answer the questionnaire. It was assumed that the participants would complete the questionnaire objectively, according to their air travel, before and after the September 11, 2001 tragedies. In addition, it was also assumed the population, Chamber of Commerce members, are the professional leaders of business in the State of Oklahoma and are more likely to use air travel for business, as well as leisure trips.

The research is limited in scope due to the following factors:

- The present study is comprised of the Chamber of Commerce members in the major metropolitan areas of Oklahoma. Therefore the results cannot be generalized beyond this population.
- There was no way to ascertain whether responses represent the true opinion of all air travelers, or were a response to an emotional issue.

### DEFINITION OF TERMS

The following are key terms and definitions were used in this study, (See Appendix A for additional definitions).

1. Air Rage- Describes conduct occurring during air travel, which can fall anywhere on a behavioral continuum from socially offensive to criminal. Air

Rage describes intentional acts that are highly disproportionate to motivating factors, which endanger the flight crew and/or other passengers and potentially jeopardize the safety of the aircraft itself. Air rage involves one person who inflicts anger and frustration on an individual airline employee. Also referred to as 'Sky Rage' or 'Cabin Fever' (Mann, 2000).

2. Terrorism- The systematic use of terror especially as a means of coercion (Webster's, 1991). Terrorism, originating from fear, intends to inflict physical or emotional harm on large numbers of people.



## CHAPTER II

### LITERATURE REVIEW

The aviation industry was born on December 17<sup>th</sup>, 1903, at Kitty Hawk, North Carolina, when Wilbur and Orville Wright flew the first ‘Landing Machine’. This ‘Landing Machine’ only flew for one hundred and twenty feet, and for only twelve seconds, but humanity had finally flown (Crichton, 1996). The impact that this ‘Landing Machine’ would have on tourism and the hospitality industry has proven to be phenomenal.

The hospitality industry began as early as life itself. Humans have been eating together since Adam and Eve bit the apple. There is evidence that before 10,000 B.C., tribes in Denmark and the Orkney Islands off the coast of Scotland cooked food in large kitchens and ate together in large groups. The Bible gives many accounts of a mass feeding industry. For instance, accounts tell of Xerxes, the Persian king, giving a banquet that lasted 180 days and of Solomon butchering 22,000 oxen for a public feast (Kotschevar & Escoffier, 2001).

In 1928 the aviation industry and the hospitality were married together when Albert Hofe was hired and became the first airline steward in the world serving Lufthansa’s passengers on its prestigious Berlin to Paris route (Dahlberg, 2001). This

relationship between the two industries has flourished into one of the largest industries in the world. It has become a lifestyle for many travelers, both business and leisure.

Air travel is typically the fastest mode of transportation that a traveler can choose. Although fast, it is not always convenient. The skies and airports are overcrowded with people and planes. Today the planes out-number the available air space needed to fly, causing record delays and cancellations (The Plane Truth, 2001). This combined with the lackadaisical attitude of the airlines and their employees about the traveler's concerns and complaints has developed into an every growing frustration and anger born from the concept 'the customer is always right' and has led to an epidemic of violence on commercial airliners.

More than ever, aviation employees are experiencing first hand the effects of this rage through violence on the aircraft and in the airports. Air travelers are also directly affected by this rage, by being physically hurt themselves, or emotionally distraught, also through delays, and rerouting of the aircraft to remove such offenders, causing travelers to miss their original destinations. We are no longer in awe of the technology of flight (Dahlberg, 2001).

### The History of Commercial Aviation

Governments controlled and regulated the airline industry since its beginning in the 1920's deciding on a system of contracts for mail carriage; thereby, guaranteeing the development of such services in a stable financial environment. Passenger flights originated, as people would approach pilots flying mail and cargo and pay them cash 'for a lift'. Initially, Canadian aviators viewed the carriage of passengers as a sort of nuisance

while they saw their primary duty in delivering the mail. Don MacLaren, a war ace and one of the pioneering pilots on these Canadian mail runs, recalls:

Passengers sometimes wanted to fly with us-I could never see why they did-and why they wanted to pay for the ride. (Some fortified themselves with the stuff one uses to fortify them self with; and you wondered whether they flew because they had been drinking or drank because they wanted to fly.) After watching one passenger trying to open the cabin door to climb out on the wing at 50,000 feet one night, we decided to look the passengers over more carefully before boarding (Dahlberg, p.156-157).

Even the Post Office attempted to bar passengers at one point, complaining that passenger carriage slowed down the mail delivery schedule. Previously, flight crews had been taking greater risks in flying under more hazardous weather conditions. The added responsibility for human carriage changed their attitudes towards continuing to take such risks (Dahlberg, 2001).

In the example of Canadian mail service, the first airplanes used were the Fokker F-14s and the Boeing 40B. The flight crew sat in a raised open cockpit behind the passenger cabins. The purpose of this was to provide the crew with an increased field of vision, aimed at improving their chances for survival in case of an accident. The Post Office was concerned with passengers tampering with the mail that was stowed in the washroom, and eventually mandated the aircrafts to be modified with a locked compartment beneath the cockpit (Dahlberg, 2001). Pilots were expected to take care of the mail, not to look after the needs of the few intrepid air travelers who might be crammed into the mail compartment (United Airlines, 2001).

These developments point to an initial culture within the budding air industry that favored cargo over the carriage of passengers. Captain MacLarn's assessment of passengers has a new relevance in today's environment where alcohol is still a major factor in on-board incidents (Dahlberg, 2001).

#### History of the Flight Attendant

With the appearance of larger aircraft that could accommodate more passengers, a few fledgling airlines experimented with adding men to the aircrew. Sometimes called aerial couriers, cabin boys, flight companions, airplane attendants, and stewards, these pioneering workers were mostly dispatched on a haphazard basis. Stout Airlines is credited with hiring America's first aerial couriers in 1926 where they worked on Ford Tri-Motor airplanes between Detroit and Grand Rapids. Stout Airlines later became part of the United Air Lines conglomerate (United Airlines, 2001).

When civil aviation emerged after World War I, transforming cargo operations to expand into passenger transport, the German airliner Lufthansa recognized the commercial benefits of customer service. Albert Hofe was hired in 1928 to become the first airline steward in Europe serving Lufthansa's passengers on its prestigious Berlin to Paris route. The role of the steward, modeled after the role of a ship and train steward, was strictly dedicated to attending to passengers' personal needs. An airline steward was authorized to order whatever supplies necessary to satisfy his customers from the privileged ranks of society. Well versed in etiquette, creative in problem solving and impeccably groomed, he embodied the new professional adventurer in a much sought after new career (Dahlberg, 2001).

Women were not granted access to the service side of the budding air passenger transport industry in the United States until 1930. It was a matter of chance encounter between Steve Stimpson, District Manager of Boeing Air Transport (BAT) and Ellen Church, a registered nurse with ambitions to become a pilot. Church visited his offices in February 1930, resulting in Stimpson making an innovative proposal to employing women instead of stewards. The idea of introducing women into an exclusively male work environment was not met with immediate enthusiasm (Dahlberg, 2001).

Ellen Church, along with Steve Stimpson, came up with a new sort of attendant. Church proposed that registered nurses would make an ideal addition to the flight crew, as they could take care of any passengers that got sick. Boeing, then an airline as well as a plane manufacturer, hired eight nurses for a three-month trial run. The new attendants, who would come to be called “stewardesses,” soon became an integral part of the airline industry. In time, these attendants were no longer required to have a nursing degree, but the nurturing, maternal character remained a key element in the profession (Harris, 2000.)

Church became the world’s first stewardess on May 15, 1930 on a cross-country flight from Oakland, California to Chicago. The role of a stewardess was to alleviate passenger concerns and fear of flying with explanations of aerodynamics, cloud formations, and meteorology. They also acted as tour guides since large windows offered spectacular views of the landscape below at low altitude flying of 10,000 feet or less (Dahlberg, 2001.)

Although some pilots complained that they were too busy to look after a “helpless female” crew member, passengers applauded the experiment. Accounts from the original eight nurse stewardesses confirm that the pilots initially did not speak to them, and some

pilots' wives from Salt Lake City began a letter writing campaign to Boeing requesting the removal of stewardesses (United Airlines, 2001).

The romantic notions of flying and high esteem that Americans held for pilots in the 1930's spilled over to the new stewardess profession. When stewardess Inez Keller's plane ran out of gas and landed in a wheat field near Cherokee, Wyo., she gave this account; 'People came in wagons and on horseback to see the plane. They'd never seen an aircraft before and they wanted to touch it and touch me. One of them called me "the angel from the sky" (United Airlines, p.3). The chilly reception the first stewardesses got from pilots also quickly evaporated. Flying for less than 18 months, Harriet Fry explained that, on some segments, the pilots would invite her to the cockpit where she sat on a sack of mail. She noted: "The pilots sometimes did hedge-hopping around 500 feet from the ground. We would frighten the pigs and the farmers didn't like that." (United Airlines, p.3). She added: "Many times we would have no passengers." (p.3). Fry was insured for \$5,000.00 by Boeing in case of an accidental death (United Airlines, 2001).

At the end of the three-month stewardess experiment, Boeing officials enthusiastically endorsed it a great success. Church, a chief stewardess, was deluged by applications from both men and women eager to experience the adventure and mobility the new flying job offered. Church became responsible for directing and determining standards for the new job. In the station manager's absence, she supervised food service, bought equipment and handled the passengers in and out of Cheyenne, Wyo. Thus, Church pioneered another first; she was among the first women to work in a management position in the emerging aviation industry (United Airlines, 2001).

In the 1960's air travel was still exclusive to the privileged and high-income earners. Caucasian men dominated the picture while women and children air travelers were rare. Conformity to social norms expressed itself in appearances. Suits and ties were the standard for men, while women's attire included hose, skirts and dresses, hats, gloves and handbags designed to contain no more than the essential female paraphernalia. Public life followed the social conventions of courtesy (Dahlberg, 2001).

Conforming to airline rules was not the type of task it is today since there were only a few rules to contend with, using seatbelts for take-off and landing, putting up chair backs and chair tables. Overhead baggage compartments were nothing more than open racks. Aircraft accidents and investigations over the past thirty years have changed that. Regulatory changes as a result of formal recommendations tightened the safety net on one hand while simultaneously reducing air traveler's sense of personal control (Dahlberg, 2001).

#### Passenger Abuse, Flight Attendants and Emotional Labor

Angry passengers are a problem for male and female flight attendants. They are slightly more of a problem for women because of the injunctions of patriarchal femininity still embedded in the emotional labor they are required to do (Williams, 1999).

Some idea of the dimension of inappropriate harassment and bullying from the customers of service workers is evident from Scandinavian researchers who have carried out systematic work. This suggests that about 15 percent of the customers and clients engage in inappropriate abuse. This is likely to be an underestimate of the extent of the problem on airlines because flying is the most salient of all phobias and the cabin crews have to deal with such fear regularly (Einarsen & Skogstad, 1996).

A 1994 survey of 2,912 Australian-based flight attendants (men 1,027, women 1,837), examined the relationship between occupational health and safety and the handling of angry passengers with some reference to emotional labor (Williams, 1999). Emotional Labor is a concept that Hochschild (1993) pioneered using a case study of flight attendants. She defined emotional labor as the management of feelings to create a publicly observable facial and bodily display and which produces a comfortable state of mind in others.

Hochschild (1993) also argued that the flight attendant job was a different one when the incumbent was a man or a woman. She pointed out that women flight attendants were presented as distillations of feminine heterosexuality. They were less protected from passenger misbehavior because this work identity made them more open to passengers' frustration and anger. Overall, women flight attendants are more exposed than male flight attendants to rude, surly speech, and tirades about the service and the airline.

According to a survey done by Dr. Claire Williams in 1999, flight attendants were asked how often they had to deal with angry passengers. The overseas flight attendants had to handle disruptive passengers the most, and those that were in charge of the cabin or the flight service directors, handled more disruptive situations than base level flight attendants. It was a major issue for flight service directors flying overseas, where 73 % of the men and 79 % of the women dealt with it frequently compared to 37 % of flight service directors on domestic airlines. About half of the ordinary flight attendants on the line dealt with angry passengers "sometimes" and 28 % were doing it "frequently".



Williams (1999) also discovered that disgruntled passengers are likely to cause digestive upsets in those they attack, and conceivably stiffen their bodies, thus exacerbating the potential for neck and back injuries. Alternatively, those with neck and back injuries may notice angry passengers more.

Williams (1999) concludes in her findings that a basic level flight attendant on overseas flights will average one angry passenger per flight. Some flight attendants described such incidents as 'usually forgotten once the passenger leaves', or they tried to keep such incidents in context. It was a common view that many passengers were 'cranky before arriving at the door'. Flight attendants used a range of strategies to handle their feelings. Most commonly they shared their feelings with sympathetic co-workers (38% 'always' did this and 59% did it 'some of the time'). Also most flight attendants did reply assertively and directly to passengers 'some of the time' (63%). There were those who chose not to reply to passengers (42%) 'some of the time'. Others admitted they sometimes took their feelings out on their family and friends (41%). Base grade flight attendants were more likely to defuse their feelings by not replying to passengers 'some of the time'. Women made it clear that while they might not reply assertively to angry passengers this was not passive acquiescence or subordination. They were actively positioning themselves in terms of their own subjectivities within the limits, which the airline companies prescribed in terms of conforming to a model of patriarchal femininity. It was common to practice a form of anger themselves and to use the 'surface' acting part of their emotional labor skills to achieve this. In terms of their own subjectivities, they were actually replying to passengers but not verbally.

The study also concluded that for most people, the main impact in terms of their work performance was that they felt distracted for a while from doing their job normally (57%). However, a group (41%) was more affected in a long-term way, and they built up a sense of discomfort or dread about similar incidents. Also about a quarter of them were left questioning their career choice. The findings point to the importance of abuse by parties, other than managers and co-workers, i.e., clients in the workplace of the service worker. The qualitative data and the descriptive statistics suggest women are less likely than men to reply assertively. Women suffer more afterwards. Their strategies to deal with angry passengers were more passive than men's, suggesting that the emotional labor they are required to do as distillations of an old-fashioned, agreeable femininity, does provide a pathway to victimization. Such a woman is more likely than a man to smile while they are being 'treated like dirt' and either ventilate their feelings in the galley with co-workers or take the anger and frustration home (Williams, 1999).

#### Air Rage: Aviation Security and Safety

There is a crisis occurring in the skies over the United States, and indeed, the world. Cheaper air travel has resulted in a record number of air passengers, which has in turn led to cramped conditions on board airplanes and poor treatment by airline employees. As a consequence, airlines are reporting dramatic increases in the number of incidents involving unruly passengers ranging from verbal assaults to horrific violence (Mann, 2000).

The public has been most fortunate that we have not experienced a catastrophic accident caused by a disruptive passenger. Incidents of this kind have increased approximately fourfold over the past three years. Looking forward to the very large

aircraft of the future, we may see an even greater number of incidents one day (Reiss, 1999).

The 1999 OAG Business Travel Lifestyle Survey, polling thousands of frequent business fliers, found that 40 percent of them witnessed an incident of ‘verbal or physical abuse’ in the air in 1998. Two percent said that their flights were diverted because of an unruly fellow passenger (Sharkey, 2000).

At a conference on disruptive passengers in Washington, IFALPA’s Leo Flammer summarized the issue, stating:

In an increasingly aggressive environment caused by rising consumption and performance pressures, the effect of market liberalization, and the influence of globalization on the individual airlines—all in an environment in which people are increasingly prepared to resort to forceful means to get their way—we more than ever need clear and unambiguous government and airline efforts to counteract this trend and to take measures to ensure the passengers’ safety. (Reiss, p.10).

Air travel can produce extreme anxiety, especially for those who are accustomed to being in control (Reiss, 1999).

The legal systems in many nations worldwide see these disruptions as being merely civil matters and therefore do not reflect broader security and safety implications. When a situation dictates that a pilot must leave the flight deck to attend to such problems, several diminution’s of safety occur. Not only is half of the flight crew absent from the cockpit, but also pilots are apprehensive and distracted from their flight duties. Furthermore, the absent pilot could well be assaulted. Clearly, a pilot’s leaving the flight

deck to deal with a difficult passenger is not advisable; however, at times this may be the action that has to be taken. Thus, what appears to be a civil matter can quickly become a serious situation. Recognition that these incidents should be treated as a threat to flight safety is therefore part of the education campaign that must be undertaken (Reiss, 1999).

The FAA started a pilot program in 1996 in five western cities, later extended to include the three major New York area airports, in which federal agents worked more closely with local law officials to make timely arrests. As of June 30, 1999, the agency had recorded 164 cases of passenger interference with crewmembers. The introduction of this program, and the better record keeping that has come with it, explains the spike in data, and FAA official said (Aviation Week & Space Technology, 1999).

Still, the industry knows its data are soft, partly because airlines differ on what an 'incident' is and partly because of their record keeping. The Air Transport Association has no database, although members began trying to develop one in the year 1999. Spokesman David Fuscus puts the incident rate last year at 4,000-5,000, counting everything from 'obnoxious passengers to people doing dangerous things'. But he says that is only an educated guess (Aviation Week & Space Technology, 1999).

Any community or geopolitical entity must have laws addressing transgressions other than crimes of an extremely violent nature, and such regulations are even more necessary in the isolated environment of an aircraft in flight. Law enforcement support may well be hours away, or only obtained at great inconvenience to all when the aircraft lands short of its destination (Reiss, 1999).

One of the more serious difficulties is that while the aviation industry is aware of the problem and the news media are becoming aware of it, no formal incident database is

available. Several airlines have developed their own in-house record-keeping systems, but no national or industrywide database is being maintained. To study and combat the problem properly, industrywide data is crucial (Reiss, 1999).

Based upon safety considerations, a master list of repeat offenders could be made available to the industry. To be effective, a unique identification number, such as a passport number, would have to be tied to the offender's name. Several major international airlines frequently blacklist disruptive passengers, removing them from their frequent-flyer clubs and, when necessary, denying them the right to board an aircraft. A recent incident in which a cabin crewmember was slashed with a broken bottle has provided considerable impetus for the development of an industrywide list. Recent evidence, however, has proven that an industrywide blacklist is more difficult to implement than one might expect (Reiss, 1999).

Many airlines have responded to this increase in violence, by not only filing criminal charges through state and federal criminal systems, but also by banning violent passengers from ever flying again. In fact, an industry wide ban on passengers identified as unruly has even been proposed by the Secretary of Transportation (Mann, 2000).

It appears that passenger bans would raise the level required by the courts. An outright ban on passengers is obviously imposed with the objective of impeding travel, and it in fact does deter travel for those passengers who have received a ban. Thus, banning passengers from air travel seems to implicate the Constitution (Mann, 2000).

Since 1997, ICAO's Legal Bureau has been collecting relevant data from the parties involved, ensuring full confidentiality as appropriate. Following analysis of appropriate data, conclusions could be drawn on which to base proactive responses, such

as carefully focused crew and ground staff training. Specific conclusions could be provided to the ICAO Aviation Security Panel for its consideration and possible inclusion in Annex 17 as standards and recommended practices (SARPs) or as guidance material (Reiss, 1999).

Any growth in disruptive passenger incidents may be explained quite simply by the unprecedented growth in the number of people flying. The U.S. counted 278,000,000 passengers when airlines were deregulated in 1978, 454,000,000 a decade later and 614, 000,000 in 1998 (Aviation Week & Space Technology, 1999.)

In 1991 the FAA investigated 141 cases involving interference with airlines employees. In 1997 that number jumped to 284 investigations. Problems on American Airlines have more than tripled since 1994, to 921 incidents in 1997. Shelley Longmuir, Vice President of Government Affairs for United States, testified before the House Subcommittee on Aviation that United Airlines alone had approximately 450 incidents involving unruly passengers in 1997. Further, the Air Transport Association, the trade association for the major U.S. airlines, estimates that there were several thousand incidents involving unruly passengers on major U.S. airlines in 1997 (Mann, 2000).

#### Identifying and Controlling Threatening Airline Passengers

Even before September 11, 2001, violent passengers were considered to be the number-one security concern in the airline industry (Luckey, 2000). Although the number of incidents is small compared to the number of passengers flown, a single violent passenger can threaten hundreds of lives. Passengers have broken into cockpits, assaulted pilots, and fought for aircraft controls. More commonly, flight attendants and

passengers are assaulted. Causes include crowding, frustration, delays, poor service, stress, alcohol, drugs, and smoking bans (Berkley & Ala, 2001).

Airlines, as common carriers, have a duty to exercise the highest possible degree of care to ensure passenger safety and are required to exercise this same degree of care to protect passengers from the foreseeable assaults of fellow passengers (Berkley & Ala, 2001). This obligation arises because passengers are almost totally dependent on airline employees for protection. If passengers are injured as the result of foreseeable assaults, the airlines are liable for the injuries (Cooper, 1961).

The best means of eliminating violent passengers is to prevent them from boarding airplanes in the first place. Airlines are common carriers and, as a general rule, have a duty to receive, without discrimination, all proper persons who apply for transportation and offer to pay the customary fare. However, there are exceptions. An airline has both the right and the duty to refuse to accept passengers it has reasonable grounds to believe pose a threat or annoyance to other passengers. It is bound to wait until some overt act of violence or other misconduct has been committed before exercising its authority to exclude the offender. A carrier must; however, have evidence that the conduct or condition of a person was such as to render it reasonably certain that he or she would pose a threat or annoyance to other passengers (Berkley & Ala, 2001).

The agreement between a carrier and a passenger is called a contract of carriage. A contract of carriage with suitable conditions authorizes an airline to refuse passengers transportation and protects the airline from breach-of-contract claims (Air Transport Association, 1996).

Sometimes passengers' behavior on the ground makes on-board violence predictable. The challenge is to separate the merely aggressive passenger from those who are reasonably certain to pose a threat or annoyance to other passengers. Potential troublemakers are loud, boisterous, and profane. They might create disturbances in boarding areas and attract audiences. When interacting with airline personnel, potential troublemakers are rude, argumentative, and produce one unreasonable demand after another. Potentially violent or agitated people are aggressive with friends and family, attempt to board out-of-sequence or with too-large luggage, and dress "aggressively". (So-called aggressive dress might include greasy tank tops exposing scary tattoos, gang attire, baggy pants, biker attire, and boots—in other words, the same attire that nightclubs prohibit because its intimidating.) Abusive language, tense or angry faces and forceful gestures also indicate potential trouble. Intoxicated passengers can be loud and boisterous, may demonstrate slurred speech and loss of coordination, and often fumble with their tickets (Berkley & Ala, 2001). First-time fliers and passengers expressing fear should receive extra attention while those who appear unreasonably distraught or demonstrate inappropriate behavior may be mentally unstable or influenced by drugs (Simmons, 2000).

If passengers demonstrate any of those traits during the pre-boarding process, check-in agents and security personnel must communicate those passengers' descriptions to gate personnel so that those passengers can be observed, evaluated, and talked to (if needed) in the boarding area (Gallagher, 2000).

Since passengers far outnumber airport and airline employees, passengers are more likely to observe disorderly and aggressive behavior. Moreover, passengers who



are waiting for a flight generally have more available time than do airport employees to evaluate the antics of fellow passengers. Therefore, passengers should be encouraged and trained, perhaps through notices in airline magazines, to report to airport officials threatening or annoying persons. Since it is in their own interest to do so, most passengers can be counted on to report intoxicated, deranged, or threatening people (Berkely & Ala, 2001).

Threatening and annoying passengers are properly denied boarding only if gates are staffed with sufficient numbers of agents who have the necessary time, experience, management support, and security backup. Ideally, uniformed staff members should mingle periodically in boarding areas so that concerned passengers can alert them to potential problems (Skapinker, 1998). If there are any problems, solutions should be found before passengers board the plane. If necessary, gate-staff members should be allowed to delay passenger boarding to complete pre-boarding assessments. Small (if somewhat inconvenient) investments of time at the boarding gate can save the enormous personal trauma and expense associated with passenger injuries and workers' compensation, as well as reduce the likelihood of delays associated with unloading and reloading passengers or diverting flights already in the air (Deming, 1986). Consequently, delays required to assess potentially unruly passengers should not be charged to gate agents. Holding gate agents accountable for such delays motivates conflict avoidance rather than conflict resolution—that is, airlines' present staff-performance-measurement systems motivate gate agents to pass difficult passengers on to the flight crew. Once the aircraft door is shut, on-board passengers become the flight crew's problem (Berkley & Ala, 2001).

Inadequate communications, worker shortages, time pressures, employees' fear, and staff-performance-measurement systems that encourage conflict avoidance (versus resolution) all are issues that contribute to threatening and annoying passengers' ability to board airplanes (Greenberg, 1987). As passengers board the aircraft and attempt to find their seat and stow their luggage, flight attendants have ample time to make passenger assessments. An experienced flight attendant can look across an airliner cabin and quickly spot the passenger whose behavior is unusual or different (Berkley & Ala, 2001).

Each time a passenger is denied transportation, the employees involved must prepare written incident reports to preserve evidence and airline defenses in the event of a lawsuit. Lawsuits alleging assault, battery, false arrest, false imprisonment, discrimination, and breach of contract are possible any time a passenger is denied transportation. (There are numerous published cases in each of those areas. In general, when an airline takes a security action, it gets sued)(ALPAI, 1997). Such lawsuits can be filed many months after the event and long after airline employees have forgotten the specifics. An incident report must describe the conduct or condition of the passenger that renders threats or annoyances to other passengers. Memory soon fails, but gate agents and other employees who have preserved their personal knowledge incident reports may use such reports to refresh their memories and are competent to testify in a lawsuit of this kind (Berkley & Ala, 2001).

In-flight assaults are almost always foreseeable because few people start by throwing punches (Canter & Garrison, 1994). Generally, there is a gradual escalation through frustration, agitation, and belligerence to physical violence. If this pattern of escalation is recognized, flight-crew members can intervene to diffuse conflict and

preempt violence in the earliest stages of the bad behavior. The basic approach includes problem identification, talking to the passengers, active listening, and problem resolution. Speed is of essence here, because the longer passengers must wait for resolution, the more upset they may become. Hence, the worst possible approach is to ignore problems (Reynolds, 2000).

### Causes of Air Rage

The source of the increase of problems in the sky is the subject of much discussion. It seems that each group has its own agenda, and consequently, points a finger at a different problem.

For instance, a former airline executive who is now the president of the International Airline Passengers Association blames the problem on unions, saying that unionized flight attendants don't take pride in their work, looking at it as 'just a job' due to the fact that they have 'union protection'. Mothers Against Drunk Drivers places the blame squarely on airline alcohol policies. At the same time, some take the view that airlines are inflating the whole problem of air rage in order to divert attention away from the lack of service and crowded conditions on airplanes today. Some people at the airlines even point to themselves. For example, a captain at a major U.S. airline says:

What's happening is the industry's own fault. We've got to treat passengers with respect. We've made air travel a very unpleasant experience. It's a service industry, but airlines are trying to make passengers airline-compliant, when they should be making the airline passenger-compliant. (Mann, p.3).

Psychologist Nathan Pollack suggests that the powerlessness that people experience in their work leads to dangerous frustration. And interestingly, some have even pointed to a lack of oxygen as the culprit (Mann, 2000).

This study focuses on four main characteristics to be the causes of air rage. They are Over-Sales/Crowding, Alcohol, Flight Delays, and Mishandled Baggage. This study will explore each category in complete detail.

Over-Sales/Crowding. Frustration is predictable when passengers experience traffic congestion, crowded or canceled flights, full parking lots, airport-aisle crowding, long waiting lines, and delays in boarding, departure, meal service, or landing. Passenger frustration may also be predicted when passengers are denied preferred seating or meal choices, or cannot find overhead-storage space. Frustration becomes apparent in passengers' voices, faces, postures, and behavior. Faces and voice tones convey disgust, while eyes search for divine intervention and slumping shoulders show hopelessness. Frustrated passengers may sigh, look at their watches, tap their feet, and rattle their newspapers (Schmid, 2000).

Since frustration is often widespread, cabin-wide intervention strategies are appropriate. Announcements can be effective if they are delivered in calming voices and explain waits or make waits finite (Weiner, 1997). On the other hand, an irritated voice over the intercom can further aggravate passengers.

In any event, flight attendants could walk through the cabin to answer passengers' questions. Sometimes passengers begin to imagine conspiracies if flight attendants are unseen. Distractions such as movies and meal or beverage service can relieve passengers' minds. Tempers also cool with lower cabin temperatures (Weiner, 1997).

If frustrations are not addressed, passengers can become agitated. Agitated passengers throw tickets down on counters and slam luggage into storage bins. Agitation is apparent in their voices. Some are red-in-the-face, loud, rude, and demanding, while others board the plane silently, sit with arms and legs crossed, glare at others, and avoid physical contact. Agitated passengers might put their feet on armrests, insist on another seat, or provoke an argument. To attract attention, agitated passengers rings call buttons, complain to everybody and nobody or describe out loud how horribly they've been treated. Agitated passengers sometimes pace the aisle and are in and out of their seats often (Weiner, 1997)

Information from ground workers that is shared with flight crews helps identify any agitated passengers who caused a scene during the boarding process. The last passengers to board airliners are often the most agitated, particularly if they had to run from distant gates. Passengers who are downgraded from premium cabins, through overbooking or aircraft changes, are frequently made upset by those changes and may seek attention. Finally, those passengers squeezed between obese passengers, next to crying babies, or near lavatories and galleys may be unhappy. (Indeed, airline employees routinely call those 'hot seats'). Seats near lavatories are undesirable because passengers waiting in line step on seated passengers' possessions, bump those in nearby seats, and block movie views. Passengers sitting near galleys hear and smell food preparation, but are among the last to be served often when their meal choice is no longer available (Nelms, 1998).

Once agitated passengers are identified, they should be contacted so that their problems can be identified and solved. The first step is mental preparation. Few flight

attendants appreciate anger and hostility, and a natural, 'human' response can escalate conflict (Berkley & Ala, 2001). For example, if passengers are rude, the natural response is to return rudeness in kind. ('To hell with him. He did not ask me nicely. Let him sit by the screaming baby?') It is also natural to take criticism personally and become defensive. This creates confrontations and focuses passenger anger on the attendants. Therefore, flight attendants must pause and remind themselves to stay calm and detached. Although passengers may scream at flight attendants, as representatives of the airline, the anger is often directed toward the airline generally and the underlying causes often have nothing to do with in-cabin service (Berkley & Ala, 2001).

Alcohol. Alcohol is involved in many of the most violent airline-passenger incidents (Aviation Daily, 1997). Some passengers consume alcohol prior to arriving at the airport or in airport lounges. Therefore, gate agents should be particularly vigilant for passengers who arrive at the gate seemingly intoxicated (even more so when the flight being boarded has been delayed). Serious drinkers may break the rules and carry their own bottle or purchase duty-free liquor to consume on board. Less frequently, passengers are over-served in first- and business-class where service is attentive and the alcohol is free (ALPAI, 1997).

Since intoxicated passengers are reasonably certain to pose a threat or annoyance to other passengers, airlines have the right and the duty to deny such passengers transportation:

'No [airline] may allow any person to board any of its aircraft if that person appears to be intoxicated.' (Federal Aviation Administration, 1998, p.96).  
Moreover, it is a civil violation to board intoxicated passengers (FAA, 1998).

To be sure, it can be difficult for airline agents to identify those who have been drinking if the assessment is based on a five-second interaction at the ticket podium. However, since the law requires only that a passenger who “appears to be intoxicated” is denied transportation, airlines can comply by employing agents who are trained to identify the visible signs of intoxication. As is the case with unruly passengers, these agents must be given management’s support, security backup, and the time to evaluate and talk to passengers in the boarding areas (Berkley & Ala, 2001).

Responsible alcohol service on planes (as on the ground) involves portion control, accompanying food service, and systems for rating passengers. Portion control is not usually a problem on airliners because liquor is packaged in mini-bottles. Nonetheless, accidental intoxication can arise when flight attendants serve doubles or when passengers are unaware that alcohol has greater effect at cruising altitude. Serving first-class passengers alcoholic beverages upon boarding (and before takeoff) is not a good practice for two reasons. First, alcohol should never be served on an empty stomach and, second, pre-flight service encourages passengers to guzzle their drinks before flight attendants collect glassware for takeoff (Berkley & Ala, 2001).

Rating systems are the heart of responsible alcohol service. Nightclubs and bars generally use a green-yellow-red system. A green-level customer shows no signs of intoxication and is safe to serve. Beverage service is slowed to customers who show some signs of impending intoxication (yellow level), and service is stopped for intoxicated, red-level customers (Sorenson, 1996). In a bar, if a bartender flags someone, that person can either argue, or leave, or both (in most cases). But at least in a bar there’s the option get up and leave, whether you are the offender or just an observer, and the

bartender can kick someone out. On a plane, there's no such option. The flagged person must sit and stew, humiliated (Hewitt, 2001). Since all symptoms of alcohol intoxication have other causes as well (e.g. reaction to medicine), and because no two individuals react exactly the same to alcohol, rating passengers requires counting the number of drinks served or observing changes in behavior (Sorenson, 1996). Most drinkers become inebriated more quickly and to a greater extent in flight, due to lack of oxygen in the cabin (Hewitt, 2001).

Leaving it up to flight attendants to decide when someone's had enough can lead to trouble. The passenger is giving even more power over their behavior to the flight attendants, which aren't always trained to handle these situations. Flight attendants aren't exempt from their own transgressions-there has been an increased incidence of outbursts by cabin crew in recent months (Hewitt, 2001).

In spite of the flight attendants' best efforts, an intoxicated passenger may persist in demanding alcohol and must be denied service. Cutting passengers off is extremely difficult and may lead to physical violence (Nelms, 1998). Many of the most spectacular air-rage incidents have arisen when passengers were cut off. For example, Gary Lee Lougee threw a flight attendant against a cockpit door and threatened to throw her off a plane when she refused to serve him alcohol (Chicago Tribune, 1997) and Gerard Finneran defecated on a United Airlines food-service cart when he was refused more wine (Sorenson, 1996). On a U.S. Airways flight from Germany to Philadelphia, a man became so incensed that he kicked a pregnant woman's seat so hard she fell out of her seat, and then he urinated into a condom in the aisle. He blamed painkillers and alcohol, and had no recollection of the incident (Hewitt, 2001). Apart from violence, excessive



alcohol consumption on planes resulted in red faces for two business people-both married-who took advantage of the passing drinks trolley, and then joined the Mile High Club in full view of other passengers (Public Debate, 2001, Alcohol, para 7). Consequently, flight attendants are hesitant to cut passengers off, and this fear generates conflict avoidance.

Health advisors suggest passengers avoid alcohol on airplanes, as it causes dehydration, and exacerbates jet lag (Hewitt, 2001). There is slightly less oxygen than normal in an airplane cabin, which can intensify the effect of alcohol in one's bloodstream. Typically, one alcoholic beverage consumed in flight equals two or three on the ground (Learn2, 2001, Alcohol Intake, para 1).

While alcohol has been blamed for at least 30 % of 'air rage' incidents, no airlines have suggested it be banned during flights. The idea of introducing 'dry flights' does have a great deal of merit. While one can escape drunken hoodlums on the ground, you can't do it in the air (Public Debate, 2001, Alcohol, para 10). That splash of bourbon, which costs the airline mere cents, costs you several dollars in the air. Affluent travelers with cash to unload on overpriced drinks would complain the loudest. The cabin-aisle duty-free industry would be dealt a death blow. As usual, it's about dollars, not sense (Hewitt, 2001).

Flight Delays. No one has any quick solutions to the problem of mounting airport delays. Airline officials, union representatives, airport executives, and Transportation Secretary Rodney Slater, following a meeting in August, 2000, stated that "The best they could do was pledge to work more closely with each other and set up a number of task forces" (The Monitor's View, 2000, Flight-Delays Dilemma, para 1).

Those steps are unlikely to soothe travelers who have spent unscheduled extra hours in airports, waiting for scheduled flights to take off. But they could at least herald the start of a reasoned approach to a problem that easily slides toward mutual finger pointing and emotion. The airlines overbook flights; the air-traffic control system needs to accelerate its technological upgrade, the unions should move away from work-slowness tactics that exacerbate delays, the government needs to better marshal its resources, and weather is a factor too, though not a dominant one (The Monitor's View, 2000, Flight-Delays Dilemma, para 2).

While domestic airlines 'have a good product that is selling well' and this year the airline industry 'will record more than 600 million domestic passenger enplanements' the quality and timeliness of domestic air transportation has decreased dramatically in recent years (Wald, 2000). Virtually every independent measure of customer satisfaction has declined. The unfortunate truth is that flying on an airplane today is as unpleasant for many passengers as it has ever been (Leonhardt, 2000).

Between 1998 and 1999 passenger complaints to the U.S. Department of Transportation (DOT) rose from 9,608 to a staggering 20,4955. The largest number of complaints made to the DOT through its e-mail address at [airconsumer.ost.dot.gov](mailto:airconsumer.ost.dot.gov) involve flight delays and cancellations. Regarding cancellations (June, 2000) 8,590 flights were canceled out of 307,116 scheduled, (June, 1999) it was 6,487 out of 299,132 flights. weather, air traffic, mechanical difficulties, rules governing crew hours and hundreds of other causes, including human error, can upset schedules (Wade, 2000). And regarding flight delays: only about three-quarters of planes arrive within the 15 minutes

of the scheduled time, and in bad months, about one flight in 40 is cancelled altogether (Wald, 2000).

A flight delay is any change from the promised time and date of departure or arrival (Dickerson, 2000). Flight delays include:

1. Cancellations
2. Mechanical malfunctions
3. Acts of God
4. Schedule changes
5. Hijackings and bombings
6. Noxious body odors
7. False imprisonment
8. Wrongful detention
9. Violation of Air Carrier's Access Act
10. Wrongful refusal to board
11. Failure to confirm or reconfirm reservation
12. Discrimination
13. Airline overbooking
14. Wrongful ejection
15. Failure to assist disabled passenger
16. Misinformation
17. Civil Disorder
18. Shortage of fuel
19. Misplaced tickets
20. Collapsing ticket counter
21. Altered tickets

The passenger's rights and remedies for a cancellation or a flight delay will depend upon several factors. Was the flight international or domestic? If it was international then the Warsaw Convention or its progeny may apply. If not then the law of the country having the greatest contacts to the incident may apply. If the flight was domestic then the passenger's rights and remedies will depend upon the application of the common law as modified or preempted by the regulations of the DOT. Such regulation gives domestic airline passengers greater or lesser rights than would otherwise be available under common law. These regulations raise the following additional issues:

1. If the flight was regularly scheduled domestic air transportation then the passenger ticket may contain disclaimers, which limit the airline's liability for flight delays. Under what circumstances are these disclaimers enforceable?
2. Was the flight part of a Public Charter Tour?
3. Was the delay caused by airline overbooking or discrimination?
4. Was the passenger detained because he was unruly or otherwise a threat to the safety and well being of the other passengers on the aircraft? (Dickerson, 2000).

If the delayed flight was international, i.e., between signatories to the Warsaw Convention, then the obligations of the air carrier are set forth in Article 19 of the Warsaw Convention [The carrier shall be liable for damage occasioned by delay in the transportation by air of passengers, baggage, or goods] (Warsaw Convention, 1929, p.18). To establish liability the passenger must show that (1) the air carrier accepted the passenger on the flight, (2) the delay was material, (3) the delay caused the injury being alleged (Dickerson, 2000).

Concerning domestic flights, air transportation is sold to the general public with the promise that it will depart and arrive at specific times on specific dates. Applying common law, some courts have held that a failure to deliver air transportation "on time" is a breach of contract (Dickerson, 2000). Domestic air carriers are permitted by the DOT to file tariffs limiting their liability and damages for flight delays and other travel problems and to incorporate those terms by reference in the passenger ticket. Although the passenger may never be aware of such disclaimers some Courts have enforced them (Dickerson, 2000).

On occasion passengers with confirmed reservations may be 'bumped' because the airline has oversold the flight. Domestic air carriers are permitted to deliberately breach the contract of carriage on the theory that it is more efficient to oversell a flight than to fly an aircraft half-empty. If they overbook a specific flight the air carrier must comply with DOT, Part 250-Oversales, regulations which require an 'auction' procedure whereby 'bumped' passengers may obtain a seat if seated passengers can be induced to give up their position. Otherwise the air carrier must compensate the bumped passenger at a rate of 200 % of the sum of the values of the passenger's remaining flight coupons up to the passenger's next stopover, or if none, to the passenger's final destination, with a maximum of \$400.00 (Department Of Transportation, 2000). If the bumped passenger does not wish to accept the denied boarding compensation then he or she may sue at common law for breach of contract or negligence. While bumped passengers may not sue for fraud and punitive damages they may sue for compensatory damages alleging a breach of the contract of carriage (Dickerson, 2000).

The Federal Aviation Administration uses information from its Air Traffic Operations Network (OPSNET) to measure performance of the air traffic control (ATC) system. This monthly summary does not measure an individual flight's or any airline's on-time performance. OPSNET data covers all Instrument Flight Rules (IFR) aircraft handled by air traffic controllers, which includes commercial, military, and general aviation aircraft. Operations are counted cumulatively as an aircraft progresses from one ATC facility to another. The number of operations is the total reported by all FAA ATC facilities—enroute control centers, terminal radar approach control (RTACONSs) and airport control towers (FAA, 2001).

Reportable delays are those of 15 minutes or more, experienced by individual aircraft and traced by the ATC system. Delays are traced in all phases of flight, which can include an aircraft delayed at the gate, on a taxiway, or holding in the air (Table I). Because all phases of a flight in the ATC system are traced, a single aircraft may encounter more than one reportable delay as it travels through the ATC system. Conversely, an aircraft may be delayed in the ATC system during its flight, but still arrive on time (FAA, 2001).

Cancelled flight and delays due to aircraft mechanical problems or other airline factors are not reported in the OPSNET system. In addition, taxi times spent under the control of non-FAA entities (i.e. airport or airline ramp control) are also not part of OPSNET (FAA, 2001).

TABLE I

Month	Total Ops	Total Delays	Weather	Volume	Equipment	Runway	Other
July 00	14,572,651	44,430	34,611	4,108	217	2,139	3,355
June 01	14,102,620	41,607	32,668	4,337	425	1,237	2,940
July 01	14,475,185	40,037	29,072	4,371	650	2,611	3,333*

\*In July 2001, there were 3,333 delays in the "other" category. This was due in part to reduced availability of Land and Hold Short Operations (LAHSO), noise abatement, and multi-taxi (airport surface congestion) (FAA, 2001).

Aviation delays reported by the FAA totaled 450,289 in 2000, a 20 % increase over 1999 and a record high. The previous record year was 1990 with 392,803 delays. As is typical, weather-caused delays and those caused by the volume of air traffic accounted for more than 80 % of all aviation delays. Delays due to weather totaled 309,482 in 2000, a 20 % increase over the previous year and 68.7 % of all delays. Those

attributed to the volume of aircraft rose 42.3 % to 63,048 in 2000 and were 14 % of all delays (FAA, 2001).

The large number of weather delays was due primarily to thunderstorms, whose number and location were disruptive to air traffic throughout the spring and summer and much later into the autumn than usual. More flights at New York LaGuardia in the last four months of the year produced a surge in delays due to volume there. LaGuardia's 18,026 volume delays in 2000 were 28.6 % of the national total (FAA, 2001).

Delays caused by air traffic control (ATC) equipment problems rose from 7,709 in 1999 to 9,664 in 2000. Equipment delays were 2.14 % of all delays in 2000. Runway delays rose slightly more than 50 % to 26,587. Runway and taxiway construction and repair work at several major airports were responsible for this increase. These airports included Boston, Dallas-Fort Worth, Houston Intercontinental, LaGuardia and Phoenix. Delays in the "other" or miscellaneous category fell 12.4 % to 41,508. The transition in 1999 to controller workstations in the 20 enroute ATC centers that handle high-altitude traffic increased delays in this category (FAA, 2001).

Underlying the crunch at the airport is a steady increase in the number of people flying. Mr. Slater forecasts 1 billion air travelers within a decade, up from 670,000,000 expected this year. A little over 20 years ago, there were 278,000,000. The air-traffic infrastructure simply has not expanded quickly enough to keep up with demand. That fact is clearly recognized now, but addressing it will take years and many tough decisions about where to make investments. Meanwhile, creative steps should be taken to meet passengers' basic need to get where they want to go. If scheduling practices result in

regular morning and afternoon jams, flights should be spread throughout the day more evenly. A lot of people would be willing to depart at odd hours if it meant less delay (The Monitor's View, 2000, Flight-Delays Dilemma, para 7) .

The FAA plans to spend the next decade introducing new equipment, new runways and new air routes to reduce flight delays. The FAA plan makes a series of adjustments to allow planes to land, take off and fly from place to place. The plan was developed with the airlines, the air traffic controllers' union and others in the aviation industry. The improvements are projected to cost \$11.5 billion (Salant, 2001).

Lost or Misplaced Baggage. One of the most inconvenient as well as irritating incidents an air traveler can experience is when the airline loses or misplaces their luggage. It is easy to understand a traveler's frustration with such a situation and the airline, thus resulting in feelings of rage that could eventually lead to an incident of air rage.

The elimination of government economic regulation of the airlines resulted in lower fares and a wide variety of price/service options. In this commercial environment, consumers have had to take a more active role in choosing their air service by learning to ask a number of questions (DOT, 1994). But should a traveler have to ask the airline upon check-in, "Do you have any idea if my luggage will make it to my planned destination at the same time I will?"

Between the time a traveler checks his/her luggage in and the time they claim it at their destination, it may have passed through a maze of conveyor belts and baggage carts; once airborne, baggage may tumble around the cargo compartment if the plane hits rough



air. In all fairness to the airlines, however, relatively few bags are damaged or lost (DOT, 1994).

The Department of Transportation, 1994, suggests some common sense packing procedures and precautions travelers should take to ensure their bags arrive safely at their destination. These suggestions were printed in the Department of Transportation's Fly-Rights brochure, circa 1994, entitled A Consumer Guide to Air Travel. The suggestions are as follows:

Packing: one can pack to avoid problems. Some items should never be put into a bag one plans to check into the cargo compartment:

1. Small Valuables: cash, credit cards, jewelry, cameras.
2. Critical items: medicine, keys, passport, tour vouchers, business papers.
3. Irreplaceable items: manuscript, heirlooms.
4. Fragile items: eyeglasses, glass containers, liquids.

Things listed above should be carried on a person or packed in a carry-on bag that will fit under the seat. The DOT reminds travelers, to ensure one's valuables are not damaged or lost, keep them on you. Even if a bag is not lost, it could be delayed for a day or two. The DOT suggests that every traveler should check with the airline, prior to the flight, for its limits on size, weight, or number of carry-on pieces. Don't put anything into a carry-on bag that could be considered a weapon (e.g. scissors, penknife) (DOT, 1994).

Checked baggage is subject to limits. On most domestic and international flights, it's two checked bags. The bags one checks should be labeled-inside and out-with ones name, address and phone number. Add the name and address of a person to contact at

your destination if it's practical to do so. Almost all of the bags that are misplaced by airlines do turn up sooner or later. With proper labeling, the bag and its owner can usually be reunited within a few hours. Lock the bags. The locks aren't very effective against pilferage, but they help to keep the latches from springing (DOT, 1994).

Check-in: The Department of Transportation, 1994, encourages travelers not to check in at the last minute. Even if a traveler makes his/her flights deadline, the bags may not. The likelihood of a bag going astray increases from #1 to #4 below (i.e., #1 is safest):

1. Nonstop flight
2. Direct or "through" flight (one or more stops, but no change of aircraft)
3. Online connection (change of aircraft but not airlines)
4. Interline connection (change of aircraft and airlines)

Claiming your bags: Many bags look alike. After a traveler pulls what he/she thinks is his/her bag off the carousel, check the name tag or the bag tag number. If your bag arrives open, unlocked or visibly damaged, check right away to see if any of the contents are missing or damaged, check right away to see if any of the contents are missing or damaged. Report any problems to the airline before leaving the airport; insist on filling out a form. Open the suitcase immediately when you get to where you are staying and report any missing items to the airline by telephone (DOT, 1994).

Damage: If a suitcase arrives smashed or torn, the airline will usually pay for repairs. If it can't be fixed, they will negotiate a settlement to pay its depreciated value. The same holds true for belongings packed inside. Airlines may decline to pay for

damage caused by the fragile nature of the broken item or inadequate packing, rather than the airline's rough handling (DOT, 1994).

Delayed bags: The airlines have very sophisticated systems that track down about 98% of the bags they misplace and return them to their owners within hours. In many cases they will absorb reasonable expenses the traveler incurs while they look for the missing belongings. A traveler and the airline may have different ideas of what's reasonable, however, and the amount they will pay is subject to negotiation. Most carriers set guidelines for their airport employees that allow them to disburse some money at the airport for emergency purchases. The amount depends on whether or not the traveler is away from home and how long it takes to track down the bags and return them (DOT, 1994).

Lost luggage: Once a bag is declared officially lost, one will have to submit a claim. The airline will usually refer the claim form to their central office, and the negotiation between the traveler and the airline will begin. If the flight was a connection involving two carriers, the final carrier is normally the one responsible for processing the claim even if it appears that the first airline lost the bag. Generally it takes an airline anywhere from six weeks to three months to pay for lost luggage (DOT, 1994).

Limits on liability: If bags are delayed, lost or damaged on a domestic trip, the airline previously invoked a ceiling of \$1,250 per passenger on the amount of money they would pay a traveler. On December 14, 1999 U.S. Transportation Secretary Rodney E. Slater announced a U.S. Department of Transportation rule would provide airline passengers with increased compensation in case their baggage, was lost, delayed, or damaged. The rule doubled baggage compensation on domestic flights to \$2,500 from

the previous minimum of \$1,250, set in February 1984 (DOT, 1999). When luggage and its contents are worth more than that, one may want to purchase “excess valuation,” if available, from the airline at check in. This is not insurance, but it will increase the carrier’s potential liability. The airline may refuse to sell excess valuation on some items that are especially valuable or breakable, such as antiques, musical instruments, jewelry, manuscripts, negotiable securities and cash. On international trips, a treaty, the Warsaw Convention, sets the liability limit. Unless one buys excess valuation, the liability limit is \$9.07 per pound (\$20 per kilo) (DOT, 1994).

Hazardous items: Except for toiletries and medicines totaling no more than 75 ounces, it is illegal and extremely dangerous to carry on board or check in luggage any of the following hazardous materials:

- Aerosols: polishes, waxes, degreasers, cleaners, etc.
- Corrosives: acids, cleaners, wet cell batteries, etc.
- Flammables: paints, thinners, lighter fluid, liquid reservoir lighters, cleaners, adhesives, camp stoves or portable gas equipment with fuel, etc.
- Explosives: fireworks, flares, signal devices, loaded firearms, gunpowder, etc.  
(small arms ammunition for personal use may be transported in checked luggage if it is securely packed in material designed for that purpose. These may not be placed in carry-on baggage.)
- Radioactive: betascopes, radiopharmaceuticals, uninstalled pacemakers, etc.
- Compressed gases: tear gas or protective-type sprays, oxygen cylinders, divers’ tanks (unless they’re empty), etc.
- Infectious substances: poisonous materials: rat poison, etc.

Matches (both 'strike anywhere' matches and safety or 'book' matches) may only be carried on the person. A violation of the hazardous materials restrictions can result in a civil penalty up to \$25,000 for each violation or a criminal penalty of up to \$500,000 and/or up to 5 years in jail (DOT, 1994).

The following data was provided by the Department of Transportation, Office of Aviation Enforcement and Proceedings, 1999.

The 10 largest U.S. carriers posted a mishandled baggage rate of 5.24 reports per 1,000 passengers in December 1999 (Table II), compared to 1998's rate 5.16 (Table III), and 1997's rate of 4.96 (Table IV). There is a slight increase in mishandled baggage over this three-year period. Although, the researcher was not able to produce a detailed report for the year 2000, she was able to locate a summary, which follows: For the calendar year 2000, the carrier's rate of mishandled baggage was 5.29 reports per 1,000 passengers, not as good as the rate of 5.24 for 1999.

TABLE II  
 January-December  
 1999  
 MISHANDLED BAGGAGE REPORTS  
 FILED BY PASSENGERS  
 U.S. AIRLINES

Rank	Airline	Total Baggage Reports	Enplaned Passengers	Reports Per 1,000 Passengers
1	Southwest	203,720	48,498,131	4.20
2	America West	58,727	13,540,481	4.34
3	Delta	341,417	74,928,062	4.56
4	Continental	125,749	27,104,457	4.64
5	Northwest	173,366	35,034,193	4.95
6	US Airways	216,120	40,800,005	5.30
7	American	252,585	47,313,461	5.34
8	TWA	103,948	18,665,791	5.57
9	Alaska	55,678	9,170,016	6.07
10	United	424,774	58,217,087	7.30

**Total                    1,956,084                    373,271,684                    5.24**

TABLE III  
 January-December  
 1998  
 MISHANDLED BAGGAGE REPORTS  
 FILED BY PASSENGERS  
 U.S. AIRLINES

Rank	Airline	Total Baggage Reports	Enplaned Passengers	Reports Per 1,000 Passengers
1	America West	67,607	17,411,511	3.88
2	Continental	142,233	35,054,255	4.06
3	US Airways	230,062	56,306,124	4.09
4	Delta	412,811	96,728,638	4.27
5	American	282,085	64,151,211	4.40
6	Southwest	267,689	59,053,217	4.53
7	TWA	123,020	22,815,741	5.39
8	Northwest	278,733	42,031,123	6.63
9	Alaska	84,727	11,655,930	7.27
10	United	595,874	76,539,019	7.79

**Total                      2,484,841                      481,746,769                      5.16**

TABLE IV  
 January-December  
 1997  
 MISHANDLED BAGGAGE REPORTS  
 FILED BY PASSENGERS  
 U.S. AIRLINES

Rank	Airline	Total Baggage Reports	Enplaned Passengers	Reports Per 1,000 Passengers
1	America West	58,283	17,214,093	3.39
2	Continental	124,406	32,889,409	3.78
3	US Airways	232,814	54,884,098	4.24
4	Delta	423,451	93,362,550	4.54
5	American	300,760	61,715,788	4.87
6	Southwest	210,924	53,781,282	3.92
7	TWA	115,424	21,236,940	5.44
8	Northwest	263,783	43,599,106	6.05
9	Alaska	77,904	10,834,301	7.19
10	United	471,092	70,315,223	6.70

<b>Total</b>	<b>2,278,841</b>	<b>459,832,790</b>	<b>4.96</b>
--------------	------------------	--------------------	-------------



A traveler may ask the question; 'If the airline can't ever locate my luggage, exactly where does it go to? Limbo maybe?' One's missing luggage could find its final destination to be a business called 'Unclaimed Baggage Center', located in foothills of Appalachian Mountains in Scottsboro, Alabama.

Doyle and Sue Owens founded unclaimed Baggage Center in 1970, as a hidden bargain center. As of 1995, the store covered more than a city block. Over one million items pass through the store annually. About 60% of the merchandise is clothing with the balance of the store dedicated to cameras, electronics, sporting goods, jewelry, designer optical, books and of course, luggage. The vast majority of items are from unclaimed baggage which, after at least 90 days of intensive tracking by the airlines, are declared unclaimed. However, lost and unclaimed cargo is also available in special areas of the store (Unclaimed Baggage, 2002, Company Information, page 1, para. 3).

The Aviation Consumer Protection Division (ACPD) operates a complaint handling system for consumers who experience air travel service problems. Consumers with concerns about airline safety or security should call the Federal Aviation Administration toll-free at 1-800-255-1111. Consumers can call, write or e-mail the ACPD to register their concerns about airline service. You may call the ACPD 24 hours each day at 202-36-2220 to record your complaint. The mailing address is:

Aviation Consumer Protection Division  
U.S. Department of Transportation  
Room 4107, C-75  
Washington, DC 20590

The e-mail address is: [airconsumer@ost.dot.gov](mailto:airconsumer@ost.dot.gov) (DOT, 1994, Introduction section, para. 2).

Certainly, the tragedy of 9-11-01 will dictate more stiff and precise rules and regulations in the area of baggage. According to Peter Jennings, The ABC Nightly News Broadcast on January 10, 2002, the FAA is instituting new baggage screening techniques beginning on January 18, 2002. Each bag will be sent through a detailed X-ray machine before being placed on an aircraft. This procedure will be performed on each bag entering every airplane. Therefore a person who has a connecting flight, changing planes and/or airlines, will have to have their bags re-x-rayed at every connecting point. This will make it very difficult for a traveler's bag to reach the connecting flight on time; especially when there is a very short lay over time. The FAA predicts an increase in the percentage of delayed baggage and lost baggage for the year 2002, as well as frustrated passengers.

After consideration and complaints from airlines as well as travelers, on January 17, 2002 the FAA made an amendment to new baggage screening guidelines. The new Aviation Security Act requires that all checked baggage be screened. Much of the work will have to be done by hand because airlines don't have enough explosives-detecting machines. In the absence of higher-tech methods, more bomb-sniffing dogs will be put to work and bags will be matched against passenger lists. The industry needs an estimated 2,200 machines, at a cost of about \$1 million apiece, to screen the 1.3 billion pieces of luggage that are checked each year. Just 161 of the machines are in use at major airports. Before January 18, 2002, about 10 % of checked luggage was examined for explosives out of the 3.5 million bags that airlines handle every day (CNN, 2002).

Another option for the airlines is bag matching, meant to ensure that no luggage goes on a plane unless the passenger who checked it is on board. Airlines have warned

that this option could cause massive delays if they're forced to remove bags every time a passenger misses a connection or is bumped from an overbooked flight (CNN, 2002).

### Jurisdiction and Prosecution

Many airlines have responded to this increase in violence, known as "air rage", by not only filing criminal charges through state and federal criminal systems, but also by banning violent passengers from ever flying again. In fact, an industry wide ban on passengers identified as unruly has even been proposed by the Secretary of Transportation (Mann, W., 2000).

In cases where an aircraft touches down in a country other than that in which it is registered after an incident of unruly behavior on board, the legislation invoked (if any) is based on the Tokyo Convention (1963). This treaty was devised to cover hijacking-type situations and in many countries the legislation regarding unruly passengers behavior is limited to issues, which hinder the safety of the aircraft. Consequently, there is often no provision in the national legislation for action involving interference with cabin staff or other passengers (Borillo, 1999).

One frustration facing the airlines is finding the appropriate jurisdiction; and encouraging the appropriate prosecutor to take action. There is state jurisdiction, then the possibility of federal jurisdiction if the U.S. Attorney is involved, and even the FAA could be prosecuting. Although there are legal systems in place, when the incident occurs, employees are standing there on the jetway or at the terminal trying to figure out what to do and trying to figure out who to get involved. Then it becomes a situation of great immediacy, and then the follow-on to try and determine who it is that's the appropriate entity to take on the project is a difficult situation for the airlines. Then once

in court, the airlines have to convince judge and jury that this is a serious enough matter to act on (Busey, 2000).

Airlines have or are developing their own procedures for handling unruly behavior in flight. One important consideration is training crewmembers to collect evidence to meet legal requirements and to manage circumstances following an on board incident. However, this needs to be supported by adequate national legislation to allow law enforcement agencies at the destination to take appropriate action when called upon to do so, regardless of an aircraft's state of registry or of the operator (International Transport Workers' Federation, 2000).

When an airplane with a disruptive passenger lands, the law enforcement officials who respond often get tied up in jurisdictional issues. If an incident happens above one state, the local law enforcement officers who respond when the airplane arrives in another state frequently do not have jurisdiction over the perpetrator. Legally, the local airport police can hold an individual up to 48 hours pending the arrival of federal officers (International Transport Workers' Federation, 2000).

According to airport police departments all over the United States, if their police detain an individual for more than a short period of time, pending federal law enforcement officer response, the airports face the possibility of costly legal ramifications. The airports will most likely win litigation cases arising from having detained an individual but at the price that the airports are not willing and not budgeted to pay (International Transport Workers' Federation, 2000).

Only one FBI agent is assigned to each major airport, which means that the federal law enforcement response problem is significant. The assigned FBI agent has

other duties and these responsibilities often carry the agent away from the airport (International Workers' Federation, 2000).

The Federal Aviation Association (FAA, 2001) correlates the increase in incidents with the reduction in per passenger space; anxiety and or fear of flying which creates a sense of powerlessness; and the disparity between expectations set by marketing programs and the reality of flying. Airline advertisements usually feature a smiling, satisfied customer, normally in a semi-reclined position, enjoying a glass of champagne. Today's air traveler is frequently crammed into a narrow, high-density seat, surrounded by carry on luggage, grasping a tiny bag of pretzels while trying to quench their thirst from a 3-ounce glass that also contains two ice cubes. The airport experience itself is stressful, the traffic is terrible, especially around the airport and the parking lots are usually full, there are few skycaps to help with luggage, and the random carry on baggage checks are enough to enrage a person before even getting on the aircraft. Then when one finally does board the aircraft, the flight is usually oversold.

Travel by air has become mass transit. As more people fly, planes become more crowded, and people are less tolerant of problems and delays. The airlines lost more money in a 3-year period 8 or 10 years ago than they had made in the entire previous history of the industry. The carriers had to either maximize the profit potential or go broke. They crammed passengers in and minimized the costs (Fort Worth Star, Sept. 20, 2000).

How big is the problem? The difficulty is that no one is keeping comprehensive international statistics. Most statistics are likely to underestimate the problem as they only rarely include incidents of threatening behavior that do not include physical violence

(International Transport Workers' Federation, 2000). To illustrate the lack of accurate incident statistics, the FAA (2001) reported 282 disruptive passenger incidents industry wide in 1998 (Table V). During that same year, United Airlines reported 635 similar incidents on that airline alone, and 61 of those incidents were actual physical assaults. Probably the most credible current data on violent passenger behavior is contained in a NASA study released in August 1999. The Aviation Safety Reporting System database lists 2,603 incidents that have some relative statistical reference to air rage.

Approximately 43% of these reported incidents involved alcohol, 51% involved unlawful interference with the duties of the flight-crew members, 24% resulted in physical assaults on the flightcrew members, and in 22% of the cases, a flightcrew member had to leave the cockpit to address the situation. Even when the pilots remained in the cockpit, in 41% of the cases, the pilots reported serious distractions from their appointed duties, and in 10% of the reported incidents involved more than one enraged passenger (International Transport Workers' Federation, 1999)

The AFA and ATA disagree on the scope and growth of air rage. While the AFA believe airlines and the FAA are sweeping the issue under the carpet, the ATA says the AFA is exaggerating the problem (World Airline News, 2001). According to the AFA statement, the FAA's current method of reporting air rage incidents is inaccurate, as it lists only the number of prosecutions. The number of incidents reported by attendants to airlines is much greater than this number.

Reports of Unruly Behavior/Air Rage  
 Source: FAA, 2001  
 TABLE V

	1994	1995	1996	1997	1998	1999	2000
A.A.	296	882					
U.A.		226	404	531	635	454	
IATA	1,132			5,416			
ASRS				66		534	
FAA		146	187	321	282	308	318

A.A.= American Airlines

U.A.= United Airlines

IATA= International Association of Transportation Administration

ASRS= Aviation Safety Reporting System

FAA= Federal Aviation Administration

In 1998, 84 U.S. carriers transported 614 million passengers on countless commercial flights. If a single airline (United) reported 635 incidents of disruptive behavior, and the FAA recorded only 282 incidents occurring on all 84 carriers—passenger misconduct data collection methods are incompetent (International Transport Workers’ Federation, 1999)(FAA, 2001).

While the FAA statistics show air rage cases of around 300 a year, the AFA cites statistics from the ATA indicating that there are closer to 4000 cases a year. According to Michael Wascom, (2001), spokesman of the Air Transport Association, said this figure has been misrepresented-it actually includes all reports of rude and obnoxious behavior. The vast majority of cases do not reach a level where they violate any law. Serious cases that could be classified as air rage, and involves prosecutable behavior, are similar to the FAA numbers. Wascom concluded that one case of air rage is too many.

The consequences are debatable, since jurisdiction is often an issue, federal law applies only to a “closed door” aircraft, meaning is the walkway is still attached and the door open, then local police have jurisdiction. If the door is closed, then the offense becomes a federal issue. Within the United States, passenger interference is a federal crime. Those in violation will be held to the Federal Aviation Regulation 14CFR. 91.11 (also known as FAR 91.11), passengers may not interfere with aircrew. The statute (title 49 USC 46504) establishes punishment (less than 20 years if unarmed; life if armed). Verbal or physical threats, intimidation and/or assault of a crewmember is a felony which can carry a prison sentence and a \$25,000.00 fine (Luckey, 2000).

The AFA is targeting the FAA, DOJ, and the White House for not doing enough to address air rage. In addition to introducing mandatory reporting, the FAA needs to require airlines to adopt an existing Advisory Circular that covers crew training guidelines for dealing with abusive passengers (World Airline News, 2001). The agency should also be more aggressive in pursuing prosecution of air rage cases. Air rage is punishable by up to 20 years in prison, US \$10,000 in criminal penalties and US \$25,000 in civil fines. However, the AFA says the FAA “is failing to enforce these penalties.” In the year 2000 only 18 civil fines for air rage had been levied and only one had been collected, according to an AFA statement (2001).

Both the AFA and the ATA agree that the DOJ needs to follow through with a deputization program enacted last year as part of the sweeping Aviation Investment & Reform Act for the 21<sup>st</sup> Century (AIR-21) that allows state and local officers to detain passengers for air rage offences. Jurisdictional issues on international flights are also



causing confusion. The AFA holds the White House accountable for the perceived failures of these two agencies (World Airline News, 2001).

#### Air Rage after September 11, 2001

In the months after the September 11, 2001 terror attacks, airline travel was primarily populated with placid, patient customers who braved long lines, applauded flight attendants and, on a few flights, burst into “God Bless America”. Months later, most passengers are still patient, despite a few muttered complaints at security. But in a handful of cases, the bad behavior or “air rage” is back (Wehrman, 2002). These incidents are leading to escorts to diverted airports by F-16 fighter jets, and on to jail for the offenders.

Most recently, an airline pilot was arrested after making what authorities call “inappropriate” comments at an airport security checkpoint. Before that, a man aboard a Southwest Airlines flight from Los Angeles to Las Vegas allegedly attacked a flight attendant with a shoe and opened the rear door of the aircraft as it was pulling away from the terminal. The passenger was believed to have been drinking. In December 2001, a United Airlines flight from New York to Buenos Aires, Argentina, was diverted after a New York waiter relieved himself in a row of seats and said the people on the plane would die in a “fireball” (Wehrman, 2002).

“This is a pervasive problem that leveled off after September 11, 2001 and now we’re seeing it picking up again,” said Andrew Thomas, author of “Air Rage: Crisis in the Skies.” “We’re going to have more people flying, more people becoming further removed from 9-11-01 in their minds.” (Wehrman, 2002, p.1).

According to an interview with Dawn Deeks (Wehrman, 2002), a spokeswoman for the Association of Flight Attendants, which represents 50,000 flight attendants for 26 airlines, states that unruly behavior isn't as prevalent as it was before September 11, 2001. But with both flight attendants and passengers on higher alert, fewer passengers misbehave. Deeks states, "When something happens on a flight, flight attendants and passengers don't know the intent of the disruptive behavior. They don't know if it's someone who has had too much to drink or with far more sinister plans." (p.2).

FAA administrator Jane Garvey stated that the new Transportation Security Administration, formed after the September 11, 2001 terrorist attacks, should take over investigating unruly passenger cases. Garvey and the DOT feel that it would be more appropriate for the TSA to handle these cases (Morrison, & Levin, 2002).

What remains unclear is whether the FAA would shift personnel to the new agency from its flight standards division, which currently is responsible for investigation unruly passenger cases. The TSA is scheduled to take over all unruly passenger investigations on February 17, 2002 (Morrison, & Levin, 2002).

Hank Price, spokesman for the TSA agency has stated that no decisions have been made about which agency will handle the unruly passenger issue. "At this point, it's a little to premature to discuss, but the bottom line is, we have no jurisdiction on aviation safety issues, just security. That means that some of the unruly passenger cases, such as the disabling of smoke detectors, might remain with the FAA. But others, including cases in which passengers use weapons or try to break through the cockpit door, might be handled by the new security administration." (Morrison, & Levin, 2002, p. 8A).

A USA Today investigation conducted in 2002, showed that the FAA failed to collect fines in about two-thirds of the unruly passenger cases it handled from 1990-2000. In addition, despite a “zero tolerance” pledge in 1996, the agency became more lenient on offenders and collected fines less often. Current and former FAA officials said that such cases were viewed as annoyances, not as opportunities to determine the vulnerability of jets in air rage incidents. That same investigation showed that the FAA seldom punished passengers who disrupted a flight and never addressed security shortcomings exposed during those incidents until after the September 11, 2001 attacks. Terrorists exploited those security shortcomings when they hijacked four jets and crashed three into buildings (USA Today, 1-11-2002).

## CHAPTER III

### METHODOLOGY

This study, solicited information from members of the Oklahoma City, Edmond, Tulsa, and Broken Arrow Chamber of Commerce's, to examine factors that influence passengers to use physical and verbal violence on airlines. The specific research questions centered in this study as source information from the population were:

Are oversales and crowding a contributing factor to air rage?

Are flight delays a contributing factor to air rage?

Is alcohol a contributing factor to air rage?

Is mishandled baggage a contributing factor to air rage?

Has there been a change in perceptions regarding the factors that influence air rage since September 11, 2001?

This chapter includes the details concerning research design; the population; data collection; development of the instrumentation; and data analysis.

#### Research Design

Planning and development for the research began in the fall of 2001 and continued through May 2002. During that time, a review of literature was conducted and data collection procedures were determined. A descriptive, e-mail questionnaire survey

was designed and distributed. The data analysis techniques were selected during this time. An Institutional Review Board approval form for research involving human subjects was submitted to the Institutional Review Board. The approval form was accepted and approved in March 2002, (See Appendix D.)

### Population

The population used in this study was members of the Chamber of Commerce of Oklahoma City, Edmond, Tulsa, and Broken Arrow. Oklahoma City and Tulsa were the two most populated cities in the State of Oklahoma. Edmond and Broken Arrow Chamber of Commerce's were selected because they are the most populated suburbs of each of the largest cities in the state. Names and e-mail addresses of the Chamber of Commerce members were obtained from their 2001 Chamber of Commerce membership directories for Oklahoma City, Edmond, Tulsa and Broken Arrow, Oklahoma in November of 2001.

By surveying chamber of commerce members or business leaders in the community, the study has a better opportunity to retrieve results of travelers, both business and pleasure. Considering that most airline travel is done by the business community, it seemed beneficial to survey chamber of commerce members.

Webster (1991) defines a chamber of commerce as an association established to further the business interests of its community. The chamber of commerce is a non-profit, action-oriented organization, which speaks for and acts on behalf of the businesses in the city it is located. It is comprised of business members and their agents, and serves as a catalyst to put ideas into action. United, the business community has a powerful voice in

national, state and local government. The chamber of commerce operates through committees, with each committee playing an important role in the welfare of the city. The chamber of commerce takes part in programs that affect the quality of life and economy of the community. The chamber strives to create new jobs and to maintain existing jobs (Broken Arrow Chamber of Commerce, 2002).

The chamber of commerce offers many programs and services to business and people in the community including: business relocation, economic development, government affairs, network for business information, business directory, convention and visitors bureau, residential relocation, small business information, employment, and community betterment (Tulsa Chamber of Commerce, 2002).

#### Data Collection Techniques

Electronic mail (Email) has revolutionized communication processes by allowing users to transmit and receive information from virtually anyplace in the world with a computer node connected to an online service (Thach, 1995). With the growth of the Internet (and in particular the World Wide Web) and the expanded use of electronic mail for business communication, the electronic survey has become a more widely used survey method. According to Thach (1995), this application (electronic surveys) has not been discussed widely enough, even though it has been utilized for this purpose since the late 1970s.

Electronic surveys can take many forms. They can be distributed as electronic mail messages sent to potential respondents. They can be posted as World Wide Web forms on the Internet, and they can be distributed via publicly available computers in

high-traffic areas such as libraries and shopping malls. In many cases, electronic surveys are placed on laptops and respondents fill out a survey on a laptop computer rather than on paper (Colorado State University, 2001).

Because electronic mail is rapidly becoming such a large part of our communications system, this survey method deserves special attention. In particular, ethical issues should be considered when using e-mail surveys. The ethical issues include; sample representatives, data analysis, confidentiality versus anonymity, and responsible quotation (Colorado State University, 2001).

According to Cobanoglu (2001), who compared mail, fax, and web-based surveys, web-based surveys yielded the highest response rate (44.21%) compared to mail (26.27%) and fax (17%).

Electronic surveys have many strengths, some of those are; cost savings, ease of editing/analysis, faster transmission time, easy use of preletters, higher response rate, more candid responses, and potentially quicker response time with a wider magnitude of coverage (Thach, 1995).

A computer survey collects data directly from respondents. Computer network surveys can improve response rates and increase self-disclosure (Kiesler & Sproull, 1986). They also can encourage self-selection. People can learn of a survey through an electronic bulletin board or distribution list and complete the survey electronically as easily as they reply to their electronic mail (Martin & Nagao, 1989). Computer surveys convey little social information, so respondents experience less evaluation anxiety than when they respond in other forms of survey administration (Walsh, Kiesler, Sproull, & Hesse, 1992).

Electronic surveys also have weakness: sample demographic limitations, lower levels of confidentiality, layout and presentation issues, additional orientation, instructions, potential technical problems with hardware and software, and response rate (Thach, 1995). Even though research shows that e-mail response rates are higher, Oppermann (1995) warns that most studies found response rates higher only during the first few days; thereafter, the rates were not significantly higher.

The population for this study was all Chamber of Commerce members in the United States. A convenience sample of the members of the Chamber of Commerce (N=3,425) throughout the cities of Tulsa, Oklahoma City, Edmond, and Broken Arrow were surveyed in the form of a census. By using a census as a form of data collection it allowed the questionnaire to reach every member of the sample selected (N=3,425).

The study sent the surveys via e-mail. The respondents were assured that their answers would be kept confidential and after data collection and data input procedures were complete their responses would be destroyed.

#### Instrument

The questionnaire was designed by the researcher to obtain information that can be used to answer the research questions and demographics (See Appendix E). The questionnaire obtains the information from three sections of the questionnaire. Those sections include: air traveler's perceptions about the commercial aviation system and air rage, demographics, and air traveler's perceptions about the commercial aviation system and air rage following the terrorist attacks on September 11, 2001.



The first section was designed to obtain the participant's perceptions about the commercial aviation system and air rage, prior to the terrorist attacks on September 11, 2001. It included one multiple-choice question that addressed how often, on average, the participant flew a commercial airline prior to September 11, 2001. The remaining thirty questions in section used a four-point Likert scale, asking the respondent to circle the level of agreement from one to four, for each statement. The four-point Likert scale response format (1= strongly agree, 2= agree, 3= disagree, 4=strongly disagree) was used.

Section two of the questionnaire was demographically orientated. It consisted of five multiple-choice questions asking the participant to answer personal questions about himself/herself. Section two also asked each respondent the zip code in which their business was located; this question was formatted in a fill in the blank question format.

The final section, section three, consisted of thirty-three questions that asked the participant their perceptions about the commercial aviation system and air rage, after the terrorist attacks on September 11, 2001. The first two questions, concerning frequency of airline travel and feeling of security, were asked in a multiple-choice format. The remaining thirty-one questions in section three used a four-point Likert scale, asking the respondent to circle the level of agreement from one to four, for each statement. The four-point Likert scale response format (1= strongly agree, 2= agree, 3= disagree, 4=strongly disagree) was used.

A pilot study of this questionnaire was conducted among selected chamber of commerce members (10) to test the content and clarity of the questionnaire (See Appendix F). Participants in the pilot study indicated that the questionnaire was long.

The respondents felt that once they began to answer the questionnaire, time did not become an issue, because they felt they found the questions and the topic interesting, and felt the research had value and was important. The questionnaire was modified based on this input.

### Data Analysis

Data was coded into and analyzed with The Statistical Packages for Social Science (SPSS, 2000). Demographic data obtained from the questionnaire was tabulated using frequency and percentages. The data was put to the t-test to test for homogeneity of variance, using dependent and independent samples. The data was cross-referenced and compared using SPSS's 'Paired Samples T Test' among normal dependent variables (Levin, 1999). The data was then tested with an eta square test to measure how large an effect was obtained from the t-test, independent of the statistical significance of the effect.

## CHAPTER IV

### RESULTS AND DISCUSSION

This study examined the factors that lead to the perception that airlines ruthlessly pursue profits without due regard for the consumer and whether those factors also influence air rage. This study reports information that may be useful in preventing and controlling air rage among unruly passengers and improve the image of airlines and how they handled such situations. The specific research questions in this study were:

Are oversales and crowding a contributing factor to air rage?

Are flight delays a contributing factor to air rage?

Is alcohol a contributing factor to air rage?

Is mishandled baggage a contributing factor to air rage?

Has there been a change in perceptions regarding the factors that influence air rage since September 11, 2001?

#### Response Rate

Three thousand four hundred and twenty five surveys were distributed to Chamber of Commerce members throughout the cities of Tulsa, Oklahoma City, Edmond, and Broken Arrow. All of these surveys were sent via electronic mail (email) on May 22, 2002. The respondents were asked to complete the electronic survey and

return it by June 4, 2002. The respondents were invited to visit the survey web site (<http://fp.okstate.edu/cheshrad/airrage.htm>), to complete the survey. Table VI shows the raw and adjusted response rates. Of the 3,425 surveys sent, 775 (22.62%) were undeliverable due to wrong mail or email addresses. There were approximately five surveys returned due to a system blocker. The blocker did not allow the intended recipient to receive emails from outside their organization. There were 279 (8.14%) surveys returned. Of those returned, 39 (13.98%) were unusable. Therefore 240 surveys were usable which produced a 7.0% response rate. Of the 240 surveys deemed usable, 239 were returned by the website, and 1 was returned via fax.

TABLE VI  
RESPONSE RATE

<u>E-Mail/Web Survey's</u>	<u>Number</u>	<u>Percentage</u>
Sample Size	3,425	100.00%
Survey's not deliverable	775	22.62%
Surveys returned	279	8.14%
Number unusable	39	13.98%
<u>Net number usable</u>	<u>240</u>	<u>7.00%</u>

N=3,425

#### Respondent Profile

The demographic characteristics of the respondents are described for male and female members of the Chamber of Commerces in Table VII. There were 140 (59.80%) male respondents while there were 94 (40.20%) female respondents.

The majority of the male respondents (51) were between the ages of 45-54 while the majority of female respondents (29) were between the ages of 35-44. Of the respondents only three females were younger than 25, there were no males represented in

the same age group. In the 25-34 age group there were 9 males and 18 females. Males and females equally comprised the older than 65 age group. Each gender had three respondents in this category. In terms of educational background, 68 male respondents and 47 female respondents hold at least a bachelor's degree while 39 male respondents and 17 female respondents hold a master's degree. Fifteen males and six females held doctoral degrees.

Males reported their occupation as professional/executive in 90 responses, while 39 females identified the response as holding professional/executive jobs. Females (28) held more administrative/managerial jobs than males (20). Twelve males reported their occupation as sales positions, while ten females contributed to the sales category. More men (15) were self-employed; than women (9). In the retired category, only one male and five female respondents were retired.

The most frequent level of income reported by all respondents was \$90,000 or more, males (100) and females (34). The second most frequent level of income was \$70,000-\$89,999, 22 for males and 20 for females. The third level of income was the \$50,000-\$69,999 bracket with ten males and thirteen females in this range. Four males and twenty females reported \$25,000-\$49,999 as their yearly income. Only one male and three females stated they earned under \$25,000 yearly.

TABLE VII  
DEMOGRAPHIC INFORMATION

<b>Age</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
18-24		3	3
25-34	9	18	27
35-44	32	29	61
45-54	51	28	79
55-64	45	13	58
65+	3	3	6
<b>Total</b>	140	94	234*

<b>Education</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
H.S. Diploma	10	14	24
Associates	9	10	19
Bachelor's	68	47	115
Master's	39	17	56
Doctoral	15	6	21
<b>Total</b>	141	94	235*

<b>Income</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
Under 25,000	1	3	4
25,000-49,999	4	20	24
50,000-69,999	10	13	23
70,000-89,999	22	20	42
Over 90,000	100	34	134
<b>Total</b>	137	90	227*

<b>Occupation</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
Professional/Exe.	90	39	129
Admin./Managerial	20	28	48
Sales	12	10	22
Government	1	3	4
Self-employed	15	9	24
Retired	1	5	6
<b>Total</b>	139	94	233*

N=240

\*= Totals differ based on the fact respondents did not answer every question.

## Oversales and Crowding

Research question one asked, “Do airlines oversell flights strictly for profit?” The respondent’s levels of agreement regarding oversales and crowding by the airlines for the purpose of profit resulting in a cause of air rage are listed in Table VIII.

Prior to September 11, 2001, the respondents indicated that 1.70% strongly disagreed, 19.20% disagreed, 48.80% agreed, and 27.50% strongly agreed that oversold and crowded flights contributed to air rage. The respondent’s perception regarding oversales and crowding being a factor of air rage after the terrorist attacks on September 11, 2001 were: 2.10% strongly disagreed, 17.50% disagreed, 52.50% agreed, and 19.20% strongly agreed.

TABLE VIII

Oversales & Crowding	Question: <i>Do airlines oversell flights strictly for profit?</i>			
	Prior to September 11, 2001		After September 11, 2002	
	Number	Percentage	Number	Percentage
Strongly Disagree	4	1.67	5	2.08
Disagree	46	19.16	42	17.50
Agree	117	48.75	126	52.50
Strongly Agree	66	27.50	46	19.17
Total	233	97.08	219	91.25
Missing: No Response	7	2.92	21	8.75
Total	240	100.00	240	100.00
Mean of the Sum	3.05		2.97	

## Flight Delays

Research question two asked, “Are flight delays a contributing factor to air rage?” Table IX shows the respondent’s level of perception regarding flight delays contributing to air rage. The respondents were asked, “Would passengers feel better about flight delays

if the airline would inform them about the reasons for the delay?' The respondent's perception prior to September 11, 2001 was 1.30% strongly disagreed, 5.40% disagreed, 51.70% agreed, and 40.0% strongly agreed. The post September 11, 2001 perceptions of the respondents were, 1.30% strongly disagreed, 2.90% disagreed, 55.0% agreed, and 30.40% strongly agreed that passengers would feel better about flight delays if they knew the reason for the delay.

TABLE IX

Flight Delays	Question: <i>Passengers would feel better about flight delays if the airlines would inform them about the reasons for the delay.</i>			
	Prior to September 11, 2001		After September 11, 2002	
	Numbers	Percentages	Numbers	Percentages
Strongly Disagree	3	1.25	3	1.25
Disagree	13	5.42	7	2.92
Agree	124	51.67	132	55.0
Strongly Agree	96	40.0	73	30.41
Total	236	98.34	215	89.58
Missing: No Answer	4	1.66	25	10.42
Total	240	100.00	240	100.00
Mean of the Sum	3.33		3.28	

Five additional questions related to research question two included the topical areas of experience, mechanical, security, weather, and connecting flights (TABLE X). When asked if they had ever experienced a flight delay prior to September 11, 2001, the respondents indicated that .80% strongly disagreed, 1.30% disagreed, 37.50% agreed, and 57.10% strongly agreed. Following September 11, 2001, the respondents 3.30% strongly disagreed, 12.10% disagreed, 49.60% agreed, and 22.90% strongly agreed that they had experienced a flight delay.

The respondents were asked if mechanical problems associated with flight delays had caused them a delay prior to September 11, 2001. The respondents 1.30% strongly



disagreed, 5.80% disagreed, while 55.0% agreed, and 35.40% strongly agreed.

Respondents indicated (4.60% strongly disagreed, 19.20% disagreed, 44.20% agreed, and 20.80% strongly agreed) they had experienced delays due to mechanical problems after September 11, 2001.

When asked if Security measures had caused them a flight delay prior to September 11, 2001, the respondents communicated that 10.80% strongly disagreed, 49.20% disagreed, 26.70% agreed, 11.70% strongly agreed. Following September 11, 2001, the respondents stated that 4.20% strongly disagreed, 21.70% disagreed, 44.60% agreed, and 22.10% strongly agreed.

The respondents were asked if they had experienced a flight delay caused by weather. Prior to September 11, 2001: 1.30% strongly disagreed, 5.80% disagreed, 44.60% agreed, and 46.70% strongly agreed to experiencing this delay. When asked if they had experienced a flight delay due to weather after September 11, 2001, the respondents cited that 3.80% strongly disagreed, 16.30% disagreed, 44.60% agreed, and 24.20% strongly agreed.

The respondents strongly disagreed 3.30%, that connecting flights had caused them a flight delay, 12.10% of the respondents disagreed, 55.0% agreed and 26.30% of the respondents strongly agreed. Post September 11, 2001, the respondents indicated that 5.0% strongly disagreed, 25.40% disagreed, 42.90% agreed, and 14.60% strongly agreed that connecting flights caused them a delay.

TABLE X

Flight Delays	Question: <i>I have experienced a flight delay.</i>			
	Prior to September 11, 2001		After September 11, 2002	
	Numbers	Percentages	Numbers	Percentages
Strongly Disagree	2	.84	8	3.33
Disagree	3	1.25	29	12.08
Agree	90	37.50	119	49.58
Strongly Agree	137	57.08	55	22.92
Total	232	96.67	211	87.92
Missing: No Answer	8	3.33	29	12.08
Total	240	100.00	240	100.00
Mean of the Sum	3.56		3.047	

Flight Delays	Question: <i>Mechanical problems with an airplane have caused me a flight delay.</i>			
	Prior to September 11, 2001		After September 11, 2002	
	Numbers	Percentages	Numbers	Percentages
Strongly Disagree	3	1.25	11	4.58
Disagree	14	5.83	46	19.17
Agree	132	55.0	106	44.17
Strongly Agree	85	35.42	50	20.83
Total	234	97.50	213	88.75
Missing: No Answer	6	2.50	27	11.25
Total	240	100.00	240	100.00
Mean of the Sum	3.28		2.97	

Flight Delays	Question: <i>Security measures have caused me a flight delay.</i>			
	Prior to September 11, 2001		After September 11, 2002	
	Numbers	Percentages	Numbers	Percentages
Strongly Disagree	26	10.83	10	4.17
Disagree	118	49.17	52	21.67
Agree	64	26.67	107	44.58
Strongly Agree	28	11.67	53	22.08
Total	236	98.34	222	92.50
Missing: No Answer	4	1.66	18	7.50
Total	240	100.00	240	100.00
Mean of the Sum	2.39		2.91	

Flight Delays	Question: <i>I have experienced a flight delay due to the weather.</i>			
	Prior to September 11, 2001		After September 11, 2002	
	Numbers	Percentages	Numbers	Percentages
Strongly Disagree	3	1.25	9	3.75
Disagree	14	5.83	39	16.25
Agree	107	44.58	107	44.58
Strongly Agree	112	46.67	58	24.17
Total	236	98.33	213	88.75
Missing: No Answer	4	1.67	27	11.25
Total	240	100.00	240	100.00
Mean of the Sum	3.39		3.00	

Flight Delays	Question: <i>Connecting flights have caused me a flight delay.</i>			
	Prior to September 11, 2001		After September 11, 2002	
	Numbers	Percentages	Numbers	Percentages
Strongly Disagree	8	3.33	12	5.0
Disagree	29	12.08	61	25.42
Agree	132	55.00	103	42.92
Strongly Agree	63	26.25	35	14.58
Total	232	96.67	211	87.92
Missing: No Answer	8	3.33	29	12.08
Total	240	100.00	240	100.00
Mean of the Sum	3.08		2.76	

### Alcohol

Research question three asked, "Is alcohol a contributing factor to air rage?" The respondent's perceptions are reported in Table XI. Prior to the September 11, 2001, the respondents indicated that 3.30% strongly disagreed, 12.90% disagreed, 57.10% agreed, and 23.80% strongly agreed that alcohol was a contributing factor to air rage. Five percent of the respondents strongly disagreed, 18.80% disagreed, 48.30% agreed, and 16.70% strongly agreed that alcohol was a contributing factor in air rage after September 11, 2001.

TABLE XI

Alcohol	Question: <i>Alcohol is a contributing factor of air rage.</i>			
	Prior to September 11, 2001		After September 11, 2001	
	Numbers	Percentages	Numbers	Percentages
Strongly Disagree	8	3.33	12	5.0
Disagree	31	12.92	45	18.75
Agree	137	57.08	116	48.33
Strongly Agree	57	23.75	40	16.67
Total	233	97.08	213	88.75
Missing: No Answer	7	2.92	27	11.25
Total	240	100.00	240	100.00
Mean of the Sum	3.04		2.86	

### Baggage

Research question four asked, "Is mishandled baggage a contributing factor to air rage?" The survey item used to address this research question was whether airlines fairly compensated travelers for their lost luggage (Table XII). Prior to September 11, 2001, the 19.20% of the respondents strongly disagreed, 41.30% disagreed, 32.50% agreed, and 2.10% of the respondents strongly agreed that the airlines fairly compensated for lost luggage. After September 11, 2001, the respondents stated that 13.30% strongly disagreed, 38.80% disagreed, 33.80% agreed, and 1.30% strongly agreed that airlines fairly compensate the owners of lost luggage.

TABLE XII

Baggage	Question: <i>Airlines fairly compensated passengers for lost luggage.</i>			
	Prior to September 11, 2001		After September 11, 2001	
	Numbers	Percentages	Numbers	Percentages
Strongly Disagree	46	19.17	32	13.33
Disagree	99	41.25	93	38.75
Agree	78	32.50	81	33.75
Strongly Agree	5	2.08	3	1.25
Total	228	95.0	209	87.08
Missing: No Answer	12	5.0	31	12.92
Total	240	100.00	240	100.00
Mean of the Sum	2.18		2.26	

The questionnaire included an item that asked whether the respondent's felt that lost luggage was returned to the owner by the airlines (Table XIII). Prior to September 11, 2001, the respondents stated that 2.50% strongly disagreed, 17.10% disagreed, 67.10% agreed, and 11.30% strongly agreed lost luggage was returned. The perception of the respondents following September 11, 2001 was that 2.10% strongly disagreed, 16.30% disagreed, 65.40% agreed, and 3.80% strongly agreed that lost luggage was returned to the owner.

TABLE XIII

Baggage	Question: <i>Lost luggage is returned to the owner by the airlines.</i>			
	Prior to September 11, 2001		After September 11, 2001	
	Numbers	Percentages	Numbers	Percentages
Strongly Disagree	6	2.50	5	2.08
Disagree	41	17.09	39	16.25
Agree	161	67.08	157	65.42
Strongly Agree	27	11.25	9	3.75
Total	235	97.92	210	87.50
Missing: No Answer	5	2.08	30	12.50
Total	240	100.00	240	100.00
Mean of the Sum	2.89		2.81	

## Change in Perceptions

Research question five asked, 'Has There Been a Change in Perceptions Regarding the Factors That Influence Air Rage Since September 11, 2001?'

A paired sample *t* test of the mean of the sum was conducted on the respondent's perceptions, pre and post September 11, 2001, regarding each of the aspects of air rage described earlier, oversales, delays, alcohol, and baggage. The mean of the sum analyzed was based on a likert scale that ranged from 1 (strongly disagree) to 4 (strongly agree).

### Oversold Flights:

The respondents agreed that airlines oversold flights prior to September 11, 2001 more often than after September 11, 2001, as indicated in Table XIV (mean=3.07, mean=2.98,  $df=217$ ,  $t=2.763$ ). The difference between the perceptions of oversold flights means of pre September 11, 2001 and post September 11, 2001 were statistically Significant ( $S=.006$ ). Eta-squared, a strength of association measure, independent of the statistical significance, for the *t* value was the size was .0339. Therefore, there was a 3.39% of variance between the mean of the respondent's perceptions prior to and after September 11, 2001 associated with airlines overselling flights.

The mean of the sum regarding whether airlines oversold flights prior to September 11, 2001 was greater than the mean of the sum after September 11, 2001. This indicates that the respondents felt that airlines do not oversell flights as often now as in the past.

TABLE XIV

## Paired T-Test Correlations

*Do airlines oversell flights strictly for profit?*

<b>Description</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>t</b>	<b>Significance</b>
Prior to 9-11-2001	3.07	.731	2.763	.006*
Post 9-11-2001	2.98	.702		
Difference Score	.09	.490		

Standard Error of the mean of the differences-.033  
df-217, \* p=.05

Flight Delays:

The *t* test produced no statistical significance between air traveler's perceptions (pre and post September 11, 2001) regarding flight delays and the information provided by the airlines concerning reasons for flight delays. The test indicated that air travelers perceptions pre September 11, 2001 (mean =3.31) and post September 11, 2001 (mean =3.28) had only a .04 mean difference, a *t* result of 1.00, df=213, and the Significance of .318 (Table XV). Eta-squared, a strength of association measure, independent of the statistical significance, for the *t* value was the size was .0467. Therefore, there was a 4.67% of variance between the mean of the respondent's perceptions prior to and after September 11, 2001 associated with passenger's feelings about flight delays and how well the airlines communicated the reasons for flight delays to the respondents.

The mean of the sum regarding whether flight delays prior to September 11, 2001 was greater than the mean of the sum after September 11, 2001. This indicates that the

respondents felt flight delays were not a contributing factor to air rage as often now as in the past.

TABLE XV

*Passengers would feel better about flight delays if the airlines would inform them about the reasons for the delay*

<b>Description</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>t</b>	<b>Significance</b>
Prior to 9-11-2001	3.31	.643	1.00	.318*
Post 9-11-2001	3.28	.592		
Difference Score	.04	.547		

Standard Error of the mean of the differences-.037  
df-213, \*p=.05

Alcohol:

The *t* test showed a difference between air traveler's perceptions regarding alcohol being a contributing factor of air rage prior to and after September 11, 2001. Table XVI shows air travelers felt that alcohol was more of a contributing factor of air rage prior to September 11, 2001 (mean=3.05) than after September 11, 2001 (mean=2.87) and had only a .18 difference among the means. Research question three generated a statistical Significance level of .000, df=210, and a *t* score of 4.061. Eta-squared, a strength of association measure, independent of the statistical significance, for the *t* value was the size was .0728. Therefore, there was a 7.28% of variance between the mean of the respondent's perceptions prior to and after September 11, 2001 associated with alcohol being a contributing factor of air rage.



The mean of the sum regarding whether alcohol is a contributing factor of air rage prior to September 11, 2001 was greater than the mean of the sum after September 11, 2001. This indicates that the respondents felt that alcohol was a contributing factor to air rage less often now than in the past.

TABLE XVI

*Alcohol is a contributing factor of air rage.*

<b>Description</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>t</b>	<b>Significance</b>
Prior to 9-11-2001	3.05	.719	4.061	.000*
Post 9-11-2001	2.87	.773		
Difference Score	.18	.644		

Standard Error of the mean of the differences-.044  
df-210, \* p=.05

Mishandled Baggage:

The *t* test indicated that the respondents agreed that airlines fairly compensated passengers for lost luggage more often after September 11, 2001 than before September 11, 2001 (mean=2.19, mean=2.26). The mean difference score was -.07. Table XVII, shows a *t* test of-1.843, df=207, and a significance of .067 the *t* test stated that there was no statistical Significance among air travelers perceptions of compensation for lost luggage prior to and after September 11, 2002. Eta-squared, a strength of association measure, independent of the statistical significance, for the *t* value was the size was .0161. Therefore, there was a 1.61% of variance between the mean of the respondent's

perceptions prior to and after September 11, 2001 associated with the respondent's perceptions that airlines fairly compensate passengers for lost luggage.

The mean of the sum regarding whether airlines fairly compensated air travelers for lost luggage prior to September 11, was less than the mean of the sum after September 11, 2001. This indicates that the respondents felt that airlines fairly compensated air travelers for lost luggage more often now rather than in the past.

TABLE XVII

*Airlines fairly compensated passengers for lost luggage.*

<b>Description</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>t</b>	<b>Significance</b>
Prior to 9-11-2001	2.19	.773	-1.843	.067*
Post 9-11-2001	2.26	.729		
Difference Score	-.07	.564		

Standard Error of the mean of the differences-.039  
df-207, \* p=.05

Additional Information:

Additional questions were asked on the instrument to gain supplemental information: (A) If I witnessed an act of air rage, I would have interceded and tried to restrain the unruly passenger, (B) During a state of rage I have physically struck an airline employee, and (C) I have been involved in an argument with an airplane employee. The additional questions were chosen based on the context of this study, and its relation to air rage.

Table XVIII shows the results of the respondent's perceptions regarding the additional questions. In each category, pre and post September 11, 2001, responses for strongly disagree and disagree were collapsed into the disagree category and responses for strongly agree and agree are collapsed until the agree category. The data presented in Table XVIII, indicated that respondent's perceptions have changed when comparing pre and post September 11, 2001 feelings.

TABLE XVIII

Question	Prior to September 11, 2001		After September 11, 2001	
	Disagree	Agree	Disagree	Agree
<i>If I witnessed an act of air rage, I would have interceded and tried to restrain the unruly passenger</i>	35.63% N=234	64.37% N=234	27.70% N=218	72.30% N=218
<i>During a state of rage I have physically struck an airline employee</i>	98.67% N=234	1.33% N=234	100.0% N=218	0.00% N=218
<i>I have been involved in an argument with an airplane employee</i>	82.56% N=235	17.44% N=235	93.97% N=220	6.03% N=220

## CHAPTER V

### SUMMARY, CONCLUSIONS, RECOMMENDATIONS

#### Summary

This study examined the factors that lead to the perception that airlines ruthlessly pursue profits without due regard for the consumer and whether those factors also influence air rage. This study reports information that may be useful in preventing and controlling air rage among unruly passengers and improve the image of airlines and how they handle such situations. The specific research questions in this study were:

Are oversales and crowding a contributing factor to air rage?

Are flight delays a contributing factor to air rage?

Is alcohol a contributing factor to air rage?

Is mishandled baggage a contributing factor to air rage?

Has there been a change in perceptions regarding the factors that influence air rage since September 11, 2001?

The population used in this study was members of the Chamber of Commerce of Oklahoma City, Edmond, Tulsa, and Broken Arrow. Oklahoma City and Tulsa were the two most populated cities in the State of Oklahoma. Edmond and Broken Arrow

Chamber of Commerce's were selected because they are the most populated suburbs of each of the largest cities in the state. Names and e-mail addresses of the Chamber of Commerce members were obtained from the 2001 Chamber of Commerce membership directories for Oklahoma City, Edmond, Tulsa and Broken Arrow, Oklahoma in November of 2001.

By surveying chamber of commerce members or business leaders in the community, the study had a better opportunity to retrieve results from travelers, both business and pleasure. Considering that the business community is the largest segment of most airline travel, it seemed beneficial to survey chamber of commerce members.

The questionnaire was designed by the researcher to obtain information that can be used to answer the research questions and demographics. The survey instrument obtained the information in three sections: air traveler's perceptions about the commercial aviation system and air rage, demographics, and air traveler's perceptions about the commercial aviation system and air rage following the terrorist attacks on September 11, 2001. A total of 240 surveys were returned which produced a 7.0% response rate. Of the 240 surveys deemed usable, 239 were returned by the website, and one was returned via fax.

### Summary of Findings and Conclusions

The average respondent this study surveyed was male (59.80%) ranging in age from 45-54, while 40.20% of the respondents were female ranging in 35-44 years of age. In terms of educational background, the most common degree held by the respondents was a bachelor's degree (115). The most frequent level of income reported by the

respondents was \$90,000 or more, and the most common occupation was professional or executive. The majority of the respondents flew an average of seven or more times a year. The study revealed that the majority of the respondents had flown since September 11, 2001, and felt safe flying commercial airliners.

The respondents agreed that there has been an overall decline in the quality of service by commercial airline employees prior to September 11, 2001, and they disagreed that there had been a continued decline in the quality of service by the airlines after September 11, 2001. The respondents agreed, regardless of pre or post September 11, 2001 timelines, that air travelers were not justified in using violence with airline employees. Some respondents had been involved in a heated argument with an airline employee prior to September 11, but only three of the respondents had physically struck an airline employee. Respondents were less likely to intercede and restrain an unruly passenger, prior to September 11, than after.

There was a statistically significant difference between pre and post September 11, 2001 perceptions about whether airlines oversold flights for profit, less following September 11th than before. The respondents felt that the over selling of flights by airlines for profit was a factor in air rage to a greater extent prior to September 11, 2001 than after.

The majority of the respondents indicated that they had experienced a flight delay in the past. Although, 94.6% of the respondents indicated they had experienced a flight delay, the majority of the respondents disagreed with the research question stating flight delays contributed to air rage. There was no statistical significance between the pre and post 9/11 perceptions whether delays contributed to air rage. The respondents were in

agreement that passengers would feel better about flight delays if the airline would inform them about the reasons for the delay.

The most frequent cause of flight delays prior to and after September 11, 2001, was identified as the weather. This was followed by mechanical problems, connecting flights, and finally security. The information provided in this study did not lead to the conclusion that the various reasons for flight delays were a contributing factor to air rage.

Alcohol appeared to be a contributing factor to air rage prior to September 11, 2001. There was statistical significance between the respondent's perceptions regarding alcohol and air rage pre and post 9/11. Although, the respondents agreed that alcohol influences air rage, they disagreed that airlines should institute a ban on alcohol service during flights, similar to the smoking ban currently in place on all commercial domestic flights. The respondents also stated they did not feel that airlines "overserve" air travelers, and very few of the respondents indicated they had consumed "too much" alcohol while in flight.

The findings of this study did not suggest that mishandled baggage contributed to air rage. Although the majority of the respondents had experienced lost luggage first hand, they agreed that lost luggage was returned to the owner and if not the airlines would fairly compensate air travelers for their lost luggage, especially after September 11, 2001. There was no statistical significance in the respondent's perceptions on whether mishandled baggage contributed to air rage.

Regarding whether there has been a change in air travelers perceptions regarding the factors that influence air rage since September 11, 2001, the findings indicated that two of the four research questions, used to answer research question five, provided a

statistical significance between travelers perceptions pre and post September 11. Therefore, the issue of changes in perceptions can not be positively answered depending on the perspectives of the reader and their perceptions concerning the research questions.

### Discussion

Although the results reveal that over-sales and crowding were a contributing factor to air rage. The aviation industry must recognize the importance of comfort and accessibility that the air travelers desire during flights. The airline industry may have all ready come to this conclusion based on the example set by American Airlines to increase the leg room in 'Coach' sections of aircraft. A potential negative result of this decision is that fewer seats will be available on flights, thus increasing the odds that over sold flights could increase in frequency.

The findings of this study suggest that alcohol may be a major contributing factor to air rage. Airline flights are only one segment of a traveler's journey. Therefore, it might be expected that there will be a higher probability of an increase in air rage incidents if alcohol is available and consumed at airport bars and restaurants, as well as the 'Clubs' operated by the airlines themselves. Each flight, airport layover, and additional time required to pass through enhanced security procedures provides an opportunity to consume alcohol in a different setting with different service staff. The potential air rage is enhanced based on the combined effect of alcohol consumption in each segment of a traveler's journey.



## Recommendations

Based on the findings of this study, the following recommendations for practice are offered for consideration:

- 1) The Federal Aviation Administration should have policies for the airlines to prevent over sales, which would reduce the amount of over-crowding on aircrafts.
- 2) Information should be available to the public on the number of oversold seats on flights similar to the monitors that display on time flights and flights that are delayed.
- 3) Airlines should concentrate on the amount of alcohol they serve their travelers, and recognize that each segment of a journey can contribute to a total alcohol effect. In addition, they should be prepared to “cut off” alcohol service to an air traveler when necessary and perhaps more frequently.
- 4) All airport workers, from arrival to departure, should work together to recognize people who have consumed too much alcohol and prevent them from boarding an aircraft. The airlines should institute more training programs for in-flight personnel for dealing with and restraining intoxicated passengers.
- 5) Passenger misconduct involving smoking accounts for approximately 8 to 10 percent of all reported incidents (Dahlberg, 2001). There is a relationship between smoking and alcohol consumption. By decreasing the urge to smoke, smokers may be less likely to consume alcohol. Airlines should consider distributing complementary nicotine patches to smokers on flights lasting

distributing complementary nicotine patches to smokers on flights lasting three or more hours.

- 6) The government should increase the current fine and jail time associated with air rage. By raising the amount of the fine and increasing jail time, the public that solicits air travel may pay closer attention to their behaviors while flying and control their emotions more.

Based on the findings of this study, the following recommendations for research are offered for consideration:

- 1) Future research on this topic, empirical studies on air rage and in-flight alcohol service should be carried out to further explore the phenomena of air rage.
- 2) Future research may assist the Federal Aviation Administration in seeing that there is a need for more accurate reporting of air rage incidents, and prosecution of those individuals that commit the crime of air rage.
- 3) Future research on this topic, empirical studies on air rage and in-flight foodservice, especially meal size and quality, as a result of airline budget reductions should be conducted.
- 4) Airline cabin pressure in flight is normally less than atmospheric pressure on the ground meaning that individuals will breathe less oxygen while in flight. This can lead to Hypoxia which may result in psycho-physiological responses that may account for some behavioral changes in air travelers. Further research should be carried out to

explore the effects reduced oxygen intake has on the behavior of air travelers.

- 5) The replication of this study should be administered to airline administrators to gain their perspective.
- 6) The replication of this study including a larger sample would help validate this study and allow for additional generalization of the research findings
- 7) The questionnaire used in this study did not account for the difference in time (number of months and years) before September 11, 2001 and post September 11, 2001 in which the respondents may have experienced an aspect of air rage or formed an opinion about it. The data in this study was collected eight months after September 11, 2001. Some bias may exist because the respondents had many more months and years to establish perceptions regarding air rage and airline service prior to September 11, 2001 than after. Additional research may be needed to validate this study as the number of months after the mid-point (September 11, 2001) increases.

## REFERENCES

*Airsafe* (2000, November). Air rage information resources.

Retrieved November 20, 2000, from <http://www.airsafe.com>

Aldred, C. (2000, January 3). Airlines looking at ways to quell air rage risks.

*Business Insurance*. p. 17-18.

Airline Pilots Association. (1997). *Transcript of Proceedings: International Conference on disruptive airline passengers* (Ed), Airline Pilots Association, International, p. 175. Washington, D.C.

Air Transport Association of America (1996). *Conditions of contract: summary of incorporated terms*. [Date file]. Available from Air Transport Association of America Web site, <http://www.ataa.gov>

American Flight Association (AFA) (2000). *Unruly & Disruptive Passengers*. Retrieved December 16, 2001, from <http://www.afanet.org/unruly.htm>

Aviation Consumer Protection Division (n.d.) (2000). *Air travel service problems*.

Retrieved January 11, 2002, from <http://www.dot.gov>

*Aviation Daily* (1997, May). Employees want clear policies on dealing with unruly passengers. p. 202.

*Aviation Week & Space Technology* (1999). Unruly passengers challenge airlines.

Vol. 151, No. 17, p. 60-62.

Berkley, B., & Ala, M. (2001, August). Identifying and controlling threatening airline passengers. *Cornell Hotel and Restaurant Administration Quarterly*, 6-23.

Borrillo, Caption Donato, J. (1999, Summer). Air rage: modern day dogfight, seen by airlines as alarming trend. *Federal Air Surgeon's Medical Bulletin*.

*Broken Arrow Chamber of Commerce* (2002). Retrieved February 23, 2002, from <http://www.brokenarrow.org>

Busey, C. (2000, summer). 2000 SMU Air Law symposium panel discussions: 34<sup>th</sup> annual SMU Air Law symposium airline claims panel. *Journal of Air Law and Commerce*.

Canter, L., & Garrison, R. (1994). *Scared or Prepared*. Lee Canter & Associates: Santa Monica, CA, p. 35.

*Chicago Tribune*. (1997, January 27). Getting tough with unruly fliers, p. A10.

*CNN* (2002, January 17). Mineta outlines bag-screening guidelines. Retrieved January 18, 2002, from <http://www.cnn.com>

*CNN* (2002, January 18). Stricter airport luggage checks start today. Retrieved January 18, 2002, from <http://www.cnn.com>

*CNN* (2002, February 7). Co-pilot uses ax to keep man out of cockpit. Retrieved February 7, 2002, from <http://cnn.com>

*CNN* (2002, February 8). Diversion latest in airliner security incidents. Retrieved February, 8 2002, from <http://cnn.com>

*CNN* (2001, September 12). Pennsylvania crash kills 45 Retrieved September 14, 2001, from <http://www.cnn.com>

- Cobanoglu, C. (2001). *Analysis of business travelers' hotel selection and satisfaction*.  
Doctoral dissertation, Oklahoma State University, Stillwater.
- Colorado State University: Writing @ CSU (2001). Retrieved February  
24 2002, from <http://writing.colostate.edu>
- Cooper, J.H. (1961). Liability of carrier to passenger for assault by third person.  
*American Law Reports, Second Series, Vol. 77, 504-533.*
- Crichton, J. (Executive Producer). (1996). The Wright Stuff. [Television broadcast].  
New York and Washington DC: Public Broadcasting Service.
- Dahlberg, A. (Eds). (2001). *Air Rage: The underestimated safety risk*. Burlington, VT:  
Ashgate.
- Deming, W.E. (1986). Out of the crisis. *Massachusetts Institute of Technology*, p. 59-62.
- Department of Transportation, Office of Aviation Enforcement and Proceedings (2000).  
*Mishandled Baggage Reports, Filed by Passengers, U.S. Airlines, January-  
September, 1998-1999*. Retrieved January 11, 2002, from <http://www.dot.gov>
- Department of Transportation, Office of Aviation Enforcement and Proceedings (1999).  
*Mishandled Baggage Reports, Filed by Passengers, U.S. Airlines, January-  
December, 1997-1998*. Retrieved January 11, 2002, from <http://www.dot.gov>
- Department of Transportation, Office of the Assistant Secretary for Public Affairs (1999,  
February 2). *DOT issues airline on time, baggage, and complaint data for 1998*.  
retrieved January 11, 2002, from <http://www.dot.gov>
- Department of Transportation, Office of Public Affairs (1999, December 14). *DOT Rule  
provides increased compensation for lost bags on airlines..* Retrieved January 11,  
2002, from <http://www.dot.gov>

- Department of Transportation, Office of General Counsel (1994). *Fly rights; a consumer guide to air travel*. Retrieved January 11, 2002, from <http://www.dot.gov>
- Dickerson, T. (2000, July 1). Flight delays: the airline passenger's rights & remedies. [Electronic version]. *The International Travel Law Journal*, 5, 50-65.
- Einarsen, S. & Skogstad, S. (1996). Bullying at work: epidemiological findings in public and private organizations. *Journal of Occupational Health and Safety*, 5 (2), 185-201.
- Federal Aviation Administration (1998). *In re Trans World Airlines*, No. CP96NE0294, FAA Lexis 559, Federal Aviation Administration v. Southwest Airlines, Inc. No. Cp96WP0113, FAA Lexis 908.
- Federal Aviation Administration (2001). *July 2001, Monthly summary, air traffic activity and delays in the National Airspace System (NAS)*. Retrieved December 28, 2001, from <http://www.faa.gov/apa/delays/jul01.htm>
- Federal Aviation Administration (2001). *Aviation Delays in 2000*. Retrieved December 28, 2001, from <http://www.faa.gov/apa/delays/jul01.htm>
- Federal Aviation Administration (2001). *Violations of 14 CFR 91.11, 121.580 & 135.120 "Unruly Passengers" Calendar Years 1995-2001*. Retrieved December 28, 2001, from <http://www.faa.gov/apa/delays/jul01.htm>
- Gallagher, J. (2000, February 26). Flier causes havoc on a Spirit Plane; flight cut short after passenger shoves a pilot. *Detroit Free Press*, p. 9B.
- Greenberg, P. (1987, February 22). Coping with passengers who get high in the sky. *Los Angeles Times*, part 7, p. 2.

- Harris, T. (2000). How airline crews work. Retrieved December 21, 2001, from <http://www.howstuffworks.com>
- Hewitt, E. (2001). Traveler's Ed: last call for airborne alcohol. Retrieved December 28, 2001, from <http://www.independenttraveler.com>
- Hochschild, A. (1993). Emotion work, feeling rules, and social structure. *American Journal of Sociology*, 85 (3), p. 551-575.
- International Transport Workers' Federation (ITF) (2000). ICAO Assembly accepts union and airline calls to tackle unruly passengers. *ITF Civil Aviation Section*. Retrieved, September 2000, from <http://www.itf.org>
- Jennings, Peter (Executive Producer). (2002, January 10). The ABC Nightly News hour [Television broadcast]. New York: Public Broadcasting Service.
- Jennings, Peter (Executive Producer). (2001, January 15). The ABC Nightly News hour [Television broadcast]. New York: Public Broadcasting Service.
- Kiesler, S. & Sproull, L.S., (1986). Response effects in the electronic survey. *Public Opinion Quarterly*, 50, 402-13.
- Kotschevar, L. & Escpffoer, M. (3<sup>rd</sup> ed.). (2001). *Management by Menu*, Chicago, IL: Kendall/Hunt Publishing Company.
- Learn 2 limit your alcohol intake on airplanes (2001). Retrieved December 28, 2001, from <http://www.learn2.com>
- Leonhardt, (2000, June 25). Promises in the sky. *New York Times*, p. 13.
- Levin, Irwin P. (1999) *Relating Statistics and Experimental Design*. Thousand Oaks, CA: Sage Publications. Quantitative Applications in the Social Sciences Series, #125.



Luckey, Captain Steve, Northwest Airlines, Retired. (2000, September). Air Rage.

*Air Line Pilot*, p. 18, p. 24.

Mann, W. (2000, Fall). Air Rage: Legal implications surrounding airline and

government bans on unruly passengers in the sky. *Journal of Air Law and*

*Commerce*, 65, 20-59.

Martin, C., & Nagao, D. (1989). Some effects of computerized interviewing on

job applicant responses. *Journal of Applied Psychology*, 74, p. 72-80.

Morrison, B., & Levin, A. (2002, January 11). Let new agency handle unruly fliers, FAA

says. *USA Today*. Retrieved January 20, 2002, from <http://www.usatoday.com>

Nelms, D. (1998, March). As more passengers fill more aircraft, the airlines are finding

the skies decidedly less friendly. *Air Transport World*, Vol. 35, No. 3, p. 35-43.

Opperman, M. (1995). E-mail surveys—Potentials and Pitfalls. *Marketing Research*,

7 (3), 29-33.

*Public Debate* (2001). Alcohol: should it be banned on airplanes? Retrieved December

28, 2001, from <http://www.publicdebate.com>.

Reiss, P., Capt. (1999, June/July). Air rage: an issue of aviation security and safety.

*Airline Pilot*., p. 10-13.

Reynolds, C. (2000, February 13). Air travelers' complaints take a quantum leap. *Los*

*Angeles Times*, p. L2.

Salant, J. (2001, December 8). Fighting flight delays, FAA plans \$11.5 billion in airport

improvements. *ABC News.com*. Retrieved December 11, 2001, from

<http://abcnews.go.com>

- Schmid, R. (2000, April 11). Air passengers fed up with poor service, survey finds. *Los Angeles Times*, p. C1.
- Sharkey, J. (2000, March 8). What do you do with a 200-pound troublemaker at 35,000 feet? Taking air rage seriously. *The New York Times*. Retrieved March 19, 2001 from, [www.newyorktimes.com](http://www.newyorktimes.com)
- Skapinker, M. (1998, February 5). Onboard incidents are few, but they still present a big problem for airlines. *Financial Times (London)*, p. 6.
- Simmons, A.M. (2000, December 30). Man sends jet plunging in two minutes of terror. *Los Angeles Times*, p. A1.
- Sorenson, K. (1996, January 2). Coffee, tea or melee? Airline passengers can really fly off the handle at times. *Salt Lake Tribune*, p. B4.
- SPSS (2000). *Statistical Package for Social Sciences*. Chicago, IL: SPSS, Inc.
- Thach, L. (1995). Using electronic mail to conduct survey research. *Educational Technology*, March-April, p. 27-31.
- The Forth Worth Star-Telegram* (2000, September 20). Federal officials, airlines discuss ways to avert air rage, p. A4.
- The Monitor's View* (2000, August 28). Flight-delays dilemma. Retrieved December 11, 2001, from <http://www.csmonitor.com>
- The Plane Truth*. (2001, March 18). MSNBC. Retrieved March 19, 2001, from <http://msnbc.com>
- Tulsa Chamber of Commerce* (2002). Retrieved February 23, 2002, from <http://www.tulsachamber.com>

- Unclaimed Baggage (2002). *Lost treasures from around the world*. Retrieved January 11, 2002, from <http://www.unclaimedbaggage.com>
- United Airlines (2001, December). United history; the pioneering years. [Data file]. Available from United Airlines Web site, <http://www.ual.com>
- Wade. (2000, June 25). Coping with canceled flights. *New York Times*, p. 4.
- Wald, (2000, June 25). Getting there; a reality check. *New York Times*, p. 12.
- Walsh, J., Kiesler, S., Sproull, L., & Hesse, W. (1992). Self-selected and randomly selected respondents in a computer network survey. *Public Opinion Quarterly*, 56, 2, p. 241-245.
- Warsaw Convention-Convention for the unification of certain rules relating to international carriage by air: 1929-applies to all international carriage of persons, luggage or goods performed by aircraft for reward. (Version 1) [Data file]. Washington, DC: Federal Aviation Administration.
- Webster's Ninth New Collegiate Dictionary* (9<sup>th</sup> ed.). (1991). Springfield, MA: Merriam-Webster.
- Wehrman, J. (2002, January 14). Air rage is back. *Scripps Howard News Service*. Retrieved January 20, 2002, from <http://www.knoxstudio.com>
- Weiner, S. (1997, July 7). Why are skies becoming unfriendlier? *Dallas Morning News*, p. 13A.
- Williams, C. (1999). A pain in the neck: passenger abuse, flight attendants and emotional labor. *The Journal of Occupational Health and Safety*. Vol. 16, No. 5, p. 429-436.
- World Airline News* (2001, July 13). Airlines reject AFA attacks on air rage, alcohol policies. Retrieved December 11, 2001, from <http://www.findarticles.com>

APPENDIX A  
DEFINITION OF TERMS

## DEFINITION OF TERMS:

1. Jet-way- A term referring to the corridor that connects the airport terminal to the actual aircraft. This Jet way may be adjusted to attach itself to the aircraft, allowing passengers to board without any discomfort, and may be dis-engaged by airline crew, and returned to the terminal, so the aircraft can depart the terminal safely.
2. Cabin Crew- Denotes flight attendants or cabin attendants regardless of their rank, or any other term used in aviation. The term "flight crew" denotes pilots regardless of their rank, and is consistent with the terminology used by International Civil Aviation Organization (Dahlberg, 2001).
3. Direct Flight-Means you travel on one plane from departure to destination, but it makes one or more stops.
4. Connecting Flight-Requires one or more changes of planes.
5. Non-Stop Flight-The flight does not stop between destinations.
6. Bumped-Describes the action of the airlines when they oversell the number of seats on a flight. The individual that has been bumped is compensated with free tickets, or money.
7. Ticketing Counter-The counter that an air traveler goes to, to purchase a flight ticket.
8. Boarding Counter-The checkpoint counter that a air traveler checks in at, shows their ticket and receives a boarding pass prior to boarding the plane.

9. Boarding Pass-A small plastic card that the airline employee hands the air traveler. Usually in sequential order, this pass allows the traveler to board the airplane, and do so in an orderly fashion.
10. Boarding Entrance-The doorway that is the opening to the jetway. The air traveler's identification is checked here. The air traveler surrenders the boarding pass to an airline employee at this checkpoint.
11. Stewardess/steward-An attendant, as on a ship or airplane, etc., employed to look after the passenger's comfort.

APPENDIX B  
ABBREVIATIONS OF AIRLINE ORGANIZATIONS

## ABBREVIATIONS USED IN THE TEXT OF THIS STUDY

ABC-American Broadcasting Channel

ACPD-Aviation Consumer Protection Division

AFA-Association of Flight Attendants

AIR-Aviation Investment and Reform Act

ALPAI-Airline Pilot Association International

ATA-Air Transport Association

ATC-Air Traffic Control

BAT-Boeing Air Transport

CNN-Cable News Network

DOJ-Department of Justice

DOT-Department of Transportation

FAA-Federal Aviation Administration

FAR-Federal Aviation Regulation

FBI-Federal Bureau of Investigations

IAPA-International Airline Passengers Association

ICAO-International Civil Aviation Organization

IFR-Instrument Flight Rules

IFALPA-International Federation of Pilot Associations

ITWF-International Transport Workers Federation

LAHSO-Land And Hold Short Operations

NASA-National Aeronautics and Space Administration

OAG-Office of Aviation General



OPSNET-Operations Network

RTACONS-Radio, Terminal, Radar Approach Controls

TSA-Transportation Security Administration

APPENDIX C  
COVER LETTER

# OKLAHOMA STATE UNIVERSITY

---

May 22, 2002

## Greetings:

The purpose of this study is to examine the factors that influence passengers to use physical and verbal violence on airlines. Would you please take 5-10 minutes of your time and complete this survey by June 4<sup>th</sup>, 2002? Your input is extremely important to the outcome of this study.

Please answer these questions honestly. Some of the questions will ask for your feelings prior and following the terrorist's attacks on 9-11-01. Please keep in mind terror is an emotion born from fear and hate, and is usually includes large numbers of people. Rage is an emotion stemming from frustration and anger, and is most often found in individual situations.

Kelly A. Way, a Master's candidate in the School of Hotel and Restaurant Administration, is conducting this study along with Dr. Bill Ryan, Associate Director and Assistant Professor of the School of Hotel and Restaurant Administration at Oklahoma State University. Your response is completely **voluntary**, **anonymous**, and will be kept strictly **confidential**. There is a code in the survey for tracking purposes only. The responses will be reported in aggregate form.

If you would like to receive the results of this study, please send an email to [fkelly@okstate.edu](mailto:fkelly@okstate.edu) with your name and e-mail address. Thank you for participating in this study. If you have any questions or need further assistance, please call me at (405) 744-6713, or contact Sharon Bacher, Institutional Review Board Secretary, 204 Whitehurst, Oklahoma State University, Stillwater, OK 74078; (405) 744-5700. I look forward to receiving your response, and again, thank you.

Sincerely,

Kelly A. Way  
Master's Candidate  
School of Hotel and Restaurant  
Administration  
Oklahoma State University  
E-mail: [fkelly@okstate.edu](mailto:fkelly@okstate.edu)

Bill Ryan, Ph.D., R.D.  
Associate Director & Associate Professor  
School of Hotel and Restaurant  
Administration  
Oklahoma State University  
E-mail: [billryan@okstate.edu](mailto:billryan@okstate.edu)

Thanks but I would like  
decline click [fkelly@okstate.edu](mailto:fkelly@okstate.edu)

To begin the survey click  
<http://fp.okstate.edu/cheshrad/airrage.htm>

APPENDIX D

APPROVAL FORM FOR RESEARCH INVOLVING HUMAN SUBJECTS

Oklahoma State University  
Institutional Review Board

Protocol Expires: 4/21/03

Date: Monday, April 22, 2002

IRB Application No: HE0248

Proposal Title: EXAMINATION OF FACTORS THAT INFLUENCE AIR RAGE

Principal  
Investigator(s):

Kelly Francis-Way  
210 HESW  
Stillwater, OK 74078

Bill Ryan  
210 HESW  
Stillwater, OK 74078

Reviewed and  
Processed as: Exempt

Approval Status Recommended by Reviewer(s): Approved

---

Dear PI :

Your IRB application referenced above has been approved for one calendar year. Please make note of the expiration date indicated above. It is the judgment of the reviewers that the rights and welfare of individuals who may be asked to participate in this study will be respected, and that the research will be conducted in a manner consistent with the IRB requirements as outlined in section 45 CFR 46.

As Principal Investigator, it is your responsibility to do the following:

1. Conduct this study exactly as it has been approved. Any modifications to the research protocol must be submitted with the appropriate signatures for IRB approval.
2. Submit a request for continuation if the study extends beyond the approval period of one calendar year. This continuation must receive IRB review and approval before the research can continue.
3. Report any adverse events to the IRB Chair promptly. Adverse events are those which are unanticipated and impact the subjects during the course of this research; and
4. Notify the IRB office in writing when your research project is complete.

Please note that approved projects are subject to monitoring by the IRB. If you have questions about the IRB procedures or need any assistance from the Board, please contact Sharon Bacher, the Executive Secretary to the IRB, in 203 Whitehurst (phone: 405-744-5700, sbacher@okstate.edu).

Sincerely,



Carol Olson, Chair  
Institutional Review Board

APPENDIX E  
QUESTIONNAIRE

# OKLAHOMA STATE UNIVERSITY

Thank you for your interest and time in completing this survey. Your answers will be kept confidential and will be destroyed after the study is complete. Please answer the following questions by choosing only ONE answer for each question. I ask you to please consider the following definitions:

***Air Rage*** - is extreme misbehavior by unruly passengers. Air rage is caused by frustration and anger, and typically involves one individual and an airline employee.

***Terrorism*** - is provoked by fear and violence. Terrorism is intended to inflict physical or emotional harm on large numbers of people.

## Part 1. Air traveler's perceptions about the commercial aviation system and air rage.

***Please answer all questions based on your past travel experiences prior to the terrorist attacks on September 11, 2001. Once you have answered a series of questions please select the "Next" button on your screen to proceed to the next series of questions.***

1. On average how often per year did you fly round trip by way of a commercial airline?
- 0-1 times a year
  - 2-3 times a year
  - 4-5 times a year
  - 6-7 times a year
  - More than 7 times a year

	Prior to 9-11-01	Agree Strongly	Agree	Disagree	Disagree Strongly
2.	There was a decline in the quality of service by commercial airline employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Air travelers were justified in using violence with airline employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	If I witnessed an act of air rage, I would have interceded and tried to restrain the unruly passenger.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Airline personnel at the check-in counter were hospitable, friendly, and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Airlines did a good job informing passengers why a flight was delayed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Airlines should have banned alcohol on airplanes, similar to the smoking ban on airplanes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.	Airline personnel were hospitable, friendly and helpful at the ticketing counter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9.	I have witnessed an airline employee "cut off" alcohol service to a passenger.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.	Mechanical problems with an airplane have caused me a flight delay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.	Airline personnel were hospitable, friendly and helpful at the boarding entrance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.	I have consumed "too much" alcohol on a commercial flight.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.	During a state of rage, I have physically struck an airline employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14.	Airlines fairly compensated passengers for lost luggage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15.	Airlines oversold flights strictly for profit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16.	The insensitivity and lack of caring by airline personnel contributes to air rage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17.	Alcohol influences air rage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18.	I have witnessed an airline employee and a passenger involved in a physical altercation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19.	Passengers would feel better about flight delays if the airlines would inform them about the reasons for the delay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20.	Lost luggage is returned to the owner by the airlines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21.	I have been "bumped" from a flight.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22.	I have experienced a flight delay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23.	I have been involved in a heated argument with an airline employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24.	Flight attendants were hospitable, friendly and accommodating during flights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25.	Security measures have caused me a flight delay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26.	Connecting flights have caused me a flight delay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27.	My luggage has been lost.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28.	I have witnessed an airline employee and a passenger involved in an argument.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29.	Airline employees "over serve" alcohol to air travelers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30.	I have experienced a flight delay due to the weather.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31.	I have been involved in an argument with an airplane employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Part 2. Demographics

*The following questions in Part 2 are concerning demographics. Please select the most appropriate answer that best describes you.*

32. What is your age?



- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 years or above

33. What is your gender?

- Male
- Female

34. What is your annual household income level?

- Under \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$69,999
- \$70,000 - \$89,999
- Over \$90,000

35. What is your highest educational level?

- High School Diploma
- Associate Degree
- Bachelor's Degree
- Master's Degree
- Doctoral Degree

36. What is your occupation?

- Professional/Executive
- Administrative/Managerial
- Sales
- Government
- Self-employed
- Retired

37. Please enter the zip code for the area your business is located in:

**Part 3. Air traveler's perceptions about the commercial aviation system and air rage; after the terrorist attacks on September 11, 2001.**

38. Have you flown on a commercial airline since 9-11-01?

- Yes
- No

39. Did you feel safe flying on the commercial airliner?

- Yes
- No

	<b>After 9-11-01</b>	<b>Agree Strongly</b>	<b>Agree</b>	<b>Disagree</b>	<b>Disagree Strongly</b>
40.	New security measures are causing flight delays.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41.	Airlines oversell flights for profit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42.	I have consumed "too much" alcohol on a commercial flight.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43.	I have been involved in a heated argument with an airline employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44.	I have been "bumped" from a flight.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45.	There is a decline in the quality of service by commercial airline employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46.	Air travelers are justified in using violence with airline employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47.	Airlines do a good job informing passengers why a flight is delayed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48.	Airlines should have an alcohol ban on airplanes, similar to the smoking ban on airplanes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49.	Airlines fairly compensate air travelers for lost luggage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50.	Passengers would feel better about flight delays if the airlines would inform them about the reasons for the delay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51.	I have witnessed an airline employee and a passenger involved in an argument.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52.	Alcohol is a contributing factor of air rage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53.	I have witnessed an airline employee and a passenger involved in a physical altercation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54.	I have witnessed an airline employee "cut off" alcohol service to a passenger.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55.	Airline personnel are hospitable, friendly, and helpful at the check-in counter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56.	I have been involved in an argument with an airline employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57.	Airline personnel at the ticketing counter are hospitable, friendly, and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58.	Airline employees "over serve alcohol to air travelers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59.	Lost luggage is returned to the owner by the airlines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60.	Connecting flights have caused me a flight delay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61.	Flight attendants are hospitable, friendly, and accommodating during the flight.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

62.	I have experienced a flight delay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63.	Airline personnel are hospitable, friendly and helpful at the boarding entrance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64.	During a state of rage, I have physically struck an airline employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65.	The insensitivity and lack of caring by airline personnel contributes to air rage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66.	If I witnessed an act of air rage, I would intercede and try to restrain the unruly passenger.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
67.	Mechanical problems with an airplane have caused me a flight delay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68.	I have experienced a flight delay due to the weather.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



***Thank you for your participation in this survey.***

***If you would like a summary of this study, please e-mail a request to:***

***[fkelly@okstate.edu](mailto:fkelly@okstate.edu)***




---

Developed by: Gina Fe Garcia-Causin; [causin@okstate.edu](mailto:causin@okstate.edu)  
 Copyright © 2002 [Oklahoma State University]. All rights reserved.  
 Revised: 05/21/02

APPENDIX F  
PILOT QUESTIONNAIRE

*Please answer the following questions by choosing only ONE answer, for each question. I ask you to please consider the definitions of Air Rage-caused by frustration and anger, and Terror-caused by fear and violence.*

**Part 1. Air traveler's perceptions about the commercial aviation system, and air rage.**

1. How often per year did you fly a commercial airline before the terrorist attacks on 9-11-01?  
0-1 times a year  
2-3 times a year  
4-5 times a year  
6-7 times a year  
More than 7 times a year
2. How many times have you flown a commercial airline since the terrorist attacks on 9-11-01?  
0-1 time  
2-3 times  
4-5 times  
6-7 times  
More than 7 times
3. Do you feel that airline personnel were hospitable, friendly, and helpful at the check-in counter, before 9-11-01?  
Yes  
No  
Some of the time
4. Do you feel that airline personnel are hospitable, friendly, and helpful at the check-in counter, after 9-11-01?  
Yes  
No  
Some of the time
5. Do you feel that airline personnel were hospitable, friendly, and helpful at the ticketing counter, before 9-11-01?  
Yes  
No  
Some of the time
6. Do you feel that airline personnel are hospitable, friendly, and helpful at the ticketing counter, after 9-11-01?  
Yes  
No  
Some of the time

7. Do you feel that airline personnel were hospitable, friendly, and helpful at the boarding entrance, before the terrorist attacks on 9-11-01?  
Yes  
No  
Some of the time
8. Do you feel that airline personnel are hospitable, friendly, and helpful at the boarding entrance, after the terrorist attacks on 9-11-01?  
Yes  
No  
Some of the time
9. Do you feel that flight attendants were hospitable, friendly, and accommodating during flights, before the terrorist attacks on 9-11-01?  
Yes  
No  
Some of the time
10. Do you feel that flight attendants were hospitable, friendly, and accommodating during flights, before the terrorist attacks on 9-11-01?  
Yes  
No  
Some of the time
11. Do you feel that there was a decline in the quality of service given by commercial airline employees, prior to the terrorist attacks on 9-11-01?  
Yes  
No  
Some of the time
12. Do you feel that there is a decline in the quality of service given by commercial airline employees, after the terrorist attacks on 9-11-01?  
Yes  
No  
Some of the time
13. Prior to the terrorist attacks on 9-11-01, had you ever been involved in an argument/disagreement with an airline employee?  
Yes  
No  
No opinion

14. Since the terrorist attacks on 9-11-01, have you been involved in an argument/disagreement with an airline employee?

Yes

No

No opinion

15. Prior to the 9-11-01 attacks, had you ever witnessed an incident of frustration or anger between an air traveler and an airline employee?

Yes

No

No opinion

16. Since the 9-11-01, attacks had you witnessed an incident of frustration or anger between an air traveler and an airline employee?

Yes

No

No opinion

17. If you answered "yes" to question 15 or question 16: Do you think the incident was a direct result of the airline employee being insensitive or uncaring to the air traveler's situation?

Yes

No

No opinion

18. Prior to the attacks on 9-11-01, had you ever witnessed an air traveler become physically violent with an airline employee?

Yes

No

No opinion

19. After the attacks on 9-11-01, have you witnessed an air traveler become physically violent with an airline employee?

Yes

No

No opinion

20. Before the attacks on 9-11-01, did you think air travelers were justified in using violence with airline employees?

Yes

No

No opinion

21. After the attacks on 9-11-01, did you think air travelers are justified in using violence with airline employees?  
Yes  
No  
No opinion
22. Prior to the attacks on 9-11-01, had you ever become so enraged with an airline employee that you expressed your concerns verbally, in a raised or heated tone of voice?  
Yes  
No  
No opinion
23. Since the attacks on 9-11-01, have you become so enraged with an airline employee that you expressed your concerns verbally, in a raised or heated tone of voice?  
Yes  
No  
No opinion
24. Prior to the attacks on 9-11-01, had you ever become so frustrated or enraged with an airline employee that you actually physically struck that employee, i.e. fist, shoved them, or tripped them?  
Yes  
No  
No opinion
25. Since the attacks on 9-11-01, have you become so frustrated or enraged with an airline employee that you have physically struck that employee, i.e. fist, shoved them, or tripped them.  
Yes  
No  
No opinion
26. If you witnessed an act of air rage before 9-11-01, would you have stepped in and tried to restrain or reason with the unruly passenger?  
Yes  
No  
No opinion
27. Taking into consideration the acts on 9-11-01, would you step in and try to restrain or reason with an unruly passenger now?  
Yes  
No  
No opinion



28. Prior to the attacks on 9-11-01, had you ever experienced a flight delay on a commercial flight?  
Yes  
No  
No opinion
29. Prior to the attacks on 9-11-01, was your flight delay caused by weather?  
Yes  
No  
No opinion
30. Prior to the attacks on 9-11-01, did other connecting flights cause your flight delay?  
Yes  
No  
No opinion
31. Prior to the attacks on 9-11-01, was your flight delay caused by mechanical problems with the airplane?  
Yes  
No  
No opinion
32. Prior to the attacks on 9-11-01, was your flight delay caused by security measures at the airport?  
Yes  
No  
No opinion
33. After the attacks on 9-11-01, have you experienced a flight delay on a commercial flight?  
Yes  
No  
No opinion
34. Since the attacks on 9-11-01, was your flight delay caused by weather?  
Yes  
No  
No opinion
35. Since the attacks on 9-11-01, did other connecting flights cause you a flight delay?  
Yes  
No  
No opinion

36. Since the attacks on 9-11-01, was your flight delay caused by mechanical problems with the airplane?  
Yes  
No  
No opinion
37. Do you feel that the extra security that has been instituted since the attacks on 9-11-01 has contributed to flight delays on commercial flights?  
Yes  
No  
No opinion
38. Before the attacks on 9-11-01, do you think the airlines did a good job informing passengers about the reasons why the flight was delayed?  
Yes  
No  
No opinion
39. After the attacks on 9-11-01, do you think the airlines are doing a good job informing passengers about the reasons why a flight is delayed?  
Yes  
No  
No opinion
40. Prior to the attacks on 9-11-01, would you have felt better about flight delays, if the airline had given you more precise reasons for a flight delay?  
Yes  
No  
No opinion
41. Since the attacks on 9-11-01, would you have feel better about flight delays, if the airline were to give you more precise reasons for a flight delay?  
Yes  
No  
No opinion
42. Before the attacks on 9-11-01, did you feel that airline personnel were showing a decline in hospitable service?  
Yes  
No  
No opinion

43. Since the attacks on 9-11-01, do you feel that airline personnel are showing a decline in hospitable service?

Yes

No

No opinion

44. Prior to the attacks on 9-11-01, do you think alcohol was a main contributing factor to air rage incidents?

Yes

No

No opinion

45. Since the attacks on 9-11-01, do you think alcohol is a main contributing factor to air rage incidents?

Yes

No

No opinion

46. Prior to the 9-11-01 attacks, did you ever consume "to much" alcohol on a commercial flight?

Yes

No

No opinion

47. Since the 9-11-01 attacks, have you consumed "to much" alcohol on a commercial flight?

Yes

No

No opinion

48. Prior to the 9-11-01 attacks, did you ever witness an airline employee "over serving" alcohol to an air traveler?

Yes

No

No opinion

49. Since the 9-11-01 attacks, have you witnessed an airline employee "over serving" alcohol to an air traveler?

Yes

No

No opinion

50. Before the 9-11-01 attacks, did you ever witness an airline employee “cut off” an air traveler from alcohol consumption?

Yes

No

No opinion

51. After the 9-11-01 attacks, have you witnessed an airline employee “cut off” an air traveler from alcohol consumption?

Yes

No

No opinion

52. Before the attacks on 9-11-01, did you think that airlines should have an alcohol ban on airplanes, similar to the smoking ban on airplanes?

Yes

No

No opinion

53. Since the attacks on 9-11-01, do you think that airlines should have an alcohol ban on airplanes, similar to the smoking ban on airplanes?

Yes

No

No opinion

54. Before the attacks on 9-11-01, had an airline ever lost your luggage?

Yes

No

No opinion

55. After the attacks on 9-11-01, has an airline lost your luggage?

Yes

No

No opinion

56. Before the attacks on 9-11-01, was your lost luggage returned to you?

Yes

No

No opinion

57. Before the attacks on 9-11-01, was any of your lost luggage been returned to you damaged?

Yes

No

No opinion

58. Since the attacks on 9-11-01, has your lost luggage been returned to you?  
Yes  
No  
No opinion
59. Since the attacks on 9-11-01, has any of your lost luggage been returned to you damaged?  
Yes  
No  
No opinion
60. Before the attacks on 9-11-01, if your lost luggage was not returned to you, did the airline fairly compensate you for your loss?  
Yes  
No  
No opinion
61. Since the attacks on 9-11-01, if your lost luggage has not been returned to you, did the airline fairly compensate you for your loss?  
Yes  
No  
No opinion
62. Before 9-11-01, had you ever been “bumped” from a flight?  
Yes  
No  
No opinion
63. Since 9-11-01, have you been “bumped” from a flight?  
Yes  
No  
No opinion
64. Prior to 9-11-01, did you feel that airlines oversold flights for the sole purpose of profit?  
Yes  
No  
No opinion
65. Do you feel that airlines oversell flights for the sole purpose of profit, since the attacks on 9-11-01?  
Yes  
No  
No opinion

## **PART 2. Demographics**

1. What is your age?  
18-24  
25-34  
35-44  
45-54  
55-64  
65 years or above
2. What is your gender?  
Male  
Female
3. What is your annual household income level?  
Under \$25,000  
\$25,00-\$49,999  
\$50,000-\$69,999  
\$70,000-89,999  
Over \$90,000
4. What is your highest educational level?  
High school diploma  
Associate Degree  
Bachelor's Degree  
Master's Degree  
Doctoral Degree
5. What is your occupation?  
Professional/Executive  
Administrative/Managerial  
Sales  
Government  
Self-employed  
Retired
6. Please enter the zip code for the area your business is located: \_\_\_\_\_
7. If you have flown on a commercial airline since the 9-11-01 incidents, did you feel safe?  
Yes  
No  
No opinion

8. Did you feel safe flying on a commercial airline before the attacks on 9-11-01?

Yes

No

No opinion

✓

## VITA

Kelly Francis-Way

Candidate for the Degree of

Master of Science

Thesis: EXAMINATION OF THE FACTORS THAT INFLUENCE AIR RAGE

Major Field: Hospitality Administration

### Biographical:

Personal Data: Born in Wichita, Kansas, April 12, 1969; daughter of Tim and Carol Francis. Married to Kerry E. Way, November 7, 1993 and mother of Mark Alexander Way, born December 26, 1998.

Education: Graduated from Wagoner High School, Wagoner, Oklahoma in May, 1987; received Bachelor of Science degree in Hotel and Restaurant Administration, accompanied by a minor in Business Administration from Oklahoma State University in May, 1991. Completed the requirements for the Master of Science degree with a major in Hospitality Administration at Oklahoma State University in December, 2002.

Experience: Started serving at Pizza Hut at the age of 16; employed by various other hospitality oriented businesses throughout college, including Love's Country Stores, and The State of Oklahoma Resorts. In 1991 was hired by Chimi's Mexican Food as an Assistant Manager and Catering Manager, within a year of hire, was promoted to the position of General Manager, after staying with Chimi's for four and a half years, moved to Stillwater, OK to become the General Manager of Mexico Joe's in 1996, stayed with Mexico Joe's until September 2000, joined staff of the School of Hotel and Restaurant Administration at Oklahoma State University.

Professional Organizations: Eta Sigma Delta, Kappa Omicron Nu, Oklahoma State University Hospitality Administration Graduate Student Association, United Way.