

**SAFETY CLIMATE PERCEPTION OF CABIN ATTENDANTS IN TURKEY: SAMPLE
STUDY FOR AN AIRLINE COMPANY****Asst. Prof. Seçil ULUFER KANSOY (Ph.D.)** * **Asst. Prof. Nisan Nur ÇAKIR TEMEL (Ph.D.)** * **ABSTRACT**

Safety climate perception on the axis of occupational health and safety is a concept for how employees perceive the safety environment in the organization. In the aviation industry, where safety is a top priority, a positive perceived safety climate is of great importance. The current research aimed to investigate whether cabin attendants' perceptions of safety climate differ according to their socio-demographic characteristics. From this point of view, the analysis of the research, which used a survey technique to measure the safety climate perception of 230 cabin attendants, was made with the SPSS 26.0 program. The findings show that cabin crew's perception of safety climate does not differ according to age, gender and marital status. On the other hand, it was determined that the safety climate perceptions of cabin crew differ according to their education level (KW-H: 39,970; p: 0.00) and their experience (KW-H: 9,482; p: 0.024)..

Keywords: Safety, Safety Climate Perception, Cabin Attendants, Aviation.

Jel Codes: M19, H12, N3.

1. INTRODUCTION

All living things have a struggle for survival and an instinct to maintain their lives in a healthy way. It is possible to see this instinct in bacteria, plants and all other living things. Of course, people who are described as intelligent beings show more desire and effort in this regard.

At this point, the feeling of safety and safety comes to the fore. As in all areas of life, safety is very important in working life. In order to achieve this, countries have enacted various laws and regulations regarding occupational health and safety. Despite this, accidents that cause loss of life and property can still occur.

It is important to ensure safety in the aviation sector, which is one of the leading areas of the transportation sector, and to create a security climate for both employees and passengers. As a result of

* Kırklareli University, Faculty of Aeronautics and Astronautics, Department of Aviation Management, Kırklareli/ Türkiye. E-mail: seciluluferkansoy@klu.edu.tr

* İstanbul Aydın University, Anadolu Bil Vocational School, Department of Transportation, İstanbul/ Türkiye. E-mail: nisannurcakir@hotmail.com

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the literature study, no study was found showing that the safety climate was examined according to the socio-demographic climate. If socio-demographic characteristics are on the safety climate, it may have a protection that can make occupational health and safety training more effective. For this reason the research question of this research has been founded as: Does it differ according to socio-demographic characteristics through the safety climate perception of the cabin crew? In this study, the safety climate perceptions of cabin attendants, who are employees of the aviation industry, were tried to be examined in an airline company sample. For this purpose, in this study, primarily the concepts of trust, safety and safety climate are emphasized. Then, some information about the cabin crew was presented, and then the safety climate perceptions of the cabin crew were tried to be revealed with the help of scales and statistical analyzes according to their socio-demographic characteristics.

2.THE CONCEPT OF SAFETY AND SAFETY CLIMATE

The concept of safety, which is seen as ambiguous and flexible in meaning (Bracuh, 2015: 169), is derived from the root of trust, which means to believe or trust in Turkish, and in this sense (Birdişli, 2017: 19), according to TDK, “The uninterrupted execution of the legal order in social life means that people can act without fear. It is stated that the state of being able to live is defined as “safety” (TDK, 2022). Safety refers to “the absence of threats to the values obtained objectively, and the absence of fear of being attacked in the subjective sense” (Wolfers, 1962:150). In another definition, Collins (2013) states that safety is “not just a social concept or issue to be studied or analyzed; it also states that it is defined as “a problem that is regularly managed or controlled by human societies if they are to continue their existence.

Occupational safety is an important issue with social and financial consequences (Huang et al., 2014:348). Managers of businesses operating in industries with high safety where life-threatening hazards are in question attach great importance to safety (Flin et al., 2000: 177). The concept of occupational health and safety (OHS) has been among the most important issues that concern both businesses and employees since the Industrial Revolution. In addition to the costs of occupational accidents and occupational diseases such as death, physical or mental damage, trauma,; there are also costs such as loss of income, compensation, damage to products, time spent, loss of workforce, fines, legal costs, loss of morale-motivation and bad image.

The concept of safety climate was first used and defined by Zohar (1980) in the article “Safety Climate in Industrial Organizations”. This article is very important in terms of the emergence of the safety climate and bringing it to the literature. Zohar defines the safety climate as “the summary of the molar (holistic-basic) perceptions shared by the employees about the work environment” (Zohar, 1980: 96).

With the increase in the number of researches and studies on the safety climate, the definitions for the safety climate have increased. According to Hofmann and Stetzer (1996), safety climate is

defined as “the organizational climate in which employees think they receive support and rewards from their managers regarding safety practices” (Hofmann and Stetzer, 1996). Safety climate refers to the shared perceptions of employees about the work environment and mostly organizational safety policies (Cabrera et al., 1997). Safety climate is a temporary situation measure of culture that is reflected in the common perceptions of the organization at a certain time (Cheyne et al., 1998: 256), and it is defined as the common perceptions of the employees about the organization's policies, procedures and practices regarding the importance and value of security in the organization (Huang et al., 2014: 349). The safety climate reflects the perceptions of the employees regarding the safety-related policies, procedures and practices in a workplace (Neal and Griffin, 2006: 946). Clarke (2010) defines providing information about safety behaviors and organizational safety values as safety climate (Clarke, 2010: 554).

Wiegmann et al. (2002: 10), on the other hand, went for a more general definition based on the common themes in all definitions in the literature. “Safety climate is a non-persistent measure of safety culture that depends on similar points between personal perceptions in the organization. Hence, it is an expression of the perceived attitude towards safety at a particular time and place. The safety climate may change depending on the existing environment and the characteristics of the environment or the prevailing conditions” (Wiegmann et al. 2002: 10).

According to Dedobbeleer and Beland (1991), the climate of safety depends on two basic elements. These; it is the commitment of managers to safety and the participation of employees in the process of safety (Dedobbeleer and Beland, 1991: 100).

Various disagreements emerged in the studies aimed at determining the scope of the safety climate. In studies conducted with psychometric measurement methods, researchers have stated that the concept is shaped by developing theoretical models in order to reveal the components of accidents that aim to determine the factors, determining the relationships between the perception of safety climate and the safety behavior revealed, and determining the connection between the safety climate and the organizational climate. In some studies conducted in the same period, it was revealed to determine the scope of the concept of safety climate through organizational variables. Dejoy et al. (2004) concluded in their study that safety policies and programs have the highest relationship in creating a safety climate, and communication and organizational support are the other two important factors (Avcı, 2014: 14).

2.1. Features of the Safety Climate

There are many definitions and explanations for the safety climate. However, the most agreed upon point is the perceptions of the employees regarding their safety in the work environment. There are three features where the safety climate differs from the safety culture (Meral and İmre, 2019:192):

- The safety climate is the perception of the safety structure in a certain time and place, in other words, it is a psychological concept.

- It deals with intangible issues such as safety climate, situation and environment.
- The safety climate is a “snapshot” of the safety culture adopted by the organization, it is not permanent, it is changeable.

2.2. Dimensions of the Safety Climate

The safety climate, which consists of two dimensions, is a multi-level structure. These dimensions are; safety climate at the organizational and group level. Although the safety climate is similar to the safety culture, it is a separate structure and focuses on the perceptions of the employees, unlike the safety culture (Huang et al., 2014: 349).

The most important difference of the safety climate from the organizational climate is that it is defined as a multi-level structure. Organizational climate, on the other hand, is handled at a single level of analysis. The multilevel structure uses the distinction between ideas, policies and practices described in the description. While the policy in the multi-level structure defines the strategic goals and the ways to achieve these goals, the practices are related to the execution of policies by supervisory leaders in the organizational hierarchy (Zohar, 2008: 379).

Values and judgments of senior management, practices made in this context, employee communication, employee participation in OHS practices constitute the components of the safety climate. In the studies carried out, the safety climate has been discussed with the following dimensions (Gül, 2015: 33):

Attitudinal approach: According to this approach, studies focus on measuring employee attitudes towards safety. In order to make sense of the behaviors and attitudes of employees, it is necessary to examine the effect of working conditions, employee satisfaction and procedures.

Perceptual approach: This approach focuses on the relationships between employees' perceptions of the safety climate and the results from safety practices. In other words, it focuses on the measurement of the employee's perceptions of the organizational policies carried out and the scope of the study covering the implementation of these policies.

Mixed approach: Here, the personal perceptions and attitudes of the employees are mixed, and the attitudes and behaviors, beliefs and tendencies they exhibit in their jobs are included in this structure.

3. THE IMPORTANCE OF SAFETY CLIMATE IN AVIATION

The aviation industry is one of the leading sectors where the concepts of safety, security and speed are extremely important, regardless of public or private institutions. This also shows that work-related hazards, probability of accidents and risks that employees may encounter are higher than in other sectors. Therefore, safety and security measures are kept at the maximum level in the aviation sector, and workplace practices are regularly audited by the authorities (Eryılmaz et al., 2019: 1855). Civil aviation

refers to a high-risk industry where safety and security management is imperative for corporations. Safety and security management on a global scale is hierarchical, that is, national and international authorities manage the security of the sector and control the organizations (Kostovet al., 2016).

Advances in technology can also have an impact on the safety of civil aviation. At this stage, countries need to shape the safety measures they take in the field of civil aviation in parallel with the developments in technology. In other words, countries should both create the necessary new technical equipment and revise their safety procedures against these threats in response to new safety threats that arise with the development of technology. In this respect, improvement in aviation safety is in the form of the distribution of greatly improved equipment and the establishment of greatly improved safety procedures throughout the system (Fainberg, 1997: 196). In this context, cabin attendants also constitute one of the important safety areas in the aviation industry. Before addressing this issue, it would be appropriate to give some information about cabin crew.

3.1. Cabin Attendants and Services

In the civil aviation sector, the cabin crew is one of the teams responsible for the safety and security of the flight. The successful performance of the flights is measured by the faultless performance of the duties and responsibilities of the cabin crew, and the success of their attitudes and behaviors towards passengers.

Cabin Attendants refer to the personnel whose main task areas are the cabin sections of the aircraft and who are assigned to meet the safety and needs of the passengers by the relevant businesses, apart from the cockpit crew, in performing the duties that must be performed during the flights. Those who want to take part in the cabin crew receive basic trainings for this job. As a result of these trainings, they can be employed in the cabin attendants (SHGM) with the certificates they receive.

There are three different regulations for those assigned as Cabin Crew. These; "Regulation on the Establishment, Duties, Working Procedures and Principles of Vocational Qualifications Institution Sector Committees" and "Regulation on the Preparation of National Vocational Standards" issued by the Vocational Qualifications Authority (VQA). They are also subject to the decisions of international organizations (MYK, 2012: 7).

Cabin attendants, who are the people who have the most contact with the passengers of the civil airline companies, are the personnel who have completed the necessary training for their qualifications defined in the laws and have successfully received the "Cabin Attendant Certificate". The primary duty of the personnel, also called "Aircraft Cabin Attendant" in their job descriptions, is flight safety and security according to aviation rules (Tezeken, 2015: 48)

Cabin crew; it consists of three separate duties as cabin chief, cabin attendant and cabin crew member.

Cabin Chief: It is part of the crew management and is responsible for cabin services in charge of the flights. Cabin chiefs are responsible for managing the cabin crew on flights, with professional experience and knowledge determined by law (SHGM, 2019). Cabin chiefs are responsible to the captain pilots during the flights in their managerial role in the execution of the duties and responsibilities of their crews. Cabin chiefs are selected among cabin crew members who have a minimum of 5 years of experience and who have successfully completed their training and are entitled to receive the "Cabin Chief" certificate. Cabin chiefs have duties related to safety and security, timely delivery of services, communication, leadership, as well as coordinating the execution of catering services throughout the flight.

Cabin Attendant: Cabin attendant refers to cabin crew members who are responsible for flight safety in normal and emergency conditions in accordance with national and international rules, are responsible to the cabin chief and captain, and have certificates (SHGM, 2019). The first cabin attendants in aviation history were selected from nurses. The main reason for this is the risk of encountering health problems such as sensitivity to pressure and fear of heights in passengers traveling by airplanes. Nurses, who were on duty as cabin crew, helped passengers with their health problems and also provided catering services (Çolak 2013, 38).

Cabin Crew Member: Today, there are professional experts working in the cabin with the aim of increasing the service quality. For example, cooks assigned to long-haul flights are defined as cabin crew members (SHGM, 2019).

3.2. Cabin Crew Duties and Responsibilities

Cabin attendants has many duties and responsibilities throughout the flight. When considered in terms of service process, these duties and responsibilities are defined as pre-flight, in-flight and post-flight duties. In addition, these duties and responsibilities are also defined as duties related to the safety of flights and duties within the scope of service quality. These duties and responsibilities can be listed as follows (SHGM, 2019):

- Preventing incidents that would jeopardize the safety in the cabin before, during and at the end of the flight,
- Monitoring of adverse events that may occur in the cabin and notifying the flight attendant team,
- Monitoring and prevention of illegal movements specified by law in the cabin,
- It is the monitoring of all risk factors in the cabin and the reporting of movements that will affect the safety of the flight.

The duties and responsibilities of the cabin attendants are aimed at ensuring the safety other than the in-cabin refreshments. All cabin attendants are responsible for the performance of the duties mentioned.

3.3. Risks to be Encountered by Cabin Crew

Looking at the dictionary meaning of risk; It is seen that it is defined as the possibility of loss, injury or harmful consequences due to hazards (www.tdk.gov.tr). Things that cause the employees to be injured or damaged in the work environment, and as a result, to deteriorate their health, are considered as hazards (Samur, 2014: 9). The risks and dangers that cabin attendants working in the civil aviation sector may encounter in their working environments can be examined from a psychological and physiological point of view.

3.3.1. Physiological Risks

The first of the risks faced by the cabin crew in the civil aviation sector is the risks of physical danger. Physiological risks are discussed in this part of the study.

Weather-Related Risks: Despite today's advanced technology and the opportunities provided by this technology, the damage caused by nature-based elements to air transport is extremely high. If technological developments and natural factors are suitable together, a safe and economical air transportation can be mentioned. Therefore, conditions related to atmosphere and topography are effective in air transportation (Kadioğlu, 2007: 2). Due to bad weather conditions, the problems that the cabin attendants may encounter during the flight are important. The fact that the passengers are sitting will prevent them from falling and being injured in possible concussions. However, the cabin attendants standing during the service may cause sprains and injuries in case of possible concussion due to bad weather.

Pressure-Related Risks: At high altitudes, the aerodynamic drag force decreases as the air density is low. Therefore, higher altitudes are more efficient for aircraft. However, in order to create sufficient pressure at high altitudes, cabins are supported by pressure in almost all airplanes. The main reason for this is to ensure the safety of passengers and crew. The standards based on pressure are made in accordance with the values specified by the Federal Aviation Regulations (FAR). According to these standards, the acceptable pressure for airplanes is set at 8000 ft. The mentioned value is the joint decision of the Federal Aviation Administration (FAA) and the Joint Aviation Authority (JAA). According to the aforementioned regulations, if the altitude of the cabin pressure is above 8000 ft in airline transportation, it is dangerous for human health (FAR, 2022).

The most important risk that cabin crew may encounter due to pressure is Hypoxia. Hypoxia is the deterioration of the body's functions as a result of a decrease in the oxygen level in the blood. The decrease in oxygen level in the blood can be due to many reasons. However, the most common cause

during flight is the decrease in the pressure of oxygen in the air sacs in the lungs. The reason for this decrease is the decrease in oxygen pressure experienced at the altitude of the aircraft. Some symptoms are observed when exposed to hypoxia. However, hypoxia can occur without any symptoms. Asymptomatic occurrence of hypoxia poses a significant danger to cabin attendants. If hypoxia occurs without showing symptoms, the individual may not be aware of the impairments in performance. The symptoms seen in such cases are listed below (FAR, 2022):

- Regression in thought speed
- Mistakes in calculating
- Weakening of memory
- Increase in reaction time
- Increasing number and depth of breathing
- Formation of bruising (cyanosis)
- Having a blur in the mind
- Weakening of the ability to understand
- Having a disorder in the coordination of the muscles
- Occurrence of unconsciousness

Risks Due to Vibration: Vibration caused by periodic and aperiodic movements due to speed in dynamic systems is defined as vibration. This vibration effect spreads to people who are in vehicles with vibration. In places where vibration is concerned, it can spread from the floor or sitting areas to the human body, or it can be in the form of contact of strong sound waves with the airway. There are many factors that cause the employees working on airplanes to be exposed to vibration in air transport. These; aircraft engine, pressure tools, air flow and surface friction of the aircraft during flight can be counted as vibrations. In addition to these, it is known that turbulences with movements depending on linear or angular velocity also create vibration. The effects of vibration differ in each individual according to the physical and mental states of the individuals. Nausea, headache and the onset of vertigo can be given as examples of these effects.

Radiation Risks: Studies conducted by the FAA indicate that flight crew workers are exposed to more radiation than workers who work at nuclear power plants for one year. According to the results of the research, those who travel over 10,000 meters for more than 4 hours indicate that their bodies are as much as the radiation they were exposed to during the X-ray film. It has been determined that cabin crews are more susceptible to certain cancer diseases as a result of the radiation they are exposed to because they have been working for many years. According to the regulations, pilots can fly a maximum of 110 hours per month. Flight crews, who are exposed to radiation rays due to the concentration caused

by the explosions in the sun, are more likely to get cancers of the colon, bone, brain, bladder and breast (TALPA, 2013).

Risks Related to Jet-Lag: One of the important risks that cabin attendants are frequently exposed to is the problem of Jet-lag. The inconsistencies between the biological clock and the times of the destinations on long-haul flights cause some physical and mental problems. It was revealed in the study of Post and Getty in 1931 that this situation, called jet-lag, is an important problem for the cabin attendants (HTD, 2013).

Associated Risks Related to Nutritional Problems: Airplanes are exposed to pressure during flight. With the effect of this pressure, fluid loss occurs in humans. Problems caused by dehydration include less going to the toilet and skin dryness. Therefore, it is an issue that should be paid attention to, especially in long-haul flights, to ensure adequate fluid consumption. Attention should also be paid to the compensation of fluid loss in the body with water. Drinks such as alcohol, coffee and tea cause increased fluid loss. Therefore, it is important to drink water instead of acidic and sugary drinks (Şeker, 2015).

Ergonomic Risks and Hazards: Long working hours while providing cabin services and standing for long periods of time to serve passengers create problems in the musculoskeletal systems of the employees. When these movements are not repeated frequently in daily life, they do not cause disease, but when they are continuous, they cause skeletal and muscle diseases (Solmaz and Solmaz, 2017: 151-152).

3.3.2. Psychological Risks

Among the psychosocial factors that affect the OHS and the health of the employees in the working environment are factors such as gender, age, stress, and work experience. In order to reduce the negativities that may be encountered, workplaces should hire employees according to their work. Occupational accidents are generally associated with inexperience in young people. The negativities caused by inexperience can be minimized with education (Özdemir, 2010: 12-13). Psychological risks related to cabin attendants are presented below;

Assignment Issues: Cabin attendants are informed about their flight-related duties on a monthly basis. Thus, cabin attendants have a plan for the flight schedule for the next month. However, in some cases, there may be unplanned flights and additional flights. There may be assignments that are not included in the plan afterwards by the units responsible for the team plan. In such cases, unplanned flights and changes in voyages cause pressure on cabin attendants. Therefore, the unaccounted workload creates stress. These problems in assignments cause flight attendants to get nervous before and during the flight. Tensions at work can cause occupational accidents or occupational diseases.

Excess Workload and Stress Problems: With the developing technology, the size and passenger capacities of passenger planes have also increased. As a result, airplanes can now fly longer distances. However, the duration of duty and responsibility of the cabin attendant has also increased. Average duty time for cabin attendant starts 2-3 hours before the flight. For this reason, preparations before the flight are also a part of the working time. In addition, preparing for the next flight, concluding the day of the relevant task and going to the resting place are part of their working time. In addition to the workload in question, they are also in constant communication with the passengers. For this reason, cabin attendants have an extremely difficult task physically.

Self-Confidence Problems: Depending on the experience in the profession, self-confidence problems often arise in employees. While performing their duties, cabin attendant may show tendencies that may cause problems in their self-confidence behavior created by working for many years. The important point here is the behavioral comfort caused by self-confidence. Employees do not realize that they can cause mistakes in these situations. Therefore, cabin attendants should be supported with trainings related to their fields at regular intervals.

Sleep-Based Problems: The time allocated for resting after working hours varies according to individuals. When individuals work overtime when their bodies are not used to; They show a markedly negative tendency to react, to make decisions, and to learn. Apart from this, increases in stress loads are observed. Long-haul night flights, which is a common situation for cabin crew, impose mandatory restrictions on the rest period. After long-haul night flights, the listening process is mostly done during the daytime and when social life is active. This causes a decrease in the quality of rest and causes disruptions in rest (Gümüştekin and Öztemiz, 2004: 61-85).

4. METHOD

The main purpose of the current research is to determine the effect of socio-demographic characteristics of cabin attendants on the perception of safety climate. It is important to investigate the effect of possible socio-demographic characteristics on the perception of occupational safety climate in cabin crew, which is a profession where occupational safety is very important, in terms of closing an important gap in the literature.

While the universe of the research consists of cabin attendants working in airline companies operating in Turkey, cabin attendants working in an airline company in the sector were selected with the progressive sampling method. Considering the size of the said airline company and its availability to its employees, an Istanbul-based company was preferred, and online questionnaires were delivered to 242 cabin attendants within the scope of the study. From these results, 5 data were eliminated because they were at extreme points and analyzes were made on 237 survey results. The current research was carried out for a single airline company.

The fact that other airline companies active in Turkey are not included is one of the limitations of the study. There are 2 parts in the data collection form used in the research. The first of these questions the socio-demographic characteristics and the second questions the perception of the safety climate. The 26.0 version of the SPSS statistical program was used in the research. There are scales related to the safety climate in the literature.

In this study, Dursun et al. (2022)'s Turkish validity and reliability study was used in the safety climate scale. The original scale was developed by Murphy (2008) and consists of one dimension. The scale consists of 6 items and is a 5-point Likert scale.

The reliability coefficient was found to be 0.857. Accordingly, it can be said that the scale is reliable enough. The questions of the scale are as follows.

1. New employees learn to follow good health and safety practices sooner than expected.
 2. Employees tell when they do not follow health and safety practices well.
 3. Employees and management work together to provide the safest possible conditions.
 4. There are no important shortcuts when it comes to occupational health and safety in the institution where I work.
 5. In my organization, the health and safety of employees is a high priority for management.
 6. I do not hesitate to report security problems in my institution.
- Likert-type responses of the scale are 1 “Strongly Disagree”, 2 “Disagree”, 3 “Neither Agree Nor Disagree”, 4 “Agree” and 5 “Strongly Agree”.

As a result of the literature review; no study has been found in the context of the perception of safety climate and the socio-demographic characteristics of the perception of safety climate throughout aviation. Only Ateş (2016) has a study that measures the perceptions of intern students about occupational health and safety in the study titled "Application on the perception of occupational health and safety of trainee students in aviation enterprises". In this study, socio-demographic characteristics were not mentioned, and only the results of the trainee students' education levels on occupational health and safety were reached. Similarly, it has been observed that there is no research topic on the socio-demographic characteristics of cabin crew' perception of safety climate. Therefore, it was not possible to develop a hypothesis about whether the cabin crew's perception of occupational safety climate differs according to their socio-demographic characteristics. Therefore, the following research question has been put forward.

Research Question 1: Does the safety climate perception of cabin crew differ according to the socio-demographic characteristics of the participants?

5. RESULTS

In this part of the study, the findings related to the data obtained from the participants are included. Table 1 shows the demographic characteristics of the participants. According to this; 124 (52.3%) of 237 people participating in the research were female and 113 (47.7%) were male. Of the participants, 124 (52.3%) were married and 113 (47.7%) were single. Considering the education levels of the participants, it was determined that 51 (21.5%) participants were high school graduates, 121 (51.1%) participants were associate degree graduates, and 65 (27.4%) participants were undergraduate graduates. There are 85 (35.9%) participants between the ages of 18 and 29, 110 (46.4%) participants between the ages of 30 and 39, and 42 (17.7%) participants between the ages of 40 and 49. When the education level of the participants was examined, it was determined that there were 85 (35.9%) participants in the 18-29 age range, 110 (46.4%) in the 30-39 age range, and 42 (17.7%) participants in the 40 and above age group. Finally, when the experiences of the participants are examined, the number of people working for 5 years or less is 91 (38.4%), the number of people working for 6-10 years is 86 (36.3%), the number of people working for 11-15 years is 26 (11%), It has been determined that the number of people working for more than 15 years is 34 (14.3%).

Table 1. Socio- Demographic Characteristics of the Participants

Socio-demographic Characteristics	Frequency	Percentage (%)
Sex		
Female	124	52,3
Male	113	47,7
Marital Status		
Single	113	47,7
Married	124	52,3
Age		
18-29	85	35,9
30-39	110	46,4
40 and above	42	17,7
Education		
High School	64	27,0
Associate Degree	121	51,1
Bachelor	52	21,9
Experience (Years)		
5 and below	91	38,4
6-10	86	36,3
11-15	26	11,0
15 and above	34	14,3
Total	237	100

Table 2. Findings Regarding to Scale

Scale	Number of Items	Cronbach's Alpha	Avg.	Standart Deviation	Kolmogorov-Smirnov	
Safety Climate Scale	6	0,700	21,58	0,142	0,174	0,000

Table 2, shows the values for the scale. Accordingly, as a result of the analysis, it is seen that the average of the safety climate perception is 21.58 in the findings related to the perception of safety

climate. When the results of the normal distribution analysis of the variables were examined, it was determined that the safety climate scale was not normally distributed. Therefore, non-parametric statistical methods were preferred in the analysis of this scale (Mann-Whitney U, Kruskal-Wallis H).

Table 3. Findings Related to the Differences in the Occupational Safety Climate Perception of the Flight Attendants according to the Socio-Demographical Characteristics of the Participants

Variables	Avg. Safety Climate	Test	Test Value	p
Sex	21,66±0,19	MW-U	Z: -0,423	0,672
Female	21,50±0,21			
Male				
Marital Status	21,74± 0,23	KW-H	Chi-Square:0,757	0,685
Single	21,50±0,21			
Married	21,50±0,31			
Age		MW-U	Z: -1,845	0,065
18-29	21,80±0,20			
30-39	21,34±0,19			
40 and above				
Education	20,75±0,27	KW-H	Chi-Square 39,970	0,00
High School	21,35±0,19			
Associate Degree	23,58±0,14			
Bachelor				
Experience (Years)	21,868±0,22	KW-H	Chi-Square 9,482	0,024
5 and below	21,523±0,25			
6-10	20,500±0,35			
11-15	21,823±0,35			
15 and above				

MW-U: Mann Whitney U Test

KW-H: Kruskal Wallis H Test

Table 3, shows the values related to the differentiation of cabin attendants' perception of safety climate according to their demographic characteristics (Research Question 1). Accordingly, it has been determined that the safety climate perception of cabin attendant does not differ according to gender, marital status and age. The level of education and the perception of safety climate differ among the participants. Accordingly, it was determined that the safety climate perception of the participants at the high school level of education was lower than the participants at the undergraduate level. In addition, it was determined that the perception of safety climate in the participants at the associate degree education level was lower than the participants at the undergraduate education level. (KW-H: 39,970; p: 0.00). Years of experience also make a difference in the safety climate perception of cabin attendant. The results showed that the safety climate perception of participants with 5 or less years of experience was higher than participants with 11-15 years of experience (KW-H: 9,482; p: 0.024).

6. DISCUSSION AND CONCLUSION

Safety is a common and instinctive phenomenon for all living things. People also desire to be safe in every aspect of their lives. One of these areas is work life. Employees want to be in a safe climate

and work regardless of the sector. The aviation industry is one of these fields of study. In the current study, the job safety climate perception of cabin attendants is the subject. In this direction, the safety climate and the importance of the safety climate in aviation are explained. In the research, an answer was sought to the question of whether the safety climate differs according to the socio-demographic characteristics of the cabin attendants. When the relationship between the perception of the safety climate and the gender, marital status and age of the cabin attendants was examined, no significant difference was found. On the other hand, when the effect of age and education level of cabin attendants on the perception of safety climate is examined, it has been determined that there are significant differences. In other words, it was concluded that as the education level of cabin crew increases, their perception of safety climate increases (KW-H: 39,970; p: 0.00). In addition, it was determined that as the years of experience of cabin attendants increased, their perception of safety climate decreased (KW-H: 9,482; p: 0.024). Based on these findings, it is possible to say that as the years of experience of cabin attendants increase, the increase in efforts to prevent and improve the perception of safety climate will make a sectoral difference. In addition, it would not be wrong to say that it is important in aviation to increase the level of education for the increasing perceptions of the safety climate with the increase in the education level of the employees. The findings obtained within the scope of the research are also similar to the results made in different occupational groups in the literature. For example; Kaçar (2022:137) in his study in accommodation enterprises concluded that the perception of safety climate decreases as the experience period increases. Olcay and Olcay (2021:133) similarly concluded that the perceptions of the safety climate increase according to the education level of the employees in the accommodation establishments. Increasing safety in the aviation sector is possible primarily by determining the levels of safety climate perceptions of the employees in the aviation sector. In this sense, in-service trainings to be given to cabin crew will increase the safety climate perceptions of the employees. In particular, as a result of the current research, the inclusion and informing of more experienced employees in different types of training in improving the perception of the safety climate, which decreases as the duration of experience increases, will create awareness on these employees.

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KATKI ORANI / CONTRIBUTION RATE	AÇIKLAMA / EXPLANATION	KATKIDA BULUNANLAR / CONTRIBUTORS
Fikir veya Kavram / <i>Idea or Notion</i>	Araştırma hipotezini veya fikrini oluşturmak / <i>Form the research hypothesis or idea</i>	Asst. Prof. Seçil ULUFER KANSOY (Ph.D.) Asst. Prof. Nisan Nur ÇAKIR TEMEL (Ph.D.)
Tasarım / <i>Design</i>	Yöntemi, ölçeği ve deseni tasarlamak / <i>Designing method, scale and pattern</i>	Asst. Prof. Seçil ULUFER KANSOY (Ph.D.) Asst. Prof. Nisan Nur ÇAKIR TEMEL (Ph.D.)
Veri Toplama ve İşleme / <i>Data Collecting and Processing</i>	Verileri toplamak, düzenlenmek ve raporlamak / <i>Collecting, organizing and reporting data</i>	Asst. Prof. Seçil ULUFER KANSOY (Ph.D.) Asst. Prof. Nisan Nur ÇAKIR TEMEL (Ph.D.)
Tartışma ve Yorum / <i>Discussion and Interpretation</i>	Bulguların değerlendirilmesinde ve sonuçlandırılmasında sorumluluk almak / <i>Taking responsibility in evaluating and finalizing the findings</i>	Asst. Prof. Seçil ULUFER KANSOY (Ph.D.) Asst. Prof. Nisan Nur ÇAKIR TEMEL (Ph.D.)
Literatür Taraması / <i>Literature Review</i>	Çalışma için gerekli literatürü taramak / <i>Review the literature required for the study</i>	Asst. Prof. Seçil ULUFER KANSOY (Ph.D.) Asst. Prof. Nisan Nur ÇAKIR TEMEL (Ph.D.)

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