

A Study on the Relationship between the Performance of Civil Aviation Pilots in Relation to Job Stress, Fatigue, and Conflicts

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Abstract

The purpose of this study was to examine how their job stress, fatigue, and interpersonal relationships affect performance for civil aviation pilots. Through this, this study confirmed that the job stress of civil aviation pilots increases fatigue, reduces interpersonal relationships, and negatively affects performance. In other words, in order to improve the performance of civil aviation pilots, it is necessary to prepare measures to lower job stress and fatigue and improve interpersonal relationships. This study differs from previous studies in that most of the studies so far have been targeting military pilots, and research on civil aviation pilots is relatively insufficient. These findings suggest that fundamental problems such as work schedules and work overload are needed to reduce job stress and fatigue in order to improve the performance of civil aviation pilots.

Key Words: Civil Aviation Pilot, Job Stress, Fatigue, Performance, Commercial Airline

1. Introduction

As routes to Asia, Europe, and the United States diversify along with the demands in domestic and foreign travel increasing every year, 11 airlines included in domestic FSCs and LCCs operate domestic and international air routes. And because of this the number of pilots required is also increasing, and in response to the increasing demand for aviation, flight routes, number of aircrafts and airline sizes are also expanding. However, this situation leads to problems such as route congestion, airport congestion, increased worker workload, and frequent airplane breakdowns.

Pilots belonging to commercial airlines are exposed to stress related to their working environment, such as tension during flights, irregular commuting times, jet lag due to long-distance flights to Europe or the United States, and irregular sleep and meal times (Eunju Choi, Jeongah Kim, 2011). This kind of job stress is defined in various forms, but there is a lack of