

SERVICE AND SAFETY PERCEPTION OF INDIAN AIRLINES PASSENGER DURING GLOBAL PANDEMIC

Dr. RITHICK BALAJI¹, Mr. DILIP FERNANDEZ² & H. NAMEERA BANU³

¹Professor and Principal, Remo International College, India

²Assistant Professor, Remo International College, India

³Student, Remo international college, India

ABSTRACT

Aviation is one of the most important industries when it comes to transportation. It helps us connect with multiple continents and countries with the help of various airlines available in the world. The rise of the Covid-19 outbreak in all parts of the world, saw the fall in aviation traffic flow around the world. This forced the International governing bodies to put a stop to the aviation industry and stop travel itself. The global pandemic caused the loss in economy in countries because of the shutdown of the aviation industry. In this study we are focusing on the perception of passengers in India and trying to understand how they view the global pandemic's effects on the aviation industry. A sample size of 175 was taken into consideration and a convenience sampling method was used to collect data. Data was collected in the form of questionnaires and google forms. The analysis from this study helps us to better understand the public's views on travelling during a global pandemic.

KEYWORDS: Aviation Industry, Global pandemic, Safety & Service Passengers Satisfaction