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Türkiye’de Havayolu Sektöründe Kural Dışı Yolcular: Zorluklar, Eksiklikler ve Daha Etkin Bir Düzenleme Sistemi İçin Öneriler

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ABSTRACT

The attitudes and behaviors of passengers, both before and during flights, are of great importance for aviation safety and security. In this context, passengers who engage in behavior that endangers the safety and security of the aircraft and equipment, disrupts order and safety, or causes material damage to the aircraft or other passengers or cabin crew, and do not comply with the rules established by civil aviation authorities, are defined as unruly passengers. The airline industry is facing increasing challenges in dealing with unruly passengers, who pose significant safety risks and create extra costs by disrupting flight operations. The aim of this study is to analyze the profile of unruly passengers in Turkey by examining the unruly passenger notification reports sent by airlines to the Directorate General of Civil Aviation (DGCA). The study aims to identify deficiencies in the regulatory system that cause delays in the process from the occurrence of incidents to the imposition of administrative fines. The data for the study was compiled from the unruly passenger complaint forms received by the DGCA in Turkey between 2019-2022. The findings of the study are important for policymakers, airlines, and passengers. Policymakers can use the recommendations to develop more effective policies and practices for dealing with unruly passengers, while airlines can use training and awareness programs to address unruly passengers and overcome operational disruptions that cause costs. Passengers can benefit from the study by better understanding the consequences of unruly behavior on flights and the importance of complying with safety regulations. The findings of the study are significant for the airline industry on both national and international levels, and are of value to policy makers, airlines, and passengers alike.

KEYWORDS Airline Passenger Transportation; Unruly Passenger; Aviation Safety

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