Crew Resource Management Effectiveness and Acceptance in the Philippine Aviation Industry

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Abstract

A great percentage of aviation accidents have been attributed to pilot error. NASA researchers who analyzed the cause of jet transport accidents and incidents between 1968 and 1976 concluded that pilot error was more likely to reflect failures in team communication rather than deficiency in technical proficiency. Crew Resource Management (CRM) was institutionalized in many aviation companies to curb these pilot errors through effective communication and so that the crew can cope with situational demands that would otherwise overwhelm crewmembers. However, culture differences may affect behavior of pilots inside the cockpit. The presence of authoritarianism inside the cockpit may play a crucial role in the effectiveness of CRM implementation. The purpose of this paper is to determine the effectiveness and acceptance of CRM training among Filipino pilots in aviation companies in the Philippines. A convenient sample of 88 pilots from four aviation companies participated in this study. Results suggest, however, that authoritarianism does not exist in the Philippine scenario. As such, it can be concluded that CRM training has a significant effect on the behavior of Filipino pilots.