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## AIRLINE RESCUERS

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## Abstract

Recently, at a global level, the COVID19 pandemic has had an impact on both people's lives and companies. This has been devastating the economies, leaving the entire sector completely destroyed. Thierry Breton, European commissioner of interior markets, points out that airlines may suffer up to 90% drops in their activity. Following these discussions, some of the measures presented, which aim to regain the confidence of air travel consumers, will provide them security. Among the different measures considered in this work, we propose to explore the implementation of the Certification of aviation infrastructures, the offer of an individual Containment Kit (disinfectant gel, protective gown, reusable mask, gloves...), the disinfection of spaces before and after each flight and the mandatory use of protections, as well as the passage of consumers of aviation services and their luggage through disinfection capsules at the entrance and exit of the aircraft. With the establishment of these measures, is expected a gradual return to normality in this fundamental area in the economy and, in particular, in Tourism.

## Keywords

Airline, Safe, Trust, Rescuers

## Introduction

A new virus COVID-19, appeared in Wuhan, China, for a cause still unknown, has exceeded 3 million cases and 270 000 deaths. In addition to this pandemic having taken lives of many people, it also forced companies to fire employees and temporarily close it down.

Due to the high impact of the pandemic, different countries of the world were forced to declare a state of emergency, thus putting into practice the mandatory confinement measure which conditions the free movement of people and goods. Although the danger that COVID-19 represent to society is imminent, some countries have devalued it and have responded very slowly. After many months of patience and uncertainty, measures such as wearing a mask have remained mandatory, however the population remains concerned and frightened by the virus.

In this way, this research evaluates the impacts caused in the aviation sector and present possible solutions for the return of its normal functioning.

## Literature Revision

Due to the state of calamity lived around the world the measures implemented far exceeded mere mandatory confinement, such as social distancing (Lau et al., 2020). In case of aviation this is vital for the growth of local and global economies, as for COVID-19 the distribution of cases is found particularly in Asia, as this is where most international flights are destined, such as for Europe and North America (Lau et al., 2020). Due to the dimension of the impacts caused, it is estimated that airlines may suffer up to 90% drops in their activity, something that will be quite difficult to recover as airlines are only prepared to survive between 3 to 6 months, needing mandatory state support (McKinsey & Company, 2020). Thus, it is expected that the impacts can last for about a year and a half, failing to return to daily activity before 2022 (International Civil Aviation Organization [ICAO], 2020), expecting a 32% to 59 % reduction in seats available on the airplanes and 236 billion monetary losses (Molenaar et al., 2020) until the end of 2020, the job losses may reach the value of 25 to 30 million (Lacus et al., 2020).

All this situation can cause excessive stress to the employees, due to a reduction in personnel and a longer workload (European Pilot Peer Support Initiative [EPPSI], 2020). In order to recover the values achieved, it is necessary to question what can be done in the short, medium and long term, having been studied some crucial measures to be respected at airports as personal and protective equipment (Rowan et al, 2020), to respect in the airports before and after any flight, such as Online Check-in and Touchless vending machines (SimpliFlying, 2020). It is also directed towards a post-pandemic effort that companies like Amadeus are improving their digital marketing strategies, optimizing the use of banners according to the customer's research (Amadeus, 2020); the airlines will filter the cabin air through new technological filters, since technologies will be fundamental to combat the virus (Elavarasan & Pugazhendhi, 2020).

One of the major problems worldwide, pollution, has decreased substantially (Wang et al., 2020) since the restrictive measures adjacent to the virus were implemented. Another benefit

and consequent point of the previous one is the decrease of the ozone layer (Sicard et al., 2020).

In this work, a main focus will be given to the Dominican Republic, country of the Latin America. This, in terms of aviation had until the pandemic a prediction of growth of 98% until 2037, which translates in an addition of 6.3 million of passengers (International Air Transport Association [IATA], 2017), mostly from the USA, the main issuing market. Regarding the policies against the virus, the country has been working identically as the rest of the world, suspending the country's services until May 17. (Dominican Republic, 2020).

In order to help the economy, recover, the IMF is advancing with financial assistance that will help even the balance of payments. To Dominican Republic, this support amounts to 650 million dollars (International Monetary Fund [IMF], 2020).

## Methods

In order to obtain some indicators that would validate our proposal, we prepared a semi-structured questionnaire, composed of closed and open questions. We used a non-probabilistic sampling method, convenience, disseminating the questionnaire to university colleagues, teachers and friends from social networks between May 15 and 20, 2020.

Content analysis, word cloud, was the tool used in the treatment of the data obtained. The intended objective was to perceive the extent to which the pandemic caused the fear of traveling by plane and, if so, what measures could help restore the safety and confidence of tourists. Secondary data related to Portuguese tourists' trips to the Dominican Republic are also mentioned.

## Results

With the survey we obtained 159 valid responses, which translates in a sample with a dimension of 159, whom 95 are female (59.7%), being the age range between 31 and 40 years old (25.2%) the modal class and the others being balanced in terms of frequency. The remaining age groups, 20-30, 41-50 and > 50 correspond to 69.1%.

Based on the question "How often did you travel by plane before the pandemic?", through the Likert scale (1 – reduced regularity and 5 – high regularity) 88 answered that they don't travel much (1 and 2), 46 people traveled sometimes (3) and 25 people traveled more frequently (4 and 5).

When it was asked "Taking into account the current pandemic situation, are you afraid to travel?", 19 (11.9%) answered that they have no fear, 24 (15.1%) are a bit afraid, 40 (25.2%) have some fear, 35 (22%) are afraid and 41 (25.8%) people are very afraid to travel.

Among the 159 responses, 82 indicated measures they would like to see implemented, represented in the cloud of words shown previously, in which we can observe that the most frequent are "Security", "Disinfection", "Test" among the common words referent to passengers, plane and seats.

To perceive the acceptance of our proposal, we asked "Do you think that the implementation of a disinfection tunnel for people and luggage at airports would help to regain the confidence of traveling?", concluding that for 19 people (11.9%) it would not help,



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