THE PERFECT STORM?
(The Impact of COVID: Change, Wellbeing/Morale & Safety Oversight)

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Introduction

1. About Project
2. COVID Survey
3. Survey Findings
   - Change
   - Wellbeing/Morale
   - Safety Oversight
   - Stress Coping
   - Company Values/Supports
4. Conclusions
5. Acknowledgements
– Understanding lived experience & behavior.

– Understanding & measuring impact of Work-Related Stress (WRS) on wellbeing, performance and safety.

– Resilience: Why do some workers cope better than others?

– Change: Evidence-based and Solutions-focused - for aviation workers and industry.
## Research

<table>
<thead>
<tr>
<th>#</th>
<th>When</th>
<th>Group</th>
<th>Method/What</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>2015 to 2016</td>
<td>Pilots (n= 103)</td>
<td>Informal Interviews</td>
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<td>2</td>
<td>2018</td>
<td>Pilots (n=33)</td>
<td>Workshops</td>
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<td>3</td>
<td>2018/2019</td>
<td>Pilots (n= 1,059)</td>
<td>Wellbeing Survey</td>
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<td>4</td>
<td>2019/2020</td>
<td>Aviation stakeholders (n=15)</td>
<td>Workshops/Interviews</td>
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<td>5</td>
<td>August 2020</td>
<td>All aviation workers (n=2,050)</td>
<td>COVID Survey</td>
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Understanding Problem | Evaluating Lived Experience & Existing Solutions | Recommendations
COVID Survey - 3 Big Questions

– **Change** – speed & extent unprecedented
– **Morale & Wellbeing** of Safety-Critical Staff
– **Lack and/or Delegation of Safety Oversight**
The Impact of COVID-19 Pandemic on Aviation Workers & The Aviation System

- Anonymous online survey
- Involved Stakeholders in survey design
- PHQ-9 and GAD-7
- Snapshot (3 weeks – August 2020)
- Diverse sample
  - Age
  - Gender
  - Experience
- Targeted all Safety-Critical workers in Aviation
- 2,050 participants
- 38% Pilots
- 19% Cabin Crew
- 11% Air Traffic Control
- 8% Maintenance/Engineering
Has Your Job Status Changed during COVID?

- All (n=2050)
- Pilots (n=669)
- CCM (n=354)
- ATC (n=203)
- MX (n=142)

% of Yes and No responses for each category:
Have you lost your job since COVID-19?

- All (n=952): 52% Yes, 48% No
- Pilots (n=395): 60% Yes, 40% No
- CCM (n=255): 56% Yes, 44% No
- ATC (n=41): 78% Yes, 22% No
- MX (n=75): 60% Yes, 40% No
Are you now on reduced salary since COVID-19?

- All (n=467)
- Pilots (n=156)
- CCM (n=148)
- ATC (n=31)
- MX (n=40)

Yes | No
My Mental Health Has Worsened Since COVID 10 Pandemic

- **All**
- **Pilots**
- **Cabin Crew**
- **ATC**
- **MX**
- **Others**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
Depression levels per age group (PHQ-9)

- None: <25 years (n=84), 25-35 (n=499), 36-45 (n=536), 46-55 (n=427), 56-65 (n=228)
- Mild: <25 years (n=84), 25-35 (n=499), 36-45 (n=536), 46-55 (n=427), 56-65 (n=228)
- Moderate: <25 years (n=84), 25-35 (n=499), 36-45 (n=536), 46-55 (n=427), 56-65 (n=228)
- Mod. Sev.: <25 years (n=84), 25-35 (n=499), 36-45 (n=536), 46-55 (n=427), 56-65 (n=228)
- Severe: <25 years (n=84), 25-35 (n=499), 36-45 (n=536), 46-55 (n=427), 56-65 (n=228)
Anxiety levels per age group (GAD-7)

- None/Little
  - <25 years (n=84)
  - 25-35 (n=499)
  - 36-45 (n=536)
  - 46-55 (n=427)
  - 56-65 (n=228)

- Mild
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- Severe
  - <25 years (n=84)
  - 25-35 (n=499)
  - 36-45 (n=536)
  - 46-55 (n=427)
  - 56-65 (n=228)
Job Status Change vs Rates of Depression & Anxiety in Pilots (n=669)
Job Status Change vs Rates of Depression & Anxiety in Cabin Crew (n=354)
Job Status vs Rates of Depression & Anxiety in ATC/ATM (n=203)
Job Status vs Rates of Depression & Anxiety in Maintenance/Engineering (n=142)

None
Mild
Moderate
Mod. Sev
Severe
None/Little
Mild
Moderate
Severe

Yes %
No %
How would you rate your competence and ability to do your job safely and to the required standard now, compared to before the COVID-19 pandemic?
How would you rate the overall level of safety within your organisation now, compared to before the COVID-19 pandemic?

- All (n=1614)
- Pilots (n=612)
- CCM (n=322)
- ATC (n=192)
- MX (n=120)

- Greatly improved
- Improved
- No Change
- Deteriorated
- Greatly Deteriorated
How would you rate the level of safety oversight from within your organisation now, compared to before the COVID-19 pandemic?

- Greatly improved
- Improved
- No Change
- Deteriorated
- Greatly Deteriorated

- All (n=1,222)
- Pilots (n=417)
- CCM (n=235)
- ATC (n=183)
- MX (n=95)
How would you rate the level of safety oversight from your national regulator/aviation authority now, compared to before the COVID-19 pandemic?

- All (n=1,222)
- Pilots (n=417)
- CCM (n=235)
- ATC (n=183)
- MX (n=95)

Greatly improved | Improved | No Change | Deteriorated | Greatly Deteriorated
--- | --- | --- | --- | ---
My Company Cares About My Wellbeing

- **Strongly Agree**: 0.00%
- **Agree**: 5.00%
- **Neutral**: 10.00%
- **Disagree**: 15.00%
- **Strongly Disagree**: 20.00%
Supporting and maintaining positive mental health for aviation 'Safety-Critical Workers' during the COVID-19 pandemic is a key priority for my airline.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
Has your company provided you with any specific support to cope with stresses arising from COVID and any changes to your wellbeing?

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<th>Yes</th>
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<td>All</td>
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Options: Yes, No
Aviation workers who are currently working in "Safety-Critical" roles need support to maintain their wellbeing during the COVID-19 pandemic.

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

- All
- Pilots
- Cabin Crew
- ATC
- MX
- Others
Those 'Safety-Critical' aviation workers who are currently not working, need support to maintain their wellbeing now, so that they are fit to return to work post the COVID-19 pandemic.
Conclusions

1. Aviation Workers

2. Aviation Organisations supporting them
   - Airlines
   - MRO

3. Wellbeing

4. Regulator

Professionalism | Duty of care/responsibility | Compassion | Safety Oversight | Responsible work
Problem Space, Stakeholders & Wellbeing Culture

- Org supports are provided – suitability/fit for purpose?
- Roles & responsibilities need consideration
- Wellbeing Culture?
- COVID Context & Need for Support

Defining/understanding the problem

Identifying and testing solutions

Choosing and implementing a solution

Need other solutions/ change existing approach...

Culture, Values & Leadership?

Need to embed wellbeing
- Training
- Occupational health and support
- Safety/Risk
- Flight Planning/Rostering
Conclusions
– The World Health Organisation have called for **reliable information** about mental health changes associated with the pandemic to be used by policymakers and service providers, so that **decisions are underpinned by knowledge** of the extent of changes in population mental health, and of who is most **vulnerable to symptoms of mental distress**.
Something to think about....

– What you look for is what you find
– What is going on in your backyard?
– No evidence of a problem is not the same as evidence of no problem.
– Not knowing is no defence, if you ought to have known.
Acknowledgements

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• Thanks also to the following groups who have supported this survey/research