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Metin SÜRME¹, Burak ÇUBUK²

THE EFFECT OF WORKING TERMS AND CONDITIONS OF AIRLINE CABIN CREW ON WORK-FAMILY CONFLICT AND LIFE SATISFACTION

Summary. As in all service-oriented sectors, there is competition in the airline transport sector. During the flight, it is the cabin crew who represent the service quality and company success. Cabin crew members are regarded as the most important customer representatives of the company, as they provide face-to-face service to passengers. This situation means that cabin crew frequently experience stressful situations that require special effort. In addition, they may stay away from social relations both in their business life and in their private and family lives, which may cause them to experience mental and physical fatigue, disconnect from life and experience work-family conflict. Work-family conflict is a situation that has negative effects on the individual. The individual experiencing work-family conflict may be under stress, and this stress may cause emotional symptoms such as dissatisfaction and unhappiness. In this context, in order to determine the effect of working terms and conditions of airline cabin crew on work-family conflict and life satisfaction, a survey was conducted with 484 cabin crew residing in Istanbul. The data obtained were analyzed using Spss Statistics 21 software. In line with

¹ Faculty of Tourism, Gaziantep University, July 15, University Boulevard, 27410 Gaziantep/Türkiye. Email: surmemetin@gmail.com. ORCID: <https://orcid.org/0000-0001-9810-7073>

² Institute of Social Sciences, Gaziantep University, July 15, University Boulevard, 27410 Gaziantep/Türkiye. Email: burakcubuk1@hotmail.com. ORCID: <https://orcid.org/0000-0001-9810-7073>

the results obtained, it was concluded that the relationship between working terms and conditions, work-family conflict and life satisfaction is positive.

Keywords: airline cabin crew, work-family conflict, life satisfaction

1. INTRODUCTION

Tourism is a set of activities that include meeting the needs of people during their temporary accommodation and travelling outside their residence. Tourism, which is an active service sector, is developing and expanding rapidly. The tourism movement, which accelerated with the Industrial Revolution, has shown a significant development in Turkey after the 1980s. It is at an important point due to its close relationship with other sectors as well as the employment and income effects created by the tourism sector (Gökmen, 2019). The development of the transport sector is very effective in the development of tourism. In the globalizing world, businesses need to make the best use of the opportunities available to them in order to increase their competitiveness and maintain their continuity.

Developing technology in transport and communication connects the world and eliminates the concept of distance. As in the world, airline companies have shown a rapid growth with the developing technology in Turkey as well as in the world. With the increase in both domestic and international demands, companies are making various investments and breakthroughs in order to grow and strengthen institutionally (Tektaş & Öz Ceviz, 2021).

The civil aviation sector is developing day by day and the passenger carrying capacity of airline companies is increasing. With the development of transportation, the most preferred means of transport in recent years has been airline transport. This growth in the aviation sector has generated significant employment opportunities, attracting individuals seeking careers in cabin crew. Cabin officers start their duties after a comprehensive training process. They take responsibility for the safe and secure realization of the flight by using all available resources in the most efficient way during the flight process. While performing their duties thousands of feet above the ground, they are prepared for all kinds of emergencies, giving all their attention and perception to their work and the entire cabin crew works in harmony with clear communication. It is the responsibility of the cabin crew to ensure that the flight goes smoothly and that the services of the airline company they represent are provided to the passenger in the best way possible. Cabin officers keep their knowledge fresh by attending professional trainings in certain periods. Since airline transport is a sector that provides uninterrupted service day and night, irregular working hours and long flights with accommodation programs affect their lifestyles (Konak, 2020).

In the light of this information, this study investigated the effects of working terms and conditions of cabin crew members, who are an important part of the airline industry, on work-family conflict and life satisfaction.

2. TERMS AND CONDITIONS OF EMPLOYMENT

Working conditions can be defined as the conditions in the workplace that are formed by the interaction of the work, the working environment and the person doing the work with each other, such as the physical strength, gender, age and social status of the individual and the work being easy or difficult, affecting the health status, the suitability of the working environment to the health conditions, the duration of the work, the adequacy of the wage received

(Sözlük, 2024). Working conditions, on the other hand, can be defined as a whole formed by elements such as how much the employee will be paid, working hours, working time, where the working environment of the employee will be, the work to be done, the physical characteristics and layout of the working environment, communication style with other colleagues in the work environment, etc. (Questionpro, 2024).

When the working conditions of airline flight personnel are analyzed, it is seen that many different factors come together. It has been observed that both psychological and physical health of the employees are adversely affected if the working terms and conditions are poor, while employee productivity increases when the working environment is perceived positively. Therefore, working terms and conditions are very important for both employees and organizations affected by the productivity of employees. The working conditions and working environment, working hours and working hours of cabin crew are different from other professions. Cabin crew spend most of their working hours thousands of feet above the ground, under high pressure, in artificially oxygenated aircraft. Working at high altitude can cause physiological and psychological effects. In addition, the ergonomic structure of the aircraft may require cabin crew to cope with many problems during operation. They are required to use heavy equipment under inclination and pressure in a narrow, cramped and crowded working environment. When they are not careful in these conditions, they may experience physical injury. In addition, pressure difference, time difference, irregular working hours, heat, humidity and climate difference also affect cabin crew (Zorlu, 2023).

Cabin crew members' duties related to safety and security can be analyzed under two main headings. The first one is to make observations to prevent situations that may threaten safety and security and to provide necessary communication. For example, it is to check the necessary sections and compartments at certain intervals to ensure that there is no fire or smoke in the cabin. The second is to ensure the safety and security of passengers in emergencies that occur despite the measures taken, and to implement emergency procedures in the fastest way possible with the least possible damage. For example, when an emergency occurs, it is to evacuate the passengers and crew on board the aircraft according to the instructions of the captain pilot within the periods tested in the aircraft certification (Arıkan, 2020).

2.1. Life satisfaction

Life is defined as all the time an individual spends at work and outside of work. Work is the environment in which a person does what is required of him/her at certain hours of the day in return for the money he/she needs to earn in order to sustain his/her life. Non-work time can be divided into two as the time spent on one's own personal pleasures and the time spent with family, relatives, friends, home, etc. apart from one's own personal pleasures. Life satisfaction can be defined as the emotional reactions of the individual to work, personal leisure time outside work and other time outside work (Dikmen, 1995).

Work life is in a central position in the lives of most individuals. The individual spends most of his/her life in the role of employee. In this respect, the effect of working life on life satisfaction has a very important place. Job satisfaction is considered as a sub-field of life satisfaction. It is a fact that satisfaction in working life and general life satisfaction affect each other. Job satisfaction has positive or negative effects on life satisfaction, and life satisfaction has positive or negative effects on job satisfaction (Keser, 2005).

Selim (2008) analyzed general life satisfaction and happiness by using OLM (ordinal logistic model) for the years 1990, 1996 and 2001 of the World Values Survey. It was observed that high-income level, being married and good health positively affected life satisfaction and

happiness. Some of the results obtained in this study are similar to typical findings, such as negative age effect, positive effects of income and health status and negative effect of unemployment. Contrary to expectations, secondary education has a direct negative effect on life satisfaction for women and higher education level is insignificant in the life satisfaction model. By comparing the relationships of happiness and life satisfaction across different years, this research aims to provide policymakers and professionals with insights to improve the perceived lives of Turkish people (Selim, 2008).

Akın and Şentürk (2012) used the European Quality of Life Survey to estimate the happiness levels of individuals using OLM. In the study, it was observed that being male, being in good health and being married had positive effects on happiness levels. On the other hand, being well-educated was found to have a negative effect on happiness due to higher expectations. The happiest groups in the sample were students and pensioners (Akın & Şentürk, 2012).

2.2. Work-Family conflict

In academic studies, it is stated that work and family conflict is two-way in the form of work-family and family-work and is related to each other. The roles that people assume during their lives can be listed as spouse role, father role, employer role, employee role, etc. Work-family conflict is the simultaneous conflict of the roles undertaken by individuals due to work and family demands. In work-family conflicts, an individual's role prevents him/her from fulfilling the requirements of the other role due to excessive role load. Obligations in business life affect obligations in family life, and obligations in family life affect obligations in business life (Akın & Karakulak, 2019; Aslan, 2022).

In modern societies, the stress situation arising from work-family conflicts causes negativities such as low productivity, health problems, wanting to quit work, and this situation increases business costs. Work-family conflict also affects the status of employees at work. Irregular working hours may increase work-family conflict by negatively affecting employees' job satisfaction and performance. For individuals, work and family are two important elements of their lives. Therefore, simultaneous role conflicts negatively affect individuals and organizations. While an individual undertakes many roles related to work and family life throughout his/her life, it is not possible to fulfil these roles in order. The conflict that starts at this point creates pressure on the individual. This pressure affects the life satisfaction and quality of the individual (Firat & Cula, 2016).

When work life starts to interfere with family life, commitment to the organization starts to decrease. Attitudes such as not being valued in work life, humiliation, being despised and looked down upon, being burdened with excessive workload, and humiliation of employees reduce commitment to the organization. Unreliable behaviors of managers in the workplace, not keeping promises, delaying or not making the employee's salary, salary increase, not promoting the personnel who should be promoted, calling them to work on their days off, various reasons such as these reduce the trust of the working individual in the organization (Küçükkoç, 2021).

Due to the patriarchal structure, working women have more role duties. Women both fulfil their role duties at the workplace and fulfil the housework that the traditional structure imposes on women. Household chores, child care, care of family members living with them at home, problems and care of the spouse are all burdened on women. However, at the point where she cannot keep up with these responsibilities, she experiences work-family conflict. As a result of the conflict, she may prefer to quit her job. Increasing pressure on the employee reduces their performance and willingness to work at work. In short, conflict reduces the productivity of

the employee and negatively affects the success of the organization (Özgül et al., 2020; Küçükkoç, 2021).

2.3. Job satisfaction

In today's world, businesses competing in global market conditions should seize opportunities by adapting quickly to changing dynamics. In order for the business to achieve success in the external environment and leave its competitors behind, it must be able to manage the dynamics in its internal environment well. The most important internal factor of an enterprise is its employees. Employees' attitudes towards work can be positive or negative. The fact that employees are satisfied with their jobs and have positive attitudes towards work and the business is defined as job satisfaction, while being dissatisfied with their jobs and having negative attitudes is defined as job dissatisfaction. Job satisfaction is analyzed in different ways, such as general satisfaction with work, security satisfaction, wage satisfaction, satisfaction with social working conditions, satisfaction with supervision, satisfaction with development opportunities, etc. Job dissatisfaction, on the other hand, manifests itself in the form of tardiness, absenteeism, frequent job changes, low performance, etc. In short, while job satisfaction of the person affects the business positively, job dissatisfaction affects it negatively. Therefore, businesses that want to achieve success in the competitive environment of the global world should invest in their employees and ensure that they develop positive attitudes towards work and business (Temel Eğinli, 2009).

2.4. History of civil aviation

Although the history of aviation started with the controlled flight of the Wright brothers in 1903, Gustav Albin Weisskopf made the first controlled flight in 1902. Weisskopf is the pioneer scientist of civil aviation who emigrated from Germany to America. In the books of aviation history, it is stated that brothers Orville and Wilbur Wright made the first controlled flight with a heavier-than-air aircraft on 17 December 1903. The Wright brothers built and flew the first fully controlled airplane in 1905. Civil aviation started in the USA in 1911 with mail transport. The first use of the airplane for military purposes was in 1910 in the USA. In war, the Kingdom of Italy first used the aircraft in the Tripoli War. The Ottoman Empire was the first to shoot down an airplane in history. Since the airplanes had 2-3 seats and a narrow range, they were used for mail transport or military use. At the end of the 1930s, with the developments in the piston engine, the range, speed and capacity of aircraft increased. Thus, civil aviation started a rapid development process (Nergiz, 2008; Mackenzie, 2010; Dobson, 2017; Güngör, 2023).

The development of airline transport in Turkey is in parallel with the development in the world. When the Ottoman Empire shot down an Italian fighter plane in the Tripoli War in 1912, studies on military aviation began. After the declaration of the Republic, the importance of aviation increased and efforts were made to improve the legal and institutional regulations, as well as the conditions of facilities and vehicles. With the establishment of the "Turkish Teyyare Society" in 1925, the institutional foundations of Turkish civil aviation were laid. "State Airways Administration" was established in 1933 under the Ministry of National Defense. This institution was responsible for establishing transport and civil airways. Civil air transport started in 1933 with a small fleet of 5 aircraft under the name of "Turkish Air Mail" (Korul, 2003; Bakırcı, 2012; Deniz, 2016; Yılmaz, 2020).

Nuri Demirag opened an aircraft factory in Beşiktaş, Istanbul, an aircraft-engine factory and a sky school in Sivas Divrigi, and an airport and a flight school in Yeşilköy, Istanbul. In the 1940s, Turkey ranked third in Europe in the aviation industry, both in the public and private sectors. Nuri Demirag built the first Turkish type passenger aircraft with local workers and engineers. The Nu/D-38 type passenger aircraft won the first place in the "European Class A" category in 1938. Due to the aircraft and aircraft engines that Turkey received from the USA as part of the economic aid based on the Marshall Plan, production in THK's aircraft and engine factories was interrupted, and the engine factory was converted into a tractor factory in 1952. In the aircraft factory, production stopped in 1959 and maintenance and repair continued until 1965, but tractor production started in this factory in 1964 (Korul, 2003; Yurtoğlu, 2016; Yılmaz, 2020).

After the end of the Second World War, civil aviation activities accelerated in Turkey. Aircraft were modernized and airport construction was prioritized. New lines were opened and the number of aircraft increased. While Turkey had 5 aircraft with a capacity of 28 seats in 1933, in 2023, two major airline companies operate with a fleet of 663 aircraft (629 passenger aircraft and 34 cargo aircraft) and a capacity of 128,895 seats (Böcüoğlu Bodur, 2023). In addition, Turkish Airlines, our flag carrier company, flies to 342 destinations in 129 countries as of today (Yılmaz, 2020).

Regulations made in 2003 have been the turning point of civil aviation. Since then, the quality of services has increased and prices have decreased. With these regulations, civil aviation has gained a competitive market structure. Civil aviation has grown rapidly with the regional aviation policies and the target of "Every Turkish Citizen will take a plane at least once in his/her life" initiated in 2003. Air transport companies, ground handling companies, total number of aircraft, total seat capacity, total cargo capacity, number of active airports, total number of aircraft, number of personnel and turnover amounts have shown growth and development. Despite the crises and adversities experienced, the aviation sector has developed and grown. The number of domestic airports has increased, and the local network has expanded. In addition, Istanbul Airport was opened as the world's largest airport in 2019. This breakthrough is an important step towards Turkey becoming one of the important countries in aviation (Yılmaz, 2020).

3. METHOD OF THE STUDY

A questionnaire was preferred as a data collection tool in the research. A study was conducted to determine the effect of working terms and conditions and work-family conflict on life satisfaction of cabin crew working in airline companies in Turkey. The questionnaire used in the research consists of four separate sections. In the first section, there are questions about demographic and descriptive characteristics of the participants, while in the second section, the "Perception Scale on Physical Working Conditions" consisting of thirty-two items developed by Öz in 2020 to determine the effect of working terms and conditions on cabin crew (Öz, 2020). In the third section, in order to determine the life satisfaction of cabin crew members, Akdoğan used the six-item "Life Satisfaction Scale" (Akdoğan, 2022) and finally, in the fourth part, the "Work-Family Conflict Scale" (Arıkan, 2020) consisting of ten items in Arıkan's (2020) study was used to measure the work-family conflict experienced by cabin crew.

The population of this planned thesis study consists of cabin crew status employees actively working in airlines residing in Istanbul. The sample of this study will consist of 484 cabin crew members actively working in airlines in 2024. SPSS 21 statistical package program was used

to enter the questionnaires and analyze the data. The data obtained from the questionnaires were entered into the SPSS 21 program. Firstly, demographic information was included in the descriptive analysis method. Then, each scale questions were analyzed separately by exploratory factor analysis method. Reliability test and normality tests of the factor sub-dimensions obtained by factor analysis were performed. The obtained data were subjected to regression analysis. The results are presented in the findings section. Some of the presented research was carried out as part of the work (Çubuk, 2024).

4. FINDINGS OF THE STUDY

4.1. Information on demographic characteristics of participants

In order to determine the demographic characteristics of the participants, in the first part of the questionnaire form, the participants were asked about age, gender, marital status, educational status, employment status of the spouse, number of children, from whom support was received in housework-child care issues and experience in the profession. The data obtained were evaluated by descriptive analysis method.

Tab. 1
Distribution of demographic characteristics of the participants

Age Distribution	Frequency	Percentage %
26-33	219	45,3
34-41	142	29,3
18-25	95	19,6
42-49	28	5,8
Gender Distribution		
Female	340	70,2
Male	144	29,8
Marital Status Distribution		
Single	295	61,0
Married	189	39,0
Education Status Distribution		
License	430	88,8
Associate Degree	36	7,4
Master's Degree	13	2,7
High School	5	1,1
Spouse Work Distribution		
Not Married	300	62,0
Works Full Time	164	33,9
Not working	17	3,5
Works Part Time	3	0,6
Number of Children Distribution		
No Child	349	72,1

1 Child	75	15,5
2 Children	55	11,4
3 Children	5	1,0
Distribution of Receiving Support		
No Support	345	71,3
Nursery/Kindergarten	44	9,1
Salaried employee	34	7,0
Family Elders	31	6,4
Spouse	24	5,0
Relatives, Neighbors, Friends	6	1,2
Occupational Experience Distribution		
4-7Years	153	31,6
8-11 Years	149	30,8
1-3 Years	96	19,8
12-15 Years	56	11,6
15 Years and Over	30	6,2

According to Table 1, 45.2% of the participants are between the ages of 26-33, 29.3% between the ages of 34-41, 19.6% between the ages of 18-25 and 5.8% between the ages of 42-49. It is seen that 70.2% of the majority of the participants are women. 29.8% of the participants are male. When the aviation sector is analyzed, the fact that the majority of cabin crew members are female is also reflected in the survey participants. When we look at the marital status of the participants, it is seen that 61.0% of the participants are single, while 39.0% of the participants are married. Among the cabin crew members participating in the study, 1.0% are high school graduates, 7.4% are associate degree graduates, 88.4% are bachelor's degree graduates and 2.7% are master's degree graduates. As can be seen in the data, the majority are bachelor's degree graduates. While 62% of the participants were unmarried, 33.9% of them had a full-time spouse and 0.6% had a part-time spouse. The rate of those whose spouses do not work is 3.5%. It is seen that 72.1% of the participants do not have children. However, 15.5% have 1 child, 11.4% have 2 children and 1.0% have 3 children. While 71.3% of the participants do not receive support for housework and childcare, 9.1% receive support from nursery-school, 7.0% receive support from paid employees, 5% receive support from spouses, 6.4% receive support from family elders and 1.2% receive support from relatives-neighbors-friends. Among the cabin crew members participating in the study, 19.8% have been working in the profession for 1-3 years, 31.6% for 4-7 years, 30.8% for 8-11 years, 11.6% for 12-15 years and 6.2% for more than 15 years.

4.2. Findings related to exploratory factor analysis

Exploratory factor analysis was conducted to examine whether the definitions expressing the variables in the hypotheses created within the scope of the purpose of the study were collected under the designed variables.

The results of the exploratory factor analysis of the physical working conditions scale are given in Table 2. Barlett's test was significant as a result of factor analysis. Chi-Square=8853,533, sd=406, p=0,000) and KMO value was calculated as 0,956. These data we obtained show the suitability for factor analysis. The total variance between the factors was found to be 57,774%. Factor loadings were rotated with Varimax method for ease of interpretation.

Tab. 2

Perception scale findings regarding physical working conditions

	Question Number	Factor Load	α	CR	AVE
Perceived Comfort (PC)			0,757	0,732	0,406
PC 1	1	0,626			
PC 2	4	0,632			
PC 3	5	0,622			
PC 4	10	0,669			
Effort Used (EU)			0,914	0,863	0,321
EU 1	2	0,639			
EU 2	3	0,572			
EU 3	6	0,649			
EU 4	7	0,701			
EU 5	8	0,670			
EU 6	9	0,655			
EU 7	11	0,688			
EU 8	12	0,732			
EU 9	14	0,684			
EU 10	23	0,673			
EU 11	25	0,753			
Health-Stress (HS)			0,936	0,891	0,290
HS 1	13	0,724			
HS 2	15	0,707			
HS 3	16	0,723			
HS 4	17	0,717			
HS 5	18	0,716			
HS 6	19	0,711			
HS 7	20	0,684			
HS 8	21	0,719			
HS 9	22	0,749			
HS 10	24	0,744			
HS 11	26	0,695			
HS 12	27	0,689			
HS 13	28	0,704			
HS 14	29	0,605			

(α : Cronbach's Alpha Caliber, CR: Composite Reliability, AVE: Average Variance Explained)

Factor loading shows the extent to which a factor explains each variable and reveals the relationship between the factors.

Cronbach's alpha is a publication evaluation method in which the amount of commonality or covariance among many items is compared to the total amount of variance. The minimum acceptable value for Cronbach's alpha coefficient is 0.70.

CR (Composite Reliability) is a value that measures the internal consistency of a factor. It is desirable that the value is greater than 0.70.

AVE: Average Variance determines the extent to which the variances of the items in the study can be explained by the average construct or latent variables. The AVE value of at least 0.50 is recommended for adequate evaluation.

The results of exploratory factor analysis of life satisfaction perception scale are given in Table 3. As a result of the factor analysis, Barlett's test was significant. Chi-Square=2039,982, sd=15, p=0,000) and KMO value was calculated as 0,872. These data we obtained show the suitability for factor analysis. The total variance between the factors was found to be 71,065%. Factor loadings were rotated with Varimax method for ease of interpretation.

Tab. 3

Life satisfaction scale findings

	Factor Load	α	CR	AVE
Perceived Intrinsic Satisfaction (PIS)		0,867	0,874	0,699
PIS1	0,878			
PIS2	0,836			
PIS3	0,793			
Perceived External Satisfaction (PES)		0,885	0,886	0,722
PES1	0,860			
PES2	0,851			
PES3	0,838			

(α : Cronbach's Alpha Caliber, CR: Composite Reliability, AVE: Average Variance Explained).

The results of exploratory factor analysis of work-family conflict scale are given in Table 4. Barlett's test was significant. Chi-Square=4084,490, sd=45, p=0,000) and KMO value was calculated as 0,927. These data we obtained show the suitability for factor analysis. The total variance between the factors was found to be 66,810%. Factor loadings were rotated with Varimax method for ease of interpretation.

Tab. 4

Work-family conflict scale findings

	Factor Loading	α	CR	AVE
Work-Family Conflict (WFC)		0,944	0,935	0,516
WFC 1	0,733			
WFC 2	0,840			
WFC 3	0,846			
WFC 4	0,702			

WFC 5	0,804		
WFC 6	0,835		
WFC 7	0,864		
WFC 8	0,789		
WFC 9	0,868		
WFC 10	0,874		

(α : Cronbach's Alpha Caliber, CR: Composite Reliability,
AVE: Average Variance Explained)

4.3. Results related to regression analysis

Regression analysis is a statistical tool used to measure the relationship between dependent and independent variables. In other words, it examines how the dependent variable changes according to changes in the independent variables. It is also used in modeling the future relationship between variables (Bulutistan, 2021).

Tab. 5

The Effect of perceived comfort, effort, health-stress
and work-family conflict on perceived intrinsic satisfaction

Dimension	Standard Error	Standardized Beta	t	p	R	Adjusted R ²
Fixed value	0,175		4,758	0,000	0,798	0,634
Perceived Comfort	0,074	0,124	2,788	0,006		
Effort Used	0,081	-0,058	-1,204	0,229		
Health-Stress	0,102	0,233	3,529	0,000		
Work-Family Conflict	0,047	-0,550	11,647	0,000		

Standardized Beta (β) value is the regression coefficient. In reporting regression analyses, the β value is given together with the p value.

p, significance value $p < 0.05$, the relationship is significant. In other words, it is statistically significant.

The standard error represents the average distance that the observed values fall from the regression line. It shows how inaccurate the regression model is on average using units of the variable.

The t-value is calculated by dividing the regression coefficients by the standard errors.

According to Table 5, the R square value of the regression model is 0.634 and the model is significant ($p = 0.000$ and $F = 209.886$). The R square value shows that it explains 63% of the variance of perceived intrinsic satisfaction, which is the dependent variable of the model. It is seen that perceived comfort positively affects perceived intrinsic satisfaction ($\beta = 0,124$). Accordingly, as perceived comfort increases, perceived intrinsic satisfaction increases. The effect of the effort used on perceived intrinsic satisfaction is not significant ($p < 0.05$). It is seen that health-stress status positively affects perceived intrinsic satisfaction ($\beta = 0,102$). Accordingly, as health-stress increases, perceived intrinsic satisfaction increases. Work-family

conflict has a negative effect on perceived intrinsic satisfaction ($\beta=-0,550$). Accordingly, as work-family conflict increases, perceived intrinsic satisfaction decreases.

Tab. 6

The Effect of perceived comfort, effort, health-stress and work-family conflict on perceived external satisfaction

Dimension	Standard Error	Standardized Beta	t	p	R	Adjusted R2
Fixed value	0,185		-1,632	0,000	0,820	0,670
Perceived Comfort	0,078	0,007	0,164	0,869		
Effort Used	0,085	0,199	4,357	0,000		
Health-Stress	0,108	0,124	1,974	0,049		
Work-Family Conflict	0,050	-0,582	12,996	0,000		

According to Table 6, the R-squared value of the regression model is 0.667 and the model is significant. ($p=0.000$ and $F=246.167$) R-squared value shows that the model explains 67% of the variance in perceived external satisfaction, which is the dependent variable of the model. The effect of perceived comfort on perceived external satisfaction is not significant ($p<0.05$). It is seen that the effort used positively affects the perceived external satisfaction ($\beta=0,199$). Accordingly, as the effort used increases, perceived intrinsic satisfaction increases. It is seen that health stress positively affects perceived external satisfaction ($\beta=0,124$). Accordingly, as health-stress increases, perceived external satisfaction increases. Work-family conflict has a negative effect on perceived external satisfaction ($\beta=-0,582$). Accordingly, as work-family conflict increases, perceived external satisfaction decreases.

Tab. 7

The Effect of perceived comfort, effort used, health-stress on work-family conflict

Dimension	Standard Error	Standardized Beta	t	p	R	Adjusted R2
Fixed value	0,160		7,308	0,000	0,812	0,658
Perceived Comfort	0,071	0,044	1,021	0,308		
Effort Used	0,075	0,266	5,930	0,000		
Health-Stress	0,071	0,968	21,038	0,000		

According to Table 7, the R square value of the regression model is 0.658 and the model is significant ($p=0.000$ and $F=310.082$). R square value shows that the model explains 65% of the variance of the dependent variable, work-family conflict. The effect of perceived comfort on work-family conflict is not significant ($p<0.05$). It is seen that the effort used positively affects work-family conflict ($\beta=0,266$). Accordingly, as the effort used increases, work-family conflict increases. It is seen that health stress positively affects work-family conflict ($\beta=0,968$). Accordingly, as health-stress increases, work-family conflict increases.

5. CONCLUSION, DISCUSSION AND RECOMMENDATION

With the development of technology and the increase in the demand for air transportation, the profession of cabin crew is becoming more and more important due to its advantages such as the opportunity to discover new places at home and abroad, economic opportunities, and social image. However, problems arise in the profession. Therefore, issues such as working conditions, life satisfaction, job satisfaction, organizational commitment, team harmony, work-family conflict, the history of civil aviation and developments in the profession are the subject of research.

In this study, a survey was conducted with the participation of 484 cabin crew members residing in Istanbul. The effect of working terms and conditions on work-family conflict and life satisfaction. The effects of the factor sub-dimensions obtained from the scales used as a result of exploratory factor analysis on life satisfaction were evaluated.

The scale of perception of physical working conditions was validated and reliable as 3 sub-dimensions and 29 items, and as a result of exploratory factor analysis, it was determined that the data values were within the acceptable range. The sub-dimensions of the perception scale on physical working conditions were named as "perceived comfort", "effort used" and "health-stress". The validity and reliability of the life satisfaction perception scale was made as 2 sub-dimensions and 6 items. Life satisfaction perception scale sub-dimensions were named as "perceived internal satisfaction" and "perceived external satisfaction". The validity and reliability of the work-family conflict scale was made as 1 sub-dimension and 10 items. The sub-dimension of the work-family conflict scale was named as "work-family conflict".

The results of the multiple regression analysis to determine the effect of the sub-dimensions of the perception scale of physical work conditions and the sub-dimension of the work-family conflict scale on the sub-dimensions of the life satisfaction scale are as follows.

As a result of the regression analysis conducted to determine the effect of perceived comfort, effort used, health-stress and work-family conflict sub-dimensions on intrinsic life satisfaction, it was seen that the effort used sub-dimension had no significant effect on perceived intrinsic satisfaction. Other factor sub-dimensions had a significant and positive effect on perceived intrinsic satisfaction. This means that as perceived comfort and health-stress increase, perceived intrinsic life satisfaction will increase and as work-family conflict increases, perceived intrinsic satisfaction will decrease. There are many studies supporting the results of the research (Öcal, 2008; Mustafayeva, 2013; Tunç, S. 2019; Gökmen, 2019). On the other hand, Çakıcı et al. (2013) revealed that workload positively affects life satisfaction in their research on work-life satisfaction in automotive enterprises. The reason for this is that the increase in workload reduces the possibility of dismissal, that is, employees see the workload as a job guarantee.

As a result of the regression analysis conducted to determine the effect of perceived comfort, utilized effort, health-stress and work-family conflict sub-dimensions on external life satisfaction, it was found that perceived comfort factor sub-dimension had no significant effect on perceived external satisfaction. Other factor sub-dimensions had a significant and positive effect on perceived external satisfaction. This means that as the effort and health-stress factor dimensions increase, perceived external satisfaction will increase and as the work-family conflict increases, perceived external satisfaction will decrease.

The results of the multiple regression analysis conducted to determine the effect of the perception of physical work conditions scale sub-dimensions on the work-family conflict scale sub-dimension are as follows.

As a result of the multiple regression analysis conducted to determine the effect of perceived comfort, utilized effort and health-stress factor sub-dimensions on work-family conflict, it was seen that perceived comfort factor sub-dimension had no significant effect on work-family conflict. It was observed that the effort used and health-stress factor sub-dimensions had a significant and positive effect on work-family conflict. This means that as the effort used increases, work-family conflict will also increase. The studies of Akbolat (2020) and Dinç (2021) on the effect of working terms and conditions on work-family conflict coincide with the results of this study.

When the results of the research are evaluated in general, airline companies that want to adapt to the developing and changing world should attach importance to cabin crew members who provide them with the greatest advantage in a tough competitive environment. Businesses that want to create loyal employees or increase organizational commitment in employees should approach the issues of comfort, effort and health-stress in the working areas of employees more carefully. They should improve the factors that negatively affect their life's satisfaction due to working conditions. Work-family conflict of employees is a factor affecting their work performance. Therefore, arrangements should be made for work-family conflict. The performance of the employee with job and life satisfaction will be more efficient and effective. It can be said that this will positively affect the efficiency and performance of the enterprise and increase its competitiveness and image.

The results of this research have provided important data for future research. Recommendations for airline businesses based on the results of the research are listed below.

It is recommended to conduct research on how to make the airline cabin crew's working areas, which may vary from aircraft to aircraft, the most efficient for the crew.

During the flight, more practical places can be determined for the materials to be used in case of emergencies that may occur. During the flight, the necessary measures can be determined and implemented to expose the crew to less harmful materials.

It should be ensured that those who prefer the cabin crew profession have accurate information about the terms and conditions of the job during the recruitment process so that individuals can make the right decision.

In order to reduce the level of work-family conflict of cabin crew, it is suggested that in case of emergencies (family reasons, health problems, etc.), managers should be given the necessary leave without fear of dismissal or salary deduction.

Promotion opportunities for cabin crew can be organized in order to increase their life satisfaction. When the time comes, cabin crew can take the cabin chief exam. Because the satisfaction that individuals feel in business life affects the satisfaction in other life areas.

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