



جامعة الجميع الذكية
Everyone's Smart University

**The impact of COVID-19 on the job performance of aviation personnel in the
Kingdom of Saudi Arabia**

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Abstract

This study focuses on the impact of Covid-19 on the job performance of aviation employees in the Kingdom of Saudi Arabia and provides some suggestions that help employees overcome it.

This study has been classified into qualitative research. The sample was selected from 20 employees and the method was random. The data was analyzed using the questionnaire. The results of the data analysis showed that aviation employees suffer from a disruption in job performance, due to the Covid-19 pandemic.

Chapter One

Introduction

The spread of the new covid-19 epidemic around the world has led to changes and losses in most aspects of life, such as education, transportation, tourism, entertainment, and trade. The sector of government institutions, especially aviation, was not in a shadow of these changes, as the epidemic imposed unprecedented measures that led to work stopping at times and at work remotely at other times, as government institutions sought to find alternatives to traditional work using modern technology, Only government institutions faced the challenge of the pandemic by developing innovative ways and solutions to continue work and services provided, and job performance and work pressures were one of the obstacles that became directly attached to the lives of workers, as one institution witnesses different forms of pressures at various organizational levels, and that The subject of job performance has received great attention in administrative research and studies in general and related to human resources in particular, as it has great importance at the level of the individual and the institution in achieving the goals .

The Covid-19 pandemic also greatly affected the aviation sector due to the imposition of travel restrictions and a decline in demand among travelers, and the significant shortage in the number of passengers led to the cancellation of flights or empty flights between airports, which greatly reduced the revenues of airlines, and forced many of them to Layoffs of its employees or declaration of bankruptcy, which affected the job performance of aviation employees and made them decline significantly, and some companies also tried to evade refunding fees paid to travelers whose flights were canceled to mitigate their losses, and aircraft manufacturers and airport operators also laid off a number of employees, and according to some commentators, The crisis that followed the pandemic is considered the worst that the aviation sector has faced in its history.

Statement of Problem

Job performance is one of the emerging concepts produced by the information revolution, which calls for standing on it and trying to understand it , And benefiting from it to solve social and developmental problems, especially after many countries,

including Saudi Arabia, resorted to applying work and evaluating the job performance of employees in many From sectors, including aviation, in order to ensure the safety of citizens to reduce the spread of diseases, and from here it is possible The following problem was raised: What is the impact of Covid-19 on the job performance of aviation employees in the Kingdom of Saudi Arabia?

Research objective

- 1- This study aims to investigate the impact of Covid-19 on the job performance of aviation employees in the Kingdom of Saudi Arabia.
- 2- Identifying the most important obstacles to job performance from the point of view of aviation employees in the Kingdom of Saudi Arabia.
- 3- Finding appropriate solutions to reduce the obstacles faced by aviation personnel in the Kingdom of Saudi Arabia.
- 4- Submit proposals and programs that help aviation personnel to reduce the occurrence of difficulties in job performance.

Research Questions

- 1- What is the impact of COVID-19 on the job performance of aviation staff in the Kingdom of Saudi Arabia?
- 2- What are the most important obstacles to job performance from the point of view of aviation employees in the Kingdom of Saudi Arabia?
- 3- What are the appropriate solutions to reduce the obstacles faced by aviation personnel in the Kingdom of Saudi Arabia?
- 4- What are the proposals and programs that help aviation personnel to reduce the occurrence of difficulties in job performance?

Definition of Terms

Definition of COVID-19:

It 'lies a global health crisis that has known the spread of Corona virus disease in all countries of the world, starting from China at the end of 2019 This had an impact on all political, economic, sports, cultural, and educational fields, which led to the implementation of the protocol Healthy and enforceable telework.

Definition of job performance:

It is the ability of the workers that allow them to perform the skills and duties of the job in the least possible time and cost, and their awareness of the role that should be performed to achieve the maximum degree of production.

Definition of aviation officer:

It is a profession that relies on the security, safety, and service of passengers on board civil transport aircraft, in terms of providing psychological services and comforts to passengers throughout the duration of the flight.

Chapter Tow

literature Review

A study by Stegen et al. (2020), aimed at identifying the opinions of remote workers and their perceptions about the impact of remote work on aspects of personal and professional life, and the distinction between remote work in the normal work period and the period of the Covid-19 crisis. The study concluded that there are positive features of the system. Remote work such as increasing efficiency and reducing the risk of feeling overwhelmed, and that most employees believe that remote work and electronic meetings will increase in the future, especially in Belgium. On the other hand, some employees expressed concerns about the impact of remote work on their chances of obtaining a promotion, and its negative impact on their relations with their colleagues and employers. Moreover, the study indicated several associations between telecommuting and other aspects of personal and professional life. Finally, the study recommended conducting prospective studies using different research designs, to reveal whether these associations are strong and indeed demonstrate objective and causal mechanisms.

The study of Angel and Amaya (2020), which aimed to investigate the effectiveness of implementing remote work during the Covid-19 crisis As a safe practice to address the crisis caused by the Covid-19 pandemic. To achieve this goal, the study relied on searching for Companies that applied the remote work system, the beginning of the crisis. The results of the study showed the lack of many companies in the states The United States needs adequate plans to address external factors (such as the pandemic) that involve reorganization of work. Thus recommended the study calls for conducting more research focusing on the status of remote work in companies after the end of the pandemic crisis (COVID-19) to find out if the crisis has acted as a catalyst for future remote work, or if it is just a temporary measure It has no long-term effects.

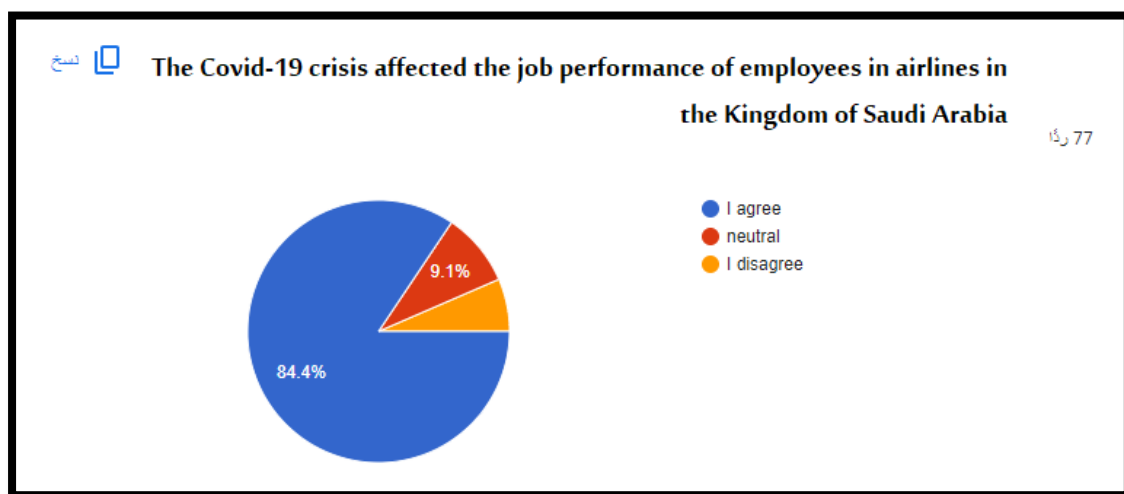
Methodology

To achieve the objectives of the study and answer its questions, the analytical descriptive method was chosen. This method is based on describing a phenomenon to reach the causes of this phenomenon and the factors that control it, and to draw conclusions for generalization. The descriptive approach includes more than one

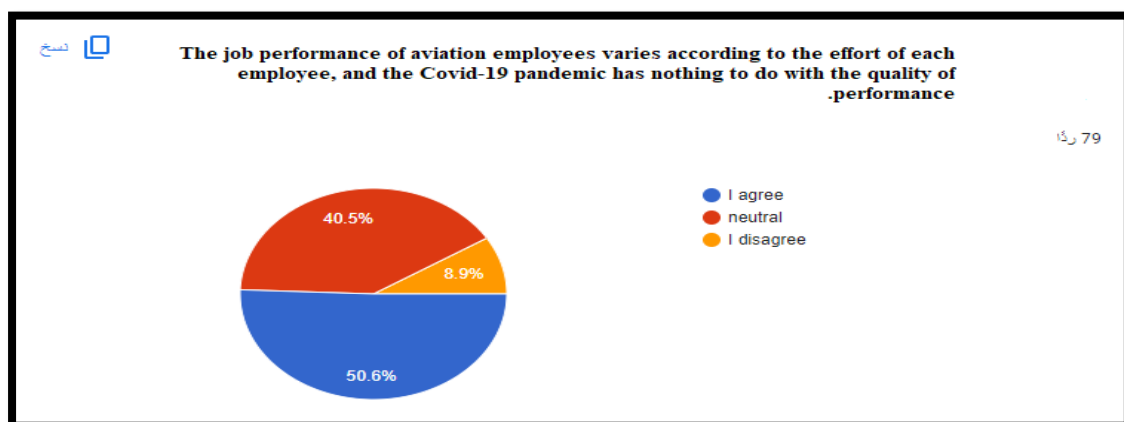
method: the method of surveying, the method of case study and these methods need the expertise and effort of the researcher, and the results should be interpreted carefully.

Finding and discussion

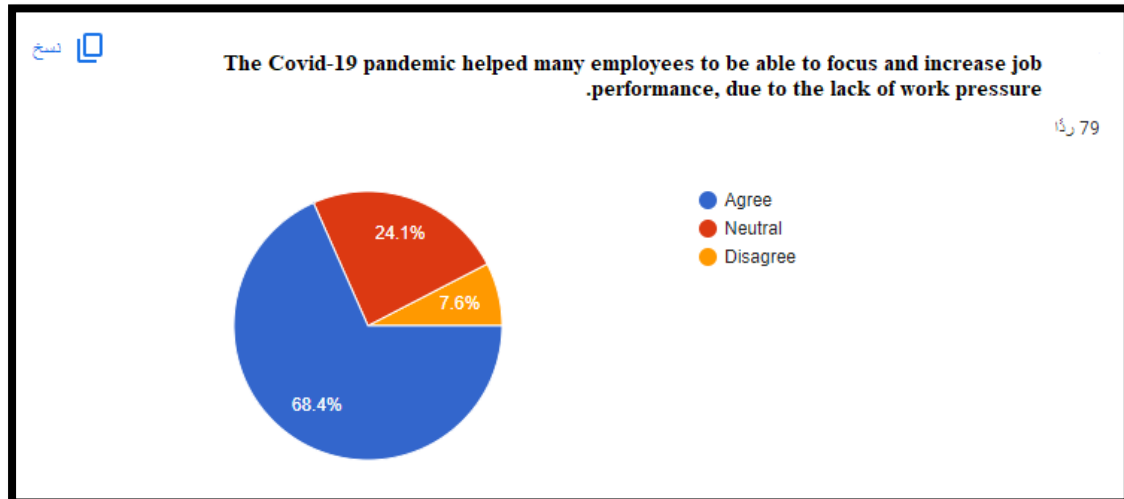
1- The Covid-19 crisis affected the job performance of employees in airlines in the Kingdom of Saudi Arabia



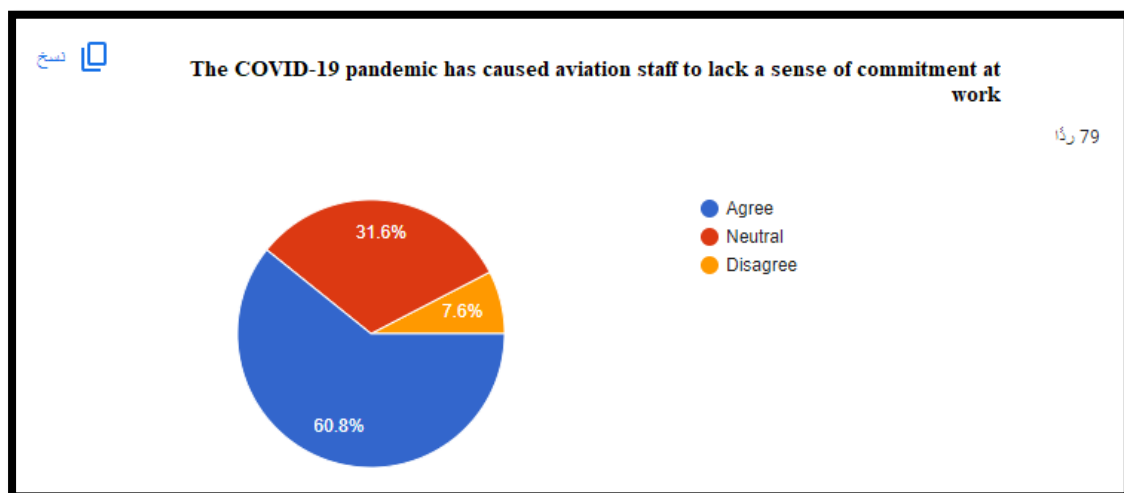
2- The job performance of aviation employees varies according to the effort of each employee, and the Covid-19 pandemic has nothing to do with the quality of performance.



- 3- The Covid-19 pandemic helped many employees to be able to focus and increase job performance, due to the lack of work pressure.



- 4- The COVID-19 pandemic has caused aviation staff to lack a sense of commitment at work.



Conclusion

The COVID-19 pandemic has impacted important employee metrics, such as engagement, satisfaction, and performance. Work environments are good and tailored according to the needs of the workplace culture and workforce; creative startups tend to create work environments that reflect their culture, values, and mission; many also include stimulating design, activity areas, etc., generally whenever the work environment is better, employees will feel better at their work, and in the Corona pandemic, airlines were forced to take strict measures, which led to isolating employees from their work, their colleagues, and the work environment as a whole, which negatively affected their performance.

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Appendix

Question	I agree	neutral	I disagree
The Covid-19 crisis affected the job performance of employees in airlines in the Kingdom of Saudi Arabia			
The job performance of aviation employees varies according to the effort of each employee, and the Covid-19 pandemic has nothing to do with the quality of performance.			
The Covid-19 pandemic helped many employees to be able to focus and increase job performance, due to the lack of work pressure.			
The COVID-19 pandemic has caused aviation staff to lack a sense of commitment at work			