

# Activities developed by passengers in an aircraft cabin: contributions for cabin safety and recommendations for cabin project

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## ABSTRACT

Over the past few years there has been a significant increase of passengers using air transportation in Brazil, specially domestic flights and short trips. Accordingly, the objective of this present study is to identify the importance of activities developed by Brazilian passengers during the flight, and the difficulties for each of them. The methodological approach chosen was a survey in which a questionnaire was applied during flight, involving a sample of 287 passengers, and interviews were made with 12 passengers also during the flight. The study found that passengers attribute medium importance to the informational activity: *Pay attention to crew information about safety*. Activities such as embark and accommodate were mentioned as the most important for the well-being during the flight.

Besides that the study has identified the main difficulties in some activities that can interfere in the safety and well-being during the flight, like the quality of the sound system and the use of devices during the flight. Thus, considering the relevance of civil aviation in Brazil, the study shows the importance of studies involving passengers in this segment, identifying their preferences and needs during a flight, for a further development of recommendations regarding cabin projects, involving safety, operational aspects and in-cabin facilities.

## Keywords

Brazilian aviation, cabin safety, cabin project and passengers' well-being.

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