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Factors Affecting Passengers' Acceptance of Single Pilot Operations: A Qualitative Study conducted in Greece

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Aviation is undeniably one of the fastest-growing industries worldwide (ICAO, 2022). Analysts predict that despite a brief—yet considerable—pause, brought on by COVID-19 (Gao, 2022; IATA, 2022), global aviation traffic is increasing and will possibly threefold in the next 30 years (Gössling & Humpe, 2020; ICAO, 2023). Furthermore, this tremendous increase in air travel will also trigger a considerable need for personnel and will unavoidably lead to a significant shortage of pilots which has been forecasted by many sources in the past (Bennett & Vijaygopal, 2021; Champ, 2022; Meredith, 2019; Moehle & Clauss, 2015; Rice et al., 2014). Specifically, trends showed that the world will be lacking approximately 800,000 pilots by the year 2037 (Caraway, 2020). Put another way, the demand for airline pilots is going to outweigh the supply by far. Unfortunately, the high entry cost of new pilots to the industry and the relatively low salaries are averting a quick fix to this problem (Lutte, 2014).

On top of that, airline companies are unwilling to fill this gap also. Flight crew forms an important cost to the carriers, which is unavoidable to date. As an example, it is underlined that 15-35% of the operational cost of a short-haul flight (short travelling distance) with 50 passengers and a travel distance of approximately 200 miles, results from flight crew expenses (Harris, 2007). To get the big picture, the airlines spend around $60 billion annually due to flight crew staffing (Stewart & Harris, 2019). As a consequence, the industry is oriented towards reducing the flight crew from two (pilot and co-pilot) to just one (Comerford et al., 2013). Certain claims have been made that technology is almost ready to serve the Single Pilot Operations (SPO) concept (Minaskan et al., 2021; Moehle & Clauss, 2015; Vance et al., 2019) but passengers' attitude regarding this initiative is still considered an uncharted territory.

Literature Review

During an ordinary commercial flight, the cockpit is normally occupied by two pilots. The Captain (the aircraft commander) is seated on the left seat whilst the First Officer (second pilot in seniority) is seated on the right seat. In this way, the Captain holds the overall responsibility of the flight whereas the First Officer assists according to their Captain's course of action in order for the flight to be conducted as safely and efficiently as possible (Orlady, 1982). To date, all commercial transport aircraft are obligated by law to have at least two pilots on-board as per the Federal Aviation Administration (FAA) and the European Union Aviation Safety Agency (EASA) regulations (EASA, 2017; FAA, 2015). However, in case of successful SPO implementation, the future cockpits will be occupied only by a single pilot.

Furthermore, it is underlined that the main driver of the SPO initiative is no other than the minimization of airlines' cost *per se* (Comerford et al., 2013; Schmid & Korn, 2018). Specifically, airline pilots usually share 11% to 25% of the total operational cost of a commercial flight (Huddlestone et al., 2017) which

is dependent upon the type of aircraft, the duration of the flight, the number of passengers on-board, etc. Apart from the flight crew expenses, leaving a single pilot in the cockpit can possibly tackle the pilot shortage issue and maximize the airlines rostering capabilities due to the increased availability of pilots (Harris, 2007; Koltz et al., 2015; Malik & Gollnick, 2016). To that end, it is obvious that the advantages of SPO are significant to air transport companies in terms of profit. However, passengers do not seem to share any of these benefits directly, apart from certain speculations regarding a drop in ticket prices after the introduction of SPO (Comerford et al., 2013).

On the other hand, leaving a single pilot in the cockpit without first addressing specific operational and safety challenges might lead to unpleasant events (Huddlestone et al., 2017). Cases of pilot incapacitation, handling of demanding flight situations such as emergencies, and troubleshooting of technological failures are only some of the plethora of scenarios that the multi-crew coordination has been proven effective to address over the years (American Psychological Association, 2014; European Cockpit Association, 2021; Kaps et al., 1999). In addition, the Air Line Pilots Association (ALPA) has warned against a series of possible SPO weaknesses that range from the inability of the single pilot to cope with their tasks, to possible failures of the newly introduced SPO systems such as communications and automation equipment (ALPA, 2019).

In light of this, it can be argued that the acceptance of SPO on behalf of the public might be questionable as a result of safety concerns and no apparent benefits. A commendable attempt to address this issue was made by Stewart and Harris who investigated a group of 117 UK citizens in 2019 regarding their attitudes towards SPO. They found that half of the participants were not willing to fly with a single pilot and factors such as the state of the pilot, trust in technology, ticket price, and reputation of the airlines were among the most important predictors of public acceptance of SPO. In general, participants appeared to be concerned regarding the removal of the second pilot. Apart from this study, no other was found to investigate the acceptance of SPO. Nevertheless, by drawing parallels between SPO and unmanned aircraft (no pilots at all), it is noted that both innovations have been found to be treated negatively by passengers across a variety of studies (Tam, 2011; Vance et al., 2019; Wollert et al., 2018). In this rationale, it could be suggested that passengers are expected to have a negative attitude towards such innovations.

Nonetheless, a negative attitude of consumers towards an innovation, such as the SPO, can be justified by a solid theoretical framework originating from consumer behaviour fundamentals. Hence, the Diffusion of Innovations Theory (Rogers, 1983) supports that only 2.5% of the total consumers are willing to try a product or innovation at the time of release. On the same wavelength, Resistance Theory dictates that customers usually treat an innovation negatively, especially at the first stages of its diffusion (Ram & Sheth, 1989). Whilst the reason behind

this resistance is beyond the scope of this study, it can be speculated that a negative attitude of passengers towards SPO can be reasonable at the time of writing of this study (February, 2023), as the passengers are familiar only with two pilots on-board.

Current Study

Since negative attitudes of consumers towards innovations are more or less expected, the researchers of this study sought to investigate the factors that shape passengers' attitudes towards SPO in Greece. Due to the limited previous research on the topic, the use of a qualitative approach was preferred, as certain perspectives of passengers might have gone unnoticed or might differ as a result of cultural differences between the current and previous studies. Finally, no previous studies were found to provide a detailed investigation of passengers' views towards SPO. This fact, along with the significance of the findings render this study valuable to any SPO marketing strategy that is about to follow. That being said, the main driver of this study is the following research question: "*What factors affect passengers' intention to fly with a SPO aircraft?*"

Research Methodology

The present study employs a purely qualitative design based on semi-structured interviews. The main focus was set solely on perceived factors that affect interviewees' intention to accept—and fly with—a SPO aircraft. The analysis followed Braun's and Clarke's thematic analysis fundamentals (2006) and a combination of *a priori* and data-driven coding techniques (Saldaña, 2013). After an iterative three-cycle analysis, the developed codes and themes resulted in the final factors that were found to affect participants' intention.

Measures

Semi-structured interviews were conducted to ensure participants' views identification. The number of interviews was not determined from the beginning of the study. Having said that, the criterion for sample adequacy was set as the point where no additional participants' perspectives were demonstrated (Hancock et al., 2016; Lowe et al., 2018; Minaskan et al., 2021; Thorne, 2020), also known as data saturation (Kerr et al., 2014). Nevertheless, by drawing on similar research (Kioulepoglou & Blundell, 2022; Lamb et al., 2021), 10 interviews were designated as a minimum for this type of analysis (Marshall et al., 2015).

Concerning the interview schedule, this was developed by drawing on previous research regarding the public acceptance of SPO and similar innovations such as unmanned aircraft (Bennett & Vijaygopal, 2021; Read et al., 2011; Stewart & Harris, 2019; Vance et al., 2019; Wong et al., 2012). Thus, every session was commencing with a brief gathering of demographical data of the participant, followed by introductory questions such as "What is your opinion

about airplanes with only one pilot?" Then, the main body of the interview was composed of questions that were found to unveil the public's attitude towards innovations on the basis of previous research (the price of the ticket significance, social pressure influence, etc.). During this process, a tailor-made set of probes and prompts was asked to every individual so as to reveal any additional underlying causes that shape their perception towards SPO. Finally, closing questions were made in order to pinpoint any undisclosed perspectives of the participant (for a thorough summary of questions, see Appendix A).

Participants

The participants of this study were purposefully selected based on the authors' professional contacts (November, 2022). The purpose of the researchers was the maximization of participants' diversity in terms of background and demographic characteristics, such as age, gender, education, marital/parental status and their relation to aviation, in an effort to increase sample representativeness (Allmark, 2004; Maxwell, 2020). Furthermore, a minimum of five flights during the last five years was set as the minimum criterion for an individual to be eligible to take part in the research. The final number of interviewees was shaped at 12, as data saturation was found to be occurring from the eighth session onwards.

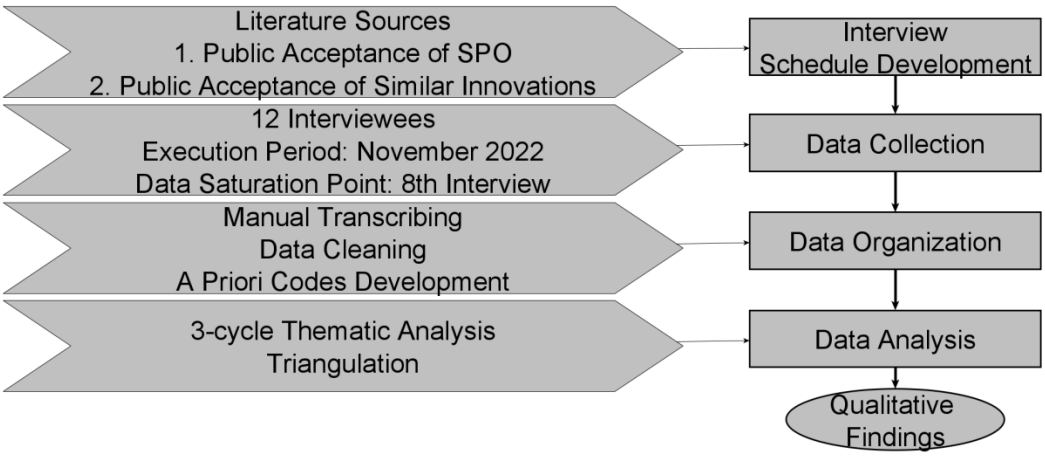
In light of this, half of the sample was composed of female participants. The age ranged from 20 to 51 years old (M=32, S.D.=9.5) and five out of twelve participants were married. The flights per year (as a passenger) of the participants ranged from 3 to 15 (M=7.33, S.D.=3), and three of them were parents at the time of the study. Finally, seven of the interviewees were having absolutely no professional relationship with aviation, three were airport employees *i.e.* dispatchers and meteorologists, and two out of twelve were professional pilots. All of the participants were born and raised in Greece and participated after giving explicit consent to the researchers.

Procedure and Analysis

Initially, every participant received an invitation via electronic means, in which it was clearly defined that participation is voluntary and that data handling complies with the General Data Protection Regulation (GDPR) and the institution's ethical guidelines. A total of 12 semi-structured interviews were conducted (face-to-face) in 26 days. A simple recorder device was used with no file transfer capability to preserve data protection, and all recorded data were permanently destroyed after the analysis was completed. Furthermore, the Greek language was used throughout the process to facilitate participants' comprehension. Recordings that ranged from 12 to 46 minutes were manually converted into—verbatim—transcripts, and an initial reading was conducted, for the main idea to be grasped and also facilitate the detection of inconsistencies

(data cleaning). During this step, all transcripts were also fully anonymized. Afterwards, a three-cycle Thematic Analysis was conducted aided by Atlas.ti computer-assisted qualitative data analysis software (CAQDAS).

Figure 1
Research Flow Summary



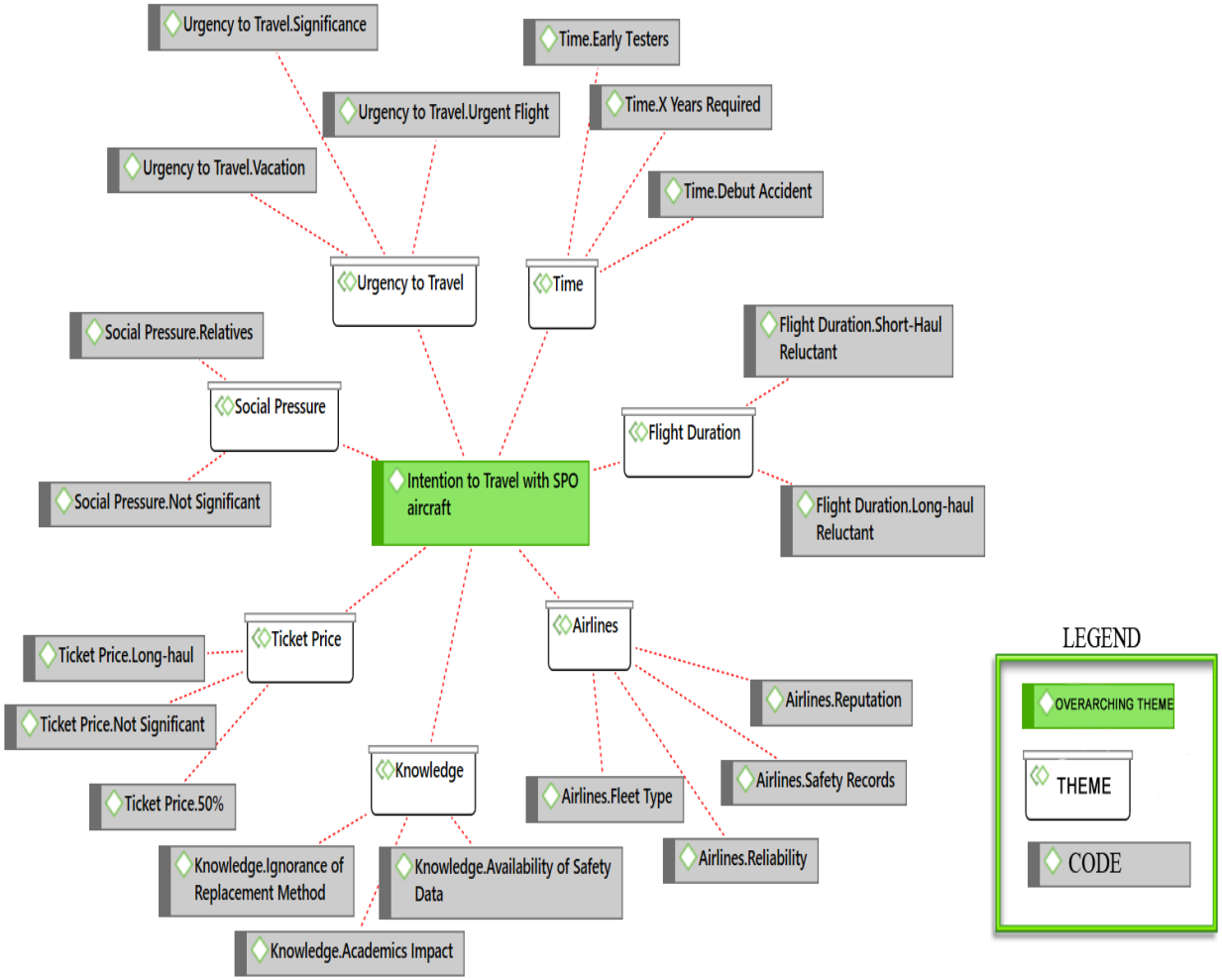
The three-cycle process included the repetitive procedure of reading, reflecting, developing/editing/deleting and evaluating codes so as for meaningful themes to emerge. Coding techniques were in line with Saldaña's instructional notes (2013) to include Eclectic (1st cycle) and Holistic coding (2nd and 3rd circle), so as to retain only the necessary findings for the context of the project and preserve succinctness for the final illustration of the findings. Furthermore, to guarantee the findings' accuracy, triangulation was applied through cross-coding procedures between the researchers (Carter et al., 2014; Heale & Forbes, 2013; Moon, 2019; Nowell et al., 2017). Finally, all products of the analysis were translated into English for publication purposes. A research flow diagram is available in Figure 1.

Findings

A total of 20 codes, seven themes and one overarching theme were formed as a result of thematic analysis across 12 transcripts. The seven themes comprised the underlying factors that were found to shape the participants' intention to fly with a SPO aircraft *i.e.* Airlines, Knowledge, Social Pressure, Time, Flight Duration, Urgency to Travel and Ticket Price. The overarching theme was reasonably named "Intention to Travel with SPO aircraft" as all these qualitative factors were found to contribute drastically to this intention. A thematic map summarizes the product of this analysis in Figure 2.

Figure 2

Visual Illustration of Thematic Analysis Findings



Theme 1: Airlines

The Airlines theme is comprised of codes that denote the willingness of the public to try the SPO initiative only with a reputable airline company. Remarkably, eleven out of twelve interviewees admitted that the airlines' reputation could affect their decision to fly with one pilot. Participant (P10), a 22-year-old female, said: "I would be affected, because if a reputable airline decides [*sic*] to leave one pilot on-board, it means that this step has been examined thoroughly." To a similar wavelength, P11 (32-year-old female) added that "…I would trust a reputable airline even with a single pilot, because having a good name on the field, means that your staff is good, which means that your pilots are also good, so one pilot would be enough in a company like this, yes."

On the other hand, all of the participants concluded that the company's fleet type (Airbus, Boeing, etc.) has a subtle effect on their attitude towards SPO. P3, a 33-year-old Professional Pilot, also mentioned the company's culture as a contributory factor to their attitude towards SPO:

> I think that the aircraft's manufacturer doesn't count that much. The airline company's fame and culture play a more significant role, rather than the type of aircraft. Whether it is a Boeing or an Airbus, or whatever else it is [*sic*]. To me, it doesn't count as the company's name. At least that's what I think.

Theme 2: Knowledge

The Knowledge theme entails all those safety-related facts that passengers wish they knew before embarking on a SPO aircraft. All of the participants supported that increased availability of safety data regarding the SPO concept would increase their confidence in booking a flight. Furthermore, half of the interviewees insisted that apart from the availability of safety data, an explicit understanding of "the procedure that replaced the second pilot in the cockpit" would be crucial for them to feel confident with SPO. As a reference, P1 (29-year-old female working in an airport) underlined the following:

> I would certainly feel more comfortable knowing some extra things. I want them [the industry] to explain, to publish studies, relevant research, to explain thoroughly how this technology [SPO] works, even real experiments to be conducted and published so as for the public to be more confident with a single pilot on-board.

Theme 3: Social Pressure

Concerning the Social Pressure theme, opinions were divided. Six of the participants maintained that their social circle plays a negligible role in their

attitude towards SPO. After being asked whether a positive SPO experience of their relatives would affect their willingness to fly with such an aircraft, P6 responded: "I think not that much because experiences are always dependent on the point of view of the individual. Besides, a pleasant experience to my relatives couldn't guarantee safety to anyone, could it?". Additionally, they underlined that the professional background of their social circle would be a determinant of whether they would be affected or not. Specifically, P2, a 20-year-old male, said "Not that much, and it depends on the relative's background. If it was told [the experience] from an aviation-knowledgeable person it would affect me. But again, not that much."

On the contrary, four participants highlighted their relatives' influence as very important whilst the two remaining interviewees had no clear position on the topic. P9, a 44-year-old female was asked whether a specific group of people could affect her judgement regarding SPO and responded that "…mainly family relatives that as far as I know, they do care about my safety. Those are the people I trust. Friends and colleagues come only second to my relatives." Finally, by reflecting across the majority of answers regarding social pressure as a factor, P12, an 18-year-old female, seemed to have summarized all of those perspectives in a single paragraph:

> It would definitely affect my decision because they are my relatives. Because they care for me the most, like I do for them. They certainly care for my safety; so I would listen to them. But a successful one [a successful/pleasant SPO experience] doesn't mean that all single-piloted flights will be like that [*sic*]. Nothing may have happened to my relatives but something may happen to me.

Theme 4: Time

Theme four outlines the importance of prolonged SPO without mishaps, especially at the early stages of the concept. All of the interviewees admitted that their degree of acceptance regarding SPO would increase as the years go by and "everything works fine." According to them, one to five years of successful service would be sufficient for any concerns to be overcome. Also, there was a unanimous reluctance to fly with SPO aircraft from the onset of the venture. P6, a 35-year-old male, was asked whether he would feel comfortable to fly with a SPO aircraft when it becomes operational and replied the following:

> It sounds like a fresh idea. I would be a little bit concerned in the beginning; to enter an airplane with only one pilot because not so many trials and tests would have been made, nor would we have sufficient safety data available. I would be reluctant at the

> beginning but after maybe one year of successful flights this wouldn't be a problem.

P1 underlined the importance of not having an accident during the first years of SPO:

> Time [of successful SPO] would play an important role; to be sure that no accidents have happened and be relieved of this fear. It is crystal clear that should an accident happens, that could have possibly been averted [with two pilots] [facial expression denoting aversion]… then I believe that no one would fly with a single pilot, ever.

Finally, two interesting insights were given by P1 and P9. The former linked the time of successful SPO with the duration of the flight: "This depends on the type of flight. For example, for a short-haul flight, I would probably need one year. For longer flights, I would surely wait for 2-3 years to be sure that no accidents have happened." The latter, linked the time of successful SPO with the urgency of the flight: "It depends on the flight. If it was urgent to fly I would do it at any time. If I was travelling for vacations, I would postpone it for one year maybe."

Theme 5: Flight Duration

The fifth theme describes the perception of—seven—participants that a long-duration flight is more dangerous than a short one (*cf.* P1 quote on Theme 4). Consequently, through the prism of this perspective, flights of long duration could not be trusted to a single pilot, but flights of short duration could be executed with just one. P8, a 27-year-old airport employee, admitted that "…in a short-haul flight [short duration flights], like Athens – Thessaloniki [approximately 200 miles], I wouldn't mind. In fact, I would feel the same level of safety as with two pilots." Likewise, P9 underlined that "…the pilot will not be needed for a prolonged period of time in the cockpit [during a short flight], as opposed to the other [long] flight, so this might affect my decision to fly with one pilot." P12 was asked whether a long or short flight is the most dangerous and answered the following:

> The long one. Because there is so much time for something [wrong] to happen. For example, if a flight lasts only 20 minutes, how many things can possibly go wrong? But if a flight lasts longer than, let's say three hours, there is a lot of time for many things to go wrong.

On the other hand, P3, based on his aviation-related professional background, suggested the opposite:

> Look, based on my understanding as a pilot, I believe that on short-haul flights, pilots have many tasks to do. So many procedures after starting the engines, taking off, reaching a specific flight level, and then commencing descent and start another bunch of procedures without any break in-between. I think that the task load is much higher on the short ones. So I think that this kind of flight [short ones] will be much more affected by removing the copilot. Also, on short-haul flights, the pilots are usually expected to fly many legs [flights] during a shift. So short flights might be more dangerous than the long ones when it comes to SPO.

Theme 6: Urgency to Travel

Four interviewees mentioned that the purpose of travelling (in terms of necessity/urgency) is a criterion to whether a single pilot will be accepted or not (*cf.* P9 quote on Theme 4). According to their point of view, if there is no important reason for travelling, they would try to postpone or avoid a single-piloted aircraft. On the contrary, should a special cause for travelling occurs, such as health or job issues, they would accept travelling with a SPO aircraft despite certain concerns they might have. Specifically, P4, a 51-year-old professional pilot, maintained that "...if I was supposed to travel just for vacation, I wouldn't travel at all [on SPO]." Similarly, P10 added:

> …if it was not urgent [the purpose of travelling] I wouldn't do it [fly on SPO]. It should be something absolutely urgent or necessary… something very important and no alternative way of travelling to be available to book a flight like this.

Theme 7: Ticket Price

The final theme included the controversial issue of Ticket Price and whether it could form a motive for an individual to travel with a single pilot. Five out of twelve participants supported that a drop of 50% or more in the ticket price (compared to multi-crew tickets) can alter their booking preference and eventually choose to fly with a single pilot despite any existing concerns. P8 mentioned: "Half the current price of [multi-crew] tickets. I think it would be attractive enough for the majority of us [the passengers]." Likewise, P11 agreed that a reduction of 50% or more in the ticket price would be enough and P9 added: "I think that a decrease of more than 30% of [current ticket prices] would be enough."

Four interviewees were straightforward that the price of the ticket will have no impact on their attitude towards SPO because "it is a matter of safety and it is not negotiable." P7, a 42-year-old male, underlined: "Not at all… when it comes to health and safety, the price plays no role". Likewise, P12 insisted on his position: "No, not at all… price cannot be a factor when it is a matter of life and death." Interestingly, P1 mentioned that the price of the ticket can affect their judgement on short-haul flights but not on the long-haul ones, where the existence of two pilots is absolutely necessary:

> Ticket price is going to be a factor for sure… having an air ticket at half the price [of the multi-crew], could persuade me to book a SPO flight… but yet again… I would only book flights of short distance… like Athens – Thessaloniki [approximately 200 miles]... I mean… I wouldn't book any transatlantic flight with a single pilot regardless of the ticket price.

Discussion

The findings of this research were built on the basis of both *a priori* and data-driven coding techniques (Salmona et al., 2019). That is to say, specific codes were expected to occur by drawing on knowledge derived from previous research whereas the rest of the codes emerged during the analysis process. To that end, it is underlined that themes such as Airlines, Knowledge, Flight Duration, and Ticket Price have been found in previous SPO research (Stewart & Harris, 2019); a sign of increased value in terms of qualitative transferability (Finfgeld-Connett, 2010; Slevin & Sines, 2000). Thus, according to the interviewees, a drop of 50% in the ticket price along with a good airline company reputation can facilitate a smoother transition to SPO. Moreover, it is speculated that an integrated marketing strategy, to explicitly inform the public regarding the SPO safety and the ways in which this innovation is implemented may relieve major concerns. Concerning the Flight Duration, the participants showed an ambiguous preference to fly with a single pilot only on short-haul flights. This fact should be of the long-haul carriers' concern, as extra measures might be needed for the passengers to be convinced of the safety of a long-haul SPO flight. On the other hand, regional airlines might benefit more from SPO as the participants indicated a relative convenience to flights of short duration.

On the contrary, Social Pressure, Time and Urgency to Travel emerged during the three-cycle process of thematic analysis, which demonstrates the invaluable contribution of qualitative methodology on exploratory research designs (Busetto et al., 2020; Creswell, 2014; Ji et al., 2019). The successful timespan of SPO was one of the dominant qualitative themes of this research. According to the interviewees, at the launch of such operations, it is extremely important to avert negative outcomes such as accidents, mishaps and passengers

inconvenience so as for the effectiveness of the venture to be communicated. On the same wavelength, the passengers' social circle is also expected to play a part, as their opinion seems to matter. Finally, the Urgency to Travel shows the tendency of a portion of participants to assess every flight differently according to their perceived risk-versus-benefit equilibrium. In light of this, certain passengers may choose to fly with SPO despite concerns, should the purpose of travelling is important *e.g.* health issues or business. It is hypothesized that such passengers should be treated carefully, as a pleasant SPO experience may relieve their concerns whereas a bad one may deteriorate their attitude even more.

Finally, another criterion for estimating the trustworthiness of the findings is the number of participants that agreed on each theme (unanimity degree), a notion borrowed from content analysis principles (Kleinheksel et al., 2020; Krippendorf, 2018; Roberts et al., 2019). In light of this, it is underlined that Knowledge, Time, and Airlines were acknowledged by almost all the participants as important factors in their intention to fly with a SPO aircraft. Furthermore, these themes had the highest code-repetition rates (code recurrence), which forms an additional indicator of increased influence on participants (Buetow, 2010). A detailed description of these indicators is available in Table 1.

Table 1
Qualitative Trustworthiness Indicators

Current Study			Mentioned on Previous SPO Research
Theme	[a]Unanimity Degree	[b]Code Recurrence	
Airlines	High (11/12)	34	√
Knowledge	Full (12/12)	26	√
Social Pressure	Medium (6/12)	11	
Time	Full (12/12)	29	
Flight Duration	Medium (7/12)	9	√
Urgency to Travel	Low (4/12)	8	
Ticket Price	Medium (5/12)	10	√

[a]Unanimity Degree refers to the number of participants that referred to the theme at least once.
[b]Code Recurrence refers to the number of times theme-related codes were found in the entire dataset.

Conclusion

This study concluded that passengers' intention to accept SPO and fly with such an aircraft is dependent upon seven qualitative factors *i.e.* Airlines, Knowledge, Social Pressure, Time, Flight Duration, Urgency to Travel and Ticket

Price. The three dominant factors in terms of qualitative trustworthiness were found to be the airlines' reputation, the knowledge of the passengers regarding SPO safety and the track record of successful SPO over time. Also, the price of the ticket and the duration of the flight (short or long) are deemed important as these have been reported in previous SPO studies too. It is advised for any future SPO marketing strategy to take into consideration such factors that can eventually result in a smoother transition to single-piloted flights. Finally, by drawing on the Diffusion of Innovations and Resistance theories (Ram & Sheth, 1989; Rogers, 1983), it can be said that a negative attitude of consumers is more or less expected at the beginning of any venture; thus, it is recommended that the main focus should be on the factors that shape the passengers' attitudes rather than on the attitudes *per se*.

Limitations and Future Research Perspectives

Non-equal-probability sampling, the nature of qualitative designs and the cultural characteristics of participants (Greek citizens) are significant limitations to the generalizability of the findings. Additionally, quantification of certain qualitative indicators *e.g.* code recurrence, should be treated with caution to avoid misleading inferences. This study revealed previously unnoticed factors in passengers' attitudes toward SPO, highlighting the need for further examination in this area. Given that the concept of SPO is still relatively new, there is an urgent need for research to address potential cross-cultural, sampling, or historical biases.

Disclosure Statement

No potential conflict of interest was reported by the authors.

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Appendix A
Interview Schedule

1. Do you consider airplanes as a safe means of transport?
2. How do you find the idea of an airplane with only one pilot in the cockpit?
3. Imagine that from tomorrow onwards all the airlines reduce the flight crew in the cockpit from two to one. Will that change mean anything to you?
4. What would be the main reasons for you to hesitate to fly with such an airplane?
5. If the scientific community could explain to you that even if the pilot loses their senses, the aircraft will eventually land safe and sound (through sophisticated technology) would it be easier for you to book a Single Pilot Operations flight?
6. Does the time of successful Single Pilot Operations play a part for you? After how many years of successful Single Pilot Operations would you book a flight without any concerns?
7. Do you believe that ticket price plays a significant role for the public to accept Single Pilot Operations? How much of a drop in ticket price would be enough for you to fly with a SPO aircraft?
8. Would it be easier for you to book a Single Pilot Operations flight if the manufacturer of the aircraft was a well-established name in the industry (Airbus, Boeing, etc.), compared to an unknown one?
9. Do you believe that the airline's reputation plays a part for the public to accept Single Pilot Operations? Would it be easier for you to book a SPO ticket if the airline company was a well-regarded one?
10. If your relatives, (friends, family and colleagues) would tell you that they travelled with a SPO aircraft and everything went fine, would you book a flight easier then?
11. What, if any, measure should be taken in order to be easier for the public to accept the Single Pilot Operations and not worry that much?
12. Do you have anything else to propose?