

Passenger Service Agent's Perception on Health and Safety Practices at CMB Airport during Covid 19 Pandemic

W.M.I. Kumarasiri^{*}, A.K.A. Damunupola and A.A. Idroos

Department of Tourism Studies, Uva Wellassa University, Badulla, Sri Lanka

**Corresponding Author E-mail: induwara.info95@gmail.com, TP: +94771606140*

The global aviation industry is one of the most sensitive industries in the globe. The serious spread of the Covid 19 pandemic across the globe introduced a new social distancing culture to the entire world. Since airport service staff are highly exposed to this virus with the travelling crowds this study aims to examine the effectiveness of newly introduced health and safety practices for the passenger service agents at the Bandaranaike International Airport in Colombo, Sri Lanka (CMB). To in-depth understand the scenario study employed a qualitative approach while conducting structured interviews. Study gathered data from (X) respondents and analyzed them with thematic analysis. Accordingly, study findings revealed that pre Covid health and safety practices and novel practices positively contributed in maintaining an appropriate worker perception to conduct their job roles at the airport. In particular, the study findings will be useful for the front-line staff working in the tourism and hospitality industry to take necessary actions to prevent the rapidly spreading Coronavirus. Further, findings will disclose important health and safety related information to the HR managers, health authorities and other business stakeholder groups to better understand the critical situation. Further, findings will also provide valuable insights on the significance of establishing prompt monitoring mechanisms and implementing effective and preventive measures to control the spread of Covid-19 global pandemic

Keywords: COVID-19, Airport service agents, Employee perception; Health and safety practices