The Effect of Expectation, Perception of Preparation and Preparation toward Retirement on Organizational Commitment of Flight Attendant in Airline Company

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ABSTRACT

The purpose of this study is to identify the causal effect between flight attendants’ expectations for retirement, their perception towards preparing for retirement and their preparation for retirement and see how all three factors affect the level of their commitment to the organization. In order for empirical analysis, data were collected among flight attendants working for airlines with 334 valid samples used. The findings are as follows. First, the expectation for retirement among flight attendants had a significant positive effect on the perception of retirement preparation. Second, expectation for retirement had a significant positive effect on the level of actual retirement preparation. Third, perception of retirement preparation had a significant positive effect on the level of actual retirement preparation. Fourth, the level of retirement preparation had a significant positive effect on commitment to the organization. Lastly, between expectations for retirement and organizational commitment, retirement preparation had a significant positive effect.

핵심용어(Key words): 은퇴(Retirement), 은퇴준비(Preparation for retirement), 갱신훈무원(Flight attendants), 투입(Commitment)
I. 서 론


한편, 국내항공사는 규모와 질적인 면에서 빠른 속도로 성장해 왔다. 2012년에는 항공여객 역대 최대실적을 기록하여 국내·국제 여객이 전년 대비 각각 3.0%, 11.9%증가하여 최대실적을 기록한 것으로 나타났다. 항공수요 전망에서도 2020년까지 연평균 5.8%의 성장을 예측하고 있어 우리나라의 항공시장은 지속적으로 성장할 것으로 보인다(국토교통부, 2013).

그러나 항공 산업에 이 같은 성장에도 불구하고 지금까지 국내 항공사 객실승무원을 대상으로 한 은퇴에 관련된 연구가 미비하여 항공사 객실승무원들의 은퇴에