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Research Article

Navigating the Skies: Challenges and Opportunities of Non-Routine International Flight Schedules to Filipino Flight Attendants

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ABSTRACT

This study focused in determining the challenges and opportunities the Filipino female flight attendants are experiencing due to non-routine international flight schedules of an international airline company. Using a survey questionnaire tested for reliability by computing the Cronbach's alpha, survey items were grounded on theories which include Job Demands–Resources (JD-R) Theory, Herzberg's Two-Factor Theory of Motivation, and Circadian Rhythm Theory. With 100 flight attendants as respondents, the goal is to determine how work conditions affect motivation, behavior and performance among the respondents working in the aviation industry. The summary of the demographic profiles revealed that a Filipino female flight attendant is 35.82 years old, married, and has been serving the airline company for 11.85 years, typically with an average flight hours per month of 81.90 and earning a monthly salary of Php145,999.50. In terms of challenges of non-routine flight schedules, the respondents rated "Agree" that they have to deal with irregular flight hours, frequent non-scheduled flights, shift rotation patterns, extended flight duration, fatigue, and sleep disruption. Despite these challenges, the respondents generally "Agree" that non-routine flight schedules offer opportunities which include additional flight experience and route exposure, overtime or extra income, professional growth and skill development, enhanced networking and exposure to diverse destinations, and increased adaptability and resilience. Statistical results show that in terms of the challenges of non-routine flight schedules, no significant difference on the responses was observed between the working variables and the demographic profiles except between number of years in service and shift rotation patterns. For the opportunities, no significant difference on the responses was observed between all working variables and the demographic profiles. These results will benefit the flight attendants, airline administrators, aviation policymakers, passengers, and researchers seeking to enhance workforce well-being and productivity in the global aviation industry.

Keywords: *Non-routine schedules, challenges, opportunities, significant difference, adaptability, resilience*

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Introduction

The global aviation industry operates in a highly dynamic and safety-critical environment where human performance is paramount. Flight attendants as cabin crews are expected to manage irregular working hours, long-haul flights, and trans-meridian travels across multiple time zones. Non-routine flight schedules have been identified as major occupational stressors that present both challenges and opportunities for professional growth, resilience, and adaptive strategies (Hong, Hsu, & Hu, 2023). Non-routine flights are airline flights that deviate from planned schedules due to delays, cancellations, mechanical issues, weather disturbances, or other unforeseen network disruptions.

The global aviation industry continues to expand rapidly indicating a significant need for new flight attendants and pilots to support airline growth and network expansions (Arabian Business, 2023). It contributes billions of dollars for national development which includes infrastructure development and creation of thousands of jobs. As this industry grows, and demanding, continuous workforce development must be in placed building talent capacities among aviation professionals (International Air Transport Association, 2025).

In Southeast Asia, the Philippines is a major provider of aviation professionals like flight attendants and pilots. Filipino flight attendants are known globally for their hospitality and resilience. Relevant degree programs are offered both in the public and private higher education institutions (HEIs) with significant number of enrollees. With more than 7,000 islands, transportation via air is a necessity.

Grounded on three theories which include Job Demands–Resources (JD-R) Theory, Herzberg's Two-Factor Theory of Motivation, and Circadian Rhythm Theory, the objective is to explain how prevailing work conditions influence the behavior, motivation, and performance of Filipino flight attendants. JD-R Theory focused on explaining the balance between demands and resources. Herzberg's Theory clarifies the effects of intrinsic and extrinsic factors to satisfaction and performance of the respondents. Circadian Rhythm Theory explains the biological bases in understanding fatigue and alertness.

Determining the challenges and opportunities of non-routine flight schedules to Filipino female flight attendants serving an international airline company based in the Middle East as they navigate the skies is the core of this study. Demographic profile was determined. Respective level of agreement on the challenges they experienced on non-routine flight schedules were gathered based on the following dimensions: extended flight duration, irregular flight hours, fatigue and sleep disruption, shift rotation patterns, and frequency of non-scheduled flights. To put balance, the respondents were asked on the opportunities they gain which include additional flight experience and route exposure, opportunities for overtime or extra income, professional growth and skill development, enhanced networking and exposure to diverse destinations, and increased adaptability and resilience.

Materials and Methods

A descriptive-inferential research design was utilized to capture the demographic profile of the respondents and their respective responses to the survey items per identified dimension to gauge the challenges and opportunities experienced by them. Statistical generalizations were made based on the gathered data. This dual approach seeks to describe prevailing conditions and using statistical analysis to interpret if significant differences occur across specific groups (Leavy, 2021; McMillan, 2021).

This research design allowed the researchers to profile the demographic background of the respondents and determine if significant differences existed statistically on their perception about the challenges and opportunities of non-routine flight schedules. Inferential statistics was applied to test the hypothesis, that is whether variations between demographic groups were meaningful without manipulating the variables or establishing direct causality.

Respondents and Location

The respondents of the study were 100 Filipino female flight attendants employed by an international airline company. They were selected from a total population of 300. The respondents were chosen through quota sampling for adequate representation of key groups and to minimize bias. This provided reliable data in determining the challenges and opportunities of non-routine flight schedules.

The study was conducted within the operational environment of the international airline company which operates both domestic and international routes across multiple regions globally. The airline serves a number of destinations across the Middle East, Africa, Asia, Europe, and North America. The airline company employs a diverse multinational workforce. Filipino flight attendants play a significant role in ensuring passenger safety, comfort, and service excellence in global flight operations.

The Instrument

This study used a survey questionnaire designed specifically for data gathering with three (3) parts. The Cronbach's alpha was computed to determine the internal reliability of the items per identified dimension.

The demographic profile of the respondents forms the first part of the survey questionnaire. Information such as age, civil status, number of years in service, average flight hours per month, and average salary per month were asked. The second part focused on the challenges of non-routine flight schedules in terms of the variables including extended flight duration, irregular flight hours, fatigue and sleep disruption, shift rotation patterns, and frequency of non-scheduled flights. The third part assessed the opportunities of non-routine flight schedules in terms of the variables including additional flight experience and route exposure, opportunities for overtime or extra income, professional growth and skill development, enhanced networking and exposure to diverse destinations, and increased adaptability and resilience.

Each variable has seven item statements. Respondents indicated their level of agreement using a 4-point Likert scale, from 4 (Strongly Agree), 3 (Agree), 2 (Disagree) to 1 (Strongly Disagree). The absence of a neutral option encouraged respondents to express a clear perception regarding each item statement.

The initial draft of the instrument was reviewed by a panel of examiners at the University based on clarity, consistency, and suitability. Revisions were incorporated based on the review. A pilot test involving 10 Filipino flight attendants as non-respondents was conducted to determine the reliability of the instrument, basis in computing the Cronbach's alpha coefficient. The results as follows: Irregular Duty Hours (0.831); Frequency of Non- Schedule Flight (0.913); Shift Rotation Pattern (0.811); Extended Flight Duration (0.833), Fatigue and Sleep (0.785); Additional Flight Experience (0.890); Opportunities for Overtime or Extra Income (0.898); Professional Growth and Skill Development (0.887); Enhanced Networking and Exposure to Diverse Destinations (0.905); and Increased Adaptability and Resilience (0.896).

Data Collection

Prior to data gathering, the main author secured approval from the Airline Administration of the international airline company to conduct the study among its Filipino flight attendants. It was granted. The approval authorized the distribution of the research instruments and facilitated coordination with flight attendants working under various flight schedules. Securing such clearance ensured adherence to ethical standards, confidentiality, and organizational protocols.

The instrument was administered personally or electronically to the identified respondents during their vacant and most convenient time. For electronic data gathering, the Google form was utilized by the researchers so as not to disrupt work and rest periods. A brief explanation was provided to give an overview about the purpose of the study. Respondents were notified that this is voluntary in nature and confidentiality of the responses shall be strictly observed. They were given enough time to complete answering the survey questionnaire either in hard copy or electronic.

The retrieval of the responses was undertaken either in person or through secured

electronic submission. Completeness was checked to ensure all items were answered. The gathered data was utilized for statistical analysis and interpretation.

Data Analysis

The data gathered were statistically analyzed using the SPSS version 25.0 to ensure accurate computation and interpretation of results. Both descriptive and inferential statistics were utilized in relation to the objectives of the study. Statistical tools utilized include:

1. **Frequency Count.** Determined the distribution of responses in categorical variables, giving an overview of the population structure.
2. **Percentage**. Described the proportion or relative frequency of respondents within each category of the demographic variables to show the comparative representation of the participants and helped interpret the distribution of data more clearly.
3. **Weighted Mean**. Applied to quantify the respondents' overall assessment of the non-routine flight schedules and their effects on work performance using a 4-point Likert scale. The weighted mean represented the average level of agreement on every item providing insight into general trends and perceptions among the respondents. The following class intervals for weighted mean are used for respective qualitative description: Strongly Agree (3.26 - 4.00), Agree (2.51 - 3.25), Disagree (1.76 - 2.50), and Strongly Disagree (1.00 - 1.75).
4. **Likert Scale.** The 4-point Likert scale guided the interpretation of results concerning the respondents' responses as follows: 4 (Strongly Agree), 3 (Agree), 2 (Disagree) and 1 (Strongly Disagree)
5. **Analysis of Variance (ANOVA).** Determined whether there are significant differences in the respondents' assessments when grouped according to demographic variables. It helped in identifying variations across subgroups within the population.

Results and Discussions

Profile of the Respondents

1.1 Age. Of the 100 respondents, 48 were between 29 to 34 years old during the conduct of this study, 37 were 35 to 40 years old, 12 were 41 to 46 years old, 2 were 47 to 52 years old, and 1 was 59 to 64 years old. The mean age was 35.82 years old. At this age, individuals prefer careers that offer travel abroad, exposure to multi-cultural diversity, and opportunities for personal growth. The aviation industry strongly aligns with these aspirations by offering international travel, competitive entry-level compensation, and a dynamic work environment that differs from office-based employment (International Labour Organization, 2017).

1.2 Civil Status. 53 are Married, 46 are Single, and 1 is Separated. This implies that married individuals entering the flight attendant profession reflects evolving socio-economic and family dynamics. As mentioned by Blau & Kahn (2017), traditionally flight attendants is perceived as a career for single young adults. Cabin crew roles are now being considered viable by married professionals due to changing gender roles, dual-income household needs, and expanding global labor opportunities. Married individuals may demonstrate greater emotional maturity, conflict management skills, and interpersonal competence critical in managing passenger relations, handling in-flight emergencies, and working within multi-cultural crew teams. In this sense, marital status may indirectly enhance workplace performance and reliability (Afolashade et al., 2024).

1.3 Number of Years in Service. 44 have been a flight attendant for 6 to 10 years, 38 for 11-15 years, 12 for 16 to 20 years, 4 for 21 to 25 years, and 1 each for 26 to 30 years and 1 to 5 years, respectively. The mean number of years in service is 11.85 years. Seniority is gained in the number of years of work in any industry. In the aviation industry, long-term flight attendants often given favorable schedules, preferred destinations, and leadership opportunities as acquired from a number of years of professional experiences (Business Insider, 2026).

1.4 Average Flight Hours per Month. 66 have 80 to 89 average flight hours per month, 27 have 70 to 79 hours, 5 have 90 to 99 hours, and 2 have 60 to 69 hours. The computed mean is 81.90 hours. Flight attendants navigating the skies for more than 80 flight hours a month reflects the supply and demand of the airline

company. It shows the economic motivation among the respondents and the operational demand in aviation industry. Flight hours are directly correlated with income, as many airlines structure compensation around basic pay plus hourly flight pay and allowances (International Civil Aviation Organization, 2022). This clearly shows that gaining financial optimization has become a primary motivation in workload decisions among cabin crew. Higher flight hours equate into increased take-home pay. For the Filipino flight attendants, maximizing flight hours can significantly improve household financial stability (Bureau of Labor Statistics, 2025).

1.5 Average Salary per Month. 22 have an average salary per month ranging from Php140,000 - Php159,999, 19 from Php120,000 - Php139,999, 16 from Php160,000 - Php179,999, 15 from Php100,000 - Php119,999, 14 from Php180,000 - Php199,999, 6 from Php80,000 - Php99,999, 5 from Php200,000 - Php219,999, and 3 from Php60,000 - Php79,999. The mean is Php145,999.50. With this amount of monthly earning, the respondents are relatively within the middle to upper-middle income category (Bureau of Labor Statistics, 2025). This salary level is above comparable domestic employment opportunities in the Philippines. With the unpredictable foreign currency exchange, professionals in the aviation industry possess financial capabilities, asset acquisition, and long-term savings accumulation.

Summary on the Agreement of the Respondents on the Challenges Experienced on Non-Routine Flight Schedules

Table 1

Summary Table on the Challenges of Non-Routine Flight Schedules Perceived by the Respondents

	Dimensions	Overall Weighted Mean	Qualitative Interpretation	Rank
1	Extended flight duration	2.90	Agree	1
2	Irregular flight hours	2.82	Agree	2
3	Fatigue and Sleep disruption	2.82	Agree	3
4	Shift rotation patterns	2.68	Agree	4
5	Frequency of Non-Scheduled Flights	2.62	Agree	5
	Grand Mean	**2.77**	**Agree**	

Presented on Table 1, the overall mean of 2.77 interpreted as "Agree" justifies the existence of challenges at work the Filipino flight attendants have to hurdle for non-routine flight schedules. Based on the results, the ranking as follows: 1. extended flight duration (2.90); 2. irregular flight hours (2.82); 3. fatigue and sleep disruption (2.82); 4. shift rotation patterns (2.68); and 5. frequency of non-scheduled flights (2.62). Extended flight duration magnifies the physical, mental, and emotional demands placed on flight attendants, making it a critical factor influencing their overall work experience (Bennett, Bakker, & Field, 2018).

Extended flight duration. With a weighted mean of 2.90 interpreted as "Agree" made this dimension the topmost challenge the flight attendants have to handle. Extended flight duration leads to lingering fatigue. Long-haul and extended flights cause physical and mental concerns on cabin crew due to prolonged duty hours, time-zone crossings, sustained vigilance, and continuous passenger services. Immediate recovery provisions are perceived inadequate to offset the challenges of extended flight operations (Caldwell & Caldwell, 2019).

Flight attendants are exposed to long-hour duties with limited opportunities for energizing rest during and after every flight. When post-flight recovery time is inadequate, energy depletion persists into subsequent duties, reducing overall stamina and increasing vulnerability to exhaustion. This scheduling practice may underestimate the true recovery needs

brough upon by extended operations (Jackson & Earl, 2018).

In physiological viewpoint, inadequate recovery after long hour flights disrupts the circadian rhythms and sleep quality. When flights involve multiple time zones, it may cause jet lag and dehydration, worst is long periods of standing and restricted movements result to compound fatigue. Without adequate recovery periods, the body struggles to return to baseline functioning, increasing the risk of chronic tiredness and health-related issues (Eriksen & Åkerstedt, 2020).

Irregular flight hours. The respondents "Agree" at a mean of 2.82, irregular flight hours significantly interfere in developing habits towards effective time management. Flight attendants operate under rotating time working schedules which include night flights, early departures, and extended layovers. This disrupts the ability to plan daily activities making traditional time management strategies less effective. Time management becomes reactive rather than proactive. This limits opportunities for personal development and skill improvements (Gillet & Tremblay, 2021). Prioritization, scheduling, and task assignment most of the time rely on a stable time period. When duty hours are frequently changed, flight attendants must adjust sleep patterns, mealtimes, and personal commitments. This can weaken consistency leading to difficulties in maintaining balance both professionally and personally (Bendak & Rashid, 2020).

Fatigue and Sleep disruption. The Filipino flight attendants generally rated this at a mean of 2.82. The respondents "Agree" that fatigue management programs need to be strengthened for flight attendants' well-being, a critical gap between fatigue mitigation efforts and the lived realities of non-routine flight schedules. Fatigue management programs aim to safeguard the health and wellness of the cabin crew including operational safety (Dawson et al., 2019). The inadequacy of fatigue management programs may worsen sleep disruption. Without personalized guidance, practical recovery strategies, or rest opportunities, flight attendants may struggle to manage circadian misalignment and chronic sleep debt (Kecklund & Axelsson, 2019).

Shift rotation patterns. The result indicates that inadequate rest disrupts essential recovery processes such as sleep quality, circadian rhythm alignment, and physical restoration. Powell et. al. (2018) studied that shift rotations that involve early-morning departures, late-night arrivals, quick turnarounds, or consecutive duty days significantly limit opportunities for physical and mental recovery. Insufficient rest is an occasional inconvenience and a serious challenge affecting flight attendants' overall functioning. The respondents scored this dimension with a mean of 2.68 interpreted as "Agree". If rest periods are shortened with natural sleep cycles, flight attendants may experience chronic fatigue, sleep deprivation, and reduced alertness. These will make it difficult for crew members to regain energy and resilience for the next duty period (Sonnentag, Venz & Casper, 2017). Flight attendants are responsible for passenger safety, emergency preparedness, and in-flight service which require sustained attention, quick decision-making and emotional regulation. Fatigue resulting from inadequate rest can impair cognitive performance, slow reaction times, and reduce situational awareness (Wang et al., 2021).

Frequency of Non-Scheduled Flights. Rated by the respondents at a mean of 2.62 and interpreted as "Agree", they believe that airline policies need to provide sufficient guidance in managing unscheduled flights to close the gap in addressing the realities of non-routine flight operations. As stated by ICAO (2018), unscheduled flights such as diversions, delays, last-minute route changes, and additional sectors are inherent in the aviation industry. But then, existing policies are often designed around standard and planned operations. This mismatch leaves flight attendants uncertain about flight schedules.

Gander et. al. (2020) pointed out that when clear guidance is lacking, crew members rely on personal judgment or informal practices. This can create inconsistency in service delivery and safety-related decisions. The absence of standardized protocols for unscheduled flights may lead to work confusions in terms of time management and delivery of relevant services. Flight attendants play a frontline role in managing passengers during

disruptions, and unclear policies can delay decision-making or lead to conflicting actions among crew members. It can affect passenger satisfaction particularly during irregular operations when procedural certainty are essential (Kanki, Anca & Chidester, 2019).

Summary on the Agreement of the Respondents on the Opportunities of Non-Routine Flight Schedules

Table 2

Summary Table on Respondents Agreement on the Opportunities of Non-Routine Flight Schedules

	Dimensions	Overall Weighted Mean	Qualitative Interpretation	Rank
1	Additional flight experience and route exposure	3.13	Agree	3
2	Opportunities for overtime or extra income	3.41	Strongly Agree	1
3	Professional growth and skill development	3.10	Agree	4
4	Enhanced networking and exposure to diverse destinations	3.20	Agree	2
5	Increased adaptability and resilience	3.08	Agree	5
	Grand Mean	**3.18**	**Agree**	

Presented on Table 2, with a grand mean of 3.18, the respondents "Agree" that despite the challenges they need to address on non-routine flight schedules, a number of opportunities are at hand ranked as follows: 1. opportunities for overtime or extra income (3.41); 2. enhanced networking and exposure to diverse destinations (3.20); 3. additional flight experience and route exposure (3.13); 4. professional growth and skill development (3.10); and 5. increased adaptability and resilience (3.08). The opportunities for overtime or extra income ranked first which is significant on economic benefit over irregular work patterns. According to Kelliher, Richardson, & Boiarintseva, (2019), despite the physical and psychological demands of non-routine schedules, flight attendants recognize the financial advantages that come with additional duty hours, extended flights, and extra assignments.

The role of non-routine schedules in enhancing financial stability and earning potential creates overtime pay, extra sector assignments, international allowances, and other schedule-related incentives allowing flight attendants to supplement their base salary. For many, especially Filipino flight attendants supporting families or long-term financial goals, these opportunities provide meaningful economic support (Semyonov & Gorodzeisky, 2018).

Kuvaas et. al. (2017), concluded that opportunities for overtime or extra income may positively influence job commitment and willingness to accept challenging schedules. Financial incentives can serve as compensation for the demands of long hours, disrupted sleep, and time away from home.

Additional flight experience and route exposure. Despite the challenges of irregular operations, Filipino flight attendants perceive this dimension as a significant professional advantage (3.13, Agree). Flight attendants assigned to varied destinations have to quickly adjust to changes in flight duration, service procedures, time zones, and onboard demands. This adjustments enhances their ability to respond effectively to unexpected situations. The agreement among respondents indicated that adaptability is cultivated through experiences rather than routine, making non-routine schedules a valuable learning experience (Kozlowski & Klein, 2020).

In skills development, Pulakos et al. (2019) pointed out that route exposure broadens operational competence and international

knowledge. Flight attendants gain experiences in handling diverse passenger expectations, language and cultural differences. They become more familiar with the different cultures of the passengers, aircraft types, crew compositions, and operational protocols.

Opportunities for overtime or extra income. Extra duty assignments according to the respondents contribute positively to financial stability due to higher income (3.41, Strongly Agree). Despite the operational and personal challenges associated with irregular duties, additional work opportunities are widely accepted as a meaningful source of financial support. Overtime pay increases base income, enhancing overall financial security. Non-routine schedules create income flexibility which may not be available in other work arrangements (Budd & Mumford, 2018). Extra assignments allow flight attendants to optimize on peak travel periods, staff shortages, or extended operations, converting time and effort into tangible financial gains. The strong agreement among respondents shows an understanding that irregular schedules present opportunities for improved earning potential when compensation structures are favorable.

Semyonov & Gorodzeisky (2018) believed that increased income from overtime will help flight attendants better manage personal and family financial responsibilities. Additional earnings can support essential expenses, savings, debt reduction, or long-term financial planning. This is particularly relevant for Filipino flight attendants who may have strong familial obligations or remittance responsibilities.

Professional growth and skill development. The respondents gain valuable professional experiences from handling unexpected situations highlighting significant positive outcomes of non-routine flight schedules in terms of professional growth and skill development (3.10, Agree). Despite the inherent challenges, exposure to unexpected situations allows crew members to utilize theoretical knowledge into real-world competence (Sallé, et. al, 2021).

Proper handling of irregular events such as flight delays, diversions, medical emergencies, or passenger conflicts, strengthens the problem-solving and decision-making skills of the flight attendants. They are expected to assess situations quickly, apply safety procedures, and coordinate with the flight deck and ground staff under pressure. Repeated exposure to these enhances confidence and professional judgment (Endsley, 2018). Salas et al. (2018) said that managing unexpected situations fosters the growth of both technical and soft skills. Flight attendants develop stronger communication, teamwork, and leadership abilities as they navigate challenging circumstances with colleagues and passengers.

Enhanced networking and exposure to diverse destinations. Non-routine schedules provide opportunities to be exposed to diverse cultures and destinations that enhances their travel experiences (3.20, Agree). Flight attendants perceive destination diversity a meaningful benefit of their profession (Richards, 2018). Regular exposure to different passengers, cultures, countries and cities transforms routine work assignments into enriching travel experiences that extend personal and professional perspectives. Frequent exposure to diverse destinations deepens cultural awareness and global perspectives, resulting to appreciation of the different cultures and individual differences.

Flight attendants encounter varying customs, languages, cuisines, and social norms, which enhances cultural sensitivity. These exposures enrich personal travel experiences and intercultural competence which are essential skills in providing inclusive and respectful service to an international passenger base (Ang, Rockstuhl, & Tan, 2019).

Increased adaptability and resilience. The results encourage the respondents to become more adaptable and resilient (3.08, Agree). Repeated exposure to unpredictable situations strengthens flight attendants' ability to adjust quickly and effectively. Non-routine flights require crew members to respond to last-minute changes, unfamiliar destinations, diverse passenger needs, and varying service demands. These experiences enhance mental agility and situational responses, enabling flight attendants to become more proactive, composed and functional despite uncertainty (Hannah et al., 2019).

In a study of Signal & Gander (2018), irregular flight operations serve as powerful experiential learning environments. Rather than hindering professional growth, non-routine flights appear to actively cultivate flexibility, a core competency in the demanding aviation industry. This is supported by Robertson et al. (2018) that non-routine flights foster emotional and psychological strength. Managing disruptions, extended duties, and irregular schedules encourages flight attendants to develop coping strategies, stress tolerance, and perseverance. These qualities contribute to resilience, the capacity to recover from difficulties and maintain performance under pressure.

Test of Significant Differences on the Responses when Grouped According to Demographic Profile

For testing the significant differences on the responses, the ANOVA was computed at 0.05 alpha level of significance with respect to the demographic profile variables. In terms of the challenges of non-routine flight schedules, no significant difference was observed between the working dimensions and demographic profiles except between number of years in service and shift rotation patterns at $F(5, 94)=3.004$, $p=0.015$.

This result tells a statistically significant difference in shift rotation pattern challenge scores across years in service ($p=0.015$), suggesting variation in perceptions among experience groups. However, interpretation is limited by highly unequal group sizes, including categories with only one respondent, which violates assumptions required for valid post-hoc comparisons. Consequently, post-hoc tests were not conducted, and specific group differences cannot be statistically confirmed. Further, descriptive patterns show variation in mean scores across groups, with higher means observed among respondents with 1–5 years ($M=4.00$) and 26–30 years of service ($M=2.86$), although both are based on extremely small samples. Among adequately represented groups, those with 11–15 years ($M=2.76$, $SD=0.525$) and 6–10 years ($M=2.68$, $SD=0.390$) show similar mean scores with relatively low variability, while the 16–20 years group recorded the lowest mean ($M=2.32$, $SD=0.651$), indicating greater variability in responses.

Flight attendants with fewer years in service may perceive shift rotation patterns as more challenging due to limited experience in coping with irregular hours, rapid schedule changes, and fatigue management. They are still developing personal strategies for sleep regulation, time management, and physical recovery (Åkerstedt, Kecklund, & Axelsson, 2017).

Roach et al. (2017) gave emphasis that flight attendants with longer years of service have developed coping mechanisms and expectations aligned with the realities of the profession and may demonstrate greater tolerance or adaptation to irregular shift rotations. For more senior flight attendants, prolonged exposure to irregular schedules may lead to cumulative fatigue and long-term health concerns, which can heighten sensitivity to shift rotation challenges in different ways.

In terms of the opportunities provided by non-routine flight schedules, no significant difference was observed between all working variables and the demographic profiles.

Conclusion

Based on the summary of the results of the investigations conducted, the researchers concluded that most of the respondents are young female adults (35.82 years old), married, 11.85 years serving the aviation industry, with average flight hours of 81.90 hours per month, and an average salary of Php145,999.50.

The Filipino flight attendants generally "Agree" that the challenges they need to address on non-routine flight schedules include extended flight duration, irregular flight hours, fatigue and sleep disruption, shift rotation patterns, and frequency of non-scheduled flights.

Despite these challenges, the respondents generally "Agree" that a number of opportunities are at hand which include opportunities for overtime or extra income, enhanced networking and exposure to diverse destinations, additional flight experience and route exposure, professional growth and skill development, and increased adaptability and resilience.

In terms of the challenges of non-routine flight schedules, no significant difference on the responses was observed between the working variables and the demographic profiles except between Number of Years in Service and Shift rotation patterns. And for opportunities provided by non-routine flight schedules, no significant difference was observed between all working variables and the demographic profiles.

These results will benefit the flight attendants, airline administrators, aviation policymakers, passengers, and researchers seeking to enhance workforce well-being and productivity in the aviation industry.

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