

Cabin crew welfare comparison, Emirates and Qatar

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Abstract

Welfare is one of the motives. That makes the crew or staff want to be a part of the organization because having a good staff is one of the factors driving the organization in a good way

2 big companies with quality crews Have a good image of the crew Recognized for customer service, namely, Emirates Airlines and Qatar Airways. What welfare do they have that many people want to be part of the organization? How they take care of their crew, which makes their employees quality. And how Emirate airline and Qatar airways have different welfare ?

Welfare is part of the decision of the crew to join the organization. And this project, we will study that How are their welfare interesting ? There are more or less differences. To provide guidelines for those interested Or useful for those who would like to join with Emirates airlines and Qatar airways.

Keywords: Airlines , Airways , Emirate , Qatar , Welfare .

Introduction:

If talking about a famous airline, you must know Emirate airline and Qatar airways, They are 2 big success company with good reputation and have strong Cabin crew which is an important part that makes the company successful We will come to delve into the welfare of the crew of the two airlines that how they take care for the crew to make their crew acceptable.

We will see what their welfare is. As a crew of two airlines, what benefits will you receive? Including salary Which is a factor in which most people choose to work Join other factors that are what

And they have different or similar welfare benefits The good care of the crew has made the company move well.

Research Methodology

Emirates Cabin Crew Salary and Benefits

Emirates Cabin Crew have one of the best pay and benefit packages in the airline industry – Especially for new joiners. In fact, Cabin Crew are positively spoiled compared to their compatriots at rival airlines. Not only is the base salary generous but a whole host of other benefits make for a really lavish package.

All Cabin Crew have to be based in Dubai, the home of Emirates and are therefore paid in Dirhams (AED) – the local currency of the United Arab Emirates. The airline also operates an ‘exchange rate protection scheme’ as the Dirham is pegged against the US Dollar.

Contract Emirates airline crew

- When being selected to work with Emirates Airlines as a flight attendant, the contract must be signed for a period of 3 years. And the probation period 6 months included in the three year period as well After the 3 year contract expires, the contract will be renewed every 3 years.

Privilege

- Accommodation (Company Accommodation) Fully furnished (wardrobe Dressing table, bed, dining table, sofa etc.) and necessary appliances Kitchen equipment (refrigerator, gas stove, washing machine and dryer etc.) You will have a Roommate crew (may be the same nation or not), 1 or 2 people depending on the room size. (Everyone has a bedroom and private bathroom) Water, electricity, and local calls. The airline will pay.

- If staying 4-5 years or more, the company will offer a single room, 1 bedroom, 1-2 bathrooms (depending on the building) and 1 kitchen, even if you are not a senior position.

- CSV - Cabin Supervisor and Purser will receive Single Single Room

- Families, parents, siblings and friends, if visiting Dubai, can stay at the crew accommodation. Just have to inform the company and Roommate in advance.

- There is a shuttle bus from the accommodation to the crew center every 15-25 minutes. Running the whole day, when going to Layover in different countries, there will be a shuttle bus from the hotel to the airport.

- Discounted tickets from your Emirates airline, family and friends

* Crews will be entitled to purchase discounted tickets for Emirates and partner airlines.
Unlimited number

* The family will be divided into parents, siblings, get 50% discount tickets and 90% discount of Emirates.

* The family of the crew (if married Marriage registration) will be granted the right to use Emirates discount tickets and unlimited airline partners.

* Crews can purchase discount tickets for airlines Emirates, another 10 cards per year (for purchase to friends or relatives)

* Every year, the crew will receive Annual Leave tickets (free tickets confirm 1 seat) at any time of the year. Or can be stored for the next year Can be used to travel to any destination in the Emirates

** If you are a Purser, you will be able to purchase tickets for Economy Class and Business Class.

** If staying up to 10 years or more, SRC tickets will be free, one staff standby per year, flying to anywhere in the Emirates.

** If staying for 15 years, will receive 1 SRC Confirm ticket each year (every year). Fly with Emirates Airlines (if going out as a Purser and flying 15 years, this ticket travels on the Business Class)

** How much profit will be gained? Depending on the profit each year

• International Medical Insurance Health and medical insurance

• vacation Can request a leave of 30 days a year (starting at a minimum of 5 days each time) with full salary

Salary - Flight hours

The salary for the Emirates crew does not have to pay income taxes, is divided into salaries and flight hours. Salary increases according to the number of years you work in that position and Will be adjusted when receiving promotion promotion Or the company has increased each year

The new crew will receive a salary.

4260 Aed = 1160 Us

(9.50 baht = 1 Aed)

The flight hours are 57aed per hour (for GR2 flying crews who are still working on the Economy Class of Emirates) per month. 70-100 hrs. (The average income will be around 8250aed to 9960 aed for the crew that is currently on the Economy Class. If thinking about the exchange rate at this time, it is approximately 77,000 - 94,620 baht approximately (probably more or less, but the average will be around this Some people may fly more than 100 hours / month if flying long flights)

When promoting up to Business Class (GR1) -> First Class (FG1) -> Cabin Supervisor (CSV) -> Purser, salary base is adjusted according to higher grades. And according to the number of years you fly / flight hours in each grade Is quite different

When going to Layover in different countries, he will receive an allowance of each station in order to use for eating about 1700 -3000 baht per night depending on the country flying.

Airlines never lose, and continue to expand the destination and increase the number of flights.

Qatar airway cabin crew Salary and Benefits

So what makes a Qatar Cabin Crew job or Flight Attendant Career in the Middle East great? You can only imagine the benefits of landing a job as a steward in the airline industry. If you choose to be part of the cabin crew team in Qatar Airways, you are taking advantage of the privileges with one of the best-paid airline companies in Doha, Qatar.

Contract (Qatar Airways crew contract)

When qualifying for a job with Qatar Airways, as a flight attendant, the contract must be signed for a period of 3 years. And the probation period (Probation) 6 months included in the three year period as well After the 3-year contract expires, the contract may be extended.

Other privileges include:

- Fully furnished apartment That is shared with 1 or 2 other crew roommates depending on the room size But you will get a separate bedroom Which the airline will pay for all expenses including water, electricity and home phone charges

- There is a shuttle bus from the accommodation to the crew center / hotel to the airport.

- Your discounted tickets, family and friends for Qatar Airways

 - o Crews will be entitled to purchase discounted tickets for Qatar Airways and partner airlines. Unlimited number
 - o The family will be divided into father-mother, get a discount ticket of 50% discount for 1 set and 1 90% discount, and the elder-sister can get a discount ticket of 50% discount for 1 model and 90% discount. 1 card
 - o The family of the crew will be entitled to use the discounted airline ticket. Unlimited partners
 - o In addition, the crew can buy 15 discount tickets for Qatar Airways each year.

- Bonus if flying up to the maximum number of hours that the airline determines
- International Medical Insurance, health insurance and medical care from Alliance

vacation:

- Vacation for 30 days a year with full salary
- and every year can use free annual leave tickets which do not need Used during the vacation

Salary / Hour

Salary for the Qatar Airways Crew Do not pay taxes Monthly income is divided into salaries and flight hours. Now, salary increases according to the number of years working in that position. And when being adjusted when being promoted

When entering the new Will receive a monthly salary of 3700QR = \$ 1016

After 6 months of Probation, 4000QR = 1099 \$

For flight hours 45qr = 12 \$

The above revenue is the revenue for the Economy Class or F2 crew.

The average salary of all Economy Class Qatar crews will be approximately QR9000-11000. 76,000 -... 94,000 baht (May be less than this Or higher, some months, but the average

When doing will be around this)

business class, there will be more adjustments.

Premium class (F1) crews can re-enter QR4300 (after that, the annual salary increase depends on the crew performance of each crew member)

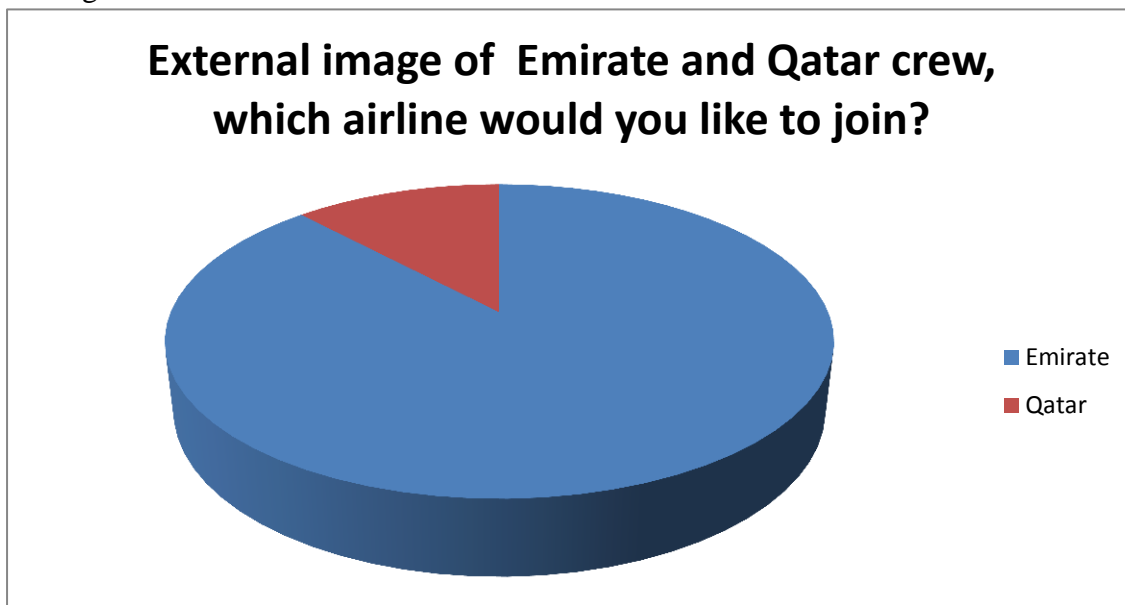
Objective

The research methodology is Cabin crew welfare comparison, Emirates and Qatar . Questions that asking

1. External image of Emirate and Qatar crew, which airline would you like to join?
2. From the welfare of the Emirate and Qatar which airline are you most satisfied with?
3. From salary of the Emirate and Qatar which airline that you like ?

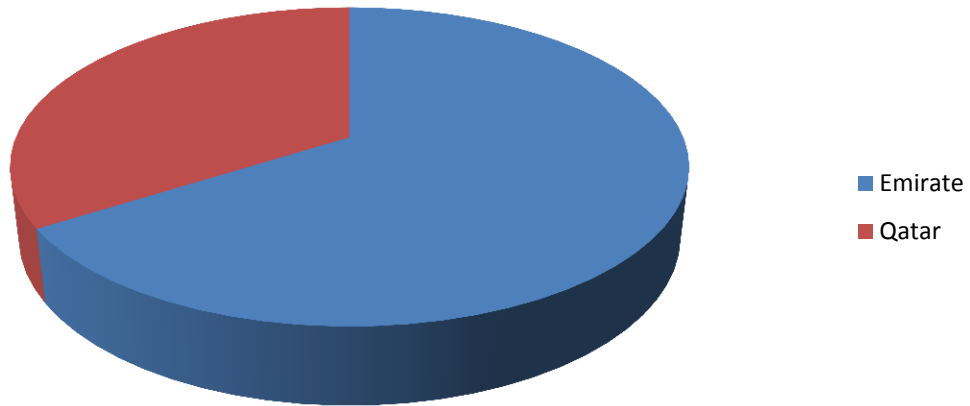
From questions asked by fifty Airline students In order to know Which airline is the airline that everyone wants to join the most because both airlines have the same good quality? And have a recognized crew Have a good image There are also benefits for the cost-effective crew. I therefore asked a comparative question.

From the first question External image of Emirate and Qatar crew, which airline would you like to join? From the survey found that 88% of the respondents, Emirates, are the airlines that they want to work with. When viewed from the outside, found that the factors that they decided came from The fact that they saw the life of the crew working in the Emirates With a good image Salary that is much higher than Qatar Airlines And the route that the flight crew



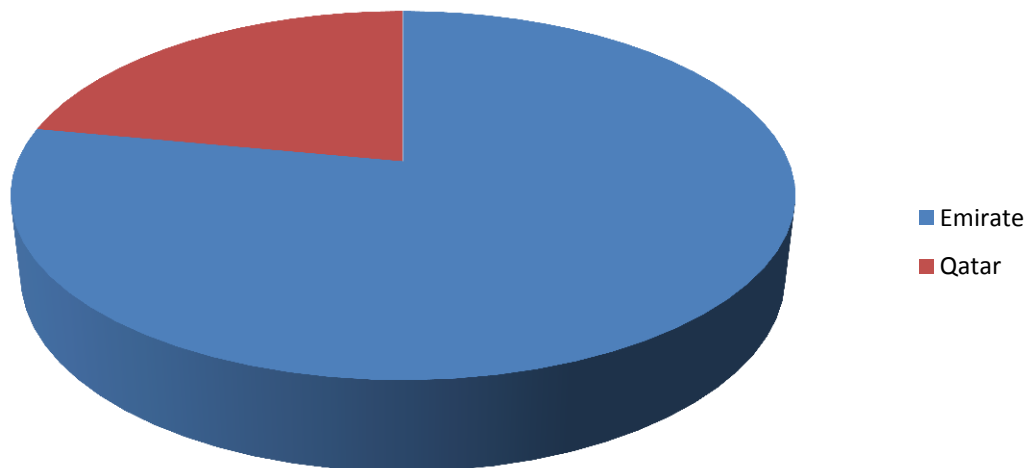
The second question From the welfare of the Emirate and Qatar which airline are you most satisfied with? Found that 66% chose the Emirates and 34% chose Qatar Airlines By choosing from the welfare of the crew that they think that Emirates has welfare that is more valuable than Qatar Airways

From the welfare of the Emirate and Qatar which airline are you most satisfied with?



The third question from salary of the Emirate and Qatar which airline that you like? 78% survey results selected Emirates By choosing from salary as back Of course, Emirates Airlines provides a salary of approximately 77,000 - 94,620 baht, with the salary of Qatar Airways crews at around 76,000 -... 94,000 baht

from salary of the Emirate and Qatar which airline that you like?



Reserves from the annual report of Emirates Airlines and Qatar for reference to the number of employees in 2017-2018 whether increasing or decreasing. Due to the number of jobs in entering or leaving, there are many factors besides salary. Welfare may also be effective

Employee strength (in numbers)	2017-18	2016-17	% change
UAE			
Cabin crew	23,135	24,440	(5.3)
Flight deck crew	4,157	4,169	(0.3)
Engineering	3,374	3,392	(0.5)
Others	13,189	13,771	(4.2)
Total UAE	43,855	45,772	(4.2)
Overseas stations	5,885	5,856	0.5
Total Airline	49,740	51,628	(3.7)
Subsidiary companies	12,616	13,140	(4.0)
Average employee strength	62,356	64,768	(3.7)

From the Emirates Annual Report 2018 Found that the number of employees decreased

Financial highlights		Fiscal 2018	Fiscal 2017 (Restated)
Revenue and other operating income	QAR m	42,229	39,387
Operating (Loss) Profit	QAR m	(20)	2,650
Operating margin	%	-0.1	6.7
(Loss) Profit attributed to owner	QAR m	(252)	2,794
(Loss) Profit margin	%	-0.6	7.1
EBITDAR	QAR m	9,714	11,473
EBITDAR margin	%	23.0	29.1
Total assets	QAR m	104,030	99,686
Cash assets	QAR m	13,312	19,744
Debt to equity ratio		0.32:1	0.33:1
Employees	Employee numbers at fiscal end	45,633	43,113

Airline operating statistics		Fiscal 2018	Fiscal 2017
Passengers carried	Number '000	29,162	32,007
Cargo carried	Tonnes	1,359,203	1,53,825
Available seat kilometres	Million	203,650	185,208

From the Qatar airways annual report 2018, the number of employees increased.

Conclusion

From the recruits found, the crew of Emirates and Qatar had a small difference in the salary for the Emirates to 77,000 - 94,620 baht, but Kata gave 76,000 - .. 94,000 baht and make most people choose Emirates Airlines

And welfare that is different a little bit

Emirates

- * The family of the crew (if married marriage registration) will be granted to Emirates discount tickets and unlimited partners.
- * Purchase discounted tickets for airlines, another 10 cards per year for friends or relatives

Qatar

- o Not having discount tickets for married people
- o In addition, the crew can buy 15 discount tickets for each year.

Which still makes most people choose Emirate Airlines More Than Qatar

And from the external image, there may be a variety of factors such as the Uniform , route, reputation and awards, etc., causing most people to choose Emirates Airlines more than Qatar as well

And from the annual report, it was found that Emirates Airlines had a lower number of jobs They said that

Employee strength and productivity

The average workforce dropped by 3.7% to 62,356. The average number of employees in the airline decreased by 1,888 or 3.7% to 49,740. Employee count has dropped across all segments, the largest part of the drop coming from our cabin crew. This is mainly through a recruitment slowdown, natural attrition arising from retirements and resignations and new ways of working driven by technology, better processes and people management.

Overseas stations remained almost flat

and a drop was noted in the subsidiary companies employee count compared to the prior year due to shift in strategy towards outsourced blue collar positions. The airline's employee productivity related key performance indicators improved as follows:

- Revenue per airline employee rose to AED 1,784 thousand (2016-17: AED 1,580 thousand), a 12.9% increase due to growing core revenues.
- Capacity per airline employee is up 5.5% at 1,235 thousand ATKM (2016- 17: 1,171 thousand ATKM) due to a 1.6% increase in capacity and a 3.7% drop in airline employee count.
- The load carried per airline employee improved to 829 thousand RTKM (2016-17: 761 thousand RTKM) due to a 5% upside on overall load carried complemented by a drop in

airline employee count.

And from the annual report, found that Qatar Airways has an increasing number of employees. Due to the past year They have opened a new flight route and have 20 New Aircraft delivered in 2017/18. Also, the benefits of the two airlines are similar and the salary is not very different. Therefore, in the past year, Qatar Airways employees have increased



*As of 31 March 2018

Discussion and Recommendation

From answering most people's questions Which gave ratings on the Emirates Airlines, which I saw with the results Even though in the past year, Emirates Airlines has reduced the number of employees. Which may have other factors that are not related to employee welfare that results in reduced staff But most people still believe in Emirates Because they have grown rapidly in a good way Which is still one of the many issues in the aviation industry.

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