

**IMPLEMENTATION OF THE AIR PASSENGER BILL OF RIGHTS: SUFFICIENCY AND
EFFECTIVENESS AS PERCEIVED BY CIVIL AVIATION BOARD PERSONNEL,
AIRLINE EMPLOYEES AND AIR PASSENGERS**

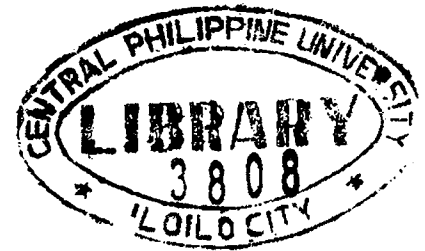
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ABSTRACT

This descriptive study aimed to determine the Sufficiency and Effectivity of the Air Passengers Bill of Rights As Perceived By Civil Aviation Board Personnel (CAB), Airline Employees And Air Passengers. This study was conducted during the academic year 2018-2019, specifically from January 2018 to April 2019 at Iloilo International Airport. Thirty (30) randomly selected respondents out of which ten (10) respondents from CAB personnel, ten (10) respondents from Airline Employees, and ten (10) respondents from airline passengers. Questionnaires were distributed among selected CAB personnel, Airline Employees and airline passengers. The questionnaires were composed of a different set of questions which were asked in the same way and the same order. In addition to the used of questionnaires, the researcher also conducted In-depth interviews wherein, the same set of questions were presented in the same order as shown in the questionnaire.

The following levels will be presented: Level 1 - Not effective; Level 2 - Less Effective; Level 3 - Neutral; Level 4 - Effective; Level 5 - Very Effective. Mean, standard deviation, and the one-way analysis of variance (ANNOVA) were used as statistical tools. Significance level of inferential statistics was set at .05 alpha. The findings of the study revealed that most of the evaluators found the following bill of rights shown in the questionnaire effective and sufficient.