

# Colbourne College

## Student Assignment Cover Page

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### TERM-PAPER ASSIGNMENT

**Unit Title:** Research Project

**Unit Index:** Unit 4

**Name/s of Student/s:** Ishamar Thompson and Crystal Rhoden

**Learning Outcome/s:** Be able to implement the research project within agreed procedures and to specification

**Research Section:** Consent Form, Questionnaire and Interview Questions

**In Partial Completion of:** BTEC HND L5 HOSPITALITY AND AVIATION

**Name of Lecturer:** Ms. Samuels and Mrs. Tucker-Smith

**Date:** March 16, 2018

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# Colbourne College

<b>ASSIGNMENT BRIEF</b>		
Unit Number and Title	<b>UNIT 4 &amp; 11: Research Project</b>	
Academic Year	<b>2018</b>	
Student Name and ID Number	Ishamar Thompson – COL1639 Crystal Rhoden – COL1643	
Unit Tutor	Ms. Samuels and Mrs. Tucker-Smith	
Mode of Study	BTEC HND L5 HOSPITALITY and AVIATION	
Assignment Number & Title	<b>Understand how to formulate a research specification</b>	
Issue Date	February 15, 2018	
Submission Date	March 16, 2018	
<p><b>TERM PAPER DECLARATION: STATEMENT OF ORIGINALITY AND AUTHENTICITY</b></p> <hr/> <p>I confirm that the term paper I am submitting is an original and authentic piece of work written by myself that satisfies academic rules and regulations with respect to Plagiarism. I further confirm that I have fully referenced and acknowledged all material incorporated as secondary resources in accordance with the Harvard System. <b>Please note that Term paper will not be marked without the inclusion of this signed declaration by the student/s.</b></p> <p><b>STUDENT/S SIGNATURE:</b> <i>I. Thompson</i> <i>C. Rhoden</i> <b>DATED:</b> March 16, 2018</p>		
<b>FOR USE ONLY: GRADE AND SUMMATIVE REMARKS</b>		
<b>Grade Assigned</b>		
Assessors' Name & Date	<b>MARKER</b>	<b>INTERNAL VERIFIER</b>
Assessor's Summative Feedback		
Assessors' Signature & Date	Marker	IV

# Colbourne College



The Complex Current Issues Impacting the Service Delivery within the Aviation Industry

## **PARTICIPANT CONSENT FORM**

This research is undertaken by Ishamar Thompson and Crystal Rhoden. We are the students at the Colbourne College pursuing study in Hospitality and Aviation. This research goes towards our Research Project unit, as part of the course requirement. It is based on the Current Complex Issues Impacting Service Delivery in the Aviation Industry.

We are inviting you to be a participant in this study to share your perspective on the Current Complex Issues you see are impacting the service delivery in the aviation industry.

If you participate in this study you will complete this brief questionnaire that includes questions about your experience in the service delivery process and the factors and issues that are impacting your service delivery. The questions can be anonymously answered and will be kept confidential throughout the research.

Your participation in this research will be highly beneficial to us, the students, but largely to understand the issues that are impacting your role in the aviation industry and what solutions can be identified to improve both the service delivery and the experience of customers.

If any questions arise, you may contact Ishamar Thompson at [ishamarthompson@gmail.com](mailto:ishamarthompson@gmail.com) or +1 (876) 430-9923 and you may contact Crystal Rhoden at [mariancrhoden52@gmail.com](mailto:mariancrhoden52@gmail.com) or +1 (876) 382-8875. If you need to speak with our superiors at the institute, you may contact them at (876) 906-8085 or access their website at [www.colbournecollege.com](http://www.colbournecollege.com).

# Colbourne College



The Complex Current Issues Impacting the Service Delivery within the Aviation Industry

## **PARTICIPANT CONSENT FORM**

**Please complete the form below.**

Signing below will indicate that you are volunteering to participate in the research study and that you have read and understood all the information stated above. A signed and dated copy of the form below will be provided to you along with the necessary printed materials needed to complete the research.

**Subject Signature:** .....

**Subject Name:** .....

**Date:** .....

In addition to agreeing to participate in this research, if necessary, I .....  
(subject name)

also consent to having the interview recorded.

**Subject Signature:** .....

**Date:** .....

**Signature of person obtaining consent:** .....

**Date:** .....

**Name of person obtaining consent:** .....

**Date:** .....

# Questionnaire

This questionnaire is geared towards the completion of a Research Project assignment for the research topic: 'Complex Current Issues Impacting the Service Delivery within the Aviation Industry'. For confidential reasons, no name will be required.

**Instructions:** Please tick (✓) the box that best suits your response for each question.

**Where applicable, write your response on the line provided.**

Gender:  Male  
 Female

Age:  18-22 years old  23-27 years old  
 28-32 years old  33 years and over

1. (a) Is service delivery of importance to the aviation industry?

Yes  No

(b) State why.

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2. Name two issues that are impacting the service delivery.

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3. Which of the following can be considered the main outcome for improving the quality of service delivery in the aviation industry?

Drives productivity  Improve customer satisfaction

Increase profitability  Promote time-effectiveness

Other \_\_\_\_\_  
(state here)

4. (a) Which of the following would you consider the most influential issue affecting the service delivery?

Technology  Communication

Employee Performance  Environmental Factor

(b) State why.

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5. How do these complex current issues affect the aviation industry and its service delivery?

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6. Does employee performance affect the way in which services are delivered?

Strongly Agree  Agree  Don't Know

Disagree  Strongly Disagree

7. How is technology role as a complex current issue viewed as it relates to improving the way service delivery is perceived and carried out?

Very Important  Important  Moderately Important

Of little Importance  Unimportant

8. Do you believe that the environmental factors have an impact on service delivery?

Strongly Agree

Agree

Don't Know

Disagree

Strongly Disagree

9. Is communication of importance to service delivery? If so, how does communication impact the quality of service delivery in the aviation industry?

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## Interview Questions

- 1) Is service delivery of importance to the aviation industry? Please elaborate.
- 2) How can improving service delivery be beneficial to the aviation industry?
- 3) Does service delivery affect customer satisfaction?
- 4) What would you say are the complex current issues impacting service delivery within the aviation industry?
- 5) Which of those issues would you classify as the most influential one?
- 6) How do the current complex issues affect the industry's service delivery?
- 7) How does employee performance affect the way in which services are delivered?
- 8) How has technology helped in improving the way service delivery is perceived and carried out?
- 9) Do you believe that the environmental factors have an impact on service delivery? Explain.
- 10) Is communication of importance to service delivery? If so, how does communication impact the quality of service delivery in the aviation industry?