INTUITIVE DECISION-MAKING IN AIR TRAFFIC CONTROL

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This study aims to examine the intuitive decision-making skills of air traffic controllers and determine whether these skills differ in terms of demographic variables (gender, level of education, experience, and the air traffic control unit in which they work). 386 air traffic controllers participated in the study. Data were collected using an intuitive decision-making scale and a demographic information form. Independent samples t-test and one-way analysis of variance (ANOVA) were applied in the analyses. The findings reveal that the intuitive decision-making levels of air traffic controllers are generally high. However, no significant difference was found between the intuitive decision-making levels according to gender, experience, and the ATC unit in which they work. On the other hand, a significant relationship was found between the level of education and intuitive decision-making skills. This finding shows that intuitive decision-making skills can be improved not only with experience but also with targeted learning efforts. In this direction, supporting the learning efforts of air traffic controllers and directing them to postgraduate education can strengthen their cognitive adaptation abilities and increase their ability to make more effective decisions in complex operational conditions. The study contributes to the literature on the role of intuitive decision making in air traffic management.

Keywords: intuitive decision making, air traffic management, air traffic controller, human factors, aviation.