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Abstract

The COVID-19 pandemic created severe problems for airlines that caused both changes in passenger travel habits and helped the airlines transform its approach. This research studies how airline passengers' travel choices and use of services changed during the pandemic. This research based on statistical data gathered from many different travelers reveals important changes such as fewer trips, more expensive airfares and stronger health and safety concerns. Health concerns became the main cause behind traveler decisions because of safety worries and travel limitations plus fluctuating ticket rates. The research shows the COVID-19 pandemic will alter how people travel by air because they keep health and safety front and center in their decisions. The findings help people better understand air travel change after COVID-19.