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## UP IN THE AIR: HOW AIRLINES CAN IMPROVE PERFORMANCE BY ENGAGING THEIR EMPLOYEES (HARDBACK)



Cornell University Press, United States, 2009. Hardback. Book Condition: New. 231 x 155 mm. Language: English . Brand New Book. And you thought the passengers were mad. Airline employees are fed up, too-with pay cuts, increased workloads and management's miserly ways, which leave workers to explain to often-enraged passengers why flying has become such a miserable experience. New York Times, December 22, 2007 When both an industry's workers and its customers report high and rising frustration with the way...

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- Authored by Greg J. Bamber, Jody Hoffer Gittell, Thomas A. Kochan
- Released at 2009



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