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JATS publishes the following categories of papers written in scholarly English: a) Full Research Papers, b) Conference Reports, c) Book Reviews, d) Industry Perspectives. Papers should be submitted electronically to a.papatheodorou@aegean.gr in MS-Word format ONLY using British spelling, single-column, 1.5 line spacing, Tahoma letters, font size 11. Section headings (and sub-headings) should be numbered and written in capital letters. Upon acceptance of a paper and before its publication, the corresponding author will be asked to sign the *Transfer of Copyright* form on behalf of all identified authors.

Full Research Papers should contain original research not previously published elsewhere. They should normally be between 4,000 and 7,000 words although shorter or lengthier articles could be considered for publication if they are of merit. The first page of the papers should contain the title and the authors' affiliations, contact details and brief vitae (of about 50 words). Regarding the following pages, papers should generally have the following structure: a) title, abstract (of about 150 words) and six keywords, b) introduction, c) literature review, d) theoretical and/or empirical contribution, e) summary and conclusions, f) acknowledgements, g) references and h) appendices. Tables, figures and illustrations should be included within the text (not at the end), bear a title and be numbered consecutively. Regarding the referencing style, standard academic format should be consistently followed. Examples are given below:

- Airbus (2003), *Global Market Forecasts 2003-2022*, Toulouse: Airbus.
- Fragoudaki, A., Keramianakis, M. and Jancovich, S. (2005) The Greek PSO Experience. *4th International Forum on Air Transport in Remoter Regions*. Stockholm, May 24-26.
- Forsyth P. (2002a), 'Privatization and Regulation of Australian and New Zealand Airports', *Journal of Air Transport Management*, 8, 19-28.
- Papatheodorou, A. (2008) The Impact of Civil Aviation Regimes on Leisure Market. In Graham, A., Papatheodorou, A. and Forsyth, P. (ed) *Aviation and Tourism: Implications for Leisure Travel*, Aldershot: Ashgate, 49-57.
- Skycontrol (2007) *easyJet welcomes European Commission's decision to limit PSO abuse in Italy*. 23rd April. Available from: <http://www.skycontrol.net/airlines/easyjet-welcomes-european-commissions-decision-to-limit-pso-abuse-in-italy/> (accessed on 22/08/2008).

Industry Perspectives are usually shorter than full research papers and should provide a practitioner's point of view on contemporary developments in the air transport industry. Contributors should explicitly specify whether their views are espoused by their organization or not.

Conference Reports should be between 1,000 and 1,500 words. They should provide factual information (e.g. conference venue, details of the conference organizers), present the various programme sessions and summarize the key research findings.

Book Reviews should be between 1,000 and 1,500 words. They should provide factual information (e.g. book publisher, number of pages and ISBN, price on the publisher's website) and critically discuss the contents of a book mainly in terms of its strengths and weaknesses.

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Gianmaria Martini and Davide Scotti

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Sara Zorro, Rosário Macário and Jorge Silva

Air transport has many restrictions for persons with reduced mobility (PRM). This study aims to better understand the needs of PRMs and the main constraints they face within airports and aircraft. The passengers' air rights and how they are being met for PRMs were analysed. An online survey was used to gather information about accessibility constraints and PRMs' perception of air travel. The specific regulations for these passengers are not being properly complied with. There is still room for both airports and airlines to improve PRM experience during air travel.

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Nuriye Güreş, Hilal İnan and Seda Arslan

The encouragements of Turkish government for aviation industry in 2003 have paved the way for private airlines to enter the market. Through the increasing number of airlines and the rivalry between them, especially low-cost carriers have started to give transportation service with cheaper ticket prices. According to The International Air Transportation Association (IATA) estimates, the number of passengers travelling with airlines around the world will reach to 3.8 billion passengers in 2020 and low-cost carriers' flight networks and numbers especially in developing countries as Turkey will continue to gain momentum. When considering the increased passenger traffic in Turkish travel industry, providing the passenger loyalty for Turkish low-cost carriers has also become obligatory for these companies' survival in the long-run. In this study, determinants of passengers' loyalty as perceived value and trust have been searched. For this purpose, 350 questionnaires were applied to the passengers travelling with low-cost carriers at Hatay and Adana Airports in Turkey, 311 of which were analyzed after eliminating invalid ones. Structural equation modelling was applied for data analysis. According to the analysis results, perceived value and trust were identified as the important determinants of passenger loyalty.

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Lisa Whittaker

Improving safety was the goal when Maintenance Steering Group (MSG) was first introduced for the Boeing 747 in 1968. The goal was to develop a system of evaluation for scheduled maintenance by using decision logic. This was MSG-1. As theory evolved, MSG-2 brought process orientation and failure modes analysis. Then in 1978, United Airlines, commissioned by the Department of Defense, developed a methodology based on tested and proven airline

practices. With that MSG-3 was born. MSG-3 is the current standard for risk management in aviation (McLoughlin, 2006). In 2006, ICAO released a new initiative known as Safety Management Systems (ICAO, SMM, 2006). All domains within aviation will be required to implement a safety management system that complies with ICAO's guidelines set forth by member states within their own regulations. This is the SSP or State Safety Program. The goal is to provide support for continued evolution of a proactive strategy to improve safety performance (ICAO Safety Management, n.d.). Aviation safety is key, but it is certainly not a new goal. The purpose of this paper is to compare the two programs, MSG-3 and SMS. The study reveals similarities and differences of organizational structures and procedures required to carry out the programs. By identifying growth areas for expertise and personnel, this analysis may be of interest to those starting the journey into SMS.

4. INEFFICIENCIES CAUSED BY GOVERNMENTS' INTERVENTIONS IN AIRLINES' MARKETS.....43-60

Deborah Ancell

At least seven of the indicators of market inefficiencies and/or failure are visible in the airline industry. These have been triggered by national, multi-national or supranational governments' (NMSGs') interventions trying to resolve political, social or environmental problems. These seven interventions (many lacking preliminary economic analysis) have been aimed at resolving lack of competition, filling missing markets, and neutralising the presence of negative externalities, free riders, social inequalities and moral panic. Desk research showed that just one of these NMSGs' interventions was beneficial since it encouraged competition while the other six unintentionally triggered market inefficiencies or failures. Furthermore, it is possible that some of the interventions could eventually make advanced world airlines subsidise their advancing world competitors.

Selected articles from the 20th ATRS World Conference, Rhodes, 2016

Gianmaria Martini and Davide Scotti

The 20th Air Transport Research Society (ATRS) World Conference was held in Rhodes from June 23rd to June 26th, 2016. The conference attracted about 180 papers, four of which are collected in this special issue of the Journal of Air Transport Studies. These papers cover some of the topics discussed at the conference. More specifically, the issues tackled are (i) passengers with reduced mobility (PRMs) travel experience, (ii) customer loyalty in the airline industry, (iii) aviation safety management systems, and (iv) issues related to governments' interventions in airlines' markets.

In the first paper, **Sara Zorro, Rosário Macário, and Jorge Silva** deal with the emerging relevant issue, for the aviation industry, of PRMs. The authors analyze needs, constraints, air rights, and the perception of air travel of such passengers. Information is gathered through an online survey and shows that there is still room for both airports and airlines to improve the travel experience of this category of travelers.

In the second paper, **Nuriye Güreş, Hilal İnan, and Seda Arslan** investigate the determinants of customer loyalty in the airline industry. Their study is based on questionnaires submitted to the passengers traveling on LCCs' flights at the Turkish airports of Hatay and Adana. Their analysis, based on structural equation modelling, reveals the relevance of perceived value and trust as determinants of passenger loyalty.

The third paper, written by **Lisa Whittaker**, provides a comparative analysis between Safety Management Systems (SMS) and Maintenance Steering Group version 3 (MSG-3). The author identifies similar strengths, but also differences and identify best practices to apply to SMS as the initiative develops.

Deborah Ancell, in the fourth paper, identifies indicators of unsuccessful governments' interventions in the airline industry. Next to the positive intervention related to the

liberalization process, the author highlights policy initiatives, such as the regulation for PRM and CO₂, that unintentionally brought some inefficiency to the airlines.

We would like to extend our thanks to the authors and to the participants to the conference for their contribution to this ATRS special issue of Journal of Air Transport Studies. We believe that these studies may be of interest and we hope that they will prompt practitioners and academics to further research on the topics analyzed by the papers of this special issue.

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