

ABSTRACT

Crisis! The mere mention of the word evokes visions of unspeakable affliction and suffering. It seems as if you cannot pick up a newspaper, magazine without reading about a crisis somewhere. Television and movies capitalize on crisis. Yet by developing and implementing an emergency / crisis management system, the organization can mitigate many of the potentially disastrous affect of an incident.

Blanket of haze, which has causing hundreds of problems to the airlines operations. The cancellation of flight and dropping in the number of inbound flights into Malaysia had resulted many airlines suffered substantial losses in the business. Pelangi Airways one of the region airline also not excluded.

ACKNOWLEDGEMENTS

I am indebted to many people without whose assistance this research would, undoubtedly, never have been accomplished.

First, and foremost I would like thank to my advisor Enc. *Yusoff Sulaiman* who helped me greatly in giving so freely of his professional advice, suggestions and efforts to make this research a successful one.

I should like to thank to *Ms. Shamshinar`Mohd. Rosly*, my supervisor for his assistance in reading and commenting on the manuscript prior to its submission to the advisor.

Special thanks to all staff of *Pelanggi Airways Sdn. Bhd.* At all levels, and in all Departments I found that I was given help and encouragement without which my understanding of this research problem would have been much poorer. In

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