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Investigating the Communicative Flaws Causing Dangerous Situations for Pilots and ATCs in Aviation Flights: A Case of Pakistani Non-Native Speakers of English

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Abstract

The paper attempts to investigate the flaws in English communication between the ATC officers and pilots on air-traffic telephony. The main concern of paper is to present different kinds of dangerous situations that have been faced by the nonnative speakers of English in aviation industry of Pakistan because of their less proficiency in English. It has been perceived that the less proficiency in English of non-native speakers lead to heinous situations in flights. The International Organization of Aviation (ICAO) in collaboration with International Civil Aviation Authority (CAA) has worked on different policies to define communicative flaws between the pilots and the air-traffic controlling staff. According to the ICAO, the non-native English speakers need to develop English skills that are required for the International flights. The study affirms with an argumentation on a need to upgrade English skills in nonnative speakers with proper comprehension of English at flights. The study has been supported with references from the data collected. This study employs two tools to collect the data. 1). Episodes of the communication in telephony are collected from a documentary of communication in aviation from YouTube that demonstrates communication of native and the non-native speakers of English from two different air traffic controlling stations. The communication is exemplified in three situations, a) out of the routine b) Unusual and in c) the Emergencies. The current study focuses on the Emergency situations. 2). The group of individuals in CATI institute of Hyderabad was elicited to give their perceptions on the given episodes shown to them about the difficulty to use English. The findings have recommended that there are problems in communication of English between the native and non-native speakers of English. It was mainly due to the lack of common assumptions between them and lack of proper communicative practices. The implications were presented for the trainings of aviation staff irrespective to their own native languages.

Keywords: CATI, English, Air-traffic, Nonnative, Communication, Problem

1. Introduction

The paper attempts to investigate the flaws in English communication between the ATC officers and pilots on air-traffic telephony. The main concern of paper is to present different kinds of dangerous situations that have been faced by the nonnative speakers of English in aviation industry of Pakistan because of their less proficiency in English. According to Akram et al. (2020), there is less proficiency in English of non-native speakers lead to heinous situations in flights. The International Organization of Aviation (ICAO) in collaboration with International Civil Aviation Authority (CAA) has worked on different policies to define communicative flaws between the pilots and the air-traffic controlling staff. Miscommunication

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of pilots and air-traffic officers is not limited to the lack in proficiency of English of nonnative English speakers in aviation field; however, there are many other factors that contribute in cause of emergency situations in flights.

1.1. Aim of Study

The aim of this paper is to explore different types of communicative flaws in flights that cause dangerous situations for pilots and ATCs, perceived by the Pakistani aviation staff. It is based on feedback between the air-traffic controlling officers of Pakistan and United States of America in English that included both the non-native and native users of English.

1.2. Objectives of Study

- 1. To find the communicative flaws cause dangerous situations for pilots and ATCs in aviation flights
- 2. To explore the perceptions of Pakistani aviation experts about different factors that contributes in miscommunication on radio-phony between air-traffic officers and pilots

1.3. Research Questions of the Study

From the aim of this study, the following research questions were explored.

- 1. Which communicative flaws cause dangerous situations for pilots and ATCs in aviation flights?
- 2. What are the perceptions of Pakistani aviation experts about different factors that contribute in miscommunication on radio-phony between air-traffic officers and pilots?

1.4. Significance of the Study

The study will try to explore perceptions of aviation experts on the communicative flaws that cause dangerous situations for the pilots and ATCs in aviation flights. It will help to know the English instructors and the cadets about different situations that cause dangerous situations in flight.

In order to help the reader to understand the data that is presented for the evaluation purpose, the brief description on radiotelephonic communication is given in literature review section.

2. Literature Review

2.1. Concept of Radiotelephonic Communication

The communication that connects the air-traffic controlling officers with pilots through the medium of radiotelephony is called a radiotelephonic communication. The air-traffic controlling officers control different frequencies to maintain contact with the pilots. The English language is taken as the default aviation lingual variety to share different aviation based messages in form of communication between air-traffic controlling officers and pilots in air. It is because English is the international lingua franca that connects the entire network of aviation around the world. Thus in Pakistan, the Pakistani variety of aviation English is communicated with other parts of the world. The different areas of telephonic communication are briefly described below.

2.2. Specific Variety of Phraseology in Aviation Communication

Phraseology is the standard form of sentences and words that are agreed upon the entire staff of aviation during their communication. It is used to cover almost all routine conditions. According to Basturkmen and Elder (2004), it is the particular example of any lingual variety that is constrained and used for the limited range. However, there are different varieties of phraseologies used in the field of aviation. They are the phraseology for European Organization towards Safety in Air Navigation (Euro Control) and Federal Aviation Admin (FAA). ICAO (2004) emphasized to focus on standard version of phraseology that has been suggested by it. It is on these grounds that different varieties of phraseologies can create greater number of misunderstandings between the air-traffic officers and pilots of different lingual and cultural backgrounds. This will result into hindrance of communication to an optimum range. It seems difficult to standardize one particular variety of phraseology in field of aviation. It can lead to adopt the changed lingual practices by the majority of aviation staff. Therefore, it is important that the variation in phraseology is allowed and taught to controllers and pilots to comprehend and respond accordingly. The mixed variety of phraseology is taught in Civil Aviation Authority of Pakistan. The difference of phraseology is varied from one phase to other. The examples are (prepare to take flight into air, to land or park the airplane). Pilots are usually involved in different phases. However, they are contacted mainly when they are set into air flights. On the other hand, the air-traffic controllers are concerned with specific phases. They can be with the arrival of airplane, its departure and midstream in air. The air-traffic officers are contacted intensively on radiotelephonic communication compared to the pilots. Morrow et al (1994) stated about the observation of moment, when the air-traffic officers are usually contacted. They present the new set of information. The pilots are proportioned with help of speech acts. The speech acts are usually the initiation, presentation and acceptance. Mackay and Mountford (1978) have termed the communication between the pilots and airtraffic controlling officers on telephony as the restricted and predicted variety. The speaker tends to initiate transmission with identification of aircraft and facilitates the identification with the addressee for the attention. The new set of information is introduced. The addressee then confirms the message sent by the speaker. These three steps play a crucial role in communication. In case of misunderstanding on part of addressee, the message is again repeated and follows the read back mechanism. Therefore, the mechanism in communication typically involves initiation, presentation of new information and finally a read back. Sometimes the communication may be complex. Some resort to the use of plain English in communication. The concept of Plain English is briefly described.

2.3. The use of Plain English in Aviation

The concept of plain English is taken in the general terms. It usually did not tend to suffice in the telephonic communication of pilots and air-traffic controlling officers. According to the manual of ICAO (2004), this language is particular, explicit and moreover, a direct version. The manual have stated about its usage in field of aviation. Its function is explained as it is a form of an alternative language that can never be sufficed in place of ICAO prescribed phraseologies. They are used whenever, one finds no any other alternate present in ICAO prescribed phraseologies. Morrow et al. (1994) and Howard (2008) exemplified the case of radio-telephonic communication in USA settings. According to them, the communication on radio-telephony is usually observed to deviate from the prescribed ICAO standardized phrases and favors the plain English variety. This is in order to assure for proper comprehension of speech between the speaker and listener. However, on the other hand, it was also analyzed by the above scholars that with the extension of plain English phraseology in the communication between pilots and the air-traffic controlling officers, it may become difficult in many cases. Although, there are still many studies that tend to further analyze linguistic interpretations of different aviation staff. They arguably require the claim of specialist to give proper insight in these concerned areas.

2.4. Theoretical Framework

Munby (1978) gave a framework of TSA (target situation analysis). The study attempts to model itself on this framework. According to model, learners are focused on basis of their needs in any given situation. The communicative needs of learners in context are presented. Hutchinson and Waters (1987) first introduced this concept with a nomenclature, analysis of needs.

3. Research Methodology

The study follows two steps. In first, there is a discourse analysis of the communicative flaws in videos that targeted communicative flaws between the native and the non-native speakers of English from two air-traffic stations, Pakistan and United States of America (USA). In second phase, the perceptions of experts from CATI Hyderabad were taken on the videos that were analyzed in first phase of study through the semi-structured interviews.

3.1. Documentary-Discourse Analysis

The research follows the qualitative method with observation of discourse between two air-traffic controlling officers that are working in different air-traffic controlling stations. The discourse of communication between two officers in English was collected from YouTube Videos. There were three recorded videos that showed communication between the nonnative and native speakers of English. The non-native speaker of English worked as air- traffic controlling officer working in one of the airports of Pakistan. The counterpart of the first, as native speaker of English belonged to one of the airports of USA. The cases were searched and chose to transcribe for discourse analysis that they had with pilots in different situations leading to emergency situations. The interview was taken from the group of individuals to observe their perceptions on the videos of airtraffic situations.

3.2. Semi-Structured Interviews

The group of individuals selected to analyze the corpus on videos was trained officers of aviation training institute of Hyderabad in second phase of study. It included three air-traffic controlling officers, four pilots and six aviation experts. The experts were assigned to help in interpretation of specific communicative samples of English in discourse of officers from the video. The table 1 below represents the basic experiences of air-traffic officers and pilots. The three air-traffic officers worked as a team on the towers and centers. They even taught the ways to communicate in the aviation training institute that is established near the airport in Hyderabad, Pakistan. The air-controlling officer 1 had eight years job experience and four years teaching with his degree especially in Air-Transport. The air-controlling officer 2 had the working experience of fifteen years with twelve years teaching of air-traffic communication subject. The air-controlling officer 3 was the member of quality standard team that dealt with the assurance of air-traffic operations and overall evaluation of airport. The four pilots that were selected for the study had almost more than five years' experience to work as the civil-pilots. They possessed the great experience of international and national flights.

Table 1 Information of Group of Individuals.

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Group of Individuals Qualification/ Specialty		Years of Occupation and Teaching	Interview Length	
Air-Traffic Controlling Officer-1	Air-Transport	Eight years job ir-Transport experience and Four years in teaching		
Air-Traffic Controlling Officer-2	Air-Traffic Communication	Fifteen years job experience and Twelve years in teaching	1 Hour 24 Minutes	
Air-Traffic Controlling Officer-3	Member of Quality Standard Team	Air-traffic operations and overall evaluation of airport	1 Hour 35 Minutes	
Pilot -1	Civil Pilot (Domestic)	+ Five years	1 Hour 15 Minutes	
Pilot-2	Civil Pilot (Domestic+ International)	+ Five years	1 Hour 15 Minutes	
Pilot-3	Civil Pilot (Domestic+ International)	+ Five years	1 Hour 15 Minutes	
Pilot-4	Civil Pilot (Domestic)	+ Five years	1 Hour 15 Minutes	

4. Data Collection

The corpus of three episodes was collected and later transcribed. However, it was hard to cover the corpus of all three episodes on this paper. Therefore, the corpus of one episode has been discussed in (see Table 2) below. The episode provided examples of required chunks of communication that were required for the study. The participants were given to analyze the communicative problems in situations of abnormal and emergency or the non-routine concerns. These helped to give the proper understanding on particular nature of communication in telephony. The causes of other factors that usually contribute to create misunderstandings in this special interaction in communication were also analyzed.

Air-Traffic Controlling Station	Number of Episode	Given Situations	Type of Case	Mode of Communication between
Air-Traffic Controlling Station (Pakistan)	1	The incursion on runway because of miscommunication	Abnormal (Emergency)	NS to NNS
Air-Traffic Controlling Station (USA)	2	Request of Emergency to land in nearby airport because of the critical situation of patient in airplane	Emergency	NNS to NS
	3	Land to alternate airport in situation of fuel lack	Abnormal	NNS to NS

Table 2 Example of Episodes on Telephonic Communication

4.1.1. Air-Traffic Controlling Officers

It was stated earlier that the three episodes were transcribed for the study by researcher. Air-Traffic Controlling Officer-2 helped in transcription of data because of his specialty in Air-Traffic Communication. He assisted in finding the meanings of specific technical terms, their contextual usage and different phrases. The three controllers were asked to give their time for the study. They were given the photocopies of transcripts and they have seen the video of communication between the two air-traffic controlling officers. After the end of episode, they were required to give answers of the gaps, problems they felt in communication. Their answers and participation was recorded.

4.1.2. Pilots

The one to one interviews were taken from the four pilots on similar pattern that was followed for air-traffic controlling officers. The pilots observed the discourse on video that was shown to them. All of the participants were required to observe the discourse on careful basis and do present their comments on five important aspects. They were:

- 1. Overall professionalism of pilots to handle the situation,
- 2. Overall professionalism of Air-Traffic Controlling Officers to handle the situation,
- 3. The suitable choice adopted by two interlocutors on use of aviation phraseology and simple English
- 4. The share of personal experiences by the informants in similar given situations and
- 5. The recommendations on personal basis given by the informants on effective way to communicate in provided same situations.

5. Findings of the Study

The Discourse Between Air-Traffic Controlling Officer and the Pilot on Radiotelephony (A Form of Miscommunication)

Episode (3):

Type of Case: Abnormal

Topic: The request of diverting the plane to the alternative port because of lack in fuel

The given episode pictures a miscommunication between native user of English (America Traffic Controlling officer) and non-native user of English (Pakistani Pilot).

The problem that required a consideration was based on diversion of plane to the alternate airport because of lack in fuel. The duration of transmission lasted for three minutes and 45 seconds. Fleet PAK-777-200LR was flying to the Chicago International Airport from Karachi International Airport. It usually consumed more fuel than the expected because of unpredicted rough weather situation. Therefore, the pilot wanted to divert the pilot on request to Muscat airport first. Currently, the airplane is in air space of Oman.

- (1) P: Chicago Control, PAK Boeing 777-200LR
- (2) C: Yes, Proceed
- (3) P: Roger, in lieu of shortage in requirement, needs a plane to divert and port in Muscat Airport. It is request...liaise with Muscat ATC with request to vector for land in Muscat, please, PAK Boeing 777-200LR
- (4) PAK Boeing 777-200LR, copy it

The word (Vectoring) is the provision for the guidance in navigation under particular headings.

It is related with use of surveillance structure under service of air-trafficking.

The turn (3) points about the request of pilot to divert the route of plane to Muscat. The pilot requested to cooperate with the air-traffic officers of Muscat in order to properly organize the navigational route. In turn (4) the air-traffic officer signaled his understanding on request. The following part represents the inquiry of diverting the plane to the alternative port from the pilot and the reasons given in answer by pilot in turn (5). In turn (6), the pilot gave the reason of landing in Muscat Airport. In turn (7) the air-traffic officer points about the misunderstanding between the reasons given by the pilot and request of destination. However, the same information is again repeated by the pilot in turn (8). The controlling officer then signals a phrase "copy it" in turn (9) that show his comprehension of scenario.

- (5) C: PAK Boeing 777-200LR, Let me clear the reason.... why to divert the plane to Muscat Airport?
- (6) P: PAK Boeing 777-200LR, because of strong wind in against, we find shortage of fuel to exactly reach Chicago. The company liked to land in Muscat for refuel, PAK Boeing 777-200LR
- (7) C: Roger, because of weather, the destination, oh yeah.!..., New York Airport??
- (8) P: Negative. !, because of strong direction of wind in against and lack of fuel for to reach Chicago, PAK Boeing 777-200LR
- (9) Sure, Copy it.

The subsequent extract starts from the turn (10). In turn (10), the controller has perceived the scenario to divert plane to Oman. The controller then asks again to which airport of Oman, the pilot intends to divert the plane. The same is repeated in turn (12). In the meanwhile, the new set of instruction is received to the pilot from airline towards the change of destination. The air-traffic controller failed to pick the point of changing in the plan. In turn (13), the controller repeated the request to confirm the destination between the two defined airports of Oman, where the pilot intended to divert. The turn (14) shows that the pilot comprehended the situation about controller's issue to understand the next set of instructions. Therefore, the pilot gave name of the requested destination with the three letter code of airport, "SAH". In turn (15), the controller then finally affirmed the understanding.

- (10) C: PAK Boeing 777-200LR, please confirm destination, Muscat airport or other in Oman?
- (11) P: PAK Boeing 777-200LR, Proceeding
- (12) C: PAK Boeing 777-200LR, finalize the destination, Muscat or other in Oman?
- (13) P: PAK Boeing 777-200LR, er... the company airline, changed the plan, the airplane is required to divert for Sana. Need a cooperation that plane will change route towards Sana, PAK Boeing 777-200LR
- (14) C: PAK Boeing 777-200LR, confirm the very destination of plane, Muscat or Khasab Airport?
- (15) P: Change of Destination again, it is now in Yemen airspace, Sana, SAH, PAK Boeing 777-200LR
- (16) C: Destination Confirmed? Sana?
- (17) P: Affirm, sorry to change destination to Sana, PAK Boeing 777-200LR
- (18) C: Roger, Destination changed by you, Sana, Clearance
- (19) P: Clearance (Standby), Sana, PAK Boeing 777-200LR

After, the problem of destination, another issue was the spell of one fix name in navigational route. The turn (20) presents about the air-traffic controlling officer that gives the direction to use and fix name, RUGMA. The pilot in return asks to spell the said fixed name in plain version of English, one require to spell and how to in the next turns of (21), (23) and (25). The pilot failed to understand the said request of the controller till turn (26). After it, the air-traffic officer employed the ICAO standardized phonetic alphabets. In turn (27), the pilot signaled about the comprehension of the provided instruction. He then proceeded towards direction for new-fix.

(20) C: PAK Boeing 777-200LR, have cleared towards Sana Airport, SAH airport and demonstrated direct

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position (RUGMA), RUGMA, then, er... maintain the flight to level 270.

- (21) P: Has Cleared to Sana, the present position is towards RUGMA, spell needed...er...waypoint (RUGMA), PAK Boeing 777-200LR
- (22) C: PAK Boeing 777-200L R, turning to right, turn this to right heading 150
- (23) P: Right heading 150, confirmed about the waypoint (RUGMA), spell needed, PAK Boeing 777-200LR
- (24) C: Affirm, Direction clear to (RUGMA)
- (25) P: Confirm spell (RUGMA), PAK Boeing 777-200LR
- (26) C: Affirm: Clear (RUGMA), (Romeo to Uniform the Golf Mike to Alfa)
- (27) P: To (RUGMA)...! PAK Boeing 777-200LR, Proceed to (RUGMA), maintenance level 150.

6. The Evaluation of Experts Given on the Episode

The evaluation of Pakistani aviation experts was taken on the episode of miscommunication between one of the Pakistani pilot that communicates with the American Air-traffic controlling officer. The pilots and Air-traffic controlling officers from the aviation training institute of Pakistan, selected to analyze the video have generally stated that they perceive this communication a typical example of native and non-native speakers of English. They even pointed that the Pakistani pilot has employed verbosity in communication with inappropriate selection of words in plain dialect of English, though the aviation phraseology was possible in its place. The participant ATC-2 stated that:

"The non-native English speakers prefer to listen of simple and small words than long structure in aviation, as what I think. Similarly, the case that we have seen on video of communication affirms this. The case would not have been so prolonged, if, the simple words could have been used. The words, for example, 'cancel Oman, "take alternative to Sana" or "divert Sana". Therefore, it is preferable to use specific phraseology instead of long expressions. It is best to use simplest form."

The subsequent statement of participant ATC-1, the participant showed to display antagonistic choice of words against the Pakistani pilot, who had inefficiency to use plain variety of English.

"Pilot tried to communicate in English. However, it seemed that he possessed inefficiency to use English that was required in communication of air-traffic. "Requesting to divert Oman" is the simplest and short phrase that is applicable in aviation communication. However, the pilot started to make clearances with sketch of background reasons to divert for Oman. "Because of heavy direction of wind...so on and forth.... Is this the way to handle the emergency situation??'... Simple and concise answer is required in its place. If the controlling officer is asking for the reason, then, simple answer would have been, "because of low fuel". It is enough to signal the situation. The words that have been used of pilot shows a kind of act to gain sympathetic vision of air-traffic controlling officer to divert. What is the reason behind getting afraid to hide the clear and direct intention of diverting to other port??... I did not get that."

The participant ATC-3 has commended on the abilities of the American Air-traffic controlling officer. The commendable words stated by the participant about the air traffic officer were his recognition of the unsuitable response in communication to pilot about question of diversion.

"The actual reason was not about strong direction of wind against the plane. It was the lack of fuel. Therefore, apart from knowing about the proficiency of air-traffic controlling officer, he proved to be excellent in comprehending the actual cause of diverting the plane to other port".

Participant Pilot-2 stated about the request of pilot that created problematic situation, when the pilot did not clearly informed about the actual name referred to airport. He referred the three-code letters. He further blamed the cause of miscommunication between them on airtraffic controlling officer. According to the pilot:

"The controller seemed to be involved with the earlier set of information and thus he failed a great difficulty to adjust with the new information, even the pilot managed to repeat the request many times."

Participant Pilot-3 mentioned about the actual source that created misunderstanding based on the spelling confusion. He referred the example of (turns) in which pilot request the air-traffic controlling officer to spell the word (RUGMA) as a route of navigation. There was confusion on the pronunciation of /1/ in place of /r/. The pilot in place of RUGMA heard the word (LUGMA) and tried to locate that on map. However, he failed to proceed further before listening to the actual pronunciation. The participant **Pilot-3** informed that they usually face such issues because of less utilization for aviation phrases and more attention given to the plain version of English. According to Pilot-3:

"The pilot would have expressed to focus on ICAO standardized phonetics other than knowing the spelling of each typical word. However, I say that the ICAO standardized phonetical alphabets are less comprehended by the Pakistani pilots and air-traffic controlling officers."

The native speakers of English failed to comprehend the communicative phrases easily in cases of emergency. Therefore, there is a need to revisit this concept of English in Civil Aviation Authority of Pakistan.

7. Discussion on the Findings

The paper tried to categorize and present different natures of miscommunication that is occurred between native and non-native air-traffic controlling officers with their pilots from two different controlling stations. One of the three episodes was selected to find emerging issues in communication. The present third episode was selected to find transmission of message from non-native speaker of English to native speaker of English. After the analysis of discourse, it was categorized as the abnormal situation. The reason behind selection of third episode was the communication of non-native speaker of English to a native. The native speakers did not find more difficulty compared to the non-native to meet the standard international requirement of communication as per ICAO. The scenario of miscommunication was recorded between Pakistani pilot as the nonnative speaker of English and the air-traffic controlling officer, who was the native speaker of English. The pilot requested to divert the destination of plane in lieu of the original platform due to lack of fuel. The pilot twice referred to change the destination of plane and the controller failed to understand it. However, the issue of misunderstanding was resolved later. The cause of misunderstanding led to unnecessary exchange of dialogues between the two parties that created questions in their minds. The present episode was not dramatic. The time itself is significant in all situations of communication. The time seemed to be wasted in this example and other two episodes that have not been made part of this study. The persons on radio-telephonic communication do perform various tasks that do change within one minute to other. Therefore, the nature of problem appears in many ways problematic for one party to comprehend request, explanation or query. However, according to the experts of aviation, the nature of problems does vary. The view of experts has canvassed to design this study. The language proficiency of American airtraffic controlling officer in English was not able to be defined by the group of individual informants. However, according to them, he used particular features in pronunciation that were sometimes difficult for them to understand. According to Jenkins (2002) there are number of features in pronunciations that includes consonants in initial. One needs to have master on

them in order to understand the communication. Therefore, the syllabus needs to consider specific exercises on pronunciations of native version of English for non-native speakers of English. The particular issue was with the pronunciation of /r/ and /l/ that created problems in communication. Wang (2007) worked on the contrastive analyze of aviation Chinese language with English. This model can be adapted to find contrasts between languages of Pakistani and British aviation English to design the syllabus. The experts had limited proficiency in English to analyze the entire discourse marks. Therefore, majorly they gave their feedback on communicative lacks between pilot and air-traffic officer. They did not actually give vision to improve communicative strategies for Pakistani pilot who failed to convince American air-traffic controlling officer. The major observation that they did was based on the exceeding of required information by the Pakistani pilot to the American controlling officer. The actual message was not prioritized. The pilot was criticized on his unsuitable use of word at the time of abnormal situation. The pilot was also criticized to use plain English more than the aviation English to be one of the significant issues. In almost all turns, the pilot replaced the conversation with use of plain English. However, they also led this view as the use of plain English was the need of time in abnormal and emergency situations. It is not the matter of limited repertoire of aviation technical vocabulary and phraseology. This has been favored by the studies conducted in USA on radiotelephony. According to Morrow et al. (1994) and Howard (2008) the use of technical terminology and phraseology in English have further exacerbated the problems of miscommunication. It has become clear that the form of communication in context of aviation seems complex. The responsibilities are equally shared with the participants irrespective to the background based on language or culture division. The effective communication is possible with use of standard version of aviation phraseology and terminology. However, the other sources of plain English can be used at the time of need. The need is usually felt when the speakers are non-native with native or non-natives of English communicating with each other. Therefore, aviation English cannot be thought as a lingua franca. It is a restricted mode of code used for the specific purposes. The research conducted by Seidlhofer (2004) revealed about the distinguished characteristics of lingua franca. The lingua franca is not particularized for native speakers only. It disregards the boundaries based on grammatical details. It is a common and frequently used language with some strategies to resolves issues of misunderstandings. However, with doubts on ownership of native speaker on English, the aviation English has been characterized in terms of English as a lingua franca (ELF) because of its over and widespread usage. This characterization was critical because the English on telephonic communication requires not a mastery on English but as Atsushi (2003, 2004) stated that the competence in interactional strategies is required with certain responsibilities in communication by the participants. The participants, irrespective of their lingual background, need to adapt for given different range of situations to convey message and properly delivered to the listener. The concern of ICAO test on language proficiency focused on proficiency of language with implication of turning towards natives of English. The data collected from these episodes have signaled this as a fact that there are many other issues related to miscommunication, not only the lack of proficiency.

8. Suggestions

- 1. The trainings should be imparted for pilots and air-traffic controlling officers irrespective to their lingual backgrounds, of being native or non-native speakers of English. It can facilitate efficient communication between non-native speakers that represented different lingual backgrounds.
- 2. New strategies should be adopted. The strategies should include the simplification in

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speech making and avoid extra information, paraphrase speeches when it shows that this can create issues in understanding of it. The more judicious deployments of the resources in language have been repertoire of phraseology in aviation.

- 3. Sullivan and Girginer (2002) stated about their observation in context of Turkey. According to them, the teachers of Aviation English have better to collect and analyze different samples of discourses. Therefore, they need to advocate discourses with retrospective vision to enhance the course with different technical contents and could meet with the needs of students.
- 4. The restricted scope of ICAO prescribed phraseology of English should be expanded. It can cover many other situations and its usage. Some of the situations are unpredictable. Therefore, additional phraseology can mark to solve this issue.

9. Conclusion

This study tried to take a small contributive step to raise awareness for the problems in radiotelephonic communications. It is a known fact that the number of nonnative English speakers are increasing worldwide. Therefore, the perceptions of non-native speakers does matter a lot specifically in the field of aviation. The aviation sector involves communication of different non-native speakers to express their message to the native speakers and vice versa. The unheard voices of non-native English experts were given chance to be known that led to make the idea further about miscommunication. This can help to make new aviation policies in sector of telephonic communication in Pakistan.

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