

MAKERERE UNIVERSITY

An evaluation of the application of risk management in the Aviation industry

A case study of Civil Aviation Authority Uganda

BY

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ABSTRACT

The purpose of the study was to evaluate the application of enterprise risk management (ERM) in the civil aviation authority. The study was driven by the fact that ERM is a control system to boost performance in a contemporary organization like Civil Aviation Authority and is indispensable. The study was guided by the three specific research objectives include:- to examine the application of ERM at CAA, to examine the challenges of implementing ERM at CAA and to suggest strategies for application of ERM at CAA.

The study used a cross sectional research design which was non-experimental and unit of analysis were staff in CAA.

Primary data was collected from respondents using questionnaire survey anchored on likert scaled range and were analyzed using SPSS to generate descriptive including frequency table, mean and standard deviation. Findings from the study indicated that application of ERM is based on the organization objectives, follows a framework and involves documentation of risks in CAA.

Difficulty in understanding the concept, value and importance of ERM, Inadequate awareness, sensitization and training in ERM practices, slow response to findings, communication and monitoring of feedback were the dominant challenges facing the implementation of ERM and recommendable strategies were engagement of Board and management committee, use of risk policies and mission statements, adoption or development of a risk framework and a common risk language/culture.

It was concluded that CAA should endeavor to engage board of directors and train the staff on application of ERM to control risks which improves the quality of services. However, CAA needs to embark on massive sensitization of staff on ERM.

The study recommends that the top management, government and other stakeholders should sensitize, train and improve on funding in CAA to enhance the application of ERM.