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Research on Norms and Error Correction of Communication Language for Flight Delays of Civil Aviation International Routes under the Belt and Road Initiative

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Abstract: The joint construction of the Belt and Road Initiative has driven the sustained development of China's international civil aviation routes, with a growing number of foreign passengers. Flight delays constitute a prevalent operational irregularity in civil aviation. Flight delays constitute a prevalent operational irregularity in civil aviation. The quality of emergency language service exerts a direct influence on foreign passengers' experience and the international image of China's civil aviation industry. Targeting front-line ground staff, this study constructs a bilingual communication reference framework, identifies typical pragmatic errors in foreign-related communication, and puts forward error-correction ideas and industry implementation suggestions. Adopting text analysis and comparative analysis, this research sorts out civil aviation regulations and training materials and conducts deductions based on Hall's high-low-context theory. Standard bilingual conversational examples developed in the supporting manual of this project are cited for reference. All cases are derived through theoretical deduction rather than empirical field recordings; consequently, the practical validity of this research necessitates further verification.

Keywords: The Belt and Road Initiative; International civil aviation routes; Flight delay; Emergency language service; Cross-cultural communication; Ground service

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1. Introduction

With deepening peopletopeople and economictrade exchanges under the Belt and Road Initiative, crossborder transport demand for civil aviation keeps rising. Multiple factors, including weather, airspace control, equipment failure, and crew scheduling, may result in international flight delays. Ground staff need to communicate and handle issues with foreign passengers from diverse cultural backgrounds. Communicative

demands vary significantly among different cultural groups: some groups attach importance to emotional empathy, while others prioritize objective and efficient information delivery. A significant proportion of current foreign-related civil aviation training programs resort to literal translation of Chinese scripts, often neglecting cross-cultural nuances, which tends to bring about problems such as ambiguous information and a lack of professional explanations, further triggering passengers' misunderstandings and even foreignrelated conflicts. Accordingly, two research questions are formulated concerning what typical pragmatic errors exist in ChineseEnglish bilingual communication conducted by ground staff amid international flight delays, and what internal correlations lie between such pragmatic errors and crosscultural preferences, information deficiency, as well as terminology misuse.

In foreign studies, Hall (1976) put forward the highlowcontext communication theory, distinguishing two communication modes: highcontext, which prioritizes interpersonal relationships, and low-context, which emphasizes explicit information, laying a theoretical foundation for conversational analysis of crosscultural services [1]. Merritt & Helmreich (1996) introduced cultural dimensions into the aviation field and verified that cultural differences significantly affect interpersonal communication in aviation scenarios [2]. *Dissanayaka et al.* (2023) proposed that factors such as politeness strategies and information density are highly likely to induce communication misunderstandings under unexpected irregular aviation circumstances [3]. In domestic studies, Jia Yuxin (2013) constructed the basic framework of crosscultural communicative competence, offering theoretical support for crosscultural communication in the service industry [4]. Wang Xiaolu (2021) pointed out that foreignrelated civil aviation service should not adopt literal translation, and cultural adaptability must be taken into consideration [5]. Research by Yang Xiuyun et al. (2022) indicated that many flight conflicts stem from inadequate information delivery by staff, and homogenized scripts fail to satisfy diverse passengers [6]. Zhu Linli (2022) compiled civil aviation broadcasting materials, yet the content focuses on standardized announcements and lacks analysis of facetoface interactive conversations at service counters [7]. A review of existing literature shows that academia has accumulated certain findings on flight delays and aviation crosscultural communication. Nevertheless, case studies integrating civil aviation regulations, crosscultural theories, and bilingual error correction specifically for interactive communication in international flight delays are still insufficient, and conversational templates readily available for frontline staff are scarce. This gap in the literature constitutes the primary impetus for the present study. Text analysis is adopted in this study to sort out basic materials. Civil aviation industry regulations, the projectsupporting Emergency Service ChineseEnglish Manual for Flight Delays, foreignrelated civil aviation training documents, and crosscultural communication literature are reviewed to extract disposal specifications for flight delays and foreignrelated communication materials, so as to establish the theoretical and factual basis for this research. Comparative analysis is also applied. Defective communication expressions are compared with optimized conversational examples. Causes of pragmatic errors are explored from textual and crosscultural communication dimensions. Adaptation differences of communication strategies under diverse cultural preferences are contrasted, and communication paradigms suitable for frontline practice are summarized.

This research focuses on ChineseEnglish bilingual communication scenarios and excludes other languages. All conversational examples in this paper are standardized reference dialogues developed from the supporting manual of this project instead of onsite reallife recordings, aiming to demonstrate the logic of standardized communication. Research outcomes are for practical reference only and have no mandatory

industry force. The scope is confined to oral interactions at boarding gates and service counters, excluding backend scheduling and claim negotiation.

2. Theoretical foundation and analytical framework

Hall's highlowcontext theory summarizes the communicative inclinations of different groups. Highcontext communication places stress on emotions and relational implications, while lowcontext communication relies on explicit and unambiguous verbal information. This theory merely reflects overarching group tendencies; consequently, passengers should not be stereotyped solely based on nationality. Individual onsite reactions constitute the practical basis for judgment in actual work. From the perspective of overall group tendencies, Southeast Asia, Central Asia, and West Asia incline toward highcontext communication; most countries in Europe and Latin America lean toward lowcontext communication. The present study adopts this theory solely as an analytical lens, thereby rejecting the simplistic labeling of passengers.

In accordance with Regulations on Flight Punctuality Management and MH/T 10372017 Specification for Passenger Service of Irregular Flights, causes of flight delays fall into six categories covering weather, airspace flow control, airport support failure, airline operation, passenger security check, and external emergencies [8–9]. The emphasis of external communication shall vary with different causes. Combining civil aviation safety and laws of crosscultural communication, four communication principles are concluded. All communications shall take flight safety as the primary premise. Practitioners shall adjust tone in light of group communicative features and, meanwhile, respect passengers' onsite conditions. Communication shall cover apology, cause of incident, time prediction, disposal solutions, and information access channels. Practitioners need to guarantee bilingual semantic equivalence, avoid rigid literal translation, and reduce comprehension deviation brought by translation.

This study adopts the highlowcontext theory as the analytical perspective, six types of delay scenarios as practical reality, and four communication principles as evaluation criteria. Supported by standard bilingual examples from the manual, communication problems are identified, and multiple causes are analyzed. A communication procedure is established, scenariospecific expression strategies are summarized, errorcorrection ideas for communication are formed, and optimization suggestions for the industry are put forward.

Case Example (Simulated dialogue from the supporting manual of this project, airtrafficflowmanagement scenario)

"Passenger: Excuse me, why is flight KA831 delayed?

Ground Staff: Sorry for the inconvenience. This is caused by airtrafficflowmanagement measures. Our estimated departure time is 19:45. Free re-booking or refund is available for passengers."

This example adopts professional civil aviation expressions, streamlines redundant details, and fully covers four core elements: apology, cause for delay, time estimation, and passenger disposal solutions. It illustrates that literal translation of popular metaphors may result in comprehension barriers for foreign passengers, and adopting standard terminology can improve crosslingual communication efficiency.

3. Diagnosis of typical communication problems

Semantic misalignment from literal translation is a common problem in foreignrelated communication. It

mostly arises from direct translation of spoken Chinese without noticing conceptual differences between Chinese and English in the civil aviation industry. Popular metaphors in local scenarios, when directly translated into English, cannot correspond to civil aviation professional concepts for foreign passengers and thus trigger communication barriers. Referring to standard examples in the manual, such translation problems can be effectively avoided by adopting established industry expressions.

Inappropriate crosscultural adaptation manifests as a mismatch between communication style and passengers' communicative expectations. When dealing with foreign passengers of lowcontext preference, merely offering simple consolation without substantial information such as causes for delay and update cycles will easily arouse passengers' suspicion and intensify conflicts.

Case Example (Simulated dialogue from the supporting manual of this project, insufficient crew resources scenario)

"*Passenger: Why can't we take off as scheduled after boarding?*

Ground Staff: We apologize for the long wait. Our original crew has reached legal dutytime limits. A replacement crew is being arranged, and the estimated departure time is 19:15. We provide free re-booking for missed connecting flights."

This example achieves a balance between emotional consolation and the articulation of objective facts, thereby satisfying the communicative demand for emotional care among passengers from high-context cultures. In practice, templates should not be applied solely on the basis of nationality; instead, passengers' immediate emotional states warrant primary observation.

Some ground staff only provide simple consolation in communication without key information such as causes for delay, estimated waiting duration, re-booking, accommodation and catering services, and inquiry channels, amplifying passengers' sense of uncertainty. Other problems include quoting professional abbreviations without explanations, evasive responsibilityshifting remarks, and treating estimated time as a definite takeoff commitment. Following the logic of the examples in the manual, communications shall supplement all sorts of information, attach necessary explanations to abbreviations, and only offer time estimates instead of absolute commitments.

4. Communication reference framework and errorcorrection solutions

This procedure is for practical reference only, and staff shall make flexible adjustments according to onsite conditions. Practitioners shall deliver apologies and respond to emotions, giving priority to empathetic consolation for passengers of highcontext inclination while offering concise apologies for lowcontext passengers and cutting redundant emotional preludes. Staff need to interpret delay causes and attach popular explanations to civil aviation abbreviations and professional terms. It is necessary to make time predictions and notify passengers of solutions, informing passengers of definite take-off time if available, specifying information update cycles if time remains uncertain, and introducing services including re-booking, ticket refunds, accommodation and catering, and transfer assistance. Practitioners should also notify channels for flight status inquiry and retain onsite consultation access.

For weatherrelated delays, practitioners shall lay emphasis on safety standards and meteorological monitoring conditions. For airtrafficflowmanagement delays, standard civil aviation expressions should be adopted to explain objective conditions of airspace separation and waiting for clearance. When facing

airport support failures, communication shall focus on progress of rush repairs and deployment. For airlinecaused delays, internal operational constraints shall be tactfully interpreted in combination with safety regulations. In case of incidents related to passengers or security, public announcements shall not point to specific individuals but only illustrate operational impacts. When confronted with external emergencies, objective restrictions should be stated and supporting emergency services shall be implemented. In all scenarios, information channels, including public announcements, flight information display screens, airline mobile applications, and boarding-gate counters, shall be used. Practitioners shall prioritize consolation before stating facts for highcontextoriented passengers and stress that active coordination is underway. For lowcontextoriented passengers, formalities should be simplified, and information shall be delivered in the logic of cause, waiting duration, and available services. Examples cited in this manual are compiled following such scenariooriented logic.

Key points for standardized communication can be concluded from two sets of standard conversational examples in the manual. Practitioners should abandon literal translation of popular metaphors and adopt standard civil aviation English terminology. It is essential to distinguish high- and low-context communication preferences and balance empathy and factual statements. Communications need to include five major elements: apology, cause, time prediction, disposal solutions, and information channels. Explanations shall be offered when abbreviations first appear, evasive expressions should be eliminated, and only time estimates rather than absolute takeoff commitments shall be provided.

5. Conclusions and suggestions

Civil aviation institutions shall carry out special crosscultural communication training for ground staff. Training shall not be limited to reciting script templates. They shall interpret the highlowcontext theory as well as its applicable limitations, and increase practical training on pragmatic error correction to enhance staff's capacity to organize language flexibly on site. Airline companies and airports may produce portable bilingual prompt cards for boarding gates, summarizing key communication points and expressions to avoid for quick onsite reference. Airports and airlines shall establish a review mechanism for foreignrelated delay communications, trace linguistic problems from complaints submitted by foreign passengers, and enrich industry case reserves. Mechanical application of communication templates must be rejected. Group communication tendencies derived from regions serve merely as reference clues. Ground staff shall organize language flexibly according to onsite communication status rather than predict communication demands based on passengers' nationalities.

Against the backdrop of the Belt and Road Initiative, emergency language services for international flight delays are directly related to the international image of China's civil aviation industry. While not purporting to establish mandatory industrial specifications, this research adopts Hall's high-low-context theory with a full awareness of its limitations. Supported by complete interactive bilingual conversational examples developed in the project manual, four types of typical pragmatic errors are identified, including semantic misalignment from literal translation, inappropriate cross-cultural adaptation, deficiency of key information, and improper terminology & wording. Multiple contributing factors are analyzed. A reference framework consisting of general procedures, scenariospecific strategies, and pragmatic error correction is constructed, alongside implementation suggestions for the industry. Constrained by the parameters of the

college student innovation project, all conversational examples are theoretically deduced rather than derived from an extensive corpus of real-life frontline discourse. The practical effects of this framework await tests in realworld scenarios. Followup research may collect frontline airport recordings and foreignrelated complaint texts to build a reallife corpus, so as to further polish the foreignrelated communication system.

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