

Excerpt from passengers and relatives surveys after the Martinair crash in Faro

In the book *The crisis after the disaster* (2005) findings of two independent surveys (1995 and 1998) among passengers and family members are published.

Here is an excerpt from the findings.

*The complete chapter on the surveys (32 pages A4) can be downloaded from:
www.vliegrampfaro.nl/wp-content/uploads/2026/08/Martinair-crash-in-Faro-passengers-and-family-members-surveys-on-the-aftermath.pdf*

The effects of the disaster a combination of factors

Physical and mental well-being

A significant part of the problems in the phase after the Faro air disaster can be explained by the physical condition of the survivors. Much is attributable to the fact that the occupants were injured in the airplane disaster and many years later still carry the physical effects of the disaster daily. There appears to be a clear linkage between physical and mental well-being on the one hand and changes in work situation and (dissatisfaction with) resolution of legal issues on the other.

Work and finances

The most shocking findings from the survey research are probably those relating to the employment situation and the related financial effects. Changes in employment were one of the (foremost) reasons why the respondents experienced a change in their financial situation. Therefore, this disaster appears to be not only an emotional and stressful incident, but also an event that had great effects on the social environment of the survivors and their working conditions. Closer analysis suggests that in particular those occupants who were injured experienced a change (i.e. deterioration) in their working situation and, as a consequence, found themselves in worse financial circumstances. By and large, the greater the injuries, the greater the (negative) effects.

Resolution of legal issues

The surveys revealed dwindling satisfaction with the resolution of legal issues after the disaster: It took a long time before legal issues were settled, the non-material damage was not adequately covered, and there were indications of a growing number of people who signed at first and then later regretted doing so.¹ Many endorsed the proposition that “the crisis after the disaster” in a definite sense led to greater trauma than the disaster itself. There appears to be a direct linkage between the quality of the legal and material (after)care and psychological recovery from the disaster. Legal resolution that proceeds smoothly and leads to satisfaction can contribute to recovery, while many material setbacks, uncertainty about the cause of the disaster, and a difficult damage settlement process can create extra obstacles to psychological recovery. The importance of non-psychological effects appears to have been underestimated.

¹ With non-material damage we mean all damage that resulted from physical and/or psychosocial problems. With material damage we mean all damage that results from damage to goods and property or loss of income.