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# PHILIPPINE AIRLINES SWOT & PESTLE ANALYSIS

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**Company Name:** Philippine Airlines

**Company Sector :** Aviation

Operating Geography: Philippines, Asia, Global

About the Company: Philippine Airlines (PAL), a subsidiary of PAL Holdings, Inc., is the country's

flag carrier. It is headquartered at the PNB Financial Center in Pasay, Philippines. In 1941,

Philippine Airlines was founded by a group of businessmen led by Andres Soriano, one of the

country's leading industrialist and it is the first and oldest commercial airline in Asia operating

under its original name. It serves 31 domestic destinations and 54 international destinations in

Southeast Asia, East Asia, the Middle East, Oceania, North America, and Europe from its hubs at

Ninoy Aquino International Airport in Manila, Clark International Airport in Angeles,

Mactan-Cebu International Airport in Cebu, and Francisco Bangoy International Airport in

Davao. Philippine Airlines has a mixed fleet of Airbus and Boeing planes in operation, including

the Airbus A320, Airbus A321, Airbus A321neo, Airbus A330, Airbus A350, and Boeing 777.

Depending on the aircraft, Philippine Airlines offers Business, Premium Economy, and Economy

classes. Their Airbus A330 and A350 aircraft have three classes, while the rest have two. As of

May 2021, the PAL mainline fleet currently consists of 61 aircraft. In March 2021, Philippine

Airlines reaffirmed its commitment to serving its passengers, announcing that it has already

refunded more than 90% of COVID-related refund requests.

Philippines Airlines's Unique Selling Point or USP is that it manages a fleet of thirty-two modern

wide-body and narrow-body passenger aircraft, making Philippine Airlines a reliable national

airliner for the Philippines. Philippines Airlines' mission statement reads, "In delivering high-

quality performance across 45 global quality metrics on product and service quality, Philippine

Airlines has officially clinched a world-class rating".

Revenue:

PHP 154.5 billion - FY ending 31st December 2019 (y-o-y growth 2.65%)

PHP 150.4 billion - FY ending 31st December 2018



#### SWOT Analysis:

The SWOT Analysis for Philippine Airlines is given below:

Strengths	Weaknesses
1.Only Airlines in Philippines to have IOSA	1.Philippine's airlines underperformed the PH
accreditation and highest safety rating of 7/7	market and airline industry
2.One of the oldest and the first airline in Asia.	2.Faces internal labor issues due retrenchment
3.Excellent customer-satisfaction records,	program
lowest fare, and multitudes of in-flight services	3.Unprofitable in the long-haul flight
	operations
Opportunities	Threats
1.Growing tourism is expected to increase	1.New entrants increasing competition post
hotel revenue, diversifying in hotel industry	liberalization and starting to capture market
can create value	2.Impact of pandemic on aviation industry and
2.Digitalization of legacy systems can help	Philippine Airlines
remain market leader in next decade	
3.Focus on in-flight entertainment to drive	
growth going forward	
4.Philippine Development Plan	
2017\u20132022 to boost aviation sector	



#### PESTLE Analysis:

The PESTLE Analysis for Philippine Airlines is given below:

Political	Economical
1.Fiscal and monetary recovery plan as a 4-	1.Domestic tourism is likely to help industry
pillar strategy by Duterte government.	recover in uncertain times
2.Rising terrorism attacks in Philippines could	2.Covid-19 pandemic has created impact on
affect Philippine airlines' demand	economy and airline industry
Social	Technological
1.Philippines consumers are likely to focus on	1.Airlines can leverage technological
essentials and unlikely to buy non-essential	advancements to enhance customer
services.	experience and create value
Legal	Environmental
1.Civil Aviation Authority of Philippines	1.Eruption of active volcanos within
inaugurated new passenger terminal buildings	Philippines can force airport's shutdowns
for 4 airports	2. Focusing to reduce greenhouse gas and
2.Rise in the excise taxes for aviation turbo jet	carbon footprints
fuel could hurt airline industry	

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