

ABSTRAK

Air Traffic Controller (ATC) merupakan karyawan dalam dunia penerbangan yang memiliki peran sangat penting dalam kelancaran & keselamatan operasional penerbangan karena ATC berhubungan langsung dengan pilot dan bertugas untuk mengarahkan lalu lintas udara agar tetap aman dan teratur. Karyawan yang memiliki tingkat *work engagement* yang tinggi akan memberikan performa yang terbaik saat bekerja. *Work engagement* merupakan motivasi yang positif yang mengandung karakteristik *vigor*, *dedication*, dan *absorption*. Selanjutnya *perceived organizational support* adalah persepsi karyawan mengenai sejauh mana organisasi menilai kontribusi, memberi dukungan, dan peduli pada kesejahteraannya. Penelitian ini bertujuan untuk mengetahui hubungan antara *perceived organizational support* dengan *work engagement* pada *air traffic controller* (ATC) di bandara Soekarno-Hatta Jakarta. Subjek penelitian ini adalah ATC bandara Soekarno-Hatta Jakarta sebanyak 60 orang. Pengumpulan data dilakukan menggunakan Skala *Perceived Organizational Support* (21 aitem valid; $\alpha=.914$) dan Skala *Work Engagement* (21 aitem valid; $\alpha=.897$). Hasil uji korelasi *product moment* menunjukkan tidak ada hubungan antara *perceived organizational support* dengan *work engagement* pada *air traffic controller* di bandara Soekarno-Hatta Jakarta yang ditunjukkan dengan koefisien korelasi $r_{xy}=.158$ dan $p=.227$. Hal ini berarti *perceived organizational support* tidak ada berhubungan dengan *work engagement* pada ATC di bandara Soekarno-Hatta Jakarta, maka kemungkinan *work engagement* pada ATC di bandara Soekarno-Hatta Jakarta dipengaruhi oleh faktor yang lain.

Kata Kunci: *perceived organizational support; work engagement*

ABSTRACT

Air Traffic Controller (ATC) are employees that have very crucial role in aviation safety & operational because ATC have direct contact with pilots and their job is to guide the air traffic to keep the air traffic movements safe and as efficient as possible. Employee that have high level of work engagement will give their best performance during work. Work engagement is a positive motivation that contains the characteristics of vigor, dedication, and absorption. While perceived organizational support is an employee perception regarding how much organization value their contributions, give them support, and care about their well-being. This research aims to determine the correlations between perceived organizational support and work engagement on Soekarno-Hatta airport air traffic controller. The subjects of this research are 60 controllers of Soekarno-Hatta international airport ATC. Measurements are done by using Perceived Organizational Support Scale (21 valid items; $\alpha=.914$) and Work Engagement Scale (21 valid items; $\alpha=.897$). The result of correlations test shows no correlation between perceived organizational support and work engagement on Soekarno-Hatta airport air traffic controller ($r_{xy}=.158$ and $p=.227$). This means that work engagement in Soekarno-Hatta airport ATC is affected by other factor.

Keywords: *perceived organizational support; work engagement*