

Kajian terjadinya kesalahan manusia (human error) pada petugas air traffic controller dalam aktivitas pemanduan lalu lintas udara, PT Angkasa Pura II (Persero) Bandar Udara Soekarno-Hatta Tangerang tahun 2011 = Occurrence of human error assessment (Human Error) at officers in air traffic controllers air traffic activity, PT Angkasa Pura II (Persero) Soekarno-Hatta Airport Jakarta in 2011

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Abstrak

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Human error merupakan salah satu sifat alami yang dimiliki oleh manusia (human nature) sehingga setiap harinya manusia pasti selalu mengalami error. Namun biasanya konsekuensi dari human error ini biasanya relatif kecil (minor) sehingga sering diabaikan. Namun pada kondisi tertentu human error dapat menimbulkan konsekuensi yang lebih serius (major), misalnya saja ialah human error yang terjadi pada chemical process industry, nuclear power, health care, dan tentu saja dalam penerbangan (aviation).

Menurut penelitian Alabama & Northwest Florida Flight Standards District Office, tingkat kesalahan manusia (human error) pada bidang Air Traffic Control menduduki persentase 90%. Selain itu banyak kasus kecelakaan penerbangan yang mengganggu Air Traffic Controller yang bersalah dan menduga sebagai penyebab kecelakaan, tidak ada kontribusi "Pilot Error".

Desain studi dalam penelitian ini bersifat campuran (mix), di mana di dalamnya dilakukan baik pendekatan kualitatif maupun kuantitatif sekaligus. Unit kajian ialah mendapatkan besaran persentase dari masing-masing jenis ketidaksesuaian interaksi dalam perspektif ergonomik dan unsur human error. Pendekatan kualitatif deskriptif untuk mendapatkan kajian terkait unsur human error yang terjadi dengan task analysis.

Hasil kajian menunjukkan bahwa kejadian human error di bidang ATC Bandar Udara Soekarno-Hatta memang cukup tinggi dengan persentase skill based error 77,2%, perceptual error 62,3%, decision error 71,1%. Sedangkan untuk hasil ketidaksesuaian faktor peralatan (mechanical failure), lingkungan (environment), psikologis (beban kerja mental) masing-masing mencapai 93,9%, 94,7% dan 91,2%.

ABSTRACT

Human error is one of nature which is owned by a man (human nature) so that every day human being must always be in error. But usually the consequence of

human error is usually relatively small (minor) so often overlooked. However, in certain conditions of human error can cause more serious consequences (major), such as human error that occurs on the chemical process industry, nuclear power, health care, and of course in aviation (aviation).

According to research Alabama & Northwest Florida Flight Standards District Office, the degree of human error (human error) in the field of Air Traffic Control percentage 90% occupied. In addition, many aviation accident cases are considered Air Traffic Controllers who are guilty and the suspect as the cause of the accident, there is no contribution "Pilot Error".

Design studies in this research are mixed (mix), where it performed well in qualitative and quantitative approaches as well. Unit of study is getting a percentage of the amount of each type of mismatch interaction in perspective ergonomics and human error element. Descriptive qualitative approach to obtain relevant study elements of human error that occurs with task analysis.

The study results showed that the incidence of human error in ATC Soekarno-Hatta Airport is quite a high percentage of 77.2% skill based errors, perceptual errors 62.3%, 71.1% decision error. As for the discrepancy factor of equipment (mechanical failure), environment (environment), psychological (mental workload) respectively reached 93.9%, 94.7% and 91.2%.