

# Investigating role of perceived organizational support on prosocial voice behavior and upward safety communication in paternalistic leadership dimension environment: case study in PT XYZ Indonesian Airline = Peran perceived organizational support pada prosocial voice behavior dan upward safety communication dalam dimensi kepemimpinan paternalistik: studi kasus di PT XYZ Indonesian Airline

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## Abstrak

Safety performance can be increased if cabin crew management understands the real situation in the operation area. The exposure on the operational area gives the cabin crew valuable insight that can be used to enhance the safety management system, policy and mitigation. Therefore, management must be able to encourage the cabin crew to communicate safety-related information. Therefore, the cabin crew management must find the factor to enhance cabin crew prosocial voice behavior and upward safety communication. The objective of this study is to examine the influence of benevolent and morality leadership on upward safety communication and prosocial voice behavior in Indonesian cabin crew. The aim of this study is also to investigate the role of perceived organizational support (POS) in the relationship between benevolent and morality leadership with upward safety communication and prosocial voice behavior. Using the Structure Equation Model (SEM) and 356 cabin crew respondents, the result showed benevolent and morality leadership has a positive influence on upward safety communication. Another result is benevolent leadership has a positive influence on prosocial voice while morality leadership has not a significant influence on prosocial voice behavior. The last finding is POS mediates the influence of benevolent and morality leadership to prosocial voice behavior and upward safety communication.

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Kinerja keselamatan dapat ditingkatkan jika manajemen mempunyai pemahaman tentang apa yang sebenarnya terjadi di area operasi. Paparan yang diterima dari area operasi membuat awak kabin mempunyai wawasan yang berharga untuk meningkatkan safety management system, kebijakan dan mitigasi.

Manajemen harus dapat mendorong awak kabin untuk menyampaikan informasi terkait keselamatan yang mereka punya. Oleh karena itu, penting bagi manajemen untuk menemukan faktor-faktor yang berpengaruh untuk meningkatkan prosocial voice behavior dan upward safety communication awak kabin. Penelitian ini dilakukan untuk menguji pengaruh benevolent dan morality leadership pada upward safety communication dan prosocial voice behavior awak kabin Indonesia. Penelitian ini juga bertujuan untuk menyelidiki peran mediasi perceived organizational support (POS) dalam pengaruh benevolent leadership dan morality leadership terhadap upward safety communication dan prosocial voice behavior. Menggunakan Structural Equation Model (SEM) dengan responden sebanyak 356 awak kabin, hasil penelitian ini menunjukkan benevolent leadership dan morality leadership memiliki pengaruh positif terhadap upward safety communication. Hasil penelitian ini juga menunjukkan benevolent leadership memiliki pengaruh positif terhadap prosocial voice behavior, tetapi morality leadership tidak memiliki pengaruh positif terhadap prosocial voice behavior. Hasil lain penelitian ini adalah POS memediasi pengaruh benevolent dan morality leadership terhadap prosocial voice behavior dan upward safety communication.