

ABSTRAK

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PROSES KOMUNIKASI ANTAR PILOT DENGAN PERBEDAAN LATAR BELAKANG BUDAYA

(ix + 86 halaman; 65 lampiran)

Penelitian ini bertujuan untuk menganalisis proses komunikasi antar pilot dalam konteks perbedaan budaya, khususnya pada situasi penerbangan internasional yang melibatkan kru multinasional. Dalam industri penerbangan, miskomunikasi di kokpit menjadi salah satu penyebab utama kecelakaan, terutama ketika pilot berasal dari latar belakang budaya yang berbeda. Penelitian ini menggunakan pendekatan deskriptif kualitatif dengan teknik wawancara mendalam terhadap empat orang pilot yang memiliki pengalaman bekerja dalam lingkungan multikultural. Hasil penelitian menunjukkan bahwa meskipun bahasa Inggris digunakan sebagai standar komunikasi, perbedaan aksen, gaya komunikasi, dan struktur budaya tetap menimbulkan tantangan dalam proses penyampaian dan penerimaan pesan. Faktor budaya seperti power distance dan ketidakberanian menyampaikan pendapat kepada otoritas menjadi penghambat komunikasi efektif. Namun, pelatihan Crew Resource Management (CRM) dan penggunaan prosedur standar seperti standard phraseology mampu membantu mengurangi potensi miskomunikasi. Penelitian ini menyarankan pentingnya peningkatan pelatihan komunikasi antarbudaya dan penguatan kompetensi bahasa bagi kru penerbangan sebagai strategi mitigasi risiko komunikasi dalam kokpit.

Kata Kunci: Komunikasi, Komunikasi antar Pilot, Perbedaan Budaya, Crew Resource Management (CRM), Keselamatan Penerbangan.

Referensi: 54 (1973 – 2023)

ABSTRACT

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COMMUNICATION PROCESS BETWEEN PILOTS WITH DIFFERENT CULTURAL BACKGROUNDS

(xi + 86 pages; 65 appendices)

This study aims to analyze the quality of communication between pilots in the context of cultural differences, particularly in international flight operations involving multinational crews. In the aviation industry, miscommunication in the cockpit remains one of the leading causes of accidents, especially when pilots come from different cultural and linguistic backgrounds. Using a descriptive qualitative approach, this research conducted in-depth interviews with four pilots who have experience working in multicultural flight environments. The findings reveal that although English serves as the standard language of aviation, variations in accents, communication styles, and cultural structures still pose challenges in the transmission and reception of messages. Cultural factors such as high power distance and reluctance to speak up to authority hinder effective communication. However, Crew Resource Management (CRM) training and the use of standardized procedures such as standard phraseology help mitigate potential miscommunication. This study recommends strengthening intercultural communication training and improving language proficiency among flight crews as strategic efforts to reduce communication-related risks in the cockpit.

Keywords: Communication, Pilot Communication, Cultural Differences, Crew Resource Management (CRM), Flight Safety.

Reference: 54 (1973 – 2023)