The Impact of Working Conditions On Contextual Performance of Air Traffic Controllers

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Abstract

The importance of working condition’s impact on individual performance has triggered new studies about these topics. The development of service industries increased the value of working environment’s social and psychosocial features. The cognizence that social conditions related factors are more important for performance has expedited new models. Motowildo and Borman(1998) approached individual performance in two perspective. Task and Contextual performance concepts have became popular with these movement of ideas. Task performance can be described as a performance model which is focused on main task related operations. A surgeon’s medical operation, a lecturer’s teaching education, a controller’s radar monitoring can be utilized as a task performance activities. And also increased value of employee relations to ensure individual performance makes contextual concept as as current trend. In this regard contextual performance is came up from social, environmental and psychosocial related operations performance. Stream of thoughts about individual performance generation, contextual performance concept is evaluated as a very precious. By ensuring high contextual performance it is expected to have more valuable task and individual performance. Satisficer, continent, cultured and expansive structured organizations present more contextual atmosphere to employees. Employees behaviours take shape more goal oriented by these steps. In addition to organizational model, the relations between employees may have impact on contextual performance formation. An also relations between colleagues, superior-subordinate communication, stress in the organization, work engagement will be determinative for contextual performance entity.

It is well known that air traffic controllers work under time pressure in their working atmosphere. The significance of their task related operations and the life safety of passengers make the controller job very vital. Controller’s role have a huge impact on air transport operations performance. Air traffic performance is come into existence of by the controllers performance. For this reason in addition to task performance, contextual performance is also important for team jobs which is always active for 24 hours in shift works.

In this study it is expected to show the impact of working conditions on contextual performance. The contextual performance and perceived psychosocial work environment of controllers will be evaluated by the self-report method. The five biggest airport on the traffic basic is chooser for the research. In the event of there is a relation between the variables of the study, it is tried to explain results by the regression analyses.

Key Words: Working Conditions, Air Traffic Controllers.