

# Conscientious Towards Aviation Security Performance Loyalty At Abdurachman Saleh Airport Malang

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**Abstract**—Avsec in the Technical Implementation Unit of PJK Abd Shaleh Malang consist of 30 Non-Permanent Employees (PTT) and 25 Candidates for State Civil Apparatus (ASN). Between PTT and prospective ASN there is a mutual synergy between old and new employees in carrying out airport security to prevent unlawful acts. Conscientiousness is the nature of someone who in doing work with discipline, obedient, orderly, has consideration to achieve achievement in improving competence. Loyalty is an attitude of commitment, support, and strong loyalty from one person to another to increase the productivity of individual performance and team work. Avsec is very responsible in carrying out tasks that work according to competence so that the team cooperates with each other and divides tasks and functions according to international and national aviation regulations in creating safe airport conditions while still prioritizing service

**Keywords**—*Conscientiousness, Personnel Aviation Security (AVSEC), Loyalty*

## I. INTRODUCTION

The East Java Provincial Transportation Service is responsible for airport management in East Java Province and the implementation unit is managed by the Airport Service Management Technical Implementation Unit (UPT PJK) Abdurachman Saleh Malang.

Based on the regulations of the International Civil Aviation Organization of the International Civil Aviation Organization (ICAO) in Annex 17 and 18 as well as regulations issued by the Government of Indonesia in accordance with Law Number 1 of 2009 concerning Aviation, especially in Article 344, before entering the airport, all people, whether passengers, airport officers, aircraft officers (airline), aircraft crews and others must be carried out security checks by aviation security officers who already have a Personnel Certificate (SKP) or are licensed.

As AVSEC personnel, they must have a level of motivation, job satisfaction, discipline, obedience, competence, order, consideration, achievement to improve security and service. To achieve all, one must get support in the form of similar interests and concerns and a sense of belonging in a group such as emotional support, appreciation, instrumental support, informative.

Researchers will conduct research related to the role of Conscientiousness on AVSEC loyalty at Abdurachman Saleh Airport, Malang, based on the majority of AVSEC are Non-Permanent Employees (PTT) and how many are State Civil Apparatus (ASN).

## II. THEORETICAL FOUNDATION

### A. This Is a Level 2 Heading

There has been a recent resurgence of interest in the role that personality plays in job performance. Meta-analyses conducted by Barrick and Mount (1991), Salgado (1997) and Tett, Jackson and Rothstein (1991) used the big five framework (Costa & McCrae, 1992: neuroticism, extraversion, openness, agreeableness and conscientiousness) to explore the validity of personality constructs. [1]

#### 1) Big Five Personality

According to Ivancevich (2007) that the big five personality has five dimensions, namely:

##### a) Extraversion

This personality dimension directs a person to be assertive, gregarious, talkative and active. People who have this personality tend to like talking to their co-workers and look for jobs that have high social interaction. Research says that people with this personality type tend to have good performance. Especially in the managerial and sales fields, excel in training, and also tend to have higher levels of job satisfaction.

##### b) Neuroticism or Emotional Stability

Neuroticism refers to individual differences in negative emotional response to threat, frustration, or loss (Costa & McCrae, 1992a; Goldberg, 1993). [3][5] This personality dimension directs is a person's tendency to experience positive emotional states such as feeling psychologically safe, calm and relaxed. But on the other hand anxiety, depression, anger and shame are characteristics of this low personality dimension. Individuals with low emotional stability are more likely to experience work-related stress. In addition, there is also research that a low level of emotional stability is associated with a low level of employee motivation as well.

##### c) Agreeableness

Agreeableness is a person's tendency to be forgiving, tolerant, trusting, and soft-hearted. Employees described as someone who easily agrees with others is included in this personality dimension. Individuals who are low in agreeableness are more likely to be rude, cold, uncaring, unsympathetic and antagonistic. However, agreeableness is a dimension that can make a person an effective team member and can gain achievement in a job that develops and maintains good interpersonal relationships.

##### d) Conscientiousness

Conscientiousness is described as someone who is reliable, organized, thorough, and responsible. Individuals with this personality dimension tend to be diligent, work hard, and enjoy achieving and getting things done. Research also shows that people with high conscientiousness tend to have higher levels of motivation and job satisfaction, as well as other important behaviors such as fewer stops, absenteeism, and other counterproductive behaviors.

*e) Openness to experience*

Openness to experience is a personality dimension that can reflect the extent to which an individual has broad interests and is willing to take risks. Because of his curiosity, open-mindedness, creativity, imagination, and intelligence. People with high personality traits tend to be successful in jobs where change is constantly happening and innovation is very important.

*2) Loyalty*

According to Rowley (2012), loyalty is an attitude of being committed, loyal and maintaining a better working relationship with employees for increased performance including increased productivity of team and individual performance caused by low absenteeism and decreased turnover.

Aspects of work loyalty according to Hasibuan (2013), are as follows: obedience/compliance with company regulations, a high sense of responsibility, dedication to the company and the ability of employees to carry out work.

According to Kusumo (in Soegandhi, 2013) states that the emergence of work loyalty is influenced by four factors, namely:

*a) Personal characteristics*

Personal characteristics includes age, years of service, gender, education level, achievements, race, and some personality traits.

*b) Job characteristics*

Job characteristics are in the form of work challenges, job stress, opportunities for social interaction, job enrichment, task identification, task feedback, and task fit.

*c) Characteristics of enterprise design*

Characteristics of enterprise design include decentralization, level of formalization, and level of participation in decision-making.

*d) The experience*

The experience gained from the company includes a positive attitude towards the company, a sense of trust in a positive attitude towards the company, a sense of security.

Based on these factors, it can be seen that the demands for work loyalty that are expected by the company can be fulfilled if employees in a company have welfare supporting facilities, a supportive working atmosphere and characteristics such as those in accordance with the criteria of the company or organization.

### III. RESEARCH METHOD

The type of research in this research is field research, namely data collection that is carried out directly at the research location. This study uses a quantitative approach. In the preparation of a study, it is necessary to have a process of searching and collecting data and information in accordance

with the nature of the problem and related to the author's purpose in order to obtain a complete data structure to be used as a basis for discussion.

In this study the independent variable is Conscientiousness and the dependent variable is loyalty. The instrument used in this research is a questionnaire sheet that will be given to Avsec personnel at UPT PJK Abd.Rachman Shaleh Malang in the form of a google form. Data was collected by opening an online questionnaire link and selecting the five available answer options. After that the questionnaire will be measured using a Likert scale.

In the context of making this research, the author uses several data collection techniques, observation methods, interview methods, and questionnaire/questionnaire methods.

## IV. RESULT AND DISCUSSION

### *1) Big Five Personality*

The author made observations to UPT PJK Abd.Saleh Malang with the aim of knowing firsthand how the role of conscientiousness, social support, and also the job insecurity of Avsec personnel while working. The following are the

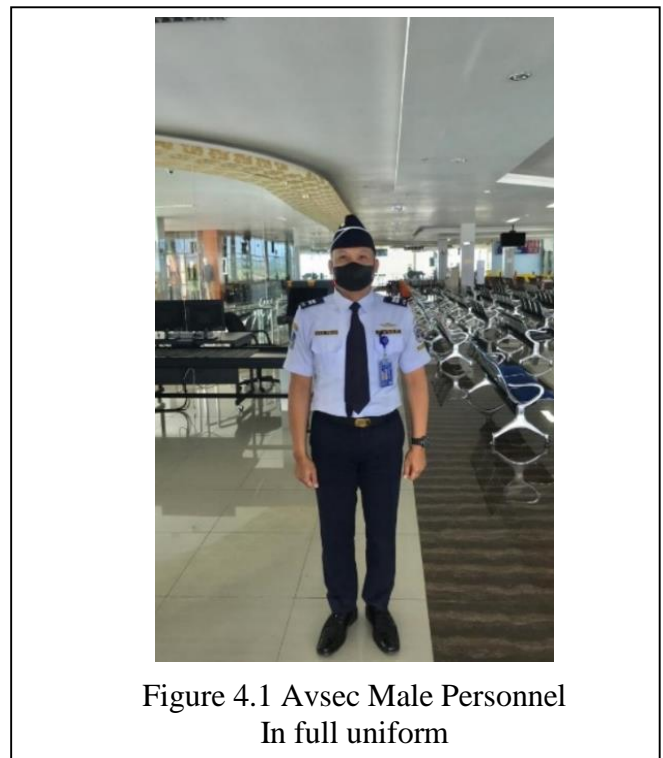


Figure 4.1 Avsec Male Personnel  
In full uniform

results of observations made by the writing team in the form of documentation during observation activities:



Figure 4.2 Avsec Male Personnel  
In full uniform



Figure 4.3 Passenger Check with Hand Held

### 2) Interview

The author conducted face-to-face interviews at UPT PJK Abd. Saleh Malang. The following are the results of an interview conducted by the author in the AVSEC UPT PJK Abd.Saleh Malang headroom and the results show that there are 2 Security Check Points (SCP) at Abd Shaleh Airport. holiday. In addition, there is a guard in the airside area with a rotation system.

The initial number of avsec personnel was 55 personnel. Now there are 53 personnel, 2 personnel accepted by CPNS and 1 personnel moved to LLAJ Madiun. The number of CPNS whose position as Avsec is 25 personnel, but only 6 personnel are licensed by Avsec. However, currently Avsec

employees with CPNS status have not been active in carrying out their main duties because they are carrying out Latsar.

Non-Permanent Employees (PTT) Avsec at UPT PJK Abd. Saleh Malang have implemented Basic Avsec education, but other employees have not carried out education. In the future, 15 people will be proposed to carry out Basic Avsec education. In addition, next year Basic Avsec will be upgraded to Junior Avsec.

UPT PJK Abd.Saleh Malang uses a rolling system every 30 minutes for its shift schedule, starting from X-Ray, rolling to the front, namely checking tickets and passenger identities, as well as checking goods.

Broadly speaking, the security at this airport has met aviation standards. But there are also some findings from the campaign related to the condition of the fence that is not high enough.

### 3) Result Validity Test

The results of the Conscientiousness (X) instrument testing

Table 4.1 Conscientiousness (X) validity test results

Indicator	Correlation With Total Score	r-table	Conclusion
Y.1	0.610	0.3445	Valid
Y.2	0.914	0.3445	Valid
Y.3	0.788	0.3445	Valid
Y.4	0.948	0.3445	Valid
Y.5	0.930	0.3445	Valid
Y.6	0.939	0.3445	Valid

Conscientiousness (X) instrument validity test was conducted by means of each question item with a total score. Conscientiousness validity test results can be seen in table 4. If r-count (correlation with total score) > r-table then the statement is said to be valid and if r-count < r-table then the statement is said to be invalid. The r-table used is 1% at the significance level of degree of freedom (df) = n-2, which means the r-table used is 0.3445 at the 1% significance level. So it can be seen in the table above that for each question item is declared valid because the correlation value with the total score is greater than the r-table value.

• Loyalty Instrument Validity Test (Y)

The results of the Loyalty (Y) instrument testing

Table 4.2 Loyalty validity test results (Y)

Indicator	Correlation With Total Score	r-table	Conclusion
X1.1	0.829	0.3445	Valid
X1.2	0.891	0.3445	Valid
X1.3	0.894	0.3445	Valid
X1.4	0.909	0.3445	Valid
X1.5	0.755	0.3445	Valid
X1.6	0.937	0.3445	Valid

The validity test of the Loyalty (Y) instrument was carried out by means of each question item with a total score. The results of testing the validity of audit quality instruments can be seen in table 4. If r-count (correlation with total score) > r-table then the statement is said to be valid and if r-count < r-table then the statement is said to be invalid. The r-table used is 1% at the significance level of degree of freedom (df) = n-2, which means the r-table used is 0.3445 at the 1% significance level. So it can be seen in the table above that for each question item it is declared valid because the correlation value with the total score is greater than the r-table value.

• Realibility Test

Variable	Questions	Cronbach Alfa Score	Conclusion
Conscientiousness	X.1	0.943	Reliable
	X.2	0.942	Reliable
	X.3	0.943	Reliable
	X.4	0.943	Reliable
	X.5	0.944	Reliable
	X.6	0.942	Reliable
Loyalty	Y.1	0.942	Reliable
	Y.2	0.943	Reliable
	Y.3	0.942	Reliable
	Y.4	0.943	Reliable
	Y.5	0.942	Reliable

From the results of the tests that have been carried out, it shows that all questions from each variable have a Cronbach's alpha value greater than 0.70, so each measurement of the variables that has been carried out can be said to be reliable.

• Multiple Linear Regression Analysis

The results of multiple linear regression can be seen as follows:

Table 4.4 Multiple Regression Analysis Test Results

Unstandardized Coefficients	Std. Error	Beta	t	Standardized Coefficients	
				B	Sig.
(Constant)		1.765	1.702	1.037	.305
Conscientiousness (X)		.598	.090	.693	6.615 <.001

Based on the value of from the results of data processing in table 4.4, in order to obtain the equation

The constant a is 1.765 meaning that if Conscientiousness the value is zero.

V. CONCLUSION

Avsec employees at UPT PJK Abdurrachman Shaleh Malang have competence as an Avsec in accordance with existing regulations in the office, both regulations regarding staffing or regulations in services on the security side. Avsec employees in the organization always cooperate in completing work both inside and outside the office in a well-organized manner. At work, Avsec employees follow all international aviation regulations (Icao and Government Regulations) responsibly for all work, as evidenced by always doing work on time or not liking to delay work because it is in accordance with their abilities and expertise to advance airports in achieving service by working. happy to always give 5S (Smile, Greet, Greetings, Polite, Polite)

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