THE INFLUENCE OF AVIATION SECURITY OFFICERS (AVSEC) SERVICE QUALITY ON PASSENGER SAFETY SATISFACTION

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ABSTRACT
The purpose of this study was to find out how much influence the quality of avsec security service has on passenger satisfaction at Sultan Thaha Jambi airport. This study uses a type of quantitative research with a questionnaire as the primary data source. The population in this study were passengers at Sultan Thaha Airport, Jambi. The samples taken were 45 passengers at Sultan Thaha Airport, Jambi. The method used in this research uses descriptive quantitative research methods with the research that has been done, it is found that the results of the F test have a significant value of 0.000 - 0.005, which means that there is an influence from the quality of security service avsec officers have on passenger satisfaction at Sultan Thaha Jambi Airport. Based on the results of the simple regression test, a result of 0.852 or equal to 85.2% was obtained. The conclusion results show that the effect of the quality of security services for *Aviation Security officers* (AVSEC) gets a strong correlation with the passenger satisfaction variable and the remaining 14.8% or 0.148 is a variable not examined in this study.

Keywords: *Aviation Security, Passengers, Services*

1. INTRODUCTION

Airport activities cannot be separated from the provision of continuous services. Therefore, *Aviation Security Officers* (AVSEC) are required to provide security services according to specified standards. A very important task for *Aviation Security* (AVSEC) is to check passenger and cargo documents to avoid further trouble. Care should be taken when examining this document, as any negligence could have fatal and lasting consequences. For cargo, the documents that must be checked are invoices, permits, and other legalities [1].

Passengers must verify the identity of their name and address, a valid ticket and permit, and the suitability of the ticket with the passenger's identity. This is done to avoid any form of fraud or crime during flights. Ensure passengers are not fugitives and coordinate with other security officers. *Aviation Security* (AVSEC) officer services must be detailed and coordinated with other officers to ensure passengers are safe and not fugitives in order to provide a sense of security and comfort to other passengers.

According to the data that the author obtained from the Sultan Thaha Jambi airport, in 2022 the Angkasa Pura 2 airport will reach the number of passengers at Sultan Thaha Jambi Airport 786,070 passengers. Thus, *Aviation Security* (AVSEC) officials are obliged to provide perfect security services to passengers with a number of personnel *Aviation Security* (AVSEC) 46 personnel *Aviation Security* (AVSEC) at Jambi Sultan Thaha Airport. The number of members in each security place is regulated in SKEP/2765/XII/2010 in chapter III article 20 concerning being in one inspection lane, members according to the provisions/type of airport [2]

Jambi Sultan Thaha Airport with annual passengers from 2020-2022 on average 626,398. There are 4 *Aviation Security* (AVSEC) personnel and 1 supervisor/supervisor at each inspection site in Jambi Sultan Thaha Airport with an average of 2,835 passengers arriving and departing per day. This is not yet in accordance with regulatory provisions with a number of passengers of more than 1,000 people per day, a minimum of 5 security personnel at each inspection point. Thus this research was conducted to see the performance quality of *Aviation Security* (AVSEC) officers which exists. According to PM 51 of 2020 concerning the National Aviation Security Plan , security is a fundamental element in dealing with the dense queue of passengers. Goods in the Center (security check station) [3].

The quality of security services is often a measure of passenger satisfaction at the airport. *Aviation Security* (AVSEC) is the frontline operator serving direct

passengers at Sultan Thaha Jambi Airport. [4]; [5]; [6]; [7]To create security and a sense of comfort that can be provided to users of air transportation modes, it is necessary to increase security airport. In order to provide more security for users of air transportation modes and create a sense of security and comfort that can be provided to users of air transportation modes so that Sultan Thaha Airport can become one of the airports that can provide more security to users of transportation modes air [8]; [9]; [10]; [11]; [12]; [13].

Based on the thoughts on the background of the problems that have been disclosed, the formulation of the problem in this study is:

1) How is the quality of security services for *Aviation Security* (AVSEC) officers on passenger safety satisfaction ?
2) How big (significant) is the influence of *Aviation Security* (AVSEC) service quality on the safety of passengers at Sultan Thaha Jambi Airport?

2.1 Design Research

The method that will be used in this study is the method quantitative approach. Quantitative analysis should assess quality and the reliability of the information obtained in this study [14].According to [15]the quantitative research method, it is defined as a research method based on the philosophy of positivism, used to examine certain populations or samples, sampling techniques are generally carried out randomly, data collection uses research instruments, data analysis is quantitative or statistical with the aim of test the hypothesis that has been set. The approach used in this study is descriptive statistics which describes the results of the research in the form of discussion [16].

From the explanation above, it can be concluded that this quantitative approach is a form of testing hypotheses using accurate statistical data tests. Based on the formulation of the problem and the background that has been described, this research is used to analyze the Quality of Service of *Aviation Security* Officers (AVSEC) (X) on Passenger Security Satisfaction (Y) at Sultan Thaha Jambi Airport.

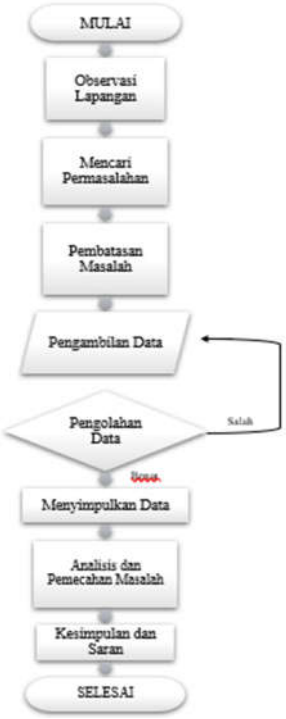

Figure 1 Desain Penelitian

2.2 Variable Research

Said, Research variables are anything in any form that is determined by researchers to be studied so that information is obtained about it, then conclusions are drawn. [17]

1. Independent (independent) variables, namely variables that explain and affect other variables. The independent variable is the variable that often referred to as stimulus, predictor, and antecedent variables. In Indonesian it is often referred to as the independent variable. The independent variable is variables that influence or cause

   change or the emergence of the dependent variable (bound). this variable given variable name X. [18]

2. The dependent variable This variable is an intervening/intermediate variable lies between the independent and dependent variables, so that the independent variable does not directly affect the change or emergence of the dependent variable. Variables intervening (connecting) is a theoretical variable. affect the relationship between independent and dependent variables be an indirect and unobservable relationship and be measured. This variable is named variable Y. [19]

2.3 Population, Sample, and Research Object

Figure 2 Variabel Penelitian

2.3.1 Population

The population comes from the English " *population* " which means the number of inhabitants. In research methods, the word population is very popular and is used to describe a group of objects that are the target of research. The population is the whole of the research object which can be in the form of humans, animals, plants, air, symptoms, event values, attitudes to life and so on. The population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and then drawn conclusions. [20]The population in this study are officers *Aviation Security* (AVSEC) with a total of 46 personnel and the number of passengers departing from Sultan Thaha Jambi airport in December 2022 was 38,346 passengers.

2.3.2 Sample

Seeing the large number of existing population figures, the researchers determined the research sample to find out how many samples were used at Sultan Thaha Airport, Jambi. The sample is part of the number and characteristics possessed by the population. The sampling technique used by researchers at international airports *is probability sampling*. *Probability sampling* is a sampling technique that provides equal opportunities for each element (member) of the population to be selected as a member of the sample. [21]In this study, researchers conducted research on large populations, so that research conducted by researchers must use sampling techniques, so generalization to the population studied. The sampling technique used in the study at Sultan Thaha Airport Jambi is *probability sampling* using *simple random sampling*. To find out the number of samples in the research conducted at Sultan Thaha Airport Jambi, in this study, the sampling technique was carried out by writing using the Taro Yamate formula . [22], namely :

$$n = \frac{N}{N.d^2+1} \qquad (3.1)$$

Information :

n : Number of samples

N: Total population

d : Set precision

Based on this formula, the number of samples (n) of the research is obtained as follows, the formula according to Taro Yamate with a precision value of 15% (0.15) .

Is known :

N : 38,346

d: 15% (0.15)

Based on the information above, the substitution of the slovin formula in this study is as follows: 863.785

$$n = \frac{N}{N.d^2+1}$$

$$= \frac{38.346}{38.346\ x\ (0{,}15)^2+1}$$

$$= \frac{38.346}{38.346\ x\ (0{,}0225)+1}$$

$$= \frac{38.346}{863{,}785}$$

n= 44.89 (rounded to 4 5)

Based on the substitution results, the research sample used in this study was 4 5 passengers.

2.3.3 Research Object

The definition of the object of research is an attribute or characteristic or value of a person, object or activity that has certain variations determined by the researcher to be studied and then drawn conclusions. [23]In this research, the object is the quality of *Aviation Security* (AVSEC) service. towards passengers Jambi Sultan Thaha Airport.

2.4 Data Collection Techniques

Sultan Thaha Jambi Airport . The research was conducted for almost 3 months starting from 1 January to 30 March 2023. The data was collected through field studies (*Field Research*). consist of:

1. Questionnaire. Questionnaires were distributed to 4 5 passengers who were the research sample at Sultan Thaha Airport, Jambi . Questionnaires or questionnaires are a list of written questions that require responses to both appropriate and inappropriate attitudes testi . The distribution of questionnaires is intended to find out how the answers are related to the quality of *Aviation Security* (AVSEC) services for the safety of airport passengers .
2. The documentation in this study is used to obtain the quality of the research variables. Documentation is looking for data about things or variables in the form of notes, transcripts, books, newspapers, magazines, inscriptions, minutes of meetings, calendars, agendas and so on. [24]The documentation in this study is in the form of photos related to the quality of security services at Sultan Thaha Jambi Airport .

2.5 Data Analysis Techniques

Data analysis techniques are the main key in answering the identified problem formulation. Data analysis in this study pays attention to statistical scientific principles. The process of data analysis is carried out after all data has been collected. Data analysis in this study used statistical answer data for all respondents' answers which were determined as the research sample. To carry out data analysis, the research used *Software Statistical Product and Service Solutions* (SPSS) as a tool for analyzing data . [25]

After the data that the authors obtained from the results of research in the field were collected, the process used in this study was a questionnaire that fulfilled the *Likert scale statements* . Assessment or questionnaire scores are tabulation activities, including giving a score to the items that need to be scored. Quantitative analysis needs to be given a score on each item as follows :

Table 1 Questionnaire Questionnaire

Answer Criteria	Symbol	Score
Strongly agree	SS	5
Agree	S	4
Neutral	N	3
Don't agree	TS	2
Strongly disagree	STS	1

Based on the respondent's answer, one will be obtained tendencies or respondents' answers. Questionnaire distributed using a *Likert scale* to be able to obtain the overall answer from number of respondents.

From the data obtained above, it is then processed by multiplying each point answers with weights that have been determined with the value weight table,

then the results of the calculation of the respondents' answers are as follows, for example :

1) Respondents who answered strongly agree (5) =5xn= n
2) Respondents who answered agree (4) = 4xn= n
3) Respondents who answered neutral (3) =3xn= n
4) Respondents who answered disagree (2) =2xn=n
5) Respondents who answered strongly disagreed (1) =1xn=n

Total Score = n

Description: n = value obtained from the respondent's answer

For To get the results of interpretation, the score must be known first highest (X) and lowest score (Y) for assessment items with the following formula:

X = Highest *Likert Score* x number of respondents (Highest Score 5)

Y = lowest *Likert score* x number of respondents (lowest score 1)

Then after finding the total score, next is determine respondent's interpretation assessment using the *Index* % formula

***Index %* formula = Total Score / X x 100** (3.2)

The data from the calculation of the number of indices above is then entered into table of percentage scores whether entered on the Strongly Agree scale or to the scale section other .

2.6 Place and Time of Research

For the research location of this Final Project, the writer took the location at Sultan Thaha Airport, Jambi. The location for the research object was chosen because in January - March 2023 On Job Training was carried out, because of this they already understood a little about the condition of the airport.

The research time starts when conducting *On the Job Training* in January – March 2023.

Table 2 Waktu Penelitian

No	Kegiatan	Bulan						
		Januari	Februari	Maret	April	Mei	Juni	Juli
1	*On The Job Training*							
2	Tahan Pengumpulan Data							
3	Seminar Proposal Judul							
4	Tahan Pengumpulan Data dan Penelitian Proyek Akhir							
5	Ujian Proyek Akhir							

3. RESULTS AND DISCUSSION

3.1 Research Results

In this final project research the authors use primary data. Primary data was obtained by the author by distributing questionnaires to obtain data related to *Aviation Security* (AVSEC) security services. at Sultan Thaha Jambi Airport through passenger satisfaction and comfort. The sample in this study amounted to 45 respondents. The research results obtained are as follows.

3.2 Observation

Sultan Thaha Airport is an airport in the city of Jambi, Jambi Province, Indonesia. The name of this airport comes from the name of Sultan Thaha Syaifuddin, an Indonesian national hero from Jambi. Currently, 7 airlines fly 8-12 times a day, including Batik Air, Citilink, Garuda Indonesia, Lion Air, Susi Air, as well as Wings Air and Super Air Jet. After the pandemic, flight routes were reduced, only Jakarta-Jambi and Jambi-Batam. Although flight routes have decreased, this year the movement of passengers on and off has improved after nearly no flights were affected by Covid-19 last year.

3.3 Questionnaire

Based on the questionnaire submitted to 45 random respondents who have passed the inspection to the sterile area (*boarding lounge*) who will travel using air transportation at Sultan Thaha Jambi Airport. The questionnaire calculation formula uses a *Likert scale* .

a. Based on 45 respondents, 96% or strongly agree that *Aviation Security* (AVSEC) officers provide good, friendly, and firm service to passengers in the process of security checks at every *Security check point.*
b. Based on 45 respondents, as much as 95% or strongly agreed that the rules imposed by Aviation *Security officers* were easy to understand.
c. Based on 45 respondents, as much as 95% or strongly agreed that the *Aviation Security* Officer (AVSEC) can handle emergency situations effectively, decisively, and move quickly.
d. Based on 45 respondents, 96% or strongly agree that *aviation security officers* dress neatly and cleanly when carrying out their duties at the airport.
e. Based on 45 respondents, 96% or strongly agreed that Avsec officers were professional in carrying out security and service duties for passengers.
f. Based on 45 respondents, 93% or strongly agreed that Aviation *Security* (AVSEC) officers Services for checking luggage at *the Screening Check Point* (waiting time).
g. Based on 45 respondents, as many as 89% or strongly agree that inspection of passenger luggage is thorough.
h. Based on 45 respondents, 90% or strongly agreed that Aviation *Security* (AVSEC) officers e efficient in managing queues and ensuring smooth security check process.
i. Based on 45 respondents, as much as 90% or strongly agree that passengers feel comfortable during the security check process.
j. Based on 45 respondents, 91% or strongly agree that passengers are satisfied with the quality of *Aviation Security services* at this airport as a whole

3.4 Validity Test

Validity test. Validity test is a measurement that shows the level of validity of an instrument that can be said to be valid if it is able to measure what is desired and can reveal the variable data that is examined accurately. [26]

a. X variable

Correlations

		X1	X2	X3	X4	X5	Kualitas Pelayanan Tugas
X1	Pearson Correlation	1	.901**	.901**	.896**	.921**	.961**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	45	45	45	45	45	45
X2	Pearson Correlation	.901**	1	.951**	.851**	.929**	.964**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	45	45	45	45	45	45
X3	Pearson Correlation	.901**	.951**	1	.901**	.877**	.964**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	45	45	45	45	45	45
X4	Pearson Correlation	.896**	.851**	.901**	1	.921**	.950**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	45	45	45	45	45	45
X5	Pearson Correlation	.921**	.929**	.877**	.921**	1	.967**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	45	45	45	45	45	45
Kualitas Pelayanan Tugas	Pearson Correlation	.961**	.964**	.964**	.950**	.967**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	45	45	45	45	45	45

**. Correlation is significant at the 0.01 level (2-tailed).

Table 3 Results of the Validity of Variable X

Instrument	Score	r_{tabel}5% (43)	Information
X1	0.961	0.2940	Valid
X2	0.964	0.2940	Valid
X3	0.964	0.2940	Valid
X4	0.950	0.2940	Valid
X5	0967	0.2940	Valid

r table 5% (N-2) = r table 5% (45-2) = r table 5% (43)
Validity is said to be valid if the score > r table 5% (43) = 0.2940

The table above shows the results of the validity test on variable X. There are 5 question instruments on variable X. One way to find out which questionnaires are valid and which are invalid, we have to find out the tables first. The formula for r table is df = N-2, so 45-2 = 43, so df = 43 is obtained. Then at rable 5%, and df = 43, r table = 0.2940. So that from the results of calculating the validity of the X variable, it is found that all instruments

are valid. The instrument is said to be valid if r count (score) > r table.

b. Y variable

Correlations

		Y1	Y2	Y3	Y4	Y5	Kepuasan Keamanan Penumpang
Y1	Pearson Correlation	1	.906**	.929**	.952**	.879**	.964**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	45	45	45	45	45	45
Y2	Pearson Correlation	.906**	1	.890**	.911**	.929**	.959**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	45	45	45	45	45	45
Y3	Pearson Correlation	.929**	.890**	1	.974**	.909**	.971**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	45	45	45	45	45	45
Y4	Pearson Correlation	.952**	.911**	.974**	1	.931**	.985**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	45	45	45	45	45	45
Y5	Pearson Correlation	.879**	.929**	.909**	.931**	1	.961**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	45	45	45	45	45	45
Kepuasan Keamanan Penumpang	Pearson Correlation	.964**	.959**	.971**	.985**	.961**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	45	45	45	45	45	45

**. Correlation is significant at the 0.01 level (2-tailed).

Table 4 Y Variable Validity Test Results

Instrument	Score	$r_{tabel}5\%$ (43)	Information
Y1	0.964	0.2940	Valid
Y2	0.959	0.2940	Valid
Y3	0.971	0.2940	Valid
Y4	0.985	0.2940	Valid
Y5	0.961	0.2940	Valid

r table 5% (N-2) = r table 5% (45-2) = r table 5% (43)
Validity is said to be valid if the score > r table 5% (43) = 0.2940

The table above shows the results of the validity test on variable Y. There are 5 question instruments on variable Y. One way to find out which questionnaires are valid and which are invalid, we have to find out the tables first. The formula for r table is df = N-2, so 45-2 = 43, so df = 43 is obtained. Then at rable 5%, and df = 43, r table = 0.2940. So that from the results of calculating the validity of the Y variable, it is found that all instruments are valid. The instrument is said to be valid if r count (score) > r table.

3.2 Reliability Test

Table 5 Reliability Level

Alpha	Reliability Level
0.00 – 0.20	Less Reliable
0.201 – 0.40	Somewhat Reliable
0.401 – 0.60	Reliable enough
0.601 – 0.80	Reliable
0.801 – 1,	Very Reliable

- Raw_alpha = Cronbach's alpha
- Reliability is said to be reliable if Cronbach alpha ≥ 0.70

Reliability Statistics

Cronbach's Alpha	N of Items
.979	5

Figure 1 hasil Uji Realibilitas X(SPSS)

Reliability Statistics

Cronbach's Alpha	N of Items
.983	5

Figure 2 Hasil realibilitas Y (SPSS)

Based on the *output results* using the SPSS application, the results of the reliability test on variable X can be seen that the Cronbach's Alpha value on this variable is greater than the *Critical Value value* , namely 0.979 > 0.70.

While the results of the reliability test on the Y variable can be seen that the *Cronbach's Alpha value* on this variable is greater than the *Critical Value value* , namely 0.983 > 0.70. From these results it can be concluded that all statements or instruments in the variable Y questionnaire are declared reliable. [27]

3.4 Simple Regression Test

a. Coefficient of Determination

Table 6 Coefficient of determination test results (SPSS)

Summary Model [b]

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.923 [a]	.852	.849	1,180

a.Predictors: (Constant), Quality of Service Assignment

b.Dependent Variable: Passenger Safety Satisfaction

The magnitude of the R Square number (R 2) is 0.852 (85.2%) where this number has the meaning of the magnitude of the influence of variable X on Y. While the remaining 14.8% (100% - 85.2%) is influenced by other factors. In other words, the Y variability that can be explained by the X variable is 85.2%, while the effect of 14.8% is caused by other variables outside this model. Meanwhile, for the value of e1 is

$e1 = \sqrt{1-0.852}$

$e1 = 0.385$

b. Coefficient of Determination

Table 7 Results of the Coefficient of Determination (SPSS)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.696	1.342		1.264	.213
	Kualitas Pelayanan Tugas	.876	.056	.923	15.763	.000

a. *Dependent Variable* : Passenger Safety Satisfaction

The simple linear regression test aims to measure the influence of the independent variables on the dependent variable. Based on the results of the simple linear regression test in the table above, the regression equation is as follows:

$$\hat{Y} = 1.696 + 0.876\ X$$

The conclusion from the simple linear regression equation above is:

1. The constant value (α) shows 1.696. This means that if the X variable is 0, then Y is 1,696 units.
2. The regression coefficient value of the X variable is 0.876. This shows that each increase in the variable X by one unit will affect the increase in Y by 0.876.

4. CLOSING

4.1 Conclusion

After carrying out research related to the title and problems that the researcher has described in the previous chapter, the researcher can draw several conclusions, namely:

1. Based on the description of the discussion above, the conclusions in this study are as follows: There is an influence on the quality of security services for *Aviation Security* (AVSEC) officers on passenger satisfaction at Sultan Thaha Jambi Airport. This is proven from the SPSS *output* through a simple linear regression test, namely Y = 0.923 x 0.923 = 0.8522. Quality of security services for *Aviation Security officers* (AVSEC) *security check point* unit on passenger satisfaction at Sultan Thaha Jambi Airport by 85.2%. while the remaining 14.8% is influenced by other variables not included in the author's research.
2. Passenger satisfaction at Sultan Thaha Jambi Airport is influenced by the variable quality of security services for *Aviation Security* (AVSEC) officers . This means *Aviation Security* (AVSEC) officers as a security officer must be able to provide maximum service to create good service quality and have an impact on passenger satisfaction using the services of Sultan Thaha Jambi Airport.

4.2 Suggestions

Based on the results of the research and conclusions that the researchers put forward above. Researchers provide some suggestions as follows:

1. It is hoped that Sultan Thaha Jambi Airport can maintain and improve the quality of *Aviation Security* (AVSEC) services. in order to create passenger satisfaction with *Aviation Security* (AVSEC) services as well as correcting service errors that can reduce the interest of passengers using airport services, so that by improving service quality it will have a major influence on passenger satisfaction at Sultan Thaha Jambi Airport.
2. For passengers using air transportation services at Sultan Thaha Jambi Airport, they are expected to comply with the regulations and directions from *Aviation Security* (AVSEC) officers. to create safe and comfortable conditions. Future research is expected to be able to discuss other problems outside of this research that have not been studied by researchers so that they can influence passenger satisfaction at Sultan Thaha Jambi Airport because researchers can only explain passenger satisfaction reaching 85.2% and the rest not being studied reaches 14.8%. .

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