

OPTIMIZATION OF THE NUMBER OF AVSEC PERSONNEL EXPECTS TO IMPROVE PERFORMANCE AT SECURITY CHECK POINT 1 (SCP 1) SULTAN THAHA JAMBI AIRPORT

Errica Dwi Oktavianingrum, Ahmad Musadek*, Lady Silk Moonlight

Politeknik Penerbangan Surabaya, Jemur Andayani 1/73 Wonocolo Surabaya, Jawa Timur, Indonesia, 60236

**Corresponding Author. Email: ahmad.dzadek@gmail.com*

ABSTRACT

Sultan Thaha Airport is an domestic airport located in Jambi City, Jambi Province managed by PT. Angkasa Pura II. Sultan Thaha Airport has a flight schedule of around 9-12 flights every day which is quite crowded with passengers. If you look at the high movement of passengers at Sultan Thaha Airport, it can be fatal if an accident occurs. Therefore, the implementation of Aviation Security checks at Security Check Point (SCP)s must be further tightened supported by the availability of facilities and procedures in accordance with existing regulations. This study aims to determine satisfaction with the level of service provided to Security Check Point (SCP) (SCP) I officers in accordance with This study aims to ascertain whether the efforts made have fully met the standards in maintaining flight operational safety areas with flight activities at Sultan Thaha Airport in accordance with the Decree of the Minister of Transportation No KM 211 of 2020 concerning National Aviation Security. The method used in this study is qualitative descriptive which refers to the Decree of the Minister of Transportation No KM 211 of 2020 concerning National Aviation Security Order and Airport Services Manual (ICAO) doc. 9137 Part 6. Control Of Obstacles. Information collection procedures include observation, interviews, and literature studies. Airports related to services provided by Aviation Security officers can be improved optimization of existing facilities and procedures to avoid dangers to flight security and safety at Sultan Thaha Airport.

Keywords: service excellent, human resource, screening check point.

1. INTRODUCTION

Safety on flight is a situation where safety requirements are met in the use of airspace, aircraft, airports, air transportation, flight navigation, and supporting facilities, and other public facilities. This has become an official regulation that must be complied with and implemented in accordance with the regulations in ICAO Annex 17. Annex 17 contains aviation operational safety on the air side. Air transportation is a top priority for people who want to travel long distances but with fast travel times. As time goes by, flight operations are getting denser and busier. The advancement of transportation must be balanced with safety, it is an absolute and complex thing especially in the field of air transportation.

Sultan Thaha Airport is a domestic airport located in Jambi City, Jambi Province, Indonesia. Name the airport is taken from name of Sultan Thaha Syaifuddin, an Indonesian National hero from Jambi. Currently, there

are 7 airlines that fly 10 times every day, including Batik Air, Citilink, Garuda Indonesia, Lion Air, Susi Air, as well as Wings Air and Super Air Jet. Since the pandemic, flight routes have been reduced only Jakarta-Jambi and Jambi-Batam, while international flights. Although the flight route has decreased, the movement up and down passengers remains dense. In the midst of busy airport operational activities, there are things that must be considered, namely safety awareness in the area.

Judging from the high number of passenger movements such as at 13.45-14.50 with 2 flight schedules at Sultan Thaha Jambi Airport will affect the dangers that will arise during the security check process at the screening check point. Therefore, Aviation Security (AVSEC) officers play a very important role in aviation security as a program to protect aviation activities from unlawful actions through the integration of the use of human resources, facilities, and procedures on the one hand and the other.

Based on the Regulation of the Minister of Transportation Number 51 of 2020 concerning National Aviation Security chapter 2 which states that: Security Restricted Areas are certain areas inside the airport and outside the airport that are identified as high-risk areas for use by aviation interests, airport operators, and other interests where the area is monitored and for entry security checks are carried out So that the implementation of limited security areas must also have physical barriers that are useful for separating limited areas from public areas and need to be monitored. [1] Security, therefore, is a major, albeit expensive, responsibility for national governments. Current literature [2] recognizes its importance the human factor in aviation safety due to frequent human-mediated errors develops into system vulnerabilities When viewed from the situation in the Sultan Thaha Jambi Airport area with a fairly high level of passenger movement and lack of officers during operational hours and there is a buildup of passengers, especially at Security Check Point 1 (SCP 1), it is necessary to optimize the implementation of screening check points (SCP) so as not to cause buildup and provide comfort and safety to passengers with a limited number of officers.

In this case, the examination in the screening check point (SCP) area must be carried out carefully and in accordance with procedures supported by facilities in accordance with applicable regulations. The process of these activities is also one of the points that must be considered for the comfort and safety of passengers. When viewed from the situation in the Sultan Thaha Jambi Airport area with a fairly high level of passenger movement and lack of officers during operational hours and there is a buildup of passengers, especially at Security Check Point 1 (SCP 1), it is necessary to optimize the implementation of screening check points (SCP) so as not to cause buildup and provide comfort and security to passengers with a limited number of officers.

Security is a complex state of systems when the action of external and internal factors does not lead to the breakdown of the system or the impossibility of its functioning and development [3] Aviation personnel, performing the functions of their targets, carry out professional activities to ensure safety, that is, complete The problem reaches an acceptable level of flight safety. On the other hand, personnel, being human components in the ergatic aviation safety management system, since its physiology allows some deviations of the established activity algorithm, and not necessarily intentionally. This led to the appearance of The paradox of duality, when staff simultaneously perform positive and negative functions. In the end, theratio Both positive and negative aspects in personnel production activities ensure an acceptable level of airport aviation security. [4] There is a completely new situation when you do not need to minimize such a human factor, but strive to regulate the

negative impact of the organization of aviation of staff on the procedure for production activities, consider this impact as a threat to facility safety. In this case, the approach to solving the problem and Changes in Research Methods. [5] The Transportation Security Administration (TSA) publishes a list of 20 U.S. Aviation Security [6] Layers intended to act as a defense against the four major security threats mentioned above. Fifteen of the twenty layers are security measures designed to prevent threats from ever making it aboard the plane. It's no surprise that most research on AVSEC focuses solely on preventing threats from occurring. Topics such as risk-based security checks on passengers [7] [8], physical passenger screening methods [9], explosives detection [10] and baggage screening [11] [12] comprise the bulk of the literature.

Despite the fact there are failures at various levels of AVSEC The apparatus in the terrorist attacks of September 11, 2001 in the US, there was Little research deals with terrorists and other security threats once They were on the plane. The existing research is mostly related to the United States Federal Air Marshals Service (FAMS) [13] [14] [15] the United States Federal Flight Deck Officer (FFDO) Programme [16] [17] [18] [15] [19].

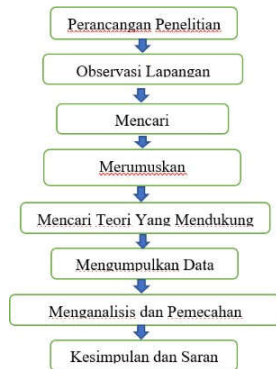
Security Check Point (SCP) according to SKEP2765/XII/2010 is a security check place for passengers, people, aircraft officers and goods that will enter the limited security area and / or waiting room in the Airport terminal building. At the airport, the checkpoint is divided into 2 areas: the first security checkpoint, Security Check Point 1 (SCP 1) and the second security checkpoint, Security Check Point 2 (SCP 2). Aviation Security (AVSEC) has the task of maintaining and ensuring security, regularity and efficiency as well as flight safety in all flight areas. Aviation Security (AVSEC) is also tasked with providing protection to flight crews, passengers, ground side officers, the public and agencies located in airports from acts that violate the law and national and international regulatory standards. [20] [21] Based on the background described above, the problems that occur can be formulated, how does the number of Aviation Security (AVSEC) officers at Security Check Point 1 (SCP 1) affect the security of Sultan Thaha Jambi airport?

2. METHOD

2.1. RESEARCH DESIGN

In this research, The author uses qualitative descriptive research methods for writing final projects with several methods are data collection, research object, location and time of research, analysis methods, data grouping. Good research activities start from the core or formulation of the problem and the research objectives to be achieved. The steps taken by the author, including in

determining the research design, must be based on the problems and objectives of the study. There are several stages or steps carried out in the implementation of research, following the author's research design:



Furthermore, in qualitative research, data analysis must be carried out carefully so that the data that has been obtained can be narrated properly, so that it becomes a feasible research result. Qualitative descriptive research is research intended for investigating circumstances, conditions or other things whose results are described in the purpose of descriptive research are producing an accurate picture of a group, describing the mechanism of processes or relationships, providing a complete picture presenting basic information about a relationship, creating a set of categories and classify research subjects.

2.2. SUBJECT AND OBJECT OF RESEARCH

In research, Qualitative Research Method is a method that emphasizes more on aspects of in-depth understanding of a problem rather than looking at the problem for generalization research. This research method uses more in-depth analysis techniques, which examine problems on a case-by-case basis because the qualitative methodology believes that the nature of one problem will different from the nature of other problems. Qualitative research serves to provide substantive categories and hypotheses of qualitative research. In this study, the subject of the study was the Aviation Security Officer at Sultan Thaha Jambi Airport. The subjects in this study are Bang Sapi'i and Bang Frans as Aviation Security Officers.

3. RESULT AND DISSCUSION

Based on the results of field observations carried out, it was found that there was no conformity in the implementation of supervision and inspection of passengers and goods seen from the absence of officers in charge of regulating and supervising the movement of passengers and goods. The average intensity of passengers can reach 1500 people per day. What happened in the field was that the number of officers was only 4 consisting of 2 junior officers, 1 supervisor and 1 unorganic only. In accordance with passenger data per day, in Ministerial Decree 211 of 2020 concerning the National Aviation Security Program [22], Sultan Thaha

Jambi Airport is included in the Type E class security category which should have 5 (five security officers). The author also found some implementations that were not in accordance with existing standards. The implementation of checks not in accordance with the standard is the laying of goods that are not spaced. This of course can threaten the security and safety of airports and flights at Sultan Thaha Jambi Airport because there will be goods that are not clearly read.

Observations were made by researchers at Sultan Thaha Jambi airport starting from January 9, 2023 to March 31, 2023, researchers carried out service at the AVSEC unit from January 10, 2023 to January 26, 2023. Field observations related to the implementation of security checks carried out at Security Check Point 1 (SCP 1) departure terminal at Sultan Thaha Jambi Airport. The Security Check Point 1 (SCP 1) area is guarded and supervised directly by Aviation Security (AVSEC) officers. During observation (field study) in the Security Check Point 1 (SCP 1) area, there is often a buildup of passengers, especially during peak hours, namely 13.45 to 14.50 with a total of 545 passengers. This happens because of the lack of officers on duty so that it takes more time to check goods.

Activities carried out at Security Check Point 1 (SCP 1) carry out ticket and identity checks carried out by the Ticket/Document Officer (PTD) to ensure that the tickets carried with prospective passengers are appropriate, after passing the identity check the prospective passengers must put and remove all luggage and items attached to their limbs and put on the tray provided directed by the Passenger and Goods Traffic Control Officer, The Passenger and Freight Traffic Control Officer also regulates and directs the distance between goods, with the position must be reclined, and the distance between goods must not be too close so that the operator (x-ray) can observe the monitor clearly.

Based on the results of the literature study conducted by the researcher includes regulations for reviewing things that are considered to cause problems as well as guidelines and references on the understanding contained in the discussion of the problem, including the elaboration of the title of the problem raised and accompanied by several opinions from experts that have been edited from several sources. In this study, the author will refer to regulations. Based on a literature study by the author derived from the regulations and guidelines obtained the following results, in accordance with the Regulation of the Director General of Transportation Decree Number 2765/XII of 2010 concerning "Procedures for Passenger Security Checks, Aircraft Officers and Luggage Transported by Aircraft and Natural Persons" and Ministerial Decree 211 of 2020 on "Aviation Security Program". The absence of passenger and freight traffic control officers at security check point 1 (SCP 1) who serves as a supervisor of the passage of

passengers and goods controllers when they will be scanned by (x-ray) and Placing goods in a standing and tilting position is a topic raised for comparison with literature studies

From the results of the interview, data has been obtained that the Sultan Thaha Jambi airport Aviation Security officer conveyed that the factor that caused the discrepancy in supervision and inspection was due to the absence of traffic control officers for people and goods at security check point 1 (SCP 1). As a result of the absence of these officers, the inspection is not in accordance with existing regulations and will result in several obstacles, one of which is that officers will have difficulty in observing objects in the operator. SKEP/2765/XII of 2010 Chapter III concerning Security Officers and Airport Security Inspection Procedures Article 20 and PM 51 of 2020, in accordance with Ministerial Regulation Number 51 concerning the Implementation of Indonesian National Standards concerning the Inspection of Passengers and Goods transported by Aircraft at Airports As a mandatory standard

4. CONCLUSION

Based on the results of research related to the title and problems that the author has described in the previous chapter, the author can draw several conclusions, namely the lack of Aviation Security officers at security check point 1 (SCP 1) will affect airport security, because it causes the absence of officers on duty as Passenger and Freight Traffic Controllers so that there are still many passenger items that pass the inspection because they are piled up by other items. There are several officers on duty at security check point 1 (SCP 1) also get additional duties in the dropzone.

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