

The Impact of Reward, Punishment, Training and Competency Systems against the Performance of Aviation Security Officers

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ABSTRACT

Sultan Hasanuddin International Airport Makassar is one of the main gateways of air transportation in eastern Indonesia serving domestic and international routes. With quality human resources, it will improve excellent performance to support comfort and safety in flight. This study aims to determine the effect of the reward, punishment, training and competency system on the performance of Aviation Security officers. This research method uses quantitative, which describes the circumstances that are happening to the object of research. Data collection techniques are carried out by distributing questionnaires, observations and documentation. In the sampling of this study as many as 40 respondents consisting of 10 respondents, supervisors, Aviation Security officers and 30 Aviation security officers. The data analysis technique in this study uses the Statistical Package for the Social Science (SPSS). The results of the study showed that the significant value of the results obtained t count amounted to 2.834 greater than t table (1.68385), the results of multiple linear regression tests showed a constant value of 10.478 positive. This means that there is a positive and significant influence between the reward, punishment, training, and competency systems on the performance of Aviation Security officers. It was concluded that if the system of reward, punishment, training, and competence provided increases, then the performance of Aviation Security officers will also increase.

Keywords: *Reward, Punishment, Training, Competence*

1. INTRODUCTION

Transportation is the activity of moving goods (cargo) and passengers from one place to another. Air transportation is one of the most popular modes of transportation because it is effective and efficient [1] [2] [3]. According to [4] Regarding aviation, an airport is an area on land or water with certain boundaries that is used as a place for aircraft to take off and land, loading and unloading of goods and places for transfers between and between modes of transportation, places for passengers to get on and off equipped with security and safety facilities. flights, as well as basic facilities and other supporting facilities [5] [6] [7].

With quality human resources, it will improve excellent performance to support comfort and safety in flight, so Aviation Security is needed [8]. Aviation Security officers are personnel who have a license who are given duties and responsibilities in the field of aviation security [9].

Things to pay attention to help effective Aviation Security Officers, companies can pay attention to, several things, namely Rewards or awards, Punishment or punishment, Training and Competence [10] [11]. Rewards are expected to be a motivation so that Aviation Security Officers are encouraged to perform better. Giving rewards to Aviation Security Officers is also expected to increase discipline.

Punishment also affects the performance of Aviation Security officers. If a high achievement must be rewarded properly, then if it violates the rules an appropriate and fair punishment or punishment must be given. The performance of Aviation Security Officers has not reached the maximum level, it can be seen that there are still Aviation Security Officers who arrive late and lack discipline. Because there are still Aviation Security officers who are late and lack discipline, the performance of Aviation Security officers is not optimal.

From the current conditions, the provision of rewards and punishments has not been realized properly, it is

necessary to have training and competence from the company so that the performance of Aviation Security officers becomes better, not repeating the same mistakes as there are Aviation Security officers who arrive late and lack discipline causing the need for training. and competence. With the existence of training and competency it is intended that Aviation Security officers will become more motivated and the performance of Aviation Security officers will be better and increase and the goals of the company will be achieved.

Influence is a power or force that can arise from something, be it people, objects, beliefs and actions of a person that can affect the environment around him [12]. Influence is a power or force that can arise from something, be it people, objects, beliefs and actions of a person that can affect the environment around him.

Reward is an action given by the company to employees because in carrying out their duties they make a good contribution and apply positive values to create comfort and safety in flight [13] [14]. Punishment or Punishment is the imposition of sanctions on violators for mistakes made in accordance with applicable regulations [15] [16]. Training according to some experts is a process of teaching, providing knowledge and skills to employees so that employees understand their work in order to achieve the Company's goals [17] [18]. Competence is an ability that is based on the skills, knowledge and personality of a person to carry out tasks effectively [19] [20].

To fulfill the purpose of this paper, the following questions are asked:

1. Does Reward affect the performance of Aviation Security Officers at Sultan Hasanuddin Makassar International Airport?
2. Does Punishment affect the performance of Aviation security officers at Sultan Hasanuddin Makassar International Airport?
3. Does the training affect the performance of Aviation Security officers at Sultan Hasanuddin Makassar International Airport?
4. Does competence affect the performance of Aviation Security officers at Sultan Hasanuddin Makassar International Airport?
5. How big is the influence of Reward, Punishment, Training and competence on the performance of Aviation Security officers at Sultan Hasanuddin Makassar International Airport?

2. METHOD

2.1 Research design

Research methodology is a way to achieve goals in a scientific way to obtain research in order to determine answers to problems raised or proposed by researchers. The steps taken by the research, including determining the research design, must be based on the problems and research objectives to be carried out [21] [22].

Research in this case uses independent variables and dependent variables which are not expressed in numerical form. As in this study, the research variables can be described in the chart below. The independent variables in this study are (X1) Extrinsic Reward, (X2) Repressive Punishment, Training (X3) and Competence (X4). The dependent variable (Y) in this study is the Performance of Aviation Security Officers at Sultan Hasanuddin Airport, Makassar.

In this study, researchers took the population of aviation security officers at Sultan Hasanuddin Makassar International Airport. In this study using 40 samples. The sampling technique used in this research is by using the Taro Yamane Formula by [23], that is :

$$\begin{aligned}
 n &= \frac{N}{N.d^2+1} \\
 &= \frac{394}{394 \times (0,15^2)+1} \frac{394}{394 \times (0,0225)+1} \\
 &= \frac{394}{9,865} = 40
 \end{aligned}$$

Therefore, the distribution of this research questionnaire was only carried out to 40 respondents from Aviation Security Officers at Sultan Hasanuddin Airport, Makassar.

The data collection method is the collection of data that becomes a measuring tool to obtain information about the problems that researchers raise. Researchers used questionnaires and documentation. The instrument used by the researcher used a closed method of distributing questionnaires, where the possible answer choices had been determined beforehand and respondents were not given alternative answers. The indicators for these variables have been translated into a number of questions in order to obtain qualitative data. This data will be converted into quantitative form with a manual statistical analysis approach and the SPSS system. In this study research using a Likert scale. The Likert scale is used to regulate attitudes, opinions, and perceptions of a person or group of people about social phenomena [24]. Furthermore, to determine whether there is a relationship or correlation between these variables, the correlation coefficient formula is used.

2.2 Data analysis technique

2.2.1 Validity test

Validity test is used to measure whether or not a questionnaire is valid. A questionnaire is said to be valid if the questionnaire is able to reveal something that will be measured by the questionnaire. A question is said to be valid if the significance level is below 0.005.

2.2.2 Reliability Test

The reliability test is used to test the questionnaire statements which are indicators of variables. A questionnaire is said to be reliable and reliable if one's answers to the questions are consistent or stable from time to time [25]. A variable if it gives a Cronbach Alpha value > 0.60 can be said to be reliable, if a variable otherwise gives a Cronbach Alpha value < 0.60 it can be said to be unreliable.

2.2.3 Normality test

The normality test is carried out to see the normality level of the data used, whether the data is normally distributed or not. The level of normality of the data is very important, because with normally distributed data, the data is considered to represent the population. Testing the normality test using the Kolmogorov-Smirnov one sample, namely if the significance value is > 0.05 , the data is normally distributed and if the significance value is < 0.05 , the data is not normally distributed.

2.2.4 Multiple Linear Regression Analysis

The hypothesis testing carried out in this study was carried out using the linear regression method which is used to predict how far the value of the dependent variable changes, if the independent variable is manipulated / changed - changed or increased - decreased. Multiple linear formula ($Y = a + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + e$).

3. RESULTS AND DISCUSSION

3.1 Results

The data taken in this study were respondents from Aviation Security officers. A total of 40 respondents were involved in filling out the questionnaire in this study. The characteristics used in this study are gender, age range, and job division. The characteristics used in this study are gender, age range, occupation, and income range. Researchers used IBM SPSS Statistics 29.0 to manage data.

The results of the validity test showed that the correlation between each statement item score to the total statement item score was variable X1 (Reward), variable X2 (Punishment), variable X3 (Training), variable X4 (Competence) and variable Y (Performance of Aviation

Security Officers) has a value of $r_{count} > r_{table}$ (0.312). Thus all statement items used in variable measurement meet the validity requirements.

Variabel	Cronbach's Alpha	Keterangan
Reward	0,856	Reliabel
Punishment	0,832	Reliabel
Pelatihan	0,923	Reliabel
Kompetensi	0,938	Reliabel
Kinerja Petugas Aviation Security	0,856	Reliabel

Figure 1. Validity Test Results

The results of the reliability test with Cronbach's Alpha for each variable namely Reward, Punishment, Training, Competence and Performance of Aviation Security Officers are more than 0.60, it can be stated that the indicators of each variable are reliable. Based on the Kolmogorov-Smirnov test results above, it shows that the KS value is 0.126 with a significant probability of 0.107 and the value is > 0.05 . So it can be concluded that the data is normally distributed.

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		40
Normal Parameters ^{a,b}	Mean	0.0000000
	Std. Deviation	1,14416459
Most Extreme Differences	Absolute	0.126
	Positive	0.063
	Negative	-0.126
Test Statistic		0.126
Asymp. Sig. (2-tailed)		.107 ^c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Figure 2. Reliability Test Results

Based on the Kolmogorov-Smirnov test results above, it shows that the KS value is 0.126 with a significant probability of 0.107 and the value is > 0.05 . So it can be concluded that the data is normally distributed.

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	10.478	3.697		2.834	0.008
Sistem Reward	0.519	0.115	0.544	4.493	0.000
Punishment	1.117	0.180	0.784	6.198	0.000
Pelatihan	0.278	0.121	0.255	2.290	0.028
Kompetensi	0.280	0.212	0.149	2.231	0.019

a. Dependent Variable: Kinerja Petugas Aviation Security

Figure 3. Normality Test Results

Based on the results of the regression equation as follows $Y = 10.478 + 0.519 X_1 + 1.117 X_2 + 0.278 X_3 + 0.280 X_4$ The value of the multiple linear regression equation can be explained as follows:

- The constant value is 10,478 assuming the reward variable (X_1), Punishment (X_2) is zero, the Training variable (X_3) is 0.028 and the competency variable (X_4) is 0.019, so the value of Officer Performance (Y) is 10,478.
- The reward system variable coefficient value of 0.519 is positive, indicating a positive effect of the reward variable on the performance of Aviation Security officers. This means that if the reward variable increases by one unit assuming the other independent variables are constant, it will increase the performance variable of Aviation Security officers by 0.519 units.
- The coefficient value of the punishment variable is 1,117 which is positive, indicating that there is a positive influence of the Punishment variable on the performance of Aviation Security officers. This means that if the Punishment variable increases by one unit assuming the other independent variables are constant, it will increase the performance variable of Aviation Security officers by 1,117 units.
- The coefficient value of the training variable is 0.278 which is positive, indicating a positive effect of the training variable on the performance of Aviation Security officers. This means that if the Training variable increases by one unit assuming the other independent variables are constant, it will increase the Aviation Security officer's performance variable by 0.278 units.
- The coefficient value of the competency variable of 0.280 is positive, indicating a positive influence of the Competency variable on the performance of Aviation Security officers. This means that if the Kompetensi variable increases by one unit assuming the other independent variables are constant, it will increase the performance variable of the Aviation Security officer by 0.280 units.

3.2 Discussion

The discussion regarding the direct effect of rewards on the performance of Aviation Security Officers aims to answer the problem formulation and the research hypothesis which states that rewards affect the performance of Aviation Security officers. The reward variable consists of 5 indicators, namely salary, benefits, bonuses, interpersonal rewards and award promotions.

Based on the test, it was obtained that the t count was 4,493 greater than the t table (1.68385), the results of the multiple linear regression test showed a constant value of 10,478 was positive. This means that there is a

positive and significant influence between rewards on the performance of Aviation Security officers. So, it can be concluded that if the rewards given increase, the performance of Aviation Security officers will also increase. The results of the study state that the reward system has a significant effect on the performance of Aviation Security officers at Sultan Hasanuddin International Airport, Makassar.

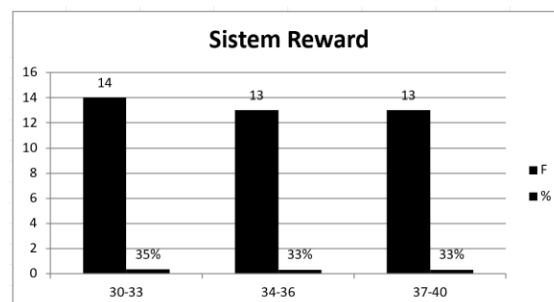


Figure 4. Reward System Percentage Diagram Results

The discussion regarding the direct effect of punishment on the performance of Aviation Security officers aims to answer the problem formulation and the research hypothesis which states that punishment has an effect on the performance of Aviation Security officers. The punishment variable consists of 3 indicators, namely light punishment, moderate punishment, and heavy punishment. This means that there is a positive and significant influence between punishment on the performance of Aviation Security officers.

Based on the test, the t count is 6.198 greater than t table (1.68385), the results of the multiple linear regression test show a constant value of 10.478 is positive. This means that there is a positive and significant influence between rewards on the performance of Aviation Security officers. So, it can be concluded that if the punishment given increases, the performance of Aviation Security officers will also increase. So, it can be concluded that if the punishment given increases, the performance of Aviation Security officers will also increase. The results of the study stated that punishment had a significant effect on the performance of Aviation Security officers at Sultan Hasanuddin Makassar International Airport.

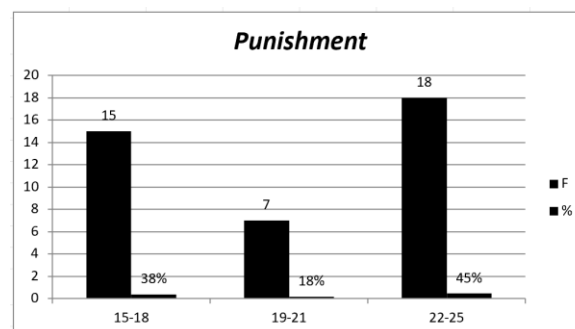


Figure 5. Results of the Punishment System Percentage Diagram

The discussion regarding the effect of training on the performance of Aviation Security Officers aims to answer the formulation of the problem and the research hypothesis which states that training has an effect on the performance of Aviation Security officers. The training variable consists of 6 indicators, namely education level, mastery of the material, suitability of the material with goals and work, suitability of goals, and understanding of goals.

Based on the test, it was obtained that the t count was 2,290 greater than the t table (1.68385), the results of the multiple linear regression test showed a constant value of 10,478 was positive. This means that there is a positive and significant influence between training on the performance of Aviation Security officers. So, it can be concluded that if the training provided increases, the performance of Aviation Security officers will also increase. The results of the study stated that training had a significant effect on the performance of Aviation Security officers at Sultan Hasanuddin Makassar International Airport.

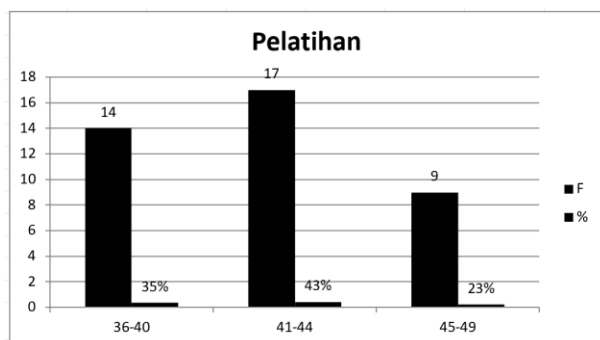


Figure 6. Results of the Training System Percentage Diagram

The discussion on the direct effect of the system of reward, punishment, training, and competency on the performance of Aviation Security Officers aims to answer the problem formulation and the research hypothesis which states that the system of reward, punishment, training, and competence influences the performance of Aviation Security officers.

Based on the test, it was obtained that t count of 2,834 was greater than t table (1.68385), the results of the multiple linear regression test showed a constant value of 10,478 was positive. This means that there is a positive and significant influence between reward, punishment, training and competency systems on the performance of Aviation Security officers. So, it can be concluded that if the system of rewards, punishments, training, and competencies provided increases, the performance of Aviation Security officers will also increase.

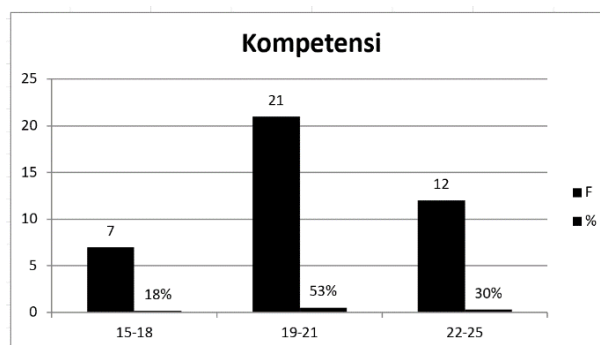


Figure 7. Results of Competency System Percentage Diagram

This means that there is a positive and significant influence between reward, punishment, training and competency systems on the performance of Aviation Security officers. The results of the study stated that reward, punishment, training, and competence had a significant effect on the performance of Aviation Security officers at Sultan Hasanuddin International Airport, Makassar.

4. CONCLUSION

Based on the discussion, it can be concluded as follows:

1. The results of the study stated that there was an influence on these 2 variables so that there were results, valid data, and there was a relationship between the two variables regarding reward (X1) and the performance of Aviation Security officers (Y) at Sultan Hasanuddin Makassar International Airport. So the results above can be seen that the correlation between the two variables is very high, strong and in the SPSS test there is an influence between the variables (X1) and (Y).
2. The results of the study stated that there was an influence on these 2 variables so that there were results, valid data, and a relationship between the two variables regarding punishment (X2) and the performance of Aviation Security officers (Y) at Sultan Hasanuddin Makassar International Airport. So the results above can be seen that the correlation between the two variables is very high, strong and in the SPSS test there is an influence between the variables (X2) and (Y).
3. The results of the study stated that there was an influence on these 2 variables so that there were results, valid data, and a relationship between the two variables regarding Training (X3) and the performance of Aviation Security officers (Y) at Sultan Hasanuddin International Airport Makassar. So the results above can be seen that the correlation between the two variables is very high, strong and in the SPSS test there is an influence between the variables (X3) and (Y).

4. The results of the study stated that there was an influence on these 2 variables so that there were results, valid data, and a relationship between the two variables regarding competence (X4) and the performance of Aviation Security officers (Y) at Sultan Hasanuddin Makassar International Airport. So the results above can be seen that the correlation between the two variables is very high, strong and in the SPSS test there is an influence between the variables (X4) and (Y).
5. It is known that the significant value of the results obtained by t count is 2.834 greater than t table (1.68385), the results of the multiple linear regression test show a constant value of 10.478 is positive. This means that there is a positive and significant influence between reward, punishment, training and competency systems on the performance of Aviation Security officers. So, it can be concluded that if the reward and punishment system provided increases, the performance of Aviation Security officers will also increase.

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