

# ANALYSIS OF THE EFFECTIVENESS OF THE PERFORMANCE OF *AIRPORT SECURITY* PERSONNEL IN INSPECTING GOODS USING *X-RAY BAGGAGE* AT HANG NADIM AIRPORT BATAM

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## ABSTRACT

Checking goods using *X-Ray* machines is an important procedure to maintain flight safety at airports, including at Batam Hang Nadim Airport. The role of *Airport Security personnel* is very influential in ensuring that passengers' luggage is safe and in accordance with the regulations, so an analysis is needed related to the effectiveness of personnel performance in the implementation of goods checks using *X-Ray* machines. This study uses a qualitative descriptive method with data collection techniques through observation, interviews, and documentation. The observation was carried out from February 17 to February 28, 2025 with the aim of obtaining a clear picture of the implementation of *Airport Security* duties in inspecting goods using *X-Ray machines*, the level of compliance with *Standard Operating Procedures* (SOP), and problems faced during the inspection process. The results of the study showed that *Airport Security* personnel in general have carried out their duties well in operating *X-Ray* machines and detecting suspicious items quickly. However, problems were still found related to the lack of focus of personnel during inspections due to *human distraction* and response to disturbances that were not optimal. The implementation of a work rotation system, discipline supervision, and routine training are steps taken to overcome these problems. With these efforts, it is hoped that the performance of *Airport Security personnel* will increase and be in accordance with applicable aviation security standards.

**Keywords:** *Airport Security, goods inspection, X-Ray machine, performance effectiveness*

## 1. INTRODUCTION

Transportation is an essential activity in modern life, which is moving people or goods from one place to another using various types of vehicles [1]. Indonesia as the largest archipelagic country in the world has a very diverse topography, ranging from high mountains, dense forests, to scattered small islands [2].

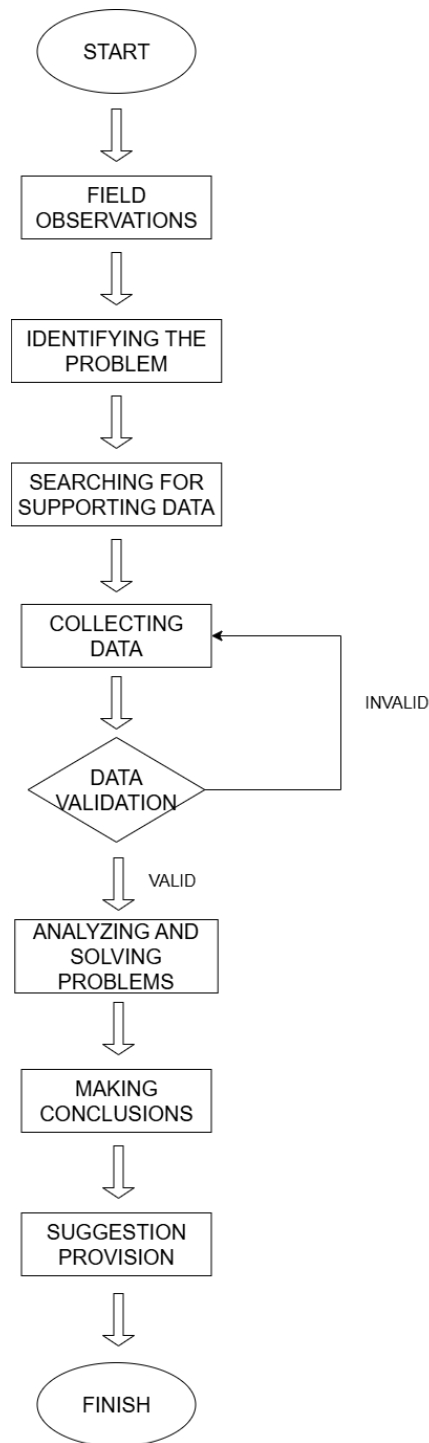
Air transportation is present as an effective solution with its characteristics of being able to reach remote areas in a short time [3]. One of the crucial elements in ensuring flight safety is the presence of *Airport Security* personnel, who are responsible for checking passengers, luggage, and cargo passing through the airport [4]. In an effort to improve the effectiveness of passenger baggage checks,

modern technologies such as *Baggage X-Ray* have been adopted [5].

## 2. RESEARCH METHODS

Implementation includes: data collection (observation, interviews, literature studies and documentation), data analysis and conclusions and suggestions. In conducting this research, there are stages or methods that are carried out. Here are the stages.

Figure 1. Research Design



### 3. RESULTS AND DISCUSSION

In this Results and Discussion section, the main findings obtained from four methods will be presented, namely data collection, online validation by supervisors, field observations, and in-depth interviews with *Airport Security* officers.

Table 1. Observation Sheet

Observation Location : Hang Nadim Batam Airport					
Observation date : 17 February – 28 February 2025					
No	Indicators	Observed Aspects	Appropriate		Information
			Already	Not yet	
A	Performance of Airport Security Personnel	1. Ability to operate <i>X-Ray machine</i>	✓		
		2. Effectiveness in detecting suspicious items	✓		
		3. Speed in completing the inspection	✓		
		4. Handling of urgent situations	✓		

		5. Efforts to improve skills	✓		
B	Level of Focus and Vigilance daan Personnel Airport Security	1. Ability to maintain focus during examination		✓	Many Airport Security <i>personnel</i> spoke to their colleagues.
		2. Response to distractions		✓	It can be seen from the frequent response of <i>Airport Security</i> personnel to conversations.
		3. Frequency of re-examination of goods	✓		
		4. Be aware of the surroundi	✓		

		ng situation			
		5. Actions when losing focus		✓	Airport Security <i>personnel</i> have not immediately taken action to stop the conversation.
C	Airport Security Personnel Compliance with Standard Operating Procedure	1. Understanding of the applicable Standard Operating Procedure (SOP)	✓		
		2. Implementation of Standard Operating Procedure (SOP) in	✓		

	ure (SOP)	inspectio n			
		3. Collabor ation with colleague s in followin g <i>Standard Operatin g Procedur es (SOP)</i>	✓		
		4. Handling cases where <i>Standard Operatin g Procedur es (SOP)</i> are not followed	✓		

Based on the results of observations conducted at Hang Nadim Batam Airport from February 17 to February 28, 2025, data was obtained that from the performance aspect, *Airport Security* personnel have been able to operate *X-Ray* machines well, be effective in detecting suspicious items, be quick in completing inspections, be able to handle urgent situations, and strive to improve skills during duty. However, in terms of focus and alertness levels, it was found that personnel still experienced a lack of focus during examinations related to *human distraction*, namely internal disturbances such as fatigue and external disturbances such as noise or being talked to by colleagues that can affect

concentration when monitoring *X-Ray* screens. In addition, the response of personnel to disturbances is also still not optimal, as can be seen from the habit of chatting with fellow personnel while on duty, which can reduce the level of focus during the inspection.

Table 2. Respondent Interview Results

Indicators	Question	Interview Results
Performa nce of <i>Airport Security Operator Personnel X-ray</i>	1. What do you think is the performance of <i>Airport Security</i> personnel in operating the <i>X-Ray machine</i> ?	If the performance of our <i>Airport Security</i> personnel in the field is good, it is good because they have been equipped with training and training.
	2. How effective are personnel in detecting suspicious items during <i>X-Ray</i> inspections?	Effective members are in their 80-90s, yes, effective just elaboration or development in the field, as well as experience in the field.
	3. What are the challenges that <i>Airport Security</i> personnel often face in	The challenge as <i>Airport Security</i> personnel as an <i>X-Ray operator</i> The main challenge is identifying

	carrying out their duties to operate <i>X-Rays</i> ?	goods. So we have to really identify the displays on the monitor screen, supported by good equipment
	4. How do you assess the ability of personnel to handle urgent situations in <i>X-Ray</i> inspections?	The ability of personnel to handle <i>urgent</i> or urgent situations is already responsive to the situation, for what conditions, they have also been equipped in situations where they must be quick and responsive in deciding a problem.
	5. What steps are taken to improve the skills and performance of <i>Airport Security</i> personnel in operating <i>X-Ray</i> ?	Yes, the steps are more supportive or supportive to personnel as <i>X-Ray</i> operators conducting exercises and trainings to deepen <i>X-Ray</i> , all the essence is

		continuously trained
Focus and Vigilance Level of <i>Airport Security</i> Operator Personnel <i>X-ray</i>	1. How well do you see the focus of <i>Airport Security personnel</i> during the inspection of goods using <i>X-Ray</i> ?	I see that the level of focus of the personnel is already very focused.
	2. What methods or strategies are applied to maintain personnel vigilance during working hours using <i>X-Ray</i> ?	For the method that must be used, namely rotation of working hours, we must apply so that personnel are not saturated. For the time, it is a maximum of 20 minutes to become an operator and rest for 30 to 40 minutes.
	3. How do you assess their ability to cope with distractions while working	Yes, I think they are able to overcome disturbances even if there are errors and they are quick to respond to report

	operating X-Rays?	to the team leader regarding follow-up if there are obstacles that cannot be handled
	4. How often do personnel re-check suspicious items using X-Ray?	For a better inspection in repetition to make sure the item we suspect, what we can do is 1 to 2 times to make sure, if it is not clear, it can be done up to 3 times so that what object is really detected.
	5. What do you do if there is an indication that a personnel loses focus while operating the X-Ray?	Immediately we will do it to roll out the X-Ray operator personnel so that things that we don't want happen to the new officers
Airport Security Personnel Compliance with	1. How well do personnel understand and follow the <i>Standard</i>	All members must understand <i>the Standard Operating Procedure</i>

<i>Standard Operating Procedures</i> (SOP)	<i>Operating Procedure</i> (SOP) using <i>the applicable X-Ray</i> ?	(SOP) so they already understand the X-Ray procedure well.
	2. How do you handle situations where <i>the Standard Operating Procedure</i> (SOP) of X-Ray operation is not followed by personnel?	We always reprimand or supervise operations in the field, so if there are members who do not follow or carry out according to <i>the Standard Operating Procedure</i> (SOP), we immediately call them, we take action to carry out the <i>Standard Operating Procedure</i> (SOP).
	3. How often do you conduct retraining related to <i>the Standard Operating Procedure</i> (SOP) for X-	If the problem is how often our members conduct training on <i>Standard Operating Procedure</i> (SOP) always in the field, we in

	<p><i>Ray</i> operation for <i>Airport Security</i> personnel?</p>	<p><i>the briefing</i> convey the problem of explaining <i>the Standard Operating Procedure</i> (SOP) in the field, so it can be said that we always remind them as often as possible.</p>
	<p>4. What steps are taken to ensure compliance with the <i>Standard Operating Procedure</i> (SOP) of <i>X-Ray</i> operation during the inspection?</p>	<p>So our first step is to ensure member compliance in the field, whether it is carried out according to <i>the Standard Operating Procedure</i> (SOP) or not, so the steps taken are always supervising members and always reminding members to work according to <i>the Standard Operating Procedure</i></p>

		<p>(SOP) in carrying out their duties.</p>
	<p>5. What are the challenges faced in ensuring that each team member complies with <i>the Standard Operating Procedure</i> (SOP) for <i>X-Ray</i> operations?</p>	<p>Yes, our challenge as Team Leaders is not boring - we are also bored to continue to remind ourselves to carry out operations in accordance with the <i>Standard Operating Procedure</i> (SOP), we always supervise and remind members to do according to <i>the Standard Operating Procedure</i> (SOP).</p>
Implementable Solutions	<p>1. What are your suggested solutions to improve the performance of <i>Airport Security</i> personnel</p>	<p>For solutions for <i>Airport Security</i> personnel to improve their performance, the solution is that these members can be included in training and</p>

	when operating <i>X-Ray</i> ?	do their work in accordance with <i>the Standard Operating Procedure</i> (SOP)
	2. How to improve the focus and alertness of personnel during inspection using <i>X-Ray</i> ?	So to increase focus on personnel members, a time limit is given so that the focus is a maximum of 20 to 30 minutes so that members stay focused so that they do not exceed the capacity of the eye to monitor on <i>X-Ray</i> , so they stay focused, so rolling is still carried out.
	3. What additional training do you think needs to be provided to personnel to improve compliance with <i>the</i>	So additional training on the interent in our team, we do it once a week to two weeks in the classroom for discussion or development and <i>we discuss</i>

	<i>Standard Operating Procedure</i> (SOP) of <i>X-Ray</i> operation?	<i>the Standard Operating Procedure</i> (SOP) in class.
	4. How important do you think collaboration between teams is in improving the performance of <i>Airport Security</i> using <i>X-Ray</i> ?	Yes, this collaboration is very important in <i>this Airport Security</i> team, especially as an <i>X-Ray</i> operator where all of it is related where before entering the goods inspection there is a traffic regulator for people and goods, and the goods in placing the goods to <i>the X-Ray</i> must be at a distance so the display on the monitor is clearly not stacked.
	5. What concrete steps can be taken to overcome the	So the step is to overcome <i>the Airport Security</i> personnel that we take by



	challenges faced by <i>Airport Security</i> personnel in using <i>X-Ray</i> ?	conducting trainings and trainings, reviewing the term as it appears there is a name for simulation in the hours of rest to simulate to understand the objects that are dangerous in flight in the simulation.
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An interview with Mr. Sunaidi revealed that the performance of *Airport Security* personnel at Hang Nadim Batam Airport in operating *X-Ray machines* is considered good, thanks to the training and training that is routinely carried out. The effectiveness of detecting suspicious items is 80–90%, although challenges still lie in the ability to identify objects on the monitor screen. In emergency conditions, personnel are considered agile because they have been equipped with the ability to make quick and accurate decisions. Performance improvement efforts are carried out through continuous technical training.

#### 4. CONCLUSION

Based on the results of research conducted through validation, observation, interviews, and documentation, it can be concluded that the performance of *Airport Security* personnel in inspecting goods using *Baggage X-Ray* at Hang Nadim Batam Airport has gone well. Personnel are able to operate the *X-Ray* machine effectively, detect suspicious items promptly, and take quick action on urgent conditions. In addition, personnel also show understanding and compliance with inspection procedures according to *the Standard Operating Procedure (SOP)*.

However, there are still obstacles to the level of focus and alertness of personnel while on duty, especially due to internal distractions such as conversations with colleagues that can reduce concentration when monitoring *X-Ray* screens. The action of stopping the

conversation when a disturbance occurs is also not optimally carried out. In this context, it is important to understand that fatigue and stress are part of the human factor that can affect work performance, especially in tasks that require high alertness. Physical and mental fatigue can lower concentration levels, slow reactions, and interfere with decision-making, while excessive stress can trigger a decline in cognitive functions such as memory and attention.

To overcome this, a work rotation system has been implemented to maintain concentration and reduce personnel fatigue, as well as supervision of behavioral discipline during duty. In addition, technical training continues to be carried out periodically to improve personnel skills, including *Dangerous Goods (DG)* training so that personnel are more careful in recognizing dangerous goods. Collaboration between personnel in carrying out duties is also a concern so that the inspection process runs effectively without disturbing the comfort of passengers.

Thus, the implementation of corrective measures that consider aspects of fatigue and stress as part of *human performance* is expected to minimize the obstacles found and increase the effectiveness of the performance of *Airport Security* personnel in inspecting goods using *Baggage X-Ray*, so as to support the realization of flight safety and security at Hang Nadim Batam Airport.

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