

# **The Role of Natural Ability and Characteristics of Aviation Security Employees in Implementing Standard Operating Procedures at Lombok International Airport**

**Yusuf Andi Dwi Satriya<sup>1</sup> Andi Syaputra<sup>2</sup>**

Air Transportation Management D-IV Study Program, Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta, Bantul Regency, Province of Daerah Istimewa Yogyakarta, Indonesia<sup>1,2</sup>

Email: [yusufandidwi@gmail.com](mailto:yusufandidwi@gmail.com)<sup>1</sup>

## **Abstract**

Security in general is always considered as a guarantee of safety. When there is a problem in a place, it is none other than the security or security forces in that place, like at an airport, security issues are handled by Aviation Security officers. The importance of the natural abilities and characteristics of Aviation Security employees greatly influences the smooth implementation of standard operating procedures which one day will be needed when unexpected problems occur and not only for problems but the natural abilities and characteristics of Aviation Security employees play an important role for the comfort of the services provided for passengers or users of the airport. The purpose of this research is to find out the role of the natural abilities of individual Aviation Security employees in implementing Standard Operating Procedures and the role of the Characteristics of Aviation Security employees in implementing SOPs. This study uses a qualitative method of sampling purposively and snowball, triangulation research technique. The results of Intellectual aviation security research in implementing standard operating procedures as research has carried out show that the potential possessed by Aviation Security employees is very influential in providing services to users of aviation services, members or Aviation Security personnel who have intellectual abilities such as having smart minds can carry out security and safety at the airport as best as possible, can detect the movements of a person, be it a flight service user or an employee at the Lombok International airport. Aviation Security personnel must have the courage to take decisive action in dealing with unruly passengers or service users who do not comply with applicable regulations for the safety of service users at the airport and on the basis of operational standards that apply at Lombok International Airport.

**Keywords:** Aviation Security, Standard Operating Procedures, Aviation Services.



This work is licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-nc-sa/4.0/).

## **INTRODUCTION**

An airport or what is often referred to as an airport is a land or water area that is used as a place for aircraft to take off and land, take off passengers, load and unload goods, and place for intermodal transportation, which is equipped with aviation facilities and security on the Air Side and Land Side such as , Runway, Apron, Taxiway, Air Traffic Controller, and Airport Terminal. Various kinds of important professions in work at the airport, namely Air Traffic Controller, Marshaller, Ground Staff, Aircraft Maintenance Engineer and Aviation Security, each of these jobs must have a skills certificate that is validated by institutions related to the world of aviation, one of which is the Ministry of Transportation . Security in general is always considered as a guarantee of safety. When there is a problem in a place, it is none other than security or the security forces in that place, like at an airport, security issues are handled by Aviation Security officers.

For an airport that regulates security are Annex 17, Annex 18 and Doc 8973. For handling international flight security it is regulated in Doc 8973. Doc 8973 is then ratified by each country, adjusted to the geographical conditions and security threats of each country. This ratified document then becomes the guideline for the implementation of Aviation Security which is regulated by the Minister of Transportation Regulation or the Director General of Civil Aviation's Regulatory Instructions. Furthermore, operationally the implementation of Aviation Security at an airport is regulated in the Airport Security Program Document (Legowo, 2017). Each airport must have a Standard Operating Procedure (SOP) and must be updated every time according to the situation, conditions and regulations that exist at each airport. SOP must always be related to airport security. Such as the security inspection process which is equipped with several security tools with applicable procedures. But there are still many violations committed by parties outside Aviation Security and within Aviation Security, it's just that they are not always published so there are still many people who don't know about it.

Before the Human Resources (HR) became an official Aviation Security, a lot of training was undertaken before being assigned which would form a characteristic of the personal. Every Human Resource (HR) who works as Aviation Security has different natural abilities and characteristics. The importance of the natural abilities and characteristics of Aviation Security employees greatly influences the smooth implementation of standard operating procedures which one day will be needed When unexpected problems occur and not only for problems but the natural abilities and characteristics of Aviation Security employees play an important role for the comfort of the services provided for passengers or users of the airport. Therefore the researcher will discuss "The Role of Natural Ability and Characteristics of Aviation Security Employees in Implementing Standard Operating Procedures at Lombok International Airport" to find out how each Aviation Security employee applies the applicable Standard Operating Procedures.

The formulation of the problem in this study is: What is the role of the natural abilities of individual Aviation Security employees in implementing Standard Operating Procedures? What is the role of Aviation Security employee character in implementing SOP? The limitation of the problem in this study is "Natural Ability and Characteristics of Aviation Security Employees in Implementing Standard Operating Procedures at Lombok International Airport". The purpose of this study is: To find out how Aviation Security employees are naturally capable of implementing the applicable SOPs. To find out the role of the character of Aviation Security employees in implementing the applicable SOPs.

### **Definition of Natural Ability**

In the Indonesian dictionary, ability comes from the word "able" which means power (can, is able to do something, can, owns wealth over the limit). Expertise is an ability to do something. A person can be said to be capable when he does not do something that should be lived. For Chaplin ability ability, skill, agility, talent, ability is the energy of the power to do something. Meanwhile, for Robbins, natural ability is an innate ability from birth, or is the result of practice or practice. There is also for Akhmat Sudrajat, ability is connecting expertise with the word skill. Each person has different skills in carrying out an action. This skill affects the ability contained in the person. An educational process that requires students to maximize all the skills they have. (Sriyanto, 2010)

### **Definition of Character**

Character is the main element that exists within a person that shapes a person's behavior in various conditions. The term character has been interpreted in many ways by several figures,

including the following: The word character comes from the Greek word meaning "to mark" or focus, where a person's actions are judged by form or action or behavior. Therefore, the behavior of a person who is dishonest, greedy, and cruel, can be judged as bad character, while the behavior of someone who is honest, noble character with habits of being helpful. This term is usually related to personality. Usually a person can be said to have character (a person of character) to behave when he is in accordance with one's moral principles. (Zubaedi, 2012).

The definition of character according to the Language Center of the Ministry of National Education is innate, personality, character, behavior, heart, soul, temperament, personality traits, traits, and character. The meaning of character is character, character, personality, and behavior (patient, fair, firm, active, sensitive). Someone also mentions character as a subjective assessment of mental and moral qualities, while others mention character as a subjective assessment of mental quality only, so efforts to change or shape character are only related to stimulation of one's intellect.

### Definition of AVSEC (Aviation Security)

AVSEC or Aviation Security is an officer whose job is to ensure the security and safety of airport users and the safety of an flight. Regarding the profession of Aviation Security, various people consider that Aviation Security is the same as the job of a security guard or bank security in general, Aviation Security with other security officers, Aviation Security Officers must be required to have a license or Officer Competency Certificate (STKP) obtained from the minister communications to carry out their duties. The Officer's Proficiency Certificate is the authority of Aviation Security personnel if they have a license, therefore the personnel is declared fit to carry out the aviation security duties given by the Director General of Civil Aviation. But it is not easy to get an Aviation Security license, everyone is required to carry out Aviation Security Training and Education which is officially held with the approval of the Director General of Civil Aviation.

### Definition of Standard Operating Procedure (SOP)

SOP or what is usually called Standard Operating Procedures is a document that contains rules for working to achieve effective performance. (Soemohadiwidjojo, 2014) Standard Operating Procedures are benchmarks that must be used to ensure every operational activity of the organization. SOP, namely the course of work processes or work guidelines that are regular in nature, do not change, which are determined to be a legal document. (Budiharjo, 2014).

### Previous Research

**Table 1. Previous Research**

No	Name	Year	Title	Research Result
1	Maria Magdalena Bate'e	2021	Analysis of Management Information Systems in Handling Airport Security Disturbances.	This research resulted in the management information system at Binaka Gunung Sito Lite Airport which is complete with the service standards set out in the national aviation regulations. SOP Aviation Security (Avsec) at Binaka Gunung Sitoli Airport has been equipped and supported by a variety of sophisticated technological equipment and has been able to handle various security threats with its information technology systems and tools.

2	Syafriadi	2019		The calculated F value is 1083,918 with a significant increase of 0.00. Because F count is $1083,918 > F$ in table 2.7 v 8 and the significant probability is much smaller than 0.05, namely $0.00 < 0.05$ , the regression model can be said that Career Development, Work Discipline Work Supervision simultaneously has a positive and significant impact on a personnel performance.
3	Susanto, <i>et al</i>		Analysis of Career Development, Work Discipline and Work Supervision on Employee Performance at the Avsec Angkasa Pura I Division in Kuala Namu.	Aviation Security must have Competence (Skill, Attitude & Knowledge), to carry out the duties and responsibilities of security checks in providing security and safety on every flight. Not only that but it takes Skill, Attitude & Knowledge to become an Aviation Security Officer. Aviation Security must have a certification or license that is guided by the Regulation of the Director General of Civil Aviation Number: SKEP/2765/XII/2010 Chapter I Point 9.

## RESEARCH METHODS

### Research design

Research design is the method used in research design, in a specific sense research design is only about data collection and analysis. But research design means research processes such as: research planning, research planning methods that start from identification, selection, and problem formulation, not only that but contain the formulation of hypotheses along with what is related to existing theory and literature (Hajar, 2009). This study uses a qualitative method. Qualitative research is a type of research that seeks to dig up in-depth information, and is open to all responses and not just yes or no answers. This research attempts to ask people to share their thoughts on a topic without giving them much direction or guidelines for what to say. Another definition of a qualitative method is a research method based on the philosophy of postpositivism, used to examine natural objects, where the researcher is the key instrument, sampling of data sources is carried out purposively and snowball, triangulation (combined) research techniques, data analysis is inductive/ qualitative, and the results of qualitative research emphasize meaning rather than generalization. (Sugiyono, 2008).

### Object

The intended research object is the thing that is the target of research. The research object is a set of elements that can be in the form of people, organizations or goods to be studied (Supranto, 2000). The research objects in this paper include: (1) Application of SOP (2) Behavior of Aviation Security employees towards airport users (3) Performance of Aviation Security employees at Lombok International Airport.

### Subject

The research subjects are people, places, or objects that are observed in the context of making them as targets. The research subjects in this paper are all Aviation Security employees at Lombok International Airport.

### Time and Place of Research

This research will be carried out at the Aviation Security section of Lombok International Airport starting November 5, 2021.

## Research Steps

The steps used in this study are as follows:

1. Define the problem and identify it.
2. Determine the problem formulation and research objectives.
3. Determine the time of research, sources and data collection techniques.
4. Take a predetermined sample, namely Aviation Security employees at Lombok International Airport.
5. Interviewing and analyzing the sample that has been set.
6. Analyze the data obtained.
7. Reporting the results of the research that has been done.

## Data Type

The type of data used in this study is primary data, namely data obtained by researchers directly. The data collection method was carried out by interviewing Aviation Security officers. The interview contains instruments for research variables to find out more information about how the SOP is implemented.

## Method of Collecting Data

The method used for data collection in this study was carried out in the following way:

1. Interview. Interviews are data collection techniques that are carried out through face-to-face and direct question and answer between data collectors and researchers towards informants or data sources.
2. Library Studies. This method is used in data collection related to the information collected, such as: books, journals, newspapers, magazines, and so on.
3. Observation. Observation is a technique used to collect research data through observation and sensing. The researcher then makes a report based on what he saw, heard, and felt during the observation. In this case the researcher made direct observations related to the implementation carried out by Aviation Security employees at the Lombok international airport.

## Research Instruments

In accordance with the type of research that researchers are conducting, to obtain as much data as possible and in-depth research activities in the field, the researchers themselves or with the help of others are the main data collection tools so that the presence of researchers in the field is absolutely necessary. In other words, the presence of researchers is needed to study more deeply about the formulation of the problems discussed. Researchers will make direct observations, conduct interviews when Aviation Security employees carry out SOP implementation activities. After debriefing each other, researchers will observe how Aviation Security employees implement the applicable SOPs. Thus it can conclude the data from the combined results of interviews and direct observation. To support the collection of data from sources in the field, the researchers used notebooks and cameras as data evidence. Researchers as key instruments try to obtain data on readiness, implementation, constraints, obstacles and strategies to deal with these obstacles or obstacles in accordance with the reality on the ground, so that the information collected is truly relevant and its validity is guaranteed.

## Data Analysis

Data analysis in research takes place simultaneously with the data collection process. Among them are data reduction, data presentation, and verification (Sugiyono, 2008).

Qualitative data analysis is an effort made by working with data, organizing data, sorting it into manageable units, synthesizing it, looking for and finding patterns, determining what is important and what is learned, and deciding what can be told to others. (Moeleong, 2011). Analysis means studying the data obtained from the field by organizing the data into categories, describing it into units, choosing which ones are important and will be studied, and making conclusions so that they are easily understood by oneself and others. The procedures for developing qualitative data are:

1. Data collecting, namely the process of collecting data.
2. Data editing, namely the process of cleaning the data, meaning checking the answers again whether the way to answer them is correct.
3. Data reducing, namely data that is simplified, reduced, tidied up, arranged and discarded that is wrong.
4. Data display, namely the presentation of data in the form of descriptive verballity.
5. Data verification, namely re-examination of data repetition.
6. Conclusion data, namely the formulation of the conclusions of the research results presented, both general and specific formulations.

## **RESEARCH RESULTS AND DISCUSSION**

### **Observation Result**

Lombok International Airport is one of the airports that is never empty of passengers using air transportation services. In air transportation security, an airport must have very good security. This means that the importance of the capabilities and characteristics of Aviation Security employees in security and safety at airports. Security at this airport is carried out by Aviation Security personnel who already have a license and have attended special training.

### **Interview Result**

The results of interviews with Aviation Security employees at Lombok International Airport on November 5 2021 are as follows:

1. An Aviation Security intellectual is very helpful in solving a problem while on duty and the wider the Aviation Security network, the faster the coordination process in handling the unit in question will be.
2. In examining goods and services, there are those who underestimate officers because of their age, but not always service users see the physical appearance of an Aviation Security, customers or services judge that Aviation Security is just security in general.
3. In giving assignments by superiors, Aviation Security employees must always be ready to give assignments, but there are also exceptions given by superiors for certain reasons.
4. In dealing with service users who have limitations in the regulations that apply at airports, Aviation Security employees have been provided with education, training and addictive synergy, trusted and superior Aviation Security employees understand service users who do not understand the rules and provide directions patiently.
5. The impact of the covid pandemic has caused the performance of Aviation Security employees to decline because the many obligations given are not proportional to the rights received.
6. As an Aviation Security employee, you must be active in various activities carried out at the airport because Aviation Security employees have a big responsibility in the security and safety of airport users. If there is a problem, Aviation Security employees will always handle it first.

7. In dealing with Unruly pairs or service users who do not comply with the rules of Aviation Security employees, handling it themselves first when the service user is cooperative, then there will be no further witness giving, but when not cooperative, Aviation Security employees can coordinate with superiors and the airline for handling such as imposing sanctions on passengers not fit to fly.

### **Analysis of Research Results**

#### **Natural Ability of Aviation Security Employees in Implementing Standard Operating Procedures**

Based on research conducted by researchers using interviews and observation methods, it can produce descriptions. The researcher analyzed the results of research related to the natural abilities and characteristics of Aviation Security employees at Lombok Airport, as follows: Natural ability is the ability to dominate a skill which is a skill from birth or an action that is used to carry out something that is done through actions such as discipline and intellectual. Intellectual aviation security in implementing standard operating procedures as research has carried out that the potential possessed by Aviation Security employees plays a very important role in providing services to users of aviation services, members or Aviation Security personnel who have intellectual abilities such as having smart thoughts can carry out security and safety at the airport as well as possible, can detect the movements of a person, be it a flight service user or an employee at the Lombok International airport. Minister of Transportation Number PM 137 of 2015 Aviation Security intelligence Aviation Security intelligence that uses logical thinking processes. Therefore, human resources cannot be observed directly but can be inferred from some real actions, which are manifestations of logical thinking processes, obtained from an intelligence test of a person who is required to have a license or certificate of competence that is distributed tasks and responsibilities for safety. and aviation security.

Accepting assignments given by superiors is a responsibility and obligation that must be carried out in order to facilitate the implementation of operational standards that apply at Lombok International Airport. According to Syafriadi (2019) a great sense of responsibility displays our order in work, such as doing the tasks given to us and completing them on time. Disciplined workers not only always accept the tasks given, completing the tasks perfectly is also a form of responsibility for the tasks given. During the Covid-19 pandemic, Aviation Security employees received additional obligations from the company, while the reduction in rights granted by the company caused the performance of Aviation Security employees at Lombok Airport to decline. According to Alma (2010) namely the granting of rights obtained must be able to meet minimum needs, compensation that can be binding, compensation that is obtained must motivate employees, compensation must be paid fairly, and compensation must not be fixed and must vary when compensation rights not fulfilled can make the performance of Aviation Security personnel decrease.

In the security and safety of Lombok Airport, Aviation Security officers must be present in every activity carried out at Lombok International Airport. Director General of Air Transportation Number SKEP/40/II/1995 where the main task of Aviation Security has been regulated in decrees and instructions regulated in Minister of Transportation Decree No. 14 of 1989 concerning passengers, goods and cargo carried on civil flights. AVSEC has regulated tasks, namely checking document files, passenger luggage, and cargo, checking at check-in, checking flight crew, transferring and transiting passengers, handling objects such as weapons, baggage management, and also baggage in the cabin. Checking the path of aircraft passengers from check-in to the waiting area and on the air side. Checks are also carried out on the aircraft

path and from existing aircraft. Cargo checks, sorting, packaging, shipping, and checking are carried out by Aviation Security employees.

### **Characteristics of Aviation Security Employees in Implementing Standard Operational Procedures**

Character is a person's behavior related to personality and behave like a patient personality, assertive and conscientious. In implementing airport standard operating procedures, an Aviation Security employee plays an important role in the safety and comfort of airport service users, in examining people and goods, Aviation Security employees must examine carefully and strictly, although sometimes airport service users consider age as a benchmark even though like that, aviation security employees continue to serve the service users patiently and kindly for the convenience of airport users. According to Arsanto (2014) where the results of this study Aviation Security plays an important role in prioritizing safety, comfort and security for airport users, so that Aviation Security employees must carry out their duties with full responsibility and in accordance with applicable standard operating procedures.

Aviation Security personnel must have the courage to take decisive and responsible action in dealing with unruly passengers or service users who do not comply with applicable regulations for the safety of service users at the airport and on the basis of standard operating procedures that apply at Lombok International Airport. According to Huda (2017) in this study Aviation Security plays an important role in ensuring flight safety so that Aviation Security officers must carry out their duties with responsibility and based on applicable standard operating procedures. To ensure the safety of all flight passengers, avsec officers must have great patience in providing information about passengers' luggage because there are still passengers carrying prohibited items. In this case, Avsec employees must focus and thoroughly examine passenger luggage in order to ensure 3C + 1C (safety, security, service and compliance) for passenger comfort. This task is the authority of the avsec officer before entering the restricted security area or waiting room. This is done to ensure that there are no dangerous goods that can be used to commit acts against the law and endanger flight safety.

Based on the results of the interviews with the informants, before the Avsec officers carried out the inspection, the officers always prioritized 3S + 1C (safety, security, service and compliance) patiently, focused and thoroughly for the comfort of the passengers during the inspection. Then always ask the passengers' luggage which is indicated as dangerous goods to be included in checked baggage or stay. In carrying out their duties and responsibilities as airport security avsec officers are also guided by the standard operating procedures set by the airport.

### **CONCLUSION**

In accordance with the results of the study, the potential of Aviation Security employees is very influential in providing services to users of aviation services. Aviation Security personnel who have intellectuals such as having smart minds can carry out security and safety at the airport as well as possible, can detect someone's movements, be it flight service users or employees at Lombok International Airport. In implementing standard operating procedures for Lombok International Airport, an Aviation Security employee plays an important role in the security and comfort of airport service users, in examining people and goods, Aviation Security employees must examine carefully and strictly, even though sometimes airport service users consider age as a barometer. even though it's like that, aviation security employees continue to serve service users patiently and kindly for the convenience of airport users.



Based on the research that has been carried out, there are several suggestions from researchers for improving natural abilities and characteristics, which researchers want to improve for further research, as follows: The need for improvement in standard operating procedures in enhancing the natural abilities and characteristics of aviation security employees in increasing quality that can impact good for the future. It is hoped that the airport will be able to provide the obligations and rights of aviation security employees in accordance with what is given because this can have an impact on decreasing and increasing the performance of aviation security employees in implementing operational standards at Lombok Airport. It is hoped that future researchers can study more sources and be better prepared in the process of collecting and collecting everything so that research can be carried out in a better and more in-depth manner.

### **BIBLIOGRAPHY**

- Budihardjo, M. 2014. Panduan Praktis Menyusun SOP. Raih Asa Sukses. Jakarta.
- Legowo, H. 2017. Peran Penting Aviation Security Bagi Penerbangan Nasional
- Lexy, J, Moleong. 2007. Metode Penelitian Kualitatif, PT. Remaja Rosda Karya, Bandung
- Literasi. 2019. Pengertian Aviation Security (AVSEC)
- Moleong, Lexy. J. 2011. Metodologi Penelitian Kualitatif. PT Remaja Rosdakarya, Bandung
- Puji, I, H. 2014. Buku Pintar Membuat SOP. Edisi-1. Buku Kita. Jakarta.
- Riadi, M. 2016. Pengertian, Tujuan, Fungsi dan Manfaat SOP
- Rohmah, S. 2017. Upaya Pembinaan Pendidikan Karakter
- Soemohadiwidjojo, A, T. 2014. Mudah Menyusun SOP. Edisi-1, Penebar Swadaya Grup, Jakarta.
- Sugiyono. 2008. Metode Penelitian Bisnis. Alfabeta. Bandung
- Sugiyono. 2018. Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Edisi ke-2, Alvabeta, Bandung
- Supranto, M, A, (2000). Statistik Teori dan Aplikasi Jilid 1. Edisi-6. Erlangga, Jakarta.
- Zubaedi. 2012. Desain Pendidikan Karakter: Konsepsi dan Aplikasinya dalam Lembaga Pendidikan. Kencana. Jakarta