

Reconciliation Analysis of Passengers Suspected of Carrying Dangerous and Prohibited Goods at Komodo Labuan Bajo Airport Security Checkpoint

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Abstract

Aviation Security (AVSEC) has an important role in controlling security from acts against the law. Examination of air transport passengers and their luggage starts from the time the passenger checks in. The facts show that passengers are still often found carrying dangerous or prohibited goods. This study aims to determine the reconciliation process for passengers suspected of carrying dangerous and prohibited goods at the Security Check Point (SCP) of Komodo Labuan Bajo Airport, as well as the socialization carried out by the airport regarding dangerous and prohibited goods that cannot be carried by airplane passengers. This study uses qualitative research. The subjects in this study were Aviation Security (AVSEC) officers at Komodo Labuan Bajo Airport. Collecting data using interviews, observation and documentation. After obtaining the necessary data, the researcher processes the data. The researcher processes the data through the stages of data reduction, data presentation, and drawing conclusions. Based on research results obtained by researchers, the reconciliation process for passengers suspected of carrying dangerous and prohibited goods starts from Security Check Point (SCP) 1 and 2, namely before passengers and their luggage enter the restricted security area. When passengers and their luggage are checked using a tool, if dangerous and prohibited items are detected, the officer will direct the passenger to a special inspection room, in this room the Aviation Security officer will explain that these items are prohibited from being carried, and if the passenger still wants to carry them, then the item must be placed in checked baggage or in cabin baggage according to applicable regulations. The socialization was carried out by the Komodo Labuan Bajo Airport, namely holding a committee meeting by inviting several agencies that deal directly with the community such as the TNI-POLRI and the Tourism Office, as well as installing a standing banner containing prohibitions on dangerous and prohibited items that may not be carried by airplane passengers. air.

Keywords: Security Check Point (SCP), Reconciliation. Dangerous and Prohibited Goods.



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INTRODUCTION

Komodo Airport is one of the airports in Labuan Bajo, West Manggarai Regency, East Nusa Tenggara (NTT) which is managed by the Ministry of Transportation. Komodo Airport is one of the doors to Flores Island, this airport develops flight routes to areas in Indonesia, because Labuan Bajo has the Komodo Island National Park which has been made a world-class tourist attraction and is frequently visited by both domestic and foreign tourists, the area It is known as a tourist destination area. In the world of aviation everything related to security must be considered. Security and safety is very important and depends on the security of the airport that sends and receives arriving aircraft. Safety and security in flight are related to each other, because safety on the ground affects the safety of aircraft in the air. Given the many threats or actions that occurred. Inspection and control of dangerous goods must be carried out for

passengers and their luggage either manually or by using sophisticated and modern facilities or equipment.

A vital unit that contributes to aviation safety and security is Aviation Security (AVSEC). Aviation security officers are guided by ICAO (International Civil Aviation Organization) regulations in carrying out their duties and responsibilities. Flights can be protected from illegal actions by aviation security officers or Aviation Security (AVSEC). To become Aviation Security (AVSEC) personnel, they must have a certificate, license, or STKP (Special Proficiency Certificate). According to Annex 17 Aviation Security (AVSEC) is the security of civil aviation against acts of disturbance against the law. The task of Aviation Security (AVSEC) is to maintain flight security. In addition to flight crew, passengers, agencies and the general public in and around the airport, Aviation Security (AVSEC) personnel are also responsible for ensuring flight safety and security. Dangerous goods and prohibited items, such as liquids, gases, explosives, firearms, sharp weapons and others, affect aviation security and safety.

According to Rachima, (2011), dangerous goods are goods that fall into the category of special cargo and have the potential to endanger aviation safety and security. Gases, liquids, and solid objects are examples of dangerous goods. According to PM 127 of 2015, Concerning the National Aviation Security Program, prohibited items are goods that can be used to harm, injure and kill, and paralyze other people and violate the law. These items include explosives, dangerous goods, dangerous tools and weapons. Based on this understanding, prohibited and dangerous goods require special handling during inspection. Passengers and goods that will enter restricted security areas such as aircraft lounges will be checked at the Security Check Point (SCP). Research conducted by Pradipta, (2020) with the title "The Role of AVSEC Officers in Preventing the Smuggling of Dangerous Goods at Notohadinegoro Airport Jember" results show that Aviation Security (AVSEC) officers have a very important role in detecting dangerous goods such as firearms, drugs prohibited, and explosives. Based on the researcher's interview with Aviation Security (AVSEC) officers at Komodo Labuan Bajo Airport on September 30 2022, it was explained that passengers were often found carrying dangerous and prohibited items such as alcoholic beverages, gas lighters, knives, scissors, and others. The case of a Lion Air airline passenger on Tuesday 27 September 2022 with the aim of Labuan Bajo to Surabaya who was suspected and found carrying a Powerbank at Security Check Point (SCP) 1 (allowed to carry but must be placed or taken into cabin baggage).

Based on the background of the problems above, the main issues are obtained as follows: How is the reconciliation process for passengers suspected of carrying dangerous and prohibited goods at the Security Check Point of Komodo Labuan Bajo Airport? How is the socialization carried out by the airport management regarding dangerous and prohibited goods that are not allowed to be carried by airplane passengers? The purpose of this research is to: Know and analyze the reconciliation process for passengers suspected of carrying dangerous and prohibited goods at the security check point (SCP) of Komodo Labuan Bajo Airport. Know the socialization from the airport about dangerous and prohibited goods that are not allowed to be carried by airplane passengers.

Literature review

Aviation Security (AVSEC)

According to Annex 17 "Environmental Protectum" Aviation Security is the protection of civil aviation against acts of unlawful interference. Aviation Security Officers (AVSEC) have the obligation to guarantee aviation security and safety as well as proficiency in every aspect of aviation including providing security and safety guarantees to flight crews, passengers and

people in general as well as organizations at airport terminals from activities that violate the law. Aviation security officers or also known as Aviation Security (AVSEC) are people who are given duties and responsibilities in the field of aviation security and are required to have a permit, license or officer certificate of competence (STKP). In the Decree of the Minister of Transportation Number: KM 9 of 2010 concerning the National Aviation Security Program, aviation security personnel are responsible for the security of flight activities both on the ground and in the air. Aviation security personnel must also be spread evenly throughout the airport.

Security Check Point (SCP)

Security Check Point is a security check point for passengers, people, aircraft personnel and goods that will enter the restricted security area or the waiting room at the airport terminal building. Security Check is the application of a technique or other method to identify or detect dangerous goods and prohibited goods used for unlawful acts (PM 127 of 2015). At the Security Check Point there are security inspection tools, namely a metal detector gate (Walk Through Metal Detector/WTMD) and an X-ray conveyor. Every passenger, aircraft personnel and individual person before entering the inspection at the detector gate must remove jackets, coats, belts, cell phones, watches, keys, and items containing metal elements and place them in a bag or container (tray) provided and checked through an X-ray machine and regulated by airport security personnel who are in charge of controlling the inflow of passengers, aircraft personnel and individuals as well as luggage. Aviation Security (AVSEC) airport security officers have the right to ask passengers to re-check and release items that are under or used and ask passengers or aircraft personnel to repeat the inspection through the metal detector gate (Walk Through Metal Detector / WTMD) and also a thorough manual inspection if the metal detector alarm (Walk Through Metal Detector / WTMD) sounds.

Reconciliation

Reconciliation according to the Big Indonesian Dictionary (KBBI) is the process of re-establishing friendly relations or resolving disputes. Wirawan in Prasetyo, (2020) suggests that reconciliation is a process of conflict resolution that transforms the state before the conflict occurred, namely a state of life in peace and harmony. Efforts to resolve conflicts through peace negotiations are known as reconciliation. Reconciliation can be carried out using traditional institutions or social institutions in resolving social conflicts by providing compensation or forgiveness, in other words, this reconciliation is a way to reconcile or reconcile conflicting parties (RI Law No. 7 of 2012 article 37 paragraphs 1 and 2) . The reconciliation referred to in this study is the settlement of problems with passengers suspected of carrying dangerous and prohibited goods at the Security Check Point (SCP) of Komodo Labuan Bajo Airport.

Passenger

Amsah in Agafta Muhammad (2017) passengers are people who commit themselves to pay transportation costs for themselves being transported or all people or legal entities that use air, land or rail transportation services. Suherman in Primitasari (2012), states that in regular flights (schedule) the definition of a passenger is anyone who is transported by airplane by a carrier based on an air transportation agreement with or without payment. According to PM Transportation Number 185 of 2015, a passenger is a person whose name is printed on the ticket and has an airplane entry ticket or boarding pass. Based on the opinion above, it can be concluded that the meaning of a passenger is a person who will travel according to the schedule,

and has purchased a ticket in order to get a place that matches the identity that has been registered and will be transported using transportation to his destination.

Dangerous Goods

According to the International Air Transport Association (IATA) in the Dangerous Goods Regulation book and Annex 18 concerning "The Safe Transport Dangerous Goods By Air, what is meant by dangerous goods are materials or substances that have the potential to seriously harm health, safety or property when transported by airplane, but must comply with applicable regulations, including packaging, labeling, storage and loading regulations. According to Article 136 of Law Number 1 of 2009 concerning Aviation, dangerous goods can be in the form of liquid, solid or gaseous materials which can endanger health, life safety and property, as well as aviation safety and security.

Prohibited Items

Minister of Transportation Regulation Number 127 of 2015 defines prohibited goods as goods that have the potential to incapacitate, injure, or kill other people, as well as commit acts that are against the law, such as explosive devices, dangerous goods, and weapons. According to PT. (Persero) Angkasa Pura I Prohibited Items are carry-on items on passengers and cabin baggage that are prohibited from entering aircraft.

RESEARCH METHODS

This study uses qualitative research. According to Sugiyono (2019) the qualitative research method is a research method based on the philosophy of postpositivism, used to research on natural object conditions, where the researcher is a key instrument, data collection techniques are carried out by triangulation (combined), data analysis is inductive or qualitative, and the results of qualitative research emphasize meaning rather than generalization. The main activity in this study is to describe in detail the symptoms and social phenomena studied, namely regarding reconciliation of passengers suspected of carrying dangerous and prohibited goods at the Security Check Point (SCP) of Komodo Labuan Bajo Airport.

Sugiyono (2019) suggests the subject and object of research are as follows: the research subject is an attribute or characteristic or value of a person, an object is an activity that has certain variables set to be studied and conclusions drawn. The subjects in this study were Aviation Security (AVSEC) officers at Komodo Labuan Bajo Airport. Meanwhile, the research object is reconciliation analysis of passengers suspected of carrying dangerous and prohibited goods at the Security Check Point of Komodo Labuan Bajo Airport.

The data collection method used in this study is in accordance with the data collection method used in qualitative research, namely interviews, observation, and documentation. The interview technique uses semi-structured interviews. Interviews were addressed to the Head of the Aviation Security Unit (AVSEC), the Commander on duty for Aviation Security (AVSEC), and one of the Aviation Security Officers (AVSEC), and aircraft passengers.

RESEARCH RESULTS AND DISCUSSION

Reconciliation Process for Passengers Suspected of Carrying Dangerous and Prohibited Goods at the Security Check Point (SCP) of Komodo Labuan Bajo Airport

In the world of aviation, there are prohibitions for carrying prohibited goods and objects, these regulations are regulated in Law Number 1 of 2009 concerning Aviation and apply to all types of flights and airports used to carry out flights. Security, safety, efficiency in aviation services must be considered. The task of Aviation Security (AVSEC) is to supervise and secure

passengers, their luggage, baggage, and others who will enter restricted security areas such as waiting rooms in terminal buildings and on airplanes. In carrying out the duties and responsibilities of carrying out security for passengers and their luggage that will enter the restricted security area, Aviation Security (AVSEC) officers are equipped with equipment such as X-Ray Machines, Walk Through Metal Detectors (WTMD), and Hand Held Metal Detectors (HHMD). Examination of passengers, luggage and baggage starts from the departure gate. Aviation Security officers (AVSEC) start checking tickets and identity cards (KTP, SIM), tickets and passports for foreign nationals are checked, then passengers are directed to the check-in room to hand over their items to be put in checked baggage. Where items that will enter checked baggage will be checked at Security Check Point (SCP) 1. At Security Check Point (SCP 1) there is an x-ray machine that is used to detect items carried by airplane passengers. An x-ray machine is a detector device that can visually detect or identify all passengers' luggage that will enter restricted security areas such as waiting rooms in terminal buildings and on airplanes that may endanger security and safety in flight. This x-ray machine is located at Security Check Point (SCP) 1 and 2. At Security Check Point (SCP) 1 the x-ray machine is used to check passengers' checked baggage. If the passenger's luggage is detected on the x-ray machine, gate detector, and hand held metal detector, what the Aviation Security (AVSEC) officer does is take the item and look at the baggage tag printed on the bag or suitcase, which airline the passenger is using and where to go, then the Aviation Security (AVSEC) officer reports to the airline then makes an announcement to the passenger to go to a special examination room or reconciliation room.

While in the reconciliation room, the officer will notify that the passenger's goods have been detected in the x-ray machine, then ask permission for the passenger to check again manually. When dangerous or prohibited items are found, the officer explains that these items cannot be carried and must be confiscated. If passengers want to carry these items, they must be placed in cabin baggage. This process is called the reconciliation process in which officers provide directions and advice to passengers regarding issues regarding dangerous and prohibited items that passengers may not carry. Based on the results of research, items often confiscated at Security Check Point (SCP) 1 are in the form of alcoholic beverages, sand, shellfish, honey, medicinal fluids. If Security Check Point (SCP) 1 finds a laptop or power bank, the officer recommends taking it to cabin baggage.

The findings during the author's research at Security Check Point (SCP) 1 were that on September 20, 2022 a Citilink Airline passenger who was destined for LBJ-CGK was found who was suspected of carrying liquids in the form of alcoholic beverages and was detected in the x-ray machine at SCP 1, directed by officers AVSEC headed to the Special Examination Room and was given an explanation that alcoholic beverages should not be brought in and then a reconciliation or problem resolution was carried out, and the passenger agreed to have his alcohol drink confiscated by Aviation Security (AVSEC) officers at Komodo Labuan Bajo Airport. Furthermore, on September 22, 2022, a LION AIR airline passenger destined for LBJ-SUB was found who was suspected of carrying a power bank at Security Check Point (SCP) 1, the passenger was then called to a special inspection room to examine the passenger's luggage, and the Aviation Security (AVSEC) officer gave a choice whether the item was to be confiscated or to be taken if it is to be carried according to applicable rules and regulations and must be placed in cabin baggage.

After carrying out the check-in process, passengers will continue to check their boarding pass and identity card. At security Check Point (SCP) 2, after checking the boarding pass, passengers will check their luggage that will enter restricted security areas, such as in the

waiting room in the terminal building and on airplanes. Passengers are directed by Aviation Security (AVSEC) officers to release their luggage such as bags, jackets, belts or belts, cellphones, watches, glasses, hats, and place them in a container or place that has been provided and pushed into the machine x-rays. Passengers then enter the Walk Through Metal Detector (WTMD) or detector gate which is next to the x-ray machine. Walk Through Metal Detector (WTMD) is an item or tool such as a goal post or a door that is used to detect and detect all passenger luggage that is still attached to the passenger's body or passenger's clothing pocket, and the item is made of metal or metal which can endanger security as well as safety in flight, this tool can quickly find out without having to undress the passenger. Walk Through Metal Detector (WTMD) is at Security Check Point (SCP) 2. After inspection using a Walk Through Metal Detector (WTMD), passengers are checked again using a Hand Held Metal Detector (HHMD) which is a hand detector tool used by Aviation Security officers (AVSEC), to find out and detect all passengers' belongings in their shirt and trouser pockets, as well as items that are still attached to the passenger's body where these items are made of metal, for example such as scissors. Folding knives and razors that can endanger security and safety in flight.

If the x-ray machine detects suspicious items in the passenger's bag, the officer will call the passenger and ask as best he can whether the bag contains prohibited items or objects as detected on the x-ray machine, the officer will ask permission from the passenger to manually open and check the passenger's bag or luggage. The officer will ask what is the reason for the passenger carrying the item and for what, based on the results of interviews and observations in the study, there are passengers who do not know and also do not understand what items are prohibited and dangerous which should not be taken with them during the flight, Aviation Security (AVSEC) officers will explain what items cannot be carried according to applicable regulations. The officer will reconcile or resolve the problem, in this case directing passengers to give up their items being confiscated or can be carried but must be placed in checked baggage.

When researchers conducted research at Security Check Point (SCP) 2, researchers found several cases of passengers who were caught carrying dangerous and prohibited items. On September 26, 2022, an Air Asia passenger with the destination LBJ-DPS was found. When the passenger was checked at the metal detector gate, the device beeped until it was repeated several times, and it seemed as if it was hiding something inside the passenger's clothes. The passenger was then directed by one of the Aviation Security (AVSEC) officers at SCP 2 to a special inspection room, and it was further investigated that the passenger had just had an operation and found a pen on his body. Furthermore, on September 28, 2022, a Lion Air passenger destined for LBJ-SUB was found whose goods were detected in an x-ray machine, then directed by officers to a special inspection room and found an iron ruler, tape measure or measuring device, and a cutter knife. Then the Aviation Security (AVSEC) officer advised the passenger to be stored in checked baggage, but the passenger preferred to have their luggage confiscated. On February 15, 2022, researchers also found passengers of Air Asia to LBJ-DPS carrying young children who did not want their belongings to be confiscated. Then a reconciliation or problem solving process is carried out between the Aviation Security (AVSEC) officer and the passenger that the item can be carried, but must be wrapped in order to avoid unwanted things, and the passenger is willing to wrap the item then the item is wrapped and placed in checked baggage. Based on information from informants and observations made by researchers of dangerous and prohibited goods that are often carried by passengers include scissors, penknives, nail clippers, gas lighters, spoons, forks, batteries, rulers or iron bars, dangerous liquids in the form of baygon, alcoholic beverages or arrack, sand and coral.

Based on observations while researchers were conducting research at Security Check Points (SCP) 1 and 2, during the security surveillance process, Aviation Security (AVSEC) officers recorded dangerous or prohibited items that had been found and confiscated in a logbook (Logbook Random Check), as evidence to be used as a document for the Aviation Security Unit (AVSEC) at Komodo Labuan Bajo Airport.

Socialization Conducted by the Komodo Labuan Bajo Airport Regarding Dangerous and Prohibited Goods that Aircraft Passengers Cannot Carry

According to Ministerial Regulation Number 51 of 2020 concerning National Aviation Security, passengers or service users may not carry dangerous or prohibited items. These regulations have been understood by passengers who are used to or often use flight transportation services, but for passengers who have only just flown on a plane or rarely use air transportation services, there are still many who do not understand. Most users of these services do not or do not know enough about the rules and restrictions that apply. This shows that there is a need for outreach to passengers who will use flight services. Based on the results of interviews with passengers and Aviation Security (AVSEC) officers at Komodo Labuan Bajo Airport, the reason passengers carried dangerous or prohibited goods was because they did not know or did not understand the existence of these regulations, some brought them on purpose and some also because they forgot. For example, the reason for bringing alcoholic drinks is because of the customs of the people of NTT (East Nusa Tenggara) when there are ceremonies such as weddings, family gatherings or mourning, they must provide alcohol.

Based on the results of interviews with the Head of the Aviation Security Unit (AVSEC) at Komodo Labuan Bajo Airport, it was said that Komodo Labuan Bajo Airport had conducted outreach, namely by holding committee meetings and putting up standing banners regarding the prohibition of passengers not to bring dangerous or prohibited goods to aircraft. The committee meeting was held by the Komodo Airport by inviting several agencies that deal directly with the community, for example, the TNI-POLRI, the Tourism Office, and the Transportation Service. In this committee meeting, they discussed the regulations that apply in using transportation services, especially aviation services, one of which was socializing the regulation of the Minister of Transportation of the Republic of Indonesia Number PM 51 of 2020 concerning National Aviation Security, dangerous and prohibited goods which may not be brought into restricted security areas such as waiting rooms in terminal buildings as well as on airplanes. Komodo Labuan Bajo Airport also provides standing banners regarding the prohibition of dangerous goods and prohibited items that may not be carried by airplane passengers.

Based on interviews with one of the Aviation Security (AVSEC) officers at Komodo Labuan Bajo Airport and observations made by researchers, this standing banner is usually placed in front of the entrance and near Security Check Point (SCP) 2 so that before entering the passenger check-in has been read. There are also regulations regarding dangerous or prohibited goods that can be seen on social media. The existence of socialization carried out by the airport management regarding dangerous and prohibited goods that may not be carried by airplane passengers directly informs, informs, and provides direct knowledge to anyone who will use air transportation services.

Discussion

Based on the results of observations and interviews, it can be seen that the process of reconciliation or problem solving for passengers suspected of carrying dangerous and prohibited goods at the Security Check Point (SCP) of Komodo Labuan Bajo Airport. This

process begins when the passenger checks in and hands over their luggage to the check-in counter officer and the item will be checked at the Security Check Point (SCP) 1. During the checked baggage inspection process, the passenger's luggage is detected on the x-ray machine, the officer will look at the baggage tag and report to the check-in officer. Furthermore, the airline officer will inform the passenger to a special inspection room or reconciliation room to carry out a manual inspection, if dangerous or prohibited items are found, the Aviation Security (AVSEC) officer will explain that these items cannot be brought on board the aircraft and passengers can choose give up their belongings to be confiscated by Aviation Security (AVSEC) officers, or if they still want to carry them, they must be placed in cabin baggage in accordance with applicable regulations. Examination at Security Check Point (SCP) 2 passengers and their luggage will be checked at x-ray machines, walk through metal detectors, and hand held metal detectors. If a passenger and their luggage are detected as carrying dangerous or prohibited goods, the Aviation Security (AVSEC) officer will direct the passenger to a special inspection room and explain that these items cannot be carried on board the aircraft and the passenger is given the option of letting their luggage be confiscated by the Aviation Security officer. AVSEC), or if you want to carry it, it must be placed in checked baggage in accordance with applicable regulations. The results of this study are in line with previous research conducted (Merianti, 2018) which stated that interpersonal communication between Aviation Security (AVSEC) officers and passengers in overcoming communication conflicts was carried out by means of verbal communication in a persuasive but firm manner, which seeks to convey information related to dangerous and prohibited goods that may not be carried on board the aircraft in accordance with applicable regulations and also to resolve problems related to suspicions of passengers carrying dangerous and prohibited goods at the Security Check Point (SCP).

At Security Check Points (SCP) 1 and 2 at Komodo Labuan Bajo Airport there is a special inspection room or reconciliation room, a special inspection room is used when there is suspicion from Aviation Security (AVSEC) officers against passengers carrying dangerous and prohibited goods at the Security Check Point (SCPs). This is in accordance with the Regulation of the Minister of Transportation of the Republic of Indonesia NUMBER PM 51 OF 2020 Concerning National Aviation Security article 31 that special inspections are carried out when passengers, aircraft personnel and individuals behave suspiciously, there are irregularities in the posture of passengers, aircraft personnel and individuals, passing through the metal detector (Walk Through Metal Detector/WTMD) using a wheelchair or stroller, and passengers using medical aids.

Based on the results of the research that has been done, it can be seen that passengers are still often found carrying dangerous goods or prohibited items. The Komodo Labuan Bajo Airport has carried out socialization by holding a committee meeting and inviting several agencies that deal directly with the community such as the TNI-POLRI and government elements such as the Tourism Office and the Transportation Service. This meeting discussed the regulations that apply to air transportation services, including the prohibition of carrying dangerous goods and prohibited items on airplanes. This is in accordance with what is regulated in PM 51 of 2020 concerning National Aviation Security. The Komodo Labuan Bajo Airport also displayed a standing banner regarding the prohibition of dangerous and prohibited items that cannot be carried by airplane passengers.

CONCLUSION

The inspection process for passengers suspected of carrying dangerous and prohibited goods at the Security Check Point (SCP) of Komodo Labuan Bajo Airport is a very regular and strict inspection starting from the entrance to Security Check Point (SCP) 1 and 2, before

passengers and goods their luggage into restricted security areas such as waiting rooms in terminal buildings and on airplanes. If passengers and their luggage are detected as carrying dangerous or prohibited goods, the officer will carry out a reconciliation or problem-solving process by explaining to the passenger that these items cannot be carried on board the aircraft, and gives the option of confiscating the item or continuing to carry it. If the item is still carried, it must be placed in checked baggage or cabin baggage in accordance with applicable regulations.

The socialization carried out by the management of Komodo Labuan Bajo Airport regarding dangerous or prohibited goods that are not allowed to be carried by airplane passengers is by holding committee meetings with several relevant agencies that deal directly with the community such as the TNI-POLRI, the Tourism Office, and the Transportation Service, as well as installing standing banner.

Suggestions for Companies: Airport managers are expected to continue to provide good socialization so that passengers can understand and understand what dangerous and prohibited items may not be carried, to ensure security and safety in flight services. Apart from that, to resolve conflicts with passengers, officers can communicate persuasively but remain firm with passengers who still do not comply with the regulations that have been made and apply at Komodo Labuan Bajo Airport. For Future Researchers: This research is expected to be a means of information for future researchers, who wish to conduct research on the same topic, and can develop this research with different problems.

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