

## Performance Analysis of Aviation Security Officers (Avsec) in Examination of Passengers and Goods at the Security Check Point of Husein Sastranegara International Airport, Bandung, West Java

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### Abstract

Employee performance is the result of work achieved by someone in a company with the responsibilities that have been given. The job of an avsec officer is to ensure the security and safety of flights as well as airport service users, therefore it is necessary for an avsec officer who has good skills and understanding in checking passengers and goods at SCP 2 before entering the entrance to the waiting room so that dangerous goods which are prohibited from being carried on uncarried flights. The purpose of this research is to find out how the performance and what are the constraints of avsec officers in inspecting passengers and goods at SCP 2. This research uses qualitative methods with data collection techniques through interviews, observation, and documentation. Data reduction, data presentation, and drawing conclusions are also used as techniques in analyzing data. The results obtained in this study are the performance of avsec officers which include quantity, quality, timeliness, attendance, and the ability to cooperate in inspecting passengers and goods at SCP 2. The performance of avsec officers is in accordance with Regulation General of Civil Aviation No. SKEP/2765/XII/2010 with their respective responsibilities. However, there were still obstacles that occurred during the inspection of passengers and goods at SCP 2, namely the lack of understanding of regulations by airport service users in carrying dangerous goods, which triggered arguments.

**Keywords:** Aviation Security Officer, Performance, Passenger and Goods Inspection, Security Check Point



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### INTRODUCTION

Transportation is a means that has an important role as a tool that makes it easier for humans to move from one place to another. Aircraft is one of the most widely used means of transportation by Indonesian people. Air transportation in Indonesia is increasingly playing a role in economic development, this can support and accelerate the flow of information on goods, passengers, and so on. In this case the airport is a supporting infrastructure for air transportation which has an important role in the smooth running of the flight process. The airport is the main gate for the entry and exit of passengers, goods, cargo and other activities. In addition, one of the functions of an airport is to carry out airport services that guarantee security, order, comfort, efficiency and other related business activities. Therefore, all flights must pass strict inspection procedures such as ensuring that prohibited items such as firearms, sharp weapons, explosives, and other dangerous goods do not enter the departure lounge or enter the aircraft. So to create conducive conditions and anticipate the occurrence of unlawful acts, correct and consistent supervision is required by Aviation Security (Avsec) officers on duty at the Security Check Point (SCP) according to the instructions listed as stipulated in Regulation General of Air Transportation No. SKEP/2765/XII/2010 concerning procedures for checking the security of passengers, aircraft personnel and luggage transported by aircraft and individuals.

Aviation Security (Avsec) is an airport officer whose job is to guarantee the security and safety of flight service users, checking and matching passengers' identities and tickets, checking passengers and luggage manually or using supporting tools, and ensuring that passengers and their luggage do not contain weapons, sharp and dangerous goods as well as goods prohibited from being transported on flights. While the Security Check Point (SCP) is a security check point for passengers, people, aircraft personnel and goods that will enter the restricted security area and/or waiting room at the airport terminal building.

Security at the airport needs to be considered so that activities can run smoothly and regularly. This task is the duty of Aviation Security (Avsec). Therefore the performance of Aviation Security (Avsec) officers greatly affects the smoothness and security of a flight in inspecting dangerous goods (Istiqamah, 2022). Whereas in Adhitya's research (2019) said that Aviation Security (Avsec) officers are needed as flight security who have a professional spirit and have proven expertise in their fields by having a license to create flight security and safety which creates passenger comfort, crew cabin, and service users at the airport from the actions of people who violate the law.

Airport management through Aviation Security (Avsec) officers to ensure flight security is obliged to carry out inspections of all passengers and their luggage that will enter a restricted area without exception. Therefore, Aviation Security (Avsec) officers must have reliable performance, be agile, and have a good understanding in carrying out their duties and responsibilities in inspecting passengers and goods. However, it was discovered by researchers while conducting a preliminary study during street vendors in October-November at Husein Sastranegara International Airport, Bandung, West Java, it was found that Aviation Security (Avsec) officers at Security Check Point 2 when checking passengers and goods exceeded the time limit above 3 minutes. This is not in accordance with the Regulation of the Minister of Transportation of the Republic of Indonesia No. PM 178 of 2015 concerning Airport Service User Service Standards which stipulates that a normal inspection is under 3 minutes.

The purpose of this research is as follows: To find out how Aviation Security (Avsec) officers perform in checking passengers and goods at the Security Check Point of Husein Sastranegara International Airport, Bandung, West Java. To find out what are the constraints of Aviation Security (Avsec) officers in checking passengers and goods at the Security Check Point of Husein Sastranegara International Airport, Bandung, West Java.

## **Theoretical Basis**

### **Performance**

Performance according to Afandi (2018) is work results that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals legally, not violating the law and not contradicting morals and ethics. Sedarmayanti (2017) also said the same thing that performance is the work achieved by an employee while he is working and the results of the employee's work must be shown and accounted for with certainty in accordance with the behavior of employees in the company.

### **Aviation Security (Avsec)**

Aviation Security (Avsec) is an airport officer whose job is to guarantee the security and safety of flight service users, checking and matching passenger identities and tickets, checking passengers and luggage manually or using supporting tools, and ensuring that passengers and their luggage do not contain weapons, sharp and dangerous goods as well as goods prohibited from being transported on flights. According to the Regulation of the Director General of Civil Aviation No. SKEP/2765/XII/2010 Avsec are personnel who are required to have a

License/Certificate of Officer Proficiency (STKP) who are given duties and responsibilities in the field of aviation security.

### **Security Check Point**

Security Check Point (SCP) is a security check point for passengers, people, aircraft personnel and goods that will enter the restricted security area and/or waiting room at the airport terminal building. According to the Regulation of the Director General of Civil Aviation No. SKEP/2765/XII/2010, the security checkpoint or SCP is divided into 2 (two) areas, namely: First Security Checkpoint, located at the entrance to the area around the departure reporting area (counter check-in) and must have at least 1 (one) inspection line. Second Security Checkpoints located at the entrance area to the waiting room and inspection lanes using aviation security equipment must have security equipment at least including a conveyor belt x-ray machine, metal detector gate (WTMD).

### **Passenger**

Passenger comes from the English word which means passenger. Soeprapto (2014) explains that passengers are users of flight business transportation services from departure to destination which require special attention because it involves flight safety and security. A passenger can also be interpreted as a person whose name is listed on the ticket as evidenced by a valid identity document and has a boarding pass.

### **Passenger Luggage**

Passenger luggage is goods that are carried by anyone who crosses the regional or national border which is transported and/or will be transported by civil aircraft.

### **Dangerous Goods**

Dangerous goods according to Annex 18 are goods that have the potential to endanger flight safety. The danger posed by these dangerous goods will be related to flight safety. The following are nine (9) classes of dangerous goods, viz:

1. Class 1: Explosive, namely all explosives. Examples include firecrackers and fireworks.
2. Class 2: Flammable gas, which is pressurized and flammable gas. Division 1: Flammable gas, namely gas that is flammable. Examples include LPG and gas lighters. Division 2: Non-flammable and non-toxic, namely gases that are not flammable and gases that are not toxic. An example is carbon dioxide. Division 3: Toxic gases, namely poisonous gases. Examples include baygon and aerosols.
3. Class 3: Flammable liquid, which is a liquid that is flammable at a boiling point of 60.5 C. Examples include paint and alcohol.
4. Class 4: Flammable Solids, namely solids that are flammable. An example is a lighter.
5. Class 5: Oxidizing Substance and Organic Peroxide, namely substances that easily produce oxygen and when subjected to impact or friction will result in a fire. An example is ammonium nitrate.
6. Class 6: Toxic and Infectious Substances, namely solid or liquid substances which, if inhaled or swallowed, will cause death and hazardous materials containing live microorganisms which are harmful to health. An example is pesticides.
7. Class 7: Radioactive, namely materials or objects that emit radiation. An example is cobalt 60.
8. Class 8: Corrosive, namely materials that can damage skin tissue or have a high degree of corrosion. An example is mercury.

9. Class 9: Miscellaneous, namely solid or liquid materials that have irritation or can cause discomfort. For example like magnets.

### **Aviation Security and Safety**

Based on the Regulation of the Government of the Republic of Indonesia Number 3 of 2001 Aviation security and safety in question is a condition that is manifested by smooth flight operators in accordance with operating procedures and technical feasibility requirements for aviation facilities and infrastructure and their supports, mentioned in the Regulation of the Minister of Transportation Number 127 of 2015 security aviation is a situation that provides protection to aviation from acts against the law through integrated use of human resources, facilities and procedures. Aviation safety according to the International Civil Aviation Organization (ICAO) is a state of fulfilling the need for security and the use of air space, aircraft, air terminals, air transportation, flight paths, and other supporting facilities. Civil aviation safety and security is very important and depends on airport security. Given the many threats of illegal interference, both when the aircraft is in the air and on the ground, as well as by other airport support agencies.

### **Examination of Passengers and Goods**

Based on the Regulation of the Director General of Civil Aviation No. SKEP/2765/XII/2010 Passengers, aircraft personnel, and luggage as well as individuals must undergo security checks at the SCP or Concourse Plan. Each line of security checks at SCP is placed by Avsec personnel to carry out their duties as follows: Checking documents or tickets on passengers and matching them with their identities; Controlling the inflow of passengers, aircraft personnel and individuals and luggage; x-ray machine operators; Examination of passengers, aircraft personnel, and natural persons with WTMD and HHMD or manually and manual inspection.

### **Husein Sastranegara International Airport, Bandung, West Java**

Husein Sastranegara International Airport is an international airport located at Jalan Pajajaran Number 156, Husen Sastranegara village, Cicendo district, Bandung city, West Java. At first Husein Sastranegara Airport was a legacy of the Dutch East Indies Government with the name Andir Airport, which is the name of the location where the airport is located. The name Husein Sastranegara was taken from the name of an Air Force military pilot who died during flight training in Yogyakarta on September 26, 1946. During the Japanese colonial period the area was used as a base for the Imperial Japanese Army Air Forces.

### **Relevant Research**

**Table 1. Relevant Research**

No.	Name	Year	Title	Research Result
1.	Fitra Bobby Adhitya	2019	Analysis of Passenger Examination (Body Search) at Screening Check Point Two by Aviation Security Officer at Adi Soemarmo Boyolali International Airport	The results of this study are that there are still several Aviation Security (AVSEC) officers who are on duty not in accordance with the applicable Standard Operating Procedures (SOP), such as there are still officers who play cellphones, eat snacks at the X-ray machine operator, and talk to fellow Aviation Security (AVSEC) officers at Screening Check Point Two (SCP2) when checking body search for passengers, and facilities at Adi Soemarmo International Airport, especially in the Screening Check Point Two (SCP2) section, are still lacking, because in how many cases have there been is the occurrence of long queues up to the point of checking the boarding pass.

2.	Suherman	2021	Analysis of the Role of Aviation Security Officers in Detecting Dangerous Goods at Banyuwangi International Airport	The results of this study indicate that if someone is caught carrying Dangerous Goods in the Cabin, then it is more advisable to report it to the BHS or Baggage Handling System so that special handling can be carried out with labeling and packaging in accordance with applicable regulations and to be put in checked baggage where The baggage is included in the cargo hold of the aircraft.
3.	Fajar Rio Hendra	2022	Analysis of the Work Process of Aviation Security Officers (Avsec) in Improving Aviation Security at Yogyakarta Adisutjipto International Airport	The results of this study indicate the obstacles faced by AVSEC officers during the inspection, namely finding objects or passengers' luggage that could endanger flight safety.

Source: Prior Research

## RESEARCH METHODS

### Research Design

This study used a qualitative method because it was carried out in natural conditions and the data to be presented is in the form of an explanation and elaboration of the material. According to Sugiyono (2019) the qualitative research method is a research method based on the philosophy of positivism, used to research on natural object conditions where the researcher is the key instrument, data collection techniques are carried out by triangulation, data analysis is inductive or qualitative, and the results of qualitative research are more emphasizing understanding of meaning, and constructing phenomena rather than generalizations. Research based on qualitative data is data that is not in the form of numbers or numbers, so it is only in the form of statements or sentences. In this study the data that will be collected through interviews and observation techniques and supported by further documentation will be analyzed and described.

### Object of Research

Sugiyono (2019) explains that the object of research is an attribute or value of a person, object or activity that has certain variations determined by the researcher to be studied and then drawn conclusions. The research location in question is the environment, place, or area planned by the researcher to be used as a research object to collect the data needed in the research. In this study the selected location was carried out at Husein Sastranegara International Airport, Bandung, West Java, which is located on Jl. Pajajaran No. 156, Husen Sastranegara Village, Cicendo District, Bandung City, West Java. This research activity will be carried out in March – May 2023.

### Research Subject

Research subjects according to Moleong (2016) are informants, which means people who are used to provide information about the situations and conditions that exist in the research area. In this study, the research subjects were Aviation Security (Avsec) officers as airport officers who have a duty to ensure the security and safety of flight service users. While the informants in this study were 2 officers from the Airport Quality unit and 1 officer from Aviation Security (Avsec).



### **Data Source**

1. Primary data is the type and source of research data obtained directly from the first source (not through intermediaries), both individuals and groups. Primary data in this study were obtained from interviews and observations. Interviews were conducted to obtain the required data or information and observations were made by observing the researchers on certain activities and events that occurred.
2. Secondary data is a source of research data obtained by researchers indirectly through intermediary media (obtained or recorded by other parties). Secondary data in this study the researchers obtained from books, journals, notes or documents and so on which of course are related to this research.

### **Data Collection Technique**

1. Interview. An interview according to Esterberg in Sugiyono (2019) is a meeting of two people to exchange information and ideas through questions and answers, so that meaning can be constructed in a particular topic. There are several types of interviews, namely: structured interviews, semi-structured interviews, and unstructured. Collecting data in this study using semi-structured interview techniques. Semi-structured interviews are a type of interview in the in-depth interview category. In practice it is freer than structured interviews. The purpose of semi-structured interviews is to find problems more openly, where the parties invited to the interview are asked for their opinions and ideas. In interviews, researchers need to listen carefully and record what the informants say. In this study, interviews were conducted with 2 officers from the Airport Quality unit and 1 officer from Aviation Security (Avsec).
2. Observation. The main instrument in a study is observation, because researchers get an overview obtained through direct observation of what will be studied. Observation according to Sugiyono (2019) is a complex process, a process composed of various biological and psychological processes. Two of the most important are observer processes.
3. Documentation. Documentation according to Sugiyono (2019) is a record of events that have passed in the form of pictures, photographs, sketches and others. Documentation is a complement to the use of observation and interview methods in qualitative research. Data collection in this study with documentation was carried out as a support regarding research results from observations and interviews on the performance of Avsec officers in inspecting passengers and goods at SCP Husein Sastranegara International Airport, Bandung, West Java, so that they are more accurate and reliable.

## **RESEARCH RESULTS AND DISCUSSION**

### **Performance of Aviation Security Officers (Avsec) in Examination of Passengers and Goods in SCP 2**

Employee performance is an inseparable part of the life of an organization or company, because one of the factors that can have a significant impact on a company, especially an airline engaged in the service sector, is employees. Employees who have good performance and competence in accordance with their respective licenses will be the main attraction for a company. In this case Aviation Security (Avsec) officers are airport officers who have a duty to ensure the security and safety of aviation service users, one of which is by checking passengers and goods carried out at SCP 2 before entering the entrance to the waiting room. This is done to prevent unlawful acts such as the transportation of goods that could endanger flights. Therefore, avsec officers are required to have a license/Certificate of Officer Proficiency Certificate (STKP) and carry out their duties and responsibilities in the field of aviation security in accordance with Regulation General of Civil Aviation No. SKEP/2765/XII/2010.

It is also stated in Regulation General of Civil Aviation No. SKEP/2765/XII/2010, airport security personnel whose duty is to regulate the incoming flow of passengers, aircraft personnel and individuals and luggage, carry out activities such as:

1. check entry into restricted security areas and waiting rooms;
2. arrange, inspect and direct as well as ensure, among others:
  - a. baggage or carry-on items placed on the conveyor belt of the x-ray machine in the correct position for inspection and ensuring the distance between the two pieces of baggage or carry-on items;
  - b. coats, jackets, hats, belts, cellphones, watches, keys and items containing metal elements are examined through an x-ray machine;
  - c. laptops and other electronic items of the same size are removed from bags/luggage and examined through an x-ray machine;
  - d. all liquids, aerosols and gels are x-ray checked; And
  - e. every passenger, aircraft personnel, individual and luggage enters through the inspection line at the Security Check Point (SCP);
3. Arrange queues of passengers, aircraft personnel and individuals who will be subject to security checks.

Based on the results of interviews with the three informants and the results of the author's observations while in the field, the performance of avsec officers in inspecting passengers and goods at SCP 2 is in accordance with Regulation General of Air Transportation No. SKEP/2765/XII/2010 with their respective job desks and responsibilities, but Avsec officers were still found when checking passengers and goods at SCP 2 which exceeded the time according to the Regulation of the Minister of Transportation of the Republic of Indonesia No. PM 178 of 2015 which stipulates a normal examination under 3 minutes. Therefore it is necessary to evaluate periodically to ensure the competence and feasibility of avsec officers in carrying out their responsibilities and better in creating flight safety.

In creating optimal and good performance, the company requires every Avsec officer to take part in training and development and have an active license while on duty in carrying out the security and safety of aviation service users. However, based on field observations, the trainings and licenses conducted did not rule out the possibility of errors or negligence by avsec officers. This is because humans have deficiencies and limits in carrying out a job. In this study the authors found the results of several things that can measure the performance results of avsec officers in inspecting passengers and goods at SCP 2, these results were obtained through sources who were trusted and could answer questions given regarding the problems that occurred.

**Table 2. Variable Concept**

Variable	Variable Concept	Interview	Indicator
Performance	Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara, 2015).	2 Airport Quality officers and 1 Airport Security officer	1. Quantity 2. Quality 3. Punctuality 4. Presence 5. Ability to Cooperate

Source: Researcher (2023)

Based on the discussion of the results of the research that has been carried out by researchers referring to the indicators described in the previous chapter to the informants who have been determined in the research which forms the basis of the results of analysis through interviews and observations that have been carried out and obtained by researchers.

1. Quantity. Quantity is the amount of work produced by employees in a certain period of time. In ensuring the safety and security of flight service users, an avsec officer certainly has work limits which are certainly not the same as other avsec officers. This is stated in Regulation General of Civil Aviation No. SKEP/2765/XII/2010 that security personnel are personnel who already have a license in accordance with their duties and responsibilities in the field of aviation security. Based on the results of the explanation above, it was concluded that the license owned by each avsec officer at Husein Sastranegara International Airport, Bandung, West Java, is a major factor in the quantity of work of avsec officers. This is because a license is one of the factors that must be owned by avsec officers in their work, namely ensuring the security and safety of airport service users. Every avsec officer must carry out his work in accordance with the license he has. If someone is found working not in accordance with the license they have, the company will provide administrative and criminal sanctions in accordance with Law no. 1 of 2009 concerning aviation article 413 namely "Any aircraft personnel who performs their duties without having a certificate of competence/licence shall be subject to imprisonment for a maximum of 1 year or a fine of a maximum of 200 million rupiah".
2. Quality. The quality of work is measured by the perfection of the tasks produced by employees against the skills and abilities possessed. The quality of work of each avsec officer is related to the holding of several training and development programs either mandatory or periodically every few months which must be fulfilled by avsec officers. The more training and development that is attended, the more knowledge, skills and abilities will be obtained by avsec officers in ensuring the security and safety of airport service users, especially when carrying out inspections of passengers and goods at SCP 2. Based on the explanation above, it is concluded that the quality of avsec officers in fulfilling work at Husein Sastranegara International Airport Bandung West Java is supported by mandatory and periodic training and development that must be fulfilled by avsec officers as well as direct supervision by supervisors who are on duty in each shift so as to minimize mistakes in ensuring security and safety airport service users. In addition, the motivation of avsec officers is needed so that they are always optimal in providing services for airport service users.
3. Punctuality. Timeliness is an activity that is completed by employees at the beginning of time until it becomes output. Employees who can complete a job that is their responsibility in accordance with predetermined standards certainly have good performance and are reliable in their work. Timeliness carried out by avsec officers is certainly related to the services provided. The faster and more responsive an Avsec officer is in dealing with airport service users, the better the service and capabilities they have. Based on the explanation above, it is concluded that in carrying out the tasks and responsibilities given, it is necessary to be punctual so that satisfactory service can be created for airport service users. In addition to meeting the standards that have been set, avsec officers need a better understanding and ability to ensure the satisfaction of airport service users.
4. Presence. The presence of employees in the company will certainly affect the performance of these employees. Therefore, employees who come to work every day and according to predetermined working hours certainly have good performance. Attendance is a very important disciplinary behavior that must be met by every avsec officer. The discipline of avsec officers is really needed by the company for the smooth running of a company, therefore of course every company has policies or rules that have been set and must be fulfilled by every employee. Based on the explanation above, it can be concluded that the presence of avsec officers greatly affects the smooth running of a company because avsec is a personnel whose job is to ensure the security and safety of airport service users. Of course,



every Avsec officer must have a high level of discipline so that the performance provided to the company will also be optimal.

5. **Ability to Cooperate.** The ability to cooperate is the ability of an employee to cooperate with other people in completing a task and work that has been determined so as to achieve maximum usability and effectiveness. In every work that is done, of course, it will be lighter if it is done in groups or together. In addition, an avsec officer must also have good communication skills with other avsec officers. Good communication skills are also used when on duty because avsec officers have a role in explaining information to airport service users regarding security regulations and what needs to be checked during inspection. Based on the explanation above, it can be concluded that every Avsec officer in carrying out his duties needs to have the ability to cooperate well, this also requires a good way of communicating so that misinformation does not occur. Teamwork is needed because an avsec's job is to inspect everything related to aviation so that security and safety are created. Therefore, teamwork must be carried out properly so that the examination can run smoothly.

### **Aviation Security Officer (Avsec) Obstacle in checking passengers and cargo in SCP 2**

In carrying out their duties an avsec officer certainly experiences obstacles that can hinder a job being carried out. There are many obstacles that could hinder the performance of avsec officers such as tools, people, regulatory changes, and misunderstanding of information. However, the obstacles that often arise are obstacles from misunderstanding regarding information on airport service users and also the lack of human resources owned by companies so that they have to work extra in carrying out their duties.

Obstacles experienced by avsec officers in carrying out their duties, namely during the inspection of passengers and goods at SCP 2 after conducting interviews with the three informants and observations, it was found that there were several perceived obstacles. According to the results of interviews conducted with Mr. Alnopri, there were officials who did not want to be examined by officers, passengers who denied or often joked that they were carrying dangerous goods, for example, bombs. In addition, there are passengers who do not understand the regulations and want to bring scissors, matches, and other items that are prohibited from being transported on flights. So that this will trigger arguments between avsec officers and also users of airport services. This was also confirmed by the supervisor, Mr. Teddy Hariyadi, through the results of the interview, he said that the argumentation occurred due to a lack of understanding of airport service users regarding flight regulations.

The researcher also found similarities found by other researchers regarding airport service users who still do not understand how to carry dangerous goods. According to Hendra (2022) in his research entitled "Analysis of the Work Process of Aviation Security (Avsec) Officers in Improving Aviation Security at Yogyakarta Adisutjipto International Airport" explained the results of his research that the obstacles faced by Avsec officers during inspection were finding objects or passengers' luggage that endanger flight safety. In this study the researchers also found that there are still airport service users who carry dangerous goods that are prohibited from being transported on flights.

Based on the results of the author's analysis, in addition to the above problems, the lack of human resources that the company has can be seen from the number of avsec officers that the company has. This of course makes the avsec officer have to be extra at work. From the results of the author's observations in the field at SCP 2 at Husein Sastranegara International Airport, Bandung, West Java, there are 3 inspection lines for passengers and goods, but in fact only 1 inspection line is operating. This is due to the lack of human resources owned by the

company, therefore the avsec officers on duty must be nimble and alert in the inspection process so that queues do not pile up. However, no matter how sophisticated the tools used in the inspection, if the human resources are minimal, the inspection process cannot run optimally because avsec officers have a great responsibility in ensuring the security and safety of airport service users to avoid carrying items that are prohibited from being transported in flight. So that the avsec officer must be detailed and in-depth in the process of inspecting passengers and goods at SCP 2.

Obstacles like the above, of course, Avsec officers already have knowledge from training and development that has been carried out, how to convey appropriate regulations to users of airport services. If the problems above are related to airport service users, if these problems cannot be resolved at the inspection site, the passengers will be brought to the post for a more in-depth explanation of the existing regulations. According to the supervisor Mr. Teddy from the results of the interview he said that if the avsec officer could not solve the problem then it would be handed over to the supervisor in charge of SCP 2 and if the problem could not be resolved then it would then be handed over to a higher position level.

## **CONCLUSION**

The performance of avsec officers is in accordance with Regulation General of Civil Aviation No. SKEP/2765/XII/2010 with their respective job desks and responsibilities, but Avsec officers were still found when checking passengers and goods at SCP 2 which exceeded the time according to the Regulation of the Minister of Transportation of the Republic of Indonesia No. PM 178 of 2015 which stipulates a normal examination under 3 minutes. In providing good service, every Avsec officer improves his skills and understanding by participating in training and development and having an active license while carrying out his work. In addition, the presence of avsec officers greatly affects the smooth running of a company and also teamwork is very necessary and must be carried out properly so that inspections can run smoothly and minimize errors. The obstacles experienced by avsec officers in carrying out their duties during the inspection of passengers and goods at SCP 2 were that there were officials who did not want to be examined by officers, passengers who refused or often joked by saying they were carrying dangerous goods, and there were passengers who did not understand the regulations so that this triggers arguments between avsec officers and also airport service users. Apart from that, seeing the minimum number of avsec officers owned by the company, requires that the avsec officers on duty must be agile and swift in the inspection process so that long queues do not occur.

Suggestion: The performance of avsec officers can be further maintained and improved in the future through the training and development provided, and the company also needs to carry out regular evaluations to further improve the performance of avsec officers who are more competent and can also add human resources so that they can provide more optimal performance results. For future researchers who will conduct similar research, it is hoped that they can develop performance topics by taking problems and other broader objects by following future technological developments that can be further investigated.

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