The Effect of Workload on the Performance of Aviation Security Officers at the 2022 Hajj Season Page at Adi Soemarmo Airport

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Abstract

Seeing the development of the business world which is currently increasing and competition in the service sector is getting tougher, this has pushed the level of competition in the business sector. Air transportation can also reach remote or remote areas, besides that it can also save travel time compared to other means of transportation such as land and sea. Some of the supervision carried out by Aviation Security officers during the pilgrimage is to check the hajj passengers and their luggage, ensure that the prospective haj passengers enter the special bus for prospective haj pilgrims, place labels on the door and trunk of the bus as a sign that the bus is sterile. of dangerous or prohibited goods, this of course can add to the workload and affect the performance of aviation security officers. This research uses quantitative methods. The data collection process in this study uses primary data. Primary data sources were obtained through interviews and distributing questionnaires which were distributed directly to aviation security officers at Adi Soemarmo airport. The results of this study indicate that based on the partial test results, it can be seen that the calculated t value is 2,338 with a significance level of 0.025. Because t count > t table (2.338>2000) and significance value <0.05 (0.025 <0.05) the decision taken was Ho was rejected and Ha was accepted. Or there is an influence of workload on the performance of aviation security officers at the 2022 Hajj page season at Adi Soemarmo airport. Shows that there is a relationship of 0.216, which means that 21.6% and 79.4% are influenced by other factors or variables.
Keywords: Workload, Performance of Aviation Security Officers.

INTRODUCTION

Seeing the development of the business world which is currently increasing and competition in the service sector is getting tougher, this has pushed the level of competition in the business sector. Indonesia is a country with great potential in the future in developing air transport services (Muhammad 2018). Air transportation can also reach remote or remote areas, besides that it can also save travel time compared to other means of transportation such as land and sea. The large number of enthusiasts using air transportation, related parties, namely airline companies and airport service providers such as PT. Angkasa Pura I will take various steps to improve, by improving the quality of human resources, one of which is Aviation Security officers so that they can meet the increasing needs of passengers from time to time. Along with the times with the many human needs that are based on daily needs. The needs of a person have different goals from one individual to another, for example with entrepreneurs who always travel with the aim of making visits or reviewing the business they are going to do. Besides that, many groups of people often travel with different goals, of course.

In addition, with the support of qualified aviation security personnel, for example being able to play an active role in planning the company's progress and being able to act as an airport security supervisor for all activities at the airport. Therefore, the potential for every aviation security officer at PT. Angkasa Pura I must be utilized as fully as possible to provide the output

expected by the company. The output or achievement goals expected by the company are in the form of achieving the goals of a company that are influenced by human resources or employees (avsec officers) who have the potential to carry out their work such as being able to use existing security equipment at airports, being able to solve existing problems at airports air and able to adapt to the development of the times such as technology and adequate facilities.

Human resources play an important role, one of which is in the airport security section or commonly known as Aviation Security (AVSEC). According to the Regulation of the Director General of Civil Aviation Number SKEP/2765/XII/2010 Chapter I point 9 Aviation security is aviation security personnel who have (mandatory) have a license or certificate of competence for officers (SKTP) who are given duties and responsibilities in the field of aviation security. From the statement above, it can be interpreted that Aviation Security (AVSEC) is an airport security officer who has a very important field in the world of aviation to maintain the security and smooth running of flights because the task of the AVSEC (Aviation Security) unit is to ensure the safety of passengers, flight crew, officers and the public. general against acts against the law by preventing the transport of goods that are prohibited or can endanger flights.

The function of AVSEC (Aviation Security) officers is to supervise cargo and access control to the airside. So the service provided by security officers is to prevent things that are not desirable by securing all kinds of unreasonable actions in an area. flight before the passenger takes the flight. The task of AVSEC (Aviation Security) is very heavy because it is at the forefront of securing domestic and international flights, one of which is during the Hajj season. Adi Soemarmo Airport, the Aviation Security unit at Adi Soemarmo Boyolali Airport, of course, has a heavier workload than usual. Among them, the working hours of Aviation Security (AVSEC) officers at the airport increased from initially Aviation Security (AVSEC) officers only worked 8 hours to 12 hours with the number of avsec personnel 60 from the initial 90 due to a reduction in employees caused by the presence of covid 19 and the closure international flights.

Based on interviews with Avsec officers at Adi Soemarmo Airport when the researchers conducted the pre-research study. Adi Soemarmo Airport Avsec officers each shift numbering 13 personnel per day, Avsecharus officers still carry out the distribution of supervisory tasks. Some of the supervision carried out by Aviation Security (AVSEC) officers during the pilgrimage is to check the hajj passengers and their luggage, ensure that prospective haj passengers enter the special bus (Damri) for prospective haj pilgrims, place labels (seals) on doors and luggage the bus (Damri) is a sign that the bus (Damri) is sterile from dangerous or prohibited items. Then check the seal again when the bus (Damri) passes the cargo post, if the seal is broken, the bus (Damri) must return to the embarkation to carry out a re-inspection.

Excessive workload can have quite an adverse effect, causing physical and mental fatigue and emotional reactions such as headaches, indigestion, irritability, etc. While the workload is too light, the work that occurs due to reduced exercise can cause boredom. Being boring or having too little work can lead to a lack of focus on the work being done, potentially putting workers at risk. From the workload obtained will affect the performance of each individual where that performance is the result of work carried out or carried out by each individual or group in accordance with the regulations that apply to the organization or company in order to achieve the goals desired by the organization or company.

The factors that influence the workload on the performance of each individual. Factors that can affect performance are not only internal, but also external, both from the company and from the employees themselves. The aims of this study are as follows: To determine the effect of workload on the performance of Aviation Security (AVSEC) officers at Adi Soemarmo

Boyolali Airport. Knowing how much influence workload has on the performance of Aviation Security (AVSEC) officers at Adi Soemarmo Boyolali Airport.

Previous Research

Table 1. Previous Research

No	Name	Research Title	Research Variable	Research Method	Research Result
1.	Rolos, Sambul dan Rumawas (2018)	Effect of Workload on Employee Performance at PT. Jiwasraya Insurance Manado Branch.	Performance Workload	Quantitative	Workload affects employee performance
2.	Nora Pitri Naingolan (2018)	The Influence of Workload, Compensation and Work Environment on Employee Performance at PT. Exbatam Indonesia.	Performance Workload	Quantitative	Workload has a significant effect on employee performance.
3.	Ramadhan, Billy (2019)	The Influence of Workload and Rewards on Employee Performance in the Cargo Division of PT. Sriwijaya Air Radin Inten Airport.	Performance Workload and Rewards	Quantitative	Workload and Reward have a significant effect on employee performance.
4.	Abi Nurdin, M. Satriya (2021)	The Influence of Leadership and Compensation on the Performance of Ground Handling Officers at PT. Gapura Angkasa Yogyakarta International Airport Kulon Progo.	Leadership, Compensation and Employee Performance	Quantitative	Leadership and compensation greatly affect employee performance.
5.	Kadek Ferrina Paramita dewi (2017)	The Influence of Workload and Compensation on the Performance of Staff of the Regional Government Secretariat of Tabanan Regency	Workload, compensation and performance	Quantitative	workload has a negative and significant effect on employee performance. compensation affects the high and low performance of employees of the Regional Government Secretariat of Tabanan Regency.
6.	Adityawarman,Sanim, Sinaga (2015)	The Effect of Workload on Employee Performance at PT. Bank Rakyat Indonesia (Persero) Tbk Purslane Branch	Workload and Employee Performance	Quantitative	Workload has a positive and significant direct effect on the performance of employees of PT. Bank Rakyat Indonesia (Persero) Tbk Krekot Branch.

Source: Previous Research

The difference between this research and previous research is the different research subjects, namely in this study the subjects used were avsec officer personnel at Adi Soemarmo Boyolali Airport. The next difference lies in the object of research, in this study the object used is Workload and Performance of Avsec Officers During Hajj. In addition, this research will also be conducted in 2022.

In previous studies, workload greatly influenced the performance of the employees themselves in several aspects of workload. Among them the effect of workload, compensation and work environment on employee performance up to workload has a significant effect on employee performance. So that in the research table a structure is made as a flow in the framework of thinking in a research problem using several variables and methods from a problem formulation to the results of the research hypothesis Workload during Hajj influences the Performance of Avsec Officers at Adi Soemarmo Boyolali Airport.

Research Hypothesis

According to Sugiyono (2018) a hypothesis is a temporary answer to the formulation of a research problem which is usually arranged in the form of a question sentence. It is said temporarily because there are no empirical facts obtained through data collection. From the formulation of the problem above, it is known that the research hypothesis is:

1. Ho: there is no effect on workload on the performance of Aviation Security officers at the 2022 Haj seson page at Adi Soemarmo Boyolali Airport.
2. Ha: there is an influence on the workload on the performance of Aviation Security officers at the 2022 Haj seson page at Adi Soemarmo Airport.

RESEARCH METHODS
Research Design

According to Sugiyono (2019) this type of research is basically a scientific way to obtain data with specific purposes and uses, and this research is based on rational, empirical and systematic scientific characteristics. In this research, the type of research used is quantitative research where data is expressed in numbers and analyzed using statistical techniques. The quantitative method according to Sugiyono (2018) can be interpreted as a research method based on the philosophy of positivism, used to research certain populations or samples, collecting data using research instruments, data analysis is quantitative/statistical in nature, with the aim of testing established hypotheses. Research uses quantitative methods on populations or samples that have been determined according to their functions, by looking at facts or problems that have been observed, measured, and have causes and effects.

In quantitative research, what is used as a differentiator and comparison in a study is a number that can be used as a value. Research using quantitative methods can clearly answer the existing problem formulation because when using quantitative methods you can predict or predict the results of the analysis can also be obtained accurately when used according to the rules, can also be used to measure the interaction of the relationship between two or more variables, in addition to using quantitative research methods can simplify the reality of complex and complicated problems in a model. When using the quantitative method of research, all the data obtained will be processed by researchers with scientific calculations. Where all the research steps occur sequentially, starting from the formulation of the problem, the theoretical basis, hypotheses, data collection, suggestions, and conclusions.

Time and Place of Research

This research was conducted from June to July 2022. The research location is at Adi Soemarmo Boyolali airport, which is located at Jl. Cendrawasih, Tanjungsari, Ngesrep, Kec. Ngemplak, Boyolali Regency, Central Java.

Population and Sample

According to Sugiyono (2018) population is a generalization area which consists of: objects/subjects that have certain quantities and characteristics determined by researchers to study and then draw conclusions. The population in this study were all Aviation Security Officers at the Adi Soemarmo Boyolali Airport. According to Sugiyono (2018) the sample is part of the number and characteristics possessed by the population. The sampling procedure used in this study is a saturated sample, according to Sugiyono (2018) the meaning of saturated sampling is a sampling technique when all members of the population are sampled, this is done if the population is relatively small, less than 30, or the research wants to make generalizations with very little error. The sample in this research is all Avsec officers at Adi Soemaemo Airport, totaling 60 personnel.

Data Collection Technique

According to Sugiyono (2018) data collection techniques are the most important step in research, because the main objective of the main research is to obtain data. Data collection can be done in various settings, various sources, and various ways. To obtain data, the method that researchers do is:

1. Interview (Interview). According to Sugiyono (2019), an interview is a conversation with a specific purpose carried out by two parties, namely the interviewer (Interview) who asks questions and the interviewee (Interviewer) to provide answers to the questions given. In this study, the authors conducted interviews with the supervisor of the Adi Soemarmo Airport Avsec officer as a reinforcement of this research data.

2. Questionnaire (Questionnaire). Questionnaires are data collection through a list of questions (questionnaires) that have been carefully arranged in accordance with the research. In this case the researcher distributed questionnaires to respondents who were Aviation Security Officers at Adi Soemarmo Boyolali Airport. The measurement scale used in this study is Likert. According to Sugiyono (2018) the Likert scale is used to measure attitudes, opinions, and perceptions of a person or group of people about social phenomena. The questionnaire distributed in this study is by using a Likert scale. Variables are needed to determine the types, indicators for making questionnaires, and the scale of the variables involved in the research. The variables involved in this study are as follows:

   a. Independent Variable (Independent Variable). Independent variables are often referred to as stimulus, predictor, and antecedent variables. In Sugiyono (2017), independent variables are variables that influence or cause changes or the emergence of dependent (related) variables. In this study there is one independent variable studied, namely the workload variable. The indicators for making a questionnaire in a research conducted on the workload of Aviation security officers during the 2021 pilgrimage at Adi Soemarmo Boyolali airport are: Making a questionnaire on the workload variable (variable X) the indicators include working time, number of jobs, internal factors, external factors.

   b. Related Variables (Dependent Variables). The dependent variable is often referred to as the output variable, criteria and consequences. According to Sugiyono (2018), related variables are variables that influence or become a result because of the independent variables. The research conducted on the workload of aviation security officers during Hajj 2021 at Adi Soemarmo Boyolali airport has one dependent variable, which means the performance of aviation security officers is the dependent variable in this study. in making a questionnaire on the performance variables of aviation security officers during the 2022 Hajj (variable Y) including quantity, quality, discipline, initiative, responsibility, and cooperation.

Validity Test

According to Sugiyono (2018), the validity test is used to measure the legitimacy or validity of a questionnaire. A questionnaire is said to be valid if the questions on the questionnaire are able to reveal something that is measured by the questionnaire. A valid research instrument means that the instrument is able to measure what must be measured precisely and carefully. In this test the validity of the sample used is as many as 40 respondents. The processing of the validity test in this study used the SPSS 15 (statistical program and service solution) program. The criteria for testing the validity of this instrument are: Determining the probability (sig) of an α value of 0.05 (5%) If rcount> rtable, the instrument is valid. If rcount < rtable then the instrument is invalid.

Reliability Test

According to Sugiyono (2018) the reliability of the instrument shows the ability of the measuring instrument to produce reliable measurement results. This test aims to determine the extent to which measuring data gives relatively consistent results when repeated measurements are carried out on the same subject, the function of the reliability test is to determine the extent to which the condition of the measuring instrument or questionnaire (questionnaire) is. Reliable research results if there are similarities in data at different times, a reliable instrument means an instrument that when used several times to measure the same object will produce the same data, the questionnaire reliability test uses the same procedure as the validity test. Reliable means consistent or stable, a measuring instrument is related to being reliable if the results of the measuring instrument are consistent so that it can be trusted. The reliability test in this study used data processing carried out with the help of the SPSS 15 (Statistical Program and Service Solution) program to help facilitate reliability testing in the Statistical Cronbach Alpha (α) test. A construct or variable is called reliable if it states a value (α) > 0.60.

Data Analyst Technique

To find out the answers to the 2 questions in the problem formulation and to find out the correct hypothesis in research conducted on workload on the performance of avsec officers during the 2022 Hajj at Adi Soemarmo Boyolali Airport, data analysis is needed to provide answers in the form of the statistics you are looking for through an analysis conducted on variable X (workload) and variable Y (performance of avsec officers during the 2022 pilgrimage). The data analysis in this study is as follows:

1. Prerequisite Test. In this study, the classic assumption test carried out by researchers was:
   a. Normality test. The normality test has the goal of knowing whether the data that has been obtained is normally distributed or not. This can be seen in the histogram and normal distribution graph of the data obtained previously. Researchers used the Kolmogorave Smirnov Z test tool contained in the program package from the computer (SPSS). the criteria of the normality test, namely:
      1) Probability value (sig.) ≥ 0.05, it can be stated that the data is normal.
      2) Probability value (sig.) ≤ 0.05, it can be stated that the data is not normal.
   b. Linearity Test. Linear test is used to determine the relationship between variable X and variable Y in the form of a straight line or not. In this research using the technique of devlation from linearity research variable with a significance value of > 0.05 so that it can be said that there is a linear relationship between the independent and dependent variables. This technique uses SPSS for windows (Ghozali, 2017).

2. Simple Linear Regression Analysis. According to Sugiyono (2018), simple linear regression is based on the functional or causal relationship of one independent variable. To see the relationship between variable X and variable Y, the researcher conducted a simple linear regression test. Simple regression is based on a functional or causal relationship of one independent variable with one dependent variable. The general equation for simple linear regression is: Y= a + bX
   Information:
   Y: variable / predicted value
   a : constant number
   b : competency coefficient

3. Partial Test (t test). The hypothesis test in this study aims to prove which hypothesis is accepted. The hypothesis test in this study aims to determine whether there is an effect of workload on the performance of avsec officers during the 2022 pilgrimage at Adi Soemarmo Boyolali airport or there is no effect of workload on the performance of avsec officers during the 2022 pilgrimage at Adi Soemarmo Boyolali airport. The following is the t-test formula for this study as follows:

$$t = \frac{r\sqrt{n-2}}{\sqrt{1-r^2}}$$

   Information:
   t = t test value
   r = Correlation Coefficient
   n = Number of samples

   The rules for testing the hypothesis on workload analysis on the performance of avsec officers during the 2022 pilgrimage at Adi Soemarmo Boyolali airport are as follows:
   a. If t count > t table, then Ha is accepted and Ho is rejected
   b. If t count < t table, then Ho is accepted and Ha is rejected

4. Test the Coefficient of Determination. According to Ghozali (2018), the coefficient of determination test (R^2) is to measure how far the model can explain the variation of the independent variables. The value used in a coefficient of determination is how large it is from zero to one. In the correlation analysis there is a number called the coefficient of determination or what is often called the determining coefficient, because its magnitude is the square of the correlation coefficient (r^2), so the determination coefficient in this study aims to show how much influence the variable X (workload) has on Y (performance of avsec officers) at Adi Soemarmo Boyolali airport. The formula for the coefficient of determination is as follows: Kd = (r^2) x 100%
   Description: Kd = Coefficient of determination
   r = Correlation Coefficient

RESEARCH RESULTS AND DISCUSSION
Data Description
The description of the data in this study is to provide an overview or presentation of the research that has been carried out in the field. To obtain data about the subject of research, researchers used an instrument in the form of a questionnaire. In a study entitled The Effect of

Workload on the Performance of Aviation Security Officers at the 2022 Hajj Season Page at Adi Soemarmo International Airport, it has two variables, namely X and Y variables. The independent variable (X) is Workload and the dependent variable (Y) is Officer Performance Aviation Security.

The population in this study were all aviation security officers at Adi Soemarmo Airport. The distribution of the questionnaire consisted of 26 questions which were filled in according to the calculations on the sample, namely 60 respondents to calculate the Workload variable on the performance of Aviation Security Officers. The level of taking the questionnaire that has been distributed to respondents has a value of 100% or in other words all the questionnaires that have been distributed back to the researcher.

Discussion

This research is used to see whether there is an influence between workload on the performance of aviation security officers in the 2022 Hajj page season at Adi Soemarmo airport and how much influence workload has on the performance of aviation security officers in the 2022 Hajj page season at Adi Soemarmo airport. Based on the results of the analysis that has been tested above and the explanation in the previous chapters by the researcher, the following discussion is obtained:

1. Based on the data collected by 60 respondents who were aviation security officers at Adi Soemarmo airport, information was obtained regarding the data on the characteristics of respondents based on gender indicating that male respondents were more dominant in this study, namely as many as 52 respondents. Respondent data based on age shows more respondents with a range of 25-30 years with a total of 26 respondents, and respondent data based on recent education shows that the most recent education of respondents is SMA / equivalent, namely 28 respondents. Respondent data based on years of service showed that the most were less than 10 years (<10), namely 30 respondents.

2. The hypothesis test used in this study is a simple linear regression test by showing the results of Workload (X) affecting the Performance of Aviation Security Officers (Y) at Adi Soemarmo Airport, this is evidenced from the results of the regression coefficient test of variable X on variable Y which is positive. And the results of the t test show that X affects variable Y with a significance value of 0.023 <0.5 and a calculated t value of 2.338 > 2.000 t table so that it can be concluded that Ha is accepted and Ho is rejected, which means that there is an influence between the Workload variable (X) on the performance variable of Aviation Security Officers in the 2022 Hajj page season at Adi Soemarmo Airport (Y).

3. The results of the coefficient of determination in this study show that the R Square value is 0.216 which can be concluded that workload has an influence on the performance of aviation security officers during the 2022 Hajj page season at Adi Soemarmo airport by 0.216 or 21.6% and 79.4 The remaining % is influenced by other factors or variables outside the X and Y variables or those that are unknown and not included in this study, which is likely to be 79.4% influenced by allowances or salaries for aviation security officers during the 2022 Hajj season, In addition to allowances or salaries, other factors that are likely to influence this are the work environment such as work layout, working environmental conditions, work attitude and also work facilities for aviation security officers during the 2022 Hajj page season, so that the effect of workload on the performance of aviation security officers is 21.6%. The test results above stated that they were accepted/valid, which meant that workload had an effect on the performance of aviation security officers on the 2022 Hajj page season at Adi Soemarmo airport. With the results of this test, the airport or PT. Angkasa Pura I needs to have special or individual concern for the workload and performance of aviation

security officers to improve the performance of aviation security officers during the 2022 Hajj page season at Adi Soemarmo airport. With concern or attention to the workload of aviation security officers, it can have a good effect on the performance of aviation security officers on the upcoming Hajj page season at Adi Soemarmo Airport.

Based on the results of interviews with the team leader of aviation security officers regarding performance appraisal as a data amplifier in this study, they are as follows:
1. From the results of interviews with the Team Leader and Supervisor of Aviation Security officers at Adi Soemarmo Airport regarding the performance appraisal of Aviation Security Officers, namely the purpose of performance appraisal of Aviation Security Officers is so that the performance of officers remains consistent and the airport remains safe from prohibited goods and from escaping undesirable events. The process of implementing a performance appraisal at Adi Soemarmo Airport is carried out once a year and is commonly referred to as a Battery Test to find out the skills of each Aviation Security Officer which contains how they carry out airport security equipment, the officer's knowledge regarding the regulations set whether they still remember or not, and various other aspects such as physical and problem solving skills.
2. Types of errors that are often found during performance appraisals are the consistency of Aviation Security Officers in carrying out their duties, and to prevent this, supervisors and team leaders always supervise Aviation Security Officers during working hours. What is expected by the company PT.Angkasa Pura I in evaluating the performance of Aviation Security officers is the hope that the performance of Aviation Security officers is good and can add good value to Adi Soemarmo Airport and especially for PT.Angkasa Pura I.

CONCLUSION

Based on the research conducted and the discussion in chapter IV concerning the effect of workload on the performance of aviation security officers at the 2022 Hajj page season at Adi Soemarmo airport, the authors draw the following conclusions: Workload affects the performance of aviation security officers during the 2022 Hajj page season 2022 at Adi Soemarmo airport. This is evidenced by comparing the results of a significance value of 0.023 <0.5 and based on the results of the t test, the calculated t value is 2.338 > 2.000 t table. It can be concluded that Ha is accepted and Ho is rejected, meaning that there is an influence between variable (X) load work on the variable (Y) performance of aviation security officers in the 2022 Hajj page season. Effect of workload on the performance of aviation security officers in the 2022 Hajj page season at Adi Soemarmo Airport. Shows that there is a relationship of 0.216, which means that 21.6% and 79.4% are influenced by other factors or variables.

Based on the results of the research and the conclusions obtained, the researchers provide suggestions to further researchers and to the company PT. Air Adi Soemarmo so that in the future they can pay attention to the workload of aviation security officers during the Hajj period and improve the performance of aviation security officers during the upcoming Hajj page season. For future researchers, the number of variables used in this study still uses (2) variables so that the research used is still limited so future researchers are expected to use more than (2) variables so that research can be broad and varied.

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