

The Influence of Performance on Service Quality in Dangerous Goods Inspection at Sultan Muhammad Salahuddin Bima Airport

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Abstract

Aviation security and safety are very fundamental things that need to be considered by the airport. In terms of aviation security and safety, the role of the Aviation Security (Avsec) unit is certainly not spared. Avsec itself is a very important unit and has a very big role in aviation safety and security. The purpose of this study is to examine how performance influences service quality in the inspection of dangerous goods at Sultan Muhammad Salahuddin Bima Airport. The research method used is descriptive method with a quantitative approach. The data analysis used is the Research Instrument Test and Simple Linear Regression Test. The results of this study indicate that: 1.) Based on the results of the t-test, performance influences service quality significantly. 2.) Based on the test of the coefficient of determination it can be concluded that the magnitude of the effect of performance on service quality can be seen in the R Square value indicating a value of 0.771 which means that the independent variable has an influence on the dependent variable of 77.1% while the remaining 22.9% is influenced by other variables outside of the model used.

Keywords: Performance, Service Quality



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INTRODUCTION

Aviation security and safety is a very fundamental thing that needs to be considered by the airport. In terms of aviation security and safety, the role of the Aviation Security (Avsec) unit is certainly not spared. Avsec itself is a very important unit and has a very big role in aviation safety and security. One of the vital positions that must exist at the airport is Aviation Security (AVSEC). Aviation Security (AVSEC) are aviation security personnel who are required to have a license or certificate of speed of officer (SKTP) who are given duties and responsibilities other than aviation security. Avsec itself is a unit that has the duty and authority to control, check and examine both passengers and the passengers' luggage.

At each airport there is limited security (Security Check Point), namely certain areas that are identified as high-risk areas for use for aviation purposes, airport operators, and other interests, where these areas are monitored and security checks are carried out for entry. Avsec officers themselves have an area of authority in the airport terminal with two divisions of work areas, namely Security Check Point 1 (SCP 1) and Security Check Point 2 (SCP 2). Aviation safety plays a very important role in the world of aviation, transportation, civil aviation and military aviation. In addition, aviation safety also has an important role in a condition where aviation safety requirements are met. Aviation safety aims to be in a unified system consisting of the use of airspace, aircraft, airports, flight navigation, safety and security, the environment, as well as supporting facilities and other public facilities. Aviation safety in the Flight Operations Safety Area (KKOP) is the area of land and/or waters as well as the airspace around the airport which is used for flight operations in order to ensure flight safety (Purba & at Sea, 2010).

As one of the modes of transportation that provides services in the form of transportation services, it is important for the airport to continue to improve the quality of service provided to passengers, which will have an impact on passenger satisfaction at the airport itself. Talking about service quality, of course, includes the issue of aviation security and safety. Makkasau (2019) conducted research with the result that there is a performance effect on service quality at the population service and civil registration of North Mamuju district which is determined by the quality of work (quality of work) which has a significant effect on service quality. Widagdo (2019) conducted research with research results showing that there was an influence of Avsec officer service on passenger satisfaction, where the calculation of the value of the passenger satisfaction level for security services at Adi Soemarmo Surakarta International Airport was 96% or stated very satisfied.

Based on authentic data obtained by researchers, during pre-observation on 1 August 2022 to 30 September 2022. Aviation Security officers at the airport were often overwhelmed when there were Umrah pilgrims. This happened because the number of Umrah pilgrims was quite large and there were Umrah pilgrims who are elderly so officers are often overwhelmed in handling and directing passengers to inspect goods at SCP 2. Therefore it is necessary to study how the performance of avsev officers influences the quality of service as the results of the pre-observations that the researchers did. Then there are the results of previous research conducted by Lestari (2022), entitled Analysis of Passengers' Understanding of Dangerous Luggage at Sultan Muhammad Salahuddin Bima Airport. The results show that respondents understand, can interpret, suspect, determine, and predict about passengers' understanding of what luggage is included in the dangerous category or not. However, based on the observations of the researchers, there were still many passengers who carried cabin baggage or brought items that were prohibited from being brought into the aircraft cabin. After a manual inspection, scissors, razors, stones, cutters were found, so that Avsec Security officers had an important role at the airport.

The objectives of this study are as follows: To examine how performance influences service quality in the inspection of dangerous goods at Sultan Muhammad Salahuddin Bima Airport. Assessing how much influence performance has on service quality in the inspection of dangerous goods at Sultan Muhammad Salahuddin Bima Airport.

Theoretical Basis

Employee Performance

Performance is a process of work activities based on expertise to get the expected results. Performance reflects the desired success and individual or employee behavior in achieving organizational goals. According to Mangkunegara (2013) Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. Meanwhile, according to Sutrisno (2010) Performance is the result of work that can be achieved by a person or group of people in an organization, according to their respective authorities and responsibilities, in the context of efforts to achieve the goals of the organization concerned legally, not violating the law, and in accordance with capital as well as ethics. From the explanation above it can be concluded that performance is the result of work that can be achieved by each individual or group within an organization in accordance with the responsibilities given in achieving organizational goals.

Service

According to Kolter (2002: 83) service is any action or activity that can be offered by another party which is basically intangible and does not result in any ownership, service is the

behavior of producers in order to meet the needs and desires of consumers in order to create satisfaction for the consumer itself, service In general, it is a sense of satisfaction that is given to others accompanied by the convenience of fulfilling all customer needs.

Security Check

Security check or security screening is the application of a technique or other method to identify or approach dangerous or prohibited items that can be used to commit acts against the law. National security is regulated in the nexus of the National Aviation Security Program.

Passenger

Passengers according to Yoeti (1999) are buyers of products and services in a company, they are customers of goods and services companies, they can be a person (individual) and can also be a company. In general, passengers are people who use air transportation services by paying a sum of money to be given proof in the form of a valid ticket.

Luggage

Goods carried by passengers, aircraft personnel and individuals who enter the restricted security area and who will enter the aircraft. Checked baggage or Check-in, Passenger goods handed over by the passenger to the carrier to be transported by plane and at the same time. Unchecked Baggage or Cabin Baggage, Goods carried by passengers into the aircraft cabin and are under the control of the passengers themselves.

Dangerous Goods

According to Annex 18 that dangerous goods are goods, materials or substances that have the potential to endanger health, flight safety or property when transported by airplane, the goods generated will be related to safety.

Sultan Muhammad Salahuddin Airport, Bima

Sultan Muhammad Salahuddin Airport, also known as Bima Airport, is an airport located in Bima Regency, West Nusa Tenggara with the IATA code: BMU This airport has a runway of 2,200 meters long, 30 meters wide with asphalt surface and a height of 1 meter above ground level. Bima Airport is named Sultan Muhammad Salahuddin Airport, taken from the name of the last Sultan of the Bima kingdom. Sultan Muhammad Salahuddin Bima Airport is the largest airport on the island of Sumbawa and can be landed by Boeing 737 aircraft. The location of Sultan Muhammad Salahuddin Bima Airport is located in Belo, Palibelo, Bima Regency, West Nusa Tenggara, Indonesia. This airport is located south of the city of Bima, the largest city on the island of Sumbawa.

Relevant Research

Table 1. Relevant Research

No	Name	Title	Year	Research Result
1	Seruni Retna Yulistiwa Putri Debby dan Ikeu Kania	The Effect of Employee Performance on the Quality of Train Ticket Service at Bandung Station.	2018	Based on this research, the quality of service carried out at Bandung Station has been carried out optimally, but there are still deficiencies in terms of the quality of services carried out even though it has been running quite well, what has been carried out as it should be. the quality of train ticket service at Bandung Station, the results of the respondents' responses were in a

				good position with a percentage of 68.27%. This can be interpreted that the quality of train ticket service at Bandung Station is good.
2	Fridolin Yahya Dewata dan Yulia Aji Puspita.	The Effect of Aviation Security Service Quality on Passenger Satisfaction at Supadio Pontianak Airport.	2022	From the research results it can be concluded that there is an influence from the quality of Aviation Security service on passenger satisfaction at Supadio Pontianak International Airport and proves that the quality of Aviation Security service will increase passenger satisfaction at Sopadia Pontianak International Airport.
3	Juhria Makkasau	The Effect of Performance on Service Quality at the Population and Civil Registration Office of North Mamuju Regency.	2019	Based on this research, it can be concluded that there is a performance effect on the quality of service at the population service and civil registration of North Mamuju Regency which is determined by the quality of work (quality of work) which has a significant effect on service quality.

Research Methods

Research Design

The research method used is descriptive method with a quantitative approach. According to Sugiyono (2017) the quantitative method can be interpreted as a positivistic method because of the foundation and philosophy of positivism. This method is called the quantitative method because data and research are in the form of numbers and analysis uses statistics and that quantitative research is a research method based on philosophy to be used to research on certain population or sample, collecting data using research instruments. The data analysis is quantitative in nature with the aim of testing the hypotheses that have been applied to the associative approach chosen because the study wanted to find out how much influence performance has on service quality. This study consists of the independent variable (X), namely performance and variable (Y), namely service quality in the inspection of dangerous goods at Sultan Muhammad Salahuddin Bima Airport.

Population and Sample

The population according to Sugiyono (2017) is a generalized area consisting of objects or subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions. The population in this study were passengers who used services for 1 month at Sultan Muhammad Salahuddin Bima Airport, totaling 11,293 people. According to Sugiyono (2017) argues that the sample is part of the number and characteristics possessed by the population. The sampling technique used in this study is probability sampling using simple random sampling. To determine the size of the sample taken from the population at Sultan Muhammad Salahuddin Bima Airport, the researchers used the slovin formula substitution.

Method of Collecting Data

1. Questionnaire. According to Sugiyono (2015) a questionnaire is a data collection technique that is carried out by giving a set of written questions to the respondent to answer. questionnaires or questionnaires have an important role in a study, in a study used by researchers to obtain data and information. The purpose of making the questionnaire itself is to get accurate responses and answers from respondents so that it can make it easier for researchers to get accurate data and information for research. Researchers distributed online and offline questionnaires by providing questionnaire links to passengers at Sultan Muhammad Salahuddin Bima Airport.

2. Observation. Researchers made observations in the field regarding the activities carried out by Avsec Officers at Sultan Muhammad Salahuddin Bima Airport. Observations made by the author are used to obtain the necessary information to continue a study. Observations made by observing services in the inspection of dangerous goods at Sultan Muhammad Salahuddin Bima Airport.
3. Literature Study. Literature study also means data collection techniques where the writer collects data according to the research topic. The data obtained is secondary data by conducting a review of books, literature, records, and various reports related to the problem to be solved.

Time and Place of Research

The research was conducted at Sultan Muhammad Salahuddin Bima Airport in January 2023.

RESEARCH RESULTS AND DISCUSSION

This study aims to determine how much influence performance has on service quality in the inspection of dangerous goods at Sultan Muhammad Salahuddin Bima Airport. The following is a discussion of each variable:

The Influence of Performance on Quality of Service in Inspection of Dangerous Goods.

Based on the research and data testing that has been done, it can be concluded that in this study, performance has a significant effect on service quality. This can be seen from the T test (partial test) where the t-count value of the Performance variable (X) is 15.283 and a significance value of $0.000 < 0.05$ which indicates that there is a significant influence between the Performance variable on Service Quality in Dangerous Goods Inspection At Sultan Muhammad Salahuddin Bima Airport. The results of this study are in line with previous research conducted by Frindolin Yahya (2022) which shows that performance has an influence on service quality. The results of this study are also in line with previous research by Juhria Makkasau (2019) which shows that there is a performance effect on service quality.

Great Effect of Performance on Service Quality

Based on the research and data testing that has been done, it can be concluded that the magnitude of the influence of performance on service quality can be seen from the value of the coefficient of determination (R) which shows a value of 0.888 which means that there is a relationship between the dependent variable and the independent variable. In the column (R Square) has a value of 0.775 this means that the influence of the independent variable on the dependent variable is weak. Then the adjusted R Square column shows a value of 0.771 which means that the independent variable has an influence on the dependent variable of 77.1%, while the remaining 22.9% is influenced by other variables outside of the model used.

CONCLUSION

There is a significant effect of the performance variable (X) on the quality of service in the inspection of dangerous goods (Y). the results of processing and computerization using the SPSS Version 22 program obtained a t value of 15.283 and a significance value of $0.000 < 0.5$. The magnitude of the influence of performance on service quality can be seen from the evidenced by the value of the coefficient of determination (R) which shows a value of 0.888 which means that there is a relationship between the dependent variable and the independent variable. In the column (R Square) has a value of 0.775 this means that the influence of the

independent variable on the dependent variable is weak. Then the adjusted R Square column shows a value of 0.771 which means that the independent variable has an influence on the dependent variable of 77.1% while the remaining 22.9% is influenced by other variables outside of the model used.

Suggestion: For companies, based on the research conducted, the results show that performance influences service quality in the inspection of dangerous goods at Sultan Muhammad Salahuddin Bima Airport. In this case, it is hoped that the Sultan Muhammad Salahuddin Bima Airport will continue to maintain the performance and quality of service owned by officers while still paying attention to the services provided and carrying out their duties and responsibilities to maintain flight security and safety. For future researchers, based on this research using a questionnaire instrument, so that the data obtained is limited to measuring the variables listed in the questionnaire. Therefore, in the context of further research development, it is recommended to be able to dig deeper into the data through interviews with several respondents or by using different methods and adding other variables outside of this research variable model such as performance.

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