

Analysis of Passenger Behavior from the Perspective of Public Administration (A Study of the Security Policy of Mutiara Sis Aljufri Palu Airport Related to the Prohibition of Carrying Explosives, Power Banks, Electronic Cigarettes, and Others)

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ABSTRACT

This study aims to determine Passenger Behavior at Mutiara Sis Aljufri Airport, Palu, which examines it from a public administration perspective. Passenger behavior at Mutiara Sis Aljufri Airport, Palu, can be analyzed from a public administration perspective by considering how the interaction between passengers and government institutions and public services takes place. At Mutiara Sis Aljufri Airport, Palu, Aviation Security (Avsec) unit officers are officers at the forefront and are authorized to handle public services and are fully responsible for all matters relating to security at Mutiara Sis Aljufri Airport, Palu and can represent government agencies. This type of research is descriptive qualitative, data collection methods are observation studies, interviews, documentation, and data analysis techniques. The results of the study indicate that Avsec officers have carried out their duties according to Standard Operating Procedure (SOP). However, there are still uncooperative passengers, and there are still many passengers who do not or do not know the applicable regulations.

INTRODUCTION

Air transportation plays an important and vital role in supporting economic and tourism development. This mode of transportation is very efficient compared to other means of transportation such as land and sea transportation. To handle and support issues related to aviation security, especially security at the airport, Aviation Security (Avsec) unit officers are officers who are at the forefront and have the authority to handle these security issues.

Airports or commonly abbreviated as airports, including Mutiara Sis Aljufri Airport in Palu, are areas that are highly regulated by various regulations, ranging from security to immigration and customs procedures. From a public administration perspective, passenger behavior towards compliance with these rules is an important part of the effectiveness of public services. Passengers are expected to comply with the regulations implemented by airport authorities, including by Avsec officers who have the leading role in handling security at Mutiara Sis Aljufri Airport in Palu.

Passenger non-compliance with the rules, such as not following security procedures or carrying prohibited items, can disrupt the effectiveness of public services, for example the prohibition of carrying explosives, power banks, and electronic cigarettes, must be obeyed by passengers. In addition to controlling the prohibited items, Avsec officers also provide education and socialization to passengers about the importance of obeying airport regulations for mutual safety.

Avsec unit officers are officers who have special permits or licenses issued by authorized institutions that have a very important role because they are fully responsible for all matters relating to security at Mutiara Sis Aljufri Airport, Palu. Avsec unit officers have special duties such as maintaining security and safety at the airport, checking passengers and goods about to enter the aircraft, having the authority to supervise the route to the aircraft, supervising luggage, both dangerous and illegal and non-dangerous and legal, cargo, and passengers, both general and special passengers.

Passengers themselves are prohibited from bringing prohibited items that fall into the dangerous category during their journey because it is feared that it can cause problems for the passengers themselves or other passengers and the staff who work and manage the airport. This is stated in Regulation of the Minister of Transportation Number PM27 of 2021 regarding the procedures for supervision and imposition of administrative sanctions for violations of laws and regulations in the field of aviation, it is explained that prohibited items are items that can be used to disable, injure and take the lives of other people as well as to carry out unlawful acts including explosives, dangerous goods, dangerous tools and weapons.

Avsec officers are officers who are authorized to handle passengers with prohibited items in accordance with applicable procedures. However, in carrying out their duties in maintaining security and comfort at the airport, Avsec unit officers often face several security violations that have the potential to endanger flights carried out by passengers, either intentionally or

unintentionally due to the passenger's ignorance. Dangerous goods or prohibited items are also very risky in causing losses and panic, causing terror activities, and also have the potential to result in unlawful acts at the airport.

Avsec officers must implement SOPs to ensure flight safety and security. Prohibited items are passenger items that are prohibited from being brought onto the plane because they have great potential to harm, injure or injure someone. Based on Law Number 1 of 2009 concerning Aviation, Article 136 paragraph 4 explains that prohibited items are items that can cause environmental damage and flight safety.

Meanwhile, PM27 of 2021 explains that prohibited items are items that can be used to paralyze, injure and take the lives of others, as well as to carry out unlawful acts including explosives, dangerous goods, dangerous tools and weapons. Prohibited items can be classified into 4 (four), namely Explosive Devices, Dangerous Articles, Dangerous Goods, Weapons.

At Mutiara Sis Aljufri Airport Palu, Avsec officers have carried out their duties according to the standard operating procedure (SOP). Avsec officers carry out public service duties at Mutiara Sis Aljufri Airport Palu, especially security continues to interact with passengers in the hope that passengers will receive fast and responsive service regarding dangerous prohibitions at Mutiara Sis Aljufri Airport Palu.

However, it was found that some passengers sometimes complained about the service and even ignorance regarding prohibited things. Even those who were not cooperative were found. From a public administration perspective, passenger behavior at Mutiara Sis Aljufri Palu Airport must reflect how public services are organized and accessed by the public.

Compliance with regulations, interaction with public services, and adaptation to technology are some key aspects that influence the efficiency and effectiveness of public services at Mutiara Sis Aljufri Airport, Palu. Improvements in management and services will increase passenger comfort and satisfaction, which are the main objectives of public administration in the air transportation sector. In the context of this study, the prohibition of carrying explosives, power banks, and electronic cigarettes must be obeyed by passengers with good interaction by Avsec officers with airport service users or passengers.

LITERATURE REVIEW

In order to understand passenger behavior at Mutiara Sis Aljufri Airport, Palu from a Public Administration perspective, we can refer to several relevant theories that can help explain the relationship between passengers as citizens who use public services, and how the government and public institutions respond to the needs and expectations of the community.

First, Public Service Theory developed by Dwight Waldo, an influential public administration thinker, especially through his book *The Administrative State* (1948), where he emphasized the importance of the role of morals and values in public service. Waldo argued that public service is not only about efficiency, but also about serving the needs of the community by upholding

ethical principles and democratic values. Then Woodrow Wilson, who is known as the father of modern public administration. In his essay *The Study of Administration* (1887), Wilson outlined the concept of public administration as a discipline separate from politics, and focused on providing effective and efficient public services.

This theory focuses on how public services are provided to the public by the government and related agencies. Public services include all forms of services funded and operated by the government for the public interest, such as security, immigration, health, and transportation, including Mutiara Sis Aljufri Airport, Palu. In this context, passengers at Mutiara Sis Aljufri Airport, Palu are recipients of public services provided by various institutions, such as the Directorate General of Civil Aviation, the Quarantine Agency, and security authorities such as the Avsec unit. Passengers are expected to receive timely, responsive, safe, and comfortable services.

In Waldo and Wilson's Theory, it shows that passenger satisfaction with public services will affect their behavior. If the service provided is inefficient, passengers may become disobedient to the rules or express dissatisfaction through complaints or grievances.

Second, Compliance Theory proposed by Max Weber, a German sociologist who is famous for his Bureaucracy theory. Weber views bureaucracy as the most efficient structure to ensure individual compliance with rules through rational-legal control. In the context of Mutiara Sis Aljufri Airport, Palu, Weber's theory can be applied in seeing how passengers comply with the rules imposed by airport authorities as part of a modern bureaucratic structure. An example is compliance with prohibitions on carrying explosives, power banks, and electronic cigarettes.

Apart from Weber, this theory of compliance was also developed by Herbert Kelman, a social psychologist who developed ideas about various forms of compliance, including compliance due to sanctions (compliance), compliance due to identification (identification), and compliance due to internalization (internalization).

In the context of Mutiara Sis Aljufri Airport, Palu, passengers may comply with airport rules because they fear sanctions, because they respect authority, or because they truly understand the importance of the rules.

In general, it can be described that the Compliance Theory discusses how individuals or groups comply with the rules, regulations, and policies set by the Mutiara Sis Aljufri Palu Airport authority. Compliance is influenced by various factors, including the legitimacy of the authority, perceptions of procedural justice, and potential sanctions.

At Mutiara Sis Aljufri Airport in Palu, passengers must comply with various rules that are applied, such as security checks, baggage restrictions, and immigration and customs procedures. If the rules are perceived as fair and transparent, passengers are more likely to comply. However, if there is a perception that the rules are unfair or the process is complicated, passengers may be more likely to reject or ignore the rules. According to this theory, factors that influence passenger compliance include their perceptions of the

professionalism and legitimacy of airport authorities, the transparency of procedures, and their experience in using these public services.

METHODOLOGY

This type of research is descriptive qualitative with data collection methods, namely observation studies, interviews, documentation, and data analysis techniques. In this method, researchers examine behavioral activities, actions, perspectives, procedures, and tastes of the objects to be studied in accordance with the research conducted and also in accordance with the data obtained.

The research period was conducted for three months. The research location was at Mutiara Sis Al Jufri Airport, Palu. The subjects of the research were passengers and Avsec staff of Mutiara Sis Al-Jufri Airport, Palu. For passengers, the researcher took 10 informants to obtain more diverse information. Meanwhile, 5 informants from Avsec officers were selected who were the most knowledgeable and served in the front guard who were directly related to airport security services.

Table 1 List of passengers who became informants

No	Name	Objective	Airlines
1	The Gift of Ningsih	PLW-UPG	sea lion
2	I Nyoman Yasa	PLW- DPS	sea lion
3	Tri Febriani	PLW-CGK	Water batik
4	Ariyani	PLW-UPG	sea lion
5	Mohammad Taufan	PLW-BPN	Wing Air
6	Arya Wiguna	PLW-UPG	Eagle
7	Sutrisno	PLW-UPG	sea lion
8	Dwi Ningtias	PLW-CGK	Eagle
9	Risky Ananda	PLW-CGK	Citilink
10	Slamet Wardoyo	PLW-CGK	sea lion

Table 2 List of Avsec Officers who became informants

No	Name	Officer	Information
1	Aditya Syaputra	Avsec	Active
2	Moh. Yassir, SE	Avsec	Active
3	Ali Dharma Prasetia	Avsec	Active
4	Zulfia	Avsec	Active
5	Richa Nur Lestari	Avsec	Active

After the data is collected, it will be analyzed using the triangulation method. In this triangulation process, all existing data collection techniques and data sources will be combined by linking relevant theories. The process of analyzing the research data is carried out through several stages, namely data editing, namely checking the accuracy of the observation results and interview results. After that, transfer the interview results into written form.

RESEARCH RESULT AND DISCUSSION

In the security service process at Mutiara Sis Aljufri Airport, Palu, passengers must follow the provisions, where Avsec members conduct observations and security through the Security Check Point (SCP) or security checkpoint for passengers, people, aircraft personnel, and goods that will enter the restricted security area and/or waiting room in the terminal building of Mutiara Sis Aljufri Airport, Palu.

Passengers are monitored through SCP-1 and SCP-2, where the passenger screening devices are operated, dangerous goods have special handling that is different from the handling of ordinary goods, where this is intended as a security measure and prevention of illegal acts created by existing aviation agencies, where the handling of each item is different according to the grouping of prohibited goods categories. These items are divided into 4 categories, namely Dangerous Goods, Dangerous Items, Dangerous Articles, and Weapons.

Explosives are included in the category of dangerous goods, while power banks and electronic cigarettes are not included in the list of prohibited items, but are one of the types of dangerous goods that are permitted (Permitted Dangerous Goods).

To be transported on an Airplane, a power bank must meet the requirements, first, a power bank with a watt-hour of no more than 100 Wh can be carried by passengers. Second, a power bank with a watt-hour of 100 Wh – 160 Wh must obtain approval from the Air Transportation Business Agency and Foreign Air Transportation Companies and finally, a power bank with a watt-hour of more than 160 Wh is prohibited from being carried on an airplane.

Here are some criteria for permitted batteries, namely, first, they must be transported as cabin baggage, second, spare batteries must be protected separately so that there is no short circuit. Third, the battery and power source must be a type of battery that meets the testing requirements in the UN Manual of Test and Criteria. And fourth, restrictions on lithium content in lithium-metal batteries or watt-hour ratings for lithium-ion batteries must be adhered to. And fifth, approval from the Air Transport Agency is required for portable electronic devices containing lithium-ion batteries and spare lithium-ion batteries that exceed a watt-hour rating of 100 Wh. However, no more than 160 Wh and finally, passengers are not allowed to transport more than 2 spare batteries that are protected separately for each person.

For e-cigarettes can still be transported to the plane with the note to separate the battery from the e-cigarette device and carry it in cabin baggage. Handling passengers with goods has different procedures, where for Dangerous Goods, Dangerous Items, and Dangerous Articles themselves have almost the same handling.

Table 3 Dangerous Goods Information

No	Name Of Goods	Category	Information
1	Explosives	<i>Dangerous goods</i>	Forbidden
2	Power Bank	<i>Premised Dangerous Good</i>	1. <i>Watt Hour</i> below 100 Wh (Allowed). 2. <i>Watt Hour</i> 100 Wh - 160 Wh (Must have approval from the Air Transportation Agency). 3. <i>Watt Hour</i> 160 Wh and above (Prohibited).
3	Electronic Cigarette	<i>Premised Dangerous Good</i>	Allowed by separating the battery from the e-cigarette device.

The steps for handling Dangerous Goods, Dangerous Items, and Dangerous Articles according to the SOP include, among others, officers find and detect prohibited items carried by passengers. Then passengers check the items and ask the reasons for passengers carrying prohibited items.

If the item does not exceed the rules regarding carrying prohibited items, the passenger is given the choice of whether to carry it or not. If carried, the officer will put the item in checked baggage and label it according to the item being carried. Then the airline officer will make a report to the pilot regarding the item and put it in a security locker that cannot be reached by officers, cabin crew and passengers. These items will be collected by passengers when they arrive at the destination airport.

Then, if it exceeds the limits that have been set, it is not permitted to be carried. And if the passenger chooses to entrust or leave the item, the officer will store it in a storage box and the passenger will be given one month to retrieve the item. If the item is not taken, the officer has the right to destroy it.

While the behavior of passengers towards the prohibition of carrying prohibited items, then in carrying out the Standard Operating Procedure or better known as the Standard Operating Procedure (SOP) regarding handling passengers with prohibited items, Avsec officers often get different responses from each passenger. It is not uncommon for officers to meet with uncooperative passengers when being checked.

Some passengers claimed that they were unaware of the prohibition on carrying certain items, and some passengers did not accept the confiscation of items that were prohibited from being carried on the plane, even though the reasons for the prohibition had been explained.

If passengers are not aware of the rules that apply at the airport, the best step is to ask officers, look for information from digital boards or screens, and use online resources such as the airport's app, website, or social media.

By proactively seeking out the necessary information, passengers can ensure they comply with airport security regulations and avoid potential problems during their travels. According to information from a number of

passengers, some of them watch what other passengers do, so that during security checks, passengers can observe what other passengers do, especially regarding bag inspection procedures, liquid restrictions, document checks, and prohibited tools or items.

There are even some passengers, asking for directions from avsec officers, including Passengers asking airline officers during check-in regarding items that are allowed to be brought, security regulations, or required documents. Some even ask during Boarding, or when at the departure gate (boarding gate). However, for passengers who are not cooperative, they reason because it is caused by various factors, such as lack of information or understanding of the Rules. Some passengers do not know the airport rules or certain prohibitions, such as liquid restrictions or prohibited items. This lack of knowledge can make them feel confused or frustrated when they have to comply with rules that they do not understand.

In addition, ineffective communication, because information is not conveyed clearly or the language used is not understood by passengers, they may feel that the rules are unclear and are reluctant to follow directions. In addition, it is also influenced by anxiety or fear of flying. This makes passengers more easily offended or defensive, so they tend to be less cooperative when interacting with officers. Another factor is that passengers who feel rushed or worried about missing their flight, show uncooperative behavior because their focus is on completing the process as soon as possible, rather than following the procedure calmly.

Some passengers also expressed discomfort with some procedures, such as security checks that involve unpacking bags, removing clothing, or certain accessories such as belts or shoes, or body searches that are considered too invasive. Another factor is due to Defensive or Authoritarian personality factors. Some individuals have a tendency to be more defensive, have difficulty accepting authority, or have a more stubborn attitude, so they are more likely to be uncooperative when asked to follow procedures or orders, especially prohibitions on carrying hazardous materials such as explosives, power banks, electronic cigarettes, and certain liquids, including liquids that are categorized as hazardous, such as hazardous chemicals, explosives, or toxic substances. Including liquids that are unknown or do not have clear labels or in other words liquids that cannot be identified.

Avsec officers have their own ways of dealing with uncooperative passengers, such as remaining professional and calm without triggering more conflict, providing clear explanations and empathy and a human approach. For example, if a passenger looks in a hurry, then they are given an understanding of the urgency and still asked to follow the applicable procedures. By understanding the reasons behind uncooperative behavior and using the right approach, avsec officers can reduce tension and increase compliance and comfort in the airport environment.

With the maximum efforts of Avsec officers in providing services to passengers, especially regarding the prohibition of dangerous goods such as explosives, power banks, electronic cigarettes, and others, there is an increase in

understanding from passengers regarding prohibited goods. However, the level of passenger compliance still needs to be monitored strictly and maximally by Avsec officers.

CONCLUSIONS AND RECOMMENDATIONS

Conclusions

Overall, it can be concluded that Avsec officers always implement SOPs in handling passenger services in the security sector of Mutiara Sis Aljufri Airport, Palu, well. However, there are still obstacles that hinder Avsec unit officers in carrying out the procedures for handling these passengers. This is evidenced by the fact that there are still passengers who are not cooperative during inspections, and many passengers do not understand the applicable regulations, and there is still a lack of socialization regarding prohibited items for prospective passengers which causes passengers to be unaware of their belongings, especially carrying prohibited items.

For this reason, airport officers in this case Avsec need to use a proactive, transparent, and communicative approach to inform passengers regarding security regulations. It can also be done through a combination of information boards, audio-visual announcements, mobile applications, and direct interaction between officers and passengers to make it easier to understand and follow security procedures, which will ultimately increase passenger efficiency and compliance at Mutiara Sis Aljufri Airport, Palu.

Recommendations

Here are some recommendations related to Passenger Behavior towards the security policies of Mutiara Sis Aljufri Airport Palu, especially regarding the prohibition on carrying explosives, power banks, electronic cigarettes, and others:

First, Passengers must comply with the restrictions on carry-on items, by not bringing prohibited items into the cabin, such as explosives, power banks Watt-Hour 160 Wh and above, and others such as sharp weapons and certain liquids. Avsec officers are stricter in supervising passengers who do not comply.

Second, Passengers should arrive at the airport at least 2-3 hours before departure time to allow sufficient time for check-in, security checks, and handling unexpected events.

Third, Passengers comply with the instructions of Airport Officers, especially in the inspection area to help maintain the security and efficiency of the process.

Fourth, Passengers understand the airline's rules and the rules in the Mutiara Sis Aljufri Airport Palu terminal.

Fifth, Respect the safety rules in flight by following the safety rules on the plane, such as the use of seat belts, the prohibition of activating electronic devices during take-off and landing, and obeying the instructions of the cabin crew.

Sixth, for passengers who are considered uncooperative, a good communication approach with a calm and professional attitude from Avsec

officers is needed. Information needs to be provided through Procedure Socialization by ensuring passengers understand the inspection procedure.

Seventh, if passengers do not understand the applicable regulations, then Socialization is needed by providing accurate Flight Information, either through information boards or Voice Announcements.

ADVANCED RESEARCH

Given the limitations of this study, the researcher suggests conducting further research on the analysis of passenger behavior at Mutiara Sis Aljufri Airport, Palu, related to the prohibition of carrying hazardous materials and maintaining passenger safety. In addition, it is suggested that Mutiara Sis Aljufri Airport, Palu, prepare a suggestion and feedback box regarding passenger experiences to improve procedures at Mutiara Sis Aljufri Airport, Palu in the future.

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