

ANALYSIS OF THE INFLUENCE OF WORKLOAD AND WORK DISCIPLINE ON THE PERFORMANCE OF AVSEC AT SULTAN BABULLAH TERNATE AIRPORT

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Abstract: During the COVID-19 Pandemic, there has been a change in the efficiency and workload of Avsec, and after the Pandemic the number of passengers continued to increase and finally the pattern and workload of Avsec changed again. To understand the changes in Avsec performance, this research aims to determine the influence of workload and work discipline on the performance of Avsec. The research method uses a quantitative approach with primary questionnaire data and a sample size of 56 Avsec at Sultan Babullah Airport in Ternate. The data analysis techniques used are multiple linear regression and descriptive analysis. The research results show that workload and work discipline have different influences on Avsec's performance in each assignment area. However, the results of the descriptive analysis in each area on average have very high criteria, which means that the workload and work discipline to achieve performance according to security targets/standards is optimal among Avsec at Sultan Babullah Airport in Ternate.

Keywords: Avsec, Performance, Work Discipline, Workload.

Introduction

According to PM 80/2017 About the National Aviation Security Program and PM 51/2020 About National Aviation Security, aviation security is a condition that protects flights from violations of the law by combining human resources, facilities, and procedures. Meanwhile, the officers are based on Regulation of the Director General of Civil Aviation No: SKEP/2765/XII/2010 concerning Procedures for Security Checks of Passengers, Aircraft Personnel and Luggage Transported by Airplanes and Individuals Chapter 1 point 9, Avsec is aviation security personnel who must have an STKP license or certificate of proficiency for officers assigned duties and responsibilities in the field of aviation security.

Avsec as an important part of airport security, is responsible for the safety of passengers, goods, aircraft, facilities and other aspects. To improve performance, Avsec need support in workload and discipline, especially with the increase in passenger numbers after the COVID-19 pandemic. By considering the number of scheduled flights and the total logging that occurs every day at Sultan Babullah Airport in Ternate, it was observed that several problems occurred in certain areas due to the lack of Avsec personnel. This lack of personnel is usually thought to have an impact on reducing the performance of other officers, which may be caused by the workload given. Apart from that, increasing workload is usually considered to reduce the quality of work discipline. For example, often leaving positions in important security areas and leaving them vacant, until awareness meets work standards that have a direct or indirect impact on the security and safety of passengers and flights.

According to (Koesmowidjojo & R. Marih, 2017), there is a relationship between workload and employee performance; Increased worker fatigue in completing tasks that exceed their physical and mental abilities can reduce work capacity and body endurance, which will

ultimately affect employee performance. Workload increases worker performance, but managing two or more tasks simultaneously reduces performance. Due to the increased demand for this type of work, the amount of work done is decreasing. Conversely, if employees work less than expected, the workload will be excessive. Because their capacity is greater than the standard estimate, employees who exceed the standard may do so.

Not only workload, another factor that influences employee performance is work discipline. Sinambela et al., 2016) emphasize that work discipline has a direct impact on employee performance, where the higher a person's work discipline, the higher their performance. Work discipline is used to increase a person's awareness and obedience to company rules and social norms (Rivai, 2015). In addition, (Siagian, 2014) describes work discipline as management's effort to encourage organizational members to comply with various provisions. In conclusion, work discipline plays a crucial role in improving employee performance.

Based on the findings of a literature review, (Khasifah, 2016) found that workload has a positive but not significant effect on performance. In contrast, research (Fathah & Irbayuni, 2023) found that getting workload results had a positive and significant effect on performance. Apart from that, it was found that there were 8 similar journals with a quantitative approach from various basic theoretical references and did not have descriptive explanations to be able to find novelty in providing implementation suggestions to research subjects and objects. Meanwhile, for the other 3 journals with a qualitative approach, the research results still generalize Avsec's performance in all airport areas. By considering the phenomena and gaps from previous research findings, the aim of this research is to find out "What is the influence of workload and work discipline on the performance of Avsec officers in various areas of Sultan Babullah Airport, Ternate?" and "What practical recommendations can the Airport Authority/Avsec management make to optimize and maintain the performance of Avsec officers?". It is hoped that this research can also provide an explanation of the phenomenon of changes in performance that occur in a measurable manner.

Method

The research method uses a quantitative approach to explain existing phenomena. Basically, the quantitative research framework explains the pattern of relationships between the variables you want to research, namely the relationship between the independent (X) and dependent (Y) variables. Meanwhile, a hypothesis is a temporary conclusion made by the author whose truth needs to be tested again.

Considerations for selecting independent variables are also based on the results of scientific studies using Publish and Perish Software for several previous relevant journals related to Aviation Security Performance, such as Research (Fathah & Irbayuni, 2023) Quantitative Method with analysis techniques using SEM PLS, it was found that the Work Discipline and Work Load variables had a positive effect and significant to AP1 Employee Performance of 60.41%. Another analysis technique using SPSS, it was found that Motivation and Workload variables had a partial and simultaneous effect on Avsec Performance of 45.8% (Saraswati & Kusuma, 2022), Workload and Work Environment variables had a partial and simultaneous positive/significant effect on performance variables Avsec was 58.5% (Ihsan & Jumlad, 2022), Variable Work Environment and Work Discipline had a partial and simultaneous positive effect on Avsec Performance of 69.1% (Alya Maharani Putri & Yudianto, 2023), Variable Workload had a positive effect on Avsec Performance variable is 18% (Krismanto & Tamara, 2023), Incentive and Workload Variables partially has a positive/significant effect, while the Motivation Variable does not have a positive/significant effect on the Performance Variable. Meanwhile, simultaneously the three variables have a positive/significant effect on the Avsec performance variable by 85.9% (Akbar & Dharasta, 2023), the Work Environment and Work Facilities

variables have a partial and simultaneous positive/significant effect on the Avsec performance variable by 55.9% (Kinanti & Kusuma, 2022), Work Stress & Compensation partially and simultaneously affect the Performance of Avsec Unit Officers for 32.7% (Andayani & Fakhruddin, 2023).

Meanwhile, the results of previous research using a qualitative approach were obtained by Avsec officers at the time carrying out its duties regarding checking passenger luggage and the principles adhered to by Avsec officers when carrying out their duties in accordance with the applicable SOP, however, there are several obstacles faced by Avsec officers when carrying out their duties but these can all be overcome by Avsec officers correctly, consistently, and professionally (Jasfadinar, 2022). The work pressures experienced by Avsec personnel include miscommunication between personnel, lack of discipline among personnel, and often having passengers who are difficult to manage. The way that Avsec personnel do when they feel stressed about work is to build a good support system in the work environment take a short break and then rest to clear their minds (Ramdani & Prokosawati, 2022). In terms of the quality of the officers, they are able to carry out their supervisory duties, the quantity of officers is also in accordance with needs because they are assisted by CCTV and the officers help each other back up. Punctuality is very necessary because there is a briefing at the start of each shift so that the burden of effectiveness is met depending on the available officers. However, Avsec still needs supervision from the company and officers who know the areas that must be guarded using newer and more complete infrastructure (Praptama & Dharasta, 2023). In general, AVSEC's performance in handling passenger baggage inspection is very good by the Standard Operation Procedure and applicable regulations, although the estimated quantity of AVSEC officer performance is around 80 - 85% because there are still several obstacles in terms of human resources and equipment. These obstacles include the repeated discovery of prohibited items such as flammable objects, sharp objects, etc. (Fauziah & Simanjuntak, 2023)

Of the hundreds of previous studies related to Avsec Performance at Airports throughout Indonesia, several of the representatives above show the direction of the subjects and research objects which tend to be the same but with quite diverse analysis results. The selection of independent variables also depends on the many different book and journal references. So instead of focusing on selecting the most influential/accurate reference variables, consistency in variable selection is needed but with different analysis techniques.

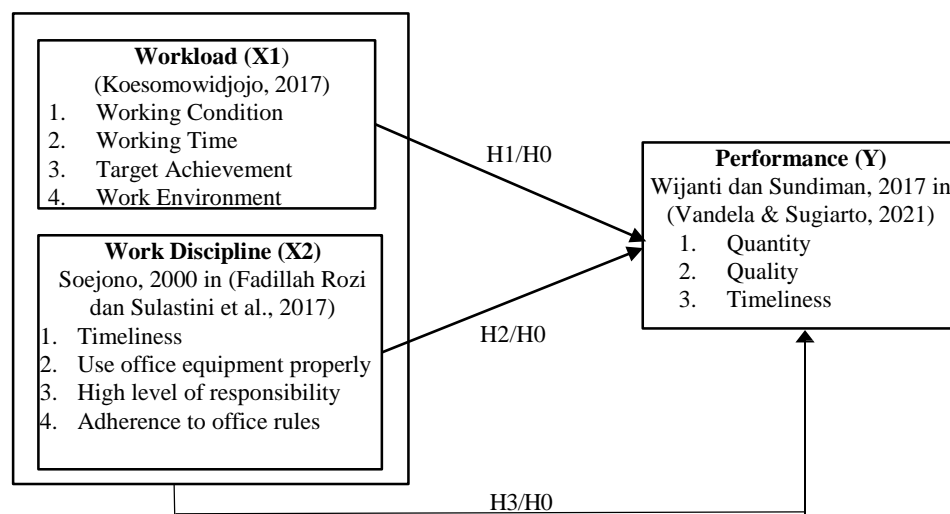


Figure 1. Research Model Chart

Hypothesis:

H0: There is no influence of workload and/or work discipline on the performance of Avsec.

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H1: There is a partial influence of workload on the performance of Avsec.

H2: There is a partial influence of work discipline on the performance of Avsec.

H3: There is a simultaneous influence of Workload and Work Discipline on the performance of Avsec.

In this research, all previous research instruments were summarized and 3 basic theories were selected which the researcher attempted to represent the statements in previous relevant research questionnaires. Where the independent variable is Workload (X1) from the basic theoretical selection (Koesmowidjojo & R. Marih, 2017), because workload is assessed depending on the specific Standard Operating Procedures of an organization. Work discipline (X2) from Soejono, 2000 in (Fadillah Rozi dan Sulastini et al., 2017), is a theory that is still representative of various journals from the last 10 years. Meanwhile, the dependent variable is Performance (Y1) from the theory of Wijanti and Sundiman, 2017 in (Vandela & Sugiarto, 2021) which procedurally represents Avsec's work achievement targets. The research hypothesis can be seen in figure 1 the thinking framework/research model chart.

Sampling technique

The total number of respondents taken in this research was 56 Avsec at Sultan Babullah Airport in Ternate. The 56 officers are spread across 5 areas consisting of *Security Check Point* (SCP) 1 where checks are carried out before airplane passengers enter the check-in area, SCP 2 where checks are carried out before airplane passengers enter the boarding lounge, Post 1 is generally where CCTV is checked by Danru, Post 2 is the checkpoint before going to the apron (*Airside*), and Post 3 is the cargo inspection area before entering the plane. Data collection was carried out by collecting questionnaire responses from January 2 – 18 2024.

Data collection technique

Collecting research data using a questionnaire was distributed to Avsec at Sultan Babullah Airport in Ternate. This questionnaire follows the Likert model, which is a measurement technique with 5 levels of answer preferences to understand respondents' attitudes, opinions and perceptions of an object or phenomenon. Where the 5 levels of answer preferences include:

1. Strongly Disagree (STS) has a score of 1
2. Disagree (TS) has a score of 2
3. Neutral (N) has a score of 3
4. Agree (S) has a score of 4
5. Strongly Agree (ST) has a score of 5

Table 1. Questionnaire design

Code	Indicator	Statement
WORKLOAD (X1)		
BK 1.1	Condition Work	Avsec gets and finishes work with level high difficulty
BK 2.1	Working time	The assigned job is sometimes its nature sudden with a period of short time
BK 2.2		Time is given to finish something work Already Enough
BK 3.1	Target Achievement	My leadership requires every employee to have work targets both inside and outside the office
BK 3.2		The target that I have to achieve in the job is clear
BK 4.1	Environment Work	A conducive work environment really supports the smooth running of work.
WORK DISCIPLINE (X2)		
DK 1.1	Accuracy time	Avsec Work in accordance with the time that has been set
DK 2.1	Use Office Equipment Well	Avsec be careful heart in use equipment work , so equipment can spared from damage
DK 3.1	High Responsibility	Avsec always finishes assigned tasks to her in accordance with procedures and responsibilities and answers on results Work

DK 4.1	Obedience to regulation office	Avsec makes permission when No enters the Work
PERFORMANCE (Y)		
K 1.1	Quantity	Work assigned in accordance with the ability worker
K 1.2		Workload resolved with both workers
K 2.1	Quality	I feel Already neat at Work
K 3.1	Accuracy time	I work at a company with an appropriate time
K 3.2		I finished work appropriate time

Instrument Test

Validity is evaluated using corrected item-total correlation by paying attention to the large or small corrected item-total correlation value from the R Table (Valid/invalid). Then, in the reliability test, measurements were carried out using Cronbach Alpha. If the Cronbach Alpha coefficient is more than 0.60 then the data shows that the observed variables are reliable. Final Classic Assumption Test consisting of:

- Normality Test, to determine whether the residual or confounding variables in the regression model have a normal distribution. In general, it is assumed that residual values follow a normal distribution.
- Multicollinearity Test , to determine whether the independent variables in the regression model have a correlation, a multicollinearity test is carried out. Multicollinearity, which is undesirable, can be detected by checking the VIF and Tolerance values. Independent variables should not be correlated with each other so that there are no signs of multicollinearity. Tolerance measures variations in selected variables that are not explained by other independent variables. An indication of multicollinearity is if the VIF value is greater than 10 and the Tolerance value is less than 0.10.
- The Heteroscedasticity Test is used to assess whether there are differences in variance between the residuals in various observations in the regression model. Heteroscedasticity detection can be done by examining the scatterplot graph between SRESID and ZPRED, with the Y axis representing the Y prediction and the X axis representing the standardized residual (YY prediction).

Data analysis technique

In general, there are 2 data analysis techniques used, namely Description Analysis and Multiple Linear Regression Analysis with the following stages.

- Descriptive Analysis aims to help describe or parse data so that it is easy to understand. Respondent measure variables using the average method and frequency tables. Next, the respondent's answer interval scale is also calculated which aims to facilitate interpretation as in the following table:

Table 2. Category Guidelines for Average Respondent Assessment Scores	
Average score	Criteria
1.00 - 1.80	Very bad
1.81 - 2.60	Bad
2.61 - 3.40	Enough
3.41 - 4.20	Good
4.21 - 5.00	Very good

Source: (Ferdinand, 2014)

Apart from helping to translate respondents' tendencies in assessing Avsec officers specifically from each questionnaire indicator, descriptive analysis is needed to help provide additional explanation of the results of linear regression analysis which tends to generalize.

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2. Multiple Linear Regression Test, is a type of analysis used to evaluate the strength of two or more variables. It also shows how the dependent variable and independent variable relate to each other. Testing was carried out with SPSS software.
3. Partial Test (T Test), determines whether each independent variable (X) affects the dependent variable (Y).
4. Simultaneous test (F test), is used to determine whether the independent variables influence the dependent variable simultaneously. In this study, alpha was used at 0.05. The F significance value is accepted if it is less than 0.05, which indicates that each independent influences the dependent variable simultaneously and significantly. Conversely, if the significance value is more than 0.05, the alternative hypothesis is rejected (Hartanto et al., 2018).
5. The Coefficient of Determination (R^2), is used to show how strong the independent variable is. The coefficient of determination can be seen from how big the R Square value is, to find out how far the independent variable is from the dependent variable. If the R Square value > Adjust R Square value then the results are good.

Discussion

Respondent Characteristics



Figure 2. Gender



Figure 3. Length of work



Figure 4. Position

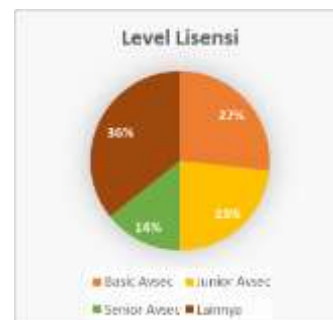


Figure 5. License Levels

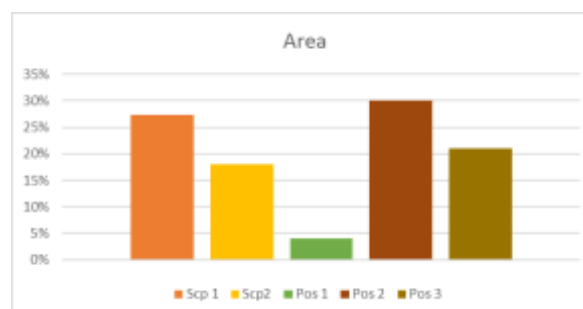


Figure 6. Work Area

Based on the characteristics diagram of respondents, especially in the Avsec Officer Work Area at Sultan Babullah Airport in Ternate, there are several officers who rotate in several areas

according to their respective shift schedules. There are 8 Avsec who only focus on one area, while the rest are placed in two areas with 44 officers and three areas with 4 officers. So in general, The percentage of Avsec officers placed in the Security Check Point (SCP) 1 area is 27% (29 people), SCP 2 is 18% (19 people), Post 1 – CCTV Room is 4% (4 people), Post 2 – SCP Officers Airside at 30% (32 people), and Post 3 – SCP Cargo Terminal at 21% (22 people).

Instrument Test

1. Validity, Reliability and Classical Assumption Tests
 - a. Validity, Reliability and Classical Assumptions Test POS Area 1

Table 5. Recap of Validity, Reliability and Classical Assumptions Test Results POS 1
THE FIRST STAGE

THE FIRST STAGE					
Indicator	Instrument Test		Classic assumption test		
	Validity	Reliability	Normality	Multicollinearity	Heteroscedasticity
BK1.1	✘	✓	✓	there are symptoms of multicollinearity	There are symptoms of heteroscedasticity
BK2.1	✘				
BK2.2	✓				
BK3.1	✘				
BK3.2	✓				
BK4.1	✓				
DK1.1	✘	✓		there are symptoms of multicollinearity	
DK2.1	✘				
DK3.1	✓				
DK4.1	✓				
K1.1	✘	✓			
K1.2	✓				
K2.1	✘				
K3.1	✓				
K3.2	✓				

Source: Analysis results (2024)

In the second stage, the POS 1 Area variable instrument test was carried out again after several invalid indicators were eliminated, the results did not meet the requirements of the multiple linear regression analysis test.

- b. Test the Validity, Reliability and Classical Assumptions of POS Area 3

Table 7. Recap of Validity, Reliability and Classic Assumptions Test Results POS 3
THE FIRST STAGE

THE FIRST STAGE					
Indicator	Instrument Test		Classic assumption test		
	Validity	Reliability	Normality	Multicollinearity	Heteroscedasticity
BK1.1	✓	✓	✓	There are no symptoms of multicollinearity	There are no Heteroscedasticity Symptoms
BK2.1	✗				
BK2.2	✓				
BK3.1	✓				
BK3.2	✓				
BK4.1	✓				
DK1.1	✓	✓		There are no symptoms of multicollinearity	
DK2.1	✓				
DK3.1	✓				
DK4.1	✓				
K1.1	✗	✓			
K1.2	✓				
K2.1	✓				
K3.1	✓				
K3.2	✓				

Source: Analysis results (2024)

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In the second stage, the POS 3 Area variable instrument test was carried out again after several invalid indicators were eliminated, the results did not meet the requirements of the multiple linear regression analysis test.

Analysis Results

1. Descriptive Analysis

Table 8. Recap of Descriptive Analysis Results

No.	Statement items	Category / Area				
		SCP 1	SCP 2	POS 1	POS 2	POS 3
1	BK 1.1	Very good	Very good	Very good	Very good	Very good
2	B.K2.1	Very good	Very good	Very good	Very good	Very good
3	B.K2.2	Very good	Very good	Very good	Very good	Very good
4	BK 3.1	Very good	Very good	Very good	Very good	Very good
5	BK 3.2	Very good	Very good	Very good	Very good	Very good
6	BK 4.1	Very good	Very good	Very good	Very good	Very good
7	D.K1.1	Very good	Very good	Very good	Very good	Very good
8	D.K2.1	Very good	Very good	Good	Very good	Very good
9	D.K3.1	Very good	Very good	Very good	Very good	Very good
10	D.K4.1	Very good	Very good	Very good	Very good	Very good
11	K.1.1	Very good	Very good	Good	Very good	Very good
12	K.1.2	Very good	Very good	Very good	Very good	Very good
13	K.2.1	Very good	Very good	Very good	Very good	Very good
14	K.3.1	Very good	Very good	Very good	Very good	Very good
15	K.3.2	Very good	Very good	Very good	Very good	Very good
Average		Very good	Very good	Very good	Very good	Very good

Source: Analysis results (2024)

Based on the results of the descriptive analysis of respondents' tendencies, the table above shows that in the Post 1 Area where CCTV checks Work Discipline in maintaining equipment and Performance in accordance with the abilities of officers is still not fully optimal (Good). However, overall, on average, all variables in each area were considered by respondents to be optimal (very good). Both in terms of workload, work discipline and performance of Avsec at Sultan Babullah Ternate Airport.

2. Multiple Linear Regression Analysis

Table 9. Recap of Multiple Linear Regression Analysis

Areas	Hypothesis	T Test (Partial)	F Test (Simultaneous)	R2
SCP 1	$X1 \rightarrow Y$	H1	H3	49.60%
	$X2 \rightarrow Y$	H2		
SCP 2	$X1 \rightarrow Y$	H0	H3	36.80%
	$X2 \rightarrow Y$	H0		
POS 2	$X1 \rightarrow Y$	H0	H3	31.50%
	$X2 \rightarrow Y$	H2		

Source: Analysis results (2024)

In SCP Area 1 the multiple linear regression equation is as follows: $Y = -0.273 + 0.383X1 + 0.668X2 + e$. In the Partial Test of Workload Variables ($X1$) and Work Discipline ($X2$), the results of $H1$ and $H2$ were accepted, meaning that the Workload and Work Discipline variables partially had a significant and positive effect on Avsec Performance (Y) at SCP 1 Sultan Babullah Airport, Ternate. In the simultaneous test, it was also found that $H3$ was accepted, which means that both variables had a significant and positive effect on Avsec Performance (Y) at SCP 1

Sultan Babullah Airport, Ternate. Based on the results of the R Square value of 0.496, it shows that the independent variables Workload (X1) and Work Discipline (X2) in the SCP 1 area explain 49.6% of the dependent variable Performance (Y). The remainder, namely 50.4%, is explained by other variables outside this research.

In SCP Area 2 the multiple linear regression equation is as follows: $Y = 7.831 + 0.107X_1 + 0.670X_2 + e$. In the Partial Test of Workload Variables (X1) and Work Discipline (X2), the results of H0/ H1 and H2 were rejected, meaning that the Workload and Work Discipline variables partially did not have a significant and positive effect on Avsec Performance (Y) at SCP 2 Sultan Airport Babullah Ternate. However, in the simultaneous test, it was found that H3 was accepted, which means that both variables had a significant and positive effect simultaneously on Avsec Performance (Y) at SCP 2 Sultan Babullah Airport, Ternate. Based on the results, the R Square value is 0.368. This can be explained by the fact that the independent variables Workload (X1) and Work Discipline (X2) in the SCP 2 area can explain the dependent variable Performance (Y) by 36.8%.

In Area POS 2, the multiple linear regression equation is as follows: $Y = 7.119 + 0.165X_1 + 0.583X_2 + e$. In the Partial Test of the Workload Variable (X1) on Performance (Y) and Work Discipline (X2), the results of H0/ H1 and H2 were rejected, meaning that the Workload and Work Discipline variables partially did not have a significant and positive effect on Avsec Performance (Y) in SCP 2 Sultan Babullah Airport, Ternate. However, in the simultaneous test, it was found that H3 was accepted, which means that both variables had a significant and positive effect simultaneously on Avsec Performance (Y) at SCP 2 Sultan Babullah Airport, Ternate. Based on the results, the R Square value is 0.368.

Based on the test results, the R Square value is 0.315. This can be explained that the independent variables Workload (X1) and Work Discipline (X2) in the POS 2 area can explain the dependent variable Performance (Y) by 31.5% while for the remainder (100% - 31.5% = 68.5 %) In the POS 2 area is explained by other variables outside this study.

Discussion

Overall, the characteristics of the respondents are in accordance with the conditions of each Avsec work area, it is only expected that there will be more personnel with Avsec licenses (Minimum *Basic License*) than those who do not have competency licenses (Others). Meanwhile, based on the results of the instrument tests and regression analysis tests above, there are only 3 areas that meet the requirements for Multiple Linear Regression Analysis, namely areas SCP 1, SCP2, and POS 2 (*Airside/Apron*). This indicates that each area has its own characteristics in achieving the targets for Workload, Work Discipline and Performance of Avsec in each area. Therefore, separate discussions/discussions are required per Avsec work area as follows:

1. Area Security Check Point 1 (SCP 1)

Of all Avsec work areas, the research instrument (Questionnaire) in SCP 1 has the highest representative percentage of influence between variables at 49.6%. The hypothesis used as a framework for thinking also turns out to have a positive effect between the variables Workload and Work Discipline on Performance. This was also confirmed by the results of the descriptive analysis which on average all Avsec felt optimal in terms of Workload, Work Discipline, and Performance/Work Results among 29 Avsec colleagues at SCP 1 Sultan Babullah Airport in Ternate in that area.

2. Area Security Check Point 2 (SCP 2)

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In contrast to SCP 1, the research instruments in the SCP 2 area are partially not representative enough. Simultaneously it only has an influence of 36.8%. However, from the results of the descriptive analysis, the tendency of respondents as many as 19 Avsec felt that it was appropriate and optimal in terms of workload, work discipline and work performance/results at SCP 2 Sultan Babullah Airport in Ternate. This indicates that SCP 2 has its own characteristics in terms of workload and work discipline to achieve performance targets in accordance with security standards at Sultan Babullah Airport in Ternate.

Functionally, SCP 2 is a passenger screening area before entering the gate waiting room. Usually the items that are prohibited from entering this area have decreased quite a bit because previously at SCP 1 some of the prohibited items had been confiscated by Avsec. However, to be clearer about the workload and work discipline required by Avsec at SCP 2, further research using a qualitative approach is needed.

3. POS Area 1

In the Post 1 area, simple linear regression analysis cannot be carried out because the number of officers on duty in the CCTV surveillance area is only 4 Avsec, which does not meet the instrument test requirements. However, from the results of the descriptive analysis, the average response to Workload and Work Discipline to achieve performance targets tends to be optimal (very good) according to supervision standards at Sultan Babullah Airport in Ternate. It's just that there are 2 sub-indicators in the "High" category that need to be improved, namely work discipline to be more careful in using work equipment to avoid damage, and adjustments to the work provided according to the ability of Avsec to achieve more optimal performance. To find out specifically the workload, work discipline and performance according to Avsec supervision standards in the CCTV room, research using a qualitative approach is also needed which focuses on the Post 1 Area.

4. Post Area 2

Post 2 is a checkpoint towards the Apron (Airside), which has the highest number of Avsec personnel with a total of 32 people. Based on the results of multiple linear regression analysis, the Workload variable apparently has no partial effect on Performance. This is different from the Work Discipline variable which has a partial effect on performance. However, simultaneously these two variables influence performance with a large influence of 31.5%. Meanwhile, from the results of the descriptive analysis, the tendency of respondents to assess that Workload, Work Discipline and Performance among 32 Avsec colleagues was optimal (very good). This indicates that the Research Instrument of the variables and indicators used only represents 31.5% of the factors that influence the Performance of Avsec at Sultan Babullah Airport in Ternate. The remaining 68.5% of other variables that influence specific research can be carried out focusing on the research object of the Post 2 checking area.

5. Post Area 3

Post 3 is a checking and supervision area around the air cargo terminal with 22 Avsec, where the instrument test results from 22 questionnaire responses did not meet the test requirements for multiple linear regression analysis. Slightly different from the Post 1 area, where the results of the descriptive analysis show the overall average of the Performance Load and Work Discipline indicators to achieve the target. Performance/work results are optimal (very good) among 22 Avsec colleagues at Post 3 at Sultan Babullah Airport, Ternate. To find out specifically the workload, work discipline and performance according to Avsec checking and supervision standards at the Air Cargo Terminal, research with a qualitative approach is also needed which focuses on Postal Area 3.

Apart from the research results above, the questionnaire design is still limited to 3 basic theories and the population and sample still focus on one party/research subject. The research time is also limited to one certain period, so the results of the research have the potential to be different if researched separately at special times/events or airport peak seasons. Apart from that, you can consider using other analytical methods and techniques to evaluate the influence of the variables Workload (X1) and Work Discipline (X2) on the performance (Y) of Avsec officers, especially at POS 1 (CCTV Area) and POS 3 (Air Cargo Terminal) Airport. Sultan Babullah Ternate air.

Conclusion

Based on the results of the discussion by comparing data on respondent characteristics, descriptive analysis, and regression analysis, it can be concluded that the influence of workload and work discipline on Avsec performance at Sultan Babullah Airport in Ternate depends on the characteristics of respondents from different work areas. Where there are 5 Avsec work areas that can determine whether or not research subject responses can be analyzed using a quantitative multiple linear regression approach.

Avsec work placements that can be analyzed by multiple linear regression are at SCP 1, SCP 2, and Post 2 (Towards the Apron/ *Airside*). Partially and Simultaneously, Workload and Work Discipline influence Avsec Performance in SCP 1. In SCP 2 Workload and Work Discipline only simultaneously influence Avsec Performance. In contrast to Area Post 2, the only variable that has a partial influence is work discipline on Avsec Performance, but simultaneously both still have an influence on performance. These three areas have a large influence/representation of research instruments from the Workload and Work Discipline variables on Avsec Performance in SCP 1 at 49.6%, SCP 2 36.8%, and POS 2 31.5%. Where the remaining variables outside the research are influencing, research instruments can be revised, additional variables, and a different theoretical basis to find gaps in the analysis results.

Meanwhile, two areas that cannot be tested because they do not meet the instrument test requirements are Post 1 (CCTV Area) and Post 3 (Cargo Terminal). The results of this analysis are not fully representative due to differences in the number of officers and the number of officers who have not undertaken license training. However, in the descriptive analysis, each area including Post 1 and Post 3 on average had a very high response value, this shows the respondents' good understanding of the research instrument statements provided. Therefore, the workload, work discipline and performance in the descriptive analysis of each Avsec officer in each area equally have an understanding that the current condition of human resources is optimal (very good).

There are differences in the representation of the results of multiple linear regression analysis and descriptive analysis. It is necessary to specifically explore the workload indicators, work discipline, and performance by Avsec checking and supervision standards in each area, especially the CCTV Area and Cargo Terminal using a qualitative approach. Apart from that, it is hoped that Avsec officers who do not yet have a license will immediately take training and a Basic License competency exam so that the personal competence of all members is equal and can make it easier for Avsec management to adjust the division of work areas for each Avsec personnel. Meanwhile, for the next research stage, this questionnaire design can be tested by expanding the population and sample across roles, units, and companies. Data collection times were compared between the low season and peak season at the airport. So that follow-up recommendations that can be made by airport authorities or Avsec management can be more easily implemented or optimized.

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