PROBLEM AND OBSTACLE IN THE SECURITY CHECKPOINT AT BANGKOK SUVARNABHUMI AIRPORT

Mohamed Darma Rizal Khairiree
International College, Suan Sunandha Rajbhat University,
Bangkok, Thailand
E-mail: mohamed.kh@ssru.ac.th

Aorathai Thangthong
International College, Suan Sunandha Rajbhat University,
Bangkok, Thailand
E-mail: aorathaithangthong@outlook.co.th

The objectives of this study were to assess the problems in the security check point, to study the causes of the problems in security check point, to investigate the effects of the problems in security check point and to find the solutions for the problems in security check point. The researcher collected the data from 20 comments as a case study of passengers on the websites. The data were analyzed by summarizing and categorizing the problems in the security check point by using percentage. The results showed that there were 5 problems in the security check point, lots of number of passengers during peak season (45%), followed by communication problem (20%), scanner machine malfunction (15%), thievery passenger’s belonging by staff (10%) and human error and lacking in duty of staff and officers (10%), respectively. The causes of the problems were to the passengers will be mostly using the airport to travel in this high season, the passengers can not obviously understanding and communicate in English, scanner machine malfunction problem, thievery passenger’s belonging by staff is one of the big mistake from staffs and officers which being against the law, unfaithful and moral less in their responsibility and human error and lacking in duty of staffs and officers, this problem is a potential obstacle in the security check point which caused from circumstance and condition at that time. Followed by the effects of problems in Security Check Point, those are badly affecting to following; the airline’s flight schedule, passenger’s convenience and security check department. Moreover, the solutions for the problems were to provide more staff and officer, there must be translator to assist the foreign passengers, providing for more reserved scanner machine and scanner machinist, set up the strictly regulation by manager and obtain the relaxing activities and over recheck the procession step by step.

Keywords: security, Thailand, ASEAN, aviation, suvarnabhumi airport, liquids, aerosols and gels (lags), airport passengers

Introduction

Security check point is the procedure for screening passengers and airline staff traveling in every flight departing from every airport under Airport of Thailand (AOT), including staff and persons who are allowed the rights to pass the restricted area behind the security check point in every AOT airport. This measure is not applied to liquids, aerosols
and gels (LAGs) or other materials and substances with similar characteristics which are medicines and milk or infant nutrition. Medicines, milk, and infant nutrition in appropriate quantity are permitted to be taken on board. Measures of Security screening before boarding are passengers and their personal belongings shall be screened in order to search for weapons, dangerous objects or prohibited objects which passengers may take on board. For passengers who deny screening, no matter body screening or bag/belonging screening, and refuse to follow the security measures, the airports reserve the right not to permit those passengers to proceed through the security checkpoint. The objective is to prevent weapons or other dangerous objects which may be used for illegal interference from being taken on board, no matter they are carried without permission or hidden or brought by other methods. This is to provide safety for aviation affairs in compliance with the standard of the International Civil Aviation Organization (ICAO) or other related laws. There might be a lot of troubles that can be happened in this check point but this research will reveal some of the oftentimes problems that had occurred or might occur in between the procedure.

Objectives

1. To assess the problems in the security check point
2. To study the causes of the problems in security check point
3. To investigate the effects of the problems in security check point
4. To find the solutions for the problems in Security check point

Areas of studies are:
1. to study the strength of airport security
2. to balance security and personnel privacy
3. to identify international community perception of security.

Literature Review

Procedures for Proceeding through the Security Checkpoint

1. Before entering the security checkpoint. After passing the check-in procedure and the passport control procedure (if available), passengers will go through the security screening procedure before boarding. In the first step, they have to prepare boarding pass to be checked by the officer.

2. At the security checkpoint. When passengers enter the x-ray lane, there will be trays for containing bags/belongings. Then, put every bag/belonging into the tray(s) in order to pass through the x-ray machine. For passengers having laptops, jackets, and zip-lock bags containing liquid, they have to separate those items from other belongings and put them into the tray(s). As for valuable belongings, they must keep them in the bags/belongings which are closed before being put into the tray(s) to pass through the x-ray machine. Passengers may be asked to take off their belts and shoes in order to put those items in the x-ray machine. Passengers put the tray(s) in the x-ray machine. Passengers walk through the metal detector under the supervision of the officers. For passengers who do not desire to walk through the metal detector with appropriate reasons such as passengers wearing pacemaker or pregnant passengers, they need to inform the officers in front of the security checkpoint in order to pass the special channel and be checked by hand. Passengers who walk through the metal detector and there is no alarm can receive their bags/belongings which passed through
the x-ray machine. Passengers who walk through the metal detector and there is an alarm must walk back in order to find whether they still have metal objects on their bodies. If there are metal objects, they must take off those objects and put them into the tray(s) to pass through the x-ray machine. Then they must walk through the metal detector for the second time. In the case that passengers walk through the metal detector for the second time and there is still an alarm, the officers will invite those passengers to be checked again to find out the reason why the metal detector alarms. During the body screening process, passengers must follow the officers’ guidance. After the body screening process, passengers may be asked to open their bags/belongings. Must follow the officers’ guidance. For passengers who are found to have prohibited items in their bags/belongings, must follow the officers’ guidance and the airport’s security measures. For passengers who are not comfortable to be screened, both their bodies and their bags/belongings, in public areas, the airport has prepared the screening room. must inform the officers that you want to be screened individually.

3. After the screening procedure, please check every belonging before leaving the security checkpoint.

4. For passengers who deny screening, no matter body screening or bag/belonging screening, and refuse to follow the security measures, the airports reserve the right not to permit those passengers to proceed through the security checkpoint.

Research Methodology

The researcher expectedly collected all the information from the passengers who have directly encountered to the problem in the security check point whose comments on the website; https://www.bangkokpost.com/news/security/1543246/airport-scare-sparks-security-overhaul, the reasons that the researcher chose this website, it is because a main website that related to Bangkok Suvarnabhumi Airport and reliable information which there were Thai people made some personal comment on it. This paper analyzed the data of the first objective by using the percentage and diagram to divide the sort of problems. Besides, the other objectives were examined by descriptive analysis.

Results

The objectives of this study were to assess the problems in the security check point, to study the causes of the problems in security check point, to investigate the effects of the problems in security check point and to find the solutions for the problems in security check point. The results were demonstrated in the following.

According to the first objective, the findings showed that there were 5 problems in Security Check Point, lots of number of passengers during peak season (45%), followed by communication problem (20%), scanner machine malfunction (15%), thievery passenger’s belonging by staff (10%) and human error and lacking in duty of staff and officers (10%), respectively. From all the problems, the researcher collected the data and summarized from the 20 comments on the websites in order to be the percentage as a diagram above. Besides, there were other problems in the security check point, such as carrying the weapon into the airport and bringing in some of hazardous objects to the security screening point.
Figure 1 - The problems in Security Check Point

From the objective 2, the researcher found that the causes of the problems in Security Check Point. Referring to the causes of problems in security check point, lots of number of passengers during peak season was because the passengers will be mostly using the airport to travel in this high season and that will be directly affected to every departments in the airport especially security check department followed by communication problem, its cause was the passengers cannot obviously understanding in English also unable to communicate with the staff, this scanner machine malfunction problem is unexpectable problem it might occur any time, thievery passenger’s belonging by staff is one of the big mistake from staffs and officers which being against the law, unfaithful and moral less in their responsibility and human error and lacking in duty of staffs and officers, this problem is a potential obstacle in the security check point which cause from circumstance and condition at that time.

The objective 3, the effects of problems in Security Check Point. From the list of problems in 1., Those are badly affecting to following; the airline’s flight schedule, if there is a problem in security check point it may affect directly to the airline time flight in order to delay or cancel the flight time of an airline, passenger’s convenience, from all issues can annoy the passengers by wasting their time and make them feeling inconvenience with the process and security check department as well as the procedure working in airport operation, in the period of having trouble the hardest work is must be security check point or this department because it is their responsibility, they have to control the situation in clam and running as well as possible.

The last objective, the solutions for the problems in Security check point. The problem is not just one of human error; The ability of the staff employed, their level of motivation, and the disciplinary process in place to address security failings are all important factors to consider. The solutions for the lots of number of passengers during peak season problem were to provide more staff and officer in order to be able to service the passengers, followed by communication problem, there must be translator to assist the foreign passengers who do not communicate in English language, the solution of scanner machine malfunction was providing for more reserved scanner machine and preparing the scanner machinist when it does not working, thievery passenger’s belonging by staff, the solutions were to set the
strictly regulation for staff or officer who thief passenger’s belongings and watch over carefully by chief or manager in the security check department, lastly, the solutions of human error and lacking in duty of staff and officers problem can be equipping the relaxing activities to the employees and over recheck the procession step by step and another hand.

**Conclusion**

This study aimed to assess the problems in the security check point, to study the causes of the problems in security check point, to investigate the effects of the problems in security check point and to find the solutions for the problems in security check point. The researcher collected the data from the websites; Tedeschi, D., & Tedeschi, D. (2016, July 20). The Trouble With Airport Security. Retrieved February 28, 2019, from https://www.airspacemag.com/as-interview/philip-baum-180959776/


From point of view, the objectives of this study were to assess the problems in the security check point, to study the causes of the problems in security check point, to investigate the effects of the problems in security check point and to find the solutions for the problems in security check point. The researcher collected the data from 20 comments as a case study of passengers on the websites. The data were analyzed by summarizing and categorizing the problems in the security check point by using percentage.

The results showed that there were 5 problems in the security check point, lots of number of passengers during peak season (45%), followed by communication problem (20%), scanner machine malfunction (15%), thievery passenger’s belonging by staff (10%) and human error and lacking in duty of staff and officers (10%), respectively.

The causes of the problems were to the passengers will be mostly using the airport to travel in this high season, the passengers can not obviously understanding and communicate in English, scanner machine malfunction problem, thievery passenger’s belonging by staff is one of the big mistake from staffs and officers which being against the law, unfaithful and moral less in their responsibility and human error and lacking in duty of staffs and officers, this problem is a potential obstacle in the security check point which caused from circumstance and condition at that time. Followed by the effects of problems in Security Check Point, those are badly affecting to following; the airline’s flight schedule, passenger’s convenience and security check department. Moreover, the solutions for the problems were to provide more staff and officer, there must be translator to assist the foreign passengers, providing for more reserved scanner machine and scanner machinist, set up the strictly regulation by manager and obtain the relaxing activities and over recheck the procession step by step.
Recommendation

1. The future research should apply different instruments such as questionnaire and interview to collect the deeper information.
2. The future researcher should collect the data from officers and passengers in order to obtain different points of view.

References:


file:///C:/Users/admin/Downloads/2010TransportationScience%20(1).pdf