

Problem and obstacle in the security checkpoint at Bangkok Suvarnabhumi Airport

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Abstract

Suvarnabhumi International Airport is one of the biggest international airports in Southeast Asia which is the 21st busiest airport in the world and a regional hub for aviation. The airport, which can service up to 45 million passengers per year is a hub for a number of international carriers. Definitely, they were seriously concerned about service to the passengers, hard working with operating systems, doing a commercial in businesses and especially, security and safety of people in the airport. The focus of this research is to assess what are the problems or troubles that frequently happen interior the security checkpoint and how do they solve those problems when the moment has come. It is including the reduction of issues during performing of the system in order to get the operation moved faster. This finding is important to the officer teams and security guards who need to prevent and control the potential situation like this, it also can effectively decrease to the causes of a flight delay.

Keywords: Airport, Passengers, Problems, Troubles, Security Checkpoint

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 is on working.

Research Methodology

1. To know what the troubles are there in Security check point

- Security scanner machine malfunction
- Robbery passenger's belonging by staff
- Human error and Lacking in duty of staff or officer
- It is during off-peak seasons
- The passengers, they don't actually know the rules.

2. To know the causes of trouble in Security check point

Passengers will go through the security screening procedure before boarding. When the 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 need to separate those items from other belongings and put them into the tray(s). As for valuable belongings, they must keep it in their 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 and 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 have to inform the officers in front of the security checkpoint in order to pass the special channel and be checked by hand. In case of, the 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. Please follow the officers' guidance. For passengers who are found to have prohibited items in their bags/belongings, please follow the officers' guidance and the airport's security measures. The 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. Please inform the officers that you want to be screened individually.

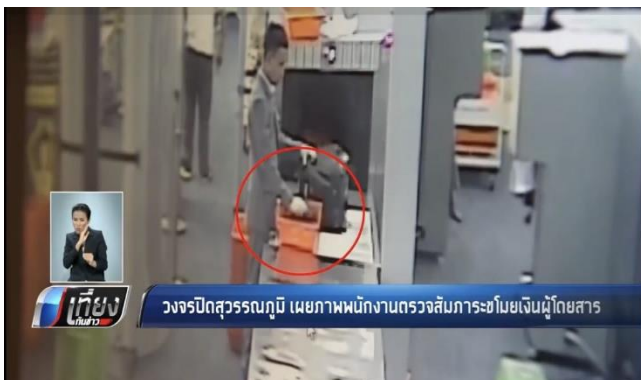
3. To know the effects of trouble in Security check point

From the list of trouble 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
 - 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.

4. To know how can they avoid a trouble 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.



Conclusion

Airport security refers to the techniques and methods used in an attempt to protect passengers, staff, aircraft, and airport property from accidental/malicious harm, crime, and other threats. Aviation security is a combination of human and material resources to safeguard civil aviation against unlawful interference. Unlawful interference could be acts of terrorism, sabotage, threat to life and property, communication of false threat, bombing, etc.

Airport security attempts to prevent any threats or potentially dangerous situations from arising or entering the country. If airport security does succeed then the chances of any dangerous situation, illegal items or threats entering into an aircraft, country or airport are greatly reduced. As such, airport security serves several purposes: To protect the airport and country from any threatening events, to reassure the traveling public that they are safe and to protect the country and their people. The Transportation Security Administration in the U.S. uses human workers to man screening devices searching for weapons and banned items, but undercover tests conducted by the Department of Homeland Security discovered that human screeners repeatedly fail to detect banned items at security checkpoints. Should the TSA consider some type of artificial intelligence at security checkpoints to assist the human screeners, who might be prone to boredom and fatigue?

The passenger screening checkpoint is more robust now than ever before and, at the very least, seems to be an effective deterrent. However, the officers need to consider whether it is just good “security theater” or whether it is truly capable, if operated by personnel of the right caliber, of identifying most of the prohibited items they are searching for.

Discussion and Recommendation

From my point of view, security measures begin long before passengers arrive at the airport. The security checkpoint works closely with law enforcement communities to share information. Additional security measures are in place from the time the passengers get to the airport until they get to their destination. Consequently, security screening procedures are important to prevent prohibited items and other threats to transportation security from entering the sterile area of the airport and are developed in response to information on threats to transportation security. Therefore, the passengers must seriously concern about this part by following the rules and do not break any rules in particular and that would be helpful for the progress of the procedures in security check point.

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