

CHAPTER I

INTRODUCTION

This chapter provides background on creating the “Aviation Security Learning Guidebook”. Regarding the problem formulation of English proficiency for AVSEC officers at Yogyakarta International Airport, this study outlines the objectives and benefits of the research, as well as the results.

1.1 Background of the Study

Airports, as international gateways, serve not only as transit points but also as representations of countries or cities, where passengers from various parts of the world meet, making them one of the main transport hubs in global connectivity. According to Directorate General of Civil Aviation, based on data released by the Directorate of Air Transport, from December 18, 2024 to January, 1, 2025 there was an increase in passenger traffic grew 10.2% during the Christmas and New Year holidays. Monitoring recorded from 17 airport with the highest volumes of international movement occurred between Indonesia, Singapore, Malaysia, and Australia, reaching a total of 859,219 international travellers. Supported by Injourney airport, who manages 37 airports in Indonesia, state that passenger movement from January to February 2025 increased by 5% compared to the same period in 2024. The growing demand in February is also in line with the global trend, as assessed by IATA data, which indicates that the Asia-Pacific region led the global aviation demand growth at 9.9%.

This increase in passenger traffic presents a challenge for airports in Indonesia to improve services and ensure effective communication for airport operational officers. One such Airport is Yogyakarta International Airport (YIA). Located in Kulon Progo Regency, about 45 kilometres from the centre of Yogyakarta. This is an airport that has been operating since 2020 under the Injourney Airport, with a capacity of up to 20 million passengers per year. Replacing Adisutjipto Airport, the new airport was designed to address overcapacity and support the growth of tourism and the economy of Yogyakarta

and its surrounding areas. The city of Yogyakarta is known as a tourist city with culture and education that has a great variety of tourism potential that can attract international tourists (Setiawan, 2024).

As a potential tourism hub for air transport mobility, airport operational officers need to communicate effectively. Proficiency in English, the international language of aviation, is primarily essential for ensuring the safety and operation of flights, as well as enabling effective communication. AVSEC officers, in particular, must provide passengers with clear instructions and respond quickly to emergencies situations, comprehend, and apply international security procedures. According to Itsnaini and Widyanti (2022), clear communication and interaction among the main components in airport activity remain crucial to support passenger safety and comfort, with the aim of intending to increase international flights.

Attempt to improve English language skills as the Head of Human Capital Business Partner Department, creating a work program, namely One Hour Before Duty (OHBD), which focuses on AVSEC officers' daily conversations during duty, called English for Aviation Security (EFAST). This program, which ran from September to November 2024, coincided with the researcher's internship period. It was initiated at the request of the department head to lead this work program, collaborating with four students from Universitas Jendral Soedirman. The background of this programe was found from the results of the discussion section and direct observation in the airport terminal area.

Observation reveals that most airport security officers in direct communication with international passengers possess inadequate English language skills. For example, AVSEC provides the option of gestures or code requests for assistance to customer service or interns, enabling them to provide information to the passenger. The pronunciation is still incorrect, using Indonesian pronunciation, such as "Airport" to "Airprot" and "Eight" to "Egg", which hardly provides direction to a location. Overall, there is a limited understanding of the specific communication needs of Aviation Security (AVSEC) officers in airport operations. This gap poses risks of

miscommunication in security procedures, potentially affecting passenger handling and airport safety.

To address this, the researcher proposes a guidebook project entitled “Developing A Guidebook: English for Aviation Security” to support the communication needs of AVSEC officers based on the EFAST program. Developing this guidebook was chosen because OHBD EFAST did not yet have a handbook as a basic learning material, and only had a syllabus created by previous interns as a learning reference. The written material was quite extensive and required a lot of time to implement in OHBD EFAST.

The guidebook is a compilation of the concepts, processes, descriptions, and learning models that educators employ to implement specific educational objectives (Febrianti, Setyawati, & Atrup, 2022). This guidebook, in particular, is designed to facilitate context-based and needs-based learning, aligning with the principles of English for Specific Purposes (ESP). Additionally, the guidebook is practical, easily accessible, and enables self-directed learning tailored to the professional needs of users in ESP (Hutchinson & Waters, 1987). Additionally, this aligns with the use of guidebooks as a learning tool tailored to professional needs and as a guide for Aviation Security officers in serving passengers.

1.2 Problem Formulation

1. How is the process of creating English for Aviation Security Learning guidebook?
2. How is the feedback from stakeholder regarding the guidebook?

1.3 Purpose of Research

1. To develop an English language specifically designed for Aviation Security personal.
2. To get feedback from stakeholder regarding the Aviation Security Learning Guidebook.

1.4 Benefits of Research

1.4.1 Theoretical Benefits

1. To profit English for AVSEC about the daily conversation regarding common question
2. To provide information on direction at the airport, in addition to passenger safety and comfort.

1.4.2 Practical Benefit

1. The Aviation Security use the guidebook as One Hour Before Duty training learning at Yogyakarta International Airport.
2. To Improve the Aviation Security communication with passenger.

1.5 Output

The output of the research is a Guidebook entitled “English for Aviation Security Guidance Book”. The book is designed as supporting material for One Hour Before Duty (OHBD) training program by Department Head of Human Capital Business Partner at Yogyakarta International Airport.