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Security Professionals' Perceptions of Crime at the Oliver Reginald Tambo International Airport: Towards Sustainable Solutions

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Abstract

Across the globe, airports are regarded as essential infrastructure needing protection. One of the major goals of an airport, as encouraged by the regulatory bodies and evoked through public expectation, is safety. However, a public environment, such as an airport, is vulnerable to crime. The Oliver Reginald Tambo International Airport (ORTIA) is Africa's biggest and busiest airport, servicing approximately 19 million passengers annually. Moreover, tourism is a key component of a healthy economy. Therefore, safety and security are significant for sustainable tourism in South Africa. Thus, this paper used a quantitative inquiry to determine security professionals' perceptions of crime at ORTIA. A non-experimental and randomized cross-sectional research design was used. Through random sampling, a total of 100 participants contributed to the study and yielded a representative percentage of 36%. Data were collected through online self-administered questionnaires from security personnel employed at ORTIA and analysed through descriptive analysis. The findings revealed that the most problematic crimes taking place at ORTIA were reported to be theft, mishandled baggage, automated teller machine (ATM) crimes, burglary, robbery, illegal immigrants and smuggling of drugs. Furthermore, most participants had witnessed a crime taking place at the airport. As informed by the participants, sustainable solutions are proposed in terms of crime prevention and intervention.

Keywords airports; aviation security; crime; Oliver Reginald Tambo International Airport (ORTIA); safety; security

INTRODUCTION

Across the globe, airports are regarded as essential infrastructure needing protection. One of the major goals of an airport, as encouraged by the regulatory bodies and evoked through public expectation, is safety (Quilty 2019). However, a public environment, such as an airport, is vulnerable to crime (Feijoo-Fern ndez, Halty, and Sotoca-Plaza 2023). Criminality associated with airports includes, but is

not limited to, unlawful acts against civil aviation, smuggling, theft, human trafficking and terrorism. Exacerbating the problem further is that unlawful activity often occurs in public areas in airports (Feijoo-Fern andez et al. 2023).

Crime and criminal behaviour are ongoing, evolving problems facing airports throughout the world (Feijoo-Fern andez et al. 2023; Marteache 2018; Wood and Gardiner 2019). In the United Kingdom, crimes that take place at airports range from burglary, possession of weapons and robbery to drug-related offences, terrorism, and violent and sexual offences (Fowler 2021). Since the 9/11 terrorist attacks in the United States of America (USA), airports have faced increased scrutiny and, as a response, increased protective measures (Weseka and Rikhotso 2021). Africa also encounters violent terrorist activity particularly in Lake Chad (Boko Jaram), the Sahel region (al Mourabitoun), and in Kenya and Uganda (al Shabaab). Thus, there is a demand for research in aviation security, especially concerning South African airports.

The Oliver Reginald Tambo International Airport (ORTIA) is Africa's biggest and busiest airport, servicing approximately 19 million passengers annually. Thus, it serves more than 50% of South Africa's air-travelling passengers. This National Key Point¹ is situated in the heart of South Africa's commercial and industrial hub, Kempton Park, and has excellent road infrastructure linking it to the national road network (South African History Online 2021). Furthermore, it has an annual passenger capacity of 28 million (Airports Company South Africa 2021). Consequently, this colossal economic infrastructure is vulnerable to various security breaches.

In South Africa, violence is often associated with contact and economic crimes as well as the manifestations of crimes regardless of socio-economic status (Overseas Security Advisory Council (OSAC) 2020). OSAC produces annual security reports, with specific reference to travel advisories, in collaboration with the US Embassies in Cape Town, Durban and Johannesburg. Criminal activities in airports include, but are not limited to, theft of money and bags, drug smuggling and terrorist attacks. Commonly reported crimes that take place at ORTIA are the theft of unattended baggage, baggage pilferage and associated robberies (Overseas Security Advisory Council 2020). For instance, a perpetrator will follow a passenger to his or her hotel and use a weapon to rob the victim. As organized crime syndicates are rife within ORTIA, the South African Police Service (SAPS) has made the public aware of potential victimization (South African Police Service 2015). There are various measures in place to limit baggage tampering. Considering these security breaches, travellers, as well as family and friends doing pick-ups at the airport, are continuously encouraged to be alert and vigilant (Brophy 2016).

Tourism is a key component of a healthy economy. In 2018, the tourism industry contributed 130.1 billion rands to the gross domestic product and an estimated 4.5% of total employment in South Africa (Statistics South Africa 2018). Therefore, safety and security are important for developing and sustaining tourism in South Africa (Seabra et al. 2013). For this purpose, the present paper is informed by the

¹The National Key Points Act, 1980 (Act No. 102 of 1980) is a law passed by the South African Parliament that establishes and protects important sites from sabotage. ORTIA is a strategic site protected by this Act (Republic of South Africa 1980).

perceptions of crime by security professionals employed at ORTIA to work towards sustainable solutions.

The paper is structured as follows: the contextualization of aviation security; methodology; discussion of findings; and concludes with proposed strategies towards sustainable solutions.

CONTEXTUALIZING AVIATION SECURITY AT ORTIA

ORTIA is South Africa's primary gateway airport located in Johannesburg, Gauteng. The airport's location resides outside the boundaries of the metropolitan area of Johannesburg and falls within the municipality of Ekurhuleni. Ekurhuleni is one of the country's newest metropolitan municipalities and is still under-researched (Rogerson 2018). However, the airport is vulnerable to ongoing criminal activities. According to Lubbe and Vermooten (2021), safety and security are basic conditions for tourism. However, studies have reported that crime is a serious threat to safety and security in South African tourism (Linda and Nzama 2020; Malleka, Booyens, and Hoogendoorn 2022; Senoamadi 2022). Thus, the need for strategic crime prevention and intervention strategies arises.

Aviation security entails the safeguarding of civil aviation against acts of unlawful interference. The objective is achieved by a combination of human and material resources (Debyser 2022). Even though initiatives have been implemented to prevent criminal activity at ORTIA, reports of criminal activity continue to surface. The airport is internationally recognized for the highest number of mishandled luggage. In February 2017 at ORTIA, criminals, posing as SAPS agents, targeted a cargo plane and stole more than R20 million in foreign currency. Although the suspects were taken into custody and the heist's cars were seized, the case is still open. Evidence suggests that insider knowledge was provided to commit the heist (Bateman 2017). In 2022, 11 suspects were apprehended for attempted robbery at the airport's cargo section. Moreover, the smuggling of drugs in and out of the country is an enduring problem for the airport (The Citizen 2022). In addition, ORTIA is globally declared a major trafficking hub (Cotterell 2023).

Despite news reports of criminal activity of ORTIA, underreported and unrecorded offences may occur. Van Heerden and Minnaar (2016) explain that, in terms of the nature and extent of crime at ORTIA, they submitted a request to the SAPS for access to police dockets pertaining to drug mules apprehended at ORTIA. The researchers could not access the dockets despite several attempts and permission granted by the SAPS. The major reasons provided were that all people detained were classified as having drugs in their possession, therefore the SAPS could not produce dockets exclusively for drug mules. As a result, the researchers were unable to identify convicted individuals for correctional services interviews. Moreover, SAPS officials may be involved in criminal activity. A three-year investigation into corruption claims at ORTIA resulted in the detention of 23 police officers on crimes ranging from drug selling to theft and racketeering (Independent Online 2020).

METHODOLOGY

The goal of this paper is to investigate the perceptions of security professionals working at ORTIA on crime at the airport. The study used a quantitative research methodology, in that standardized procedures were used to collect numerical data. It is used to answer questions about the relationship among measured variables. In this way, the phenomenon under study can be explained and controlled for future purposes. Thereafter, statistical procedures are applied to analyse and make deductions from the collected data. The intention is to establish, confirm or validate relationships and to develop generalizations. Quantitative research uses a form of statistical analysis of the data and makes use of a minimum sample size (Bertram and Christiansen 2015; Creswell and Creswell 2018). Moreover, the study is explorative and descriptive. A non-experimental and randomized cross-sectional research design was used (Fouch  2021).

Probability sampling is founded on randomization while non-probability sampling is done in the absence of randomization. In probability sampling, every individual in the demarcated population has an equal chance of being included in the sample (Aidley 2018). Furthermore, simple random sampling is a type of probability sampling where everyone in a population has the same opportunity to be chosen to take part in the study (Bertram and Christiansen 2015; Strydom 2021). The authors received a list of names of the security staff personnel at ORTIA and used random sampling to select the participants. During the time the data were collected, there were 276 security personnel employed at ORTIA. Through randomized sampling, 138 security personnel were invited to take part in the study; however, a total of 100 participants contributed to the study and yielded a representative percentage of 36% (Strydom 2021). Data were collected through online self-administered questionnaires from security personnel employed at ORTIA. The advantages of these questionnaires are that they save time, are relatively cheap, and can be completed with ease by the participants. The participants were given a link to the online self-administered questionnaire to complete in their own time. Data were collected over six months. The participants were prompted weekly to complete the questionnaire. The first author provided his contact details and was available in case any problems were experienced.

The raw data were collected and transcribed into Microsoft Excel format to generate charts and frequencies. Frequency distributions were used to summarize and display the collected data in tabular form. It also allowed for easier description, comprehension, interpretation and use of the synthesized information (Bartley and Hashemi 2021). Descriptive analysis was used to analyse and interpret the empirical findings (Roestenburg 2021). Furthermore, the study was ethically approved by the University of South Africa (UNISA) and permission from the airport to conduct the study was granted.

FINDINGS AND DISCUSSION

In all, 100 participants from the ORTIA security department were included in this study. Males comprised 51% of the sample, while women made up 49%. All participants are registered through the Private Security Industry Regulation

Authority (PSiRA). Most participants (76%) identified themselves as security officers and 16% as security managers. Job titles besides security officer or manager include aviation security compliance officer, chief control officer, security instructor, security supervisor, senior claims specialist and surveillance analyst. The participants reported varied work experience; however, the most common number of years of work experience reported was 5–10 years (27%) and 16–20 years (25%), respectively. Thus, it is evident that the participants were well-informed and suitable to enlighten this paper's findings and recommendations.

The paper explores various aspects of criminality at ORTIA as informed and experienced by the participants.

Crime at ORTIA

Of the participants, 88% ($n = 88$) had witnessed a crime at ORTIA. This indicates the high prevalence of crime that takes place at the airport if 88% of the participants had witnessed a crime. Although there are no official statistics of crimes that have taken place at ORTIA, numerous newspaper articles detail various crimes at the airport (Adonis 2022; Maphanga 2022; Ntshidi 2020; Rall 2021). Recently, it was highlighted that the safety and security of passengers, airport community, airport service providers and the public at ORTIA had declined, cultivating in a rise of criminal occurrences (Parliamentary Monitoring Group 2017). A summary of incidents between the years 2016 and 2017 include, but are not limited to, robbery, hijacking, cash-in-transit heists and murder. Moreover, issues such as corruption and collusion, a lack of command and control, inadequate resourcing of government agencies, limited commitment on the part of government agencies and little to no implementation of sustainable measures were raised. In addition, poor roadway management, insufficient tactical intelligence, and unsuccessful investigations and prosecutions were highlighted (Parliamentary Monitoring Group 2017).

Theft, automated teller machine (ATM) crimes and robbery were listed as the most crimes witnessed (see Figure 1). The participants, who were witnesses of crime, also experienced secondary victimization that negatively affected the employees who witnessed such crimes. The victim perceives secondary victimization as a further violation of their legal rights or entitlements and has a negative societal reaction (Corteen 2016; Hall 2017). Most of the participants (87%) responded that they reported the crime(s). This shows that most of the participants adhere to reporting policies to curb crime. However, non-compliance with reporting crime at ORTIA contributes to underreported crime and inaccurate statistics, and can ultimately undermine prevention and intervention strategies. The participants (72%) reported the crime to their supervisors, followed by their managers, the SAPS and colleagues. These reporting procedures allow for clear guidelines and increase vigilance and crime awareness. Most participants (90%) confirmed that action was taken against the crimes. Actions ranged from arrests, cases being opened with the SAPS and an investigation pursued. Through the participants' responses, a chain of reporting was established. Crimes were reported to the manager/supervisor, airport management and the SAPS – reiterating the chain of command.

Participants were cautioned about the sensitive nature of the questions regarding crime victimization. Anonymity was emphasized and reiterated before the

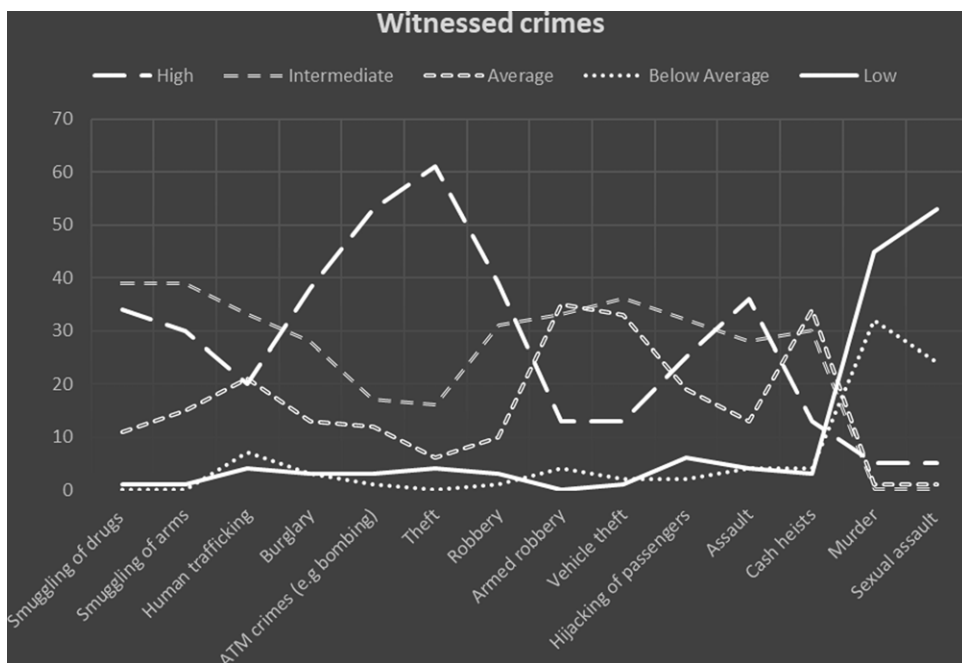


Figure 1. Crimes witnessed by the participants. Source: Panyapanya (2023).

participants were asked questions pertaining to crime victimization. A minority of participants (11 %) experienced victimization of crime at the airport. Those who experienced crime victimization at work reported incidents of theft including the theft of baggage, mobile phones, laptops, wallets and money. The paradox of the security guard profession is that the very personnel who are entrusted with protection and safeguarding put their own safety at risk (Provan, Rae, and Dekker 2019).

Insider Security Information

Participants were asked if they had ever been approached to divulge insider security information about the airport. Only 3% reported that they had been approached for such information. These participants revealed that the nature of the information requested included: smuggling foreigners into the country; the effectiveness of closed-circuit television (CCTV) systems; the methods used to search people; and the effectiveness of the airport's security measures. All participants said they did not supply the information and thus were not paid. This finding exposes the vulnerability of security personnel as targets to be used for exploitative and criminal activities. Jeong and Zo (2021) confirm that insider threats jeopardize safety and security. Insider risk is an ongoing vulnerability in civil aviation. Airport employees such as contract workers, government employees, maintenance and cleaning staff, vendors and security employees are at risk of being vulnerable to blackmail. This is

especially true when employees with families and close dependants are targeted. For example, in Kansas (USA), an employee with detailed security intelligence planned to ignite a vehicle full of explosives on the airport's tarmac. Moreover, in Louisiana (USA), a drug smuggling syndicate was exposed that involved airline employees (International Civil Aviation Organization 2015). PricewaterhouseCoopers (2018) conducted a security survey and found that employees are the main source of security breaches followed by ex-employees. Moreover, insiders were likely to share sensitive organizational information for financial incentives or as an act of retaliation (Jeong and Zo 2021).

Arrest and Conviction

Participants were asked about arrest and conviction. Of the participants, 99 (99%) said that they had not been arrested or convicted, while one participant (1%) reported that they had been arrested and convicted. Although further details were requested, the participant did not disclose any more information. To maintain PSiRA membership, an individual needs to have no criminal record for at least 10 years. Grades are not renewed but membership for security officials must be renewed every 24 months (Private Security Industry Regulation Authority 2021).

TOWARDS SUSTAINABLE SOLUTIONS

The paper's findings indicate that to work successfully towards sustainable solutions in the prevention of crime at ORTIA, the following aspects need to be realized.

Security Plan

In terms of recommendations specifically for security management at ORTIA, a customized security plan needs to be reviewed and implemented by the security personnel working at the airport. The importance of developing and implementing a security plan will assist in recognizing and mitigating risks and vulnerabilities. As risks are threats that have not yet materialized, two main processes must be adhered to. First, risks need to be identified and then the procedures and resources must be established (Lynch 2022; Meyer, Mikes, and Kaplan 2021). Even though most of the participants indicated that the airport has a security plan, 10% indicated that they were not aware of the visual displays thereof. This can be linked to the implementation and awareness of the security plan.

A security plan begins with an outline of the status of the infrastructure that is to be secured which includes a critical assessment of the current plan and the following important aspects: threat management; site security; technical operations; and support. Moreover, relevant role-players' perspectives must be incorporated to understand the organization's culture (Lynch 2022). Organizational culture affects the satisfaction of employee performance (Paais and Pattiruhu 2020). During this stage, the security's mission, vision and outcomes should be established (Lynch 2022). The threat landscape is demarcated by the organization's operations, environment, service delivery and clientele. Once this threat landscape is determined, an intelligence programme can be compiled inclusive of social media

and various surveillance systems as well as the collaboration of the SAPS and intelligence departments. There should be continuous surveillance of key assets as the world changes. In this way, the security plan reflects relevant and ever-changing threats (Lynch 2022). Furthermore, Wood and Raj (2021) maintain that airports must focus their security strategies on legislative and policy mandates.

Business continuity is vital in a security plan. Thus, a security plan should consider all possible crisis events or disasters that may take place. Subsequently, a business continuity plan should be comprehensively compiled for any event (Lynch 2022). Considering the COVID-19 pandemic, Serrano and Kazda (2020) emphasize the importance of a business continuity plan specifically for pandemics. Plans are futile unless they are correctly executed. The execution of the security plan should be done in line with the budget. This stage involves ongoing training of security personnel, keeping them informed about the security plan, and equipping them with the skills to implement it (Lynch 2022). Moussaid, Tkiouat, and Hlyal (2020) argue that continuous training impacts the overall performance of an organization.

Crime Prevention Strategies Specific to ORTIA

Research indicates that junior-level employees are often the first responders to encounter an organization's biggest risks and vulnerabilities (Meyer et al. 2021). Thus, the participants' views on ORTIA can minimize criminal threats. Participants were asked what can be done to maximize crime prevention at ORTIA. Their contributions were used to inform the paper's recommendations on crime prevention and interventions.

Crime Prevention

The participants emphasized the importance of physical security in the prevention of crime which included increasing the number of X-ray machines and improving access control and the visibility of advanced security technology systems. Bongiovanni and Newton (2018) found in their organizational vulnerability assessment of international airports that physical security proved to be a weakness in the safety and security of airports, which highlights the need for continuous review and implementation of security measures.

The participants raised the significance of collaboration between airport security management and the SAPS to reduce criminal activities at ORTIA. Geldenhuis (2018) accentuates the value of a partnership between the private security industry and the SAPS as they share similar goals inclusive of upholding law and order, crime prevention, and safety and security. This partnership can be realized through the sharing of information, resources and operational activities. Regarding security personnel, a specialized tactical unit is proposed for high-risk areas. Security personnel employed at ORTIA must be PSiRA registered even though risky and deviant behaviour could be committed after registration. Thus, thorough background checks and rigorous continuous vetting are encouraged.

Improvement of Safety and Security

The participants provided an array of responses regarding the improvement of safety and security at ORTIA. These responses were categorized as follows:

Crime Awareness. Awareness of crime and reporting of crime incidences act as deterrence in crime prevention. A solution-centric crime awareness online application can serve as a tool for raising crime awareness. This application should include the following features: a centralized chat box; awareness-related information; ease of reporting a crime; and frequently asked questions (Srivastava, Srivastava, and Arora 2020). Such an application will assist in raising crime awareness and reporting of crime.

Access Control and Improved Security Technology. Access control should include activity-centric control. Gupta and Sandhu (2021) argue that safety and efficiency are improved when intelligent, integrated cyber-physical systems are implemented. Systems are interlinked as devices are dependent on each other to ensure efficiency. Thus, access control systems and security technology initiatives should be reviewed, and holistic technology services should be implemented.

Increased Manpower. Insufficient manpower within the security department has negative implications. Factors to consider when increasing manpower are past breaches, frequency and visibility, crime types and patterns, size, and the number of security personnel versus passengers and staff members (Conway et al. 2019).

Training

The continuous training of employees is beneficial to any organization. The benefits include increased productivity and quality of work as well as staff cohesion. Furthermore, training updates and informs staff members on changes in policies, laws and cutting-edge technologies (Andriotis 2016). Gwara (2021) motivates for the continuous training of security personnel through accredited training institutions. Continuous training should be implemented throughout security staff members' employment. Training should benefit other staff members regarding issues surrounding safety and security. Changes in policy and legislation must be included in training initiatives so that staff members are updated. As technology evolves, these advancements should be part of security personnel training. Furthermore, continuous training creates a working culture in that training is a norm and not an exception (Andriotis 2016).

Insider information is also a vulnerability. Training should be centred on these issues as experienced by the participants. Training should also include aviation security, security awareness, life skills training, anger management, conflict resolution, safety management, security technology and response to security incidents.

Crime and Community Policing

The involvement of community policing at ORTIA can assist in the prevention of crime. If South African communities are invested in keeping the airport safe, they will be proactive in the safety and security process and assist in identifying and

responding to potential criminal activities. Community policing can assist in problem resolution, as community members together with the SAPS and ORTIA’s security personnel can identify crime-related problems and provide solutions to them. Working together with authorities, communities can strengthen mutual trust and decrease their fear of crime (Geoghegan 2019). In this way, communities are also empowered to reduce crime. Moreover, participation in local projects can reduce crime. Local projects should be included in the safety and security activities at the airport. These include, but are not limited to, awareness campaigns, road shows, media and talk shows, and the distribution of safety tips through print and social media (Mahler 2015).

CONCLUSION

ORTIA is a National Key Point exposed to many criminal vulnerabilities and thus in need of protection. A strong economy depends heavily on tourism. As a result, safety and security are crucial for South Africa’s sustainable tourism industry. Through a representative quantitative inquiry, 100 security professionals working at ORTIA gave insight into crimes taking place at the airport. The results showed that theft, mishandled baggage, crimes involving ATMs, burglaries, robberies, illegal immigration and drug smuggling were the most problematic crimes reported to have occurred at ORTIA. Most participants have also seen a crime occur at the airport. According to the participants’ knowledge, effective strategies for crime prevention and intervention were recommended. The paper’s findings are limited by restricted in-depth information provided by the participants. However, the quantitative nature of the study did not necessitate detailed contributions. Thus, future research should consider a qualitative inquiry into security professionals’ perceptions of crime at ORTIA.

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TRANSLATED ABSTRACTS**Abstracto**

En todo el mundo, los aeropuertos se consideran una infraestructura esencial que necesita protecci3n. Uno de los principales objetivos de un aeropuerto, tal como lo alientan los organismos reguladores y evocan las expectativas del p blico, es la seguridad. Sin embargo, un entorno p blico, como un aeropuerto, es vulnerable a la delincuencia. El Aeropuerto Internacional Oliver Reginald Tambo (ORTIA) en Sud frica es el aeropuerto m s grande y concurrido de  frica, y atiende a aproximadamente 19 millones de pasajeros al a o. Adem s, el turismo es un componente clave de una econom a sana. Por lo tanto, la seguridad y la protecci3n son importantes para el turismo sostenible en Sud frica. Por lo tanto, este documento utiliz3 una encuesta cuantitativa para determinar las percepciones de los profesionales de seguridad sobre el crimen en ORTIA. Se utiliz3 un dise o de investigaci3n transversal no experimental y aleatorizado. A trav s de un muestreo aleatorio, un total de 100 participantes contribuyeron al estudio y arrojaron un porcentaje representativo del 36%. Los datos se recopilaron a trav s de cuestionarios auto-administrados en l nea del personal de seguridad empleado en ORTIA y se analizaron mediante un an lisis descriptivo. Los hallazgos revelaron que los delitos m s problem ticos que tuvieron lugar en ORTIA fueron robos, mal manejo de equipaje, delitos con cajeros autom ticos (ATM), robos, inmigrantes ilegales y contrabando de drogas. Adem s, la mayor a de los participantes hab an presenciado un crimen en el aeropuerto. Seg n lo informado por los participantes, se proponen soluciones sostenibles en materia de prevenci3n e intervenci3n del delito.

Palabras clave aeropuertos; seguridad aeron utica; delincuencia; Aeropuerto Internacional Oliver Reginald Tambo (ORTIA); seguridad

Abstrait

Partout dans le monde, les aéroports sont considérés comme des infrastructures essentielles nécessitant une protection. L'un des principaux objectifs d'un aéroport, tel qu'encouragé par les organismes de réglementation et évoqué par les attentes du public, est la sécurité. Cependant, un environnement public, tel qu'un aéroport, est vulnérable à la criminalité. L'aéroport international Oliver Reginald Tambo (ORTIA) en Afrique du Sud est l'aéroport le plus grand et le plus fréquent d'Afrique, desservant environ 19 millions de passagers par an. De plus, le tourisme est un élément clé d'une économie saine. Par conséquent, la sûreté et la sécurité sont importantes pour le tourisme durable en Afrique du Sud. Ainsi, cet article a utilisé une enquête quantitative pour déterminer les perceptions des professionnels de la sécurité de la criminalité à l'ORTIA. Une conception de recherche transversale non expérimentale et randomisée a été utilisée. Grâce à un échantillonnage aléatoire, un total de 100 participants ont contribué à l'étude et ont donné un pourcentage représentatif de 36 %. Les données ont été recueillies au moyen de questionnaires auto-administrés en ligne auprès du personnel de sécurité employé à l'ORTIA et analysées au moyen d'une analyse descriptive. Les résultats ont révélé que les crimes les plus problématiques commis à l'ORTIA étaient le vol, la mauvaise gestion des bagages, les crimes liés aux guichets automatiques bancaires (GAB), le cambriolage, le vol qualifié, les immigrants illégaux et le trafic de drogue. De plus, la plupart des participants avaient été témoins d'un crime commis à l'aéroport. Selon les informations des participants, des solutions durables sont proposées en termes de prévention et d'intervention en matière de criminalité.

Mots-clés aéroports; sécurité aérienne; criminalité; aéroport international Oliver Reginald Tambo (ORTIA); sûreté; Afrique du Sud; sécurité

抽象的

在全球范围内, 机场被视为需要保护的重要基础设施。 机场的主要目标之一是安全, 这是监管机构鼓励并通过公众期望引起的。 然而, 机场等公共环境很容易受到犯罪活动的攻击。 奥利弗雷金纳德坦博国际机场 (ORTIA) 是位于南非的非洲最大和最繁忙的机场, 每年为大约 1900 万乘客提供服务。 此外, 旅游业是健康经济的重要组成部分。 因此, 安全和安保对于南非的可持续旅游业具有重要意义。 因此, 本文使用定量调查来确定安全专业人员对 ORTIA 犯罪的看法。 使用了非实验性和随机横断面研究设计。 通过随机抽样, 共有 100 名参与者参与了研究, 并产生了 36% 的代表性百分比。 数据是通过 ORTIA 雇用的安全人员在线自填问卷收集的, 并通过描述性分析进行了分析。 调查结果显示, 据报道, ORTIA 发生的最成问题的犯罪是盗窃、行李处理不当、自动柜员机 (ATM) 犯罪、入室盗窃、抢劫、非法移民和毒品走私。 此外, 大多数参与者都目睹了机场发生的犯罪活动。 据与会者告知, 在预防和干预犯罪方面提出了可持续的解决方案。

关键词 机场; 航空安全; 犯罪; OR 坦博国际机场 (ORTIA); 安全; 保障

خلاصة

خلال صلة لدرجة لقيمة الخدمات المفتاحية: المطار ، أمن الطيران ، الجريمة ، مطار أو آر تامبو الدولي (ORTIA) ، السلامة ، الأمن
 في جميع أنحاء العالم ، ينظر إلى المطارات على أنها بنية تحتية أساسية تحتاج إلى الحماية. أحد الأهداف الرئيسية للمطار ، كما شجعت الهيئات التنظيمية وأثارته التوقعات العامة ، هو السلامة. ومع ذلك ، فإن البنية العامة ، مثل المطار ، معرضة للجريمة. مطار أوليفر ريجنالد تامبو الدولي (ORTIA) هو أكبر المطارات في إفريقيا والكثيرا ازدحام ، حيث يخدم ما يقرب من 19 مليون مسافر سنويا. علاوة على ذلك ، تعد السياحة مكفونا رئيسيا لاقتصاد صحي. لذلك ، تعتبر السلامة والأمن عاملين مهمين للسياحة المستدامة في جنوب إفريقيا. وبالتالي ، استخدمت هذه الورقة استفسارا لقيمة لتحديد تصورات المتخصصين في مجال الأمن للجريمة في ORTIA. تم استخدام تصميم بحث مقطعي غير تجريبي وعشوائي. من خلال أخذ العينات العشوائية ، ساهم ما مجموعه 100 مشارك في الدراسة وحققوا نسبة تمثيلية قدرها 36٪. تم جمع البيانات من خلال الاستبيانات عبر الإنترنت من أفراد الأمن العاملين في ORTIA وتحليلها من خلال التحليل الوصفي. كشفت النتائج أن أكثر الإجراءات إشكالية التي تحدث في ORTIA هي السرقة ، وسوء التعامل مع الأمثلة ، وجرائم الصراف الآلي (ATM) ، والسطو ، والسرقة ، والمهاجرين غير الشرعيين ، وتدريب المخدرات. علاوة على ذلك ، كان معظم المشاركين قد شهدوا جريمة تحدث في المطار. وفقا لما أبلغه المشاركون ، تم اقتراح حلول مستدامة من حيث منع الجريمة والتدخل.

السلامة؛ الأمن؛ (ORTIA) الخدمات المفتاحية المطار؛ أمن الطيران؛ الجريمة؛ مطار أو آر تامبو الدولي

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