

Application of Behavioral Safety Management in Airport Security Inspection

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Abstract: With the continuous development of economy in China and the improvement of people's living standards, more and more passengers choose to travel by sea, and the development of shipping is flourishing day by day. However, people attach great importance to the safety of airport security inspection. In order to improve the quality and efficiency of airport security inspection, the government and all sectors of society have played the role. From the in-depth analysis of the safety accidents in airport security inspection, it is concluded that most of the accidents are caused by human factors. The adoption of behavioral safety management in airport security inspection can reduce the safety accidents caused by human factors and plays an important role in preventing accidents.

At present, the relevant research on airport security inspection is only about unsafe behavior in the process of security inspection, and only a general qualitative analysis of contradictions and conflicts in airport security inspection is carried out. Even some scholars realize the importance of airport security inspection, and put forward to measures to strengthen the airport security supervision and management and improve comprehensive quality of staff, but it does not achieve satisfactory results, the main reason is that the unsafe behavior in the process of airport security inspection is not analyzed. The implementation of behavioral safety management in airport security inspection can correct the unsafe behavior of airport security staff during security inspection to truly play the role of airport security inspection.

1. Problems in the Management of Airport Security Inspection

1.1 Paying Attention to the Results of Security Inspection and Despising the Process of Security Inspection

Airports have always attached great importance to safety and the work of security personnel is often judged on the basis of the statistical results of security inspections. However, the security personnel do not pay attention to the work behavior during the security inspection process, and they do not attach importance to the corresponding system to supervise the behavior of security personnel in the process of security inspection, that is, the security inspection behavior of security personnel is not related to the performance of the security inspection personnel. There is nothing wrong with paying attention to the results of security inspections, but the behavior that paying attention only to the results of security inspections and ignoring the safety management mode of behaviors during security inspections is not conducive to the normal operation of airport security inspections. At the same time, the results of security inspections may not be safe. For some young and unemployed security personnel, a glimpse of the security of the security inspection results in violation of the safety management regulations during the security inspection process, and it is easy to cause conflicts with passengers, which is not conducive to the normal operation of the airport. The safety of the airport will also bury the hidden dangers of accidents ^[1].

1.2 Paying Attention to the Punishment of Security Inspection and Despising the Reward of Security Inspection

For the unsafe behavior of airport security inspection staff, the implementation of punitive measures can reduce the unsafe behavior of employees to a certain extent, and it is helpful to

protect airport security. However, the effect achieved is limited. In order to avoid being punished by the company, the security personnel will focus on how to avoid being punished during the security inspection process. The motivation for improving their unsafe behavior during the security inspection process comes from the persecution of punishment and improvement. The impetus to improve their unsafe behavior in the process of security inspection comes from the persecution of punishment, impure impetus to improve, and how to correctly improve unsafe behavior. For the unsafe behavior of security personnel, on the one hand, they must be given certain punishments; but for their safe behavior, the safety of the airport is guaranteed, and certain encouragement and rewards should be given to encourage security personnel to actively correct their unsafe behaviors.

2. Working Principle and Mechanism of BBS

2.1 Working Principle of BBS

BBS is a scientific, reasonable and progressive effective safety management model, which is based on the reliability analysis of human factors and behavior analysis, and is corrected through guidance. The working principle of BBS is called ABC Principle, which is a behavioral pattern of antecedent-behavior-consequence^[2]. It aims to improve the safety level of the organization as a whole. The main way is to analyze the artificial unsafe factors, guide and modify the unsafe behavior of human beings, making people who are otherwise unsafe have a sense of safety and gradually develop into safe habits. In an enterprise, BBS management shows that enterprises attach great importance to the active participation of employees, train and exercise their ability to deal with practical problems, improve their self-awareness and protagonist awareness, to make them have a high sense of responsibility and improve the overall safety level of enterprises through practical actions. The introduction of BBS management in airport security inspection can effectively analyze the precursors of unsafe behaviors and correct them through guidance to cultivate the safety awareness of security personnel and improve the safety level of the airport as a whole.

BBS is also used to manage airport security inspection in order to increase the importance of the participation of security staff, and to improve the safety awareness of security staff through guidance, so that the airport security inspection can proceed smoothly and ensure the safety of the airport. An analysis of the antecedents of unsafe behavior of airport security staff shows that the main factor lies in the lack of sense of crisis for airport security. A considerable number of security personnel have great confidence in the safety of passengers, so they do not strictly follow the normal process of security inspection. On one hand, if no safety accidents occur, the sense of crisis of security personnel will be reduced again; and on the other hand, the probability of accidents will increase^[3].

2.2 Working Mechanism of BBS

2.2.1. Definition of Target Behavior

The basis of behavior observation is the key behavior. The safety accidents caused by unsafe behavior in airport security inspection are analyzed. The key behavior is determined by standard norms and identification results, and observation tables are made around the key behavior.

2.2.2. Behavior Observation

Taking the behavior observation table as the observation basis, the unsafe behavior of the security inspection staff is observed from time to time, the unsafe behavior is recorded and counted, and the observation results are fed back to the security personnel in time.

2.2.3. Implementation of Behavioral Interventions

Behavioral interventions are developed and implemented by the BBS Leading Group. The main purpose is to amend the unsafe behavior of security staff to develop positive results. Encourage and support the behavior of employees during the security inspection process, and make them develop

behavioral safety; for unsafe behaviors, collect and analyze the results of behavioral observations, and timely indicate the unsafe behavior of employees, and identify the reasons and encourage employees to make corrections to prevent security incidents caused by unsafe behavior.

2.2.4. Performance Evaluation

Statistical analysis of the data obtained from behavioral observation is taken as the criterion of performance evaluation, and performance evaluation is used to support behavioral observation. The BBS leadership team carefully analyzes the observations. When the security inspections show positive improvement, the original intervention methods are revised to achieve the intended purpose.

2.3 Feasibility Analysis

With the rapid growth of the national economy, people's living standards have increased substantially, and the requirements for the service industry are getting higher and higher. The airport security industry also has the predicament of excessive work pressure, resulting in more and more security staff choosing to leave their jobs and entering other industries. This is one of the reasons why most airport security staff are younger. Many of them are new employees, and they are not only younger, but also most recent graduates. Most of their understanding of security inspections is based on theoretical knowledge. Although they have undergone certain training, they are difficult to complete their work in the actual working environment with high intensity and high pressure. The safety awareness is relatively weak, and it is difficult to work in accordance with the safe behavior management of the airport. Unsafe behaviors displayed during the security inspection process can easily lead to unsafe accidents. The implementation of BBS management in airport security inspection can analyze the antecedents of unsafe behavior well, and effectively guide new employees to correct unsafe behaviors to improve their safety awareness and cultivate their safety habits, and have a high sense of crisis to improve the safety level of the airport.

3. Application of Behavioral Safety Management in Airport Security Inspection

3.1 Establishment of BBS Security Leading Group

First of all, BBS Security Leadership Group should be set up. The members of the BBS Security Leadership Group are composed of multi-level leaders, and the target behavior is defined. The definition of target behavior is mainly for the formulation of key behavior; the determination of key behavior is equivalent to the determination of unsafe behavior in the process of security inspection. The key behavior is very important. On the one hand, the key behavior should be recognized by the security staff, so that the security staff can actively cooperate and participate in the safety management of behavior; on the other hand, it should truly reflect the unsafe behavior of the security staff, so as to make better suggestions for the security staff to modify and make timely revisions.

3.2 Establishment of Observers

It is very important to set up observers for BBS management in airport security inspection. The selected observers must have good comprehensive quality, be careful and patient in their work, and contribute to airport security, so that the security staff will respect them and will not be hindered in their observation. First of all, observers should have basic observation ability, make observations and statistics of observation without any warning or hint; secondly, they should observe the unsafe behavior of security inspectors, take the key behavior as the standard basis, correct the unsafe behavior of security inspectors in time, and explore the unsafe behavior. Finally, we will continue to observe the non-interference behavior of security personnel, and observe their behavior in the process of security inspection to see whether their behavior has improved.

3.3 Analysis and Feedback of Results

Analyze the unsafe behavior observed during the security inspection process, and make

modifications to the corresponding security staff in a timely manner. Those employees with characteristics are specifically trained to correct unsafe behavior as quickly as possible. For the post-training staff, if the unsafe behavior during the security inspection is improved, the normal work of the employees will be arranged. Otherwise, the training will continue until they no longer have unsafe behavior during the security inspection.

4. Conclusion

All in all, the unsafe behavior of employees is the main cause of the quality of airport security inspections. In order to effectively prevent accidents, reduce the accident rate and reduce the unsafe behavior of security personnel, it plays an important role. In the security inspection work, the BBS management mode is implemented to detect and correct the unsafe behavior of employees in time to effectively reduce the unsafe behavior of security staff and improve the level of airport security.

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