

## **CONFIDENTIAL INTERACTION BETWEEN PASSENGERS AND CUSTOMS OFFICERS AT MAKASSAR SULTAN HASANUDDIN INTERNATIONAL AIRPORT**

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### **Abstract**

In addition to their other duties as civil servants of the state, customs officers at Sultan Hasanuddin Makassar International Airport are tasked with safeguarding the local populace from the introduction of harmful foreign substances like drugs. According to the latest data from the National Narcotics Agency Survey, one in every 55 Indonesians (between the ages of 15 and 64) has a problem with substance use. One of the customs officers has made stopping the entry of illegal drugs into Indonesia his top priority after learning the truth about these substances. Passenger conduct can be detected through conversation with other passengers. The customs officer must learn about the passenger's background during the conversation to check for illegal items being smuggled. Uncertainty in interpersonal communication arises for customs personnel when they meet people entering Indonesia. The study's goal is to examine the methods used by customs agents to make passenger interactions more certain by reducing ambiguity. Descriptive qualitative research using the interactive model of Miles and Huberman was employed for this study's data collection and analysis. The research concluded that customs officers can lessen communication risks by gathering information about passengers through direct interpersonal communication with passengers and by asking a variety of questions that can describe the passenger profile, as well as through observation of passengers' verbal and nonverbal behavior.

**Keywords:** Customs officer, interpersonal communication, uncertainty reduction

### **Abstrak**

Sebagai pegawai negeri, petugas bea cukai di Bandara Internasional Sultan Hasanuddin Makassar bertugas menjaga masyarakat setempat dari masuknya zat terlarang seperti narkoba. Menurut data terbaru dari Survei Badan Narkotika Nasional, satu dari setiap 55 orang Indonesia (antara usia 15 dan 64 tahun) bermasalah dengan penggunaan narkoba. Salah satu petugas bea cukai telah menjadikan penghentian obat-obatan terlarang ke Indonesia sebagai prioritas utama setelah mengetahui kebenaran tentang zat-zat tersebut. Perilaku penumpang dapat dideteksi melalui percakapan dengan penumpang lain. Petugas bea cukai harus mengetahui latar belakang penumpang selama percakapan untuk memeriksa barang ilegal yang diselundupkan. Ketidakpastian dalam komunikasi interpersonal muncul pada petugas bea cukai ketika bertemu dengan orang yang masuk ke Indonesia. Tujuan studi ini adalah untuk mengkaji metode yang digunakan oleh agen bea cukai untuk membuat interaksi penumpang lebih pasti dengan mengurangi

ambiguitas. Penelitian kualitatif deskriptif dengan menggunakan model interaktif Miles dan Huberman digunakan untuk pengumpulan dan analisis data penelitian ini. Penelitian menyimpulkan bahwa petugas bea cukai dapat mengurangi risiko komunikasi dengan mengumpulkan informasi tentang penumpang melalui komunikasi interpersonal langsung dengan penumpang dan dengan mengajukan berbagai pertanyaan yang dapat menggambarkan profil penumpang, serta melalui pengamatan perilaku verbal dan nonverbal penumpang.

**Kata Kunci:** Petugas bea cukai, komunikasi interpersonal, pengurangan ketidakpastian

## INTRODUCTION

Communication cannot be separated from human life, through communication various human needs can be fulfilled. One of the basic human needs is the need to know the opportunities that can be exploited and avoid something that can be a threat to the environment. Opportunities and threats originating from humans can be detected through communication which is an instrument of social interaction with which it can be used to predict the attitudes of other people (Cangara, 2019). Indonesia, which is an archipelagic country, on the one hand, has various opportunities, including large natural potential, but on the other hand, there is a potential threat of the entry of dangerous goods into the border areas of the country.

To prevent the threat of smuggling, the Directorate General of Customs and Excise was given the function of community protector, namely protecting the Indonesian people from the entry of prohibited and/or restricted imported goods, including: narcotics, psychotropics and precursors (NPP) or other dangerous goods (Muchtar, 2019). Protection for the public from the dangers of narcotics is absolutely necessary considering the various adverse effects of narcotics, as the opinion of one of the experts, dr. Bachri Husein who once served as Director of the Cibubur Drug Addiction Hospital, East Jakarta, he is also a Lecturer at the Faculty of Medicine, University of Indonesia said that narcotics have several effects that can stimulate the nervous system of the brain which makes narcotics users very excited excessively, making users hallucinate, for example seeing objects that are not real, makes the user dependent on substances contained in narcotics so that they feel pain which can eventually lead to death (Agustina R, 2021).

Based on the survey results of the 2019 National Narcotics Agency, the rate of drug abuse in Indonesia is at a prevalence rate of 1.80%, in more detail the results of this survey inform that in the age range from 15 to 64 years, in every 55 Indonesian residents, there is 1 person who abuses drugs. Based on the data the researchers obtained from the Indonesia drugs reports for 2021 and 2022, the survey results are directly proportional to the data on the number of patients being rehabilitated due to narcotics addiction which has increased by 31.86% from 2020 to 2021 (Deputy for Prevention of BNN, 2021) . The data can be seen in the table below:

Table Data on Drug Rehabilitation Patients in Indonesia

No	Gender	2020	2021	Increase (YoY)
1.	Man	947	1,537	62.3% ▲
2.	Woman	277	77	-72.2% ▼
	Amount	1,224	1614	31.86% ▲

Source: Indonesia Drugs Report 2021 and 2022

Seeing the various realities of the adverse effects of drug abuse and to reduce drug abuse in Indonesia, various efforts have been made by the government, one of which is to instruct the Directorate General of Customs and Excise to increase surveillance at national borders, these instructions are contained in the Presidential Instruction of the Republic of Indonesia number 2 of 2020 concerning the National Action Plan Prevention and Eradication of Abuse and Illicit Trafficking of Narcotics and Narcotics Precursors 2020-2024 (Inpres Number 2 of 2020, tt).

One of the entry points for various citizens is Sultan Hasanuddin Makassar International Airport, which was declared an international airport since October 30, 1994 by the Decree of the Minister of Transportation Number KM 61/1994. The development and expansion of this airport began in 2004 and was completed in 2009. Its name changed to Sultan Hasanuddin International Airport since it was inaugurated by the President of the Republic of Indonesia Susilo Bambang Yudhoyono on September 26 2008, through this airport thousands of people pass from various countries every day to enter the area. Indonesia through the city of Makassar. Based on data that researchers obtained from the Customs and Excise Supervision and Service Office for Middle Type Customs B Makassar (Makassar Customs), during the last 6 months in 2022 there were 27,514 passengers from abroad entering Indonesian territory. Most of the passengers came from the country of Saudi Arabia whose total number of people traveled in order to carry out Islamic worship known as umroh, while the second most number of passengers came from Malaysia who were passengers traveling to enter Indonesia with various intentions and purposes. The details of the data can be seen in the table below:

Table International Passenger Arrival Data at Sultan Hasanuddin Makassar Airport Period July to December 2022

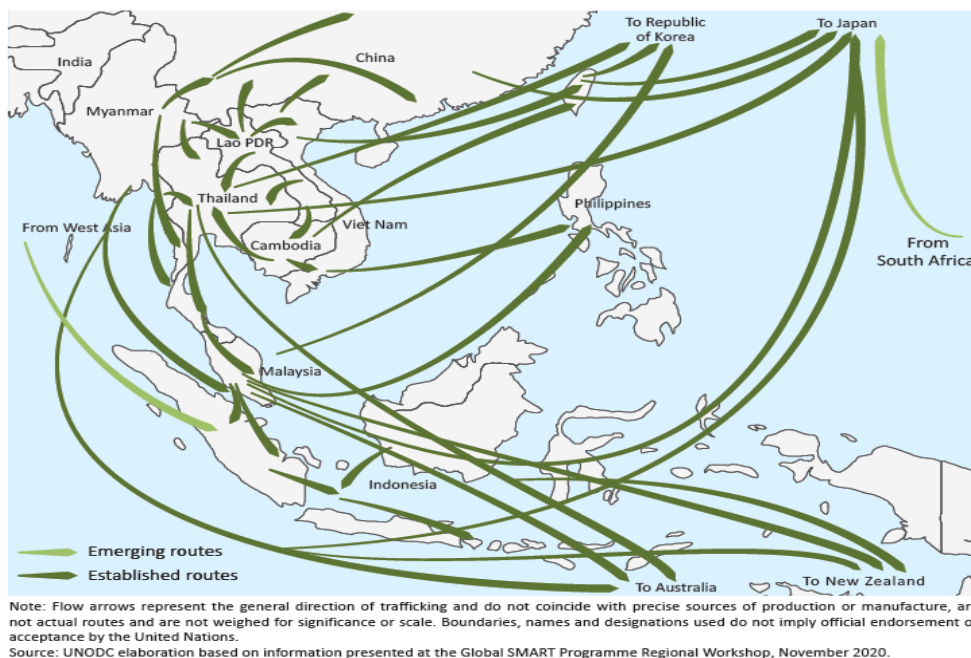
No	Arrival Country	Total passenger
1.	CHINA	939
2.	MALAYSIA	10,686
3.	SAUDI ARABIA	13,357
4.	SINGAPORE	2,532
	Total	27,514

Data source: Makassar Customs 2022

The large flow of passenger arrivals from Malaysia when viewed from the tourism aspect is an opportunity. However, from a security point of view, it poses a threat to the people of Indonesia, because based on data from the United Nations Office on Drugs and Crime Report (UNODC) 2021, the report contains a statement from the Malaysian Police that Malaysia is an important country as a transit area for narcotics originating from the Middle East and Golden Triangle (Crean et al., 2021). The Golden Triangle is the name given to the region of mainland Southeast Asia where from the early 1950s until today most of the world's illegal narcotics originate, this region is located on a plateau with a fan-shaped contour of the Indochina peninsula, located on the border of three countries namely Burma, Laos and Thailand (Pierre-Arnaud Chouvy, 2014) This :

Figure 1. Map of the International Narcotics Smuggling Network

#### Southeast Asia Region



Source : *United Nations Office on Drugs and Crime (UNODC), Synthetyc Drugs in East And Southeast Asia 2021*

To protect the people of Indonesia, especially the eastern region of Indonesia from drugs and other dangerous goods, Makassar Customs Officers in carrying out their duties and functions communicate with various kinds of personal backgrounds of passengers. Communication is carried out to obtain information about passenger profiles and ensure that passengers entering Indonesian territory do not carry narcotics or other prohibited items. In the process of communicating to passengers at Makassar Sultan Hasanuddin Airport, customs officers experience uncertainty *because* they do not yet have information about passengers originating from abroad, passengers originating from various countries also make one of the invoices of uncertainty in communication. As stated by Panacova (Panacova, 2020) that the purpose of people communicating when they first meet is to interact to reduce the uncertainty of strangers they meet for the first

time. According to Berger, there are three strategies for dealing with uncertainty, namely: seeking information, planning, and limiting (Muhammad, 2015).

## **METHOD**

The research that the researchers conducted departed from the researchers' curiosity about the various uncertainties faced by customs officers at Sultan Hasanuddin Makassar Airport in communicating interpersonally with passengers from abroad, especially in the task of carrying out the community protector function, namely protecting the Indonesian people from the entry of goods. -imported goods that are prohibited and/or restricted include: narcotics, psychotropics and precursors (NPP) or other dangerous goods. While the purpose of this study is to analyze efforts to reduce the uncertainty of customs officers in conducting interpersonal communication with passengers at Sultan Hasanuddin International Airport.

The subjects in the study were customs officers who were tasked with conducting interpersonal communication with passengers originating from abroad at Sultan Hasanuddin Makassar Airport. The researchers selected research subjects (hereinafter referred to as informants) using a purposive sample with criteria including: a. The informant is a customs officer who has had and directly experienced interpersonal communication with passengers from abroad in order to carry out the function of community protector, b. The informant is a customs officer who has served at Makassar Sultan Hasanuddin Airport for at least one year, c. The informant is a customs officer who has at least 5 years of work experience, d. Informants are customs officers who are consciously able to explore and retell their experiences that are relevant to the topic of this research.

The method of data collection used by researchers is in-depth interviews *face* -to-face interviews are carried out by submitting a list of questions that have been prepared before but not limited to the list of questions, the interviews will be conducted in a semi-structured manner so that the atmosphere becomes comfortable but remains focused on the research objectives so that informants can provide comprehensive information and become primary data. While the secondary data the researchers collected from the results of direct observations in the midst of officers who were conducting interpersonal communication with passengers at Sultan Hasanuddin Makassar International Airport.

This type of research is a qualitative research based on philosophy postpositivism or also commonly called interpretive paradigm in which the social reality under study is seen as something holistic/comprehensive, complex, constantly changing, having various meanings, and the relationships or symptoms that occur are interactive (Sugiyono, 2009). The selection of informants was carried out by conducting preliminary research in advance where researchers conducted participant observation in the midst of interpersonal communication activities between customs officers and passengers, participant observation was that researchers participated in the activities studied or researchers

became members of the group under study and often combined in-depth interview methods (Kriantono, 2014).

During the preliminary research, the researcher observed customs officers who had criteria to be used as informants, namely those who were involved in communicating with passengers in order to carry out the function of community protectors. and asked other questions to ensure that this informant met the predetermined criteria. In order to obtain 4 informants with the following data:

Table Research informants

No	Name	Gender	Age	Length of Service
1.	Akbar Gus tim	Man	37 yrs	14 yrs
2.	Farid G ading _	Man	36 yrs	14 yrs
3.	A hmmad A li	Man	28 yrs	10 yrs
4.	Fuad Hasan	Man	38 yrs	16 yrs

The process of data analysis uses the data analysis technique Miles and Huberman which describes activities in qualitative data analysis in an interactive and continuous manner so that data saturation is obtained, namely a condition where extracting new data does not add new information for analysis purposes (Suharsaputra, 2018). Data analysis activities began by collecting data from observations and results of in-depth interviews obtained from informants in the form of recorded interviews in the form of voice notes, videos, and notes from researchers when conducting interviews with informants or when making observations. Then the next stage, the researcher conducted a selection of the data obtained, namely interview data and participant observation related to efforts to reduce the uncertainty of customs officials in interpersonal communication were collected, while irrelevant data was separated. The next stage is the researcher presents data on how customs officers reduce uncertainty in communicating interpersonally with passengers who are strangers to officers, and the final stage is the researcher provides conclusions obtained from a series of research processes carried out.

## RESULTS AND DISCUSSION

As the title of this journal, this research focuses on reducing uncertainty that takes place in the interpersonal communication activities of customs officers with passengers arriving from outside Indonesia and entering Indonesian territory through Sultan Hasanuddin Makassar Airport, this communication activity the researcher analyzes using the theory of uncertainty reduction ( *Uncertainty Reduction Theory* ) which was coined for the first time by Charles R Berger who is a Professor of Communication from *the University of California* .

### a. Interpersonal Communication



There are several definitions of interpersonal communication, including those put forward by R. Wayne Pace defining interpersonal communication is a process of communication that takes place between two or more people face to face (Cangara, 2019). If Wayne Pace argued that interpersonal communication takes place face to face, different things were put forward by Knap and Daly who said that interpersonal communication is a condition in which one person stimulates the meaning of verbal and nonverbal messages that are already in the minds of other people (Liliweri M.S., 2017). While Hartley said, interpersonal communication is a procedure that makes two people exchange information, feelings conveyed through verbal and non-verbal messages (Liliweri M.S., 2017). According to Liliweri, there are 3 main differences that arise when experts put forward the definition of interpersonal communication, namely: (1) The opinion put forward by Trenholm and Jensen emphasizes the "dyad" aspect, where communication is carried out by two people then both share the role of sending messages and receiving messages. which makes these two people connected by activities that create mutual meaning.

The opinion put forward by Beebe and Redmond places more emphasis on the quality of communication, according to him communication occurs not because a person interacts with other people, but a person is considered to communicate interpersonally with others when he treats other people as unique human beings. The opinion put forward by Guerrero, Anderson and Afifi which places more emphasis on the exchange of verbal and nonverbal messages between two people or several people, includes all relationships, regardless of the relationship between them whether the relationship between them is functional, relaxed to an intimate level.

Of the three different definitions put forward by experts, the researchers in this study are more inclined to the definition put forward by Trenholm and Jensen which emphasizes the "dyad" aspect, where communication is carried out by two people and then both share the role of sending messages and receiving messages which makes two these people are connected by activities that mutually create meaning.

## **b. Uncertainty Reduction Theory**

*Uncertainty Reduction Theory* (URT) was formulated by Charles Berger and Richard J. Calabrese. They are trying to explain how people communicate but they have no certainty about their environment. According to Panacova, (2020) this theory explains how communication occurs when people first meet, the basic assumption of this theory is that at the beginning of interactions with other people the main purpose of communication is to reduce uncertainty about strangers. This theory also explains the uncertainty or inability of people to predict or explain their own behavior or the behavior of others. According to (Ali, 2020) this theory, there are two types of uncertainty that stand out in social situations, namely: *Cognitive uncertainty*. Cognitive uncertainty arises when individuals are unsure about themselves or the beliefs of others. The second is behavioral uncertainty. Behavioral uncertainty occurs *when* people have no certainty about their own actions or

the actions of others. There are, in other words, how do we estimate a person's behavior in certain situations (Febriani, 2015)

In principle, uncertainty exists when individuals do not have information about their environment. According to Littlejohn, (Ali, 2020) people are motivated to reduce uncertainty when communicating in three conditions, namely: 1. When there is stimulation, individuals have stimulation in communication because of social support, respect, and loyalty, 2. There are deviations, individuals who communicate are encouraged to seek information. when there is a deviation from what has been predicted in an unexpected way, 3. Anticipate the communication that will be carried out. Individuals have a desire to reduce uncertainty by engaging in interactions with others.

### **Efforts to Reduce Uncertainty**

In an effort to reduce the sense of uncertainty that exists in one's cognition and behavior, according to Berger (Muhammad, 2015) there are three strategies for dealing with uncertainty, namely: 1. Searching for information, 2. Planning, 3. Limiting. Searching for information is consistent with a focus on communication as a means of knowledge which is further described in the three categories of strategies used, namely passive, active and interactive strategies.

Passive strategy, carried out by observing the target person from a distance. One example of a passive strategy is the so-called reactivity search, in which people observe how the target person reacts to other people in social situations. Another example is distraction search, in which individuals observe a target person in an informal environment. The advantage of a passive strategy is that we can reduce unfavorable appearances in front of the target, the drawback is that it cannot produce more focused information than what is needed by the observer.

Active Strategy, carried out by individuals by seeking information without interacting with the person who is the target of communication, can also be carried out by asking a third party to provide information about the target of communication.

Interactive strategy, carried out by communicating directly with the target of communication in a relaxed and comfortable way. However, politeness norms limit the number and specificity of appropriate questions. Included in this strategy is by seeking reciprocal disclosure, namely by disclosing information and hoping that the target matches or equates the disclosure of that information. Interactive strategies are a direct way of reducing uncertainty; on the other hand, it can cause anxiety, embarrassment, discomfort, and awkward feelings.

### **Making Plans**

According to Berger, individuals also deal with uncertainty by planning before and during social interaction. The plan made is a cognitive picture of the actions that will be used to make the plan successful at a very complex stage. However, plans that are too simple lack depth in conditions of uncertainty, while plans that are too complex make individuals less



flexible. According to Berger, the individuals who are most successful in ambiguous environments are those who can make and change plans to discuss the possibilities that might occur (Muhammad, 2015).

### **Limit**

The third strategy is to limit the negative results that can occur when creating messages under conditions of uncertainty. This can be done, for example, by compiling messages in such a way as to reduce annoying appearances, for example by using humor. Another way is to divert the direction of the message when it will withdraw. Another option is to use ambiguous messages to cover up their true intentions. According to Berger, although these limiting strategies vary, they serve the same goal of avoiding feelings of embarrassment in ambiguous situations (Muhammad, 2015).

### **Customs Officer Profiling Concept**

In addition to the interpersonal communication theory described above, there is also a concept that needs to be further explored in this study, namely the concept of *profiling*, bearing in mind that based on the results of research conducted on interpersonal communication of customs officers and passengers arriving from abroad the term plural *profiling* is used by customs officers. excise tax in organizational communication.

According to the Merriam Webster dictionary, *profiling* is defined: " *the act or process of extrapolating information about a person based on known traits or tendencies* . " Even though currently the word *profiling* is also widely used in terms of information technology for data categorization purposes, from this definition it appears that basically the word *profiling* is used for humans.

The link between customs and *profiling* can be found in the provisions of the World Customs Organization in the Kyoto Convention Chapter 6 which states that " *The Customs shall use risk analysis to determine which persons and which goods, including means of transport, should be examined and the extent of the examination* " (Revised Kyoto Convention, 2008). The purpose of the provisions in the convention is to oblige all customs officers in carrying out inspections of passengers and goods to be selective based on the risk profile. Officers involved in determining the risk of course must understand the process of *profiling* .

As a study published in a journal entitled " *Using a profiling technique as an Effective mean of border protection* " in it, Tsarikova AA defines *profiling* as the process of verifying (identifying) dishonesty, lies, sincere feelings and intentions using non-instrumental methods (A.A, t.t.). In this activity, customs officers create detailed psychological profiles, analyzing postures, gestures, facial expressions, linguistics and several other verbal and nonverbal cues. As for the profiling of customs officials, this is a set of specific activities related to monitoring passengers, studying their behavior and documents, interviewing them to detect suspicious persons to provide national security.

The purpose of profiling is to determine whether a person, object, or situation represents a real threat or risk. Threats are not risks, risks are measurable but threats are not.

Based on some of the definitions of *profiling* above, it can be concluded that there are similarities between the uncertainty put forward by Nurdin and the concept of *profiling* where according to Nurdin, in social situations there are two uncertainties, namely cognitive and behavioral uncertainty. Behavioral uncertainty is a person's uncertainty about the behavior of others (Ali, 2020). So it can be concluded that *profiling* is a series of activities by customs officials seeking information to detect a person's behavior.

### **Uncertainty in interpersonal communication**

Many factors cause uncertainty in the interaction between customs officers and passengers arriving from abroad. Then the role of communication is needed to reduce uncertainty in these interactions. As said by Charles Berger that the purpose of communication is to reduce uncertainty (Nurvita Wahyu Febriani-Fajar, 2009). When someone meets people for the first time, various uncertainties will arise due to a lack of knowledge about the character of the people they meet, even people who have met before can experience uncertainty in communicating when they communicate in new situations. What can happen is that someone we know before has a different character in a new situation. This uncertainty occurs both personally and culturally.

The uncertainty that occurs with customs officers at Sultan Hasanuddin Makassar Airport is basically caused by limited information regarding passengers entering Indonesian territory. These limitations include the character of passengers entering Indonesian territory. This limited information makes customs officials have a negative perception of passengers entering Indonesian territory, especially passengers originating from Malaysia because it is based on data released by *the United Nations Office on Drugs and Crime (UNODC)*. Malaysia is a narcotics smuggling route used by international network narcotics smugglers.

#### **• Customs Officers Reduce Uncertainty in passenger profiling**

As previously explained, the profiling of customs officers is intended to seek information in order to detect the behavior of passengers who carry out smuggling. Based on the research findings at Sultan Hasanuddin Airport, Makassar, it was found that customs officers reduce uncertainty about passenger behavior by seeking information in a passive, active and interactive way, as follows:

##### **a. Passively seek information**

Based on the research results, before communicating with passengers, informants made a communication plan, namely a plan of questions to be asked to passengers so that in conducting interviews the direction of the conversation was carried out to be more focused on the list of questions that had been prepared. Then the informant looked for initial information about the passengers who would be interviewed at the Immigration

and airlines so that there was information that could be verified when profiling passengers. As stated in the interview with the informant:

Of course we have already made a plan, so before the passenger profiling activity we conduct a briefing first with friends who will conduct interviews with the passengers, so that the activity is directed and in accordance with our goal, namely to get valid information about the passengers we are profiling, we also before conduct interviews with passengers and prepare initial information about the passenger such as their gender, full name, age and which countries they visited, because we have data from immigration and the airline.

However, in the process of submitting initial information about passengers who will be interviewed sometimes experience delays so that customs officials who want to find more information about these passengers, for example through Social media accounts are experiencing problems. As stated by the informant in the following interview:

to find out about the passengers (before meeting the passengers to be interviewed) actually there was already a list of passengers to be interviewed but because the information did not come from my unit, the time for the information to be received was a bit tight, maybe only about 15 minutes before the plane landed, so we have to tracing it (passengers), for example, on the social media trace? It's kinda hard. But there is also information from other units that is quite complete, for example why this passenger was the target. For example, if the route is like this (travel route) he will definitely be (presumably carrying) drugs.

#### **b. Actively seek information by observing nonverbal behavior**

The way customs officers actively seek information is by seeking information about passenger profiles without interacting, namely informants observing the physical appearance and movements of passengers. Informants also obtain information by observing who the passengers are traveling with. According to the informant, the appearance of the passengers, namely the way they dress and the luggage they carry, can give a brief description of the passengers. As stated in the interview with the informant:

To get information about the passenger's profile before communicating directly with the passenger, I observed the passenger's appearance, how he was dressed, how his face looked, how his hands were whether there were signs of nervousness or not, I also looked at the luggage he was carrying. You can also get information from immigration. From this information I got a partial picture of the passenger.

The informant also said that the observed nonverbal behavior was seeing how the passenger's body gestures, especially how they responded when they saw a passenger, the informant said that a passenger avoiding eye contact is an indicator that the passenger has the potential to carry out smuggling, so an in-depth examination of the passenger must be carried out.

### **c. Search for information interactively**

The conversation between the informant and the profiled passenger begins with the informant asking the name of the passenger being interviewed while matching it with the data in the passenger's *passport*. The informant also asked where the passenger was from and where he was going and also asked questions about the ownership of the goods that the passenger was carrying at that time. As stated in the interview with the informant:

At first I asked his name while making sure it matched what was stated in the passport, I asked where he was going, and also made sure whether it matched the flight data, how long it had been in Indonesia, then I asked if this was the item. ?

When conducting profiling with passengers, the informant did not convey the purpose of the communication activity. One of the informants who has a firm personality goes straight to the main conversation when profiling passengers. With this attitude passengers tend to follow the informant's instructions, namely answering questions posed by the informant, without asking the informant for further information. As stated in the interview with the informant:

While I was conducting passenger profiling, I did not disclose the purpose of this profiling activity. It's better if the passengers don't know about it so that the conversation that occurs when profiling is more natural, so we get valid information”

To limit information that passengers do not need to know so that negative responses do not arise, the informant communicates predominantly by using a firm tone of voice. In the observation of the informant researcher, he really controlled the course of the communication process so that passengers seemed passive in the communication process.

The results of observations by researchers in the field also show that in seeking information interactively, namely interpersonal communication with passengers, customs officers verbally ask one of the passengers from Malaysia. The question asked was what activities the passenger carried out while in Malaysia, and when the passenger gave an answer, the officer tried to ensure the truth of the information conveyed by the passenger. At the time of the research, there were female passengers who came from Malaysia during the interview process. The passengers gave answers that the officers considered to contain lies, so that the passengers were suspected of smuggling, requiring the passengers to undergo a body examination.

Based on the observations of researchers, in an interactive information search there are questions that must be asked by customs officers to passengers who are being interviewed, namely questions about the ownership status of the goods carried by these passengers. This question is asked to ensure that the goods carried by the passenger belong to him, bearing in mind that there are legal consequences that must be accounted for if prohibited items are carried.

## CONCLUSION

Based on the results of the research that has been done, several conclusions have been put forward in response to the problem formulation presented by the researcher, the uncertainty experienced by customs officers is the uncertainty in detecting the behavior of passengers originating from abroad in order to prevent smuggling of prohibited goods. To reduce uncertainty, customs officials passively seek information about passengers entering Indonesian territory through immigration and airlines, actively seek information by observing passengers' verbal and non-verbal behavior, seek information interactively by communicating interpersonally with passengers by asking various questions. can provide an overview of the background of the passenger.

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