Perception of Airport security and safety of international passengers' a study Murtala Mohammed International Airport in Nigeria

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ABSTRACT

There had been an increasing security and safety concerns at international terminals since the September 11 incident in the US. In this regards, most related studies seems to be biased towards the developed economics preparedness to enhance and avert possible disaster encountered at the US. However, with the increasing threat being posed on a daily basis on African international terminal especially the Nigerian airport with the rise of Boko Haram and other emerging insurgents threats. This study seeks to examine the perception of international passenger on the safety and security of the Nigerian airport terminal. The methodology involves both the qualitative and the quantitative methods. The data is analysed with descriptive and inferential statistical analytical techniques. The study reveals there is a significant relationship between airport passenger perception of safety and enhanced security level at the airport. Also the passenger nationality status also influences the level of security procedures at the Murtala Mohammed International airport.

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1. Introduction

The global concern for airport security and safety ramped up after the September 11, 2001 incident. For instance, in the US, the immediate policy intervention was the creation of the Transportation Security Administration (TSA), an agency set up to enhance the security at the 429 commercial airports in the United States. Among many other interventions such as: enhanced passenger and cargo screening procedures, deployment of advanced security devices and stringent entry and exit checks were applied on passengers and cargoes going through the US airports. Similarly, in Canada and many European countries, the incident ignited different regulations and policies, directed towards enhancing airport security and safety (Poole, 2006). These processes, as reported have strengthened the security at the airport, but increase the lead time of passenger processing at the airport (Gkritza et. al, 2006).

In Africa, the concern for the air transport security and safety cannot be over-expressed. As at different times, the continent had suffered from series of civil war, aircraft hijacking, terrorism and militia invasion. Most of the terrorist groups often target air transport infrastructure and superstructure, often to bring government to her kneel and emphasis potential threats to create fear and subjugate continental air traffic flow. Notable example is the disappearance of Egypt air flight in 2016, linked to the terrorist militia in Sinai Peninsula. In addition, the Daallo Airlines flight 159 which exploded after twenty minutes of take-off from the Mogadishu airport, though the aircraft was able to return safely with only one fatality recorded. Also, the failed Mombasa terrorist attack, that was carried out on the Israeli Boeing 757 airliner in 2002 is significant.

The major concern for security and safety in Nigerian airspace was spurred out by the imminent threats posed by the Boko Haram insurgents and some security challenges witnessed at the nation's airport. Until now, adequate security coverage of the nation's air transport system has been underplayed. Issues of unwarranted security breach such as stowaways often reported at both the international and the domestic terminals. Incidents of armed robbery of passengers and the crew men at the tarmac are worrisome. Moreover, threats of attack through intelligence are often linked to Islamic State of Iraq and Syria (ISIS) which is known to have strong tie with Boko Haram insurgents that spread from the north eastern Nigeria through the Sahel to other part of West African.

In light of the foregoing security challenges posed to the global, continental and the national air transport system, this study seeks to examine the perception of the passenger security, safety and screening procedures at the foremost international airport in Nigeria. Moreover, it seeks to describe if there is a relationship between passenger nationality and the level of security procedure and the challenges faced while travelers go through this procedure.

2. Conceptual framework and literature review

This section examines the relevant conceptual underpinning in the security and safety of movement passengers and cargoes at the airport terminal which act as funnel for domestics, regional and international linkages. The concept of airport security and passenger screening are discussed. In addition, relevant literature on the subject matter are reviewed

2.1 Airport Security

The global aviation industry is continuously faced with security challenges especially with the increasing militias and terrorists groups. These groups often see the air transport infrastructure especially the airport as the prime target. The attack focuses either directly at the airport or other related activities which the airport is primarily established to enhance. Though there are many aviation services and operation that goes on at the airport, however,

the aircraft operation attack or disruption seem to be the principal target. There are different cities names and phrases that bring some of this dastard act into reckoning. These include the following: Entebbe, Munich, Beirut, Dublin, Mogadishu, Achille Lauro, Karachi and Lockerbie. But some of the foregoing city description of terrorism act is not limited to airport security milieu. Though, many of the ominous incidents in the past might have been avoided if due diligence is paid to efficient and effective airport security.

The literature offers diverse perceptive to the understanding of the airport security. Though, airport security conforms to regulations of global, continental and local civil aviation authorities' in charge of airport administration. Albeit, in a literal description, according to Sweet (2008) airport security seeks to contain any condition that is present to threaten the safety and security of passengers, cargoes, aircrafts, and the crew traveling from the originating to a destination airports. This description offer a bias for airside segment of the airport environment, whereas the groundside and the outside interface with the nearest urban metropolitan ought also to be adequately secured. Moore (1991) sees airport security as comprehensive efforts to safeguard the airport system from interference of hijacking, bombs, explosive and every other threat that might hamper safe and secure movement at the safe and secure airport environment.

2.2 Passenger Screening

Passenger screening has now become an integral part of the overall airport security system. Moreover with increasing security challenges facing the global aviation since the September 11 attack. It becomes a necessity to make the airport friendly and sterile environment devoid of any menacing harm. It is a sequencing procedure carried out on passengers at different stages of access and use of the airport system while traveling. There are different levels in which passenger screening is deployed. It can either be all passenger inclusive or passenger profiling, and it may include both depending on level of potential threats.

The literature is replete with diverse dimension of passenger screening use in understanding the different nature and procedure of airport security intervention. However, for conceptual clarification, according to Lee, Mclay and Jacobson (2009) defines passenger screening as "one component of the aviation security system that involves personnel trained in operating available detection devices to identify and confiscate threat objects, such as guns, knives, and explosives.

2.3 Literature Review

This section reviews the relevant literature on airport security procedures by examining the relevant studies in aviation security adoption and its numerous impacts.

Studies on the airport security have been on the rise since the September 11 incidents. The significance of airport as a nexus of a wide range of aeronautical, non-aeronautical facilities and services abound in literature. This includes activities such as air traffic control, security, fire and rescue, baggage and cargo handling and different commercial facilities as shops, restaurants, hotels, conference centre, and business parks (Graham and Papatheodorou, 2008). Therefore adoption of security devices to safeguard the airport environment has become necessary (Hainmuller and Lemnitzer, 2003; Fodness and Murray 2007 and Blalock and Simon, 2007). However, there exists a huge disparity as not all airports authorities across the climes have fully embraced this innovation to guarantee security and safety (Enz and Taylor, 2002; Seidenstat 2004 and Dresner 2006).

The literature on airport security and passenger screening have considered multifarious dimensionality to the varied procedures offered at the airport to improve safety and security. One of such is the

improvement of visual sensitivity to potential target object through the assessment and recognition of potential harmful object hidden in luggage subjected to screening through visual examination of x-ray images of luggage. This is carried out using the eye movement data to gauge sensibility in observer changes in the ability to recognize target object and not by changes in the efficacies of visual scanning (McCarley, Kramer, Wickens, Vidoni and Boot 2004; Schwaninger, Hardmeler and Hofer, 2005: Smith, Redford and Washburn, 2005 and Wiegmann, McCarley and Kramer, 2006).

The principal preemptive strategies often deplored at the airport to mitigate terrorism and all allied vices are often through the body engagement. These are carried out with the use of body scanners, digitised x-ray devices, video-badging and biometrics. As most times thorough body inspection, observation and checking might not be applicable to everyone making use of the airport. Intense securitisation becomes necessary as threats of terrorism become more like to be perpetuated at the airport. More so, that the governments are often at the receiving ends of most of this attacks. Therefore, adequate policing and surveillance through digitised hi-tech devices becomes inevitable. (Adey, 2004;2008; 2009,Amoore, 2006; Amoore and Hall, 2009; Salter, 2007;2008, Martin 2010 and Sweet, 2008)

The desire for intense security at the airport has led to some changes in the airport screening procedures. Part of the changes, led to the computer-assisted passenger pre-screening system (CAPPS II), suggested strengthening CAPPS. The CAPPS enables confirmation of passengers' identities, conducts criminal and credit checks, and gather additional information such as income, residence, home-ownership, patterns of travel and purchases which helps in building threats rating. However, this has continuously been challenged, because it tends to induce unlawful discrimination (Persico, 2002; Persico and Todd, 2005: Reddick, 2004 and Sweet, 2008).

The airport security passenger screening have also benefited from operation research by simulating the potential relationship between the profiler and the attacker at the airport (Cavusoglu, Mai and Raghunathan, 2013).

In addition, other features of security deployment include both the national and the airport administration (Pita, Bellamane, Jain, Kiekintveld, Tsai, Ordonez and Tambe,2007; McFarlane, 2007 and Draca, Machin and Witt, 2010). Such intervention on many occasion involve, the deployment of national security officers such as the military, police and allied security personnel to the airport. Supporting this initiative may include, accompanying canine provision to support on-ground national security deployment; developing customised local security outfit by the airport administration. Other measures may include the issuance of identity card to relevant agencies, whose operations are domiciled within the airport environs. This helps to distinguish airport staff from others, making use of the airport.

The literature above discussed the nature and characteristics of airport security and passenger screening procedure offered at the airport. However, the focus is biased towards the US, especially after the incident of the September 11, 2001, and some threatening incidents in other developed countries. In spite of the increasing rate of insurgents' attacks in Nigeria, the Nigeria international airport seems highly vulnerable. Therefore, this study intends to add to literature on the security and safety concern of passengers making use of the Nigeria international airport.

3. Methodology

3.1. Research design

The focus of this study comprises examining the airport security procedures on international travelers at Murtala Mohammed International Airport (MMIA). This is the largest hub for the international passenger traffic in West Africa. This involves only the international passenger stream. However, the dimension of research is

cross-sectional. The sample was taken from the population at interval for a period of four weeks. Because the airport had been placed on high alert as potential target by the Boko Haram insurgent, the restrictive environment caused a tight schedule to get response from the passengers.

In spite of the fact that we have two major terminals at the Lagos airport, this study consists mainly of the passengers exiting the countries through the international terminal. The terminal was chosen both to understand the level of deployment of security and safety devices and to examine the perception of passengers while going through these procedures. Both quantitative and descriptive method of analysis employed to examine the passenger screening procedure at the MMIA.

3.2. Types and sources of data

This study examines the passenger security procedures on the international passenger at the MMIA. The primary data was obtained through a validated questionnaire. Reconnaissance study was first carried out on a pre-tested population sample. The selected samples are dummy of the actual population selected. The primary data include relevant information on socio- economic characteristics of international passengers. These are considered important to give a hint on the background information on the selected respondent going through the nation airport. The other sections of the questionnaire elicit information on passenger assessment of the security procedures at the airport. In-depth interview was also conducted on some of the airline staff at the airport and few passengers as well. The sampling technique adopted was the simple random sampling. A total of 230 questionnaires were distributed, 150 questionnaires was returned. However, 140 respondents who filled in satisfactorily were use for the analysis.

3.3. Data analysis procedure

Both the quantitative and the qualitative were employed in the analysis. The qualitative analysis employs the use of descriptive statistics to explain the analysis of the variable characteristics. Meanwhile, the quantitative makes use of the regression coefficient to analysis the relationship between the dependent and the independent variable. In this study, two hypotheses are tested. The first hypothesis states there is no significant variation between perception of airport security and safety and the level of passenger security screening procedure. While the second hypothesis states there is no significant difference between the nationality of passengers and the level of security procedure. Both the hypotheses were tested using the regression coefficient. For the first hypothesis, variable of interest are perception of airport security and safety and enhanced security procedures. In the second hypothesis, the variables of interest are nationality of passenger and the level of security procedure received.

4. Results and data analysis

This section describes and analyses the primary data obtained for the study. The analyses are both descriptive and inferential and are based on the characteristics of the passenger sample and relationship between the variables that describe passenger screening security procedure at the MMIA. In addition, relevant relationships among the variables are also tested.

4.1. Socio-economic characteristics

This section discusses the socio-economic characteristics of the passenger sampled going through the passenger screening procedures at MMIA. This is included to basically understand the characteristics of the passenger going through the terminal. It supports the basics principle of passenger profiling which seeks to collect the travel and socio-economic characteristics of travelers for the purpose of enhancing the airport security. The distribution of socio-economic variable (see Table 1) for

sex reveals that 45.7% for male and 54.3% are female. The gender distribution supports the growing insinuation that the terrorist group in Nigeria favours the recruiting of female folks for stealth suicide bombing. As a result, special consideration status for female folks at the airport has been withdrawn. Because in the recent attack perpetuated by the group, there had been a significant increase in the number of female recruit used for this dastard act. However, this does not portend an outright exclusion of the necessary security screening procedure for the men.

Table 1 Demographic and the Socio-economic characteristics

Characteristics	Status	Frequency	Percentage
Age	18 – 25	43	30.7
	26 – 35	47	33.6
	36 – 45	31	22.1
	46 Above years	19	13.6
Sex	Male	64	45.7
	Female	76	54.3
Employment	Self employed	96	68.6
	Part-time employed	21	15.0
	Fully employed	14	10.0
	Unemployed	9	6.4
Marital Status	Single	49	35.0
	Married	59	42.1
	Separated	14	10.0
	Widowed	18	12.9
Household Size	1 – 2	9	6.4
	3 – 4	31	22.1
	5 – 6	45	32.1
	7 – 8	40	28.6
	8 – Above	15	10.7
Educational	None	2	1.4
	Primary School leaving certificate	36	25.7
	Senior Secondary School	18	12.9
	Diploma	12	8.6
	HND/B.ED/B.Sc. degree	66	47.1
	Others	6	4.3
Nationality	Nigerian	104	74.3
	Ghanaian	25	17.9
	Togo	9	6.4
	Other	2	1.4
Occupation	Civil servant	33	23.6
	Private sector employed	33	23.6
	Manager	11	7.9
	Business person	34	24.3
	Others	29	20.7

Source: Author's Analysis (2016)

The age component of the passenger distribution shows the age group classification. The highest was in the range 26-35 which is 33.6%. This is closely followed by the age group 18-25 which is 30.7%. Remarkably, these age group ranges are highly vulnerable and susceptible to inducement, making them a potential tool for terrorism act. Umar Farouk Abdulmutallab, a Nigerian underwear bomber, who attempted to blow up Northwest Airlines Flight 253, using a plastics explosive hidden in his underwear, falls within this age group. In

addition, many of the suicide bombers in the Nigerian northeast fall under this age category. Also, many lack a sustainable economic base. Thus, they are perceived as a potential medium for the insurgents, who use them to carry out their attacks. Similarly, the constituent of the Boko Haram reveals that at least 60% of the group members are in this range. Supporting this allusion is the press release of the membership killed, whenever the military engaged the grouped in a lethal combat.

Moreover, the distribution on the nationality reveals that Nigerians had 74.3%, which is the highest, follows by Ghanaian, 17.9%, Togolese, 6.4% and others 1.4%. The others constitute the other West Africans, Africans and other foreigners from other part of the world. Of these distributions, the Nigerian constitute the highest threats level because the internal crises relating to the insurgencies in the northeast. These have dimensions that are politically inclined, as some nefarious elements often want to score cheap political point against the government, by attacking the aviation infrastructure.

4.2. Passenger security and safety procedure characteristics at MMIA

The key characteristic any airport environment should guarantee is peace, security and safety of life and properties. This section presents the results of passenger security and safety status at MMIA. In analysing the different attributes of airport security assessment at MMIA shows varied assessment outcomes among the key variable use in the analysis of this study.

4.2. 1 Security and safety assessment characteristics

Airports all over the world remain a significant investment, however if it is insecure, the socio-economic impact would be lost. MMIA is the biggest and the largest airport in Nigeria. The study reveals that generally for the passengers' going through the airport the security and safety of the people is somewhat guaranteed. For instance, the study reveals that 77.9% agrees that they feel very safe while going through the

MMIA and 22.1% feel otherwise (see Table 2). This corroborates the work of Chen and Noriega (2004) who observed decline in tourism in the United States after the September 11 and Gulf war.

Other security and safety assessment characteristic includes the ratings of the security procedures at the MMIA. Although, the airport seems more vulnerable, due to escalating spate of terrorism activities in the northeast is worrisome to the government. Respondent ratings of the effectiveness of airport security procedures reveals that 31.4% were of the belief that it is very high, high, 47.9%; average, 16.4%; low,3.6% and very low, 0.7%. In another vein, in terms of level of assessment of security procedure, it varies from 53.6% high, 35.7% medium and 10.7% low (see Table 2). The foregoing narratives suggest that in spite of the potential harm, travelers still believe they are safe while going through the airport. The federal government has also strengthened its surveillance on the airport security and safety portfolio. There had been a major rearrangement in the security procedure deployment at MMIA which to a large extent has raised the safety hopes of travellers.

Some airport adopts the passenger profiling strategy to improve safety and security at the airport. This involves keeping passenger database by critically examining it for criminal records. Other forms of passenger profiling involves selective intense security procedure base on religious, nationality, and socio-cultural affiliation. This study corroborates the effectiveness of passenger profiling as part of enhancing the security at airport. The study reveals that 45% of respondent agrees to the fact that passenger profiling is used at MMIA base on their experience using the terminal. While 40.7% of the respondents do not agree to nationality profiling at the airport and 14.3% were indifferent.

4.2. 2 Challenges of airport security and safety procedures

This study reveals the challenges passengers face while going the airport security procedures at MMIA. The challenges were analysed under four different themes. Which were a result of the organising the responses into a fitting theme. The overall factor themes are as follows, 17.9% of the respondents say they suffer embarrassment while going through the security procedure at the airport, 52.1% of the respondents say they are subjected to poor relationship from the officials at the security post at MMIA, 27.1% of the respondents complained of suspicious attitude and only 2.9% of the respondents were indifferent.

Table 2 Assessment characteristics of airport security and security procedures

S/No.	Variables	Measurement status	Frequency	Percentage
1	Security or Safety of passenger going through airport	Yes	109	77.9
		No	31	22.1
2	Staff willingness to help passengers go through security procedure	Strongly agreed	59	42.1
		Agreed	40	28.6
		Moderately agreed	28	20.0
		Strongly disagreed	11	7.9
		Disagreed	2	1.4
3	Rating of effectiveness of airport security procedures	Very high	44	31.4
		High	67	47.9
		Average	23	16.4
		Low	5	3.6
		Very low	1	0.7
4	Security procedures affected passengers' willingness to travel this terminal	Yes	105	75
		No	35	25
5	Perception of the passenger security procedure at MMIA	Very good	56	40
		Good	55	39.3
		Neutral	22	15.7
		Bad	4	2.9
		Very bad	3	2.1
6	Nationality profiling security at MMIA	Yes	63	45
		No	57	40.7
		Sometimes	20	14.3
7	Effectiveness of Security procedures at airport	Yes	95	67.9
		No	33	23.6
		Sometimes	12	8.6
8	Assessment of the security procedure at MMIA	High	75	53.6
		Medium	50	35.7
		Low	15	10.7
9	Challenges going through security procedures at MMIA	Embarrassment	25	17.9
		Poor Relationship	73	52.1
		Suspicious attitude	38	27.1
		Indifference	4	2.9
10	Problems you encountered with the security agents at the airport	Thorough checking	20	14.3
		Rudeness	67	47.9
		Impatient Attitude	45	32.1
		Indifference	8	5.7
11	Actions to minimize the challenges and problems with the security at the airport	Training	25	17.9
		Well trained employees	61	43.6
		Improve level of security	45	32.1
		Indifference	9	6.4

Source: Author's Analysis (2016)

4.2. 3   Relationship between passenger perception of airport security procedure and enhanced
Security

In validating the relationship between the passenger's perception of airport security and degree of enhanced security procedure, the hypothesis which states "There is no significant relationship between passenger perception of airport security and enhanced security

procedure" is tested. Both the predictor and the outcome variable used follow the basic assumption of normal distribution and interval like variable. This simple linear regression was used to test this hypothesis. The Table 3 shows the combined model showing the regression analysis and the coefficients of the regression. The dependent variable is passenger perception of airport security and the independent variable is enhanced security

level. The Table 3 reveals that there is a positive relationship between the passenger's perception of airport security and enhanced security level which is 0.656 and based on the t-value of 11.68 and the p-value 0.000. Based on this analysis, there is need for the MMIA authorities and the government to increase the intensity of airport security procedures so as enhanced the levels of MMIA security.

Table 3 Passenger's perception of airport safety and enhanced security level

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	7.882	1	7.882	136.305	.000[b]
Residual	7.980	138	.058		
Total	15.863	139			
Model		Unstandardized Coefficient	Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.592	.093		6.336	.000
PASSENGER'S PERCEPTION OF AIRPORT SAFETY AND ENHANCED SECURITY LEVEL					
	.656	.056	.705	11.675	.000

4.2. 4   Relationship between nationality of passenger and the level of security procedure

Another very important relationship this study seeks to examine is the nationality of passenger and the level of security procedure received. The hypothesis which states "There is no significant relationship between passenger nationality and level of security procedure" is tested. Both the predictor and the outcome variable used follow the basic assumption of normal distribution and interval like variable. This simple linear regression was used to test this hypothesis. The Table 4 shows the

combined model showing the ANOVA and the coefficients of the regression. The dependent variable is passenger nationality and the independent variable is level of security procedure. The Table 4 reveals that there is a positive relationship between the passenger's nationality and level of security which is 0.410 and based on the t-value of 11.450 and the p-value 0.049. Implicitly, passenger profiling based on nationality to some extent might influence the level of security procedure at MMIA.

Table 4 Passenger's nationality and level of security procedure

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	.336	1	.336	22.103	.049[b]
1 Residual	22.050	138	.160		
Total	22.386	139			
Model	Unstandardized Cofficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.510	.130		11.658	.000
1 LEVEL OF SECURITY PROCEDURE	.410	.076	.423	11.450	.049

5. Discussions

This study seeks to examine the characteristics of safety and security at the largest international passenger terminal in Nigeria. It tends to assess the security procedures and passenger attributes to ascertain the effectiveness of overall security engagement at the MMIA. This study reveals a diverse implication from the perceptive of socio-economic characteristics to the engagement of security procedure at MMIA. Especially gender, when related to the concern for potential security threats, the male seems more favourably disposed as potential threats at urban environment (Russell and Miller, 1977). However, in this study, 54.3% of the respondents are female; this group presents more serious threats, as Boko Haram recruits more from this unsuspecting group, and is indoctrinated on the benefit of being a martyr for destructive dastard act. The MMIA had been placed on high alert at several times, necessitating high security surveillance; thorough checks, as the MMIA remain vulnerable as the prime target for attack among the airports in Nigeria.

Maintaining a sterile airport environment, a vital impetuous for continuous socio-economic development is highly desirable among nations. In terms of security and safety, the MMIA secures a vote of confidence among the travellers making use of the terminal. At least 77.9% of the respondents agree that they feel safe while going the MMIA, also a larger percentage is satisfied with the rating of the security procedure, therefore intensifying the security and safety is paramount. Achieving this is tantamount to uplifting and developing the confidence which may bear on the tourism receipt and arrival into the country. Evidences from the literature suggest a general apathy from travellers into a nation who had suffered from series of attacks (Chen and Noriega, 2004). No one would want to go to any unsafe territory. Moreover, securing the MMIA from all potential threats and attacks remain an antidote to unlocking the economic potentials of Nigeria.

The process of security procedure engagement with the passengers at the airports is often without its challenges. This study seeks to understand some difficulties associated with this process. It identifies the major factor bedeviling the security procedure engagement at MMIA. Basically, the problems are embarrassment, poor relationship and suspicious attitude characterised the major difficulties passengers encountered during the security procedure at MMIA. Though, some studies also share similar experience such as embarrassment as identified in this research work (Turney and Bishop, 2004; Hawley, 2012 and Putz, 2012). However, the needs to ensure that all the identified vices are overcome at the shortest time. As the airport environment, albeit being sterile, should also maintain a friendly posture to all users devoid of harassment while securing the environment for safety.

This study seeks to establish the relationship between passenger's perception of airport safety and the level of enhanced security procedure. Results show a significant relationship between the hypothesized variables. Therefore continuous investment and training would guarantee passenger patronage and enhanced safety perception of MMIA. Also embracing nationality profiling could also enhance the security level at MMIA.

6. Conclusions

The growing insurgencies in Nigeria call for intense security guideline and policy formulation towards mitigating potential harm which may result in a catastrophe outcome. Such similar event in the US, September 11, 2001 attack, remains till date a wakeup call to security agencies around the globe. Even as the attack was as a result of uncurbed menacing threats from terrorist organization shook the world. Therefore, the growing security challenge in Nigeria is a pointer to heighten the security at the airports, as the

strategic infrastructure remains a potential target to bring the government to her kneels.

In this paper we have been able to look at the security and safety characteristics of MMIA, the flagship of international passenger terminal in Nigeria. The study reveals the present security and safety status of MMIA to an extent. No doubts the satisfaction of the higher percentage of travellers, having a feeling of safety while using the terminal, reflect the confidence in the current security paraphernalia provided at the terminal. However, being complacent may pose a gory outcome for the authorities. As the growing insurgencies constitute a potential harm to the terminal.

Moreover, the challenges identified in the studies may be major setbacks to the authorities of the airport if left unattended. The need to strike a balance between professionalism while preventing harm is necessary for continuous growth and investment. Adequate training and capacity developments of securities personnel at the airport is vital for passengers and all users alike. Cases of embarrassment and unwholesome disposition at the airport portend a serious setback to investment. Consequently, this may affect patronage of such terminal.

Though, the study sees a positive relationship between the passenger safety and enhanced security level. However, there is need for continuous investment in the security and safety concern by the airport authorities.

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