

The Role of Religious and Cultural Dynamics in the Implementation of Security

Measures in the Selected International Airports in the UAE:

An Empirical Case Study

By

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Abstract

This study addresses a gap in the literature concerning the role of cultural and religious dynamics in the application of security procedures in the international airports in the United Arab Emirates (UAE). The study establishes a reference for further research into the analysis of passenger attitudes towards the experience of using international airports by utilising an empirical research design and a theoretical perspective, the theory of 'liminality', to explore passengers' experience in the international airports in the UAE. The significance of this study lies in the fact that it makes an original contribution to the gradually emerging empirical body of research into airport security and passenger experience in the UAE international airports.

The inquiry explores the extent to which airport security measures and legislation recognise religious and cultural sensitivities of the passengers; investigate the impact of religious and cultural dynamics in shaping passengers' attitudes towards the security measures implemented at the selected international airports and finally, explores the views of the airport security managers and officers concerning the role of religio-cultural factors in the security policy at selected international airports in the UAE.

The study utilises a mixed-methods case study research design consisting of a survey (self-completion questionnaire), semi-structured interviews and analysis of some of the relevant policy documents. The study sample consists of two international airports in the UAE i.e. Dubai and Abu Dhabi international airports. The large survey was completed by the two hundred participants and constructed to elicit the attitudes, perception and experience of the passengers using the selected international airports in the UAE. Semi-structured interviews, completed by a selected group managers and officers, explored the views and overall perception of airport managers and staff responsible for the management and oversight of the airport security.

The results reveal broad patterns of responses from the study participants on various issues related to their experience of using the selected international airports. The main findings indicate that passengers, overall, were satisfied with use of the international airports and agreed that the application of the security procedures were conducted objectively and the staff appeared to be respectful of personal privacy and religious and cultural sensitivities of the passengers. However, the study also reports that going through the security systems proved to be the most stressful part of passenger experience at the airports. A central finding the study underscores that the use of the full body scanners creating most dissatisfied experiences amongst the passengers. The results further indicate that the security staff's awareness of intercultural sensitivities and passengers' religious and central values were felt to be highly significant. The study emphasises the need to be aware that legal and security related policies at the international airports should also reflect a deeper ethical values of human engagement unfolding within the context of airports.

Based on the empirical findings, the study offers overall conclusions and makes policy and further research related recommendations.

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Finally, I thank all the people participated in the investigation at both Dubai and Abu Dhabi International Airports through interviews and the survey, for their precious time. Without their cooperation this research would not have been possible.

Dedication

I would like to dedicate this thesis to the founder of modern United Arab Emirate

the late

H.H Shaykh Zayed bin Sultan Al Nahyan (d.2004)

Declaration

I declare that the work in this thesis was carried out in accordance with the regulations of the University of Gloucestershire and is original except where indicated by specific reference in the text. No part of this thesis has been submitted as part of any other academic award. The thesis has not been presented to any other education Institute in the United Kingdom or overseas.

Any views expressed in the thesis are those of the author and in no way represent those of the University.

Signed

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CHAPTER ONE

Introduction

1.1 Introduction

This research investigates critically the extent to which the existing airport security policy and its implementation in the United Arab Emirates (UAE) recognize the religious, cultural sensitivities of the passengers and respect their personal privacy and dignity. Within the context of an increasingly globalised world and the increasing security threats following the tragic events of 9/11, airport security has gained strategic importance among national and domestic policy makers. In addition to new strict legislation, the airports are increasingly equipped with sophisticated screening instruments and frequent check-points and surveillance. In many ways, the entire experience of using airports has become uncomfortable for many passengers who have no other means of travelling around the world. Many religious people – including Muslims, Jews, Christians and Sikhs – are upset about the increasingly invasive security procedures, such as the full body scanners, used at international airports across the world. Although some are refusing to fly, others say they have no option but to endure the full body scans.

It should be noted that in the UAE, where the current study is focused, society is based on traditional Arab-Islamic values. After the discovery of oil in 1950, the state has made a strategic choice of opening itself economically to the wider world. As such, today a substantial portion of the workforce in the UAE comes from different parts of the world, including, both Arab-Islamic states, as well as, the Western world. As a result, the international airports in the UAE have become truly cosmopolitan centres for a travelling population that reflects diverse cultural and religious backgrounds. As indicated above, while the increasing popularity of the UAE for many expatriates is a welcome development, this reality also brings about security challenges, and most importantly, specific challenges for implementing security measures at the country's

international airports. Muslim faith, for example, prescribes a certain dress code for both men and women and limits the permissibility of physical touch and search by a stranger. As such for example, some Muslim passengers can feel uncomfortable going through the body scanners particularly female Muslims who choose to wear headscarf and face veil. Similarly for Western passengers the experience of being abruptly stopped and insensitively checked could easily be felt as the invasion of their privacy. The organisation and implementation of security policy and procedures, including the use of surveillance technology, and the overall of attitudes of the security staff towards the passengers at the international airports, emerge a significant topic to explore.

The current study aims to investigate the significance of personal privacy, religious and cultural sensitivities involved within the existing airport security policy and in its implementation through closely exploring the case of two most significant international airports (Dubai and Abu Dhabi international airports) in the UAE. It must be noted that international airports have become at the centre of national and international security concerns globally with the rise of international terrorism, illegal immigration and other host of security threats. Therefore, the strict security measures and policies have been introduced in the international airports which have turned the use of international airports one of the most stressful experiences for many passengers. The use of increasingly sophisticated security systems, scanning equipment and complex electronic surveillance and monitoring technology could be perceived intrusive making many passengers feel uncomfortable and nervous.

The airport authorities often justify the use of such technology and strict policies as necessary measures in order to secure passenger security and safety. The airlines and wider civil aviation industry, on the other hand, stresses the importance of passenger safety but also keen to ensure

passenger satisfaction in using the airports. While most passengers will agree with the importance of ensuring safety, they will still voice the concern that going through security process is the most stressful part of the using international airports. The passenger satisfaction is a concern not only for the airlines but also the business, tourisms and overall economic policies of countries like UAE which heavily depends on the imported work force for its rapid modernisation of the economy. Therefore, exploring the passenger experience in the airports particularly with focus on the experience of going through the security process gains significance.

The concepts of security and Security Studies have been interpreted differently. Security Studies is a relatively new field of inquiry that came out of traditional International Security Studies, which in turn considered to be an academic sub-field of the wider discipline of International Relations (Williams, 2008; Williams and MacDonald, 2018). Furthermore, Security Studies is closely connected with the study of state governance aiming to ensure security/safety as a form of key public good that the governments need to provide for their citizens. Security failures are usually seen as the result of government's inability to maintain a stable domestic environment or to address international challenges. As such, Security Studies has also been linked to sub specialism such as environmental security, human security (Collins, 2016). As such, 'securitization' in International Relations is defined as the process of state actors transforming subjects into matters of 'security': an extreme version of politicization that enables extraordinary means to be used in the name of security (Buzan et al., 1998; Williams, 2003). The use of security has become so common that often entire government policies such as the way states deal with the minority religious communities can be framed with securitisation. This has drawn criticism from civil liberty groups as invasion of personal and civil rights. In most of the European countries, for example, Muslim minorities, with the rise

of religiously-motivated terrorism, have become increasingly addressed with such securitisation policy framed as preventing terrorism and extremisms (Power, 2004; Kundnani, 2009).

The notion of security has been used beyond political and social sciences and increasingly employed within engineering, computers sciences and cyber space research. The widening electronic technologies, wireless networking systems have attracted the attention of researchers working in cyber technologies and informatics. For example, A. Al-Bayatti, and his colleagues studied the security issues related to the wireless networks, systems that much of today's technology including airport security systems depend on. They concentrate on examining the essential components related to prevention and detection to meet the aims of security requirements such as 'authentication and authorisation' (Al-Bayatti et al., 2015).

The current research does also look at the security policy implementation within the international airports but it focuses closely on the way in which passengers experience undergoing these vital components of the airport by using international airports. Most importantly, the study explores the attitudes of passengers, as well as, those of security managers, to the security measures and the ways in which they are applied to a growing number of passengers, coming from diverse cultural and religious backgrounds, at these selected case airports. It must be noted that the gender also makes a significant difference alongside cultural and religious sensitivities of the passengers. Muslim women appear to be mostly affected by the security processes as they have visible religious signs such headscarf and face veil. Overall, the study aims to make an original contribution to the ongoing debate among the researchers and policy makers concerning the personal, cultural and religious dimensions of the security measures observed within the selected international airports in the UAE. The cultural

dimension of security implementation at the airports is just starting to attract the attention of researchers and policy makers.

1.2 The research questions and aims of the study

The study aims to explore the following main questions:

- 1) Do airport security measures (policy and legislation) in the UAE recognise the religious and cultural sensitivities of the passengers?
- 2) How do religious and cultural dynamics shape passengers' attitudes towards the security measures implemented at selected airports in the UAE?
- 3) What are the views of the airport security managers and officers concerning the role of religious and cultural factors in the security policy implemented at selected international airports in the UAE?

Based on the above research questions, several research objectives can be discerned:

- 1) To explore the extent to which airport security measures and legislation recognise religious and cultural sensitivities of the passengers?
- 2) To investigate the impact of religious and cultural dynamics in shaping passengers' attitudes towards the security measures implemented at the airports.
- 3) To explore the views of the airport security managers and officers concerning the role of religio-cultural factors in the security policy at selected international airports in the UAE

The study adopts an overall qualitative case study framework with a mixed-methods research design to explore the main research questions (Bickman and Rog, 1998; Yin, 1994). As Webley (2010) suggests direct observations, interviews and document analysis constitute the main aspects of the qualitative data collection methods. The research design of the current study is a broad case study that brings together both quantitative and qualitative data collection methods in an integrated and completing mixed study design. The mixed design-research methods through the phenomena of triangulation enable a deeper and broader understanding of the topic investigated. In order to explore passengers' views and experiences of using the airport security in a broader scale, the study makes use of a large quantitative survey. The survey includes passengers' views, attitudes and perception regarding the degree to which the passenger security processes take into account their personal privacy, cultural and religious sensitivities. This quantitative data is further supplemented by qualitative data gathered through semi-structured interviews conducted with a selected group managers in charge of the airport security and officers implementing these procedures. An overall empirical case study approach was deemed the most suitable methodology because the research itself is contemporary with little previous research in this subject area, providing us with a scientific process of inquiry which can be replicated by other researcher to complement our findings with further study.

1.3. Research Methodology

This research investigates critically the extent to which the existing airport security policy and its implementation in the UAE recognize the religious and cultural sensitivities of the passengers. As will be discussed in detail in the methodology chapter, the research design utilises a mixed methods design consisting of a survey (self-completion questionnaires), semi

structured interviews and analysis of some relevant policy documents. In principle utilising more than one method of data collection is aimed at enhancing the overall value and relevance of the study findings. The large survey was constructed to elicit the attitudes, perception and experience of the passengers using the selected international airports in the UAE. Semi-structured interviews used to explore the views and overall perception of airport managers and staff responsible for the management and oversight of the airport security. The study sample consists of two international airports in the UAE i.e. Dubai and Abu Dhabi international airports. The reason for including these two airports in the study is the fact that Dubai is the busiest UAE airport (fourth busiest in the world) which is followed by the Abu Dhabi airport, the second largest international airport in UAE (World Aviation Year Book, 2014). The survey participants are randomly selected from international passengers (adults only) using these airports. In order to explore the issues in more depth, key management personnel and officers responsible for observing and implementing security provision at the airports will be selected to participate in the semi-structured interviews. This includes a selected group of managers and officers in charge of the implementing the security procedures at the international airports.

It must be noted that the concept of security procedures at the airports have become very complex involving several distinctive operations, protocols and sophisticated scanning, detection and surveillance machinery and digital technology. Some of these security procedures actually starts when the passengers book their tickets and airlines often report the passenger details to the airport security apertures. In this study, we are concerned with the security procedures that take place at the airport when the passengers arrive to proceed with their journeys or return from abroad using airports. The entry to the airport is also the start of the actual physical security procedures i.e. going through the security checks, passport control and other procedures at the departure and arrival ends of the journeys. Although it is an

important part of the airport security, the detailed checks at the immigration department of the airport are not directly explored in this study as access to such procedures or cases are highly confidential and sensitive.

The study also explores the recent policy documents related to the airport security measures introduced by the UAE government. The basic policy documents were easily accessible through the websites of the airports. The researcher is from the UAE who has extensive experience of security sector in the country. By using his contacts, he approached the airport authorities and explained the overall aims of the project. Despite the sensitivities of the examining any aspect of the airport security, the authorities expressed interest in cooperating with the study and showed willingness to take part in the proposed research. Through negotiations the initial large survey was piloted and implemented at the Dubai Airport (Appendix 2) and the semi-structured interviews were carried out with manager and the security staff Dubai and Abu Dhabi international airports. The field work was conducted in both Arabic and English. The passenger survey was conducted in English. All survey participants were adults and take part in the study voluntarily. Participants gave their oral consent before completing the questionnaires. All of the data in Arabic was translated into English and transcribed before the actual data analysis started. The survey data was analysed by using the SPSS package programme.

The general guidelines and procedures suggested by Miles and Huberman (1994) to carry out the qualitative data analysis were followed. According to these procedures, the qualitative data generated by semi-structured interviews should be audiotape recorded, thus the data processing started by transcribing/translating the recorded data. This was followed by coding the data into recognisable distinct themes and issues. The analysis of the relevant policy documents should

start from this point onwards. The actual coding scheme consists of assigning specific colours for particular themes or clusters of interrelated information that reflect participants' views or certain pattern of themes and topics. The process of identifying patterns within the data set involved discerning meaning clusters that reflect similarities (overlapping codes) and differences (opposing views). The methodology chapter presents the data collection and analysis procedures in detail.

1.4 Contextualizing the inquiry within the existing literature

As far as the current research is concerned, there appears to be no direct previous study that has explored the research problem and the wider study concerns of the current inquiry. Because of the limited available literature, directly related to the focus of the current inquiry, which will be reviewed shortly, the wider relevant general literature will be discussed within various chapters in this study.

Below the main available literature, including the studies exploring similar issues within the major international airports in the region (GCCE countries) and beyond, has been identified and discussed to both contextualize the inquiry and demonstrate the originality of the study.

There is a growing literature exploring different aspects of international airports in the GCCE countries. The study by Towfiqi (2018) surveys the major international airports in Gulf Cooperation Council countries with a specific focus on exploring the factors informing their modernization and the impact on the regional and international aviation industry. Passengers' religious sensitives, within the context of growing security measures at the airports, has started to attract researchers' attention too. In 2013 when the full body scanners have been first introduced, airports begun to ask passengers about their religious affiliation in case the

scanning process might prove to be challenging for some passengers. For example, passengers going through security checks at Edinburgh Airport were explicitly asked about their religious affiliation. This had sparked a serious row over the nature of the personal questions posed as part of the airport security and scanning process. There was a concern whether such questions were violating passengers' human rights (Tarrit, 2014)

Within the context of Western countries, there is a growing policy trend towards a more risk-based approach to airport security (Bowen and Lu, 2001). For example, in the UK, the government has opened consultation into proposals to replace its 'direct and inspect' approach with what it calls an 'outcome-focused, risk-based' strategy. The aim is for the aviation sector to design security procedures and mechanisms that deliver specified security outcomes, rather than having to follow detailed rules and regulations (Department of Transportation, 2011). Clearly, concerns over international terrorism appear to be fundamentally shaping the airport security policy in the context of the modern world and the Gulf (Ulrichsen, 2011; Whelan, 2001).

It appears that most of the previous literature has focused on exploring the legal issues related to the airports' security in the UAE (Abeyratne, 2017). Al-Husni's study (2009) discusses the issue of securing ports (air, sea, land) in the UAE. In this study, the researcher highlights the efforts made by the UAE authorities and agencies responsible for the security of ports, that includes apprising the use of sophisticated technology, the legal policy framework guiding their work, and finally the types of training programmes provided to those employed. Most importantly, the researcher provided the vital statistics to back up its critical examination of the overall security measures observed at the main UAE ports. The study by Ahmad and Ali

(2008) further explores the increasing use of new technology in the international airports in the UAE.

At the international level, several studies, such as the work by Bach (2005), noted the increasing role of ‘deterrence’ in border security policies. Bach furthermore, offers a critical insight into the effectiveness of the deterrence approach in preventing the potential violation of the border legislation, thus enabling the law enforcement agencies to closely observe the wider illegal activities at the ports. It must be noted that there have been major international conventions drafted under the auspices of the United Nations International Civil Aviation Organisation (ICAO) such as the Tokyo Convention in 1963; Hague Convention in 1970; Montreal Convention in 1971 and European Convention on the Suppression of Terrorism and Bonn Declaration in 1978. These are important agreements that have serious implications for global airport security. However, as the study by Sosuh (2011, p.150) highlights, the major challenges facing the borders security are; ‘lack of modern border infrastructure and facilities, capacity building of the agents directly involved in border security and those that lend support to apprehend and deal with suspects ‘. Dashtere (2006) summarizes the main reasons behind the efforts made by countries to secure their international borders; firstly, preventing illegal entry, secondly, to collect tariffs and identify people circumventing the customs laws and thirdly, preventing the entry of bad goods (unhealthy, expired, unsafe). Haddal’s study (2010) draws attention to the increasing security-focused port legislation by discussing the establishment of the US Border Patrol (BP) in 2003. He argues that this agency was set up to achieve operational control, defined as, the ability to detect, respond, and interdict border penetrations in areas deemed as high priority for threat potential or other national security objectives. Similar deterrence based strategy to airport security appears to be adopted by the Australian government (The Wheeler Report, 2005).

It is interesting to note that some researchers, who are critical of the highly security-centred policy approach to airport security, began to raise the questions about the ethics of these policy developments. For example, according to the study published by Centre for the Study of Global Ethics, the University of Birmingham (2010), the governance of border security and legislation should comply with the basic international recognized ethical standards (Acharya, 2008; Dashtere, 2006; O'Malley, 2006; Barros, 2009).

More recently AlMolla (2017) analysed the national security of the UAE since independence in 1971. The study explored policies adopted by the decision makers in the UAE to ensure the security of its citizens, the stability of the state and its impact on the ground. The study points to the presence of threats that affect the UAE's national security, despite the promulgation of legislation and creation of institutions specifically designed to contend with such threats. Similarly, Hammond (2018) has explored the economic viability of small airports as a result of the increasing deregulation and profit led compilation within the Context of USA.

Recent studies (Al-Dhaheri, 2015; Al-Dhaheri and Kang, 2015) by using 'the Lean Methodology' to the passenger departure process in Terminal 3, explored the Abu Dhabi International Airport. These studies mainly focused on the Terminal 3 which is the home of Abu Dhabi's major carrier, Etihad Airways, one of the world's fastest-growing international airlines. A 'lean organization' understands customer value and focuses its key processes to continuously increase it: the ultimate goal is to provide perfect value to the customer through a perfect value creation process that has zero waste. As can be seen this research sees an airport as being operationally parallel to a manufacturing process is focused on the manufacturing engineering and management dimension of the airport modelling and physical arrangements

rather the security and passenger experience as such. It must be noted that since the rise the low cost air travel in 1990s in the West the key characteristics and attitudes of airline passengers have been studied extensively particularly looking at the ‘implications for pre-trip decision-making and airline choice’.

Similarly, some recent studies (Edwards, 2011, Bansal, and Eiselt, 2004)) explored key characteristics and attitudes of airline passengers and the implications for pre-trip decision-making and airline choice. The case study by Edwards (2011) exploring the issue in the UK passenger aviation sector in Birmingham Airport (BHX), suggests that the key differences exist in the decision-making processes and research methods employed by passengers’ of airlines operating different business models, but particularly for passengers of low cost air travel. The passenger attitudes, based upon actual experience and social representation were found to be significant.

The current study stresses the importance of understanding the experiences of passengers, who come from diverse cultural backgrounds, while going through the airport security procedures. Often passengers feel their personal privacy, including needs associated with the gendered identities, or specific cultural sensitivities are not respected or taken into consideration. As such, the present study aims to use the theory of “liminality”, originally proposed by a well-known social anthropologist, V. Turner (1969), while interpreting sections of his ethnographic data. According to the Oxford English Dictionary liminality is originally from the Latin word *līmen*, meaning ‘threshold’ (1989). Liminality was originally used by Turner to interpret the rituals and rite of passage in diverse societies. It refers to a threshold, a state of being that is characterized by ambiguity and transition whereby one’s identity is conferred and re-inscribed. In anthropology, liminality is the quality of ambiguity or disorientation that occurs in the

middle stage of rites, when participants no longer hold their pre-ritual status but have not yet begun the transition to the status they will assume when the rite is finished (Truner, 1974; Thomassen, 2006). During a rite's liminal stage, participants 'stand at the threshold'. between their previous way of structuring their identity, time, or community, and a new way, which completing the rite establishes. The experience of liminality limits personal space and the sense of personal intimacy. This process could end up with producing a serious challenge for the person who feels threatened by the sudden invasion of his or her personal space (Thomassen, 2009). It is unfortunate that for many going through the airports poses such stressful experience of liminality. Turner (1974) coined the term 'liminoid' to refer to experiences that characteristics of liminal experiences which are optional and do not necessarily involve resolution of a personal crisis. As he further suggests, in modern societies the liminoid type of experiences are common and therefore the current study will consider using the theoretical construct of 'liminoid' to explore passengers' experience of using the international airports in the UAE.

The concept of 'liminod' is rather similar to the processes of atomisation whereby the fundamental 'relationality and responsiveness of being that makes ethics part and parcel of our everyday lives' is denied. The concept was introduced by Arendt in her investigation into the origins of totalitarianism. In this context, the atomised subject is the completely isolated and lonely individual, characterised by the absence of traditional ties of family, friendship or class (1986: 323-4), to which one might add others such as religion, race, age, gender, (dis)ability or common experience of being a foreigner. It is thus a kind of 'extreme individualization' in which the subject recognizes no 'social links or obligations' (Arendt, 1986). Airports can produce the liminal experience of being atomized and isolated.

Some recent studies (Jahawi, 2015) explored shopper's socio-spatial behaviour within the built environment in traditional and contemporary shopping environments in Dubai, UAE. It addresses this issue through an in-depth investigation of human perceptions and activities in a traditional souk (Souk Naif) and a shopping mall (Dubai Mall).

The increasing use of body scanners at the airports and their impact on health (Mahesh 2010) and privacy concerns have also been studied. Accardo and Chaudhry (2014) suggest that 'this new technology is considered (by some people) as a more efficient security measure whereas others see it as an invasion of privacy and a public health issue. Because the full body scanner units do subject every individual passing through the security check points (what some could argue to be unnecessary) with radiation exposure, it is understandable for people to be weary about their implementation at airports, According to and Chaudhry conclude their study by noting that while the radiation is negligible but the personal invasion felling remains a concern for many passengers (Accardo and Chaudhry, 2014).

The European Union Agency for Fundamental Rights (FRA, 2010, 2018) noted that safeguards exist in EU law to protect the human rights of anyone crossing an internal or external European border, effectively preventing their dehumanization or intentionally profiling passengers for unjustified expected security risks. In this regard, it must be noted that there is a growing empirical research on airports, addressing a current gap between literature that focuses on the 'cosmopolitical experience of the airport and that which focuses on the potentially dehumanising impacts of a technologized, securitised border by investigating the ethos of the space (Adey, 2004). Bulley and Johnson (2018) recently, in a ground-breaking study, argued that 'there is an urgent need to consider what ethical relations and subjectivities are constructed, encouraged and made impossible in the airport space'. Through participant observation of three

European airports and interviews with European airport managers and immigration and customs officials, they explored the types of subject the airport border space produces and the ways of relating/responding it permits and discourages. One of the key results suggest that ‘every individual who bore the visible markers of Muslim religion or Arab descent (skin colour and head scarves) was stopped’. They drew attention to the airport border assembles a variety of commercial, security and spatial technologies in areas of both ‘flow’ and ‘dwell’ which generate and privilege a particular type of ethical subject – the temporarily suspended, atomised individual. Their study, which is very close to the focus of the current research, starts with an understanding of space as produced through plurality and movement, and analyse how atomisation is produced and sustained before reflecting on the potentially dangerous implications of such processes:

‘They clearly emphasize the profoundly value-laden reality of airport experience and draw attention to the fact that ‘dehumanising practices of the airport border space are increase as surveillance for suspicious criminal behaviour have become the accepted norm. As such in reality the airport border is a profoundly ethical space, filled with values, purposes, trajectories and ways of being, which may, or may not, come into meaningful contact. While it appears a merely functional space, such functionality hides an array of ethical and political choices and divisions. Airport spaces thus proclaim their cosmopolitan possibilities to the world, using taglines such as ‘Where the world connects’ (Dubai International Airport), ‘Connecting Flights. Connecting People’ (Salt Lake City International Airport) and ‘Meet the World’ (Frankfurt Airport). Such marketing slogans may appear trivial but we propose to take them seriously, following the lead of recent ‘mobilities’ literature’ (Bulley and Johnson, 2018: p.2).

Similarly, M. Rosler has argued that it is the drive for technical efficiency which defines the airport, over and above interests of state or the public, and ‘has resulted in structures whose experiencing subjects are atomised’ (1994: 68-9). Moreover Massey notes, when you are travelling you are not just crossing space or travelling through it – you are helping to create it because a space is the product of social movements and interactions. Changing your behaviour, the way you cross or move, is also altering the space itself, producing it differently (2005: 117-8).

1.5 Significance and the original contribution of the study

The current study problematizes the interpersonal and public space in the airports and the role of personal, cultural and religious values within such an overly controlled, managed, monitored and securitised experience through using the theoretical lenses of the theory of ‘liminoid’ to explore passengers’ experience of using the international airports in the UAE. The significance of this study lies in the fact research into the airport security in UAE is just emerging as an important area of interdisciplinary study. Most significantly, the literature received in this study suggests that there has not been any previous research exploring the passenger experience and the role of culture and religious values within the context of international airports in UAE. As far as the current research is concerned, this is the first major empirical study exploring the passenger experience and airport security within framework of cultural and religious diversity. This inquiry by generating empirical data, thus, facilitates an evidence-based understanding that will help improve the overall quality of passenger experience in the international airports in the UAE. The fact that the UAE, like the rest of the Gulf states, heavily depends on expats, the airport security and the overall passenger satisfaction with the use of airports emerge as crucial areas for the policy makers in the civil aviation industry to consider.

It is crucial to understand how millions of people coming from diverse cultural backgrounds feel going through the airports and ensure that their personal, cultural and religious values and sensitivities are taken into account at all levels of the airport experience including security protocols and the personnel who conduct and oversee these processes. Above all else, the airport experience and crossing borders are also profoundly cultural, interpersonal and ethical experiences where basic human dignity, human rights and passengers' personal spaces need to be respected and upheld. Most importantly, the professionals and policy makers running the airports need to be made aware, through professional intercultural training courses, for example so that the passengers' overall experience of using the airports can be handled more effectively and humanely.

Furthermore, UAE is increasingly planning to create a new economy after the oil industry comes to an end. UAE at the national level is transforming its economic resourcing towards the tourism sector which requires not only technical advances in civil aviation but also a physical and cultural restructuring that welcomes people of diverse cultures, religions and values.

Attracting foreign visitors, particularly expanding the tourism sector has been among the key economic development goals of all UAE states. The UAE government has an ambitious plan to attract over 20 million visitors per year to boost its tourism sector. According to the latest government statistics, in 2016, the direct contribution of the travel and tourism sector to the UAE's GDP was AED 68.5 billion (USD 18.7 billion) which is equivalent to 5.2 per cent of the total GDP. It is forecast to rise by 5.1 per cent per annum from 2017 to 2027 to AED 116.1 billion (USD 31.6 billion) which would be equivalent to 5.4 per cent of the total GDP in 2027.

The top 3 regions that the UAE attracts tourists from are GCC – 23 per cent of total visitors; Western Europe – 21 per cent of total visitors and : South Asia – 16 per cent of total visitors. However, there are some changes to this profile. For example, Dubai's tourism sector kicked off in 2017 in high gear as the Department of Tourism and Commerce Marketing (Dubai Tourism) reported a stellar 12 per cent year-on-year growth over the first two months of 2017, which saw Dubai welcoming just over three million visitors, nearly four times the rate of the previous year. Supported by growth in all key markets, China and Russia in particular drove the volumes and set the stage for a strong first quarter result. This period witnessed a 60 per cent growth in overnight tourists from China with January alone peaking at a dramatic 102 per cent, while attracting a total of 157,000 Chinese visitors across just the first two months.

The latest statistics provided by the Dubai Statistics Centre (below), the UAE states that attract the largest number of tourists, shows large increase in the visitors numbers in the first quarter of the 2019. It should be stressed, as the below table shows, that there has been a significant increase in the numbers of tourists from China and Russian Federation:

Table 1. 1 UAE Visitors by Nationality* - Emirate of Dubai

Visitor by Nationality* - Emirate of Dubai			
2019			
Numbers in			
000(
Title	First Quarter		
India	565		
KSA	412		
UK	327		
China	292		
Oman	263		
Russian Federation	234		
Germany	204		
US	186		
Pakistan	137		
France	121		
Kuwait	107		
Islamic Republic of Iran	94		
Philippines	93		
Egypt	87		

Italy	81
Australia	55
Canada	52
Jordan	51
Netherlands	48
Iraq	44
Other	1,297
Total	4,750
Source : Department of Tourism & Commerce Marketing	
*International visitors who spend one night at least in Dubai including Air, Land & Sea Visitors, excluding United Arab Emirates residents, Local Emiratis and Aircrews & marines.	

As the above table demonstrate, Dubai International Airport (DXB) remains in the bronze medal position and Dubai continues to grow as an airport and welcomed about 900,000 passengers in 2018. On the other hand, the Abu Dhabi International (AUH) registered more than 24 million passengers passing through its terminals during 2016, according to statistics released recently. A total of 24,482,119 passengers used AUH as a point of departure, arrival or transit, representing a 5.1% increase on the 23,286,632 passengers throughout 2015.

It must be noted that international airports do not keep the details of the passenger profiles and do not record the passengers' religious affiliations. As will be discussed in the methodology

chapter, the current study has randomly collected its study sample and the overall profile of the passengers reflect gender and religious affiliations of the visitors to the UAE. It is significant to note that this is the first empirical study providing such a detailed profile of the passengers /visitors to the UAE including their religious affiliation.

The current study aims to make an original contribution to emerging body of empirical research in civil aviation, security and training of the airport personnel, and the overall improvement of the airport security and passenger welfare in the UAE.

1.6 Personal and professional context of the study

The researcher comes from a Security Studies background as he had a more than 40 years of experience working within the UAE police force. He was also fortunate enough to work within a larger team that used to ensure the personal security of the late H.H Zayed bin Sultan Al Nahyan(d.2004) who was as the principal driving force behind the formation of modern United Arab Emirates and its first president. The researcher completed an MA in Public Administration focusing on the legal aspects of security challenges facing UAE. During his work, he has become much more aware that the central security challenges facing the UAE cannot only be mitigated by legal means and legislation. It is true that religious inspired extremism as well as politically motivated religious groups do pose a major security challenge in UAE and the wider Gulf region. However, the fight against the violent and non violent terrorism should not create a wider atmosphere of suspicion, mistrust and prejudice that all have a negative impact on the wider efforts to prevent extremists views taking root in the society. As such, it is well known that due the increase in the international terrorism incidents, international airports, in particular, have come under heavy securitization procedures whereby the passenger welfare and privacy

have been seriously curtailed. The use of highly sophisticated technology such as body scanners and increasing manual searchers have all made the use of airports rather an uncomfortable experience. Such a development has serious consequences for the countries like UAE that heavily depend on the expats as well as western visitors coming to the country. The researcher has become interested in finding out more about the passenger experience, welfare and satisfaction while going through the security processes in the major international airports in the UAE. Furthermore, exploring how the current management and staff in charge of the airport security view passenger satisfaction as well as the role of cultural, religious and personal privacy issues while applying these security protocols. The researcher's main aim and motivation is to produce evidence-based recommendations for the diverse public bodies of policy makers in charge of the airport security and civil aviation industry.

1.7 Organization and the structure of the study

The first chapter established the wider context of the study, discussing the professional and personal background of the researcher, stating the research questions, aims and the objectives of the study. The introductory chapter has also presented a critical review of the most relevant recent research that is directly related to the core research questions of the inquiry. The second and third chapters, although not directly related to the research questions, help understand the wider research context of the inquiry better. The inclusion of these two chapters will be further justified in the methodology chapter. A brief overview of the UAE and specifically the emergence of the aviation industry and the current profile of the major international airports, where this study is based, will help contextualize the main research question better. This is not a purely quantitative study but a mixed design case study where qualitative data has been generated to understand how issues raised by the inquiry are perceived and interpreted by the

study participants. The second chapter focuses on the historical and cultural background and setting of the inquiry by providing the historical emergence of modern state of UAE and its population profile as well as cultural, economic and political systems.

The third chapter discusses the available literature on civil aviation infrastructure in the UAE, establishment of major international airports and wider the issues related to security, passenger experience within the context of international airports. The focus of this chapter is on details of the cases included in the research i.e. the Dubai and Abu Dhabi International airports.

The fourth chapter provides, in depth, the reasons for choosing the methodology of the study, the mixed-methods restudy design within an overarching case study methodology and the details of the research design i.e. sampling, data collection and analysis procedures and research ethics. The following two chapters present the empirical findings of the study; chapter five presents the results of the major quantitative survey exploring the results of the main passenger questionnaire and discussing the results of the quantitative data. Chapter six presents the analysis of the qualitative data set exploring the analysis of the semi structured interviews conducted with the managers and staff at both international airports regarding the main areas of research focus. Each of these data analysis chapters ends with a conclusions reached and the significant findings discussed furthered. The overall, outcomes, conclusions and recommendations of the study are presented in chapter seven. The final part of the thesis will present references and appendices.

CHAPTER TWO:

Research Context:

Historical and Cultural Background

2.1 Introduction

The United Arab Emirates was formed in December 1971 by the unification of seven emirates, Abu Dhabi (the capital), Dubai, Sharjah, Umm Al-Qaywayn, Ras Alkhaima, Ajman and Fujairah. Islam is the main and official religion of the UAE. However, expatriates are free to practice their own religion. Arabic is the official language and English is also widely spoken. The United Arab Emirates is situated in the South Eastern part of the Arabian Peninsula in Southwest Asia on the Persian Gulf. The land is mostly flat, away from the coastline, almost entirely desert in the interior. There are some oases within the interior of the country, which offer a little variety of vegetation and wildlife. However, most of the country is uninhabited as it is mainly formed of the desert. The capital and geographically the largest city of the United Arab Emirates is Abu Dhabi. It is also the country's centre of political activities. The UAE covers an area about 82,880 km², of which Abu Dhabi is the largest city and the capital occupies 87% of the total area of the UAE (UAE, 200).

According to the latest estimates the population is approximately 5 to 6 million. There has been such a dramatic increase due to immigration to participate in the process of economic and social development that followed the rise in oil revenues during that period. The development process of expanding education and health care and the establishment of a large number of infrastructure projects, which required the use of foreign workers in many fields, was one of the main reasons for the increase in the population (Abdullah, 1978).

According to the national bureau of statistics (2005), in 2005 the population was 4,106,240 in which 21.9% are UAE nationals and 78.8% are from other nationalities, they estimated the population for 2010 to be 8.2 million, in which the nationals represent 11%. The majorities are from India, Pakistan, Sri Lanka and Bangladesh. The great majority of the workers are male. The non-national citizens represent 85% of the workforce according to the analytical

report on economic and social dimensions in the UAE 2009. The rate of economically active UAE nationals is 45%, while nonnationals account for 75%. This is due to different reasons, including the existence of non-national collective households, also the large size of the UAE national family in terms of members. The imbalanced population structure in the UAE has led to the UAE government to develop an 'Emiratisation' programme, ie.to give priority to UAE citizens employment opportunities, to reduce the dependence on foreign workers and correct the population imbalance. The aim of Emiratisation has been encouraged UAE national employment in public and private sectors and introduce labour naturalizations policies, where possible, replacing guest workers with national workers (Koji, 2011). The 'Emiratisation' programme might effect the performance evaluation by providing privilege positions in terms of recruitment and sustainability in workforces for UAE nationals and will impact on evaluation processes. It must be noted that such privilege policies of employing first the indigenous nationals have been in place in most of the Gulf Cooperation Council Countries in the region.

As noted above, it must also be stressed that the cultural diversity and multiculturalism have become a central feature of contemporary UAE society. For example, Dubai has emerged with its cultural diversity, and because Dubai's population is unique in that its nationals represent only 15% of the total population, with expatriates comprising the other 85%. As such balancing the employment in a just manner present a real challenge for the country. However the rights of the large foreign work force as legal residents are protected.

2.2. Geographical location and overall of population profile of UAE

The UAE is in the heart of the Arabian Gulf. It lies between the longitudes 51° and 56° 31' east and latitudes 23° and 26° 50' north. It is bordered to the east by the Gulf of Oman and the Sultanate of Oman, to the west by Qatar and Saudi Arabia, to the north by the Arabian Gulf, and to the south by the Sultanate of Oman and Saudi Arabia.²³⁷ The Al Hajar al Gharbi mountain chain extends along the eastern borders in an arc stretching from the north-eastern border with the Sultanate of Oman in Musandam Peninsula to the south-eastern border in Al-Ain. In addition, plains cover the UAE to the Arabian Gulf in the north and Saudi Arabia in the west and south. The country has a total of 700 km coastline of which 100 km are on the Gulf of Oman and 600 km on the Arabian Gulf.²³⁹ The UAE has a total area of 83,600 sq. km,²⁴⁰ including about 200 natural islands.²⁴¹

3.3.2 Demographics of the UAE

The UAE is distinct from its neighbours in terms of the diversity of its demographic composition. The total population is 8,264,070, according to the latest census conducted by the UAE National Bureau of Statistics in 2010. The number of UAE citizens total 947,997, i.e. 11.5% of the population of the state; the remainder are migrant workers and their families.

According to the latest census, the native population in Abu Dhabi is 404,546, while the population in Dubai is 168,029, in Sharjah 153,365, in Ras Al Khaimah 97,529, in Fujairah 64,860, in Ajman 42,186, and in Umm Al Quwain 17,482. Detailing the population composition of the UAE is important for understanding the physical base of the UAE because UAE nationals compose only 11.5% of the total population. This poses a risk to the continuity of the established

Table 2.1 shows the changes in the population by gender and national and non-national according to the censuses of 1980, 1995 and 2010. The data highlights that the changing demographics potentially forms a challenge to the stability of the State, because the majority

of the population are expatriate residents. National Bureau of Statistics. (2011). “Census of the UAE's Citizen population”.

Table 2.1. *Total Number of UAE Population (Citizens).*

Total Number of Emirati Population according each Emirate	
Abu Dhabi	727,271
Dubai	611,201
Sharjah	626,612
Ras Al Khaimah	14,201
Fujairah	17,112
Ajman	70,611
Umm Al Quwain	64,710
Total Number	947,997

Source: UAE Government (Demographics Online)

However, accruing to the latest (2017) estimates the total population in the United Arab Emirates is around 9.4 million people, according to the latest census figures. Looking back, in the year of 1960, the United Arab Emirates had a population of 0.1 million people. This huge jump explain the extraordinary development and urbanisation that have taken pace since the discovery of the oil. The United Arab Emirates is a developing country which consists of seven emirates: Abu Dhabi, Dubai, Sharjah, Ajman, Umm al-Qaiwain, Ras al-Khaimah and Fujairah.

The UAE is situated at the entrance of the Persian Gulf and has borders with the Sultanate of Oman in the east and the Kingdom of Saudi Arabia to the west.

The UAE covers an area of approximately of 83,000 Km²; its estimated population is 4,104,695. Arabic is the official language, and Islam is the state religion in the United Arab Emirates (Zayed University website).

Abu Dhabi, among the other cities was very well known as a city of commerce even before the discovery of oil in modern times. During the past thirty years it has had an important position in the Middle East as one of the most important business centres, witnessing economic achievements and developments in a short period. Abu Dhabi nowadays is considered one of the biggest re-export centres in the Middle East, and attracts a large group of investors, businessmen and different kinds of entrepreneurs.

Abu Dhabi is a coastal city and has a strategic geographical location on the gulf allowing it to be known in the area for its active harbour. Ships coming to the Arabian Gulf used to carry goods in and out of the Gulf passing by Dubai and exchanging goods and forming different trading methodologies such as re-exporting.

It appears that after the discovery of oil, the rulers' focus have been on developing the city's trading activities by providing all the possible facilities to develop the country economically and attracting foreign investors. They started by building a number of ports to allow different types of ships to come in, and this movement included building an international airport with a bigger capacity. Saif (1992) discusses in detail this economic transformation by examining for example, the east coast of the United Arab Emirates through offering a sustained evaluation of

economic activities and future prospects.

As a result the city grew, and more and more governmental departments were created until there were as many as 22 different departments operating to provide services for the citizens. From the above scenario, Dubai has proven that it has the ability to shift in a short period toward the idea that may contribute to the development of the country. This is because Dubai has gone from a small harbour to one of the biggest re-export centre in the Middle East within a very short period, education in general has received much attention and this attention has been specifically.

2.3 Historical emergence and formation of modern UAE

In order to understand the historical process informing the formation of the state of UAE, it is necessary to understand the relationship between the concepts of 'nation and the state'. According to political theorists the nature of the state, the idea of any state can be defined through the nation and its organizing ideological perspectives. Therefore, the in the case of the UAE is to trace the roots of the residents of this geographical area who decided to form their own state in 1968 onwards (Herb, 2014).

The indigenous inhabitants who settled in the territory on which the UAE was established were of an Arab ethnic origin. According to historians Arabs migrated from what is present day Yemen after the collapse of the 'Marib Dam' in AD 130 and settled in the south-eastern part of the Arabian Peninsula. This nation appeared to have been divided into independent groups, with its members linked by the ties of kinship, language, religion, customs, traditions, ethics

and values. The common values underpinning the societies saw power delegated to the chief of the tribe to which they belonged or with which they were allied. The chief protected the members' interests in exchange for the members' loyalty and obedience. Thus, the tribe formed the basic framework for social, economic and political life in the territory (Hussein, 1973)

The tribe formed the basic framework for social, economic and political life in the territory of the UAE before its independence. However, the tribal affiliation led to disagreement on the idea of the formation of a state that would gather their sheikhdoms under its framework. However, in 1952, the idea of the state began to grow among these groups following the establishment of the Trucial States Council by the British authorities, who were extending their control over the region. The 'Trucial States Council' included the rulers of the seven sheikhdoms that eventually formed the UAE: Abu Dhabi, Dubai, Sharjah, Ajman, Um Al Qaiwain, Al Fujairah and Ras Al Khaimah. It appears that in 1965, a new phase began for the Council, when it became under the administration of the rulers of the 'Trucial States, as the British Commissioner resigned from the presidency of the Council and asked the members of the Council to elect one of them for the post of President. The process of development and advancement had started in the Trucial States under the supervision of the President of the Council. This development had gradually led to the construction of a new infrastructure i.e. the electricity and water networks, roads and communications, as well as schools and hospitals. However, it appears that the tribal affiliation led to disagreement on the idea of the formation of a state that would gather their sheikhdoms under its new framework. However, in 1952, the idea of the state began to grow among these groups following the establishment of the Trucial States Council by the British authorities, who were extending their tutelage and control over the area. The Trucial States Council included the rulers of the seven sheikhdoms that eventually formed the UAE: Abu Dhabi, Dubai, Sharjah, Ajman, Um Al Qaiwain, Al Fujairah and Ras Al

Khaimah. The post alternated between the members, and changed the view of the rulers from a narrow focus on protecting the interests of members of their tribe and its allies to a wider focus of protecting the interests of their fellow citizens which indicate a gradually emergence of the modern concept of civic citizenship. The process of development and advancement started in the Trucial States under the supervision of the President of the Council. This development included the construction of the electricity and water networks, roads and communications, as well as schools and hospitals.

The advent of oil discovery gave the position of the Trucial Coast in British strategy ultimate importance. However, it seems that in 1968, an unexpected declaration of British withdrawal had been abruptly announced. All political reports indicated that the creation of the UAE was a British scheme. Many of these new 'independent' rulers, pre-occupied by fear of neighbouring powers, convinced the British to stay. The British influence declined, but some Gulf Countries nonetheless continued to maintain British expertise, especially in military areas, (Omair, 1979, pp.10-14). Britain still has concessions and is shown favouritism by the UAE e.g. oil companies and other companies work in different fields, and the British can enter the UAE without a visa, in contrast to the Arabs (Mutawwa, 1981).

2.3.a The discovery of oil and its economic and its sociocultural impact

Experts suggest that the oil discovery had at least four major effects on the UAE: it shaped the history of modern UAE, it linked the UAE to international oil producing countries OPEC and regional OAPEC, and it created a new social environment in the UAE. Each of the above effects will be discussed below (Shukla and Bhatia 1996; 76).

Oil history in the UAE had eight landmarks:

A- Modern Gulf states would not have emerged if oil had not been discovered .

B- The discovery of oil gradually at least, in some Emirates, demanded boundary demarcations so that the oil companies could carry out geological surveys and exploration in the specified regions. Hence, boundary conflicts appeared.

It needs to be stressed that the fear of its own oil depletion provoked the US to make the Gulf of interest to it, so causing rivalry even with its ally Britain (Ibraheem, 1981, pp.181-187).

C- The gradually emerging end of the British non-intervention policy in the internal affairs of the newly emerging Gulf states.

D- The start of the domination of oil companies. It is well known that the Gulf region was under full domination by international oil companies. Nationalists believe that oil companies had deliberately kept the area without any diversified petroleum industries. Up to the mid 1960's their main interest was to extract as much crude oil as possible to meet the needs of the international market.

E- Strengthening of the control of the oil revenues by the distinctive ruling families.

After this brief historical sketch, we now know that contemporary economic situation is very different from the early boom years of oil discovery. Bachellerie (2010) states that the UAE has recognized that their oil reserves are declining, and thus, trade in other industries is needed. For example, Heard-Bey (2005) writes that for the emirate of Dubai, tourism and trade play large roles in its economy. With a heightened international presence in the UAE due to its increased importance as a global oil supplier and economic power, as well as its tax-free status, expatriates continue to move to the country. Information from the media and interviewees in my study have shown that non-nationals are choosing to stay longer. Expatriate children are

choosing to stay and build their own lives here. Such trends reinforce the status quo of an expatriate majority, and the UAE is faced with the question of how it wishes to define and characterize its society – whether to sustain the status quo and allow unguided development, which may result in a redefined culture, or whether to define ideal features of the society and initiate programmes to implement the type of culture that is desired (Davidson, 2011).

In terms of the legal and political structure, historically at the nucleus of the Supreme Council are two important rulers: Shaikh Zayed of Abu Dhabi (the President of the Union) and Shaikh Rashid of Dubai (the Vice President). Their individual Emirates are the wealthiest and the most populous and larger in area than the other Emirates. Their power is distinguished from the other five rulers by their veto right within the Supreme Council. Both Sharja and Ras-al Khaima have not been particularly satisfied with the power structure in the Union. Abu Dhabi is the premier economic power of the federation as well as the source of financing for the vast majority of its sovereign territories' recent development programmes. Ninety per cent of the UAE Federal budget is also financed by Abu Dhabi. It appears that the divisions between the states have not been overcome simply by the fact of federation. They have merely been attenuated. For example, in the Provisional Constitution of the UAE, each Emirate exercises sovereignty on its territory (Article 3), keeps its own flag for use within its territory (Article 5), and the national wealth and resources in every Emirate is to be considered as public property of that Emirate (Article 23).

2.3.b The long term impact of sudden wealth

The UAE provides an excellent opportunity to study the social changes for a society of the sudden acquisition of vast wealth. The characteristics of that wealth were that it was wholly derived from oil revenues, little effort was required to accumulate more wealth, and there were

only a small number of owners. These characteristics have important implications for the dramatic social change that have occurred due to the impact of the sudden oil wealth. The situation can be resembled to someone winning lottery (Jones, 2017). Initially people had so much wealth they would not know how to spend it. Abu Dhabi in the 1960's was a little village of palm thatch huts and mud villas. There were few shop and fewer cars. However, by 1980, Abu Dhabi had emerged as the richest state per capita in history (Jasim, 1982, p.2). However, experts of the World Bank have argued that the relative poverty may also be at its highest level in the UAE (especially in Abu Dhabi). Incomes vary between hundreds of billions of Dirhams for the few to only some hundred Dirhms for some others (Mubarak, p.238).

Therefore, some claims that the UAE cannot be considered as a state enjoying social prosperity in the western sense. Due to the "demonstration effect", the new wealthy states such as those of the Gulf, can afford to build international airports merely in order to say that these are comparable with Heathrow or Kennedy airport, but without questioning the real need for so many huge airports initially. Western style appliances and equipment (the latest model cars, foreign food and lavish decorations) all add to import bills and use up scarce foreign exchange for luxuries (Salvatore, 1977, pp.114-132).

Historically considered, the next stage started in 1968 when the UK announced that it was planning to withdraw from east of the Suez Canal, which included the Arabian Gulf by 1971. Following the announcement, negotiations continued for three years between the rulers of the Trucial States in addition to Qatar and Bahrain to establish a federal state. The aim of the negotiations was to achieve survival for the Trucial States following the British withdrawal, which led to fears of a threat from an emergence of a power vacuum in the region. A bilateral

federal union started between Abu Dhabi and Dubai in 1968, which encouraged the remaining sheikhdoms to join. The rulers of the nine sheikhdoms met days after the bilateral federal union was created in Dubai and signed a cooperation pact to establish a federation; a committee was tasked with drafting the constitution for this union (Kassem, 1999).

The nature of the composition of the Federal structure in the UAE differs from other federal regimes as the UAE adopts a hereditary based political federation of seven tribal hereditary monarchies. Each Emirate is ruled by a single family. The ruling family in Abu Dhabi is the Al Nahyan family, while in Dubai it is the Al Maktoum family, in Sharjah and Ras Al Khaimah it is the Al Qasimi royal family, in Ajman it is the Al Nuaimi family, in Umm Al Quwain it is the Al Mualla family, and in Fujairah it is the Al Sharqi family. The delegation of power in the individual Emirates is achieved through the heirs of the ruling family. Each emirate ruler appoints a crown prince after consulting other members of royal family. The crown prince succeeds the ruler after the ruler's death, which leads to a smooth transition of power; thus preserving the security and stability of the Emirate and the federal state. The criteria considered by the ruling families in the UAE for choosing rulers are based on the qualities of intelligence, martial skills, political acumen, piety, good character, and generosity (Hendrik, 1997). Therefore, the traditional tribal system, as an essential pillar in the idea of the state, remained a key factor in the political structure of the UAE (Batteekh, 1988).

2.4. Religious background

Islam is the official religion of the United Arab Emirates. It is widely practiced in the country. As in the rest of the Arab States, the holy day for Islam in the UAE is Friday and there are 5 major pillars of Islam where every Muslim performs: ‘the profession of faith, prayer, charity, fasting and pilgrimage to Mecca. Every Muslim must pray facing the Holly Mecca five times a day. The time varies depending on the position of the sun and the daily call to prayer is transmitted through to the speakers in the minarets of mosques (Abu Dhabi webpage information centre).

The UAE Constitution and the government guarantee the freedom of religion for people living in the country-residents/expatriates , in compliance with customs and legal regulations. The UAE is tolerant to the practice of their religions and people are free to practice their beliefs, as long as it does not interfere with Islam. Non-Muslims can get an idea of Islam by participating in one of the free guided tours of the spectacular Sheikh Zayed Grand Mosque, one of the largest in the world. The visits take place at different times of day.

2.5 Background of legal system and the federal authority structure in UAE

The judicial system in the UAE is structured within the framework of bilateral framework which includes the local judiciary and the federal judiciary sub-systems; it is a distinctive system that differ fundamentally from other judicial systems in the Arab world. The constitutional articles from 94 to 109 regulate the relationship between these two systems, which explain the total assets of this relationship, while leaving its details statement to eliminate local without contrary to or inconsistent with the overall principles set by the Constitution (See: UAE legal system, Web Sources).

In Abu Dhabi there are courts of first instance and appellate courts, federal or local, as well as the courts consider in matters of personal status, such as marriage, divorce, inheritance and others. The Islamic Shariah courts which derive its provisions from the formative sources of the Qur'an (the Islamic revelation) and Sunnah (the prophetic traditions) that are also the main sources of legislation in the United Arab Emirates. The UAE Constitution provides that everyone, regardless of race, nationality, religious beliefs and social status, are equal before the law. It also ensures human rights and prohibits torture and degrading treatment in its various forms, arrest and search and seizure, imprisonment, and enters homes without permission of the owners, except in accordance with the provisions of the law.

Over the past few years, the UAE law, whether local or federal, has successfully introduced the unique example and a model for establishing the rule of law and reinforcing the principle of separation of powers. This has contributed to the system, to enhance the security and safety of the community and to achieve economic and social stability for the people of the state, and the establishment of the principles of responsibility, transparency and efficiency in the various organs of the state. Thus, today, according to the Global Competitiveness Report 2017-2018 the UAE has become at the top of the list of Arab countries which are show more transparency in its judicial system (UAE legal system, Web Sources)

It must be noted that the UAE Constitution enshrines the authority of the Ruler of each Emirates as the highest authority in the federal state, through their membership in the Federal Supreme Council, which elect from its members the President and Vice-President of the federal state. The UAE Constitution gives the Federal Supreme Council the competencies and powers, which position it at the forefront of the five federal institutions that form the federal authorities. In

order, these are the UAE President and Vice President, the Federal Council of Ministers, the Federal National Council and the Federal Judiciary.

According to Article 46 of the UAE Constitution, the Federal Supreme Council is the highest authority in the state and consists of the rulers of the seven member Emirates or those acting in their capacity in case of a ruler's absence. At the internal level, the Federal Supreme Council draws up the principles governing the activity of the executive authority of the Federal State, which are based on the achievement of the goals for which the Union has been established. Such goals consist of maintaining the State's security, sovereignty and independence, protecting the rights and freedoms of the people of the UAE, and establishing close co-operation among the Emirates for their common interest to achieve prosperity and development in all areas in order to provide a better life for all citizens. The supreme principles and values, set by the Council to govern the activity of the executive authority of the Federal State on the external level, are based on supporting Arabic and Islamic issues and cooperating with all countries and peoples based on the principles and charters approved by the Arab, Islamic and international institutions.

The judiciary structure and hierarchy power division can be illustrated as :

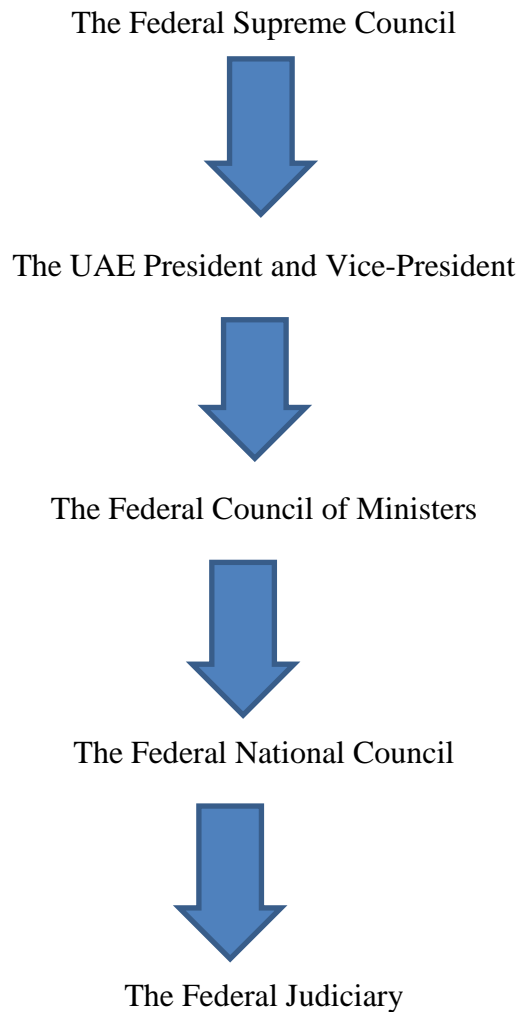


Figure 2. 1 *The judiciary structure and hierarchy of power division in UAE*

The role of the Federal Council of Ministers in the UAE is to act as an executive body, empowered to follow up the implementation of the general policy of the UAE, which is drawn by the Federal Supreme Council. The aim is to achieve the goals for which the Union was established. Therefore, it is exercising its powers under the oversight of the Federal Supreme Council and the President of the UAE.

More recently, in 2010, the Federal Demographic Structure Council was established by the resolution of Sheikh Mohammed Bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai. The Federal Demographic Structure Council, which reports directly to the Cabinet, is a legal entity that is financially and administratively independent. The Council is led by the Deputy Prime Minister and the Minister of Interior, with five members, the Minister of Labour as Deputy Director, the Minister of Economy, the Minister of Social Affairs, the Minister of Foreign Affairs, and the General Secretary of the Council who is appointed by resolution of the Director.

The Federal Demographic Structure Council is tasked with the mission of studying and evaluating the status of the demographic structure in the state. It proposes demographic strategies, policies, and systems aimed at enhancing the role of citizens, maintaining the national identity, and achieving the desired demographic balance. Moreover, the objectives of the Council include following up the implementation of the rules, laws, and regulations relating to the demographic structure on the part of local and federal authorities. Such laws and regulations include nationalizing the important productive sectors, taking the necessary corrective measures within the framework of ensuring jobs for Emiratis, proposing the necessary legislation to handle any deficit in the demographic structure in cooperation with the concerned authorities, and laying down the required programmes relating to the demographic structure.

The State Security Department was established according to Federal Law No. 6 of 1976, according to which the intelligence departments in all Emirates were merged into the State Security System. The Department reports directly to the President of the State. Moreover, this Department was given responsibility under Law No. 4 of 1974, which were previously assigned to the State Security Force that was supervised by the Ministry of Interior.

The Higher National Security Council, on the other hand, was established according to Federal Law No. 17 of 2006. The Council is chaired by the UAE President, while the UAE Vice-President is the Vice-Chairman of the Council. Other members include the Deputy Supreme Commander of the UAE Armed Forces, the Defence Minister, the Foreign Minister, the Interior Minister, the Minister for Presidential Affairs, the Chief of National Security, the Chief of Staff of the UAE Armed Forces and the National Security Advisor. In addition, the Higher National Security Council has a General Secretary and a General Assembly who are appointed by the Chairman.

The aim of the Higher National Security Council is to ensure the UAE's national security in all areas, including the economy, as well as the nation's social, cultural and environmental security areas. The Higher National Security Council discusses the federation security policies, directs the various state security organs towards improving their strategies in the interest of national security, ensures coordination among them, and boosts their capabilities to face and handle efficiently any crisis or disaster.

The National Emergency and Crisis Management Authority is tasked by the Chairman of the Higher National Security Council to be the major national standard-setting body responsible for regulating and coordinating efforts relating to emergency and crisis management across the UAE, as well as the development of a national plan for responding to emergencies. The Authority aims to boost the UAE's capabilities in facing cases of emergency and crisis. Therefore, its work focuses mainly on the development, consolidation and maintenance of laws, policies and procedures related to emergency and crisis management at the federal, local, and private level. The aim is to maintain the safety of nationals and residents, as well as public

and private property in the state (Canaan, 2008).

The General Authority of Ports, Border and Free Zones Security was established by the chairman of the Supreme Council for National Security in order to propose draft federal laws related to the security of ports, borders and free zones in the State. It is also charged with developing a national strategy for the security of ports, borders and free zones, in coordination with the concerned.

There are several authorities that oversee the governing the distinctive activities in the states. The Authority is also tasked with following up the implementation of security standards, procedures and requirements, which are designed to control the entry and exit of people and goods through the UAE's ports and free zones. Furthermore, the Authority follows up the implementation of international commitments and requirements in relation to border, ports and free zones security across the State. In addition, the Authority has been commissioned to forward recommendations relating to the issuing of licenses for the establishment of ports and free zones, as well as the renewal and cancellation of licenses. These tasks are identified clearly within the goal of the Authority, which is to promote the State security capabilities in ports, borders and free zones.

The National Electronic Security Authority is associated with the Supreme Council for National Security in order to organize the protection of the communications network and information systems in the State. In addition, the Authority is tasked to develop, modify and use the necessary means in the area of cyber security. Furthermore, it works to raise the efficiency of methods that are used to preserve and exchange information among all federal and local institutions within the State, either through information systems or any other electronic means. The Federal Decree grants the Authority the competencies and powers,

which include proposing legislation on electronic security, and setting the standards that ensure the provision of electronic security within the State, as well as supervising its implementation.

Finally, there is the ‘the National Search and Rescue Centre’, which is affiliated to the Supreme Council for National Security, assumes tasks relating to the provision of land, sea and air search and rescue services throughout the State, in coordination with the relevant local authorities. The Centre also performs the tasks of preparing the general framework of the National Plan for Search and Rescue at the national level. It also suggests legislation and regulations relating to search and rescue activities in general.

2.6 The digital infrastructure of modern UAE and its security system

In an attempt to catch up with fast technological developments in the western advanced nations, the UAE federal and local governments have been transforming the provision of government services into e-service systems since 2003. The first project was the formation of the ‘Emirates Identity Authority’, through which the Authority issues identity cards with a unique identification number to all citizens and legal residents. The card bears an electronic chip carrying personal data of its holder, including copies of his/her official documents, such as passport and birth certificate, and biometric data (i.e. facial, iris, and fingerprint etc.). Citizens can apply to get the card through applying through registration centers; biometric technologies provide a high degree of accuracy to verify and confirm the identity of a person. Furthermore, the digital security on the identity card chip in terms of the user signature and encryption features meets the highest international security levels.

The identity cards have become the backbone of the e-government initiatives, and the main hub for the services and ecommerce in the public and private sectors. Similarly, the

government also established the Federal Electronic Network in the virtual world with the aim to consolidate the ideas of electronic and smart government at the federal and local level. The Network is now one of the fundamental cornerstones of smart government in the UAE, as it connects the database of all federal and local authorities in the country in order to provide electronic and smart services to citizens and residents within the state or abroad. Moreover, the design of UAE Smart Cloud, emanating from the Federal Electronic Network, was launched in order to provide the cloud infrastructure service to the federal and local institutions. Officials of General Authority for Regulating the Telecommunications Sector; supervisors of the project, state that this infrastructure enables the federal and local institutions to raise the efficiency of computing resources as well as its capabilities of storage effectively, with low costs. In addition, the cloud infrastructure service can be used as a joint platform for the government institutions to recover from disasters that may affect the communication system.

In addition, the UAE is rapidly developing smart cities, using on information and communication technology networks. This enables officials to manage, control and monitor the critical infrastructure, including roads, bridges, tunnels, railways, trains tunnels, airports, seaports, telecommunications, water and energy, in order to achieve the optimum level of resources and security. In turn, this helps contributes towards a sustainable environment, which promotes a feeling of happiness and wellness for the residents

A major concern of UAE leaders and policymakers has been that, as Thomas (2010) explains, due to the large expatriate population, who bring their own cultural traditions and languages, the Emirati culture may be in need of strengthening solidarity and social cohesion. A UAE citizen, or Emirati, is considered an Arab, specifically an Arab from the Gulf Cooperation Council (GCC) region, which includes countries around the Arabian Gulf, like Qatar and

Bahrain. Heard-Bey (2004) states that Emiratis traditionally speak Arabic, are part of the larger Arab region, and are Muslim. The UAE is part of a larger Arab Gulf region, with countries that share some common features, such as language. At the same time, the country is distinct in its history, its cultural norms, and traditions.

Humaid (2011: 28) explains that the country and its leaders espouse welcoming multiple cultures to the country, and promote tolerance of different cultures and traditions. But Humaid (2011: 71) explains that visitors to the UAE are expected to respect Islamic codes of conduct, such as wearing modest clothing and not drinking alcohol in public. There have been several incidents in the media that publicized the clash of local and foreign norms and behaviours, such as arrests for public indecency and showing of affection. There is an importance for expatriate residents to be respectful and aware of the country's norms, values and traditions, or "socially sensitive behaviour," as emphasized by Sherman (2005: 286). While Matthew (2013) points out that external foreign influence on UAE native society may be considered a current issue, it was also a historical is.

Shaw (1997: 211) points out that with development has come a greater Western influence on society. Badran in ECSSR (1999) explains that the country is faced with an international dilemma of globalisation affecting society and societal behaviour. AlMaamari (2009) concludes that this, coupled with a large expatriate workforce, raises the question of whether or not to make efforts to sustain local knowledge while global knowledge continues its influence on societal culture. Expatriate workforce When the UAE's oil trade developed, most expatriates worked in related industries. Now, due to the change in industry focus for emirates such as Dubai, more expatriates are working in a variety of jobs. Humaid (2011: 41) explains that Dubai, and the UAE in general, has a large percentage of expatriates that work in the blue-

collar labour force, usually in the construction industry. These people, mostly males, are termed 'bachelors,' even if they are married, since their families remain abroad and a majority of their salaries are repatriated. Bachelors are a significant part of the expatriate percentage, but an increasing number of expatriate families are also settling here, despite the fact that there is no official UAE citizenship scheme. For an expatriate to reside in the UAE, he or she must have a residence visa, which is attached to a company. Thus, expatriates eventually move to the countries. This foreign workforce influx phenomenon is not unique to the UAE, with discussing similar experiences in Saudi Arabia and the wider Gulf countries. However, it appears that many expatriates are settling in the country for longer periods of time. While these immigrants are not able to become citizens, their own customs and traditions have developed alongside those of the Emirati native population throughout the country's history (United Arab Emirates Embassy UK Official Website for further information).

The UAE has been considered as a 'mixing bowl, rather than a melting pot' of cultures and nationalities as it had different application of multicultural mode in fact. This means that there are clear distinctions between the Emiratis (citizens) and the expatriates (the residents), and even within the expatriate nationalities, as Heard-Bey explains (2004) there are distinctive differences observed. However, despite the parallel cultural systems living side by side not much intermixing this type of social experiment and coexistence have successfully managed to facilitate the growth of industry, trade and education in the UAE through the government's acceptance of others and respecting their values systems.

2.7. Conclusion

This chapter discussed the broader research context by exploring the historical emergence of modern UAE and its cultural, political, legal and religious characteristics in detail. The discovery of oil and its long term economic, political and cultural impact have also been explored in depth. Modern UAE has a high ranking position among the fastest developing countries in the Gulf region. The capital Abu Dhabi and a highly internationalized ultra modern Dubai are among the main tourist, work and investment destinations in the world. Rapidly diversifying its economy presents opportunities for increased business and skilled entrepreneurs to explore the market. While Dubai city has gone through a rapid modernization process, Abu Dhabi, nation's capital, appears to follow the same pattern quickly by becoming a new hub new of entrepreneurs business and tourism. All of these developmental activities make the international airports in these two main cities in the UAE centre of attention. The next chapter will explore the civil aviation industry in the UAE in order to further contextualize the research topic.

CHAPTER THREE

The Aviation Infrastructure and Features of International Airports in the UAE

3.1 Introduction

This chapter aims to discuss the establishment of the major international airports in the UAE through briefly contextualizing the topic within the recent history of country's civil aviation industry. After presenting a brief historical information about the emergence of the civil aviation industry in the UAE, the overall profile of two main international airports (Dubai and Abu Dhabi international airports) that forms the focus of this empirical inquiry, will be discussed in detail. It must be noted that most of the information about the airports and the airport procedures are based on the documents and websites of the airports.

3.2 Setting the scene: emergence of aviation industry the UAE

In the UAE, historically speaking, aircraft did not appear before 1903 and there was no flight such as those we know today until the year 1920. The jet plane had emerged in 1939. The most famous linear plane (that is working on a specific airline) commercial a jet -Boing only appeared in 1959 (Shukla and Bhatia, 1996).

The freedom of movement is the social value, and it is one of the means of life, in addition to that, air transport has proved efficient with the growth in population and the growth of economy. The growth of air traffic requires the need to set limitations for security controls and safer flow of aviation traffic.

The aviation industry in the UAE, currently at the heart of country's ambitious modernization process, clearly has come a long way since October 5, 1932 when the Sharjah Airport was opened for operations and now boasts seven international airports; Abu Dhabi, Dubai, Al Ain, Fujairah, Sharjah, Ras Al Khaimah and Al Maktoum airport in Dubai. The four home carriers of the UAE, Etihad Airways, Emirates Airline, Flydubai and AirArabia, are dedicated to making the UAE the most successful region in the world for aviation industry and continue

to progress forward contributing immensely the economic development of the country (Khan and Khan, 2016). The economic role of the civil aviation industry in the UAE is undisputed. For example, according to the Oxford Economics Report (2014) examines continued impact of aviation sector on Dubai's economy and projects continued growth beyond 2020. This study has predicted that aviation industry to contribute \$53.1 billion to Dubai's economy, 37.5% to its GDP and will support over 750,000 jobs by 2020.

3.2.1 Physical inspection process at the airports

It is expected that any physical inspection should be conducted on the consent of the passengers and travellers must be granted the right to refuse inspection in certain circumstances. In addition, a special room or a carefully selected area must be used for this purpose when there is a need expressed by the passengers. The person being inspected might have already carried an unknown metal object or any other prohibited item on his body. Therefore, a considerable level precaution and caution and warning should be given as a notice.

It must be noted that wheel-chaired travellers might be presenting particularly problematic situations when conducting inspections on them, so the traveller is requested to pass through a metal detector and this is a better way to check them in this case. On the other hand, a person who holds a steel plate in his head or a metal nail in the arm or leg will arouse the attention of detection device. Metal detectors are carried by hand and therefore, they are the most accurate way to determine the metal position. The assessment of the person who carries out inspection of each individual case is his guide to the reliability and efficiency while conducting the searches on them.

Employees of the airport and the airlines are exempted from inspection due to their work at the airport. They are issued special badges to identify them, while aviation officers and companions are identified by their airline uniform and they hold valid personal operations cards. Inspection must confirm their identities by photographic images of the identity cards.

Inspections, conducted by hand-held detectors and inspection, conducted by X-ray:

a-There is a third way which is the magnetic electric screening device similar to many metal detectors. Individuals pass through it.

b-Luggage refers to all things that are in the traveller's possession that are not garment on his body or carried in his pockets.

c-X-ray screening, can be effective based on the skill of the technical operator to distinguish and recognize things and on training. Therefore, it is essential in this field, to increase the operator's level of experience, He/she must be faster to identify things that are commonly found in most bags and luggage accompanying travellers. Any mass that can not be easily identified from the image on the screen by X-rays, must be inspected by hand.

3.2.2 Airport security

The issue of security at the airport has several aspects and dimensions which can go beyond the limits of the airport authority. Therefore, security planning and its operational correlated activities and their implementation requires effectiveness cooperation between a number of organizations and government institutions and non-governmental organizations such as airport security and police and civil aviation, passports, immigration and customs, and military and other relevant government departments. The international civil Airports Association has recommended an advantage to give the power to the practical arrangements for the completion

of the security measures at the airport to the police apparatus of the state where the airport is constructed.

The aim of the operations and security measures is to secure the safety and security of the airport from any risks faced in preventive and repressive including; wrongful acts and criminal offenses. These procedures are intended to determine the daily duties that all police officers of various grades are abide by during executing their administrative judicial, social roles. Airport operations are those planned procedures followed by police in the interim, which aim to counter any serious situation such as an attempt at a ground attack on the airport.

3.2.3 Experiences of developed countries in the field of airport security

Here we will present some of the security guard measures applied at some airports in some of the developed countries. The study by Norma, (2008) entitled ‘developing key performance indicators for airport safety and security in three Scottish Airports’ explores how safety and security can be measured in within the context of airports. Researchers in the field of airport security discussed the idea of benchmarking the level of security efficiency (Graham, 2005), politics of airport security (Haimniffler, and Lemnitzer, (2003), individual airport security strategies (Hatty, and Hollmeier, (2003), airport vulnerability assessment (Lazarick, 1999) have already suggested the idea of assessing certain key performer indicates in the sector (Enoma and Allen 2007; Humphreys, and Francis, 2000) and offered a global index for level of service evaluation at airport passenger terminals (Correia at al, 2008).

The above study is based on the assertion that facilities management is important in improving the performance of an airport in terms of safety and security. The original contribution of this inquiry into airport security can be seen in its integrated methodology constructed for

measuring performance. The research employed a case study of a group of airport operators using ethnographic approach embracing work experience, interviews, questionnaires and workshops and data triangulation. This has been accomplished and the evidence in this thesis supports the fact that this is the very first survey that developed Key Performance Indicators for airport safety and security. The key finding of the study suggest that ‘in the area of security the threat against civil aviation is real and changing and advancing as the world advances in technology, so government should lead the fight against these agent of destruction, by committing more resources towards improving aviation security and also coordinating the organised private sector as well as local authorizes to carry out security responsibilities’ (p.199).

There is a growing empirical research exploring factors that drive passenger airport choice. However, not much is known about the related topic of airport catchment area size which has been studied by Lieshout (2012) who suggested an original methodology to assess the size of airport catchment areas and the airport’s market shares therein using a particular passenger choice model. The methodology is applied to Amsterdam Airport Schiphol. The results show that ‘the size of its catchment area differs considerably by destination. Schiphol’s market share within its catchment area declined between 2005 and 2011 due to increased competition from airports located to the south and southeast’ (Lieshout (2012: 28). International airports may use such an assessment model to evaluate the spatial nature of their catchment areas to understand passenger airport choice and the competitive forces in their respective hinterland regions.

Skinner in his ground breaking study (1976), ‘Airport Choice: An Empirical Study’, explored the determinants of the air passenger's choice of airport, ground accessibility and the found that both play a more dominant role than air carrier level-of-service. Similarly, Yen et al. (2001) offered a rigorous measuring of the level of services at airport passenger terminals and de

Barros et al (2007) explored transfer passengers specific needs while using the international airports. Clearly the transfer passengers have quite different needs than those of originating and terminating passengers. For example, they do not make use of airport access roads. Other facilities may or may not be used depending on the type of transfers, the airport's operational configuration and the airline services. Despite the increasing importance of transfer passengers for airport operations, little research has been done to determine their needs. This study analysed transfer passengers' views on the quality of services at the terminal building, using data collected at Bandaranaike International Airport in Sri Lanka, which aspires along with the airline 'Sri Lankan' to be a major hub for South Asia. This particular study used regression analysis to identify the transfer passenger facilities and services with the strongest effect on the overall perception of level of service.

Due to increasing passenger awareness of service quality, international airports worldwide are facing ever greater pressures and making efforts to sustain their competitive advantages. Wen-Hsien Tsai and Hsiao-Chiao Kuo (2011) offered a hybrid approach to guide the evaluation process of airport service quality which was also explored by Yeh and Kuo (2003). The structural relationships and the interrelationships among the service quality criteria were analysed through the interpretive structural modelling method. The authors illustrate the effectiveness of the approach by using an empirical study of Taiwan Taoyuan International Airport.

Correia and Wirasinghe (2005) suggested a methodology for assessing the 'level of service standards' at airport passenger terminals based on passenger perceptions. The key concept of this methodology is based on a technique to 'derive quantitative values for passenger perceptions of service based on airport surveys'. The check-in counter component is evaluated, considering as relevant factors that have a bearing on the user perceptions of expected standards

including processing time, waiting time and space available per person. The study uses data obtained from a passenger survey conducted at São Paulo/Guarulhos International Airport. The results indicate that the quantitative perception scales from qualitative survey data can be discerned.

3.2.3.a Heathrow Airport in London

The airport is managed by a completely independent body headed by a Director. It has its own independent administration budget, and it is in charge of paying salaries, to all employees at the airport including airport cops.

Security framework:

There is a security administration to manage the airport, observe workers in general inside the airport and secure the offices and documents and stores from inside. The role of this security body does not conflict with police specialists at all. A specialized police force is responsible for observing the security of Heathrow airport, led by police officers of high rank. This force is technically associated to the Ministry of Interior, and it has a separate building outside the airport equipped with an operation room that can contact any site at the airport circle and any point of security. This operating room receives all communications for the security of the airport, including fire reports.

The airport in London is characterized by the fact that passengers, their handbags and belongings are inspected by specialized companies. These companies are held responsible in this field. Therefore, they are provided with all the powers which will enable them exercise their duties. This concept removes the burden off security men at the airport and allows them to secure the airport as a whole and counter what might fall from the events.

In the United States of America, there is an independent administration to every airport headed by an independent director of a high level of efficiency who follows the Federal Aviation Administration. The director administratively supervises all workers at the airport, including policemen. Whereas, security is supervised by a civilian airport Security Administration associated to the Department of the airport itself including Security personnel who have previously worked for local police and have previous experience in the field of public security and specialized in securing airports from inside.

Airport police are in charge of securing all airport facilities and it is a specialized police headed by high-ranking officers. This police unit has its own building outside the walls of the airport and close to it. The building houses the operations room which is equipped with the latest communications and signalling devices.

In France, airports are administered by an independent body headed by General Manager, all employees; including police follow it administratively and observes security at Charles de Gaulle airport, a police force, headed by high-ranking officers technically associated to the Ministry of Interior.

The French aviation company has an airport security department equipped with the latest means of communication in all directions.

3.3 Dubai international airport: overall profile

The history of civil aviation in Dubai started in July 1937 when an air contract was signed for a flying boat base for the aircraft of 'Imperial Airways' with rental of the base at about 440 rupees per month. The Empire Flying Boats also started operating once a week flying east to Karachi and west to Southampton, England. It appears that by February 1938, there were four flying boats a week. During the 1940s, flying from Dubai was by flying boats operated by

British Overseas Airways Corporation (BOAC), operating the Horseshoe route from Southern Africa via the Persian Gulf to Sydney

Dubai International Airport is a civilian airport in the emirate of Dubai, owned and operated by the Civil Aviation Department and serves Dubai. It is located in the United Arab Emirates and is the Emirates Centre. Dubai International Airport is just a shift from air landing on the shores of the Arabian Gulf to the most important air centre in the Middle East.

Dubai airport was found in 1937 and when it was created as an air base for the Royal Aviation and was officially opened on December 30, 1960 and in October 1980 the airport was under development, expansion and the business ended in the year 1984. Later Dubai Civil Aviation Authority has launched a huge expansion in 1997, which has been achieved in 2000, the program then began the second phase of expansion in 2002 and this phase includes adding a third major building and two buildings for travellers (Connor sat). Thus, adding more prestige to the airport and this stage was completed by the opening of the airport buildings. The below information is adopted from the Dubai airport website and related archives:

Building No. 1:

Building No. 1 is Sheikh Rashid's second-largest airport building after building No. (3) with a capacity of about 40 million passengers a year and used by more than 113 airline company. The building has a 221 Counter travel and access also features a business lounge as well as first class passengers. Besides, the building provides transit passengers with 78 hotel rooms and six suites as well as two royal suites. The building is designed to meet the needs of business, by providing private meeting rooms in the business center of the airport. Business managers can follow their flights and passengers can use the facilities and services available in the centers for business within the Sheikh Rashid Terminal.

Building No. 2 is one of the oldest passenger buildings at Dubai airport with a capacity of about 3 million passengers annually and used by airlines operating in the region and building No. (2) Contains 22 Counter travel and arrival. The airport management has embarked on a project to expand this building and to raise the capacity to about 5 million passengers a year. These expansion works are expected to be finalized in 2010.

Building No. 3:

Building No. 3 or Emirates airline Building is the newest and largest passenger buildings at Dubai airport that covers an area of approximately 1.5 million square meters and was opened in October 1988, and Customonly Emirates Airline with a capacity of about 43 million passengers annually. It includes building three garages for passenger cars by 1870 position, in addition to, the huge base for check-in an area of about 4,500 square meters and contains 18 Counter-equipped to check-in for passengers carrying normal luggage or large size in parking lots. Passengers can end travel and deliver their luggage in the parking lot before the trip in advance and return to their homes procedures and then come again later trip. Also, passengers can end travel arrangements via the Internet from their homes or from their offices and choose check-in via the internet and can then upon arrival at the airport put their luggage with ease on a self-service kiosks and take their boarding pass. Passengers can also complete their travel procedures with or without luggage using one of 60 kiosks distributed throughout the airport.

It must be noted that the Emirates Company for Supplying Aircraft staff is estimated by 4,200 employees and is offering catering services and support to 177000 aircraft carrier airline's working at Dubai International Airport. The production capacity of the facility is about 115 thousand meals a day. High levels of production processes ensures the mechanism by which

electrically system runs on a dedicated mono rail wagons system for transferring food containers and a system for waste disposal using air suction.

The Food point centre for the preparation of meals, which was opened in July 2005 in Dubai Investments Park, was built on an area of 33 thousand square meters, and was the only centre of its kind for the production of meals in the area between Europe and Asia. The Food point Centre has initial production capacity to prepare 20 million meal in the year as the centre produces meals for Emirates flights and companies of other airlines , in addition to that, this centre provides products such as meat and poultry meals and curry ingredients ... for Emirates company for the supply of other aircraft too.

Building No. (4) (Concourse) at Dubai International Airport is dedicated to 380 giant aircraft, subsidiary of Emirates Airline. Dubai International Airport has experienced a significant increase in the number of passengers recently to the point of becoming one of world airports with highest volume passengers (for further information see: Bitelmal, 2010).

3.4. History of Abu Dhabi

Abu Dhabi (literally Father of gazelle) is the capital of the United Arab Emirates (UAE) and also the largest city in the Emirate. This name was given to the city by a group of hunters from the Liwa oasis, which was directed to a source of fresh water by the gazelle they were chasing (Abu Dhabi business portal, online). Abu Dhabi became the capital of the UAE December 2, 1971, when the previous emirates united in a federation. The city of Abu Dhabi was founded in 1701 by the Bani Yas tribe and led by Sheikh Dhiyab bin Isa Bin Naheyan. As part of the emirates Dubai was formed in 1833 to full at the instigation of al-Maktoum clan, a branch of the Bani Yas. During the reign of Sheikh Zayed bin Khalifa Al Nahyan (1855-1908), the

emirate was gaining importance in preserving its sovereignty against the United Kingdom and became one of the main exporters of pearls. At his death, a war of succession started and ended with the advent of Sheikh Chakhbut bin Sultan Al Nahyan in 1928. The bead-based economy collapsed in the 1930s with the introduction of the global market. Trading with dates, camel dressing, fish and vegetable production in the oasis of Al Ain and Liwa allowed the country to survive. In 1939, the emir granted concessions for oil exploration which was discovered in 1958. Too cautious about this new revenue, he prefers not to reinvest and Abu Dhabi develops slowly (UAE country profile, 2007, the London Embassy website).

Abu Dhabi culture is firmly rooted in the Arab Islamic traditions, an eloquent illustration of the genuine commitment of Islam to tolerance and hospitality. The mix of international influences with deep commitment to local heritage has resulted in a fascinating mix of the new and the old. Due to the oil boom, less than 50% of UAE residents are Arab. You can find large groups of Indians, Pakistanis, Iranians and Southeast Asians. In contrast, 95% of the population is Muslim and follows the precepts of religion. The laws of the country agree, and, to the teachings of Islam.

The natives of the UAE are Arab descendants of the tribes who controlled the region since the beginning of the story (Abu Dhabi webpage, online). The family is an important value in the UAE. If arranged marriages still exist, unions are another kind today to emerge: the relationship between intimate partners and women's status changes. In public and social life, women also play an active role. United Arab Emirates, the illiteracy rate is very low compared to other Arab countries (20% in 1995). Today, more than 290,000 students attend public schools. Each village primary school and towns have all secondary schools with boarding. From 6 to 12 years, the school in the UAE is mandatory, and if they want then young people can go to school for six years of study. Education is free for all citizens of the United Arab Emirates, from primary

to university, as well as supplies, books, uniforms and transportation. Girls and boys are separated, but follow the same curriculum.

There are also many private schools. They receive nearly 40% of students, and can offer instruction in another language and educational system: English, French, and German etc. This is due to the fact that many residents are from overseas. The National University of United Arab Emirates, founded in 1977, is based on the American university system. It offers programs in liberal arts, sciences, engineering, agriculture and medicine. In Dubai, American University (American University) prodigal courses exclusively in English (Abu Dhabi webpage, online).

In addition, some universities and colleges are affiliated to foreign institutions in the UAE, allowing students to earn degrees equivalent to graduation from a particular university. Finally, there are technical institutes so students can also take more specialized programs.

3. 4.1.a Tourism industry in Abu Dhabi

The UAE gave considerable interest to the development of infrastructure and tourism. Tourist facilities are highly developed to meet the requirements of tourists as well as improving the level of services in both the hotel sector and the transportation sector, as well as the establishment of events and festivals that have had a clear role in attracting tourists from around the world. Tourism in the UAE has become one of the factors which support the local economy. Abu Dhabi government has devoted great interest to tourism knowing that it supports the economy and shares the responsibility with other driving factors such as trade and agriculture (Abu Dhabi Tourism and culture authority, online)

The geographical position of Abu Dhabi is one of the important reasons to develop this industry since Abu Dhabi enjoys an important location on the Arabian Gulf and is considered the biggest city in the UAE in addition to its being the capital city of the state. The Government of Abu

Dhabi has identified tourism as a key sector in the Emirate's future development. What attract tourists in Abu Dhabi are:

1. Ancient remains and history of the city.
2. Abu Dhabi Geography
3. Entertainment facilities
4. Public facilities
5. Safety

Lots of tourists give more interest to ancient remains in Abu Dhabi such as the old forts in the city and the ancient remains in Um Al Naar while other tourists enjoy the geographical location of the city. Being the biggest island on the Gulf gave the city a great importance as a trade, tourism and political centre. The diverse entertainment facilities located all around the city give it a sense of beauty such as public parks, the beach, tourists destinations, shopping malls, restaurants, fun cities and the zoo. Public facilities such as air, road, marine transportation and health facilities provide an ease for tourists to reach tourist destinations and let them enjoy these destinations the easiest and safer way possible. Safety is also an important requirement to enjoy tourism. The safe reside and move around all these tourist attraction is one great competitive advantage desired by tourists who come to Abu Dhabi to enjoy a wonderful and safe tourism routes (Abu Dhabi Tourism and culture authority, online)

3.4.b Background of Abu Dhabi Airport

Abu Dhabi International Airport began its operational in 1982, as the main airport in the capital and the largest of five airports operating in by Abu Dhabi Airports Company. It is also the base

and the center of Etihad Airways, the national airline of the United Arab Emirates, which is rapidly growing and owned by the government of Abu Dhabi. (AD Airport Company, online)

ADA Airport consists of three buildings shared with a capacity of up to about 12 million passengers a year, in addition to the new main airport complex which is currently under development; the airport is expected to increase its capacity to handle 47 million passengers annually.

Abu Dhabi Airports Company has developed master plans to expand and develop the airport facilities and services. Abu Dhabi Airports Company made unremitting efforts since its inception to improve airport facilities and thus provide travellers distinctive experience, and including those efforts ADAC launched a second runway in 2008, which won the approval of the General Civil Aviation Authority and became the first of its kind in the Middle East. In this airport the aircraft will be able to land safely in low visibility conditions. In 2009 the building was opened with a 3-art facilities and modern specifications to be the headquarters of Etihad Airways as well as a range of the finest shopping malls in the free zone. The year 2011 also saw the opening of the air traffic control tower, a modern tower rises 109 meters, while the company returned late opening of Terminal 1 after complete renovation conducted on the facilities of the building, which is 30 years old (AD Airport Company, online).

The ADA provides a wide range of services for travelers to ensure the efficiency of ground operations and satisfaction of passengers, including 109 offices reception for actions that travel, and 21 gates to leave, and 8 belts for baggage claim, and 4,000 parking including parking for short and long periods, in addition to free markets and stay at luxury hotels (AD Airport Company, online).

It was the commitment of Abu Dhabi Airports Company towards upgrading of airport facilities on an ongoing basis in order to achieve excellence and provide quality services, thus, the airport

won several quality and prestigious awards. Efforts have culminated in the Abu Dhabi International Airport in 2010 which was named the best airport in the world and later won the title of the best airport in the Middle East. Currently, more than 50 airlines are working in Abu Dhabi International Airport and serving more than 80 destinations in 46 different countries around the world (AD Airport Company, online).

3.4.c Abu Dhabi International Airport

The airport is owned and managed by Abu Dhabi Airports Company (A.A.C). Abu Dhabi Airports Group of Companies includes of Abu Dhabi Airports Company and Abu Dhabi Company for airport services and Abu Dhabi company for hospitality services and Abu Dhabi Flight Catering and free market.

Abu Dhabi Shipping Company and the city of Sama both referred to as ADAC. The passenger's terminal is an environmentally friendly building, and is designed to reduce the negative the impact benefitting from several factors such as: higher performance, oblique angles of the outside building structure that contributes to prevent heat from entering the building, which increases the efficiency of the process of air conditioning and lighting and provides interior spaces. The environmental initiatives that are currently being followed include practical water conservation through the use of sewage refined for watering plants located outside the building. The new main airport building team works closely with Abu Dhabi Future Energy Company (MASDAR) that develops near the airport free of emissions carbon.

Work began on the basics of the new terminal in February 2009 and the Abu Dhabi Airports Company (ADAC) has announced a tender for the new main airport building in January 2011, business development and modernization of the building No. 1.

The ADAC closed Terminal (1) for the month of May 2011 completely and have converted trips to Building No. 3 in addition to partial closures and re-opened it again in June 2011 and during that period, the ADAC has finalized a new interior design, comprising the application of new and advanced technologies throughout the building along with the renewal of water circulations. In addition to improvement operations on all aspects that help passengers find their way in the building and all the signposts. These improvements also included doubling the seating capacity of the benches in the building. Thus, hospitality services has been upgraded to a global level, including the Airport Hotel .In addition to this, a selection of retail shops, restaurants, international cafes, local have been launched to provide a variety of passengers shops to increase pleasure while being at the airport. To give more convenience, the number of foreign currency exchange offices and ATMs has been increased too.

The Supervision Committee for the Expansion of Abu Dhabi International Airport to assess the environmental impact also proposed these improvements for the new main airport. Studies to create a new international airport for Abu Dhabi began in 1974 and prepared plans to address the needs. On 04/09/1974 an agreement was signed with Paris airport consulting service, which was chosen as a Consultant to the new airport project airport. This consultancy company issued its report on the final studies on the first phase of the agreement on 18 - 3-1975. It began operating the new Abu Dhabi airport at its current location on the second Saturday of January 1982 for the movement of commercial air transport and closed the old airport and the airport has a different growing regions from the inside and abroad, as well as the roads leading up to it, including the cultivation of 16 island located between the main runway and sub runway and covers an area of 600 hectares and by the escalators mechanism climb the traveler to the first floor passenger building and heading to the custom of the company, which will leave the plane compound area contras Air freight 23.500 dirhams for a capacity of 85,000 tons per year. And the catering unit building is three floors and produces 150,000 meals per dayAnd there is a

northern fire station and other southern and no restaurant staff building and apron equipment building and building for workshops and radar tower building and ground services equipment building supplement its fuel stations and parking is in the main building for travelers and space maneuver areas and car move and Goods are no free market and there are thousands of international airline passengers that the features and the evolution of a similar, if not the largest airports in the creation and organization of the aircraft and raise operational efficiencies insurance for the safety of air traffic service routes correlated.

Abu Dhabi is one of the seven Emirates within the State of the United Arab Emirates (UAE) and is the administrative capital of the State. ADIA, first located to the site in 1982, is now one of the fastest-growing airports in the world. Since it was first developed, ADIA has undergone several important periods of development. During the time when this research was conducted, the airport is undergoing further development in major expansion programme. Despite this, ADIA is the smaller of UAE's two main international airports, with the second and larger one at Dubai where a rival airline,

The airport serves more than forty international airlines delivering passengers to ninety three destinations in 54 different countries. The airport has already won several major awards for service quality (ADAC 2013). As a result, quality of operations and passenger satisfaction are significant criteria for any improvement of ADIA airport operations.

Airport location:

The airport is located about 35 kilometers from Abu Dhabi city center and the north of the main road leading to the city's eye and in a desert area was dubbed (village) and may be taken into account in the selection of the site easily accessible from various cities and surrounding areas, paving the ways a quick addition to the possibility of control at the site so as to facilitate future expansions procedures. Airport facilities Airport facilities consist of the following

buildings: The main building of the passengers attached to a mosque and a secondary airport and arenas aircraft and VIP hall building and telecommunications building and the control tower and the Department of Civil Aviation building and building.

Power Pool and buildings air cargo traffic supplement their yard aircraft consisting of two sets of buildings and two residential buildings cargo warehouses and office buildings, shipping facilities, and clearing and civil aviation depots building and ground services, maintenance buildings and squares aircraft equipment attached to the petrol station and finance building nutrients. Workshops and building staff restaurant and meteorological radar building and building and sanitary waste treatment and North fire station building and station building building South Fire Station and building pressure to achieve test IEDs and buildings, offices, fuel depots and runways

The main and sub-planes and a huge network of internal roads and Foreign & Arenas fuel for cars, and there are buildings, squares and shops, police and housing complexes, staff and so on.

The main building

The main building includes a passenger area. This area includes three interconnected buildings are:

The main building of passenger

VIP building

Watchtower building

The main building of the passengers

It includes two areas of movement, an access and departure area (Alsatleight) which are connected to each other by corridor equipped with electric panels, moving passenger comfortably and avoid the hassles endurance of walking on foot for long distances.

The main movement area:

It consists of three floors comprising ground floor, including the distribution of baggage area and passenger luggage arriving from the first floor through 5 electric conveyor moving borne from the first floor, where baggage and cargoes are received by the electric drive and Customs belts arrival. Along these two sections there is a public hall devoted for depositors, independents and visitors attached to it is an Information Desk and topped with plates-automatic for ads on the arrival and departure of aircraft and runs on its side offices and various counters for other services such as travel agents offices, booking hotels and car rental companies .The second floor includes the restaurants, bank branches and the information desk and interface overlooking the aircraft. Here there are airlines, airport management offices, and security, customs and airport services. The Area 3 is mainly the arrival, departure and transit area (satellite), and is a circular building conjoined to the movement area through a corridor equipped with moving electric panels. The area consists of two floors; the first floor is devoted for free market shops and two secondary areas for travellers on planes parked on passenger building. It includes restaurants, swimming pools, and a private clinic for the care of children, while the second floor includes an area for transit travellers, that is directly related to the plane by five bridges emanated from the corridors of the aircraft.

3. 4. Conclusion

This chapter had explored the historical emergence of the civil aviation industry in the UAE with a special reference to the establishment of the Dubai and Abu Dhabi international airports that constitute the focus of the current research. The overall profiles, including the physical structures and sections of these airports together with their passenger profiles and security arrangements are discussed. Next chapter presents the research methodology and details of the research design.

CHAPTER FOUR

Research Methodology

Case Study with a Mixed-Methods Research Design

4.1 Introduction

This research investigates critically the extent to which the existing airport security policy and its implementation in UAE recognize the privacy, religious and cultural sensitivities of the passengers. The chapter outlines the research methodology of the study and its empirical study design. The study has adopted a broad case study approach utilising a mixed-methods research design to collect the required data, hence the research design combines both qualitative and quantitative instruments of data collection and analysis procedures. This chapter discusses the overall methodological framework of the study and the details of the research design used in this research with special focus on the construction of data collection instruments, analysis procedures as well as reasons for adopting this overall methodological perspective.

4.2 Methodological considerations and justification of the research design

Within the Social Sciences research framework, the nature and type of the undertaken research topic plays a crucial role in constructing an appropriate research design to study a particular set of research questions and issues (Blaik, 2000; Yin, 1994). Before discussing the research design of the study, it is important to note that the research is, fundamentally, about production of newly generated knowledge that is reliable and accurate. As both qualitative and quantitative research paradigms are necessary to make assumptions about the nature of issues explored (usually in philosophical terms it is recognised as ontological assumptions) and what can be known or whether the knowledge produced can be trusted (usually in philosophical terms, recognised as epistemological concerns). In more detail, Ontology is the philosophical study for the nature of being, becoming, reality or existence as well as the basic categories of being and their relations, meaning what exists or the reality of being explored by the researcher.

Epistemology is concerned with the way in which we can come to know about the world around us. As such, methodology refers to the wider framework and the means of acquiring knowledge or the design and techniques used by the researcher to explore the reality under exploration (Anderson, 1998; Healy and Perry, 2000).

Observations, interviews, as well as a quantitative survey were used to gather necessary data for the undertaken research (Patton, 2001). The detailed information about each of these mainly ethnographic and quantitative research instruments will be provided below. Within a qualitative research framework, the researcher is not taken to be a totally detached observer but someone who is engaged with a social inquiry and interacts with participants in a social context. The social nature of the research is, mainly, emphasised by the *constructivist* paradigm in social sciences, which emerged in the twentieth century as a result of wider developments in anthropology, sociology and psychology. Constructivism focuses on understanding the actions and meanings of individuals; compared to 'positivist paradigm' that is founded on an alternative ontological premises, which depends upon what individuals or groups perceive to exist (DeMarrais et al., 2004; Coll and Taylor, 2001).

The constructivist epistemology is based on the view that subjective knowledge is created by individuals or groups and its methodology often entails the exploration of these individual worlds. In other words, knowledge does not exist but it is created and constructed by people. Therefore, researchers have to explore the research situation in terms of the participants themselves, by looking at their ideas and their views of reality (Guba, 1990; Cicourel, 1964). The research participants are then seen to be helping out to construct reality, to build new knowledge. Constructivist researchers tend to use interviews, and in-depth or extended

observations, which allow multiple social perspectives to be built (Robson, 2002), and the philosophical position of constructivism which emphasises words rather than numbers.

This study utilised a Case Study approach with a mixed-methods design that integrated a range of data collection and analysis techniques (Grix, 2004). Case studies are naturalistic research methods that enable social phenomena to be studied in great depth within its context (Baxter and Jack, 2008). It is therefore important to carefully select and define the subject or topic being investigated as a case study (Seawright and Gerring, 2008), which should involve careful consideration of the purpose of the research, the research questions, and the theoretical context in which it is situated (Rowley, 2002).

The Case Study methodology with a mixed-methods approach was selected for multiple reasons. This approach allows grasping the wider picture concerning the research focus (the survey data) and also enables close interactions between researchers and the participants (the passengers and security staff making up the natural research setting), which gives real opportunities to learn about their personal perspectives and describe the participants lived reality, in turn enabling a greater understanding of their experiences (Crabtree and Miller, 1999). Mixed design case studies typically allow focusing on examining the larger issues as well as exploring the perception that individuals or small groups have of particular phenomena or events investigated (Hitchcock and Hughes, 1995). In order to understand the perceptions of those involved in the day to day administration of the security procedures in the airports and the passenger experience, it was essential to gather information directly from the participants. This enabled the examination of the influence of factors including their perception, feeling and views on a range of issues regarding implementation of airport security and passengers' personal, cultural and religious values. The mixed methods Case Study design provided space

for interaction with different participants and exploration of possible differences in their perceptions of the issues investigated. As such another primary reason for utilising a Case Study approach with mixed methods design was to obtain a detailed understanding of the research topic by collecting and analysing in-depth data using multiple collection methods. It was essential to listen to participants' voices, record information about their experiences of using the international airports (the two main case studies) in order to gain a better a more accurate and authentic understanding of the issues explored (Baxter and Jack, 2008).

The below sections, in the light of the study questions, suggest the particulars of the research design, data collection and analysis procedures.

4.3 Study aims and research design of the inquiry

The study aims to explore the following main questions:

- 1) Do airport security measures (policy and legislation) in the UAE recognise the religious and cultural sensitivities of the passengers?
- 2) How do religious and cultural dynamics shape passengers' attitudes towards the security measures implemented at selected airports in the UAE?
- 3) What are the views of the airport security managers and officers concerning the role of religio-cultural factors in the security policy implemented at selected international airports in the UAE?

Based on the above research questions, several research objectives are discerned:

- 1) To explore the extent to which airport security measures and legislation recognise religious and cultural sensitivities of the passengers?
- 2) To investigate the impact of religious and cultural dynamics in shaping passengers' attitudes towards the security measures implemented at the airports.
- 3) To explore the views of the airport security managers and officers concerning the role of religio-cultural factors in the security policy at selected international airports in the UAE.

Furthermore, the study sample consist five key management personnel responsible for observing and implementing security provision at the airports. They were selected to participate in the semi-structured interviews. Finally, the study will also explore the recent policy documents related to the airport security measures introduced by the UAE government. The researcher is from the UAE and has already contacted the airport authorities who have expressed willingness to take part in the proposed research. The field work was conducted in both Arabic and English. All of the data in Arabic was translated into English and transcribed before the actual data analysis starts. The survey data was analysed by using the SPSS package programme. The general guidelines and procedures suggested by Miles and Huberman (1994) to carry out the qualitative data analysis are followed. According to these procedures the qualitative data generated by semi-structured interviews should be audiotape recorded, thus the data processing started by transcribing/translating the recorded data. This was followed by coding the data into recognisable distinct themes and issues. The analysis of the relevant policy documents should start from this point onwards. The actual coding scheme consisted of assigning specific colours for particular themes or clusters of interrelated information that reflect participants' views or certain pattern of themes and topics. The process of identifying patterns within the data set involved discerning meaning clusters that reflect similarities (overlapping codes) and differences (opposing views).

The questionnaire was manually entered into Microsoft excel to be analysed as well as analysed pragmatic usage through the SPSS data analysis software in order to produce comprehensive data that is easy to understand and interpret. A selected group of participants were then interviewed using either semi-structured interviews or group discussions depending on which method the researcher sees it better fit, this enabled the researcher to further follow up the key themes and issues.

4.4 Research design and the sampling, data collection and analysis procedures

The researcher decided to use mixed-methods design to maximise the research findings and enhance the validity of the findings. The design of the research was decided in accordance with the nature of the research questions as well as the purpose and the aim of the study. For the purpose of evaluating the findings, multiple methods of strategy have been used, e.g. semi-structured interviews, group discussions and self-completion questionnaires. Using more than one method of data collection enhanced the validity of the findings. Allen (1993), indicates the three major advantages of using multiple method of data collection; firstly, it adds confidence in the research findings; secondly, it increases value of the findings; and finally it provides a clearer picture since qualitative research findings also support the quantitative research findings and *vice versa*. Cohen (1985) also supports the use of more than one data collection instrument as it enhances the credibility of the findings.

4.4.a Sampling procedures

In this study, the both quantitative and qualitative sampling procedures were utilised.

The main research sites were two international Airports (Dubai and Abu Dhabi). After gaining the necessary official approval and consent (Appendix 1) a passenger survey was administered to a randomly selected group of adult passengers using both airports. After an initial pilot study, 200 randomly selected adults (65% Male and 35% Female) were included. The subsequent analysis discussed in chapter five demonstrated that the study sample was broadly representative of the wider targeted population. Due to access difficulties and the fact that participation was voluntary, it has been difficult to obtain a larger sample. The participants gave their *verbal consent* after the aims of the project and the questionnaire were clearly explained to them.

In addition, the study sample included individual semi-structured interviews conducted with passengers (five), airport security staff (15) and managers (5). To enhance the validity of the findings, the researcher selected samples of different 'units' such as key actors, such as managers and staff in charge of the security protocols at the airports. To avoid bias and remove doubts, and to provide a sound basis of participant selection; the researcher chose what is usually referred to as 'purpose sampling method' (Gorad, 2001; Denscombe, 2002, p.24). Furthermore, the study sample consists of five key management personnel responsible for observing and implementing security provision at the airports. They were selected to participate in the semi-structured interviews.

In the current study, sample size was determined by considering the complexity and sensitivity in exploring passenger experience and security protocols. While it was relatively easy to

construct the large survey, the participation of airport security staff and managers was challenging as it took very long time to arrange meeting. It was also necessary to determine whether airports could facilitate an exploration of the core issues in relation to passenger experience, satisfaction and concerns. In addition, the qualitative sample needed to be large enough to provide sufficient variation in experience; the more heterogeneous the study sample, as is the case in airport security context, the more participants are typically needed (Hennink, Bailey and Hutter, 2011, pp.89-90). Sample population diversity was reflected in the data through selection of participants based on their specific characteristics (Cohen, Manion and Morrison, 2011), utilising criteria outlined below (see Table 3.1):

1- Professional relevance to airport security: participants included officers applying the security measures and these managers in charge of the overall implementation.

2- Influence on policy implementation: individuals needed to be influential in informing and delivering security policies, such as policy implantation and oversight.

3- Plurality in views: participants were selected to ensure that the sample contained a range of perspectives on security measures and its implementation. Views were incorporated from individuals across all levels of the process, including security staff as well as passengers.

4- Years of experience: the security staff at the airports showed range and length of experiences and expertise.

Finally, the two case airports were selected because the Dubai is the largest international airport and Abu Dhabi is the second largest international airport in UAE.

Overall, the research design of the study followed the below interrelated stages:

Problem; general issues regarding the role of religious, cultural and personal privacy related issues and the airport security procedures



Concentration on certain prominent aspect of this issues explored



Concentrated on identified gaps in the present research, which were the main reasons why the issue has not been dealt with



Further refinement of focus based on analysing existing data generated important questions regarding the issue, that needed to be answered based on findings from previous research



Decided scope of research, e.g. number of cases study airports and interviewees

Deciding upon methods of research, which proved to be effective in terms of answering the research questions



Data collection instruments, e.g. interview, group discussion and questionnaire. Triangulation method:

Analysing the data and drawing conclusions – leading to answering the specific questions as well as contributing new knowledge to the issue.

In terms of the qualitative data analysis, the main steps suggested by Miles and Huberman (1994) i.e. ‘data collection, display and reduction’ which enables the researcher to discern conclusions and verifying the key findings and have been followed. The actual data analysis procedures can be summarised as follows:

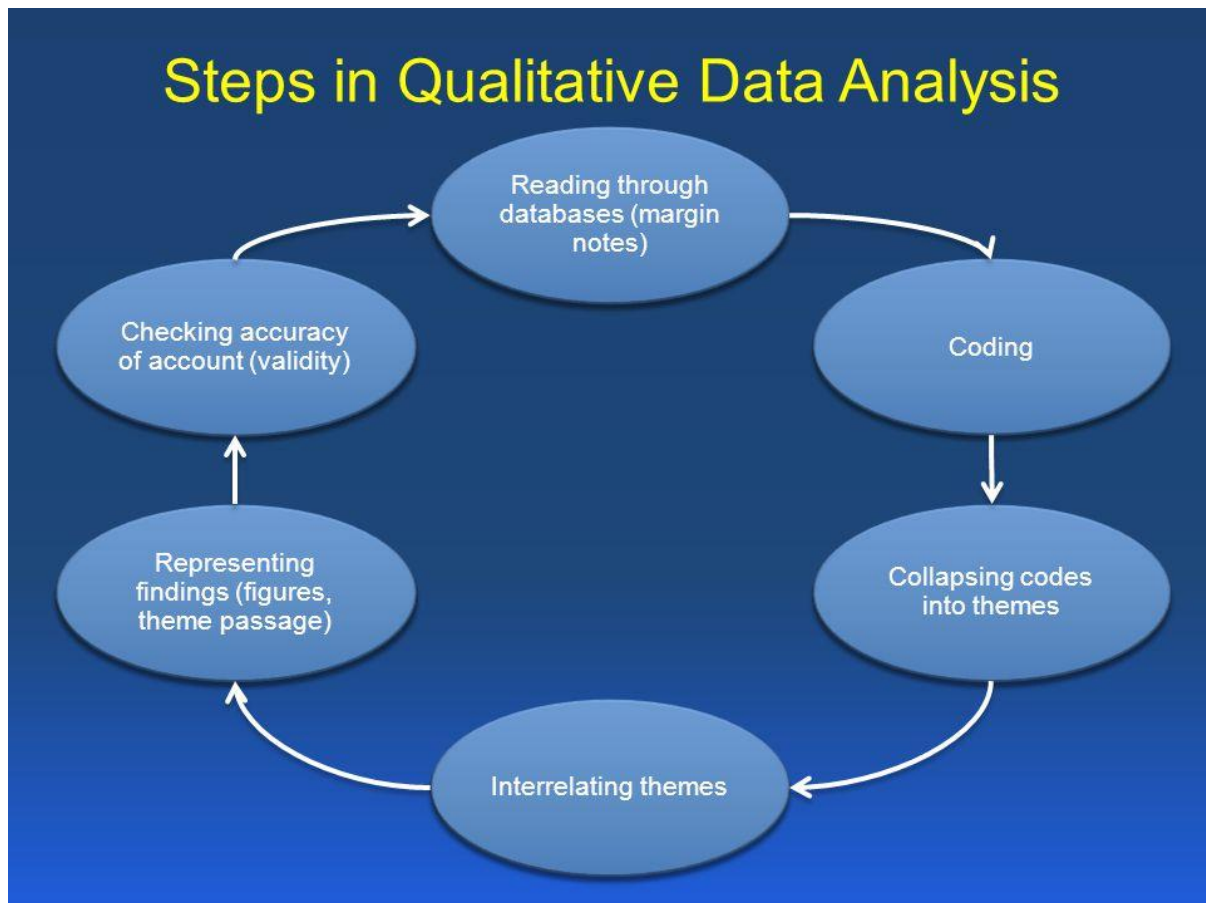


Figure 4.1: An Overview of the Process of Qualitative Data Analysis (*adapted from Miles and Huberman 1994*)

This basic research framework has been supplemented with additional data collection instruments such as structured and unstructured observation and a research diary that has been kept by the researcher while conducting the field work.

4.4.b Data collection and analysis procedures

As mentioned above the research design is a mixed-methods design consisting a cross-sectional quantitative survey and individual semi-structured interviews and partial/limited use of document analysis related to the security procedures used the selected case airports. Survey design is useful to scan a broad field of topics or populations etc. (Cohen et al., 2013). In addition, survey design is considered a very useful tool for gathering data in one go from a wide target population. Moreover, it gathers standardized information using the same instrument for all participants. Survey design is chosen for the present study because these features correspond to the aims of the research.

The below tables show clearly the main rationale behind data collection instruments utilised to gather the data in the light of the central research questions:

Table 4.2 *The relationship between the three research questions and the main data collection instruments*

Research questions	Data Collection Instrument
<p>Question 1: Do airport security measures (policy and legislation) in the UAE recognise the religious and cultural sensitivities of the passengers?</p>	<p>Document Analysis including information/literature related to historical emergence of aviation policy and procedures as well as current policy and procedure regarding the airport security procedures</p>
<p>Question 2: How do religious and cultural dynamics shape passengers' attitudes towards the security measures implemented at selected airports in the UAE?</p>	<p>Questionnaire/Passenger Survey designed to illicit the passengers' views, attitudes and experience regarding the issues explored.</p> <p>Individual semi-structured post-survey interviews with passengers.</p>
<p>Question 3: What are the views of the airport security managers and officers concerning the role of religio-cultural factors in the security policy implemented at selected international airports in the UAE?</p>	<p>Individual Semi Structured Interviews</p>

Table 6.2 *The three research questions, data collection instruments and the rationale*

Research questions	Data Collection Instrument	Rationale, Design & Application
Question 1: Do airport security measures (policy and legislation) in the UAE recognise the religious and cultural sensitivities of the passengers?	Document Analysis	Information/literature related to historical emergence of aviation policy and procedures as well as current policy and procedure regarding the airport security procedures need to explored. (Qualitative Data)
Question 2: How do religious and cultural dynamics shape passengers’ attitudes towards the security measures implemented at selected airports in the UAE?	Questionnaire/Passenger Survey	In order to illicit passengers’ views, attitudes and experience regarding the issues explored, a large scale survey was designed. After the initial pilot the content and the structure of the questioner were modified. (The main quantitative data)
	Individual semi-structured (Supplementary data)	Issues around passanger experience are highly complex and sensitive which may not be captured in a large scale survey Therefore, several follow up individual semi-structured interviews were conducted. (Qualitative data)
Question 3: What are the views of the airport security managers and officers concerning the role of religio-cultural factors in the security policy implemented at selected international airports in the UAE?	Individual Semi Structured Interviews	The main qualitative data was collected through individual semi structured interviews with airt staff and managers involved with overseeing and implementing the security procedures. (The main qualitative data)

This section discusses in detail the general information about the main data collection instruments used in the research; the researcher used the mixed method design during data collection. Therefore, the researcher used the following instruments to collect data; semi-structured interviews, document analysis and questionnaires. These instruments contributed to

the richness of the data collected and enabled the researcher to gain an in-depth understanding of the views expressed by the participants regarding the role of cultural and religious dynamics regarding the implementation of security measures at UAE international airports.

4.4.c Quantitative data collection: Construction of the passenger survey assessing attitudes and perception towards using of the international airports in the UAE.

Bell (1993) suggests that questionnaires are a good way of collecting certain types of information quickly and relatively cheaper as long as subjects are sufficiently disciplined to abandon questions that are superfluous to the main task. Questionnaire was used as the first research instrument enabling the broad understanding of the views and perception passengers using the UAE international airports. This instrument was chosen as it suited the nature of the study, and gathered a large size of data in a shorter time and with less expenditure, both when collecting data and also when processing it.

It should be noted that the survey in this study is based on social science tradition of assessing attitudes as the survey examines attitudes of the participants towards the use of international airport in the UAE and their overall experience of using such a sensitive context. The construction of attitudes towards the use of international airports has been operationalised in several dimensions with a specify interested in their perception of the link between security measures and their personal, cultural and religious sensitivities. However, the construction of the questioner followed the standard measurement of attitudes studies. As such it is first important to explain the meaning of an attitude and social science traditions, particularly psychology, of the attitude measurement.

In terms of the lexical meaning of attitude, it has more than one meaning in the English language, and is derived from the Latin 'aptus'. It has connotations of "fitness" or "adaptedness", and aptitude, which means a subjective or mental state of preparation for action (Allport, 1935). If we look at the definitions of attitude we can see several types in different disciplines. However, it can be seen that it has been at the centre of social psychology since its inception (Krosnick et al., 2005). Moreover, several writers (Bogardus, 1931; Thomas and Znaniecki, 1918; Folsom, 1931) believe that social psychology is the scientific study of attitudes (Allport, 1935, Fishbein, 1967). Social psychologists have used the concept of attitudes for explanations of human behaviour and a number of attitudes have been assessed over the years. In addition, because of arising of new social issues, additional attitudinal domains are explored (Ajzen, 2005). Although attitude studies are at centre of the social psychology, finding a consistency or consensus across scholars about the definition of it is nearly not possible. It can be seen that the earliest and broad definition was done by Allport (1935), which is "An attitude is a mental and neural state of readiness, organised through experience, exerting a directive or dynamic influence upon the individual's response to all objects and situations with which it is related" (p. 784). More recently Ajzen (2005, p.3) describes the attitude as "a disposition to respond favourably or unfavourably to an object, person, institution, or event" and he mentioned that in spite of there are a number of definitions of attitude in the literature, most contemporary social psychologists agree that the characteristic attribute of attitude is its evaluative (pro– con, pleasant– unpleasant) nature. Attitudes indicates an evaluative respond toward an object, which can be anything in person's mind. These objects also can be concrete like pizza or abstract like freedom of speech etc. (Bohner and Wänke, 2002).

In the wider field of attitude measurement, a significant debate can be seen between two schools of theorists with respect to the meaning of the term attitude and constructs of the attitudes. The first school, represented by Krech et al. (1962), discuss attitudes as multi-dimensional construct, which embraces three components: the cognitive, the affective, and the conative/behavioural. The cognitive components represents beliefs, the affective components represent evaluations, and conative components represents behaviours (Edwards, 1957).

People's positive or negative attitudes toward an object or an entity can be inferred from their verbal or nonverbal responses toward this object or entity. In these categorisation, cognitive responses reflect perceptions of the attitude object and thoughts about it. Affective responses can be inferred through evaluations of the attitude object and feelings toward it. Lastly, behavioural inclinations, intentions, commitments and actions toward attitude object are the responses of conative nature (Ajzen, 2005).

In this research, the widely used Likert (1932) methods to develop passenger survey so the literature is going to focus on Likert's method. Until 1932, the best scaling method of attitudes was Thurstone's scale (Salkind, 2010) and we can say that Thurstone's (1928) scale is a significant milestone in attitude scale construction. Thurstone and his co-workers created 20 scales to measure attitudes and the respondents were asked to evaluate their degree of favourableness. After that, another significant attitude scale, which has different approach, was developed by Likert (1932), who proposed the method of summated ratings (Ajzen and Fishbein, 1980).

Although in this study the aim is not to develop a specific scale but it is important that we clarify the scientific basis of attitude measurement briefly as discussed above. As such the

strict scale reliability and validity procedures will not be utilised. The scales details of the of the measurement methods will be explained. Likert scale method has some differences from the Thurstone scale which are make it more comprehensive and useful for designing of the scale phase and analysis phase. According to Likert (1932), designing a Thurstone`s scale takes a long time because of the judges evaluation of the statement process. Another lack of Thurstone (1928) scale is several not verified statistical assumptions. In Likert (1932) scale, it can be seen some enhanced approach (Salkind, 2010) which are these steps: (1) A large number of statements are taken into account to relate to the object in question (2) the administering of these statements to a group of subjects who indicate for each statement whether they strongly approve, approve, are undecided, disapprove, or strongly disapprove (3) the determination of a total score for each individual by summing responses to all items i.e. assigning numbers to the five categories of Strongly Agree (5), Agree (4), Not Certain (3), Disagree (4) and Strongly Disagree (1) (Krech et al., 1962). In terms of these, using the Likert scale method leads a number of benefits in data analysis proses. Francis (2001) mentions that using five-point Likert scale provides some benefits. For instance, odd number response categories allow to participants to choose `uncertain` option, which is an significant point because it indicates that the survey covers some areas that some participants do not reach a clear decision. Another benefit is a five-point scale provides more precise responses than three-point scales (Francis, 2001). In addition, when participants chose their answers from five-point scale (agree strongly, agree, not certain, disagree, and disagree strongly), researcher can handle the data in many ways. For instance: firstly, the percentage of the five point can be reported; secondly, agree strongly and agree answers can be combined as `yes` and disagree and disagree strongly answers can be combined as `no`; lastly, it provides the total score for adding a number of items together. In light of these useful aspects, it was decided to use the 5-point assessment scale suggested by Likert scale method.

The researcher began by constructing the questionnaire ensuring that it was comprehensive and easy to understand. A pilot study was then performed, the purpose of the small scale introductory study was to check the feasibility, completion time and the overall comprehensiveness of the questionnaire in an attempt to predict an appropriate sample size and to identify ways of improvement on the study design prior to the full-scale questionnaire being applied in the selected international airports.

Robson (2002) is of the opinion that a large amount of data can be collected by a questionnaire that produces straightforward descriptive information. A questionnaire has been constructed in the light of the study's purpose and aims, mainly to elicit views of study participants i.e. the passengers using the international airports in UAE (Burroughs, 1971; Renheim, 1992). The coding of the scale and points were adjusted to be consistent with both positive and negative phrased questions. Cohen (2000, p.254) argued that "most of us would not wish to be called extremists", in order to avoid the two extreme poles at each end of a continuum.

Due to the sensitive nature of the study the researcher did encounter difficulties accessing the fieldwork. Particularly conducting research in major international airports within the context of the security concerns and asking questions over sensitive issues related passenger experience in the airports and the airport staffs handing of the security measure all proved to be presenting challenges in accessing and gaining the consent of the airport management. However, after meeting with the top management of the international airports in Dubai and Abu Dhabi, the officials were convinced of the significance of the study and its potential in improving the passenger experience, they have agreed to grant access to the research sites. All necessary permission were gained and the researcher first conducted a piloting of the survey in English

which then followed by the piloting of the semi-structured interviews designed to be used by the airports managers and a selected staff.

4.4.d Qualitative data collection process

The qualitative data has been validated using the following steps:

1. Pilot study of the interviews carried out before the actual interviews took place: the pilot study carried out with one of the senior managers of the airport to ensure the wordings, structure and the questions reflect the research focus. As a result, the main themes and sub themes of the semi-structured interviews were finalised.
2. Careful triangulation was used as the principal method of overcoming validity errors of the qualitative data. This included asking various parties involved in the project i.e. the main study participants (passengers, security officers and airport security managers). Moreover, this process included creating continuity and integration between the interviews with key personnel, documents and analysis and observation to ensure consistency among the central data sets.

4.4.e Individual semi-structured interviews

Interviews of all forms have been widely used as a research instrument to bring about direct responses to support the results obtained by other data collecting instruments (Powney and Watta, 1987). Interviews are a useful means of collecting qualitative data as they allow the researcher to collect descriptive and detailed data which corroborates and enhances the quantitative collected data.

It is essential to acknowledge that interviews are categorised in terms of the degree of their formality ranging from unstructured to semi-structured to structured interviews. Unstructured

interviews are, usually, guided by interviewees' responses rather than the questions and probing of the researcher. In semi-structured interviews; the interviewer recognises the purpose of interviews but does not have any specific questions to ask. In formal interviews, the interviewer normally pre-specifies questions needed to be asked and determines the structure of the interviews (Nunan, 1992, p.149).

Due to the nature of this study, the researcher specifically chose to use the individual semi-structured interviews. However, this method is particularly useful as semi-structured interviews allowed the researcher to ask additional questions to participants when the researcher sought fit to do so, which allowed the researcher to gain further insight.

Like any other data collecting instrument, interviews also had disadvantages e.g. the presence of a tape-recorder could change the situation to some degree (Gall, 1996, p.313). To minimise this concern, the purpose of recording was explained to participants before the interview commenced. To avoid misinterpretation, notes were made during the interviews and the conclusion was driven from each interview and presented to the participant before leaving to ensure that the researcher's interpretation did not differ to what he or she had intended. The use of semi-structured interviews creates a positive rapport between the interviewer and interviewee meaning it allows them to feel as if they are in sync or on the same wavelength as they are able to relate well with each other. This is an effective and efficient way to collect data that is not easily observed. Semi-structured interviews have high validity allowing people to talk in depth about certain topics with little direction from the interviewer. As the interviewer in semi-structured interviews can ask and probe interviewee to expand on certain areas and this allows the interviewer to accumulate information that had, either not occurred to the interviewer or of which the interviewer had no prior knowledge. Semi-structured interviews

resolves the problem of pre-judgment within the interview, as the interviewer cannot determine what will or will not be discussed as only few pre-set questions are used allowing the interviewee to expand on their responses.

The limitations of this instrument are not unique to this instrument only; each instrument has its own limitations and advantages. In the researcher's view, even though the limitations of this method cannot be ignored, but it could be in many cases minimised and enhanced by using other data collecting instruments (Powney and Watta, 1987). One of the main limitations of semi-structured interviews is that it depends on the skills of the interviewer and their ability to think of questions during the interview and the articulacy of the interviewee. Unconscious signals may be given by the interviewer which can guide the respondents to give a particular answer which may be expected by the interviewer. Semi-structured interviews are time consuming and expensive for the amount of data collected. The data collected is not very reliable as it is difficult to exactly repeat a focus interview as respondents may be asked non-standardised questions. As the sample size for such methods tends to be small, this also affects the reliability of the findings as the findings cannot be generalised to represent a society as a whole. Another limitation of semi-structured interviews is the depth of the qualitative information may be difficult to analyse. The validity of the research may also be affected as the researcher has no real way of knowing if the respondent is not informing the full truth.

4.5 Data analysis procedures

The study has adopted a mixed methods research design that make use of both qualitative and quantitative data analysis procedures to engage with the datasets generated to decide analysis the data through the content analysis route. Yin (2003 p.109) maintains that data analysis consists of "examining, categorizing, tabulating, testing, or otherwise recombining both

quantitative and qualitative evidence to address the initial propositions of study.” In general, "data analysis means a search for patterns in data" (Neuman, 1997, p.426). “The ultimate goal of the case study is to uncover patterns, determine meanings, construct conclusions and build theory" (Patton & Appelbaum, 2003, p.67).

Yin (2003) recommends that in order to adopt the existing theories and literature in formulating research objectives, the theoretical propositions utilized can aid the organization and conduct of the data analysis phase. Therefore, the central components of the research such as themes and issues can be identified through the literature and contrasted with the empirical findings. Similarly, Saunders et al (2015) observes that this will link the research to the existing body of knowledge in the subject area; this is opposed to be the inductive approach (also recognized as the ‘grounded theory’) that seeks to gather data and then explore and identify themes and issues. The deductive approach utilised is based upon the two-stage ‘data analysis’ procedure as developed by Saunders et al (2015, p.149) and suggested by the above mentioned work of Miles and Huberman (1994). Thus, the diverse data sets were categorised and summarised into themes and sub themes that reflect the views and patterns of meaning voiced by the study participants.

The qualitative data collection methods used in this inquiry were individual semi-structured interviews and document analysis. The data were coded and interpreted, then thematically analysed to uncover emergent themes. Finally, the analysis revealed by the large survey (the quantitative data) was integrated with the qualitative data to achieve a border analytical framework to understand, organise and integrate both data sets (triangulation).

Interviews were conducted with participants and then immediately transcribed, in order to ensure accuracy, especially given the noisy environments of the airports, and to minimise the impact of responses from interviews with staff and managers. After data collection, the researcher re-listened to the interview transcriptions and crosschecked them for accuracy. The

interviews were then systematically organised according to subject, because many answers were long and included elements of repetition and rephrasing.

In few case, the data was analysed prior to the translation of the Arabic transcripts into English in an attempt to achieve semantic equivalence and avoid mistranslation or summarising of meaning by analysing the actual wording of respondents. The initial analysis began by reading through the interviews with passengers, staff and managers and coding their responses. The codes were then examined in the context of the research questions and sorted into potential themes. An initial template in the light of the figure 4.1 and central research questions was then devised to facilitate the analysis of the data from interviews with passengers, staff and managers and the large data gathered through the passenger survey.

4.6 Producing trustworthy, reliable knowledge

As a mixed methods Case Study design, the current study used the standard procedures used for validation and reliability of the data collection instruments. The SPSS software helped achieving the reliability of the main study questionnaire. While the reliability and validity of survey can be easily examined by using such statistical procedures, the issues related to validity and reliability in the qualitative inquiry is more complex.

Positivists often question the trustworthiness of qualitative research, perhaps because naturalistic studies are unable to address validity or reliability in the same way (Shenton, 2004). Reliability is typically measured in quantitative research through the use of statistical techniques that are inapplicable in many qualitative studies. Therefore, naturalistic researchers commonly assess whether or not repeating the study using similar participants or contexts would yield similar outcomes. Many naturalistic investigators seek to distance themselves from the positivist paradigm by the adoption of different terminology and criteria to determine trustworthiness. Guba (1981) suggested four criteria to assess the significance, relevance and impact of qualitative research, which were mapped against equivalent positivist tests. In this

section, a detailed discussion is provided of these criteria: internal validity (credibility); external validity (transferability); alternative reliability (dependability); and objectivity (confirmability).

The first consideration is internal validity. In a quantitative study, this refers to whether the tests measure what is intended. The equivalent concept in a qualitative investigation is credibility, which examines the degree to which findings are compatible with the reality (Merriam, 1998). One way to achieve credible outcomes is by triangulation, which means the comparison of data from different sources (Shenton, 2004). The triangulation of data sources and methods was utilised in the current study, with data being sourced from document analysis and interviews with passengers, airport staff and managers. In this way, the data from airport staff was cross checked against that data from the passengers. Studies also gain credibility through protracted engagement (Lincoln and Guba, 1985), which requires familiarity with the culture of the participants and culture before the commencement of data collection (Shenton, 2004). In this study, the experience of the researcher as a professional security expert with along experience in the field provided the requisite familiarity, allowing a relationship of trust to be established with participants, and providing early access to appropriate documents and participants.

In addition, quantitative research uses external validity to determine the degree to which its findings are generalisable to a wider context (Merriam, 1998). However, this broad applicability of findings is more difficult to demonstrate in qualitative studies, due to the relatively small sample sizes involved (Shenton, 2004). Qualitative research therefore tests for transferability, which views unique cases as being valid examples in a wider setting (Denscombe, 2010; Stake, 1994), although this requires the provision of sufficient contextual

information about the fieldwork (Lincoln and Guba, 1985). For this reason, the researcher provided extensive background information about the context of this study, including culture, values and policy, supplemented by a thick description of the phenomenon being investigated. This was intended to grant comprehensive understanding of the context, enabling comparison of the findings to other situations experienced by study participants.

The term dependability is the qualitative equivalent to reliability, which quantitative studies use to show that repetition of the research using similar methods and similar participants in a similar context would yield similar results (Shenton, 2004). There is a strong link between dependability and credibility (Lincoln and Guba, 1985). In other words, demonstrating credibility, through detailed reporting of the study process or the use of varied data collection methods, tends to ensure dependability, because these steps would enable another researcher to replicate the research (Shenton, 2004). The current study attempted to ensure transparency and dependability through the clarification of the research design, process and its implementation, in addition to detailed information being given on data collection and analysis procedures.

Objectivity can be assisted by the use of the scientific measurements and instruments that do not require human perception or interpretation (Patton, 1990). However, some degree of bias is still likely, because research tools are designed by humans (Patton, 1990). Qualitative research addresses this concern through confirmability, which seeks to ensure that the findings are based on the data given by participants, rather than the researcher (Shenton, 2004). In this study, researcher bias was monitored through discussions of the findings with participants and the later interpretations being challenged by the research supervisor. Participants were

contacted frequently during analysis to ensure the accuracy of data and interpretations of their responses.

4.7 Translation

The quality of translation plays an important role in the accuracy of data. However, there are many factors affecting that quality, some of which cannot be controlled by a researcher (Phillips, 1960). When the researcher acts as the translator, the quality of output is strongly influenced by their language mastery, their personal experience, and the culture of the study population (Vulliamy, 1990). In other situations, the quality of translation is primarily influenced by the competence and history of the translator, and by their interactions with the researcher (Temple, 1997). Regardless of approach, it is important to consider how and to what degree translation introduces bias into the research process and how to ensure accurate translation of the source data.

Three strategies were used in the current study in an attempt to mitigate potential issues with translation which was mainly used in some of the semi-structured interviews and document analysis. As the researcher shares the same first language as the participants (i.e. Arabic), he was able to record the raw data in Arabic. He then translated transcripts into her second language (i.e. English). A native English speaker checked the translated transcripts for clarity and lexical accuracy. Finally, the text was back translated by the researcher and challenged by a bilingual Arabic-English colleague, who is a British citizen and holds a PhD in security studies from a UK university. Any differences or ambiguities were resolved in conversations and emails by the three parties.

4.8 Research Ethics

Before embarking on empirical study, the researcher had to carefully consider any ethical issue that may arise during the undertaken this research that engages with rather sensitive set of issues. Particularly, exploring issues around the airport security and the discussing passenger feedback as well as security staff's view on the topic all considered to be highly sensitivity. As such the researcher had to ensure that access and as well as consent for the necessary fieldwork was granted. The researcher explained the aims of the research and informed the airport authorities details of the survey and the semi structured interviews in detail. All necessary

permission were granted by the Airport authorities (Appendix 2). Most importantly, before the actual field work has started, the research ethics board at the University of Gloucestershire approved the ethical standards of the inquiry through formal procedures of approving the RD1 form.

During the construction of the questionnaire and semi-structured interview questions, the researcher ensured that all questions did not contain any degrading, discriminating or unacceptable language that could be interpreted as offensive for any members of the sample group as well as ensuring that the questionnaire was designed to collect information directly related to the research question and that no private or personal questions were requested from the respondents.

The study ensured anonymity to the participants who all were adults and voluntarily participated in the study. The participants gave verbal consent while completing the survey and during the interviews. Denscobme (2002, p.72-73) explains why many participants seek not to expose their identity: "Organisational leaders will probably be anxious not to expose themselves to criticism and want to ensure that the interests of those for whom they have responsibility are not adversely affected by the research. They will want to feel safe about the research".

Informal visits were made to airports and after long negotiations the airport authorities granted the necessary permission to carry out the research. However, it appear that permission from the Abu Dhabi Airport authority was going to lake longer. The permission from the Dubai Airport came rather quicker and therefore the researcher decided immediately to take the opportunity to pilot the initial survey in this airport.

The study followed the principles of ethical considerations suggested by Bryman and Bell (2015) that can be summarised as follows :

1. No harm should come to the research participants in any way, shape or form including physical and mental distress.
2. The priority is to ensure respect for privacy and the dignity of participants.
3. Full consent should be gained from the participants prior to the conduct of the empirical study.
4. Confidentiality participants as well as the research data should be ensured.
5. Anonymity of participants has to be assured.
6. Transparency and affiliations in any forms, sources of funding, as well as any possible conflicts of interests have to be declared.
7. Any type of misleading information, as well as representation of primary data findings in a biased way, must be avoided.

The researcher, therefore, used the guidelines of Bryman and Bells (2015), and others to set the foundation of ethical considerations the researcher considered in order to ensure that all participants were safeguarded and were not harmed in any manner throughout the process of involvement in constructing the research.

4.9 Conclusion

This chapter discussed the methodology used in this research, highlighting the implications and issues in the research design. The chapter presented the main rationale behind adopting a case study framework that combines a mixed methods research design to explore the central research questions of the inquiry.

The chapter provided details of the research design discussing the main data collection instruments used, the data analysis procedures, the study sample and details of the field work. The construction of main data collection instruments (the passenger survey and the semi-structured interviews), sampling procedures together with the collection and analysis protocols were all presented. The chapter highlighted ethical considerations that are essential to be considered when conducting an empirical research. The next three chapters present the empirical findings of the study through analysing the quantitative and qualitative data sets of the study.

CHAPTER FIVE

Data Analysis I:

Passengers' Experiences of Using the UAE

International Airports: Survey Results

5.1 Introduction

This research explores the extent to which the existing airport security policy and its implementation in UAE recognize the religious and cultural sensitivities of the passengers. The inquiry adopted an empirical case study framework and a mixed-methods design to explore its central questions that are focused on examining the role and function cultural values, religion and personal sensitivities in shaping the airport security measures in the selected international airports in UAE.

This chapter presents the results of the quantitative data analysis collected through a large passenger survey (Appendix 2). The survey consisted of two parts. In the first part passengers' experiences about using the UAE international airports and their views about the degree to which their cultural religious and privacy were respected while going through at the different stages of the airport security systems and protocols. The second part of the survey explores the views and experiences of the passengers when going through the security systems. The quantitative data was analysed by using the SPSS statistically package programme. This chapter will present first, the descriptive statistics about the study participants' key characteristics (passengers) followed by the inferential data analysis which enables to look closely at the patterns of passengers' responses to the questionnaire items. The analysis will be presented through tables, graphs and figures.

It must be noted that surveys, in fact all data collection tools in empirical studies, might suffer from possible bias (Blair, et al, 2013; Denscombe, 1998; Podsakoff et al, 2003). For example, one of the most common ways to insert bias into a survey is by phrasing questions in such a way that they elicit either a positive or negative reaction from the respondent. Similarly, social desirability, loaded and leading type questions might all create possibility of bias in the

empirical research designs. The key is to keep the phrasing as neutral as possible. What makes this challenging is that often the survey designer is unaware of their own bias or lack of knowledge on the survey topic. They accidentally phrase questions that do not take into account things like respondent sensitivity and public opinion. As a result, the current study has designed the survey in a way that it aims to illicit the attitudinal orientations of the participants on a range of issues related to their experiences of using the international airports. Both positive and negative items are used to ensure that a more consistent and accurate understanding of the participants' perspectives are revealed. More significantly, during the interviews, the researcher was aware that participants, particularly the airport port staff, might produce 'politically correct' views i.e. no one would admit using racially derogatory remarks and behaviours towards passengers coming from diverse ethnic and cultural backgrounds. As such, the survey and the interviews contained diverse counter items as well triangulation of the data ensure to discern the a broader and more accurate perspectives from the participants. For example, the security staff's views were contrasted with the actual perspectives on the passengers and the formers' views were not simply taken for granted.

The study also used semi-structured interviews in order to explore in-depth, the key research questions through discerning the participants' views, perceptions, attitudes and perspectives on the central research questions explored in the study. This basic research framework has been supplemented with additional data collection instruments such as structured and unstructured observation and a research diary that has been kept by the researcher while conducting the field work as well as covering the duration of the study.

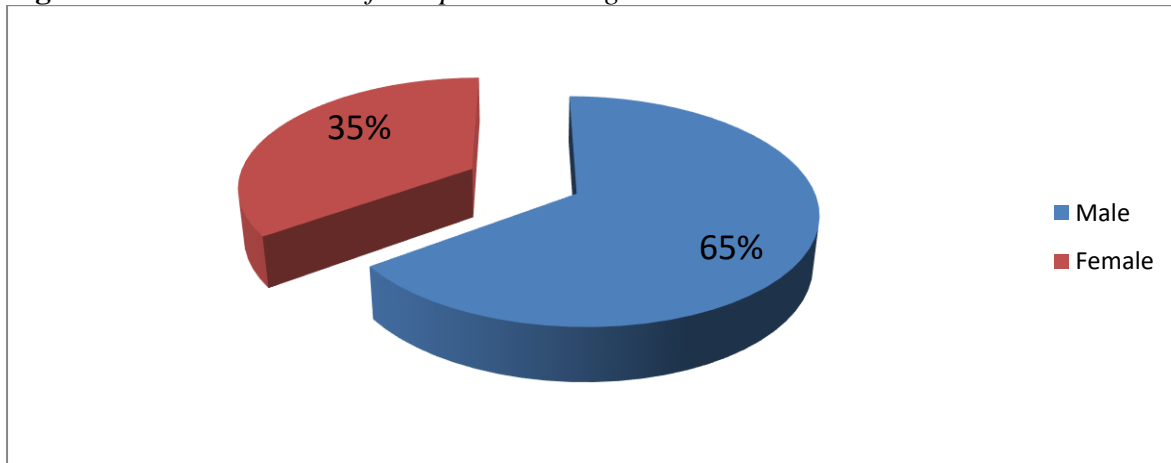
5.2. Section A: Main characteristics of the study sample: descriptive analysis

Demographic/Descriptive Analysis: key characteristics of the survey participants

Table 5.2.1 *Distribution of Sample According to Gender*

Gender	Frequency	%
Male	130	65%
Female	70	35%
Total	200	100%

Figure: 5.2.1 *Distribution of Sample According to Gender*

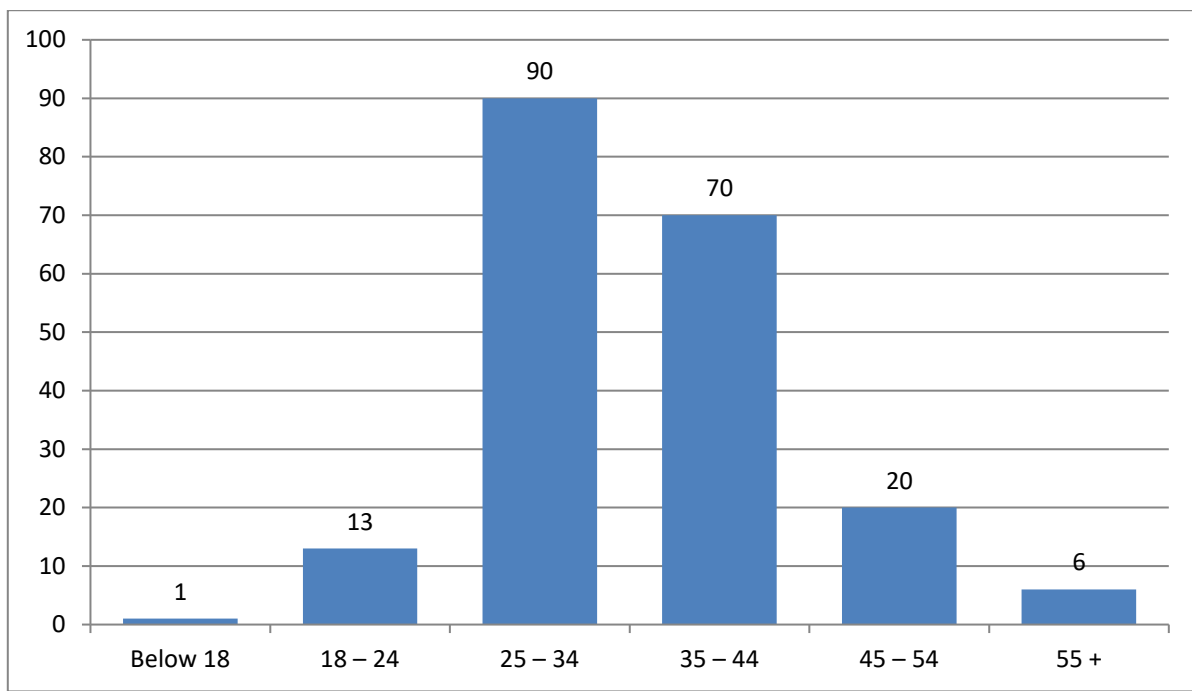


The data displayed in the table and figure above, show that majority of the study participants were male (65%) and 35 % of the respondents were female. It appears that the male participants were more easily accessible. Within the context of international airports and in fact partly due to cultural reason it is was not always easy to approach the female participants. It must be noted that the researcher has utilised two female assistants to help administrate the survey in the airport in order to avoid the possible gender bias while collecting the data. The participants in the survey was strictly voluntary-based.

Table 5.2.2 *Distribution of Sample According to Age Group*

Age Group	Frequency	%
Below 18	1	0.5%
18 – 24	13	6.5%
25 –34	90	45%
35 – 44	70	35%
45 – 54	20	10%
55 +	6	3%
Total	200	100%

Figure 5.2.2 *Distribution of Sample According to Age Group*



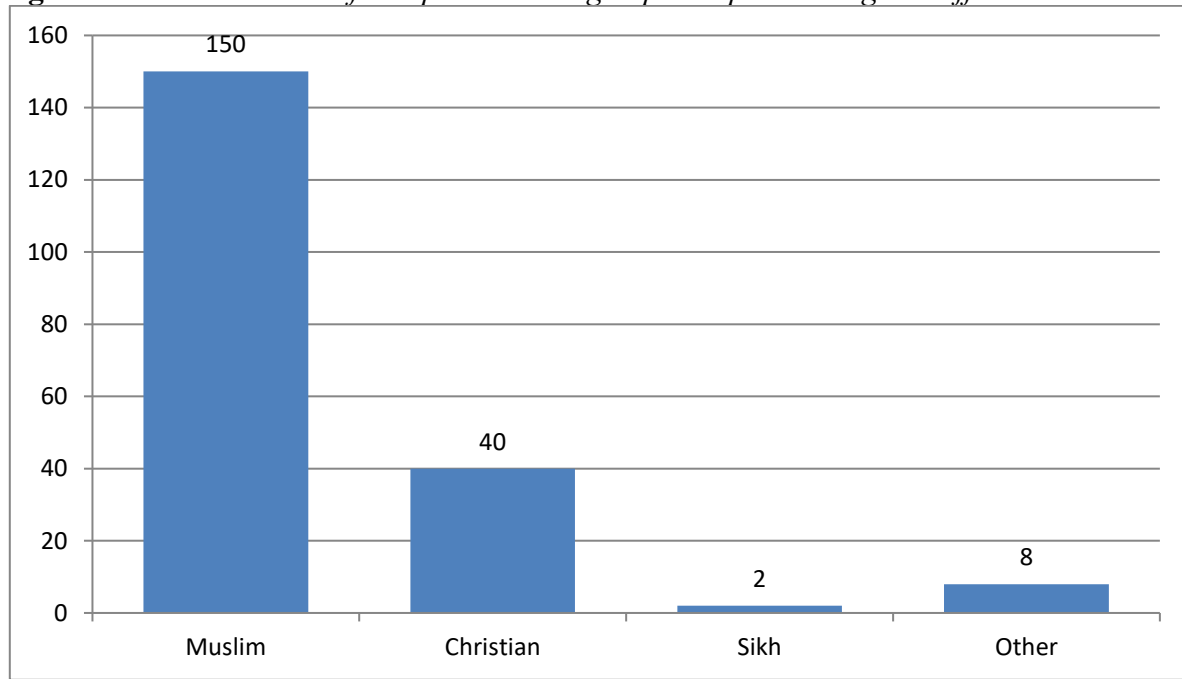
The data displayed in the above table and bar chart demonstrate that the majority of the study participants fell under the age group between 25-34 (45%) followed by the 35-44 age group. Only 0.5% of the sample was 18 below and only 3% was aged 55 and above.

These findings are not surprising as the majority of the passengers using the international airports are usually expats coming from both Muslim and western countries visiting the UAE for work purposes therefore the most of the study sample fell between 25-44.

Table 5.2.3 *Distribution of Sample According to participants' religious affiliation*

Religion	Frequency	%
Muslim	150	75%
Christian	40	20%
Sikh	2	1%
Other	8	4%
Total	200	100%

Figure 5.2.3 *Distribution of Sample According to participants' religious affiliation*



The above figures indicate that largest percentage of the participants were Muslims (75%) followed by the Christian participants (20%). There was only 1% of the sample belonging to the Sikh religion and interesting 4% of the sample state no religious affiliation.

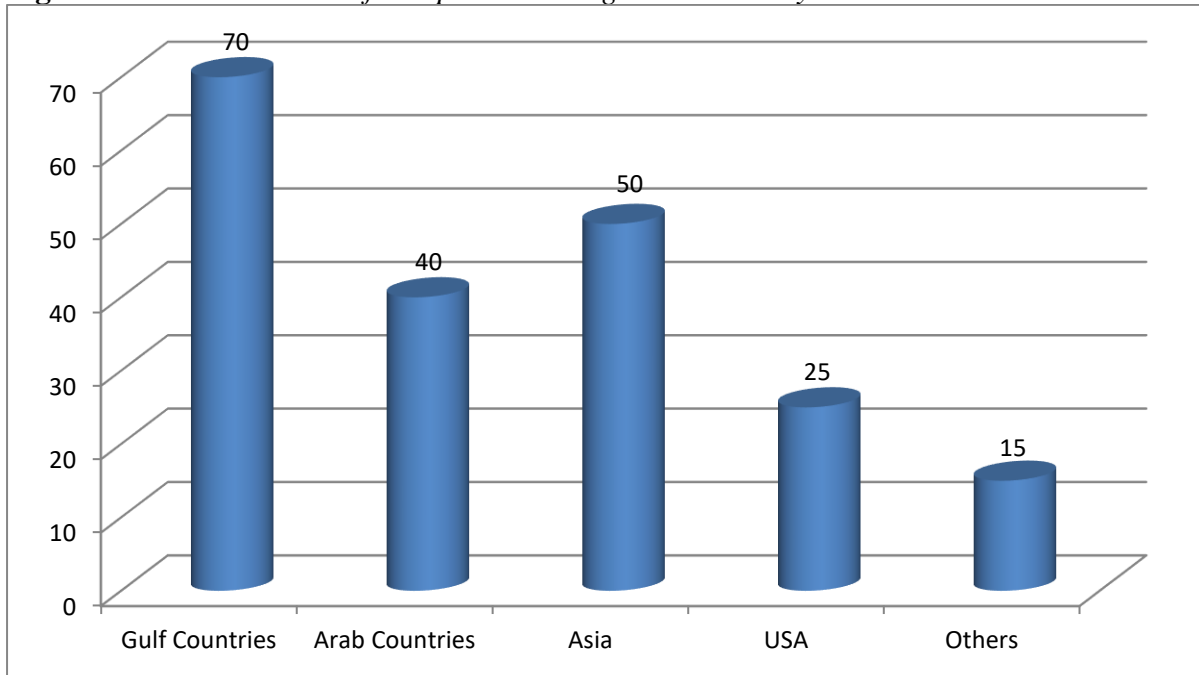
The religious affiliation of the participants reflect their countries of region too. According the to data displayed in the below table and bar chart most of the participants in the study (35%) came form the Gulf Countries and the 20% of the sample came are from the wider Arab Countries. The combined percentage of these two categories (55%) indicate the majority of the

participants were Arab Muslims. It must be noted that there is a significant percentage (24%) of passengers coming Asian countries where most of the labour force in the Gulf and the UAE based on. 12% of the sample from USA and only 7.5% of the sample from other Countries such as Europe and Latin America.

Table 5.2.4 *Distribution of Sample According to the Country*

Country	Frequency	%
Gulf Countries	70	35%
Arab Countries	40	20%
Asia	50	25%
USA	25	12.5%
Others	15	7.5%
Total	200	100%

Figure 5.2.4 *Distribution of Sample According to the Country*

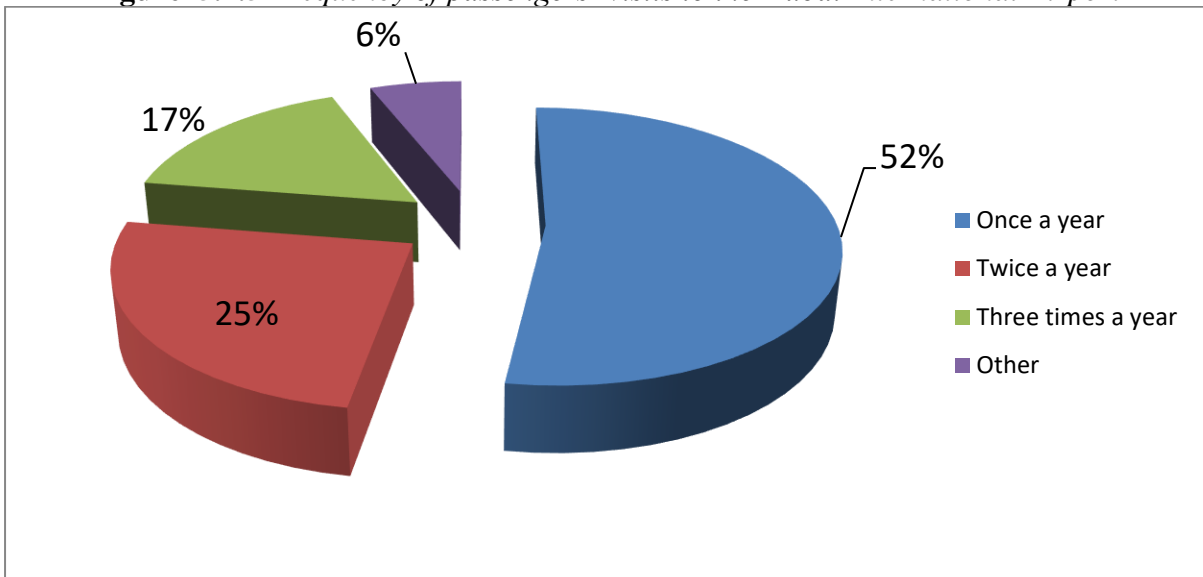


The above displayed data concerning the passengers' country of origin is not surprising as the as Dubai in particular remains an attractive destination for regional and international travellers. As will be discussed blow, the great majority of these travellers actually work in the UAE and therefore are regional and western expats.

Table 5.2.5 *Frequency of passengers' visits to the Dubai International Airport*

Data	Frequency	%
Once a year	105	52.5%
Twice a year	50	25%
Three times a year	33	16.5%
Other	12	6%
Total	200	100%

Figure 5.2.5 *Frequency of passengers' visits to the Dubai International Airport*



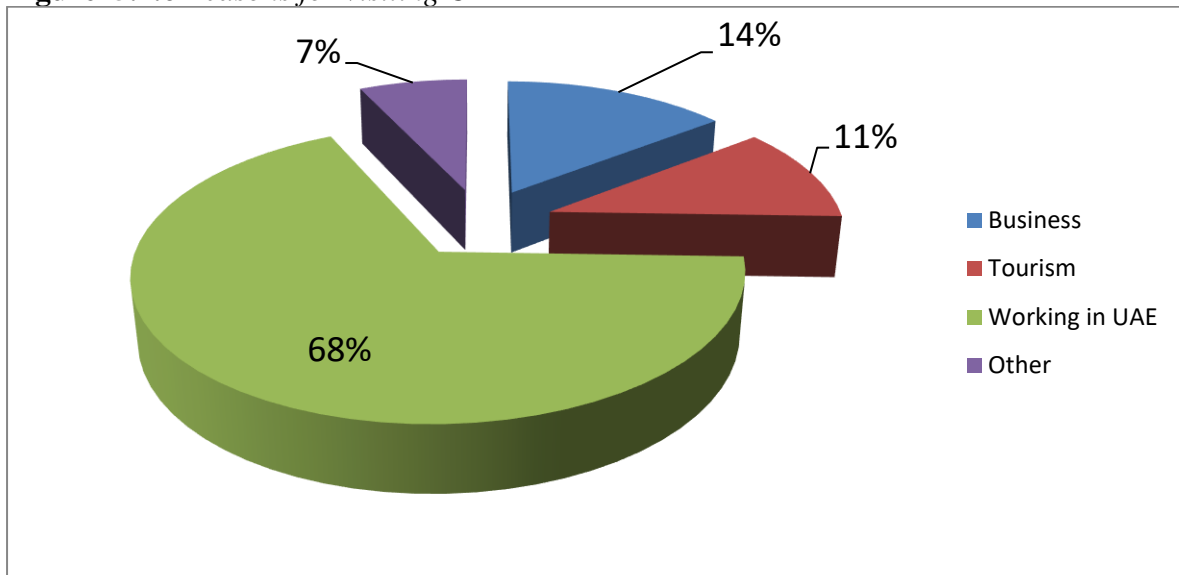
From the above table and graph it can be seen that almost 75% of the passengers surveyed were visiting at least once or twice the UAE. 16.5% of the sample visited the Dubai International Airport three times a year.

According to the data displayed in the table and graph 5.2.6 below, the frequency of the visits of the passengers predictably reflect the reason behind these visits. More than 65% of the study sample suggests work related reasons behind their visit the UAE.

Table 5.2.6 *Reasons for visiting UAE*

Data	Frequency	%
Business	29	14.5%
Tourism	22	11%
Working in UAE	135	67.5%
Other	14	7%
Total	200	100%

Figure 5.2.6 *Reasons for visiting UAE*



It is also important to note that the combined categories of business and tourism reasons is about 25% which is a significant result as it clearly indicates a steadily growing trend in the emergence of UAE as a regional and global destination for business and leisure.

The next section of the quantitative analysis presents the results concerning passengers' views and experience about using the international airports.

5.3 Section B: Passengers' Views and Experience of Using the Security Systems

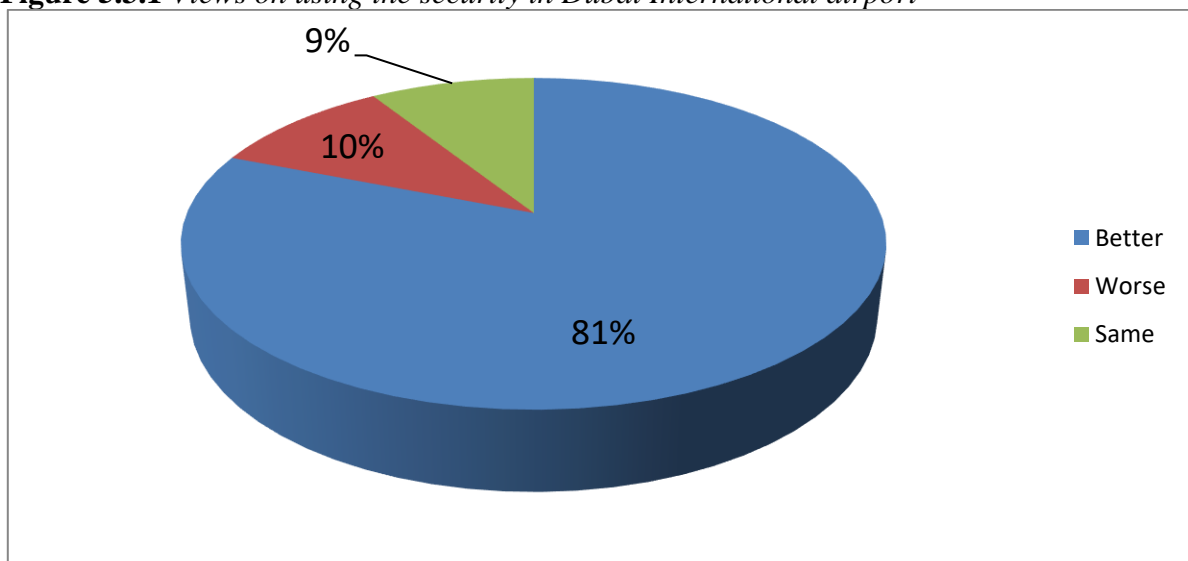
As discussed in the methodology chapter the survey was mainly based on the passengers using the Dubai international airports as it is the largest international airports with the highest international passenger volume. In order to better understand the attitude and views of the passengers using the airport first they were invited to compare their experience of using this airport to other international airports they used. The survey asked the participants particularly

to focus on their experience of going through the security systems and procedures in these airports.

Table 5.3.1 Views on using the security in Dubai International airport

Data	Frequency	%
Better	162	81%
Worse	20	10%
Same	18	9%
Total	200	100%

Figure 5.3.1 Views on using the security in Dubai International airport



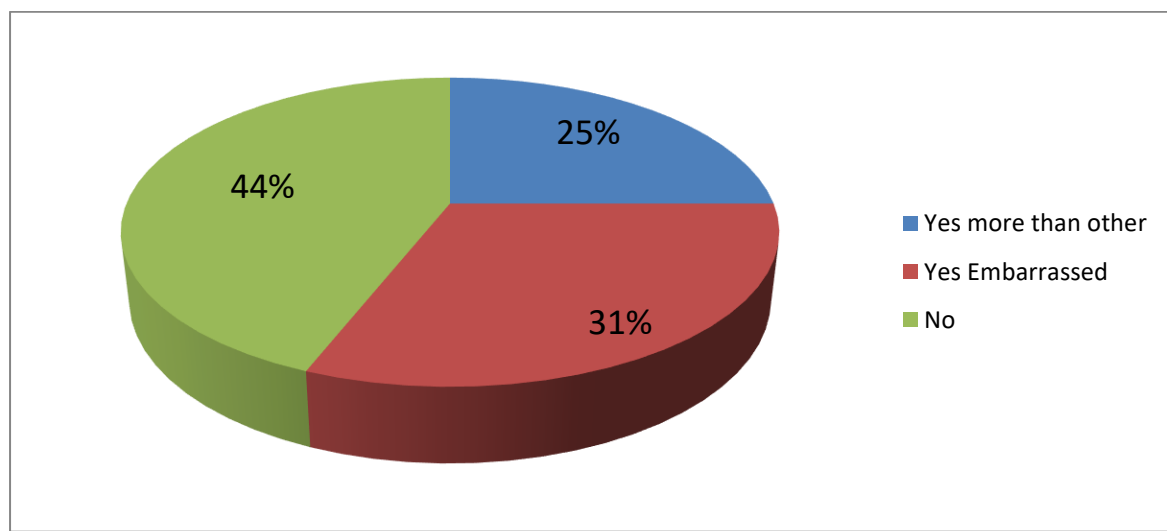
The data contained in the above table and graph clearly demonstrates the great majority of the participants (81%) thought that their experience of using the security system in the Dubai international airports and other world airports were the same. Almost equal number of participants felt that their experience at the Dubai international airport was either better or worse.

The percentage of 10 is not a very significant but in order to contextualise this finding we need to look at the wider experiences of the passengers using the security protocols in the Dubai international airport. The following survey items explore this critical point further by asking passenger whether they have every felt unformattable or thought their religious or cultural values and privacy have been disregarded while going through the security process at the airport.

Table 5.3.2 *Feelings of being uncomfortable during an airport security search dues to religious and cultural sensitivities*

Data	Frequency	%
Yes More than other	50	25%
Yes Embarrassed	62	31%
No	88	44%
Total	200	100%

Figure 5.3.2 *Feelings of being uncomfortable during an airport security search dues to religious and cultural sensitivities*



The result displayed in the above table and graph present an interesting picture. While nearly half of the study sample reported no feelings of being uncomfortable going through the security systems more than half (combined categories of suggesting feeling of embarrassment and being

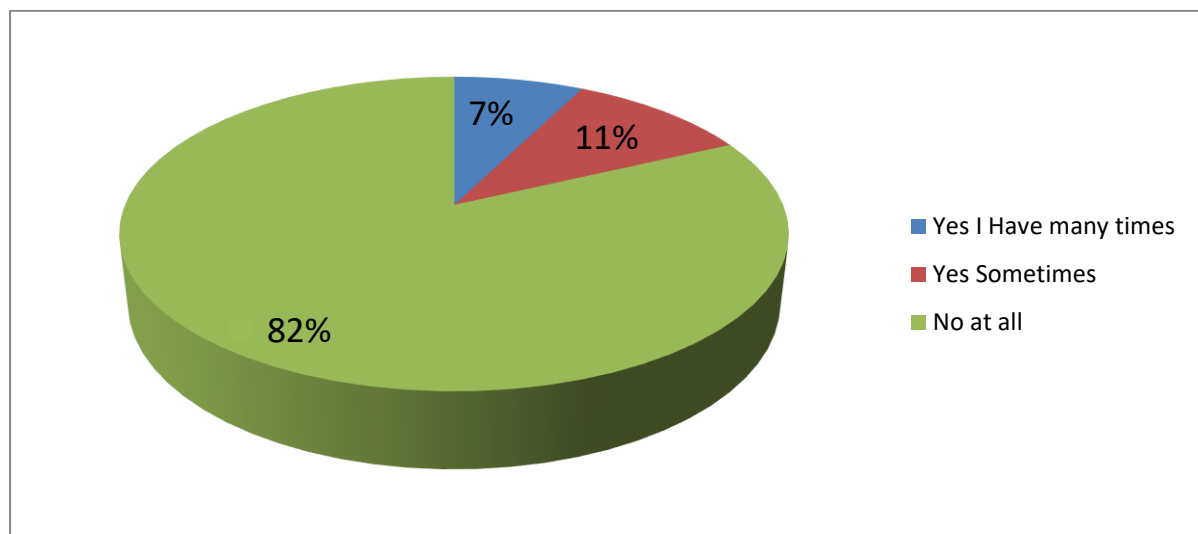
uncomfortable is 56%) which is a very significant results . what is more significant is the fact that 25% of the sample actually mentions that they felt uncomfortable during the security searcher process due their religious sensitivities and an even higher percentage felt ‘embarrassed’ while being searched by the security staff at the airport.

It must be noted that often the feeling being uncomfortable and invasion of one’s privacy starts at the simple bag search stage. Therefore the survey asked whether the participants felt unconfirmable due the careless manner of staff searching their bags.

Table 5.3.3 *Feeling of being uncomfortable due to staff do not respect my privacy while searching my bags*

Data	Frequency	%
Yes I Have many times	15	7.5%
Yes Sometimes	21	10.5%
No at all	164	82%
Total	200	100%

Figure 5.3.3 *Security staff do not respect my privacy while searching my bags*



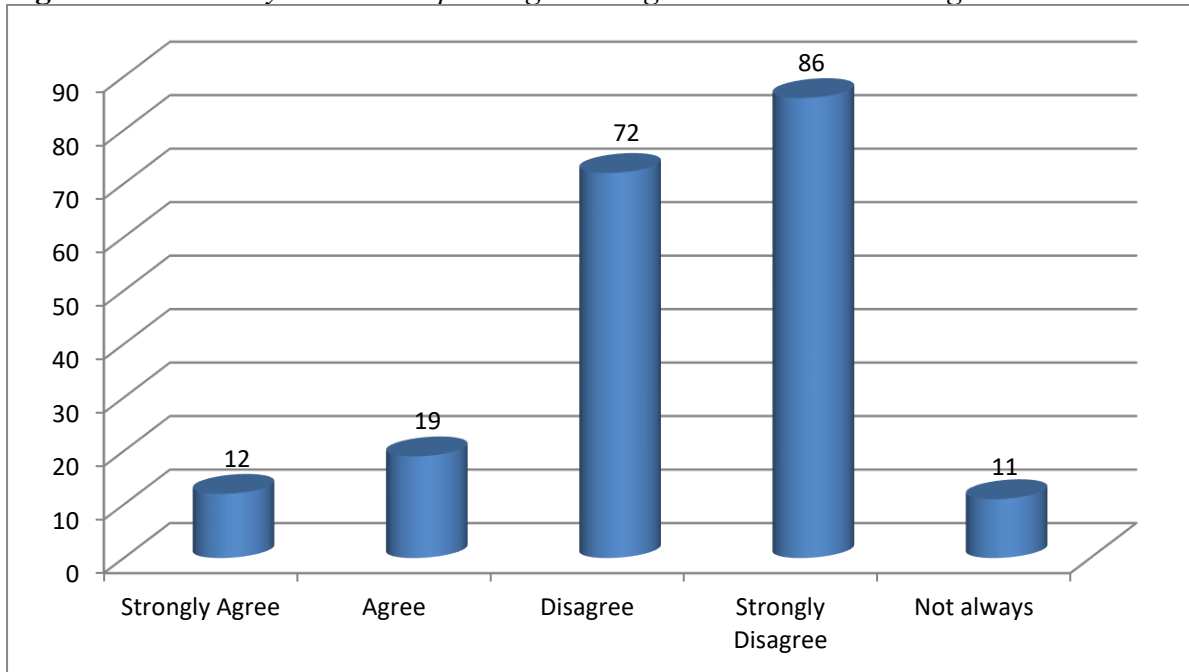
From the above Table and Figure it is clear that 82% of the sample did not feel that the security staff do not respect their privacy while searching their bags. Only 7.5% of the sample reported that security staff at the Dubai international airport did not respect their privacy while searching their bags. However, just above the 10% also reported to have sometimes felt that Dubai Security staff did not respect their privacy while searching their bags.

Considering that when combined, the last two categories amount to a 20%, which highlights the importance of those who reported experiencing often or sometimes invasion of privacy. As such, the survey had further probing questions aimed at exploring the extend to which passengers' felt that their religious and cultural backgrounds had influenced security staff's handling (i.e. application of search rules and regulations) of their bag search. The below table displays the attitudes and views of the study participants on these crucial issues.

Table 5.3.4 *Security search and passengers' religious and cultural backgrounds*

Data	Frequency	%
Strongly Agree	12	6%
Agree	19	9.5%
Disagree	72	36%
Strongly Disagree	86	43%
Not always	11	5.5%
Total	200	100%

Figure 5.3.4 Security search and passengers' religious and cultural backgrounds



It appears that majority of the participants strongly denied arbitrary application of the rules and regulations related to the bag search procedures. Nevertheless, over 30% of the study participants reported that the bag search, in their experience, by the staff was conducted differently according to passengers' religious and cultural backgrounds. These results do imply that some passengers did feel their bags were searched in an almost arbitrary style depending which cultural and religious backgrounds they came from.

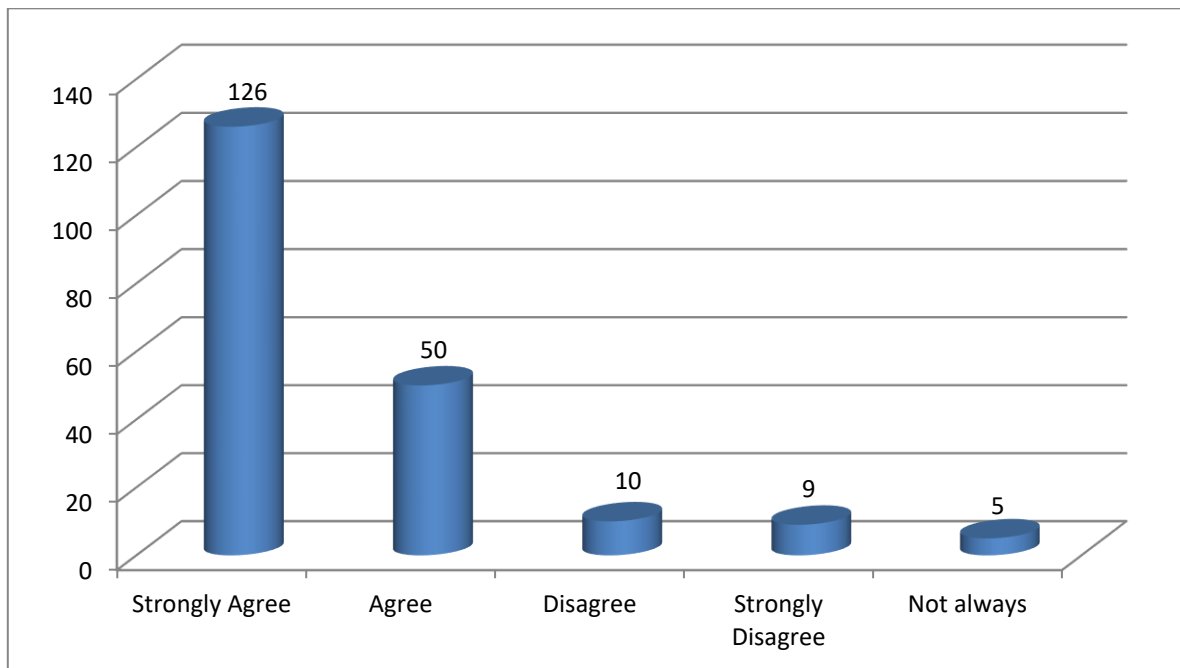
It must be noted that the bag search as well as general security search of passengers are inevitably personal interactions as the security staff have to come to a very close proximity with the individuals being searched. Such the individual searchers, if not handled professionally, could bring about the risk of invasion of personal space or even worse sometimes could produce disrespect. Due to the personal proximity of the airport security searcher process, the role of the staff conducting the search becomes paramount. Their professional skills and competence clearly need to include awareness of people's religious and

cultural sensitivities as well as general interpersonal communication skills. The survey did include a specific item examining the degree to which the participants thought that airport security staff showed such interpersonal and intercultural skills and awareness about their privacy of the passengers regardless of their cultural and religious background and sensitivities.

Table 5.3.5 *The manners of the airport security staff, friendliness and helpfulness with all passengers regardless of their religion or culture.*

Data	Frequency	%
Strongly Agree	126	63%
Agree	50	25%
Disagree	10	5%
Strongly Disagree	9	4.5%
Not always	5	2.5%
Total	200	100%

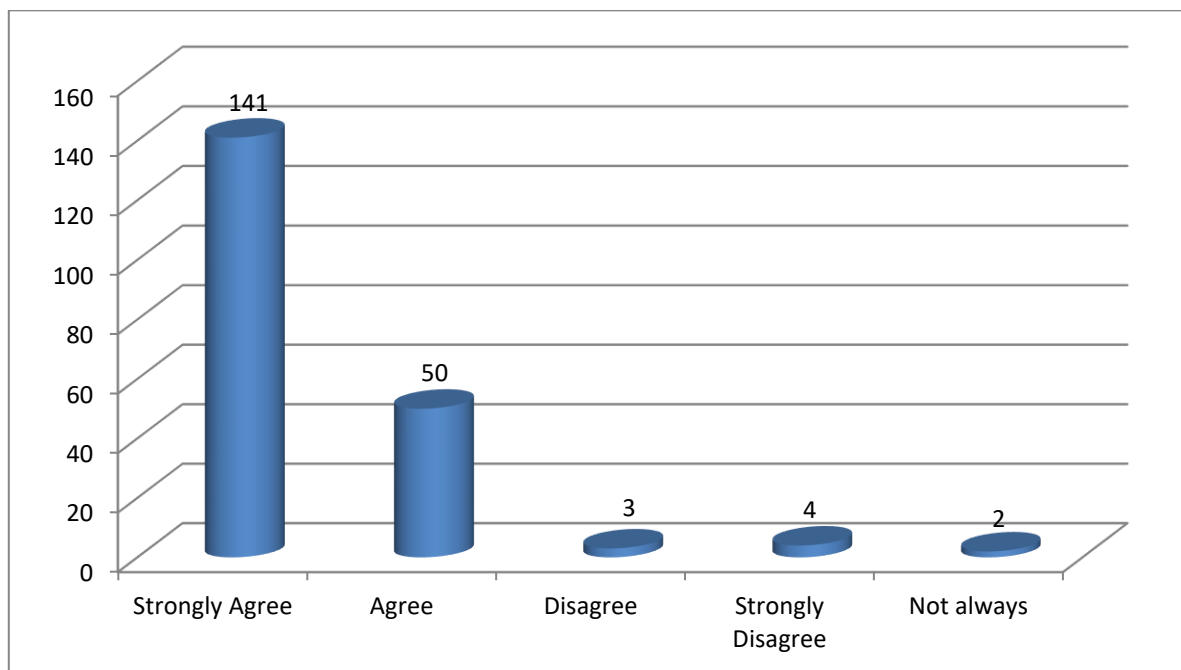
Figure 5.3.5 *The manners of the airport security staff, friendliness and helpfulness with all passengers regardless of their religion or culture*



From the above table and graph it can be easily discerned that almost 80% of the passengers (the combined percentage of strongly agree and agree categories) thought that the airport security staff in Dubai airport were well mannered, friendly and helpful with all passengers regardless of their religion or culture. However just about 10% of the sample felt that that the airport security staff in Dubai airport were not well mannered, friendly and helpful with all passengers regardless of their religion or culture.

Furthermore, as the blew bar chart shows the survey participants overwhelmingly thought that the security measures at Dubai international airport in general reflected the cultural and religious sensitives of the UAE.

Figure 5.3.6 Security Measurements in Dubai Airport reflect the cultural and religious sensitivity of the country



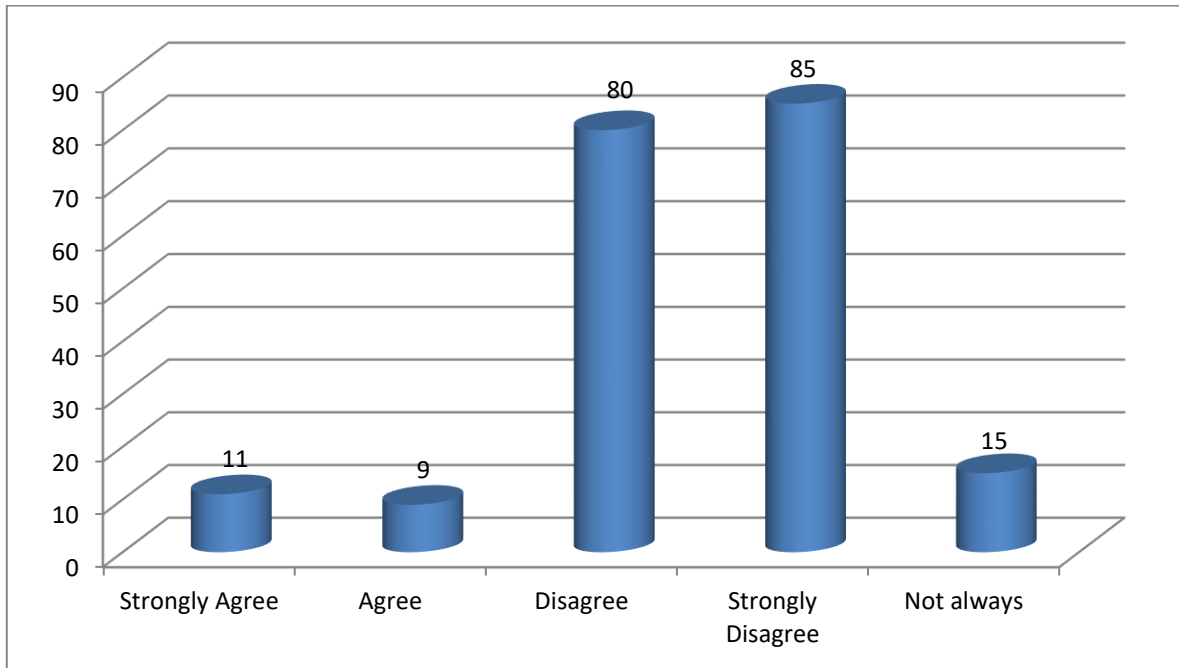
The survey also aimed at finding out whether the passengers' religious and cultural backgrounds made any difference the way they conducted the passenger security procedures.

Table 5.3.7 The culture and religion of the passenger and the security search process in Dubai Airport

Data	Frequency	%
Strongly Agree	11	5.5%
Agree	9	4.5%
Disagree	80	40%
Strongly Disagree	85	42.5%
Not always	15	7.5%
Total	200	100%

The data displayed in the above table and expressed in the below bar chart clearly shows that most of the passengers thought that the security search process was objective in the sense that it was not conducted according to the passengers' cultural and religious backgrounds.

Figure 5.3.7 *The culture and religion of the passenger and the security search process in Dubai Airport*



From the above graph it can be seen that only around 9% of the study sample reported to have agreed with the view that the culture and religion of the passenger have a major role in the security search process in Dubai Airport.

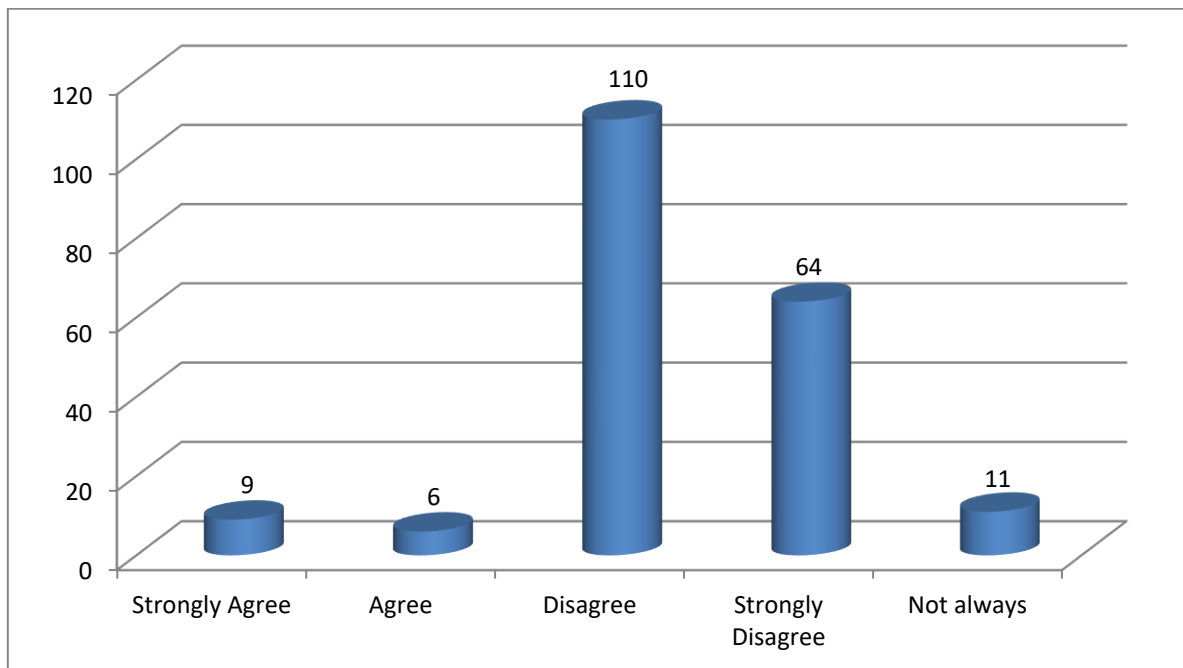
The data analysis showed a high degree of consistency in terms of participants' views concerning the overall manner with which the security measures were conducted at the airport. This includes the highly sensitive issue of respecting the dignity of the passengers during security and passenger search process.

Table 5.3.8 *Implementation of security measures and respect for the dignity of passengers*

Data	Frequency	%
Strongly Agree	9	4.5%
Agree	6	3%
Disagree	110	55%
Strongly Disagree	64	32%
Not always	11	5.5%
Total	200	100%

The data displayed in the above table and the below bar chart demonstrate that majority of the study participants reported that they did not think the security personal and the process did not respect the dignity of the passengers. It appears that only around 8% of the study participants reported that they felt the security measures sometimes did not respect the dignity of passengers in Dubai Airport.

Figure 5.3.8 *Implementation of security measures and respect for the dignity of passengers*



Considering that the increasing use of sophisticated scanning technologies at the international airports, the security process also has become much more of an intimate personal experience. Particularly the new body scanners by virtually exposing one's entire body image could cause an extreme personal discomfort and even embarrassment. There could also be religious or culture specific reasons that the use of these all exposing new body scanners could cause real discomfort for the passengers. Therefore, the survey has specifically asked the participants to report on their experience of using the body scanners and the ways in which this experience was also handled by the security staff.

Table 5.3.9 *The experience of using the new body security scanners and the feeling of discomfort due to cultural and religious reasons*

Data	Frequency	%
Yes they are	145	72.5%
Yes sometimes	30	15%
No they are not	25	12.5%
Total	200	100%

The data displayed in Table 5.3.9 shows that more than 70% of the study participants reported that the use of new body scanners did cause discomfort and they did feel that it was an invasion of their personal privacy whereby their cultural and religious values and sensitivities were not respected. This is a very significant finding. As will be discussed in the following chapters is also corroborated by the findings of the several previous studies and needs to be taken seriously by the entire civil aviation industry and internal airports worldwide. More importantly the security management and staff in particular have to bear in mind the personal experience of the passengers going through such invasive technologies at the airports. Furthermore, it is significant to note that the passengers overwhelmingly attributed to case of such a personal discomfort to their religious and cultural values and sensitivities. This important finding will be taken up when presenting qualitative results of the study and also while discussing the major findings of the research.

The study during the initial design stage did consider asking passengers about the place and role of culture and religious -based values and sensitives of the passengers reflected in the international airports. Therefore, there are serval items in the survey exploring this crucial point. In order to cross examine participants' views on this critical issues, the survey explored

the link between the quality of services at the international airports and the degree to which the airports showed specific interest in considering the passengers' cultural and religious sensitivities while serving the passengers. In this regard the survey asked to passengers to assess the quality of security procedures and the provision for caring for the passengers' cultural and religious sensitivities. As such a specific survey item asked the following:

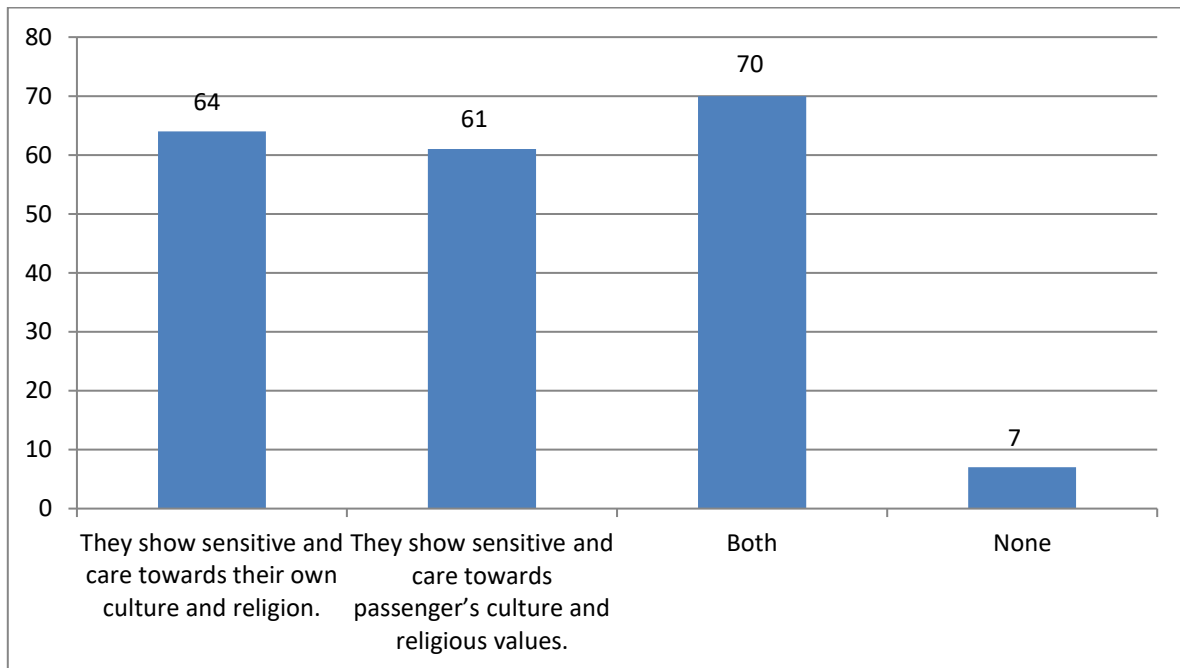
Do you agree that the security measures in Dubai airport are considered as one of the best highest in the world because they show sensitive and care towards their own culture and religion ?

The results on this item are displayed in the below table and bar chart:

Table 5.3.10 *Assessing quality of security measures and passengers' cultural and religious sensitivities*

Data	Frequency	%
They show sensitive and care towards their own culture and religion.	64	32%
They show sensitive and care towards passenger's culture and religious values.	61	30.5%
Both	70	35%
None	7	3.5%
Total	200	100%

Figure 5.3.10 *Assessing quality of security measures and passengers’ cultural and religious sensitivities*



From the above Table and Graph, it can clearly be seen that the great majority of the study participants agreed that the security measures in Dubai international airport were considered as one of the best highest in the world because the measures showed sensitive and care towards passengers’ culture and religion. The above result is very significant as the study participants linked the quality of the overall application of the security procedures at the airport with the awareness and recognition of passengers’ cultural and religious sensitivities. As such it is not surprising to note that a significant percentage of participants showed interest in offering further advise and suggestions to the airport management as to how to improve the applications of the security protocols.

Table 5.3.11 *Passengers' interest in providing suggestions and recommendations for improving the application of the airport security procedures*

Data	Frequency	%
No	29	14.5%
Yes	171	85.5%
Total	200	100%

The above table clearly shows that almost 85% of the participants agreed to offer recommendations and suggestions about to further improve the provision of applying eh security measures at the international airport in UAE. It is possible that some of these recommendations will be about particularly taking into account passengers' personal privacy and their cultural and religious sensitives while applying the security protocols at the international airports. Considering the survey has contained explicit items mainly exploring the relationship between passengers' personal privacy, religious and cultural values *visa vi* the application of the complicated and often intrusive protocols of the security measures at the international airports, it is most likely that the passenger recommendations will be mainly about these crucial issues.

5.4 The Post-survey follow up interviews: passengers' personal experiences of using the Dubai International Airt and its security measures

While passengers completed the survey, they were also asked whether they wished to speak further to the researcher about the issues covered with the survey. Usually passengers were busy and did not have time to attend a short post-survey interview about the issues raised within the survey. However, unexpectedly few of the passengers expressed interest in talking further about the issues raised in the survey. The researcher decided to include these short feedback from the study participants as it became clear that their reflections were adding

further contextual information about the passenger perspectives on the issues raised in the survey.

This post-survey interviews clearly demonstrated further a clear logic and rationale for conducting the current study i.e. exploring the views of the passengers going through the security procedures at the UAE international airports. During the interviews it became clear that many passengers, both coming from Muslim countries and Western countries, raised significant issues related their ‘personal and social cultural and religious dimensions’ of using the international airports and technologically complex systems that often intrude personal space, privacy of the passengers that need to be explored. Most of the previous studies conducted to explore the passenger experience in the modern international airports have limited themselves to the ‘security, leisure, comfort and shopping’ experiences rather than examining the personal space infringement, liminality and their cultural and religious values. The passengers’ views revealed in these individual semi-structured interviews have demonstrated further the originality of the current study.

These were basically follow up interviews and the participants were ensured anonymity, confidentiality and right to withdrawal. The participants were assigned as passenger A, B and C. Their responses were type recorded and the researcher also took notes to ensure the central views were properly summarised.

The researcher put a simply open ended question inviting three participants to comment further on anything that was covered within the survey.

The participant A is a 50 year-old female from Europe who regular uses the Dubai international airport mainly for short stays when she travels to New Zealand to visit her children who are all settled there. She visits UAE too for similar family visit purposes. Her UAE visits has started well before the tragic events of 9/11 after which the airport surety processors have become rather complicated and more intrusive. Her comments below highlight the significance of the changes that took place during last decades at the Internal Airport:

“I remember first using this (Dubai internal airport) during 2000 when the celebrations were for the new millennium were under way... I don’t recall any particular noteworthy experience while going through the security procedures as I was using the airport.. most of security staff were friendly and barely I had to undergone any close bag search or personal search at all.. It was all simple metal detectors etc.. After that it was during 2005 I used Dubai airport for visiting friends working here.. I was expecting changes but could not believe the difference..”

During her reflections she emphasised that while the general courteous and professionalism of the security staff had to be upheld, she, for the first time, felt that the amount of security cameras and presence of security staff have made the experience a concerning monitored experience:

“I increasingly feel that the sheer presence of so many cameras makes me apprehensible... I also think that security measures are much aggressively applied at all levels the worst when you go through these all body scanners and often they pick something and you are subject to a hands on search where sometime the security staff do not recognise that individuals will feel apprehensive.. one I did feel that security was unnecessarily aggressive .. I felt a bit intimidated and mainly because the lady who was conducting the personal search, pushing my bag and forcefully...and worst she did not have much English and was smiley too intrusive...”

The passenger A ended her comments by saying that :

“Overall I am satisfied with my experience at the Airport but I think the it would be good if particularly the security staff were also trained in intercultural awareness and respecting passengers cultural difference...considering that some many westerns and different nationalities visit UAE...”

It appears that the passenger A did experience a kind of ‘liminality’ discussed in the previous literature exploring general experiences of modern internal airports. The study has referred to this significant concept which was often described to have been experienced by the specific type of the passengers such as refugees and immigrants etc.

Passenger B was a 35 year old expat from India who has been working in tech industry in UAE over ten years. He also suggested that generally he was satisfied with the use of the Dubai international airport which he taught one of the most technologically advanced airports in the world. It appeared that his main concerns was over the approach of the security staff towards the expats coming the Subcontinent:

“I have been in the country (UAE) around 5 years now and have always been using the Dubai international Airport... I am nota Muslim.. I don’t think the security staff conducts their searcher according passengers’ religious and cultural background .. there is objective professional here but I can say that that overall European and American passenger do get a easer treatment in my view as I always observe they are given priority particularly at the passport and security check. Also I did hear from other friends that when there is a slight suspensions the Asian passengers get a more difficult ordeal then the other passengers...”

Passenger C was a 25 year female from one of the Gulf Countries who wore the niqab) and was travelling with her family. The face veil is a largely observed practice based on a mixed religious and cultural practice. She appeared well satisfied with the overall airport security procedures and her experience was generally positive. However, she appears toe b increasingly feeling agitated with the increasingly e-surveillance and monitoring in the airports where clearly some cultural and religious sensitives of the passengers could be negative impacted:

“I do regularly use Dubai international airport and very satisfied with the overall services in the airport. Particularly, I like the modern nature of services. It is a very easy airport to use.. My only concern is the increasing highly sophisticated scanning machines used in the airport..

I understand the security concerns but why do we need to have machines that could show your body etc? That's why going thorough security process is particularly stressful for me because I might be asked to go through the full body scanners which I feel has ethical issues like disrespecting the people's cultural, religious values and personal privacy can be compromised. I think the security staff should be extremely sensitive when passenger are asked to go though these machines ...”.

After spending around 30 minutes with each of these three study participants further points regarding the issues discussed become clearer. These can be summarised as follows:

The passengers were aware that all passengers know that airport authority implements some security measures to passengers before they enter the boarding area but overall they all felt that felt safe and secure in the airport terminal building and thee significance of the technology to for security and safety process . They also agreed that the screening decrease the probability of unlawful interference acts but they all appeared to be suggesting that more intrusive searches such as X-rays and particular all revealing body scanners should only be given based on reasonable suspicion only.

5.4 Conclusion

This chapter has presented the results of the large passenger survey conducted at the Dubai international airport. The survey, first of its kind, explored views and perceptions of a randomly selected group of passengers at the Dubai international airport about their experiences of using the airport particularly going through the escort procedures and protocols implemented at the airport. The survey has specifically focused on passengers' views on the degree to which they felt their personal privacy, cultural and religious values and sensitives were respected while undergoing the routine security protocols and checks at the international airports.

The analysis of the quantitative data revealed that majority of passengers who used the international airport were expats working in the UAE and also a significant number of them were visiting UAE for recreational/tourism purposes. This result indicates that tourism and business appeared to be two factors attracting visitors to the UAE which further shows UAE's plan to become a hub of commerce and tourisms during the post-oil economic area in the future is gaining ground. The international airports in this sense gains significance as the gateways to the country. The satisfaction of the passengers at this stage with their experience of using the airports become self-apparent. Particularly, going through security apparatus and protocols gain significance.

The chapter has presented the broad patterns of responses from the study participants on various issues related to their experience of using the Dubai international airt. The main results indicate that passengers overall were satisfied with use of the Dubai international airport and agreed that the application of the security procedures were conducted objectively and the staff appeared to respectful of personal privacy and religious and cultural sensitivities of the passengers. However, the use of the full body scanners seem to be mostly felt to be creating most dissatisfied experiences as it felt by the passengers to be invading personal space and privacy. Similarly, the results indicate that the security staff's awareness of intercultural sensitives and passengers' religious and central backgrounds were felt to be highly significant. As such the results show that overall passengers felt that positive response and handling of the personal, cultural and religious sensitives were contribute positively the overall quality of the passenger experience at the airport.

The study included the views of the staff and managers involved in the applications of the security procedures at the international airports. The next chapter will present the findings of the semi-structured interviews conducted with a selected group of staff and managers in charge of the security procedures at the selected UAE international airports.

Chapter Six

Data Analysis II

The Qualitative Data Analysis:
Views and Perspectives of Managers and Staff at
the UAE International Airports About Impact of
Security Measures on Passengers' Personal,
Cultural and Religious Sensitives

6.1 Introduction

This study explores the role of religious and cultural factors concerning the implementation of security measures at two main International Airports in the UAE. As discussed in the previous chapters the state residents, mainly expats and visitors to the UAE come from more than 150 countries worldwide which makes the almost 80% of the UAE population as foreigners. The actual citizens constitute only just over 20% of the State's population. It is important to note that UAE gets an annual million visitors who are tourists or engage in different forms of business activities.

The rule of law as well as principles and values of tolerance across the consortium of seven Emirates that make up the UAE state can be considered as a significant reason behind this increase attraction of a large group of people from all over the world. The UAE state encourages this open policy of attracting visitors mainly because it wants to embed it as part of its economic strategy of development for the future. It is significant to ensure that the visitors when they first arrive in the country i.e. the experience at the international airport remain welcoming overall positive experience. Therefore, conducting empirical research on passenger experience of using the international airports will greatly contribute to the improvement of the quality of the services at the airports. As such there is an urgent need to explore the implementation of policy and procedures such as the mandatory the experience of going through the security procedures on the overall quality of passenger experience at the airports. The current study offers a unique opportunity of examining these issues from the perspectives of the international passengers as well as the security managers and the staff. The previous chapter presented the findings related to the overall passenger experience regarding the implementation of the security procedures at the UAE international airports and examined the degree to which the passengers' cultural and religious values and sensitivities were taken into

account. This chapter presents the results of the qualitative data analysis exploring the views of a selected group of managers and staff implementing the security procedures at the international airports on significance of taking into account passengers religious and cultural values while implementing these necessary security procedures. The qualitative data was gathered through semi-structured interviews conducted with a selected group of managers and officers implementing the overall security measures and procedures at the Dubai and Abu Dhabi international airports. As discussed in the methodology chapter, the broad qualitative data analysis guidelines were utilised to explore and analyse the data gathered from the semi-structured interviews.

6.2 Re-iterating the qualitative data analysis framework of study design

The overall data collection and analysis procedures of the study were discussed in depth in the methodology chapter. However, in order to achieve coherence in the presentation of the data analysis chapters, there will be a brief mentioning of the overall procedures utilised in analysing the qualitative data. Scholars like Yin (1993), Glaser (1988) and Strauss (1987) are amongst others who suggest the concept that the main aim of the qualitative data analysis is not to generalise the findings. However, they argue that ‘qualitative generalisations’ reflecting the number of similar cases explored are possible. This further correspondence to the notions of ‘thick description’, and the subjective inferences that can be analytically extracted from the observations or ‘thin description’ originally suggested by Geertz (1973, 1974).

The specific type of case study utilized to conduct the empirical exploration is a single case design that contains similar units-cases (survey participants and officers selected from the different levels of the airport security protocols) (Yin, 1993).

For this purpose, the case study sub-units are comprised of semi-structured interviews including an initial pilot study. The semi-structured interviews formulate an obvious approach in qualitative research (Collis and Hussey, 2013) which were utilised to generate a rich amount of data from cross section of the airport staff in charge of the airport security.

It is an approach that is extremely reliant upon the honesty and integrity of the researcher and the participants. Therefore, conclusions drawn from the focus group interviews could be tainted by an inconsiderate and unethical procedure. In addition, the 'observer effect' may tarnish the validity of the opinions provided by participants through interviews either individually or in a focus group environment. Therefore, the researcher aimed at safeguarding the process of open discussion by actively guiding the content and flow of the discussion.

The deductive approach utilised is based upon the two-stage 'data analysis' procedure as developed by Saunders et al. (2013) and Miles & Huberman (1997) but has been modified for the purposes of this study. Thus, in the original conception, the recommended first stage is summarising the data and the second stage entails categorisation. However, the study has reworked the process so that the first stage is categorisation and the second stage is summarising. The first stage entails the categorisation (grouping) of meanings; this, as explained in the methodology chapter, involves developing categories and associating specific bits of data to them as relationships.

6.3 Exploring the views of managers and staff in charge of the airport security procedures: results of the pilot study

In empirical studies it is important that the data collection instruments are properly tested before they are used in the actual field work. The study planned to include the views and perspectives of the actual staff in charge applying and overseeing the security procedures at the UAE international airports. The focus of the study is to explore the degree to which the managers and officers thought that passengers' religious and cultural backgrounds were taken into consideration while applying the security procedures.

As mentioned above, the survey was applied in the Dubai international Airport and the managers/Staff interviews were undertaken at the Abu Dhabi international Airport. While this arrangement was solely based on the access issues, in reality the two airports have many similarities and apply similar national policy and procedures about the overall security policy in UAE civil aviation industry. While designing the pilot study an effort was made to ensure that a manager as well as officers working on different levels of the security apparatus at the airport were involved in study. A total of 8 participants took part in the pilot. There were two Colonels, one L. Colonel, two Captains, one Major, four Sergeants and a Policeman.

The draft interview questions were identified through the central research questions which had already been used to construct the main quantitative survey in the study. Participants' gender, age, position, length of their service and the details of their daily work constitute the first part of the interviews. This was followed by asking details of their role within the security system in the airport and the details of their original training and ongoing professional training experiences were asked. During the third section the interviews issues around the central research question were explored. These include whether the staff had any training about the cultural and religious sensitivities of the passengers and how issues related to this topic could be handled while applying the airport security process. Similarly, the interview contain questions around the search process of a passenger and whether during this process the religious and cultural sensitivities or invasion of personal space were conspired by the staff. This is followed by asking questions about whether, in their experiences, the passengers ever felt insulted during the search process and to what extent the search process depended on passengers' gender, country of origin or religion. Similarly, hypothetical questions around how would they have handled if they suspected a passenger to be security risk and how this process would be handled were also posed. Separate questions around the passenger experience with body scanners were included too. And finally, the participants were asked about how they felt the overall passenger satisfaction of using the airport security systems and whether they felt passenger experience was important as it reflected the country's reputation.

The qualitative data analysis procedures detailed in the methodology chapter were used to analyse the data gathered during the small scale pilot study. The main aim of the pilot study was to ensure that the set of questions identified were understood by the study participants thus achieving 'face validity' as a key data collection instrument. It needs to be noted that the concept of 'face validity', originally used in psychological research, refers to the extent to

which a test or data collection protocol is subjectively viewed as covering the concept it purports to measure or explore. As such, 'it refers to the transparency or relevance of a test as it appears to test participants'. In other words, a test can be said to have face validity if it "looks like" it is going to measure or explore what it is supposed to measure and explore (Holden, 2010; Gravetter and Forzano, 2012:73). As result of the initial pilot study depending on participants' response and feedback, the interviews questions could be modified as well as new questions could be introduced to ensure that the interviews were produced the data that need to explore the relevant research questions in the inquiry.

As discussed in the methodology chapter in detail, the general guidelines and procedures suggested by Miles and Huberman (1994) to carry out the qualitative data analysis are followed. According to these procedures the qualitative data generated by semi-structured interviews should be audiotape recorded, thus the data processing will start by transcribing/translating the recorded data. This will be followed by coding the data into recognisable distinct themes and issues. The analysis of the relevant policy documents should start from this point onwards. The actual coding scheme consists of assigning specific colours for particular themes or clusters of interrelated information that reflect participants' views or certain pattern of themes and topics. The process of identifying patterns within the data set involves discerning meaning clusters that reflect similarities (overlapping codes) and differences (opposing views).

The analysis of the pilot study was carried out on two distinctive levels of analysis (for the details of the pilot study questions see Appendix 2). First to check whether the questions in the interview were understood by the participants. The interview questions were originally

composed in in English as the whole of the study was structured in English. However, while it was expected that that he survey questions would be understood by many of the international passengers the security staff might request the questions in Arabic. Therefore some of the interviews were carried out in Arabic and later were translated tin to English. The second level of analysis was focused on the actual content of the questions and the idea was to see how the participants responded on these important central question related to the core of the research.

The analysis revealed that most of the questions and they way they were phrased were understood by the study participants.. Some of the security procedures related questions were modified due to the sensitivity involved with the security protocols. As result of the pilot further questions were introduced particularly around the passenger experience of the security procedures including the body scanners, bag search, personal privacy and their cultural and religious values. There was also a clear need to ask further questions around the how the participants' thought about the overall passenger satisfaction of using the international airport.

The content analysis revealed several themes and subthemes that were patterned and clearly discernible. The first theme was about the participants; positions within the different levels of security protocols there was a clear different security levels covering all airport security and a direct hierarchical procedures and security measures in screening passengers and their baggage etc. A related sub theme was about the officers' time working in the airport and particular n the security protocols sections that brought to in contact with the passengers. It appeared that the participants were very experienced at least spending 10 years in their current positions. Most of were also involved with passengers in terms of screening passengers and their baggage inspection to ensure the safety of people and the safety of the State of any security risks.

The second theme brought together responded related to the application of the security procedures, the role of religions and cultural values of the passenger in this regard and to what extent such concerns inducing passengers personal privacy were taken into account by the airport staff. The analysis revealed that the procedures which were all compatible with the international laws were applied regardless of passengers cultural and religious backgrounds. Here the empathise appeared to be on the objectivity of the applications of the procedures and laws.

One of the participants put this clearly:

“All established security measures and procedures at the airport are compatible with the internal policy framework of the ICAO Convention and applied to at the airport regardless of Passengers’ personal, ethic religious or cultural background at the airport. We do not look at the traveller’s religion or culture either have no interest or impact of the measures and actions taken at international airports in the U.A.E. State.”

One of the experienced colonel also added that:

“The religion and culture of the traveller is not of concern by the security personnel at the airport because the security measures at the airport are subject to substantive legal standards relevant international conventions criterion when searching the passenger or his baggage is a security standard in first class and not the religion or culture of the passengers or their age or gender is important.”

However, the analysis revealed that all of the participants were aware that the passengers using the international airports were coming from diverse cultural and religious backgrounds and as such they were doing their utmost to bear in mind these diversity seriously. They further emphasized there were no risk to the culture or religion of the others. It appeared to be clear

that the personal/individual searches and use of the body scanners did often present a challenge for some of the passengers.

The participants were all appeared to be aware that religion and culture in the UAE. State, which is based on Islam and Arabic cultural values, were very important as the broad guides when applying operations at the airport.

Overall, the pilot study was very helpful to revise some of the questions, sharpen the focus of the interviews and improve the manner in which the semi-structured were conducted.

6.4 The views and perspectives of the security staff on passengers' use of the Abu Dhabi international Airport: a thematic analysis of the semi-structured interviews

As mentioned above, after the pilot interview it became clear that the semi-structured interview content could be divided into several sections and sub-sections. As such the interview thematic analysis and presentation followed the same overall framework.

After the gaining the basic information about the participants' gender, position and year of experience at the Abu Dhabi international airport, the first team of analysis was emerged around the what can be called as 'security policy related questions'. These included probing questions around security measures applied in the airport and the degree to which passengers' personal privacy, religion and cultural sensitives that constitute to the core of the current research. Security policy related questions can be summarized as follows

- 1- What is the title of your job?
- 2- What security measures normally applied at Abu Dhabi airport?
- 3- What training courses have you received so far to enable you to do your job?

- 4- Does religion or cultures has any role in conducting security search at airports of the State?
- 5- What security check devices used at Abu Dhabi airport?
- 6- Do you see any security hazards that hinders security search and how to overcome them (if found)?
- 7- What security procedures applied on passengers arriving in the State?
- 8- What security measures used to in regard to luggage and bags.
- 9- Are there any special consideration to certain countries when applying security search?
- 10- What security guidelines provided to passengers when they arrive at the airport?

The study sample included three managers in charge of the overall security measures and protocols at the Dubai and Abdu Dhabi Airports

6.4.a Analysis of the managers' interviews

These interview's focus was on security measures and how they were applied at these airports. The first manager, who will be simply called manger one M1, was an experienced officers who worked in different levels of security department at the Abu Dhabi international airport before he took his current position as the director of Abu Dhabi Airports company (ADAC) He started the interview by stressing the importance of safety and security first. M1 started his reflection by noting that :

“The airport has been voted the passenger’s favorite airport in the Middle East, and it is the first 4-star airport in the Middle East. The airport handles over 16 million passengers annually. It is also the first airport in the region to receive 3 ISO and OHSAS certifications.”

He went on elaborate on these procedures in more detail :

“At Abu Dhabi International Airport, the Abu Dhabi Airports Company, the UAE Civil Aviation Authority, the UAE Police Force, Immigration Authority, airlines and other airport agencies work closely together in the interest of ensuring aviation security. At the same time, we do our best to make your airport journey as smooth and pleasant as possible”.

He started elaborating on the details of the basic security procedures that every passengers should be aware of from packing one's bags to the going through the X- ray machines etc..

belonging to other people etc. The basic security procedures applied in both Dubai and Abu Dhabi International airport were summarized in the Appendix 4.

M1 when asked about the role of religion and culture of the passengers while going through the security procedures, M1 seemed to be aware of the implications of this question and said that :

“This question has other implications; therefore, I would like to say that no passenger is treated differently because of his religion or culture. Security measures, as in all international airports, are applied irrespective of age, gender, religion or culture.”

The participant immediately went to explain that there were expectational circumstances that were directly related to passengers’ cultural and religious sensitivities that are carefully considered by the security staff:

“However, we have a special consideration for veiled women and wheel-chaired and disabled. Generally, we respect all religions and cultures.”

The second manager interviewed, recognized as M2, was the director of criminal investigation department (CID) at Abu Dhabi Airport who stressed the professionalism of police and other security staff working at the airport. He emphasized that all of the security staff have been well trained and gained a lot of experience in dealing with passengers coming of different cultural , ethnic and religious background

M2 drew attention to a pioneering practice at the Abu Dhabi airport to deal in more ethical and comfortable ways with search of passengers presenting special cases that usually related to their cultural and religious and personal sensitives. He specifically referred to the Muslim women wearing the face veil:

“As the first initiative of its kind in the UAE, Abu Dhabi International Airport now offers dedicated counters with automatic doors to allow for more discreet security checks in order to protect the dignity of veiled female passengers.”

M2 went on to explaining in detail the introduction of the new technologies that creates least discomfort for the passengers while going through the security process. He noted that usually passengers are screened by metal detectors. And added that explosive detection machines used include X-ray machines and explosives trace-detection portal machines (puffer machines).

He stressed that:

“In the United Arab Emirates the TSA is working on new scanning machines that are still effective searching for objects that are not allowed in the airplanes but that do not depict the passengers in a state of undress that some find embarrassing. Explosive detection machines can also be used for both carry on and checked baggage. These detect volatile compounds given off from explosives using gas chromatography.”

He also noted that some in some developed countries they specially train staff to detect individuals posing threats rather than solely relying on equipment to find threats.

He started elaborate on a new system to validate passengers’ boarding passes that was initiated at Terminal 3 in Abu Dhabi International Airport. This system, which is the first technology of its kind in the region, will improve security, speed up passenger processing and cut waiting times by automatically verifying boarding passes. He stressed that the system will ensure passengers are at the correct terminal and security checkpoint. It will automatically validate their data and departure timings. The information will then be displayed on a touch-screen monitor in seconds.

He further elaborated by saying:

“Thank god, after the new technology has been introduced, we are satisfied with security status at the airport .As all international airports in the state follow the international standards in relation to security and safety at the airport, the government has provided all recent technologies for detecting security risks and threats that may exist at airports and overcoming

them. Whether these threats are terrorist actions ,smuggling actions or violence threats. That has resulted in recognizing U.A.E airports as ones of the safest and more secured in the world. This could be clearly seen on the number of arrivals to the country on a daily basis..”

M2 also drew attention to the cultural and religious diversity of passengers using the Abu Dhabi international airport :

“Most passengers arriving through airports of the state are from Asian countries, due to the fact the United Arab Emirates has very strong ties and relations with these neighboring countries (GCC countries and others).The rest of arrivals are from other parts of the world, Europe, America and other Arab countries. This shows the openness of the country to the rest of the world. This worldwide openness to the world helps to build up the reputation of the country. Hence, the number of passengers who pass through these airports of the state is increasing day after day. Bearing in mind, that in 2014, the number of arrivals at Abu-Dhabi international airport alone was more than 10 million.”

M2 similar to other two passengers stressed that they do their best to train the officers to be aware of the passengers’ religious, cultural and personal sensitivities:

“All passengers arriving at airports of the state do not feel disrespect or embarrassment from the airport security staff while conducting security search on their bodies or their luggage. That is because they are well-trained to deal with all passengers with professionalism and respect. They are more cooperative and friendlier with all arrivals irrespective of their religion or culture. This explains why Abu-Dhabi international airport has won the many awards.”

The analysis of the interviews with the managers clearly show that the transparency shown by security staff at airports has led to passengers’ satisfaction and comfort as well. It also appeared that the no passenger would feel insulted, embarrassed or deprecated because of his/her religion of culture. Security measures applied by those officials respect their sensitive personality matters and dignity. The law is applied with all passengers, thus, all are equal before the law regardless of their religion or culture. Most importantly all three interviewees stressed that Since UAE is concerned with its own religion and culture, this concern has been illustrated by

respecting other religions and cultures as well. This is made clear while conducting some security measures on women and passengers of special needs.

All there participants suggested that in case of any disrespect towards passengers cultural or religious sensitivities and values then the security staff will intervene and those who are causing any offence will be treated professionally without degradation or provocation to their dignity, culture or religion.

The analysis further revealed that that airport security attempts to prevent any threats or potentially dangerous situations from arising or entering the country. If airport security does succeed in this, then the chances of any dangerous situations, illegal items or threats entering into both aircraft, country or airport are greatly reduced. As such, airport security serves several purposes: To protect the airport and country from any threatening events, to reassure the traveling public that they are safe and to protect the country and their people.

At Abu Dhabi International Airport, the Abu Dhabi Airports Company, the UAE Civil Aviation Authority, the UAE Police Force, Immigration Authority, airlines and other airport agencies work closely together in the interest of ensuring aviation security. At the same time, we do our best to make your airport journey as smooth and pleasant as possible. Regulations are in place regarding what you bring with you in your checked and hand luggage.

They warned that according to the recently introduced guidelines, all electronic equipment could be subject to examination, including laptops, cell phones, tablets and MP3 players but this is only whenever the security staff detects a danger and need. Such personal researcher would be conducted with extreme care.

When the participants were asked whether there was any special consideration to certain countries when applying security search process M1 said that:

“Absolutely No, all people travelling through airports of UAE are treated equally irrespective of their age, gender, religion or culture, whether they are coming from an Arab, Asian, European, American or African countries. We would only give consideration to those who put themselves on suspicion due to certain unusual behaviour or physical gestures or signs. Our security staff are well-trained on identifying suspicious acts, with the help of detecting devices too such as: security cameras , scanners etc..”

The M3 who was director of the security operations at the Dubai international airport said that:

“Everyone, regardless of their religious or cultural background, has to be screened at the screening points at U.A.E airports before they can board the plane. The Emirati Government understands that some cultures incorporate elements of clothing into their religious observance. To respect these requirements, the Government provides the option for individuals to be screened in a private room, if requested.”

6.4.b Analysis of the interviews with the security officers at the Abu Dhabi International Airport

As discussed above the eighth security officers working in the Abu Dhabi International Airport in different positions voluntarily participated in the study. The aim of these interviews was to ensure that security staff also expressed their views, experience reflection on the issues raised by the study. The analysis of these eight semi-structured interviews will be presented thematically mainly bringing together the responses that focus on passengers’ experience with the security processes at the selected international airports.

The analysis of the interviews showed that according to the staff in charge of the applying the security procedures there were no measures that cause discomfort or irritation to travellers because of his/her religion or culture, as 100% of the sample interviewed stated that there are no measures.

However, three of the participants reported that some passengers did raise concerns and even complains about the fact that their religious, cultural and personal sensitivities were not properly compered.

One of the security officer in charge of the body scanners said that:

“There were complains...often from the veil and headscarf wearing women when going through the body scanners...naturally the airt management has introduced the separate rooms for these passengers as an option and also female officers usual are in charge of these private search paces”

He was keen on bring into conversions experience of being a passenger using JFK International airport in the US and noting how the security officers were not sensitive toward a veiled women passenger when using t eh body scanner :

“You know during the security search process it is something normal to see people with different religions , and high educated people about religion, sometimes this issue might be considered , some of those people if they are suspected they will be takes a side to room , where he will be searched properly , without insulting his dignity. I gave a real example that I saw once in New York airport , where the security woman took Arab lady , who wore traditional Arabic clothes (Abaia) to a far room to search her. And I believe that this is the process use internationally, where the privacy of the passenger “

This security office was asked whether from his personal experience had any of the passengers ever felt offended or contemptuous while conducting inspection on his body by scanner device or manual inspection. He replied by saying that:

“I think no passenger has ever felt offended that is because the laws that applied in our international airports are international rules which are applied all over the world (ICAO). I must stressed that the passenger is searched by a scanner device. However, in the case of suspicion or if the security man has any doubts by his sense of security, then the passenger is

searched by hand. Search by hand is conducted in special rooms designed for that purpose and equipped with cameras. The person is returned to his country if he refuses inspection.”

All of the participants stressed that satisfaction of passengers using the airport and visiting UAE is an important factor in forming the good reputation of the country as a whole. As such they all stressed that the security arrangements at the UAE international airports were inline with the security protocols and policies applied at the international airports all over the world. Therefore, passengers’ ethnicity, age, gender cultural and religious backgrounds did not influence they ways in which they conducted searches or applied security procedures.

A security officer who had over 15 year of experience in civil aviation sector noted that sometimes the security officers had to prioritize search of individuals from certain countries and this is only due to the fact that some countries are classified as security risk particularly on issues related to religious extremism and international terrorism:

“Sometimes security inspection is strengthened on certain travellers or certain nationalities or certain airline where there is an external threat reported by the civil aviation administration or the central operations unit”

All of the study participants agreed that the security procedures are, just like the rest of the world international airports, tough when it comes to the issues related to the international terrorism suspects. It must be noted UAE is not only part of the GCSE countries security sharing partner it also cooperates with the international security agencies. However, none of these concerns prevent the officers to apply the rules to all equally and conduct the passenger searcher professionally keeping the dignity of the passengers intact and with outmost respect.

One of the experienced security officer who was charged with observing the passengers in general to assess security risks said that :

“From my experience I can easily say that the current security situation at airports of the state (UAE) is satisfying and sufficient for travellers to have a sense of security and safety. Considering the high technologies and the various surveillance devices employed through the airports I can confirm that the security procedures for bags, luggage and electronic devices are sufficient”

The analysis of the interviews revealed that all of the security officers were aware of the passengers' compliance procedures and encouraged the passengers to use them when needed, particularly if their basic human rights are violated:

One of the officers said:

“....And if that happened (a complaint from the passengers) , the complaining passenger is then transferred to an inspection officer in charge (usually a lieutenant, captain or major) to inform him of the legal procedures and laws. In the event of abuse of inspection any passenger has the right to make a complaint to the security officer in charge (usually a lieutenant, captain or major) who immediately investigates the issue and take action against the officer in charge (if found guilty) which might lead to his transfer or dismissal.”

One of the study participants, who was director of research and planning, although not always in contact with passengers, said that

“Sometimes there are some passengers who are not comfortable with some of the strict inspection procedures currently being conducted in the airports. We immediately listen to their concern and depending on the situation and the case try to ensure their sensitivity are responded to....”

Director of public relations at the Abu Dhabi airport who participated in the study said:

“Inspection procedures are always the same and vary due to certain instructions from the Civil Aviation Authority or the central operation unit which determined by special security plan to implement while conducting security measures. But we do take passengers' personal circumstances very seriously and this is part of the maintaining good relations with passengers

and securing their first safety and sound overall satisfaction while going through security protocols”.

Similarly, a study participant who was the security supervisor noted that all of the security officers are aware that they are represented their (UAE) countries reputation and values which are based on tolerance, and respect. Therefore, the passengers are dealt with outmost respect in principle:

“Yes, (the passenger security process s) reflected on the country's reputation so we always stress the need for the good treatment of passengers with a smile and in good style and respectful treatment..”

However, the analysis of the responses on the personal privacy of the passengers and security procedures indicated the security officer were aware that their familiarity with the western culture was limited. Therefore, sometimes without intending the manner in which the personal searches were conducted could be felt slightly uncomfortable by the passengers. One of the officers who was relatively new raised the concern that he did not speak very well English and as such often had difficulty in concerning with passengers or explaining the reasons for the personal searches:

“I must admit I don’t speak English very well and often when I interact with passengers from Europe I find it difficult to communicate. My approach towards these passengers could be perceived as a bit rough.. Although I do my outmost but this is the way we interact in an Arab culture..”

It appears that the security officers were aware of the cultural differences among the passengers and implied the need to have intercultural awareness and management skills. This is an area where the training of the security officer needed to be focusing on. It appeared that, as one of the security offers noted, the security personal were gibe ample opportunity of in-service training:

“Yes, sure had I good training and our government is very keen to provide us with security training. We were sent to many countries US. UK to be updated with what these countries have in this field”.

However, the majority of the participants felt that these training were not sufficient particularly they needed training in better managing the cultural diversity of the passengers. All of the participants noted that the airport security apparatus in both international airports had a large number of expats mainly from Asian countries as officers in charge of the basic search procedures. They also need needed to be given the continues training.

The analysis of both managers and officers’ interviews showed that there was almost a consensus on the need for further training of the security staff on issues around intercultural communication skills as well as awareness of how personal privacy is understood in deferent cultures. There was a lot of discussion about the fact that most of actual security personal in the airports were recruited from abroad through private companies. Most Asian recruits were also trained by their companies. But it was up to the actual airport security services to conduct these ongoing in-service training at the airports. One of the security officers at the Abu Dhabi international airport, whose duty was to oversee the initial passenger security protocols at the departures, made the following interesting observation:

“I have been stationed at the departures section nearly ten years now. I do inevitably get very close with passengers, particularly where there are some unfortunate security related issues or when we have suspicions about a particular passenger... Our aim is to ensure the safety of all .. However it is difficult to communicate this message to the passenger .. often one ends up with confrontation.. and this can lead to unintended actions like rising one’s voice or being a bit tough with the passengers. I can see the benefit of having training on these areas too..”

The officer was asked to further illustrate his point. He said that :

“Yes I can give an actual example .. I often observe that the western passengers particularly are very sensitive... when they provide feedback about the airport they often request that the security staff needs to be more careful when getting in close proximity with the passengers...some even feel they get scared with sheer presence and handling of the security personal I think this might be an isolated case but clearly the officers unintentionally can give such a fearful impression where the passenger could feel indicated ... we need to be aware of this important point....I am happy that I do get lots of training in terms of the latest technology we use in the security protocols at the internal airport.. But it would-be good to have additional training in better handling the passengers coming from diverse cultures indeed”

The reflections of the officer are interesting as they clearly indicate awareness about the fact that while security service is a professional practice, it has a significant inter personal dimension too. Particularly cultural difference, management of the personal and cultural difference in a context of security procedures present real challenges. The results indicate that most of the personal running these security protocols at these international airports call for a on going professional training in interpersonal relations.

6.5 Discussion of findings

One of the most significant findings of this qualitative data underscores the importance and relevance of the passengers’ personal, religious and cultural values and sensitivities which are directly related to the security measures and their implementation with the international airports in the UAE. Both the survey data and the interview-based data confirm that there is an increase awareness within the airport security system about the significance of the passengers personal privacy, religious and cultural sensitives.

With the introduction of the sophisticated body scanners some airports around the world have begun to ask passengers whether going through the such all revealing systems will violate

some aspects of their religious belief. For example, in 2013 at the Edinburgh International Airport (Edinburgh News, 2013) passengers using the body scanner were asked about their religion. It appears the issues caused a controversy as some human rights groups objected to the collection of the passengers' private details. However, considering that different religions have different attitudes to the use of such an intrusive body scanning practice, the airport security measures need to respond to the issue. It appears that according to body scanner protocol, set out by the Department for Transport in the UK regarding the completion of the form which does not record passengers' names, undergoing these procedures were meant to be voluntary. The same government guidelines also protect passengers' rights for example to be searched by male or female staff etc (UK Government, Airport Rights, 2015)

It seems that the UAE airport measures offer a similar kind of provision to protect the privacy of the passenger and their cultural and religious sensitivities. It must be stressed that such personal information should not be mixed with a much more controversial practice of passenger profiling. There is a large literature, produced by the Civil Rights experts, showing that passenger profiling violates passengers' civil rights. Any profiling system requires creating stereotypes of their objects based on existing information. Hence, because the 9/11 attackers were all Arab Muslims, Arab Muslims are more likely to be profiled than others, which violates the basic ideas about USA's equality laws. The chance that inaccuracies and prejudice will make their way into the system is high too which needs to be taken for granted.

The security concerns and passengers' wellbeing and feeling of satisfaction revealed by this study confirm most of the previous studies' findings. The interesting study by Kirschenbaum (2013) refers to these passenger dilemmas mentioned in detail. Furthermore, the study by Chenet et al (2015) clearly shows that passengers' assessment of the airport security depends on

the time and speed of the procedures, professionalism of the security staff in applying the procedures and the overall sense of trust and confidence the whole process is inspired in the passengers.

Similarly a recent scientific report published by the Aviation Academy at the Amsterdam University of Applied Sciences (AUAS) (2017), while assessing airport security from the perspectives of the passenger suggest at personal satisfaction of the passenger needs to be prioritise:

“With a growing number of passengers and a continuous security threat, it is important to maintain and even increase the level of security. While passengers accept security measures to ensure their safety, it still is the most stressful part of the travelling experience. From a passenger, airline and airport point of view, it is important to increase passenger satisfaction”

More importantly, according to the latest statistics (Passenger IT Trends Survey technology 2016), based on the surveys carried out among airline passengers, going through the security checks appears to be mostly associated with anxiety and stress. The results, in this survey-based study, show 86 percent of passengers experienced positive emotions at check-in, while 36 percent associated negative emotions at security.

The study by Walanchalee et al. (2017) which investigates the nature of airport experience from the perspective of air travellers draws attention to the fact that international airports need to adopt a more of a tourism and hospitality framework in managing the passenger rather a strong military management style of security process.

The studies also demonstrates that (Passenger IT Trends Survey technology, 2016) airport managements are trying to make the experience using airports more enjoyable. Overall, check-in is rated positively by the vast majority of passenger (86 percent) but more passengers had a positive experience when they used self-service check-in. In fact, 97 percent of passengers who used web check-in experienced excitement and happiness compared to 83 percent using the airport desk. However as mentioned above least popular stages of the journey were at security, and to a lesser extent bag collection. The majority however, still felt positive at these stages; 64 percent at security when the negative emotions were mainly driven by anxiety, and 69 percent at baggage collection.

The chart from SITA below shows the correlation of positive emotions to negative emotions among survey respondents on these key technology related sensitive issues. It must be noted that the SITA survey was conducted in the first months of 2015 across 17 countries, representing more than 76 percent of the passenger traffic in the world:

EMOTIONAL EXTREMES DURING THE JOURNEY

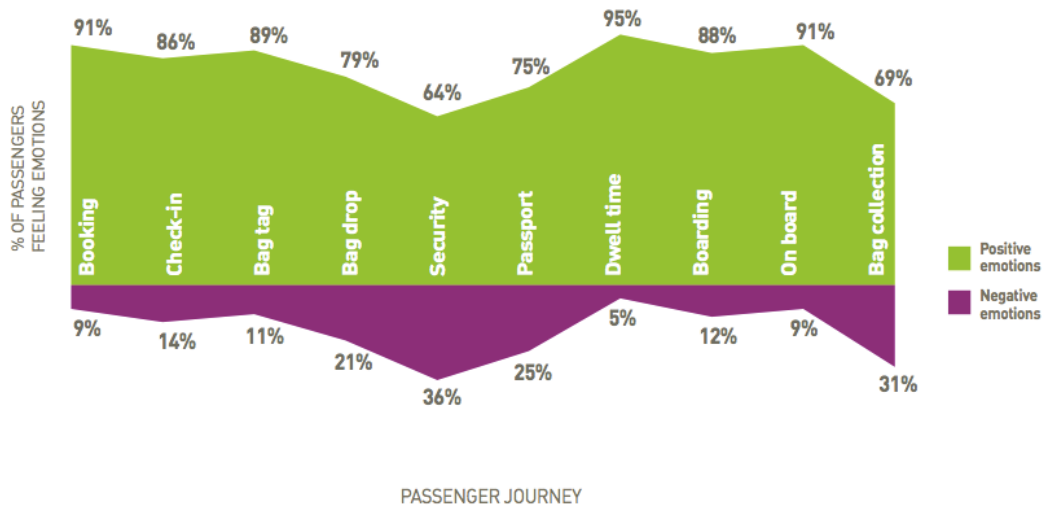


Figure:6.5 Emotional extremes during the journey, percentages of passengers feeling positive/negative emotions (SITA, 2016)

As mentioned above, the results of the current research by and large confirm the findings of the above studies in that the passenger stress appears to be high going through the security procedures at the both case study airports and in this research.

An important finding of the passenger survey as well as the interview-based data showed that, overall, passengers were satisfied with their experience of going through the security processes at the airports. The staff's overall approach and treatment of the passengers were similarly seen to be adequate, based on respect to their cultural and religious values. Some of the passengers felt that they were welcomed and kindly treated. However, it appears that a considerable number of the passengers also felt that going through the security system was apprehensive and even sometimes stressful. The way some officers behaved, particularly from the perspectives of the Western passengers could be seen as invasion of the privacy. The manner in which sometimes they were stopped and questioned could make one feel relay apprehensive.

This important findings can be seen as a significant dimension of ethics of the administering security procedures and rules and regulations.

As mentioned before the present study employs the theory of “liminality”, originally proposed V. Turner (1969), while interpreting sections of his ethnographic data. ‘Liminality’ was originally used by Turner to interpret the rituals and rite of passage in diverse societies. It refers to a threshold, a state of being that is characterized by ambiguity and transition whereby one’s identity is conferred and re-inscribed. The experience of liminality limits personal space and the sense of personal intimacy. This process could end up with producing a serious challenge for the person who feels threatened by the sudden invasion of his or her personal space (Thomassen, 2009).

It seems that some of the passengers in this study, while going through the airports experienced such a stressful experience of ‘liminality’. Turner (1974) coined the term ‘liminoid’ to refer to experiences that characteristics of liminal experiences which are optional and do not necessarily involve resolution of a personal crisis. As he further suggests in modern societies the liminoid type of experiences are common and airports in particular are places where individuals may experience this phenomenon.

The concept of ‘liminod’ is rather similar to the processes of ‘atomisation’ whereby the fundamental ‘relationality and responsiveness of being that makes ethics part and parcel of our everyday lives’ is denied. The concept was introduced by Arendt in her investigation into the origins of totalitarianism. In this context, the atomised subject is the completely isolated and lonely individual, characterised by the absence of traditional ties of family, friendship or class

(1986: 323-4), to which one might add others such as religion, race, age, gender, special needs or common experience of being a foreigner.

In this study we did not look at the experiences of those who have been detained or stopped for suspicious of illegal activities or experiences of those who are cast as illegal immigrants. Clearly these experiences would be full of stress and emotional difficulties. But the guidelines of conducting such searches or interviews do recognise the need to preserve human dignity and well being. The fact is that airport experience could be a profoundly lonely experience where the individuals could feel their personal privacy and dignity at risk. That why it is crucial that crucial that the security management and in fact all of the airport management are aware of this important ethical dimension involved in using the international airports. This brings the discussion to one of the most important findings of the current study, namely that the security staff need to be given the opportunity of developing their interpersonal and intercultural skills sets through regular in-service training opportunities. The study results, particularly the analysis of the managers and security officers clearly indicate that there were regularly in service training organised.

6.6 Conclusion

The chapter presented the results of the qualitative data analysis that was based on individual semi-structured interviews conducted with the airport staff in charge of the security procedures that passengers undergo. This includes the semi-structured interviews carried out with the managers overseeing the security procedures and protocols at the Dubai and Abu Dhabi International airports. The chapter presented the analysis of the semi-structured interviews with selected group officers, representing different levels and hierarchical positions at both airports. The chapter drew on a rich data set gathered through semi structured interviews.

The overall results indicate that the theme of the role of religions and culture and its impact on security measures at international airports in the State UAE was perceived to be an extremely important and significant topic. The issues around personal privacy, cultural and religious sensitivities of the passengers are directly related to passenger satisfaction and wellbeing while using the airports. The participants appeared to be clear that the UAE airports observe the international conventions and fully uphold the rights of the passengers and their well being while using the airports (in terms of the legal requirements). All of the security procedures and measures applied at the airports reflect these fundamental passenger rights and the responsibility that need to be observed. It further appeared that staff were aware of these legal requirements and passenger entitlements and therefore the passenger welfare and rights were respected and most crucially their safety was given utmost importance. The data analysis also revealed that participants agreed that the UEA's religious and cultural customs, traditions and values all support the respect for personal dignity of all and respect people's religious and cultural values and traditions. This humane principles and values need to be shown at the airports as they are first port of contact with the visitors and with local people and country.

The analysis demonstrate that staff agreeing that the airport security procedures need to be applied regardless of passengers cultural, ethnic and religious backgrounds. They insisted there was a complete transparency in this regard. However, they also stressed that the impact of religion and culture on human life is undeniable and therefore religious cultural and personal sensitive need to be taken into account while applying the security procedures.

The study participants were keen to elaborate that religion is a fundamentally a positive element in human life but religions can be misused for different purpose. The UAE State culture is a culture that is largely derived from religion and moral values and principles. The UAE as an Arab Muslim country upholds congenial relations with its neighbours and has long established good relations with the wider countries in Asian Subcontinent, India, Pakistani and Bangladesh etc. A culture of tolerance and respect for others and to honour it and hospitality need to define the overall culture of UAE.

The participants further stressed that the UAE State culture is a culture rooted in society bearing the meaning of tolerance and love, for the weak and the hospitality and assistance and aid to those who need them and the prevailing culture in the UAE is open and influenced by Asian surroundings and responded with a State neighbouring cultures like the Indian culture and Pakistani and Bangladeshi culture and other cultures of neighbouring Asian countries. It must be stressed that the modern UAE states contains a society that is quite multicultural as the almost 80% of the current population and state residents are expats coming from myriad of cultural and religious backgrounds (El-Kardousy, 2009; Bin Hewedin, 2010).

The procedures and security measures concerning airport security staff under the control of the UAE laws and relevant international conventions and subject to the supervision and control of airport security and senior management in the State in General.

Another significant point stressed by the study participants was that particularly the Abu Dhabi airport security staff were having regular training courses inside and outside the State and therefore were highly competent and experienced professionals and open to accountability.

The participants further noted that the airport security services have modern equipment to control and inspect travellers and their baggage which reduces friction between the security officer and a travellers so the security services cover a large proportion of the inspection measures and accompanying measures to inspect passenger baggage electronically and is a few cases or the range manual inspection. The participants also drew attention to the increasing threats of international terrorism and as a result the international airports in the UAE also apply strict security measures and employs latest technological equipment ensuring the safety of all.

However, as discussed at the start of this chapter, the researcher has been aware of the possible biases in the views expressed by the participants who were all official employees of the airports and naturally wanted to paint a positive picture on such sensitive set of issues including passenger experience of the airports. The researcher is grateful that airport management granted the access to the passengers and airport staff to be involved in the study. This in itself is a positive development that rarely happens in Arab countries in general which indicates a degree of transparency and openness. Nevertheless, the researcher was expecting that most of the staff would be expressing only positive points and have posed contrasting, challenging questions to them. Moreover, the data gleaned from the officials were also contrasted and completed with

the data from the passengers which created a balanced view on a range of sensitive issues such as respecting the dignity of the passengers regardless of ethnic and cultural backgrounds and strictly following international human rights regulation in the airports.

As the analysis revealed, some passengers felt that the security procedures and measures can be felt to be intrusive and even sometimes causing discomfort and embarrassment. Passengers' personal privacy and their religious and cultural values and sensitivities do present a real challenge to the security staff. In this regard, particularly some Muslim passengers coming from different Muslim countries were actually experiencing this challenge more intensely. Muslim women wearing headscarf and face veil, for example, appear to be often encountered the real issue that is directly related to the passengers' cultural and religious practices and sensitivities. The use of body scanners similarly presents the invasion of personal privacy issues. The airport security management were aware of these challenges and have introduced measures that mitigate against them to ensure passengers' safety as well as their personal and cultural, religious sensitivities.

Finally, the data analysis demonstrates that some of the passengers felt their personal privacy has not been properly respected while going through some of the search procedures at the case airports. The participants agreed that this issue needs to be addressed by the airport security management team and all staff involved in carrying out the searches at different levels of security protocols need to be trained in intercultural awareness. They all agreed that in addition to their safety, passenger satisfaction is one of the most important goals for the security teams.

The next chapter presents the overall conclusions reached in this study and discusses the main policy implications and future research related recommendations.

Chapter Seven

Conclusions

and Recommendations of the Study

7.1 Main conclusions of the study

This research investigated critically the extent to which the existing airport security policy and its implementation in the United Arab Emirates (UAE) recognize the religious and cultural sensitivities as well as personal values and privacy of the passengers. The inquiry adopted an empirical case study framework and a mixed-methods design to explore its central questions that are focused on examining the role and function of cultural values, religion and personal sensitivities in shaping the airport security measures in the selected international airports in the UAE.

The investigation was focused on the following interrelated areas: the extent to which airport security measures and legislation recognise religious and cultural sensitivities of the passengers; the impact of religious and cultural dynamics in shaping passengers' attitudes towards the security measures implemented at the selected airports; the views of the airport security managers and officers concerning the role of religio-cultural factors in the security policy at selected international airports in the UAE.

The research utilised a mixed methods research design consisting of a survey (self-completion passenger questionnaire), semi-structured interviews and analysis of some of the relevant policy documents. The study sample consists of two international airports in the UAE i.e. Dubai and Abu Dhabi international airports. The large survey was completed by the two hundred participants and constructed to elicit the attitudes, perception and experience of the passengers using the selected international airports in the UAE. Semi-structured interviews, completed by a selected group managers and offices, explored the views and overall perception of airport managers and staff responsible for the management and oversight of the airport security.

The analysis of the quantitative data revealed that majority of passengers used the international airports as expats working in the UAE. The survey also revealed that there was a significant number of passengers visiting UAE for recreational/tourism purposes. This results indicate that tourism and business appeared to be two factors attracting visitors to the UAE which further shows UAE's plan to become a hub of commerce and tourisms during the post-oil economic area in the future is gaining substantial ground. The role of international airports in this sense gains significance as they become the gateways to the country, its people and culture.

The overall results reveal broad patterns of responses from the study participants on various issues related to their experience of using the Dubai international airport that were originally indicted as the key questions of the study. The main results show that passengers overall were satisfied with use of the Dubai international airport and agreed that the application of the security procedures were conducted objectively and the staff appeared to be respectful of personal privacy and religious and cultural sensitivities of the passengers. However, passengers reported that going through the security systems proved to be the most stressful part of their airport experience. A central finding the study underscores that the use of the full body scanners appeared to be mostly felt to be creating most dissatisfied experiences amongst the passengers. Most of the participants felt them to be invading personal space and privacy. Similarly, the results indicate that the security staff's awareness of intercultural sensitives and passengers' religious and central backgrounds were felt to be highly significant. As such the results show that overall passengers felt that positive response and handling of the personal, cultural and religious sensitives were contribute positively the overall quality of the passenger experience at the airport. Particularly the airport regulations contained a robust level of response to the passengers' religiously and cultural based needs and sensitivities such providing separate rooms for full body scanning often requested by the passengers wearing

Islamic dress (headscarf and face veil). The study as such emphasised the need to be aware that that legal and security related policies at the airports reflect a deeper and wider ethical values of human engagement requiring respect and dignity for all under all circumstances.

The study found that in terms of policy and legislation, the security search processes at the case airports regraded the passenger's personal identity, culture and religion with outmost respect.. That is, in fact, not extraordinary as the United Arab Emirates applies almost all international security systems and regulations at its airports (SAQ system), which requires certain standards to be applied with all passengers irrespective of their religion or cultures. Moreover, there is no deprecation or insult to the passenger or his/her religion or culture while conducting the security search on his/her body or bags, thus, all passengers are treated equally according to the laws and regulations applied at these airports.

A considerable percentage of the passengers particularly the Western passengers reported that sometime the ways in which they were approached and searched did produce feelings of stress and anxiety. These experiences reported by some of participants can be explained with the theoretical framework of 'liminality and limonoid' described in the theoretical literature and discussed in the previous chapters. The case airports explored appeared to be also producing examples of the 'liminal experience of being atomized and isolated for some passengers as discussed at the outset in of this study.

The findings that came out of the semi-structured interviews with managers and security officers selected from both airports that the attitude of the passenger is of great concern to the managers and security staff at airports, as the reputation of the country is a higher policy

objective of a wide concern, not only to managers and staff but also to the leaders of the country as well. While all arrivals are treated equally regardless of their age, nationality, gender, religion or culture but much concerns were raised in dealing with elderly, veiled women, and passengers with special needs.

The results also indicate that with regards to religious and cultural issues, the majority of managers and security staff at airports have not received adequate security training on how to deal with all passengers who arrive at international airports of the state presenting such special cases. Considering that the United Arab Emirates is one of the highly visited countries in the world, a well-trained staff in intercultural understanding competence and skills are required to keep safety and security at these airports and ensure the passenger satisfaction.

The study also revealed that the airports were equipped with latest security technology minimising the passenger time loss and unnecessary stress caused by the delays and long waiting. This also include the special provision for the passengers to fulfil their religious obligations like prayer rooms and quiet rooms throughout the airport. The other general recreational provisions were available but it was not part of this study to explore their usefulness of effectiveness in achieving passenger satisfaction.

The study also revealed that the majority of the arrivals at airports of the state (UAE) are males that is because they constitute the major gender of expat employment in the United Arab Emirates, as constructions are the main investments in the country. This majority also includes the youths who arrive in the state for tourism, visit or study. Most of arrivals were Muslims from other Arab and Muslim countries around the world, whereas, there are also arrivals who are non-Muslims. This shows clearly the cultural and religious coexistence and tolerance

among all communities in U.A.E. Similarly, the showed that most passengers arriving through airports of the state are from Asian countries, due to the fact the United Arab Emirates has very strong ties and relations with these neighbouring countries (GCC countries and others).

An overall finding of the study further shows that the balanced development in all fields of life in the UAE (a fast developing, modernising country in the world) has attracted more passengers to visit the country more than once a year. The number of tourists who come to spend their holidays in UAE was also on the raise. As such the UAE possesses strong potentiality for tourism.

The airports appear to be doing their best to ensure passenger satisfaction for the passengers arriving at the international airports. The staff were also more cooperative and friendlier with all arrivals irrespective of passengers' country of origin, culture or religion. Both Dubai and Abu-Dhabi international airports have won several awards from the national and international aviation industry. The UAE as an Arab Muslim country expects the expatriates show respect to the local culture and customs. Similarly, it is fair to expect that culture, religious and personal sensitivities and privacy of the passengers /visitors-as long as they do not violate the law and compromises the security and safety of all- should be respected.

Another significant finding of the research suggests that since UAE is concerned with its own religion and culture i.e. Arabic Islamic culture and values of toleration, fairness and respect, the international airports felt the need to reflect these values towards the arriving passengers. The special treatment towards the female passengers at all levels of the security process was also noteworthy. In this sense, the introduction of advance technology, for example, Abu Dhabi International Airport has begun to offer dedicated counters with automatic doors to allow for

more discreet security checks in order to protect the dignity of veiled female passengers. Similarly, the new E-Systems validating passengers' boarding passes have long been initiated at the Abu Dhabi International Airport which creates much more easy and flexible experience at the airports.

7.2 Recommendations of the study

The research, based on its empirical findings, makes the following policy and further research related recommendations. The policy and research-related suggestions are intended to contribute towards understanding and facilitating better passenger experience within the international airports and responding more effectively to the cultural, religious values and personal sensitivities /privacy of the passengers.

7.2.a The policy related recommendations:

The first broad recommendation suggests that the civil aviation authorities and international airport management need to conduct regular empirical research on different aspects of the services offered so that a research-based policy development could take place.

In this regard, this study recommends that similar to the existing 'Gulf Centre for Aviation Studies (GCAS) which is a centre of excellence for airport and aviation training needs, the federal state establishes a national research centre. This centre will focus on evaluating the existing security and airports polices and develop new policies aligning to the increasing technological advances and wider passenger safety and satisfaction.

Civil aviation policy makers and airport management in particular need to ensure that the use of new technologies such as high-tech security scanners, full-body imaging machines, the passive millimeter wave (MWM) detection, the radiometric scanners, the Puffer machines and swapping machines. All of the technologies need to be used with a properly trained staff that can also ensure respect, dignity and well-being of the passengers.

7.2.b The training related recommendations

Both of the international airports offer regular training alongside the Gulf Centre for Aviation Studies (GCAS) training programmes. Most of these training appear to be on the use of the new security technologies such as the biometric systems and the new face recognition-based technologies. All of these training is needed and will ensure a better application of the technology further ensuring passenger safety. The continues in-service training, particularly, the indigenous Emirati citizens in the aviation industry needs to be prioritized. The traditional training course included courses ranging from operations to planning to management and marinating international security standards at the UAE airports, foster technical, operational and executive management competence and aviation security management etc.

This study strongly recommends that the management as well as officers in charge of the security provision need to undergo regular intercultural awareness and competence courses. This will have a huge added value in order to better handle the complex cases and showing concrete ways of reseeding to the cultural, religious and personal privacy and sensitivity of passengers. This training will draw on the traditional Arab ad Islamic hospitality ethics and ensure the airports security staff could warmly welcome visitors with great respect regardless of their religious cultural backgrounds.

7.2.c Limitations of the current study and further research related recommendations

Current study, for the first time, examined empirically a set of issues related to the airport security protocols/processes and passengers' cultural, religious and personal privacy. However, the sample of the study was relatively small therefore there is a need to conduct replication studies to use similar survey technique and semi-structured interviews (mixed-methods design) with a larger group of passengers and the security staff in the main International airports in the UEA.

The study also recommends that such national level research should be comparative i.e. comparing the attitudes and perceptions of the passengers across the main international airports in the country as well as in the international airports in the Gulf Cooperation Council countries. The findings of such large scale national and regional studies could lead to better understanding of the passenger profiles and improving the airport experience and ensuring passenger safety, satisfaction and well-being.

The study recommends that these future empirical studies should make use of analytic frameworks and theoretical approaches in Social Sciences such as the theoretical framework of 'liminality and limonoid' used the current research. The analytical framework of 'intersectionality' is another approach that could be used to explore the diverse dimensions defining the passenger experience at the airports such as gender, ethnicity, religion and culture. Intersectionality considers that various forms of social stratification such as class, race, gender, disability and religion do not exist separately from each other but are interwoven together

(Collins, and Bilge, 2016). Such theoretical approaches are needed to be employed while exploring the experience of the passengers using the international airports.

The study also recommends that the effectiveness of the current training programmes targeting airport security managers and officers need to be evaluated through assessment-based empirical research designs.

The study recommends research into the impact of use of the increasingly e-technologies, including the latest face recognition technologies, in ensuring safety of the passengers and their responses to using and undergoing such highly controlled surveillance technologies in the international airports.

Finally, the role of cultural, religious values, attitudes and personal privacy dynamics need to be integrated into the research conducted within the fields of Security Studies that are framed within the context of international airports and broad study of different aspects of civil aviation sector in the UAE.

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Appendices

Appendix 1

Filed work Permission/Consent Letter



1st May 2015

Department of Civil Aviation,

Abu Dhabi International Airport
P.O. Box 94449, Abu Dhabi, UAE
&
Dubai International Airport,
PO Box 2525, Dubai, United Arab Emirates

Dear Sir/Madam,

This is to confirm that Saeed Ahmad Salem AlAmeri is a PhD student at Markfield Institute of Higher Education and the University of Gloucestershire. Mr. Al-Ameri's research project aims to empirically investigate the challenges facing the implementation of security measures and the overall security policy applied within the selected international airports in the UAE.

The overall project explores the role of religious and cultural values in the implementation of the airport security. Therefore, the study will conduct a survey of international passengers' views and experience of going through the security arrangements in the case airports as well as conduct selected interviews with the relevant airport managers and staff.

Mr Al-Ameri's research, by providing empirical evidence will make an original contribution to future development of the airport security policy in the UAE.

I would like to thank you for your cooperation in enabling Mr. AlAmeri to conduct his fieldwork at your airport.

Please don't hesitate to contact me if you have any further inquiry regarding the matter.

Yours Sincerely

Dr. A. Sahin

Head of PG Research

inspiring excellence

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Appendix 2

Passenger Survey

Dear Participant :

Thank you for participating in this study. This survey is a critical part of my PhD that I am carrying out at the Markfield Institute of Higher Education, University of Gloucestershire. The research aims to explore the role of personal, religious and cultural factors concerning implementation of security measures in Abu-Dhabi airport.

Your views and experience of using the airport will have a significant contribution to the future development of overall security measures at the Airport. Your views will be kept confidential only used for the purpose of the research.

Saeed Ahmed Salem Howaime Al Ameri

PhD Candidate

University of Gloucestershire

MIHE. UK

June, 2015

Part A

1- I am :

- Male
- Female

2- I am :

- Below than 18
- 18 - 24
- 25 -34
- 35 - 44
- 45 – 54
- 55+

3- What is your religion ?

- Muslim
- Christian
- Sikh
- Jewish
- None
- Other : comment.....

4- Where are you from?

- Gulf contries
- Arab countries
- Asia
- USA
- Other : comment

5- How often do you visit Abu Dhabi airport?

- Once a year
- Twice a year
- Three times a year
- Others Comment.....

6- What is the reason of your visit to UAE?

- Business
- Tourism
- You are working in UAE
- Other: Comment.....

Part B

1- How do you find security in Abu Dhabi airport comparing with other countries?

- Better
- Worse
- Same

2- Have you ever felt uncomfortable during an airport security search because of your religion or culture in AD airport?

- Yes I have felt violated more than others
 - Yes I have felt embarrassed
- If yes, would you give details, and how did you feel?
.....

.....
.....
.....

- No

3- Have you ever felt that Abu Dhabi security staff does not respect your privacy while searching your bags?

- Yes , I have. Many times
- Yes, sometimes
- No, at all

4- The rules and accuracy of security search of passengers differ according to their religions and cultures?

- Strongly agree
- Agree
- Disagree
- Strongly Disagree
- Not always

5- Airport security staff in AD airport are well mannered, friendly and helpful with all passengers regardless of their religions or cultures.

- Strongly agree
- Agree
- Disagree
- Strongly Disagree
- Not always

6- Security measurements in AD airport Reflect the cultural and religious sensitivity of the country.

- Strongly agree
- Agree
- Not Certain
- Disagree
- Strongly Disagree

7- The culture and religion of the passenger have a major role in the security search process in AD airport.

- Strongly agree
- Agree
- Not Certain
- Disagree
- Strongly disagree

8- Security measures sometimes do not respect and ignore the dignity of passengers in AD airport?

- Strongly agree
- Agree
- Not Certain
- Disagree
- Strongly disagree

9- Security search is different from passenger to another regarding the religion and culture in AD airport?

- Strongly agree
- Agree
- Not Certain
- Disagree
- Strongly disagree

10- With regard to the new body security scanners and practices in Abu Dhabi airport, Do you think that it might be a disrespect and violation of some cultures and religions.

- Yes, they are
- Yes , sometimes
- No, they are not

11- Security measures in Abu Dhabi airport are considered as one of the best and highest in the world because :

- They show sensitive and care towards their own culture and religion.
- they show sensitive and care towards passengers culture and religious values
- Both
- None

12- Do you have any suggestions and recommendations for improving the airport security?

Your Participation and Cooperation is highly appreciated.

Appendix 3

Pilot Study:

semi-structured interviews with security staff at the Abu Dhabi International Airport

Sample : Colonel

1) What is your job title?.

Colonel

2) How long have you been in this job? .

14 Years

3) How long have you been working in Abu Dhabi Airport?.

From 14 Years left.

4) Are you in direct contact with passengers?.

Not always, except in cases requiring immediate intervention.

5) What are the things you usually do?.

Group management and reporting to the top and connect with top.

6) What are the normal procedures undertaken in the Airport?

Controlling electronic searches of passengers and their luggage.

7) When you searched passengers are interested in religion or culture?.

I don't care about the religion and culture of the traveler when searched but to deal with him as a human being goes through routine security procedures at the airport.

8) Is the next country of passenger has an impact on security inspection?.

In general the next country of passengers has no effect on airport security inspection without security information to discern them they will pose security risk to UAE.

9) None of the passengers complained about insulting his culture or religion when inspecting his bags searched in person?.

We don't receive any complaint from any passenger with insulting religion or culture when inspected personally or search his luggage..

10) Do you think that there are risks relating to culture or religion than others?.

I don't think that the risks associated with a particular religion or culture because the risks associated with human behavior in General and his thinking and analysis and risks not associated with theories, cultures or religions.

11) Traveler's age plays a role in security inspection ?.

In General as a general principle does not play age of traveler's age or any role in security inspection that practically all people have equal, security measures with multiple security officer differences dealing with someone full impartially from any possible to characterize but treats based on airport traveler requires certain security laws about, but mostly the young people, such as children under the age of majority and the very old people are less inclined towards to security breaches.

12) Does the type of traveler (male-female) has a role in security inspection?.

As a general principle, the kind of male or female traveler has no role in security inspection of the airfield security risk assumption of traveler, regardless of its type and inspect the female by the male to avoid embarrassment and respectful of privacy type.

13) In case of doubt as to what steps would be additional passenger is culture or religion role ?.

If you suspect, the person searched manually in special rooms for more inspection than usual and no religion or culture play inspection.

14) What is the role of religion or culture in the U.A.E. State?.

Yes religion U.A.E. State role in UAE society tolerant Muslim society with others and the UAE society is influenced by neighboring cultures of Asian countries like Pakistan, India and Bangladesh and other Islamic countries..

15) Do you think that security procedures at Abu Dhabi Airport satisfactory for travelers, check out the highest level of security ?.

Abu Dhabi airport security procedures at a very high level and use the latest equipment and modern technologies and qualified, they have abilities too big so it security procedures at Abu Dhabi satisfactory for travelers and achieve the highest levels of security.

16) Do you have any suggestions or recommendations for improving airport security?.

I suggest more training, effectiveness and keep up with the technical development of monitoring and control devices in airports.

sample : L. Colonel

15) What is your job title ?.

L. colonel

16) How long have you been in this job? .

13 Years ago.

17) How long have you been working in Abu Dhabi ?.

I have been working in Abu Dhabi Airport before 13 years.

18) Are you in direct contact with passengers?.

Sometimes, not always just in case.

19) What are the things you usually do?.

Security group management and reporting to the top and connect with top

20) What are the normal procedures undertaken in the Airport?.

Monitoring and management of passenger and baggage inspection procedures.

21) When you searched passengers are interested in religion or culture?.

Traveler's religion or culture that does not have any impact on security measures and procedures in Abu Dhabi Airport.

22) Is the next country of passenger has an impact on security inspection?.

The next country traveler come from has no effect on airport security inspection process unless we make sure that the next country from traveler can come from a security risk or violations of law or security threat.

23) None of the passengers complained about insulting his culture or religion when inspecting his bags searched in person?.

No one complained about us than any insults to religion or culture when inspecting him or his bags searched.

24) Do you think that there are risks relating to culture or religion than others?.

I don't think that, religion and culture also neutral it security risks this erratic behavior stems from the same person

25) Traveler's age plays a role in security inspection ?.

Traveller's age do not play any role in security inspection if the little one doesn't expect him to do a criminal but it can be used by others so reserve must thus inspection includes all ages

26) Does the type of traveler (male-female) has a role in security inspection?.

No, the type of traveller's doesn't have role in security inspection as a general principle, but the female may be less inclined towards acts affecting the country's security and airport security

27) In case of doubt as to what steps would be additional passenger is culture or religion role ?.

Traveller in case of doubt to special inspection in the private rooms and female private room searched and there is no role for religion or culture.

28) What is the role of religion or culture in the U.A.E. State?.

Yes, religion U.A.E. State role in UAE society tolerant Muslim society with others and society is influenced by neighboring cultures of Asian countries like Pakistan and India and other Islamic countries.

29) Do you think that security procedures at Abu Dhabi Airport satisfactory for travelers, check out the highest level of security ?.

regarding Abu Dhabi airport security measures, I think they undermine passenger satisfaction, flexibility, speed and strength are the travellers are highly respected and acceptable image conscious and at the same time the highest security level rate see

30) Do you have any suggestions or recommendations for improving airport security.?

I Recommend continuing to work with the same efficiency and evolution suggested further progress and development in improving airport security

Sample : - Major

31) What is your job title ?.

Major.

32) How long have you been in this job? .

About 11 years left.

33) How long have you been working in Abu Dhabi ?.

from year 2015.

34) Are you in direct contact with passengers?.

In some cases requiring intrusive.

35) What are the things you usually do?.

Direct supervision of security personnel at the airport.

36) What are the normal procedures undertaken in the Airport?.

Start the security measures at several levels, as well as luggage accompanying the passenger until check-in and access the latest lounge.

37) When you searched passengers, are you interested in religion or culture?.

We apply security procedures and measures provided for by law and international conventions regardless of religion or culture traveller.

38) Is the next country of passenger has an impact on security inspection?.

We confirm that the next country of passenger departure has no effect on the overall security inspection without information confirming that there are security risks may come from the next country of passenger.

39) None of the passengers complained about insulting his culture or religion when inspecting his bags searched in person?.

Security risks are not related to religions and cultures, religion is not concerned with the risks as well as culture, human-induced hazards.

40) Do you think that there are risks relating to culture or religion than others?.

Age of traveller primarily not playing any role in security inspection even children searched, these security procedures and measures include everyone.

41) Traveler's age plays a role in security inspection ?.

Traveler type generally has no role in screening passengers and security might be males are more inclined to outlaw acts which means you may have to type (male) in particular role in screening travelers at airport security.

42) Does the type of traveller (male-female) has a role in security inspection?.

Traveler type generally has no role in screening passengers and security particular role in screening travelers at airport security

43) In case of doubt as to what steps would be additional passenger is culture or religion role ?.

If you suspect or doubt a traveler, We made inspection for him manually in private rooms and no religion or culture played no role in this case.

44) What is the role of religion or culture in the U.A.E. State?.

Religion plays a key role in UAE society and Muslim culture is also instrumental in UAE society and UAE society nested and interactive community with its surroundings and indulgent in nature, the role of religion is in man's relationship with his Lord and is active in the individual and society as well as the role of culture is active in the conservation of cultural heritage in society

45) Do you think that security procedures at Abu Dhabi Airport satisfactory for travelers, check out the highest level of security ?.

I see that the Abu Dhabi airport passengers are satisfied with the security measures, I didn't hear otherwise travelers in addition to the usual security measures at Abu Dhabi airport toward high security level check travelers.

46) Do you have any suggestions or recommendations for improving airport security.?.

I suggest keeping up with everything new in technical monitoring devices and security detection.

Sample: Captain

47) What is your job title ?.

Captain

48) How long have you been in this job? .

12 years

49) How long have you been working in Abu Dhabi ?.

from year 2004

50) Are you in direct contact with passengers?.

Sometimes the intervention in some cases and not always.

51) What are the things you usually do?.

Follow the security personnel and coordination among them.

52) What are the normal procedures undertaken in the Airport?.

After the completion of the procedures for airline and ship passenger luggage is inspected passenger and personal belongings passing traveller Portal.

53) When you searched passengers are interested in religion or culture?.

To religion or culture is not of interest to the traveler the employee in charge of airport security procedures and measures

54) Is the next country of passenger has an impact on security inspection?.

In General and as a principle the next country from passenger has no effect on security checks at the airport and exception to this principle, it may be the next country of traveler influence in the inspection process if there are serious security risk information coming from that country.

55) None of the passengers complained about insulting his culture or religion when inspecting his bags searched in person?.

I don't have any complaints with insulting religion or culture from passenger when searched

56) Do you think that there are risks relating to culture or religion than others?.

I don't think that the risks are not related to culture or religion, no religion related risks more than other religion always calls for human happiness and grace his tolerance with others as well as the culture there is a culture of violence more than other cultures.

57) Traveler's age plays a role in security inspection ?.

As a general principle does not play any role in security inspection, all persons of all ages are subject to inspection.

58) Does the type of traveler (male-female) has a role in security inspection?.

No, the type of traveller's has no role in security and inspection process but as an exception from the general principle that in some cases can be kind to the traveller role in airport security inspection.

59) In case of doubt as to what steps would be additional passenger is ,

Additional steps that follow when in doubt on a passenger, Personal inspection manually in dedicated rooms as well as female when in doubt in search of a party in a private room.

60) What is the role of religion or culture in the U.A.E. State?.

Religion plays a positive role in cultivating community and foster the spirit of tolerance and the culture at large role in UAE society recognize and interact with other positive, tolerant culture Emirati culture.

61) Do you think that security procedures at Abu Dhabi Airport satisfactory for travelers, check out the highest level of security ?.

Yes I think that security procedures at Abu Dhabi airport passenger satisfaction combined because it's familiar and security measures are required and appropriate and respectful of the rights of the traveler so they undermine passenger satisfaction.

62) Do you have any suggestions or recommendations for improving airport security.?

I suggest more training and supervision for employees of airport security to the State and keep abreast of developments in modern devices and equipment used in security procedures at airports by State.

Sample: Sergeant

111) What is your job title ?.

Sergeant

112) How long have you been in this job? .

5 Years.

113) How long have you been working in Abu Dhabi ?.

From year 2011 up to date .

114) Are you in direct contact with passengers?.

Yes.

115) What are the things you usually do?.

Direct Security procedures.

116) What are the normal procedures undertaken in the Airport?.

Is the security routines in Abu Dhabi airport passenger inspection and personal baggage electronically.

117) When you searched passengers are interested in religion or culture?.

Traveller's religion is not of interest to the security officer who is engaged in the security procedures at the airport.

118) Is the next country of passenger has an impact on security inspection?.

There is no effect to the next country of traveler's security inspection as an asset, but this negation is not absolute, it may be the next country of passenger security screening process in effect at the airport if there is a documented risk and uncertain of the next country.

119) None of the passengers complained about insulting his culture or religion when inspecting his bags searched in person?.

There are no complaints of insulting any religion or culture of travellers when inspected personally or search his luggage.

120) Do you think that there are risks relating to culture or religion than others?.

I don't think that there are risks relating to culture or religion than others. Because the religions and cultures of tolerance and respect for our fellow humans, human external behavior risks.

121) Traveler's age plays a role in security inspection ?.

As a general rule and principle out of the age of the traveler does not play any role in a security inspection at the airport because of security measures and procedures affecting every traveler.

122) Does the type of traveler (male-female) has a role in security inspection?.

Abu Dhabi airport passenger security inspection is subject to standards and security grounds purely far removed from any gender divisions or any another partition then male like the female in terms of security inspection.

123) In case of doubt as to what steps would be additional passenger is culture or religion role ?.

Traveller in doubt for additional manual inspection measures either religion and culture have nothing to do with this.

124) What is the role of religion or culture in the U.A.E. State?.

The role of religion in the UAE is active based on respect for others and tolerance with him regardless of different religion or culture they communicate and interact with the other neighboring values inherent in producing the UAE society stemming from religion and a culture of tolerance and positive engagement with others.

125) Do you think that security procedures at Abu Dhabi Airport satisfactory for travelers, check out the highest level of security ?.

Certain security procedures followed in Abu Dhabi airport gets passenger satisfaction because they respected their rights and safeguard the dehumanization and at the same time achieve the highest level of security at the airport and in the country as a whole.

126) Do you have any suggestions or recommendations for improving airport security.?

Recommended for continuous improvement of airport security state and keeping up with security procedures for what is modern and handy.

Sample : Sergeant

127) What is your job title ?.

Sergeant

128) How long have you been in this job? .

4Years

129) How long have you been working in Abu Dhabi ?.

From Year 2013 until now.

130) Are you in direct contact with passengers?.

Yes i do.

131) What are the things you usually do?.

I searched the passengers electronically

132) What are the normal procedures undertaken in the Airport?.

Routine security measures taken in Abu Dhabi Airport is to verify the identity of the traveler and searched electronically and manually inspecting his luggage accompanying him on the plane.

133) When you searched passengers are interested in religion or culture?.

Religion or culture of passenger is not interest by airport security officers who are doing security measures.

134) Is the next country of passenger has an impact on security inspection?.

It does not affect the next country traveler in airport security inspection process in most cases, but can in some cases be the next country of passenger security inspection in effect if there are serious reasons for that.

135) None of the passengers complained about insulting his culture or religion when inspecting his bags searched in person?.

I don't hear a complaints from passengers about insulting religion or ethnicity or culture suffered during the inspection of the luggage or personal searches.

136) Do you think that there are risks relating to culture or religion than others?.

There are no dangerous related risks because it do not play a role in airport security procedures and measures.

137) Traveler's age plays a role in security inspection ?.

Traveller's age does not play a role in security inspection in general because the security measures and actions performed on each passenger.

138) Does the type of traveler (male-female) has a role in security inspection?.

No, the type of traveler male or female doesn't have role in security measures and procedures in Abu Dhabi Air port, all are equal before the established security procedures at the airport.

139) In case of doubt as to what steps would be additional passenger is culture or religion role ?.
Additional steps of traveler security manual inspection is doubtful in private rooms and the female are inspected by female in rooms without cameras, religion and culture have no role in these additional actions

140) What is the role of religion or culture in the U.A.E. State?.

It is well known that the tolerant Islamic religion prevails in the U.A.E. State that religion plays a positive role by the local culture based on guest and good treatment.

141) Do you think that security procedures at Abu Dhabi Airport satisfactory for travelers, check out the highest level of security ?.

I think that travelers are satisfied with security procedures at Abu Dhabi Airport as it does not affect or detract from their security is required for the maintenance of airport security and State and is thereby achieved the highest level of security.

142) Do you have any suggestions or recommendations for improving airport security.?

I suggest further training and qualification of staff and bring all the modern equipment and devices used in security procedures.

Sample (10) Policeman

143) What is your job title ?.

Policeman

144) How long have you been in this job? .

3Years

145) How long have you been working in Abu Dhabi ?.

from 3 years left.

146) Are you in direct contact with passengers?.

Yes.

147) What are the things you usually do?.

I manually normal passengers inspection.

148) What are the normal procedures undertaken in the Airport?.

Security routine inspection of passenger luggage, inspection electronically and the accompanying in the plane.

149) When you searched passengers are interested in religion or culture?.

Of course there is NO interest for the religion or culture of traveler for subject to security procedures at the airport.

150) Is the next country of passenger has an impact on security inspection?.

The next country has no effect in the security screening process, except in some cases where that country is a source of security risks on the UAE based on sound security information

151) None of the passengers complained about insulting his culture or religion when inspecting his bags searched in person?.

Never complained about passengers insult his religion or culture was subjected by the security officer at the airport.

152) Do you think that there are risks relating to culture or religion than others?.

I don't think that the risks associated with a particular religion or culture because the risks associated with human behavior rather than religion and culture.

153) Traveler's age plays a role in security inspection ?.

No has no role or influence in the inspection of passenger security in General and may have a role in very limited cases.

154) Does the type of traveler (male-female) has a role in security inspection?.

Does not have a role in security for the traveler

155) In case of doubt as to what steps would be additional passenger is culture or religion role ?.

In case of doubt the passengers will be searched manually in private rooms if travelling male female private rooms and inspect these additional actions in case of doubt, religion and culture have no role in these additional actions

156) What is the role of religion or culture in the U.A.E. State?.

The role of religion in Arabic Emirates is active because it is based on the values of tolerance and honoring the guest as well as the culture in the UAE to back the role of religion in positive values of tolerance and respect for other's privacy and religious and cultural value.

157) Do you think that security procedures at Abu Dhabi Airport satisfactory for travelers, check out the highest level of security ?.

The highest political leadership of the State and citizen security U.A.E. resident and maintain security and stability and social peace in UAE political leadership make material to get the highest technologies and modern and efficient equipment and training, composition and framing the security staff in General and airport security staff in the UAE in particular so check the security in airports and check the highest levels of security that satisfies travelers. This will make travelling through international airports in the UAE satisfied all about actions.

158) Do you have any suggestions or recommendations for improving airport security.?

I suggest further attention to airport security sector personnel and advanced equipment used in security procedures

Appendix 4

Rules and Regulations applied at airports of the State and how they are implemented: A summary of the main policy and procedures

The overall policy and legislation suggest that following areas :

- 1- Checkpoints regulations
- 2- Security passholders
- 3- Prohibited items
- 4- Passenger screening
- 5- Baggage screening

1- Checkpoints Regulations

- After you have checked in, you will pass through a security check-point before you enter passport control. This need not be a stressful experience. These tips will help you to be more prepared.
-
- If you've been drinking water/juice etc., throw the bottle away before you get to airport security, as you won't be allowed to take it in with you.
- In line with international regulations, if you are taking liquids or gels in your hand luggage, remember that you may only take containers of 100ml or less, and they must all fit into a one liter resealable plastic bag. If you don't comply with these regulations, your liquids could be confiscated. Read more about this in Luggage Regulations.
- All hand luggage will be X-ray screened and you will pass through a metal detector.
- You could be asked to place your mobile phone, keys and metal objects in a tray to go through the scanner, so make sure these are easily accessible, together with your liquids and gels.
- You will be asked to pull out your laptop to put through the scanner.
- You will probably be asked to remove your belt and shoes and possibly your jacket as well, before going through security. Wearing shoes that are easily removed will make things simpler
- If you are taking prescription medications or syringes with you, each item should be in its original container and you should carry the prescription with you.
- Sensitive areas in airports, including airport ramps and operational spaces, are restricted from the general public. These spaces require special qualifications to enter. Systems can consist of physical access control gates or more passive systems that monitor people moving through restricted areas and sound an alert if an restricted area is entered.
- Another critical security measure utilized by several regional and international airports is the use of fiber optic perimeter intrusion detection systems. These security systems allow airport security to locate and detect any intrusion on the airport

perimeter, ensuring real-time, immediate intrusion notification that allows security personnel to assess the threat and track movement and engage necessary security procedures. This has notably been utilized at Abu-Dhabi International Airport.

- According to the new rules and regulations of Abu Dhabi Airports Company, passengers have been advised to check-in all liquids, aerosols and gels items not required during their flight in their check-in luggage.
- Liquids, aerosols and gels required during the flight should be packed in accordance with the new restrictions, before passengers arrive at the airport.
- According to the new rules, all liquids, aerosols and gels must be in containers with a maximum capacity of not more than 100ml each.
- Liquids, aerosols and gels in containers larger than 100ml will not be accepted, even if the container is partially-filled.
- Containers must be placed in a transparent re-sealable plastic bag with a maximum capacity not exceeding 1-litre. These containers must fit comfortably within the transparent re-sealable plastic bag, which must be completely closed.
- Each passenger is allowed to carry only one transparent re-sealable plastic bag, which must be presented separately for screening, Exemptions will be made for medications, baby food and special dietary items.
- In this regard, Abu Dhabi International Airport has decided to implement a number of measures to assist passengers. These include deployment of Airport staff throughout Terminal 2 to assist passengers with queries, information panels at various points to inform and remind passengers of the new restrictions, and tables for passengers who may need to re-pack their belongings.

2-Terms and conditions for airport pass holders

Abu Dhabi Airports applies the following special conditions, rules and regulations to the use of the security passes in all airports operated by Abu Dhabi Airports.

It is mandatory for all pass-holders to abide by these terms of use as they Apply to their pass and as well as to observe all airport security protocols.

- Passes must be displayed prominently while in the restricted areas of Abu Dhabi Airports.
- Passes must be presented to security personal and other authorized personal upon request.
- The holder must access the airport only via the entry point(s) that is permitted by his/her pass.
- The security pass must be kept in safe-keeping to avoid unauthorized usage.
- Uniform, where specified, must be worn whilst on duty.
- The security pass must not be misused and as part of work related activities.
- The data that is printed on the security pass must not be tampered with.
- The security pass must not be used to access restricted areas such as the boarding gates, aerobridges& aircraft expect when operationally required.
- The security pass must not be carried whilst travelling in/out of Abu Dhabi airports.

- The security pass holder is not exempt from bringing prohibited items into the airport such as nail clippers, scissor, knives or blades, etc.
- The security pass holder must not transport any personal documents or items of passengers in/out of the airports.
- The security pass must not be used as a warranty.
- The pass should be returned back to security passes section upon expiry of the pass and when the purpose of use is completed, otherwise future pass will not be issued to the pass holder, in the event of non- compliance.

Date:

Pass number:

Received by:

Organization:

Signature:

Required Documents for Airport Security Passes

Permanent Passes

- Passes Validity is two years for those who are working at the airport permanently and one year for external organizations.
- Two photographs of passport size 4x6
- Clear colored passport copy
- Residence visa copy for (expatriate)
- Last page of the passport including the U.I.D number for (UAE nationals)
- Filled Introductory statement for Permanent Pass form must be signed by the applicant
- Filled & signed Permanent Airport Pass Form
- Letter from the organization mentioning (Purpose, Area, Duration and Designation)
- Applicants under father or spouse sponsorship, labor card or Company ID card copy are required
- Copy of the old pass for renewal
- Copy of valid Contract, agreement and permit of work is required for the contactors including:
- The contract parties, Contract Duration, Last page from the contract which shows the contract parties signatures and stamps.

Temporary Passes

- Passes validity starting from one day up to six months.
- Two photographs passport size 4x6.
- Clear colored passport copy
- Residence visa copy or visit visa copy for (expatriate)
- Copy of Last page of the passport including the U.I.D number for (UAE nationals).
- Filled & signed Temporary Security passes form.
- Letter from the organization mentioning the (Purpose, Area, Duration and Designation).

- Applicants under father or spouse sponsorship, labor card or Company ID card copy are required.
- Copy of valid Contract, agreement and permit of work is required for the contactors including:
- The contract parties, Contract Duration, Last page from the contract which shows the contract parties signatures and stamps. Copy of the old pass for renewal.

Devices Passes (Laptop / Camera)

- Filled & signed Laptop Form OR Camera Form
- Copy of Valid applicant Pass.

3-Prohibited items

Here is a list of all items which are not allowed to be carried in hand luggage or checked luggage.

- Firearms: Any weapon from which a shot may be fired by the force of an explosion or compressed air or gas, including starter and flare pistols.
- Knives and Cutting Tools: Including sabres, swords, cardboard cutters, hunting knives, souvenir knives, martial arts devices, professional tools and such other knives with blades of 6cms long or longer and / or knives considered illegal by local law.
 - Bludgeons: Blackjacks, billy clubs, baseball bats or similar instruments.
 - Disabling or Incapacitating Items: All tear gas, mace and similar
 - chemicals and gases, whether in pistol, canister or other container, and other disabling
 - devices such as electronic stunning / shocking devices.
 - Other Articles: Such items as ice picks, alpenstocks, straight razors and elongated scissors which, even though not commonly thought of as a deadly or dangerous weapon, could be used as a weapon, including toy or “dummy” weapons or
 - grenades.
 - Articles: Of any kind giving rise to reasonable suspicion that an item may be used to simulate a deadly weapon; such articles shall include but not be limited to: objects resembling explosive devices or other items that may give the appearance of a weapon or dangerous item.
 - Chemical / Biological Attack Items and Substances:
 - The possibilities for chemical / biological attacks include the use of chemical or biological
 - agents to commit unlawful acts. Such restricted chemical / biological substances shall include but not be limited to the following: sulphur mustard, vx, chlorine, sarin, hydrogen
 - cyanide, anthrax, botulism, smallpox, tularemia and viral hemorrhagic fever .
 - Explosives / Ammunition / Flammable Liquids / Corrosives:
 - Any explosive or incendiary components, which by themselves or in conjunction with other items can result in an explosion or fire. These include explosive materials, blasting
 - caps, fireworks, gasoline, other flammable liquids, ammunition etc, or any combination of these items. Any corrosive or toxic substances, including gases, whether or not under pressure.

- Items indicating the nature of the chemical / biological substance or suspicion of such nature shall be immediately notified to the airport operator, police, military or other relevant authority and isolated from public terminal areas.

3-Passenger screening

To increase traveller security it is important that all passengers leaving U.A.E are screened at the screening point prior to boarding.

Simple steps to get through passenger screening:

1. As you approach the screening point, there will be bins for you to surrender any weapons, prohibited items or liquids, aerosols and gels above the restricted amounts. If travelling with any liquids, aerosols, and gels you need to present them separately from your other carry-on possessions at the screening point.
2. You will be asked to walk through a metal detector or a body scanner. You may be asked to remove your shoes, your coat/jacket, your belt or other objects that may cause an alarm.
3. If the metal detector or body scanner alarms, you will be asked by the screening officer to remove any further objects and place them on the trays provided. You will then be asked to walk through the device a second time.
4. If the metal detector or body scanner alarms again, you will be asked to take part in a frisk (pat down) search. You can ask for that screening to take place in a private room. Please talk to the screening officers to make these arrangements.
5. Let screening staff know if you have any medical conditions that might cause the metal detector alarm to sound, for example, an implanted metallic joint.
6. You may also be selected for explosive trace detection testing.

If you refuse to be screened, you will not be allowed to pass through the security screening point or to board your flight.

Body scanners represent the most advanced passenger screening technology available and are capable of detecting a range of sophisticated threats beyond those detected by conventional screening technologies.

Aviation Security Officers may test you and your baggage for traces of explosives.

Officers must carry out ETD tests on a random and continuous basis to meet regulatory requirements. If you are selected for a random ETD test, and you decline to undergo testing, you will not be permitted past the security screening point or to board your aircraft.

Travellers requiring special assistance

U.A.E Airport recognize that some passengers may require special assistance when travelling through the airport.

There are dedicated special assistance lanes at our international and domestic terminals, staffed by security officers specifically trained to assist and help make the security screening process smoother.

- Pushchairs and walking aids will be X-ray screened.
- Wheelchairs will be thoroughly searched.
- If you are taking prescription medications or syringes with you, each item should be in its original container and you should carry the prescription with you.

- Veiled women
As the first initiative of its kind in the UAE, Abu Dhabi International Airport now offers dedicated counters with automatic doors to allow for more discreet security checks in order to protect the dignity of our veiled female passengers.
- Travellers who are hearing- or vision-impaired
- Travellers who are hearing- or vision-impaired may have specific needs and requirements when flying out of Australia. Security screening officers may use hand signals to gain the attention of a passenger who is hearing-impaired. Screening officers are trained to talk to the hearing-impaired passenger, and not to their escort. It is important for the hearing-impaired passenger to understand what they need to do to assist with the security screening process.
- Passengers who are vision-impaired may prefer to undergo a physical search rather than go through the metal detection equipment. The passenger can request that they stand or sit for the physical search, and have the option for the screening to take place in private, if they wish.
- Where it is necessary for security screening officers to search the belongings of a person who is vision-impaired, they are trained to replace the items in their original locations so they can easily be found again.
- Hearing aids are considered to be part of the person who is wearing them, and as such, the wearer will not be asked to remove their hearing aid prior to being screened.
- Travelling with children
- Travelling with children, especially young children, puts special demands on the adults responsible for their well-being. Following the simple steps below will help make your journey as safe and comfortable as possible.

4-Baggage screening

- Luggage
All luggage will be checked in at the airport. Your total luggage weight allowance and the maximum dimensions of each piece of luggage depends on the airline you're flying with, your class of travel and the route you're flying. Check your airline's website or contact them directly. Airlines will charge you if these limits exceeded. In line with the regulations of most international airports, Abu Dhabi International Airport will accept a maximum weight of 32 kg /70.6 lbs for each piece of checked luggage. You might be requested to repack should one of your bags weigh more than 32 kg.

Before your baggage will be accepted at check-in, you must answer the security questions asked by the member of staff serving you at the check-in counter. As per aviation safety regulations, certain substances are restricted or prohibited from carriage on board.

- Hand luggage
The amount of hand luggage you bring on board with you depends on the airline you're flying with, your class of travel and the route you're flying. International regulations apply concerning any Liquids, Aerosols & Gels (LAGS) carried in hand luggage. All liquids must be in containers of maximum of 100ml, and

these should fit into a clear resealable plastic bag of maximum 1 liter capacity (approximately 20cm x 20cm). Plastic bags are available at the airport at all clearly marked Customer Service Information Desks.

- Travelling with laptops and tablets

You may have to take your laptop or tablet out of its bag and place it in the tray provided at the security screening point. Removing your laptop or tablet from your bag will ensure screening officers have an unobstructed view as they move through the screening equipment.

A recent restriction on this point has been applied, is for those travelling to US or UK Emirates Airlines is advising travellers to the USA, Canada and the UK that they are required to switch on their electronic devices at Dubai International airport or risk being denied boarding. All electronic devices are required to have sufficient power before reaching the airport. This advisory is part of enhanced security measures required by the authorities of these countries and is applicable to passengers of all airlines.

I: What other measures are in place? Are there any restrictions on liquids?

M: Containers of liquid must contain no more than 100ml and should be in a single, transparent, resealable plastic bag. The restrictions do not apply if the liquids are for essential medical purposes, for special dietary requirements or contain baby food or baby milk.

Passengers travelling to the UAE should prepare for extra screening and the possibility of being searched at the gate as well as in the security hall.

- Any items that do not belong to them
- Any items that are wrapped (eg. gifts) of which they have no knowledge of the contents.

-All your checked baggage will be screened by airport security, so make sure that you haven't packed any prohibited items before checking in.

-After you have checked in, you will pass through a security check-point before you enter passport control. This need not be a stressful experience.

-If you've been drinking water/juice etc., throw the bottle away before you get to airport security, as you won't be allowed to take it in with you.

- In line with international regulations, if you are taking liquids or gels in your hand luggage, remember that you may only take containers of 100ml or less, and they must all fit into a one liter resealable plastic bag. If you don't comply with these regulations, your liquids could be confiscated.

I: What security procedures applied on passengers arriving in the State?

M: All hand luggage will be X-ray screened and you will pass through a metal detector.

-You could be asked to place your mobile phone, keys and metal objects in a tray to go through the scanner, so make sure these are easily accessible, together with your liquids and gels.

-You will be asked to pull out your laptop to put through the scanner.

-You will probably be asked to remove your belt and shoes and possibly your jacket as well, before going through security. Wearing shoes that are easily removed will make things simpler for you.

-Pushchairs and walking aids will be X-ray screened.

-Wheelchairs will be thoroughly searched.

-If you are taking prescription medications or syringes with you, each item should be in its original container and you should carry the prescription with you.

I: What security measures used to in regard to luggage and bags?

M: Passengers must avoid these PROHIBITED ITEMS as shown on the table below:

List of unacceptable items Lifetime prohibited items (cabin/checked in)

- Firearms
- Blades
- Knives and cutting tools
- Bludgeons
- Scissors
- Ammunition
- explosives
- Disabling or incapacitating items
- Chemicals/biological attack items and substances • Fireworks and fire extinguishers
- Gunpowders and smoke flares
- Controlled drugs, and contraband drugs
- Vehicle airbags
- Liquid bleach
- Torch lighters
- Aerosols which might be more flammable (unless it is urgent)
- Hand grenades

• Generally people are screened through airport security into areas where the exit gates to the aircraft are located.

• The UAE government prohibits drugs, narcotics and chemicals and before you enter the UAE, you are advised to take all precaution to ensure that you do not carry such substances; either in person, your luggage or in medicines you may be carrying. Strict penalties include imprisonment followed by deportation.

• Other banned items include pornographic material, non-Islamic religious pamphlets for missionary activities, fireworks, ivory, weapons & ammunition, chemical and organic fertilizers, laser pens, radar jammers/other unauthorized communication devices, endangered animal species, and any objects, sculptures, paintings, books or magazines which do not adhere to the religious and moral values of the UAE.

: What security guidelines provided to passengers when they arrive at the airport?

Information panels were set up in various locations, such as the departure check-In hall and screening points, to inform and remind passengers of all restrictions and guidelines. Pamphlets on restrictions are available for passengers' ready reference and regular announcements are being made. Also, tables have been set up for passengers who may need to re-pack their belongings.

Most of the passengers are made aware of the rules, and security guidelines on the airport facilities and website, and for the few who are not, the LAGs roving staff were there to give a hand,

To ensure smooth processing of travel formalities, passengers have been advised to check-in all liquids, aerosols and gels items not required during their flight in their check-in luggage. Liquids, aerosols and gels required during the flight should be packed in accordance with the new restrictions, before passengers arrive at the airport.

After passengers have checked in, you will pass through a security check-point before you enter passport control. This need not be a stressful experience.

- You could be asked to place your mobile phone, keys and metal objects in a tray to go through the scanner, so make sure these are easily accessible, together with your liquids and gels.
- You will be asked to pull out your laptop to put through the scanner.
- You will probably be asked to remove your belt and shoes and possibly your jacket as well, before going through security. Wearing shoes that are easily removed will make things simpler for you.

I: What training courses have you received so far to enable you to do your job?

M: Our security staff and managers are frequently subjected to specialized courses in the field. Our security courses provide timely information on legislation and strategies for addressing today's security challenges. With courses ranging from operations to planning to management, They can find training for every step of their career.

Training course include but not limited to:

- Stay current with international security standards and best practices
- Cultivate technical, operational and executive management skills
- Learn about crisis management and risk assessment
- Security X-ray screening operation
- Security checkpoint management
- Predictive passenger screening
- Executive Cyber security awareness
- Unruly passenger prevention and response
- Passenger data course
- Aviation security awareness
- Airport security operation
- CBT course
- Body Language

Appendix 5

Semi Structured Interview transcripts (Examples)

Interview setting: Time 11 12:30 pm

Location: Abu Dhabi airport

Interviewee: Major K.K. Central operation manager

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

Researcher: What is the job title of your job?

Interviewee answer: Airport Security Director

1. Researcher: How long have you spent in this job?

Interviewee answer: 13 years

2. Researcher : Are you in direct contact with travelers arriving or travelling through airports in the state?

Interviewee answer: Not always, but in some cases that require my direct intervene.

3. Researcher : When conducting a security inspection process on passengers, are there any measures that cause discomfort or irritation to travelers because of his religion or culture?

Interviewee answer: There are no measures that excite traveler's anger or discomfort.

Sometimes there are some travelers who are not comfortable with some of the strict inspection procedures

Such as:

Taking off their shoes, taking off the turban with Sikhs

But it is a security measure that has to be done and obeyed by all.

4. Researcher : Has any of the passengers ever complain about security inspection on him due to his/her belief that there is contempt for his/her culture or religion?

Interviewee answer: In the past people were complaining; now no one can argue.

And if that happened, the protester is then transferred to an inspection officer in charge (usually a lieutenant, captain or major) to inform him of the legal procedures and laws.

In the event of abuse of inspection any passenger has the right to make a complaint to the security officer in charge (usually a lieutenant, captain or major) who immediately investigates the issue and take action against the officer in charge (if found guilty) which might lead to his transfer or dismissal.

5. Researcher: From your personal experience has any of the passengers ever felt offended or contemptuous while conducting inspection on his body by scanner device or manual inspection?

Interviewee answer: No passenger has ever felt offended that is because the laws that applied in our international airports are international rules which are applied all over the world (ICAO)

The passenger is searched by a scanner device. However, in the case of suspicion or if the security man has any doubts by his sense of security, then the passenger is searched by hand.

Search by hand is conducted in special rooms designed for that purpose and equipped with cameras.

The person is returned to his country if he refuses inspection.

Holders of immunities are not search upon presentation of proof.

6. Interviewee : Satisfaction of travelers is an important factor in forming the good reputation of the country as a whole? What do you think?

Researcher answer: Yes, reflected on the country's reputation so we always stress the need for the good treatment of passengers with a smile and in good style and respectful treatment.

7. Researcher question: Does the passenger's country have any effect on passenger security screening process?

Interviewee : Inspection procedures are always the same and vary due to certain instructions from the Civil Aviation Authority or the central operation unit which determined by special security plan to implement while conducting security measures.

8. Researcher : Does age, nationality and origin have any role in the inspection process?

Interviewee : Inspection procedures of travelers do not vary whether they are young or old, or to which country they belong, even if a wheel chaired person is searched.

A female is searched by a female.

Heart patients are not searched by scanner devices if they have shown a medical certificate so vigilantly they are inspected by hand.

A baby is searched with his mother in a private room specially prepared for the inspection of women.

9. Researcher : In the case of suspicion of a passenger, what are the actions that usually follow? Does religion or culture have any role in the adoption of a particular procedure?

Interviewee In the case of suspicion (aroused by the detection device), the person is searched manually in private rooms and he may be asked to take off all his clothes if it appears necessary.

10. Researcher question: What are the outcomes of your training courses in dealing with travelers?

Interviewee :

How to deal with passengers and how to conduct inspections in accordance with international law followed in all Contracting States with ICAO Organization

Speaking English with foreigners who do not speak Arabic because it is a universal language.

11. Researcher : What are the courses that you received in dealing with religious and cultural matters pertaining to passengers through airports in the state?

Interviewee answer: Courses dealing with travelers.

Security awareness courses.

Educational sessions about the cultures of different countries (cross cultures).

12. Researcher question: It is said that there are specific risks related to religious extremism appear in the form of terrorist acts could represent a threat to the state airports?

Interviewee answer:

Agree with this view and therefore we strengthen security measures of inspection in case there was any information or communication there is a security risk.

And we follow a specific plan to deal with the danger

We provide travelers, employees, security officials with direction and instructions to follow in order to strengthen security measures.

13. Researcher question: Do you think that the current security situation at airports of the state is satisfying and sufficient for travelers to have a sense of security and safety? And why?

Interviewee answer:

Yes, sufficient and convincing to their sense of security and safety because we follow strict security measures at our airports.

14. Researcher question: What if you found inside a passenger's bags religious and cultural holdings which are incompatible with the religion and culture of the state?

Interviewee answer:

Religious and cultural items are not confiscated if they do not pose a threat w to state security or airports.

If the religious item is shaped like a weapon, then it is confiscated.

15. Researcher question: What are the procedures followed in the doorways at the airport?

Interviewee answer:

There are security permits given to all the workers and security officials.

All civilians are searched even though they have security permits and they enter through special doors after presenting the statement of security. However, security personnel, only show their declaration (ID card) when entering.

In case an employee is suspected, the security officer in charge (usually a lieutenant, captain or major) is called and the suspected employee is then transferred to an investigation room, and legal proceedings are then followed against him.

16. Researcher question: Before the traveler enters and begins his/her travel procedures what should he/she do?

Interviewee answer:

There are authorized security companies to help the travelers and guide them before they begin their flight procedures.

A Passenger is directed to take out everything he carries, a metal or any forbidden items are checked before entering through the main gate to start check in.

17. Researcher question: Does religion or culture have any role in the security screening process at the airport?

Interviewee answer:

Has no role because the security checks do not differ due to international security measures specified by "ICAO" The Convention is an international treaty and every traveler has to understand and comply with this.

However, everyone has the right to submit a complaint to the officer in charge (usually a lieutenant, captain or major) if he/she feels an insult or demean or abuse in the application security inspection by security staff.

18. Researcher question: What are the devices that are used in security screening process and in any case be used and whether the traveler's religion or culture has any impact on how it is used?

Interviewee answer: The use of these devices does not differ from person to another, irrespective of his religion or culture.

A metal detector.

A security gate.

Luggage inspection device.

Sniffer dogs in case of suspicion.

Drug detectors.

19. Researcher : Do you see any threats or risks that can hinder the security inspection procedures and how it can be avoided, if found?

Interviewee answer:

There are no risks and impediments that can be mentioned.

Anyone goes through inspection process even though he was sick.

20. Researcher question: How do you deal with people with migrant cultures and those who do not adhere to the religious and cultural principles of the state?

Interviewee answer:

Dealing with everyone in accordance with security measures.

No one gets caught for his/her cultural and religious matters unless they constitute a clear violation of security regulations, according to the law.

Actions that represent a breach of public morality and ethics are dealt with by providing guidance and awareness to the person verbally and respectfully.

21. Researcher question: What are the security procedures that normally apply to travelers through airports in the state?

Interviewee answer:

The traveler passes through several gates each with specific security measures designed to the following:

Ensure that the traveler does not carry metal objects which are dangerous.

Make sure he/she does not carry materials or devices prohibited by law.

Make sure he/she does not carry drugs or toxic substances or gaseous

Make sure that he/she does not carry exceeding amount of permitted liquids.

22. Researcher question: What are the security procedures for bags, luggage and electronic devices?

Interviewee answer:

Searching luggage, bags with special device for luggage and electronic devices have to be opened and checked to make sure they do not constitute any risk.

23. Researcher question: Is there any consideration of particular countries when conducting security inspection process?

Interviewee answer:

Sometimes security inspection is strengthened on certain travelers or certain nationalities or certain airline where there is an external threat reported by the civil aviation administration or the central operations unit.

24. Researcher question: How do you deal with travelers who have specific religious and cultural requirements, such as clothing and religious symbols and inscriptions and religious books?

Interviewee answer:

Nothing in that if they do not pose a threat to the safety of the aircraft or its passengers, otherwise, they are confiscated.

IF it could be used as a weapon, that threatens the security of passengers and thus confiscated.

25. Researcher question: What are the security instructions that are given to travelers upon arrival to the airport, and how these instructions are passed on to them?

Interviewee answer:

Before walk through to inspection there are electronic screens showing all the security guidelines that travelers should follow

All the prohibited items are shown on screens by pictures.

An instructions manual written in Arabic and English is handed to passengers arriving in the state, illustrating all cultural and religious principles of the state.

Interview transcript: 2

Interview setting: Time 14:00 15:00 PM

Location: Abu Dhabi airport

Interviewee: Director of Research and Planning

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

1. Researcher question: What is the job title of your job?

Interviewee answer: Director of Research and Planning

2. Researcher question How long have you spent in this job?

Interviewee answer: 10 years

3. Researcher question: Are you in direct contact with travelers arriving or travelling through airports in the state?

Interviewee answer: very rarely.

4. Researcher question: When conducting a security inspection process on passengers, are there any measures that cause discomfort or irritation to travelers because of his religion or culture?

Interviewee answer: There are no quantitative measures that excite traveler's anger or discomfort.

Sometimes there are some passengers who are not comfortable with some of the strict inspection procedures currently being conducted in the airports

5. Researcher question: Has any of the passengers ever complained about security inspection on him due to his/her belief that there is contempt for his/her culture or religion?

Interviewee answer: In the past people were complaining; now no one argues and if that happened, the complainer is then transferred to the duty officer in charge to inform the passenger of the legal procedures and laws.

6. Researcher question: From your personal experience has any of the passengers ever felt offended or contemptuous while conducting inspection on his body by scanner device or manual inspection?

Interviewee answer: Some passengers felt offended before, however, the security officer explained to them that all passengers are undertaking the same routine procedures.

7. Interviewee question: Satisfaction of travelers is an important factor in forming the good reputation of the country as a whole? What do you think?

Researcher answer: Yes, reflected on the country's reputation so we always stress the need for the good treatment of passengers in a good manner.

8. Researcher question: Does the passenger's country have any effect on passenger security screening process?

Interviewee answer: Inspection routine procedures are always the same and vary due to certain instructions from the Civil Aviation Authority or the central operation unit which determined by special security plan to implement while conducting security measures.

9. Researcher question: Does age, nationality and origin have any role in the inspection process?

Interviewee answer: Inspection procedures of travelers do not vary whether they are young or old, or to which country they belong.

10. Researcher question: In the case of suspicion of a passenger, what are the actions that usually follow? Does religion or culture have any role in the adoption of a particular procedure?

Interviewee answer: In the case of suspicion (aroused by the detection device), the person is searched manually in private rooms.

11. Researcher question: It is said that there are specific risks related to religious extremism appear in the form of terrorist acts could represent a threat to the state airports?

Interviewee answer:

Agree with this view and therefore we strengthen security measures of inspection in case there was any information or communication there is a security risk.

And we follow a specific plan to deal with the danger

We provide travelers, employees, security officials with direction and instructions to follow in order to strengthen security measures.

12. Researcher question: Do you think that the current security situation at airports of the state is satisfying and sufficient for travelers to have a sense of security and safety? And why?

Interviewee answer:

Yes, sufficient and convincing to their sense of security and safety because we follow strict security measures at our airports.

13. Researcher question: What if you found inside a passenger's bags religious and cultural holdings which are incompatible with the religion and culture of the state?

Interviewee answer: Religious and cultural items are not confiscated if they do not pose a threat to state security or airports.

If the religious item is shaped like a weapon, then it is impounded.

14. Researcher question: What are the procedures followed in the doorways at the airport?

Interviewee answer:

There are security permits given to all the workers and security officials. All civilians are searched even though they have security permits and they enter through special doors after presenting the statement of security. However, security personnel, only show their declaration (ID card) when entering.

15. Researcher question: Before the traveler enters and begins his/her travel procedures what should he/she do?

Interviewee answer:

There are authorized security companies to help the travelers and guide them before they begin their flight procedures.

A Passenger is directed to take out everything he carries, a metal or any forbidden items are checked before entering through the main gate to start check in.

16. Researcher question: Does religion or culture have any role in the security screening process at the airport?

Interviewee answer:

Religion and Culture Have no role because the security checks do not differ due to international security measures specified by "ICAO" The Convention is an international treaty and every traveler has to understand and comply with this.

17. Researcher question: What are the devices that are used in security screening process and in any case be used and whether the traveler's religion or culture has any impact on how it is used?

Interviewee answer: The use of these devices does not differ from person to another, irrespective of his religion or culture.

A metal detector, security gates, Luggage inspection device, Sniffer dogs in case of suspicion and Drug detectors.

18. Researcher question: Do you see any threats or risks that can hinder the security inspection procedures and how it can be avoided, if found?

Interviewee answer:

There are no risks that can be mentioned.

19. Researcher question: How do you deal with people with migrant cultures and those who do not adhere to the religious and cultural principles of the state?

Interviewee answer:

Dealing with everyone in accordance with security measures.

No one gets caught for his/her cultural and religious matters unless they constitute a clear violation of security regulations, according to the law.

20. Researcher question: What are the security procedures that normally apply to travelers through airports in the state?

Interviewee answer:

The traveler passes through several gates each with specific security measures designed to the following:

Ensure that the traveler does not carry metal objects which are dangerous.

Make sure he/she does not carry materials or devices prohibited by law.

Make sure he/she does not carry drugs or toxic substances or gaseous

Make sure that he/she does not carry exceeding amount of permitted liquids.

21. Researcher question: What are the security procedures for bags, luggage and electronic devices?

Interviewee answer:

Searching luggage, bags with special device for luggage and electronic devices have to be opened and checked to make sure they do not constitute any risk.

22. Researcher question: Is there any consideration of particular countries when conducting security inspection process?

Interviewee answer:

Sometimes security inspection is strengthened on certain travelers or certain nationalities or certain airline where there is an external threat reported by the civil aviation administration or the central operations unit.

23. Researcher question: How do you deal with travelers who have specific religious and cultural requirements, such as clothing and religious symbols and inscriptions and religious books?

Interviewee answer:

Nothing in that if they do not pose a threat to the safety of the aircraft or its passengers, otherwise, they are confiscated.

24. Researcher question: What are the security instructions that are given to travelers upon arrival to the airport, and how these instructions are passed on to them?

Interviewee answer:

Before walk through to inspection there are electronic screens showing all the security guidelines that travelers should follow

All the prohibited items are shown on screens by pictures.

An instructions manual written in Arabic and English is handed to passengers arriving UAE.

Interview transcript 3

Interview setting: Time 10:00 11:00 AM

Location: Abu Dhabi airport

Interviewee: Director of public relation

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

1. Researcher question: What is the job title of your job?
Interviewee answer: Director of Public Relation
2. Researcher question How long have you spent in this job?
Interviewee answer: 15 years
3. Researcher question: Are you in direct contact with travelers arriving or travelling through airports in the state?
Interviewee answer: very rarely.
4. Researcher question: When conducting a security inspection process on passengers, are there any measures that cause discomfort or irritation to travelers because of his religion or culture?
Interviewee answer: There are no measures that excite traveler's anger or discomfort.
5. Researcher question: Has any of the passengers ever complain about security inspection on him due to his/her belief that there is contempt for his/her culture or religion?
Interviewee answer: In the past some people complained; now no cases have been reported.
6. Researcher question: From your personal experience has any of the passengers ever felt offended or contemptuous while conducting inspection on his body by scanner device or manual inspection?
Interviewee answer: No passenger has ever felt offended that is because the laws that applied in our international airports are international rules which are applied all over the world (ICAO)
7. Interviewee question: Satisfaction of travelers is an important factor in forming the good reputation of the country as a whole? What do you think?
Researcher answer: Yes, reflected on the country's reputation
8. Researcher question: Does the passenger's country have any effect on passenger security screening process?
Interviewee answer: Inspection procedures are always the same and vary due to certain instructions from the Civil Aviation Authority or the central operation unit which determined by special security plan to implement while conducting security measures.
9. Researcher question: Does age, nationality and origin have any role in the inspection process?
Interviewee answer: Inspection procedures of travelers do not vary whether they are young or old, or to which country they belong. females are being searched by females.
10. Researcher question: In the case of suspicion of a passenger, what are the actions that usually follow? Does religion or culture have any role in the adoption of a particular procedure?
Interviewee answer: In the case of suspicion the person is searched manually in private rooms.
11. Researcher question: What are the outcomes of your training courses in dealing with travelers?
Interviewee answer:

How to deal with passengers and how to conduct inspections in accordance with international law followed in all Contracting States with ICAO Organization.

12. Researcher question: What are the courses that you received in dealing with religious and cultural matters pertaining to passengers through airports in the state?

Interviewee answer: Courses in dealing with travelers.

Educational sessions about the cultures of different countries (cross cultures).

13. Researcher question: It is said that there are specific risks related to religious extremism appear in the form of terrorist acts could represent a threat to the state airports?

Interviewee answer:

Agree with this view and therefore we strengthen security measures of inspection in case there was any information or communication there is a security risk.

14. Researcher question: Do you think that the current security situation at airports of the state is satisfying and sufficient for travelers to have a sense of security and safety? And why?

Interviewee answer:

Yes, sufficient and convincing to their sense of security and safety because we follow strict security measures at our airports.

15. Researcher question: What if you found inside a passenger's bags religious and cultural holdings which are incompatible with the religion and culture of the state?

Interviewee answer:

Religious and cultural items are not confiscated if they do not pose a threat w to state security or airports.

If the religious item is shaped like a weapon, then it is confiscated.

16. Researcher question: What are the procedures followed in the doorways at the airport?

Interviewee answer:

There are security permits given to all the workers and security officials. Moreover, all civilians are searched even though they have security permits and they enter through special doors after presenting the statement of security.

17. Researcher question: Before the traveler enters and begins his/her travel procedures what should he/she do?

Interviewee answer:

There are authorized security companies to help the travelers and guide them before they begin their flight procedures.

all Passenger are directed to take out everything s/he carries for security checking procedures.

18. Researcher question: Does religion or culture have any role in the security screening process at the airport?

Interviewee answer:

Religion and culture have no role because the security checks do not differ due to international security measures specified by "ICAO" The Convention is an international treaty and every traveler has to understand and comply with this.

19. Researcher question: What are the devices that are used in security screening process and in any case be used and whether the traveler's religion or culture has any impact on how it is used?

Interviewee answer: The use of these devices does not differ from person to another, irrespective of his religion or culture.

security gates, metal detectors, sniffer dogs in case of suspicion, Luggage inspection device, drug detectors.

20. Researcher question: Do you see any threats or risks that can hinder the security inspection procedures and how it can be avoided, if found?

Interviewee answer:

There are no risks that can be mentioned.

21. Researcher question: How do you deal with people with migrant cultures and those who do not adhere to the religious and cultural principles of the state?

Interviewee answer:

Dealing with everyone in accordance with security measures.

No one gets caught for his/her cultural and religious matters unless they constitute a clear violation of security regulations, according to the law.

22. Researcher question: What are the security procedures that normally apply to travelers through airports in the state?

Interviewee answer:

The traveler passes through several gates each with specific security measures designed to the following:

Ensure that the traveler does not carry metal objects which are dangerous.

Make sure he/she does not carry materials or devices prohibited by law.

Make sure he/she does not carry drugs or toxic substances or gases.

Make sure that he/she does not carry exceeding amount of permitted liquids.

23. Researcher question: What are the security procedures for bags, luggage and electronic devices?

Interviewee answer:

Searching luggage, bags with special device for luggage and electronic devices have to be opened and checked to make sure they do not constitute any risk.

24. Researcher question: Is there any consideration of particular countries when conducting security inspection process?

Interviewee answer:

Sometimes security inspection is strengthened on certain travelers or certain nationalities or certain airline where there is an external threat reported by the civil aviation administration or the central operations unit.

25. Researcher question: How do you deal with travelers who have specific religious and cultural requirements, such as clothing and religious symbols and inscriptions and religious books?

Interviewee answer:

Nothing in that if they do not pose a threat to the safety of the aircraft or its passengers, otherwise, they are confiscated.

26. Researcher question: What are the security instructions that are given to travelers upon arrival to the airport, and how these instructions are passed on to them?

Interviewee answer:

there are electronic screens showing all the security guidelines that travelers should follow those screens show all the prohibited items.

An instructions manual in both languages written in Arabic and English is handed to passengers arriving in the state, illustrating all cultural and religious principles of the state.

3.4 Interview transcript

Interview setting: Time 11:00 12:00 PM

Location: Abu Dhabi airport

Interviewee: Security Supervisor

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

1. Researcher question: What is the job title of your job?

Interviewee answer: Security supervisor

2. Researcher question How long have you spent in this job?

Interviewee answer: 5 years

3. Researcher question: Are you in direct contact with travelers arriving or travelling through airports in the state?

Interviewee answer: Yes, always.

4. Researcher question: When conducting a security inspection process on passengers, are there any measures that cause discomfort or irritation to travelers because of his religion or culture?

Interviewee answer: There are no measures that excite traveler's anger or discomfort.

Sometimes there are some passengers who are not comfortable with some of the strict inspection procedures currently being conducted in the airport.

5. Researcher question: Has any of the passengers ever complain about security inspection on him due to his/her belief that there is contempt for his/her culture or religion?

Interviewee answer: Yes, Some passengers complained.

6. Researcher question: From your personal experience has any of the passengers ever felt offended or contemptuous while conducting inspection on his body by scanner device or manual inspection?

Interviewee answer: No passenger has ever felt offended.

7. Interviewee question: Satisfaction of travelers is an important factor in forming the good reputation of the country as a whole? What do you think?

Researcher answer: Yes, reflected on the country's reputation so we always stress the need for the good treatment of passengers with a smile and in good style and respectful treatment.

8. Researcher question: Does the passenger's country have any effect on passenger security screening process?

Interviewee answer: Inspection procedures are always the same and vary due to certain instructions from the Civil Aviation Authority or the central operation unit.

9. Researcher question: Does age, nationality and origin have any role in the inspection process?

Interviewee answer: Inspection procedures of travelers do not vary whether they are young or old, or to which country they belong, even if a wheel chaired person is searched.

10. Researcher question: In the case of suspicion of a passenger, what are the actions that usually follow? Does religion or culture have any role in the adoption of a particular procedure?

Interviewee answer: In the case of suspicion (aroused by the detection device), the person is searched manually in private rooms and he may be asked to take off all his clothes if it appears necessary.

11. Researcher question: What are the outcomes of your training courses in dealing with travelers?

Interviewee answer:

How to deal with passengers and how to conduct inspections in accordance with international law followed in all Contracting States with ICAO Organization

Speaking English with foreigners who do not speak Arabic because it is a universal language.

12. Researcher question: What are the courses that you received in dealing with religious and cultural matters pertaining to passengers through airports in the state?

Interviewee answer: Courses dealing with travelers, Security awareness courses and educational sessions about the cultures of different countries (cross cultures).

13. Researcher question: It is said that there are specific risks related to religious extremism appear in the form of terrorist acts could represent a threat to the state airports?

Interviewee answer:

Agree with this view and therefore we strengthen security measures of inspection in case there was any information or communication there is a security risk.

14. Researcher question: Do you think that the current security situation at airports of the state is satisfying and sufficient for travelers to have a sense of security and safety? And why?

Interviewee answer:

Yes, sufficient and convincing to their sense of security and safety because we follow strict security measures at the airport.

15. Researcher question: What if you found inside a passenger's bags religious and cultural holdings which are incompatible with the religion and culture of the state?

Interviewee answer:

Religious and cultural items are not confiscated if they do not pose a threat w to state security or airports.

If the religious item is shaped like a weapon, then it is confiscated.

16. Researcher question: What are the procedures followed in the doorways at the airport?

Interviewee answer:

There are security permits given to all the workers and security officials.

17. Researcher question: Before the traveler enters and begins his/her travel procedures what should he/she do?

Interviewee answer:

There are authorized security companies' officials to help the passengers and guide them before they begin their flight procedures.

18. Researcher question: Does religion or culture have any role in the security screening process at the airport?

Interviewee answer:

Religion and culture have no role in the security screening process because the security checks do not differ due to international security measures specified by "ICAO" The Convention is an international treaty and every traveler has to understands and comply with rules and regulations.

19. Researcher question: What are the devices that are used in security screening process and in any case be used and whether the traveler's religion or culture has any impact on how it is used?

Interviewee answer: The use of these devices does not differ from person to another, irrespective of his religion or culture.

Metal detector, Security gate, Luggage inspection device, Sniffer dogs in case of suspicion and Drug detectors.

20. Researcher question: Do you see any threats or risks that can hinder the security inspection procedures and how it can be avoided, if found?

Interviewee answer:

There are no risks that can be mentioned.

21. Researcher question: How do you deal with people with migrant cultures and those who do not adhere to the religious and cultural principles of the state?

Interviewee answer:

Dealing with everyone in accordance with security measures.

No one gets caught for his/her cultural and religious matters unless they constitute a clear violation of security regulations, according to the law.

22. Researcher question: What are the security procedures that normally apply to travelers through airports in the state?

Interviewee answer:

The traveler passes through several gates each with specific security measures

23. Researcher question: What are the security procedures for bags, luggage and electronic devices?

Interviewee answer:

Searching luggage, bags with special device for luggage and electronic devices have to be opened and checked to make sure they do not constitute any risk.

24. Researcher question: Is there any consideration of particular countries when conducting security inspection process?

Interviewee answer:

Sometimes security inspection is strengthened on certain travelers or certain nationalities or certain airline where there is an external threat reported by the civil aviation administration or the central operations unit.

25. Researcher question: How do you deal with travelers who have specific religious and cultural requirements, such as clothing and religious symbols and inscriptions and religious books?

Interviewee answer:

Nothing in that if they do not pose a threat to the safety of the aircraft or its passengers, otherwise, they are confiscated.

26. Researcher question: What are the security instructions that are given to travelers upon arrival to the airport, and how these instructions are passed on to them?

Interviewee answer:

There are many electronic screens showing all the security guidelines that travelers should follow and all the prohibited items are shown on screens by pictures.

3.5 Interview transcript

Interview setting: Time 01:00 02:00 PM

Location: Abu Dhabi airport

Interviewee: Security Supervisor

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

1. Researcher question: What is the job title of your job?

Interviewee answer: Security supervisor

2. Researcher question How long have you spent in this job?

Interviewee answer: 6 years

3. Researcher question: Are you in direct contact with travelers arriving or travelling through airports in the state?

Interviewee answer: Yes, always.

4. Researcher question: When conducting a security inspection process on passengers, are there any measures that cause discomfort or irritation to travelers because of his religion or culture?

Interviewee answer: There are no measures that excite traveler's anger or discomfort.

Sometimes there are some passengers who are not comfortable with some of the strict inspection procedures currently being conducted in the airport.

5. Researcher question: Has any of the passengers ever complain about security inspection on him due to his/her belief that there is contempt for his/her culture or religion?

Interviewee answer: Yes, some passenger complained.

6. Researcher question: From your personal experience has any of the passengers ever felt offended or contemptuous while conducting inspection on his body by scanner device or manual inspection?

Interviewee answer: No passenger has ever felt offended.

7. Interviewee question: Satisfaction of travelers is an important factor in forming the good reputation of the country as a whole? What do you think?

Researcher answer: Yes, reflected on the country's reputation so we always stress the need for the good treatment of passengers with a smile and in good style and respectful treatment.

8. Researcher question: Does the passenger's country have any effect on passenger security screening process?

Interviewee answer: Inspection procedures are always the same and vary due to certain instructions from the Civil Aviation Authority or the central operation unit.

9. Researcher question: Does age, nationality and origin have any role in the inspection process?

Interviewee answer: Inspection procedures of travelers do not vary whether they are young or old, or to which country they belong, even if a wheel chaired person is searched.

10. Researcher question: In the case of suspicion of a passenger, what are the actions that usually follow? Does religion or culture have any role in the adoption of a particular procedure?

Interviewee answer: In the case of suspicion aroused by the devices, the person is searched manually in private rooms and he may be asked to take off all his clothes if it appears necessary.

11. Researcher question: What are the outcomes of your training courses in dealing with travelers?

Interviewee answer:

How to deal with passengers and how to conduct inspections in accordance with international law followed in all Contracting States with ICAO Organization.

12. Researcher question: What are the courses that you received in dealing with religious and cultural matters pertaining to passengers through airports in the state?

Interviewee answer: Courses dealing with travelers, Security awareness courses and educational sessions about the cultures of different countries (cross cultures).

13. Researcher question: It is said that there are specific risks related to religious extremism appear in the form of terrorist acts could represent a threat to the state airports?

Interviewee answer:

Agree with this view and therefore we strengthen security measures of inspection in case there was any information or communication there is a security risk.

14. Researcher question: Do you think that the current security situation at airports of the state is satisfying and sufficient for travelers to have a sense of security and safety? And why?

Interviewee answer:

Yes, sufficient and convincing to their sense of security and safety because we follow strict security measures at the airport.

15. Researcher question: What if you found inside a passenger's bags religious and cultural holdings which are incompatible with the religion and culture of the state?

Interviewee answer:

Religious and cultural items are not confiscated if they do not pose a threat w to state security or airports.

16. Researcher question: What are the procedures followed in the doorways at the airport?

Interviewee answer:

There are security permits given to all the workers and security officials.

All civilians are searched even though they have security permits and they enter through special doors after presenting the statement of security. However, security personnel, only show their declaration (ID card) when entering.

17. Researcher question: Before the traveler enters and begins his/her travel procedures what should he/she do?

Interviewee answer:

There are authorized security companies' officials to help the passengers and guide them before they begin their flight procedures.

18. Researcher question: Does religion or culture have any role in the security screening process at the airport?

Interviewee answer:

Religion and culture have no role in the security screening process because the security checks do not differ due to international security measures specified by "ICAO" The Convention is an international treaty and every traveler has to understand and comply with rules and regulations.

19. Researcher question: What are the devices that are used in security screening process and in any case be used and whether the traveler's religion or culture has any impact on how it is used?

Interviewee answer: The use of these devices does not differ from person to another, irrespective of his religion or culture.

Metal detector, Security gate, Luggage inspection device, Sniffer dogs in case of suspicion and Drug detectors.

20. Researcher question: Do you see any threats or risks that can hinder the security inspection procedures and how it can be avoided, if found?

Interviewee answer:

There are no risks that can be mentioned.

21. Researcher question: How do you deal with people with migrant cultures and those who do not adhere to the religious and cultural principles of the state?

Interviewee answer:

Dealing with everyone in accordance with security measures.

No one gets caught for his/her cultural and religious matters unless they constitute a clear violation of security regulations, according to the law.

22. Researcher question: What are the security procedures that normally apply to travelers through airports in the state?

Interviewee answer:

The traveler passes through several gates each with specific security measures.

23. Researcher question: What are the security procedures for bags, luggage and electronic devices?

Interviewee answer:

Searching luggage, bags with special device for luggage and electronic devices have to be opened and checked to make sure they do not constitute any risk.

24. Researcher question: Is there any consideration of particular countries when conducting security inspection process?

Interviewee answer:

Sometimes security inspection is strengthened on certain travelers or certain nationalities or certain airline where there is an external threat reported by the civil aviation administration or the central operations unit.

25. Researcher question: How do you deal with travelers who have specific religious and cultural requirements, such as clothing and religious symbols and inscriptions and religious books?

Interviewee answer:

Nothing in that if they do not pose a threat to the safety of the aircraft or its passengers, otherwise, they are confiscated.

26. Researcher question: What are the security instructions that are given to travelers upon arrival to the airport, and how these instructions are passed on to them?

Interviewee answer:

There are many electronic flat screens showing all the security guidelines that travelers should follow and all the prohibited items are shown on screens by pictures.

3.6 Interview transcript

Interview setting: Time 02:00 03:00 PM

Location: Abu Dhabi airport

Interviewee: Security Officer

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

1. Researcher question: What is the job title of your job?

Interviewee answer: Security officer

2. Researcher question How long have you spent in this job?

Interviewee answer: 3 years

3. Researcher question: Are you in direct contact with travelers arriving or travelling through airports in the state?

Interviewee answer: Always as this is my job.

4. Researcher question: When conducting a security inspection process on passengers, are there any measures that cause discomfort or irritation to travelers because of his religion or culture?

Interviewee answer: all passengers are treated in the same way however, there are no measures that excite traveler's anger or discomfort. On the other hand, some few passengers behave differently in response to the security checking procedures as a result of improper personal attitude.

5. Researcher question: Has any of the passengers ever complain about security inspection on him due to his/her belief that there is contempt for his/her culture or religion?

Interviewee answer: Yes, some passenger complained.

6. Researcher question: From your personal experience has any of the passengers ever felt offended or contemptuous while conducting inspection on his body by scanner device or manual inspection?

Interviewee answer: No passenger has ever felt offended otherwise, all cases I would refer it to personal attitude.

7. Interviewee question: Satisfaction of travelers is an important factor in forming the good reputation of the country as a whole? What do you think?

Researcher answer: Yes, reflected on the country's reputation so we always stress the need for the good treatment of passengers with a smile and in good style and respectful treatment.

8. Researcher question: Does the passenger's country have any effect on passenger security screening process?

Interviewee answer: Inspection procedures are always the same and vary due to certain instructions from the management authority.

9. Researcher question: Does age, nationality and origin have any role in the inspection process?

Interviewee answer: Inspection procedures of travelers do not vary whether they are young or old, or to which country they belong, even if handicaps.

10. Researcher question: In the case of suspicion of a passenger, what are the actions that usually follow? Does religion or culture have any role in the adoption of a particular procedure?

Interviewee answer: In the case of suspicion aroused by the devices, the person is searched manually in private rooms.

11. Researcher question: What are the outcomes of your training courses in dealing with travelers?

Interviewee answer:

How to deal with passengers and how to conduct inspections in accordance with international law followed in all Contracting States with ICAO Organization.

12. Researcher question: What are the courses that you received in dealing with religious and cultural matters pertaining to passengers through airports in the state? Are they sufficient?

Interviewee answer: Courses dealing with travelers, Security awareness courses and educational sessions about the cultures of different countries (cross cultures). However, some advanced courses are needed.

13. Researcher question: It is said that there are specific risks related to religious extremism appear in the form of terrorist acts could represent a threat to the state airports?

Interviewee answer:

Agree with this view and therefore we strengthen security measures of inspection in case there was any information or communication there is a security risk.

14. Researcher question: Do you think that the current security situation at airports of the state is satisfying and sufficient for travelers to have a sense of security and safety? And why?

Interviewee answer:

Yes, sufficient and convincing to their sense of security and safety because we follow strict security measures at the airport.

15. Researcher question: What if you found inside a passenger's bags religious and cultural holdings which are incompatible with the religion and culture of the state?

Interviewee answer:

Religious and cultural items are not confiscated if they do not pose a threat w to state security or airports.

16. Researcher question: What are the procedures followed in the doorways at the airport?

Interviewee answer:

There are security permits given to all the workers and security officials.

All civilians are searched even though they have security permits.

17. Researcher question: Before the traveler enters and begins his/her travel procedures what should he/she do?

Interviewee answer:

There are authorized security companies' officials to help the passengers and guide them before they begin their flight procedures in the very beginning.

18. Researcher question: Does religion or culture have any role in the security screening process at the airport?

Interviewee answer:

Religion and culture have no role in the security screening process because the security checks do not differ due to international security measures specified by "ICAO" The Convention is an international treaty and every traveler has to understand and comply with rules and regulations.

19. Researcher question: What are the devices that are used in security screening process and in any case be used and whether the traveler's religion or culture has any impact on how it is used?

Interviewee answer: The use of these devices does not differ from person to another, irrespective of his religion or culture.

Metal detector, Security gate, Luggage inspection device, Sniffer dogs in case of suspicion and Drug detectors.

20. Researcher question: Do you see any threats or risks that can hinder the security inspection procedures and how it can be avoided, if found?

Interviewee answer:

There are no risks that can be mentioned.

21. Researcher question: How do you deal with people with migrant cultures and those who do not adhere to the religious and cultural principles of the state?

Interviewee answer:

Dealing with everyone in accordance with security procedures however, no one gets caught for his/her cultural and religious matters unless they constitute a clear violation of security regulations, according to the law.

22. Researcher question: What are the security procedures that normally apply to travelers through airports in the state?

Interviewee answer:

The traveler passes through several gates each with specific security measures.

23. Researcher question: What are the security procedures for bags, luggage and electronic devices?

Interviewee answer:

Searching luggage, bags with special device for luggage and electronic devices have to be opened and checked to make sure they do not constitute any risk.

24. Researcher question: Is there any consideration of particular countries when conducting security inspection process?

Interviewee answer:

Sometimes security inspection is strengthened on certain travelers or certain nationalities or certain airline where there is an external threat reported by the management.

25. Researcher question: How do you deal with travelers who have specific religious and cultural requirements, such as clothing and religious symbols and inscriptions and religious books?

Interviewee answer:

Nothing in that if they do not pose a threat to the safety of the aircraft or its passengers, otherwise, they are confiscated.

26. Researcher question: What are the security instructions that are given to travelers upon arrival to the airport, and how these instructions are passed on to them?

Interviewee answer:

There are many electronic flat screens showing all the security guidelines that travelers should follow and all the prohibited items are shown on screens.

3.7 Interview transcript

Interview setting: Time 01:00 02:00 PM

Location: Abu Dhabi airport

Interviewee: Security Officer

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

1. Researcher question: What is the job title of your job?

Interviewee answer: Security officer

2. Researcher question How long have you spent in this job?

Interviewee answer: 4 years

3. Researcher question: Are you in direct contact with travelers arriving or travelling through airports in the state?

Interviewee answer: Always as this is my job.

4. Researcher question: When conducting a security inspection process on passengers, are there any measures that cause discomfort or irritation to travelers because of his religion or culture?

Interviewee answer: all passengers are treated in the same way however, there are no measures that excite traveler's anger or discomfort. some few passengers behave differently in response to the security checking procedures as a result of improper personal attitude.

5. Researcher question: Has any of the passengers ever complain about security inspection on him due to his/her belief that there is contempt for his/her culture or religion?

Interviewee answer: Yes, some passenger complained.

6. Researcher question: From your personal experience has any of the passengers ever felt offended or contemptuous while conducting inspection on his body by scanner device or manual inspection?

Interviewee answer: No passenger has ever felt offended otherwise, all cases I would refer it to personal attitude.

7. Interviewee question: Satisfaction of travelers is an important factor in forming the good reputation of the country as a whole? What do you think?

Researcher answer: Yes, reflected on the country's reputation so we always stress the need for the good treatment of passengers with a smile and in good style and respectful treatment.

8. Researcher question: Does the passenger's country have any effect on passenger security screening process?

Interviewee answer: Inspection procedures are always the same and vary due to certain instructions from the management authority.

9. Researcher question: Does age, nationality and origin have any role in the inspection process?

Interviewee answer: Inspection procedures of travelers do not vary whether they are young or old, or to which country they belong, even handicaps are subject to the security inspection.

10. Researcher question: In the case of suspicion of a passenger, what are the actions that usually follow? Does religion or culture have any role in the adoption of a particular procedure?

Interviewee answer: In the case of suspicion aroused by the devices, the person is searched manually in private rooms.

11. Researcher question: What are the outcomes of your training courses in dealing with travelers?

Interviewee answer:

How to deal with passengers and how to conduct inspections in accordance with international law followed in all Contracting States with ICAO Organization.

12. Researcher question: What are the courses that you received in dealing with religious and cultural matters pertaining to passengers through airports in the state? Are they sufficient?

Interviewee answer: Courses dealing with travelers, Security awareness courses and educational sessions about the cultures of different countries (cross cultures). However, some advanced courses are needed.

13. Researcher question: It is said that there are specific risks related to religious extremism appear in the form of terrorist acts could represent a threat to the state airports?

Interviewee answer:

Agree with this view and therefore we strengthen security measures of inspection in case there was any information or communication there is a security risk.

14. Researcher question: Do you think that the current security situation at airports of the state is satisfying and sufficient for travelers to have a sense of security and safety? And why?

Interviewee answer:

Yes, sufficient and convincing to their sense of security and safety because we follow strict security measures at the airport.

15. Researcher question: What if you found inside a passenger's bags religious and cultural holdings which are incompatible with the religion and culture of the state?

Interviewee answer:

Religious and cultural items are not confiscated if they do not pose a threat to state security or airports.

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Interviewee answer:

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All civilians are searched even though they have security permits.

17. Researcher question: Before the traveler enters and begins his/her travel procedures what should he/she do?

Interviewee answer:

There are authorized security companies' officials to help the passengers and guide them before they begin their flight procedures in the very beginning.

18. Researcher question: Does religion or culture have any role in the security screening process at the airport?

Interviewee answer:

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19. Researcher question: What are the devices that are used in security screening process and in any case be used and whether the traveler's religion or culture has any impact on how it is used?

Interviewee answer: The use of these devices does not differ from person to another, irrespective of his religion or culture.

Metal detector, Security gate, Luggage inspection device, Sniffer dogs in case of suspicion and Drug detectors.

20. Researcher question: Do you see any threats or risks that can hinder the security inspection procedures and how it can be avoided, if found?

Interviewee answer:

There are no risks that can be mentioned.

21. Researcher question: How do you deal with people with migrant cultures and those who do not adhere to the religious and cultural principles of the state?

Interviewee answer:

Dealing with everyone in accordance with security procedures however, no one gets caught for his/her cultural and religious matters unless they constitute a clear violation of security regulations, according to the law.

22. Researcher question: What are the security procedures that normally apply to travelers through airports in the state?

Interviewee answer:

The traveler passes through several gates each with specific security measures.

23. Researcher question: What are the security procedures for bags, luggage and electronic devices?

Interviewee answer:

Searching luggage, bags with special device for luggage and electronic devices have to be opened and checked to make sure they do not constitute any risk.

24. Researcher question: Is there any consideration of particular countries when conducting security inspection process?

Interviewee answer:

Sometimes security inspection is strengthened on certain travelers or certain nationalities or certain airline where there is an external threat reported by the management.

25. Researcher question: How do you deal with travelers who have specific religious and cultural requirements, such as clothing and religious symbols and inscriptions and religious books?

Interviewee answer:

Nothing in that if they do not pose a threat to the safety of the aircraft or its passengers, otherwise, they are confiscated.

26. Researcher question: What are the security instructions that are given to travelers upon arrival to the airport, and how these instructions are passed on to them?

Interviewee answer:

There are many electronic flat screens showing all the security guidelines that travelers should follow and all the prohibited items are shown on screens.

3.8 Interview transcript

Interview setting: Time 01:00 01:15 PM

Location: Abu Dhabi airport

Interviewee: Passenger 1

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

1. Do you feel safe and secure in the airport terminal building?

Interviewee answer: Yes, I do feel safe

2. Do you know that airport authority implements some security measures to passengers before they enter the boarding area?

Interviewee answer: yes, as it should be applied in all airports

3. Do you think that the Check in Interview (such questions as: Have you packed your own bags? Have your bags been in your possession at all times? Has anyone unknown to you asked you to carry something on board? is one of the security measures that improve airline safety and security.

Interviewee answer: Yes, these kind of questions let the passenger recall his/her mind to make sure that all things in the luggage belongs to him/her.

4. Do you believe that using explosive detection technology is important for securing passengers and aircrafts?

Interviewee answer:

Yes of course, using explosive detection technology is important for securing passengers and aircrafts

5. Do you consider that screening decrease the probability of unlawful interference acts?

Interviewee answer:

No, I don't think so.

6. Do you suppose that more intrusive searches such as X-rays and body cavity should only be given based on reasonable suspicion?

Interviewee answer: No, I think all passengers should go under X-ray and other devises for the safety of the aircraft and the other passengers.

7. Do you believe that the airport security service is ready to confront any acts of unlawful interference?

Interviewee answer: Yes, the airport security services is ready to confront any acts of unlawful interference.

8. Do believe that airport safety and security policies and procedures are consistent from airport to airport?

Interviewee answer:

No, for the under developing countries, I don't think that they are applying all the security procedures as a result of shortage of threat detection devices.

9. While waiting in line to security control at the airport, before entering the boarding area, what is your feeling?

Interviewee answer:

Nothing but a little nervous if the que is long.

10. How would you feel if you and your carryon luggage were selected to be searched personally?

Interviewee answer:

This routine happens anywhere, however, if I am sure of my luggage that would not upset me.

3.9 Interview transcript

Interview setting: Time 02:00 02:15 PM

Location: Abu Dhabi airport

Interviewee: Passenger 2

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

1. Do you feel safe and secure in the airport terminal building?

Interviewee answer: Yes, I do feel safe

2. Do you know that airport authority implements some security measures to passengers before they enter the boarding area?

Interviewee answer: yes, as it should be applied in all airports

3. Do you think that the Check in Interview (such questions as: Have you packed your own bags? Have your bags been in your possession at all times? Has anyone unknown to you asked you to carry something on board? is one of the security measures that improve airline safety and security.

Interviewee answer: Yes, these kind of questions let the passenger recall his/her mind to make sure that all things in the luggage belongs to him/her.

4. Do you believe that using explosive detection technology is important for securing passengers and aircrafts?

Interviewee answer:

Yes of course, using explosive detection technology is important for securing passengers and aircrafts

5. Do you consider that screening decrease the probability of unlawful interference acts?

Interviewee answer:

No, I don't think so.

6. Do you suppose that more intrusive searches such as X-rays and body cavity should only be given based on reasonable suspicion?

Interviewee answer: No, I think all passengers should go under X-ray and other devices for the safety of the aircraft and the other passengers.

7. Do you believe that the airport security service is ready to confront any acts of unlawful interference?

Interviewee answer: Yes, the airport security services is ready to confront any acts of unlawful interference.

8. Do believe that airport safety and security policies and procedures are consistent from airport to airport?

Interviewee answer:

No, for the under developing countries, I don't think that they are applying all the security procedures as a result of shortage of threat detection devices.

9. While waiting in line to security control at the airport, before entering the boarding area, what is your feeling?

Interviewee answer:

Nothing but a little nervous if the que is long.

10. How would you feel if you and your carryon luggage were selected to be searched personally?

Interviewee answer:

This routine happens anywhere, however, if I am sure of my luggage that would not upset me.

3.10 Interview transcript

Interview setting: Time 03:15 03:30 PM

Location: Abu Dhabi airport

Interviewee: Passenger 3

Thesis title: The role of religion and cultural dynamics in the application and development of security measures at the selected international airports in the United Arab Emirates.

1. Do you feel safe and secure in the airport terminal building?

Interviewee answer: Yes, I do feel safe

2. Do you know that airport authority implements some security measures to passengers before they enter the boarding area?

Interviewee answer: yes, as it should be applied in all airports

3. Do you think that the Check in Interview (such questions as: Have you packed your own bags? Have your bags been in your possession at all times? Has anyone unknown to you asked you

to carry something on board? is one of the security measures that improve airline safety and security.

Interviewee answer:

Yes, it would improve the airport and the airline safety and security.

4. Do you believe that using explosive detection technology is important for securing passengers and aircrafts?

Interviewee answer:

Yes of course.

5. Do you consider that screening decrease the probability of unlawful interference acts?

Interviewee answer:

No, I don't think so.

6. Do you suppose that more intrusive searches such as X-rays and body cavity should only be given based on reasonable suspicion?

Interviewee answer:

No, I think all passengers should go under X-ray and other devises for the safety of the aircraft and the other passengers.

7. Do you believe that the airport security service is ready to confront any acts of unlawful interference?

Interviewee answer:

Yes, the airport security services are ready to confront any acts of unlawful interference.

8. Do believe that airport safety and security policies and procedures are consistent from airport to airport?

Interviewee answer:

Yes.

9. While waiting in line to security control at the airport, before entering the boarding area, what is your feeling?

Interviewee answer:

Nothing but a little nervous if the que is long.

10. How would you feel if you and your carryon luggage were selected to be searched personally?

Interviewee answer:

I would not feel happy and comfort.

Appendix 2

Semi-structured interview samples

Interview with B. Qurwash/ VP HSSE Dubai International Airport

1. What is your position?

VP HSSE , IN Dubai International Airport .

2. How long have you been in this position?

I have been working in the security field for five years, but in my current position almost one year.

3. How long have you been working in Dubai International airport?

In Dubai Airport , I have spent more than Ten years.

4. Are you on direct contact with passengers?

Indirectly , where we produce and provide the rules, and others apply those rules , we need to follow up to make sure that those rules are applied correctly by the police department

5. What are the things that you usually do ?

6. What are the normal security procedures in Dubai airport?

The procedures used in Dubai airport are the ones used internationally , and follow IQ

7. Have you been trained for their job ?

Yes, sure . Where each one of the security field has to do training . And as I mentioned traing about IQ , and IATA

8. Do you got regularly training about the cultural and religious sensitive to be handled in the airport security process

YES, WE approach them to have a good communication skills with the public , besides using the social media , like Internet , magazines , newspapers . So the we start improving security man' communication skills with all people regardless of

their religion and culture , and even before starting to work in this field , we see if this person has any concern regarding that.

9. While searching a passenger do you care Religious and cultural sensitivities or invasion of personal sensitivities space.. etc.?

You know during the security search process it is something normal to see people with different religions , and high educated people about religion, sometimes this issue might be considered , some of those people if they are suspected they will be takes a side to room , where he will be searched properly , without insulting his dignity.

- **I gave a real example that I saw once in New York airport , where the security woman took Arab lady , who wore traditional Arabic clothes (Abaia) . to a far room to search her.
And I believe that this is the process use internationally, where the privacy of the passenger .**

I commented , this process is related to the religion and culture , and it should not affect the work .

10. Does the departure country of the passenger affect the accuracy of security search process?

Yes, As we all in all the airports follow an international organization , and there is an agreement . So I should make sure of the security of the airport that the passenger came from.

11. Has any of the passengers complained, that there was an insult of his culture or religion while the security search of his body or bags?

**Not a complaint, but he asked to consider a his case,
"I commented, we never heard that someone complained of attacking his privacy and dignity. So if he says that we have our way of search, we respect that "**

12. Do you think that there are religiously based threat i.e. terrorism or t extremism to the airport security?

No.

"I commented: I do not think so ,as I am a security officer , because security man deals with all passengers "

Yes that what we always do, we have a search procedure and it has to be applied on all people whether the passenger is a religious man or not. Because we have a goal , which is providing security and safety for all . So new do not care whether he is a religious man or even extremist, because the security process will cover all .

13. Do the age, gender, country of origin, have a role in security search?

No, no difference at all , and all these things will not affect. But we consider some cases , for example people who use the wheelchair could have a different way. But concerning the origin and gender will not have any role, and will not affect the search process.

14. In case of suspecting a passenger? What will be the additional steps? Does his religion or culture have a role?

In this case we will not tell him that he is suspected , and in this case we do not care about the religion or the culture , the rules cover all . and in such case we respect the passengers privacy and depending on that. The proper action will be taken whatever the religion or culture is.

15. What is the role that the religion and culture of the country, UAE, play?

"I commented: I think that in all the developed countries and UAE is one of them, educated people understand and support the process of search , but concerning religion , all people are the same."

Yes you are right , our principle is equality.

"I commented :

Educating people has many stages starting from the ticket itself , instructions on the plane."

Education starts as soon as you leave your home going to the airport, during your trip to the airport , and in the airport. Where there are boards.

16. Do you think that the security procedures in Dubai airport are satisfactory to the passengers, and to achieve a high level of security?

Yes , Dubai Airport is one of the best in the world regarding achieving a high standard of security.

"I commented: On the internet we can see the achievements of Dubai Airport and the rewards that won".

17. In your experience where passenger feel most offended like going through body scanner, personal; search .

Before using any new search machine, we usually educate the passengers about it , and the purpose of it . and inform them that no health harm of using it. Otherwise we will not use it.

18. Do you think that how passenger feel is important as it is related to the reputation of the country ?

Yes , sure . it is a priority . where we try to make all the processes in the airport fast and comfortable for the passengers.

"I commented: Yes that is right , we were informed by some passengers. And dubai airport is considered as one of the most comfortable airports in the world regarding the speed of process of security.

Interview with VP HSSE Dubai International Airport

19. What is your position?

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30. Do you think that there are religiously based threat i.e. terrorism or t extremism to the airport security?

No.

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Yes that what we always do, we have a search procedure and it has to be applied on all people whether the passenger is a religious man or not. Because we have a goal , which is providing security and safety for all . So new do not care whether he is a religious man or even extremist, because the security process will cover all .

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"I commented: Yes that is right , we were informed by some passengers. And dubai airport is considered as one of the most comfortable airports in the world regarding the speed of process of security.

B)

Interview with
Seargeant First Official of the inspection Department
Abu Dhabi Airport

1. What is your position?

I am an inspector, I am one of the officers who do the security search of the people and bags

2. How long have you been in this position?

Eight years

3. How long have you been working in Abu Dhabi airport?

Twelve years

4. Are you in direct contact with passengers?

Yes, sure as I informed previously that I am a member among those who do the security search.

5. What are the things that you usually do ?

I check and search the people and bags, and that is especially the ones that might not be clear in X-ray machines.

6. What are the normal security procedures in Abu Dhabi airport?

The procedures in Abu Dhabi airport are for stopping any forbidden material , to pass to the plane , so an accurate search will be followed to the bags and passengers

-I asked , Do you use the same procedures with the arrivals and departures ?

No, usually the departures need more security search, where the arrivals had the search in the country that they came from.

7. Have you been trained for their job ?

Yes, sure we there are always trainings, and especially for the inspection process, and how to deal with the public.

8. Do you got regularly training about the cultural and religious sensitive to be handled in the airport security process

Yes, there is ongoing training in these matters to see the world's cultural things and behaviors in order to avoid problems in those things and to show a respect for the religion.

9. Does the traveler to leave the country any impact on the inspection process?

In the inspection process we try to provide the highest standard of security and safety. And the integrity of the country , and we are very keen to do that and in na way that give a good reputation of the country and our work .

10. While searching a passenger do you care Religious and cultural sensitivities or invasion of personal sensitivities space.. etc.?

No, all the passengers are searched in the same way to achieve the required target which is the security of the country.

11. Does the departure country of the passenger affect the accuracy of security search process?

Yes. The departure of the country has a strong effect on the search process because some countries and after some security problem. Need more effort. Because we have no idea about the type of the coming people, and their ideas, and the accuracy of the search process in that country.

Has any of the passengers complained, that there was an insult of his culture or religion while the security search of his body or bags?

Some complained and they thought that was a disrespect and effect their dignity. But after that we used to explain that after the search process that was for the security and for the passenger's safety.

12. Do you think that there are religiously based threat i.e. terrorism or t extremism to the airport security?

Currently there are no inspections but all the security procedures should be on a high standard to avoid any off the problems.

13. Do the age, gender, country of origin, have a role in security search?

Regardless of the sex the search process is held for men and women , and to respect the gender issue , there are security women to search the women , and regarding the age disabled people might be considered but after making sure that they have health problems. Respecting the culture is a main factor in our work .

14. In case of suspecting a passenger? What will be the additional steps? Does his religion or culture have a role?

Yes there are special inspection rooms in case of suspecting a passenger , but his religion and culture will be taken into consideration , where the search will be conducted with respect to that.

15. What is the role that the religion and culture of the country, UAE, play?

We are Muslims and we respect all the religions and we show our respect to the religion and culture during the search process, and we clarify that to the passengers themselves.

16. Do you think that the security procedures in Ad airport are satisfactory to the passengers, and to achieve a high level of security?

Thankfully security measures in Abu Dhabi airport is with a high standard and a stable security inside the airport and the state took great interest in the airport and the best up to me to do the goal which is provide the security and safety of the country.

17. In your experience where passenger feel most offended like going through body scanner, personal; search .

We searched the two together, but in case any complains or shows any dissatisfaction, we inform him about the purpose of the search.

Yes we might have some complaints, but all the security members had good training on how to deal with such issues.

18. Do you think that how passenger feel is important as it is related to the reputation of the country ?

Yes , on the sense that we represent the country and the reputation of the country , and we show a high standard of security and respect through dealing with the arrivals from abroad.

Interview with
Sergeant First Official of the inspection Department
Abu Dhabi Airport

1. What is your position?

I am an inspector, I am one of the officers who do the security search of the people and bags

2. How long have you been in this position?

Eight years

3. How long have you been working in Abu Dhabi airport?

Twelve years

4. Are you in direct contact with passengers?

Yes, sure as I informed previously that I am a member among those who do the security search.

5. What are the things that you usually do ?

I check and search the people and bags, and that is especially the ones that might not be clear in X-ray machines.

6. What are the normal security procedures in Abu Dhabi airport?

The procedures in Abu Dhabi airport are for stopping any forbidden material , to pass to the plane , so an accurate search will be followed to the bags and passengers

-I asked , Do you use the same procedures with the arrivals and departures ?

No, usually the departures need more security search, where the arrivals had the search in the country that they came from.

7. Have you been trained for their job ?

Yes, sure we there are always trainings, and especially for the inspection process, and how to deal with the public.

8. Do you got regularly training about the cultural and religious sensitive to be handled in the airport security process

Yes, there is ongoing training in these matters to see the world's cultural things and behaviors in order to avoid problems in those things and to show a respect for the religion.

9. Does the traveler to leave the country any impact on the inspection process?

In the inspection process we try to provide the highest standard of security and safety. And the integrity of the country , and we are very keen to do that and in na way that give a good reputation of the country and our work .

10. While searching a passenger do you care Religious and cultural sensitivities or invasion of personal sensitivities space.. etc.?

No, all the passengers are searched in the same way to achieve the required target which is the security of the country.

11. Does the departure country of the passenger affect the accuracy of security search process?

Yes. The departure of the country has a strong effect on the search process because some countries and after some security problem. Need more effort. Because we have no idea about the type of the coming people, and their ideas, and the accuracy of the search process in that country.

Has any of the passengers complained, that there was an insult of his culture or religion while the security search of his body or bags?

Some complained and they thought that was a disrespect and effect their dignity. But after that we used to explain that after the search process that was for the security and for the passenger's safety.

12. Do you think that there are religiously based threat i.e. terrorism or t extremism to the airport security?

Currently there are no inspections but all the security procedures should be on a high standard to avoid any off the problems.

13. Do the age, gender, country of origin, have a role in security search?

Regardless of the sex the search process is held for men and women , and to respect the gender issue , there are security women to search the women , and regarding the age disabled people might be considered but after making sure that they have health problems. Respecting the culture is a main factor in our work .

14. In case of suspecting a passenger? What will be the additional steps? Does his religion or culture have a role?

Yes there are special inspection rooms in case of suspecting a passenger , but his religion and culture will be taken into consideration , where the search will be conducted with respect to that.

15. What is the role that the religion and culture of the country, UAE, play?

We are Muslims and we respect all the religions and we show our respect to the religion and culture during the search process, and we clarify that to the passengers themselves.

16. Do you think that the security procedures in Ad airport are satisfactory to the passengers, and to achieve a high level of security?

Thankfully security measures in Abu Dhabi airport is with a high standard and a stable security inside the airport and the state took great interest in the airport and the best up to me to do the goal which is provide the security and safety of the country.

17. In your experience where passenger feel most offended like going through body scanner, personal; search .

We searched the two together, but in case any complains or shows any dissatisfaction, we inform him about the purpose of the search.

Yes we might have some complaints, but all the security members had good training on how to deal with such issues.

18. Do you think that how passenger feel is important as it is related to the reputation of the country ?

Yes , on the sense that we represent the country and the reputation of the country , and we show a high standard of security and respect through dealing with the arrivals from abroad.

Interview
Security officer
Dubai International Airport

What is your position?

Watching the screen of the x ray machine.

2. How long have you been in this position?

I have been working in the security field for ten years, but in my current position five years.

3. How long have you been working in Dubai International airport?

Almost ten years.

4. Are you on direct contact with passengers?

No. because as I mentioned that I sit a side in front of a screen that shows what the passengers' bags contain. In case of noticing suspected materials I inform other members.

5. What are the normal security procedures in Dubai airport?

The procedures used in Dubai airport are ones of the best and highest standard in the world to achieve the security and safety of people.

6. Have you been trained for their job ?

Yes, I have many and we still do that regularly, in order to be updated with the new and recent strategies.

7. Do you get regularly training about the cultural and religious sensitive to be handled in the airport security process

YES, we do . but we do that without showing the passengers that we are interested or concern about that.

8. While searching a passenger do you care Religious and cultural sensitivities or invasion of personal sensitivities space.. etc.?

In fact as my work is not on direct contact with passengers I will reply on behalf of other security members who are on direct contact with passengers . Our policy in UAE in all fields and security is one of them is to respect people regardless of their religion or culture. And the privacy of passengers is very important for us.

9. Does the departure country of the passenger affect the accuracy of security search process?

I do not think so . Because all passengers go under the same security search process regardless of their religion and culture. We have a goal which is the security of the country and people , so we do our work perfectly with all cultures and religions, and without insulting any passenger.

10. Has any of the passengers complained, that there was an insult of his culture or religion while the security search of his body or bags?

To feel insult, that might happen , but after explaining the purpose he excuses us . But the insult not because of his religion or culture. But for a certain reason or misunderstanding.

11. Do you think that there are religiously based threat i.e. terrorism or t extremism to the airport security?

I do not think that in case of any threat that will be related to religion or culture . But simply that will be terrorism only for the idea of creating problems in the country. And that will not be related to a religion or culture

12. Do the age, gender, country of origin, have a role in security search?

No , the search process will cover all and on the same level .

13. In case of suspecting a passenger? What will be the additional steps? Does his religion or culture have a role?

If I suspect that a passenger's bag might contain some illegal material , I will make sure again by having another look. After that I will inform some other members about the case , then they will take the passenger's bag to a room where it will be opened and searched will . That will explained to the passenger later.

14. What is the role that the religion and culture of the country, UAE, play?

Our religion teaches us to respect all people equally . And respect their dignity.

15. Do you think that the security procedures in Dubai airport are satisfactory to the passengers, and to achieve a high level of security?

Yes. Dubai airport is one of the best in the world despite of all the nationalities and religions that visit Dubai airport , no problems recorded because of the high level of security process.

16. In your experience where passenger feel most offended like going through body scanner, personal; search .

Some do not like personal search, but that something personal. But all believe that the purpose is for the safety of them

17. Do you think that how passenger feel is important as it is related to the reputation of the country?

Yes. The first impression and idea about the country might be in the entrance of the country which is the airport. So I believe that the first feeling will be in the airport.

Interview with
A security officer in
Abu Dhabi Airport

1. What is your position?

I am a security officer in Abu Dhabi International Airport

1. How long have you been in this position?

About three years .

1. How long have you been working in Abu Dhabi airport?

In Abu Dhabi airport for ten years , but in different position.

1. Are you on direct contact with passengers?

Yes, usually I attend the security search process, of the passengers and bags.

1. What are the things that you usually do ?

My work is to monitor the search process, where some of security members do the search under my supervision, and showing me any suspect materials or people. Where I do an extra and more professional search. Where I sometimes take those suspected to rooms to be searched well. And there might be some investigations.

1. What are the normal security procedures in Abu Dhabi airport?

Abu Dhabi airport is like any airport , the security staff work to provide the passengers and the people in general with the security and safety . So that starts with hand search , or by using x ray machines .

1. Have you been trained for their job ?

Yes, sure had I good training and our government is very keen to provide us with security training. We were sent to many countries US. UK to be updated with what these countries have in this field.

1. Do you got regularly training about the cultural and religious sensitive to be handled in the airport security process

Yes, we do and recently because of the bad circumstances in the countries around the training became more. **As a part of awareness, but at the same time we train on respecting all the religions and cultures.**

1. Does the traveler to leave the country any impact on the inspection process?

To be honest this matter becomes more because of the war in the country a round so people who come from these countries or go , security process will be more but the respect of those people and their cultures is a main task in our work . So we can say that yes the departure or arrival country have a role in our search process.

1. While searching a passenger do you care Religious and cultural sensitivities or invasion of personal sensitivities space.. etc.?

In general all passengers have to go through the security search process, religion and culture are basic elements should be considered to be respected, so usually we do not ask the passengers about his religion or culture.

1. Does the departure country of the passenger affect the accuracy of security search process?

I mentioned before that the departure country has a role in the security search process especially nowadays with the war in some countries. But that does not mean that other countries do not go under the search process.

1. Has any of the passengers complained, that there was an insult of his culture or religion while the security search of his body or bags?

Honestly, yes . Sometimes some passengers feel something of insulation. But after explaining the reasons of that they understand and stop complaining. And we tell them that is for the public security and safety , and we are very aware of the passengers' dignity.

1. Do you think that there are religiously based threat i.e. terrorism or t extremism to the airport security?

Thank goodness , we have not seen that , but we should be always ready for any threat. And we in UAE believe that terrorism does not have any religion or culture.

1. Do the age, gender, country of origin, have a role in security search?

Concerning age only small children and very old people who might searched fast , but the rest should be searched well regardless of the sex . The origin of the passenger sometimes has a role in the search process . We have some countries that might have people with sick mentalities.

1. In case of suspecting a passenger? What will be the additional steps? Does his religion or culture have a role?

In case of suspecting a passenger, he will be taken into a room far from others where the search will be more. That might happen regardless of the religion or culture. As I mentioned before respecting all the cultures and religions is one of the priorities.

1. What is the role that the religion and culture of the country, UAE, play?

Islam is the religion of UAE , the role that Islam has in our work is tolerance and forgiveness .respecting all regardless of the race or the culture . Islam taught us that all people are the same.

1. Do you think that the security procedures in Ad airport are satisfactory to the passengers, and to achieve a high level of security?

Security procedures in Abu Dhabi airport have a high level. And we could provide security to all , in spite of the horrible circumstances in some countries a round . And Abu Dhabi airport daily has passengers from all over the world.

1. In your experience where passenger feel most offended like going through body scanner, personal; search.

I noticed that nobody cares, as all passengers know that it is for their safety and security.

1. Do you think that how passenger feel is important as it is related to the reputation of the country ?

Yes , on the sense that we represent the country and the reputation of the country , and we show a high standard of security and respect through dealing with the arrivals from abroad.

