

INTISARI
ANALISIS PENERAPAN PROSEDUR PELAYANAN NEW NORMAL COVID 19
TERHADAP PENUMPANG SEBAGAI PENGGUNA JASA PENERBANGAN
DI BANDARA INTERNASIONAL JENDRAL AHMAD YANI SEMARANG
JAWA TENGAH

Tujuan dilakukan penelitian ini untuk: 1)mengetahui bagaimana penerapan prosedur New Normal Covid 19 yang sudah dilakukan kepada penumpang sebagai pengguna jasa penerbangan di Bandara Internasional Jendral Ahmad Yani Semarang Jawa Tengah, 2) mengetahui apa saja faktor-faktor yang mempengaruhi penerapan prosedur new normal berjalan dengan baik atau tidak sesuai prosedur terhadap penumpang

Hasil penelitian menunjukkan bahwa penerapan prosedur New Normal sudah dijalankan sejak 05 Juni 2020, penelitian ini selesai dilakukan tanggal 17 Desember 2020. Dengan cara wawancara langsung kepada 4 narasumber, informan utama berjumlah 2 orang staff BUMN di Angkasa Pura 1 dan staff Ground Handling Garuda Indonesia dan 2 orang penumpang yang melakukan penerbangan selama masa pandemik di era new normal. Jenis penelitian ini adalah kualitatif naratif.

Aspek protokol Covid-19 oleh Angkasa Pura ialah: aspek protokol perjalanan udara, aspek perlindungan pribadi Bandara, model komunikasi Bandara terhadap penumpang, dan kesiapan personil bandara udara dalam mengantisipasi wabah Covid 19 di Era New Normal. Kesimpulannya, Prosedur pelayanan New Normal di Bandara Jendral Ahmad Yani Semarang Jawa Tengah telah dilakukan sesuai standar layanan yang dikeluarkan oleh aturan-aturan layananan kebandarudaraan.

Kata kunci: Pelayanan, New Normal, Covid 19, Penumpang, Jasa Penerbangan

ABSTRACT

ANALYSIS OF THE APPLICATION OF THE NEW NORMAL COVID 19 SERVICE PROCEDURES FOR PASSENGERS AS USERS OF FLIGHT SERVICES AT THE INTERNATIONAL AIRPORT, GENERAL AHMAD YANI SEMARANG

The purpose of this research is to: 1) find out how the implementation of the New Normal Covid 19 procedure that has been carried out for passengers as users of flight services at General Ahmad Yani International Airport Semarang, Central Java, 2) to find out what are the factors that affect the implementation of the new normal procedure running properly or not according to procedures for passengers.

The results show that the implementation of the New Normal procedure has been carried out since June 5, 2020, this research was completed on December 17, 2020. By direct interviews with 4 informants, the main informants were 2 BUMN staff at Angkasa Pura 1 and Garuda Indonesia Ground Handling staff and 2 passengers who flew during the pandemic in the new normal era. This type of research is a qualitative narrative.

The aspects of the Covid-19 protocol by Angkasa Pura are: aspects of air travel protocol, aspects of airport personal protection, airport communication models for passengers, and the readiness of airport personnel in anticipating the Covid 19 outbreak in the New Normal Era. In conclusion, the New Normal service procedure at General Ahmad Yani Airport, Semarang, Central Java, has been carried out according to service standards issued by airport service regulations.

Keyword: services, terminal, Covid 19, passengers, aviation services