



Analysis of Malaysia Airlines Check-in Service Process at Soekarno–Hatta International Airport During COVID-19 Pandemic

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Abstract

Purpose: This study aims to understand and analyze the check-in service process at Malaysia Airlines at Soekarno-Hatta International Airport during the COVID-19 pandemic, including procedures, roles of ground handling staff, and operational constraints faced during the departure process.

Research Methodology: This research uses a qualitative approach through direct observation, interviews with ground handling staff, and literature study. The study focuses on four main aspects: facilities and infrastructure, workforce, work procedures, and implementation of operational activities.

Results: Check-in and boarding followed SOP but required additional health document verification. Ground handling staff played a key role in assisting passengers and ensuring compliance. Main constraints included incomplete documents, schedule and gate changes, and limited facilities.

Conclusions: The pandemic increased the complexity of check-in processes. Effective operations depend on staff accuracy, coordination, adaptability, adequate facilities, and clear information dissemination.

Limitations: This study is limited to one airline (Malaysia Airlines) and one location (Soekarno-Hatta International Airport), which may not fully represent conditions in other airlines or airports. The data is also based on a specific time period during the COVID-19 pandemic.

Contributions: This research contributes to the understanding of aviation service operations during crisis conditions, particularly in check-in and boarding processes.

Keywords: Airline Service, Airport Operations, Check-in Process, COVID-19, Ground Handling

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1. Introduction

Over time, the aviation sector has become increasingly advanced and modern, with air transportation activities developing rapidly with advancements in knowledge and technology. Transportation in the world of tourism occupies a crucial position in the economy, strengthening unity and integrity, and influencing every aspect of a nation's life (Parmenas, 2021; Setyawati et al., 2021; Susanto et al., 2021). The importance of transportation can be seen in the increasing need for transportation services to move people and goods from certain areas to every corner of the country and even worldwide. Tourism today relies not only on income but also on lifestyle, public progress, and technology (Kuncoro & Harahap, 2021; Setyawati & Aristiyanto, 2021). Air transportation for long-distance travel, which tends to be

cheaper, is becoming increasingly popular. Air transportation is any activity that uses an aircraft to transport passengers, cargo, and/or mail for one or more airport trips. This type of transportation makes long-distance trips feel closer and can be completed in a short period (Bahar, 2020).

According to Myroslava and Mariia (2021), an airline is an aviation company that issues such documents. Flight for transporting passengers along with their luggage, goods shipment (cargo), and object post by airplane. Malaysia Airlines is a domestic airline in Malaysia that serves various domestic and international flights from Kuala Lumpur International Airport operations (KLIA) (Agusinta et al., 2021; Heriyanto, 2021; Keke et al., 2021). Additionally, one of the branches of Malaysia Airlines is located in Indonesia, at the airport Sukarno Hatta in Jakarta. Own code flight international that is MH (Malaysia Hospitality). Malaysia Airlines is a subsidiary of the Malaysian Aviation Group (MAS) (Anggraini, 2021; Aprillita & Perkasa, 2021; Ferencová & Hurná, 2017). Operates the Jakarta (CGK)-Malaysia (KLIA) route or vice versa, and can also transit in Kuala Lumpur for other countries. Malaysia Airlines uses an information technology system to provide superior service to air transportation users, including ticketing, on-board facilities, and infrastructure such as passenger seating and passenger boarding to their destination (Hasim et al., 2018; Ramasamy & Nizam, 2018; Saadat et al., 2018). This is key to an airline's performance. Flight, as seen from the service his. Here, lah officer a passage is at, officer passage or can be called ground handling staff, are officers who serve and assist passengers from departure to boarding the plane or when passengers arrive (Mohd Johan et al., 2020; Molchanova, 2021; Notomista et al., 2016).

In 2022, Indonesia faced a rapidly spreading and deadly virus outbreak. Was first detected in Wuhan, China (Abdullah, 2021; Olivia et al., 2020; Satria, 2021). Coronavirus disease 2019 or COVID-19, commonly abbreviated as COVID-19, is an infection caused by SARS-CoV-2, a type of coronavirus. Patients with COVID-19 may experience fever, dry cough, and dyspnea (Han & Yang, 2020; Solihin, 2021; Zhang et al., 2020). The infection is transmitted from person to person through respiratory droplets, often produced when coughing or sneezing. The range of droplets is typically up to 1 m. Droplets can settle on objects but do not remain airborne for long periods (Fathihani & Nasution, 2021; He et al., 2020). The time from exposure to the virus to the onset of clinical symptoms ranges from 1 to 14 days, with an average of five days. Therefore, sick people should wear masks to minimize the spread of droplets. While the cause of the coronavirus is unknown, it is known to spread from animal to animal, infecting one species, including humans, and then spreading to other species (Chen et al., 2020; Wang et al., 2020; Zhao et al., 2020).

As virus exposure increased rapidly, countries implemented policies banning foreigners from entering their countries to combat the COVID-19 virus. Airports are deserted, and numerous terms and conditions apply to passengers flying domestically and internationally (Fathihani, 2021; Rizqi & Sakinah, 2021; Shaikh Abdul Karim et al., 2020). This impacts each airline's flights as they seek to reduce excess expenses, such as Malaysia Airlines. Airport Sukarno Hatta happened to subtract their flight his, before pandemic COVID-19 there is eight flights to one flight. There was a shortage of staff due to the lack of flight schedules. To Malaysia moment virus COVID-19 currently increase and based on letter circular unit group COVID-19 number 23 of 2021 concerning international travel health protocols during the COVID-19 pandemic contains a policy to close several international flights to prevent the transmission of the COVID-19 virus so that employee choose look for work which other than must unemployed wait timetable flights reopened. Back to normal (Ikhsani et al., 2021; Ramadhan et al., 2020).

Staff must be attentive to tidiness and friendliness when serving passengers so that passengers feel comfortable, which will reflect positively on the company. The ongoing officer check-in counter was constrained because of the connection to the computer at the check-in counter (Ricardianto et al., 2021). Owing to the limited number of wheelchairs required, they had to borrow from

another airline under the same ground-handling company, PT JAS. Malaysia Airlines officers gather before their duties for a briefing or rest in place, which is normal in the call pantry because of limitations in the room in the Malaysia Airlines office on the fourth floor of Soekarno-Hatta Airport's Terminal 3 office building. Check-in officers are on the frontlines of the fight against the spread of COVID-19. This can only add cases between countries, which brings in foreign people because the departure process begins at the check-in counter ([Hadjisolomou & Simone, 2021](#); [Schneider et al., 2021](#)).

With numerous documents requiring review and approval as a prerequisite for flight permits, the process and procedures have become somewhat lengthier than before the COVID-19 pandemic. This task requires check-in counter staff to be careful and thorough in checking passenger documents and approving passengers' boarding. Fly to country other in time pandemic this in accordance condition which valid and can changed something time with completeness document which brought by passenger ([Priyono et al., 2021](#); [Susanto & Parmenas, 2021](#)). If there is only one document that is not sufficient or is not accepted in the destination country, it will be detrimental to passengers in the destination country ([Saputra & Kusnadi, 2021](#)). As a result, officers must remind departing passengers about the documents and requirements for airworthiness every day when the check-in counter opens. Some passengers are angry with officers because of the lack of documents. Info about the condition of the fly during the middle pandemic COVID-19. By because that, socialization guidelines ([Lamb et al., 2021](#); [Vasilj et al., 2021](#)).

The latest data during the pandemic must be shared with the public to avoid long queues at the check-in counter, which can cause flight delays. After the process check-in, the passenger pass stage boarding ([Ayuningtyas & Iman, 2021](#); [Wahyuningsih et al., 2021](#)). Passengers will pass through security check point 2 and inspection immigration. The writer finds that when a passenger is detained in immigration, the check officer must explain the immigration results to the officer in a short interview at the table counter ([Sumaryadi & Kusnadi, 2021](#); [Suyanto et al., 2021](#)). The incident caused the flight to be delayed because of the lengthy immigration clearance process. If immigration officials refuse to allow a passenger to board, the check-in officers will cancel the passenger's ticket ([Nunuh & Wulandari, 2021](#); [Syahril & Sudono, 2021](#)). The Malaysia Airlines gate at Soekarno-Hatta Airport takes quite a long time, usually at gates one or two. Consequently, sometimes the plane is delayed in taking off because passengers are still on their way to the gate. If a passenger misses the gate announcement, an officer will make the final announcement for the flight. If the passenger is not there within 10 min, the passenger will be left behind ([Kim et al., 2017](#); [Schindler, 2020](#)).

This study aims to understand and observe the check-in service process during flight departure at Malaysia Airlines during the COVID-19 pandemic. In addition to the role of Malaysia Airlines officers in the check-in service process, the problem formulation in this study sought to answer the following research question: what is the role of passasi staff in the service process during the COVID-19 pandemic? What were the check-in service processes and procedures during the COVID-19 pandemic? What are the obstacles during the check-in and boarding processes? What are the current facilities and infrastructure of passasi staff so that they are optimal in supporting their work?

2. Literature Review

Based on Constitution Number 1 Year 2009 About Flight, city air is an area on land and/or water with certain boundaries that is used as a place for aircraft, in addition to landing and taking off, as well as a place for embarking and disembarking passengers, loading and unloading goods, and place displacement intra and between fashion transportation, which is equipped with flight safety and security facilities, as well as basic facilities and other supporting facilities.

An airport, often shortened to *Bandara*, is a facility where aircraft such as airplanes and helicopters can take off and land. The simplest airports have at least a runway or helipad, whereas larger airports typically

include various other facilities, such as terminal buildings and hangars, for both flight operators and users (Wong & Wang, 2017). According to Annex 14 from the Organization of Civil Aviation International, city air is an area located in the mainland or waters that can be used for arrival, departure, and aircraft movement. This area can be used in an overall manner or only partially. The facilities cover buildings, installations, and aviation equipment. In the current era of rapid growth in air transportation worldwide, good service which concerns transporting air (passenger and goods) and the amount and frequency of air traffic transporting aircraft.

Port air plays a role important in every country, as door gate main transportation air. Setiani (2015) put forward: "The port air as door gate and wrong one infrastructure transportation which must be there on every country, is something knot from something system transportation air which own role very important." A domestic airport (Article 1, number 36, Law of the Republic of Indonesia No. 1 of 2009) is an airport designated to serve domestic flight routes. An international airport (Article 1 number 37 of Law of the Republic of Indonesia No. 1 of 2009) is designated to serve domestic flight routes and flight routes to and from abroad.

The company always focuses on improving the quality of service to its customers and providing the best protection. This starts with travel preparation and improves the quality of service throughout the entire travel chain during and after the trip (Yowanda & Mawardi, 2017). The service provided to customers or passenger aircraft is a key success factor for companies to market their products. Optimal service is crucial for ensuring a smooth service process when serving passengers. The goal is to ensure passenger satisfaction and safety and that ground operations companies and airlines maintain a positive image in the eyes of passengers.

Firdiansyah and Soekarsono (2016) explain that service is an action manufacturer to fulfil needs and consumer desires and achieve consumer satisfaction. It can be seen that the scope of pre-flight services according to PM 185 of 2015 includes flight information, ticket booking, ticket issuance, ticket reporting before departure, boarding process, and handling delay flight, cancellation flight, and passenger rejected for fly. In the first process of aircraft departure services, you will meet check-in counter officers where the officers previously already get training about how method serve candidate passenger. Check-in officers are the first to come into contact with prospective passengers, so they must perform well and serve them on time (Adamc'ik et al., 2017).

It is necessary to have quality service according to service standards for passengers, as stated by Hardiansyah (2018) that "The quality of service provided to customers is in accordance with service standards that have been standardized as guidelines in providing services."

Service standards serve as benchmarks used as guidelines for the implementation of scheduled commercial air transport services. Based on Ministerial Regulation 185 of 2015, Chapter II, Paragraph 2, the author can conclude that there are three main stages in flight services:

1. This process is a series of steps performed by ground handling personnel before departure. This process begins with the SCP-1 inspection, check-in counter, SCP-2 inspection, and boarding.
2. In-Flight This service is provided by the cabin crew. The cabin crew includes flight attendants and pilots. Their job is to provide emergency instructions and serve the passengers on board.
3. Post-Flight A service that is provided to passengers at the time of arrival at the destination.

Ground handling is derived from the words ground and handling. Ground means land, and handling comes from the basic word hand or handle, which means hand or handle. Ground handling is an activity of handling services provided by a company to support flight activities at the airport starting from service activities before and after the flight (Pendi, 2017). Ground handling activities

include services for passengers, cargo, ground support equipment (GSE), aircraft maintenance, and aviation security (AVSEC).

Passengers can also be interpreted as ground handling. Ground handling is an employee who works at an airport. Their duties include handling ticket purchases, printing boarding passes, handling baggage, organizing and handling procedures that must be carried out both before and after flights, and handling flight delays. According to the book on airport procedures ([Setiawan et al., 2021](#)), the author can know the scope and limitations of ground handling work, namely, the pre-flight service (departure) and post-flight service (arrival). In a way technical operational, activities officer ground handling started on moment aircraft taxi, machine aircraft already turned off, wheel the plane has already blocked on), and door aircraft already opened on stage arrival handling. In contrast, activities in stages of departure handling when aircraft are ready for off-landing. That is, at the moment the aircraft door is closed, the engine is started, and the wheel chocks are removed (block off) ([Berlian Rms & Wahyuningsih, 2021](#); [Saputro & Soleha, 2021](#)).

According to the Journal of Aeronautics and Space Technologies, “ground handling operations have aspects of speed, efficiency, and accuracy” ([Bahar, 2020](#)). Based on this quote, ground handling has goals or objectives that must support and align with the airline’s objectives. The goals or objectives of ground handling are flight safety, punctuality, customer satisfaction, and efficiency.

According to [Ferencová and Hurná \(2017\)](#), the check-in counter at the airport is the registration or reporting point for prospective passengers who will depart or board a plane at the airport. At the airport, the check-in counter is located in a restricted public area. According to [Pendi \(2017\)](#), check-in is the process of reporting passengers who will travel by plane at the airport’s departure terminal. An effort to satisfy passengers, Malaysia Airlines check-in services can be divided into three parts:

1. Web Check-in Web check-in is available 48 hours to 90 minutes before departure. This facility allows passengers to select their seats and print their boarding passes from anywhere just. However, passenger only can print confirmation check-in if required confirmation more Continue at the airport. This confirmation must be exchanged for a boarding pass at the check-in counter. This service is available for individual flights or groups of up to nine passengers. Web check-in is available from two days to 90 minutes before departure. departure.
2. Check in counter Check-in counters can be held at the airport counter of the desired airline no later than 60 minutes. before the international flight departure or 45 minutes before the domestic flight departure.
3. Mobile Check in The mobile check-in service can be used by first downloading the mobile check-in app to a smartphone. Upon check-in, passengers will receive a boarding pass on their phones via SMS and email links. The mobile check-in app is available from 2 days to 90 minutes before departure and is designed to be compatible with various product-based iOS, such as iPhone, iPod, and iPad. Besides Check in, can also have access to seat selection, flight status confirmation, departure and arrival time confirmation, and lost baggage status confirmation.

Check-in officers are part of one of the ground handling departments. Therefore, check-in officers can also be called ground officers. The officer checks in the responsible answer for coordinating all activities at the check-in counter so that the plane can depart according to the scheduled departure time. The duties of the check-in counter officer are as follows:

1. Inspect Tickets
2. Inspect Document
3. Enter Name Passenger to

4. In Passenger List
5. Weigh Goods Default
6. Give Tags Baggage
7. Show Gate

According to PM 185 of 2015, Article 1, check-in is the process of reporting prospective passengers to the airline to board flights. For international flights, the check-in counters open three hours before departure. Article 18, paragraph 1, states, " The check-in counter closing time as referred to in Article 14 letter d is 30 (thirty) minutes before the scheduled departure." Several things that check-in counter officers need to prepare:

1. Passenger manifest that is containing passenger name list (PNL) with information the goal (destination), special service, and special information.
2. A boarding pass is a piece of paper that contains the flight schedule, name, gate, seat, boarding pass number, and flight destination.
3. Baggage claim tags contain information sign identifiers from luggage, such as hand baggage tags (sign) identifiers for cabin baggage, priority tags (which are sent to passengers as soon as possible or prioritized), and fragile tags (especially for fragile luggage).
4. Excess baggage ticket that is How count excess baggage, Good according to weight system and place system.
5. Seat that is whether go alone, a ready request, group, or group.
6. Check travel documents, namely whether they are in the passenger manifest, class, carrier, validity, and booking status.

A procedure is a series of steps in an activity. The check-in procedure is as follows.

1. It begins with the implementation of the 3S: smile, greet, and say hello to passengers. The staff are neatly dressed, friendly, and ready to serve passengers.
2. Ask objective departure
3. Officers request the document journeys of passengers (passport, identity card, Visa, And letter of other supporters) and ask for permission to photograph the documents as a backup of the passenger data.
4. Fill in data passenger in system computer Which there is in table counter, adapt passenger name registered in the system with passenger identity card
5. Ask to passenger whether There is goods default luggage or cabin
6. Officer request passenger raise luggage goods default for to scales Which Already available
7. Politely remind passengers that no valuables, such as money, gold, electronic items, such as laptops and power banks, or dangerous items, should be placed in checked or cabin baggage.
8. Ensure that the recorded number of luggage does not exceed the provision of 30 kg. The default cabin of goods must not exceed 7 kg in weight.
9. Enter data heavy luggage into the system in accordance with heavy which stated on scales luggage
10. If excess heavy luggage is present, provide an explanation to the passenger with a Good and finish according to applicable regulations and provide directions to passengers to pay excess baggage

fees.

11. Check and ensure that additional supporting documents, such as flight fitness certificates for pregnant women, babies, and sick people, have not expired.
12. Ask whether there are any passengers with special requests, such as passengers requiring a wheelchair, special needs, and small child passengers traveling alone.
13. Officers ask passengers to choose a place to Sit down Which desired, near the window, hallway, or even in the emergency exit seat.
14. Officers give tags to the luggage of passengers and provide hand-carry baggage if passengers are carrying cabin baggage.
15. The officer prints the passenger's boarding pass and tells them the location of the Security Check Point 2, immigration, passenger seat number, boarding time, and gate location.
16. Officer end with give regards accept love to passenger

Based on observation writer in field moment training work field, can delivered procedure check-in during the pandemic COVID-19 that is:

1. Passengers prepare tickets, document journeys (KTP and passport), and letter supporters.
2. This study was conducted in accordance with the provisions of the Regulation of the Minister of Law and Human Rights No. 34 of 2021. Passengers with the status of Indonesian citizens and foreigners must comply with the health protocol, which includes a complete COVID-19 vaccination dose, a negative PCR test result from 24 hours before departure, and a 14-day quarantine in Indonesia or in the destination country in accordance with applicable regulations.
3. Make and bring letter permission stay in office embassy country which in destination.
4. Maintain a safe distance of at least 1.5 m from other people and implement physical distancing at the airport or in queues that have been implemented.
5. Officers give 3S (smile, who, regards to passenger). Officer get dressed neat, showing a friendly attitude and ready to serve passengers.
6. Ask objective departure.
7. Officers request the passenger's documents (passport, identity card, visa, and letter of other supporters) and ask for permission to photograph the documents as a backup of the passenger data.
8. Fill in data passenger in system computer which there is in table counter, adapt passenger name registered in the system with passenger identity card.
9. Ask to passenger whether there is goods default luggage or cabin.
10. Officer request passenger raise luggage goods default for to scales which already available.
11. Politely remind passengers that no valuables, such as money, gold, electronic items, such as laptops and power banks, or dangerous items, should be placed in checked or cabin baggage.
12. Ensure that the recorded number of luggage does not exceed the provision of 30 kg. The default cabin of goods must not exceed 7 kg.
13. Enter data heavy luggage into the system in accordance with heavy which stated on scales luggage.
14. If the baggage is overweight, provide a proper explanation to the passenger, resolve it according to the applicable regulations, and provide instructions to the passenger to pay the excess baggage fee.

15. Check and ensure that additional supporting documents, such as flight fitness certificates for pregnant women, babies, and sick people, have not expired.
16. Ask if there are any passengers who need special requests, such as passengers who need wheelchairs, special needs passengers, and small children traveling alone.
17. Officers ask passengers to choose where they want to sit, whether near the windows, near the aisles or hallways, or even at the emergency exit seats.
18. Officers give tags to the luggage of passengers and provide hand-carry baggage if passengers are carrying cabin baggage.
19. The officer prints the passenger's boarding pass and tells them the location of the security check point 2, immigration, passenger seat number, boarding time, and gate location.
20. Officer end with give regards accept love to passenger.

According to PM 185 of 2015, Article 1, boarding is the process of serving passengers from the waiting room until they board an aircraft. Article 25 states:

1. Standard service boarding, as intended in Chapter 4 letter f, includes:
 - (a) Service officer boarding gate.
 - (b) Limit time closing go on aircraft air (boarding).
 - (c) The process of going to the aircraft.

In Article 26 sounds:

1. Boarding officer services as referred to in Article 25 letter a include the delivery of information and the availability of officers, including:
 - (a) The availability of officers assigned by scheduled commercial air transport companies who provide information to passengers during boarding, check boarding passes, and verify the suitability of passenger identification and direct passengers from the waiting room until they board the plane.
 - (b) The officer at the boarding gate or boarding lounge must provide information on the reasons for flight delays, postponements, and cancellations.
 - (c) Officer boarding gate already must is at in room wait 1 (one) o'clock before departure.
 - (d) The officer at the boarding gate can do summons first and summons final to passengers who have not yet boarded the aircraft (boarding).

Chapter 27 sounds:

1. For boarding, as referred to in Article 25 letter b, is 10 minutes before the scheduled departure.
2. If the passenger is not yet on board the aircraft, the air transport business entity is obliged to lower the passenger until the time limit closing goes on aircraft air (boarding) as intended in paragraph (1), goods luggage recorded owned by passenger the and emit name passenger from the manifest list.
3. The cabin crew of the air transport company is obliged to announce the occurrence of flight delays, as referred to in paragraph (2), to passengers on board the aircraft.
4. Air transport companies are exempt from compensation for flight delays that occur due to incidents referred to in paragraph (2).

The boarding gate is the passenger waiting room inside the plane or in the final departure process, and the boarding pass is an entry ticket. The aircraft includes the passenger name, destination, seat number, and flight date. Passengers entering the boarding gate receive a boarding pass according to the seat they occupy, chosen by passengers ([Dharasta & Turnado, 2016](#)).

Quoted from book management service land company flight [Chen et al. \(2020\)](#), taking into account aviation safety regulations, passengers are allowed to board when the flight attendant is on duty, has finished and prepared the aircraft cabin for boarding with the passenger. Officer the gate attendant is ready at the boarding gate and guides passengers to the aircraft entrance.

Boarding takes place after completing the check-in process, at which point passengers board the aircraft. The author observed the boarding procedures during the field work practice (PKL) at Malaysia Airlines as follows:

1. Officer boarding gate give regards to passenger.
2. Officer gate request passenger for show boarding pass.
3. On moment boarding, officer must is at in side right and left door gate for check boarding pass on passenger.
4. 20 minutes before STD, gate officers must prioritize passengers with special handling (UM, disabled, sick, passengers with wheelchairs, passengers carrying babies)
5. 15 minute before STD officer do boarding For all over passenger in accordance procedure
6. Saying Happy road to passenger
7. If for to aircraft use bus, officer must direct passenger with orderly And get on the bus
8. Boarding passengers, the boarding gate officer must provide a final call notification so that the passengers concerned can immediately go to the plane.
9. Officer need count piece boarding pass, compare it with data amount passenger on the plane, and notify the load control officer
10. The officer must re-check the number of passengers already on board with the load control officer. If the number of passengers at the boarding gate matches the number of passengers boarding the aircraft, the aviobridge can be retracted.
11. Officer boarding gate deliver flight document to crew cabin
12. Send telex to station objective when required

In the stage settlement, several activities are performed as follows:

1. Inspect and count returned boarding pass pieces.
2. Deliver NOTOC, passenger manifest, load sheet, and special handling documents to the person in charge, namely the cabin crew, once all passengers have completed boarding.
3. Tidy up and clean the boarding gate return table.
4. Report any deviations to the airline (boarding officer).
5. Evaluate all activities that have been carried out.

The constraints faced by Malaysia Airlines are as follows:

1. Delays during the COVID-19 Pandemic

Flight requirements may change at any time during the COVID-19 pandemic. This occurs due to the large number of passengers, requiring officers to carefully inspect various documents. However, some passengers may not have their documents ready, such as the online form in the MySejahtera application.

2. Flight Schedule Changes (Retiming)

Malaysia Airlines also handles Umrah departure passengers, where flight schedules may experience retiming. For example, flights originally scheduled in the afternoon may be moved to the morning, requiring check-in counters to open as early as 07:00 AM.

3. Gate Changes During Operations

Gate changes during operations can lead to flight delays. Additionally, passengers may be less attentive or focused on their own activities, causing them to miss gate change announcements provided by officers.

3. Methodology

This article uses a qualitative method by conducting direct interviews with informants from the research object with a focus on only four aspects, namely facilities and infrastructure, workforce, work procedures, and implementation of activities ([Gerring, 2017](#)).

4. Results and Discussion

4.1 Role of Staff in Process Service During COVID-19

Officer passage or officer ground handling in process service departure (pre-flight) aircraft, namely check-in and boarding officers. Care is needed to check passenger documents and approve passenger moment check-in or boarding. In the pandemic Covid-19, officers must be extra careful in agreeing to passengers for check-in. Officer help passenger for get boarding pass by showing the ticket and travel documents to the check-in officer. Accepting passenger baggage with baggage provisions for economy class passengers a maximum of 32 kg and for business class passengers a maximum of 45-50 kg and for cabin baggage a maximum of 7 kg. The officers also assisted passengers who had difficulty in completing the required documents during the pandemic. Like passenger Malaysia many airlines Which difficulty moment make account application my prosperous, account the its function as tracker Covid-19 for people who come to Malaysia ([Anggraini, 2021](#); [Schneider et al., 2021](#)).

4.2 Process and Procedure Check in During Covid-19

Check-in counters opened at 12:00 p.m. WIB. During the Covid-19 pandemic, there was only one flight per day between Jakarta and Malaysia. International flights require passengers to complete requirements and policies, including proof of a PCR test, vaccination certificate, and travel document. permission to enter the country objective from the embassy of his country, w3hich is at in Indonesia ([Olivia et al., 2020](#)). The check procedure during the Covid-19 pandemic:

1. Officer briefing before counter check in opened
2. Upon arrival at the counter, the officer arranges the queue according to your ticket. For Malaysia Airlines, there are three queues: business class, economy class, and baggage drop-off (for passengers who have checked in online).
3. The officer prepares the computer system, tidies up the label tags, stickers, and accompanying forms if needed.
4. Officer give regards or greeting to passenger

5. Officers require passengers to have travel documents, including a plane ticket, passport, visa, PCR test result letter valid for 24 hours, two-dose vaccination certificate, travel insurance, and an account on the My Sejahtera application for digital tracking to stop the spread of Covid-19. Because flight requirements are subject to change, a new policy will be implemented in early April 2022. condition, fly to Malaysia. The documents that must be prepared include tickets, passports, and travel cards (can be obtained or seen from the application MyProsperous). Passengers who have already received three doses of the vaccine are not required to quarantine or have Covid-19 insurance coverage. In Malaysia, passengers who had only received two doses of the vaccine were required to quarantine for five days.
6. Officers request passengers to raise luggage goods default for weighed luggage; if luggage is overloaded, passengers are required to pay for excess baggage. Malaysia Airlines policy states that if there is excess baggage, the passenger burdened per kilo is as big as Rp 200,000 for the objective to Malaysia. If the objective is to determine other countries, it is based on their own policies.
7. Officer labeling on goods default passenger
8. The officer printed the passengers' boarding passes and informed them of the boarding time and gate location. Because the Malaysia Airlines gate was far away, the officer urged passengers to board directly to avoid delays.
9. Officer give regards accept love to passenger.

4.3 Constraint Officer Passage to Process Service Check in and Boarding

Process implementation operational will walk fluent in accordance procedure which there is. However, there are obstacles to the implementation of operational ongoing. In accordance with the observations of the author during practice in the field, there are several factors that become operational obstacles, such as:

1. Delay " is a familiar term, meaning that a plane experiences a delay due to various factors that hinder the departure process. During the Covid-19 pandemic, there were conditions and policies in place. Which can change over time, Which No determined. This can happen because of crowded passengers, and there are a number of documents that must be checked carefully. However, there are several passengers who are not yet ready with the document, such as filling out the form online in the MySejahtera application. To address this, officers urge and remind passengers still in the queue to have their documents ready. Officers are also available to assist passengers in creating a My Sejahtera account or filling out a self-declaration form to meet the country's visa requirements.
2. Passengers were late owing to a sudden gate change. Some passengers did not hear the appeal officer because they used a headset. Officer a number of time do calling appeal to passenger flight Malaysia airlines and look for the passenger was around the gate. Finally, the passenger arrived at the end of the plane and wanted to push back.
3. Malaysia Airlines also serves Umrah departure passengers, and the departure schedule is subject to re-time. Where a flight is scheduled in the afternoon of day, it is moved to the morning of day, check-in opens at 7 o'clock on the Morning. In the Afternoon there passenger who does not know his displacement timetable; therefore, the officer must reschedule the passenger's ticket.
4. There is incident moment accompany passenger in need special speech impaired, passenger the The passenger was detained at the immigration office. Because the passenger's purpose for traveling to the destination country was suspicious, the officer serving the passenger at the check-in desk explained the passenger's statement to the immigration officer. However, to avoid unwanted incidents and inaccurate explanations from the passenger, the immigration officer did not allow the passenger to fly to their destination country. The check-in officer was required to cancel the

passenger's ticket and notify the gate agent.

From the results of the discussion above, it can be seen from the implementation of international flight procedures that: Before and after the pandemic, there were differences in the conditions and documents that must be prepared. Upon arrival in Malaysia, passengers will undergo a five-day quarantine. They must have a MySejahtera account and complete a self-declaration form in addition to meeting the coun.

4.4 Optimization Facilities and Infrastructure to Officer Passage During Work

Infrastructure is a tool support activity for every company. In implementation, activities, facilities, and infrastructure significantly influence the smooth operation of officers in carrying out their duties and responsibilities. The following are the facilities and infrastructure available at Malaysia Airlines:

1. Facilities

(a) Computer

A computer is an electronic device that functions to store data and input passenger data, passenger baggage information, find out passenger flight schedules, track passenger operational activities, publish boarding passes, and make daily reports. In counter check in Malaysia Airlines, four computers are available, but There is One computer that constrains the problem system or connection computer network.

(b) Chair Wheel

Wheelchairs are devices used by passengers upon request. They are usually used for ... passenger Sick, elderly, in need special, and pregnant. In Malaysia Airlines there is 3 The wheelchairs in good condition, and one in poor condition but still usable. This means that Malaysia Airlines has a total of four wheelchairs.

(c) Scales Luggage

Luggage scales are useful for automatically weighing passenger baggage. Four scales are available at each check-in counter. The scales were in good condition and ready for use.

(d) Conveyor Belt

A conveyor belt is a device located behind the counter that is connected to a passenger baggage scale, making it easier for baggage handlers to organize passengers' baggage. This device was in good condition during the author's fieldwork.

(e) Handy Talkie

Handy talkie functioning as a tool for communication between officers, Which There counter check-in and an officer at the gate. This device is usually held by a controller who oversees the operations. Malaysia Airlines had four walkie-talkies in good condition.

(f) Printer

The printer referred to here is a machine used to print boarding passes and passenger baggage tags. Each check-in counter has a printer in good working condition.

(g) Queuing (Divider Queue)

Queue dividers are devices used to separate passenger queues, ensuring an orderly appearance and allowing passengers to enter the queue according to their tickets. They are located in front of the Malaysia Airlines check-in counter. The queue dividers at the counter were in good working order. only sometimes not enough Because mixed with table counter airline other When counter check in is open.

2. Infrastructure

Infrastructure or infrastructure is support most important for implementation process. Infrastructure

as supporting facilities is also important. The infrastructure used by Malaysia Airlines is as follows:

(a) Office

Malaysia Airlines' operational office is located on the fourth floor of Terminal 3 at Soekarno-Hatta Airport. This office is where the staff work and where important data related to the airline are stored.

(b) Check in Counter

Outlet counter This place implementation check ongoing. In the outlet, power work is carried out. There are tools and equipment that support operational activities. In the outlet, this is comfortable for serving passengers and answering questions from passengers who do not understand how to fly.

(c) Pantry

Pantry intended This is a place gathering for staff check in counter Malaysia Airlines for briefing before start And Rest after finished work. The place is on the third floor of Soekarno-Hatta Airport Terminal 3 office space. It is a decent and comfortable place to stay.

5. Conclusions

Field workers carry out their duties in accordance with the Standard Operating Procedure (SOP). Workers must work as a team and be united to ensure smooth operations. Operations were carried out in accordance with the applicable procedures during the Covid-19 pandemic. Terms and conditions may change at any time without notice. The check-in process is carried out in accordance with the procedure for handling passenger check-in. And during the pandemic Covid-19, Care is needed to check passenger identity and ensure that passengers' belongings are safe to carry.

This is very important for the sake of safety and security process flight specifically For Malaysia Airlines flights, facilities, and infrastructure that are still inadequate with poor conditions, namely wheelchairs, computers, and queuing. Where there are four wheelchairs but only three can be used properly, there are four computers and one computer is constrained by the system or computer network connection, and queuing is reduced or messy because it is used by other airlines after or before Malaysia Airlines opens the check-in counter.

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Author Contributions

AH conceptualized the study, conducted the field observations, and contributed to the writing and revision of the manuscript. DE and EI participated in data collection, literature review, and manuscript editing. N supervised the research process and reviewed the manuscript. All authors approved the final version of the manuscript.

Conflicts of Interest

The authors declare that there is no conflict of interest regarding the publication of this study. This research was conducted independently, and no financial or personal relationships influenced the results

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