Designing Jendral Ahmad Yani International Airport Semarang Covid-19 Information Website

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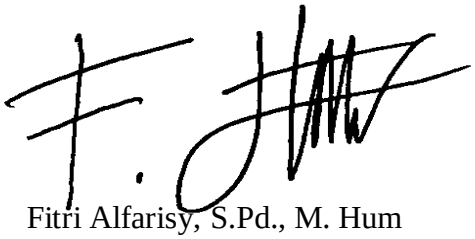

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Tuban , 3 August 2021

Alifia Sevi Cahyani

ABSTRACT

Lack of providing services will affect the limitations of passengers. Jendral Ahmad Yani international airport, Semarang is a place, or international transportation service is advantageous. With an international-based airport of course, the facilities will be international-based. Announcement using two local and international languages is one of the must-have facilities. The lack of information regarding Covid-19 that exists in Indonesian only is a problem that exists at this time. The research method Research and Development can be used as a method to solve existing problems. Website design using English is one method to help international passengers get instruction and information related to the pandemic. Making a website that can access via QR Code in English has several stages. It can be seen how this website functions well as a source of information related to the Covid-19 virus and instruction. This website benefits passengers and prospective passengers at Jendral Ahmad Yani International Airport, Semarang, using English to increase international passengers and make flights easier.

Keywords: Website, QR Code, Covid-19, International Airport

ABSTRAK

Kekurangan dalam memberikan pelayanan akan mempengaruhi dalam keterbatasan penumpang. Seperti pada Bandar Udara Internasional Jendral Ahmad Yani Semarang adalah sebagai tempat atau layanan transportasi berbasis internasional adalah suatu kelebihan. Dengan demikian tentunya fasilitas juga akan berbasis internasional. Pengumuman dengan menggunkan dua bahasa lokal dan internasional adalah salah satu fasilitas yang harus ada. Kurangnya pengumuman mengenai Covid-19 yang ada dengan bahasa Indonesia saja adalah permasalahan yang ada. Metode penelitian dan pengembangan dapat digunakan sebagai salah satu metode untuk menyelesaikan masalah. Perancangan website dengan menggunakan bahasa inggris adalah metode untuk membantu para penumpang internasional dalam mendapatkan instruksi serta informasi terkait pandemi. Dalam pembuatan website yang dapat di akses melalui scan barcode dalam bahasa Inggris mempunyai beberapa tahap. Dapat diketahui bagaimana website ini berfungsi dengan baik sebagai sumber informasi terkait virus korona serta instruksi yang diberikan. Artinya website ini sangat membantu penumpang dan calon penumpang Bandar Udara Internasional Jendral Ahmad Yani Semarang dengan menggunakan bahasa Inggris untuk meningkatkan penumpang internasional serta mempermudah dalam proses penerbangan.

Kata Kunci: Website, Barcode, Covid-19, Bandara Internasional

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CHAPTER I

INTRODUCTION

1.1 Background of the Study

There are several definitions of tourism from several experts to support the author's opinion. According to law number 9 of 1990 Article 5 paragraph (1), Article 20 paragraph (1), and Article 33 of the 1945 Constitution is an activity to visit a place in a short time to enjoy a tourist attraction. The site to be seen has service standards or facilities, especially tourist attractions and foreign tourist visits. In addition, based on law number 10 of 2009, tourism is all kinds of tourism activities supported by facilities and services from the government, community, business actors, and local governments. From two Swiss tourism scientific experts, Henniker and Kraft (1996:30), tourism is a journey from and out of the city with the intention of not staying for a long time. Travel made for work or leisure. Then the definition was accepted by the international association of scientific experts in the field of tourism.

The definition of transportation is the transportation or transfer of goods or people from one place to another, from origin to destination. There is hardly a country that cannot take advantage of its air space through national and international flights, with many people traveling by air. Advances in science and technology achieved from scientific advances in aviation can create various flights to improve people's lives. For example, Jendral Ahmad Yani International Airport is an airport located in Semarang. As the capital city of Central Java Province, Semarang City is strategically used as a "transit point" in various activities held locally, regionally, and nationally. With a strategic geographical location, supporting facilities, and infrastructure, air, land, and sea transportation facilities must be adequate.

An airport indeed cannot be separated from the regulations that regulate daily operational activities. With the Covid-19 pandemic, now every place has its own rules and policies to minimize the spread of the virus. Jendral Ahmad Yani International Airport, Semarang has several policies and information that must be carried out and paid attention to when visiting or using airport facilities. Due to the announcement, especially the information regarding Covid-19 only uses the Indonesian language. The airport has two types of passengers domestic and international passengers. International passengers have little difficulty complying with health protocols, the meeting, and requirements when boarding the

plane, such as not filling out an application e-HAC, being less orderly in queuing tickets, and putting things on the bench.

For this reason, new changes will be made regarding the pandemic, such as the latest information, to facilitate the delivery of information, instruction and to be able to access the website through websites that can scan with barcodes. The website provides information related to Covid-19 and only things that must be obeyed when visiting the airport. Such as not putting stuff on the bench, not sitting on the carpet, maintaining a minimum distance of 1 meter, and filling out the e-HAC application when flying or arriving at the airport. Also, terms and information related to Covid-19 and the nearest isolation place and pharmacy equipped with English. The barcode can later be placed at a certain angle so that passengers and prospective passengers can access the barcode.

1.2 The Scope Of The Study

Provide "Designing Jendral Ahmad Yani International Airport Semarang Covid-19 Information Website." The contents of this website are based on announcements at the airport regarding the latest information, Covid-19, flight conditions during the pandemic, the places provided when there are passengers affected by Covid-19, and the nearest pharmacy that can visit using english language. The website can be accessed and read by passengers and prospective passengers to find out this information.

1.3 Aims Of the Study

1. The study aims to design a website with QR Code scans for passengers and prospective passengers in information and instruction at the airport during the Covid-19 pandemic in English.
2. To provide the result of the product to the supervisor regarding the work that has been done.

1.4 Advantages of the Study

A. Theoretical

1. The advantage of the theoretical study it can make digital products that have neverbeen done before.
2. The next advantage is knowing how to make an excellent website and QR Code.

B. Practical

1. Know how to design a website that can be scanned with a QR Code properly, which will be helpful in the future.
2. Passengers and prospective passengers can quickly get information through their respective cellphones without finding it difficult to find officers or come to the airport.
3. Can ease online customer service and those in the field when passengers ask for flight information.

1.5 Method of Collecting Data

In writing this final project, it used several methods, observation research, and development method. This method is used because the research results are in the form of product design. To produce accurate and observation is used which can be seen directly from the research site the research and development method as a precise source for making and producing good products.

1.5.1 Interview

According to Sugiyono (2016:317), interviews are used as data collection techniques to find problems that must be researched and also if the researcher wants to know things from the respondents more profound. In this study, interview is done to Mr. Dimas head of AOCC (Airport Operation Control Center) to provide information on why the announcement of Covid-19 is only available in Indonesia language.

1.5.2 Observation

(Lynda Baker., 2006:171-189) observational research methods have a long history. The value of observation allows researchers to study the surrounding environment related to the object to be explored. The observation method can learn and know every subject matter that can be observed while in the field. Word requires researchers to spend a lot of time in thearea with various roles to understand the object under study. Using the observation method is very helpful in research before doing or making a product and helping in finding and knowing the problems faced at Jendral Ahmad Yani Airport, Semarang.

1.5.3 Research and Development

Educational research and development (R&D) is the process used to develop and validate educational products. The process's steps are usually referred to as the R&D cycle, which involves studying research findings related to the product to be developed. Develop a product based on the results of field tests in the setting, use it finally, and revise it to correct the deficiencies found in the field test stage. In showing that the product meets the goals set, the behavior will produce a good and correct product using the R&D method or method (Borg & Gall., 1983:772).

Based on the information above, used several methods to complete the creation of a website. Each content entered into the website is written based on the latest information related to the Covid-19 health protocol at Jendral Ahmad Yani International Airport, Semarang. It consists of six steps:

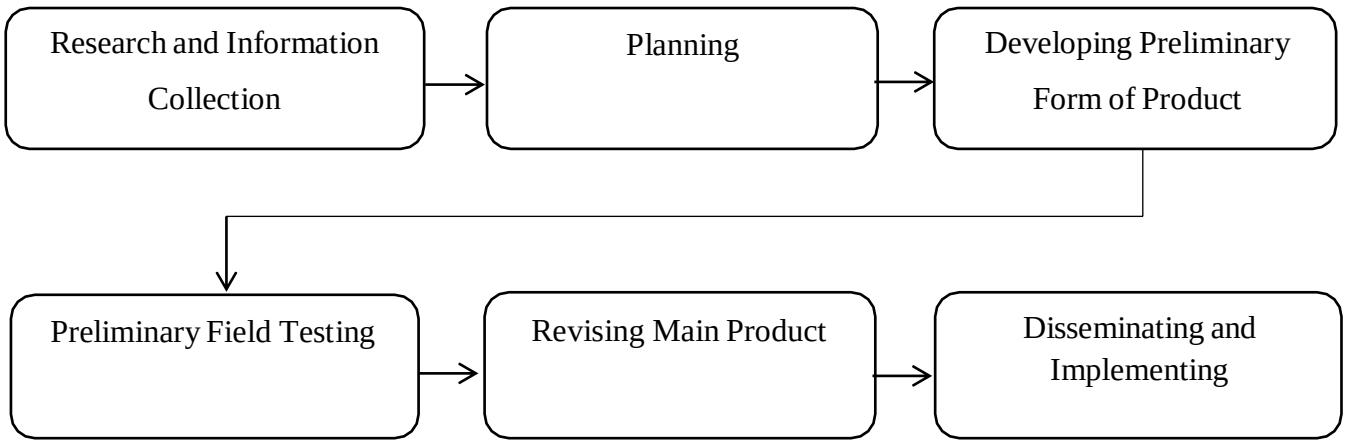

Figure 1.2 Steps in Research and Development

1. Research and Information Collection

The first step is to analyze the problems at the Jendral Ahmad Yani Airport, Semarang. By analyzing the previous method. To conduct the analysis, several issues arose, especially in the airport announcement, which used as the source of the problem and how to deal with the problem, by creating a product equipped with airport information and using English to facilitate international passengers by using language that is easy to understand.

2. Planning

The second step is planning. This planning step consists of translating the Covid-19 announcement at the airport from Indonesian to English.

3. Developing Preliminary Form of Produce

The third step is product creation and product design. The first step for the product design stage is to create a product and fill in the content from the information obtained using English and Indonesian.

4. Preliminary Field Testing

In this test, get some input from staff AOCC and customer service about the website that has been created, and give some suggestions about the website.

5. Revising Main Product

Next is to revise the semi-finished product feedback or revision given to staff who tried the product and the prospective passengers of the plane. Several corrections were made to the product to form a perfect product and deserve to be published to passengers or prospective airport passengers.

6. Disseminating and Implementing

The final step is to re-examine the results of the previous revision and when it feels sufficient during the last edit look that is accessed via the QR Code. It can now be published and used for airport passengers or prospective passengers at the Jendral Ahmad Yani International Airport, Semarang, scanned via the barcode made.

CHAPTER II

LITERATURE REVIEW

2.1 Definition of Tourism

The definition of tourism is the temporary and short-term movement of people to destinations outside the places where they usually live and work and their activities while in a destination. According to Suyitno (2001:8), there are several definitions of tourism destinations, that is:

1. Tourism actors will return to their place of origin for a while. Because a tourist will not stay or stay in that place.
2. Involving several tourism components, such as transportation facilities, accommodation, restaurants, tourist attractions, souvenirs, etc. Many means of transportation are used. Air transportation is one of which local and international tourists indeed visit.
3. Having a specific goal which is essential to get pleasure.
4. Not making a living at the destination. Its existence can contribute income to the community or area visited because the money spent is from its origin.

The word "travel" means to travel to a specific place, usually using transportation. As in air transportation. The transport function can be described as follows:

1. Go from place to place or visit different places and countries for business and pleasure.

2. Talk about traveling around or within a specific area.

3. Go or cover a distance to move at a certain speed or specifically away.

4. Traveling from one place to another, a salesperson aims to relax and entertain as part of the tourism business.

Traveling activities are certainly not only from Indonesian citizens, especially certain places that tourists will visit. There are several types of tourists, such as tourists from Indonesia and internationally. The type of tourists affects the area where transportation is used because of the need for adequate facilities for these tourist activities. As in air transportation at the Jendral Ahmad Yani Airport, Semarang, provides air transportation with

local and international passengers. Having two types of passengers, of course, it has facilities with international standards. Passengers who will travel have a purpose in traveling. During the field survey, passengers at the airport travel for work purposes. Even rare and only a few passengers travel to tour due to the current situation related to the pandemic or Covid-19, which makes passengers choose not to tour.

2.1.1 Kinds of Tourism

According to Spillane (1982:29-31), there are six kinds of tourism based on the motive of travel destination. They are pleasure tourism, recreational tourism, cultural tourism, sports tourism, business tourism, and convention tourism. The definitions are as follows:

1. Pleasure Tourism

   Pleasure tourism is for people to holiday, get some fresh air, fulfill their curiosity, relax the muscles, look at something new, enjoy the beautiful scenery, get information about the folk tale and quietness.

2. Recreational Tourism

   Recreational tourism uses relaxing minds, recovering physical and spiritual fitness, refreshing fatigue, and exhausting tourism at the destination like the foreshore, mountain, health center, or resort. Tourism has recognized recreational offerings specifically attract many visitors. In support of recreational activities, the government has played an essential role in creating, maintenance, and organization, and whole industries have developed merchandise or service.

3. Cultural Tourism

   This type is signed by a set of motivation, such as studying at a research center, learning the mores, foundation, and the different way of life of the society, visiting the historical monument, the artifacts of the past, culture and religion center music festival, theater, folk dance, etc.

4. Sports Tourism

This tourism is divided into two as follows :

a. Big sports event is the most significant sports events like Olympiade Games, World Ski Championship, Boxing Championship, and other events to attract the visitors or fans.

b. Sporting tourism of the Practitioners is sports tourism for people it wants to learn and practice like climbing the mountain, riding the horses, hunting, fishing, etc.

5. Business Tourism

According to the experts, this tourism is a kind of professional travel or travel because it relates to someone who cannot choose the purpose or the time.

6. Convention Tourism

Tourism is the most chosen by these countries because visitors will stay in the country more than ever. The most visited countries will build convention tourism support buildings, and from the number of tourists who use air transportation, most tourists travel to do a job.

2.2 Definition of International Airport

An airport is a facility where aircraft can take off and land. According to ICAO Annex 14, an airport is a particular area with an advantage in flying in whole or in part before the arrival, departure, and aircraft movement. This air transportation is one of the transportation used for tourism in traveling have a safe and comfortable trip. Jendral Ahmad Yani International airport, Semarang, has two types of passengers and, International standard facilities. An airport must provide various other facilities to international passengers, such as bilingual writing or bilingual announcements, for flight service operators and users, such as a terminal building in Jendral Ahmad Yani International Airport, Semarang. The lack of language in the Covid-19 announcement is English at the international airport, making it difficult for international passengers to meet flight requirements.

2.3 Definition of Website

Bekti (2015:35) concluded that a website is a collection of pages used to display text information. Still or motion pictures, animations, sounds, and or a combination of all of them, both static and dynamic, form a series of interrelated buildings, each of which each associated with page networks. The website can access various sources of information and increase knowledge through websites that will make it easier for everyone to find information and increase creativity for website makers in designing a website. According to Ippho Santoso (2013:1), the website is divided into right and left groups. The available website is referred to as dynamic websites and static websites.

1. Static Website

A static website is a website that has content pages that are not fickle. The point is that the website will not experience changes in content or theme when accessed for a long time in the created website.

2. Dynamic Website

A dynamic website is a website that is structurally intended for an update as often as possible. The website will continue to change because of the demands on content or information created. The website's contents will change if the content of information or education changes from time to time.

The website that will create this time uses a dynamic category website. With the use of dynamic type websites, a change is needed from time to time. The information and regulations that are constantly changing will make the website's content not permanent.

2.4 Definition of QR Code

(Adam Hayes.,2021) a QR Code is a type of barcode that can be read easily by digital devices. More recently, it has played a crucial role in helping to track coronavirus exposure and slow the spread of the virus. The barcode is considered an advancement of the older uni-dimensional barcode and was approved as an international standard by the International Organization for Standardization. Yue Liu, Ju Yang , Mingjun Liu (2008:203-206) a new implementation of the introduction of Quick Response Code in real-time using mobile is an

efficient technology used for data transfer. In contrast, the barcode function in the study is to make it easier to find the information provided on the website and faster to find or access information on Covid-19 and health protocols on websites that have been created previously.

2.4.1 Type of QR Code

The model used in the barcode makes a model of 2 QR Codes. The barcode used is a 2D model. QR Code is a series of visual codes in 2 dimensions or physical because composed of patterns that form an image. The type is alphanumeric mode. This type is a consisting of numbers and letters. The difference between alphanumeric Mode and other modes can accommodate letters and numbers, while different modes can only accommodate numbers and symbols.

2.5 Definition of Covid-19

The WHO Emergency said that the 2019 coronavirus disease, centered in Hubei Province, People's Republic of China, had spread to many other countries. Almost all countries in the world have been affected by the Coronavirus. As of January 30, 2020, tracked increased daily case detection rates on websites provided by Johns Hopkins University 1 and other forums. Until mid-February 2020, China had the highest number of people infected with Covid-19, while it was still now in other Asian countries such as Europe and North America it was still low. While alpha and beta coronaviruses originate from mammals, particularly bats, gamma and delta viruses originate from pigs and birds.

The virus has spread throughout the world, with many positive numbers affected by the Covid-19 virus. Some countries have ways to minimize the spread of the Covid-19 by reducing crowds or gatherings of many people at close distances. Thus every country and place has its way of reducing the spread of the virus so fast. Jendral Ahmad Yani International Airport, Semarang has flight requirements during the pandemic and health protocols that must be obeyed when entering the airport and using existing facilities. Information is provided through an announcement at the airport regarding Covid-19.

CHAPTER III

RESULT AND DISCUSSION

3.1 The Company Profile of International Airport Jendral Ahmad Yani Semarang

PT AngkasaPura I (Persero) officially changed the name of Ahmad Yani International Airport Semarang to become Jendral Ahmad Yani International Airport, Semarang, by the Decree of the Minister of Transportation Number KP 974 dated June 26, 2018. With this change, there was a change in the increase in civil aviation traffic. To improve service quality, the management of Jendral Ahmad Yani International Airport, Semarang was handed over to PT AngkasaPura I (Persero) on October 1, 1995. In its development, Jendral Ahmad Yani International has achieved many proud records. One of the inauguration of a new terminal, which carries the theme of a floating airport and is environmentally friendly. With this new theme, it is the first airport in Indonesia to be built on water. In addition, Jendral Ahmad Yani International Airport, Semarang, is also the first airport in Indonesia to obtain an advanced SMK3 certificate from the Ministry of Manpower (SMK3) of the Republic of Indonesia to minimize risks reduce the rate of work accidents and occupational diseases. In the end, this airport can increase company productivity according to global business demands and competition.

Figure 3.1 Jendral Ahmad Yani International Airport, Semarang

PT. Angkasa Pura I (Persero) Bandara International Jenderal Ahmad Yani Semarang

Address : Jl. Puad Achmad Yani,Semarang 50145

Ph : +62-24-7608735 / 7612282 / 603506 / 612281

Fax : +62-24-7603506

Email : srg@angkasapura1.co.id

Contact : Agus Sine (Administration Manager)

Phone : +62 85345628910

Vision:

To be one of the ten best airports management companies in Asia.

Mission:

1. Increase stakeholder value.

2. Become a partner of the government and a driver of economic growth.

3. Strive for airport services through excellent service that meets security, safety, and comfort standards.

4. Improve company competitiveness through creativity and innovation.

5. Make a positive contribution to the environment.

3.2 Organizational Structure of International Airport Jendral Ahmad Yani Semarang

The organizational structure listed below is the existing structure in the Airport Operation, Services & Security Department unit, where not all teams are listed in the form. This structure only exists in the operation service unit in the office and field, which serves as overall control at Jendral Ahmad Yani International Airport, Semarang.

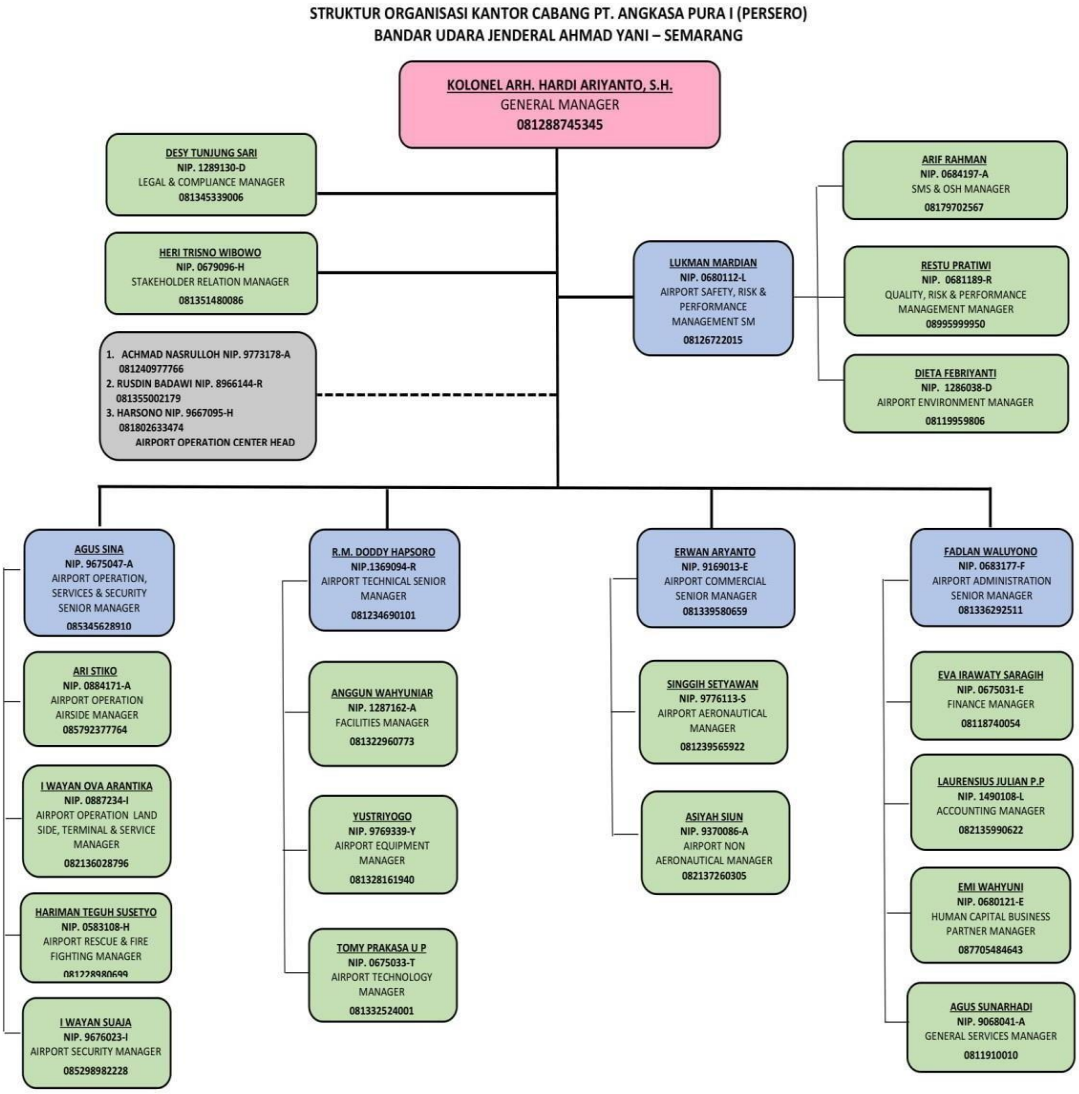

Figure 3.2 The Organization Structure of Jendral Ahmad Yani International Airport, Semarang

3.3 Designing Website

In making the website, have two methods are used, that is observation and research and development. There are some explanations about research and development strategies:

3.3.1 Research and Information Collection

In seeking information about these problems, it can be seen from several aspects, such as when working in the field, assistance from the team leader, studying classic service books, studying several systems at the airport while in the room, and self-evaluation when serving passengers.

Figure 3.3 Giving Instruction about E-HAC Application

Figure 3.4 Learn the System at the Airport

Figure 3.5 Information During Pandemic

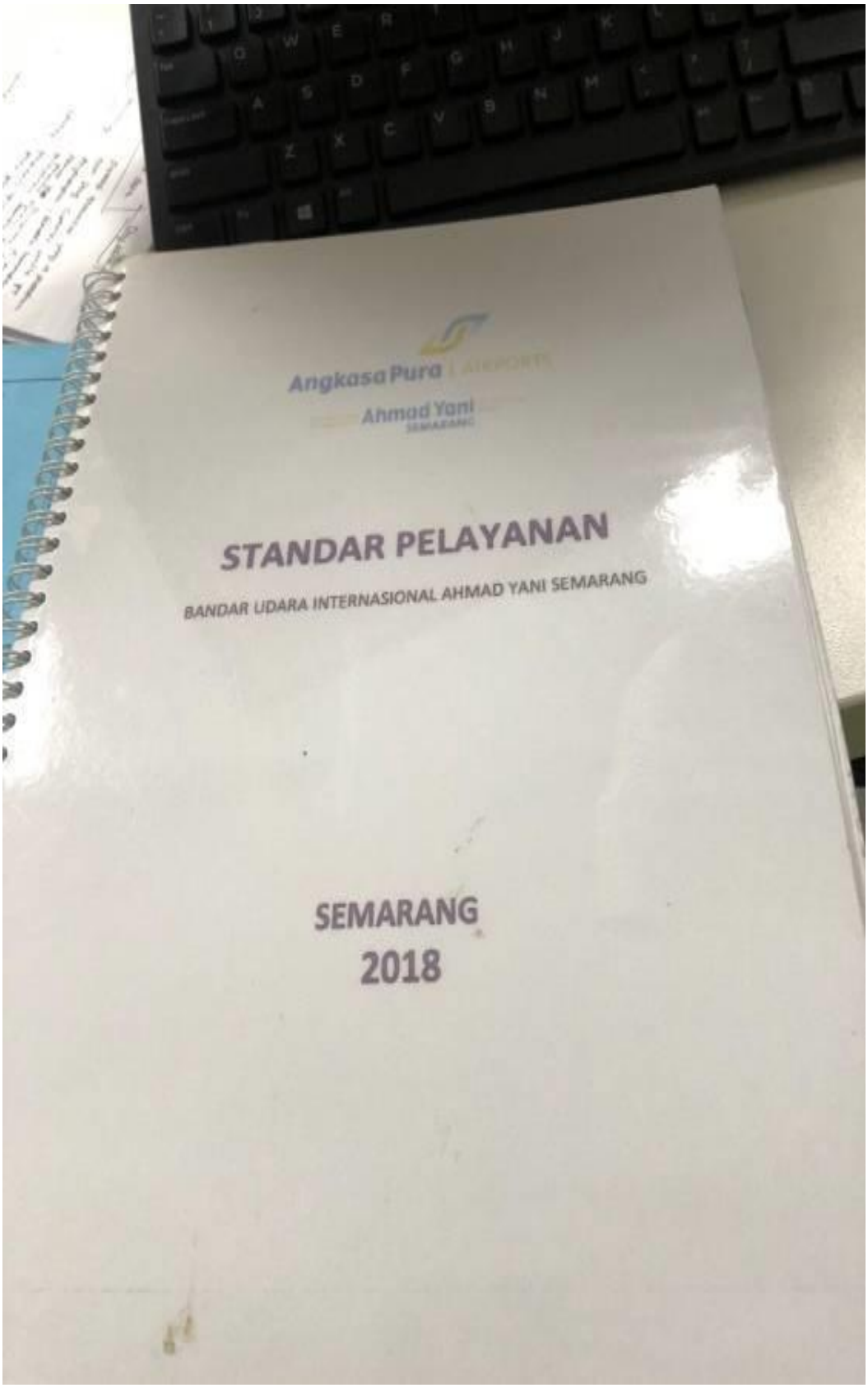

Figure 3.6 Service Standart book International Airport

3.3.2 Planning

The planning step consists of making a website and QR Code and translating the Covid-19 announcement, which previously still used Indonesian, and then included it in the website. At this stage of translation, the communicative translation method is used. That is communicated in such a way that its content and form can be understood and accepted. According to Newmark (1988:47), "The communicative translation method seeks to convey contextual meaning as much as possible so that it can be accepted and understood by the reader."

Table 3.1 The Indonesian and English translation text of Announcement Covid-19

Translate the Indonesian Covid-19 Announcement at Jendral Ahmad Yani International Airport Semarang Into English	
Indonesian Text	English Text
Mohon perhatian, untuk meningkatkan kewaspadaan terhadap penyebaran virus corona dan kenyamanan serta ketertiban penumpang saat kedatangan di bandara tujuan dimohon kepada seluruh penumpang Bandar Udara Internasional Jendral Ahmad Yani Semarang, untuk mengisi aplikasi Elektronik Health Alert Card atau e-HAC. Petugas akan melakukan proses pengecekan bukti pengisian saay proses boarding. Terima kasih.	Please pay attention to increase awareness of the spread of the coronavirus and comfort and arrival time upon arrival at the destination airport for all passengers at Jendral Ahmad Yani International Airport, Semarang for the e-HAC Electronic Health Alert card application. The officer will check the proof of filling during the boarding process. Thank you.

Mohon perhatian, di beritahukan kepada para petugas dan pengguna jasa Bandar Udara Internasional Jendral Ahmad Yani Semarang, demi keselamatan dan kenyamanan dan upaya pencegahan penyebaran virus corona, mohon kerjasamannya untuk selalu menggunakan alat pelindung diri, tetap menjaga jarak minimal 1 meter, menerapkan perilaku hidup bersih dan sehat, disiplin mencuci tangan menggunakan sabun atau handsanitizer, hindari menyentuh area wajah seperti mata, hidung, dan mulut, selalu menggunakan masker, serta menerapkan etika batuk dan bersin selama berada di area bandara. Terima kasih.	Please pay attention, to the officers and service users of Jendral Ahmad Yani International Airport, Semarang, for the sake of safety and comfort and efforts to prevent the spread of the coronavirus. Please always to use personal protective equipment, keep a minimum distance of 1 meter, apply clean and healthy living behavior, discipline to wash hands using soap, or hand sanitizer, avoid touching face areas such as eyes, nose, and mouth, always wear a mask, and apply to cough and sneezing etiquette. In contrast, while in the airport area. Thank you.
Mohon perhatian, untuk meningkatkan kewaspadaaan terhaadap penyebaran virus corona dan kenyamanan serta ketertiban penumpang di mohon untuk tidak duduk di lantai, serta tidak menaruh barang di atas bangku. Terima kasih.	Please pay attantion, to increase awareness the spread of the coronavirus and the comfort and order of passengers, please, do not sit on the floor, and do not put things on the bench. Thank you.

3.3.3 Developing Preliminary Form of Product

Forming or making this product, it takes time because of several stages in creating a website and QR Code. The selection of themes and content that will include in the Website. The following are the steps and stages of making the product:

A. Make Website

Creating a web can be said to be difficult because never learned it before. Website creation has several stages and steps that look complicated that have never been tried before. The first step to creating a website is buying a domain and hosting and making a payment at the next stage to register personal data such as name, email, password, phone number, and home address for the registration stage. After the payment stage and entering personal data or registration, get hosting and use the website after being declared successful in activating the website. To use can edit it according to the desired content and the purpose of making the website. The next step used is to be able to edit the website. The first that is done is to provide an attractive image or appearance. The measure used a plugin application and installed WordPress on hosting when the stage is complete and can access the website via Google on the cellphone https://covid19digitalguidebook.online/?p=138.

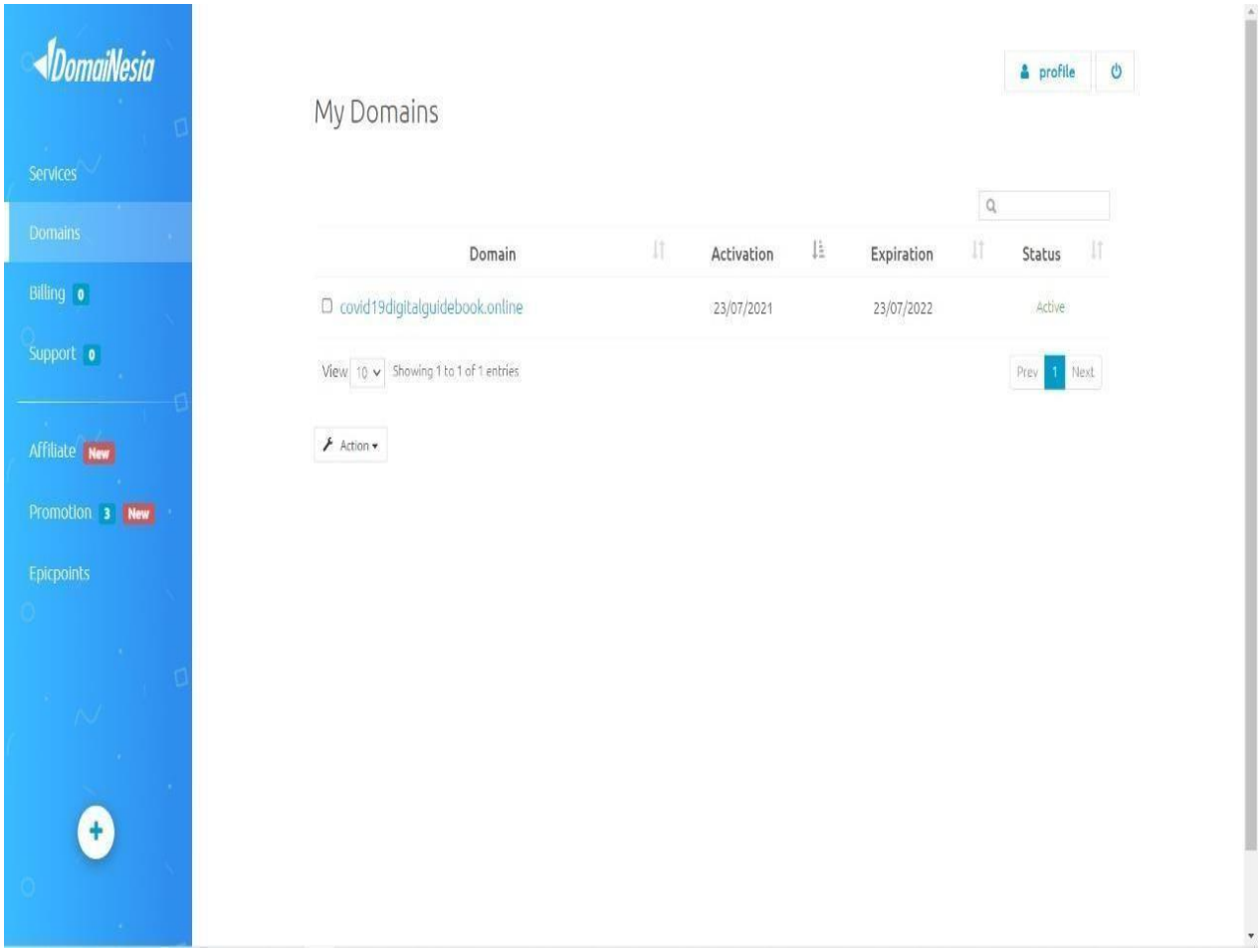

Figure 3.7 Process Make a Website

B. Make QR Code

Making the QR Code is not complicated as creating a website. Make the barcode using the website address. To make it, use one of the QR Code website services on Google. The first step to make a barcode is to copy the website link that was previously created and then log in to the website. Next, the barcode will be generated or automatically by the website. When the QR Code successfully relates to a previously created website or connected, the barcode can be used and scanned via cellphone and filled in based on the title. The purpose of making it an information website regarding health protocols related to Covid-19 at the Jendral Ahmad Yani International Airport, Semarang.

Figure 3.8 QR Code Website

C. Content of Website

The contents of the Website consist of three parts, announcement, term, and help. The information is divided into three, filling out the e-HAC form, preventing transmission of Covid-19, and prohibition in the airport. There are requirements for flights at Jenderal Ahmad Yani International Airport, Semarang base SE 12 2021 Covid-19. Lastly, the help is given information about the nearest hospital & clinic to make it easier for passengers when experiencing symptoms of Covid-19 or being sick.

Figure 3.9 First Design on Initial Website

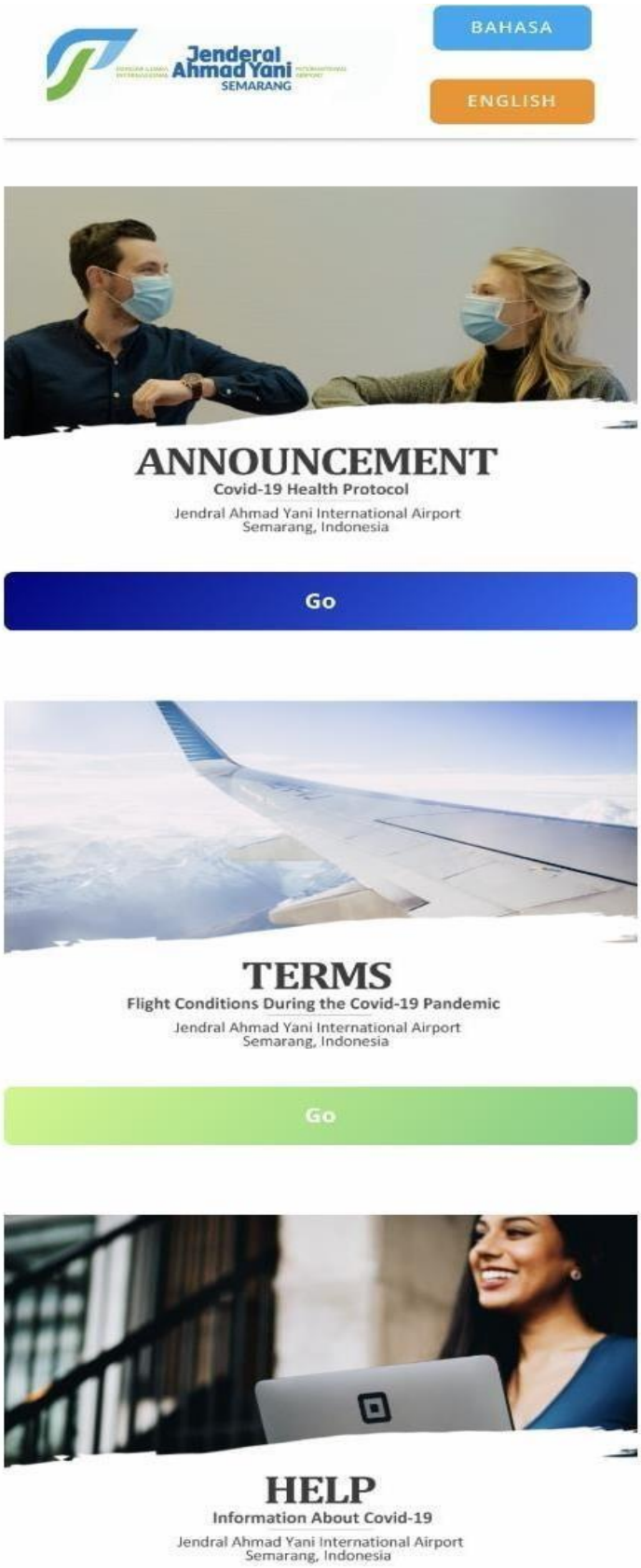

Figure 3.10 Content of Website

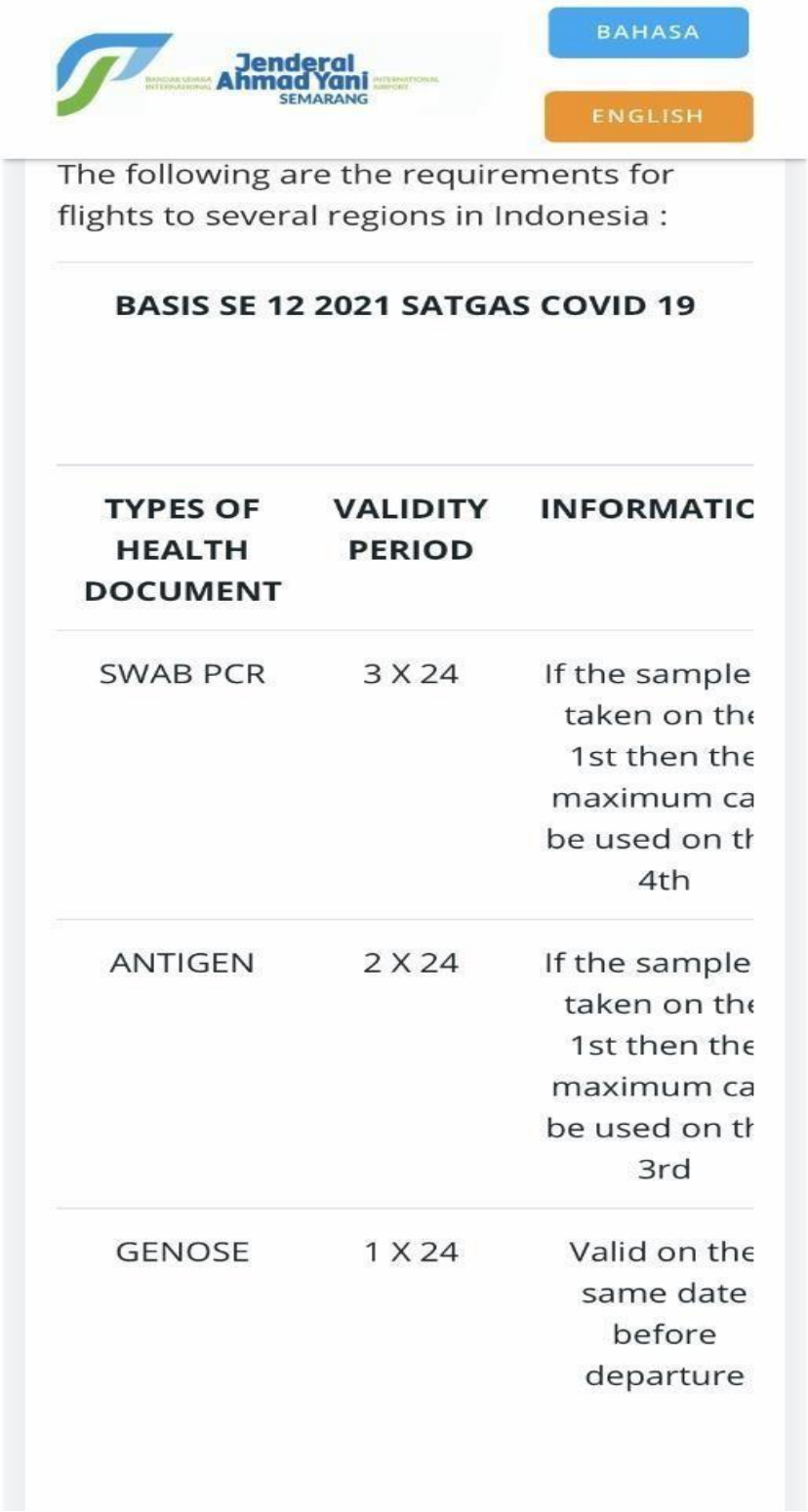

Figure 3.11 Requirements for flights at Jendral Ahmad Yani International Airport, Semarang basis SE 12 2021 Covid-19

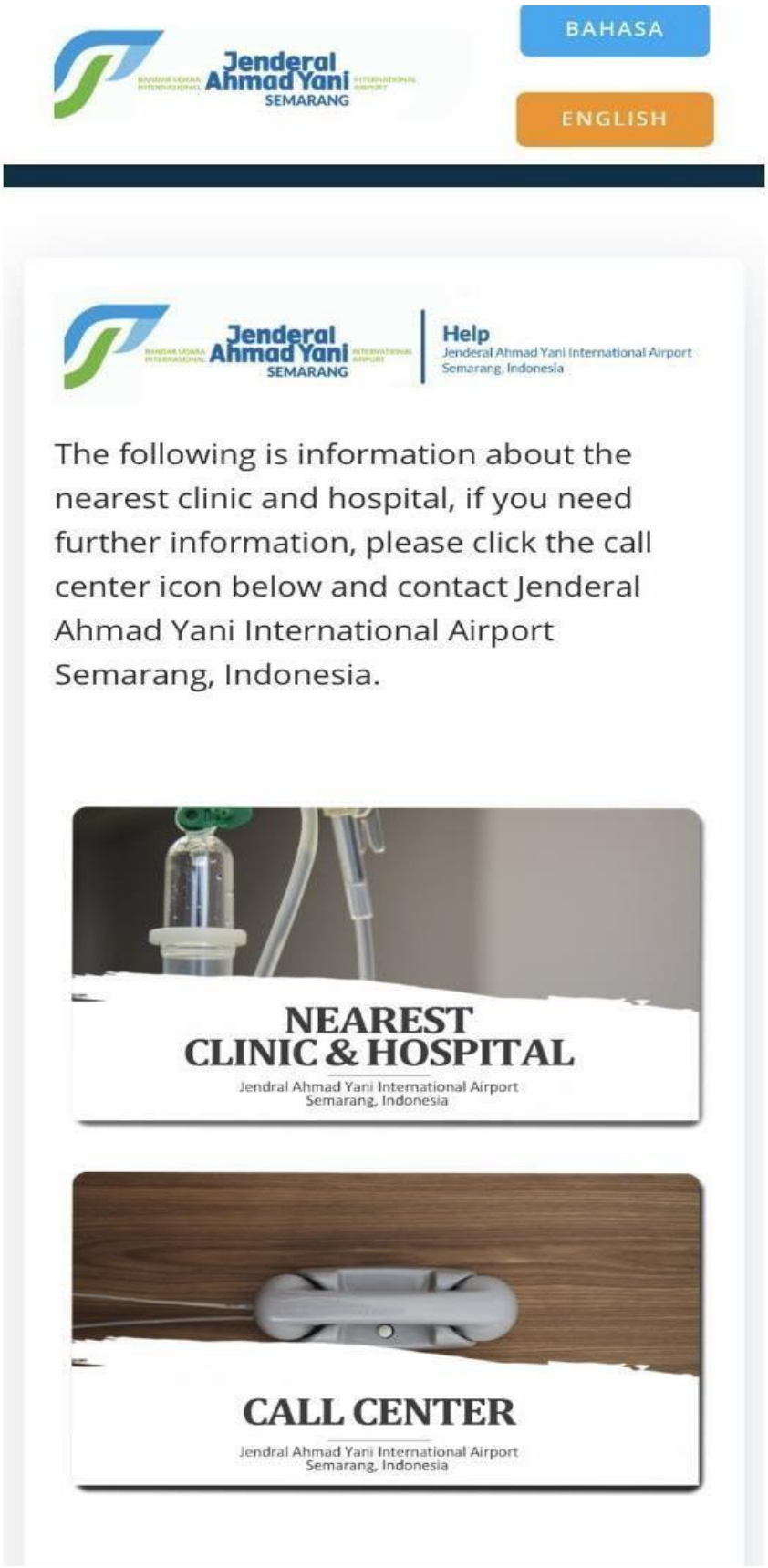

Figure 3.12 Information About the Nearest Hospital & Clinic

D. Give a Theme to the Website

The next step is to provide themes and images that match the title and available information. After doing this step, the next is to customize WordPress and what is done is to download the theme and apply it to WordPress. The moment theme is active. The next step is to fill in new posts or the main menu in WordPress. The Website is involved and unique. It then takes over to edit the UI. User Interface is a visual display of a product that bridges the system with the user or is called the user. UI appearance can be in shapes, colors, and writing designed as attractive as possible or according to taste. Put UI is the appearance of a product that the user sees. In making this, needs Photoshop and adopt an illustrator to make images or icons in it. After arranging, the theme or UI icons can be placed on the Website and include a link on the image to connect or have a relationship with previously printed posts. After checking and can combine both can be published and can use the Website.

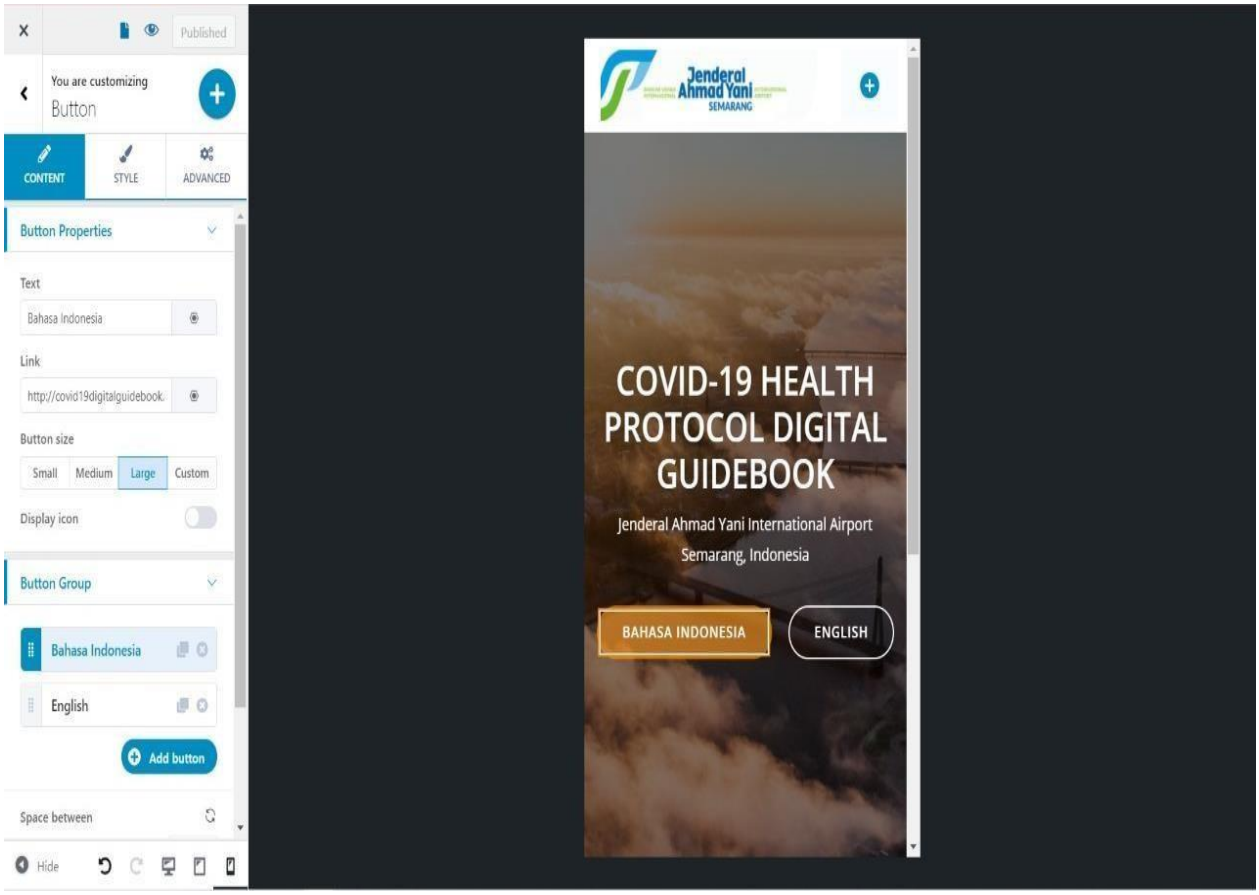

Figure 3.13 Process Give a Theme

E. Translating Announcement Covid-19

In translating an announcement at the airport, for the translating stage, use excellent and clear words and sentences to make it easy for readers to understand. In solving, they are assisted by using the Grammarly application to help the translation process.

3.3.4 Preliminary Field Testing

This test was carried out to find out whether the website created looks worthy or not for publication. Initially, testing was carried out on operational staff and several people to ask about the website's shortcomings. The following is a temporary website address in the early stages in https://covid19digitalguidebook.online/?p=138.

3.3.5 Revising Main Product

After conducting initial testing of the staff, then doing revisions and input from the team. Some things need to be fixed in the theme or image and add the airport logo. the revision stage of adding a logo greatly affects the content on the website regarding airport information The revision stage carried out the following picture website's time before it was revised and after revised.

Figure 3.14 Before Revision Stage

Figure 3.15 After Revision Stage

3.3.4 Disseminating and Implementing

Disseminating and Implementing consists of providing education and information about the Website by placing an image of the QR Code and information about the function of the QR Code. It is also hoped that visitors can read and find every information available at the airport, especially regarding flights. In addition, customer service will explain and understand the importance of listening and reading every latest information, especially for international passengers using clear information such as using English. The following is the website address that can access via a QR Code.

Figure 3.16 QR Code Website

https://covid19digitalguidebook.online/?p=138

3.4 The Opinion Head of AOCC and Customer Service about Website

Opinions or inputs given to the head of AOCC (Airport Operation Control Center) and the Customer Service team are very influential in developing and improving this website. It is essential to ascertain whether this product is worthy of publication and what shortcomings it contains. When the head of AOCC and staff provides input, that's where the product makes corrections. The feedback given is related to the website, how to convey the product to passengers properly. Overall the products that have been compiled are perfect because they have helped customer service in serving passengers and can help international passengers, especially in making flights. The input given is constructive in developing the product manufacturing process and has good results as needed.

In this chapter, research has been carried out to create website products that can access via QR Code in English. The website is accompanied by information and instructions to make it easier for passengers and overcome existing problems that the head has approved of the AOCC (Airport Operation Control Center) and other staff. Checking and testing stages have been carried out to ensure whether the application is worthy of publication or not. The application that has been approved is expected to be able to assist in solving problems that exist at the Jendral Ahmad Yani International Airport, Semarang. That is providing information in English regarding health protocols during the pandemic and instructions to assist local and international passengers in traveling.

3.5 The Problem of Designing the Website

In making the website, some the problem arise. First, because never made a product before, it's challenging to create a website and a QR Code, so the theme changes must match the information and titles. The second is writing good and correct English by the Indonesian language announcement at the Jendral Ahmad Yani International Airport, Semarang. The third, where the word must create an atmosphere and the sentence invites to continue to comply with the health protocol at the airport. Some difficulties in translating the words in the translate announcement on Covid-19 into English because they did not know the word before using the grammarly application. The last is the manufacture of products that must be remade because it is exposed to a hacked system. All the websites created are lost and have to be re-created.

CHAPTER IV

CONCLUSION

4.1 Conclusion

Jendral Ahmad Yani International Airport, Semarang, is a Central Java airport with an airport on the water. In addition, this airport has international standards, where all airport facilities are bilingual to facilitate international passengers. This airport is a place for air transportation and a place for tourists to visit in several aspects. Although this airport has international standards, it has some problems discovered during the research, the lack of Covid-19 announcements in English. Due to the lengthy and time-saving information, as well as the reduction in international passengers. Therefore, the use of statements only uses Indonesian.

This study uses the observation method to direct research when in the field and research and develop appropriate steps to design an English website product that can access via a QR Code at the Jendral Ahmad Yani International Airport, Semarang. The website's usefulness in the future will make it easier for local and international passengers to get information, instructions, and flight requirements during the pandemic by accessing this page https://covid19digitalguidebook.online/?p=138 . Thus in the future, especially international passengers can quickly get information and comfort in the flight process.

4.2 Suggestion

Based on the results of the research conducted, gave several inputs to the Jendral Ahmad Yani International Airport, Semarang related to the announcement at the airport. First, facilities and international standards at the airport provide guidance using two languages to make it easier for international passengers, especially English. With adequate facilities will be able to increase the number of existing passengers at the airport. Information is constantly updated and shown or notified to passengers before departure not to be mistaken in receiving information. The last, keep giving good service to passengers in providing instruction because it is difficult to get instruction and limitations where can't meet face to face and can only communicate through screens or online customer service.

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