

AN ASSESSMENT OF PHILIPPINE AIRPORT CHECK-IN OPERATION IN THE NEW NORMAL

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(Received 05th April 2023; accepted 22nd July 2023)

Abstract. This thesis was conducted by researchers from De La Salle University- Dasmariñas. The title of the thesis is An Assessment of Philippine Airport Check-in Operation in the New Normal in Philippine Airlines where it is only limited to Terminal 2. The focus of this study is to know the Passengers' Assessment of the Airline's Compliance and the Passengers' Level of Adoption with the Rules and Regulations given by the Department of Health and Inter-Agency Task Force. The research design is a descriptive-correlational where the researchers also use the quota sampling; data were gathered through survey. The findings revealed that the passengers from the Philippine Airlines were able to adapt to the protocols given by Department of Health and Inter-Agency Task Force by going personally to the airport check-in counter before the domestic flight and international flights in the Airport. This study will be beneficial to the tourism students and researchers to be aware of what has happened during the new normal.

Keywords: *Philippine airport, check-in operations, new normal, protocols, Department of Health, Inter-Agency Task Force*

Introduction

Philippine Airlines or also known as PAL is the Flag carrier in the Philippines. In 1941 the Philippine Airlines started their operation up to this day which makes them the oldest and longest serving airline in South-East Asia. According to Ms. Jamie Bautista, the recent President of Philippine Airlines, PAL holds the largest Filipino union, In March 2019 PAL operates 41 Domestic and 58 International Destinations. Philippine Airlines provide a hands-on quality of travel experience for their passengers whether it is a person with or without any special needs. Philippine Airlines also has the most comprehensive details online. Philippine Airlines utilize Traze Mobile Application for generating and scanning of quick response codes of the passengers mandated by the Department of Transportation, the passengers must present their boarding form. The registration to Philippine Airlines passengers contacts tracing form which shall be printed or screenshotted as to be shown upon checking in (TripAdvisor Official Portal, 2023). The people are also observed and checked. Disinfectant foot rugs are placed, sanitation around the facility such as alcohol dispensers are also set down, the social distancing is practiced and being followed, and strict reminders to avoid being involved in crowded spots. It offers a check-in process at the airport counter and online as well. In terms of Airport counter check-in, passengers have to be at the airport for at least 2 hours before departure for local flights and 3 hours before departure for foreign flights, then passengers with baggage have to reach the check-in bag counter for dropping the luggage's. In terms of online check-in, a screenshot of the Philippine Airlines website check-in functionality.

Passengers may check-in online from 24 hours to 60 minutes before departure for a domestic flight within the Philippines, and from 24 hours to 75 minutes before departure for an international flight (TravoMojo Official Portal, 2023). The check-in operation at Ninoy Aquino International Airport serves about a limit of 1,500 passengers per day as of March 2021 (Vergara, 2021) as it was the surge of the pandemic. Such as at NAIA terminal 2, the check-in operation of Philippine Airlines is observed. Serving domestic and international flights which has served 1.44 million domestic passengers and 1.75 million international passengers by the year 2020 (Statista Research Department, 2022). In accordance with the new normal, acting in the time of the pandemic, safety protocols are made by the airlines and concerning government organizations. With rising challenges and an abrupt need for decisions and actions to be made, the industry as well as the passengers are expected to ratify the new normal.

Problem statement and significance of the study

The Global impact of Coronavirus 2019 has become a dilemma wherein some of the establishments have been permanently closed and some of the Establishment's profits were down such as the Philippine Airlines and other airlines all around the world. As years go by, airlines around the world continue to operate again, but then the main problem of Philippine Airlines during pandemic was: (1) Do Philippine Airlines comply with the Mandatory Protocols given by the IATF and DOH? (2) Is Philippine Airlines really safe for the Domestic and International flights? (3) What are the protocols that need to be observed? The general problem of the study is to assess the check-in operation of Philippine Airlines in the new normal, and the effectiveness of the changes of protocols will also be assessed. Such data to be gathered will come from the passengers of Philippine Airlines from the year 2020 up to the present as it was when the virus was detected in the country. The study is limited only on how the Philippine Airlines terminal 2 does their check-in operations affected by different changes over time.

The primary objective of this study is the assessment of Philippine Airport Check-in Operation in the New Normal. Specifically, this paper sought to answer the aims of the following: (1) to determine how the passengers assess the Philippine Airlines compliance with the rules and regulations that are given by DOH and IATF to all the staff and passengers during the pandemic; (2) to determine how the passengers adapt to changes of Philippine Airlines under new normal; and (3) to determine if there is a significant relationship between the passengers' assessment of the airline's compliance and the passengers' level of adoption with the rules and regulations that are given by the Department of Health and Inter-Agency Task Force. This section will disclose the importance of the study and how it will be beneficial to certain entities who have participated and those who may be involved with the chosen population. This study will serve as a significant endeavor to the following entities: (1) Future Researchers-Future researchers will have an aid for studying in their future research. The ideas presented were used as reference data in conducting new research or in line with the effectiveness and validity of related findings; (2) Passengers-The outcome of this study will facilitate the future passengers to know more details about the check-in operation in a new normal in regard to the Philippines Airlines. Thus, ensuring the safety of the passengers.

Literature review and conceptual/theoretical framework

The *Figure 1* shows the conceptual framework of the study. The input contains the setting of the study where the researchers can conduct the study needed, and it is followed by the process or the demographic profile of the respondents as it is needed to support the independent variable which is the input or the setting of the study. Next is the output where it will be the overall operation taken by the Philippine Airlines. According to TravoMojo Official Portal (2023), the check-in process in the new normal can be done through airport check-in counters and or through online. Passengers who prefer to personally go to the airport check-in counter should at least be at the airport 2 hours before domestic flight and 3 hours for international flight. At Ninoy Aquino International Airport (NAIA) Centennial Terminal 2, the Philippine Airlines' check-in counters are available at 1:30 am for domestic flights and at 4:00 am for international flights, Therefore the passengers can check in well ahead of their departure time. On the other hand, senior citizens with 2 assistants or companions, or just a typical passenger traveling without checked luggage, can apply at Express Check-in counters at Manila Ninoy Aquino International Airport terminal 2 and or Mactan airports. As for the Emirates Official Portal (2021), passengers can online check-in is available 48 hours before takeoff. It is simple and quick to drop off the bags at the self-check-in kiosks of Emirates at the airport, or passengers can visit their counters. According to the article of Arayata (2021), Philippine Airlines (PAL) is now restructuring the operation of their flights in the new normal with following the accordance of safety regulations, such as wearing of face shield, facemask, and undergoing with the RT-PCR test such that passengers and cargo flights will continue to operate subject to the demand and travel restrictions as well. In regard to Republic Act 9593 or the Tourism Act of 2009, the Department of Tourism is assigned to widen the control of the operation as well as the activities of all tourism ventures. To guarantee the passengers their health and secure procedure for the establishments amidst new normal are issued by the Department of Tourism (Department of Tourism, 2020).

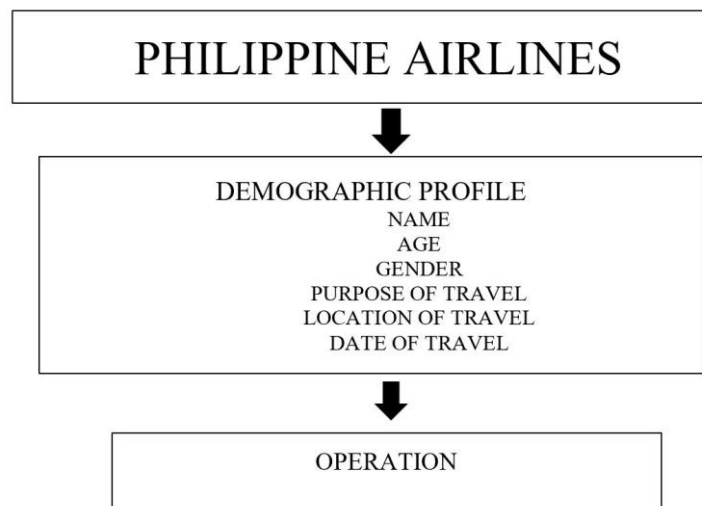


Figure 1. The conceptual framework of the study.

As for the health and safety measures of Philippine Airlines for their check-in operation, firstly is wearing of face mask and face shield as ordered by the Philippine Department of Transportation implied since November 16, 2021, the regions under alert level 1, 2 and 3 should voluntarily wear face shield and mask on the airport and during

flight. Whilst on areas under alert level 4 and 5 are required and mandatory to wear face shields. The assistance of Philippine Airlines is considerate most especially for the ones who have disability and unaccompanied minors. This is to ensure that they can still have a comfortable and convenient way of traveling (TripAdvisor Official Portal, 2023). According to the Air France Protect page they have specific protocols upon check-in operation. Mandatory wear of surgical masks all the time including employees, and passengers, reminder of physical social distancing measures they also put signage on every edge of the airline so that all people will be reminded, counters and kiosks check-in counters are equipped with plexiglas protective screens which have been disinfected daily. According to Tabares (2021), an inadequate traffic level is only attainable when the following safety measures such as interaction with precise information through application or website, process adaptation, use of fiberglass wall partition to separate employees and travelers, physical distancing from 1 to 2 meters, aircraft boarding and deplaning procedures, thermal scanner, and wearing of face masks are implemented. Aside from implementing the mandatory protocols inside the Philippine Airlines, they are still applying to enhance their cleaning standards, touchless journey, and contact less between passengers and airport staff have most likely remained for a long period of time against COVID-19. Many people are waiting for the availability of a safe vaccine, and effective treatment. Travel restrictions were implemented and practiced in the countries caused by both international and local travel that are affected by the Covid-19 pandemic.

In referenced with the data of the The World Bank Official Portal (2023), over 47,776,892 air transport carried in the Philippines by the year 2019 (before the Covid-19 outbreak) declining to 11,178,423 passengers by the year 2020 (during the pandemic) and 1.44 million domestic passengers and 1.75 million international passengers are from the service of Philippine Airlines (Statista Research Department, 2022). With the effect of the pandemic, business operations from all industries began to fall quickly and the air transportation industry is no exception to that. All airlines and other tourism establishments have been closed due to the high risk of Coronavirus. Hence, all the airlines and transportation companies began to decrease their profits due to the stopping of operations to prevent the expansion of infection. The World Health Organization declared that the Covid-19 is a pandemic outbreak and there is no medical cure for the said disease. Industries and the people were able to adapt with the situation. Businesses began to operate again and customer satisfaction with serious consideration of government protocols and safety are the challenges faced to retrieve profits and to start again. According to Masigan (2021), the outbreak of Covid-19 pandemic to travel and tourism has become more dangerous than other viruses since some other parts of the world, especially in the Philippines, are still experiencing it up until now. In addition, according to the article of Masigan (2021), the year of 2003 the world experienced SARS virus, and in the year 2008, is the global financial crisis. SARS had a six-month effect that caused industry net losses of \$7 billion while Covid had paralyzed the industry for more than 60 weeks and was still running which had to gather the \$47.7 billion losses as of end March 2021. The Asia Pacific Airlines region had announced a net loss of \$10.5 billion in the year 2020 and Philippine Airlines lost their \$617.65 million booked for their first nine months. On the other hand, Cebu Pacific net loss became \$457 million for the whole year, furthermore, the extended credit terms for permits, small tax breaks, and financial aid for small and medium scale enterprise was an inconsiderate result given by the government. The tourism industry did not get their

target market wherein higher than 11% of the tourism ventures have collapsed and increasing regardless to the operation of tourism and travels.

According to AirAsia Official Portal (2022) lifestyle and travel company, is a supporter for lighter travel regulations to encourage cross-border and investment travel. As the top low-cost airline in the world, AirAsia is certain that loosened border controls will encourage the essential economic activity to hasten the recovery of domestic and international tourism, the industry that was most severely affected by the pandemic. AirAsia is among the first airlines in the Philippines to embrace digitization, said Ricky Isla, chief executive officer of AirAsia Philippines. In order to ensure guest safety, we worked to eliminate any friction in the travel process, including the requirement for protracted lines at checkpoints and in-person encounters. The AirAsia Super App makes it possible to complete procedures like document verification and flight check-ins at least 24 hours before departure, making traveling easier and more convenient. Customers at AirAsia can take use of a number of features that make traveling in the modern era safer and easier. With just a selfie, uploading a copy of their passport or other government-issued ID, and going through a single check-in process, this face recognition service, which is available via Super App, is anticipated to provide further health and safety protection for AirAsia passengers. According to Biyahe Finder Official Portal (2021), all passengers are being urged by Cebu Pacific to check in online. They must hold their boarding cards such that the barcode is towards the personnel so that it can be scanned. Guidelines for social and physical distance will be used to regulate lineups and boarding operations. Face masks are a requirement for all Cebu Pacific passengers from the time they board the aircraft until they exit at the destination airport. At least one hour prior to departure, bag drop stations will close. This action will give ample time for the staggered boarding process. Follow all physical directional cues and markings for distance. Passengers departing from ANA International Flights-Served Airports must follow the following step by step procedures for checking-in. Step 1, for boarding in airport check-in, passengers must re-check the international airline ticket or e-Ticket Itinerary Receipt necessary for boarding procedures. Either at the counter or with a self-service check-in machine, it can be completed. It is necessary to finish the boarding process at least an hour before departure. The airport employees will verify passports, visas, ID cards, and any other required documentation when checking-in. Passengers must have all the necessary paperwork ready. For step 2, the baggage check-in, personnels will check the belongings of the passengers that are prohibited on board. Sharp objects like scissors or nail clippers, as well as large pieces of luggage and dangerous goods, are prohibited from being brought on board. Passengers are required to check these things in. The amount of free checked luggage is subject to route and travel class. Also, Passengers are reminded to be mindful not to check any valuables. Additionally, hours of operation are subject to abrupt changes depending on the status of the flight on the day of flight. Hours of operation are subject to change without notice. Step 3, for security. To prevent hijacking and terrorism, security has recently been boosted at all airports. Cooperation from passengers is needed to make sure that every person travels safely.

According to previous study, Singapore Airlines is one of the trusted airlines in the tourism industry with a certified 5 Star Airline for the good quality of their airport, good services given by the crews, and onboard service. Due to the pandemic, Singapore Airlines check-in operation has changed with safety considerations. Their safety protocols are disinfection, wearing facemask, checking the body temperature, and

swabbing. With this, Singapore Airlines has been named the 'Diamond' rating in the APEX Health Safety audit, the Skytrax Covid-19 Airline Safety Audit was awarded as a 5-star rated airline worldwide. Moreover, Singapore Airlines also recommends their mobile application (SingaporeAir) to minimize their passengers inside the airport. When it comes to the lounging of things, Singapore Airlines assures the passengers that their luggage will be followed by their safety precautions by step up cleaning protocols and upholding a high level of sanitation and hygiene standards. Now that all the people are struggling with the Covid-19, the Malaysian Airlines made sure that they are following the rules and regulations given by the MOH (Ministry of Health Malaysia), and WHO (World Health Organization), to deliver a much more convenient and safer experience. All passengers who have any symptoms of Covid-19 such as fever, cough, headache, and shortness in breathing will be denied on board such that physical distancing is also one of the rules in check-in operation at Malaysian Airlines that should be followed by both the passengers and the employees. Upon entering the airport, the mandatory protocols should be observed and practiced all times. However, Malaysian crews/employees should wear their personal protective equipment such as gloves, and towels. Routine Sanitation is also mandatory to the Malaysian Airlines where their aircraft and airport should always be disinfected and sanitize every aircraft cabin, seats, and touches area, and Malaysia airport installed UV light technology to disinfect the baggage before handing it on to the collection area (Malaysian Airlines Official Portal, 2023).

According to Business Mirror Official Portal (2020), Sunlight Air has recently developed the Philippine aviation and transportation industry. It begins with a commitment regarding air travel and by giving the current idea of flight service and consistent travel experience to the local travelers at a higher price. Unfortunately, due to unexpected challenges caused by the Covid-19 virus, their objective was overturned. During this pandemic Sunlight Air undergoes training and demo flights just to make sure that their crews, and staff are already prepared during the check in operation and during the flight. Just like Sunlight Air, the air transport industry is severely affected by the pandemic causing a loss in profit and discontinuation of business operation. In reference to Elias (2020), this pandemic brought the whole nation to stop operating and the world of aviation was one of the most affected since it is part of the tourism industry that also contributes to the economy of a country. Hence, the pandemic has been the top priority of the whole world. According to MacKay (2015), the Scottish Airline Loganair continues serving the required travel essentials for the communities in Scotland, the aircraft of the Scottish ambulance service was evolved to become air ambulance and it is also dedicated to the aircraft to fly at night trips to handle the Covid-19 medicine. Some of the UK Domestic routes such as Ireland and Denmark were suspended during this pandemic but now since the cases of Covid 19 is slowly decreasing they are now reopening it. According to previous study, Scottish Airline Loganair remains the astonishing team to make an effort to surely keep their airline not only by having a stable flight as well as keeping everyone safe against the virus for over the last 18 months. Moreover, they are optimistic about their future even though they are facing several struggles caused by the pandemic due to decrease in the needs of business trips and have to deal with aviation impact to have an effect on the environment. Scottish Airline Loganair are still confident that they have the agility and team spirit to serve remarkably throughout the pandemic.

According to Fairlie (2022), the study of demographics involves examining the traits of individuals or groups within a specific geographic area. More people and organizations can be divided into smaller common groups with shared characteristics as more data is gathered. A person may better grasp an audience's background characteristics by using demographic data, such as their age, race, ethnicity, income, employment situation, marital status, etc. One profession that stands to benefit greatly from asking demographic questions is marketing. The more their understanding of their target demographic, the more likely it is that their messaging will be understood by their target audience. The better they know the target audience, the more probable it is that their messaging will be received by that group (Momentive, 2022). When examining the target audience, age is an essential factor to take into account. Cultural generations are groups of people who develop at the same time. A generation can generate a sense of separation from the preceding one by adopting new language and slang as they attempt to distinguish themselves from the older one. People love to travel for a variety of reasons and travel for many different reasons. Despite not enjoying it, some people must travel for a variety of reasons. Work, family, health or medical needs, social or economic needs, and others may all be contributing factors. Travel enthusiasts value leisure, seeing other cultures, trying foreign cuisine, and seeing breathtaking scenery that is different from their home environment. Some people relish the motion of traveling by bus, train, boat, or air. There are many and varied reasons why people travel. This article looks into that (Alyson, 2023). On the other hand, according to (Rahman, 2020), people may be traveling for conducting business at trade exhibitions or other off-site venues. It could be traveling to see relatives and friends who live far from where we consider home, for personal enjoyment and relaxation, often known as outbound tourism. It may be for emigration, to look for a new life in a foreign place, for averting the crisis, of which we consider the resettling of refugees, and may it be for the sake of pure curiosity, also known as wanderlust, and exploration, its offshoot. In other words, "travel" may be a subset of motion or body behavior, and tourism could be a subset of travel for every category after that.

In reference to Somnath (2019), travelers should be close to establishments between their exact location. No matter what kind of lodging travelers choose to reserve, whether it be an opulent hotel or a modest hostel, they must choose one that is close to everything they will need. This covers dining establishments, convenience stores, and even drug stores. In case of an accident, a traveler should also make sure that they are no more than 30 to 60 minutes from the hospital. Remember to purchase travel insurance before the trip when it is about accidents. This will provide peace of mind and ensure that travelers are cared for in the event of an accident. Meanwhile, as for the spot where a specific point or object is found is called its location. A locality is a human settlement, such as a city, town, hamlet, or even an archaeological site. Location is a key term in geography and is typically thought to be more exact than "place." The exact location of a place on Earth is known as its absolute location, which is frequently expressed in terms of latitude and longitude. Relative language is occasionally used to describe location. A place's relative position describes how it relates to other locations. For instance, the Empire State Building is roughly 15 blocks from Central Park in New York and is located 365 kilometers (227 miles) north of the White House in Washington, D.C. These are only two relative locations of the building.

Materials and Methods

The research is quantitative in nature with a research design such as descriptive-correlational. The center point of strategies in qualitative research design is to evaluate the collection of analysis of data. The descriptive-correlational research design will help the proponents to find out the important relationship allying the demographic profile of the passengers and their travel details. In determining the respondents of the study, the passengers of Philippine Airlines that departed in the Philippines from the month and year of March 2020 up to present, as the air transport industry in the country reopened and still in the face of the pandemic. The researchers will use quota sampling of 100 passengers as the respondents of the study. The researchers will also use quota sampling techniques for the study. It is a non-probability sampling technique that helps researchers select based on population attributes and the research paper. The researcher will also use quota sampling for the study. Participants or places are chosen non-randomly based on a fixed quota or percentage of the population. While in this research, the researchers will use a survey form in collecting data. The researchers decided to choose a survey form to avoid bias and neutrality in the responses of the respondents. Thus, with the present situation regarding the pandemic, the collection of data will be done through an online platform (Google Form) which will be an accessible, fast, and secure way of gathering data. An adapted and modified survey form will be used based on the protocol form from Philippine Airlines health protocols used in this study. The topmost section of the survey, the respondents' demographic will be collected with 6 parameters (Name, Age, Gender, Purpose of Travel, Date of Travel, and Frequency of Travel).

For the statistical treatment of the data, for objective: (1) the profiling of the respondents, frequency percentage will be used; and (2) the researchers will find the weighted mean of the data to determine the level of compliance and level of adoption. The following interpretation of the mean will be used to determine the level of compliance and level of adoption: 1.00-1.49 is Very Poor, 1.50-2.49 is Poor, 2.50-3.49 is Good, 3.50-4.49 is Very Good, and 4.50-5.00 is Excellent. Lastly, to determine the significant relationship between the level of compliance and level of adoption of variables, person point correlation will be utilized to treat the date. The research instrument will be verified by an expert (faculty and industry expert) for the approval of the research paper.

Results and Discussion

Demographic profile of respondents

As shown in *Table 1*, of the passengers' respondents from the Philippine Airlines surveys conducted in February to March 2023, of the one hundred-one (101) respondents, forty-eight (48) (47.5%) were male and fifty-three (53) (52.5%) females. The female passengers have a greater number of respondents as the male respondents have a low number of passengers. As shown in *Table 2*, of the passengers age respondents from the Philippine Airlines surveys conducted in February to March 2023, of the one hundred-one (101) respondents, thirty-three (33) (32.7%) were range from 21-25, sixteen (16) (15.8%) ranges from 26-30, same goes with the people ages from 31-40 years old. However, there are nine (9) (8.9%) respondents range from 41-45, six (6) (5.9%) ranges from 46-50, four (4) (4%) were range from 51-55 and only one (1)

(1%) respondent range from 61-65 years old. This shows that mostly young people travel to other places in the Philippine Airlines.

Table 1. Gender (Sex) of respondents who are passengers from the Philippines airlines.

Gender (Sex)	Frequency (N)	Percentage (%)
Female	53	52.5
Male	48	47.5
Total	101	100

Table 2. Age of respondents who are passengers from the Philippine airlines.

Age	Frequency (N)	Percentage (%)
21-25	33	32.7
26-30	16	15.8
31-35	16	15.8
36-40	16	15.8
41-45	9	8.9
46-50	6	5.9
51-55	4	4.1
56-60	0	0
61-65	1	1
Total	101	100

The most percentage date travel of the passengers from Philippine Airlines was last September 2021 with 10.9%, however the least percentage are the months of June 2022, December 2021, January 20 to 24, 2021 and, January 2023 with a one percentage (1%) of the passengers who traveled from those months and years (Figure 2). The passengers from the Philippine Airlines were traveling in personal whether it will be domestic and international flights with 71 passengers (70.3%). Next is those passengers who work abroad with 27 respondents (26.7%), while the least purpose of travel of the passengers is pure business with 4 respondents (4%) only (Figure 3). Mostly, the purpose of the passengers to travel from Philippine airlines is to go outside the country and avail the international flights with 66 respondents (65.3%), however, there are 35 passengers (34.7%) who traveled for domestic flights (Figure 4).

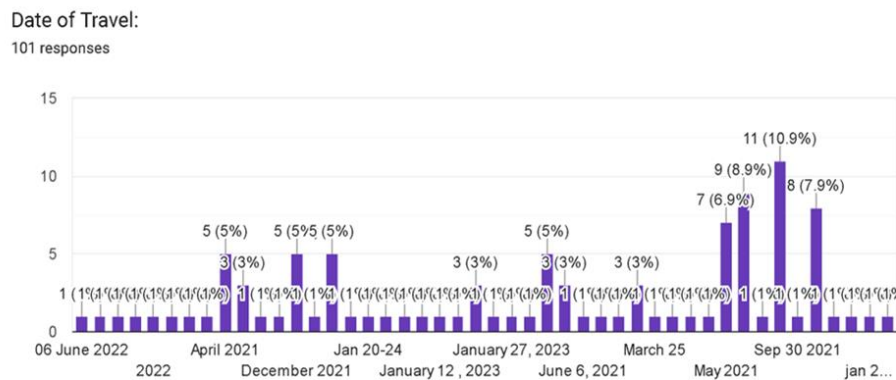


Figure 2. Date of travel of passengers from Philippines airlines.

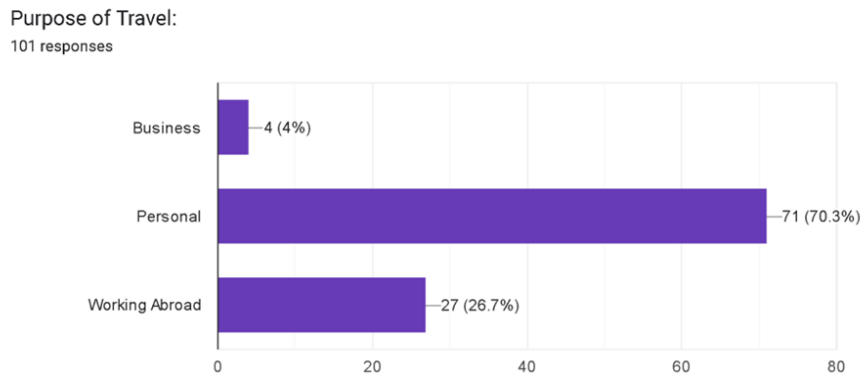


Figure 3. Purpose of travel of passengers from Philippines airlines.

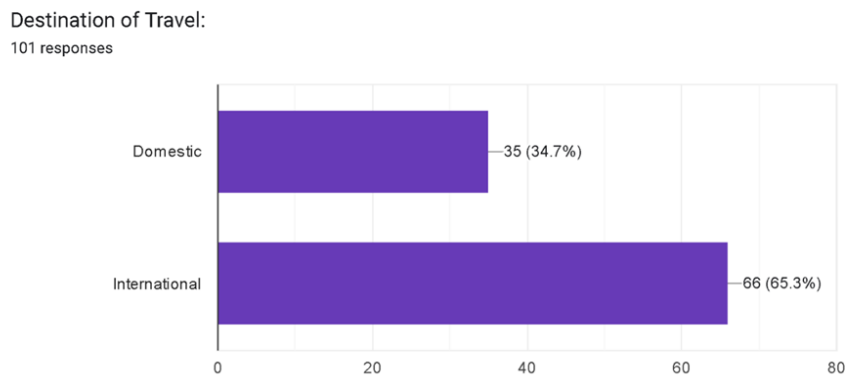


Figure 4. Purpose of travel of passengers from Philippine airlines.

Based on the descriptive analysis (*Table 3*) in regards of international flights, the statement which obtained the highest mean response is statement number 1. The mean response is 3.50, with SD of 0.70. This implies that the passengers from Philippine Airlines were able to follow the social distancing implemented during the check in operation regarding the protocols given by DOH and IATF. On the other hand, the statement with the lowest mean response is statement number 9, with a mean of 3.25 and SD of 0.83. Although the verbal interpretation is also good, this statement obtained the lowest mean. This means that the passengers also agree that Philippine Airlines were contactless between the staff and passengers. The composite mean of 3.36 and SD of 0.86 implies that the overall assessment of Philippine Airport Check-in Operation in the New Normal is good. The value of SD implies that the most varied response (highest SD) is statement number 7 while the most consistent responses are statement numbers 2 and 6 (lowest SD). Based on the analysis for domestic flights, the statement which obtained the highest mean response is statement number 5 (*Table 3*). The mean response is 3.47, with SD of 0.89. This implies that the passengers from Philippine Airlines would prefer to personally go to the airport check-in counter before the 2-hour domestic flight and 3 hours international flight in the Airport. On the other hand, the statement with the lowest mean response is statement number 7, with a mean of 3.26 and SD of 0.87. Although the verbal interpretation is also good, this statement obtained the lowest mean. This means that the passengers also moderately agree that Philippine Airlines

staff were assisting off passengers with baggage. The composite mean of 3.34 and SD of 0.87 implies that the overall Airline’s compliance and the passengers' level of adoption with the protocols given by DOH and IATF is moderately good. The value of SD implies that the most varied response (highest SD) is statement number 6 while the most consistent response is statement number 4 (lowest SD). Philippine Airlines were able to comply with the Mandatory Protocols given by the IATF and DOH during the pandemic to the staff and passengers. The Philippine Airlines terminal 2 is safe for both Domestic and International Flights by only following the protocols of DOH and IATF. However, passengers adapting to changes of Philippine Airlines under the new normal obtained the lowest mean. This means that this should be improved by the Philippine Airlines.

Table 3. *The perceptions of passengers from Philippinesairlines (international and domestic flight) and summary of the assessment.*

Category		Mean	Standard deviation	Verbal interpretation	Rank
(International Flights) As one of the passenger of Philippines airlines, how do you assess the airlines compliance ragrdng the protocols gien by DOH and IATF?	1. Social distancing implemented during check in operation.	3.50	0.70	Moderately agree	1
	2. Using a thermal scanner.	3.43	0.82	Moderately agree	2
	3. Verification if the passengers of airport undergo of RT-PCR test.	3.40	0.91	Moderately agree	3.5
	4. Passengers wearing offace mask and face shield inside the airport.	3.33	0.89	Moderately agree	8
	5. Passengers who prefer to personally go to the airportcheck-in counter should at least be at the airport 2 hours before domestic flight and 3 hours for international flight.	3.37	0.91	Moderately agree	5
	6. Disinfected foot rugs are placed.	3.36	0.82	Moderately agree	6
	7. Assisting off passengers with baggage.	3.27	0.96	Moderately agree	10
	8. Cleaning standard onboard the Philippines airlines.	3.30	0.91	Moderately agree	9
	9. Contactless between the staff and passengers.	3.25	0.83	Moderately agree	11
	10. Cleanse and sanitized regularly touched areas such as doors, counter tables, handrails, etc.	3.34	0.86	Moderately agree	7
	11. signage with proper guidelines regarding protocols inside the area.	3.40	0.83	Moderately agree	3.5
	12.availabilityofprovided free hand sanitation along the check-inprocess.	3.38	0.89	Moderately agree	4
Ccomposite mean		3.36	0.86	Good	
(Domestic Flights) As one of the passenger of Philippines airlines, how do you assess the airlines compliance ragrdng the protocols gien by DOH and IATF?	1. Social distancing implemented during check in operation.	3.34	0.86	Moderately agree	6.5
	2. Using a thermal scanner.	3.42	0.89	Moderately agree	2.5
	3. Verification if the passengers of airport undergo of RT-PCR test.	3.28	0.88	Moderately agree	9
	4. Passengers wearing offace mask and face shield inside the airport.	3.30	0.81	Moderately agree	8
	5. Passengers who prefer to personally go to the airportcheck-in counter should at least be at the airport 2 hours before domestic flight and 3 hours for international flight.	3.47	0.89	Moderately agree	1
	6. Disinfected foot rugs are placed.	3.39	0.91	Moderately agree	3
	7. Assisting off passengers with baggage.	3.26	0.87	Moderately agree	10

	8. Cleaning standard onboard the Philippines airlines.	3.42	0.82	Moderately agree	2.5
	9. Contactless between the staff and passengers.	3.34	0.86	Moderately agree	6.5
	10. Cleanse and sanitized regularly touched areas such as doors, counter tables, handrails, etc.	3.38	0.83	Moderately agree	4
	11. signage with proper guidelines regarding protocols inside the area.	3.33	0.90	Moderately agree	7
	12. availability of provided free hand sanitation along the check-in process.	3.37	0.90	Moderately agree	5
Composite mean		3.34	0.87	Good	
Summary of assessment	1. Passengers assess the Philippines airlines compliance with the rules and regulations that are given by DOH and IATF to all the staff and passengers during the pandemic.	3.36	0.86	Agree	1
	2. Passengers adapt to changes of Philippines airlines under new normal.	3.34	0.87	Agree	2
Overall mean		3.35	0.87	Agree	

The *Table 4* shows that there is no significant and very weak relationship between the passengers' assessment of the airline's compliance and level of adoption with the rules and regulation, $r=0.15$, $p>0.05$. Thus, it implies that the Assessment of Philippine Airport Check-in Operation in the New Normal between the passengers' assessment of the Airline's Compliance and Passengers' level of Adoption with the Rules and Regulations is the same.

Table 4. Correlation analysis.

Category	Passengers' assessment of the airlines' compliance	Passengers' level of adoption with the rules and regulations
Passengers' assessment of the airlines' compliance	1	0.15
Passengers' level of adoption with the rules and regulations	0.15	1

When the pandemic strikes, it greatly affects the everyday living of the people. One of these is the airports in which it is the way for the people to go to other places and travel with their loved ones. The researchers were able to conduct the study as the pandemic is turning into new normal wherein, they wanted to know if the passengers for the Assessment of Philippine Airport Check-in Operation in the New Normal were followed. This study purposes to determine how were passengers able to adapt to the changes of rules in the new normal in the Philippine airlines. In which the researchers also wanted to know what the purposes of their travel are, location of the travel and the date of travel in the Philippine Airlines. The researchers were able to find the result if there is a relationship between the passengers' assessment of the airline's compliance and the passengers' level of adoption with the rules and regulations that are given by the Department of Health and Inter-Agency Task Force.

All the airports from the Philippines including the Philippine Airlines have their own protocols to follow to be organized inside and outside the airport. The future researchers and passengers were significant of this study wherein this study was limited to

Philippine Airlines terminal 2 only. Based on the results, with a mean response of 3.50 and a SD of 0.70, the passengers from Philippine airlines were able to follow the social distancing and protocols implemented during the check-in operation given by DOH and IATF. However, the passengers from the Philippine airlines were mostly preferred to personally go to airport check-in counter before their 2-hour domestic flight and 3 hours international flight in the airport, with a mean response of 3.47 and a SD of 0.89.

Conclusion

There are 53 female respondents and 48 male respondents who were able to participate in the study wherein they were also the passengers from Philippine Airlines. Mostly young people range from the age of 21 to 40 years old were the ones to travel domestically and internationally in the Philippine Airlines, terminal 2. Furthermore, the purpose of the travel of the respondents mostly is personal in which they may be a tourist for 3 to 7 days in the places they went to. However, they mostly preferred and avail to travel outside the country where it has a 65.3% of the respondents claimed. By the given protocols of DOH and IATF, based on the results on how did the passengers from the Philippine Airlines were able to assess the Airline's Compliance regarding the protocols, the highest mean response is 3.50 with SD of 0.70, the passengers from the Philippine Airlines were able to follow the social distancing implemented during the check-in operation regarding the protocols given by DOH and IATF. And the passengers were able to use the thermal scanner and disinfected foot rugs are properly placed. Moreover, the passengers from the Philippine Airlines were able to adapt to the protocols given by DOH and IATF by going personally to the airport check-in counter before their domestic flight and international flights in the Airport, with a mean response of 3.47 and SD of 0.89. They were able to adapt by wearing their face masks and face shield inside the airport as this was mandated to everyone, especially inside the terminal. The Philippine Airlines terminal 2 were able to comply all the following protocols for the safety of their staff and passengers during the pandemic whether they travel domestically and internationally. However, they still should be able to remind the passengers to always protect themselves from the virus (by wearing face masks and properly sanitizing the hands) inside and outside the airport. The recommendations from the researcher to further Assess the Philippine Airport Check-in Operation in the New Normal especially in Terminal 2 by; keep reminding the staff to be the model to all the passengers by following also the protocols given, reminding all the passengers to still protect themselves during the new normal and a properly placed of sanitizers inside and outside the Airport. Since, most passengers were aware of the protocols, the staff from the Philippines should again set an example to their passengers and properly communicate with them by following all the protocols needed during the new normal

Acknowledgement

This research is self-funded.

Conflict of interest

The authors confirm that there is no conflict of interest involve with any parties in this research study.

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