

THE ANALYSIS OF HANDLING DISTRIBUTION FLOW PROTOCOL AS A STRATEGY TO PREVENT THE SPREAD OF COVID 19 AT PT. AGILITY PONDOK UNGU SITE

Jessica Ganjar Putri^{1*}, Tamala Kartika Sari², Mochamad Arif
Hernawan³, Paul Sipoh Hutaauruk⁴

^{1,2,3,4} Institut Transportasi dan Logistik Trisakti, Jakarta, Indonesia

*Corresponding author: jessicaganjar@gmail.com

Abstract. The purpose of this study is to provide an overview of handling distribution flows during the COVID-19 Pandemic as a strategy to survive the current Pandemic. The types of data in this research are primary data and secondary data. Data were taken from books, journals that follow the current research focus, government official information, and in-depth interviews with informants. After getting the references, the material were processed following the discussion point. The data analysis is presented graphically and also in the form of a descriptive narrative. According to research, PT Agility International Pondok Ungu Site has a business field of goods transportation management services or freight forwarders and the company does not significantly get the impact of pandemic COVID-19. It always pays attention to strict health protocols in the work environment to run activities in the work environment. The company implements 5M protocol which 5M stands for *memakai masker* (wearing mask), *menjaga jarak* (keeping the distance), *mencuci tangan* (washing hands), *menjauhi kerumunan* (avoid the crowds), and *mengurangi mobilitas* (limiting the mobilization). Implementing 5M, in handling the distribution process can prevent the transmission and the spread of the virus in the work environment. Therefore, It is very important to carry out the distribution process appropriately so that the goods are received safely. Furthermore, implementing 3T is also very crucial. 3T stands for Testing, Tracking, and Treatment that can help to breach the chain up of transmission of COVID-19 Pandemic and is very useful in the work environment.

Keyword: The pandemic COVID-19, Health protocols, Handling distribution flow, Strategy, PT. Agility International, 5M, 3T

1. Introduction

The World Health Organization (WHO), on December 31, 2019, informed the band of pneumonia patients emerged in China. This condition was previously known as Coronavirus disease (COVID-19). The SARS-CoV-2

virus caused the virus, and on March 11, 2020, the epidemic was declared a “World wide outbreak of a disease” (Depypere et al., 2020).

There are immediate impact of the coronavirus. Thousands of lives have died and life worldwide has been disrupted. Several countries have implemented long-term lockdown and strict regulations. Each individual is ordered to stay at home. Schools and businesses temporarily are closed down, and social distances are maintain to reduce the transmission of viruses (Marques & Braidwood, 2021).

The Indonesian government has implemented the emergency public activity restriction, or *Pemberlakuan Pembatasan Kegiatan Masyarakat* (PPKM Darurat) to avoid and anticipate the spread of the coronavirus. Enforcement of the regulation is costly in stopping economic activities that support livelihoods. Thus, logistics activities continue to run due to critical aspects by maximizing Work From Office (WFO) staff with strict health regulations (Instruksi Menteri Dalam Negeri, 2021).

The Indonesian Ministry of Health decided to publish a Health protocol rule in company workplaces in response to the appearance of the COVID-19 virus in the country to assist business endurance in the present pandemic scenario. To avoid and control the potential for COVID-19 transmission in the work place, all resources must be implemented in the workplace, namely facilitating a safe, healthy workplace as well as ensuring the entire work area is clean and hygienic by carrying out regular cleaning using disinfectants, providing more hand washing facilities (soap and running water), physical distancing in all work activity areas (Kemenkes RI, 2020).

PT. Agility International Pondok Ungu Site has implemented the COVID-19 Pandemic Protocol in handling distribution flow. Distribution is critical for the movement of goods from the place of origin to the destination, which aims to facilitate the flow of goods. The company needs to plan a strategy to survive through COVID-19 pandemic situations. Activity in the current situation runs smoothly just like in normal conditions.

2. Literature Review

2.1 Pandemic COVID -19

On December 31, 2019, the World Health Organization (WHO) informed about pneumonia outbreaks in Wuhan, Hubei Province, China. On January 7, 2020, Chinese officials identified a novel Coronavirus as the cause, termed 2019-nCoV. Coronavirus spreads by saliva and respiratory tract slices or respiratory droplets released when an infected person coughs and through

direct, indirect, and intimate contact with the infected person. On 30 January, 2020, Coronavirus was set to turn into the general wellbeing Crisis of Global Concern (WHO, 2020).

To reduce the transmission of COVID-19, governments worldwide have imposed community lockdowns for help preventing the spread of the coronavirus to an area so that people living in a room are expected to avoid the fast-spreading outbreak (Huang et al., 2021).

With the lockdown, restrictions have been implemented in the workplace. However, there is a difference between primary and non-primary services. Primary services such as medical care, constabulary, defense, power generation, foods supply, medical device manufacture, and critical logistics have been asked to continue operations (Ng, 2021).

The COVID-19 Pandemic has claimed many lives worldwide and created enormous difficulties for public health, the food system, and the labour market. The social and economic effects of this pandemic are grave. On 11 March 2020, Coronavirus was as a pandemic. Indonesia previously detailed two positive cases on 2 March 2020, which kept expanding (Kemenkes RI, 2020).

2.2 The Government Regulation of the Republic of Indonesia

The spread of Covid-19 in Indonesia is becoming more worrying. Through presidential decree No 11 of 2020, the government has decreed the Coronavirus disease 2019 (COVID-19) a public health emergency, requiring that preventive measures be carried out following laws and regulations. The purpose of the protocol is to increase workplace efforts, especially offices and industry, in avoiding the spread of COVID-19 for workers during the pandemic. Implementing this protocol guide is expected to minimize the risks and the consequences of the COVID-19 pandemic on the workplace, especially offices and industry, where there is a potential for transmission of COVID-19 due to the meeting of several individuals in one location. (Kemenkes RI, 2020).

The Government of the Republic of Indonesia has the responsibility to protect all Indonesian citizens from the threat of a coronavirus epidemic, domestically and internationally, according to the Decree of the Head of the National Disaster Management Agency Number 9.A of 2020. With this, in order to anticipate disperse of the coronavirus, it is necessary to handle a disaster emergency that is carried out based on the status of an emergency (Badan Nasional Penanggulangan Bencana, 2020).

During the COVID-19 Public Health Emergency, the Minister of Industry of the Republic of Indonesia's through Statute No. 3 of 2021 controls operations and mobility of activities. This statute focuses on industrial companies and industrial estate businesses to accelerate the handling and control of the COVID-19 pandemic in the field of industrial companies (Republik, 2021).

According to the Minister of Home Affairs Number 15 of 2021, Emergency Community Activity Restrictions (PPKM Darurat) are implemented to control the spread of coronavirus disease in Java and Bali. The Regional Government of Bekasi Regency issued a statute 300/SE-43/POL.PP which stated that implementing restrictions on community activities and workplace which included the Non-Essential sector that should carry out 100% Work From Home (WFH) activities. For essential sectors, 50% Work From Office (WFO) is applied, such as finance and banking, capital markets, payment systems, technology and communications. Meanwhile, for critical sectors, 100% Work From Office (WFO) is applied, such as coverage of energy, health, transportation and logistics, foods and beverage industry and support, as well as activities at shopping centers or malls being temporarily closed and others (Nagacipta, 2020).

Monitoring the development of the situation regarding the transmission of COVID-19 in various regions and the terrible impact and the related occupational safety and health or Kesehatan dan Keselamatan Kerja (K3) for companies, carrying out both Working From Office and Working From Home are necessary. The Republic of Indonesia issued a statute NO. M/9/HK.04/VII/2021 regarding the protocol for avoiding the spread of COVID-19 in the company, implementing the Emergency PPKM policy, which covers the rule to provide masks, hand sanitizers, vitamins regularly for workers or laborers, and optimize health service facilities in the company and others (Menteri Ketenagakerjaan Republik Indonesia, 2021).

Regarding current national economic developments, the Indonesian government has implemented several economic policies to overcome the problems, namely the Stimulus Package I which covers accelerating distributing capital expenditures, distributing social funds, transferring village funds. At the same time, the Stimulus Package II is applied to maintain people's purchasing power, company liquidity, ease of export and import, and others. The policy was made during the pandemic and will always be evaluated for better implementation (Kementerian Koordinator Bidang Perekonomian Republik Indonesia, 2020).

2.3 Distribution

According to Kotler (2008), distribution is a distribution activity collected from companies and individuals who take goods or services from producers to business users. Distribution is an activity that is very important in the marketing system.

Business to Business (B2B) is a marketing method. This one is the sale of products made from a company or business to another company. Business to business methods is a cooperation model that requires others (Dibb & Simkin, 2020).

3. Research Methods

3.1 Information Collection

This research applied qualitative method. According to Martono (2009), qualitative research is a source of research data that researchers can find through an in-depth study based on their social situation. Qualitative research can quickly help a researcher to get deeper information related to a research topic which later the data can be used to determine research objectives. At the time of observations, this research did not use the population instead the social situations, namely a place, actors, and activities, because the observations and interviews were conducted in a difficult current social situation. The samples were two employees in the Health, Safety, Security, and environment (HSSE) division and one employee in the company. This paper focuses on handling distribution flow protocols during the COVID-19 pandemic and the strategies to survive the business. PT. Agility International Pondok Ungu Site is the study's research subject. In the qualitative approach, the data collected is based on actual conditions.

This research data were categorized into two types, primary data and secondary data. Primary data is the source of research data which is obtained directly in the form of opinions from individuals or organizations, observations from an object, the event being studied, or current events from situations. To obtain primary data in-depth personal interviews were conducted with PT Agility International Pondok Ungu Site in the Health, Safety, Security, and Environment (HSSE) field directly. The secondary data is a source of research data obtained through intermediary media, namely books that are following the current research focus, evidence that already exists during observations at PT Agility International Pondok Ungu Site.

3.2 Place and Time Research

This research was conducted at PT Agility International, Medan Satria sub-district, Bekasi City, West Java 17132, Indonesia. It began on 21 July 2021 at 14.00 until 16.30

3.3 Information Processing

After getting the existing references, in-depth sorting of information was carried out according to the topic of discussion, namely Analysis of Handling Distribution Flow Protocols as a Strategy at PT Agility International Pondok Ungu Site. The data were in the form of the sentence, photos, in-depth interviews, and observations. And then, the information processing was carried out according to the topic of discussion. They were data processing methods in the forms of collecting data statements from informants, data reduction, and conclusions drawn from the results of observations.

4. Result and Discussion

The research results at the PT Agility International Pondok Ungu Site, were obtained in the dynamics development of interview between the respondents questions and statements. During the interview, both researcher and respondents were walking so that the situations at PT Agility International Pondok Ungu Site could be observed and the inquiries were developed directly.

PT Agility International is a company engaged in logistics, shipping, and global warehousing. It is also a warehouse company for shipping goods or distributing goods from warehouse to retailers. At the beginning of the emergence of COVID-19 in Indonesia, PT Agility International did not have a sizeable significant impact due to the Pandemic COVID-19. The distribution activities continued to run smoothly. However, during the PPKM Darurat policy, they had difficulties in distributing goods at shopping malls. Due to the PPKM Darurat policy, the Indonesian government ordered that all shopping malls must be closed as long as the policy lasts. When the distribution process was pending, the goods were returned to the warehouse. Smooth distribution plays a vital role in meeting the community's needs in the current pandemic situations, where interactions are starting to be reduced due to the implementation of strict health protocols.

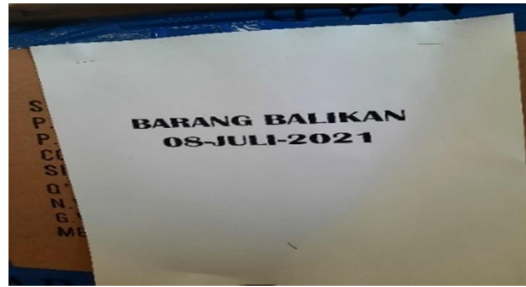


Figure 1.

Returned of Goods

Source: PT. Agility International Located Pondok Ungu Site

When the COVID-19 pandemic emerged in Indonesia, PT Agility International Pondok Ungu site had high security and a strategy to keep employees aware of health protocols in the work environment.

Table 1

Health Protocols for employees at PT Agility International Located Pondok Ungu Site

Before the COVID-19 Pandemic	During the pandemic of COVID-19
Employees check attendance by scanning ID Cards.	Employees at the PT Agility International Pondok Ungu site use temperature-checking equipment. It is crucial to measure the temperature at the beginning of the shift an hour or two hours before the end of the shift.  Figure 2. <i>Source: HSSE Department at PT. Agility International</i>
Normal	The COVID-19 prevention protocol for employees consists of information about body temperature, work status, and

temperature measurement time. Employees of PT Agility International Pondok Ungu Site works directly or work from office, if there are employees who are exposed to virus COVID-19 they must work from home.

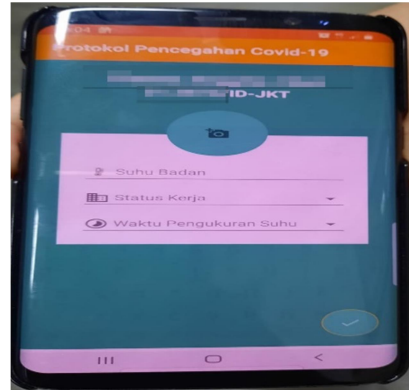


Figure 3. Source: HSSE Department at PT. Agility International

Poster's health, safety, security, and working environment are crucial factors in achieving maximum productivity.

COVID-19 Prevention Protocol. Employees always read out during the briefing before starting work activities. This protocol poster should be reminded at every pre-work briefing for all locations. All the employees must be carried out this protocol.

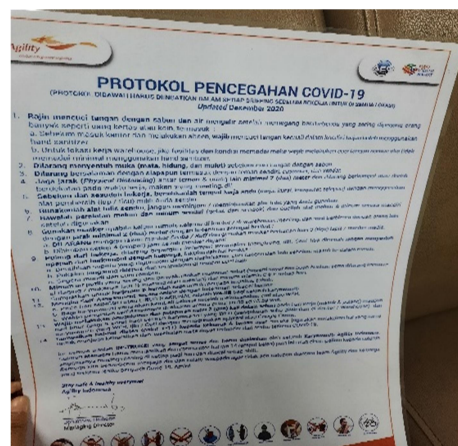


Figure 4. Source: HSSE Department at PT. Agility International

During the distribution process at companies, the employees apply the rules of 5M. 5M stands for *Memakai Masker* (wearing mask), *Menjaga Jarak* (Keeping a distance), *Mencuci Tangan* (washing hands), *Menjauhi Kerumunan* (avoid crowd) and *Mengurangi Mobilitas* (limiting mobilization).

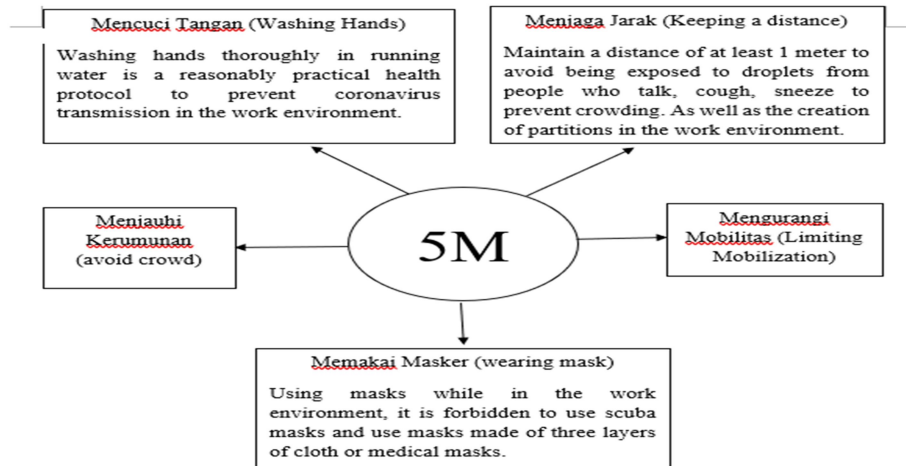


Figure 5.

The Application Health Protocols of 5M at PT. Agility International Located Pondok Ungu Site

Source: Elaborated by Authors

Arriving at the company, several couriers must first wash their hands using soap with running water for the distribution. Hand washing stations are available in every area at PT Agility. After that, the temperature checks are carried out, with a special Thermogun for the courier. In the packing process, health protocols are continue to be implemented. Employees must be wearing a mask. Before packing, they must wash hands and use hand sanitizer first, and then after packing they need to re-use hand sanitizer. Couriers and employees always use masks during the distribution handling process and maintain a distance both in closed rooms and open spaces to avoid the spread of the virus. After placing the goods, both couriers and employees use the available hand sanitizer in each area. In addition, there are lots of signs regarding health protocol rules in the PT Agility area that can be read by all employees, vendors, contractors, and visitors.

Table 2

Application of Health Protocols in Distributions.

Before the COVID-19 Pandemic	During the pandemic of COVID-19
Normal	Thermo Gun, which is used to check the temperature of the courier.  Figure 6. Source: HSSE Department at PT. Agility International A worker whose temperature is 37.5 (99.5 F) or higher must wait 5 minutes for a second temperature check. If the temperature reading is 37.5 C for the second time, the worker is ordered to go home.
Normal	Handwashing facilities are available in the PT Agility International Pondok Ungu Site area.  Figure 7. Source: HSSE Department at PT. Agility International Handwashing stations are available

	in all areas of PT Agility International Pondok Ungu Site. In additional, hand sanitizers are widely placed in the warehouse area and in loading dock so that all employees comply with health protocols. Workers must wash their hands regularly and thoroughly for at least 20 seconds. If conditions are not adequate for washing hands, workers are required to use hand sanitizer. Workers must wear masks with the rules of using a 3-ply cloth mask or medical mask.
When loading dock, workers stand at a normal distance.	Keep distance sign on the loading dock.  Figure 8. Source: HSSE Department at PT. Agility International Maintain a minimum gap of 2 meters between workers and other individuals. Workers are not allowed to shake hands to avoid getting too close to other people.

The Company monitors the COVID-19 health protocol for workers.

The company is constantly holding a briefing before entering the work area. The briefing is about the health protocol regulations they are currently living in. Each employee must know all of the health protocol regulations. The

goal is always to remember and apply it in the work environment. In addition, they have sunbathing activities, 15 minutes of exercise, temperature checks, and each employee has an application regarding the COVID-19 pandemic prevention protocol.

The company additionally implemented a 3T strategy to monitor health protocols for workers to prevent the spread of COVID-19. 3T stands for Testing, Tracking, and Treatment. Testing is necessary to receive prompt treatment and avoid any interaction with other personnel. A person who has had a physical touch or been in the room or visiting (radius of one meter with a patient's case) within two days before the onset of symptoms and 14 days after symptoms are considered close contact. Following that, the nearest individual to a COVID-19 virus-positive patient is tracked. Close contacts of the patient must self-isolate after testing and monitoring to receive better care.



Figure 9

The posters 5M and 3T

Source: PT. Agility International Located Pondok Ungu Site

5. Conclusion

Based on the results of these studies, all activities at PT. Agility International Pondok Ungu Site are carried out with strict health protocols, especially in the movement of distributing goods from the warehouse to the destination. PT. Agility International Pondok Ungu Site has implemented the protocol as a strategy used to maintain business in the era of the COVID-19 pandemics. Implementing 5M health in the handling distribution process can prevent the transmission and spread of the coronavirus in the work environment and make shipping goods safe when received. Implementing this 5M strategy will make customers feel satisfied due to the distribution services that have been provided. PT. Agility International Pondok Ungu Site also implementing 3T. 3T is a package in breaking the chain of transmission of the COVID-19 Pandemic that is very useful in the

work environment. Based on this research, it is recommended for the company to implement a distribution health protocol to prevent the risk of spreading COVID-19 in activity distribution facilities. Then, it is important to disinfect the surface of the transportation used to deliver goods because the transportation it self is an object that is likely to be touched often.

6. References

- Badan Nasional Penanggulangan Bencana. (2020). Badan Nasional Penanggulangan Bencana. *Journal Dialog Penanggulangan Bencana*, 6(2), 65–134. Retrieved August 7, 2021 from <https://bnpb.go.id/berita/keputusan-kepala-badan-nasional-penanggulangan-bencana-nomor-9a-tahun-2020>
- Depypere, L. P., Daddi, N., Gooseman, M. R., Batirel, H. F., & Brunelli, A. (2020). The impact of coronavirus disease 2019 on the practice of thoracic oncology surgery: A survey of members of the European Society of Thoracic Surgeons (ESTS). *European Journal of Cardio-Thoracic Surgery*, 58(4), 752–762. Retrieved July 11, 2021 from <https://doi.org/10.1093/ejcts/ezaa284>
- Dibb, S., & Simkin, L. (2020). Business-to-Business Marketing. *Marketing Briefs*, 240–245. Retrieved August 8, 2021 from <https://doi.org/10.4324/9780080479217-49>
- Huang, X., Shao, X., Xing, L., Hu, Y., Sin, D. D., & Zhang, X. (2021). The impact of lockdown timing on COVID-19 transmission across US counties. *EClinicalMedicine*, 000, 101035. Retrieved August 7, 2021 from <https://doi.org/10.1016/j.eclim.2021.101035>
- Hyman, M., Mark, C., Imteaj, A., Ghiaie, H., Rezapour, S., & Sadri, A. M. (2021). Article Data analytics to evaluate the impact of infectious disease on economy: Case study of COVID-19 pandemic Data analytics to evaluate the impact of infectious disease on economy: Case study of COVID-19 pandemic. *Patterns*, 100315. Retrieved August 7, 2021 from <https://doi.org/10.1016/j.patter.2021.100315>
- Indonesia, F., & Agility, A. (2015). *Facts Indonesia*. Retrieved July 12, 2021 from <https://www.agility.com/wp-content/uploads/2020/09/Agility-Indonesia-Profile-2020-EN.pdf>
- Instruksi Menteri Dalam Negeri. (2021). *Penerapan PPKM: Pertimbangkan Aspek Kesehatan, Ekonomi dan Dinamika Sosial*. 2–4. Retrieved August 7, 2021 from www.ekon.go.id

- Isbaniah, F. (2020). Pedoman Pencegahan dan Pengendalian Coronavirus Disease (COVID-19). *Germas*, 0–115. Retrieved June 11, 2021 from https://infeksiemerging.kemkes.go.id/download/REV-04_Pedoman_P2_COVID-19_27_Maret2020_TTD1.pdf
- Kemenkes RI. (2020). KMK Nomor Hk.01.07/Menkes/328/2020 Tentang Panduan Pencegahan Dan Pengendalian Corona Virus Disease 2019 (Covid-19) Di Tempat Kerja. *Menteri Kesehatan Republik Indonesia, 2019*, 1–39. Retrieved July 12, 2021 from http://hukor.kemkes.go.id/uploads/produk_hukum/KMK_No_HK_01_07-MENKES-328-2020_ttg_Panduan_Pencegahan_Pengendalian_COVID-19_di_Perkantoran_dan_Industri.pdf
- Kementerian Koordinator Bidang Perekonomian Republik Indonesia. (2020). Pemerintah Gulirkan Stimulus Ekonomi Guna Perkuat Perlindungan Sosial Terkait COVID-19. *Siaran Pers, No. HM.4.6*, 4–7. Retrieved August 6, 2021 from <https://ekon.go.id/unduh/publikasi/204/pemerintah-gulirkan-stimulus-ekonomi-guna-perkuat-perlindungan-sosial-terkait-covid-19>
- Marques, S. S., & Braidwood, R. (2021). Impact of the Coronavirus Lockdown on Older Adolescents Engaged in a School-Based Stress Management Program: Changes in Mental Health, Sleep, Social Support, and Routines. *Children & Schools*, 1–11. Retrieved July 25, 2021 from <https://doi.org/10.1093/cs/cdab006>
- Menteri Ketenagakerjaan Republik Indonesia. (2021). *Menteri Ketenagakerjaan Republik Indonesia*. Retrieved August 7, 2021 from https://jdih.kemnaker.go.id/asset/data_puu/2021se9.pdf
- Nagacipta, S. D. N. (2020). *Pemerintah kabupaten bekasi. 2019*, 2. Retrieved August 7, 2021 from https://covid19.hukumonline.com/wp-content/uploads/2021/07/surat_edaran_bupati_bekasi_nomor_300_se_43_pol_pp_tahun_2021.pdf
- Ng, W. T. (2021). COVID -19: Protection of Workers at the Workplace in Singapore. *Safety and Health at Work*, 12(1), 133–135. Retrieved July 23, 2021 from <https://doi.org/10.1016/j.shaw.2020.09.013>
- Republik, M. P. (2021). *Menteri Perindustrian Republik Indonesia* (p. 1 of 4). Retrieved August 7, 2021 from http://jdih.kemenperin.go.id/site/baca_peraturan/2729

Susilawati, S., Falefi, R., & Purwoko, A. (2020). Impact of COVID-19's Pandemic on the Economy of Indonesia. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 3(2), 1147–1156. Retrieved July 23, 2021 from <https://doi.org/10.33258/birci.v3i2.954>

WHO. (2020). *Transmisi SARS-CoV-2: implikasi terhadap kewaspadaan pencegahan infeksi*. 1–10. Retrieved August 7, 2021 from https://www.who.int/docs/default-source/searo/indonesia/covid19/transmisi-sars-cov-2---implikasi-untuk-terhadap-kewaspadaan-pencegahan-infeksi---pernyataan-keilmuan.pdf?sfvrsn=1534d7df_4