

ANALYSIS OF HEALTH PROTOCOL IMPLEMENTATION USING DIGITALISATION IN KM CIREMAI PT PELNI

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Abstract: This study aims to observe the implementation of health protocols that utilize digitalization at KM CIREMAI PT. PELNI, as well as describing what factors can hinder the implementation of health protocols with this digitization. This study used qualitative methods by conducting interviews and direct observations in the field. Determination of resource persons is done by using a purposive sampling technique. The research included the passenger onboard processed by implementing health protocols and utilizing digitalization while also paying attention to passenger safety against the transmission risk of the COVID-19 virus. The results of this study are to determine the relationship between sections such as the crew and the KKP in the implementation of health protocols on board to ensure passengers safety. They can find out the obstacles and how to overcome them with the right target. In implementing health protocols, there is filtering from the KKP and strict action for passengers.

Keywords: *Health Protocol, Digitization, Regulation*

INTRODUCTION

In late 2019, a series of cases of pneumonia without symptoms emerged (Hubie, China). On February 11, 2020, the Director General of the World Health Organization (WHO), Dr. Tedros Adhanom Ghebreyesus, said the disease caused by SARS-CoV-2 or what is known as "COVID-19", and no later than March 11, 2020, when the number of countries involving 114 countries, with more than 118,000 cases and 4000 deaths, WHO declared a pandemic status. Therefore, the government issued a regulation to implement Health protocols in every community mobility. Reducing the spread of the virus we knew that it was difficult to overcome it, especially from the human movement that could not be limited. Moreover, for now, COVID-19 transmission can only be minimized because it does not have a suitable vaccine yet to cure it completely.

In order to break the chain of transmission of Covid-19 in the presence of New Normal conditions, there will be differences in daily habits, for example, with the implementation of health protocols. Meanwhile, according

to (Wardhana and Farokhah 2021), the Health protocol is part of the adaptation of specific systems, as stated by Kaplan and Manners. Health protocol is a regulation made by the government and is mandatory to be obeyed during the COVID-19 pandemic, which aims to minimize the level of spread of the COVID-19 virus from the crowd and prevent transmission. What 5M can do apart from that is to make people obey the regulations set by the government so that all activities can run safely without any worries of the spread of COVID-19 in public places. We can understand from the application of 5M, for example, from washing hands regularly at least once every 20 minutes using running water and also by using soap, and this can be done every time we do activities such as after using the bathroom, after shaking hands with other people, after coughing or sneezing, and also before eating.

According to Terry Kuny, quoted by (Wardhana and Farokhah 2021), digitization is the process of translating a piece of information, such as a book, sound recording, image, or video, into bits. Digitization is converting something non-digital into digital (Heiskala et al., 2016). Digitalization is the use of technology that can facilitate all existing activities, such as facilitating data collection to be more effective and efficient so that its use can facilitate activities in a location or public place to maximize existing activities. For the implementation of digitalization in New Normal conditions, what can be implemented is the use of the PeduliLindung platform. The benefits of using the PeduliLindungi platform, such as giving warnings to users by getting notifications if they are in a crowd and monitoring people who are exposed to the COVID-19 virus. Besides being able to show information on COVID-19 test results or PCR or swab antigen test results from the laboratory, the PeduliLindungi platform can identify the community through tracking data and digital information.

PT. PELNI is one of the companies engaged in professional sea transportation services owned by the state. The company was founded on September 5, 1950, and began with the issuance of a Joint Decree (SKB) between the Minister of Transportation and the Minister of Public Works. PT. PELNI operates a fleet of passenger ships, fast ferries, and cargo ships.

This company serves domestic travel routes and stops at 94 or more ports throughout the Indonesian archipelago. The facilities and services on the fleet are designed to ensure safety and comfort for customers and ship crews—currently PT. PELNI operates 26 passenger ships, which one of them is KM. CIREMAI, which serves container and passenger transportation/loads. KM CIREMAI transports container cargo in the form of staple foods and building materials for infrastructure development. PT. PELNI also supports the development of Indonesian marine tourism by providing tour package services to islands with underwater beauty and beautiful natural development, such as the Raja Ampat Islands, Wakatobi, Banda Neira, Komodo Island, Takabonerete, Karimun Jawa, Bunaken, Derawan and Tomini. KM.CIREMAI is an Indonesian Navy ship. It is a passenger ship that was initially named PT. PELNI with a length of 146.5 meters and a depth of 5.9 meters. This ship is capable of carrying 2,000 passengers having a speed of 20.3 knots, with a gross weight of 14,200 tons. It was built in Papenburg, Germany, and prepared on May 8 1993.

One of the regulations currently implemented by PT. PELNI is the implementation of application-based digitalization policy in the form of PeduliLindungi, which methodically this policy has differences from other policies. One of the differences is the use of technological information in which the function of the PeduliLindungi application can only be accessed through a device. Electronic means must be owned by people who use this mode of transportation, KM. CIREMAI.

By washing the hands of the passengers, it can prevent virus infections from around passengers in KM. CIREMAI and the passengers must also wear masks when sailing because it can reduce respiratory droplets containing viruses from outside that can infect passengers, and passengers are also required to maintain good hygiene. The passengers must keep the distance according to the recommendations of health protocols that must be adhered to, such as not being allowed to gather around the ship. Even when there is a crowd, passengers must stay away from the crowd to prevent the COVID-19 transmission. For the implementation of the Digitization, an application in

the form of PeduliLindungi is used as a requirement to board the ship to record who has been verified safely.

In our opinion, the health protocol at KM CIREMAI is very agile to say it is feasible in terms of completeness of things that can be said to help the implementation of the Health protocol at KM. CIREMAI, such as the availability of 5M Posters, hand sanitizers on each side of the room, and the marking of benches that should not be occupied. For passengers, to keep their distance is also a must to minimize the opportunity for the spread of the COVID-19 virus because the seating distance is too close, while many people do not know during this pandemic. The KM CIREMAI ship also provides cutlery and drinking glasses. These mineral drinking glasses are used only once.

METHOD

According to Walidin, Saifullah & Tabrani cited by (Fadli, 2021), qualitative research is a research process of understanding human or social phenomena by creating a comprehensive and complex picture that can be presented in words and reporting detailed views that can be obtained from sources, informants, and carried out in a natural setting. This research examines natural conditions where the researcher is the key instrument. The type of qualitative research used in this research was natural observation. Natural observation research is an observation carried out in the natural environment of the subject without any effort to control or planned manipulation of the object's behavior. The data used in this study were the primary source in the form of transcripts of interviews with ship crews and cruise passengers of KM. CIREMAI, while the secondary sources used in this writing, used existing journal references.

The data collection technique used were observation & interviews simultaneously with crews and passengers who had traveled on the KM.CIREMAI ship. In this study, writing using observation techniques as data collection had specific characteristics compared to other techniques. The technique used was interview, a conversation with specific goals. In this method, researchers and resource persons (informants) met face to face to

obtain information orally to get data needed for this study. The method of determining the source used the purposive sampling technique that is a sampling technique with specific considerations. According to Sujarweni quoted by (Komala 2017), purposive sampling is a sampling technique with specific considerations or criteria that must be met in the samples used in this study. The researcher used the purposive sampling technique to shorten the interview time and conduct interviews with resource persons who meet the criteria. The method for data processing used the coding method. The coding method is a term commonly used for the process of generating code. Coding is needed to show the relationship between the data obtained and the resulting analysis (Priharsari and Indah 2021). This description was obtained by interpreting and grouping. This process was referred to as coding.

DISCUSSION AND RESULT

PT. PELNI is Indonesia's national shipping company. PT. PELNI operates some ships with a total of 28 passenger ships with a total capacity of 36,913 passengers and 4 cargo ships. PT. PELNI ships have fixed routes that stop at 91 ports in Indonesia. One of the ships that operates as a 3 in a ship is KM.CIREMAI provides passenger, container, and RoRo services. The capacity of the KM.CIREMAI ship is 2,000 passengers.

In the conditions of the COVID-19 pandemic that entered Indonesia, PT. PELNI was not disturbed during operational national shipping activities, both on passenger ships and pioneer ships operated by the company. PT. PELNI continues to provide shipping services as usual by checking temperature, vaccinations, and scanning Care to Protect so that the trip provides safety and health for passengers. Parties from PT. PELNI also provide education to the captain, crew, and branch offices regarding how to handle the prevention of the COVID-19 virus.

Implementation of Health Protocol



Figure 1.

Figure 1 is an implementation effort carried out by the KKP and the crew of KM.CIREMAI, as a form of reducing the risk of Covid-19 transmission. The implementation to reduce the danger of transmitting this virus is the first time the crew checks the temperature in collaboration with the authorities, KKP on land, with a passenger temperature limit of 36.3 Celsius to 37.7 Celsius. Passengers must wear masks during the cruise of KM. CIREMAI. This is done to reduce the risk of the COVID-19 virus on the ship.



Figure 2.

Figure 2 shows other examples of the implementation of health protocols that have been implemented at KM.CIREMAI. Every place has provided a washbasin and hand soap, hand sanitizers have been distributed in every room for crews and passengers, and the ship has also provided a health room to anticipate emergencies. There is also a separation of seats and beds in each room devoted to passengers. If there are passengers who do not keep their distance, they will be reminded and given education by the Public Accessor.



Figure 3.

The KM CIREMAI continues to urge its passengers to wash their hands regularly before eating, after shaking hands, or after touching parts of the ship. Based on Figure 3 above, placing a poster about how to wash hands correctly and adequately is recommended by PT. PELNI. They are already scattered in various parts of the ship's walls.



Figure 4.

Based on Figure 4, we have observed that the public accessor is someone who plays a role in urging people or passengers to adhere to health protocols for a comfortable journey. In addition, the passengers from starting to enter the ship have been directed to implement health protocols such as differentiating entry routes between passengers and crews. There is a requirement which can be a basic form for the passengers to be allowed to join the cruise, namely, "*Entering the boarding pass first before boarding the ship, they scan the barcode below*," said Dr. KM ship. CIREMAI.

Only passengers who pass barcode scanner can continue their journey with KM CIREMAI or they have to take a re-antigen test on board. Moreover, these requirements are also applied to the ship's crews. For the crews, they must check themselves through the harbormaster and the quarantine department to "*sign on*" for the crew.

Standard Operational Procedure Crew

The standard operating procedure for the crews is by checking their health. The ship's crews need to have a medical certificate before a voyage.

"So we want to go on the ship. Usually, we have to go through the port to sign on the seaman's book. Sign on is by boat." Said the captain of the ship KM. CIREMAI.

So we can make sure that each departing crew is in good health. Therefore, one regulation for passengers also states that passengers are prohibited from passing through the borderline specifically for the crews. Furthermore, there are rules for crews who are prohibited from contacting

passengers to minimize the risk of Covid-19 transmission. Crews are also required to give directions to passengers to wash their hands.

Barriers to the Implementation of Digitizing Health Protocols

From the overall implementation of the health protocols carried out by KM.CIREMAI, the first barrier factor is the PeduliLindungi scanning process which is stopped due to inadequate signals or gadgets so that it could slow down the onboard queue, even though the process is not carried out on the ship. The other obstacle during the onboard process is the lack of knowledge of technology for rural people.

The second barrier factor is the large number of people who still refuse the new regulations that have been stipulated because they feel that the new regulation is a significant obstacle for them. This attitude becomes an obstacle for ship crews in implementing the health protocol standards directly recommended by the government to keep ship operation of the KM CIREMAI

CONCLUSION

Based on the results of research that have been done at KM. CIREMAI PT. PELNI, it can be concluded that the implementation of health protocols by utilizing digitalization on KM CIREMAI from the ground to the board for passengers and crew must be continued as an essential concern, especially in conditions like today, where health is the main focus in every daily activity. By paying attention to every document that passengers carry, they can legally meet the requirements to make a voyage. The implementation of things that are essential concern not to be left behind, such as maintaining distance, washing hands, wearing masks, avoiding crowds, and also limiting mobility. Moreover, they need to always obey the rules that have been set. This can be made more accessible with the help of digitalization in its implementation in the form of a platform. Everyone is obligated to have the application on their gadgets, namely PeduliLindungi. Maybe some of Indonesian people still have problems with this, including the knowledge of people who still do not care about technological advances or the limitations of gadgets that each

individual has, as the problems that arise from the individuals such as the rejection of the use of this platform for daily activities. The implementation of this protocol dramatically affects the potential for transmission to passengers on KM CIREMAI. However, with a note to continue collaborating with the land side or PORT QUARANTINE HEALTH (KKP), KKP plays an essential role in filtering passengers. So there must be a clear flow of information between these three crucial components (crews, KKP, and passengers). Moreover, the crews must take firm action for passengers and other crews during shipping activities.

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