

## Chapter 27

# The Impact of the Coronavirus (COVID-19) Pandemic on Airport Operations: A Study in Turkey

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### ABSTRACT

*The coronavirus (COVID-19) pandemic, which started in China as of December 2019, has spread all over the world and caused different adverse effects in each country. The coronavirus has affected millions of people around the world and caused thousands of deaths. The pandemic, which causes us to question our knowledge to be true and is a new factor that should be seen as a risk in future planning, has brought new regulations in all vital activities. The fact that airline transportation is one of the sectors most affected by coronavirus determined the scope of the study. Within the scope of the study, exploratory case study was preferred and how airport operations were affected by the COVID-19 pandemic was illustrated.*

## **INTRODUCTION**

The Coronavirus (Covid 19) Pandemic, which started in China as of December 2019, has spread all over the world and has had different negative effects in every country. The pandemic has affected millions of people in all regions around the world, causing thousands of deaths (WHO, 2020). The spread of the virus has caused significant disruptions in all sectors, especially in the service sector. The pandemic, as a new factor that made us question the things we know to be true, has brought new regulations in all vital activities and should be considered as a risk factor in future planning.

The global epidemic caused by the spread of coronavirus; quarantine, hospitalizations and tragically increased deaths brought widespread uncertainty. Travel restrictions have reduced the mobility of individuals around the world, and the negative effects associated with it have spread to numerous sectors (Sobieralski, 2020: 1). Although it has had different effects in all sectors, the airline industry is one of the leading sectors where coronavirus will leave a strong mark and will likely experience a challenging change and transformation. (Nižetić, 2020: 10960).

The impact of the pandemic on the sustainability of product and service supply chains is an important motivator of this study. The fact that air transportation is one of the sectors most affected by coronavirus has determined the scope of the study. Considering that the process will not end very soon and similar situations may occur in the future, arises the need to define what measures have been developed in line with the effective execution of operational activities in the process of combating the pandemic in the aviation sector and to disseminate examples of good practice. In this context, the following questions are sought in this study;

- *Which of the airport operations and what changes have been made to them during the pandemic process?*
- *How should airport operations be set up in case of similar situations in the future?*

The study is arranged as follows. In the section after the introduction, a general review of the impact of coronavirus on the aviation sector and airport activities are presented. Then, in the application section, airport operations were theoretically included and the change and transformation of airport operations after the Coronavirus outbreak were examined. Finally, in line with the findings, a general evaluation was made and recommendations were presented for future studies.

It is aimed that the results obtained within the scope of the study will guide academics and practitioners working in the field of aviation for effective operation management in coronavirus and different pandemic processes that may occur in the future.

## **BACKGROUND**

### **Aviation Sector**

The air transportation system that has been evolving since the Wright brothers flew the first powered aircraft in 1903 increases the preference rate over other modes of transport as it transports people from one point to another quickly, reliably, comfortably and easily. The air transport system, which has such importance, consists of a structure with a wide range of stakeholders.

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