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# DIGITIZATION IN AIRPORT OPERATIONS

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Digitalization is a general term for the digital transformation of society and the economy. It describes the transition from the industrial age and analog technology to the age of knowledge and creativity, characterized by digital technology and innovation in digital business [1].

Digitization has become an essential aspect of airport operations in recent years.

Self-Service Check-In: Many airports now offer self-service check-in kiosks, which allow passengers to check in and print their boarding pass without having to interact with airport staff.

This has not only improved the speed of the check-in process but also reduced the workload of airport staff.

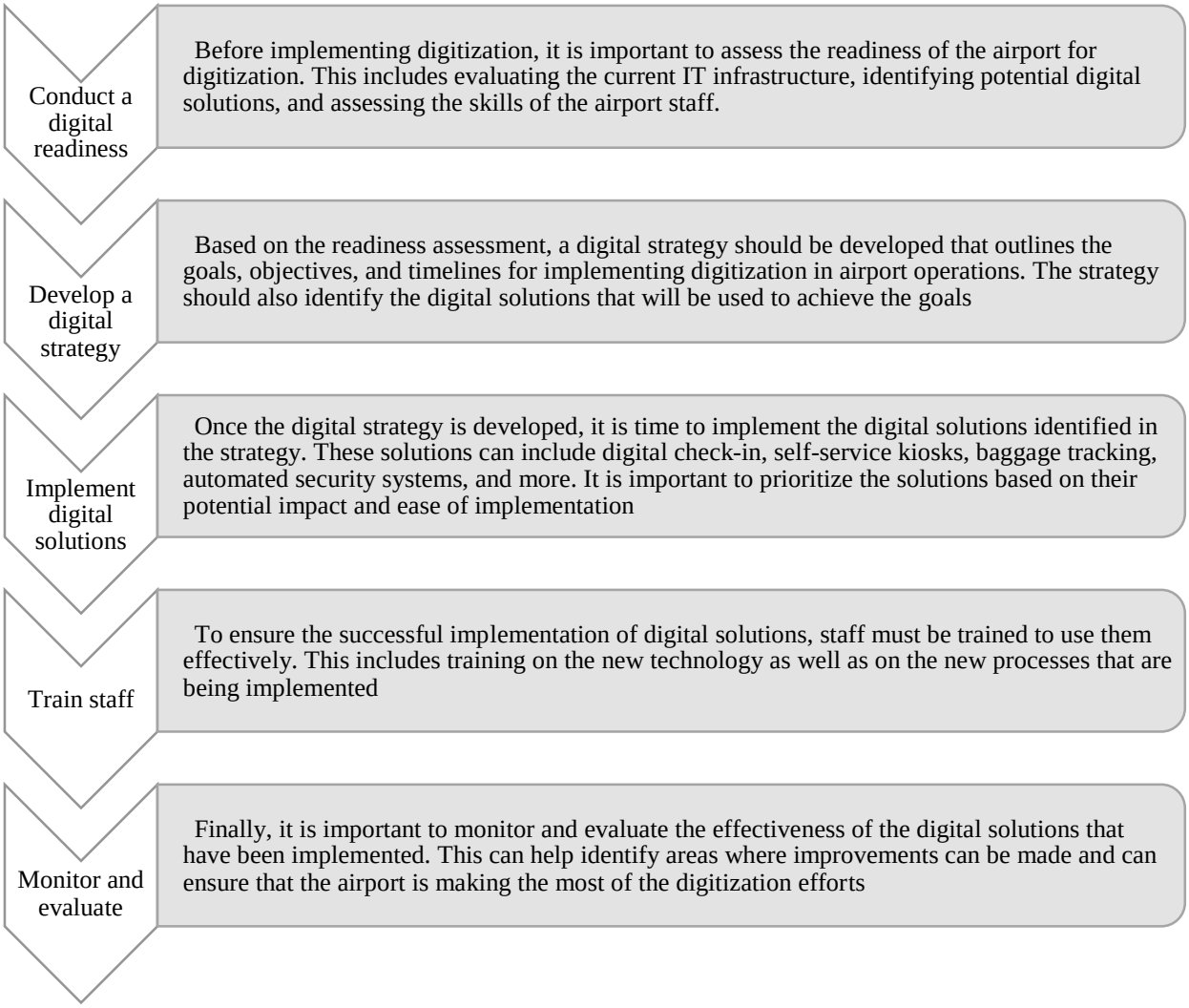

Figure 1. Digitization in airport operations

Baggage Handling: Digitization has improved the efficiency of baggage handling systems by using automated sorting and tracking systems. This has not only reduced the likelihood of lost or mishandled luggage but also improved the speed of baggage delivery.

Security: Digitization has also improved airport security by using advanced scanning and detection technologies. These technologies include body scanners, facial recognition systems, and automated x-ray machines, which are more accurate and efficient than traditional security methods.

Flight Information: Digitization has made it easier for passengers to access flight information, with many airports now providing real-time flight updates and gate information through mobile apps and digital signage.

Air Traffic Control: Digitization has also improved air traffic control operations by providing more accurate weather data and flight tracking systems, which help air traffic controllers to better manage air traffic flow [2].

Digitization can greatly enhance the efficiency and effectiveness of airport operations but to implement this, we need to make some steps that should be done, to make this process successful [3].

## Conclusion

Digitization has transformed airport operations, making them more efficient, secure, and passenger-friendly. Overall, implementing digitization in airport operations requires a coordinated effort between airport management, IT staff, and airport staff. With the right strategy and digital solutions in place, digitization can greatly enhance the efficiency and effectiveness of airport operations

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