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The Evaluation of Barrier-Free Airports for Disabled Passengers: The Example of Erzincan Airport

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Abstract

Purpose: Erzincan Airport, which has the 'Barrier-Free Airport' certificate, has been evaluated by disabled passengers using the airport area that is mentioned. It is aimed to put forward the existing facilities and the shortcomings, if any, that the disabled passengers can benefit from at the airport together with the solution suggestions with the example of Erzincan Airport, which was granted "Barrier-Free Airport" certificate by GDCA (General Directorate of Civil Aviation) on 13.08.2012.

Design/methodology: Within the scope of the study, it is aimed to observe how suitable the areas are for the usage of disabled passengers by examining the areas for disabled passengers at the airport and supporting the examinations with photographs. In the second stage, individuals with disabilities who have used Erzincan Airport were found and asked to conduct interviews with them and explain their experiences in the first hand. In addition to this, it is aimed to have solution suggestions for the studies about how to improve the existing services and by gathering the opinions of the authorized personnel, the opinions of the disabled individuals who have used the airport and the opinions of the researchers. Within the scope of the study, interview method, one of the qualitative research methods, was used. The pattern of the study is a case study, and the holistic single state pattern approach is adopted as the research pattern approach. In this context, it is aimed to confirm the competencies of Erzincan Airport within the scope of "Barrier-Free Airport".

Findings: According to the results of the study, it is seen that Erzincan Airport has many qualities in spite of some deficiencies within the scope of 'Barrier-Free Airport'. Periodic inspections by the relevant institutions will be beneficial in terms of eliminating the existing deficiencies and using the airport effectively and efficiently. Changes and designs made at the airport should also be evaluated for disabled passengers.

Originality/value: The adequacy of the airports within the scope of the Barrier-Free Airport project can be better analyzed by disabled passengers. Thus, deficiencies and inadequacies can be revealed clearly. The adequacy of Erzincan Airport, which is evaluated by direct disabled passengers, within the scope of Barrier-Free Airports' can be clearly measured.

Keywords: Airports, barrier free airports, disabled passengers.

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1. Introduction

Air transportation is preferred more in terms of speed and time than other types of transportation. Especially the developing technology makes people increase their life speed. Thus, people head towards fast, reliable and time-saving ways. The type of transportation that people-without-disability often prefer is preferred by the people-with-disability often also. However; they meet a lot of obstacles on their way to airport. Being a time-sensitive way of transportation of air transport and disabled people's encountering with many problems arising from the environment or places cause people with disabilities to go through difficult process.

Individuals' disabilities may be congenital or afterwards. A healthy individual who don't have physical disability can be a disabled person for many reasons. People with disabilities may face difficulties in transportation as well as in many other areas due to their physical or mental disabilities. Most of the time, they cannot benefit from their fundamental rights. In this study, access to transportation and travel rights of disabled people are examined and their problems at the airport are investigated. Especially, as well as the efforts of individuals with disabilities to catch up on the flight, they have problems in arriving at the airport on time due to the problems such as the lack of access points. Accordingly, the needs of disabled passengers vary according to the type of their disability. In airports, it is important to be able to meet these needs as well as to be able to get to the plane on time. For this reason, in order to save time and to be able to on time fort he flight of disabled passengers who are are in a race against time, airports need to provide complete services for disabled passengers. These services may be abstract or concrete. For instance, a visually impaired passenger should have easy access to airport staff so as not to have trouble finding directions. Services such as solidarity represent abstract services. Concrete services are the positioning of the equipments that can help disabled passengers within the airport. For example, since a disabled passenger using a wheelchair cannot reach a telephone booth, telephone booths that are accessible to disabled passengers should be available at the airport. In order for visually impaired passengers to be able to perform operations in airports easily, find directions and read information boards, the palpable surfaces must be positioned continuously in and around the airport. Therefore, an appropriate environment should be established at airports so that disabled passengers do not experience difficulties and can make their transactions on time.

The needs and demands of the disabled people differ according to the people without disability. For example, if a physically disabled individual needs to use a wheelchair, he needs a larger area, however; if he is a visually impaired person, he needs sensible walking surface treatments in order to move forward. There are many studies in the literature about disabled people. However, most of the studies have been done in places such as nursing homes, public places or green fields. But in aviation field, it is seen that studies about people with disabilities are limited. The study is done at the airport in order to measure the problems and dissatisfactions faced by people with disability using air transport. The sample of the study is Erzincan Airport which has "Barrier-Free Airport" certificate. Many arrangements are made to ensure that disabled people won't have any problems in transportation. As a result of these arrangements, "Barrier-Free Airport" certificate is given to the airports that fulfill these conditions. In this content, the qualifications of Erzincan Airport within the scope of "Barrier-Free Airport" were determined and the missing aspects were revealed. The effect of mentioned shortcomings on

disabled passengers was discussed. Recommendations and suggestions are made about what can be done for disabled people to benefit from the transportation areas independently.

2. Literature review

In order to provide passenger satisfaction and provide convenience to passengers, there are some arrangements and services at the airports for patients, elderly and disabled passengers. Enterprises such as airport operators, terminal operators, airline companies and ground handling services work in a coordinated manner to eliminate the deficiencies by identifying the deficiencies for disabled passengers in their respective fields. In this context, the General Directorate of Civil Aviation has initiated a project called "Barrier-Free Airport" without any additional fee in order to take all necessary precautions in order to increase satisfaction for disabled passengers, not to be victimized by passengers and to travel under the same conditions with other passengers. In the project, based on the satisfaction of disabled passengers, the principles that will facilitate the transportation of disabled passengers at airports are determined. The determined principles were formed as a result of the observations and determinations of deficiencies regarding all the companies operating in the airport (airport operators, terminal operators, airline companies and ground services) (http://web.shgm.gov.tr).

The definition of the word "disabled" means that a person loses a certain degree of physical, mental, spiritual or social abilities by congenital or subsequent illness or accident(Turkey People with Disabilities Survey, 2002: 10). Another definition related to the concept of disability is individuals who have limitations in performing activities considered normal for their peers due to their physical or mental conditions or health problems(Mülayim, 2009). In general, a valid definition of disability can not be made. Because of this reason, there are many definitions in literature. In another definition, in the United Nations Declaration on the Rights of Persons with Disabilities, the definition of disability is the condition that an individual cannot perform the tasks that s/he has to do by himself/herself as a result of any deficiency(Megep, 2011: 3).

It is more difficult for disabled passengers to adapt to daily life when compared with people without disabilities. It becomes even more difficult when environmental conditions are added to this situation. Therefore, some regulations have been introduced for disabled people. One of the areas where these regulations are applied is airports. The 'Barrier-Free Airport' project has been initiated by the General Directorate of Civil Aviation in order to provide facilities for disabled passengers at the airports and to travel on equal terms with other passengers. The Project was published and became valid on 24 November 2015(SHT- Disabled or Restricted Airline Instruction web.shgm.gov, data from 19.07.2019).

Referring to the disabled population in Turkey, 12.29% of our population (approximately 10 million) is composed of people with disabilities(https://yesilgazete.org, data from 19.07.2019). According to the World Health Organization (WHO) report, the number of people with disabilities in the world is more than 1 billion(http://www.mfa.gov.tr, data from 19.07.2019).

In general, disabled people are classified according to their disability status in two categories as physically and mentally disabilities. These classifications include hearing impaired, mentally disabled, visually impaired, physically disabled with learning disabilities, disabled with attention deficit and hyperactive disorder, disabled with common developmental disorder and autistic spectrum disorders, disabled by long term illness and hospitalization, communication, language and speech disorders, people with superior and special abilities(Baykoç Dönmez, N. 2010: 19).

Disabilities are divided into six categories in the Survey of People with Disabilities in Turkey by Turkey Statistical Institute (TSI) and Prime Ministry Administration for Disabled People. These disabilities are; Orthopedic Disability, Visually Impaired, Hearing Impaired, Language and Speech Impaired, Mentally Handicapped and Chronic Diseases(http://www.tuik.gov.tr, data from:30.07.2019).

Disabled passengers have the rights to meet their needs independently. However, in order to use these rights, their environment must address the needs of disabled passengers. Accordingly, there are some necessary arrangements in the terminal buildings and airports within the context of "Barrier-Free Airports" of Civil Aviation. These arrangements are made in terminals, buildings and parking areas.

The point to consider compose of the arrangements that will help the passengers with disabilities or mobility limitations to move easily inside the terminal or building in the arrangements in the buildings. It covers all

services that the disabled passenger may need from the arriving to the terminal building and the passage to the aircraft. The services or arrangements that an airport operator or terminal operator should have at the airport for disabled passengers are as follows(SHT-2015).

- There should be at least one assistance point at the airports where disabled passengers can request assistance. Considering the airport conditions and physical structure, the number of assistance points should be increased. At the same time, it is important that these points are located in visible places and be accessible to disabled passengers.
- Signs or signposts to facilitate the access of persons with disabilities to assistance points or counseling centers should be placed in suitable places. It is important that the signposts and guidance signs are positioned according to the disability of the disabled passengers. The perception of a visually impaired passenger and a hearing impaired or physically impaired passenger is different. For this reason, while visually impaired passengers should have sensible walking open panels, it will be enough for hearing or physically impaired passengers to have visual panels.
- In order to make check-in operations easily, at least one disabled check-in counter must be available in ground handling facilities for disabled passengers in TSE standards. The check-in counter must be at an appropriate level for disabled passengers.
- Services such as toilets, shops, restaurants, counters within the airport or terminal should be within easy reach for disabled passengers. It is important that passengers have no problems in access and transportation when using such services.
- In the airport or terminal, suitable wet volume areas should be established for TSE standards for disabled passengers.
- Facilities such as elevators or moving stairways at the airport or in the terminal should meet TSE standards for disabled passengers. Passengers should be able to travel to their destination without limiting their mobility while using such transportation services. In the elevators, an audible warning system should be established, and moving stairways should be fitted with warning surfaces in order to understand their position.
- For passengers with disabilities, sensible walking surface treatments should be applied in accordance with TSE standards. In particular, for the visually impaired passengers are provided with great ease by means of sensible walking surface applications. At the same time, warning points should be placed around these surfaces and the disabled passengers should be guided.
- It is required to keep handy seating seats for disabled passengers. There are obligations for these seats, they must not be less than 5% of the seat capacity in the terminal.
- Hazardous glazed surfaces, such as automatic doors at the airport and terminal, need to be made explicit in TSE standards.
- At the airport, a passport booth should be available on international lines for disabled passengers and priority should be given to disabled passengers.

At the airports and terminals, regulations mentioned above need to be fulfilled. The necessary arrangements should be determined and done for further actions, taking into account the rights of persons with disabilities to act independently. Parking arrangements are also important for disabled passengers as well as airport and terminal arrangements. Parking arrangements for disabled passengers are as follows (SHT-2015).

- Parking spaces for disabled passengers should be allocated at the airport in accordance with TSE standards. Appropriate physical precautions should be taken from arrival at the airport until the departure of passengers. A special parking space should be reserved for disabled passengers up to 5% of the parking capacity of the airport. There should be plates and signs on the ground surface indicating that they belong to disabled passengers. Deterrent penalties should be given to prevent passengers without disability from parking their vehicles. Also, disabled car parks should be located close to elevators and entrances. Thus, passengers can easily enter the terminal building.
- Necessary physical precautions should be taken for the disabled people in order to get the help points easily. Making the points of asking for help in a visible place, making the plates visible, making the writing sizes

larger, making colors are remarkable and the surfaces noticeable are the physical precautions being talked about.

• There should be an internal telephone or intercom system in order to easily communicate with the responsible persons who can assist in counseling etc. in the parking lots for disabled passengers. There should be telephone boxes for disabled passengers at the airports. For wheelchair passengers, these telephone boxes must be at accessible levels. At the same time, it is necessary to provide information for other passengers with disabilities with sensible walking surfaces and embossed inscriptions.

When studies based on the difficulties experienced by passengers with disabilities in airway transportation are examined, two different studies were encountered. One of the studies is the work titled "Assessment of Airports over Accessibility of Persons with Disabilities: The Example of Antalya Airport" by Asst. Prof. Ozer Alpar. Fraport-TAV business managers shared information and documents about all the work they have done in order to provide disabled services for passengers with limited mobility at the Antalya Airport and the accessibility of passengers with reduced mobility at both departure and arrival terminals. Fraport-TAV business managers shared information and documents about all the work they have done in order to provide disabled services for passengers with limited mobility at the Antalya Airport and the accessibility of passengers with reduced mobility at both departure and arrival terminals. The study consists of a two-stage examination. In the first stage, photos of the services provided by Fraport-TAV company were shared in order to ensure the accessibility of the disabled on the passenger routes determined at both departure and arrival terminals and the services were examined in terms of international standards envisaged for the disabled. In the second stage, face-to-face meetings were held with the managers of the company named Fraport-TAV, which serves at the Antalya airport, and the information collected about the services provided for the disabled was shared in the study. As a result of the study, it was concluded that the services provided for the disabled require a holistic approach and the experiences and feedback of disabled passengers are important resources for improving accessibility in airports. In the study, which is aimed to be examined and expanded within the framework of the EU Project, suggestions have been made to ensure that passengers with disabilities have the confidence to travel without their companions (Alpar, 2019:121-137).

Another study is the study titled "Assessment of the Services Provided at the Airport by Disabled Passengers: The Example of Ankara Esenboğa Airport" by the Lecturer Rukiye Nur. The aim of the study is to increase the customer satisfaction at Ankara Esenboğa Airport, with the services provided to disabled passengers from the arrivals to the airport to boarding the aircraft, by determining the additional services demanded by the disabled passengers. In this context, according to the results obtained from the study; It was observed that the disabled support team at the airport was not at the desired speed, the information on the flight information screen was not clear and understandable for the visually impaired passengers, and the satisfaction of the airport terminal building floors and the design of the escalators was low. At the same time, it has been determined that there are difficulties in reaching counters, rest and waiting rooms for disabled passengers. Finally, various suggestions were made about the identified problems (Nur, 2017).

3. Methodology

In the scope of the study, interview method, one of the qualitative research methods, was used. The pattern of the study is a case study, and the holistic single state pattern approach is adopted as the research pattern approach. The holistic single state pattern is a pattern that makes up the analysis of a single analysis unit by examining the school, hospital, individual or airport. One of the features of the pattern is the purpose of analyzing a proposed theory, a situation or an event that needs to be confirmed or refuted. In this context, it is aimed to confirm the competencies of Erzincan Airport within the scope of "Barrier-Free Airport" (Yıldırım & Şimşek, 2018:300).

Within the scope of Barrier-Free Airport, the satisfaction of passengers with disabilities and the evaluation of Erzincan Airport in terms of barrier-free airport were handled in two stages. Firstly, the airport was examined and photographed to determine the suitability for the usage of disabled passengers. In the second stage, structured interviews were conducted with passengers with disabilities who used Erzincan Airport.

Since Erzincan Airport has the 'Barrier-Free Airport' certificate, every stage of the airport has been photographed in order to learn about the services they provide for the disabled people. Thus, direct and in situ determinations were made. In the second stage of the research, it was aimed to obtain information by asking questions about the services and applications at the airport to passengers with disabilities who used the airport. In the interviews, firstly, the demographic information of passengers with disabilities was found out and then 17 questions were asked. With the light of the information obtained, it was tried to measure the degree of service quality that provided to passengers with disabilities.

3.1. Research Findings

The research part was carried out in 2 stages. Thus, it had been easy to determine the degree of overlap between different knowledge and experiences.

3.1.1. Erzincan Airport Observation Results

In the first part of the study, on-site observation was made by visiting Erzincan Airport. Thus, provided the services were photographed and examined from the first entrance to the airport.

The airport can be easily reached by shuttle or personal vehicles. When arriving at the airport, the vehicles use the parking lots in front of the terminal building. There are special parking lots for people with disabilities in the parking areas (Figure 1).

At the same time, there are ramps on the sidewalks for wheelchair passengers in the passages from the parking area to the terminal building. Deterrent warning signs are located in the parking area to prevent other vehicles from parking in disabled parking lots (Figure 1). When it comes to the terminal building, Turkish Airlines and SunExpress have ticket sales offices in order to easily make ticket purchases and reservations (Figure 2).



Figure 1. Erzincan Airport Parking Area (Erzincan Airport)





Figure 2. Ticket Sales Offices (Erzincan Airport)

There is a convenient sized counter for disabled passengers to check-in easily. (Figure 3) There is also a special passport control cabin for disabled passengers. This helps the passengers to handle their transactions without waiting too long. (Figure 4) There is a transfer gate for disabled passengers in passages to the purified hall. Thus, passengers can pass in a short time without being exposed to long waiting times (Figure 5).







Figure 3. Check-in Counter (Erzincan Airport)
Figure 4. Passport Control Cabin (Erzincan Airport)

Figure 5. Transfer Gate (Erzincan Airport)

The sensible walking surfaces at Erzincan Airport are not completely used everywhere. There is no sensible walking surface along the road from the car park to the terminal building. At the same time, there are no sensible walking surfaces at the connection point from the area where the public transport vehicles load and unload passengers. The sensible walking surfaces starting in front of the terminal building continue inside the airport. It is seen that the sensible walking surfaces in front of the elevators do not have a connection with the other sensible walking surfaces. Therefore, it has been observed that there are disconnections between the sensible walking surfaces (Figure 6).

There are also braille embossed surfaces inside the lifts for visually impaired passengers. In addition to braille embossed sensible surfaces, an audible warning system is also available in elevators. Thus, passengers with disabilities can easily find the floor they want to go and they are guided by an audible warning system (Figure 7).

There are waiting areas in Erzincan Airport where the check-in controls are performed and in the purified hall. The area reserved for disabled people is quite large and the number of seats is kept high. Thus, the problems that passengers with disabilities may experience has been tried to minimize (Figure 8).

From the moment of entry to Erzincan Airport, there are direction signs. Due to the small size of the airport, signs are not often encountered. Dashboards with flight times are located both inside the airport and outside the building. The consultation point at the entrance of the terminal building is at a point where passengers with disabilities can see and reach it (Figure 9).



Figure 6. Sensible Walking Surface Applications (Erzincan Airport)



Figure 7. Braille Embossed Surfaces in Elevators (Erzincan Airport)



Figure 8. Disabled Waiting Area (Erzincan Airport)



Figure 9. Direction Signs And Dashboards (Erzincan Airport)

There is one disabled toilet in Erzincan Airport due to the small terminal building. Due to the absence of direct international flights, domestic and international transfer flights are performed from a single location. Sink heights in the disabled toilet in the existing area have been made suitable for disabled passengers. Barricades have been set up in the toilet so that the passengers can get support on both sides of the toilet in order to avoid difficulties. However, the toilet did not have an alarm system to be used in emergency situations (Figure 10).









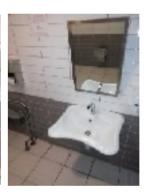


Figure 10. Toilets (Erzincan Airport)

Telephone boxes are done in appropriate sizes and positioned in appropriate levels to make passengers with disabilities be able to communicate. In this way, the passengers with disabilities are provided with convenience in accessing the telephone boxes (Figure 11).



Figure 11. Telephone Boxes (Erzincan Airport)

3.1.2. Interview Results for Passengers with Disabilities Using Erzincan Airport

Due to the fact that Erzincan Airport is a small airport and the number of daily flights is less, it has been difficult to find passengers with disabilities at the airport. For this reason, it was tried to reach passengers with disabilities in Erzincan province. Individuals with disabilities in Erzincan have been visited one by one and interviews have been conducted with volunteers. A structured interview consisting of 17 questions was conducted for 10 passengers with disabilities using Erzincan Airport.

The results obtained from the interviews with passengers with disabilities who have used Erzincan Airport are summarized in Table 1.

The individuals with disabilities who have used Erzincan Airport was tried to be reached one by one throughout the province of Erzincan. As a result, structured interviews were conducted with 10 people. As a result of the interviews, it is seen that 7 of the individuals with disabilities are primary school, 1 is secondary school, 1 is university and 1 is a graduate of higher education. 5 of the passengers with disabilities interviewed were male and 5 were female.

With the interviews, it was tried to determine the difficulties experienced by the physically and visually-hearing impaired passengers from the process of transportation to the airport, the process of staying in the airport until

the process of getting on the plane. 2 of the passengers using Erzincan Airport stated that they used public transport individually and 8 of them used public transportation with their companions for arriving to the airport. passengers with disabilities who came with their companions said that they did not have any difficulties in transportation. Passengers with disabilities using public transportation told that they had difficulties for getting on and off on buses and taxies.

Data of interview with passengers		
	Visually-hearing handicapped	Physical handicapped
The average age	60	63
Gender distribution	2 Male 4 Female	3 Male 1 Female
Education	1 Higher Education, 5 Primary School	2 Primary, 1 Secondary, 1 University
	Grad	Grad
Type of transport	Airline	
Transportation challenges	Finding Directions	Lack of airport staff support
Airport services	Unused	Used
Service satisfaction	Partially Satisfied with Services	Satisfied with Services

Table 1. Data Obtained as a result of Interviews with passengers with disabilities

It was stated that visually impaired passengers arriving to Erzincan Airport is difficult without a companion or airport personnel support. Especially the person 7 voiced the difficulties that passengers with disabilities have difficulty in finding directions at the airport with this statement "There are not enough plates and direction signs at the airport. The fonts of the varnings on the existing signs are small and not sufficiently explanatory." The person 10 commented as follows, "I didn't see a lot of signboard at the airport. It may be related to the small size of Erzincan Airport. There are sensible walking surfaces. However, there are disconnectedness in some points. This may mislead the visually impaired passengers." In accordance with the discourses of Person 10 and Person 7, plates at Erzincan Airport were examined. As a result, it was seen that there are not enough plates and signs at the airport. As person 7 stated, it was realized that the fonts on the existing plates were small and unclear. This situation causes visually impaired individuals to have some difficulties in finding direction. Therefore, it is necessary to increase the number of signs and plates and to increase the font size.

The physically disabled passengers stated that they had some difficulties in entering the airport terminal and going up and down the sidewalks. Person 5 used the following statements about this situation "The height of the pavements makes problems. I have to use a wheelchair because it is very difficult to walk. I have trouble climbing the ramps. That is why I need to have someone with me." So even though they stated that the ramps were provided for people with disabilities' convenience, they said that they had difficulty getting out of the ramps if they did not have companions. Passengers with disabilities are not able to request assistance from airport personnel in such a case, as there are no kiosks for assistance outside the terminal and in the parking area. This problem will be solved by positioning kiosks for assistance to the parking lots and the entrances of the terminal building.

Erzincan Airport has parking lots for passengers with disabilities and recreational areas within the terminal. Passengers with disabilities were asked whether the number of parking lots and rest seats was sufficient or not. In this respect, while 7 passengers found the number of rest seats and parking space sufficient, 3 passengers did not. Person 8 expressed his thoughts on this issue as follows: "In general, the number of seats is sufficient. However, sometimes there is no room for passengers with disabilities because passengers without disabilities sit in the area for passengers with disabilities". And the person 9 commented as "It would be better if the number of seats is slightly more. We can't find a seat in crowded times". Based on the comments and observations made at the airport, it is seen that the areas belonging to passengers with disabilities are sufficient. However, as person 8 and person 9 stated, everyone sits where they want, regardless of whether that area is for passengers with disabilities during busy hours. This situation leads to the impression that seats for passengers with disabilities are inadequate. On the contrary, the number of seats in the reserved space is sufficient for passengers with disabilities. This will easily be solved by increasing the number of seats reserved for passengers without disabilities.

Another question was asked to passengers with disabilities about presence of elevators, toilets, telephone boxes, sensible surfaces and their sufficiency status at Erzincan Airport. Visually impaired passengers stated that there were deficiencies on the sensible walking surfaces and they had difficulties without assistance. Person 4 stated this in the following words: "I can easily get on and off the elevator as long as there is an attendant or companion with me. The audible warning system in the elevator and the sensible surfaces make it easier for me. But on the way up to the elevator, the sensible walking surfaces were absent in some points. Therefore, it is difficult for me to move forward alone." The person 9 commented as; "I can't use stairs because I can't walk. And the number of elevators commented less." They stated that they did not experience any problems in toilet and telephone boxes.

When it is asked whether the flight information screen was easily monitored and asked whether they could hear the announcements clearly, it was concluded that visually impaired passengers could understand the announcements and the hearing impaired passengers could easily follow their flights on the flight screen. Passengers with physical disabilities stated that they did not experience any difficulties in both of the problems.

Other questions were about whether passengers with disabilities received more assistance from their companions or airport staff when they are in Erzincan Airport, whether the airport staff could understand the psychology of passengers with disabilities and whether the airport staff knew sign language. In general, passengers with disabilities who say that they receive help from their companions stated that they prefer to get help from airport staff in some cases. In particular, the passengers with physical disabilities said that they mostly received help from the airport staff. Person 2 said "I believe that the staff at the airport are more knowledgeable and experienced. That's why I ask assistance to them." Hearing impaired person 3 commented as "I get help from my own family. The officers are not sufficiently concerned." It was observed that the 10 passengers with disabilities we interviewed had no idea whether the airport personnel knew sign language or not. When asked if the staff at Erzincan Airport understood the psychology of disabled individuals, some passengers answered yes and some passengers answered no.

Finally, passengers with disabilities were asked whether they are satisfied with the services at Erzincan Airport and the behaviors and attitudes of airport personnel. The majority of passengers with disabilities say they are satisfied, there are, also, passengers with disabilities who say they are not satisfied. Especially person 1 "When I ask some airport staff for help, I wait them to finish their own business first. Then they fulfill my request delayed" said. In contrast, the person 2 answered as "I get all kinds of help. I am very pleased with their services. They are very interested."

When Erzincan Airport is observed in general, one can see that it has fulfilled many regulations within the scope of Barrier-Free Airport. Some suggestions and comments were made in order to eliminate some of the existing deficiencies. It is observed that passengers with disabilities are greatly satisfied with the arrangements and services at Erzincan Airport. In cases where they were dissatisfied, they were analyzed. It is predicted that a greater satisfaction rate will be achieved with the necessary arrangements.

4. Conclusions and Recommendations

In this study, Erzincan Airport is handled in terms of transportation and accessibility within the scope of Barrier Free Airport. The qualifications which Barrier-Free Airport requires have been determined. In this respect, firstly, it was determined through observation and whether photographs were taken or not. The deficiencies identified as a result of observation were mentioned. Then, structured interviews were conducted with 10 passengers with disabilities who had used Erzincan Airport. The effect of these deficiencies on passengers with disabilities was investigated. Finally, it was learned whether they were satisfied with the services provided at Erzincan Airport and what kinds of deficiencies were present.

The structured interviews were conducted on 10 people, 5 of them were women and 5 of them were men. In this study, the number of visually and hearing impaired passengers was 6 and the number of physically passengers with disabilities was 4. One of the most common problems for visually and hearing impaired passengers is finding directions. In this regard, attention was drawn to the lack of plates and signs. The visually impaired passengers stated that the inscriptions on the existing plates and signs were very small as well as the lack of signs. Hearing-impaired passengers, on the other hand, said that they had difficulty because they could not hear the announcements.

The difficulties experienced by the physically passengers with disabilities are their limited mobility and lack of attention that they are paid. Stating that they could not get support from the airport personnel at any time they want, passengers with disabilities stated that they needed to go with the companion. They said that although there were handicapped ramps on the road from the parking area to the terminal building, they were not strong enough to go alone. This indicates that they need a companion or airport personnel.

In order to provide easy access to airport personnel for disabled passengers, there should be kiosks for assistance in the parking area and terminal entrances. Thus, passengers with disabilities will be able to provide access to airport personnel at any time. At the same time, expressing that there is a kiosk to ask for help will provide convenience for disabled passengers.

Another deficiency is seen in the sensible walking surface applications. On the way from the parking area to the terminal building, it was observed that the sensible walking surface applications were intermittently divided. In the same way, it has been found that there are breaks with the sensible walking surface applications inside the terminal building. It was noted that the sensible walking surface applications in front of the elevators had no connection with other sensible walking surface applications. This is a significant deficiency for visually impaired passengers. For this reason, it is important to eliminate the existing discontinuities. It is seen that the sensible surface applications in elevators and on information signs are very useful. At the same time, it has been found that the audible warning system in the elevators provides a great convenience to the visually impaired passengers.

It is seen that check-in counters, passport booths and ticket offices are available for passengers with disabilities within the terminal building. It has been observed that the passengers with disabilities can easily access to the counters and toll booths which are made in suitable gauges and sizes especially for the physically passengers with disabilities and that they can operate their work easily from these places.

It was noted that there were reserved recreation areas for passengers with disabilities, however; the number of seats was insufficient. In fact, it is seen that passengers without disabilities sit to the areas reserved for passengers with disabilities and caused such a deficiency.

Other areas such as toilets, ATM's and telephone boxes are designed for passengers with disabilities. It has been confirmed that no passengers with disabilities experienced problems in these areas and they are satisfied with the services provided.

According to the results of the study, it is seen that Erzincan Airport has many qualities in spite of some deficiencies within the scope of 'Barrier-Free Airport''. Periodic inspections by the relevant institutions will be beneficial in terms of eliminating the existing deficiencies and using the airport effectively and efficiently. Changes and designs made at the airport should also be evaluated for disabled passengers. In this way, passengers with disabilities will be able to benefit independently in the transportation areas.

It has been revealed as a result of the research that Erzincan Airport fulfills many conditions within the scope of "Barrier-Free Airport", but has some deficiencies. These deficiencies were identified through the research. It is recommended that authorized institutions take an active role in the elimination of deficiencies. It is aimed to deliver the deficiencies expressed in this direction to the relevant organizations through an article. Another issue that is desired to be emphasized is that it is very important to carry out routine inspections after the deficiencies are completed. Due to a number of factors (population growth, increase in incoming and outgoing disabled passenger circulation, etc.) over time, there may be insufficient areas in the airport for disabled passengers. Thus, the areas reserved for disabled passengers can be a problem due to insufficient capacity. In order not to face such a situation, it will be beneficial to control the airports at certain periods within the scope of the certificate in order to prevent such situations.

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