

ANALYSIS OF THE RESPONSIBILITY OF REGIONAL DISASTER MANAGEMENT AGENCIES IN HANDLING POST-DISASTERS OF FLOODS IN ACEH SINGKIL

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Abstract

Indonesia is a country with a high level of vulnerability to natural disasters due to its geographical location and tropical climate. Aceh Province is among the regions prone to disasters, particularly floods that strike various districts almost every year. Aceh Singkil District is one of the areas with high risk, influenced by geographical factors, coastal conditions, and high rainfall. The high poverty rate and the prevalence of underdeveloped villages further increase community vulnerability to the impacts of flooding, especially during the post-disaster phase. In such conditions, the role of the Regional Disaster Management Agency (BPBD) becomes crucial in providing rapid, accurate, and sustainable responses to restore community conditions. This study aims to analyze the responsiveness of BPBD Aceh Singkil in handling post-flood disasters, identify existing challenges, and offer recommendations for improving the quality of public services in the disaster management sector. The research employs a descriptive qualitative method with data collected through in-depth interviews, observations, and documentation. Research informants consist of BPBD officials and flood-affected community members. The analysis refers to the public service quality theory by Zeithaml, Parasuraman, and Berry, using five responsiveness indicators: service speed, proactive attitude, accuracy of targeting, transparency, and ease of access. Theoretically, this study is expected to enrich public administration discourse related to government institutional responsiveness. Practically, it provides evaluation and recommendations for BPBD Aceh Singkil to enhance the effectiveness of post-flood disaster management. Therefore, this study is expected to contribute to improving disaster governance that is more responsive and adaptive for communities in disaster prone areas.

Keywords: *Responsiveness, BPBD, Post-disaster Aceh Singkil, Floods*

INTRODUCTION

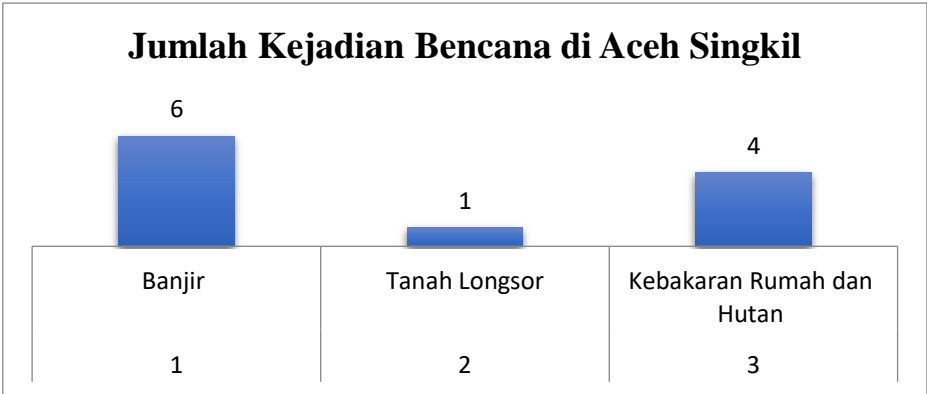
Indonesia is a country prone to natural disasters due to its geographical location. It lies at the confluence of four tectonic plates: the Asian Continent, the Australian Continent, the Indian Ocean, and the Pacific Ocean. This tectonic plate collision creates active tectonic conditions, making Indonesia prone to earthquakes and tsunamis. The shifting of these plates makes areas along the boundaries of various tectonic plates highly vulnerable to natural disasters. Its geographical location makes Indonesia prone to natural disasters, including its tropical climate, extreme changes in weather, temperature, and wind direction. This tropical climate makes Indonesia vulnerable to hydrometeorological disasters, such as floods, landslides, forest fires, and droughts. Indonesia also has a large number of active volcanoes, around 127 of which are active. Indonesia's location in the Pacific Ring of Fire is the main reason why it is vulnerable to natural disasters, especially earthquakes.

The Pacific Ring of Fire is a region of high tectonic and volcanic activity caused by the convergence of the Eurasian, Indo-Australian, Pacific, and Philippine plates. The ongoing shifting of these plates frequently triggers earthquakes, tsunamis, and volcanic eruptions. Coupled with the presence of over one hundred active volcanoes, this situation makes Indonesia one of the countries with the highest risk of geological disasters in the world. Natural disasters are natural events that have a negative impact on humans that are threatening and disrupt the peace of people's lives that occur due to natural factors or non-natural factors resulting in losses both physical and non-physical. This has been explained in government regulations in Law No. 24 of 2007 which explains disaster

management in this Law also regulates in full the implementation of natural disaster management starting from the pre-disaster stage, during emergency response, to post-disaster which is regulated in a planned, integrated, coordinated, and comprehensive manner. In 2018, Indonesia was ranked 36th due to having a disaster risk index of 10.36 out of 172 disaster-prone countries in the world, and in the last 5 years, disasters that occurred in Indonesia have occurred around 15,355 incidents. Based on the Indonesian Disaster Information Data (DIBI) of the National Disaster Management Agency (BNPB), Aceh Province is recorded as one of the regions with a history of disasters such as floods, extreme weather, high waves and abrasion, earthquakes, forest and land fires, drought, volcanic eruptions, landslides, and tsunamis. Astronomically, Aceh Province is located at 01° 58' 37.2" – 06° 04'33.6" North Latitude and 94° 57' 57.6" – 98° 17' 13.2" East Longitude. Aceh Province, with its capital in Banda Aceh City, has an area of 57,956.00 km2. Geologically, the Aceh region is located in a subduction zone, which is the meeting point between the Australian Plate and the Asian Plate. It is also located at the end of the Great Sumatra Fault/Transform that stretches from Aceh to the Sunda Strait, known as the Semangko Fault. The active fault zone in Aceh covers the central region, encompassing the regencies of Aceh Besar, Pidie, Pidie Jaya, Central Aceh, Gayo Lues, Southeast Aceh, West Aceh, Nagan Raya, Southwest Aceh, and South Aceh. This makes Aceh highly vulnerable to large-scale geological disasters. Furthermore, Aceh also has a number of active volcanoes, such as Mount Peut Sagoe in Pidie Regency, Mount Burni Telong and Mount Geureudong in Bener Meriah Regency, Mount Seulawah Agam in Aceh Besar Regency, and Cot Simereugun in Sabang. Topographic, demographic, climatological, and hydrological factors also increase the potential for natural disasters in this region.

In Law Number 23 of 2014 concerning Regional Government, regional governments have the authority within the framework of regional autonomy to provide services in the field of disaster management. As a reference for its implementation, the central government stipulated Regulation of the Minister of Home Affairs (Permendagri) Number 108 of 2018 concerning Minimum Service Standards (SPM) that must be fulfilled by regional governments for the community. Under this provision, regional governments are required to prepare a Disaster Risk Assessment Document (KRB) which is stipulated through a regional head regulation and is valid for five years. The document must be evaluated every two years or after a major disaster occurs in the local area. Based on the explanation from the Indonesian Disaster Data and Information (DIBI), during the 2013–2019 period, Aceh Province experienced nine types of natural disasters, namely residential fires, floods, forest and land fires, tornadoes, landslides, flash floods, coastal abrasion, earthquakes, droughts and tsunamis. These various disasters have had major impacts, including loss of life, material losses, environmental and land damage, and psychological disorders for the affected communities. Meanwhile, records from the Aceh Disaster Management Agency (BPBA) show that throughout 2023, around 418 natural disasters occurred in the region.

Diagram 1.2 Disaster data in Aceh Singkil in 2023-2024



Source: Author's processing based on BPS and RRI data.

The high frequency of flooding in Aceh Singkil Regency during 2023–2024 presented a significant challenge for the local Regional Disaster Management Agency (BPBD). This situation required the BPBD to provide a rapid and coordinated response, develop and implement flood mitigation programs, and undertake post-disaster management that impacts various aspects of the lives of affected communities. Based on the above data sourced from RRI, BPS that natural disasters that occurred in Aceh Singkil during 2023-2024 were quite high, especially the risk of flooding that occurred 6 times during one year in different villages, Thus this should spur the performance and fast and appropriate response by the BPBD institution in handling the problem of natural flooding disasters that occur in Aceh Singkil every year. The high intensity of flooding makes the community very dependent on the role of the

ANALYSIS OF THE RESPONSIBILITY OF REGIONAL DISASTER MANAGEMENT AGENCIES IN HANDLING POST-DISASTERS OF FLOODS IN ACEH SINGKIL

Sinta Hartina et al

Regional Disaster Management Agency (BPBD). A fast, appropriate, and coordinated BPBD response is needed especially in the post-disaster phase, because the community needs emergency assistance such as food, temporary shelter, health services, and support to restore their living conditions. With this explanation, the role of the Aceh Singkil Regional Disaster Management Agency (BPBD) extends beyond providing emergency assistance to economic recovery, improving basic services, and strengthening community resilience following the flood disaster. This is particularly relevant when examined further using the Responsiveness theory within the Service Quality concept proposed by Zeithaml, Parasuraman, and Berry. In this theory, responsiveness is defined as the willingness and ability of service providers to assist and provide services quickly and appropriately according to needs. Based on the data that occurred in the field, it explains that at the end of 2025 in November there was another flood disaster in Aceh Singkil Regency which resulted in 7 sub-districts being flooded, this was caused by high rainfall for one week which resulted in rivers overflowing and flooding in 7 sub-districts in Aceh Singkil Regency and landslides in Simpang Kanan District, the following is data on 7 sub-districts in Aceh Singkil Regency which were flooded at the end of 2025 in November.

No	Affected Districts	Number of Villages Affected
1	Gunung Meriah District	3
2	North Singkil District	2
3	Kuta Baharu District	4
4	Singkil District	16
5	Simpang Kanan District	4
6	Suro District	1
7	Paris Lake District	1

In the context of this research, the responsiveness of the Regional Disaster Management Agency (BPBD) can be seen from the extent to which the agency is able to provide emergency response services, restore facilities and infrastructure, and empower the community to recover quickly after the flood disaster in Aceh Singkil. However, challenges faced by the Aceh Singkil BPBD, such as limited resources, suboptimal inter-agency coordination, and low public participation, indicate a gap between public expectations and the quality of services received. This aligns with the Service Quality indicator, which emphasizes that responsive public service is not only about speed, but also accuracy, reliability, and the ability to meet community needs. However, implementing this role is not without challenges. The Aceh Singkil Regional Disaster Management Agency (BPBD) often faces limited human and material resources, suboptimal inter-agency coordination, and low community participation. These conditions can slow the recovery process and reduce the effectiveness of designed programs. Therefore, a better approach is needed, in terms of disaster management, strengthening institutional capacity, and active community involvement, so that BPBD responsiveness can truly meet community needs in a timely manner.

Therefore, the research entitled "Analysis of the Responsiveness of Regional Disaster Management Agencies in Handling Post-Flood Disasters (Case Study of Aceh Singkil)" is important to conduct. This research is expected to provide an overview of the extent to which the Regional Disaster Management Agency (BPBD) responds and carries out its role and provide recommendations for improving post-flood disaster management governance in underdeveloped and impoverished areas such as Aceh Singkil, which are vulnerable to disasters, especially flooding. The novelty of the research is that there are not many studies that directly examine how the responsiveness of BPBD contributes to post-flood disaster management. Therefore, this research is important to be conducted in Aceh Singkil Regency which is a flood-prone area, with the aim of analyzing how the rapid response, coordination, and community empowerment carried out by BPBD are not only limited to disaster management, but also play a direct role in increasing community resilience after flood disasters in Aceh Singkil which is an area prone to flood disasters every year. so that researchers are interested in conducting further research related to "Analysis of the Responsiveness of Regional Disaster Management Agencies in Handling Post-Disaster Case Study of Aceh Singkil" this research is also expected to fill the gaps in previous studies and provide theoretical and practical contributions in post-flood disaster management through the role of BPBD.

METHOD

The type of research used in this research is a case study with qualitative research, where this research is through real research by going to the field to get real results on the implementation of services or responses from the Regional Disaster Management Agency to post-flood disaster management in Aceh Singkil (Research on the Responsiveness of the Regional Disaster Management Agency in Handling Post-flood Disasters in Aceh Singkil Based on government regulations in Law No. 24 of 2007 which regulates disaster management in this Law also regulates in full the implementation of natural disaster management starting from the pre-disaster stage, during emergency response, to post-disaster which is regulated in a planned, integrated, coordinated and comprehensive manner. This qualitative research aims to obtain data, information, and field data. The method used in this research will use a semi-structured interview research method. Interviews are conducted using a pre-prepared, but flexible question guide so that researchers can understand the extent of the responsiveness of the Aceh Singkil Regional Disaster Management Agency (BPBD) in handling post-flood disaster conditions, including the form of service, obstacles, and recovery efforts carried out for the affected community. In addition to semi-structured interviews, this research will also require data documentation, and documentation of interviews in the field with BPBD officers and the community affected by the flood disaster.

The research location chosen by the research will be in Singkil District, Aceh Singkil Regency. The reason the researcher chose the Aceh Singkil area as the research location is because the geographical location of the area is in a natural disaster prone zone so the researcher is interested in conducting research in that location by looking at the problems that occur related to the extent of the responsiveness of the Regional Disaster Management Agency in handling post-flood disaster conditions in Aceh Singkil. The informants of this research will involve several affected communities and staff and the head of BPBD (Aceh Singkil Regional Disaster Management Agency), the research informants are the Head of the Aceh Singkil Regional Disaster Management Agency, Head of the Program and Reporting Sub-Division, Head of Emergency and Logistics, and communities affected by the flood disaster.

RESULTS AND DISCUSSION

1. Public Service Responsiveness Theory According to (Zeithaml, Parasuraman, and Berry in the Service Quality concept)

This study uses the Public Service Responsiveness Theory. The Public Service Responsiveness Theory according to Zeithaml, Parasuraman, and Berry explains that responsiveness is one of the main dimensions in service quality that emphasizes the ability and willingness of the apparatus or organization to provide services quickly, accurately, and according to the needs of the community. Responsiveness is not only measured by the speed of response time, but also from the attitude of sincerity, concern, and willingness of employees in helping people who need services. In practice, responsiveness is reflected in the ability of the agency to immediately respond to public complaints or requests, provide clear and easy-to-understand information, and provide appropriate solutions to problems faced. Thus, responsiveness is an important measure in assessing whether a public service has been running effectively and is able to meet public expectations. According to Zeithaml, Parasuraman, and Berry, responsiveness is one dimension of service quality that reflects the ability and readiness of the apparatus to provide assistance to the community quickly and on time. From this concept, several indicators are then derived that can be used to assess the extent of an organization's responsiveness in providing public services.

Based on the theory proposed by Zeithaml, Parasuraman, and Berry, service quality can be measured through five main indicators that will facilitate future research, specifically in the context of the responsiveness provided by the Regional Disaster Management Agency (BPBD) to the Aceh Singkil community following the annual flood disaster. The following are the five main indicators in the Public Service Responsiveness theory. Based on the results of interviews conducted by researchers with the BPBD (Aceh Singkil Regional Disaster Management Agency), interviews conducted with the Head of BPBD Aceh Singkil (Mr. Alhusni, SH) explained that the BPBD has SOPs that are carried out during flood disaster management until post-flood disaster, when a flood disaster occurs, BPBD assigns a Rapid Response Team (TRC), the team on duty will conduct direct field observations and collect data on the flood-affected community. After the flood that hit the Aceh Singkil Regency area, BPBD officers together with related agencies went to the affected location to evacuate residents to a safer place. The Regional Disaster Management Agency (BPBD) deployed a rapid response team (TRC) in coordination with the Indonesian National Armed Forces (TNI) and the Indonesian National Police (Polri) to ensure the evacuation process proceeded safely and orderly. Furthermore, the BPBD established emergency posts at several strategic locations and prepared public kitchens to meet the community's food needs, particularly in the severely affected villages of Ujung Bawang and Suka Makmur.

Furthermore, the Regional Disaster Management Agency (BPBD) explained that it continues to distribute logistical aid according to the needs of residents in the field. However, in its implementation, the BPBD TRC team faces several obstacles, such as limited operational budgets, inadequate facilities and infrastructure, and limited human resources. Inter-agency coordination is sometimes also a challenge, especially in the aid distribution process, which must be carried out quickly and evenly but has not been running optimally. Even so, BPBD officers should continue to strive to strengthen synergy with various parties, including local governments, the Indonesian National Armed Forces (TNI)/Indonesian National Police (Polri), non-governmental organizations, and local volunteers, so that post-disaster management can be more effective. Furthermore, BPBD also tries to utilize various communication channels, both through village officials and local media, to convey important information to the community during and after the flood disaster.

Interviews with residents affected by the flood disaster revealed that most residents reported that the floods came quite quickly after several days of heavy rain. Water began entering homes at night, causing panic among residents due to the rapidly rising water levels in several locations, including Singkil, Ujung Bawang, Rantau Gedang, and other areas. Many residents were unable to save their valuables and were forced to evacuate to higher ground, such as multi-story homes, mosques not affected by the flood, or temporary shelters provided by the Regional Disaster Management Agency (BPBD) and village officials. After the water receded, environmental conditions remained dire. Residents' homes were covered in mud, wells and clean water were contaminated, and many household appliances were damaged. Some residents also complained of contracting skin diseases and diarrhea due to the dirty water. According to data from the National Disaster Management Agency (BNPB) and the Disaster Management Agency (BPBA), the last major flood occurred in March 2024, inundating 20 villages across six sub-districts. Previously, floods also occurred in November 2023 and May 2021, affecting thousands of residents and causing minor to severe damage to hundreds of homes. Many residents had to evacuate to temporary posts provided by the BPBD and village officials. Based on the theory used in this research using the theory of public service responsiveness put forward by (Zeithaml, Parasuraman, and Berry in the concept of Service Quality), there are five indicators that play a role in answering the problems in this research, the indicators are as follows:

a. Speed of Service

An agency's ability to respond to public requests and complaints can be measured by its timeliness and responsiveness. In the context of the Aceh Singkil Regional Disaster Management Agency (BPBD), this reflects the agency's ability to act quickly in distributing various forms of emergency aid, establishing a response post for affected victims, and providing immediate assistance after a flood disaster. Based on the results of interviews conducted with the BPBD (Regional Disaster Management Agency), the interview was conducted with (Mr. Safrijal, SE) who serves as Head of the Emergency Section of the Aceh Singkil BPBD, it was found that every time a flood occurs, the BPBD immediately receives reports from the community or village officials. After receiving the report, a rapid response team (TRC) is immediately deployed to the location to carry out evacuations, collect victim data, and distribute emergency aid. In this emergency response process, the BPBD also collaborates with various parties such as the Indonesian National Armed Forces (TNI), the Indonesian National Police (Polri), the Social Service, volunteers, and village officials to expedite the aid distribution process. According to Mr. Safrijal, Head of the BPBD Emergency Section, when the water begins to recede, the BPBD team has a rapid response procedure that begins with receiving an incident report from village officials, then immediately dispatching officers to conduct an initial assessment. After that, the distribution of emergency aid such as food, blankets, and other necessities is immediately carried out through the main post and village posts. However, the speed of service is still affected by geographical constraints. Some areas are far from the sub-district center or have damaged road access, making aid distribution often delayed. The public understands that these delays are generally caused by conditions or difficult access to the location.

b. Proactive

This means that the willingness of officials to provide assistance is demonstrated through an attitude of not delaying work and taking the initiative to act first without having to wait for formal instructions or reports from the public. In the context of the Aceh Singkil Regional Disaster Management Agency (BPBD), this is reflected in the actions of officers who actively went directly to the field to reach flood victims, assess their condition, and provide moral and material support. Officials also played a role in assisting the community with basic needs, such as providing food, clean water, health services, and temporary shelter. Based on interviews with the Aceh Singkil Regional Disaster Management Agency (BPBD) and a Head of Family (Mr. Sarmin) affected by the flood, it was discovered that BPBD not only waits for reports from residents, but also actively

monitors the weather and river discharge, especially during the rainy season. If there is a potential for flooding, BPBD immediately coordinates with sub-district heads and village heads to remind the community to be more vigilant. After the water begins to recede, the BPBD team goes directly to the field to help clean residents' homes, public facilities, and conduct data collection on damages in order to distribute further aid in a targeted manner. In addition, BPBD also regularly holds evaluation meetings to improve and increase the effectiveness of disaster management in the future. From interviews with the community, a Head of Family (Mr. Sarmin) assessed that BPBD officers are quite proactive and care about the conditions of affected residents. They not only distribute logistical assistance, but also help with post-disaster activities such as cleaning houses and providing clean water.

c. Right on target

Good services must be tailored to the needs of the community and delivered to those truly affected by the disaster. In responding to the floods in Aceh Singkil, this means the Regional Disaster Management Agency (BPBD) must ensure that aid such as food, medicine, health services, and temporary housing is distributed to the right people. Based on interviews with the Regional Disaster Management Agency (BPBD) and a housewife (Mrs. Musda), a flood-affected community member, it was discovered that in distributing aid, BPBD collaborated with village officials and volunteers to collect data on affected residents. An interview with (Mr. Helmi), Head of Emergency and Logistics at BPBD Aceh Singkil, explained that during the emergency response period, an aid distribution team was formed in collaboration with village officials. During the distribution, to increase public trust and ensure transparency, aid distribution activities would be covered by the media. Priority was given to groups considered the most vulnerable, such as residents with severely damaged homes, the elderly, children, and pregnant women. One obstacle that often arose was duplicate data or villages that were difficult to reach, which made the verification process take longer. To overcome this, BPBD conducted re-data collection so that aid could be targeted appropriately and no residents were missed. Most residents considered that aid from BPBD was quite well-targeted, especially in the early stages of the disaster. Residents with severely damaged homes and those who took refuge in evacuation posts were the main priority. However, in several locations, there were still residents who had not received aid at the start of distribution because the data was incomplete or they were not there when the data collection was carried out.

d. Clear and Transparent

BPBD transparency in providing accurate, clear, and easy-to-understand information regarding aid procedures, distribution schedules, and post-disaster rehabilitation plans. Based on interviews with the Regional Disaster Management Agency (BPBD) and a housewife (Mrs. Afni) from a flood-affected community, it was discovered that BPBD disseminated aid information through emergency posts, announcements at village offices, and official social media. Residents could come directly to the posts to inquire about aid and recovery activities. In every aid distribution process, BPBD involved community leaders and village officials to ensure residents clearly understood who was eligible to receive aid and how the process worked. If residents expressed objections or wanted to file complaints, BPBD received these reports openly and conducted clarification directly in the field. Residents assessed that BPBD clearly explained the origin and type of aid distributed, and the distribution schedule was announced through posts, village officials, and mosque loudspeakers. However, some residents were still unsure when further aid would arrive due to the lack of information delivered directly to their homes. Residents hoped that BPBD would be more active in providing regular announcements to ensure residents were not left in limbo while waiting for aid.

e. Easy to Access

Ease of public access to services is a key measure of the responsiveness of the Regional Disaster Management Agency (BPBD). This relates to the extent to which flood victims can obtain services without having to go through complicated or time-consuming procedures. In practice, this indicator can be seen in public access to emergency aid posts, health facilities, and complaint services provided by the BPBD. Based on the results of interviews with the BPBD as conveyed by (Mr. Safrijal, SE) Head of the Emergency Section of the Aceh Singkil BPBD and the elderly Head of Family (Mr. Kudri) of the flood-affected community, it is known that BPBD provides various communication channels to make it easier for the community to report and request assistance, including through emergency posts, call centers, and social media such as WhatsApp and Instagram. However, in some remote and difficult-to-reach villages, residents still have difficulty contacting the BPBD due to weak telephone networks and damaged road conditions. Most residents consider the BPBD post easy to find

because it is located in a strategic location, such as near a mosque or sub-district office, and they can also contact officers via telephone number or social media. However, for residents in areas with weak signal, they still have to come directly to the post to report and get assistance. In general, ease of access is quite good, but still needs improvement, especially in expanding the reach of services to communities in locations that are difficult to reach due to damaged roads. The results of this study indicate that the responsiveness of the Aceh Singkil Regional Disaster Management Agency (BPBD) following the flood disaster was quite good. Officers responded quickly, actively assisted the community, and strived for transparency in distributing aid. Obstacles that still emerged were mainly due to geographical factors, limited budget, infrastructure, and limited personnel. Based on Zeithaml's (2009) public service theory on responsiveness, the main indicators of good service are speed, alertness, and a willingness to assist the community in a timely manner. In this regard, the performance of the Aceh Singkil BPBD has met these three aspects, although it still needs to strengthen the logistics and data collection systems to make services more efficient.

Based on interviews and field observations, it can be concluded that the Aceh Singkil Regional Disaster Management Agency (BPBD) demonstrated a high level of service delivery in responding to the flood disaster. The BPBD team was known for being proactive and demonstrating a high level of concern for the affected community, both through evacuation, aid distribution, and assistance at evacuation posts. The aid provided was generally considered well-targeted, although the data collection system still needs to be updated to ensure more accurate distribution and ensure all affected residents are well served. In terms of transparency and communication, the BPBD has made good efforts, but in some remote areas, information regarding aid remains uneven due to limited telephone networks and transportation due to roads being cut off by the flood. Access to BPBD services is relatively easy in strategic areas, but for remote or difficult-to-reach villages, external and internal obstacles are quite difficult. Factors that hinder the Aceh Singkil BPBD include limited budget, evacuation equipment, inadequate human resources, inadequate inter-agency cooperation, damaged roads, and weak signal signals remain the main obstacles. Overall, the community assessed that the Aceh Singkil BPBD had demonstrated quite good responsiveness in post-flood disaster management, and positive support from the community was evidence that the Aceh Singkil BPBD's efforts were quite effective.

2. Duties and Roles of the Regional Disaster Management Agency

BPBD is a government institution that has the task and focus of work in terms of natural disaster management in Indonesia or what is called BNPB (Disaster Management Agency) is usually called at the national level, BNPB is tasked with providing maximum protection to the Indonesian people from natural disasters. At the regional level it is called BPBD (Regional Disaster Management Agency) each region certainly has its own BPBD institution. As in Aceh Province, especially in the Aceh Singkil area which is one of the areas prone to natural disasters, therefore it is expected that BPBD Aceh Singkil has a role and responsibility in the area in managing natural disaster management in Aceh Singkil, as well as ensuring steps will be taken to protect the community and minimize the impacts that arise from natural disasters. The formation of BPBD began with the major natural disaster that occurred in Aceh Province, namely the earthquake and tsunami in 2004. This event became the main focus of the central government and the international community in disaster management, as a follow-up to the central government issuing presidential regulation No. 83 of 2005 concerning the National Coordinating Agency for Disaster Management (Bakornas PB). In an effort to handle disaster management, the central government showed seriousness by building a legal basis and budget allocation. Then after the ratification of Law No. 24 of 2007 concerning disaster management, the government continued by issuing presidential regulation No. 8 of 2008 which stipulated the formation of the National Disaster Management Agency (BNPB). BNPB has structured and planned tasks and roles in disaster management, with the formation of BNPB at the national level and BPBD at the regional level, the government decided to disband the National Coordinating Agency for Disaster Management (Bakornas PB).

Based on UUD No. 24 of 2007 concerning disaster management, the UUD explains the main duties of the BPBD institution, namely as follows:

1. Preparation of disaster prevention policies and plans in the region
2. Implementation of disaster management activities includes several stages, namely, pre-disaster (preparedness, mitigation), emergency response (evacuation, rescue, assistance), post-disaster (rehabilitation, reconstruction).
3. Coordination between regional agencies in disaster management
4. Disaster data and information management

5. Implementation of education, training and disaster simulations
6. Reporting of disaster activities to regional heads and BNPB
7. Strengthening community capacity in anticipating disasters.

The Regional Disaster Management Agency (BPBD) plays a major role in protecting residents from disaster risks, expediting emergency response, and ensuring that post-disaster recovery is carried out comprehensively and with the principle of justice for all affected parties.

3. Post-Flood Disaster in Aceh Singkil

Flooding in Aceh Singkil is often caused by several factors. During the rainy season, low-lying areas are generally more vulnerable to flooding, as is often the case in Aceh Singkil Regency. In general, there are five main factors contributing to flooding, as follows:

1. Very high rainfall is one of the main causes of flooding.
2. Errors in planning and arranging river channels also exacerbate the risk of flooding.
3. The suboptimal water retention or retention system in the River Basin (DAS) area also contributes to water overflow.
4. River silting occurs, which reduces the river's capacity to accommodate water discharge.
5. Errors in spatial planning and infrastructure development that do not pay attention to environmental aspects also trigger waterlogging.

Post-flood disaster management in Aceh Singkil Regency is one of the major challenges for the local Regional Disaster Management Agency (BPBD). Its geographical location in a coastal area and close to the River Basin (DAS), making this area very vulnerable to flooding. Based on the results of interviews with BPBD Aceh Singkil officers, it was explained that the BPBD institution has implemented a structured work mechanism and efforts to handle floods and post-flood disasters in Aceh Singkil. The steps taken include deploying a Rapid Response Team (TRC) to collect data on the impact of damage caused by the flood disaster, assisting in the evacuation of affected residents, establishing evacuation posts, and distributing logistical assistance to flood victims. Thus, this illustrates the BPBD's commitment to carrying out its duties and responsibilities in accordance with Law No. 24 of 2007 concerning disaster management, implementing a coordinated, fast and appropriate emergency response.

4. Challenges and Threats for BPBD in Handling Post-Flood Disaster in Aceh Singkil

The results of interviews conducted with BPBD officers and affected communities, explain that post-flood disaster management in Aceh Singkil district is currently still facing various obstacles, obstacles originating from internal and external factors, BPBD officers said that in carrying out their duties in the field, they often face obstacles due to budget limitations, minimal number of human resources, and the lack of supporting facilities such as transportation and equipment during evacuation. Conditions like this are further exacerbated by inter-agency coordination that is still not running optimally, so that the evacuation process and distribution of aid sometimes experience delays. The BPBD officers also explained that communication with affected communities was conducted through village heads and village officials, so that information regarding emergency conditions and aid distribution could be conveyed quickly and accurately. The BPBD also explained that, although the BPBD had worked in accordance with procedures and professionally in carrying out its duties, there was still a need to increase the capacity of officers and strengthen cooperation between stakeholders so that post-disaster management could be carried out more effectively, quickly, and evenly throughout the flood-affected areas in Aceh Singkil.

The interviews concluded that post-flood disaster management in Aceh Singkil was carried out with commitment and clear procedures. However, its effectiveness is still affected by structural and technical constraints. Aceh Singkil's geographical location on the coast and its numerous rivers makes it highly vulnerable to seasonal flooding. Factors such as high rainfall, river silting, and a suboptimal drainage system contribute to the potential for flooding, which occurs almost annually. Furthermore, although the Regional Disaster Management Agency (BPBD) is always present on the ground when floods strike, their response is still considered to be neither rapid nor comprehensive. Emergency aid often arrives late and fails to meet all community needs, such as clean water, medicine, and blankets. Public awareness of the importance of disaster education is also still low, leaving many residents unaware of safe evacuation procedures during a disaster. Therefore, efforts are needed to increase the disaster management budget, provide training for BPBD officers to be more responsive and skilled, and implement ongoing community education programs to strengthen understanding of disaster mitigation and preparedness. These

steps are expected to improve the quality of BPBD Aceh Singkil's services in post-flood disaster management and strengthen community resilience to future flood threats.

CONCLUSION

The research findings above conclude that, in general, the Regional Disaster Management Agency (BPBD) has demonstrated a fairly good level of responsiveness in carrying out its duties. This is evident in the alertness of its officers in providing services, both during the emergency response and post-disaster phases. The Aceh Singkil BPBD was able to act quickly by deploying a Rapid Response Team (TRC) to conduct evacuations, collect data, and distribute logistical assistance to affected communities. This was despite several technical challenges, such as difficult road access and limited infrastructure. In terms of targeting accuracy, the Regional Disaster Management Agency (BPBD) has strived to distribute aid to those in greatest need, such as the elderly, children, pregnant women, and families with severely damaged homes. However, the data collection system still needs improvement to prevent overlapping data or delays in aid distribution. Information transparency has also been implemented quite effectively through announcements at emergency posts and collaboration with village officials, although information delivery in remote areas still faces challenges due to limited communication networks.

In terms of ease of access, residents in sub-district centers have easy access to BPBD services due to the presence of posts and clear communication channels. However, in remote and coastal villages, access to assistance remains hampered by infrastructure and unpredictable weather. Limited human resources, evacuation equipment, and budget are key factors impacting the effectiveness of BPBD services in the field. Overall, the research results indicate that the Aceh Singkil Regional Disaster Management Agency (BPBD) has demonstrated a good level of responsiveness and received positive appreciation from the affected community. Therefore, to improve service quality going forward, the BPBD needs to strengthen cross-agency coordination, improve its digital data collection system, increase personnel capacity through disaster management training, and expand its public communication reach. These efforts are expected to strengthen preparedness and accelerate community recovery following the flood disaster in Aceh Singkil.

SUGGESTION

Based on the research results and findings in the field regarding the responsiveness of the Aceh Singkil BPBD in handling post-flood disasters, several suggestions emerged, namely as follows:

1. **Increasing Officer Capacity and Preparedness** Regional Disaster Management Agency (BPBD)
The Aceh Singkil Regional Disaster Management Agency (BPBD) needs to strengthen its human resources (HR) capabilities through regular disaster management training and simulations.
2. **Optimization of the Data Collection and Aid Distribution System**
A digital-based data collection system update is needed to ensure aid distribution is more accurate, faster, and more targeted.
3. **Strengthening Inter-Agency Coordination and Community Participation**
Disaster management cannot be handled by the Regional Disaster Management Agency (BPBD) alone. Therefore, cross-sectoral collaboration must be strengthened.
4. **Increasing Transparency and Access to Public Information**
The Regional Disaster Management Agency (BPBD) needs to be more active in disseminating information to the public regarding aid distribution schedules, post locations, and post-disaster recovery stages.

Through the results of this study, researchers hope that the Aceh Singkil Regional Disaster Management Agency (BPBD) can continue to strengthen its institutional capacity, so that services to disaster-affected communities become more rapid, precise, and equitable. Furthermore, the active role of the community is also essential in supporting every government effort, both in the mitigation, emergency response, and post-disaster recovery phases. With collaboration between local governments, disaster management agencies, and the community, flood management in Aceh Singkil is expected to be more effective and able to create resilient communities against future disasters.

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Sinta Hartina *et al*

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