

An Analysis of the Implementation of Natural Disaster Tackling in Kota Palu

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ABSTRACT

This research aims to find out the implementation of natural disaster tackling in Kota Palu by analyzing job performance at the Office of the local disaster tackling institute of Kota Palu. To measure the Office's job performance of the local catastrophe tackling institute of Kota Palu, some suitable aspects are used, namely productivity, service quality, responsiveness, responsibility, and accountability. Research findings show that those aspects are expected to become measuring the standard of valuation of job performance of the organization of the local disaster tackling institute of Kota Palu.

Keywords – Implementation, Countermeasures, Natural Disasters

INTRODUCTION

In law no. 24 of 2007 concerning disaster management, Regional Governments are required to carry out disaster management activities in their regions. These activities include fulfilling the rights of people affected by disasters, protection from the impact of disasters, increasing community capacity to reduce disaster risks, and disaster-friendly physical development. Therefore, every year a portion of the Regional Revenue and Expenditure Budget must be allocated for disaster management activities. Thus, local governments have the right to establish regional disaster management policies in line with regional development policies by including elements of natural potential and technology in the area. In general, the risk of natural disasters has disasters due to geological factors (earthquake, tsunami), disasters due to hydrometeorology (floods, landslides, drought, and typhoons), disasters due to biological factors (human disease outbreaks, plant/livestock diseases, plant pests.) as well as technological failures (industrial accidents, transportation accidents, chemical pollution) (1).

The Palu City Regional Disaster Management Agency which was formed based on the Palu City Regional Regulation Number 2 of 2009 concerning the Organization and Work Procedure of the Palu City Regional Disaster Management Agency, which was established on April 24, 2009, which is part of the Palu City Regional Work Unit has a strategic role and responsibility for the implementation of Disaster Management in the Palu City area. With

the roles and responsibilities assigned by Law Number 24 of 2007, the Regional Disaster Management Agency (BPBD) of Palu City must optimize its role and function as coordination, command, and implementer of disaster management in the regions. Also, the Regional Disaster Management Agency (BPBD) of Palu City will continue to encourage community involvement in improving disaster preparedness and building public awareness in efforts to mainstream disaster risk reduction in various aspects of the life of the nation and state. Based on the problems described above, the authors are interested in conducting a study entitled "Implementation of Natural Disaster Management in Palu City by analyzing performance at the Regional Disaster Management Agency office in Palu City."

METHODOLOGY

From the definition of data analysis expressed by one of the experts above, it can be concluded that the notion of data analysis is an activity of analyzing data to obtain patterns of relationships, themes, interpreting what is meaningful, and conveying or reporting it to other interested people (2), in this study using qualitative data analysis techniques. Data analysis in this study took place simultaneously with the data collection process. Among them are through the water model, namely data condensation, data presentation, and concluding (3).

RESULTS AND DISCUSSION

Performance appraisal is an activity that is very important because it can be used to measure the success of an organization in achieving its mission (4). By assessing performance, efforts to improve performance can be made in a more directed and systematic manner. A study of the Palu City Regional Becana Management Agency office's account with its role has strategic value, so information about the performance of this organization is essential to know. To research an organization's performance, indicators are needed both at this level, indicators that describe the level of Achievement or goals that have been set in the context of planning, implementation, and after the activity is completed (5).

It is better if performance measurement emphasizes input or output and must also be based on the outcome of community satisfaction. Sometimes performance measurement is thought of as a productivity measurement tool that aims to get the best effect with the available resources. Sometimes, the emphasis is on the aspect of accountability to the public, convincing that the government is indeed trying to meet the public's demands and desires.

To measure the Regional Disaster Management Agency Office of Palu city's organizational performance, several aspects were used by the theory put forward by Agus Dwiyanto, namely: Productivity, Service Quality, Responsiveness, Responsibility, and Accountability (6). With these several aspects, it is hoped that they can become a benchmark for evaluating the Palu Regional Disaster Management Agency's performance. The following are the results of the research that the authors expected.

Productivity

Productivity measures the level of efficiency and the effectiveness of services. Productivity is generally understood as the ratio between input and output. The concept of productivity was deemed too narrow. The General Accounting Office (GAO) tried to develop a broader measure of productivity by including how much public services had the expected results as an essential performance indicator (7).

Productivity is essential in measuring organizational performance because productivity, in this case, measures efficiency and concerns activities in service to the community. Following are the results of an interview with Mr. Presly Tampubolon, SE as the Head of the Palu City BPBD Agency on September 4, 2018, saying:

"I consider that the level of productivity at the Regional Disaster Management Agency Office of Palu City has been running quite well, but it still has several obstacles that make productivity less than optimal, such as lack of availability of funds in implementing technical guidance and simulation activities for example. However, we as government officials always try to provide excellent service to the community".

Based on the above interview results with the Head of the Agency at the Regional Disaster Management Agency Office, the level of Achievement of productivity has not been implemented effectively and efficiently because there are still many obstacles in providing services to the community. The Achievement of productivity is very influential in an organization's performance. Of course, the Achievement of productivity that is not yet maximized will hurt the organization's sustainability. Meanwhile, the author also interviewed Mr. Irsan, S. Sos, as the Secretary at the Palu City Regional Disaster Management Agency Office on September 4, 2018, who said that:

"Achievement of productivity at the Regional Disaster Management Agency Office of Palu City, in my opinion, is not optimal due to inadequate human resources, less disciplined office staff, and lack of supporting facilities and infrastructure. This causes employees to carry out their primary duties and functions not effectively and efficiently".

Based on the interview results above, the Achievement of productivity at the Regional Disaster Management Agency Office of Palu City is not good enough. Because in carrying out the main tasks and functions it has not been carried out effectively and efficiently. Furthermore, the interview with Mr. Sahrul S. Sos as the Head of the Disaster Preparedness Section on September 3, 2018, said that:

"The level of productivity attainment at the Regional Disaster Management Agency Office of Palu City is quite good because several programs issued have been implemented. Such as conducting socialization, Disaster Preparedness School or commonly known as (SSB), which is held in SMA N 1 Palu, SDN 3 Palu, SMP N 1 Palu, school level simulation activities in the event of earthquakes and floods, as well as Disaster Alert Village. However, this does not necessarily satisfy us because these activities must always be carried out, but our obstacle is the limited funds available. Even so, as public servants, of course, we must always give our best".

Based on the results of an interview with Mr. Sahrul S. Sos as the Head of the Disaster Preparedness Section, that the level of productivity at the Regional Disaster Management Agency Office of Palu City is quite good, seen in the implementation of the programs they run, however, what is an obstacle in implementing its activities is the limited funds available. Then the interview with Mr. Muhammad Nur Sidiq, S.STP. M.Si as Head of Emergency and Logistics on September 4, 2018, said that:

"The level of productivity attainment at the Regional Disaster Management Agency Office of Palu City is good because the implementation of each program has no obstacles."

From the results of the interview above that the Achievement of productivity at the Regional Disaster Management Agency Office of Palu city, they said it was good, seen from the absence of obstacles felt during the implementation of activities and programs in the field Emergency and Logistics. However, in reality, there are still many problems in terms of unequal distribution of logistics, such as what happened in the evacuation post of Layana Indah Village. Furthermore, the interview with Mary ST as the Head of the Reconstruction Section on September 3, 2018, said that:

"The level of productivity attainment at the Regional Disaster Management Agency Office of Palu City is still not going well, due to the limited knowledge of human resources in it and the lack of coordination with various cross-sectors that are used as partners in cooperation with the Palu City Regional Disaster Management Agency."

Furthermore, the interview conducted on September 5, 2018, by Mrs. Andi Nuraedah as a community of Palu city said that:

"As a community of Palu City, I think that the level of productivity achievement at the Regional Disaster Management Agency Office of Palu City has not been going well because the services provided by the community have not been maximal and have not met the expectations of the community."

Based on the interview results above, productivity at the Regional Disaster Management Agency Office of Palu City has not been maximized because the level of Achievement of efficiency and effectiveness of services has not been going well. There are still many complaints related to the services provided. Meanwhile, the author also interviewed Mrs. Mutmainah as a community of Palu on September 5, 2018, saying that:

"The level of productivity attainment at the Regional Disaster Management Agency Office of Palu City has not been running optimally because the form of services provided to the community has not been evenly distributed. As a community of Palu, until now I have never had any activities to provide education about disasters or socialization about disasters. Therefore my knowledge about independent rescue is still very minimal "

Based on the interview results above, productivity at the Regional Disaster Management Agency Office of Palu City has not been running optimally. Because their socialization activities have not been evenly distributed in all levels of society, some people in Palu have not received education about disasters.

From several explanations of the results of the interview above, that the level of productivity attainment at the Regional Disaster Management Agency Office of Palu City is still not running optimally because there are still many obstacles such as services provided to the community that is not yet effective and efficient, inadequate human resources, facilities and infrastructure which is still lacking, as well as the availability of minimal funds. The Achievement of productivity that goes well, of course, is the hope of all organizations, both government organizations, and private organizations. To achieve maximum productivity, of course, it cannot be separated from several supporting factors, both internal and external.

Quality of Service

Issues regarding service quality are likely to become increasingly crucial in explaining public organizations' performance. Many negative views regarding public organizations arise because of general dissatisfaction with public organizations' quality of services (8). Thus, public satisfaction with benefits can be used to measure public organizations' performance. The main advantage of using community satisfaction as a performance indicator is that community satisfaction is often available young and cheap. Information about satisfaction with service quality can usually be obtained from the mass media or public discussions. As a result of relatively high access to general satisfaction with service quality, it can be an easy and inexpensive measure of public organizations' performance. Happiness can be a performance parameter of public organizations (9).

The results of an interview with Mr. Presly Tampubolon, SE as Head of the Agency at the Regional Disaster Management Agency Office of Palu city on September 4, 2018, said that:

"The level of service quality at the Regional Disaster Management Agency Office of Palu City in providing services to the community is not good enough due to the obstacles encountered in the service delivery process."

Based on the interview results above, the quality of services at the Regional Disaster Management Agency Office of Palu City has not been appropriately implemented because many obstacles are experienced in providing services. Furthermore, the interview with Mr. Irsan S. Sos as the Secretary at the Palu City Regional Disaster Management Agency Office on September 4, 2018, said that:

"The level of service quality at the Regional Disaster Management Agency Office of Palu City is quite good, although not optimal. In providing services, we adjust to existing SOPs, such as providing outreach. The obstacles we encountered were the lack of participation from the community who participated in the socialization activities and inadequate human resources".

Based on the results of an interview with Mr. Irsan S. Sos as the Secretary at the Regional Disaster Management Agency Office of Palu City, that the quality of service at the Office is still not suitable due to the obstacles that are found in the service process where people still do not participate in their activities, while the measure of the success of a

service depends on the response of the community related to the services provided. Furthermore, the interview with Mr. Sahrul S. Sos as the Head of the Disaster Preparedness Section on September 3, 2018, said that:

"The quality of service at the Regional Disaster Management Agency Office of Palu City is quite good and by our capabilities. The services provided are also by standard operating procedures in the Regional Disaster Management Agency Office of Palu City. The obstacles faced are our homework, how we will find solutions in dealing with these obstacles".

Based on the interview results above, the quality of service at the Regional Disaster Management Agency office in Palu is good enough because providing services is by the applicable standard operating procedures. However, from the results of the research that the author did, there were still several service delivery processes carried out by the Palu City disaster management agency which were not by the applicable sop such as the emergency response procedures that occurred on September 28, 2018, in the event of the earthquake and tsunami disaster. Then an interview with Mr. Muhammad Nur Sidiq, S.STP.M.Si as Head of Emergency and Logistics on September 4, 2018, said that:

"In my opinion, the quality of service at the Regional Disaster Management Agency Office of Palu City is not good enough because in the process of providing services there are still obstacles, especially in the number of its human resources."

From the interview results above, the quality of service at the Regional Disaster Management Agency Office of Palu City is not good enough because of the obstacles experienced when providing services; this is due to the lack of human resources available at Palu City BPBD office. Then an interview with Mr. Maryun, ST as the Head of the Reconstruction Section on September 3, 2018, where he said that:

"I admit that the quality of service at the Regional Disaster Management Agency Office in Palu City has not yet reached excellent service quality, because the provision or process of services provided to the community still has obstacles, one of which is the lack of availability of facilities and infrastructure so that many people are not satisfied with the service provided to the community. The services we provide".

Based on the results of the interview above, the services provided by the Regional Disaster Management Agency office in Palu city have not been running effectively and efficiently because there are still obstacles experienced in providing services, such as lack of advice and infrastructure, which is one of the essential aspects that can affect quality. Services rendered. And then the interview with Mrs. Andi Nuraedah as a community of Palu on September 5, 2018, said that:

"In my opinion, the quality at the Regional Disaster Management Agency Office in Palu City is still not good, because we people are not satisfied with the services provided. For example, the socialization activities given are not evenly distributed in every society".

Based on the interview results above, the quality of services provided by the Regional Disaster Management Agency Office of Palu City has not been going well because many

people are not satisfied with its services. Furthermore, the interview with Mrs. Mutmainah as a community of Palu city which was conducted on September 5, 2018, said that:

"The quality of services provided by the Regional Disaster Management Agency office in Palu city is not good enough because many of us people do not know about disaster knowledge."

Based on the interview results by Mrs. Mutmainah above, the quality of service at the Regional Disaster Management Agency Office of Palu City is not good enough because there are still many people in Palu who do not understand the science of disasters. This is one of the main tasks of the BPBD office in providing sufficient supplies to the community to reduce disaster risks. The service quality at the Regional Disaster Management Agency Office of Palu City is currently not good enough because there are still many obstacles in providing services. A lack of advice and infrastructure often affects the quality of services offered.

Responsiveness

Responsiveness is the organization's ability to recognize community needs, formulate service agendas and priorities, develop public service programs according to community needs and aspirations (10). In short, the responsiveness here refers to the harmony between program and service activities and the needs and aspirations of the community. Responsiveness is included as one of the performance indicators because responsiveness directly describes public organizations' ability to carry out their missions and objectives, especially to meet the needs of society (11). Low responsiveness is indicated by the inconsistency between services and community needs. This clearly shows the organization's failure in realizing the mission and goals of public organizations. Organizations that have low responsiveness automatically have less than optimal performance. And to see the level of responsiveness at the Regional Disaster Management Agency Office following the results of an interview with Mr. Presly Tampubolon, SE as the Head of the Palu City BPBD Agency on September 4, 2018, said that:

"In my opinion, the level of responsiveness at the Regional Disaster Management Agency Office of Palu City is not good enough because there are still frequent inconsistencies between organizational needs and community needs, and this is one of the obstacles that the Palu City Regional Disaster Management Agency office has."

Based on the interview results above, the level of responsiveness at the Regional Disaster Management Agency Office of Palu City is not good enough because there are often inconsistencies between organizational needs and community needs. The community's needs have not been fully met so that people are not satisfied with the services provided. Furthermore, the interview conducted by Mr. Irsan, S. Sos as the Secretary at the Regional Disaster Management Agency Office of Palu city on September 4, 2018, said that:

"I consider that the responsiveness of the Regional Disaster Management Agency Office of Palu City is not good enough because many of the office's priority programs relating to community needs have not been maximally implemented."

Based on the results of the interview above, the Achievement of responsiveness at the Regional Disaster Management Agency Office of Palu City has not been maximized because the Achievement of responsiveness is, of course, not only sufficient to recognize the needs and aspirations of the community but must be realized in a tangible form so that the community feels whether the service provided is maximal or not. The following is an interview conducted by Mr. Sahrul S. Sos as Head of the Disaster Preparedness Section at the Regional Disaster Management Agency Office of Palu City on September 3, 2018, said that:

"In my opinion, the level of productivity attainment at the Regional Disaster Management Agency Office of Palu City is not good enough, because the level of Achievement of community needs with several implemented programs is often not sustainable with the needs and aspirations of the community. So that the results of the program are not effective and efficient".

Based on the interview results above, the level of Achievement of responsiveness that goes well, of course, service programs must be in line with the community's demands and aspirations so that they provide good results and impacts on the community. Interview with Mr. Muhamad Nur Sidiq, S.STP.M.Si as the Head of the Emergency and Logistics Division on September 4, 2018, said that:

"In my opinion, the level of productivity achievement at the Regional Disaster Management Agency Office of Palu is good because the programs we run are by the needs of the community, and the community accepts the program."

Based on the interview results above, the level of responsiveness at the Regional Disaster Management Agency Office of Palu City is quite good because several fields in carrying out the program are by the needs of the community. Different answers the authors get when conducting research where the Palu City BPBD office's level of responsiveness is still not right, seen from the public response to the programs implemented by the Palu City BPBD. Mr. Maryun conducted the following interview, ST as the Head of the Reconstruction Section at the Regional Disaster Management Agency Office of Palu City on September 3, 2018, said:

"In my opinion, the level of achievement of responsiveness at the Regional Disaster Management Agency Office of Palu City is not good enough because several programs have not been implemented optimally so that there are still many people who place more demands on us."

Based on the interview results above, the Office of the Palu City Regional Disaster Management Agency's responsiveness level is not good enough because of several obstacles while running several programs. It has not given an excellent response to the community. Furthermore, the interview with Mrs. Andi Nuraedah as the community of Palu on September 5, 2018, said that:

"In my opinion, the level of achievement of responsiveness at the Regional Disaster Management Agency Office of Palu City is still not good because the services provided are not optimal."

The same thing was also said by Mrs. Mutmainah as a community of Palu city on September 5, 2018, saying that:

"In my opinion, the level of Achievement of responsiveness at the Regional Disaster Management Agency Office of Palu City is not good enough because the programs they are running have not been maximized, such as socialization. I have lived in Palu City for 33 years, but until now, I have never experienced the services provided by the Palu City Disaster Management Agency "

Based on the results of interviews conducted by the two communities above, the level of responsiveness at the Regional Disaster Management Agency Office of Palu City is not good enough because of the many complaints from the public, where the views of this community are one of the critical factors in assessing the performance of an organization.

Based on some of the explanations above, the writer can see that the Regional Disaster Management Agency Office of Palu City's responsiveness has not been going well because several programs are not by the needs of the community. Because the success of an organization is measured from the level of responsiveness, the service programs that are carried out must be in line with the community's needs and aspirations so that the public's view of the services provided gets a good response and the community feels satisfied.

Responsibility

Responsibility explains whether implementing a public organization's activities is carried out by correct administrative principles or by organizational policies, both implicit and implicit (12). Therefore, responsibility may at some point clash with responsiveness. And to find out more clearly the assessment of organizational performance at the Regional Disaster Management Agency Office of Palu city following the results of an interview with Mr. Presly Tampubolon, SE as the head of the Palu City BPBD agency on September 4, 2018, said that:

"I consider that the Achievement of responsibility at the Regional Disaster Management Agency Office of Palu City is quite useful because it is carried out based on the applicable law and by the administrative principles. Although achieving the results, it cannot be said to be maximum "

Based on the interview results above, the Achievement of responsibility at the Regional Disaster Management Agency Office of Palu City is quite good because it is carried out according to applicable laws and administrative principles. Furthermore, the interview with Mr. Irsan, S. Sos as the Secretary at the Palu City Regional Disaster Management Agency Office on September 4, 2018, said that:

"In my opinion, the level of achievement of responsibility at the Regional Disaster Management Agency Office of Palu is good enough, because every service program carried out is by the procedures in force in this office, so we hope that the services provided can be effective and efficient."

Based on the interview results above, the Achievement of good responsibility is inseparable from a good administrative system and standard operating procedures, which

have always been the benchmarks in providing services to the community. The following interview was conducted with Mr. Sahrul S. Sos as Head of the Disaster Preparedness Section at the Regional Disaster Management Agency Office of Palu City on September 3, 2018, said that:

"I consider that the responsibility in the Regional Disaster Management Agency Office of Palu City is good enough because in carrying out our duties, we are by the applicable regulations."

Mr. Muhamad Nur Sidiq also said the same thing, S.STP.M.Si as Head of Emergency and Logistics at the Regional Disaster Management Agency Office of Palu city on September 4, 2018, noted that:

"I consider that the level of responsibility in this office is good enough because running the program is by applicable operational procedures."

Based on the interviews from the two sources above, the level of responsibility at the Regional Disaster Management Agency Office of Palu City is good enough because every activity implementation is by applicable regulations. Furthermore, the interview with Mr. Maryun, ST as the Head of the Reconstruction Section at the Palu City Regional Disaster Management Agency Office on September 3, 2018, said that:

"I admit that the level of responsibility at the Regional Disaster Management Agency Office of Palu City is still not good because in carrying out our duties sometimes we do not care about the applicable operational standards anymore or run by using administrative principles."

Based on the results of the interview above, the level of Achievement of responsibility at the Regional Disaster Management Agency Office is not good enough because in carrying out their duties, sometimes employees do not comply with the applicable operational standards due to circumstances. Then the interview with Mrs. Andi Nuraedah and Mrs. Mutmainah as the people of Palu city on September 5, 2018, where both said the same thing, namely:

"In my opinion, the responsibility in the Regional Disaster Management Agency Office of Palu City is quite good because it is by the applicable law, but the Palu City Regional Disaster Management Agency does not pay too much attention to the responsibility of the community. Regarding the programs they issue."

Based on the explanation from several interviews above, the level of responsibility at the Regional Disaster Management Agency Office of Palu City is quite good because the programs' implementation is by the applicable law and is carried out by administrative principles. Still, the Regional Disaster Management Agency of Palu City not paying too much attention to community responsiveness to the programs they issue; this results in not maximizing the results obtained from the implementation of these programs.

Accountability

Public accountability refers to how much public organizations' policies and activities are subject to public officials elected by the people (13). The assumption is that because the

people elect these political officials, they will automatically present the people's interests. In this context, the basic concept of public accountability can be used to see how much public organizations' policies and activities are consistent with the will of the public at large (14). Public organizations' performance can be seen from the internal measures developed by public organizations or governments, such as target achievement. Performance should be assessed from external standards, such as values and norms that apply in society. A public organization's activity has high accountability if the action is considered valid and by the values and standards developed in culture (15).

To take a more in-depth look at the level of accountability at the Regional Disaster Management Agency Office of Palu city, here are the results of an interview with Mr. Presly Tampubolon, SE as the head of the BPBD agency on September 4, 2018, said that:

"I consider that the level of accountability in the Regional Disaster Management Agency Office of Palu City has been running well because every activity we carry out is by the values and norms prevailing in society so that the public can accept it at large."

Based on the interview results above, the assessment of the level of accountability must be based on service activities that have received a good response from the community. Furthermore, the interview with Mr. Irsan, S. Sos as the Secretary at the Palu City Regional Disaster Management Agency Office on September 4, 2018, said that:

"In my opinion, the level of attainment of accountability in the Regional Disaster Management Agency Office of Palu City is good because the implementation of programs and activities takes into account the norms that apply in the community so that there is no conflict that occurs when we carry out these activities."

Based on the interview results above, the level of accountability achievement assessment at the Regional Disaster Management Agency Office of Palu City is good because it always pays attention to the community's aspirations in each of its programs. Interview with Mr. Sahrul, S. Sos as Head of the Disaster Preparedness Section at the Regional Disaster Management Agency Office of Palu City on September 3, 2018, said that:

"I consider that the level of accountability in the Regional Disaster Management Agency Office of Palu City is good enough because the implementation of its activities is by the needs and aspirations of the community so that it can be well received."

Mr. Muhamad Nur Sidiq said the same thing, S.STP.M.Si as Head of Emergency and Logistics on September 4, 2018, noted that:

"I consider that the level of attainment of accountability at the Regional Disaster Management Agency Office of Palu City is quite good because it always pays attention to the hopes and aspirations of the community so that the community can receive well every activity carried out because it is by the prevailing values and norms."

Based on the two informants' interviews above, the level of attainment of accountability in the Regional Disaster Management Agency Office of Palu City is good enough because the implementation of its activities is by the prevailing values and norms. Furthermore, the interview with Mr. Maryun, ST as the Head of the Reconstruction Section

at the Palu City Regional Disaster Management Agency Office on September 3, 2018, said that:

"The level of achievement of the accountability assessment at the Regional Disaster Management Agency Office in Palu is good enough because, in its implementation, it always pays attention to the needs of the community and sees the aspirations of the community so that it can be well received."

Based on the interview results above, the Achievement of accountability at the Regional Disaster Management Agency Office of Palu City was good enough because in carrying out its activities, it paid attention to the community's aspirations so that it was well-received. Furthermore, interviews conducted by Mrs. Andi Nuraedah and Mrs. Mutmainah as residents of Palu city on September 5, 2018, said that:

"In my opinion, the achievement of accountability at the Regional Disaster Management Agency Office of Palu City is by the prevailing values in society, although sometimes there are still some activities that are not in line with our expectations."

Public organizations' performance can not only be seen from the internal measures developed by public organizations or governments, such as the Achievement of targets. Performance should be judged from external standards, such as values and norms that apply in society.

Based on some of the explanations above, the accountability in the Regional Disaster Management Agency Office of Palu City is good enough because every activity or program that is carried out is always based on applicable regulations and takes into account the norms and values that apply in the community so that it can be well received.

CONCLUSIONS

This study concludes that the Palu City BPBD office's level of responsiveness is still not good seen from the public response to the programs implemented by the Palu City BPBD. The City of Palu's Disaster Management has not been good enough because of several obstacles during several programs running. It has not given an excellent response to the community.

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