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Implementation of fire incident response time service policy in Manado City Fire Service

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Abstract. The purpose of the research is to find out, analyze and describe the Implementation of Response Time Service Policy for Fire Incident Management in Manado City Fire Service and the determinant factors. The method used in this research is qualitative research method. The results showed that in the implementation of the Fire Event Response Time Service Policy in Manado City Fire Service, there are six important indicators, namely (1) Media call center which plays an important role in fire handling as the main link between the community and fire handling officials, (2) Implementing apparatus consisting of various roles with complementary responsibilities, from fire fighting to fire prevention, (3) Fire fighting facilities in this case facilities and infrastructure which are important elements in fire management efforts, (4) The situation of the fire location which greatly affects the response and fire management activities, (5) The distance and limitations of hydrants which affect the speed and effectiveness of fire management, and (6) Coordination between agencies in fire management plays an important role in ensuring a fast, effective, and coordinated response to fire situations. The determinant factor in fire incident management efforts is Human Resources (HR) which is the main driving factor in the implementation of fire management. The Human Resources referred to here are the number of fire fighting personnel. Next is the facilities or facilities and infrastructure supporting firefighting activities which include vehicles and other extinguishing aids used in extinguishing activities, then the limited budget both in terms of the budget for operations and the budget for procurement and repair of facilities and infrastructure supporting extinguishing activities.

Keywords. Policy Implementation, Response Time Service, Fire Management

A. Introduction

Fire incidents that occur in buildings and buildings can be caused by several factors. One of the causes of fires that often occur is short-circuiting electricity because the installations in buildings and buildings are not regularly inspected and replaced. In addition, the increasing population and people's need for electricity cause overloads that can cause fires. In Indonesia, fire incidents are recorded in the 4th position after major disasters that have occurred. According to disaster statistics reported by BNPB (2016) in [Wantouw et al \(2023\)](#), recorded in 2016 in January - October as many as 1,928 incidents, where the death toll was 478 people, 2,421,519 people were displaced and as many as 50,763 settlements were damaged [1].

In 2021 there was 1 (one) burn victim, Hiskia Novy Family, Paal Dua Village, Paal Dua district, Manado City, in 2022 there was 1 (one) fatality on behalf of Mikel Tenda, 45 years old, construction worker, address Meruasey Street, neighborhood 5, Malalayang Dua Village, Malalayang district, Manado City. In 2023 there were 2 (two) casualties each on behalf of Mery Luran age 30 years address neighborhood I Pakowa Village Wanea district Manado City and on behalf of Frain Roger Mamahami age 41 years address Bhayangkara Housing neighborhood VIII Buha Village Mapanget district Manado City there were also burn victims on behalf of Mr. Salman address Ahmad Yani Street neighborhood III North Sario Village Sario district Manado City (source: Manado City Fire Service Secretariat) [2].

Fire incident reports in 2023 totaled 273 incidents consisting of 109 incidents for buildings and 164 incidents for non-buildings, with a total of 63 residents affected by building fires. The victims were 4 people consisting of 2 people died, 1 person was slightly burned, and 1 person was severely shocked. The causes of building and non-building fires are: Short circuit 35 incidents, gas stove 4 incidents, burning garbage 7 incidents, reeds 110 incidents and others 16 incidents. (source: Manado Fire Service Secretariat) [2].

Data on non-building fires per district, especially land/root fires, totaled 110 incidents with details of Malalayang district 22 incidents, Sario district 0 incidents, Wanea district 9 incidents, Wenang district 7 incidents, Tikala district 10 incidents, Paal Dua district 13 incidents, Mapanget district 30 incidents, Singkil district 8 incidents, Tuminting district 2 incidents, Bunaken Darat district 9 incidents, Bunaken Islands district 0 incidents. (source: Manado Fire Service Secretariat) [2].

The Manado City Fire Service in addition to carrying out building and non-building fire fighting activities also carried out evacuation activities with a total of 72 evacuation activities during 2023 with details of 26 Wasp Nest Evacuations, 9 Snake Wild Animal Evacuations, 04 Trapped Animal Evacuations, 4 Citizen Evacuations, 25 Ring Releases, 1 Lizard Evacuation, 1 Wild Dog Evacuation, 1 Car Evacuation, 1 Mobile Evacuation. (source: Manado Fire Service Secretariat) [2].

Extinguishing location limits of each Manado City Fire Service Post are: Malalayang Post Distance to MBW Location (Malalayang Beach Walk) distance 7.9 Km with a travel time of 10 minutes, Wanea Post distance to Karombasan Market distance 3.5 Km with a travel time of 7 minutes, Paal 2 Post to East Kombos Village Office Singkil Street Manado distance 2.9 Km with a travel time of 15 minutes, Tuminting Post to Sumompo Landfill 4.2 Km with 7 minutes travel time, Mapanget Post to Indomaret Pandu Wori Street Pandu Manado 9.7 Km with 17 minutes travel time, and Poskotis (Main Post) to Mega Mall 1.7 Km with 10 minutes travel time (source: Manado Fire Service Secretariat) [2].

Based on the data above, the Fire Department in carrying out its duties is known to experience challenges and obstacles due to the increasing number of fires that are not matched by the facilities and management of fire fighting personnel. When dealing with fires, the response time exceeds 15 minutes of the specified time, resulting in delays in extinguishing the fire so that it expands and causes material and immaterial losses. These losses are also caused by the lack of trained firefighting employees or personnel.

In implementing the provisions of Article 9 paragraph (3) of Government Regulation Number 2 of 2018 concerning Minimum Service Standards, related to rescue services and evaluation of fire victims and also contained in the Minister of Home Affairs Regulation Number 114 of 2018 concerning Basic Service Technical Standards on Minimum Service Standards for Regency / City Fire Sub Affairs in Article 4 paragraph (1) letter a reads the level

of response time (response time) 15 minutes from receipt of information / reports to arriving at the location and ready to provide rescue and evacuation services.

In Manado City, the Fire Department currently has 18 (eighteen) units of fire trucks, out of 18 (eighteen) units and 1 (one) command car unit, 4 (four) of which are in a lightly damaged condition, and 1 (one) unit is in a heavily damaged condition and 2 (two) units of Wheeled Vehicles 2 equipped with Light Fire Extinguisher (APAR) tubes of 2 (two) tubes each with 169 (one hundred sixty nine) personnel with a 1x24 hour guarding system and divided into 3 platoons and has 5 (five) guard posts and 2 (two) mobile posts. Where at the main post there is a radio post that stands by to receive fire reports by telephone or via Handy Talkie (HT) then it will be reported to the Platoon Commander for follow-up. At the time of the incident, the fire department was often late in getting information about the fire incident because, among other things, at the time of the incident the community broadcast live via social media rather than contacting the fire department via the office telephone (0431-864444) or the call center (112) of the Manado City Government, as well as the location to be passed is difficult to reach quickly due to small roads and vehicles parked on the side of the road.

The phenomenon above, the researcher considers this important because it involves the safety of many people so that the researcher wants to examine further with the title Implementation of the Response Time Service Policy for Fire Incident Management in the Manado City Fire Service.

From the background of the problems that have been conveyed above, the researcher focuses on Minimum Service Standards more specifically on Response Time for Fire Event Management. The purpose of the research is to find out, analyze and describe the Implementation of the Fire Event Response Time Service Policy in the Manado City Fire Service and the determinant factors.

B. Method

This research uses a qualitative approach with a case study design. According to Strauss and Corbin (1997: 11-13) in [Fitrah \(2018\)](#) a qualitative approach is research that produces findings that cannot be achieved (obtained) using statistical procedures or other ways of quantification (measurement) [3].

The focus of the research is the implementation of the Fire Event Response Time Management Service Policy in the Manado City Fire Service and the determinant factors in the implementation of the Fire Event Response Time Management Service Policy. The indicators of the research focus are 1) information media (call center), 2) implementing apparatus, 3) extinguishing facilities, 4) far and few hydrant filling locations, 5) fire site situation, and 6) coordination between agencies. To measure the determinant factors in the implementation of the Fire Incident Response Time Service Policy, the analysis knife of the Minister of Home Affairs Regulation Number 114 of 2018 concerning Basic Service Technical Standards on Minimum Service Standards for Regency / City Fire Sub Affairs is used.

The number of informants in this research is 10 people determined by using purposive sampling technique. Primary data came from interviews with the Head of the Department, Implementing Apparatus in Manado City Fire Department, Operators and the Public. Secondary data was obtained through literature studies in the form of laws and regulations, articles, scientific journals, books, documents in the form of reports and photographs, statistical data, government archives, newspapers and internet social media sources. Data collection techniques were carried out by in-depth interviews, observation and documentation studies. The data analysis technique used is the technique proposed by Miles and Huberman (2014) in [Kairupan](#)

et al (2023), namely data collection, data presentation, data reduction and verification / conclusion drawing [4]. For data validity factors, researchers refer to the four criteria expressed by Lincoln and Guba in Moleong (2013), namely credibility, transferability, dependability, and confirmability [5].

C. Result and discussion

In this study, to determine the Implementation of the Fire Response Time Service Policy in the Manado City Fire Service by looking at six main elements, namely: (1) Information Media (Call Center) (2) Implementation Apparatus (3) Extinguishing Facilities (4) Hydrant Filling Locations that are far and few (5) Fire Site Situations (6) Coordination between Agencies.

Information Media (Call Center)

Given the importance of a special emergency number that is easy to remember and quick to access or be called by users in this case the community in the event of an emergency, then in 2015 the 112 Emergency Call Number Service Program (Call Center 112) was formed as a result of a Technical Study in the form of Design and Network Topology and Probit Audit conducted by BPKP. Based on the results of research through interviews, observations and documentation studies in the field, the research findings are presented in table 1 below:

Table 1. Findings in Information Media Indicators (Call Center)

No.	Indicator	Findings
1	Information Media	The Media Center (Call Center) was awarded the fastest certificate of handling public complaints, especially in the Fire Service, only people reporting fire incidents are often late in submitting / contacting the Call Center or the Fire Service so that the fire has grown and only then contacted which has an impact on officers arriving at the Fire Location the fire is already large and spreads to neighbors.
2	Information Media	Call Center and Fire Department phone numbers have been delivered and socialized but there are still people who only try to call and there are also those who share their location far from the location of the fire.
3	Information Media	The Call Center Operator and the Fire Service have a 1x24 hour operational time but there are frequent telephone network and signal disruptions so that the delivery of information from the Call Center to the Fire Service must be done manually Call Center officers come directly to the Fire Service Office.

Source: primary data processed by researchers

The Fire Department is one of the regional apparatus organizations (OPD) that serves the community for 1 x 24 hours. For Fire Fighting institutions do not recognize holidays, in order to provide excellent and quality public services in order to carry out their duties as well as possible with full responsibility (Fitri et al, 2022) [6].

In addition to the convenience of fire suppression services, there are other types of supporting services that are factually attached to the duties of firefighting and rescue. These supporting services support the achievement of SPM targets in the regions and are mandated by legislation. These supporting services are Rescue and Evacuation Services in conditions that endanger humans (non-fire emergency operations), namely events that afflict, endanger, and/or threaten human safety other than fire incidents (Asiri, 2020) [7]. Types of non-fire emergency operations that have been carried out so far are handling fallen trees, evacuation of wasp nests, handling animal rescue that has an impact on human safety (animal rescue), and others. Rescue and Evacuation services in conditions endangering humans (non-fire emergency operations) are carried out immediately after receiving reports/information and the handling is adjusted to the type of emergency conditions served.

The time standard used in handling fire time is 15 minutes which consists of the time of receiving notification of a fire in a place, interpretation of determining the location of the fire, and preparation of troops and means of extinguishing, travel time from the fire station to the location, equipment title time at the location until ready for spraying operations (Mallawi & AK, 2023) [8]. However, the general fact on the ground is that fire services cannot be served within 15 minutes. Most people think that the Fire Department is “always late”. In fact, this is not the case. Even if there is a delay, it is due to several things, such as the delay of the community in reporting fire news; the location of the Fire Station which is too far from the location of the fire; the level of population density and traffic congestion; changes in traffic conditions; differences in response time which are influenced by the speed of the fire truck unit; obstacles to the acceleration of fire fighting units, including portals, narrow roads, limited number of facilities and infrastructure for auxiliary posts and car units; not optimal institutional coordination.

Based on the implementation of basic services at the Manado City Fire Service above, the author tries to analyze that the Implementation of the Fire Disaster Management Response Time Service Policy carried out by the Manado City Fire Service is in accordance with the Regulation of the Minister of Home Affairs Number 114 of 2018 where service standards are divided into fire and non-fire emergency service standards, in this case the Implementation of the Fire Disaster Management Response Time Service Policy at the Manado City Fire Service through ease of service then the fire disaster prevention and mitigation program through additional services and time standards or response time that must be maximized.

Based on the results of researcher interviews with people who use fire fighting services, it was found that the Service often experienced delays in arriving at the scene of fires up to one hour after the community made reports of fires to the Fire Service. The community complained about the services provided by the Fire Service regarding the timeliness of the Service. The response time stipulated in the 2004 Minimum Service Standard is a maximum of 15 minutes. The Manado City Fire Service found many obstacles so that it could not achieve the maximum response time of 15 minutes.

Response Time or better known as response time is the total time calculated from the time the news of the fire is received, sending troops and firefighting facilities to the location of the fire until the condition is ready to carry out extinguishing operations (usually marked by the release of water / spraying the first water) (Iksan, 2023) [9]. The time components calculated in

this response time are: dispatch time, travel time to the location of the fire and time to deploy the firefighting equipment until it is ready to extinguish. In relation to response time there are several things that determine, among others: The type of service performed by the fire management agency; The size or extent of the area served including the potential hazards at the WMK location and the capacity of existing capabilities; Awareness and perception of response time including the travel time required for officers and fire fighting facilities to the location of the fire. The Manado City Fire Service sets the response time for fire fighting services at 15 minutes, with details: Time from receipt of fire notification in a place, interpretation of fire location determination and preparation of troops and extinguishing facilities for 5 minutes; Travel time from the fire post to the fire location for 5 minutes; Equipment title time at the location until ready for extinguishing operations (spraying) 5 minutes. What needs to be understood in connection with the determination of this 15-minute response time is that starting from this response time, it is planned to determine the location of extinguishing facilities / infrastructure (including fire stations) to be able to reach an area with a response time of 15 minutes. So it does not rule out the possibility that one day the response time will be determined to be less than 15 minutes, of course, if the overall fire suppression facilities / infrastructure are adequate. Because the faster response time indicates the better performance of Manado Fire Service in serving the community.

Implementing Apparatus

Human Resources is the spearhead in realizing the success of the organization so that the provision of knowledge and skills greatly supports the quality of human resources to realize a success in the institution or organization (Pardede & Mustam, 2017) [10]. The fire fighting implementing apparatus is a Fire Fighting Functional Official who is a State Civil Apparatus (ASN). Based on the results of research through interviews, observations and documentation studies in the field, the research findings are presented in table 2 below:

Table 2. Findings in the Implementing Apparatus Indicator

No.	Indicator	Findings
1	Implementing Apparatus	Implementing Apparatus In the Fire Service, the operational hours are 1x24 hours with 3 platoons that take turns, but there are officers, especially those on duty as drivers who do not come in so that drivers are taken from Poskotis, therefore additional officers are needed, especially the driver position.
2	Implementing Apparatus	The implementing apparatus needs good skills and knowledge about fire management through training, but only some of the apparatus in the Manado City Fire Service have participated in the Fire Fighting Training I.
3	Implementing Apparatus	Fire information that occurs in the field is late to be informed to firefighters so that fire volunteers are needed in the neighborhoods so that they can immediately inform the fire incident as soon as possible and secure the community or vehicles

around the fire location so as not to block fire fighting vehicles to the fire location.

Source: primary data processed by researchers

Human resources are the quality of human endeavor in order to be able to increase activity, timeliness, ability, and increase value achievement (Sinambela, 2021) [11]. The important role of human resources in the organization is that all the potential possessed by humans can be used as an effort to achieve success in achieving goals both individually and in the organization. Human resources have a big share in determining the progress and development of an organization. Therefore, the progress of an organization is determined by the quality of human resources in it. Human resource development in this case through education and training of human resources consists of 4 points of analysis, namely fire training, car operator training, mechanic training and communication operator training. The urgency is that all personnel are firefighters who need qualifications to be able to complete their duties properly. If they do not have qualifications in accordance with their fields, it can affect their success in completing their tasks. Certification is evidence or a sign that personnel have passed the training that was followed. Ideally, according to the Regulation of the Minister of Home Affairs No. 16/2009, fire personnel members should be certified fire fighters. Another obstacle that is still experienced by the Manado City Fire Service is the limited budget to carry out and participate in education and training activities.

Based on the data that the author found in the field, there were 10 informants, ranging from the leadership element to the lower executing element, which was dominated by employees with a high school education background. This number can still be said to be lacking and still lacking certified employees. The State Civil Apparatus employees owned by the Manado City Fire Service are 45 civil servants and the rest are 138 P3K and 34 casual daily workers (THL) employees with non-civil servant status. With the lack of personnel and the small number of certified employees, the implementation of tasks will not run optimally in accordance with the needs of the community, and will be an obstacle in achieving the vision and mission of the organization.

Extinguishing Facility

Fire management is a process or way to overcome the dangers and impacts of fire. In the process of handling the impact and danger of fire, the core supporting factor is the fire fighting facility which includes equipment in the form of operational vehicles, operational and safety equipment, protection systems, and extinguishing techniques with the aim of stopping the combustion reaction or flame (Laoli et al, 2023) [12]. Based on the results of research through interviews, observations and documentation studies in the field, the research findings are presented in table 3 below:

Table 3. Findings in the Extinguishing Facilities Indicator

No.	Indicator	Findings
1	Extinguishing Facility	There are 19 units of Fire Fighting Vehicles in Manado City to cover the city of Manado, but these vehicles are no longer feasible because they are more than 10 years old so they require large

		maintenance costs, therefore the addition of a new fleet is needed.
2	Extinguishing Facility	In performing fire fighting tasks requires complete equipment such as Personal Protective Equipment (PPE), HT, Flashlight, Rescue Equipment, Fire Jacket, portable pump, etc., but in Manado City Fire Service there are some equipment that is not yet available due to expensive and limited budget.

Source: primary data processed by researchers

Manado Fire Department does not have adequate infrastructure. Each sub-district should have one auxiliary post to speed up officers in carrying out fire disaster handling services. Based on the results of the interview, it can be seen that Manado City only has 6 (six) auxiliary posts, namely at Poskotis (Main Post), Malalayang Post, Wanea Post, Paal Dua Post, Mapanget Post, and Tuminting Post, and is assisted by 2 (two) Mobile Posts namely Sario Post and Bunaken Land Section Post, auxiliary posts in Manado City which are still small are often an obstacle to the delay of firefighters heading to the location of the fire so that they cannot achieve a response time of 15 minutes. The Fire Department also does not have a fire ladder car that is able to reach the floors of buildings with dozens to dozens of floors. The Manado City Fire Service is also still in dire need of new fleets with more advanced technology so as to speed up the fire fighting process.

The lack of infrastructure to support the performance of firefighters is one of the obstacles to maximizing the task of overcoming fire disasters. Currently the Manado City Fire Service only has 18 (eighteen) units of fire trucks, out of 18 (eighteen) units and 1 (one) command car, 4 (four) units of which are in lightly damaged condition, and 1 (one) unit is in heavy damage. Because the costs incurred are very expensive, the existing facilities and infrastructure are maximized. In the results of interviews that have been obtained by the author, namely in the implementation of the preparation of fire suppression facilities, if the Fire Department experiences damage to the facilities and infrastructure, it will make a report to the Manado City government to submit a request for the completeness of facilities and infrastructure so that in the realization of the realization of the City government can take a long time process. While waiting for the firefighters to make makeshift repairs or use other alternatives, hoping to deal with the problem temporarily. This is one of the things done by the fire station in Manado City. Until now the condition of the facilities and infrastructure at this post is partly in good condition and partly in bad condition, thus the attention of the Manado City government is expected.

Hydrant Filling Location

Fire is a disaster that can occur anywhere and anytime. Therefore, the existence of a fire extinguishing system such as a hydrant is very important to prevent and overcome fires quickly and effectively because in the field of firefighting, hydrants are a fire extinguishing system that extinguishes fires using pressurized water (Endri, 2022) [13]. Based on the results of research through interviews, observations and documentation studies in the field, the research findings are presented in table 4 below:

Table 4. Findings on Hydrant Filling Location Indicator

Indicator	Findings
Hydrant Filling Location	In extinguishing the need for vehicles that are fully filled with water but if there is a large fire then it is necessary to refill the water in the fleet through the hydrant in the city of Manado. But there are some areas where hydrants are not yet available and there are also some areas that have hydrants but are no longer active or the water discharge is small so that it is slow in filling the water in the fleet.

Source: primary data processed by researchers

Generally, water supply needs for fire fighting are: (1) natural water sources and (2) artificial water sources. The difficulty that often occurs during a fire disaster is the unavailability of a special road that is sized according to the width of the fire truck body to access the water source center (Damayanti & Ningrum, 2021) [14]. Therefore, water sources should be provided both in the form of natural sources and artificial sources. Natural water sources are known to be: (a) lakes, ponds, streams, irrigation canals and deep wells; (b) underground rivers; surface rivers; lakes/reservoirs/blues/dams; shallow wells; deep wells; natural springs (broncaptering); artesian wells; rainwater (PAH), while artificial water sources can be; gravity tanks, water tanks, fountains, swimming pools, water tank cars and reservoirs (Argarini & Yusuf, 2020) [15].

One of the most important fire-fighting systems to keep property safe and protect against fire hazards is the fire hydrant. By providing a large amount of water supply and high pressure, fire hydrants can extinguish fires quickly and effectively. Therefore, it is very important to maintain and use fire hydrants regularly to ensure the property is ready to be used to deal with fires (Purwanto, 2023) [16].

Fire hydrants work by providing a large supply of water at high pressure to extinguish flames during a fire. With organized measures and good team coordination, fire hydrant systems are able to help extinguish fires quickly and effectively thereby protecting property and human lives. Hydrant placement should be planned with accessibility for fire fighting vehicles in mind. Large buildings or remote locations can be equipped with water reserve tanks or sprinkler systems that automatically supply water in the event of a fire. Water Infrastructure Improvement, such as in areas that are difficult to access, the construction of additional infrastructure such as boreholes or small reservoirs can be a solution to provide emergency water in order to maximize the Response Time of fire handling in Manado City.

Fire Site Situation

The fire site situation refers to the conditions at the place where a fire occurs. It includes various aspects that can affect how a fire develops, how it is responded to, and what actions need to be taken to control or extinguish it. Knowing the fire scene situation is essential for firefighters to determine the safest and most effective tactics in responding to the situation. Based on the results of research through interviews, observations and documentation studies in the field, the research findings are presented in table 5 below:

Table 5. Findings in the Fire Site Situation Indicator

Indicator	Findings
Fire Site Situation	The situation at the location of the fire is often 4-wheeled and 2-wheeled vehicles parked on the side of the road and also the community that gathers around the location of the fire, thus blocking fire vehicles from entering the location of the fire.

Source: primary data processed by researchers

The fire scene includes a variety of factors that influence the development of a fire and how it is handled. Each location has unique characteristics that can accelerate or slow the spread of fire, determine the availability of extinguishing resources, and affect the safety of personnel and citizens. Some important factors to consider in assessing a fire scene situation include: 1) Building or Area Type, 2) Location Accessibility, 3) Resource Availability, 4) Weather and Environmental Conditions, 5) Safety Facilities, 6) Number of Victims and Potential Hazards.

Problems that often occur in the task of firefighting and disaster management in general are the lack of public understanding of the dangers of fire and the readiness of the community to face and cope with the dangers of fire and disaster is very low, so that if a fire occurs, generally the community is very panicked because they do not know how to evacuate and overcome fire hazards. Then there is still low public concern, such as not prioritizing / providing road access that can be quickly passed by the firefighting fleet in the event of a fire, the number of people who see / watch during a fire incident so that firefighters have difficulty in tackling fires. And there are several access roads that are quite narrow and several congestion points that can hinder the access of fire trucks to the location.

Inter-Agency Coordination

The importance of effective communication and coordination during a fire emergency, as well as clear and timely communication, coupled with efficient coordination among all parties involved, is critical to minimizing risk, facilitating a rapid response, and ensuring the safety of life and property (Rohma et al, 2024) [17]. Based on the results of research through interviews, observations and documentation studies in the field, the research findings are presented in table 6 below:

Table 6. Findings in the Inter-Agency Coordination Indicator

Indicator	Findings
Inter-Agency Coordination	Fire fighting requires coordination with various parties such as the Indonesian National Army/Police, National Electricity Company, Health Office, Regional Disaster Management Agency, National Search and Rescue Agency. In the event of a fire, firefighters are often unable to carry out fire-fighting tasks because the electricity at the scene has not been turned off by the National Electricity Company.

Source: primary data processed by researchers

At the implementation stage, officers from the Manado Fire Service are the leading sector in the field. However, they will not be able to run well without the help of other parties within the Manado City Government and its ranks. This means that the implementation of this program requires synergy and must put aside sectoral ego. This is because the task of fire fighting and evacuation is not only about how to deal with (extinguishing) and avoid (evacuating) fire bursts. More than that, there are moments before the main activity and after the main activity. That is, in the pre-main activity moment, the path to the fire location must first be sterilized or smoothed in order to make the rapid response as optimal as possible. The work cannot be done by the agency alone, but requires other parties such as the Transportation Agency and the Police. Securing the location during the main service activities (extinguishing and evacuation) also requires other parties such as Civil Service Police Unit (Satpol PP), National Unity, Politics And Community Protection Agency, the Environmental Agency and the Police. In the aftermath of the main activity, trauma recovery for the victims is needed, all of which cannot be done by DPKP alone. Therefore, parties such as the Social Service (providing material and mental needs of victims), the Education Service (considering that in many cases of fire uniforms, equipment, and even school report cards were burned) and the Office of Women's Empowerment and Child Protection as well as Population Control and Family Planning (DP3APPKB) are needed to traumatize children and women after the incident.

Coordination between agencies during a fire incident can be seen from Fire Fighting Teams (PMK), Regional Police Department (Polres), the Department of Transportation, the Disaster Management and Community Protection Agency (BPB LINMAS), and the Command Center stating that travel time is not an obstacle in the fire disaster response process. In understanding the data of the five Regional Apparatus Organizations (OPD), it shows that the travel time so far can be achieved well with the coordination between each OPD in the 112 command center, Polres stated that mechanically when there is a fire report, PMK officers, Polres, the Transportation Office, and Community Protection (Linmas) will launch to the scene. The task of Polres here is to launch personnel to help open the road for PMK vehicles, TGC team ambulances to reach the location quickly.

When there is a report of a fire, firefighters, police, Transportation Department, and Community Protection (Linmas) will be dispatched to the scene. When there is a report of fire, the rescue team and TGC team are also deployed to the scene as an effort to rescue victims. Rescue personnel, there is a team of doctors and a team of nurses who are on standby to help 24 hours. The evacuation of victims is also related to the provision of clothing, food and shelter assistance. Food assistance is provided 3 times a day, a change of clothes and temporary shelter for victims whose houses were burned down. This assistance will be provided and is the authority of the Social Service.

In Manado City until now there has been no special route/path for fire trucks, ambulances or other emergency vehicles. All are the same through the main roads of public vehicles. Dishub explained that there is also no lane, which route is specifically for firefighters and ambulances. Dishub can help green the red light. With the help of dishub, it can direct which routes are possible to pass and not get stuck.

For vehicle access, many parties are helping, one of which is the Linmas. They will help sterilize the location. For access in a small alley or narrow alley, a team will usually be deployed to reach the location. From the Polres itself, it provides vehicle access for firefighters to sterilize the location from vehicles and people around the fire scene, assisted by officers from the Disaster Management and Community Protection Agency (BPB Linmas). While the Transportation Agency itself has the task of regulating vehicle traffic at the location and its

surroundings. The Disaster Management and Community Protection Agency (BPB Linmas) will review the location and estimate the location for vehicle access arrangements for firefighters. If in dense housing, firefighting teams using motorcycles are prioritized.

Fire Fighting Teams (PMK) stated that generally, the access of PMK personnel and other teams that are dispatched to the scene depends on the location and situation. Generally, the challenge is when fires occur in densely populated housing. Generally, these areas have narrow access roads, houses that are close to each other, so they look crowded. Usually, the firefighters ask Community Protection (Linmas) to help sterilize the location. Polres stated that they help secure the scene. Regulating personnel access is more emphasized on the understanding of each individual to carry out their respective duties so as to facilitate access to other personnel. The Transportation Department stated that personnel access is generally a common interest to facilitate the tasks of each party. The Transportation Department carries out the task of helping to arrange vehicle traffic around the fire location, especially if the fire incident occurs on the side of the highway. This is done to facilitate easy access (movement) of personnel. The Disaster Management and Community Protection Agency (BPB Linmas) stated that a task force team was deployed to check the location of the incident. So that they know the picture in the field and of course it will make it easier for firefighters who will work. Linmas helps sterilize the scene from disturbances, for example the presence of residents around the scene and so on. Ensure that the scene is free from residents who can interfere with the process of extinguishing and evacuating victims. If the fire is able to be handled by the firefighting team, there is no need to add personnel, but if the firefighting team requests assistance, they will respond and send additional personnel according to the needs and incidence of medium / large fires.

D. Conclusion

Based on the results of the research and discussion that has been presented above, it can be concluded as follows:

- 1) Call center officers are still not optimal in time management, and technical understanding of Response Time, as well as the media used in handling and preventing fires.
- 2) The fire fighting apparatus has not been maximized because the Manado City Fire Service still lacks certified employees.
- 3) Fire fighting facilities are still lacking. This includes a lack of fire vehicles, fire extinguishers, hydrants, sprinkler systems, and personal protective equipment for officers.
- 4) There is still a lack of public understanding of the dangers of fire and the readiness of the community to face and cope with fire and disaster hazards is still very low.
- 5) Hydrant availability is still lacking and the distance between other water sources affects the speed of fire management.
- 6) There is a lack of inter-agency coordination in fire management in order to ensure a fast, effective and coordinated response to fire situations, both locally and on a large scale.

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