



## **Responsivity of Firefighting Services in Indonesia: Case of West Timor**



**Andre Pattipeilohy<sup>a</sup>**

**Article history:**

Received: August 10<sup>th</sup> 2020; Accepted: September 8<sup>th</sup> 2020; Displayed Online: October, 1<sup>st</sup> 2020; Published: December, 30<sup>th</sup> 2020

---

### **Keywords**

*Responsiveness;*  
*Public Service;*  
*Firefighting;*  
*West Timor;*  
*Community;*

---

### **Abstract**

This research is related to the responsiveness of firefighting services in managing fires in West Timor- Indonesia. This study used a qualitative descriptive method to analyze the responsiveness aspects of the fire department. Data were collected through interview methods, observation and literature study. As the result, it is found that each report is always responded properly and quickly. Although the public has complained about fire-fighting delays due to the delay in the availability about fire-fighter material, fire-fighters often attempt to politely and ethically educate the community about any fireplace concerns and also about the fact that road users have no knowledge of giving priority to fire-fighter routes. Next, all fire-fighters have understood their main duties and functions. Whenever providing firefighting services, officers always pay full attention to the community by coordinating with related agencies, such as the Social Service.

---

### **1. Introduction**

Service is one of the functions of the bureaucracy or government, as a public organization, the bureaucracy always experiences dynamics because the environment in which the organization is located continues to change. Therefore, the organization must make changes in order to be more effective, efficient, competitive, adaptive and responsive in order to achieve organizational goals.

Public services are all activities in the framework of fulfilling basic needs following the basic rights of every citizen and resident of goods, and services provided by service providers related to the public interest. Public service providers are institutions and public service officers, both Regional Government and Regional Owned Enterprises that provide public services. Public services

---

<sup>a</sup> *Fakultas Ilmu Sosial dan Ilmu Politik Universitas Timor, Indonesia. Email: [andrebellvania@gmail.com](mailto:andrebellvania@gmail.com)*

delivered by government officials today are still experiencing many weaknesses so that they cannot meet the quality expected by the community. It is indicated by the fact that there are still various complaints from the public that are conveyed through the mass media so that it can create a bad image of government officials. Considering that the main function of the government is to serve the community, the government needs to continue to improve the quality of service (Tammubua & Pattiasina, 2019). People who are customers of public services also have needs and expectations for the performance of professional public service providers. So that currently, it is the duty of the Central and Local Governments, to provide public services that can satisfy the community. The implementation of decentralization and regional autonomy policies in Indonesia, which is stated in the Law on Regional Government, states that the government has the responsibility, authority, and determines minimum service standards. The different parameters used to view the performance of public services can be grouped into two approaches. First, to see the performance of public services based on the point of view of service providers. Second, to see the performance of the public.

The city of Kupang, as the capital of East Nusa Tenggara Province (West Timor- Indonesia), is the centre of development activities where most of the business and economic activities are present. It can be seen from the rampant construction of multi-storey school buildings, universities, residential shops, markets, offices, multi-storey hotels and from the beginning of the mushrooming of residential areas in shopping areas. On the other hand, the city of Kupang is a special attraction for residents from other regions and other provinces. It is because many residents come to try their luck by looking for work in the city of Kupang, the impact of this is the increasing population of Kupang city and increasing economic activity as if causing a low level of awareness of the people of Kupang city about fire hazards. Fire danger is a disaster that comes, and no one can predict, for this reason, firefighters must always be on standby 24 hours in order to anticipate any information about the occurrence of a fire disaster and are required to always appear in their prime when an emergency fire occurs.

Every fire case must be evaluated on the fire prevention or suppression process itself so that more effective countermeasures can be made. The Fire Department, which is famous for its motto "Never Go Home Before Going Out" with the nickname "blue knight" who is armed with a hose and contains water, of course, has its obstacles when putting fire at the location of the fire. Various obstacles that are often encountered by the Kupang City Fire Department are several physical facilities such as fire trucks, some of which are still in "fit" condition and others in poor condition, limited supporting facilities including uniforms of firefighters, and limited competent apparatus in their fields. Several firefighters also raised the same complaint regarding the lack of supporting facilities at the Kupang City Fire Department, starting from clothing when they were about to jump into the fire scene.

Various complaints from the people of Kupang City, such as the slow pace of the fire engines arriving at the fire location, prove that the level of service is not satisfactory. A service is considered satisfactory if the service can meet the needs and expectations of the community. The Kupang City Fire Department has the goal of realizing public services in every effort to prevent and control fires by creating an effective and efficient prevention and control system. Besides that, it also plays a major role in increasing public awareness and vigilance against the dangers of fire and the importance of prevention and control efforts to be carried out in an integrated manner. The Fire Department, as an agency engaged in the service sector, is necessary to be re-evaluated. The assessment consists of aspects of service that have been provided following the needs of people.

---

## 2. Materials and Methods

The research is a qualitative descriptive study that deals with the Responsiveness of Fire Services in Fire Management at Kupang City, West Timor, Indonesia. The method used in this research is descriptive qualitative. The data were obtained through direct observation at the research location. Moreover, the questionnaires and interviews techniques were applied. The main data sources in qualitative research are words and actions; the rest is additional data (Silverman, 2016). Data analysis techniques used qualitative descriptive analysis techniques with activities in data analysis, namely reducing data, displaying data, and drawing conclusions. Techniques for examining the validity of data was conducted using the criteria for credibility, dependency audits, and audits of certainty.

## 3. Results and Discussions

Good services will be difficult to achieve if the availability of infrastructure and tools to facilitate or serve the community itself is inadequate, and this will lead to disappointment and dissatisfaction with the public service itself. However, one thing that has so far often been a problem with relations between the people and the government, in the regions, is in the field of public service. The government, as a service provider (service provider) for the community, is required to provide increased quality services. In connection with this problem, the Kupang City Fire Department, as a provider of services related to the public interest, is expected to meet the quality expected by the people of Kupang City, the accountability (responsibility) of the public services of the Kupang City Fire Department, and it is very important to know the level of success or failure of the Fire Department. The community still thinks that the services provided by the Kupang City Government, in this case, the Kupang City Fire Department, are still unsatisfactory. Judging from the quality of service of officers and the period for completion of fire suppression when a fire occurs, it is given by the Fire Department. The number of complaints from the public regarding the services of the Fire Department indicates that the Fire Department cannot fulfil the community's expectations.

Government employees carry out their duties in addition to being state servants, as well as public servants so that in carrying out these functions and duties, they are translated into providing services to the community by service offices. Public services arise because of an obligation as a process for carrying out organizational activities. Public services by the public bureaucracy are a manifestation of the functions of the state apparatus as public servants as well as state servants. Public services by the public bureaucracy are intended for the welfare of the people (citizens) of a welfare state.

Public services can be defined as all forms of services, both in the form of public goods and public services, which in principle are the responsibility of and are carried out by Government Agencies at the central, regional and in the environment of State-Owned Enterprises or Regional-Owned Enterprises. , in order to fulfil community needs and in the context of implementing statutory provisions. The public service provider is the government with public service delivery offices, which are work offices in government agencies that directly provide services to recipients of public services, namely people, communities, agencies, government and legal entities. According to Dwiyanto (2017), public services were originally understood simply as services provided by the government. Public services must be seen from the characteristics and nature of the service itself, not from the characteristics of the organizing institution or the source of financing alone. The criteria for understanding public services have a very wide range, including services to meet the needs of public goods, basic needs and rights, government and State obligations, and national committees.

Decree of the Ministry of Administrative and Bureaucratic Reform No. 58 of 2002 classifies three types of services, namely government agencies, as well as village-owned or state-owned corporations. The grouping of types of servants is based on the characteristics and nature of the activities and service products produced, namely:

### *1. Administrative Services*

The type of administrative service is the type of service provided by the service unit in the form of recording, research, decision making, documentation, and other administrative activities which as a whole produce the final product in the form of documents, for example, certificates, permits, recommendations, information, etc.

### *2. Goods Services*

Types of goods services are services provided by service units in the form of activities of providing funds or managing physical, tangible materials including distribution and delivery to consumers directly (as a unit or individually) in a system. Overall, these activities result in a final product in the form of an object (in physical form) which provides added value directly to its users.

### *3. Services*

Types of services are the types of services provided by the service unit in the form of advice and infrastructure and their supports. Operation is based on a certain and certain operating system. The end product is a service that directly benefits the recipient and is used up within a certain period.

Zeithalm, Parasunarman, and Berry (1990) suggest that good public service performance can be seen through various physical dimensions. The implementation of good public services can be seen through the physical aspects of the services provided, such as the availability of buildings, representative services, service facilities, etc. Moreover, it needs the attractive appearance of officials in the eyes of service users such as uniforms, accessories, and various service office facilities that facilitate access to services for the public.

The various parameters used to view the performance of public services can be grouped into two approaches. The first approach looks at the performance of public services from the perspective of service providers, and the second approach looks at the performance of public services from the perspective of service users. The current condition of society has occurred in very dynamic development. The level of life is getting better, is an indication of the empowerment experienced by the community (Mifta, 2010). It means that people are increasingly aware of what their rights and obligations are as citizens in living as a society, nation and state. The public is increasingly courageous to submit their demands, desires and aspirations to the government.

Public services are the efforts made by the government in this case, as public service providers that are oriented towards community satisfaction based on prevailing principles and principles. Service in the service sector is a very important aspect and determines the quality of the service produced, and quality must start from the interests of the customer and end with the customer's perception so that products are designed, produced and services are provided to fulfil customer desires. A service is considered to be qualified if the efforts made are equal to, or even greater than what the community expects. In order to address the challenges and barriers mentioned above, it is necessary to take steps, including increasing community involvement in the development of public service policies, in the implementation of public services and the monitoring and supervision of the

---

implementation of public services; it is necessary to be aware of changes in public service attitudes and behaviour;

Denhardt and Denhardt (2015) suggest leaving the classical public administration principles and Reinventing government or New Public Management, to turn to the principles of The New Public Service. The new public service (The New Public Service) is a new paradigm in public administration that is related to public services. The new public service, according to Denhardt and Denhardt (2015), is more directed at democracy, pride, and citizen rather than market, competition and customers as in the private sector. He stated that "public servants do not deliver customers service, they deliver democracy". It implies that the government operates not as a business, but as a democracy. Public service apparatus or officers act based on principles and renew commitment in expressing principles for the public interest. Bureaucratic leaders realize that they have to "listen" to the public more than "tell", "serve" rather than "control" (steering) Public and bureaucratic leaders work together to determine and direct common problems in a mutually cooperative profitable. The premise of the new public service emphasizes that public services not only satisfy the public but are more focused on building relationships of trust and collaboration with and among citizens (citizens).

When the fire occurred, the firefighters responded quickly to the fire, and the fire was successfully extinguished in about 30 minutes. The availability of physical facilities, the availability of facilities and infrastructure, the communication media used are factors that determine firefighting services. The inadequate condition of the firefighting equipment is, of course, a risk for firefighters, as human officers have limited body immunity when they are in a closed room filled with fire and smoke if it is not equipped with adequate equipment, of course, it will be very risky. Likewise, communication media is needed by firefighters and will greatly assist officers in determining the location of the fire. The placement of the firefighting unit, communication media such as HT (Handy Talky) helps officers get detailed information about the point and condition of the incident after the firefighting unit will be delivered. Operators or other personnel who know more about the conditions of the fire location.

Responsiveness, according to Zeithalm, Parasunarman & Berry, in Dwiyanto (2003), states that responsiveness or responsiveness is a willingness to help service users and provide services with sincerity. Sedarmayanti (2009: 266) states that responsiveness is a willingness to help consumers be responsible for the quality of services provided.

Fire service responsiveness is the ability of officers to be responsive in helping to deal with problems that arise. Officers at the fire department are always on standby (stand by) 24 hours against incoming reports at the Fire Department. Officers must respond appropriately if any information comes in regarding a fire accident. The delay in the fire department arriving at the location of the fire was due to the obstacles faced, for example, delays in information about the fire from the community, lack of public awareness of giving priority to fire engines and supporting facilities such as several fire engines whose age was of concern enough to affect firefighting services. The lack of awareness among the people of Kupang City is due to a low level of understanding of the law governing road traffic and transport, which is regulated by Law No 22 of 2009 on road traffic and transport, in particular Articles 134 and 135, relating to those who have the right to priority on highways.

The next problem firefighters face when they are late at the fire location is that the community sometimes becomes less friendly, officers have to deal with people who tend to be anarchic by mistreating firefighters, this is, of course, an inhibiting factor for the smooth running of the extinguishing process. Not to mention another problem is how to get water as quickly as possible, this is because sometimes the location of the fire is in an area far from a water source, making it difficult for firefighters to extinguish the fire and of course the different handling patterns. Also,

some people in Kupang city do not know the telephone number of the Kupang City Fire Department so that when the incident occurred, they experienced difficulties in contacting the fire department.

The officers of the Kupang City Fire Department have adequate knowledge and skills following their main duties and functions, and in the implementation of services is a major factor in the implementation of service tasks and also adequate knowledge. However, the knowledge and skills of officers must be balanced with adequate supporting facilities so that they can provide excellent service. The Kupang City fire Department provides complete services, in the sense that there are no more embers at the fire site. Following the main task and function of firefighters, the action that must be taken is to prevent the spread of fire or fire in all directions (confine). This action was taken to prevent fires from spreading, which of course would spread and automatically increase the losses suffered by the community.

The Kupang City Fire Department is concerned and serious about the community who needs fire services without discrimination and without any fees from the people of Kupang City who get services and coordinate with related agencies for further handling. The concern of firefighters, to minimize and prevent the hazards of fire, is, of course, to pursue the objectives of the organization and to maintain the public's perception or opinion that the purpose of the fire department is to provide full services to the community. The fire office is an agency that is given the task and responsibility of preventing and overcoming fires to reduce the risk of fire to a minimum. Providing services without discrimination and charging fees, giving an ethical explanation to the community regarding the delay in the fire department arriving at the fire location, and also socializing the prevention and management of fire disasters to the community, but the factor that becomes an obstacle is that the community does not participate in socialization activities because still not concerned about the threat of fire hazards. It is very important to pay close attention to various public complaints about the fire service office of Kupang City. It can be an input to improve the performance and standards of public services.

Fire Department office work facilities and infrastructure are important factors in supporting the implementation of public services. Following the Regulation of the Minister of Home Affairs Number 7 of 2006 regulates the standardization of local government work suggestions and infrastructure, facilities are facilities that directly support the process of implementing regional government in achieving the stated targets, among others: office space, work equipment and official vehicles. Work infrastructure is a facility that does not directly support the implementation of an apparatus work process in improving performance following their duties and responsibilities, such as office buildings, office houses and official houses. Office supplies are tools that are prepared according to the needs and according to the type of work carried out. Official vehicles are vehicles belonging to regional governments that are used only for official purposes, consisting of individual operational service vehicles / official service vehicles and special / field vehicles. Communication media is a medium used to convey messages to other parties; the message here relates to the delivery of a series of information relating to the fire disaster at the Kupang City fire department.

#### **4. Conclusion**

Based on the results of a qualitative descriptive analysis of data and phenomena in the responsiveness of the Kupang City fire service, the following conclusions are stated as follows. (1) Each report of a fire is always responded to properly and quickly by the Kupang City Fire Department officers by checking the fire location using the equipment they have and always trying to explain to the community patiently and ethically about any problems faced at the location of the fire. There have been complaints from the public about delays in firefighting units due to the delay in information obtained by firefighters and also a lack of awareness from road users to give priority

---

to roads to fire engines. (2) All firefighters have understood their main duties and functions and skills. The officer in providing services is under the applicable mechanism, namely that the extinguishing service must be completed, in the sense that there are no embers at the location of the fire. (3) Whenever providing firefighting services, officers always pay full attention to the community by coordinating with related agencies such as the Social Service to provide emergency assistance to communities in need. Officers always provide services seriously and focus on people in need without discrimination and charging fees to the community.

From the results of the data analysis that has been carried out and the conclusions and implications expressed, the researcher provides the following suggestions as follows. (1) There is a need for public awareness of road users to give priority to fire engines to facilitate access to fire locations. (2) Firefighters in Kupang City to more often attend education and training in fire management techniques so that officers are more competent in their fields. It is due to the different fire handling patterns and actions in each place. (3) The need for the Kupang City Government and the Kupang City DPRD to give priority to the Kupang City Fire Department in providing the operating funds needed to support firefighting facilities and infrastructure.

### ***Acknowledgements***

The author would like to thank Growingscholar publisher for having reviewed and published the research.

## References

- Denhardt, J. V., & Denhardt, R. B. (2015). The new public service revisited. *Public Administration Review*, 75(5), 664-672.
- Dwiyanto, A. (2003). Reformasi Tata Pemerintahan & Otonomi Daerah. *Pusat Studi Kependudukan dan Kebijakan UGM, Yogyakarta*.
- Dwiyanto, A. (2017). *Mewujudkan good governance melalui pelayanan publik*. Gajah Mada University Press.
- Miftah, T. (2010). Kepemimpinan dan manajemen. *Jakarta: Grafindo Persada*.
- Sedarmayanti. (2009). *Dasar-dasar Pengetahuan Tentang Manajemen Perkantoran*. Mandar Maju. Bandung.
- Silverman, D. (Ed.). (2016). *Qualitative research*. sage.
- Tammubua, M. H., & Pattiasina, V. (2019). Quality academic services antecedent towards the level of students satisfaction in distance learning program unit Universitas Terbuka Jayapura. *The International Journal of Social Sciences World (TIJOSSW)*, 1(01), 21-35.
- Zeithaml, V. A., Parasuraman, A., Berry, L. L., & Berry, L. L. (1990). *Delivering quality service: Balancing customer perceptions and expectations*. Simon and Schuster.