

A SIAP SIAGA IMPACT STORY

The Impact of System Improvement in Pusdalops PB on the Preparedness System in NTT

May 2023

THE SIAP SIAGA PROGRAM NUSA TENGGARA TIMUR

- A five-year program (2019-2024) **funded by the Australian Government** to strengthen Indonesia's management of disaster risk and engagement between Australia and Indonesia on humanitarian assistance in the Indo-Pacific Region.
- **Domestic focus** on improving Indonesia's ability to prevent, prepare for, respond to, and recover from rapid and slow onset disasters.
- **Regional focus** to strengthen cooperation between Australia and Indonesia on regional humanitarian issues.
- Supports the Government of Indonesia's **priorities related to disaster management** under the National Medium-Term Development Plan (RPJMN 2019-2024) and Indonesia's 2015-2045 Disaster Management Master Plan.
- Partners with civil society, academia, and development partners to strengthen the disaster management system, in line with the **Gol *pentahelix* approach**
- SIAP SIAGA implements a **systems change approach to improve policy coherence and the clarity of roles** in the disaster management sector in Indonesia, building on the extensive results of previous investments in the sector over the past 15 years.
- The program works closely with, and facilitates, stakeholders to **harness existing resources and knowledge** and to leverage ongoing activities and programs, networks, and resources, to help connect the dots across the system by improving coordination, peer learning and collaboration.
- In **NTT**, provincial government priorities have focused on data and information management, operationalisation of the Minimum Service Standards in Disaster Management (MSS-DM), community resilience, as well government and non-government collaboration through the Disaster Risk Reduction (DRR) Forum.

REALITY CHECK WORKING IN COMPLEX SYSTEMS

Despite previous investments and technical support for Pusdalops NTT, the organisation continued to face challenges related to clarity of roles and functions and regulatory coherence, which impacted BPBD NTT's capacity to fulfill its responsibilities, particularly related to disaster preparedness and response. SIAP SIAGA assessed the issues affecting Pusdalops and identified the following bottlenecks:

CLARITY OF ROLES



Unclear role of Pusdalops as part of the Emergency Response Command Post, and unclear roles of other actors in the provision of information to Pusdalops as information hub

POLICY COHERENCE FOR COORDINATION



Policy misalignment related to Pusdalops function as a coordination hub for all District BPBDs for disaster preparedness, response, recovery, and rehabilitation and reconstruction

DATA MANAGEMENT



Weaknesses in data and information systems within Pusdalops, impacting ability to disseminate accurate messages/alerts to government and communities for early warning, mitigation and response

CONNECTING THE DOTS

SIAP SIAGA undertook a thorough assessment to identify important first steps to support Pusdalops capacity to fulfill its mandate. This included identifying requirements for specific facilities upgrades and refurbishment, and the development of an integrated data and information management system. The assessment also revealed knowledge gaps for Pusdalops staff.

Recommendations were received and implemented by BPBD, including budget allocation for infrastructure upgrades and operational costs.



Resolving unclear business processes between on data management, from district to province and among related sectors in the government.



Improving the quality of field documentation (photos, videos, reports), updating the website, improving website management, and strengthening reporting processes to higher level officials.



Addressing unclear mechanisms for feedback from the public.

SYSTEM IMPROVEMENTS

Pusdalops efforts to develop and implement an internal disaster information system resulted in improved clarity of roles for communication, education, and information dissemination to communities on disaster preparedness, early warning, and response. Pusdalops' data collection and reporting processes conform to BNPB Regulation No. 8/2011 on the Standardization of Disaster Data, while data storage and presentation (dashboard) mechanisms were improved and integrated into the BPBD website (bpbd.nttprov.go.id). This system was then rolled out to districts, starting with Kupang City, Kupang, Rote Ndao and West Manggarai.



INTERNAL CHANGE: Pusdalops has increased its role to assist other units within BPBD to meet their data and information needs, while simultaneously **positioning itself strategically within the disaster management sector** at the provincial level. BPBD has been proactively lobbying the Governor and key members of the provincial parliament to put more attention on DM priorities and improve coherence in the local development planning process.



EXTERNAL CHANGE: Continuous improvements to the effectiveness of data and information management systems has positively impacted **how Pusdalops works with other actors**, including through coherence in updated/new SOPs and business process development for coordination of preparedness, early warning, and emergency response.

PUSH FACTORS FOR CHANGE

01

COVID-19

Urgent need to provide information on measures to mitigate the impact of COVID-19, including the location of public facilities such as for handwashing and COVID-19 response materials increased pressure on Pusdalops in the fulfillment of their responsibilities for public information dissemination and management.

02

EXTREME WEATHER

Accurate and timely data regarding affected locations in the aftermath of Cyclone Seroja, including the number of people affected and emergency response activities undertaken by the provincial governments was crucial.

03

STAKEHOLDER INFLUENCE

The role of the DRR Forum both as a strategic partner of the BPBD representing the interests of civil society, the media, and the academic community provided positive pressure for the BPBD to provide reliable, timely, and accurate information to communities regarding disaster mitigation and response.

04

SIAP SIAGA FACILITATION APPROACH

SIAP SIAGA worked with the BPBD to undertake a comprehensive capacity mapping and needs assessment, including human resources, clarity and coherence of business process, and infrastructure for information systems. To support change in the preparedness system SIAP SIAGA has facilitated training on thematic issues such as web administration, writing alerts, GIS, infographic mapping, daily reporting, and communication skills for BPBD staff.



THE IMPACT OF IMPROVED CLARITY OF ROLES



Pusdalops **awareness of their roles and responsibilities** has been significantly increased.

This includes their strategic role in local government policy, particularly related to disaster preparedness and coordinated emergency response. In addition, the strengthened role of Pusdalops has supported the BPBD to coordinate with other government agencies, district BPBDs and other stakeholders in NTT.

In the longer term, these changes should lead to greater prioritisation of disaster management in NTT's development agenda including an increase in budget allocation to support the work of BPBD.

THE IMPACT OF IMPROVED COORDINATION



With an active Pusdalops, BPBD has been able to strengthen coordination and improve coordination with other sectors and stakeholders. For example, in December 2022, a tropical low approached NTT and caused extreme rain which triggered flooding in several areas.

Based on the Extreme Weather Contingency Plan, BPBD NTT - through Pusdalops - activated the SOP and held several coordination meetings with government and non-government institutions, ensuring that all agencies were aware of their roles and responsibilities, maximising the early warning dissemination network, and updating emergency response resources and mobilisation processes.

GOVERNMENT LEADERSHIP AND CASCADING IMPACTS

As a result of its significant improvement in data management, Pusdalops BPBD-NTT is better able to support all districts in NTT to manage their disaster data and ensure that the system for data integration from district to provincial level runs effectively. There are several early indicators of such impact:

Approval from Regional Government Budgeting Team to allocate budget (2022, 2023) for Pusdalops operational costs and extending data and information system to 10 additional districts.

Pusdalops coordination meetings resulted in clarity of budget allocation for disaster response from Health, Social Affairs, Public Works, and Agriculture Offices.

Badan Keuangan Daerah developed a Governor Decree on the use of Contingency Funds, which allows BPBD to use the fund for preparedness activities, including Pusdalops coordination functions.

Support from Information and Communications Office for high-speed internet in Pusdalops.

Budget allocation for new computers for BPBD West Manggarai District based on SIAP SIAGA recommended specifications.

Kupang and Rote Ndao Districts have improved data standardisation, data entry and logbook keeping through the roll out of the provincial system.

Pusdalops Kupang City invested in facilities upgrades and developed systematic reporting on disaster occurrence.



The next obvious step is to continue supporting Pusdalops BPBD NTT to perform its main functions and to encourage collaboration with key stakeholders within and outside the government (i.e.: other government agencies and the DRR Forum). Collaboration with other government agencies has already been observed through joint efforts to build *Sistim Informasi Kebencanaan* which will be integrated into *Satu Data Provinsi*.

Collaboration with the DRR Forum has been undertaken through engagement of university students majoring in IT as interns in Pusdalops (mentored by SIAP SIAGA's DIM consultant) to assist with the improvement of DIM effectiveness. For the purposes of knowledge management, it will be necessary and important to document lessons learned on the systematic and substantive changes within Pusdalops and disseminate this across Indonesia.

Silvia Fanggidae, SIAP SIAGA Provincial Coordinator for NTT



SIAP SIAGA ROLES

BEFORE

Capacity weaknesses in Pusdalops for provision of accurate information at all stages of disaster management.

Local communities did not receive information regarding disaster early warning and mitigation.

Pusdalops was challenged in performing its role as a coordinating platform within BPBD and in providing data for other units, weakening BPBD's capacity to lead coordination for disaster response.



SYSTEM ASSESSMENT



FACILITATION



SUPPORTING LEARNING



STRATEGIC TECHNICAL ASSISTANCE

AFTER

Pusdalops operates 24/7 and provides accurate information at all stages of disaster management. Information from Pusdalops is now available in a timely manner and is used as reference by local media.

Local communities receive accurate information on disaster occurrences with clear steps to mitigate the impact of disaster.

Pusdalops is able to play its role as an information hub for other units within BPBD. Effective data management within BPBD has strengthened its role and legitimacy to lead coordinated efforts with other government agencies in disaster preparedness, prevention, and response.



THANK YOU