

ABSTRAK

FEBRY VALENTINO, NPM. 20.22.293 : JUDUL “KINERJA BADAN PENANGGULANGAN BENCANA DAERAH KABUPATEN HULU SUNGAI UTARA DALAM MITIGASI BENCANA BANJIR DI KECAMATAN AMUNTAI TENGAH”. Dibimbing oleh **Bapak Bapak Djayeng Turano Gunade, S. Sos, M.A.P.**, sebagai Dosen Pembimbing I dan **Bapak Akhmad Berkatillah, S.Sos., M.A.**, sebagai Dosen Pembimbing II..

Penelitian ini dilatarbelakangi oleh belum optimalnya kinerja Badan Penanggulangan Bencana Daerah (BPBD) Kabupaten Hulu Sungai Utara dalam mitigasi bencana banjir di Kecamatan Amuntai Tengah. Permasalahan tersebut ditunjukkan oleh belum optimalnya layanan mitigasi prabencana, belum tersedianya data yang valid dan terukur untuk mengukur pencapaian target program, lambatnya respons terhadap laporan masyarakat, serta belum adanya Standar Operasional Prosedur (SOP) mitigasi bencana banjir yang terdokumentasi secara resmi. Penelitian ini bertujuan untuk mengetahui kinerja BPBD Kabupaten Hulu Sungai Utara dalam mitigasi bencana banjir di Kecamatan Amuntai Tengah serta faktor-faktor yang mempengaruhinya.

Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan teori kinerja model Dwiyanto. Sumber data diambil melalui penarikan sampel secara *purposive sampling* dengan jumlah informan sebanyak 9 orang. Teknik pengumpulan data yang digunakan adalah observasi, wawancara mendalam, dan dokumentasi. Teknik analisis data yang digunakan meliputi *data reduction* (reduksi data); *data display* (penyajian data); dan *conclusion drawing/verification*. Uji kredibilitas data pada penelitian ini meliputi perpanjangan pengamatan, meningkatkan ketekunan, triangulasi, menggunakan bahan referensi, dan *member check*.

Hasil penelitian menunjukkan bahwa kinerja BPBD Kabupaten Hulu Sungai Utara dalam mitigasi bencana banjir di Kecamatan Amuntai Tengah tergolong cukup baik. Kualitas layanan, responsivitas, dan akuntabilitas telah berjalan cukup baik karena BPBD telah melaksanakan pelayanan, pemantauan, koordinasi, penyampaian informasi kebencanaan, serta pelaporan kegiatan kepada pemerintah daerah. Namun, kemudahan dan kecepatan pelayanan, respons terhadap laporan masyarakat, serta transparansi data kinerja masih perlu ditingkatkan. Sementara itu, produktivitas dan tanggung jawab belum optimal karena layanan mitigasi prabencana masih terbatas, belum tersedianya data kinerja yang valid, serta belum adanya Standar Operasional Prosedur (SOP) mitigasi bencana banjir yang terdokumentasi secara resmi. Faktor pendukung kinerja meliputi kerja sama dengan pemerintah daerah, SKPD terkait, dan kerja sama tim yang baik. Adapun faktor penghambat meliputi belum tersedianya SOP, keterbatasan sumber daya manusia, serta belum memadainya sarana dan prasarana pendukung.

Temuan penelitian ini disarankan kepada Kepala Pelaksana BPBD Kabupaten Hulu Sungai Utara agar meningkatkan sistem pendataan sebagai dasar evaluasi kinerja program mitigasi bencana banjir. Kepada pegawai BPBD Kabupaten Hulu Sungai Utara diharapkan meningkatkan kualitas pelayanan, mempercepat respons terhadap laporan masyarakat, serta menyusun dan menerapkan SOP mitigasi bencana banjir. Kepada Pemerintah Kabupaten Hulu Sungai Utara diharapkan meningkatkan dukungan sumber daya manusia, serta sarana dan prasarana. Kepada masyarakat Kecamatan Amuntai Tengah diharapkan meningkatkan partisipasi dalam kegiatan mitigasi dan pelaporan kejadian banjir. Kepada peneliti selanjutnya disarankan mengembangkan penelitian dengan teori atau pendekatan yang berbeda serta mengkaji kolaborasi, partisipasi masyarakat, dan efektivitas kebijakan mitigasi bencana.

ABSTRACT

FEBRY VALENTINO, NPM. 20.22.293: TITLE “PERFORMANCE OF THE REGIONAL DISASTER MANAGEMENT AGENCY OF HULU SUNGAI UTARA REGENCY IN FLOOD DISASTER MITIGATION IN AMUNTAI TENGAH DISTRICT”. Supervised by **Mr. Djayeng Turano Gunade, S. Sos, M.A.P.**, as First Supervisor and **Mr. Akhmad Berkatillah, S.Sos., M.A.**, as Second Supervisor.

This research was motivated by the suboptimal performance of the Regional Disaster Management Agency (BPBD) of Hulu Sungai Utara Regency in flood disaster mitigation in Amuntai Tengah District. The identified problems include the suboptimal implementation of pre-disaster mitigation services, the absence of valid and measurable data to evaluate program achievement, delayed responses to public reports during flood events, and the lack of officially documented Standard Operating Procedures (SOPs) for flood disaster mitigation. This study aimed to examine the performance of the Regional Disaster Management Agency of Hulu Sungai Utara Regency in flood disaster mitigation in Amuntai Tengah District and to identify the factors influencing its performance.

This study employed a descriptive qualitative approach using Dwiyanto's performance theory. The data sources consisted of nine informants selected through purposive sampling. Data were collected through observation, in-depth interviews, and documentation. Data were analyzed using the Miles and Huberman interactive model, which includes data reduction, data display, and conclusion drawing/verification. Data credibility was ensured through prolonged engagement, persistent observation, triangulation, the use of reference materials, and member checking.

The result indicate that the performance of the Regional Disaster Management Agency of Hulu Sungai Utara Regency in flood disaster mitigation in Amuntai Tengah District was categorized as fairly good. Service quality, responsiveness, and accountability were implemented adequately through the provision of public services, field monitoring, coordination, dissemination of disaster information, and regular reporting to the regional government. However, service accessibility and timeliness, responsiveness to public reports, and transparency of performance data still require improvement. Meanwhile, productivity and responsibility were not yet optimal due to the limited implementation of pre-disaster mitigation services, the absence of valid performance data, and the lack of officially documented Standard Operating Procedures (SOPs) for flood disaster mitigation. Supporting factors included collaboration with the regional government, relevant regional government agencies (SKPD), and effective teamwork. Inhibiting factors consisted of the absence of clearly established SOPs, limited human resources, and inadequate supporting facilities and infrastructure.

It is recommended that the Head of the Regional Disaster Management Agency improve the data management system as a basis for evaluating flood disaster mitigation programs. BPBD personnel are expected to enhance service quality, improve responsiveness to public reports, and develop and implement flood disaster mitigation SOPs. The Regional Government of Hulu Sungai Utara Regency is expected to strengthen support, human resources, and supporting facilities and infrastructure. The community of Amuntai Tengah District is encouraged to actively participate in mitigation activities and report potential and actual flood incidents. Future researchers are encouraged to employ different theories or approaches and to examine collaboration, community participation, and the effectiveness of flood disaster mitigation policies.