



## Bureaucratic Performance in the Service of Natural Disaster Victims at the Langkat Regency Social Office

Suriadi<sup>1</sup>, Nina Siti Salmaniah Siregar<sup>2\*</sup>, Budi Hartono<sup>3</sup>

Universitas Medan Area

**Corresponding Author:** Nina Siti Salmaniah Siregar

[ninasitisalmaniah@staff.uma.ac.id](mailto:ninasitisalmaniah@staff.uma.ac.id)

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### ABSTRACT

The purpose of this study is to describe the performance of the bureaucracy and the factors that influence it in the service of victims of natural disasters at the Langkat Regency Social Office. This study used qualitative descriptive research method. Data collection techniques use observation, interviews and documentation studies. Data analysis is carried out by reducing data, presenting data, and drawing conclusions. Based on the results of data analysis, it can be concluded that the Social Office of Langkat Regency has unsatisfactory services. The system that runs so far will be more efficient and better if continuous improvements are made. The services of the Social Service of Langkat Regency are mostly constrained by time. Knowledge of employees, providing direction, and also decision making is not able to be carried out properly. There are still weaknesses in the ability of the Social Office of Langkat Regency to serve the community such as the difficulty of being contacted, found and asked for services is a point that must be improved by the Social Office of Langkat District. To improve and improve bureaucratic performance in services for victims of natural disasters at the Langkat Regency Social Office, researchers suggest that services can be evaluated on an ongoing basis, related to communication services that become a driver for the community can be improved in each service unit, so that the community does not need to spend time to carry out a long process in managing the services needed.

## **INTRODUCTION**

In state life, the government functions to provide public services needed by the community, ranging from services in the form of rules and other services in order to meet the needs of the community. Various kinds of public reform movements felt by developed countries in the early 1990s were inspired by public pressure on the need for improvements in the quality of public services implemented by the government. In Law No. 25 of 2009 concerning Public Services, it is explained that the community has the right to get quality services in accordance with the principles & objectives of service.

also causes public services to be inefficient.

The most important problem in public services is related to improving the quality of bureaucratic performance itself. Quality service is very dependent on the following aspects, namely: implementation patterns (governance), support from human resources, and also institutions. The improvement of the quality of public services referred to here is service to victims of natural disasters.

Disaster services are a series of efforts carried out including the determination of regional development policies that are at risk of causing disasters, disasters, emergency response and rehabilitation (Post-Disaster). According to Law No. 24 of 2007, the purpose of disaster management is to provide protection to the community from the threat of disaster, harmonize existing laws and regulations, ensure the implementation of disaster management in an integrated, coordinated, planned, and comprehensive manner, build public and private participation and partnerships, respect local culture, encourage the spirit of gotong-royong, solidarity, generosity, and create peace in life in society, nation and state. In line with the objectives that have been explained, it is an obligation for the government to carry out protection in disaster management efforts in a disaster management scope effectively and efficiently, especially in efforts to implement services for victims of natural disasters (Beong, 2018; Manik et al., 2020; Muhammad Zubedy Koteng, 2012; Nugraha & Sulastris, 2018; Rambe et al., 2016; Suharyanto et al., 2018).

One of the agencies in charge of providing services for victims of natural disasters in Langkat Regency is the Social Service. Social Services are present in solving economic and social problems when a community is affected by natural disasters. Its main function is the formulation and determination of disaster management policies and handling refugees by acting appropriately and effectively and efficiently.

The Social Service of Langkat Regency is one of the agencies within the Langkat Regency Government which in carrying out government duties has the main task and function of assisting the Regent in carrying out government affairs which are the authority in the Social Sector and other duties delegated by the Regent. Initially, in 2006 the Social Office was still in the form of a Social Office led by the Head of the Office with the basis of its formation being the Regional Regulation of Langkat Regency Number 23 of 2007 concerning the Establishment of the Regional Apparatus Organization of Langkat Regency. Then, through Government Regulation Number 18 of 2016 concerning Regional Equipment, a Regional Regulation of Langkat Regency of 2016 concerning the Establishment

and Arrangement of Regional Apparatus of Langkat Regency has been established. Through the Regulation of the Regent of Langkat Number 48 of 2016 concerning the Position, Organizational Structure, Duties and Functions and Work Procedures of the Social Service of Langkat Regency, the Langkat Regency Social Office was formed from the previous Social Service Office.

The vision of the Social Office of Langkat Regency is to Realize a Prosperous and Independent Community in Langkat Regency. That to create a prosperous society that is able to meet the basic needs of life and is able to help itself requires commitment and programs simultaneously by maximizing the potential of social welfare sources including improving the quality of PMKS services. To create a prosperous society is the responsibility of all parties, therefore the Langkat Regency Social Office in carrying out service functions in the social sector is expected to be able to encourage the growth of awareness, willingness and attitude of the community to be able to improve the quality of life. Welfare and independence is to create a prosperous and independent society so that a culture of participation, togetherness, and social solidarity can be fostered for all levels of society.

The causes of natural disasters are divided into 3, namely, natural factors, due to natural phenomena and without human intervention. Non-natural factors, that is, not due to natural phenomena and also not due to human actions. Purely human/social factors caused by human actions, such as horizontal conflicts, vertical conflicts, and terrorism (Rijanta et al., 2018). As in Indonesia where volcanic eruptions often occur, it is because Indonesia is in the Pacific ring of fire or commonly called the *ring of fire*. Natural disasters are not only caused by the natural nature of nature, but also caused by arbitrary human actions on the environment, such as floods caused by human negligence throwing garbage in rivers, landslides caused by indiscriminate logging by humans. So far, all we know is the adverse effects of natural disasters. Natural disasters can have devastating economic, social, and environmental impacts. Infrastructure damage can disrupt social activities, casualties, ecosystem damage, and loss of shelter (Mujiyati, 2023).

In the 2021 period, a total of 66 natural disasters occurred in Langkat Regency. The number of natural disaster events is outlined as follows: 16 cases of floods, 31 cases of tornadoes and 19 cases of landslides. Flooding with water levels reaching almost two meters caused road access to residential areas to be cut off. The flood was caused by the overflow of the Tanjung Pura river caused by heavy rain hitting the area. Most local residents seem to be frantically waiting for help that has not yet arrived to evacuate residents because since floods inundated the area, access to residential areas can be said to be completely cut off. Ahmad Ihsan revealed that the only way for residents to get to the settlement is by boat. However, the number of boats to use is also very limited, residents also have to queue and wait up to several hours to be able to get to their respective settlements. Residents hope that the local government is willing to provide additional rubber boats so that residents' access is easier and also does not need to queue for hours.

In November 2022, another disaster hit several sub-districts in Langkat. Disasters this year have increased cases, floods in 2022 occurred as many as 27 events. As a result, 12 roads and bridges were damaged as a result of being affected by the natural disaster. Tornadoes also increased, with 38 cases. Then landslides occurred as many as 26 cases. In this case, a number of victims experienced a food crisis and hoped for assistance in the form of basic necessities from the local government. Natural disasters that hit several sub-districts in Langkat Regency every year in their mitigation still receive many complaints from people affected by the disaster. The form of countermeasures that are considered not optimal, such as the slow pace of officers descending to the disaster site, the lack of facilities and infrastructure prepared for disaster victims, and the distribution of aid, especially basic necessities and medical supplies during natural disasters to affected victims is still slow, and coordination with other agencies such as BPBD Langkat does not run effectively. So it is hoped that the Social Office of Langkat Regency as one of the agencies responsible for natural disaster management, can provide a good response for people affected by disasters, so that problems in natural disaster management efforts in Langkat Regency can slowly be overcome properly.

Disaster management is an integral part of regional development. A series of disaster management activities before, during and after a disaster, the government is responsible for the implementation of disaster management including the focus on reconstruction and rehabilitation from the aftermath of the disaster (Mujiyati, 2023). Guarantees of fulfilling the rights of people and refugees affected by disasters fairly and in accordance with service standards must be sought immediately, this is to anticipate more victims. Recovery of conditions from the impact of disasters and allocation of disaster management budgets in adequate and ready-to-use state budgets and expenditures in reconstruction and rehabilitation should be a guarantee for disaster victims. The Social Office of Langkat Regency is obliged to make a Renstra (strategic plan) as a Planning Document for a period of 5 (five) years, which contains the vision, mission, goals, strategies, policies, programs, and development activities, in accordance with their duties and functions. The presence of the Social Service of Langkat Regency becomes very central when natural disasters occur. Therefore, it is hoped that public services in serving victims of natural disasters will be carried out and provide the rights of residents, especially Langkat Regency is well served and able to become professional public servants.

Three studies focusing on the role and performance of the Regional Disaster Management Agency (BPBD) in natural disaster management efforts were conducted by ( Afista, 2015; Alby, 2023; Barus, 2013). Barus (2013) evaluated the role of BPBD Medan City with a qualitative approach. The results revealed that BPBD Medan City faces serious challenges related to inadequate human resources and limited facilities and infrastructure needed in disaster management. On the other hand, Alby (2023) examined the performance of BPBD Lebak Regency, also with a qualitative approach. This research highlights similar problems, such as the lack of adequate tools and facilities, as well as limited human resources professionals in the field of disaster, especially in flood

management. Meanwhile, Afista (2015) observed the performance of BPBD Bandar Lampung City with a qualitative approach. The results reflect similar challenges, particularly related to the availability of adequate tools and facilities and the shortage of disaster experts. From these studies, it can be concluded that BPBD in various regions face similar challenges that hinder their effectiveness in natural disaster management.

This study aims to provide a deeper understanding of bureaucratic performance and the factors that influence it in services to victims of natural disasters in the Langkat Regency Social Service. This step is important because effective and efficient services are vital in emergency situations such as natural disasters. Through this research, an identification of bureaucratic processes involved in providing services will be identified, as well as factors that affect the quality and speed of response to the needs of disaster victims. With a deeper understanding of the performance of this bureaucracy, it is hoped that solutions can be found to improve the effectiveness and efficiency of services, so that victims of natural disasters can receive assistance more quickly and precisely. In addition, the results of this research are also expected to be the basis for improving policies and procedures implemented by the Langkat Regency Social Office and other relevant agencies in dealing with natural disasters in the future. Thus, this research is expected to make a significant contribution in efforts to improve preparedness and response to natural disasters as well as protection of affected victims.

## LITERATURE REVIEW

Public service is essentially about a broad aspect of life. Public services are one of the services provided, either in physical form or dependent services that must be completed from the government in achieving community needs or in the context of implementation in accordance with legal regulations (Sapri et al., 2022).

According to (Rahmadana et al., 2020) the main problems that occur in public services are principally related to improving the quality of the service itself. The quality of good service depends on various aspects, namely how the implementation pattern (governance), human resource support, and institutions. Public services still have various weaknesses in the pattern of implementation. First, services lack responsiveness, where responses to community complaints, aspirations, and expectations are often slow or ignored. Second, services are less informative because information that should be conveyed to the public often does not arrive. Third, services are less accessible because the location of the service unit is too far from the reach of the community. Fourth, lack of coordination among service units leads to overlapping and conflicting policies. Fifth, there is too much bureaucracy in the service process, especially in licensing, causing too long a settlement. Sixth, service officials are less willing to listen to community complaints, suggestions, and aspirations, causing services to stagnate without improvement. Finally, services are often inefficient because the requirements required are not relevant to the services provided.

From several studies conducted such as, (AS et al., 2016; Hendrawan et al., 2018; Sebayang et al., 2022; Siahaan et al., 2022; Yayat, 2017), concluded that in terms of human resources, its main weaknesses are related to professionalism,

competence, empathy and ethics. Various views also agree that one of the elements to consider is the issue of an appropriate compensation system. From the institutional side, the main weakness lies in the organizational design that is not specifically designed in order to provide services to the community, full of hierarchy that makes services convoluted (bureaucratic), and uncoordinated. The tendency to carry out two functions at once, the regulatory function and the administrative function, is still very thick carried out by the government, which

## **METHODOLOGY**

The type of research used in this study is using qualitative research methods. According to (Sugiyono, 2019) Qualitative research is a type of research whose discovery procedures are carried out not using statistical or quantification procedures. This research is descriptive research, because it aims to describe certain characteristics of a phenomenon and tries to describe and interpret what exists (can be about growing conditions, ongoing processes, or developing tendencies) (Bah et al., 2020b, 2020a). The selection of this type of qualitative research will describe the Performance of Bureaucracy in the Service of Natural Disaster Victims at the Social Service of Langkat Regency.

The subjects in this study are the Head of Service, Secretary of Service, Head of Field and the community. While the object of research is related to bureaucratic performance in serving victims of natural disasters at the Langkat Regency Social Office. Informants are the subjects needed to obtain information in this research. Therefore, the existence of the subject is very necessary to obtain information or problem formulations that have been prepared, or other supporting data when in the field later.

Qualitative research emphasizes the role of researchers as the main instrument in collecting data. (Sugiyono, 2019) emphasized the importance of researcher validation before entering the field. Data collection techniques include observation, interviews, questionnaires, documentation, and a combination of all four. In this study, the data collection procedure includes: Participatory Observation: Observation was conducted to observe the performance of bureaucracy in the Langkat District Social Office as well as other agency activities. Researchers start by paying attention to the outside environment of the agency, then go inside and socialize with employees. Observations are made at various levels, from the Head of Service to the community. Interviews: Interviews are conducted with informants as a source of data to obtain information about the focus of the research. The questions are pre-arranged to ensure smoothness and professionalism during the interview process.

Documentation Study used in this study to collect data related to bureaucratic performance in serving victims of natural disasters in the Social Office of Langkat Regency. Documents such as reports, policies, and related records will be collected as sources of information. After that, the data will be reduced to select relevant information and presented in an arranged form, such as a matrix or graph, to then be analyzed to draw conclusions that are in accordance with the research objectives. This method will help in understanding the factors affecting bureaucratic performance and evaluating the services provided to victims of natural disasters.

## RESEARCH RESULT AND DISCUSSION

### *Bureaucratic performance in serving victims of natural disasters at the Langkat Regency Social Office*

Performance is the measurable work result of an employee in a certain period of time, reflecting achievement, implementation, achievement, or performance. Mangkunegara defines performance as achievement both in quality and quantity in carrying out its responsibilities. Public services, according to (Winarsih et al., 2023), are all forms of services that are the responsibility of government agencies, including meeting community needs and implementing regulations. The main problem in public services is the improvement of the quality of bureaucratic performance. The quality of service depends on the pattern of implementation, human resources, and institutions. Disaster services include steps from policy setting to post-disaster rehabilitation.

The dimensions used as guidelines to measure the quality of public services, according to (Parasuraman et al., 1985) are as follows: a) Tangibles: The quality of services seen from the physical aspect. b) Reliability: Reliability and accuracy in providing reliable service. c) Responsiveness: The ability and speed to respond and provide assistance in accordance with consumer needs. d) Assurance: The ability of service providers to provide confidence and assurance to consumers, including polite and friendly attitudes. e) Empathy: The ability of service providers to understand and show concern for consumer needs and feelings.

#### 1. *Tangible*

Tangibles: This dimension refers to the quality of service seen from physical aspects, such as the state of facilities, equipment, and facilities used in providing services to consumers (Parasuraman et al., 1985). For example, the cleanliness, comfort, and aesthetics of the waiting room or service location. Good tangible will affect customer perception, and at the same time tangible aspect is also one of the sources that influence customer expectations. From the observations, it is known that the facilities or equipment in the Social Office of Langkat Regency are still minimal, plus there are several buildings that are still under construction. Officers on duty are also minimal and this should be held as a support for better public services. Statement This is also supported by informants.

Tangible refers to tangible or physical evidence that can be seen and felt, such as facilities, equipment, and officers in the context of public services. Lack of adequate facilities and equipment, as well as lack of officers, are the main problems faced by the Langkat Regency Social Office in providing satisfactory services to the community. This obstacle was also reinforced by the testimony of key informants and the public. Nevertheless, there is a commitment from the Langkat Regency Social Office to continue to improve the quality of its services by improving facilities, increasing the number of officers, and creating a more comfortable environment for visitors. Although the performance of the Langkat Regency Social Office has not met expectations, there is a serious intention to continue to improve services.

## 2. *Reliability*

Reliability: Represents reliability and accuracy in providing reliable service. This includes the ability to provide services as promised, consistency in service quality, and the ability to solve problems or consumer requests properly and on time (Parasuraman et al., 1985).

Although the Langkat Regency Social Office has provided maximum service, there are several weaknesses in the reliability of officers, such as lack of friendliness in service, delays in providing information, and less than optimal service provision. Despite this, the head of the service affirmed his commitment to carry out his duties, especially in emergency situations such as natural disasters. Although the majority of people are satisfied with the performance of the agency, there is awareness to increase socialization related to the obstacles faced, such as limited facilities and problems in reporting.

In the view of the community, as stated by Mr. Sardi and Arif Pranala, the main obstacle is the problem of time, especially related to the processing of documents. However, they acknowledge that clear service and good supervision from officers are helpful in the process. From the interviews, it was concluded that an evaluation and review of the current system is needed to increase efficiency and improve SOPs to facilitate public access to services. The problem of time is the main obstacle that must be overcome in improving the quality of services of the Langkat District Social Office.

## 3. *Responsiveness*

Responsiveness: This dimension includes the ability and speed to respond and provide assistance tailored to consumer needs. Good responsiveness is demonstrated by quick responses to consumer questions, requests, or complaints, as well as the ability to provide solutions or assistance effectively (Parasuraman et al., 1985). In field observations, the Social Service has proven to be responsive in handling complaints, administration, and bureaucratic processes well. According to the Head of the Social Office of Langkat Regency, Mr. Taufik Rieza, the service at the office is responsive to incoming reports, although sometimes constrained by weather conditions that are difficult to predict. Secretary of Social Services, Mr. Hasrul, and Head of Security Protection and Social Organization, Mrs. Cici Indah Sari, affirmed their commitment to continuously improve the quality of service with the principle of serving with heart. Positive experiences were also conveyed by the community, such as Mr. Sardi and Arif Pranala, who were satisfied with the services of the Langkat Regency Social Office. From the interviews, it can be seen that a responsive service system is expected to continue to be improved to provide better and innovative services for the community.

## 4. *Assurance*

Assurance: Refers to the ability of service providers to provide confidence and assurance to consumers. This includes the polite, friendly, and professional attitude of the service provider, as well as the ability to provide accurate information and help consumers feel safe in using the service (Parasuraman et al., 1985). In public service, the ability, courtesy, and friendliness of service personnel are very important to convince the public. Factors such as knowledge,

expertise, courtesy, and trustworthiness of the staff are key in providing assurance of good and safe service. However, there are still obstacles related to the lack of employees and the placement of employees who are not in accordance with their competence in the Langkat Regency Social Office. In interviews with the Head of the Social Office of Langkat Regency, Mr. Taufik Rieza, Secretary of the Social Service, Mr. Hasrul, and the Head of Security Protection and Social Organization, Mrs. Cici Indah Sari, it was revealed that they continue to strive to improve the professionalism of employees even though there are still obstacles in the spirit to learn and develop. Even so, the experiences of communities such as Mr. Sardi and Arif Pranala show that there is still confusion in the prosecution process even though the services of the Langkat Regency Social Office are considered quite helpful. From this interview, it can be seen that there are weaknesses in the ability of the Langkat Regency Social Office to serve the community, especially in terms of employee knowledge, providing direction, and decision making.

#### 5. *Empaty*

Empathy: This dimension refers to the service provider's ability to understand and show concern for consumer needs and feelings. This includes listening with empathy, recognizing and appreciating consumer feelings, and providing support and solutions appropriate to the consumer's individual situation and needs (Parasuraman et al., 1985). Employees are expected to be able to manage time well so that it is easily contacted by the community, both by telephone and direct meetings. In an interview with the Head of the Social Office of Langkat Regency, Mr. Taufik Rieza, he emphasized that Social Service services are carried out quickly and according to procedures, taking into account the interests of the community. Secretary of Social Services, Mr. Hasrul, and Head of Security Protection and Social Organization, Mrs. Cici Indah Sari, explained that although the orientation of service is to the community, sometimes there are time and task constraints that affect service. Some residents, such as Mr. Sardi and Arif Pranala, have difficulty getting services on time without having acquaintances within the agency. From the results of this interview, it can be seen that there are still weaknesses in the accessibility and speed of services of the Langkat Regency Social Office that need to be improved.

#### ***Factors affecting bureaucratic performance in serving victims of natural disasters at the Langkat Regency Social Office***

According to Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, the implementation of public services as referred to in paragraph (1) is as follows:

##### 1. Service Implementation

In the implementation of public services, service standards must be prepared by the organizer by taking into account the ability of the organizer, community needs, and environmental conditions. Service standards cover various aspects such as legal basis, requirements, systems, mechanisms, settlement periods, costs, service products, facilities, infrastructure, executive competence, internal control, complaint handling, and implementation performance evaluation. By implementing public service standards well, it is hoped that the implementation of public services can produce public satisfaction.

In interviews with key informants, such as the Head of the Social Service of Langkat Regency, Mr. Taufik Rieza, and the Secretary of Social Services, Mr. Hasrul, as well as the Head of Security Protection and Social Organization, Mrs. Cici Indah Sari, it was revealed that services were provided according to community needs and reports, often with guidance, counseling, and mentoring. The interviewees, such as Mr. Sardi and Arif Pranala, revealed that the Social Service is always swift in providing services needed by the community, so as to fulfill their expectations and duties. From the results of this interview, it can be seen that the Langkat Regency Social Office has carried out services in accordance with its duties and is present when the community is in need.

## 2. Community Complaint Management

In an interview with the Head of the Social Office of Langkat Regency, Mr. Taufik Rieza, it was explained that each government agency strives to provide innovations in services to the community, including ease of access and an inclusive service paradigm. Secretary of Social Services, Mr. Hasrul, and Head of Security Protection and Social Organization, Mrs. Cici Indah Sari, emphasized the importance of officer behavior in providing explanations and understanding to the community, as well as handling complaints with good strategies. Community interviewees, such as Mr. Sardi and Arif Pranala, highlighted the importance of systematically handling complaints to involve the community in improving public services. From this interview, it is concluded that responsive public service managers will improve service quality, while structured complaint management can increase public participation in service improvement.

## 3. Information Management

In an interview with the Head of the Social Office of Langkat Regency, Mr. Taufik Rieza, it was emphasized that public services have a responsibility in managing and disseminating information to the public. Secretary of Social Services, Mr. Hasrul, and Head of Security Protection and Social Organization, Mrs. Cici Indah Sari, affirmed their commitment to manage information professionally so that people trust and understand the services provided. However, interviewees, such as Mr. Sardi and Arif Pranala, experienced difficulties in obtaining fast and accurate information regarding available assistance. From this interview, it was concluded that the Social Service is committed to improving the quality of information services to the public even though there are still obstacles that need to be improved.

## 4. Internal Control

Supervision of public services has two important aspects, namely internal and external supervision, in accordance with Article 35 of Law Number 25 of 2009 concerning Public Services. Internal oversight is carried out by direct supervisors and functional supervisors, while external oversight involves the community, the Ombudsman, and the legislature. According to the Head of the Social Office of Langkat Regency, Mr. Taufik Rieza, internal supervision is very important to ensure the quality of good public services. Regular performance evaluations are carried out to ensure quality and fast service. Secretary of Social Services, Mr. Hasrul, and Head of Security Protection and Social Organization, Mrs. Cici Indah Sari, emphasized the importance of periodic evaluations to

ensure excellent service. The community believes that Social Services have a structured work system and are led by competent people. Internal evaluations are routinely considered key in realizing the quality of service expected by the community.

#### 5. Shrinking to society

Community Counseling, or what is called Counseling, is the process of educating individuals or groups by providing knowledge, information, and skills to form desired attitudes and behaviors. According to the Head of the Social Office of Langkat Regency, Mr. Taufik Rieza, Social Extension Workers have an important role in conveying information on social welfare development with effective communication skills. Secretary of Social Services, Mr. Hasrul, and Head of Security Protection and Social Organization, Mrs. Cici Indah Sari, emphasized the importance of effective communication and support from various parties so that counseling activities run smoothly. However, according to the views of communities such as Mr. Sardi and Arif Pranala, they feel that they lack counseling from the Social Service, perhaps because of the lack of issues that require the presence of the agency in the field. Counseling is generally carried out at the village hall by the village or *kelurahan*. From the interviews, it was concluded that social services have a responsibility in outreach to the community, and need to work with other agencies to get support so that these activities run effectively.

#### 6. Consulting Services

Consulting services (KSI) are a form of counseling that provides insight and understanding to customers in dealing with certain conditions or problems. Although the Head of the Langkat Regency Social Office stated that this service is not yet available directly, every action or complaint of the community is served directly without involving counselors, and there has been no cooperation with other related parties. However, the Secretary of Social Services and the Head of Security Protection and Social Organizations explained that direct service is provided when people come and ask questions, although there is no special consultation service. The opinions of the interviewees confirmed that the consultation service has not yet been seen, since the problem is directly resolved without consultation. Thus, social services have not provided general consultation services, and have focused more on direct resolution without involving counselors.

## CONCLUSIONS AND RECOMMENDATIONS

The performance of bureaucracy in serving victims of natural disasters at the Langkat Regency Social Office has several aspects that need to be considered to improve the effectiveness and efficiency of public services. First, in the Tangibles dimension, there is a lack of facilities, adequate equipment, and minimal personnel, which affects the services provided to the community. Second, in the Reliability dimension, even though the service has tried to provide maximum service, there are still weaknesses in the reliability of officers such as lack of friendliness and delays in providing information. Third, in the dimension of Responsiveness, it can be seen that the service is responsive to incoming

reports, but sometimes constrained by weather conditions that are difficult to predict. Fourth, in the assurance dimension, although there is a commitment to improve employee professionalism, there are still constraints in the ability of officers to provide direction and decision making. Fifth, in the dimension of Empathy, there are still weaknesses in accessibility and speed of service that need to be improved, as well as difficulties for people to get services on time without having acquaintances in the agency. Therefore, improving the quality of bureaucratic performance in serving victims of natural disasters at the Langkat Regency Social Office requires holistic and sustainable improvement measures.

Based on an analysis of the factors that affect bureaucratic performance in the service of natural disaster victims at the Langkat Regency Social Office, it is concluded that there are several aspects that need to be considered to improve the effectiveness and efficiency of public services. First, the delivery of public services must be based on service standards that cover aspects such as legal basis, requirements, mechanisms, and internal controls to ensure public satisfaction. Second, the management of public complaints and internal supervision need to be improved with good strategies, including involving the community in the process of improving services. Third, the importance of professional information management and counseling to the public to increase understanding and trust in the services provided. Although consultation services are not yet available directly, solving problems directly without involving counselors shows the need for the development of consulting services in the future. Thus, these measures are expected to improve the quality and responsiveness of public services provided to victims of natural disasters in the region.

## **ADVANCED RESEARCH**

Every research certainly has limitations. Limitations in the sense of research limitations that influence the researcher's ability to explore the data being studied, limited data available, or external research factors such as limited time and resources. So further research is needed to complete this research.

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