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The Effectiveness Of The Leader's Operational Management In Managing Logistics And Equipment At The Bandar Lampung City Bpbd Office

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Abstract

Local governments have an obligation to mitigate the suffering of those affected by disasters as part of disaster management efforts. Operational management is essential to carry out logistics and equipment management. Ensuring the allocation of disaster relief in Bandar Lampung City is in accordance with Law No. 13 of 2008 which outlines the guidelines for the management of regional disaster logistics and equipment. The purpose of the writing is to determine the effectiveness of the operational management of the leadership and find possible improvements and suggestions to increase the efficiency of supply and increase understanding of the management of disaster relief supplies and equipment in the field of logistics to provide valuable input to BPBD Bandar Lampung City to improve its performance. The research includes a field survey, interviews with three personnel of BPBD Bandar Lampung City, namely the Head of Division and 2 logistics and equipment staff and conducting data analysis. The equipment of BPBD Bandar Lampung City is currently not fully functional. Although the efforts of BPBD Bandar Lampung City are appreciated, there are still challenges in its implementation due to lack of resources. Consequently, the agency has to rely on the facilities of other relevant organizations to ensure smooth operational management of logistics and equipment.

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Keywords: Effectiveness, Operational Management, Logistics and Equipment Management, Bandar Lampung City.

INTRODUCTION

Indonesia's vast territory and its location on the equator at the crossroads of two continents and two oceans make it highly vulnerable to natural disasters. The country's geographical, geological, hydrological and demographic conditions contribute to the frequent occurrence of such disasters. Indonesia is located on an active continental plate bounded by a series of highly active volcanoes known as the Ring of Fire.

Disaster refers to an event or series of events that cause harm and disrupt people's lives and livelihoods. It can be caused by natural and/or human forces, resulting in human death, damage to the environment, property loss, and psychological consequences. In accordance with the National Fire Protection Association (NFPA) 1600: Standard on Disaster/Emergency Management and Business Continuity Program, disaster refers to a situation in which the resources, personnel, or materials present in the affected area are insufficient to handle the extraordinary events that pose a threat to human life, physical assets, and the environment (Yani Riza, 2019).

Geological natural disasters are extreme natural events caused by various geological and geophysical phenomena. Loss of life, material, and culture are the main aspects that are at risk of bearing the impact of disasters. Awareness of the potential for disasters in Indonesia and the scientific facts surrounding the disasters that befall the country are the main reasons for the need for scientific efforts to overcome them. The active role of all parties involved is the best attitude needed to overcome disaster problems (Iskaputri et al., 2020).

According to Annisa Iskapura (2020), emergency response and mitigation Logistics management is the systematic coordination and control of the flow of raw materials for disaster management. It involves several activities, including planning, procurement, storage, distribution, transportation, and receiving at the destination. (Ananda Dewi Nur Faidah, 2024).

The efficient coordination of logistics and procurement of necessary equipment is crucial in preparation for a major disaster. In such events, communities rely on external assistance to ensure their survival, either through the provision of food or the distribution of essential resources to help affected individuals. Guidelines for the management of disaster logistics and supplies are set out in Regulation No 13 of 2008 issued by the Head

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of BNPB. To expedite, accurately execute and ensure accountability in logistics and equipment management.

Therefore, it is important to establish meticulous logistics and equipment management procedures to ensure smooth implementation and seamless provision of assistance to disaster victims. Local governments have a duty to provide assistance to alleviate the suffering of people affected by disasters. Logistical support is essential for effective disaster management, especially in the event of a disaster. Logistical assistance must be provided promptly, in the right place, at the right destination, with the required level of quality and quantity, and according to specific needs. To ensure a successful, efficient, rapid and transparent distribution of logistical assistance, it is important to establish rules for the provision of logistical assistance in crisis management.

Bandar Lampung has a specialized Disaster Management Agency that has jurisdiction to carry out emergency logistics and equipment operations for disaster-affected areas. Prior to a disaster, there are several phases involved in the process of planning and inventorying requests, purchasing and receiving, and warehousing and storage. During a disaster or emergency response, there is the process of providing relief to the victims, including the transportation and receipt of supplies at the destination. The post-disaster phase involves elimination and accountability. This stage involves implementing and monitoring all logistics and equipment management activities after a disaster.

Based on the above, this study has the following objectives:

1. Knowing the effectiveness of the leader's operational management at the Bandar Lampung City Regional Disaster Management Agency office.
2. How is the management of logistics and equipment at the Bandar Lampung City Regional Disaster Management Agency office.

LITERATURE REVIEW

Definition of Operational Management

According to Lavari (2016) in (Sulthan, 2021) operational management is an activity that produces value in the form of goods and services by converting inputs into outputs. Heizer et al. (2017) in (Suwandi et al., 2023) operational management is a comprehensive methodology that includes the process of planning, coordinating, managing, and supervising operational operations in an organization. The main objective is to optimize the production of products or services by ensuring efficiency and

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effectiveness. The main emphasis is on controlling elements such as inventory, processing, distribution, and quality control.

Definition of Effectiveness

According to (Schermerhorn & Bachrach, 2020) in (Hepiana et al, 2023) effectiveness is the acquisition of target results (outputs) whose measurement is reviewed using the method of equalizing the calculation output. Effectiveness, as defined by Handoko (2006) in (Nuvrida Iriyanti, 2022) relates to the capacity to choose the most appropriate goals or resources needed to achieve certain goals. If an organization succeeds in achieving its goals, then the organization can be said to be working efficiently. Effectiveness indicators include the range of results and the effect of program outputs in achieving program objectives. The efficiency of operational procedures within an organizational unit is directly correlated with the extent to which products contribute to the achievement of predetermined goals or objectives.

Measures of Effectiveness

Effectiveness can also be evaluated by comparing the plans that have been determined with the actual results that have been achieved. If the work and actions carried out do not provide satisfactory results resulting in not achieving the desired goals or objectives, it is considered ineffective. Outline criteria or metrics for assessing the effectiveness of goal achievement, which include:

1. the existence of specific goals that workers want to achieve in order to meet targeted objectives and company goals.
2. The importance of having a clear strategy for achieving goals cannot be overstated. Strategy serves as a roadmap to guide implementers towards organizational goals, ensuring they stay on track.
3. In addition, a robust policy analysis and formulation process is also crucial. This process should align objectives with the chosen strategy, enabling effective execution of operational activities
4. Careful planning refers to the process of making advance decisions regarding the future actions of an organization.
5. While having a well-designed plan is important, having a detailed implementation strategy is also essential to execute the plan effectively. If action and work directions are not provided, then implementers will lack direction and resources.

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6. The availability of work facilities and infrastructure is an important measure of organizational performance, as it enables productive work. The organization's ability to provide and utilize available facilities and infrastructure determines the success of program implementation.
7. Regardless of the quality of the program, the effectiveness and efficiency of its implementation determine the organization's ability to achieve its goals and objectives. Implementation plays an important role in bringing the organization closer to the desired results.

Definition of Leadership

According to Rivai & Deddy (2012) in (Hasibuan & Bahri, 2018) leadership refers to the capacity of a leader to exert influence over others by stimulating the development of good emotions in his subordinates, with the aim of achieving certain goals. Daft (2016) in (Astagina Dimas, 2022) defines leadership as the capacity to exert influence over others to achieve organizational goals. According to (Hartono, 2016) in (Zahra Shabrina & Ali Alam, 2023) leadership is the ability to influence others, directly or indirectly, through communication, with the aim that people really understand, realize, and persuade the leader to carry out the consequences. Leadership that knows its subordinates can encourage development. Employees must be loyal otherwise, certain leadership styles can lead to a decrease in labor productivity.

Definition of Management

According to Anthony and Govindarajan (2001; 113) in (Wahyu Baskoro, 2018) management is how to provide supervision to the implementation of policies that have been set by the management, which in the end the equipment is able to provide optimal results to the efforts to achieve the organizational goals concerned. Management requires organizing tasks to be carried out through management activities, which serve as important benchmarks for evaluating success in achieving mutually agreed goals. Management is the same as management so that management is understood as a process of differentiating planning, organizing, mobilizing and supervising by utilizing both science and art in order to complete previously set goals. From the definition of management above, it can be concluded that management includes activities that are more than just task execution. This includes the implementation of managerial tasks, such

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as strategizing, implementing, and supervising, to achieve goals with maximum effectiveness and efficiency (Wardani, 2022).

Conceptual Framework

This study can be described through the following conceptual framework:

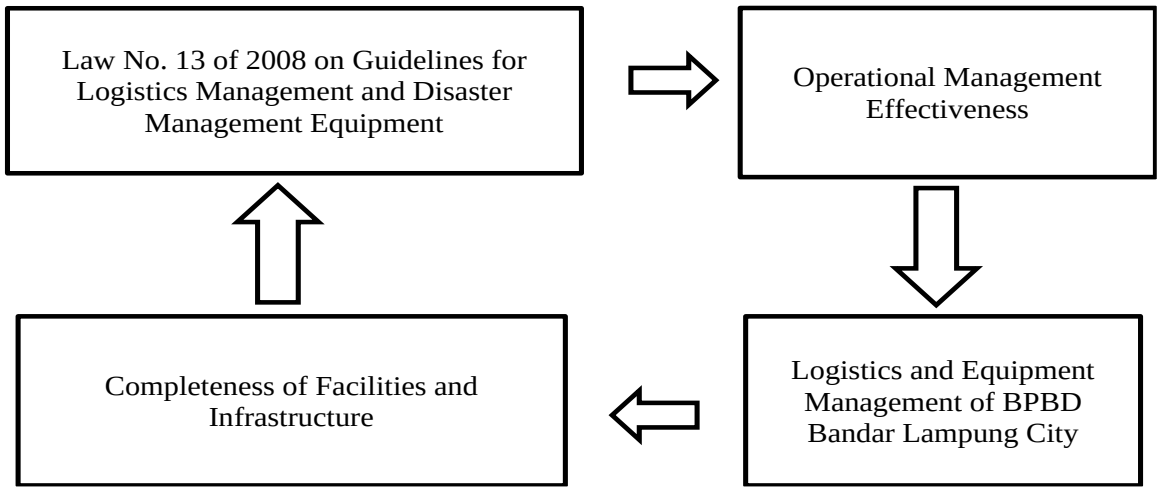


Figure 1.Conceptual Framework

METHOD OF WRITING

This writing uses a qualitative descriptive framework. The qualitative descriptive writing approach is used to explain the findings of previous writing without changing the variable data under study. According to Riswan and Hendri Dunan (2019), qualitative data is data in the form of sentences, words or images (Dunan & Angestu, 2020). This is done by conducting direct interviews with participants. The writing methodology can use literature writing, which is a data collection technique by understanding and examining hypotheses from various books or references. This data collection uses a methodology of searching and synthesizing information from various sources, such as books, journals, and writing that has been done before (Hanyfah et al., 2022).

DATA COLLECTION METHOD

Data collection strategies play an important role in writing by obtaining and collecting data relevant to the topic of writing. The methodologies used for data collection in writing include:

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Interview is an oral exchange of questions and answers between two or more individuals who meet in person and focus on a particular issue.

The literature review in this paper is done by an extensive search of relevant books and materials related to the writing problem. In addition, an online data search was conducted using an internet-based data search.

The documentation approach involves collecting data through written artifacts, such as archives and books, which include viewpoints, postulated ideas, and laws related to the investigative issue.

The writing was conducted at the BPBD office of Bandar Lampung City which is located at Jl. Dr. Warsito No.54, Kota Kupang Kec. Teluk Betung Utara, Bandar Lampung City.

RESULTS AND DISCUSSION

Operational Management Effectiveness

1. Achievement of Operational Objectives

a. Standard Operating Procedures: Based on interviews conducted with BPBD Bandar Lampung City, staging has been carried out in accordance with the established SOP (Standard Operating Procedure), namely 1x24 hour picket. BPBD Bandar Lampung City carries out operational management of logistics and equipment in accordance with Law No. 13 of 2008 which provides guidelines for the management of disaster management logistics and equipment.

b. Staff Leadership Guidance: BPBD Bandar Lampung City ensures efficient implementation of operational management within the workplace by providing clear instructions and guidance to staff members before conducting activities outside the office. Staff members gather to discuss the execution of tasks to ensure that operational management operates in accordance with pre-established Standard Operating Procedures. mitigate the impact of natural disasters that occur in Bandar Lampung City.

c. Human Resources: BPBD Bandar Lampung City suffers from a lack of quality human resources. This is due to the lack of personnel in post-disaster management efforts and the lack of coordination between employees, causing delays in the division of work tasks within the Management Agency. The occurrence of regional disasters in Bandar Lampung City and their impact on disaster sites.

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2. Logistics and Equipment Management

Evaluation of Supplies:

a. Procurement of Supplies: In this paper, it is found that BPBD Bandar Lampung City has procured disaster supplies such as food, drinking water, medicines, and other emergency equipment. However, there are several obstacles in the procurement process, such as budget limitations and lack of coordination with related parties. This can affect the availability of supplies during a disaster.
b. Inventory Storage: BPBD Bandar Lampung City has a storage warehouse for disaster supplies. However, some storage-related issues were found, such as the lack of a regular inventory system and inadequate maintenance. This can lead to damage or loss of supplies which affects rapid response during a disaster.
c. Distribution of Supplies: BPBD Bandar Lampung City has a distribution plan for disaster supplies to affected locations. However, there are constraints in terms of transportation and distribution logistics that can slow down the distribution process. Improvements are needed in terms of efficient distribution route planning and coordination with related parties, such as Satpol PP, TNI/Polri and volunteers.

Equipment Evaluation:

a. Equipment Availability: BPBD Bandar Lampung City has various disaster management equipment including evacuation equipment, communication equipment, and emergency medical equipment. However, it was found that some of the equipment is not in satisfactory condition and ready for immediate use. Improved equipment maintenance is required to ensure optimal functionality when needed.
b. Training and preparedness of officers needs to be considered for the training of BPBD Bandar Lampung City officers in the use of disaster management equipment. This investigation revealed that not all officers have adequate knowledge and skills in using this technology. Regular and systematic training should be conducted to improve officer preparedness in handling emergency scenarios.

Identification of Potential Improvements:

a. Improved Coordination: Effective coordination between BPBD Bandar Lampung City, affiliated organizations, and volunteers is essential for efficient administration of disaster relief supplies and equipment in the logistics sector. Efficient collaboration is

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required for the acquisition, retention, allocation, and maintenance of resources and machinery.

b. Information System Improvement: The implementation of an integrated logistics information system can assist BPBD Bandar Lampung City in managing resources and equipment efficiently. The information system offers instant data on inventory availability, equipment status, and distribution process, making decision-making easier.
c. Increased Budget: Allocation of sufficient funds for purchase, maintenance and training should be taken into account. An adequate budget will empower BPBD Bandar Lampung City to improve logistics infrastructure, acquire superior equipment, and enhance officer training.

CONCLUSIONS AND SUGGESTIONS

Conclusion

Based on the findings and analysis of the effectiveness of BPBD Bandar Lampung City, the following conclusions can be drawn:

1. Operational Management Effectiveness

Achievement of Operational Objectives

a. BPBD Bandar Lampung City has carried out its operations in accordance with the Standard Operating Procedures (SOP) that have been determined. Referring to Law No. 13 of 2008 which provides guidelines for managing disaster management logistics and equipment.
b. The debriefing of worker leaders at the Bandar Lampung City BPBD office was successful, with pre-activity meetings conducted both inside and outside the office building.
c. The Bandar Lampung City BPBD office lacks human resources. Lack of staff and lack of coordination between communities led to delays in the allocation and implementation of tasks in both office and disaster areas.

2. Logistics and Equipment Management

Inventory Management:

a. BPBD Bandar Lampung City has procured disaster supplies such as food, drinking water, medicines, and emergency equipment.

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b. There are obstacles in the procurement process, such as budget limitations and lack of coordination with related parties. Storage of supplies still faces challenges in terms of regular inventory and adequate maintenance.
c. Improvements are needed in inventory storage management to ensure optimal availability during disasters.

Equipment Management:

a. BPBD Bandar Lampung City has a lot of disaster management equipment, but not all of them are in optimal condition and ready for immediate use.
b. Improved maintenance is needed to ensure optimal functionality of the equipment when needed.
c. Training of officers in the use of equipment needs to be improved to increase their readiness to deal with emergency situations.

Potential Improvements:

a. Improved coordination between BPBD Bandar Lampung City, related agencies, and volunteers in the management of supplies and equipment is required.
b. Implementation of an integrated logistics information system can facilitate proper monitoring and decision making.
c. Consideration should be given to increasing the budget for procurement, maintenance and training in logistics.

ADVICE

Based on the writing findings and subsequent analysis, the following recommendations can be made:

1. To achieve operational objectives, the Bandar Lampung City BPBD office should implement Law No. 13/2008 which provides guidelines for the management of disaster management logistics and equipment. This will improve the effectiveness of operational management in the office.
2. The leadership of BPBD Bandar Lampung City is expected to provide clearer direction to its personnel in making judgments on reported disasters. To ensure that the choices made by the leadership regarding operational management efficiency are successfully implemented and aligned with the priority scale and service standards.
3. There is an expectation to increase the competence of Human Resources in the BPBD office of Bandar Lampung City. To ensure efficient and effective post-disaster

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operations management.

4. A comprehensive assessment to measure the efficiency of disaster management supplies and equipment is expected. This evaluation helps identify areas that require improvement.
5. It is expected to refine the inventory management procedures. Implementing more responsive and efficient inventory management protocols will strengthen the agency's ability to respond quickly to needs during a disaster.
6. Optimization of existing logistics resources is expected. Investment in capacity building programs and training for staff involved in disaster logistics management is essential to improve their skills and knowledge in effectively handling disaster supplies and equipment.
7. Regular evaluation and continuous revision of the system is crucial. Periodic assessments of logistics and supply systems are essential to ensure adaptability and effectiveness in future disaster management efforts.

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