

The Responsiveness of BPBD in Flood Disaster Management in Aceh Singkil: An Evaluation Based on Maqasid Syariah Principles

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Abstract

Ideally, the Regional Disaster Management Agency (BPBD) holds a strategic role in responding to disasters swiftly, accurately, and equitably—both from an administrative-technical standpoint and in terms of public service morality. However, field realities show that in handling flood disasters in Aceh Singkil Regency, BPBD's response still faces various challenges, particularly in the areas of response speed, accuracy of aid distribution, and limited community participation. This study aims to analyze BPBD's responsiveness in managing flood disasters by examining the integration of the SERVQUAL theory and maqasid syari'ah principles. This article falls under the category of field research using a qualitative approach. The methodology employed is descriptive analytical study. The findings indicate that BPBD has carried out procedural tasks such as evacuation and aid distribution, but remains weak in terms of public service effectiveness, especially in the dimensions of responsiveness and empathy. This study emphasizes the importance of applying maqasid syari'ah values such as hifz al-nafs, hifz al-mal, ihsan, amanah, and 'adalah in disaster policy to ensure that services are not only technically efficient but also reflect social, moral, and spiritual responsibility toward affected communities.

Keywords: Responsiveness, Disaster Management, Maqasid Syariah

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Abstrak

Idealnya, Badan Penanggulangan Bencana Daerah (BPBD) memiliki peran strategis dalam merespons bencana secara cepat, tepat, dan merata, baik dari sisi teknis administratif maupun moralitas pelayanan publik. Namun realitas di lapangan menunjukkan bahwa dalam penanganan bencana banjir di Kabupaten Aceh Singkil, respons BPBD masih menghadapi berbagai kendala, terutama dalam aspek kecepatan tanggap, ketepatan distribusi bantuan, serta minimnya partisipasi masyarakat. Penelitian ini bertujuan untuk menganalisis responsivitas BPBD dalam menangani bencana banjir dengan meninjau integrasi antara teori SERVQUAL dan prinsip *maqasid syari'ah*. Artikel ini tergolong dalam penelitian lapangan dengan pendekatan kualitatif. Metodologi yang digunakan adalah studi analisis deskriptif. Hasil penelitian menunjukkan bahwa BPBD telah melaksanakan tugas prosedural seperti evakuasi dan pemberian bantuan, namun masih lemah dalam hal efektivitas pelayanan publik, khususnya dalam dimensi responsiveness dan empathy. Penelitian ini menegaskan pentingnya penerapan nilai-nilai *maqasid syari'ah* seperti *hifz al-nafs*, *hifz al-mal*, *ihsan*, *amanah*, dan *'adalah* dalam kebijakan kebencanaan agar pelayanan tidak hanya berorientasi pada efisiensi teknis, tetapi juga mencerminkan tanggung jawab sosial, moral, dan spiritual terhadap masyarakat terdampak.

Kata Kunci: Responsivitas, Penanggulangan Bencana, Maqasid Syariah

Introduction

Indonesia is one of the countries with the highest vulnerability to natural disasters in the world. Its geographical location at the convergence of two major tectonic plates—Eurasian and Indo-Australian—makes it prone to various geological disasters such as earthquakes, tsunamis, and volcanic eruptions (BPBA, 2025). As a tropical country with high rainfall, Indonesia also faces serious threats from hydrometeorological disasters including floods, landslides, droughts, and forest fires. Based on data from BNPB (2025), between 2020 and 2024, a total of 14,930 disaster events were recorded across Indonesia, with hydrometeorological disasters dominating and increasing annually. This condition affirms that disaster risk in Indonesia is a structural issue that requires serious, well-planned, and collaborative handling from various stakeholders, both at the national and regional levels.

Normatively, the national legal framework has comprehensively regulated disaster management through Law No. 24 of 2007. This law defines disasters as natural and non-natural events that result in damage, casualties, psychological impact, and socio-economic losses. Disaster management is divided into three main phases: pre-disaster, emergency response, and post-disaster, all of which must be carried out in a planned, integrated, and coordinated manner (Dianty, 2022). Regional governments, in accordance with Law No. 23 of 2014 on Regional Government and Minister of Home Affairs Regulation No. 101 of 2018, are also mandated to develop risk maps, disaster management planning documents, and

implement effective mitigation measures (Hadian & Pancasilawan, 2025). This implies that, ideally, local governments are responsible for carrying out disaster management functions actively and sustainably.

Aceh Province is one of the most disaster-prone areas in Indonesia due to its location in an active subduction zone and at the tip of the Semangko Fault. Moreover, Aceh has several active volcanoes such as Mount Seulawah Agam, Burni Telong, and Geureudong. According to the Indonesian Disaster Data and Information (DIBI), the most frequent disasters in Aceh include residential fires, floods, landslides, tornadoes, and forest fires. Data from BPBA reports that in 2024 alone, Aceh experienced 273 disaster events, with floods being the second most common disaster after residential fires. Aceh Singkil Regency, as part of Aceh Province, also shows a high level of disaster vulnerability—particularly floods—due to its geographic characteristics comprising coastal areas, rivers, and islands. Over the past two years (2023–2024), the region recorded at least six flood events along with several forest fires and landslides (BPS & RRI, 2024).

Ideally, the Regional Disaster Management Agency (BPBD) of Aceh Singkil Regency performs its functions comprehensively and proactively across all phases of disaster management, from mitigation to rehabilitation. The agency should possess a reliable early warning system, accurate disaster-prone area maps, and integrated data on vulnerable populations within the emergency response system. During emergencies such as floods, BPBD is expected to respond swiftly through well-coordinated inter-agency efforts, accurate information dissemination to the public, and fair and targeted distribution of aid. Ideally as well, BPBD should establish strong community relationships through educational programs, disaster preparedness training, and direct involvement in local disaster policy planning.

However, in reality, field observations and media reports indicate that the responsiveness of BPBD Aceh Singkil remains suboptimal. Notable issues include delayed flood response, inadequate supporting facilities, lack of comprehensive risk mapping, and weak coordination with local communities. Additionally, there are public complaints regarding inaccurate aid distribution and insufficient community involvement in the disaster management process. These challenges are particularly critical considering that floods are recurrent annual events with direct impacts on public safety and welfare. The mismatch between public expectations and the actual services provided by BPBD underscores responsiveness as a central issue that warrants further study within the context of public service in disaster management.

This study aims to analyze the responsiveness of BPBD in managing flood disasters in Aceh Singkil and to examine it through the lens of *maqasid syariah*. Using a descriptive qualitative approach, the research seeks to provide a comprehensive understanding of field realities and to propose solutions rooted in Islamic values and public benefit (*maslahah*). The results of this study are expected to contribute theoretically to the development of the concept of public service responsiveness in disaster contexts, and practically to improve BPBD's performance in the future. Furthermore, integrating public administration with Islamic legal principles is expected to strengthen the ethical foundation of government services, especially in addressing increasingly complex disaster challenges. This study also aims to serve as a reference for local governments and

other disaster-related institutions in formulating disaster management policies that are not only rapid and effective but also grounded in social justice and the public good.

Literature Review

The study of the responsiveness of the Regional Disaster Management Agency (BPBD) is not a new topic. Several previous studies have examined this issue. Fajar and Usman (2023), in their work titled *"Responsivitas Badan Penanggulangan Bencana Daerah dalam Menghadapi Banjir di Kabupaten Aceh Timur"*, systematically examined the implementation of responsiveness principles in flood management by BPBD Aceh Timur. Their study identified several indicators such as speed, accuracy, cross-sectoral coordination, transparency, and community empowerment as key elements shaping institutional responsiveness. In addition, the study outlined various internal and external factors that influence BPBD's performance in disaster response. While their work shares similarities with the present study in discussing BPBD's role in flood response, it differs in focus; Fajar and Usman concentrate on managerial and operational aspects of responsiveness, whereas the current research emphasizes normative Islamic values—particularly through the *maqāṣid shariah* approach—as an additional perspective for evaluating BPBD's response.

Putri et al. (2024), in their work titled *"Responsivitas Badan Penanggulangan Bencana Daerah (BPBD) dalam Menangani Keluhan Bencana Banjir di Kota Tanjungpinang"*, provide a comprehensive discussion of BPBD's responsiveness to complaints from flood-affected communities, focusing on public service delivery. This study evaluates the extent to which services are provided promptly, accurately, with caution, and in accordance with established standard operating procedures, particularly in handling public complaints. While this research shares a thematic similarity with the present study in evaluating BPBD's responsiveness to flood disasters, the key difference lies in the focus: the former emphasizes technical and administrative service standards, while the current study places greater emphasis on normative and value-based dimensions, especially through the lens of *maqāṣid shariah* as a foundation for assessing disaster ethics and the accountability of services delivered to affected communities.

Durandt et al. (2023), in their work titled *"Kinerja Badan Penanggulangan Bencana Daerah dalam Teknis dan Standar Penanganan Pengungsi di Pesisir Pantai Amurang Kabupaten Minahasa Selatan"*, delve into BPBD's performance in handling disaster-induced displacement. Their study covers a range of institutional performance aspects such as productivity, service quality, responsiveness, responsibility, and accountability. One of the central focuses is the development of human resource capacity through training, limitations in facilities and infrastructure, and the importance of inter-agency coordination as key factors influencing service effectiveness. This work aligns with the present study in its focus on BPBD's performance in disaster management. However, while Durandt et al. focus on institutional technicalities and standard operations in handling coastal displacement, this research concentrates on assessing BPBD's responsiveness to

flood disasters in Aceh Singkil District, incorporating responsiveness theory and the *maqāṣid shariah* approach as analytical frameworks that highlight public benefit (*maṣlahah*), justice, and sustainability in disaster policy.

After reviewing the existing literature, it is evident that although the issue of disaster management by BPBD has been widely discussed—particularly in the contexts of policy implementation, institutional performance, and public service quality in regions such as Aceh Timur, Tanjungpinang, and South Minahasa—there has been no study that directly links the responsiveness of disaster management agencies with fundamental values in Islamic law, such as *ḥifẓ al-nafs* (protection of life) and *ḥifẓ al-māl* (protection of property). This gap is critical, as such a study would explore the moral and spiritual dimensions of disaster response practices, ensuring that interventions are not only administratively effective but also aligned with ethical and humanitarian principles in Islam. Therefore, this research offers a significant novelty by combining responsiveness theory with the *maqāṣid shariah* approach in assessing BPBD's role in flood disaster management in Aceh Singkil, a focus that has rarely been explored by other researchers to date.

Research Methodology

This article is categorized as a field research study employing a qualitative approach. The methodology used is a descriptive analytical study aimed at gaining an in-depth understanding of the responsiveness of the Regional Disaster Management Agency (BPBD) in addressing flood disasters in Aceh Singkil Regency. Primary data were obtained through direct field observations and in-depth interviews with BPBD officials and affected community members in the Singkil Subdistrict, an area identified as highly vulnerable to flooding. Secondary sources consist of scientific journals and books published within the last ten years that are relevant to the topics of public administration, disaster management, and Islamic law. The manuscript was systematically developed through stages of data collection, data reduction, data presentation, and logical conclusion drawing, resulting in an inductively structured journal article—that is, it progresses from general understanding to specific analysis based on both social realities and normative insights encountered in the field.

Responsiveness in Public Administration

Responsiveness is one of the most crucial elements in modern public administration, reflecting the extent to which government institutions can respond to the needs of society quickly, accurately, and appropriately. The term does not merely refer to technical capability in addressing demands but also encompasses sensitivity to the aspirations, complaints, and real-life situations faced by the public (Islami et al., 2024). In the context of governance, responsiveness signifies a commitment to public interest and serves as a benchmark for public legitimacy and trust in state institutions. When government agencies are responsive, a healthy communication bridge is formed between the people and the state.

In a democratic and participatory model of public service, responsiveness represents the reciprocal relationship between the state and its citizens. Services

that are not only procedural but also attentive to satisfaction, fairness, and public convenience reflect a humanistic approach to bureaucracy. Therefore, responsiveness is not merely a technocratic dimension but is also laden with ethical and moral values. A responsive public institution does not only fulfill administrative duties but also articulates social responsibility in addressing evolving societal dynamics. To effectively assess the responsiveness of public institutions, analytical instruments that can capture both subjective and objective aspects of service delivery are required. One widely used theoretical framework in public administration studies is the SERVQUAL Model, developed by Parasuraman, Zeithaml, and Berry in 1988 (Tumsekali et al., 2021). This theory is particularly noteworthy because it measures not only service outputs from the provider's perspective but also captures users' perceptions and expectations directly. As such, SERVQUAL offers an evaluative perspective grounded in the lived experiences of the public (Palupi et al., 2025).

Conceptually, SERVQUAL compares citizens' expectations of ideal services with the actual services received from public institutions. The discrepancy between expectation and perception is referred to as the service gap. When services meet or exceed expectations, the institution is considered to provide high-quality service. Conversely, if the services fall short, a negative gap emerges, indicating systemic weaknesses or shortcomings in public service practices. Thus, this approach offers a sensitive metric to evaluate the dynamics between the state and society. The SERVQUAL model defines service quality through five key dimensions: tangibles, reliability, responsiveness, assurance, and empathy. *Tangibles* assess the institution's technical and infrastructural readiness, including facilities, equipment, operational vehicles, and staff appearance—indicating the agency's preparedness to deliver professional service. *Reliability* refers to the institution's ability to provide accurate and consistent service in accordance with established procedures, even during emergencies.

Responsiveness captures the speed and alertness of an institution in addressing public needs under both normal and emergency conditions. *Assurance* reflects the ability to instill public confidence through professionalism, technical competence, and clear communication. Lastly, *empathy* gauges the extent to which institutions understand and respond to the specific needs of the public, particularly vulnerable groups such as children, the elderly, and people with disabilities. These five dimensions serve as tools for comprehensively evaluating institutional responsiveness. In the context of public administration, applying this model is important not only for internal bureaucratic oversight but also as a means of empowering the public to participate actively in monitoring service quality. When citizens are given space to evaluate and provide feedback, the relationship between the state and its people becomes healthier and more democratic (Liliawati, 2022). Besides being an evaluative tool, SERVQUAL also functions as an institutional mirror. Agencies that adopt this framework are internally encouraged to improve based on the evolving needs of society. This leads to a service system that is more adaptive and responsive to social changes. In the long term, such orientation fosters a public service culture that is not only administrative but also ethical and humanistic.

The application of SERVQUAL in public administration is also highly relevant in promoting bottom-up bureaucratic reform. That is, change originates not only from the top but also from the aspirations and experiences of people at the grassroots level. When public feedback is integrated into the formulation and evaluation of service policies, it creates a sustainable service cycle grounded in real needs. This is a vital foundation for establishing an inclusive government focused on collective welfare (Kurniasih et al., 2023). Thus, responsiveness is not a standalone concept but an integral part of good governance. In an era of open information and growing public demands, responsiveness is increasingly essential to maintain the credibility and effectiveness of state institutions. Public service providers must continuously innovate and self-evaluate to meet the increasingly complex and dynamic expectations of society. Therefore, the SERVQUAL theory is not merely a model for measuring service quality but also a normative approach that encourages the formation of a more responsive, empathetic, and accountable bureaucracy. Responsiveness framed by these principles is a reflection of institutional maturity in fulfilling the public service mandate and, at a broader level, represents the embodiment of public service ethics that must be upheld by all state actors.

Duties and Functions of the Regional Disaster Management Agency (BPBD) in Disaster Management

The *Badan Penanggulangan Bencana Daerah* (BPBD) or Regional Disaster Management Agency is a non-ministerial body established by provincial and regency/municipal governments as the frontline institution for disaster management at the local level. BPBD represents the local counterpart of the *Badan Nasional Penanggulangan Bencana* (BNPB) at the national level, and both entities operate within an integrated system (Setiawan & Kartius, 2024). The existence of BPBD is crucial, as Indonesia is one of the most disaster-prone countries in the world, facing risks from various natural hazards such as earthquakes, floods, landslides, and tsunamis. Therefore, BPBD plays a strategic role in ensuring local preparedness, strengthening mitigation systems, and accelerating emergency response during disasters.

Legally, the establishment and operational mandate of BPBD are governed by Law No. 24 of 2007 on Disaster Management, further reinforced by Government Regulation No. 21 of 2008 on the Implementation of Disaster Management. According to these regulations, BPBD's primary functions include formulating, implementing, and controlling regional policies related to disaster prevention and management. BPBD is also tasked with cross-sectoral coordination with various institutions, both governmental and non-governmental, to ensure integrated and effective disaster response (Heryati, 2020). Its first task is to develop disaster management policies and strategic plans at the regional level, based on comprehensive risk analysis and community participation. These plans include short- and long-term strategies for risk reduction and resilience building (Haeril et al., 2022), aligned with international frameworks such as the Sendai Framework for Disaster Risk Reduction 2015–2030 (Cabral-Ramírez et al., 2025).

BPBD is also responsible for implementing disaster management activities across three main phases: pre-disaster, emergency response, and post-disaster. In the pre-disaster phase, BPBD focuses on mitigation, education, preparedness strengthening, and developing early warning systems. During the emergency response phase, it leads evacuation efforts, rescue operations, and logistical aid distribution. In the post-disaster phase, BPBD facilitates rehabilitation and reconstruction efforts to help affected communities recover sustainably. Coordination is a key aspect of BPBD's mandate. As the regional coordinator of disaster management, BPBD's role includes aligning programs, integrating resources, and engaging all stakeholders—government officials, military and police forces (TNI/Polri), civil society organizations, and volunteers. Without effective coordination, disaster response efforts may become fragmented and inefficient. This coordinating role demands strong leadership and a responsive communication system during emergencies.

Another critical responsibility of BPBD is managing disaster-related data and information. Accurate and up-to-date data are essential for decision-making, emergency planning, and the targeted distribution of aid. BPBD is expected to maintain an integrated, technology-based information system to streamline the collection, analysis, and dissemination of information to the public and stakeholders. Timely and reliable information significantly reduces the risk of casualties and economic losses. BPBD is also tasked with conducting disaster education, training, and simulations at the regional level. These initiatives aim to build the capacity of communities, government personnel, and relevant institutions in understanding, anticipating, and responding to disaster risks. Such training must be held regularly and tailored to the specific types of disasters each region faces. Increasing disaster literacy is a foundational step in fostering a disaster-resilient community (Harmain, 2021).

Another equally important function of BPBD is to report all disaster management activities regularly to local government leaders and BNPB. These reports serve not only as a form of administrative accountability but also as a basis for evaluation and more targeted policy-making. Transparent reporting promotes institutional accountability and builds public trust in local disaster management agencies. BPBD is also mandated to strengthen community capacity in disaster response. This is done through educational programs, the empowerment of local organizations, and community involvement in early warning systems and contingency planning. Such empowerment reflects a bottom-up approach to disaster management that is more participatory and inclusive. Within this framework, communities are not merely seen as aid recipients but as active and self-reliant agents of change.

Overview of Flood Disasters in Aceh Singkil Regency

Aceh Singkil Regency is one of the regions in Aceh Province located in the southwestern part of Sumatra Island, directly bordering the Indian Ocean and North Sumatra Province. Geographically, this regency is characterized by lowland areas, swamps, and major rivers such as the Singkil River, which flows through the region. These conditions make Aceh Singkil highly vulnerable to

hydrometeorological disasters, particularly flooding. Additionally, climate change, which leads to extreme rainfall over short periods, exacerbates the risk of frequent and destructive flooding. Flood disasters in Aceh Singkil are not new phenomena; they occur annually and have become part of the seasonal cycle faced by local communities. Over the past few decades, floods have emerged as a primary threat significantly affecting the social, economic, and environmental aspects of the population. Floods not only cause physical destruction, such as damage to roads, homes, and public facilities, but also disrupt economic activities like agriculture, fisheries, and trade—leading to substantial losses and worsening structural poverty in affected areas.

The causes of flooding in Aceh Singkil are complex and multidimensional. In addition to geographical and climatic factors, poor environmental governance plays a role, including land-use changes, deforestation in upstream areas, and unregulated development in riparian zones. The conversion of land into agricultural fields, oil palm plantations, and settlements—without regard for environmental carrying capacity—accelerates surface water runoff during heavy rainfall (Wahyuni et al., 2021). As a result, water is not absorbed optimally and directly flows into rivers, causing them to overflow and flood residential and agricultural areas. Beyond ecological factors, the socioeconomic conditions of the population also aggravate the impacts of flooding in Aceh Singkil. Many residents live in flood-prone areas due to limited land availability and low purchasing power, which prevent them from choosing safer residential locations. Low education levels and limited disaster literacy also hinder understanding of independent mitigation efforts. People tend to be passive and wait for government assistance when disasters strike. This underscores the importance of community empowerment in building risk awareness and sustainable adaptive capacity.

Data over the past five years show that the intensity and frequency of floods have increased. Floods are not only occurring more frequently but are also affecting wider areas. Subdistricts such as Gunung Meriah, Singkil, Kuala Baru, and Simpang Kanan experience annual flooding (BPBD, 2022). The major flood in 2022, for instance, inundated thousands of homes, forced hundreds of residents to evacuate, and disrupted educational and health services in affected areas. This disaster tested the resilience of infrastructure and the local government's emergency response capacity. Community vulnerability is further exacerbated by the weakness of early warning systems and the lack of adequate evacuation facilities. Although BPBD has undertaken mitigation efforts—such as establishing flood preparedness posts and conducting public outreach—budget and human resource limitations remain major challenges to comprehensive disaster management. Emergency shelters are still very limited and insufficient to accommodate evacuees during large-scale floods. Moreover, logistical aid distribution often faces delays due to difficult terrain during flood events.

From the perspective of spatial planning and regional development, Aceh Singkil Regency still struggles to integrate disaster risk considerations into development planning. Many residential areas are built without adequate risk analysis. Poor drainage systems, bridges that obstruct river flow, and weak supervision of environmental exploitation all contribute to increasing future flood risks. Adaptive spatial planning is needed, grounded in ecosystem-based

approaches and involving local communities in planning and environmental oversight processes. Institutionally, it is important to recognize that flood disaster management in Aceh Singkil should not rest solely on BPBD. Cross-sector collaboration is essential—engaging the public works department, social services, health agencies, and village authorities to build a more responsive and efficient disaster response system.

This multisectoral approach must be well-coordinated to avoid policy overlap or fragmented implementation in the field. In addition, private sector and local NGO involvement is also crucial to strengthen resources and networks during disasters. In the context of global climate change, flood threats in Aceh Singkil are expected to rise with increasing extreme rainfall and rising sea levels. This demands that local governments and communities begin developing community-based adaptation strategies and enhancing disaster-resilient infrastructure. Examples include building protective embankments, improving irrigation and drainage systems, and developing flood-resistant agricultural systems. These measures require strong political commitment, sufficient investment, and sustained community training and education.

Challenges and Obstacles Faced by BPBD

The Regional Disaster Management Agency (BPBD) of Aceh Singkil faces various challenges in carrying out its disaster management duties, particularly in responding to floods, which occur almost annually. Geographically, Aceh Singkil is located in a region highly vulnerable to hydrometeorological disasters. This vulnerability is further exacerbated by high rainfall intensity, which causes river water levels to overflow into residential areas. This situation makes flooding an annual threat that BPBD must consistently confront. However, in practice, the disaster response has not been fully optimal due to several unresolved internal and external constraints.

One of the main obstacles faced by BPBD Aceh Singkil is the limited budget available for disaster operations and logistics. This budget constraint hinders the agency's ability to respond swiftly and comprehensively when floods occur. A lack of funding leads to insufficient supporting facilities such as rubber boats, emergency tents, public kitchens, and other basic needs for victims. During a crisis, logistical support is expected to be delivered quickly, but in reality, it often falls short of field requirements. As a result, aid distribution becomes uneven and delayed due to technical constraints. Additionally, BPBD struggles with inadequate infrastructure and equipment. Many of the agency's tools—such as operational vehicles, evacuation devices, and emergency supplies—are limited in quantity or unsuitable for emergency deployment. This directly impacts the speed and effectiveness of disaster response in the field. In emergencies, timeliness is critical, but a shortage of proper equipment slows down evacuation and aid distribution, diminishing the quality of services provided to affected communities.

The limited number and capacity of human resources (HR) also present a serious challenge. The available personnel are often insufficient compared to the wide coverage area and the large number of people needing assistance. This shortage hampers evacuation efforts and the provision of basic services. Some

officers also lack proper technical training, making it difficult for them to make quick and appropriate decisions in emergency situations. This, in turn, affects public perception of BPBD's preparedness. Effective intersectoral coordination ideally involves all relevant agencies—BPBD, the Social Affairs Office, the Health Office, security forces—with clearly defined roles, integrated communication systems, and mutually agreed operational guidelines. This framework enables disaster response to be conducted quickly, cohesively, and efficiently (Ibrahim, 2022). However, in practice, inter-agency communication often lacks harmony, resulting in poor information exchange and delayed, disjointed actions. This highlights the need for improved coordination and governance of disaster management at the local level.

Another challenge BPBD faces is poor spatial planning and development that disregards disaster risks. In some flood-prone areas, residential housing has been built along riverbanks and low-lying zones. The lack of oversight in infrastructure development in these hazardous areas has increased disaster risk. BPBD is often forced to work extra hard to evacuate and protect residents who live in technically high-risk zones during the rainy season. River siltation in various parts of Aceh Singkil also worsens the situation. The decreased river capacity to hold heavy rainfall leads to frequent and extensive flooding. Unfortunately, river normalization efforts cannot be conducted routinely due to limited funding and jurisdictional constraints. In such cases, BPBD must collaborate with technical agencies, but this coordination remains a significant challenge. Furthermore, improper river flow designs and the absence of proper drainage systems cause stagnant water to inundate residential areas. BPBD is then faced with complex situations that go beyond emergency response, involving deeper structural problems. Unfortunately, BPBD lacks direct authority over spatial and infrastructure planning, making comprehensive intervention difficult.

The absence of a proper water retention system in the watershed (DAS) area is another critical issue. Aceh Singkil still lacks integrated flood control mechanisms, such as small dams or water catchment areas that could slow down rainwater before it flows into the main rivers. As a result, rainwater flows directly and overflows during heavy rains without being held upstream. In such situations, BPBD's workload becomes heavier, especially as floods often arrive suddenly and unpredictably, sometimes at night when people are resting. Low public preparedness also intensifies BPBD's challenges. Interviews revealed that most residents still lack awareness of disaster preparedness, including self-evacuation, family logistics readiness, and knowledge of emergency gathering points. Many residents rely entirely on government assistance when disasters strike, without possessing basic knowledge of mitigation. In this situation, BPBD must serve not only as a technical executor but also as an educational agent—an added responsibility that requires more time, energy, and resources.

Maqasid Syariah Analysis

Analyzing the responsiveness of the Regional Disaster Management Agency (BPBD) from the perspective of *maqasid shari'ah* requires a multidisciplinary approach that combines modern public service theories with Islamic normative

values. In this context, the SERVQUAL model is used as an instrument to measure BPBD's service quality through five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. These five indicators serve to assess how responsive BPBD is in delivering disaster response services. The *maqasid shari'ah* perspective functions as a normative lens to align these indicators with the objectives of Islamic law, particularly the preservation of life (*hifz al-nafs*), property (*hifz al-mal*), and moral-spiritual values such as *amanah* (trust), *ihsan* (excellence), and *'adalah* (justice).

The tangibles dimension reflects BPBD's preparedness in providing necessary infrastructure and facilities during a disaster. In the context of flooding in Aceh Singkil, facilities such as evacuation tents, rescue vehicles, and emergency posts represent services that are directly experienced by the community. In *maqasid shari'ah*, the provision of such facilities is closely related to *hifz al-nafs*, as adequate physical conditions protect people from secondary disaster risks. Without proper infrastructure, the threat to human life increases, making tangibles a crucial indicator of the success of disaster services (Isngadi & Khakim, 2021). Reliability, or the consistency of BPBD's services, refers to how well the agency follows established procedures. BPBD Aceh Singkil has standard operating procedures (SOPs) for flood response and has activated Rapid Response Teams (TRCs) and distributed logistics in many cases. However, delays and gaps in aid delivery are still found in the field. From the *maqasid* perspective, reliability aligns with the concept of *al-amanah*—carrying out duties with integrity and accountability (Ramli, 2020). Public service in times of crisis is a major *amanah* that must be upheld both socially and spiritually.

Responsiveness reflects the speed and agility of BPBD in responding to disasters. Observations and interviews show that BPBD officers demonstrate initial alertness—such as in evacuation and rescue efforts—but often lag in aid distribution and recovery stages. In the *maqasid* framework, swift action reflects the value of *ihsan*, which calls for optimal and compassionate service. Timely and targeted responses not only save lives but also demonstrate a strong sense of responsibility for public welfare. Assurance, or the reliability and professionalism of the staff, is another vital dimension. Public trust is built through skilled interaction, clear communication, and reassuring behavior. BPBD staff are generally competent and able to guide residents, but interpersonal communication still needs improvement. In Islam, assurance relates closely to both *hifz al-nafs* and *al-amanah*, as professional service provides the public with safety and confidence during emergencies (Roslan & Zainuri, 2023).

The fifth dimension, empathy, assesses the extent to which BPBD shows concern for individual needs, especially vulnerable groups such as children, the elderly, and persons with disabilities. Observations reveal that empathy is present but not yet optimal, especially in providing psychosocial services and post-disaster support. In *maqasid shari'ah*, empathy reflects the values of *rahmah* (compassion) and *'adalah* (justice), where public services must consider each individual's unique needs fairly and compassionately. By integrating SERVQUAL's dimensions with *maqasid shari'ah*, the analysis of BPBD's responsiveness becomes more comprehensive. While SERVQUAL provides empirical measurements of performance, *maqasid* offers ethical and normative depth. This combination allows

for an evaluation of BPBD's effectiveness not only from a functional standpoint but also through the Islamic values that underpin public service. This is especially important in a Muslim-majority context like Aceh Singkil, where the legitimacy of public service is also judged by its alignment with religious principles.

In terms of *hifz al-nafs*, all forms of preparedness and emergency response by BPBD must focus on saving human lives. However, salvation is not merely physical—it also includes psychological and spiritual dimensions. Thus, BPBD must design disaster services that incorporate trauma healing, spiritual counseling, and long-term safety assurance. Doing so strengthens the embodiment of *maqasid* values in real-world responsiveness. Meanwhile, regarding *hifz al-mal*, BPBD has a duty to participate in preserving and protecting people's property. The distribution of aid, risk reduction efforts, and post-disaster reconstruction are part of efforts to ensure residents' economic sustainability. When these services are delivered effectively and justly, *maqasid* principles move from theory into tangible practice.

The principle of *al-amanah* as institutional accountability forms the ethical foundation of public service inspired by Islam. BPBD officers are not merely administrative executors—they are trustees of the people's well-being, requiring dedication, honesty, and integrity. *Maqasid shari'ah* reminds us that *amanah* in public service has consequences in both this life and the hereafter, and negligence in service should be seen as a failure to fulfill a sacred trust. The value of *ihsan* demands that BPBD's services go beyond basic administrative standards and aim for excellence, quality, and emotional sensitivity to the community's needs. In practice, this can be realized through service innovation, community participation in decision-making, and increased staff training to develop social and spiritual awareness during disaster response. Lastly, the principle of *'adalah* or justice must be upheld in all aspects of service—from planning to execution and evaluation. When aid is distributed unevenly or discrimination occurs in victim response, it violates the *maqasid*. BPBD must ensure equal rights for all affected residents and pay special attention to marginalized groups to ensure no one is left behind in the recovery and rehabilitation process.

Conclusion

Structurally and procedurally, BPBD has made efforts to carry out its role in accordance with the mandate of the law and standard operating procedures, such as activating the Rapid Response Team (TRC), conducting evacuations, establishing emergency posts, and distributing logistics to affected communities. However, the effectiveness of this response remains hindered by several factors, including budget limitations, inadequate infrastructure and facilities, and a shortage of personnel. In addition, public awareness regarding disaster preparedness and mitigation is still low, which slows down the response process that should be faster and more accurate. Within the SERVQUAL framework, the indicators of tangibles, responsiveness, and assurance have been relatively well implemented, but the aspects of empathy and reliability still require further improvement.

From the perspective of *maqasid shari'ah*, BPBD Aceh Singkil's efforts in flood disaster management can be seen as part of fulfilling the objectives of Islamic law, particularly *hifz al-nafs* (preservation of life) and *hifz al-mal* (protection of property). Actions such as evacuations, the provision of shelters, and the distribution of logistical aid represent forms of protection for the safety and survival of the people. However, shortcomings in the equitable distribution of aid, delayed responses in certain areas, and the lack of psychosocial approaches indicate that values such as *ihsan* (excellence in service and empathy), *al-amanah* (responsibility), and *al-'adalah* (justice) have not been fully internalized within the service system. Therefore, integrating *maqasid shari'ah* values into disaster management policies and practices is crucial so that public services are not only administratively effective, but also ethically and spiritually meaningful to the affected communities.

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