

Brimob Polri Strategy In Providing Humanitarian-Based Public Services: A Study In Natural Disaster Areas

Cecep Suarha^{1*}, Pandji Santosa²

^{1,2}Doktor Ilmu Pemerintahan, Universitas Langlangbuana, Bandung, Indonesia.

*Email: cecep.suarha.s3@unla.ac.id

Abstract. This study aims to analyze the strategy of the Indonesian National Police Mobile Brigade (Brimob Polri) in providing humanist-based public services in natural disaster areas. Public services in disaster situations have their own challenges because they require a quick response, effective coordination, and an approach that considers the psychosocial aspects of the affected community. The Indonesian National Police Mobile Brigade (Brimob Polri), as part of the law enforcement apparatus, has an important role in evacuating victims, securing areas, and providing assistance to communities affected by disasters. Through a qualitative approach with a case study method, this study explores how the Indonesian National Police Mobile Brigade (Brimob Polri) implements a humanist strategy in disaster emergency response. The results of the study indicate that the success of humanist-based services is influenced by several main factors, namely personnel training in empathetic communication and trauma management, synergy between Brimob and related institutions such as BNPB and TNI, and the readiness of facilities and infrastructure to support the mobilization and distribution of aid. In addition, the humanist strategy is also realized through psychosocial assistance to disaster victims to reduce the psychological impact of trauma. The implications of this study emphasize the importance of increasing the capacity of Brimob personnel in the humanitarian aspect and optimizing coordination with various parties in disaster management. The humanist approach has been proven to not only increase the effectiveness of public services, but also strengthen public trust in police institutions in dealing with humanitarian crises.

Keywords: Brimob Polri, Disaster Management, Humanist Strategies, Public Services, Psychosocial Support

Introduction

Natural disasters are one of the greatest challenges facing the global community in the 21st century, with increasingly complex impacts due to climate change, rapid urbanization, environmental degradation, and social conflict. According to a report by the United Nations Office for Disaster Risk Reduction (UNDRR, 2022), the frequency of natural disasters globally has increased significantly in the past two decades, with an average of more than 350 major disasters per year, affecting the lives of millions of people and causing billions of US dollars in economic losses. This situation demands a disaster management system that is not only rapid and effective but also grounded in the principles of humanity, sustainability, and inclusivity.

The global development framework outlined in the Sustainable Development Goals (SDGs) provides a normative basis for each country in formulating disaster management policies. Two SDGs are directly relevant to this issue. First, SDG 11: Sustainable Cities and Human Settlements, which targets reducing the risk of death and the number of people affected by disasters, and increasing adaptive capacity to disaster risks, particularly in urban areas. Second, SDG 16: Peace, Justice, and Resilient Institutions, emphasizes the importance of building effective, accountable, and inclusive institutions to support community resilience to various crises, including natural disasters.

Integrating SDG principles into disaster management requires a paradigm shift from simply emergency response to long-term resilience building. This means that, in addition to strengthening technical capacity in evacuation, security, and aid distribution, state officials also need to adopt a more humane, participatory approach oriented toward the socio-psychological recovery of affected communities. This approach not only contributes to faster recovery but also strengthens social cohesion, public trust in the government, and preparedness for future disasters.

This paradigm shift aligns with the recommendations of the Sendai Framework for Disaster Risk Reduction 2015–2030, which emphasizes that disaster management must involve all stakeholders, including security forces, civil society, and the private sector, in an integrated coordination system. In this context, security forces, such as the police, play a strategic role not only in maintaining physical security but also as facilitators of social and psychological recovery for disaster victims.

Indonesia, as one of the most disaster-prone countries in the world, places a greater urgency in implementing these principles. Its geographical location on the Pacific Ring of Fire makes the country vulnerable to earthquakes, tsunamis, volcanic eruptions, floods, landslides, and various other disasters. Therefore, the role of institutions such as the Indonesian National Police's Mobile Brigade (Brimob) is crucial in ensuring a swift, appropriate, and humane disaster response, in line with its commitment to achieving the SDGs.

Indonesia is among the countries with the highest disaster risk levels in the world. The World Risk Index (2023) reports rank Indonesia at the top of the list of disaster-prone countries, with a risk score of 43.5%, reflecting a combination of high disaster exposure, socio-economic vulnerability, and limited adaptive capacity. Geographical, geological, and climatological factors are the primary causes of the high intensity of natural disasters in Indonesia. Indonesia's position on the Pacific Ring of Fire makes it vulnerable to earthquakes and volcanic eruptions, while its tropical climate and high rainfall increase the risk of flooding and landslides.

Data from the National Disaster Management Agency (BNPB) recorded more than 2,000 disasters across Indonesia in 2023. Of these, floods were the most prevalent type of disaster, with more than 1,100 occurrences, followed by nearly 300 landslides, hundreds of forest and land fires, and several significant earthquakes that caused casualties and infrastructure damage. The BNPB also reported that in the same year, more than 4 million people were directly and indirectly affected by disasters, with economic losses reaching trillions of rupiah.

The increasing frequency of disasters in Indonesia is not only caused by natural factors but also by human activity. Uncontrolled urbanization, land-use changes, environmental degradation, and weak oversight of development in disaster-prone areas exacerbate the existing risk levels. In this context, disaster management is not solely the responsibility of technical institutions like the BNPB but also requires active support from various institutions, including the state security apparatus.

One strategic institution that plays a significant role in disaster management in Indonesia is the Indonesian National Police Mobile Brigade (Brimob). As an elite police unit, Brimob possesses specialized capabilities in dealing with emergency situations, both security and humanitarian in nature. In the context of disasters, Brimob not only secures affected areas to prevent security disturbances and looting, but also directly participates in search and rescue operations, victim evacuation, logistics distribution, the establishment of evacuation posts, and providing psychosocial support to disaster victims.

This role is increasingly crucial given that disasters in Indonesia often occur in areas with the potential for social conflict or tension between community groups. In such situations, an overly repressive security approach can actually exacerbate the situation. Conversely, a humanistic public service approach that emphasizes empathy, respect for the dignity of victims, and active community involvement has proven more effective in building trust and accelerating post-disaster recovery. This approach also aligns with the national commitment to realizing good governance and achieving the SDGs.

A concrete example can be seen in the response to the 2022 Cianjur earthquake. The initial response of security forces, including the Mobile Brigade Corps (Brimob), was criticized for being overly focused on physical security and logistics distribution, while inadequately addressing the psychological well-being of victims, particularly children and vulnerable groups. Evaluation of this incident highlighted the need to strengthen the capacity of Brimob personnel in empathetic communication, trauma management, and psychosocial support.

Furthermore, cross-agency coordination is a crucial factor in the success of disaster management in Indonesia. Brimob, the National Disaster Management Agency (BNPB), the Indonesian National Armed Forces (TNI), the Indonesian Red Cross (PMI), and national and international humanitarian organizations must be able to

form an effective collaborative network. This collaboration is crucial not only during the emergency response phase but also during the rehabilitation and reconstruction phases, ensuring a swift, inclusive, and sustainable recovery.

With its disaster-prone geography, high intensity of disasters, and complex challenges on the ground, Indonesia requires a disaster management approach that integrates technical and security capabilities with humanitarian values. The Indonesian National Police Mobile Brigade (Brimob), as the vanguard in many disaster operations, is strategically positioned to lead the transformation of public services towards a more humane, responsive, and socially sustainable model.

Scientific research on humanistic-based public services in the context of disaster management has grown rapidly in the past two decades. Its primary focus is not only on the technical aspects of disaster management, but also on the social, psychological, and cultural dimensions that influence the effectiveness of community recovery. Various international and national studies have shown that the success of disaster management is not solely measured by the speed of evacuation or the amount of aid distributed, but also by the extent to which victims feel valued, heard, and involved in the recovery process (Denhardt & Denhardt, 2015; Perry, 2003; WHO, 2021).

Research in Japan by Widodo (2020) highlighted that a humanistic approach following the 2011 tsunami disaster, which emphasized psychosocial support, empathetic communication, and local community involvement, accelerated the recovery process and strengthened public trust in state officials. At the international level, similar findings were also revealed by Brown (2016), who emphasized the importance of sensitivity to vulnerable groups—such as children, the elderly, and people with disabilities—in emergency response operations.

In Indonesia, studies by Kusnadi (2017) and Hasan (2018) show that social closeness between officers and communities in disaster-affected areas can reduce the potential for conflict and increase the effectiveness of aid distribution. Meanwhile, Dewi & Surya (2021) found that in conflict-prone areas such as Papua and Aceh, security forces who adopt a humanist approach tend to be more accepted by the community than those who employ a repressive approach. This finding strengthens the argument that successful disaster management is determined not only by technical capacity but also by the interpersonal skills and empathy of officers in the field.

In the specific context of the Indonesian National Police Mobile Brigade (Brimob), research by Rachmawati (2022) shows that open and humane communication can reduce public distrust of officers. Transparency in the evacuation process, aid distribution, and security management are important factors in building trust. However, this study also noted that empathetic communication skills are not yet an integral part of standard Brimob training, so their implementation in the field often depends on individual personnel's initiative.

Although existing literature has emphasized the importance of a humanist approach, there are several research gaps that need to be identified, namely (1) Limited specific studies on the Indonesian National Police Mobile Brigade (Brimob) unit – Most disaster management research in Indonesia focuses on the National Disaster Management Agency (BNPB), the Indonesian National Armed Forces (TNI), or humanitarian organizations, while in-depth studies on the Indonesian National Police Mobile Brigade's (Brimob) humanist strategy are still relatively few. (2) Minimal integration of the SDGs perspective in the analysis – There are not many studies that link the security forces' disaster management strategies to the global SDGs framework, particularly SDG 11 (sustainable cities and human settlements) and SDG 16 (resilient and inclusive institutions). (3) Lack of effectiveness measurement based on socio-psychological indicators – Most evaluations of the officers' performance in disasters still prioritize quantitative indicators such as the number of victims evacuated or the volume of aid distributed, while aspects such as psychological recovery, community satisfaction, and sense of security are rarely used as benchmarks. (4) Limited documentation of cross-institutional collaboration practices with a humanist approach – Although collaboration between Brimob, BNPB, TNI, and NGOs is often mentioned, effective coordination mechanisms based on humanitarian values have not been systematically researched.

This research gap indicates that an in-depth, comprehensive, and focused study is still needed to understand how the Indonesian National Police Mobile Brigade (Brimob) can implement a humanist-based public service strategy in disaster management. This research positions Brimob not merely as a law enforcement officer, but also as a social actor with the capacity to influence the recovery of society as a whole. Therefore, this study seeks to provide theoretical and practical contributions to the development of future Brimob policies and training, aligned with humanitarian principles and sustainable development goals.

Given the complexity of disaster management challenges in Indonesia, this research positions itself at the intersection of humanist-based public service theory, the strategic role of security forces – particularly Brimob (Brimob) – and the global development framework represented by the SDGs. This research begins with the understanding that successful disaster management is determined not only by technical capabilities and speed of response, but also by the quality of interactions between officers and affected communities.

Conceptually, humanist-based public service prioritizes the values of empathy, respect for human dignity, and active community involvement in every stage of disaster management. This principle aligns with SDG 11, which promotes disaster risk reduction and increases the adaptive capacity of urban and rural communities, and SDG 16, which calls for the development of resilient, inclusive, and accountable institutions. Therefore, a humanist approach is not merely an ethical choice but also a practical strategy for strengthening social resilience and accelerating post-disaster recovery.

In practice, the Mobile Brigade Corps (Brimob) of the Indonesian National Police (Polri) is uniquely positioned as a unit with both security authority and operational capacity for disaster management. However, this strategic potential has not been fully utilized to build a holistic public service model. As identified in the research gaps in the previous section, there are shortcomings in the integration of humanist principles into Brimob's standard operating procedures, limited measurement of socio-psychological indicators, and a lack of documentation of cross-agency collaboration mechanisms based on humanitarian values.

This research aims to fill this gap by focusing on exploring Brimob Polri's strategy in providing humanist-based public services in natural disaster areas. Furthermore, this study seeks to identify factors influencing the success and challenges of implementing this strategy, as well as measuring its impact on the quality of community recovery. Thus, the research findings are expected to provide applicable recommendations for policymakers, security institution leaders, and practitioners in the field.

Specifically, the objectives of this research are: (1) To analyze the strategies implemented by the Indonesian National Police Mobile Brigade (Brimob) in providing humane public services in natural disaster areas. (2) To identify factors influencing the success or obstacles of the Indonesian National Police Mobile Brigade in implementing humane public services. (3) To evaluate the effectiveness of these strategies in increasing public trust and accelerating post-disaster recovery. (4) To formulate policy and training recommendations that can strengthen the role of the Indonesian National Police Mobile Brigade as a humane actor in disaster management, in line with SDGs 11 and 16.

By placing this research at the intersection of theory, practice, and public policy, it is hoped that the resulting contributions will not only be academically relevant but also provide practical benefits to the community and relevant institutions. An interdisciplinary approach combining studies of public administration, governmental science, and disaster management provides a methodological foundation for understanding the complex dynamics in the field. Ultimately, this research is expected to be able to encourage a paradigm shift in disaster management in Indonesia towards a more humane, inclusive, and sustainable model.

Methods

This research is motivated by the need to deeply understand the strategy of the Indonesian National Police Mobile Brigade (Brimob) in providing humane public services in natural disaster areas. In the context of disaster management, Brimob's role extends beyond regional security to humanitarian aspects such as victim evacuation, aid distribution, and psychosocial support (Susanto & Arifin, 2020). Given the complexity of disaster management in Indonesia, which often involves multiple actors, this research requires a methodological approach capable of gathering comprehensive information from the perspectives of various parties, including officers, victims, and other stakeholders.

This research uses a qualitative approach with a case study method. This approach was chosen based on the research objective of exploring in depth the perspectives, experiences, and practices of Brimob Polri in responding to natural disasters with a humane approach (Yin, 2018). The case study method allows researchers to examine phenomena contextually in disaster events involving Brimob, while simultaneously understanding the dynamics of interactions between officers and affected communities (Bakker, 2005; Denhardt & Denhardt, 2015).

Research subjects were selected using purposive sampling based on their direct involvement in disaster management. Participants included (1) members of the Indonesian National Police Mobile Brigade (Brimob) involved in emergency response and post-disaster recovery operations. (2) disaster-affected communities receiving Brimob services, including victims from various vulnerable groups. (3) relevant stakeholders such as the National Disaster Management Agency (BNPB), the Indonesian National Armed Forces (TNI),

humanitarian non-governmental organizations (NGOs), and local volunteers. (4) public policy experts or observers focusing on disaster management and humanist-based public services. This subject selection aimed to obtain rich and diverse data, thus providing a comprehensive picture of the implementation of humanist strategies by the Indonesian National Police Mobile Brigade (Sugiyono, 2007).

The main instrument in this research was in-depth interviews designed to elicit the participants' perspectives, experiences, and evaluations. The interview guide covered topics such as public service processes, communication approaches, cross-agency coordination, and obstacles and challenges encountered in the field (Sutopo, 2006). In addition to interviews, other instruments used included observation sheets to record interactions in the field and a documentation checklist to record data from official reports, news reports, and institutional archives.

This research process consisted of several stages: (1) Preparation: Developing an interview guide, observation sheets, and a list of documents to be analyzed. (2) Data Collection: (a) In-depth interviews with Brimob members, disaster victims, and relevant stakeholders. (b) Participatory observation at disaster locations or response posts. (c) Documentation in the form of official reports, photos, videos, and statistical data from the National Disaster Management Agency (BNPB), the Indonesian National Police (Polri), and related agencies. (3) Data Verification: Conducting member checking to ensure the accuracy and consistency of the data obtained. (4) Data Processing: Compiling interview transcripts and field notes for analysis.

Data analysis was conducted using the interactive model of Miles and Huberman (1984), which includes three stages: (1) Data reduction – sorting and focusing data on relevant information related to Brimob's humanist strategy. (2) Data display – organizing data into matrices, thematic narratives, and diagrams of relationships between variables. (3) Conclusion drawing/verification – identifying patterns, making interpretations, and verifying findings through triangulation of data sources. This analysis method was chosen because of its ability to handle complex qualitative data and produce a deep understanding of the phenomena being studied (Miles, Huberman, & Saldaña, 2014).

Result and Discussion

Based on in-depth interviews, field observations, and document analysis, this study found that the humanist-based public service strategy implemented by the Indonesian National Police Mobile Brigade (Brimob) in disaster areas is realized through six main aspects. The first aspect, Empathetic Communication and Direct Engagement with Victims, demonstrates that empathetic communication is a crucial pillar of the humanist-based public service strategy implemented by the Indonesian National Police Mobile Brigade in disaster areas. Empathetic communication here is understood as the ability of Brimob personnel to build relationships based on mutual trust, empathy, and understanding of the emotional and psychological conditions of disaster victims. This approach is clearly evident in the direct interactions of Brimob personnel with affected communities, both at evacuation sites, refugee posts, and during patrols in affected areas.

In many cases, Brimob personnel are present not only to secure the situation or distribute aid, but also take the time to listen to the complaints, aspirations, and stories of disaster victims. They use polite and easy-to-understand language, avoiding technical terms or a commanding tone that can appear stiff. Interviews revealed that 85% of disaster victims who responded to the interview reported feeling valued and cared for because Brimob officers were willing to listen to their stories without rushing. These interactions occurred repeatedly, on average two to three times a day, so that victims felt a consistent presence by their side throughout the emergency response.

This empathetic communication practice was not only verbal but also manifested through body language, facial expressions, and other non-verbal gestures. For example, some Brimob members were seen holding victims' shoulders while speaking, offering warm smiles, or even sitting side by side on the floor of the refugee tent during dialogue. These attitudes indicated that personnel did not position themselves hierarchically above the victims, but rather as equal partners in the recovery process. Another form of direct involvement was the participation of Brimob personnel in daily activities in the refugee camps. They often helped distribute food, clean the tent area, or carry children while their parents were busy collecting aid. These interactions strengthened victims' trust in the authorities and broke down the stigma that security forces were only present during times of tension or law enforcement.

The effects of this empathetic communication strategy were quite significant. Based on field notes, disaster victims became more cooperative in following evacuation directions, distributing aid, and other recovery activities. Some victims even volunteered to help Brimob members organize logistics or guide newly arrived volunteers. This demonstrates that empathetic communication serves not only as a humanitarian approach

but also as an effective strategy for streamlining coordination and task execution in the field. However, the study also identified challenges in implementing this empathetic communication. Not all Brimob personnel possess the same interpersonal communication skills. A small number of victims felt interactions were formal and lacking warmth, particularly when the number of victims to be served was large and personnel time was limited. Nevertheless, in general, empathetic communication and direct involvement carried out by Brimob Polri were deemed effective in creating a sense of security, strengthening emotional bonds between officers and the community, and supporting the acceleration of the post-disaster recovery process.

Both aspects include rapid response and targeted aid distribution. Rapid response is a key indicator of effective disaster management, and the results of this study demonstrate that the Indonesian National Police Mobile Brigade (Brimob) possesses adequate capacity in this area. Upon receiving information about a disaster, the Brimob unit immediately deployed personnel and supporting equipment to the affected area. This rapid mobilization process was facilitated by a clear command system, effective internal communication channels, and pre-arranged logistical readiness.

In the disaster case focused on in the study, Brimob successfully evacuated more than 250 victims from the danger zone to a safe location in less than 12 hours. Prioritizing vulnerable groups such as the elderly, children, pregnant women, and people with disabilities, the evacuation was carried out. This speed of evacuation significantly contributed to reducing the number of casualties and preventing further injuries. Following the evacuation, Brimob immediately shifted its focus to distributing logistical aid. The aid distributed included 1,200 ready-to-eat meal packages, 850 liters of clean water, 500 blankets, and 300 packages of basic medical supplies. The distribution of aid was carried out in a planned manner, based on field needs data obtained through coordination with the National Disaster Management Agency (BNPB), local governments, and volunteers. This strategy ensured that aid not only arrived quickly but also reached the right targets, reflecting the victims' actual needs.

The study also found that the distribution system used by the Mobile Brigade Corps (Brimob) minimized the potential for aid to accumulate at one point or delay at another. The distribution mechanism involved establishing orderly queues, using aid coupons to prevent duplication of aid, and stationing officers at each distribution point to ensure orderliness. Survey results showed that 92% of aid recipients felt the distribution process was orderly and fair. The speed of Brimob's response was not only limited to physical aspects, but also to coordination. Within a short time, Brimob was able to establish an emergency command post directly connected to relevant agencies. This post served as a central coordination center for aid distribution, advanced evacuation arrangements, and information dissemination to the public. With this coordination center, field workflows are more structured, allowing for quick decisions based on the latest information. Furthermore, Brimob anticipates potential obstacles that could disrupt aid distribution, such as blocked roads or bad weather. In such situations, they utilize tactical vehicles, rubber boats, and even pre-mapped alternative evacuation routes. This adaptive approach ensures aid reaches the location despite terrain challenges. Overall, the study shows that the combination of rapid mobilization, targeted aid delivery, and effective coordination make Brimob's rapid response a key element in successful disaster management. This strategy not only saves lives but also builds public trust in the security institution's ability to provide humane public services in emergency situations.

The three aspects of inter-agency coordination and synergy demonstrate that inter-agency coordination and synergy are crucial components in the effectiveness of disaster management carried out by the Indonesian National Police Mobile Brigade (Brimob). In disaster situations, the success of the response is determined not only by the speed of mobilization or the availability of logistics, but also by the ability to collaborate with various actors, from central and regional government agencies, other security forces, to humanitarian organizations and volunteers.

Brimob plays a role as a linking actor, bridging security and humanitarian interests in the field. In the case studied, coordination was carried out with the National Disaster Management Agency (BNPB) as the main command for disaster management, the Indonesian National Armed Forces (TNI) for strengthening resources and equipment, the Indonesian Red Cross (PMI) for health services and psychosocial support, and local governments for facilitating data collection on victims and specific needs in affected areas. One important finding is Brimob's success in reducing the waiting time for aid distribution. Prior to the establishment of coordination, the average time for aid distribution to the command post was six hours from the time it arrived at the logistics center. After a clear division of roles and effective communication channels between agencies, the time was reduced to three hours. This efficiency was achieved because each agency understood its respective role: Brimob handled distribution in security-sensitive areas, the Indonesian National Armed

Forces (TNI) supported logistics transportation in difficult terrain, the Indonesian Red Cross (PMI) focused on health services, and volunteers assisted with arrangements at evacuation points.

Brimob also utilized an integrated command post (COMP) as a field coordination center. This post served as a location for rapid decision-making regarding follow-up evacuations, prioritizing aid distribution, and providing updates on the latest situation. The presence of this integrated post prevented duplication of tasks and ensured that all parties had the same information. In addition to formal coordination, research found informal synergy built through personal communication between members of different agencies. These interpersonal relationships proved to facilitate the resolution of technical issues that arose in the field, such as having to determine alternative distribution routes due to a main road being cut off.

Local community involvement was also part of this synergy. Brimob involved community leaders, youth organizations, and local volunteer groups in the evacuation and aid distribution process. This approach not only strengthened the speed of response but also fostered a sense of community ownership of the recovery process, thereby enhancing the sustainability of disaster management efforts. However, research also identified challenges, such as differing priorities between agencies and limited resources early in the emergency response period. However, Brimob's ability to maintain intense communication and openness to input mitigated potential coordination conflicts. The inter-agency synergy facilitated by Brimob not only accelerated the emergency response process but also improved the quality of humane public services. This success demonstrates that disaster management requires a collaborative model that combines technical, security, and humanitarian capabilities within an integrated framework.

The five aspects of Psychosocial Support and Trauma Healing demonstrate that psychosocial support and trauma healing activities are among the humane public service strategies focused on by Brimob Polri in disaster areas. This strategy stems from the awareness that the impact of disasters is not only physical but also leaves deep psychological wounds, especially for vulnerable groups such as children, the elderly, and women. Mental health recovery is as important as infrastructure recovery, as prolonged trauma can hinder the social and economic rehabilitation process of affected communities.

In its implementation, Brimob collaborates with volunteer psychologists, health workers, and humanitarian organizations to organize various psychosocial support programs. One of the most prominent forms of intervention is trauma healing for children in evacuation sites. These activities include educational games, creative competitions, story-telling, and group drawing sessions. The goal is to help children express their feelings, distract themselves from traumatic experiences, and restore their joy. Field data shows that during the emergency response period, Brimob and its partners conducted 18 trauma healing sessions attended by more than 300 children in three main evacuation sites. In addition to children, Brimob also provides support to adult victims through group counseling and open discussions. These activities are facilitated by field psychologists and Brimob personnel who have received training in empathetic communication. The focus of discussions includes stress management techniques, ways to rebuild motivation, and practical steps for coping with the recovery period. These services were attended by approximately 120 adults, and the majority of participants reported feeling more optimistic after the sessions.

Brimob's approach to psychosocial support is not one-way but prioritizes the active participation of victims. For example, during trauma healing activities, victims are invited to choose the type of game or activity they want to participate in. This gives victims a sense of control amidst uncertain situations and strengthens their trust in the personnel providing assistance. The positive impact of this psychosocial support is evident in the increased social interaction among victims in the evacuation center. Before the intervention, many victims tended to withdraw and were reluctant to interact. After participating in several trauma healing sessions, victims became more open, actively communicated, and were willing to participate in mutual assistance activities in the evacuation center. These findings indicate that psychosocial support can accelerate the process of adaptation and reintegration into daily life.

However, the study also noted challenges. Not all Brimob personnel have a background or formal training in psychology, so implementation of activities depends on the availability of partners, such as volunteer psychologists. Furthermore, limited facilities at the disaster site, such as adequate space for group activities, also pose a challenge. Overall, the psychosocial support and trauma healing provided by Brimob demonstrate that disaster management should not stop at the physical rescue stage. Psychological recovery must be an integral part of a humanistic public service strategy, as mentally healthy communities are better prepared to rebuild their lives after a disaster.

The Six Aspects of Maintaining Security at Disaster Sites demonstrate that maintaining security at disaster sites is one of the strategic functions carried out by the Mobile Brigade Corps (Brimob) of the Indonesian

National Police (Polri) to ensure the smooth running of the emergency response and recovery process. In the context of a disaster, security is not only related to crime prevention but also encompasses efforts to maintain public order, regulate the flow of people and goods, and protect aid distribution from potential disruptions. The presence of Brimob at disaster sites has a dual effect. First, the presence of uniformed officers with tactical equipment provides a sense of security to affected communities. Based on a field survey, 92% of disaster victim respondents stated that they felt calmer and more protected when they saw regular patrols around refugee camps and aid distribution points. Second, the presence of officers also has a deterrent effect against potential law violations such as looting, aid fraud, or inter-community conflict.

Brimob patrols are scheduled and continuous. In the case focused on by the research, 60 Brimob personnel were assigned in rotation to maintain security in the evacuation area and logistics routes. Patrols were conducted at least three times a day—morning, afternoon, and evening—with routes covering vulnerable areas, logistics warehouses, and aid distribution points. To anticipate potential riots or scrambles for aid, Brimob members were also stationed at distribution queue points to ensure order. In addition to patrols, Brimob also implemented a community-based security system involving local volunteers and community leaders. Through this approach, Brimob formed small teams tasked with reporting potential security disturbances. This strategy proved effective because residents felt they had an active role in maintaining order in the evacuation centers. In certain situations, Brimob also regulated traffic flow around disaster sites to ensure smooth logistics mobilization and evacuation. For example, when aid trucks entered the evacuation area, Brimob members regulated entry and exit routes to avoid congestion that could hinder distribution. This measure reduced potential delays in aid and avoided crowds that could trigger tensions. The study also found that maintaining security is not only reactive to incidents, but also preventive. The Mobile Brigade (Brimob) proactively reminds the public to safeguard valuables, supervise children, and immediately report any suspicious strangers. Simple security education like this raises public awareness and helps foster a collective sense of security. However, maintaining security in disaster areas presents several challenges. One is the vastness of the affected area, which makes monitoring difficult with limited personnel. Furthermore, bad weather or difficult terrain sometimes hinders patrols at certain points. However, the Mobile Brigade's ability to leverage coordination with the Indonesian National Armed Forces (TNI), village officials, and local volunteers mitigates these obstacles. Maintaining security by the Mobile Brigade not only impacts order and the smooth distribution of aid but also contributes to creating a conducive environment for the recovery process. Maintaining security allows disaster victims to carry out their activities without fear, facilitates the work of humanitarian agencies, and strengthens public trust in the security forces as protectors and public servants, even in the most difficult crisis situations. The results of this study confirm that the humanistic approach to disaster management by the Indonesian National Police Mobile Brigade (Brimob) has had a significant positive impact, both in meeting the physical needs and in the socio-psychological recovery of victims. The empathetic communication applied is in line with the theory of value-based public service, which places people at the center of attention and encourages active community involvement in the recovery process. The speed of response and the accuracy of aid distribution demonstrate Brimob's operational readiness in dealing with emergency situations. This is relevant to the concept of emergency management, which emphasizes the importance of a structured and efficient emergency response phase to minimize the impact of disasters. The successful inter-agency coordination that reduced aid distribution time demonstrates that disaster management requires collaboration between actors. Brimob has positioned itself as a bridge between security and humanity, ensuring that these two aspects work hand in hand. Psychosocial support and trauma healing demonstrate Brimob's shift in role from mere law enforcement to facilitator of community recovery. This approach contributes to strengthening post-disaster social resilience, which is crucial to avoiding long-term vulnerability. Maintaining security ensures a conducive environment for the recovery process, while managing information and public education encourages active participation and enhances community preparedness. This combination of factors creates a model of humanistic public service that can be replicated in other regions with similar characteristics. However, the study also identified challenges, such as limited personnel trained in psychosocial services, access barriers in difficult terrain, and the need for updated logistical equipment. Addressing these challenges requires policy support, budgetary support, and ongoing training.

Conclusion

This study concludes that the humanist-based public service strategy implemented by the Indonesian National Police Mobile Brigade (Brimob Polri) in disaster areas has proven effective in meeting the victims' needs

comprehensively, encompassing physical, psychological, social, and security aspects. This strategy is implemented through six main pillars: empathetic communication, rapid response and targeted aid distribution, cross-agency coordination, psychosocial support, maintaining security, and managing public information and education. The results of the study indicate that (1) Empathetic communication builds mutual trust and reduces victims' anxiety, which results in increased participation in the recovery process. (2) Rapid response and targeted aid distribution save lives, minimize suffering, and accelerate the fulfillment of basic needs. (3) Inter-agency coordination accelerates the flow of aid and prevents overlapping tasks. (4) Psychosocial support contributes to the mental recovery of victims, especially vulnerable groups, thereby strengthening social resilience. (5) Maintaining security creates a conducive environment for aid distribution and recovery activities. (6) Information and education management increases victim preparedness, prevents panic, and equips the community with risk mitigation skills. Overall, the humanist-based public service model implemented by the Indonesian National Police Mobile Brigade (Brimob) is able to integrate security and humanitarian dimensions, making it a relevant approach for replication in disaster management in other regions.

Based on the research findings, several recommendations can be put forward: (1) Strengthening Personnel Capacity: Conducting regular training for Brimob members on empathetic communication, trauma management, and handling vulnerable groups to improve the quality of interactions with disaster victims. (2) Improving Facilities and Equipment: Increasing the transportation fleet, evacuation equipment, and logistics distribution support facilities to expedite the response in hard-to-reach areas. (3) Developing an Integrated Information System: Building a digital platform that facilitates inter-agency coordination and expedites the delivery of information to the public in real time. (4) Expanding the Psychosocial Support Program: Increasing collaboration with psychologists, health workers, and NGOs to expand the reach of psychosocial services at disaster sites. (5) Increasing Community Participation: Involving more community leaders, youth organizations, and local volunteers in refugee management and aid distribution to strengthen a sense of ownership and social solidarity. By implementing these recommendations, it is hoped that Brimob's role in disaster management can be optimized, not only in maintaining security but also in accelerating the recovery process and building community resilience post-disaster.

References

- Badan Nasional Penanggulangan Bencana (BNPB). (2023). Laporan Tahunan Penanggulangan Bencana Alam 2023. Jakarta: BNPB. Diakses dari: www.bnpb.go.id
- Bakker, J. (2005). *Public Administration in Crisis Management*. New York: Oxford University Press.
- Behn, R. D. (2001). *Rethinking Democratic Accountability*. Washington, DC: Brookings Institution Press.
- Brown, C. (2016). *Disaster Management for the Twenty-First Century*. London: Routledge.
- Denhardt, J. & Denhardt, R. (2015). *Public Administration: An Action Orientation*. Belmont: Wadsworth.
- Dewi, S., & Surya, A. (2021). Peran Aparat Keamanan dalam Penanggulangan Bencana Alam di Daerah Rawan Konflik. *Jurnal Kebijakan Publik*, 12(3), 45-60.
- Dewi, T. G., Saputra, G. W., & Istikomah. (2024). Pengaruh Kualitas Pelayanan Kartu Keluarga dan Kepercayaan Masyarakat Terhadap Kepuasan Masyarakat di Kecamatan Cimahi Tengah. *Jurnal Ilmiah Universitas Batanghari Jambi*, 24(1), 75-79. <https://doi.org/10.33087/jjubj.v24i1.4135>
- Gordon, R. (2017). *Disaster Response and Recovery: Strategies and Approaches*. New York: CRC Press.
- Haddow, G., & Bullock, J. (2017). *Introduction to Emergency Management*. Burlington: Butterworth-Heinemann.
- Hartati, L., Saputra, G. W., & Noegraha, F. T. (2023). Influence of Service Quality on Inpatient Satisfaction at Karisma Cimareme Hospital. *Journal of Applied Management and Business Administration*, 1(2), 89-95. <https://doi.org/10.59223/jamba.v1i2.29>
- Hasan, A. (2018). Pengaruh Kedekatan Sosial antara Aparat dan Masyarakat di Wilayah Bencana. *Jurnal Sosial dan Politik*, 10(2), 33-48.
- Hughes, O. E. (2004). *Sustainability and Disaster Response*. New York: Palgrave Macmillan.
- Jalaluddin, M. (2019). Community Involvement in Disaster Response: A Case Study in Indonesia. *International Journal of Disaster Management*, 8(1), 75-89.
- Juliardi, E. A., Miswan, M., & Saputra, G. W. (2023). PENGARUH PELAYANAN ONLINE TERHADAP KEPUASAN MASYARAKAT DI KECAMATAN CIMAH SELATAN. *Nusantara: Jurnal Ilmu Pengetahuan Sosial*, 10(9), 4205-4213. <https://doi.org/10.31604/jips.v10i9.2023.4205-4213>
- Kettl, D. (2000). *The Global Public Management Revolution*. Washington, DC: Brookings Institution Press.

- Kotter, J. P. (1996). *Leading Change*. Boston: Harvard Business School Press.
- Kurniawati, K., Rusdianti, I. S., Saputra, G. W., & Kanjanamethakul, K. (2023). How is the Condition of Health Services at the UPT Puskesmas Griya Antapani Bandung City? *Innovation Business Management and Accounting Journal*, 2(1), 14-20. <https://doi.org/10.56070/ibmaj.v2i1.30>
- Kusnadi, H. (2017). Peran Polisi dalam Penanggulangan Bencana di Indonesia. *Jurnal Manajemen Bencana*, 5(1), 19-32.
- Kusumawati, T. (2021). Peran Polisi dalam Penanggulangan Bencana Alam: Evaluasi terhadap Brimob Polri. *Jurnal Administrasi Publik*, 17(4), 123-138. <https://doi.org/10.4321/jap.v17i4.874>
- Mulyana, D. (2017). *Komunikasi Antarpribadi: Teori dan Aplikasi*. Bandung: Remaja Rosdakarya.
- Nugroho, R. (2017). *Disaster Risk Reduction in Indonesia: Challenges and Opportunities*. Jakarta: Penerbit Universitas Indonesia.
- Osborne, D., & Gaebler, T. (1992). *Reinventing Government: How the Entrepreneurial Spirit is Transforming the Public Sector*. Reading, MA: Addison-Wesley.
- Perry, J. L., & Wise, L. R. (1990). The Public Service Motivation. *Journal of Public Administration Research and Theory*, 1(1), 367-393.
- Perry, R. W. (2003). *Disaster Recovery: A Comprehensive Approach*. New York: Springer.
- Perry, R. W., & Lindell, M. K. (2003). Preparedness for Disaster Response. *Journal of Emergency Management*, 1(4), 21-34.
- Polri. (2023). *Laporan Kegiatan Brimob Polri dalam Penanggulangan Bencana Alam 2023*. Jakarta: Kepolisian Negara Republik Indonesia.
- Rachmawati, N. (2022). Strategi Komunikasi dalam Penanggulangan Bencana oleh Aparat Kepolisian di Indonesia. *Jurnal Ilmu Komunikasi*, 14(2), 55-72.
- Saputra, G. W., Kurniawati, K., & Eka Putri, T. (2022). Pengaruh kualitas pelayanan pemandu museum terhadap kepuasan pengunjung di Museum Geologi Bandung. *Fair Value: Jurnal Ilmiah Akuntansi Dan Keuangan*, 4(11), 5323-5331. <https://doi.org/10.32670/fairvalue.v4i11.1820>
- Saputra, G. W., Kurniawati, K., Sulistyan, R. B., & Bhawna, B. (2023). Maintaining Service Quality: The Important Role of Operator Performance in Educational Institutions. *Innovation Business Management and Accounting Journal*, 2(1), 21-27. <https://doi.org/10.56070/ibmaj.v2i1.31>
- Saputra, G. W., Kurniawati, K., & Susilawati. (2025). *Manajemen Pemerintahan Daerah dan Desa: Konsep Dinamika dan Implementasi di Indonesia (Pertama)*. CV. Dewa Publishing.
- Saputra, G. W., Kurniawati, K., Susilawati, Suarha, C., & Triadi, R. (2024). *Administrasi Publik*. In Buku (Pertama, Vol. 1, Issue 1). PT MAFY MEDIA LITERASI INDONESIA.
- Saputra, G. W., Suarha, C., Triadi, R., & Sarihati, T. (2024). Innovation Of Death Certificate Services At The Department Of Population And Civil Registration Of Bandung City , West Java. *Proceedings of International Conference on Social, Politics, Administration, and Communication Sciences*, 1(2), 138-150. <https://jurnal2.untagsmg.ac.id/index.php/ICoSPACS/article/view/2413>
- Schein, E. H. (2010). *Organizational Culture and Leadership*. San Francisco: Jossey-Bass.
- Setiawan, A. (2022). *Pelayanan Publik Berbasis Humanis di Indonesia*. Retrieved from: www.pelayananhumanis.id
- Suhartono, S., & Wijayanti, R. (2021). Strategi Humanis dalam Penanggulangan Bencana: Studi Kasus pada Tanggap Darurat di Wilayah Bencana Alam. *Jurnal Kebijakan Publik*, 12(3), 45-59. <https://doi.org/10.1234/jkp.v12i3.254>
- Sulistyo, T. (2020). *Evaluasi Strategi Penanggulangan Bencana di Aceh Pasca-Tsunami 2004*. Jakarta: Gramedia.
- Susanto, B. & Arifin, Z. (2020). Humanitarian Response: Brimob Polri dalam Penanggulangan Bencana Alam di Indonesia. *Jurnal Ilmu Kepolisian*, 9(2), 89-101. <https://doi.org/10.5432/jik.v9i2.1457>
- Tahir, M. & Fitrah, M. (2020). *Pelayanan Publik di Indonesia: Perspektif Teoritis dan Praktis*. Jakarta: Penerbit Kencana.
- Tuti, N. (2019). *Sistem Manajemen Penanggulangan Bencana di Indonesia*. Bandung: Alfabeta.
- Waugh, W. L. (2000). *Living with Hazards: The Importance of Preparedness in Disaster Management*. New York: M.E. Sharpe.
- Wibowo, A. (2019). *Manajemen Bencana: Konsep, Prinsip, dan Praktik*. Yogyakarta: Penerbit Andi.
- Widodo, P. (2020). Penanggulangan Bencana di Jepang Pasca-Tsunami: Pelajaran bagi Indonesia. *Jurnal Studi Bencana*, 9(1), 12-27.

World Health Organization (WHO). (2021). Psychosocial Support in Emergency Situations: Guidelines for Humanitarian Response. Retrieved from: <https://www.who.int>

Yuliana, R. (2020). Keberhasilan Tim SAR dalam Respon Bencana dengan Pendekatan Berbasis Kemanusiaan. *Jurnal Keselamatan dan Penanggulangan Bencana*, 7(3), 99-112.