

Implementation of Education on Fire Service Policy at the Cianjur District Fire Service

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ABSTRACT

Firefighting services are a strategic form of public service that plays a crucial role in protecting public safety and property from fire risks. This study aims to analyze the implementation of firefighting service policies at the Cianjur Regency Fire Department, identify the inhibiting factors affecting their implementation, and formulate strategic efforts to improve service quality. This research employs a qualitative descriptive approach. Data were collected through in-depth interviews, field observations, and document analysis involving key informants, including structural officials, operational officers, and public service staff. Data analysis was conducted through data reduction, data presentation, and conclusion drawing, while data validity was ensured through triangulation techniques. The findings indicate that the implementation of firefighting service policies in Cianjur Regency has been carried out but has not yet reached optimal performance. Policy communication and understanding of standard operating procedures are relatively adequate; however, limitations remain in terms of human resources, facilities and infrastructure, and budgetary support. In addition, inter-agency coordination has not been fully effective, which affects the response time in handling fire incidents. The disposition of policy implementers reflects a high level of commitment and professionalism, although it is constrained by workload and limited facilities. This study concludes that improving the quality of firefighting services in Cianjur Regency requires strengthening resources, enhancing cross-sectoral coordination, optimizing facilities and infrastructure, and continuously developing the capacity of firefighting personnel.

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1. INTRODUCTION

Firefighting services are a form of public service that plays a strategic role in protecting public safety from the threat of fire and other emergencies. Local governments, including Cianjur Regency, are obligated to ensure that firefighting services operate effectively, quickly, and responsively, as

mandated by Minister of Home Affairs Regulation Number 114 of 2018 concerning Basic Service Technical Standards in the Minimum Service Standards for the Fire Sub-Division. However, in its implementation, various regions still face challenges in achieving optimal service standards, including the Cianjur Regency Fire Department.

As a region with increasing population and economic activity, Cianjur Regency is highly vulnerable to fire risks. Dense settlements, numerous buildings that do not meet safety standards, and limited firefighting infrastructure are factors that increase the frequency of fire incidents. However, firefighting service response often encounters obstacles such as delayed response times, a shortage of firefighting units, and limited trained personnel.

Another problem that arises in the implementation of firefighting service policies in Cianjur Regency is the suboptimal distribution of fire stations or units in sub-districts far from the city center. This situation results in significant travel distances when incidents occur, resulting in response times exceeding the ideal maximum of 15 minutes as recommended in the fire service's Standard Operating Procedures (SPM). Consequently, material losses and fatalities tend to increase.

Furthermore, the quality of firefighting personnel competency is also a significant issue. Many officers lack ongoing training in firefighting techniques, rescue operations, disaster management, and the use of modern equipment. According to the performance report of Cianjur Regency government agencies, the number of certified personnel remains limited compared to the ideal requirement, calculated based on the population ratio and service coverage area.

Facilities and infrastructure issues are also significant. Some firefighting vehicles in Cianjur Regency are aging, frequently experiencing technical problems during use. Furthermore, the availability of public hydrants is very limited, particularly in rural and densely populated areas. This slows down the extinguishing process and increases the workload of officers in the field.

From a policy perspective, the implementation of firefighting services in Cianjur Regency is not fully supported by adequate budget planning. Budgets for firefighting vehicle maintenance, procurement of personal protective equipment (PPE), and human resource capacity building programs remain limited. However, according to the principles of good governance, effective public service policies require adequate and well-allocated resources.

Furthermore, coordination between relevant agencies, such as the Regional Disaster Management Agency (BPBD), the Public Works and Housing Agency (PUPR), the State Electricity Company (PLN), and regional officials, has not been optimal. This suboptimal coordination slows down the fire response process, especially when dealing with incidents requiring cross-sectoral support. For example, power outages or road openings require rapid collaboration between agencies.

Several reports indicate that public understanding of fire prevention and response remains low. Many residents are unaware of evacuation procedures, lack portable fire extinguishers (APAR), and are unaware of the potential dangers of electrical installations or stove use. This increases the chance of a fire occurring and exacerbates damage before officers arrive on the scene.

According to Edwards III (2020), successful policy implementation is influenced by four main factors: communication, resources, disposition, and bureaucratic structure. These four variables often present problems in the implementation of fire service policies, particularly the unclear communication of policies from leaders to implementers, as well as limited resources, both human resources and equipment, in the field. This demonstrates that policy implementation requires strong internal governance to ensure optimal service delivery.

Furthermore, Van Meter & Van Horn (2021) emphasize that policy implementation will be effective if there is alignment between policy standards, supporting resources, and the characteristics of the implementing organization. In the context of the Cianjur Regency Fire Department, standard operating procedures are in place, but they are not always implemented consistently due to limited resources and minimal supervision. This mismatch between field needs and resource availability hinders the achievement of optimal fire service output.

2. METHODS

This study employs a qualitative approach with a descriptive method, aiming to gain an in-depth understanding of the implementation process of fire service policies in Cianjur Regency. A qualitative approach is chosen because the research focuses on meanings, processes, and the experiences of policy implementers within real-life contexts. This descriptive qualitative research is used to systematically describe the phenomenon of policy implementation based on informants' perspectives, with a focus on analyzing four key variables: communication, resources, implementers' disposition, and bureaucratic structure.

The research was conducted at the Fire Department of Cianjur Regency. The research subjects include structural officials involved in policy formulation and supervision, operational firefighters responsible for implementing policies in the field, and administrative as well as public service staff who support the service process. Informants were selected using purposive sampling, based on their direct involvement and relevance to the implementation of fire service policies. Data were collected through several techniques, including in-depth interviews to obtain information regarding policy understanding, implementation challenges, and operational experiences; field observations to examine infrastructure conditions, the application of standard operating procedures (SOPs), and both internal and external coordination processes; and documentation studies of policy documents, SOPs, performance reports, and fire incident statistics. These techniques were applied to ensure comprehensive and in-depth data collection. Data analysis was conducted interactively through several stages: data reduction, which involves selecting and simplifying data relevant to the research focus; data display, presented in the form of descriptive narratives and supporting tables; and conclusion drawing and verification, to systematically formulate research findings. The analysis process was carried out continuously from data collection to the final conclusion stage.

To ensure data validity, triangulation techniques were applied, including source triangulation (comparing information across different informants) and method triangulation (comparing results from interviews, observations, and documentation). These techniques aim to enhance the credibility, validity, and reliability of the research findings.

3. FINDINGS AND DISCUSSION

The research results indicate that the implementation of firefighting service policies at the Cianjur Regency Fire Department has been carried out, but not yet optimally. The analysis was conducted based on four policy implementation variables: communication, resources, implementer disposition, and bureaucratic structure.

Policy Communication

Internal communication related to the delivery of policies and Standard Operating Procedures (SOPs) to officers is relatively well-functioning. Leaders regularly provide briefings and ensure officers understand fire handling procedures. An incident reporting system is also in place and accessible to the public.

However, public outreach regarding fire prevention and reporting procedures remains uneven. This lack of public education has resulted in low community preparedness for fire risks.

Resources

Resources are a major inhibiting factor in policy implementation. In terms of human resources, the number of personnel is not ideal compared to the area and population of Cianjur Regency. Furthermore, there are still limitations in certification and ongoing training for officers.

In terms of facilities and infrastructure, some firefighting equipment is aging and requires rejuvenation. The availability of public hydrants is also limited, particularly in rural and densely populated areas. Operational budget support is deemed insufficient to cover equipment maintenance and human resource capacity building.

Disposition of Implementers

The disposition or attitude of policy implementers demonstrates a high level of commitment and professionalism. Firefighters demonstrate strong dedication to carrying out their duties, even in high-risk situations.

However, the relatively heavy workload and limited facilities can impact motivation and work effectiveness in the long term. This indicates the need for more optimal organizational support for officer welfare and competency development.

Bureaucratic Structure and Coordination

The organizational structure and division of duties within the Fire Department have been formally established. Standard Operating Procedures (SOPs) for fire management are available and serve as operational guidelines.

However, cross-agency coordination with the Regional Disaster Management Agency (BPBD), the Public Works and Housing Agency (PUPR), the State Electricity Company (PLN), and regional officials is not yet fully effective. In several major fires, delays in coordination regarding power outages or road openings have impacted the speed of response in the field.

The findings of this study align with the Edward III policy implementation model, which emphasizes four key variables as determinants of successful policy implementation.

From a communication perspective, although internal communication is quite good, external communication with the public still needs improvement. This indicates that successful implementation depends not only on policy transmission within the organization but also on public engagement as service recipients.

Regarding resources, limitations in personnel, fleet, and budget indicate that policies will not be implemented optimally without adequate resource support. This situation reinforces the theory that policy implementation is highly dependent on the capacity of the implementing organization.

The disposition of implementers showed positive results due to the commitment and professionalism of officers. This finding confirms that the attitudes and motivation of implementers are important factors in maintaining service quality, particularly in the high-risk emergency services sector.

Meanwhile, regarding bureaucratic structure, the existence of SOPs and the division of tasks have supported policy implementation. However, suboptimal cross-sectoral coordination indicates that policy implementation is influenced not only by internal factors but also by interactions between organizations and external environmental conditions.

Overall, the effectiveness of firefighting services in Cianjur Regency is influenced by a combination of internal organizational factors (human resources, facilities, management) and external factors (geographical conditions, community participation, and cross-agency coordination). Therefore, improving policy implementation requires a comprehensive approach that includes strengthening resources, modernizing infrastructure, improving officer training, and strengthening the cross-sectoral emergency coordination system.

4. CONCLUSION

Based on the results and discussion of the study on the implementation of fire service policies at the Fire Department of Cianjur Regency, several conclusions can be drawn. First, the implementation of fire service policies has not yet been optimal. This is evident from the existing constraints in the aspects of communication, resources, implementers' disposition, and bureaucratic structure, as outlined in George C. Edwards III's policy implementation model. Although policies and standard operating procedures (SOPs) are already in place, their execution in the field has not fully met the Minimum Service Standards (SPM), particularly in terms of response time and service coverage. Second, limited resources constitute the main obstacle in policy implementation. Human resources, infrastructure, and operational budgets remain inadequate. The number of firefighters is not proportional to the size of the service area and the level of fire risk, while some fire trucks and equipment are outdated and less effective. Budget limitations also affect the availability of training and competency development programs for personnel. Third, inter-agency coordination has not been

functioning optimally. Collaboration between the Fire Department and related institutions, such as the Regional Disaster Management Agency (BPBD), the State Electricity Company (PLN), the Public Works and Spatial Planning Office (PUPR), and local authorities, still faces technical and administrative challenges. This situation contributes to delays in fire response, particularly in cases that require cross-sectoral support, such as electricity shutdowns and securing incident locations.

Finally, the disposition or attitude of policy implementers generally reflects a high level of commitment. Firefighters demonstrate strong dedication, courage, and a sense of responsibility in serving the community. However, this commitment is not yet fully supported by adequate reward systems, incentives, and career development opportunities, which may potentially affect their long-term work motivation.

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