

# INFO INVEST-DM

MAY - JUNE 2020

## Investing in Human Capital for Disaster Management



Dialogue and coordination with BNPB technical units on November 27, 2019  
Style: Mercy Corps Indonesia

### PAGE 1

Mapping Competency and Potential of Echelon 4 and BNPB Staff

### PAGE 2

BNPB Committed to Establish a Disaster Management Polytechnic

### PAGE 3

- BNPB Develops an InaRISK Promotion Strategy
- Rapid Capability Assessment of BNPB's Readiness on Covid-19 Handling

### PAGE 4

Pusdalops-PB BNPB Establishes and Strengthens the Contact Center 117

### PAGE 5

Drafting Protocols for the Monitoring of Handwashing with Soap (HWWS)

## MAPPING COMPETENCY AND POTENTIAL OF BNPB SUPERVISORS AND STAFFS

With INVEST DM support, BNPB's Human Resource Development and General Affairs Bureau has mapped the competencies of 156 BNPB staff and supervisors. An assessment center was created to complete this task. It assessed the profiles, managerial, and socio-cultural competence of the employees and their suitability for promotion to higher structural positions and placement to new functional areas.

Recommendations for reassignment to other units in line with employee's interest and talent were generated from the assessment too. A competency gap analysis of each employee was conducted to tailor individual training needs. The results created an HRD database of 98 supervisors and 58 staff in BNPB. It will serve as a tool for the HR Bureau to assess BNPB's human resource strengths for planning and decision-making purposes to ensure the qualifications and competencies of BNPB's workforce match its ability to deliver its national DM mandate.

Strengthened talent management is another essential element of the assessment process, with the results used for career path development. It will inform the process of bureaucratic simplification and guide the transfer of staff from structural positions to functional positions. The creation of new functional positions is an essential public service reform. It places greater emphasis on skills and competence.

Through supporting this initiative, staff development, talent management, placement, assignments, and promotional processes will become more transparent. In keeping with the guiding principles of accountability and transparency, an independent team of consultants managed the assessment center and prepared the competence assessment.



Opening the assessment center to map BNPB workforce competencies on July 6, 2020 (Style: Mercy Corps Indonesia)

# BNPB COMMITTED TO ESTABLISH A DISASTER MANAGEMENT POLYTECHNIC

The expectation of speeding up the establishment of the Disaster Management Polytechnic was high, following a virtual meeting between BNPB, USAID, and INVEST-DM. The BNPB Prime Secretary, who chaired the event on June 19, 2020, directed the head of the national disaster management training center (Pusdiklat-PB) to accelerate the licensing of Polytechnic through coordination with related national GOI agencies. Initially planned to open in 2020, the establishment of the Polytechnic is waiting for the final Ministry of Education and Culture (MoEC) approval of its permit to operate.

Its licensing will determine the sustainability of technical assistance delivered by INVEST DM to accelerate and strengthen the Polytechnic operational readiness. A situational analysis of Polytechnic establishment, stocktaking of disaster management education and training institutions throughout Indonesia, preparation of a comparative study mission of U.S. and Indonesian disaster management education and training institutions, has been supported while waiting for the permit.

The establishment of BNPB's Polytechnic started in 2017 through BNPB Chief Decree No. B1447/KA-BNPB/11/2017. It is a strategic priority of BNPB with a vocational study program intended to prepare civil servants for a career in disaster management. Only five higher-education institutions currently offer disaster management studies in Indonesia. However, these are postgraduate studies and don't have a practical component.

The Polytechnic will fill this growing niche by providing entry-level civil servants with the opportunity to undertake an undergraduate program in disaster education, which will create a professional and competent workforce.



Graduates of the Polytechnic program will be offered civil servants positions in the BNPB and the subnational Disaster Management Agencies (BPBDs). There will be three programs offerings:

1. Disaster Logistics program;
2. Disaster Information System program; and
3. Disaster Crisis Response program.

The required documents to establish the Polytechnic were sent to the Education and Culture Minister on February 10, 2020. To help expedite the licensing process, INVEST DM will support a dialogue and coordination meetings between BNPB, Education and Culture Ministry, Administrative and Bureaucratic Reform Ministry, Manpower Ministry, National Civil Service Agency, and other related stakeholders.



BNPB Prime Secretary Ir. Harmensyah, Dipl. SE., M.M., leads an INVEST-DM Polytechnic consultation on June 19, 2020 (Style: Mercy Corps Indonesia)



## BNPB DEVELOPS AN INARISK PROMOTION STRATEGY

The Directorate for Disaster Management Systems of BNPB is studying the uptake and use of national disaster risk information platform (InaRISK) by surveying user experiences. It focuses on user benefits and needs, as well as the challenges of using InaRISK. The Study will inform an InaRISK promotional strategy to both increase and optimize community and other users' experience.

BNPB launched the InaRISK platform in 2016. It is accessible to local government planners and decision-makers as well as the general public via <http://inarisk.bnpb.go.id> or by downloading a personal version of the application on the Android and Apple operating systems.

InaRISK performs a risk-assessment function that users can access online. Local government planners can use it as an analytical tool to inform regional hazard-specific planning and budgeting processes. InaRISK (personal) is intended for the use of the general public, too. Using GPS to determine user location, it notifies the individual of the prevalence and type of risk.



Style: Mercy Corps Indonesia

BNPB's Director of Disaster Management Systems, Dr. Ir. Ukdrek, SE. M.Sc said that “.. *InaRISK is designed for the use of various platforms, namely desktop, website, and a mobile application*”.

*“Users of the desktop version of InaRISK are usually professionals, and those who understand GIS [Geographic Information System] will enjoy the full InaRISK experience because the data sets available are comprehensive. Data can be uploaded and analyzed independently. And InaRISK can collaborate with data from other institutions such as education data, BPS data, and even the banking sector,”* Ukdrek said.

Recognizing InaRISK's tremendous potential, but its current low user-base and limitations, the Study assesses customer perceptions, satisfaction, product content, information demand, relevancy, and quality. It also determines user interface experience.

INVEST DM will investigate options to build learning patterns to improve and accelerate InaRISK uptake across potential end-users, including regional governments. Subnational governments can utilize the InaRISK for tactical decision support in their handling of COVID-19 pandemic. BNPB has set an ambitious InaRISK (personal) target of 2 million users by 2022. With this modest contribution, INVEST DM aims to lay the foundation for BNPB to realize this vision.

## RAPID CAPABILITY ASSESSMENT OF BNPB'S READINESS ON COVID-19 HANDLING

With the rapid onset of the Covid-19 pandemic during February 2020, INVEST-DM mobilized a U.S. board-certificated emergency public health expert to assess BNPB's readiness to respond to this new virus threat. After consultation with Deputy for Emergency Response, Ir. Dody Ruswandi MSCE., the BNPB team handling COVID-19, the Expert was tasked to carry out a rapid capability assessment of BNPB's pandemic response readiness.

Study recommendations pointed out the need to strengthen leadership, technical systems, and human resource capacity. The USAID/Jakarta Office of Global Health was briefed and quickly responded with funding support.

It was channeled through INVEST-DM Program via *USAID BANTU* to implement the assessment recommendations through the provision of targeted technical assistance to strengthen the capacity of the command, control, coordination, and information functions of the Emergency Operations Center (Pusdalops) in COVID-19 handling.

When President Joko Widodo created the national COVID-19 task force, data collection and management oversight, and the development of the COVID-19 information management system, was assigned to the Pusdalops-PB.



INVEST-DM program has contributed by guiding the Pusdalops-PB's in developing the reporting system for the Covid-19 task force in the form of Situation Report (SITREP). The first SITREP, disseminated on April 7, 2020, has continued to be improved through analyzing various data sets and information flows from both central government and regional administrations.

The SITREP is a compilation of data sets and analyzed information used for tactical decision support on COVID-19 handling. It provides details on i) epidemiology, ii) regional data with new and highest infection rates, iii) Covid-19 hospital referral coverage, iv) logistics, equipment, and aid availability, iv) instructions, and priority actions, and v) contact lists.

## PUSDALOPS-PB BNPB ESTABLISHES AND STRENGTHENS CONTACT CENTER 117

INVEST DM is supporting BNPB's Emergency Operations Center (Pusdalops-PB) in developing disaster emergency services through strengthening the Contact Call Center 117. Our embedded- Experts have conducted a traffic analysis that included recommendations for systems improvements and operator capacity development. Key recommendations included increasing the quality of services offered to educate the public; technical guidance for management and availability of quality data/information; commissioning of a public satisfaction survey; and reporting and integration of social media platforms and live chats such as webchat, Telegram, or WhatsApp.

With the introduction of an Avaya-based system, the Contact Center 117 has undergone many positive changes in recent months. It is more effective and efficient at generating guidance and in directing and managing teams from across related directorates. A new support team, established by BNPB, has instituted daily reporting. The number of operators working 24 hours across the 7-day week has increased from 12 to 25 people. On-the-job training has delivered a significant increase in Center 117 operators' capacity to provide useful information when responding to questions from the public.



Style: Mercy Corps Indonesia

Many valuable lessons have been learned during the process of developing Contact Center 117, with BNPB planning to strengthen and expand the Call Center 117 across Indonesia under a centralized system using the State Budget.

Pusdalops-PB chief, Bambang Surya Putra, M. Kom, emphasized that BNPB cooperation with INVEST DM was especially beneficial in three areas. These included strengthening the reporting system, Contact Center 117 management, and the function of data and information management of Pusdalops-PB in the Covid-19 task force structure.

*"With INVEST DM support, the development of Contact Center 117 has been expedited and optimized. The embedded team of experts have the right skill sets, and experience and have delivered the assistance we required," Bambang said.*

*"The INVEST DM team was directly involved and became an integral part of the Contact Center 117 and BNPB."*

Bambang added that our team integrated data and information from across various ministries and agencies, achieving a standardized form of data. *"The Pusdalops-PB's needs to capacitate its workforce, and with help from INVEST DM, this is being done. We don't have funds allocated for human resource development with the state budget available solely for infrastructure,"* he said.

*"INVEST DM's support focuses on developing an enabling environment. For example, Contact Center 117 initially did not have a structure, but INVEST DM's capacity strengthening activities have helped in creating the structure."*



Style: Mercy Corps Indonesia



# DRAFTING PROTOCOLS FOR THE MONITORING OF HAND WASHING WITH SOAP (HWWS)

To accelerate the handling of COVID-19 pandemic, BNPB (National Disaster Management Agency), the secretariat of the National Task Force for the Acceleration of Covid-19 Handling (Gugus Tugas Percepatan Penanganan Covid-19), mobilized a water and sanitation expert with INVEST DM support. The Expert prepared a Handwashing With Soap (HWWS) protocol and strategy for its compliance monitoring.

A rapid survey of HWWS practices and handwashing facility availability, and a desk review of international and national literature, which included relevant guidance to identify gaps in existing strategies, was conducted to inform protocol and strategy development. The survey conducted between April 28 and May 7, 2020, targeted pre-selected precincts in South Jakarta, East Jakarta, and Depok City.

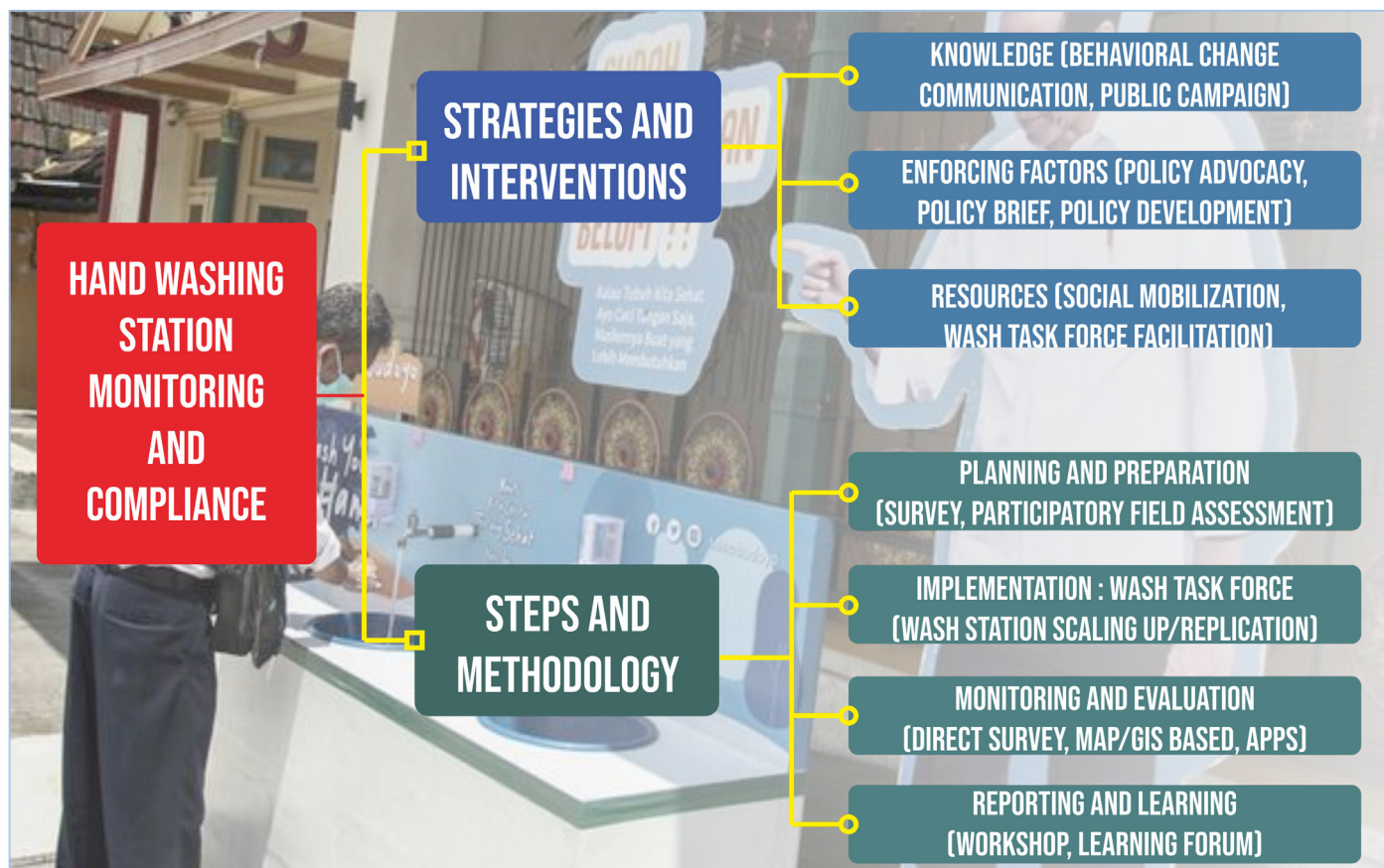
The survey sampled public spaces, office complexes, community health centers (Puskesmas), traditional markets, supermarkets/minimarts, food stalls, gas stations, and local neighborhoods. The instrument gathered information on HWWS practice and behavior, and handwashing facility availability, site selection, and their condition/functionality.

The results of the literature review and survey were presented to the BNPB Acting Deputy for Emergency Management, Ir. Dody Ruswandi, MSCE., at a virtual meeting on June 02, 2020. A broad audience participated in the discussions. It included the BNPB Directorates of Preparedness, Disaster Mitigation, Early Warnings, Emergency Infrastructure Support, as well as the BNPB's Center for Data, Information and Communication (Pusdatinkom) and technical representatives from the Secretariat of Covid-19 Task Force.

The draft HWWS strategy and protocol are under BNPB's final review for the next steps and adoption. It will serve as input from BNPB to ministries/agencies, within the Task Force for the Acceleration of Covid-19 Handling, for determination of the appropriate authority for formalization and implementation.

The guidance makes two key recommendations for decision and policymakers. First, at the community level, it encourages behavior change through mass media campaigns broadcast by social media, television, print, radio, and other mediums of communications.

Second, at the institutional level (government and the private sector), it imposes formal sanctions for those who do not meet the standard HWWS facility requirements. The strategy recommends using the Humanitarian Open Street Map (HOT Map) and the PetaBencana platform for compliance monitoring and satisfaction surveys to encourage participatory public reporting of the HWWS facilities.



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### About INVEST DM Program

INVEST DM, a USAID funded program, seeks to provide a holistic approach to support Indonesia's disaster management institutions, supporting BNPB's own 'people-centered' approach, with comprehensive inputs in the areas of: technical capacity in preparedness-response-recovery; policy and planning; governance; and organizational development. These areas are grounded in human capital, serving to capacitate and reinforce the people resources that contribute to disaster management. This means supporting GOI personnel at the national and sub-national levels alike.

With Mercy Corps as the prime implementer, INVEST DM takes a consortium approach and activities and outputs are jointly implemented by partners Mercy Corps Indonesia, University of Hawaii at Manoa, Asian Disaster Preparedness Centre and Arbeiter-Samariter-Bund.