

# The Effectiveness of Cirebon Siaga 112 Services in Handling Disaster Emergencies in Cirebon City

Nabiilah Khoirunnisaa<sup>1</sup>, Hery Nariyah<sup>2</sup>

Faculty of Social and Political Sciences, Gunung Jati Swadaya University, Cirebon, Indonesia

Author Email: [nabiilahkhoirunnisaa03@gmail.com](mailto:nabiilahkhoirunnisaa03@gmail.com)<sup>1</sup>, [herynariyah@ugj.ac.id](mailto:herynariyah@ugj.ac.id)<sup>2</sup>

**Abstract.** This study discusses the Cirebon Siaga 112 service which aims to make it easier for the public to report emergency situations, one of which is a disaster emergency. The Cirebon Siaga 112 service still has several obstacles, including the number of prank calls, uneven socialization, and network disruption from providers. The purpose of this study is to examine the effectiveness of the Cirebon Siaga 112 service and to find out the supporting factors and factors inhibiting the effectiveness of the program in its implementation. This research was conducted using qualitative research methods through interviews, literature studies, and documentation studies. This study uses the theory of program effectiveness according to Budiani in Mutiarin & Khadafi [1] with four indicators: target accuracy, program socialization, program objectives, and program monitoring. The results of the study show that the Cirebon Siaga 112 Service has not been running effectively. A strategy to strengthen socialization to the community and improve network infrastructure is needed so that the Cirebon Siaga 112 service can run effectively.

**Keywords:** Public Service, Effectiveness, Call Center 112

## 1 Introduction

Entering the increasingly rapid digital era, governments in developing countries are competing to keep up with the development of information technology. Almost all community activities depend on information technology. Therefore, innovation is increasing in the development of technology to facilitate community activities [2]. This is an important demand for the government in serving the community in order to get optimal services.

Improving the quality of public services can be done through the provision of complaint services that are practical and easily accessible to the public [3]. The Government of Indonesia innovates to provide Emergency Single Number (NTPD) services to handle emergency conditions in accordance with the mandate of the Regulation of the Minister of Communication and Information of the Republic of Indonesia Number 10 of 2016 concerning Emergency Single Number services [4]. Angelina [5] explained that Emergency Call Single Number (NTPD) services such as the 112 Call Center play an important role as a center for receiving complaints and emergency information.

Cirebon Siaga 112 is a form of effort by the Cirebon City Government to optimize emergency report services. This effort is in accordance with the mandate of Cirebon Mayor Regulation Number 15 of 2024. The importance of this service can be seen from various disaster events that occur in 2025. Based on the report of the Cirebon City Regional Disaster Management Agency (BPBD), during the period from January to September 2025, the Cirebon Siaga 112 service received 110 (one hundred and ten) calls [6]. This proves that the Cirebon Siaga 112 service plays an important role in minimizing the risks and impacts caused during emergency situations.

Through the Cirebon Siaga 112 service, it can make it easier for the public to report various disaster emergency situations, such as natural disasters, fallen trees, collapsed houses, and others. The success of this program is determined by cooperation with various agencies such as the police, fire department, ambulance service, and the Regional Disaster Management Agency (BPBD) [7]. Therefore, the use of this service is expected to be implemented properly so that the benefits are felt by various parties. However, in reality, the Cirebon Siaga 112 service has obstacles including, uneven socialization, many prank calls, disruptions to BTS (Base Transceiver Station) from providers so that they can hinder the effectiveness of Cirebon Siaga 112 services.

Previous research conducted by Syafira & Prakoso [7] at the Samarinda City Communication and Information Service has shown that call center services have proven to be useful in supporting public safety and responding to emergencies. However, this study has not examined in depth the effectiveness of the implementation of the 112 standby service in disaster emergencies. Therefore, this study was conducted to determine the effectiveness of the Cirebon Siaga 112 service, especially in handling disaster emergencies.

Based on the background description, this study aims to determine the effectiveness of Cirebon Siaga 112 services in handling disaster emergencies, determine the supporting factors for the effectiveness of Cirebon Siaga 112 services and determine the factors inhibiting the effectiveness of Cirebon Siaga 112 services.

## 2 Literature Review

According to Law No. 25 of 2009 [8], public services are a series of activities that aim to meet the needs of services with the provisions of laws and regulations for all citizens and residents, both in the form of goods, services, and administrative services provided by public service providers. Public services such as the Emergency Call Single Number (NTPD) service provide easy access to the public to report emergency incidents with just one single number and increase the rapid response to emergency conditions.

Effectiveness is the main indicator in assessing the success of a public service innovation. Effectiveness is work that is completed on time and on target according to the initial goal [9]. Effectiveness in the context of Emergency Single Number (NTPD) services, means the ability to respond quickly to community reports. According to Siagian [10], effectiveness can be interpreted as the ability to produce goods and services, by utilizing the conscious use of resources and facilities and infrastructure. Work effectiveness is achieved when an individual or organization consciously uses the resources it has so that the results of the work are in harmony with the specified goals.

Effendy [11] added that effectiveness is achieved when the communication process can achieve the planned goals by taking into account the budgeted costs, the specified time limits, and the human resources involved. Therefore, effectiveness focuses not only on achieving the end result, but also on the suitability between the implementation process and the goals and limitations that have been set in advance.

According to Budiani in Mutiarin & Khadafi [1], there are four indicators to measure the effectiveness of the program, namely:

- a. Target accuracy is the compatibility between the program recipient and the target group that has been predetermined.
- b. Program socialization is the ability of the organizer to inform the community and target groups about the implementation of the program that is being carried out.
- c. The purpose of the program is the compatibility between the initial objectives of the program and the implementation of the program
- d. Program monitoring is an action taken after the implementation of the program as a form of attention to program recipients.

### 2.1 Cirebon Siaga 112

The Cirebon Siaga 112 service is an emergency report service that can be accessed by the people of Cirebon for 24 hours for free. The types of services provided are handling fires, riots, accidents, natural disasters, handling health problems, security and public order disturbances, and various other emergency situations.

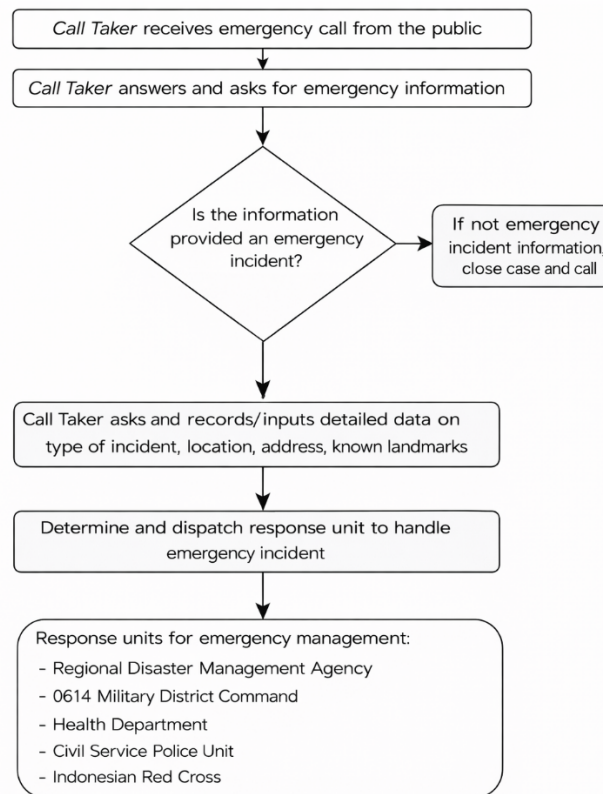
The Cirebon Siaga 112 service is a form of program innovation created by the Cirebon City Government to improve the quality of public services, especially in the field of handling emergency calls. This service aims to make it easier for the public to report emergency situations through a single number, and accelerate the coordination of handling emergency situations so that they can minimize the risks and impacts caused.

### 2.2 Reporting Stages Through Cirebon Siaga 112

In the Cirebon Siaga 112 service, there are several stages in the reporting process that must be done. These stages start from receiving reports by operators to the coordination process with relevant agencies on duty according to the conditions that occur in the field. This service is designed to make it easier for the public to report emergency situations and speed up the handling of emergency incidents through a single emergency call number.

Every call that comes in through the call center 112, the call taker verifies data (type of incident, address, identity of the reporter). After verification, the dispatcher will forward the report to the agency on duty according to the needs of its handling. If disaster cases such as fallen trees will usually be handled by the Regional Disaster Management Agency (BPBD) for tree transportation, if additional assistance is needed such as a fallen tree hitting an electric cable, dispatchers can contact PLN (State Electricity Company) to handle it. For flood management, the Regional Disaster Management Agency (BPBD) usually evacuates local communities affected by floods, or dispatchers can contact PLN (State Electricity Company) to turn off electricity at flood locations if needed.

In general, the stages of the reporting process in the Cirebon Siaga 112 service can be seen in Figure 1 as follows:



**Figure 1.** Reporting Stages Through Cirebon Siaga 112

Source: Researcher Data Processing (2025) from Cirebon Mayor Regulation Number 15 of 2024

### 3 Research Methods

This research method uses qualitative research methods, which are methods that aim to study and understand the meaning that some people or a group of people consider to come from social problems or humanitarian problems [12]. This approach was chosen with the aim of obtaining an overview of the Cirebon Siaga 112 service.

The data sources in this study consist of two types of data sources, namely primary data and secondary data. Primary data is obtained from various informants while secondary data is obtained from the results of literature reviews such as books, documents of related institutions or agencies that are relevant to the research topic. The sampling technique in this study is purposive sampling, which is the selection of samples with criteria chosen by the researcher because it is in accordance with the research topic.

The data collection techniques in this study are interviews, literature studies, and documentation studies. Interviews were conducted with various informants involved in the Cirebon Siaga 112 program such as the Chairman of the Cirebon City Regional Disaster Management Agency (BPBD), Employees of the Cirebon City Regional Disaster Management Agency (BPBD), and Call Takers of the Cirebon City Communication, Informatics, and Statistics Office (DKIS). Literature studies are carried out by studying books, scientific articles, and others. The documentation study was carried out by examining official written documents to strengthen the findings.

The technical data analysis in this study consists of three steps, namely data reduction, data presentation, and conclusion drawn. Irrelevant data will be filtered, then the data is presented in the form of narrative text which will be verified using the triangulation technique, namely by comparing information from the source with relevant documents.

### 4 Results and Discussion

#### 4.1 Effectiveness of Cirebon Siaga 112 Service in Handling Disaster Emergencies

This study examines the effectiveness of the Cirebon Siaga 112 service using the theory of program effectiveness according to Budiani in Mutiarin & Khadafi [1], namely the accuracy of the target, program socialization, program objectives, and program monitoring as a measuring tool.

#### **4.1.1 Target Accuracy**

The accuracy of the target is the extent to which the Cirebon Siaga 112 service reaches the set target, namely all the people of Cirebon City who are experiencing emergency situations, one of which is a disaster emergency. This service can be accessed 24 hours and is toll-free, making it easier for people to report emergency situations.

The results of the study show that the Cirebon Siaga 112 Service has reached all levels of society affected by the disaster. As service recipients, the community is expected to play an active role in reporting disaster events around them and using this service to report incidents that are truly emergency. The community also has the opportunity to participate in providing feedback as evaluation material in a program [4].

In the field, the Cirebon Siaga 112 service still found several obstacles, one of which is the existence of prank calls. A total of 2,277 calls are included in the prank call category, and 1,025 are included in the ghost call category. This is very different from the number of valid calls in the same year, which was 459 calls [13]. In addition, some network interruptions from providers or BTS (Base Transceiver Station) such as calls can be connected even though it takes a long time or even connect to other regions. Although this service has been on target, in its implementation there are still obstacles in reaching and serving the community optimally.

#### **4.1.2 Program Socialization**

Program socialization is the extent to which the organizer has the ability to deliver the program to the community. Socialization serves as a medium to introduce the programs provided by the government to the community. Socialization will be effective if it can encourage community participation and play an important role in the sustainability of the program [14].

At the beginning of its implementation, the socialization of the Cirebon Siaga 112 service was carried out once a month. For now, there is more socialization on social media or opening a stand at the Sapa Warga event. Based on the results of the research, program organizers have the ability to carry out socialization, for example educating the public to only use the Cirebon Siaga 112 service in an emergency. However, the socialization carried out by the Cirebon City Communication, Informatics and Statistics Office has not touched all levels of society because these activities are not carried out regularly and on a schedule.

#### **4.1.3 Program Objectives**

The purpose of the program is the extent of the suitability between the implementation of the program and the initial objectives of the program. The purpose of the Cirebon Siaga 112 service is to make it easier for the public to report emergency situations through a single number, and to accelerate the coordination of handling emergency situations. The results of the study show that the implementation of the Cirebon Siaga 112 service is in accordance with the initial goals of the program. People only need to call one single number so that it is easy to remember it. Then, the information received by the call taker can be immediately forwarded to the agency in charge, thus speeding up response time and accelerating coordination between agencies.

The implementation of the Cirebon Siaga 112 emergency service shows a real impact in handling emergency situations in the community. For example, the ambulance managed to arrive at the scene in 6 minutes thanks to the coordination between the call taker and the medical team of the Health Office to rescue toddlers who had a fever seizure in the middle of the traffic jam. Other cases include the evacuation of elderly residents during floods in the Lemahwungkuk area, and the handling of fallen trees on Sudarsono Street that almost hit motorcyclists [15].

#### **4.1.4 Program Monitoring**

Program monitoring is the extent to which the organizer ensures that the Cirebon Siaga 112 service runs continuously and in accordance with the goals that have been set. Local governments routinely carry out monitoring (monitoring and evaluation) which is attended by various authorized agencies in the implementation of this service. The results of the evaluation were then followed up with improvements to facilities and infrastructure, as well as adjustments to Standard Operating Procedures (SOP) according to needs in the field. Although the frequency of monitoring (monitoring and evaluation) has been adjusted due to budget efficiency, monitoring is still carried out periodically and contributes to maintaining the quality and effectiveness of Cirebon Siaga 112 services. In addition, the Cirebon City Communication, Informatics, and Statistics Office also monitors the Cirebon Siaga 112 Service and their other programs through community satisfaction surveys through various assessment categories to be used as evaluation material. In 2025, the Communication, Informatics, and Statistics Office will achieve a score of 88.89 on the Community Satisfaction Index.

## 4.2 Supporting Factors for the Effectiveness of Cirebon Siaga 112 Services

The effectiveness of Cirebon Siaga 112 services is supported by several important factors. One of them is the availability of services for 24 hours for free because it makes it easier for people to access services at any time. Another factor that supports the effectiveness of the Cirebon Siaga 112 Service is that the relationship between government agencies involved in the Cirebon Siaga 112 service is well established. This coordination is supported by regular monitoring and evaluation monitoring involving various parties, such as the Cirebon City Communication, Informatics, and Statistics Office (DKIS), the Cirebon City Regional Disaster Management Agency (BPBD), and other agencies. Discussions in this monitoring and evaluation activity usually discuss the division of duties of each agency through the available SOP (Standard Operating Procedures), even if there is miscommunication, it can be completed in this monitoring and evaluation (monev) activity.

## 4.3 Effectiveness of Cirebon Siaga 112 Service in Handling Disaster Emergencies

There are several factors that hinder the effectiveness of Cirebon Siaga 112 services. One of them is an obstacle in the network of the provider, namely BTS (Base Transceiver Station) which causes calls to not connect properly or connect to other areas. In addition, the large number of prank calls can potentially slow down the response to real emergency calls because it can take up the time of officers with limited human resources and time. Another inhibiting factor is uneven socialization and its decreased intensity, so there are still people who do not know about this service.

## 5 Conclusion

Based on the results of the research, it can be concluded that the Cirebon Siaga 112 service in handling disaster emergencies in Cirebon City has not been effective. This can be seen based on the theory of program effectiveness according to Budiani in Mutiarin and Khadafi [1], which includes the accuracy of the target, program socialization, program objectives and program monitoring.

- a. The accuracy of the target has been achieved because this service is able to reach all people of Cirebon City who are experiencing disaster emergency situations such as floods and fallen trees. The service, which can be accessed 24 hours a day and is free of charge, makes it easier for the public to report emergency situations.
- b. The socialization of the program at the beginning of the implementation was socialized once a month, and currently only through social media and opening a stand at the Sapa Warga event. The socialization carried out was not optimal, because the activities were not carried out regularly and scheduled.
- c. The purpose of the program, the implementation of the Cirebon Siaga 112 Service program is in accordance with the initial goal, which is to make it easier for the community to report emergency situations and accelerate the coordination of handling emergency situations. The implementation of Cirebon Siaga 112 emergency services also shows a real impact in handling emergency situations in the community.
- d. Program monitoring is carried out through monitoring and evaluation activities involving various related agencies. In addition, the Cirebon City Communication, Informatics, and Statistics Office also monitors the Cirebon Siaga 112 Service and their other programs through community satisfaction surveys to be used as evaluation material.

Supporting factors for the effectiveness of this service include the availability of services for 24 hours free because it makes it easier for the public to access services at any time and the relationship between government agencies involved in the Cirebon Siaga 112 service is well established through monitoring and evaluation (monev).

However, there are still several obstacles in the implementation of services, such as uneven socialization, there are still many prank calls, and disruptions to BTS (Base Transceiver Station) providers. Therefore, it is necessary to strengthen socialization to the community and improve network infrastructure so that the Cirebon Siaga 112 service can run effectively.

## References

- [1] R. Khadafi and D. Mutiarin, "Efektivitas Program Bantuan Keuangan Khusus Dalam Mengentaskan Kemiskinan di Kabupaten Gunungkidul," *Journal of Governance and Public Policy*, vol. 4, no. 2, pp. 327–362, Jul. 2017, doi: 10.18196/JGPP.V4I2.2993.
- [2] Z. Alhadi, F. Mandaita, and R. Yusran, "Effectiveness of The Padang Pariaman Disaster Emergency Preparedness Program (Papa Sadar Bana) Call Center 112 in Disaster Management in Padang Pariaman

- Regency,” *Sumatra Journal of Disaster, Geography and Geography Education*, vol. 5, no. 1, pp. 59–62, Jun. 2021, doi: 10.24036/SJDGGE.V5I1.372.
- [3] A. Maulana, T. Listiani, and H. T. W. Gedeona, “Evaluasi Layanan Panggilan Darurat: Implementasi Call Center 112 Di Kabupaten Purwakarta,” *Jurnal Media Administrasi Terapan*, vol. 5, no. 1, pp. 45–56, Dec. 2024, doi: 10.31113/jmat.v5i1.26.
- [4] A. N. Firmansyah and M. D. E. Munajat, “Agile Governance Dalam Meningkatkan Layanan Kegawatdaruratan Cirebon Siaga 112 di Kota Cirebon,” *Kolaborasi: Jurnal Administrasi Publik*, vol. 11, pp. 38–51, Apr. 2025, doi: 10.3390/kjap.v11i1.17415.
- [5] Y. Angelina, “Penerapan Metodologi Togaf Adm Untuk Analisis Dan Penyusunan Rencana Strategis Sistem Informasi Dan Teknologi Informasi Di Call Center 112 Kota Palangka Raya,” *Jurnal Ilmiah Sistem Informasi*, vol. 3, no. 2, pp. 360–371, Dec. 2023, doi: 10.46306/SM.V3I2.66.
- [6] Badan Penanggulangan Bencana Daerah, “Laporan Triwulan III BPBD Tahun 2025,” Cirebon, Cirebon, Oct. 2025. Accessed: Apr. 04, 2026. [Online]. Available: <https://esakip.cirebonkota.go.id/pelaporan>
- [7] A. D. Syafira and C. T. Prakoso, “Effectiveness of the 112 Call Center Service at the Department of Communication and Informatics in Samarinda City,” *DIJEMSS*, vol. 6, no. 1, Oct. 2024, doi: 10.38035/dijemss.v6i1.
- [8] Pemerintah Pusat, *Undang-undang (UU) Nomor 25 Tahun 2009 tentang Pelayanan Publik*. 2009. Accessed: Apr. 04, 2026. [Online]. Available: <https://peraturan.bpk.go.id/Details/38748/uu-no-25-tahun-2009>
- [9] A. Mursid, H. Agustina, and I. Zulkarnaen, “Pengaruh Pengawasan Kepala Dinas Terhadap Efektivitas Pengelolaan Arsip DI Dinas Kearsipan Dan Perpustakaan Kabupaten Cirebon,” *Jurnal Ilmiah Publika*, vol. 8, no. 1, Sep. 2020, doi: 10.33603/PUBLIKA.V8I1.4168.
- [10] S. P. Siagian, *Kiat Meningkatkan Produktivitas Kerja*. Rineka Cipta, 2002.
- [11] O. U. Effendy, *Ilmu, Teori, dan Filsafat Komunikasi*. Bandung: Citra Aditya Bakti, 2003.
- [12] John. W. Creswell and J. D. Creswell, *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches*, 5th ed. Sage Publications, 2018.
- [13] Antara Jabar, “Pemkot tangani 459 kejadian darurat melalui layanan Cirebon Siaga 112.” Accessed: Apr. 05, 2026. [Online]. Available: <https://jabar.antaranews.com/berita/565819/pemkot-tangani-459-kejadian-darurat-melalui-layanan-cirebon-siaga-112>
- [14] R. S. N. Nuryana, D. C. J. Jatnika, and F. P. Firsanty, “Efektivitas Sosialisasi Sebagai Pendekatan Partisipatif Dalam Program Sosial,” *Social Work Journal*, vol. 15, no. 1, pp. 35–47, 2025, doi: 10.24198/share.v15i1.63487.
- [15] DKIS Kota Cirebon, “Cerita di Balik Layanan Kegawatdaruratan Cirebon Siaga 112.” Accessed: Apr. 05, 2026. [Online]. Available: <https://dkis.cirebonkota.go.id/artikel/cerita-di-balik-layanan-kegawatdaruratan-cirebon-siaga-112>