

COLLABORATION COMMUNICATION IN BUILDING A DISASTER RESILIENT COMMUNITY IN PANGANDARAN REGENCY

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Abstract

Objective: This study aims to find out the reasons, goals, and actions of stakeholders in building a disaster-resilient community. **Methodology:** The method used in this study is descriptive with the nature of qualitative data. **Findings:** The results of the study show that the reasons for stakeholders consisting of the Regional Disaster Management Agency (BPBD), Communication Forum for Early Community Preparedness Forum (FKDM), Disaster Preparedness Officers (Tagana), Search and Rescue (SAR), Indonesian Inter-Inhabitation Radio (RAPI) collaborated in building a disaster-resilient community is carrying out tasks, serving, sharing knowledge, disaster victims, and responsibility. The goal is to increase understanding, regenerate, protect oneself and the environment, change mindsets, and foster knowledge and satisfaction. Collaborative action in this research was carried out by BPBD as the leading sector by coordinating socialization, education, simulation and disaster preparedness simulation training activities with implementers being other stakeholders such as FKDM and other communities. In this collaborative action BPBD's actions are as follows 1) implementers by providing training on disaster preparedness and dialogic communication; 2) mediator with FKDM to design the implementation of disaster programs in accordance with potential disasters in their area; 3) facilitators by providing assistance to the community regarding disaster preparedness; and 4) conducting socialization through media such as radio, WhatsApp, and Handy Talky, as well as face-to-face individually or in groups. **Conclusions:** This research is expected to contribute in terms of providing a better understanding of the importance of collaboration between stakeholders in building a disaster-resilient community and contributing to improving disaster preparedness in the community. This research can serve as a reference for other stakeholders in developing more effective strategies in building disaster-resilient communities in their areas.

Keywords: collaboration; stakeholders; communication; disaster; social capital

Introduction

The West Java province in Indonesia has a high frequency of natural disasters, including landslides, forest and land fires, floods, house fires, and tornadoes. Pangandaran Regency is particularly susceptible to

tsunamis, as well as other disasters such as hurricanes and landslides (Table 1). These events have significant impacts on economic, social, health, and environmental factors, and require a collaborative effort from various stakeholders to mitigate their effects. Disaster resilience is essential for communities to increase preparedness and capacity to deal with disasters. The BPBD has a significant role in coordinating disaster management among stakeholders (Nugroho, 2011; Fatrias & Agustria, 2019).

Table 1 Disaster Type Data
In Pangandaran Regency in 2021

NO	DISTRICS	DISASTER TYPE							
		EQ	TS	FL	HC	LS	DR	FR	DO
1	Parigi	-	-	-	4	-	-	1	-
2	Cigugur	-	-	-	-	-	-	-	-
3	Cijulang	-	-	-	-	-	-	1	-
4	Langkap lancar	-	-	-	2	1	-	1	-
5	Cimerak	-	-	-	1	-	-	-	-
6	Sidamulih	-	-	-	1	-	-	2	-
7	Pangandaran	-	-	-	4	-	-	1	-
8	Kalipucang	-	-	-	-	-	-	-	-
9	Padaherang	-	-	-	8	-	-	1	-
10	Mangunjaya	-	-	-	14	-	-	-	-
Total		-	-	-	34	1	-	7	-

Source: BPBD Kabupaten Pangandaran

Notes: EQ: Earthquake, TS: Tsunami, FL: Flood, HC: Hurricane, LS: Landslide
DR: Drought, FR: Fire, DO: Disease outbreak

Disaster is a kind of risks that must be faced. Efforts to reduce disaster risk are carried out by conducting effective disaster communication. With the ability to communicate, disaster risks can be reduced, lives and the impact of disasters can be saved (Haddow, G. D, 2008). For this reason, stakeholders are required to carry out disaster communication effectively in order to build attitudes and participation of disaster-resilient communities (Kafle, 2010).

The determination of the parties who are stakeholders is based on their involvement and influence on program implementation, so that the process of communication and their participation can be identified (Luyet et al., 2012). The stakeholders here consist of those who have been affected by the disaster, and who have concern, and are interested in the program being implemented, taking into account the potential environmental and social risks (BNPB, 2019).

The use of stakeholders in building a disaster-resilient community in West Java, especially in Pangandaran Regency is important, because they are partners of BPBD as the leading disaster management

sector. The results of previous research indicate that in disaster management, stakeholders must embrace (Fatrias & Agustia, 2019), and stakeholder mapping must be carried out in order to assist institutions in the decision-making process to provide assistance to them (Fedora & Hudiyono, 2019; Prawira et al., 201).

Stakeholders involved in building a disaster-resilient community in Pangandaran Regency are communities that are able to work together and based on the spirit of togetherness effectively to help the Government create policies that are beneficial in the field of disaster management. The collaboration between these stakeholders is an implementation of the collaboration that has been built between them. The results show that strategy and collaboration are needed in disaster management (Khoirul Anam et al, 2018). Collaboration is needed to increase community independence (Yumantoko, 2019; Muliawaty et al., 2022).

The capacity building of disaster-resilient communities through collaboration involves an interactive process among stakeholders to reach agreements on disaster management, both individually and institutionally. Collaboration is the fundamental social process of cooperation, where all parties involved work towards achieving a shared objective by fulfilling their responsibilities (O'Leary et al., 2010; Menzel & White, 2015). The interaction between stakeholders builds collaboration, where communication leads to an agreement to work together towards a common goal. Collaboration is a process of sharing resources, information, and responsibilities to achieve shared goals in program design, implementation, and evaluation by multiple groups (Camarinha-Matos, M.L., & Afsarmanesh, 2008; Sidiq et al., 2021).

The parties or groups involved in the collaborative process in building the capacity of disaster-resilient communities are stakeholders who have great attention to disaster problems in Pangandaran Regency, so their existence is very helpful for the government and the community. Stakeholders are parties who can influence or receive influence as a result of the decision-making process carried out by the organization (Freeman, 1984; Harrison et al., 2010).

Stakeholders by lansiluoto in Ma, L. Wangk et al. classified into: 1) Primary stakeholders, which are directly related to the existence of the company such as shareholders, suppliers, customers, employees, competitors, and so on. 2) Supporting stakeholders (secondary stakeholders), such as communities, environmental or social activist groups, government, and so on (Fedora & Hudiyono, 2019).

The collaboration of stakeholders in building the capacity of disaster-resilient communities in Pangandaran Regency can be built, because they have social capital in the form of norms, integrity, togetherness, and responsibilities that are owned by stakeholders in the region. Social capital itself is a set of values or norms attached to members of a group which is the basis for establishing cooperation among its members (Fukuyama, 1992).

Many studies are relevant to this research, such as research conducted by Rogers et al (2016) which states that collaboration and communication between disaster stakeholders is very important for building community capacity in dealing with disasters. In addition, this research shows that there is a need to develop research agendas and ways of working that focus on collaboration and communication to strengthen people's capacity to respond to disasters. Furthermore, Gazley (2013) explores various factors that influence collaborative capabilities in a disaster context, including organizational culture, resource management, communication, and community participation. The author also highlights the importance of building trust and good relations between stakeholders as one of the keys to building collaborative capacity. In this article, Gazley develops a framework for building collaborative capacity in a disaster context, which includes three phases:

preparation, implementation and evaluation.

Sakurai & Adu-Gymfi (2020), show that foreigners face various challenges in obtaining disaster information and feel isolated from Japanese society. To rectify this situation, the researcher recommends several strategies to build an inclusive disaster-resilient communication ecosystem, including increasing the availability of disaster information in languages understood by foreigners, involving foreigners in emergency response drills, and building a closer network of cooperation between stakeholders. Involved in the disaster effort. Finally, Williams et al.'s research (2018) shows that community partnerships that have succeeded in building community resilience in Los Angeles are based on collaborative strategies, with a focus on a clear understanding of the roles and responsibilities of each member of the partnership. In addition, the partnership is able to integrate various resources and support in building community capacity and resilience. This research provides important information about the importance of community partnerships in building community resilience, and provides insight into key factors that need to be considered in building effective partnerships to overcome challenges of community resilience.

This study aims to determine the reasons, objectives, and actions taken by stakeholders in building a disaster-resilient community in Pangandaran Regency.

METHOD

The method used in conducting this research is descriptive, data collected by observing, in-depth interviews with informants. To complete the data, literature studies are used that are in accordance with the reality under study. The technique of determining data sources is based on grouping of stakeholders who actively collaborate in dealing with disaster problems in Pangandaran Regency, both before, during, and after a disaster occurs. Based on the potential for disasters in the area, 7 informants were selected purposively who represent disaster groups/communities. The informants are stakeholders from organizations such as BPBD, FKDM, Tagana, SAR-MTA, and RAPI. This data analysis process is carried out by researchers continuously, together with data collection and then continued after data collection is complete. In conducting data analysis, the researcher refers to the stages described by Miles and Huberman which consist of three stages, namely: data reduction, data display and conclusion drawing/verification, or commonly known as interactive analysis model (interactive model of analysis). To test the validity of qualitative data, a strategy of triangulation can be carried out, namely a technique using multiple investigations

RESULT AND DISCUSSION

Policies Formed by the Management Agency (BPBD)

Collaboration in building the capacity of disaster-resilient communities in Pangandaran is a work practice in which stakeholders work together to achieve common goals in overcoming potential disasters that hit their area. The establishment of collaboration is based on the capacity and capability of those who are stakeholders. The quality of collaboration is determined by the fulfillment of the expectations of various parties, both at the system level (policies governing the formation of institutions), the organizational level (planning and programming in accordance with the main tasks and functions), as well as at the individual level (increasing knowledge and skills) (Feiock, 2013; Riana *et al.*, 2014).

The stakeholders involved in building the capacity of disaster-resilient communities in Pangandaran Regency include the Regional Disaster Management Agency (BPBD), the Communication Forum of the Community Early Preparedness Forum (FKDM), Disaster Preparedness Officers (Tagana), Search and Rescue (SAR), Indonesian Inter-Population Radio (RAPI). They collaborate with reasons, goals, and actions according to their respective main tasks and functions. Based on the results of interviews with these stakeholders, the data obtained in table 2.

Table 2. Collaboration between Stakeholders in Building the Capacity of Disaster Resilient Communities in Pangandaran Regency

No	Stakeholders	Reason for collaboration	Aims of collaboration	Colaboration action
1	BPBD	Carry out tasks	Improve understanding	Executor
2	FKDM-1	Devotion	Improve understanding	Mediator
3	FKDM-2	Sharing knowledge	Cadreization and participation	Facilitator and instructure
4	FKDM-3	Carry out tasks	Improve understanding	Facilitator
5	Tagana	Disaster victims	Protect themselves and the environment	Socialization
6	SAR-MTA	Responsibility	Change the mindset	Socialization
.7	RAPI	Responsibility	Growing knowledge and satisfaction	Socialization

Source: Iriana et al., 2021.

From Table 1 above, it can be seen that the reasons for the interest leaders to collaborate in building a disaster-resilient community in Pangandaran Regency are carrying out their duties, serving, sharing knowledge, disaster victims, and responsibilities. The aim is to increase understanding, regeneration, protect oneself and the environment, change mindsets, and grow knowledge and satisfaction. Its actions are as executor, mediator, facilitator, and conduct socialization.

According to BPBD, the reason for this collaboration is to carry out tasks by collaborating with other parties in supporting pre-disaster disaster management in the form of collecting, processing, and presenting disaster data and information on a regular basis. During a disaster by providing an Emergency Response Post, and implementing Emergency Response activities. Post-disaster in the form of providing data and information related to the implementation of rehabilitation and reconstruction.

Reasons for Disaster Resilient Community Development in Pangandaran Regency

BPBD is a leading sector in capacity building activities for disaster-resilient communities in Pangandaran Regency which carries out the mission of rescuing disaster victims, their property, infrastructure and performing trauma healing. To realize its mission, BPBD collaborates with other stakeholders such as FKDM, Tagana, SAR MTA, and RAPI. The collaboration process in realizing disaster-resilient villages/communities is influenced by facilitative leadership facilitated and led by BPBD (Yulianto & Mutiarin, 2018).

The reason for collaborating in developing a disaster-resilient community in Pangandaran Regency by stakeholders outside the BPBD is dedication. As the head of FKDM, he collaborated because he wanted to sincerely devote himself to the community through the implementation of positive programs, including the development of a disaster-resilient community. He goes directly to the community to clean the sewers or waterways, and so on. So the basis is to put himself useful to other parties, either individually or in groups. Sincerity has positive implications for the activities it does (Sulman, 2019; Mariane et al., 2022). Therefore, when carrying out activities related to disaster, they carry it out wholeheartedly without any strings attached, and without expecting the project to come.

The reason for the next collaboration is to share knowledge in disaster management and mitigation. All the knowledge he had, as the Chair of the Pangandaran Village FKDM, after studying the earthquake and tsunami in Pangandaran, shared the knowledge both with fellow community members/organizations, as well as with communities involved in building a disaster-resilient community. Knowledge sharing is an act of conveying, storing, and reusing knowledge whose process is influenced by individual factors (like to help, and able to communicate), organization (conducive organizational climate and culture), and social factors (team collaboration) (Edi, 2019).

One of the interesting reasons why stakeholders participate in collaborating in building a disaster-resilient community is as a disaster victim. The experience of being a disaster victim and experiencing the position of being helped by others, made him aware that the community must have knowledge of disaster mitigation, therefore he felt he had to join disaster volunteers and collaborate in every activity in order to help others. The collaboration process in realizing a disaster-resilient village/community is influenced by the experience of dealing with disasters for generations due to geographical conditions (Yulianto & Mutiarin, 2018). As a volunteer who is part of the Tagana community, he is committed to always doing his best, even being more active in initiating socialization activities to fulfill the capacity of disaster-resilient communities.

The last reason stakeholders collaborate in building the capacity of disaster-resilient communities is the responsibility to convey messages about disaster to the community. As the administrator of RAPI, he is responsible for communicating various matters related to socialization, education, and disaster simulation. Being responsible is a form of integrity based on competence by holding the principle of not harming and sharing happiness with others, all of which will lead to the achievement of good and quality performance (Gea, 2014). Being responsible for carrying out disaster communications gives way to an effective communication process. To build effective communication, information must be conveyed continuously and accommodated by communication forums that can support collaboration between them (Fairuza, 2017).

The Goals of Disaster Resilient Community Development in Pangandaran Regency

Stakeholders collaborate in building a disaster-resilient community. The aim is to increase knowledge and understanding of disaster management and disaster response attitudes, both among organizations/communities, as well as between organizations/communities and the community. Disaster knowledge possessed by stakeholders who are members of FKDM is conveyed to the community through socialization activities and simulations so that their knowledge and understanding of disaster increases. Knowledge is built from experience which will ultimately affect his behavior (Tuurmuida Simandalahi, Ahsan, 2015).

FKDM itself as an implementer in the field related to disasters is categorized as a volunteer. FKDM is the team at the forefront of educating the community to be stronger in dealing with disasters. FKDM members are required to always increase their knowledge of disaster, therefore they often go to BPBD to explore new knowledge. This high knowledge of disaster affects the attitude of community preparedness in dealing with disasters (Sri Rahmadani, 2020; Purwanda & Achmad, 2022).

Another collaboration goal put forward by stakeholders in building the capacity of disaster-resilient communities in Pangandaran Regency is to conduct regeneration to become a disaster-resilient community, and specifically want to involve youth in the implemented programs. The main goal, he wants to make the community aware that disasters can happen at any time, so that he always invites the community to participate in the programs he implements.

The cadre of disaster volunteers in Pangandatan Regency is very necessary, because many are old. For this reason, through collaboration with fellow communities, cadres are carried out in the context of regeneration to create a disaster-resilient society. Cadre is needed to give birth to new members who have been equipped with the necessary knowledge in accordance with the organization's vision and mission through routine training and coaching processes to avoid generation gaps that can disrupt organizational activities (Simamora *et al.*, 2019).

The purpose of participating in collaboration in building a disaster-resilient community in Pangandaran Regency is to educate the community to be able to take care of themselves and their environment when a disaster strikes before adequate assistance is provided to minimize the impact. This goal is based on his experience after being a victim of a disaster. Then he joined the Tagana community, which in its activities was in the evacuation and disaster relief cluster. The experience of dealing with disasters, and working together in handling them launched a collaborative process in building a disaster-resilient community (Yulianto & Mutiarin, 2018).

Tagana is at the forefront in charge of protecting victims of natural disasters, so its existence is very much needed by the community. Moreover, this Tagana membership can come from various community groups such as Karang Taruna, Linmas, and so on. These community groups were then given training on evacuation, logistics, rescue, and psychosocial support services. Tagana has its own specifications according to its expertise. For example, the logistics sector who is an expert in cooking, which rescue is divided into water rescue, vertical rescue, then there is also special assistance for trauma healing. All Tagana members are ready to collaborate with fellow members and with other communities in dealing with disasters. Adequate collaboration in the form of work with various actors can minimize disaster risk (Tua & Sihalo, 2022).

The final goal of the collaboration of stakeholders in building a disaster-resilient community in Pangandaran Regency is to change the mindset of the community through indictments about understanding disaster. This resource person is an activist at a pesantren foundation who is involved in da'wah organizations and is engaged in humanitarian activities such as Search And Rescue whose community is called SAR-MTA. His involvement in mitigation activities is more focused on search and rescue, such as searching for bodies and others.

Stakeholders who collaborate in building a disaster-resilient community in Pangandaran Regency are the primary stakeholders who are guided by BPBD as the leading sector in disaster management. As a primary stakeholder, his contribution to the sustainability of BPBD is very large. Therefore, BPBD helps

communities, such as FKDM, Tagana, SAR-MT, RAPI by providing them with the facilities needed to deal with the adverse effects of disasters. In tackling disasters, collaboration with various parties is needed from planning to actions taken, so that the adverse effects of disasters can be avoided (Yumantoko, 2019).

BPBD as the leading sector of disaster-resilient community development in collaborative action is to be the executor in coordinating socialization activities, education, simulations, and simulation training for disaster preparedness. BPBD itself is a disaster coordinator in Pangandaran Regency. The coordination is carried out with the PP Satpol, the transportation service, the tourism office, to hotels, and other communities. As executor, BPBD conducts dialogical communication, and also provides training to them. Through face-to-face dialogue with opinion leaders, trust and commitment in implementing structural and non-structural mitigation can be brought together, preparedness can be built, understanding can be shared, cooperation with regions can be well established, the synergy pattern of stakeholders can be well patterned through communication channels. Effective (Hendro Pratikno, 2021).

Collaborative action as an executor in the development of a disaster-resilient community in Pangandaran Regency is also carried out by stakeholders from the FKDM community. He is the executor of the implementation of disaster preparedness simulation training. Instructions to carry out the simulation came from BPBD to be executed by FKDM in various villages. Before doing the simulation, FKDM first socializes the simulation program to the public, after that it just conducts the simulation, making evacuation routes.

Before executing the disaster simulation training, FKDM discussed with other stakeholders, for example with Satlinmas, because this unit is a community protection device whose job is not only to maintain security and order, but also to assist in disaster management. To master disaster management techniques, members of Satlinmas must be given disaster training.

Therefore, to empower Satlinmas in dealing with disasters, it can be carried out through the Awareness process, namely that its members are recognized for their rights that they have “something”, and can carry out “more” functions, not only as officers of security and public order. Capacity building, namely in the form of skills training for Satlinmas in dealing with potential disasters, overcoming disasters, and covering the community during disasters. Granting authority, namely in the form of supervision to monitor disaster preparedness (Rohmanu *et al.*, 2019).

The collaborative action taken by other stakeholders is as a mediator between BPBD and the village FKDM to design the implementation of disaster programs in accordance with the potential for disasters in their area. So before the program is implemented, to the community, this stakeholder explains the condition of the area and community that is the target of the program, then he also explains the BPBD program plan to the community, so that its implementation is in accordance with the BPBD plan and community needs. The mediator plays a role in helping interested parties in finding solutions to problems by paying attention to the satisfaction and interests of both parties (Safitri, 2011).

BPBD is the command center, FKDM itself is the implementer in the field related to disasters. As a mediator in the development of a disaster-resilient community, he is tasked with facilitating the interests of both parties (BPBD and the community), but in its implementation in the field, FKDM is a volunteer who sometimes becomes a resource person/speaker or as an executor during simulations.

The next collaborative action taken by stakeholders in building the capacity of disaster-resilient

communities in Pangandaran Regency is to become a facilitator. This role as a facilitator is carried out after gaining knowledge through training organized by BPBD. After being given training on disaster for FKDM, this FKDM must accompany and train the community including how to create a tsunami simulation scenario, so there is a transformation of knowledge, from BNPB to BPBD and then new FKDM to the community. Mentoring is carried out as an activity to facilitate the community in implementing a program. Therefore, in mentoring, quality human resources are needed who are able to carry out their role as facilitators (Aryenti, 2012).

Collaborative actions taken by stakeholders in building a disaster-resilient community are conducting socialization, either through the media, such as radio, WhatsApp, and Handy Talky, as well as face-to-face individually and in groups. The use of radio to build a disaster-resilient community in Pangandaran Regency is the social responsibility of RAPI in the field of communication in helping to overcome disaster problems. Social responsibility is a form of commitment that affects the formation of a good reputation for the organization, so that it can competitively optimize organizational performance (Anwar Hamdani, 2016).

Radio usage carried out by the Indonesian Inter-Population Radio organization (RAPI) from the region of 30 Pangandaran Regency in the form of Radio Transmitting Facilities (RPU) or repeaters is used when receiving disaster information from various sources, which is then conveyed to the community via radio (on air). , so that information can be spread simultaneously and widely. In this case, the communities also often monitor disaster information from the radio, unless there are technical problems, such as a power outage, then the radio will not work. However, radio is quite important, especially in actualizing the interests or information needs of these communities (Tripambudi, 2011).

Collaborative action in building the capacity of disaster-resilient communities in Pangandaran Regency, in addition to utilizing radio media, also uses other communication tools, namely WhatsApp. This platform is very helpful for stakeholders to share disaster information with each other. They (RAPI) have WA groups whose members are cross-organizational, such as BPBD but are also active in RAPI, Tagana, FKDM, and so on, so that communication to share information between them runs smoothly. Communication between various parties is a collaborative practice which is a core competency in integrating tasks through the exchange of appropriate and effective information.

Collaboration among stakeholders in building a disaster-resilient community in Pangandaran Regency cannot be separated from social capital in the form of cooperation based on mutual trust between them. The interaction between BPBD, Tagana, FKDM, RAPI, and SAR-MTA resulted in a collaboration when carrying out socialization, education, and simulation activities. They believe that only with intensive interaction will cooperation be built to achieve the common goal of building a disaster-resilient society. Effectively empowered social capital will strengthen group solidarity in realizing group goals. Cooperation among stakeholders is based on the main tasks and functions. If people tend to share (sharing) based on their personal experiences. BPBD as the leading sector has the task of telling stories about the process of the disaster, then volunteers (Tagana, FKDM, RAPI, SAR-MTA) are tasked with telling the process of saving victims. The process of dividing this task turned out to have an effect on work effectiveness.

CONCLUSION

The reason stakeholders collaborate in building a disaster-resilient community in Pangandaran Regency

is to carry out their duties. This reason is influenced by the facilitative leadership which is facilitated and led by BPBD as its leading sector, while the reasons in the form of dedication, knowledge sharing, disaster victims, and responsibilities are stated by organizations (Tagana, FKDM, RAPI, SAR-MTA) which are based on sincerity, happy to help, conducive organizational culture, and experience dealing with disasters. The action of stakeholders in collaborating in the development of a disaster-resilient community in Pangandaran Regency is as an executor in coordinating socialization activities, education, simulations, and training for disaster preparedness simulations through good stakeholder synergy patterns and effective communication channels. As a mediator between stakeholder organizations, and between organizations and the community to assist interested parties in finding solutions to problems by taking into account the satisfaction and interests of both parties. As a facilitator, he assists and trains the community, including how to create a tsunami simulation scenario, where for this assistance, quality human resources are needed who are able to carry out their role as facilitators. As actors of socialization through media, such as radio, WhatsApp, and Handy Talky, this is a social responsibility as a form of commitment in the field of communication in helping to overcome disaster problems that affect the formation of a good reputation for the organization, so that it can competitively optimize organizational performance. Building a disaster-resilient community in Pangandaran Regency is not easy, because you will have to deal with parties with different interests, technicalities in the field, and material-oriented community mindsets, all of which can become obstacles. Therefore, as a recommendation, stakeholders should further strengthen social capital by paying attention to group norms to strengthen cooperation. Improving the effectiveness of communication through social media using the Instagram, Twitter platforms. Changing the material-oriented mindset of the community to be environmentally-oriented through intensive and community-based counseling, not project-based.

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