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Implementation of the 2018 Post-Disaster Housing and Settlement Reconstruction Rehabilitation Plan Policy in Palu City, Central Sulawesi Province (Institutional Structure Perspective)

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Abstract

This study aims to analyze the implementation of the 2018 post-disaster housing rehabilitation and reconstruction policy in Palu City, Central Sulawesi, using an institutional structure approach. Qualitative method with case studies using observation, interviews, Focus Group Discussions (FGDs), and documentation. The results showed that policy implementation was ineffective with challenges of uneven distribution of benefits, lack of long-term planning, lack of coordination between institutions, and differences in Standard Operating Procedures (SOPs). The importance of increasing the involvement of communities, local governments, and policy implementers is the main focus. Recognition of the role of culture in decision-making and policy acceptance plays an important role in addressing the challenges and complexities of implementation.

Keywords: Policy, Institutional Structure, Settlement, Disaster

Introduction

Indonesia is one of the countries that has the highest risk of disaster due to its geographical location directly adjacent to the Indian Ocean and traversed by the Australia-Eurasia Indo plate. Earthquakes occur almost every year in Indonesia. Natural disasters certainly have a considerable impact and loss. Thus, in this case, the Government of Indonesia considers it necessary to develop responsive coordination measures in disaster management, among others, starting from encouraging community preparedness and rapid response when a disaster occurs, to meeting post-disaster needs, especially regarding the recovery of facilities and infrastructure and the shortest possible logistical fulfillment. Thus, during emergency conditions such as during disaster conditions, the working mechanism of an organization can certainly run unlike during normal conditions, (United Nations Office for Disaster Risk Reduction, 2020).

So then the Government of Indonesia regulates this in a policy regulated in Law of the Republic of Indonesia Number 24 of 2007 concerning Disaster Management which is a national umbrella for the implementation of disaster management, as mentioned in the Law mentioned above that to carry out national disaster management, the principles that must be used as a foothold are humanity, justice, equality of position in law and government, balance, harmony, and harmony, order and legal certainty, togetherness, environmental sustainability, and science and technology.

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Such was the case in post-disaster management in Palu City, Sigi Regency, and Donggala Regency (PASIGALA) in Central Sulawesi Province which occurred on September 28, 2018. Palu City, especially as the capital of Central Sulawesi Province, known as Teluk City, is a city directly affected by the earthquake that caused liquefaction and tsunami. In addition, Sigi Regency and Donggala Regency are the areas severely affected by the disaster. The 7.4 SR earthquake, tsunami, and liquefaction disaster became known as the Palu, Sigi, and Donggala (PASIGALA) disaster, (Ministry of Communication and Information, 2018). Almost along the coast in Palu Bay buildings were flattened and heavily damaged by the tsunami.

Likewise, there is subsidence and uplift of settlements in Balaroa Village. The liquefaction that submerged settlements in Petobo Village, Jono Oge Village and Sibalaya Village has caused thousands of houses to be lost. A quick calculation conducted by the National Disaster Management Agency (BNPB) and the Central Sulawesi Earthquake PB Pospenas indicates that the impact of loss and damage due to this disaster covers five development sectors, namely loss and damage in the settlement sector reaching Rp 7.95 trillion, infrastructure sector Rp 701.8 billion, productive economic sector Rp 1.66 trillion, social sector Rp 3.13 trillion, and cross-sector reaching Rp 378 billion (BNPB, 2022).

Referring to Law of the Republic of Indonesia Number 24 of 2007 concerning Disaster Management and Government Regulation Number 21 of 2008 concerning Disaster Management, and Presidential Instruction Number 10 of 2018 concerning the Acceleration of Rehabilitation and Reconstruction After the Earthquake and Tsunami Disaster in Central Sulawesi Province and Other Affected Areas, the Central Sulawesi Provincial Government prepared a Master Plan for Recovery and Rebuilding of Post-Disaster Areas in the Province Central Sulawesi which was later ratified into Central Sulawesi Governor Regulation Number 10 of 2019 concerning Post-Disaster Rehabilitation and Reconstruction Plan in Central Sulawesi.

From the initial observations of researchers in the field, after the tsunami earthquake and liquefaction that hit the Central Sulawesi Province, there are three stages in this mitigation and recovery effort, namely emergency response, rehabilitation and reconstruction.

Rehabilitation and reconstruction of housing and settlements after the Central Sulawesi disaster had stopped due to the COVID-19 pandemic, but now in the adaptation period new habits are starting to be accelerated again. Of course, by implementing health protocols. The scheme carried out by the Director General of Cipta Karya together with the Directorate General of Housing of the Ministry of Public Works and Public Housing (PUPR) in building housing and settlement relocation and infrastructure is divided into three categories, namely large-scale, satellite, and independent.

From the initial data collection of researchers in the field, there are several problems related to the rehabilitation and reconstruction process of housing and settlements after the 2018 disaster in Palu City, Central Sulawesi Province, as follows:

1. The delegation of authority from the Central Government to the regions is not clear, so there are often problems where the Provincial Government is overstepped when the city and district governments directly consult and assist the Central Government;
2. The determination of the location used as a permanent housing location until now is not clear the ownership and acquisition of the land;

3. There is no data centralization, where each regional implementing organization is assigned to record, so that in the end the data obtained is not the same.

Then the most core obstacle in the implementation of the post-disaster housing and settlement rehabilitation and reconstruction plan in Palu City as reported by Perkim (2021) that in Tondo Village, Mantikulore District, Palu City or called the Huntap Tondo II Location, for example, has not yet been completed because there are still land disputes with residents. There are residents who claim that the land is their right. Residents who feel entitled to it install wooden stakes at a number of points. At this time, the land is already overgrown with weeds. The obstacles to development for survivors so far are purely land problems. Budgets spent on loans from the World Bank are available, but donors do not want social problems, such as land claims by residents. Therefore, the issue of residents' claims is quickly handled by reflecting on the applicable rules. Another obstacle is that a number of residents claim land and they have already given up the land. They received a land consolidation scheme (preparation of land for distribution to residents). As it turns out, the World Bank cannot only accept solutions from the government to the land problem, but also from the community in the form of written statements.

Research Methods

This study uses a qualitative approach as Strauss & Corbin (2003: 19) argue, that: "Qualitative methods can be used to uncover and understand what lies behind any phenomenon about which little is yet known ... Qualitative methods can give the intricate details of phenomenon that are difficult to convey with quantitative methods". And this research uses naturalistic methods carried out in natural conditions by collecting data and analyzing qualitatively. Exploration of policy implementation of the 2018 post-disaster housing and settlement rehabilitation and reconstruction plan in Palu City, Central Sulawesi Province, is described as it is and all information submitted from stakeholders is described as the views of the research subjects. (Nawawi & Hadari, 1995: 63; Mikkelsen, 1999:318; Bogdan & Taylor, 1990:27; Sanapiah, 1990:83).

Consideration using a qualitative approach as (Creswell & Creswell, 2012: 4), allows researchers to understand and focus on symptoms and facts, understand the meaning derived from social problems cause and effect policy implementation. This research process involves important efforts, including: 1) Asking questions using interview guidelines related to procedures, processes, and progress of policy implementation; 2) Collect specific data from participants in the form of references to supporting documents, action plans and standard operating procedures; 3) analyze data inductively from specific themes to general themes; and 4) Interpret the data.

Research that is descriptive as this study aims to describe precisely the characteristics of an individual, group, state and certain symptoms. Symptoms and facts arising from pre-disaster, disaster and post-disaster conditions and how the implementation of policies on the 2018 post-disaster housing and settlement rehabilitation and reconstruction plan in Palu City, Central Sulawesi Province, were studied in depth. An in-depth study was carried out by entering the disaster-affected area, as well as tracing the rehabilitation and reconstruction project area, in this case the permanent residential locations in Balaroa Village and Tondo Village. Information obtained from direct observations is used as material for further search. Observations were also made on stakeholders implementing

the rehabilitation and reconstruction of housing and settlements in Palu City and communities affected by disasters (survivors).

Research Results and Discussion

Institutional Structure

A good institutional structure in policy implementation is an element of organization and governance that includes formal and informal, roles, and responsibilities of each unit or party involved. With an effective structure, coordination between units becomes easier, decision making is more focused, and efficiency in task execution is achieved. Cooperation among the parties involved can be realized because of the existence of an orderly framework. Thus, institutional structure is an important element for creating an organized, effective, and efficient work environment in achieving policy objectives.

The dimensions of institutional structure in the framework of policy implementation on housing and settlement rehabilitation and reconstruction plans after the Palu City disaster can be discussed from the results of the following study using variables, including:

1. Hierarchy

Hierarchies in institutional structures are organized arrangements that describe the relationships between the various levels in an organization. Each level has different authorities, responsibilities, and roles. Hierarchies play an important role in coordination and communication between different levels, both vertically from top to bottom and horizontally between parallel levels. The goal is to create a framework that is structured, efficient, and effective in achieving organizational goals. With a clear hierarchy, individuals or work units can work in a coordinated manner, make the right decisions, and be responsible according to their respective roles.

To find out the hierarchy in the dimension of institutional structure in the framework of policy implementation on post-disaster housing and settlement rehabilitation and reconstruction plans, it can be seen in the following interview with the Head of the Economic Development Section of Mantikulore District: "Hierarchical structures that are too complex or bureaucratic can cause delays in the decision-making process. This happens because every decision has to go through many levels of authority, so time is wasted and quick decisions are difficult to make. For example, in the case of land acquisition for the construction of Tondo 2 permanent housing, the sub-district has provided supporting information and data to the local government. However, the process became slow and the community began to worry due to the slow response from the parties involved. The land acquisition process can be faster if it does not complicate bureaucratic affairs too much." Such was the case conveyed by the representative of the Head of the Central Sulawesi Settlement Infrastructure Center of the Ministry of Public Works and Public Housing (PUPR) as follows: "Rigid hierarchies in institutional structures can hinder the flexibility and adaptability of organizations in responding to changing needs or situations. For example, the construction of the Tondo 2 permanent residence has been delayed for 1.5 years due to land disputes between the government and local residents. The tug-of-war arises because communication between hierarchies in institutional structures is still ineffective, causing the problem-solving process to be complicated and protracted." The interview with the Head of the Economic Development

Section of Mantikulore sub-district highlighted complex hierarchical issues in decision making. This delay and complexity is seen in the case of land acquisition for the construction of Tondo 2 permanent residences. The rigid hierarchy in the organizational structure was also recognized by representatives of the Head of the Central Sulawesi Settlement Infrastructure Center of the Ministry of PUPR, which hindered the adaptability of the organization in facing change. Delays in the construction of Tondo 2 permanent housing due to land disputes are an example of the negative impact of complicated hierarchies.

In theory, hierarchical complexity affects communication and decision-making, as described by (Simon, 1962) about "bounded rationality". This is relevant to decision-making constraints in complex situations, as seen in the case of land acquisition. An efficient hierarchical structure is necessary for the responsiveness and adaptability of the organization, avoiding delays.

The obstacles that arise in the construction of Tondo 2 show how important an efficient hierarchical structure is. A flexible hierarchical structure allows for better responsiveness. Communication between organizational levels and *stakeholder* collaboration are important, especially in post-disaster development. In this context, speed and adaptability are important. With improved hierarchical structures and communication, land acquisition issues and disputes can be resolved more efficiently. The improvement of the hierarchical structure is expected to improve the implementation of policies and rehabilitation projects in Palu City. With a better structure, the process will be smoother and adaptive, avoiding conflicts and delays.

Overall, it shows the importance of an efficient hierarchical structure and good communication in addressing problems in policies and projects. Hierarchical theory and "bounded rationality" are relevant in this context. With improved structure and communication, post-disaster development can run more smoothly and adaptively, having a positive impact on process efficiency.

Research findings reveal challenges arising from complex hierarchies in decision making. In the context of post-disaster rehabilitation and reconstruction policies and projects, there are several important points that can be taken. Complex hierarchies in organizational structures can hinder adaptability and responsiveness in the face of change. In the case of land acquisition for the construction of permanent dwellings of Tondo 2, the complexity of the hierarchy played a role in delays and disputes.

A flexible hierarchical structure can improve adaptability and efficiency in decision making. Hierarchies that are too rigid can hinder the smooth flow of information and communication between levels. Good collaboration and communication between levels of the organization and with external *stakeholders* is essential. In the context of post-disaster rehabilitation and reconstruction, speed in decision-making and adaptability to change are urgently needed. By improving effective communication, issues such as land acquisition and disputes can be addressed more efficiently.

Improvement of hierarchical structure and adaptability of the organization is an important focus. By adopting a more flexible and responsive structure, organizations can more quickly respond to changes and avoid conflicts and delays that can hinder project execution.

Overall, the research findings underscore the importance of an efficient, flexible, and well-communicated hierarchical structure in addressing problems in post-disaster rehabilitation

and reconstruction policies and projects. The concept of hierarchy, "bounded rationality", and the need for adaptability become key factors in achieving efficiency in processes. By improving structure and communication, organizations can avoid problems, improve responsiveness, and achieve successful implementation goals.

2. Fragmentation

Institutional fragmentation is a condition in which the institutions or institutions in a system or sector become fragmented and not well coordinated. This can occur vertically (between central and regional levels) as well as horizontally (between institutions at the same level). Fragmentation hinders coordination, information sharing, and shared decision-making between institutions involved in a sector or system. This can lead to duplication of functions, overlapping responsibilities, wastage of resources, and conflicts of interest. Fragmentation also results in excessive bureaucracy and slow decision-making processes, hampering efficiency and responsiveness in policy implementation. Fragmented power among the institutions involved can reduce clarity of responsibility and slow down the decision-making process and program implementation.

To determine the fragmentation of the institutional structure dimension within the framework of policy implementation on post-disaster housing and settlement rehabilitation and reconstruction plans in Palu City, it can be seen from the following interview with the Head of the Economic Development Section of Balaroa Village, Palu City: "Disasters in our region caused great damage and require assistance in coordinating disaster management and post-disaster rehabilitation and reconstruction disaster. Local government responses to requests for assistance have been slow, particularly in collecting data on casualties and damage to homes. The various relevant agencies that can help are often separate and do not cooperate, with different rules and approaches. This has led to confusion about what standards should be followed by those of us working in the field. The difference in regulations between Provinces and Municipalities, as well as between each institution, further complicates the situation. When many institutions have their own interests, confusion grows. The existence of regulations governing all agencies will provide a bright spot, but currently the process is convoluted because of the many bureaucracies that must be faced before the right regulations can be applied to the affected communities." The results of an interview with the Head of the Economic Development Section of Balaroa Village, Palu City, highlighted serious obstacles in coordinating disaster management and post-disaster rehabilitation and reconstruction in the region. Local governments responded slowly, particularly in collecting data on casualties and damage to homes. Less collaborating, with different regulations and approaches, creates confusion about the standards to follow on the ground. The difference in regulations between Provinces and Municipalities as well as in each institution adds to the complexity of the situation. The existence of many institutions with their respective interests further complicates the situation. Regulations governing all agencies are blocked by bureaucracy, hindering enforcement for the benefit of affected communities.

This situation reflects fragmentation, as expressed by [Niskanen \(1979\)](#), that is, excessive separation in government duties or public services. This fragmentation theory shows the ineffectiveness in coordination between related agencies. Complicated bureaucracy and regulatory vagueness further hinder optimal disaster response efforts. The researcher's view is that the fragmentation expressed by the Head of the Economic Development Section of Balaroa Village, Palu City, is the main obstacle to the effectiveness of disaster management and

post-disaster reconstruction. Ineffective coordination between agencies is a major obstacle in overcoming post-disaster challenges.

Good collaboration and coordination between various agencies and institutions is very important. Delays in collecting casualty and damage data as well as differing approaches and regulations at different levels of government can have a negative impact on a quick and efficient disaster response. The implementation of more integrated government and public services must be a priority in addressing this problem.

The importance of regulations governing all relevant agencies in disaster management needs to be emphasized. This can provide clear guidance and reduce confusion and potential conflicts due to differences in interests and approaches. However, the regulation needs to be implemented quickly without being trapped in complicated bureaucracy, to immediately benefit the people affected by the disaster. This is revealed in the following results of "Molibu": "At first, we were still confused about what conditions must be met to be able to live in this permanent residence. We asked the village if they were also confused because of the changing regulations. Some of us even prefer to ask NGOs about our fate. (Sulbahri, 56 years old, Balaroa survivor)

"After the disaster, we looked for a safe place and set up temporary shelter without the help of the government at that time. The trauma we experienced caused difficulty finding different or missing family members. We felt confused because we didn't know who to turn to for help. We first interacted with the ABRI, police, NGOs, and foreigners, but had difficulty understanding the language. We finally formed a group to facilitate data collection at their request. However, we feel that the local government is busy with its own affairs, so it is not clear who is responsible for providing it." (Hj. Musrawati, 63 years old, Balaroa survivor).

"We feel confused when help comes after disasters; Each agency provides assistance in different ways. Many of us don't have an identity because we fled immediately when disaster strikes with nothing. Some people asked us to show us the location of our house, but it was all destroyed and we didn't know the location anymore. We found it difficult to get help because the procedure was complicated. However, there are some people who come and offer unconditional help. Nurmin, 47, a Balaroa survivor, said most NGOs act like that.

The results of "Molibu" reveal a number of significant challenges faced by disaster survivors in the Balaroa region, especially related to access to post-disaster assistance and coordination. The lack of clear terms and regulations makes survivors confused about the requirements that must be met to live in permanent housing. Changes in regulations have also added to confusion, created uncertainty and hampered recovery efforts.

When disasters strike, many survivors have difficulty finding safe places and setting up temporary shelters without government assistance. The trauma experienced also causes difficulty in tracking down missing family members. The confusion in identifying the institution responsible for aid makes it more difficult for them to get the necessary assistance. In addition, different agencies provide assistance with different approaches, increasing the level of confusion. Some survivors did not even have their identities because they were forced to flee without documents. The difficulty of interacting with related parties who use foreign languages that are difficult to understand is also a problem. However, some NGOs provide unconditional assistance and are willing to help, but differences in approach between government agencies and NGOs point to the need for improved coordination and consistency in aid provision.

The findings reveal fragmentation in government tasks and public services that hinders the effectiveness of disaster management and post-disaster reconstruction. Regulatory vagueness, differences in approach, and lack of coordination between agencies lead to confusion and ineffectiveness in disaster response. Good collaboration between various agencies and institutions is very important to overcome this problem. In addition, regulations governing relevant agencies in disaster management need to be clarified and enforced. Inconsistencies and regulatory changes create confusion and uncertainty among survivors. Clear and quickly implemented regulations can help overcome bureaucratic barriers and provide direct benefits to affected communities. Survivors face difficulties in accessing post-disaster relief. Unclear requirements, changes in regulations, and differences in Standard Operating Procedures (SOPs) for each institution cause uncertainty for them.

The results of "Molibu" also reveal differences in approach between government agencies and NGOs in providing assistance. Some NGOs are willing to provide unconditional assistance and provide the support needed by survivors. Meanwhile, when dealing with government agencies, survivors find it difficult to qualify for assistance because they lose identity documents while fleeing disasters. This makes it difficult for them to access services and assistance. So this difference also highlights the need for increased coordination and consistency in the process of distributing aid and regarding data validation. By coordinating, the fulfillment of these requirements can be more flexible and realistic.

Overall, the study findings underscore the importance of coordination, clear regulation, and easy access to assistance in disaster management and post-disaster rehabilitation efforts. Fragmentation and differences in approaches between agencies must be addressed to achieve better efficiency and effectiveness in disaster response and recovery.

3. Standard Operating Procedures

Standard Operating Procedures (SOPs) are written guidelines that regulate the steps or procedures that must be followed by institutions in carrying out their duties and functions. The purpose of Standard Operating Procedures (SOPs) is to create consistency, efficiency, and accountability in institutional operations. In its preparation, it is necessary to consider aspects of duties and responsibilities, workflows, policies or legal basis, as well as complete monitoring and evaluation mechanisms. Standard Operating Procedures (SOPs) must be flexible according to changes and needs.

The process of preparing Standard Operating Procedures (SOPs) must involve relevant *stakeholders* and an adequate consultation process to ensure compliance with the needs and conditions in the institution. Standard Operating Procedures (SOPs) must be used as an active reference used by all members of the institution to ensure consistency and accountability in the implementation of their respective duties and functions.

The Standard Operating Procedure (SOP) from the dimension of institutional structure in the framework of policy implementation on rehabilitation and reconstruction plans for housing and post-disaster settlements in Palu City can be seen from the results of the researcher's interview with the Head of the Institutional Sub-Division of the Regional Secretariat of Palu City that: "Each institution in the *Adhoc* Assistance Team (TAA) has its own Standard Operating Procedure (SOP), making it difficult for collaboration and multi-stakeholders. Inflexibility of Standard Operating Procedures (SOPs) is a problem in post-disaster rehabilitation, especially for permanent housing. Regulations referring to the Standard Operating Procedures (SOPs) of each institution cause confusion for affected communities

due to different regulations, including stimulant control. This condition hinders coordination and collaboration between agencies, especially if Standard Operating Procedures (SOPs) are not adhered to, hindering the flow of information and coordination. Efforts are needed to harmonize Standard Operating Procedures (SOPs) between institutions and find ways so that regulations do not conflict with each other, to strengthen post-disaster handling and recovery." Then the results of an interview with the Head of the Rehabilitation Section of the Regional Disaster Management Agency (BPBD) of Palu City followed that: "Complex and rigid Standard Operating Procedures (SOPs) hinder multi-agency efficiency. Policies can be delayed due to complicated procedures and multiple stages. Standard Operating Procedures (SOPs) that are too strict make it difficult to adjust when there are urgent problems or changes. The management of stimulant funds is difficult and complicated. The capricious regulations left potential recipients confused and some even sold their names to others, violating the terms. This problem can be overcome by creating standard Standard Operating Procedures (SOPs) across sectors and units so that the implementation is uniform and makes it easier for prospective recipients to manage with the help of field facilitators. The stimulant program ends on July 25, 2022, after all beneficiaries are registered and placed."

Interviews with the Head of the Institutional Sub-Division of the Regional Secretariat of Palu City and the Head of the Rehabilitation Section of the Regional Disaster Management Agency (BPBD) of Palu City revealed serious challenges in post-disaster rehabilitation related to the complexity and lack of flexibility of Standard Operating Procedures (SOPs). Various institutions have different Standard Operating Procedures (SOPs), hindering collaboration and coordination between agencies, especially in post-disaster rehabilitation.

Standard Operating Procedures (SOPs) that are rigid and unresponsive to changes or emergency situations result in slow policy and implementation processes. Lack of adaptation to urgent situations can hamper post-disaster recovery efforts. In addition, changes in regulations related to the Standard Operating Procedures (SOPs) of each institution also add to the confusion and complexity, especially for affected communities. This hinders effective information flow and coordination across agencies.

There is a need to harmonize Standard Operating Procedures (SOPs) between agencies and avoid conflicting regulations. An understanding of the importance of coordination across sectors and units, as well as assistance from field facilitators, can help address these issues.

In this context, the concept of Standard Operating Procedures (SOPs) becomes relevant, as explained by [Tak et al \(2013\)](#), that Standard Operating Procedures (SOPs) are guidelines that outline steps and procedures within an organization to achieve specific goals. Good and efficient implementation of Standard Operating Procedures (SOPs) will help achieve better coordination in disaster management and recovery. However, if Standard Operating Procedures (SOPs) are too complex, inflexible, or differ between agencies, this becomes a serious obstacle, as revealed by the interviews. The creation of uniform Standard Operating Procedures (SOPs) across sectors and units can facilitate easier implementation and reduce obstacles in disaster management.

The researcher's view emphasizes the importance of coordination, collaboration, and flexibility in Standard Operating Procedures (SOPs) in the context of post-disaster handling and rehabilitation. The complexity arising from different Standard Operating Procedures (SOPs) between agencies is a serious obstacle that interferes with the efficiency and effectiveness of assistance to affected communities.

Similarly, the results of interviews with the "molibu" method in the survivor community show that the problem of permanent housing for survivors has not been resolved properly. Initially, invalid data and complicated requirements made the process of acquiring occupancy remain very long and troublesome. Slow logging and complex requirements are difficult for survivors to meet. After obtaining permanent housing, they feel hampered by rules that are considered burdensome, such as a ban on building additional in the next 10 years, even though the current permanent housing is not adequate for their families.

Other challenges include meeting daily needs such as clean water, as well as a fixed residential distance away from work, raising transportation costs. The ban on opening small businesses in permanent residences also makes it difficult for them to make ends meet. In the Tondo and Duyu Satellite Permanent Housing areas, there is a problem of illegal sellers from outside the area. This results in potential conflicts with illegal parking practices and illegal voting. In addition, garbage generated from illegal sellers disturbs the permanent residential environment. The picturesque Duyu area in the afternoon attracts other residents, but leaves behind rubbish and fears of conflict.

In disaster and recovery situations, unresponsive and rigid Standard Operating Procedures (SOPs) can hinder the handling of urgent issues and hinder rapid adaptation to changing situations. Changes in regulations referring to each institution's Standard Operating Procedures (SOPs) also cause confusion, which ultimately hinders effective information flow and coordination across agencies.

An understanding of the importance of coordination across sectors and units, as well as assistance from field facilitators, is key in addressing these challenges. Harmonizing and creating uniform and standardized Standard Operating Procedures (SOPs) between agencies is an important step to reduce complexity, improve coordination, and facilitate more responsive and efficient disaster management and post-disaster recovery.

The findings show that different institutions have different Standard Operating Procedures (SOPs). This hinders coordination and collaboration between agencies, especially in post-disaster rehabilitation. When Standard Operating Procedures (SOPs) are too complex, this can slow down policy and implementation processes and hinder adaptation in emergency situations.

The impact of the complexity of these Standard Operating Procedures (SOPs) is the lack of effective coordination and collaboration between agencies. The existence of different approaches and Standard Operating Procedures (SOPs) in various institutions creates obstacles in the flow of information and hinders post-disaster recovery efforts. The lack of flexibility in Standard Operating Procedures (SOPs) is also an obstacle in disaster management. Standard Operating Procedures (SOPs) that are rigid and unresponsive to changes or emergency situations hinder efforts for quick and effective recovery.

The findings suggest that there is a need to harmonize Standard Operating Procedures (SOPs) between agencies and avoid conflicts or discrepancies between conflicting regulations. An understanding of the importance of coordination across sectors and units, as well as assistance from field facilitators, can help address these issues.

The concept of Standard Operating Procedures (SOPs) becomes relevant in this context. Good and efficient implementation of Standard Operating Procedures (SOPs) is essential in achieving

better coordination in disaster management and recovery. The researchers' views on the results of this interview emphasize the importance of coordination, collaboration, and flexibility in Standard Operating Procedures (SOPs) in the context of post-disaster handling and rehabilitation. The impact of complexity and unresponsiveness of Standard Operating Procedures (SOPs) on changing situations can hinder rapid recovery efforts. An understanding of the importance of coordination across sectors and units. Overall, these findings underscore the need to harmonize and simplify Standard Operating Procedures (SOPs) between agencies to improve efficiency, coordination, and responsiveness in disaster management and post-disaster recovery.

Conclusion and Advice

The results showed that the implementation of post-disaster housing rehabilitation and reconstruction policies in Palu City was ineffective with the challenges of uneven distribution of benefits, long-term planning that did not involve the community, lack of coordination between institutions, and differences in Standard Operating Procedures (SOPs).

The holistic approach used in the research in Palu City, Central Sulawesi Province, integrates the dimensions of information governance based on strengthening local culture, especially the culture of "Molibu," a traditional Kaili ethnic meeting in Central Sulawesi. This approach has the potential to improve community participation, coordination, implementation of appropriate Standard Operating Procedures (SOPs), and targeted program effectiveness. The use of this dimension provides an approach that is appropriate to the local context and can be adopted with the reinforcement of local culture in other areas. The importance of community involvement of survivors, local governments, and policy implementers is the main focus in this study. Recognition of the role of culture in decision-making and policy acceptance has a crucial role to play in addressing the challenges and complexities of policy implementation.

Based on the results of the study and the following findings, some practical suggestions can be taken from the results of this study to improve the effectiveness of the implementation of post-disaster housing and settlement reconstruction rehabilitation policies: 1) Harmonize Standard Operating Procedures (SOPs) in various institutions to reduce confusion, increase cooperation, and reduce barriers; 2) Actively engage communities with due regard to local culture, for strong participation in planning and decision-making; 3) Ensure firm regulation to avoid misinterpretations and conflicts.

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