

## Post-Flood Recovery and Development of Administration and Public Services in Pidie Jaya

Zuliaden Jayus <sup>1\*</sup>, Ismayli <sup>1</sup>, Usman Boini <sup>1</sup>

<sup>1</sup> Universitas Jabal Ghafur

---

### Article Info

#### Article history:

Received 23 December 2025

Revised 26 December 2025

Accepted 29 December 2025

---

#### Keywords:

Public Administration, Public Services, Post-Disaster Recovery, Floods, Pidie Jaya

---

### ABSTRACT

Floods are a natural disaster that significantly impacts the sustainability of government administration and the quality of public services in affected areas. Pidie Jaya Regency, as one of the areas vulnerable to flooding, faces serious challenges in maintaining the effectiveness of public administration functions after a disaster. This study aims to analyze the recovery process and strategies for developing public administration and services after the flood in Pidie Jaya Regency from a public administration perspective. The study focuses on institutional capacity, service governance, inter-agency coordination, and the role of community participation in the recovery phase. The research method used is a descriptive qualitative approach with data collection through interviews, observations, and documentation studies. The results show that post-flood public administration recovery requires institutional strengthening, service digitization, and adaptive policies based on disaster risk. The development of responsive and inclusive public services is key to increasing public trust and the resilience of local government institutions.

This is an open access article under the CC BY-SA license.



---

#### Corresponding Author:

Zuliaden Jayus | Universitas Jabal Ghafur

Email: zjayus@gmail.com

---

## 1. Introduction

Floods are one of the most frequent hydrometeorological natural disasters in Indonesia and have complex and multidimensional impacts. In addition to causing physical damage to infrastructure and the environment, floods also significantly impact the socio-economic life of communities, disrupting economic activities, education, and health. In the context of government, floods also impact bureaucratic performance and the continuity of the administration and public service system. Disruptions to government facilities, administrative archives, communication networks, and apparatus resources often hamper the decision-making process and the implementation of public policy (Dwiyanto, 2018).

From a public administration perspective, flooding cannot be understood solely as a natural event, but rather as a governance issue that demands institutional capacity, cross-sector

coordination, and bureaucratic adaptability. Public administration serves as the state's primary instrument in ensuring the continuity of basic services to the public, including during crisis and post-disaster situations. When the public administration system is unprepared for disasters, the risk of declining public service quality, unequal access to services, and diminished public trust in the government increases (Denhardt & Denhardt, 2015).

Pidie Jaya Regency, as one of the regions in Aceh Province, has geographic characteristics that are vulnerable to flooding, primarily because it is dominated by low-lying areas and traversed by several large rivers. High rainfall, changes in land use, and limited drainage systems increase the potential for seasonal flooding. These conditions directly impact the implementation of local government, particularly in aspects of administration and public services, such as population services, health, education, and social assistance. Therefore, the local government is required to have a resilient, adaptive, and responsive public administration capacity in dealing with post-disaster situations. Based on data from the Pidie Jaya Communication, Informatics, and Cryptography Agency, a total of 22,190 people were affected by the flood disaster in Pidie Jaya. A total of 222 villages in eight sub-districts were reported to be affected by the floods. Of these, 18,546 people, or the equivalent of 4,914 families, were forced to evacuate. In addition, the floods in Pidie Jaya reportedly caused 29 deaths, 1,433 minor injuries, and 390 serious injuries.

Post-disaster public administration is not only oriented towards short-term recovery, such as infrastructure repair and emergency aid distribution, but also includes the development of a more sustainable and disaster-resilient public administration and service system. This is in line with Law Number 24 of 2007 concerning Disaster Management, which emphasizes that disaster management is a shared responsibility between the central and regional governments, with an approach that encompasses pre-disaster, emergency response, and post-disaster stages. In the post-disaster context, public administration recovery is a crucial part of rehabilitation and reconstruction efforts.

Theoretically, the role of public administration in disaster management is crucial, particularly during the response and recovery phases. Local governments must be able to coordinate various actors, including regional government agencies (OPD), vertical institutions, the private sector, and civil society, to ensure public services continue to operate effectively and inclusively. The New Public Service approach emphasizes that public bureaucracy must be oriented toward citizen interests, public participation, and democratic values, rather than solely on administrative efficiency (Denhardt & Denhardt, 2015). This approach becomes relevant in the post-disaster context, where community needs increase and social vulnerability increases.

Furthermore, Law Number 25 of 2009 concerning Public Services emphasizes that the state is obligated to ensure the provision of quality, fair, and non-discriminatory public services, including during emergencies and post-disaster situations. Public service principles such as legal certainty, accountability, transparency, and responsiveness must be maintained even when the government is under pressure during a crisis. Therefore, post-flood public

administration recovery and development are not merely technical issues, but also involve the government's normative commitment to fulfilling citizens' basic rights.

Based on this description, this research is crucial for in-depth examination of how the post-flood recovery and development of public administration and services in Pidie Jaya Regency were implemented. This research also seeks to identify factors influencing the effectiveness of public administration recovery, including institutional aspects, human resources, inter-agency coordination, and policy support. Academically, this research is expected to enrich the study of disaster-based public administration, while practically, it can serve as recommendations for local governments in strengthening adaptive and disaster-resilient public service governance.

## **2. Research Methodology**

This research uses a qualitative approach with a descriptive-analytical design. The qualitative approach was chosen because the research aims to deeply understand the process of government administration recovery and public service development after the flood disaster. The research focuses on institutional dynamics, inter-agency coordination patterns, and public service delivery practices in post-disaster situations, which cannot be measured solely quantitatively.

The descriptive-analytical design allows researchers to describe empirical conditions in the field and analyze them using the theoretical framework of public administration and disaster governance.

### **Location and Time of Research**

This research was conducted in Pidie Jaya Regency, Aceh Province, an area with a high level of seasonal flooding vulnerability. The location was selected based on the region's geographic characteristics, including lowlands and the presence of several large rivers, which directly impact government administration and public services during flooding.

The research was conducted during the post-flood disaster phase. This timeframe was chosen to obtain a comprehensive picture of the administrative recovery process and public service delivery after the emergency situation had passed.

### **Research Population and Informants**

The population in this study includes all institutions and actors involved in the recovery of government administration and public services after the flood disaster in Pidie Jaya Regency. Given the qualitative nature of the research, informants were selected using a purposive sampling technique, based on considerations of direct involvement and the relevance of the informant's role within the research context.

Research informants include:

- a. Regional government apparatus in Regional Apparatus Organizations (OPD) that provide public services;
- b. Representative of the Regional Disaster Management Agency (BPBD);

- c. Village/village government officials affected by flooding;
- d. Community leaders or residents who experience disruption to public services after a disaster.

### **Research Variables and Focus of Analysis**

This research does not use variables in a quantitative sense, but sets several dimensions of analysis as the focus of the study, namely:

- a. Post-flood disaster government administration recovery mechanism;
- b. Performance of post-disaster public service delivery;
- c. Inter-agency coordination and collaboration;
- d. Institutional capacity and resource availability;
- e. Efforts to develop a disaster-resilient public administration and service system .

These analysis dimensions are used as a guide in data collection and analysis.

### **Research Procedures**

The research was carried out through several stages as follows:

- a. Preparation stage , including literature study, determining research focus, and preparing interview guidelines;
- b. The data collection stage is carried out through in-depth interviews, limited observations, and documentation studies;
- c. Data processing stage , namely grouping and verifying data to ensure consistency of information;
- d. Data analysis stage , by linking empirical findings with relevant theories and regulations;
- e. The stage of drawing conclusions and preparing policy recommendations.

### **Data collection technique**

Data collection techniques used in this study include:

- a. In-depth interviews with selected informants using semi-structured interview guidelines;
- b. Documentation studies , on regional policy documents, disaster reports, laws and regulations, and public service data;
- c. Limited observation , to observe the conditions of public service delivery and government administration activities post-disaster.

The use of various data collection techniques is intended to obtain comprehensive data and increase research validity through triangulation.

### **Data Analysis Techniques**

Data analysis was carried out qualitatively thematically , with the following stages:

- a. Data reduction, namely sorting and simplifying data according to the research focus;
- b. Data presentation, by grouping data into main themes;
- c. Data interpretation, through analysis of the relationship between themes and policy context;
- d. Drawing conclusions, based on consistent patterns and findings.

### **3. Results and Discussion**

The research results show that the floods significantly impacted public administration performance in Pidie Jaya Regency, particularly disrupting population administration, health, education, and basic infrastructure services. These disruptions included damage to service facilities and infrastructure, hampered public access to service offices, and disrupted bureaucratic workflow due to limited resources and the post-disaster emergency situation.

In the population administration sector, flooding caused delays in the issuance of official documents such as ID cards, family cards, and birth certificates due to damage to physical files and disruption to face-to-face service systems. This situation directly impacted the administrative rights of the public, particularly vulnerable groups. Local governments responded by opening emergency services, extending the validity period of certain documents, and optimizing digital-based services to ensure the continuity of public services.

In the health sector, the impact of the floods is evident in the increased burden on healthcare services due to the emergence of post-disaster diseases, limited healthcare facilities, and disruptions to the distribution of medicines and medical personnel. From a public administration perspective, this requires strong cross-sectoral coordination between health services, the Regional Disaster Management Agency (BPBD), and healthcare facilities. Recovery efforts include deploying additional healthcare workers, establishing emergency health posts, and streamlining administrative procedures for healthcare services for affected communities.

The education sector also experienced significant impacts, particularly in the destruction of school buildings and the interruption of teaching and learning. Post-disaster education administration focused on quickly assessing damaged facilities, adjusting academic calendars, and providing temporary education services. This demonstrates the critical role of public administration in ensuring the right to education is fulfilled even in emergencies.

In the basic infrastructure sector, flooding caused damage to roads, bridges, and public facilities, directly impacting the smooth operation of public services. Infrastructure restoration is a key prerequisite for the re-functioning of public administration and service systems. Local governments prioritize development based on urgency and community needs, reflecting an adaptive and responsive public administration approach.

From a public administration perspective, post-flood service development in Pidie Jaya Regency is focused on increasing the capacity of government officials through disaster management training, strengthening public service information systems, and integrating disaster management policies into regional development planning documents. This approach aligns with the principles of good governance, which emphasize the effectiveness, accountability, and responsiveness of public services.

Furthermore, public participation has proven to be a crucial factor in supporting the effectiveness of public service recovery. Public involvement in reporting needs, monitoring services, and collaborating with local governments accelerates the recovery process and increases the legitimacy of post-disaster public policies. This demonstrates that post-flood

public administration recovery depends not only on bureaucratic capacity but also on synergy between the government and the community.

The graph in this section illustrates a comparison of the recovery rates of several public service sectors after the flood, namely population administration, health, education, and infrastructure, which shows that the health and population administration sectors recovered relatively faster than the education and infrastructure sectors, which required more time and resources.

From a demographic and administrative perspective, the floods and landslides that struck Pidie Jaya Regency in early 2025 affected 20,114 people, consisting of 5,729 displaced families (KK) from 222 affected villages (gampong), as well as 15,265 other families affected by the floods but not entirely displaced. This large number of affected residents indicates that the disaster not only caused a humanitarian crisis but also seriously strained the capacity of public administration and the local government's basic service systems.

During the emergency response phase, 18,260 residents were forced to evacuate to 50 temporary evacuation sites across five affected districts: Panteraja, Meureudu, Meurah Dua, Ulim, and Bandar Dua. This situation requires local governments to conduct rapid data collection, manage evacuations, and distribute aid effectively and accountably.

Meureudu District has the largest number of evacuees, with over 8,000 people occupying various public facilities such as mosques, meunasah (small mosques), office buildings, shops, and even homes. Several key evacuation centers, such as the Tgk. Chik Pante Geulima Building and the homes of residents in Gampong Blang Awe, accommodate over 1,000 evacuees per location, posing administrative challenges in managing logistics, sanitation, and healthcare.

Similar conditions also occurred in Meurah Dua District, the second-worst-affected area, with an estimated number of displaced people exceeding 8,000. In several villages, railway tracks were forced to serve as emergency shelters, each housing between hundreds and nearly a thousand people. This situation highlights the limited capacity of emergency infrastructure and the need for flexible public administration policies in times of crisis.

Meanwhile, Panteraja District has recorded over 900 evacuees, most of whom are concentrated at Panteraja 6 Public Elementary School, which has been equipped with a public kitchen. Ulim and Bandar Dua Districts have also been affected, with hundreds of evacuees spread across village meunasahs (small mosques). The distribution of these refugee camps requires intensive coordination across sectors and administrative areas.

From a public administration perspective, the sheer number of affected residents—a total of 4,914 families directly affected by the floods and landslides—makes this disaster one of the largest in the history of Pidie Jaya Regency. The local government, along with the Regional Disaster Management Agency (BPBD), the Indonesian National Armed Forces (TNI), the Indonesian National Police (Polri), and volunteers, continues to undertake emergency response efforts by distributing logistical aid, such as ready-to-eat meals, blankets, and other basic necessities. However, the service and distribution of aid continues to face

administrative and technical challenges, primarily due to damaged roads, mud, and landslides in several areas.

The current unstable weather conditions increasingly demand continuous preparedness from local governments. In this context, public administration's ability to coordinate, make rapid decisions, and communicate risks to the public are key factors in maintaining effective disaster management and the sustainability of post-disaster public services.

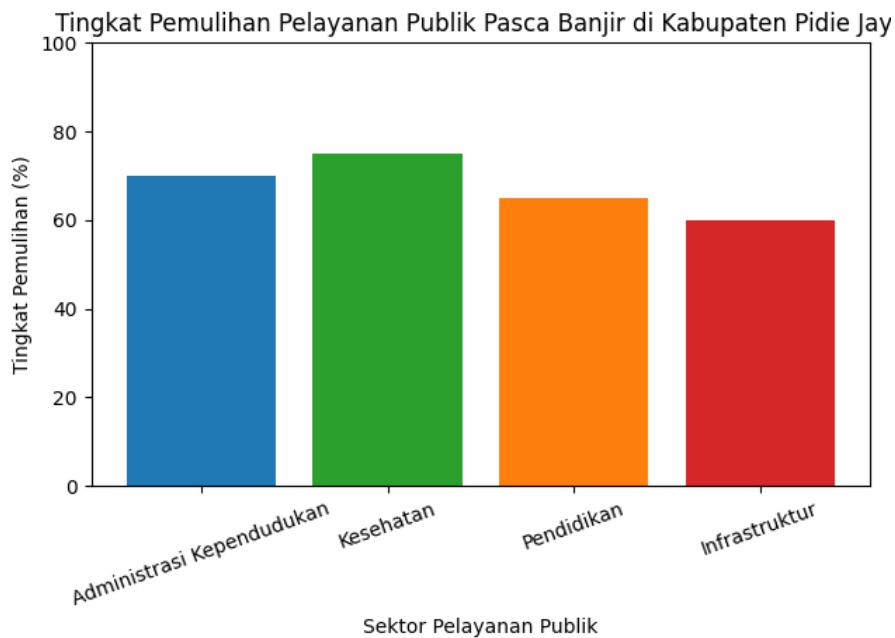


Figure 1. Level of Public Service Recovery Post-Flood in Pidie Jaya Regency

Table and Table Description

No	Public Service Sector	Recovery Rate (%)	Information
1	Population Administration	70	Relatively fast recovery through emergency services and utilization of digitalization
2	Health	75	Be a top priority with the support of health posts and fast services
3	Education	65	Gradual recovery from damage to school facilities and classrooms
4	Infrastructure	60	Recovery is slow due to physical damage to roads, bridges and public facilities.

#### 4. Conclusions

The floods and landslides that struck Pidie Jaya Regency in early 2025 significantly impacted government administration and the quality of public services. With tens of thousands of people affected across hundreds of villages and several sub-districts, the

disaster not only created a humanitarian crisis but also tested the local government's institutional capacity to carry out public administration functions effectively and responsively.

The research results show that post-disaster public service performance was disrupted in various sectors, particularly population administration, health, education, and infrastructure. However, the health and population administration sectors showed a relatively faster recovery rate than the education and infrastructure sectors. This reflects the prioritization of local government policies for urgent basic services and the implementation of more flexible emergency service procedures.

From a public administration perspective, post-flood recovery in Pidie Jaya Regency was marked by strengthened cross-sectoral coordination, active involvement of various government and non-government actors, and bureaucratic adaptation efforts through simplified procedures and the use of information technology. Integrating disaster management policies into regional development planning is a strategic step to increase the resilience of the public administration system to future disaster risks.

Furthermore, public participation has proven crucial in supporting the effectiveness of public service recovery, including data collection, aid distribution, and service oversight. Therefore, the success of post-disaster public administration recovery is determined not only by the capacity of local government bureaucracy, but also by the synergy between the government, the community, and other stakeholders.

Overall, this study confirms that post-flood recovery and development of public administration and services in Pidie Jaya Regency require a comprehensive, adaptive, and sustainable approach. Strengthening institutional capacity, improving the quality of human resources within the civil service, and mainstreaming disaster management within regional public administration are key prerequisites for achieving resilient, inclusive, and community-focused public services.

## References

BNPB. (2020). Guidelines for Implementing Regional Disaster Management. Jakarta: National Disaster Management Agency.

BNPB Pidie Jaya Regency. (2025). Flood and Landslide Emergency Response Report for Pidie Jaya Regency in 2025. Pidie Jaya: BPBD.

Creswell, J. W. (2016). Research Design: Qualitative, Quantitative, and Mixed Methods Approaches (4th ed.). Thousand Oaks: Sage Publications.

Denhardt, J. V., & Denhardt, R. B. (2015). The New Public Service: Serving, Not Steering. New York: Routledge.

Dwiyanto, A. (2018). Public Service Management. Yogyakarta: Gadjah Mada University Press.

Government Regulation of the Republic of Indonesia Number 21 of 2008 concerning the Implementation of Disaster Management.

Handayani, T., & Rahmat, HK (2020). The Role of Public Administration in Regional Natural Disaster Management. *Journal of Public Administration*, 10(2), 123–135.

Keban, YT (2014). Six Strategic Dimensions of Public Administration: Concepts, Theories, and Issues. Yogyakarta: Gava Media.

Law of the Republic of Indonesia Number 24 of 2007 concerning Disaster Management.

Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services.

Moleong, LJ (2019). Qualitative Research Methodology. Bandung: Remaja Rosdakarya.

Nurmandi, A. (2017). Disaster Management. Yogyakarta: JKSG UMY.