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## Disaster Preparedness Communication for Residents at Kalibata City Apartment

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### *Abstract*

*The construction of vertical housing or apartments is one of the government's efforts to meet the increasing residential needs of urban communities. The hazards that haunt a housing area such as the occurrence of unit fires, the feeling of earthquakes to other events will cause potential disasters and pose a risk. Residents have the right to live in a safe and comfortable residence, of course, with the obligation of the building manager to be able to facilitate these conditions. Effective communication is an important part of receiving messages and information that suits the needs of residents in understanding the risks that exist. The research was conducted to see the ways of communication carried out by residents who live in Kalibata City apartments as a form of disaster preparedness. The method of observation and direct involvement in forums in the Kalibata City resident community was carried out by combining literature review from previous documents. The result of the research is a communication method found in a community in a vertical residential area that matches the character of urban society.*

**Keyword :** *Disaster, Preparedness, Communication, Resident, Apartment*

### **Background**

DKI Jakarta Province, which is currently still the capital city of the Republic of Indonesia, with a slowly increasing population growth rate, has an impact on current activities that require new land. This condition generates issues due to the decreasing amount of unoccupied land and the capacity of the city that cannot accommodate it. The population in Jakarta is increasing rapidly, creating a new problem, the increasing number of residents contrary to the availability of residential areas. According to statistics, the area of DKI Jakarta as of 2022 is 661.23 km<sup>2</sup> with a total population of 10,679,951 people. (BPS, 2023). This number has not been considered with conditions during the day and night with the movement of the number of people working into the Jakarta area from those living in surrounding cities.



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Increased urban activity has a direct correlation with increased demand for household needs, such as housing. The range of accommodation options in urban areas is usually not limited to landed dwellings. However, there are also vertically built residences, better known as apartments or flats. Vertical construction is more efficient and effective.

A horizontal scarcity of land can be utilized more efficiently. In addition, this development is an effort to realize the sustainable development goals outlined in goal 11 of the Sustainable Development Goals (SDGs), which relates to the establishment of inclusive, safe, resilient and environmentally friendly housing and urban communities. There will be 220,451 apartment units in Jakarta by the end of 2022<sup>1</sup>.

*Rumah Susun Sederhana Sewa (RUSUNAWA), Rumah Susun Sederhana Milik (RUSUNAMI) or Apartments* are generally the same based on Law Number 20 of 2011 about the Residential Flats, which is described as a multi-storey building built in an environment that is divided into functionally structured parts, both horizontally and vertically. Association of Owners and Residents of Flat Units (PPPSRS) is required in apartment units. Regulation of the Minister of Public Works and Public Housing No. 14 of 2021 concerning Association of Owners and Occupants of Flat Units regulates this clause in Article 2. The PPPSRS organization consists of administrators and supervisors. The PPPSRS management represents the Owners and Occupants in terms of ownership of Shared Sections, Shared Objects, Shared Land, and Occupancy (Permen, 2021).

Kalibata City, a 12-hectare apartment superblock (subsidized and non-subsidized), is Jakarta's urban residential alternative. Public interest in residential in Kalibata City is quite high. This is shown by the fact that 80% of Kalibata City's residential units are sold within one month of being marketed, and the General Manager Sales said that 7-10 prospective residents are looking for residential units every day, increasing to 20 people in 2016 (Hartanti & Haryanto, 2017). This enormous attraction indirectly shows that Kalibata City can meet the needs of urban communities.

The increasing growth of vertical residential development actually adds new vulnerabilities when related to disaster issues. Hazards that intersect with vertical housing are

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<sup>1</sup> <https://databoks.katadata.co.id/datapublish/2023/01/26/ini-pertumbuhan-apartemen-di-jakarta-5-tahun-terakhi>



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earthquakes and fires in apartment units. Both of these hazards are potential hazards that may create risks if they occur and occur to residents who live in the area. It is recognized that the northward movement of the Australian Plate also contributes to earthquake activity on shallow crustal faults, some of which are located near Jakarta such as the Cimandiri Fault, Lembang Fault, and Baribis Fault (Cipta et al., 2018). According to the Indonesian Red Cross Disaster Management Command Post at Provincial level, there were more than 10 fire incidents in apartments and flats between 2019 and 2022.

The conditions described make it important to build effective communication in preparedness efforts for residents. Communication is the act of using symbols to produce and understand meaning in a particular context. It is essential for humans to understand the intended meaning by recognizing the similarity of symbols, such as language. Communication has four important elements: communicator, message, media, and communicant (Lestari, 2019). Another article explains that communication is the process of transforming a collection of individuals into a unit that has cohesion and operation (Razali et al., 2022).

### **Literature Review**

The implementation of disaster management is a series of efforts that include establishing development policies that are at risk of disasters, disaster prevention activities, emergency response and rehabilitation (Undang-undang, 2007).

Disaster preparedness is basically a process in seeking actions in order to reduce risks in the occurrence of an emergency event. This effort is needed by the community to reduce the risk/impact of natural disasters, including casualties, property losses, and environmental damage (Hidayat, 2008). However, the United Nations Disaster Risk Reduction (UNDRR) defines preparedness as the knowledge and capacity developed by governments, emergency response and recovery organizations, communities and individuals to effectively anticipate, respond to and recover from the impacts of disasters that may occur, are about to occur or are occurring. Regarding the issue of community preparedness, a number of sources explain that



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to create an increase in community preparedness in the face of disaster threats, it consists of several critical factors, including:

- 1) knowledge and behavior towards disaster risk
- 2) policy and guidance
- 3) plans for disaster emergencies
- 4) early warning system
- 5) the capability to mobilize resources (Alhadi & Sasmita, 2014).

The Indonesian government issued a Government Regulation with Number 13 year 2021 explaining that the implementation of flats is an activity of planning, development, control and utilization, management, maintenance and care, control, institutions, funding and financing systems, as well as the role of the community which is carried out systematically, integrated, sustainable, and responsible (Peraturan Pemerintah, 2021).

The government regulation explains that the government classifies flats into 4 categories, which are; public flats, special flats, state flats and commercial flats. An apartment area in its management is managed by a management body, besides that residents and owners who are members of PPPSRS have a role to ensure management in accordance with the rules and policies set by the government.

A proper communication between residents and building management will result in a preparedness effort that could be practiced in accordance with the applicable provisions, especially in a series of planning disaster preparedness measures in the apartment area. Communication has a role as a provider of information needed by both individuals and groups used to make decisions by conveying data to identify and evaluate existing options (Nurdin, 2006). In the context of disasters, communication is an important part that is not only needed during disaster events but also in the pre-disaster phase. The existence of effective communication can make the receipt and delivery of information also become more effective. This is very important for disaster risk reduction because the community will receive information quickly and accurately (Lestari, 2018). A message is any notification, word, or communication, whether spoken or written that is sent from one person to another. The message becomes the core of the communication itself. Messages are divided into two types, namely verbal messages and non-verbal messages. To ensure that the message can be



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received, it must pay attention to various conditions of delivery and fulfill the requirements of a message.

Each communication also needs to pay attention to ethics that must be upheld to prevent bias that can harm others (Razali et al., 2022). The Communication Ethics ambience in a group influences whether an ethical dilemma is recognized, the methods for addressing the conflict, and the quality of resolution.

### **Research Methods**

This research is carried out by applying descriptive qualitative method by combining literature review and direct observation at the research location. The researcher was present to occupy a flat unit in the Kalibata City area and joined the discussion forum between residents in online or offline form.

### **Study Results**

Kalibata City vertical houses or apartments are one of the vertical residential areas located in the Rawajati Village area. Kalibata City, located in Rawajati Village, Pancoran District, South Jakarta City, is one of the products of the 1,000 tower development program which is considered successful in providing housing for urban residents. Kalibata City is one of the areas classified into rusunami towers in the Kalibata City Apartment area, apart from the Kalibata City Green Palace tower which does not have subsidies from the government. A total of 18 towers are located in this Kalibata City Apartment location, with a total of 7 towers which are Kalibata City Residence areas. Each tower consists of 21 floors, which is actually 18 floors. This is because the numbering for floors 4, 13 and 14 is eliminated. The development of the population in Kalibata City has increased since 2010. Based on previous research, the population of the Kalibata City area is 30,100 people (Fitriyana, 2013) and this is 4% more than the total population in one district in the Thousand Islands, which is 28,925 people (BPS, 2023). There are 18 neighborhood associations (RT) and 3 community associations in the area which are divided based on each tower for each RT.

The north side of Kalibata City Residence is along the main line connecting Pancoran and Pasar Minggu, Jalan Raya Kalibata. Duren Tiga Electric Railway (KRL) station ends at



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Jakarta Kota station in Jakarta and Bogor station in the south. The Ministry of Home Affairs, Tax Office, and House of Representatives housing are also there. The apartment complex has Akasia, Borneo, Cendana, Damar, Ebony, Flamboyant and Gaharu towers. The government's Rusunami program funded the towers, which are the oldest and cheapest in the complex. Kalibata Square, a shopping center with a food court and movie theater, can be easily accessed from the northern part of Kalibata City Residence. Most apartment residents are of productive age and live in Kalibata City as owners or tenants. For economic motives, many apartment owners rent out their apartments rather than live in them (Adisurya, 2019). The transport mode and the distance between work and home determine the cost of transportation. According to experts, a household's housing and transportation costs should not exceed 35% of its income (Nurbonita & Haryanto, 2017).

PPPSRS in Kalibata City has not been established since 2010 until mid-2023. PT Pradani Sukses Abadi is the developer and PT Prima Buana Internusa is the operator as well as the Kalibata City Area Management Agency. Currently, there is a dispute between the management body and residents regarding the residential area of flats in Kalibata City, residents of owners and residents who feel injustice in the management of this area, finally took the initiative to form the Kalibata City Residents Community, or KWKC<sup>2</sup>. The dynamics that occur require KWKC to play an active role in maintaining harmony between residents, although in fact in the field between residents there are also groups that are pro-against the policies of the management body and pro-against the struggle of KWKC. The lack of transparency in management by the management body for some residents who are members of KWKC contributes to the increase in vulnerability factors to hazards in the area.

Other vulnerability factors that affect the risk of existing hazards are infrastructure conditions, for example limited land for assembly points in the case of an emergency and also limited access to mobility due to parking lots for four-wheeled vehicles in particular that have exceeded capacity. Social conditions between residents who are said to be urban communities also affect existing vulnerabilities, the average occupants who work after returning to their respective units immediately close the door and are reluctant to socialize.

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<sup>2</sup> <https://www.kwkc.info/about-1>



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Although there are still residents who have the concern to want to get to know their neighbors, be active in community activities and even find out and get to know their neighborhood neighbors.

A number of incidents like unit fires<sup>3</sup>, earthquake tremor felt<sup>4</sup> to other events<sup>5</sup> Kalibata City requires every resident to have fast knowledge and information, so that they can know and anticipate the conditions that occur in the dynamics of this vertical residence. So far, Kalibata City does not have a formal forum for residents, and normally the breaking of the fast together with fellow residents which is routinely carried out every Ramadan becomes one of the media to communicate and get to know each other between residents.

Although there are also several channels for people to gather such as Posyandu activities and other religious activities. Therefore, as one of the efforts to communicate between residents living in this area, a communication group was formed through Whatsapp Group (WAG). WAG is available for residents of each tower and also KWKC WAG which contains each resident from each tower representative.

Management has information lines to communicate with residents like the availability of information boards, holding danger signs and evacuation signs, the existence of loudspeakers to deliver announcements available on each floor but only one-way communication occurs. The existence of a WAG for each tower is an alternative way to discuss the current dynamics in this living area. Topics other than discussions about important events that occur and as a medium for disseminating information related to life in the Kalibata City area. Moreover, for each member who enters the WAG, it is an effective way to get information quickly, even though there are active and passive members in the WAG. The message must be of mutual interest to the sender and receiver (Nurdin, 2006), and this is what the residents need.

As a further alternative method of communicating with residents, the Kalibata City Resident Community developed an online learning series in November 2023, with the

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<sup>3</sup> <https://metro.tempo.co/read/1739790/kebakaran-di-apartemen-kalibata-city-dipicu-ledakan-setrika-uap-di-tempat-laundry>

<sup>4</sup> <https://news.republika.co.id/berita/rlorr9328/warga-di-lantai-18-rasakan-gempa-seperti-gedungnya-akan-anjlok>

<sup>5</sup> <https://megapolitan.kompas.com/read/2022/02/18/12192441/sederet-kejadian-tragis-di-apartemen-kalibata-city-dari-peredaran-narkoba?page=all>



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specific aim of improving their knowledge and capacity. The main objective of the KWKC learning sessions is to build a Vertical Residential Education and Empowerment Center in Kalibata City. These sessions take place through the Zoom app once every two weeks on Sundays at 19.30-21.30 GMT. By using the hyperlink provided by the organizer and completing the registration procedure, anyone can sign up.

The learning series, which consists of six meetings, features several resource persons who are citizens with the required expertise, in addition to inviting external resource persons when necessary. The hosts uploaded recordings of the learning sessions to their YouTube channel at the end of each session. The link to access the recordings can be viewed again on the YouTube channel with the following link: <https://www.youtube.com/@KWKalcit>.

There were various knowledge or education for participants that have been delivered, such as; vertical housing disaster preparedness, knowing earthquake resistant building retrofitting, knowing Alzheimer's to knowing how to make Eco Enzym.

Obviously, the two forms of communication built in disaster preparedness efforts in this vertical residential area also prioritize ethics. Various terms and conditions are applied such as not being allowed to discuss political issues, intersecting with certain ethnicities, religions, races and ethnicities. There are administrators and moderators who will mediate and supervise if there are discussions that have the potential to trigger conflict.

## **Conclusion**

The life of occupants in vertical housing or flats in disaster preparedness efforts is important, given the potential risks of existing hazards that require residents to be prepared and alert. Effective communication will make one of the assets to increase the capacity of residents in receiving messages and following up on them. Various methods can be used by residents living in flats, especially for urban areas, one of which is using WAG short message media or also online.

The role of the management body is also important to be able to facilitate and share space for discussion in preparedness efforts with residents. Mainly involving community





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representatives who can be an extension of the management to disseminate information in creating safe and comfortable housing.

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