



Analysis of Public Satisfaction with the Work Readiness on the Fire Department in Fire Management in Bengkulu City

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Abstract: This study aims to determine public satisfaction with the response and alertness of the Fire Department in handling fires in Bengkulu City. The research method used in this study is a qualitative method. The results of the study indicate that, Service Procedure: The level of public satisfaction in the service sector is quite satisfied, because they give more satisfaction ratings than those who are dissatisfied. Service Discipline: The level of public satisfaction in the field of service officer discipline is less satisfied, because informants give more answers that are less satisfied. Responsibility: The level of public satisfaction with officers is satisfied, because there is only 1 informant who feels lacking, the rest give very satisfactory answers. Employee Competence: The level of public satisfaction in the field of employee competence is very satisfactory, because all informants give very satisfactory answers when interviewed. Suggestions in the Analysis of Public Satisfaction with the Alertness of the Fire Department in Handling Fires in Bengkulu City. Students who will conduct further research. It is advisable to find and read more other references. So that the results of further research are even better and gain new knowledge. The results of this study are expected to be used as reference material for researchers. It is expected that officers will be more careful in observing public responses. This is very important to anticipate future incidents. The limitation of this study lies in the informants, because they must be people who have reported the incident.

Keywords: Services, Public Facilities, Employee Competence

1. Introduction

In the era of globalization mature this is one of them challenge big problem faced by the government specifically government area is how display professional apparatus, has ethos high work, excellence competitive, and ability hold firm ethics bureaucracy in operate duties and functions and fulfil aspiration society. Challenges the is reasonable thing remember empirically, the community in the region want the authorities government in operate his duties can work in a way the ultimate maximum can give the best service for society. For can to organize good governance sued apparatus professional government things. This is prerequisite in increase quality organization and quality services that will be given to society (Sakti, 2023:2).

One of hope public as consumer service is want fair and equitable service. Form fair and equitable service, only made possible by readiness psychological bureaucrat government that always adapt self with change social (*social change*) and dynamics public as target his service. Task main the government in essence is give service to public in frame increase welfare public. According to Miftah Thoha (1994:1), "Service public is a activities that must



be done prioritize interest general, make it easier affairs public, shorten time service and provide satisfaction to public". HAS Moenir expressed the same thing (1995:2), who stated that service public is activities carried out by a person or a group of people with runway material function through systems, procedures and methods certain in business for fulfil other people's needs accordingly his rights. Essence government in an area is for give service to society. Because the Government no held for himself alone, but for serve public as well as create conditions that allow every member public develop his ability and creativity in order to achieve objective together.

Task service public (*public service*) more emphasize to prioritize interest public, making it easier affairs public, shorten implementation process time affairs public, and provide satisfaction to public. One of the effort for increase quality service public, as mandated in Constitution Republic of Indonesia Number 25 of 2000 concerning the National Development Program (PROPENAS), it is necessary arranged level satisfaction public as measure measuring For evaluate level quality service. Index Community Satisfaction (CPS) is data and information about level satisfaction society that is obtained from results measurement in a way quantitative and qualitative on opinion public in to obtain service from apparatus organizer service public with compare between expectations and needs (Ministerial Decree of PAN No. 25 of 2004). Rasyid (1997:2) state that government modern is service society.

The importance of task service public in modern government has push governments of countries in the world to put public as party the first thing to do get service best from his government (*putting people first*). Indonesia has taken steps for increase quality service public through various policy like the issuance of the Decree of the Minister of Administrative and Bureaucratic Reform No. 81 of 1993 concerning Guidelines Governance Public Services, as well as Presidential Instruction Number 1 of 1995 concerning Improvement and Enhancement of Service Quality Apparatus Government To the Community and Decree of the Minister of Administrative and Bureaucratic Reform Number 63/KEP/M.PAN/2003 concerning General Guidelines for Implementation Public service.

One of type service public provided by the Bengkulu City Regional Government which is often get complaint from public is service Prevention and Extinguishing Fire, where in give service Prevention and Extinguishing Fire not enough so maximum. There are complaints from public in a way implicit show that quality service public still low. In service Prevention and Extinguishing Fire serviced by officers fire extinguisher fire Bengkulu city has many hear complaint community at the location fire among other things the difficulty contact office prevention and extinguishing fire, duration officer fire extinguisher fire arrive at the location fire, lack of facilities owned officer fire extinguisher fire, less attitude alert, fast and responsive by officers fire extinguisher fire. Besides it is index data satisfaction public will can become material evaluation to element services that are still need improvement and become booster each organizing unit service for increase quality his service. Demands public to quality service public the more increase form response demands the is emergence aspiration public for get service quality public (Fahlevi, 2021:2). In the National Development Program (Propenas), the mandate that needs to be done is do study quality service public for produce Index Community Satisfaction as embodiment *Good Governance* in form accountability, transparency, supremacy law as well as answer need public.

Remember type services are very diverse with different nature and characteristics, then for make it easier compilation Index Community Satisfaction (IKM) service unit required guidelines commonly used as reference for Agency, Central Government, Government Province and Regency/City for know level performance of service units in the environment respective agencies (Nawawi, 2019:23). Research conducted by Bagus Indrawan (2023:2) show findings or results covers response slow, poor coordination effective, and shortcomings facilities. Based on analysis level public satisfaction with service countermeasures fire in Bengkulu City, Bengkulu Province, can concluded that there is need urge for increase



response, coordination, and facilities in frame fulfil hopes and needs society in countermeasures disaster fire. Based on sourced data from AntaraNews.com on June 27, 2024, Thursday morning, revealed that has happen fire located in Hybrid XIII. Fire this claimed 1 life die world and 1 person experienced wound enough burn severe. From the incident the researcher take hypothesis temporary that no fulfilment indexes satisfaction public that is Procedure Service, Discipline Officer Firefighters, Responsibilities, and Competencies Employee to Officer Fire Extinguisher Fire.

2. Materials and Methods

Research methods used in study this is method qualitative. Research qualitative is a research that has character descriptive and more leaning use analysis in the process. Where is the meaning or corner view from subject study more prioritized. Research qualitative used for to collect information, insight, knowledge in a way deep about a problems that will arise later used for to obtain solutions and ideas or new ideas. Research this is study descriptive, with approach qualitative. Research qualitative is study where researcher placed as a key instrument, technique data collection was carried out in a way data merging and analysis is inductive (Kristi, 2022:3). Study qualitative aiming to obtain description in its entirety about a matter according to view humans being studied. Research qualitative relate with ideas, perceptions, opinions or people's beliefs are scrutinized and everything no can measured with numbers. Type of method used is descriptive with use approach qualitative purposeful for give description or explanation in a way systematic, *factual* and accurate. According to Sukardi (2013:19) "Research qualitative is study based on quality or quality from objective a study that". Data analysis aims to organize data in a meaningful way so that it can be understood. Analysis is carried out on data based on inductive logic. According to Sugiyono (2017:39-40) in his book entitled "Quantitative Qualitative Research Methods" and R&D. The data analysis method used in this research process is descriptive, namely:

Data Reduction

Data reduction is data analysis done by selecting the main (important) things, looking for themes and determining the patterns. This data is obtained in the field which is written or typed in the form of detailed descriptions or reports.

Data Presentation (Data Display)

This data presentation is done in the form of brief descriptions, charts or relationships between categories. According to Sugiyono (2017 :2), he also stated that "What is most often used to present data in qualitative research is narrative text."

Conclusion Drawing / Verification

From the data obtained, then categorized, searched for themes and patterns, then conclusions were drawn. The initial conclusions put forward are still temporary and will change if no strong evidence is found that can support the next stage of data collection. In this qualitative research, researchers are required to be able to dig up data based on what is said, felt and done by the data source directly. Here the researcher is of an emic perspective which means obtaining data not as it should be, not based on what the researcher thinks, but based on what actually happens in the field, experienced, felt and thought by the data source itself. Unlike other types of research, this research is not preceded by a hypothesis and a strict theoretical framework. This is in accordance with what was expressed by Sugiyono (2009:98) that descriptive research does not need to formulate hypotheses.

3. Results

Analysis of public satisfaction with the readiness of firefighters in handling fires is a form of achievement of work results carried out by individuals or groups in an organizational work



period. Assessment of public satisfaction is based on the achievement of work results in terms of quantity, quality, efficiency and effectiveness of work in serving the community. The following are the results of interviews conducted by the author with firefighters and the general public of Bengkulu City : Service procedures are processes used to provide services to customers. Service procedures can be simplified to improve customer satisfaction. Service standards can be used as guidelines in providing quality, fast, easy, affordable, and orderly services. The researcher conducted an interview on July 25, 2024 with the fire department regarding service procedures (Reporting, Submission, and Service) to Mr. Lyem Friady, S.Sos as the Acting Head of the Fire Extinguishing and Investigation Section of the Bengkulu City Fire Department. He said that:

"For report fire, can come direct to office fire extinguisher fire nearest, or can contact number telephone fire extinguisher fire or through frequency blackout".

"Things that need to be done delivered for report fire is reporting data, what is burning, address clear location fire, such as What condition the fire".

"Service fire extinguisher fire in Bengkulu City has clear standards, namely standard minimum service (SPM) from the Ministry of Home Affairs. Namely, officers fire extinguisher fire must arrive at the location no later than 15 minutes".

Furthermore researcher do interview on July 25, 2024 with Mr. Burman Kasmiri S.Sos, Young Expert Fire Analyst who provides answer related procedure service that is:

"Reporting incident fire can done with report to post or contact number fire extinguisher fire closest".

"Things that need to be done delivered is What the problem, where is it located and how his condition".

"Standard service implemented with Good based on rule standard minimum service of the Ministry of Home Affairs, the specified time officer must come in 15 minutes".

Next researcher submit interview July 25, 2024 to father Jupri Effendi Officer fire extinguisher fire, he give answer about procedure service that is:

"How to report incident fire is with contact office fire extinguisher fire closest or can also contact related numbers with office fire extinguisher fire".

"Things that are mandatory reported is about what, location and form the incident".

"The services provided based on rule standard minimum service".

Based on results interview with the 3 sources above, the procedure his service is with method report fire to officer fire extinguisher fire, report to post or contact office through telephone handheld. Which must be reported namely reporting data, what was burned, address clear location fire, such as what condition the fire. The services provided based on standard minimum service (SPM) according to with service fire domestic.

Discipline Officer Service

Researcher do interview on July 25, 2024 to party fire extinguisher fire about discipline officer service (Presence) Officers, Readiness, and Response to report) to Mr. Lyem Friady, S.Sos as Executor Task Head of Fire Extinguishing and Investigation Section Fire Department Fire Bengkulu City Fire . He convey that:

"Within 24 hours, officers always standby in place incident "

"Officer always ready 24 hours if happen fire or problem others, covering areas that can reachable".

"Officer respond with good and fast to report from public".

Furthermore researcher do interview on July 25, 2024 with Mr. Burma Kasmiri S.Sos, Young Expert Fire Analyst who provides answer related discipline officer service that is :

"Yes, officer. always there are 24 hours in the office service".

"Officer always ready, if there is report enter".

"Officer always respond full heart about all reports provided by the public".

Next researcher submit interview July 25, 2024 to father Jupri Effendi Officer



fire extinguisher fire, he give answer about Discipline officer that is:

"Officer always there is good day holiday".

"Officer ready 24 hours".

"Officer serve all incoming report office service".

Based on results the interview above related discipline, writer find relative answer the same from officer, namely officer always standby at the post, okay day work and also day holiday. Related readiness, officer explain that they always ready 24 hours, and related response report, they always respond every report very well.

Responsibility

Researcher do interview on July 25, 2024 with party fire extinguisher fire about Responsibility (time) to location, duration of outage, and constraints officer) to Mr. Lyem Friady, S.Sos as Executor Task Head of Fire Extinguishing and Investigation Section Fire Department Fire Bengkulu City Fire. He convey that:

"In the estimate 5 minutes, officer from office fire extinguisher fire closest with location fire must already arrive in 5 minutes".

"Depends condition fire and what is burning, for example what is burning is home, during this officer only need time one hour for handle fire".

"The first obstacle officer for arrive at the location fire is user road sometimes still lacking in will for giving access road for car fire extinguisher fires and frequent become constraint officer fire extinguisher fire is people gathered at the location fire".

Interview July 25, 2024 to Burman Kasmiri S.Sos Young Expert Fire Analyst, he give answer about Responsibility officer service that is:

"Estimated 5 minutes, but also determined by location and conditions around".

"The length of handling depending on the conditions fire, normally about 1 hour".

"Officer constraints for arrive at the location usually constrained by user road, traffic jam Then cross, or incident not unexpected on the road".

Next researcher submit interview July 25, 2024 to father Jupri Effendi Officer fire extinguisher fire, he give answer about Responsibility officer that is:

"If not there is constraint about 5 minutes".

"For estimate Handling depends condition terrain and location, can take more than 1 hour or not enough".

"The current constraints arrive at the location That public myself, user road, incident not unexpected and so on".

Based on results interview on about Responsibility, author find answer officer that officer will arrive in estimate 5 minutes, officer from fire extinguisher the nearest fire with location fire must arrive in 5 minutes. Depends from condition fire and what is burning, for example if it burns like home, during this officer only need time just one hour for handle fire. The first obstacle officer For arrive at the location fire is user road sometimes still lacking will for giving access road for car fire extinguisher fires and also the frequent ones become constraint for officer fire extinguisher fire is people gathered at the location fire.

Competence Employee

Researcher do interview on July 25, 2024 with party fire extinguisher fire about Competence Employees (Cooperation, Conditions Emergency, and Preparedness) to Mr. Lyem Friady, S.Sos as Executor Task Head of Fire Extinguishing and Investigation Section Fire Department Fire Bengkulu City Fire. He convey that:

"For increase cooperation between officer fire extinguisher fire is with do regular training, and sharing each task to in a team consisting of from 6 people"

"The way the officer in handle condition emergency situation fire must fast, responsive, and measurable. Priority First is human, priority second is treasure object"

"Procedure his training is regular training and they must own certificate obtained through education and training (DIKLAT) because That task officer



fire extinguisher fire no only extinguish fire but also includes savior in all line"

Interview July 25, 2024 to Burman Kasmiri S.Sos Young Expert Fire Analyst, he give answer about Competence employee that is:

"Do regular training between team, so that we can each other understand and comprehend, so that increase quality Work The same team".

" For handle condition emergency, officer do action fast and responsive, prioritizing rescue, good life and also treasure object".

"The procedure is do regular training and have certificate education".

Discussion

Analysis Public Satisfaction with Alertness Fire Department Work Fire Under Control Fire in Bengkulu City

Based on results research above, there is some component the main one who answered How Analysis Public Satisfaction With Alertness Fire Department Work Fire Under Control Fire in Bengkulu City, following This results discussion from component satisfaction society, namely:

Procedure Service

Interview results officer show that procedure his service that is with method report fire to officer fire extinguisher fire, report to post or can also contact office through telephone handheld. Which must be reported namely reporting data, what was burned, address clear location fire, such as what condition fire. Services provided based on standard minimum service (SPM) according to with service fire domestic based on results interview response public above in the field about procedure service, community give different responses, some informant state satisfied with services provided by officers, they state help, information and feedback the officer is very kind to them. However, part big informant state not enough satisfied, because help poor service well, difficult information reachable and responsive the old officer when called or contacted by the informant. This matter become serious problem for officer, because concerning the services it provides, for overcome dissatisfaction public so officer must increase its performance in give more service Good again, doing socialization that provides more information easy for accessed for example with make flyer news on social media and the latest is give more response Good to public when contacted so public relations must always standby for accept calling or report from public in form whatever. Based on explanation the level satisfaction society in the field service is Enough satisfied, because informant give evaluation satisfaction more Lots from the not satisfied.

Discipline Officer Service

Based on results interview with officer show that related discipline, writer find answer relative officer the same, namely officer always standby at the post, okay day work and also day holiday. For problem readiness, officer explain that they always ready 24 hours, and related problem responsive report, they always respond every report very well. Based on results interview response public above in the field Discipline Officer Service, informant give different responses on the part discipline, three informants feel no satisfied, because officer come late at the time fire, for part exemplary behavior and security provided all informant feel satisfied. And two informants feel very satisfied with all services provided by officers in the section discipline and others, proven from results interview with community that provides response Good to officer, level discipline good, and always come on stage professional. Fire occurs in various place, on congested work/hybrid 13 and also occurs in lempuing, based on interview society. Obligations and safety officers, the community also provides very good response. Problems with results study on is lack of satisfaction public to discipline officer, thing this proven with results interview stating dissatisfaction, because officer No appropriate time on site fire, but for part exemplary behavior and safety all over informants and the community feel satisfied. For overcome problem the officer must repair its performance especially in the field of discipline time, thing this can done with method more prioritize report society and more fast come direct to location incident as well as Work the same with party around, so that journey smoother. Based on explanation said, the level satisfaction community in the field discipline officer service is not enough satisfied, because informant more lots give answer not enough.



Responsibility

Based on results interview on about Responsibility, author find answer officer that officer will arrive in estimate 5 minutes, officer from fire extinguisher the nearest fire with location fire must arrive in 5 minutes. Depends from condition fire and what is burning, for example if it burns like home, during this officer only need time just one hour for handle fire. The first obstacle officer for arrive at the location fire is user road sometimes still lacking in will for giving access road for car fire extinguisher fires and also the frequent ones become constraint for officer fire extinguisher fire is people gathered at the location fire. Based on results interview response public above in the field Responsibility, society give satisfactory response to all services provided by officers, even though there is 1 informant who gave response not enough satisfying to service officer, dissatisfaction this lies in the lack of officers maximum in carry it out, because when happen fire officer seen confusion, I don't know because difficult terrain or because lack of training, regarding performance, there is good officers and there are also officers who are less responsive, and coordination with team medical less, even no there is interaction the same once (said Mrs. Sukmawati). For his responsiveness satisfaction public proven with explanation public that officer not enough maximum in handle situation fire, they also have try as much as possible possible for secure fire and rescue the victims along with treasure the object. The officer also provided high attention to society, they give protection against approach location incident. And the last one coordination with team medical it's very good, thing this also applies to the other party. Problems in the section not quite enough answer almost no there is, but there was 1 informant who felt that officer still not enough in operate its performance with well, which is explained as following, officers who are lacking maximum in run it, because when happen fire officer seen confusion, I don't know because difficult terrain or because lack of training, regarding performance, there is good officers and there are also officers who are less responsive, and coordination with team medical less, even no there is interaction the same once (said Mrs. Sukmawati). This is become problems that are not good, because coming from officer myself. It is expected incident like this no repeat back, officer must more lots do training, so that cooperation become compact and not harming others. To problems with the team medical, public relations officers must do coordination with team medical, must work the same based on institutions, so that performance can achieved as optimal as possible maybe. Based on explanation problem said, the level satisfaction community to officers is satisfied, because only there is 1 informant only those who feel less, the rest give very satisfying answer.

Competence Employee

Based on results the interview above about Compensation Employee, writer find answer officer that for increase quality Work The same team, need existence regular training, and distribution each task to in a team consisting of 6 people. Handling condition emergency done in a way fast, responsive, and measurable. Priority first is human, priority second is property. For procedure training, is regular training and must own certificate obtained through education and training (DIKLAT). Based on results interview response society above in the field Competence Employees, society give very satisfied response to all services provided by officers. The public conveyed that level and expertise officer fire extinguisher fire far above average, they are also capable of handle situation very well. For example the explanation is fires in Hybrid and Lempuing a number of time then. Finally, the community also assesses ability officers who must always improved, thing this happen because officer no once tired for study. In the field competence employee no there is problem related satisfaction based on interview society, all layer public feel very satisfied to competencies possessed employee, but matter the no may make employee satisfied self, must Keep going increase its performance, so that it continues improved, again and again. Based on explanation the above problems, the level satisfaction community in the field competence employee very much satisfying, because all of them informant give very satisfying answer moment done interview. Based on to four the above components, the author get conclusion, about Public Satisfaction with Alertness Fire Department Work Fire Under Control Fire in Bengkulu City, response public show satisfaction to all services provided officer.



4. Conclusion

Based on discussion thesis above concluded that Analysis Public Satisfaction With Alertness Fire Department Work Fire Under Control The fire in Bengkulu City, refers to 4 components, as following:

1. Procedure Service

Satisfaction level society in the field service is Enough satisfied. This is happen because services provided party officer not enough responsive in processing report from society and there is Lots officer who does not be at the post.

2. Discipline Service

Satisfaction level community in the field discipline officer service is not enough satisfied, because informant more lots give answer not enough satisfied. Lack of satisfaction society on discipline service is officer come no appropriate time on site incident fire, the problem far from location incident.

3. Responsibility

Satisfaction level community to officers is satisfied, because only there is 1 informant only those who feel less, the rest give very satisfying answer. Responsibility get evaluation good in the eye society, because blackout process time fire fast, because cooperation good officer. This is give evaluation positive for society, and for informants who feel not enough satisfied, this happen Because informant feel officer late a number of minute to location incident.

4. Competence Employee

Satisfaction level community in the field competence very satisfying staff. Officer Work with good, very fast handling, employees carry out regular training. Concrete evidence is blackout on site narrow and dense resident can be overcome with Good.

Based on to four the above components, the author get conclusion, about Public Satisfaction with Alertness Fire Department Work Fire Under Control Fire in Bengkulu City, response public show satisfaction to all services provided officer.

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