

The Implementation of Fire Disaster Mitigation at Harris Vertu Hotel Jakarta

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ABSTRACT

Purpose: This research aims to find out and explain how the Harris Vertu Jakarta hotel is implemented in dealing with disasters that are likely to occur, especially fire disasters, disasters are something that cannot be predicted, and knowing how to deal with disasters is one of the skills that is needed in the hotel industry. because it is an obligation to make hotels safe from the threat of disasters, there are three types of disasters, natural disasters, non-natural disasters, and social disasters. In this research, researchers will conduct research related to non-natural disasters at the Harris Vertu hotel, namely fire disasters.

Research methods: This study used qualitative-descriptive research techniques that used observation, interviews, and documentation to collect data. The samples of this study is HR Director, Chief Security, and Chief Engineer. Then the results of the data collected will be described descriptively.

Result and discussion: The Harris Vertu Hotel Jakarta has prepared the staffs to face disasters from the first day the staff worked at the Harris Vertu hotel where on the first day of work they were immediately given a full day of training, usually the training is given by HRD about hotel brands, *executive chefs* about hygiene, Chief Security *about how to respond to disasters*. In addition to the training provided on the first working day of the Harris Vertu hotel, it is also routine to conduct training every three months on how to deal with disasters if at any time they occur at the Harris Vertu hotel, things to do when disasters occur and how to use the tools used to deal with disasters. Harris Vertu Hotel also routinely conducts simulations every four months for all its staff, in the simulation each staff is given the opportunity to use all the equipment used to deal with disasters, besides that Harris Vertu hotel also collaborates with outside parties to carry out this simulation, such as by ambulance, and fire department.

Implication: This study focuses to answer the following questions: 1) How does Harris Vertu Hotel prepare for natural disasters, 2) How does Harris Vertu Hotel prepare its staff to face natural disasters.

Keywords: Hotel, Fire, Non-natural Disaster, Disaster Mitigation

INTRODUCTION

A disaster is an event or series of events that will threaten and disrupt people's lives and livelihoods caused by natural factors, non-natural factors and factors from humans themselves, resulting in human casualties, environmental damage, property losses and psychological impacts (BNPB, 2018).

Disaster mitigation is a step that must be taken as a way of disaster management, in accordance with the main purpose of disaster management, which is to reduce or eliminate victims and losses that may arise, the most difficult step is before a disaster or pre-disaster occurs (BNPB, 2018).

The types of mitigation are divided into two, structural mitigation, and non-structural mitigation. Structural mitigation is an effort to reduce disasters by building various physical facilities and infrastructure using technology. Some examples such as building a reservoir to prevent flooding and making earthquake-resistant buildings. Non-structural Mitigation is an effort to reduce disasters by making certain regulations or policies to prevent a disaster, some examples such as not littering, not burning forests or fields (BNPB, 2018).

According to Law No. 24 of 2007, disaster management is a continuous and integrated process to improve the quality of steps related to disaster observation and analysis as well as prevention, mitigation, preparedness, early warning, emergency management, disaster rehabilitation and reconstruction.

According to Latief, disaster management is divided into 3 stages, namely pre-disaster, when a disaster occurs, after a disaster occurs. The pre-disaster stage includes several activities such as prevention, mitigation, preparedness and early warning. While in the event of a disaster consists of emergency response, and emergency assistance. Then the last in the post-disaster includes recovery, rehabilitation, and also reconstruction. (Latief, et al., 2023).

Indonesia is geographically located in the Ring Of Fire region or can be referred to as the Pacific Ring of Fire, the meeting of three world tectonic plates, namely: the Indo-Australian Plate, the Eurasian Plate and the Pacific Plate. Therefore, Indonesia is a country prone to earthquakes, volcanic eruptions to tsunamis (News, 2023). Jakarta is the center of business and government that cannot be separated from disasters. Based on data from BPBD 2023 (Regional Disaster Management Agency) in Jakarta itself, in January 2023 in Jakarta, disasters that often occur are fires totaling up to 56 times. In addition to fires, the type of disaster that often occurs is flooding. Flooded occurred 8 times during January 2023.

The hotel is a service place that provides a variety of facilities that can be used by guests for 24 hours. (Damanik & Boimau, 2019). With the effect of disaster happening, the practice of *Hotel Tangguh Bencana (HOTANA)* or Disaster Resilient Hotels and has become the standard practice in the hotel industry in Indonesia since 2007.

Harris Vertu Hotel Jakarta, as the object in this study, is one of the hotels from the Tuzia company which is a *5-star up-scale* hotel. Tuzia itself is one of the hospitality business people who manage various types of hotels, currently Tuzia has handled 48 hotels in various cities in Indonesia. Tuzia Company also has various types of brands, namely: Pop!hotel, Yello Hotel, Fox Hotel, Fox Lite Hotel, Harris Hotel, and Harris Vertu.

Researchers will examine "Implementation of Disaster Mitigation at Harris Vertu Hotel Jakarta" with a focus on the application of natural and non-natural

disaster mitigation. With its location in Jakarta, Harris Vertu also poses risk to natural and non-natural disaster and is expected to have preparedness in facing such disasters. This study focuses to answer the following questions: 1) How does Harris Vertu Hotel prepare for natural disasters, 2) How does Harris Vertu Hotel prepare its staff to face natural disasters.

By knowing how the Harris Vertu hotel to deal with disasters that are likely to hit the Harris Vertu hotel, it is expected to provide input in improving the system in the hotel about dealing with disasters and add insight into mitigation in dealing with disasters, especially in the hotel industry in Indonesia.

RESEARCH METHODS

The method in this study uses descriptive qualitative techniques, descriptive qualitative is a type of research that describes or describes in depth about each variable to answer the question, who, when and how either has one or more variables. (Hamzah, 2019). Descriptive research is a research method with a method to describe a research result, as the name implies, descriptive research has the aim of providing a description and explanation of the phenomenon being studied. (Ramdhan, 2021)

Unit of analysis usually refers to a person, collective or an object that is the goal of the investigation such as an individual, group, organization, State, technology, and the like. (Sudarmanto, et al., 2021). The units of analysis in this study are *HR Manager*, *Chief Security*, and *Chief Engineering* working at Harris Vertu Jakarta hotel.

A sample is a portion of the population whose nature is representative of the entire population, representative of a population is called a sample, so a sample can be interpreted as a small percentage of the population selected for a particular study. (Nugroho, 2021). The sampling technique in this study used *Purposive sampling technique*. The sample is intentionally selected to meet the objective of this study.

Data collection in this study through interviews, observation, and documentation. Observation is a technique of collecting research data by observing the object under study, analyzing, and recording the findings at the place of research. (Jaya, 2020). Interview is one of the data collection techniques that researchers can use to obtain data in the field by meeting directly with sources or using intermediary tools such as telephone calls. (Gazali, et al., 2022). An in-depth interview was conducted to obtain the information needed in this study. Documentation is a technique used to collect data through written texts or through soft-copies such as books, ebooks, articles in magazines, newspapers, journals, reports or archives of organizations and others, soft-copy data is usually obtained from internet sources that can be accessed online. (Nurhadi, et al., 2021). The data collected then is analyzed using three steps: data reduction, data presentation, and conclusion generation.

RESULT AND DISCUSSION

Harris Vertu Hotel is a hotel built in 2016 and has been running since 2017 in Central Jakarta, which has various facilities that are quite complete, such as gym, swimming pool, restaurant and bar, lounge, meeting rooms and fitness center. These facilities aim to comfort guests staying at the Harris Vertu hotel, in addition to the comfort that is important to the Harris Vertu hotel, security and

safety are primary service provided by the Harris Vertu hotel since the hotel operates.

Implementation of Disaster Mitigation

In the application of disaster mitigation, it is known that mitigation is a step that must be done as a way of disaster management, in accordance with the main purpose of disaster management, which is to reduce or eliminate victims and losses that may arise during and when disaster occurs.

In the application of mitigation in hotels, the government itself has issued hotel standards in dealing with disasters or usually called Hotana or Hotel Tangguh Bencana (Disaster Resilient Hotels), Hotana itself has the following characteristics:

1. Safe building structure.
Safe building structure, what is meant by safe building structure here is a building that remains sturdy when a disaster occurs, the building structure can be said to be safe if the building is symmetrical or balanced, and uses a concrete frame.
2. Adequate facilities and infrastructure.
Adequate facilities and infrastructure, what is meant by facilities and infrastructure here is a disaster-resilient hotel must have adequate facilities and infrastructure to deal with disasters examples such as safe hotel building structures, evacuation gathering places, have evacuation warning sirens, fire extinguishers to extinguish fires.
3. Have disaster risk management.
Having disaster risk management, what is meant by having disaster risk management is that hotels in addition to having facilities and infrastructure to deal with disasters, hotels must also have disaster risk management whose duty is to analyze and control risks from disasters that strike.
4. Disaster education to all employees.
Disaster education to all employees, what is meant by education for employees is to conduct training on how to deal with disasters to every existing employee, so that all employees risk what to do when a disaster strikes
5. Regular rehearsal stimulation.
Regular rehearsal simulation, What is meant by routine rehearsals is to carry out disaster simulation activities for every existing employee, so that all employees are accustomed to dealing with disasters

Disaster Preparedness

Preparedness is very important in facing a disaster, because without a disaster preparation that strikes the impact will be far greater than a place that has done all preparations in the face of the disaster. Although there has never fires, Harris Vertu hotel tries its best to prepare for such disaster. From the interviews conducted with HR Manager, Chief Security, Chief Engineering, and Engineering Staff, they told what they always do to prepare themselves for disasters, usually they conduct a training and simulation for hotel employees.

In addition to conducting training and simulation, Harris Vertu hotel also makes preparations such as:

1. Ensuring that the hotel building is sturdy against disasters, the building at the Harris Vertu hotel can be said to be very sturdy to deal with this disaster because the building structure is symmetrical between the front, back, right, left and has used a concrete frame.



Figure 1. Harris Vertu Hotel
[Source: Hotel Website]

2. Having adequate facilities and infrastructure to deal with disasters, Harris Vertu Hotel has also been equipped with several infrastructure:
 - a. Vertu hotel has a useful tool for detecting fires called fire *alarm system* which is useful for providing the location of the fire in a room if a fire occurs then the tool will immediately signal to the security room which makes the fire can be directly matched before it grows. In addition to *the fire alarm system*,
 - b. *Harris Vertu* hotel also has other tools such as fire extinguishers (light fire extinguishers) and hydrants located in various places in the Harris Vertu hotel area such as on each floor of the hotel room Harris Vertu has 1 fire extinguisher and hydrant, in the public area has 2 hydrants, and in the corridor employees have 1 fire extinguisher. Harris Vertu has 4 types of fire extinguishers, namely fire extinguishers filled with water, foam, fire extinguishers and carbon dioxide.
Each fire extinguisher has its own uses such as fire extinguisher that contains water it is a type of fire extinguisher that contains high-pressure water which is usually used to dampen fire caused by rubber, paper, cloth plastic. Foam Fire Extinguisher is a type of fire extinguisher that releases foam used to spray foam that will cover the fuel so that oxygen cannot enter and finally the fire goes out. Chemical fire extinguisher is a type of fire extinguisher that sprays chemicals that will separate between the burned material and oxygen so that the fire extinguish. Carbon dioxide fire extinguisher is a type of fire extinguisher that uses carbon dioxide to extinguish fires usually this type of fire is used to extinguish liquids.



Figure 2. Fire Extinguisher at Employee Corridor in Harris Vertu Hotel
[Source: Author, 2023]

3. Having disaster management, at the Harris Vertu hotel also has disaster management, where disaster management becomes one with the Emergency Response Team (ERT). the Team itself consists of a mixture of all departments in the hotel from the Front Office, to Security where each department is given different tasks when a disaster strikes such as the person in charge to help with evacuation, the personnel in chare to give first aid, the personnel to put out the fire in case of fire.



Figure 3. ERT Equipment at Harris Vertu Hotel
[Source: Author, 2023]

How Hotel Harris Vertu Prepares Its Staff

From the explanation given by HR manager. The hotel has prepared the staffs to face disasters from the first day the staff worked at the Harris Vertu hotel where on the first day of work they were immediately given a full day of training,

usually the training is given by HRD about hotel brands, *executive chefs* about hygiene, Chief Security *about how to respond to disasters*.

In addition to the training provided on the first working day of the Harris Vertu hotel, it is also routine to conduct training every three months on how to deal with disasters if at any time they occur at the Harris Vertu hotel, things to do when disasters occur and how to use the tools used to deal with disasters.

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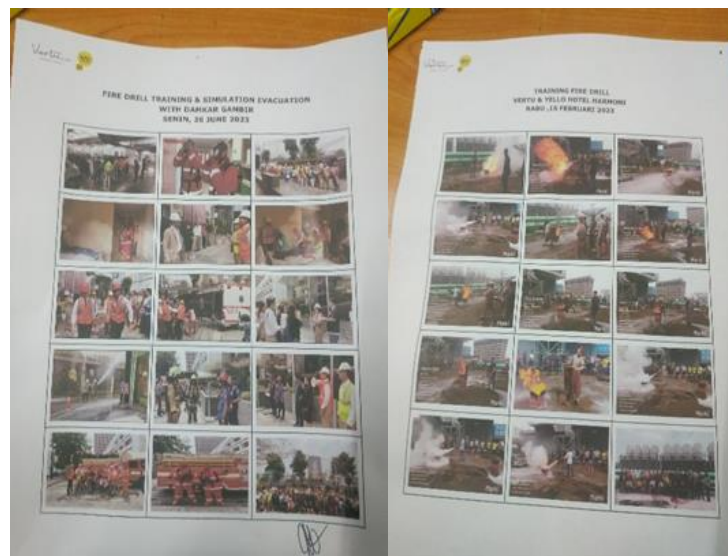


Figure 4. Drill and Simulation Documentation at Harris Vertu Hotel
[Source: Author, 2023]

In addition to training and hotel simulations, Harris Vertu also does other things to prepare its employees such as sticking posters on how to deal with disasters in every employee hallway and employee lockers so that employees do not forget about what they teach during training.



Figure 5. Posters on Disaster Preparedness at Harris Vertu Hotel
[Source: Author, 2023]

CONCLUSION

Preparing a hotel to deal with disaster is a very important thing to do, in preparing in the face a disaster or usually can be referred to as part of disaster mitigation. Infrastructure and facilities hold the most important thing because without facilities and infrastructure the hotel can not do what when the disaster hits which causes more casualties, the Harris Vertu hotel itself is very good in preparing for this can be seen from its facilities and infrastructure that are complete to facing the disaster that may hit the Harris Vertu hotel.

Preparing employees is one of the important things to make everything planned can run as desired, the Harris Vertu hotel itself can prepare its staff / employees very well who they conduct training and simulations regularly so as to make employees trained to face disasters that are likely to hit the Harris Vertu hotel. While the hotel has prepared internally, further research can explore more the disaster management in the hotel in relation with external parties involved such that police or the BPBP or Local Disaster Management Agency.

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