

Pembelajaran dari Lombok : Distribusi Bantuan

Pendistribusian bantuan pada masa tanggap darurat bisa menjadi tantangan tersendiri bagi petugas kemanusiaan. Bukan hanya minimnya pasokan bantuan, bantuan yang banyak pun bisa menjadi kendala jika tidak terdistribusi dengan tepat. Bagaimana jika jumlah bantuan yang akan didistribusikan tidak dapat memenuhi kebutuhan seluruh masyarakat?

Yang pertama perlu dilakukan tentu membuat kesepakatan sesuai jenis kebutuhan dan peruntukan. Pasca gempa bumi beberapa waktu lalu di Lombok, YEU bersama Plan Internasional Indonesia bersepakat untuk melakukan distribusi shelter kits yang terdiri dari 2 terpal, 4 selimut, 2 tikar dan 2 tali tambang. Shelter kits ini diprioritaskan untuk keluarga dengan anggota kelompok rentan seperti balita, lansia, penyandang disabilitas, dan kepala keluarga perempuan.

Dalam proses pendistribusian, YEU dan Plan Internasional Indonesia melibatkan Pemerintah Desa dan tiap Kepala Dusun. Masukan dan rekomendasi Pemerintah Desa sangat penting untuk mempermudah menentukan prioritas keluarga yang paling membutuhkan. Untuk mendukung akuntabilitas kemanusiaan, Pemerintah Desa mengizinkan YEU dan Plan Internasional Indonesia untuk melakukan validasi data secara mandiri, mengadakan ruang untuk umpan balik secara langsung dari masyarakat atas proses pemilihan target penerima dan distribusi yang dilakukan, serta melakukan pemantauan pasca distribusi. Pada sesi umpan balik inilah warga dapat mengklarifikasi jika merasa pembagian tidak adil. Ini terjadi saat YEU melakukan distribusi di Dusun Sambik Elen 1 Desa Sambik Elen Kecamatan Bayan, ada warga yang merasa seharusnya mendapat bantuan namun namanya tidak tercantum dalam daftar, begitu pula sebaliknya. Saat itu pembagian bantuan sempat terhenti karena protes beberapa warga. Menyikapi ini, Sekretaris Desa menarik sumbangan yang tidak tepat dan memberikannya pada yang berhak.

Dari pengalaman di lapangan ini, ada beberapa hal yang bisa menjadi pembelajaran antara lain:

1. Data penerima manfaat sebaiknya perlu ditempel sehari sebelumnya. Di sisi lain, pemerintah Desa juga perlu mengumumkan nama-nama penerima manfaat lewat corong Masjid.
2. Harus ada leadership yang kuat saat pembagian bantuan dengan jumlah masyarakat yang banyak.
3. Sosialisasi kriteria penerima manfaat harus tersampaikan secara jelas pada masyarakat
4. Keterlibatan masyarakat dalam proses pembagian bantuan seperti membagikan bantuan, menjaga keamanan, dan sebagainya.
5. Pendistribusian bantuan tidak dilakukan secara terburu-buru.





Seorang anak laki-laki dalam gendongan ibunya suatu kali datang ke tempat kami melakukan pelayanan kesehatan. Anak lelaki ini menderita kelainan jantung dan rencananya akan dioperasi di Mataram bulan September. Sang ibu khawatir kondisi jantung anaknya semakin lemah karena anak lelakinya sering terkejut dan ketakutan saat terjadi gempa. Saat itu, tim kesehatan YEU dan Pelkesi menenangkan sang Ibu sambil berpesan bahwa kondisi anaknya stabil jika tidak ada sesak napas atau tampak kebiruan saat menangis atau melakukan aktivitas ringan. Tentu bukan berarti penyakitnya sembuh, karena belum ada tindakan yang dilakukan. Di akhir konsultasi, tim kesehatan kami menyarankan jika ada tanda-tanda yang mencurigakan anak sebaiknya segera dibawa ke pusat kesehatan di Kota. Ibu menjadi lebih tenang setelah anaknya diperiksa. Selanjutnya, pemakaian obat tetap dilakukan karena persediaan masih ada.

"Pelayanan YEU yang dilakukan pada sore hingga malam hari sangat pas bagi masyarakat karena pagi masyarakat di Pendua pergi ke ladang atau sawah untuk mengusir monyet" kata Ibu Eka Noviana, Amd Keb, Bidan Desa Pendua, Kec. Kayangan yang juga terlibat saat pelayanan kesehatan bersama YEU dan Pelkesi.

Testimoni warga

"Belum pernah ada tenaga dokter yang masuk untuk melakukan pelayanan kesehatan disini" tutur Ibu Nurhayati (32th), warga Dusun Sentul, Desa Pendua.

"Baru kali ini ada pengobatan, bersyukur ada dokter datang kemari" tutur Ibu Sahwin (47 th) warga Dusun Lokok Bata, Desa Pendua.

Lesson Learnt from Lombok : Aid Distribution

The distribution of assistance during the emergency response can be a challenge for humanitarian workers. Not only is there a lack of relief supplies, even a lot of supplies can be an obstacle if it is not properly distributed. What if the relief supplies cannot meet the needs of all people?

The first thing to do is of course to make an agreement based on the type of needs and designation. Right after the earthquake hits Lombok some time ago, YEU together with Plan International Indonesia agreed to distribute shelter kits consisting of 2 tarps, 4 blankets, 2 mats and 2 ropes. These shelter kits are prioritized for families with vulnerable groups such as toddlers, the elderly, people with disabilities, and female head of households.

In the process of distribution, YEU and Plan International Indonesia involved the Village Government and each sub-village head. Their input and recommendations are very important to make it easier to determine the priorities of the families who need the most. To support humanitarian accountability, the Village Government allowed YEU and Plan International Indonesia to independently validate data, hold space for direct feedback from the community on the process of selecting recipients and distribution targets, and conduct post-distribution monitoring. It is at this feedback session that community can clarify if they feel the distribution is unfair. This happened when YEU distributed relief aid in Sambik Elen 1 Sub-village in Bayan Village, there were residents who—based on the criteria—felt they should receive the aid but their names were not listed, and vice versa. At that time the aid distribution had stopped because of protests from several community members. Responding to this, the Village Secretary drew an inappropriate contribution and gave it to the rightful persons.

Based on our experiences, lesson learnt in distributing aid including:

1. Beneficiary data should be posted the day before. On the other hand, the village government also needs to announce the names of the beneficiaries, one of which through the mosque speaker.
2. There must be strong leadership when distributing aid for a large number of people.
3. Socialization of criteria for beneficiaries must be clearly conveyed to the community
4. Community involvement is important such as in distributing aid, maintaining security, and so on.
5. The distribution of aid should not be done in a hurry.



A boy in his mother's arms once came to where we were providing health services. The boy suffered from a heart disorder and plans to be operated on Mataram in September. The mother worries that her child's heart condition is getting weaker because her son is often shocked and scared when earthquakes occur. At that time, YEU and Pelkesi health teams calmed the mother while noting that her child's condition was stable if there was no shortness of breath or appeared bluish when he's crying or doing light activities. Of course it does not mean that the disease is cured, because no action has been taken. At the end of the consultation, our health team suggested that if there were signs of suspicion the child should be taken to a health center in the City immediately. The mother became calmer after her child was examined. Furthermore, the use of drugs is still done because supplies are still there

"The health services carried out by YEU in the afternoon until evening are very suitable for the community because in the morning the people in Pendua go to the fields to work or to get rid of the monkeys," said Ibu Eka Noviana, Amd Keb, Pendua Village Midwife, Kayangan District who was also involved in the YEU health service together with Pelkesi.

Community testimonials

"There has never been a doctor who provided health services here," said Mrs. Nurhayati (32 years old), community member of Sentul Subvillage, Pendua Village, North Lombok.

"This is the first time health service was conducted (in our subvillage), we thank the doctor who coming here," said Mrs. Sahwin (47 years old), community member of Lokok Bata Sub village, Pendua Village.