

Improving the activation of governmental stakeholders in the disaster response in Brazil

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Abstract

Natural disasters are increasing in frequency, complexity and consequences (CRED 2022). In 2021 alone, more than 432 disasters were registered worldwide, with 10,492 deaths and 101.8 billion people affected (CRED, 2022). Minimizing the disaster impacts is an aspiration of governments and other stakeholders, which involves service operations and other activities also labelled as disaster and humanitarian operations (DHO) (Fontainha et al., 2022; Tatham & Christopher, 2018; Yang et al., 2022). On the one hand, from a managerial approach, process models allow different stakeholders to quickly identify and organize the DHO (Fontainha et al., 2022). On the other hand, such stakeholder plurality is essential to the service design approach as different perspectives are fundamental to adopting co-creation to improve customer experience and services (Joly et al., 2019). Therefore, this research aims to propose a process model for activating government stakeholders to act in DHO. The research adopts the Business Process Analysis (BPA) method to develop the process models according to the steps defined by Dumas et al. (2018). In this sense, this research considers the perspective of government stakeholders (e.g., Ministry of Defence, Armed Forces, and Civil Defence of Rio de Janeiro State) in thirteen emblematic disasters in Brazil, plus three cases of support for international disasters. Preliminary results point to repetitive bureaucratic activities and the need for better coordination between stakeholders. The process model presented as the final result might guide the definition of standardized processes to the activation of governmental stakeholders in Brazil. Future research involves the analysis of other disaster response processes, such as resources request and service to the population, focusing on better-coordinated actions between the different stakeholders.

Keywords: Disaster response, Business Process Management, Armed Force, Logistic Service.

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