

ABSTRAK

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Indriani, Titis, Novia, 2025. “*Pemenuhan Hak Layanan Kepada Penyandang Disabilitas Oleh Pemerintah Daerah*”. Skripsi. Pembimbing I: Laily Purnawati, S.IP., M.Si, Pembimbing II: Dra. Nunun Nurhajati, M.Si.

Pelayanan disabilitas memiliki kedudukan, hak dan kewajiban yang sama dengan masyarakat non disabilitas sebagai bagian dari warga negara Indonesia. Namun, di Kelurahan Kampungdalem pelayanan terhadap disabilitas masih terdapat kesenjangan antara regulasi yang telah mengatur aksesibilitas dan kondisi faktual di lapangan. Meskipun Undang-Undang Nomor 8 Tahun 2016 telah mengamanatkan penyediaan fasilitas publik yang ramah disabilitas, implementasinya di tingkat kelurahan sering kali terkendala keterbatasan anggaran, minimnya pelatihan aparatur, dan infrastruktur yang belum memadai. Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis bagaimana bentuk hak layanan yang diberikan oleh Kelurahan Kampungdalem kepada penyandang disabilitas serta kendala yang dihadapi dalam pelaksanaannya. Pelayanan publik yang inklusif merupakan aspek penting dalam mewujudkan keadilan sosial bagi seluruh lapisan masyarakat, termasuk kelompok rentan seperti penyandang disabilitas. Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara mendalam, observasi, dan dokumentasi. Keabsahan data diperoleh melalui teknik triangulasi sumber dan teknik. Hasil penelitian menunjukkan bahwa secara formal, kelurahan telah memiliki sarana umum yang dapat diakses oleh masyarakat umum, seperti kantor pelayanan, meja informasi, dan ruang tunggu. Namun, tidak terdapat fasilitas khusus yang ramah disabilitas seperti jalur landai, pegangan tangan, atau loket dengan ketinggian sesuai kebutuhan pengguna kursi roda. Akomodasi pelayanan bagi penyandang disabilitas belum diatur secara khusus, sehingga pelayanan yang diberikan lebih bersifat adaptasi situasional berdasarkan inisiatif petugas, seperti membantu proses administrasi saat penyandang disabilitas datang langsung. Pendampingan hanya diberikan jika terdapat staf yang memiliki waktu senggang, dan belum menjadi bagian dari SOP pelayanan. Kesimpulan penelitian ini menunjukkan bahwa pelayanan di Kelurahan Kampungdalem bagi penyandang disabilitas masih bersifat umum dan belum memenuhi standar pelayanan inklusif sebagaimana diamanatkan dalam peraturan perundang-undangan dan literatur akademik. Rekomendasi yang diajukan meliputi penyediaan fasilitas fisik ramah disabilitas, pelatihan khusus bagi aparatur kelurahan, serta penyusunan SOP pelayanan inklusif sebagai upaya mewujudkan pelayanan publik yang setara dan berkeadilan.

Kata kunci: Hak Layanan, penyandang disabilitas, Pemerintah Daerah.

ABSTRACT

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Indriani, Titis, Novia. 2025. Fulfillment of the Right to Services for Persons with Disabilities by Local Government. Thesis. Advisor I: Laily Purnawati, S.IP., M.Si, Advisor II: Dra. Nunun Nurhajati, M.Si.

Disability services hold the same position, rights, and obligations as those of non-disabled citizens as part of the Indonesian population. However, in Kampungdalem Village, services for persons with disabilities still show a gap between the regulations that govern accessibility and the actual conditions in the field. Although Law Number 8 of 2016 mandates the provision of disability-friendly public facilities, its implementation at the village level is often hindered by budget constraints, limited training for officials, and inadequate infrastructure. This study aims to describe and analyze the forms of service rights provided by Kampungdalem Village to persons with disabilities, as well as the challenges encountered in their implementation. Inclusive public services are an important aspect of achieving social justice for all segments of society, including vulnerable groups such as persons with disabilities. This research employs a descriptive qualitative approach, with data collection techniques including in-depth interviews, observation, and documentation. Data validity is ensured through source and technical triangulation. The findings reveal that, formally, the village office has general facilities accessible to the public, such as a service office, information desk, and waiting room. However, there are no specific disability-friendly facilities such as ramps, handrails, or counters at appropriate heights for wheelchair users. Service accommodations for persons with disabilities are not specifically regulated, so the assistance provided tends to be situational adaptations based on the initiative of the staff, such as helping with administrative processes when persons with disabilities come directly. Assistance is only provided if staff members have spare time and has not yet become part of the official service SOP. The conclusion of this study indicates that services in Kampungdalem Village for persons with disabilities remain general and have not yet met the standards of inclusive services as mandated by legislation and academic literature. The proposed recommendations include the provision of disability-friendly physical facilities, specialized training for village officials, and the formulation of inclusive service SOPs as an effort to realize equal and just public services.

Keywords: Right to Services, Persons with Disabilities, Local Government