

Service Strategy and Policy for the Disabled

Djunaidi

Universitas Sriwijaya

Corresponding Author E-mail: djunaidi@unsri.ac.id

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Abstract: This study aims to describe the strategy and service policies for the disabled. People with disabilities really need attention from family, community and government. In matters of service, this group should be given special and adequate services in accordance with the law that has been enacted. This research method uses descriptive qualitative method. The sources used to obtain data in this research are journals and books that support the research study. The researcher also looks at the phenomena that occur regarding service strategies and policies for the disabled so that they can be related to this research. This study presents several findings, namely issues related to people with disabilities and cases of people with disabilities that have attracted worldwide attention, services provided for people with disabilities and laws and regulations made specifically for people with disabilities and the implementation of these laws for people with disabilities.

Keywords: Strategy, Services, People with Disabilities

1. Introduction

Education is important in human design, besides work which often determines the welfare of a country. Education is carried out to improve students' abilities through learning activities. Therefore, students must be active, creative, and innovative in answering all the lessons taught. Inviting someone who is active, creative and creative in students is not an easy thing. The fact is that the teacher regards it as the same course and the student becomes the subject of the

previous course. As a result, the teaching and learning process is disrupted and has an impact on student learning outcomes.

Persons with disabilities are one of the social assistance difficulties in which individuals with impairments require special attention in order to carry out and govern their social functions appropriately. Persons with impairments frequently have trouble moving about in order to carry out daily tasks when compared to regular people. Physically, persons with impairments struggle to move their bodies optimally. The Indonesian government is dedicated to defending the human rights of people with disabilities in Indonesia. Indonesia, as one of the countries that have signed the Convention on the Rights of Persons with Disabilities, has ratified Law No. 19 of 2011 concerning Ratification of the Convention on the Rights of Persons with Disabilities, and Persons with Disabilities has also been ratified and replaced Law No. 4 of 1997 concerning Persons with Disabilities.

Difabel is an acronym that stands for Different Ability or Different Ability People. This word refers to those who have physical disabilities. The term disability is an attempt to achieve a neutral term, but it does not eliminate the possibility of discrimination and stigmatization. "Disability is a broad word for impairment, limitation activity or participation Limitations," according to the International Classification of the Functioning of Disability and Health, which was later accepted by the World Health Assembly and used by the World Health Organization (WHO). Persons with disabilities are also citizens of the Republic of Indonesia, and the 1945 Constitution guarantees them the same position, rights, obligations, and functions as other citizens. The government should pay due attention to these people with disabilities in the framework of accomplishing national development, which strives to establish a just and affluent society based on Pancasila and the 1945 Constitution.

The term "defabel" has really seen numerous changes in the Indonesian language until ultimately the word "defabel" comes as a substitute for the word "disability," this phrase has actually been unknown to the general public for quite some time. This word was established in 1999 by numerous activists in Indonesia's disability rights movement. It is suggested that the word "differently trained individuals" can affect people's perceptions of people with impairments. Furthermore, the word diffable is anticipated to serve as a jumping off point for persons with disabilities to advocate for welfare in people's lives. Persons with disabilities are a broad collection of people who have physical impairments,

intellectual disabilities, or a mix of physical and intellectual disabilities. Persons with impairments may have a little or major influence on their capacity to participate in society, necessitating the help and aid of others. Furthermore, people with disabilities have higher challenges than those without disabilities owing to impediments to obtaining public services such as education, health, and employment services. Individuals with disabilities require specific equipment such as canes, braille books, media specially tailored for persons with impairments, and others to learn about their surroundings and communicate. People with impairments who have additional disorders, such as limb deformities, require crutches and wheelchairs to carry out their tasks, among other things.

According to Frichy Ndaumanu (2020), there were 1,150,173 persons with moderate impairments and 309,784 people with severe disabilities in 2018 statistics for people with disabilities from the age range 2-6 years, totaling 33,320,357 people. There are 55,708,205 persons between the ages of 7 and 18, including 1,327,688 people with moderate impairments and 433,297 people with severe disabilities. There are 150,704,645 persons between the ages of 19 and 59, with 15,834,339 having moderate impairments and 2,627,531 having severe disabilities. More than 60-year-olds account for 24,493,684 individuals, with persons with moderate impairments accounting for 12,073,572 people and people with severe disabilities accounting for 3,381,134 people.

Difficult self-understanding of the fulfillment of their requirements will not be accomplished until they have complete support from others around them. People with impairments participate in all facets of social life, which reflects their self-awareness. Participation of individuals with disabilities in public services is a must for the survival of people with disabilities. This is equality for every human being to meet his or her necessities in life. People with disabilities utilize public facilities in the same way that everyone else does (Mumpuni & Zainudin, 2017). The phrase public service has a similar connotation to the terms public service or non-profit service. As a result, the three names can be used interchangeably. According to Law Number 25 of 2009, public services are actions or a sequence of activities connected to satisfying service demands in accordance with legislative regulations for all citizens and residents of commodities, services, and administrative services supplied by public service suppliers.

Service operates as a mechanism that provides what the community need. In practice, these rights are granted to persons with impairments. Right to education, right to employment based on disability, accessibility, and other factors This right,

however, is completely enabled by the government, with no guidance provided to the handicapped or relatives of persons with disabilities. For example, in the practice of government-provided education in the form of special education. The government constructs special schools, albeit the number is insufficient. However, the government's lack of socialization for disability education has resulted in the limiting of these rights in the families of disabled people. People with disabilities require special care from their families, communities, and the government. This group should receive unique and appropriate services in terms of service. As a result, the purpose of this research is to define the strategy and service policies for the disabled.

Strategy may be defined as acts taken to respond to certain environmental events that are deemed significant, actions taken on purpose on the basis of reasonable reasons. The strategy is written in such a way that it is evident what the organization is doing and how it will be implemented to attain the desired results (Budiono, 2019). A good strategy comprises work team coordination, the challenge of finding supporting components in line with the principles of rational application of ideas, finance efficiency, and tactics to successfully achieve goals (Tjiptono, 2000). A strategy is made up of an integrated collection of choices, and it should be emphasized that these choices may not always make or complete the decisions regarded crucial in any situation confronting the leader or executive (Assauri, 2016). Leadership that steers and comprehends market realities, being the first of its kind in terms of advancement (Suyoto, 2007). The notion of strategy, in conjunction with purpose and vision, determines where the organization will stand in the future. Goals are established not just to give guidance for strategy formulation, but also to shape the expectations imposed on the organization. As a result, the strategy can also act as a corporate aim (Grant, 1999). Resources are directed toward achieving organizational goals, and progress may be tracked (Winardi, 2003).

Policy is known in Greek as polis, which means "city-state," in Sanskrit as pur, which means "city," and in Latin as politia, which means "state" (Dunn, 2007). Government policy now has a defined definition: it is a decision made systematically by the government with specific purposes and objectives for the public good (Subarsono, 2005). Policy analysis' scope and technique are often descriptive and factual regarding a policy's causes and consequences (Dunn, 2007).

Because a service process is carried out on a regular and ongoing basis, it is a sequence of operations that encompasses all organizations in society (Moenir, 2015). Service is a genuine and direct activity to assist others (clients, business partners, etc.) accompanied with a cheerful and honest smile (Majid, 2009). The process of creating items in the form of services and then delivering them to clients is known as service (Daryanto & Setyobudi, 2014, p. 122). Service is any action or activity that one party can deliver to another that is fundamentally intangible and does not result in ownership of something (Kotler, 2008). Service is an intangible activity or set of intangible activities that occur as a consequence of interactions between consumers and workers or other items given by service providers to solve consumer or customer problems (Mahmoedin, 2010).

Disability is defined as The World Health Organization defines disability as "a loss or anomaly, whether physiological, psychological, structural, or anatomical functional abnormalities." A person with a disability is someone who has physical problems with their mobility, such as muscles, bones, and joints that are both structurally and functionally abnormal, which can interfere with or limit daily tasks (Maxwell, 2016). According to Article 9 of Law Number 8 of 2016 Concerning Disabilities, "the right to justice and legal protection for disability includes the right: to equal treatment before the law, to be recognized as a legal subject, to own and inherit movable or immovable property, to control problems finance or appoint people to represent their interests in financial matters, to gain access to banking and non-banking services, to gain accessibility in judicial services, to gain access to banking and non-banking services, to gain access to According to Article 1 paragraph 4 of Law No. 4 of 1997 Concerning Individuals with Disabilities, "'Accessibility' is the convenience given for persons with disabilities in order to realize equal possibilities in all sectors of life and livelihood". This is stated explicitly in article 10 paragraph 2: "Providing accessibility is meant to promote an environmental situation that is more supportive of individuals with disabilities being able to fully participate in society".

There are three types of mental impairments: 1) mental detachment, often known as intellectually gifted individuals, people who have above-average intellectual capacity as well as creativity and responsibility for tasks; 2) learning disorders; and 3) learning disabilities (Reefani, 2013); 2) Children who are mentally weak, have low intellectual ability, or are below the average intellectual ability (IQ) can be divided into two groups: those who are slow learners, and

those who have an IQ (intelligence quotient) between 70 and 90, or less than 70, and are known as children with special needs. 3) Specific learning issues, learning difficulties that are connected to the success of learning (Reefani, 2013).

Difficult physical illnesses are classified into four categories: 1) physical disorders. People with physical impairments have damage to their brain matter, spinal cord tissue, or skeletal muscle system (Fitriana, 2013); 2) Blind persons have visual acuity of 20/200 or less with decent eyesight, even if they use glasses, or their field of vision is so limited that the widest angle does not exceed 20 degrees (Geniofam, 2010); 3) Hearing loss, sometimes known as deafness, is a broad word used to describe a person's hearing loss (Smart, 2010); 4). A person with a speech impairment has trouble expressing themselves verbally in such a way that others find it difficult, if not impossible, to comprehend them. Others may be able to comprehend this language problem. This speech issue can be functional, caused by deafness, organic, caused by imperfection of the speech organs, and is a motor organ disorder associated to speech (Reefani, 2013).

2. Methods

The research technique is essentially a scientific approach of gathering data for specific aims and applications (Sugiyono, 2018). The descriptive qualitative approach is used in this study. The term "descriptive" is derived from the English phrase "description," which means to describe or characterize anything, such as circumstances, conditions, situations, events, actions, and so on. Thus, descriptive research refers to study that investigates the circumstances, situations, or other items specified, the findings of which are published in the form of a research report (Arikunto, 2013).

The source of the data in this study is a critical component since it will influence the quality of the research. This study makes use of secondary data, which is data gathered from a second or secondary source from the data needed (Bungin, 2017). Journals and books that support the research study were employed to collect data for this investigation. Researchers also examine the phenomena that occur in relation to service plans and policies for the disabled in order to tie them to this research.

3. Results and Discussion

Issues concerning people with disabilities, as well as individual incidents involving people with disabilities, garner international attention. This frequently

implies a lack of acceptance of disabled children. How to handle instances of disabled children is being debated all over the world. One way to deal with it is to educate families, particularly parents of disabled children. It is critical for families to accept the existing quo and consider education for their children's future. According to Article 4 of Public Services Law Number 25 of 2009, public services are founded on equality, therapeutic equality, and special facilities and treatment for disadvantaged populations. Furthermore, according to Article 29 (1) of Law Number 25 of 2009, organizers are obligated to give special treatment services to selected community members in compliance with the law's regulations. In this situation, particular communities, one of which is a group of disabled persons.

The disability legislation essentially controls the diversity of individuals with disabilities, their rights, respect for their rights, as well as the execution of protection and performance. As a result, the law will subsequently increase the rights and possibilities of people with disabilities. Beginning with the right to life, the right to good job, improved education, and simple access to public services. In addition, the government has created a Draft Presidential Regulation to safeguard and implement the rights of people with disabilities. Planning, executing, and assessing the application of disability rights respect, protection, and implementation. Furthermore, the government is working on a Draft Presidential Regulation to achieve barrier-free access to settlements, public services, and disaster relief entitlements, as well as services for employed people with disabilities.

Article 4 of Public Services Law No. 25 of 2009 refers to the notion of delivering public services. One of the concepts is that public service delivery is based on equal or indiscriminate treatment, as well as facilities and special treatment for disadvantaged populations. These requirements state that groups of people with disabilities must be given not only equal access to public services, but also preferential treatment in terms of access to facilities and administration of public services.

One of the reasons why people with disabilities have limited access to public services is the government's lack of attention as a public service provider to service facilities that enable the opening of access for people with disabilities. Persons with disabilities are known to have received little attention from professionals, particularly educators, in the planning and construction of structures and public amenities in various locations. Furthermore, politicians do

not explicitly enforce accessibility regulations for governments at all levels of government service (Harahap & Bustanuddin, 2015). Currently, the government's services in Indonesia are not being carried out in compliance with the previously described rules or regulations. People with disabilities are still not being treated adequately and are being neglected; the restrictions outlined in the legislation must be followed precisely because this group, like any other, need a social life.

Article 31 of Law Number 13 of 2003 on Manpower states that every worker has the same rights and possibilities to select, obtain, or change occupations and make a reasonable living at home or abroad. Persons with disabilities are members of Indonesian society and have the same status, rights, duties, opportunities, and roles in all aspects of life and livelihood as everyone else. This recognition has been legally increased by Persons with Disabilities Law Number 8 of 2013, which states that (1) the Government, Regional Governments, State-Owned Enterprises, and Regional-Owned Enterprises must employ at least 2% (two percent) of Persons with Disabilities. Disabilities from the total number of employees or workers; (2) Private enterprises must employ at least 1% (one percent) of people with disabilities from the total number of employees or workers. The penalties are not joking. If this rule is broken, a maximum punishment of 6 months in prison or a fine of 200 million rupiah would be applied (A, Apsari, & Mulyana, 2018).

People with disabilities work hard not just to attain their objectives, but also to enhance their social skills. People with disabilities can completely immerse themselves in the social environment through working, which improves their social networks, social skills, independence, and varied social responsibilities. People with disabilities are also working to fulfill the demand for respect and acknowledgment as a kind of self-existence (A, Apsari, & Mulyana, 2018).

4. Conclusion

Based on the preceding discussion, it is possible to infer that tactics and services for the disabled have been governed by laws and government regulations. The government pays close attention to this group since they must be treated equally with other citizens. Despite the existence of regulations or legislation, people with disabilities have not received attention from professionals, particularly educators, in the planning and construction of structures and public amenities in various places. People with disabilities are still not being treated

adequately and are being neglected; the restrictions outlined in the legislation must be followed precisely because this group, like any other, need a social life.

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