

Accessibility of Public Services for Persons with Disabilities at the Makassar City Social Service

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ABSTRACT

Persons with disabilities have the same rights as the society in general to get access to public services. To facilitate services for persons with disabilities, the government needs to maximize the accessibility of existing public services. In this study, an analysis was carried out on the accessibility of public services for service users with disabilities at the Makassar City Social Service, using the qualitative method. Research data were obtained from observations, interviews, and analysis of documents related to the accessibility of disability services. According to the research results obtained in the field, it is known that the accessibility possessed by the Makassar City Social Service does not reflect the existence of safety, comfort, convenience, and aesthetics in providing services to persons with disabilities. The physical facilities used in providing services to persons with disabilities are equated with the facilities used by ordinary people who do not have deficiencies.

Keywords: Accessibility, public service, disability.

INTRODUCTION

Persons with disabilities are people who have limitations, both physical and mental limitations or both as well as sensory limitations, thus hindering their participation and participation in living a social life (Brodaty, Thomson, Thompson, & Fine, 2005; Krahn, Walker, & Correa-De-Araujo, 2015; Schalock, 2004). Based on data compiled by the Ministry of Social Affairs through the 2021 Disability Management Information System (SIMPD), the number of people with disabilities in Indonesia has reached 209,604 people. This causes people with disabilities in Indonesia to be considered the largest minority group in the world (Hasanah, 2017).

To protect the rights of persons with disabilities, the government has issued Law of the Republic of Indonesia Number 19/2011 concerning the Ratification of the Convention on The Rights of Persons With Disabilities. In this policy, the government has explained that persons with disabilities have the right to obtain respect on an equal basis with other communities, including the right to obtain protection and full fulfillment of public services (Dawud, Mursalin, Anomsari, & Taufik, 2019a) in the framework of independence or even in a state of emergency.

The current implementation of development in Makassar City is not yet fully friendly and does not reflect justice for everyone in the provision of public services, especially for people with disabilities (Baio et al., 2018; Janssen, Shepard, Katzmarzyk, & Roubenoff, 2004; Kessler et al., 2003). According to the Makassar City Government budget analysis report 2017-2019 released by the Indonesian Disabled Movement for Equality (PerDik), it is known that the availability and accessibility of infrastructure provided by the Makassar City Government to

people with special needs in Makassar City cannot be said to be suitable for use. Sidewalks for disabled-friendly roads have electric poles, billboards, and trees, including bus stops that hinder the mobility of persons with disabilities (Redaksi, 2020).

Other facts on the ground show that there are still many agencies in Makassar City that have not paid attention to the existence of disabilities. One of them is the Makassar City Social Service. As an agency that deals directly with the community, it should have accessible services for persons with disabilities, such as the availability of ramps, guiding blocks, access toilets, access counters, handrails, holders, pedestrians, and other public facilities. This is intended to realize equal opportunities in activities without differences between persons with disabilities and other users who have perfection in activities and receive access to services.

Studies on the accessibility of services for persons with disabilities have been carried out by previous researchers, the focus of research on the availability of public facilities as a strategy to create cities for persons with disabilities (Dawud, Mursalim, Anomsari, & Taufik, 2019b; Susanto & Sudiro, 2018). The focus of this research is to put more emphasis on physical accessibility for persons with disabilities in the Makassar City Social Service, considering that access to services at the Makassar City Social Service is equally important as the daily activities of the community, including persons with disabilities in meeting their needs.

METHOD

According to the explanation of the background above, this research is located at the Makassar City Social Service. The selection of the research location was adjusted to the existing problems, namely related to disability services which are the responsibility of the Makassar City Social Service. This research uses a qualitative approach with a descriptive research type. Through the chosen research approach, the author describes and analyzes the results of the research based on the facts in the field, which are stated in the form of sentences.

The research data consists of primary and secondary data. Primary data were obtained from the results of observations and interviews with informants involved in providing and receiving disability services. Secondary data comes from reports and documents related to research. The informants in this study were employees of the Social Rehabilitation Sector of the Makassar City Social Service, including the Rehabilitation Section for Persons with Disabilities and persons with disabilities in the category of physical disabilities with the type of disability including disabilities that result in disturbances in bodily functions.

Before the data is analyzed, the process of checking the validity of the data is carried out through source triangulation. The data that has been obtained is checked through several sources using the same source. Research data analysis consists of three stages, namely 1) data reduction; 2) display data, and 3) conclusion drawing/verification (Miles, Huberman, & Saldana, 2014).

RESULT AND DISCUSSION

The birth of an accessibility policy for persons with disabilities in Makassar City is the result of the aspirations of people with disabilities who do not get access to good services, such as facilities that are safe, comfortable, and easy to be involved in and fully participate in the service process. Accessibility is the convenience provided for persons with disabilities in

realizing equality of opportunity in obtaining services (Buana & Rudy, 2019). For this reason, in the context of equalizing the provision of services, the most important thing is the fulfillment of accessibility for persons with disabilities, including special facilities that can support opportunity and equality in obtaining services. Based on direct observation during the research, it is known that there are no special facilities for persons with disabilities. The available seats and toilets are generally reserved for the general public.

Concerning public services to public spaces such as in the Makassar City Social Service, the obligation to provide services must be felt by all citizens who are involved in service process activities without exception, including residents who have physical limitations in accessing services. For this reason, the accessibility of public services is very important to be fulfilled in every public space in accommodating the interests and convenience of the community in obtaining services. The accessibility of public spaces must meet several factors to be said to be successful. To find out accessibility at the Makassar City Social Service Office, can be analyzed using ideal measurement criteria, namely: Safety, Ease, Comfort, and Aesthetics (Dawud et al., 2019b).

Security

Security is defined as a form of effort to avoid the emergence or existence of threats that will interfere. Security should have elements such as protection, integrity, and access rights. One of the informants in this study explained that the facilities at the Makassar City Social Service office, especially for people with disabilities, were not yet fully available, but they were still safe to use by people with disabilities. For example, the door available in front of the office is spacious, so it can be accessed by people with disabilities who use wheelchairs.

The existing toilet facilities are still small in size and have not been designed to be used by persons with disabilities. Furthermore, based on observations, the stairs in the office have small sizes, and have handles, for people with disabilities other than wheelchair users, who can use these facilities.

Furthermore, from the information obtained, although the facilities at the Makassar City Social Service office are still very minimal for persons with disabilities until now there has never been an accident for persons with disabilities who are in the service process. This is due to the assistance carried out by Makassar City Social Service employees.

The Makassar City Social Service is aware that the facilities they have in providing services for persons with disabilities are still inadequate, but they have not made any efforts to make improvements. According to the results of the interview, it is known that to date an evaluation of the suitability of special facilities for persons with disabilities has never been carried out. They only prioritize the issue of assisting people with disabilities.

As a service recipient and a person with a disability, one of the informants stated that the security context at the social service department is adequate for people with disabilities even though the facilities they access are not yet fully available. The informant also said that during the service, they were served well. The companions did their job well, such as picking up the ball when people with disabilities came to visit the office.

Based on the explanation above, it is known that from the aspect of security, and accessibility for people with disabilities, the Makassar City Social Service from the aspect of providing services is adequate, but the facilities owned are still not safe for people with disabilities, because the existing facilities have not been specifically designed for people with disabilities.

Convenience

Convenience is a level where a person believes that doing or getting something does not require much effort. Based on the research results, information was obtained that people with disabilities can directly access the facilities available at the Makassar City Social Service Office. For example, when persons with disabilities come to the office, they can immediately enter the office because the large main door of the office is never closed, making it easier for persons with disabilities. However, for facilities such as toilets, they still need assistance from their family companions.

Based on the informant's statement, it is also known that the parking facilities owned by the Makassar City Social Service have not provided a special parking space for vehicles with disabilities, so this makes it difficult for persons with disabilities to park their vehicles. In addition, the existing parking has a narrow size. Therefore, persons with disabilities are very dependent on directions from parking officers.

Furthermore, from the information obtained in the field, it is known that so far, persons with disabilities have had problems using existing facilities during the service process at the Makassar City Social Service. This is because, as previously explained, the facilities in the office are not specifically designed for persons with disabilities, so using facilities that are highly dependent on assistance from companions (Employees of the Makassar City Social Service).

As is the case with the security aspects of owned facilities, the Makassar City Social Service has also never evaluated the ease of access to facilities for persons with disabilities. According to the information obtained, the evaluation was not carried out due to the lack of an available budget. To overcome the problem of easy access to the facilities owned, the Makassar City Social Service only optimizes the implementation of excellent service by assistants.

Based on the results of interviews with persons with disabilities, it is known that they feel that in the process of the services they get, some have gone well, they have received special treatment during the service, all service processes, they have never been made difficult by employees. Apart from that, they also said that the incomplete facilities owned by the Makassar City Social Service for persons with disabilities made them feel difficult and always hoped for help.

Comform

Comfort is a condition in which a person feels valued, feels safe. comfort needs to be obtained by everyone in their activities, including access that makes the results maximum and satisfying. Related to the convenience of service accessibility for persons with disabilities at the Makassar City Social Service Office, according to the results of the study it is known that as long as persons with disabilities receive services they never complain about the special facilities available because the lack of facilities can be covered by the presence of a companion. Complaints that have been made by persons with disabilities according to the staff of the Social Rehabilitation Division of the Makassar City Social Service are related to assistance for persons with disabilities.

If in the process of public services for persons with disabilities, there are complaints, then the complaint resolution mechanism is through internal complaints. Where the party who wants to submit a complaint does so by submitting a complaint to the companion. The

companion will later convey the complaint to the complaint unit or the direct service unit that receives complaints from the disabled community.

Based on the results of interviews with persons with disabilities, even though the existing facilities are not yet intended for those with disabilities, they already feel comfortable with the services they get. This is because the Makassar City Social Service employees treat them very well and always put them first. The attitude given by the Makassar City Social Service employees has made people with disabilities feel that they are valued and not excluded.

Aesthetics

Aesthetics is something that has a value of beauty that is formed, observed and able to be felt by the user of an object. The aesthetics on the accessibility of public services at the Makassar City Social Service office, according to observations, show that in terms of the layout and shape of the building it is good. However, in terms of its use, there are still some that are not good for people with disabilities in particular and other communities in general, such as the narrow size of the parking lot, making some visitors to the Makassar City Social Service Office forced to park their vehicles outside the office. This certainly spoils the beauty of the office because the front of the office is filled with parked vehicles.

In addition, from the explanation of the Social Rehabilitation Division of the Makassar City Social Service, it is known that the arrangement of facilities has been in accordance with the maximum office building. For example, the main door available is quite wide and is placed on the right side of the building just to the left of the service on the ground floor, for toilets the arrangement is still not good, because the toilet is behind the main building. For stair facilities, the layout is good, because it is not far from the main door. The companion looks neat and easily recognizable because he uses a companion vest.

Currently, the layout of special facilities at the Makassar City Social Service Office has not taken into account the needs of persons with disabilities, because they are still using the old building design, and there has never been any innovation. According to the results of the information, it is known that the Makassar City Social Service will consider the needs of service users with disabilities in the arrangement of facilities in the future when carrying out building renovations.

Discussion

The accessibility of public services is basically an important indicator that must be fulfilled by every agency that provides services. This has been stated in the laws and regulations, that every public facility, including the availability of facilities in public spaces, really needs to be considered to create a sense of satisfaction with the community in obtaining services (Hall, Kurth, & Goddard, 2022; Park, Kang, & Eun, 2022; Wołowicz, Kocejko, & Ferenc, 2022)

Based on the research findings as explained in the previous discussion, it is known that the facilities available at the Makassar City Social Service do not provide special facilities for persons with disabilities. This certainly reflects that the existing services have not been fully able to create a sense of satisfaction for the community. The results of this study were also found by (Pramashela, 2021). Of the 10 cities that are representative, only 2 cities have been optimal in implementing public service accessibility for persons with disabilities. The other eight cities also do not provide facilities specifically for disabilities.

The findings in this study also relate to the theory that has been chosen to answer the research questions. The theory has also been described in the previous discussion, namely the theory of ideal accessibility measurement criteria, consisting of safety, convenience, comfort and aesthetics. From what has been described in the research results, the four measurement criteria have not been able to be felt by persons with disabilities in the public service process at the Makassar City Social Service. This is because the facilities they use in providing services for persons with disabilities are facilities for ordinary people.

Makassar City Social Service does not have special facilities for persons with disabilities in accordance with Makassar Mayor Regulation Number 61 of 2015 concerning Technical Instructions for the Implementation of Makassar City Regional Regulation Number 6 of 2013 concerning Fulfillment of the Rights of Persons with Disabilities. Based on the mayor's regulation, the government has explained several criteria for facilities that must be owned by agencies in providing services for persons with disabilities. Facilities whose criteria are regulated in this policy are 1) Doors; 2) Toilets; 3) Stairs; 4) Parking Space, and: 5) Companion. From research conducted by (Karim, 2018) it is known that the Makassar City Social Service has not been able to provide accessible public services for persons with disabilities in Makassar City due to obstacles to bureaucratic structural factors, inadequate budgetary resources and social environmental factors.

CONCLUSION

The accessibility of public services for service users with disabilities at the Makassar City Social Service still has many shortcomings. The facilities owned to provide services for people with disabilities are still very minimal and not by the standards set by the Makassar City Government. Facilities in providing services for persons with disabilities are equated with facilities used to provide services to ordinary people so that in the service process, persons with disabilities have not been able to feel the security, convenience, comfort, and aesthetics of the accessibility in the Makassar City Social Service Office.

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