

Social Services Model For Disabilities In DKI Jakarta Province

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Abstract

The shortcomings of people with disabilities are usually ignored by society. People with disabilities are considered helpless and lack basic abilities, often leading to social isolation and discrimination in access to health, education, employment, and others. This discriminatory attitude causes people with disabilities to receive a negative stigma from non-disabled people. This research aims to analyze and find out social services, supporting and inhibiting factors for people with disabilities and formulate and design a social service model for people with disabilities in DKI Jakarta Province. The research method used is a descriptive qualitative approach, intending to present a complete picture of the problem under study. Data collection by interview, observation, documentation study and data analysis techniques through data reduction and closing. The results showed that social services for persons with disabilities in DKI Jakarta Province had not run optimally, seen from the very minimum socialization process carried out by stakeholders related to social service programs for persons with disabilities, and the implementation of therapy and rehabilitation has not reached all types of disabilities. The DKI Jakarta Province Integrated Service Model for Persons with Disabilities, a model of collaboration between lines/fields, namely Academic, Business, Community, Government, and Media, will accelerate handling service problems for persons with disabilities, which is called the Hexa Helix model.

Keywords: Social Services, Disabilities, Hexa Helix models.

INTRODUCTION

Social welfare development in Indonesia has shown much progress, especially for disadvantaged citizens, better known as Persons with Social Welfare Problems (PMKS), including Persons with Disabilities. Disability is the inability to carry out certain activities as normal people should due to impairment conditions (loss or inability) related to age and society (Prakoso, 2018). In the past, the term disability was known as people with disabilities. Law of the Republic of Indonesia Number 19 of 2011 on the Ratification of the Convention on the Rights of Persons with Disabilities no longer uses the term persons with disabilities, replaced with persons with disabilities. Persons with disabilities have physical, mental, intellectual or

sensory limitations for a long period. When faced with various obstacles, it can be difficult for them to participate fully and effectively in society based on equal rights (Jauhari, 2017).

Persons with disabilities are persons with social welfare problems whose problems are quite complex. Based on the 2015 Population Survey between Censuses (SUPAS), data on eight functional difficulties due to disability were collected, namely, difficulty seeing, difficulty hearing, difficulty walking or climbing stairs, difficulty using/moving hands/fingers, difficulty remembering or concentrating, behavioural and/or emotional disorders, difficulty/impaired speaking and/or understanding/communicating with others and difficulty taking care of themselves. It was

found that the proportion of the population aged 10 years and over who experienced functional difficulties was 8.56 per cent of people with disabilities from the total population of people with disabilities (around 22 million people) (Syahrah, 2019).

The problem often felt by people with disabilities is discrimination from non-disabled people. The imperfections that people with disabilities have been underestimated. People with disabilities are seen as helpless and lacking in skills. People with disabilities are often socially isolated and face discrimination in access to health, other services, education and employment. This discriminatory attitude results in people with disabilities being negatively stigmatized by non-disabled people.

Various disabilities certainly have different social problems and need, so the social services provided to each variety of people with disabilities are also different so that these services become effective and efficient. The Provincial Government of DKI Jakarta has made various efforts to fulfil the obligation to fulfil the social welfare rights of persons with disabilities. Starting from the background description above, the author is interested in conducting research titled "Social Service Model for Persons with Disabilities in DKI Jakarta Province".

RESEARCH METHOD

Type of Research

The research method used is a descriptive qualitative approach, intending to present a complete picture of the problem under study. This study uses a qualitative approach that produces significant research according to data and information in the field. According to (Sugiyono, 2012), in qualitative research, data collection is not guided by theory but by facts in the field.

Data Collection Technique

Data collection was carried out by interview, observation, and documentation study. This study conducted interviews with several local

government officials and experts. Informants who are policy formulators are categorized as main and important informants because they have a role in formulating policies on the dual role of governors, both as heads of autonomous regions and as government representatives in the regions.

Population and Sample

The population in this study are informants who are policy formulators. Samples were selected for interview using purposive sampling with the following criteria:

1. Mastering or understanding something through the enculturation process so that something is known and lived.
2. Considered to be still involved or involved in the activities being researched.
3. Have adequate time to be asked for information.
4. Not inclined to convey their own packaged information
5. It is considered quite unfamiliar to the researcher, so it is more attractive to be used as a kind of teacher or resource person 5.

Data Analysis

Qualitative data analysis techniques are carried out interactively and continue until completion so that the data is saturated. Activities in data analysis are data reduction, data display and conclusion data drawing/verification (Miles & Huberman, 1992).

DISCUSSION

Public problems, such as services for people with disabilities, should be taken seriously and controlled in the development process of a city so that problems are quickly resolved. They must be addressed from the root of the problem. Social services for persons with disabilities need to be presented with social service processes such as social service policies for persons with disabilities, directional goals and organizational frameworks in social services for

persons with disabilities, as well as social service activities for persons with disabilities, implementation of social services and monitoring and evaluation of social services for persons with disabilities.

The protection and fulfilment of rights for persons with disabilities in DKI Jakarta Province is a concern of all parties, including the government, the private sector and the community. However, not all understand this problem properly. Through the social rehabilitation sector, the DKI Jakarta Social Service realizes this and strives to educate the public to create an inclusive province that is friendly to all parties, including persons with disabilities. Socialization of implementing and fulfilling the rights of persons with disabilities must be carried out more massively in the community. This is very important because the community must protect people with disabilities (Cahyani, 2022).

The Provincial Government of DKI Jakarta has issued a set of regulations as the basis for the implementation of respect, protection and fulfilment of the rights of persons with disabilities. The regulations in question are in the form of regional regulations, governor's regulations, governor's decisions, governor's instructions, regional secretary instructions and circular letters of regional apparatus heads that have been socialized and disseminated to all levels of the DKI Jakarta Provincial Government and the public in general through information channels owned by the DKI Jakarta Provincial Government (Putra, 2020).

The implementation of the socialization of disability service programs in DKI Jakarta Province was stated by the Head of the Bina Laras Harapan Sentosa 2 Social Institution of DKI Jakarta Province, based on the results of an interview conducted on September 8, 2022, which stated that:

"Panti Sosial Bina Laras Harapan Sentosa 2 DKI Jakarta Province carries out socialization of service programs provided to persons with disabilities through social media owned by the institution".

Social media is currently a forum for disseminating information and a very effective communication medium in urban communities such as DKI Jakarta Province, a metropolitan city. Most residents of DKI Jakarta Province have social media. The advantage of social media is that it can be accessed easily, anytime and anywhere, using only a smartphone.

The use of socialization media the target people with disabilities must be able to reach all kinds of people with disabilities. The DKI Jakarta Provincial Government has tried to carry out socialization related to social service programs, but it still needs to be improved. For example, the implementation of socialization of social services for persons with sensory disabilities who are deaf or blind does not all use sign language interpreters. As a result, many people with deaf sensory disabilities have difficulty understanding the information to be conveyed.

Media socialization of the Certificate of Disability has been carried out twice, namely (1) In 2021, the DKI Jakarta Provincial Health Office collected data on persons with disabilities through the "Citizen Data" application. A Certificate of Disability is required to determine the type of disability. Socialization was conducted on October 14-29, 2021, especially for mental and intellectual disabilities. (2) In 2022, the DKI Jakarta Provincial Health Office will collect data on persons with disabilities through the "Data Warga" application. A Certificate of Disability is required to determine the type of disability, especially for mental and intellectual disabilities. Socialization was carried out on 9 November-31 December 2022.

Media socialization of "Job Vacancies" is carried out by the DKI Jakarta Provincial Manpower, Transmigration and Energy Office 4 times a year, namely (1) Job vacancies of PT Jakarta Tourisindo on November 2, 2022. (2) Indomaret job vacancy on October 21, 2022. (3) Job vacancies at the DKI Jakarta Manpower, Transmigration and Energy Agency on June 29, 2022. (4) Disability Job Fair, Labor Market Center of the Ministry of Manpower and

Transmigration on July 12-13, 2022.

Based on the description above, it can be concluded that the socialization carried out by government agencies and the business world related to programs in providing services to persons with disabilities in DKI Jakarta Province has been running but not optimal because most of the socialization does not pay attention to and adapt to the conditions of persons with disabilities.

Institutional capacity building for persons with disabilities is structured using methods designed to change knowledge, skills, attitudes and behaviour (Irawan, 2016). This indicates that the main emphasis in developing the capacity of persons with disabilities is aimed at changing individuals with disabilities so that they can live as an organization with the support of other resources.

The institutional capacity development program for disability services so far can be identified through the main dimensions of organizational development (Hayat et al., 2018), namely first, the policy dimension, including strategic planning and public policy analysis. The limitations of developing the policy dimension include two aspects, namely, how to determine a strategic plan that provides direction for services for persons with disabilities and how to formulate policies for those with disabilities that refer to this direction. Strategic planning is preparing a series of strategies based on strategic issues, which can be used as a direction and reference for social service policies for persons with disabilities. Furthermore, public policy analysis is a process of determining the best policy alternatives as outlined in social service programs for persons with disabilities based on strategic plans and the latest conditions of the disability community.

Second, the organizational design dimension is an effort to prepare institutional structures and processes based on strategic plans and social service policies for persons with disabilities by prioritizing the principles of appropriate differentiation, formalization and dispersed authority. Third, the management dimension is an effort to achieve the objectives

of social service policies for persons with disabilities by implementing managerial skills and applying effective leadership patterns. Fourth is the accountability dimension, which is an effort to prioritize responsibility for the disabled community in determining planning strategies, policy formulation, organizational design and management based on legal and political accountability. Fifth, the moral and work ethic dimension, which is an effort to use basic human values such as justice, equality and freedom in determining strategic plans, selecting policy alternatives, organizational design and management and institutionalizing work ethics.

Based on the research results, it can be seen that most research informants assessed that social services for persons with disabilities take good steps in increasing the capacity of social services for persons with disabilities. This can be seen from each indicator which can be explained as follows:

1. Physical resource capacity, the development of physical resource capacity is emphasized on improving the infrastructure capacity needed to be able to develop the ability to carry out its duties and functions to provide better services to the disabled community. Physical resource capacity in this study can be measured by four indicators, namely structural capacity, financial capacity, capacity of legal instruments (rules) and capacity of facilities and infrastructure.
2. Operational Process Capacity, the capacity of operational processes (management) is very important in determining the success of the organization in achieving its vision and mission. The availability of operational process documents is a guideline for employees in carrying out their daily work, as well as a guide in providing quality service guarantees to the disabled community.
3. Human Resource Capacity, the human resource capacity of the apparatus determines the capacity of the government bureaucracy. This can be measured by the knowledge capacity, skill capacity, and behavior and work ethics of employees.

Apparatus human resources who have sufficient competence and knowledge of the duties and functions of the organization are very important in providing and delivering quality public services to each stakeholder. Therefore, local governments need to make systematic efforts to improve employee competence and knowledge, both through formal education, as well as with trainings that can increase employee knowledge.

Based on the answers of several informants, it can be seen that social service organizations for persons with disabilities in DKI Jakarta Province have developed efforts to develop the knowledge capacity of employees, both through providing opportunities to continue formal education and by holding functional technical pieces of training for employees. However, most of these activities still need to be completed and linked to future regional needs, as stated in the DKI Jakarta Provincial Government's strategic plan. The strategic goals in the strategic plan should also determine the type, number and quality of human resources needed in each SKPD.

The involvement of diverse stakeholders in developing and utilizing diverse perspectives and resources of partner organizations is becoming an increasingly popular approach to addressing social services challenges for persons with disabilities in DKI Jakarta. The complex problems of disability services require collective action from various stakeholders. In line with the politics of change towards democracy, the relationship between the government, private sector and citizens has shifted from hierarchical to horizontal. Therefore, the approach to addressing more complex social problems faced by the government and other parties can be done by collaborating between actors involved in handling problems of persons with disabilities in DKI Jakarta Province. Handling the problems of persons with disabilities can be seen in the cohesion policy. Multi-Level Governance (MLG) is a policy-making architecture that applies the principle of subsidiarity, which aims for direct involvement to bring the government

closer to citizens. In line with that, the principle of partnership has been introduced to ensure the participation of social and economic actors in both the decision-making and implementation processes to understand better and respond to the region's needs. Cooperation between Academics, Business, Community, Government and Media will accelerate handling the enormous problem of services for people with disabilities.

The Helix concept is known to have created an innovation. The Helix concept states that innovation is the result of combining several actors to collaborate. The spirit of collaboration today makes the Helix concept necessary to implement to make a sustainable change (Praswati, 2017). Moreover, the birth of a new regional regulation on persons with disabilities entitled Implementation of Respect, Protection and Fulfillment of the Rights of Persons with Disabilities can be a guide with the collaboration of actors so that the Helix concept can be applied. Some actors that can be raised from the Helix concept are elements of professional organizations, private elements, mass media elements, academic elements, community elements, and government elements. The six types of actors who are incorporated into the framework are called the Hexa Helix model.

CONCLUSION

The social services process for persons with disabilities needs to be presented by paying attention to social service policies, directional goals and organizational frameworks, implementation and monitoring and evaluation of social services for persons with disabilities. Not optimal social services for persons with disabilities in DKI Jakarta Province can be illustrated from the socialization carried out by government agencies and the business world related to service programs for persons with disabilities in DKI Jakarta Province have been running but not optimal, because most of the socialization carried out does not pay attention to and adapt to the conditions of persons with disabilities. In addition, social service

organizations for persons with disabilities in DKI Jakarta Province have developed efforts to develop the human resources capacity of employees. However, most of these activities still need to be completed, yet to be linked to future regional needs as stated in the DKI Jakarta Provincial Government's strategic plan. While the DKI Jakarta Province Integrated Service Model for Persons with Disabilities, namely the Cooperation Model between the lines/fields of Academic, Business, Community, Government and Media, will accelerate the handling of service problems for people with very large disabilities, the service model is called the Hexa Helix model.

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