

ASPECTS THAT INFLUENCE THE QUALITY OF PUBLIC SERVICES FOR PERSONS WITH DISABILITIES IN OBTAINING HUMAN RIGHTS IN INDONESIA

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Abstract

Public service quality is a public service provided by organizations to serve the needs of people in Indonesia, including people with disabilities. The aim of this research is to identify aspects that influence the quality of public services for people with disabilities in obtaining human rights. The research method used in this article is a literature study by summarizing and examining the extent to which previous studies analyzed phenomena among people with disabilities in achieving human rights and analyzed them comparatively into scientific works. The results of this writing show that the aspects that are problem are the lack of adequate public services for people with disabilities. Often their rights and obligations are not fulfilled due to various aspects, namely lack of access to information, families closing themselves off so that data is not obtained by the government, being a source of mercy, or being used by certain individuals to become beggars and the absence of socialization about people with disabilities to the general public.

Keywords: Quality of Public Services, Persons with Disabilities, Human Rights

INTRODUCTION

Disabled people are often defined as people who have physical limitations that often make it difficult for normal people because their disabilities which are different from normal humans, are often said to be a burden because they are inefficient at work and unable to carry out their own duties and responsibilities (Nuraviva 2008). This often derogatory view of people with disabilities occurs; in fact there are many cases of crime and violence against people with disabilities.

Indonesia is a country with a fairly large population of people with disabilities, according to the National Economic Survey (Pawestri 2017), recording 28.05 million people with disabilities. The commonly known health organization (WHO) records that the percentage of people with disabilities in Indonesia is 10% of the total population, namely around 27.3 million people. A Central Statistics Agency (BPS) survey noted that the number of people with disabilities in Indonesia in 2022 will reach 22.5 million people (T. Rama Auliansyah 2020).

Persons with disabilities are part of Indonesia and have the same position, rights and obligations as other people in society. (Hikmawati and Rusmiyati 2011). People with disabilities are residents who have the same abilities as other residents, even their abilities can exceed normal human limits (Pramashela. F. S & and A 2021) (Unicef Indonesia 2019



Figure 1. Persons With Disabilities (Sources: Social Service, 2022)

Problems with people with disabilities often occur due to a lack of social welfare such as poverty and social inequality which causes abnormalities in people with disabilities (Hikmawati and Rusmiyati 2011). Many people still lack knowledge about why someone has a disability and think that people with disabilities are a disgrace to their families and this often happens in cases where many families abandon people with disabilities because they are considered a burden (Pramashela. F. S & and A 2021)

(A. Priamsari 2019) The level of poverty is the main factor why violence and crime often occur among people with disabilities. Often on our travels we come across many people with disabilities who have the ability to sell around with their wares so it is known that people with disabilities are the same as normal people in general, even have different abilities from other normal humans. However, it often happens that many families use people with disabilities as beggars because they are considered objects that are easily pitied by other people (Nuraviva 2008). The government's lack of attention to people with disabilities is a reference to the welfare of society not being completely fair, especially for people with disabilities who have positions, rights and obligations and are free to express their opinions as Indonesian citizens.

Human Rights are the rights that most humans have and cannot be contested by anyone based on the provisions of article 1 paragraph 1 of Law number 39 of 1999. The rights of people with disabilities are regulated in UUD Number 19 of 2011 concerning the distribution where people with disabilities have rights and obligations. which is equal to other communities, namely having the Right to Equality and Non-Discrimination, the Right to Accessibility, the Right to Life, the Right to Increase Awareness, the Right to Freedom from Exploitation and Violence.

So the aim of writing that can be taken is what are the aspects of the quality of public services in order to improve the welfare of the Indonesian people, especially people with disabilities in achieving human rights in Indonesia. The importance of the quality of public services for the community is to know the extent of the services provided by the government and what aspects encourage good quality services for the government in serving people with disabilities.

RESEARCH METHOD

The method used in this article is the library research method, namely a series of activities related to central data collection methods, reading, recording and processing research materials (Erlianti 2019); (Zed, 2008:3). The literature study used to obtain information in this writing is via the internet in the form of journals, scientific articles and books which are references regarding the quality of public services seen from aspects of public services for people with disabilities in obtaining human rights (Human Rights). The method used in this article is to read, summarize and see the extent to which previous research analyzes phenomena that occur among people with disabilities in obtaining human rights and analyzes them comparatively into scientific work.

RESULTS AND DISCUSSION

Quality of Public Services

According to Law No. 25 of 2009 (Purnomosidi 2017) Public Services are a series of activities intended to fulfill the service needs determined by law for all citizens and residents relating to goods, services and administrative services, especially those provided by public services as stipulated. Law Number 25 of 2009 concerning public services, both directly and indirectly providing services to the community. The government is obliged to prepare, determine and implement service standards as a benchmark for service delivery in each environment or commonly referred to as public service quality standards.

According to (Anugrainisa 2022) the government is essentially tasked with serving the community by being responsible for providing wholehearted public services with experts in their field. The government was formed from the people for the people, a guideline that has been passed down from generation to generation and has become a symbol for government. Good public services create comfort for the public in sharing the complaints faced by the community without fear or shame. The government is obliged to provide services according to the rights and position of the community in a fair and equitable manner.

According to (Erlianti 2019) states that society cannot avoid that in this country it will always be in contact with bureaucracy or government because society and government agencies have a relationship with each other and need each other. An organization definitely needs human resources who refer to it as a reference for why the organization was formed.

According to (Imam Muazansyah 2018) the benefits of quality public services are:

1. Improve the image of an agency or government
2. Improving the quality of government
3. Create good value in the form of benefits for the public and government.

According to (Ndaumanu 2020), the main task of government agencies is to serve the community and provide public services responsibly, usually referred to as public servants. According to Mahmudi (Muhammad 2014) public services provided by the government are divided into two basic needs services and administrative and general needs services. Basic needs services such as food, health and education, public services in the form of administrative services such as making family cards, KTPs, driver's licenses, etc.

ASPECTS OF PUBLIC SERVICES

Public services will run well and will definitely have indicators as a reference in assessing public services in the form of the following aspects of public service quality:

According to Moenir (T. Rama Auliansyah 2020). There are several aspects that can influence the quality of public services, namely:

- a. Aspects of Awareness of the Government and agencies responsible for providing public services to the community. This aspect of awareness is defined as the awareness of officials in serving the community and being responsible for the tasks given.

- b. The regulatory aspect is a regulation made to improve the quality standards of public services. Regulations are needed for smooth services to the public.
- c. The organizational aspect is a group or agency that designs and carries out public services to the community. With the existence of an organization, officials work together to develop and prosper their people.
- d. The Skills aspect is a reference for employees or agencies in serving the community seen from their attitudes, ideas and actions taken.
- e. The Facilities aspect is a tool used to achieve goals such as building facilities, office equipment, etc. in order to facilitate services to the community.

These aspects are interrelated with each other and have clearly different but influential roles in implementing the quality of public services.

According to Parasuraman et al (1988) in (Puspitasari and Bendesa 2016) there are 5 aspects that influence the quality of public services, namely:

- a. The Responsiveness aspect is the actions or responses given by officials or agencies in serving public complaints.
- b. The guarantee aspect is the extent to which the assistance provided by the official or agency can be proven and trusted in its service to the community.
- c. The Physical Evidence aspect is the success provided by the government or officials both in physical and non-physical evidence in the form of goods and services that can be enjoyed by the public.
- d. The empathy aspect is the attitude given by officials or agencies in helping with problems faced by the community.
- e. The Reliability aspect is a promise or assistance provided by an official or agency that can be trusted by the public and there is no fraud.

According to (Imam Muazansyah 2018) the Work Ability aspect has a very strong influence on the quality of public services because through quality government work capabilities the government can prove that the quality of public services is quality and can be trusted by the public.

According to (Mansur 2008) the aspects that influence the quality of public services are as follows:

1. Organizational aspects can have a significant positive influence on the quality of public services in an agency or government.
2. Ability and Skills aspects can have a significant positive influence on the quality of public services in an agency or government.

According to (Amalia, Tua, and Rusli 2017) the physical evidence aspect, the guarantee aspect has a big influence on the quality of public services because physical evidence is a real action carried out and it is physically proven that there is good development, the reliability aspect is an aspect that the government carries out fairly. and equally distributed to the entire community, insurance is a guarantee obtained by the entire community in achieving welfare goals.

There are several aspects used to assess the quality of public services according to (T. Rama Auliansyah 2020), namely:

- a. The efficiency aspect is that the government can choose the right human resources to carry out work in accordance with established regulations and not be complicated in providing services clearly and with full responsibility for meeting the needs of the community.
- b. The effectiveness aspect is that the government can provide proof that it is in accordance with the promises made and can fulfill the welfare of the community.
- c. The Service Quality aspect is that the service provided can be trusted and its quality is guaranteed without any false promises made to the public.
- d. The Accountability aspect is clear and transparent bookkeeping that can be easily accessed by the public.

According to (Puspitasari and Bendesa 2016) the quality of public services is successful if an agency or government determines several aspects, which are seen based on the dimensions of Tangible aspects (Physical Evidence) indicators regarding housing, transportation, social assistance in the form of scholarships, clothing and food. Reliability aspect (reliability) indicators regarding employee responsibilities in providing public services fairly and on time. Responsiveness aspect is an indicator regarding the responsiveness of agency or government employees in solving problems faced by people with disabilities wisely and providing direction in accordance with applicable

regulations. Assurance aspect (Guarantee) indicator regarding guarantees obtained by people with disabilities such as health guarantees, education, guarantees of freedom from exploitation and violence, Empathy aspect (Empathy) indicator regarding sympathy for people with disabilities who need assistance and helping hands from the government because they are vulnerable to violence and crimes that occur against people with disabilities.

According to (Puspitasari and Bendesa 2016) the aspect of responsibility is very influential in providing a responsible attitude regarding the main duties and functions of service providers who can be trusted by the public in public services. This attitude of responsibility has a big influence on society because they feel they are being served wholeheartedly (Yani, Ditama, and Pohan 2021). Another aspect that influences the quality of public services is the Human Resources Factor because the higher the capacity of human resources in government agencies, the higher the quality of services provided (Indonesia 2019). System factors are also very influential in providing good quality public services, explained simply in the sense of being transparent, not complicated in providing services and simple or efficient in handling problems quickly and responsively.

According to (Mansur 2008) there are 3 factors that influence aspects of the quality of public services, namely:

1. Institutional/Organizational Structure aspects
The quality of the services provided is assessed from its constituent components and is shaped by complexity, formality and centralization into a formal coordination mechanism and interaction within the organization. Complexity of implementing work division levels, position levels and procedures according to SOP. Having clear SOPs can improve the quality of public services.
2. Aspects of public officials/services
The government processes human resources well to equip employees to carry out duties and be responsible wholeheartedly by providing public services to the community.
3. Aspects of Public Service Quality.
Providing a responsible public service system that is timely and trustworthy to the community.

Problems of Persons with Disabilities

Disabled Persons Category according to (Taruk Allo 2022)

1. Physical Disability, namely disruption of movement functions such as disability, paralysis, accidents that result in amputation, health problems by having diseases that cause physical changes such as leprosy and small height.
2. Intellectual Disability - disruption of brain function with characteristics of below average intelligence characterized by being slow in understanding words and slow in learning. This is usually called mental disability and Down syndrome.
3. Mental disability is a disruption in brain function which causes unconsciousness in behavior and emotions.
 - a. Psychosocial such as schizophrenia, bipolar, depression, anxiety and personality disorders.
 - b. Developmental disabilities that affect social interaction abilities are usually called autism and hyperactivity.
 - c. Sensory disabilities disrupt the function of the five senses, namely visual disabilities, hearing disabilities and speech disabilities.

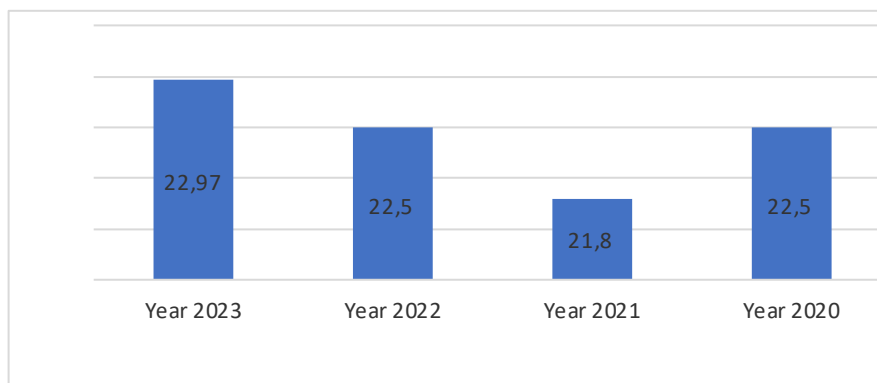


Figure 2. Number of Persons with Disabilities in Indonesia 2021-2023 (Million People)
(Source Of National Socio-Economic Survey 2023)

According to (Hikmawati and Rusmiyati 2011) People with disabilities are generally people with physical, physical and social needs. The needs that are really needed by people with disabilities are food or basic needs, the need for a source of clean water, the need for education, the need for health, the need for work, the need for social assistance, the need for love and attention and easy access to information. People with disabilities cannot act alone but through help from their families and the surrounding environment. This is what causes many people with disabilities to be abandoned by their families because they are considered a burden. Violence often occurs against people with disabilities every day, which causes a lack of non-discrimination rates for people with disabilities.

According to (Afifah and Hadi 2018) people with disabilities have four problems, namely increasing basic needs and rising prices causing people with disabilities to have difficulty in meeting their daily needs, difficulty finding work because of their limitations and few job opportunities, high unemployment rates, health problems which cause The body's immune system decreases every day and educational conditions are unable to meet educational costs, which causes the number of social disparities among people with disabilities to increase.

According to (Ndaumanu 2020) states that the high level of people with disabilities in Indonesia results in a lack of welfare, the main aspect that influences this is the lack of adequate data and facilities for agencies and the government in recording the whereabouts of people with disabilities due to the nuclear family hiding the identity of people with disabilities because they are considered family disgrace. People with disabilities are often used as objects of pity by being employed as beggars and beggars because they think that society will be merciful and help provide assistance in the form of money.

The poverty rate for people with disabilities in Indonesia will reach 22.97 people in 2023, around 8.5% of the total population in Indonesia (A. Priamsari 2019). People with disabilities are very vulnerable to experiencing various risks of socio-economic inequality, limited access to information, lack of access to employment opportunities, problems with access to education, and health problems.

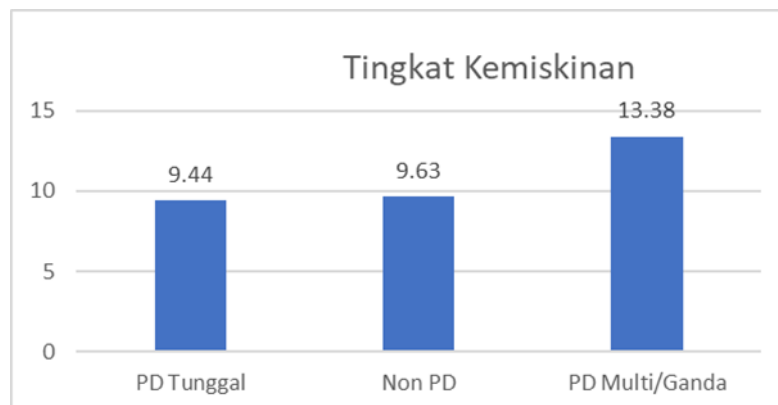


Figure 3. Poverty Levels of Disabled and Non-Disabled People (Source Of National Socio-Economic Survey 2023)

Rights and Obligations of Persons with Disabilities

The rights of Persons with Disabilities are regulated in Law Number 19 of 2011 (Afifah and Hadi 2018). The following are the rights and obligations that must be obtained by persons with disabilities and are regulated by the state through the Constitution which applies as follows:

1. Rights of Equality and Non-Discrimination

The right to equality and non-discrimination means that all people with disabilities have rights and obligations and an equal position with other people. Persons with disabilities have the right to receive special attention and be free from discrimination crimes. People with disabilities have even more abilities than normal people in general. Persons with disabilities have the right to an opinion as a citizen and have the right to receive health, housing and other social assistance.

2. Accessibility Rights

The Right of Accessibility means that people with disabilities are obliged to have the right of access to fulfill all their needs. The accessibility provided is in the form of easy access to

information about regulations and rights via social media, easy access to health, education and employment. The importance of easy access to public services and providing assistance with problems faced through local public services.

3. Right to Life

The right to life is a right that people with disabilities obtain from the time they are in the womb without violence or crime and are free to live in Indonesia by obeying the regulations in force based on the Constitution. All Indonesian citizens have the right to live and move, try and have a career during their lifetime.

- a. The right to be respected.
- b. The right to equality and protection of others.
- c. The right to guarantee and insurance.
- d. The right to protection is free from discrimination such as bullying, confinement, neglect and other social disparities.
- e. Guaranteed right to be free from all forms of exploitation and abuse.
- f. The right to guarantee freedom from unfair and inhumane treatment.

4. The Right to Increased Awareness

Countries need to carry out outreach to increase awareness to prevent violence against people with disabilities, there needs to be awareness among the general public that people with disabilities need assistance in living peacefully and prosperously, their rights and obligations are often taken away. This level of awareness needs to be increased so that they can enjoy the peace and comfort they have.

5. The Right to Freedom from Exploitation and Violence

People with disabilities often experience violence due to their limitations, social inequality often affects people with disabilities. It is important that there are protective regulations for people with disabilities so that they are free from exploitation and violence.

(Pramashela. F. S & and A 2021) believes that apart from regulations regarding people with disabilities, there needs to be physical evidence such as easy access to rehabilitation, transportation and access to facilities and infrastructure that facilitate the needs of people with disabilities. (Itasari 2020) believes that the importance of the level of awareness and responsibility that the government or regional officials have in embracing people with disabilities, as well as the family and environment, is that the people who know most about people with disabilities are prioritized for the level of awareness of embracing and caring for people with disabilities and assisting in obtaining to the government to find out the extent of the complaints faced by people with disabilities.

CONCLUSION

Persons with Disabilities are people who have the same degree and equality as the population in general, have the same rights, obligations and position in the state. Social problems often occur among people with disabilities, namely problems of poverty, health, education, discrimination and violence. The problematic aspects are the lack of adequate public services for people with disabilities. The government should be a bridge in reaching out to people with disabilities. Often their rights and obligations are not fulfilled due to various aspects, namely lack of access to information, families closing themselves off so that data is not obtained by the government, being a source of mercy or being used by certain individuals to become beggars and the absence of socialization about people with disabilities to the general public.

Aspects that can improve the quality of public services are leadership aspects, responsibility aspects, ability and skill aspects, physical evidence, insurance, etc. These aspects are often used to measure community satisfaction and can be measured by people with disabilities to find out what aspects are problems in public services provided by the government in order to provide correction and knowledge for agencies.

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