

## READINESS OF DISABILITY-FRIENDLY SERVICES IN RELIGIOUS INSTITUTIONS: A CASE STUDY OF THE YOGYAKARTA CITY MINISTRY OF RELIGIOUS OFFICE

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### Abstract

This article aims to analyze the availability of facilities for persons with disabilities as well as the challenges in implementing accessible spaces and facilities at the Yogyakarta City Office of the Ministry of Religious Affairs (Kankemenag of Yogyakarta City). This study used a qualitative approach by exploring the social situation related to providing disability-friendly public services in religious institutions. The collected data, both primary and secondary, were analyzed using Miles Huberman's analysis. Based on the observations, Kankemenag of Yogyakarta City provided adequate facilities for persons with disabilities. Some of the facilities available include toilets for the diffable (a person who is differently abled), visitor parking, special service counters, guiding blocks, downhill fields, and wheelchairs. The supporting factors of Kankemenag of Yogyakarta City can provide facilities for service users sourced from internal and external factors. The internal supporting factor found in the field is the commitment and mindset of the head from the Chief to the service officers. Meanwhile, the external factors supporting this case are more about the obligation to meet the requirements to achieve the excellent Service title. The Ontario Human Rights Commission developed the barriers factor in providing facilities for those with special needs in public service, which consists of attitudinal, architectural, and informational barriers. The diverse scope of the study is strongly recommended to provide a broader picture of providing facilities for persons with disabilities in various places. This study is expected to improve public services in government agencies that are fair and equitable for all levels of society.

**Keywords:** Barriers, Disability, Facilities, Religious Service, Support

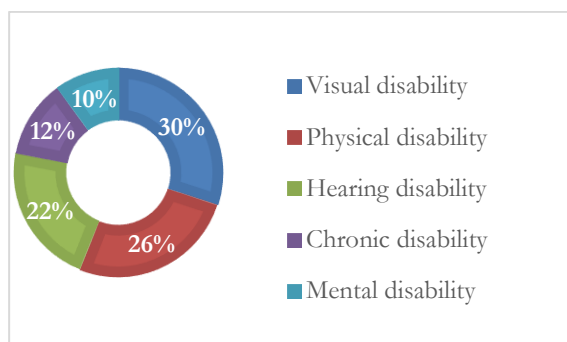
### Abstrak

Artikel ini bertujuan untuk menganalisis ketersediaan fasilitas penyandang disabilitas beserta faktor-faktor pendukung dan penghambat ketersediaan fasilitas ramah penyandang disabilitas di Kantor Kementerian Agama Kota DI Yogyakarta. Penelitian ini menggunakan pendekatan kualitatif dengan mengeksplorasi situasi sosial terkait penyediaan layanan publik ramah disable di instansi layanan keagamaan. Data yang terkumpul baik primer maupun sekunder dianalisis menggunakan analisis Miles Huberman. Berdasarkan observasi, fasilitas difabel yang disediakan oleh Kankemenag Kota Yogya sudah cukup memadai. Beberapa fasilitas yang tersedia antara lain toilet khusus difabel, parkir pengunjung disable, loket layanan khusus tanpa antrian bagi lansia dan guiding block, bidang menurun, dan kursi roda. Faktor pendorong Kankemenag Kota Yogyakarta dapat menyediakan fasilitas untuk pengguna layanan disable bersumber dari faktor internal dan eksternal. Faktor internal yang ditemukan di lapangan adalah dukungan dari Kepala Kantor kepada petugas layanan. Sedangkan faktor eksternal yang mendukung peningkatan layanan disable disini adalah adanya pemenuhan persyaratan untuk mendapatkan predikat pelayanan publik yang baik. Faktor penghambat dalam penyediaan fasilitas disable dalam sebuah pelayanan public dikembangkan dari Ontario Human Right Commission yang terdiri dari hambatan attitudinal, architectural dan informational. Ruang lingkup studi yang beragam sangat disarankan untuk memberikan gambaran yang lebih luas terkait penyediaan fasilitas bagi penyandang disabilitas di berbagai tempat. Kajian ini diharapkan dapat berkontribusi untuk meningkatkan pelayanan publik pada instansi pemerintah yang adil dan merata bagi semua kalangan masyarakat. Kajian evaluasi ketepatangunaan fasilitas serta studi komparasi direkomendasikan untuk memperkaya studi terkait topik ini.

**Kata Kunci :** Disabilitas, Fasilitas, Layanan Keagamaan, Pendukung, Penghambat

## Background

There are still several issues with Indonesia's attitude towards people with disabilities, the most basic of which is the data on their existence. The problem has consequences for the effective accommodation of persons with disabilities. In 2010 alone, there were conflicting data on the diffable population. According to data and information center (PUSDATIN) from the Ministry of Social Affairs, in 2010, the number of diffables in Indonesia was 11,580,117, of which 30% had a visual impairment, 26% had physical disabilities, 22% had a hearing impairment, 12% had chronic disabilities and 10% had mental disabilities (Figure 1).



**Figure 1.** Percentage Types of Disabilities in Indonesia  
Source: PUSDATIN Ministry of Social Affairs, 2010

Meanwhile, according to data from the Ministry of Manpower and Transmigration, in 2010, the number of diffables was 7,126,409<sup>1</sup>.

Based on the data for 2020 from the Central Bureau of Statistics (BPS), the number of people with disabilities in Indonesia reaches 22.5 million, or around five percent of the population.<sup>2</sup> In a survey conducted by BPS, people with disabilities are grouped into eight types, namely, having difficulties or problems in (i) seeing, (ii) walking,

(iii) concentration/memory, (iv) hearing, (v) communicating, (vi) using hands/fingers, (vii) taking care of oneself, (viii) behavioral/emotional disorders.

In general, the most common types of diffables in Indonesia are people with visual impairments around 64%, followed by people with walking and concentration/memorization disorders, which are 29, respectively, 7%. While the types of problems/disorders that are relatively few in Indonesia are emotional or behavioral problems, taking care of oneself, and using hands/fingers. Although people with visual impairment make up the majority of diffables, the group is dominated by relatively mild disorders. Diffables with a high severity are counted among those with difficulties taking care of themselves, walking, and communicating. The diffables tend to be dominated by the elderly population.

Several socio-economic indicators show that persons with disabilities do not receive the expected welfare. For example, in Indonesia, 71.4% of the population with disabilities are informal workers. This is due to the lack of access to the labor market.<sup>3</sup> With regards to fulfilling the rights of persons with disabilities, Indonesia faces various challenges, including the lack of quality data and a lack of agreement on a set of definitions of disability and measurement methodologies<sup>4</sup>.

Despite the lack of reliable data, progress for persons with disabilities have been undertaken. The Governor of Daerah Istimewa Yogyakarta (DIY) has dedicated some resources to raise awareness of persons with disabilities<sup>5</sup>. On 27 May 2009, the Integrated Rehabilitation Center for

<sup>1</sup>ILO, 'Inclusion of Persons with Disabilities in Indonesia', International Labor Organization (Jakarta, 2013), 1-4.

<sup>2</sup> Ministry of Social Affairs, 'Ministry of Social Affairs Encourages Accessibility of Disability Friendly Information', Ministry of Social Affairs.go.id, 2020, p. 1.

<sup>3</sup> ESCAP, *Disability at a Glance 2015: Strengthening Employment Prospects for Persons with Disabilities in Asia and the Pacific*, United Nation, 5th edn (Bangkok: Economic and Social Commission for Asia and the Pacific, 2015).

<sup>4</sup> Nursyamsi Fajri and others, *Kajian Disabilitas, Tinjauan Peningkatan Akses Dan Taraf Hidup Penyandang Disabilitas Indonesia: Aspek Sosioekonomi Dan Yuridis*, ed. by Vivi Yulaswati, 1st edn (Jakarta: Staf Ahli Menteri Bidang Sosial dan Penanggulangan Kemiskinan, Kementerian PPN/Bappenas, 2021).

<sup>5</sup> Gubernur Daerah Istimewa Yogyakarta, *Peraturan Gubernur Daerah Istimewa Yogyakarta Nomor Nomor 4 Tahun 2019 Tentang Pemajuan, Pelindungan, Dan Pemenuhan Hak-Hak Penyandang Disabilitas* (DIY, 2019).

Persons with Disabilities (PRTPC) of the Special Region of DIY was inaugurated<sup>6</sup>. The Education Unit for Disability Services is an institution that provides services and facilities for persons with disabilities or supporting services to facilitate the implementation of inclusive education at Inclusive Education Organizing Schools (SPPI) in Yogyakarta City. By the end of 2019, there were 10 of the existing 14 sub-districts had implemented the inclusion program. It was targeted that all sub-districts in Yogyakarta would become inclusive sub-districts by 2021<sup>7</sup>.

Yogyakarta is recognized as a city that is accessible for persons with disabilities because it offers a variety of solutions. Soleh found that in 2014, four universities in Yogyakarta were friendly to persons with disabilities using “integration” and “inclusion” as key methods<sup>8</sup>. Furthermore, the Yogyakarta City Government has provided 1) inclusive education programs for people with disabilities, 2) Blind Corner in the form of library services for the blind, 3) Jamkesmas (Jaminan Kesehatan Masyarakat) for Indonesia’s health insurance program for the poor and near-poor) specifically for people with disabilities, 4) monthly capital assistance and assistance to families of people with disabilities, 5) public transportation modes in the form of Trans Jogja and vehicles that are friendly for diffables<sup>9</sup>.

In the political field, the City of Yogyakarta has also enacted Law Number 8 of 2016 concerning Persons with Disabilities. The law provides for equal liability and human rights of

persons with disabilities. The Yogyakarta City Election Commission has provided services to persons with disabilities in the form of 1) intensification of data collection on voters with disabilities, 2) socialization and simulation on equal political rights for persons with disabilities, 3) services for persons with disabilities in general elections, 4) involvement of persons with disabilities as Democratic Volunteers, 5) recruitment of persons with disabilities as general election officers, and 6) provision of accessible TPS facilities and infrastructure<sup>10</sup>. These inclusion efforts are different from disability rights in the religious field. Maftuhin found that there is not a single mosque in the city of Yogyakarta that is fully accessible to diffables. Accessibility is critical discourse for diffables because it encourages their equal participation and independence in society<sup>11</sup>, so system support and the establishment of an inclusive culture are needed.

The one-stop integrated service Office of the Ministry of Religious Affairs of Yogyakarta City (PTSP Kankemenag Kota Yogyakarta) is a service that is included in other religious fields. As an institution with the highest title in community service, PTSP Kankemenag Kota Yogyakarta should be better at providing access to diffables<sup>12</sup>.

This article aims to list the availability of facilities for persons with disabilities in the Kankemenag of Yogyakarta City and analyze the factors supporting and barriers affecting their implementation.

<sup>6</sup> ‘Sejarah’, *Brtpd.Jogjaprov.Go.Id*, p. 1.

<sup>7</sup> Ade Nashudin AL-Ansori, ‘Kota Ramah Disabilitas, 10 Kecamatan Di Yogyakarta Sudah Inklusif’, *Viva.Com*, 2019, p. 1.

<sup>8</sup> Akhmad Soleh, ‘Kebijakan Perguruan Tinggi Negeri Yogyakarta Terhadap Penyandang Disabilitas’, *Jurnal Pendidikan Islam*, 3.1 (2014), 1–30 <<https://doi.org/10.14421/jpi.2014.31.1-30>>.

<sup>9</sup> Sugi Rahayu and Utami Dewi, ‘Pelayanan Publik Bagi Pemenuhan Hak-Hak Disabilitas Di Kota Yogyakarta’, *Natapraja*, 1.1 (2013) <<https://doi.org/10.21831/jnp.v1i1.3194>>.

<sup>10</sup> Mugi Riskiana Halalia, ‘Pemenuhan Hak Politik Penyandang Disabilitas Sesuai Dengan Undang-Undang

Nomor 8 Tahun 2016 Tentang Penyandang Disabilitas Oleh Komisi Pemilihan Umum (KPU) Kota Yogyakarta By : Mugi Riskiana Halalia \*\*’, *Jurnal Supremasi Hukum*, 6.2 (2017), 1–24.

<sup>11</sup> Muhammad Syafi’ie, ‘Pemenuhan Aksesibilitas Bagi Penyandang Disabilitas’, *Inklusi*, 1.2 (2014), 269–90.

<sup>12</sup> Wihardiasty Sekar Kinasih and Sujianto Sujianto, ‘Pelaksanaan Pembangunan Zona Integritas Menuju Wilayah Bebas Korupsi Dan Wilayah Birokrasi Bersih Melayani Di Kantor Imigrasi Kelas I Tpi (Tempat Pemeriksaan Imigrasi) Pekanbaru’, *PUBLIKA: Jurnal Ilmu Administrasi Publik*, 8.1 (2022), 104–20 <[https://doi.org/10.25299/jiap.2022.vol8\(1\).9308](https://doi.org/10.25299/jiap.2022.vol8(1).9308)>.

The method used in this study is qualitative. The collected data is discussed using the Miles and Huberman analysis<sup>13</sup>. The data obtained is reduced, displayed, and concluded simultaneously. Qualitative description is a study describing an event to draw general conclusions. The data used in this study were collected from two sources: primary data from direct sources of research and secondary data from indirect sources. Primary data was collected from the Office of Kankemenag of Yogyakarta City by observing the public service facilities for diffables and interviews with officials and employees of the Ministry of Religious Affairs of the City of Yogyakarta. Secondary data was collected from various documents that provide an overview of the construction of facilities for persons with disabilities in the Kankemenag of Yogyakarta City, including the strategic plan and DIPA of Yogyakarta City. The research was conducted ibetween May and September 2022

### **The Provision of Diffables Friendly Services in Kankemenag of Yogyakarta City**

The provision of Diffable-friendly public services has been regulated in Article 19 of Law Number 8 of 2016 concerning Persons with Disabilities. The article explains that diffables have the right to public services including the right to obtain adequate accommodation during when seeking public services in an optimal, reasonable, dignified manner without discrimination, assistance, and translation. The provision facilities should be accessible in places where public service are offered at no additional cost<sup>14</sup>. To ensure quality and fair services for all people, the government implemented Article 19 by issuing a Government Regulation (PP) on Accessibility to Settlements, Public Services, and Protection from Disasters for Persons with Disabilities No 42 in

2020. The regulation also discusses the principles or criteria for good accessibility and basic guidelines for providing access to facilities and infrastructure as follows<sup>15</sup>:

1. Ease  
All persons should be able to reach all public places or buildings in a given environment;
2. Usefulness  
All persons should be able to use all public places or buildings in a given environment;
3. Safety  
Every building must pay attention to the safety of everyone;
4. Independence  
All persons must be able to reach, enter and use all public places or buildings in a given environment without external aid.

The office of the Ministry of Religious Affairs at the district and city levels is a decentralization of the office of the Central Ministry of Religious Affairs based on the policies and provisions of laws and regulations. One of its duties is to carry out community services. The services that the Ministry of Religious Affairs provides, among others, are (1) Services, guidance, and development of religious life; (2) Services and guidance for hajj and umrah, and zakat and waqf; (3) Services, guidance, and development in the fields of madrasa and religious education. These services must meet the needs of users from all walks of life in a fair and equitable manner.

Kankemenag of Yogyakarta City is the first work unit of the Ministry of Religious Affairs to receive a Service in Cleanliness award/Wilayah Bebas Bersih Melayani (WBBM) in 2020. In that year it also received the title of a work unit that provides excellent public services by the Ministry of Administrative and Bureaucratic Reform<sup>16</sup>. The

<sup>13</sup> Matthew B. Miles and A. Michael Huberman, *Qualitative Data Analysis: An Expanded Sourcebook*. (Thousand Oaks: SAGE Publications Ltd, 1994).

<sup>14</sup> (Mutia & Rinaldi, 2017:55)

<sup>15</sup> Maulana Fahmi Idris, 'Access To Justice For Disability In The Perspective Of John Rawls Theory (Case Of Demak Regecy Indonesia)', *Journal of Law and Legal*

*Reform*, 2.3 (2021), 54–56 <<https://doi.org/10.15294/jllr.v2i2.46486> ISSN>.

<sup>16</sup> Sri Nurul, 'Head of Regional Office, Appreciation of 2 Predicate, WBBM and Public Service of the Ministry of Religion of Yogyakarta City', <https://Yogyakarta.kemenag.go.id/>, 2021.

predicate is the result of long and persistent work by all members of the Kankemenag of Yogyakarta City and related stakeholders, especially in terms of providing public service facilities for users with special needs.

Researchers identified the facilities provided by the Kankemenag of Yogyakarta City. Based on observations, the diffable-friendly facilities provided by the Yogyakarta City Office of the Ministry of Religious Affairs are adequate for its intended users. Some accessible facilities include toilets, visitor parking, special service counters without queues for the elderly and diffables, guiding blocks, downhill fields, and wheelchairs. The data on the availability of accessible facilities in the Kankemenag of Yogyakarta City is presented in Table 1.

**Table 1.** Availability of Diffable Facilities at Kankemenag of Yogyakarta City

No	Facility	Availability
1	Diffable Toilet	Available
2	Diffable visitor parking	Available
3	Special service counter without queuing for the elderly and diffable	Available
4	Guiding block for the blind	Available
5	Downhill (for wheelchair walks if the service room has traps)	Available
6	Wheelchair	Available
7	Facilitator diffable (Helper or companion the disabled users)	Non-Available

Source: Observation Data, 2022

Accessible toilets provided at the Kankemenag of Yogyakarta City are located next to public toilets. The condition is clean, bright, and tidy. Previously, this facility was assessed by the Ministry of Administrative and Bureaucratic Reform in the evaluation of the integrity zone in 2020. From the results of this assessment, the evaluator recommended widening the toilet door

because it was difficult to access for wheelchair users. These types evaluation raise awareness regarding the importance of testing available facilities for people with disabilities so they can be improved where necessary<sup>17</sup>. From an empirical point of view, providing accessible toilets for wheelchair users is an urgent need because 4.8 million Indonesians require wheelchairs to carry out daily and social activities<sup>18</sup>.



**Figure 2.** Toilets for diffable in the Kankemenag of Yogyakarta City

Source: Research documentation, 2022

Diffable visitor parking is also provided by the Kankemenag of Yogyakarta City to facilitate service users with special needs who have private vehicles. However, at the time of observation, the diffable parking area was combined with public parking because at that time it was still in the building renovation stage. The parking/drop-off area is critical because it is one of the main access points for diffables<sup>19</sup>. Diffable parking areas at Kankemenag of Yogyakarta City are documented in Figure 3.

<sup>17</sup> Claude Vincent and others, 'Evaluation of Satisfaction with Geospatial Assistive Technology (ESGAT): A Methodological and Usability Study', *Disability and Rehabilitation: Assistive Technology*, 17.2 (2022), 134–51 <<https://doi.org/10.1080/17483107.2020.1768307>>.

<sup>18</sup> Muh Anshar and others, 'Control System Design for Smart Wheelchair Robot', in *AIP Conference Proceedings* (AIP

Publishing, 2022), MMDXLIII, 10–13 <<https://doi.org/10.1063/5.0095676>>.

<sup>19</sup> G. Carlsson and others, 'A Scoping Review of Public Building Accessibility', *Disability and Health Journal*, 15.2 (2022), 101227 <<https://doi.org/10.1016/j.dhjo.2021.101227>>.



**Figure 3.** Diffable Parking Area at Kankemenag of Yogyakarta City

Source: Research documentation, 2022

Other conveniences are also available for users with disabilities receiving services. The Kankemenag of Yogyakarta City also provides inclusive services for diffables, pregnant women, and the elderly who can access the service counters without queuing. The condition of the amenities are clean, bright and tidy, and of medium size. However, it is still considered lacking in terms of wheelchair accessibility. The issue pertains mainly to the size of the room, wheelchair users must be assisted to get to the counter because there are many seats, and the path is not wide enough. Spacious and unencumbered waiting areas are essential to provide good accessibility to public services<sup>20</sup>.



**Figure 4.** Services Counter for Inclusive Users

Source: Research documentation, 2022

Service users with physical disabilities can also use wheelchairs provided by the Kankemenag of Yogyakarta City. These chairs are new and well functioning. They are located behind the main door and next to the PTSP entrance so that it meets the principles of convenience, usefulness, and safety. The use of this wheelchair still requires the assistance of service personnel to open and fold it.



**Figure 5.** Wheelchair for Diffable Users

Source: Research documentation, 2022

Yellow lanes and ramps for diffable users are already widely available for a variety of public services in Yogyakarta city<sup>21</sup>. Due to the renovation of the front building (near the main door), the guiding block and wheelchair ramps are temporarily placed in the rear area towards the diffable toilet. Based on the way the guiding blocks are installed, the accessible pathway does not meet the aspects of usefulness and independence. The guiding block is only provided on the lower floor after which there are some stairs, there is also no guiding block to the service door. Users with sensory disabilities still need the help of others to reach the service door. The problem is rooted in the designing of public facilities, often it does not

<sup>20</sup> Fairuz Sabiq Fairuz and Meliana Damayanti Meliana, 'Implementation Of Public Facilities And Disability Treatments: A Comparison Between Indonesia And Malaysia', in *Advances in Social Science, Education and Humanities Research*, 2018, CLIII, 11–15 <<https://doi.org/10.2991/icddims-17.2018.3>>.

<sup>21</sup> Aan Qurana and Eko Priyo Purnomo, 'Accessibility Of People With Disabilities To Public Facilities In Yogyakarta City Aksesibilitas Penyandang Disabilitas Terhadap Fasilitas Umum Di Kota Yogyakarta Universitas Muhammadiyah Yogyakarta', *Journal of Politics and Policy*, 3.1 (2020), 1–14.

consider the basic needs of diffables who are going to be using them.<sup>22</sup>

The wheelchair ramp at the Ministry of Religious Affairs also does not meet the safety standards. This is due to the availability of handrails on one side only (Figure 6).



**Figure 6.** Guiding block and wheelchair ramp  
Source: Research documentation, 2022

Special access facilities available at Kankemenag of Yogyakarta City are rather basic and are primarily targeted for physical and visual disabilities visual and . As for those with intellectual and mental disabilities, they have yet to be accommodated. Based on tsecurity officers' testimony someone usually accompanies persons with mental or intellectual abilities.

The construction of accessible facilities shows the seriousness of the Kankemenag City of Yogyakarta to support fair and equitable public services for all circles of society<sup>23</sup>. However, the facilities still need some improvements to better fulfill the aspects of convenience, effectiveness, security, and independence for its users. This can be implemented by testing these services and facilities directly with people who will be using them. This activity can be supported by a

collaboration between the diffables caring community and the Indonesian Association of Persons with Disabilities as well as working units and government agencies that provide public services.

In addition to facilities and infrastructure that are accessible for users with disabilities, it is also necessary to look at the readiness of officers to serve users with disabilities<sup>24</sup>. This can be encouraged and strengthened by training front office staff so that they are always responsive and know the right way to serve service users with special needs. This is also a recommendation for agencies and the Ministry of Religious Affairs to include public service training for front desk officers in work units that provide services for the community. This can be done by collaborating with training institutions or directly with the Religious Education and Training Center (BDK) under the auspices of the Ministry of Religious Affairs.

### **Supporting Factors and Barriersfor the Availability of Accessible Facilities at the Kankemenag of Yogyakarta City**

The Kankemenag of Yogyakarta City is classified as a public service provider, based on the Minister of Religious Regulation No. 10 of 2010 and No. 13 of 2012. It serves the community in the fields of education (madrasah, diniyah, and Islamic boarding schools), organizing hajj and umrah, providing Islamic community guidance, syariah education, and catholic administration. People who use the Kankemenag of Yogyakarta City's services come from various walks of life, including people with disabilities. In serving people with disabilities, the Kankemenag of Yogyakarta City has tried to provide various accessible facilities by offering wheelchairs, toilets and special parking for the

<sup>22</sup> Bagus Arthaya, Kristiana A. Damayanti, and Rosiana Dewi, 'Dedicated Facilities for Wheelchair Users When Utilizing "Transjakarta Busway" Transportation System', in *Proceedings - APCHI-ERGOFUTURE 2010* (Bandung: Parahyangan Catholic University, 2010), pp. 44-49 <<https://doi.org/978-602856685-8>>.

<sup>23</sup> Firda Silvia, Pramashela Hadiyanto, and Abdul Rachim, 'Aksesibilitas Pelayanan Publik Bagi Penyandang

Disabilitas Di Indonesia', *Jurnal Pekerjaan Sosial*, 4.2 (2021), 225-32 <<http://jurnal.unpad.ac.id/focus/article/view/33529>>.

<sup>24</sup> Susan B. Wolf-Fordham, Janet S. Twyman, and Charles D. Hamad, 'Educating First Responders to Provide Emergency Services to Individuals with Disabilities', *Disaster Med Public Health Prep*, 8.6 (2014), 533-40 <<https://doi.org/10.1017/dmp.2014.129.Educating>>.

diffable, special service counters without queuing, guiding blocks for the blind, and ramps for wheelchairs (Table 2). However, the majority of the facilities is only for service users with physical disabilities and visual impairments. Facilities for the deaf and mentally and intellectually diffable are not yet available.

**Table 2.** Supporting Factors to Provide Diffable Facilities in Kankemenag of Yogyakarta City

Supporting factors	Information
<b>External</b>	The obligation to meet the requirements to achieve WBK and WBBM status and the title of Excellent Service
<b>Internal</b>	Commitment and mindset from the Head to service officers at the Yogyakarta Ministry of Religious Affairs to provide quality services for people with disabilities.

Source: Observation and Interview, 2022

The motivation for Kankemenag of Yogyakarta City to provide facilities for diffable service users is based on external and internal factors. The external factor is the primary reason for the Kankemenag . The external factor in question is the obligation to meet the requirements necessary to achieve the Corruption Free Area status/Wilayah Bebas Korupsi (WBK) and the WBBM status. In 2020, the Office of Kankemenag of Yogyakarta City was appointed and determined by the Ministry of Religious Affairs of the Republic of Indonesia to advance in the assessment of public services in order to gain WBK and WBBM status. This recommendation was stated in the letter of Proposal Evaluation to the KemenPAN RB which was signed by the Head of Organizational Administration of the Ministry of Religious Affairs of the Republic of Indonesia, in Priyono on July 20, 2020,<sup>25</sup>. One of the requirements to qualify for the WBK and WBBM is to offer good public service facilities for all people, including those with special needs. In addition, to achieving the title of

Excellent Service, the work unit of public service providers must meet several requirements which are the basis for the assessment as described by the Regulation of the Minister of PANRB No. 17 of 2017. one of the requirements is the provision of facilities and infrastructure for all circles of society. Based on another regulation, namely, Permenpan No 90 of 2021, facilities and infrastructure are one of the indicators that need to be improved to implement quality service provision. These findings indicate that policies issued by the government can have a positive effect on various aspects of society, in the context of this study, services for disabilities. Passing regulations or policies that require a work unit to provide services for all people, encourages facilities for people with disabilities to be made available. This is also in line with a study conducted by Syafrîe in which he recommended that the government should make accessibility standards a binding requirement for every new construction so that discriminatory practices do not occur in any public service infrastructure.<sup>26</sup>

Meanwhile, internal factors also play an important role in supporting the realization of facilities for diffable service users at the Kankemenag of Yogyakarta City. The commitment and mindset from the leadership to employees in improving and maintaining service quality is always instilled. One of the examples of this commitment to providing diffable facilities in the office environment includes repairing and justifying facilities for people with disabilities.

“In 2020, Permenpan RB visited [the Kankemenag] to conduct WBK and WBBM assessments and then saw that the diffable toilets that we made were not of the appropriate width, wheelchairs could not enter and gave recommendations for immediate repair. After that, we

<sup>25</sup> Public Relations, 'Advanced Evaluation of KemenPAN RB Services, DIY Ministry of Religion Fully Supports Yogyakarta City Ministry of Religion', Yogyakarta City Ministry of Religion Office, 2020

<<https://yogyakarta.kemenag.go.id/maju-evaluation-pelayanan-kemenpan-rb-kemenag-diy-support-full-kankemenag-kota-yogyakarta/>>.

<sup>26</sup> Syafrîe.



immediately fixed them so that diffable users can use them safely and comfortably.”

From an interview with one of the employees at Kankemenag of Yogyakarta City, it can be seen that the work unit is committed to provide proper facilities for the diffables so that diffable service users can easily, comfortably, and safely access these facilities. The commitment of an organization, working unit, or government to provide equitable services for all users is a major factor in efforts to improve service quality. In Indonesia, the government's commitment to providing equitable services to the community is evidenced by Law no. 25/2009 on Public Services which states that every public service provider is obliged to provide quality services for every service user, including service users with special needs or persons with disabilities. This is in line with a study conducted by Omar which found three variables that need to be addressed by an organization or government to provide facilities or employ diffable people, namely readiness, commitment, and disposition of the organization itself<sup>27</sup>. Bonaccio also recommends organizations or governments to create effective and inclusive workplaces for people with disabilities<sup>28</sup>.

The barriers in providing diffable facilities in public service can be seen from various aspects. According to the Ontario Human Rights Commission and Frank Bowe<sup>29</sup>, five things become barriers to accessing facilities for the diffable: 1) attitudinal barriers, referring to behaviors, perceptions, and assumptions that discriminate against persons with disabilities; 2) organizational/systemic barriers, referring to

policies, procedures, or practices that discriminate systematically and can prevent individuals from fully participating in a situation; 3) architectural/physical barriers refer to building elements or outdoor spaces that create obstacles for persons with disabilities; 4) information/communication barriers occur when they when sensory disabilities, such as hearing, vision, or learning disabilities, have not been considered; and 5) technological barriers that occur when a technology device or platform is not accessible to the intended audience and cannot be used with assistive devices. Based on the observations of researchers, the barriers experienced by the Kankemenag of Yogyakarta City in providing facilities for diffable service users are attitudinal, architectural, and information barriers, the explanation of which can be seen in Table 3.

Barriers that become a fundamental factor in providing diffable facilities in public services at the Kankemenag of Yogyakarta City are attitudinal barriers, referring to public perceptions or public stigma about people with disabilities. Although the government's efforts to provide public services equitably have long been echoed, it cannot be denied that there is still a negative public perception or stigma regarding people with disabilities. The Director of Human Rights and Humanity at the Ministry of Foreign Affairs, Achsanul Habib, said that stigma is one of the biggest challenges for people with disabilities. This negative stigma refers to the view that people with disabilities should be pitied just because they have limitations. As a result, people with disabilities often face discrimination<sup>30</sup>.

<sup>27</sup> Muhd Khaizer Omar and others, 'Enabling Employment For People With Disability (PwD): Readiness, Commitment, And Disposition Of Malaysian Employers', *International Journal of Entrepreneurship and Management Practices*, 4.15 (2021), 01–22 <<https://doi.org/10.35631/IJEMP.415001>>.

<sup>28</sup> Silvia Bonaccio and others, 'The Participation of People with Disabilities in the Workplace Across the Employment Cycle: Employer Concerns and Research Evidence', *Journal of Business and Psychology*, 35.2 (2020), 135–58 <<https://doi.org/10.1007/s10869-018-9602-5>>.

<sup>29</sup> Frank Bowe, *Handicapping America: Barriers to Disabled People* (HarperCollins Publishers, 1978) <[https://doi.org/https://doi.org/10.1002/1520-6807\(198004\)17:2<286::AID-PITS2310170225>3.0.CO;2-I](https://doi.org/https://doi.org/10.1002/1520-6807(198004)17:2<286::AID-PITS2310170225>3.0.CO;2-I)>.

<sup>30</sup> Uly Siregar, 'People with Disabilities are Still "Disabled" in Indonesia', DW.Com, 2021 <<https://www.dw.com/id/disabilitas-dan-tantangannya/a-55625999>>.

Several studies on stigma, have shown that there is discrimination against persons with disabilities, which can lead to depression and low self-esteem. In most parts of the world, there is ample evidence that the environment, such as stigma, has a negative impact on the participation of people with disabilities. As such there are efforts to reduce barriers, such as in education and employment<sup>31</sup>. Septian, and Hadi<sup>32</sup> found that educational interventions proved to be most effective and efficient in reducing stigma against persons with disabilities. Particularly in Indonesia, the fourth most populous country, increasing the area of impact by targeting the general population can be seen as the most efficient way of reducing stigma.

**Table 3.** Barrier Factors to Provide Diffable Facilities in Kankemenag of Yogyakarta City

Barrier factors	Information
<b>Attitudinal</b>	The negative stigma of society toward persons with disabilities
<b>Architectural</b>	<ul style="list-style-type: none"> <li>• In 2020 the facilities for persons with disabilities do not meet the requirements</li> <li>• There are no facilities for mental, intellectual and deaf disabilities at the Kankemenag of Yogyakarta City</li> </ul>
<b>Informational</b>	<ul style="list-style-type: none"> <li>• Disabilities other than physical and visual have not been considered when providing facilities</li> <li>• Service officers do not understand how to serve people with disabilities</li> </ul>

**Source:** Observation and Interview, 2022

Architectural or physical barriers are factors that hinder the availability of public service facilities at the Kankemenag of Yogyakarta City. This architectural barrier was highlighted in 2020 when Permenpan RB conducted an assessment of WBK

and WBBM qualifications and found that the width of accessible toilets for diffables did not meet its requirements. Although improvements have been made for diffable toilets, based on the results of interviews and observations, the Yogyakarta Ministry of Religious Affairs has not provided special facilities for people with mental, intellectual, and auditory disabilities. This can be seen from the various facilities that have been provided by the Yogyakarta Ministry of Religious Affairs which is only intended for people with physical disabilities and the visually impaired.

“We have not provided facilities for people with mental and intellectual disabilities due to a limited budget so we have to prioritize which types of disability facilities take precedence. For people who are deaf, we work with third parties to provide sign language experts incidentally, if there is a need to serve people with disabilities. However, in reality, until now, no persons with disabilities have used the services at the Kankemenag of Yogyakarta City.”

The findings of this study are consistent with those of Vergunst<sup>33</sup>, who found that a lack of accessibility for individuals with impairments will be a barrier to improving their quality of life. In another study by Chalwe, the capacity of people with limited mobilities to choose their own lifestyles was hampered by accessibility issues. For instance, people with limited mobility in Zambia face participation difficulties due to physical inaccessibility, health and safety issues, attitudinal impediments, and prejudice. Many adults with limited mobility have been driven to completely stop participating due to factors like lack of autonomy of choice, dependence on children for

<sup>31</sup> Martha Banda-Chalwe, Jennifer C. Nitz, and Desleigh De Jonge, ‘Impact of Inaccessible Spaces on Community Participation of People with Mobility Limitations in Zambia’, *African Journal of Disability*, 3.1 (2014) <<https://doi.org/10.4102/ajod.v3i1.33>>.

<sup>32</sup> Eriando Rizky Septian and Ella Nurlaela Hadi, ‘Reducing Stigma of People with Disabilities: A Systematic

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<sup>33</sup> R. Vergunst and others, ‘Access to Health Care for Persons with Disabilities in Rural South Africa’, *BMC Health Services Research*, 17.1 (2017), 741 <<https://doi.org/10.1186/s12913-017-2674-5>>.

mobility, lack of control, loss of dignity and respect, and sense of inequity<sup>34</sup>. Nugent said that the most frustrating of all problems for individuals with physical disabilities are buildings and facilities which are designed and constructed in such a way as to prevent persons with disabilities from accessing these facilities<sup>35</sup>. To reduce or eliminate architectural barriers, Heldak in his study concludes that a large financial expenditure or budget is needed. Therefore, to overcome architectural barriers, there must be a special policy to increase the renovation budget aimed at revamping facilities for the diffable<sup>36</sup>.

The next barrier that hinders Kankemenag of Yogyakarta City in providing disability-friendly facilities is related to information. Information barriers occur in the Kankemenag of Yogyakarta City because disabilities other than physical and visual impairment have not been considered when providing facilities for people with disabilities. Mental, intellectual, and auditory disabilities have not received attention even though the facilities they need are different from users with physical disabilities. Thus, the information and services provided by Kankemenag of Yogyakarta City to service users with intellectual, mental, and auditory disabilities have not been optimally conveyed. Information barriers also occur when service personnel do not understand how to serve people with disabilities. Based on the results of interviews, there is no special training or training materials that instruct officers on how to serve diffables with various needs. When this happens, service delivery is not optimal and users are not satisfied with the services provided by the officers. Over the past two

decades, many empirical studies have investigated the information-seeking behavior of persons with disabilities. A common barrier that often occurs to various types of persons with disabilities is the lack of information in sign language. Many service providers only provide information for more frequent disabilities but not all types of disabilities are accommodated. Study conducted by Liaaen, Ytterhus and Söderström confirmed that people with disabilities who use information and communication technologies to access health and social care services reported that these offerings did not necessarily fit their needs<sup>37</sup>. Accessibility information in his study among students with disabilities (SWD) shows that access to reading materials and other library resources and services is not equitable for students with impairments. Teachers and family members are their only significant sources of information and support<sup>38</sup>. Berget<sup>39</sup> in his study discusses how universal design can be the premise for equal access to information and potentially reduce disparities in the context of users with disabilities.

## Conclusion

Public service facilities for people with disabilities are already available at the Kankemenag of Yogyakarta City, but they cannot be considered complete because they primarily serve those who have needs related to mobility and visual impairment. Meanwhile, facilities for other types of disabilities such as auditory impairment, speech impairment, mental disabilities, and intellectual disabilities are not yet available. The provision of diffable-friendly facilities in the Kankemenag of Yogyakarta City cannot be separated from various

<sup>34</sup> Banda-Chalwe, Nitz, and De Jonge.

<sup>35</sup> Timothy J Nugent, 'The Elimination of Architectural Barriers to the Physically Disabled', *Occupational Therapy: The Official Journal of the Association of Occupational Therapists*, 25.11 (1962), 17–20 <<https://doi.org/10.1177/030802266202501104>>.

<sup>36</sup> Maria Heldak, Agnieszka Stacherzak, and Katarzyna Przybyla, 'Demand and Financial Constraints in Eliminating Architectural and Technical Barriers for People with Disabilities in Poland', *Journal of Healthcare Engineering*, 2018 (2018) <<https://doi.org/10.1155/2018/1297396>>.

<sup>37</sup> Liaaen, Ytterhus, and Söderström.

<sup>38</sup> Sania Awais and Kanwal Ameen, 'Information Accessibility for Students with Disabilities: An Exploratory Study of Pakistan', *Malaysian Journal of Library and Information Science*, 20.2 (2015), 103–15.

<sup>39</sup> Gerd Berget, 'Making Health Information Accessible for All: The Impact of Universal Design in Public Libraries', in *Roles and Responsibilities of Libraries in Increasing Consumer Health Literacy and Reducing Health Disparities*, ed. by Beth St. Jean and others, *Advances in Librarianship* (Emerald Publishing Limited, 2020), xlvii, 141–57 <<https://doi.org/10.1108/S0065-28302020000047007>>.

supporting factors that are both internal and external. Internal factors are the commitment and mindset of the Head to that of service officers at the Kankemenag to provide quality services for people with disabilities. Meanwhile, external factors are related meeting the mandatory requirements to achieve WBK and WBBM status and the title of Excellent Service. This study also provides an understanding of the main barriers to providing diffable facilities in the Kankemenag of Yogyakarta City, namely attitudinal, architectural, and informational barriers. Attitudinal barriers are related to the society wide stigma towards people with disabilities, while architectural barriers refer to the absence of facilities for mental, intellectual, and auditory disabilities in the Kankemenag of Yogyakarta City, finally, informational barriers have not been considered when providing facilities and service officers do not understand how to serve people with disabilities other than physical and visual impairment. Nevertheless, this study has limitations in terms of generalization because it is limited to one public service work unit within the Ministry of Religious Affairs, namely the Kankemenag of Yogyakarta City. A wider scope of the study will be able to provide a broader picture regarding the provision of facilities for persons with disabilities in various places. Studies related to the evaluation of the usability of facilities and comparative studies are recommended to enrich studies related to this topic.

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