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**RESEARCH ARTICLE**

## Model of Social Services for Disabilities in DKI Jakarta Province

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**ABSTRACT**

This research based on phenomena about social welfare in Indonesia has progressed significantly, but persons with disabilities still face numerous challenges, such as discrimination and limited access to essential services. With over one billion people globally experiencing some form of disability, this study aims to analyze the factors influencing the welfare and accessibility of persons with disabilities in DKI Jakarta Province, focusing on well-being, education and employment, and technology and financial inclusion. The research method used is a descriptive qualitative approach, with the aim of presenting a complete description of the problem being studied. Data collection by interviews, observation, documentation studies and technical analysis of data through data reduction and drawing conclusions. Based on the field research towards the 19 people, it was found that social services for persons with disabilities in the province of DKI Jakarta had not yet run optimally, judging from the very minimal socialization process carried out by stakeholders related to social service programs for persons with disabilities and the implementation of therapy and rehabilitation had not yet reached all types of disabilities. The DKI Jakarta Provincial Integrated Service Model for Persons with Disabilities, namely a collaboration model between lines/fields of Academic, Business, Community, Government, and Media, will accelerate the handling of service problems for persons with disabilities, which is called the Hexa Helix model.

**KEYWORDS**

Social Services, People with Disabilities, The Hexa Helix Model

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**1. Introduction**

Social welfare in Indonesia has come a long way, especially for the country's most vulnerable population, those with such social welfare problems who are blind or deaf. Impairment (loss or disability) due to age or social norms is a major cause of disability, which is defined as the inability to engage in certain activities in the same way as a "normal" person. Law Number 19 of 2011 concerning the Ratification of the Convention on the Rights of Persons with Disabilities (Convention on the Rights of Persons with Disabilities) no longer uses the term disabled, replaced with persons with disabilities. Due to equal rights, it can be challenging for persons with disabilities to participate fully and effectively in society because of their physical, mental, intellectual or sensory impairments.

According to the latest data collected worldwide, more than one billion people, or about 15% of the global population, have some form of disability (WHO, 2011). Persons with disabilities are the world's largest minority group, around 82% of persons with disabilities are in developing countries and live below the poverty line and usually suffer from inadequate access to appropriate health, education, training and employment. Disabled people are more likely to be poor wherever you look, whether you look at GDP or other traditional economic indicators or if you look at the additional non-monetary financial dimensions of poverty such as education, health care, and housing.

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The imperfections of persons with disabilities are taken for granted. People with disabilities are seen as helpless and lacking skills. Persons with disabilities are often socially isolated and face discrimination in access to health, education, employment and others. This discriminatory attitude has resulted in persons with disabilities receiving a negative stigma from non-disabilities, so the research aims to analyze and find out social services, supporting and inhibiting factors for persons with disabilities and to formulate and design a model of social services for persons with disabilities in DKI Jakarta Province.

In this study, there are three main focuses in relation to the welfare and accessibility of persons with disabilities. These three aspects are well-being, access to education and employment and access to technology and financial inclusion. Aspects of well-being include economic conditions, physical and mental health, access to health facilities and clean and healthy living habits.

One aspect of the standard of living of persons with disabilities that also requires more in-depth attention is related to access to health facilities. Access to health facilities and services is a fairly basic need for persons with disabilities because persons with disabilities need to do therapy or use assistive devices.

The DKI Jakarta Provincial Government has made efforts to fulfill its obligation to fulfill the social welfare rights of persons with disabilities in accordance with Governor Regulation Number 24 of 2019 concerning the Provision of Social Assistance, which is obliged to meet the basic needs of persons with disabilities. One of the social service models organized by the Provincial Government of DKI Jakarta is the provision of six social institutions for persons with disabilities based on various types of disabilities.

Other sectors outside the government that are involved in services for persons with disabilities are still low. The business world, in this case, the private sector, provides support in the form of business capital assistance, and interest-free loans, which are still limited to persons with visual disabilities and persons with physical disabilities. In the employment sector, job opportunities for persons with disabilities are not yet optimal, still limited to a variety of physical and sensory deaf disabilities.

In addition to the President's directives on International Day of Disabilities on 3 December, 2022, persons with disabilities must have equal opportunities, broad opportunities to get proper education, broad opportunities for work and careers and broad opportunities for achievement. In this case, optimizing the absorption of disabled workers in government, state-owned and private institutions. Therefore improving skills for people with disabilities must be given priority.

Starting from the background description above, the authors are interested in conducting research with the title "Model of Social Services for Persons with Disabilities in DKI Jakarta Province".

## **2. Literature Review**

### **2.1 Government Concept**

Government, in a broad sense, has the authority to maintain peace and security in the country, therefore firstly, it must have military power or the ability to control the armed forces; secondly, it must have legislative power or in the sense of making laws, thirdly it must have financial strength or capability to suffice public finances in order to finance the cost of the existence of the state in implementing regulations, this matter is in the context of implementing state interests.

### **2.2 Government Function**

According to Thomas Hobbes (in Labolo 2015), The government was established to prevent anarchy in areas populated by humans. This situation necessitated the arrival of an influential individual who could organize the most formidable army capable of silencing and protecting its members from outside threats. Through time, this troop evolved into a specialized unit willing to sacrifice all to save lives and prevent harm to society.

### **2.3 Government Service**

The creation of a state philosophy coincides with the growth of the government's role in providing (public) services. In addition, the function of government services is intended to help the people who live there. The results of a service do not have to be physically related to a product in order to be satisfactory, as stated by Kotler (in Sampara 2000). Meanwhile, other experts say that service is: a "Whole systemic strategy that prioritizes customers' experiences with the company's products and services in terms of their perceived quality". (Albrecht, in Lovelock (1992)). The essence of Lovelock's opinion is that service has an important function in business or organizational activities.

### **2.4 Public Service Management**

Public management is often identified with the management of government agencies. According to Syafroni (2012). Management includes the study of human resources, finance, physical infrastructure, information technology, and politics, among others, and is an interdisciplinary approach to studying broad organizational characteristics. Management in the public sector can be seen as a

process of organizing resources, assigning tasks, and monitoring progress towards ultimate goals. It seems reasonable that a well-managed public service will have a positive impact on public trust in government, just as a poorly managed public service will have a negative impact on trust in government. Service is a process, as evidenced by its description. Consequently, the main focus of public service management is the service itself. Therefore, public service management is process management, or management aspects that regulate and control the service process to ensure that the service activity mechanism runs in an orderly, smooth, on target, and satisfactory manner for those served.

### **2.5 Social Service Theory**

The term "social welfare" can refer to various human efforts to improve social conditions. Defining social welfare is "an organized system of social services and institutions which aim to assist individuals and groups in achieving a satisfactory standard of life and health and personal and social relationships which enable them to develop their abilities to the maximum extent possible and promote their well-being in harmony with the needs of their families and communities," As stated by Friedlander (Muhidin, 1992) is a good starting point to understand what social welfare is.

### **2.6 Persons with Disabilities**

The International Classification of Impairments, Disabilities and Handicaps (WHO, 1980) defines three aspects of disability, namely impairment, disability and handicap. Impairment is any disturbance or deviation of any anatomical, physiological or mental feature. Disability is Impairment defined as the inability to perform an act normally or within a range that is typical for humans. Handicap is a disability or disability that prohibits or prevents a person from performing typical roles that are age-appropriate, sex-appropriate, socially appropriate, and culturally appropriate.

#### **2.6.1 Tuna Rungu (Deaf)**

The word "deaf" is used for people who are hearing impaired or have no function, but there is minimal disagreement about the differences between the various types of deaf people. Those whose hearing is severely impaired but can still use some of their other senses are people who are classified as hard of hearing.

#### **2.6.2 Tuna Netra (Blind)**

According to Wikasanti (2014), the term "visually impaired" comes from the word "tuna", which means danger or loss, and "netra", which means eyes. Those who cannot see due to illness, injury, or other physical impairment of the visual system are considered blind. Meanwhile, Efendi (2006) defines "blindness as a visual condition in which a child who has central vision 6/60 is smaller than that or after being maximally corrected his sight is no longer possible to use educational and teaching facilities normally. Used by normal children/people who are alert.

#### **2.6.3 Tuna Daksa (Physically Impaired)**

Persons with disabilities describe a nuanced phrase for those with physical disabilities, especially limbs. Physical disabilities, including those that affect mobility and the myriad of symptoms that often accompany them, can make it difficult for a person to take part in mainstream educational opportunities or make social adjustments. It is important to note that mental retardation is not a necessary symptom of disability in children. It is not uncommon for people with disabilities to have more intellectual capacity than developing young people, and it is also not unheard of for their impairment to have no negative effect on their cognitive, physical or emotional maturation. There are other children with disabilities who have fewer obstacles and can participate fully in mainstream classes.

#### **2.6.4 Tunagrahita (Mentally Impaired)**

The American Association on Mental Deficiency (AAMD) defines "mental impairment as a developmental condition characterized by substandard intelligence (IQ 84 or lower), manifesting before the age of 16 years". Meanwhile, Rochyadi and Alimin (2005) stated that "mental impairment is closely related to the problem of developing low intelligence abilities and is a condition". This is supported by a statement according to Kirk (in Effendi, 2006), namely, "Mental Retarded is not a disease but a condition". So based on the statement above, it can be emphasized that mental retardation is a condition that cannot be cured with any medication.

#### **2.6.5 Tuna Barrel (Barrel Tuna)**

"The tuna barrel are people who have difficulty controlling their emotions and social control" based on the definition of Eli M. Bower (in Delphie, 2006) that a child with emotional barriers or behavioral disorders, if it shows the presence of one or more of the five components, that is, not able to learn for non-intellectual, sensory, or health reasons; unable to establish good relations with friends and teachers; behaving or feeling out of place; and gerontologically inappropriate behavior.

### **2.6.6 Autism**

Autism is a developmental disorder that prevents a person from forming healthy relationships and communicating effectively with others. Autism is a term that comes from the Greek word for "alone" in the context of language. As a result of their isolation and preference for solitude, autistic children are often encouraged to do so. Neurologically, it is a condition in which a child's brain growth is stunted, especially in the areas of language, social interaction, and imaginative play. Because of this challenge, autistic children stand out from their peers. In a strange twist of fate, many people misinterpret autistic children. Autistic children are shunned by other humans and not given their full attention because they are seen as crazy and potentially dangerous. Sometimes autistic children have abilities beyond their years, regardless of how strange and inappropriate that may seem to society at large.

### **3. Methodology**

The main objective of this research is to provide a comprehensive picture of the model of social services for persons with disabilities in DKI Jakarta Province, so the researchers chose a descriptive research type and a qualitative methodology. During the implementation of this research, most of the data and information collected was in the form of qualitative data, but some were also in the form of numbers. The data and information were obtained through various sources, namely primary data and secondary data. This research was conducted using two methods or better known as triangulation, the first by analyzing secondary data and the second by conducting interviews with a number of informants. Informants in this study were determined by purposive sampling. Data Collection Techniques include interviews and documentation. This study triangulates the data collection procedures used in this study, which include open or closed observation, unstructured interviews and documentation.

### **4. Results and Discussion**

#### **4.1 Social Services for Persons with Disabilities in DKI Jakarta Province**

##### **4.1.1 Socialization and Development**

DKI Jakarta Provincial Government has issued Regional Secretary Instruction Number 24/SE/2019 concerning the Implementation, Provision of Accessibility Infrastructure and Facilities for Persons with Disabilities within the DKI Jakarta Provincial Government, which instructs regional apparatus heads to provide accessible infrastructure and facilities for persons with disabilities so that the services provided become more friendly to persons with disabilities. For example, the provision of Guarding Blocks in each Mayor's Office in 5 Administrative City Regions of the Province of DKI Jakarta. Social media today has become a forum for disseminating information and a very effective communication medium for urban communities such as in DKI Jakarta Province as a metropolitan city. Based on the description above, it can be concluded that 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 adapts to the conditions of persons with disabilities.

The Provincial Government of DKI Jakarta, in this case, the Department of Transportation, seeks to provide friendly public transportation facilities for persons with disabilities. Persons with disabilities can choose between special schools (SLB) and inclusive schools in the current education system. There is still room for improvement between the two types of institutions in terms of providing equal educational opportunities to students with disabilities.

##### **4.1.2 Therapy, Relief and Rehabilitation of Persons with Disabilities**

The Provincial Government of DKI Jakarta, in this case, the Social Service, has 6 social institutions that provide social services for persons with disabilities according to the variety of disabilities. One form of social services provided by social institutions is social therapy and rehabilitation services on a regular basis for persons with disabilities who are socially assisted members of the social institutions. The purpose of providing social therapy and rehabilitation services is to increase disability independence.

The social rehabilitation programs implemented by the Provincial Government of DKI Jakarta, in this case, the Social Service, are:

1. Non-Institutional Based Social Rehabilitation

LBK (Loka Bina Karya) is intended for persons with disabilities to gain access to services and social rehabilitation, with an emphasis on skills guidance. The beneficiaries of this LBK are people with mild disabilities. Activities carried out by LBK are the provision of skills guidance for persons with disabilities so that persons with disabilities have the skills to support economic life and expand access to jobs. The number of LBK owned by the Provincial Government of DKI Jakarta is 3 units (Kampung Dukuh, Lenteng Agung, Ciracas).

2. Institution-Based Social Rehabilitation

**Table 1** Technical Implementation Unit and Number of Persons with Disabilities DKI Jakarta Province

No	Variety of disabilities	Name of Social Institution	Number of Persons with Disabilities
1	Mental Disabilities	Panti Sosial Bina Laras Harapan Sentosa 1	820
		Panti Sosial Bina Laras Harapan Sentosa 2	1.105
		Panti Sosial Bina Laras Harapan Sentosa 3	508
2	Physical Disabilities	Panti Sosial Bina Daksa Budi Bhakti	185
3	Intellectual Disabilities	Panti Sosial Bina Grahita Belaian Kasih	296
4	Sensory Disabilities	Panti Sosial Bina Netra Rungu Wicara Cahaya Batin	110
<b>Total</b>			<b>3.024</b>

Source: DKI Jakarta Social Service, 2022

There are six Technical Implementation Units (UPT) in the form of social institutions for persons with disabilities that provide basic social rehabilitation services to all types of persons with disabilities, namely sensory disabilities, physical disabilities, intellectual disabilities and mental disabilities. Therapy and rehabilitation for persons with disabilities have been carried out in all social institutions within the DKI Jakarta Province Social Service, but not all types of persons with disabilities are served, one of which is that there is no service for persons with multiple disabilities.

3. Family/Community Based Rehabilitation (RBM)

The Provincial Government of DKI Jakarta organizes Family/Community Based Rehabilitation (RBM) through the Social Service Information Unit (UILS), targeting people with mental disabilities with a total of 6 units spread across five urban areas in DKI Jakarta Province. It can be explained that the DKI Jakarta Provincial Social Service has carried out family-based rehabilitation, but it is only limited to persons with mental disabilities. This is due to the lack of competent infrastructure and human resources by the DKI Jakarta Provincial Social Service.

4. Social Assistance for Social Organizations engaged in the field of Disabilities

This program is aimed at increasing community participation and expanding the range of social services and rehabilitation for persons with disabilities. In 2022, the DKI Jakarta Provincial Government, in this case, the Social Service, will provide social assistance in the form of grants to 3 social organizations for people with physical disabilities and one social organization for people with intellectual disabilities. Assistance is intended to support the implementation of social rehabilitation and empowerment activities carried out by the organization concerned.

5. Emergency Response Assistance

Emergency Response Assistance is aimed at persons with disabilities who experience neglect, discrimination, exploitation, and acts of violence as victims of disasters, as well as people with disabilities as a result of the disaster. One form of emergency response services for persons with disabilities in the community is the provision of physical support aids

**Table 2** Provision of Physical Supporting Aids for Persons with Disabilities DKI Jakarta Province

NO	TYPE OF AID	YEAR			
		2018	2019	2020	2021
1.	Hearing Aid	75	80	215	210

2.	Prosthetic Legs	0	0	20	15
3.	Low Vision Aid	0	0	46	0
4.	Wheelchairs	200	629	819	952
5.	Walking Canes 3	113	91	111	70
6.	Walking Canes	56	35	35	110
7.	Blind Canes	20	0	127	83
Total		<b>464</b>	<b>835</b>	<b>1.373</b>	<b>1.440</b>

Source: DKI Jakarta Social Service, 2018-2022

#### 6. Social Security for Persons with Disabilities

DKI Jakarta Provincial Social Service in an effort to improve social welfare for Persons with Disabilities, one of which is through the Basic Needs Fulfillment Social Assistance Program for Persons with Disabilities in the form of Jakarta Disability Card assistance (KPDJ). As for the process of implementing the Jakarta Disability Card assistance, beneficiaries must meet the requirements that have been set, while the implementation of the provision of assistance to fulfill basic needs in the form of cash through Bank DKI ATMs is given per person with a disability of Rp. 300.00,-/month. In 2021 as many as 11,297 Persons with Disabilities received KPDJ assistance.

**Table 3** Number of Persons with Disabilities Recipients of Jakarta Disability Card Aid (KPDJ) Year 2019-2022

Year	Number of Recipients
2019	6.453
2020	9.570
2021	11.297
2022	14.459

Source: DKI Jakarta Social Service, 2018-2022 processed

Table 3 shows that the Provincial Government of DKI Jakarta pays special attention to providing services to persons with disabilities where. Every year the number of persons with disabilities who receive assistance with the Jakarta Disability Card has increased.

#### 4.1.3 Access, Information and Advice

Based on the existing description, it can be concluded that accessibility for persons with disabilities has been prepared, but not all facilities and infrastructure have prepared accessibility for persons with disabilities. There are still many offices or health services, such as health centers and hospitals, that do not provide accessibility for persons with disabilities. For example, office buildings with a height of fewer than four floors are not required to have an elevator. Different types of persons with disabilities may have different accessibility requirements, causing tensions between these groups. It should also be noted that there are a variety of possible disorders within each disability classification, and some people have more than one disability.

Another obstacle faced by persons with certain disabilities is the lack of access to information in locations where public services are offered. Braille, audio recordings, large print (for low vision), electronic formats, and reader assistance are all ways to make written information accessible to those with visual impairments. However, if hearing information is supplemented by written information or if public service providers provide staff skilled in sign language, then the information may be accessible to persons with hearing disabilities. If the material is given in normal and straightforward language, it will be easier for people with cognitive disabilities to understand.

Limitations in We have so far paid more attention to the extrinsic barriers to accessibility for persons with disabilities (external barriers). For blind people, alternative techniques are unique methods (with or without special aids) that utilize non-visual senses or the remaining visual senses to perform an activity normally performed with the sense of sight, and lack of self-confidence, poor

communication skills, and an inability to scraping is an example of an internal barrier that can get in the way. People's respect for individuals with disabilities can decrease substantially as a result of the barriers mentioned above and widespread societal ignorance of the special requirements of persons with disabilities, which can have an adverse impact on their quality of life. The answer is for regional regulations to make policies that are in line with global norms.

**4.2 Supporting and Inhibiting Factors of Social Services for Persons with Disabilities in DKI Jakarta Province**

**4.2.1 1. Supporting Factors of Social Services for Persons with Disabilities in DKI Jakarta Province**

Based on the observations made by the researchers and the results of interviews with the parties involved, the stakeholders that the researchers visited have the same support in improving services for disabilities in the future.

In providing support, each stakeholder has different forms according to their respective roles in providing disability social services. Based on the description above, the supporting factors for social services for persons with disabilities are:

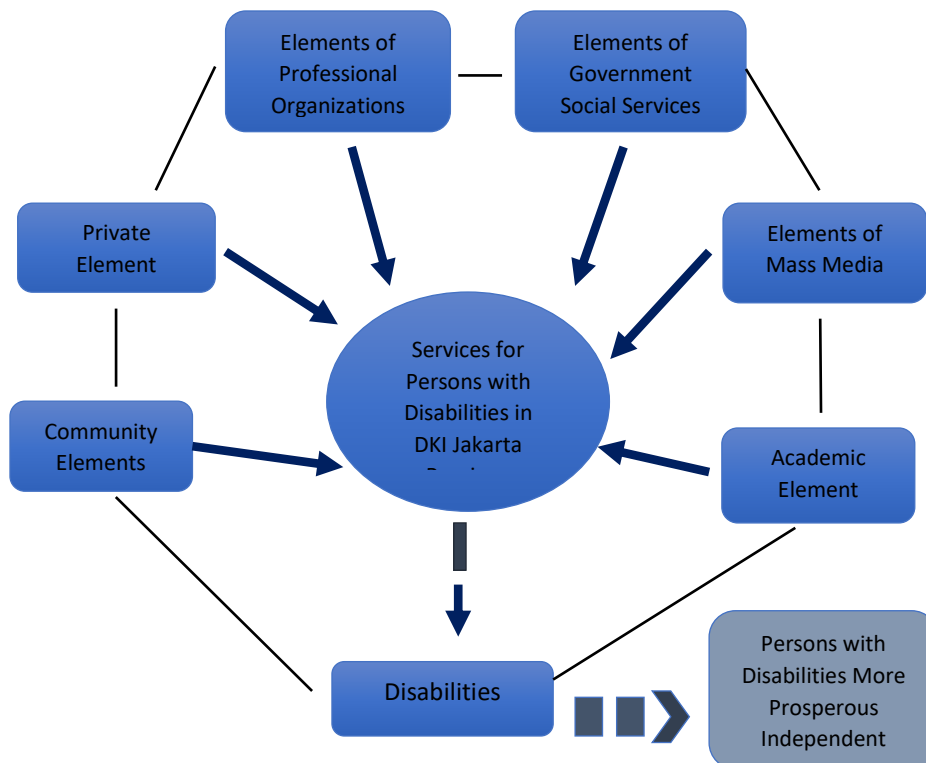
- There is support from stakeholders in improving services social services for persons with disabilities.
- Adequate Regional Expenditure Budget (APBD) in improving disability services.
- There are regulations/policies in the form of regional regulations regarding social services for persons with disabilities.

**4.2.2 Inhibiting Factors of Social Services for Persons with Disabilities in DKI Jakarta Province**

The inhibiting factors that affect disability services are two obstacles, namely internal barriers such as lack of confidence, not having good enough communication skills, lack of mastery of alternative techniques to overcome limitations due to disability, inadequate mastery of general knowledge, lack of understanding of the society in general regarding the special needs of persons with disabilities, can greatly reduce respect for persons with disabilities so that the attention given is greatly reduced or tends to be discriminated against, while in terms of external barriers, namely the limited availability of Human Resources (SDM), inadequate facilities and infrastructure, lack of the sensitivity and response of government officials and the exclusion of persons with disabilities in terms of development that can be accessed by persons with disabilities.

**4.3 Model of Social Services for Persons with Disabilities in DKI Jakarta Province**

**Figure 1: DKI Jakarta Provincial Integrated Service Model for Persons with Disabilities (Hexa Helix Model)**



The DKI Jakarta Provincial Integrated Service Model for Persons with Disabilities (Hexa Helix Model), by developing partnerships of actors, is able to find out about difficult problems at various stages because it has the characteristics of involving various actors such as the government, the private sector, civil society and international organizations that can strengthen commitment and modality of all stakeholders in achieving common goals. Engaging with stakeholders is changing and not always easy to do. This is because stakeholders may have different opinions about the components they will work on in developing social services for persons with disabilities. The Office of Social Affairs as a leader in social services for persons with disabilities, will function as a hub for all existing stakeholders to provide social services to persons with disabilities. All ideas and ideas, resources and funding sources will be coordinated at the Social Service, which will then be set forth in the form of a program

## 5. Conclusion

Based on the results of research entitled 'Model of Social Services for Persons with Disabilities in DKI Jakarta Province', which has been implemented, the following conclusions have been drawn:

1. The process of social services for persons with disabilities needs to be presented by taking into account social service policies, 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 seen from the:

- Socialization carried out by government agencies and the business world related to service programs for persons with disabilities in DKI Jakarta Province has 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.
- Social service organizations for persons with disabilities in DKI Jakarta Province have developed efforts to develop the human resource capacity of employees. However, most of these activities are still partial and not related to future regional needs, as stated in the DKI Jakarta Provincial Government's strategic plan.

2. Factors supporting social services for persons with disabilities in DKI Jakarta Province:

- There is support from stakeholders in improving services and social rehabilitation for persons with disabilities through therapy, social assistance and rehabilitation for persons with disabilities, including non-institutional-based social rehabilitation, institutional-based social rehabilitation, and family/community-based social rehabilitation (RBM).
- Adequate Regional Expenditure Budget (APBD) in improving disability services.
- There are regulations/policies in the form of Regional Regulations (Perda) regarding social services for persons with disabilities.

Inhibiting factors of social services for persons with disabilities in DKI Jakarta Province, namely:

- The lack of implementation of laws and regulations related to persons with disabilities has resulted in various obstacles to being able to enjoy the various available public services. This includes architectural barriers, information or communication barriers, internal barriers to persons with disabilities themselves and the lack of support from society and the business world for the self-development of persons with disabilities.
- Data Validity of Persons with Disabilities in DKI Jakarta Province.
- The interest of persons with disabilities to undergo rehabilitation is very low, and there is a negative stigma from society towards persons with disabilities.

3. The DKI Jakarta Provincial Integrated Service Model for Persons with Disabilities, namely the Collaboration Model between lines/fields of Academic, Business, Community, Government and Media, will accelerate the handling of service problems for persons with very large disabilities, the service model is called the Hexa Helix model.

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