

# IMPLEMENTATION OF NTB LOCAL GOVERNMENT POLICY FOR SOCIAL SERVICES FOR PEOPLE WITH DISABILITIES IN ACHIEVING INDEPENDENCE

Lingga Apri Murtini<sup>1</sup>, Norsuhaily Abu Bakar<sup>2</sup>, Indah Nurhakiki<sup>3</sup>, Ratin Wahyu Juni Atma<sup>4</sup>

<sup>1,2</sup> University Sultan Zainal Abidin

<sup>3</sup>Mataram State Islamic University

<sup>4</sup>College of Science Tarbiyah Palapa Nusantara

Corresponding Author: linggaaprimurtini@gmail.com

## Abstract

*The focus of this research is the lack of provision of accessibility and public facilities specifically designed for persons with disabilities that aim to facilitate their activities outside the home. This gap can occur due to the lack of implementation of the NTB Regional Government Regulation No. 4 of 2019 concerning the protection and fulfillment of the rights of persons with disabilities. This study is also to find out the efforts of the village-level government in providing services to persons with disabilities in the form of assistance for accessibility of public services and individual services. This study uses a qualitative approach with the type of phenomenology. In obtaining data, this researcher used observation, interview, and documentation techniques. This research was conducted in Mujur Village, East Praya District, Central Lombok Regency. Based on the results of the research that has been done, it can be concluded that the implementation of policies from the NTB Regional Government Regulations that have been established by the NTB Provincial Government has not been implemented properly and evenly. Therefore, it is recommended that the local government, especially the Central Lombok Regency Government and the Mujur Village government, make efforts to provide adequate facilities for persons with disabilities.*

**Keywords:** Policy Implementation, Social Services, Persons with Disabilities

## Abstrak

*Fokus penelitian ini adalah minimnya penyediaan aksesibilitas dan fasilitas umum yang didesain khusus bagi penyandang disabilitas yang bertujuan untuk memudahkan aktivitas mereka diluar rumah. Kesenjangan ini bisa terjadi disebabkan oleh kurangnya implementasi Peraturan Pemerintah Daerah NTB No 4 Tahun 2019 tentang perlindungan dan pemenuhan hak penyandang disabilitas. Penelitian ini juga untuk mengetahui upaya pemerintah tingkat desa dalam memberikan pelayanan kepada penyandang disabilitas dalam bentuk bantuan aksesibilitas pelayanan umum maupun pelayanan secara individu. Penelitian ini menggunakan pendekatan kualitatif yang berjeniskan fenomenologi. Dalam memperoleh data, peneliti ini menggunakan tehnik observasi, wawancara, dan dokumentasi. Penelitian ini dilakukan di Desa Mujur, Kecamatan Praya Timur, Kabupaten Lombok Tengah. Berdasarkan hasil penelitian yang telah dilakukan dapat disimpulkan bahwa implemtasikan kebijakan dari Peraturan Pemerintah Daerah NTB yang telah dibentuk oleh Pemerintah Provinsi NTB masih belum terlaksana secara baik dan merata. Oleh karena itu direkomendasikan agar pemerintah daerah khususnya Pemerintah Kabupaten Lombok Tengah dan pemerintah Desa Mujur untuk mengupayakan penyediaan sarana yang memadai bagi penyandang disabilitas.*

**Kata Kunci:** Implementasi Kebijakan, Pelayanan Sosial ,Penyandang Disabilitas

---

## INTRODUCTION

The understanding of some Indonesian people about disability is still very negative. This happens

because many people still treat people with disabilities with a normal mindset. The fact in this country is based on data from the management system of the Directorate of Social Rehabilitation, and this data is also based on the results of the identification of the variety and needs of persons with disabilities submitted by Dr. Ir. Harry Hikmat, M.Si as Director General of Information Rehabilitation of Persons with Disabilities in March 2020. There are 197,582 people classified as disabled in this country.<sup>1</sup> And the fact that happens also in the environment of people with disabilities is that the facilities for them are very minimal. Many public facilities and infrastructure are only designed specifically for normal people.

The government has regulations regarding the need for respect for people with disabilities. One of them is as stated in the policy of the NTB Regional Regulation No. 4 of 2019 concerning the Protection and Fulfillment of the Rights of Persons with Disabilities, in article 74, paragraph 1, which explains that the Regional Government is obliged to ensure the availability of access to public facilities for persons with disabilities.<sup>2</sup> At the ideal level, people with disabilities have the right and equality to be able to access public facilities that are friendly to themselves, making it easier for them to carry out daily activities independently. In Law No. 8 of 2016, Article 1 explains that the definition of disability is any person who experiences physical, intellectual, mental, and sensory limitations for a long time and who in interacting with the environment can experience obstacles and difficulties in participating fully and effectively with the environment. other citizens based on equal rights.<sup>3</sup>

This time, West Nusa Tenggara, especially the number of people with disabilities or children with special needs (ABK) who entered the data in 2016 were 5,171 people and 2,701 who received inclusive education.<sup>4</sup> This proves that the people of West Nusa Tenggara in the field of disability education still have less than optimal attention and care for children with special needs (ABK) both from the government and society. The latest data from the NTB Social Service, which was reported directly by the Head of the NTB Social Service H. Akhsanul Khalik in Mataram on Thursday, 3/12/2020, explained that the number of disabilities recorded from 2018 to 2020 amounted to 28,026 people, with the details of the data, namely: City Mataram as many as 1,222 people; West Lombok Regency 2,122 people; North Lombok Regency 3,103 people; Central Lombok Regency 7,386 people; and East Lombok Regency 2,426 people. While in West Sumbawa Regency there are 2,734 people, in Sumbawa Regency there are 2,519 people, Dompu Regency has 1,576 people, Bima City has 3,539 people, and Bima Regency has 1,409 people. Based on this data, Central Lombok ranks first with the most people with disabilities in NTB.<sup>5</sup>

Central Lombok, which is one of the regencies in West Nusa Tenggara, has implemented inclusive

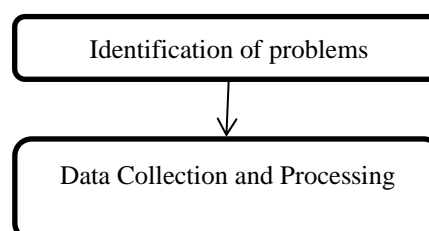
education well. However, apart from Central Lombok being the best implementing district for inclusive education, Central Lombok is also lacking in the implementation of social service policies for the accessibility of people with disabilities. Such as the West Nusa Tenggara Regional Regulation Number 4 of 2019 concerning the Protection and Rights of Persons with Disabilities, which the government in Central Lombok has not been able to realize. Likewise, what can be seen in Mujur Village, Praya Timur District, is that there are still many public facilities that are not friendly to people with disabilities, and the reality is that the village has many people who have limitations or have become people with disabilities and find it very difficult to carry out daily activities.

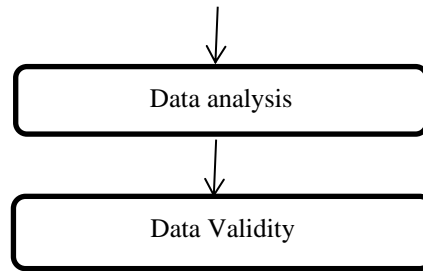
Based on information obtained from the Instagram account inside Lombok, the Head of the Central Lombok Housing and Settlement Area Agency, Lalu Rahdian, admitted that Central Lombok is still not friendly to people with disabilities. Because, from the Head of the Housing Service, for the time being, it only facilitates the creation of guiding blocks on several sidewalks. If there is already a warning like this, the Head of the Central Lombok Housing and Settlement Area will take further action.<sup>6</sup>

Based on the description of the problems above, there are many gaps between policies regarding services for people with disabilities and the reality that occurs. Many regions have people with disabilities who have not been able to exercise independently due to the lack of accessibility they receive. Then this will cause many people with disabilities to be far from prosperous, and this will also result in their not getting the rights of people with disabilities. As we know, people with disabilities are also part of the life of the nation and state that needs special treatment, and this equality has been regulated in the 1945 Constitution of the Republic of Indonesia. So this is what makes researchers interested in researching "*Implementation of NTB Regional Government Policies for Social Services for Persons with Disabilities in Achieving Independence: Case Study Mujur Village, East Praya District, Central Lombok Regency*".

## METHODS

The type of research used in this research is qualitative research. This research uses a phenomenological approach, which is a scientific discipline that studies the structure and consciousness from the point of view of the first person or who experienced it directly. The location chosen by the researcher to be used as a research location is in the border sub-district between Central Lombok and East Lombok, namely Praya Timur, Mujur Village, and Central Lombok Regency. The following research framework can be seen in Figure 1.





**Figure 1.**

*Research Framework*

**1. Problem Identification**

In this study, the author will identify the problems that exist in the border sub-districts between Central Lombok and East Lombok, namely Praya Timur, Mujur Village, and Central Lombok Regency, related to persons with disabilities. Problems that arise will be accommodated and grouped.

**2. Data Collection and Processing**

At this stage, the researcher will collect data such as: conducting in-depth observations about the object of research, especially those related to the research focus; conducting interviews with related parties, either directly related to the research focus or parties who are considered to be able to provide the data needed. The datasets used in this study are primary and secondary data. Primary data comes from the village head and apparatus, residents with disabilities, and parents or families with disabilities. As for secondary data, namely literature, books, journals, and other documents that have to do with research, This research will use several methods in collecting data, namely the observation method, the interview method, and the documentation method.

**3. Data Analysis**

At this stage, it can be done using data reduction techniques, which are the selection of the main and important things, and at this stage, the researcher also makes a summary of the core and makes statements that need to be maintained so that they remain in the research data.

**4. Data Validity**

At this point, the data's accuracy will be checked by using techniques like triangulation, increasing persistence, and referring to other sources.

## RESULT

### A. *Forms of Implementation of Social Service Policies for Persons with Disabilities in Mujur Village*

#### 1. *Gaps in Policy Implementation in Mujur Village*

Based on data on people with disabilities in Mujur Village, the highest number of people with disabilities is dominated by people with physical disabilities, totaling 30 people, with a classification of 15 men and 15 women, who desperately need public facilities that are friendly to people with disabilities. However, based on the statement given by the Head of Mujur Village, Mujur Village itself does not yet have a specific village regulation to provide services for persons with disabilities, and the village government also does not have the plan to prepare a village regulation specifically to provide services to persons with disabilities as expected by the Provincial Government of West Nusa Tenggara. The fact is that in West Nusa Tenggara Government Regulation No. 4 of 2019 concerning the Protection and Fulfillment of the Rights of Persons with Disabilities and Article 70 concerning public services, paragraphs 1 and 2 explain that local governments are obliged to provide public services that are easily accessible to persons with disabilities by statutory regulations. Government policies concerning the protection and rights of people with disabilities were published in the Regional Gazette of West Nusa Tenggara under Government Regulation No. 4 of 2019.

The policy gap that occurred in Mujur Village resulted in physically handicapped people getting difficulties that came from external sources, namely from public services that were not friendly to people with disabilities. Of course, this would make it very difficult for people with disabilities to carry out their activities independently. as well as access to public places such as markets, mosques, and roads that cannot be passed by those who are physically disabled or physically disabled. Regional Regulation No. 4 of 2019, which is stated in Article 74 Paragraph 3, explains accessibility to public facilities in the form of buildings, roads, settlements, gardens, and cemeteries. However, the reality that occurs both on public streets and in residential areas has not yet seen access that is friendly to people with disabilities. Researchers talked to the Head of Mujur Village, and the results of those talks showed that:

*“We, especially from the Mujur Village Government, do not yet have specific regulations to fulfil the rights of persons with disabilities. Through village funds, we only assist in the form of necessities and cash to meet their needs. However, to fulfil their rights, such as their rights in the field of individual accessibility, we are trying to do it through the Social Service, and through the Social Service, our community will get assistance such as wheelchairs and sticks for people with disabilities. Because of the sub-district, there has also been no action, so we don't have the plan to fulfil the accessibility of a friendly environment for people with disabilities”.*

The statement from the Village Head above proves that there are still many elements of the government that have not been maximal in implementing the West Nusa Tenggara Provincial Regulation, which is specifically designed to fulfil the rights of persons with disabilities. In addition,

people with disabilities who are victims of bullying from their environment, as often happens with physical disabilities or mentally retarded people, often have problems both from within and from outside themselves. They also often get bad labelling from the community and the environment where they live. his stay. And this is also very vulnerable to people with disabilities under the age of 7, because at that age the child's mental growth and development process are in a stage of development and their mental cognitive abilities are increasing, and at this age, they are also able to ask increasingly important questions. so that the concentration begins to be honed.

Another statement was also from one of the people who lived near the house of a person with multiple disabilities. He had a complaint of mild mental retardation and physical disability, which stated that:

*“As a result of the public's lack of information about disability, many people with disabilities always get bullied by those around them, many also by those in the community who don't care about them”.<sup>7</sup>*

Based on the explanation above, it proves that the various gaps that occur in the implementation of policies have a very bad impact on the lives of people with disabilities. They are very dependent on the friendliness and accessibility of public services provided by their environment. If it is not fulfilled, then they cannot live independently in their daily lives.

## **2. *Reasons for the Gap in Policy Implementation in Mujur Village***

Based on the presentation of data and information in the previous discussion, the village government only relies on empowering people with disabilities through the Village Fund. Therefore, the village government can carry out long-term empowerment by creating a village-owned rehabilitation centre for people with disabilities. and can also collaborate with social welfare workers, social volunteers, and other professionals according to the needs of people with disabilities. As explained in Regional Regulation No. 4 of 2019, article 55. Because using service actions like this will have a sustainable impact, people with disabilities will also get appropriate facilities and services.

As explained by a source from the Mujur Village Civil Service Police Unit, who gave us this information:

*“As we know, the provincial government has issued a regional regulation that discusses the rights of persons with disabilities, but I don't think all village governments understand or understand the local regulation. And I think this can happen because of the lack of socialisation from the sub-district level, so the village government is less able to provide special services for people with disabilities”.*

And from this statement, it can be concluded that socialisation with government elements is also important so that understanding of services for persons with disabilities can be applied to their

respective regions.

If a comparison is made between Mujur village and other villages, such as one of the villages in East Lombok Regency, Masbagik village, to be precise, that village already has disability-friendly public market facilities. When viewed in terms of geographical location, Mujur village and Masbagik village have the same position, namely being the parent villages of all community service activities, because they are the centre of the sub-district and the main route adjacent to the city in each district. However, Mujur Village has not made proper accessibility for people with disabilities, while Masbagik Village, as a comparison example, has realised it.

Based on the previous explanation, every policy maker must pay attention to services and opportunities that are fair and equitable for the welfare of the community. Then the following table summarises the implementation gaps in Mujur Village.

**Table 1.**

*Discussion of Gaps in Policy Implementation in Maju Villages*

No	Gap	Reason
1.	Inequality in providing assistance.	This happened because of the lack of assistance funds from the District Center because the Village Government only relied on assistance from village funds and assistance from the Social Service, so the assistance provided to persons with disabilities became uneven. Intergovernmental communication on disability is also rare.
2.	Lack of public accessibility for persons with disabilities.	The Village Government did not make a village regulation specifically discussing the fulfilment of the rights of persons with disabilities and the lack of implementation of the NTB Regional Regulation No. 14 of 2019.
3	Lack of education to the public.	The village government only relies on the role of the SLB in the village. And there is less socialisation about disability-friendliness from various levels of government.

**B. Responses of Persons with Disabilities to Policy Implementation in Mujur Village**

In this study, interviews were conducted not only with related parties, namely persons with disabilities, but also with their parents and closest relatives. And of the people who have been interviewed by researchers, people with physical disabilities and people with mental retardation are the most common, according to data from the Village Government.

## ***1. Responses of Persons with Disabilities and Families of Persons with Disabilities in Mujur***

### ***Village***

Based on the Law of the Republic of Indonesia Number 8 of 2016 concerning Persons with Disabilities, what is meant by physical/body disability is the disruption of movement functions, among others, such as amputation, paralysis or stiffness, paraplegia, cerebral palsy, due to stroke, due to leprosy, and small people.<sup>8</sup> So, based on what we've learned, we can say that a person with a physical disability has an imperfect body shape that makes it hard for them to do daily tasks without the help of tools.

Based on the data found by researchers in Mujur Village, the number of people with intellectual disabilities is dominated by children aged 7–15 years and over. The details are that there are four females and 15 males, with mild, moderate, and moderate mental retardation categories. Then, based on the data in SLBN 3, Central Lombok, which is located in Mujur Village, is also dominated by people with mental retardation.

Apart from government regulations and regulations formed by law that discuss job training, Mujur Village itself has one mission that discusses improving the quality of the community by conducting training so that it will open up job opportunities. However, the reality is that people with disabilities do not receive training from the village government and must rely on the SLBN schools in Mujur Village. However, apart from that, all people with intellectual disabilities or mental retardation who become students at SLBN 3 Central Lombok have received good service and training at school. In that environment, they feel safer and more valued, and those who do have the ability to understand academic skills will be given some kind of training that can improve their abilities, such as sewing and sewing (weaving), cooking, make-up/makeup artistry.

Based on statements from various parties in Mujur Village, it can be concluded that the response of persons with disabilities to the results of implementing policies from the government is still not optimal and not evenly distributed. There are still many of them who have received assistance and who have not received assistance, and training that can support independence for people with disabilities does not yet exist and has not been implemented from the village side. This education and training will be obtained specifically for those who become students and students who are in SLBN 3 Central Lombok.

The problems that are often experienced and felt by people with intellectual disabilities in Mujur Village are the same as those with physical disabilities, especially for those who are severely mentally retarded, who often get bad behaviour from the community and get labelled as crazy by those without disabilities. They have severe mental retardation because the behaviour they show is outside of normal human behaviour in general, so they are ignored or ignored by the surrounding community. Many people with intellectual disabilities or mental retardation will be avoided and feared by the community

because of the bad stereotypes that come from their environment.

Furthermore, good and bad responses were also experienced by parents and families of people with disabilities, especially in terms of care education for their children. Ordinary people who do not understand their disability problems, of course, will feel confused about taking action. Parents of children with disabilities also have anxiety and concern for their children, and most of them are confused about what their role as parents is, and in Mujur Village, in particular, the understanding of community members is still very minimal about disabilities. And recognition from various communities sometimes makes parents of people with disabilities feel ashamed and causes people with disabilities to not be allowed to interact with other people outside the home. Many parents of children with disabilities also do not understand the policy to protect their rights, so they do not know the accessibility and needs of their children.

**Table 2.**

*Discussion on the Response of Persons with Disabilities to Implementation  
Policies in Mujur Village*

No	Gap	Reason
1.	People with disabilities who have never attended education are at risk of not having a job.	The village government does not provide access to special training from the village so that those who are not in school can produce creations for their independence.
2.	People with disabilities often get rejected for their condition by their environment, especially those with mental retardation.	Lack of socialisation for the community about being friendly to people with disabilities.
3.	People with physical disabilities cannot do activities outside the home.	Lack of accessibility specifically designed for persons with disabilities.
4	Anxiety of parents with disabilities about their child's psychosocial condition.	Lack of education on the care of children with disabilities for parents with disabilities.

## CONCLUSION

Based on data exposure and analysis of the discussion of several important points about how the NTB Regional Government's policies for social services for people with disabilities to help them become more independent in Mujur Village, among other places, are put into place, among other. The results of the implementation of government policies on the rights and protection of persons with disabilities as stated in the NTB regional government regulation No. 4 of 2019 have not been implemented properly. This can be seen in Mujur village, where several supporting facilities have not been fulfilled. These facilities include public roads that are accessible to people with disabilities, markets that are not friendly to people with disabilities, places of worship, regular schools that don't have special facilities for people with disabilities, and places to live that are not friendly to people with disabilities.

The response from people with physical disabilities and people with mental retardation to the implementation of the village government regarding the policies of the NTB Regional Regulation, it is still not evenly distributed. Based on statements from their families, there are still many who have not received assistance from the government, especially those who are mentally retarded. Difficulty after difficulty, they feel both external and internal because of the physical limitations they have. Starting from public service facilities that are not friendly with themselves, they get a lot of labelling from the community and the environment they live in.

## BIBLIOGRAPHY

- Humaizi, A. A. (2013). Implementasi Kebijakan Publik Studi Tentang Kegiatan Pusat Informasi Pada Dinas Komunikasi Dan Informatika Provinsi Sumatera Utara. *Jurnal Administrasi Publik: Public Administration Journal*, 3(1).
- Maftuhin, A. (2016). Mengikat makna diskriminasi: Penyandang cacat, difabel, dan Penyandang disabilitas. *INKLUSI: Journal of Disability Studies*, 3(2), 139-162.
- Wibhawa, B., Raharjo, S. T., & Budiarti, M. (2010). *Dasar-dasar pekerjaan sosial: pengantar profesi pekerjaan sosial*. Widya Padjadjaran.
- Widinarsih, D. (2019). Penyandang disabilitas di indonesia: perkembangan istilah dan definisi. *Jurnal Ilmu Kesejahteraan Sosial*, 20(2), 127-142.
- Akib, H. (2010). Implementasi kebijakan: apa, mengapa, dan bagaimana. *Jurnal Administrasi Publik*, 1(1), 1-11.
- Dewi, R. K., Pramana, R. P., Sadaly, H., Dewi, R. K., Pramana, R. P., & Sadaly, H. (2020). *Kendala Mewujudkan Pembangunan Inklusif Penyandang Disabilitas*. The SMERU Research Institute.
- Gunawan, I. (2022). *Metode Penelitian Kualitatif: teori dan praktik*. Bumi Aksara.
- Mukhsin, R., Mappigau, P., & Tenriawaru, A. N. (2017). Pengaruh orientasi kewirausahaan terhadap daya tahan hidup usaha mikro kecil dan menengah kelompok pengolahan hasil perikanan di Kota Makassar. *Jurnal Analisis*, 6(2), 188-193.