



Dimensions of Public Services: A Portrait of Irony Facilities for Disabilities at the Sape Sub-District Office, Bima Regency-Indonesia



Taufik Irfadat^a, Nurlaila^b, Haeril^c, Tauhid^d

Manuscript submitted: 09 September 2020, Manuscript revised: 27 October 2020, Accepted for publication: 18 November 2020

Corresponding Author ^a



Keywords

disability services;
irony portrait;
observations;
public services;
Sape district;

Abstract

The main objectives of this qualitative study are to 1) understand the dimensions of public services, in particular, the ironic portrait of facilities and services for persons with disabilities; 2) knowing strategic steps to increase the capacity of public service providers for persons with disabilities in the Sape sub-district office; 3) know the facilities and infrastructure for persons with disabilities in the Sape District Office. To understand the dimensions of this service as well as the limitations of other disability services at the Sape District office, we collected data through a series of in-depth interviews with persons with disabilities who experience limited services in Sape District. We make observations around the location, as well as process the data documentation needs. Because in reporting the study data, we chose the type of qualitative description. Our data analysis went through several stages, including the coding process, in-depth interpretation, and result retrieval by ensuring that the findings data answered research questions with the principles of the findings' validity and reliability. So the findings are, among others, that adequate service facilities according to the Undang law have not been fulfilled in Sape Sub-district, for various reasons and obstacles, especially the accessibility facilities. Therefore, these findings should be meaningful input for future improvements.

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1 Introduction

The implementation of public services at the Sape District office is not friendly to persons with disabilities. This reality is an unfortunate and embarrassing portrait of service for public service providers as a mandate of the law on public services, especially services for people with disabilities. Public services at the Sape District Office do not provide space in the form of facilities for people with special needs because all types of facilities provided are for ordinary people. This fact is contrary to the mandate of law. People with disabilities should provide excellent services and facilities. It needs to be evaluated as a concrete configuration that the essence of real service is egalitarian for all elements of society, especially people with disabilities and other older people.

Low service governance adds to the long list of blurred portraits of bureaucratic services so that there is no real spirit and essence of service as a quality and productive service cycle and friendly to persons with disabilities. So that the interdependence of society to the government should be an opportunity, not a complexity faced by the government by introducing regulations that strengthen the existence of society as customer service. Likewise, space for disabilities becomes a special concern as mandated by law. So that the phenomenology of the lack of facilities and services does not become a heartbreaking irony because people are aware that the government is incompetent in providing quality, accurate and credible services.

This phenomenon has raised the question, are the providers aware of and understand the form of quality service? Researchers believe that providers are aware of this but lack the credibility to actualize comprehensively due to a lack of proficiency and understanding of quality service standards. The misunderstanding that persons with disabilities have the right to be served by the state. The WHO data shows that the number of people with disabilities is around 15% of the world's total population, in Indonesia alone with disabilities is estimated at 36,150,000 people or about 15% of the total population of Indonesia in 2011 which has a population of 260 million people. According to the Ministry of Social Affairs Pusdatin 2018, the population of people with severe disabilities in 2018 was in 33 provinces, namely 3,842,303 people.

Service support facilities must be connected between the provider and the service recipient. According to [Tjiptono \(1995\)](#), facilities are physical resources that must be adequate before services are offered to consumers. Meanwhile, according to [Kotler \(1987\)](#); [Kotler \(2009\)](#), facilities are everything that is physical equipment and provided by the service seller to support consumer convenience. Many theorists define facilities, one of which is [Lupiyoadi & Hamdani \(2006\)](#), saying that facilities are the appearance, the ability of the infrastructure and the condition of the surrounding environment in showing their existence to the external which includes physical facilities, equipment, and equipment, which includes facilities in the form of tools, objects, equipment, money, workspace.

Law number 8 of 2016 article 18 letter a regarding accessibility rights for persons with disabilities includes the right: to get accessibility to use public facilities, and letter b, namely to get adequate accommodation as a form of accessibility for individuals. The effort to equalize the rights of persons with disabilities is one part of fulfilling human rights. One of them is article 27 paragraph 1, the government and local governments are obliged to plan, organize, and evaluate the implementation, respect, protection, and fulfillment of the rights of persons with disabilities ([Boland et al., 2009](#); [Havercamp & Scott, 2015](#)). However, the existence of disability is not comparable to the rights they receive; there is still discrimination in getting one right, one of which is by obtaining the right to public service independently and with equal dignity to someone who is not categorized as a disabled person.

The number of people with disabilities getting regular public services is less than 30%. As for the types of rights of persons with disabilities following Article 5 paragraph 1, namely: the right to life; free from the stigma of privacy and legal protection; education; employment, entrepreneurship, and cooperatives; health; political; religious; sports; culture and tourism; social welfare; accessibility; public service; protection from objects; habilitation and rehabilitation; concession; data collection; live independently and be involved in

society; expressing, communicating, and obtaining information; change place and nationality; and free from acts of discrimination, neglect, torture, and exploitation.

2 Materials and Methods

This qualitative study aimed to understand the dimensions of public services: an ironic portrait of the facility for persons with disabilities at the Sape sub-district office in Bima Regency. The data collection was conducted in February 2020. To understand the purpose of this study, we have conducted a series of data collection, including interviewing some people with disabilities, service officers at the Sape sub-district office, observing the location of the sub-district office, and the documentation we need (Kokoszka & Leipus, 1998; Macías et al., 2018). Then analyzed the data using a descriptive method, through the phenomenological approach, coding, and in-depth interpretation, ensuring that our data findings are valid and reliable in answering the research questions. For that, we followed the theory of Miles & Huberman (1994).

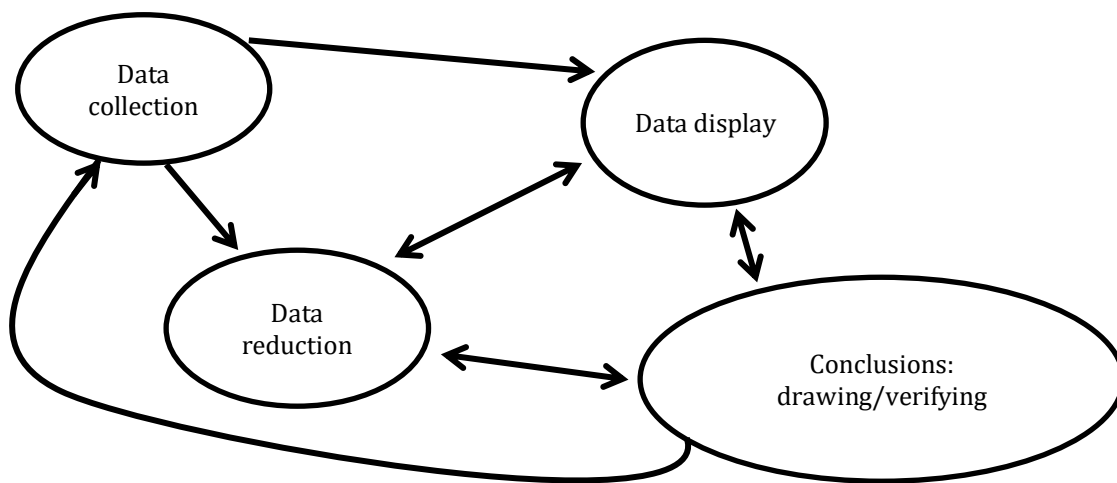


Figure 1. Components in data analysis, according to Miles and Huberman

3 Results and Discussions

Services provided for disabilities at Sape sub-district office

The observation was the services provided community distinguishing whoever asks for the service so that the service looks promising. However, we observe that there are difficulties in providing services to people with disabilities. The difficulties we mean are: blind, deaf, and so on. Because the communications we convey sometimes do not arrive and are not understood by them, so we only predict the intent and purpose of coming to the sub-district office (Gregg et al., 2011; Speer, 2012; Anthopoulos et al., 2007). This difficulty becomes an obstacle for the Sape sub-district government in fulfilling disability services. The following is an excerpt of an interview with Mr. Kamarudin as the Head of Sape Sub-District, including:

We provide services to the community without distinguishing anyone so that the implementation is perfect, but we experience difficulties in providing services to people with disabilities, the difficulties we mean are: deaf-blind. Because the communications we convey sometimes do not arrive and are not understood by them, so we only predict the intent and purpose of coming to this Camat office.

In line with the interview with Abdurahman, as the head of the social welfare section, he said:

Services at the Sape sub-district office still face to face and have not taken advantage of e-government so that services for people with disabilities are still conventional, this is due to the different physical conditions of the disabilities. Not only that, the normal service still faces facing. It is because the human resources at the Sape sub-district office are inadequate. Forms of service for people with disabilities, we have to ask the purpose and purpose of using verbal and non-verbal communication we have difficulties, but we have to predict what the results of the communication will be.

Lack of face-to-face services, accessibility that is difficult to disabilities, and unavailability of resources are not supportive of disabilities. The following is an excerpt from an interview with Mr. Amirullah, as Head of Government, that:

For services for people with disabilities, we usually use non-verbal communication, although in essence it is not easy, we are still trying so that we can know the purpose of coming to the sub-district office. Not only that, there is a "MESRA" service that we do and as a form of providing services, one of which is by recording e-ID card. We invited him to participate in the production of population documents.

It is relevant to this that, despite the limited resources available at the Sape sub-district office, it turns out that there is a service innovation from the Bima District Civil Registration and Population Office in the form of "MESRA" services. Then an interview with Mr. Saleh, 52 years old from the village of Naru, Sape District, said that:

I have disabilities in both legs, when I came to the Sape sub-district office I got unsatisfactory service because I had to crawl on both my knees to reach the table or counter because I couldn't walk normally, so I hope the officers should come. come to me on the seat, not the other way around.

The various physical conditions of persons with disabilities greatly determine the conditions of service, which are conditional, and the function of a service, which greatly determines. The results of the interview with Mr. Muhtar, 60 years old from Bugis Village, Sape District, are:

I have disabilities in both of my legs but I have a cane assisted so I can walk easily, to get service I have to walk with a cane even though I have to slowly. I hope the Sape sub-district government and officers in terms of services can help us to make it easier to access it by picking up the language so that it can be processed so we just wait until it is finished.

Service guidelines

Service methods can be in the form of cutting requirements to make it easier for people with disabilities, setting up special channels, special communication, and so on. As for the explanation given by Mr. Kamarudin, as the Head of Sape Sub-District, namely:

The current service guidelines are only for the general public, there are no specific guidelines for disabilities considering this is an obstacle for us in accelerating services and breaking long queue chains. We need a new and effective method to be able to provide satisfactory service. Frankly, we feel sorry for disabilities who come in long queues.

As said by Mr. Abdullah (50 years) from Bugis village, Sape Sub-district,

I once queued for almost an hour I was tired of waiting because there were many queues but I forced it because I had already come to this office and wanted me to go home but The distance is quite far, about three kilometers from here, so I force it to wait, we need innovative service methods.

Following are the results of an interview with Mr. Amirullah as the Head of the Government Section, namely:

We serve the community only with general service methods which are not suitable for persons with disabilities because they have to follow normal service flows for the general public, we are sorry they come from quite a

distance than the facilities that do not suit them plus have to enjoy a service method that is not right for them. We are currently still thinking about a service method that is suitable for disabilities.

Following are the results of an interview with Mr. Murtada, 29 years old from Lamere Village, saying that:

As a disabled person, I have to follow this method of service because the Sape sub-district government does not have a service method that is intended for us and accommodates us as a form of facilitating our access to adequate services, because of that, we need a method of service that is easy and fast for us.

Following are the results of the interview with Ruslan as Head of the Physical, Facilities and Infrastructure Section, namely:

For this matter, we honestly need an innovative service model so that we can specifically accommodate people with disabilities because we see that they have to follow the service flow which is not for them and that is what we do poor pity but we try to prioritize it when they come here.

Placing accountable service

Officers Sape sub-district should assign employees according to competence so that a sense of accountability can be maintained. It is not surprising that many employees are not competent, so systemically their performance is not complete. Mr. Kamarudin explains, S. Sos, as the Head of Sape Sub-District, is:

We place employees according to their abilities so that our employees can work optimally. In this case, we realize that employees lack the training to improve professionalism. On average, they have never received any training about services with disabilities, so they don't know how services are out there.

As said by Mr. Abdullah (50 years) from Bugis village, Sape sub-district, Bima Regency:

I think I have to assign employees or service officers according to their knowledge and abilities. Therefore it must be appropriate because it will be responsible for the mandate that is carried out. If an incompetent person occupies it, then the position occupied is useless if the person does not have the same ability.

Following is the interview with Mr. Amirullah, S. Sos as the Head of the Government Section, namely:

We try to place employees according to their expertise and competence. Because the responsibility to the position and the employee is an inseparable unit, we always prioritize credibility, remembering The ability of a person will also be adjusted to the terms of the position and class of employees because not all employees who have expertise can be placed in the right position because the requirements for holding different positions will ultimately depend on the employee's class.

The following are the results of an interview with Mr. Murtada, 29 years old from Lamere Village, saying that:

If an employee is placed in the right position, the results of their performance will be felt because the position they are assigned is following the condition of ability, such as to permit services if done by non-experts, then It will take a long time to issue a license even though the conditions are right, but an error in issuing a license is a sign that it is incompetent, so to produce a speed of service must be occupied by experts.

Following is the interview with Ruslan as Head of the Physical, Facilities and Infrastructure Section, namely:

Our leaders always place us according to their expertise so that when we work, we have no difficulty because we understand the existing skills and knowledge we can carry out and complete the work, to be placed accordingly. Skills, it is necessary to assess whether or not an employee is fit to occupy a position or be given a job.

Sustainable system

Realignment of the system is very important. Service rigidity is the weakness of bureaucratic currents, making it difficult to adapt conditionally, especially during the Covid-19 period. Currently face to face services are ineffective because they are not following government protocols. So face to face service is ineffective. The explanation is given by Mr. Kamarudin as the Head of Sape Sub-District, is:

Our human resources are not ready to change current services because this requires a totality transformation, applying government electronic systems, including the availability of facilities. But if it is associated with a pandemic and future needs, e-gov is very much needed.

As said by Mr. Abdullah (50 years) from Bugis village, Sape sub-district,

I think the existing service system must be reorganized because I think it is not effective enough, especially now that there is a corona that makes someone easily contaminated plus maintaining a large distance. Approximately one meter, wearing a mask, and washing hands with soap, when using e-gov, frankly, we don't understand how to use it even though it is considered much more effective and we don't need to queue, and the service process is fast.

The following is an interview with Amirullah, as the Head of the Government Section:

If seen from the current conditions, the application of e-gov is very suitable, but because it can serve the public, especially those with disabilities who experience physical problems, it is very suitable, but we have not been able to use the system because of the problem that our equipment is not yet available.

The following is an interview with Murtada, 29 years old from Lamere Village, saying that:

I honestly really need an adequate service system and the old system is changed so that there is a form of adjustment by an easy service system and fast without us queuing if using e-gov. So assistance is needed because we don't know how to use it and what the process is like until it's finished.

For this, we suggest the Sape District government to find a good and effective service system. The following is an interview with Ruslan as the Head of the Physical, Facilities, and Infrastructure Section, namely:

The use of the new system with the application of e-gov is our equipment is not yet adequate and the biggest obstacle is not all people can understand how to use this new service system if implemented later, but we will simplify the service system with a face to face system even though this system is old and less effective. This is our homework to find a good service system.

Strategic steps to improve services for disabilities

Empathy

Services at the Sape sub-district office are still lacking in empathy when people with disabilities come to the Camat office. The determinant factors can be in the form of minimum wages, conflicts, transfers, and rotation. These factors cause less empathy for the Sape sub-district office. Interview with Kamarudin, S. Sos as Head of Sape Sub-District:

As human beings, we must have a soul and a sense of help. That is what we continue to instill in the employees of the Sape sub-district office because empathy is deep in its meaning. Therefore, we make empathy as the most important indicator of performance appraisal as a parameter in determining the level of employee performance each year to know whether these results can increase or decrease.

The government's effort in fostering employees so that empathy is a foundation in service is a challenge. The efforts made are a stimulant in fostering employees in increasing empathy both at work and outside office hours. Interview with Mr. Amirullah as Head of Government:

At every meeting, we always convey to the employees as a whole that a sense of empathy is very important because it becomes ammunition in providing services especially for people with disabilities. We make empathy the main point in carrying out services. Empathy itself is born when employees feel they are part of a disability.

To being part of a disability, employee empathy is needed at all times. The interview with Murtada, aged 29 from Lamere Village, said:

When I entered this office, I was immediately asked and assisted by the officers. Because they thought that I was part of a disabled person and should be considered and prioritized as a form of high empathy and an extraordinary sense of helping, I admit that their empathy is very good in understanding our condition.

The experience felt by Mr. Murtada is an expectation for persons with disabilities throughout Indonesia.

Reliability

The Sape sub-district office has employees who are competent in providing services for disabilities. They can take advantage of technology to support services. The reliability can be achieved if their work objectives are under the provisions. The following is an interview with Kamarudin, Head of Sape Sub-District:

We have assigned the service department employees who are competent as needed. We can understand people, especially with disabilities, to give their satisfaction. Because people with disabilities need more attention, we must be able to contemplate and predict and understand the aims and objectives while in the sub-district office.

Employee competencies have been adapted as needed. Interview with Dahlia, 42 years old from the village of Bajo Pulau, Sape District, that:

I escorted my husband who could not see and was unable to speak normally, I am very grateful to have come to take care of my files at the sub-district office because the officers can be counted on to our wishes with disabilities. The gentlemen here can understand us with all the conditions abnormal. Hopefully, it can be maintained by them because it can help us and others.

Reliability determines the success rate of the Sape sub-district office employees in providing services given their different physical conditions. The following is an interview with Abdurahman, the head of the social welfare section:

The reliability of the employees here (the Sape sub-district office) must be improved by following adequate education and training supported by various instruments in understanding the essence of services for disabilities because the variety of physical conditions with disabilities is an obstacle, not only the predictive ability but also the ability to communicate as an indicator of increasing competence officer or employee.

Certainty

Providing certainty in services for disabilities is the essence of services that prioritize egalitarianism without any discrimination, considering that people with disabilities who experience difficulties in mobility as the community generally provides certainty in ideal services as a form of ensuring services are achieved and felt. The importance of this assurance is the responsibility of educational manifestations for persons with disabilities by promoting ethics. Camat Kamarudin said:

To ensure the completion or failure of service in processing documents, we are usually flexible considering the limited resources available, making us not dare to confirm when it will be completed, but usually, we can finish quickly because it depends on the level of document processing, if the document is in trouble then it will be a long time.

As said by Abdullah from the Bugis village

Usually, we are given information on when our documents will be completed because the services provided are still manual, so it is not effective in providing Certainty, especially time certainty because the resources in this office are still minimal, including lack of technology. We, as people with disabilities, have difficulties in obtaining the information provided, one of which is no information board available.

The following is the words of Amirullah as Head of the Government Section, namely:

The certainty of information, time, and guarantees we do not dare to give due to all the limitations that exist but based on activities in service we are usually flexible in determining the time. It happens because we are adaptive to everything, including when the service lacks one of the conditions, we will return it to the person concerned, but our biggest obstacle is when we provide information to persons with disabilities because of various physical factors.

Here is Mr. Murtada, 29 years old from Lamere Village, saying that:

We need Certainty in terms of time, information, and security. We, as people with disabilities, experience difficulties in doing activities, including coming to the office, which is very difficult. Therefore this assurance is our hope, especially security because we are worried that something will happen. After all, no family is accompanying this worry which makes me afraid.

Following is the consultation with Ruslan as the Head of the Physical, Facilities, and Infrastructure Section:

The facilities available here (the Sape sub-district office) do not support people with disabilities because in terms of design alone they do not support disabilities, security, and time. There is no security for disabilities because they have to climb stairs that do not suit their needs.

Facilities for disabilities

Facilities

The Sape sub-district office needs adequate facilities. It is a heartbreaking irony that these facilities are very unfriendly and do not represent persons with disabilities, the various facilities provided cannot be utilized in their totality so that the effectiveness of services is severely hampered. Redesigning facilities in meeting the needs of persons with disabilities and equilibrating service facilities, the sub-district government needs to contemplate evaluating the effectiveness of services in the form of facilities provided. As for the explanation of Kamarudin as the Head of Sape Sub-District:

We do not have facilities for persons with disabilities. Almost all of the existing facilities are for the general public and are not separated. Therefore we continue to provide services as usual to all communities without our distinction.

Considering the facilities at the Sape sub-district office are still new and feasible, it's just that the grand design is not friendly to people with disabilities. In terms of design, Sape sub-district office does not accommodate persons with disabilities, which is ironic, even though the laws and regulations on disabilities have existed since 2016 and when compared with the construction of the Sape sub-district office. As Abdullah (50 years) from Bugis village:

I had difficulty climbing the stairs at the Sape sub-district head office because I was blind since I was eight years old. I was very difficult because of the special route for us with disabilities, especially the blind, when I entered the office, I was not picked up by an employee but was assisted by a nephew who helped me climb the stairs and take advantage of the facilities. When I first entered, I was not responded to by the service staff because I am blind.

The acknowledgment of one of the disabilities shows that persons with disabilities cannot use the facilities available at the Sape sub-district office, this indicates that the existing facilities are ineffective and do not

accommodate the needs of persons with disabilities. The following is the interview with Amirullah as the Head of the Government Section, namely:

Indeed, the facilities at this sub-district office are not provided with special facilities and sections for people with disabilities, as well as service procedures here, we do not have specific references for people with disabilities, so we still use referrals. Services as usual as well as the provision of facilities. It's just that when people with disabilities come to the sub-district office and are found to have difficulty speaking, seeing, or climbing stairs, we always help and direct.

Limited facilities at the Camat Sape office indicate a mistake in designing facilities that do not consider disabilities. The following is the comment of a 29-year-old Murtada from Lamere Village:

We are always prioritized in various matters including services at the sub-district office. The front is too high so we have difficulty utilizing it, not only that the various existing facilities such as toilets, prayer rooms, seats, information boards, etc. really do not support us.

Prioritizing persons with disabilities in services is a must for the government with facilities in the form of toilets, prayer rooms, seats, information boards, and others. The following is Ruslan's thoughts as Head of the Physical, Facilities, and Infrastructure Section:

Indeed, the existing facilities, for the time being, are only for the general public, but space for people with disabilities has not been provided because the development relies only on the grand design without considering persons with disabilities. Including other facilities such as information centers, information boards, complaint booths, toilets, and stairs are not friendly to them (with disabilities). We only take advantage of the existing facilities to be operationalized for the whole community even though we experience obstacles in providing space for the disabled.

Discussion

In this discussion section, we will discuss the importance of the facility findings or public services dimensions. This part is also a discussion of a portrait of irony facilities for disabilities at the Sape Sub-District Office and a comparison with previous studies' findings. Accessibility facilities for persons with disabilities can be seen as their ability to access, and they obtain rights and benefits from facilities and systems special in nature or entities. The concept of facilities for persons with disabilities often focuses on facilities for persons with disabilities or with special needs, such as the Convention on the Rights of Persons with Disabilities, and their right to have access to what they need, which allows the use of supporting technology following the standards of each region or country. The findings are in line with the study of [Thohari \(2017\)](#), which views the importance of disability facilities and accessibility in public places for Persons with Disabilities in Malang.

[Hikmawati & Rusmiyati \(2011\)](#), studied the needs for social disabilities services. [Marani \(2017\)](#); [Priscyllia \(2016\)](#); [Gumelar & Hanny Hafiar \(2018\)](#), also found this limited facility becomes an obstacle for the Sape District government in fulfilling disability services so that strategic steps are needed. For example, the need to redesign public facilities that side with the priorities of persons with disabilities. Besides that, sensitivity in policymaking is also highly demanded, considering this is the mandate of the law on people with disabilities' universal rights. Even though it is now the time of COVID-19, conventional face to face services at the Sape sub-district office is still excellent. This trend is because it has not applied an electronic government system (E-Gov). The application of face to face services is an option that is still being used even though queues and time inefficiency are the concerns. Especially for people with disabilities, there are advantages and disadvantages in a face to face services.

4 Conclusion

Optimal service for disabilities for people with disabilities requires means and communication. A two-way flow of communication is needed to fulfill this, namely asking people with disabilities for their needs. Our findings are then valid enough that they require good and optimal verbal and nonverbal services to be a

priority by the state. For example, accessible facilities, a sustainable system, improved service with sympathy, reliable service, and certainty. In essence, all facilities must be prepared with this sense of empathy felt by persons with disabilities. Assurance in the form of guarantees is a promise that must be fulfilled by the government as a form of security guarantee when getting service, then ensuring that the documents are fine without any shortcomings or administrative malls.





Acknowledgments

We are grateful to two anonymous reviewers for their valuable comments on the earlier version of this paper.

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Biography of Authors

	<p>Taufik Irfadat, born in Rato, June 2, 1993, completed his undergraduate degree (S1) at STISIP Mbojo Bima, State Administration Study Program in 2015 and Masters in Public Administration, Bosowa University, in 2018, worked as an Education Personnel in the Study Program State Administration Science STISIP Mbojo Bima since 2018 until now and has the rank of Expert Assistant. <i>Email: Taufikirfadat@gmail.com</i></p>
	<p>Nurlaila, born in Simpasai, May 2, 1990, graduated undergraduate (S1), at Hasanuddin University Makasar, Government Science Study Program graduated in 2013 and Masters (S2) Development Administration Study Program, Hasanuddin University, graduated in 2017. She worked as an Education Personnel in the State Administration Study Program of STISIP Mbojo Bima since 2018 until now and has the rank of Expert Assistant <i>Email: 666nurlaila@gmail.com</i></p>
	<p>Haeril, born in Bima, 26 April 1993, completed his undergraduate degree (S1) at the University of Muhammadiyah Malang, the Governmental Science Study Program graduated in 2015 and completed the Masters (S2) in the Governmental Science Study Program, Muhammadiyah University of Yogyakarta, graduated in 2018. He worked as an Education in the State Administration Science Study Program STISIP Mbojo Bima since 2018 until now and has the rank of Expert Assistant. <i>Email: Haeril.terminator@gmail.com</i></p>
	<p>Tauhid, born in Dompu, June 29, 1969, completed his undergraduate degree (S1) at the University of Mataram, Faculty of Economics, Economics and Development Study Program in 1994 and he completed Masters (S2) from the Faculty of Administrative Sciences Public Administration Study Program, Brawijaya University Malang, 2009. He has worked as a Lecturer in the State Administration Study Program of STISIP Mbojo Bima since 1995 now and has the rank of Lector. Books that have been produced: 1). Strategy for the Prevention and Eradication of Corruption in the Regional Government Bureaucracy (2018), Monograph: Community Empowerment through Improving the Quality of Woven Production Using Non-Machine Technology (2018). And Public Sector Human Resource Management (2019). <i>Email: tauhid@stisipbima.ac.id</i></p>