



# **Optimization of Disability Services in Tasikmalaya City: An Administrative Review of Community Participation and Empowerment of Individuals with Disabilities**

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## **Abstract**

This study discusses "Optimization of Disability Services in Tasikmalaya City: An Administrative Review of Community Participation and Empowerment of Persons with Disabilities". The purpose of this study is to evaluate optimization and identify challenges in services for people with disabilities in Tasikmalaya City. This study uses a qualitative approach with a case study method to understand how government administration, community participation, and disability empowerment programs contribute to service optimization. Findings show that policies and programs designed in administration to improve accessibility and inclusion are quite maximum, but their implementation is often hampered by problems due to lack of community involvement. In terms of community participation, in empowering people with disabilities, it was found that community involvement in designing and implementing service programs is still minimal. Meanwhile, the empowerment of people with disabilities needs more support, both in the form of skills training and access to economic opportunities. This study recommends the need for an integrative strategy that involves all stakeholders to improve the quality of disability services. This includes developing training and counselling programs that engage the wider community, as well as providing individuals with disabilities with better access to opportunities. The results of the 2019 Ombudsman RI survey show that at the City Government level, only 56.12% have met the indicator of the availability of special services for users with special needs. Thus, through the optimization of disability services in Tasikmalaya City, it is hoped that Tasikmalaya City can become a model for other regions in terms of optimizing disability services.

**Keywords:** Disability Services, Administration, Empowerment Disabilities, Tasikmalaya City

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## **1. Introduction**

According to the Public Administration Study, public service is a very important topic to discuss because public service is a means of communication between the government as a service provider and the community as a service user. Based on Law No. 25 of 2009, public service is defined as an activity or series of activities in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. Meanwhile, according to Sinambela (2014) defines public service as any activity carried out by the government or other organizations that provide benefits to the general public, even though the results are not directly related. with certain items.

Public services must be provided impartially and non-discriminatory, (Kurniawan, 2008), including to unstable people. As a non-governmental organization that has constitutional rights, people with disabilities are entitled to receive great assistance in all areas of daily life. Law on



Persons with Disabilities No. 8 of 2016 states that every citizen of the Republic of Indonesia, including persons with disabilities, is guaranteed the right to live with dignity. They have the same legal and political rights as Indonesian citizens and are not separate from the central government. The same thing also happens when using public services. What is expected is impartial and non-discriminatory service in providing assistance.

According to the 2020 National Economic Survey (Susenas), there are 28.05 million people who are people with instability. 10.38 percent of the Indonesian population at the time of writing. According to UNESCAP, Indonesia has the highest prevalence of instability in Southeast Asia, with one in every ten people being instable. However, there are still many challenges that tend to limit the accessibility of marginalized populations. In the health service sector, Susenas 2020 data shows that only 73.2 percent of people with instability have health insurance, even though the National Health Insurance (JKN) program has reached 81.3 percent of the total population. Therefore, based on this unstable population, there must be health services and assistance to become the needs and social conditions of the unstable community.

However, there are many causes and consequences associated with the increase in the number of people with instability in this situation. However, the most important thing to remember is how to maximize the increase in numbers so that the basic rights of people with disabilities can start with as long as they are in the right place and have the right number of colleagues, they will still provide the best service. Therefore, there is a need for equality policy rights that are carried out fairly and consistently in every city in Indonesia. Like other regions, Tasikmalaya is considered to have a service system that is not optimal for each individual. Administrative hierarchies, low community participation in the policy-making process, and relatively high sensitivity of people with disabilities are examples of problems that require more understanding. The role of society with instability in social and environmental interaction in Tasikmalaya City is still often ignored. This can be seen in public facilities at several points in Tasikmalaya City that are not yet accessible to unstable communities and people with instability are still seen as having no role in people's lives.

Based on data obtained by the author from the Tasikmalaya City Social Service, the number of data on people with instability based on the type of instability in Tasikmalaya City from 2019 to 2022 is 8,579 people with instability. There is (11.33%) the percentage of the population with instability when compared to the population of Tasikmalaya City with a total of 75,7815 people. Individual diversity is an important component in creating an inclusive environment. However, empirical evidence shows that there are still a large number of people with disabilities who have not been fully integrated into society. Unstable progress can be a barrier in maximizing their potential to contribute to urban development. To improve unstable services, administrative standards must be prioritized. Rejection, regulations and regulations implemented by the Tasikmalaya City government will have a negative impact on the effectiveness of assistance.



Therefore, administrative assessment is an important tool to identify administrative weaknesses and improve work efficiency.

In order to improve disability services, administrative standards must be prioritized. The management, regulations and regulations implemented by the Tasikmalaya City government will have a negative impact on the effectiveness of assistance. Therefore, administrative assessment is an important tool to identify administrative weaknesses and improve work efficiency. Community participation is not limited to rights, but also includes conscious public service announcements. Increasing community participation in the development and implementation of programs can increase program acceptance and effectiveness. Therefore, it is important to assess the level of community participation in the context of disability services.

Service in general is any activity that is carried out or aimed at providing assistance to customers so that their needs and desires can be met. According to the Great Dictionary of Indonesian, service is the act of providing for the needs of others, while serving is helping others in making decisions (helping what is the needs of others). Meanwhile, Public comes from the English word public which refers to the general public, the population, and the nation. According to Inu et al. (in Sinambela et al., 2011:11-5), the public is defined as a group of people who have a common understanding of morality, ethics, expectations, attitudes, and good judgments based on the moral standards they have sincerely.

According to Mukaron and Laksana (2016:41) Public service is the provision of services for the needs of the community or communities that have an interest in the organization in accordance with the basic rules and procedures that have been set. Community participation is a very important tool in ensuring the success and progress of public works. Active participation from the community can help create a support system that is more responsive to their needs and goals. (Ostrom, 2017) explained that government institutions that involve the community in the decision-making process related to public policy will develop policies that are more in line with the needs of the general public. Community participation is not limited to rights, but also includes conscious public service announcements. Increasing community participation in the development and implementation of programs can increase program acceptance and effectiveness. Therefore, it is important to assess the level of community participation in the context of stable services.

According to (Simanungkalit, 2020) emphasizes the importance of individual development in fostering curiosity and determination in all social fields. Empowering people with disabilities is not just about providing assistance. In addition, it aims to provide them with tools and opportunities to improve their own lives. Through this approach, the general public can become more aware, and marginalized individuals can realize their potential to make meaningful contributions to social progress and well-being.

A person with constitutional instability is an act or activity to guarantee and protect human rights based on human dignity and dignity and avoid acts of violence and discrimination.



According to (Yuliarti 2020) The purpose of protecting and defending the rights of people with instability includes: improving the standard of living, quality, longevity, and dignity of people with instability; improving the social and economic position of the provincial government; increase the capacity, resilience, and willingness of the business community, the general public, and provincial governments to engage in dialogue and cooperative actions related to the protection and defense of the rights of persons with disabilities; as well as improving the standard of living and the ability of people with instability to live.

A person with instability is also a part of society, which claims the right to be able to participate. However, by having a physical or intellectual disability, people with instability are looked down upon by other communities. The government and the community play a very important role in empowering unstable communities, and the government and non-governmental organizations need to provide learning to the community, especially the general public who have unstable societies, so that they know more about the empowerment of unstable communities, because often the families of unstable communities do not support them so that unstable communities increasingly doubt their abilities.

## **2. Research Method**

Sugiyono (2012) argues that research methods are a scientific way to collect data with the aim of describing, proving, solving, and anticipating problems in human life.

This research basically intends to identify and uncover policies and obstacles in the use of unstable services, especially in Tasikmalaya City by paying attention to aspects of administration, community participation and empowerment of persons with disabilities. It is hoped that by exploring the perspectives of the government, society, and people with disabilities, this research can make a positive contribution to improving the standard of living and social awareness of people with disabilities in Tasikmalaya City.

This research was conducted in Tasikmalaya City, because as the best effort to optimize the instability services offered in Tasikmalaya City was carried out to understand how local governments, the general public, and the private sector collaborate to support communities with instability. The city of Tasikmalaya is also considered an ideal location for this study because of social, administrative, and local conditions that require special attention in the process of providing inclusive services. With this study, it is hoped that there will be a significant increase in services provided to communities with instability, as well as increased public participation and awareness to reduce the impact of individual instability.

This study uses a qualitative approach with a case study method to understand how government administration, community participation, and disability empowerment programs contribute to service optimization. The main data sources in this study include several stakeholders



such as Non-Governmental Organizations (NGOs), education workers, the community, families with instability/people with instability in Tasikmalaya City.

Meanwhile, in data collection, researchers use interview, observation and documentation data, using purposive sampling techniques, which are data collection techniques with the consideration that the data source is considered to know the most about what is expected, making it easier for researchers to explore the object of the social situation being studied (Sugiyono, 2012). The empirical material collected was analyzed interactively based on the results of interviews, documentation studies and interactive discussions with authorities. The triangulation technique was carried out to validate all research data results.

### **3. Results and Discussions**

The results of this study provide an overview of the findings that show that the optimization of unstable services in Tasikmalaya City still faces several obstacles, especially related to policy implementation, community participation, and individual support for stability. Significant efforts have been made by many organizations, but they have still not been able to achieve optimal results. The study emphasizes the need for a more holistic and coordinated approach to the provision of instability services by involving governments, the general public, and communities with instability itself. By strengthening administrative procedures, increasing public participation and awareness, as well as expanding counseling programs, it is hoped that destabilization services in Tasikmalaya City can be optimized to provide greater benefits to individuals experiencing instability.

#### **The Administrative Role of Local Governments in Optimizing Stability**

In the city of Tasikmalaya, instability is still a crucial issue that is still underestimated by many people. In fact, the implementation of inclusive and effective instability services is a very important role of local governments. Various policies have been proposed by the central government to be implemented across the country with the aim of providing better accessibility for people with disabilities to various public services, such as education, healthcare, and employment. However, the service optimization that has been implemented has only partially overcome many challenges. Existing central government policies require full support in the form of active and strategic leadership and quality implementation from the local government itself.

In the context of regional autonomy in Indonesia, local governments have considerable flexibility in dealing with public issues, including services for people with disabilities. These issues include budget allocations, the implementation of certain programs, and service implementation schedules. This makes the local government's approach very important in ensuring that national policies related to instability can be adjusted and implemented effectively in accordance with local conditions and needs. At the national level, Indonesia has strong legal protection for the rights of persons with disabilities, as stated in Law No. 8 of 2016 concerning Persons with Disabilities



(Government of the Republic of Indonesia, 2016). The law provides clear legal guidance to national governments to enact policies that support the rights of persons with disabilities. In addition, the Central Government has also implemented Law No. 70 of 2019 concerning the Review and Assessment of the Implementation of Rehabilitation, Protection, and Special Care for Persons with Disabilities (Government of the Republic of Indonesia, 2019). This regulation requires local governments to conduct periodic reviews and evaluations of services provided to persons with disabilities.

In Tasikmalaya City, local government officials responded by proposing various local policies aimed at improving accessibility and quality of services for individuals with instability. One of the important policies that must be implemented is the national policy in addressing the rights of persons with disabilities, including equal access to education, universal facilities accessible to all, and economic empowerment programs.

The implementation of the law has not overcome several problems, such as budget limitations, relatively low utilization of human resources, and ineffective coordination between various government agencies. Local governments need to develop more comprehensive and integrated strategies to address these challenges. The Tasikmalaya City Government implements many public policies and programs to optimize service accessibility. One form of policy includes special funding for destabilization services. The goal of the program is to create an inclusive environment and provide equal opportunities for every individual.

The availability of Special Schools (SLB) is a form of policy made by the government for the equitable distribution of the rights of people with disabilities in the field of education. This public service provides a forum for people with disabilities to learn and develop themselves into more intelligent individuals and ultimately aim to be more independent even though not in all aspects. Based on data from the Tasikmalaya City Government, there are 6 SLBs registered in Tasikmalaya City, namely:

1. SLB Negeri Tasikmalaya
2. SLB ABC Kawalu
3. SLB Patriot Education Foundation
4. SLB ABC Argasari Lestari
5. SLB ABC Yayasan Insan Sejahtera and
6. SLB Yayasan Bahagia

This educational facility in the form of SLB aims to make it easier for people with instability to access the world of education. The right to instability in getting an education is expected to be fulfilled. Teachers with various fields of expertise who have received education and training to be able to help the learning process of people with disabilities are provided at this SLB. Based on this, the author obtained research findings that show that in general, the results of this



government policy initiative have a positive value. Training programs for teachers in enhancing their capacity to meet the unique needs of each student.

The availability of qualified services does not mean that a public service can be said to be a total success. The lack of even coordination makes social dynamics an obstacle to the implementation of the program, so that the program does not run as it should. Social problems in society are often the most important factor in this regard.

Public services are also provided for people with disabilities at the Tax Service Office, the availability of wheelchairs for people with disabilities is one example. Special seats for the queue of people with disabilities are also provided to provide comfort for people with disabilities when joining the queue. Convenience in the form of more intensive and significant service assistance is also provided to Tasikmalaya tax services.

In the health sector, it plays an active role in helping people with disabilities. In some health centers for people with disabilities, priority is given first during the screening process. Even though they still have to queue according to the existing queue number. This treatment is intended to make it easier for a stable community to access public services in the health sector without any differences in services.

Manufacture Driver Block is one of the government's efforts to provide services to the visually impaired. Installation of yellow beams along the road to make it easier for people with visual disabilities to navigate the road on the sidewalk. Installation Driver Block on the HZ Mustofa Line, one of which is even though at the beginning of its construction this line hit many poles. This government effort has actually been positive, it's just that in the field it is not in accordance with what was the initial goal of the Driver Block Ini (Info Priangan, 2022). The need for an early understanding in the process of planning public services, especially what are the goals and who are the targets of a public service that will be implemented in the community.

Based on the results of electronic media observations, the author reviews that the development of Driver Block This received a quite interesting response in the midst of the instability of Tasikmalaya City. One form of public service from the government can not only be enjoyed by the visually impaired who are residents of Tasikmalaya City, but can also be enjoyed by domestic tourists who are visiting the HZ Mustofa route (Kabar-Priangan.com, 2022). The success of the Tasikmalaya City Government in city governance is a positive and on-target thing that deserves praise.

### **Community Participation**

Effective community participation requires well-structured programs and skilled support workers. Tailored interventions can significantly improve engagement for individuals with intellectual instability (Bigby, 2023). The importance of community participation for the



development of public services, including services for people with disabilities. The community is the implementer and assessor of services carried out by the Central Government and Regional Governments regarding unstable services, The role of this community is not only a form of ratification of laws and regulations that have been made, but a more important role is a contribution that is directly intersecting with public services. Through their active participation, communities can make a significant contribution to ensuring that the destabilization services provided are in line with the expectations and needs of communities with instability. The implementation of destabilization services certainly involves several parties, namely, unstable individuals, families of unstable people, civil society organizations and local communities.

Community participation is essential for the development of public services, including services for people with disabilities. In Tasikmalaya City, public participation is very important not only for the process of ratifying laws and regulations, but also for the implementation and assessment of services for people with disabilities. Through active participation, communities can make a significant contribution to ensuring that disability services provided by local governments are in line with the needs and expectations of persons with disabilities. In the context of the implementation of disability services in Tasikmalaya, community participation involves several parties, including individuals with disabilities, their families, civil society organizations, and local communities. According to the study's findings, the general public should prioritize the identification of the specific needs of persons with disabilities and involve responsive service support to meet these needs.

The general public, especially those who observe silently, have the knowledge and skills to address the needs and challenges faced by persons with disabilities. More deeply accommodating priorities that must be prioritized in the provision of local government services by involving the community in the planning process. For example, through public consultation and discussion forums, the general public can raise concerns about the need to improve physical accessibility in public facilities or the need for physical education programs tailored to the needs of people with disabilities.

This researcher shows that in Tasikmalaya City there are several aspects that show community participation in society with instability, one of which is citizen participation in supporting people with disabilities has been seen in various innovations and programs initiated. One important step is the opening of the Stability-Friendly Village, an idea formed to create a more inclusive atmosphere for people with disabilities. This village carries the concept of sustainability by paying attention to its aspects in the design of the physical environment, including providing easily accessible paths, ramps in public places, and other devices that suit the needs of people with disabilities.

Social and non-governmental organizations in Tasikmalaya have an important role in helping society become significantly destabilized. Institutions such as the Unstable Child





Development Foundation and the Unstable Care Community offer educational, rehabilitation, and social support services. In addition to providing practical assistance to those in need, the organization also contributes to raising public awareness and removing the stigma against unstable people.

In addition, locals regularly participate in volunteer activities to provide support to unstable individuals. Concrete examples of this support include organizing inclusive community events, such as community activities that are planned with accessibility needs in mind. This kind of activity is not only useful in fundraising but also in increasing social closeness and support for individuals with instability.

Researchers also found activities that can be participated by the community in Tasikmalaya City, in the context of community participation for people with disabilities, such as the Kejar Mimpi community activities, there we can join organizations and participate in all the activities that are carried out, one of which is that they often come to SLB as a stage for people with disabilities to hone their skills and skills.

However, while community participation offers many benefits, the study also identifies several challenges that need to be addressed to increase community participation in destablization services in Tasikmalaya City. The most important lesson is the public's understanding of the importance of their participation in this process and their level of awareness. Some members of the public may believe that separate government assistance for people with disabilities is an unfair act, and they have no understanding of what it means.

Another obstacle is the lack of resources and manpower within the community to effectively engage in the planning, implementation, and assessment of destablization services. For example, in some areas there are general citizens who may not have easy access to the information or resources necessary to participate in policy discussions or implement services. In addition, there are structural obstacles that can hinder mass participation, such as a strong bureaucracy and rather transparency in the process of preparing proposals. The complex and sometimes unclear mechanisms that the general public should understand in terms of participation often discourage the general public from participating in this process effectively.

Based on the results of this study, several recommendations can be proposed to increase community participation in services for people with disabilities in Tasikmalaya City. First, local governments must increase public awareness of the importance of their involvement in services for people with disabilities. Education and awareness campaigns can be undertaken to inform communities about their rights and their role in the planning and implementation of services for persons with disabilities. Second, the need to increase community capacity so that they can participate more effectively. This can be done through training and mentoring that provides the skills and knowledge necessary to participate in the decision-making process and implement



disability services programs. Third, the government must create a more inclusive participation mechanism.

### **Empowerment of Persons with Disabilities**

Conceptually, empowerment comes from the word "power", which indicates power or empowerment. The purpose of empowerment is to establish the ability of a vulnerable and vulnerable person or group to have the strength or ability to meet their basic needs so that they have the freedom to express their opinions, free from hunger, free from ignorance, and free from pain, to achieve productive resources that enable them to increase their income and obtain the goods and services they need and to participate in the development processes and decisions that affect them (Soeharto, 2014). Empowerment also aims to make every individual and community independent. This discipline consists of a discipline that includes thinking, acting, and reporting what they do. Independence is achieved through a systematic learning process (Sulistiyani, 2006). In the process of empowerment, people are just a reflection of themselves.

The empowerment process is carried out comprehensively, covering three main areas: economic, political, and social. The purpose of economic education is to enable individuals or the general public to have a strong and independent economy based on market mechanisms with high transaction costs, in which the process of economic growth is accelerated. Empowerment in the political field refers to efforts made to improve the ability of individuals or communities to formulate opinions that support their own way of life, as well as in the context of a society dominated by the state and nation. In a socio-cultural context, community empowerment refers to efforts to strengthen individuals or communities through the development, strengthening, and enforcement of ideas, norms, and values. Along with providing support to social organizations that are able to control political and economic decisions that deviate from morality (Moeljarto, 1995).

In the city of Tasikmalaya, one of them has begun to implement individual empowerment with instability, one of which is by providing several educational institutions with inclusive teaching models. These schools accept students with different types of instability and provide specialized resources needed, such as accessible facilities, learning aids, and tutors. Inclusive education not only helps students with disabilities develop their academic skills, but it also allows them to interact and learn with non-distability students, which in turn helps them reduce stigma and discrimination.

The findings of this researcher also show that inclusive education in Tasikmalaya provides benefits for equal students as well as students with irreparable instability. They learn to understand and accept differences, which is an important component in creating a community that understands and tolerates each other. However, the implementation of practical learning still faces several challenges, such as limited teachers' attention spans and material difficulties, which require more careful consideration.



To ensure that all children, especially those from low-income families, have access to education, the Tasikmalaya City government and several NGOs have provided special education programs and scholarships for special education students. These programs include tuition fees, study aids, and transportation subsidies. Thanks to this gift, there are more children with instability who can continue their education, ultimately increasing their chances of succeeding in the future. In addition, several programs offer learning support to students with disabilities who are experiencing difficulties with current lecture materials. The program is offered by a teacher or volunteer who has received specialized training to meet the educational needs of children with instability. These initiatives have helped many marginalized students achieve higher academic achievement and increase their self-awareness. Therefore, the level of education for people with disabilities must receive more attention because the majority are only high school graduates and there are still few people with disabilities who continue to the lecture level, so this is an obstacle that must be considered more deeply.

In Tasikmalaya City, the empowerment of people with disabilities is not only in the world of education but also mostly achieved through skills training and inclusion programs. This training program is designed to improve students' technical and professional skills individually so that they can succeed in the workplace and improve their economic condition. In the city of Tasikmalaya, many engineering and business education programs have been implemented for individual students. For example, information technology, human behavior training, and handicrafts are some of the areas that are gaining attention.

These programs are usually implemented by local governments in collaboration with Non-Governmental Organizations (NGOs) and the private sector. The training program in Tasikmalaya City also offers soft skill development programs and internships. This program will focus on people with disabilities to be more independent through hands-on experience in the world of work to increase workday productivity. With this program, the skills that have been acquired can be practiced directly by instability thus giving them credibility in the workplace. The lack of educational understanding among companies is also a challenge because the obligation to hire people with disabilities is also an obstacle in the implementation of inclusion programs. In empowering individuals with instability in the City of Tasikmalaya, therefore, the government and various parties must understand inclusive education, so work together to ensure that the training programs offered meet the set standards. Thanks to this cooperation, unstable individuals can not only obtain jobs more easily, but they can also raise their own standards in the world of work, such as equal pay and fair working conditions. This shows how important formal support is in the process of empowering individuals with disabilities.

#### **4. Conclusions**

Policies and regulations from the Tasikmalaya City Government in supporting services for people with disabilities have been made with the intention of protecting and making it easier for



people with disabilities to access these services. However, in its implementation, it is still constrained by administrative problems such as limited available budgets, lack of effective coordination between institutions, and lack of skilled manpower. In addition, the monitoring and evaluation carried out on the policy has not taken place optimally, thus thwarting the achievement of inclusive and sustainable service goals.

Communities and non-governmental groups together with the private sector play an important role in supporting services for people with disabilities in Tasikmalaya City. This participation is manifested in the form of support for assistance programs organized to increase the availability of facilities for people with disabilities and maximize their standard of living. But engagement rates are still uneven across communities and are often limited to specific groups. Thus, the contribution made by community organizations has had a positive impact in increasing social awareness and economic empowerment of individuals, although the scale still needs to be expanded.

Empowerment programs for persons with disabilities in Tasikmalaya City include job skills training and business assistance as well as facilitating access to health and education services for those who need such support to become economically and socially independent. To make the population empowerment program a success, there needs to be a commitment from the local government and active participation from all levels of society in supporting this program along with efforts to increase the availability of information and technology for all. However, there are several challenges faced in the implementation of this empowerment program, such as negative stigma from some people towards people with instability and lack of prior knowledge about job skills, so joint efforts are needed to overcome physical and infrastructure barriers so that the environment is more inclusive for all residents of Tasikmalaya City.

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