

Inclusive Service and Equity for Persons with Disabilities in the Muara Enim District Police Resort Environment

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Abstract. Ensuring equitable and inclusive public services for persons with disabilities remains a major challenge for public institutions, including law enforcement agencies. This study examines the implementation of inclusive public services for persons with disabilities within the jurisdiction of the Muara Enim District Police, Indonesia, using the perspectives of social equity and inclusive governance. A descriptive qualitative approach was employed through in-depth interviews, direct observations, and document analysis involving 12 purposively selected informants, comprising police leaders, service officers, and persons with disabilities. Data were analysed using the interactive model of Miles, Huberman, and Saldaña with source and method triangulation to enhance trustworthiness. The findings indicate that the Muara Enim District Police have demonstrated a strong institutional commitment to inclusive service delivery by providing disability-friendly facilities, implementing standard operating procedures, and prioritising services for persons with disabilities. However, implementation remains constrained by limited financial resources, uneven facility availability across police stations, and the absence of specialised disability support personnel. Despite these limitations, service users generally perceived the services as accessible and responsive. The study highlights that leadership commitment, organisational capacity, and sustained policy support are critical determinants of equitable police services. These findings contribute to strengthening social equity in public administration and provide practical recommendations for improving disability-inclusive policing through enhanced infrastructure, specialised personnel, continuous staff training, and sustainable budget allocation.

Keywords: Public Services; Disabilities; Inclusiveness; Equity

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INTRODUCTION

These services are intended to meet the needs of the community and maintain order in society. This service can be categorised into three main types: administrative services, service services, and goods services (Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63/KEP/M.PAN/7/2003 Tentang Pedoman Umum Penyelenggaraan Pelayanan Publik, 2003). Administrative services refer to the type of services that involve the production of various official documents needed by the public, such as issuing identity cards, birth certificates, crowd permits, creating driver's licenses, and other services. Then, service services are services that provide various forms of assistance or support needed by the public, such as healthcare, education, or police escort services, and others.

Services for people with disabilities are also considered, the government stipulates (Undang-Undang Republik Indonesia Nomor 25 Tahun 2009 Tentang Pelayanan Publik, 2009),

that public services must be based on facilitation and special treatment for vulnerable groups. The vulnerable groups referred to in the regulation include people with disabilities, the elderly, pregnant women, children, victims of natural disasters, and victims of social disasters. Specifically for people with disabilities, the Indonesian government emphasises this through (Undang-Undang Tentang Penyandang Disabilitas, 2016). The regulation clarifies that services for people with disabilities must adhere to the principles of respect for dignity, individual autonomy, non-discrimination, full participation, human and human diversity, equal opportunities, equality, accessibility, evolving capacity, and child identity, be inclusive, and provide special treatment and additional protection (Lucy Series, 2019). In addition, people with disabilities are also entitled to reasonable accommodation in public services that is optimal, fair, and dignified, without discrimination, with assistance, interpretation, and easily accessible facilities provided at public service locations without additional cost (Damera & Widhiasthini, 2025).

However, to meet the specific needs of people with disabilities, service providers, in this case the Muara Enim District Police, must know the types of disabilities experienced by the people of Muara Enim District so they can provide services based on the specific needs required.

Based on initial data collected, it can be seen that there are six categories of people with special needs, with three levels of difficulty. As for the category of people with difficulty seeing (visually impaired), it has the highest total number of people with special needs. The category of difficulty walking or climbing stairs ranks second in terms of the total number of people with special needs. Besides these two categories, there are still other categories of empathy that also require special attention when providing services because public service is the right of every citizen as it is universal or a basic right that every individual is entitled to, regardless of their physical condition. These rights are inherent in all human beings because they are citizens of a country, including Indonesia. Service recipients are not limited by factors such as gender, skin colour, age, culture, or religion (universal nature).

However, in practice, services for people with disabilities often face obstacles, including those from public facilities provided by the police as the service provider (Colbran, 2010). This also applies to the working area of the Muara Enim Resort Police, which has ten Police Sector offices: Semendo Police Station, Tanjung Agung Police Station, Lawang Kidul Police Station, Gunung Megang Police Station, Rambang Dangku Police Station, Rambang Police Station, Rambang Lubai Police Station, Lembak Police Station, Gelumbang Police Station, and Sungai Rotan Police Station. All of these police sectors face limitations in facilities for people with disabilities. These limitations are also experienced by the Muara Enim Resort Police.

Research on services for people with disabilities has also been conducted by various previous researchers, such as the study by (Pramashela & Rachim, 2022) to examine the accessibility of public services specifically for people with disabilities in various cities in Indonesia (Permadi et al., 2021) to analyse the extent to which the rights of special needs groups have been implemented and provide recommendations regarding additional facilities and infrastructure beyond the Ministry of PANRB Regulation Number 17 of 2017, (Yuhana et al., 2022) which describes the quality of driver's license issuance services in public service delivery that often occurs in various regions in Indonesia, (Ghifari & Winarsih, 2019) to find out how people with disabilities obtain special driver's license services at the Bantul Police Station, and (Fauzi, 2022) to determine the fulfilment of rights regarding physical and non-physical accessibility, employees, clerks, and judges in courts who need to understand various disability issues.

Consensus on a precise definition of social inclusion for people with disabilities remains elusive. This study (Nurhaeni et al., 2023) aims to systematically review the definition of Social Inclusion for People with Disabilities in Governance (SIPDG) based on relevant literature and offer fundamental theoretical insights into what might be considered relevant for establishing a definition of SIPDG. The scoping review was conducted through a qualitative synthesis of literature from Scopus. The articles were identified using the keywords "social inclusion" and "disability."

This study (Nurhaeni et al., 2023) revealed that approximately 12.6% of the adult population has a disability and 27.8% of households have at least one person with a disability (Mitra & Yap, 2021). Disability is a health issue that exists and is found in global society. One in seven people in the world has a disability. Everyone has the potential to become disabled, and disability is a human rights issue. People with disabilities are often discriminated against and are targets of violence, negative labelling, stigma as a burden on society, and denial of autonomy and access to adequate healthcare (Adaigwe Amaechi et al., 2023). Therefore, disability is a development priority with a higher prevalence in low-income countries. Because they are a significant part of society and have the potential to contribute to human progress, the United Nations (UN) initiated the Convention on the Rights of Persons with Disabilities (CRPD) in 2006 to position people with disabilities as members of society who can actively participate in community life (World Health Organization, 2022).

According to (Wilson, 1887) as synthesised by Godfrey Edward, Paul H. Appleby, Gordon Clapp, and Patricia M. Shields, public service executed by leaders and institutions for people with disabilities is a form of public property agreed upon through universal consensus. The three

pillars of equity in public administration are economic, social justice, and service efficiency. This is based on the Equity Theory by (Frederickson, 2010) and the Inclusion approach as a direct initiative from leadership (good will). Therefore, this study aims to analyse how public services are provided to people with disabilities in the working area of the Muara Enim District Police, and what efforts have been made.

METHOD

This study employs a descriptive qualitative approach to gain an in-depth understanding of the implementation of inclusive and equitable police public services for people with disabilities within the Muara Enim Regency Police jurisdiction. The qualitative approach was chosen because it allows researchers to explore experiences, perceptions, and service practices contextually and comprehensively (Creswell, 2014; Siyoto & Sodik, 2015). The research was conducted at the Muara Enim Police Resort and three police stations under its jurisdiction, namely Rambang Police Station, Rambang Lubai Police Station, and Lembak Police Station. The location selection was done purposively, considering the variation in the level of disability facility provision and the characteristics of the service area. The study involved 12 informants, selected using purposive sampling, based on the criteria of having direct involvement in police public service or being service recipients. The informants consisted of police service leaders and officials (Police Chief/Head of SPKT) totalling 6 people, police officers providing public service totalling 3 people, and people with disabilities as users of police services totalling 3 people. This informant composition was chosen to obtain a balanced perspective on policy, implementation, and the direct experiences of service users.

Data was collected through in-depth interviews, an interview is an interaction between the researcher and the informant through questions and answers that are rooted in shared cultural assumptions and often implicit about how to express and understand beliefs, experiences, feelings, and intentions (Mishler, 1986) in (Corbin & Strauss, 2015) with key informants to explore understanding, commitment, and practices of inclusive services, direct observation of public service facilities and processes at SPKT, and document studies, including service SOPs, internal police regulations, and relevant laws and regulations related to public services and disabilities. Data validity is maintained through source and technique triangulation, by comparing the results of interviews, observations, and documentation. Additionally, the researchers also conducted member checks with several key informants to ensure the suitability and accuracy of the information obtained.

Data analysis was conducted interactively and continuously, referring to the Miles, Huberman, and Saldaña model, which includes data reduction, namely the process of sorting, coding, and focussing data according to the research themes. Data presentation, through matrices, tables, and analytical narratives. Drawing conclusions and verification, linking empirical findings to the theoretical framework of equity in public administration (Frederickson) and the inclusive governance approach.

RESULT AND DISCUSSION

Public administration is a matter of implementing government policies as well as an academic field that studies this implementation to prepare public servants to work as effectively as possible in public service institutions (Wright, 2015). The main goal of this understanding is to maximise management practices and policy-making so that government can function well. In other words, public administration is the management of public programs or the study of government decision-making, the analysis of their policies, and the inputs needed to generate alternative policies (Edwards, 2017).

1. Public services for people with disabilities in the working area of the Muara Enim District Police.

a. The Will of the Organization's Leadership

Police leaders demonstrated a strong commitment to providing facilities for people with disabilities. For example, the head of the Muara Enim Police SPKT has provided various facilities such as special parking lanes, access lanes to the SPK, wheelchairs in the SPK room, and restrooms specifically designed for people with disabilities. This facility demonstrates a strong commitment to meeting the needs of people with disabilities and the concrete efforts that have been made. Similarly, the Rambang Lubai Police Station and the Lembak Police Station have begun to equip themselves with the facilities needed by people with disabilities, such as special toilets and walking aids. Then, this also impacts the level of achievement in providing disability facilities, which varies across sectors, and some public service providers have already met these infrastructure requirements (Permadi et al., 2021). The Chief of the Rambang Sector Police stated that the facilities in their sector have reached 100% completion as per the leadership's directives, including parking areas, assistive devices, and special restrooms. The Rambang Lubai Police Station also claims to have met all the necessary facilities according to the rules, and the current focus is on keeping those facilities in good condition. Conversely, the Head of the Muara Enim Police SPKT reported that the achievement of disability facilities in their sector was only 80%, indicating room for

improvement and enhancement.

In terms of policies to add facilities, the leaders demonstrated an adaptive and responsive approach to local dynamics. The Chief of Rambang Police Sector emphasised the importance of adapting facilities to the development of the region's character, demonstrating flexibility in addressing changing needs. The Chief of Rambang Lubai Police Sector and the Chief of Lombok Police Sector also emphasised the importance of following instructions and directions from higher levels and adapting to evolving dynamics. However, there are also limitations in terms of budget and procurement, as acknowledged by the Chief of the Lombok Police Sector, indicating that this sector is highly dependent on decisions from higher levels.

Every person has the right to live their life, whether at home, at work, or in a public setting. Only those without a physical impairment can use the facilities in public (Putri et al., 2022). Initiatives to improve disability facilities often involve additional external resources, such as CSR assistance from third-party companies mentioned by the Head of the Muara Enim Police SPKT. This shows that collaboration with external parties can be one solution to overcome budget limitations. Additionally, self-help was also mentioned as one way to improve existing facilities. This approach demonstrates innovation and creativity in finding solutions to meet the needs of people with disabilities.

b. Economical

Police chiefs firmly stated that the main guideline for building disability infrastructure is Law No. Law Number 8 of 2016 concerning Persons with Disabilities. This indicates the existence of knowledge to ensure that the facilities built can be adapted to needs (economical), and that there is alignment between policies at the central level (National Police Headquarters) and implementation at the regional level (Police Departments and Police Stations). The heads of the SPKT of the Muara Enim Police, the Rambang Police Sector, the Rambang Lubai Police Sector, and the Lombok Police Sector all cited this law as a reference in building facilities and infrastructure for people with disabilities. Additionally, the rules at the National Police Headquarters level are translated and implemented down to the Police Resort and Police Station levels, ensuring consistent standards across all police ranks. The speakers also explained that the minimum standards for disability infrastructure in their offices are based on guidance from their superiors and the law (Yuhana et al., 2022). The head of the SPKT at the Muara Enim Police Resort stated that they follow the standards set by the leadership, from the National Police Headquarters down to the Police Resort level. Similarly, the Chief of Rambang Sector Police and the Chief of Rambang Lubai Sector Police

emphasised the importance of following Law Number 8 of 2016. The Chief of the Lembak Sector Police added that this minimum standard is implemented independently and with the assistance of CSR.

In terms of financing, police leaders indicated that various sources were used to build disability infrastructure. The head of the Muara Enim Police SPKT stated that the funds used came from government agencies, corporate social responsibility (CSR), and third parties. The Head of the Rambang Sector Police admitted that despite the dynamics and activities that were not yet supported by the budget, they could apply for assistance through CSR or self-funding. The Head of the Rambang Lubai Sector Police was not aware of the budget amount because disability facilities were provided by the Muara Enim Police Resort. The Head of the Lembak Sector Police admitted that there was no specific budget for disability infrastructure within the Lembak Police Sector and the Muara Enim Police Resort's LKKL, but they were committed to being more active in developing disability infrastructure in the future. Despite genuine efforts to build disability infrastructure, some challenges remain, particularly regarding budget. However, the solutions adopted, such as utilising CSR assistance and self-help initiatives, demonstrate the innovation and collaborative efforts of the police to overcome these limitations. The commitment to continuously improve facilities despite budget limitations also demonstrates a strong dedication to serving the disability community.

Overall, the responses from the interviewees indicate a strong commitment and clear guidelines for building infrastructure for people with disabilities within the police environment. Despite challenges, particularly in terms of budget, the collaborative and adaptive efforts undertaken by the police demonstrate their determination to provide inclusive and friendly service to all segments of society. By continuing to adhere to legal guidelines and seek innovative solutions, it is hoped that disability infrastructure within the police can be continuously improved and provide greater benefits to the disability community.

c. Social Justice

From interviews with police leaders, it appears that special support staff to serve people with disabilities are not yet available in each office. The head of the SPKT (Police Public Service Centre) of Muara Enim Police explained that although there are no special accompanying personnel, the officers on duty are already capable enough to cover services for people with disabilities. The Chief of the Rambang Sector Police also stated that the personnel at the SPKT, who serve all members of the public through a one-stop service system, are quite responsive in providing friendly service, including for people with disabilities.

The Chief of the Rambang Lubai Police Sector emphasised that police officers are always ready to assist people with disabilities, especially with their initiative to provide wheelchairs if needed. Meanwhile, the Chief of the Lembak Police Sector stated that there are no special accompanying personnel yet, but the officers on duty are still prioritised to serve people with disabilities. This aligns with research by (Fauzi, 2022) which states that specialised infrastructure and assistive devices make it easier for people with disabilities to access all public areas.

The speakers also showed that people with disabilities are given priority in service at their offices. The head of the SPKT (Integrated Police Service Centre) of the Muara Enim Police stated that although services for people with disabilities are not differentiated from the general public, they still receive priority according to existing SOPs. The Chief of the Rambang Sector Police emphasised that people with disabilities are given priority directly according to the established SOP. The Chief of the Rambang Lubai Police Sector also stated that they always prioritise people with disabilities in providing services, without differentiating them from other members of the public. The Chief of the Lembak Sector Police added that although there are no special personnel, the priority for people with disabilities remains number one on the service priority scale. All the sources confirmed that there are already specific SOPs for disability services in their offices. The head of the SPKT at the Muara Enim Police explained that the SOP for the SPKT service includes procedures for the general public and people with disabilities, with facility adjustments for mutual comfort. The Chief of the Rambang Sector Police stated that the SOP is used as a guideline in providing services. The Chief of the Rambang Lubai Sector Police emphasised that the special SOP for people with disabilities focuses on helping them receive services. The Chief of the Lembak Sector Police also stated that the SOP for people with disabilities is already in place and they are prioritised when they come to the office.

d. Efficiency

Police leaders demonstrated their commitment to improving facilities and services for people with disabilities. The head of the SPKT (Police Service Centre) of Muara Enim Police stated a full commitment to improving service efficiency, especially in terms of reporting. He hopes that the leadership can complete the existing facilities for people with disabilities so that services can run smoothly. The Chief of the Rambang Police Sector emphasised the importance of maintaining existing facilities by all members and hoped that the Muara Enim Police Resort would frequently check the facilities to identify any needs. The Chief of the

Rambang Lubai Police Sector hopes that the leadership will continue to pay attention to the facility needs at their police station. The Chief of the Lembak Sector Police emphasised the hope that facilities for people with disabilities could be improved, even though they are currently adjusting their needs without a special budget.

People with disabilities provided positive feedback regarding the services they received from the Muara Enim Police. A source mentioned that the services received are sometimes provided with the help of family, especially for needs like obtaining a Police Clearance Certificate (SKCK). Other people with disabilities feel that the services provided are already better and easier to understand. This indicates an improvement in the quality of service experienced by people with disabilities. Additionally, the majority of these interventions concentrated on the treatment of people with psychosocial disorders, indicating inadequacies in healthcare professional training for other groups of people with disabilities with distinct requirements (Gréaux et al., 2023).

The assessment by people with disabilities of the facilities prepared by the police is also positive. A source felt that the facilities provided by the Police Department were very helpful and provided the necessary convenience. Another speaker stated that the existing facilities are sufficient. This feedback indicates that the police's efforts to provide facilities supporting people with disabilities are already on the right track, although there is room for further improvement (Suriati, 2022).

2. Efforts that have been made

The Muara Enim District Police have demonstrated significant efforts in improving public services for people with disabilities. They have provided various supportive physical facilities, such as designated parking spaces with disability logos, guide lines to the SPK room, wheelchairs, and special bathrooms with handrails. Additionally, they also adopted Law Number Law No. 8 of 2016 concerning Persons with Disabilities as a guideline for infrastructure development and the establishment of minimum service standards. Although there are no dedicated support staff yet, the police officers on duty have been trained to be responsive and ready to assist people with disabilities with a smile, greeting, and salutation. In providing services, people with disabilities are given priority according to established SOPs. This effort reflects the Muara Enim Police's strong commitment to providing inclusive services and ensuring that people with disabilities receive equal and quality care. The hope and awareness of the leaders that facilities will continue to be improved and the more frequent attention from central leadership demonstrate a dedication to continuous improvement.

Table 1. Efforts by the Muara Enim Police

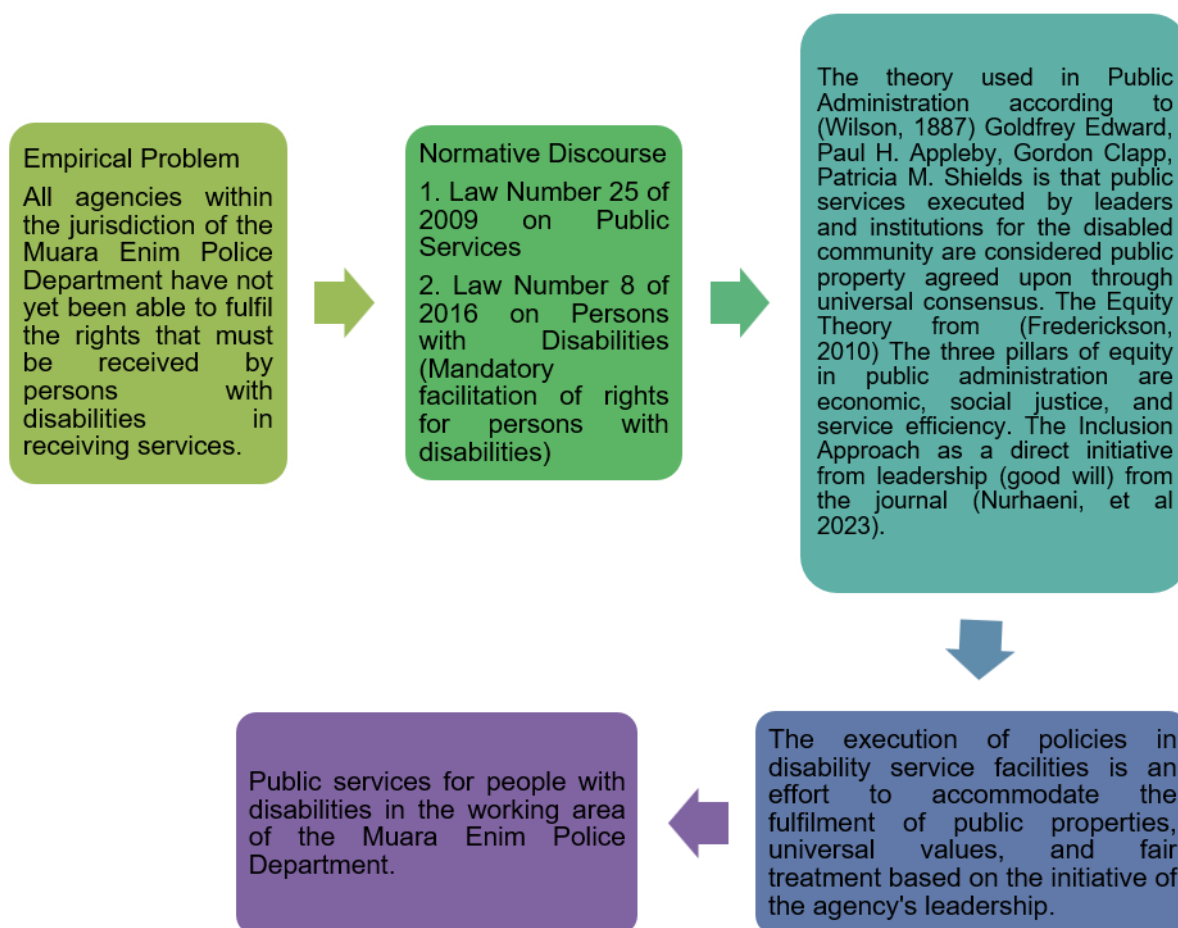
No	Efforts	Description
1.	Commitment	The leadership's desire to address all shortcomings.
2.	Fulfilment of Facilities	Fulfilment of facilities, although there is no specific budget yet, the Muara Enim Resort Police can seek assistance from various parties.
3.	Work according to SOP	Providing services based on SOPs is an obligation, but this will not be realised if there is no willingness from the members to provide service.
4.	Member Awareness	The members are aware of the importance of providing inclusive services.

Source: Processed by the Researcher, 2024

The leaders at the Muara Enim Police Department demonstrated a strong commitment to continuously improving services for people with disabilities. They hope that the existing facilities will continue to be completed and improved. Additionally, they also hope for more attention from the central leadership through frequent facility checks to identify needs on the ground. The leadership also emphasised the importance of all members maintaining the existing facilities, as well as collaborating with third parties, such as corporate CSR programs, to support facility needs. The Muara Enim District Police have made significant efforts to improve public services for people with disabilities. By providing supportive physical facilities, adopting legal guidelines, training members to be more responsive, prioritising service, and demonstrating strong leadership commitment, the Muara Enim Police Department is working hard to ensure that people with disabilities receive equal and quality service. Despite remaining challenges, such as a lack of dedicated budget, this effort demonstrates a significant dedication to continuous improvement and social inclusion. The Muara Enim District Police have provided physical facilities specifically designed for people with disabilities. This includes designated parking spaces with disability logos, guide lines leading to the Police Service Centre (SPK) room, and wheelchairs available for members of the public who need them. Additionally, dedicated bathrooms with handrails have been provided to ensure comfort and safety for people with disabilities.

The implementation of Law Number 8 of 2016 concerning Persons with Disabilities serves as the main foundation for infrastructure development and the establishment of minimum service standards. Referring to this law, the Police ensure that every facility and service provided meets the established national standards, thus being able to meet the special needs of people with disabilities. In addition, the Muara Enim Police prioritise people with disabilities in public services. This is evident from the SOP, which stipulates that people with

disabilities must be prioritised. This ensures that people with disabilities receive prompt and appropriate service without unnecessary queues or delays. Although there are no dedicated support staff yet, the police officers on duty have been trained to be responsive and ready to assist people with disabilities. This training covers how to provide service with a smile, greetings, and salutations, as well as how to identify and respond to the special needs of people with disabilities. Police officers are taught to be proactive, such as picking up people with disabilities in wheelchairs if necessary.



Picture 2. Research Results Framework

Source: Processed by the Researcher, 2024

CONCLUSION

Police public services for people with disabilities in the Muara Enim Police Resort area have moved towards more inclusive and just services, although they are not yet fully optimal. Regarding economic justice, the Muara Enim Police have attempted to meet the basic needs of people with disabilities by providing disability-friendly physical facilities, referring to Law Number 8 of 2016. However, the absence of a dedicated budget means that facilities are still not evenly

distributed across all police stations and depend on the creativity of the leadership, CSR assistance, and self-help initiatives. Regarding social justice, this study found that the principles of non-discrimination and service prioritisation have been internalised through SOPs and daily service practices. The police apparatus demonstrated a responsive and empathetic attitude towards people with disabilities, although this was not yet supported by the presence of special assistants or officers with specific competencies related to disabilities. This shows that the inclusiveness of services still heavily relies on the good will of leadership and the individual awareness of officials. Meanwhile, aspects of service efficiency, the implementation of SOPs, and one-stop service at SPKT have increased accessibility and service certainty for people with disabilities. Positive user perceptions of the service indicate an improvement in service quality, although long-term effectiveness may still be hampered by limitations in human resources, supporting facilities, and a non-standardized monitoring system. Overall, this research confirms that inclusivity and equity in police services are not only determined by regulations, but are significantly influenced by leadership commitment, organisational capacity, and sustained operational policy support.

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