

ABSTRAK

Eneng Tita Yulia: Analisis Pelayanan Inklusif bagi Difabel Fisik pada Dinas Ketenagakerjaan dan Transmigrasi Kabupaten Purwakarta

Pelayanan inklusif bagi penyandang disabilitas dalam dunia kerja bertujuan untuk memberikan akses, dukungan, dan kesetaraan. Dinas Ketenagakerjaan memiliki peran penting dalam memastikan kesetaraan peluang dan partisipasi penuh bagi pekerja dengan disabilitas, melalui penyusunan kebijakan inklusif, fasilitasi pelatihan, dan promosi lingkungan kerja yang ramah terhadap disabilitas. Namun, terdapat beberapa tantangan yang perlu diatasi dalam upaya mewujudkan pelayanan inklusif ini. Salah satu permasalahan yang muncul adalah kurangnya kesadaran dan pemahaman di kalangan pemberi kerja tentang pentingnya inklusi disabilitas serta cara-cara untuk menciptakan lingkungan kerja yang inklusif.

Penelitian ini mengkaji Pelayanan Inklusif bagi difabel fisik di Dinas Ketenagakerjaan dan Transmigrasi Kabupaten Purwakarta. Metode penelitian yang digunakan adalah deskriptif analisis kualitatif, dengan data dikumpulkan melalui wawancara, observasi, studi pustaka, dan dokumentasi lapangan. Penelitian ini menggunakan teori Pelayanan Inklusif yang dikemukakan oleh (Dwiyanto, 2012) yang terdiri dari beberapa dimensi yaitu aspek peraturan penyelenggaraan pelayanan publik, penerapan prinsip inklusivitas, penerapan ruang diskresi, melakukan pengarusutamaan (*mainstreaming*), penerapan kuota terhadap kelompok rentan tertentu.

Kesimpulan hasil penelitian ini berdasarkan analisis menggunakan dimensi-dimensi pelayanan inklusif yang dikemukakan (Dwiyanto, 2012). Pelayanan Inklusif dilakukan dengan baik oleh Dinas Ketenagakerjaan dan Transmigrasi Kabupaten Purwakarta. Namun, terdapat beberapa aspek penting yang perlu diperhatikan. Pertama, tantangan terkait aksesibilitas fisik dan informasi masih dihadapi, memerlukan perbaikan sarana fisik dan informasi yang sesuai. Kedua, langkah-langkah inklusivitas telah diambil, namun perlu evaluasi dan pembaruan terus-menerus. Ketiga, penerapan ruang diskresi masih dalam pengembangan, dengan perhatian khusus pada perbaikan fisik dan fasilitas. Keempat, upaya pengarusutamaan sudah dilakukan, tetapi masih ada kendala seperti persyaratan perusahaan dan keterbatasan aksesibilitas fisik. Kelima, penerapan kebijakan kuota masih belum optimal, memerlukan evaluasi menyeluruh dan perbaikan berkelanjutan.

Dengan demikian, untuk meningkatkan pelayanan inklusif bagi penyandang disabilitas dalam dunia kerja, diperlukan evaluasi menyeluruh, pembaruan terus-menerus, dan optimalisasi pengarusutamaan serta penerapan kebijakan kuota dengan lebih efektif

Kata Kunci: Pelayanan inklusif, Dinas Ketenagakerjaan, Difabel

ABSTRACT

Eneng Tita Yulia: Analysis of Inclusive Services for Physical Disabilities at the Purwakarta Regency Manpower and Transmigration Service

Inclusive services for people with disabilities in the workforce aim to provide access, support, and equality. The Department of Manpower plays a crucial role in ensuring equal opportunities and full participation for workers with disabilities, through the formulation of inclusive policies, facilitation of training, and promotion of disability-friendly work environments. However, there are several challenges that need to be addressed in efforts to realize inclusive services. One emerging issue is the lack of awareness and understanding among employers about the importance of disability inclusion and methods for creating inclusive work environments.

This study examines Inclusive Services for physically disabled individuals at the Department of Manpower and Transmigration in Purwakarta Regency. The research method used is qualitative descriptive analysis, with data collected through interviews, observations, literature studies, and field documentation. This research utilizes the theory of Inclusive Services proposed by (Dwiyanto, 2012), which consists of several dimensions including aspects of public service implementation regulations, application of inclusivity principles, discretion space application, mainstreaming, and quota implementation for specific vulnerable groups.

The research findings based on analysis utilizing the dimensions of inclusive services proposed by (Dwiyanto, 2012) conducted by the Department of Manpower and Transmigration in Purwakarta Regency. However, there are several important aspects that need attention. First, challenges related to physical and information accessibility are still faced, requiring improvements in physical facilities and appropriate information. Second, steps towards inclusivity have been taken, but continuous evaluation and updates are needed. Third, the application of discretion space is still under development, with special attention to physical improvements and facilities. Fourth, mainstreaming efforts have been made, but there are still obstacles such as company requirements and limitations in physical accessibility. Fifth, the implementation of quota policies is still not optimal, requiring comprehensive evaluation and continuous improvement.

Therefore, to enhance inclusive services for people with disabilities in the workforce, comprehensive evaluation, continuous updates, and optimization of mainstreaming efforts, as well as more effective quota policy implementation, are needed.

Keywords: *Inclusive services, Department of Manpower, Disabiliti*