

PENYEDIAAN PELAYANAN PUBLIK BAGI PENYANDANG DISABILITAS OLEH PEMERINTAH

Nama : Cindy Inez Hoarisan

Program Studi : Ilmu Hukum

Pembimbing : Prof. Dr. Lanny Kusumawati, Dra.,S.H.,M.Hum.

Erly Aristo,S.H.,M.Kn.

ABSTRAK

Pelayanan publik adalah pelayanan yang diberikan kepada masyarakat, dimana hal tersebut diatur dan diawasi oleh pemerintah. Pelayanan publik merupakan dasar dari pemerintahan yang baik, baik bagi instansi pemerintahan, maupun perusahaan swasta. Hak untuk memperoleh pelayanan publik di Indonesia diatur dalam Undang-Undang No. 25 Tahun 2009 tentang Pelayanan Publik.

Dewasa ini, masyarakat amat memperhatikan kemandirian penyandang disabilitas, dan berusaha untuk mengangkat derajatnya di masyarakat. Untuk membantu mereka menjadi mandiri dari bantuan orang lain, pemerintah mengatur pelayanan dan fasilitas publik agar penyandang disabilitas dapat memperoleh perlakuan yang setara dengan masyarakat “normal”. Hak penyandang disabilitas diatur dalam Undang-Undang No. 8 Tahun 2016 tentang Penyandang Disabilitas.

Indonesia dan Singapura sebagai dua negara Asia Tenggara yang meratifikasi *United Nations Convention on the Rights of People with Disability* (UNCRPD) haruslah menjadi model negara ramah disabilitas. Namun demikian, terkait hal tersebut, Indonesia masih tertinggal dari Singapura, dan haruslah melakukan segala daya upaya untuk menyusul.

Disinilah peranan pemerintah selaku penyelenggara dan pengawas pelayanan publik amat dibutuhkan.

Kata Kunci: pelayanan publik, disabilitas, hak, fasilitas, peranan pemerintah.

PROVISION OF PUBLIC SERVICE FOR PEOPLE WITH DISABILITY BY THE GOVERNMENT

Name : Cindy Inez Hoarisan

Study Program : Jurisprudence

Adviser : Prof. Dr. Lanny Kusumawati, Dra.,S.H.,M.Hum.

Erly Aristo,S.H.,M.Kn.

ABSTRACT

Public service is a service provided for the public in which they are regulated and overlooked by the government. The public service is the base of any good governance, whether it's for the government agencies, or the private companies. The right for public services in Indonesia is regulated on Law No. 25 Year 2009 on Public Service.

Nowadays, people are putting a lot of thought on the independency of people with disability, and try to uplift their position on the society. To help them become independent of other people's help, the government regulate the public services and facilities, so that people with disability may get equal treatment with the "normal" society. The rights of people with disability is regulated on Law No. 8 Year 2016 on People with Disability.

Indonesia and Singapore as the two Southeast Asian countries that ratify the United Nations Convention on the Rights of People with Disability (UNCRPD) shall be the role model of disability-friendly country. However, on that matter, Indonesia still fall behind Singapore, and shall spend any efforts to catch up.

Therefore, the role of the government as the provider and overseer of the public services are vital.

Keyword: public service, disability, rights, facilities, government role.