

THE ACCESSIBILITY FOR PEOPLE WITH DISABILITIES IN REALIZING INCLUSION-BASED SERVICES AT THE ASIAN-AFRICAN CONFERENCE MUSEUM

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Abstract

This article aims to analyze accessibility for people with disabilities at the Asian African Conference Museum (KAA) in Bandung in the aspect of social inclusion. The main focus is identifying and overcoming the obstacles that museums face in realizing inclusive services. This research examines the extent to which policies and regulations influence museums' ability to provide adequate facilities and how museums can collaborate with various parties. This research uses a qualitative method with a case study approach, where data is collected through observation, interviews and document analysis. The research results reveal that the KAA Museum has attempted to create an inclusive and accessible environment by providing wheelchairs, QR Codes for sign language guides, braille books, and audiobooks, which shows a commitment to inclusion

Keywords: : KAA museum, accessibility, disability, inclusion

INTRODUCTION

In everyday life, everyone without exception relies on information. Over the years, information has played a major role in the development of culture and science. Information can also be accessed through various types of media, including print and non-print media (Nur, 2021). Information thus plays a central role in people's daily lives by shaping culture, developing knowledge, and facilitating evidence-based decision-making (Lubis & Nasution, 2023). Accurate information that is easily accessible can significantly improve people's literacy.

Information literacy is an essential skill in modern society, where the ability to access, evaluate and use information effectively is key to success in all aspects of life (Deja et al., 2021). Information literacy not only improves individuals' ability to make better decisions, but also strengthens people's ability to participate actively and critically in social, economic and political life (Rusdiyanti et al., 2023). In the rapid development of information technology, information literacy is becoming increasingly important to address the challenges of the digital age and ensure social inclusion for all levels of society.

In the Universal Declaration of Human Rights, Article 19 affirms that every individual has the right to free voice and expression of opinion and access to information. This right includes the freedom to hold opinions without hindrance, to seek, receive and impart ideas and information

without unlawful restrictions. (International Law Making, 2006). This includes individuals who have special limitations.

Individuals with special needs are a group of people who require special attention in relation to their equality rights. The use of the term "disability" which is now known as "children with special needs" is a consequence of the changing views of society towards children with special need (Prasetyawan, 2020). Law No. 4 of 1997 on persons with disabilities secures basic rights for the disabled, explaining that the disabled are members of society with equal rights and obligations. Thus, all children with special needs should receive general education and information services without discrimination (Government of Republic of Indonesia, 1997). This reflects the importance of providing equal rights to all individuals, including people with disabilities to ensure that they have equal access to information to aid their development.

Currently, there are still many problems related to the availability of public facilities and amenities in Indonesia for people with disabilities. One aspect that needs attention is the lack of public facilities that are friendly to people with disabilities (Fathimah & Apsari, 2020). Museums as public facilities aim to provide services that support visitors in obtaining the information they want or need (Daskalaki et al., 2020). Everyone has the right to enjoy museums, but the concept of museums has often only considered the needs of people without disabilities.

In order to make it easier for people with disabilities to visit museums, it is necessary to create a museum concept that is friendly to them. This allows for better accessibility and a more inclusive experience for all individuals, including those with special needs. This could involve disability-friendly museums, including better access, accessible guides for people with disabilities to enjoy the cultural and historical heritage of Indonesia's museums without any barriers of discrimination (Septy Nurfadhillah, M.Pd., 2023).

The Museum of the Asian-African Conference (KAA) in Bandung is one of the museums that has committed to becoming a friendly museum for people with disabilities. The KAA Museum emphasizes the tagline "Museum for All" as part of its commitment to become a museum that is friendly and inclusive for all communities. This reflects the museum's efforts to ensure that everyone, including people with disabilities, can access and enjoy the cultural and historical heritage on display in the museum. Measures such as these are important in creating an inclusive environment that respects the human rights of individuals from all walks of life. (KAA, 2021).

Aa Permana's research in 2024 entitled "Disability Visitor Services at the Geology Museum and the Asian-African Conference Museum in Bandung City". The results showed that both museums have tried to fulfill the five aspects of the concept of service quality studied for visitors with disabilities.

(Permana, 2024). The next research by Fitri Fadhilah et al, in 2022 entitled "Accessibility for Travelers with Disabilities at the Bandung KAA Museum". The results showed that the KAA Museum has not met the criteria as a disability-friendly tourist destination, with the main obstacles being the lack of government support and licensing difficulties (Fadhilah Sumiarsa et al., 2022).

Based on previous research, the author takes a new approach in analyzing accessibility for people with disabilities in the KAA Museum by emphasizing on a more comprehensive aspect of social inclusion. This research will delve deeper into the specific obstacles faced and offer practical solutions that can be implemented. This includes the use of the latest technology in measuring and improving accessibility as well as more in-depth policy evaluation that has previously been overlooked.

This research aims to identify and address the challenges faced by the KAA Museum in realizing inclusion-based services for people with disabilities. Specifically, it will examine the extent to which policies and regulations affect the museum's ability to provide adequate facilities, as well as how the museum can collaborate with various parties. In addition, this research also aims to develop an inclusion-based service that can be adopted by other museums in Indonesia, thereby improving accessibility and the overall tourism experience for people with disabilities.

METHODS

This research uses a qualitative method, which means that the research subject is directly related to the research subject to gain an empirical understanding of the existing situation (Sumarna & Kadriah, 2023). Qualitative research is research that studies phenomena thoroughly about cases where the characteristics of a problem specifically vary. To ensure the success of research with qualitative methods, it is important for the data collected to be accurate and consist of primary and secondary data sources (Hafni Sahir, 2021).

Qualitative research aims to understand reality through an inductive thinking approach. In this method, researchers are actively involved in the situation and context of the phenomenon being studied. It is important for researchers to stay focused on the events or realities that exist in the context of their research (Adlini et al., 2022). Research on accessibility for people with disabilities in realizing inclusion-based services at the Asian-African Conference Museum can use the case study method.

This method allowed the researcher to explore the specific and complex situation at the museum. The research process began with collecting data through participatory observation, in-depth interviews, and document analysis (Yasin et al., 2024). Participatory observation helps researchers understand first-hand the physical conditions and services at the museum, including the

accessibility of facilities such as wheelchair-friendly, braille information and audio guides. In-depth interviews with various parties, such as visitors with disabilities, museum staff, and managers. This provided a perspective on the experiences, challenges and needs faced by people with disabilities in the museum.

Data analysis was conducted using thematic analysis techniques aimed at finding main themes and patterns related to accessibility and inclusion (Sitasari, 2022). The researcher categorized the data based on themes such as physical barriers, communication barriers, and inclusion efforts that have been made. This qualitative approach not only provides an in-depth understanding of how accessibility and inclusion are implemented at the Asian-African Conference Museum, but also reveals areas for improvement as well as practical recommendations to improve inclusive services for people with disabilities.

RESULT AND DISCUSSION

Inclusion in the Museum Context

Museums are a source of informal education where people can gain experience, values, attitudes and knowledge throughout the ages. According to the origin of the word "museum" comes from the Latin "Mouseion" meaning a temple or place dedicated to nine goddesses "muses". Muses are the children of the god Zeus as a place to entertain them. The Mouseion was also used as a place of research, study, library, and gathering of scholars (Nazere et al., 2023).

The definition of a museum refers to ICOM (International Council of Museums), which is an institution tasked with caring for, storing, protecting, and utilizing material evidence of human cultural heritage as well as nature and its environment with the aim of supporting efforts to preserve and maintain cultural heritage. The three functions of museums mentioned in the ICOM definition are: education, research, and recreation (Nazere et al., 2023). Therefore, museums are established to provide visitors with opportunities for enjoyable learning.

Inclusive services in the public sector are a top priority for the government and should be accessible to all citizens (Hidayatullah et al., 2024). This can be seen from the variety of public facilities available, one of which is a museum. However, not all facilities provide easy access for people with special needs, but the obstacles to the failure of an inclusive service system are caused by social and economic reasons (Fadhilah Sumiarsa et al., 2022).

Inclusion refers to efforts to create an environment that values diversity, promotes equality, and reduces or eliminates barriers that may hinder an individual's participation or access in various aspects of life. (Sahoo & Choudhury, 2023). The practice of inclusion in museums can be defined as consulting with various social groups about the form and content of museum exhibitions.

Essentially, inclusive museums bring the project of democracy into the cultural realm, where museums are responsible and responsive to their visitors. The mission of inclusion is based on science to preserve neglected knowledge and the principle of equality to value the contributions of underrepresented groups (Robinson, 2020).

The Asian-African Conference (KAA) Museum is the museum where the Asian-African partnership was built and its history was hoisted. The KAA Museum is located at Gedung Merdeka, Jalan Asia Afrika No 65 Bandung. The KAA Museum has a history as the venue for the 1955 Asian-African Conference. The museum was inaugurated on April 24, 1980 by the President of the Republic of Indonesia Soeharto in commemoration of the 25th anniversary of the Asian-African Conference. (Fadhilah Sumiarsa et al., 2022)

In commemoration of the 66th Anniversary of the Asian-African Conference in 2021, the KAA Museum affirms its commitment as a "Museum for All" by launching learning media products such as braille books, audiobooks, and videos to expand its inclusion for people with disabilities. This step is in line with the UN Convention on the Rights of Persons with Disabilities which includes various efforts, such as training educators so that services in the museum are friendly to people with disabilities. The hope is that involving people with disabilities in the preservation value of the KAA will broaden the meaning of inclusion and mark an important step in ensuring equal access to education for all (KAA, 2021).

Accessibility to KAA Visitors

Accessibility for persons with disabilities, as stipulated in the Decree of the Minister of Works is explained as a convenience provided to achieve equality in all areas of life. This regulation stipulates that accessibility includes convenience, usability, safety, and independence. Article 10 paragraph 1 of Law Number 4 Year 1997 confirms that equal rights for persons with disabilities must be realized through the provision of accessibility. Therefore, accessibility for persons with disabilities is an obligation in the provision of facilities designed according to their needs, in order to ensure equal rights in daily life (Herdiana & Widharetno Mursalim, 2022).

Accessibility plays a crucial role in improving the number and experience of visitors at public facilities, such as libraries, museums, and galleries. By providing easy access for all individuals, including people with disabilities, these facilities become more inclusive and welcoming. User-friendly infrastructure, accessible information, and support services such as visual and audio guides. This can increase the comfort, satisfaction, and participation of different groups of people. Places that pay attention to accessibility tend to gain a positive reputation and experience an increase in visitor numbers (Gillovic & McIntosh, 2020).

Challenges in Creating Accessibility

The existence of disability in society certainly faces a variety of challenges, which can be explained as physical or mental barriers that prevent people with disabilities from meeting their needs. Individuals with special needs are often regarded as "child as problem" so they are considered incapable of learning and different from other children. This view ignores their potential and emphasizes the need for specialized environmental support to help them reach their full potential. (Muhibbin & Hendriani, 2021).

Some of the challenges faced by people with disabilities are external and internal. The first external challenge is buildings and environments that are not disability-friendly, such as no special toilets, braille street signs, landmarks, and others. The second external challenge is information that cannot be accessed in public service places, such as special signs for people with visual disabilities, auditor information for people with hearing disabilities, and sign language skilled officers for information for people with deaf disabilities. While internal challenges include lack of confidence that causes them to shut down because they do not have good communication skills, and physical or mental conditions that make it difficult for them to get new information or knowledge (Arianto & Apsari, 2023).

The KAA Museum faces significant challenges in creating accessibility that embraces different types of disabilities. One of the main issues is the availability of only one dedicated toilet for people with disabilities and the absence of dedicated parking. These conditions cause difficulties for visitors with physical limitations, such as wheelchair users or people with other mobility limitations. This lack of facilities hampers their experience of the museum, as physical accessibility is a basic element that must be met to ensure inclusivity.

In addition to infrastructure issues, the lack of educators who understand sign language is also a major challenge in providing effective communication to visitors with hearing disabilities. Deaf visitors need accessible communication, either through sign language or text. Without educators who are proficient in sign language, their learning experiences and interactions in the museum can be hindered. This points to the need for specialized training for museum staff so that they can provide inclusive and effective services for all visitors.

On the other hand, although the museum has provided some facilities for deaf and blind visitors, such as braille books and audiovisual exhibits, services for people with other disabilities are still not balanced. This imbalance creates a gap in accessibility, which makes some groups of people with disabilities may feel less supported in their museum experience. Therefore, it is imperative that the KAA Museum expands and improves its existing services to meet the needs of all visitors with disabilities. The museum should be a welcoming place for everyone, by adopting an

inclusive approach and strengthening its commitment to accessibility. This is so that every individual can enjoy and utilize the facilities available without barriers.

Accessibility Measures at the Museum of the Asian-African Conference

Law No. 8/2016, Article 19, regulates the rights of persons with disabilities in services, which includes their right to receive public services properly, reasonably, and with dignity without discrimination (UU Pemerintah RI, 2016). They are entitled to assistance, interpretation, and access to accessible facilities in public service places at no additional cost. People with disabilities have the same rights as other individuals in society. "Accessibility" here refers to the efforts of service providers to provide facilities that enable persons with disabilities to participate with the general public in all aspects of life (Pramashela & Rachim, 2022).

The KAA Museum is committed to emphasizing the concept of inclusion and accessibility in a museum that is welcoming to all. By taking into account the various needs of visitors regardless of age, background, ability, or disability, all facilities can be enjoyed and all collections, exhibitions, and experiences can be accessed easily. The goal is to create a museum environment that welcomes diversity and allows everyone to experience the rich culture, history and knowledge presented by the KAA Museum.

The KAA Museum has taken proactive steps to ensure full accessibility for visitors with disabilities. The KAA Museum provides for their comfort and mobility by providing wheelchairs. The KAA Museum has also provided QR codes on several panels containing sign language guides to make the visitor experience more inclusive. The aim of this step is to ensure that the Museum's rich collections and knowledge can be fully enjoyed by hearing-impaired colleagues.

The KAA Museum has expanded its library collection with an audio and braille edition of "The Bandung Connection" written by Roeslan Abdulgani, Secretary General of the Asian-African Conference. The book is a monumental work that tells the history of the conference. The aim of this step is to improve accessibility for deaf and blind people. The KAA Museum strives to ensure that everyone, including people with disabilities, can access valuable historical information.

In an effort to expand its positive impact, the braille book and audiobook of "The Bandung Connection" were duplicated and donated to BLBI (Indonesian Braille Literacy Center) Abiyoso and Yayasan Mata Hati Indonesia. This is so that the historical values of the Asian-African Conference presented by Roeslan Abdulgani can be received directly to be preserved and appreciated by more people, including people with disabilities. Following the spirit of inclusion and equality that was the cornerstone of the Asian-African Conference, this decision marks an important step in promoting equal access to information for all.

The KAA Museum has initiated an important step by organizing a special workshop to train educators working in the museum. This workshop is an effort to improve educators' understanding of sign language so that they can communicate and befriend visitors who are deaf and speech-impaired friends. With this effort, the KAA Museum can create a welcoming and inclusive environment for everyone, especially those with communication difficulties. This is to ensure that the legacy and meaning of the Asian-African Conference is well received and understood.

Community Engagement and Internal Collaboration

The journey of disability care has changed as society has changed its views on disability issues. In the beginning, people with disabilities had little control over social service policies related to their needs. However, shifting perspectives on disability have contributed to the emergence of inclusion services around the world (Taupiqqurrahman, 2023). History shows that disability, once considered a personal tragedy, is now understood to be the result of social inaccessibility. To improve the social integration of people with disabilities, modification of the social environment is a key model, such as access, which is an important first step in achieving long-term equality (A.J., 2024).

Society's perspective on disability has led to major changes in the approach to people with disabilities in various fields, including the museum experience. In the past museums often did not welcome visitors with disabilities due to a lack of awareness of their needs. However, with shifting perspectives and a new understanding of disability, many museums are now striving to be more inclusive. Community involvement is key to providing an inclusive experience for people with disabilities.

Museum KAA collaborated with Special Needs Education of Universitas Pendidikan Indonesia (UPI) to create sign language guided videos using QR code technology on some of the museum panels. This is a great effort to meet the accessibility needs so that the values of the Asian-African conference can be conveyed inclusively. The educators at the KAA Museum certainly assist people with disabilities to easily access this valuable information. The move not only provides an opportunity for UPI special needs education to participate in the creation of materials, but also affirms the KAA Museum's commitment to providing historical information to all levels of society. This collaboration has resulted in a valuable platform in making diversity a strength to enrich and expand historical knowledge for current and future generations.

Museum KAA collaborates with Yayasan Mata Hati Indonesia and Telkom University to create an inclusive friendly museum for the blind. The purpose of this collaboration is to increase the accessibility of information for people with disabilities, especially the visually impaired, to enjoy and understand the rich culture that the museum has to offer. This action not only creates a

disability-friendly museum environment, but also raises public awareness of the importance of inclusion so that people with disabilities are valued in public environments.

The KAA Museum has established a close partnership with Bina Tunas Cemerlang Foundation (BINTANG) to encourage the education and empowerment of the nation's children, including those with disabilities. Various activities have been carried out in this collaboration, one of which is the Literacy Month of Asia Africa (BLAA) to provide inclusive space for those with disabilities. This is so that they can participate in education and enjoy literacy activities that are friendly and inclusive.

Furthermore, the KAA Museum collaborated with BLBI (Indonesian Braille Literacy Center) Abiyoso to create a braille book and audiobook "The Bandung Connection". The main purpose is to make historical information about the Asian-African conference more accessible to blind and deaf people. With the creation of this braille book and audiobook, they can understand, access, and feel thoroughly how this historical event impacted the development of countries in Asia Africa.

Involving various communities in inclusion services at the KAA Museum helps meet the needs of people with disabilities while recognizing the museum's role in creating experiences that benefit everyone. These inclusion services also enrich cultural and knowledge interactions, providing equal access to all visitors. Thus, the KAA Museum is not only a place of learning but also a symbol of justice and openness for the whole community.

Future Challenges and Opportunities

The challenge faced by the KAA Museum in fulfilling more comprehensive accessibility is that the museum must improve accessible information and physical facilities. With the involvement of communities and educators who understand sign language, the challenges faced by the KAA Museum will become opportunities that can be utilized. This can broaden and understanding and experience of the museum leading to more inclusive services.

A further major challenge facing the KAA Museum is its status as a cultural heritage building, which necessitates the maintenance of the building in its original form without much change or addition of facilities. In addition, although the KAA Museum is part of Gedung Merdeka, its management is different. The KAA Museum is managed by the Ministry of Foreign Affairs, while Gedung Merdeka is managed by the West Java Provincial government. This condition makes the licensing process to make additions or changes to facilities in the museum complicated and difficult.

The use of modern technologies such as mobile applications or augmented reality (AR) can provide opportunities to improve the experience of visitors with disabilities. The development of disability-friendly digital platforms enables access to historical and cultural information presented

by museums. These technologies can help museums overcome the physical limitations of the building by providing innovative and inclusive digital solutions.

It is imperative for the KAA Museum to raise awareness and commitment to improving accessibility and inclusion in the future. By overcoming difficulties and utilizing technological opportunities, the museum can become a more inclusive place for all visitors regardless of their background or condition. These steps will ensure the KAA Museum continues to thrive as an institution that values diversity and inclusion

CONCLUSION AND RECCOMENDATION

Inadequate infrastructure is one of the main obstacles in improving accessibility at the Asian-African Conference Museum. Supportive physical facilities, such as restrooms and parking for people with disabilities, are limited. In addition, the lack of communication support, such as the lack of educators who understand sign language, prevents visitors with hearing disabilities from having an inclusive experience.

Existing policies and regulations do not fully support the creation of an inclusive environment in museums. Lack of government support and difficulties in the licensing process are major obstacles to improving accessibility. External challenges such as buildings that are not disability-friendly and information that is not easily accessible also exacerbate this condition. Internally, the lack of confidence of people with disabilities due to communication limitations and their physical or mental conditions make it difficult for them to obtain new information.

To address these issues, several recommendations have been suggested, including improving infrastructure by adding disability-friendly physical facilities, training staff to understand sign language and disability-friendly services, and using the latest technology to measure and improve accessibility. In addition, collaboration between museums and various parties, including the government, is essential to gain support in the form of policies that better support social inclusion for people with disabilities. A more in-depth policy evaluation is also needed to ensure all aspects of accessibility and inclusion are met in accordance with international standards.

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