# Removing Stigma: Inclusive Public Policy Innovations for People with Disabilities

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## ABSTRACT

This study examines the development of inclusive public policies for people with disabilities in Indonesia, with a focus on reducing stigma and accessibility gaps. Although there are laws such as Law Number 8 of 2016 on People with Disabilities, there are many shortcomings in its implementation, such as non-disability-friendly infrastructure and lack of public awareness. A literature study method was used to collect data from official government documents and scientific databases to evaluate the obstacles and opportunities in creating inclusive public services. The results show that inaccessible public infrastructure, such as ramps and braille signs, face significant problems. In addition, they show that public service officers have a lack of understanding of the rights of people with disabilities. Cases in cities such as Jakarta, Surabaya, and Bandung show that adaptive policies and training of service providers are beneficial. This study concludes the importance of policies that combine improvements in physical accessibility, inclusive awareness campaigns, and community involvement in policy development to realize a more socially just Indonesia.

**Keywords:** social inclusion, public policy, people with disabilities, accessibility of services, public service innovation

**How to Cite**: Cahyo, B., Intifada, L., Megawati, S., Wahyuni, J., & Miranti, R. (2025). Removing stigma: Inclusive public policy innovations for people with disabilities. *Journal of Social Dynamics and Governance (JSDG),* Vol 2  (No. 2): pp.53-62

## INTRODUCTION

One of the important goals in equitable social development is the provision of inclusive public services for persons with disabilities. The idea of inclusive public service is considered an ideal standard to achieve a more equal society in different countries (Antoninis et al., 2020; Mead et al., 2022). Unfortunately, people with disabilities still face a number of major challenges in accessing public services that should be available to everyone in Indonesia. These obstacles stem from disability-friendly infrastructure, lack of general public knowledge and concern about the issue, and policies and regulations that have not fully met the needs of these vulnerable groups (Bailie et al., 2023; St. John et al., 2022). The discussion related to these barriers cannot be

separated from the understanding of social inclusion for people with disabilities. Social inclusion is one of the important pillars in realizing social justice and equitable welfare in modern society (Mahdi, 2020). In many countries, efforts to achieve social inclusion face challenges, especially for vulnerable groups such as people with disabilities (Ayuningtyas et al., 2023). This group often experiences structural discrimination, both in the form of accessibility to public infrastructure and in basic services that they should receive equally (Syafi'ie, 2014). In Indonesia, although there is already a legal framework that supports the rights of persons with disabilities, such as Law Number 8 of 2016 concerning Persons with Disabilities, implementation in the field is still far from ideal (Bappenas, 2016). Existing policies are constrained by the limitations of human resource and infrastructure implementation.

The emergence of this discrepancy between reality and expectation suggests that there is an important issue that requires special attention. Therefore, it is very important to improve the quality of public services through innovative policies. Not only physical access is important for social inclusion for people with disabilities, but also paradigm shifts and adjustments in public policies to ensure their rights are equal to those of others. Although there are a number of policies and regulations that support the rights of persons with disabilities, their implementation has not been consistent in various regions. This creates disparities in service quality between one region and another (Al-Faruq, 2022; Hestiantini & Personal, 2020).

Adaptive and responsive public policies are needed to address social inclusion issues for persons with disabilities in Indonesia (Aishworiya & Kang, 2021). People with disabilities often face structural and cultural problems that limit their full involvement in society. The existing discrimination is exacerbated by structural barriers such as limited access to infrastructure and public facilities that are not yet fully disability-friendly. Problems that occur in the community related to public services for people with disabilities in Indonesia include several aspects of services, such as (1) accessibility of facilities, where many public facilities, such as government buildings, public transportation, and educational places, have not been properly designed to meet the needs of people with disabilities (Dawud et al., 2019; Mahfud et al., 2023; Mandasari, 2022), (2) lack of awareness and training characterized by low awareness of the public and government officials regarding the rights of persons with disabilities resulting in a lack of training for public service staff in handling the special needs of persons with disabilities (Al-Faruq, 2022; Dawud et al., 2019; Rahman & Indrayati, 2019), and (3) obstacles in public transportation as evidenced by the many obstacles in terms of accessibility for people with disabilities. Facilities such as *Ramp* and priority seats are often unavailable or not functioning properly, making it difficult for them to use public transport (Wahyudi, 2020).

In addition to the conditions described above, people with disabilities also feel isolated due to social stigmatization and lack of understanding of society. People with disabilities often do not get enough information about the public services available. For example, in health services, people with disabilities do not know the location of health facilities or the types of special services that can be accessed (Afattar et al., 2024; Wahyudi, 2020). This condition indicates the need for a change in public policy that does not focus on improving service accessibility but also addresses the underlying problems that hinder social inclusion. The lack of coordination between the various parties involved in the construction of disability-friendly facilities has caused many projects not to go as planned. This often results in facilities that do not fully meet the needs of people with disabilities (Ariyadi et al., 2024; Dawud et al., 2019). It is hoped that inclusive public policies will make people with disabilities more able to overcome social differences and contribute fully in various aspects of life.

In policy studies that highlight participation for persons with disabilities, there are still gaps that require more attention in the literature. Physical accessibility or case studies in developed countries have been the focus of many previous studies (Bailie et al., 2023; Pratiwi, 2023). However, there is little more in-depth research on policy change in developing countries, especially Indonesia. Studies show that inclusive public policies rely heavily on accessible infrastructure and policies that take into account the specific needs of people with disabilities. Overall, inclusive public policies for persons with disabilities need to consider three main components: adequate infrastructure, training to reduce social stigma, and the active participation of persons with disabilities in policy planning. From various research results, this policy change requires an approach from various fields that combines infrastructure improvement, regulatory strengthening, and transformation (Jensen et al., 2020; Mehvar et al., 2021; Rusch et al., 2022).

By emphasizing innovative approaches that have not been widely studied in the literature, this study offers a new perspective on inclusive public policy making for people with disabilities in Indonesia. The novelty of this study is that it combines structural and cultural analysis to create policy innovations that meet the needs of physical accessibility and eliminate the social stigma that often limits the participation of persons with disabilities. This research is expected to contribute to a more equitable and inclusive public policy update, as well as a foundation for the implementation of policies that support sustainable social development in the country.

Based on these conditions, the purpose of this study is to explore and analyze innovations in public services for persons with disabilities in Indonesia, as well as to identify challenges that hinder its effective implementation. Innovation in public services plays a crucial role and innovation is not only needed to overcome the various obstacles faced by persons with disabilities, but also to ensure that public services are accessible in an inclusive and equitable manner (Pasciana, 2020; Pramashela & Rachim, 2022).

## METHOD (BOLD, TNR 12)

This study uses the literature study method or literature study as the main approach to collect and analyze data. The literature study was chosen because it allows researchers to identify, review, and analyze various relevant literature sources in understanding the phenomenon of disability-friendly public services as well as related innovations and challenges in the context of social inclusion in Indonesia. The literature sources used include scientific journals, academic books, research reports, and official policy documents related to disability and inclusive public services. In this study, library sources are obtained from reputable academic databases such as Scopus, Google Scholar, and other databases that provide access to the latest scientific articles that are indexed and have guaranteed quality. In addition, books relevant to the topic of disability and public policy in Indonesia are also referred to provide a strong theoretical foundation. National policy documents, such as Law Number 8 of 2016 concerning Persons with Disabilities, as well as various other related regulations and policies issued by the Indonesian government, are reviewed to provide insights related to the policy framework at the national level.

This literature study method is implemented in systematic stages. First, it involves a literature search process with certain keywords, such as "disability-friendly public services", "public service innovation", "social inclusion", and "disability policy in Indonesia". These searches are conducted in various databases to gather relevant library sources. Second, to select literature that meets the inclusion criteria, namely research that is directly related to this research topic, published in the last five years, and has contextual relevance to the situation in Indonesia. The selected literature sources are then critically analyzed to identify the main findings, gaps in previous research, and the potential contribution of this research to the existing literature.

Furthermore, data analysis is carried out with a descriptive-qualitative approach, where information obtained from various literature is organized and synthesized to describe the main thematic patterns related to public service innovation, challenges in the implementation of social inclusion policies, and the relevance of previous research results to the Indonesian context. This synthesis process aims to provide a comprehensive overview of the conditions of disability-friendly public services in Indonesia, as well as identify innovative opportunities for inclusive public policies for persons with disabilities.

## FINDINGS AND DISCUSSION

### Ideality and Implementation of Public Services for Persons with Disabilities

Based on the principles of social inclusion and access justice, disability-friendly public services aim to ensure that everyone, regardless of physical or mental limitations, has equal access to public facilities and services. According to the theory of social inclusion, the ideal condition of public services consists of four main components: physical accessibility, service support, officer responsiveness, and facility sustainability (Mead et al., 2022). This is emphasized in Law Number 8 of 2016 which regulates how important it is to provide public accessibility for people with disabilities, which includes public transportation, government facilities, and health services.

The results of this study show that although the scale of disability-friendly public services is still limited, some regions in Indonesia have made great progress in this regard. In Surabaya, there are examples of positive implementation, with *access ramps* and guide floors for the blind in government buildings as well as priority seats for easily accessible public transportation. The city of Bandung is also a good example for disability-friendly libraries and parks, as well as wheelchairs in various public places.

**Table 1. Some Examples of Disability-Friendly Public Services in Indonesia**

| City | Type of Service/ Facility | Description |
|------|---------------------------|-------------|
| Surabaya | Public Transportation (Bus) | Provision of access ramps at bus and bus stops, priority seats for people with disabilities, special lanes in the bus stop area |
| Bandung | Public Library | Guide paths for the visually impaired, audio devices for the deaf, wheelchair access room with special computer facilities |
| Yogyakarta | Tourist Attractions (Prambanan Temple) | Ramp accessibility around the tourist area, wheelchairs that can be borrowed by visitors with disabilities |
| Denpasar | Government Office (Mayor's Office) | Elevator with braille buttons and guide sounds, *access ramp* and disabled-only toilets |
| Makassar | Regional General Hospital | Special lane for wheelchairs, special escort officer at the registration section for people with disabilities, accessible elevator |



**Figure 1. The condition of the special bus for people with disabilities. Source: suarasurabaya.net**



**Figure 2. Disabled facilities in the form of wheelchair ramps. Source: Surabaya Transportation Department**

**Figure 3. Inclusion garden in Ronsen, Bandung. Source: PSLD-UB & BCI**



**Figure 4. A wheelchair dance performance in Makassar. Source: PSLD-UB & BCI**

Equal access is a fundamental right for all people, including persons with disabilities, based on the theory of justice in public service and social inclusion (Antoninis et al., 2020). Implementation in several cities in Indonesia shows how this theory is applied in policies and facilities. For example, providing physical accessibility such as *Ramp* and special pathways show how important mobility is for people with disabilities. This method allows local governments to improve the quality of life of the community by building disability-friendly infrastructure and considering the specific needs of each public service. Thus, it shows that social inclusion theory can be used to create policies that support service accessibility and justice. Based on the above findings, it can be concluded that the provision of public services for persons with disabilities in several regions in Indonesia is an ideal example and is in line with the principles of social inclusion.

**The Actual Reality of Public Services That Are Not Friendly to Persons with Disabilities**

In Indonesia, there are many facilities and services that do not meet disability-friendly standards, despite various regulations that aim to make public services inclusive for people with disabilities. The results of this study show that access to public facilities such as terminals, government buildings, and tourist attractions is still very limited. Due to the limitations of wheelchair-only lanes in these places, people with disabilities are unable to access public services safely and comfortably. This indicates a difference between regulations and field practices, resulting in limited basic rights for groups with disabilities.

Physical infrastructure that is not adapted to the needs of people with disabilities is one of the shortcomings of public services for people with disabilities in Indonesia. Facilities such as *Ramp* or elevators with braille keys are often unavailable or don't work properly in some cities. On the one hand, train stations and bus terminals do not yet have *Ramp* access, and on the other hand, public service buildings such as government offices do not have special guide routes for the visually impaired. People with disabilities often feel neglected and limited in taking advantage of existing public services due to these infrastructure inadequacies. The results of the analysis show that infrastructure that does not support people with disabilities can lead to further structural discrimination, which hinders equal access for people with disabilities (Syafi'ie, 2014).

**Table 2. Some Examples of Public Services That Are Not Ideal for People with Disabilities in Several Cities in Indonesia**

| City | Type of Service/ Facility | Description |
|---|---|---|
| Jakarta | Bus station | Lack of adequate access ramps, lack of dedicated lanes for wheelchair users, lack of braille signage |

| Terrain | General Hospital | The elevator is not equipped with braille buttons, there are no special escorts, the wheelchair lane is often blocked |
| Makassar | Tourist Attractions (Losari Beach) | There is no ramp access to the beach area, public toilets are not designed for people with disabilities, guide lanes for the blind are not available |
| Palembang | Government Building | Unavailability of sound-guided elevators for the visually impaired, no ramp or adequate wheelchair access |
| Denpasar | Shopping and Entertainment Malls | Accessibility is limited to the entrance, ramps are too steep and difficult to access with wheelchairs, public toilets are not up to disability standards |

In addition to infrastructure issues, the main barriers for people with disabilities in accessing the services they need are a lack of understanding of public service workers and a lack of training. Many employees do not know how to interact with people with disabilities, which often leads to uncomfortable situations and even exacerbates stigma. For example, there are some places where employees do not understand special needs such as how to interact with deaf people or accompany people who use wheelchairs. This lack of training leads to non-inclusive services, which shows that improving the capacity of human resources is essential to build more responsive and inclusive public services (Rahman & Indrayati, 2019).

Not only physical inconvenience, the incompatibility of disability-friendly public services has a much greater effect. Realizing that due to their limitations in accessing public spaces, people with disabilities often feel excluded from social life. In addition, people with disabilities experience stigma and social discrimination that make them feel less appreciated as members of society. In public service policy, psychological effects are often overlooked. However, psychological factors are essential for creating good social inclusion. As a result of research, the social isolation experienced by people with disabilities can have an impact on their mental health, which in turn has an impact on how they participate in different aspects of social life (Ayuningtyas et al., 2023).

The results of this analysis show that there is a lack of consistency between policies and implementation in the field in making disability-friendly public services. This includes physical infrastructure problems, lack of understanding of officers, and the social impact experienced by people with disabilities. This suggests that a more innovative public policy approach is needed.

**Public Policy Innovations and Challenges for Persons with Disabilities**

To realize social inclusion and overcome and even remove social stigma against persons with disabilities requires innovative efforts and effective approaches, including (1) conducting systematic education programs to build public awareness of the rights of persons with disabilities and the importance of social inclusion (Almunawaroh et al., 2022); (2) integrate and involve persons with disabilities in various forums and meetings to prioritize and realize their needs (Dirkareshza et al., 2023; I. P. Sari et al., 2024); (3) Provide special training for public service employees on disability-friendly services (Sadiawati et al., 2023; I. P. Sari et al., 2024); and (4) to promote positively the contribution of persons with disabilities to improve the abilities and potentials of persons with disabilities (Andayani et al., 2019; N. N. Sari et al., 2022).

Making public policies in favor of people with disabilities is an important step to bridge the gap between what is expected and what is happening in Indonesia. Public services must ensure equal accessibility for everyone, including people with disabilities, according to social inclusion

theory. As outlined above, the implementation of various creative policies is urgently needed, such as providing disability-friendly facilities, providing training for apparatus to improve understanding of inclusion, and using technology as an accessibility tool (Bailie et al., 2023; Mead et al., 2022). The legal framework for the fulfillment of the rights of persons with disabilities has been provided by Law Number 8 of 2016, but adaptive and responsive policy methods still need to be improved to enable its implementation in the field. Pratiwi (2023) said that public policy innovation must include three main elements: infrastructure improvement, human resource development, and active participation of persons with disabilities in public service planning. Furthermore, in the current digital era, it is necessary to develop various applications *Mobile* which helps people with disabilities find friendly public services, especially the accessibility of facilities. Finally, it is necessary to build a monitoring system to periodically evaluate the effectiveness of the policies implemented.

However, many regions still face great difficulties in implementing this inclusive policy. The main obstacles continue to be structural problems such as lack of funding and lack of qualified human resources (Hudson et al., 2019). In addition, cultural barriers and social stigma against people with disabilities only make things worse. According to the research of St. John et al. (2022), poor public understanding and lack of coordination between public institutions are two other factors that hinder the implementation of inclusive policies. It is important for people with disabilities to access services due to lack of infrastructure, such as unavailable wheelchair access lanes and braille guides in many public facilities (Ayuningtyas et al., 2023; Syafi'ie, 2014). As a result, disability-friendly public services require policy innovation that involves various sectors and involves active community participation in supporting the sustainability of inclusion policies.

**Discussion**

The results of the analysis of the ideals and implementation of public services for persons with disabilities show that there is a significant difference between what is expected and what happens in the provision of inclusive services. Equal accessibility, which includes physical aspects, service support, officer responsiveness, and facility sustainability, is essential in social inclusion theory. Some regions in Indonesia, such as Jakarta, Surabaya, and Bandung, have made progress by building access ramps, blind guide floors, and priority seats for public transportation. This suggests that building infrastructure that takes into account the needs of persons with disabilities can enable the application of social inclusion theory.

However, public services are still not fully disability-friendly in most parts of Indonesia. Innovating in increasing social inclusion for people with disabilities in Indonesia is not easy and involves several challenges faced such as lack of awareness and understanding of the rights of people with disabilities, inadequate public facilities for people with disabilities so that they become barriers to access to public services, inconsistent policy implementation in the field so that it creates disparities in service quality between regions In addition, the limited budget and capacity of employees to implement social inclusion programs, the use of technology and digital innovations that help find disability-friendly facilities has not been optimized, and the lack of good coordination between parties so that collaboration has not been carried out effectively. A concrete example is the lack of access *ramps* and braille guides in some facilities such as bus terminals and government buildings. This condition shows that Law Number 8 of 2016 concerning Persons with Disabilities has not been properly implemented and that there is resistance to the changes needed to meet inclusive service standards.

Thus, reducing negative stigma is the key to creating social inclusion so that people with disabilities can improve their quality of life. To address these issues and create inclusive public

services, innovative and sustainable efforts are needed. Policies that support social inclusion for persons with disabilities can be strengthened through policy changes that involve various sectors, including government, the private sector, and civil society. It is possible to reduce stigma and improve accessibility through infrastructure improvements, training of service personnel, and the implementation of assistive technology. If everyone works together, they can build a more equitable and inclusive society.

## CONCLUSION

The analysis in this study emphasizes that although there are laws that support the accessibility of people with disabilities to public services, such as Law Number 8 of 2016, there are still many challenges that hinder its implementation in the field. There are huge differences between policies and what is happening on the ground, such as structural barriers, infrastructure limitations, and a lack of knowledge and skills of service personnel. Some cities have shown good examples of providing disability-friendly facilities, but their implementation is still far from adequate in many areas. This shows that policies must be updated to be more responsive and applied evenly throughout Indonesia.

Further research can improve understanding of how effective various policy innovations are in different local contexts in Indonesia and how they impact the quality of life of people with disabilities in the long term. In addition, it is hoped that this comprehensive approach can accelerate the implementation of truly inclusive public services and reduce social stigma through cross-sector collaboration between the government, community, and private sectors.

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