

Performance of Social Services in Fulfilling the Rights of Persons with Disabilities Study: Bali Provincial Women's Empowerment and Child Protection Social Service

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ABSTRACT

This research aims to identify obstacles and provide strategic recommendations for the implementation of the fulfillment of the rights of persons with disabilities and the accessibility of public services in the Bali Provincial Social Service. The results of the study show several main problems, including lack of coordination between fields, limited accessibility of facilities and infrastructure, low involvement of persons with disabilities in policy formulation, and lack of optimal human resources and available budgets. Recommendations for solutions to these problems include the establishment of regular inter-sector communication forums, the implementation of periodic training for employees, and budget optimization through cross-sector cooperation. This research is expected to encourage the improvement of institutional performance and public services that are inclusive and responsive to the rights of persons with disabilities.

INTRODUCTION

Human rights are essential rights that are owned by everyone, including those with disabilities. In a democratic country, human resources must be implemented through fair, inclusive, and equitable public service practices, while also being recognized at the normative level. Public services that focus on human rights ensure that all citizens, including vulnerable populations such as people with disabilities, are treated equally in exercising their basic rights, including social security, employment, health care, and education.

Through a number of laws, including Law Number 8 of 2016 concerning Persons with Disabilities, the Indonesian government has shown its commitment to defending the rights of persons with disabilities. This law emphasizes the state's responsibility to ensure the realization of full rights and accessibility for individuals with disabilities. However, a number of structural and cultural barriers continue to hinder the full implementation of these policies at the regional level, especially with fair and inclusive social services.

The same difficulties are faced by the Province of Bali, one of the regions that is actively involved in social development. According to data from district and city social services in Bali in 2024, there are 25,457 people with disabilities registered in this province. With a percentage of 50.6%, physical disabilities are the most common category, followed by mental disabilities (23.5%), visual impairments (7.3%), intellectual disabilities (2.7%), hearing and speech disabilities (11.2%), and dual disabilities (4.7%). Governments must address management complexities and diverse needs, as these figures show. The Social Service is a technical institution responsible for protecting vulnerable groups.

The Bali Provincial Social Service, the organization responsible for social affairs, is essential to guarantee the rights of people with disabilities. This work includes more than just distributing this aid it also involves implementing empowerment initiatives, skills development, and facilitating people's access to other public services. The level at which the Bali Provincial Social Service program has ensured the accessibility and active participation of persons with disabilities in various social services. This needs to be evaluated because more and more parties are aware of the importance of an approach that respects human rights.

In this regard, the purpose of this study is to investigate the efforts of the Bali Provincial Social Service to protect human rights and implement the accessibility of social services for persons with disabilities. This study not only analyzes the perception of people with disabilities in terms of the services received, but also identifies obstacles that arise during the implementation of social service programs. The findings of this research are expected to make an empirical and conceptual contribution to the development of public services that are more socially just, inclusive, and in line with human rights principles in the Province of Bali.

LITERATURE REVIEW

Organizational Performance Theory

One of the main measures used to evaluate how well a government agency is carrying out its duties and obligations, especially when it comes to serving the public, is organizational performance. The performance of the organization in the context of government organizations such as the Bali Provincial Social Service indicates how well the agency is able to carry out its authority to provide inclusive public services, including for vulnerable populations such as people with disabilities.

According to Steers (in Irwan, 2020) The organizational environment, the organization's internal structure and procedures, and the individuals within the organization are the three main factors that affect organizational performance. Public expectations for public services and applicable laws and policies shape the organizational environment. Work procedures, information systems, and coordination mechanisms are examples of internal structures and processes. Individuals within an organization, on the other hand, talk about the quality of human resources they have, such as disposition, ability, and dedication to tasks.

In line with this, Parsons (1956) affirmed in his theory of social systems that one of the main responsibilities of an organization is to achieve its goals. This implies that the extent to which the Institution's strategic goals – such as improving the standard of social services, improving accessibility for persons with disabilities, and maintaining their basic rights-achievable can be used to measure the success of the organization.

The effectiveness of the implementation of Social Services is shown by the implementation of social inclusion-based policies, the effective use of information technology to support services, the efficiency of resource management, and the optimization of intersectoral coordination. As required by laws such as Law No. 8 of 2016 concerning Persons with Disabilities and expected by the community, the performance of the Social Service can be classified as responsive and efficient if it can manage resources effectively, foster cross-sectoral cooperation, and adapt to the needs of the community.

In order to evaluate and provide strategic recommendations to improve services and defense of the rights of persons with disabilities in the public sector, organizational performance theory becomes a relevant theoretical framework.

METHODOLOGY

In an effort to understand in depth how the protection of Human Rights (HAM) and accessibility of services for persons with disabilities is realized by the Bali Provincial Social Service, this study uses a descriptive qualitative approach. This approach was chosen because it is able to capture social reality in its entirety and contextually, especially related to the interaction between service providers and vulnerable groups that are beneficiaries. The research was conducted by combining three main techniques in data collection, namely field observation, semi-structured interviews, and documentation. Observation is used to see firsthand how the physical accessibility conditions at the Social Service office are, such as the existence of ramps, special toilet facilities for people with disabilities, and ease of accessing services. Through this direct observation, the researcher

obtained a factual picture of the extent to which the principle of inclusivity has been applied in service practice.

In addition to observation, interviews are also an important technique in this study. Interviews were conducted in a semi-structured manner to several parties who were considered relevant, ranging from social service implementing staff, officials who handled disability programs, to people with disabilities who had received services. With this method, the researcher not only follows a list of questions that have been prepared beforehand, but also develops questions according to the flow of the conversation so that the information obtained is richer and more in-depth. Through this interview, various views were obtained on the forms of human rights protection that have been implemented, the challenges faced in providing services, and expectations for a more disability-friendly service system. In addition, documentation is an important source of complementary data. The researcher examined various documents such as official policies, data on the number of disability beneficiaries, program reports, and laws and regulations that are the basis for the implementation of social services. These documents provide a formal framework that is useful for verifying field data and provides a more comprehensive understanding.

The data obtained from the three techniques were analyzed thematically, following the stages of data reduction, data presentation, and conclusion drawn. In this way, the researcher seeks to build a comprehensive understanding of how human rights protection and accessibility of services for persons with disabilities are implemented at the local level, as well as the extent to which existing policies and practices have met the principles of social justice and equality.

RESEARCH RESULT AND DISCUSSIONS

Human Rights for Persons with Disabilities in Bali: Between Commitments and Challenges

The establishment of a just and respectful life for all citizens, including those with disabilities, is based on human rights. Through a number of initiatives designed to uphold the basic rights of this marginalized population group, the Bali Provincial Social Service contributes significantly to the realization of social justice in this context. The local government has implemented a number of interventions in accordance with the mandate of Law Number 8 of 2016 concerning Persons with Disabilities. These interventions include updating data on people with disabilities, provision of assistive devices (e.g., wheelchairs and hearing aids), provision of skills training, and provision of cash social assistance. However, implementing these programs is not without its complicated difficulties. Limited funding and human resources from the Social Service Agency are one of the main limitations. This directly affects how unevenly these programs are run in districts and cities in Bali Province. Due to a lack of support and distribution, some regions continue to not benefit directly from these programs. In addition, the disability community has not actively participated in the development and assessment of these policies due to inadequate coordination with organizations with disabilities.

Looking at data from 2024 makes it even clearer how important it is to protect and empower people with disabilities. The Permanent Voter List (DPT)

for the 2024 general election includes 20,000 individuals with disabilities, according to data from the Bali Provincial General Election Commission. Of these, 9,210 people, or 45.09% of the total, have physical disabilities. According to this data, people with disabilities are an important group with equal rights in social, political, and public service processes, not a minority group that should be ignored. The opening of 15 positions for Sign Language Facilitators in the 2024 CPNS selection is one of the progressive steps that the Bali Provincial Government has taken in response to this need. The government's commitment to developing inclusive and disability-friendly public services is demonstrated through these actions. In addition, state- and regionally-owned companies must employ at least 2% of people with disabilities, while private businesses must employ 1%, in accordance with Regional Regulation Number 10 of 2019 concerning the Implementation of Manpower. This affirmative policy provides direct access to groups with disabilities to participate in economic opportunities.

Data updates are a crucial step in helping the implementation of programs aimed at the right audience. To ensure that every intervention can be carried out accurately and fairly, the Ministry of Social Affairs of the Republic of Indonesia has verified and validated thousands of disability data in Bali. Given that each individual with a disability has unique physical, social, and economic needs, accurate and up-to-date data is the foundation for developing more successful strategies. While there are many initiatives, more focus and cooperation is still needed to protect human rights for people with disabilities. Providing access is only one aspect of social inclusion; Another aspect is to ensure that everyone, regardless of their limitations, can be fully involved in community life. To create a more loving and inclusive Bali, the public and private sectors must collaborate. Persons with disabilities will not only be seen as policy objects but also as development subjects with equal voices, roles, and potentials if commitments to social justice and human rights are strengthened.

1. Accessibility of Facilities and Services at the Bali Provincial Social Service

It is clear from the findings of field observations that the Bali Provincial Social Service has been making a serious effort to provide more inclusive facilities. Among the facilities that have been prepared are ram-ram and special toilets that are disability-friendly. The existence of this facility is a proper step towards the establishment of a disability-friendly work environment, especially for people with mobility issues.

However, there are still a number of accessibility issues, especially for people with sensory impairments. There are still very few, if any, visual indicators accessible to deaf and visually impaired people. Visual cues and adaptive navigation systems are actually essential to improve the comfort and independence of guests with disabilities when they use the service. In addition, not all forms of disability have fully met their needs through office information services. The low use of assistive technologies, such as screen readers, alt text, or sign language translators, suggests that universal design principles have not been fully implemented in public services. As a result, some people with disabilities continue to struggle to get information independently.

From a human resource perspective, service officers in the Social Service have usually served the community with empathy. However, not all officers have received specific training on inclusive practices or how to interact with people with sensory impairments. The quality of service interactions is affected by this lack of training, especially in terms of mutual understanding and equal two-way communication. To support truly inclusive services in the future, training and capacity building for officers will be critical.

2. Involvement of Persons with Disabilities in Social Programs

Involving people with disabilities in social programs is an important step to ensure that policies and services designed by the government actually meet their needs. Disability groups are actively involved in the framework of human rights and inclusive development, not only as beneficiaries but also as subjects who have the right to participate in decision-making processes and be heard. This strategy replaces the emphasis on charity from the previous paradigm with one based on empowerment and participation.

Involving members of the disability community in local policy formulation teams, development planning discussions, and public consultation forums is one efficient way to engage them. In this way, their views and life experiences can be a valuable resource when creating inclusive and focused social programs. For example, in creating a social assistance program or job training, feedback from individuals with disabilities can help determine the type of assistance or training that best suits their circumstances. This participation can also be extended to the implementation and assessment phases of the program. It is possible to empower people with disabilities to become field facilitators, community friends, or even skills program trainers. They become agents of change around them in addition to benefiting from this active role. It's also a good way to fight stigma and show that people with disabilities can make important contributions to society.

However, without the right systems and policies, this engagement cannot happen on its own. For people with disabilities, local governments must provide an organized, friendly, and safe discussion forum. However, in order for disability organizations to effectively represent the interests of their members, their capacity must also be strengthened. Involving persons with disabilities in social programs can be a catalyst for a more sustainable, humane, and equitable society by building a cooperative and equitable policy ecosystem.

3. Challenges and Obstacles of Social Services in Services for Persons with Disabilities

The Bali Provincial Social Service has a strong commitment to providing the best service for people with disabilities through various programs designed in accordance with the values of inclusivity, social justice, and respect for human rights. The main challenge faced is how to create activities or programs that are effective and have maximum impact by utilizing available resources. This means that the agency needs to manage the budget, labor, and existing facilities optimally so that the results are truly felt by the disability group. Although there are generally no serious obstacles in the implementation of the program, the

agency still faces several technical and operational obstacles. One of them is the limitation in reaching all requests or needs from a very diverse community of people with disabilities. Each type of disability has specific needs, both in terms of tools, information accessibility, and social support. These limitations sometimes make services not fully equitable or responsive to all individual conditions of people with disabilities.

The Social Service itself has tried to minimize the potential for these obstacles by preparing a mature program and measurable implementation. They maintain safety, security, and comfort aspects in every activity, and ensure that all mechanisms run according to procedures. This approach shows the existence of prudence and professionalism in formulating policies, so that the program not only runs administratively, but also considers aspects of sustainability and service ethics. However, to achieve maximum and sustainable results, increased cross-sector collaboration and more active involvement of the disability community itself is needed. In addition, the addition of trained human resources, increasing the budget, and utilizing innovative technology are also important strategies in answering service challenges. With this capacity strengthening, the Bali Provincial Social Service is expected to be able to become a pioneer of public services that are truly inclusive and oriented towards fulfilling the rights of all its citizens.

4. Perception and Involvement of Persons with Disabilities

Interviews with people with disabilities show that they appreciate the assistance from the Social Service, but hope that there will be improvements in terms of speed of service, clarity of information, and involvement in the program planning process. They also hope that the service will not only be passive assistance, but also sustainable empowerment. The involvement of people with disabilities in the planning process is still very limited. The absence of a regular dialogue forum between the agency and the disability community is one of the obstacles in bridging real needs in the field with government programs.

Recommendations and solutions to the problem of lack of fulfillment of the rights of persons with disabilities in the Bali Provincial Social Service can be overcome by increasing cross-sector coordination through the formation of an integrated team consisting of the Social Service, Health Service, Education Office, and non-governmental organizations engaged in the field of disability. This team is expected to hold regular meetings to discuss programs, obstacles, and achievements in order to fulfill the rights of persons with disabilities as a whole. The lack of accessibility of public services such as disability-friendly facilities can be minimized by implementing regular accessibility audits in each public service unit. This audit is carried out to ensure that facilities such as wheelchair lanes, elevators, and special toilets for people with disabilities are really available and functioning properly in accordance with the mandate of Law Number 8 of 2016 concerning Persons with Disabilities. Local governments also need to directly involve people with disabilities in the evaluation and planning process so that their real needs can be optimally accommodated.

The limitation of human resources who have an understanding of disability issues can be overcome by holding regular training and workshops for all employees of the Social Service and related agencies. This training is focused on improving the perspective of inclusion and human rights-based public services, so as to create a friendly and aware work environment for people with disabilities. In addition, budget constraints can be circumvented through cooperation schemes with third parties such as corporate CSR (Corporate Social Responsibility), or through grants from international donor institutions that support inclusivity. Budget optimization also needs to be carried out through a scale of program priorities based on real needs in the field. The lack of technical regulations as a derivative of laws and regulations is also one of the important obstacles. For this reason, local governments can encourage the preparation of more technical and operational Governor's Regulations or Regional Regulations so that the implementation of the fulfillment of the rights of persons with disabilities can run more targeted and measurable. Therefore, through the implementation of these strategies, it is hoped that the Bali Provincial Social Service can significantly improve the quality of its services, create inclusive public services, and ensure the fulfillment of the rights of persons with disabilities fairly and equitably. This research is expected to provide strategic recommendations for local governments in creating social service governance based on the principles of human rights, inclusion, and social justice.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the research conducted, it can be concluded that the implementation of the fulfillment of the rights of persons with disabilities in the Bali Provincial Social Service still faces various obstacles. The main obstacles include lack of coordination between fields within the Social Service, limited accessibility of facilities and infrastructure, low participation of persons with disabilities in the policy formulation process, and lack of optimal human resources and budget allocation in supporting inclusive programs. To answer these problems, this study provides several strategic recommendations, including the establishment of regular communication forums between fields as a medium of coordination, the active involvement of persons with disabilities in development planning deliberations, the implementation of periodic training for state civil servants to increase understanding and sensitivity to disability issues, and the optimization of budget use through cross-sectoral cooperation, including with the private sector. With the implementation of these recommendations, it is hoped that the Bali Provincial Social Service can improve institutional performance and create public services that are more inclusive, fair, and respect and protect the rights of persons with disabilities in accordance with the mandate of Law Number 8 of 2016 concerning Persons with Disabilities.

ADVANCED RESEARCH

Building upon the findings of this study, future research could explore the perspectives and experiences of persons with disabilities more directly through qualitative methods such as in-depth interviews or focus group discussions. This would provide a richer understanding of how existing barriers affect their daily lives and interactions with public services. By centering the voices of those most impacted, researchers can uncover more nuanced insights that may not emerge from institutional or policy-focused analyses alone.

Additionally, further studies could examine the implementation of inclusive policies in other regions of Indonesia to identify best practices and comparative lessons. A cross-regional analysis would help determine whether the challenges faced by the Bali Provincial Social Service are systemic or context-specific. This could also inform national-level policy development and support the replication of successful strategies in other provinces.

Finally, future research may benefit from evaluating the long-term effectiveness of the strategic recommendations proposed in this study. This includes assessing whether improvements in coordination, accessibility, participation, and resource allocation lead to measurable changes in service delivery outcomes for persons with disabilities. Longitudinal studies and impact evaluations could help ensure that inclusive development efforts are sustained and continuously improved over time.

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