

RINGKASAN

Penelitian ini Berjudul “Politik Pelayanan Jalan Umum Bagi Penyandang Disabilitas di Kabupaten Banyumas”, bertujuan untuk memahami dan mendeskripsikan politik pelayanan jalan umum bagi penyandang disabilitas di Kabupaten Banyumas karena Pemerintah Kabupaten Banyumas telah mengeluarkan Peraturan Daerah Nomor 19 Tahun 2014 tentang Pelayanan dan Perlindungan Bagi Penyandang Disabilitas di Kabupaten Banyumas. Penelitian ini menggunakan metode penelitian kualitatif dengan paradigma konstruktivisme serta pendekatan studi kasus. Data diperoleh dari hasil observasi, wawancara, dan studi dokumentasi. Teknik analisis data menggunakan teknik analisis interaktif. Sedangkan untuk keabsahan data menggunakan teknik analisis triangulasi data.

Hasil penelitian ini adalah, bahwa politik pelayanan publik tentang pelayanan jalan umum bagi penyandang disabilitas di Kabupaten Banyumas berdasarkan teori Carlson dan Schwarz hanya akan mengkaji tiga indikator yaitu kemudahan, keamanan, dan pengaruh warga negara. Dalam aspek kemudahan ternyata Pemerintah Kabupaten Banyumas kurang merespon sarana dan prasana bagi penyandang disabilitas. Kemudian dalam aspek keamanan belum sesuai peraturan menteri, peraturan daerah Nomor 19 Tahun 2014 tentang Pelayanan dan Perlindungan Bagi Penyandang Disabilitas, dan dari aspek pengaruh masyarakat Banyumas belum paham dan terhadap lingkungan sesama masyarakat lain yaitu penyandang disabilitas dan kurangnya pemahaman tentang kebijakan yang telah dibuat. Faktor pendorong yaitu adanya regulasi Peraturan Daerah No 19 Tahun 2014 dan adanya anggaran. Faktor penghambat yaitu stigma negatif dari masyarakat dan pemerintah, penegakkan peraturan daerah yang lemah, kurangnya pengawasan DPRD, minimnya kesadaran umum, dan kurangnya faktor kemudahan dan keamanan bagi penyandang disabilitas.

Kata Kunci: Politik Pelayanan Publik, Penyandang Disabilitas, Jalan Umum, Pemerintah Kabupaten Banyumas.

SUMMARY

This study entitled "The Politics of Public Road Services for Persons with Disabilities in Banyumas Regency", aims to understand and describe the politics of public road services for people with disabilities in Banyumas Regency because the Banyumas District Government has issued Regional Regulation No. 19 of 2014 concerning Services and Protection for Persons with Disabilities in Banyumas Regency. This research uses a qualitative research method with a constructivism paradigm and a case study approach. Data obtained from observations, interviews, and documentation studies. Data analysis techniques using interactive analysis techniques. As for the validity of the data using data triangulation analysis techniques.

The results of this study are that the politics of public services regarding public road services for persons with disabilities in Banyumas Regency based on Carlson and Schwarz's theory will only examine three indicators namely ease, security, and influence of citizens. In the aspect of convenience, it turns out that the Banyumas Regency Government has not responded to facilities and infrastructure for people with disabilities. Then in terms of security not yet in accordance with ministerial regulations, regional regulation No. 19 of 2014 concerning Services and Protection for Persons with Disabilities, and from the aspect of the influence of Banyumas people do not understand and the environment of other community members, namely persons with disabilities and lack of understanding of the policies that have been made. The driving factors are the regulation of Regional Regulation No. 19 of 2014 and the existence of a budget. The inhibiting factors are negative stigma from the community and government, weak enforcement of local regulations, lack of DPRD supervision, lack of public awareness, and lack of convenience and safety factors for persons with disabilities.

Keywords: *Politics of Public Services, Disabilitas, Public Roads, Banyumas Regency Government.*