

## RINGKASAN

Penelitian ini dilatarbelakangi oleh masih banyaknya permasalahan pelayanan publik bagi penyandang Disabilitas di ruang publik saat ini termasuk di Stasiun Purwokerto Daerah Operasi V. Penelitian ini bertujuan untuk mendeskripsikan kualitas pelayanan publik bagi penyandang Disabilitas di Stasiun Purwokerto Daerah Operasi V. Adapun judul penelitian ini yaitu “Kualitas Pelayanan Publik bagi Penyandang Disabilitas di Stasiun Purwokerto Daerah Operasi V”.

Pemerintah selaku aktor penyelenggara pelayanan publik perlu melakukan suatu langkah manajemen pelayanan publik untuk mewujudkan pelayanan publik yang berkualitas bagi penyandang Disabilitas. Untuk dapat menilai sejauh mana kualitas pelayanan publik yang diberikan oleh pemerintah, diperlukan suatu dimensi atau indikator dalam pengukurannya. Dalam penelitian ini, kualitas pelayanan publik bagi penyandang Disabilitas di Stasiun Purwokerto Daerah Operasi V akan dilihat berdasarkan dimensi atau indikator pengukuran kualitas pelayanan publik menurut Zeithaml, Parassuraman & Berry (dalam Hardiyansyah, 2011 : 11) yang terdiri dari Bukti Fisik (*Tangible*), Keandalan (*Reliability*), Daya Tanggap (*Responsiveness*), Jaminan (*Assurance*) dan Empati (*Empathy*).

Metode yang digunakan dalam penelitian ini yaitu kualitatif deskriptif. Teknik pemilihan informan menggunakan teknik *purposive sampling* dan *snowball sampling*. Pengumpulan data melalui metode wawancara, observasi dan dokumentasi yang kemudian dianalisis menggunakan metode analisis interaktif. Validitas data menggunakan teknik triangulasi.

Hasil penelitian menunjukkan bahwa, pada aspek Bukti Fisik (*Tangible*), desain bangunan sudah aksesibel terhadap penyandang Disabilitas serta sarana dan prasarana pelayanan bagi penyandang Disabilitas sudah mengikuti SOP yang ada walaupun belum sepenuhnya lengkap. Pada aspek Keandalan (*Reliability*), informasi telah tersedia secara audio dan visual, prosedur pelayanan cukup mudah untuk dilaksanakan serta kemampuan petugas pelayanan sudah cukup baik. Pada aspek Daya Tanggap (*Responsiveness*), kemampuan petugas pelayanan dalam mengatasi permasalahan dan mengenali kebutuhan pelayanan bagi penyandang Disabilitas sudah cukup baik. Pada aspek Jaminan (*Assurance*), pelayanan telah diberikan secara akurat dan tepat waktu. Namun, untuk biaya pelayanan masih kurang dikarenakan belum ada kebijakan reduksi harga tiket bagi penyandang Disabilitas. Pada aspek Empati (*Empathy*), komunikasi, sikap dan perilaku serta kesadaran petugas pelayanan dalam memberikan pelayanan bagi penyandang Disabilitas sudah cukup baik. Namun, untuk kemampuan petugas pelayanan dalam berkomunikasi dengan bahasa isyarat masih kurang. Kesimpulan dari penelitian ini yaitu bahwa, kualitas pelayanan publik bagi penyandang Disabilitas di Stasiun Purwokerto Daerah Operasi V memiliki penilaian yang berbeda-beda dari setiap jenis Disabilitas yang ada. Namun, secara keseluruhan sudah cukup baik.

**Kata kunci :** Manajemen dan Kualitas Pelayanan Publik

## SUMMARY

The background of this research is that there are still many problems with public services for persons with disabilities in public spaces today, including at the Regional Operational V Purwokerto Station. Thus, this study aims to describe the quality of public services for persons with disabilities at the Regional Operational V Purwokerto Station. The title of this research is "Quality of Public Services for Persons with Disabilities at the Regional Operational V Purwokerto Station".

The government as an actor providing public services needs to carry out a public service management step to create quality of public services for persons with disabilities. To be able to assess the extent to which the quality of public services provided by the government requires a dimension or indicator in its measurement. In this study, the quality of public services for persons with disabilities at the Regional Operational V Purwokerto Station will be seen based on the dimensions or indicators of measuring the quality of public services according to Zeithaml, Parassuraman & Berry (in Hardiyansyah, 2011 : 11) which consists of Tangible, Reliability, Responsiveness, Assurance and Empathy.

The method used in this research is descriptive qualitative. The informant selection technique used purposive sampling and snowball sampling techniques. Data collection was done through interviews, observation and documentation which were then analyzed using interactive analysis methods. Data validity used triangulation techniques.

The results of the study show that, in terms of Tangible, building designs are accessible to persons with disabilities and service facilities and infrastructure for persons with disabilities have followed the existing SOP even though they are not fully complete. On the Reliability aspect, information is available for audio and visual, easy service procedures for persons with disabilities to carry out and the ability of service staff is quite good. In the Responsiveness aspect, the ability of service staff to solve problems and recognize service needs for persons with disabilities is quite good. In the aspect of Assurance, services have been provided accurately and on time. However, the service fee is still lacking because there is no policy to reduce ticket prices for persons with disabilities. In the aspect of Empathy, communication, attitude and behavior as well as awareness of service staff in providing services for persons with disabilities is quite good. However, the ability of service staff to communication with sign language is still lacking. The conclusion of this study is that the quality of public services for persons with disabilities at the Regional Operational V Purwokerto Station has a different assessment for each type of disability that exists. However, overall it is quite good.

**Keywords :** Management and Quality of Public Service