

Revitalization of Pedestrian: Fulfillment Accessibility Rights for Persons With Disabilities (PWDs) in Surabaya

1st Muhammad Farid Ma'ruf
*Department of Public Administration
 Faculty of Social Sciences and Law
 Universitas Negeri Surabaya
 Surabaya, Indonesia
 muhammadfarid@unesa.ac.id*

2nd Indah Prabawati
*Department of Public Administration
 Faculty of Social Sciences and Law
 Universitas Negeri Surabaya
 Surabaya, Indonesia
 indahprabawati@unesa.ac.id*

3rd Eva Hany Fanida
*Department of Public Administration
 Faculty of Social Sciences and Law
 Universitas Negeri Surabaya
 Surabaya, Indonesia
 evafanida@unesa.ac.id*

Abstract— Implementation of fairness in Public service is to ensure the availability of service facilities for all community groups. Governments are obliged to provide access, means and special treatment to disadvantaged groups such as Persons with Disabilities (PWDs). Sufficient, integrated/inclusive and sustainable means and efforts are needed that can ultimately achieve independence and welfare of persons with disabilities. The city of Surabaya with 4,090 people with disabilities has made various efforts to reorganize and revitalize the facilities for people with disabilities. The concerns of the Surabaya city government is the revitalization of pedestrian facilities for PWDs based on the criteria that have been determined by the Ministry of Public Works and Human Settlements (PUPR). Based these conditions, the problem of research is how to describe the efforts of Surabaya city government fulfill the criteria of convenience, usefulness, safety and independence for PWDs as required by Regulation of Minister of Public Works and Human Settlements (PUPR). The study used a a qualitative descriptive approach to describe the efforts by the Surabaya City Government in providing services for people with disability through the Provision Pedestrian pathways. The location in the areas where are had been available pedestrian pathways. The primary data source is obtained from the observation of the object (observation) and interviews with the government of PWDs and communities of Surabaya city. The results indicate that the pedestrian path in Surabaya continues to be carried out and expanded by considering aspects of ease, usefulness, safety and independence. According to persons with disabilities and community says, that's effort is considered to have facilitated access and comfort for PWDs. But, in usefulness aspect, findings Pedestrian abused function for selling, parking or other activities such as motorcycle club to gather place or other activities. The safety aspect, the pedestrian design was built with a friendly design for disability, but at some point, there is a pedestrian building design that is less concerned about safety aspects. For example, a straight line that serves as a guide for the blind at some point turns to crash into

trees, public phones or other buildings. Apart from the various weaknesses, the efforts of the city government to provide and fulfill the access rights for persons with disabilities should be appreciated. Important points that can be recommended from this research are: a). The city government continues to improve the quality of accessibility aspects of pedestrian pathways, b). Control to oversee the use of pedestrian from other activities such as vehicle parking, sales or other activities that could potentially deprive the custody of the disable, c). Considering the safety of supervision by the civil service police (*Satpol PP*) to ensure that persons with disabilities can access the pedestrian facilities comfortably and safely, d). Continuous monitoring of the physical condition of pedestrian pathways.

Keywords—*Pedestrian, Accessibility, Disabilities*

I. INTRODUCTION

Implementation of public services according to the Law No. 25 of 2009 on Public Services in Indonesia confirms the need for special facilities and treatment for resistance groups, namely the provision of convenience to the disadvantaged groups so as to create justice in the service[1]. Resistant groups such as persons with disabilities have equal rights in access to health care, education, employment and other services. Definition of Disability refers to ICF (*the International Classification of Functioning, Disability and Health*) as quoted by Kaur et al., stated that: "disability is a condition of difficulty in carrying out one or more areas: the discomfort of bodily functions, the limitation of activity and participation "[2]. Therefore, people with disabilities will generally experience disturbances or obstacles to perform activities properly, resulting in decreased abilities such as decreased physical ability, emotional, mobility, social interaction, level of health and other skills decline, so not all of the persons with disability can adequately be able basic needs and. Its life depends on the help of family and others. Disability describes the disadvantage and reduced opportunities experienced by people who have impairments, compared to

the general population[3]. As individuals, families, communities and societies the things we choose to do to reduce disability depends on what we think causes it.

Discussion in social inclusion and protection for a disadvantaged person, Ridwan says that the protection in: "*covering all rights that can be accessed by society in general, which is often called accessibility*?"[4]. Protection of PWDs, the fulfillment of the rights of PWDs to enable them to be self-sufficient and able to participate optimally in accordance with human dignity and dignity and avoid acts of violence and discrimination. Furthermore, Regulation number. 8 of 2016 concerning Persons with Disabilities strives to realize the rights of persons with disabilities in the field of public services. It is as stated in Article 18 point (a) stated that persons with disabilities "have access to utilize public facilities"[5]. Accessibility is the convenience provided to all including persons with disabilities to realize equal opportunities in all aspects of life and livelihood. The accessibility standards for buildings, facilities and environments including details of their size and application are regulated through Minister of Public Works refer to Regulation Number 30 of 2006 as amended by Minister of Public Works & Human Settlements with the Regulation Number 14 of 2017 on the requirements for Building Ease[6]. Accessibility is important to realize equality, equality, position and rights of duties and the enhancement of the role of persons with disabilities. An adequate and integrated, inclusive and sustainable means and efforts are needed that can ultimately achieve independence and prosperity of PWDs.

Surabaya city with a big population of a person with a disability in Indonesia, there are 4,090 people (in 2017). People with disabilities, they are largely unfit for their accessibility rights. The availability of public facilities in Surabaya has not considered all of them meet the standard of service for people with disabilities, one of them is pedestrian. Pedestrian as a special access road for the blind for example, not yet available in all public areas and public services. People with disabilities are largely unfit for their accessibility rights.

The availability of public facilities in Surabaya is considered not all fulfilled the standard of public service for persons with disabilities, especially provision to the pedestrian. Pedestrian as a special access road for the blind for example, not yet available in all public areas and public services. Physically, the building is still less attention to the colors and signs arise for the blind person on the pedestrian in the middle of the city. Surabaya city government attempts to fix the facilities for people with disabilities by revitalizing the physical condition of the building and restore pedestrian function through the Local Regulation of Surabaya City Number 2 of 2012 about Social Welfare Services and Disabled Persons.

Based on these conditions, it is important to see how the efforts by the Surabaya city government in fixing and revitalization facilities that are adequate, integrated / inclusive for persons with disabilities referring to the technical requirements of the Building and Environment as required by the Minister of Public Works Regulation (Permen PU) Number 30 of 2006 as amended in Regulation of Minister of Public Works & Public Affairs Number 14 of 2017 concerning Building Ease requirements covering the

criteria of convenience, usability, safety and independence for PWDs.

II. METHODOLOGY

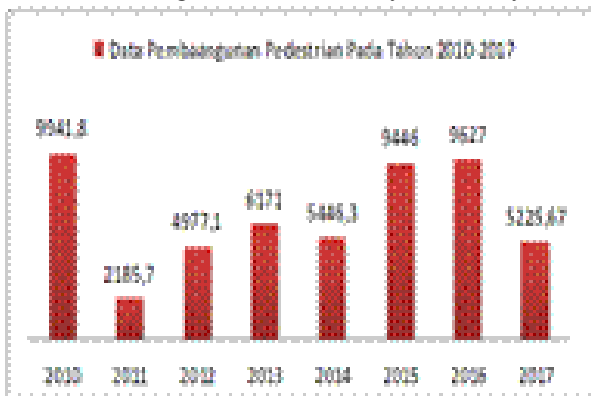
The approach of this research used qualitative methods hence the data in the form of narrative text description either originating from writing or oral. Descriptive research is a study that attempts to describe a phenomenon, an event occurring in the present moment [7]. Researchers use descriptive types in order to describe or provide a deep explanation of efforts of the Surabaya City Government in providing services for people with disability through the Provision of a decent Pedestrian. The location for this research in the is which already available pedestrian path. The primary data sources obtained from the observation of the object (observation) and interview and literature review[8]. In this case, the informants in the interview is a). Municipal Government (Social Service of Surabaya, Public Works Department of Bina Marga and Pematusan Surabaya), b). People with Disabilities, and c). Citizen of Surabaya City. In addition, explores secondary data sources that are based on central government and local government policies which related to service of standards for persons with disabilities (PWDs), books, journals, newspapers, articles, documentation, archives such as local government regulation in term is "*perwali*" or "*perda*". Study of literature and books, and literature study related to the profile of a general description of the accessible facility which has been completed in Surabaya city. The technique of data analysis used in this study is descriptive qualitative with describing whatever findings in the field, and the divide into the unity of important data. The data has collected were obtained using an interview technique, observation, and documentation. Furthermore, the data in the form of verbal data from the interview result is converted into written form. With stages of analysis of data collection, fund reduction, analysis and conclusion as popularized by Miles and Huberman[9].

III. DISCUSSION

A. *Growth and expansion Pedestrian pathways in Surabaya*

In order to carry out service duties to all its citizens, the city government seeks to expand the pedestrian path. In 2010 until 2017 the number of pedestrians that have been built reaches approximately 50,344 meters in all areas of Surabaya and almost reach the whole region gradually.

Figure 1.
Increasing Pedestrian Pathway In Surabaya



Source: Department of Public Works of Bina Marga and Pematuan Surabaya in 2017

Revitalization of a pedestrian by the city government of Surabaya aims to provide convenience to all people. Especially people with disabilities that have limitations, the pedestrian is adjusted as comfortable as possible. Such as in Urip Sumoharjo's Road, the pedestrian has been fixed to be feasible for PWDs. Pedestrian that has been addressed and feasible for PWDs also found at Tunjungan street Surabaya with creatively designed paths and given interesting elements to increase the attractiveness of pedestrian users. Furthermore, to realize the access rights for persons with disabilities in Surabaya, the city government of Surabaya was revitalized the pedestrian facilities based on the four principles/criteria of Facility and Accessibility of Buildings and environment according to Regulation of Minister of Public Works No.30 / PRT / M / 2006 and Regulation of Minister of Public Works & Human Settlements Number 14 of 2017 on Building Ease Requirements. Four criteria for facilities for persons with disabilities are a). Convenience; everybody can reach all places or buildings that are common in an environment, b). Usefulness; every person should be able to use all places or buildings that are common in an environment, c). Safety; any building of a general nature in an environment, must pay attention to the safety of all, d). Independence; every person should be able to reach, enter, and use all places or buildings that are common in an environment with no need of help from others^[6].

B. Convenience Aspect of Pedestrian

Respecting the rights of persons with disabilities does not cease to provide facilities for persons with disabilities (PWDs). Should be observed aspects of convenience for persons with disabilities to be able to access it. Rahayu and Utami's research (2015: 2) illustrates that some of the public facilities built for people with disabilities still make it difficult for them. These barriers are largely due to the architectural conditions of the facilities that have not fully considered accessibility to the disabled^[10]. Learning from the problems that often occur in other areas in Indonesia, Surabaya city government seeks to build a pedestrian for people with disabilities have considered the Convenience. Access to support the persons with disabilities is not too high and too low so that people with disabilities have no

difficulty in climbing down the sidewalk or pedestrian. Conditions can be observed from the figure 2 pedestrian at the 'Tunjungan's' road.

Figure 2.
Feasible Pedestrian At "Tunjungan" Road



Source: Research Documentation, 2017

Guidelines for people with visual impairment have been designed in accordance with accessibility requirements for PWDs. The texture of the guiding tile based on the technical provisions of the Ministry of Public Works and Human Settlements (KemenPUPR), is made of patterned lines showing the road direction. Some public service buildings in Surabaya like board " One Stop Integrated Service Unit "(UPTSA) at Gedung Siola Surabaya have been supported with facilities that pay attention to the technical design requirements for the general public including people with special needs and persons with disabilities. Even public facilities like in "Bungkul" garden also have made it friendly to the people who have limitations. Nevertheless, based on the public opinion summary and persons with disabilities (PWDs), the physical building blocks and public facilities that provide facilities for persons with disabilities are not evenly distributed. The condition is also observed by the researcher, the observation found that in the convenience aspect, not all public service facilities in Surabaya city adopt the conditions/criteria that provide accessibility for PWDs. The facilities are mostly still centered in the city areas, while the outskirts have not encountered many facilities/facilities that support accessibility for persons with disabilities.

C. The consistency of Utility Aspect

Through the head of the section on testing, supervision and control of roads and bridges of Public Works Surabaya affirmed that the function of the pedestrian pathway for persons with disabilities. Broadly speaking, the principle demands guaranteed movement that can continue to flow, sufficient space and affordable distance comfortably for persons with disabilities^[11].

However, based on observations of researchers who reinforced the conclusions of interviews with the community showed that the use of pedestrian path has not been fully functional in accordance with its usefulness. There are still found "street vendors" (PKL) held merchandise by using pedestrian, rider of motorcycles often park their vehicles in pedestrian and the general public use pedestrian for other activities like as business parking and other activities. This condition would potentially deprive people of disability

rights. Persons with disabilities find it difficult and do not find comfort in accessing the pedestrian facilities provided₍₁₁₁₎. The condition of redirects function of the pedestrian to other activities that are not in accordance with its use as shown in figure 3:

Figure 3.
Un-Used Function Of Pedestrian



Source: Research Documentation, 2017

By the Opinion of the community about the use of pedestrian in the city Surabaya says that so far is quite appropriate but also there are still using pedestrian not with functions, such as pedestrian in Urip Sumoharjo Street and in front of Supermarket “Plaza Tunjungan” utilized for parking of Motor Club, then in front of “Atom ” market used by PKL and “Ojek online”. The government actually stay silent in this case has made various preventive measures such as installing parking signs in Pedestrian, signs of the prohibition of selling even the city government to supervise through CCTV or camera monitor.

D. Safety Aspect: The Challenge for local Government Responsibility

To ensure the safety aspect of Persons With Disabilities (PWDs), the local government of Surabaya city has provided support facilities like “ramp”. The ramp is needed for people with disabilities to grip when up and down to the sidewalk because if the ramp is not available it will cause difficulty for people with disability to achieve the desired goals. Ramp, had a function to sloping floors, borders, guiding lanes and guiding tiles. Observations have found that the warning texture of the round tile that serves to warn of any changes in the surrounding situation/warning has been installed at some point of the pedestrian.

Ramp design rules should take into consideration the tilt level. The study of Rio et al (2018: 98) recommends that the slope of a ramp within a building should not exceed 7 °, with a ratio between height and skewness 1: 8 The slope calculation does not include the prefix or end of the ramp (curb ramps/landing) While the slope of an existing ramp outside the building is a maximum of 6 °, with a ratio between height and slope of 1:10[12].

Ramp facilities appear in several locations such as "Bungkul" city garden, Pedestrian in Surabaya also has a sloping floor, which is needed for disabled persons who use wheelchairs, because wheelchair users can not glide safely and comfortably when the available floor is flat or shaped

ladder as well as guiding routes and guiding tiles on the blind person to assist in walking on the pedestrian.

Figure 4.
Ramps And Ground Floors To Support The Safety Of Persons With Disabilities



Source: Research Documentation, 2017

In addition, to ensure the safety of persons with disabilities in utilizing facilities that intersect with the general public is required facilities/means of markers. Sites that have to use guiding textile tiles are front of vehicle traffic lane, in front of entrance/exit from and to stairs or crossing facilities with floor height difference, at entrance/exit at public transportation like “terminal” or passenger area. Pedestrian lane connecting road and building; and on guiding directions from public facilities such as stations or terminals to nearby public transportation[13].

To complete the technical requirements, the Surabaya municipal government has built a barrier to anticipate rider passing pedestrians for persons with disabilities. Provision of roadblocks in every corner in the city of Surabaya one of them as in the Mayjend Sungkono’s Road.

Figure 5.
Roadblocks to secure and comfort persons with disabilities.



Source: Documentation 2017

The result of observation by the researcher shows that the effort to fulfill the requirement / technical standard of safety of buildings/facilities for PWDs in Surabaya is getting better and increasing in number. According to data from the Department of Public Works of Bina Marga and the City of Surabaya in 2017, the quality of pedestrian that meets the technical standards of PUPR ministries has been significantly improved. However, providing the facilities for

PWDs not only about increasing of building or facilities. According to Betke as cited by Firdaus and Sunarman[14], identifying that the level of protection experienced by vulnerable humans (eg elderly people, children, women, disabilities) is part of the outcome dimension of the integration process, the transition and the dynamic reactions in social organization experienced by the local social system.

Figure 6.

Pedestrian Data Chart With Right Standard And Criteria



Source: Department of Public Works of *Bina Marga and Pematusan* Kota Surabaya

Based on these conditions, the safety standard criteria on the physical building for persons with disabilities in the context of the construction of pedestrian paths are sufficient to meet the safety standards as defined in the Ministry of Public Works Ministerial guidance No. 30 of 2006 as amended by the Minister of Public Works Decree Number 14 of 2017 on the Ease of Building requirements so that provide enough security for PWDs.

However, the next concern is the aspect of continuity in the maintenance of the condition of the facilities and the equitable distribution of the facilities quality. The findings of the observations indicate that in some pedestrian points there are pedestrian conditions that have not met the safety standards due to broken and broken guiding routes, such as pedestrian paths on Dharmahusada's Street. The condition is also complained by some people with disabilities who expect the local government to pay attention to maintenance and control.

Figure 7.

The pedestrian lane not in accordance with safety criteria.



Source: Research Documentation, 2017

In addition, some guiding paths are also crashing into trees and disjointed. It may harm people with disabilities who will utilize the facility to pass.

E. Independence Aspects: Self Empowerment for PWDs

PWDs require self-empowerment and in addition to the ability to face challenges posed by the external environment. An important goal of revitalizing facilities for the disability provider is to build self-confidence and independence. This is in line with the fulfillment of the rights of persons with disabilities to gain respect for their mental and physical integrity based on similarity with others. This includes the right to protection and social services in the context of self-reliance [31].

Persons with disabilities are aware that not all facilities in the city of Surabaya are satisfied for PWDs but revitalization efforts are good enough. The degree of independence of the disability is certainly not the same as the general public. Based on this understanding, the city government unit such as "Satpol PP" and Community Protection (*Linmas*) Surabaya is to facilitate PWDs who have difficulty accessing facilities in Surabaya City. The results showed that the efforts made by the Surabaya City Government had been implemented his function and responsibility in Providing Pedestrian Worthy for Persons with Disabilities has led to the aspect of creating independence for people with disabilities.

IV. CONCLUSIONS AND RECOMMENDATIONS

Thus, the important thing of revitalizing facilities for the disabled is to build self-confidence and independence. The results showed that the efforts made by the Surabaya City Government in Providing Pedestrian Worthy for Persons with Disabilities have led to the aspect of creating independence for people with disabilities. Persons with disabilities are aware that not all facilities in the city of Surabaya are satisfied for PWDs but revitalization efforts are good policy. The degree of independence of the disability is certainly not the same as the general public as Sparf & Öhman who argued that "disabled people had significantly lower general expectations of other people, other peoples' willingness to help, as well as trust in other people"[15]. In another word, the operating core of city government in Surabaya like *Satpol PP* and *Linmas* support and facilitate to PWDs who have difficulty accessing facilities in Surabaya City.

Recommendation

Based on the findings of the research, it can be recommended for stakeholders related to the effort to fulfill the right of accessibility for people with disability in Surabaya city, there are:

1. The city government of Surabaya continuously improve the accessibility of the pedestrian pathway, therefore PWDs has no difficulty in using it.

2. At the utility aspect, the municipality should monitor the use of pedestrian from other activities such as parking vehicles, selling or other activities that have the potential
3. Continuously to monitor the physical condition of the pedestrian track, if damage occurs it can be repaired immediately.
4. Fulfillment of safety aspect becomes an integral part of the aspect of ease and usefulness/benefit. In other words, facilities for persons with disabilities in addition to providing ease also ensure security for users, especially persons with disabilities.
5. Although the standard of the pedestrian is expected to provide independence for persons with disabilities, it is necessary to monitor and assist other parties, in this case, the civil service police force (*Satpol PP*) to ensure that persons with disabilities can access pedestrian facilities with ease, comfort and safety

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