

The Effectiveness of Disability Rights Fulfillment Policies for Employment Accessibility

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ABSTRACT

Several factors contribute to the challenges and discrimination faced by persons with disabilities in securing employment. This study seeks to assess the effectiveness of policies in fulfilling the rights of persons with disabilities to employment accessibility in Banda Aceh City. Employing a qualitative approach with a multiple case study design, data collection was conducted through observation, interviews, and documentation. Data analysis techniques include data collection, reduction, presentation, and conclusion drawing. The findings indicate that policies aimed at securing employment accessibility for persons with disabilities in Banda Aceh City are largely ineffective and face several significant challenges. When analyzed through the lens of policy effectiveness as defined by William Dunn, key obstacles identified include the absence of a Disability Service Unit incomplete data on persons with disabilities, and suboptimal governmental response. Additionally, persistent negative stigma and the generally low educational attainment among persons with disabilities present further substantial barriers. To enhance the effectiveness of this policy, several strategic recommendations are proposed. First, it is crucial to improve data collection regarding the number and types of disabilities to ensure precise policy implementation. Second, there must be improvements in inclusive infrastructure. Third, fostering collaboration across sectors. Furthermore, it is essential to develop skills training programs tailored to the needs of persons with disabilities. Finally, raising awareness and understanding among government officials and businesses about the significance of employment accessibility for persons with disabilities is vital in eliminating negative stigma.

Keywords: Effectiveness, people with disabilities, employment accessibility, Banda Aceh

INTRODUCTION

A person with a disability is defined as an individual with long-term physical, mental, intellectual, or sensory impairments that may limit their full participation in society on an equal basis with others. Individuals with disabilities frequently encounter discrimination across various aspects of life, including significant barriers in exercising their right to work (Tan and Ramadhani 2020). Data from the Central Statistics Agency in 2022 indicates a high unemployment rate among people with disabilities in Indonesia. Of the 17 million individuals with disabilities of productive age, only 7.6 million have been absorbed into the workforce, highlighting a significant employment gap within this demographic (Khosyati, Ma, and Ramadhan 2023).

Aceh, as one of Indonesia's provinces, ranks 10th in the nation for its population of individuals with disabilities, contributing a total of 18,680 people. Data from the social services of Banda Aceh and Aceh Besar reveal that there are approximately 2,728 people with disabilities across these areas, with 440 residing in Banda Aceh. Among these, only 9 individuals have secured formal employment. A majority of people with disabilities in Aceh are self-employed; those employed in formal sectors remain underrepresented, with roles largely limited to positions such as cleaning services, parking attendants, and retail employees (Yelli, 2018).

Several factors contribute to the challenges and discrimination faced by persons with disabilities in securing employment. A primary factor is the generally low level of education among individuals with disabilities, which often results in limited skillsets and qualifications. Additionally, negative societal stigmas persist, with many perceiving individuals with disabilities as unsuitable for the workforce. Another significant barrier is the lack of preparedness and understanding among employers and agencies

in interacting effectively with employees with disabilities, leading to social exclusion and discomfort for these individuals within the workplace environment (Hastuti et al. 2020).

The significant challenges faced by people with disabilities in securing employment highlight a disconnect with existing legal frameworks, such as Banda Aceh Mayor's Regulation No. 1 of 2019, which stipulates in Article 5 that all persons with disabilities are entitled to equal rights and opportunities for suitable employment based on their type of disability, education, and skills. These barriers also contradict Law No. 8 of 2016, which mandates that public sectors employ persons with disabilities in at least 2% of positions and requires private companies to allocate at least 1% of roles to individuals with disabilities (Karinina 2022).

The Banda Aceh City Government has implemented several initiatives to enhance employment access for persons with disabilities. First, it has issued regulations to support the fulfillment of the right to decent work for persons with disabilities, as outlined in Mayor's Regulation No. 1 of 2019. Second, it collaborates with the private sector to conduct training and provide support programs aimed at developing the skills and competencies of individuals with disabilities (Fратиwi, 2021).

Despite these efforts, many persons with disabilities in Banda Aceh still face significant challenges in accessing employment opportunities in both governmental and non-governmental sectors. This difficulty stems partly from a lack of alignment between training programs and the specific needs associated with different types of disabilities. Observations indicate that some non-disabled individuals may benefit from quotas designated for persons with disabilities. Additionally, the Banda Aceh City Government appears to focus on fulfilling quota requirements in its training programs, often overlooking whether these initiatives align with the actual skills, interests, and competencies of individuals with disabilities. (Arifa, Zahratul 2022).

Numerous challenges persist for persons with disabilities in securing employment, as current government programs often fail to meet the diverse needs associated with different types of disabilities. Consequently, this study seeks to analyze the effectiveness of policies aimed at ensuring employment accessibility for persons with disabilities in Banda Aceh City. By conducting this analysis, the research aims to determine whether the existing policies implemented by the Banda Aceh City Government adequately fulfill the employment rights of persons with disabilities and contribute to reducing unemployment rates among this population in Banda Aceh.

To support the research in this journal, the author presents several findings from previous studies relevant to the research focus. Prior research indicates that many persons with disabilities continue to face discrimination in accessing employment opportunities. Studies conducted by (Prasojo 2020) findings indicate that men with disabilities generally encounter fewer barriers in securing employment compared to their female counterparts with disabilities. Additionally, other research conducted by (Gusman, Nazmi, and Syofyan 2022) reveals that the availability of employment opportunities for persons with disabilities remains significantly low, primarily attributed to inadequate facilities and infrastructure, the skill levels of individuals with disabilities, and external factors such as societal stigma. Furthermore, another study authored by (Erissa and Widinarsih 2022) also indicates that despite initiatives aimed at improving employment access for persons with disabilities, their participation remains insufficient, resulting in ongoing disparities in employment outcomes.

The previous research presents notable differences from the current study, as evidenced by its empirical novelty, which highlights variations in geographic locations and research timelines. Additionally, from a theoretical perspective, the studies employ distinct theories and concepts. Furthermore, the current research introduces a novel contribution to the field by focusing on specific aspects that were not addressed in earlier studies, as detailed in the research conducted by (Prasojo 2020) focused on examining the level of participation of workers with disabilities in the labor market. Similarly, research conducted by (Gusman, Nazmi, and Syofyan 2022) focused on assessing the legal framework aimed at enhancing the effectiveness of fulfilling employment rights for persons with disabilities. Additionally, previous research conducted by (Erissa and Widinarsih 2022) focused on investigating the low participation rates of persons with disabilities in the labor market. In contrast, the current research aims to evaluate the effectiveness of the Banda Aceh City Government's policies in fulfilling the employment rights of persons with disabilities, particularly in terms of accessibility. While numerous studies have addressed issues related to persons with disabilities, a review of the existing literature reveals a lack of research specifically examining whether the policies implemented by the Banda Aceh City Government are appropriately targeted.

In analyzing this phenomenon, the author employs the concept of policy effectiveness as articulated by William Dunn in his work on public policy evaluation (Yanti Fatmariyanti 2023) In analyzing this phenomenon, the author employs the concept of policy effectiveness as articulated by William Dunn as an analytical framework for this research. Policy effectiveness is defined as the extent to which a policy achieves its stated objectives, assessed through various indicators: efficiency, adequacy, equity, responsiveness, and accuracy. Efficiency evaluates whether the resources allocated for enhancing accessibility are utilized effectively, considering aspects such as resource use, costs, and overall performance. Adequacy assesses whether the policies aimed at employment accessibility adequately meet the needs of persons with disabilities, focusing on the availability of facilities and services. Equity ensures that job accessibility is universally accessible to all persons with disabilities without discrimination, analyzed through factors such as physical access, availability of information, and recognition and protection of rights. Responsiveness examines the ability of employment accessibility policies to adapt to the changing needs of persons with disabilities, focusing on adaptability, responsiveness, and innovation. Finally, accuracy measures the alignment of employment accessibility policies with their intended objectives, using indicators related to goal achievement, service quality, and outcomes.

This research holds significant urgency at multiple levels: local, national, and international. At the local level, it is crucial for understanding the specific needs and challenges faced by persons with disabilities, enabling local governments to formulate more targeted policies and enhance public and stakeholder awareness of their rights. At the national level, this research is relevant for evaluating the implementation of Law No. 8 of 2016 concerning Persons with Disabilities and for providing recommendations to improve inclusivity in policy-making. Furthermore, the findings can serve as indicators of the effectiveness of government programs in fulfilling the rights of persons with disabilities. At the international level, this research aligns with Indonesia's commitment to the Convention on the Rights of Persons with Disabilities (CRPD) and contributes to the global discourse on best practices for upholding the rights of individuals with disabilities. Consequently, this research not only benefits the community in Banda Aceh but also significantly contributes to broader efforts to protect the rights of persons with disabilities at both national and international levels

METHOD

This research employs a qualitative method utilizing a multiple case study approach. Qualitative methods are characterized by the collection of descriptive data regarding individuals or behaviors, allowing for in-depth exploration and investigation of the subject matter (Fadli 2021). In this study, the researchers collected information directly from informants to investigate processes and gain a comprehensive understanding of individuals, groups, and specific situations. This approach facilitates an in-depth exploration of the nuances and complexities inherent in the subject matter.

The data sources utilized to examine the issue of job accessibility for persons with disabilities in Banda Aceh consist of both primary and secondary data. Primary data sources for this study include results from observations and transcripts of interviews, while secondary data sources are derived from books, academic journals, and social media platforms. Data collection techniques employed in this research encompass semi-structured interviews and direct observation. The selection of informants was conducted using purposive sampling, targeting interviewees from the Banda Aceh City Manpower Office, individuals with disabilities, and representatives from disability organizations and foundations.

The data validity techniques employed in this study include source triangulation, as articulated by Sugiyono (2015). This approach enhances the credibility of the findings by cross-verifying information obtained from multiple sources (Wijaya et al. 2020) Triangulation involves the integration of various data and sources, encompassing the verification of data through multiple methods and at different time points. In this study, data analysis commences with the collection of information from interviews conducted with research informants. Following this, the researcher reduces the data by extracting only the relevant and significant information. The researcher then presents or displays the data, and in the final stage, verification is performed to draw conclusions from the field data regarding job accessibility for persons with disabilities in Banda Aceh City.

RESULT AND DISCUSSION

The accessibility of employment for persons with disabilities is a critical issue addressed in various regulations, including Banda Aceh Mayor's Regulation No. 1 of 2019, which aims to provide decent work opportunities for individuals with disabilities. This regulation is essential for guaranteeing the rights of persons with disabilities to secure employment and receive equal treatment in the workplace. Consequently, the author applies the theory of policy effectiveness to evaluate whether individuals with disabilities can access employment opportunities without barriers, thereby enabling their full participation in economic and social life. To assess the effectiveness of employment accessibility policies for persons with disabilities, the author utilizes several indicators: efficiency, adequacy, equity, responsiveness, and accuracy.

Efficiency of Job Accessibility Policy for Persons with Disabilities in Banda Aceh City

Efficiency refers to the ability to perform tasks in an appropriate and optimal manner while utilizing the least amount of resources possible. In essence, efficiency entails achieving outcomes in a better, faster, and more economical way, as articulated by Stoner (Lau 2023). The research findings reveal significant challenges in Banda Aceh's efforts to improve employment accessibility for persons with disabilities (PWD). Effective implementation of policies that promote PWD employment requires comprehensive resource mobilization, both financially and in terms of human resources. Literature underscores that sufficient resource allocation not only enhances accessibility but also increases workforce participation among PWD, contributing to economic growth and social inclusion. However, a key barrier in Banda Aceh is the lack of accurate data on the types and numbers of disabilities, which hinders effective policy execution, advocacy, and tailored employment support. Training programs, such as sewing classes, do not align with the specific interests or abilities of PWD, limiting their effectiveness and highlighting the need for improved data collection to ensure that training initiatives meet real needs. Additionally, when Aceh Province implemented Gubernatorial Regulation No. 53 of 2023, many agencies within the government were unprepared to meet the inclusivity requirements, as they lacked developed programs or policies to support PWD effectively. Budget constraints are another primary barrier, restricting the construction of disability-friendly infrastructure and funding for essential services. Although policies exist to support PWD rights, insufficient financial resources make it difficult to provide accessible facilities, assistive technologies, and targeted skills training. To address these challenges, a robust, inclusive data collection system is essential, as accurate data enables better policy design and resource allocation, ultimately fostering an inclusive labor market for PWD in Banda Aceh.

The research findings highlight several key challenges in Banda Aceh's approach to employment accessibility for persons with disabilities (PWD), diverging from past studies like (Prasojo 2020). In Banda Aceh, training programs-such as sewing-do not align with the interests and skills of PWD, resulting in limited effectiveness. While Prasojo found skills training generally beneficial for PWD employment opportunities, Banda Aceh's programs appear misaligned and insufficiently tailored.

A major barrier is budgetary constraints, which limit the creation of inclusive employment environments, disability-friendly infrastructure, and the provision of assistive technology. Unlike previous research that emphasized government support for disability-friendly workplaces, this study identifies financial limitations as a critical issue that impacts policy implementation and service quality.

Improving employment accessibility for PWD in Banda Aceh requires accurate data on the types and numbers of disabilities, enabling better policy planning and resource allocation. Additionally, the Aceh government must develop inclusive infrastructure, such as that seen in the Indonesian government's recent initiative to accommodate PWD in public employment through special registration for civil service (CPNS) positions. Aligning training programs with PWD needs and ensuring sufficient budgetary support are vital steps toward enabling PWD to access and integrate into the workforce fully.

Table 1: CPNS Formation in Aceh Province in 2021 and 2023

Years	CPNS Formation		Description
	CASN	PPPK	
2021	Ministry of Education and Culture (MoEC)/ 3 Formations	-	- There are no Ministry of Education civil servants who passed the final stage.
	Ministry of Religious Affairs (MoRA)/1 Formation	-	- ASN Kemenag who passed to the final stage 1 person
2023	Ministry of Education and Culture (MoEC)/ 11 Formations	-	- 3 Ministry of Education ASNs who passed to the final stage.

Source: Processed by Researcher

Research findings reveal significant gaps in employment accessibility for persons with disabilities (PWD) in Banda Aceh. In 2021, only two ministries in Aceh opened positions for PWD, with a third joining in 2023. However, observations in 2023 showed that individuals without disabilities had registered and passed the civil servant exam through quotas meant for PWD, violating regulations and reducing employment opportunities for those who need them most.

This misuse highlights the urgent need for stronger enforcement and infrastructure to support PWD hiring. While the Indonesian government is committed to including PWD in the workforce, the lack of accessible facilities and accommodations remains a barrier to efficient policy implementation.

Furthermore, disability rights should not be limited to social services; a cross-sectoral approach involving multiple ministries and stakeholders is essential. Collaboration across agencies would address the complex barriers PWD face in the job market, as supported by studies stressing the role of inter-agency efforts in creating inclusive employment environments.

Adequacy: Ensuring Employment Accessibility for Persons with Disabilities

The research highlights significant challenges faced by individuals with disabilities (PWD) in securing employment in Banda Aceh, the capital of Aceh Province. Key issues include a disparity between job availability and the number of PWD seeking employment, coupled with ineffective data collection by social services, which hinders the provision of tailored training programs. The Chairperson of Children and Youth Disability for Change (CYDC) emphasized the need for improved data to address these challenges.

Furthermore, despite the existence of Banda Aceh Mayor's Regulation No. 1/2019 aimed at promoting employment rights for PWD, the actual implementation is fraught with obstacles. Many companies and government agencies lack essential disability-friendly facilities, such as wheelchair ramps and accessible restrooms, and the training programs available often do not align with market demands or the interests of participants.

A 2022 report indicated that only about 15% of registered PWD in Banda Aceh secured employment, with most working in the informal sector under poor conditions. A local NGO survey revealed that 60% of PWD felt unsupported by both government and private sectors in their job search efforts. Additionally, a study from Syiah Kuala University found that around 70% of companies in Banda Aceh lack inclusive policies for individuals with disabilities (Hastuti et al. 2020)

The absence of clear mechanisms to address these challenges further marginalizes PWD in the labor market. Misconceptions among local governments and businesses regarding the costs associated with employing PWD pose significant barriers. While budget constraints are a concern, inclusive employment is a fundamental obligation of the state, aligning with the Sustainable Development Goals (SDGs), particularly Goal 8, which emphasizes decent work and economic growth (MariethaPonto 2023).

In response to employment accessibility needs, the government has implemented vocational training programs, such as sewing and livestock management. However, these programs often do not align with

the participants' skills or interests, indicating a lack of participatory program design. Enhancing training relevance requires involving PWD in decision-making regarding the types of vocational training offered.

The research also reveals discrepancies compared to previous studies, such as those by (Gusman, Nazmi, and Syofyan 2022) Banda Aceh lacks clear processes for addressing employment accessibility and exhibits low awareness of the importance of inclusive practices, framing the employment of PWD as a financial burden. In contrast, Padang City demonstrates more robust mechanisms and awareness regarding the integration of PWD into the workforce.

In conclusion, the Banda Aceh government and local enterprises must enhance their understanding of the benefits of inclusive employment practices and implement clearer policies to facilitate job access for PWD. Addressing these issues is vital for creating a more equitable and inclusive labor market.

Equalization of Employment Opportunities: Enhancing Job Accessibility for Persons with Disabilities

The research reveals significant obstacles to employment accessibility for persons with disabilities (PWD) in Banda Aceh, despite government initiatives like the recruitment of civil servants (PNS) and mandates for state-owned enterprises to hire 2% of their workforce from this demographic. A critical challenge identified by the Banda Aceh City Labour Office is the lack of qualified candidates among PWD. In 2023, only three out of eleven positions opened for PWD were filled, highlighting the urgent need for tailored educational programs to enhance their skills.

Key findings indicate significant gaps in various areas affecting employment accessibility for persons with disabilities (PWD) in Banda Aceh. First, there is a pressing need for inclusive study programs in both universities and special schools to enhance employability among PWD. Additionally, while civil registration services are accessible, healthcare services require substantial improvements, particularly in the availability of sign language interpreters and the provision of accessible facilities. Another critical issue is the incomplete and poorly disaggregated data on disabilities, which hinders effective policy-making; current data predominantly reflects individuals receiving social assistance without detailing specific types of disabilities, age, or gender. Furthermore, Disability Service Units (ULDs) are currently limited to the education sector, although there are plans to expand their presence to other sectors to better serve the needs of individuals with disabilities.

The findings contrast with previous research by (Erissa and Widinarsih 2022) which focused on vocational training and soft skills. The Banda Aceh study emphasizes the need for inclusive educational programs and better data collection, advocating for comprehensive support systems to ensure equitable access to employment.

Table 2: Current Status, Challenges, and Recommendations for Employment Accessibility for Persons with Disabilities (PWD) in Banda Aceh

Aspect	Current Status	Challenges	Recommendations
Civil Service Positions (2023)	11 positions available; 3 candidates qualified	Limited qualified candidates	Tailor educational programs to improve skills
Healthcare Access	Wheelchairs available; no sign language interpreters	Lack of accessible pathways for visually impaired	Improve healthcare services and facilities
Data Collection	Incomplete disability data	Lacks detail on types, age, and gender	Establish Aceh Disability Commission (KDA)
Disability Service Units (ULDs)	Limited to education sector	Needs expansion to other sectors	Expand ULDs to health, social services, tourism
Employment Participation	Low participation rate	Insufficient access to job information	Enhance advocacy for inclusive hiring practices

In conclusion, enhancing employment opportunities for person with disabilities in Banda Aceh requires improved educational alignment, comprehensive data collection, and collaborative efforts across sectors to ensure equitable access and support.

Responsiveness of Banda Aceh City Government to Employment Accessibility for Persons with Disabilities

The Banda Aceh City government's response to employment accessibility for persons with disabilities (PWD) primarily acknowledges complaints about job availability but lacks a clear implementation framework. Although a mayoral regulation sets hiring quotas for PWD, it remains ambiguous in terms of responsibility, complaint processes, and operational guidelines, making it appear more symbolic than actionable.

Government assistance is mainly charitable, focusing on temporary financial aid rather than sustainable employment and skill development. Responses to PWD job accessibility concerns are often vague, urging patience rather than providing solutions. This approach highlights a lack of recognition of disability rights as human rights, requiring actionable efforts.

PWD struggle to access employment information due to limited dissemination through platforms like WhatsApp, which not all PWD can access due to lack of smartphones. Print media like brochures are seldom used, and online resources are mistrusted or inaccessible to many, leading to low engagement with government programs. Unlike more inclusive cities like Jakarta, which actively recruit PWD and utilize diverse communication methods, Banda Aceh's outreach and inclusivity remain limited.

Table 3: Comparative Analysis of Government Responsiveness to Employment Accessibility for PWD

Aspect	Banda Aceh City	Jakarta (Reference)
Regulatory Framework	Ambiguous; quotas exist but lack clear implementation	Comprehensive with active PWD recruitment processes
Employment Accessibility	Focus on temporary financial assistance over job access	Active employment opportunities through agencies
PWD Engagement with Govt.	Low; limited information access, few inclusive options	High; inclusive hiring practices and transparent info
Information Dissemination	Primarily digital but poorly targeted; limited channels	Multi-channel approach, including targeted outreach
Technology Utilization	Low; limited smartphone and internet access among PWD	High; use of tech platforms and traditional methods
Comparative Study Findings	Emphasis on financial aid; low PWD participation	Proactive in employment rights and opportunities

In summary, Banda Aceh's approach remains largely charitable without sufficient structural support for sustainable employment for PWD. The lack of an inclusive and transparent system, unlike more progressive practices seen in Jakarta, limits effective employment accessibility (Kasim et al. 2010).

Appropriate goal of job accessibility for people with disabilities

Field findings reveal that Banda Aceh's skills training programs for people with disabilities lack effective targeting, prioritizing quotas over individual needs. For example, sewing training is offered to deaf individuals without considering their interest, while blind individuals, who could benefit from entrepreneurship training, are overlooked.

An informant with disabilities noted that the government does not consult people with disabilities about training preferences, exacerbating employment challenges. After the pandemic, many disabled individuals who lost jobs in massage therapy turned to street begging, a trend worsened by the absence of tailored training.

Despite efforts by the social services office to reduce street begging, limited resources and insufficient budgets at both local and national levels hinder support. In contrast, countries like India,

Thailand, and the Philippines provide financial benefits, vocational training, and incentives for hiring people with disabilities under specific legislation (Utami 2019).

In summary, Banda Aceh's skills training programs fail to meet the real needs of people with disabilities, lacking the robust support systems needed for stable employment and socioeconomic advancement.

CONCLUSION

This research indicates that the policy aimed at fulfilling the employment accessibility rights of persons with disabilities in Banda Aceh City has been largely ineffective. Key challenges include the absence of a Disability Service Unit (ULD), incomplete data on disabilities, and suboptimal government responsiveness. Additionally, negative stigma and low educational attainment among persons with disabilities pose significant barriers. To enhance the effectiveness of this policy, several strategic recommendations are proposed. First, it is crucial to improve data collection regarding the number and types of disabilities to ensure precise policy implementation. Second, there must be improvements in inclusive infrastructure, ensuring that public facilities and transportation are accessible to all, including individuals with disabilities. Third, fostering collaboration across sectors—such as education, health, and labor—will strengthen policy execution. Furthermore, it is essential to develop skills training programs tailored to the needs of persons with disabilities, equipping them with relevant competencies for job competition. Finally, raising awareness and understanding among government officials and businesses about the significance of employment accessibility for persons with disabilities is vital in eliminating negative stigma. Implementing these measures will facilitate greater employment accessibility for persons with disabilities in Banda Aceh, enabling them to actively contribute to society and enjoy equal rights.

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