

## Akses pelayanan kereta commuter line di Jabodetabek bagi penyandang disabilitas fisik = Access to commuter line services in Jabodetabek for persons with physical disabilities

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### Abstrak

Kereta commuter line yang beroperasi di wilayah Jakarta, Bogor, Depok, Tangerang, dan Bekasi dibawah naungan PT. Kereta Commuter Indonesia, merupakan pelayanan publik di bidang transportasi yang disediakan oleh Pemerintah Indonesia untuk seluruh masyarakat. Sebagai pelayanan publik, seharusnya pelayanan kereta commuter line dapat diakses oleh seluruh masyarakat, termasuk penyandang disabilitas fisik. Namun, kenyataannya masih terdapat keluhan-keluhan yang disampaikan oleh penyandang disabilitas terkait akses yang disediakan oleh PT. Kereta Commuter Indonesia. Peneliti ingin meneliti akses pelayanan kereta commuter line di Jabodetabek bagi penyandang disabilitas fisik. Untuk meneliti akses pelayanan kereta commuter line, peneliti menggunakan 3 (tiga) dimensi yaitu dimensi ketersediaan, dimensi keterjangkauan, dan dimensi penerimaan. Penelitian ini menggunakan pendekatan post positivist dan termasuk penelitian deskriptif. Dalam menganalisis data, peneliti menggunakan software Nvivo dan Discouse Networks Analysis. Hasil penelitian yang didapatkan yaitu 16 (enam belas) dari 24 (dua puluh empat) sudah terpenuhi, sehingga dinilai sudah terdapat akses bagi penyandang disabilitas fisik dalam menggunakan pelayanan kereta commuter line di Jabodetabek, namun masih terdapat permasalahan ataupun kesulitan yang dihadapi oleh penyandang disabilitas fisik. Dari hasil penelitian tersebut, maka PT. Kereta Commuter Indonesia harus meningkatkan akses pelayanan kereta commuter line bagi yang penyandang disabilitas, sehingga akses yang saat ini sudah tersedia bisa dapat ditingkatkan kembali.

.....The Commuter line, which operated in Jakarta, Bogor, Depok, Tangerang and Bekasi region under the auspices of PT Kereta Commuter Indonesia, is one of public service that field on transportation provided by the Indonesian Government for the entire community. As a public service, commuter line services should be accessible to all people, including the one with physical disabilities. However, in reality, there are still complaints made by persons with disabilities regarding access provided by PT. Kereta Commuter Indonesia. Therefore, researchers want to see the access to commuter line services in Jabodetabek for people with physical disabilities. To see such access to commuter line services, researchers used 3 (three) dimensions: dimensions of availability, affordability, and acceptance. This study uses a post positivist approach and includes descriptive research. In analyzing data, researchers used Nvivo and Discouse Networks Analysis software. The results obtained were 16 (sixteen) out of 24 (twenty four) have been fulfilled, so that there was considered to be access for persons with physical disabilities in using the services of commuter line trains in Jabodetabek, but indeed there were still problems or difficulties faced by persons with disabilities physical. As a further advice, PT. Kereta Commuter Indonesia must increase the access to commuter line services for persons with disabilities, to improve the current condition.