

# Inovasi aplikasi Muter (teman tuli, teman dengar) sebagai upaya mencapai pelayanan publik inklusif di KRL commuter line melalui co-innovation = Innovation ff muter (teman tuli, teman dengar) application to establish inclusive public service in commuter line railroad service in Indonesia through co-innovation

Grace Elizabeth Kristiani, author

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## Abstrak

Transportasi publik seperti KRL Commuter Line merupakan bentuk dari pelayanan publik sehingga semua masyarakat yang menjadi pengguna perlu difasilitasi kebutuhannya, termasuk dengan kebutuhan disabilitas fisik. Namun belum semua kebutuhan disabilitas fisik tersebut terpenuhi seperti Teman Tuli. Dalam mengatasi hal tersebut lahirlah aplikasi Muter (Teman Tuli, Teman Dengar) sebagai alternatif fasilitas bagi Teman Tuli dan karena itu muncullah potensi kolaborasi antara Muter dengan stakeholder lainnya sehingga penelitian ini menggunakan konsep Co-innovation. Teori yang digunakan dalam penelitian ini adalah inovasi pelayanan publik dan Co-innovation dengan metode pengembangan menggunakan model inkremental yang melalui fase requirements, desain, implementasi, dan pengujian. Apabila ditinjau dengan konsep Co-innovation, aplikasi Muter telah menjalankan ketiga tahapan strategi yang ada yaitu Discovering Opportunities, Exploring Possibilities, dan Crystallization of Collaborative Relations namun pada tahap terakhir, penelitian ini belum mampu secara seutuhnya melakukan kristalisasi melalui kerjasama secara resmi. Hasil akhir dari tahapan strategi Co-innovation adalah fitur aplikasi Muter berjalan dengan baik, terdapatnya ide dan baru, serta potensi kerjasama.

.....Public transportation such as the Commuter Line railroad service is a form of public service which is responsible to provide the users with their needs, including the needs of people with physical disabilities. Unfortunately, not all of the needs for physical disabilities are met like deaf people (Teman Tuli). Therefore, Muter application (Teman Tuli, Teman Dengar) was born as an alternative facility for Teman Tuli and because of that, the potential for collaboration between Muter and other stakeholders emerged. This research uses the concept of Co-innovation and the theory used in this research is public service innovation and Co-innovation with the development method using an incremental model that goes through the requirements, design, implementation, and testing phases. When viewed with the concept of Co-innovation, Muter application has carried out the three stages of the existing strategy, namely Discovering Opportunities, Exploring Possibilities, and Crystallization of Collaborative Relations, but unfortunately at the last stage, this research has not been able to fully crystallize through official collaboration. The final result of the Co-innovation strategy stage is that Muter application features run well, new connections and ideas exist, and has potential collaboration.