

## Efforts of People with Disabilities in Palembang to Achieve Social Welfare

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### Abstract

Social welfare is a condition that must be realized for all members of society; therefore, every nation must specifically address the needs of its population sectors in accordance with the conditions and challenges they face. This includes ensuring social welfare for groups with particular physical or mental limitations, commonly referred to as people with disabilities. In Indonesia, the understanding and provision of opportunities for the welfare of persons with disabilities have not yet been fully realized. The existence of individuals experiencing disability is still often marginalized, though there is a subset of the disabled population that has successfully achieved social welfare. This study aims to understand the welfare conditions of people with disabilities in Palembang, an industrial area, and the efforts they have made to achieve their well-being. This research employs a descriptive qualitative method, using secondary data in the form of document studies and primary data collected through interviews with people with disabilities, the Social Services Department of Palembang, and disability organizations. Informants were selected using purposive sampling, followed by data reduction and data validation through source triangulation techniques. The findings indicate that those who have achieved social welfare in Palembang are individuals with disabilities who have obtained employment, possess skills, and are able to develop them to compete in the industry. These individuals are typically those with physical and sensory disabilities, as they still have mental and cognitive functions that are intact. They have been able to access education, training, socialize with the general public, and work according to the type and degree of their disability, with efforts supported by themselves, their families, and social assistance. The most important factors in achieving social welfare are motivation and enthusiasm from the individuals with disabilities themselves and their families.

**Keywords:** Welfare, population, disability

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## 1. Introduction

Social welfare is a condition that must be realized for all citizens; therefore, every country must specifically meet the needs of its population sectors in accordance with the conditions and challenges they face. This includes ensuring social welfare for groups of people with particular physical or mental limitations, commonly referred to as persons with disabilities. In Indonesia, the understanding and provision of opportunities for the welfare of persons with disabilities have not yet been fully realized. The existence of individuals experiencing disabilities is still often viewed with prejudice, but there are groups of people with disabilities who have been able to achieve social welfare. This study aims to understand the welfare conditions of persons with disabilities in Palembang, an industrial area, and the efforts they have made to achieve their well-being. This research employs a descriptive qualitative method, using secondary data in the form of document studies and primary data collected through interviews with people with disabilities, the Social Services Department of Palembang, and disability organizations. Informants were selected using purposive sampling, followed by data reduction and data validation through source triangulation techniques. The findings indicate that individuals with disabilities who have achieved social welfare in Palembang are those who have obtained employment, possess skills, and have been able to develop them to compete in the industry. These individuals are typically those with physical and sensory disabilities, as they still have intact mental and cognitive functions. They have been able to access education, training, socialize with the general public, and work according to the type and degree of their disability, with efforts supported by themselves, their families, and social assistance. The most important factors in achieving social welfare are motivation and enthusiasm from the individuals with disabilities themselves and their families.

Social welfare for society, according to Government Regulation (PP) number 39 of 2012, is a state that must be realized for every citizen in fulfilling social, material, and spiritual needs to enable them to develop themselves and attain a decent life, so their social functions can be properly executed. Midgley (1997) (in Esperiana, 2009) defines social welfare as "a condition or state of human well-being." A state of well-being is achieved when human life is secure and happy because basic needs such as nutrition, health, education, shelter, and income are met; and when people are protected from major risks that threaten their lives. Welfare is a part of human rights (Asshiddiqie, 2008), yet there are still communities that experience social function barriers, causing them to be unable to meet their basic needs, which results in difficulties accessing social services and leads to an inability to live a decent life as citizens. These communities are considered vulnerable populations, which should be given more attention in efforts to fulfill their rights so they can achieve welfare. For example, a study by Hadjar & Kotitschke (2021) found that people with disabilities have lower subjective well-being compared to those without disabilities, due to limited employment opportunities and low participation in social activities, and this level of well-being varies across countries.

Not only in Indonesia, but the International Conference on Population and Development (ICPD) has also discussed improving the quality of life for all elements of society, including people with disabilities, to enhance their role in development. Additionally, the MDGs have clearly outlined the importance of integrating population issues into development, agreeing on the basic principles in population development

through a rights-based approach, which emphasizes the importance of human rights. This is also reflected in the principles of the MDGs (Faturachman (ed), 2004). In 2019, the Nairobi Summit or ICPD+25 was held, with the ultimate goal of improving the quality of life for current and future generations across all societal groups, including vulnerable groups such as people with disabilities (Beatrice, 2020)

According to Undang-Undang (UU) Nomor 8 Tahun 2016 Tentang Penyandang Disabilitas, 2016 on Persons with Disabilities, a person with a disability is anyone who has long-term physical, mental, intellectual, and/or sensory limitations, resulting in obstacles in interacting with their environment and difficulties in fully and effectively participating with other citizens on an equal basis. As part of society and citizens of Indonesia, people with disabilities constitutionally have equal rights and status before the law and government. Therefore, respecting, enhancing participation, protecting, and fulfilling the rights and obligations of people with disabilities in national development is very urgent and strategic (Nursyamsi et al., 2015). In Indonesia, justice for people with disabilities has not been fully realized. History shows that people with appearances or bodies considered 'different' from the general population have been viewed by society as normative, as a standard of normality, and are perceived as unacceptable and undesirable members of society (Couser (2009) in Widinarsih, 2022)

As of June 2023, the number of people with disabilities in Indonesia reached 22.97 million, or about 8.5% of the total population of Indonesia, with the elderly constituting the largest group (Supanji, 2023). A review of living standards and access to socioeconomic and legal aspects in Indonesia by the National Development Planning Agency shows several socio-economic indicators indicating that the welfare expected by people with disabilities has not been fully achieved. For instance, 71.4% of people with disabilities in Indonesia are informal workers, due to limited access to the labor market. The 2020 National Labor Force Survey (Sakernas) showed that 5.79% or about 8 million of the labor force in Indonesia are people with disabilities. This number represents 0.377% of the total working-age population in Indonesia, which amounts to 190,977,917 people. The low percentage of disabled people in the workforce in Indonesia is due to 238,230 people who are unable to take care of themselves and 221,741 people who have difficulty taking care of themselves. Other reasons include being in school, looking for a job, or choosing to take care of the household. According to Law No. 8 of 2016 on Persons with Disabilities, Article 53, paragraphs 1 and 2, all employers are required to provide job access for persons with disabilities, with a quota of 2% in the public sector and 1% in the private sector.

This study will focus on the city of Palembang, the capital of South Sumatra Province. Palembang serves as both the administrative and economic center of South Sumatra Province. Like other provincial capitals in Indonesia, Palembang is generally a more developed and prosperous city compared to other cities or regencies in South Sumatra Province. In Indonesia, urban communities tend to have higher levels of welfare compared to those living in rural areas, influenced by easier access to job opportunities, quality education, health facilities, and public amenities that are readily available and accessible. Most of Palembang's population works as skilled laborers or traders rather than in agriculture because Palembang is an industrial area. This is in line with human geography, according to Sumaadjaja (1981), which states that spatial aspects are

related to the characteristics of the population, social organization, and elements of culture and society. Therefore, how the population of a region achieves social welfare is also influenced by the geographical conditions of where they live.

The welfare of persons with disabilities in Palembang City is Peraturan Daerah (PERDA) Provinsi Sumatera Selatan Nomor 6 Tahun 2014 Tentang Perlindungan Dan Pelayanan Kesejahteraan Sosial Bagi Penyandang Disabilitas concerning Protection and Social Welfare Services for Persons with Disabilities.

**Table 1.** Number of Disabilities in Palembang City Based on Type of Disability

No	Type of Disability	Number
1	Physical	3747
2	Intellectual	412
3	Mental	590
4	Sensory	904
<b>Total</b>		<b>5652</b>

*Source: Long Form BPS Palembang 2020*

Among these types of disabilities, there is not much difference in the number of persons with disabilities based on type. Of the 5,652 persons with disabilities in Palembang City, according to data from the Palembang City Social Service, 1,042 are classified as non-prosperous, meaning 4,610 or 81.6% of persons with disabilities in Palembang City live in prosperity, either individually or within prosperous families. This is quite good as more than half of the persons with disabilities in Palembang City live adequately or have achieved social welfare.

Research on the welfare of persons with disabilities in Indonesia has been extensively conducted, both at the national level and with a focus on specific regions or institutions. However, previous studies have largely concentrated on the programs implemented by the government or certain organizations to improve the welfare of persons with disabilities, examining whether these programs have been successful in achieving this goal. Additionally, earlier research has predominantly focused on the fulfillment of the rights of persons with disabilities, with the assumption that the realization of these rights leads to independence and socio-economic welfare. For instance, the study by Kusumawati & Winarni, (2009) on the empowerment of persons with disabilities to enhance their socio-economic welfare at the Yayasan Penyandang Cacat Mandiri in Bantul Regency found that empowerment programs positively impacted the welfare of persons with disabilities. Similarly, the study by Lestari et al., (2017) on the implementation of the Convention on the Rights of Persons with Disabilities (CRPD) in the field of education addressed the fulfillment of the rights of persons with disabilities.

Therefore, this study aims to explore the efforts made by persons with disabilities in achieving social welfare within the specific context of Palembang City, an area where no prior research has focused on this topic. It is hoped that this research will provide concrete insights into the actions necessary to achieve social welfare for persons with disabilities, thereby serving as a reference or evaluation tool for policymakers in formulating policies

related to the welfare of persons with disabilities. In this study, persons with disabilities are the research informants who will describe what they have done to achieve social welfare from their perspective. Previous research units of analysis include types of disabilities but also focus on specific types of disabilities at national or regional levels. This study covers all types of persons with disabilities in Palembang City with certain criteria as informants.

Therefore, among the many barriers for persons with disabilities in achieving welfare, there are still persons with disabilities who have managed to achieve independence and social welfare. Based on the description above, the purpose of this study is to understand the conditions of welfare for persons with disabilities in Palembang City and the efforts made by persons with disabilities to fulfill their rights to obtain equal opportunities and chances in life, thereby realizing social welfare for persons with disabilities.

## 2. Method

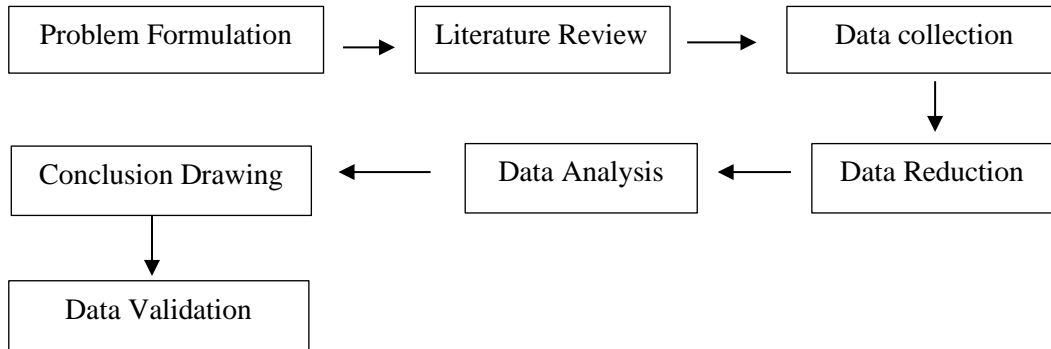
In this study, a descriptive qualitative analysis method is used, which is a method for exploring and understanding the meaning of a number of individuals or groups of people who are perceived to be derived from social or humanitarian issues (John W. Creswell, 2014). In qualitative research, the role of literature on theory serves to sharpen the researcher's insight in observing data, enabling them to access deep and meaningful data or information (Qomar, 2023).

The data used in this study includes secondary data, which consists of previously obtained data from books, journals, and articles, considering that there has been no prior discussion related to the welfare of persons with disabilities. Additionally, secondary data also includes supporting documents or data from relevant agencies or institutions. Primary data is gathered through in-depth interviews conducted with research informants, including persons with disabilities and program implementers related to disability welfare. The primary data collection in this study is conducted through in-depth interviews with research informants, using a non-probability sampling technique, specifically purposive sampling. This involves selecting informants based on certain considerations according to desired criteria to determine the sample as research informants (Sugiyono, 2017).

In this study, the informants are individuals with disabilities who are of productive age, defined by BPS as 16-64 years old. Disabilities that receive education, have jobs, and incomes, thereby achieving welfare and fulfilling their rights. Research informants were obtained from disability organizations whose members meet these criteria and are willing to participate in this study. Additionally, interviews were conducted with institutions related to the welfare of people with disabilities, Dinas Sosial Kota Palembang, Sentra Budi Perkasa, Himpunan Wanita Disabilitas Indonesia (HWDI) Sumatera Selatan, and the Rumah Disabilitas Sriwijaya (RDS).

The stages of research using qualitative methods include data reduction, data display, and verification. Subsequently, research validation is conducted, which is essential to establish the credibility of a conclusion in qualitative research, referring to the degree of truthfulness in the conclusions drawn (Sugiyono, 2017). In this study, the source

triangulation method is employed, which is an approach to data analysis that synthesizes data from various sources (Bachri, 2010). This technique involves comparing the results of field observations with interview findings, comparing public statements with private statements, and comparing interview results with available documents used as data sources in the research.



**Figure 1.** Research flow

*Source: Processed by the author based on the qualitative research method according to Creswell (2014)*

### 3. Result and Discussion

#### A. *The Welfare Conditions of People with Disabilities in Palembang City*

Palembang is a city that serves as the center of government and economy, making it more advanced and prosperous compared to other cities/regencies in South Sumatra Province. It tends to have a higher level of welfare compared to those living in rural areas, influenced by easier accessibility. However, the urban environment demands that residents possess skills, innovation, and strong social connections to compete in the industry alongside the general population. Based on the research findings, the number of individuals with disabilities in Palembang who are employed is still minimal, preventing them from achieving self-sufficiency in welfare, especially those who are unable to care for themselves or require assistance in daily activities. As stated by the Head of Disabilities in South Sumatra:

"There are no mentally disabled individuals working in Palembang, except for a man at the Youth and Sports Office who has a mental condition but can manage it, though he must not miss his medication." (Interview, February 6, 2024).

Individuals with disabilities who are unable to care for themselves are usually those with mental and intellectual disabilities, requiring assistance due to unpredictable mental conditions, making self-control difficult. Additionally, sensory disabilities such as hearing impairments, which often lead to speech impairments, make it challenging for them to interact with society due to the lack of public understanding of sign language, necessitating an assistant to help them communicate in public spaces. The severity of the disability is also a factor, as there are those with mild mental, intellectual, and sensory disabilities who can achieve welfare by working and interacting with the general public,

often aided by regular medication. This aligns with the findings of Andriana (2017) regarding the welfare of individuals with intellectual disabilities in Ponorogo, indicating that those who achieve welfare tend to have mild conditions.

Individuals with disabilities who have achieved welfare are responsible for their own earnings, which support their dependents, including children, spouses, or even parents. Some disabled women not only work to support their families or themselves, but some also serve as the primary breadwinners, either because they are the heads of their families or have partners with more severe disabilities, making it harder for their partners to find employment. Their income is used to support family finances in meeting both primary needs such as food, water, electricity, and housing, as well as secondary needs like personal vehicles, mobility costs, children's education, and more. Based on interviews with informants, individuals with disabilities in Palembang generally feel satisfied with their earnings, even though some still receive assistance from the government or family. However, most household and educational needs for their children can be met independently with the income they earn (Nurrahma, 2024).

The welfare of individuals with disabilities is also driven by support and motivation from both family and friends. The increasing demands, the desire to improve the quality of life for their families by adequately meeting basic needs, and providing proper education for their children act as motivators for them to earn an independent income. Additionally, they respond to the mockery and low expectations they receive from society, even from their own families, as a form of motivation, aiming to prove that negative stereotypes about people with disabilities—such as being sick, dependent, and unreliable—are not true. In reality, there are still individuals with disabilities who can live independently and prosper, and some even inspire their families to work harder. The research findings suggest that internal motivations, such as the desire to improve quality of life, the refusal to be looked down upon, the awareness of not wanting to be dependent, their response to societal perceptions, and utilizing the resources they are entrusted with, are crucial for individuals with disabilities to achieve social welfare. Family support is also essential in the early stages, particularly during school years, providing opportunities for education and socialization, such as interacting with peers and teachers, allowing them to become accustomed to being in public environments and building self-confidence.

The welfare of individuals with disabilities in Palembang, based on interviews with the disabled themselves, is perceived as having achieved social welfare. They believe that they have attained or fulfilled their rights as citizens, even though some aspects may remain unmet. These unmet aspects do not significantly affect their productivity or social life because the missing indicators of welfare are not considered necessary for them. These individuals also believe that welfare originates from within themselves, feeling content with what they have achieved and being able to meet their needs without relying on others. Those who do not yet feel prosperous cite the ongoing responsibility of completing their children's education to enable them to become independent (Nurrahma, 2024). This finding aligns with the research by Dewanto & Retnowati (2015), which suggests that welfare is influenced by experiences (positive/negative), positive thinking, leading to a sense of gratitude, self-acceptance, confidence, and the enjoyment of life. Additionally, research by Martin Ginis et al., (2023) indicates that employment and mobility, health perceptions, abilities, social support, and accessibility positively

correlate with aspects of participatory experiences. Participatory experiences, in turn, positively correlate with social welfare, emotional well-being, and life satisfaction. Therefore, individuals with disabilities who are accustomed to social environments, schooling, and work are more likely to achieve their social welfare.

#### *B. Efforts of Institutions or Organizations in Improving the Welfare of People with Disabilities*

Both the relevant agencies and disability organizations continue to strive to improve the welfare of individuals with disabilities in Palembang through various programs. For instance, the Social Services Department of Palembang implements a range of programs, including providing assistance in the form of assistive devices to enhance sensory functions, entrepreneurial support, and guidance for individuals with disabilities. This guidance aims to ensure that all assistance provided, whether it be business support or assistive devices to help compensate for functional impairments, is utilized effectively. Before offering guidance or assistance, the Social Services Department conducts assessments of registered individuals with disabilities in Palembang, followed by categorization based on age, type of disability, and level of disability to determine their specific needs.

Children with disabilities who are of school age and have the ability to participate in social environments are enrolled in special education schools (SLB) according to their type, capabilities, and degree of disability. Those with established businesses, such as small traders, receive support tailored to their trade, such as display cases for shop owners and cooking equipment for food vendors. Individuals with disabilities who possess skills like sewing are provided with sewing machines to enable them to start their own tailoring services. Those with an interest in agriculture or animal husbandry are given seeds or livestock. For individuals who cannot manage their lives independently, similar entrepreneurial support is provided, but it is directed to the families of these individuals, with the hope that the family members can generate economic value to support the person with a disability.

Furthermore, rehabilitation is offered in the form of training to enhance or develop the skills of individuals with disabilities. These trainings include sewing classes, computer classes, craft-making, cooking classes, and massage training for the visually impaired. These sessions are typically attended by individuals with disabilities who have completed their schooling but have not yet secured employment, although they are also open to those looking to improve their skills in a particular field. This rehabilitation aims to improve the quality of human resources among individuals with disabilities, enabling them to earn an independent income or providing them with the tools to compete in the job market. The Social Services Department also occasionally conducts special recruitment drives for non-civil servant public service positions for individuals with disabilities, while the State Personnel Agency (BKN) has already established special recruitment for disabled individuals for civil service positions.

Organizations that advocate for the welfare of individuals with disabilities, such as Rumah Disabilitas Sriwijaya (RDS), also have programs to enhance the welfare of disabled persons. This organization provides employment opportunities for individuals with disabilities in the production of brooms and flower boards for greetings. All raw



materials used in RDS production are supplied by the organization, and individuals with disabilities work as producers of these items. The products made by individuals with disabilities are then distributed in collaboration with agencies in South Sumatra Province to meet the needs for cleaning supplies in these agencies. RDS also strives to establish a Disability-Owned Enterprise, holding meetings with relevant agencies to draft regulations on the production and provision of cleaning supplies by RDS and to present their programs to secure production support. Additionally, RDS conducts studies by visiting organizations or institutions dealing with disabilities in Jakarta, Yogyakarta, and Central Java to continually improve production, product quality, and innovation for RDS products (Nurrahma, 2024). These efforts align with research findings by Norafandi & Diah (2017) which reveal that entrepreneurship is a crucial means of empowering individuals with disabilities. Participation in entrepreneurship significantly enhances their strength and independence.

The organization of disability Himpunan Wanita Disabilitas Indonesia (HWDI) of South Sumatra Province is another organization dedicated to achieving the welfare of individuals with disabilities and ensuring their rights are met. Although it is a female disability-focused organization, HWDI is frequently involved in broader development initiatives in Palembang. HWDI actively participates in discussions with the Palembang Regional Development Agency to address concerns or provide input related to urban development, especially in the construction of public facilities for Palembang residents. The goal is to ensure that facilities are accessible to all community members, including those with disabilities. After public facilities are constructed, HWDI is also involved in monitoring their usability through direct trials, ensuring that the construction aligns with the organization's goals and the needs of individuals with disabilities. Moreover, they provide feedback on the usability of public facilities to inform future urban development in Palembang. In addition to advocating for public facility access, HWDI assists individuals with disabilities in securing their rights to social assistance, social security, and healthcare.

Furthermore, HWDI frequently participates in rehabilitation programs for individuals with disabilities, including skill-training sessions and seminars on mental health. Although HWDI is focused on the Palembang area, it also serves as the coordinator for disabilities across South Sumatra. They often take part in exhibitions held in Palembang, free of charge. Since many of HWDI's members have received specialized skill training, their products are often featured in these exhibitions for public sale.

### *C. Efforts of People with Disabilities in Achieving Social Welfare*

Social welfare for individuals with disabilities can be achieved through the fulfillment of their rights. According to the South Sumatra Provincial Regulation No. 6 of 2014, individuals with disabilities are entitled to education, employment, and a decent livelihood, equal treatment to participate in development and enjoy its benefits, accessibility, rehabilitation, healthcare services, and the opportunity to develop their talents or abilities. Based on this concept, achieving the welfare of individuals with disabilities requires the fulfillment of these rights. The efforts undertaken by individuals with disabilities in Palembang to secure their rights are varied and include the following:

#### *1) People with Disabilities in Obtaining Education*

Education is one of the main indicators in improving the welfare of every community in a country. Education can enhance the quality of human resources, allowing individuals to compete in the job market, increase their economic value and productivity due to the knowledge and skills they possess, thus enabling them to live independently and improve the quality of life for themselves and their families. This is also applicable to people with disabilities. Based on the research, the education level of economically stable people with disabilities in Palembang City varies, ranging from undergraduate degrees to high school, junior high school, and specialized vocational training. Those with physical disabilities attend general schools because all their organs function properly, but physically they may have issues like bone deformities or inability to walk, placing them in the category of people with disabilities. Those attending general schools do not receive special facilities or treatments for disabilities; however, they may provide their own accommodations or skip physical activities when necessary. People with disabilities also take the initiative to educate their teachers and classmates about disabilities, especially for those with sensory disabilities, to foster mutual understanding during the teaching and learning process.

In contrast, individuals with sensory disabilities such as blindness, deafness, intellectual disabilities, and mental disabilities attend special schools for people with disabilities, commonly referred to as Sekolah Luar Biasa (SLB), where they receive tailored facilities and treatments according to their degree of disability. The SLBs available in Palembang City offer education equivalent to kindergarten through high school and include specialized SLBs for the blind, providing general education and vocational training such as massage therapy.

To access education, people with disabilities require support from both family and themselves. Motivation and support for education come from personal desire and the encouragement of the environment (teachers/peers) and family. In Palembang City, the families independently facilitate the education of their disabled members. According to interviews conducted in this research, all socially well-off people with disabilities obtained their education out of their own will. However, some of them only completed their education up to junior high school for various reasons, such as financial constraints, lack of parental support, or early marriage due to being older than typical students. As noted by Lestari et al., (2017), education is a means to fulfill the rights of people with disabilities, but motivation and family support are also crucial for their welfare.

Individuals who do not pursue higher education often take the initiative to continue their education by participating in vocational training classes provided by disability centers or local social services. Some even represent South Sumatra Province in attending vocational schools organized by the Ministry of Social Affairs in Cibinong. These vocational schools usually last between 1 to 2 years and are considered equivalent to formal diploma education. The courses include computer skills, electronics, and sewing.

Generally, people with disabilities strive to obtain education and training out of personal desire. They hope that the education and training they receive will support their daily lives and help them secure employment. With the skills acquired through education, interactions with friends build their confidence to socialize within the community. Additionally, some receive motivation and encouragement from educators and peers to

strive for success. Education is one of the avenues for people with disabilities to achieve welfare.

## 2) *People with Disabilities in Obtaining Employment*

One of the most critical indicators of welfare is how individuals with disabilities can achieve economic independence. The efforts of people with disabilities to meet this indicator primarily involve earning an income or being economically productive through employment, whether in formal or informal sectors. Moreover, according to South Sumatra Provincial Regulation No. 6 of 2014, employment is a right for individuals with disabilities.

In Palembang, people with disabilities who work are still predominantly found in informal sectors. They often choose to start their own businesses based on their skills or work for others. This is partly due to the limited job opportunities available for people with disabilities in Palembang and the fact that their formal education levels often do not support access to formal employment. Those who do work in formal sectors, such as in government offices, companies, teaching, or managing organizations, typically have a university degree or have completed one to two years of vocational training, thereby acquiring necessary skills. Given that Palembang is an industrial area, people with disabilities tend to utilize their skills to secure jobs such as trading, tailoring, electronics repair, or working as government employees.

According to interviews conducted in this study, people with disabilities in Palembang often find employment through training programs they have attended. For example, those trained in tailoring can use their skills to offer sewing services from home or work as tailors for others. They often have supplementary jobs like trading as well. Those who work from home or have their own businesses are usually supported by their families, such as receiving help from their children to promote their goods on social media. Individuals with visual impairments who have received massage training or attended massage schools typically work at Pertuni Jaya Massage Clinic, a clinic that exclusively employs visually impaired individuals in Palembang. Since it is a workplace specifically for visually impaired persons, all facilities and infrastructure are specially designed to assist them in their jobs.

People with disabilities who have undergone computer training often apply for jobs in companies or government institutions that offer employment opportunities for individuals with disabilities. According to an interview with the Head of the Rehabilitation Department at the Social Service Office, special recruitment opportunities have been made available for individuals with disabilities:

“Previously, there were no special recruitments or announcements because we wanted to expedite the process to ensure that the Social Service Office had employees with disabilities. Now, there are specific selections for individuals with disabilities. There is also socialization about labor services from the manpower department, stating that people with disabilities can be accepted in both private and government companies as long as they have the necessary skills. They have the right to work in both companies and government institutions.” (Interview, February 5, 2024)

Information regarding these recruitment opportunities is typically obtained from the training institutions they attended, or they are contacted directly by companies through these institutions. The skills they acquire from such training programs are then utilized to secure employment.

The motivation of individuals with disabilities to find employment is driven by a desire for independence, achieving welfare, and providing for themselves and their families. Motivation is crucial in achieving independence, which in turn leads to welfare. As stated by the Head of the Rehabilitation Department at the Social Service Office:

“So how can individuals with disabilities express themselves? How can they be accepted if they lack knowledge? How can they get a job if they don’t have the necessary skills? Their skills could be enhanced, like when we opened up opportunities for people with disabilities to compete for job opportunities. The government is very concerned about this. But when it comes to the selection process, it’s the individuals with disabilities who need to demonstrate their qualifications—whether they have an English certificate, typing certificate, or high school/university diploma—because skills are what matter. We once had Alfamart/Indomaret companies that were also concerned about people with disabilities, but some didn’t progress beyond the initial stages because their skills were limited to specific tasks. It comes down to self-awareness and how they are willing to explore and develop themselves.” (Interview, February 5, 2024)

Thus, it is essential for individuals with disabilities to have the motivation and drive to explore their potential and recognize their abilities. Besides possessing skills, they must be willing to continue learning and developing their abilities to compete in the job market.

Accessibility is also crucial for individuals with disabilities in the workplace. Some work in companies that specifically employ individuals with disabilities, where they receive the necessary facilities and support based on their type and degree of disability. Those who work in general workplaces alongside non-disabled employees may not receive special facilities, requiring them to adapt to their conditions or provide their own tools to facilitate their work. Nonetheless, there are also individuals with disabilities who can work normally in general companies and do not require special facilities. Some prefer to start their own businesses, allowing them to tailor their work environment to their specific needs and the degree of their disability.

### *3) Receiving Equal Treatment in Social Life*

A person with disabilities is also considered well-off if they receive equal treatment in social life, including in worship, sports, community involvement, and other social activities. The following are the research findings related to obtaining equal treatment in accessing worship facilities. Based on interviews, 95% of worship facilities in Palembang City do not have special facilities for people with disabilities. However, those with physical disabilities can generally access places of worship normally like the general public. Challenges they face include not being able to stand or stand for long periods, which they accommodate by bringing chairs or choosing a corner spot in the place of worship to avoid disturbing others. Some places of worship are disability-friendly; for instance, interviewee 06 mentioned a mosque near their home that built a ramp for wheelchair access knowing they had a disabled congregation member. Blind individuals have their own place of worship with special facilities for the visually impaired near their

workplace at Pertuni Jaya Massage Clinic. This area also has a residential complex for people with disabilities, so the available worship facilities are accessible for both physical and sensory disabilities.

Regarding opportunities to engage in sports, whether independently or in sports groups, using personal or public facilities for fitness or achievement, the findings are as follows: many people with disabilities cannot use these facilities because, for those who work, sports are not a routine activity due to time constraints and their physical limitations. Those who regularly engage in sports are typically members of the National Paralympic Committee Indonesia (NPCI). NPCI is responsible for gathering, nurturing, training, and developing high-quality and internationally competitive disabled athletes and coordinating disability sports activities at regional, national, and international levels. NPCI members can independently use sports facilities for fitness or achievement and receive coaching. The sports facilities provided are tailored to the type and degree of disability of the members. Those who can use sports facilities or exercise for fitness are generally members of specific disability organizations that provide sports facilities.

In terms of socializing within their residential environment, the research indicates that the informants engage in social activities in line with the customs and practices of their local community without experiencing discrimination. Disabled individuals who have achieved well-being also participate in social activities according to societal norms. Those who have received an education, have jobs, and are members of organizations usually interact with the general public. They possess confidence and do not feel inferior when socializing within their community. Those running businesses from home are better known by the local residents who become customers of their ventures. Disabled individuals strive to position themselves as regular community members, actively engaging and participating in local events. The absence of discrimination or negative special treatment also facilitates their social integration, often receiving support from their neighbors.

People with disabilities also have the right to participate in community social activities. Community social activities are actions taken individually or in groups to benefit the environment or society. In Palembang City, disabled individuals participate in community social activities such as mutual cooperation, religious study groups, and neighborhood meetings. Although they contribute according to their abilities, the crucial aspect is their inclusion in the community. Those in organizations also participate in social activities organized by their organizations or disability institutions, engaging in socialization or serving as committee members for events. Disabled individuals engage in social activities to expand their networks, blend with the community, and demonstrate that they can actively contribute and engage in discussions rather than staying at home.

#### 4) *Accessibility*

Accessibility refers to the right of every person with disabilities to have access to and utilize public facilities and infrastructure, as well as public transportation, independently. This accessibility significantly supports the enhancement of the well-being of persons with disabilities, as easier access can facilitate their mobility and, consequently, increase their productivity.

In Palembang City, public infrastructure specifically available for persons with disabilities includes sidewalks, public facilities at stations or airports, stadiums, malls, and public transportation such as LRT and busways. According to the findings from this research, persons with disabilities have been involved by BAPPEDA (Regional Development Planning Agency) in the development, particularly for public facilities in Palembang City. They are given the opportunity to provide suggestions and feedback on existing infrastructure, offer input on infrastructure under construction, and test newly completed facilities to ensure they meet their needs. As stated by the Chairperson of HWDI South Sumatra in the interview:

“We do not want to be pitied but rather to be included in public services. We want to be involved. And also here at the center, I have mentioned that there was no access for meetings; it was on the second floor without an elevator. Why not prepare public services? But now, thank God, there are some changes, albeit gradual. For example, the sidewalk construction has improved on Soekarno-Hatta Street, and in Caritas, it has been somewhat shortened. On Soekarno-Hatta Street, the yellow line is no longer interrupted, and there is a sloping path for wheelchairs, which indicates that our input has been heard.” (Interview, February 6, 2024)

Public transportation with special facilities for persons with disabilities includes the LRT Sumatera Selatan. Facilities such as restrooms, prayer rooms, waiting areas, and seating for passengers at the stations are all disability-friendly and accessible to all persons with disabilities. However, for the busway, while the buses are equipped with special facilities for persons with disabilities, the busway stops are not yet accessible to those with physical disabilities who use mobility aids such as wheelchairs, as the access to the stops is via stairs rather than a sloped path. Although special public infrastructure for persons with disabilities is available, not all persons with disabilities can use these facilities. Some individuals with disabilities use personal vehicles and therefore do not require public transportation and sidewalks.

Efforts made by persons with disabilities to utilize the available public infrastructure include those who are part of organizations or have attended special schools (SLB) where they received training in Orientation Mobility (OM). This OM training is often also provided by BAPPEDA through socialization activities during the monitoring of newly built infrastructure. Additionally, some individuals obtain information about disability-specific facilities from family or acquaintances and then try out these facilities themselves to use them independently.

##### 5) *Rehabilitation*

Rehabilitation received by well-being persons with disabilities in Palembang City comes in various forms. Rehabilitation is aimed at restoring and developing physical function abilities, including training in sewing, electronics, and computers, which are typically attended by those with physical disabilities. For visually impaired individuals, rehabilitation involves massage training. There is also mental rehabilitation for persons with disabilities, which is crucial as, based on interview results, after receiving mental rehabilitation, they become more confident in social interactions, gain life motivation, and become more enthusiastic about achieving independence. For further development, there must be willingness from the individuals with disabilities themselves.

Persons with disabilities in Palembang City also receive rehabilitation in the form of social assistance, such as basic food supplies, assistive devices, and tools for business. Assistance is provided based on data held by the Palembang City Social Service. As stated in an interview with the Head of the Rehabilitation Division of the Palembang City Social Service regarding assistance for impoverished persons with disabilities:

“Achievement data is 58.9%. 589 people received assistance for Palembang residents out of 1042 last year. The remainder might not have received assistance because it could be allocated for 2022. Various types of assistance were provided.” (Interview, February 5, 2024)

Direct cash assistance or basic food supplies for persons with disabilities require them to apply first before receiving the aid, so not all individuals with disabilities can receive direct cash assistance and basic food supplies.

There is also rehabilitation in the form of guarantees/protection from an institution for independence or well-being. The social protection guarantee received by persons with disabilities in Palembang City is only Kartu Indonesia Sehat (KIS). For persons with disabilities, there is a special service for obtaining KIS; they do not have to manage it personally. As stated in an interview with the Head of the Rehabilitation Division of the Palembang City Social Service:

“Persons with disabilities who are unable to support themselves are included in the integrated social welfare data, which also includes government assistance in terms of health, as health is part of welfare covered by KIS. All those included in the integrated data automatically receive assistance without having to apply.” (Interview, February 5, 2024)

#### 6) *Health Services*

Well-being is also influenced by health, and persons with disabilities have the right to receive health services to improve their quality of life, whether for general health or medical treatment. Additionally, health significantly impacts the productivity of persons with disabilities. In terms of health information, healthcare facilities, and health services, persons with disabilities receive the same as the general population. Based on interview results, healthcare facilities in Palembang City do not yet have special services for persons with disabilities, either at community health centers (Puskesmas) or hospitals. There are only general facilities such as wheelchair-accessible paths and wheelchairs, which are also used by general patients. If special facilities are needed, such as for the visually impaired, they must provide what they need themselves, like a cane or a companion, to access health facilities and services. Therefore, to obtain health information, facilities, and services, persons with disabilities make efforts to gather information independently, with the assistance of their families or friends who work in community health centers or hospitals.

#### 7) *Skill Development*

Generally, well-off individuals with disabilities have received skill training either from institutions or self-taught methods. These skills can be utilized in daily life, either as hobbies or for providing services and creating products for sale. These skills result from educational training obtained from specific institutions, schools, rehabilitation

programs, and self-directed learning. Persons with disabilities also strive to continuously develop their abilities through self-study, exploration, innovation, and using media such as YouTube. Many leverage these skills to generate primary income, such as using sewing skills to offer tailoring services at home or cooking skills to sell food. Visually impaired individuals with massage skills secure employment at the Pertuni Jaya Palembang Massage Clinic. Others who received music training in school use their musical abilities to supplement their income. This aligns with research by Kusumawati & Winarni (2009) which found that persons with disabilities can develop their capacities and skills, achieving well-being when supported by opportunities, respect, and the provision of facilities for people with disabilities.

#### **4. Conclusion**

Individuals with disabilities who have achieved social welfare in the city of Palembang are those who have pursued education and acquired specific skills. This is largely due to the region's industrial nature, which necessitates that those seeking social welfare and independence must master and develop certain skills to compete with the general population. Those who have achieved social welfare typically include individuals with physical disabilities, sensory disabilities such as visual impairments, and those with mild multiple disabilities (both physical and sensory). In Palembang, individuals with disabilities who have achieved social welfare are considered to have fulfilled their rights, including the right to education, employment, equal treatment in social life, accessibility, rehabilitation, healthcare services, and skill development. These individuals report having attained welfare because they can meet their living needs independently and have their rights fulfilled according to their needs, type, and degree of disability, although they still receive assistance to support their independence and productivity in generating economic value or meeting their personal and family needs.

The efforts undertaken by the Social Service Office, in collaboration with the Ministry of Social Affairs of the Republic of Indonesia through Sentra Budi Perkasa in Palembang, include providing education in the form of training to enhance or impart skills to individuals with physical disabilities, offering mental rehabilitation, recording data on those with disabilities who are unable to support themselves, and providing them with assistive devices tailored to their type of disability as well as basic necessities. Additionally, they provide data on individuals with disabilities in Palembang, offer equipment to support entrepreneurship for people with disabilities or their families who run businesses, provide schooling for school-age individuals with disabilities, and create job opportunities for those with specific qualifications. Disability organizations, on the other hand, strive to ensure that the rights of individuals with disabilities are met by participating in the development of public facilities in Palembang through discussions, offering and presenting suggestions for improvement and construction, monitoring by directly testing the facilities being built to ensure they meet the needs of individuals with disabilities, advocating for the fulfillment of rights through government regulations, and providing work opportunities through home-based production activities specifically designed for individuals with disabilities so that they can be productive and generate economic value. The most critical factor in achieving welfare for individuals with



disabilities is the presence of self-motivation and the willingness to explore their abilities and skills to compete in society. Additionally, family support is a driving factor, as how individuals with disabilities are treated by their families, the facilities provided, and the encouragement to interact with the general public foster confidence and enthusiasm.

In order to achieve well-being, family support is essential in the form of early childhood education, habituation to interact with the surrounding environment, building self-confidence, formal education tailored to the type and degree of disability, and motivation to strive for independent well-being in the future.

For agencies or organizations that manage disability-related issues, efforts to enhance the welfare of all types of disabilities should prioritize those with mental/intellectual disabilities and hearing impairments. This can be achieved by providing education or special training according to the type and degree of disability, as well as support for families of individuals with severe disabilities to ensure the well-being of those they care for.

To improve the quality of human resources among individuals with disabilities, there should be collaboration between the government, industry, and educational institutions in formal education programs such as compulsory education. The government should work with higher education institutions to provide educational facilities and scholarships for individuals with disabilities. Skill training programs should be developed in collaboration with industries, ensuring that individuals with disabilities are equipped with the specific skills needed by the industry, making them job-ready. Additionally, for entrepreneurial support, the quality of the provided tools must be enhanced.

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