

EVALUATION OF THE AVAILABILITY OF SERVICE FACILITIES AND INFRASTRUCTURE FOR PERSONS WITH DISABILITIES IN PUBLIC SERVICE MALLS IN GRESIK REGENCY

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Abstract

Inclusive public services in Gresik Regency still face challenges because several accessibility facilities for people with disabilities at the Public Service Mall (MPP) are not yet functioning optimally, indicating a gap between the standards of excellent service and their implementation in the field. This study aims to evaluate the availability of facilities and infrastructure supporting services for people with disabilities at the Public Service Mall in Gresik Regency. This study used a qualitative method with an evaluative approach. Data were obtained through interviews with the Gresik Regency Public Service Mall, including officials managing public service facilities and infrastructure, employees providing services to people with disabilities, and people with disabilities as service users. The data analysis was based on the CIPP evaluation model by Daniel Stufflebeam (1966), which encompasses context, input, process, and product aspects. The results indicate that the Gresik Regency MPP has provided accessibility facilities and special services for people with disabilities, although implementation has not been fully optimized because the needs of each type of disability have not been fully accommodated.

Keywords: Facilities and Infrastructure, Public Services, People with Disabilities.

A. INTRODUCTION

Public service delivery is undergoing a significant transformation, shifting from a bureaucratic system that emphasized procedural efficiency to a more inclusive and responsive approach to community needs (Istiarsyah and Fauzan, 2026). This change is driven by growing global awareness of human rights in government, as well as public demands for fast, flexible, and user-centric services.

Inclusive public services emphasize that every individual has the right to services without discrimination, whether physical, social, or digital (Manurung et al., 2025). This is not only about the availability of services, but also about ease of access and suitability for diverse user conditions, including people with disabilities, the elderly, and other at-risk groups. People with disabilities face various barriers, such as inadequate infrastructure, social and administrative constraints, and a lack of understanding of their specific needs by officials (Kurniawan and Arenawati, 2024).

In terms of regulation, Law Number 25 of 2009 concerning Public Services requires service providers to provide appropriate infrastructure, establish service standards that include procedures, time, costs, and facilities, and provide special treatment for certain groups. This law emphasizes that the provision of facilities must consider aspects of accessibility and user diversity; the state is not only obliged to offer services, but also to

ensure that these services are truly accessible to everyone.

However, a significant gap remains between existing regulations and implementation. According to the 2025 Inclusiveness Index, Indonesia ranks 118th out of 152 countries in terms of global inclusivity, with the disability indicator ranking 91st. Ariany (2022) states that although most service units offer facilities for people with disabilities, these facilities are often formal and not based on in-depth user needs analysis. Standards across agencies vary and do not fully comply with applicable regulations. The lack of structured monitoring and evaluation worsens service quality, indicating that efforts to create inclusive public services still require much more serious attention.

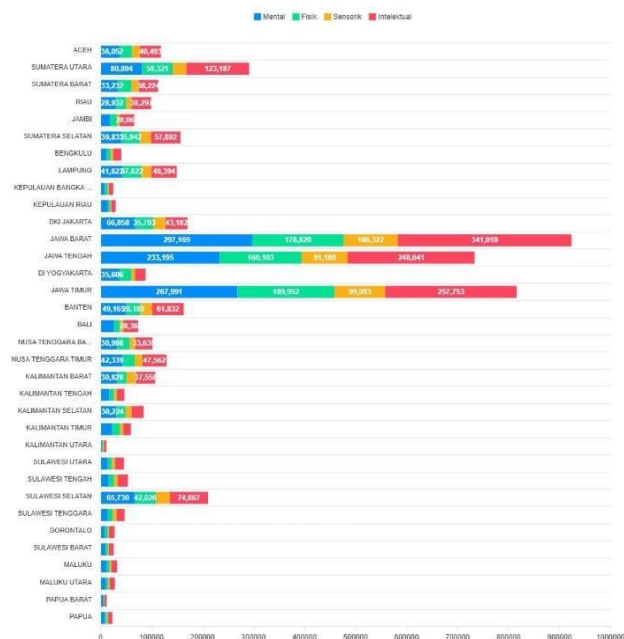


Figure 1.1 Number of People with Disabilities in Indonesia in 2021 (Source: Ministry of National Development Planning/Bappenas, 2021)

At the regional level, the need for inclusive public services is increasing in line with the significant number of people with disabilities. East Java Province has the highest number of people with disabilities in Indonesia, reaching 189,952, according to 2021 data from the Ministry of National Development Planning/Bappenas. This high number indicates that the need for accessible facilities and infrastructure is becoming increasingly important. The availability of adequate facilities is necessary to support mobility and easy access to public services, which requires local governments to be prepared to provide inclusive services.

Table 1. Number of people with disabilities in East Java Province in 2024

Regency/City	Number of people with disabilities
Malang	1.080
Gresik	458
Sampang	349
Surabaya	315
Blitar	213
Pacitan	154
Lumajang	131

Source: Disability Services Unit (ULD PB) Website, 2024

One of the regions in East Java Province facing this situation is Gresik Regency.

Based on data on the number of people with disabilities in East Java Province in Table 1.1, Gresik Regency has the second-highest number of people with disabilities in East Java, with a total of 458 people, after Malang Regency, which ranks first with 1,080. This data indicates that the need for accessibility facilities in Gresik Regency is quite significant, requiring the readiness of every local government agency to provide services that are not only physically available but also meet the standards and needs of users, particularly people with disabilities.

Table 2. Number of people with disabilities accessing the MPP, 2023-2025

Year	Number of people with disabilities
2023	6
2024	7
2025	10

Source: Data processed by the author, 2026

The Gresik Regency Public Service Mall (MPP) is a strategic step by the local government to improve the quality of public services through an integrated service system that integrates various types of services in one location. The MPP is expected to provide fast, easy, efficient, and convenient services for the entire community, including people with disabilities, making accessibility a crucial aspect of service delivery. Based on Table 1.2 above, the number of people with disabilities accessing services at the Gresik Regency MPP increased from 6 in 2023 to 7 in 2024 and 10 in 2025. This increase indicates that the MPP is beginning to be utilized by people with disabilities to meet their administrative and public service needs. However, the provision of accessibility facilities and infrastructure at the Gresik Regency MPP is still not fully optimized, indicating a gap between the concept of inclusive public services and its implementation on the ground.

Based on field observations, the Gresik Regency MPP has essentially provided several accessibility facilities, such as ramps, disabled restrooms, priority ticket counters, and elevators, in accordance with Minister of Administrative and Bureaucratic Reform Regulation Number 11 of 2024. However, several obstacles remain, such as damaged guiding blocks in several locations, potentially hindering the mobility of people with visual impairments. Furthermore, the Gresik MPP only has one assistant for people with disabilities to serve 26 integrated service counters. This situation indicates that the quality of infrastructure and service support for people with disabilities still needs to be improved to optimally achieve inclusive public services.

Several previous studies have shown that the accessibility of public services for people with disabilities is still suboptimal. Research by Maharani Putri Bahari and Magda Faradiba Mauludia Agung (2026) indicates that facilities and infrastructure for vulnerable groups within the Sidoarjo Regency regional government have begun to develop, but the distribution and functionality of these facilities still need to be strengthened. Research by Ricky Noor Permadi, Wildan Lutfie Arieysmieta, and Sultan Amarullah (2021) also explains that several public service agencies still do not meet the standards for facilities and infrastructure for people with special needs. Furthermore, research by Dina Lusiana Novita Sari and Aprilina Pawestri (2022) shows that public facilities in Bangkalan Regency are still not fully accessible to people with disabilities. However, previous research has focused more on public facilities in general and vulnerable groups, while

research on evaluating accessibility facilities and infrastructure in Public Service Malls is still limited.

Based on these conditions, this study has a novelty in the use of the CIPP evaluation model to evaluate the availability of service facilities and infrastructure for people with disabilities at the Gresik Regency Public Service Mall more comprehensively. The CIPP model was chosen because it is able to evaluate the program comprehensively starting from service needs, resource availability, implementation processes, to achieved results, thus identifying gaps between policy standards and actual conditions in the field. This research is important to conduct because the accessibility of public services is part of fulfilling the rights of people with disabilities as well as an indicator of the quality of inclusive public services. Therefore, this study aims to determine the availability of supporting facilities and infrastructure for services for people with disabilities at the Gresik Regency Public Service Mall. The results of the study are expected to serve as evaluation material and recommendations for local governments in improving the quality of public services that are more accessible, inclusive, and appropriate to the needs of people with disabilities..

B. LITERATURE REVIEW

CIPP Evaluation Model According to Daniel Stufflebeam

The CIPP evaluation model was first developed by Daniel Stufflebeam at Ohio State University. This model was initially applied to evaluate the Elementary and Secondary Education Act (ESEA) program. The term CIPP itself is an acronym for context, input, process, and product, each of which is a primary component of this evaluation model. These four components serve as the focus or target of interrelated evaluations and are a crucial part of the overall implementation process of a program or activity (Purnomo et al., 2022). Stufflebeam (in Daryanto, 2012) groups evaluation into four main dimensions: context, input, process, and product, known as the CIPP model. The explanation is as follows:

- **Context**

Context aims to identify the needs underlying program implementation, while assessing the program's strengths, weaknesses, and the alignment of program objectives with the needs of the target audience to ensure the program is relevant and effective.

- **Input**

Input focuses on assessing the resources, strategies, and budgets that support the program. This evaluation helps identify opportunities, challenges, and the best alternatives to achieve program objectives effectively and efficiently.

- **Process**

The process focuses on monitoring program implementation to ensure it is aligned with the plan. This stage is used to detect obstacles and deviations, and to provide feedback for improvement throughout the program.

- **Product**

The product aims to assess program outcomes, both planned and unplanned, in the short and long term. This evaluation is used to determine the program's success rate based on reliable data and analysis..

Public Services

Public services are one of the primary functions of government in meeting the needs of the community. Conceptually, services can be understood as a series of activities carried out to meet the needs of other parties through direct or indirect interactions,

utilizing facilities such as organizations or companies (Epron & Nursiah, 2025). From a public administration perspective, public services reflect the relationship between the state and the community, measured by the effectiveness, accessibility, and accountability of the bureaucracy in providing services (Mozin et al., 2025). As stipulated in Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, public services are defined as activities or a series of activities aimed at fulfilling the service needs of every citizen, in accordance with statutory regulations, for goods, services, and/or administrative services provided by public service providers.

The scope of public services, as stipulated in the Decree of the Minister of Administrative and Bureaucratic Reform No. 63/KEP/M.PAN/7/2003, encompasses three types: administrative services that produce official documents such as ID cards and birth certificates; goods services in the form of physical facilities such as electricity and clean water networks; and services that produce intangible benefits such as education, health, and transportation. In their implementation, public services must adhere to the principles of transparency, accountability, participation, equality, and professionalism, as stipulated in Law No. 25 of 2009. The principle of equality specifically requires that services be provided without discrimination, including for persons with disabilities. Furthermore, each provider is also required to have service standards that cover procedures, completion times, costs, service products, facilities and infrastructure, and staff competency to ensure service certainty for the public.

Facilities and Infrastructure for Persons with Disabilities

Facilities and infrastructure are crucial elements in supporting the quality of public services, particularly in providing accessible services for persons with disabilities (Pebriani et al., 2019). According to Rismawati & Rafie (2022), facilities and infrastructure include tools, information, and spatial planning that support service delivery. In inclusive public services, the provision of accessibility facilities fulfills the rights of persons with disabilities to receive equal services (Ariany, 2022). The provision of these facilities

must consider aspects of safety, convenience, usability, and independence, as stipulated in Minister of Public Works Regulation Number 30/PRT/M/2006 concerning Technical Guidelines for Facilities and Accessibility in Buildings and the Environment.

- Regulation of the Minister of Administrative and Bureaucratic Reform Number 11 of 2024 concerning the Provision of Public Services Friendly to Vulnerable Groups explains that persons with disabilities require accessibility support in public services. This accessibility includes:
- Physical accessibility, such as providing dedicated lanes, dedicated parking areas, ramps, priority areas, disabled restrooms, priority counters, elevators, and assistive devices.
- Information and communication accessibility, including the delivery of service information, websites, mobile applications, signs and markings, and complaint services.
- Reasonable accommodations, namely service adjustments such as assistance, priority service, outreach, and flexibility in the service process.

C. RESEARCH METHODOLOGY

This study uses a qualitative method with an evaluative approach to provide an in-depth overview of the availability of facilities and infrastructure at the Gresik Regency Public Service Mall to support service accessibility for people with disabilities. The selection of the research location is based on the Public Service Mall's role as an agency that provides direct

services to the public, making the availability of accessible facilities for people with disabilities crucial in supporting inclusive public services. This study uses two types of data: primary and secondary data. Primary data were obtained through interviews with the Gresik Regency Public Service Mall, including officials managing public service facilities and infrastructure, employees providing services to people with disabilities, and people with disabilities as service users. The informants were selected using purposive sampling, a method of selecting samples intentionally by the researcher based on specific considerations and criteria tailored to the research objectives. This technique ensures that the selected informants have knowledge and direct involvement in the availability of service facilities and infrastructure for people with disabilities at the Gresik Regency Public Service Mall. This study also utilizes secondary data obtained through various sources, such as previous research, laws and regulations, scientific books, scientific articles, official government documents, and information available on the official websites of relevant institutions or agencies relevant to public services, policy evaluation, and service accessibility for persons with disabilities. Data collection in this study was conducted through interviews with informants, direct observation of the condition of service facilities and infrastructure, and documentation as supporting data for the study. In this study, the data analysis process refers to the model proposed by Miles, Huberman, and Saldaña, which includes data collection, data reduction, data presentation, and the final stage of drawing conclusions. The validity of this research data was tested using triangulation of sources, techniques, and time. In analyzing the data in this study, it refers to the CIPP evaluation model proposed by Daniel Stufflebeam (1966), which includes aspects of context, input, process, and product to assess service needs, facility availability, service implementation processes, and the results of the provision of facilities and infrastructure for persons with disabilities. Gresik Regency was chosen as the research location due to the various limitations identified. Facilities do not meet accessibility standards, necessitating an evaluation to improve the quality of accessible services for people with disabilities.

D. RESULT AND DISCUSSION

The implementation of services for people with disabilities at the Gresik Regency Public Service Mall (MPP) is an effort to fulfill the rights of vulnerable groups to equal and inclusive access to services. Based on research, the Gresik Regency MPP has provided special services through priority lanes, dedicated waiting rooms, service assistance, and outreach programs for people with limited access. Furthermore, the MPP also provides various accessibility facilities such as ramps, guiding blocks, disabled restrooms, wheelchairs, dedicated parking areas, and braille text to support disability-friendly public services.

However, service implementation has not been fully optimized because the needs of each type of disability have not been fully accommodated. Some accessibility facilities still face challenges, such as damaged facilities, a lack of upgrades, and limited budgets for maintenance and development. Furthermore, the limited number of disability assistance providers and the uneven sign language skills of staff mean that some service users still rely on assistance from staff or assistance providers to access services. This situation indicates that independent access for people with disabilities has not yet been fully achieved.

In the service implementation process, the Gresik Regency MPP has planned a fairly robust service system, including priority lane arrangements, service assistance, and a proactive service program. However, several obstacles remain in its implementation, such as inconsistent priority pathways, assistance that does not cover all types of disabilities,

and outreach services that rely on public reports. As a result, the service needs of people with disabilities have not been actively and comprehensively identified. Furthermore, the service monitoring and assessment system does not specifically measure the quality of services for people with disabilities.

The research results indicate that the achievement of inclusive services at the Gresik Regency Public Service Center (MPP) remains variable. From a physical accessibility perspective, facilities such as ramps, guiding blocks, and priority waiting rooms are considered quite helpful for service users, although their benefits have not been felt evenly due to the suboptimal nature of some facilities. Regarding information and communication accessibility, the presentation of information, which is still dominated by written visual formats and the limited sign language skills of staff, mean that the needs of the blind and deaf are not optimally met. Meanwhile, in terms of adequate accommodation, the presence of disability advocates and the responsive and non-discriminatory attitude of staff provide a sense of comfort and boost the confidence of service users.

Overall, services for people with disabilities at the Gresik Regency MPP have demonstrated a commitment to realizing inclusive public services. However, more focused evaluation and improvement are still needed, particularly in improving the quality of accessibility facilities, adding dedicated disability advocates, inclusive communication and sign language training for staff, and developing a service evaluation system that is more specific to the needs of people with disabilities. This will ensure that inclusive, effective, and equitable public services for all types of disabilities can be more optimally realized.

To obtain a more comprehensive picture of the availability of service facilities and infrastructure for people with disabilities at the Gresik Regency Public Service Mall, the research results were further analyzed using the CIPP (Context, Input, Process, Product) evaluation model. This model is used to assess the suitability of service needs, the readiness of supporting resources, service implementation, and the outcomes of disability service delivery. Through these four dimensions, this study can identify various factors that support and hinder the realization of inclusive public services for people with disabilities. The evaluation results for each dimension are presented as follows..

Context

The implementation of services for people with disabilities at the Gresik Regency Public Service Mall (MPP) demonstrates efforts to provide more inclusive services through the provision of accessibility facilities, special service mechanisms, and service assistance. These services are not only intended to complement the facility but also to meet public service indicators, which prioritize accessibility as an assessment factor. Despite the provision of these service mechanisms, service utilization by people with disabilities at the Public Service Mall still occurs at irregular intervals, resulting in services tending to adapt to emerging needs at specific times, as a way to ensure equal access for all.

In addition to direct services within the building, the Gresik Regency Public Service Mall also provides outreach services for people with disabilities who are limited in their ability to visit the service location. The implementation of outreach services by the Gresik Regency MPP demonstrates the organization's efforts to reach vulnerable groups who experience limited access to services directly. However, the implementation of these services still relies on reports or information from the public and is not supported by active data collection on the needs of people with disabilities. This situation indicates that the identification of service target needs has not been fully carried out, resulting in

services still relying on requests from the public.

The agency's efforts also demonstrate that the available facilities and service mechanisms are not yet fully capable of accommodating the needs of all types of disabilities equally. In practice, some people with disabilities still rely on assistance from companions or staff due to limited facilities. The mismatch between the type of facility and the characteristics of user needs indicates that the availability of facilities does not fully guarantee independent access for all disability groups. Furthermore, the absence of specific regulations regarding standards for facilities and infrastructure for people with disabilities within the MPP environment means that facility development is still dependent on specific needs and budget availability, including outreach services that lack a structured reporting mechanism. Dengan demikian, meskipun MPP Kabupaten Gresik telah menunjukkan upaya dalam menghadirkan pelayanan yang lebih inklusif melalui penyediaan fasilitas, pendampingan layanan, dan pelayanan khusus bagi penyandang disabilitas, hingga layanan jemput bola. Namun, pelaksanaannya masih diperlukan penguatan pada aspek pengaturan teknis,

Meeting specific user needs and tailoring services to various types of disabilities. This strengthening is necessary so that service accessibility is not only administratively available but also supports ease, independence, and equity of service for the community, particularly for people with disabilities, in optimally fulfilling their right to equal public services.

Input

In the Input indicator for the evaluation of inclusive public services at the Gresik Regency Public Service Mall (MPP), aspects examined include the readiness of supporting resources for services for people with disabilities, including facilities and infrastructure, human resources, and policy and budget support. Input evaluation is crucial because the success of inclusive public services is determined not only by the existence of policies but also by the readiness of resources to support service implementation on the ground. In this context, the Gresik Regency MPP has demonstrated efforts to provide accessibility facilities to fulfill the right to services for vulnerable groups, particularly people with disabilities.

Based on the research results, the Gresik Regency MPP has provided several physical accessibility facilities and infrastructure, such as ramps, guiding blocks, toilets for the disabled, special parking areas, priority waiting rooms, wheelchairs, elevators, and priority ticket counters for vulnerable groups. The existence of these facilities demonstrates that the service provider has strived to align services with accessibility principles as stipulated in Minister of Administrative and Bureaucratic Reform Regulation Number 11 of 2024 concerning the Provision of Vulnerable Group-Friendly Public Services. The provision of these facilities also reflects the institution's awareness of the importance of equal and non-discriminatory services for all members of the community.

However, research results indicate that the availability of facilities has not been fully matched by optimal quality and functionality. Some accessibility facilities are still damaged and have not received regular updates, such as the condition of the guiding blocks, which are damaged in several places, which can hinder the mobility of people with visual impairments. Furthermore, there are still limitations in supporting facilities for people with sensory disabilities, particularly in terms of information and communication accessibility. Service information is still predominantly in written visual formats, while communication support for people with hearing impairments, such as the use of sign language, is not yet optimally available. This situation indicates that the provision of

facilities is still focused primarily on the physical aspect and does not fully accommodate the diverse needs of all types of disabilities.

In terms of human resources, the Gresik Regency MPP has also provided service assistants for people with disabilities as a reasonable accommodation in public services. These assistants assist service users who experience difficulties accessing services independently. However, the number of available assistants remains very limited compared to the number of integrated service counters at the MPP. This situation prevents the assistance service from optimally meeting all service users' needs, especially during peak service times. Furthermore, staff proficiency in sign language is also uneven, so communication with deaf people still relies on assistance from assistants or the service user's family.

In terms of budget support, research results indicate that the development and maintenance of accessibility facilities still face funding constraints. These limitations have resulted in suboptimal facility renovations and limited additions to supporting facilities for disability services. This indicates that although inclusive services have been a policy priority for the local government, their implementation still faces challenges in the availability of supporting resources. Thus, the evaluation of the input aspect shows that the Gresik Regency MPP has sufficient basic resources to support inclusive services, but still requires strengthening in terms of the quality of facilities, the number and competence of human resources, as well as budget support so that services for people with disabilities can run more optimally, evenly, and sustainably.

Process

Evaluation of the process dimension in the CIPP model aims to assess the extent to which program implementation is in accordance with the plan and to identify potential obstacles that may arise during implementation. In the context of services for people with disabilities at the Gresik Regency Public Service Mall (MPP), the process evaluation encompasses four elements: priority service pathways, assistance systems, outreach programs, and service monitoring and evaluation.

Regarding the priority service pathway, the Gresik Regency MPP has established specific procedures whereby security officers direct applicants with disabilities directly to a special service room without having to queue, while the relevant Regional Apparatus Organization (OPD) is called to meet with the applicant according to their needs. This comprehensive approach aligns with the principle of reasonable accommodation as stipulated in Ministerial Regulation No. 11 of 2024 of the Minister of Administrative and Bureaucratic Reform. However, field observations indicate that implementation remains inconsistent; a deaf informant reported that she was not directed to a special room when applying for an ID card. This inconsistency indicates that the procedure is not fully understood by all officers.

Regarding the assistance system, the MPP has only one deaf assistant, limiting the service to applicants with the same disability. People with visual impairments and physical disabilities receive limited assistance from staff, without any organized system. The lack of sign language skills of other staff exacerbates this situation, leaving the entire responsibility for communication on a single companion.

Regarding the outreach program, the MPP has developed proactive services for people with disabilities who cannot come in person, particularly in issuing NIBs through the SIP DINDA Safari program. While this is a good step, its effectiveness is hampered by a passive outreach process, relying entirely on public reports without an active recording system. This puts people with disabilities who are not informed at risk of being overlooked. This situation demonstrates that disability services in Indonesia are often

formal in nature and do not fully consider the needs of users.

In terms of monitoring and evaluation, the current system includes digital attendance recording and daily coordination through a text message group, with quality assessments conducted based on monthly feedback. These mechanisms are general and lack specific instruments to assess access to services for people with disabilities. The lack of specific indicators for evaluation makes it difficult to systematically identify barriers, contradicting the notion that monitoring should provide feedback for continuous improvement.

Overall, the evaluation of the process dimension reveals a gap between well-designed procedures and inconsistent implementation in the field. Increasing the capacity of officers, expanding the reach of assistance, initiatives in outreach, and specifications in evaluation are very necessary so that services can run fairly and effectively for all types of people with disabilities.

Product

Product evaluation in the CIPP model aims to assess the extent to which a program's implementation produces tangible outcomes, both planned and unexpected, in the short and long term. In the context of this research, product evaluation focused on the level of service user satisfaction, the fulfillment of the needs of persons with disabilities, and the effectiveness of the facilities and assistance provided at the Gresik Regency Public Service Mall (MPP). The assessment of disability service outcomes at the MPP in Gresik Regency refers to three main aspects as stipulated in Regulation of the Minister of Administrative and Bureaucratic Reform Number 11 of 2024: physical accessibility, information and communication accessibility, and reasonable accommodation. These three aspects serve as benchmarks for assessing the extent to which disability service programs at the MPP in Gresik Regency have delivered results in line with the goal of inclusive public services.

Regarding physical accessibility, some service users with disabilities assessed the available facilities as adequate, with ramps, dedicated waiting areas, wide access paths, and guiding blocks providing a positive initial impression, particularly for persons with hearing impairments. However, this achievement has not been felt equally, particularly by the visually impaired, who have found several parts of the guiding blocks in disrepair, preventing independent access. This issue is acknowledged by the management, but facility renovations are hampered by budget efficiency policies, especially as the physical facilities installed in 2019 are reaching their service life and require more intensive maintenance.

In terms of information and communication accessibility, limitations remain significant because information within the MPP environment is largely presented in written visual formats that cannot be accessed independently by blind individuals. Similar challenges are experienced by deaf individuals, as not all staff are able to communicate using sign language. Therefore, the service process still relies heavily on the presence of disability advocates as intermediaries. While outreach efforts have been made through social media, information delivery to users who are present on-site still needs to be developed in a more inclusive format.

Regarding reasonable accommodation, the results have been relatively positive, with the presence of disability advocates proven to have a significant impact on the comfort and confidence of service users, not only technically but also as psychological support.

Service users, both deaf and blind, generally expressed satisfaction with the friendly and responsive attitude of staff, although this satisfaction rested more on the quality of interpersonal service than on meeting overall accessibility needs. Blind individuals

explicitly stated that the available special facilities still did not enable them to access services independently. Therefore, the achievement of reasonable accommodation remains partial and needs to be strengthened through additional supporting facilities and increased capacity of advocates capable of serving various types of disabilities. Overall, service outcomes for people with disabilities at the Gresik Regency MPP show varying results across aspects. User satisfaction is largely driven by the quality of interactions with staff, while the fulfillment of needs in terms of physical facilities, accessibility of information, and coverage of assistance for all types of disabilities remains suboptimal. Those directly involved in the service have also recognized these limitations, providing concrete input in the form of intensified sign language training for staff, additional support staff for various types of disabilities, and improved clarity of information and accessible signage. This situation reflects the gap between the achievements achieved and the goal of inclusive services, which should accommodate all types of disabilities equally and sustainably.

E. CONCLUSION

This study aims to determine the availability of service facilities and infrastructure for people with disabilities at the Gresik Regency Public Service Mall (MPP). The results indicate that the Gresik Regency MPP has strived to achieve inclusive public services by providing various accessibility facilities, assistance services, priority lanes, and outreach programs for people with disabilities. However, the availability of these facilities and infrastructure has not yet fully accommodated the needs of all types of disabilities. Some accessibility facilities still require repair and maintenance, while accessibility to information and communication, limited number of assistance providers, uneven sign language skills of staff, and budget constraints remain obstacles to the provision of inclusive services.

This study indicates that efforts to provide services for people with disabilities at the Gresik Regency MPP have provided benefits in improving comfort and ease of access, but have not yet fully supported independent access for all disability groups. This study is limited to a single research location and focuses on the availability of facilities and infrastructure. Therefore, further research can be conducted at a wider location, examining aspects of service quality and user satisfaction levels to obtain a more comprehensive picture of inclusive public services.

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