

Manajemen pelayanan inklusif : potret implementasi dan langkah pengukuran

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20409715&lokasi=lokal>

Abstrak

Study raised the issue of inclusive service provision of public services that should be enjoyed all walks of life, including the people who need specialized service such as the disabled (disable), the aging society, pregnant women and children. Yet the provision of an accessible service for all citizens (inclusive) in the public service sector to date has yet to be top priority for the government. It can be seen from various public facilities are available, such as the various means of transport; public transportation terminals, traﬂic signs, and street beacon, or the fords and-toilet public toilet. Everything is not fully equipped with access for the physically disabled community and other special gala community. Eflorts toward an inclusive service should be implemented in a holistic (whole) ranging from aspects of policy, management of aspects, infrastructure, and cultural aspects.