

ABSTRACT

This Research begins with the problems related to public services for person with disabilities that happen in Bandung City. Persons with disabilities have the same rights as other people in accessing public facilities and services. Persons with disabilities have the same rights as the society in general to get access to public services. To facilitate services for persons with disabilities, the government needs to maximize the accessibility of existing public services. The purpose of this study is to analyse the Quality of public services provided for the disabled with the connection of Public Services Innovations at Bandung City and the accessibility of the facilities. Public services for disability involves the fulfilment of basic physical or non-physical needs to make their lives easier and better than before. Therefore, it can only be stated to be adequate if the accessible and the quality of public services are sufficiently available for the community. This study aims to analyse the accessibility and Quality services for the disability community as well as looking out the community perceptions over the services provided for them. This approach of this study is descriptive qualitative by conducting observation, in-depth interviews which aims to describe the condition and accessibility, quality service that also could affect community satisfaction of public services. As for the result of the study, The accessibility of public services does not have many special facilities for persons with disabilities, and many public facilities and services still need to be improved. The result shows various outputs of respondents with different worries and concerns regarding the accessibility and the quality of services they each faced. Result findings can be concluded that it is necessary to enhance or effectively convey the government machinery's professionalism, integrity, and ethical principles while involving relevant parties. Because no matter how well a public service is designed, if it is carried out by individuals who lack integrity and ethical beliefs, it will not be done so successfully, efficiently, or inexpensively. Policies are used while creating policies, but they are never put into action. It is important to strengthen Public Policy on the Rights of Disabled Communities and Full Rights for strategic, safe, good public services for all communities. With that said, good quality services mean good outcomes and providing good public services for the disabled can guarantee the ease of community life.

Key Words: Disability, Public Service, Accessibility, Quality