

## ABSTRAK

*Corporate Social Responsibility* (CSR) merupakan representasi perusahaan dalam tanggung jawab sosial dan lingkungan, yang membuka jalan bagi tata kelola kolaboratif. Adanya ruang kolaborasi membentuk keterlibatan bersama dari pihak perusahaan/swasta, masyarakat penerima program CSR, dan pemerintah setempat. Penelitian ini bertujuan menganalisis dan mendeskripsikan proses kolaborasi yang berlangsung dalam pemberdayaan penyandang disabilitas di Inklusi Center Kecamatan Karanganom (ICKK) melalui mekanisme CSR dari PT Tirta Investama Aqua Klaten . Pembahasan dalam penelitian ini merujuk pada teori Ansell & Gash (2008) mengenai proses kolaborasi yang meliputi dialog tatap muka, membangun kepercayaan, komitmen terhadap proses, pemahaman bersama, dan hasil antara. Penelitian ini merupakan penelitian kualitatif deskriptif dengan menggunakan studi kasus. Teknik pengumpulan data penelitian ini dilakukan melalui wawancara, observasi, dan dokumentasi.

Hasil penelitian menunjukkan bahwa *collaborative governance* dalam pemberdayaan disabilitas di ICKK dilakukan dengan membangun pemahaman bersama, membangun kepercayaan, serta menjaga komitmen bersama dari setiap pihak. Pihak yang terlibat yaitu perusahaan, masyarakat, dan pemerintah. Tujuan kolaborasi ini adalah membentuk kemandirian dan meningkatkan kualitas hidup para penyandang disabilitas. Proses kolaborasi berjalan dengan baik dimana setiap pihak menjalankan peranan secara optimal. Peran perusahaan ditunjukkan dalam memfasilitasi sumber daya yang menjadi kebutuhan masyarakat serta melakukan monitoring evaluasi. Peran pemerintah ditunjukkan dengan menginisiasi pembentukan wadah pemberdayaan yaitu ICKK dan memfasilitasi operasional kegiatan ICKK. Peran masyarakat ditunjukkan dengan partisipasi aktif sebagai penerima program CSR. Faktor penghambat kolaborasi ini meliputi pola pikir masyarakat yang skeptis, keterbatasan SDM dari desa, dan adanya pandemic covid-19. Faktor pendukung meliputi partisipasi aktif masyarakat, keterbukaan antar aktor, adanya insentif, kepemimpinan fasilitatif, dan perkembangan teknologi.

**Kata Kunci:** *Corporate Social Responsibility, Collaborative Governance, Pemberdayaan, Disabilitas*

## **ABSTRACT**

Corporate Social Responsibility (CSR) is a representation of companies in social and environmental responsibility, which pave the way for collaborative governance. The existence of a collaboration space forms joint involvement from the company/private sector, community recipients of the CSR program, and the local government. This study aims to analyze and describe the collaboration process that takes place in empowering persons with disabilities at the Karanganom District Inclusion Center (ICKK) through the CSR mechanism of PT Tirta Investama Aqua Klaten . The discussion in this study refers to Ansell & Gash's (2008) theory regarding collaborative processes which include face-to-face dialogue, building trust, commitment to the process, shared understanding, and intermediate results. This research is a descriptive qualitative research using case studies. This research data collection technique was carried out through interviews, observation, and documentation.

The results of the study show that collaborative governance in empowering persons with disabilities at ICKK is carried out by building shared understanding, building trust, and maintaining shared commitments from each party. The parties involved are companies, communities, and government. The aim of this collaboration is to establish independence and improve the quality of life for persons with disabilities. The collaboration process goes well where each party plays its role optimally. The company's role is shown in facilitating resources that are the needs of the community as well as monitoring and evaluation. The government's role is demonstrated by initiating the establishment of an empowerment forum, namely ICKK and facilitating the operational activities of ICKK. The role of the community is shown by active participation as recipients of CSR programs. Factors inhibiting this collaboration include the people's skeptical mindset, limited human resources from the village, and the existence of the Covid-19 pandemic. Supporting factors include active community participation, openness between actors, incentives, facilitative leadership, and technological development.

**Keywords: Corporate Social Responsibility, Collaborative Governance, Empowerment, Disability**