

## INTISARI

Kota Jakarta Timur merupakan wilayah Provinsi DKI Jakarta yang memiliki jumlah penyandang disabilitas tertinggi. Program Kartu Penyandang Disabilitas Jakarta (KPDJ) pun hadir sebagai salah satu upaya pemenuhan kesejahteraan sosial penyandang disabilitas. Namun, kebermanfaatan program tersebut baru bisa dirasakan oleh 21% penyandang disabilitas di Jakarta Timur. Penelitian ini pun akan menganalisis pelaksanaan program KPDJ di Jakarta Timur dengan menggunakan analisis peran *stakeholder*. Pendekatan kualitatif deskriptif digunakan dalam penelitian ini dengan teknik pengumpulan data berupa wawancara mendalam, observasi, dan studi dokumentasi. Fokus penelitian mencakup proses identifikasi *stakeholder* beserta perannya, klasifikasi *stakeholder* berdasarkan tingkat kekuasaan dan kepentingannya, serta analisis interaksi antar-*stakeholder* melalui tingkat keterlibatannya. Hasil penelitian menunjukkan bahwa dalam pelaksanaannya, KPDJ melibatkan beberapa *stakeholder* dari pemerintah, masyarakat, dan swasta, di mana setiap *stakeholder* yang terlibat memiliki perannya tersendiri dengan pola kolaborasi yang bersifat *top-down*. Adapun berdasarkan perannya, *stakeholder* dapat dikelompokkan ke dalam empat kelompok, yakni *influencer*, kolaborator, penerima, dan penggugat. Peran tersebut pun dapat dianalisis lebih dalam melalui klasifikasi menurut tingkat kekuasaan dan kepentingannya yang terbagi ke dalam empat kuadran, yakni *key player*, *subject*, *context setter*, dan *crowd*. Hubungan antar peran *stakeholder* tersebut tidak terlepas dari tingkat keterlibatan *stakeholder* yang dapat dipengaruhi oleh tiga dimensi utama, yakni faktor penentu kontekstual, desain khusus pengaturan keterlibatan, dan latar belakang keterlibatan. Pelaksanaan KPDJ telah memberikan manfaat signifikan berupa bantuan finansial, tetapi masih menghadapi beberapa kendala, seperti distribusi informasi program yang kurang menyeluruh, terbatasnya koordinasi antar-*stakeholder* pemerintah dan masyarakat, serta kendala administratif dalam pencairan manfaat. Pemahaman mendalam tentang peran setiap *stakeholder* dan peningkatan keterlibatan menjadi penting melalui pendekatan inklusif. Peningkatan kolaborasi antar-*stakeholder* sangat direkomendasikan melalui penguatan regulasi dan sosialisasi program, serta pengoptimalan kapasitas petugas lapangan.

Kata Kunci: Analisis *Stakeholder*, disabilitas, kesejahteraan sosial, KPDJ

## ABSTRACT

*East Jakarta is a region in the DKI Jakarta Province that has the highest number of people with disabilities. The Jakarta Disability Card Program (KPDJ) has also been introduced as one of the efforts to fulfilled the social welfare of persons with disabilities. However, the benefits of the program can only be felt by 21% of people with disabilities in East Jakarta. This research will also analyze the implementation of the KPDJ program in East Jakarta using stakeholder role analysis. A descriptive qualitative approach is used in this research with data collection techniques including in-depth interviews, observations, and documentation studies. The focus of the research includes the process of identifying stakeholders along with their roles, classifying stakeholders based on their level of power and interest, and analysing interactions between stakeholders through their level of involvement. The research results show that in its implementation, KPDJ involves several stakeholders from the government, community, and private sector, where each involved stakeholder has its own role with a top-down collaboration pattern. Based on their roles, stakeholders can be grouped into four categories, namely influencers, collaborators, recipients, and claimants. These roles can also be analysed more deeply through classification according to their level of power and interest, which are divided into four quadrants: key player, subject, context setter, and crowd. The relationship between these stakeholder roles is closely linked to the level of stakeholder engagement, which can be influenced by three main dimensions: contextual determinants, the institutional design of specific engagement arrangements, and organizational rationales and individual preferences. The implementation of KPDJ has provided significant benefits in the form of financial assistance, but it still faces several challenges, such as the inadequate distribution of program information, limited coordination between government and community stakeholders, and administrative hurdles in the disbursement of benefits. A deep understanding of the role of each stakeholder and increased engagement is important through an inclusive approach. The enhancement of collaboration among stakeholders is highly recommended through the strengthening of regulations and program socialization, as well as the optimization of field officers' capacities.*

**Keywords:** Stakeholder Analysis, disability, social welfare, KPDJ