

## **IMPLEMENTATION OF POLICY STRATEGIES TO FULFILL GUIDING BLOCKS FOR BLIND PEOPLE WITH DISABILITIES IN MEDAN CITY**

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### **ABSTRACT**

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This study aims to determine the Implementation of the Guiding Block Fulfillment Policy Strategy for Persons with Blind Disabilities in Medan City. This research uses a qualitative descriptive approach with data collection techniques namely interviews, observation and documentation. According to Bhat (2000) there are 4 (four) criteria that must be owned, namely: security, convenience, comfort and aesthetics.

The results of this study use 4 indicators, namely the security that exists on the guiding block after the construction of public facilities for people with disabilities has not shown a level of security for users, especially blind people with disabilities. Second, convenience has provided convenience for people with disabilities because it can help them in carrying out activities outside the environment. Third, comfort does not provide comfort to persons with disabilities due to the lack of supervision and socialization to ordinary people regarding the use of guiding block facilities provided by the government for persons with disabilities, aesthetics in this case has not shown aesthetic value on guiding blocks that have been built in Medan City because there are still many guiding blocks that have damaged roads. To achieve an inclusive environment and create a disability-friendly city, efforts must begin with the way the government must involve people with disabilities themselves and socialize to all communities about the function of guiding block construction so that they can find out whether the development carried out can provide direct benefits to users of public facilities..

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### **1. INTRODUCTION**

Problems in Indonesia regarding empowerment and welfare for people with disabilities are still very minimal and conspicuous in people's lives. This is evident from the lack of provision of public facilities for people with disabilities, the lack of schools or non-formal education for people with disabilities or empowerment carried out by the government such as social assistance and other social empowerment. Statistical data shows that the number of people with disabilities in Indonesia reaches 22.97 million people or around 8.5% of the total population of Indonesia, with the highest number of disabilities in old age (Siregar, Y. H., Sismudjito, S., & Ginting, B. 2023).

So with the existence of people who have special needs or often called persons with disabilities, the government must be able to pay special attention to persons with disabilities regarding needs in all aspects of their lives such as educational needs, health, welfare and happiness and other needs including to be seen as equal to ordinary people. Article 19 of Law Number 8 of 2016 concerning Persons with Disabilities explains that persons with disabilities have public service rights including the right to obtain proper accommodation during public services optimally, reasonably, with dignity without discrimination, assistance, translation,

and the provision of facilities that can be accessed at public service places at no additional cost.

Strategies in the fulfillment of guiding blocks for blind people with disabilities in the city of Medan, providing road access to those who have limitations in the activities they do without making a difference with other people. The strategy given by the Medan city government to blind people with disabilities is one of the sidewalks that makes it easy for them to do activities when doing activities outside. So that it becomes a very positive point of view for the government and builds their enthusiasm (blind people with disabilities) in doing all the activities they have without any limitations. Although the Medan City Government has provided infrastructure for the construction of guiding blocks for people with visual impairments, it is still not implemented effectively because the facilities provided to people with visual impairments have not reached the safety and comfort standards for them as people with disabilities (Halalia, M. R. 2016).

This can be said because Medan City does not yet have a Regional Regulation (Perda) in handling the issue of providing facilities and infrastructure for persons with disabilities. The Medan Mayor's government and all members of the Medan City DPRD are still working on the Medan City Regional Regulation on the Protection of

Persons with Disabilities and the Elderly. Therefore, the provision of facilities and infrastructure that have been provided by the government for persons with disabilities have not met the safety and comfort standards for persons with disabilities themselves (Prokopim Pemko Medan, 2023).

Medan City has actually provided public facilities for people with disabilities such as guiding blocks, but the guiding blocks are still said to have minimal development because there are several obstacles for people with disabilities when walking such as damaged roads, encountering large ditches, often being hit by trees and poles and others.



**Figure 1.** Guiding Blocks for the Disabled

Based on Figure 1 it is stated that the existing infrastructure development in Medan City has not paid attention to the interests of citizens with disabilities including on the sidewalks of Jalan Imam Bonjol. In addition, there are still several pedestrian paths in Medan City that still lack infrastructure development for people with disabilities such as on Jalan Pattimura, Jalan Kesawan and the surrounding Red Cross roads. Persons with disabilities have equal rights in using public facilities provided by the government for its citizens. However, the fact is that the facilities in Medan City itself are still not friendly for people with visual impairments.

The facilities that have been provided by the Medan City government for people with disabilities include guiding blocks that still cannot be felt by people with visual impairments comfortably because many are covered by large trees, electricity poles, ditches, street vendors, illegal parking lots, or pamphlets. The infrastructure development that has been provided by the Medan City government does not pay attention to safety and comfort standards for people with visual impairments.

**Tabel 1.** Data of Persons with Disabilities in Medan City (2019-2020)

No.	Disabled People	Amount
1	disabled	226
2	visually disabled	132
3	Deaf disabled	73
4	Mentally disabled	84
5	Other disabilities	143
<b>Amount</b>	<b>Whole</b>	<b>658</b>

Based on Table 1, the total number of people with disabilities is 658 people, which is divided into 226 people with disabilities, 132 people with visual impairments, 73 people with hearing/speech impairments, 84 people with disabilities, and 143 people with other disabilities. From the total number of people with disabilities recorded at the Central Statistics Agency (BPS) of North Sumatra, the government should be able to provide welfare for people with disabilities, especially for children and the elderly who really need help. However, from the observations made, researchers

found that many people with disabilities were homeless or begging on the side of the road in Medan City.

## 2. METHODS

This research uses a qualitative research approach. According to Wijaya (2018) qualitative research is a research method used to research on natural object conditions, and the researcher himself as a key instrument, the data collection technique used is triangulation, the data obtained tends to be qualitative data,

This research is located in organization Masyarakat Peduli Disabilitas Indonesia (MPDI) located at Jl. AR Hakim, Gg. Kantil, No. 36 C, Kel. Tegal Sari Mandala I, Kec. Medan Area, Medan City and the Office of Water Resources, Bina Marga and Bina Konstruksi of Medan City located at Jl. Pinang Baris, Lalang, Kec. Medan Sunggal, Medan City, North Sumatra 20127. The technique of determining informants carried out by researchers in this study is purposive sampling technique, researchers reasoned using purposive sampling, namely finding and collecting valid data by interviewing an informant who is considered capable and knows or masters an expertise in his field. The data analysis technique used in this research is the Miles and Huberman model. Miles and Huberman model. According to Miles and Huberman in Sugiyono's book (2018: 246) qualitative research data analysis is carried out when data collection takes place directly and after data collection is completed within a certain period.

## 3. RESULTS AND DISCUSSION

### A. Security Indicators

In a security indicator is one of the conditions that can be felt by every human being towards an activity or facility provided by someone who plays an important role or government in providing a facility that can be felt or used by everyone (Bhat, Chandra, et al. 2000). So the government must also pay attention to a facility for security provided to the local community, especially for people with blind disabilities so that they do not experience difficulties or obstacles when carrying out their activities.

Based on the results of the researcher's interview with Mr. Muda Hasibuan as the Head of the Road Planning Team of the Bina Marga Division regarding Medan City, there are regulations related to the handling of strategies for the development of facilities and infrastructure for persons with disabilities, namely:

“For the regulation, we still refer to the PU decision, and we ourselves do not make Perwal, Perda. Because in this Department itself, we do not make special regulations for sidewalks”. (interview with Mr. Muda Hasibuan as Head of Road Planning Team of Bina Marga Division on July 01, 2024).

Based on the explanation above related to the statement that Medan City has regulations related to the handling of infrastructure and facilities development strategies

for persons with disabilities but the Water Resources, Highways and Construction Agency of Medan City does not have regulations regarding the strategic handling of facilities and infrastructure such as sidewalks in Guiding block facilities.

The Department of Water Resources, Highways and Construction of Medan City has a plan or has implemented to train relevant officers about the importance of accessibility for persons with disabilities and the correct use of Guiding blocks through the results of an interview with Mr. Muda Hasibuan as Head of the Road Planning Team of the Highways Division, namely:

"There is no training of officers related to this, we happen to be the Technical SKPD, we only provide facilities and infrastructure, if in the Technical SKPD it is the function, for the last person who uses or all kinds of things regarding the use of Guiding blocks, it is another matter". (interview with Mr. Muda Hasibuan as Head of the Road Planning Team of the Bina Marga Division on July 01, 2024).

Based on the informant's statement above regarding the Office of Water Resources, Highways and Construction of Medan City has a plan or has implemented to train related officers on the importance of accessibility for persons with disabilities and the correct use of guiding blocks, that the Office of Water Resources, Highways and Construction of Medan City does not have any training on the correct use of guiding blocks provide task training related to the correct use of guiding blocks.

Based on the information obtained through informants regarding the Office of Water Resources, Highways and Construction of Medan City socializing the guiding block policy to the community, including to persons with visual impairment, there is no activity in socializing the facilities and infrastructure built towards guiding blocks to persons with disabilities directly, only through social media.

Based on the results of interviews conducted by researchers through information obtained by informants that the Office of Water Resources, Highways and Construction of Medan City monitors and evaluates the effectiveness of the implementation of this guiding block policy strategy on an ongoing basis by seeing which locations are crowded with pedestrians. By focusing so that other people do not take away the rights given by the government to people with disabilities when walking on the road.

Based on the results of interviews conducted by researchers obtained through both informants regarding information on the construction of guiding blocks, it can be seen that almost all roads in Medan City have been built guiding blocks. And if there are still roads in Medan City that have not been built Guiding Block it is because it is still in the planning stage.

## B. Convenience Indicator

In an indicator, convenience is an activity or activity that can be felt by the community in accessing anything without feeling the slightest difficulty. Including the facilities and infrastructure provided by the Government to the general public and other people with disabilities. So that with the ease of facilities and infrastructure provided, they will be very free in doing all things in the outside environment (Bhat, Chandra, et al. 2000).

Based on the results of the researcher's interview with Mr. Muda Hasibuan as the Head of the Road Planning Team of the Bina Marga Division of the Water Resources, Bina Marga and Bina Konstruksi Office of Medan City, regarding blind people who use guiding blocks have felt the ease of using these public facilities, namely:

"We do not ask directly to the persons with disabilities themselves about whether or not they have found it easy to use the guiding blocks because our job is only to build facilities that are our responsibility". (interview with Mr. Muda Hasibuan as Head of the Road Planning Team of the Bina Marga Division on July 01, 2024).

Based on this that has been described by the researcher, the statement obtained through the informant regarding the ease felt by blind people with disabilities in using guiding blocks is that the Water Resources, Bina Marga and Bina Konstruksi Office of Medan City has never directly asked their opinion regarding the ease they feel when using public facilities provided by the government such as guiding blocks.

So based on the results of interviews obtained by researchers obtained through informants regarding damage that occurs in the construction of guiding blocks, the Water Resources, Bina Marga and Bina Konstruksi Office of Medan City will immediately report to the UPT so that it is immediately handled quickly.

Regarding the availability of programs or financial assistance to assist the construction of guiding blocks, the researcher obtained an informant by Mr. Muda Hasibuan as the Head of the Road Planning Team of the Bina Marga Division, namely:

"From Elisabeth Hospital Road to Juanda junction, 200 meters is about 1.2 M. It varies depending on the size of the sidewalk. It varies depending on the size of the sidewalk you want to build". (interview with Mr. Muda Hasibuan as Head of the Road Planning Team of the Bina Marga Division on July 01, 2024).

Based on the information obtained by researchers through informants, namely regarding financial assistance or guiding block construction costs received by the Water Resources, Highways and Construction Agency of Medan City, it depends on the construction of the guiding block as wide as it will be built because each road has a big difference in the road.

## C. Comfort Indicator

Based on the comfort indicator is a feeling that can be felt by the local community both directly and indirectly, because with a sense of comfort the community itself will feel satisfied with what they enjoy, get and so on (Bhat, Chandra, et al. 2000).

So that linkage is carried out by researchers through interviews with Mr. Muda Hasibuan as Head of the Road Planning Team for the Bina Marga Division regarding what are the factors that can affect the comfort of using guiding blocks for people with visual disabilities, namely:

"Maybe what is often experienced in the comfort felt by people with disabilities includes people who still take their rights such as selling on sidewalks". (interview with Mr. Muda Hasibuan as Head of the Road Planning Team of the Bina Marga Division on July 01, 2024).

Based on the above statement through information obtained by researchers through informants that the comfort provided by the Office of Water Resources, Highways, and Bina Konstruksi of Medan City still has difficulties with the activities of local people who still do not understand the facilities provided, and many people also still violate the rules for the construction of facilities provided by the government.

Another thing related to the Department of Water Resources, Highways, and Construction of Medan City, the

following is how to design guiding blocks that are comfortable to be used by people with visual impairments conducted directly by researchers with Mr. Muda Hasibuan as the Head of the Road Planning Team of the Highways Division, namely:

"By paying attention to the installation distance, size and shape, selection of materials, paying attention to the placement of the installation position, and maintaining the preservation of its condition". (interview with Mr. Muda Hasibuan as Head of the Road Planning Team for the Bina Marga Division on July 01, 2024).

Based on the results of interviews obtained through informants, the Office of Water Resources, Bina Marga and Bina Konstruksi of Medan City designs comfortable Guiding Blocks by paying attention to quality materials in building guiding blocks so that users, especially persons with disabilities, can feel the comfort of public facilities that have been provided by the government.

#### D. Aesthetic Indicators

Based on aesthetic indicators, it is a value of beauty that can be felt by other people through the instinct of taste and vision of a facility and infrastructure provided by the government that does not interfere with the vision of other people in doing activities outside (Bhat, Chandra, et al. 2000).

Therefore, the researcher conducted an interview with Mr. Muda Hasibuan as the Head of the Road Planning Team of the Bina Marga Division regarding the challenges that may be faced in the implementation of policy strategies to fulfill aesthetic guiding blocks in Medan City, namely: "That is when the path encounters trees and electric poles so that is what makes the guiding block itself less aesthetic". (interview with Mr. Muda Hasibuan as the Head of Road Planning Team of Bina Marga Division on July 01, 2024).

Based on the results of interviews obtained by researchers through informant information that the challenges that may be faced in implementing aesthetic guiding block policy strategies are the habits and culture of the community that do not fully support the implementation of aesthetic guiding blocks such as selling carelessly on sidewalks, there are large trees and electric poles so that it can disturb the aesthetics of guiding blocks.

Another thing found by the researcher regarding the Office of Water Resources, Bina Marga and Bina Konstruksi of Medan City has concrete examples of aesthetic and functional guiding blocks obtained through an interview with Mr. Muda Hasibuan as the Head of the Road Planning Team of the Bina Marga Division, namely:

"On Ponegoro road, so far the aesthetically pleasing sidewalks are on that road". (interview with Mr. Muda Hasibuan as Head of the Road Planning Team of the Bina Marga Division on July 01, 2024).

Another opinion expressed by Mrs. Dorlima M. Siahaan, SE, MM as the Head of the Working Team for the Scope of Regulation of Construction Services in the Bina Konstruksi Division: "For example, the aesthetic sidewalks are on Ponegoro Street and Sudirman Street because the sidewalks are added such as seats and others". (interview with Mrs. Dorlima M. Siahaan, SE, MM as Head of the Working Team for the Scope of Regulation of Construction Services for Bina Konstruksi on July 01, 2024).



Figure 2. Sidewalk Condition on Jalan Diponegoro

Based on the informant's statement that the Medan City Water Resources, Highways and Construction Agency said that the construction of aesthetic sidewalks was on Jalan Diponegoro and Jalan Sudirman. One example is on Jalan Diponegoro which has a good design and looks beautiful because it has added seating to be able to see the scenery in Medan City.

In other matters carried out by researchers regarding guiding blocks, they have an environmentally friendly and energy-efficient design through direct interviews with Mr. Muda Hasibuan as the Head of the Road Planning Team for the Highways Sector, namely: "Yes, because the guiding blocks used are made of Fiber which is a very high-quality material, which is not like concrete, made of plastic because it is not environmentally friendly, this fiber is disability-friendly and can be recycled". (interview with Mr. Muda Hasibuan as the Head of the Road Planning Team for the Highways Sector on July 1, 2024).

This also has a similarity of opinion expressed by Mrs. Dorlima M. Siahaan, SE, MM as the Head of the Construction Services Regulation Scope Work Team in the Construction Development Sector: "Of course, because the quality of the materials has been selected, and they can be recycled, because the materials used are fiber". (interview with Mrs. Dorlima M. Siahaan, SE, MM as the Head of the Construction Services Regulation Scope Work Team in the Construction Development Sector on July 1, 2024). So based on the information obtained through the results of the researcher's interview which has been described above from the informant, the guiding block design used is an environmentally friendly and energy efficient design because it takes into account the materials used by the government in making the guiding block.

## 4. CONCLUSION

In terms of security through the indicators that are the guidelines for researchers, the Water Resources, Highways and Construction Services have not yet met the safety and comfort standards for people with disabilities. In the convenience indicator, it can be seen that the Water Resources, Highways and Construction Services have provided convenience for people with disabilities to help them in carrying out activities outside the environment in accordance with the Regulation of the Ministry of Public Works. Based on information obtained by researchers through informants in the comfort indicator, it can be seen that the Water Resources, Highways and Construction Services and related agencies regarding the comfort of people with disabilities in using Guiding Blocks are still not good, due to the lack of supervision or observation of local people who violate the use of Guiding Block facilities provided by the government to people with disabilities. In the aesthetic indicator through the Water Resources, Highways and

Construction Services, it can be seen that there are still shortcomings in providing aesthetic value to the Construction of Guiding Blocks on sidewalks, for example, there are still several places that have damaged roads.

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