

ABSTRAK

PELAYANAN PRIORITAS BAGI DIFABEL DAN KAUM RENTAN MELALUI APLIKASI ANTRIAN PRIORITAS DI PENGADILAN AGAMA TANJUNG KARANG KELAS IA

Oleh

DEWI SUSANTI

Penelitian ini bertujuan untuk menganalisis pelayanan prioritas bagi difabel dan kaum rentan melalui aplikasi antrian prioritas di Pengadilan Agama Tanjung Karang Kelas IA dengan menggunakan teori Pelayanan Inklusif Dwiyanto (2011), serta mengidentifikasi faktor penghambat dalam pelaksanaannya. Penelitian menggunakan pendekatan deskriptif kualitatif dengan pengumpulan data melalui wawancara, observasi, dan dokumentasi. Hasil penelitian menunjukkan bahwa pelayanan prioritas sudah berjalan cukup optimal, ditandai dengan terpenuhinya ruang diskresi aparat birokrasi, pengarusutamaan kelompok rentan, dan pemberian kuota khusus bagi difabel dan kaum rentan. Namun, terdapat beberapa aspek yang perlu ditingkatkan, seperti peninjauan pengaturan pelayanan publik yang belum memiliki Standar Operasional Prosedur (SOP) terkait penggunaan aplikasi antrian prioritas, serta penerapan prinsip inklusivitas yang belum maksimal karena aplikasi masih perlu dikembangkan agar lebih mudah diakses dan dimanfaatkan. Faktor penghambat utama adalah rendahnya literasi teknologi masyarakat pengguna dan kurangnya edukasi serta sosialisasi dari pengadilan mengenai aplikasi tersebut. Penelitian ini menyimpulkan bahwa aplikasi antrian prioritas berpotensi meningkatkan inklusivitas pelayanan publik di pengadilan, namun perlu adanya penyempurnaan regulasi, peningkatan sosialisasi, dan pengembangan aplikasi agar dapat memberikan layanan yang lebih efektif dan ramah bagi difabel serta kaum rentan.

Kata Kunci: Pelayanan prioritas, difabel, kaum rentan

ABSTRACT

PRIORITY SERVICE FOR THE DISABLED AND VULNERABLE PEOPLE THROUGH THE PRIORITY QUEUE APPLICATION AT THE TANJUNG KARANG CLASS IA RELIGIOUS COURT

By

DEWI SUSANTI

This study aims to analyze priority services for persons with disabilities and vulnerable groups through the priority queue application at the Religious Court of Tanjung Karang Class IA, using Dwiyanto's Inclusive Service theory (2011), and to identify obstacles in its implementation. The research employs a qualitative descriptive approach with data collected through interviews, observations, and documentation. The results indicate that priority services have been implemented quite optimally, as evidenced by the fulfillment of bureaucratic discretion, mainstreaming of vulnerable groups, and the provision of special quotas for persons with disabilities and vulnerable users. However, several aspects require improvement, such as the lack of clear Standard Operating Procedures (SOP) related to the use of the priority queue application and the incomplete application of inclusivity principles, since the application still needs to be developed for easier access and better usability. The main obstacles identified are low technological literacy among the public and insufficient education and socialization efforts by the court regarding the application. This study concludes that the priority queue application has the potential to enhance inclusive public services at the court, but improvements in regulations, socialization, and application development are necessary to provide more effective and user-friendly services for persons with disabilities and vulnerable groups.

Keywords: Priority services, disabled, vulnerable groups.