

## ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui bagaimana penerapan Pasal 19 huruf b Peraturan Daerah Kabupaten Jember Nomor 7 Tahun 2016 tentang Perlindungan dan Pemenuhan Hak-Hak Penyandang Disabilitas tuna daksa di Mal Pelayanan Publik Kabupaten Jember. Penelitian ini termasuk dalam Penelitian Yuridis Empiris. Pendekatan yang digunakan yakni Pendekatan Peraturan Perundang - Undangan dan Pendekatan Konseptual. Hasil Penelitian menunjukkan bahwa Penyediaan Sarana Prasarana Pelayanan Publik di Mal Pelayanan Publik Kabupaten Jember telah memenuhi standar pelayanan publik bagi penyandang disabilitas tuna daksa. Terbukti dengan tersedianya ramp, tempat parkir khusus, kursi roda, ruang tunggu khusus, toilet khusus disabilitas, dan pelayanan khusus. Maka hak-hak penyandang disabilitas tuna daksa dalam layanan publik telah terpenuhi berdasarkan kewenangan daerah.

**Kata Kunci:** Disabilitas, Pelayanan Publik, Sarana Prasarana



## ABSTRACT

*The purpose of this study is to find out how to apply Article 19 letter b of Jember Regency Regional Regulation Number 7 of 2016 concerning the Protection and Fulfillment of the Rights of Persons with Disabilities with disabilities in Jember Regency Public Service Malls. This research is included in Empirical Juridical Research. The approach used is the Legislation Approach and the Conceptual Approach. The results of the study show that the provision of public service infrastructure facilities in the Jember Regency Public Service Mall has met the standards of public service for people with disabilities with disabilities. It is proven by the availability of ramps, special parking lots, wheelchairs, special waiting rooms, special toilets for the disabled, and special services. Therefore, the rights of people with disabilities in public services have been fulfilled based on regional authority.*

*Keywords: Disability, Public Services, Infrastructure*

