

*Undergraduate Final Project
Science of Law Study Program
Even Semester of 2018/2019*

**PUBLIC SERVICES FOR PEOPLE WITH PHYSICAL DISABILITIES AS
A USER OF PUBLIC TRANSPORTATION SERVICES
TRANS BATAM**

NPM: 1551063
TIARA WULANDARI

Abstract

Basically, public services can cover all broad aspects of life. Public Service Law No. 25 of 2009 states that all citizens have the right to get good public services, including persons with disabilities who do need more special treatment. Public services in the field of transportation is one of the government organizers such as Trans Batam which is an operation of the Batam City Transportation Agency. Public services are the most visible benchmark for government performance, the implementation of the Trans Batam service for persons with disabilities is more or less. In addition to good service, in the field of transportation itself, persons with disabilities have the right to get accessibility that makes it easy for them to be independent.

This research uses empirical legal research methods or field research. The data sources used are primary and secondary data from data obtained from the field related to the Trans Batam public transportation sector and also library data such as the hierarchy of laws. The data is then analyzed using qualitative descriptive methods. The theory of legal effectiveness is the cornerstone of the theory used in writing this thesis.

Based on the data acquisition and analysis conducted, a conclusion was reached that public services in the transportation sector of Trans Batam, especially for persons with disabilities, were considered not yet very effective, such as the unavailability of access at all bus stops and services of the officers themselves. Related to this is due to obstacles, but it will be endeavored in the continued effort to build good services, especially in order to become disability-friendly services.

Keywords : *Public Services, Physical Disability, Public Transportation Trans
Batam*