



INCLUSIVITY IN THE WORLD OF WORK: AN ANALYSIS OF LEGAL PROTECTION FOR WORKERS WITH DISABILITIES IN THE ELECTRONIC SERVICES SECTOR

Titie Syahnaz Natalia¹, Ega Anzani²

¹Lampung University ²University of Mataram
syahnaztitie@gmail.com , egaanzaniii@gmail.com

Abstract

Efforts to promote inclusivity for persons with disabilities in the employment sector are progressing. However, implementation still faces various challenges, particularly in the informal sector, such as electronic service businesses. This study aims to analyze the forms of legal protection for workers with disabilities and identify the social barriers they encounter in practice. The case study focuses on Febri, a 54-year-old person with physical disabilities in Ogan Komering Ulu (OKU) Regency, who runs a home-based electronic repair business. Using an empirical juridical approach, data were collected through interviews and literature studies of relevant laws and academic literature. The findings reveal that although Law Number 8 of 2016 concerning Persons with Disabilities provides a strong legal foundation for protecting employment rights, its implementation remains suboptimal. Physical barriers, limited access to advanced training, and persistent social stigma continue to hinder inclusivity, and governmental and community support remain inadequate. This study recommends strengthening affirmative policies, providing incentives for entrepreneurs with disabilities, and enhancing awareness of disability rights to realize an inclusive and just working environment.

Keywords: *disability, informal employment, inclusive MSMEs, and medium enterprises*

1. Introduction

The term persons with disabilities began to be officially used after the promulgation of Law Number 8 of 2016 concerning Persons with Disabilities (*Law Number 8 of 2016 concerning Persons with Disabilities*, n.d.). The presence of this law marks an important shift from the previous term, namely "persons with disabilities," as stated in Law Number 4 of 1997 (*Law Number 4 of 1997 concerning Persons with Disabilities*, n.d.). The new definition in the law expands the definition of disability to include long-term physical, mental, intellectual, and/or sensory impairment, which can hinder a person's active participation in social life equally. Although legal progress has been made, the public's view of disability groups is still often overwhelmed by negative stigma. Many people with disabilities still consider people with disabilities as individuals who are unable to live independently, let alone compete in the world of work. This view grew out of a medical understanding that assessed disability as a weakness or deficiency to be pitied rather than as part of human diversity that needed to be empowered.

The government has implemented a social approach to overcome this problem, but in practice, these efforts have not been optimal. Based on data from the Ministry of Manpower until 2024, only approximately 1% of people with disabilities have been successfully absorbed into the formal sector. Meanwhile, Sakernas data in 2024 noted that of the approximately 16.28 million working-age people with disabilities, only about 7.25 million have jobs. This shows that the implementation of employment policies for people with disabilities is still not functioning as it should. This problem can also be seen in the involvement of people with disabilities in political participation, as illustrated in the 2024 election data in Ogan Komering Ulu (OKU) Regency. There were 256 voters with mental disabilities spread across 13 sub-districts, with the highest number being in East Baturaja District (74 people), followed by Peninjauan (27 people), Lubuk Raja (24 people), West Baturaja (21 people), Lengkiti (21 people), and Lubuk Batang (22 people).

Other sub-districts, such as Sosoh Buay Termap, Semidang Aji, Sinar Peninjauan, and Kedaton Peninjauan Raya, also recorded significant numbers, although they were smaller (Anzani & Saleh, 2023). This data confirms that the issue of disability is not only about economic access but also about the representation and fulfillment of equal civil-political rights in areas such as the OKU. Another problem that often arises is the issue of accessibility and understanding the business world for people



with disabilities. Many companies have not been able to adapt the type of work to the capabilities of potential workers with disabilities and have not provided facilities that support inclusion. This led to limited workspace for them, even though the right to work was guaranteed in Article 27, paragraph (2) of the 1945 Constitution, which affirms that every citizen has the right to decent work and livelihood.

Work is a basic right for every human being, including those with disabilities. Working not only means earning an income but also being a means increases one's dignity and self-esteem. In the context of developing countries such as Indonesia, inclusive development is a must, including the empowerment of vulnerable groups through fair and equitable employment policy. Discrimination still occurs in the form of work requirements that are not disability-friendly, such as the requirement to be "physically and spiritually healthy, ' which is often interpreted narrowly. Law Number 13 of 2003 concerning Manpower affirms that all workers have the same right to obtain employment without discrimination (*Law Number 13 of 2003 concerning Manpower*, n.d.).

Based on data from the Population Office of Ogan Komering Ulu Regency (OKU), there are more than a thousand people with disabilities, the majority of whom experience mild to moderate physical disabilities. However, according to the local Indonesian Women with Disabilities Association (HWDI), less than 1% of its members are employed in the formal sector. Most of them survive in the informal sector, such as services or menial work, which is very limited in terms of income and legal protection (Indonesian Women with Disabilities Association (HWDI) Ogan Komering Ulu Regency, 2025). In the broader context, the protection of the rights of persons with disabilities, including the right to employment and political participation, cannot be separated from the importance of data protection and equitable access to information. As revealed in a study by Natalia and Anzani (Natalia & Anzani, 2022), both public and private institutions have a responsibility for security and fairness in the management of individual information, including vulnerable groups such as those with disabilities. Uncertainty and distrust of institutions are often additional obstacles in the process of social inclusion that the state is supposed to guarantee.

These facts show that people with disabilities still face significant challenges in accessing a decent world of work. Therefore, this study aims to examine inclusivity in the world of work more deeply, especially in the context of legal protection for workers with disabilities in the electronic service business sector, to determine the extent to which their rights are truly protected and implemented. The research gap is also evident in the study of labor law, which has focused more on the formal sector, even though most people with disabilities work independently or informally. In this context, this study is novel in that it highlights the aspect of legal protection for workers with disabilities in the electronic service business sector as a concrete example of disability entrepreneurship practices at the local level. Therefore, this study aims to analyze the form of legal protection that workers with disabilities receive in the electronic service sector, examine the social and structural barriers they face, and evaluate the extent to which the principle of employment inclusivity has been implemented in the regions.

This study uses a social approach to disability, which sees that limitations do not come solely from a person's physical condition but from social and legal systems that fail to provide equal spaces for participation. This approach is combined with a human rights perspective that emphasizes the importance of protection, empowerment, and recognition of legal capacity for each individual. By referring to *the Convention on the Rights of Persons with Disabilities (CRPD)* and Law Number 8 of 2016, this study seeks to show that inclusion in the informal sector, such as electronic service businesses, reflects the extent to which the principles of equality and justice are truly implemented in policies and practices in the field.

2. Literature Review and Conceptual Development

2.1 Legal Framework for Disability Rights in Employment

Disability is a physical or mental condition that makes it difficult for a person to perform certain activities and interact with their surroundings. It is divided into three categories: disorders of a person's physical structure or functioning, activity limitations, and participation limitations (Aas, 2020). In the



context of disability, the loss or anomaly of a person's psychological, physiological, or anatomical structure or function is referred to as a disorder. These disabilities can occur physically, psychologically, academically, or sensorily and can limit a person's capacity to perform daily tasks. This disorder can cause disability, but it is not necessarily so. For example, a person who loses part of his finger does not necessarily have a disability because the loss does not necessarily interfere with his ability to perform daily tasks. This disorder is one of the components of disability that must be recognized to provide adequate assistance and accessibility for patients.

The protection of persons with disabilities in Indonesia is mainly regulated through *Law No. 8 of 2016 on Persons with Disabilities*, which adopts the principles of equality and non-discrimination from *the Convention on the Rights of Persons with Disabilities (CRPD)*. Article 53 of the law mandates that the public and private sectors provide employment opportunities for persons with disabilities. Complementary regulations, such as *Law Number 13 of 2003 concerning Manpower* and *Government Regulation Number 60 of 2020 concerning Employment of Persons with Disabilities*, further emphasize the state's obligation to ensure an inclusive workplace. However, despite the existence of this legal framework, implementation remains limited, especially in small and medium-sized enterprises (SMEs) and the informal sector. Many businesses still interpret the "physically and mentally healthy" worker requirement narrowly, resulting in the indirect exclusion of workers with disabilities. This gap between normative protection and practical realization reflects the persistent tension between legal ideals and socioeconomic realities.

2.2 Typology and Classification of Disabilities

Disability classifications have evolved from a deficit-focused categorical system to the World Health Organization's International Biopsychosocial Classification of Function, Disability, and Health (ICF), which emphasizes people-environment interactions rather than medical pathologies alone. A critical perspective highlights how classification can lead to social exclusion, despite good intentions. Indonesia uses several disability classification systems, with the most comprehensive being the typology of four categories: physical, sensory, intellectual, and mental disabilities. In accordance with Law No. 8 of 2016, disabilities are categorized into four main types: physical, intellectual, mental, and sensory disabilities. Physical disabilities include limitations in mobility or bodily functions that affect an individual's ability to perform tasks in an environment that is not designed for accessibility.

Studies have shown that people with physical disabilities are more likely to engage in small-scale or home-based economic activities because of environmental barriers and discriminatory hiring practices in the formal sector (Hastuti et al., 2020). Meanwhile, those with intellectual or psychosocial disabilities experience higher barriers to entry due to stigma and a lack of support systems (Anzani, 2024). In Indonesia, physical disability is the most visible and socially recognized form of disability; however, even within this group, participation rates in formal work remain low. The National Labor Force Survey (Siyaranamual, 2018) shows that most workers with disabilities are concentrated in the low-income informal sector, including repair services, manual labor, and domestic production.

2.3 Employment of Persons with Disabilities in MSMEs and Informal Sectors

Employment for persons with disabilities (persons with disabilities) is a central aspect of realizing social participation and economic independence. According to the International Labour Organization (ILO, 2013), disability inclusion in the workplace involves not only access to employment but also the removal of barriers that prevent equal participation, such as discrimination, an inaccessible environment, and lack of reasonable accommodation. The UN Convention on the Rights of Persons with Disabilities (CRPD), Article 27 (United Nations, 2006), states the right of persons with disabilities to work equally with others, including the opportunity to earn a living through freely chosen work in an inclusive and accessible labor market. The legal basis for protecting the rights of persons with disabilities in the labor market is based on international instruments such as the CRPD (2006) and the ILO Convention No. 159 on *Rehabilitation and Vocational Work (Persons with Disabilities)* (ILO, 1983). This instrument obliges the state to create an enabling environment for inclusive employment and promote vocational training and equal opportunities.

In Indonesia, Law No. 8 of 2016 concerning Persons with Disabilities is a legal milestone that bridges the gap by adopting a rights-based approach in line with the CRPD. The law mandates that the public and private sectors employ people with disabilities for at least 2% and 1% of their workforce, respectively. Complementary provisions in Law Number 13 of 2003 concerning Manpower (and its revision based on the Omnibus Law on Job Creation) emphasize non-discrimination and equal employment opportunities. However, the implementation of these provisions still differs from region to region due to limited monitoring mechanisms, overlapping regulations, and a lack of awareness among entrepreneurs.

The informal sector and micro-enterprises (MSMEs) are vital for people with disabilities to achieve economic independence. These sectors often offer flexibility, self-management, and lower entry barriers. However, the absence of clear legal protections and limited institutional support make workers with disabilities vulnerable to exploitation and income instability (Sirait & Rahani, 2024). Previous research has mainly examined inclusion in large corporations or state institutions, while limited attention has been paid to individual entrepreneurs or self-employed persons with disabilities (Amrullah, 2024; Hamid & Intan, 2024; Suryahadi, 2022). In the case of industrial electronics repair services that combine technical skills with physical labor, the challenges are diverse and complex. Workers like Febri, a physically disabled technician in Ogan Komering Ulu, have to navigate not only infrastructure inefficiencies but also a lack of government incentives and training support. Therefore, examining the informal sector as a place of empowerment and vulnerability provides important insights into how legal protections are implemented or not in real-world conditions.

2.4 Research Gap and Novelty

While many studies have explored disability inclusion in formal work, few have addressed the intersection between disability types (physical) and informal economies, particularly in rural or semi-urban contexts like India. This study fills this gap by focusing on self-employed individuals with physical disabilities who operate e-service businesses. Its novelty lies in the analysis of the application of the principles of legal protection (as mandated by Law No. 8/2016) in a self-driven informal economic environment. This approach highlights how inclusivity depends not only on state policies but also on public awareness, accessibility, infrastructure, and social perception.

3. Methodology

The type of research used in this study is empirical normative law research. This study combines a normative approach, which aims to examine the applicable legal norms, with an empirical approach, which aims to understand how the law is applied and functions in society. Thus, this study not only discusses the content of the law in terms of normative, but also examines the reality of the implementation of the law in the field (Soekanto, 1986). This study uses a statute approach (Marzuki, 2017) to examine the applicable positive legal norms and a socio-legal approach to understand how these norms are implemented in practice and responded to by the community.

The data sources in this study consist of primary data obtained through interviews and direct observation of related subjects, as well as secondary data, including primary legal materials (laws and regulations), secondary legal materials (literature and scientific journals), and tertiary legal materials (legal dictionaries and encyclopedias). Data collection is carried out through literature studies to obtain normative data from legal literature, interviews with relevant sources, and observations of practices in the field, if necessary. The collected data were analyzed qualitatively through two stages: normative analysis of applicable regulations and empirical analysis of field findings. Furthermore, a comparison was made between *das sollen* (ideal norms) and *das sein* (reality on the ground) to identify legal gaps and formulate solutions (Ibrahim, 2006).

4. Results and Discussion

4.1 Research Overview

The business that is the focus of this research is *Kejora Electronic Services*, a business unit in the form of a *home industry* located on Jalan Tihang, Lintas South Sumatra, Baturaja City, Ogan Komering Ulu Regency (OKU). This business is engaged in the repair of electronic household devices, such as

televisions, radios, and fans. Although small-scale, this venture shows potential as an inclusive entrepreneurial model because it is run entirely by a person with a disability without any additional labor support. The owner and sole worker in this business is Febri, a 54-year-old man with a physical disability (daksa disability), with a shorter left leg condition from an early age due to polio.

This condition did not prevent him from continuing to work independently. Febri acquired skills in the field of electronic repair on his own, assisted by the informal training he had attended. Febri's main motivation in building this business is to achieve economic independence while proving that physical limitations are not necessarily an obstacle in contributing productively in society. However, his business journey is inseparable from various structural and social challenges. On the one hand, limited physical access and lack of inclusive work infrastructure support are technical obstacles in carrying out daily activities. However, social stigma against people with disabilities remains a significant psychosocial barrier. This is in line with the findings of Arifin and Rachmawati (2021), who showed that workers with disabilities in the informal sector often face discrimination based on negative perceptions and limited adaptive facilities that support work productivity.

Febri's story reflects the importance of a rights-based approach in the formulation and implementation of inclusive employment and entrepreneurship policies, as mandated in Article 53 of Law Number 8 of 2016 concerning Persons with Disabilities. Affirmative policies and continuous training are crucial aspects so that the potential of persons with disabilities in the small and medium business sector can develop in a fair, equitable, and sustainable manner



Figure 1. Mr. Febri's electronic and photo service business unit

4.2 Analysis of Legal Protection for Workers with Disabilities

4.2.1 Review of Applicable Regulations

People with disabilities are a group of people who have historically been marginalized in various aspects of life, including access to employment and political participation. The Government of Indonesia has responded to this issue through various regulations, with the aim of encouraging the fulfilment of the rights of persons with disabilities comprehensively.

a. Law No. 8 of 2016 concerning Persons with Disabilities

Law No. 8 of 2016 marked a paradigm shift in understanding disability, from a medical approach to a human rights-based approach. This law affirms that persons with disabilities have the same rights as other citizens in all aspects of life and livelihood, including employment, education, health, and political participation. As an implementation of the Law, the government has issued several derivative regulations, including Government Regulation (PP) No. 42 of 2020 concerning Accessibility to Settlements, Public Services, and Protection from Disasters for Persons with Disabilities, which regulates the rights of persons with disabilities to gain accessibility to public facilities and protection from disasters. Presidential Regulation (Perpres) No. 1 of 2020 concerning the Ratification of the Marrakesh Treaty, which aims to provide access to printed works for people with visual disabilities and impairments.



b. Law No. 13 of 2003 concerning Manpower

Law No. 13 of 2003 regulates various aspects of employment, including equal opportunities and treatment in terms of employment without discrimination. Articles 5 and 6 of this law affirm that every worker has the right to equal treatment without discrimination on any basis. However, in practice, the implementation of this provision faces various obstacles. Based on data from the Ministry of Manpower until 2024, only approximately 1% of people with disabilities have been successfully absorbed into the formal sector. This shows that the provisions of the Manpower Law have not been optimally implemented.

c. Law No. 11 of 2020 concerning Job Creation

The Job Creation Law amends several provisions of the Employment Law, including those regarding Fixed-Time Work Agreements (PKWT), outsourcing, and termination of employment (PHK). These changes aim to increase the flexibility of the labor market but also raise concerns about the protection of workers' rights, including those of people with disabilities. The Constitutional Court in Decision Number 91/PUNDANG-XVIII/2020 stated that the Job Creation Law was conditional and gave the lawmakers two years to make improvements. This highlights the need to evaluate the impact of the Job Creation Law on the protection of workers' rights, including vulnerable groups such as people with disabilities.

d. Regional Regulations and Local Policies Related to Disabilities and MSMEs

At the local level, efforts to fulfill the rights of persons with disabilities have begun to be accommodated through local regulations in Japan. Ogan Komering Ulu (OKU) Regency, one of the regions in South Sumatra, has adopted an inclusive approach in various sectors. Although there is no special Regional Regulation (Perda) that regulates persons with disabilities, several village-based MSME programs and job skills training for vulnerable groups have begun to be implemented by the Social Service and the Manpower Office. However, these programs are not fully integrated and do not explicitly prioritize people with disabilities as their main target.

Data quoted from the Permanent Voter List (DPT) for the 2024 Election in OKU Regency show that there are 256 voters with mental disabilities, spread across 13 sub-districts. The highest number is in East Baturaja District (74 people), followed by Peninjauan (27 people), Lubuk Raja (24 people), West Baturaja (21 people), and Lengkiti (21 people). This fact confirms that the existence of persons with disabilities is quite significant quantitatively and requires special attention in public policy, both in the field of employment and political participation.

e. The Concept of Inclusivity in the World of Work

The fulfilment of the rights of persons with disabilities cannot be separated from the importance of personal data protection and fair and responsible information governance. In this context, Natalia, Syahnaz, and Anzani (Natalia & Anzani, 2022) emphasized the importance of the responsibility of public and private institutions in the management of personal data, including data on vulnerable groups such as people with disabilities. The absence of a reliable data protection system can increase these groups' vulnerability to discrimination and social exclusion.

Inclusivity in the workplace refers to the principles and practices that allow all individuals, regardless of their physical, mental, or social background, to participate equally and productively in work activities. In the context of people with disabilities, inclusiveness means ensuring adequate access, opportunities, and protection to contribute to the workforce. This is becoming increasingly important as the electronic service business sector develops, which relies heavily on technical expertise and innovation, and where workforce diversity can be strategic capital. According to the World Health Organization (WHO), disability is a condition that involves limited physical, mental, or sensory functions that affect an individual's ability to fully participate in social life, including the world of work. In the electronic service business, which includes repair, maintenance, and technical support services for electronic devices, the role of workers with disabilities can be optimal if the work environment and regulations support such inclusivity. Although national regulations have provided legal protection and guaranteed the rights of persons with disabilities, their implementation still faces various challenges.

This study conducted an interview with Febri (54), a person with a physical disability from Ogan Komering Ulu Regency (OKU), who has a shorter left leg since birth. He now runs a small electronics repair business in his home and is part of an informal economy that is rarely affected by inclusive policy interventions.

4.2.2 Awareness of Rights as a Disabled Worker

Febri admitted that he did not know in detail what rights he had as a citizen with disabilities. He was unaware of the existence of Law No. 8 of 2016 or its derivative regulations. The information he obtains comes only from the community or social media. "I have heard that there is government assistance for the disabled, but I don't know where to register," he said. Sari and Juwita (2021) show that most people with disabilities in the informal sector have low levels of legal literacy, especially related to employment rights and access to social protection. Low education levels and limited access to information are the main causes of a low understanding of these rights. Low legal literacy results in many people with disabilities not claiming their rights, even when they experience discriminatory treatment.

a. Access to Government Support Programs

In practice, Febri admitted that he had never received job training, business tool assistance, or entrepreneurship assistance from local government agencies. He received basic food assistance only once during the COVID-19 pandemic, but he was never involved in a program to strengthen the productive economy. According to Government Regulation No. 70 of 2019, the central and regional governments are obliged to provide job skills training programs and entrepreneurial financing for people with disabilities. This data is in line with Rahardjo's (2022) research, which revealed that 72% of MSME actors with disabilities in the South Sumatra region have never been involved in training programs or business assistance from the government and feel that the government's approach is still charitable, not empowering. Support programs for MSMEs with disabilities are still fragmented and not based on inclusive data; therefore, many are unaffordable.

b. Administrative and Legal Barriers

Febri also admitted that he had tried to access the MSME assistance program from the Cooperative Office, but he was asked to attach a number of documents, such as business certificates, NPWP, and health certificates. This administrative requirement is an obstacle because some documents are difficult to access for small business actors with disabilities, especially those who do not have legal or social companions. Similar barriers were found in a study by Widiastuti and Hamid (2023), which showed that many technical regulations are still not disability-friendly, for example, not providing an accessible online submission format or not having a disability support officer in public service offices. Legal and administrative barriers are a form of structural discrimination that policymakers are often unaware of. The findings from the interview with Febri reinforce the argument that the implementation of disability protection policies still faces serious gaps between legal norms and field practices. Low legal literacy, limited access to government programs, and administrative/legal obstacles are the main challenges that must be overcome immediately if the state wants to ensure equal access to work for people with disabilities.

4.3 Gap and Challenge Analysis

4.3.1 The Gap between Norms and Practices

Although national regulations, such as Law No. 8 of 2016 concerning Persons with Disabilities and Government Regulation No. 60 of 2020, have guaranteed the right to decent work for persons with disabilities, their implementation in the field is still far from hopeful. Data from the 2024 Sakernas show that of the approximately 16.28 million working-age people with disabilities, only about 7.25 million have jobs, and only 1% have managed to enter the formal sector, according to the Ministry of Manpower. This gap is exacerbated by the lack of sustainable programs that can bridge the gap between skills training and real business opportunities.

For example, Febri, a person with a physical disability in OKU Regency, admitted that he had received training from the local social service, but there was no continuation in the form of assistance or access

to capital; therefore, the training did not have a significant impact on the development of his business in the field of electronic repair. This phenomenon is in line with the findings of Maftuhin (Maftuhin, 2021) who stated that many government programs related to disability are symbolic and not accompanied by strong monitoring mechanisms. In addition, a study by Yuliati (2022) revealed that administrative obstacles and the lack of awareness of local government officials on the principle of inclusivity make it difficult for groups with disabilities to access their rights in full. A similar thing was conveyed by Astuti and Darmawan (Astuti & Darmawan, 2023), who showed that the incompatibility between legal norms and social reality is a form of structural inequality that is repeated, especially for vulnerable groups such as people with disabilities. Thus, although legal guarantees are available, their implementation is still constrained by weak governance, a lack of institutional capacity, and the absence of sanction mechanisms for violations of disability rights in the context of employment.

4.3.2 Legal and Social Challenges

The legal and social challenges faced by people with disabilities in the world of work lie not only in the lack of access but also in the lack of socialization of regulations and the weak implementation of affirmative programs by the government. Although Law No. 8 of 2016 affirms the state's obligation to provide protection and fulfill the rights of persons with disabilities, many persons with disabilities are unaware of the existence of legal protection of their employment rights due to the limited socialization of regulations at the grassroots level. A survey conducted by Nurhidayah and Widiastuti (2022) shows that most respondents with disabilities have never received direct information about their rights from government agencies. In addition, affirmative programs, such as work quotas for people with disabilities in the public and private sectors, are often not implemented consistently.

Rahmawati and Santoso (2021) found that companies often ignore the obligation to fulfill the work quota for people with disabilities due to a lack of strict supervision and sanctions. However, the general public still views people with disabilities stereotypically, which impacts social discrimination in the recruitment process and daily work relationships. This is confirmed by Gunawan (2023), who noted that social stigma is the main obstacle to the active participation of people with disabilities in the economic space. Thus, the legal and social challenges to inclusive employment are not only caused by a lack of regulation but also by weak implementation, lack of concrete affirmations from the government, and strong cultural and social barriers that have not been resolved.

4.3.3 Obstacles and Challenges of Workers with Disabilities in the Electronic Service Business

Although the government and various parties have pushed for an inclusion agenda in the world of work, workers with disabilities in the e-service sector still face a significant number of structural and cultural barriers to employment. These barriers can be classified into two main dimensions: physical-technical and socio-cultural. Physically and technically, the characteristics of electronic service businesses that require mobility, technical precision, and the use of complex electronic devices pose challenges for people with disabilities. Many workplaces do not yet meet universal design or accessibility principles, such as the absence of wheelchair lanes, unergonomic desks, or the lack of assistive technology, such as screen reader devices for visually impaired workers.

The lack of investment in adaptive technology and tailored technical training makes it difficult for people with disabilities to access jobs according to their potential (Nugroho & Irawan, 2022). However, sociocultural barriers also exacerbate these conditions. Negative stigma and assumptions of inferiority to the abilities of people with disabilities are still rampant in both the work environment and the wider community. They are often considered unproductive, prone to errors, or a burden on the company's operations. Discrimination manifests in various forms, such as rejection during recruitment, disproportionate wages, and limited career development opportunities. This reflects the suboptimal implementation of Law Number 8 of 2016 concerning Persons with Disabilities, especially in articles that guarantee the right to decent and nondiscriminatory work (Utami, 2021). The lack of understanding of the potential contribution of workers with disabilities by business actors is also an obstacle to the realization of an inclusive and fair work environment.

4.3.4 Implementation of Legal Protection in the Electronic Service Business



Although a legal framework already exists, the implementation of protection for workers with disabilities in the electronic service business is still not optimal. This is influenced by several factors.

1. Lack of Awareness and Understanding of Business Actors

Many electronic service business actors, especially SMEs, do not understand the legal obligations related to the provision of accommodation for workers with disability. This prevents them from proactively adjusting to the work environment.

2. Limited Facilities and Infrastructure

Many e-service business locations do not provide disability-friendly facilities, such as wheelchair-accessible workspaces, assistive technology devices, or alternative communication systems for workers with sensory limitations.

3. Lack of Supervision and Law Enforcement

The supervision of the implementation of labor regulations related to persons with disabilities remains weak. Sanctions for violators are not always enforced consistently, so companies are less incentivized to make changes. (United Nations, 2006)

4. Social Protection and Welfare

Workers with disabilities often do not have adequate social protection, such as health insurance, work accident insurance, or specialized skills training that suits their needs.

4.4 Protection Strategies and Practical Recommendations

4.4.1 Legal and Social Support Model

The model of legal and social support for persons with disabilities in Indonesia has undergone development, although it still faces various limitations in its implementation. One tangible form of such support is legal assistance provided by legal aid institutions and civil society organizations in resolving problems of discrimination, labor disputes, or violations of the right to work. Legal assistance is important, especially in cases of termination of employment or disability-based work refusal, which often go unnoticed by the public. In addition, community-based training initiated by non-governmental organizations has become the main focus of strengthening the capacity and independence of persons with disabilities. For example, job skills and entrepreneurship training conducted by local communities, such as the Disability Communication Forum or campus disability communities, have been proven to encourage economic inclusion more substantially. Community-based training has a significant impact on increasing the confidence and social engagement of people with disabilities compared to formal government training, which tends to be uniform and less responsive to the actual needs of people with disabilities. Thus, a community-based approach and participatory legal aid can be a more adaptive and inclusive support model for encouraging the fulfillment of disability rights in the employment sector.

4.4.2 The Role of Accommodation and Technology in Supporting Inclusivity

In the electronic service business, the right accommodation is the key to realizing inclusivity. Accommodation can be:

1. Procurement of Assistive Technology Devices: For example, screen reader devices for the visually impaired, keyboards with Braille letters, sound devices for communication, or special software that makes it easier for workers with disabilities to perform their tasks.
2. Modification of the Work Environment: Arrangement of workspaces to be easily accessible to wheelchair users, provision of disability-friendly toilets, and adjustments to the workplace to ensure safety for workers with physical limitations.
3. Training and Education: Training for workers with disabilities to improve technical skills, as well as education for all employees and management to create an inclusive culture.

4.4.3 Recommendations for the Government and the Community

To ensure the protection and empowerment of persons with disabilities in the employment sector to run more effectively, strategic steps from the government and community are needed. The government must strengthen affirmative programs, especially in the form of capital support, ongoing training, and market access for entrepreneurs with disabilities. The provision of affirmations based on local needs has been proven to increase the productivity of business actors with disabilities, especially in the micro and small sectors. On the other hand, it is also important to develop fiscal or non-fiscal incentive schemes for business actors with disabilities, such as MSME tax exemptions, ease of business licensing, and priority

in the procurement of government goods and services for them. In addition, the role of the media and public education is equally important in shaping inclusive opinions. The socialization of regulations, awareness campaigns, and positive narratives in the mass media can change the social stigma that has been the main barrier to the integration of people with disabilities into the world of work. This effort must also be supported by the world of education by including an inclusive perspective in the curriculum and learning activities from an early age to create a sustainable culture of equality in society.

5. Conclusion

Penelitian ini menunjukkan bahwa pekerja disabilitas, seperti Febri di OKU, masih menghadapi hambatan struktural dan sosial meskipun regulasi seperti UU No. 8 Tahun 2016 telah menjamin hak mereka. Keterbatasan akses fisik, minimnya dukungan afirmatif, serta stigma sosial menjadi tantangan utama dalam usaha mandiri. Oleh karena itu, diperlukan implementasi kebijakan yang lebih inklusif, program pelatihan berkelanjutan, dan dukungan dari komunitas agar hak dan potensi penyandang disabilitas dapat terwujud secara setara di sektor informal.

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