



THE PERFORMANCE OF THE YOGYAKARTA CITY GENERAL ELECTION COMMISSION IN FACILITATING PERSONS WITH DISABILITIES DURING THE 2024 GENERAL ELECTION VOTING PROCESS

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Abstract

The 2024 general election was an important moment for assessing the extent to which the Yogyakarta City General Election Commission (KPU) facilitated persons with disabilities during the voting process. Although the KPU had established inclusive policies to support the participation of voters with disabilities, several challenges remained in implementation. The main issues were limited accessibility, uneven dissemination of information, and infrastructure constraints influenced by the geographic and social conditions of Yogyakarta City. The findings show that efforts to improve accessibility for persons with disabilities have been carried out, but obstacles are still found in the transparency and accountability of information regarding voting rights and available facilities. The effectiveness and efficiency of implementation also need to be strengthened so that election services can respond more appropriately to the needs of voters with disabilities. Community participation was pursued through socialization programs and the involvement of disability communities. These findings provide recommendations for improving policies and election implementation so that future elections become more responsive, inclusive, and accessible to all citizens.

Keywords: KPU Performance, Persons with Disabilities, 2024 General Election, Transparency, Accountability, Effectiveness, Efficiency, Community Participation.

INTRODUCTION

In Indonesia, general elections are one of the most important pillars of democracy because they provide citizens with the opportunity to exercise their right to vote and to choose leaders who will represent their aspirations in public institutions. General elections in Indonesia are held every five years to elect the President, members of the legislature, and regional leaders. Over time, the implementation of elections has become increasingly complex because it involves political interests, administrative demands, and technical challenges that must be managed by election organizers. The Constitution of Indonesia guarantees the voting rights of all citizens without exception. In this context, the General Election Commission (KPU) continues to improve inclusiveness in elections by providing training for election officers and by preparing facilities that can be accessed by different groups of voters throughout Indonesia.

In order to create an inclusive and democratic election process, the involvement of all elements of society, including persons with disabilities, is a necessity. The performance of the KPU in facilitating persons with disabilities is reflected in the provision of services and facilities that enable them to express their political choices at polling stations (TPS). Persons with disabilities are individuals who experience long-term physical, mental, intellectual, or sensory limitations that, in interaction with various barriers, may hinder their full and effective participation in society. Therefore, election services must not only be formally available, but also practically accessible and responsive to the real needs of voters with disabilities.

In Indonesia, the rights of persons with disabilities are regulated in several laws, including Law Number 8 of 2016 concerning Persons with Disabilities and Law Number 7 of 2017 concerning General Elections. These two laws emphasize that persons with disabilities must receive equal attention and protection, although their focus

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differs. Law Number 8 of 2016 emphasizes the fulfillment of basic rights of persons with disabilities, such as education, employment, public services, and political participation. Meanwhile, Law Number 7 of 2017 emphasizes the importance of guaranteeing the rights of persons with disabilities in the electoral process, both as voters and as citizens who have the right to be elected, without discrimination. The election law also encourages adjustment of election facilities and infrastructure so that citizens with disabilities can participate easily. These adjustments may include polling stations that are accessible for wheelchair users, braille templates for voters with visual impairments, and professional assistance from election officers. Persons with disabilities have the same rights as other citizens in political and democratic processes, including the right to vote and to be involved in elections. Article 13 of Law Number 8 of 2016 also guarantees political rights for persons with disabilities, including the right and the same opportunity to participate in elections.

The performance of the KPU in facilitating persons with disabilities in elections is closely related to the principles of inclusion, human rights, social justice, and democracy. These principles should become the foundation for how election organizers treat all citizens equally. Inclusion means that every individual has the same right to participate and contribute to decision-making processes. In elections, inclusion requires that voters with disabilities are not merely recognized as registered voters, but are also provided with access, information, assistance, and facilities that allow them to vote independently, safely, and with dignity. Based on the background described above, the implementation of the Yogyakarta City KPU performance in facilitating persons with disabilities still requires further study. Therefore, this article discusses the performance of the Yogyakarta City KPU in providing accessibility facilities for persons with disabilities during the 2024 general election voting process. The study examines the extent to which the facilities provided by election organizers were adequate for voters with disabilities at polling stations. The discussion includes accessible polling stations, braille templates, assistance mechanisms, socialization, and the readiness of officers in ensuring that elections are truly inclusive.

LITERATURE REVIEW

1. General Election

The 1945 Constitution of the Republic of Indonesia is the highest legal basis in Indonesia and establishes the basic framework for government and elections. Article 22E regulates that elections must be conducted in a direct, public, free, secret, honest, and fair manner. The article also states that elections are held to elect members of the House of Representatives, the Regional Representative Council, the President, and regional heads. Article 6A regulates the election of the President and Vice President, which is carried out directly by the people.

Ibnu Tricahyo (2009:6) defines general elections as an instrument for realizing popular sovereignty. Elections are intended to form a legitimate government and to become a means of articulating the aspirations and interests of the people. This definition emphasizes that elections are not simply a routine political event, but a constitutional mechanism through which citizens participate in the administration of the state.

Sudarsono (2005:21) states that a general election is a minimum requirement for democracy. It is organized to elect representatives of the people, regional representatives, and the President in order to form a democratic government. From this perspective, elections become a bridge between the people and the state. The sovereignty of the people is exercised by representatives who occupy representative institutions; therefore, the election process must be conducted fairly so that elected representatives truly act on behalf of the people.

2. Performance Theory

According to Bernardin and Russell (1993), performance is the record of outcomes produced from a particular job function or activity during a specified period. Their view emphasizes that performance includes both efficiency and effectiveness. Efficiency refers to the extent to which individuals, teams, or institutions achieve results by optimizing available resources, while effectiveness refers to the extent to which expected outcomes are achieved.

The United Nations Development Programme (UNDP) connects institutional performance with the concept of good governance. In the context of the KPU, performance can be assessed from several governance dimensions that are relevant to public services and electoral management. These dimensions include transparency, accountability, effectiveness, efficiency, and community participation. These indicators are useful for evaluating whether the electoral service provided by the KPU is not only administratively correct, but also accessible, responsive, and accountable to the public.

- Transparency
- Accountability

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- Effectiveness
- Efficiency
- Community participation

3. Accessibility Theory

David K. H. Chiu (2003), in *Accessible Technology and the Digital Divide*, discusses accessibility in the context of information and communication technology. He explains that accessibility is important to ensure that all individuals, including persons with disabilities, can participate in digital society. Accessibility is not limited to physical access, but also includes the availability of information, communication, and services that can be used by people with different abilities.

Robert Putnam (2000), in *Bowling Alone: The Collapse and Revival of American Community*, emphasizes the importance of accessibility in social and community contexts. Greater access to resources and social networks can increase citizen participation in public activities. In elections, accessibility therefore involves both the physical condition of polling stations and the social environment that supports voters with disabilities to take part without fear, shame, or discrimination.

4. Disability Theory

In Indonesia, Law Number 8 of 2016 concerning Persons with Disabilities defines persons with disabilities as individuals who experience physical, intellectual, mental, and/or sensory limitations for a long period of time and who may face obstacles in interacting with the environment. The law reflects the commitment of the Indonesian government to respect, protect, and fulfill the rights of persons with disabilities. The term disability replaces older terms that were considered less respectful and less rights-based.

KPU regulations also provide guidance for organizing inclusive elections that can be accessed by all citizens, including persons with disabilities. The main objective is to ensure that persons with disabilities can participate in elections smoothly, without barriers, and with equal service. In the electoral context, persons with disabilities include individuals who experience physical, intellectual, mental, speech, hearing, or visual limitations that may reduce their ability to participate fully without appropriate support.

Table 1. Comparison of Disability Categories in Law Number 8 of 2016 and KPU Regulation Number 7 of 2022

Category	Law Number 8 of 2016	KPU Regulation Number 7 of 2022
Legal Basis	Regulates the rights of persons with disabilities in general.	Regulates democratic election implementation and guarantees every citizen's voting rights.
Types of Disability	1. Physical disability 2. Sensory disability 3. Mental disability 4. Intellectual disability 5. Multiple disability	1. Physical disability 2. Intellectual disability 3. Mental disability 4. Speech disability 5. Hearing disability 6. Visual disability

METHOD

The type of research used in this study is descriptive qualitative research. This approach allows direct participation from persons with disabilities and relevant stakeholders, such as election organizers, civil society organizations, disability communities, and families. Through this approach, the study obtains a more holistic and representative understanding of the issues related to disability-inclusive election services. Qualitative research also enables the researcher to explore the practices implemented by the KPU, as well as policies that have or have not been implemented in facilitating persons with disabilities. The study is limited to the performance of the Yogyakarta City KPU in facilitating persons with disabilities during the 2024 general election voting process. The performance indicators analyzed are transparency, accessibility, effectiveness, efficiency, and community participation. The data are divided into primary and secondary data. Primary data were obtained directly from informants through interviews related to the performance of the Yogyakarta City KPU in facilitating accessible

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election services. Secondary data were obtained from books, regulations, documents, and other written sources related to the evaluation of KPU performance and disability-inclusive elections. Data collection was carried out through triangulation, namely observation, in-depth interviews, and documentation. Observation was used to understand field conditions and the availability of election facilities. Interviews were used to obtain explanations from informants regarding policies, implementation, obstacles, and evaluation. Documentation was used to examine written evidence related to regulations, implementation reports, and supporting materials. The informants in this study are presented in the following table.

Table 2. Research Informants

No.	Informant	Number
1.	Noor Harsya Aryosamodro, Chairperson of the General Election Commission (KPU)	1 person
2.	Ratna Sari, Head of Legal and Supervision Division of the Yogyakarta City KPU	1 person
3.	Ambar Anto, Chairperson of the Yogyakarta City Branch of the Indonesian Association of Persons with Disabilities (DPC PPDI)	1 person
4.	Mrs. Nenti, voter with disability and member of HWDI	1 person
5.	Mrs. Siti Nurhayati, S.E., Election Supervisor (Bawaslu)	1 person

The data collected were analyzed qualitatively. The information obtained from interviews, observation, and documentation was examined in the form of spoken and written statements. This technique aims to obtain a comprehensive picture of the object of research. The results of field studies and literature studies were then interpreted to clarify the research findings and to explain the performance of the Yogyakarta City KPU in facilitating persons with disabilities during the 2024 election.

RESULTS AND DISCUSSION

Transparency

Transparency is an important aspect in ensuring that the voting rights of persons with disabilities are fulfilled fairly and equally. In this context, transparency includes the efforts of the KPU to provide clear, open, and accountable information regarding the steps taken to facilitate the participation of persons with disabilities. The KPU should provide information that is easy for the public to access, including through the official website, social media, public announcements, and direct socialization activities.

The transparency carried out by the Yogyakarta City KPU is intended to ensure that all citizens, including persons with disabilities, can access all stages of the election, from registration and voting to vote counting. Transparency also shows that the KPU does not merely speak about inclusiveness, but seeks to implement it through the provision of facilities and information. This openness can build public trust that the KPU is serious about providing adequate services for voters with disabilities. This finding is consistent with Hood (2006), who emphasizes that transparency in governance is related to institutional openness and public access to information.

Accountability

Accountability in the context of access refers to the obligation of institutions or service providers not only to provide open access, but also to be responsible for that access. In elections, accessibility means ensuring that every voter, without exception, can exercise the right to vote easily and without discrimination. The findings show that during the 2024 election the Yogyakarta City KPU attempted to prepare polling stations with wider access and to provide assistance for voters who needed support.

The findings also show that accountability requires the KPU to have monitoring mechanisms related to the provision of accessible services. The KPU must ensure that information and services are provided equally to all groups, including vulnerable groups and persons with disabilities. This is in line with Bovens (2007), who explains that accountability requires public institutions to be answerable to society at every stage of their work. In the electoral context, accountability means that the KPU must be able to explain how services for persons with disabilities are planned, implemented, monitored, and improved.

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Effectiveness

Effectiveness refers to the level of success of an effort in achieving its objectives. The effectiveness of the Yogyakarta City KPU in facilitating persons with disabilities during the 2024 general election can be seen from the extent to which the institution was able to remove barriers and ensure active participation for all voters. The findings indicate that effectiveness depends on the quality of facilities provided for persons with disabilities, such as wheelchair access, accessible polling station locations, braille ballot templates, and trained officers who understand how to assist voters with different needs.

Effectiveness also requires that election organizers use appropriate information technology to improve transparency and accountability. The availability of information through official channels can help voters with disabilities understand their rights and the facilities available to them. However, the study found that socialization still needs to be strengthened. Some voters with disabilities were not fully aware of available services or did not receive information in a format that was easy to understand. Therefore, effectiveness should be measured not only by the existence of facilities, but also by whether those facilities are actually used and understood by the target group.

Efficiency

Efficiency is understood as the ability of an institution to produce quality outputs by optimizing the use of available resources. Efficiency is not only about reducing costs, but also about managing time, personnel, budget, and technology in a way that supports the quality of election services. The findings show that the Yogyakarta City KPU attempted to allocate resources for inclusive election services, including by informing KPPS officers about the needs of voters with disabilities.

Operational efficiency has a direct impact on the quality of election administration. Efficient processes allow elections to be carried out more transparently and reduce unnecessary waste of resources. In the context of disability services, efficiency means that the budget, training, and facilities are directed toward the real needs of voters with disabilities. This is consistent with the ideas of Frederick Taylor in scientific management, which emphasizes the optimization of time, cost, and labor to achieve the best results.

Community Participation

Community participation is an important aspect that reflects the commitment to creating inclusive and democratic elections. Election implementation must accommodate all elements of society, including persons with disabilities. The findings show that the Yogyakarta City KPU sought collaboration with local government, communities, and organizations of persons with disabilities. Such collaboration is necessary because the KPU cannot identify all accessibility needs without listening directly to the groups affected by election services.

The Yogyakarta City KPU still faces challenges, such as the difficulty experienced by some voters with disabilities in exercising their voting rights, election information that is not always disability-friendly, and the limited number of officers who have received intensive training in assisting voters with disabilities. Therefore, community involvement is important in planning, implementing, and evaluating policies and facilities that support disability participation. This is in line with Carole Pateman (1970), who emphasizes the importance of direct community involvement in political processes. Participation is not only an individual right, but also a shared responsibility in creating democracy.

CONCLUSION AND SUGGESTION

Conclusion

Based on the research findings regarding the performance of the Yogyakarta City KPU in facilitating persons with disabilities during the 2024 general election voting process, it can be concluded that the KPU has made considerable efforts to provide accessibility for persons with disabilities. Several policies and practices were implemented to ensure that this group could participate actively in elections. These included the preparation of disability-friendly polling stations, voting aids for voters with visual impairments, assistance for voters with physical or cognitive barriers, and training for KPPS officers in serving voters with special needs.

Nevertheless, the effectiveness and efficiency of implementation remain challenges that need improvement. In terms of effectiveness, several obstacles were identified, such as limited socialization to persons with disabilities regarding their rights and available facilities, as well as polling stations that were not yet fully accessible. Some voters also experienced difficulties in using the aids provided. In terms of efficiency, budget and human resource allocation need to be made more targeted so that inclusive election services do not become merely

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administrative fulfillment, but truly respond to the needs of voters in the field. Overall, the performance of the Yogyakarta City KPU can be considered positive, but still requires strengthening. Transparency, accountability, effectiveness, efficiency, and community participation must be integrated into one coherent system of inclusive election management. The involvement of disability communities is particularly important so that policies are based on real needs. Inclusive elections will be achieved not only through regulations, but also through consistent implementation, trained officers, accessible facilities, and continuous evaluation.

Suggestion

1. Improving socialization and education

The KPU needs to provide more intensive, targeted, and accessible socialization for voters with disabilities. Information about voting rights, polling station facilities, assistance mechanisms, and voting procedures should be delivered in formats that are easy to understand, including visual, audio, sign-language, and community-based communication.

2. Providing more optimal facilities and infrastructure

Polling stations should be arranged to be physically accessible, including adequate entrances, safe pathways, sufficient space for wheelchair users, and proper placement of voting booths. Voting aids such as braille templates should be checked before election day and adjusted to the needs of voters.

3. Strengthening KPPS officer training

Training for KPPS officers should not only discuss administrative procedures, but also practical skills in assisting voters with disabilities respectfully and professionally. Officers need to understand disability etiquette, communication methods, and assistance procedures that protect voter independence and secrecy.

4. Collaboration with disability organizations

The KPU should strengthen cooperation with disability organizations in planning, implementation, monitoring, and evaluation. Disability organizations can provide valuable input regarding real barriers faced by voters and can help disseminate information to their members.

5. Continuous evaluation and supervision

Evaluation should be carried out after every election stage to identify weaknesses and improvements. Supervision from Bawaslu, civil society, and disability communities is needed so that inclusive election commitments are implemented consistently and transparently.

The main lesson from the 2024 election is that accessibility is not an additional service, but an essential part of democratic election management. When persons with disabilities can vote independently, safely, and confidently, the quality of democracy also improves. Therefore, the performance of the KPU should continue to be assessed not only from administrative success, but also from its ability to guarantee equal political participation for every citizen.

For future elections, the Yogyakarta City KPU can also develop a more accurate map of voters with disabilities while still respecting privacy and data protection principles. The mapping can be used to understand the types of assistance needed in each area, whether related to physical access, visual support, sign-language communication, transportation, or companion services. With better data, election preparation can become more responsive, more efficient, and more inclusive.

The implementation of inclusive elections also requires measurable indicators. The KPU can develop indicators such as the number of accessible polling stations, the number of officers who have received disability-service training, the number of braille templates available, the number of socialization activities involving disability organizations, and the number of complaints handled before and during election day. These indicators will make evaluation easier and will help the KPU identify which aspect must be improved for the next election.

In addition to these five recommendations, the KPU needs to prepare a specific service standard for voters with disabilities. The standard should explain minimum requirements for polling station accessibility, the availability of assistance tools, the role of KPPS officers, and the mechanism for reporting accessibility problems. A written standard will help election organizers work consistently from one polling station to another and will reduce the possibility that inclusive services depend only on the initiative of individual officers.

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