

Gender Responsiveness on Public Facilities in Terminal Type A of Pakupatan, Serang City

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Abstract— *The focus of this research is Gender Responsiveness on the Public Facilities in Terminal Type A of Pakupatan in Serang City. The problems of this research are the small waiting room and mixed with the merchant stalls, no medical room and complaint room used, no smoking area, no separated toilet between men and women and the amount of male toilets is more than female toilets, no pathway for persons with disabilities, no children play area and no lactation room that can be used. The research objective is to measure Gender Responsiveness on Public Facilities in Terminal Type A of Pakupatan in Serang City. The theory used in this study is Gender Impact Assessment, gender responsive infrastructure[7]. This study used descriptive quantitative methods. The results obtained were 61% and included the less responsive category. The recommended suggestions are that the Terminal Manager of Pakupatan needs to identify its user needs regarding to the availability of public facilities, review the provision of public facilities based on gender needs, need directions and information about the availability of public facilities and need to provide a no-smoking area.*

Keywords: *Gender Responsiveness, Public Facilities, Terminal Type A of Pakupatan*

I. INTRODUCTION

The development of a nation is not only seen from growth, technological development and modernization of life. That human development and national development are essentially on the human itself, which consists of men and women, where both have the same rights and potentials to advance and develop, and have the ability to build a nation and also have the opportunity to achieve their dreams [1]. The explanation refers to the concept of gender. Gender is a concept that relates to the functions, roles and responsibilities of men and women that occur and can be changed by the social and cultural conditions of the people. In supporting its role in community development, men, women, children, and also people with disabilities require facilities and infrastructure in the form of public facilities that can support their needs. In accordance with the Regional Regulation of Serang City Number 10 of 2010 concerning Orderliness, Cleanness and Fineness, found in 1st Chapter of General Provisions of Article 1 paragraph 34, that one public facility that should be more responsive to gender needs is public transportation and bus terminals. The Type A terminal is used by the passengers as a terminal function. However, the existing facility has not fulfilled the good standards and has not responded the needs based on gender. Some research problems that have not fulfilled the gender-based needs include:

First, the small waiting room for Terminal service users and their presence alongside merchant stalls so that it cannot

accommodate the large number of passengers and also cannot support gender needs. Although when the research was carried out, the construction process of the waiting room in the Terminal was completed but it could not be used because of the unavailability of seats and other supporting equipments. They still would be provided later on.

Secondly, the provision of medication/medical rooms in public facilities is also needed to provide physical services to the needs of terminal users. At the Type A Terminal of Pakupatan, the medication room can't be used because this facility has not been handed over the authority of Terminal manager.

Third, in providing services in physical form for the users, there should be provided a media for complaints of security disturbances. Although construction has been carried out regarding the availability of the complaint room, it still could not be used because it has not been authorized to the Terminal manager.

Fourth, in the Detail Engineering Design of the Directorate General of Land Transportation, the Ministry of Transportation, there are no public facilities for smoking areas. Because until now in the Type A Terminal of Pakupatan, there is no smoking area. Special smoking areas must be provided by the Directorate General of Land Transportation of the Ministry of Transportation which aims to fulfill the needs of users, especially terminal users who smoke.

Fifth, in the Type A Terminal of Pakupatan, there are toilets for male and female that have been separated, but there are also toilets that have not been separated yet between men and women. Although there is already a separation of toilets between men and women, the number of man toilets is greater than the number of women toilets. At the Type A Terminal of Pakupatan, there are currently 4 women toilets and 5 men toilets and 1 disabled toilet located on the 1st floor, then on the 2nd floor there are 4 women toilets and 5 men toilets.

Sixth, road sidewalks are provided by Terminal managers not only to fulfill the sense of security and comfort when using them, but their development also considers accessibility for all groups of users and persons with disabilities. Sidewalks at Type A Terminal of Pakupatan are still difficult to access by pedestrians, especially those with disabilities. This is indicated by the absence of special sidewalk equipment for persons with disabilities such as people who are blind and wheelchair users. Then, when it is seen from the shape of the sidewalk, there are no special stairs to climb the sidewalk so that the disables cannot climb it.

Seventh, to respond to the needs of children, the Terminal is equipped with supporting facilities, one of which is a children's play room. In the current development space has been provided for children even though it cannot be used by users because it is not equipped with other supporting equipment. With the unavailability of a special area for children's play that can be used, it shows that public facilities in Type A Terminal of Pakupatan have not been responsive to needs based on gender. In addition, in providing supporting facilities for Terminal users, the management can consider users who have babies and they need a closed space so they can provide breast milk (ASI) safely and comfortably even in public places.

From some of the problems described above, the researcher was interested in conducting a study on "Gender Responsiveness in Public Facilities in Terminal Type A of Pakupatan in Serang City".

II. FINDINGS AND DISCUSSION

The purpose of this study is to determine gender responsiveness in public facilities in Terminal Type A of Pakupatan in Serang City.

- Theoretical Review

According to Lenvinne in Hardiansyah [2], responsiveness or responsiveness measures the responsiveness of providers to the expectations, desires and aspirations and demands of customers.

According to Deaux and Kite in Partini [3] stated that Gender is a social and cultural building that ultimately distinguishes between masculine and feminine characteristics.

The research result of Development Research and Development of the Ministry of Public Works, Indicators of Gender Responsiveness, Research Center for Social, Economic and Environment [4], explain gender responsiveness, namely:

"Gender responsiveness is commonly known as gender equality, which means a role and position in society (male and female) that can be exchanged according to each person's abilities, without regarding the sex. Gender responsiveness can be said as a situation/climate of gender equality and justice that has reflected the integration of a gender perspective then to be further formulated into specific preventive/anticipatory ways if there are found gender issues that develop in the community.

Gender Responsiveness in Public Facilities In Gender Impact Assessment Research of Social Economy and Environment Research Development Center (2013: 8) there are five criteria that must be fulfilled in gender responsive infrastructure. If only part of it fulfilled, it means that special attention is needed to that defective aspects from those five criteria. The following are the five criteria for gender responsive infrastructure:

1. Infrastructure for all

It can be utilized by group of gender+ (men, women, children, people with special needs and elderly) universally. In simplicity is to fulfill everyone's accessibility. The community has the right to access it according to the applicable rules and regulations related to the infrastructure.

2. Infrastructure that concern on everyone's needs

It provides equal accessibility to basic services for men, women, elderly, disables, and children. Infrastructure design must be appropriate to the needs, aspirations and difficulties of each group.

3. Safe infrastructure

The infrastructure that is free from danger, free from interference, protected, certain, or safe as expected by the community (gender + group). The need of feeling secure has relevance to guarantee of security, stability, protection, structure, order, predictable situations and circumstances of fear and anxiety.

4. Comfortable infrastructure

The physical form of infrastructure that is built and provided will provide convenience when the infrastructure is safe to use or use for all its users, namely men, women, disabled groups, children, and the elderly. The needs of each user cannot be generalized. Infrastructure is in accordance with their respective needs because all of the groups have the same rights in utilizing the infrastructure built along with its supporting facilities.

5. Environmentally friendly infrastructure

Buildings or physical facilities that are built or developed which give easiness for a society or community to use them in accordance with the purpose of the building or facilities was built and developed. Infrastructure that was built and developed has provided the needs of its users, both for men and women, children, disabled groups, and elderly.

- Research Methodology

The study of "Gender Responsiveness in Public Facilities in Terminal Type A of Pakupatan in Serang City" used a descriptive quantitative approach. Data collection techniques that would be carried out were observation, interview, questionnaire, documentary, and library research. The population in this study was the users of public facilities in Terminal Type A of Pakupatan whose numbers were not certain and could be said to be in infinite categories. The sample in this study was the people who were using public facilities in Terminal Type A of Pakupatan in Serang City. In this study researchers used non-probability sampling with incidental sampling techniques. The number of samples taken in this study used the Lemeshow formula [5] which was 196 people. While data processing techniques in this study used techniques described according to [6], namely data editing, coding data and tabulating data.

- Discussion

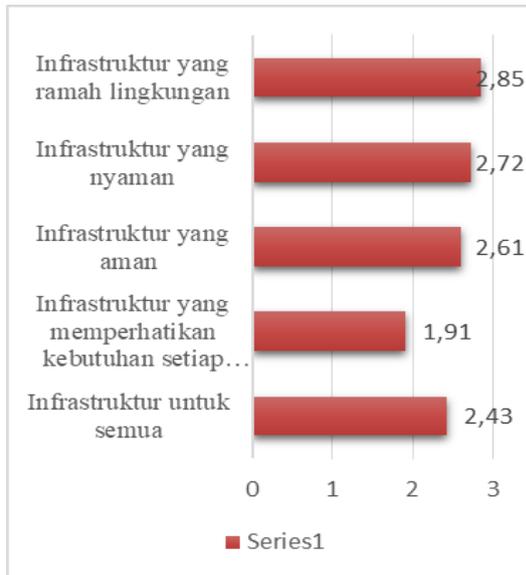
In this study researchers will discuss the results of research based on the formulation of a predetermined problem. The score obtained based on the results of the calculation of the hypothesis test is 61%. It means that gender responsiveness in public facilities in Terminal Type A of Pakupatan in Serang City belongs to the less responsive category.

Research with the title of gender responsiveness in public facilities in Terminal Type A of Pakupatan in Serang City uses the criteria of gender responsive infrastructure in Gender Impact Assessment Research, Social Economy and Environment Research Development Center (2013: 8) which

has five indicators including infrastructure for all, infrastructure that concern on everyone's needs, safe infrastructure, comfortable infrastructure, and environmentally friendly infrastructure. The following is the explanation of the results in each variable indicator of gender responsive infrastructure:

DIAGRAM 1

Average of Gender Responsive Infrastructure Variable Indicators



(Source: Research Results, 2019)

The discussion of each indicator is as follow:

1. Infrastructure for All

The average score obtained in this indicator is 2.43. Thus, it can be seen that in all infrastructure indicator, the average score included in the interval category of less responsive. This means that the public facilities available at the Terminal Type A of Pakupatan in Serang City is less responsive to be used by all users of public facilities. The achievement of average score in infrastructure for all indicator is influenced by several communities as Terminal users who feel that in the Terminal Type A of Pakupatan in Serang City is already available an information space, but the fact is there is no available complaint room for the users. However, the community as the users feels that there are still some public facilities which are still not available in the Terminal Type A of Pakupatan in Serang City. Such an example is ticket sales outlets which are still not permanent and well-organized. The currently available ticket sales outlets still cannot be used because they have not been authorized to the Terminal manager.

2. Infrastructure that concern on everyone's needs

The average score obtained in this indicator is 1.91. So, it can be seen that infrastructure that concern on everyone's needs is in the interval category of less responsive. This means that the public facilities available at the Terminal Type A of Pakupatan in Serang City is less responsive in paying attention to everyone's needs. The achievement average score on it is influenced by the public response as

the users of Terminal who feel that the currently available sidewalks are still difficult for those who have physical disability because there are no special stairs for passengers who use wheelchairs. So that, they cannot use sidewalk of the Terminal and the condition of the sidewalk is already broken and it can endanger anyone who use it.

3. Safe infrastructure

The average score obtained in this indicator is 2.61. Then, it can be seen that on a safe infrastructure indicator, the average score included in the interval category of responsive. This means that the available public facilities at the Terminal Type A of Pakupatan in Serang City are safe to use, although there are still some of them that are still not safe. The achievement of average score on safe infrastructure indicator is influenced by the response of the community as Terminal users who say that in the Terminal Type A of Pakupatan in Serang City, the road safety facilities such as signs, markers, and street lighting are available even though no divider has been carried out throughout the Terminal. Then there are still a number of public facilities in the Terminal Type A of Pakupatan in Serang City which respondents consider not safe because there is no fire extinguisher available whereas this one of the important tools that need to be provided

4. Comfortable infrastructure

The average score obtained in this indicator is 2.72. Thus, it can be seen that on a convenient infrastructure indicator, the average score included in the interval category of responsive. This means that the public facilities available in the Terminal Type A of Pakupatan in Serang City have provided convenience to the users even though they have not been overall. The achievement of the average score on this comfortable infrastructure indicator is influenced by the public response regarding public facilities in the Terminal Type A of Pakupatan in Serang City that the waiting room is still not clean enough. This is because the waiting room is still united with the merchant stalls so there is still some garbage around of it even though the trash cans have already provided in it.

5. Environmentally friendly infrastructure

The average score obtained in this indicator is 2.85. So, it can be seen that in environmentally friendly infrastructure indicator, the average score included in the interval category of responsive. This means that public facilities in the Terminal Type A of Pakupatan in Serang City are environmentally friendly. The achievement of average score on it is influenced by the community's response as users of the Terminal Type A of Pakupatan in Serang City that it has been already available green open spaces (parks), separate trash bins for dry and wet waste in the waiting room section, in the front of the mosque, in the front of the stalls and in the rest room of the transportation crew.

III. CONCLUSION

Thus, Based on the results of the research obtained from the process of collecting and analyzing the data described in the previous chapter, the researchers conclude that Gender Responsiveness in Public Facilities of Terminal Type A of Pakupatan in Serang City is less responsive with the achievement of 61% from the proposed hypothesis. The

results of this study refer to the criteria for gender responsive in Gender Impact Assessment Research of Social Economy and Environment Research Development Center (2013: 8).

The Terminal Type A of Pakupatan in Serang City still has several public facilities that have not fulfilled all the needs of its users such as pregnant/lactating mothers, children, disabilities people and elderly because they will still be completed on the next construction. From the infrastructure indicators for all, it can be identified that waiting rooms and seats which accommodate the bus passengers are still not supported in the term of quantity and they are still mixed with the merchant stalls. With that current condition of the waiting room, even though it still can be used by all the users, but it cannot accommodate all of them. There are no permanent posts, and no facilities and health workers because the available health room cannot be used. In addition, a complaint room is not available specifically to accommodate complaints from passengers.

Then seen from infrastructure that concern on everyone's needs, there is no special area for smokers in the Terminal, so many of the other passengers including the elderly and children who are around the smokers feel disturbed by the cigarette smoke. There are several public toilets that are still not separated between man and women toilets, and the amount of women toilets are less than man toilets. There is no specific pathway for persons with disabilities on the sidewalk, for example, the path for blind / wheelchair-bound people and special stairs to climb sidewalks. Then to respond to the needs of breastfeeding mothers, there is a special closed room for breastfeeding mothers and a special area for playing children, yet still cannot be used. Many of the passengers did not know the existence of lactation room and special area for playing children were due to lack of information to Terminal users.

- Suggestion

Based on the results of the research and conclusions above, the researcher proposed a number of suggestions that were expected to be able to become inputs in increasing Gender Responsiveness in the public facilities in the Terminal Type A of Pakupatan in Serang City. These suggestions include the following:

1. The Terminal Type A Manager of the City of Serang needs to identify the needs of Terminal users regarding to the availability of public facilities such as a large waiting room or adjusted with the number of passengers and separated from merchant stalls; friendly seats for disables, children and elderly; availability of medical room; special room for complaining; and ticket counter to ease the users who will buy tickets.

2. The Terminal Type A Manager needs to review the provision of public facilities based on gender needs so that the design and availability according to needs such as disabled toilets must be wider and equipped with handles, separated toilets between man and women toilets, and the amount of women toilets must be more than that of men's. Then, in the design of the sidewalk, there must be a special lane for blind people or for wheelchairs and in the waiting room must be equipped with priority seating.

3. The Terminal Type A Manager needs to provide directions and information regarding to the availability of public facilities in the Terminal for the users in both oral and written information around the Terminal.

4. The Terminal Type A Manager needs to provide a smoking area, especially in the Terminal waiting room.

Terminal users need to maintain and not damage public facilities in their use.

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