

**PARTICIPATORY PLANNING TOWARDS SOCIAL JUSTICE
CASE STUDY SOCIAL INCLUSION OF DISABLED PEOPLE
HOW TO EMPOWER DISABLED PEOPLE IN TRANSPORTATION PLANNING
PERENCANAAN PARTISIPASI MENUJU KEADILAN SOSIAL
STUDI KASUS INKLUSI SOSIAL ORANG BERKEBUTUHAN KHUSUS
BAGAIMANA MEMBERDAYAKAN ORANG BERKEBUTUHAN KHUSUS DALAM PERENCANAAN TRANSPORTASI**

Junedi Sembiring

Research and Development Land Transportation-Ministry of Transportation
Medan Merdeka Timur No. 5 Jakarta Pusat 10110
[email: junedi86@yahoo.com/j.sembiring@alumnus.rug.nl](mailto:junedi86@yahoo.com/j.sembiring@alumnus.rug.nl)

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ABSTRACT

Participatory planning for disabled people in transportation planning processes has become important. Because, it gives insight in what the disabled-peoples preferences are, improve decision making and advance justice. It is inline with regulation that United Nation made and also Traffic and Road Transportation Act No 9/2009 that Government of Indonesian was made. But, there are some barriers of participation to include disabled people; it can be time and money consuming. Other problems are related to the accessibility of facilities; physical impairment, unfamiliar procedure and willingness to participate by disabled people. It is important for the policy makers to know how to empower disabled people and increase their participation in planning processes by considering these barriers. This study investigates how to include disabled people in transportation planning processes. It provides lessons learned from United Kingdom and Canada as the best practice of inclusion disabled people in transportation planning processes. The inclusion of disabled people is analyzed based on a case study of Bus Rapid Transit-Transjakarta, Indonesia. Data were gathered using interviews, questionnaire, literature and document review. A descriptive qualitative analysis was used to analyze the data. The result show that applied participatory tools to empower disabled people in planning processes was not sufficient enough. A higher level of participation can be strived for by changing the legal framework, investments in accessible facilities, commitment of the government, and the network of organization at international, national, and local level. Last but not least, inclusion disabled people is hard to implement. But, at least we try to make social justice in our services.

Keywords: participatory, inclusion, social justice, disabled people, BRT Transjakarta

ASBTRAK

Perencanaan yang melibatkan orang berkebutuhan khusus di proses perencanaan transportasi merupakan suatu hal yang krusial saat ini. Karena, hal tersebut memberikan pandangan apa sebenarnya keinginan dari orang yang berkebutuhan khusus tersebut, meningkatkan hasil pengambilan keputusan dan meningkatkan keadilan. Hal ini sesuai dengan peraturan-peraturan yang dikeluarkan oleh Perserikatan Bangsa Bangsa dan juga Undang-Undang No. 9 Tahun 2009 mengenai Lalu Lintas dan Angkutan Jalan. Namun, ada beberapa hambatan untuk berpartisipasi dalam mengikutsertakan orang berkebutuhan khusus; misalnya menyita waktu dan kebutuhan finansial. Masalah lainnya adalah berhubungan dengan fasilitas aksesibilitas; gangguan fisik, prosedur yang tidak umu dan keinginan berpartisipasi dari orang berkebutuhan khusus tersebut. Hal ini penting bagi pembuat

keputusan mengetahui bagaimana memberdayakan orang berkebutuhan khusus dan meningkatkan keikutsertaan mereka di proses perencanaan dengan mempertimbangkan hambatan-hambatan yang ada. Penelitian ini bertujuan menelaah bagaimana mengikutsertakan orang berkebutuhan khusus di proses perencanaan di sektor transportasi. Penelitian ini menyajikan pembelajaran dari Inggris dan Canada sebagai penerapan terbaik dalam hal mengikutsertakan orang berkebutuhan khusus di proses perencanaan transportasi. Keikutsertaan orang berkebutuhan khusus dianalisis berdasarkan studi kasus di BRT (Bus Rapid Transit)-TransJakarta, Indonesia. Data diperoleh menggunakan wawancara, kuesioner, kepustakaan dan telaah dokumen. Analisis deskriptif dipakai untuk menganalisis data yang ada. Hasil dari penelitian ini menunjukkan bahwa penerapan metode-metode perencanaan partisipasi untuk memberdayakan orang berkebutuhan khusus tidak cukup memadai. Level partisipasi yang lebih tinggi dapat diupayakan dengan mengubah peraturan, menyediakan fasilitas aksesibilitas yang memadai, komitmen pemerintah dan koordinasi organisasi di level internasional, nasional dan lokal. Terakhir tidak kalah penting, inklusi orang berkebutuhan khusus memang sulit diterapkan. Tetapi, setidaknya kita mencoba untuk menciptakan keadilan sosial dalam memberikan layanan.

Kata Kunci: partisipasi, inklusi, keadilan sosial, orang berkebutuhan khusus, BRT TransJakarta

INTRODUCTION

Sustainable development has been a hot topic of discussions. There are various, yet inclusive, definitions of sustainable development. One widely accepted definition of sustainable development is achieving the needs of present without sacrificing the chance of future generations to fulfill their own needs within the limit of natural system (World Commission on Environment and Development in Brundtland report, 1987). Another definition according to Sathaye et al. (2007) is that sustainable development is a concept that aims to create a balance between development dimensions, including economic, social and environment. This means that sustainability not only considers the ecological aspect but also the social (equity) aspect and the economy as well as interactions between these three components. In practice, the economic dimension always influences environmental and social dimension. There can still be a problem when the economic and ecological aspects are reached with good environment condition and high economic value. The social dimension is still ignored as Cook and Swyngedouw state in 2012.

One key element of the social dimension is social justice (Littig&Griessler, 2005 in Kevin Murphy, 2012). Social justice is the assurance of a proper distribution of advantages and burdens among all members of a community. Essentially, the quality of life the general population must be distributed approximately equal to any dif-

ferences must be adequately defensible. Unfortunately, social justice is also difficult to achieve due to social exclusion. As Van Wee (2011) says:

"...social exclusion as the fact that some people or population group are excluded from a certain minimum level of participation in location based activities, whereas they wish to participate, and need to do so in order to maintain a reasonable quality of life within the society in which they live" (p.58)

Furthermore than one decade, the Europeans have debated on this issue. Social exclusion has become of important concerns in these countries. On the contrary in developing countries this concept has not been widely considered yet. Therefore, in these countries social exclusion often occurs (Bhalla&Lapeyre, 1997). For example, in some of the developing countries, disabled people are still marginalized in their community and neglected by policy makers and also enabling their participation in community assessments presents additional challenges (Harknett et al., 2005; Kitchin, 1998).

WHO (1976) defines disability into 3 categories, namely: impairment, disability and handicap. Impairment is an abnormality or loss of structure or psychological or anatomical function. Disability is the inability or of limited as a result of impairment to perform activities in a way that is considered normal for humans. Also Irwanto (2010) defines disability as a concept that describes the result of the interaction between in-

dividuals who have physical disabilities or mental/intellectual disorder with attitude and environment that hampered their ability to participate in society as full and equal to other people. Handicap is a state of harm to a person as a result of impairment, disability, which prevented of fulfilling the role of a normal in the context of age, gender, and cultural factors. Social exclusion and marginalization reduce the opportunities for the disabled to contribute productively to the household and the community, and increase the risk of falling into poverty (World Bank, 1999; Soltani, 2012). Soltani (2012) states that taking into account disabled people in transportation planning processes is important because it increases accessibility and provides an opportunity to them to contribute productively.

Many people with disabilities also stated some problems that hinder their access to transport facilities, entering the train station or bus stop, taking bus or communicate with the transport operators (Human Rights Watch, 2013). The poor accessibility to transportation facilities makes disabled people having limitations to do many activities in the community, such as seeing friends and family, working outside the home, dating, or enjoying activities like museums, theaters, and gardens. Transport facilities are lacking and not really friendly into disabled people. This indicates that what is needed and desired by them have not been accommodated in the planning process (HRW, 2013). Sixty percent of disabled people believe that the people responsible for planning and development of public transport pay little attention to their needs and do not include them in planning process (Cheshire, 2003).

In Indonesia, transportation planning is particularly carries out in consensus planning processes at the national level (Musrembang) as well as local level (Rembugwarga). The Musrembang and Rembugwarga invite the public to a dialogue where development plans are made. However, in practice, Musrembang or Rembugwarga do not really represent marginalized group (Adam, 2013). This is in line with the fact in many

collaborative planning practice that Olson (in Innes & Booher, 2004) showed that the representatives on this kind of missing sometimes are narrow and into deep interest. Although approaches that they used were described as 'participatory', experience from NGOs (Non-Government Organization) also suggested that disabled-people were excluded from community assessments (Harknett, et al, 2005).

Therefore, this is the gap between theory and practice whereby transportation planning process should include all elements, and social justice must uphold. In fact, there are certain groups that are still socially excluded from the planning process. This study is focused to increase the participation of disabled people in planning processes. One of the issues of the concern is how to empower them so that they can be better includes in planning processes.

One way to increase participation society is through participatory planning processes. According to Healey (1998), a transformation in a place is hard to achieve if it does not consider the cooperation between elements of society, and how to relate the transformation that can be applied to society at large. Therefore, she proposed a collaborative approach that will be more effective and durable. This is in line with the opinion of Selman's (2001), "social capital" which emphasizes the participation of the local population and the interaction between them in the planning process through inclusive deliberative planning processes (DIPs) to achieve sustainable local planning.

As precedent, UK and Canada have been implementing participatory planning tools to include disabled people in transportation planning. Canada has long been considered the participation of disabled people in the planning process (CCD, 2014). It is important to study the Canadian as transportation system as the best practice of inclusion disabled people in transportation planning processes. And also UK is the most innovative and, arguably, demanding aspects of the new direction in transport planning in the UK are the prominence being given to public participation (Bickerstaff, 2002).

THEORYTICAL REVIEW

This chapter will discuss the theoretical background of participation of disabled people in transportation planning processes.

A. Transportation and sustainability

Sustainable transportation is generally used to refer to transportation that contributes to the sustainable development of the community that owns and uses the system (Litman, 2013). Experience has shown that for transportation and other agencies to begin addressing sustainability issues, the first steps is to define sustainable transportation as it relates to their unique conditions.

Sustainable transport planning recognizes that transport decisions affect people in many ways, so a variety of objectives and impacts should be considered in the planning process. According Litman (2013), various transport planning objectives support sustainability goals.

Litman (2003) states that inclusive planning is one of social indicator of sustainability transport. It means that substantial involvement of affected people, with special efforts to insure that disadvantaged and vulnerable groups are involved. Disabilities are also one of social indicators of sustainability transport that means quality of transport facilities and services for disabled people. Directions about inclusive planning and disabilities indicator are still needed in order to make better planning and data available more often but not standardized.

B. Participatory planning concept

Olthelen (1999) states that *"participatory planning is the initial step in the definition of a common agenda for development by a local community and an external entity or entities"*. According to Canari (2004), planning processes can be described as participatory especially when they are count in the involvement of all stakeholders (from early in the process and continually throughout it), the incorporation of the diverse views and opinions of the individuals within stakeholder groups; provision of information, in forms that are appropriate for all participants, that allow stakeholders to understand the issues that is

being addressed, form opinions and make decisions; and respect for the process and the decisions that are reached. It means that planning processes must consider those aspects to make the decision making processes more effective and durable (Selman, 2003).

According to Innes and Booher (2004), there are five purpose of participation to know what the public's preferences; secondly, to improve decisions by incorporating citizen; thirdly, advancing fairness and justice; fourthly, getting legitimacy for public decisions, and the last, participation is something planners and public officials do because the law requires it. While participatory planning is important, there are some barriers of participation according to Houtekamer et al, (2007; in Alhorn, 2009)

In this study, in term of inclusion disabled people in planning processes, the relevant barriers are time consuming, staff, money, political and power, misunderstanding, bad experience and close mind. Involving disabled people in transportation will need more time and also money. Skill authorities and disabled people may be insufficient to lead to a successful participation process automatically and also they are sometimes close minded. Lack of political commitment and power from authorities and short term politics may influence the decision to involve disabled people in transportation planning processes. Misunderstanding between government and disabled people often appear that cause disabled people are not willing to participate in planning processes (PMSU, 2005).

According to Irvin and Stunbury (2014), the weakness of participatory planning, are wasting resources in policy making. It is not as effective as rational persuasion and policy outcome that depends on the character and nature of stakeholder. On the other hand, participatory planning also has some strengths, such as maintain the role of local democracy, showing support for the planning to be done, critiquing policy issues, developing a network of citizens with elected officials and produces solutions that care for the

environment (Lazer, 2002).

There are eight types arranged in a ladder pattern (Arnstein, 1969) in participatory planning. The bottom rungs of the ladder are *manipulation* and *therapy*. Both these rungs show levels of “non-participation” citizen in planning processes. The goals in these level only to “educate” or “cure” the participants or citizen. Rungs 3 and 4 progress to levels of “tokenism” that the decision maker must hear the public opinion by *informing* and *consulting to the citizen*. Public get information and also they can be heard when the decision maker include them in planning processes. However, in this condition their opinion get less power to change the status quo because decision maker lack of the power. Next rung it is a higher level of tokenism “placation”, this rung describe that some

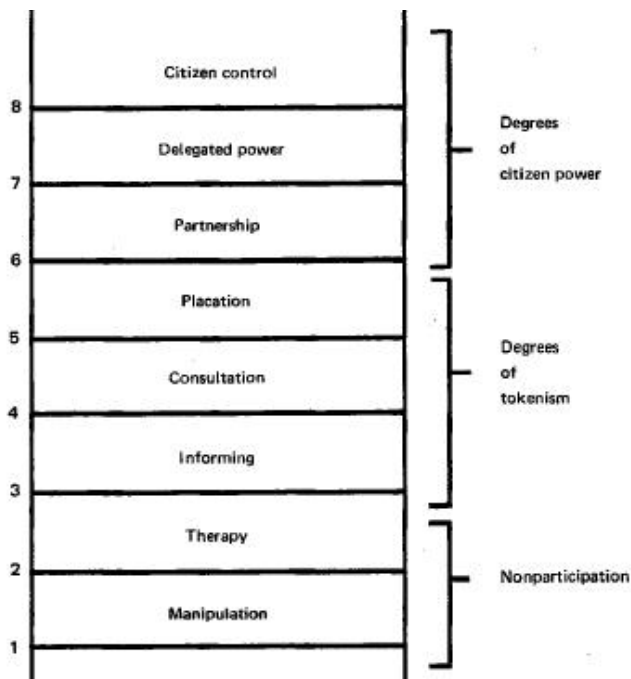
rules exist to force get advice, however the decision making in power holders. Further is increase level participation of public in decision making. At the top rungs are *delegated power* and *citizen control* which are citizen have full managerial power to decide decision and control decision making.

The International Association for Public Participation (IAPP) make of a spectrum of levels of public participation. It is also about level of public impact in decision making processes. There are informed, consult, involve, collaborative and empower level (IAPP 2000, Brynson, 2004). The level of participation from just informing public until empowerment citizen that is decision making authority in citizen. The level of participation have different goal and promise to citizen and also existing participatory tools in each level of public participation. (see table 1).

Table 1. Public Participation Spectrum and Existing Tools

	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decision.	To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise to the public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision	We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision	We will look to you for direct advice and innovation in formulating solutions and incorporate your advices and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Existing tools	• Fact sheets • Websites • Open houses	• Public comment • Focus groups • Surveys • Public meetings	• Workshops • Deliberate polling	• Citizen Advisory committees • Consensus building • Participatory decision-making	• Citizen juries • Ballots • Delegated decisions

Source: IAPP, 2000



Source: Arnstein, 1969

Figure 1. Level of Participation

The level of participation that distinguish in figure 1 (Arnstein, 1969) and table 1 (IAPP, 2000) determine the characteristics of each level of participation. The inform, consult, involve and collaborative (IAPP, 2000) levels closely follow the eight rungs of citizen participation by Arnstein (informing, consultation, placation and partnership). These levels all include two way interactions with stakeholders, but differ in how closely they are engaged and able to influence the process (Bruns, 2003). The empowerment end of the IAPP spectrum does not differentiate between delegated power and citizen control. Instead various forms of empowerment, in all of which the government does not hold final authority to make unilateral decisions, are lumped together in a single category of empowerment (Bruns, 2003)

Table 1 captures the existing tools of participation usually use in each level of participation. These are the tools on level of empower of participant that more interesting. Because of the empower level as the highest level of public impact in decision making, this study will discusses about how to increase level participation of disabled people to the highest level in plan-

ning process. Achieving highest level of public impact in decision making (empower) it is not easy in practice because it depends on context and objective of these tools.

C. The Importance of inclusion disabled people in planning processes

Including disabled people in the planning process will provide an opportunity for them to contribute to society. According to UN (2008), the right of disabled people should be same as with other communities. This shows obligation of governments to respect and ensure the fulfillment of equal rights for people with disabilities. In other word, it explains that the government have to give attention such as inclusion or participation, non discrimination, accessibility facilities to disabled people to ensure they get their right as human. Based on research conducted by Black and Gregersen (1997), the results suggest that the degree of involvement in generating alternatives, planning, and evaluating results are related significantly to satisfaction of citizen. It means that involved element of society (one of them is disabled people) has become important in planning processes. Furthermore, Church et al (2000) state that increasing accessibility facilities in transportation sector will help people to combating individual constrain to doing some activities. It is in line with Human Rights Watch's (2013) statement that lack of accessibility of transportation facilities lead to disabled people being excluded in all the activities of the community, making it difficult or impossible for them to doing social activities. Therefore, transport facilities that are accessible for disabled people are needed.

D. Social inclusion of disabled people

Social inclusion refers to ability of people to participate in daily life with adequately. This concept emphasizes that social institutions take responsibility to accommodate what the community preferences/needs. For example, people who can not walk can not access ad-

equate facilities to perform daily activities. It indicates that the failure of social institutions to provide adequate facilities for them. In the past, this barrier is usually described as their failure to accommodate environments for people with disabilities, but now increasingly defined as the failure to build the environment to accommodate what disabled people's need. (Litman, 2003).

There are some factors that can affect social inclusion and influence people to participate in many activities, such as poverty, ignorance, language, racism and classism. People need physical accessibility to doing activities, to reach desired goods, services, destination. It is an important factor and also important to discuss as a transportation planning issue (DKRP, 2005). Social exclusion and marginalization of disabled people can increase the risk of poverty. Because, social exclusion can reduce the opportunity for disabled people to contribute productively to their family and community (World Bank, 1999). Therefore, involving disabled people in planning processes is important.

The main barriers of disabled people to include in transportation planning processes are social, psychological and environment (Venter, et al., 2002). Social barriers are lack of public disability awareness, difficulty communicating for people with hearing and/or speech impairments. Psychological barriers are some participants having low self-esteem about their disability and avoiding to involve in planning processes. And, environmental barriers are the lack of transport infrastructure and pedestrian environment that make them difficult to go out from their home that will influence their daily activities.

E. Empowerment of disabled people in transportation planning concept

From the conceptual model (figure 2), Transportation planning processes divided into two types, there are participatory planning and

non-participatory planning. Two key objective goals of sustainability transport are comprehensive and inclusive planning and land use accessibility. Therefore, the participatory planning is needed in transportation planning processes to make it effective and durable (Salmen, 2003).

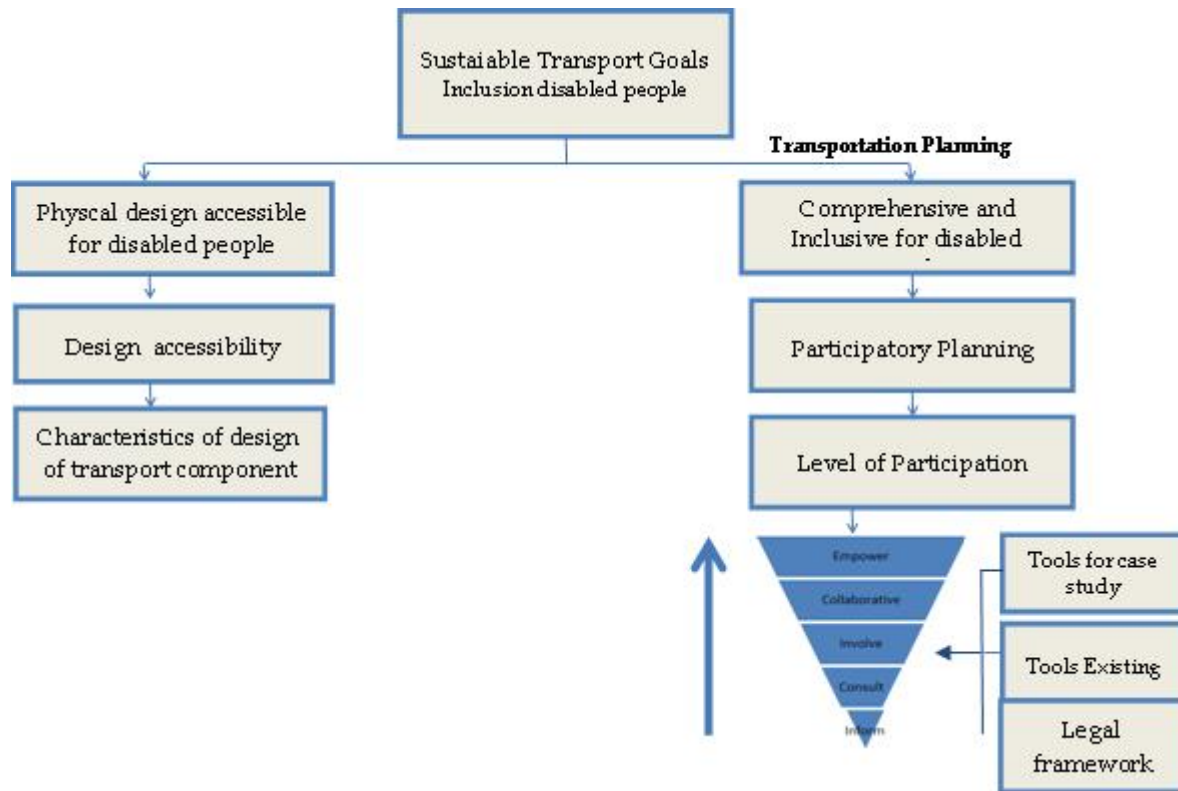
Design accessibility for disabled people is also important. However, in practice non-participatory planning still existed that people were marginalized excluded from transportation planning processes

Based on Bryson (2004), there are five levels of participation in planning processes; inform, consult, involve, collaborative and empower. The highest level of participation is empower-level and the lower level is inform. Empowerment concept in this study is about increasing the level of participation of disabled people in transportation planning processes by participatory planning in processes side and good design accessible in practice.

Level of participations affects design of accessibility and vice versa. These raise questions on how to shift the lower level or middle level of participation to highest level, what the barriers are and what tools can be used to shifting from the lower or middle level to high level in study case.

Staples (1990) defined empowerment as *"the ongoing capacity of individual or groups to action their own behalf to achieve a greater measure of control over their lives and destinies"*. From this point of view, individuals or groups are empowered not only by the outcomes of the decision they make, but also by being an active participant in the decision making process.

Fitzsimons et al. (2011), states empowerment is a social action process that promotes participation of people, organization, and communities in gaining control over their lives in community and larger society.



Source: Modification by Author, 2014

Figure 2. Conceptual model empowerment disabled people in transportation planning processes

METHODOLOGY

This study employs literature reviews and interview method to answer the research questions. Several data information will be collected including archives records and document, news related issue in providing transport facility for disabled people.

Literature reviews from articles, journals, books and documents (report, law, guideline etc.) related to inclusion of disabled people in planning processes as well as policy document will be analyzed to extract a lesson learned from UK and Canada. To answer the first question, interviews will be conducted to the decision makers that are related to public transport (bus) in Jakarta, Indonesia. To answer question 2 and 3, information from the literatures and documents will be analyzed by using narrative and content analysis.

The descriptive qualitative analysis will be used to analyze the data.. The research uses Transjakarta public bus in Indonesia as a case

study. It is because Transjakarta is the first bus rapid transit in Indonesia and public transport modes are at least more humane than other public transport in Indonesia (Dagun, 2006; Dit.BSTP, 2010). Jakarta also has relative large numbers of disabled people. UK and Canada will be used as a comparison to BRT Transjakarta to learn a lesson.

The qualitative data will be processed and analyzed by descriptive analysis. Secondary data from UK and Canada will be analyzed by content analysis with atlas.ti version 6.2. The result of atlas.ti will be used as lesson learned.

The primary data from interview in case study will be analyzed by narrative analysis. After analyzing the case study, and lesson learned to UK and Canada, this research will give conclusion to summarize the answer of research questions and give recommendation which also can reflect the chosen tools and case study selection.

RESULT AND DISCUSSION

A. Participation Of Disabled People In Transportation Planning Processes In Uk And Canada

Table 2. Overview inclusion disabled people in transportation planning processes (bus) in UK and Canada

Indicator	Canada	United Kingdom
Legal Framework	The Transportation Act's Canada 1996 Canadian Human Rights Commission, 1977	Disability Discrimination Act 1995 Transport act's 1985 Public Bodies Act 2011
Tools	Advisory Committee	Advisory Committee
Design	Accessability design center	Universal design
Influencing factors	- Rising Awareness for disabled people - Inclusion disabled people as legal binding - Commitment of Government - Offers tax exemptions	- Rising awareness for disabled people - Struggles of disabled people and NGO - Including disabled people in early stage policy making.

Source: Author, 2015

Inclusion disabled people in transportation planning processes is very important to get some feedback for decision making to improve accessibility facilities in public bus rapid transit. The experience in UK and Canada show that both countries have used advisory committee as a tool to inclusion disabled people in transportation planning processes. The legal framework, design and also success factors from both countries could be used as a lesson learned to Indonesia and also as information in take-off phase in transition management concept that will be used to empower disabled people in transportation planning in case study (BRT Transjakarta-Indonesia).

B. Inclusion Disabled People In Transportation Planning Processes (Bus) In Indonesia

Participatory planning is important to find out what disabled people need, to improve decisions making, to advance fairness and justice, to get legitimacy for public decision and because the law requires it. Participative planning can be considered as utopian planning. However, there are some barriers to include disabled people in transportation plan-

ning such as time and money consuming. Other problems are related to the accessibility of facilities, physical impairment, unfamiliar procedure and willingness to participate by disabled people. Therefore, how participatory planning does deal with such those problems is becoming an interesting aspect to study, and many scholars have also been trying to find the workable participatory tools.

Many participatory tools are available to include disabled people in planning process from the 'inform' level to the 'empower' level of public participation. These tools can be used to include disabled people in planning processes. Nevertheless, it depends on the goals of the government to include disabled people in planning processes. For example, if the goal of the government is only to provide the information to assist disabled people in understanding the problems and alternative, the government can use website or fact sheets. As the other example in case study BRT Transjakarta shows, that if the government's goal is to obtain the disabled peoples feedback on the analysis and alternative, they conduct public meetings, FGD

and survey as tools to include disabled people in transportation planning processes. But, the desired participatory tool by stakeholder in BRT Transjakarta is advisory committee disabled people. However, it is no guarantee that the disabled people-advisory committee will increase the level of participation of disabled people in transportation planning processes.

The analysis of the institutional context in Canada and the UK shows that participatory tools are not enough to increase the inclusion of disabled people in transportation planning. Therefore, the legal framework, commitment of the government, and the network of organization at international, national, and local level will increase the level of participation of disabled people in transportation planning processes. The eventual goal of the empowerment of disabled people is to gain accessible facilities for them in daily life

Planning processes in UK and Canada can be characterized as participatory planning. Both of these countries have legal framework to force the decision maker to include disabled people in planning processes. UK has the discrimination disability act and Canada has the transportation act that states the obligation to include disabled people in transportation planning processes. The participatory tool that they use is disabled people advisory committee.

In physical design processes UK use the universal design facilities for disabled people, otherwise Canada has accessible design center to design accessible facilities for disabled people and also considers other accessibility component for example individual component like tax exemptions.

UK and Canada use the advisory committee tool to include disabled people in transportation planning. In the Canadian transport act and in the British discrimination disability act it is stated that disabled people must have disabled people advisory committee as their representative. On the one hand, disabled people force the government to include them

in transportation planning processes as an obligation. On the other hand, these acts also state that disabled people must have disabled people advisory committee. It means that to increase the level of participation disabled people need to be proactive to other stakeholders.

Meanwhile, Indonesia still uses FGD, public meeting and survey to include disabled people in transportation planning processes. However, the participatory tool that stakeholders desire is the advisory committee.

The strengths of the advisory committee are that it can reduce the barriers to participate like time, money, procedure planning and willingness of disabled people to participate in planning processes. Because, not all disabled people have to be included in planning processes so it can reduce time and money. Besides, the disabled people advisory committee knows deepest about the needs of disabled people and the issues related to disabled people.

CONCLUSION

Participatory planning is one of sustainable transport goals, in which this initiative encourages the public to participate in planning processes also to achieve good accessible facilities. Therefore, the end result of participatory in transportation planning is adequate accessible facilities to all citizens; which leads to social justice for all citizens.

To increase disabled people participation in transportation planning, strengths and the weaknesses of several tools are identified. Participatory tools are not enough to increase the level of participation of disabled people in transportation planning processes. A lesson learned from UK and Canada is about the inclusion of disabled people in transportation planning, whereas both countries are developed countries. This condition will lead to the unbalance planning context between both countries and Indonesia with a big gap in economic, culture, political and social situations. These gaps can be viewed as a weakness of this research. However,

legal framework, participatory tools, design accessibility and influencing factors to increase the level of participation of disabled people are focused from the beginning in this study. Therefore, it still makes sense since the aim of the study is to learn something from both country and possibilities of the experiences to be adopted and transferred and implemented in Indonesia (BRT Transjakarta). By descriptive analysis, the practice in both countries can identify what aspects should be improved for Indonesian context.

In the case study, there are some barriers to increase the participation level of disabled people. They are unfamiliar procedure, willingness of disabled people to participate, physical environment like accessible facilities, time and money. In theory, willingness to participate of disabled people is not a barrier to take into account in participatory planning. However, in this context, we found that it is a bit different, in which this barrier becomes important to be considered. Therefore, further research is needed to investigate the willingness of disabled people to participate in planning processes.

The end expected outcome of disabled people participation is to provide accessible transport facilities. Accessibility itself consists of four interrelated components. In this case study, accessibility elements only consider the transportation infrastructure element to compare processes side and design accessible side. Meanwhile, Canada has already taken into account the other elements of accessibility components like individual component and land-use component. Therefore, further research is expected to take into account all accessibility elements.

This study also uses primary data that were taken in the case study (BRT Transjakarta-DKI Jakarta) by using an interview to collect data to Local Government DKI Jakarta, PSA BRT Transjakarta, NGO PPCI and questionnaire to disabled people in DKI Jakarta. At the beginning, the author wanted to interview these people by using Skype due to limited time and funds. But, the author interviewed respondent by email because of the difficulties to make appointment to Skype with the respondents. Therefore, the answers

from stakeholder did not really much explore about what the questions needed. Questionnaire that was distributed by online was responded by 21 disabled people. It is a little disappointing because actually respondents could be more than this number. Unfortunately, because of the difficulties of disabled people to use internet, and also the bad internet connection, information from these 21 people should be enough for the analysis. Therefore, questionnaire distribution by online to disabled people especially in developing countries is not going well. For future research, field survey is better in this context.

RECOMMENDATION

The government of DKI Jakarta has not performed well in including disabled people in transportation (bus) planning processes. However, the government of DKI Jakarta at least already knew and invited disabled people to include them in transportation (bus) planning processes. There are some barriers to increase the level of participation disabled people in transportation planning processes. Tackling these barriers in order to increase the participation level of disabled people in transportation planning processes is not easy but at least we try to make social justice in our world. There are:

The first thing that we have to do is create awareness to the issues. Now, the inclusion of disabled people in planning of all sectors has become global. The awareness commonly arises from the bottom because they need to improve their well-being. One of the efforts that we can learn from Canada is the struggle of NGO and disabled people to include them in planning processes. In this regard, stakeholders are acquired to play a proactive role in planning process.

Legislation strengthens regulation and guidelines that are related to include disabled people in transportation planning processes. Recently, there is not many regulation and legislation regarding disabled people. It is time for the government to establish such guidelines to include disabled people in transportation planning. For instance, the transport act in Indonesia just states

that the government provides accessible facilities for disabled people. But, there are not statements that the government has to include disabled people in planning processes as obligation. It is important to protect the right of disabled people to be included in planning processes and force decision makers to include them. Putting an article in regulations (acts, government regulation) which considers the disabled people in transportation planning processes is needed.

In order to increase accessible facilities for disabled people in transportation sector, guidance about standard accessible facilities for disabled people in transportation sector have to be made. Government can also introduce a system penalty or incentive for operator who fail or succeed to provide standard accessible facilities for disabled people in practice.

To increase willingness to participate by disabled people in planning processes, the government can introduce financial incentives for disabled people that are willing to participate in planning processes. For example, transport cost and tax exemption.

Further studies for exploring participatory tools in transportation planning need to be done. This is important to find better and appropriate tools for inclusion disabled people in transportation planning processes in Indonesia. The study can be carried out by the government itself or by joint venture with private sector (consultant) or by government giving the task to a consultant.

It seems too good to be true to realize inclusion-disabled people in Indonesia within a short term planning time frame. There are many actors that have interest with each other. The government's responsibility and their task is to secure their citizen need and right including disabled people in transportation planning. Nonetheless, supports and forces from citizen (include disabled people), private (PSA BRT-Transjakarta) and public sector (government) are also important factors for realizing the inclusion disabled people in transportation planning processes.

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