



BINJAI CITY GOVERNMENT POLICY ON PROVIDING ASSISTIVE TOOLS FOR PEOPLE WITH DISABILITIES AT THE BINJAI CITY SOCIAL SERVICES REVIEWED FROM THE PERSPECTIVE OF FIQH SYASAH

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ABSTRACT

This study analyzes the Binjai City Government's policy on providing assistive devices for people with disabilities through the Binjai City Social Service and reviews it from a fiqh siyasah perspective. The study uses a normative-empirical legal approach with data collection techniques through literature studies, observation, documentation, and interviews with relevant parties at the Binjai City Social Service. The results show that the policy on providing assistive devices has been implemented in the form of social assistance such as wheelchairs, canes for the blind, hearing aids, and other supporting devices according to the needs of beneficiaries. Empirical findings indicate that this program contributes to increasing mobility, independence, and social access for people with disabilities. However, its implementation has not been fully optimal due to budget constraints, incomplete recipient data collection, and uneven distribution of assistance. From a fiqh siyasah perspective, this policy is in line with the principles of maslahah, justice, government mandate, and protection of vulnerable groups. The scientific contribution of this study lies in strengthening the study of inclusive social policies based on Islamic governance values, particularly in fulfilling the rights of people with disabilities at the local government level.

Keywords: local government policy; people with disabilities; legal jurisprudence; disability aids; inclusive social services

1. INTRODUCTION

Fulfilling the rights of persons with disabilities is a crucial part of the state's responsibility to achieve social justice, equal access, and inclusive public services. Persons with disabilities, as a vulnerable group, often face barriers in mobility, communication, education, employment, and social participation due to limited supporting facilities and suboptimal public services that are responsive to their needs. Within the context of national law, Law Number 8 of 2016 concerning Persons with Disabilities affirms that the

central and regional governments have an obligation to respect, protect, and fulfill the rights of persons with disabilities equally without discrimination (Republic of Indonesia, 2016). One way to fulfill these rights is by providing assistive devices, such as wheelchairs, canes, hearing aids, and other supporting devices that improve the independence, mobility, and quality of life of persons with disabilities.

In the regional context, this responsibility is even more relevant because regional governments play a direct role in designing and implementing social service policies for the community. The North Sumatra Provincial Government, through Regional Regulation Number 3 of 2024 concerning the Respect, Protection, and Fulfillment of the Rights of Persons with Disabilities, emphasizes the importance of equal rights, accessibility, legal protection, health services, education, employment, and social participation for persons with disabilities (North Sumatra Provincial Government, 2024). Accordingly, the Binjai City Government, through the Social Services Agency, plays a strategic role in implementing social assistance programs, including the provision of assistive devices for persons with disabilities. This program is a concrete manifestation of the local government's presence in assisting vulnerable groups to carry out social functions more independently and with dignity.

Although the policy for providing assistive devices has been implemented, practice in the field still reveals a number of issues. Some of the obstacles that frequently arise in the implementation of social services for persons with disabilities include budget constraints, outdated data collection, suboptimal inter-agency coordination, and the unequal distribution of assistance. These conditions demonstrate that policies cannot be assessed solely on the basis of the existence of regulations; they also need to be analyzed in terms of implementation effectiveness, targeted accuracy, and the local government's ability to ensure program sustainability. Putri (2024) found that the fulfillment of public service rights for people with disabilities at the regional level still faces challenges in terms of implementation, resources, and institutional coordination. Similar findings were confirmed by Siregar, Sismudjito, and Ginting (2023), who noted that the role of local governments in ensuring the welfare of people with disabilities still requires strengthening in terms of policies, facilities, and service access.

Previous studies on people with disabilities generally focused more on legal protection, social empowerment, public services, or the general implementation of regional regulations. Salsabiila and Yuadi (2023) noted that while studies on public services for people with disabilities continue to develop, more specific research is needed on specific service types at the regional government level. Meanwhile, several studies from a *fiqh siyasah* perspective have focused more on the protection of people with disabilities within the context of regulations and normative government responsibilities, such as those by Yudha (2025) and Sari (2022). Based on this trend, a gap in this research lies in the paucity of studies that specifically analyze the policy of providing assistive devices for people with disabilities at the Binjai City Social Services Agency by linking regional policy implementation data with the principles of Islamic jurisprudence. Therefore, this research not only examines the policy from a positive legal perspective but also assesses the ethical and normative dimensions of Islam in social service governance.

The perspective of Islamic jurisprudence (*fiqh siyasah*) is important because government policy in Islam is not only understood as an administrative action, but also as a mandate to realize the public welfare. In Islamic jurisprudence, the government, or *ulil*

amri (the people in authority), is obliged to manage public affairs based on the principles of justice, public welfare (maslahah 'ammah), protection of vulnerable groups (mustadh'afin), and elimination of hardships in community life. This principle aligns with the principle of *tasarruf al-imam 'ala al-ra'iyah manutun bi al-maslahah*, which states that a leader's policies towards the people must be based on public welfare. Therefore, the provision of assistive devices for people with disabilities can be understood as a form of government responsibility in reducing social barriers, increasing accessibility, and maintaining human dignity. Sangrila (2025) emphasized that, from the perspective of Islamic jurisprudence, government services to vulnerable groups must be directed at protection, distributive justice, and meeting basic community needs.

Based on the description, this study is directed to answer three main problems, namely how the Binjai City Government's policy on providing assistive devices for people with disabilities at the Binjai City Social Service, what obstacles are faced in implementing the policy, and how the policy is reviewed from the perspective of *fiqh siyasah*. In line with the formulation of the problem, this study aims to analyze the implementation of the policy on providing assistive devices for people with disabilities, identify obstacles to its implementation, and assess its compliance with the principles of *maslahah*, justice, government mandate, and protection of vulnerable groups. Scientifically, this study is expected to contribute to the development of inclusive social policy studies based on Islamic governance values, especially in the context of social services for people with disabilities at the local government level.

2. RESEARCH METHOD

This research employed a normative-empirical legal method with a qualitative descriptive approach. The normative legal method was used to examine the legal basis for providing assistive devices for persons with disabilities, including Law Number 8 of 2016 concerning Persons with Disabilities, Law Number 11 of 2009 concerning Social Welfare, North Sumatra Provincial Regulation Number 3 of 2024, and Binjai City Government policies related to social services for persons with disabilities. Meanwhile, an empirical approach was used to examine how these policies are implemented by the Binjai City Social Service in public service practice. The research was conducted at the Binjai City Social Service, considering that this agency has direct authority over data collection, verification, procurement, and distribution of assistive devices for persons with disabilities. A qualitative approach was chosen because this research seeks to understand the policies, implementation experiences, obstacles, and the meaning of social service justice in depth based on the social and institutional context studied (Creswell & Creswell, 2018).

The research data sources consist of primary and secondary data. Primary data was obtained through semi-structured interviews with purposively selected informants. The informants included personnel from the Binjai City Social Services Department involved in the assistive device provision program, officers familiar with the data collection and distribution mechanisms, and persons with disabilities or beneficiary families with direct experience accessing the program. Semi-structured interviews were used to obtain targeted information while still allowing informants to openly explain their experiences,

challenges, and assessments (Kvale & Brinkmann, 2015). Secondary data was obtained through document review of laws and regulations, regional policy documents, Binjai City Social Services program data, assistive device distribution reports, aid recipient documents, journal articles, books, and relevant previous research. Document analysis was conducted to understand the relationship between legal norms, regional policies, and social service practices in the field (Bowen, 2009).

Data analysis was conducted qualitatively through the stages of data reduction, data presentation, and conclusion drawing, as developed by Miles, Huberman, and Saldaña (2014). In the data reduction stage, researchers sorted information related to the form of policy, implementation mechanisms, amount and type of assistance, data collection constraints, budget limitations, and distribution patterns of assistive devices. In the data presentation stage, findings were arranged in the form of thematic descriptions to show the relationship between local government policies, the needs of people with disabilities, and the effectiveness of social services. Next, conclusions were drawn by comparing empirical findings, legal documents, and the principles of Islamic jurisprudence (fiqh siyasah). In this study, Islamic jurisprudence was used as an analytical tool to assess whether the policy on the provision of assistive devices reflected the principles of *maslahah* (benefit), distributive justice, the government's mandate as *ulil amri* (the rightful owners), and protection of vulnerable groups (*mustadh'afin*). Data validity was tested through triangulation of sources and techniques, namely comparing the results of interviews, observations, and official documents so that the conclusions drawn had a strong empirical and normative basis (Miles et al., 2014).

3. RESULT AND ANALYSIS

The Binjai City Government's Role in Providing Assistive Devices for Persons with Disabilities at the Binjai City Social Service

The Binjai City Government's role in providing assistive devices for persons with disabilities is a concrete manifestation of the local government's responsibility to fulfill the rights of vulnerable groups through inclusive social services. This policy can be understood not only as a social assistance program, but also as a manifestation of the state's presence in reducing barriers to mobility, communication, and social participation for persons with disabilities. Within the framework of Law Number 8 of 2016 concerning Persons with Disabilities, local governments are obligated to guarantee respect, protection, and fulfillment of the rights of persons with disabilities equally without discrimination (Republic of Indonesia, 2016). Therefore, the provision of assistive devices such as wheelchairs, canes, hearing aids, and other supporting devices is an essential part of public policy oriented towards enhancing the independence and dignity of persons with disabilities.

Institutionally, the Binjai City Social Service plays a technical role, linking local government policies with the real needs of persons with disabilities in the community. This role includes data collection of potential aid recipients, verification of needs, program proposals, coordination with regional government agencies, and distribution of assistive devices to beneficiaries. An informant from the Binjai City Social Services Department explained, "We receive proposals from the community, sub-districts, or families of people with disabilities. After that, we check the data and needs, because the type of assistive

device must be tailored to the recipient's condition." (Interview with Binjai City Social Services staff). This quote demonstrates that the provision of assistive devices is not done haphazardly, but rather through an administrative process and needs assessment. From a public service perspective, this mechanism is crucial to ensure targeted targeting, transparency, and accountability of social policies (Siregar et al., 2023).

Table 1: Types of Disabilities

NO	Type of Disabilities	Information
1	Physical Disabilities	Limitations in motor function
2	Blindness	Visual impairment
3	Deafness	Hearing impairment
4	Speech Disabilities	Speech impairment
5	Mental Disabilities	Mental or psychological impairment
6	Intellectual Disabilities	Limitations in intellectual ability

Source: Ministry of Social Affairs of the Republic of Indonesia

Field findings also indicate that the assistance provided by the Binjai City Government through the Social Services Agency is functional because it directly addresses the basic needs of persons with disabilities. Assistance in the form of wheelchairs, canes, hearing aids, or other physical aids has strategic value in improving the ability of persons with disabilities to move, interact, and carry out daily activities. One beneficiary family stated, "Before receiving the wheelchair, our parents had difficulty leaving the house. After receiving this assistance, they can move more easily and participate in family and community activities." (Interview with a beneficiary family). This statement demonstrates that assistive devices function not only as medical or technical devices, but also as social tools that enable persons with disabilities to regain their participation in the social environment. This aligns with the view of Harthamia and Wirantari (2024) that empowerment programs for persons with disabilities should be directed at increasing accessibility, independence, and social engagement of beneficiaries.

However, the role of the Binjai City Government cannot be separated from the issues of institutional capacity and resource availability. Although the assistive device provision program has been running, its effectiveness is highly dependent on budget availability, accurate recipient data, and program sustainability. In an interview, one informant stated, "The need for assistive devices is actually quite high, but the amount of assistance available must be adjusted to the budget. Therefore, we usually prioritize recipients who are most in need" (Interview with an official from the Binjai City Social Services Department). This quote demonstrates the gap between community needs and the local government's capacity to provide assistance. Analytically, this situation illustrates that social policies at the regional level often face implementation limitations, particularly when the needs of vulnerable groups outweigh the available resource allocation (Putri, 2024).

Table 2. Social Service Programs for Persons with Disabilities in Binjai City

NO	Program	Form of Activity
1	Social Rehabilitation	Social assistance for people with disabilities
2	Social Guidance	Counseling for families of people with disabilities
3	Social Services	Access to education and health services
4	Social Assistance	Provision of social assistance and assistive devices

Source: Binjai City Social Services

From an implementation perspective, the data collection process is a crucial aspect in determining the success of the assistive device provision program. Accurate data on persons with disabilities allows the Social Services Agency to prioritize aid recipients more objectively and fairly. Conversely, outdated data can result in some persons with disabilities being excluded from the program or receiving assistance late. In this context, data collection is not merely an administrative procedure but also an instrument of distributive justice. Local governments need to ensure that recipient data is regularly updated through coordination with sub-districts, districts, social welfare workers, and families of persons with disabilities. Salsabiila and Yuadi (2023) emphasize that public services for persons with disabilities require a robust data system so that policies do not stop at the regulatory level but are able to address the actual needs of the community.

The role of the Binjai City Social Services Agency can also be seen in the mechanism for distributing aid to beneficiaries. Ideally, the distribution of assistive devices should be targeted, appropriately typed, and timely. The accuracy of the type of assistance is crucial because each person with a disability has different needs depending on their physical, sensory, or mobility conditions. A beneficiary informant stated, "This assistance is very helpful, but we wish the process could be faster because sometimes the need for assistive devices is urgent." (Interview with a beneficiary). This quote demonstrates that the community not only needs assistance but also a responsive service system. Interpretatively, responsiveness of service is an important indicator in assessing the quality of social policy, because good policy is not only determined by the existence of programs, but also by the extent to which those programs are timely and meet the needs of recipients.

From a *fiqh siyasah* perspective, the role of the Binjai City Government through the Social Services can be understood as part of the government's mandate or *ulil amri* (the authority of the rulers) to realize the public welfare. The principle of *tasarruf al-imam 'ala al-ra'iyah manutun bi al-maslahah* (the principle of mutual benefit) emphasizes that every leader's policy towards the people must be based on the public interest. The provision of assistive devices for people with disabilities reflects this principle because it aims to alleviate hardship, strengthen independence, and protect vulnerable groups. Within the framework of Islamic jurisprudence (*fiqh siyasah*), persons with disabilities are a group that requires special attention because they face structural and social barriers in their daily lives. Therefore, the policy on disability assistance devices is not merely administrative but also has ethical-religious dimensions as it relates to justice, protection, and the fulfillment of basic human rights (Sangrila, 2025).

Thus, the Binjai City Government's role in providing assistive devices for persons with disabilities demonstrates an initial commitment to developing inclusive social services.

The local government, through the Social Services Agency, has carried out the functions of data collection, verification, procurement, and distribution of assistance to persons with disabilities, although this still needs to be strengthened through data updates, budget increases, accelerated distribution, and cross-sectoral coordination. Theoretically, these findings demonstrate that the success of inclusive social services depends not only on the existence of regulations but also on the government's implementation capacity and sensitivity to the needs of vulnerable groups. From a *fiqh siyasah* perspective, this policy reflects the principles of *maslahah* (benefit), justice, and the government's mandate. However, the quality of its implementation still needs to be improved so that the resulting benefits are not limited but can be enjoyed more evenly by all persons with disabilities in Binjai City.

Obstacles in the Provision of Assistive Devices for Persons with Disabilities through the Binjai City Social Service from a *Fiqh Siyasah* Perspective

The implementation of the policy of providing assistive devices for persons with disabilities by the Binjai City Government through the Social Service essentially demonstrates the local government's commitment to fulfilling the rights of vulnerable groups. However, research findings indicate that this policy has not been fully implemented optimally due to several obstacles in budgeting, data collection, distribution, institutional coordination, and program sustainability. These obstacles are important to analyze because social policy is not only assessed by the existence of programs, but also by the government's ability to ensure the affordability, accuracy of targeting, and usefulness of services for those in need. In the context of inclusive public services, persons with disabilities are not simply positioned as recipients of assistance but must be viewed as citizens with the right to accessibility, independence, and equal social protection (Siregar et al., 2023).

The first and most prominent obstacle is budget constraints. Providing assistive devices for people with disabilities requires significant financial support, especially for specific devices such as specialized wheelchairs, hearing aids, prosthetic legs, or other devices that must be tailored to the recipient's needs. An official from the Binjai City Social Services Department explained, "The community's need for assistive devices is quite high, but the amount of assistance that can be distributed still depends on the available budget. Therefore, we must prioritize those in the most urgent situations." (Interview with an official from the Binjai City Social Services Department). This quote highlights the gap between the actual needs of people with disabilities and the fiscal capacity of the local government. Theoretically, limited resources are a factor that often hinders the implementation of public policy, as sound policies still require adequate budgetary support, human resources, and implementation facilities (Putri, 2024).

The second obstacle relates to the incomplete and incomplete data collection on people with disabilities. In implementing social assistance policies, data is the primary basis for determining who is eligible to receive assistance, what types of assistive devices are needed, and which areas should be prioritized. However, data collection often faces obstacles because not all persons with disabilities are reported through the village or sub-district office, some families do not understand the procedures for applying for assistance, and data updates are not conducted regularly. One informant stated, "Sometimes there

are residents with disabilities who actually need assistance, but they haven't been included in the data. Usually, this is only discovered after a report from family, neighbors, or village officials" (Interview with a data collection officer). This finding demonstrates that data weaknesses can directly impact inaccurate targeting and delays in assistance. From a social services perspective, accurate data is a crucial prerequisite for public policies to be more than merely administrative, but to truly reach target groups equitably (Salsabiila & Yuadi, 2023).

A third obstacle is evident in the unequal distribution of aid. The limited number of assistive devices means that not all persons with disabilities can receive assistance at the same time. Furthermore, aid distribution is also influenced by administrative processes, availability of goods, recipient priorities, and coordination between the Social Services Agency and village and sub-district officials. One beneficiary family expressed, "We are greatly helped by this equipment, but the waiting process is quite long because they say we have to wait for our turn and for the availability of assistance" (Interview with a beneficiary family). This statement indicates that distribution constraints impact not only technical aspects but also the social experiences of people with disabilities and their families. Delayed assistance can prolong dependency, limit mobility, and hinder the social participation of beneficiaries. Therefore, aid distribution needs to be understood as part of service equity, not simply a process of distributing goods.

The next obstacle is institutional coordination, which still needs strengthening. Providing assistive devices for people with disabilities is not solely the responsibility of the Social Services Agency; it also requires support from other regional agencies, sub-district and urban village governments, social welfare workers, health institutions, and the community. Without strong coordination, the process of data collection, verification, proposals, and distribution of aid has the potential to be slow or asynchronous. In an interview, one official stated, "We still need support from the urban villages and sub-districts because they are closest to the community. If information from the grassroots is delayed, the process within the agency will also be delayed" (Interview with an official from the Binjai City Social Services Agency). Interpretatively, this statement demonstrates that the success of inclusive social policies is highly dependent on collaborative governance. Local governments need to establish a cross-sectoral coordination system so that services for people with disabilities are not fragmented but integrated within a responsive social policy ecosystem (Harthamia & Wirantari, 2024).

From a jurisprudence perspective, these various obstacles demonstrate that the government's responsibility as the *ulil amri* (the authority to govern) is not complete with the establishment of assistance programs, but must be furthered by ensuring that these programs provide tangible benefits. The principle of *maslahah* (benefit) demands that public policies produce concrete benefits for society, especially vulnerable groups such as people with disabilities. If budget constraints, weak data collection, and uneven distribution result in some people with disabilities not receiving assistive devices, the government needs to evaluate the policy so that the principle of *maslahah* can be more widely realized. In *fiqh siyasah*, the principle of *tasarruf al-imam 'ala al-ra'iyah manutun bi al-maslahah* (the principle of the ... Justice in this context means that assistance must be provided based on the most pressing need, not based on proximity, access to information, or the family's ability to handle administrative matters. The mandate of government demands that the government manage budgets, data, and service mechanisms

transparently, accountably, and in favor of those most in need. Raihansyah et al. (2024) emphasized that, from a jurisprudential perspective, persons with disabilities have the right to receive protection and equal treatment in social and political life. Therefore, the Binjai City Government, through the Social Services Agency, needs to strengthen its policy on the provision of assistive devices by increasing the budget, updating village-based data, accelerating distribution, and coordinating across sectors. With these steps, the policy on the provision of assistive devices will not only be a social assistance program but also a concrete form of implementing social justice and the government's responsibility to protect vulnerable groups in accordance with the principles of jurisprudential law.

4. CONCLUSION

Based on the research results, it can be concluded that the Binjai City Government's policy through the Social Services Agency in providing assistive devices for people with disabilities has demonstrated the local government's commitment to fulfilling the rights of vulnerable groups through more inclusive social services. Assistance programs for assistive devices such as wheelchairs, canes, hearing aids, and other supporting devices are a concrete form of the government's presence in helping people with disabilities improve their mobility, independence, and social participation. However, the implementation of this policy is still not fully optimal due to obstacles such as budget limitations, outdated data collection, uneven distribution of assistance, and institutional coordination that still needs to be strengthened. From a fiqh siyasa perspective, this policy has reflected the principles of *maslahah*, justice, government mandate, and protection of vulnerable groups, but these values need to be realized more consistently in policy practice. The main reflection of this research shows that the success of social services for people with disabilities is not only determined by the existence of regulations and assistance programs, but also by the ability of local governments to manage data, budgets, distribution, and coordination fairly, responsively, and sustainably so that people with disabilities truly obtain their rights with dignity.

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