
EVALUATION OF THE EFFECTIVENESS OF CSR PROGRAMS FOR PERSONS WITH DISABILITIES IN THE ENERGY SECTOR AT PT XYZ

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ABSTRACT

KEYWORDS

Disability, Gender Equality, Disability and Social Inclusion (GEDSI), the Corporate Social Responsibility (CSR), Energy

The evaluation of the effectiveness of the Corporate Social Responsibility (CSR) program aimed at people with disabilities in the energy sector has provided an overview of the program implemented by PT XYZ to support people with disabilities. The CSR program included disability workshops in the field of energy and coffee inclusion. The research results indicate that the CSR program, involving people with disabilities, has delivered tangible benefits to the community. These include increased awareness and reduced stigma surrounding people with disabilities, as well as improved employment opportunities and income for people with disabilities. Additionally, the program has had a positive impact on the environment and the broader community. This program has been successful in integrating people with disabilities into the company's value chain, fostering new habits within society, and creating concrete products or actions that are beneficial.

INTRODUCTION

There exists a considerable energy gap globally, both between wealthy and poor nations and within countries, where affluent groups benefit the most from energy resources. This disparity extends to urban and rural areas and within households. Addressing this gap is crucial, especially since the United Nations Sustainable Development Goal 7 emphasizes ensuring access to affordable, reliable, sustainable, and modern energy for all. Recognizing the importance of energy for progress across all development sectors, structural conditions deeply rooted in gender, caste, ethnicity, religion, language, and geography contribute to uneven access and benefits from energy resources (Putra, 2022). Consequently, women, impoverished communities, and marginalized groups experience energy poverty differently and more severely than relatively advantaged counterparts, particularly for individuals with disabilities facing various socioeconomic risks.

The term "Persons with Disabilities" in the context of the Law Number 8 of 2016 concerning Persons with Disabilities (Law 8/2016) refers to individuals facing long-term physical, intellectual, mental, and/or sensory limitations that hinder full and effective participation in society. This concept emerged from in-depth discussions during the drafting of Law 8/2016 as part of the efforts to integrate the principles of the Convention on the Rights of Persons with Disabilities (CRPD) into the legal framework of the Republic of Indonesia (Listiana, 2021).

Various terms, such as "Difabel," "Persons with Special Needs," or "Persons with Disabilities," are used in Indonesia to refer to individuals with disabilities. These terms may sometimes represent specific types of disabilities, such as "deaf" or "blind," or be more specific, referring to conditions like "hearing impairment," "visual impairment," and others, often

stemming from regional languages in Indonesia (Al Hilal et al., n.d.)no. The development and support for these terms are crucial to create comfort in their usage as communication tools, aligning with the continuous evolution of the disability perspective based on the CRPD (Santoso et al., 2023).

Empowering disabled communities is a focus of the Indonesian government's efforts. However, disability data in Indonesia is not fully integrated and does not cover all disabled individuals. Holistic data is essential to ensure the fulfillment of the rights of disabled individuals. According to the Central Statistics Agency (BPS), the number of disabled individuals in Indonesia was 22.5 million in 2020, while the National Economic Survey (Susenas) 2020 recorded 28.05 million disabled individuals. The World Health Organization (WHO) estimates that disabled individuals constitute 10% of Indonesia's total population, around 27.3 million people.

Despite the substantial number of disabled individuals, comprehensive data related to them is not well-integrated. Holistic data is crucial to ensuring the fulfillment of the rights of disabled individuals. Given the global commitment to leaving no one behind in development, studies on disability inclusivity and the implementation of existing regulations become essential (Hiban et al., 2020). Some disabled individuals face high social and economic risks, with limitations in accessing jobs, education, and healthcare. The disabled population is a target for the Indonesian government's efforts to empower marginalized communities (Anggi, 2023).

The Commissioner of the National Disability Commission (KND) stated that disability data collected by various agencies are not integrated. The implementation of policies related to disabled individuals in Indonesia is not entirely well-coordinated, leading to differences in data among agencies. Information and personal biases among individuals working in sectoral and institutional agencies are considered strong, contributing to subjectivity issues and hindering the data collection process (Heidyani, 2022).

Inclusive development for disabled individuals aligns with the global commitment of the Sustainable Development Goals (SDGs), aiming to ensure that no group is left behind in the development process. Therefore, after almost five years since the enactment of Law Number 8 of 2016, an evaluation of the progress of disability inclusivity, including the implementation of various implementing regulations from the law, becomes necessary. Disabled individuals also face various social and economic risks, such as limited access to information, job opportunities, education, healthcare, and more (Rizky, 2021).

The current number of disabled individuals in Indonesia is approximately 22.97 million or around 8.5% of the country's population, with the highest number of disabilities found in the elderly. Coordination and improvement of social welfare must address this issue, with interventions from the Indonesian government to ensure that disabled individuals are not left behind in the country's development.

Indonesia is in the process of reforms, committed to realizing equality and equal rights for disabled individuals, not just as subjects but also as active contributors to national development. Indonesia has ratified the Convention on the Rights of Persons with Disabilities through Law Number 19 of 2011. The government has also issued seven Government Regulations (PP) as mandated by Law Number 8 of 2016 concerning Persons with Disabilities. The expansion of protection and social empowerment for disabled individuals strengthens their presence, fostering climate and potential development to become empowered, resilient, creative, and independent individuals or groups (Ramadhani, 2021).

However, many disabled individuals still face challenges in accessing the workforce, particularly discrimination and differential treatment among the disabled, which often occurs. This injustice needs urgent and accurate mitigation. The Employment Law Number 13 of 2003,

Article 31, states that "Every worker has the same right and opportunity to choose, obtain, or change jobs and obtain decent income, either inside or outside the country." According to this law, disabled individuals also have the right to job opportunities (Saputro et al., 2020).

Through Law Number 8 of 2013 concerning Persons with Disabilities, the government mandates that government agencies, regional governments, state-owned enterprises, and regional-owned enterprises must employ at least 2% of disabled individuals from the total number of employees or workers. Private companies are required to employ at least 1% of disabled individuals from the total number of employees or workers. Non-compliance with these regulations may result in criminal sanctions of up to six months in prison and/or a maximum fine of 200 million rupiahs. However, the participation of disabled individuals in the workforce in Indonesia remains relatively low, influenced by the limited availability of job opportunities and discrimination and stigma against disabled individuals in the workforce (Indardi et al., 2022).

The social performance resulting from the implementation of applicable laws will enhance the prospects for new investors to trust in investing their capital and reduce corporate risks concerning their stakeholders. A more focused CSR program aims to fulfill both "social" and "business" considerations, specifically addressing stakeholder relations and corporate image, while technical or management considerations complement the previous two (Gaus & Meirinawati, 2021; Nurjannah, 2022; Putra, 2022; Ririh et al., 2021). By implementing CSR programs effectively, business risks related to stakeholder pressure and social impacts on corporations are likely to decrease. Management decisions to implement CSR programs are rational choices, as CSR can create a positive cycle that benefits the company (Falcó, Marco-Lajara, & Zaragoza-Sáez, 2023). Through CSR, the well-being and socio-economic life of both local and distant communities are ensured, contributing to the smooth production and marketing processes of the company. It can be emphasized that the expenditure for CSR programs is an investment for the company to cultivate social capital (Falcó, Marco-Lajara, & Zaragoza-Saez, 2023; Falcó, Marco-Lajara, & Zaragoza-Sáez, 2023).

CSR, an abbreviation for Corporate Social Responsibility, is a commitment of companies to act ethically, legally, and contribute to improving the quality of life for employees and their families, local communities, and society as a whole. In Indonesia, CSR is also known as TJSL or Social and Environmental Responsibility (Das et al., 2021). The global presence of CSR or TJSL developed from the 1980s to the 1990s as a reaction and expression of concern from civil society organizations and global networks to enhance ethical, fair, and responsible behavior from companies that goes beyond the company itself but extends to stakeholders and the communities around the company's operating area. Corporate CSR obligations are regulated in legislation based on CSR legal grounds, the Company Law Number 40 of 2007 (UU PT), and Government Regulation Number 47 of 2012 concerning Social and Environmental Responsibility of Limited Liability Companies (PP 47/2012) (Septanto, 2019).

Phillip Kotler and Nancy Lee in their book "Corporate Social Responsibility, Doing the Most Good for Your Company and Your Cause" (2005) outline six program options for companies to initiate initiatives and activities related to various social issues as a commitment to corporate social responsibility. The six social initiatives that companies can execute are:

- Cause Promotions: Providing financial contributions or fundraising to raise awareness of specific social issues, such as drug dangers.
- Cause-Related Marketing: Allocating a percentage of revenue as a donation for specific social issues, for a specific period or product.

- Corporate Social Marketing: Assisting in the development and implementation of campaigns to change specific behaviors with negative impacts, such as civilized traffic habits.
- Corporate Philanthropy: Directly contributing to charitable activities, often in the form of donations or cash contributions.
- Community Volunteering: Encouraging employees and business partners to voluntarily engage and assist the local community.
- Socially Responsible Business Practices: Adopting and implementing specific business practices and investments aimed at improving community quality and protecting the environment.

A good CSR strategy is one that can provide real benefits to society while also benefiting the company (Rachman, 2022; Taufik & Lestari, 2022). These benefits can include direct financial gains and indirect benefits like boosting employee morale and increasing brand awareness among the public. By implementing one or more of these six social initiatives, a company can fulfill its social responsibility while also creating a positive impact on the surrounding community and environment, ultimately enhancing the company's reputation and sustainability in the long run.

Gender, Disability, and Social Inclusion Equality (GEDSI) are also crucial foundations for achieving Sustainable Development Goal 4 by ensuring equal, quality education and promoting lifelong learning opportunities for all. The GEDSI Strategy aims to continue the achievements of Stage I by programming the following: (Shodikin et al., 2023)

- Supporting program focus on girls and boys, disabled individuals, and other at-risk groups through a better understanding of the various barriers and conditions faced, especially by girls and boys from low socio-economic groups, women, disabled individuals, and other at-risk groups.
- Adapting and refining interventions to address identified barriers, conditions, and needs.
- Generating, packaging, and communicating evidence, learning, and knowledge about GEDSI practices to engage with the government and be replicated by government and key stakeholders.

Increased awareness of these social issues can have a positive impact on the company, such as improving the company's image, developing partnerships with other companies, strengthening the company's brand in the eyes of the public, differentiating the company from its competitors, and providing innovation for the company. Therefore, to ensure that the company has implemented CSR programs effectively, an evaluation of social development programs, especially for disabled individuals, is required (Sabilillah, 2023; Tasmata et al., 2023; Yulaswati et al., 2021).

Based on this background, the author intends to conduct research with the title "Evaluation of the Effectiveness of CSR Programs for Persons with Disabilities in the Energy Sector." This research will examine the implementation of corporate social responsibility (CSR) programs in the energy sector, including a comprehensive analysis of gender equality and social inclusion (GEDSI) for disabled individuals. Thus, this research is expected to provide deeper insights into how CSR can contribute to the Evaluation of the Effectiveness of CSR Programs for Persons with Disabilities in the Energy Sector at PT XYZ.

RESEARCH METHOD

This study employs both qualitative and quantitative methods. The qualitative method is based on literature reviews, while the quantitative method uses a community index. The author gathered information from various public data, publications, books, and literature regarding the contribution of CSR to the Evaluation of the Effectiveness of CSR Programs for Persons with Disabilities in the Energy Sector at PT XYZ. The variables used in this research include the training of disabled individuals in motorbike workshops and inclusive cafes. The impact of these training sessions is evaluated using the community satisfaction index, with the research subject being selected as disabled children in the Aceh Province. The research problem formulation focuses on the challenges faced during the training process. Thus, it is expected to identify solution strategies that can be recommended to address these challenges. Purposive sampling criteria were used to select the research sample, considering that this program is part of the mandatory Corporate Social Responsibility (CSR) required by the government and is a flagship program of PT XYZ. The chosen sample comprises disabled children who participated in the three-month training under the supervision of the Social Service Agency of Aceh Province.

RESULTS AND DISCUSSION

Program Addressing Community Needs

Creative House Tamiang, managed by the Empowered Different-Abilities Group, is the best solution to resolve existing issues in the community, especially concerning equal rights for persons with disabilities. Issues related to limited accessibility for persons with disabilities in obtaining employment and developing skills, experiencing rejection, negative stigma, and discrimination from the wider community lead to feelings of inferiority and low self-esteem among persons with disabilities. The Creative House Tamiang program addresses all these issues through various activities involving the community as subjects and objects in sustainable development. In the implementation process, the Creative House Tamiang program has a social innovation called Tamiang Inclusive Community Development based on Sociopreneurship, Education, and Sustainable Environment (BANGKIT BERDIKARI). This innovation plays a role in meeting the needs of the community, especially persons with disabilities, so that the issues they have faced can be resolved through various activities, allowing them to experience a more equal life without discrimination from the surrounding environment.

Percentage of Poor People in the Community Development Program

One of the goals of implementing CSR programs is to help improve the economy that can be felt by the community. In achieving this goal, CSR programs carried out by PT EXY must target vulnerable groups, especially economically weak communities, as evidenced by the number of beneficiaries from the program who are poor households and can be lifted out of poverty. The indicator that the beneficiaries have been lifted out of poverty is based on the monthly income reaching at least the minimum wage in Aceh Tamiang Regency.

Table 1. Details Calculation of the percentage of poor people alleviated in the tamiang creative house program

No	Program	Location	Number of Disabled (KK)	Number of poor disabled families (KK)	Number of program beneficiaries	Poor families of the program	Poor families alleviated through the program	Percentage of poor families alleviated
1	Tamiang Creative House Program	Desa tanjung karang kec. Karang baru	367	308	18	18	4	1,29%

Based on the data above, it was found that each program accommodates the involvement of the poor. In addition, in the involvement of the poor as beneficiaries, the program also contributes to poverty alleviation efforts or improves the welfare of its beneficiaries. In poor family data, data is obtained from local village government data, while poor family data that is alleviated through the program is the result of interviews and data collection by companies. Although there are some beneficiaries who are still alleviated as poor people in local village government data, the comdev program is considered to have contributed to poverty alleviation and welfare improvement based on the subjectivity of the beneficiaries. Understanding that the beneficiary has felt well-being using a subjective well-being perspective.

Elements of Novelty in Social Innovation

The Bangkit Berdikari innovation creates new habits for the community in terms of social concern and the stigma surrounding persons with disabilities. Through the sociopreneurship pillar, this innovation can change the stigma that has been attached to persons with disabilities, suggesting that their presence is meaningless in society. Through this pillar, the Empowered Different-Abilities Group conducts its business operations by applying the concept of sociopreneurship. The group carries out social activities, specifically caring for fellow persons with disabilities. This involves providing psychosocial support to other persons with disabilities. In supporting these activities, PT XYZ facilitates accommodation and transportation for the implementation of these events.

New habits also emerge in the community following the Bangkit Berdikari social innovation, particularly in the Sustainable Environment pillar. This is evident through the sub-business of the Disability Waste House, which is also supported by the Tanjung Karang Village Regulation No. 7 of 2022 concerning Household Waste Management, regulating the management of household waste, including used cooking oil. Previously, people who had never processed used cooking oil would dispose of it in drains or their yards. Now, they gather used cooking oil and exchange it for points/coupons that can be used at the Inclusive Coffee Shop, Disability Workshop, and Ambe Show Gallery.

In addition to collecting used cooking oil from the residents of Tanjung Karang Village, the Disability Waste House also processes used cooking oil from 60 SMEs affiliated with the Ambe Show Gallery. This used cooking oil is processed into laundry soap and potassium fertilizer. Besides handling used cooking oil waste, the Disability Waste House also processes

lubricant waste from the Disability Workshop through a Waste Water Treatment Plant (WWTP). The utilization of these derivative products is integrated with other programs. The laundry soap made from used cooking oil waste is marketed in the Ambe Show Gallery and used in the operations of the Inclusive Coffee Shop. The cultivation of Medicinal Family Plants (TOGA) managed by the Ambe Show Gallery uses water sources from the WWTP managed by the Disability Waste House and additional fertilizer from the potassium fertilizer produced from the processing of used cooking oil waste. The results of cultivating these Medicinal Family Plants can be used as herbal drinks processed by the Kenari Posyandu Cadres.

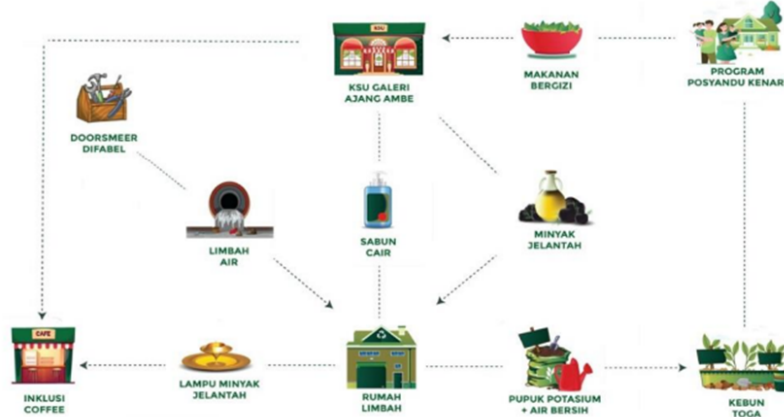


Figure 1. Waste Program Chain Scheme

Based on the value chain scheme, it explains the integration between programs created due to Bangkit Berdikari's social innovation. New habits of society began to form with this innovation. Integration between programs can provide additional economic value for the community and Empowered Disability Groups.

Concrete Product or Action

Tamiang Inclusion Community Development Innovation based on Sociopreneurship, Education, and Sustainable Environment or commonly referred to as Bangkit Berdikari is a new thing done in Aceh Tamiang Regency, previously in Aceh Tamiang Regency there has never been community development that focuses on people with disabilities. This innovation is a more massive effort in realizing equal rights for people with disabilities in the surrounding community. The presence of this innovation provides an opportunity for the wider community and people with disabilities to improve the economy and its capacity in new ways outside of the habits of society so far. This innovation in the Rumah Kreatif Tamiang program is able to have an impact on vulnerable groups of people with disabilities, especially those who have not found work (unemployed) to get access to equal rights such as decent work, capacity building, and changes in community stigma. In addition to people with disabilities, the production process applied in the Bangkit Berdikari innovation also involves non-disabled communities as well as in the management of the Disability Waste House managed by the Empowered Differentiation Group and supported by the Ajang Ambe Gallery as a form of a new inclusive production process (Atmaja, 2019). This method of merging is carried out as one of the treatments in psychosocial assistance so that people with disabilities are accustomed to socializing with the wider community and work well together to bring out a sense of equality for them and society at large. Integration in Bangkit Berdikari innovation involves several partners, namely Galeri Ajang Ambe, in used cooking oil collection and management.

Disability Waste House, Posyandu Kenari in the use of doorsmeer wastewater treatment for TOGA cultivation as an ingredient in making nutritious food and drinks for stunting

toddlers. The innovation of BANGKIT BERDIKARI in the Rumah Kreatif Tamiang program gave rise to a social entrepreneurship system in the community because this innovation gave rise to new sub-fields in the group which ultimately provided new job opportunities. It is evident that this innovation involves 11 people with disabilities who do not yet have jobs to be given capacity through several trainings that have been facilitated by PT XYZ.

Implementation of The Program

Development of the Disability Workshop

- a. Procurement of Attributes, Equipment, and Spare Parts for the Workshop. PT XYZ has provided safety attribute assistance for disabled mechanics, including coveralls, mechanic waist bags, helmets, welding goggles, and gloves. The procurement of these safety attributes aims to enhance the safety of mechanics, given the high-risk nature of workshop activities. These safety attributes help mechanics feel secure and comfortable, thereby improving the performance of disabled mechanics in servicing customer motorcycles. The procurement of mechanic equipment has been tailored to the needs of disabled mechanics and the limited availability of workshop equipment. The acquired equipment includes toolboxes, spanners, pliers, multimeters, compressors, hammers, and welding tools. The procurement of mechanic equipment aims to facilitate disabled mechanics in servicing motorcycles with their physical limitations. The additional compressor tool is useful in facilitating disabled mechanics to start the compressor without exerting excessive effort. The acquisition of mechanic toolboxes aims to facilitate inventory management and maintenance of workshop equipment.
- b. Facilitation of Mechanic Training at the Disability Workshop Learning Center (Pijar Kertas). PT XYZ facilitates the Disability Workshop Learning Center (Pijar Kertas), an initiative to turn the disability workshop into a learning and practical venue for vocational school students majoring in Mechanics. Group members, who have received prior mechanic training, now serve as instructors in the Pijar Kertas activities. Pijar Kertas activities are initiated by the disabled group to advance knowledge and practical skills in workshops, benefiting the general public. The disability workshop has hosted 25 vocational school students majoring in Mechanics for learning and practical training since July 2021. The Pijar Kertas activities are conducted every four months or based on requests from the respective schools. The output of the Pijar Kertas activities is the enhanced mechanical skills of vocational school students majoring in Mechanics, demonstrated by certificates issued by the disabled group. Through these activities, disabled group members can improve their ability to train others and become trainers. PT XYZ has conducted a Training of Trainers as the basis for the disabled group members' training ability. Furthermore, PT XYZ also facilitates stationery for Pijar Kertas participants and spare parts used in the learning process.
- c. Facilitation of the Application of the Sociopreneur Concept in the Disability Workshop. PT XYZ facilitates the input of the Empowered Different-Abilities Group to implement the sociopreneurship concept in their business operations. Thus, this disability workshop will become the first sociopreneurship-based disability workshop in Indonesia. The Disability Workshop carries out a care movement for fellow disabled individuals. The Care for Fellow Disabled Movement involves special assistance provided by group members to the disabled community, such as basic food items and psychosocial support for fellow disabled individuals. PT XYZ facilitates accommodation or transportation for the implementation of these activities.

- d. Replication of the Disability Workshop. The replication of the disability workshop is implemented at the Disability Workshop in Tamiang Hulu, a replication of the main disability workshop located in Tanjung Karang. The Tamiang Hulu Disability Workshop is managed by Sopian, a disabled person with limb loss. The replication includes providing mechanic training, assistance in workshop equipment, safety attributes, and vehicle spare parts. Mechanic training in the replication disability workshop is conducted in Pulau Tiga Village, Tamiang Hulu Subdistrict, with Dede Kurniawan, who is the disabled group's leader and the main mechanic of the disability workshop, as the instructor. PT XYZ also provides mentoring and monitoring for Ian Service Motor Workshop as a commitment to expanding the benefits of the CSR program and empowering the disabled community.

Inclusive Coffee (Kopi Inklusi)

- a. Construction of the Bar and Coffee Shop Kitchen. PT XYZ assists in the construction of the bar and kitchen for the disabled group's coffee shop. The disabled coffee shop has the entity name "Kopi Inklusi." Kopi Inklusi applies a combined art theme of vintage and pop art, utilizing wood as the main environmentally friendly building material and decorations such as paintings created by disabled individuals. The built bar and kitchen are disabled-friendly, implementing Law No. 8 of 2016 on Disabilities by creating a building that is not too narrow, with flat and easily accessible pathways for disabled individuals with limb loss to walk. PT XYZ also facilitates decorations and the completeness of consumer table-chair sets to enhance the comfort of Kopi Inklusi.
- b. Raw Materials and Coffee Production Equipment. PT XYZ has provided assistance in procuring coffee raw materials for the disabled group. The coffee beans used are Gayo coffee beans, a high-quality Aceh specialty. PT XYZ also provides assistance in coffee shop equipment, including espresso machines, grinders, shakers, French presses, Vietnam drips, Moka pots, and tableware as coffee production tools. PT XYZ also assists in formulating coffee/drink and food recipes.
- c. Barista Training, Financial Management, Administration, and Marketing. PT XYZ facilitates barista training, financial management, administration, and marketing for the disabled group as a basis for improvement. Barista training took place on June 10, 2022, at Senada Coffee, one of the cafes in Aceh Tamiang. The barista training was attended by the head barista, who is also the CEO of Senada Coffee, serving as the instructor for the disabled group. Financial management, administration, and marketing training took place on June 13, 2022, with instructors from the secretary and treasurer of the KSU Ajang Ambe, a CSR-assisted group that has become independent. The financial management applied involves allocating 10% of the total group income for the group's cash and 90% for the individual profits of each group member. Budget usage recording is divided into recording group cash, daily income and expenditure records, and inventory records of the coffee shop.

Facilitation of Disability-Friendly Amenities

PT XYZ provides assistance in disability-friendly amenities at Kopi Inklusi. These amenities include a basic sign language wall of fame as education for the public to be able to order menu items and communicate with deaf/mute disabled individuals. Kopi Inklusi is not only friendly to its staff but also to visitors by creating a braille menu book for the visually impaired.

CONCLUSION

Empowerment activities at Rumah Kreatif Tamiang have a very positive impact on economic, environmental and social aspects. In the economic aspect, the group is provided with training to improve skills to support the efforts made. In the environmental aspect where doorsmeer / vehicle washing business activities that produce waste in the form of laundry waste water are processed or filtered using WWTP technology which is then used to water TOGA gardens, until now as much as 12,672 liters of wastewater have been filtered. In addition, the Waste House activities have also succeeded in managing used cooking oil as much as 128 liters of MSME food product production. The cooking oil management innovation also has economic value by producing products in the form of laundry soap. In addition to the economic and environmental aspects of the Rumah Kreatif Tamiang Program has a very good social impact with 18 people with disabilities empowered in workshop, doorsmeer, coffee shops and MSME business units, and in the process the group applies the concept of sociopreneurship by carrying out social activities in the form of orphan compensation and sharing rice and others this activity can run because of good group financial management management so that the income of the Remaining Business Results used as an operation for the sociopreneurship activities.

Inclusion Coffee as one of the sub-programs in Rumah Kreatif Tamiang in the economic sector. There are quite a lot of coffee shops in Aceh Tamiang Regency, but none of them apply disability friendly. Coffee Inclusion as an answer to these problems, in addition to empowering people with disabilities as managers, the operational system of this coffee shop applies a concept that is friendly to people with disabilities. Kopi Inklusi also provides education about sign language for the general public to make it easier for people to communicate with people with disabilities. Because the obstacles that have been experienced by people with disabilities in adapting to the general public environment are related to communication.

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First publication right:
Devotion - Journal of Research and Community Service



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