

ABSTRAK

Latar Belakang: Café inklusi muncul sebagai bentuk dukungan dari berbagai pihak dalam memberdayakan penyandang disabilitas. Dalam membangun café inklusi, dibutuhkan banyak faktor-faktor yang menyertainya. Faktor-faktor tersebut adalah proses perekrutan, proses pembinaan dan proses membangun relasi. Di sisi lain, pada ketiga proses tersebut seringkali muncul hambatan-hambatan yang timbul akibat dari cara berkomunikasi dari karyawan disabilitas dengan *owner*.

Tujuan: Studi ini bertujuan untuk melakukan eksplorasi terhadap proses perekrutan, pembinaan, proses membangun relasi serta hambatan yang dirasakan pada *coffeeshop* inklusi dengan karyawan yang berbeda jenis disabilitas yaitu Café More (tuna netra), Kopi Tuli (tuli), dan Difabis.(tuna daksa dan tuli) **Metode:** metode penelitian yang digunakan adalah studi kasus eksploratif melalui observasi partisipatif dan wawancara mendalam. **Hasil:** Terdapat perbedaan pada ketiga *coffeeshop* tersebut. Pada proses perekrutan Difabis dan Café More melibatkan organisasi dan asosiasi profesional sedangkan Koptul tidak melibatkan organisasi atau asosiasi apapun. Pada proses pembinaan, Café More di bina oleh asosiasi Siloam Centre; Kopi Tuli dibina oleh owner tuli yang memiliki sertifikasi di bidang peracikan kopi; sedangkan Difabis bekerjasama dengan Coffeeshop di Jakarta untuk melakukan pelatihan. Pada proses membangun relasi, Difabis dan Café More memerlukan waktu beradaptasi untuk bisa saling memahami, sedangkan pada Koptul tidak terdapat kesulitan dalam membangun relasi. **Kesimpulan:** terdapat perbedaan proses perekrutan, pembinaan, proses membangun relasi dan hambatan yang dirasakan oleh *owner coffeeshop*. Perbedaan ini bergantung pada pihak eksternal yang terlibat (asosiasi organisasi) dan jenis penyandang disabilitas.

kata kunci: [café inklusi; proses membangun relasi; disabilitas]

ABSTRACT

Background: Café inclusion appears as a form of support from various parties in overcoming people with disabilities. In building café inclusion, it takes many accompanying factors. These factors are the healing process, the coaching process and the relationship building process. On the other hand, in these three processes, obstacles often arise due to the way employees communicate with their owners.

Purpose: This study aims to explore the process of depression, coaching, the process of building relationships and perceived barriers to coffeeshop inclusion with employees who have different types of impairments, namely Café More (blind), Kopi Deaf (deaf), and Disabled (disabled persons). and deaf) **Method:** The research method used is an exploratory case study through participatory observation and in-depth interviews. **Result:** There are differences in the three coffeeshops. In the rebellion process, Difabis and Café More involved professional organizations and associations, while Koptul did not involve any organizations or associations. During the development process, Café More was fostered by the Siloam Center Association; Kopi Tuli is fostered by a deaf owner who is certified in the field of coffee compounding; while Difabis collaborated with Coffeeshop in Jakarta to conduct training. In the process of building relationships, Difabis and Café More need time to adapt to be able to understand each other, whereas in Koptul there are no difficulties in building relationships. **Conclusion:** there are differences in the process of losing, the process of fostering, the process of building relationships and the obstacles felt by coffeeshop owners. This difference depends on the external parties involved (organizational associations) and the type of person with the disorder.

keywords: [inclusion café; the process of building relationships; disability]