

ABSTRAK

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Program Studi : Bisnis Perhotelan
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Judul : Inklusi Pekerja Tuli Dalam Layanan Pelanggan di Deaf
Friends Cafe

Berdasarkan penelitian data ILO, *International Labor Organization*, penyandang disabilitas di seluruh dunia sebesar 82 persen baik hidup di negara berkembang. Penyandang disabilitas Tuli mengalami kesulitan mencari pekerjaan baik dalam bidang ekonomi, kesehatan, informasi, ataupun politik. Penyandang Tuli sering mengalami keterlambatan dalam penyampaian dan penerimaan informasi mengenai pekerjaan sehingga mereka membutuhkan jangka waktu yang panjang untuk beradaptasi terhadap lingkungan kerja. Ada keunikan dalam identitas penyandang Tuli, mereka terbukti mempunyai budaya dan seni serta bahasa tersendiri, terutama bahasa isyarat. Oleh sebab itu, kami membuka lapangan kerja untuk penyandang disabilitas Tuli. Kami pun berencana membuat Cafe dengan menyediakan para pekerja yang merupakan penyandang disabilitas Tuli.

Kata Kunci : Pelayanan, Disabilitas Tuli, Penyandang, Lapangan Kerja, Kafe

ABSTRACT

Name : Mika Loralene, Natasya Agustine Lie, Winarsih Ari Biang
Study Program : Hotel Business
Faculty : Entrepreneur and Business
Title : *Inclusion of Deaf Workers in Customer Service at Deaf Friends Cafe*

Based on research data from the ILO, International Labor Organization, 82 percent of people with disabilities around the world live in developing countries. Deaf people have difficulty finding work in the fields of economics, health, information or politics. Deaf people often experience delays in conveying and receiving information regarding work, so they need a long period of time to adapt to the work environment. There is a uniqueness in the identity of Deaf people, they are proven to have their own culture and arts and language, especially sign language. Therefore, we are opening up employment opportunities for deaf people. We also plan to create a cafe by providing workers who are deaf people.

Keyword : Services, Deaf Disabilities, People with Disabilities, Employment, Cafe