

## Research Article

# How to Approach Public Services Based on Social Inclusion for Marginalized Communities? Bibliometric Analysis and Literature Review

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## Abstract.

Social inclusion-based public services emphasize access, participation, and equitable treatment for all segments of society, particularly for marginalized groups such as women, people with disabilities, the poor, the elderly, and minority communities. Governments play a strategic role in designing and implementing policies that are responsive to the needs of these vulnerable groups through fair, equal, and sustainable services. This study aims to explore ways of improving inclusive public services and to map the development of related research through a literature review and bibliometric analysis. The methodology includes a systematic literature review of scholarly articles published between 1997 and 2025, sourced from the Scopus database. The analysis is conducted using bibliometric methods with tools such as VOSviewer and Biblioshiny (RStudio) to identify research trends, key terms, author collaborations, and citation networks. The findings highlight the significant role of co-production in addressing issues related to gender, disability, and children by involving these groups in the design and management of public services. In terms of gender, co-production allows women, especially those from marginalized backgrounds, to participate in decision-making processes, ensuring policies are more responsive to their needs. For people with disabilities, it promotes the development of services that are inclusive and accessible. Children, who are often excluded from policy discussions, can also be engaged in shaping services such as education and child protection, making these more attuned to their rights and welfare. Thus, co-production fosters more inclusive, participatory, and equitable public service delivery.

**Keywords:** social inclusion, public services, marginalized communities, bibliometric analysis

## 1. Introduction

Public services are one of the main manifestations of the state's presence in guaranteeing the basic rights of citizens, including access to education, health, population administration, and social protection [1-3]. In the context of public administration, public service is not only seen as a technocratic process, but also as an instrument of inclusive social development [4-5]. Therefore, quality public services should be able to reach all

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levels of society, including marginalised groups such as persons with disabilities, indigenous peoples, the elderly, the urban and rural poor, and other vulnerable communities.

In this context, an inclusive approach to public services becomes increasingly relevant, especially when the state is required to not only provide services equitably, but also fairly and responsively to the diverse needs of citizens. This requires a transformation in the way services are delivered, from a top-down, administrative model to one that is participatory and collaborative. This approach opens up space for marginalised communities to not only be considered in policy design. But also to be actively involved in the process of public service delivery. This idea has been the basis for a number of studies that emphasise the importance of direct community involvement in service delivery processes to create more inclusive and sustainable outcomes.

Even research conducted by Bryson and Osborne highlights the importance of a co-production approach in inclusive public services, where citizens including marginalised groups are not only recipients of services, but also play a role as partners in planning and evaluation [6-7]. In Scandinavian countries, this approach has been successful in improving the quality and relevance of services for people with disabilities and immigrants, as it provides a participatory space in the policy process [8]. Meanwhile, Khaber's 2005 study on social inclusion in South Asia emphasised that inequalities in access to public services are often exacerbated by cultural norms and gender inequalities, so inclusive policies need to take a closer look at the local context [9].

In the context of Sub-Saharan Africa, Devas and Grant examine how decentralisation reforms in some countries (such as Uganda and Ghana) have not been fully successful in targeting marginalised groups due to the weak capacity of local institutions and the lack of disaggregated data [10]. In contrast, Joshi & Moore emphasise that social accountability such as citizen report cards and community forums can be an effective tool to improve service quality for the urban and rural poor [11]. These studies show that the success of inclusive public services is determined by a combination of responsive policy design, community empowerment, and evaluation systems that are open to the voices of marginalised groups.

The concept of social inclusion in Indonesia in public services emphasises the importance of equal access, active participation, and empowerment of marginalised communities in the process of formulating and implementing public policies [12-13]. This is in line with the principles of good governance and human rights. National regulations such as Law No. 25/2009 on Public Services and Presidential Regulation

No. 18/2020 on the 2020-2024 RPJMN explicitly encourage state administrators to provide equitable and inclusive services. At the global level, the 2030 Agenda and the Sustainable Development Goals (SDGs), particularly Goal 10 (reducing inequality) and Goal 16 (inclusive and peaceful societies) [14], also underlined the urgency of a social inclusion approach in public service delivery.

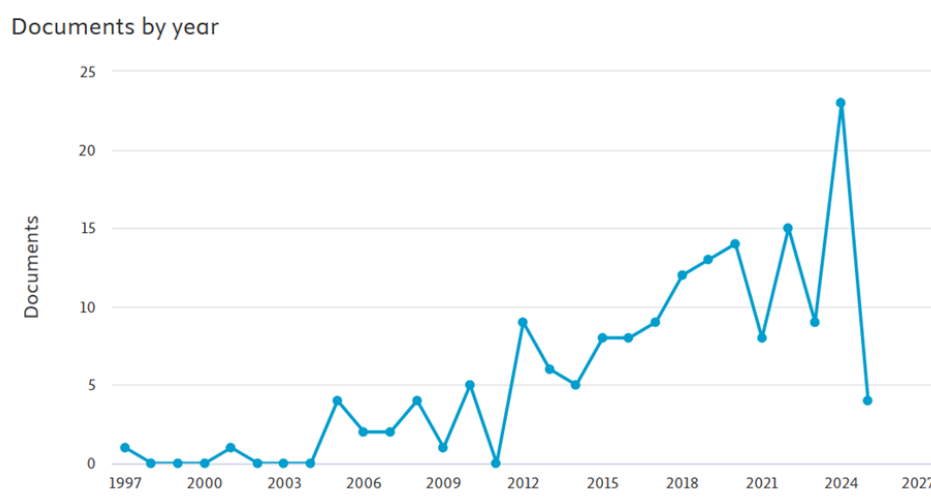
A number of studies have enriched the understanding of social inclusion as an integral part of public policy. Levitas' report *The Inclusive Society* emphasises that social inclusion should be understood as a systematic effort to remove structural barriers that lead to exclusion, including in terms of access to public services [15]. In Canada, Benoit explores how female sex workers face stigma and discrimination in the public health system, and suggests that public services need to be trauma-informed and rights-based [16]. Meanwhile, Lister highlights the importance of voice and agency in inclusive policies, where marginalised groups are not only objects of intervention, but also actors whose contributions to the policy process are recognised [17]. In Latin America, Cecchini & Madariaga, in the context of social protection programmes, assert that the success of social inclusion is highly dependent on inter-sectoral integration and legal guarantees of the rights of vulnerable groups, especially in the alleviation of multidimensional poverty [18].

There are even studies that have explored the dimensions of inclusiveness in public services, such as studies on disability services [19], accessibility of health services for the poor [20], and participation of indigenous communities in local policy formulation [21]. These studies are generally qualitative and contextualised, but are limited in explaining the linkages between social inclusion and public service policies systematically and across time. Bibliometric analysis using Rstudio (biblioshiny) of scientific publications in this field is still rare, even though this approach is important to reveal scientific networks, cross-country contributions of authors, institutional collaboration, and the direction of future research theme development.

However, in practice, marginalised communities still face various structural, cultural and administrative barriers in accessing public services. Scientific studies related to social inclusion-based public services have developed in various disciplines, but they are still fragmented and have not been united into a unified framework of understanding. Therefore, a scientific mapping through literature review and bibliometric analysis is needed to identify topic developments, research trends, and gaps that remain unexplored.

This research highlights two main dimensions of public services for vulnerable groups: structural challenges and policy challenges. Structural challenges include limited bureaucratic capacity, institutional fragmentation, and a lack of responsiveness of the service system to the needs of vulnerable groups. Meanwhile, policy challenges include weak alignment, lack of participation, and bias in policy formulation and implementation. These two dimensions form the basis of bibliometric analysis to map how academic discourse discusses fair and inclusive public services for vulnerable groups.

From the initial search results using the Scopus database using the keywords 'Public Service' AND 'Social Inclusion' with a total of 163 documents. This document is what we will analyse using several research tools. The results of initial identification related to documents published per year can be seen in Figure 1.



**Figure 1:** Documents by year 'Public Services' AND 'Social Inclusion'. Source: Analysis of search results on Scopus, 2025.

Based on the visualisation, it can be explained that since 1997 articles have begun to be published that discuss the topics discussed, the development of research has been inconsistent since 1998-2010. However, since 2011-2012 the publication has increased and finally in 2024 there are about 23 documents that have been published in Scopus and in 2025, the number of published documents is only 4 documents.

In the public service literature, there are different conceptual approaches between social inclusion and coproduction [22], although both have similar goals in encouraging participation and equity in public service delivery. Social inclusion generally starts from a top-down approach, where the state or public institutions are responsible for ensuring equal access for vulnerable groups through policies and regulations [23]. In contrast, coproduction focuses more on a bottom-up approach that encourages

the active involvement of citizens in the process of planning and delivering services [24]. This difference is also reflected in its goal orientation: social inclusion focuses on removing structural and discriminatory barriers, while coproduction emphasises empowering citizens as equal partners in creating public value. However, a number of critical studies have shown that coproduction approaches do not always guarantee equal involvement, especially for vulnerable groups with limited resources and capacity. These conceptual differences indicate the need to integrate a more contextualised and adaptive approach to accommodate the social dynamics and inequalities that still occur in public service practices.

Therefore, this study presents a novelty by combining the literature review approach and bibliometric analysis simultaneously in the context of social inclusion-based public services in Indonesia. Therefore, this research presents a novelty by combining the literature review approach and bibliometric analysis simultaneously in the context of social inclusion-based public services in Indonesia. Another novelty of this research lies in the application of bibliometric methods using Biblioshiny, which is still rarely used in social inclusion studies. The bibliometric approach in this research is used not only to map publication trends quantitatively, but also to identify conceptual patterns and the direction of discourse development related to social inclusion in public services. Although descriptive in nature, bibliometrics allows the exploration of normative and policy questions through co-word analysis, co-citation, and thematic evolution that reflect how the academic community frames issues of social justice, marginalisation, and participation of vulnerable groups. By mapping how these themes evolve, are associated, and applied in policy studies, this approach can uncover conceptual gaps, geographical biases, or imbalances of focus relevant for evidence-based decision-making. As such, bibliometrics is a strategic initial tool for understanding the knowledge landscape before moving on to more in-depth normative analyses or contextualised policy recommendations.

This study not only presents a thematic synthesis of previous research, but also maps the global research dynamics related to this topic based on scientific publications within a certain period of time. Thus, this study contributes to building a comprehensive academic database and can be a strategic reference for policy makers, academics, and public service practitioners.

1) What are the research trends, directions and collaborations related to social inclusion-based public services for marginalised communities in the scientific literature?

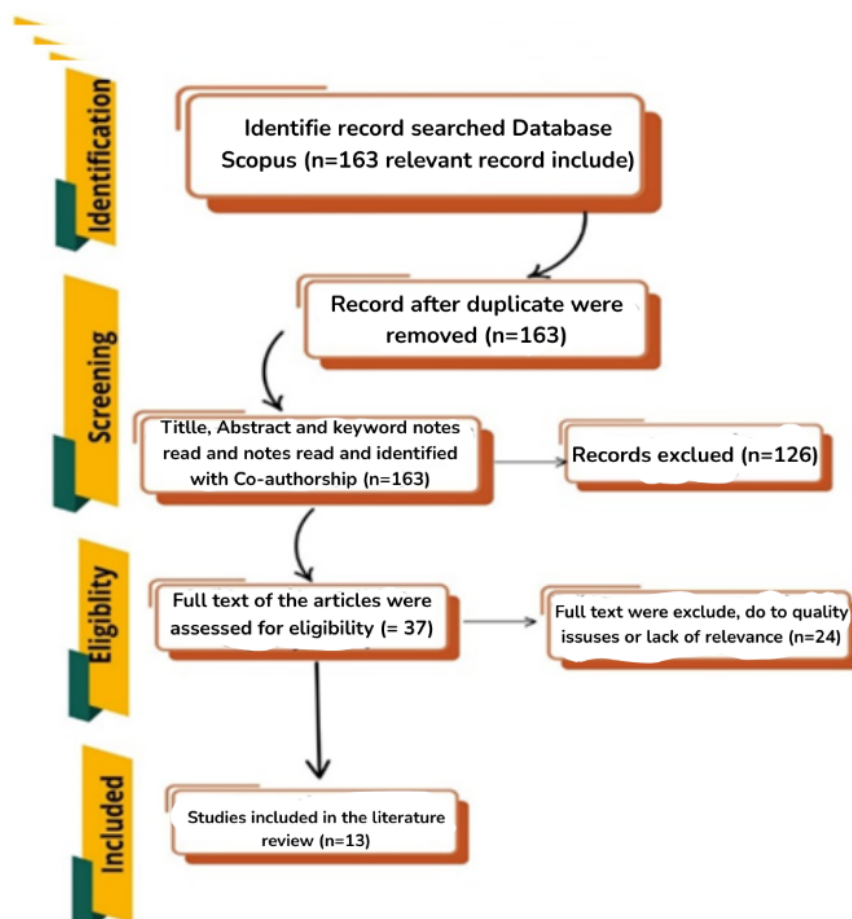
- 2) What are the main themes emerging in research on inclusive public services?
- 3) Where are the research gaps that still need to be explored further in this field?

This research aims to examine how concepts or approaches can be used to respond to issues related to marginalised communities, equality, and social inclusion in order to promote inclusive development in Indonesia. This research aims to examine how concepts or approaches can be used to respond to issues related to marginalised communities, equality, and social inclusion in order to promote inclusive development in Indonesia.

## 2. Methods

This research applies 3 stages of analysis, namely 1) Bibliometric analysis using the Rstudio (Biblioshiny) application. RStudio (Biblioshiny) was chosen because of its user-friendly interface, support for various types of bibliometric analysis, and produce rich data visualisations. In addition, the software is free, flexible, and has extensive documentation and user community [25]. In addition, this research also uses Vosviewer software to study the co-occurrence network [26]. 2) In stage two, we mapped and analysed the occurrence of research keywords that can be utilised by future research related to social inclusion-based public services for marginalised communities. 3) We present various literatures that are related to this research and connect between social inclusion-based public services for marginalised communities that discuss the impacts and challenges that can be used as lessons learned in Indonesia.

We searched the Scopus database using the keywords 'Public Service' AND 'Social Inclusion' and found 163 documents from 1997-2025. Then, the initial stage of the data obtained we filtered by considering the title, abstract and keywords and produced the remaining 64 documents and limited the documents in terms of the type of documents used are research articles, articles that have open access, the language used is English so that the remaining 37 articles. So that 64 articles will then be analysed using Bibliometric Biblioshiny and Scopus analysis. Then the second stage, we again tested the eligibility of the article based on relevance to the research topic and looked at the title, abstract, research objectives, research focus, research contribution, methods, results and discussion, conclusions and research limitations. So that from this identification we get 13 documents in the form of articles that are used as material in the literature review. The process can be seen in Figure 2.



**Figure 2:** Study selection, assessment, and inclusion (presented using Biblioshiny for visualisation). Source: Processed by the authors from the Scopus database, 2025.

The screening process of the articles in this study was conducted in stages and involved several researchers to ensure objectivity and consistency of judgement. The initial stage included selection based on titles and abstracts conducted independently by two researchers, using pre-defined inclusion and exclusion criteria. Next, articles that passed the initial stage were subjected to full-text review by the researchers to assess the relevance and quality of the content according to the research focus. This approach ensured that the selected articles met the research objectives and reduced the potential for subjective bias in the selection process.

3. Results and Discussion

3.1. Bibliometric Analysis Study

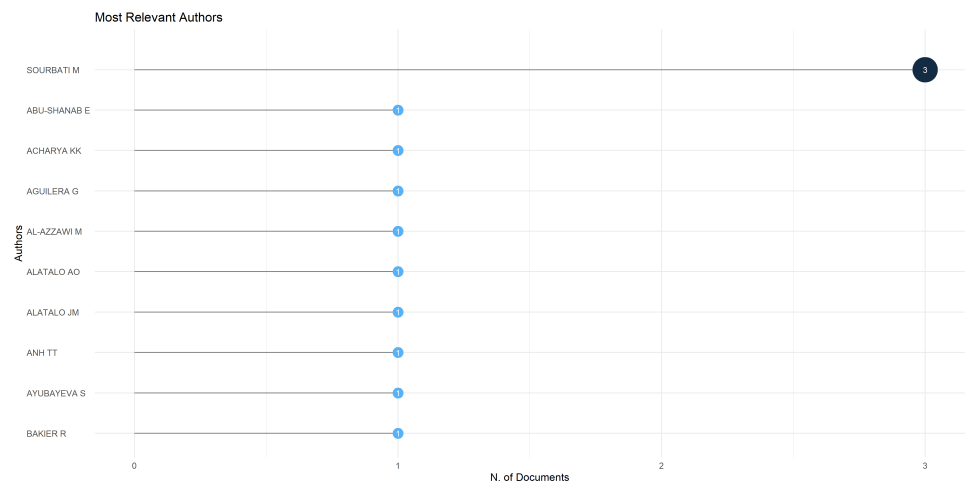


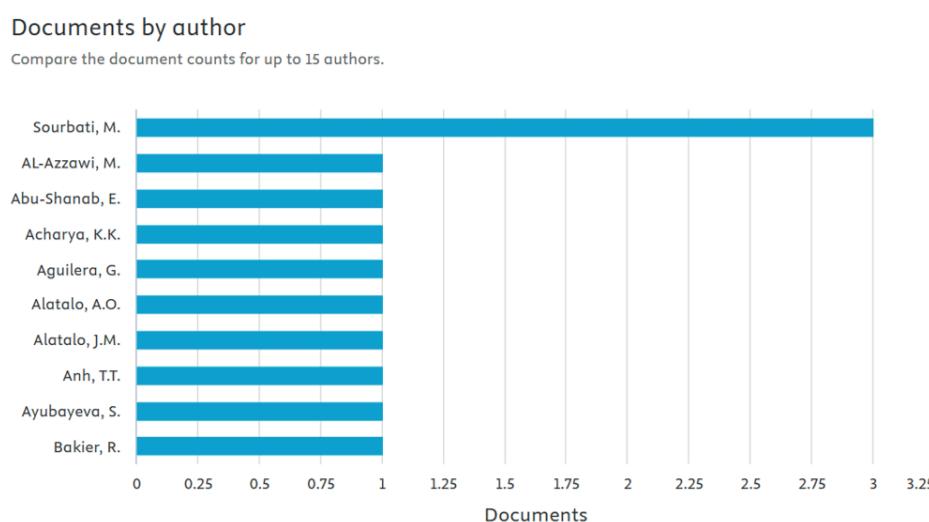
Figure 3: Most Relevant Authors (Biblioshiny). Source: Processed by researchers, 2025.

First, a total of 163 documents from the Scopus database from 2097-2025 that have been sorted at the beginning related to ‘Public Service’ AND ‘Social Inclusion’ Then the data obtained we filtered by considering the title, abstract and keywords and produced the remaining 64 documents and limited the documents in terms of the type of documents used are research articles, articles that have open access, the language used is English so that the remaining 37 articles. The data of 13 articles were mapped and analysed according to research trends and analysed using Bibliosinhy with Network Visualization feature to show research issues and research trends. In addition, we also analysed from scopus.com by using document by affiliation, document by country or theoreticality, document by year, document by subject area.

Figure 3 shows a visualisation of the most relevant authors based on the number of published documents. In this graph, it can be seen that the author with the most contributions is Sourbati M, who is recorded as writing three documents, making him the most dominant author in the topic or field being analysed. Meanwhile, there are ten other authors, such as Abu-Shanab E, Acharya KK, Aguilera G, and others, who have only one document each. This suggests that while their contributions are still relevant, their frequency is lower than that of Sourbati M. Overall, the distribution of authors in this graph tends to be uneven, with most authors contributing only one work, while one author has a much higher contribution. This visualisation can help researchers to identify key authors who have a major influence in a particular field of study and are



worth exploring further in research or literature review. In the context of bibliometric analysis, such visualisations are very useful as they help researchers to quickly identify key figures in a particular field or topic.

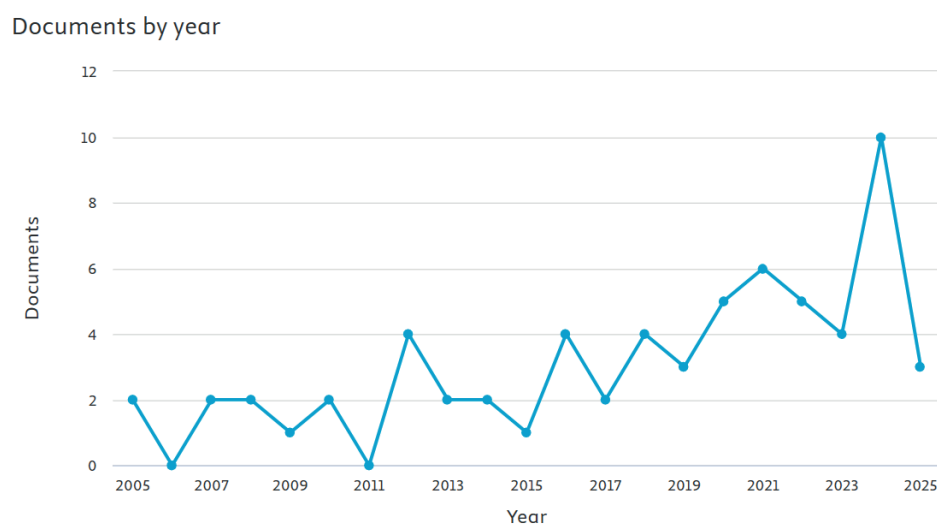


**Figure 4:** Documents by the author. Source: Scopus analysis, 2025.

The correlation between such visualisations and the advantages of the analysis method through Biblioshiny lies in its ability to present complex information in a visual and easy-to-understand manner. By looking at the graph, the researcher not only knows who writes most frequently, but also gets an idea of the structure of author contributions in the scientific literature being analysed. For example, it can be seen from the figure that if one wants to delve further into a related topic, then browsing through the works of Sourbati M would be a strategic first step. In addition, the researcher can also consider other authors as a complementary perspective or to broaden the scope of the literature.

Figure 4 is a visualisation of bibliometric data taken directly from the Scopus database, showing the number of scientific documents published by selected authors on a particular topic. The graph is titled 'Documents by author' and displays the contributions of up to 15 authors, although only the top 10 authors are visible in this visualisation. From the data, it can be seen that the author with the highest contribution is Sourbati, M. who has produced three documents, making him the most dominant author compared to the other authors who have only contributed one document each. This pattern suggests that contributions in the field are fairly centralised to one individual, with additional participation from a more limited range of other authors. This visualisation provides important information for researchers to identify key figures in the field, who could become key references or collaborative partners in future research. It also shows the diversity of contributions from many authors with different backgrounds, enriching the

understanding and perspectives in the scientific literature. Therefore, this analysis not only helps in identifying who is relevant in the academic discourse, but also provides an overview of how the topic is evolving and supported by the scientific community based on the publication track record in Scopus.



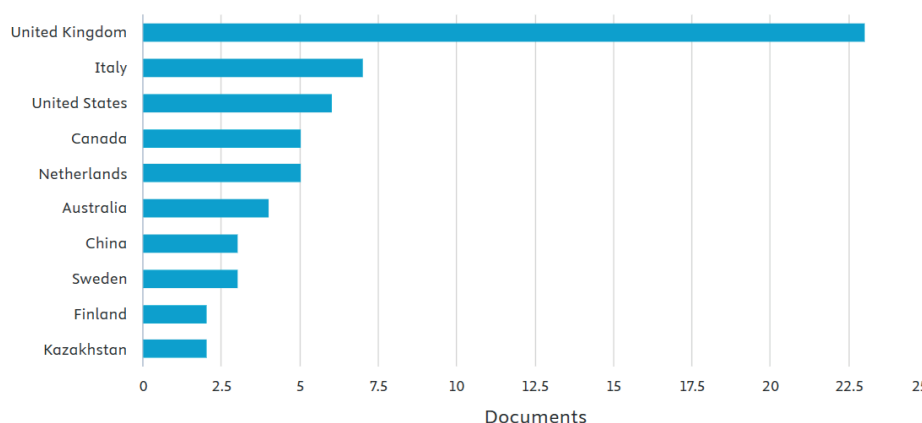
**Figure 5:** Trends in publications from 2005 - 2025. Source: Scopus Database, 2025.

Figure 5 is the result of a bibliometric analysis of the Scopus database, showing the distribution of scientific publications based on the number of documents per year from 2005 to 2025. On the left side, there is a list of the number of documents published per year, while on the right side there is a line chart illustrating the publication trend over the time span. In general, it can be seen that the number of publications has increased over time, although there are some annual fluctuations. At the beginning of the period (2005-2010), the number of publications was relatively low and stable, with an average of only about 1-2 documents per year. However, from 2012 to 2021, the publication trend showed a more significant increase with 6 articles. However, in 2022-2023 it decreased. After that, in 2024 the number of publications became 10 articles and in April 2025 the publications were only 3 articles. This decline may be due to time factors (2024 data may not have fully accumulated in Scopus) or changing dynamics in related research fields.

Figure 6 shows the results of bibliometric analysis from the Scopus database, which shows the distribution of scientific documents by country or region related to the topics of 'Public Services' and 'Social Inclusion'. From a total of 64 documents analysed, it can be seen that the United Kingdom is the country with the highest contribution, with 23 documents. This number shows a significant dominance, indicating that the topic of

### Documents by country or territory

Compare the document counts for up to 15 countries/territories.



**Figure 6:** Country Contributions Related to 'Public Service' AND 'Social Inclusion' Research.  
Source: Processed by researchers from Scopus database, 2025.

social inclusion in public services is a major concern in the academic and public policy spheres in the country. In the next position are Italy with 7 documents and the United States with 6 documents. Canada and the Netherlands contributed 5 documents each, while Australia contributed 4 documents. Some other countries such as China, Sweden, Finland and Kazakhstan showed lower participation with only 2 to 3 documents. This finding suggests that the issue of social inclusion-based public services is more widely studied in developed countries with strong social welfare systems. Conversely, the absence of contributions from developing countries, including Indonesia, in the top list suggests that studies on this topic are still limited or poorly documented at the international level. Overall, this chart provides an important snapshot of the global map of social inclusion research in public services, and opens up opportunities for further development, especially from underrepresented countries.

The dominance of literature on social inclusion in developed countries can be understood through a complex structural and epistemological lens. Developed countries have much greater research capacity [27], supported by established academic infrastructure [28], significant research funding [29], and policy ecosystems conducive to the development of critical social science, including issues of social inclusion [30]. In addition, the socio-political agenda in these countries often places social justice and the rights of vulnerable groups as policy priorities, resulting in a strong academic impetus to study and advocate for inclusion. In contrast, in many developing countries, resource inequality and pressing economic development pressures often shift research attention to fundamental issues such as poverty alleviation, infrastructure development and political

stability [31-32]. In addition, limited access to data and systematisation of information are significant barriers to producing a robust literature on social inclusion. Epistemologically, the dominance of developed country paradigms and theories in global academia also contributes to the marginalisation of developing country perspectives, which often face different social and cultural challenges but are systematically underrepresented in international literature. Therefore, this dominance is not just a matter of research capacity, but also a reflection of the knowledge power imbalance that influences

### 3.2. Mapping the development of topics and research issues on Public Services Based on Social Inclusion for Marginalised Communities - Literature Review

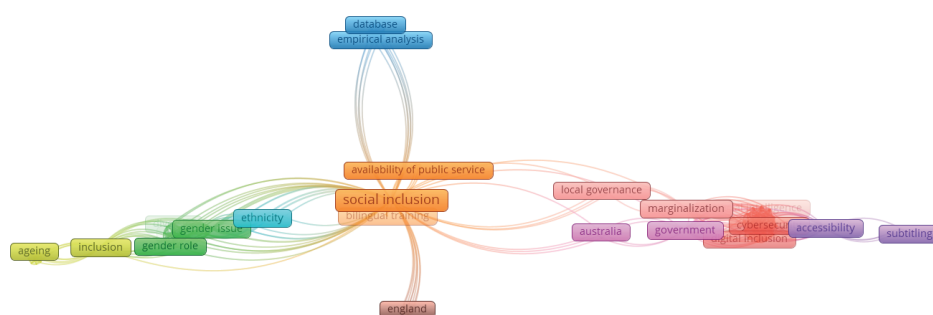


**Figure 7:** Biblioshiny ‘WordCloud’ analysis. Source: Processed by researchers from Scopus database, 2025.

In this process, researchers conducted data analysis on 13 articles that had been verified as needed and aligned with the research topic. The researcher then input the data using R-Studio software (Biblioshiny by using several features such as WordCloud, Treemap, In the figure shown is the visualisation result of ‘word cloud’ generated from bibliometric analysis using Bibliometrix application. This word cloud illustrates the frequency of occurrence of keywords in various scientific publications analysed, which are related to the themes of social, public services, and inclusion. The visualisation results can be seen in Figure 7.

In Figure 7, the words displayed in a larger size such as ‘social inclusion’, ‘public service’, and ‘gender issue’ show that they are the most frequently occurring themes in

the analysed literature. Alatalo & Alatalo (2014) show that Swedish public television demonstrates positive social inclusion efforts by providing good representation for women [33]. Similarly, the research does not involve women in the policy-making aspect [34]. In addition, Hodgkinson & Hughes (2012) said that public sector management has presented a new approach to service delivery, which is considered the most effective way to ensure social inclusion for disadvantaged groups such as people with disabilities [35]. This indicates that they are the main focus of relevant scientific studies or discussions.



**Figure 8:** Shared Event Network. Source: Processed by the author from VosViewer, 2025.

In addition, there are also a number of other important keywords that enrich the context of the study, such as 'policy implementation', 'artificial intelligence', 'indigenous population', 'technology adoption', and 'sustainable development goal'. These words indicate a multidisciplinary approach to the study of social inclusion and public services, covering aspects of technology, policy, environment and sustainability. The appearance of words such as 'covid-19', 'marginalisation', and 'poverty' indicate that contemporary issues and global challenges are also part of the discussion in the literature. Meanwhile, the presence of geographical references such as 'canada', 'new zealand', and 'ontario' may indicate data sources or case studies that are often used in related publications. Overall, this wordcloud reflects the complexity and diversity of approaches in research on social inclusion and public services, and how these issues intersect with other topics such as gender equality, political participation, artificial intelligence and development sustainability.

Based on Vosviewer's visualisation in Figure 8, there are several clusters that will be presented. The first cluster is the direction of research related to artificial intelligence, cybersecurity, digital inclusion, digital literacy, e-government, policy implementation, public private partnership and the United Nations. The second cluster, research trends related to gender issues, gender roles, intersectionality, Canada, neoliberalism, political

participation, young women. The third cluster of research trends is related to income distribution, poverty, social sustainability, and global. The fourth cluster discusses intelligence transport, smart mobility, digital and policy. Meanwhile, cluster 5's research trends are more related to accessibility, disability, and public television. Finally, the sixth cluster has many discussions related to Covid-19, gender, ethnicity, new zealand. Thus, from these various research trends, research trends related to public policy and social inclusion are related to the role of e-government in providing equitable access to marginalised communities. Gender issues are also a very frequent topic because sometimes the role of women is not given much attention in the service and decision-making system.

In this session, we explore and review various literature that we have collected from the Scopus database related to the topics of 'Public Service' and 'Social Inclusion'. We have presented the top 10 articles with the most citations from the Scopus database which can be seen in Table 1.

TABLE 1: Most Cited Articles.

Document Title	Findings	Author	Source	Total Citations
<b>Counteracting material deprivation: The role of social assistance in Europe</b>	To achieve better social inclusion, the state needs to ensure that the social assistance provided is sufficient to fulfil the basic needs of disadvantaged citizens.	Nelson (2012)	Journal of European Social Policy, 22(2), 148–163, 2012	82
<b>When the games come to town: Neoliberalism, mega-events and social inclusion in the vancouver 2010 winter olympic games</b>	In the context of neoliberal policies, it is more likely to create social exclusion than the promised inclusion, as the economic benefits are unevenly distributed and often ignore the needs of vulnerable groups.	Vanwynsberghe et al., (2013)	International Journal of Urban and Regional Research, 37 (6), 2074–2093, 2013	65
<b>Asylum seekers and the co-production of public services: Understanding the implications for social inclusion and citizenship</b>	The involvement of asylum seekers in the co-production of public services promotes social inclusion and establishes local citizenship, even without official status. However, challenges arise from legal status and access limitations.	Strokosch & Osborn, E. (2016)	Journal of Social Policy, 45 (4), 673–690, 2016	65

TABLE 1: Continued.

Document Title	Findings	Author	Source	Total Citations
<b>Smart mobility, age and data justice</b>	Emphasise the importance of data justice in the development of smart mobility, by ensuring that all age groups, especially older people, are involved and represented in data collection and transport policy formulation.	Sourbati Behrendt (2021)	& New Media and Society, 23 (6), 1398 – 1414, 2021	50
<b>Cultural discourses and practices of institutionalised diversity in the UK film sector: 'Just get something black made'</b>	Policies often result in films that are stuck in stereotypes, as seen in the film <i>Bullet Boy</i> (2005), which despite being driven by diversity policies, does not fully reflect the reality of the black British community.	Nwonka Malik, (2018)	& Sociological Review , 66 (6), 1111–1127, 2018	46
<b>Is air transport a necessity for social inclusion and economic development?</b>	Air transport supports social inclusion and economic development, especially in remote areas, but access is limited by high costs and lack of infrastructure.	Smyth et al., (2012)	Journal of Air Transport Management , 22, 53–59, 2012	46
<b>Infrastructure in informal settlements: co-production of public services for inclusive governance</b>	This research emphasises community involvement in the co-production of public services in informal settlements to create inclusive and sustainable infrastructure. Collaboration between the government, private sector, and communities is needed to overcome challenges such as resource constraints and land tenure.	Otsuki, (2016)	Local Environment , 21(12), 1557–1572, 2016	35
<b>Accessibility and public service provision: Evaluating the impacts of the Post Office Network Change Programme in the UK</b>	This journal assesses the impact of changes to the post office network in the UK, showing mismatches with national accessibility guidelines and impacts on urban and rural areas. GIS analysis is important for more inclusive policies.	Langford Higgs (2010)	& Transactions of the Institute of British Geographers , 35(4), 585–601, 2010	33

TABLE 1: Continued.

Document Title	Findings	Author	Source	Total Citations
Beyond the New Public Management? Public services and the social investment state	This article discusses the shift from New Public Management to the social investment state, with a focus on social inclusion and empowerment. Challenges arise in policy implementation, including reliance on the private sector.	Newman & McKee, (2005)	Policy and Politics , 33(4), pp. 657–674, 2005	32
Harnessing social enterprise for local public services: The case of new leisure trusts in the UK	This article discusses the application of leisure trusts in the UK as a social enterprise model to improve public leisure services. The model involves communities in management and focuses on efficiency and local responsiveness, although it faces challenges such as financial sustainability and managerial skills.	Simmons, (2008)	Public Policy and Administration , 23(3), pp. 278–301	31

Source: Scopus database processed by the author, 2025.

From the findings discussed, it can be concluded that to create a more inclusive and sustainable governance system, public policies should prioritise community engagement, social empowerment and judicious use of the private sector. The literature shows that, in many cases, community-based approaches and the active participation of various social groups can produce better results than approaches that rely entirely on government or private sector interventions.

Firstly, studies highlight the importance of giving disadvantaged groups, such as asylum seekers or vulnerable communities, the opportunity to participate in the management of public services. Through a co-production approach, where communities are directly involved in designing and implementing policies, it is possible to create public services that are more responsive to local needs. It also supports the creation of local forms of citizenship, which strengthen social cohesion and overall community integration [46].

Secondly, the development of social enterprise models for public service provision shows that the private sector and communities can work together to create more efficient and inclusive systems. In this context, financial sustainability and managerial skills are major challenges, but can be overcome with policies that support learning, local capacity and optimal use of resources. The literature confirms that such models



provide flexibility in the management of services, which can be tailored to the specific needs of the community [47].

In addition, the discussion on infrastructure in informal settlements shows that the integration of policies that support community-based infrastructure development can improve the quality of life in these areas. Co-production in this context allows communities to have an active role in planning and managing the infrastructure needed, while reducing dependence on the central government [48]. This is in line with development theory, which emphasises the importance of community empowerment in managing local resources and creating sustainable solutions.

In addition, studies on social services and assistance show that social assistance does have an important role in reducing material inequality and increasing social inclusion. However, to ensure greater impact, governments need to design policies that also take into account labour market accessibility and economic development opportunities for individuals receiving assistance. This reflects a more progressive view of the welfare state, where social interventions aim not only to reduce poverty, but also to empower individuals to become economically independent.

The biggest challenge in many of these policies is how to strike a balance between efficiency and social inclusion, as well as ensuring that the policies implemented do not only benefit certain groups, but can provide broad benefits to society. An inclusive government must therefore ensure that policies take into account the needs of the entire society, without neglecting groups that may be marginalised or underserved. Participation and empowerment-based approaches are key to achieving more equitable and sustainable governance.

Using these studies, it can be suggested that governments in various countries need to adopt a more holistic approach in planning and implementing public policies. This includes taking into account broader socio-economic factors, providing space for community participation, and integrating community-based approaches in public service delivery to create more inclusive and sustainable social change.

Learning from foreign policy, the Indonesian government should develop policies that are more inclusive of marginalised groups by utilising co-production approaches in public service delivery. This approach has been proven effective in various countries in increasing the involvement of underserved communities, such as asylum seekers or marginalised groups, in designing and managing services that suit their needs. The government also needs to strengthen social policies that support empowerment, such

as access to skills training, job creation, and improved access to basic services. By doing so, these groups can build stronger forms of local citizenship and contribute to socio-economic development. In addition, policies that prioritise providing opportunities and reducing structural barriers, such as legal status or social discrimination, will enable them to more easily access the same resources and opportunities as other citizens.

The concept of coproduction, which emphasises the active involvement of citizens in the planning, implementation and evaluation of public services, is increasingly relevant in the framework of social inclusion policies, especially when linked to gender and disability issues. Coproduction not only strengthens service responsiveness, but also has the potential to improve the structural inequalities that women and people with disabilities have faced in accessing public services. Studies in the UK show that the integration of coproduction in disability policy, such as through Personal Health Budgets and user-led organisations, can improve service quality while empowering beneficiaries as equal partners of government [49]. In Sweden, social inclusion policies place gender equality and accessibility as key principles in welfare policy design, implemented through citizen participation in the co-design of social services. These countries demonstrate that the success of social inclusion policies depends on the political will to open up spaces for meaningful participation, as well as on the capacity of institutions to adopt collaborative approaches and be sensitive to the diverse needs of citizens.

In the Indonesian context, policy strategies can be directed at strengthening regulatory frameworks that explicitly encourage coproduction in public services, particularly in the education, health and social protection sectors. The government can encourage the establishment of citizen forums, disability service units at the local level, and the involvement of civil society organisations in the planning and evaluation process of inclusive programmes. The integration of gender and disability perspectives into development planning meetings is also a strategic step to ensure that the voices of vulnerable groups are not only heard, but also become part of policy decisions. In addition, it is important for Indonesia to establish an inclusion-based monitoring and evaluation system, and provide incentives for local governments that successfully implement inclusive and participatory public service practices. With this strategy, Indonesia can not only pursue global commitments such as the Sustainable Development Goals (SDGs), but also strengthen democratic legitimacy through equitable and socially just public services.

## 4. Conclusion

This study shows that co-production-based public policies can provide significant benefits in creating social inclusion for marginalized groups, including women, people with disabilities, and children. By allowing them to participate directly in the planning and implementation of public services, this approach not only improves the effectiveness and quality of services, but also strengthens social cohesion and community integration. This approach ensures that the specific needs of marginalized groups are considered and accommodated in policies, creating more responsive and sustainable services.

However, the implementation of co-production is not without challenges, especially related to structural barriers such as social discrimination, unequal access to resources, and limited technical capacity of communities to engage in this process. Some groups, such as women from low-income backgrounds, people with disabilities, and children, may face difficulties in participating fully, whether due to cultural factors, accessibility, or lack of support from the government. Furthermore, while co-production offers the potential to increase social inclusion, its success depends largely on the government's commitment to creating an environment that supports this active participation.

The first step is to strengthen the regulatory and institutional framework, such as revising relevant regulations-including Permendagri No. 67/2011 on the empowerment of persons with disabilities and Perpres No. 59/2017 on SDGs to explicitly adopt the principle of meaningful participation in the entire public policy cycle. The central government also needs to develop technical guidelines for the implementation of coproduction-based social inclusion, and encourage the establishment of Inclusive Service Units at the regional level as coordination centres between local stakeholders and vulnerable groups. Furthermore, in the implementation phase, local governments can conduct inclusive musrenbang with quotas for representation of women's groups, people with disabilities and marginalised groups, and develop co-design programmes for public services based on local needs - such as disability-friendly transportation or community-based health services. Training programmes for state civil servants and civil society organisations are also important to build institutional capacity that supports the values of inclusion and collaboration. At a later stage, social inclusion performance indicators need to be integrated into regional planning documents such as RPJMD and Renstra OPD, accompanied by the development of a Social Inclusion Audit system to monitor progress and encourage accountability for fair, equal and participatory public services.

This study contributes to the literature on public policy and social inclusion by emphasizing the importance of community participation, especially marginalized groups, in the co-production of public services. In addition, this study provides insights into how participatory policies can improve equity in access to public services, which in turn will strengthen the overall social structure. By adopting this approach, governments can create more inclusive and responsive policies, providing fairer opportunities for women, people with disabilities, children, and other marginalized groups.

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