

Improving Public Service Governance and Inclusion in Selaparang District, Mataram City

Iwan Tanjung Sutarna^{1*}, Adhar Hakim², Hendriadi³

¹Universitas Muhammadiyah Mataram, Jl. KH. Ahmad Dahlan No 1, Mataram

^{2,3}Lembaga Riset dan Konsultasi Kebijakan Publik Policy Plus, Mataram

Corresponding Author: iwan.tanjung@ummat.ac.id

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Abstract: This article aims to analyze Selaparang Inclusion as a strategic approach to strengthen governance and improve the quality of public services in Selaparang Regency, Mataram City. This study uses a qualitative descriptive method assisted by the NVivo 12 Plus tool to analyze the data. The results of the study show that the active participation of local stakeholders, such as the Regent of Selaparang and the Mataram Inclusive Formulation Team, indicates a collaborative and reflective process, although there are still obstacles in directing the concept of inclusion so that it is easily understood by the wider community. Meanwhile, the main target of Selaparang Inclusion shows that the elderly are the group with the greatest attention (30%), followed by people with disabilities (23.33%), children (20%), women (16.67%), and indigenous peoples (10%). These findings provide a concrete picture of the direction of priority programs and show the low attention to women and indigenous peoples. Overall, the Selaparang Inclusion program has succeeded in becoming a collaborative platform across actors in building an inclusive region. However, further efforts are still needed to improve representation and access to services for underrepresented groups, in this case several approaches can be taken, namely: 1) building Non-Governmental Groups (NGOs) to build collaboration and share resources among communities, thereby increasing participation in development. 3) have access to services and resources which should be expanded so that every individual has an equal opportunity to utilize the services. 4) participation in decision-making through discussion forums and public consultations. This program is an example of good practice in realizing fair, equitable, and participatory governance at the local level.

INTRODUCTION

One of the characteristics of a developed and highly cultured city is the development of an inclusive city or region (Bianchi et al., 2021). An inclusive city or region is a city that is always friendly to its citizens, especially people with disabilities, children, women, the elderly, and other vulnerable groups (ElMassah & Mohieldin, 2020; Torfing et al., 2021; Xie et al., 2021; Zhang et al., 2022). Therefore, indicators of inclusive cities or regions include an inclusive attitude from citizens, comprehensive services, full participation, and public facilities that are accessible to all citizens. An inclusive society is a society that values diversity, provides equitable access for all members, including marginalized groups such as persons with disabilities, women, and other minorities, inclusive strategies can be effectively implemented to narrow the gap between social and economic disparities, provide scientific evidence on how inclusive-based policies can strengthen the social order, reduce conflict, as well as promote better social cohesion in society diverse. Although the empowerment of inclusive societies has been recognized as a more humane and equitable approach, its implementation is still fraught with controversy, one of the debates that has arisen is how inclusivity is applied in various social contexts. This leads to implementation that is not uniform and sometimes contradicts local values. On the other hand, there is a view that emphasizes that without inclusive empowerment, social injustices will continue, given the inequality of access and distribution of resources that is still a problem in many developed countries (Sholichah et al., 2025). Building an inclusive society is the goal of the government at this time. Building an inclusive society means building an equal society in any field

(Rahmawati & Putranto, 2023). Because empirically in society there are still various rights that they should receive have not been conveyed and obtained to the maximum, social protection has not been maximized and optimal for those with disabilities in this case Selaparang District, Mataram City, is the only district that firmly proclaims itself as an inclusive district (Agostino et al., 2022). Through various activities at the village level that have the dimension of "all governance", by opening up synergy opportunities with related OPDs, non-governmental organizations, academics, business actors, and so on, to realize an Inclusive Selaparang Regency (Wang et al., 2021). All are designed in the Selaparang Inclusive Regency program (Adam, 2020).

In its implementation, Selaparang Regency focuses on developing inclusivity through several sub-districts. Dasan Agung District, for example, has become an Elderly-Friendly District, providing a creative space for all seniors to develop themselves and contribute to community empowerment (Ainscow, 2020). An inclusive economy is also being developed in West Monjok District by strengthening MSMEs to be more competitive and their products accepted by the market through collaboration with other established business actors. Furthermore, Selaparang District received full support from the Mataram City Government which is also committed to becoming an inclusive city (Akhtari et al., 2022). This effort is affirmed by Regional Regulation Number 6 of 2016 concerning the Protection and Fulfillment of the Rights of Persons with Disabilities. However, to become an inclusive city, it must also consider four other gender-affirming aspects: the elderly, the poor, children, and women. Sub-districts and sub-districts, as the spearhead of development, play an important role in realizing Mataram City as an Inclusive City. Selaparang Regency is at the forefront of this effort by developing the Selaparang Inclusion program. Therefore, since its launch on Wednesday, January 19, 2022, Selaparang District has started various inclusive activities, such as opening sign language classes and other activities (Alderwick et al., 2021).

Selaparang District is one of the six sub-districts in Mataram City. Selaparang District consists of 9 sub-districts, namely: Dasan Agung Baru Village, Dasan Agung Village, Goson Village, Monjok Village, West Monjok Village, East Monjok Village, Karang Baru Village, Rembiga Village, and West Mataram Village and has a total of 61 Neighborhoods and 291 Environmental Associations. As a form of operationalization of the Vision and Mission of HARUM (Harmony, Security, Hospitality, Excellence, and Independence) of Mataram City, Selaparang District carries the concept of Inclusivity through the Selaparang Inclusion Regency Program. Inclusion in this program refers to the terminology of social inclusion, which is a social process in society that tries to improve the pattern of relationships between individuals and groups, including improving the ability and opportunity to access various resources in society in a meaningful way. This is also in line with the Sustainable Development Goals (SDGs) with the theme "leaving no one behind" as an effort to realize the commitment to global social inclusion by 2030 (Alkhwaldi et al., 2023). After being launched on January 19, 2022, the Selaparang Inclusive Regency Program began with sign language training for official personnel in the Regency and Village. This activity received financial support from the Lombok Harapan Baru Foundation, a social foundation that cares about social issues and disabilities. This sign language training aims to provide a friendly and easy service for people with hearing impairments, also known as "deaf friends". In addition to efforts to realize equal services for people with disabilities, this sign language training is also expected to train service personnel to provide more optimal services and encourage deaf friends to be more independent and have the confidence to manage their own services at the Village Office in Selaparang District. Currently, Selaparang Regency has 10 service officers who have mastered basic sign language, whose training will continue to be improved and expanded within Selaparang Regency. Future coverage is expected to include employees of the Health Center, the Religious Office, and other agencies in Selaparang Regency. In the environmental field, the concept of inclusive Selaparang is described through a household waste sorting program called LISAN PANUTAN (Waste-Free Environment through Sustainable Household Waste Sorting). The idea of household-based waste sorting is based on the fact that waste in Mataram City is mostly produced by households. In practice, the LISAN PANUTAN program is guided by superior programs in each sub-district with the aim of ensuring ease of operation and sustainability (Allen et al., 2020).

To outline the inclusion aspect in Selaparang Regency, the Selaparang Inclusion framework has been created and implemented with various programs and targets that reflect the inclusion aspect in each sub-district. This aspect of the program and targets also refers to the concept of "whole governance" or complete governance. Through the concept of intact governance, Selaparang Regency opens up synergy opportunities not only with Regional Apparatus Organizations related to the City of Mataram, but also with NGOs, Education Foundations, Academics, Business Actors and other parties who have the same spirit related to efforts to realize inclusivity. The Selaparang Inclusion District Program is implemented at the sub-district level. Among them is in Dasang Agung Baru District, the inclusion program targets the elderly group. This program accommodates the creativity of the elderly who are involved in community empowerment activities. Meanwhile, other sub-districts use a women-friendly approach (West Mataram), youth creativity (East Monjok), child-friendly sub-districts (Karang Baru), empowerment of customary, arts and cultural groups (Dasang Agung), Environmental Management (Gomong), Technology and Youth Innovation (Rembiga), Digital Literacy for Persons with Disabilities (Monjok) and Development of Safe Food by MSMEs (West Monjok).

RESEARCH METHODS

This research uses an interpretive paradigm with a qualitative approach (AlMulhim, 2023). The qualitative method emphasizes the narrative construction or textual description of the phenomenon to be studied (Alvarenga et al., 2020). It is intended to describe the description of various existing data or theories and the resulting findings (Torfing et al., 2021). The types of data in this study are primary data and secondary data. The data collection technique in this study is through observation, interviews, document studies, then the data analysis technique in this study is a data analysis technique in this study using the Nvivo 12 Plus tool. NVivo 12 Plus is a qualitative data analysis software designed to assist researchers in managing, organizing, and analyzing non-numerical or qualitative data such as interview transcripts, observation results, text documents, video, audio, images, and social media data. This program is particularly useful in qualitative research because it allows researchers to systematically code data, find themes or patterns, and visualize data in easy-to-understand forms, such as word cloud, tree maps, and mind maps (Andrews et al., 2020). The NVivo 12 "Plus" version has additional advantages over the standard version, such as automatic coding, sentiment analysis, and social network analysis features, which are very helpful in speeding up complex data analysis processes. (Kurniawan & Suswanta, 2022). and supporting applications such as Publis or Perish is used by researchers to search for articles through keywords that have been determined from both the Scopus database and Google Scholar. Mendeley is used to organize references, converting articles to RIS format before being mapped in NVIVO 12 Plus is used to analyze data based on PDF files and RIS formats obtained through Mendeley (Wijayanti & Ibda, 2023).

RESULTS AND DISCUSSION

The Selaparang Inclusion Program has been implemented since January 2022. Conceptually, the program is adopted from a social inclusion approach, which is an approach to ensure all individuals have equal access to public resources and services, by increasing their role in the development process (Ansell et al., 2020). The Selaparang Inclusion Program was then downgraded to an approach that encourages equality, participation, and collaboration in the process and stages of development in Selaparang Regency, Mataram City. This program, in its implementation, not only targets people with disabilities and other vulnerable groups, but also involves other entities based on the flagship programs of each sub-district (Ansell & Torfing, 2021). To find out whether the performance of the program has been carried out in accordance with the conceptual formulation formulated, a systematic and measurable assessment process is needed to determine the extent of the process and the impact of the program. At this stage, a

public policy evaluation approach is needed. Policy evaluation conceptually refers to the process of assessing policy content, processes, and impacts (Ansell & Miura, 2020).



Figure 1. Selaparang Inclusion Word Cloud

Source: Processed using Nvivo 12 Plus

Figure 1 illustrates the frequency of occurrence of keywords in the qualitative data analyzed regarding the "Selaparang Inclusion" program in Selaparang District, Mataram City. From this visualization, the words "selaparang" and "program" appear to be the most dominant, indicating that these two words are the main focus in the discussion or source text. Furthermore, the word "inclusion" also appears in a considerable size, indicating that the program in question has a strong orientation towards an inclusive approach, especially in the context of governance and public services. The emergence of words such as "kelurahan", "kecamatan", and "mataram" strengthens the geographical context of the implementation of the program, namely at the local government level. The words "participation", "persons with disabilities", "women", and "partisanship" indicate that the programme aims to actively involve vulnerable groups in the service and policy-making process, in line with the principle of leaving no one behind in inclusive development. Meanwhile, the words "service", "fulfillment", "constructive", and "effective" reflect efforts to improve the quality of public services that are equitable and equitable. Other words such as "response", "support", "mapping", and "drafting" indicate a participatory and data-driven policy process, in the hope of improving the effectiveness of program implementation.

Overall, Figure 1 shows that the Selaparang Inclusion Program is designed to build local governance that is inclusive, equitable, and responsive to the needs of citizens, especially groups that have been marginalized in the provision of public services. These visualizations help reinforce qualitative research findings in a more understandable way and emphasize key themes of concern in program implementation.

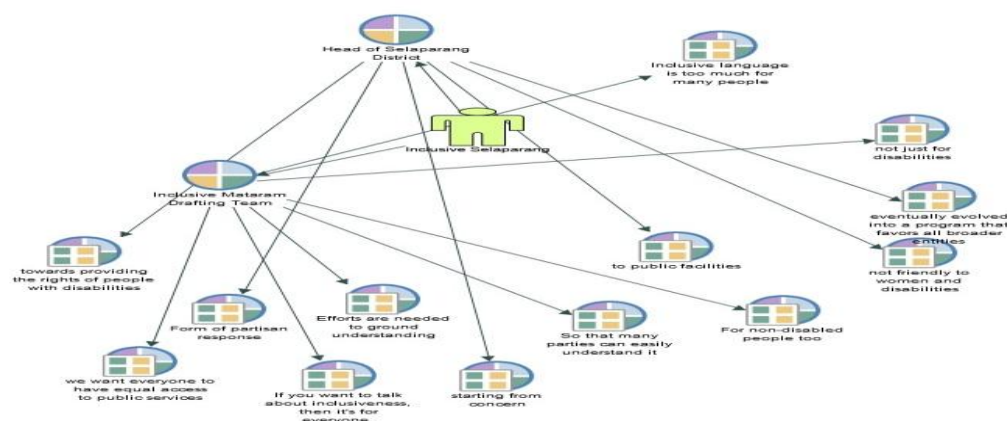


Figure 2. Interview results with the Selaparang Sub-district Head and the Selaparang Inclusive Development Team

Source: Processed using Nvivo 12 Plus

The image depicts a network of ideas and thoughts related to the Selaparang Inclusive program. This program is part of an effort to create an inclusive area in Selaparang Regency, which involves various parties, such as the Selaparang Sub-district Head and the Mataram Inclusive Formulation Team. The initial idea for the program stemmed from concerns about public accessibility, especially for people with disabilities. However, over time, the meaning and scope of the program have evolved to encompass all walks of life. The Mataram Inclusive Formulation Team emphasized that inclusivity is not only about disability but must also include broader aspects, including equal access to public services for everyone. They state that if one wants to talk about inclusivity, it should include all groups, not just specific groups. Therefore, they emphasized the importance of developing programs with a common understanding so that all parties can easily understand it, without the impression of partisanship. The Regent of Selaparang also realizes that inclusive language is sometimes considered too complex for some people. This indicates the need for efforts to ground or simplify understanding to make it easier to be accepted by the wider community. In addition, ongoing discussions have raised criticism that many public facilities still do not welcome women and people with disabilities, indicating the need for significant improvements. In conclusion, this image is a reflective and collaborative process by various stakeholders in promoting an inclusive area in Selaparang. Inclusion is understood as a collaborative effort that is not limited to a specific group but is also oriented towards equitable access and public services for all walks of life.

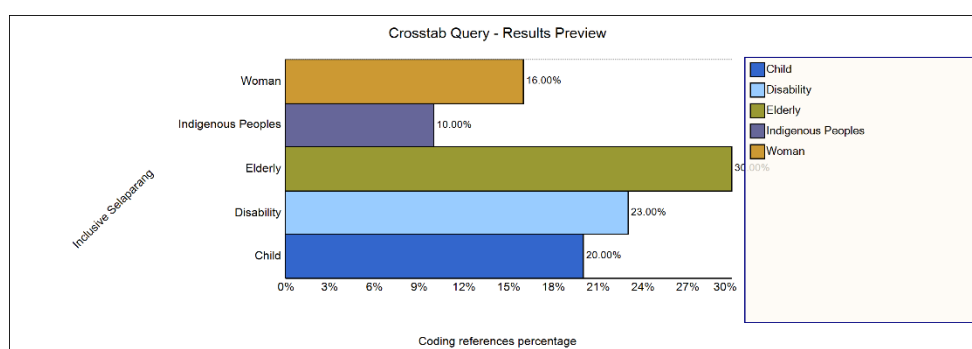


Figure 3. Selaparang Inclusion's main target group

Source: Processed using Nvivo 12 Plus

Based on the data presented in the table, it can be analyzed that the distribution of inclusive groups in the Selaparang area shows the diverse participation of several vulnerable groups. The highest percentage was recorded in the elderly group at 30%, indicating that this group is the main focus in the aspect of inclusivity in the area. This is followed by the group of

people with disabilities with a percentage of 23.33%, which also shows quite significant involvement. Children are in third place with 20%, while women account for only 16.67%, which means that women's representation is still below other groups. Indigenous peoples have the lowest participation, at just 10%, indicating that attention to this group is still very limited. Overall, the proportion of each group when added up reaches 100%, indicating that this data reflects the full distribution of the target population in an inclusive approach in Selaparang.

The low participation of women (16.67%) and indigenous peoples (10%) in the Selaparang Inclusivity program shows that there are structural and cultural gaps that have not been fully addressed and the implementation of inclusion policies in Selaparang District. Structurally, low participation can be attributed to the lack of involvement of the group in the planning and decision-making process. Although this program carries a *whole of governance* approach involving various actors across sectors, the representation of women and indigenous peoples has not been dominant in policy formulation and program implementation. This is reinforced by the fact that the sub-districts that are the focus of the program focus more on the issues of the elderly, disability, and children, while programs that explicitly target women and indigenous communities are still limited and less systematically documented.

Women are often trapped in domestic roles that limit public space while indigenous peoples face marginalization in access to information and public services. In addition, the complexity of the inclusion language used in the socialization of the program is also an inhibiting factor. Local populations, including vulnerable groups, consider the terms of inclusion to be too technical and abstract, making it difficult for them to understand and identify the relevance of the programme in this regard, the importance of a more participatory and community-based approach to communication, and the need for social mapping to identify the needs and aspirations of marginalized groups. This analysis confirms that low participation is not just a statistical number, but a reflection of the multidimensional challenges that must be addressed through policy innovation, an inclusive cultural approach, and the government's commitment to building governance to embrace all levels of society. This analysis can serve as the basis for the evaluation of inclusive programs so that attention to low-percentage groups, such as women and indigenous peoples, can be increased in future policy and program implementation.

CONCLUSION

Based on the discussion above, it can be concluded that the Selaparang Inclusion Program in Selaparang District, Mataram City, is a strategic initiative in building inclusive and responsive governance. The word cloud Selaparang Inclusion data shows that the terms "selaparang", "program", and "inclusion" are at the heart of the discussion, demonstrating a strong focus on local contexts and inclusive orientations in public service. Words such as "village", "participation", "persons with disabilities", "women", and "partisanship" emphasise attention to the involvement of vulnerable groups in the policy process, in accordance with the principle of leaving no one behind. Thematic analysis based on relationship maps shows that inclusivity does not only target people with disabilities but has evolved into a program that includes equal access for all groups, including women, children, the elderly, and indigenous peoples. The active participation of local figures such as the Head of Selaparang Regency and the Mataram Inclusive Formulation Team indicates a collaborative and reflective process, although there are still challenges in simplifying the concept of inclusion so that it is easily understood by the wider community. Meanwhile, the main target of the Selaparang Inclusion program shows that the elderly are the group that receives the most attention (30%), followed by people with disabilities (23.33%), children (20%), women (16.67%), and indigenous peoples (10%). These findings provide a concrete picture of the priority direction of the program and demonstrate a lack of sustained attention to women and indigenous peoples. Overall, the Selaparang Inclusion program has succeeded in becoming a

collaborative platform for cross-actor collaboration in building an inclusive region. However, more efforts are needed to improve representation and access to services for underrepresented groups. The program serves as a good example of good practice in realizing fair, equitable, and participatory governance at the local level.

Selaparang Inklusi provides new innovations to build inclusive governance at the local level, one of which is a *whole of governance* approach that involves collaboration between local governments, non-governmental organizations, academics, and communities can create a policy ecosystem that is more participatory and responsive to the needs of vulnerable groups. Findings from this program contribute to the inclusive governance literature by enriching understanding of How inclusion can be translated into collaborative and community-based local policy practices. In this case, suggestions for further research should be to conduct cross-urban comparative studies, incorporating quantitative approaches to test the generalization of findings, including evaluations to see the development of inclusion implementation over time and deepening analyses of underrepresented groups such as women and indigenous communities in order to provide more comprehensive and contextual policy recommendations.

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