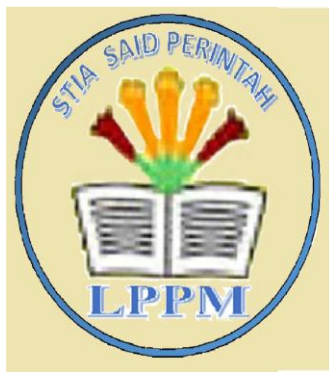

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Public Service Response at the Population Office

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Abstract

Slow and bad administrative services are a phenomenon that people commonly complain about. The responsiveness of public services has become a phenomenon. Public service institutions can provide fast, firm, and uncomplicated services as well as commit and respond to excellent public services. Responsive services are a service model expected to be established in all institutions in Indonesia at the Population and Civil Registry Office of Ambon City. Based on data analysis of NVIVO 12 Plus software analyzing 100 research articles about responsive public services that had been carried out in the previous year, it is found that there is still a lack of Scopus data publication documents published by Indonesian researchers in the theme of responsive public services. The research on the responsive aspect of services has not optimally discussed the aspects of service quality, information technology, organizational culture, work experience, work motivation, lack of facilities, cooperation, and work procedures. Therefore, this study aims at analyzing data from interviews regarding the responsive public services at the Population and Civil Registry Office of Ambon City focusing on these eight aspects using the NVIVO 12 Plus software.

Keywords : Administrative Services, Service Response, Service Quality, Organizational Culture

Introduction and Literature Review

Systematically implementing recruitment, training, and management practices can result in responsive public services (Oxman & Carmon, 1986). According to the study's conclusions, the concepts of effectiveness, responsiveness, and transparency can be used to execute good governance and improve public services (Widanti, 2022). The administrative side of policy is improved by research findings in terms of policy implementation, service fairness, and community satisfaction (Man Keung Lo, 1993). Public services can change the public sector innovation to offer services to the community. Services can involve the public sector, society, and government to manage public trust in organizations (Komatsu et al., 2021). The findings of Mahsyar's research "The Perspective of New Public Service and Good Governance" (2021) are considered the most appropriate reference for current conditions in overcoming public service problems in Indonesia. Policy implementation can use the citizen's charter model, the KYC (Know Your Customer) model, and the m-Government model. The theory can control the constraints of public services that have been hampering the effectiveness of the implementation of public services so that the problems can be overcome (Mahsyar, 2011).

The post-1980 era was the beginning of the emergence of paradigms such as Collaborative Citizens, Reinventing Government, and Banishing Bureaucracy which resulted in organizations/public bureaucracies being competitive and playing both spectators and players in various roles (Haryanto, 2007). Analyzing the previous explanation about professional bureaucratic management and its relationship with the declining trend of public services in various countries in the world, including Indonesia, it can be concluded that this professionalism was indeed present during the Industrial Revolution in Europe (Usman, 2011). According to Abbas (2020), when the idea of a new public service focusing on community service is responsive to varying public values and interests and is not discriminatory then the implementation of regional governance reform can be carried out (Abbas & Sadat, 2020). Research findings from Dwimawanti (2004) show that in providing quality public services, each service unit must have a Minimum Service Standards (SPM) as a means of transparency of the service process (cheaper, better, faster). Haryati's research (2020) reveals that during the Covid-19 outbreak, responsive policies were used as a tool to change the way public services were provided (Haryati & Ferriswara, 2020). The findings

of the Indonesian researchers above illustrate that responsive public services can use the concepts of service competition, service responsiveness, governance reform, and responsive policies.

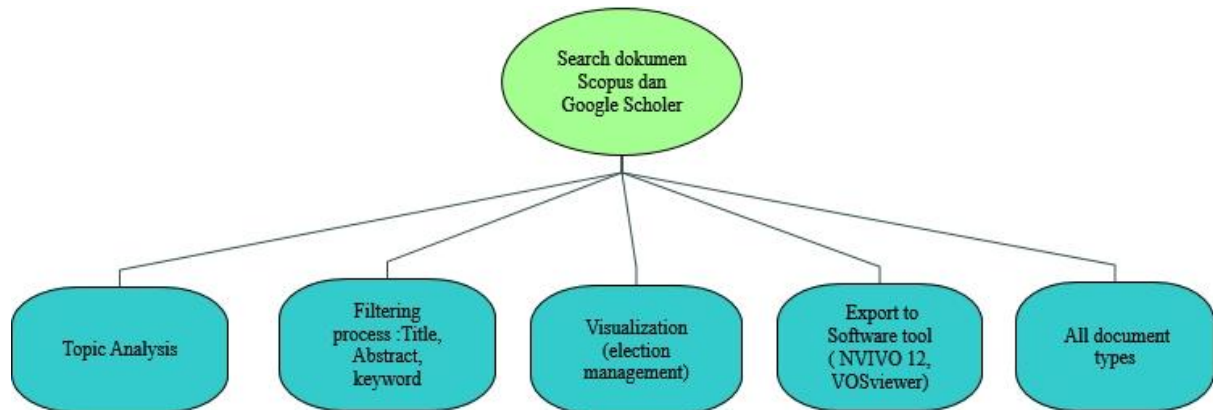
Based on the findings of Insani's research (2017), the Smart City concept seeks to make people more comfortable by utilizing information technology services quickly and accurately (Insani, 2017). The research findings of Mustafa (2015) show that the government bureaucracy in Ambon City has carried out its duties well, but these tasks are still limited to public service accountability. People then complain about the services offered by bureaucrats because there are still discriminatory practices in service delivery showing that they have not received good service from bureaucrats and the government in responding quickly and responsively (Mustafa, 2016). According to Agustina's findings (2019), there are still gaps in public services including management perceptions and public expectations that occur when management misinterprets management's expectations and conceptions of public expectations and service quality requirements (Agustina, 2019). The results of research that have been carried out by Indonesian researchers illustrate that there is a need for further research on responsive public services, information technology services, service accountability, and responsive service models particularly at the Population and Civil Registry Office (Capil) of Ambon City. The latest and relevant research themes can be carried out for global and national researchers to contribute to the development of the evolution of service-responsive theory and public service recommendations. The researchers chose the research location in Ambon City because not much research has been done on the elements of responsive service, the use of service technology, and public knowledge to promote prime service and accountability.

This study uses the latest research methodology by analyzing the Scopus and Google Scholar databases through the NVIVO 12 Plus and VOSviewer software to review documents on responsive public service research. The research formulates several topics and maps the research themes namely: (1) analysis of the effectiveness of public services, (2) responsive analysis of public services, and (3) work commitment analysis. The findings of this research can increase research interest, research recommendations, theory evolution, and development of the latest research topics and can be used as reference material for the scientific community, policymakers, political actors, government, and social researchers.

Methods

This study uses the NVIVO 12 plus data analysis approach which is very helpful for researchers to carry out a theoretical revolution through publication documents. Through this approach, they can map interesting research to be researched in the future. This research uses the Scopus and Google Scholar databases by which NVIVO 12 Plus software analyzes qualitative descriptive interview data focusing on (1) analysis of interview results, (2) analysis of articles with the keyword responsive public service, (3) analysis of interview results with three indicators, namely analysis of public service effectiveness, service responsive analysis public, and work commitment analysis. The results of the NVIVO 12 Plus analysis can help researchers find the latest research findings, making it easier to understand the results of quantitative descriptive interviews.

Data Analysis Process



The literature research steps according to the figure above, are a research roadmap or research steps namely: (1). Data collection was done by searching for sources of scientific publication documents from the Scopus and Google Scholer databases. The researcher conducted in-depth interviews based on research indicators then interview data were analyzed using NVIVO 12 Plus software. (2). Data reduction in which the researcher selected documents from interviews and journal articles that are by the theme of responsive public service. The articles sought were sourced from journal articles, conference papers, and books. (3). Data verification through RIS file type. The applications used for mapping are NVIVO 12 Plus and VOSviewer software. The results of the visualization of the application can be used for in-depth analysis to provide an overview of research findings about

responsive public services at the Population and Civil Registration Office (CAPIL) of Ambon City.

Results and Discussion

Mapping of Research Themes and Discussion of Public Service Responses

Research mapping is carried out to map previous research from global and Indonesian researchers. In Brewer's (1998) findings, they exhibit high levels of achievement, devotion to their jobs, and job happiness and are driven by concern for the public good (Brewer & Selden, 1998). According to Victor (2004), the article concludes with several design ideas that we may use to reimagine online debates that can be utilized to construct government structures where public engagement, deliberation, and learning are significant political values (Bekkers, 2004). Meanwhile, according to Wisnu (2019), a significant result is that the governmental sector in Indonesia supports value capture, while the private sector's incentive to participate is influenced by socioeconomic or cultural variables (Wisnu, 2019). The article presents ways that can assist managers in integrating public service motivation values across management systems and discusses how to take advantage of public service motivation's positive elements to improve employee and organizational performance (Paarlberg & Lavigna, 2010).

Top 10 Documents based on Number of Citations

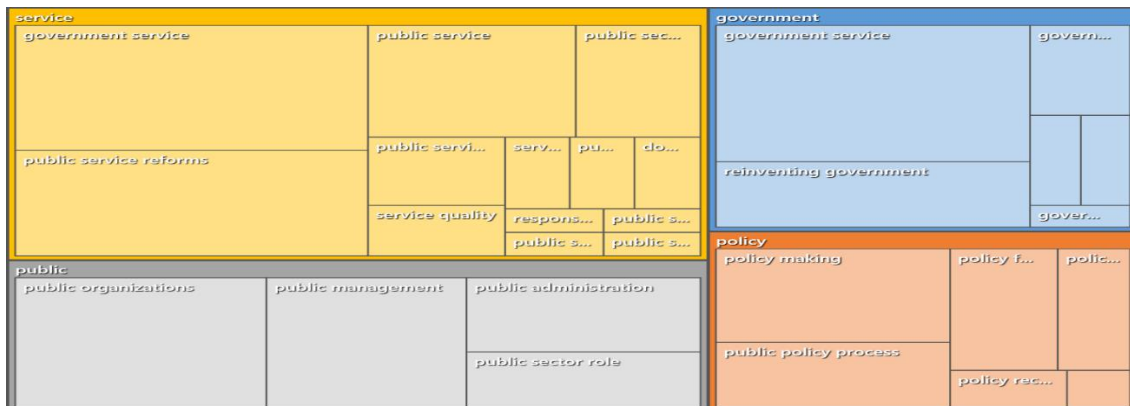
No.	Document Title	Authors	Citation	Year	Source
1.	Whistle-Blowers in the Federal Civil Service: New Evidence of the Public Service Ethics	GB Brewer, SC Selden	1130	1998	Journal of Public Administration Research and Theory
2.	Transformational Leadership and Public Service Motivation: Driving Individual and Organizational Performance	LE Paarlbeeg, B Lavigna	576	2010	Public Administration Review
3.	Toward a Relevant Agenda for a Responsive Public Administration	TA Bryer	163	2006	Journal of Public Administration Research and Theory

No.	Document Title	Authors	Citation	Year	Source
4.	Virtual Policy Communities and Responsive Governance: Redesigning on-line Debates	V Bekkers	68	2004	Precedding IOP Press
5.	Value Capturing for Regional Road Development: A Responsive Institutional Design Approach for Indonesia	L Wisnu	24	2019	University of Groningen
6.	Training Strategies for Responsive Administration Service as the New Form of Accountability	M Sanwal	1	1998	Indian Journal of Public Administration

Source; Article publication documents, (2022)

The table above shows the most cited documents by many researchers globally. Article references provide an illustration that the article is developed on the evolution of theory as well as provide research recommendations to researchers with relevant and appropriate issues. Research findings of Bryer (2010) develop a set of six variations of bureaucratic responsiveness, including dictated, limited, purposive, entrepreneurial, collaborative, and negotiated, using these changing settings and conflicting ethical demands. Writers and researchers in public administration are said to need to take into account each of these variations and how they could interact to affect administrator cognition and conduct, especially in the collaborative setting, to remain relevant.

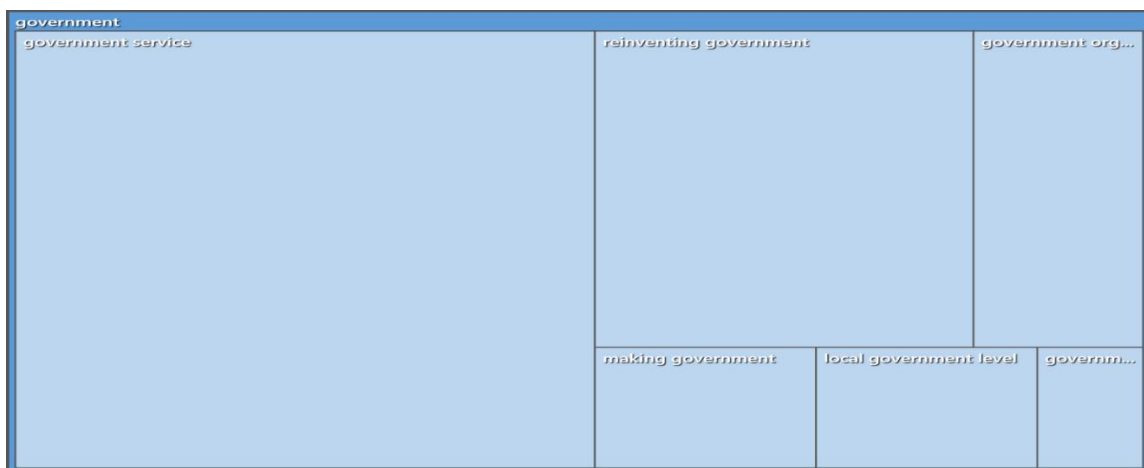
Public Service Response Research Issues



Source; Analysis of NVIVO 12 Plus, (2022)

That figure shows several topics of governance research issues into 4 clusters. The first cluster is research that is mostly carried out by global and national researchers, namely issues of government service, public service, public service reform, and public quality. The second cluster is government, reinventing government, and government service. The third cluster is public organizations, public management, public administrations, and public sector roles. The fourth cluster is policy making, public policy-making process, and responsive public. The results of data analysis through NVIVO 12 Plus illustrate that the second to fourth clusters are research themes that still have research gaps for future research. The research issues that have been carried out are based on clusters and research topics to make it easier for researchers to determine relevant and latest research gaps in the future. The research themes that are still very rarely carried out are in the figure below.

The Public Service Responsive Research Gap

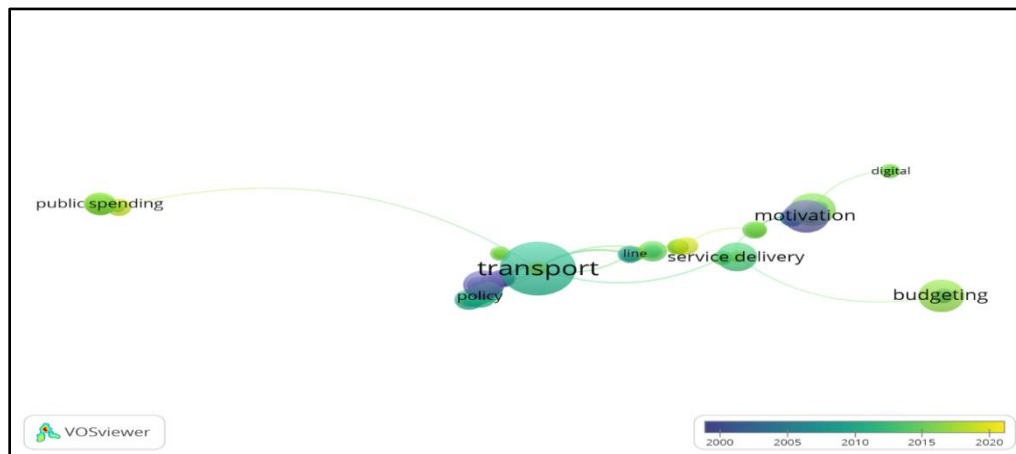


Source; Analysis of NVIVO 12 Plus, (2022)

That figure shows the mapping of research themes that can still be developed to carry out the evolution of theories, policy models, and even theoretical recommendations which are in line with the theme of government research, reinventing government, government service, organizations, public management, public administrations, public sector roles, public policy-making process, and responsive public. Based on the results of data reduction from Scopus and Google Scholars data analysis through the NVIVO 12 Plus application, the research theme of this study is the issue of responsive public services as the research

indicator. The research location is at the Population and Civil Registration Office of Ambon City.

Public Service Response Research Issues based on VOSviuwer



Source; Literature analysis through VOSviuwer Application, (2022)

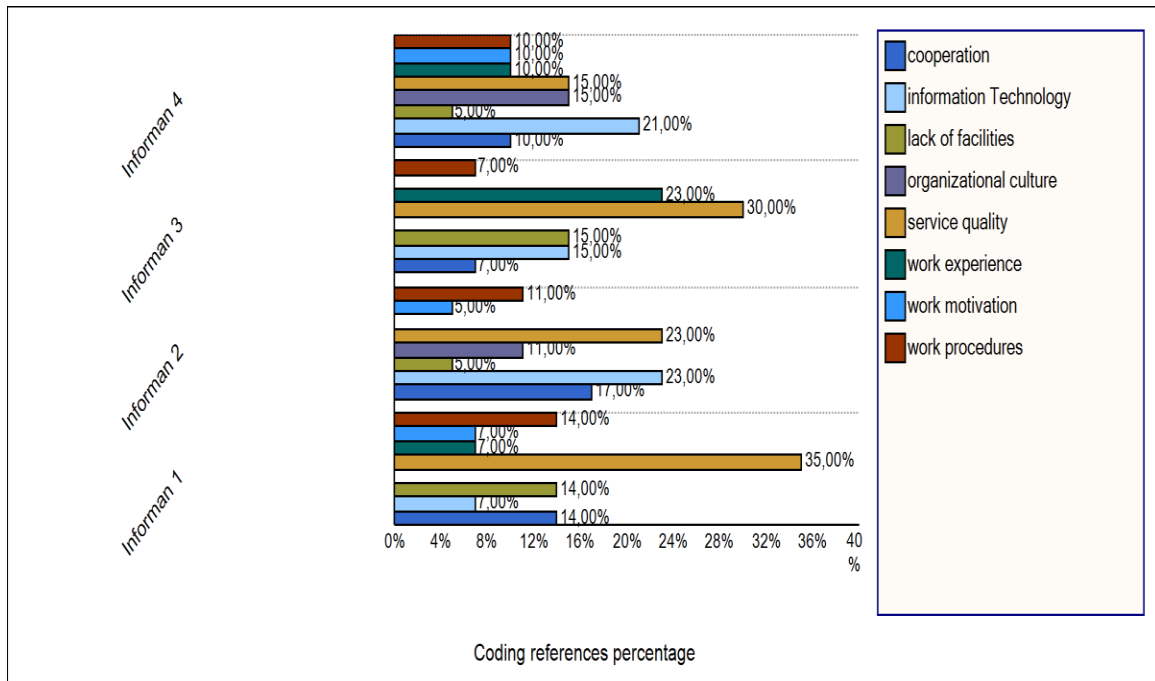
The data from the VOSviewer analysis according to the figure, shows several research themes that are often carried out by researchers, namely responsive repair service, responsive public service, responsive design strategy, demand responsive transport, gender-responsive gender, and responsive public transit. The results of data analysis through VOSviewer were carried out by analyzing 200 articles sourced from the Scopus and Google Scholar databases with the keyword public service responsive issues. The purpose of VOSviewer data analysis is to make it easier for researchers to choose relevant and latest research themes that have and have not been carried out by global and national researchers from 2000 to 2022.

Public Service Effectiveness Analysis

The service effectiveness paradigm is part of the big theory of policy implementation. Effectiveness is having a target (quantity, quality, and time). The policy target has been determined through planning and if it has reached the specified target then the public organization has been running effectively. According to Larasati (2018), the New Public Service Paradigm calls for citizens who are entitled to public services to fulfill the requirements or elements of participation, social justice, transparency, predictability, and affordability (Larasati, 2008). Based on findings from research by Selanno and Wance

(2021), there is still little knowledge about the subject of infrastructure and supporting services (Selanno & Wance, 2021). Effectiveness is influenced by organizational management factors, environmental characteristics, and worker characteristics (Wance, 2018). Based on the findings of previous researchers about the effectiveness of public services are very different from the theoretical indicators used by researchers as shown in the figure:

Analysis of Public Service Effectiveness

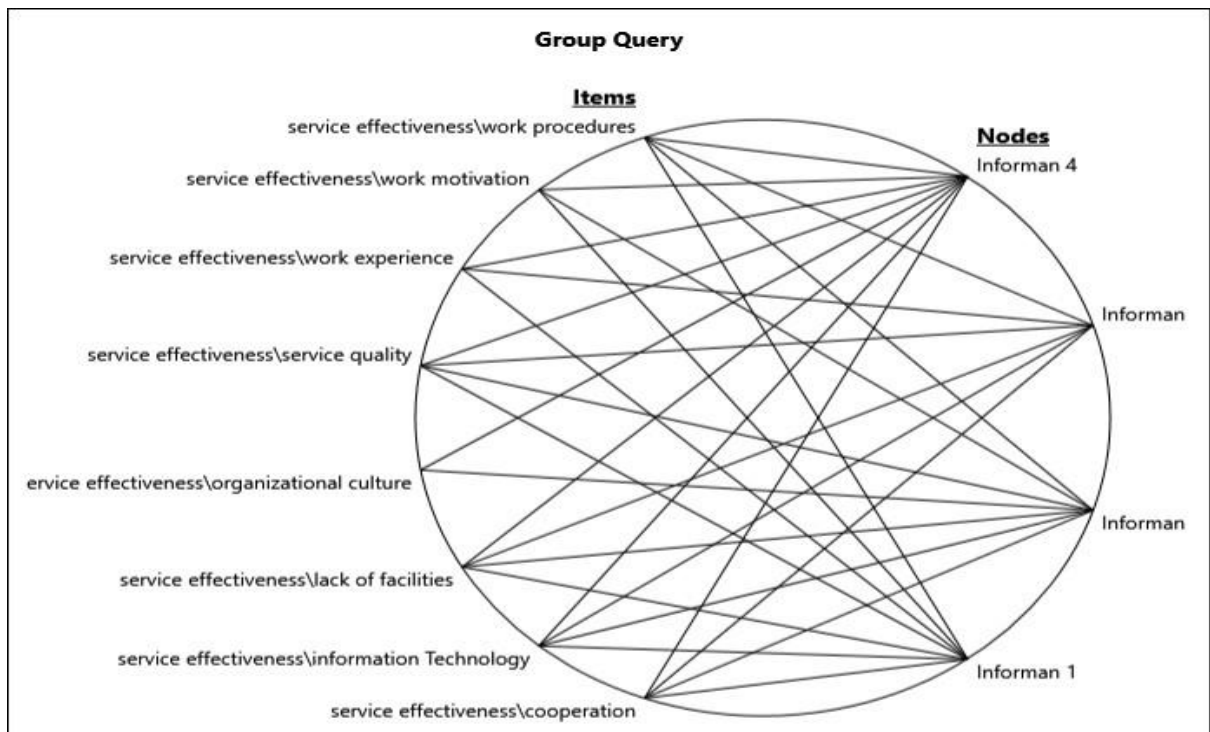


Source; Analysis of NVIVO 12 Plus, (2022)

The results of the NVIVO 12 Plus analysis, by the management of data reduction and analysis of the results of interviews from four research informants, are as follows. (1) Analysis of informant 1, namely the quality of service with a percentage of 35.00% shows that service procedures and fast responses are service phenomena that are weaknesses in public services. Indicators of work procedures, lack of supporting facilities, and cooperative employees get a percentage of 14.00%, while indicators of work motivation, organizational culture, and information technology get a percentage of 7.00%. The results of the data analysis of informant 1 are the weaknesses and shortcomings of public services in the following order (a) service quality, (b) work procedures, supporting and cooperative facilities

for employees, (c) work motivation, work culture, and information technology. (2) Analysis of informant 2 can be described in the following order, namely (a) work culture and service quality with a percentage of 23.00%, (b) work culture with a percentage of 17.00%, (c) work experience and work procedures with a percentage of 11.00%, while (d) lack of supporting facilities with a percentage of 5.00%. (3). Informant 3 analysis can be described in the following order: (a) service quality 30.00%, (b) organizational culture 23.00%, (c) lack of facilities and information technology 15.00%, (d) Cooperative and work procedures 7.00%. (4) The analysis of informant 4 can be described in the following order (a) information technology 7.00%, (b) organizational culture and service quality 15.00%, (c) work procedures, information technology, and work motivation 10.00%, (d) lack of supporting facilities 5.00%. The conclusions that can be described in order according to the results of data analysis on the effectiveness of public services are service quality, information technology, organizational culture, work experience, work motivation, lack of facilities, cooperation, and work procedures.

Grob Query Analysis of Public Service Effectiveness



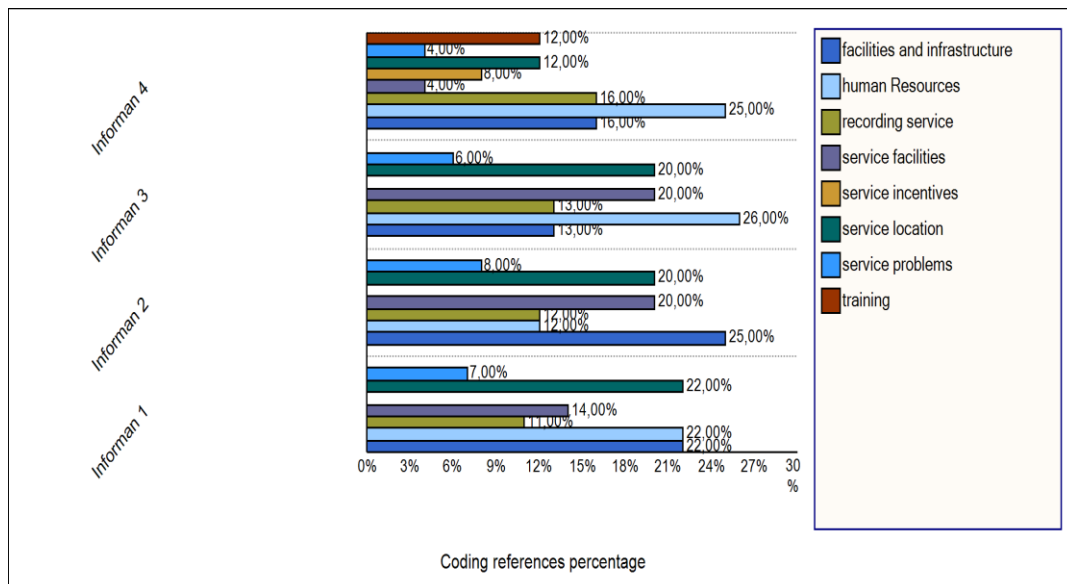
Source; Analysis of NVIVO 12 Plus, (2022)

The Grob Querry analysis is the result of the NVIVO 12 Plus management to see the relationship between the most and the least number of indicators chosen by research informants. The effectiveness of public services that have the most relationships with informants can be described in order, namely (1) Service quality, (2) information technology, (3) organizational culture and work experience, (4) work motivation, (5) lack of facilities, (6) cooperative, and (7) work procedures.

Public Service Response Analysis

Responsive public services are still not maximally implemented at the Population and Civil Registration Service (Capil) of Ambon City. Several factors determine responsive service, namely leadership commitment, implementation of public service standards, human resources, facilities, and infrastructure. Analysis of public service responsive indicators using NVIVO 12 Plus data analyzes interview results of (1) public service providers and (2) community service recipients.

Responsive Public Service

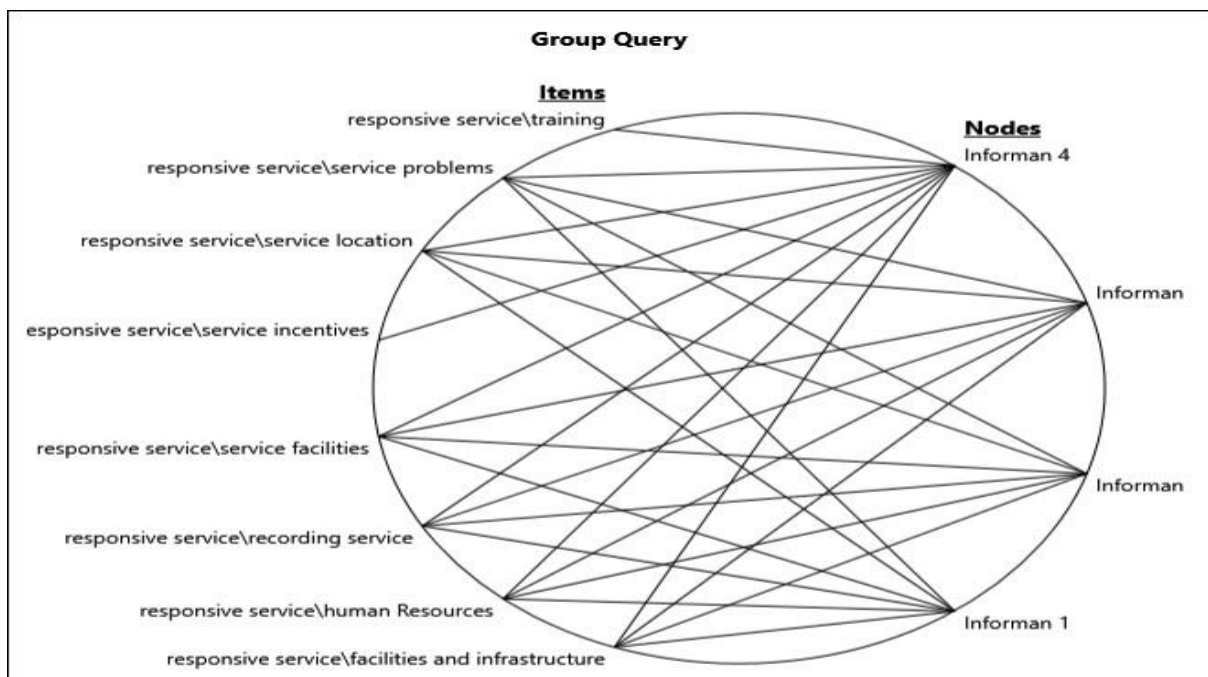


Source; Analysis of NVIVO 12 Plus, (2022)

The results of the analysis in Figure 7 regarding the response to public services can be described in several field findings. The field findings are described in the order that the informants get the greatest response, namely: (1) Human resources are the results of field findings that the slow response is influenced by several inhibiting factors. The most

influencing factor is the lack of human resources based on the skills and competencies of workers. (2) Facilities and infrastructure are the provision of adequate service facilities and the lack of service infrastructure in the Population and Civil Registration Service (Capil) of Ambon City. (3) Service problems are employee delays in providing services by Service Operational Standards (SOP) that apply in the office. (4) Service facilities are the provision of inadequate service counter facilities and the lack of information from employees. (5) Service location is the opening of service locations to the community at the village and sub-district levels. (6) Service record is the provision of adequate and more than one recording equipment to anticipate equipment damage. (7) Service incentives are incentives for employees who have good and high performance. (8) Training is the continuous improvement of competence and areas of expertise.

Grob Queries Analysis of Public Service Effectiveness



Source; Analysis of NVIVO 12 Plus, (2022)

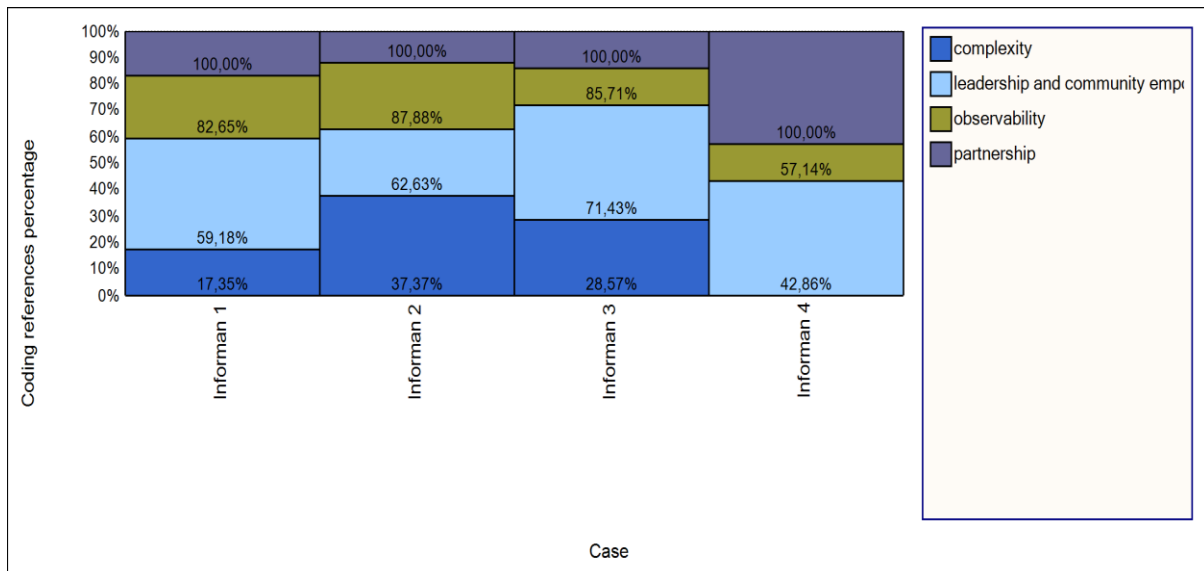
The Grob Query analysis is the result of the NVIVO 12 Plus management to see the relationship between the most and the least number of indicators chosen by research informants. The indicators of responsiveness of public services that have the most relationships with informants can be described in order, namely (1) human resources, (2)

facilities and infrastructure, (3) service problems, (4) service facilities, (5) service locations, (6) service records, (7) service incentives, and (8) training.

Work Commitment Analysis

Work commitment is another term for organizational commitment. Behavioral aspects that can be used to assess employee tendencies. Work commitment involves an employee who favors a particular organization and its goals and desires to maintain membership in the organization (Kreitner, 2005), understands the goals and values of the organization, has a strong sense of belonging, and has the drive and a sense of work are important components of work commitment (Baron, 2008). In addition, the employee's work commitment is also to improve public services by accelerating the delivery of clear information to the public through the use of smartbooks (SOP guides) and information technology (Kosanke, 2019). Based on the research themes that have been carried out, it is very different from the research indicators used today. The description of the work commitment analysis can be seen in the figure below.

Work Commitment

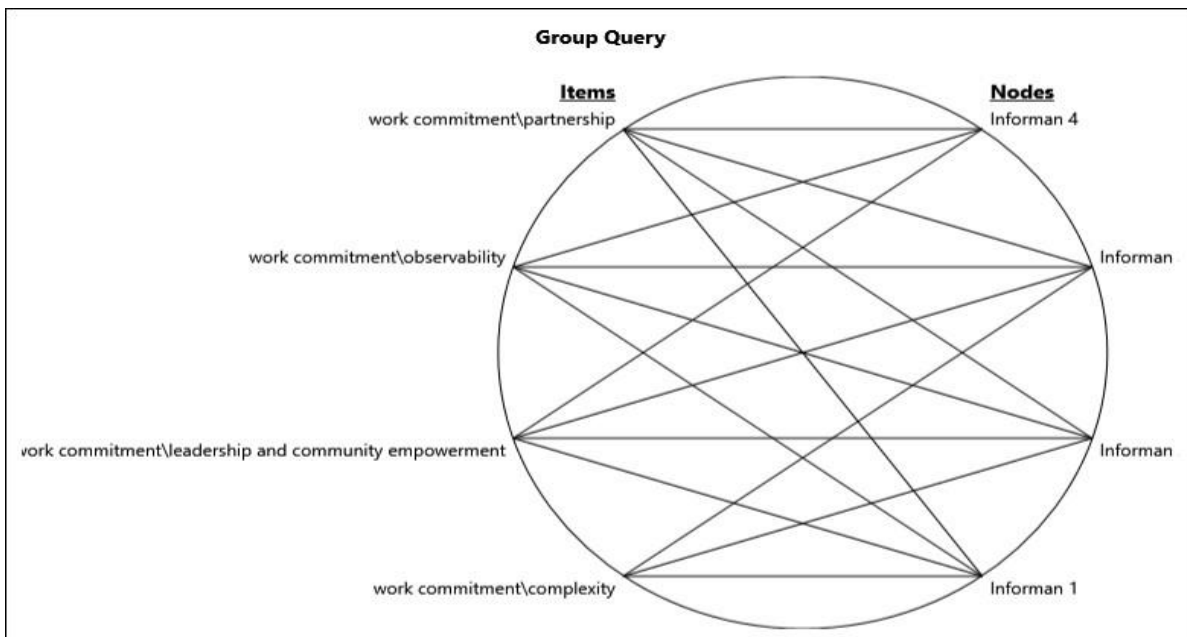


Source; Analysis of NVIVO 12 Plus, (2022)

The result of the analysis in the figure above illustrates the work commitment to providing public services at the Population and Civil Registration Office of Ambon City. The field findings are described in the order in which they get the greatest response from the

informants, namely: (1). Leadership and empowerment are the motivations given by the head of the Ambon City Population and Civil Registry Service to get a positive response from informants. The findings are that the high motivation of a leader can affect work productivity for employees. (2). The aspect of convenience is a high work commitment carried out in the organization if employees can understand work procedures and achieve service indicator targets. Performance achievement must be supported by employee knowledge about facilities and facilities that can be used to provide fast and responsive services. (3). Partnership and cooperation is the achievement of organizational goals that must be supported by togetherness and employee cooperation in achieving organizational goals. (4) The aspect of complexity is that the public can understand the Standard Operating Procedures (SOP) regarding services, and are communicative and responsive, which can provide increased work commitment for both employees and the community. The complexity aspect received an unfavorable response in service by employees of the Population and Civil Registration Office of Ambon City.

Grob Query Analysis of Work Commitment



Source; Analysis of NVIVO 12 Plus, (2022)

The Grob Query analysis above analyzes the relationship between performance commitments in that figure. The results of the NVIVO 12 Plus analysis see the relationship

between the most and the least number of indicators chosen by research informants. The indicators of employee work commitment in providing public services that have the most relationships with informants can be described in order, namely (1) leadership and empowerment, (2) aspects of convenience, (3) partnerships and work, and (4) aspects of complexity.

Conclusion

This research on responsive public services at the Population and Civil Registration Office of Ambon City uses NVIVO 12 Plus software to manage interview results from three indicators, namely: (a) Analysis of the effectiveness of public services, (b) Analysis of responsiveness of public services, and (c) Work commitment analysis. In addition, the NVIVO 12 Plus software is also used to map research that has been carried out by global and national researchers with the keyword public service responsiveness. This research mapping was carried out by analyzing document data from Scopus and Google Scholar as many as 20 articles on the same topic. In addition, researchers also used VOSviewer software to analyze 100 documents to map past research topics and roadmaps and determine relevant and recent topics.

The results of the field findings will be described based on the research indicators, namely: (a). Analysis of the effectiveness of public services where the assessment can be described based on research indicators to get a high response from informants, namely service quality, information technology, organizational culture, work experience, work motivation, lack of facilities, cooperation, and work procedures. (b) Responsive analysis of public services whose assessment is described based on research indicators to get a high response from informants, namely human resources, facilities and infrastructure, service problems, service facilities, service locations, service records, service incentives, and training. (c) Analysis of work commitment is an assessment that is described based on research indicators to get a high response from informants, namely leadership and empowerment, aspects of convenience, partnership, and work, and aspects of complexity.

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