

INCLUSIVE PUBLIC SERVICES FOR VULNERABLE GROUPS FROM THE PERSPECTIVE OF SIYASAH TANFIDZIYAH

Revan Meirisco Elsa¹, Yusmita², Nenan Julir³

Universitas Islam Negeri Fatmawati Sukarno

yitolikyan@gmail.com

Abstract

Public service accessibility for vulnerable groups has become an essential indicator of inclusive governance and equitable public administration. The enactment of PermenPAN-RB No. 11 of 2024 establishes comprehensive standards to ensure that public services accommodate the specific needs of vulnerable populations, including persons with disabilities, older adults, pregnant women, children, and disaster victims. This study examines the implementation of these regulatory standards at the Bengkulu Regional Police and analyzes their implementation from the perspective of *Siyasah Tanfidziyah*. A qualitative empirical approach was employed through observations, interviews, and document analysis involving public service units within the Bengkulu Regional Police. The findings indicate that public service implementation has incorporated several inclusive measures, including priority services, officer assistance, accessible facilities, complaint mechanisms, and multiple communication channels. The Samsat and Police Clearance Certificate service units demonstrate a relatively higher level of compliance than the Integrated Police Service Center and Criminal Investigation units. Several challenges remain, particularly the absence of sign language interpreters, the unequal availability of lactation rooms and child-friendly facilities, and the limited capacity of service personnel to address the needs of vulnerable groups. The perspective of *Siyasah Tanfidziyah* affirms that inclusive public service represents a governmental obligation to uphold justice, public welfare (*maslahah 'ammah*), and equal access to public services without discrimination. Strengthening institutional capacity, improving accessibility, and enhancing human resource competence are essential to achieving comprehensive and sustainable implementation of inclusive public services.

Keywords: *Inclusive public service, vulnerable groups, PermenPAN-RB No. 11 of 2024, Bengkulu Regional Police, Siyasah Tanfidziyah*

INTRODUCTION

Public service constitutes a fundamental obligation of the state in safeguarding citizens' rights and promoting social welfare through equitable, transparent, and accountable governance. Modern public administration no longer evaluates service quality solely by administrative efficiency but also by the government's capacity to ensure equal access for every member of society regardless of physical, social, or economic conditions (Pratama et al., 2025). This principle has become increasingly significant following the global commitment to inclusive governance and the Sustainable Development Goals, particularly Goal 10 concerning reduced inequalities and Goal 16 concerning effective, accountable, and inclusive institutions. Public institutions are therefore required to eliminate discriminatory practices and establish service systems capable of accommodating individuals with diverse needs. Equal access to public services represents not only a legal obligation but also a reflection of institutional accountability, democratic governance, and respect for fundamental human rights (Rahmani & Wirman, 2025). Governments that fail to provide

accessible services for vulnerable populations risk reinforcing structural inequalities and weakening public trust in state institutions. Inclusive public service has consequently evolved into one of the principal indicators of institutional effectiveness in contemporary public administration (Kurniawati et al., 2025).

Vulnerable groups experience greater barriers in accessing public services because physical, informational, institutional, and social obstacles frequently restrict their participation in administrative processes. Persons with disabilities, older adults, pregnant women, children, disaster victims, and other disadvantaged populations often require reasonable accommodation to obtain services equivalent to those received by the general public (Afriyansyah, 2025). Equal treatment alone cannot guarantee substantive equality because different social conditions necessitate different forms of institutional support. Contemporary public administration increasingly recognizes that equitable service delivery requires differentiated policies capable of responding to diverse public needs while preserving equal legal protection for all citizens. Inclusive public service therefore extends beyond physical accessibility by incorporating accessible communication, adaptive administrative procedures, competent public officers, and institutional commitment toward nondiscriminatory service delivery (Hermanto & Fikri, 2025). This comprehensive approach reflects the transition from conventional administrative management to citizen-centered governance that prioritizes inclusiveness, dignity, and equal opportunities in every stage of public service provision (Hariri et al., 2025).

Indonesia has strengthened its commitment to inclusive public service through various legislative and administrative reforms, culminating in the issuance of PermenPAN-RB No. 11 of 2024 concerning Public Service Provision for Vulnerable Groups. The regulation establishes comprehensive standards encompassing institutional policy, leadership commitment, physical accessibility, information and communication accessibility, reasonable accommodation, and human resource capacity to ensure that vulnerable groups receive equitable public services. Regulatory compliance has consequently become an essential benchmark for evaluating institutional performance across government agencies, including law enforcement institutions that provide direct administrative services to the public (Vargas, 2023). Police institutions perform strategic functions extending beyond law enforcement because they also deliver numerous public services such as integrated police services, police clearance certificates, criminal investigation administration, and motor vehicle registration services. Service quality within these institutions substantially influences public confidence because citizens interact directly with police administrative units in fulfilling legal and civic obligations. Effective implementation of inclusive service standards within police institutions therefore represents an important dimension of administrative reform and institutional accountability while simultaneously demonstrating the state's commitment to protecting vulnerable citizens through equitable and accessible public services (Mulvale & Robert, 2021).

Police institutions have increasingly been encouraged to integrate inclusive public service principles into their administrative functions in response to evolving legal standards and public expectations. Existing studies have primarily examined public service quality,

bureaucratic reform, accessibility for persons with disabilities, and citizen satisfaction within governmental institutions (Kim & Lee, 2024). Limited scholarly attention has been devoted to evaluating the implementation of inclusive public service regulations within law enforcement agencies, particularly following the enactment of PermenPAN-RB No. 11 of 2024. Previous research has also concentrated on administrative compliance without comprehensively examining whether institutional practices have fulfilled the regulatory dimensions concerning leadership commitment, physical accessibility, information and communication accessibility, reasonable accommodation, and human resource readiness. Academic discussions addressing inclusive public service from the perspective of Islamic constitutional thought remain relatively scarce despite the significant contribution of Islamic governance principles to contemporary public administration. This condition indicates the existence of both empirical and theoretical gaps that warrant further investigation to provide a more comprehensive understanding of inclusive public service implementation within police institutions (Amann & Sleight, 2021).

This study addresses these gaps by examining the implementation of inclusive public services for vulnerable groups at the Bengkulu Regional Police through the analytical framework established by PermenPAN-RB No. 11 of 2024 and the normative principles of *Siyasah Tanfidziyah*. The study contributes to the existing literature by integrating contemporary public administration with Islamic political jurisprudence to evaluate governmental responsibility in delivering equitable public services. Institutional compliance is analyzed not only from the perspective of administrative performance but also from the principles of justice, public welfare, accountability, and governmental responsibility that constitute the foundation of *Siyasah Tanfidziyah* (Hwang et al., 2025). The findings are expected to enrich academic discourse concerning inclusive governance while providing practical recommendations for strengthening institutional capacity in delivering accessible, nondiscriminatory, and citizen-oriented public services. The study ultimately seeks to demonstrate that effective implementation of inclusive public service policies requires both regulatory compliance and ethical governance to ensure that vulnerable groups receive equal protection and equitable access to public services (Irman et al., 2025).

Government responsibility in providing public services extends beyond administrative compliance because it reflects the state's constitutional obligation to protect the rights and dignity of every citizen. Contemporary public administration emphasizes that inclusive governance requires institutional responsiveness toward individuals with different social and physical conditions through adaptive policies and accessible service mechanisms. Regulatory compliance therefore represents only one dimension of effective public service implementation, whereas institutional commitment, organizational culture, leadership support, and human resource competence determine the sustainability of inclusive service delivery (Prasetyawati et al., 2026). Public institutions capable of integrating these dimensions are more likely to establish equitable service systems that minimize discrimination and strengthen public trust. Institutional performance consequently depends on the ability to transform regulatory standards into practical administrative actions that accommodate the diverse needs of vulnerable groups while maintaining service efficiency and legal certainty.

Siyasah Tanfidziyah provides an important analytical framework for evaluating governmental responsibility in implementing inclusive public service policies. The concept emphasizes that executive authority carries the obligation to enforce laws, administer justice, protect public interests, and ensure the realization of societal welfare through effective governance. Government policies should therefore prioritize *maslahah* by eliminating barriers that prevent citizens from obtaining equal access to public services. Inclusive public service aligns with these principles because it seeks to protect vulnerable communities from discriminatory practices while ensuring that administrative procedures remain fair, transparent, and accountable. Institutional commitment toward accessibility, equality, and nondiscrimination consequently represents not only compliance with statutory regulations but also the practical realization of ethical governance grounded in Islamic political jurisprudence (Fisk et al., 2018).

Empirical evidence indicates that the implementation of inclusive public services continues to encounter various institutional challenges despite the existence of comprehensive regulatory frameworks. Physical accessibility remains uneven across public service institutions, communication facilities frequently fail to accommodate persons with sensory disabilities, and public officers often receive limited training regarding the provision of services for vulnerable groups. Administrative procedures that appear neutral may unintentionally create unequal access when they fail to consider the specific needs of disadvantaged communities (Strokosch & Osborne, 2016). These conditions demonstrate that inclusive governance requires continuous institutional adaptation rather than one-time regulatory compliance. Comprehensive evaluation of policy implementation therefore becomes essential for identifying institutional strengths, recognizing existing limitations, and formulating evidence-based recommendations that improve the quality of public service delivery (OBEAGU, 2024).

The Bengkulu Regional Police represents a strategic institution for examining the implementation of inclusive public service because its administrative units interact directly with citizens seeking legal and public administrative services. Public demand for accessible, responsive, and equitable services has increased alongside broader expectations regarding bureaucratic reform and institutional accountability. Evaluation of public service implementation within the Bengkulu Regional Police provides valuable empirical evidence concerning the extent to which regulatory standards have been translated into operational practices (Tuan et al., 2021). Examination of institutional readiness, service facilities, administrative procedures, and human resource capacity contributes to a more comprehensive understanding of the effectiveness of inclusive public service implementation within law enforcement institutions. Findings derived from this context also provide practical insights that may support policy refinement and institutional improvement in comparable public organizations (Burlacu et al., 2023).

This study investigates the implementation of inclusive public services for vulnerable groups at the Bengkulu Regional Police by integrating the regulatory framework established under PermenPAN-RB No. 11 of 2024 with the normative principles of Siyasah Tanfidziyah. The study seeks to evaluate institutional compliance with inclusive public service standards,

identify factors influencing policy implementation, and analyze governmental responsibility from the perspective of Islamic political jurisprudence. The findings are expected to contribute to the advancement of public administration scholarship by strengthening the conceptual relationship between inclusive governance, regulatory implementation, and Islamic governance principles. Practical recommendations generated from this study are anticipated to support policymakers and public institutions in developing sustainable, accessible, and citizen-oriented public service systems that guarantee equal rights and legal protection for vulnerable groups (Botha, 2022).

RESEARCH METHOD

This study employed an empirical juridical approach using a qualitative research design to examine the implementation of inclusive public service policies for vulnerable groups at the Bengkulu Regional Police. The empirical juridical approach was selected because the study focused on assessing the practical implementation of PermenPAN-RB No. 11 of 2024 within public service units while analyzing its conformity with the normative principles of *Siyasah Tanfidziyah*. Field research served as the primary research strategy to obtain comprehensive evidence regarding institutional practices, administrative procedures, and service accessibility for vulnerable groups.

The research was conducted at the Bengkulu Regional Police, Indonesia, for one month. The research site was selected purposively because the institution provides direct public services through several administrative units and represents an appropriate setting for evaluating the implementation of inclusive public service standards. Data were collected from public service units responsible for the Integrated Police Service Center (SPKT), Police Clearance Certificate (SKCK), One-Stop Administration Services Office (SAMSAT), and Criminal Investigation Administration. Additional information was obtained from vulnerable group representatives, including persons with disabilities, older adults, pregnant women, children, disaster victims, and members of the public who had accessed police services. Informants were selected through purposive sampling based on their direct involvement in public service delivery and their ability to provide relevant information regarding the implementation of inclusive public service policies.

Primary data were obtained through in-depth interviews and direct field observations, while secondary data consisted of legislation, academic books, scientific journals, policy documents, and other relevant publications addressing public administration, public service, and Islamic political jurisprudence. Direct observation was conducted to examine service facilities, accessibility, administrative procedures, and interactions between service officers and vulnerable groups. Semi-structured interviews were undertaken using interview guidelines to ensure consistency while allowing participants to provide comprehensive explanations regarding institutional practices and existing challenges. Documentation was employed to complement observational and interview findings by examining official regulations, institutional documents, and supporting administrative records.

Data validity was strengthened through source triangulation by comparing information obtained from different categories of informants and documentary evidence. Data analysis followed an interactive qualitative model consisting of data reduction, data display, and

conclusion drawing. The analytical process was conducted continuously throughout the research to identify recurring patterns, classify empirical findings, interpret institutional practices, and evaluate policy implementation from the perspective of *Siyasah Tanfidziyah*. This analytical framework enabled the study to produce a comprehensive understanding of the implementation of inclusive public service policies while ensuring the credibility, consistency, and reliability of the research findings.

RESULTS AND DISCUSSION

Implementation of Public Services for Vulnerable Groups Based on PermenPAN-RB No. 11 of 2024

The implementation of public services for vulnerable groups at the Bengkulu Regional Police demonstrates the institutional commitment to realizing inclusive governance in accordance with the provisions of PermenPAN-RB No. 11 of 2024 concerning Public Service Provision for Vulnerable Groups. The regulation requires every public institution to guarantee equal access for all citizens through accessible facilities, adaptive administrative procedures, effective communication, and non-discriminatory treatment. Field findings reveal that the Bengkulu Regional Police has incorporated these principles into several public service units by improving service facilities and administrative mechanisms for persons with disabilities, older adults, breastfeeding mothers, children, and disaster victims. Empirical evidence indicates that policy implementation has produced positive institutional changes despite several remaining limitations that affect the overall effectiveness of service delivery. These findings confirm that inclusive public service has become an important component of bureaucratic reform within law enforcement institutions (Simanjuntak et al., 2023).

Evaluation of policy implementation was conducted using four principal indicators established in PermenPAN-RB No. 11 of 2024, namely physical accessibility, information and communication accessibility, reasonable accommodation, and human resource capacity. Research findings demonstrate that these indicators have been implemented with varying levels of achievement across public service units. The Samsat Service Unit exhibits the highest level of compliance because it provides relatively comprehensive facilities and supporting infrastructure (Alghani & Rahmah, 2026). The SKCK Service Unit has also implemented several accessibility measures, whereas the SPKT and Criminal Investigation Service Units continue to experience infrastructural limitations that reduce service accessibility for vulnerable groups. These differences indicate that institutional implementation remains uneven despite being governed by the same regulatory framework. Organizational commitment therefore requires stronger coordination to ensure consistent policy implementation across all service units (Aprelia et al., 2023).

Physical accessibility represents the most visible dimension of inclusive public service implementation because it directly determines the ability of vulnerable groups to access government services independently and safely. Observation findings indicate that several public service units have provided ramps, priority parking areas, disability-accessible toilets, priority service counters, waiting rooms, lactation rooms, and child-friendly facilities. The Samsat Service Unit demonstrates relatively greater compliance with regulatory standards because its supporting facilities are more complete than those available in other units. The

SKCK Service Unit has also developed several accessibility facilities, although additional improvements remain necessary. Limited infrastructure within the SPKT and Criminal Investigation Service Units illustrates that physical accessibility has not yet been implemented uniformly throughout the institution. These findings suggest that infrastructure development should become a strategic priority to achieve equitable public service provision (Dzaki et al., 2025).

Information and communication accessibility has likewise been strengthened through the provision of multiple service information channels designed to improve public understanding of administrative procedures. Service information is disseminated through banners, brochures, pamphlets, official websites, social media platforms, complaint mechanisms, and the Polri Super App, allowing citizens to obtain administrative information before visiting service offices. Digital innovation has significantly contributed to improving administrative efficiency while reducing waiting times during the service process. Research findings nevertheless reveal that communication accessibility remains insufficient for persons with hearing impairments because sign language interpretation services have not yet been provided (Grech et al., 2025). Equal access to information cannot be fully realized until communication systems accommodate the diverse needs of all vulnerable groups. Institutional efforts should therefore prioritize accessible communication as an integral component of inclusive public service delivery (Tangcharoensathien et al., 2018).

Reasonable accommodation has been implemented through priority services and direct assistance provided by public officers during administrative procedures. Vulnerable groups receive preferential treatment intended to reduce procedural barriers while ensuring that administrative requirements remain proportional to individual circumstances. Research findings indicate that officers generally provide direct assistance to persons requiring additional support, including older adults, persons with disabilities, breastfeeding mothers, children, and disaster victims. Administrative flexibility has enabled vulnerable service users to complete public service procedures more efficiently without compromising legal certainty or administrative accountability. These practices illustrate that substantive equality requires differentiated treatment rather than identical administrative procedures. Institutional recognition of individual needs therefore constitutes an essential element of effective inclusive governance (Kurniawati et al., 2025).

Human resource capacity remains the principal factor limiting the optimal implementation of inclusive public service policies. Observation and interview findings demonstrate that public service officers have not participated in specialized training concerning services for vulnerable groups. Existing service quality primarily depends on individual initiative, practical experience, and institutional culture rather than structured competency development. Such conditions create potential inconsistencies in service delivery because officer capacity varies according to personal understanding and professional experience. Continuous education and technical training concerning disability awareness, inclusive communication, emergency response, and customer-oriented public service are necessary to strengthen institutional competence. Sustainable human resource development

will therefore become a decisive factor in ensuring long-term compliance with inclusive public service standards (Rahmani & Wirman, 2025).

Overall findings indicate that the implementation of PermenPAN-RB No. 11 of 2024 at the Bengkulu Regional Police has progressed toward the establishment of a more inclusive and accessible public service system. Improvements in physical infrastructure, administrative procedures, priority services, and digital communication demonstrate a substantial institutional commitment to fulfilling the rights of vulnerable groups. Variations in facility availability, limited communication accessibility for persons with disabilities, and insufficient competency development among service personnel nevertheless indicate that policy implementation has not yet reached its optimal level. Continuous institutional evaluation, infrastructure standardization, competency enhancement, and systematic monitoring remain necessary to ensure sustainable implementation of inclusive public service policies. Effective policy implementation ultimately depends upon the integration of regulatory compliance, organizational commitment, and continuous institutional improvement to achieve equitable public service delivery for all members of society (Amann & Sleight, 2021).

Challenges in Implementing Inclusive Public Services for Vulnerable Groups

Implementation of inclusive public service policies at the Bengkulu Regional Police has demonstrated significant institutional progress; however, empirical findings reveal several challenges that continue to affect policy effectiveness. Inclusive public service requires not only regulatory compliance but also organizational readiness, adequate resources, competent personnel, and sustainable institutional commitment. Research findings indicate that existing challenges originate from both structural and operational dimensions, influencing the extent to which vulnerable groups are able to access public services on an equal basis. These challenges illustrate that policy implementation is a dynamic administrative process requiring continuous institutional adaptation rather than merely fulfilling formal regulatory obligations. Comprehensive evaluation is therefore essential to identify implementation gaps and strengthen institutional capacity for delivering inclusive public services (Hwang et al., 2025).

One of the principal challenges concerns the unequal distribution of physical accessibility facilities among public service units. Observation findings indicate that accessibility infrastructure has not yet been standardized throughout the Bengkulu Regional Police. The Samsat Service Unit provides relatively complete facilities, including disability-accessible infrastructure and a more adequate lactation room, whereas several essential facilities remain unavailable in the SPKT and Criminal Investigation Service Units. Child-friendly facilities are also unevenly distributed because dedicated play areas are unavailable in certain service units. These disparities create different levels of service accessibility depending on the administrative unit visited by vulnerable citizens. Institutional equality cannot be fully achieved unless accessibility standards are implemented consistently across all public service units (Kim & Lee, 2024).

Communication accessibility also remains an important institutional challenge. Existing information systems have successfully utilized printed media, official websites, social media platforms, and digital applications to facilitate public access to administrative information. Research findings nevertheless indicate that communication support for

persons with hearing impairments has not yet been adequately developed because sign language interpretation services remain unavailable. This limitation restricts independent communication between service users and public officers, particularly during administrative procedures requiring detailed explanations. Effective communication constitutes an essential component of inclusive governance because equal access to information directly influences citizens' ability to exercise their administrative rights. Institutional improvement should therefore prioritize communication systems capable of accommodating diverse linguistic and sensory needs (Hariri et al., 2025).

Human resource capacity represents another significant challenge influencing the quality of public service implementation. Field findings demonstrate that service personnel have not participated in specialized education or technical training concerning services for vulnerable groups. Existing service quality primarily depends on individual experience, personal commitment, and practical understanding rather than standardized institutional competence. Such conditions create the possibility of inconsistent service quality across different administrative units and individual officers. Professional development programs focusing on disability awareness, inclusive communication, customer-oriented service, and emergency assistance are required to strengthen institutional professionalism. Continuous competency development would improve officers' ability to respond appropriately to the diverse needs of vulnerable service users (Vargas, 2023).

Administrative implementation also encounters challenges associated with institutional resource allocation. Development of inclusive infrastructure requires sustainable financial support, periodic facility maintenance, and coordinated planning among organizational units. Several supporting facilities remain unavailable because institutional priorities have historically focused on conventional administrative services rather than comprehensive accessibility improvements. Research findings indicate that continued investment in accessibility infrastructure is necessary to achieve full compliance with PermenPAN-RB No. 11 of 2024. Long-term policy implementation therefore depends upon organizational willingness to allocate sufficient resources for inclusive service development. Sustainable budgeting and strategic planning consequently become fundamental elements of successful policy implementation (Botha, 2022).

Organizational coordination also influences the effectiveness of inclusive public service implementation. Public service delivery involves multiple administrative units with different operational responsibilities, creating the need for standardized implementation mechanisms throughout the institution. Variations in facility availability and service practices demonstrate that coordination has not yet produced uniform implementation outcomes. Institutional monitoring and periodic evaluation remain necessary to ensure that each service unit consistently applies the same accessibility standards. Stronger internal coordination would facilitate knowledge sharing, improve institutional learning, and reduce disparities in service quality among administrative units. Organizational integration therefore represents an important prerequisite for strengthening inclusive public service governance.

Overall analysis demonstrates that the challenges identified in this study do not indicate institutional failure but rather reflect the transitional stage of implementing inclusive public

service policies within the Bengkulu Regional Police. Existing shortcomings primarily relate to infrastructure standardization, communication accessibility, human resource competence, institutional resources, and organizational coordination. These findings provide important evidence that successful implementation of PermenPAN-RB No. 11 of 2024 requires continuous institutional commitment beyond regulatory compliance. Strengthening accessibility facilities, expanding professional training, improving communication systems, and enhancing organizational coordination will contribute significantly to the development of a more equitable, responsive, and sustainable public service system for vulnerable groups (Burlacu et al., 2023).

Implementation of Public Services for Vulnerable Groups from the Perspective of Siyasah Tanfidziyah

Siyasah Tanfidziyah provides a normative framework for evaluating governmental responsibility in implementing public policies intended to promote justice and public welfare. Executive authority within Islamic political jurisprudence is not merely responsible for enforcing statutory regulations but also for ensuring that every governmental action reflects justice, equality, accountability, and public benefit. Public service therefore constitutes an essential manifestation of governmental responsibility because it directly affects the fulfillment of citizens' constitutional and social rights. Research findings indicate that the implementation of public services for vulnerable groups at the Bengkulu Regional Police generally reflects these principles through institutional efforts to improve accessibility, provide priority services, and establish administrative procedures that accommodate citizens with diverse needs. Such practices demonstrate that inclusive public service represents not only regulatory compliance but also the practical realization of ethical governance within contemporary public administration (OBEAGU, 2024).

The principle of al-'adl (justice) emphasizes that governmental authority must distribute rights and obligations fairly while preventing discriminatory treatment among members of society. Research findings reveal that the Bengkulu Regional Police has implemented priority services for persons with disabilities, older adults, breastfeeding mothers, children, and disaster victims without diminishing the legal rights of other service users. Priority mechanisms function as instruments for achieving substantive justice because vulnerable groups require additional institutional support to obtain equal access to public services. Provision of accessible infrastructure, administrative assistance, and adaptive service procedures illustrates governmental efforts to ensure that physical or social limitations do not restrict citizens' ability to exercise their legal rights. Justice within Siyasah Tanfidziyah therefore requires proportional treatment based upon individual needs rather than identical treatment for all citizens (Strokosch & Osborne, 2016).

The principle of al-musawah (equality) reinforces the obligation of public institutions to provide equal opportunities for every citizen regardless of physical condition, age, gender, or social background. Research findings indicate that public service units have attempted to eliminate discriminatory practices by ensuring that vulnerable groups receive equal administrative access through priority counters, accessible information, supporting facilities, and direct assistance from service personnel. Equal opportunity does not imply uniform

administrative procedures because different categories of vulnerable groups require different forms of accommodation. Institutional recognition of these diverse needs reflects a broader understanding of equality that extends beyond formal legal treatment toward substantive equality in public service delivery. Effective implementation of *al-musawah* consequently requires continuous institutional efforts to eliminate structural barriers that prevent vulnerable citizens from accessing government services independently (Alghani & Rahmah, 2026).

The principle of *amanah* (trustworthiness and responsibility) requires public officials to exercise governmental authority with integrity, professionalism, and accountability. Public service officers act as representatives of the state whose responsibilities extend beyond administrative efficiency toward protecting public interests and maintaining citizens' trust in governmental institutions. Research findings demonstrate that officers generally provide responsive assistance, prioritize vulnerable service users, and facilitate administrative procedures in accordance with institutional responsibilities. Several operational limitations nevertheless remain because specialized training concerning inclusive public service has not yet been systematically implemented. Strengthening institutional competence through continuous professional development would enhance officers' capacity to fulfill the ethical responsibilities embodied in the principle of *amanah*. Public trust is ultimately sustained when institutional authority is exercised responsibly and consistently in accordance with both legal standards and ethical values (Simanjuntak et al., 2023).

The principle of *maslahah* (public welfare) represents the ultimate objective of governmental administration within *Siyasah Tanfidziyah* because every public policy should contribute to the protection of human dignity and the realization of collective welfare. Research findings indicate that the provision of accessible facilities, digital information systems, administrative assistance, and priority services has substantially improved the ability of vulnerable groups to obtain public services efficiently and safely. Remaining shortcomings, including uneven accessibility facilities and limited communication support, indicate that institutional efforts toward achieving comprehensive public welfare remain ongoing. Continuous improvement of service quality therefore constitutes an important governmental obligation because public welfare cannot be fully realized unless every citizen enjoys equal opportunities to access essential public services. Inclusive governance consequently becomes an integral component of achieving *maslahah* within contemporary public administration (Amann & Sleight, 2021).

Integration between PermenPAN-RB No. 11 of 2024 and the principles of *Siyasah Tanfidziyah* demonstrates a substantial convergence between modern administrative governance and Islamic political jurisprudence. Both frameworks emphasize governmental responsibility for protecting vulnerable groups through equitable, accessible, transparent, and accountable public services. Regulatory provisions establish measurable administrative standards, whereas *Siyasah Tanfidziyah* provides the ethical foundation that guides governmental authority toward justice and public welfare. Research findings indicate that the Bengkulu Regional Police has initiated meaningful institutional reforms consistent with both perspectives despite several remaining implementation challenges. This convergence

illustrates that contemporary public administration may be strengthened through the integration of legal compliance and ethical governance, thereby producing more inclusive and sustainable public service systems (Kim & Lee, 2024).

Overall analysis confirms that the implementation of public services for vulnerable groups at the Bengkulu Regional Police is generally consistent with the normative principles of *Siyasah Tanfidziyah*, particularly *al-'adl*, *al-musawah*, *amanah*, and *maslahah*. Institutional initiatives aimed at improving accessibility, providing priority services, strengthening administrative assistance, and expanding public information demonstrate governmental commitment to fulfilling the rights of vulnerable citizens. Existing shortcomings should be interpreted as opportunities for continuous institutional development rather than evidence of policy failure. Sustainable improvement through infrastructure enhancement, competency development, communication accessibility, and systematic evaluation will further strengthen the realization of Islamic governance principles within public administration. Effective implementation of inclusive public service ultimately reflects the integration of legal responsibility, ethical leadership, and institutional accountability in promoting justice and public welfare for all members of society.

CONCLUSION

The implementation of inclusive public services for vulnerable groups at the Bengkulu Regional Police has generally complied with the provisions of PermenPAN-RB No. 11 of 2024 through the provision of accessible facilities, priority services, administrative assistance, and information services for persons with disabilities, older adults, breastfeeding mothers, children, and disaster victims. Variations in accessibility infrastructure, the absence of sign language interpretation services, and the limited competency development of service personnel nevertheless indicate that policy implementation has not yet reached optimal effectiveness. Analysis from the perspective of *Siyasah Tanfidziyah* demonstrates that the implementation has reflected the principles of *al-'adl*, *al-musawah*, *amanah*, and *maslahah*, indicating that the Bengkulu Regional Police has fulfilled its governmental responsibility to provide equitable and inclusive public services while requiring continuous institutional improvement to ensure sustainable, accessible, and nondiscriminatory service delivery for all vulnerable groups.

REFERENCES

- Afriyansyah, D. (2025). Legal Responsibility of Sub-District Social Welfare Workers in The Social Protection of Vulnerable Communities in Lubuklinggau City. *Decova Law Journal*, 1(1), 49–64.
- Alghani, R. A., & Rahmah, N. (2026). Implementation of The Bandar Lampung City Regional Regulation Lampung Number 4 of 2024 about Protection and Fulfillment of The Rights of Persons with Disabilities Disability in The Political Policy Perspective Tanfidziyyah. *NEGREL: Academic Journal of Law and Governance*, 6(1), 22–36.
- Amann, J., & Sleight, J. (2021). Too vulnerable to involve? Challenges of engaging vulnerable groups in the co-production of public services through research. *International Journal of Public Administration*, 44(9), 715–727.
- Aprelia, R., Nurhayati, A., Santoso, R., & Zaharah, R. (2023). Implementation of Religious

- Services Policy for the Elderly in South Sumatera: Analysis of Fiqh Siyāsah Tanfidziyah. *As-Siyasi: Journal of Constitutional Law*, 3(2), 239–253.
- Botha, T. (2022). Re-imagining Johannesburg through an inclusive housing policy: A perspective from the public service. *Journal of Public Administration*, 57(2), 245–261.
- Burlacu, S., Rădulescu, C.-V., Bălu, E. P., & Dobre, F. (2023). Socio-cultural sustainability for resilience in public services: strategies for achieving inclusive and equitable service delivery. *European Journal of Sustainable Development*, 12(3), 29.
- Dzaki, A. A., Prayoga, S., & Shairgojri, A. A. (2025). The Contemporary Politics of Welfare and Anxiety: A Fiqh Siyasah Review of Indonesia's 2045 Vision. *NUSANTARA: Journal Of Law Studies*, 4(01), 30–43.
- Fisk, R. P., Dean, A. M., Alkire, L., Joubert, A., Previte, J., Robertson, N., & Rosenbaum, M. S. (2018). Design for service inclusion: creating inclusive service systems by 2050. *Journal of Service Management*, 29(5), 834–858.
- Grech, N., Greer, D. A., & Russell-Bennett, R. (2025). Co-creating inclusive public services with customers experiencing vulnerability. *Journal of Services Marketing*.
- Hariri, A., Wahyuni, H. I., & Supriyo, A. (2025). Enhancing Public Service Access for Vulnerable Groups Through the Pentahelix-Based Inclusive Village Model. *Fiat Justisia: Jurnal Ilmu Hukum*, 19(1), 39–72.
- Hermanto, A., & Fikri, A. (2025). CIGARETTES FIQH BETWEEN NETWORK THINKING AND MAINTAINING A SUSTAINABLE ECOLOGY. *Nawa Islamia: Islamic Studies, Sharia and Law, Social Science*, 1(2), 21–40.
- Hwang, H., Vedlitz, A., Mostafavi, A., & Lim, S. (2025). Socially equitable public service provision: Towards inclusive coproduction of public infrastructure. *International Journal of Public Administration*, 48(13), 863–877.
- Irman, A. A. J. G., Salsadila, N., & Esmati, S. (2025). DEVELOPING AN INCLUSIVE SERVICESCAPE FOR THE ELDERLY, PERSONS WITH DISABILITIES, AND PREGNANT WOMEN: A CASE STUDY OF MINASA BAJI VILLAGE OFFICE, MAROS DISTRICT. *Jurnal Administrasi Negara*, 31(3), 243–261.
- Kim, Y., & Lee, J. (2024). Digitally vulnerable populations' use of e-government services: inclusivity and access. *Asia Pacific Journal of Public Administration*, 46(4), 422–446.
- Kurniawati, F., Syukur, I., & Nurkholidah, S. (2025). Digital Transformation of Villages in the Framework of Fiqh Siyasah and Good Governance. *JIIHK*, 7(1), 183–202.
- Mulvale, G., & Robert, G. (2021). Engaging vulnerable populations in the co-production of public services. In *International Journal of Public Administration* (Vol. 44, Number 9, pp. 711–714). Taylor & Francis.
- OBEAGU, E. I. (2024). Inclusive Strategy Development: Addressing The Needs of HIV Vulnerable Populations. *Elite Journal of Medicine*.
- Prasetyawati, P. I., Kumalasari, A., & Musta'ana, M. (2026). Inclusive Public Service: The Civil Rights in Administrative Service for Disabilities People at Bojonegoro Regency: JEL Classification: H41, H83, I38, J14, D63, K38. *Journal of Management and Administration Provision*, 6(1), 34–46.
- Pratama, R. J., Faizal, L., & Furqon, A. F. (2025). Implementation of General Election Commission Regulation Number 9 of 2022 Article 31 in Enhancing Political Participation: A Siyasah Tanfidziyyah Perspective. *Al-'Adalah: Jurnal Syariah Dan Hukum Islam*, 10(2), 399–419.

- Rahmani, G., & Wirman, H. P. (2025). The Role of Local Government in Road Maintenance From the Perspective of Siyasah Tanfidziyah (A Study in Palembayan Subdistrict, Agam Regency). *International Journal of Education, Information Technology, and Others*, 8(4), 81–93.
- Simanjuntak, J. G. G. P., Monim, O. H. K., Novita, V. K., Rachman, M. Z., & Yubawa, C. K. (2023). Bibliometric Analysis of Inclusive Public Services Research in Indonesia. *Indonesian Journal of Disability Studies*, 10(1), 125–138.
- Strokosch, K., & Osborne, S. P. (2016). Asylum seekers and the co-production of public services: Understanding the implications for social inclusion and citizenship. *Journal of Social Policy*, 45(4), 673–690.
- Tangcharoensathien, V., Mills, A., Das, M. B., Patcharanarumol, W., Buntan, M., & Johns, J. (2018). Addressing the health of vulnerable populations: social inclusion and universal health coverage. *Journal of Global Health*, 8(2), 20304.
- Tuan, L. T., Rowley, C., Khai, D. C., Qian, D., Masli, E., & Le, H. Q. (2021). Fostering well-being among public employees with disabilities: The roles of disability-inclusive human resource practices, job resources, and public service motivation. *Review of Public Personnel Administration*, 41(3), 466–496.
- Vargas, V. M. (2023). Analysis of barriers and proposals for inclusive access to justice for vulnerable groups. *Journal of Law and Epistemic Studies*, 1(2), 20–24.