
REGIONAL POLICY INNOVATION AND HUMAN RIGHTS-BASED INCLUSIVENESS IN WONOSOBO REGENCY: FROM FORMAL COMMITMENT TO SUBSTANTIVE IMPLEMENTATION

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ABSTRACT

This study aims to analyze how regional policy innovation contributes to the implementation of human rights-based inclusiveness in Wonosobo Regency, Indonesia, and to identify the gap between formal policy commitments and substantive implementation. The study focuses on accessibility governance, inclusive education, and disability-based economic empowerment at the district-government level. This research employed a qualitative case study approach within a constructivist paradigm. Data were collected through in-depth interviews, field observations, and documentation studies involving local government officials, disability organizations, education stakeholders, and regional policy documents. The study examined accessibility inspections in public facilities, inclusive education practices in schools, and disability-based Micro, Small, and Medium Enterprise (MSME) empowerment through the Difabel Mart program. The results show that regional policy innovation in Wonosobo Regency has expanded formal access and institutional recognition for vulnerable groups. Accessibility inspections were conducted in 24 public facilities, inclusive education services expanded to 184 schools serving 466 students with disabilities, and disability-based MSME programs increased participation and market visibility for persons with disabilities. However, significant implementation gaps remain. Several accessibility facilities were only partially functional, institutional readiness among schools was uneven, and the sustainability of disability-based MSMEs remained dependent on government facilitation and event-based promotion. This study concludes that the main challenge in implementing human rights-based inclusiveness in Wonosobo Regency lies not in the absence of policy commitment, but in the uneven transformation of inclusive policies into substantive and sustainable governance practices.

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INTRODUCTION

Human rights-based governance has increasingly become a prominent paradigm in contemporary public administration. [Sen \(1999\)](#) argues that development should not be understood merely as economic growth, but as the expansion of substantive freedoms and opportunities for individuals. [Fraser \(2008\)](#) further emphasizes that inclusive governance requires recognition, participation, and equitable access for marginalized groups. In a more recent governance framework, the United Nations Development Programme ([UNDP, 2022](#)) also places inclusion as one of the central dimensions of governance quality. Within this perspective, local governments are expected not only to act as administrative institutions, but also as governance actors capable of translating human rights principles into inclusive and sustainable public policies.

Policy innovation is therefore essential in responding to increasingly complex governance problems. [Dolowitz and Marsh \(2022\)](#) explain that policy innovation is closely related to policy learning and institutional adaptation. [Osborne and Brown \(2011\)](#) later connect public sector innovation with the transformation of governance and citizen-centered public service delivery. In the context of collaborative governance, [Ansell and Torfing \(2021\)](#) argue that innovation requires adaptive institutions, cross-sectoral collaboration, and responsiveness to complex social problems. This perspective is relevant for decentralized governance systems, where local governments face diverse social conditions, unequal service capacity, and varying levels of institutional readiness.

In Indonesia, the protection and fulfillment of human rights are constitutionally guaranteed through the 1945 Constitution of the Republic of Indonesia and Law Number 39 of 1999 concerning Human Rights. Within the framework of regional autonomy, local governments have substantial authority to formulate and implement policies according to local conditions and community needs. [Baiquni \(2017\)](#) argues that inclusive public policy has become an important requirement in sustainable regional development. [Sudrajat et al. \(2024\)](#) similarly emphasize that local governments play a strategic role in translating constitutional human rights commitments into public services and regional development policies. Thus, decentralization provides opportunities for local policy innovation, while also creating challenges related to institutional disparities among regions.

However, the adoption of human rights-oriented regulations does not automatically produce substantive inclusion. [Pressman and Wildavsky \(1984\)](#) have long argued that policy failure often emerges from weak implementation chains, fragmented coordination, and limited administrative capacity. [Grindle \(2017\)](#) also emphasizes that implementation effectiveness depends on governance capacity, resources, and institutional readiness. In the Indonesian context, [Al-Azhar et al. \(2023\)](#) found that public service policies based on human rights still face obstacles related to resources, budget planning, regulatory follow-up, and institutional commitment. These findings suggest that

human rights-based policy requires more than formal regulation. It also requires administrative capacity and consistent implementation.

This implementation gap is particularly visible in policies concerning disability inclusion and public accessibility. [Amnesti \(2021\)](#), in her study of Purworejo's efforts toward a disability-friendly region, shows that disability policy implementation is strongly influenced by communication, budget availability, social conditions, and local institutional support. [Arawindha \(2022\)](#) also argues that inclusive city development must address spatial, social, and economic inclusion simultaneously. These studies indicate that inclusiveness cannot be reduced to the existence of regulations or programs. It must be assessed through the extent to which vulnerable groups can actually access public facilities, education, economic opportunities, and decision-making processes.

Against this broader governance context, Wonosobo Regency provides a relevant empirical setting for examining how innovative local policies are translated into inclusive governance practices. Since the enactment of Regional Regulation Number 5 of 2016 concerning Human Rights-Friendly Wonosobo Regency, the local government has promoted several policy innovations associated with inclusive governance. The regulation institutionalized five major pillars of human rights-based development: education, health, environment, vulnerable groups, and women and children. Wonosobo also became the first district in Indonesia to establish a Regional Human Rights Commission (*Komisi Daerah Hak Asasi Manusia/Komda HAM*), which reflects an important institutional innovation in local human rights governance.

Empirical data from Wonosobo show that the central issue is not the absence of policy commitment, but the uneven translation of such commitment into public service practices. In the education sector, data from the Department of Education, Youth, and Sports (*Dinas Pendidikan, Pemuda, dan Olahraga/DISDIKPORA*) recorded 466 students with disabilities distributed across 15 districts in 2024. The Disability Service Unit (Unit Layanan Disabilitas/ULD) also assessed 488 students with diverse learning barriers and assistive needs. These figures indicate that inclusive education is no longer a marginal issue, but a concrete governance demand requiring trained personnel, assistive devices, accessible facilities, and inter-agency coordination.

A similar pattern appears in public infrastructure. In 2024, inclusive infrastructure assessments were conducted on 24 public buildings and service facilities. The assessment found that only 15 buildings provided accessible ramps, 19 had disability-friendly toilets, and only 3 provided lactation rooms. These data show that accessibility has begun to be recognized as a public service standard, but implementation remains incomplete and uneven. Therefore, Wonosobo's case reveals an important contradiction: the region has strong human rights-oriented regulations and institutional recognition, yet several basic accessibility requirements remain only partially fulfilled.

The implementation gap is also evident in public participation and complaint mechanisms. In 2024, the Wonosobo Regency Government recorded 525 public complaints submitted through various channels, including SP4N-LAPOR!, WhatsApp services, and local public complaint mechanisms. Nabatchi (2008) argues that participatory governance mechanisms are meaningful only when they are supported by institutional responsiveness and effective follow-up capacity. In the Wonosobo case, the existence of complaint channels indicates progress toward more participatory forms of governance, but it also reveals that citizens continue to encounter public service challenges requiring administrative response and cross-sectoral coordination.

Field observations and preliminary interviews further reveal inconsistencies between formal commitments and practical implementation. A representative from a disability advocacy organization explained that accessibility improvements had begun to emerge in several government offices, yet many public facilities remained difficult for persons with disabilities to access independently. Similarly, an education official stated that inclusive education policies had expanded significantly in recent years, although schools in peripheral areas continued to face limitations in facilities, accessibility, and trained personnel. These findings are consistent with [Hill and Hupe's \(2002\)](#) argument that implementation effectiveness depends not only on regulations, but also on coordination, administrative capacity, and institutional sustainability.

The contradiction between progressive regulatory commitments and uneven implementation makes Wonosobo a significant case for public administration studies. On the one hand, Wonosobo has repeatedly received recognition as a Human Rights-Friendly Regency from the Ministry of Law and Human Rights. On the other hand, empirical findings indicate that accessibility standards, inclusive public services, and institutional readiness remain inconsistent in practice. [Ansell and Torfing \(2021\)](#) emphasize that the success of governance innovation should be assessed not only from formal policy recognition, but also from implementation quality and institutional sustainability. Therefore, Wonosobo should not only be viewed as a successful human rights-friendly region, but also as a critical case for examining the tension between formal policy innovation and substantive inclusion.

This study focuses on the relationship between policy innovation and human rights-based inclusiveness because both variables are highly relevant to contemporary public administration. Policy innovation is important because decentralized governance requires adaptive and collaborative approaches beyond conventional bureaucratic mechanisms. Human rights-based inclusiveness is equally important because governance quality is increasingly evaluated through accessibility, participation, equality, and recognition of vulnerable groups. Examining the interaction between these two variables provides a basis for understanding how local governments institutionalize inclusion

within governance systems.

This study adopts policy implementation theory and the capability approach as its analytical framework. Policy implementation theory explains that policy effectiveness depends not only on formal regulations, but also on resources, coordination, institutional capacity, and implementation processes ([Pressman & Wildavsky, 1984](#)). Meanwhile, [Sen's \(1999\)](#) capability approach emphasizes that development should expand people's real opportunities to participate meaningfully in social, economic, and political life. [Nussbaum \(2011\)](#) further argues that inclusive public policy must ensure that individuals have the capability to live with dignity and participate in public life. These perspectives help analyze whether policy innovation in Wonosobo has produced substantive inclusiveness or remains limited to formal and symbolic commitments.

Previous studies on human rights governance in Indonesia have generally focused on legal frameworks, state obligations, or social inclusion as separate issues. [Al-Azhar et al., \(2023\)](#), for example, discuss changes in human rights-based public service policy in Indonesia, but their focus remains primarily on national policy transformation. [Amnesti \(2021\)](#) examines the fulfillment of disability rights in Purworejo, while [Arawindha \(2022\)](#) discusses inclusive city development in the context of national capital planning. These studies provide important foundations, but they do not specifically examine how regional policy innovation shapes human rights-based inclusiveness within a district-level governance setting. This study therefore fills that gap by analyzing implementation dynamics, institutional capacity, and governance mechanisms in Wonosobo Regency.

Accordingly, this study seeks to answer the following research questions: How do policy innovations implemented by the Wonosobo Regency Government support human rights-based inclusiveness? What implementation gaps and institutional challenges are encountered in implementing inclusive policies at the local government level? How do institutional capacity, governance coordination, and community participation influence the effectiveness of these policy innovations?

Based on these research questions, this study aims to analyze policy innovations implemented by the Wonosobo Regency Government in promoting human rights-based inclusiveness and to examine the implementation gaps, institutional dynamics, and practical challenges encountered in operationalizing inclusive governance at the regional level.

LITERATURE REVIEW

Human rights-based governance has become an important paradigm in contemporary public administration because governance performance is increasingly evaluated not only through administrative efficiency, but also through equality, participation, accessibility, accountability, and

protection for vulnerable groups. [Sen \(1999\)](#) conceptualizes development as the expansion of substantive freedoms, while [Fraser's \(2008\)](#) argues that justice requires redistribution, recognition, and representation within public institutions. More recent governance frameworks developed by the United Nations Development Programme ([UNDP, 2022](#)) and the Organisation for Economic Co-operation and Development ([OECD, 2021](#)) position inclusiveness as a central indicator of governance quality and democratic public service delivery. Consequently, governments are expected not merely to administer policies, but also to institutionalize human rights principles within governance systems and public services.

In public administration scholarship, policy innovation is commonly understood as a governmental effort to respond adaptively to complex social problems through institutional transformation and governance reform. [Dolowitz and Marsh \(2022\)](#) explain that policy innovation develops through policy learning and institutional adaptation, while [Osborne and Brown \(2011\)](#) associate public innovation with governance transformation and citizen-oriented services. More recent studies by [Ansell and Torfing \(2021\)](#) and [Sørensen & Torfing \(2022\)](#) emphasize that innovative governance depends on collaborative institutions, adaptive coordination, and participatory problem-solving mechanisms. Thus, policy innovation in this study is viewed not merely as administrative novelty, but as an institutional strategy for strengthening inclusion, responsiveness, and public value creation.

Human rights-based inclusiveness is closely related to principles of equality, participation, accessibility, accountability, and non-discrimination. According to the Vienna Declaration and Programme of Action ([United Nations, 1993](#)), human rights are universal, indivisible, and interdependent. In this study, human rights are understood as fundamental civil, political, economic, social, and cultural rights that must be protected, respected, and fulfilled through governance mechanisms. The capability approach developed by [Sen \(1999\)](#) and expanded by [Nussbaum \(2011\)](#) further emphasizes that public policy should expand individuals' substantive capabilities and opportunities to participate meaningfully in public life. [Meijer et al., \(2020\)](#) similarly note that inclusive governance requires not only formal access, but also institutional responsiveness and equitable participation.

The discussion of inclusion is particularly relevant in disability governance. [Oliver's \(1990\)](#) social model of disability explains that exclusion is shaped primarily by social and institutional barriers rather than individual impairment. This perspective strongly influenced the Convention on the Rights of Persons with Disabilities (CRPD) adopted by the [United Nations in 2006](#), which emphasizes accessibility, equality, participation, and non-discrimination as central dimensions of disability rights. [Shakespeare et al. \(2021\)](#) further argue that disability inclusion requires

transformation in infrastructure, governance systems, and public service provision. More recent studies also stress that accessibility should be understood as part of broader institutional inclusion and governance reform rather than merely technical infrastructure provision ([ESCAP, 2022](#)).

The implementation of inclusive policies frequently encounter substantial challenges. [Pressman and Wildavsky \(1984\)](#) argue that implementation failure often emerges from fragmented coordination and weak institutional capacity. [Hill and Hupe \(2002\)](#) similarly emphasize that implementation effectiveness depends on organizational coordination and governance sustainability. [Grindle \(2017\)](#) further highlights the importance of political commitment, administrative resources, and implementation readiness. Recent governance studies by [Cepiku et al. \(2020\)](#) and [Meijer et al. \(2020\)](#) also demonstrate that implementation gaps frequently arise because local institutions possess unequal administrative capacities and governance resources. These arguments are particularly relevant within decentralized governance systems where institutional capability varies significantly across regions.

Several Indonesian studies have examined inclusive governance and human rights-based policy implementation. [Dawud et al. \(2019\)](#) found that disability-friendly public services in Bandung continued to face accessibility barriers due to weak implementation of universal design principles. [Basundoro & Al Tumas \(2020\)](#) discuss inclusive cities as governance mechanisms for protecting marginalized communities. In Purworejo Regency, [Amnesti \(2021\)](#) identified communication, budget limitations, and social conditions as major obstacles affecting disability policy implementation. [Arawindha \(2022\)](#) further argues that inclusive urban development requires the integration of spatial, social, and economic inclusion. More recently, [Al-Azhar et al. \(2023\)](#) found that human rights-based public services in Indonesia still encounter institutional and governance capacity constraints.

Although these studies provide important insights, most previous research focuses on large urban contexts, sector-specific inclusion policies, or normative legal frameworks. Limited attention has been given to how district-level governments institutionalize human rights-based inclusiveness through cross-sectoral policy innovation and practical governance mechanisms. Existing studies also tend to emphasize policy formulation rather than implementation dynamics, governance sustainability, accessibility, and institutional capacity.

Based on these theoretical perspectives, this study conceptualizes policy innovation as an institutional mechanism through which local governments operationalize human rights-based inclusiveness. The analysis therefore focuses on how governance innovation, implementation capacity, accessibility, institutional coordination, and participatory mechanisms interact in shaping substantive inclusion within decentralized governance systems. Accordingly, Wonosobo Regency is positioned as a critical empirical case for examining the relationship between policy innovation and substantive inclusiveness in local governance practice.

RESEARCH METHODS

This study employs a qualitative approach within a constructivist paradigm, which views social reality as being shaped through the experiences, interpretations, and interactions of social actors. [Creswell & Poth \(2018\)](#) explain that qualitative inquiry is appropriate for understanding how individuals interpret institutional and social phenomena within their lived contexts. Similarly, [Bandur \(2016\)](#) emphasizes that constructivist research focuses on the meaning-making processes developed through social interaction. Accordingly, human rights-based inclusiveness in Wonosobo Regency is examined not only through formal regulations, but also through how regional policy innovations are implemented and experienced by government institutions, vulnerable groups, and civil society actors.

The research uses a single case study with a descriptive-analytical approach. [Yin \(2018\)](#) argues that case studies are particularly suitable for examining contemporary governance phenomena within their real-life institutional settings. Wonosobo Regency was selected as a critical case because it has institutionalized human rights-based governance through Regional Regulation Number 5 of 2016 and the establishment of the Regional Human Rights Commission. The study focuses on four strategic policy domains: human rights-friendly infrastructure, inclusive education, women's participation through *Musrenbang Perempuan* (Women's development planning meeting), and economic empowerment for persons with disabilities through MSME facilitation and Disability Mart. These domains were selected because they represent cross-sectoral regional policy innovations involving accessibility, participation, empowerment, and protection for vulnerable groups.

Informants were determined using purposive sampling because the study aims to obtain in-depth understanding from actors directly involved in policy formulation, implementation, and policy experience rather than statistical generalization. [Patton \(2015\)](#) notes that purposive sampling enables researchers to identify information-rich participants capable of explaining complex institutional processes. Therefore, the study involved representatives from the Regional Secretariat, BAPPEDA (Regional Development Planning Board), DISKOMINFO (Communication and Information Technology Office), the Social Affairs Office, the Education Office, DPUPR (Public Works and Spatial Planning Department), disability organizations, and beneficiaries of inclusive public services and disability empowerment programs.

Data were collected through semi-structured in-depth interviews, observation, and documentation studies. [Kallio et al. \(2016\)](#) explain that semi-structured interviews allow researchers to explore institutional experiences while maintaining thematic consistency across informants. Interviews focused on policy innovation processes, implementation challenges, accessibility barriers, institutional coordination, participation, and the effectiveness of human rights-based inclusiveness programs. Observations were conducted in government offices, public service facilities, inclusive

education settings, Disability Mart activities, and selected infrastructure locations to examine accessibility and policy implementation practices. Secondary data were obtained from regional regulations, planning documents, accessibility assessment reports, disability service data, *Musrenbang* documentation, public complaint data, and official government reports related to human rights-based inclusiveness in Wonosobo Regency.

Data collection was conducted during 2024–2025, and all informants participated voluntarily after being informed about the purpose of the study. Confidentiality and anonymity of informants were maintained throughout the research process. Data were analyzed thematically following [Creswell and Poth's \(2018\)](#) qualitative analysis procedures, including data organization, coding, theme development, and interpretation. To ensure validity and trustworthiness, this study applied source and method triangulation by comparing findings from interviews, observations, and documents. As noted by [Nowell et al. \(2017\)](#) triangulation strengthens credibility by reducing interpretive bias and improving analytical consistency. The quality of the findings was evaluated using the criteria of credibility, transferability, dependability, and confirmability proposed by [Lincoln & Guba \(1985\)](#).

RESULTS

The findings of this study reveal that the implementation of human rights-based inclusiveness in Wonosobo Regency has developed through various regional policy innovations involving accessibility governance, inclusive education, and economic empowerment for vulnerable groups. These findings were obtained through interviews, field observations, and documentation studies conducted across multiple government institutions, educational settings, and community-based empowerment programs.

The results demonstrate that although the Wonosobo Regency Government has institutionalized human rights principles within regional policies and governance mechanisms, implementation practices remain uneven across sectors. The following sections present the main empirical findings of this study concerning accessibility and infrastructure inclusion, inclusive education implementation, and disability-based economic empowerment programs in Wonosobo Regency.

Accessibility and Infrastructure Inclusion

One of the most significant findings of this study concerns the implementation of accessibility policies in public service facilities in Wonosobo Regency. Accessibility has become one of the most visible indicators of the local government's effort to institutionalize human rights-based inclusiveness through public infrastructure policy.

Research findings indicate that accessibility inspections were implemented through Regent Regulation Number 17 of 2023 concerning Accessibility Assessment Standards for Public Facilities. In 2024, accessibility assessments were conducted on 24 public buildings and service facilities. Among these facilities, 19 buildings provided disability-friendly toilets, 15 buildings had ramps or accessible entrances, and only three buildings had lactation rooms. Several health and government service facilities also provided guiding blocks, disability access pathways, and designated service areas for persons with disabilities.

Table 1. Accessibility Indicators of Public Facilities in Wonosobo Regency in 2024

Accessibility Indicator	Findings
Public facilities inspected in 2024	24 facilities
Buildings with disability-friendly toilets	19 buildings
Buildings with ramps/access pathways	15 buildings
Buildings with lactation rooms	3 buildings
Facilities with guiding blocks and disability access areas	Selected health and government facilities

However, field observations revealed that accessibility implementation frequently remained partial and uneven. Several ramps were too steep, lacked handrails, or could not be independently accessed by wheelchair users. In several locations, guiding blocks were installed only in front areas and were not connected to complete pedestrian routes. As a result, accessibility facilities often functioned symbolically or administratively rather than as fully operational accessibility systems.

This condition was also emphasized by Syaifur Rohman, Chairman of the Indonesian Disability Association of Wonosobo, who explained:

“Some public facilities already appear inclusive administratively, but accessibility is still incomplete in practice. In several buildings, wheelchair users still require assistance because the access routes are not fully functional.”

Observational findings further showed that accessibility implementation varied significantly among institutions. Newly renovated facilities generally demonstrated better accessibility adaptation, while older public buildings continued to face structural limitations. Several informants similarly explained that accessibility development frequently depended on institutional initiative and budget availability rather than standardized implementation mechanisms.

These findings show that accessibility implementation in Wonosobo Regency has progressed administratively. Nevertheless, practical accessibility remains uneven across institutions and public facilities.

Inclusive Education and Unequal Institutional Capacity

The second major finding relates to inclusive education implementation in Wonosobo Regency. Research findings indicate that inclusive education access has expanded significantly in recent years as part of the local government’s effort to strengthen educational equality for students with

disabilities.

In 2024, 184 elementary and junior high schools implemented inclusive education services involving 466 students with disabilities distributed across multiple districts. The highest concentrations were recorded in Wonosobo District, Kertek District, and Mojotengah District. Data from the Disability Service Unit (ULD) also identified various categories of educational support needs among students with disabilities, including intellectual disabilities, hearing impairments, autism spectrum disorders, physical disabilities, and multiple disabilities requiring different forms of educational support and assistive devices.

Table 2. Inclusive Education Service Indicators in Wonosobo Regency in 2024

Inclusive Education Indicator	Findings
Schools implementing inclusive education	184 schools
Students with disabilities receiving services	466 students
Students assessed by the Disability Service Unit	488 students
Students categorized as slow learners	145 students
Students with intellectual disabilities	128 students
Students requiring hearing aids	20 students
Students requiring wheelchairs	38 students

According to Hari Fetty Hartati, Head of the Division of Program Development and Educational Planning at DISDIKPOR (Department of Education, Youth, and Sports) Wonosobo, the expansion of inclusive education policies has not yet been fully accompanied by equal institutional readiness among schools.

“The number of inclusive schools has increased, but not all schools are equally prepared. Some schools already have trained teachers and adaptive learning systems, while others are still relying on conventional approaches without sufficient support facilities.”

Field observations similarly showed uneven implementation conditions. Several schools had adapted classroom arrangements and learning approaches for students with disabilities, while others still lacked assistive devices, accessibility infrastructure, and specialized learning support. In some schools, educational inclusion depended primarily on teachers’ personal initiatives because institutional training and technical assistance remained limited.

Observations also revealed that accessibility within educational facilities remained inconsistent, particularly in older school buildings where mobility access for wheelchair users was still inadequate. Consequently, although access to inclusive education has expanded significantly, institutional readiness and support systems have not developed at the same pace across schools.

One education official also described the case of a student with a physical disability who used his feet to write during classroom activities. Initially, teachers were concerned that the student might become the target of bullying or social exclusion. However, observations during the learning process showed the opposite condition. The student’s presence instead encouraged empathy, solidarity, and

stronger social interactions among classmates.

These findings indicate that the expansion of inclusive education in Wonosobo Regency has not yet been accompanied by equal level of institutional readiness, accessibility support, and specialized educational capacity across schools.

Economic Empowerment and Market Inclusion for Persons with Disabilities

The third major finding concerns disability-based economic empowerment programs implemented through Difabel Mart and local MSME empowerment initiatives. Research findings indicate that the Wonosobo Regency Government attempted to shift disability empowerment from charity-oriented approaches toward participation-based economic inclusion.

Difabel Mart was established following requests from disability communities for a permanent marketing space for products created by persons with disabilities. The facility was later strengthened through collaboration with AirNav Indonesia and strategically located within the Kalianget tourism area to increase market visibility and visitor interaction.

Field observations showed that products marketed through Difabel Mart included batik products, naturally dyed scarves, accessories, handicrafts, processed local food products, bracelets, necklaces, and other creative products produced by disability-based MSMEs. The strategic tourism location also increased public engagement with disability-based products and strengthened social recognition of disability entrepreneurship.

Government-led MSME strengthening programs additionally supported local economic inclusion efforts. In 2025, cooperation with modern retail stores involved approximately 202 MSMEs and facilitated the distribution of 367 local product commodities through retail networks in Wonosobo Regency. Additional empowerment activities involved at least 80 MSME participants from economically vulnerable villages in Mojotengah District through training programs focusing on processed agricultural products, MSME management, and digital marketing support.

However, interviews with disability community representatives revealed that business sustainability remained highly dependent on government facilitation and event-based promotion. According to Syaifur Rohman, Chairman of the Indonesian Disability Association of Wonosobo:

“Previously, products made by persons with disabilities were mostly sold during exhibitions or ceremonial events. Difabel Mart provides a more permanent space, but market expansion and business sustainability are still major challenges.”

Field observations similarly showed that customer traffic and sales activity increased primarily during tourism seasons, exhibitions, or government-organized events. Several MSME actors also explained that limitations in digital marketing skills, production capacity, business capital, and distribution networks continued to constrain business sustainability.

These findings demonstrate that economic inclusion programs in Wonosobo Regency have expanded market visibility and participation opportunities for persons with disabilities. Nevertheless, long-term business sustainability remains closely dependent on institutional facilitation, market integration, and the entrepreneurial capacity of disability-based MSME actors.

Overall, the findings indicate that regional policy innovations in Wonosobo Regency have contributed to expanding access, participation, and visibility for vulnerable groups within public services, education, and local economic activities. Accessibility inspections, inclusive education expansion, and disability-based MSME empowerment programs demonstrate the local government's efforts to integrate human rights principles into regional governance practices.

Nevertheless, the findings also reveal that substantive implementation remains uneven across sectors and institutions. Several programs have succeeded in increasing formal access and public visibility, yet practical implementation continues to face challenges related to institutional readiness, infrastructure quality, accessibility support, market sustainability, and implementation capacity. These empirical findings suggest that the realization of human rights-based inclusiveness in Wonosobo Regency remains an ongoing process that requires continuous institutional strengthening and sustainable governance support.

DISCUSSION

The implementation of human rights-based inclusiveness in Wonosobo Regency cannot be understood merely through the existence of regional regulations or formal policy declarations. Instead, the empirical evidence reveals a more complex governance condition in which policy innovation has succeeded in creating institutional mechanisms for inclusion, while substantive implementation remains uneven across sectors and institutions. This condition reflects the distinction between procedural inclusion and substantive inclusion within local governance practices.

One of the most important issues identified in this study concerns accessibility governance. The Wonosobo Regency Government has introduced accessibility inspections and accessibility assessment standards for public facilities through formal regulatory mechanisms. From an administrative perspective, this policy demonstrates a significant shift, because accessibility has become a measurable governance indicator rather than merely a normative commitment. This condition is consistent with the concept of policy innovation proposed by [Osborne and Brown \(2011\)](#), who argue that innovation in public governance involves changes in institutional practices and service delivery mechanisms rather than solely the production of regulations.

However, field observations revealed that several accessibility facilities remained only partially functional. Ramps were often too steep, guiding blocks were disconnected from pedestrian routes,

and some public facilities still required persons with disabilities to rely on assistance from others. In practice, accessibility implementation frequently depended on institutional initiative and budget availability rather than standardized operational systems. Consequently, accessibility policies in Wonosobo Regency appear to function effectively at the level of administrative compliance, yet implementation quality remains inconsistent across institutions.

This situation strengthens previous studies conducted by [Dawud et al. \(2019\)](#) which emphasized that accessibility policies in Indonesian local governments frequently encounter implementation gaps because infrastructure adaptation is often symbolic and not fully integrated with the actual needs of persons with disabilities. Similar conclusions were also identified by [Amnesti \(2021\)](#), who found that disability protection policies at the local level are frequently constrained by communication barriers, institutional readiness, and limited implementation capacity. More recent studies on local disability governance in Indonesia similarly show that inclusive governance frequently faces difficulties in translating formal policy frameworks into operational accessibility systems ([Al-Azhar et al., 2023](#)). Therefore, the critical issue in accessibility governance is not only the availability of facilities, but also whether accessibility systems genuinely enable independent participation for persons with disabilities.

The results on inclusive education similarly reveal tensions between policy expansion and institutional readiness. Quantitatively, inclusive education services in Wonosobo Regency have expanded significantly through the increasing number of schools receiving students with disabilities. Nevertheless, interviews and field observations revealed that institutional support systems remain uneven across schools. Several schools had already adapted learning systems and classroom arrangements, while others continued to rely primarily on teachers' personal initiatives because institutional training, assistive devices, and technical support remained limited.

This condition indicates that inclusive education in Wonosobo Regency has progressed procedurally faster than institutionally. Schools may formally accept students with disabilities, yet equal educational experiences are not always guaranteed because institutional readiness differs substantially among schools. This argument supports the perspective developed by [Ainscow & Ainscow \(2020\)](#), who emphasizes that educational inclusion should not be measured solely through access indicators, but also through the institutional capacity of schools to accommodate diverse educational needs sustainably.

At the same time, observations also reveal important social dynamics within inclusive education practices. Cases involving students with physical limitations showed that inclusion sometimes generated empathy, solidarity, and stronger social interaction among students rather than exclusion or bullying as initially feared by teachers. This evidence is consistent with the view that inclusive

education should not be understood merely as the physical placement of students with disabilities in regular schools, but as a process of increasing participation, reducing barriers, and transforming school culture to accommodate learner diversity ([Ainscow & Ainscow, 2020](#)). It also supports [Frederickson and Turner's \(2003\)](#) argument that peer-group interaction can strengthen social acceptance and respond to students' social needs within inclusive classroom settings.

The discussion regarding economic empowerment further demonstrates that disability-based inclusion policies in Wonosobo Regency have moved beyond symbolic recognition toward broader participation in local economic activities. The establishment of Difabel Mart represents an attempt to create market access and public visibility for products produced by persons with disabilities. Unlike charity-based approaches that position vulnerable groups merely as aid recipients, this initiative attempted to place persons with disabilities as active economic actors within local tourism and MSME networks.

This condition aligns with Amartya Sen's capability approach, which emphasizes that development should be understood as the expansion of substantive freedoms and participation opportunities rather than solely economic growth [Sen \(1999\)](#). In the context of Wonosobo Regency, disability-based MSME empowerment programs have contributed to expanding participation opportunities and public recognition for persons with disabilities within local economic spaces.

Nevertheless, empirical evidence indicates that the sustainability of disability-based MSME programs remains highly dependent on government facilitation and event-based promotion. Customer activity tends to increase during exhibitions and tourism events, while several MSME actors continued to face constraints related to digital marketing capacity, production scale, business capital, and distribution networks. As a result, economic inclusion programs in Wonosobo Regency have succeeded in opening participation opportunities, although long-term market sustainability and economic independence remain ongoing challenges.

This condition also reflects the broader challenges of inclusive local governance identified by [Arawindha \(2022\)](#), who argues that inclusive regional development in Indonesia frequently encounters disparities between formal inclusion agendas and the structural capacity required to sustain inclusive participation economically and socially. Unlike metropolitan regions with stronger fiscal and institutional capacity, smaller regencies such as Wonosobo face greater challenges in sustaining inclusive governance implementation, particularly in relation to infrastructure adaptation, institutional readiness, and long-term program sustainability.

Thus, the main challenge identified in this study is not the absence of inclusive policy frameworks, but the uneven translation of those frameworks into substantive and sustainable governance practices. Although the Wonosobo Regency Government has succeeded in

institutionalizing various inclusion-oriented policies, implementation effectiveness remains strongly influenced by administrative capacity, inter-sectoral coordination, infrastructure quality, and institutional consistency across sectors.

Overall, the evidence demonstrates that regional policy innovation in Wonosobo Regency has succeeded in expanding formal access, participation opportunities, and institutional recognition for vulnerable groups. However, the study also reveals that substantive inclusion remains an evolving process shaped by implementation capacity, institutional consistency, infrastructure quality, and long-term governance sustainability.

These conclusions confirm the argument developed within governance and policy implementation theories that formal policy commitment alone is insufficient without operational implementation capacity, institutional adaptation, and sustainable coordination mechanisms ([Pressman & Wildavsky, 1984](#); [Oliver, 1990](#)). In the context of Wonosobo Regency, policy innovation has succeeded in creating institutional foundations for inclusion, yet the realization of substantive human rights-based inclusiveness continues to depend on the local government's ability to transform policy commitments into sustainable governance practices embedded within everyday public administration.

CONCLUSION

This study demonstrates that the implementation of human rights-based inclusiveness in Wonosobo Regency has progressed beyond formal regulatory commitments toward the development of institutional mechanisms for inclusion. The evidence shows that the Wonosobo Regency Government has introduced various policy innovations related to accessibility governance, inclusive education, and disability-based economic empowerment. However, the implementation outcomes remain uneven across sectors and institutions.

In the accessibility sector, the local government implemented accessibility inspections through Regent Regulation Number 17 of 2023 and conducted assessments of 24 public facilities in 2024. Nevertheless, field observations revealed that several accessibility facilities remained only partially functional, including ramps that were excessively steep, disconnected guiding blocks, and incomplete mobility access systems. These conditions indicate that accessibility implementation has progressed administratively, although practical accessibility for persons with disabilities remains inconsistent in several public facilities.

In the education sector, inclusive education services expanded significantly through the involvement of 184 schools serving 466 students with disabilities. However, interviews and observations revealed disparities in institutional readiness among schools. Some schools had already

adapted learning systems and classroom arrangements, while others still depended largely on teachers' personal initiatives due to limited institutional support, assistive devices, and technical training. This situation demonstrates that the expansion of inclusive education has not yet been fully accompanied by equal institutional capacity across educational institutions.

Meanwhile, disability-based economic empowerment through Difabel Mart and MSME development programs has contributed to increasing public visibility and participation opportunities for persons with disabilities within local economic activities. Products produced by disability-based MSMEs have been integrated into tourism and retail networks, while empowerment programs have also included MSME training and marketing support. Nevertheless, empirical evidence indicates that business sustainability remains highly dependent on government facilitation, exhibitions, and event-based promotion, while limitations in digital marketing capacity, production scale, and distribution networks continue to constrain long-term economic independence.

Overall, this study concludes that regional policy innovation in Wonosobo Regency has succeeded in expanding formal access, institutional recognition, and participation opportunities for vulnerable groups. However, inclusive governance remains an evolving process shaped by implementation capacity, infrastructure quality, institutional consistency, and long-term program sustainability. Thus, the main challenge identified in this study is not the absence of inclusive policy frameworks, but rather the uneven transformation of those frameworks into substantive and sustainable governance practices.

This study also contributes to the discussion on inclusive local governance by demonstrating that the main challenge in district-level human rights implementation lies not in the absence of policy commitment, but in the uneven institutional capacity to translate inclusive policies into sustainable governance practices embedded in everyday public administration.

Therefore, this study recommends strengthening institutional implementation capacity through continuous accessibility monitoring, technical support for inclusive education, and sustainable economic support for disability-based MSMEs. Furthermore, the local government should strengthen inter-sectoral coordination, expand operational accessibility standards, and improve long-term market integration strategies to ensure that human rights-based inclusiveness can be implemented more substantively and sustainably at the local level.

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