
Public Health Services in Local Government Analysis of Quality and Accessibility of Health Services for the Community

Muliati¹, Indra Kristian², Erwan Prastiawan³, Reza Yuridian Purwoko⁴, Jovita Aurelia⁵

¹Universitas Pejuang Republik Indonesia, Makassar, Indonesia, Email: muliatinangke@gmail.com

²Universitas Jenderal Achmad Yani, Cimahi, Indonesia

³Goacademica CRP, Bandung, Indonesia

⁴President University, Bekasi, Indonesia

⁵Universitas Katolik Indonesia Atma Jaya, Jakarta, Indonesia

Received: June 11, 2023; In Revised: July 29, 2023; Accepted: August 29, 2023

Abstract

Health services in local governments are a crucial element in meeting public health needs. This research aims to explore the factors that influence the quality and accessibility of health services at the local level, with a focus on health infrastructure, human resources, financing, health technology, and community participation. This research aims to analyze the quality and accessibility of public health services in local government. This research uses a descriptive qualitative approach by collecting data from previous studies that are relevant to health service issues in local government. The data that has been collected will be processed to support a more in-depth analysis of these issues. The results of this study found that the evaluation of health infrastructure, availability of human resources, financing, and health policies play an important role in the quality and accessibility of health services in local governments. While the adoption of technology in healthcare offers great opportunities to improve efficiency and effectiveness, privacy and technology access challenges still need to be addressed. Community participation and health awareness encourage healthy behavior and play an active role in health maintenance, which in turn can support the quality of health services. This research provides a holistic and in-depth view of the health system in local government, illustrating the need for collaboration between government, health service providers, and communities in dealing with complex health issues.

Keywords: *Health Services, Community, Quality, Accessibility, Regional Government.*

Introduction

Health services are an important aspect of community welfare. How local governments manage the health service system is a crucial concern in maintaining and improving the quality of life of citizens. The quality and accessibility of health services for the community are two main factors that determine the success of the health system at the regional level. Therefore, this research aims to conduct an in-depth analysis regarding the quality and accessibility of health services in local governments (Guida & Carpentieri, 2021). Public health problems have always been the main focus of development at the local government level. The different economic, demographic, social, and cultural conditions in each region create unique challenges in providing quality health services. These challenges include aspects such as distribution of health facilities, availability of medical personnel, resource management, and financing of health services. Therefore, this research needs to discuss these issues in the context of local government (Dutta & Fischer, 2021).

Apart from that, the dynamics of technological developments, government policies, and community demands also influence health services in local governments. The development of information technology has opened up opportunities for improvements in medical record management and communication between health facilities. Meanwhile, government policies related to health financing and public health insurance also play a role in determining the accessibility and quality of services (Goralski & Tan, 2020). Apart from that, people's needs

for health services also continue to grow along with changes in demographics and the demands of modern lifestyles. Increasing public expectations for health services and awareness of their rights to quality health increasingly influence the dynamics of health services (Cristea et al., 2020).

In this ever-evolving era, public health services in local governments face increasingly complex dynamics. Challenges such as population growth, changes in disease patterns, as well as advances in technology and developments in national health policies make the role of local governments in providing quality and easily accessible health services increasingly important. However, inequality in the quality and accessibility of health services often remains a serious problem (Mani & Goniewicz, 2023). For this reason, this research aims to dig deeper into these issues, with an emphasis on analyzing the quality and accessibility of health services in local government. These complex issues must continue to be analyzed and understood in an ever-changing context. Thus, this research then aims to be able to see how health services in regional governments are seen in terms of quality and accessibility for the community.

Literature Review

Health Services

Service can be described as the endeavor to support or cater to the requirements of others. In Moenir's perspective, service is an action performed by an individual or a collective group, relying on tangible elements and structured processes to meet the needs of others in accordance with their entitlements. Conversely, Groonros contends that service is an array of imperceptible actions (beyond physical touch) emerging from engagements between clients and personnel or other offerings offered by service-providing companies with the aim of resolving consumer or customer issues (Freddy et al., 2022).

In opposition to Supranto's viewpoint, service is considered as a transient manifestation, lacking physical substance, swiftly fading away, something that can be experienced rather than possessed, and allowing customers to actively engage in the service consumption process. On the other hand, in accordance with Sampara as presented in Sinambela's work, service is defined as a series of actions taking place during direct interactions involving individuals or physical machinery, with the ultimate aim of delivering customer satisfaction (Allam et al., 2022).

Public services have a strong association with the government, as it is one of the government's duties to deliver services to the populace. The caliber of these public services received by the community can serve as a direct yardstick for evaluating the government's performance. The progression of public services is rooted in the government's responsibilities, encompassing a range of activities conducted at both individual and collective levels (Herawati et al., 2022). Public services play a crucial role in contemporary society as not all services are available through the private sector. Consequently, the government must address the demands for community services that the private sector does not cover. A notable illustration of a public service is healthcare provision (Kumi et al., 2020).

Health services represent a highly significant form of assistance within the community. As articulated by Lively and Loomba, health services encompass all actions conducted individually or collectively within an institution to safeguard and enhance health, prevent illnesses, and rehabilitate the well-being of individuals, families, groups, and communities. The core objective of health services is to enhance the overall health status and the community's capacity to sustain their health, ultimately striving for optimum well-being for themselves, their families, and the community as a whole (Pirson et al., 2019).

According to Azwar, health services have several levels or types, namely:

1. Primary health care
Primary health care is the first level of service designated for light community health services or improving health. The forms of service include community health centers, pusling, pustu, and bakesmas.
2. Secondary health care
Secondary health care is a second-level service provided to people who require hospitalization and require the availability of general practitioners and specialist doctors.
3. Tertiary health care
Tertiary health care is a third-level health service provided to a group of people who cannot be handled by secondary health and need superspecialist personnel (Kangovi et al., 2020).

Health services are the government's efforts to provide health services and assistance to create a healthy and prosperous country. One of the government's mandatory authorities is to provide minimum services in the health sector, namely providing basic health. The types of services in providing basic health are maternal and child health services, preschool children's health services, family planning services, immunization services, medication or care services, and mental health services (Anderson et al., 2021).

Quality

Quality represents a predetermined standard of excellence and the management of this excellence to fulfill customer preferences. Quality is an ever-evolving state connected to products, services, individuals, procedures, and settings, aiming to meet or surpass anticipations. Quality is recognized as a comparative gauge of a product or service's excellence, comprising both its design and conformity. Design quality relates to the adherence to product specifications, whereas conformity quality gauges the extent to which a product aligns with predefined quality standards or specifications (Mulyani et al., 2020).

According to Garvin, five types of quality perspectives have developed. This perspective can explain why quality can be interpreted in various ways by different people in different situations. The Quality Perspective includes:

1. Transcendental Approach
In this approach, quality is seen as innate excellence, where quality can be felt or known, but is difficult to define and operationalize.
2. Product-based Approach
This approach assumes that quality is a characteristic or attribute that can be quantified and can be measured.
3. User-Based Approach
This approach is based on the idea that quality depends on the person who perceives it, so that the product that best satisfies a person's preferences, for example, perceived quality, is the highest quality product.
4. Manufacturing-Based Approach
This perspective defines quality as conformity to requirements. This approach focuses on adapting internally developed specifications, often driven by the goals of increasing productivity and reducing costs. So what determines quality is the standards set by the company, not the consumers who use it.

5. Value-Based Approach

This approach views quality in terms of value and price. Quality in this perspective is relative so the product with the highest quality is not necessarily the product with the most value. However, what is most valuable is the goods or services that are most appropriate to buy (Solin & Curry, 2023).

Service quality is an abstract and difficult-to-understand concept because service quality has the characteristics of intangibility, variability, and perishability, and the production and consumption of services occur simultaneously (inseparability). However, this does not mean that service quality cannot be measured. According to Wickof, service quality is the expected level of excellence and control over this level of excellence to fulfill customer desires. In this case, two main factors influence service quality, namely expected service and perceived service (Özkul et al., 2020).

When the perceived service aligns with what was anticipated (perceived service), it results in the perception of good or satisfactory service quality. On the other hand, if the service received surpasses customer expectations, it is regarded as excellent quality. Conversely, if the actual service quality falls below what was expected, it is perceived as subpar. Therefore, the judgment of whether service quality is good or not hinges on the service provider's capacity to consistently meet customer expectations (Uzir et al., 2021).

Accessibility

Accessibility serves as a metric for gauging the convenience of reaching one location from another through the transportation network. The assessment of affordability and accessibility comprises the ease in terms of time, cost, and effort when transitioning between different places or regions. In accordance with Prajalani, accessibility is defined as the facilitation of convenience, particularly for individuals with disabilities, by implementing it optimally to promote equal opportunity in accessing various activities, thereby achieving equitable service distribution across various aspects of life, encompassing facility services and accessibility for individuals with disabilities. According to Sheth and Sisodia, accessibility denotes the extent to which customers can effortlessly obtain and utilize a product (Malekzadeh & Chung, 2020). Accessibility has two dimensions, namely:

1. Availability: designated by factors such as supply relative to demand, the extent to which products are stored in storage, and related products and services.
2. Convenience: designated by factors such as the time and effort required to obtain the product, the ease with which the product can be found in various locations, and packaging in a convenient size (Joshi et al., 2023).

Sefaji posits that the degree of accessibility can be quantified by considering the presence of transportation options and the proximity of destinations. Beyond the factor of distance, the ease of reaching a destination can also be influenced by additional factors, including travel time considerations, travel expenses, land use density, and the income of the individual undertaking the journey (Li et al., 2022).

Accessibility pertains to the convenience and simplicity of reaching different locations and their interconnections, evaluating the ease or complexity of accessing these places through transportation. Accessibility is a versatile and comprehensive concept, encompassing elements of time and the appeal and distinctiveness of the travel route. As articulated by John Black, accessibility is indeed a metric assessing the comfort and ease of reaching locations and their interrelationships, considering the ease or difficulty of reaching these destinations through transportation, thus highlighting its broad and adaptable nature (Siddiq & Taylor, 2021).

In contrast, Gulliford's perspective emphasizes that gauging the accessibility of healthcare services relies on utilization, which hinges on factors like affordability, physical accessibility, and the quality of services received. This viewpoint stresses that it's not solely about the sufficiency of supply. For access to yield satisfactory health outcomes, the health services offered must be pertinent and efficacious. The evaluation of service availability (supply) and impediments to access should take into account various viewpoints and contexts (Høj et al., 2019). Gulliford suggests that equal access can be evaluated through dimensions such as the availability of services (supply), fairness (equity), and the outcomes of services (demand). On the other hand, as outlined by Levesque, access encompasses the ability to recognize health needs, actively seek out healthcare services, physically reach them, acquire and utilize those services, and fulfill the health needs that require attention (Cheng et al., 2020).

Ease of access to healthcare facilities is related to several determining factors, including distance from residence and travel time to health facilities, as well as socio-economic and cultural status. Inequality in access and utilization of health services will cause health disparities (Guimarães et al., 2019). Accessibility factors are grouped into three categories, namely as follows:

1. **Physical accessibility.** Physical access is related to the availability of health services or the distance to service users. Physical access can be calculated from travel time, distance traveled, type of transportation, and conditions in health services.
2. **Economic Accessibility.** User-side economic accessibility is seen from the respondent's financial ability to access health services.
3. **Social Accessibility.** Social accessibility is a non-physical and financial condition that influences decision-making to access health services (Dumitrache et al., 2020).

Method

This research will be carried out using a descriptive qualitative approach. This approach will allow researchers to understand in more depth issues related to health services in local governments, such as evaluation of health infrastructure, availability of human resources, health financing and policies, technology adoption, as well as community participation and health awareness. In a descriptive qualitative approach, researchers will collect data from various sources, including the results of previous research and studies that still have relevance to this research. The data obtained will be carefully analyzed to identify patterns, trends, and findings that can support a more in-depth discussion regarding health services in local government. Research data collected by researchers will be immediately processed. The data processing process will include analysis, classification, and preparation of information that will be used to support the making of conclusions in this research. The expected final result is a methods chapter that presents a complete description of the research approach and process used, as well as how the data will be processed and analyzed to gain in-depth insight into health services in local government (Abdussamad & Sik, 2021).

Result and Discussion

Health Infrastructure in Local Government

Health infrastructure in local government is a vital component in efforts to provide quality health services to the community. Evaluation and understanding of the status of health infrastructure in various local governments is an important basis for formulating more effective policies. The following factors influence the distribution of health facilities such as hospitals,

health centers, and clinics in the area. First, geography and demographics play a significant role in determining the distribution of health facilities. Areas that have dense and widely dispersed populations may require more health facilities than less densely populated areas. However, existing health infrastructure often does not match demographic and geographic needs, resulting in inequalities in access to health services. In addition, comparisons between urban and rural areas in terms of the availability of health facilities are also important. Urban areas often have more health facilities, such as large hospitals and private clinics. However, rural areas are often limited in terms of health resources, and people in rural areas often have to travel long distances to receive adequate medical care.

In many cases, economic factors also play a role in the distribution of health facilities. High-income areas tend to have more quality health facilities, while low-income areas may have more limited access. This can create inequalities in health services between various levels of society. Another challenge that influences the distribution of health facilities is local government regulations and policies. Ambiguity in licensing regulations, monitoring of service quality, and incentives for health service providers can hinder the equitable development of health infrastructure in the region.

To improve the accessibility and quality of health services in local governments, it is necessary to consider how the distribution of health facilities can be improved. This involves in-depth analysis of geographic, demographic, economic, and regulatory aspects. Regional governments need to play an active role in formulating policies that encourage more equitable distribution of health facilities, both in urban and rural areas, as well as between high and low-income areas. In this way, people will have better access to necessary health services.

Human Resources in Health Services

Human Resources (HR) in health services are a key factor that influences the quality of medical services provided to the community in local governments. Analysis of the availability of medical personnel, including doctors, nurses, and other medical personnel, is an important basis for understanding the challenges and opportunities in improving health services. In this context, several issues and impacts need to be considered. The availability of medical personnel is an important element in health infrastructure. A shortage of medical personnel, especially in rural areas, is often an obstacle to providing adequate health services to the community. A lack of medical personnel can result in long queues, long waiting times, and an inability to meet urgent medical needs. In addition, a lack of medical personnel can also result in excessive workload for those who exist, which in turn can harm the quality of service.

Efforts to increase the availability of medical personnel in local governments involve various actions, such as increasing medical training and education, recruitment from outside the region, and policy incentives. However, issues such as uneven distribution and high turnover rates in rural areas remain significant challenges. Effective strategies for retaining medical personnel and encouraging them to work in areas that require more attention are important in this context. The influence of the number and quality of medical personnel on the quality of health services also needs to be considered. The more medical personnel available, the faster health services can be provided to patients. However, the quality of medical personnel also has a significant impact on treatment outcomes. These qualities include the knowledge, skills, and ethics of the medical profession. Improving the quality of medical personnel can improve treatment outcomes, prevent medical errors, and give patients a sense of confidence.

Efforts to increase the availability and quality of medical personnel in local governments must also consider aspects of expertise diversification. Each type of disease or

medical condition often requires a particular specialty, and sometimes, deficiencies in one particular area of medical expertise can hinder efficient care. Therefore, local governments need to focus on strategies to increase diversity in medical human resources, including supporting education and training in various medical disciplines. Apart from that, cooperation between various parties, including local governments, hospitals, universities, and private institutions, also needs to be improved. This close collaboration can help support training programs, provide adequate medical facilities, and share resources between institutions. This will optimize the use of existing human resources and ensure that communities in local governments receive the best and most sustainable health services. Thus, addressing human resource issues in health services in local government requires a comprehensive approach that includes aspects of availability, quality, diversification of expertise, and collaboration between stakeholders.

It can be said that human resources in health services are an important element in efforts to improve the quality and accessibility of health services in local governments. Availability, equitable distribution, and quality of medical personnel are factors that have a big influence on the final results of health services provided to the community. With a deeper understanding of these issues, local governments can design more effective strategies to improve human resources in the health sector.

Health Financing and Policy

Health financing and policies in local governments have a crucial role in supporting the accessibility and quality of health services for the community. An assessment of implemented health financing policies is a crucial first step in understanding how resources are allocated in the health sector. This policy covers funding, health insurance programs, and health fund management systems. Careful evaluation can reveal the effectiveness of existing policies and identify potential improvements, including increasing the accessibility of medical services. Health financing and insurance have a direct impact on the accessibility of health services for the community. Policies that integrate health insurance programs can help reduce the burden of health care costs on people, thereby encouraging them to access the care they need without worrying about excessive financial burdens. In some cases, health insurance programs can also improve the quality of medical services because they provide incentives for healthcare providers to provide better care.

The challenge of allocating resources to the health sector is a complex issue. Limited resources often have to be allocated across sectors, including education, infrastructure, and national defense. Economic, political, and social reasons can influence resource allocation decisions, and in turn, influence the quality and accessibility of health services. Therefore, wise policy and budget planning in the health sector is important in ensuring that resources are available to meet the health needs of the population. In facing health financing and policy challenges, local governments need to focus on developing sustainable policies, as well as developing efficient financing mechanisms. In this case, innovative and sustainable funding needs to be considered, such as public-private sector partnerships or diversification of health funding sources. In this way, local governments can better ensure that effective health financing and wise policies support the accessibility and quality of health services required by the community.

In addition, efforts to achieve equality in the accessibility of health services must be accompanied by transparency in the management of health funds. The public needs to be given clear information about how health funds are allocated and used to improve medical services.

This transparency can create public trust in the health system and increase their participation in decision-making related to health financing and policies. While facing growing budget pressures, local governments must also consider a preventative approach to health financing. Investments in public health programs, health promotion, and health education can help reduce the long-term burden of disease, which in turn can result in long-term cost savings and reduce the demand for expensive medical care. Thus, an approach that focuses on preventive health can play an important role in achieving a good balance between limited health financing and quality health services for communities in local governments.

Technology in Health Services

The use of information technology in health services in local government has brought significant changes in terms of efficiency and effectiveness. Electronic medical information systems, for example, have enabled centralized patient data storage, made it easier to access health information, and reduced the risk of human error in recording medical data. Apart from that, technology has also facilitated long-distance communication and consultation between medical personnel and patients, enabling telemedicine services that expand the accessibility of health services in remote areas. The adoption of technology in patient data management and monitoring of public health conditions provides more accurate and real-time information to health service providers. With an integrated patient data management system, a patient can easily share his or her health history with multiple providers, reducing the risk of overlap in diagnosis and treatment. In addition, monitoring public health conditions supported by technology enables early identification of disease outbreaks, increased preventive action, and increased understanding of public health trends that can shape more effective health policies.

However, some challenges need to be faced along with the use of technology in health services. One of the main challenges is the privacy and security of patient data. With the advent of storing medical data in electronic format, strict measures are required to protect sensitive health information from unauthorized access. In addition, unequal access to technology across geographic regions and social groups is also an obstacle to ensuring that the benefits of health technology can be enjoyed by all levels of society. The opportunity associated with the use of technology in health care is the ability to support a more efficient and affordable healthcare system. By utilizing telemedicine, telemonitoring, and various mobile health applications, local governments can reduce the burden on the health system, minimize patient transportation costs, and maximize the utilization of existing health resources. By addressing privacy and access challenges, health technology can also provide significant benefits in improving the quality of care and enabling patients to take an active role in maintaining their health.

The use of technology in health care is an inevitable trend, and local governments must be ready to face the changes that come with it. With a focus on protecting privacy, equal access, and developing appropriate technology infrastructure, health technology can be a powerful tool in ensuring better and more sustainable health services for communities in local governments.

Community Participation and Health Awareness

Community participation and their level of awareness of health are important factors in improving health services in local governments. Public awareness of the importance of maintaining health plays a major role in encouraging healthy behavior and disease prevention. When people are more aware of the importance of a healthy lifestyle, such as a balanced diet and regular physical activity, they can proactively take steps to maintain their health, reduce the burden of disease, and reduce pressure on the healthcare system. In addition, active

community participation in managing and improving health services in local governments can significantly improve the quality of services. Involved communities have a better understanding of local health needs and the problems that must be addressed. Through active participation, they can provide valuable input to health service providers and local governments, help design more relevant policies, and provide community perspectives that can improve the accessibility and quality of health services.

However, increasing community participation is not an easy task. Systematic and sustainable efforts are needed to increase public awareness of health issues and support them in their role as stakeholders in the health system. Effective health education, information campaigns, and health awareness programs can help build people's understanding of health issues and give them the tools they need to make informed decisions about their health. Community participation in decision-making regarding health services is a democratic step and allows people to have a voice in matters that greatly affect their lives. Encouraging open dialogue between local governments, health service providers, and communities can help build trust, strengthen relationships between various stakeholders, and design policies that are more responsive to community needs and aspirations.

In addition, the role of communities in improving the quality of health services also includes various local initiatives, such as patient support groups, community health clinics, and outreach programs. An active community can help monitor and supervise the quality of health services provided by local service providers. They can also act as intermediaries between the public and health service providers, enabling the delivery of health messages that are more easily understood and accepted by the public. When considering efforts to increase community participation in health services, local governments must also pay attention to social, economic, and cultural issues that may influence participation levels. In some cases, people may need incentives, such as affordable health services or financial support, to actively engage in health care. Therefore, strategies that focus on social and economic inclusion can help ensure that community participation is inclusive and accessible to all levels of society, including those who are more socially and economically vulnerable. Thus, community participation and health awareness are important aspects of achieving fair, quality, and sustainable health services in local governments.

It can be said that community participation and their level of awareness of health are important aspects of creating a quality and sustainable health service system in local government. People who are more health conscious tend to have healthier behaviors, while their active participation can help identify problems, provide valuable input, and improve the quality and accessibility of health services. Therefore, the role of the community in health is key to making better health services a reality in local government.

Conclusion

Health services in local governments play a crucial role in meeting community health needs. Evaluation of the status of health infrastructure, availability of human resources, health financing and policies, technology adoption, as well as community participation, and health awareness are key elements that are interrelated in creating an effective and sustainable health service system. In evaluating health infrastructure, it is necessary to pay attention to meeting needs based on geography and demographics, as well as economic and regulatory factors that influence the distribution of health facilities. The availability of human resources, including medical personnel, also plays an important role in the quality of health services. Although the challenge of equitable distribution remains, efforts to improve the quality and diversification

of the medical workforce could result in significant improvements. Health financing and policy are obstacles that must be overcome. Effective health financing and public health insurance can improve the accessibility of health services, but appropriate resource allocation and transparency in the management of health funds are also important. Technology plays a key role in improving the efficiency and effectiveness of health services, especially in terms of patient data management and monitoring public health conditions. Although privacy and technology access challenges remain, health technology offers enormous opportunities to change the way we provide and receive health care. Finally, community participation and health awareness are determining factors in creating a health service system that focuses on community needs. People who are more health conscious tend to have healthy behavior and play an active role in maintaining their health, while their active participation can improve the quality of services and strengthen relationships between the community, health service providers, and local government. In facing existing challenges, local governments need to adopt a holistic approach that includes improving health infrastructure, investing in human resources, increasing sustainable health financing, wise technology adoption, and community empowerment. Awareness of health issues and community participation are key to achieving the goal of quality, equitable, and sustainable health services in local government. Thus, collaboration between government, health service providers, and communities is important in facing complex health challenges at the local level.

References

- Abdussamad, H. Z., & Sik, M. S. (2021). *Metode Penelitian Kualitatif*. Syakir Media Press.
- Allam, Z., Sharifi, A., Bibri, S. E., Jones, D. S., & Krogstie, J. (2022). The metaverse as a virtual form of smart cities: Opportunities and challenges for environmental, economic, and social sustainability in urban futures. *Smart Cities*, 5(3), 771-801.
- Anderson, M., Pitchforth, E., Asaria, M., Brayne, C., Casadei, B., Charlesworth, A., ... & Mossialos, E. (2021). LSE–Lancet Commission on the future of the NHS: re-laying the foundations for an equitable and efficient health and care service after COVID-19. *The Lancet*, 397(10288), 1915-1978.
- Cheng, L., Yang, M., De Vos, J., & Witlox, F. (2020). Examining geographical accessibility to multi-tier hospital care services for the elderly: A focus on spatial equity. *Journal of Transport & Health*, 19, 100926.
- Cristea, M., Noja, G. G., Stefea, P., & Sala, A. L. (2020). The impact of population aging and public health support on EU labor markets. *International journal of environmental research and public health*, 17(4), 1439.
- Dumitrache, L., Nae, M., Simion, G., & Talos, A. M. (2020). Modelling potential geographical access of the population to public hospitals and quality health care in Romania. *International Journal of Environmental Research and Public Health*, 17(22), 8487.
- Dutta, A., & Fischer, H. W. (2021). The local governance of COVID-19: Disease prevention and social security in rural India. *World Development*, 138, 105234.
- Freddy, H. T. R., Achmad, W., & Nasution, M. S. (2022). The Effectivity of Public Services Based on Smart Government in Bukit Raya District Pekanbaru City. *Journal of Governance*, 7(1), 239-259.

- Goralski, M. A., & Tan, T. K. (2020). Artificial intelligence and sustainable development. *The International Journal of Management Education*, 18(1), 100330.
- Guida, C., & Carpentieri, G. (2021). Quality of life in the urban environment and primary health services for the elderly during the Covid-19 pandemic: An application to the city of Milan (Italy). *Cities*, 110, 103038.
- Guimarães, T., Lucas, K., & Timms, P. (2019). Understanding how low-income communities gain access to healthcare services: A qualitative study in São Paulo, Brazil. *Journal of Transport & Health*, 15, 100658.
- Herawati, A. F., Yusuf, M., Cakranegara, P. A., Sampe, F., & Haryono, A. (2022). Social Media Marketing in the Promotion of Incubator Business Programs. *Jurnal Darma Agung*, 30(2), 623-633.
- Høj, S. B., Jacka, B., Minoyan, N., Artenie, A. A., & Bruneau, J. (2019). Conceptualising access in the direct-acting antiviral era: An integrated framework to inform research and practice in HCV care for people who inject drugs. *International Journal of Drug Policy*, 72, 11-23.
- Joshi, S., Singh, R. K., & Sharma, M. (2023). Sustainable agri-food supply chain practices: Few empirical evidences from a developing economy. *Global Business Review*, 24(3), 451-474.
- Kangovi, S., Mitra, N., Grande, D., Long, J. A., & Asch, D. A. (2020). Evidence-Based Community Health Worker Program Addresses Unmet Social Needs and Generates Positive Return on Investment: A return on investment analysis of a randomized controlled trial of a standardized community health worker program that addresses unmet social needs for disadvantaged individuals. *Health Affairs*, 39(2), 207-213.
- Kristian, I. (2019). Pancasila dan Kewarganegaraan. *Bandung: Alfabeta*.
- Kristian, I. (2021). Perlukah Konservasi Moral?. *Jurnal RASI*, 2(1), 40–53.
- Kumi, E., Yeboah, T., & Kumi, Y. A. (2020). Private sector participation in advancing the Sustainable Development Goals (SDGs) in Ghana: Experiences from the mining and telecommunications sectors. *The Extractive Industries and Society*, 7(1), 181-190.
- Li, J., Guo, X., Lu, R., & Zhang, Y. (2022). Analysing Urban Tourism Accessibility Using Real-Time Travel Data: A Case Study in Nanjing, China. *Sustainability*, 14(19), 12122.
- Malekzadeh, A., & Chung, E. (2020). A review of transit accessibility models: Challenges in developing transit accessibility models. *International journal of sustainable transportation*, 14(10), 733-748.
- Mani, Z. A., & Goniewicz, K. (2023). Adapting Disaster Preparedness Strategies to Changing Climate Patterns in Saudi Arabia: A Rapid Review. *Sustainability*, 15(19), 14279.
- Mulyani, S. R., Ridwan, M., & Ali, H. (2020). Model of human services and resources: The improvement efforts of Silungkang restaurant attractiveness on consumers. *Talent Development & Excellence*, 12(1).
- Özkul, E., Bilgili, B., & Koç, E. (2020). The Influence of the color of light on the customers' perception of service quality and satisfaction in the restaurant. *Color Research & Application*, 45(6), 1217-1240.
- Pirson, M., Vázquez-Maguirre, M., Corus, C., Steckler, E., & Wicks, A. (2019). Dignity and the process of social innovation: Lessons from social entrepreneurship and

- transformative services for humanistic management. *Humanistic Management Journal*, 4, 125-153.
- Siddiq, F., & D. Taylor, B. (2021). Tools of the trade? Assessing the progress of accessibility measures for planning practice. *Journal of the American Planning Association*, 87(4), 497-511.
- Solin, A., & Curry, A. (2023). Perceived quality: in search of a definition. *The TQM Journal*, 35(3), 778-795.
- Subagyo, A., IP, S., Kristian, I., IP, S., & Kom, S. (2023). *Metode Penelitian Kualitatif*. Aksara Global Akademia.
- Uzir, M. U. H., Al Halbusi, H., Thurasamy, R., Hock, R. L. T., Aljaberi, M. A., Hasan, N., & Hamid, M. (2021). The effects of service quality, perceived value and trust in home delivery service personnel on customer satisfaction: Evidence from a developing country. *Journal of Retailing and Consumer Services*, 63, 102721.