

Policy Inclusiveness in Guaranteeing the Voting Rights of Persons With Disabilities: A Social Inclusion Study of the 2024 General Election in Palopo City

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Abstract

This study analyzes inclusion policies that ensure the political rights of persons with disabilities, using a Palopo City case study. It uses qualitative research and a case study approach to examine policy implementation from a social inclusion perspective. Data were collected from November 2024 to May 2025 using observation, interviews, and documentation. Informants included election organizers, disability communities, and voters with various disabilities in Palopo City, selected through purposive sampling for their relevance and experience with inclusion policies. The results show that inclusive election policies have been formally adopted. However, there are specific implementation gaps. These include limited physical access to polling stations, incomplete outreach and education for voters with visual and hearing impairments, and restricted involvement of disability communities. Their involvement is limited to just the socialization stage, with no role in planning or evaluation. These findings reinforce social inclusion theory. They underscore the need for a multidimensional approach that covers participation and relationships. This study strongly recommends strengthening synergy among policies, institutions, and the social environment. Effective cross-sectoral coordination among the General Election Commission, local government, and organizations of persons with disabilities is crucial for inclusive elections. This research advances inclusion theory and participatory policy. It highlights the critical importance of a multidimensional approach to creating inclusive, equitable policies.

Keywords: Policy, Inclusiveness, Voting Rights, Disability, General Elections

INTRODUCTION

The right to participate in political and public life is fundamental to democratic and inclusive governance and the realization of human rights. In practice, political participation comprises citizen activities that shape public policy and build social trust (Pente et al., 2024; Villaman, 2025). Specifically, these activities include voting in general elections, joining political parties, or participating in civil society organizations. Among these, voting serves as the primary means for citizens to express their views and often acts as a benchmark for measuring public engagement. However, involvement in political dynamics, particularly for persons with disabilities, depends on resources, engagement, and recruitment (Deth, 2014).

In the context of supporting the mainstreaming of disability rights, disability groups are obliged to contribute to monitoring and ensuring the fulfillment of their rights through involvement in political processes. To provide a framework for this participation, the Convention on the Rights of Persons with Disabilities (CRPD), particularly Articles 9, 21, and 29, emphasizes accessibility to information and communication technologies, freedom of expression, access to information, and participation in political and public life (United Nations, 2006a). Furthermore, these principles are reinforced by the Indonesian Constitution, as stipulated in Article 27 paragraph (1), Article 28D paragraph (3), and Article 28E paragraph (3) of the 1945 Constitution, and Indonesia has ratified the Convention on the Rights of Persons with Disabilities through the enactment of Law Number 19 of 2011, which regulates the rights of persons with disabilities. In addition to these constitutional guarantees, Article 13 of Law Number 8 of 2016 on Persons with Disabilities sets out further provisions. More detailed regulations are provided in the General Election Commission Regulation Number 12 of 2024, which facilitates access for persons with disabilities. As a result, the relationship between international standards and national policies provides a basis for assessing the implementation of inclusion at the local level, including in Palopo City. The application of inclusion in electoral policy is viewed through the lens of social inclusion, encompassing physical access, information access, and administrative support (Tan & Zhuang, 2025; United Nations, 2006b).

The number of persons with disabilities to date is 22.97 million, or approximately 8.5 percent of Indonesia's total population (Tratama Helmi Supanji, 2024), with older persons constituting the largest proportion within the disability group. Referring to data

from the General Election Commission, there has been an increase in the number of voters with disabilities between the 2019 (Wibawa, D. I, 2024) and 2024 general elections, with older persons again representing the largest group among voters with disabilities, as shown in the following diagram 1:

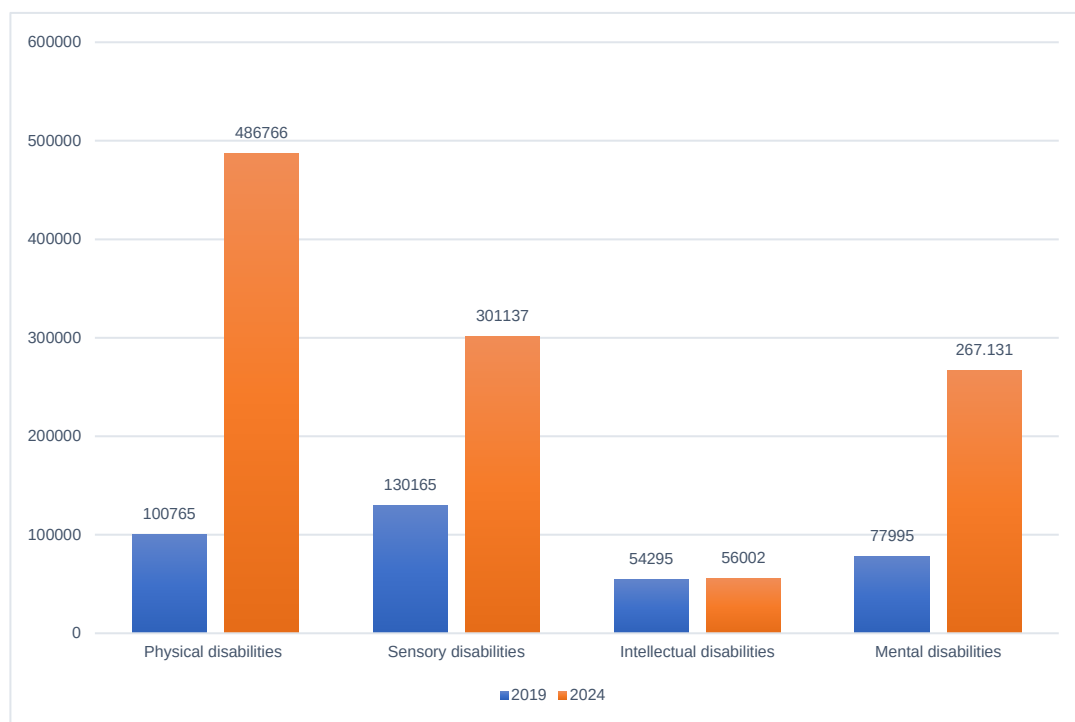


Diagram 1. Voters with Disabilities in the 2019 and 2024 General Elections

Source: General Election Commissions, Processed by the author (2025)

Diagram 1 shows an increase in the Permanent Voter List of persons with disabilities over the past five years (Rika, 2023). Election organizers must address this by providing accessible information tailored to persons with disabilities, ensuring polling stations are accessible to wheelchair users, offering Braille ballots for voters with visual impairments, assigning staff trained in sign language for voters with hearing impairments, and delivering political education in accordance with the Election Law.

The marginalization experienced by persons with disabilities has made them feel isolated from social reality. This isolation affects their ability to access information about political education. Without political education, voters with disabilities are vulnerable to exploitation. Their votes may be misused to benefit certain political parties. Therefore, every political party is responsible for providing political education that is accessible to

people with all types of disabilities. This ensures their rights are not neglected (Wibawa, 2024).

However, analyses of the extent to which inclusion policies guarantee the political rights of voters with disabilities remain relatively limited, both in legislation and in the practices of election management bodies. Although voting is not the only way citizens can participate in politics, it is an inseparable element of the democratic process.

The preliminary findings of this study confirm that there are still voters with disabilities who do not exercise their right to vote, one example being in Palopo City, South Sulawesi Province. Field phenomena show that voting has not yet been fully inclusive for persons with disabilities. The Palopo City General Election Commission recorded 130,107 residents of Palopo City on the Permanent Voter List for the general election, including 1,180 voters with disabilities. Of these, only 840 exercised their voting rights, comprising 325 men and 515 women, across several polling stations in Palopo City. Voters with disabilities include those with physical, visual, auditory, speech, mental, and intellectual disabilities. There are still obstacles to accessing fair election information, such as some polling stations being less accessible, voter data on persons with disabilities not being fully accurate, the absence of priority queues, a lack of election information both physical and digital provided in various accessible modes and formats, and the absence of sign language interpretation or live captioning.

In addition, several voters with disabilities reported that they did not receive adequate services when exercising their voting rights at polling stations. For example, they were not prioritized and had to wait like other voters, and waiting areas were uncomfortable because they had to remain standing (Nandini, 2024a). In some polling stations, braille ballots for voters with visual impairments were not provided, instead, the same ballots used for the general public were provided, with assistance from family members. This condition does not comply with General Election Commission Regulation Number 66 of 2024 on the Technical Guidelines for the Implementation of Voting and Vote Counting in General Elections. These data indicate that although the political rights of persons with disabilities have been formally recognized, efforts to realize inclusive and equal participation still require policy improvements and greater public awareness.

Research focusing on the voting rights of persons with disabilities is not new, as it has become a global concern, particularly since the adoption of the CRPD in 2006. For example, a study conducted by Vladimir Y. Pente et al. in 2024 examined the political participation of persons with and without disabilities in urban societies in Cameroon and Senegal (Pente et al., 2024a), as well as research on democracy and reducing voting barriers for persons with disabilities (Schur et al., 2015). In Indonesia, research conducted by the Indonesian Institute of Sciences found that only 60% of persons with disabilities were registered as voters in the 2019 election, with the main barriers being the lack of accessibility at polling stations and social stigma in society. There is also research by Kadek Yogie Adi Pranata et al. on the fulfillment of the political rights of persons with disabilities in the 2023 election.

Several previous studies have focused on regulatory aspects, political rights, political participation, and the barriers faced by persons with disabilities in the administration of elections, but have paid less attention to inclusive policies that guarantee their political rights from a social inclusion perspective. Therefore, this study examines how inclusive policies guarantee the political rights of persons with disabilities from a social inclusion perspective during the 2024 general election in Palopo City, the obstacles to realizing inclusive elections, and the strategies implemented to optimize inclusive and equitable elections

LITERATURE REVIEW

The Concept of Inclusion Policy

Policy is defined as an action consciously taken by an individual or group in response to issues in society (James, 2020). According to Thomas R. Dye's, it encompasses anything the government does or does not do for society's interests (Hassel, 2015). Easton calls it the consequences of government activity, while Dunn sees it as steps including inaction taken by the government to address societal challenges.

A new approach to governance, called inclusiveness, has emerged. Introduced by Le Nior in 1974, inclusiveness is defined as the political dimension of a welfare approach and is set against the backdrop of ongoing global transitions. In essence, inclusion seeks to establish an environment where all social groups are welcomed and valued, regardless

of background, characteristics, physical condition, personality, status, ethnicity, or culture (WorldBank, 2014).

Toby S. James defines inclusive voting practices as policy instruments designed to reduce inequality within the electoral process. Inclusive policies aim to eliminate inequalities arising from specific social conditions, including those related to disability (James, 2020). Such policies are required to create an environment that not only guarantees equal rights but also opens opportunities for all citizens to participate in political and social life, while providing particular attention to vulnerable groups, including persons with disabilities. Meanwhile, Robert Goodin argues that the concept of policy inclusion extends beyond access to fundamental rights to encompass meaningful participation in policy-making processes and political decision-making that affect individuals' lives (Goodin, 2018).

Inclusive policies are also grounded in Article 28H, paragraph (2), of the 1945 Constitution of Indonesia, which states that every citizen has the right to social guarantees to fulfill their basic life needs. Indonesia has ratified the Convention on the Rights of Persons with Disabilities through Law Number 19 of 2011. The CRPD emphasizes that inclusive policies must ensure full access for persons with disabilities to political participation and services. The state must take strategic steps to guarantee that persons with disabilities can participate in political processes, including elections, on an equal basis with others.

Persons with disabilities also have the right to participate in elections that are direct, honest, fair, free, and transparent, as well as the right to access electoral processes without interference (Toscano, 2024), in accordance with Law Number 8 of 2016 on Persons with Disabilities. This aligns with the principles stated in the UN Convention on the Rights of Persons with Disabilities (CRPD) in Articles 9, 21, and 29, further reinforced by the enactment of the Minister of Law and Human Rights Regulation Number 16 of 2024 on Guidelines for Mainstreaming Human Rights in the Formation of Legislation. These regulations promote political inclusivity by enabling all social groups, including persons with disabilities, women, minorities, the elderly, indigenous communities, and other vulnerable groups, to participate in political decision-making without discrimination (Ministry of Law and Human Rights of the Republic of Indonesia, 2024).

Thus, in the political context, inclusive policies for persons with disabilities are designed not simply to provide equal access, but to actively remove barriers physical, social, and cultural that hinder political participation. These policies empower persons with disabilities to fully engage in elections and political decision making, supporting the main argument that policy should foster equality and involvement for all.

Political Rights

Political rights of citizens include the right to vote and to be elected. The right to be elected is enshrined in the 1945 Constitution of Indonesia in Articles 27 paragraphs (1) and (2), Article 28, Article 28D paragraph (3), and Article 28E paragraph (3). Meanwhile, the right to vote is regulated in Articles 1, paragraph (2); 2, paragraph (1); 6A, paragraph (1); and 19, paragraph (1). These articles clearly mandate the prohibition of discrimination. Article 13 of Law Number 8 of 2016 regulates the political rights of persons with disabilities. These rights include: voting and being elected to public office; expressing political views verbally and in writing; voting for political parties or election candidates; participating in community organizations or political parties; joining organizations led by persons with disabilities at every level; taking part in all election stages; accessing election facilities and infrastructure; and receiving political education.

Persons with Disabilities

Law Number 8 of 2016, Article 1, defines persons with disabilities as individuals with long-term physical, intellectual, mental, and/or sensory limitations, which, when interacting with the environment, may create obstacles and difficulties in participating fully and effectively with others on an equal basis. The types of disabilities, as described in Article 4 of Law Number 8 of 2016, include :

1. Physical disabilities, which involve mobility function issues, such as amputation, paralysis, paraplegia, cerebral palsy, stroke, leprosy, and dwarfism.
2. Intellectual disabilities, which involve cognitive function problems due to below-average intelligence, such as slow learning, intellectual disability, and Down syndrome.

3. Mental disabilities, which involve cognitive, emotional, and behavioral issues, such as bipolar disorder, depression, personality disorders, autism, and hyperactivity.
4. Sensory Disabilities, which involve impairments in the senses, such as visual impairment, hearing impairment, and speech impairment.

Social Inclusion Theory

According to the World Bank, social inclusion is the process of enhancing marginalized people's ability, opportunities, and dignity to participate in community life based on their identity (World, 2025). In addition, social inclusion is seen as a process that promotes social interaction among individuals by opening access to participation in social life for everyone (Hayes, 2020). Social inclusion for persons with disabilities is a concept that aims to enable and facilitate their participation in society and the exercise of their rights without discrimination due to their condition (Muthia & Fauziah, 2025). From a liberal perspective, social inclusion is often limited to providing equal opportunities and eliminating discrimination (Nilholm & Göransson, 2017). Although there is no universal consensus, scholarly literature identifies social inclusion theory as comprising the dimensions of participation and interpersonal relationships (Nilholm & Göransson, 2017; Simplican et al., 2015). Social inclusion serves as an operational framework for inclusive election policies that guarantee equitable access and political participation.

RESEARCH METHOD

This study employs a qualitative case study research method, focusing on the implementation of inclusion policies to ensure the political rights of persons with disabilities in the 2024 General Election. The research was conducted in Palopo City, South Sulawesi Province, from November 2024 to May 2025. This approach aims to gain an in depth understanding of the practices, policies, and experiences of relevant stakeholders, particularly persons with disabilities who are beneficiaries of these policies. Data were collected through observation, semi structured interviews, and document analysis. Observations were conducted at several polling stations and during

socialization activities to examine accessibility and the application of inclusion principles in the field. Interviews were conducted face to face with informants selected through purposive sampling (Creswell, 2019; Sugiyono, 2016) based on their direct involvement and the relevance of their experience to the research topic. Research informants included election organizers (General Election Commission, Election Supervisory Agency, and polling station organizers), chairpersons and members of the Indonesian Disability Union in Palopo City, and voters with disabilities, who were designated as primary informants because they directly experienced the impact of policies. Document analysis included General Election Commission regulations and decisions, statistical data on the permanent voter list for persons with disabilities, and reports on the 2024 election activities.

Data analysis was conducted qualitatively following the Miles and Huberman model (Matthew B. Miles, A. Michael Huberman, 2014) which involves data reduction by categorizing results from interviews, observations, and documents according to the indicators of social inclusion theory: physical access, information and communication access, and participation. Data were then presented in diagrams and tables to map patterns of relationships among indicators, followed by drawing conclusions and verification, which involved interpreting the data in the context of national and international inclusion policies, including Article 29 of the Convention on the Rights of Persons with Disabilities.

The validity and credibility of the data were maintained through source triangulation, method triangulation, and member checking (Creswell et al., 2000). Source triangulation compared interview results across informant groups (McMillan et al., 1996) while method triangulation combined field observations, interviews, and a review of official documents (Ekawati Marlina et, 2025). This ensured findings were verified by multiple data sources. Member checking (Birt et al., 2016) returned interview summaries to informants for clarification or confirmation.

RESULT AND DISCUSSION

Inclusivity is a core principle of democracy. It guarantees all citizens the right to participate in politics without discrimination (Villaman, 2025). The commitment to

inclusive development (Presidential Regulation, 2017) means the government must ensure that all citizens, especially people with disabilities, have equal access to voting (Liu & Coveney, 2025). Inclusive election policies are not only constitutional requirements; they also show respect for human dignity and worth.

Disability takes many forms, including physical, intellectual, mental, and sensory. Each requires different support, tailored to individual abilities and needs. Accessibility is mandated by law; the state is responsible for its implementation (Roeroe, 2025). This aligns with the inclusive state spirit in Presidential Regulation Number 59 of 2017 on Sustainable Development Goals. It emphasizes inclusive, comfortable, and accessible public and open spaces, especially for persons with disabilities, women, children, and older persons. It also strengthens effective, accountable, and inclusive institutions. Government policies and practices greatly shape voters with disabilities' experiences. Inconsistent policy, along with limited human resources, budgets, and facilities among election organizers, remains a major challenge. The following presents the percentage distribution of types of disabilities participating in the general election in Palopo City (see figure 1:

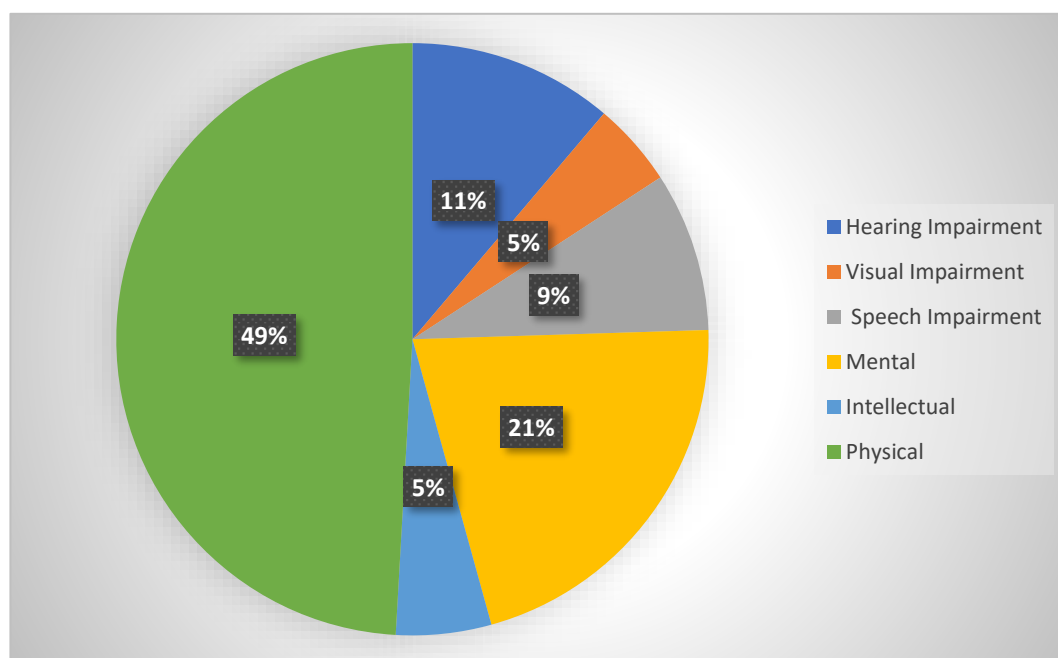


Figure 1. Proportion of the Permanent Voter List of Persons with Disabilities in Palopo City by Type of Disability

Source: General Election Commissions of Palopo City, Processed by the author (2025)

Figure 1 show voters with physical disabilities make up 49.1% of the electorate. Physical accessibility at polling stations is a significant issue in Palopo City's inclusive elections. Distance, inaccessible terrain, and lack of supporting facilities must be priority concerns in inclusion policies.

To analyze the implementation of inclusive policies in the 2024 general election in Palopo City, it is important to review data on persons with disabilities in the permanent voter list. This data gives a quantitative picture of their representation. It also serves as a basis for assessing how well election policies have accommodated this group's political rights. The following are data on the Permanent Voter List of Persons with Disabilities in Palopo City in 2024:

Table 1. Data on Persons with Disabilities by Gender in the General Election, Palopo City

No	District	Permanent Voter List	Male	Female	Total Voters	Participation Rate (%)
1	Wara	199	55	89	144	72.3
2	North Wara	199	23	63	87	43,7
3	South Wara	88	21	19	40	45.4
4	Telluwanea	146	50	89	139	95.2
5	East Wara	195	74	121	195	100
6	West Wara	102	23	29	52	50.9
7	Sendana	55	18	28	46	83.6
8	Mungkajang	56	23	10	33	58.9
9	Bara	140	38	66	104	74.3
	Total	1180	325	515	840	71,2%

Source: General Election Commission of Palopo City, Data Archive (2025)

Based on the data in table 1, 840 of 1,180 registered voters with disabilities voted, for a 71.2% turnout. This suggests that most voters benefited from accessible polling and strong social support. However, in districts such as North Wara and South Wara, lower participation reveals specific barriers: limited physical accessibility, lack of inclusive information, and insufficient social support for persons with disabilities.

Implementation of Inclusion Policies in General Elections Based on Social Inclusion Theory

The relatively high participation of persons with disabilities demonstrates that inclusive, rights based election policies are yielding concrete outcomes in Palopo City. Despite these gains, universal participation has not yet been achieved, indicating a need for systematic improvements. This finding supports social inclusion theory (Simplican et al., 2015) which emphasizes the importance of active participation in social networks and community life. In Palopo City, the General Election Commission collaborated with the Indonesian Disability Union Community and the Center for Empowerment of Children with Disabilities Enterprises in socialization activities targeting persons with disabilities, emphasizing the important role of disability communities in overseeing the democratic process (Atkinson et al., 2017; General Election Commission, 2024). In line with this, interviews with a voter with visual impairment revealed that they received invitations to participate in disability focused socialization activities organized by the Palopo City General Election Commission to increase voter participation.

Social inclusion theory examines how well elections accommodate persons with disabilities, identifying two main dimensions: interpersonal relationships and community participation (Simplican et al., 2015). The first highlights individuals' social ties and support networks, while the second focuses on actual involvement in community activities, like election participation, which is influenced by physical access, support, and social norms. Mobile polling stations or home visit voting can help people with disabilities vote. However, the processes and supervision of these services need regular evaluation. There must be clear rules about who can use home-visit voting, how voting is done, and how to avoid bias if scheduling is too late for election officials.

The findings show that elections in Palopo City have made normative progress in inclusion policies. At the regulatory level, this is reflected in the General Election Commission Regulation Number 66 of 2024, which sets out Technical Guidelines for Voting and Vote Counting. This regulation aligns with the Law on Persons with Disabilities and Articles 9, 21, and 29 of the CRPD. These regulations guarantee access in physical, informational, and institutional participation (*Convention on the Rights of Persons with Disabilities*, 2016).

However, despite a regulatory framework that mandates inclusive and disability-friendly practices, implementation on the ground still reveals gaps between norms and practice, as well as the lived experiences of voters with disabilities. Their rights have not yet been fully protected and optimally realized. Discriminatory practices are still encountered across various aspects, ranging from administrative services and physical accessibility to access to information and communication, social and cultural access, and institutional aspects of election administration.

Simplican et al., 2015 highlight the importance of interpersonal relationships both their quality and quantity and of community participation. Family support is key, offering motivation, political information, and practical help, especially during elections. Friends provide a sense of belonging and reduce isolation, which boosts self confidence. Social relationships with neighbors, coworkers, and within organizations expand social networks. In Palopo City, political participation among persons with disabilities varies. Higher participation often stems from organizations such as the Indonesian Disability Union of Palopo City, which is led by disability rights advocates. This leadership strengthens community support, and family involvement helps provide political education to members.

Barriers to the Political Participation of Persons with Disabilities in General Elections

Although various international and national regulations guarantee the fulfillment of the political rights of persons with disabilities, challenges remain in their implementation. The 2024 general election in Palopo City highlights several barriers still faced by persons with disabilities, particularly in legal and administrative service aspects. These include the absence of specific technical guidelines for persons with disabilities at each stage of the election process and the lack of regulations concerning the establishment of special polling stations for persons with disabilities. Based on interviews with voters with visual impairments, in several polling stations Braille ballot formats were not available, requiring them to be accompanied by family members when casting their votes.

Based on interviews with a community of persons with disabilities in Palopo City, they have not been involved as election administrators, either within the General Election

Commission or the Election Supervisory Body, due to educational certificate requirements at the registration stage. This indicates that persons with disabilities have not been substantively involved in policymaking or in serving as election officers. This condition reflects a participation pattern that remains dominated by a top-down approach from election organizers, as noted by Aldridge, 2014, resulting in the specific needs of voters with disabilities not being fully accommodated.

In addition to regulatory barriers, major challenges arise regarding physical accessibility. Several polling stations in Palopo City are located in older buildings that lack wheelchair access, and the tables and voting booths do not accommodate voters with disabilities. As a result, in some cases, persons with disabilities must rely on assistance from family members or friends to reach polling stations, which can reduce their independence in exercising their voting rights. The available facilities also do not fully comply with General Election Commission provisions, which require that 5 out of 25 voter seats be designated as priority seating for: (a) voters with disabilities; (b) pregnant voters; (c) voters bringing toddlers; (d) elderly voters; and (e) voters requiring special treatment (General Election Commission, 2024). Furthermore, Article 42 of Law Number 39 of 1999 on Human Rights mandates that persons with mental and physical disabilities are entitled to access, training, and special assistance provided by the state. This is supported by interview findings with a voter with visual impairment, indicating that some voters with visual disabilities still used standard ballots, while voters with physical disabilities also did not receive priority services at polling stations.

Another obstacle involves some voters with physical and hearing disabilities, who require polling officials to bring ballots directly to their homes. However, this practice reduces ballot secrecy, as votes are not cast in a voting booth. Furthermore, General Election Commission Regulation Number 66 of 2024 regulates the mobile ballot box method only for overseas voting and vote counting. In contrast, domestic voting, according to General Election Commission regulations, is conducted only at polling stations, special locations, or through the noken/tied-bundle system, or under specific conditions, such as persons with disabilities undergoing treatment in social or rehabilitation institutions. This issue

is not unique to Palopo City but also occurs in several other countries, as shown by the study of Pente et al. (2024b), which indicates that many countries have not yet provided assistive devices to ensure ballot secrecy for voters with disabilities.

Although the General Election Commission provided disability-friendly social media materials for voter education, such as sign language interpretation, these were unavailable on election day. Consequently, voters with hearing impairments lacked adequate information to participate fully.

Disability friendly policies that have been formulated have not yet fully guaranteed the political participation of persons with disabilities. Several persons with disabilities reported neglect of their political rights (Nandini, 2024). Similar concerns were also expressed by a voter with a physical disability who highlighted the inadequacy of waiting area accessibility. These barriers are not only present in Palopo City but also at the national level (Lendy Siar, Sarah D. L. Roeroe, 2025) and, as identified in research by Perbawa et al. (2025), even internationally. Several barriers to the political participation of persons with disabilities were identified in research conducted by Andrea Broderick, including (see table 2):

Table 2. Barriers to Political Participation

Barrier	Description of Barrier
Legal and Administrative	Lack of voting mechanisms for persons with disabilities living in institutions (e.g., care homes). No restoration efforts for those who have lost their voting rights. Complicated and non-disability-friendly registration requirements.
Accessibility	Physical barriers to polling stations. Lack of proper accommodations. Election information not accessible to persons with disabilities. Websites related to political activities not easily accessible.
Institutional	Absence of gender mainstreaming in disability and political policies. Insufficient financial support to meet additional needs required by persons with disabilities.

Source : Broderick (2018)

Inclusive Election Strategies

General elections in Indonesia, including Palopo City, remain largely inaccessible to persons with disabilities. Limited education and political knowledge prevent some individuals from exercising their voting rights. An explicit, detailed regulatory framework is necessary to guarantee and protect these rights (Roeroe, 2025). Ensuring these rights depends on election organizers making elections disability friendly and inclusive. Future election planning, improvements, and preparations must actively engage persons with disabilities. Inclusive elections require consistent policies, operational practices, and social support. Strategies for inclusive elections include:

1. Government Commitment: Strengthening the empowerment and political participation of persons with disabilities through consultation with non governmental organizations, including disability organizations, in the lawmaking process or the development of political strategies (Waddington & Broderick, 2020).
2. Accessibility: Ensuring digital political strategies are inclusive of persons with disabilities and other marginalized groups, including creating accessible digital content and platforms so that all individuals, regardless of physical, sensory, or social conditions, can access, understand, and participate in elections (Trevisan, 2022).
3. Empirical Evaluation and Strategic Adaptation: Using the results of empirical evaluations as the basis for refining political and institutional strategies, ensuring that the election system is not only procedurally democratic but also substantively fair, inclusive, and sustainable (James, 2020).
4. Strengthening Social Support: Enhancing the role of family (interpersonal relationships) and community (community participation) in creating an inclusive social environment (Simplican et al., 2015).

This study has several limitations. Informant responses may be affected by social biases stemming from hierarchical relationships with election organizers, varying levels of education, or prevailing politeness norms, thereby limiting objectivity. The study's geographic focus on Palopo City constrains the applicability of findings to regions with distinct social and institutional settings. Policymakers should consider supporting future

research using comparative or mixed methods approaches to validate these findings across contexts and to support broader evaluation of inclusion policy effectiveness.

CONCLUSION

This study found that the inclusivity of policies in guaranteeing the voting rights of persons with disabilities still faces various challenges at both the regulatory and implementation levels. Although normatively, Indonesia has ratified the principles of the Convention on the Rights of Persons with Disabilities, which emphasizes inclusive and disability-friendly elections, in practice, the rights of persons with disabilities are not yet fully guaranteed. This situation indicates the presence of structural and social barriers that remain unaddressed. Policy inclusivity cannot focus solely on administrative aspects, such as compiling the permanent voter list; it must also integrate social and cultural aspects to ensure the availability of support and facilities tailored to the needs of various types of disabilities. To achieve truly inclusive elections, it is necessary to strengthen institutional capacity and cross-agency coordination between the General Election Commission, local governments, and disability organizations. This collaboration is essential to develop technical guidelines specific to persons with disabilities for each stage of the election, to provide disability-friendly polling stations, and to deliver election socialization materials in various formats to reach people with all types of disabilities. This study adds to social inclusion theory and participatory policy by urging policymakers to adopt a multidimensional approach when designing inclusive policies.

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