UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

References

Aarøe, L., & Petersen, M. B. (2014). Crowding Out Culture: Scandinavians and Americans Agree on Social Welfare in the Face of Deservingness Cues. The Journal of Politics, 76(3), 684–697. https://doi.org/10.1017/S002238161400019X

Abdullah, I., Husni, L., & Cahyowati, R. C. (2018). Pentingnya Dokumen Kependudukan Sebagai Wujud Hak Asasi Manusia. *Prosiding Konferensi Nasional Pengabdian Kepada Masyarakat dan Corporate Social Responsibility (PKM-CSR)*, (pp. 1744-1753).

Agulnik, P. (2002). *Understanding social exclusion.* Oxford University Press on Demand.

Akin, J., Hutchinson, P., & Strumpf, K. (2005). Decentralisation and government provision of public goods: The public health sector in Uganda. Journal of Development Studies, 41(8), 1417–1443. https://doi.org/10.1080/00220380500187075

Alatas, V., Banerjee, A., Hanna, R., Olken, B. A., Purnamasari, R., & Wai-Poi, M. (2019). Does elite capture matter? Local elites and targeted welfare programs in Indonesia. *AEA Papers and Proceedings*, (pp. Vol. 109, 334-39).

Alia, U. D. (2020). POPULATION ADMINISTRATION ADVOCACY TO ACCESS EDUCATION BY HARAPAN FIAN YOGYAKARTA ASSOCIATION. *Jurnal Spektrum Analisis Kebijakan Pendidikan*, *Vol. 10 (3)*, 111–120.

Alvi, A. (2022, January 10). *Perjuangan Transpuan Mengurus KTP: "Mereka Tetap Memanggil Saya Mas"*. Konde.co. Retrieved April 17, 2024, from https://www.konde.co/2022/01/perjuangan-transpuan-mengurus-ktp-mereka-tetap-memanggil-saya-mas/

Andersen, S. C., & Guul, T. S. (2019). Reducing Minority Discrimination at the Front Line—Combined Survey and Field Experimental Evidence. Journal of Public Administration Research and Theory, 29(3), 429–444. https://doi.org/10.1093/jopart/muy083

Arditama, E. (2013). Mereformasi Birokrasi dari Perspektif Sosio-Kultural: Inspirasi dari Kota Yogyakarta. *Jurnal Ilmu Sosial Dan Ilmu Politik, 17(1)*, 85-100.

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Atkinson, A. B., & Hills, J. (1998). *Exclusion, Employment and Opportunity Centre for Analysis of Social Exclusion Editorial Note*. http://sticerd.lse.ac.uk/case.htm

Atkinson, A. B., & Marlier, E. (2010). Indicators of Poverty and Social Exclusion in a Global Context. *Journal of Policy Analysis and Management*, *Vol. 29, No. 2*, 285–304. https://doi.org/10.1002/pam

Bandura, A, 1986, Social Foundatio of Thought and Action, a Social Cognitive

Batley, R., & Mcloughlin, C. (2015). The Politics of Public Services: A Service Characteristics Approach. *World Development*, *74*, 275–285. https://doi.org/10.1016/j.worlddev.2015.05.018

Batley, R., Mason, N., & Harris, D. (2013). Understanding the Political Implications of Sector Characteristics for the Delivery of Drinking Water Services.

Besley, T., & Ghatak, M. (2007). Reforming Public Service Delivery. Journal of African Economies, 16(Supplement 1), 127–156. https://doi.org/10.1093/jae/ejm026

Bettinger, E. P., Long, B. T., Oreopoulos, P., & Sanbonmatsu, L. (2012). The Role of Application Assistance and Information in College Decisions: Results from the H&R Block Fafsa Experiment*. The Quarterly Journal of Economics, 127(3), 1205–1242. https://doi.org/10.1093/qje/qjs017

Bisgaard, M. (2023). Dealing with bureaucracy: measuring citizens' bureaucratic self-efficacy. *International Review of Public Administration*, *28*(1), 45–63. https://doi.org/10.1080/12294659.2023.2180903

Bozeman, B., & Feeney, M. K. (2014). *Rules and red tape: A prism for public administration theory and research: A prism for public administration theory and research.* Routledge.

Brodkin, E. Z. (1992). The Organization of Disputes: The Bureaucratic Construction of Welfare Rights and Wrongs. *Studies in Law, Politics, and Society*, *12*, 53–76.

Brodkin, E. Z. (2007). Bureaucracy redux: Management reformism and the welfare state. *Journal of Public Administration Research and Theory, 17(1)*, 1-17.

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Brodkin, E. Z., & Majmundar, M. (2010). Administrative exclusion: Organizations and the hidden costs of welfare claiming. *Journal of Public Administration Research and Theory*, 20(4), 827-848.

Burden, B. C., Canon, D. T., Mayer, K. R., & Moynihan, D. P. (2012). The Effect of Administrative Burden on Bureaucratic Perception of Policies: Evidence from Election Administration. *Public Administration Review*, *xx*, xx–xx. https://doi.org/10.111/j.1540-6210.2012.02600.x

Burden, B. C., Canon, D. T., Mayer, K. R., & Moynihan, D. P. (2014). Election Laws, Mobilization, and Turnout: The Unanticipated Consequences of Election Reform. American Journal of Political Science, 58(1), 95–109. https://doi.org/10.1111/ajps.12063

Burstein, P. (2003). The effect of Public Opinion on Public Policy: A Review and an Agenda. In *Source: Political Research Quarterly* (Vol. 56, Issue 1).

Chakravarty, S. R., & D'Ambrosio, C. (2006). The measurement of social exclusion. *Review of Income and wealth, 52(3)*, 377-398.

Christensen, J., Aarøe, L., Baekgaard, M., Herd, P., & Moynihan, D. P. (2020). Human Capital and Administrative Burden: The Role of Cognitive Resources in Citizen-State Interactions. *Public Administration Review*, *80*(1), 127–136. https://doi.org/10.1111/puar.13134

Chudnovsky, M., & Peeters, R. (2021). The unequal distribution of administrative burden: A framework and an illustrative case study for understanding variation in people's experience of burdens. *Social Policy and Administration*, *55*(4), 527–542. https://doi.org/10.1111/spol.12639

Clark, D. A. (2005). *The Capability Approach: Its Development, Critiques and Recent Advances*. http://www.gprg.org/

Clark, J., Metz, A., & Casher, C. (2022). ID4D GLOBAL DATASET Volume 1 | 2021 Global ID Coverage Estimates. The World Bank.

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Contini, D., & Richiardi, M. G. (2012). Reconsidering the effect of welfare stigma on unemployment. Journal of Economic Behavior & Organization, 84(1), 229–244. https://doi.org/10.1016/j.jebo.2012.02.010

Department of Economic and Social Affairs, U. N. (2016). The Report on the World Social Situation 2016: Leaving No One Behind: the Imperative of Inclusive Development. United Nations Fund for Population Activities.

Desai, V. T., Metz, A., & Lu, J. (2018, April 25). *The global identification challenge: Who are the 1 billion people without proof of identity?* World Bank blogs. Retrieved April 17, 2024, from https://blogs.worldbank.org/en/voices/global-identification-challenge-who-are-1-billion-people-without-proof-identity

Detik News. (2008, April 15). *Ratusan Gepeng Gerudug DPRD DIY*. Detik News. Retrieved April 17, 2024, from https://news.detik.com/berita/d-923659/ratusan-gepeng-gerudug-dprd-diy

Dey, A. K. (2021, October 22). *Dissecting the Case Study Research: Yin and Eisenhardt Approaches*.

Döring, M. (2021). How-to Bureaucracy: A Concept of Citizens' Administrative Literacy. Administration & Society, 53(8), 1155–1177. https://doi.org/10.1177/0095399721995460

DPRD DIY. (2014, February 19). *DIY Diharapkan Bebas dari Pengemis dan Gelandangan*. DPRD DIY. Retrieved April 17, 2024, from https://www.dprd-diy.go.id/diy-diharapkan-bebas-dari-pengemis-dan-gelandangan/

DPRD DIY. (2015, November 28). *Perda gepeng di minta di review implementasi*. DPRD DIY. Retrieved April 17, 2024, from https://www.dprd-diy.go.id/perda-gepeng-di-minta-di-review-implementasi/

Duneier, M. (1999). Sidewalk. New York: Farrar, Straus and Giroux.

Erlich, A., Berliner, D., Palmer-Rubin, B., & Bagozzi, B. E. (2021). Media Attention and Bureaucratic Responsiveness. *Journal of Public Administration Research and Theory*, *31*(4), 687–703. https://doi.org/10.1093/jopart/muab001

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Evans, M. (1998). Behind the rhetoric: the institutional basis of social exclusion and poverty. *Ids Bulletin, 29(1)*, 42-49.

Fahrudin, A. (2012). *Pengantar Kesejahteraan Sosial*. PT Refika Aditama.

Fatir, D. (2022, April 24). Anak jalanan dan pengemis dijaring - Berita Terkini Yogyakarta. ANTARA News Yogyakarta. Retrieved January 22, 2024, from https://jogja.antaranews.com/berita/548577/anak-jalanan-dan-pengemis-dijaring

Feeney, M. K. (2012). Organizational red tape: A measurement experiment. *Journal of Public Administration Research and Theory, 22(3)*, 427-444.

Findor, A., Hruška, M., Hlatky, R., Hrustič, T., & Bošeľová, Z. (2022). Equality, Reciprocity, or Need? Bolstering Welfare Policy Support for Marginalized Groups with Distributive Fairness. *American Political Science Review*, 1-17.

Fiske, S. T., Cuddy, A. J. C., Glick, P., & Xu, J. (2002). A model of (often mixed) stereotype content: Competence and warmth respectively follow from perceived status and competition. Journal of Personality and Social Psychology, 82(6), 878–902. https://doi.org/10.1037/0022-3514.82.6.878

Ganti, M., Yusuf, H., Wismayanti, Y. F., Setiawan, H. H., Susantyo, B., Konita, I., & Sulubere, M. B. (2022). The Issues and Social Economic Potentials of Urban Marginal Groups in Indonesia. *International Conference on Sustainable Innovation on Humanities, Education, and Social Sciences (ICOSI-HESS 2022)* (pp. 246-259). Atlantis Press.

Giertz, A. (2004). Making the Poor Work: Social Assistance and Activation Programs in Sweden. Lund University. https://lup.lub.lu.se/search/files/4715275/1693304.pdf

Hasnain, Z. (2017, January 5). *Understanding bureaucracy*. World Bank blogs. Retrieved April 17, 2024, from https://blogs.worldbank.org/en/governance/understanding-bureaucracy

Hatta, Z. A., & Sarkawi, D. T. (2011). The Poverty situation in Indonesia: Challenges and progress of the marginalized group. *Asian Social Work and Policy Review, 5(2)*, 92-106.

Hattke, F., Hensel, D., & Kalucza, J. (2020). Emotional responses to bureaucratic red tape. *Public Administration Review, 80(1)*, 53-63.

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Heinrich, C. J. (2016). The bite of administrative burden: A Theoretical and empirical investigation. *Journal of Public Administration Research and Theory*, *26*(3), 403–420. https://doi.org/10.1093/jopart/muv034

Heinrich, C. J., Lynn, L. E., & Milward, H. B. (2010). A State of Agents? Sharpening the Debate and Evidence over the Extent and Impact of the Transformation of Governance. Journal of Public Administration Research and Theory, 20(Supplement 1), i3–i19. https://doi.org/10.1093/jopart/mup032

Heychael, M., Rafika, H., Adiprasetyo, J., & Arief, Y. (2021). *Marginalized Religious Communities in Indonesian Media: A Baseline Study*.

Hirst, G., Van Knippenberg, D., Chen, C. H., & Sacramento, C. A. (2011). How does bureaucracy affect individual creativity? A cross-level investigation of team contextual influences on goal orientation–creativity relationships. *Academy of management journal, 54(3)*, 624-641.

Huda, M. (2020, July 26). Masih Banyak Anak Turun ke Jalanan Yogyakarta, Kemandirian atau Eksploitasi? - Tribunjogja.com. Tribun Jogja. Retrieved January 22, 2024, from https://jogja.tribunnews.com/2020/07/26/masih-banyak-anak-turun-ke-jalanan-yogyakarta-kemandirian-atau-eksploitasi

Humpage, L. (2012). What Do New Zealanders Think About Welfare?

Hupe, P., & Hill, M. (2007). Street-level bureaucracy and public accountability. *Public administration, 85(2)*, 279-299.

J. Lubbers, M. (2022). "Chapter 1: Social networks and the resilience of marginalized communities". In *A Research Agenda for Social Networks and Social Resilience.* Cheltenham, UK: Edward Elgar Publishing.

Jilke, S., & Tummers, L. (2018). Which Clients are Deserving of Help? A Theoretical Model and Experimental Test. Journal of Public Administration Research and Theory, 28(2), 226–238. https://doi.org/10.1093/jopart/muy002

Kabeer, N. (2000). Social exclusion, poverty and discrimination towards an analytical framework. *IDS bulletin, 31(4)*, 83-97.

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Kallio, J., & Kouvo, A. (2015). Street-level Bureaucrats' and the General Public's Deservingness Perceptions of Social Assistance Recipients in Finland. *Social Policy & Administration, 49(3)*, 316-334.

Keefer, P. (2005). Democracy, Public Expenditures, and the Poor: Understanding Political Incentives for Providing Public Services. The World Bank Research Observer, 20(1), 1–27. https://doi.org/10.1093/wbro/lki002

Keefer, P., & Khemani, S. (2005). Democracy, public expenditures, and the poor: Understanding political incentives for providing public services. In World Bank Research Observer (Vol. 20, Issue 1, pp. 1–27). https://doi.org/10.1093/wbro/lki002

Khansa. (2021, September 16). *Mengulas Lebih Dalam Reformasi Birokrasi di Yogyakarta*. Universitas Gadjah Mada. Retrieved April 16, 2024, from https://ugm.ac.id/id/berita/21683-mengulas-lebih-dalam-reformasi-birokrasi-di-yogyakarta/

KOMPAK, PUSKAPA, & Bappenas. (2022). *Tak Terlihat, Tak Terjangkau: Memutus Rantai Keterabaian CRVS dan Peran Pemerintah Daerah*.

Kopczuk, W., & Pop-Eleches, C. (2007). Electronic filing, tax preparers and participation in the Earned Income Tax Credit. Journal of Public Economics, 91(7–8), 1351–1367. https://doi.org/10.1016/j.jpubeco.2006.11.003

Korstjens, I., & Moser, A. (2018). Series: Practical guidance to qualitative research. Part 4: Trustworthiness and publishing. *European Journal of General Practice*, *24*(1), 120–124. https://doi.org/10.1080/13814788.2017.1375092

Kosack, S. (2009). Realising Education for All: defining and using the political will to invest in primary education. Comparative Education, 45(4), 495–523. http://www.jstor.org/stable/40593192

Kronborg Bak, C. (2018). Definitions and Measurement of Social Exclusion —A Conceptual and Methodological Review. *Advances in Applied Sociology, 8*, 422-443.

LBH Yogyakarta. (2023). *Demokrasi Narimo ing Pandum* (Miftahul Huda, Ed.). www.lbhyogyakarta.com

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Lever, J. P. (2008). Poverty, stressful life events, and coping strategies. *The Spanish journal of psychology, 11(1)*, 228-249.

Lipsky, M. (1980). *Street Level Bureaucracy: Dilemmas of the Individual in Public Services*. Russell Sage Foundation.

LIPSKY, M. (2010). Street-Level Bureaucracy, 30th Ann. Ed.: Dilemmas of the Individual in Public Service. Russell Sage Foundation. http://www.jstor.org/stable/10.7758/9781610446631

Ludwig-Mayerhofer, W., Behrend, O., & Sondermann, A. (2014). Activation, Public Employment Services and their Clients: The Role of Social Class in a Continental Welfare State. Social Policy & Administration, 48(5), 594–612. https://doi.org/10.1111/spol.12046

Marshall, C., & Rossman, G. B. (2014). *Designing qualitative research.* Sage publications.

Masood, A., & Azfar Nisar, M. (2021). Administrative Capital and Citizens' Responses to Administrative Burden. Journal of Public Administration Research and Theory, 31(1), 56–72. https://doi.org/10.1093/jopart/muaa031

Mcloughlin, C., & Batley, R. J. (2012). The Politics of What Works in Service Delivery: An Evidence-Based Review. *SSRN Electronic Journal*. https://doi.org/10.2139/ssrn.2141852

McMaster, K. (2023, February 14). *Invisible Citizens: Women in Street Situations of Urban Yogyakarta and State Policy*. Harapan Fian. https://harapanfian.org/15294/

Mills, A. J., Durepos, G., & Wiebe, E. (2010). *Encyclopedia of Case Study Research*. SAGE Publications, Inc.

Morgan, C., Burns, T., Fitzpatrick, R., Pinfold, V., & Priebe, S. (2007). Social exclusion and mental health: Conceptual and methodological review. In *British Journal of Psychiatry* (Vol. 191, Issue DEC., pp. 477–483). https://doi.org/10.1192/bjp.bp.106.034942

Moynihan, D., & Herd, P. (2012). Red tape and democracy: How rules affect citizenship rights. *The American Review of Public Administration, 40(6)*, 654-670.

Moynihan, D., Herd, P., & Harvey, H. (2015). Administrative burden: Learning, psychological, and compliance costs in citizen-state interactions. *Journal of Public*

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Administration Research and Theory, *25*(1), 43–69. https://doi.org/10.1093/jopart/muu009

Mustaqim, A. (2015, November 26). *Gelandangan dan Pengemis Datangi DPRD Yogyakarta*. Medcom.id. Retrieved April 17, 2024, from https://nusantara.medcom.id/jawa-tengah/peristiwa/0k8MD1gK-gelandangan-dan-pengemis-datangi-dprd-yogyakarta

Mulugeta Woldegiorgis, M. (2022). Inequality, social protection policy, and inclusion: pertinent theories and empirical evidence. Journal of Social and Economic Development, 24(2), 241-265.

Nabila. (2021). *Laporan Studi: Pengembangan Strategi Advokasi Antidiskrimiasi bagi Kelompok Rentan di Indonesia.* Jakarta: Pusat Studi Hukum dan Kebijakan Indonesia. Retrieved from Pusat Studi Hukum dan Kebijakan Indonesia.

Nadia, S. (2022, September 15). *Pentingnya Kesadaran Masyarakat Terhadap Kaum Rentan dalam Penerapan PUGG*. Retrieved from Kementerian Keuangan Republik Indonesia: https://www.djkn.kemenkeu.go.id/artikel/baca/15375/Pentingnya-Kesadaran-Masyarakat-Terhadap- Kaum-Rentan-dalam-Penerapan-PUG.html.

Nagel, T. (1973). Rawls on justice. *The Philosophical Review*, 220-234.

National Law Center on Homelessness & Poverty. (2004). Photo Identification Barriers Faced by Homeless Persons: The impact of September 11. *National Law Center on Homelessness & Poverty*.

Nugroho, Y., Nugraha, L. K., Laksmi, S., Amalia, M., Putri, D. A., & Amalia, D. (2012). *Media dan Kelompok Rentan di Indonesia.* Empat Kisah.

Nyers, P. (2008). No one is illegal between city and nation. *Acts of citizenship*, 160-181.

Oorschot, W. van. (2000). Who should get what, and why? On deservingness criteria and the conditionality of solidarity among the public. Policy & Politics, 28(1), 33–48. https://doi.org/10.1332/0305573002500811

Omilola, B., & Kaniki, S. (2014). Social protection in Africa: A review of potential contribution and impact on poverty reduction. *New York: United Nations Development Programme (UNDP)*.

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Pemerintah Kota Yogyakarta. (2021, September 1). Pemkot Yogya Fasilitasi Kelompok Rentan Adminduk Miliki KTP-el. Portal Berita Pemerintah Kota Yogyakarta. Retrieved January 22, 2024, from https://warta.jogjakota.go.id/detail/index/16746

Percy-Smith, J. (2000). Political exclusion. *Policy responses to social exclusion: Towards inclusion*, 148-163.

Priebe, J., Howelland, F., & Pankowska, P. K. (2014). *DETERMINANTS OF ACCESS TO SOCIAL ASSISTANCE PROGRAMMES IN INDONESIA: EMPIRICAL EVIDENCE FROM THE INDONESIAN FAMILY LIFE SURVEY EAST 2012.* Retrieved from TNP2K: http://www.tnp2k.go.id/images/uploads/downloads/FA_WP_11b_Determinants_0613_lowres.pdf

Prottas, J. M. (1979). People Processing: The Street-level Bureaucrat in Public Service Bureaucracies. Lexington Books.

Raaphorst, N., Groeneveld, S., & van de Walle, S. (2018). Do tax officials use double standards in evaluating citizen-clients? A policy-capturing study among Dutch frontline tax officials. Public Administration, 96(1), 134–153. https://doi.org/10.1111/padm.12374

Rahmi, M. A., Septian, E. R., & Kusumaningrum, S. (2020). *Menyambung Rantai Inklusi: Memahami Kerentanan dalam Sistem Administrasi Kependudukan di Indonesia*.

Rasyid, E., Wijiharto Tunggali, A. P. P., & Sugiantoro, H. A. (2021). Trust Issues in the Health Communication of Children in Street Situation. *Jurnal ASPIKOM*, *6*(1), 110. https://doi.org/10.24329/aspikom.v6i1.824

Rawal, N. (2008). Social inclusion and exclusion: A review. *Dhaulagiri Journal of Sociology and Anthropology, 2*, 161-180.

Ribar, D. C. (2014). *How to improve participation in social assistance programs.* IZA World of Labor.

Rohwerder, B. (2022). *Inclusion of Marginalised Groups in Social Assistance in Crises*.

Rohwerder, B., & Szyp, C. (2022). *The Risks and Outcomes of Getting Help for Marginalised People: Navigating Access to Social Assistance in Crises.*

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Sabine, S. (2022, December 26). *Upaya Peningkatan Akuntabilitas Lembaga Layanan Publik bagi Kelompok Rentan*. Rifka Annisa. Retrieved April 17, 2024, from https://www.rifka-annisa.org/id/berita/berita-umum/item/781-upaya-peningkatan-akuntabilitas-lembaga-layanan-publik-bagi-kelompok-rent

Sanders, C., Burnett, K., Lam, S., Hassan, M., & Skinner, K. (2020). "You Need ID to Get ID": A Scoping Review of Personal Identification as a Barrier to and Facilitator of the Social Determinants of Health in North America. *international journal of environmental research and public health, 17(12)*, 4227.

Sari, V. (2015). The prevalence of social exclusion in Indonesia: How to enhance individual inclusion? *HDCA Conference Proceeding.* Human Development Capability Association.

Satria. (2021, September 16). Mengulas Lebih Dalam Reformasi Birokrasi di Yogyakarta. ugm.ac.id. Retrieved January 22, 2024, from https://www.ugm.ac.id/id/berita/21683-mengulas-lebih-dalam-reformasi-birokrasi-di-yogyakarta

Schaffer, B. B., & Wen-hsien, H. (1975). Distribution and the Theory of Access. Development and Change, 6(2), 13–36. https://doi.org/10.1111/j.1467-7660.1975.tb00674.x

Schofield, T. P., & Butterworth, P. (2015). Patterns of Welfare Attitudes in the Australian Population. PLOS ONE, 10(11), e0142792. https://doi.org/10.1371/journal.pone.0142792

Sen, A. (2000). *Social exclusion: Concept, application, and scrutiny.*

Senghaas, M., Freier, C., & Kupka, P. (2019). Practices of activation in frontline interactions: Coercion, persuasion, and the role of trust in activation policies in Germany. Social Policy & Administration, 53(5), 613–626. https://doi.org/10.1111/spol.12443

Shanahan, E. A., Mcbeth, M. K., & Hathaway, P. L. (2011). *Narrative Policy Framework: The Influence of Media Policy Narratives on Public Opinion*.

Silber, H., & Miller, S. M. (2003). Social exclusion. *Indicators, 2(2)*, 5-21.

Simanainen, M. (2021). The bureaucracy of claiming benefits. In Experimenting with unconditional basic income. *Edward Elgar Publishing*, 106-115.

Simons, H. (2009). *Case Study Research in Practice*. London.

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Snow, D. A., & Anderson, L. (1993). Down on Their Luck: A Study of Homeless Street People. University of California Press.

SNOW, D. A., & MULCAHY, M. (2001). Space, Politics, and the Survival Strategies of the Homeless. American Behavioral Scientist, 45(1), 149–169. https://doi.org/10.1177/00027640121956962

Soss, J. (1999). Lessons of Welfare: Policy Design, Political Learning, and Political Action. In *Source: The American Political Science Review* (Vol. 93, Issue 2).

Soss, J., Fording, R. C., & Schram, S. F. (2011). Disciplining the poor: Neoliberal paternalism and the persistent power of race. University of Chicago Press.

Stokke, Kristian. "Politics of citizenship: Towards an analytical framework." *Norsk Geografisk Tidsskrift-Norwegian Journal of Geography* 71.4 (2017): 193-207.

Strier, R., & Binyamin, S. (2010). Developing anti-oppressive services for the poor: A theoretical and organisational rationale. *British Journal of Social Work, 40(6)*, 1908-1926.

Stuber, J., & Schlesinger, M. (2006). Sources of stigma for means-tested government programs. *Social Science and Medicine*, *63*(4), 933–945. https://doi.org/10.1016/j.socscimed.2006.01.012

Thanem, T. (2012). All talk and no movement? Homeless coping and resistance to urban planning. Organization, 19(4), 441–460. https://doi.org/10.1177/1350508411414228

The Asia Foundation. (2016). *UNDERSTANDING SOCIAL EXCLUSION IN INDONESIA: A meta-analysis of Program Peduli's Theory of Change documents*.

Thomas, G. (2011). *A Typology for the Case Study in Social Science Following a Review of Definition, Discourse, and Structure. Qualitative Inquiry,.*

Thomas, G. (2011). The case: generalization, theory and phronesis in case study. *Oxford Review of Education*, 37(1) 21–35.

United Nations. Department of Economic and Social Affairs. (2016). *Report on the World Social Situation: 2016: Leaving No One Behind: the Imperative of Inclusve Development*. United Nations Publications.

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Van Berkel, R., & Knies, E. (2016). Performance management, caseloads and the frontline provision of social services. *Social Policy & Administration, 50(1)*, 59-78.

Van Oorschot, W., & Roosma, F. (2017). The social legitimacy of targeted welfare and welfare deservingness. In W. van Oorschot, F. Roosma, B. Meuleman, & T. Reeskens (Eds.), The social legitimacy of targeted welfare: Attitudes on welfare deservingness (pp. 3-35). Edward Elgar Publishing.

Vedung, E. (2015). Autonomy and street-level bureaucrats' coping strategies. *Nordic Journal of Studies in Educational Policy, 2015(2)*.

Wahyuni, H., Suswanta, S., & Prastya, D. E. (2021). Social Service and Community Social Worker Program for Empowerment Homeless and Beggars in Yogyakarta. *Jurnal Studi Sosial dan Politik, 5(2)*, 230-240.

Warren, M. R., Thompson, J. P., & Saegert, S. (2001). The role of social capital in combating poverty. *Social capital and poor communities, 3*, 1-28.

Williams, S., & Stickley, T. (2011). Stories from the streets: people's experiences of homelessness. *Journal of psychiatric and mental health nursing, 18(5)*, 432-439.

Wiltz, T., Sequeira, R., Hernández, A., & Fitzgerald, M. (2017, May 15). *Without ID, Homeless Trapped in Vicious Cycle • Stateline*. Stateline.org. Retrieved April 16, 2024, from https://stateline.org/2017/05/15/without-id-homeless-trapped-in-vicious-cycle/

World Bank. (2019). *Global ID Coverage, Barriers, and Use by the Numbers: An In-Depth Look at the 2017 ID4D-Findex Survey.* World Bank.

Yazan, B. (2015). Three approaches to case study methods in education: Yin, Merriam, and Stake. *The qualitative report*, 20(2), 134-152.

Yin, R. (2009). *Case Study Research: Design and Methods* (4th Edition). Sage.

Yusuf, H., Setiawan, H. H., Ganti, M., Wismayanti, Y. F., Susantyo, B., Konita, I., & Sulubere, M. B. (n.d.). Access to Basic Needs for Marginalized Groups in Indonesia: A Case Study of the Homeless and Beggars. *International Conference on Sustainable Innovation on Humanities, Education, and Social Sciences (ICOSI-HESS 2022)* (pp. 237-245). ATLANTIS PRESS.

UNIVERSITAS
GADJAH MADA
Lives of the Undocumented: Exploring the Social and Administrative Exclusions of People in Street Situations within Yogyakarta City
Annisa Rahmania Jernih, Muchtar Habibi, S.I.P., M.A., Ph.D.
Universitas Gadjah Mada, 2024 | Diunduh dari http://etd.repository.ugm.ac.id/

Zahra, K., & Zafar, T. (2015). Marginality as a root cause of urban poverty: A case study of Punjab. *The Pakistan Development Review*, 629-648.

Zhang, H., Yang, L., Walker, R., & Wang, Y. (2022). How to influence the professional discretion of street-level bureaucrats: transformational leadership, organizational learning, and professionalization strategies in the delivery of social assistance. *Public Management Review, 24(2)*, 208-232.

Regulations:

Governor Regulation (PERGUB) of Yogyakarta Special Region Province No. 36 of 2017 on Standard Operational Procedures for Handling Homeless and Beggars

Law Number 11 of 2009 on Social Welfare

Law Number 23 of 2006 on Population Administration

Law Number 25 of 2009 on Community Services

Law Number 39 of 1999 on Human Rights (UU HAM)

Ministry of Home Affairs Regulation (Permendagri) Number 96 of 2019 on Data Collection and Issuance of Population Documents for Vulnerable Populations Population Administration

Regional Regulation (PERDA) Yogyakarta Special Region Province Number 1 of 2014 on Handling Vagrants and Beggars

Yogyakarta City Mayor Regulation (PERWALI) Number 126 of 2021 on Delegation of Part of the Mayor's Authority to Mantri Pamong Praja