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Secondly, this research acknowledges that it focuses on a highly-niche and overly-specific part of what can be assumed to be a more general understanding of user-provider relations. The research remarks "value" between MRT Jakarta and its users however isolates them into a point where other external actors such as government or private sector values are less to be accounted for.

Third, there is a potential data asymmetry in regards to MRT Jakarta's value propositions as this research was unable to obtain first-hand accounts from MRT Jakarta officials on the matter. This has resulted in the research to approximate value propositions based on publicly-published corporate documents of which are subject to marketing or other public-relations related biases that may hinder the objectivity of the overall research.

With regards to such limitations, it is recommended in future studies on the matter to first create an overarching understanding of the dynamics between the multiple actors involved as to avoid discrediting potential explanations. Furthermore, "value co-creation" as a whole is an ongoing discussion especially in its relations to public-sector management and operations. It is not certain that this specific topic may possess the potential to explain further user-producer dynamics between the general public and a default public-sector service, especially when kept in mind of its private-sector origins.

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## Appendix

### 1. Foundational Premises of S-D Logic

| No. (FP) | Foundational Premise |
|---|---|
| FP. 1 | Service[3] as the underlying[4] basis of exchange |
| FP. 2 | Indirect exchange masks the underlying basis of exchange |
| FP. 3 | Goods as a tool or mechanism of distribution for the provision of services |
| FP. 4 | The application of knowledge and skills (operant resources) are the underlying source of competitive advantage |
| FP. 5 | All economies are inherently service economies |
| FP. 6 | The consumer is always a co-creator of value (subsequently implying that the consumer always, in theory, has a value proposition of their own) |
| FP. 7 | The producer[5] cannot inherently deliver value on their own, but only offer value propositions |
| FP. 8 | A service-centered view is inherently customer oriented and rational |
| FP. 9 | All social and economic actors (or agents) are resource integrators |
| FP. 10 | Value is always, uniquely and by phenomenon determined by the beneficiary |

*Source: Modified and adapted from Vargo et al. (2008)*

[3] "Service" in this sentence refers to the application of specialized skill and knowledge (operant capital) to form a product offering (Vargo & Lusch, 2007).
[4] All instances of "underlying" in the table are originally referred to as "fundamental" in Vargo and Lusch (2007) and Vargo et al. (2008). Modified to better fit the perspective of the public sector as original literature mentioned leans more toward general market economy discussions.
[5] Originally referred to as "enterprise" in Vargo & Lusch (2007) and Vargo et al. (2008). Modified to better fit the perspective of the public sector as original literature mentioned leans more toward general market economy discussions.