

Bibliometric Analysis of Research on Civil Servants With Disability In Indonesia

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ABSTRACT

Including people with disabilities in public service is crucial to Indonesia's commitment to the Sustainable Development Goals (SDGs). Despite the special recruitment program introduced in 2017 to hire civil servants with disabilities, research on the integration of these individuals into public sector management remains limited. This study aims to conduct a bibliometric analysis of research on civil servants with disabilities in Indonesia from 2012 to 2025. The research employed VOS viewer to analyze 197 articles from Google Scholar and Scopus, focusing on the field's evolution, key themes, and research trends. The findings reveal a positive growth trend in related publications, particularly in disability, accessibility, and civil service, yet indicate a lack of research on internal civil service management systems for disabled individuals. Most studies have focused on inclusive public service delivery but neglected topics such as recruitment, career progression, performance evaluation, and institutional support for civil servants with disabilities. The study calls for further research on these under-explored areas to strengthen disability-inclusive governance and improve human resource management systems. These findings can help inform the development of policies and frameworks for integrating disabled individuals into the public sector effectively.

Keywords: civil servants; disability; bibliometric; Vos viewer

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INTRODUCTION

Providing inclusive public services embodies fulfilling the citizenship rights of people with disabilities (Guide, 2014; Lister, 2011; Martiningsih, 2022; Morris, 2015). The Indonesian government enacted Law Number 19 of 2011, ratifying the Convention on the Rights of Persons with Disabilities, and Law Number 8 of 2016, concerning Persons with Disabilities (Bruce et al., 2012; Dhir, 2015; Lord & Stein, 2018). These regulations reaffirm the government's commitment to protecting the human rights of individuals with disabilities as one of the signatory nations to the Convention (Prasetya et al., 2023). Furthermore, as mandated by the regulation, since 2017, civil servant recruitment has had a special scheme for people with disability (プルワ, 2022). A minimum quota of 2% of the total available positions has to be allocated for people with disability. This data indicates the growth potential of civil servants with disabilities in Indonesia and the potential for utilizing this human resource (Pujiyanto & Taufan, 2021). Unfortunately, this significant growth was never disseminated to Indonesian civil servants or ASN (Aparatur Sipil Negara), or in the biannual civil servant statistics book published by the National Civil Service Agency of Indonesia. The absence of data publication raises the question of whether this data has been utilized as a research object to build inclusive public services (Lister, 2017).

In Indonesia, notable strides have been made in publishing disability studies (Maftuhin, 2023). Compared to other related topics, such as research on specific diseases, disability studies remain less numerous and less connected with academics focused on their particular areas of disability. Many scholarly journals from various educational institutions have published research on inclusive public services, featuring case studies on their implementation across different regions and government agencies. According to a previous study, published articles about inclusive public services in Indonesia have shown a positive trend and increased annually from 2006 to 2023 (Jeremia et al., 2023). However, there is currently no statistic to demonstrate the extent to which research specifically targets civil servants with disabilities. While this significant topic is crucial for researchers to explore, it involves not only public services for people with disabilities but also the effectiveness of human resource management systems for civil servants with disabilities. This is why research on civil servants with disabilities is missing and needs to be added as a research focus area, not just about inclusive public services in general. Although inclusive public service is a growing area of study, few publications address the internal dynamics of civil service management for employees with disabilities. This research addresses that gap.

To verify the earlier assumption, searching for the term "persons with disabilities" on the Garuda portal is necessary. This national indexing service provides a rich database of journals and scientific articles, managed by the Ministry of Research and Technology/National Agency for Research and Innovation (Kemenristek/BRIN). It includes research published by Indonesian scholars and indexes various materials such as journals, conference proceedings, and books. The Garuda Portal serves as the designated indexing resource for Indonesian publishers to fulfill accreditation standards (Kementerian Pendidikan dan Kebudayaan, 2014), effectively establishing it as the primary national portal for indexing articles published in Indonesia. To make it more straightforward, a bibliometric analysis measures the research gap and provides information on which areas in civil servants with disabilities have been explored significantly and the connections between these topics.

Bibliometric analysis systematically measures publications using quantitative methods to examine a specific phenomenon (Diodato, 1994). This analysis is essential for tracing the intellectual landscape of a research area. It facilitates a more organized literature review, incorporates vital information, and uncovers patterns (Vogel & Güttel, 2013). Essentially, bibliometric analysis helps interpret and map the accumulated scientific knowledge and evolutionary intricacies of established disciplines by transforming large amounts of unstructured data into structured insights. Consequently, well-executed bibliometric studies can lay solid groundwork for advancing fields in innovative and significant ways. It empowers researchers to (1) obtain a comprehensive overview, (2) identify critical knowledge gaps, (3) generate new research ideas, and (4) position their contributions within the field (Donthu et al., 2021). This bibliometric analysis seeks to identify and assess publications regarding civil servants with disabilities in Indonesia (Simanjuntak et al., 2023). Extensive research, including case studies on their contributions in various regions and government agencies, has been featured in 345 research papers across diverse educational institutions.

This study provides a foundational comparison with previous research on civil servants with disabilities, making it a valuable resource for future scholars. It highlights the importance of establishing connections and identifying gaps in neglected subjects related to ongoing challenges. The objective is to shape future policies by creating a framework that encourages academics to focus on national disability issues and promotes collaboration. Furthermore, it aims to provide initial data for follow-up studies by national researchers, laying the groundwork for future inquiries. In conclusion, this study aims to shed light on research trends related to disabilities in Indonesia through a bibliometric analysis. This analysis includes evaluating numerical patterns across various publications, the distribution of publication years, author profiles, publishers, fields of study, and keywords used.

In Indonesia, while significant strides have been made toward creating inclusive public services for individuals with disabilities, there is limited research on the integration of civil servants with disabilities into the public sector workforce. Since 2017, a special recruitment program has been introduced for civil servants with disabilities, aiming to allocate 2% of all available positions to individuals with disabilities. Despite these efforts, there is a lack of published research that focuses specifically on civil servants with disabilities, leaving a gap in understanding the dynamics of disability-inclusive human resource management within Indonesia's civil service (Wang et al., 2024).

While the country has made notable progress in inclusive public service policies, such as Law Number 19 of 2011 and Law Number 8 of 2016, which mandate the protection of the rights of people with disabilities, the research on how these laws impact the employment and integration of civil servants with disabilities remains sparse (PERPRES, 2022). Most studies have concentrated on general public service inclusivity, neglecting the internal workings and human resource management systems that are critical for the success of such policies (Simanjuntak et al., 2023).

This research is urgent because a comprehensive analysis of civil servant management for people with disabilities is needed, particularly in the context of Indonesia's public sector. The government's policy on disability-friendly public services has made significant strides, but without sufficient research to guide its implementation, the effectiveness and sustainability of these efforts are uncertain. A bibliometric analysis is crucial for mapping the evolution of research in this area and identifying gaps in current academic discourse, thus enabling policymakers and researchers to target areas that need more attention.

Jeremia et al. (2023) conducted a bibliometric study on inclusive public services in Indonesia, highlighting the growing body of research since 2006. Their findings demonstrate an upward trend in the publication of inclusive service-related studies, yet they also noted that the focus on civil servants with disabilities remains underrepresented. This indicates a need for further research specifically addressing the integration of disabled individuals within public administration (Van Eck & Waltman, 2019).

Swales (2014) explored the concept of inclusive talent management, emphasizing the need for more strategic approaches to incorporating individuals with disabilities into organizations. Their work is crucial as it aligns with the need for structured inclusion strategies within civil service sectors, but fails to connect these strategies to the specifics of disability employment in public services.

Yeo (2013) discussed the broader challenges of including disabled people in development work, underscoring the importance of their participation in government roles. However, their work primarily focuses on poverty reduction and does not address the unique issues surrounding the employment of disabled individuals in government sectors or the dynamics within civil service recruitment systems.

While significant research has been conducted on inclusive public services, the focus on civil servants with disabilities in the Indonesian context remains underexplored. There is a notable gap in understanding how the recruitment, performance management, career development, and workplace accommodations for civil servants with disabilities are handled. This research aims to bridge this gap by using bibliometric analysis to track the evolution of this niche area and identify under-researched aspects that need further exploration.

The novelty of this research lies in its application of bibliometric analysis to map the intellectual landscape of civil servants with disabilities in Indonesia. By analyzing 197 publications, this study offers a new perspective on the evolution of research on disability-inclusive public service management. It utilizes VOSviewer to create a visual representation of the most studied aspects and identifies under-explored topics such as career advancement, performance evaluations, and workplace accommodations for civil servants with disabilities.

The primary objective of this study is to conduct a bibliometric analysis of the research on civil servants with disabilities in Indonesia, evaluating the trends, key contributors, and gaps in the existing literature. The study aims to provide a comprehensive overview of how this subject has evolved, identify significant areas that require further research, and propose frameworks to enhance the management of civil servants with disabilities in Indonesia's public sector.

This research benefits policymakers, academics, and human resource managers by providing an in-depth analysis of the research landscape on civil servants with disabilities in Indonesia. Identifying research gaps and trends offers insights that can guide future studies, inform the development of inclusive policies, and improve the integration of disabled individuals into the public sector workforce. Additionally, it can help enhance the implementation of disability-inclusive human resource management practices in government institutions.

METHOD

The research methodology used in this study is bibliometric analysis, which systematically quantifies and maps the academic literature in a specific field. Bibliometric analysis involves the use of statistical and computational tools to examine the volume, trends, and connections within published works. The primary aim is to identify research patterns, key topics, and influential publications to understand a research area's intellectual structure and development. In this case, the study focuses on the research trends related to civil servants with disabilities in Indonesia.

The bibliometric analysis follows a structured process. Initially, the researchers collected data by searching for relevant publications using keywords such as "Indonesia civil servants with disabilities." The search was performed through reputable sources like Google Scholar and Scopus, using the Publish and Perish application helped gather articles published between 2012 and 2025. The researchers selected these platforms due to their credibility and easy

access to academic articles. Duplicates were removed to ensure the accuracy and clarity of the analysis. The data was then organized using Mendeley, and the citation information was imported for further examination.

Finally, the gathered data was analyzed using VOSviewer, a software tool that visualizes bibliometric networks. VOSviewer uses co-occurrence visualization to identify relationships between terms within the collected articles. The analysis also includes Network Visualization, Overlay Visualization, and Density Visualization, which help highlight the most frequently discussed topics and their interconnections. The analysis of word frequency and the visualization process provide valuable insights into the key research themes, allowing researchers to identify both well-explored and under-explored areas in the field of civil servants with disabilities in Indonesia.

RESULTS AND DISCUSSION

The following table illustrates the evolution of publications on inclusive public services over time. Research suggests that the earliest publication focusing on civil servants with disabilities worldwide was released in 1991 by Maillard, which examined medical and psychiatric factors related to sick leave and retirement schemes for disabled civil servants at that time. In Indonesia, the first article on this topic was authored by N. Sakinah in 2012, focusing on the implementation of public servant recruitment for individuals with disabilities in Jakarta and East Java. In contrast, the most recent publication, from 2025, discusses the identity and activism of the leadership journeys of persons with disabilities in Indonesia, authored by Elizabeth Jackson et al. Additionally, the graph below tracks the development of publications related to inclusive public services in Indonesia over the years. Figure 2 illustrates the trend in publishing research articles about civil servants with disabilities in Indonesia from 2012 to 2025.

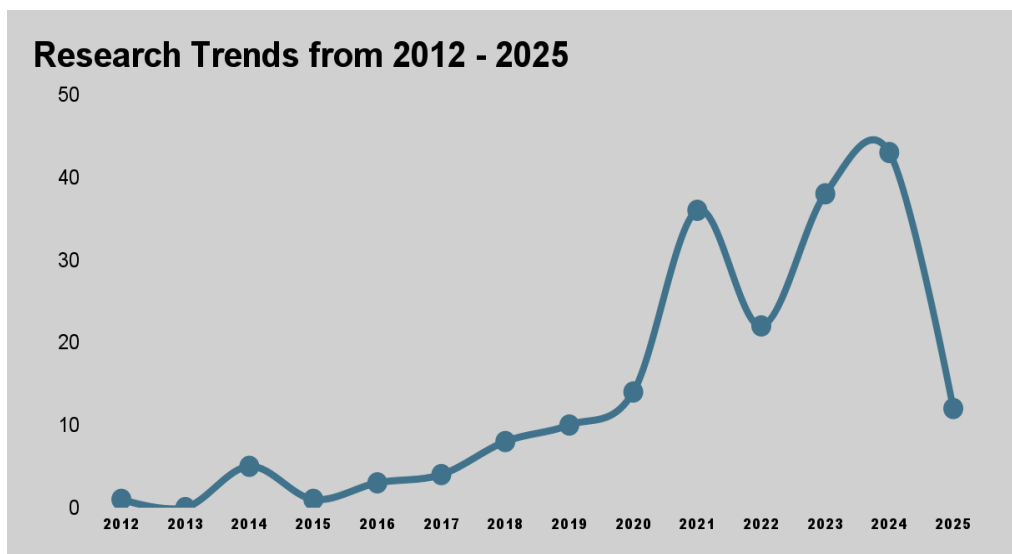


Figure 2. Research Trends of Civil Servants with Disability in Indonesia from 2012 to 2025

Between 2012 and 2015, surprisingly few publications addressed inclusivity in the management of civil servants in Indonesia. From 2015 to 2020, the number of publications increased substantially in 2021, resulting in 36 articles, over double the amount from the previous year. Between 2015 and 2020, 40 articles about civil servants with disabilities were published. A decline commenced in 2022; nonetheless, the number of publications surged to the highest level in a decade by 2024, reaching 43 articles. The peak in 2021 may reflect increased governmental attention to inclusive hiring policies following regulatory developments, while the drop in 2022 suggests a need for sustained academic interest in this area. Notably, by 2025, 12 articles had already been published, even though the first semester was still in progress when this article was written.

The co-occurrence visualization map offers an overview of terms frequently found in studies on governance in Indonesia, based on titles and abstracts. It summarizes words often emerging in research or articles related to the accessibility of public services for individuals with disabilities. By employing binary counting, the analysis evaluated the titles and abstracts of 197 collected articles, leading VOS Viewer to identify 595 terms, which were then refined to 109 relevant terms. This analysis established 14 clusters with at least 2 occurrences, as detailed in Table 1. The seven clusters the visualization uncovered comprise 61 linkages and 85 link strengths. A co-occurrence network is a visualization tool that highlights the relationships between extensively studied terms within a specific field or topic, alongside the number of papers published on that subject, followed by further analysis that yielded 79 pertinent phrases. These clusters indicate a concentration of research in general accessibility, but limited focus on career advancement, workplace accommodations, or performance management systems for civil servants with disabilities.

Table 1. Co-occurrence Map Visualization

Cluster	Members	Member
1	46	Accessibility; Australia; Britain; Child; Civil servant; Combination; Community; Determination; Disability; Disabled Worker; Education; Effort; Employment; Equality; Ethiopia; Examination; Family; Fulfilment; Inclusion; Indonesia; Instansi Pemerintah; Korea; Mainstream Disability; Mendukung Kelompok Rentan; Non Disabled Person; Opportunity; Pelamar Penyandang Disabilitas; Pelayanan; Peraturan
2	10	Account Case Study; Employment Opportunity; Gender; Hak; Impact; Individual; POLitic; Public Policy; Tanzania
3	8	Citizen; Collaboration; Disclosure; Empowerment; Model; Policy Maker; Public Service; Situation
4	6	Alternative; Concern; Disability Activist; Disabled Body; Medical Model; Representation
5	6	Book; Development; Disability Employment Policy;

		Government Policy; History; South African Public Service
6	6	Application; China; Disability Rights Movement; Paper; Reality; Technology
7	5	British Civil Servant; Childhood Disability; Degree; Wide Variety; Worker
8	5	Bureaucracy; Employee; Occupational Accident; Retirement; Sick Leave
9	5	Cambodia; Comparison; Member; Standard; Variety
10	4	Calon PNS; Pegawai ASN; Pegawai Pemerintah; PPPK (Government Employee with Work Arrangement)
11	2	Abdi; Pendidikan
12	2	Disability Struggle; Full Participation
13	2	Achievement: Disabled Public Servant
14	2	Jakarta; Menyangang Disabilitas

The map below shows the full-color publication. The shade's darkening reflects the publication's age; the shade's vibrancy indicates how recently the piece was published. The figures below show that in recent years, the research keywords mentioned in the context of public services for people with disabilities have been related to accessibility, the fulfillment of people with disabilities' rights, the provision of facilities, and educational services. The co-occurrence map visualization shows a stronger correlation between the terms, the more publications there are. This co-occurrence map can show which topics are being over- and under-researched. The co-occurrence visualization signifies that the greater the number of publications, the more robust the relationship between the terms.

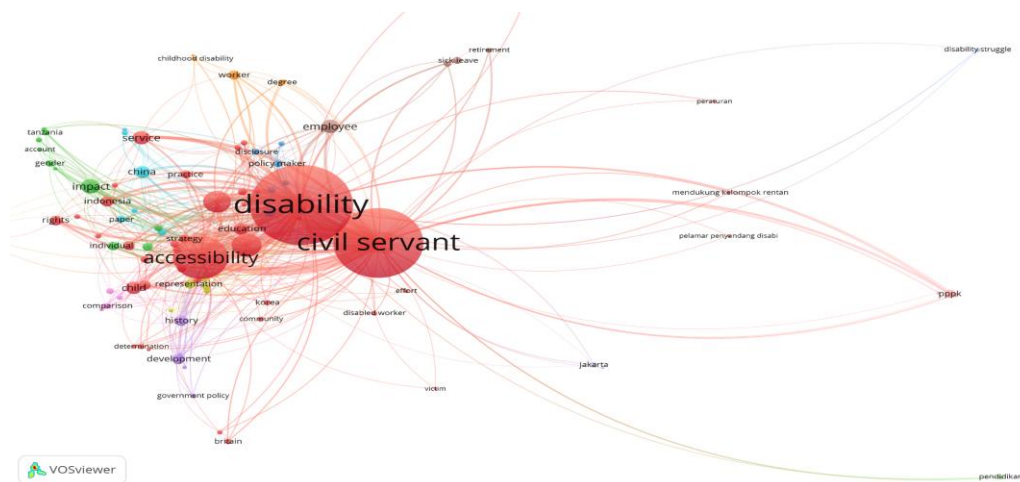


Figure 3. Co-Occurrence Visualization using Network Visualization with VOSviewer

The co-occurrence analysis reveals limited research attention given to civil servants with disabilities regarding performance assessment, career progression, and workplace accommodation. These findings indicate a lack of investigation into civil servants with disabilities in these areas, highlighting the need for further studies to improve the management of inclusive practices for these individuals. Accessibility is only one aspect of delivering inclusive public services; effective management of public services is equally important (Standard Operating Procedures for Services, Service Standards, HR Capacity). All tools utilized in service delivery must adhere to inclusivity principles for public services to operate optimally. In Indonesia, the success of implementing inclusive public services is expected to be supported by research in public service management, which scholars in public administration or related fields can pursue.

CONCLUSION

The analysis findings reveal a positive trend in the increase of research articles in Indonesia focusing on civil servants with disabilities, projected between 2012 and 2025. Topics such as "Disabilities," "Accessibility," and "Civil Servants" have garnered significant attention, with inclusive public service management also emerging as a key area of interest for promoting equality among civil servants. However, while much research has concentrated on inclusive public services, it remains essential to examine the internal systems that support civil servants with disabilities, including recruitment, development, performance evaluation, and leadership opportunities. This research gap presents an opportunity for further exploration into less-studied topics, especially those related to human resource management in civil service for disabled individuals. This bibliometric analysis suggests that academics can foster the growth of inclusive public services in Indonesia by addressing these under-researched areas. While interest in inclusive public services is growing, research on the management of civil servants with disabilities remains limited. Future studies should explore how civil servants with disabilities experience inclusion within bureaucratic systems and examine whether performance assessment tools equitably reflect their potential. Additionally, research should focus on career development, performance evaluation, and institutional support systems to better understand how to strengthen disability-inclusive governance and ensure sustainable progress in public sector inclusion.

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