



## **The Reframing Urban Governance Through Participation: An Ethnographic Inquiry Into Public Housing Management**

**Doris febriyanti<sup>1</sup>, Bambang Wicaksono<sup>2</sup>, Halimah Abdul Manaf<sup>3</sup>**

<sup>1</sup>*Government Science, Universitas Indo Global Mandiri, Palembang, Indonesia*

<sup>2</sup>*Architecture, Universitas Indo Global Mandiri, Palembang, Indonesia*

<sup>3</sup>*School of Government, Universiti Utara Malaysia, Kedah, Malaysia*

### **ARTICLE INFO**

#### *Article history:*

Received 19 August 2025

Received in revised form 5

November 2025

Accepted 6 December 2025

### **ABSTRACT**

This study examines participatory urban governance in the management of public rental apartments (Rusunawa) in the 24-26 Ilir area of Palembang City, Indonesia. It explores how fragmented institutional arrangements and weak coordination among government agencies shape the daily governance of public housing and how residents respond. Using a qualitative ethnographic approach, data were gathered through participant observation, in depth interviews with 20 informants, and field documentation. The findings show that governance of public housing in Palembang operates within institutional fragmentation, where the absence of clear authority and coordination creates governance vacuums that are filled by local actors (neighborhood heads and senior residents). Citizen participation emerges as an adaptive, community-driven practice that sustains everyday management despite limited formal support. This participation is largely informal, negotiated, and rooted in social solidarity rather than formal policy mechanisms. The study reframes urban governance as a lived and negotiated process, emphasizing that sustainable public housing management requires recognizing local capacities, institutionalizing deliberative space, and collaborative support from municipal authorities. The research contributes to the discourse on participatory governance in mid-sized cities of the Global South by highlighting the value of community-based management as a foundation for inclusive and context-responsive urban policy.

#### *Keyword:*

Urban governance, public housing, participation, ethnography, community based management

## INTRODUCTION

In recent years, the globe has experienced an extraordinary rush towards urbanization. This urban expansion has become a worldwide trend that not only fosters economic prospects and social advancement but also profoundly affects the spatial arrangements, environment, and well-being of urban populations (Das et al., 2024). The UN-Habitat World Cities Report (United Nations, 2018) indicates that currently, over one billion individuals live in informal settlements, slums, or regions lacking fundamental infrastructure and sufficient public services. This statistic demonstrates that urbanization does not guarantee an enhancement in living conditions for all residents of cities, particularly for marginalized and low-income groups (Bhunja et al., 2025). Rather than serving as inclusive environments, contemporary cities pose a risk of exacerbating social inequalities and generating new types of exclusion within the residential areas of urban populations (Kolotouchkina et al., 2024; Pickerill et al., 2024).

Urbanization in Indonesia has progressed rapidly, marked by significant urban population growth rates throughout the past twenty years (Kurniawan et al., 2022; Mardiansjah et al., 2021; Silver, 2024). Projections from Bappenas suggest that by the year 2045, over 70% of Indonesia's population will reside in urban centers (Bappenas, 2014). This trend of urbanization is creating an increasing demand for housing that is adequate, affordable, and sustainable (Bhanye et al., 2024; Wang et al., 2021). The current situation indicates that the supply of formal housing frequently fails to keep up with the growing housing needs (Duca et al., 2021). There is a surge in informal settlements consequent of a scarcity of available housing space, and escalating urban living expenses that do not align with the earnings of the urban poor (Anierobi et al., 2023; Hanif et al., 2024). These international and domestic trends emphasize that housing is not only a technical problem but also a governance challenge intertwined with institutional capabilities and the involvement of citizens.

In response to the challenge, the Indonesian government, via the Ministry of Public Works and Public Housing (*Kementerian Pekerjaan Umum dan Perumahan Rakyat/PUPR*), created the Simple Rental Apartment (*Rumah Susun Sederhana Sewa/Rusunawa*) model aimed offering vertical housing solutions to low-income populations. The Rusunawa initiative was intended as an efficient spatial and economic housing option, alleviating the pressure on the dwindling supply of urban land. The implementation of Rusunawa in different regions has encountered significant challenges, such as issues related to management after construction, insufficient involvement from residents, a limited role for local authorities, and the absence of an inclusive and sustainable governance framework (Dompak & Salsabila, 2024; Laksmiyanti et al., 2025).

In the 24-26 Ilir region of Palembang City, the status of public rental apartments (Rusunawa) highlights the intricate institutional and social challenges associated with urban housing administration (Ramadhan, 2023; Rizal et al., 2023). Although these housing units were established through national government initiatives, many are currently experiencing stagnation in their day-to-day management. Common maintenance tasks, including waste disposal, light fixture repairs, and stair upkeep, often rely on grassroots efforts rather than municipal support. Discussions with community leaders suggest that meetings intended for coordination between residents and the management team are frequently delayed due to unclear roles and limited government participation (Indah, 2022; Mas'odi et al., 2025). As a result, this environment fosters dissatisfaction among residents, deepening feelings of social isolation and diminishing collaborative involvement in governance activities.

These difficulties indicated a more profound issue related to governance which is the disconnection of institutional responsibilities and the lack of a mechanism for participation that connects formal policies to the everyday experiences of residents. This situation

highlights a significant disparity between the ideal participatory housing governance model proposed in national policies and the disjointed, authoritative practices seen in daily management. The strained interactions between residents, apartment management unit (*unit pengelola rumah susun/UPRS*) and local authorities, illustrate how the implementation of policies from the top down does not lead to effective governance responsiveness within communities (Sanga et al., 2022). Informal practices and individual initiatives frequently arise as a consequence of addressing the gaps in governance. These practices are crucial for survival where they heavily rely on specific individuals, such as heads of neighborhoods (*ketua RT*) or elder community members. This condition renders them inconsistent and nonviable across different housing blocks. This reflects what Miraftab (2009) describes as “invented space of participation”, where communities establish their own governance structures when faced with inadequate institutional support.

It is essential to comprehend how residents navigate fragmented governance structures and maintain community management despite limited institutional assistance. This phenomenon has been noted in various Southeast Asian urban areas, where informal and flexible engagement fills the gaps left by formal institutions (Healey, 2006; Repette et al., 2021). This study is significantly related to the realization of the Sustainable Development Goals (SDGs) (Fund, 2015), specifically SDG 11, which focuses on Sustainable Cities and Communities to foster inclusive, safe, resilient, and sustainable urban environments; SDG 1, targeting the eradication of poverty; and SDG 10, aimed at reducing inequalities by ensuring vulnerable populations have access to sufficient housing. Additionally, SDG 16 underlines the importance of inclusive, participatory, and accountable governance within communities.

Participatory methods have led to the development of various governance models that are community-based, where citizens take an active role in making decisions, managing infrastructure, and overseeing public services (Krick, 2022). Research conducted in regions such as Latin America (Goncalves & Do Vale, 2023), South Africa (Khene et al., 2021), and Asia (Butcher et al., 2025) indicates that these models can boost ownership, enhance management effectiveness, and ensure the sustainability of programs. The effectiveness of participatory governance heavily relies on the local socio-political environment, the capabilities of citizens, and the readiness of state institutions to distribute power (Hao et al., 2022; Jager & Newig, 2024; Kurkela et al., 2024).

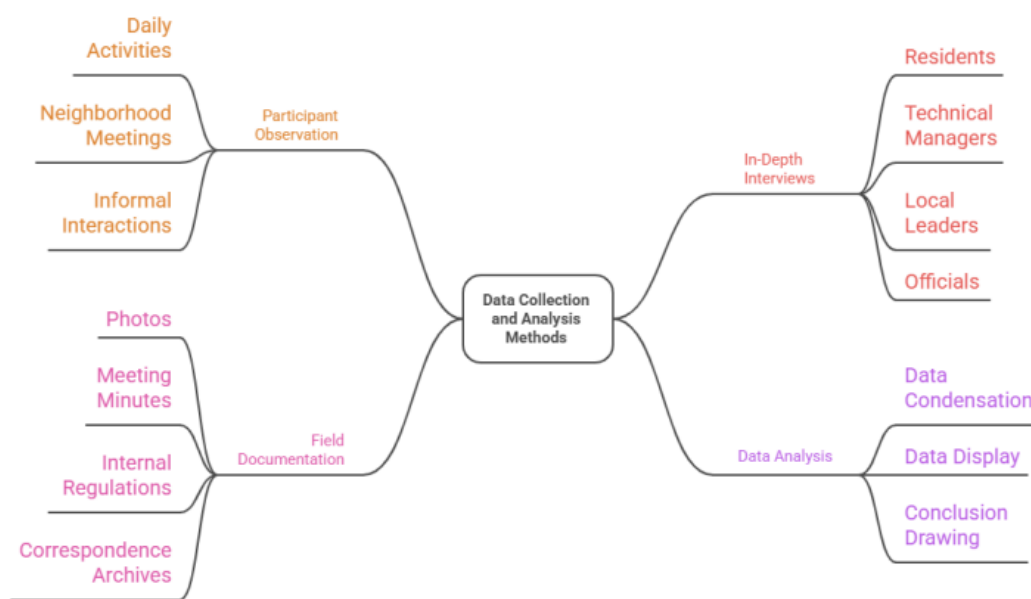
This situation illustrates a distinct discrepancy between the idealized concept of participatory housing governance outlined in national policy and the disjointed, top-down methods evident in actual management practices. This research seeks to examine how participatory government strategies are executed and limited in the management of Rusunawa in Palembang, while also identifying the factors that facilitate or obstruct citizen empowerment within this framework. The theoretical foundation of the study is based on participatory and collaborative governance models (Healey, 2006)(Miraftab, 2009) and is bolstered by contemporary urban housing research conducted in Southeast Asia. This investigation provides a fresh perspective by repositioning urban governance from a citizen-centric viewpoint, highlighting how routine participation and informal activities transform the governance of public housing in mid-sized cities across the Global South.

## METHODS

This research utilized a qualitative approach through an ethnographic technique to investigate the social behaviors, relationship dynamics, and meanings of governance among inhabitants of the Rusunawa in the 24-26 Ilir region of Palembang City, Indonesia. The ethnographic methodology was chosen not solely as a means for data gathering but also as a theoretical lens grounded in the interpretivist perspective, which perceives governance as a process that is constructed socially and embedded within cultural contexts (Hammersley &

Atkinson, 2019). Ethnography enables researchers to witness how institutional arrangements are implemented, negotiated, and contested in daily life, thus uncovering elements of participatory governance that are frequently overlooked in studies reliant on documents or surveys (S. M. Low, 2019; Mattila et al., 2022). This methodology is especially pertinent to studies of public housing, where governance is closely linked to everyday interactions, informal practices, and community discussions that cannot be sufficiently captured by short-term qualitative methods.

Data were gathered using three primary methods (Figure 1): (1) participant observation of the daily routines of residents, community meetings, and informal interactions; (2) in-depth interviews conducted with 20 carefully chosen informants, which included residents from various neighborhoods, technical managers, local leaders (RT), and officials from Palembang City Housing and Settlement Agency; and (3) field documentation, which consisted of photographs, minutes from meetings, internal regulations, and archival correspondence. The combination of these techniques offered thorough insight into the practice of participatory governance in public housing. The analysis of data utilized the interactive model proposed by Miles et al., (2014), encompassing data reduction, presentation, and concluding a cyclical process of coding and thematic organization. Guidelines for interviews and observations were created to maintain uniformity in data collection and can be provided upon request.



Source: Processed by Author, 2025

Figure 1. Data Collection and Analysis Method

## RESULT AND DISCUSSIONS

### Global Shifts in Urban Governance and Housing Research

The international conversation regarding urban governance has experienced a significant shift, moving from a centralized and managerial framework to one that is more participatory and collaborative (Almulhim & Yigitcanlar, 2025; Bradley & Mahmoud, 2022). This new framework highlights the necessity for active engagement from citizens in the stage of planning, execution, and assessment of urban policies. Scholars such as Healey (2006) and Miraftab (2009) underscore the need to interpret urban governance as a multifaceted domain of social interaction (Cars et al., 2018; Van Wezemael, 2016), characterized by ongoing negotiations (Follador et al., 2021) and involving a diverse array of participants, both formal and informal (Huang et al., 2022; Resnick, 2021). Through this theoretical perspective,



structures like apartment buildings or public rental housing are seen not just as physical entities but as socio-political arenas where patterns of citizen engagement, daily governance, and power dynamics are continually evolving (Horlings et al., 2021).

# Bibliometric Analysis of Global Scholarship on Public Rental Housing

To grasp how public housing and urban governance are represented in the global academic landscape, a bibliometric examination was performed utilizing Biblioshiny (Aria & Cuccurullo, 2017). The word cloud depicted in Figure 2 shows the most common keywords found in research regarding public rental housing. Findings indicate that terms like “housing”, “rental sector,” and “public rental housing” dominate the discussion, with a strong geographic concentration in East Asia, particularly China, Hong Kong, and South Korea (J.-W. Lim et al., 2023; Yang et al., 2024; Zhang et al., 2025). This pattern indicates that East Asia remains the epicenter of academic inquiry into public housing governance, while Southeast Asian contexts, particularly Indonesia, remain underexplored.



Source: Processed by Author, 2025.

Figure 2. Analysis Biblioshiny “wordCloud” about public rental housing

Beyond these dominant terms, other keywords such as “affordable housing”, “public housing”, and “social housing” highlight a persistent focus on the themes of affordability, social justice, and the role of the state in ensuring equitable access to housing (Garro-Aguilar et al., 2025; J.-W. Lim et al., 2023). The emergence of related terms such as “urbanization”, “climate change”, “housing policy”, and “governance approach” reflects how contemporary housing studies are increasingly intertwined with broader issues of environmental sustainability and policy innovation (Garro-Aguilar et al., 2025; J. H. M. Lim et al., 2024). Interestingly, the inclusion of terms like “perception”, “psychology”, and “social stigma” suggests that public housing research has expanded beyond economic and policy dimensions into sociological and psychological perspectives, exploring residents' lived experiences and perceptions (J.-W. Lim et al., 2023). The limited appearance of “Indonesia” within this mapping highlights a clear research gap. Studies focusing on Indonesian public housing governance remain marginal in the global literature (J. H. M. Lim et al., 2024), indicating an opportunity to advance scholarly understanding through contextual and ethnographic approaches.

## Positioning the Indonesian Case within Global Discourse

This study fills an important void by incorporating the Indonesian perspective, specifically regarding the administration of Rusunawa in Palembang, into the large

discussion of participatory urban governance. It adds both a geographical and conceptual dimension to international housing research. Geographically, it stands out as one of the rare ethnographic investigations from a mid-sized city in the Global South, supplying empirical insight from an area that lacks representation in current scholarly work. Conceptually, it develops a framework that ties participatory governance to routine social activities, demonstrating how community members express their needs, navigate power dynamics, and create collective strategies to oversee shared environments within institutional limitations (Ferrerri & Vidal, 2022; Lemanski, 2022).

This research further emphasizes that the traditional top-down, technocratic method of housing governance, prevalent in many developing nations, has been ineffective in addressing the intricate realities of urban existence (An, 2021). Conversely, a grassroots strategy that prioritizes dialogue, negotiation, and cooperation among citizens, civil society, and governmental entities presents a more inclusive and adaptable solution (Chitsa et al., 2022; Seve et al., 2022; Shen et al., 2024). Within this context, public housing becomes a vital platform for achieving the right to adequate shelter (Kucharska-Stasiak et al., 2021; Sharafeddin & Arocho, 2022), while participatory and flexible governance serves as the cornerstone for ensuring enduring sustainability (Bogataj et al., 2023; Li, 2025; Shin et al., 2023).

In the Indonesian setting, challenges such as fragmented institutions, ineffective mechanisms for participation, and a lack of governance models that are appropriate for the local context remain significant issues (Marpen et al., 2022; Sururi et al., 2022; Widya et al., 2023). In light of these difficulties, this research focuses on Palembang's Rusunawa as an essential location to examine how participation takes place in real life. It highlights both the empowering and symbolic aspects of citizen involvement and illustrates how the actions of everyday citizens transform governance within urban public housing.

While international research has largely centered on experiences of East Asia, there has been limited exploration of the Indonesian context, especially in terms of how governance functions in the daily management of urban housing. To fill this empirical void, this study involved fieldwork in the Rusunawa of Palembang city, concentrating on the practical aspects of participatory governance. The subsequent sections will present important findings derived from ethnographic observations and interviews, showcasing the disjointed institution framework, the daily challenges faced by residents, and the various forms of participation that influence urban governance within this local setting.

### **Fragmented Governance in Public Housing Provision**

Field research reveals a notable gap between the established legal structures and the actual practices of apartment management. While regulatory frameworks such as UU NO. 20 Tahun 2011 and Perwali Palembang No.14 Tahun 2010 provide formal guidelines for housing administration, their execution is inconsistent and poorly coordinated among various agencies. For example, the Public Works and Housing Agency is mainly tasked with granting building permits, but does not have jurisdiction over management after construction is completed. The local Housing and Settlement Office possesses limited operational capabilities and ambiguous responsibilities concerning tenant interactions and upkeep of facilities. This disconnect has resulted in an institutional gap, with no single entity taking comprehensive accountability for daily management tasks. This observation is consistent with Anomsari (2015), who asserts that community involvement frequently arises as a responsive measure to local governance situations rather than from a structured institutional framework.

Essential aspects of governance, such as the upkeep of shared areas, mediation of resident conflicts, and facilitation of group decision-making, often remain unaddressed or are informally managed by the residents themselves. For instance, minor repairs to

infrastructure or sanitation issues frequently rely on one-time contributions from tenants or voluntary efforts by local leaders, instead of receiving consistent assistance from municipal authorities. This lack of cohesion not only diminishes accountability but also muddies the lines of authority, resulting in overlapping responsibilities, bureaucratic stagnation, and uneven delivery of service. Within the realm of governance theory, this scenario is indicative of an institutional void (Hajer, 2003), where the lack of effective coordination mechanisms between governmental bodies and community participants undermines the smooth operation of everyday governance, compelling local communities to create informal alternatives to formal institutions. Comparable observations were made by Santoso et al., (2023) and Kushendar (2023), who pointed out that institutional fragmentation and poor coordination among local government bodies frequently obstruct the sustainability of public housing initiatives in Indonesian urban areas. Also, similar issues with coordination were noted in the Smart City project in Semarang, where the divided roles of various agencies impeded successful implementation (Wahyuni et al., 2021).

### Everyday Struggles in Rusunawa Management

In the daily experiences of residents in apartments, management is influenced not just by physical limitations but also by complex informal relationships. Conversations with neighborhood associations (RT) showed that many efforts concerning maintenance, safety, and cleanliness are initiated by individuals or local leaders, instead of formal housing authorities. One RT member recounted how he took the initiative to raise money for repairing a fallen staircase and even received backing from a candidate for regional office since the government did not step in. These examples demonstrate how residents manage government gaps through local actions and exchanges based on personal influence, highlighting the development of mixed practices that combine civic engagement with political negotiation.

These informal discussions suggest a transfer of authority from the government to the community, where power and responsibility are reshaped through daily interactions. Instead of merely being passive recipients, residents play a proactive role in creating alternative approaches to accountability and resource gathering to address shared needs. However, these self-organized efforts can also foster dependency and inequality, as the ability to secure support frequently relies on personal connections and political relationships, rather than clear institutional processes. This observation emphasizes what Miraftab (2009) refers to as “invented space of participation”, where citizens establish informal governance areas in response to the neglect of formal institutions. Thus, the day-to-day challenges faced by Rusunawa residents are not just strategies for survival, but rather representations of adaptive governance that both confront and compensate for the shortcomings of formal systems.

### Participation as Practice: Between Empowerment and Symbolism

Resident involvement in the management of apartment complexes seems to exist between merely symbolic gestures and more meaningful engagement. On one side, there are cooperative efforts, referred to as “*gotong royong*”, and community service initiatives initiated by the neighborhood association (RT) that include residents from particular blocks. These efforts tend to be reactive, lack institutional support, and are not linked to long-term strategies. Collective involvement often depends on key individuals like those in RT, rather than on formalized decision-making frameworks. Thamrin (2020) points out that local engagement in physical development frequently stems from grassroots organization within the community instead of being driven by directives from higher authorities, a trend also observed in the management of public apartments in Palembang.

This indicates that participation leans more toward being a cultural and adaptive behavior rather than arising from imposed participatory policies. Initiatives grounded in the community often act as

tools for empowerment in situations where official structures fall short (Anomsari & Abubakar, 2019). This perspective aligns with the findings of van Voorst (van Voorst, 2020), who noted that community-oriented participation often acts as a compensatory response in environments lacking formal mechanisms for engagement. This further supports the theories posited by Arnstein (1969) and Fung (2011) about “degrees of citizen power”, where residents may not wield total control over decision-making but exhibit agency within the limited opportunities available to them.

### Reframing Urban Governance

According to observations and interviews, it is clear that urban governance related to public housing can't be simplified to just formal rules and government-led management systems. Rather, the daily experience of residents, informal practices, and local engagement illustrate that governance in Palembang functions as a context-dependent and negotiated process. This observation supports Healey's (2006) idea of collaborative planning and Miraftab (2009) concept of insurgent or everyday governance, in which marginalized groups actively reinterpret governmental regulations through localized efforts.

Examples of these practices include joint repairs and informal coordination among community members, reflecting what Arnstein (1969) termed “degrees of citizen power”, which lie between superficial engagement and true participation. These grassroots forms of involvement show that citizen engagement in urban governance is not merely a matter of procedure but is deeply rooted in cultural and relational aspects that arise from shared needs, limited resources, and adaptive survival methods.

Reconsidering urban governance necessitates a shift in focus from institutional structures to the social practices that people experience. This aligns with Low (2019) assertion that urban governance should be viewed as a lived practice, where negotiation, resistance, and adaptation influence how policies are implemented in reality. In this context, city management becomes more than a technical function; it involves into a socio-political space where citizens express creativity, agency, and collective resilience. As Tauran (2025), rethinking community empowerment through localized participation allows residents to function as co-governors instead of mere passive recipients, a perspective that is particularly significant for the management of public housing. Understanding these dynamics transforms participation from a tool for inclusion into a fundamental process through which governance is continuously shaped in collaboration with the state and its citizens.

### Discussion

Finding related to the disjointed nature of apartment governance indicated a significant gap between the established regulations and their real-world application. While legal documents such as UU no. 20 Tahun 2011 concerning Apartment and Perwali Palembang No. 14 Tahun 2010 offer a foundation for effective management, inter-agency coordination remains insufficient and fragmented. This scenario supports the views of Palmer (2018), who contended that apartment management entities in Indonesia frequently function in an unstructured manner, lacking uniform operational guidelines. The division of authority gives rise to overlapping responsibilities among the central government, local municipal agencies, and community management organizations, which results in unclear policies and inconsistent accountability.

This context has led to what governance researchers refer to as an institutional vacuum (Hajer, 2003), where no single organization takes on the full responsibility for the daily operations of public housing. The Public Works and Housing Agency (PUPR) mainly concentrate on supervising technical construction aspects, while the social, administrative, and community-related matters do not fall within its scope. Issues involving maintenance, conflict resolution, and community organization rely on informal agreements between



residents or local leaders, rather than on formal institutional backing. These institutional gaps are not simply failures of administration; they indicated the larger governance issues encountered by numerous developing urban areas, where the shift towards decentralized policy has not been accompanied by the necessary capability and coherence for successful local execution (Faguet, 2014; Healey, 2006).

In this situation, community members and local leaders are driven to address the gaps through their own initiatives. This situation exemplifies how informal institutional areas develop as people adjust to the lack of effective government systems. Ntwana & Naidoo (Ntwana & Naidoo, 2024) refer to this as the rise of “invited” versus “invented” participation spaces, where neighborhoods create their own platforms for involvement outside established governance frameworks. The role of neighborhood heads (RT) and other community leaders as key participants in the management of Rusunawa highlights how local governance processes depend on individual social connections (Perrigo et al., 2025). Reliance on personal networks often leads to uneven and unsustainable participation, supporting the argument made by Horelli & Wallin (2024) that informal involvement without foundational institutional support lacks lasting deliberative strength (Sinervo et al., 2024).

The daily challenges identified in this research emphasize the importance of utilizing an ethnographic perspective to uncover how governance functions as a lived experience. When residents gather their own resources to fix up efforts, they participate in what Anderson et al., (Anderson et al., 2023) term everyday governance; grassroots action that fills the gaps left by inadequate institutions. Participation in this context exists on a flexible spectrum; at one end, community efforts like “*gotong royong*” and “*kerja bakti*” reflect cultural unity, while at the other, these actions remain reactive and sporadic, lacking ongoing structural support. This dynamic corresponds with Arnstein (1969) and Sharma (2025) concept of “degrees of citizen power”, demonstrating that participation in this instance is primarily symbolic, fostering social cohesion rather than altering power dynamics.

The ongoing informal discussions and collaboration among community members illustrate the agency and ingenuity driving local resilience. These actions can be seen as forms of micro-resistance against bureaucratic exclusion, a concept that Bibri (2020) refers to as “urban intelligence”, where residents utilize adaptable knowledge to maintain shared community life. Such initiatives indicate that governance in affordable housing is not solely dictated by the state, nor is it completely independent; it develops through interactions negotiated among various stakeholders who are navigating both institutional and material challenges.

These insights strengthen the view that urban governance must not be perceived as a straightforward, hierarchical administrative mechanism, but as a dynamic negotiation between established institutions and community practice. The collaborative model proposed by Ansell & Gash (2008) is pertinent in this context, highlighting the importance of creating fair and participatory environments that empower citizens to influence policy orientation and management results. The effectiveness of such collaboration is significantly contingent upon clearly established roles, supportive policies, and community capacity, all of which remain underdeveloped in the context of Palembang Rusunawa. The lack of a formal deliberative platform, unclear management responsibilities, and insufficient civic capacity together emphasize the necessity for systematic capacity enhancement and supportive regulatory frameworks.

From a policy standpoint, these observations directly support SDG 11 (Sustainable Cities and Communities) by illustrating how inclusive housing governance can foster adaptable urban development. When citizens are afforded genuine opportunities for involvement, housing administration becomes more attuned to local conditions, representing a vital aspect of fair urban governance in the Global South, as outlined by UNDP (UNDP, 2023). The experience of residents in Palembang Rusunawa also demonstrates the concept

of “policy learning from below”, as described by Long (2004), whereby local innovations and social changes shape more context-relevant policy frameworks.

The ethnographic method employed in this research facilitates a richer understanding of governance as a phenomenon that is experienced and negotiated. Ethnography, rooted in the interpretivist framework, regards the experience of residents as a legitimate source of insight rather than secondary information ((K. E. Y. Low, 2015). The informal and contextual governance practice noted in Palembang should not be viewed merely as administrative shortcomings but rather as indicators of the residents' ability to adapt and innovate while facing structural limitations. When properly supported, these practices can lay the groundwork for resilient governance models that are deeply rooted in the community.

The findings call for a reconceptualization of how urban planners and policymakers approach vertical housing governance. Beyond focusing solely on infrastructure and regulations, the community should be recognized as an active participant with the authority, experience, and knowledge necessary to shape the future of urban living. This shift in perspective represents more than just a move towards participation; it signifies a political reorientation of residents within a highly centralized framework of urban governance.

## CONCLUSION

This research concludes that the management of public rental housing in the 24-26 Ilir area of Palembang City functions within a fragmented governance structure, characterized by a disconnect between the establishment of regulations and their execution. This disconnect leads to institutional gaps that are often filled by informal actions from residents. Individuals such as local community leaders and older citizens have taken on roles as unofficial managers, demonstrating that governance in this environment is flexible, negotiated, and context-specific rather than strictly bureaucratic. Resident engagement manifests not as a standardized process but as a lively interaction between symbolic and substantive involvement, showcasing both empowerment and limitations. From a theoretical perspective, this study enhances the understanding of urban governance by redefining it as a negotiated, lived experience, termed “everyday governance” that emerges from community interactions, instead of being solely a procedure driven by the state. By focusing on community experiences, this research addresses a significant gap in the existing literature regarding participation governance in mid-sized cities in the Global South, which are often overlooked in global discussions. The empirical findings indicate that effective public housing management necessitates a transition from purely technocratic oversight to a collaborative, context-aware governance approach that embraces local capabilities, acknowledges informal leadership roles, and institutionalizes participatory dialogue. In terms of practical application, the study advocates for a community-oriented governance framework founded on three essential components: recognizing residents as catalysts for change, establishing independent participatory venues, and ensuring adaptable policy support from municipal authorities. Although this analysis is confined to a specific geographic area and timeframe, it lays a theoretical groundwork for future comparative research in other Indonesian and Southeast Asian cities, aimed at advancing collaborative models of participatory urban governance.

## ACKNOWLEDGEMENTS

The authors are thankful to the Universitas Indo Global Mandiri for funding the APC and thank the anonymous reviewers for their valuable reviews and suggestions.

## Declaration of Generative AI and AI-Assisted Technologies in the Writing Process

The use of AI-based applications in this manuscript is limited to creating illustrations in research designs and editing language. AI did not involve in data generation, interpretation results, or the formulation of scientific conclusion.

## REFERENCES

- Almulhim, A., & Yigitcanlar, T. (2025). Understanding smart governance of sustainable cities: A review and multidimensional framework. *Smart Cities*, 8(4), Article-number. <https://doi.org/https://doi.org/10.3390/smartcities8040113>
- An, B. Y. (2021). Bottom-up or top-down local service delivery? Assessing the impacts of special districts as community governance model. *The American Review of Public Administration*, 51(1), 40–56. <https://doi.org/https://doi.org/10.1177/0275074020933968>
- Anderson, C., Joshi, A., Barnes, K., Ahmed, A., Ali, M., Chaimite, E., Forquilha, S., Khan, D., Khan, R., & Loureiro, M. (2023). Everyday governance in areas of contested power: Insights from Mozambique, Myanmar, and Pakistan. *Development Policy Review*, 41, e12683. <https://doi.org/DOI:10.1111/dpr.12683>
- Anierobi, C. M., Nwalusi, D. M., Efobi, K. O., Nwosu, K. I., Nwokolo, N. C., & Ibem, E. O. (2023). Urban housing inequality and the nature of relationship between formal and informal settlements in Enugu Metropolis, Nigeria. *SAGE Open*, 13(3), 21582440231192390. <https://doi.org/https://doi.org/10.1177/21582440231192390>
- Anomsari, E. T. (2015). PARTISIPASI MASYARAKAT DALAM PENGELOLAAN HUTAN BERSAMA MASYARAKAT (STUDI KASUS DI KECAMATAN KARANGGAYAM, KEBUMEN). *NATAPRAJA*, 1(1). <https://doi.org/https://doi.org/10.21831/jnp.v1i1.3463>
- Anomsari, E. T., & Abubakar, R. R. T. (2019). PROGRAM PEMBANGUNAN PARTISIPATIF DAN DAMPAKNYA TERHADAP PEMBERDAYAAN MASYARAKAT. *NATAPRAJA*, 7(1), 121–138. <https://doi.org/https://doi.org/10.21831/jnp.v7i1.22157>
- Ansell, C., & Gash, A. (2008). Collaborative governance in theory and practice. *Journal of Public Administration Research and Theory*, 18(4), 543–571. <https://doi.org/10.1093/jopart/mum032>
- Aria, M., & Cuccurullo, C. (2017). bibliometrix : An R-tool for comprehensive science mapping analysis. *Journal of Informetrics*, 11(4), 959–975. <https://doi.org/10.1016/j.joi.2017.08.007>
- Arnstein, S. R. (1969). A ladder of citizen participation. *Journal of the American Institute of Planners*, 35(4), 216–224. <https://doi.org/https://doi.org/10.1080/01944366908977225>
- Bappenas. (2014). Lampiran Peraturan Presiden Republik Indonesia Nomor 2 Tahun 2015 Tentang Rencana Pembangunan Jangka Menengah Nasional 2015-2019. In *Buku II RPJMN 2015-2019*.
- Bhanye, J., Lehobo, M. T., Mocwagae, K., & Shayamunda, R. (2024). Strategies for Sustainable Innovative Affordable Housing (SIAH) for low income families in Africa: A rapid review study. *Discover Sustainability*, 5(1), 157. <https://doi.org/https://doi.org/10.1007/s43621-024-00353-9>
- Bhunia, A., Chatterjee, U., Gupta, J., & Gupta, K. (2025). Urbanisation and Quality of Life: A Comparative Assessment between Developed and Developing Countries. In U. Chatterjee, A. Bhunia, J. Gupta, & K. Gupta (Eds.), *Sustainability and Urban Quality of Life* (1st ed., pp. 3–21). Routledge India. <https://doi.org/https://doi.org/10.4324/9781003604358>
- Bibri, S. E. (2020). Data-driven smart sustainable cities: A conceptual framework for urban intelligence functions and related processes, systems, and sciences. In M. Amer (Ed.), *Advances in the Leading Paradigms of Urbanism and their Amalgamation: Compact Cities, Eco-Cities, and Data-Driven Smart Cities* (pp. 143–173). Springer. [https://doi.org/https://doi.org/10.1007/978-3-030-41746-8\\_6](https://doi.org/https://doi.org/10.1007/978-3-030-41746-8_6)

- Bogataj, M., Bogataj, D., & Drobne, S. (2023). Planning and managing public housing stock in the silver economy. *International Journal of Production Economics*, 260, 108848. <https://doi.org/https://doi.org/10.1016/j.ijpe.2023.108848>
- Bradley, S., & Mahmoud, I. H. (2022). Integrated Collaborative Governance Approaches towards Urban Transformation: Experiences from the CLEVER Cities Project. *Sustainability*, 14(23). <https://doi.org/https://doi.org/10.3390/su142315566>
- Butcher, S., Pérez-Castro, B., Lipietz, B., Contributors:, A., Boonyabancha, S., Kerr, T., Shah, K., Patel, S., Hosaka, M., & Manandhar, L. (2025). Pathways to urban equality: trans-local solidarities within the Asian Coalition for Housing Rights. *Environment & Urbanization*, 37(1), 76–94. <https://doi.org/https://doi.org/10.1177/09562478251317977>
- Cars, G., Healey, P., Madanipour, A., & De Magalhaes, C. (2018). *Urban governance, institutional capacity and social milieux* (G. Cars, P. Healey, A. Madanipour, & C. De Magalhaes, Eds.; reissued). Routledge.
- Chitsa, M., Sivapalan, S., Singh, B. S. M., & Lee, K. E. (2022). Citizen participation and climate change within an urban community context: Insights for policy development for bottom-up climate action engagement. *Sustainability*, 14(6), 3701. <https://doi.org/https://doi.org/10.3390/su14063701>
- Das, S., Choudhury, M. R., Chatterjee, B., Das, P., Bagri, S., Paul, D., Bera, M., & Dutta, S. (2024). Unraveling the urban climate crisis: Exploring the nexus of urbanization, climate change, and their impacts on the environment and human well-being—A global perspective. *AIMS Public Health*, 11(3), 963. <https://doi.org/https://doi.org/10.3934/publichealth.2024050>
- Dompak, T., & Salsabila, L. (2024). The Development of Rusunawa Triharjo: How Effective is it in Reducing Slum Settlements? *EScience Humanity Journal*, 4(2), 188–195. <https://doi.org/https://doi.org/10.37296/esci.v4i2.80>
- Duca, J. V., Muellbauer, J., & Murphy, A. (2021). What drives house price cycles? International experience and policy issues. *Journal of Economic Literature*, 59(3), 773–864. <https://doi.org/10.1257/jel.20201325>
- Faguet, J.-P. (2014). Decentralization and governance. *World Development*, 53, 2–13. <https://doi.org/https://doi.org/10.1016/j.worlddev.2013.01.002>
- Ferreri, M., & Vidal, L. (2022). Public-cooperative policy mechanisms for housing commons. *International Journal of Housing Policy*, 22(2), 149–173. <https://doi.org/https://doi.org/10.1080/19491247.2021.1877888>
- Follador, D., Tremblay-Racicot, F., Duarte, F., & Carrier, M. (2021). Collaborative governance in urban planning: patterns of interaction in Curitiba and Montreal. *Journal of Urban Planning and Development*, 147(1), 4020056. [https://doi.org/https://doi.org/10.1061/\(ASCE\)UP.1943-5444.0000642](https://doi.org/https://doi.org/10.1061/(ASCE)UP.1943-5444.0000642)
- Fund, S. (2015). Sustainable development goals. In *Available at this link: https://www.un.org/sustainabledevelopment/inequality*.
- Fung, A. (2011). Reinventing Democracy in Latin America. *Perspectives on Politics*, 9(4), 857–871. <https://doi.org/https://doi.org/10.1017/S1537592711003744>
- Garro-Aguilar, M., López-González, L. M., & Picallo-Perez, A. (2025). A Systematic Review of Current Alternatives for Exploiting Solar Potential in Buildings Considering the Past, Present, and Future. *International Journal of Energy Research*, 2025(1), 4373291. <https://doi.org/https://doi.org/10.1155/er/4373291>
- Goncalves, R. S., & Do Vale, J. (2023). Commoning for Land Tenure Regularization: The Case of the Collective Urban Special Adverse Possession of Chácara do Catumbi in the City of Rio de Janeiro. *International Journal of the Commons*, 17(1), 302–315. <https://doi.org/https://doi.org/10.5334/ijc.1196>
- Hajer, M. (2003). Policy without polity? Policy analysis and the institutional void. *Policy Sciences*, 36(2), 175–195.
- Hammersley, M., & Atkinson, P. (2019). *Ethnography: Principles in practice*. Routledge.



- Hanif, A., Zakiri, J. A., Mirzahi, S., Asim, G. M., & Nadeem, G. F. (2024). Analysis of contextual factors influencing the development of unplanned settlements: The case of Herat City, Afghanistan. *City, Culture and Society*, 39, 100607. <https://doi.org/https://doi.org/10.1016/j.ccs.2024.100607>
- Hao, C., Nyaranga, M. S., & Hongo, D. O. (2022). Enhancing public participation in governance for sustainable development: Evidence from Bungoma County, Kenya. *Sage Open*, 12(1), 21582440221088856. <https://doi.org/https://doi.org/10.1177/21582440221088856>
- Healey, P. (2006). Relational complexity and the imaginative power of strategic spatial planning. *European Planning Studies*, 14(4), 525–546. <https://doi.org/10.1080/09654310500421196>
- Horelli, L., & Wallin, S. (2024). Civic engagement in urban planning and development. *Land*, 13(9), 1446. <https://doi.org/https://doi.org/10.3390/land13091446>
- Horlings, L. G., Lamker, C., Puerari, E., Rauws, W., & Van Der Vaart, G. (2021). Citizen engagement in spatial planning, shaping places together. *Sustainability*, 13(19), 11006. <https://doi.org/https://doi.org/10.3390/su131911006>
- Huang, C., Yi, H., Chen, T., Xu, X., & Chen, S. (2022). Networked environmental governance: formal and informal collaborative networks in local China. In *Governance and public administration in China* (pertama, pp. 19–37). Routledge.
- Indah, D. (2022). *Implementasi Kebijakan Pengelolaan Rumah Susun Sederhana Di Perkotaan* (Yogi, Ed.; pertama). uwais inspirasi indonesia.
- Jager, N. W., & Newig, J. (2024). What explains the performance of participatory governance? In *Pathways to Positive Public Administration* (pp. 165–186). Edward Elgar Publishing. <https://doi.org/https://doi.org/10.4337/9781803929170.00019>
- Khene, C., Siebörger, I., Thinyane, M., & Simuja, C. (2021). Power participation in digital citizen engagement in South African local government: The case of MOBISAM. *ArXiv Preprint* ArXiv:2108.09798. <https://doi.org/https://doi.org/10.48550/arXiv.2108.09798>
- Kolotouchkina, O., Ripoll González, L., & Belabas, W. (2024). Smart cities, digital inequalities, and the challenge of inclusion. *Smart Cities*, 7(6), 3355–3370. <https://doi.org/https://doi.org/10.3390/smartcities7060130>
- Krick, E. (2022). Citizen experts in participatory governance: Democratic and epistemic assets of service user involvement, local knowledge and citizen science. *Current Sociology*, 70(7), 994–1012. <https://doi.org/https://doi.org/10.1177/00113921211059225>
- Kucharska-Stasiak, E., Żróbek, S., & Żelazowski, K. (2021). European Union housing Policy—an attempt to synthesize the actions taken. *Sustainability*, 14(1), 39. <https://doi.org/https://doi.org/10.3390/su14010039>
- Kurkela, K., Kork, A., Jäntti, A., & Paananen, H. (2024). Citizen participation as an organisational challenge in local government. *International Journal of Public Sector Management*, 37(1), 124–140. <https://doi.org/https://doi.org/10.1108/IJPSM-08-2022-0179>
- Kurniawan, F., Manurung, M. D., Harbuwono, D. S., Yunir, E., Tsonaka, R., Pradnjaparamita, T., Vidiawati, D., Anggunadi, A., Soewondo, P., & Yazdanbakhsh, M. (2022). Urbanization and unfavorable changes in metabolic profiles: A prospective cohort study of Indonesian young adults. *Nutrients*, 14(16), 3326. <https://doi.org/https://doi.org/10.3390/nu14163326>
- Kushendar, D. H. (2023). Implementation Of Public Housing Management Policy : A Case Study In Rusunawa Of Cimahi, West Java, Indonesia. *Jurnal Manajemen Pelayanan Publik*, 07(01). <https://doi.org/http://dx.doi.org/10.24198/jmpp.v7i1.47689>
- Laksmiyanti, D. P. E., Larasati, D., & Indraprastha, A. (2025). Energy Profiling and Thermal Assessment of Low-Cost Vertical Housing in Warm-Humid Surabaya: Strategic Pathways Toward Net Zero Energy Buildings in Indonesia. *Research Square*, 1(1). <https://doi.org/doi.org/10.21203/rs.3.rs-7006768/v1>
- Lemanski, C. (2022). Infrastructural citizenship: conceiving, producing and disciplining people and place via public housing, from Cape Town to Stoke-on-Trent. *Housing*

- Studies*, 37(6), 932–954.  
<https://doi.org/https://doi.org/10.1080/02673037.2021.1966390>
- Li, Y. (2025). Housing in Asia. In *Introduction to Housing* (3rd ed., pp. 343–360). Routledge.
- Lim, J. H. M., Paidakaki, A., & Van den Broeck, P. (2024). Dissecting the multiplicity of urban resistance: The Dakota Crescent housing redevelopment in Singapore. *Cities*, 155, 105509. <https://doi.org/https://doi.org/10.1016/j.cities.2024.105509>
- Lim, J.-W., Park, H.-O. H., & Kim, M. J. (2023). Effects of safety and care services on psychological outcomes and housing satisfaction in Korean middle-aged and older adults living alone. *Journal of Public Health*, 45(4), e737–e745. <https://doi.org/https://doi.org/10.1093/pubmed/fdad118>
- Long, N. (2004). Contesting policy ideas from below. In R. Jolly (Ed.), *Global Institutions and Development* (pertama, pp. 24–40). Routledge.
- Low, K. E. Y. (2015). The sensuous city: Sensory methodologies in urban ethnographic research. *Ethnography*, 16(3), 295–312. <https://doi.org/https://doi.org/10.1177/1466138114552938>
- Low, S. M. (2019). *The Routledge handbook of anthropology and the city*. Routledge New York.
- Mardiansjah, F. H., Rahayu, P., & Rukmana, D. (2021). New patterns of urbanization in Indonesia: emergence of non-statutory towns and new extended urban regions. *Environment and Urbanization ASIA*, 12(1), 11–26. <https://doi.org/https://doi.org/10.1177/0975425321990384>
- Marpen, R., Ibrahim, I., Putra, H. W. S., Ismail, A. Bin, & Bahaudin, A. Bin. (2022). Preference Study of Marginal Society in Palembang City who Live in Subsidized Houses and Flats on the Need for Space as A Place for Activity. *5th FIRST T1 T2 2021 International Conference (FIRST-T1-T2 2021)*, 400–405. <https://doi.org/https://doi.org/10.2991/ahe.k.220205.070>
- Mas'odi, M., Pramudiana, I. D., Roekminiati, S., & Sholichah, N. (2025). Keberlanjutan Rumah Susun Sederhana Milik (Rusunami): Solusi Hunian Layak bagi Masyarakat Berpenghasilan Rendah di Surabaya. *Journal of Management and Social Sciences*, 4(1), 148–164. <https://doi.org/https://doi.org/10.55606/jimas.v4i1.1744>
- Mattila, H., Olsson, P., Lappi, T.-R., & Ojanen, K. (2022). Ethnographic knowledge in urban planning—Bridging the gap between the theories of knowledge-based and communicative planning. *Planning Theory & Practice*, 23(1), 11–25. <https://doi.org/https://doi.org/10.1080/14649357.2021.1993316>
- Miles, M. b., michael Huberman, & Saldana, J. (2014). *Qualitative Data Anlysis A Methods Sourcebook* (H. Salmon, Ed.; 3rd ed.). SAGE.
- Miraftab, Faranak. (2009). Insurgent Planning: Situating Radical Planning in the Global South. *Planning Theory*, 8(1), 32–50. <https://doi.org/10.1177/1473095208099297>
- Ntwana, B., & Naidoo, V. (2024). The Impact of Public Participation Through Invited and Invented Spaces on Water Supply in Urban Informal Settlements. *Urban Forum*, 35(4), 571–601.
- Palmer, S., Rusniah, A., Mhd, N. F. B., & Harsanto, N. (2018). Strengthening the role of government in resolving fraud and disputes of the flat management. *Russian Journal of Agricultural and Socio-Economic Sciences*, 75(3), 12–23. <https://doi.org/https://doi.org/10.18551/rjoas.2018-03.02>
- Perrigo, J. L., Ginther, A., Syeda, H. S., Shier, V., & Datar, A. (2025). Community Social Cohesion During a Large Public Housing and Neighborhood Redevelopment: A Mixed Methods Study. *Societies*, 15(5), 140.
- Pickerill, J., Chitewere, T., Cornea, N., Lockyer, J., Macrorie, R., Blažek, J. M., & Nelson, A. (2024). URBAN ECOLOGICAL FUTURES: Five Eco-Community Strategies for more Sustainable and Equitable Cities. *International Journal of Urban and Regional Research*, 48(1), 161–176. <https://doi.org/https://doi.org/10.1111/1468-2427.13209>
- Ramadhan, M. F. (2023). Analisis Jangkauan Jarak Fasilitas Kesehatan Terhadap Pemukiman Kumuh Di Kecamatan Bukit Kecil Palembang (Studi Kasus: Rumah Susun

- 24 ilir). *Jurnal Tekno Global*, 12(2), 77–82. <https://doi.org/https://doi.org/10.36982/jtg.v12i02.3377>
- Repette, P., Sabatini-Marques, J., Yigitcanlar, T., Sell, D., & Costa, E. (2021). The evolution of city-as-a-platform: Smart urban development governance with collective knowledge-based platform urbanism. *Land*, 10(1), 33. <https://doi.org/https://doi.org/10.3390/land10010033>
- Resnick, D. (2021). The politics of urban governance in sub-Saharan Africa. *Regional & Federal Studies*, 31(1), 139–161.
- Rizal, R., Angrini, S. N., & Sary, R. K. (2023). Perencanaan Program Ruang Unit Hunian berbasis Persepsi Pengguna Rumah Susun Kota Palembang Residential Unit Space Program Planning based on User Perceptions of Palembang City Flats. *Jurnal TekstuReka*, 1(1), 56–69. <https://doi.org/https://doi.org/10.32502/tekstureka.v0i0.6503>
- Sanga, N., Gonzalez Benson, O., & Josyula, L. (2022). Top-down processes derail bottom-up objectives: a study in community engagement and ‘Slum-Free City Planning.’ *Community Development Journal*, 57(4), 615–634. <https://doi.org/https://doi.org/10.1093/cdj/bsab037>
- Santoso, R. S., Warsono, H., Sunu Astuti, R., & Hayu Dwimawanti, I. (2023). The Paradox of Public Service Innovation amid Regional Autonomy in Indonesia. *JURNAL ILMU SOSIAL*, 22(1). <https://doi.org/10.14710/jis.22.1.2023.68-96>
- Seve, B., Redondo, E., & Segal, R. (2022). A taxonomy of bottom-up, community planning and participatory tools in the urban planning context. *ACE: Arquitectura, Ciudad y Entorno*. <https://doi.org/https://doi.org/10.5821/ace.16.48.10623>
- Sharafeddin, A., & Arocho, I. (2022). Toward sustainable public housing: A comparison of social aspects in public housing in the United State and Libya. *Habitat International*, 122, 102513. <https://doi.org/https://doi.org/10.1016/j.habitatint.2022.102513>
- Sharma, V. (2025). Revisiting Arnstein’s A Ladder of Citizen Participation: Strengths and Limitations in the 21 st Century. *Research Journal of Humanities and Social Sciences*, 16(2), 75–80. <https://doi.org/DOI:10.52711/2321-5828.2025.00012>
- Shen, C., Wang, Y., Xu, Y., & Li, X. (2024). Unveiling citizen-government interactions in urban renewal in China: Spontaneous online opinions, regional characteristics, and government responsiveness. *Cities*, 148, 104857. <https://doi.org/https://doi.org/10.1016/j.cities.2024.104857>
- Shin, Y., Kwon, Y., & Seo, D. (2023). Rethinking developmental state intervention in the housing supply of a transitional economy: Evidence from Hanoi, Vietnam. *Land Use Policy*, 132, 106795. <https://doi.org/https://doi.org/10.1016/j.landusepol.2023.106795>
- Silver, C. (2024). Rapid urbanization: the challenges and opportunities for planning in Indonesian cities. In *The Indonesian economy and the surrounding regions in the 21st century: essays in honor of Iwan Jaya Azis* (pp. 35–48). Springer. [https://doi.org/https://doi.org/10.1007/978-981-97-0122-3\\_3](https://doi.org/https://doi.org/10.1007/978-981-97-0122-3_3)
- Sinervo, L.-M., Bartocci, L., Lehtonen, P., & Ebdon, C. (2024). Toward sustainable governance with participatory budgeting. *Journal of Public Budgeting, Accounting & Financial Management*, 36(1), 1–19. <https://doi.org/https://doi.org/10.3390/admsci14100260>
- Sururi, A., Rusli, B., Widianingsih, I., & Ismanto, S. U. (2022). Housing policy for low-income communities in Indonesia and its reforms: An overview. *Public Policy and Administration*, 21(1), 158–174. <https://doi.org/https://doi.org/10.5755/j01.ppaa.21.1.30151>
- Tauran, T. (2025). Reframing Community Empowerment: A Critical Reading of Place-Based Approach to Produmas in Kediri, Indonesia. *JURNAL NATAPRAJA: Kajian Ilmu Administrasi Negara*, 13(1), 110–123. <https://doi.org/https://doi.org/10.21831/natapraja.v13i1.84215>
- Thamrin, M. H. (2020). Community Organization and Participation (The Role of Village Council and Participation in Physical Development of PPMK at South Cipinang Besar Village, DKI Jakarta). *JURNAL NATAPRAJA : Kajian Ilmu Administrasi Negara*, 08(2), 120–131. <https://doi.org/https://doi.org/10.21831/jnp.v8i2.33752>

- UNDP. (2023). *The SDGS In Action*. Undp. <https://www.undp.org/sustainable-development-goals>
- United Nations. (2018). *68% of the world population projected to live in urban areas by 2050, says UN*. United Nations News. <https://www.un.org/development/desa/en/news/population/2018-revision-of-world-urbanization-prospects.html>
- van Voorst, R. (2020). Juxtapositions in Jakarta: How Flood Interventions Reinforce and Challenge Urban Divides. *Urban Forum*, 31(3), 373–388. <https://doi.org/10.1007/s12132-020-09391-8>
- Van Wezemaal, J. (2016). Urban governance and social complexity. In *A Planner's Encounter with Complexity* (first, pp. 283–308). Routledge.
- Wahyuni, H., Purwaningsih, T., & Herlina, N. (2021). Implementation of the Smart City Program to Improve Public Services in Semarang City. *JURNAL NATAPRAJA : Kajian Ilmu Administrasi Negara*, 09(2), 131–147. <https://doi.org/https://doi.org/10.21831/natapraja.v9i2.44162>
- Wang, L., Rong, X., & Mu, L. (2021). The coupling coordination evaluation of sustainable development between urbanization, housing prices, and affordable housing in China. *Discrete Dynamics in Nature and Society*, 2021(1), 3937226. <https://doi.org/https://doi.org/10.1155/2021/3937226>
- Widya, A. T., Kusuma, H. E., & Lubis, H. A. (2023). Exploring housing quality perception and attitude groups through annoyance on vertical public-housing: Online user review: Case study—Apartment in Bandung City, Indonesia. *Journal of Housing and the Built Environment*, 38(3), 1651–1688. <https://doi.org/https://doi.org/10.1007/s10901-022-10001-1>
- Yang, J., Hua, W., Xia, T., Li, Q., Shi, H., & Zhou, X. (2024). Design of Public Rental Settlements Based on Green and Low-Carbon Research: Example of Course Design for a Senior Design Class. *Journal of Green Building*, 19(2), 133–162. <https://doi.org/https://doi.org/10.3992/jgb.19.2.133>
- Zhang, E.-L., Cho, S.-H., Im, J.-B., & Kim, J.-H. (2025). Importance and Performance Analysis of Stakeholder Perceptions on Public Rental Housing and Strategies for Improving Resident Satisfaction. *Journal of the Architectural Institute of Korea*, 41(1), 301–312. <https://doi.org/https://doi.org/10.5659/JAIK.2025.41.1.301>