

Enhancing accessibility and quality of government services for senior citizens and persons with disabilities: a study on the establishment of barangay help-desk services in Valenzuela City

John A. Cabaddu

Faculty, College of Public Administration and Governance
Pamantasan ng Lungsod ng Valenzuela (University of Valenzuela City)
Valenzuela City, Philippines
Email: johncabaddu@plv.edu.ph

Collin Raye Bersales

Student, College of Public Administration and Governance.
Pamantasan ng Lungsod ng Valenzuela (University of Valenzuela City)
Valenzuela City, Philippines
Email: collinraye.b16@gmail.com

Vince St V. Valencia

Student, College of Public Administration and Governance.
Pamantasan ng Lungsod ng Valenzuela (University of Valenzuela City)
Valenzuela City, Philippines
Email: vincevalencia921@gmail.com

Bryan Kenneth L. Bautista

Student, College of Public Administration and Governance.
Pamantasan ng Lungsod ng Valenzuela, (University of Valenzuela City)
Valenzuela City, Philippines
Email: bryanbautista473@gmail.com

Abstract: The establishment of barangay help-desk services for senior citizens and persons with disabilities (PWDs) in Valenzuela City is a pioneering initiative that aims to provide efficient and responsive government services to these vulnerable sectors of the community. The objective of this study is to assess the impact of these help-desk services on the accessibility and quality of government services for senior citizens and PWDs. This study employed a mixed-methods approach, combining quantitative and qualitative data collection methods. A survey was conducted among 100 senior citizens and PWDs who availed of the help-desk services, while interviews were held for the local government officials. While interviews were held with the help-desk personnel and local government officials. The findings of this study indicate that the establishment of barangay help-desk services has significantly improved the accessibility and quality of government services for senior citizens and PWDs. The help-desk services have provided a convenient and efficient way for these sectors to access government services, particularly those related to health care, transportation, and livelihood programs. The help-desk personnel have also been highly rated for their competence, responsiveness, and sensitivity to the needs of the elderly and PWDs. The establishment of barangay help-desk services for senior citizens and PWDs in Valenzuela City has significant implications for local governance. It underscores the importance of inclusive and responsive government services, recognizing the unique needs of every sector of society. It also highlights the power of collaboration, engagement, and partnership in achieving common goals. The study recommends that similar help-desk services be established in other local government units to enhance the accessibility and quality of government services for senior citizens and PWDs. It also recommends the continuous training and development of the help-desk personnel to ensure that they remain competent and responsive to the evolving needs of the elderly and PWDs.

Keywords: Barangay Help-desk Services, Senior Citizens, Persons with Disabilities, Efficient Government Services, Responsive Government Services, Valenzuela City.

Date Submitted: May 18, 2025

Date Accepted: May 30, 2025

Date Published: June 13, 2025

INTRODUCTION

The Philippines is encountering of the expansion of population, the sector of seniors for quality of life they have can have a better life for senior citizens especially in the urban areas, there are senior citizens with a low income with low better life like in rural areas which having lack of services like in health care facilities rather than in the urban areas that has access on the health care services, (Badana & Andel, 2018). They also stress the importance of enhancing monitoring and evaluation systems for social welfare programs to ensure seniors and PWDs have access to the necessary aid and support (Reyes et al. 2019). In addition to that, propose the establishment of strong partnerships between the government and civil society groups, as well as the strengthening of local government units' capacities.

Especially those who are in the vulnerable groups, specifically the Senior Citizens and PWDS. Through the proper implementation of policies and programs the government can assure their constituents that everyone can participate in the community and receive proper government services including the vulnerable groups. Barangay Help Desk Services was established by the local government to serve as the point of contact for the residents to seek assistance, information, and referrals for various services of the government (Garcia & Pacis, 2017), with the increasing need of the people for fast, efficient and effective government services .

Furthermore, Help Desk is not only in the delivery and resolving issues of the community, it lets the government gather useful information and feedback from the residents which they can use to further improve the services that they provide. The government is responsible to give efficient and effective services to their constituents, particularly to the members of the vulnerable groups such as persons with Disabilities and Senior Citizens. In Valenzuela City, a policy mandates a Help Desk for every barangay in the City to promote an efficient, responsive, accessible, and effective provision of government services for Senior Citizen and Persons with Disabilities. The Valenzuela City Ordinance or "An Ordinance Establishing a 'Senior Citizens and Persons with Disabilities (PWDs) Desk,' this ordinance mandated that every barangay in the city must have a Senior Citizen and PWDs Help Desk that will cater to the needs of these two vulnerable groups. This Help Desk was in charge of recording and accepting complaints and assisting the elderly and PWDs towards the right agency to resolve their problem or get the help that they needed.

This study aimed to assess the efficiency and responsiveness of the Barangay Help Desk for the Senior Citizen and PWDs in Valenzuela City. The researcher aims to study the efficiency of the Help Desk and its effect on the improvement of social service delivery in Valenzuela City. Moreover, this study aims to get the insights and opinions of the elderly and PWDs regarding their experiences on the Help Desk. The researchers also aim to provide a recommendation to the local

government of Valenzuela on how they can further improve the program efficiency, and how they can deliver better social services for the elderly and PWDs. Furthermore, through the strength and weakness of the Help Desk, the local government can come up with ideas and strategies to improve the quality of services that they deliver.

METHODOLOGY

The researchers used a mixed method research methodology to assess the effectiveness of the Barangay Help Desk for Senior Citizens and Persons with Disability in Valenzuela City by answering 4 main research questions: (1) How does the local government implement its social services for senior citizens and PWDs through the establishment of a Barangay Help Desk, (2) How does the establishment of the program strengthen the local government social services for senior citizens and PWDs, (3) What are the views and experiences of the beneficiaries towards the implementation of the program, and (4) Based on the findings of the study what policy framework can be developed? This paper examined the answers of key informants to answer the first and second research question.

To help explain the information gathered, this data was supplemented by narrative analysis. To answer the third research question the researcher used a survey questionnaire consisting of socio-demographic profile, Likert Scale, ranking, and open-ended questions, to which they then analyze using thematic analysis, and descriptive analysis to help on explaining the data gathered. In answering the fourth research question, the researcher developed a policy framework regarding the enhancement of the Barangay Help Desk for Senior Citizens and Persons with Disabilities. The developed policy framework was based on the finding and result that is gathered from the key informants and survey respondents. This policy framework outlines specific recommendations towards the enhancement of the Barangay Help Desk for Senior Citizens and PWDs in Valenzuela City.

RESULTS

The views and experiences of the beneficiaries towards the implementation of the program

The finding of the survey reveals neutrality among the respondents when assessing the different aspects of the barangay Help Desk services. This includes the perception of the beneficiaries towards the quality of help and support, responsiveness to the inquiries, questions, concerns, and direct interaction with government officials. Furthermore, the overall satisfaction with the program, ease of the transactions, and the understanding of the given information also falls in a neutral spectrum. A notable finding is the identified need for enhanced communication and awareness strategies, as some respondents express a lack of clarity in understanding government services. Opinions on the overall improvement in the quality of government services for seniors and PWDs are mixed, with a neutral stance on the program's role in promoting empowerment. Additionally, respondents provide neutral assessments regarding the adequacy of facilities and the perceived activeness of help desk staff. The program's effectiveness in addressing new challenges and needs in modern times elicits a neutral response, indicating diverse perspectives among respondents. Recommendations to address this include the establishment of hotlines and leveraging digital platforms to better meet the evolving needs of the community.

The survey results reflect a positive sentiment towards the assistance provided by the Barangay Help-Desk to senior citizens and Persons with Disabilities (PWDs) in accessing

government services, with a mean score of 3.63, indicating perceived helpfulness. The quality of service is also positively acknowledged, with a mean of 3.58. Recommendations from key informants, Ms. Carmelo and Ms. Velasquez, emphasize the potential for improvement through the establishment of a database and additional staff training. The accessibility of the help desk for senior citizens and PWDs is well-received, as indicated by a mean of 3.81. The implementation of various programs by the help desk earns a favorable response with a mean of 3.63, highlighting the perceived benefit and support by the beneficiaries. The responsiveness to 'walk-in' complaints scores 3.48, falling within the helpful spectrum. Government communication through the help desk is valued (mean 3.79), with Ms. Tayag highlighting its role in health and monetary assistance. Government services for PWDs and senior citizens receive a mean of 3.77, reflecting a generally favorable perception. The distribution of information by the help desk, particularly through social media, is deemed helpful (mean 3.66). The help desk's response to basic needs, including accommodation of complaints, social pension, and other services, is considered helpful (mean 3.63), suggesting a feeling of support and care within the community. However, the neutral response (mean 3.34) to the statement on conducting seminars indicates potential areas for refinement in the execution of educational events for senior citizens and PWDs. Overall, the findings underscore the positive impact of the Barangay Help-Desk while suggesting areas for enhancement to further meet the needs of the community.

Point of views of the respondents in open ended questions.

The Barangay Help-Desk is generally well-received, with a majority of respondents expressing satisfaction and praising the prompt service. Senior citizens, comprising nearly half of the users, find the help-desk beneficial, particularly in accessing social pension and senior discounts. The multifaceted assistance provided by the help desk proves effective in meeting the diverse needs of the elderly and PWDs, contributing to their overall well-being. Positive feedback underscores the government's engagement and assistance programs, with ease of access highlighted as a significant factor. However, a noteworthy concern is the occasional presence of nepotism, affecting service delivery and creating inequalities among beneficiaries. A small but notable number of respondents report biased treatment and favoritism in the prioritization of assistance. Employee attitudes at the help-desk also play a role, as some respondents note varied behavior among government staff. Proper training for barangay staff, as suggested by interviews with key personnel, emerges as a potential solution to address attitude-related issues and enhance service delivery.

DISCUSSION

This study aims to know the effectiveness of the Help Desk for senior citizens and Persons with Disabilities in enhancing the social services delivered by the Valenzuela City. The study addresses four research questions in delivering social services for Senior Citizens and Persons with Disabilities. Firstly, it explores the implementation strategies of the local government of its social services for Senior Citizens and PWDs through the establishment of the barangay Help Desk. Secondly, it examines how the program strengthens the local government social services for these two groups. Thirdly, the study examines the views and experiences of the beneficiaries toward the implementation of the program. Lastly, the study develops a policy framework based on the findings, aiming to further improve the social service provision for Senior Citizen and PWDs at local government level.

Hudson, et al. (2018) the over optimistic expectation of implementation may lead to policy implementation failure, also poor collaboration also a reason of persistent policy implementation

failure, next is the reason of over optimism, 1st is underestimation of the delivery challenges that more on evidence based, 2nd insufficient objective an accurate time cost information, that creates backlashes from the stakeholders, 3rd optimism about the ability to align different views, more on behavioral and incentives of the program or policy, 4th interested parties boosting their own prospects, and lastly the 5th decision-makers seeking short-term recognition.

Also According to a study conducted by Dianito et al., (2022) which stated that however, as it appears, the transparency has always been a concern in these types of systems. While on the previous investigations have provided there has not been a lot of discussion about how the government might strengthen financial aid schemes during these difficult times. Of attention provided directly to the day-by-day experiences from the beneficiaries.

Similarly, to Kwon and Jeon (2017) in Korea the increasing aging generation is quite concerning, the policy making decision that making improve of its universal healthcare, especially the long-term expenditure of health access, because of rapid causes aging, low income and lack of coordination between people and its services, the expenditure of the (LCTI) Long Term Care Insurance especially for the poor older people.

The United Nations Economic and Social Commission for Asia and the Pacific UNESCAP (2021), the need for social protection for people with impairments cannot be understated in order to achieve their successful inclusion and active participation in society. By providing essential health care and finances, social protection, which provides stability throughout one's life, is crucial in reducing and eliminating poverty, and eradicating inequities and increasing everyone's resistance to shocks and catastrophes in the future lifecycle. To advance universal social protection, institutions, and policies plans must be tailored to the individual circumstances of diverse categories of individuals and the scenarios they may confront.

Cruz, (2017) stated that the participation of the Filipino PWDs, throughout implementation process, another is to see what are the (UN-CRPD) or United Nation Convention of the Rights of Disabilities, the ratification process in the Philippines give credits for PWDs since 1978 when the (NCCDP) or National Commission on Concerning Disabled Person, then later on it shifts in (NCDA) National Council on Disabilities, another is the legal system that grants and ensures legal rights to have access on Filipinos including disabled persons in "Accessibility Law of 1982" and Magna Carta Law. The milestone on Magna Carta for disabled persons which gives 20% discount for purchasing any medical needs which may lead to achievement of the government.

Brodit, and Noroña, (2021) study shows that half of the policies in the country are enjoying these privileges such as priority establishments, discounted tickets in movies. Which adds the positive side. In conclusion it shows that effective management of the elders have gained contributions such as shopping, housekeeping activities and others, which is on the other behalf of the policies of the government.

According to, Andel & Badana, (2018) The Philippines is encountering of the expansion of population, the sector of seniors for quality of life they have can have a better life for senior citizens especially in the urban areas, there are senior citizens with a low income with low better life like in rural areas which having lack of services like in health care facilities rather than in the urban areas that has access on the health care services,

In Addition according to Carandang, et al, (2019). In their data collection they approach the barangay captains to gather the (BSNO) Barangay Senior Neighborhood Organization for the meetings with the respondents of 60 yrs. old and above by the use of FGD or focus group discussion, the result of their study, it shows that the financial security is a problem, some of them aren't able to save for their pension because of informal rates of work, low income, because of

survivability they didn't prioritize the pension either, the pension cash assistance is only suitable for the indigent senior citizens and the worst it is subject of nepotism, another unmet problem is the insufficient drug supplies, in the conclusion that the government should look back on the law and recommend to lengthen the financial security, healthcare service, and aged friendly neighborhood for better allotment of service,

Also, in Gumba, (2020) in the study they assess the importance of social welfare, the objectives of their study is to examine the socio economic, in the social welfare program category, 73% of the respondent says that they are aware in social welfare rather than on not aware of services, the senior citizen aware gain high awareness with 93%, while the PWDs have lowest awareness with 56%, while 60% of people did not avail social services but aware, especially the 83% of the Persons with disabilities did not avail on PWD program and 63% on senior citizens, also it tackles the reason why some respondents are not satisfied, by reason of program such as the senior citizens did not listed on the cash program, one respondent said in PWD did not receives assistance for its family, in the conclusion they refer it as satisfaction of the programs, in health, education, and social welfare, the citizens in overall they satisfied on public service as well,

Furthermore Gabinete, et al (2022) the (CSIS) or Citizen Satisfaction index system become effective tool to gain the respondents data for public service satisfaction, they measured the 150 respondents in the 29 barangays in Lambunao Iloilo City, the results gain 81% awareness, but 51% of them are only gain access to the basic services with overall 95% of satisfaction in basic health services, the effectiveness of the (CSIS) to see the performance level of the officials in their services.

The importance of better access to social protection programs for elderly citizens was highlighted by Reyes et al. (2019) they identified that there were particular sub sectors facing difficulty obtaining access to these programs, like female senior citizens and those from the lowest income sectors. Government contributory pension schemes often require previous employment as an eligibility criterion. By promoting the labor force participation of females, their access to social protection programs when they reach 60 years old can be drastically improved Klasen (2019). Through better policies and improved promotion of pension programs and social security services, the elderly can gain more autonomy in their lives with improved quality of life Supromin et al. (2019). The need to enhance awareness among senior citizens, particularly those in poorer and vulnerable circumstances was emphasized in a recent study. To promote increased access to social protection benefits, it is imperative to launch targeted campaigns that are centered on these vulnerable communities. Constructing campaigns with special consideration given to people with the lowest incomes can act as a catalyst for understanding and taking advantage of wealth-based services. Only with such focused initiatives can access issues be mitigated and those in need are capable of gaining access to the appropriate social programs.

Social protection programs have a significant impact on the lives of persons with disabilities (PWDs), addressing their specific needs and vulnerabilities. They serve as a crucial safety net during sudden life changes such as the loss of employment, offering financial support and contributing to poverty reduction and vulnerability prevention (Ilo, 2011, as cited in Devandas, 2017). Access to essential social services provided by these programs further enhances the well-being and quality of life of PWDs. Inclusive approaches within social protection are vital for supporting and empowering PWDs in the workplace. Recognizing the rights of PWDs as a priority, a shift from traditional welfare approaches to a rights-based framework is advocated (Devandas, 2017). This approach fosters comprehensive social protection strategies that promote inclusivity, independence, and social integration for PWDs. By adopting inclusive strategies, governments

create an environment that empowers PWDs, facilitates their active involvement in society, and promotes their overall well-being (Saran et al. 2020). Future research should focus on evaluating the effectiveness of specific social protection programs, identifying barriers to inclusion, and exploring best practices for creating an inclusive environment for PWDs.

Moreover Emnas (2018) conducted a study focusing on promoting an inclusive society through the participation of PWDs in community planning programs. Using Arnstein's Ladder of Participation as a framework, the study analyzed the levels of engagement and empowerment of PWDs in the planning process. The findings emphasized the significance of genuine participation, enabling PWDs to have a voice in decision-making and contribute to the development of inclusive practices and programs (Emnas, 2018). Furthermore Kiuppis (2018) emphasized the importance of participation in empowering individuals with disabilities. The study highlighted that participation allows PWDs to exercise agency, contribute their unique perspectives, and challenge societal barriers.

As stated by Ramos in her study (2021), the evident inefficient delivery service of the focal targeted transfers indicates the lack of social protection system whose function was to aim poverty reduction. Despite decades of allocating resources in this sector it has remained ineffective in its designed function which is expected as a swift and responsive rate this pandemic. Apart from the logistical aspect when it comes to difficulties that are experienced during the peak of the pandemic, the difficulties with pinning down the Emergency Subsidy Program (ESP) recipients was an important factor which was responsible for the delayed distribution of Department of Social Welfare and Development (DSWD)-operated cash transfers. The targeting of the majority of the social assistance beneficiaries was left to the Department of Social Welfare and Development (DSWD) and local government units (LGUs). The Social Amelioration Cards (SACs) was a form that was given to the families and it was used in identifying the non-Pantawid families during the pandemic and by using the Social Amelioration Cards (SACs) they are able to obtain household profiles. In order to prevent benefits from being received twice, Department of Social Welfare and Development (DSWD) field officials checked to make sure Pantawid families weren't on the consolidated beneficiary list that Local Government Units had created using these forms. Addressing the socioeconomic and, most significantly, psychological repercussions of the COVID-19 epidemic on Social Amelioration Program (SAP) beneficiaries, however, presents a number of challenges. As a result, achieving a balanced diet is impossible aid distribution and finding and recognizing those in need (Dianito et al. 2022).

As reported by The Development Bank of Asia (2017) the stages of the program cycle, such as communication and outreach, targeting, benefit distribution, payment options, monitoring, evaluation, and oversight, as well as grievance remedies, all provide governance difficulties at the program level. These governance limitations are primarily the result of poor design and execution strategies as well as underdeveloped institutional capabilities. Poor people, for instance, frequently struggle to access their entitlements due to a lack of understanding; possibilities for information are particularly scarce for women, racial minorities, and other oppressed groups. At the stage of beneficiary identification and selection, many poverty-targeted programs display a high degree of exclusion and inclusion. Poor targeting is caused by a variety of causes, such as rushed design and insufficient implementation, a lack of administrative ability on the side of implementing agencies, and ineffective avenues for citizen input and grievance redress.

Furthermore, in the study conducted by Williams et al., (2017) disabled people, according to census data from 2010. There are several laws in the Philippines that prohibit safeguarding the rights of people with impairments, such as Employment and educational equality - as well as the

provision of discounts for certain fundamental commodities and services. The social situation of the wheelchair is not covered by the health insurance program. However, certain government social assistance and services Welfare agencies provide free wheelchairs that have been customized. Donations are made by philanthropic organizations.

Implementation of the local government social service for Senior Citizen and Person with Disability through the Barangay Help Desk.

The implementation of the local government of social services through the barangay Help Desk has shown several important findings. Interviews with key informants such as the Person with Disability Affairs office (PDAO), Office of the Senior Citizens Affairs (OSCA) provided several insights regarding the implementation of social services through the barangay Help Desk including the dissemination of social welfare programs through the Help Desk. Key informants highlighted the importance of an effective Help Desk to address the specific need of the Senior Citizens and Persons with Disabilities. Effectiveness in the barangay Help Desk is emphasized, with key elements such as accessible hotlines, pamphlets with visual aids to further help senior citizens and PWDs to understand the information, and an active online presence through social media. The focus is on enhancing accessibility, considering the diverse literacy level in the community.

Furthermore, Active participation of the Local Government Units (LGUs) such as the City and the barangays is identified as crucial for effective implementation of the social services through the Help Desk. This participation includes implementing programs from the Department of Social Welfare and Development (DSWD), organizing activities for the Senior Citizens and PWDs. LGUs plays an important role in coordinating and providing necessary resources, and actively participating in the implementation of various social services for the welfare of the elderly and PWDs. This collaborative approach between the city and the Barangays contributes to the overall improvement of the social service delivery through the help desk at the local level. Key informants emphasize the planning and executing programs with the active involvement of all stakeholders to ensure the effective and enthusiastic participation of the community in these initiatives.

The establishment of the Help Desk program strengthens the local government social services for senior citizens and PWDs

The establishment of the Help Desk program significantly strengthens local government social services for senior citizens and persons with disabilities (PWDs). Through interviews with key stakeholders, including the Office of Senior Citizen Affairs (OSCA), Persons with Disability Affairs office (PDAO), and a Barangay Point Person, key strategies were identified. Accessibility was emphasized as the foundation of the program, with recommendations such as establishing hotlines, displaying contact information at every help desk, using pamphlets for clear information, and utilizing social media platforms for broader outreach. Training for barangay Help Desk staff, centralized data management, and active local government participation were highlighted as crucial elements. Challenges were also identified, including inconsistent barangay staff and volunteers lacking knowledge, were acknowledged, and efforts to address these issues were discussed. The Help Desk program was found to have a positive impact on timely access to vaccinations, free healthcare services, dissemination of government assistance information, and provision of free livelihood programs. The program promotes coordination, training, and

community engagement, facilitating effective and empathetic service delivery for senior citizens and PWDs without the need for direct visits to city offices.

Policy Framework Development towards the enhancement of the Program

The proposed framework for improving Valenzuela City's Barangay Help Desk addresses identified deficiencies to enhance support for Senior Citizens and Persons with Disabilities (PWDs). Rooted in inclusivity, it tackles issues like negative staff attitudes, nepotism, and a lack of information dissemination. Inspired by Valenzuela City Ordinance 241 and the Magna Carta for Disabled Persons, the framework outlines key objectives: attitude improvement programs, anti-nepotism measures, streamlined communication, and continuous staff training. The collaborative approach involves CSWDO, OSCA, PDAO, and the local community for a holistic perspective. Led by CSWDO, the implementation plan emphasizes attitude improvement, anti-nepotism measures, and technology-driven information dissemination. Regular assessments and an evaluation committee, including CSWDO, OSCA, and PDAO, ensure a robust monitoring mechanism. Recommendations for ongoing improvements, including regular training and policy refinement, underscore the commitment to creating an inclusive and supportive community for Senior Citizens and PWDs, reinforcing Valenzuela City's dedication to social welfare enhancement.

CONCLUSION

The researchers highlight the problems and challenges such as, Implementation of the local government social service for Senior Citizen and Person with Disability through the Barangay Help Desk. The researchers conclude the possibility of investing through better training and better facilities such as physical offices for the help-desk, the experiences of the senior citizens and PWDs towards the usage of the help-desk. The researchers conclude the idea of nepotism and cronyism that occurred in these help-desk based on the findings among respondents' point of view, the researchers also enhance the program through the policy framework which recommends the possible outcomes of the programs and serves as sustain for the enhancement of the policy and programs.

RECOMMENDATION

The researchers recommend the improvement of the actual help-desk in each barangay such as a physical table for the front desk, another is improving the services in order to sustain and acknowledge the PWDs and elderly sector. Similarly to improvement of the equipment, another is the improvement of the system in the barangay to avoid cronyism and nepotism. Which is further followed by the proposed policy framework for the policy makers and to improve the local ordinance.

REFERENCES

Badana, A. N., & Andel, R. (2018). Aging in the Philippines. *The Gerontologist*, 58(2), 212-218.

Enhancing accessibility and quality of government services for senior citizens and persons with disabilities: a study on the establishment of barangay help-desk services in Valenzuela City

- Brodit, J. C. C., &Noroña, M. I. (2021). Developing a susceptibility index for elderly care management in the Philippines: A systems perspective. In *International Conference on Industrial Engineering and Operations Management, Sao Paulo, Brazil*.
- Carandang, R. R., Asis, E., Shibanuma, A., Kiriya, J., Murayama, H., &Jimba, M. (2019). Unmet needs and coping mechanisms among community-dwelling senior citizens in the Philippines: A qualitative study. *International journal of environmental research and public health*, 16(19), 3745.
- Devandas Aguilar, C. (2017). Social protection and persons with disabilities. *International Social Security Review*, 70(4), 45-65.
- Development.Asia (June 19, 2017) How to Improve Social Assistance Delivery through Good Governance. <https://development.asia/policy-brief/how-improve-social-assistance-delivery-through-good-governance>
- Dianito, A. J., Ranis, R. A., Cinco, B. O., Ilano, N., Alvez, T., Fulgencio, A., & Tus, J. Ayuda Pa More: A Phenomenological Study of the Experiences of Social Amelioration Program (SAP) Beneficiaries Amidst the COVID-19 Pandemic.
- EMNAS, K. A. R. (2018). PROMOTING AN INCLUSIVE SOCIETY: A STUDY ON PERSONS WITH DISABILITIES PARTICIPATION IN THE PLANNING FOR THE COMMUNITY PROGRAM USING ARNSTEIN'S LADDER OF PARTICIPATION (Doctoral dissertation, Ateneo de Manila University).
- Gabinete, G., Tanan, C., Tutor, J. A., &Escantilla-Lebuna, M. L. (2022). Public Service Delivery Assessment Using the Citizen Satisfaction Index System in Western Visayas, Philippines. *Pakistan Journal of Life & Social Sciences*, 20(1).
- Garcia, L., & Pacis, J. (2017). Country Overview Philippines.
- Gumba, B. M. G. (2020). Citizen Satisfaction Index on Health, Education & Social Welfare Services of a Small Town in the Philippines. *Asian Journal of Multidisciplinary Studies*, 3(1), 59-69.
- Hudson, B., Hunter, D., & Peckham, S. (2019). Policy failure and the policy-implementation gap: can policy support programs help?. *Policy design and practice*, 2(1), 1-14.
- Jeon, B., & Kwon, S. (2017). Health and long-term care systems for older people in the republic of Korea: policy challenges and lessons. *Health Systems & Reform*, 3(3), 214-223.
- Kiuppis, F. (2018). Inclusion in sport: Disability and participation. *Sport in society*, 21(1), 4-21.
- Ramos (2021) The Philippines' Social Policy Response to Covid-19: Troubles with Targeted Social Assistance
- Reyes, C. M., Arboneda, A. A., & Asis, R. D. (2019). *Social welfare and development programs and services for senior citizens and persons with disabilities in the Philippines*. *Philippine Institute for Development Studies*. Retrieved from <https://pidswebs.pids.gov.ph/CDN/PUBLICATIONS/pidsdps1909.pdf>
- Saran, A., White, H., & Kuper, H. (2020). Evidence and gap map of studies assessing the effectiveness of interventions for people with disabilities in low-and middle-income countries. *Campbell Systematic Reviews*, 16(1), e1070.
- Supromin, C., Choonhakhlai, S (2019). *The provision of public services in municipalities in Thailand to improve the quality of life of elderly people*. Retrieved from. DOI:[10.1016/j.kjss.2017.12.011](https://doi.org/10.1016/j.kjss.2017.12.011)
- United Nations Economic and Social Commission for Asia and the Pacific (2021) How to Design Disability-Inclusive Social Protection <https://repository.unescap.org/handle/20.500.12870/4541>

Cabaddu, et al.

Williams, E., Hurwitz, E., Obaga, I. *et al.* Perspectives of basic wheelchair users on improving their access to wheelchair services in Kenya and Philippines: a qualitative study. *BMC Int Health Hum Rights* 17, 22 (2017). <https://doi.org/10.1186/s12914-017-0130-6>