

# Equitable Access for Persons with Disabilities: Assessing the Effectiveness of Assistive Device Service Provision in San Mateo, Rizal

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Nazarra Christia R. Laurel, ORCID No. 0009-0000-0984-7521

Master of Public Administration, Polytechnic University of the Philippines, Sta. Mesa, Manila, Philippines

## Abstract

The Philippines is home to over 1.5 million Persons with Disabilities, with an estimated 0.33% or 5,157 of the population living in San Mateo, Rizal. The country recognizes ten (10) types of disabilities, but availability of assistive devices is only specific to the needs of three (3) types: deaf or hard of hearing, visual, and physical (orthopedic). Despite efforts to break barriers through assistive devices for a livable and sustainable living condition for Persons with Disabilities, access to equal opportunities in education, employment, health services, and meaningful participation in mainstream society remains a prominent limitation, rather than the disability itself. The study aims to assess the effectiveness of the Assistive Device Service Provision (ADSP) program for Persons with Disabilities, an umbrella program under the social welfare services of the Local Government of San Mateo, Rizal. The assessment is grounded in the principles of New Public Administration, focusing on the program's relevance, value orientation, social equity and ability to drive change in protecting, promoting, and supporting the rights and well-being of all Persons with Disabilities. A mixed-methodology approach was employed to explore the relationship between Persons with Disabilities and the effective use of Assistive Devices, using surveys and open-ended data collection to quantify responses and deepen understanding. Findings showed that the ADSP is relevant, as it largely meets the needs of Persons with Disabilities in terms of access to mobility, though some devices could be better aligned by considering the specific requirements of each disability. While the ADSP is perceived by recipients as significant in demonstrating a strong value orientation, disparities in distribution—affected by socioeconomic status and type of disability—persist, indicating the need for more inclusive distribution strategies to ensure equitable access for all Persons with Disabilities. The program's ability to drive change varies among individuals, highlighting the need for continuous monitoring and support. The study focuses on assessing the effectiveness of a localized assistive device provision program based on its relevance, value orientation, social equity, and ability to drive change in promoting the rights and welfare of Persons with Disabilities (Union of Public Service Commission, 2024).

**Keywords:** Persons with Disabilities, assistive device, accessibility, service provision, equipment



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## INTRODUCTION

Disability is a difficulty in functioning that may arise from birth or develop with aging, and it continues to affect numerous individuals worldwide in terms of accessibility. While communities and families often provide instinctive support, formal interventions are necessary to address these challenges effectively. Since 2015, the Municipal Government of San Mateo, Rizal, has been addressing these issues through its Assistive Device Service Provision (ADSP) program under its Municipal Social Welfare and Development Office in partnership with the Organizations of Persons with Disabilities in the locality (MGO Rizal, 2024) to enhance the mobility and access to opportunities of Persons with Disabilities. Despite the existence of ADSP,

a research gap remains in understanding how well localized assistive device provision programs meet the diverse needs of Persons with Disabilities, particularly in the context of social equity and public administration.

This study contributes to the discourse by assessing whether the ADSP program adequately promotes social equity by providing fair and effective access to assistive devices across different socioeconomic groups and types of disabilities. Additionally, it examines the program's value orientation and its ability to drive change in improving the rights and welfare of Persons with Disabilities, addressing their mobility and accessibility needs while advocating for their meaningful participation in society.

## LITERATURES

The United Nations Convention on the Rights of Persons with Disabilities (UN-CRPD) defines Persons with Disabilities as individuals who have long-term physical, mental, intellectual, or sensory impairments that may hinder their full participation in society (UN-CRPD, 2006). In the Philippines, the Independent Living Model initially explained that Persons with Disabilities become more independent as they adapt to societal norms. However, this model was limited by its focus on PWDs' need to conform to the environment, rather than recognizing their inherent capabilities. Over time, this model was improved upon, shifting towards a Rights-Based Model, which acknowledges Persons with Disabilities as fully capable of making decisions for their own lives, emphasizing empowerment, autonomy, and active participation rather than passive acceptance (Mladenov, 2021).

The global agenda for inclusive development, particularly through the United Nations Sustainable Development Goals (SDGs), aims to ensure that no one is left behind by 2030. This includes eradicating poverty and ensuring equitable access to resources for vulnerable and marginalized populations, particularly Persons with Disabilities. The SDGs emphasize inclusive and equitable quality education, lifelong learning opportunities, decent work, accessible transport systems, and safe, affordable housing for all (UN SDG, 2024). While these goals provide a strong global framework, the challenge remains in translating them into actionable local policies. In the Philippines, socioeconomic disparities continue to hinder access to these resources, particularly for Persons with Disabilities, whose needs for assistive technologies and support services often go unmet.

Assistive technology plays a transformative role in enhancing the independence and well-being of Persons with Disabilities. It includes the knowledge, skills, and policies related to the provision and use of assistive products that improve individual functioning and enable greater participation in society (Malcolm & Roll,

2016). As Mary Pat Radabaugh once stated, *"For most people, technology makes things easier. For people with disabilities, technology makes things possible."* This underscores the critical importance of assistive technology in overcoming barriers to communication, mobility, and work for Persons with Disabilities (Raja, 2016; Garg & Seghal, 2018).

Globally, many PWDs face financial constraints in acquiring the necessary assistive devices due to the high costs associated with their commercialization (WHO, 2021). In the context of developing countries like the Philippines, the financial burden on government systems to provide these technologies at an affordable price is a significant issue (Youssef & Morsy, 2023). While assistive technology has empowered PWDs to engage more fully in a rapidly changing world, the economic challenges of providing these technologies limit their widespread adoption and utilization. (Simeoni, et.al., 2023). This study builds on the existing literature by examining the intersection of global frameworks like the UN SDGs and the local realities of PWDs in the Philippines. While the SDGs provide a visionary framework for inclusive development, this study explores the practical challenges of implementing these goals, particularly in terms of access to resources and assistive technology for PWDs. Moreover, it highlights the shift from an Independent Living Model to a Rights-Based Model, focusing on empowerment and autonomy as key to the full participation of PWDs in society (Becket & Lawson, 2020).

## METHODS

The study utilized a mixed methods approach for data gathering to provide a comprehensive understanding of the ADSP program. The study then underwent pre-test consisting of fifteen (15) participants of the study using the Likert-type scale responses to compute the Cronbach's Alpha, a measure of internal consistency indicating how well the items of relevance, value orientation, social equity, and ability to drive change (Frost, 2022).

The population for this study consisted of 2,092 individuals with visual, auditory (deaf or hard of

hearing), and physical disabilities who had availed of the assistive device services in San Mateo, Rizal. Using Slovin's Formula, the sample size was calculated to be 336 individuals, ensuring a statistically representative sample. The measures of central tendency (mean, median, and mode) showed that physical disabilities were the most prevalent among service users, with a mean of 697.33, a median of 595, and a mode of 1,294.

For the quantitative component, a survey was conducted with a sample of 336 participants from San Mateo, Rizal, selected using the Slovin Formula, with a confidence level of 95% and a margin of error of  $\pm 5\%$ . The study employed a structured questionnaire to quantify the effectiveness of the ADSP following the corresponding scales of 4 – Strongly Effective (SE), 3 – Effective (E), 2 – Moderately Effective (ME), and 1 – Less Effective (LE) while the qualitative aspect involved semi-structured interviews with key stakeholders, including officials, members of the Organizations of Persons with Disabilities, service providers, and policymakers, to gain deeper insights into the challenges and successes of the program (Blackstone, 2012).

The qualitative component focused on collecting open-ended data through interviews and focus group discussions. The key informants included officials and members of Organizations of Persons with Disabilities (OPDs) in San Mateo, Rizal. The goal was to explore the lived experiences of PWDs who had used the assistive device service for at least one year. Through prolonged engagement with a small group of participants, the researcher aimed to uncover patterns and relationships in their experiences. These insights were analyzed using thematic analysis to identify common themes and meanings. On the other hand, the quantitative method employed a structured questionnaire to gather data on the perceptions of respondents regarding variables such as the relevance, value orientation, social equity, and ability to drive change in their daily activities, particularly services that contributed to equitable access to mobility for PWDs in San Mateo, Rizal.

The study adhered to ethical standards by ensuring that all participants provided informed consent, and their confidentiality and anonymity were respected. Participation in the study was voluntary, and the principles of respect and beneficence were observed throughout the research process to ensure the well-being of all participants. This rigorous ethical approach ensured that the study explored the economic and social challenges faced by Persons with Disabilities in a responsible and respectful manner.

## RESULTS

The survey results show that majority of the respondents viewed the Assistive Device Service Provision (ADSP) in San Mateo, Rizal, as "Strongly Effective" in enhancing mobility, independence, and overall quality of life for Persons with Disabilities by providing essential assistive devices like wheelchairs, crutches, prosthetic limbs, and hearing aids. Respondents reported significant improvements in their daily activities and increased participation in social and community events.

In terms of Relevance, the program is rated as "Strongly Effective" in addressing the specific mobility needs of Persons with Disabilities. The survey showed that the program meets their needs and preferences well, with weighted mean scores indicating strong effectiveness in providing suitable devices and efficient service.

Table 1  
*Level of effectiveness of the assistive device service provision in terms of relevance*

Statements	Level of effectiveness of the Assistive Device Service Provision in terms of Relevance				Weighted Mean	Interpretation
	SE	E	ME	LE		
	4	3	2	1		
1. The Assistive Device Service Provision (ADSP) effectively addresses my specific mobility needs. (i.e. Availability and quality of device)	196	112	18	10	3.47	Strongly Effective
2. The Assistive Device Service Provision (ADSP) considers my individual preferences, enhancing my capabilities effectively.	182	122	23	17	3.42	Strongly Effective
3. The Assistive Device Service Provision (ADSP) has efficiently met my specific needs with competent process time.	129	175	23	9	3.26	Strongly Effective
4. The Assistive Device Service Provision (ADSP) takes into account my preferences, contributing to the effectiveness of meeting my mobility needs.	151	158	17	10	3.34	Strongly Effective

In terms of Value Orientation, the program is rated as "Strongly Effective" in promoting an inclusive society and demonstrating a commitment to social justice. It significantly enhances mobility, independence, and access

to government services, contributing to a higher quality of life for Persons with Disabilities.

**Table 2**  
*Level of effectiveness of the assistive device service provision in terms of value orientation*

Level of effectiveness of the Assistive Device Service Provision in terms of Value Orientation						
Statements	SE	E	ME	LE	Weighted	Interpretation
	4	3	2	1	Mean	
	Frequency					
1. The Assistive Device Service Provision (ADSP) actively helps promote an inclusive society for me.	158	154	18	6	3.38	Strongly Effective
2. The ADSP is beneficial for me as it demonstrates a firm commitment to social justice.	138	179	13	6	3.34	Strongly Effective
3. ADSP contributes to my mobility to participate in daily activities independently.	149	161	20	6	3.35	Strongly Effective
4. ADSP improves my accessibility to government programs and services.	153	155	17	3	3.34	Strongly Effective

In terms of Social Equity, the ADSP is recognized for its equitable distribution of assistive devices, targeting marginalized and underserved individuals. The survey revealed that the program ensures accessibility, tailors support services, and facilitates requests effectively, promoting inclusivity and equal opportunities.

**Table 3**  
*Level of effectiveness of the assistive device service provision in terms of social equity*

Level of effectiveness of the Assistive Device Service Provision in terms of Social Equity						
Statements	SE	E	ME	LE	Weighted	Interpretation
	4	3	2	1	Mean	
	Frequency					
1. The Assistive Device Service Provision (ADSP) ensures accessibility for all constituents of the locality, fostering equitable access for Persons with Disabilities.	246	74	13	3	3.68	Strongly Effective
2. The Assistive Device Service Provision (ADSP) has specific requirements tailored to Persons with Disabilities, enhancing the effectiveness of support services.	139	182	13	2	3.36	Strongly Effective
3. The Assistive Device Service Provision (ADSP) facilitates the processing of requests through authorized representatives, ensuring accessibility and convenience for Persons with Disabilities.	142	165	15	2	3.4	Strongly Effective
4. The timely distribution of Assistive Device Service Provision (ADSP) resources enhances accessibility and effectiveness in meeting my needs.	206	110	12	8	3.53	Strongly Effective

In terms of Ability to Drive Change, the ADSP is perceived as significantly effective in improving the lives of Persons with Disabilities. It ensures equitable access, offers tailored requirements to enhance support, and facilitates timely and convenient distribution of resources, fostering social inclusion and active participation in society.

**Table 3**  
*Level of effectiveness of the assistive device service provision in terms of ability to drive*

Level of effectiveness of the Assistive Device Service Provision in terms of Ability to Drive						
Statements	SE	E	ME	LE	Weighted	Interpretation
	4	3	2	1	Mean	
	Frequency					
1. The Assistive Device Service Provision (ADSP) ensures accessibility for all constituents of the locality, fostering equitable access for Persons with Disabilities.	216	95	16	9	3.54	Strongly Effective
2. The Assistive Device Service Provision (ADSP) has specific requirements tailored to Persons with Disabilities, enhancing the effectiveness of support services.	141	176	14	5	3.35	Strongly Effective
3. The Assistive Device Service Provision (ADSP) facilitates the processing of requests through authorized representatives, ensuring accessibility and convenience for Persons with Disabilities.	154	164	14	4	3.39	Strongly Effective
4. The timely distribution of Assistive Device Service Provision (ADSP) resources enhances accessibility and effectiveness in meeting my needs.	199	112	16	9	3.49	Strongly Effective

The study assessed the effectiveness of the ADSP in San Mateo, Rizal, as reflected in the responses from key informants.

I. Relevance. Effectiveness: Key Informant 1 noted, *"Sa tingin ko, personally, effective naman siya. Kasi nagagamit sya ng mga PWDs sa pang araw-araw nila na gawain. Nakaka-kilos sila independently,"* though they also pointed out issues with procurement delays and mismatches. Key Informant 2 said, *"Effective talaga ang distribution namin ng assistive device, kami kasi talaga ang naghahanap ng donors,"* highlighting the role of donor coordination in their system. Key Informant 3 shared, *"Maraming naitutulong sa akin, o sa amin. Para maka-kilos kami sa sarili namin,"* emphasizing the independence gained through the ADSP. Key Informant 4 stated, *"Kung walang program ang gobyerno o PWD organization, hindi lahat makakabili ng assistive device eh,"* stressing the program's importance due to the high cost of devices. Key Informant 5 observed, *"Yung program dapat tuloy-tuloy... Kaya yung program na ito effective sya,"* indicating the need for ongoing support. Key Informant 6 discussed their efforts, saying, *"Ako as President, nakikipag coordinate talaga ako kung minsan kahit sa malalayong hospital pa,"* and noted that NGO support often surpasses government funding.

Individual Preferences: Key Informant 1 explained, *"Ayun, kagaya nung na-mention ko kanina, sa report namin yung nilalagay para fitting sa client,"* and mentioned addressing

stock issues with the LGU. Key Informant 2 mentioned, *"Ako kasi as officer sa Barangay, meron kaming mga communication, ini-aannounce namin sa groupchat namin yung mga schedule,"* to accommodate individual preferences. Key Informant 3 noted, *"Depende kasi talaga yun sa magiging resulta ng assessment,"* emphasizing that preferences are based on assessments. Key Informant 4 added, *"Para fitting sa kailangan ng PWD, nag-aassist ako sa program,"* to ensure devices meet needs. Key Informant 6 stated, *"Sa pag-assess namin, ayun nagii-schedule kami talaga sa programa namin ng assessment,"* ensuring individual needs are considered through scheduling and partnerships.

**Efficiency:** Key Informant 1 mentioned bureaucratic delays: *"Wala kasi talaga actual date ng release of assistive device sa LGU natin eh,"* resulting in a 1-2 month wait. Key Informant 2 illustrated the impact of wheelchairs on independence, saying, *"Kasi pag may gamit ka gaya ng wheelchair nakaka galaw ka mag-isa eh."* Key Informant 3 highlighted the freedom gained: *"Yung sa pag-kilos. Kasi pag mag-isa ka kumikilos, di mo na kailangan ng katuwang."* Key Informant 4 shared their positive experience despite the wait: *"Yung cane ko... in-assess muna ako noon, then nag-i-schedule na rin ng awarding."* Key Informant 5 discussed the practical benefits of wheelchairs: *"Yung kailangan ko na wheelchair, nagkaroon ako. Nagagawa ko yung mga personal na bagay na kaya ko kahit walang tao sa paligid ko."* Key Informant 6 underscored NGO coordination: *"In-ensure ko talaga na lumawak yung coordination naming federation sa mga Non-Government Organizations."*

**Considering Preferences:** Key Informant 1 stated, *"Kami naman, based sya sa mga attachments na provided ni client. Kung hindi, pumupunta talaga kami sa mismong bahay ni client to award the assistive device."* Key Informant 6 added, *"Yung assessment talaga nag-i-schedule kami before yung awarding,"* ensuring preferences are considered before device issuance.

**II. Value Orientation. Promoting Inclusivity:** Key Informant 1 stated, *"Ako as PWD Focal nila, sinasabi ko nga kay Pres (President of PWD Organization in San Mateo, Rizal), Sir ano po mga programs natin, ako lang ang nag-aassist sa kanila, kasi para sila mismo ang mag-propose ng program. Minsan nga naugulat na lang ako meron nang program, may mga donors na ng assistive devices. Kaya kami, we support them through government support of transportation and meal allowance during the activities."* Key Informant 6 added, *"Sa pag-promote ng inclusivity kasi, yun yung participation nila sa other programs, nung nakaraan nga nag-training kami eh for leadership yun. Nakaka-attend yung mga miyembro natin sa federation at marami silang natututunan. Hindi lang basta attend, kundi mai-apply nila sa kani-kanilang barangay."*

**Commitment to Social Justice:** Key Informant 1 shared, *"Ako, as PWD Focal nila, proud ako kasi sila mismo sa sarili nila ay independent sila. Hindi sila umaasa sa akin, or sa LGU, para sa pag-propose ng program. Kasi sila mismo ay ready sila. Nag-bebenefit sila kasi empowered sila to conduct activities, not only for the ADSP."* Key Informant 6 mentioned, *"Marami nang nag-benepisyo sa mga programa namin. Kasi matagal na to eh. 2015 pa, unti-unti nang dumami yung mayroong assistive device satin."*

**III. Social Equity. Ensuring Accessibility:** Key Informant 1 shared, *"Yung pag-request ng Assistive Device kasi, open ito sa lahat ng nangangailangan, lalo na ang mga may kapansanan. Basta mai-provide ni client ang requirements, kami sa Municipal Social Welfare and Development Office (MSWDO) ang co-contact sa client para sa ibang pang mga detalye na kakailanganin sa pag-award ng assistive device."* Key Informant 6 added, *"Yung pag-conduct namin ng program, wala naman kami pinipili, basta lumapit sa federation, kaming mga officials ang in-charge para maisaayos yung mga dokumento na kailangan."*

**Enhancing Support Services:** Key Informant 1 noted, *"Sa pag-gawa ng report ko or social case study report, ini-nonote na namin doon ang background ng client at ng assistive device na"*

*nire-request niya. Kasi pag hindi yun na-note sa report, baka masayang lang ang assistive device kasi kung hindi ito fitting sa kanya, hindi niya magagamit, at masasayang lang yung product.”* Key Informant 6 explained, *“Kapag kasi may tumanggap na ng request namin na assistive device, halimbawa hospital or NGOs, sa pag schedule namin ng assessment dun na malalaman ang specific requirements na kailangan ng PWD eh.”*

**Facilitating Requests:** Key Informant 1 described, *“Pag may guardian naman o personal assistant, nai-poprocess pa rin namin yun basta mai-attached ang picture ng client. Sa pag award naman, ayun depende kung kaya ng client at ng guardian/personal assistant makarating sa office, pero kung hindi, kami sa MSWDO ang pupunta talaga sa client to award the assistive device.”* Key Informant 2 added, *“Pag may guardian o assistant, wala naman problema sa amin. Basta makarating sa araw ng assessment kasi yun yung parte ng program na pinaka mahalaga. Para ma-received mo yung assistive device na nararapat sa iyo.”*

**Timely Distribution:** Key Informant 1 mentioned, *“Sa time kasi, wala talaga kami sinusunod na calendar, pag may nag request, depende sa dadaanan ng papel, kung minsan kasi may mga kulang na detalye sa naipasang requirements ni client, kay tatawag kami, kung minsan naman ay address, which is very needed. Pero ayun, 1-2 months, or more talaga ina-abot, medyo matagal kumpara sa kinakailangan ng client.”* Key Informant 6 noted, *“Ako as public servant at President ng Federation, malaking bagay ang mayroong good relationship ng government and organizations of PWDs sa San Mateo. Kasi, pag may ganoong coordination mas gumagaan ang trabaho namin.”*

**IV. Ability to Drive Change. Enhancement of Mobility:** Key Informant 1 observed, *“Yung mga client nag re-request talaga para magamit nila sa araw-araw at makagalaw independently. Halimbawa, yung wheelchair at prosthetic legs, nagbibigay sa kanila ng kakayahan na makagalaw nang walang support.”* Key Informant 6 noted, *“Makikita mo yung kasiyahan nila kapag natanggap nila ang produkto. Yung*

*mga dati nasa bahay lang, ngayon ay nakakagala na sa iba pang lugar.”*

**Empowerment in Society:** Key Informant 1 stated, *“Active sila sa LGU PWD programs, at makikita mong empowered sila. Sa San Mateo, basta kumpleto ang requirements, walang bayad sa pag-claim ng assistive device.”* Key Informant 6 added, *“Empowered sila dahil ang kapalit ng assistive device ay community service, na pwedeng gawin nila o maging ng kanilang guardian. Mahalaga ang volunteer work para sa amin at sa partner organizations.”*

**Integration into Mainstream Society:** Key Informant 1 explained, *“Ang assistive devices ay nagpapahintulot sa kanila na makagalaw independently, hindi na umaasa sa iba para sa simpleng bagay.”* Key Informant 6 mentioned, *“Bilang lider, tinuturo ko sa kanila ang pamumuno at paggawa ng programa, na makikinabang ang susunod na henerasyon.”*

**Effective Navigation of Daily Tasks:** Key Informant 1 shared, *“Ang LGU budget ay mahalaga para sa assistive devices dahil malaki ang kontribusyon nito sa buhay ng mga may kapansanan. Hindi nila kayang bilhin ang mga ito sa kanilang sariling pera.”* Key Informant 6 noted, *“Wala kaming sariling budget, kaya malaking tulong ang suporta ng LGU sa amin.”*

## DISCUSSION

The interview has focused on assessing the effectiveness of the Assistive Device Service Provision (ADSP) in San Mateo, Rizal, particularly in addressing the mobility needs of Persons with Disabilities. Key informants generally express positive views on the program, noting its effectiveness in enabling persons with disabilities to perform daily activities independently. However, concerns were raised regarding the quality of the devices, with instances of delays and issues in procurement leading to mismatches between the needed and provided devices. Key informants highlight the importance of continuous program support, coordination with partner organizations for donations, and the need for sustainable funding to ensure access

to assistive devices for all persons with disabilities.

For relevance, respondents agree that the ADSP effectively addresses their specific mobility needs, considers their individual preferences, and efficiently meets their needs with competent processing time as the survey results indicate that the ADSP is highly effective in addressing specific mobility needs (3.47), considering individual preferences (3.42), meeting needs efficiently (3.26), and accommodating preferences (3.34), with a total weighted mean of 3.37. These findings align with the interview results, where key informants acknowledged the program's success in enabling persons with disabilities to perform daily activities independently. However, informants also noted issues such as procurement delays and mismatched devices, suggesting areas for improvement. Despite these challenges, the overall relevance of the ADSP remains high, as the devices ultimately contribute significantly to the independence and mobility of Persons with Disabilities.

For value orientation, the respondents perceive the ADSP as actively promoting an inclusive society, demonstrating a commitment to social justice, contributing to their mobility for daily activities, and improving accessibility to government programs and services as the ADSP's value, as per the survey, is seen in its promotion of an inclusive society (3.38), commitment to social justice (3.34), contribution to independent mobility (3.35), and improved accessibility to government programs (3.34), with a total weighted mean of 3.35. The interview results support these findings, highlighting the program's role in empowering persons with disabilities through active involvement in planning and implementation. Government support and training programs further enhance persons with disabilities' independence and community integration. Both surveys and interviews underscore ADSP's value in fostering inclusivity and empowerment for persons with disabilities.

For social equity, the ADSP is seen as ensuring accessibility for all constituents, having specific

requirements tailored to persons with disabilities, facilitating request processing through authorized representatives, and enhancing accessibility and effectiveness through timely resource distribution as survey results show the ADSP ensures accessibility for all constituents (3.68), provides tailored support services (3.36), facilitates request processing (3.40), and ensures timely distribution (3.53), with a total weighted mean of 3.49. This aligns with interview insights, which emphasize the meticulous processing of documentation by the MSWDO and the program's open-access policy. Coordination with NGOs and hospitals helps tailor support to individual needs. Despite occasional delays, both the survey and interviews highlight ADSP's strong commitment to social equity by making essential support services accessible to all persons with disabilities.

For the ability to drive change, respondents believed that the ADSP ensures accessibility for all constituents, with its tailored requirements for persons with disabilities, facilitates request processing, and enhances the timely distribution of resources as survey results show that the ADSP ensures accessibility (3.54), provides tailored support (3.35), facilitates request processing (3.39), and ensures timely distribution (3.49), with a total weighted mean of 3.44. Interview results similarly emphasize the program's impact on improving persons with disabilities' mobility and independence. Key informants observe significant positive changes in the quality of life for persons with disabilities, with increased participation in community activities and reduced reliance on others. Both the survey and interviews confirm the ADSP's effectiveness in driving positive change, enhancing mobility, and promoting active societal engagement for persons with disabilities.

The findings indicate that policymakers and practitioners need to address concerns to improve procurement processes, ensuring the suitability of devices, and securing sustainable funding are essential. These steps would enhance the program's efficiency and better meet the needs of persons with disabilities. For

example, streamlining procurement to reduce delays and ensuring that devices match the specific requirements of users could significantly improve the program's impact.

For the limitations, such as delays in procurement and mismatches between requested and provided devices, future research could explore strategies to mitigate these issues, such as developing more efficient procurement processes or better assessing the suitability of devices before distribution, or by examining the long-term impact of assistive devices on users' quality of life. While ADSP is effective in promoting mobility and independence, there is a need for a deeper theoretical and practical analysis on procurement challenges to enhance device suitability.

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