





## TỌA ĐÀM CHUYÊN ĐỀ | THEMATIC DISCUSSION

### Đánh giá mức độ hòa nhập của Người khuyết tật trong Quản trị địa phương

Assessment of Disability Inclusion in Local Governance in 2022

07/12/2022 8:30 am - 11:00 am



LIVE



UNDP in Việt Nam  
(tiếng Việt)



PAPI Viet Nam  
(English)



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# Pilot Assessment of the Inclusion of Persons with Disabilities in Local Governance



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# INTRODUCTION



The research on PWDs' inclusion in local governance is a complementary measure for the main PAPI with specific PwD-related indicators that PWDs contribute.



Through this survey, PWDs will have the opportunity to reflect on the quality of local governance, public services and public employees' attitude when working with PWDs.

# INTRODUCTION

## OBJECTIVES



Understanding PWDs' views on the effectiveness of local governance and PWDs' experiences with public services

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Increase the participation of PWDs in monitoring local government decision-making processes

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Recommend policy actions related to PWDs inclusion for national and local governments

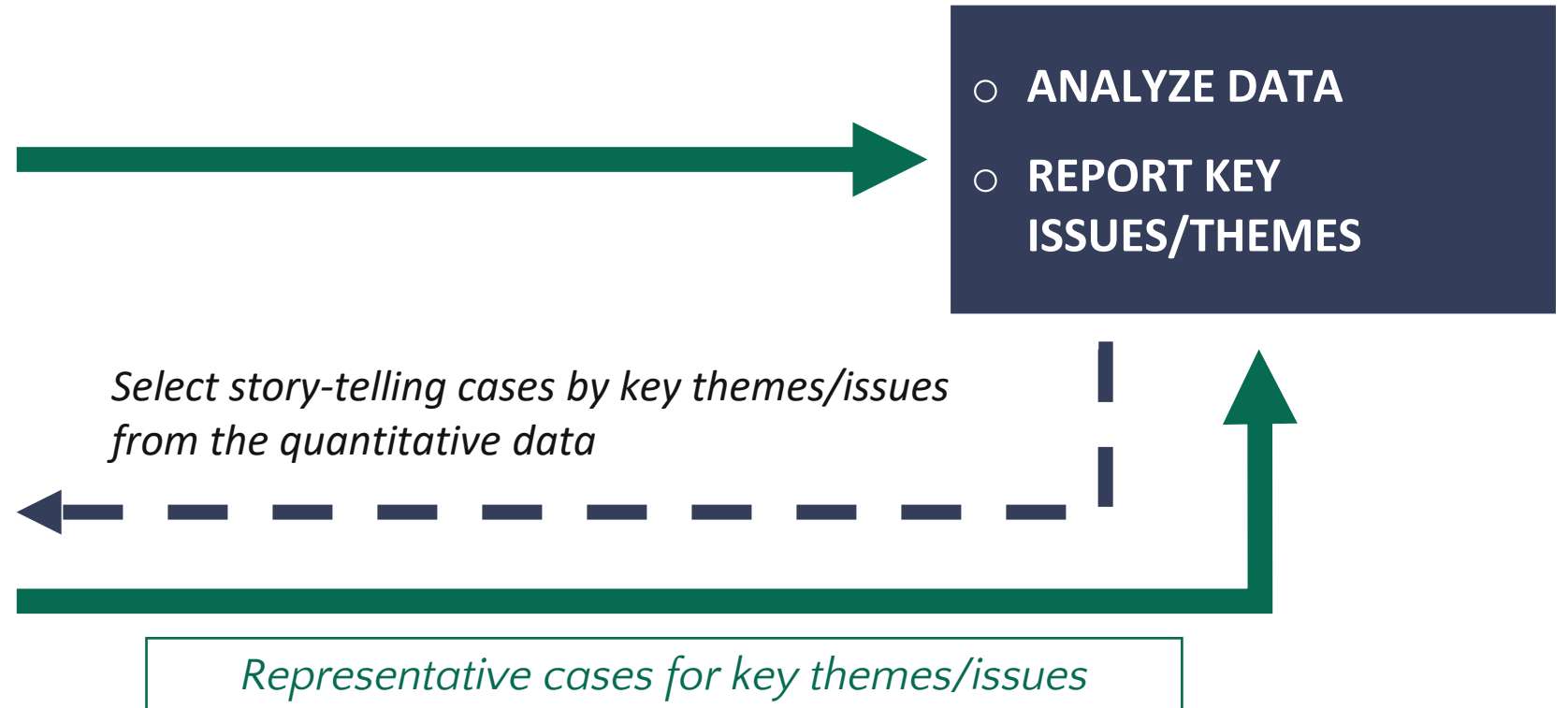
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# METHODOLOGY

## RESEARCH DESIGN

QUANTITATIVE

QUALITATIVE



# METHODOLOGY

## QUANTITATIVE SAMPLING METHOD

### Sample

- A list of **19,472** PWDs (with phone number)
- Provided by UNDP from previous projects
- Mostly severe or extremely severe PWDs, only **16% mild PWDs**

=> *Research results focus on severe and extremely severe PWDs*

### Random sampling

- **300 samples (≥ 18 age)** for each type
- People with multiple disabilities: choose one representative disability
- People with hearing and speech disability: samples from Binh Dinh southward due to the dependence on the Southern sign language of the manual.

### Surveyed sample

- Target: **1,200-1,800**
- Final: **1,627**
- Principle for sample replacement: refuse to participate or cannot be contacted after 6 calls.
- **Response rate: ~38%**



# METHODOLOGY

## QUANTITATIVE SAMPLING METHOD

### Statistics on the number of initial samples and survey sample size

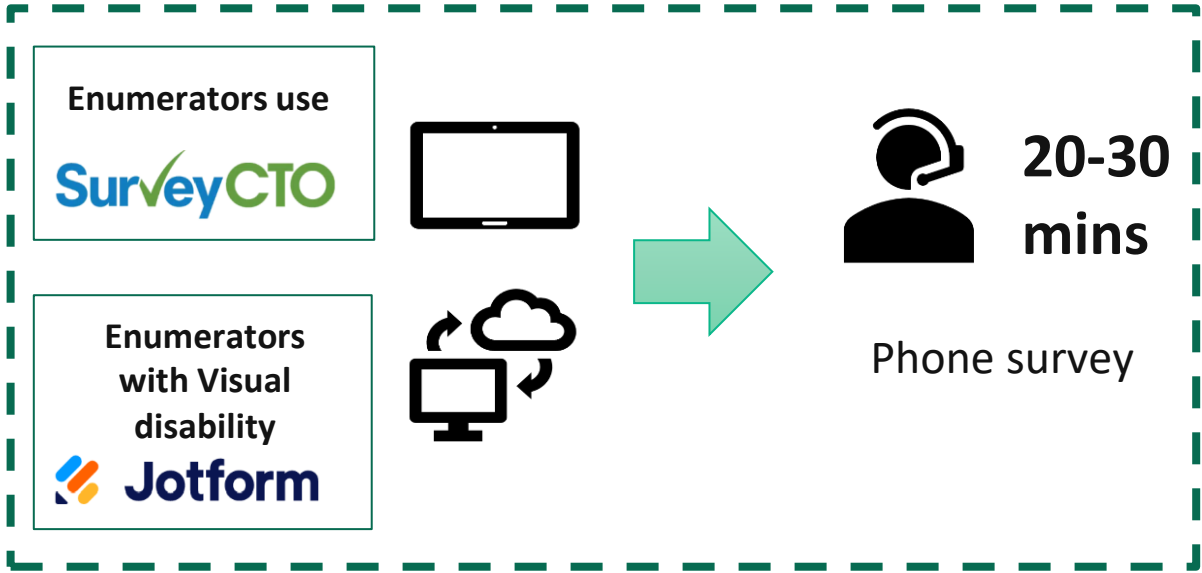
<b>Total sample size</b>	<b>19,472</b> <i>[available data within reach]</i>						
<b>Degree of disability</b>	<b>Total</b>	<b>Physical</b>	<b>Visual</b>	<b>Hearing and speech</b>	<b>Mental and psychiatric</b>	<b>Intellectual</b>	<b>Others</b>
<b>Population</b>		9,840	4,227	1,277	2,601	1,280	2,558
<b>Sample size</b>	<b>1,627</b>	244	262	294	305	255	267
<b>Number of contacted people</b>	<b>4,296</b>	675	585	769	785	660	822
<b>Rate of response</b>	<b>37.9%</b>	36.1%	44.8%	38.2%	38.9%	38.6%	32.5%

# METHODOLOGY

## SURVEY TOOLS

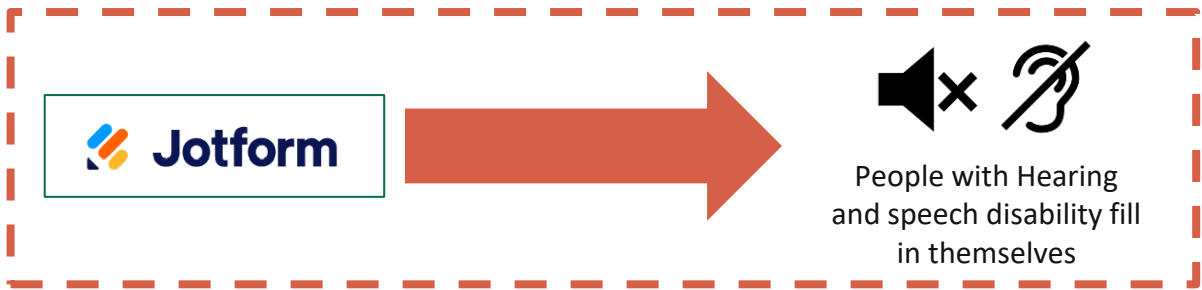
Enumerators include both people with and without disabilities

- Questionnaire includes:
- General information
  - Inclusive service delivery
  - Access to public services
  - Meaningful participation of PWDs



**61%**  
PWDs answer the phone by themselves

**36.5%**  
Guardians/Relatives respond for PWDs



**2.5%**  
PWDs fill in themselves with Jotform

# METHODOLOGY

## QUALITATIVE INTERVIEWS

Area	Direct In-depth Interview	Phone In-depth Interview
Ha Noi	1	0
Quang Binh	9	1
Binh Dinh	7	0
<b>TOTAL</b>	<b>18 IDIs</b>	

- **Methodology:** After analyzing data from quantitative survey -> select representative cases of key themes.
- **Area:** Select representatives from Quang Binh and Binh Dinh - having the highest percentage among surveyed sample (29% and 13.6%, respectively). Hanoi – representative story for the urban area.



# LIMITATIONS

## Survey tools

- The questionnaire uses policy-makers' language => **Some terms and concepts can be unfamiliar and confusing for lay people**

E.g: questions regarding services that Government should invest more such as legal services, mental health services...

## Sample

- The sample includes both PWDs and veterans, so it is hard to use the same questionnaire because:
  - PWDs and veterans have different ways of determining their disability status, as well as different impact on their lives
  - Different supports and relevant govern system in the locality
 => **The results can show some examples of the differences.**
- People don't have disability certificate => **hard to identify whether they have disabilities or not**
- The sample has many flaws in types and degree of disability => **hard to decide whether to interview or not**
- Survey was done on PWDs only, **did not included service providers' POV** (eg: Local civil servants )
- Characteristics of the sample set collected by UNDP from previous projects to support PWDs => focus mostly on Severe/Extremely severe PWDs, many elderly samples, and more concentrated in some central coastal provinces than other regions.

# KEY FINDINGS

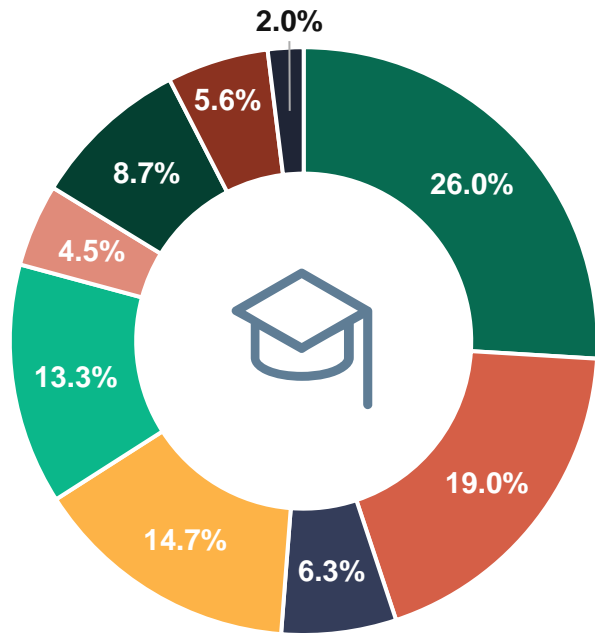
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## SOCIO-ECONOMIC CHARACTERISTICS OF THE SURVEY SAMPLE

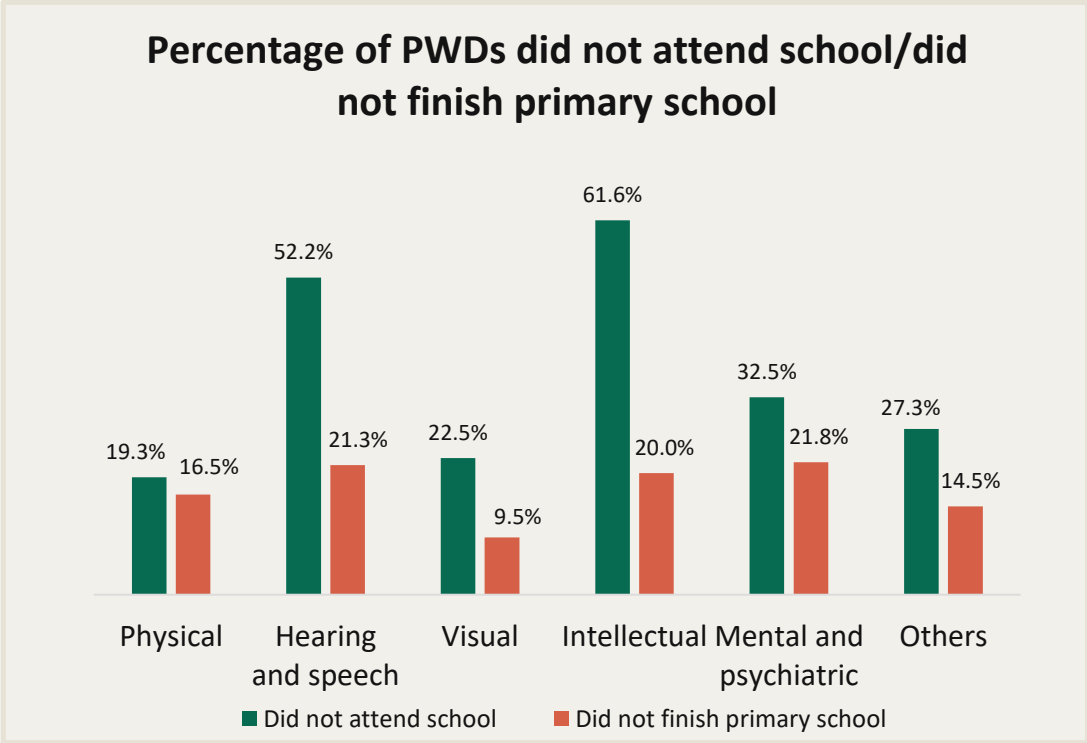
# SOCIO-ECONOMIC CHARACTERISTICS OF THE SURVEY SAMPLE

## EDUCATION

Education level of the surveyed sample



- Did not attend school
- Finished primary school
- Finished secondary school
- Graduated high school
- Don't know/Don't want to answer
- Did not finish primary school
- Did not finish secondary school
- Did not finish high school
- Highschool and above

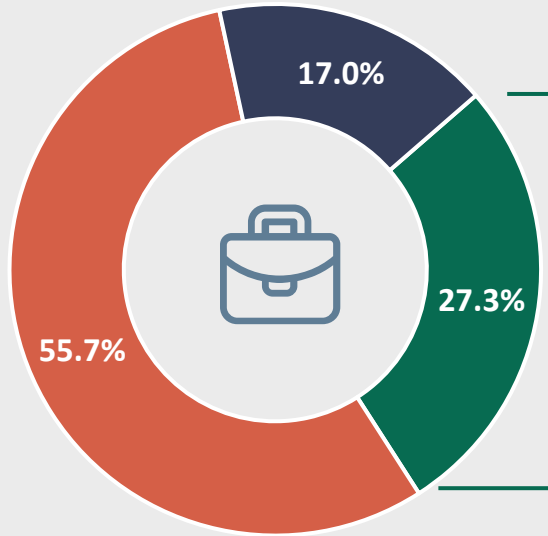


**People with Hearing and speech disability has the highest percentage of respondents did not attend school**

# SOCIO-ECONOMIC CHARACTERISTICS OF THE SURVEY SAMPLE

## EMPLOYMENT

PWDs' employment status

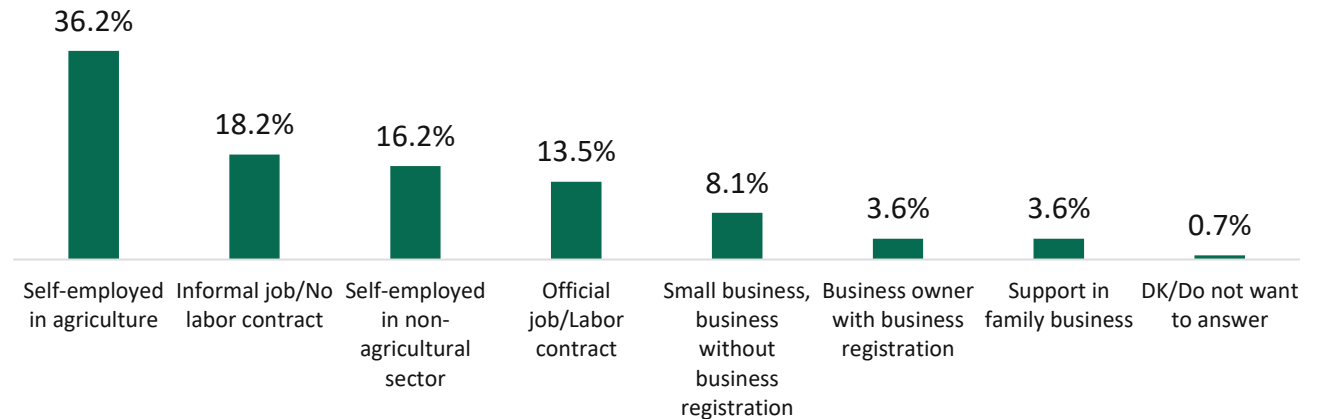


■ Yes ■ No ■ Has never worked

27.3%

PWDs have jobs that generate income

PWDs' employment types



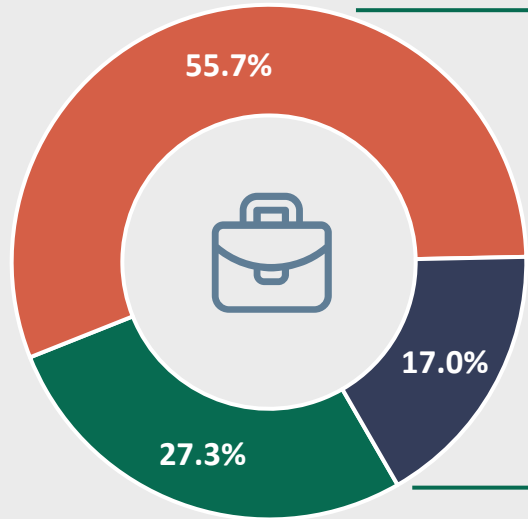
**36.2% PWDs' main job is self-employed in agriculture, accounting for the highest percentage of all PWDs' employment types**



# SOCIO-ECONOMIC CHARACTERISTICS OF THE SURVEY SAMPLE

## EMPLOYMENT

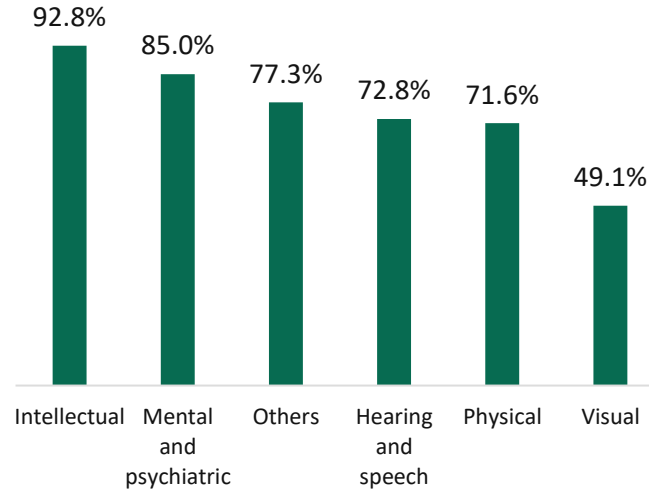
### PWDs' employment status



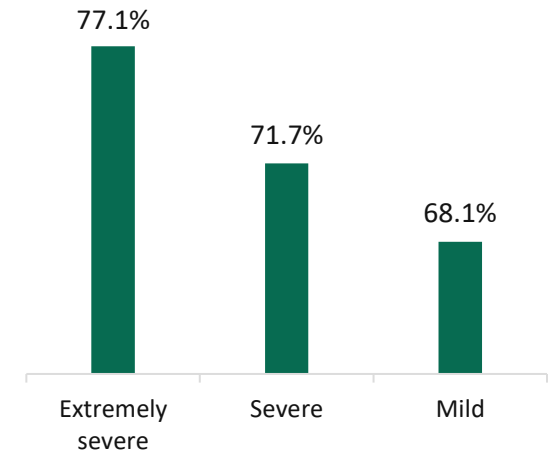
■ Yes ■ No ■ Has never worked

**72.7%** PWDs do not have jobs/have never worked

### Percentage of PWDs without jobs/have never worked in each type of disability



### Percentage of PWDs without jobs/have never worked in each degree of disability

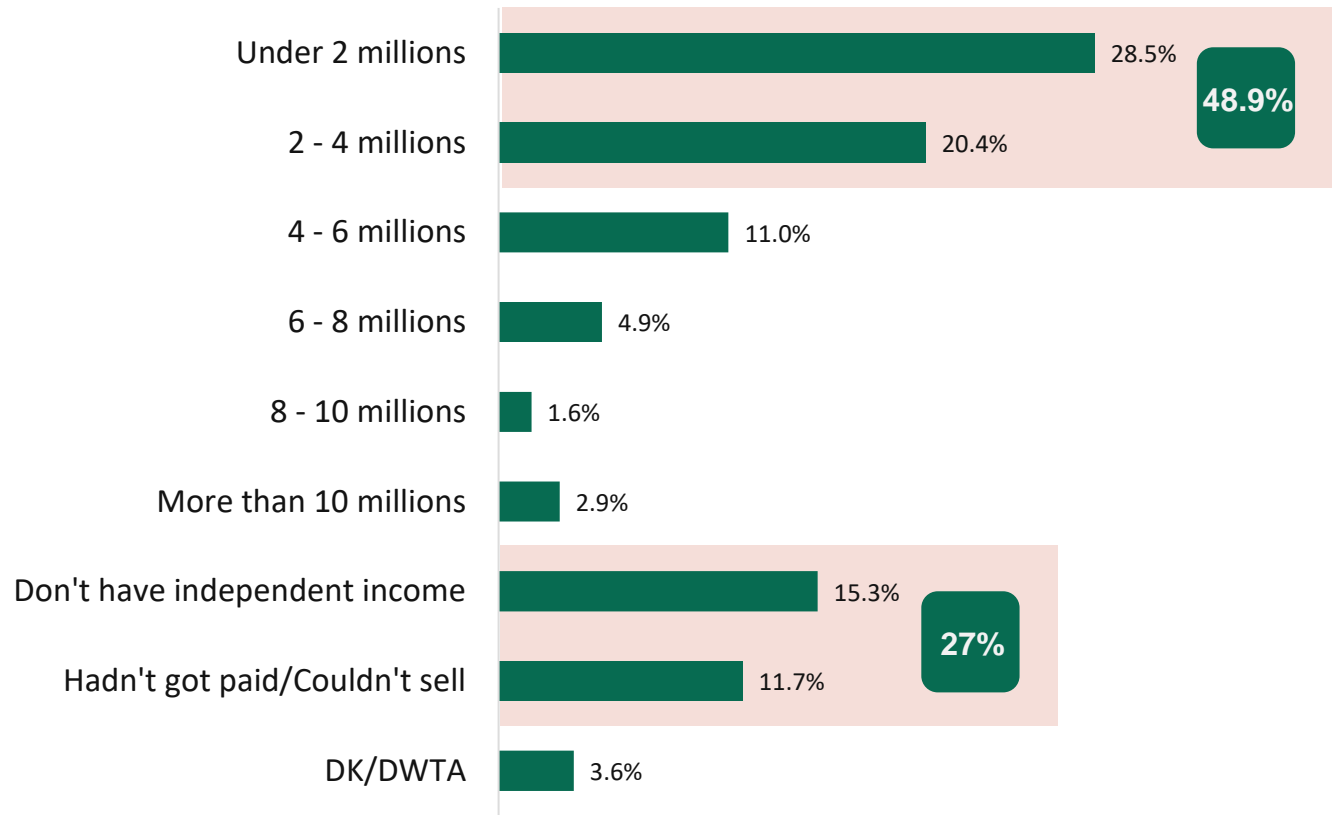


- ✔ In which, **Intellectual** has the highest rate with **92.8%**. While this rate for **Visual** is only **49.1%**.
- ✔ Percentage of **Extremely severe** and **Severe** PWDs without jobs/have never worked is up to more than **70%**.

# SOCIO-ECONOMIC CHARACTERISTICS OF THE SURVEY SAMPLE

## EMPLOYMENT

Total income of PWDs (June 2022)



Among PWDs having job with income, roughly a half of PWDs (48.9%) have total income of less than 4 million in June 2022

Percentage of PWDs who hadn't got paid/couldn't sell their products is quite high (27%)

## PERSONS WITH DISABILITIES' PARTICIPATION AT THE LOCAL LEVEL

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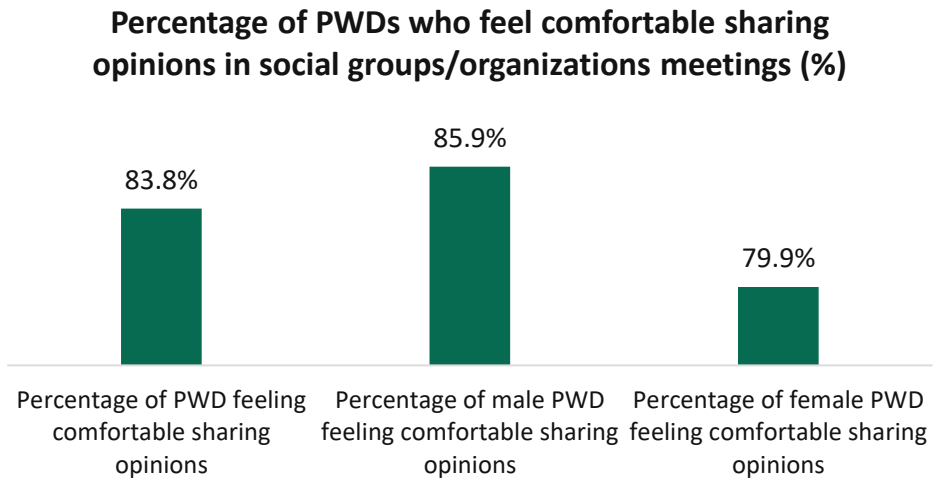
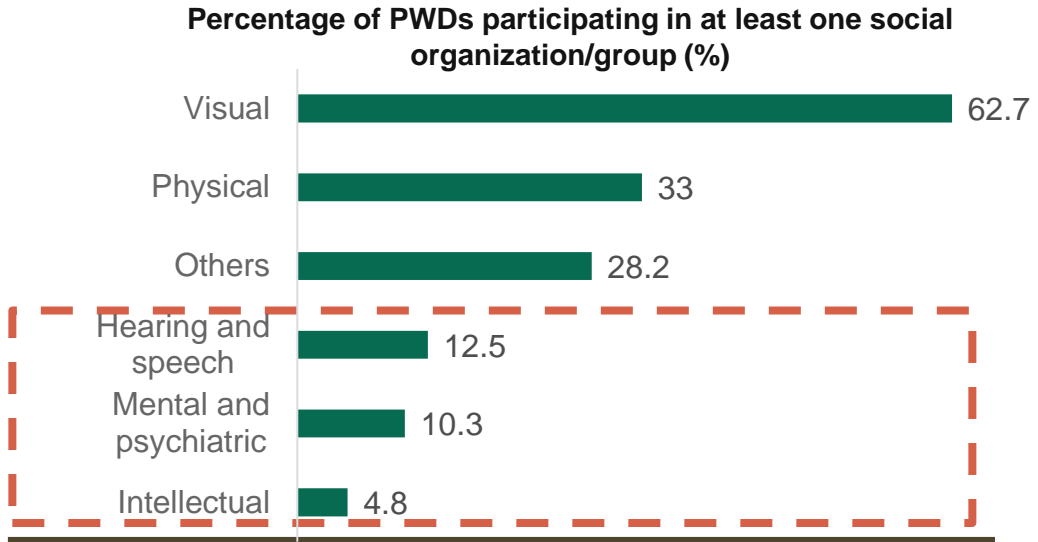
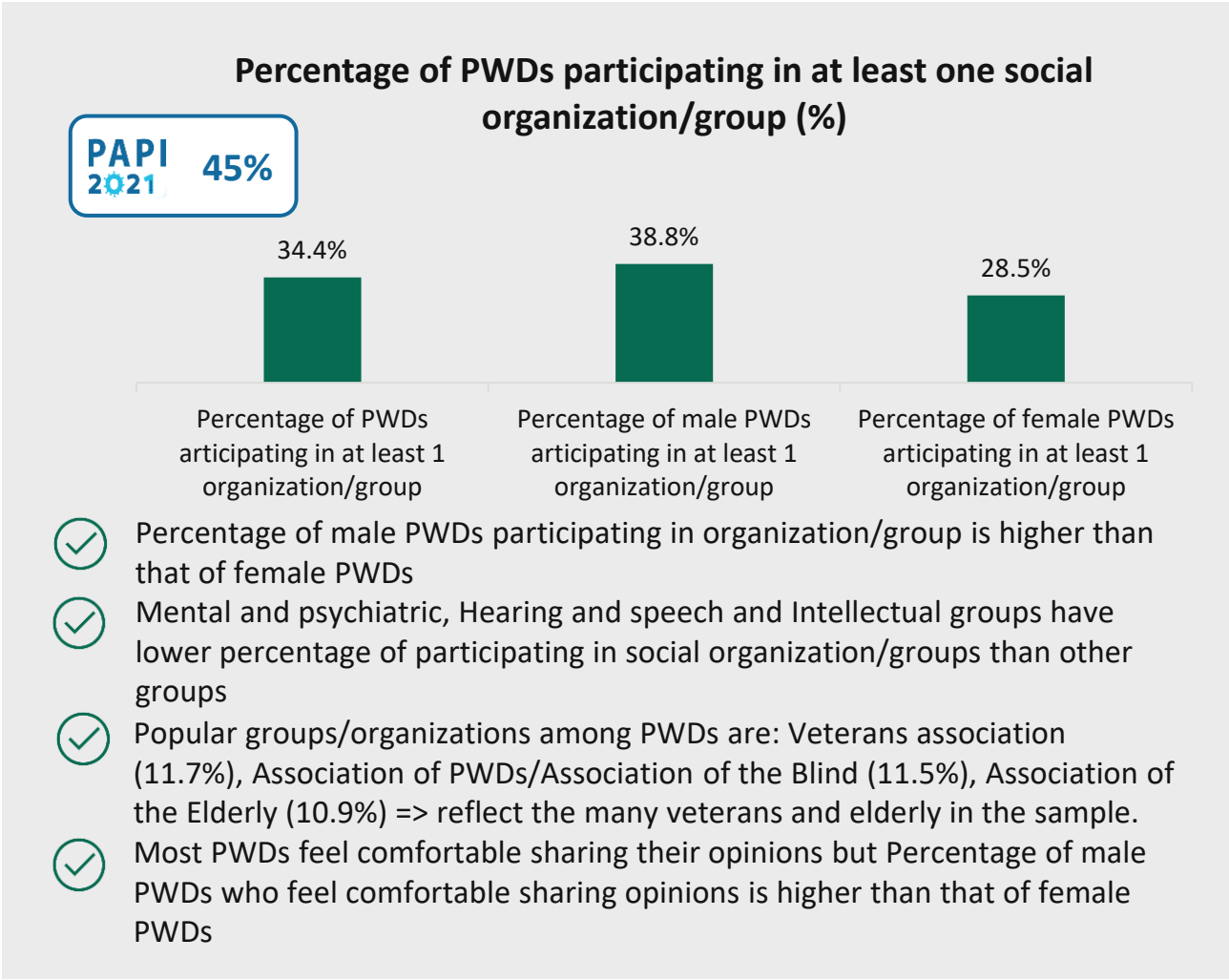
PARTICIPATION IN SOCIAL GROUPS/ORGANIZATIONS

PARTICIPATION IN PRACTICING VOTING RIGHTS

ACCESS TO INFORMATION

# PERSONS WITH DISABILITIES' PARTICIPATION AT THE LOCAL LEVEL

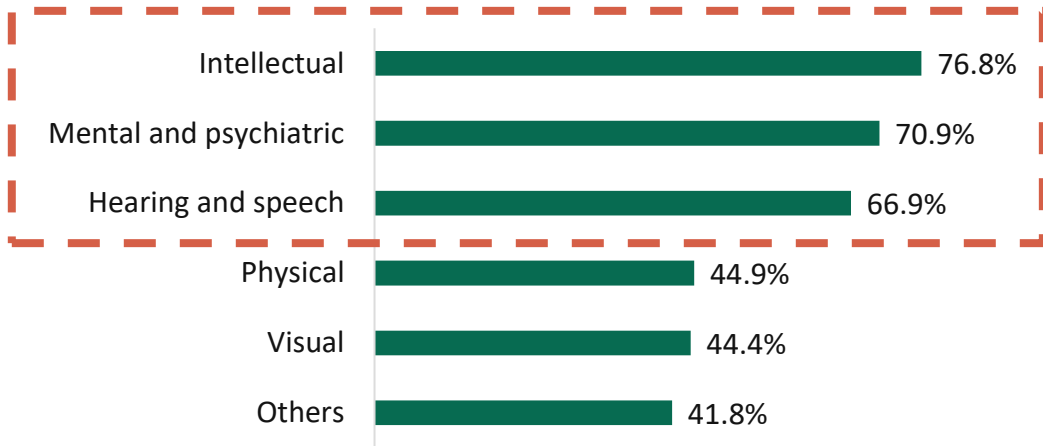
## PARTICIPATION IN SOCIAL GROUPS/ORGANIZATIONS



# PERSONS WITH DISABILITIES' PARTICIPATION AT THE LOCAL LEVEL

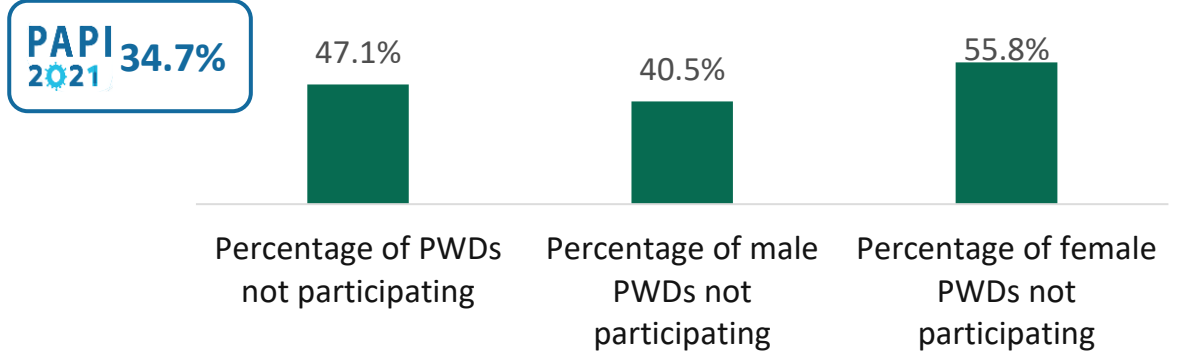
## PARTICIPATION IN PRACTICING VOTING RIGHTS

Percentage of PWDs not participating in voting for People's Councils/National Assembly May 2021

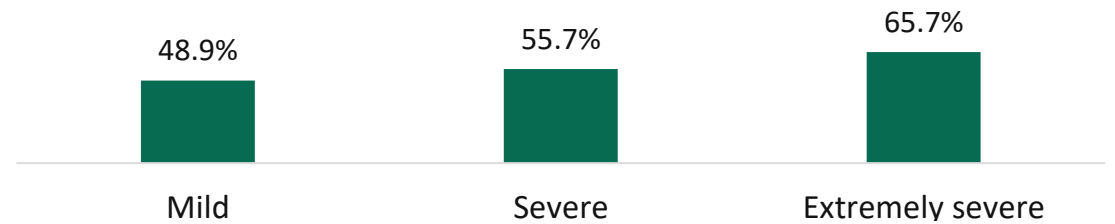


- ✓ 47.1% PWDs did not participate in voting
- ✓ There are differences in voting participation of PWDs in terms of gender, disability type and degree of disability
- ✓ Veterans participate in voting at a much higher rate than PWD

Percentage of PWDs not participating in elections of delegates for People's Councils/National Assembly in May 2021



Percentage of PWDs not participating in elections of delegates for PC/NA in May 2021 by degree of disability



Percentage of people participating in voting by PWDs group and veteran group



# PERSONS WITH DISABILITIES' PARTICIPATION AT THE LOCAL LEVEL

## PARTICIPATION IN PRACTICING VOTING RIGHTS – Reason why PWDs did not participate in voting



27.7%

I cannot get to the polling place by myself

**Clause 4, Article 69, Law on Elections of National Assembly Delegates and People's Council Deputies:** In cases where an elector is ill, old or disabled, being unable to go to the polling booth, the Election Team shall bring an auxiliary ballot box and the ballot to his/her residence so that he/she can receive the ballot and cast it.

*“ Usually, they would say that PWDs who cannot come to the polling place, someone would bring the ballot box to their house, but I find it is all just lip service.*

IDI Physical PWD



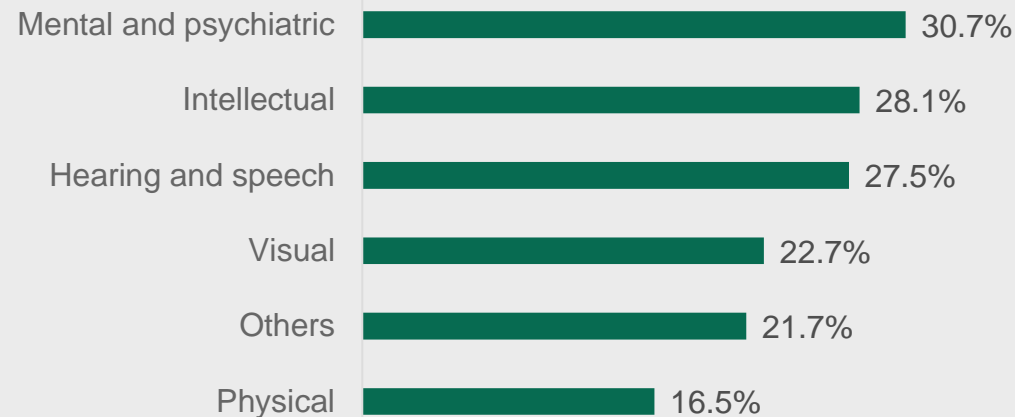
24.3%

Do not have enough awareness or knowledge to vote



24.3%

I was not notified about this election



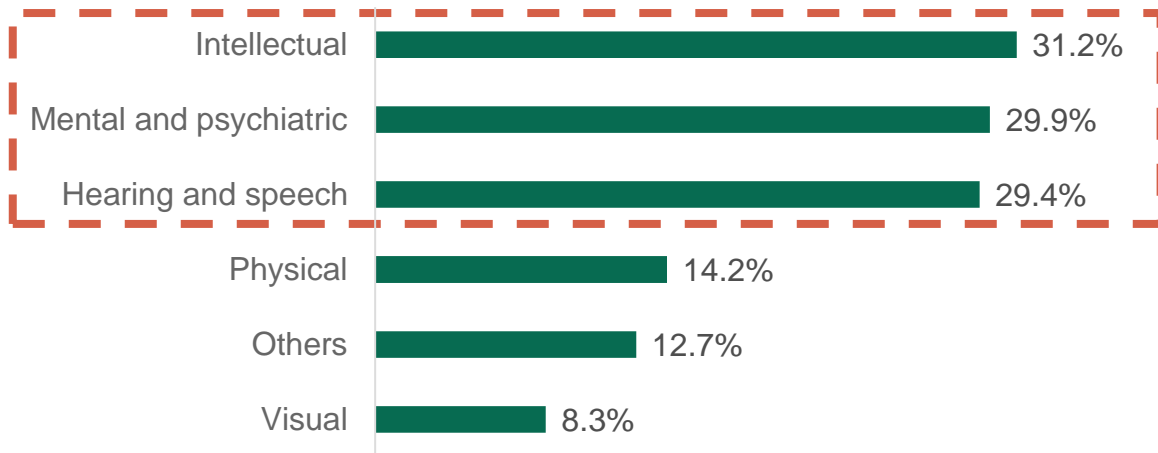
10.6%

I was busy so I asked my family member to vote for me

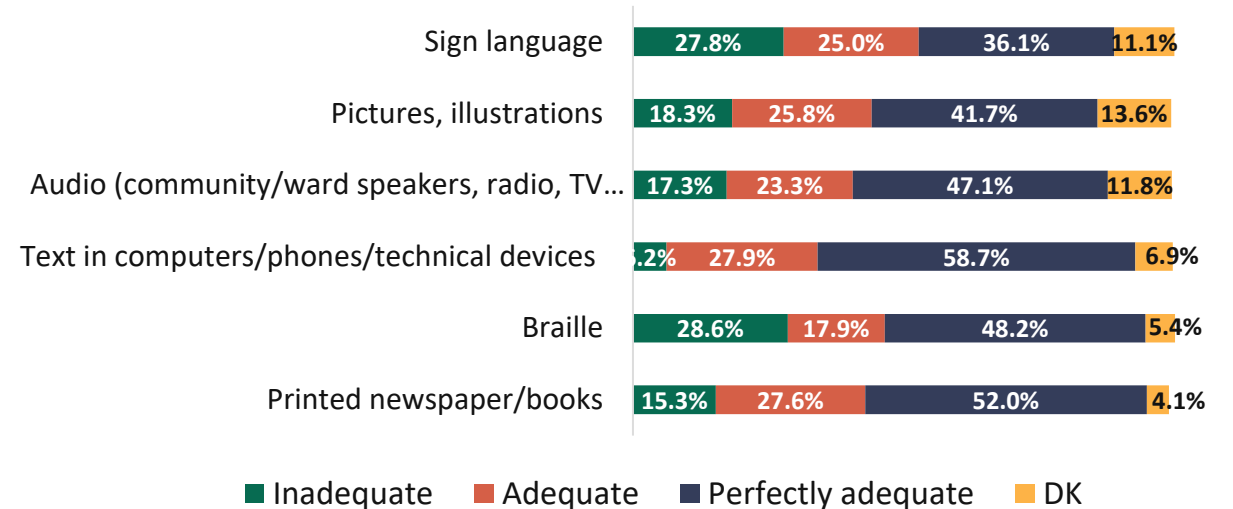
# PERSONS WITH DISABILITIES' PARTICIPATION AT THE LOCAL LEVEL

## ACCESS TO INFORMATION

### Percentage of PWDs not easy to receive information in any form



### The adequacy of information resources PWDs can access to (%)



- ✔ Most PWDs find Audio the easiest way to access information (63.3%). Only Hearing and speech disability finds sign language the easiest way to access information.
- ✔ Hearing and speech, Intellectual, and Mental and psychiatric are groups with the highest percentage of “Not easy to receive information in any form”.

- ✔ Sign language and Braille are two forms reported by PWDs to be *Inadequate* to other forms that PWDs can access. IDI with person with visual disability at Binh Dinh shows that even though PWDs learn Braille, they cannot access any Braille documents to read.
- ✔ Meanwhile, information sources in text from computers/phones/technical devices are considered *Perfectly adequate* by most PWDs (58.7%).



# PERSONS WITH DISABILITIES' PARTICIPATION AT THE LOCAL LEVEL

## Conclusions and Recommendations



The level of participation of PWDs at the grassroots level is still low and there are disparities in terms of gender and type of disability

- There need to be more in-depth research on unique barriers against female PWDs and Hearing and speech, Mental and psychiatric, Intellectual groups in participating in associations/groups, community activities in locality to have a basis for providing suitable solutions for people of different groups to participate



The two biggest factors that hinder PWDs from voting are the ability to travel to the polling place and access information about the election

- Local authorities need to support to PWDs access polling places more easily.
- Local authorities need to focus on disseminating election information to PWDs, especially Hearing and speech, Mental and psychiatric, Intellectual groups.



Hearing and speech, Intellectual, and Mental and psychiatric are groups with many difficulties in accessing information

- There need to be training in accessing information for these groups (Eg: support Hearing and speech PWDs learn sign language)
- There need to be more easily accessible forms of information for these groups (Eg: sign language in TV for Hearing and speech PWDs)

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

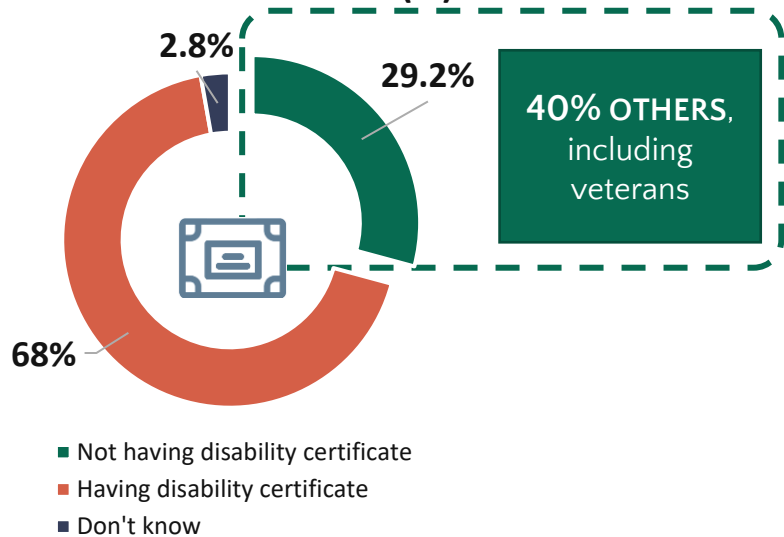
## PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

- DISABILITY CERTIFICATE & DISABILITY SUPPORT PENSION
- RIGHT TO PROPERTY - INSCRIBED IN LAND USE RIGHTS CERTIFICATES
- EXPERIENCE OF LOCAL ADMINISTRATIVE PROCEDURES

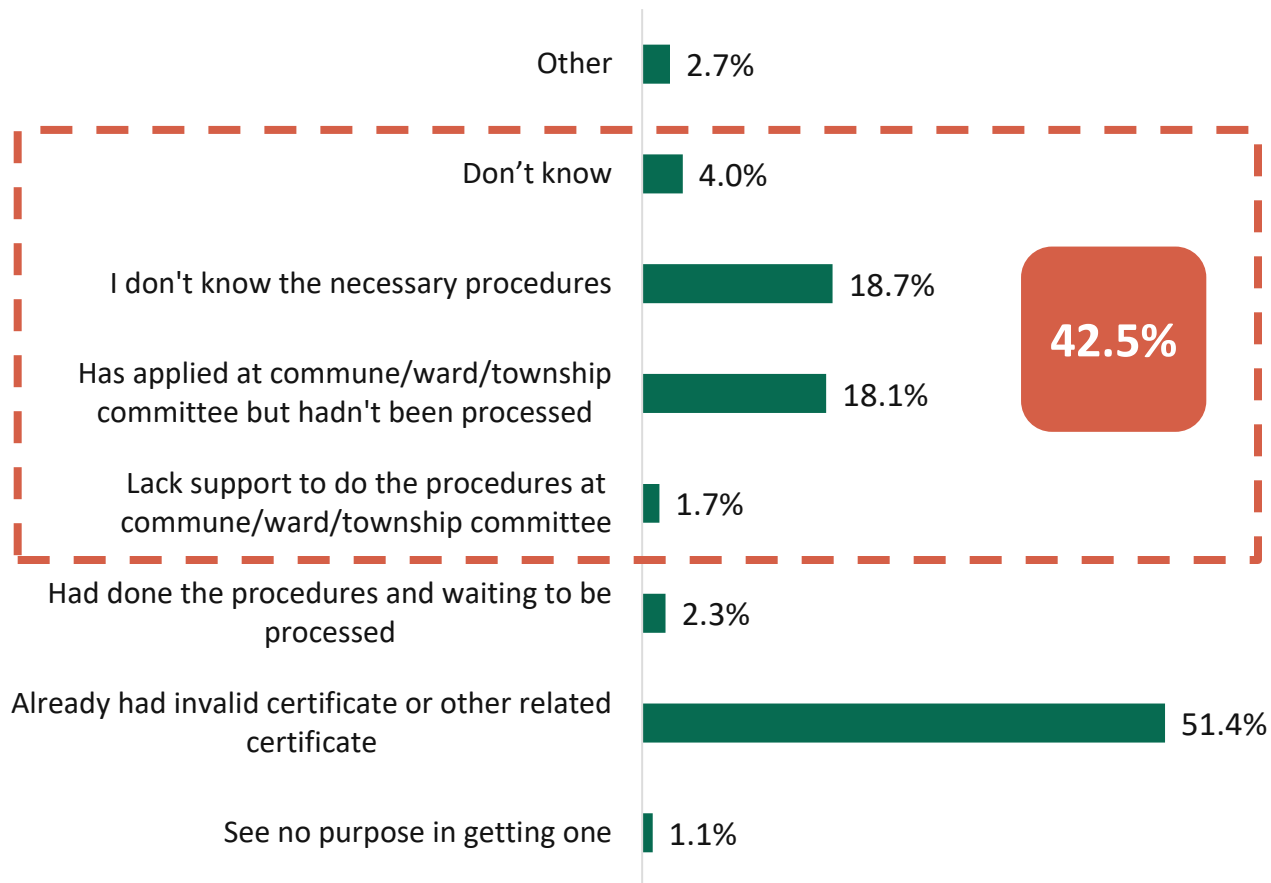
# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

## DISABILITY CERTIFICATE & DISABILITY SUPPORT PENSION

Proportion of PWDS with disability certificate(%)



Reasons why PWDS do not have a disability certificate (% PWDS without disability certificate)



- Note on issues:
- **Explaining why** the application was not processed
  - **Popularizing the information and instructing about administrative procedures**
  - **Supporting** PWDS in completing administrative procedures at commune People's Committees

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

## DISABILITY CERTIFICATE & DISABILITY SUPPORT PENSION

- ✓ Some cases, PWDs have **their disability certificates revoked** or **their disability support cut off without a clear explanation.**
- ✓ Criteria for issuing a disability certificate are sometimes not clearly explained to PWDs
- ❓ **May cause confusion and frustration for PWDs**

**Eg: PWDs frustrated because their disability support was cut off without specific reasons**

*“I received about 180 thousand dong the first time. [...] then I started to receive more at 270 thousand. I was cut off in 2015. [...] They decided to cut me off and that's it [...] no reason at all. [...] (hope) someone can help a vulnerable group like us somehow.”*

IDI male PWD, 67 years old

**Eg: PWD was not explained clearly on criteria, procedures for certificates and support relating to PWDs**

*“Because I am not from a poor/near poor household, I do not get disability aid. They said that only the poor get to have it. [...] If I want to be recognized as a PWD, they will examine me and I get that examination in paper, but I would not have the disability certificate [...]*

**Q: Do you know what papers would one need to ask for the disability certificate?**

*R: We have to go to the Commune People's Committee if we want that [...] As for paper, like back then I was in an accident and there were papers, when they investigated they did confirm that I was in an accident.*

**Q: Is that not acceptable?**

*R: No. The list that was sent to the Commune People's Committee still have my name, as in the policies but I did not receive anything. So my husband went to the commune council. [...] The council responded that when the US compensates, you will have it. How do you feel about that answer?”*

IDI female PWD, 66 years old

Clause 6, Article 5, Decree 20/2021/ND-CP:

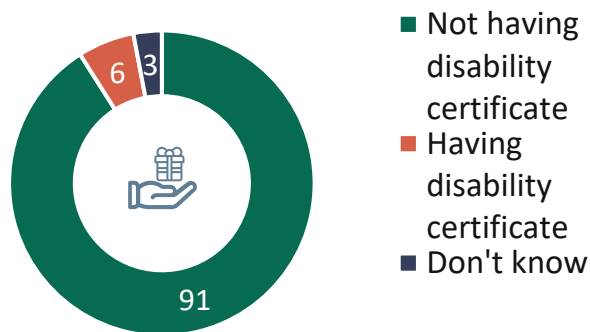
Being a poor/near-poor household is **NOT** a requirement to receive the disability support pension.

Local authorities need to clearly explain to people about types PWDs and veterans related support to avoid misunderstandings.

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

## DISABILITY CERTIFICATE & DISABILITY SUPPORT PENSION

Proportion of PWDs receiving disability support pension (%)



- ✓ 39 PWD with Severe/ Extremely severe disability certificate DO NOT have disability support pension
- ✓ 24 PWDs with Severe/Extremely severe disability certificate DO NOT have **health insurance**
- ➡ Further note needed on management of disability certificate and disability support.

86.1%

PWDs stated that the current disability support pension is **not enough** for the **minimum subsistence** of a PWD

Average suggested support rate: **1,939,000 VND.**  
Median suggested support rate: **1,500,000 VND.**

*“ Do not know how much is enough, as long as it is enough to live. [...] The last dialogue between People’s Council and the people, many people did not want to speak up so I said that is the need of families under preferential treatment policy, [if we were to raise the salary] then we should give them higher support too, at least as the minimum wage of 1,490,000 or something.”*

IDI female PWD, 67 years old

Clause 1(e), Article 6, Decree 20/2021/ND-CP: calculated according to the rate compared to the standard level of social support.  
  
=> Refer to the proposed rate by PWDs and other disadvantaged groups to study the adjustment of social support standards or rates for PWDs.

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

## INSCRIBED IN LAND USE RIGHTS CERTIFICATES

46%

PWDs (with disability certificate) are inscribed in LURCs

Intellectual, Hearing and speech, and Mental and psychiatrist have the lowest rate compared to other types. Physical PWD has the highest rate,

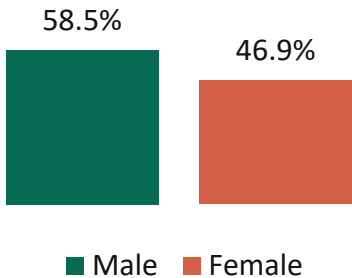
PAPI 2021 72.5%

E.g.: PWDs know, understand laws and how to exercise their rights.

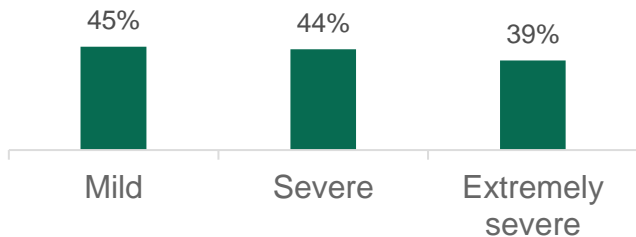
“ Old law stated only 1 but now it is both husband and wife. [...] it has always been both my husband and I (have names in LURCs) but I am the owner of the land in the certificate.”

IDI female PWD, 67 years old

The rate of male PWDs being inscribed in LURCs is higher than that of female PWDs



There is no significant disparity between types of disability in being inscribed in LURCs

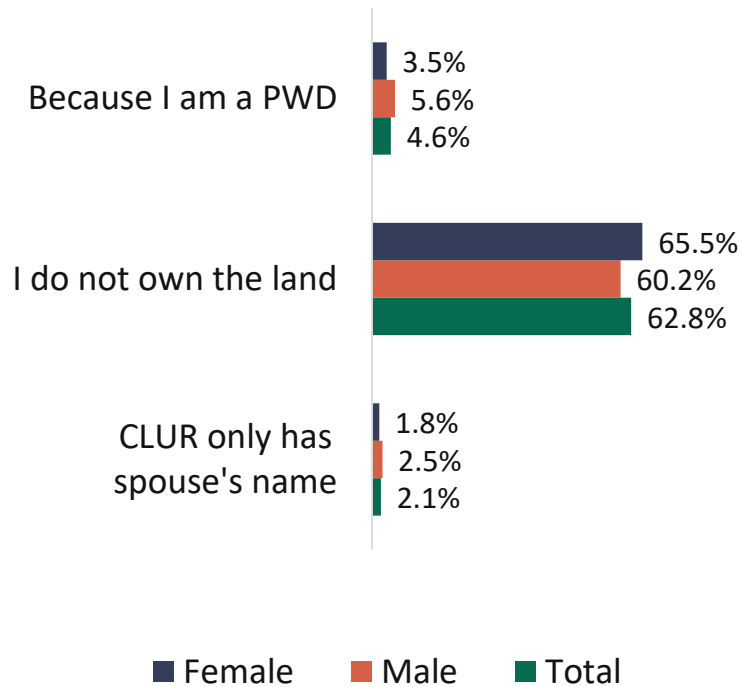


\*LURCs: Land Use Rights Certificates

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

## INSCRIBED IN LAND USE RIGHTS CERTIFICATES

Main reasons why PWDs are not inscribed in LURCs



### Guardians concern that PWDs do not have the ability to keep property

“ He can not be inscribed in the LURC, because he has Hearing and speech disability, what if there are some problems.” Interview male PWD’s guardian, 38 years old

“ Back then my father was inscribed, and now that my mom is old so she authorized me (to be inscribed in the LURC). He is mental, what does he know anyway” Interview male PWD’s guardian, 57 years old

### PWDs choose to not have their names in the LURCs, because they think they have limited ability and have to rely on their relatives

“ I was not inscribed, because I have disability and I can not stand or walk, how can I be inscribed”. Interview PWD, male, 56 years old

“ The land belongs to our mother, transferred to my younger brother. To be easy for transferring procedure and so on. If I need money for health treatment, the land can be transferred to me”. Interview PWD, male, 42 years old

\*LURCs: Land Use Rights Certificates



# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

## EXPERIENCE WITH ADMINISTRATIVE PROCEDURES

PAPI  
2021  
27%

28%

PWDs/Guardians **have participated in public administrative procedures** in local area in the past 12 months

79%

PWDs/Guardians (who have disability certificate) **HAVE NO difficulties** when participating in local public administrative procedures



**Hearing and speech has more difficulties** in local administrative procedures compared to other groups.

*(Hearing and speech also has the one of the **lowest rate of voting participation, highest rate of lacking easily accessible information.**)*

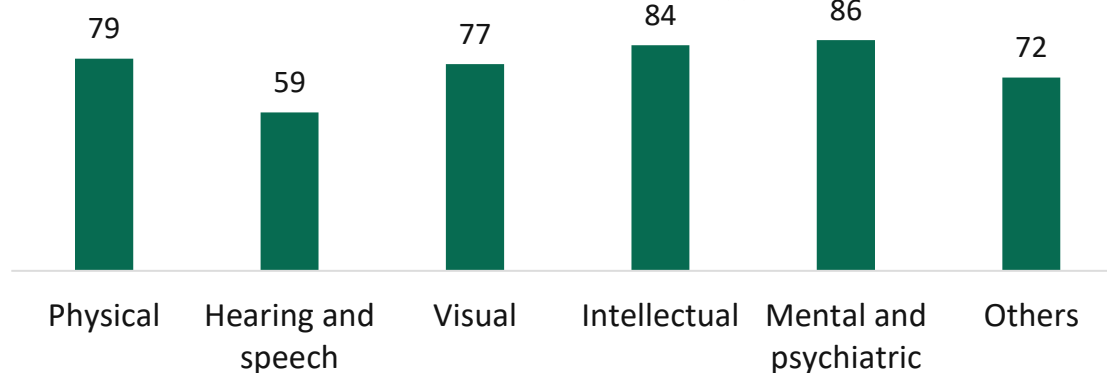


**This is the group that requires extra attention**



Many cases of severe, extremely severe PWDs and/or elderly **want support to do administrative procedures at home.**

Percentage of PWDs/guardians (with disability certificate) have **NO difficulties** when participating in PWDs-related administrative procedures (% PWD of the same type)



*“ Like when I was waiting to participate in the procedures for the ID, they said that people like me they would come to my place to do it [...] But farmers like me and this one here, if we want to do the procedures we would have to go ourselves. They said they would go to the house, but they won't, that's all lip service.*

**Q:** *That's what you see on TV but in reality, at your local area people do not come?*

**R:** *It might be the case somewhere else but it is not the case here.”*

IDI male PWD, 65 years old

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

## EXPERIENCE OF LOCAL ADMINISTRATIVE PROCEDURES – Using local government e-portals

Most: Hanoi (8),  
Khanh Hoa (7),  
Binh Dinh (5)

PAPI  
2021  
3%

2.9%

People participated in procedures  
use government e-portals

45%: 26-40 years old

### Lack of tools, skills to use technology

**Q:** *Have you ever had commune and ward officials instructing you how to access the government e-portal?*

**R:** *They do instruct that but because I lack the skills to use it comfortably, I do not use it.*

IDI Visual PWD, male, 66 years old

### Interface and operation are still difficult for PWDs, Ex: Visual

**Q:** *I have already checked the tax declaration, it's actually a bit difficult to do for the blinds. [...] people often build accessibility base on some standards. [...] The question is, are blind people trained to that standard to use it? [...] the same applies to government e-portals.*

IDI Visual PWD, male, 40 years old

### Lack of information, knowledge

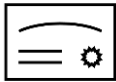
**Q:** *Do you know or have you ever heard about the local government e-portal?*

**R:** *No, I have never heard of it.*

IDI Visual PWD, male, 68 years old

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC ADMINISTRATIVE PROCEDURES

## Conclusions and Recommendations



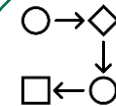
**The rate of disability certificate had not covered all qualified PWDs. The procedures regarding disability certificate is not yet clear. The disability support pension is not suitable.**

- ✓ Local civil servants need to clearly explain regulations and procedures for granting certificates of disability and related supports, especially for the Others group. Similarly, to other procedures..
- ✓ Local authorities need to provide disability support pension fairly and in accordance with regulations for all PWDs who are eligible to receive disability support pension. Consider more suitable disability support pension rate, especially for PWDs who cannot work.



**The rate of PWDs exercising their rights to property is still not high, there is disparity between genders and types of disability, there are barriers due to social stereotypes**

- ✓ Local authorities need to popularize the rights and practice of ownership of land assets according to regulations to the community and PWDs.
- ✓ Support PWDs in legal and procedural regarding ownership of land assets if they are entitled to such rights in accordance with regulations.



**The needs of PWDs to carry out administrative procedures in their locality are similar to those of the general population, but PWDs still face many difficulties doing them themselves, especially with the Hearing and speech group.**

- ✓ Need to further the support for suitable information sources and methods of administrative procedures for each types and levels of disabilities so that PWDs can directly or participate more in administrative procedures.  
E.g: Digitalize the public administrative procedures according to the accessible standard (TT 26/2020/TT-BTTTT), combine with instructing PWDs how to use those accessible technology.

## PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC SERVICE DELIVERY

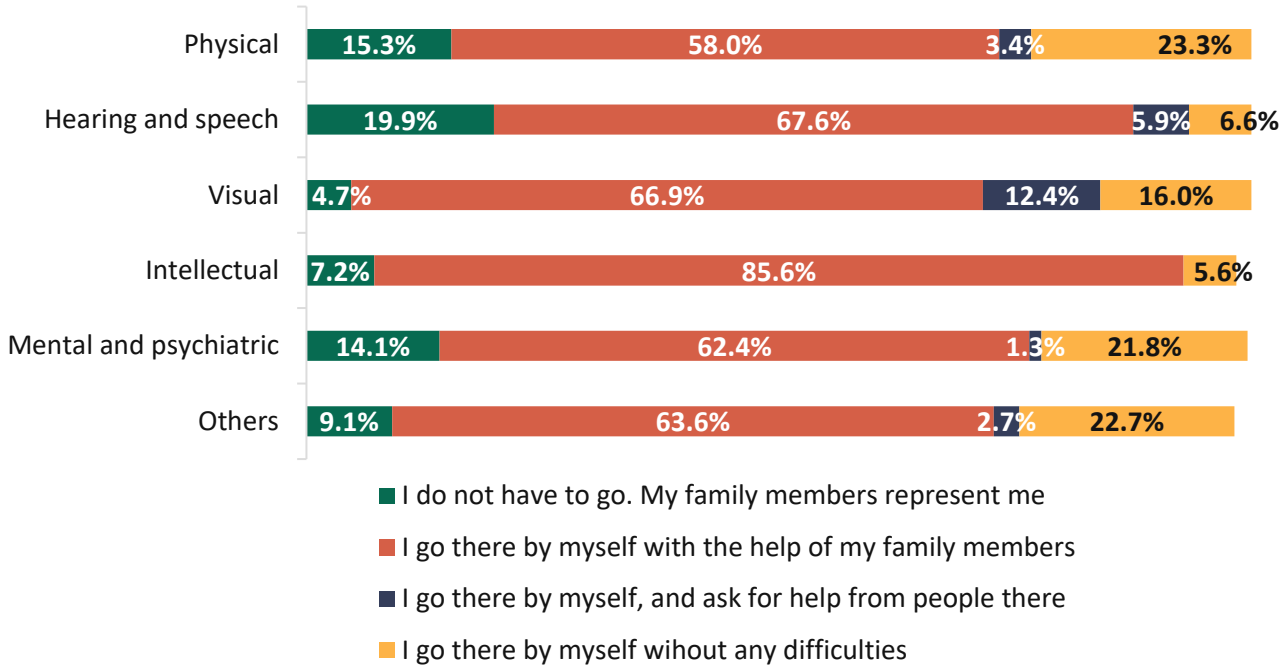
## PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC SERVICE DELIVERY

- ACCESS TO PUBLIC WORKS AND PUBLIC TRANSPORT
- HEALTH SERVICE
- SERVICES OF COMMON INTEREST TO PERSONS WITH DISABILITIES

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC SERVICE DELIVERY

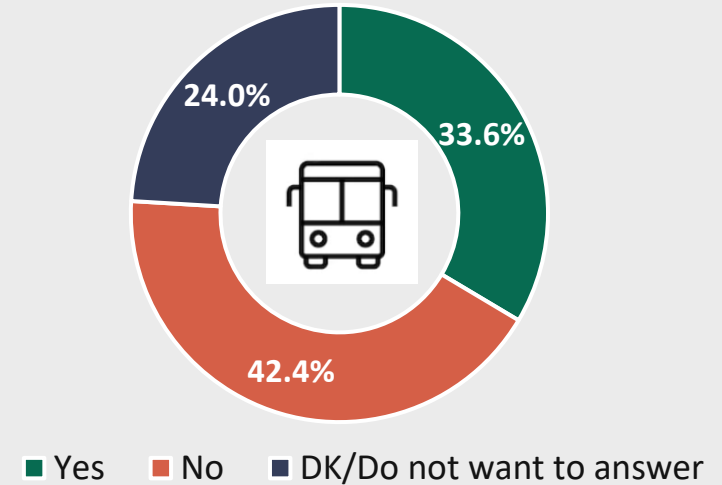
## ACCESS TO PUBLIC WORKS AND PUBLIC TRANSPORT

### How to access to public works by types of disabilities



- ✓ **Most of the respondents** can go to public works by themselves with the support of family members
- ✓ Intellectual and Hearing and speech have the lowest percentage responding that they do not have any difficulties going to public works by themselves

### Ease of use of local public transport



- ✓ **42.4%** PWDs responded that the local public transport where they live is **not easy to use**
- ✓ PWDs who do not know the ease of use of local public transport are mostly because they have never used these transports before *phương tiện này bao giờ*

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC SERVICE DELIVERY

## ACCESS TO PUBLIC TRANSPORT

Because the public transport system is not popular in small provinces/cities, PWDs' access to public transport is limited.

Public transports' staffs play an important role in supporting PWDs using public transportation.

Their attitude can be either enabler for or barrier against PWDs using public transports.

**Q:** *In your locality, do you often use public transport?*

**R:** *No because there is not many public transport in the city, mainly buses from the city to the districts, from one province to another, but within the city, it (public transport) is quite limited.*

*IDI with PWD, female, 19 years old*

**Q:** *Do other people support you when you travel by public transport?*

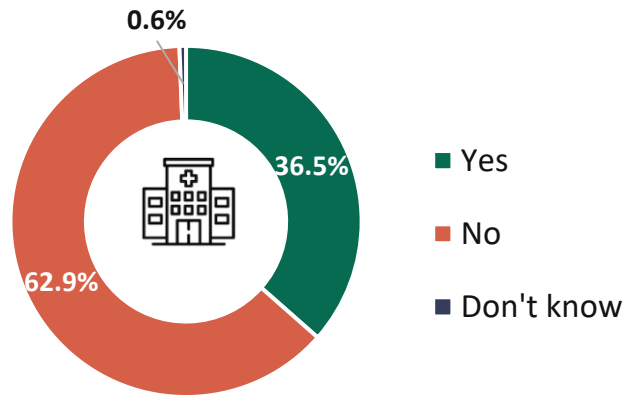
**R:** *Oh well this depends, depends on their mood. [...] Like, there are some buses that are already familiar with me, some I go on so often that the drivers would open the door: **“Hey 30 (bus number) here, aren’t you coming?” for example, they are very enthusiastic.** But other drivers can react differently, and people’s mood can fluctuate too, so we cannot expect people to always react positively to us. [...] **Then there are people, like, they think that me going out like this is too dangerous, and they were very blunt: “If you are like this, shouldn’t you stay at home? Why go out?”.** I was blunt back: **“Why are you going out then?”.***

*IDI with PWD, male, 40 years old*

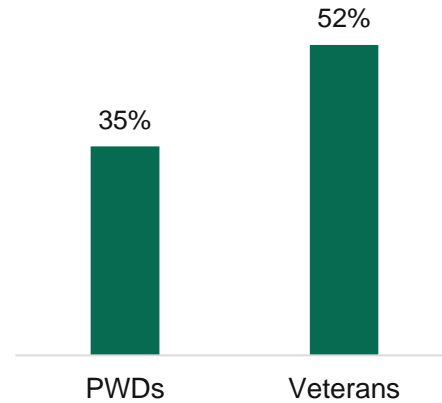
# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC SERVICE DELIVERY

## HEALTH SERVICE FOR PWDS - QUALITY OF LOCAL PUBLIC HOSPITAL SERVICES

Percentage of PWDS using services at district hospitals



Percentage of usage in PWDS group and veterans' group



Ever since COVID-19 started, PWDS rarely go to the hospital

**Q:** Have you ever go to the hospital to use health insurance?

**R:** Yes, I used to have skin diseases frequently. I often have itchy skin on my hands, mouth sores and other things, I often have some kind of innerbody-hot problems, so I go to the hospital often. But since Covid, I have gone less because it is quite dangerous.

Interview Intellectual PWD

**PAPI**  
2021  
39.8%

36.5% PWDS had used services at district hospitals in the past year.

There is a **big disparity** between PWDS and veterans in **using district hospitals.**

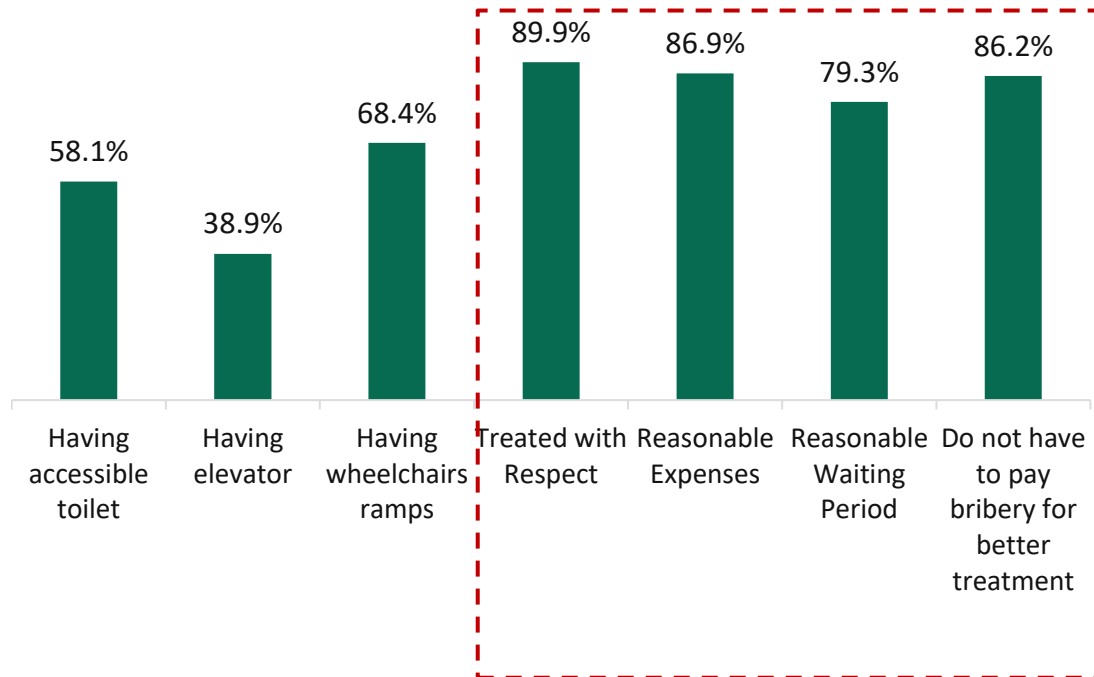


# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC SERVICE DELIVERY

## HEALTH SERVICE FOR PWDS - QUALITY OF LOCAL PUBLIC HOSPITAL SERVICES

Percentage of PWDs using services at district hospitals

Rating of local public hospitals quality



Criteria like **Treated with respect**, **Waiting period** and **Expenses** are rated **higher** than criteria about **infrastructure**.

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC SERVICE DELIVERY

## HEALTH SERVICE FOR PWDS - QUALITY OF LOCAL PUBLIC HOSPITAL SERVICES

### PWDs have difficulties using the hospital toilets

**“ R:** *It is more inconvenience that other people. Like, it is hard to do my business when I use the toilet.*

**Q:** *So you have difficulty in using the toilet too, right?*

**R:** *Yes. But that toilet, **everybody can use but I cannot.** I do not know about other places but where I got my eye surgery, my nephew wheeled me in but he **could not go through the narrow door frame.***

**Q:** *So if you use the wheelchair, you cannot go in the toilet because it is too narrow, right?*

**R:** *Yeah, so narrow, wheelchairs cannot come in .*

**Q:** *Do you have any recommendations about infrastructure for the local hospitals so that they can become more PWDs-friendly?*

**R:** ***They can make a toilet for only PWDs.** Because they cannot go by themselves in the wheelchair and have to ask other people's help. If we use the same toilet like everybody else, we cannot come in and also it is not sanitary.*

IDI with Physical PWD

### PWDs rate doctors and nurses' attitude in the past years highly

**“ Q:** *How do you rate the quality of the local hospital?*

**R:** *I think that compared to previous years, **it has improved a lot** because many health centers have really good service and provincial and city hospitals, as well as other facilities, **they treat patients very well, warmly, not scolding or angry.** [...] Generally, the service is better than before. In the past people can be very unkind and complain a lot, but now the patients are sick and in pain, so they have to be warmer and kinder.*

**Q:** *How long ago are you talking about exactly?*

**R:** *Long ago, 5 10 years ago, I found the service so un hospitable, people at the hospital were always scolding and complaining when they see the patients.*

IDI with Others PWD

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC SERVICE DELIVERY

## SERVICES OF COMMON INTEREST TO PERSONS WITH DISABILITIES

37.7%

**Mental health service** is a service of common interest to PERSONS WITH DISABILITIES

“ [Why we need to care about mental health] like I said, you see, I have to stay within these four walls all day. I want to go out. Like I (have mobile disabilities) have to use taxi to go out [...] I told you that I just wanted to die when I first started to be like this. But my friends they all said that it is so sad that while everyone wants to live, I want to die instead.

IDI Physical PWD

## PWDs' mental health problem

“ **R:** Just last year, I felt like **life is so tedious and boring** so I ... **like when my parents scold me ... I did think about that (suicide)** but I talked myself out of it. I listen to Buddhism so even though I said that I won't do it, we have to keep being positive and love our lives and some miracles will come to us.

**Q:** What helped pull you out of that funk?

**R:** Back then I live, I live very mindfully. When I get sad, suicide can come to my mind fleetingly but no, I can't think that because I have to think positive things only. I laid down and I **think of songs** I have heard **to feel better**. I **think of the cartoons I watched when I was young**, I watched them **to be reminded of when I went to school and played outside**. That's how I **escaped that darkness** [...]

**Q:** Do you share with anyone when you have such negative thoughts?

**R:** No, I usually **balance it out myself**, I rarely share with my loved ones. **It would be nice if someone can come and talk with me.**”

IDI Visual PWD

# PERSONS WITH DISABILITIES' INCLUSION IN PUBLIC SERVICE DELIVERY

## Conclusions and Recommendations



In general, public transportation and public infrastructure are still not PWDs friendly

- ✓ It is necessary to invest in a PWD-friendly public transport system to increase accessibility to public works, thereby increasing the ability to participate in voting activities, doing public administrative procedures, etc.
- ✓ It is necessary to raise awareness and train staffs in the public transport system on service attitudes and ways to support customers with disabilities



Services at the district hospital are rated quite highly by PWDs, but the hospital infrastructure needs to be more PWD-friendly.

- ✓ It is necessary to invest in inclusive hospital infrastructure so that PWDs can use local public health services more easily.



PWDs are most interested in mental health services among other public

- ✓ More research is needed on issues related to mental health of PERSONS WITH DISABILITIES to better understand the needs of PERSONS WITH DISABILITIES and develop appropriate support programs/policies.

# CONCLUSIONS AND RECOMMENDATIONS

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## CONCLUSIONS

Although this is a pilot study with some limitations regarding the samples, the survey findings have provided key implications and can be further studied.

1

**PWDs' participation level** at local level (participate in social groups/organizations, vote) is not really high. Female PWDs have lower level of participation compared to male. Visual, Intellectual and Mental, psychiatric group has lower rate of participation compared to other groups.

2

**Public administrative procedures** for PWDs still have many drawbacks, especially in providing disability certificates and disability support pension. Hearing and speech group has more difficulties participating in local administrative procedures compared to other groups. Using government e-service portals for administrative procedures is still not common with PWDs.

3

**Public services** such as district hospital is rated quite highly by PWDs about attitude, waiting time and cost. However, issues relating to infrastructure such as hospital infrastructure and public transportation still require improvements to be more accessible to PWDs. Furthermore, many PWDs express interest in mental health services.

**Persons with hearing and speech, intellectual mental and psychological disability** are those that still face many difficulties in participating in social activities, carrying out administrative procedures and using public services.

# RECOMMENDATIONS

## **Policies:**

- Information regarding requirements, procedures for disability certificate and disability support needs to be further popularized
- Need more appropriate support for PWDs to exercise their voting rights and participate more easily in public administrative procedures (e.g.: supporting PWDs to do administrative procedures at home for severe/extremely serve PWDs in need)
- Invest more in inclusive infrastructure/establishment so that PWDs can access public services and join cultural and entertainment activities just like people without disabilities
- In addition to inclusive infrastructure/establishment, PWDs need to be provided knowledge on how to use those infrastructure/establishment
- PWDs inclusive policies need to take different types' characteristics and needs to be inclusive to all types of disability so that no group is left behind, particularly the Hearing and speech, Intellectual, and Mental and psychiatrist groups.

## **Further research on PWDs inclusivity:**

- In need of large and precise PwD samples, especially information regarding types and degrees of disability
- Differentiation between PWDs and veterans
- Some research topics: discrimination, mental health, gender issues, etc.

**THANK YOU!**

