



Improving Disability Independence Through Assistive Device Distribution Programs in Surabaya City

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Abstract: Persons with disabilities in Indonesia still face significant challenges in achieving independence due to discriminatory views and limited access to various services, including assistive devices. In Surabaya City, with a substantial number of persons with disabilities, the Social Services Department of Surabaya City, through its social rehabilitation program, strives to improve their quality of life by distributing assistive devices. This program involves systematic stages, starting from receiving reports, conducting field surveys, measuring assistive devices, to distributing aid to recipients in need. The program successfully distributed various assistive devices, such as wheelchairs, hearing aids, and prosthetic limbs, with a total of 254 units during the writer's internship period (September 23 - December 31, 2024). As a result, recipients demonstrated significant improvements in independence, both in carrying out daily activities and in interacting with others. Additionally, the families of the recipients also experienced benefits in the form of reduced burdens, as family members who were previously fully dependent now have greater abilities to manage their own needs. This program is expected to continue to grow and provide further solutions to help build an inclusive and empowered society for persons with disabilities in Surabaya.

Keywords: Persons With Disabilities, Independence, Assistive Devices, Social Rehabilitation, Surabaya City Social Services Department.

Introduction

Persons with disabilities have equal rights to access various aspects of life, such as education, employment, healthcare services, and other social aspects (Sakinah & Muchsin, 2020). However, in reality, many persons with disabilities still face numerous challenges, especially in achieving independence. They are categorized as a vulnerable group, often subjected to discrimination and frequently denied the full realization of their rights (Febriantanto, 2019). This condition arises from negative perceptions that view persons with disabilities as "deficient" individuals, making them targets of discriminatory treatment and neglect of basic rights that they are equally entitled to receive.

According to the Kamus Besar Bahasa Indonesia (KBBI), the term "penyandang" refers to individuals who

experience or bear certain conditions. Meanwhile, "disability" is defined as a condition resulting from illness, injury, or other circumstances that disrupt or limit a person's physical or mental abilities (Ndaumanu, 2020). Disability can also be understood as the inability to perform certain activities in the way typically carried out by others. More broadly, disability describes limitations experienced by individuals in carrying out specific functions due to internal factors, such as physical or mental conditions, or external factors, such as environmental or social barriers (Mundakir et al., 2023). These conditions affect the daily activities of individuals concerned and influence how they interact and participate in community life.

Understanding the term "persons with disabilities" is essential to building awareness of the challenges faced by this group (Medika Jurnal

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Kedokteran et al., n.d.). By understanding this concept, society is expected to provide more inclusive support and empower persons with disabilities so that they can live with dignity and equality(Widjaja et al., 2020).

In Indonesia, the understanding of disabilities is often trapped in stigma and negative perceptions that view persons with disabilities as individuals incapable of contributing to society (H Nururrochman A, Pranowo, 2018). This issue is exacerbated by the lack of adequate information and education about the rights of persons with disabilities, as well as the need for inclusive social support to help them achieve independence (Habiba & A'an Warul Ulum, 2024). Studies reveal that the level of public understanding of disabilities plays a significant role in the emergence of discriminatory behavior faced by persons with disabilities in their daily activities.

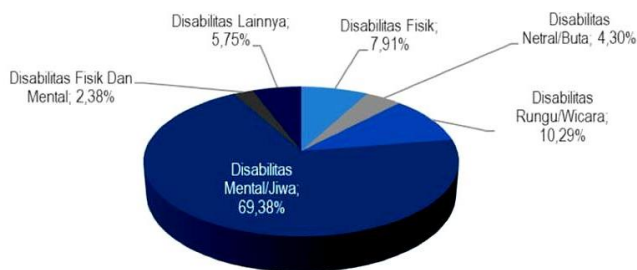


Figure 1. Percentage of People with Disabilities in 2023.

Source: Surabaya City Population and Civil Registration Office (Disdukcapil) (processed)

Surabaya, as part of an ever-growing urban area, has undergone considerable growth and transformation (Cahyani et al., 2024). According to data from the Surabaya City Population and Civil Registration Office in 2023, the population of persons with disabilities in the city totaled 6,144 individuals. Various types of disabilities were recorded in Surabaya, encompassing all categories such as physical disabilities, a combination of physical and mental disabilities, visual impairments, mental or psychiatric disorders, hearing/speech impairments, and other forms of disabilities. Among the available data, mental or psychiatric disorders were the most prevalent type of disability experienced by the population of Surabaya, accounting for 69.38 percent. Another notable category is hearing/speech impairments, which ranked second with a proportion of 10.29 percent.

Persons with disabilities in Surabaya are evenly distributed across all districts, with varying numbers in each area. Tambaksari District ranks as the area with the highest number of persons with disabilities, totaling 521 individuals. This condition makes Tambaksari a district with a significant concentration of persons with disabilities compared to other areas. Therefore, this

region requires greater attention in terms of providing social services, developing facilities that support accessibility, and implementing sustainable empowerment programs for persons with disabilities.

This number highlights the importance of the government's role, particularly in Surabaya, in implementing programs that support persons with disabilities to achieve independence. The government must pay greater attention to the provision of assistive devices that cater to the needs of persons with disabilities (Ambarwati et al., 2022). The primary focus of this effort is to ensure equal opportunities in various aspects of life while empowering persons with disabilities to live their lives to the fullest despite their limitations and to fully participate in community life (Sosial Humaniora Sigli et al., 2023).

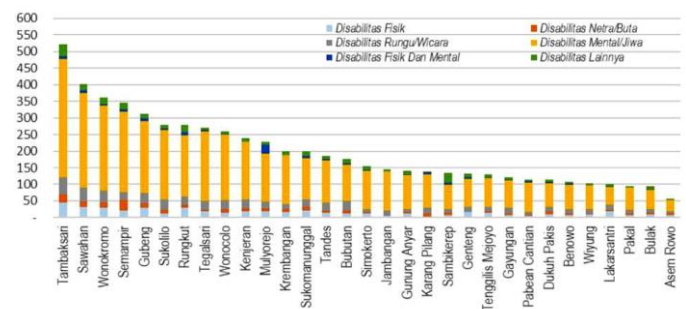


Figure 2. Number of People with Disabilities in Each Subdistrict in 2023

Source: Surabaya City Population and Civil Registration Office (Disdukcapil), 2024 (processed)

Through an internship program as a form of community service in the field of Social Rehabilitation, the Social Services Department of Surabaya City has implemented initiatives to assist communities facing social challenges, including persons with disabilities. During this internship, I actively participated in several activities that supported the implementation of the social rehabilitation program. One of the most valuable experiences was assisting in the distribution of assistive devices for persons with disabilities. In this activity, my responsibilities included ensuring the completeness of administrative documentation, checking the availability of assistive devices, organizing the aid before distribution, documenting all activities carried out, and coordinating with the implementation team to ensure that the distributed assistive devices matched the needs of the recipients. I also had the opportunity to interact directly with the beneficiaries, providing me with a deeper understanding of the daily challenges they face. Referring to Mayor Regulation Number 75 of 2021, the Social Services Department is expected to carry out regional authority in the social sector and assist the central and provincial governments (Rianissaputri & Rahmadanik, 2024.). The Social Rehabilitation Division

is responsible for implementing part of the authority assigned to it, as stipulated in Article 7 on Social Rehabilitation, mentioned in Article 3, paragraph (1), letter c. This includes conducting assessments and detailing, collaborating with other institutions, developing and implementing work programs and technical guidelines, and performing all tasks assigned by the Head of the Department.

Social rehabilitation is the process of restoring functions and developing capabilities aimed at enabling persons with physical disabilities to perform their social roles normally in community life (Agus, 2017). The social rehabilitation programs implemented are not solely oriented towards providing financial assistance but also include mentoring, skills training, rehabilitation services, and the distribution of assistive devices for persons with disabilities (Andari S, 2020). The distribution of assistive devices for persons with disabilities represents an effort in social protection through the provision of social assistance. This assistance includes hearing aids, adaptive wheelchairs, walkers, strollers, prosthetic limbs, and other equipment (Afiatul Ulumik & Irma Purnamasari, 2023).

The program is designed to help beneficiaries achieve independence, enabling them to live more productive lives and play active roles in society (Bagus et al., 2022). In addition to assisting with the distribution of assistive devices, I also participated in addressing other social issues, such as providing support for individuals facing social challenges in temporary shelters (Purnomosidi, 2017). This experience gave me broad insights into the importance of collaboration among institutions in addressing various social issues. Through this involvement, I felt a sense of contribution to supporting the mission of the Social Services Department of Surabaya City in realizing an inclusive and empowered society.

Method

The implementation method was carried out through an internship program at the Social Services Department of Surabaya City, focusing on the distribution of assistive devices for persons with disabilities in the city. The aim of this program is to improve the quality of life for persons with disabilities by providing them with assistive devices tailored to their needs. The program is implemented in a structured manner to ensure that the assistance is delivered accurately and effectively in supporting the independence of the beneficiaries.

The process of program implementation includes the following steps:

1. Receiving reports from sub-districts/districts.
2. Surveying the reports from sub-districts/districts.

3. Inspecting and measuring assistive devices for persons with disabilities.
4. Providing assistive devices based on the needs of prospective beneficiaries.
5. Distributing assistive devices to the beneficiaries

Result and Discussion

The assistive device distribution program provides opportunities for persons with disabilities to achieve their own independence. The Social Services Department of Surabaya City, through the Social Rehabilitation Division, has successfully implemented this work program. The process of distributing assistive devices, which involves various structured stages, ensures that the assistance is accurately targeted and meets the needs of the recipients.

A. Process of Distributing Assistive Devices for Persons with Disabilities:

1. Requirements for Assistive Device Applications

The program is open to residents of Surabaya who are registered as low-income families, persons with disabilities, and who possess an official application letter issued by the sub-district or district, along with the results of an outreach visit to the applicant. The outreach confirms that the applicant is a person with a disability facing economic limitations.

2. Receiving Reports from Sub-districts/Districts

The distribution process begins with receiving reports from sub-districts or districts. Once the report is received via the e-survey system, document completeness and the information provided are checked. After all data is verified, the report will be processed for approval by the authorized official. This approval includes a final check regarding the availability of assistive devices and budget allocation. Approved reports will then be forwarded for the realization of distributing assistive devices to the beneficiaries in need.



Figure 3. Receipt of Reports from Subdistricts/Districts

3. Conducting Home Visits for Clients

The purpose of conducting a direct home visit is to ensure the accuracy of the information received through reports from the sub-district or district while also providing a more comprehensive understanding of the challenges faced by persons with disabilities. This survey aims to verify the physical condition of the person with a disability, including their level of need and the appropriateness of the required assistive devices, as well as to assess their living environment to determine whether any adjustments are necessary to improve their quality of life. Additionally, the survey aims to build better interpersonal relationships between social workers and the persons with disabilities and their families. This is crucial in establishing trust and maintaining open communication, which supports the success of the program. Social workers also use the opportunity to provide detailed and direct information about the assistive device program, the distribution procedures, and the responsibilities of the recipients. This ensures that the program runs transparently, effectively, and meets the needs of the beneficiaries.



Figure 4. Survey and Verification of Reports from Subdistricts/Districts

4. Application for Assistive Devices

After the survey and verification process at the prospective recipient’s home, accompanied by the sub-district and social worker, the application for assistive devices is submitted through the Bansos Surabaya website system. The application process includes various important details, such as the identity number, the applicant’s name, the sub-district of origin, the type of assistive device requested, and the application status, which includes confirmation and verification stages. Each application for assistive devices must go through a verification process by the authorized officer, marked by a “Verification” button in the status column. This digital process allows for more organized and transparent data management, making coordination between the

Surabaya Social Services Department, sub-districts, and provincial government easier in the application for funding assistance. With this digital system, all application data can be managed in a more organized, efficient, and transparent manner. The system not only simplifies administrative processes but also strengthens coordination between the Surabaya Social Services Department, sub-districts, and the provincial government, particularly in the application and disbursement of financial assistance.

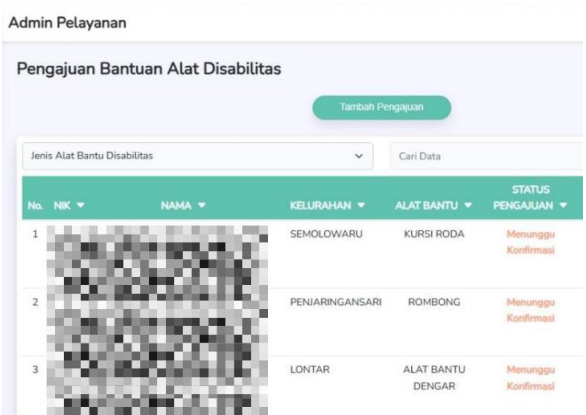


Figure 5. Submission of Assistive Device Aid Applications to the Website

5. Measurement and Provision of Assistive Devices

This process involves several stages to ensure that the assistance is accurately targeted and meets the needs of the recipients. After the data has been validated, measurements and procurement of assistive devices such as wheelchairs, hearing aids, or prosthetic limbs are carried out based on the recipient's specifications. The Social Services Department collaborates with trusted suppliers and relevant parties, including doctors if necessary. For example, when providing hearing aids, the officer ensures the degree of hearing impairment of the recipient so that the device provided has the appropriate specifications. Similarly, for prosthetic limbs or orthopedic shoes, direct measurements are taken of the body parts requiring assistance. Ensuring the quality and appropriateness of the devices is crucial. The measurements are conducted directly according to the physical condition of the recipient, such as the degree of hearing loss or the need for a prosthetic limb. The results of the examination and measurements are recorded in a database for documentation.

Admin Pelayanan

Pemeriksaan dan Pengukuran Bantuan Alat Disabilitas

Jenis Alat Bantu Disabilitas Cari Data

No.	NIK	Nama	Jenis Alat Bantu	Status Pemeriksaan
1			ALAT BANTU DENGAR	Setuju
2			ALAT BANTU DENGAR	Setuju
3			ALAT BANTU DENGAR	Setuju
4			ALAT BANTU DENGAR	Setuju
5			SEPATU BESI	Setuju

Figure 6. Status of Inspection and Measurement for Assistive Device Aid

6. Proses The Process of Delivering Assistive Devices to Recipients

After the stages from receiving reports from sub-districts to the measurement of assistive devices, the distribution of assistance follows the following mechanism:

a. Verification of Reports and Appointment of Disbursement Officers

The sub-coordinator verifies the reports once again and appoints the distribution officers, consisting of two individuals from the social rehabilitation division.

b. Preparation for Distribution and Logistics Management

After receiving instructions, the distribution officers organize the logistics, starting with a re-check of the assistance to ensure that it is suitable and ready for distribution. In a typical distribution process, multiple locations are visited in a single trip—usually 3 to 6 different places. This is done to improve time efficiency, reduce fuel consumption, and ensure accurate and timely delivery of assistance.



Figure 7. Preparation for Distribution and Logistics Management

c. Coordination with Sub-District / Village Office

Before departure, the distribution officers contact the sub-district/village office to confirm the schedule and location of the

assistive device delivery. This coordination ensures that the recipient is at the correct address, as per the information provided, so that the distribution process runs smoothly.

d. Distribution to Recipients' Locations

Once all preparations are complete, the distribution team is ready to deliver the assistive devices using the Surabaya City Social Service vehicle to the recipients' locations. Each delivery is carried out carefully to ensure that the assistive devices match the needs of the recipient, based on the data previously verified. The journey usually involves multiple recipients in one trip, so the travel route is planned efficiently to save time and fuel. Additionally, the team ensures that the devices arrive in good condition and provides a brief explanation to the recipients on how to use the devices.



Figure 8. Distribution to Recipient Locations

e. Handover of Assistance at the Recipient's Location

Upon arrival at the recipient's location, the distribution officers hand over the assistive devices directly to the recipient or their family members. This handover process is carried out with full attention and responsibility, accompanied by a detailed explanation of the device's functions, how to use it, and the necessary maintenance steps to ensure the device operates optimally and lasts longer. In addition to providing explanations, the officers also deliver practical guidelines in both oral and written forms. If needed, they conduct a live demonstration on how to properly use the assistive device. The purpose of this demonstration is to ensure that the recipient or the accompanying family member fully understands how to operate the device correctly and safely, so that the device can provide maximum benefits in supporting the recipient's daily needs. (Wanadiatri et al., 2024).



Figure 9. Delivery of Assistance Accompanied by Kelurahan and RT/RW

- f. Documentation and Administration of the Activity
- Every assistive device distribution activity is documented through photos of the handover as visual evidence that the aid has been received by the rightful recipient. A handover report is also prepared and signed by the recipient as formal proof that the assistive device was received in good condition. The team also verifies the data by requesting supporting documents, such as the Family Card (Kartu Keluarga, KK), to confirm the legitimacy of the recipient. All these documents are submitted to the sub-coordinator as official archives for the Social Services Department, serving as administrative evidence and providing material for evaluation to improve the quality of the program in the future, ensuring it is more effective and targeted.



Figure 10 .Signature for Handover of Assistance

- g. Reporting of Distribution
- Reporting includes the input of personal data of the recipient, such as name, address, National Identity Number (NIK), and supporting documents like a copy of the Family Card (Kartu Keluarga, KK) and Identity Card (KTP). The handover report, detailing distribution information including the recipient's name, type of assistive device, and the stamp from the respective kelurahan,

is attached as verification evidence. Additionally, documentation such as photos or videos of the handover are included for record-keeping and monitoring purposes.

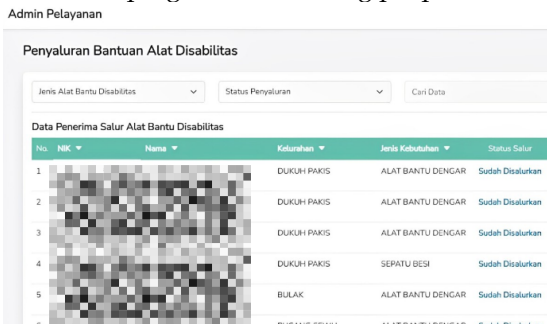


Figure 11. Reporting the Distribution of Assistance

- B. Output Output Produced
- During the internship period from September 23, 2024, to December 31, 2024, the assistive device distribution program delivered a total of 254 devices, consisting of 207 wheelchairs, 14 hearing aids, 14 walkers, and 19 canes. The assistive device distribution program in Surabaya has had a significant impact on improving the independence of the recipients. Based on observations on the ground, the writer directly witnessed the happiness and relief felt by both the individuals with disabilities and their families after receiving the assistive devices, as they were now able to perform daily activities with greater ease and confidence.

Table 1. Data Distribution of Assistive Devices (During the Internship Period)

Month	Wheel Chairs	Hearing Aids	Walker	Canes
Sep	11	1	1	0
Oct	59	9	4	15
Nov	73	3	4	2
Dec	64	1	5	2
Total	207	14	14	19

The recipients of this program have begun to experience significant changes in their daily lives. With assistive devices tailored to their needs, many who previously depended entirely on family or relatives are now able to perform basic activities independently. They can move freely within their homes, interact with their surroundings, and even participate in social and economic activities. This has fostered a renewed sense of self-confidence and reduced their reliance on others, which was previously seen as a burden by both themselves and their families(Agustina & Debora Valentina, 2023). Every individual essentially desires a dignified life and a body that functions

well, as this allows them to contribute to society and perform activities independently (Kusuma & Nurjannah, 2024).

Additionally, the program provides indirect benefits in the form of a renewed zest for life among recipients. While their lives may not be as ideal or perfect as others, the assistive devices offer them hope that they still have a role to play and potential to contribute. They no longer feel entirely limited by their disabilities, but rather, they can live with more optimism and empowerment.

Conclusion

The assistive device distribution program in Surabaya has proven to have a significant impact on enhancing the independence of individuals with disabilities. Through an organized process, from application to delivery, the program ensures that the aid provided is accurately targeted and meets the needs of the recipients. The assistive devices distributed, such as wheelchairs, hearing aids, and prosthetic limbs, have enabled recipients to carry out daily activities independently, reducing their reliance on others, and increasing their participation in social and economic activities.

Indirect benefits include improved self-confidence and a renewed zest for life, with recipients now feeling more valued and playing an active role in their families and communities. The program also provides peace of mind to family members, as those who previously relied entirely on them now have the ability to take care of their own needs.

The success of this program highlights the importance of its sustainability and further development, both in terms of the number of beneficiaries and the types of support provided (Riwayati et al., 2024). With consistent evaluation and improvements, this program is expected to continue being a tangible solution in supporting people with disabilities to live more inclusive, productive, and empowered lives in Surabaya.

Acknowledgments

We would like to express our sincere gratitude to all parties who have supported the implementation of the Assistive Device Distribution Program, particularly the Surabaya Social Service, Social Rehabilitation Division, and the sub-districts and villages that have contributed to supporting the program. We hope that this program continues to develop and provides broader benefits to people with disabilities in Surabaya, inspiring them to lead a life of dignity and meeting the community's expectations.

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