

# Adequacy of Social Services for Persons with Disability of a Second Class City in Negros Occidental

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**Introduction.** Persons with Disability (PWDs) comprise one billion or fifteen percent (15%) of the world's total population. Adequacy of social services plays a vital role in realizing the rights and welfare of the PWDs. This includes providing them with an adequate standard of living and a basic level of income security that will help reduce their levels of poverty and vulnerability. The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop and coordinate social protection and poverty reduction solutions for and with the poor, vulnerable, and disadvantaged. Hence, this study explored how adequate are the social services under the five elements: health, education, livelihood, social aspect and empowerment provided by the CSWD Office of a second-class city in Negros Occidental. It

also explored the challenges faced by the respondents in availing of the social services and their recommendations to overcome those challenges.

**Methods.** The study used a quantitative research design which employed descriptive and comparative research approaches Using the stratified random sampling, 302 registered PWDs were selected as respondents of the study. A validated and reliability-tested researcher-made survey questionnaire was used to gather the data. Mean, Standard Deviation, frequency count, percentage distribution, Mann Whitney U test and Kruskal-Wallis H test were used to analyze the data.

**Results.** Overall, PWDs assessed the delivery of services provided by the City Social Welfare and Development Office as "adequate" when taken as a whole. PWDs are satisfied with the services under the health, education, livelihood, social aspect and empowerment. PWDs are also most satisfied in the health services. However, they are less likely satisfied with empowerment services. When grouped according to sex, findings showed no significant difference in the extent of adequacy of social services for PWDs. On the other hand, there is a significant difference in the extent of adequacy of social services for PWDs when they are grouped according to age, educational level, and type of disability. Despite the adequate results of the delivery of social services, PWDs revealed that the limited supplies followed by delayed delivery of services and the distance of social agency from their homes were the challenges PWDs encountered when they availed of those services. Thus, PWDs recommended that having an additional budget must be given priority followed by proper information dissemination.

**Conclusion.** The adequacy of social services provided by the City Social Welfare and Development Office in a second-class city in Negros Occidental showed that PWDs find the programs and services under each element as sufficient. This implies that as a welfare agency, CSWDO fulfilled its obligations specified under the law. However, it can be noted that generally speaking, services made available did not receive a "very adequate" rating from the respondents because of the challenges they have encountered in availing these social services. These difficulties, which could be considered barriers for holistic development, can be attributed to several factors like the limited supplies of materials and equipment needed and the delay in providing social services. These challenges can be used as starting points in determining where improvements should be called for enhancing social services. It is not a surprise that the primary recommendation of PWDs to improve the services is to allow additional budget in their sectoral programs. Proper dissemination of information came second, which means that PWDs have not been well informed about the services that the CSWDO is providing.

**Practical Value of the Paper.** The study is beneficial to the CSWDO staff, for it provided them with information on how adequate the social services they are providing. Significantly, it provided the LGU with a basis for formulating more effective ways of providing adequate aid to address the needs of the PWDs towards coming up with an Enhanced Social Services Program, which will be utilized in the local social welfare office and in barangay units.

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