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Evaluation of the Level of Services Provided to Persons with Disabilities in Jordan

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Abstract

Objective: The study aimed to identify the level of general and specialized services related to persons with disabilities in Jordan. Material and Method: where the descriptive approach was used, in addition to using the questionnaire as a tool for the study. The questionnaire was applied to a sample consisting of (100) persons with disabilities and (300) parents of persons with disabilities, in order to find out the level of services provided to persons with disabilities. Results: and the results showed that the level of general and specialized services provided to such people in Jordan came up to a moderate degree, as a shortage appeared in some of these services. Conclusions: Expanding the care and rehabilitation services for people with disabilities in Jordan in quantity and quality to include remote areas and marginalized groups, as well as searching for people with disabilities who have not received services due to family ignorance or shame and organizing rehabilitative programs and services for people with disabilities and their guardians.

Keywords: Evaluation, People with Disabilities, General Services, Specialized Services, Parents.

Introduction

Services provided to people with disabilities are a feature of civilized societies, as these people have suffered decades of various shapes of exclusion and marginalization, with their educational, rehabilitative, and other essential needs often being ignored. The International Convention on the Rights of Persons with Disabilities emerged as a pivotal point to alter such services based on kindness to a legally integrated framework. It guarantees people with disabilities, access to these rights and services as a part of their legitimate rights as the rest of the members of the Society (Merghany&Ibrahim, 2020; Madera e.al, 2020).

Individuals with impairments are now offered top-tier, international services. This amazing development also applies to the field of transportation, elevating people with disabilities from passive consumers to active participants (Baloch& Jennings, 2021; Ingólfssdóttir et.al, 2018), This accomplishment is a direct result of economic development, which has raised society's awareness and broadened understanding of the difficulties experienced by people with disabilities. This transformation includes all elements, such as societal acceptance and the acknowledgment of their inalienable rights. Only through constant struggle and the combined efforts of organizations and governments committed to humanitarian issues has this enormous milestone been accomplished. The care of people with disabilities has changed from being a

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charitable and caring endeavor to being an inherent entitlement that is deservedly theirs (Narayan et.al, 2017; Kim& Nam, 2019).

Numerous global, regional, and local organizations have been founded with this goal in mind. Their goal is to provide critical care services to people with disabilities and assist their families in coping with the emotional and practical difficulties they encounter. These groups work to promote peaceful cohabitation among people who have disabilities, whether they be one person or multiple family members (Tarawneh, 2023; Chiu et.al, 2013; Almheiri et.al, 2015)

The range of care provided by TELLK's services is extensive and continuing. These services are carefully planned to deal with several aspects of people's lives, including their physical, mental, cognitive, emotional, and social well-being. Because TELLK's integrated approach is designed to tackle and alleviate these impacts holistically, it takes into account the fact that the impact of disability frequently crosses numerous facets. These services have been carefully designed to serve people all their lives. Early detection and intervention are the first steps in their progression, which continues through educational levels, training, rehabilitation, and societal inclusion. Additionally, they continue into adulthood, supporting these people as they play active roles in society. According to the concepts stated in their preparations, this involves asserting their rights and accepting responsibility for their actions (Al-Quraiti, 2003; Parey et.al, 2022).

Specialized speech therapy aimed at increasing language and communication skills is one of the many services provided by specialized centers for people with impairments. Additionally, some professionals concentrate on using natural and occupational therapies to promote the improvement of sensory function as well as gross and fine motor abilities. These initiatives are meant to encourage an individual's independence. Psychologists and sociologists complement these services by offering essential psycho-social support. They strive to alter behavior, lessen the effects of disability, and support the individual's adaptation and social integration. However, these specialized centers are not primarily in charge of it. The larger community also owes duties to those with disabilities. This entails offering all-encompassing services, including holistic healthcare, social support services, professional assistance, and educational possibilities, which all contribute to the general well-being and social inclusion of people with disabilities (Sánchez et.al, 2023; Almheiri et.al, 2015).

The most successful and effective service delivery depends critically on collaboration between professionals. A group of specialists that are involved in this collaboration assesses each impaired person to determine their unique needs. The assessment then forms the basis for creating a customized strategy that specifies the required services and methodology to be used. With the help of numerous experts, this cooperative effort makes sure that a holistic approach is used. The researchers carried out a thorough investigation to evaluate the quantity and caliber of services offered in Jordan's specialized centers for people with impairments. Finding out the extent and quality of services provided to disabled people at these centers was the study's main goal (Wolniak& Božena, 2021; Huskin et.al, 2018).

Prior studies have repeatedly emphasized the importance of providing a wide range of services to people with disabilities, including both general and specialized types of support. In line with this concept, Shahada's significant study from 2022 offered insight into the subject. The study brought attention to a systemic weakness in the standards and quality of services provided by organizations that cater to the needs of the visually impaired. The study identified problems in a number of industries, including services for education, healthcare, and employment. According to Shahada's research, there is a lot of space for improvement in the services provided to people

with visual difficulties. The study suggested initiatives aimed at improving the quality and range of services offered to this particular group to overcome these deficiencies (Sánchez et.al, 2023; Huskin et.al, 2018).

The results of another study carried out by Al-Afifi in 2021 concur with this viewpoint. According to Al-Afifi's research, there is a serious shortage of services within the infrastructure, particularly in structures designed to meet the needs of people with disabilities. Similar to this, research conducted in 2020 investigated the obstacles brought on by architectural barriers. The study emphasized how important a barrier these act as, especially in educational contexts. The necessary environmental engineering characteristics that would enable the unhindered movement of people with disabilities are frequently missing from the physical buildings of schools and colleges. Collectively, these studies show where there are still gaps in inclusive services for people with disabilities, highlighting the significance of removing both architectural and infrastructural barriers to make spaces more accessible.

The work done by Abed in 2017 is another important addition related to this subject. According to Abed's analysis, there is a significant gap between the services provided to people with disabilities and the real services needed to meet their requirements. Two main reasons are given for this discrepancy: either insufficient money from donors or poor management of funds within the institutions. Abed's inquiry also looked into facilities that help kids with mental disorders. The study found a worrying pattern: these facilities frequently have low resources and can't meet the children's urgent needs for these services. Instead, the services supplied mainly concentrate on simple workouts and slight behavior modifications.

In order to determine the scope of general and special services offered to people with disabilities in the Emirate of Abu Dhabi, United Arab Emirates, Al-Muhairi et al. (2015) undertook a study. The study used a questionnaire that was given to 29 people with disabilities and 282 parents of people with disabilities as part of a descriptive methodology. The findings showed that Abu Dhabi's general services for people with impairments are of a high caliber. The specialized services, however, were discovered to be at a reasonable level.

The importance of establishing an accommodating environment and providing services that are specifically suited for people with disabilities is highlighted by the existing literature review and earlier research. These activities are essential to promoting the development of their unique talents and abilities, allowing them to successfully integrate into society. These studies also highlight the crucial role of service quality and the requirement for a wide range of services, which should be tailored to the unique problems posed by various types of impairments.

The Research Problem

Disability is an issue that affects everyone in society, regardless of their socioeconomic status, educational background, or membership in a particular social group. This highlights the widespread implications of issues relating to disabilities (Merghany&Ibrahim, 2020; Madera e.al, 2020). Strategic planners and policymakers must first acknowledge and evaluate the availability of both general and specialized services for people with disabilities. Planners can effectively build next development strategies by being aware of the landscape of services that are already offered(Narayan et.al, 2017; Kim& Nam, 2019). This guarantees that services fully meet the requirements of people with disabilities. These services must be guided by a global perspective, with an initial emphasis on building an inclusive environment—both physically and socially. This inclusiveness is essential for integrating people with disabilities into the societies

in which they live (Tarawneh, 2023; Chiu et.al, 2013; Almheiri et.al, 2015). It calls for creating an appropriate framework that is in line with current governmental policies and legislative initiatives. Studies with a strong scientific foundation are crucial for improving service quality (Sánchez et.al, 2023; Almheiri et.al, 2015). Service delivery can be improved by methodical research, promoting the development and empowerment of people with disabilities. In the end, this strategy highlights their skills, spurring progress and encouraging originality.

And to achieve this orientation, this study came to identify the availability of public and specialized services in Jordan. In order to help the responsible authorities to make decisions that contribute to the presentation of the best services for disabled individuals. Accordingly, the research problem has been indicated in the next question:

What is the reality of public and specialized services provided for people with disabilities in Jordan?

From this main question, the following two sub-questions emerge:

- 1- What is the level of public services provided to persons with disabilities in Jordan?
- 2- What is the level of specialized services provided to persons with disabilities in Jordan?

Objectives of the Study:

Due to the scarcity of studies related to assessing the level of public and specialized services provided to disabled individuals and centers for the Disabled, and their importance in terms of identifying deficiencies and working to address them, this study seeks to investigate the following objectives:

- 1- Identify the most important public services provided to persons with disabilities in Jordan.
- 2- Identifying the most important specialized services provided to persons with disabilities in Jordan.
- 3- Identifying the level of services provided to persons with disabilities in Jordan.

Importance of the Study:

The importance of this study is shown by:

- 1- Persons with disabilities are an integral part of the community and have rights and duties and must be provided with their services.
- 2- There is a lack of research and studies that dealt with evaluating the level of services provided to persons with disabilities.
- 3- Entities may benefit from the services offered to people with disabilities through this study to identify weaknesses in their services provided in an attempt to improve the quality of services they provide to people with disabilities in the future.

The Limitations of The Study:

The scope of this study was defined and applied in Almaraz, especially in providing services to people with disabilities and their parents, during Year (2022/2023)

Research Methodology:

This section aims to give a thorough summary of the study's demographic and participants.

Along with describing the procedures used during the conduct of the study and the statistical techniques used for analysis, it also requires providing information about the research tools used, their validation, and reliability assessment.

Study methodology: The descriptive analysis method was used as it is the best method that can be used for this type of study

Population and Sample for the Study:

Participants in the study were from a wide spectrum of carers for people with disabilities who were enrolled in various Jordanian centers and institutions for people with disabilities. 100 people with disabilities and 300 parents made up the chosen sample. The participants were picked at random, just like that. Table 1 has further details.

The tools utilized for data gathering in the research were carefully selected. Their accuracy and consistency in measuring the target variables were ensured by the proper processes, which also proved their validity and dependability. The study's application phase followed a systematic methodology. The techniques that were employed were carefully created to collect precise and significant data, permitting a thorough study of the research objectives. The gathered data were processed and interpreted using statistical methods. In order to ensure that the outcomes appropriately reflected the research findings, these methodologies were chosen based on their applicability to the study's objectives.

(Table 1: Give the pertinent facts and information regarding the study sample.)

Schedule (1)

The study sample that is applied has a questionnaire to evaluate the services provided to the disabled:

Responder type	The number	The Centennial ratio
Guardians matter	300	75%
Persons with disabilities	100	25%
the total	400	100%

Study Tool:

The study tool was thoughtfully created, drawing on earlier works of educational literature as well as the expertise of educators and specialists. It assesses a range of services for people with disabilities, taking into account their educational, social, psychological, and medical needs. The instrument has two elements to help with a full assessment and is intended for carers and people with disabilities.

With 20 paragraphs, Section One's evaluation of the breadth of public services provided to people with disabilities. A Likert scale with five levels was used in the study: "Strongly Agree" (score of 5), "Agree" (4), "Neutral" (3), "Disagree" (2), and "Strongly Disagree" (1). The scale measures respondents' opinions of the services offered in Jordanian institutions and centers for people with disabilities from the perspectives of both guardians and the people with disabilities themselves. To maintain the tool's accuracy, however, people with mental illnesses who are unable to reply were omitted.

The services included in Section Two are expected to be provided by a variety of specialists in the medical, social, psychiatric, and supportive fields inside disability centers and institutions. These twelve services were chosen after consulting with experts and looking into relevant academic material. The list includes early intervention, pedagogical and educational services, speech and language therapy, mental health services, social counseling, family support, natural treatment, career-focused treatment, vocational training and rehabilitation, employment services, and follow-up.

Validity and Reliability of the Study Tool:

Firstly: The Validity of the Tool:

The validity of the study tool was verified by following the following steps:

1- The Validity of the Content (The Validity of the Arbitrators):

Ten domain specialists, including educators and educational and psychological specialists, validated the tool. Each expert checked the study tool's paragraphs for linguistic correctness and relevancy. They were asked for their opinions and to make any additions, changes, mergers, or deletions they felt were required. In response to their comments, the first part's four superfluous paragraphs were cut because their topic overlapped. Seven other paragraphs were changed as a result of the experts' suggestions. The first section of the questionnaire had a total of 16 paragraphs as a result of this method. The second section, which consists of 12 specialized service categories, was left alone as the specialists had approved.

2- Internal Consistency Validity (statistical validity):

A different sample of thirty people with disabilities and their parents from the same study community were given the research tool to examine its internal consistency validity. The goal was to figure out the association between the respondents' overall scores and the scores they gave to each individual question. Tables 2 and 3 provide the correlation coefficients, which show the connection between the scores for each questionnaire paragraph and the overall resolution score.

Schedule (2)

Correlation coefficients between the score of each item of the public services questionnaire the introduction for the disabled (Part One), and between the total degree for scale

Phrase number	Factor link						
1	0.73**	5	0.78**	9	0.68**	13	0.76**
2	0.71**	6	0.72**	10	0.71**	14	0.73**
3	0.72*	7	0.75**	11	0.66**	15	0.71**
4	0.73**	8	0.71**	12	0.77**	16	0.73**

** Statistically significant at level (0.01)

Table (3)

Correlation coefficients between the score of each item of the questionnaire of specialized services provided to persons with disabilities (second part), and the total degree of scale

Phrase number	Factor link	Phrase number	Factor link	Phrase number	Factor link
1	0.69**	5	0.65**	9	0.70**
2	0.61**	6	0.72**	10	0.69**
3	0.62**	7	0.73**	11	0.73**
4	0.69**	8	0.66**	12	0.75**

** Statistically significant at level (0.01)

evident from the two tables example (2, 3) that all the correlation coefficients between the items of the questionnaire and the total score are statistically significant whereas correlations emphasize validating the paragraphs of the questionnaire.

Secondly: The Stability of the Tool:

To be sure of the firmness of the study tool, the stability coefficient was calculated for the road alpha equation Cronbach for consistency procedure. Between the paragraphs (0.92) for the first part, and (0.91) for the second part. As for stability, it has reached (0.91) which makes it suitable for purposes of application.

Study Results and Discussion

To answer the first question for the study which states that **what is the level of public services provided for people with disabilities in Jordan?**

To find out the level of public services provided to persons with disabilities in Jordan were given estimates next. The responses of the study sample to the public service level questionnaire are:

- averages arithmetic Less than 2.5 (service level low)
- averages arithmetic 2.5-3.9 (medium service level)
- averages arithmetic from 4.00 and above (high service level)

In order to answer this question, it was done by applying a questionnaire of public services provided to persons with disabilities on a sample study of persons with disabilities and on guardians matters of persons with disabilities of various disabilities. The results of Table (4) show that:

Schedule (4)

Averages arithmetic and the standard deviations of the study sample's responses to a questionnaire about the level of public services provided to persons with disabilities arrange in descending order according to their arithmetic mean

Rank	The phrase	Arithmetic	standard deviation	the level
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		Average		
1	There is a continuous improvement in services for people with disabilities in Jordan	4.17	0.67	high
2	The services provided to persons with disabilities in Jordan are commensurate with the type of disability	4.15	0.72	high
3	Those working with people with disabilities have the ability to discover the problems and specify techniques to treat them.	4.12	0.69	high
4	The services provided to persons with disabilities contribute to finding a better life for them	4.02	0.62	high
5	based on presentation services specialized and qualified centers	3.93	0.59	high
6	The services provided to people with disabilities provide the opportunity to merge into the community	3.85	0.66	middle
7	Services provided to persons with disabilities are subject to the calendar and continuous improvement	3.70	0.61	middle
8	Persons with disabilities provide services facilities and lots of information to get	3.61	0.73	middle
9	Service providers use different modern methods of pedagogical and therapeutic	3.36	0.72	middle
10	The services provided to persons with disabilities are distributed in different regions of Jordan	3.29	0.65	middle
11	Provides various services levels with the severity of the disability	3.15	0.68	middle
12	There are regulations, systems, and laws that guarantee receiving people with disabilities for the best services	3.02	0.60	middle
13	Devices and tools are available for people with disabilities and lozenges to help them	2.92	0.57	middle
14	Curricula are available educational that suit different types of disabilities	2.82	0.72	middle
15	The services provided to persons with disabilities are rigorous	2.48	0.69	low
16	The services provided to persons with disabilities are characterized by inclusiveness	2.43	0.72	low
Total score		3.43	0.66	middle

The average level of public services offered to people with disabilities in Jordan, as reflected by the cumulative tool ratings, is one interesting finding from the aforementioned Table 4. The overall public services questionnaire score for the study sample was 3.43, with a standard deviation of 0.66. Nine items reached an average level, five items a high level, and two items a low level, among the individual items. The lowest-scoring paragraph had a mean of 2.43 and a standard deviation of 0.72, while the paragraph with the greatest average and lowest standard deviation had 4.17 and 0.67, respectively. This result can be linked to the beneficial effects of public services on improving the general quality of everyday life for people with impairments. It shows that efforts are being made to improve the services to better meet their needs. The Supreme Council for the Affairs of Persons with Disabilities in Jordan had a significant part in this achievement. This institution is committed to offering extraordinary services for people with disabilities by working with specialists domestically and abroad to guarantee the adoption of worldwide best practices and enhance the standard of living for this community.

To answer the question of the second study, which states: What is the level of specialized services provided to persons with disabilities in Jordan?

To find out the level of related specialized services provided to persons with disabilities in centers within Jordan were given estimates next. The responses of the study sample to the service level questionnaire were in general: average arithmetic less than 1.5 (service level low), averages arithmetic 1.6-2.4 (medium service level), average arithmetic from 2.5 and above (high service level).

In order to answer this question, it was done by applying a questionnaire of specialized services provided to persons with disabilities on a sample study of persons with disabilities and guardians of People's affairs or people with disabilities in general, and the results of Table (5) show that:

Schedule (5)

the level	Normative Deviation	Arithmetic Average	specialized services	Rank
middle	0.75	2.48	Services pedagogical and educational	1
middle	0.59	2.46	Medical services and health	2
middle	0.66	2.44	Early intervention services	3
middle	0.57	2.41	Mental Services	4
middle	0.61	2.38	Services Social	5
middle	0.68	2.36	Diagnosis service and evaluation	6
middle	0.57	2.32	Family extension services	7
middle	0.63	2.29	Training services and rehabilitation professions	8
middle	0.66	2.26	Physiotherapy services	9
middle	0.61	2.16	Treatment services and career	10
middle	0.64	2.11	Employment services and continue	11
middle	0.58	2.05	Language and speech therapy services	12
middle	0.62	2.31	Total score	

Averages arithmetic and the standard deviations of the study sample's responses to a standard assessment questionnaire specialized services arranged in descending order according to their

We note from the results of the previous table (5) that the level of specialized services provided to persons with disabilities in Jordan It appeared at an average level for the total degree as well as for all services where the total score of the study sample responses to the specialized services questionnaire was (2.31)And with a standard deviation of (0.62), where the highest paragraph got an arithmetic mean of (2.48) and a standard deviation of (0.59), while the lowest paragraphs got an arithmetic mean of (2.05) and a standard deviation of (0.58), and this indicates the availability of pedagogical services and educational in different specialized centers. Sponsorship of people with disabilities, as it turns out that general medical specialties and educational social services are significantly available in Jordan. So, centers qualifying people with disabilities advance in basic special services like the side educational and pedagogical services that after an update of Medicine examination procedures of the person with a disability and study his social condition to be added to the program later educationally with his abilities and condition.

Furthermore, it is clear that disability centers do not offer many employment services. For people with mental disorders, who sometimes find it difficult to find suitable career possibilities even after receiving professional training, this absence is more acute. As a result, many of them are forced to work jobs that don't match their skills or stay at home for extended periods of time. It's important to note that after a person reaches the age of 18, most disability centers stop providing them with services, thus restricting their ability to receive crucial assistance.

Conclusions:

By reviewing the results of the study, we conclude that the level of public services provided to people with disabilities in Jordan appeared at an average level on the tool as a whole, as the total score reached (3.43) with a standard deviation of (0.66), where (5) items scored at the level High, 9 items were at a medium level, and two items were at a low level.

We also conclude that the level of specialized services provided to persons with disabilities in Jordan appeared at an average level for the total score as well as for all services, as the total score for the study sample's responses to the specialized services questionnaire was (2.31) with a standard deviation of (0.62).

Recommendations for the Study:

1. Extend and improve, both in terms of quantity and quality, the range of care and empowerment services for people with disabilities in Jordan. Provide these services to underserved communities and rural areas. proactively identify disabilities that are underserved because of family reluctance or ignorance. Systematize and improve the services offered to make sure that people with disabilities and their parents can access them.
2. Raise the standard of vocational training services to reflect the needs of the job market for people with disabilities over the age of eighteen. Make these changes unique to each person's skills and career preferences. Create inclusive workplaces that take both psychological and physical factors into account. To ensure the seamless integration, training, and development of disabled people in their desired vocations, implement effective follow-up methods.
3. Promote inclusion in facilities for people with disabilities by bringing all evaluation, diagnosis, and services under one roof. Plans and services should be simplified within the same center to save beneficiaries time and promote skill acquisition.

4. Give services that assist people with severe disabilities a top priority. Recognize their particular needs for support that is tailored to their abilities and potential.
5. Increase the selection of expert support services for people with disabilities, especially in areas like natural therapy, career counseling, and specialized care for illnesses like autism. Based on the number of students enrolled in centers and their unique needs, allocate resources.

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